

## John Hunter Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 19,359 patients  
 Emergency attendances:<sup>2</sup> 19,350 patients

Same period last year	Change since one year ago
18,902	2%
18,893	2%

## John Hunter Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,906 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,978 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,755 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 141 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,597 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 95th percentile time to start treatment<sup>5</sup> 157 minutes

Same period last year	NSW (this period)
1,826	
7 minutes	8 minutes
28 minutes	35 minutes
5,137	
22 minutes	20 minutes
105 minutes	99 minutes
9,709	
33 minutes	26 minutes
156 minutes	137 minutes
2,089	
38 minutes	23 minutes
170 minutes	135 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,359 patients

Percentage of patients who left the ED within four hours 69%

Same period last year	Change since one year ago
18,901	2%
64%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

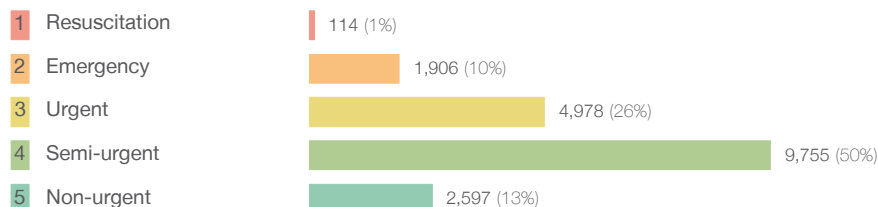
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## John Hunter Hospital: Patients attending the emergency department

January to March 2016

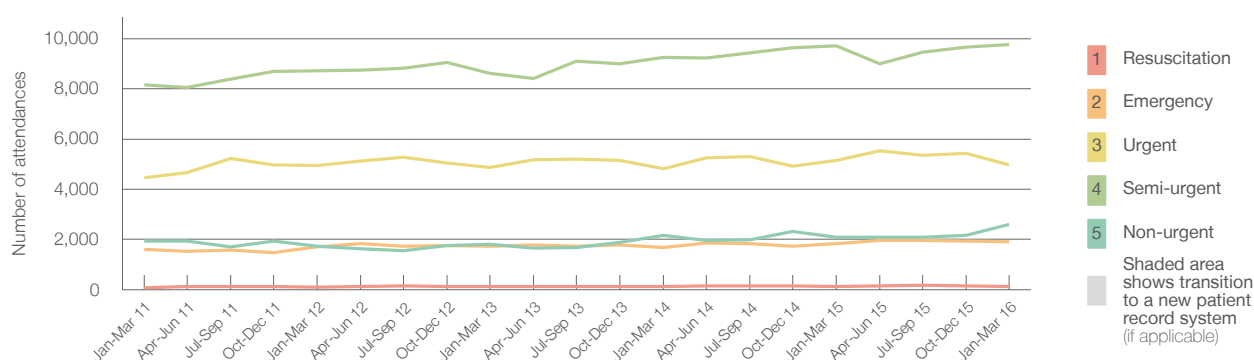
All attendances:<sup>1</sup> 19,359 patients

Emergency attendances<sup>2</sup> by triage category: 19,350 patients



Same period last year	Change since one year ago
18,902	2%
18,893	2%
132	-14%
1,826	4%
5,137	-3%
9,709	0%
2,089	24%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>†</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	83	96	122	114	132	114
Emergency	1,599	1,711	1,742	1,669	1,826	1,906
Urgent	4,460	4,952	4,880	4,813	5,137	4,978
Semi-urgent	8,169	8,728	8,614	9,255	9,709	9,755
Non-urgent	1,928	1,734	1,815	2,167	2,089	2,597
All emergency attendances	16,239	17,221	17,173	18,018	18,893	19,350

## John Hunter Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,940 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
5,140	
11 minutes	0 minutes
32 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## John Hunter Hospital: Time from presentation to treatment, triage 2

