

Nepean Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 17,004 patients
 Emergency attendances:² 16,888 patients

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

Nepean Hospital: Time from presentation to treatment³

January to March 2016

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

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 60 minutes

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

Median time to start treatment⁴ 40 minutes
 95th percentile time to start treatment⁵ 265 minutes

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

Median time to start treatment⁴ 41 minutes
 95th percentile time to start treatment⁵ 257 minutes

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

Median time to start treatment⁴ 37 minutes
 95th percentile time to start treatment⁵ 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:⁶ 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.

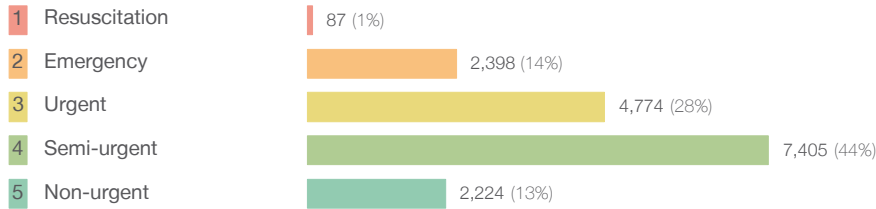
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

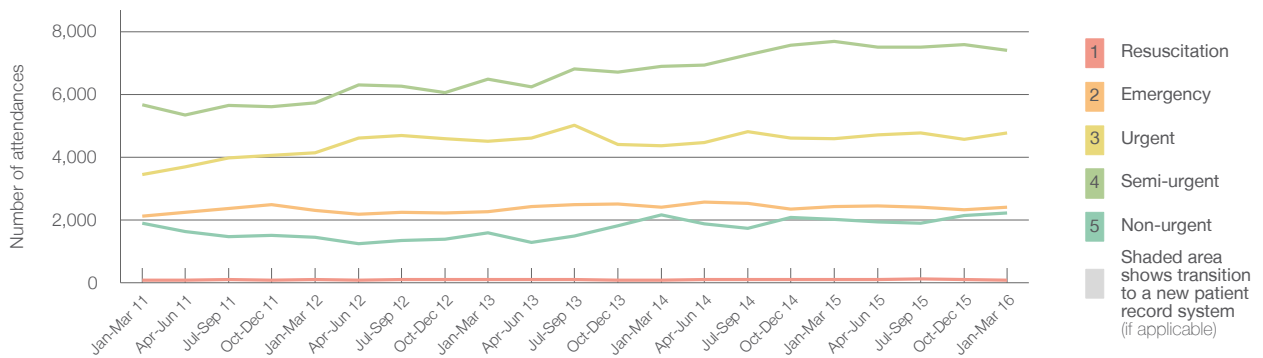
All attendances:¹ 17,004 patients

Emergency attendances² 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 attendances² by quarter, January 2011 to March 2016[‡]



	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:⁷ 4,739 patients

ED Transfer of care time[§]



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

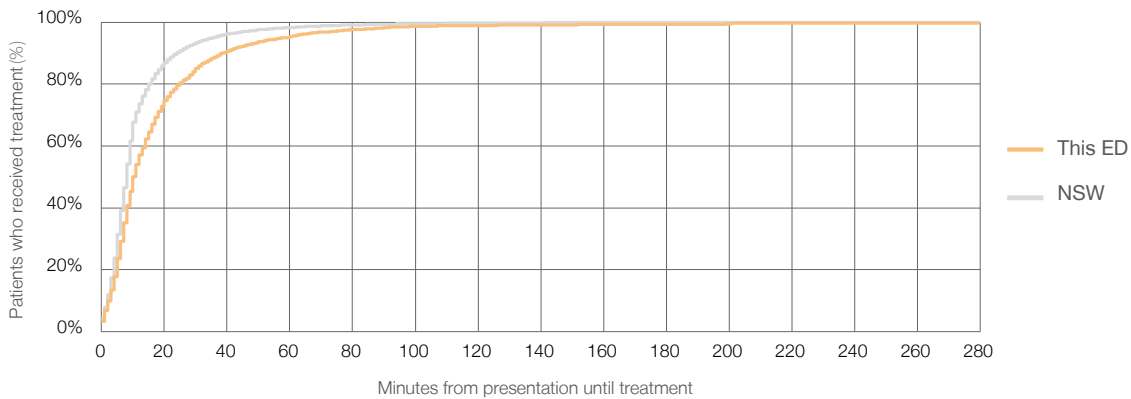
Number of triage 2 patients used to calculate waiting time:³ 2,330

