



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Nepean Blue Mountains Local Health District

January to March 2016

## Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 4,295 patients  
 Emergency attendances:<sup>2</sup> 4,200 patients

Same period last year	Change since one year ago
4,168	3%
4,032	4%

## Blue Mountains District Anzac Memorial Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 591 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,007 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 95th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,961 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 95th percentile time to start treatment<sup>5</sup> 143 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 619 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 95th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
488	
7 minutes	8 minutes
38 minutes	35 minutes
1,042	
16 minutes	20 minutes
81 minutes	99 minutes
1,895	
27 minutes	26 minutes
147 minutes	137 minutes
597	
25 minutes	23 minutes
151 minutes	135 minutes

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,295 patients

Percentage of patients who left the ED within four hours 83%

Same period last year	Change since one year ago
4,168	3%
82%	

\* 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.

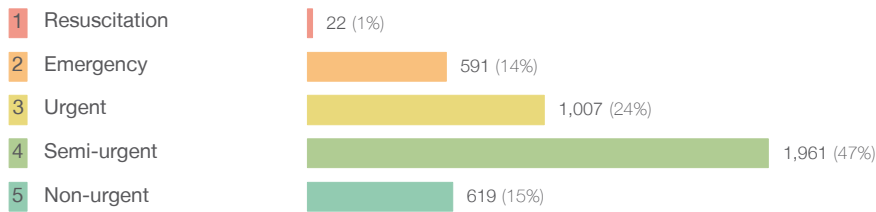
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Blue Mountains District Anzac Memorial Hospital: Patients attending the emergency department January to March 2016

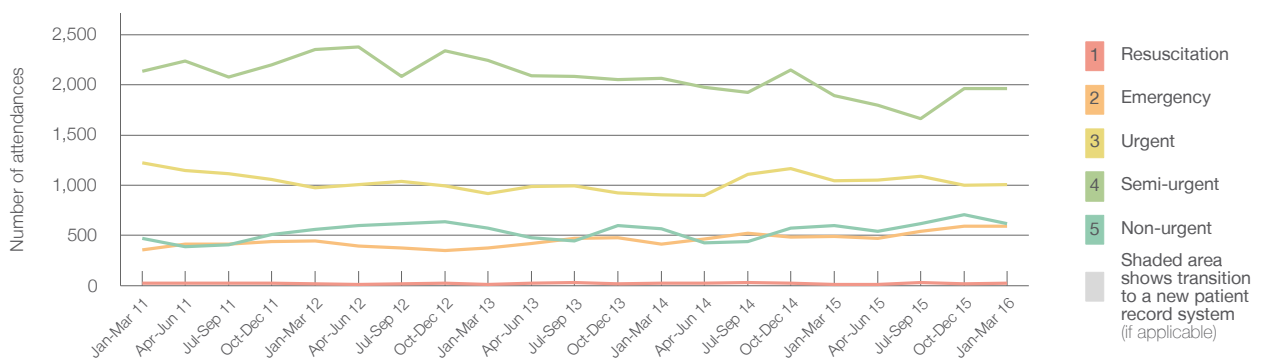
All attendances:<sup>1</sup> 4,295 patients

Emergency attendances<sup>2</sup> by triage category: 4,200 patients



Same period last year	Change since one year ago
4,168	3%
4,032	4%
10	120%
488	21%
1,042	-3%
1,895	3%
597	4%

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	25	16	14	22	10	22
Emergency	357	447	375	415	488	591
Urgent	1,224	977	919	902	1,042	1,007
Semi-urgent	2,137	2,351	2,243	2,068	1,895	1,961
Non-urgent	474	560	576	564	597	619
All emergency attendances	4,217	4,351	4,127	3,971	4,032	4,200

## Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance January to March 2016

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 578 patients<sup>\*\*</sup>

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
592	
14 minutes	-2 minutes
35 minutes	-6 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

(§) 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.

## Blue Mountains District Anzac Memorial 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: 591

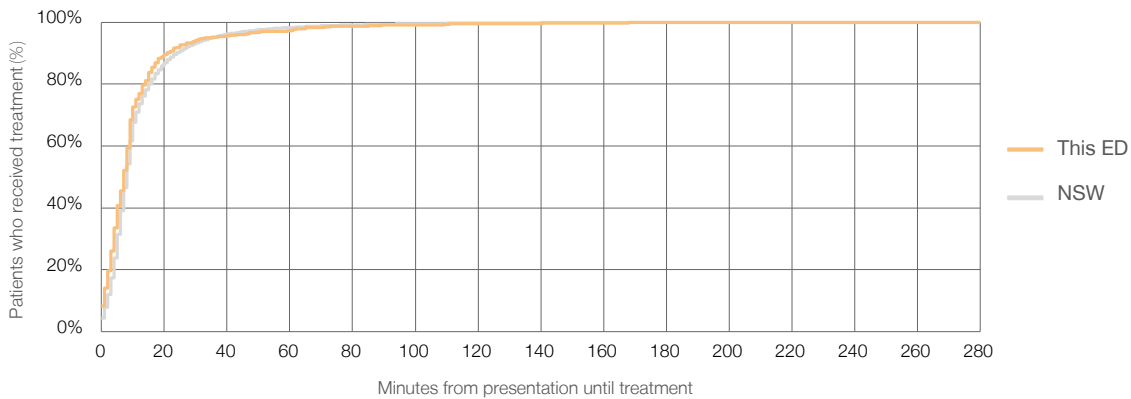
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 585

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

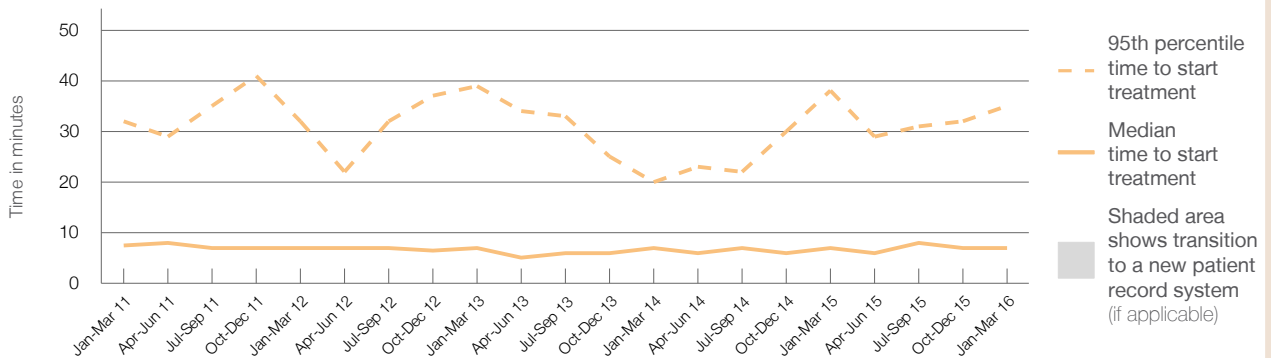
95th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
488	483
7 minutes	8 minutes
38 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)	8	7	7	7	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	32	32	39	20	38	35

(†) 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.

## Blue Mountains District Anzac Memorial 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: 1,007

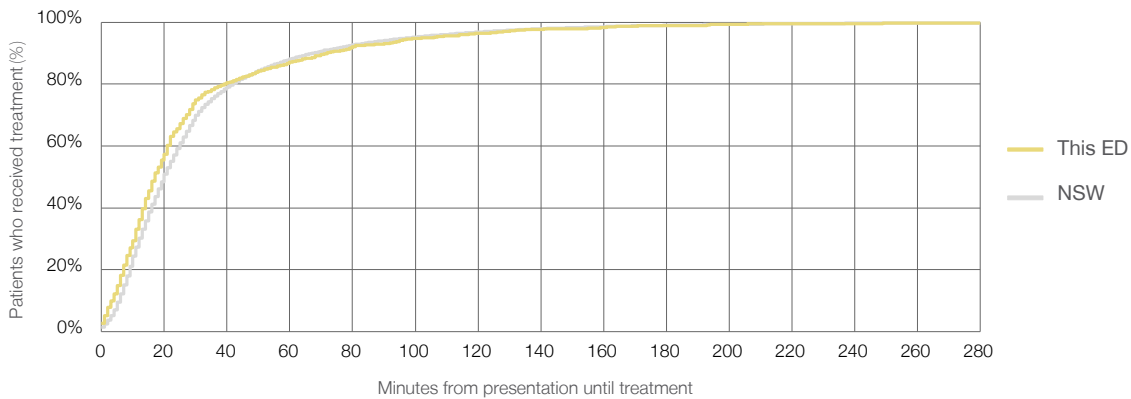
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 952

Median time to start treatment<sup>4</sup>  17 minutes

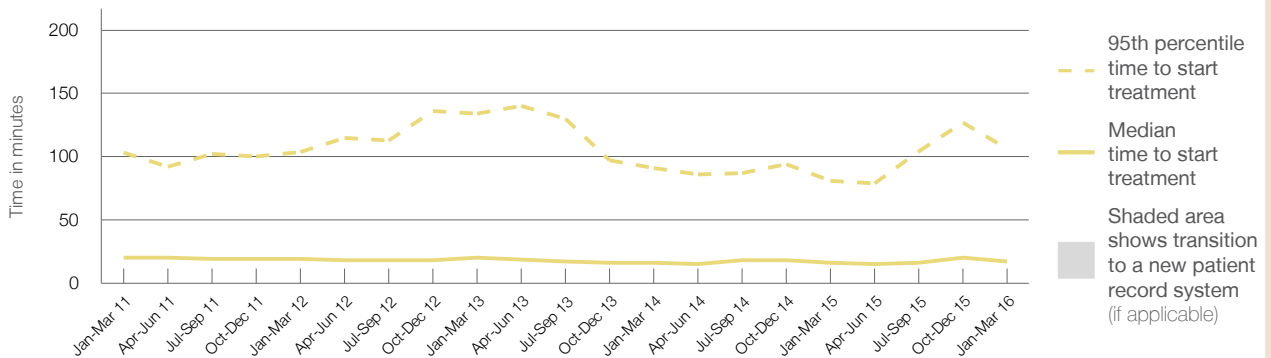
95th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
1,042	1,018
16 minutes	20 minutes
81 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)	20	19	20	16	16	17
95th percentile time to start treatment <sup>5</sup> (minutes)	103	104	134	91	81	106

(†) 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.

## Blue Mountains District Anzac Memorial 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: 1,961

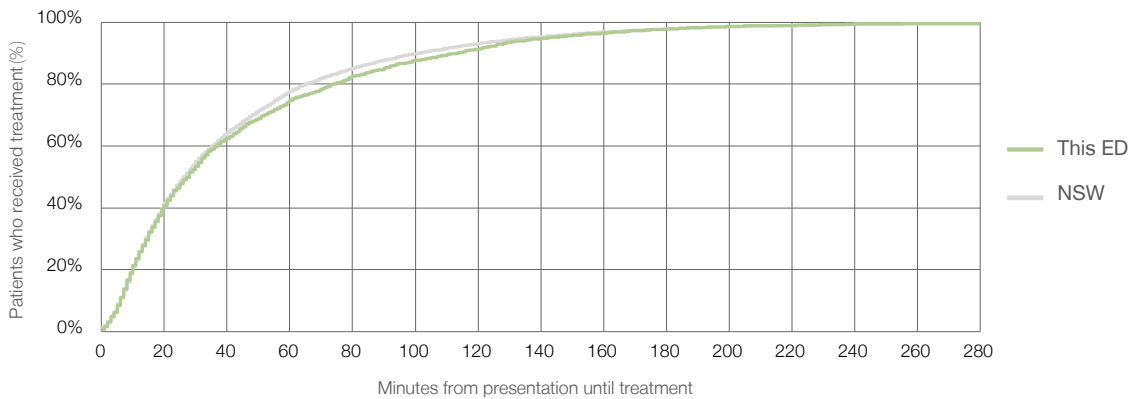
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,804

Median time to start treatment<sup>4</sup>  28 minutes

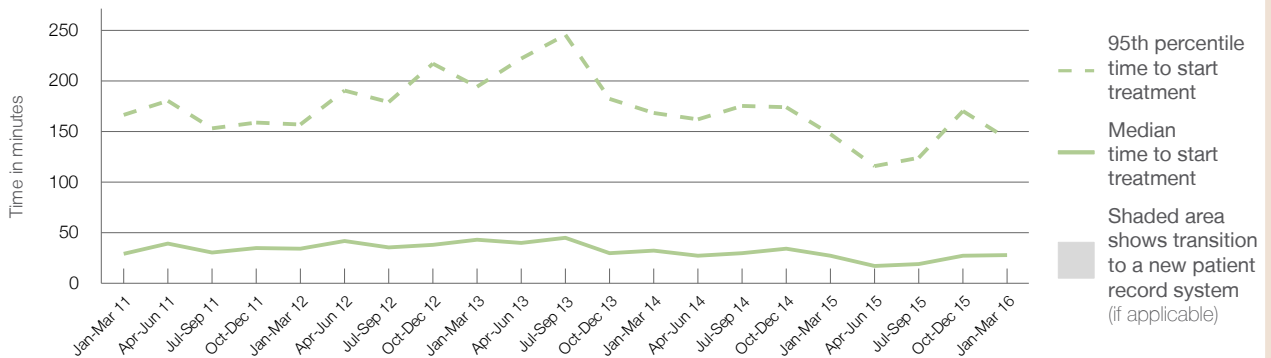
95th percentile time to start treatment<sup>5</sup>  143 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,895	1,775
Median time to start treatment <sup>4</sup>	27 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	147 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)	29	34	43	33	27	28
95th percentile time to start treatment <sup>5</sup> (minutes)	166	157	194	168	147	143

(†) 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.

