

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations:² 16,661 patients

Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,798 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,863 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,130 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,777 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,761	
7 minutes	8 minutes
20 minutes	26 minutes
6,326	
17 minutes	20 minutes
81 minutes	67 minutes
6,243	
27 minutes	25 minutes
125 minutes	97 minutes
1,665	
30 minutes	24 minutes
122 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,810 patients

Percentage of patients who spent four hours or less in the ED 60.2%

Same period last year	Change since one year ago
16,280	3.3%
57.7%	

* 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 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.

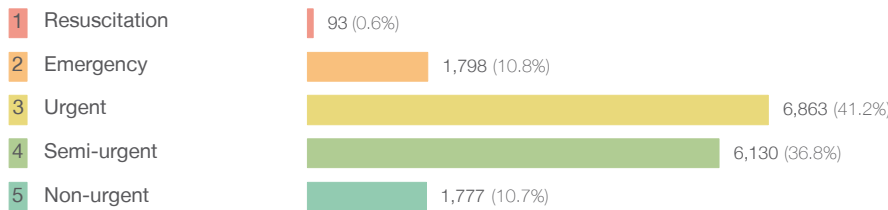
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department October to December 2016

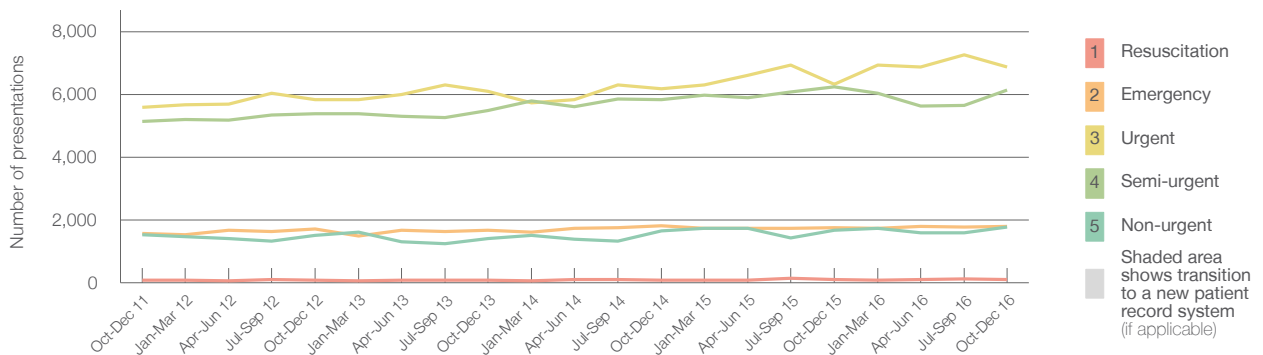
All presentations:¹ 16,810 patients

Emergency presentations² by triage category: 16,661 patients



Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%
108	-13.9%
1,761	2.1%
6,326	8.5%
6,243	-1.8%
1,665	6.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	78	76	73	76	108	93
Emergency	1,565	1,703	1,662	1,806	1,761	1,798
Urgent	5,595	5,837	6,102	6,175	6,326	6,863
Semi-urgent	5,135	5,385	5,478	5,839	6,243	6,130
Non-urgent	1,529	1,509	1,396	1,656	1,665	1,777
All emergency presentations	13,902	14,510	14,711	15,552	16,103	16,661

Campbelltown Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,041 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,055	
14 minutes	-1 minute
29 minutes	-3 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,798

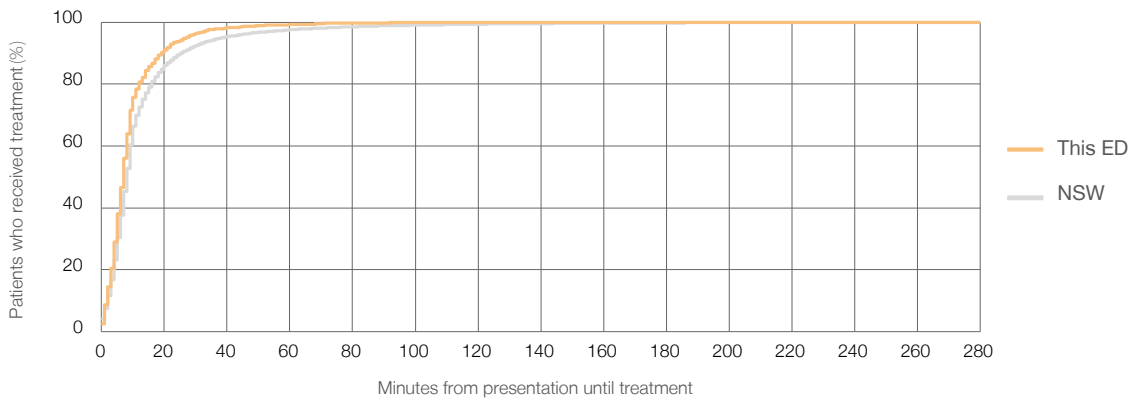
Number of triage 2 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 7 minutes

