

Westmead Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,295 patients

Emergency presentations:² 19,146 patients

Same period last year	Change since one year ago
19,143	0.8%
18,981	0.9%

Westmead Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,871 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,866 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,508 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,896	
17 minutes	8 minutes
91 minutes	23 minutes
7,025	
50 minutes	20 minutes
168 minutes	65 minutes
4,223	
53 minutes	26 minutes
161 minutes	99 minutes
1,305	
41 minutes	23 minutes
132 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,291 patients

Percentage of patients who spent four hours or less in the ED 58.3%

Same period last year	Change since one year ago
19,129	0.8%
54.5%	

* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

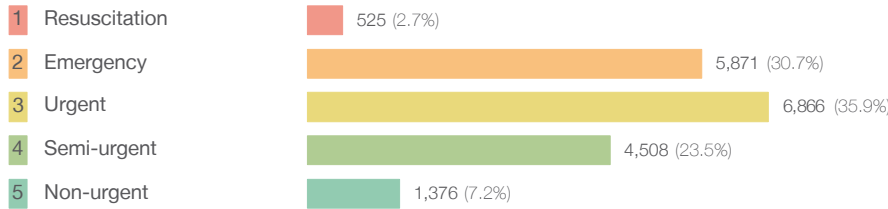
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Westmead Hospital: Patients presenting to the emergency department October to December 2017

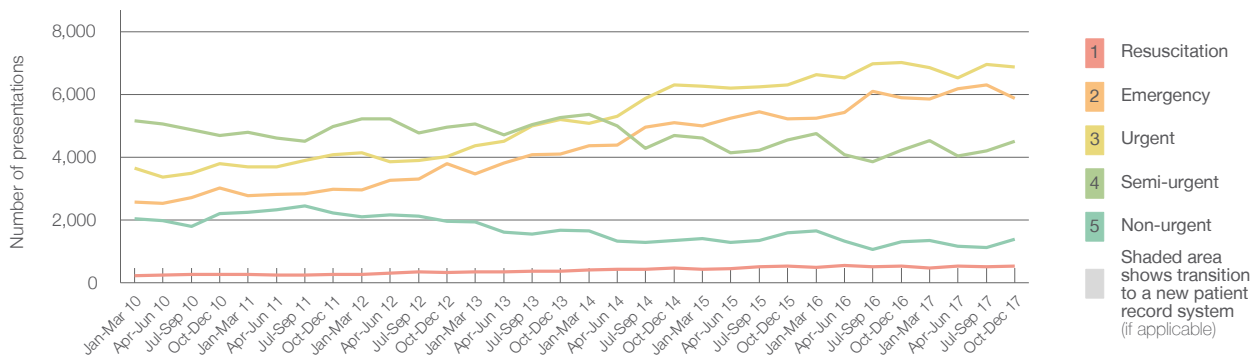
All presentations:¹ 19,295 patients

Emergency presentations² by triage category: 19,146 patients



Same period last year	Change since one year ago
19,143	0.8%
18,981	0.9%
532	-1.3%
5,896	-0.4%
7,025	-2.3%
4,223	6.7%
1,305	5.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	269	270	315	370	472	527	532	525
Emergency	3,019	2,967	3,802	4,089	5,103	5,219	5,896	5,871
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376
All emergency presentations	13,987	14,522	15,055	16,611	17,891	18,189	18,981	19,146

Westmead Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,503 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,732	
13 minutes	-1 minutes
26 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.

Westmead Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 5,871

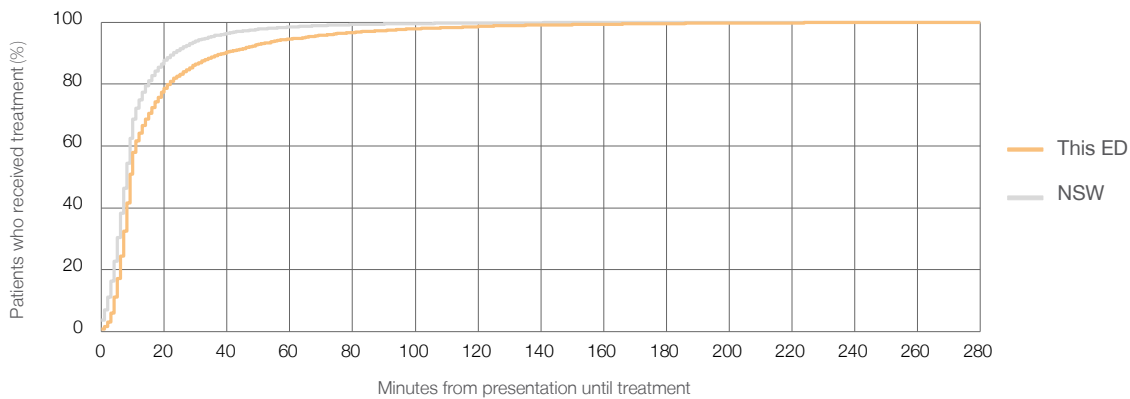
Number of triage 2 patients used to calculate waiting time:³ 5,799