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,906

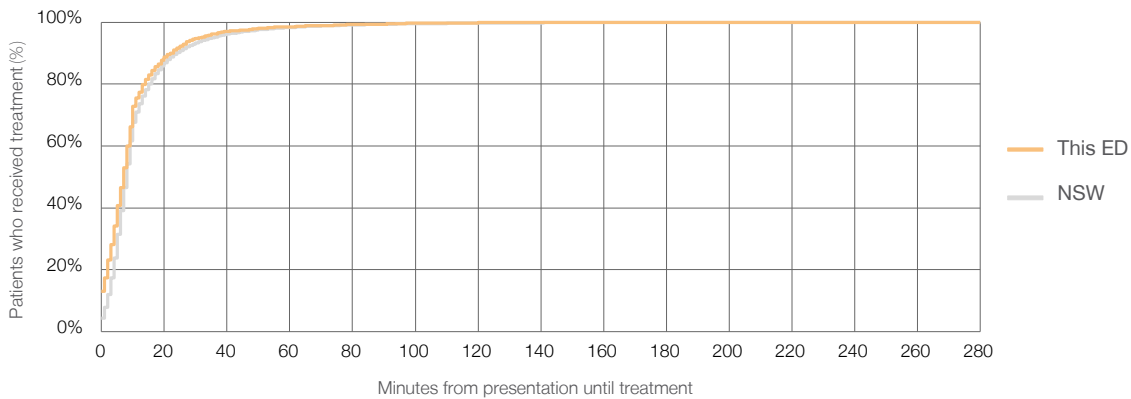
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,890

Median time to start treatment<sup>4</sup> 7 minutes

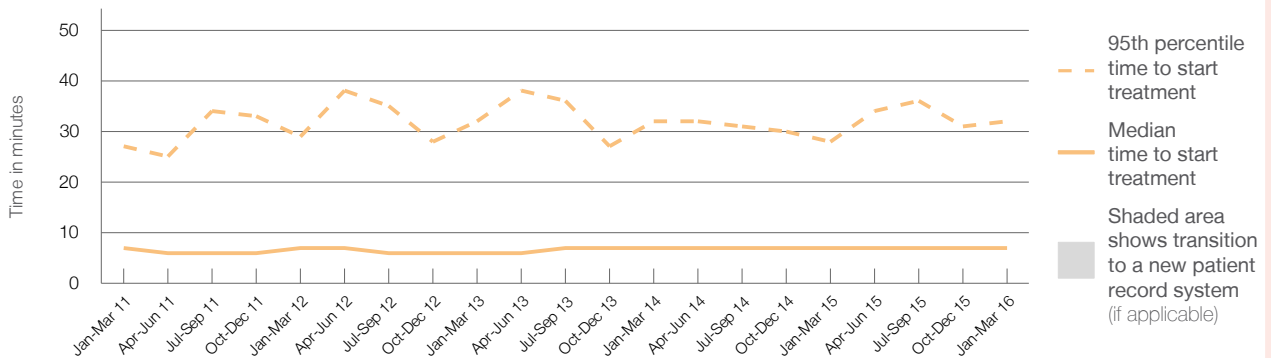
95th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
1,826	1,812
7 minutes	8 minutes
28 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	7	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	27	29	32	32	28	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## John Hunter Hospital: Time from presentation to treatment, triage 3

January to March 2016

**Triage 3** Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,978

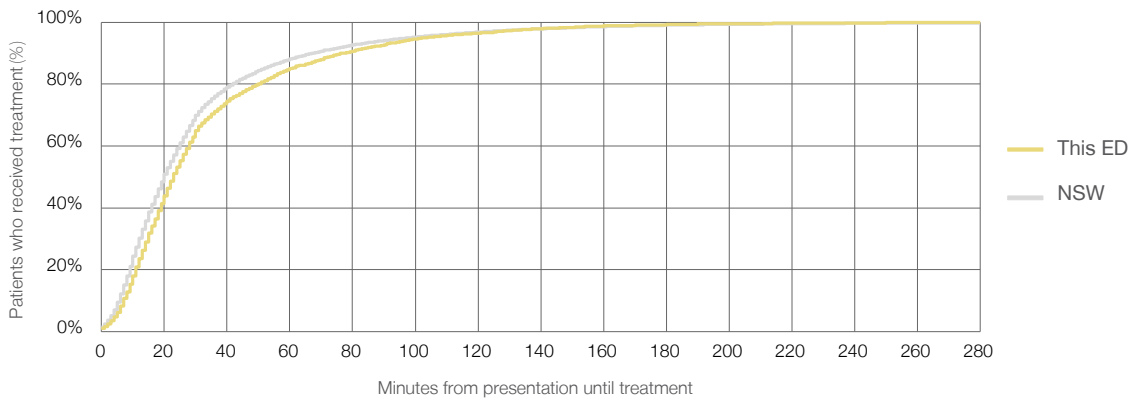
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,874