## Blue Mountains District Anzac Memorial 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: 619

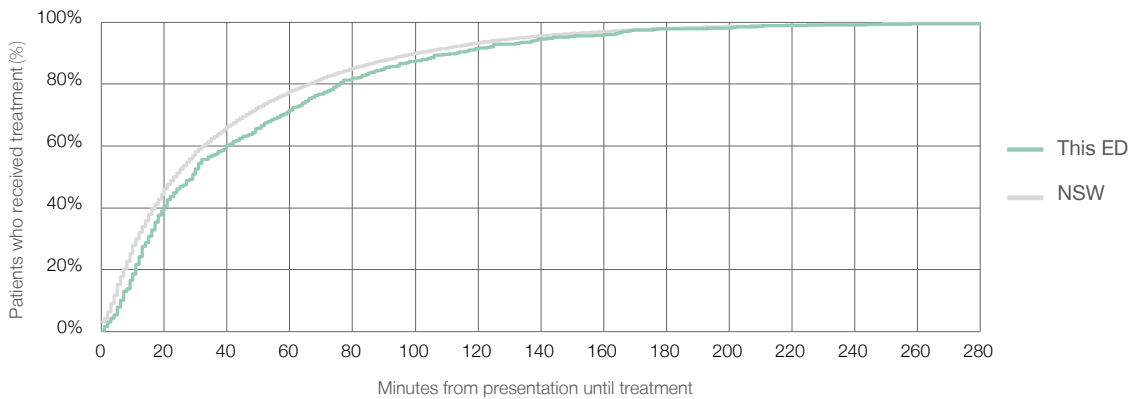
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 527

Median time to start treatment<sup>4</sup>  29 minutes

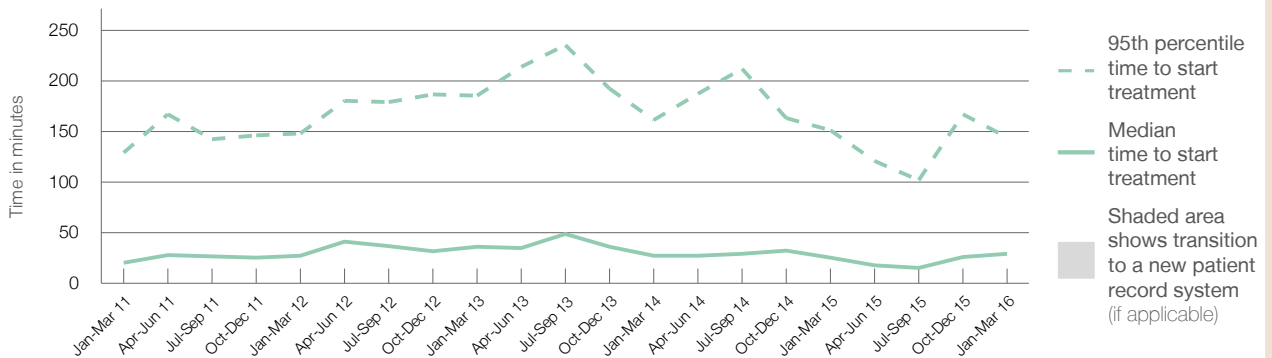
95th percentile time to start treatment<sup>5</sup>  144 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	597	520
Median time to start treatment <sup>4</sup>	25 minutes	23 minutes
95th percentile time to start treatment <sup>5</sup>	151 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)	20	28	36	28	25	29
95th percentile time to start treatment <sup>5</sup> (minutes)	129	148	185	161	151	144

(†) 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.

## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:<sup>1</sup> 4,295 patients

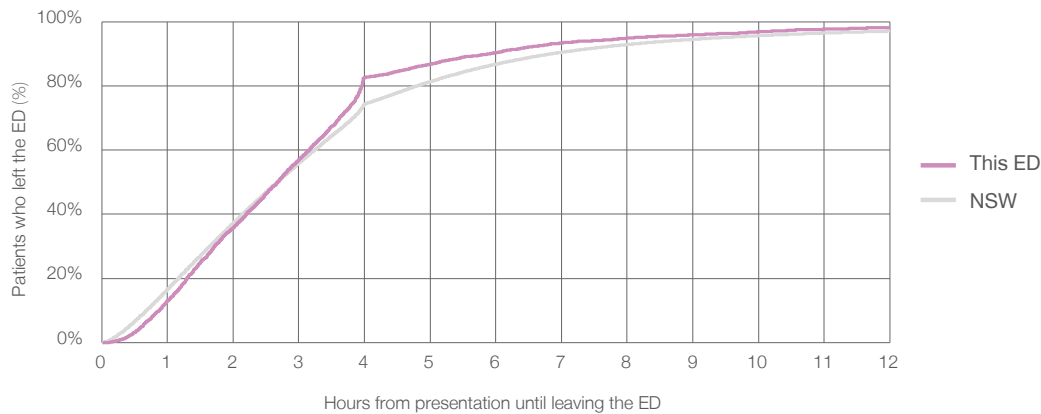
Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,295 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 41 minutes

95th percentile time to leaving the ED<sup>9</sup> 8 hours and 6 minutes

Same period last year	NSW (this period)
4,168	4,168
2 hours and 25 minutes	2 hours and 40 minutes
7 hours and 37 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)	1h 58m	2h 10m	2h 30m	2h 29m	2h 25m	2h 41m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 34m	7h 30m	8h 12m	7h 22m	7h 37m	8h 6m

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

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## Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

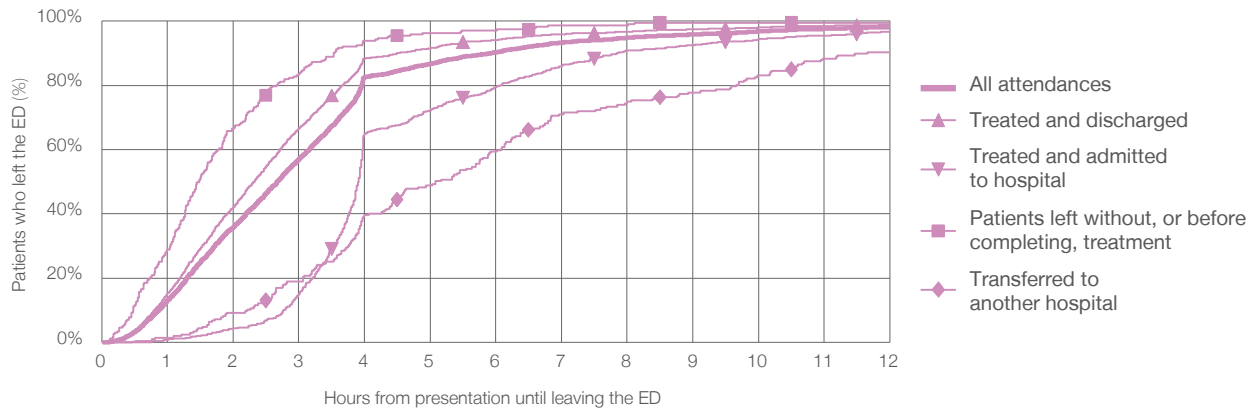
All attendances:<sup>1</sup> 4,295 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,295 patients

Treated and discharged	3,153 (73%)
Treated and admitted to hospital	687 (16%)
Patient left without, or before completing, treatment	243 (6%)
Transferred to another hospital	207 (5%)
Other	5 (0%)

Same period last year	Change since one year ago
4,168	3%
3,177	-1%
584	18%
216	13%
179	16%
12	-58%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15%	42%	67%	88%	94%	97%	98%	99%
Treated and admitted to hospital	1%	4%	15%	65%	79%	91%	94%	97%
Patient left without, or before completing, treatment	29%	67%	84%	94%	97%	99%	100%	100%
Transferred to another hospital	1%	9%	19%	40%	59%	75%	83%	90%
All attendances	13%	36%	57%	83%	90%	95%	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.

## Blue Mountains District Anzac Memorial 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> 4,295 patients

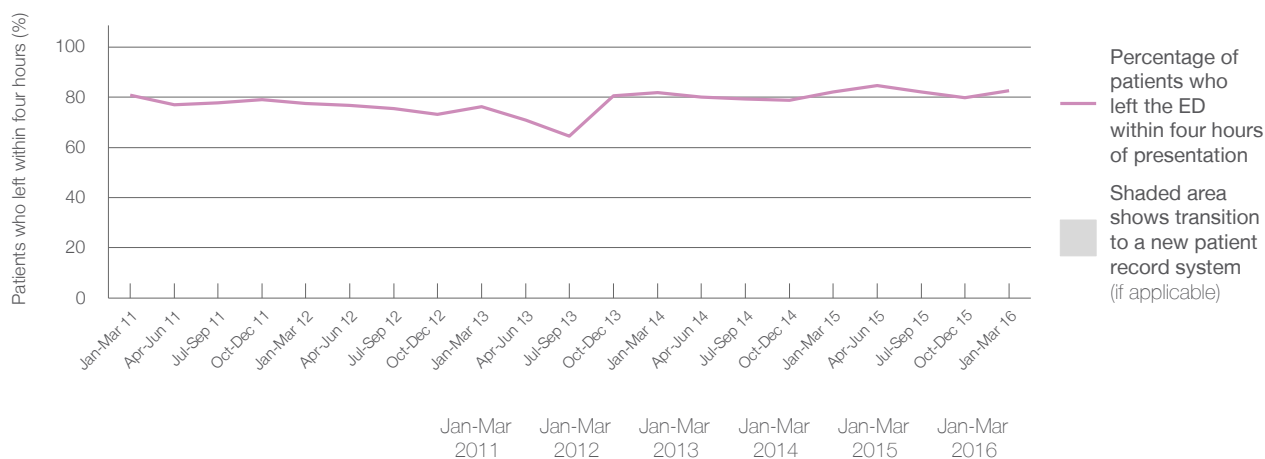
Attendances used to calculate time to leaving the ED: <sup>6</sup> 4,295 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,168	3%
4,168	3%
82%	

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



Patients who left within four hours (%)	81%	78%	76%	82%	82%	83%
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\* 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).

## Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2016



All attendances:<sup>1</sup> 6,138 patients  
Emergency attendances:<sup>2</sup> 5,705 patients

Same period last year	Change since one year ago
5,680	8%
5,483	4%



## Hawkesbury District Health Services: Time from presentation to treatment<sup>3</sup>

January to March 2016


**Triage 2** Emergency (e.g. chest pain, severe burns): 554 patients

Median time to start treatment<sup>4</sup>  12 minutes  
95th percentile time to start treatment<sup>5</sup>  35 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,514 patients

Median time to start treatment<sup>4</sup>  20 minutes  
95th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,011 patients

Median time to start treatment<sup>4</sup>  21 minutes  
95th percentile time to start treatment<sup>5</sup>  77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 618 patients

Median time to start treatment<sup>4</sup>  20 minutes  
95th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
545	
12 minutes	8 minutes
37 minutes	35 minutes
1,355	
18 minutes	20 minutes
48 minutes	99 minutes
2,846	
20 minutes	26 minutes
77 minutes	137 minutes
720	
22 minutes	23 minutes
126 minutes	135 minutes

## Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,138 patients

Percentage of patients who left the ED within four hours  82%

Same period last year	Change since one year ago
5,680	8%
83%	

\* 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.