Median time to start treatment⁴ 9 minutes

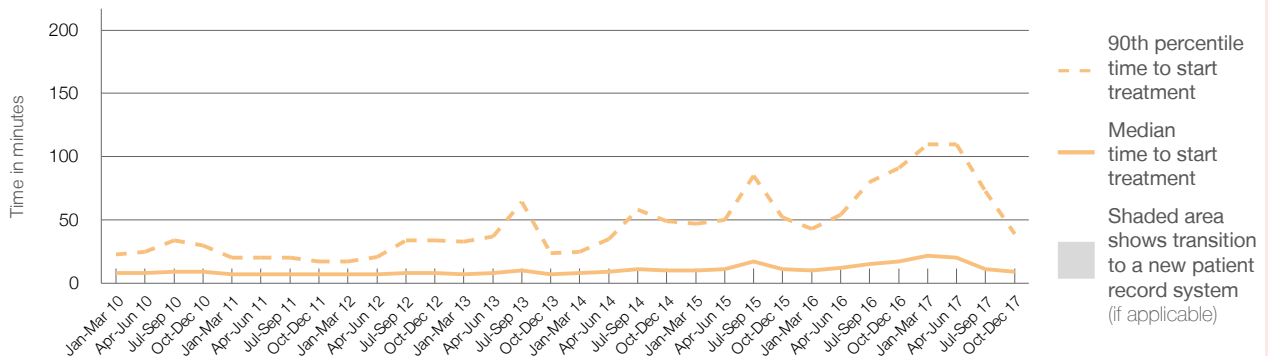
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
5,896	5,743
17 minutes	8 minutes
91 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	7	8	7	10	11	17	9
90th percentile time to start treatment ⁵ (minutes)	30	17	34	24	49	52	91	39

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Westmead Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,866

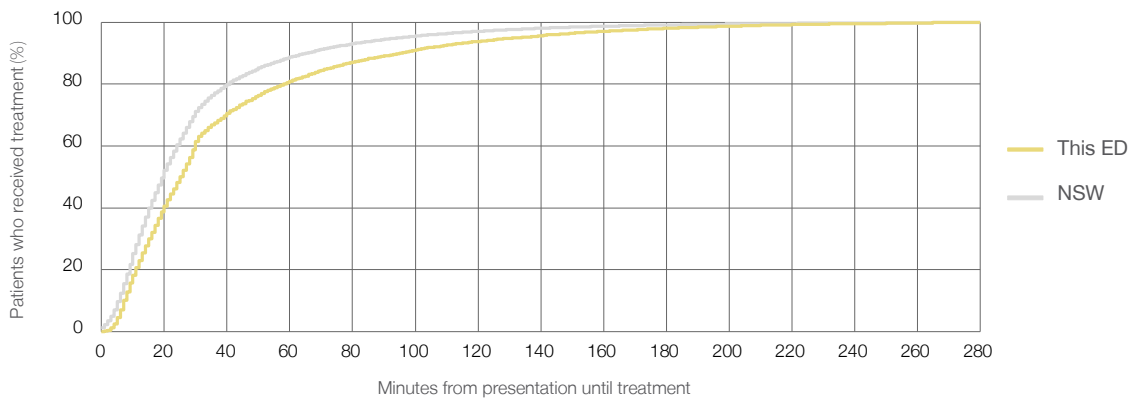
Number of triage 3 patients used to calculate waiting time:³ 6,562