Median time to start treatment<sup>4</sup> 23 minutes

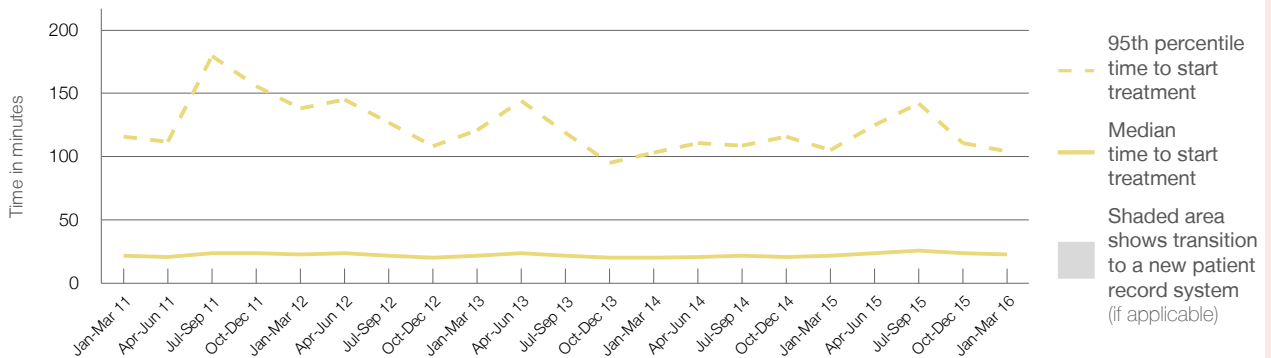
95th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
5,137	
5,031	
22 minutes	20 minutes
105 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	22	23	22	20	22	23
95th percentile time to start treatment <sup>5</sup> (minutes)	116	138	121	103	105	104

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## John Hunter Hospital: Time from presentation to treatment, triage 4 January to March 2016

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 9,755

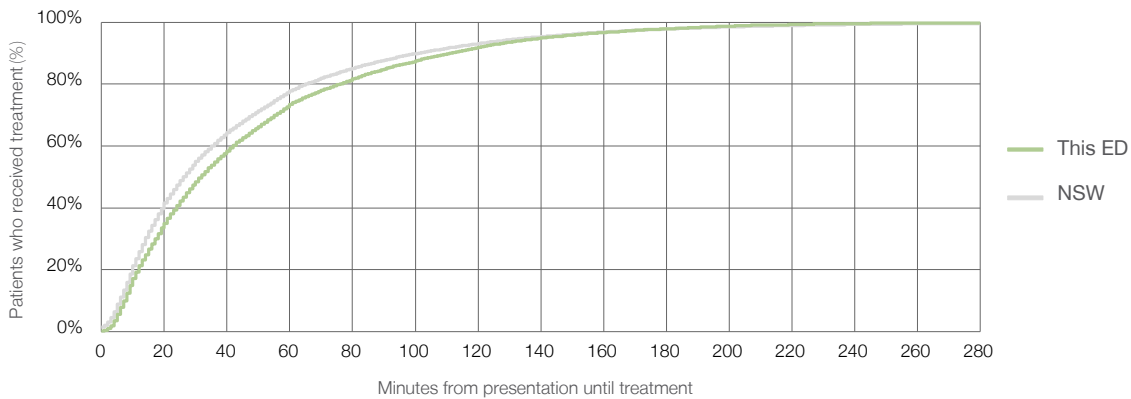
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,093

Median time to start treatment<sup>4</sup>  32 minutes

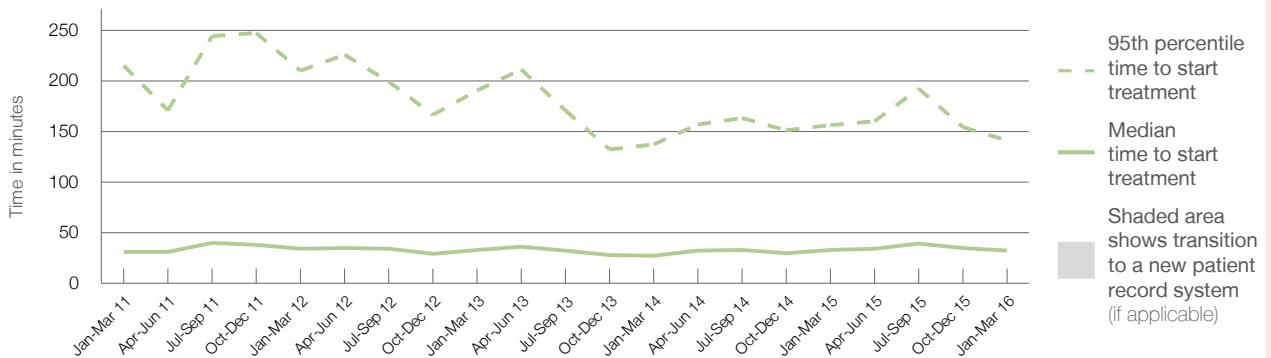
95th percentile time to start treatment<sup>5</sup>  141 minutes