Median time to start treatment⁴ 10 minutes

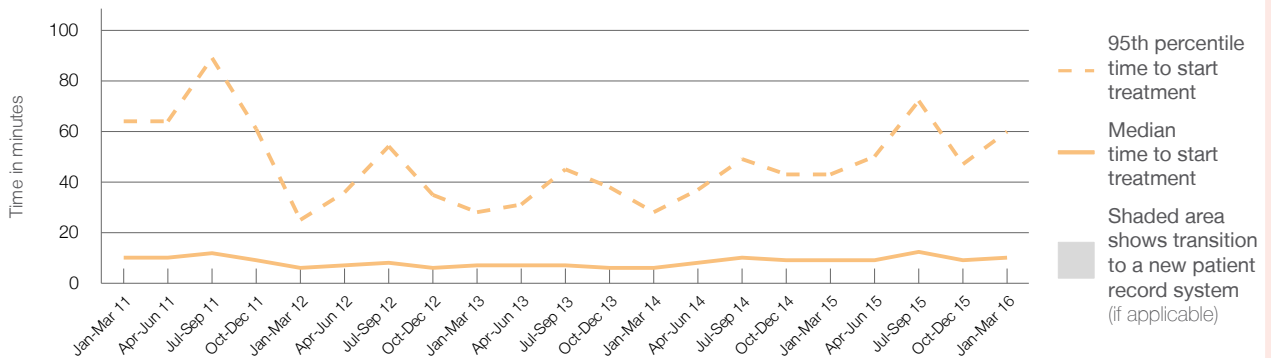
95th percentile time to start treatment⁵ 60 minutes

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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	6	7	6	9	10
95th percentile time to start treatment ⁵ (minutes)	64	25	28	28	43	60

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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

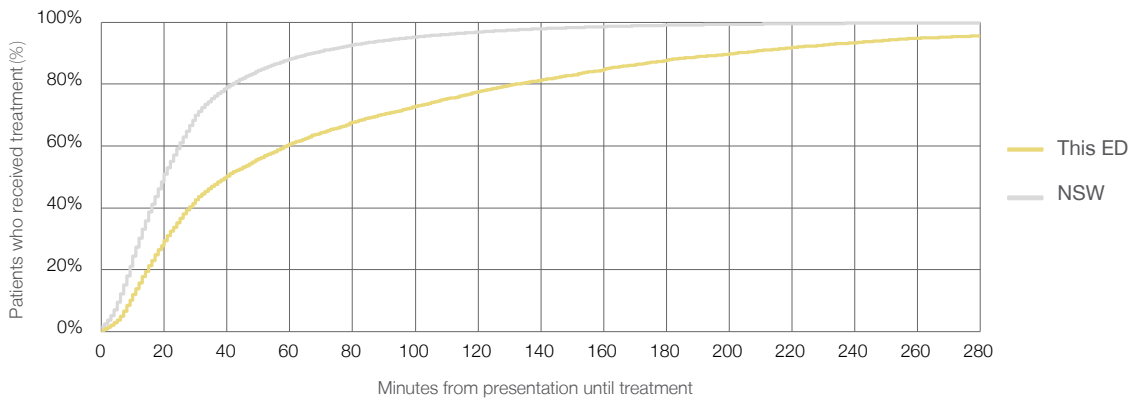
Number of triage 3 patients used to calculate waiting time:³ 4,226

