



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Western Sydney Local Health District

January to March 2016

## Auburn Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 6,787 patients  
Emergency attendances:<sup>2</sup> 6,591 patients

Same period last year	Change since one year ago
6,380	6%
6,231	6%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 943 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,343 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,839 patients

Median time to start treatment<sup>4</sup> 31 minutes  
95th percentile time to start treatment<sup>5</sup> 162 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 432 patients

Median time to start treatment<sup>4</sup> 22 minutes  
95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
753	
8 minutes	8 minutes
26 minutes	35 minutes
2,109	
18 minutes	20 minutes
74 minutes	99 minutes
2,835	
27 minutes	26 minutes
140 minutes	137 minutes
518	
23 minutes	23 minutes
142 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

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

Same period last year	Change since one year ago
6,380	6%
89%	

\* 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.

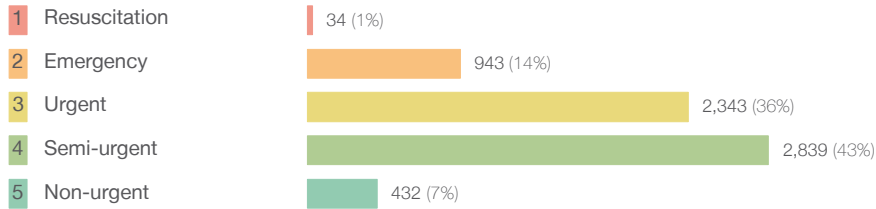
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

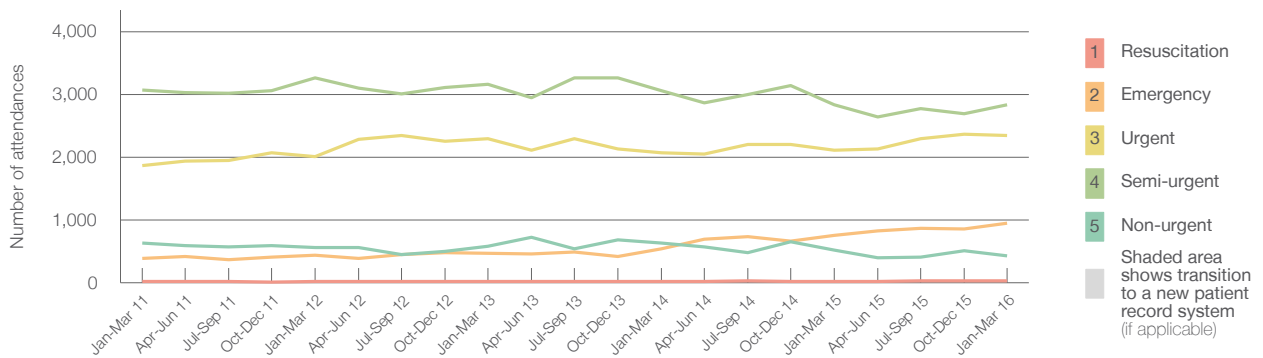
All attendances:<sup>1</sup> 6,787 patients

Emergency attendances<sup>2</sup> by triage category: 6,591 patients



Same period last year	Change since one year ago
6,380	6%
6,231	6%
16	113%
753	25%
2,109	11%
2,835	0%
518	-17%

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	14	18	17	20	16	34
Emergency	388	441	471	541	753	943
Urgent	1,861	2,010	2,291	2,067	2,109	2,343
Semi-urgent	3,067	3,267	3,157	3,059	2,835	2,839
Non-urgent	635	557	575	636	518	432
All emergency attendances	5,965	6,293	6,511	6,323	6,231	6,591

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 795 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,022	
13 minutes	0 minutes
26 minutes	2 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.

## Auburn 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: 943

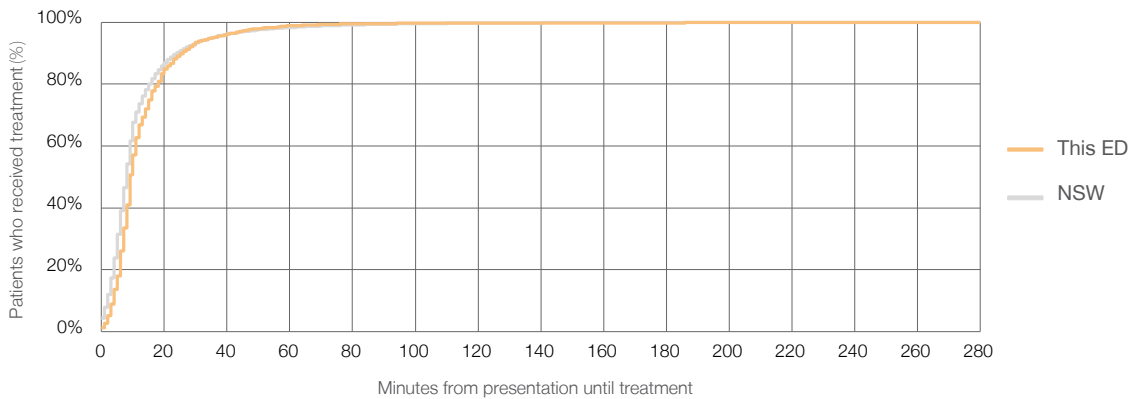
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 928

Median time to start treatment<sup>4</sup> 9 minutes

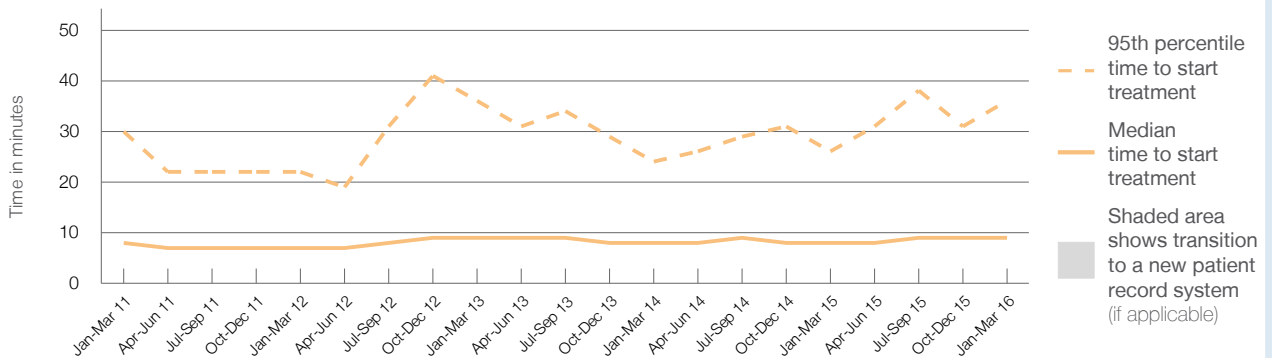
95th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
753	746
8 minutes	8 minutes
26 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	9	8	8	9
95th percentile time to start treatment <sup>5</sup> (minutes)	30	22	36	24	26	36

(†) 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.

## Auburn 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: 2,343

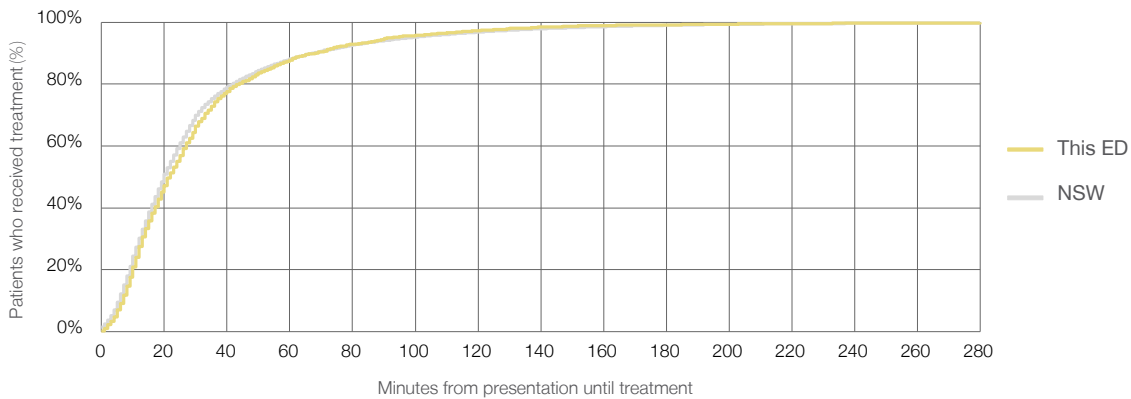
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,215

Median time to start treatment<sup>4</sup> 22 minutes

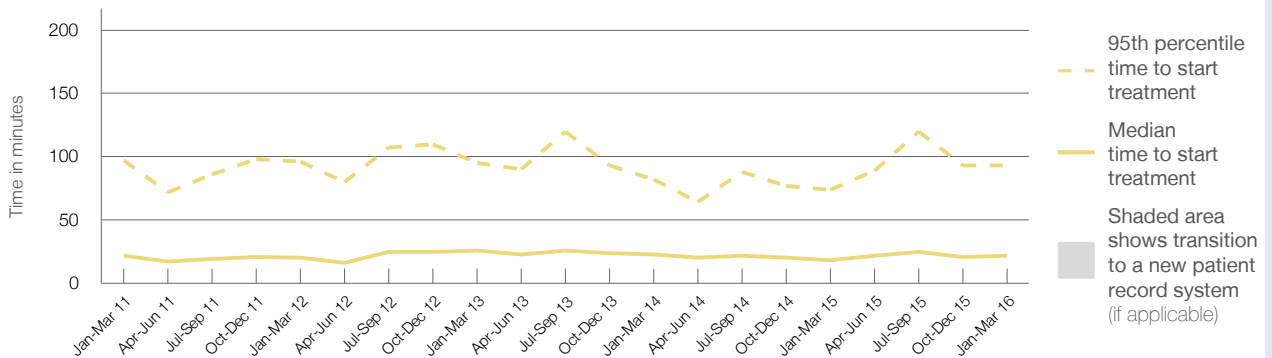
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
2,109	2,019
18 minutes	20 minutes
74 minutes	99 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	22	20	26	23	18	22
95th percentile time to start treatment <sup>5</sup> (minutes)	97	96	95	82	74	93

(†) 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.

## Auburn 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: 2,839

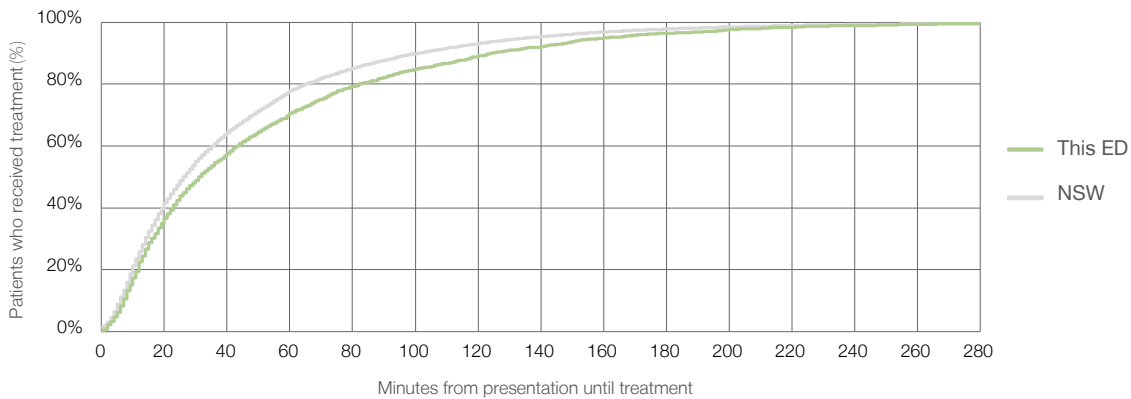
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,461

Median time to start treatment<sup>4</sup> 31 minutes

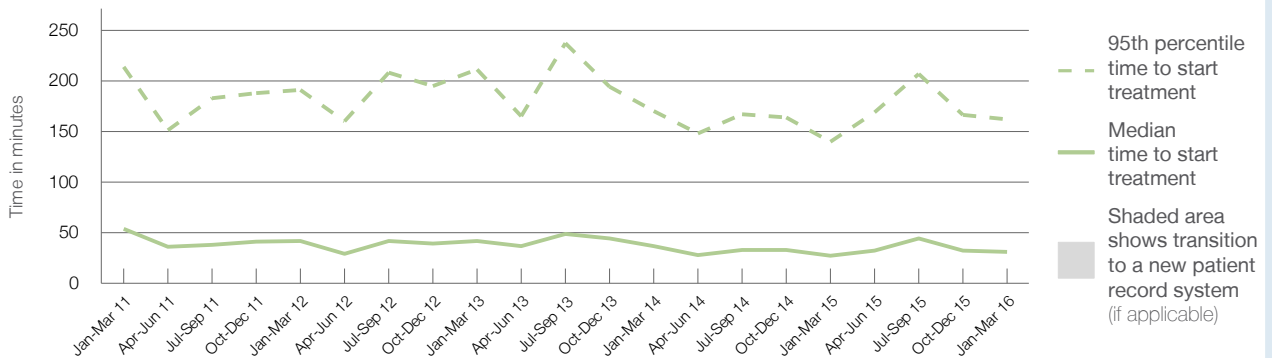
95th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
2,835	2,502
27 minutes	26 minutes
140 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)	54	42	42	37	27	31
95th percentile time to start treatment <sup>5</sup> (minutes)	214	191	211	170	140	162

(†) 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.