Same period last year	NSW (this period)
9,709	8,895
33 minutes	26 minutes
156 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	31	34	33	27	33	32
95th percentile time to start treatment <sup>5</sup> (minutes)	215	210	190	137	156	141

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## John Hunter Hospital: Time from presentation to treatment, triage 5

January to March 2016

**Triage 5** Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 2,597

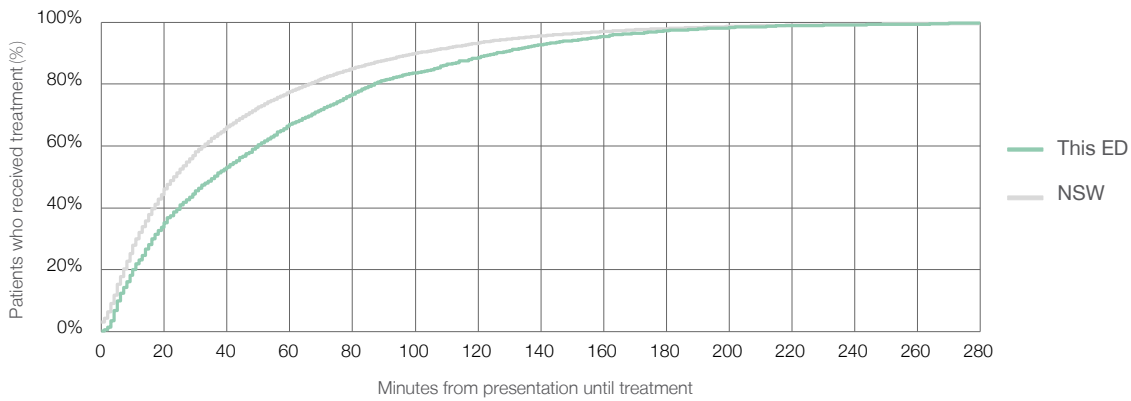
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,163

Median time to start treatment<sup>4</sup> 36 minutes

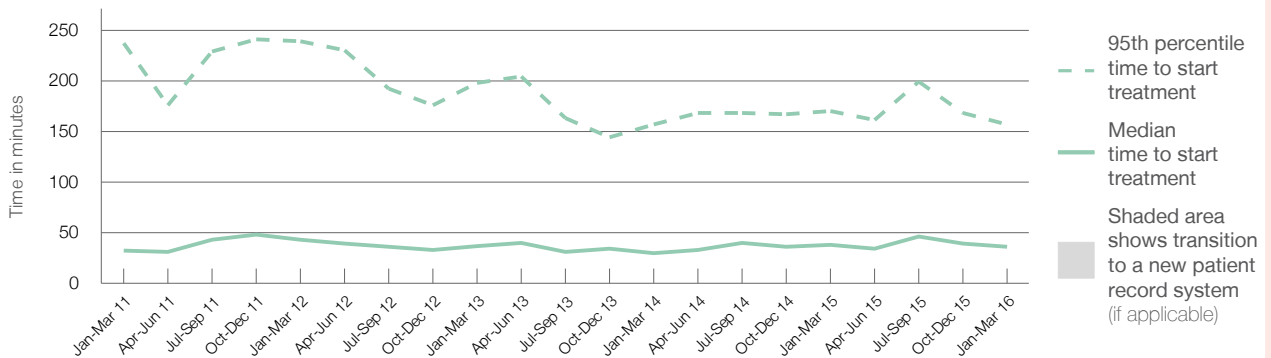
95th percentile time to start treatment<sup>5</sup> 157 minutes

Same period last year	NSW (this period)
2,089	1,700
38 minutes	23 minutes
170 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	32	43	37	30	38	36
95th percentile time to start treatment <sup>5</sup> (minutes)	237	239	198	157	170	157