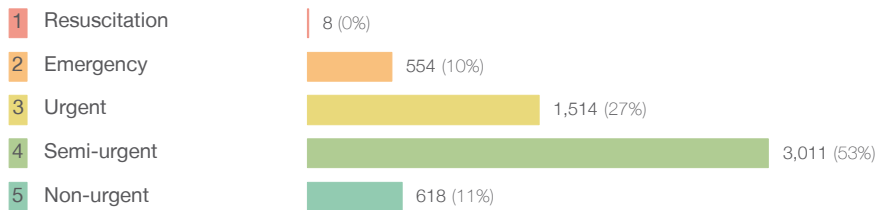
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Hawkesbury District Health Services: Patients attending the emergency department January to March 2016

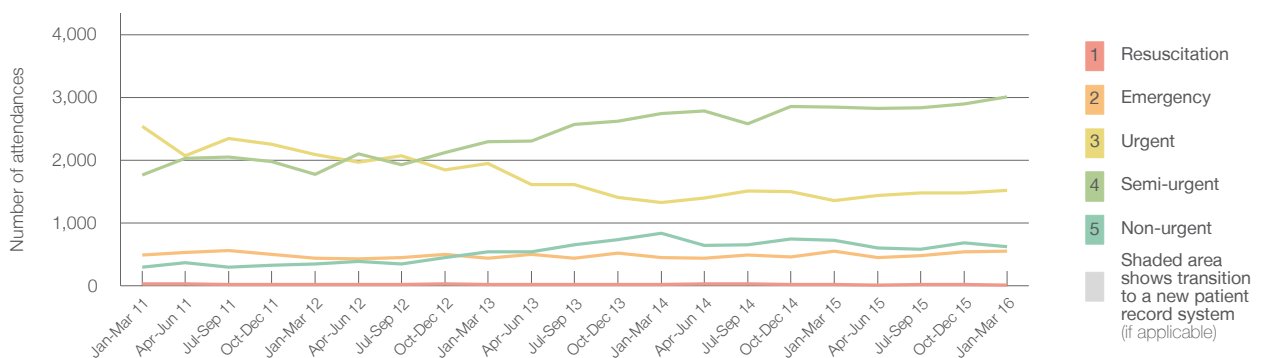
All attendances:<sup>1</sup> 6,138 patients

Emergency attendances<sup>2</sup> by triage category: 5,705 patients



Same period last year	Change since one year ago
5,680	8%
5,483	4%
17	-53%
545	2%
1,355	12%
2,846	6%
720	-14%

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	25	21	17	20	17	8
Emergency	493	436	434	447	545	554
Urgent	2,541	2,087	1,949	1,322	1,355	1,514
Semi-urgent	1,766	1,775	2,290	2,745	2,846	3,011
Non-urgent	291	343	540	838	720	618
All emergency attendances	5,116	4,662	5,230	5,372	5,483	5,705

## Hawkesbury District Health Services: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,008 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,042	
16 minutes	1 minute
36 minutes	1 minute

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. 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.

## Hawkesbury District Health Services: 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: 554

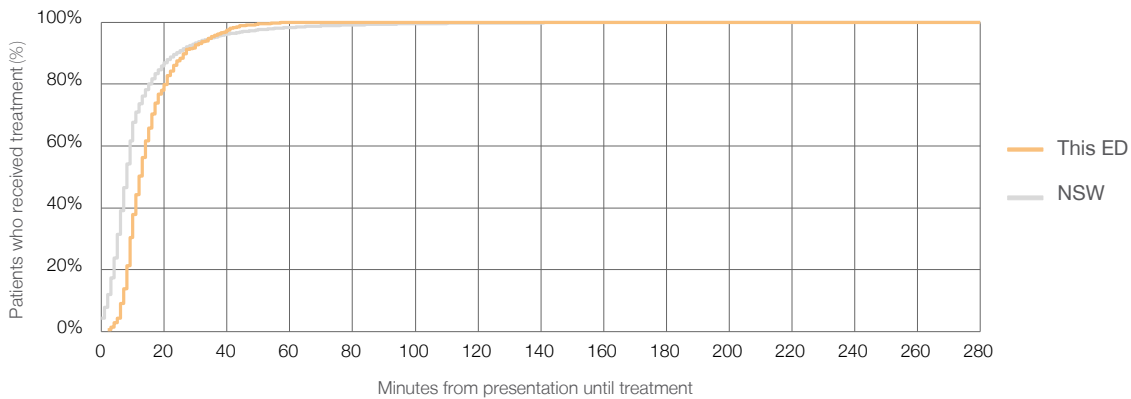
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 554

Median time to start treatment<sup>4</sup>  12 minutes

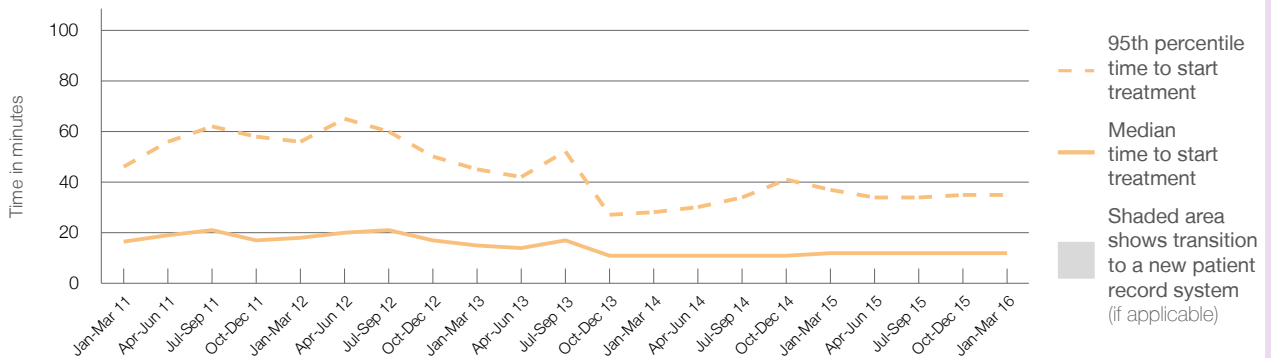
95th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
545	545
12 minutes	8 minutes
37 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)	17	18	15	11	12	12
95th percentile time to start treatment <sup>5</sup> (minutes)	46	56	45	28	37	35

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: 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: 1,514

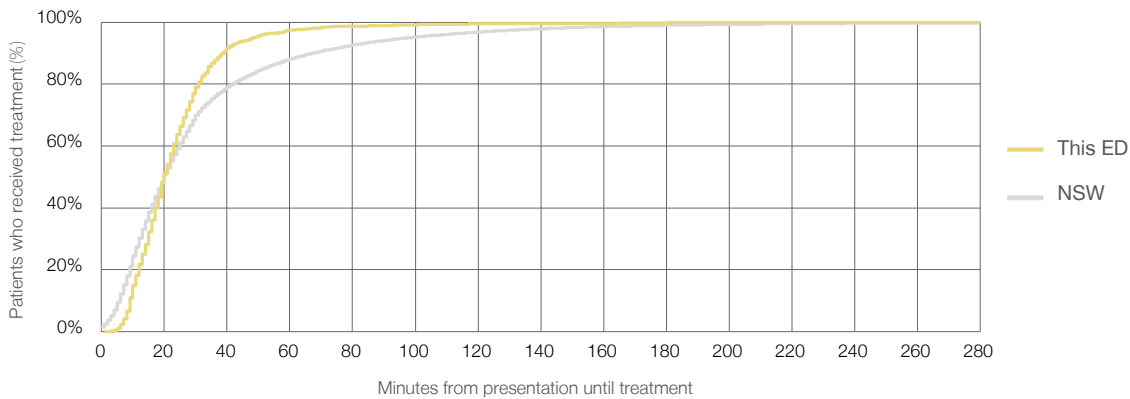
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,513

Median time to start treatment<sup>4</sup> 20 minutes

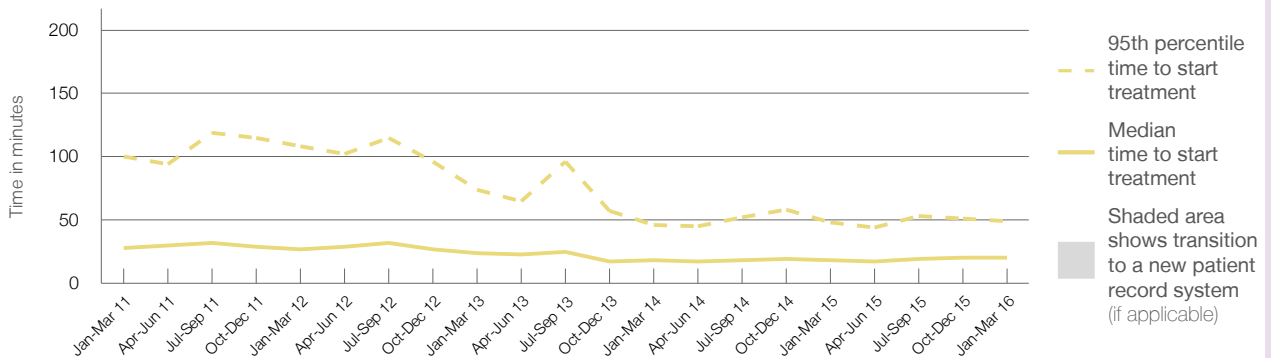
95th percentile time to start treatment<sup>5</sup> 49 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,355	1,353
Median time to start treatment <sup>4</sup>	18 minutes	20 minutes
95th percentile time to start treatment <sup>5</sup>	48 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)	28	27	24	18	18	20
95th percentile time to start treatment <sup>5</sup> (minutes)	100	108	74	46	48	49

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: 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: 3,011

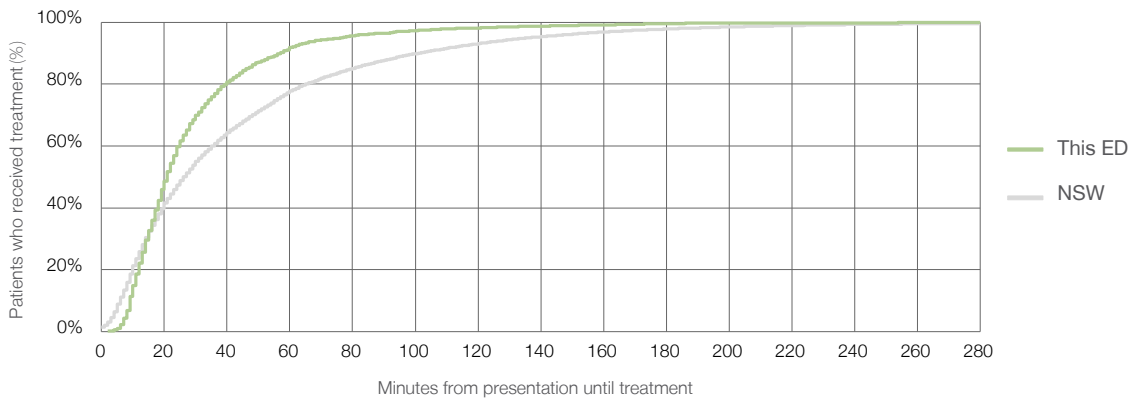
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,995

Median time to start treatment<sup>4</sup> 21 minutes

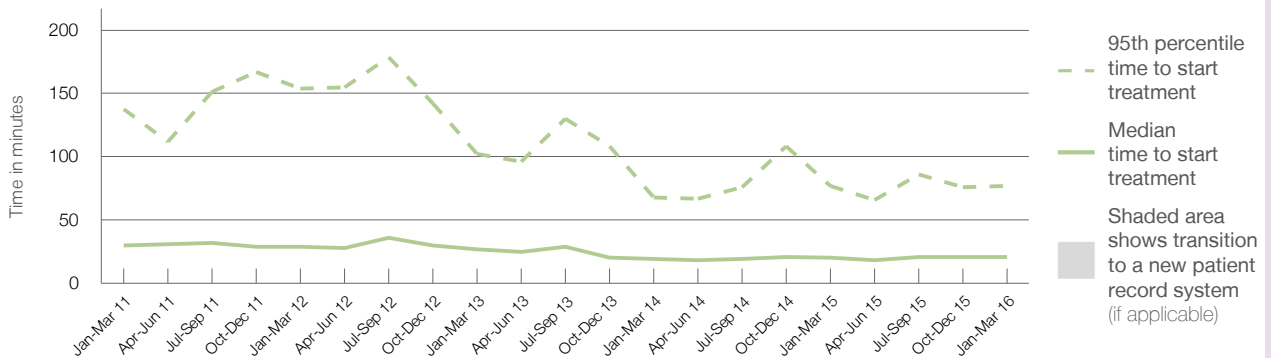
95th percentile time to start treatment<sup>5</sup> 77 minutes