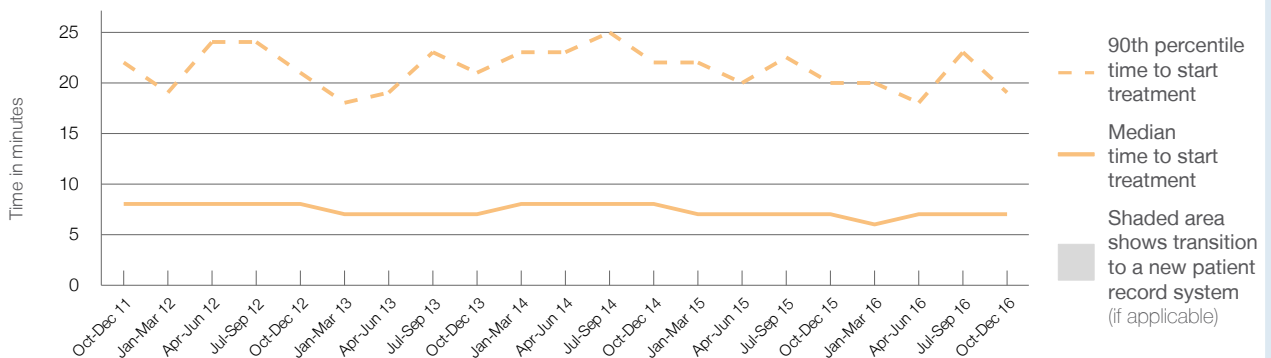
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,761	
1,757	
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	22	21	21	22	20	19

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Campbelltown Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 6,863

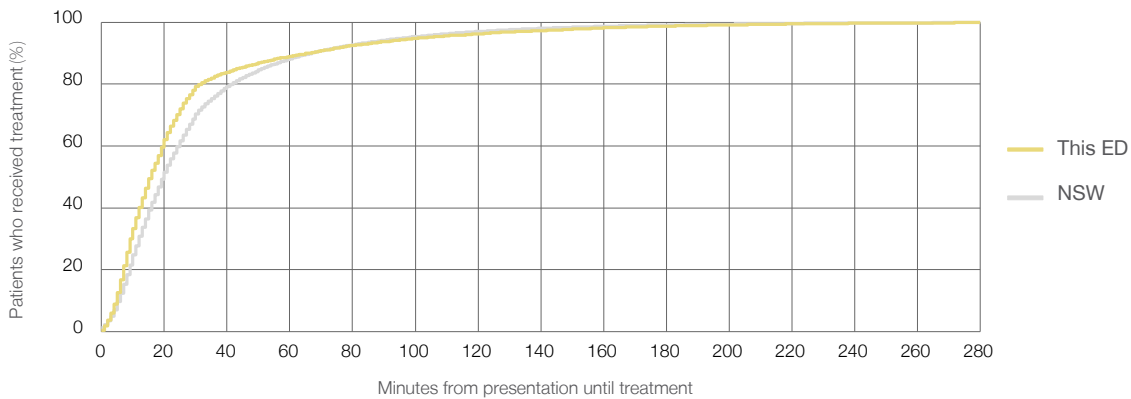
Number of triage 3 patients used to calculate waiting time:³ 6,736