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## John Hunter Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 19,359 patients

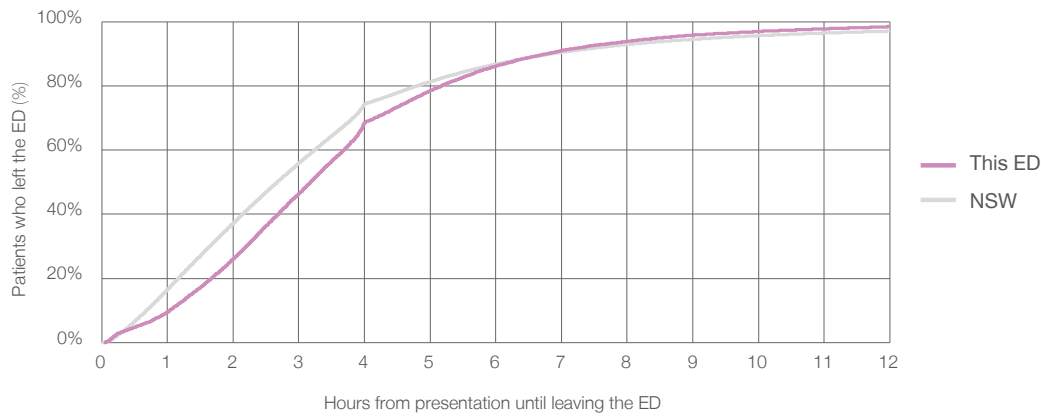
Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,359 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 11 minutes

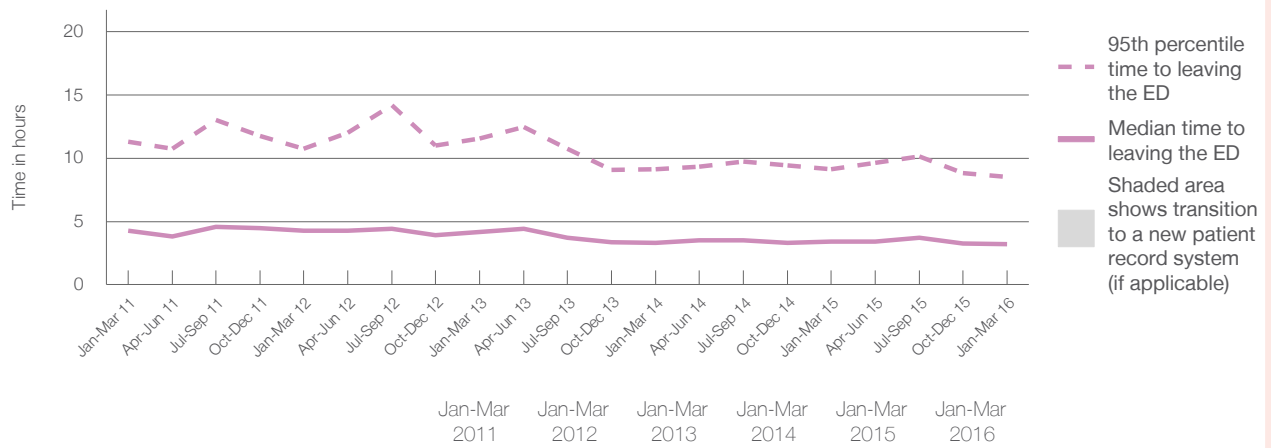
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 31 minutes

Same period last year	NSW (this period)
18,902	18,901
3 hours and 26 minutes	2 hours and 40 minutes
9 hours and 9 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 15m	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 17m	10h 45m	11h 33m	9h 9m	9h 9m	8h 31m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**John Hunter Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