	Same period last year	NSW (this period)
	2,846	
	2,827	
	20 minutes	26 minutes
	77 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)	30	29	27	19	20	21
95th percentile time to start treatment <sup>5</sup> (minutes)	138	154	102	68	77	77

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: 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: 618

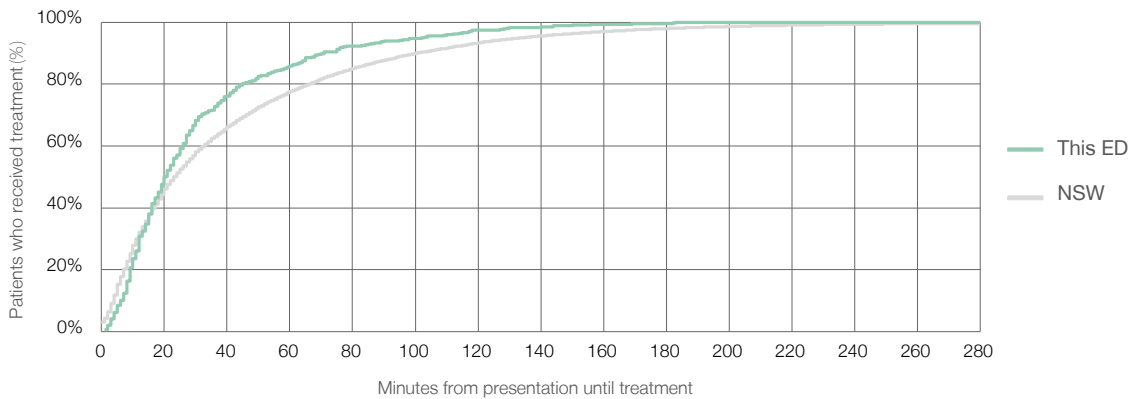
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 600

Median time to start treatment<sup>4</sup>  20 minutes

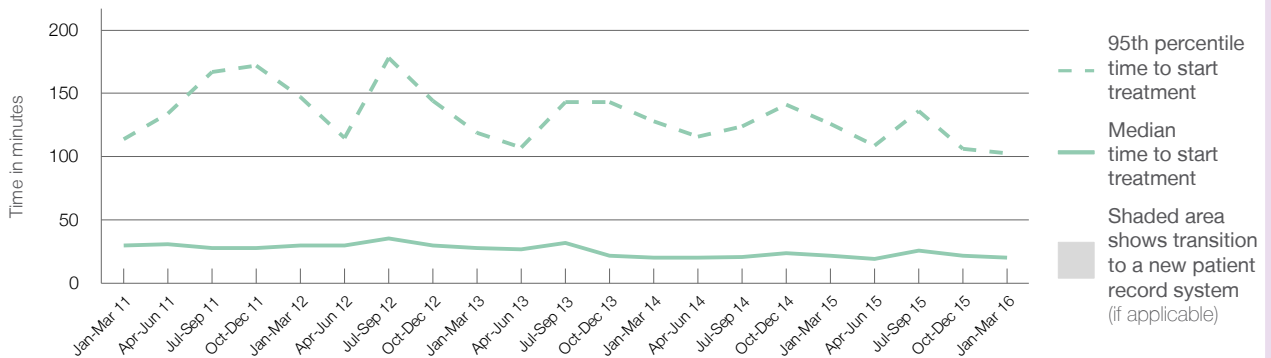
95th percentile time to start treatment<sup>5</sup>  103 minutes

	Same period last year	NSW (this period)
	720	691
	22 minutes	23 minutes
	126 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)	30	30	28	20	22	20
95th percentile time to start treatment <sup>5</sup> (minutes)	114	147	119	128	126	103

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 6,138 patients

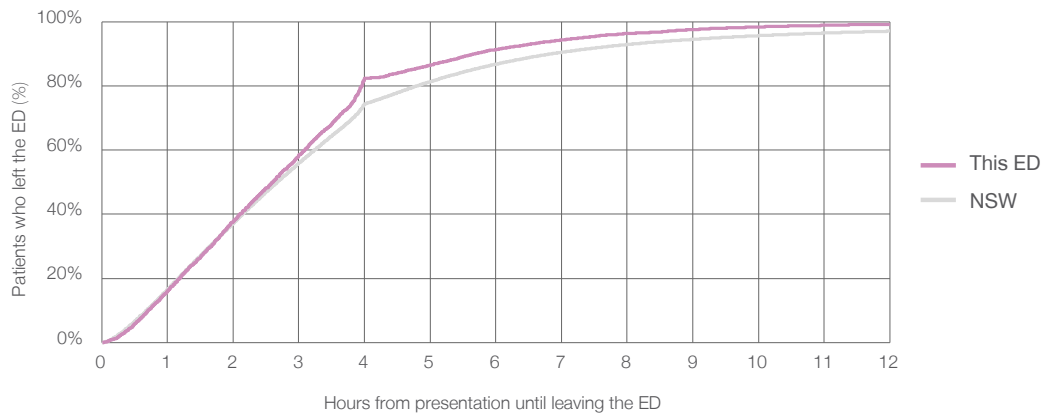
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,138 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 36 minutes

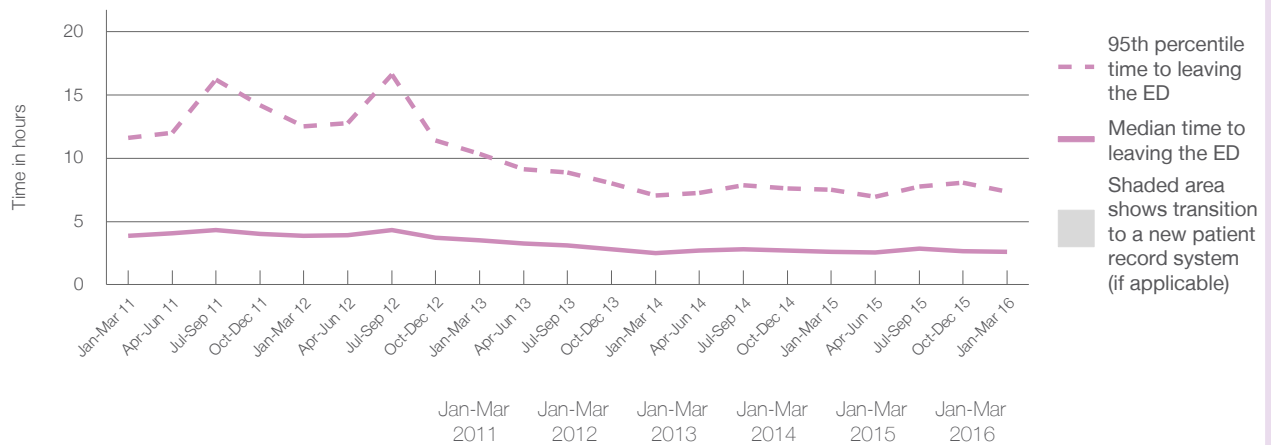
95th percentile time to leaving the ED<sup>9</sup> 7 hours and 20 minutes

Same period last year	NSW (this period)
5,680	5,680
2 hours and 37 minutes	2 hours and 40 minutes
7 hours and 30 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)	3h 52m	3h 53m	3h 32m	2h 31m	2h 37m	2h 36m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 37m	12h 30m	10h 21m	7h 2m	7h 30m	7h 20m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

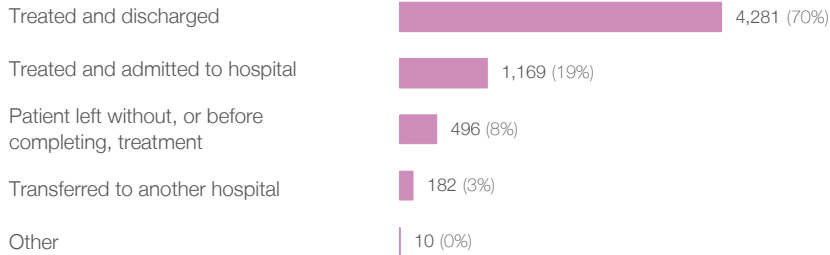
## Hawkesbury District Health Services: Time from presentation until leaving the ED

By mode of separation

January to March 2016

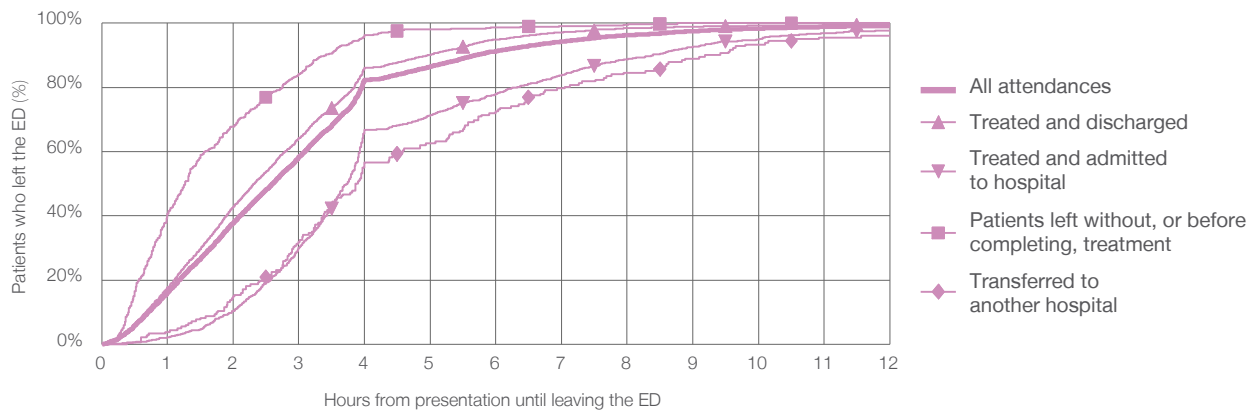
All attendances:<sup>1</sup> 6,138 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,138 patients



	Same period last year	Change since one year ago
All attendances	5,680	8%
Treated and discharged	3,719	15%
Treated and admitted to hospital	1,086	8%
Patient left without, or before completing, treatment	714	-31%
Transferred to another hospital	155	17%
Other	6	67%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18%	43%	64%	86%	95%	98%	99%	100%
Treated and admitted to hospital	2%	10%	30%	67%	78%	89%	95%	98%
Patient left without, or before completing, treatment	41%	68%	84%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	15%	32%	57%	73%	85%	93%	96%
All attendances	16%	38%	58%	82%	91%	96%	98%	99%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Hawkesbury District Health Services: 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> 6,138 patients

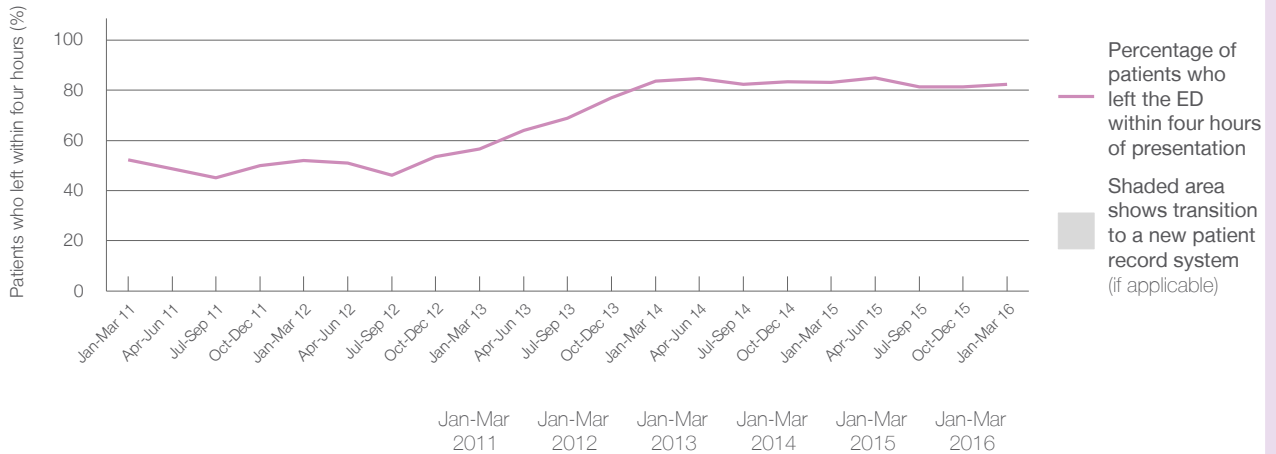
Attendances used to calculate time to leaving the ED: <sup>6</sup> 6,138 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,680	8%
Attendances used to calculate time to leaving the ED	5,680	8%
Percentage of patients who left the ED within four hours	83%	

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



Patients who left within four hours (%)	52%	52%	57%	84%	83%	82%
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\* 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).