Median time to start treatment⁴ 25 minutes

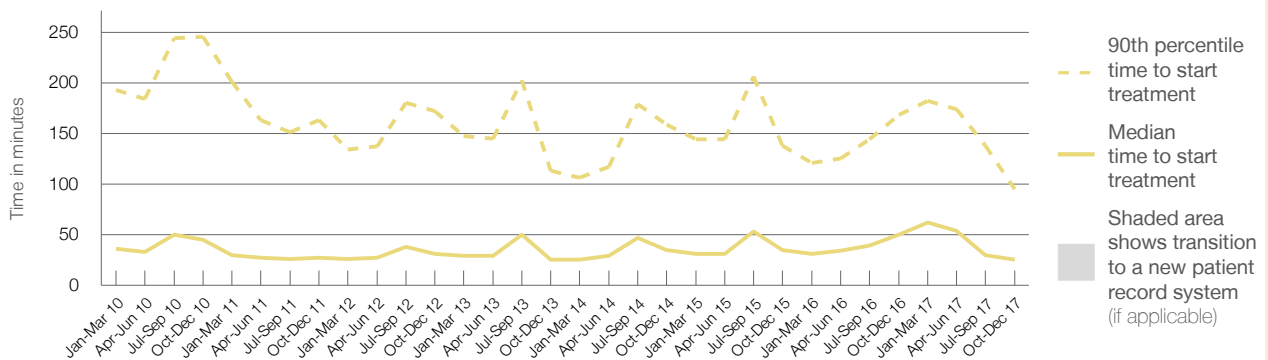
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
7,025	6,354
50 minutes	20 minutes
168 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	45	27	31	25	35	35	50	25
90th percentile time to start treatment ⁵ (minutes)	245	163	172	113	159	138	168	95

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Westmead Hospital: Time patients waited to start treatment, triage 4
October to December 2017

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

Number of triage 4 patients: 4,508

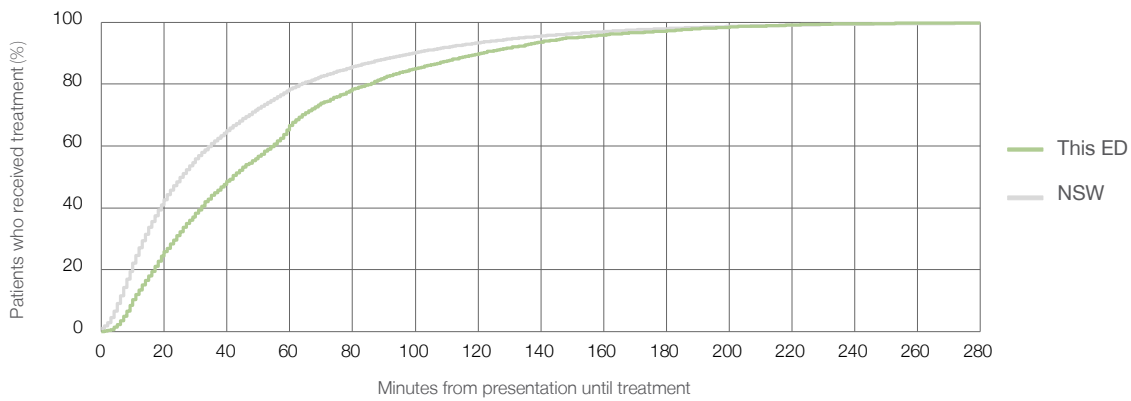
Number of triage 4 patients used to calculate waiting time:³ 4,221

Median time to start treatment⁴ 42 minutes

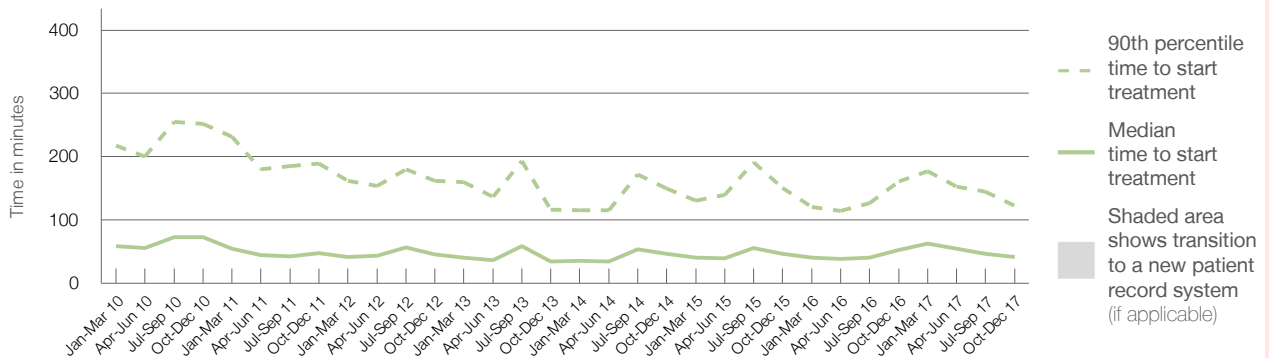
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
4,223	
3,671	
53 minutes	26 minutes
161 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	73	48	46	34	47	47	53	42
90th percentile time to start treatment ⁵ (minutes)	252	189	162	116	150	151	161	122