Median time to start treatment⁴ 40 minutes

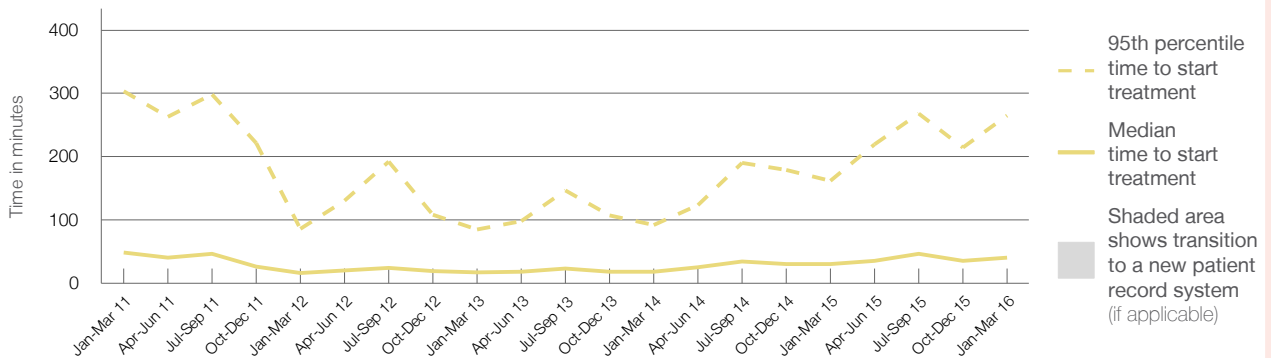
95th percentile time to start treatment⁵ 265 minutes

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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	49	16	17	18	30	40
95th percentile time to start treatment ⁵ (minutes)	303	86	85	92	162	265

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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

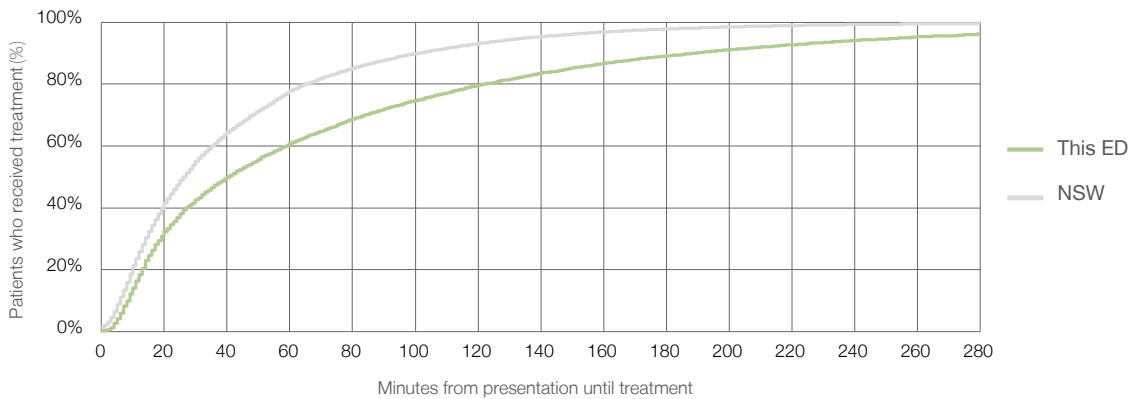
Number of triage 4 patients used to calculate waiting time:³ 6,378