## Auburn 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: 432

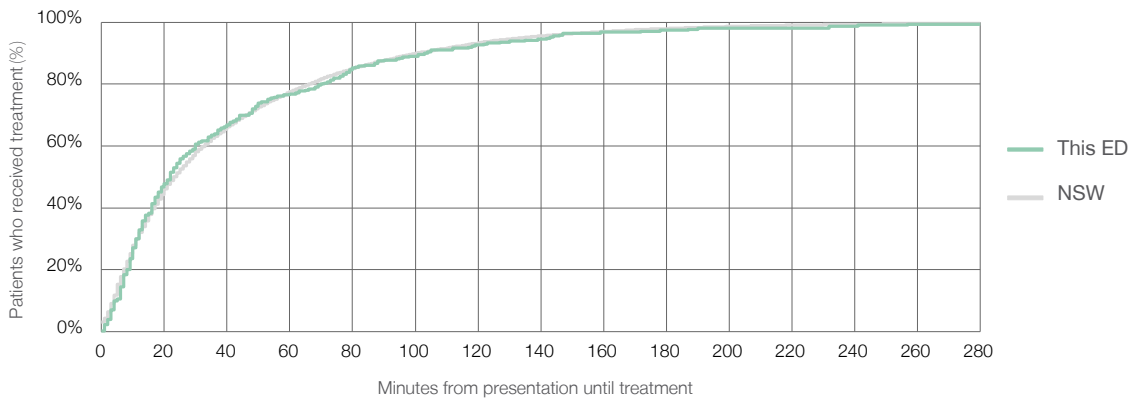
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 310

Median time to start treatment<sup>4</sup> 22 minutes

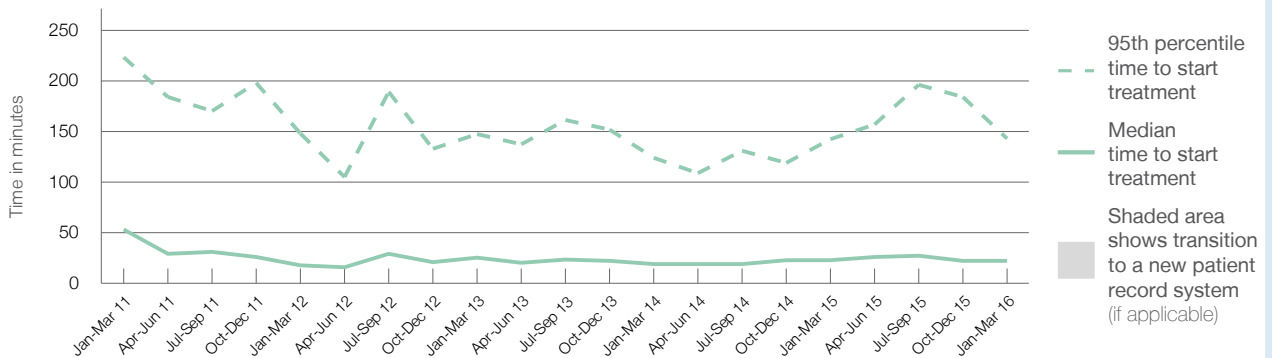
95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
518	
392	
23 minutes	23 minutes
142 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)	53	18	26	19	23	22
95th percentile time to start treatment <sup>5</sup> (minutes)	223	148	147	124	142	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.

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

January to March 2016

All attendances:<sup>1</sup> 6,787 patients

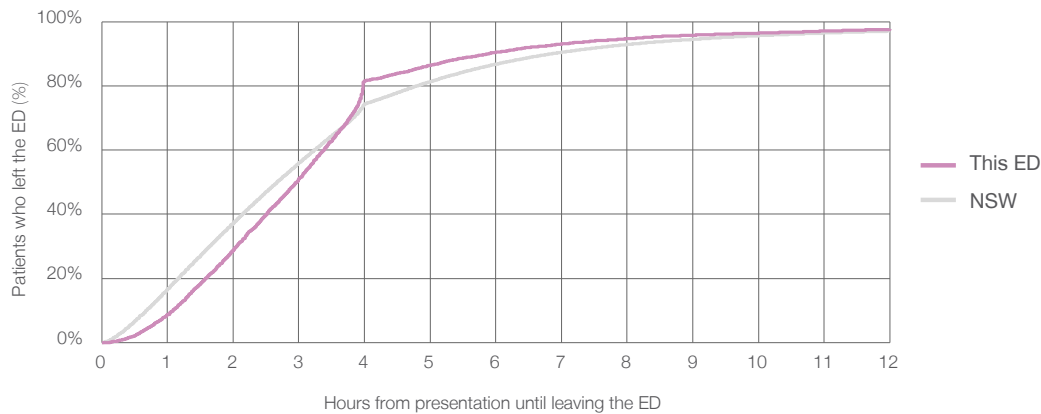
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 58 minutes

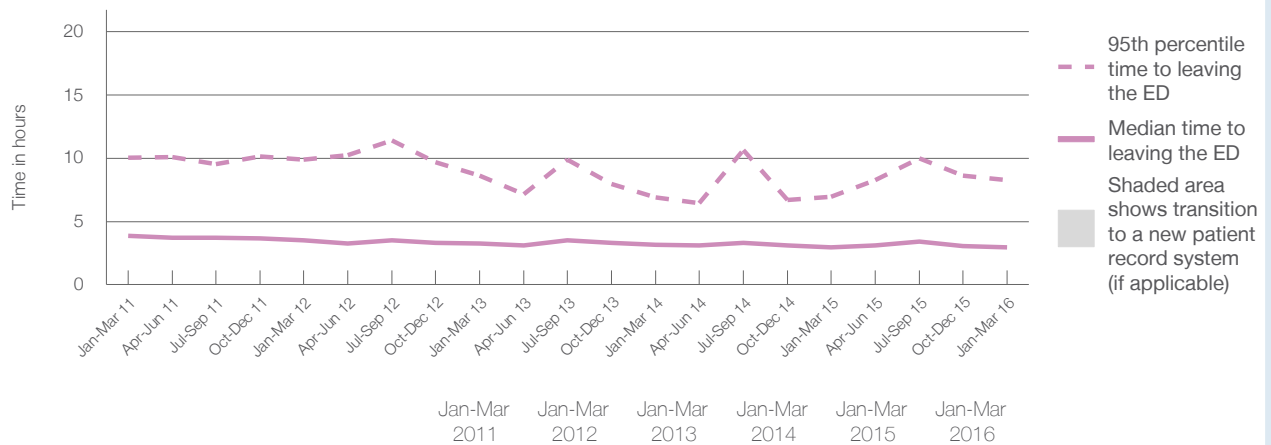
95th percentile time to leaving the ED<sup>9</sup> 8 hours and 15 minutes

Same period last year	NSW (this period)
6,380	6,380
2 hours and 56 minutes	2 hours and 40 minutes
6 hours and 57 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)	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 3m	9h 52m	8h 37m	6h 54m	6h 57m	8h 15m

(†) 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.



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

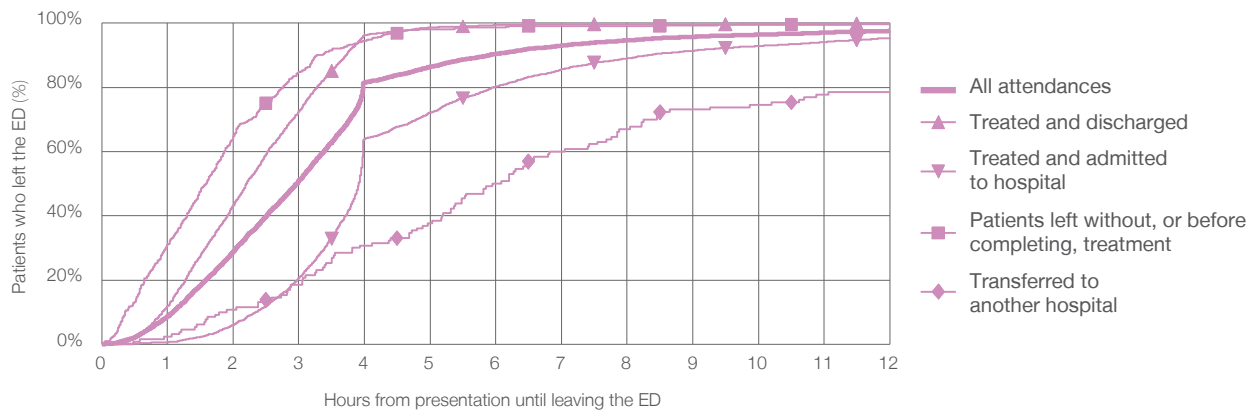
All attendances:<sup>1</sup> 6,787 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Treated and discharged	3,310 (49%)
Treated and admitted to hospital	2,823 (42%)
Patient left without, or before completing, treatment	493 (7%)
Transferred to another hospital	130 (2%)
Other	31 (0%)

Same period last year	Change since one year ago
6,380	6%
3,483	-5%
2,256	25%
496	-1%
116	12%
29	7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12%	43%	73%	96%	99%	100%	100%	100%
Treated and admitted to hospital	1%	6%	21%	64%	80%	89%	93%	96%
Patient left without, or before completing, treatment	31%	65%	85%	95%	99%	99%	100%	100%
Transferred to another hospital	2%	11%	18%	31%	50%	67%	75%	78%
All attendances	9%	29%	51%	82%	90%	95%	96%	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.

## Auburn 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> 6,787 patients

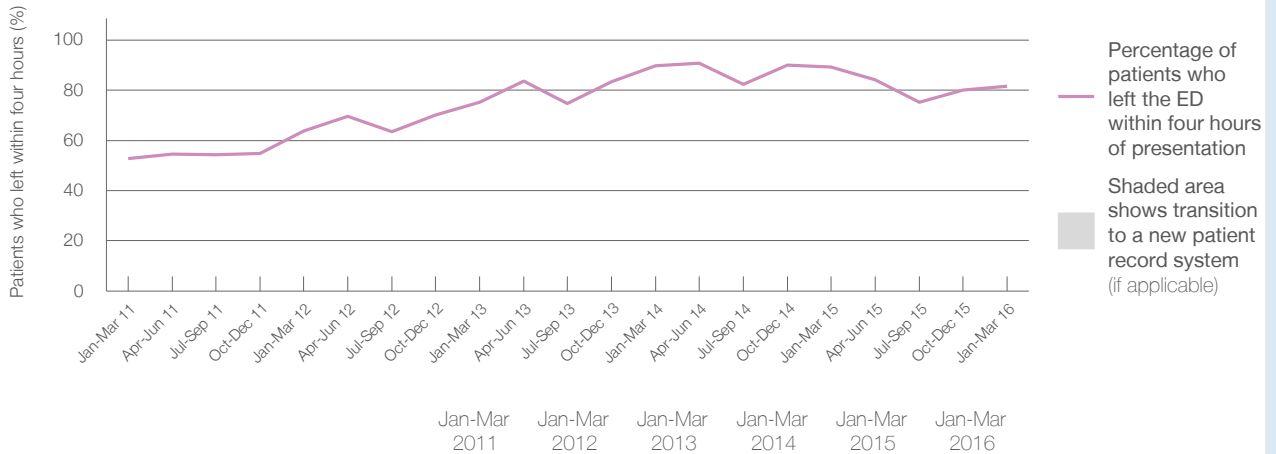
Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,787 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,380	6%
Attendances used to calculate time to leaving the ED	6,380	6%
Percentage of patients who left the ED within four hours	89%	

### 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 (%)	53%	64%	75%	90%	89%	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).