Median time to start treatment⁴ 16 minutes

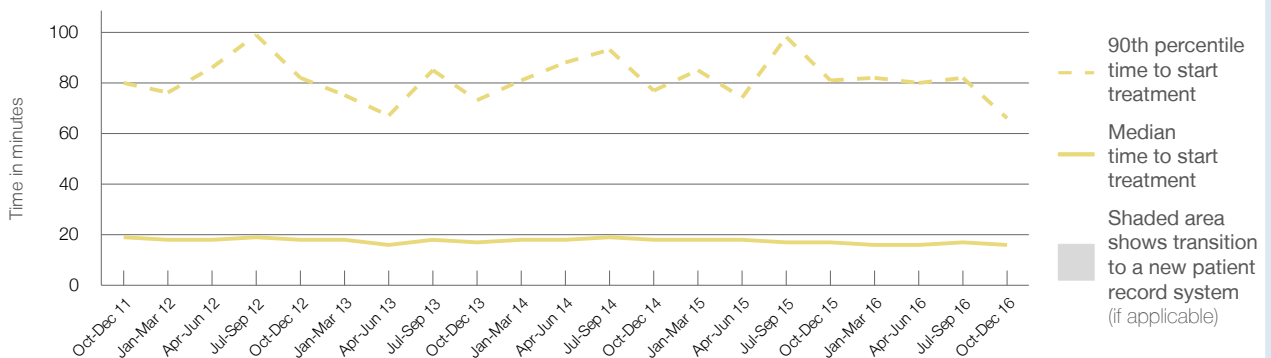
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
6,326	
6,135	
17 minutes	20 minutes
81 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	17	16
90th percentile time to start treatment ⁵ (minutes)	80	82	73	77	81	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 6,130

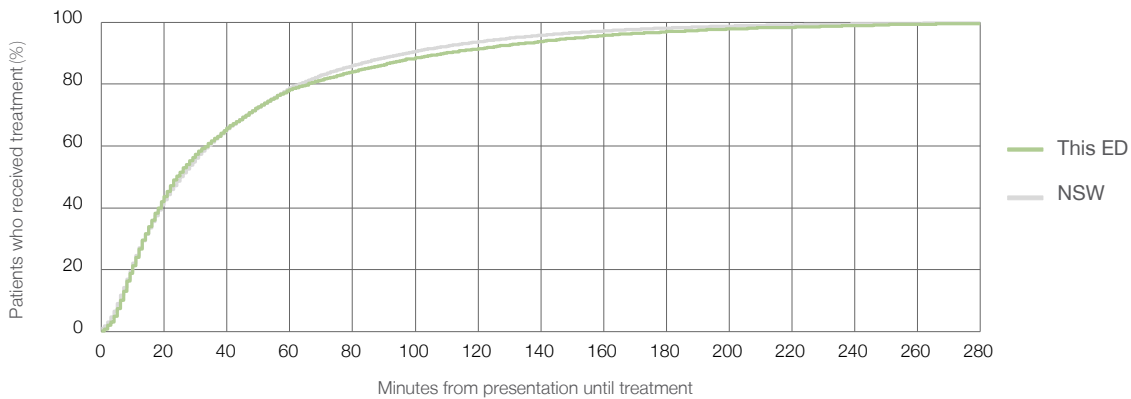
Number of triage 4 patients used to calculate waiting time:³ 5,774

Median time to start treatment⁴ 24 minutes

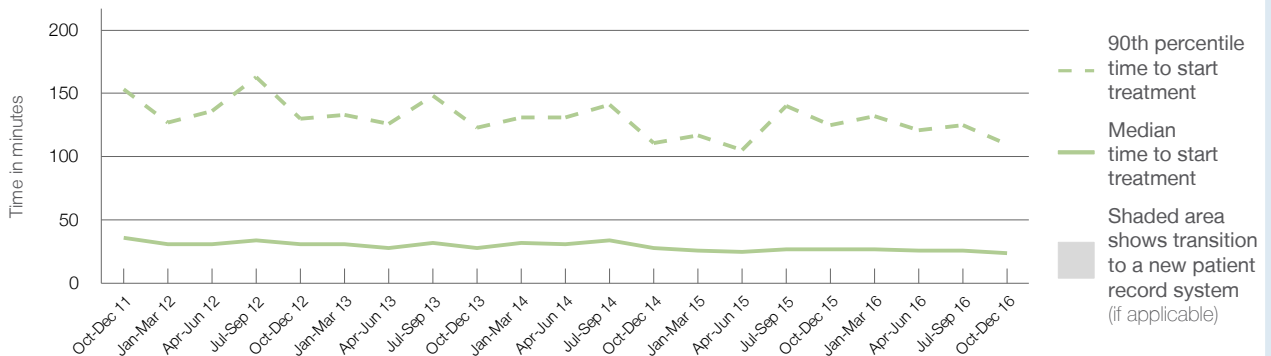
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
6,243	
5,797	
27 minutes	25 minutes
125 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	31	28	28	27	24
90th percentile time to start treatment ⁵ (minutes)	153	130	123	111	125	110