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Westmead Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,376

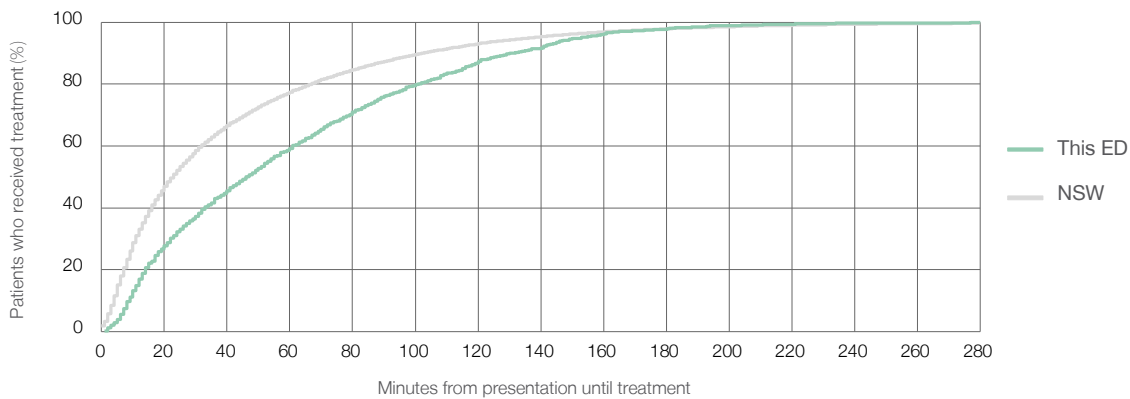
Number of triage 5 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴ 46 minutes

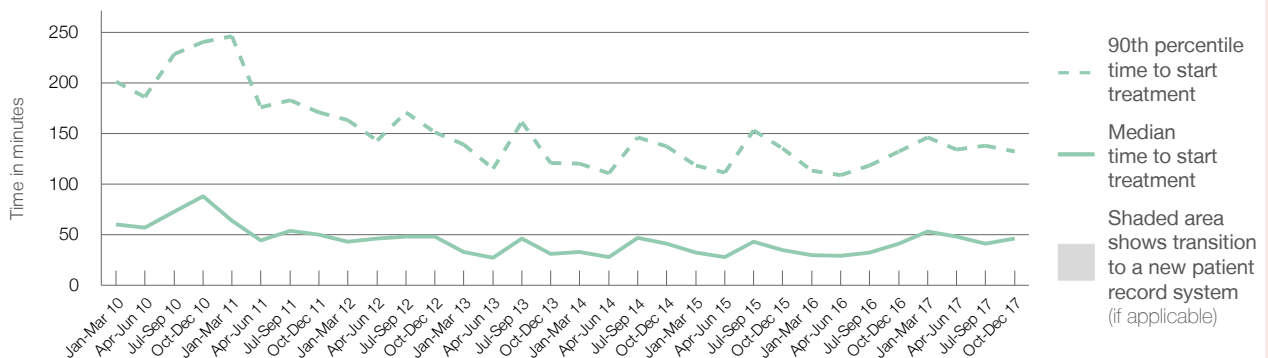
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,305	1,059
41 minutes	23 minutes
132 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	88	50	48	31	41	35	41	46
90th percentile time to start treatment ⁵ (minutes)	240	171	151	121	137	135	132	132

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Westmead Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,295 patients