## Blacktown Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 11,176 patients  
Emergency attendances:<sup>2</sup> 11,072 patients

Same period last year	Change since one year ago
10,255	9%
10,198	9%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,088 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 42 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,777 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 116 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,358 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 142 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 737 patients

Median time to start treatment<sup>4</sup> 35 minutes  
95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
2,457	
7 minutes	8 minutes
24 minutes	35 minutes
3,142	
24 minutes	20 minutes
110 minutes	99 minutes
3,405	
31 minutes	26 minutes
127 minutes	137 minutes
1,103	
29 minutes	23 minutes
135 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Percentage of patients who left the ED within four hours 63%

Same period last year	Change since one year ago
10,255	9%
56%	

\* 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.

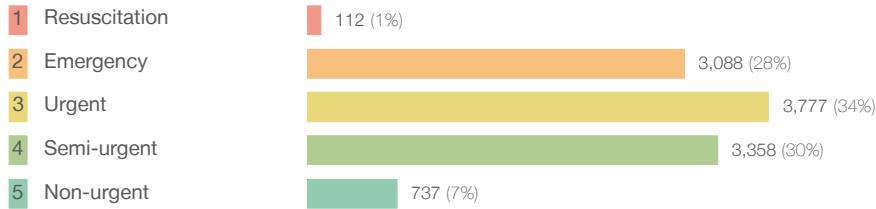
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Blacktown Hospital: Patients attending the emergency department

January to March 2016

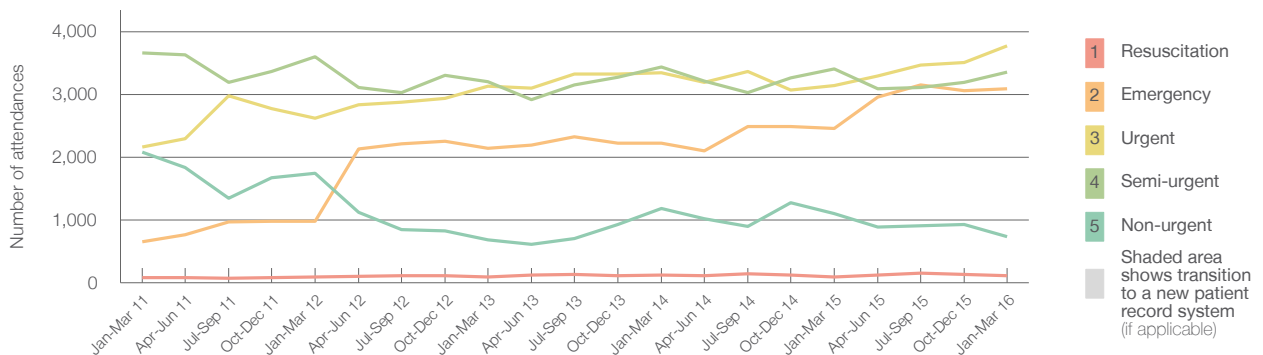
All attendances:<sup>1</sup> 11,176 patients

Emergency attendances<sup>2</sup> by triage category: 11,072 patients



Same period last year	Change since one year ago
10,255	9%
10,198	9%
91	23%
2,457	26%
3,142	20%
3,405	-1%
1,103	-33%

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	79	92	93	121	91	112
Emergency	653	976	2,138	2,218	2,457	3,088
Urgent	2,163	2,618	3,130	3,347	3,142	3,777
Semi-urgent	3,661	3,602	3,199	3,433	3,405	3,358
Non-urgent	2,076	1,741	677	1,185	1,103	737
All emergency attendances	8,632	9,029	9,237	10,304	10,198	11,072

## Blacktown Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,287 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,001	
18 minutes	-2 minutes
74 minutes	-28 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.

## Blacktown 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: 3,088

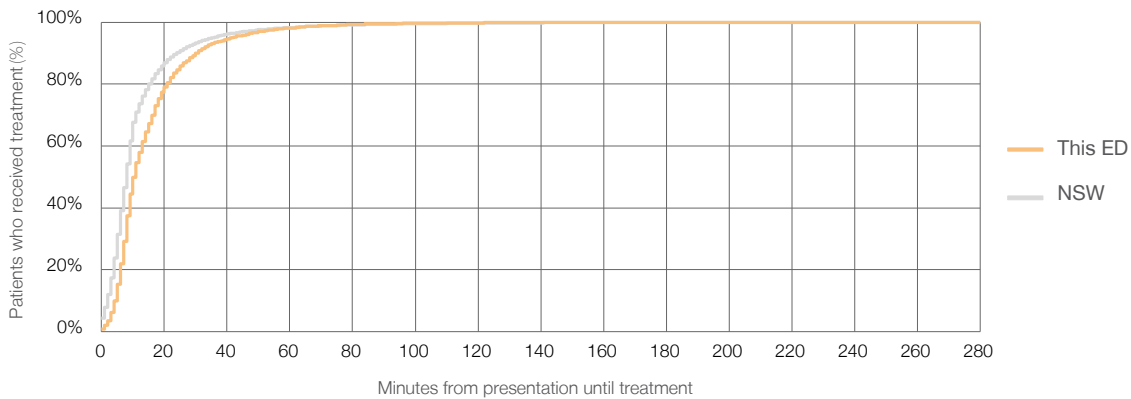
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,027

Median time to start treatment<sup>4</sup>  11 minutes

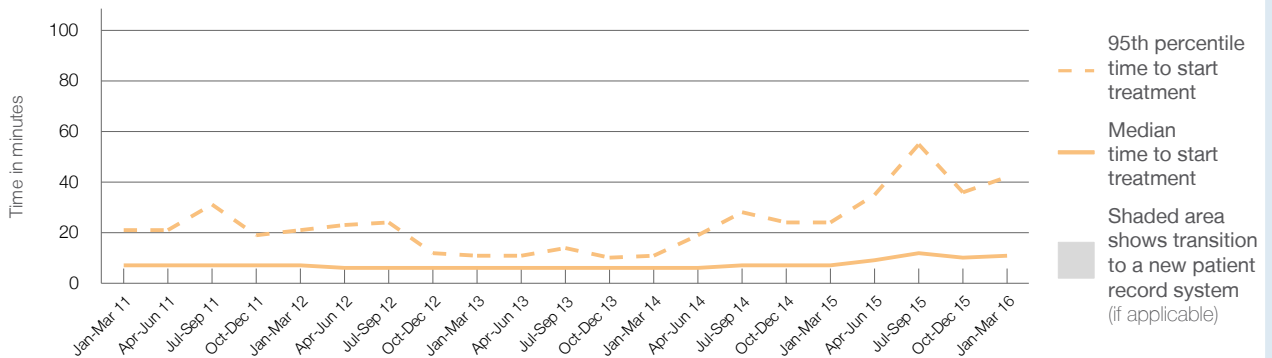
95th percentile time to start treatment<sup>5</sup>  42 minutes

Same period last year	NSW (this period)
2,457	
2,396	
7 minutes	8 minutes
24 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	6	7	11
95th percentile time to start treatment <sup>5</sup> (minutes)	21	21	11	11	24	42

(†) 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.

## Blacktown 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: 3,777

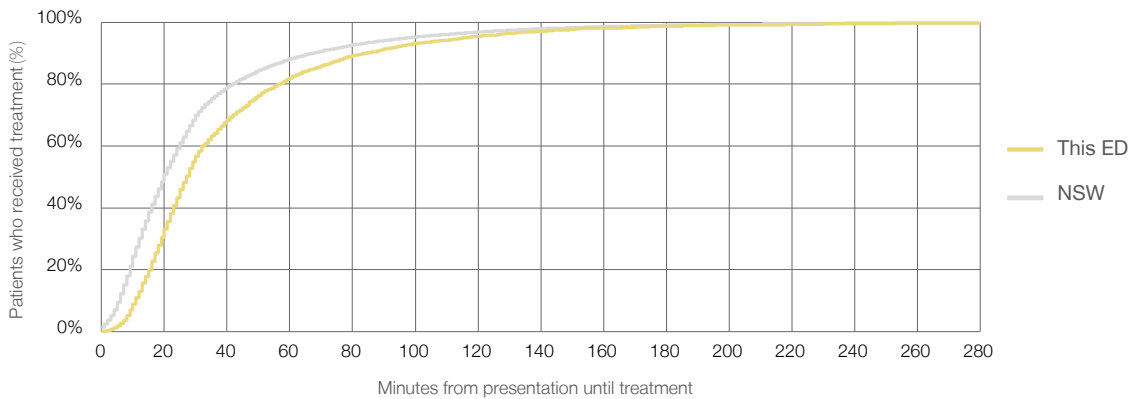
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,569

Median time to start treatment<sup>4</sup>  27 minutes

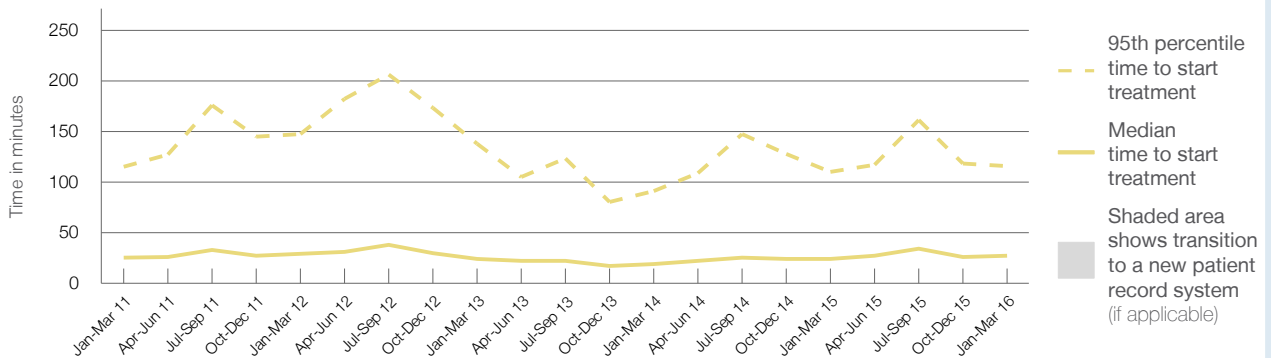
95th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
3,142	
2,977	
24 minutes	20 minutes
110 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)	25	29	24	19	24	27
95th percentile time to start treatment <sup>5</sup> (minutes)	115	147	138	91	110	116

(†) 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.

## Blacktown 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: 3,358

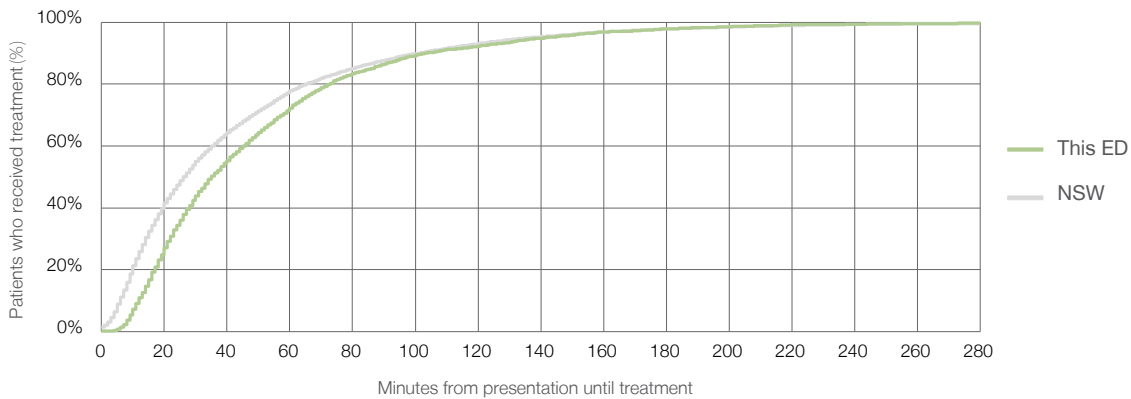
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,120

Median time to start treatment<sup>4</sup>  35 minutes

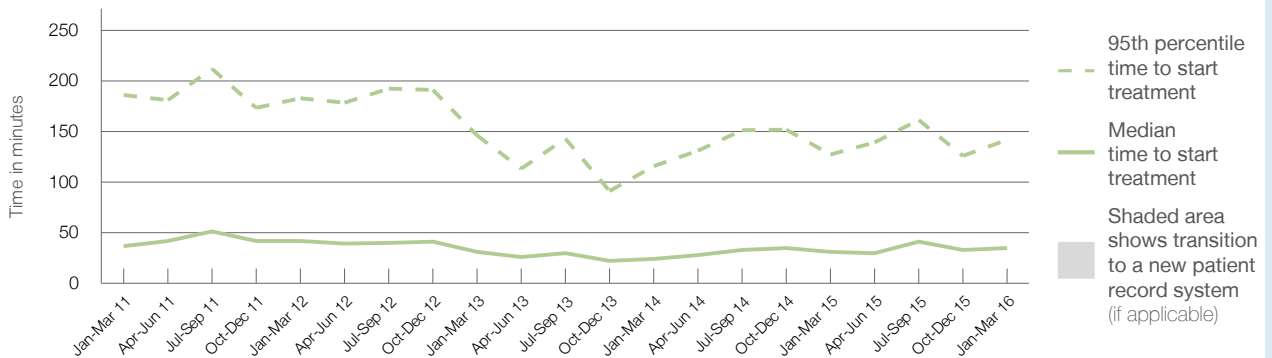
95th percentile time to start treatment<sup>5</sup>  142 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,405	3,144
Median time to start treatment <sup>4</sup>	31 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	127 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)	37	42	31	24	31	35
95th percentile time to start treatment <sup>5</sup> (minutes)	186	183	146	116	127	142

(†) 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.