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Campbelltown Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,777

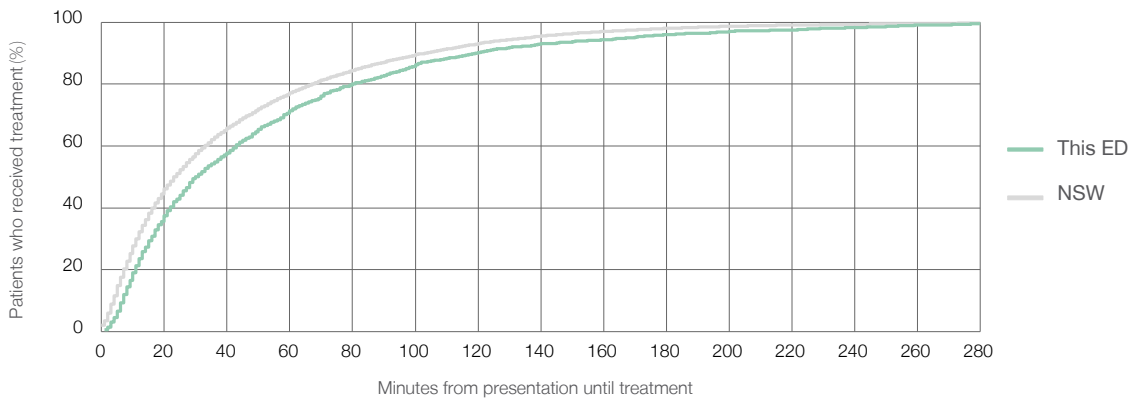
Number of triage 5 patients used to calculate waiting time:³ 1,570

Median time to start treatment⁴ 30 minutes

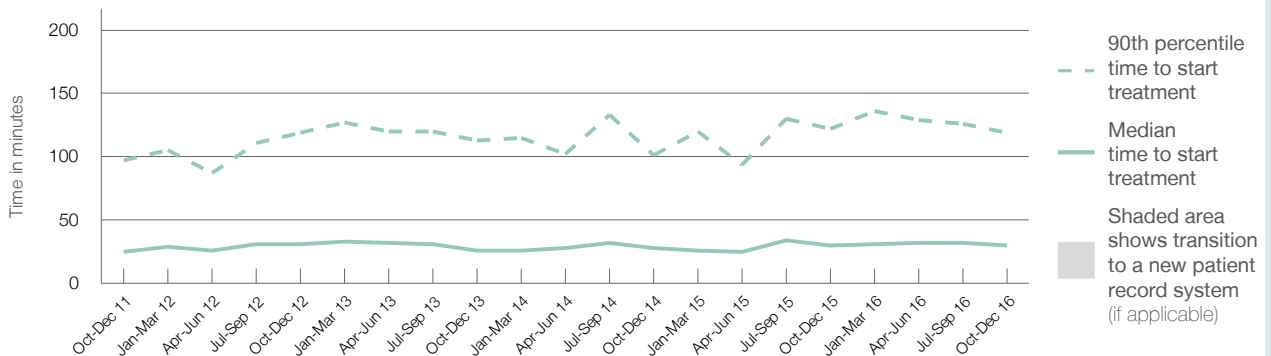
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,665	1,459
30 minutes	24 minutes
122 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	31	26	28	30	30
90th percentile time to start treatment ⁵ (minutes)	97	119	113	101	122	119