Median time to start treatment⁴ 41 minutes

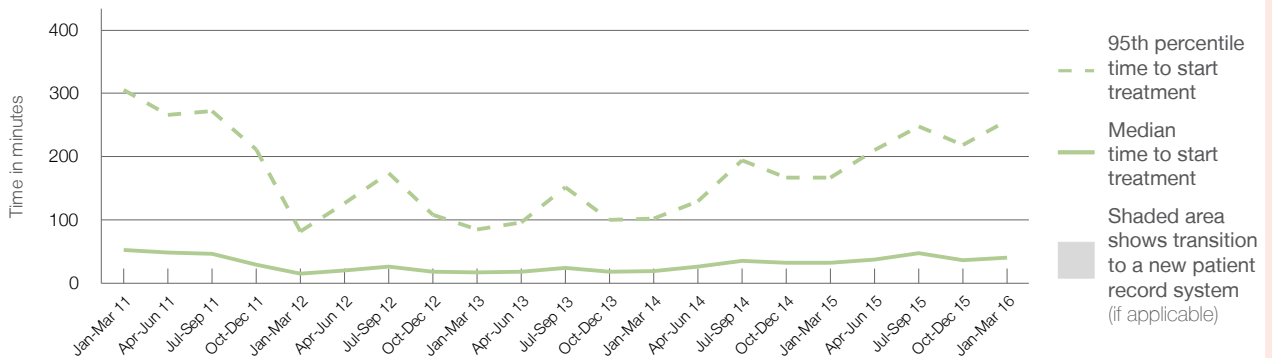
95th percentile time to start treatment⁵ 257 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	7,691	
Number of triage 4 patients used to calculate waiting time ³	6,916	
Median time to start treatment ⁴	32 minutes	26 minutes
95th percentile time to start treatment ⁵	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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	53	15	17	19	32	41
95th percentile time to start treatment ⁵ (minutes)	306	82	85	102	167	257

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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

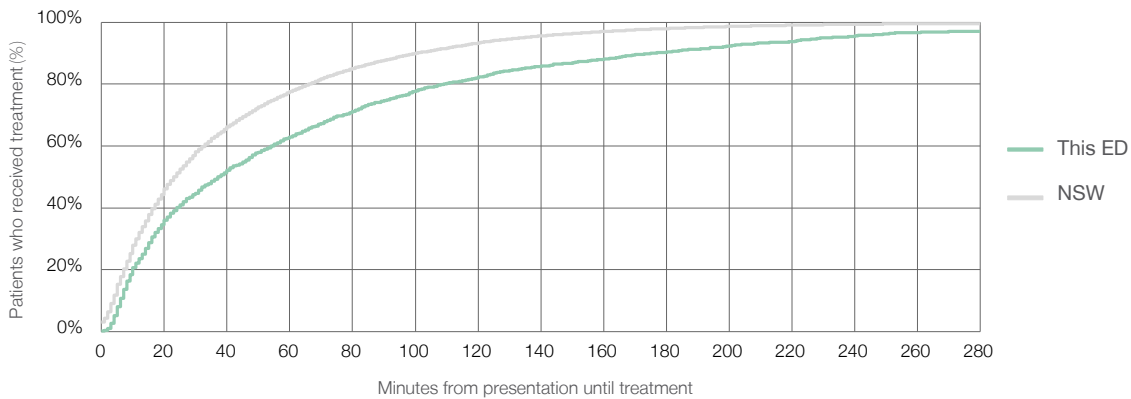
Number of triage 5 patients used to calculate waiting time:³ 1,751

Median time to start treatment⁴ 37 minutes

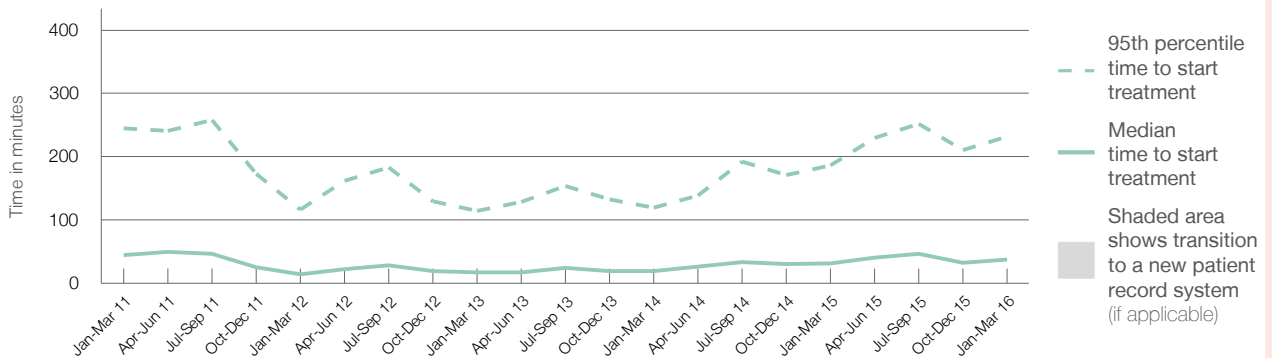
95th percentile time to start treatment⁵ 232 minutes