## Blacktown 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: 737

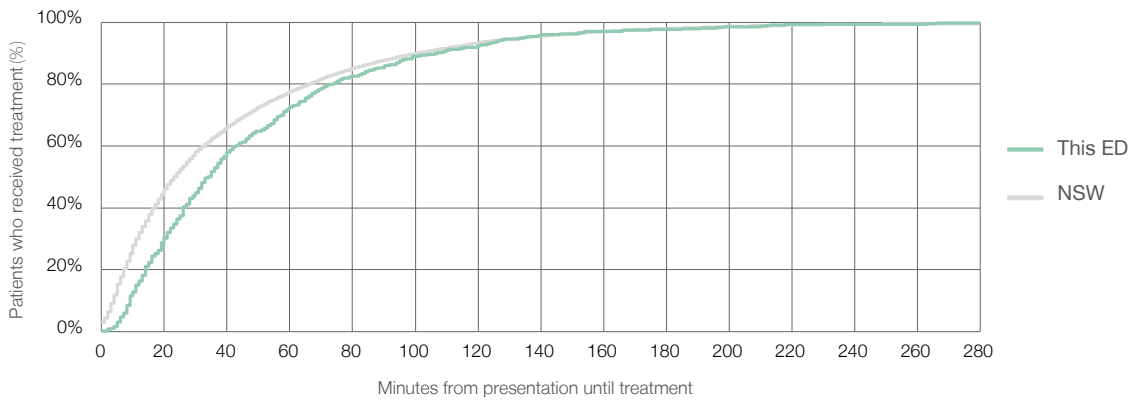
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 620

Median time to start treatment<sup>4</sup> 35 minutes

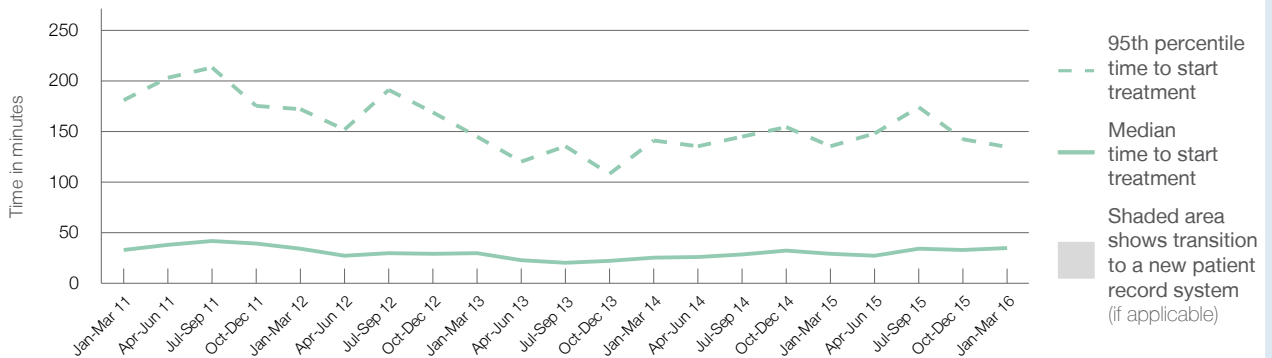
95th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
1,103	
864	
29 minutes	23 minutes
135 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)	33	34	30	25	29	35
95th percentile time to start treatment <sup>5</sup> (minutes)	181	172	145	141	135	135

(†) 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.



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

January to March 2016

All attendances:<sup>1</sup> 11,176 patients

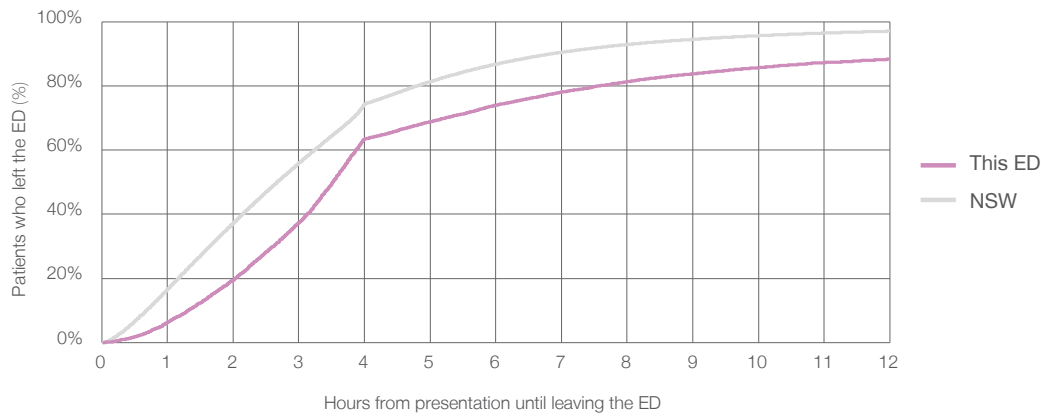
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 31 minutes

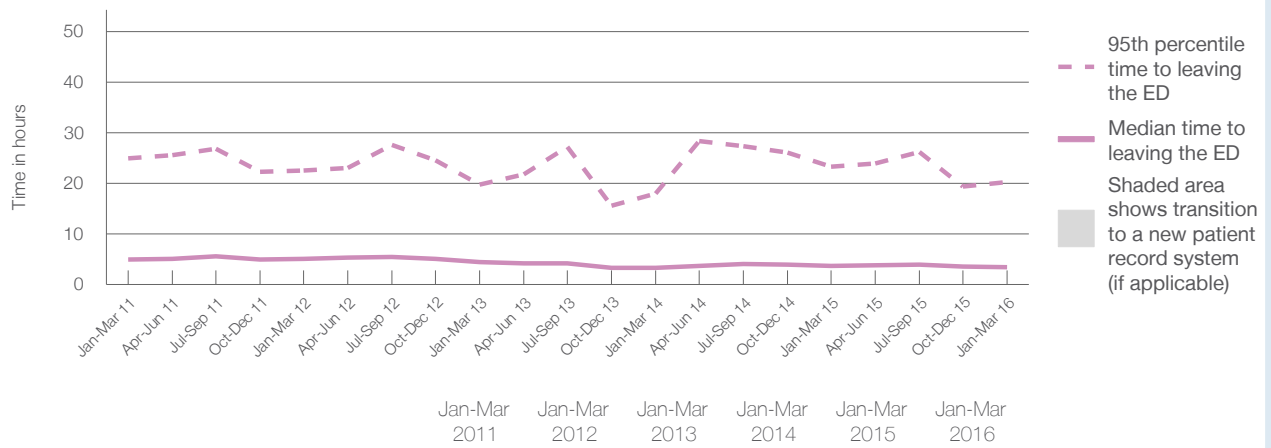
95th percentile time to leaving the ED<sup>9</sup> 20 hours and 17 minutes

Same period last year	NSW (this period)
10,255	10,255
3 hours and 47 minutes	2 hours and 40 minutes
23 hours and 21 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 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	24h 57m	22h 32m	19h 49m	18h 2m	23h 21m	20h 17m

(†) 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.

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

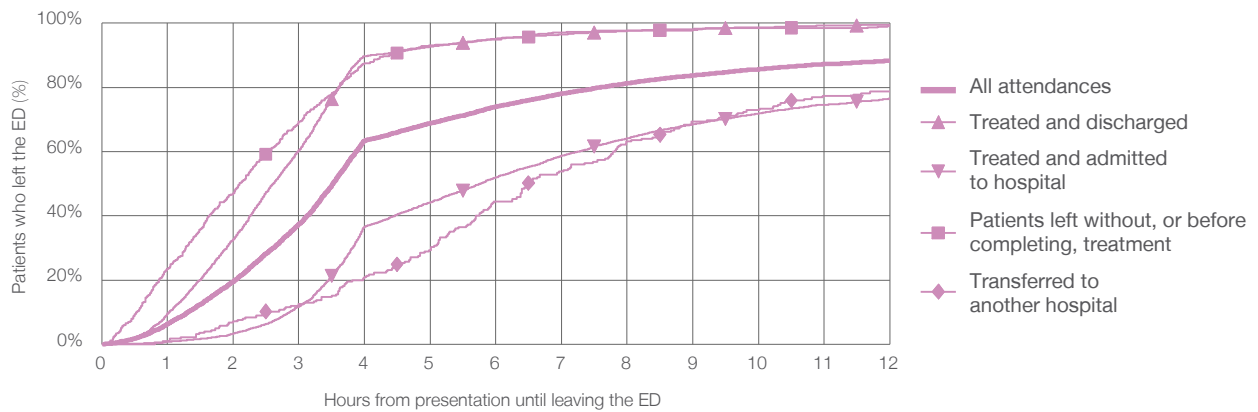
All attendances:<sup>1</sup> 11,176 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Treated and discharged	5,036 (45%)
Treated and admitted to hospital	5,222 (47%)
Patient left without, or before completing, treatment	635 (6%)
Transferred to another hospital	225 (2%)
Other	58 (1%)

Same period last year	Change since one year ago
10,255	9%
5,380	-6%
4,025	30%
620	2%
203	11%
27	115%

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	10%	33%	61%	90%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	37%	52%	64%	72%	77%
Patient left without, or before completing, treatment	23%	47%	69%	88%	95%	98%	99%	99%
Transferred to another hospital	1%	7%	12%	21%	44%	63%	73%	79%
All attendances	6%	20%	37%	63%	74%	81%	86%	88%

(†) 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.

**Blacktown 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> 11,176 patients

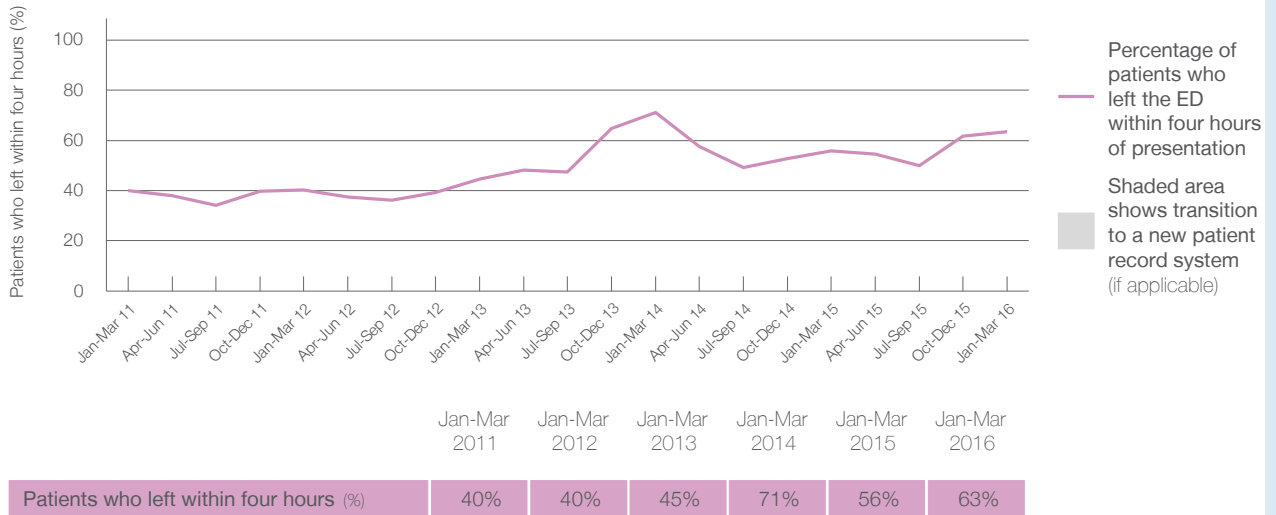
Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,175 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	10,255	9%
Attendances used to calculate time to leaving the ED	10,255	9%
Percentage of patients who left the ED within four hours	56%	

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



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

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

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

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

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

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

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

## Mount Druiitt Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 8,223 patients  
Emergency attendances:<sup>2</sup> 8,170 patients

Same period last year	Change since one year ago
7,921	4%
7,824	4%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,176 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,282 patients

Median time to start treatment<sup>4</sup> 28 minutes  
95th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,698 patients

Median time to start treatment<sup>4</sup> 38 minutes  
95th percentile time to start treatment<sup>5</sup> 132 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment<sup>4</sup> 38 minutes  
95th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
1,218	
9 minutes	8 minutes
27 minutes	35 minutes
2,897	
29 minutes	20 minutes
120 minutes	99 minutes
2,656	
42 minutes	26 minutes
146 minutes	137 minutes
1,027	
43 minutes	23 minutes
145 minutes	135 minutes

## Mount Druiitt Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
7,921	4%
67%	

\* 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.