## Lithgow Health Service: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 3,176 patients  
Emergency attendances:<sup>2</sup> 3,027 patients

Same period last year	Change since one year ago
3,145	1%
2,948	3%

## Lithgow Health Service: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 324 patients

Median time to start treatment<sup>4</sup> 4 minutes  
95th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 906 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,303 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
259	
4 minutes	8 minutes
13 minutes	35 minutes
767	
11 minutes	20 minutes
52 minutes	99 minutes
1,358	
11 minutes	26 minutes
79 minutes	137 minutes
552	
9 minutes	23 minutes
69 minutes	135 minutes

## Lithgow Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,175 patients

Percentage of patients who left the ED within four hours 88%

Same period last year	Change since one year ago
3,145	1%
87%	

\* 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.

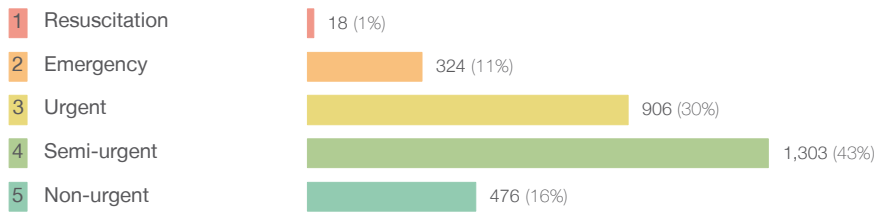
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Lithgow Health Service: Patients attending the emergency department January to March 2016

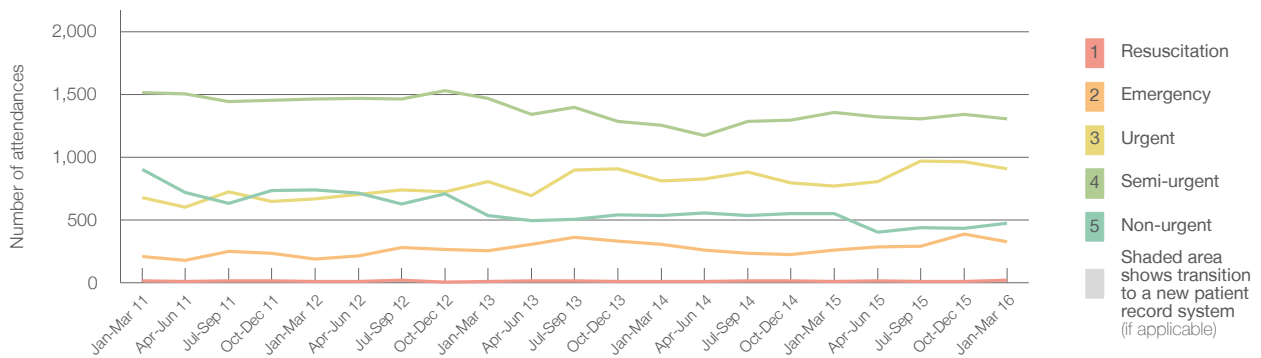
All attendances:<sup>1</sup> 3,176 patients

Emergency attendances<sup>2</sup> by triage category: 3,027 patients



Same period last year	Change since one year ago
3,145	1%
2,948	3%
12	50%
259	25%
767	18%
1,358	-4%
552	-14%

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	17	8	7	10	12	18
Emergency	209	187	253	305	259	324
Urgent	676	668	804	810	767	906
Semi-urgent	1,515	1,461	1,466	1,254	1,358	1,303
Non-urgent	902	738	535	533	552	476
All emergency attendances	3,319	3,062	3,065	2,912	2,948	3,027

## Lithgow Health Service: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 587 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
562	
10 minutes	0 minutes
31 minutes	-5 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.

## Lithgow Health Service: 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: 324

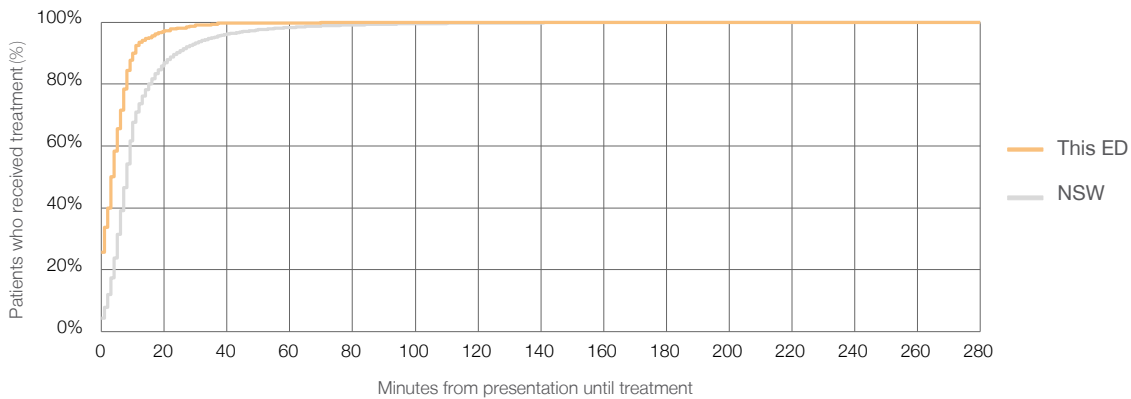
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 320

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

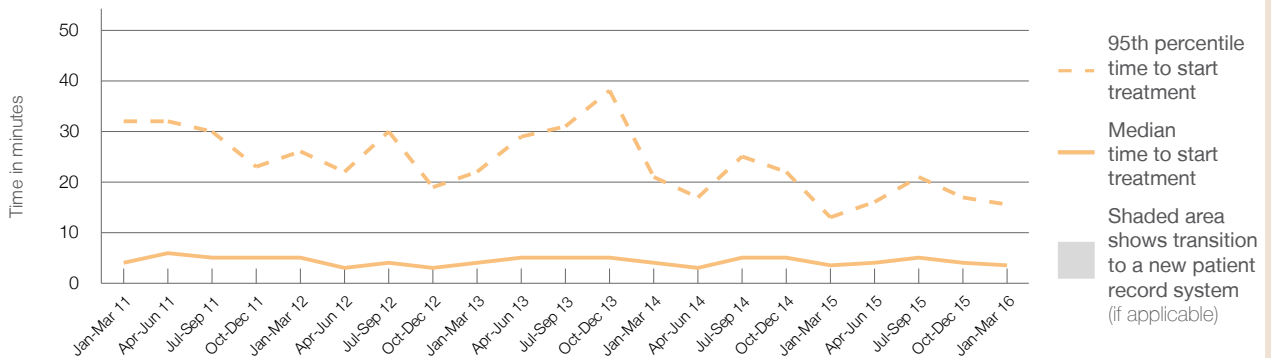
95th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
259	
256	
4 minutes	8 minutes
13 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)	4	5	4	4	4	4
95th percentile time to start treatment <sup>5</sup> (minutes)	32	26	22	21	13	16

(†) 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.

## Lithgow Health Service: 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: 906

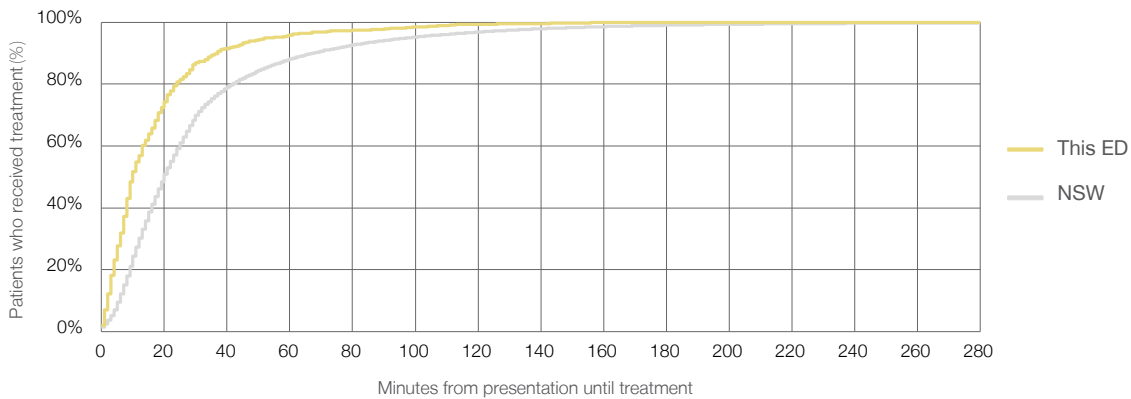
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 875

Median time to start treatment<sup>4</sup> 10 minutes

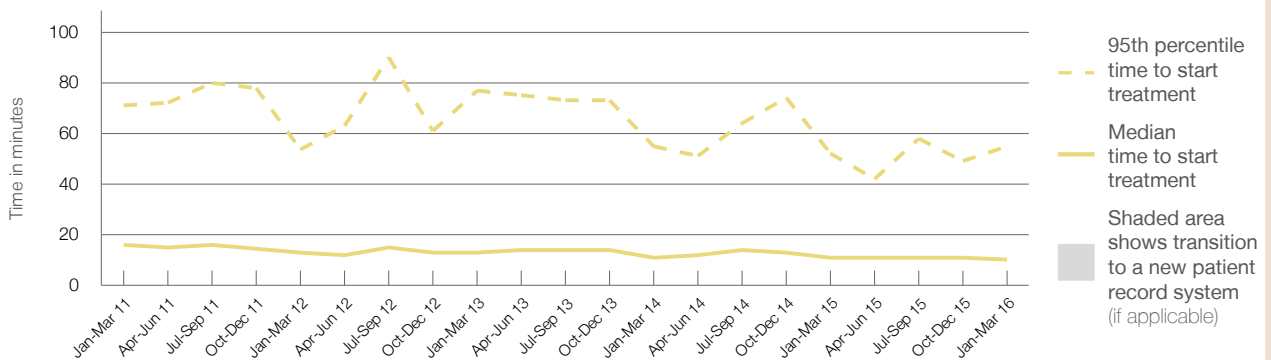
95th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
767	
749	
11 minutes	20 minutes
52 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)	16	13	13	11	11	10
95th percentile time to start treatment <sup>5</sup> (minutes)	71	54	77	55	52	55

(†) 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.

## Lithgow Health Service: 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: 1,303

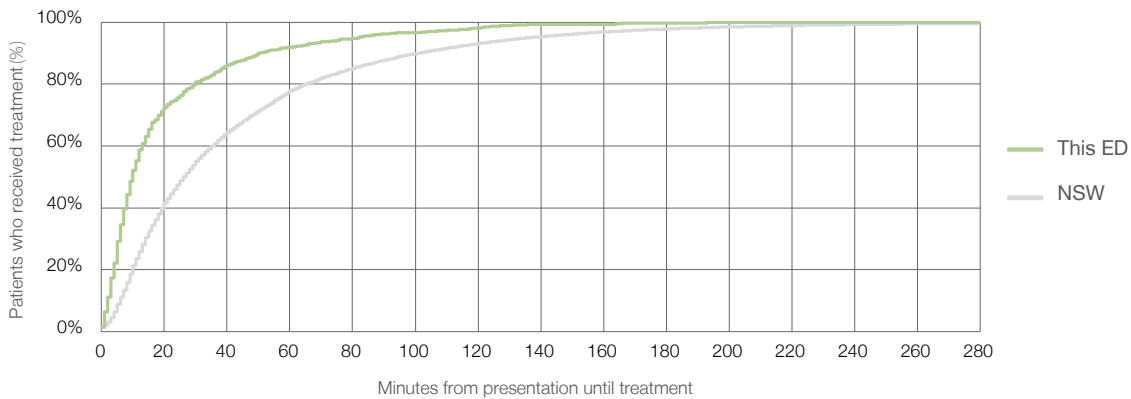
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,241

Median time to start treatment<sup>4</sup>  10 minutes

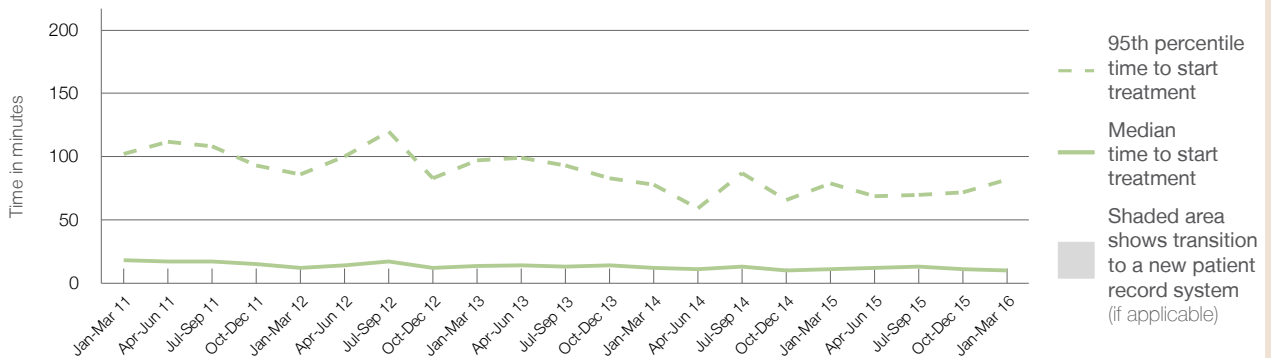
95th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
1,358	1,307
11 minutes	26 minutes
79 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)	18	12	14	12	11	10
95th percentile time to start treatment <sup>5</sup> (minutes)	102	86	97	78	79	82

(†) 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.