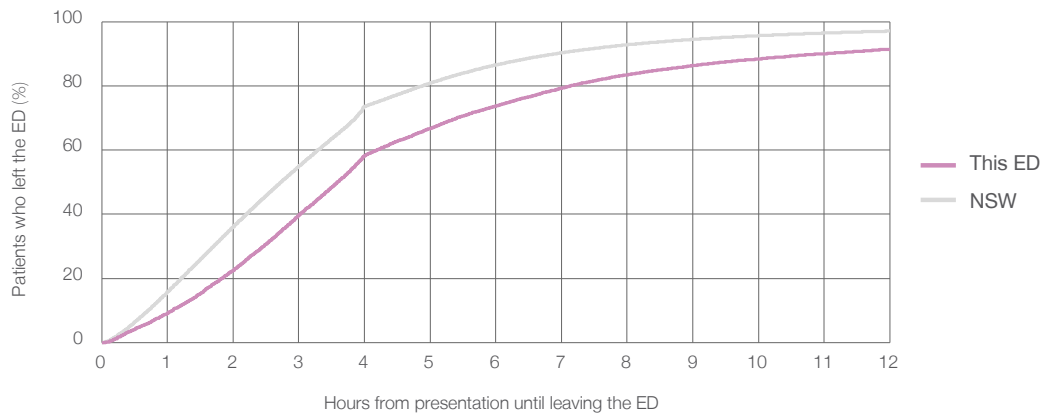
Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

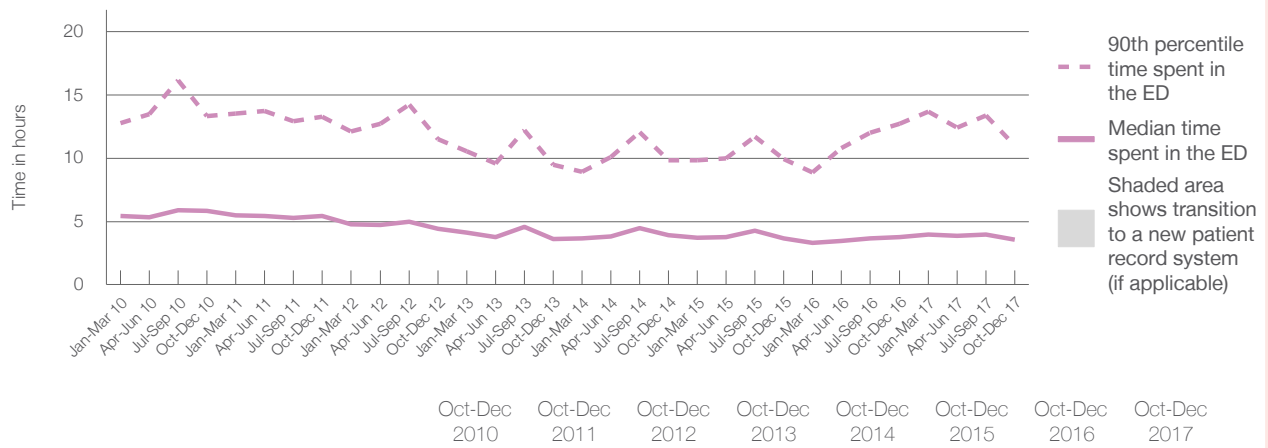
90th percentile time spent in the ED⁹ 11 hours and 1 minutes

Same period last year	NSW (this period)
19,143	
19,129	
3 hours and 45 minutes	2 hours and 44 minutes
12 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m

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

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Westmead Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