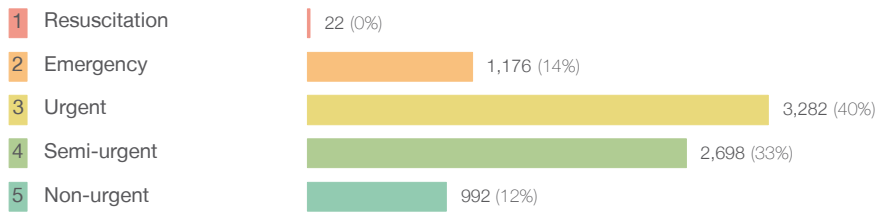
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

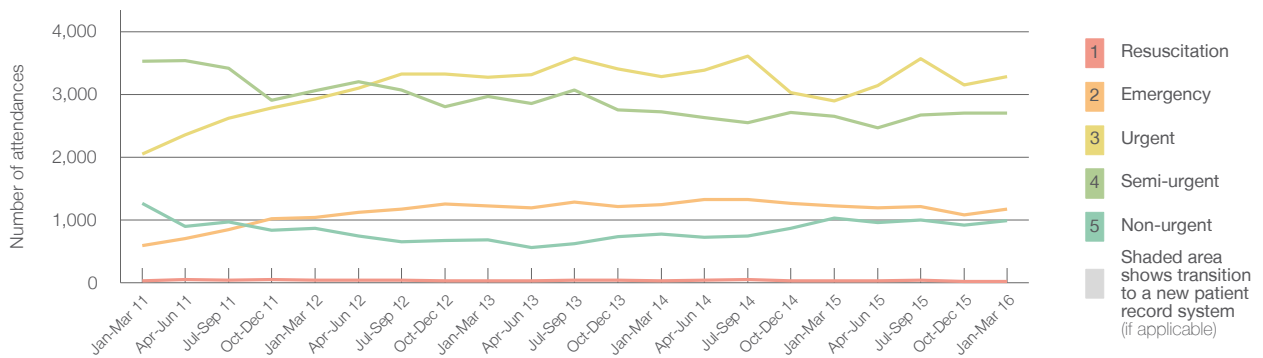
All attendances:<sup>1</sup> 8,223 patients

Emergency attendances<sup>2</sup> by triage category: 8,170 patients



Same period last year	Change since one year ago
7,921	4%
7,824	4%
26	-15%
1,218	-3%
2,897	13%
2,656	2%
1,027	-3%

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

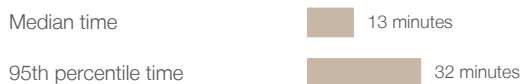


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	34	38	27	34	26	22
Emergency	591	1,044	1,218	1,244	1,218	1,176
Urgent	2,051	2,923	3,273	3,281	2,897	3,282
Semi-urgent	3,533	3,063	2,971	2,724	2,656	2,698
Non-urgent	1,259	868	685	771	1,027	992
All emergency attendances	7,468	7,936	8,174	8,054	7,824	8,170

## Mount Druiitt Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 911 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
1,197	
15 minutes	-2 minutes
44 minutes	-12 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.

## Mount Druiitt Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 1,176

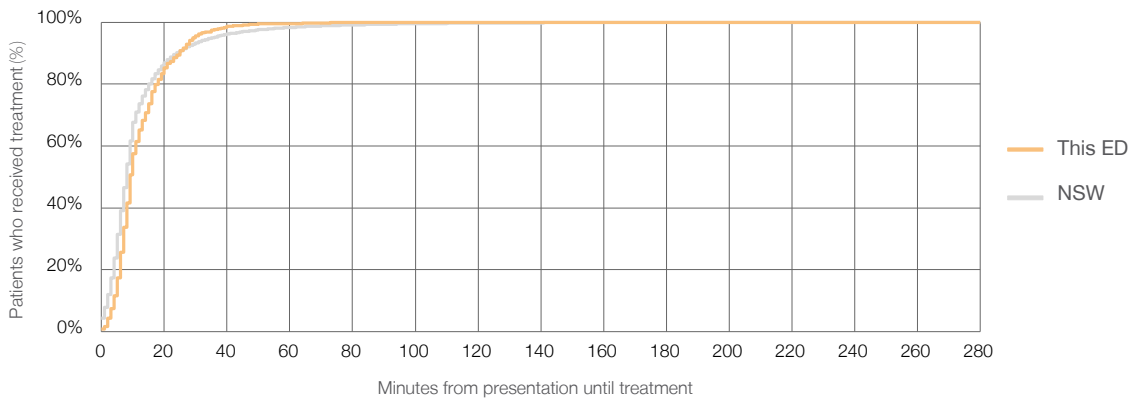
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,165

Median time to start treatment<sup>4</sup>  9 minutes

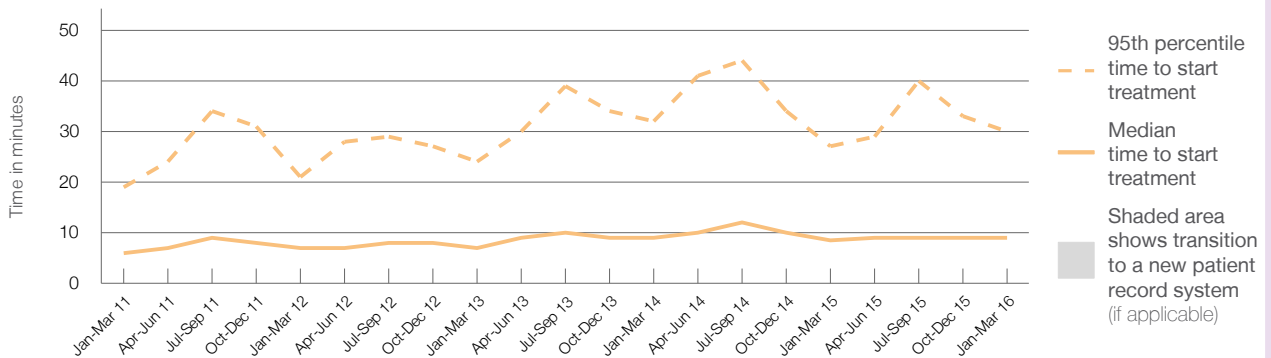
95th percentile time to start treatment<sup>5</sup>  30 minutes

Same period last year	NSW (this period)
1,218	1,206
9 minutes	8 minutes
27 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)	6	7	7	9	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	19	21	24	32	27	30

(†) 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.

## Mount Druiitt 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: 3,282

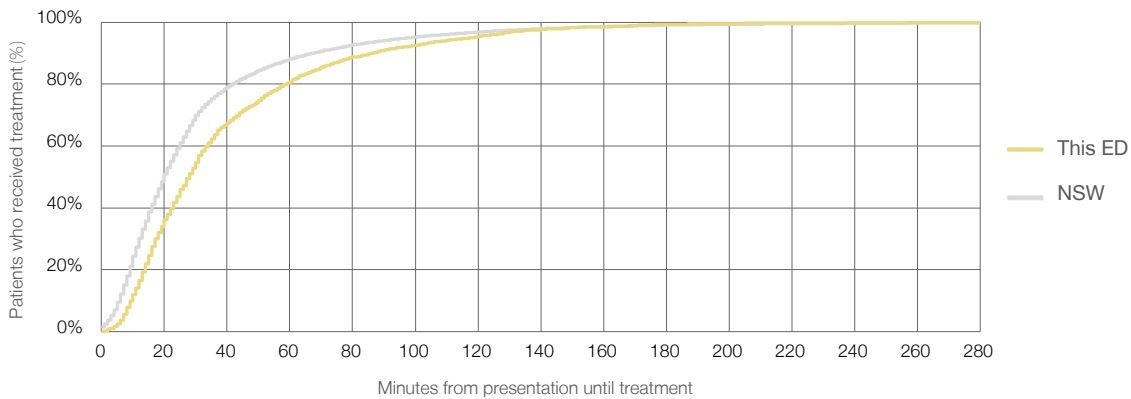
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,120

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

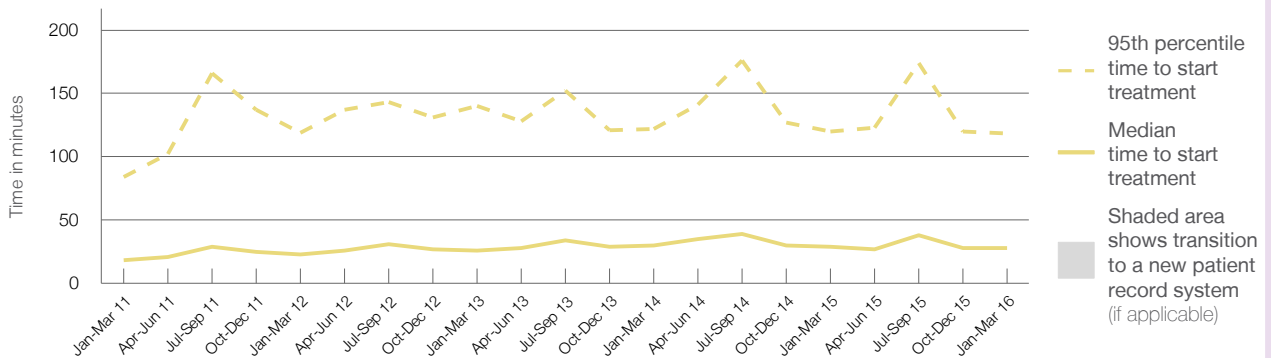
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
2,897	
2,724	
29 minutes	20 minutes
120 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)	18	23	26	30	29	28
95th percentile time to start treatment <sup>5</sup> (minutes)	84	119	140	122	120	119

(†) 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.

## Mount Druiitt 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: 2,698

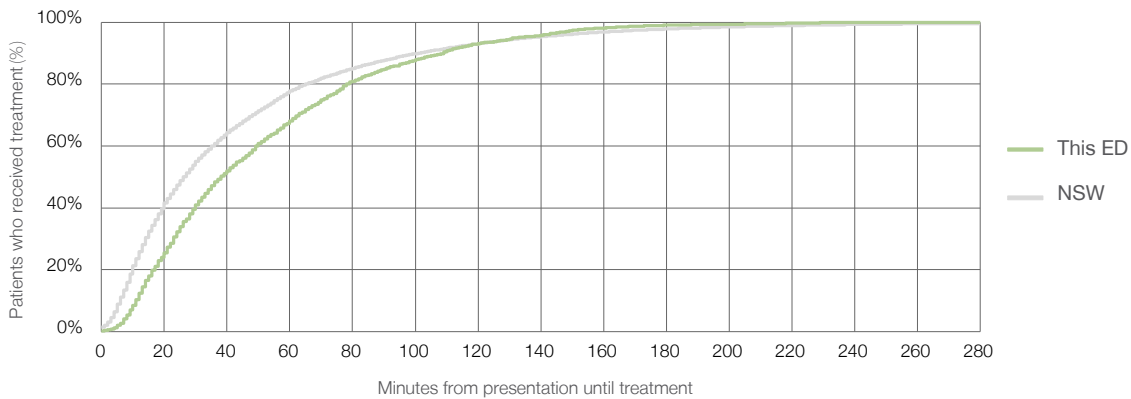
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,485

Median time to start treatment<sup>4</sup>  38 minutes

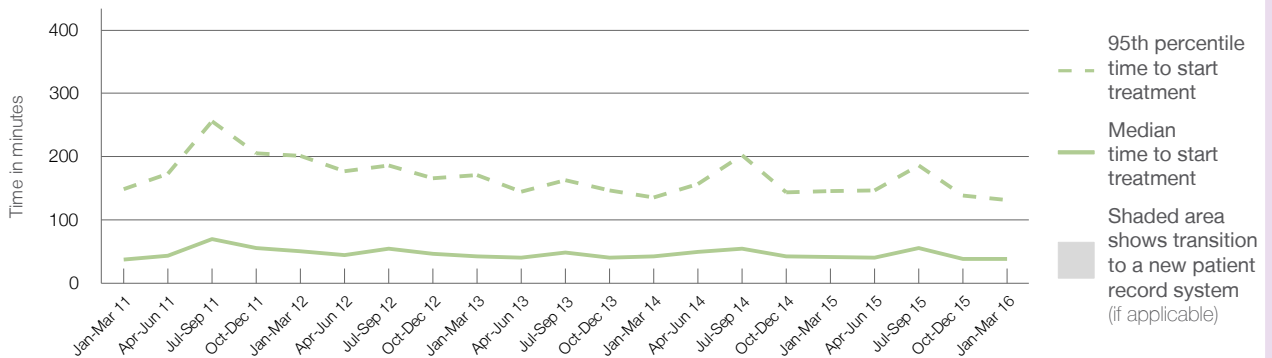
95th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
2,656	2,386
42 minutes	26 minutes
146 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)	37	51	43	43	42	38
95th percentile time to start treatment <sup>5</sup> (minutes)	149	201	171	136	146	132

(†) 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.