## Lithgow Health Service: 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: 476

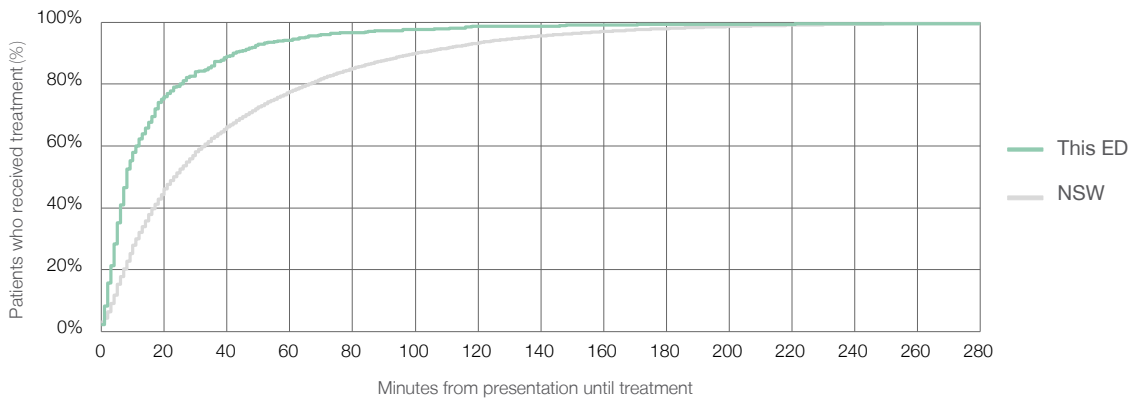
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 433

Median time to start treatment<sup>4</sup>  8 minutes

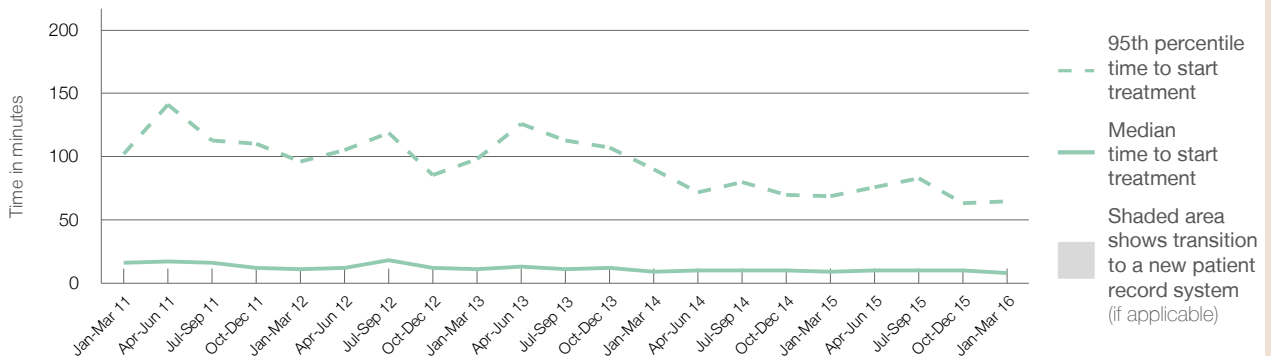
95th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
552	
525	
9 minutes	23 minutes
69 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)	16	11	11	9	9	8
95th percentile time to start treatment <sup>5</sup> (minutes)	102	96	98	90	69	65

(†) 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.

## Lithgow Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 3,176 patients

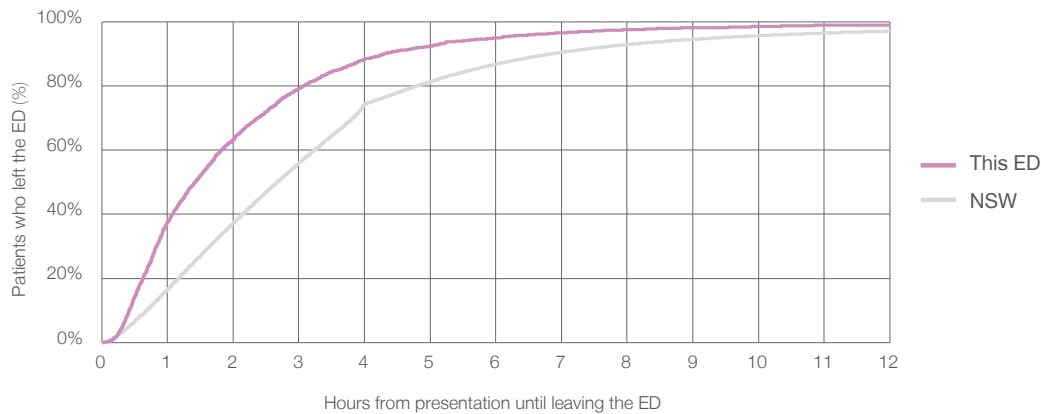
Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,175 patients

Median time to leaving the ED<sup>8</sup> 1 hours and 25 minutes

95th percentile time to leaving the ED<sup>9</sup> 6 hours and 4 minutes

Same period last year	NSW (this period)
3,145	3,145
1 hours and 24 minutes	2 hours and 40 minutes
5 hours and 44 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>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 38m	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 3m	5h 46m	6h 46m	5h 46m	5h 44m	6h 4m

(†) 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.

## Lithgow Health Service: Time from presentation until leaving the ED

By mode of separation

January to March 2016

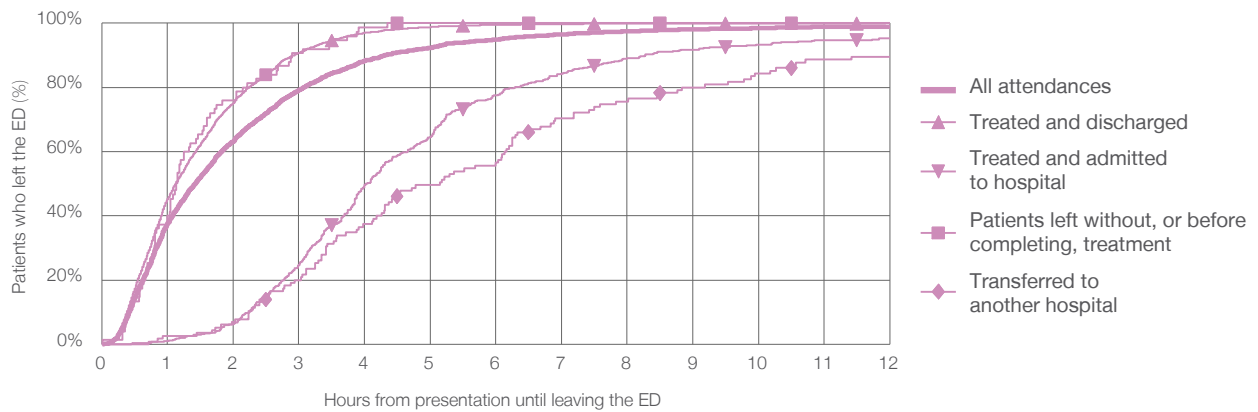
All attendances:<sup>1</sup> 3,176 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,175 patients

Treated and discharged	2,536 (80%)
Treated and admitted to hospital	440 (14%)
Patient left without, or before completing, treatment	75 (2%)
Transferred to another hospital	115 (4%)
Other	10 (0%)

Same period last year	Change since one year ago
3,145	1%
2,489	2%
487	-10%
68	10%
88	31%
13	-23%

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	45%	75%	91%	97%	99%	100%	100%	100%
Treated and admitted to hospital	1%	6%	25%	50%	78%	89%	93%	95%
Patient left without, or before completing, treatment	40%	76%	91%	99%	100%	100%	100%	100%
Transferred to another hospital	3%	7%	20%	37%	57%	76%	84%	90%
All attendances	38%	63%	79%	88%	95%	97%	98%	99%

(†) 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.

## Lithgow Health Service: 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> 3,176 patients

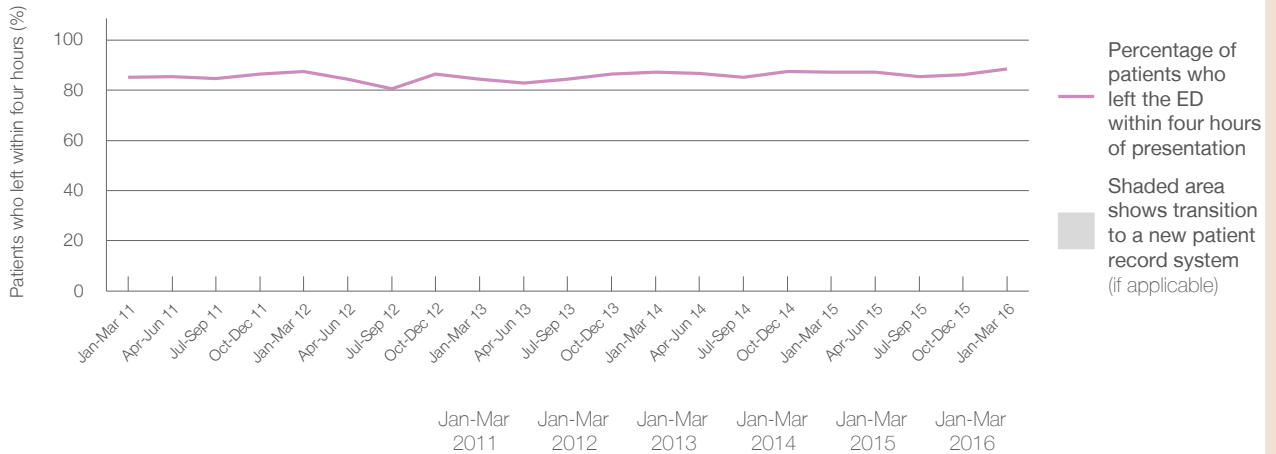
Attendances used to calculate time to leaving the ED: <sup>6</sup> 3,175 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,145	1%
Attendances used to calculate time to leaving the ED	3,145	1%
Percentage of patients who left the ED within four hours	87%	

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



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	85%	88%	84%	87%	87%	88%

\* 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).

## Nepean Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 17,004 patients  
 Emergency attendances:<sup>2</sup> 16,888 patients

Same period last year	Change since one year ago
16,851	1%
16,810	0%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,398 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 95th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,774 patients

Median time to start treatment<sup>4</sup> 40 minutes  
 95th percentile time to start treatment<sup>5</sup> 265 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,405 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 95th percentile time to start treatment<sup>5</sup> 257 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,224 patients

Median time to start treatment<sup>4</sup> 37 minutes  
 95th percentile time to start treatment<sup>5</sup> 232 minutes

Same period last year	NSW (this period)
2,428	
9 minutes	8 minutes
43 minutes	35 minutes
4,587	
30 minutes	20 minutes
162 minutes	99 minutes
7,691	
32 minutes	26 minutes
167 minutes	137 minutes
2,007	
31 minutes	23 minutes
186 minutes	135 minutes

## Nepean Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,004 patients

Percentage of patients who left the ED within four hours 49%

Same period last year	Change since one year ago
16,851	1%
57%	

\* 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.