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^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	45	14	17	19	31	37
95th percentile time to start treatment ⁵ (minutes)	245	116	114	119	186	232

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Nepean Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 17,004 patients

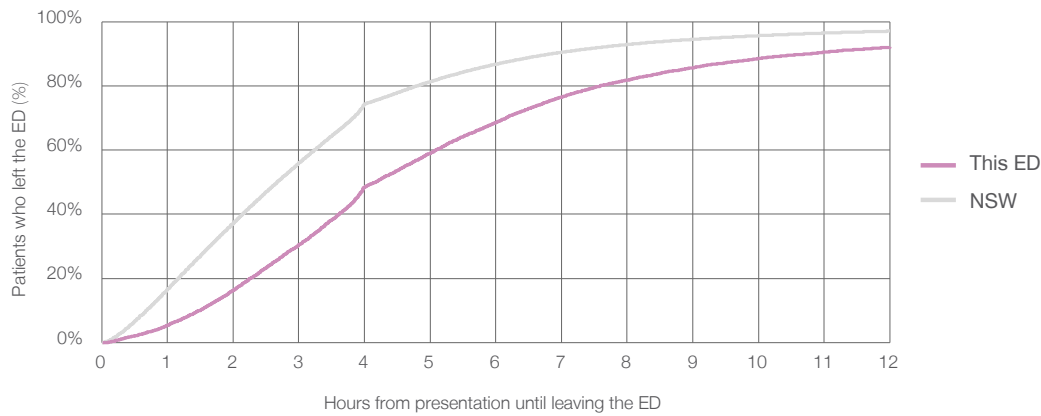
Attendances used to calculate time to leaving the ED:⁶ 17,004 patients

Median time to leaving the ED⁸ 4 hours and 10 minutes

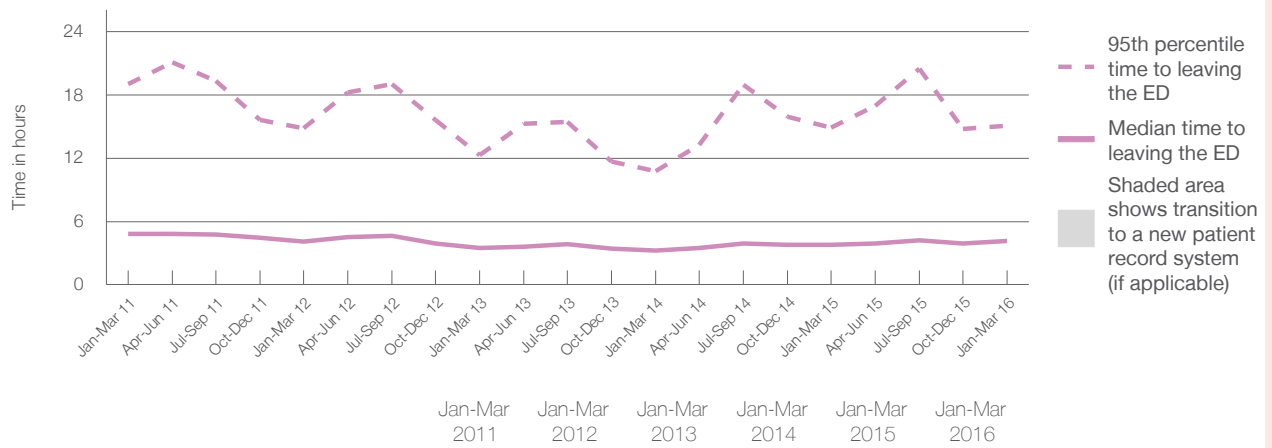
95th percentile time to leaving the ED⁹ 15 hours and 6 minutes