## Mount Druiitt 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: 992

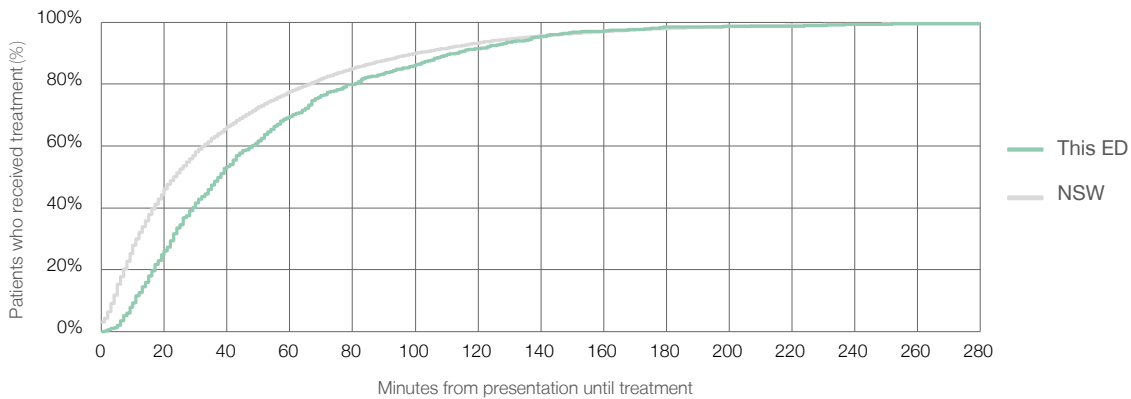
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 860

Median time to start treatment<sup>4</sup>  38 minutes

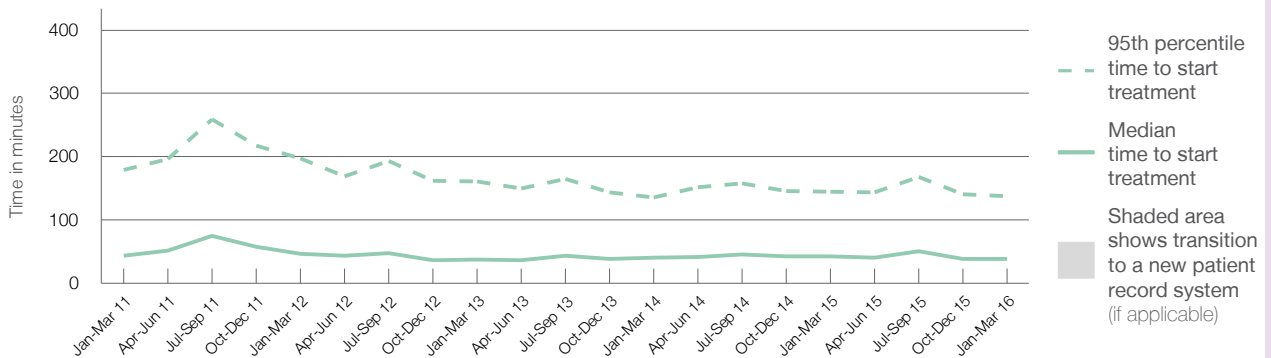
95th percentile time to start treatment<sup>5</sup>  138 minutes

Same period last year	NSW (this period)
1,027	
850	
43 minutes	23 minutes
145 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)	44	47	37	41	43	38
95th percentile time to start treatment <sup>5</sup> (minutes)	179	197	161	136	145	138

(†) 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.

## Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 8,223 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Median time to leaving the ED<sup>8</sup>

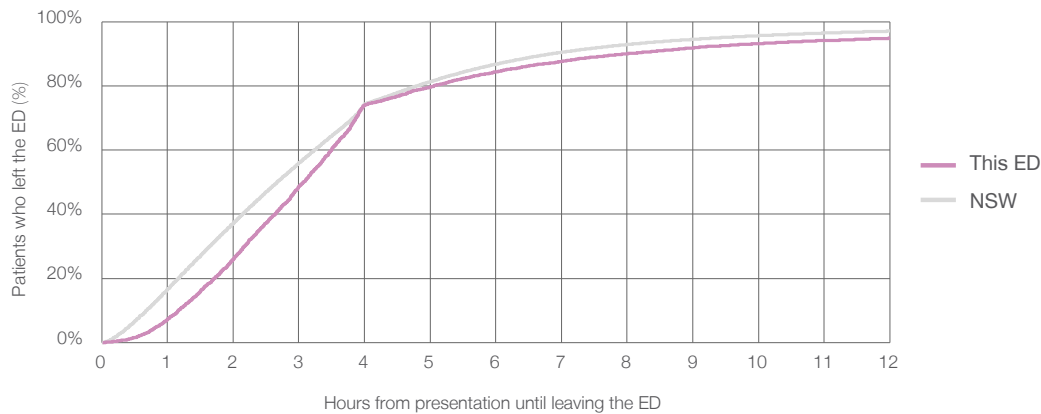
3 hours and 4 minutes

95th percentile time to leaving the ED<sup>9</sup>

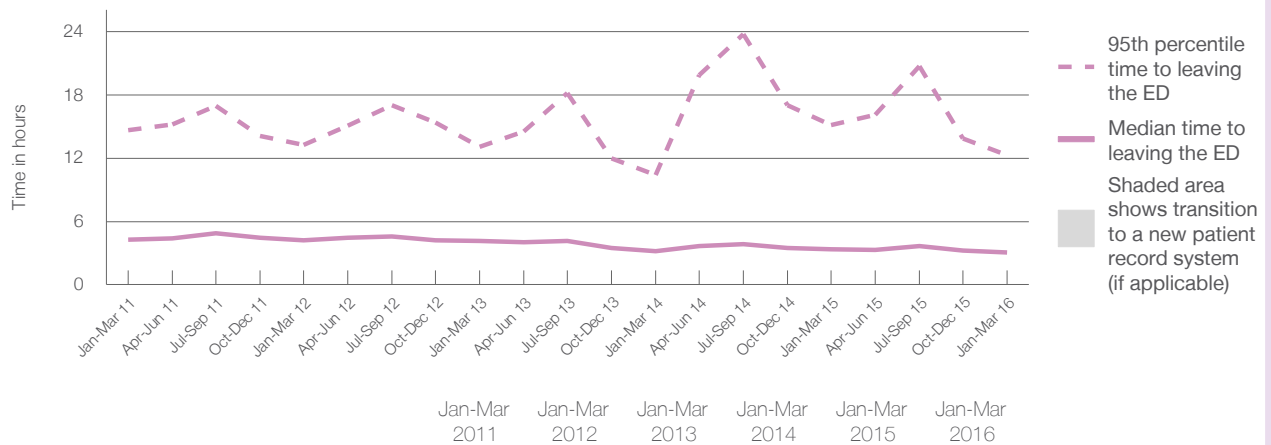
12 hours and 17 minutes

Same period last year	NSW (this period)
7,921	7,921
3 hours and 23 minutes	2 hours and 40 minutes
15 hours and 7 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 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 40m	13h 15m	13h 6m	10h 26m	15h 7m	12h 17m

(†) 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.

## Mount Druiitt Hospital: Time from presentation until leaving the ED By mode of separation January to March 2016

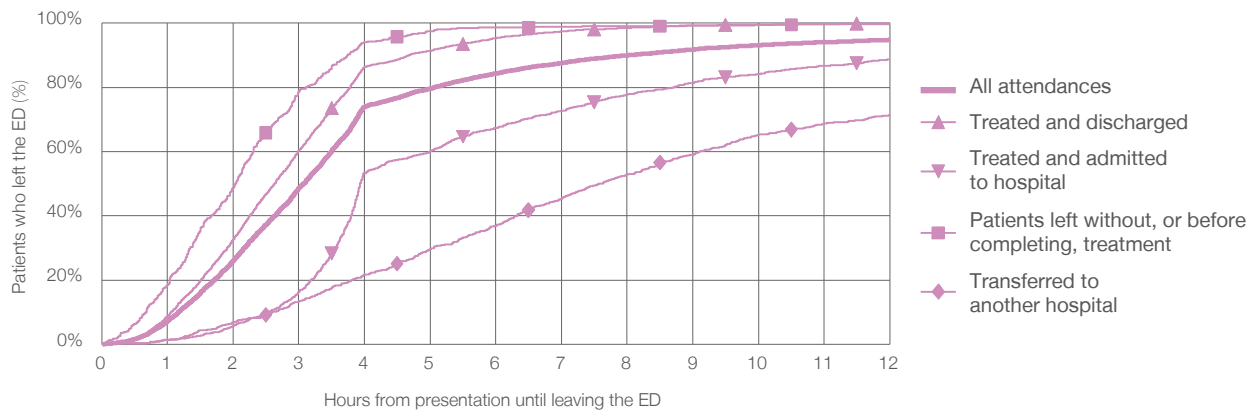
All attendances:<sup>1</sup> 8,223 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,223 patients

Treated and discharged	5,441 (66%)
Treated and admitted to hospital	1,437 (17%)
Patient left without, or before completing, treatment	458 (6%)
Transferred to another hospital	885 (11%)
Other	2 (0%)

Same period last year	Change since one year ago
7,921	4%
5,010	9%
1,404	2%
503	-9%
1,001	-12%
3	-33%

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	9%	33%	60%	86%	95%	99%	100%	100%
Treated and admitted to hospital	1%	6%	16%	53%	67%	78%	84%	89%
Patient left without, or before completing, treatment	19%	49%	79%	94%	99%	99%	100%	100%
Transferred to another hospital	1%	7%	13%	22%	37%	53%	65%	72%
All attendances	7%	26%	49%	74%	84%	90%	93%	95%

(†) 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.

## Mount Druiitt 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> 8,223 patients

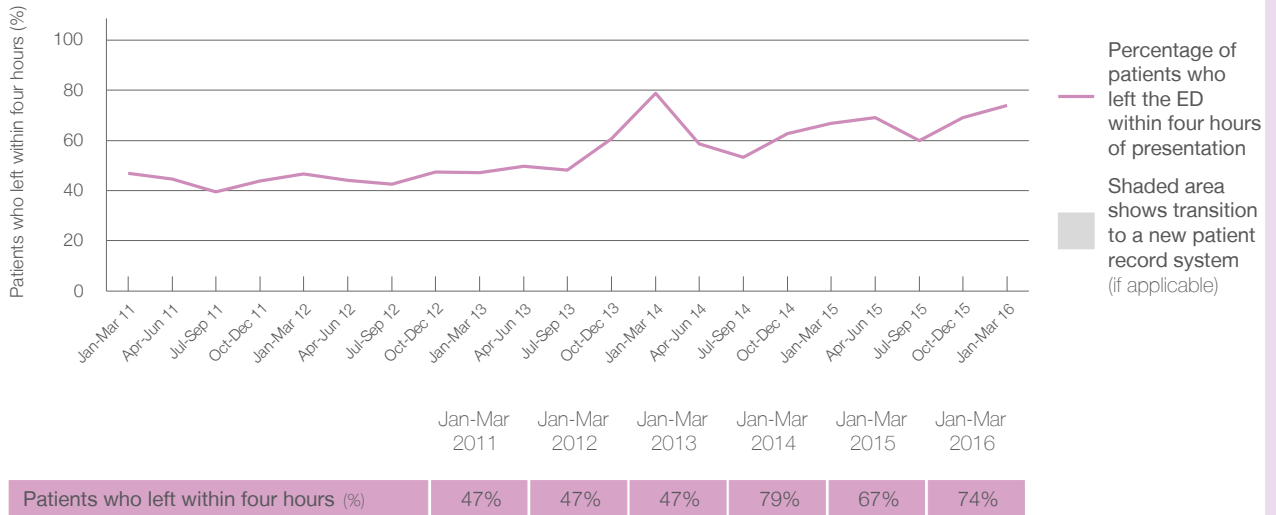
Attendances used to calculate time to leaving the ED: <sup>6</sup> 8,223 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,921	4%
Attendances used to calculate time to leaving the ED	7,921	4%
Percentage of patients who left the ED within four hours	67%	

### 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.

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- 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).