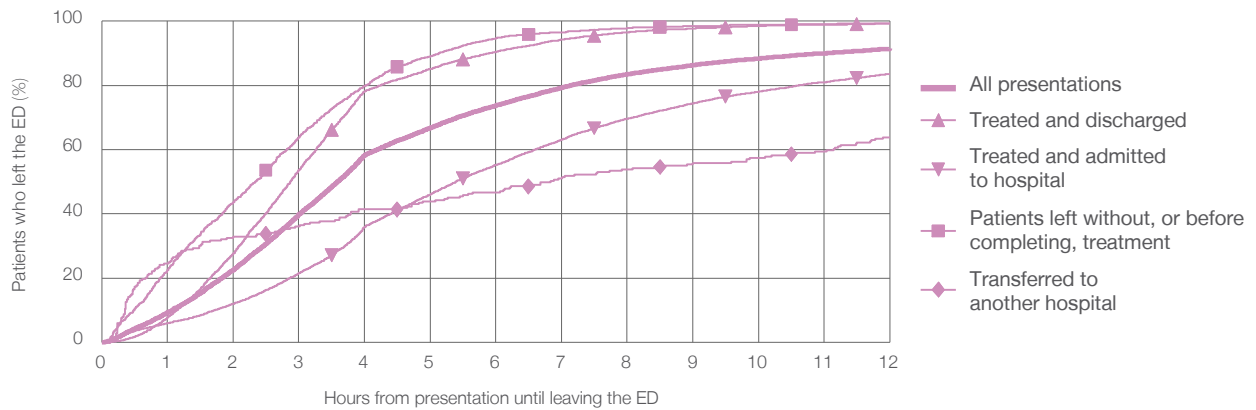
All presentations:¹ 19,295 patients

Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Treated and discharged	8,200 (42.5%)
Treated and admitted to hospital	9,084 (47.1%)
Patient left without, or before completing, treatment	1,355 (7.0%)
Transferred to another hospital	249 (1.3%)
Other	407 (2.1%)

Same period last year	Change since one year ago
19,129	0.8%
7,182	14.2%
9,475	-4.1%
1,762	-23.1%
249	0.0%
475	-14.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	7.7%	27.7%	53.7%	78.1%	90.5%	96.6%	98.5%	99.3%
Treated and admitted to hospital	6.0%	12.0%	21.6%	36.0%	55.2%	69.6%	78.1%	83.6%
Patient left without, or before completing, treatment	22.6%	43.6%	63.9%	79.8%	94.8%	97.9%	98.9%	99.3%
Transferred to another hospital	24.5%	32.9%	36.1%	41.4%	46.6%	53.8%	57.4%	63.9%
All presentations	9.3%	22.6%	39.8%	58.3%	73.8%	83.5%	88.4%	91.4%

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Westmead Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

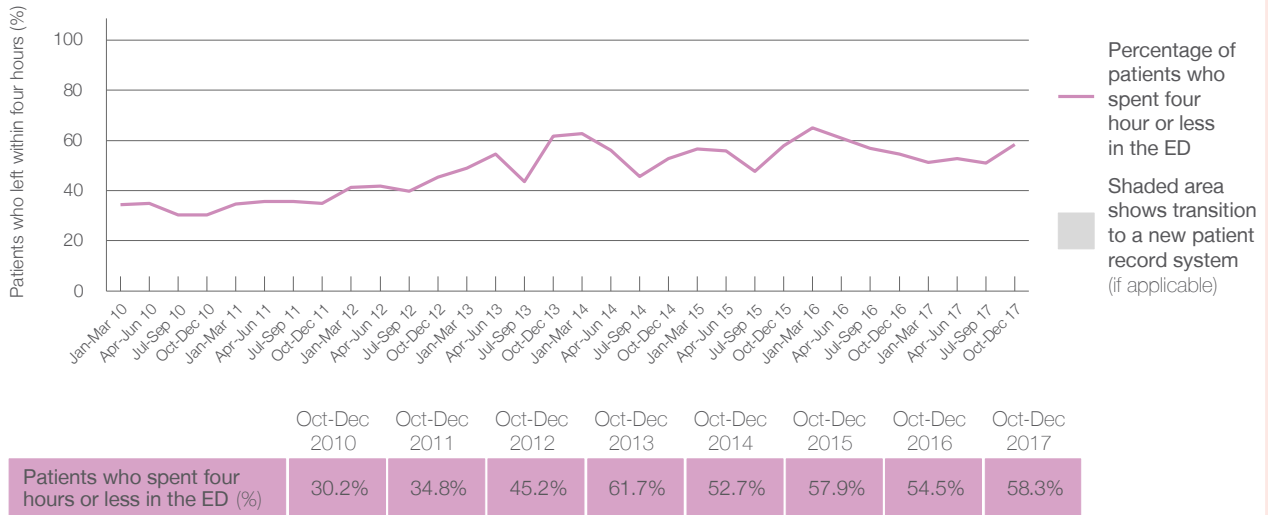
All presentations at the emergency department: ¹ 19,295 patients

Presentations used to calculate time to leaving the ED: ⁶ 19,291 patients

Percentage of patients who spent four hours or less in the ED 58.3%

Same period last year	Change since one year ago
19,143	0.8%
19,129	0.8%
54.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations 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 90th percentile is the time by which 90% of patients left the ED. The final 10% 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).