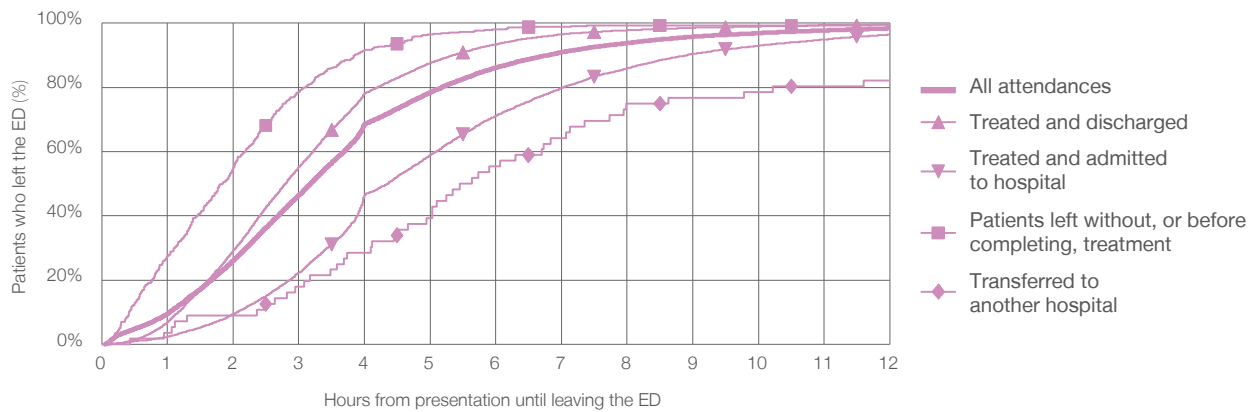
All attendances:<sup>1</sup> 19,359 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,359 patients

Treated and discharged	11,203 (58%)
Treated and admitted to hospital	6,595 (34%)
Patient left without, or before completing, treatment	597 (3%)
Transferred to another hospital	56 (0%)
Other	908 (5%)

Same period last year	Change since one year ago
18,901	2%
10,440	7%
6,765	-3%
642	-7%
78	-28%
977	-7%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<sup>††</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	7%	29%	55%	78%	93%	98%	99%	100%
Treated and admitted to hospital	2%	9%	22%	47%	71%	86%	93%	96%
Patient left without, or before completing, treatment	27%	55%	79%	92%	98%	99%	99%	100%
Transferred to another hospital	4%	9%	18%	29%	55%	75%	79%	82%
All attendances	10%	26%	46%	69%	86%	94%	97%	98%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



**John Hunter Hospital: Time from presentation until leaving the ED**  
**Percentage of patients who left the ED within four hours of presentation**  
 January to March 2016

All attendances:<sup>1</sup> 19,359 patients

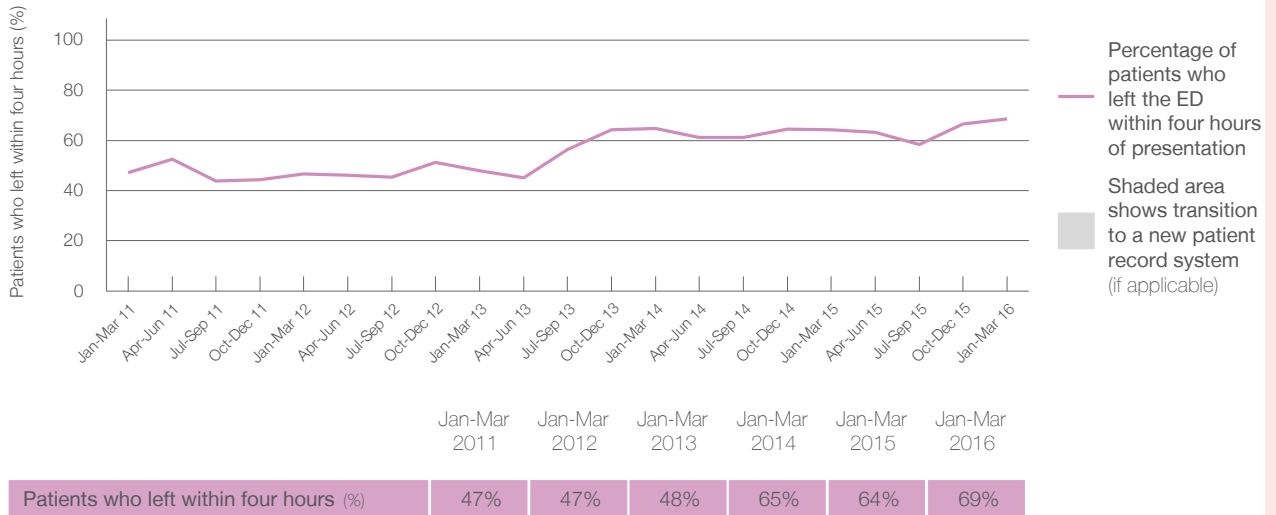
Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,359 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
18,902	2%
18,901	2%
64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health(extracted 22 April 2016).  
 Transfer of care data from Transfer of Care Reporting System(extracted 22 April 2016).