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,810 patients

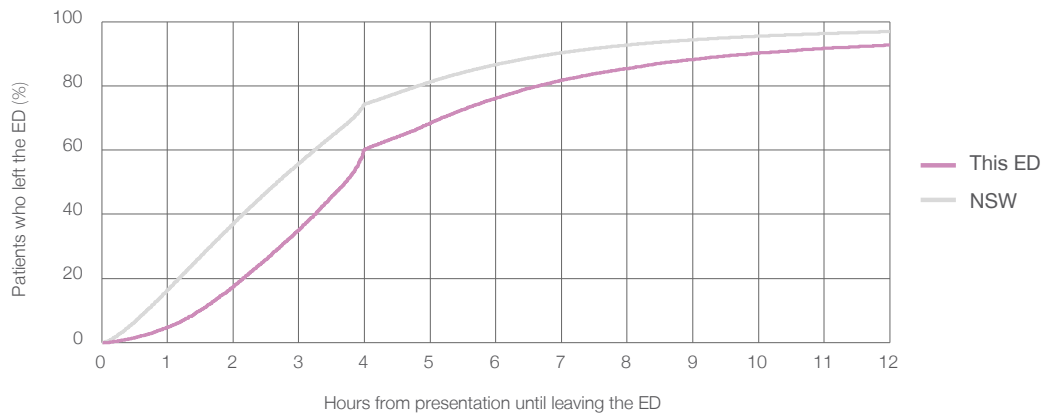
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

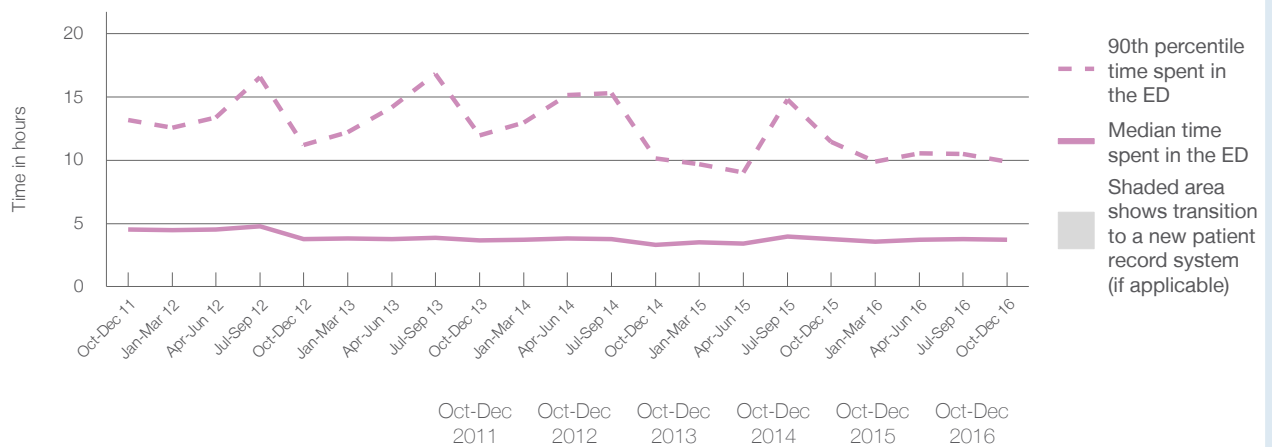
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
16,280	16,280
3 hours and 47 minutes	2 hours and 41 minutes
11 hours and 27 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 53m