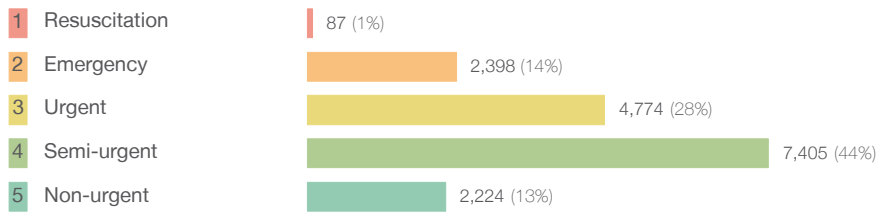
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Nepean Hospital: Patients attending the emergency department January to March 2016

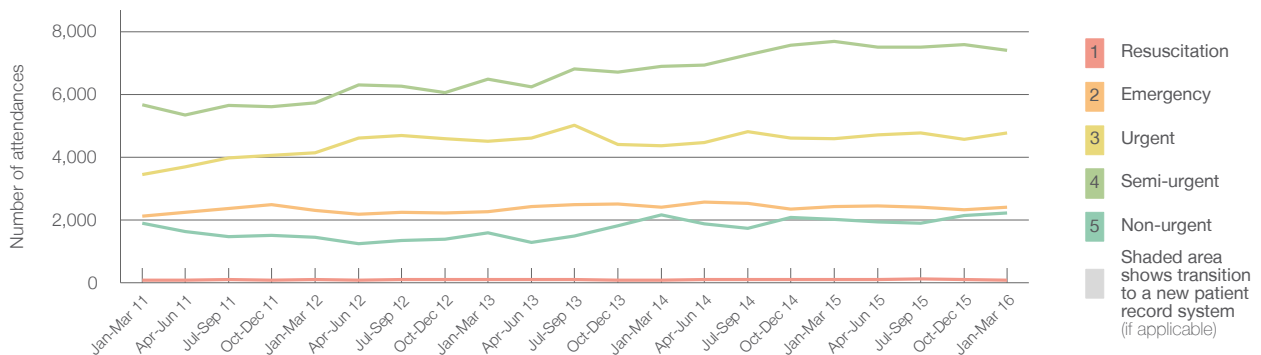
All attendances:<sup>1</sup> 17,004 patients

Emergency attendances<sup>2</sup> by triage category: 16,888 patients



Same period last year	Change since one year ago
16,851	1%
16,810	0%
97	-10%
2,428	-1%
4,587	4%
7,691	-4%
2,007	11%

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	69	93	92	83	97	87
Emergency	2,124	2,304	2,253	2,403	2,428	2,398
Urgent	3,445	4,146	4,503	4,367	4,587	4,774
Semi-urgent	5,664	5,736	6,478	6,896	7,691	7,405
Non-urgent	1,887	1,447	1,596	2,153	2,007	2,224
All emergency attendances	13,189	13,726	14,922	15,902	16,810	16,888

## Nepean Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,739 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
4,745	
11 minutes	0 minutes
68 minutes	-18 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.

## Nepean 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: 2,398

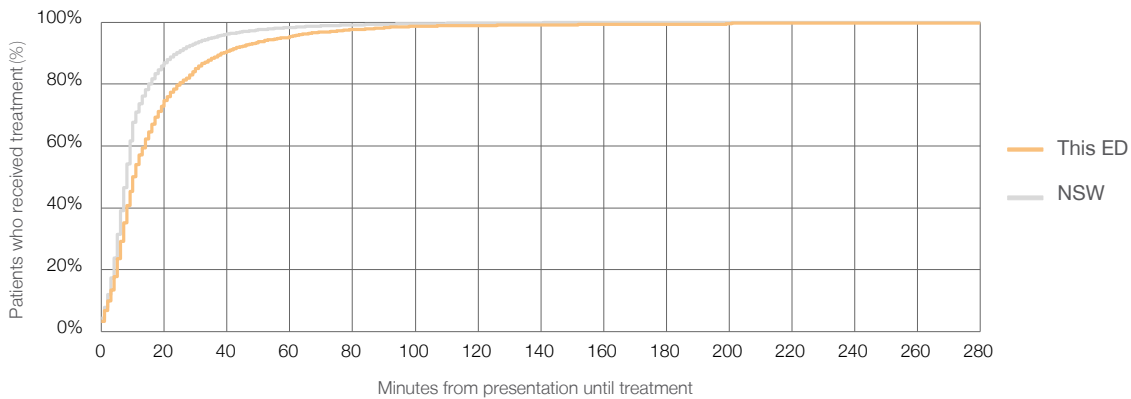
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,330

Median time to start treatment<sup>4</sup>  10 minutes

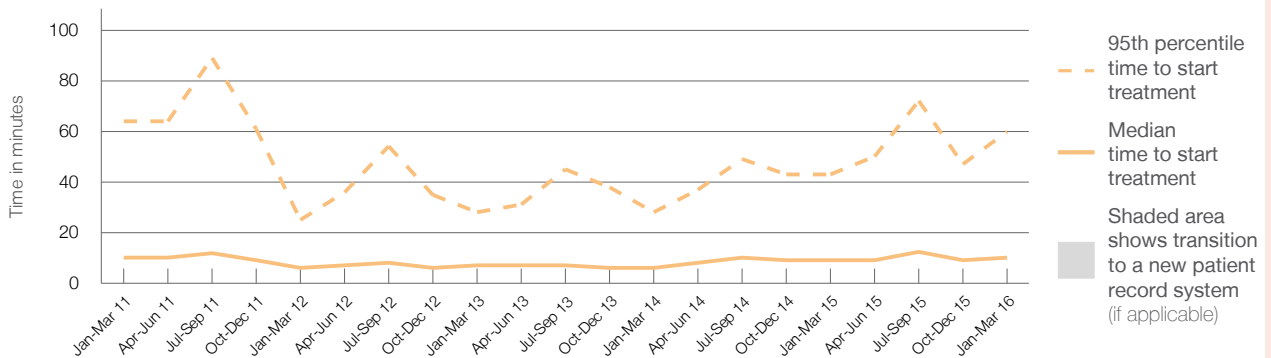
95th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,428	
2,325	
9 minutes	8 minutes
43 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)	10	6	7	6	9	10
95th percentile time to start treatment <sup>5</sup> (minutes)	64	25	28	28	43	60

(†) 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.

## Nepean 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: 4,774

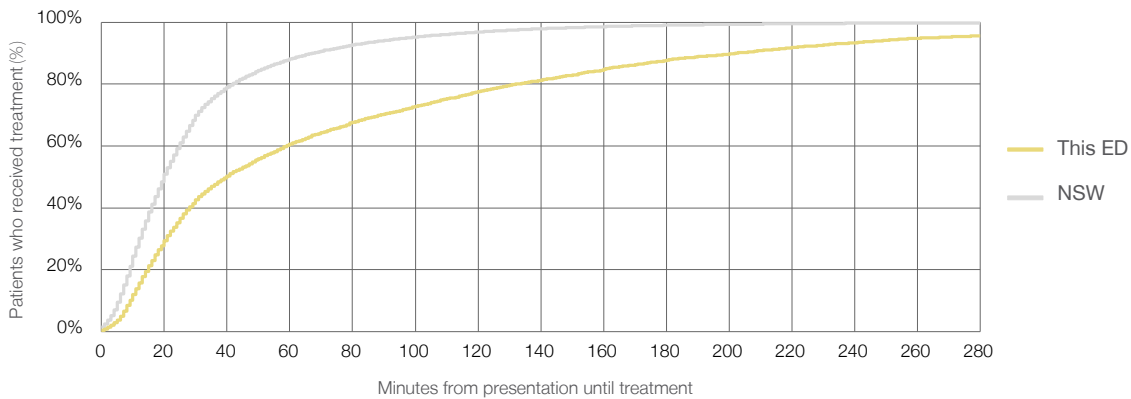
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,226

Median time to start treatment<sup>4</sup> 40 minutes

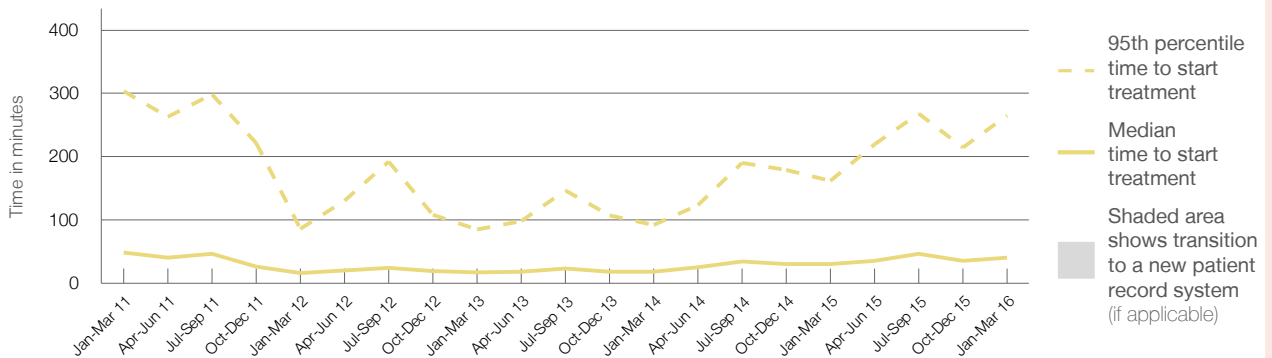
95th percentile time to start treatment<sup>5</sup> 265 minutes

Same period last year	NSW (this period)
4,587	4,186
30 minutes	20 minutes
162 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)	49	16	17	18	30	40
95th percentile time to start treatment <sup>5</sup> (minutes)	303	86	85	92	162	265

(†) 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.



## Nepean 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: 7,405

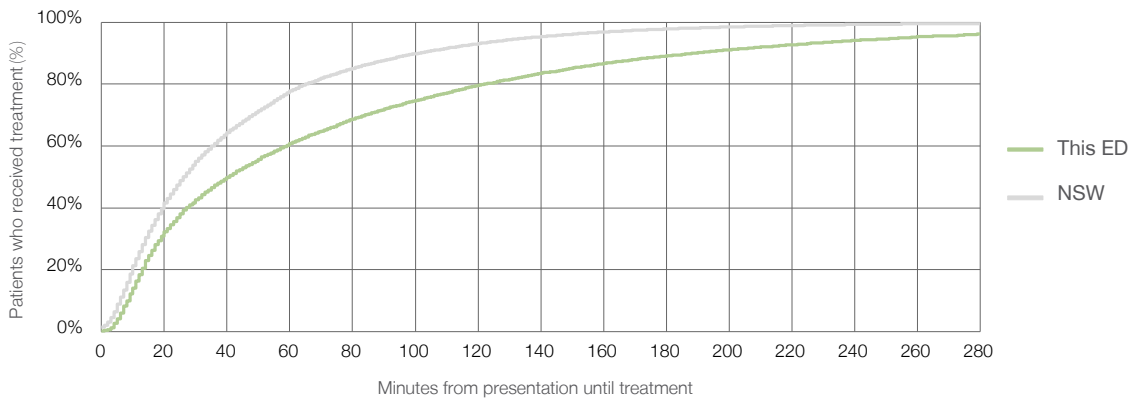
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,378

Median time to start treatment<sup>4</sup>  41 minutes

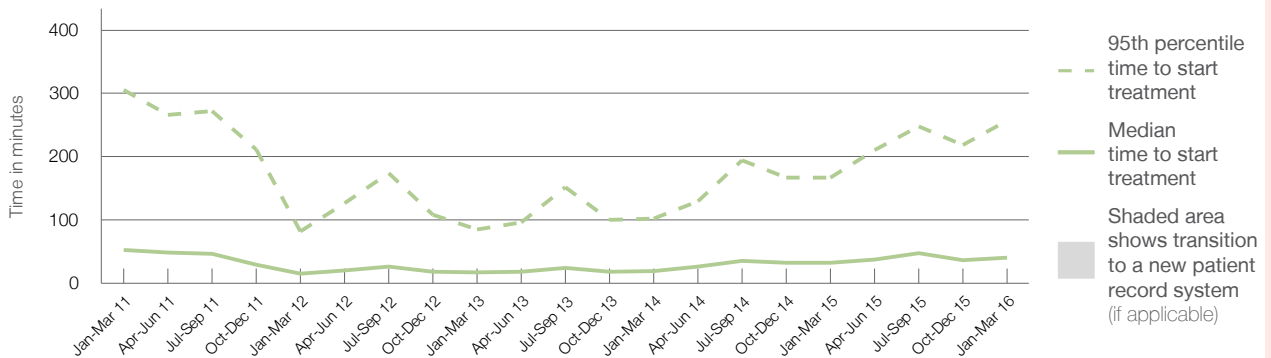
95th percentile time to start treatment<sup>5</sup>  257 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	7,691	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	6,916	
Median time to start treatment <sup>4</sup>	32 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	167 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)	53	15	17	19	32	41
95th percentile time to start treatment <sup>5</sup> (minutes)	306	82	85	102	167	257

(†) 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.