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^{†‡}



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

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

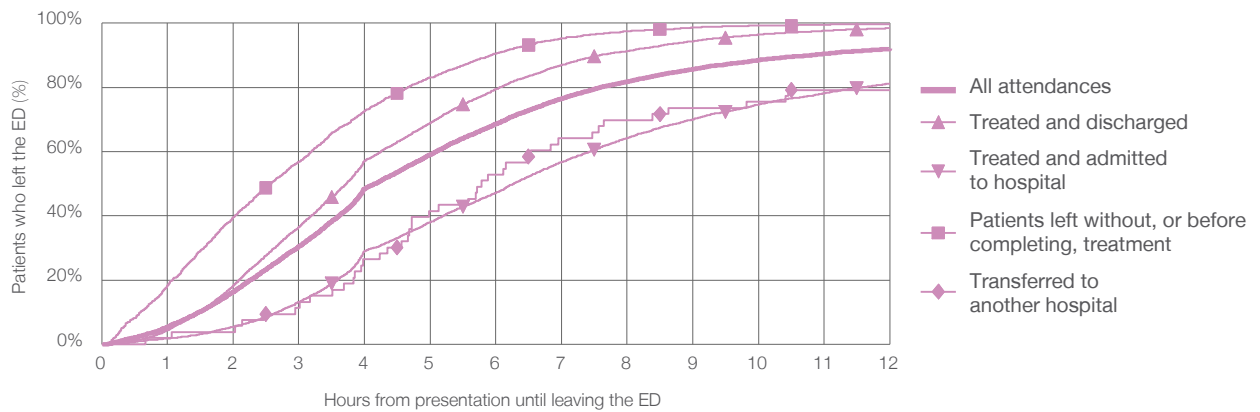
All attendances:¹ 17,004 patients

Attendances used to calculate time to leaving the ED:⁶ 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^{††}



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	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.

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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:¹ 17,004 patients

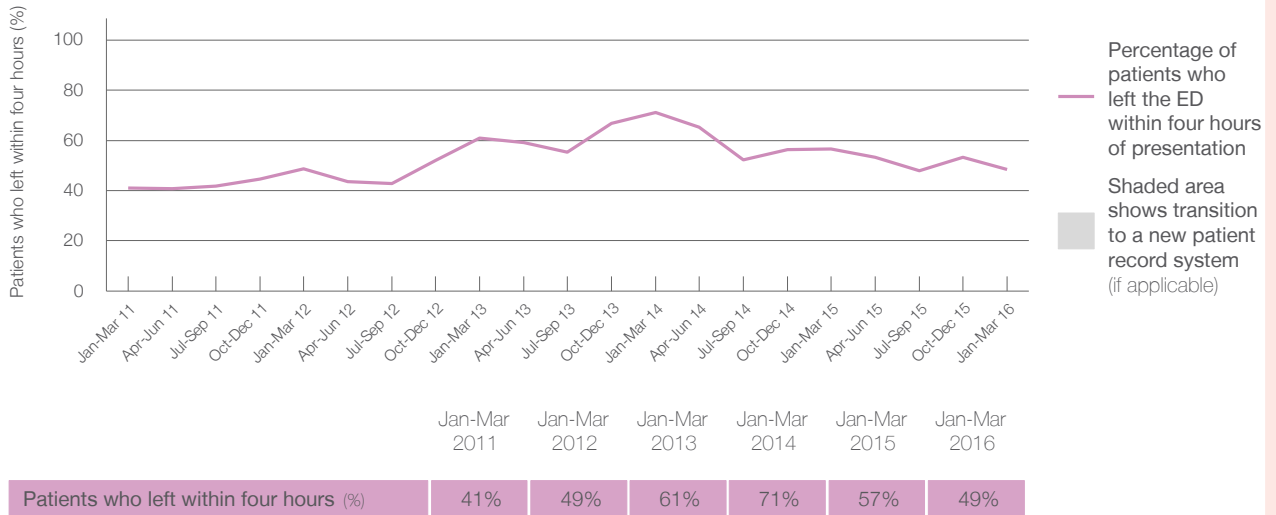
Attendances used to calculate time to leaving the ED:⁶ 17,004 patients

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^{†‡}



* 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 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).