## Westmead Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 18,845 patients  
 Emergency attendances:<sup>2</sup> 18,614 patients

Same period last year	Change since one year ago
17,981	5%
17,681	5%

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

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 5,208 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 95th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,585 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment<sup>4</sup> 40 minutes  
 95th percentile time to start treatment<sup>5</sup> 160 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,641 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
4,994	
10 minutes	8 minutes
74 minutes	35 minutes
6,251	
31 minutes	20 minutes
197 minutes	99 minutes
4,599	
40 minutes	26 minutes
181 minutes	137 minutes
1,404	
32 minutes	23 minutes
141 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,845 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
17,981	5%
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.
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- 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.

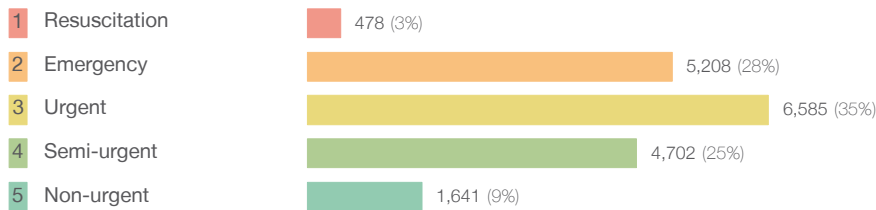
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

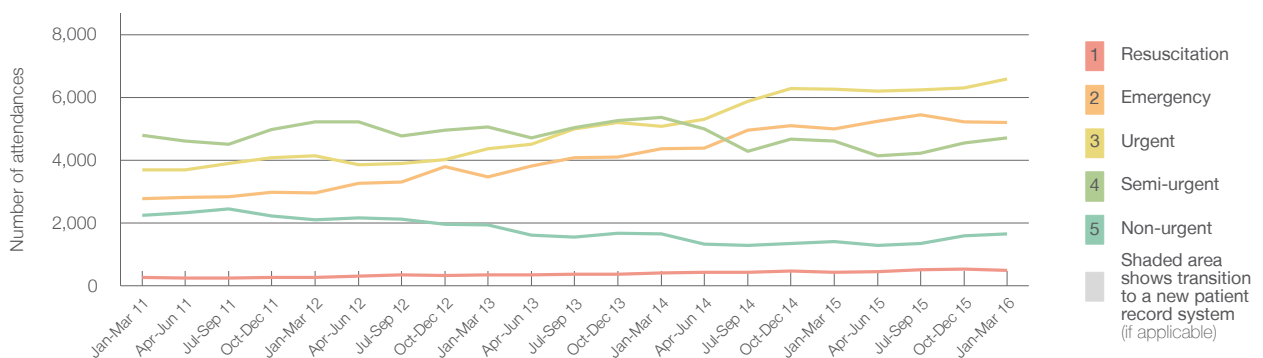
All attendances:<sup>1</sup> 18,845 patients

Emergency attendances<sup>2</sup> by triage category: 18,614 patients



Same period last year	Change since one year ago
17,981	5%
17,681	5%
433	10%
4,994	4%
6,251	5%
4,599	2%
1,404	17%

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	253	264	335	401	433	478
Emergency	2,774	2,954	3,473	4,359	4,994	5,208
Urgent	3,684	4,133	4,357	5,073	6,251	6,585
Semi-urgent	4,797	5,227	5,066	5,355	4,599	4,702
Non-urgent	2,243	2,107	1,945	1,652	1,404	1,641
All emergency attendances	13,751	14,685	15,176	16,840	17,681	18,614

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,629 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
5,583	
13 minutes	-2 minutes
51 minutes	-20 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.

## Westmead 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: 5,208

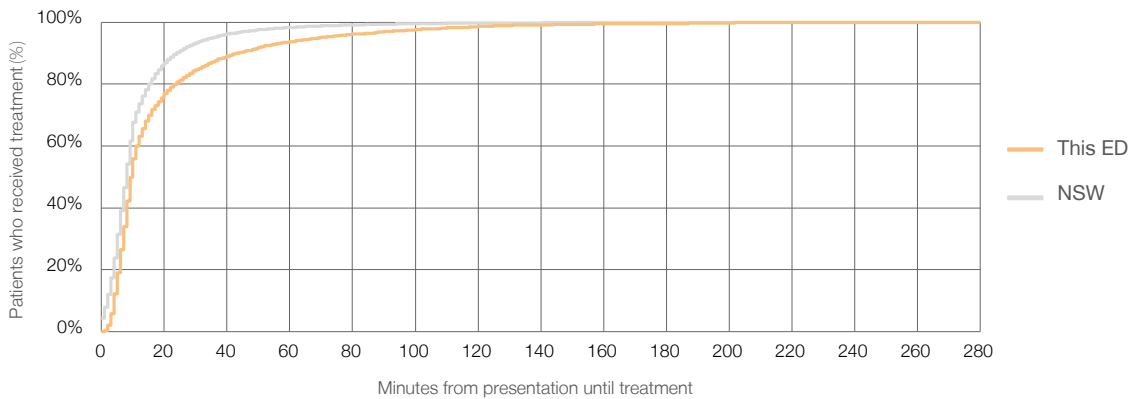
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,130

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

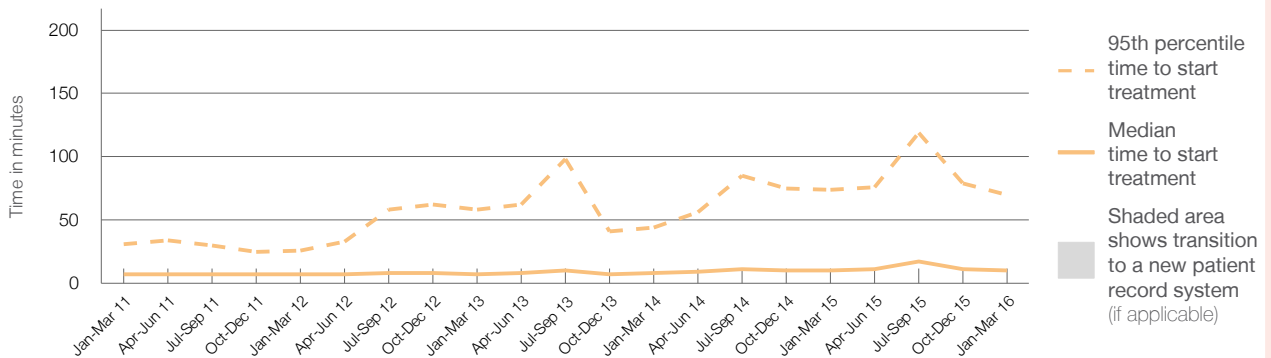
95th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
4,994	4,929
10 minutes	8 minutes
74 minutes	35 minutes

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



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



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	10	10
95th percentile time to start treatment <sup>5</sup> (minutes)	31	26	58	44	74	70

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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.

## Westmead 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: 6,585

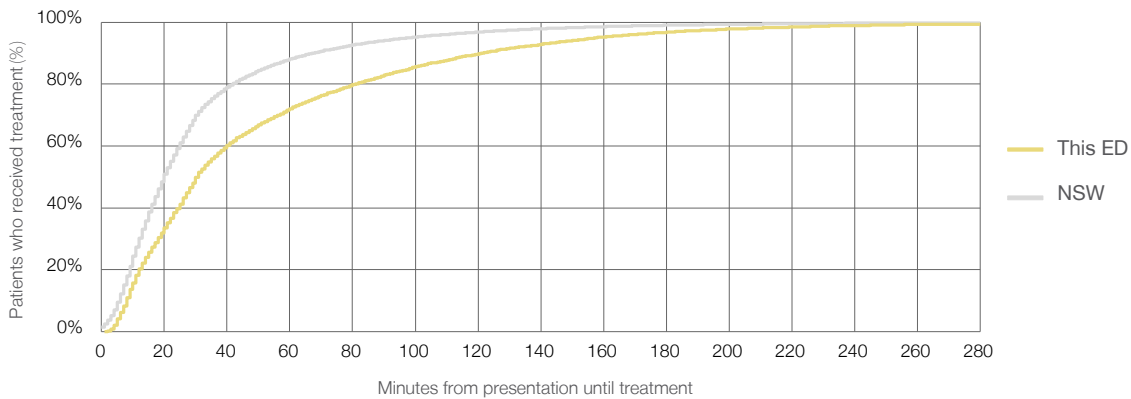
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,121

Median time to start treatment<sup>4</sup> 31 minutes

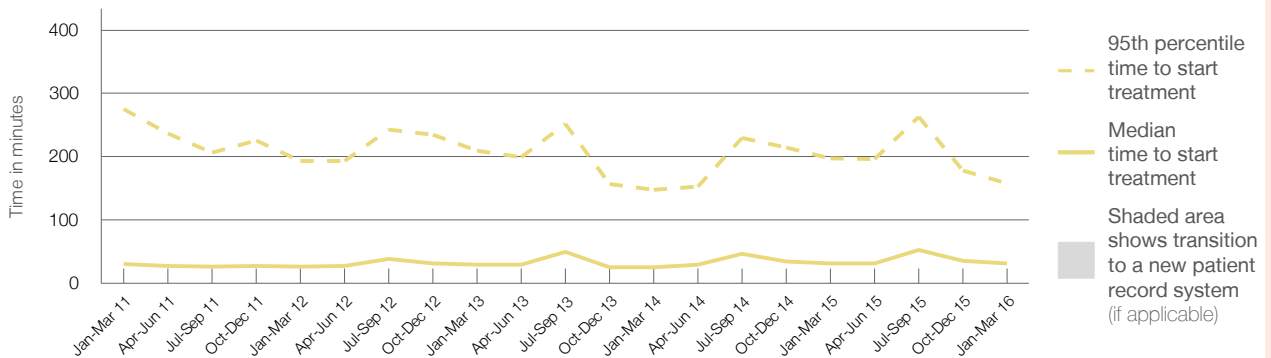
95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
6,251	
5,761	
31 minutes	20 minutes
197 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)	30	26	29	25	31	31
95th percentile time to start treatment <sup>5</sup> (minutes)	275	193	209	148	197	158

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## Westmead 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: 4,702

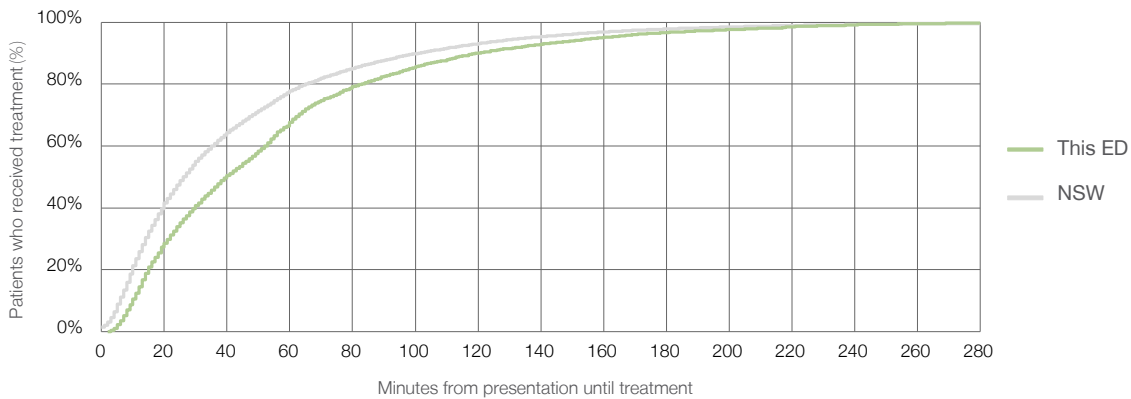
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,232

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

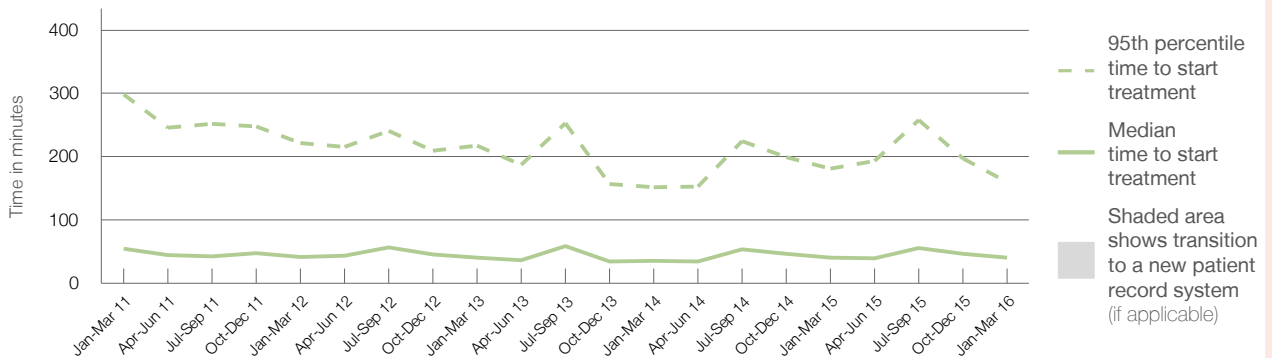
95th percentile time to start treatment<sup>5</sup> 160 minutes