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

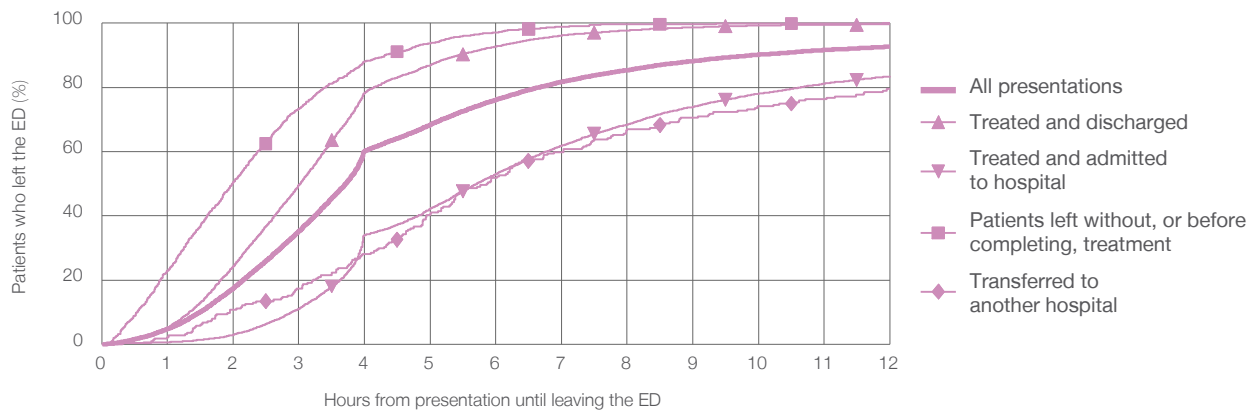
All presentations:¹ 16,810 patients

Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Treated and discharged	8,262 (49.1%)
Treated and admitted to hospital	6,945 (41.3%)
Patient left without, or before completing, treatment	1,367 (8.1%)
Transferred to another hospital	224 (1.3%)
Other	12 (0.1%)

Same period last year	Change since one year ago
16,280	3.3%
8,982	-8.0%
5,472	26.9%
1,553	-12.0%
236	-5.1%
37	-67.6%

Percentage of patients who left the ED by time and mode of separation, October to December 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	5.2%	24.3%	49.6%	78.4%	92.8%	97.8%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.0%	11.0%	34.1%	53.0%	68.4%	78.1%	83.5%
Patient left without, or before completing, treatment	22.9%	50.6%	73.4%	88.1%	97.1%	99.6%	99.9%	100%
Transferred to another hospital	2.2%	10.7%	17.4%	28.1%	51.8%	67.0%	74.1%	79.5%
All presentations	4.8%	17.5%	35.2%	60.2%	76.1%	85.4%	90.2%	92.7%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Campbelltown Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 16,810 patients

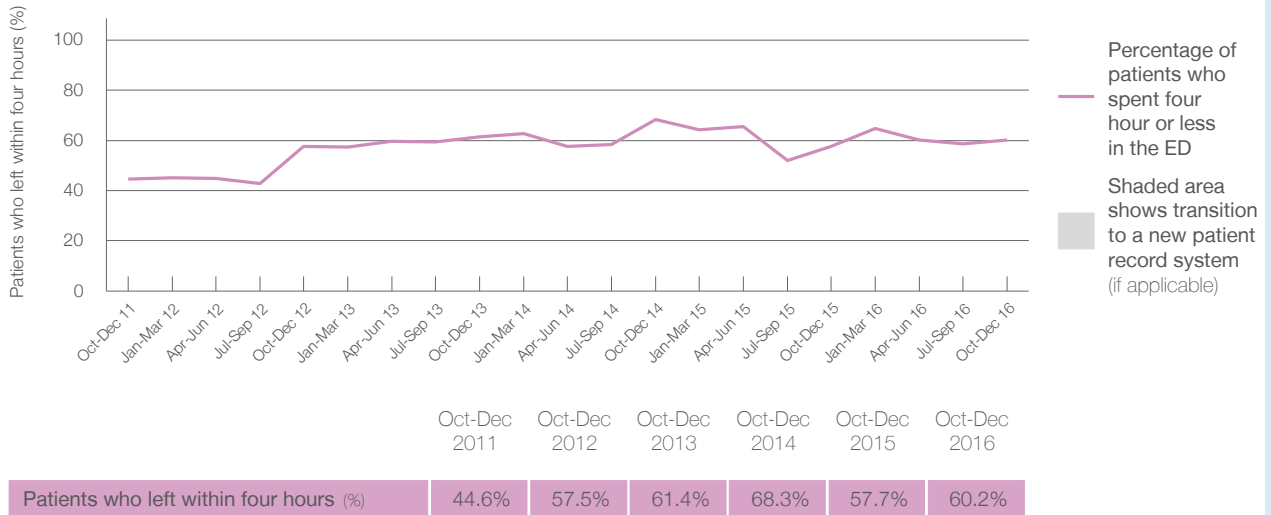
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 16,810 patients	16,280	3.3%
Presentations used to calculate time to leaving the ED: ⁶ 16,810 patients	16,280	3.3%
Percentage of patients who spent four hours or less in the ED	57.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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.

‡ 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 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).