## Nepean 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: 2,224

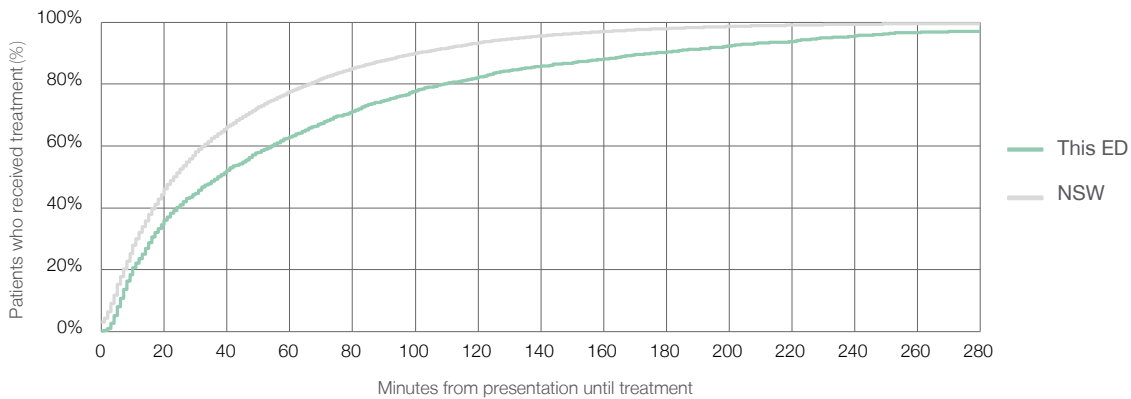
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,751

Median time to start treatment<sup>4</sup> 37 minutes

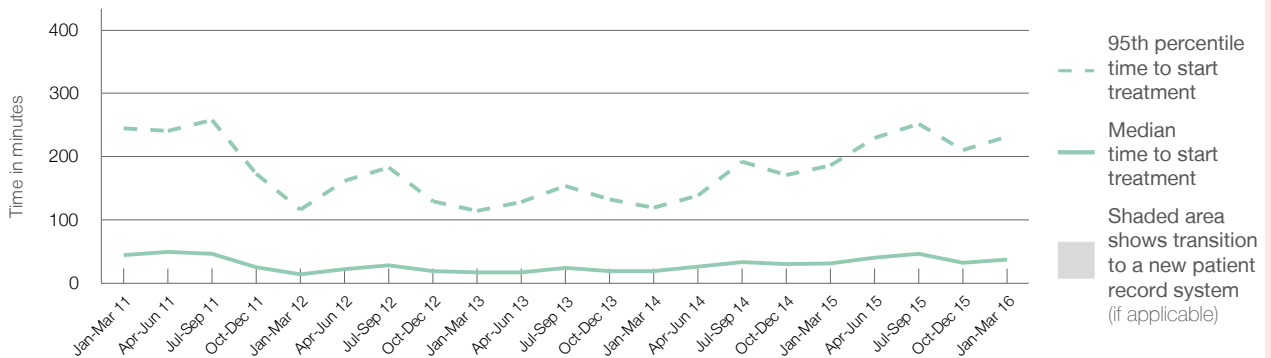
95th percentile time to start treatment<sup>5</sup> 232 minutes

Same period last year	NSW (this period)
2,007	
1,625	
31 minutes	23 minutes
186 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)	45	14	17	19	31	37
95th percentile time to start treatment <sup>5</sup> (minutes)	245	116	114	119	186	232

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(‡) 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.

## Nepean Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 17,004 patients

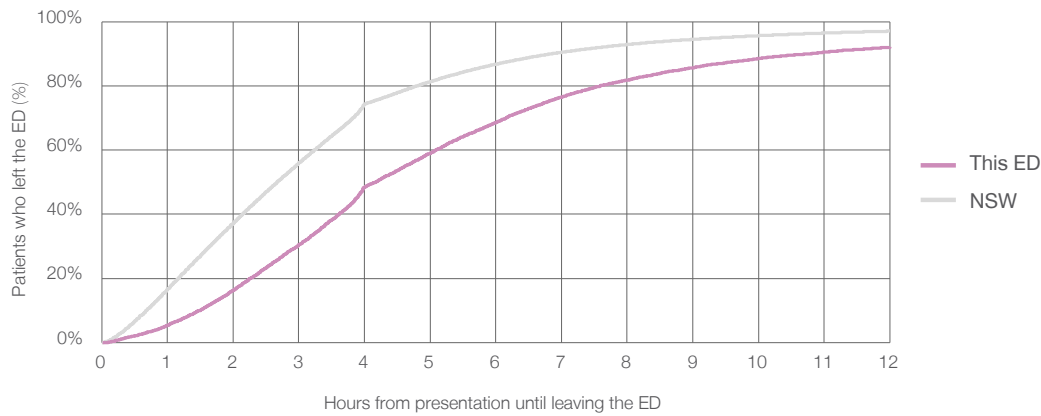
Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,004 patients

Median time to leaving the ED<sup>8</sup> 4 hours and 10 minutes

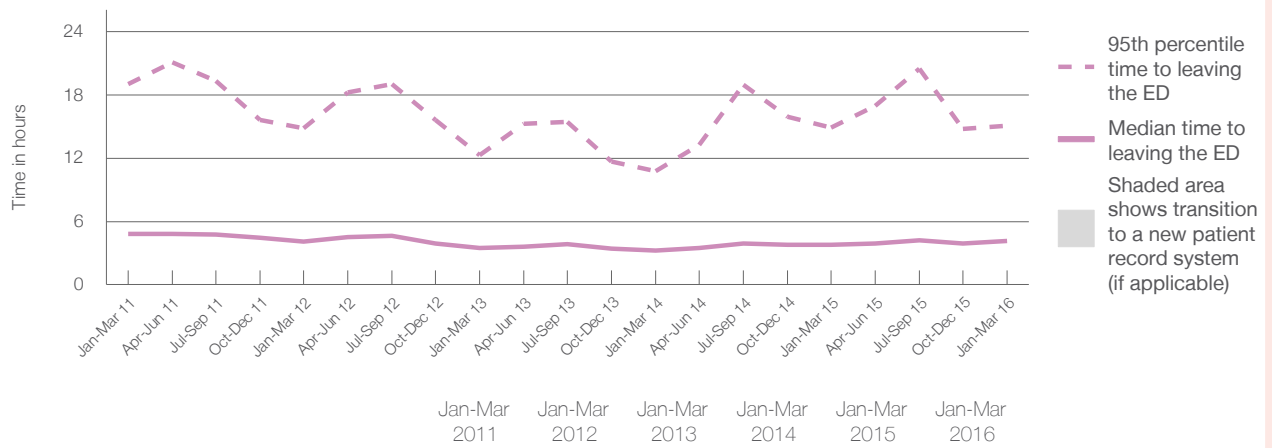
95th percentile time to leaving the ED<sup>9</sup> 15 hours and 6 minutes

Same period last year	NSW (this period)
16,851	16,851
3 hours and 46 minutes	2 hours and 40 minutes
14 hours and 55 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>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 50m	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	19h 1m	14h 51m	12h 17m	10h 45m	14h 55m	15h 6m

(†) 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.

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

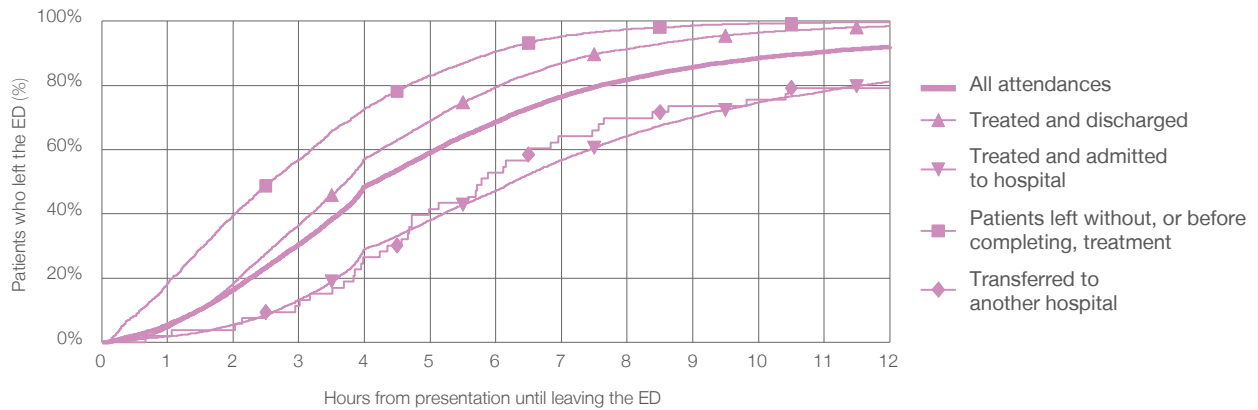
All attendances:<sup>1</sup> 17,004 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,004 patients

Treated and discharged	8,187 (48%)
Treated and admitted to hospital	6,454 (38%)
Patient left without, or before completing, treatment	2,243 (13%)
Transferred to another hospital	53 (0%)
Other	67 (0%)

Same period last year	Change since one year ago
16,851	1%
8,795	-7%
6,296	3%
1,605	40%
47	13%
108	-38%

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	4%	18%	37%	57%	79%	91%	96%	98%
Treated and admitted to hospital	2%	5%	13%	29%	47%	64%	75%	81%
Patient left without, or before completing, treatment	18%	40%	57%	73%	91%	98%	99%	100%
Transferred to another hospital	2%	4%	11%	26%	53%	70%	75%	79%
All attendances	5%	16%	30%	49%	69%	82%	89%	92%

(†) 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.

## Nepean 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> 17,004 patients

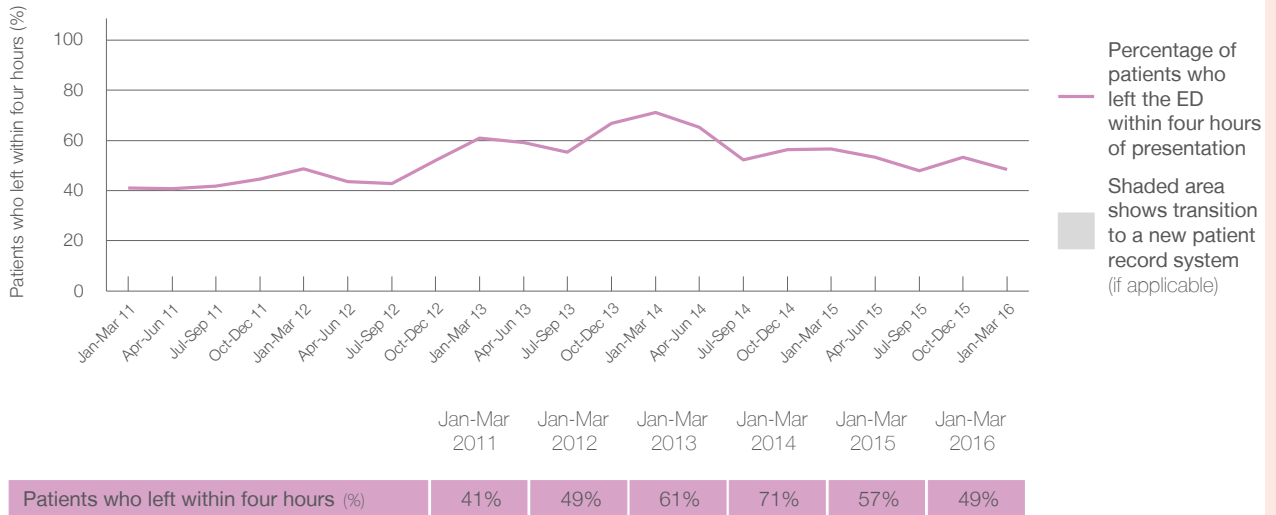
Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,004 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	16,851	1%
Attendances used to calculate time to leaving the ED	16,851	1%
Percentage of patients who left the ED within four hours	57%	

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.

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- 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).