Same period last year	NSW (this period)
4,599	4,088
40 minutes	26 minutes
181 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)	55	42	40	35	40	40
95th percentile time to start treatment <sup>5</sup> (minutes)	298	222	218	152	181	160

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## Westmead 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: 1,641

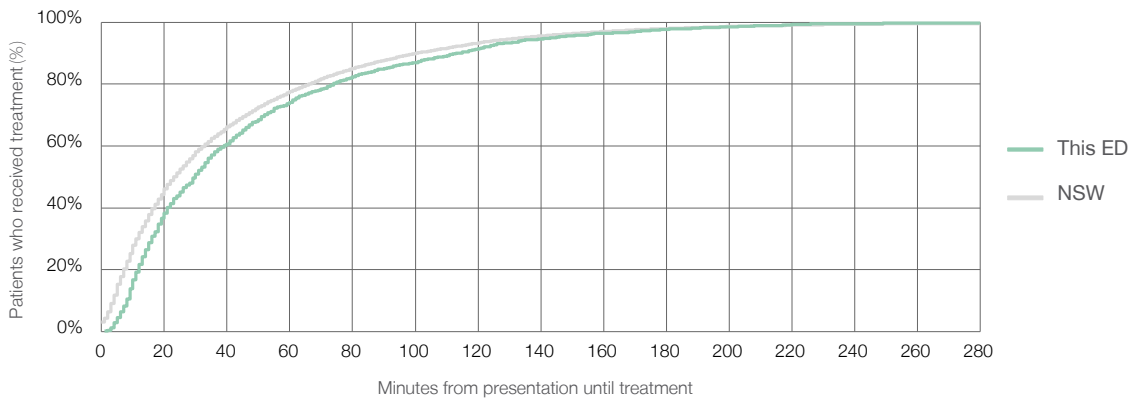
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,406

Median time to start treatment<sup>4</sup> 30 minutes

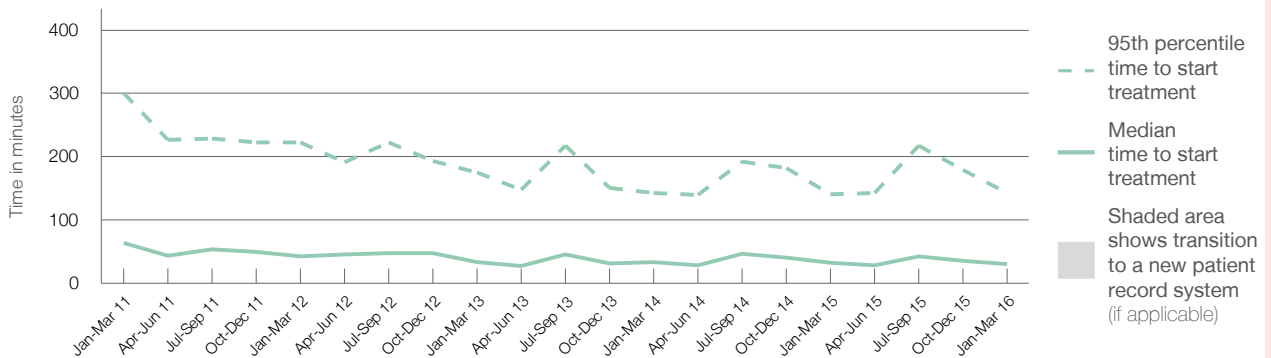
95th percentile time to start treatment<sup>5</sup> 143 minutes

Same period last year	NSW (this period)
1,404	1,155
32 minutes	23 minutes
141 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)	64	43	33	33	32	30
95th percentile time to start treatment <sup>5</sup> (minutes)	300	223	175	143	141	143

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

January to March 2016

All attendances:<sup>1</sup> 18,845 patients

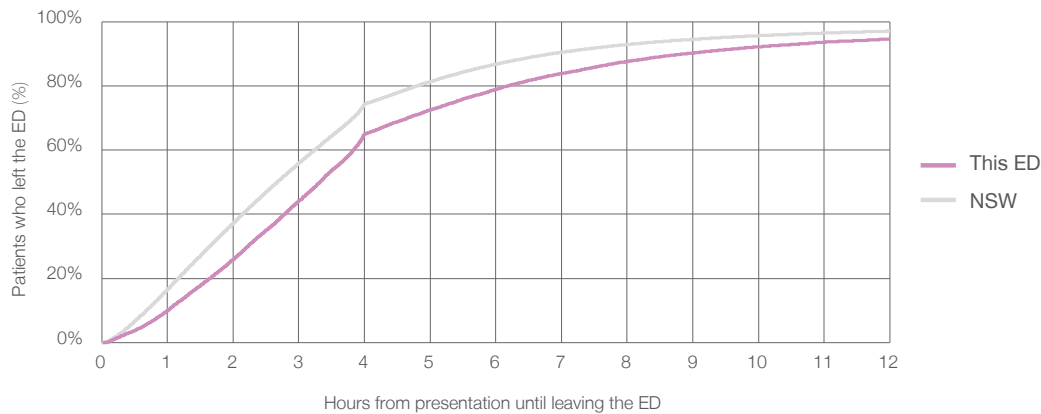
Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,845 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 19 minutes

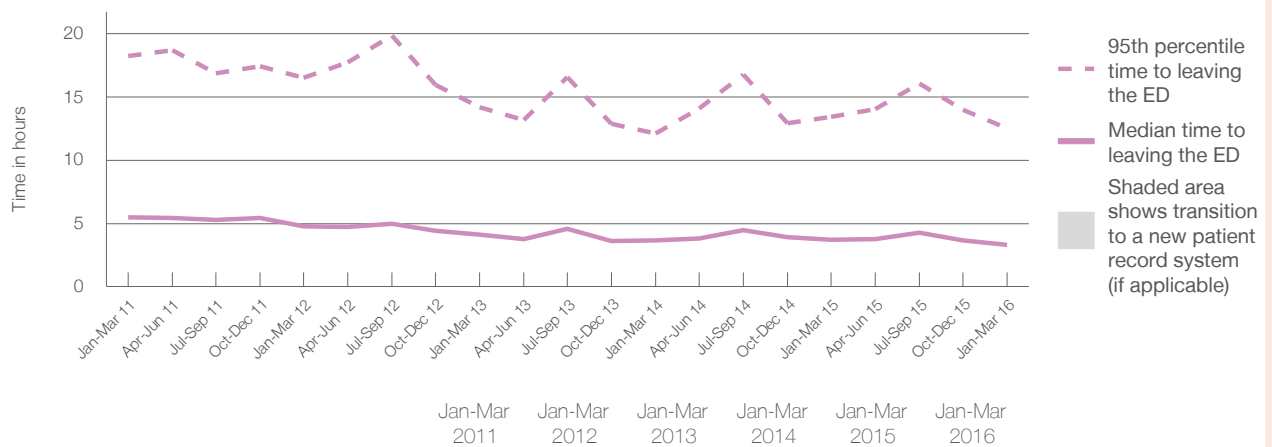
95th percentile time to leaving the ED<sup>9</sup> 12 hours and 31 minutes

Same period last year	NSW (this period)
17,981	17,981
3 hours and 43 minutes	2 hours and 40 minutes
13 hours and 25 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)	5h 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 13m	16h 29m	14h 11m	12h 8m	13h 25m	12h 31m

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

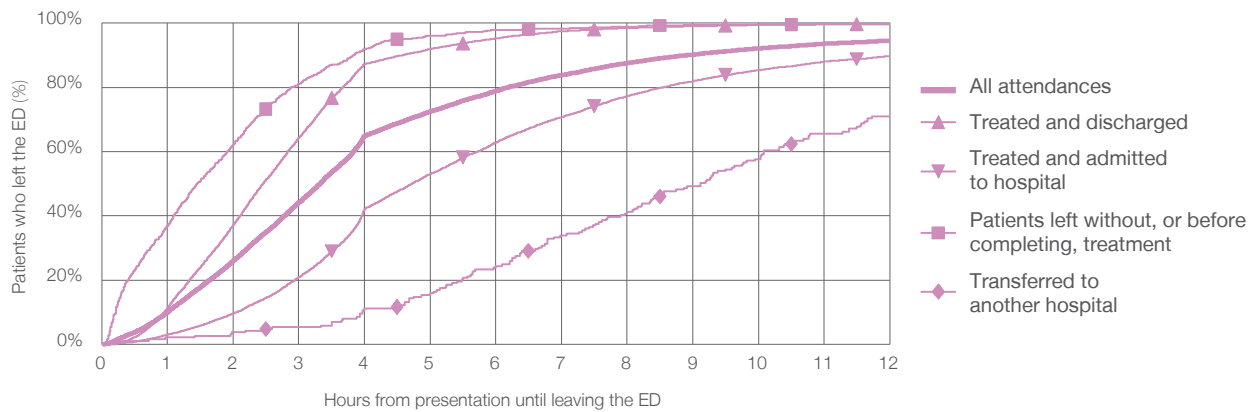
All attendances:<sup>1</sup> 18,845 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,845 patients

Treated and discharged	7,909 (42%)
Treated and admitted to hospital	9,231 (49%)
Patient left without, or before completing, treatment	1,080 (6%)
Transferred to another hospital	189 (1%)
Other	436 (2%)

Same period last year	Change since one year ago
17,981	5%
7,547	5%
8,519	8%
1,250	-14%
177	7%
488	-11%

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	11%	37%	64%	87%	95%	98%	99%	100%
Treated and admitted to hospital	3%	10%	21%	42%	63%	77%	85%	90%
Patient left without, or before completing, treatment	37%	62%	81%	92%	98%	99%	100%	100%
Transferred to another hospital	2%	4%	5%	11%	24%	41%	58%	71%
All attendances	10%	26%	44%	65%	79%	88%	92%	95%

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**Westmead 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> 18,845 patients

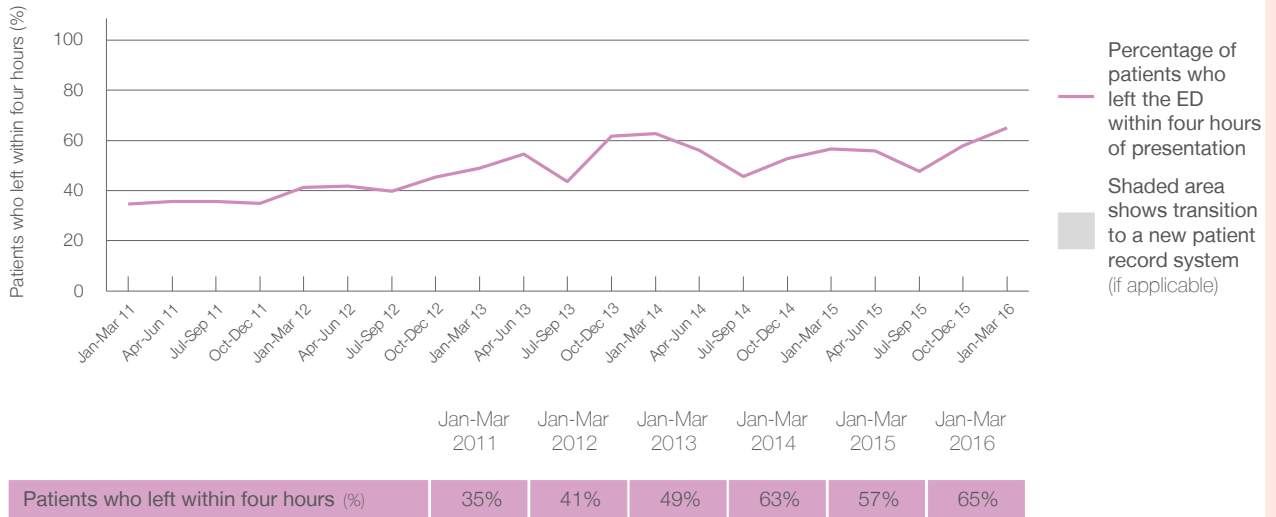
Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,845 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
17,981	5%
17,981	5%
57%	

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



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**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).