

Lithgow Health Service: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,176 patients
Emergency attendances:² 3,027 patients

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

Lithgow Health Service: Time from presentation to treatment³

January to March 2016

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

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 16 minutes

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

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 55 minutes

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

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 82 minutes

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

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 65 minutes

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

Lithgow Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,175 patients

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

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

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

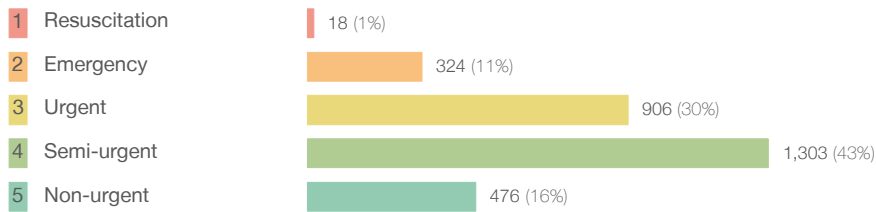
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

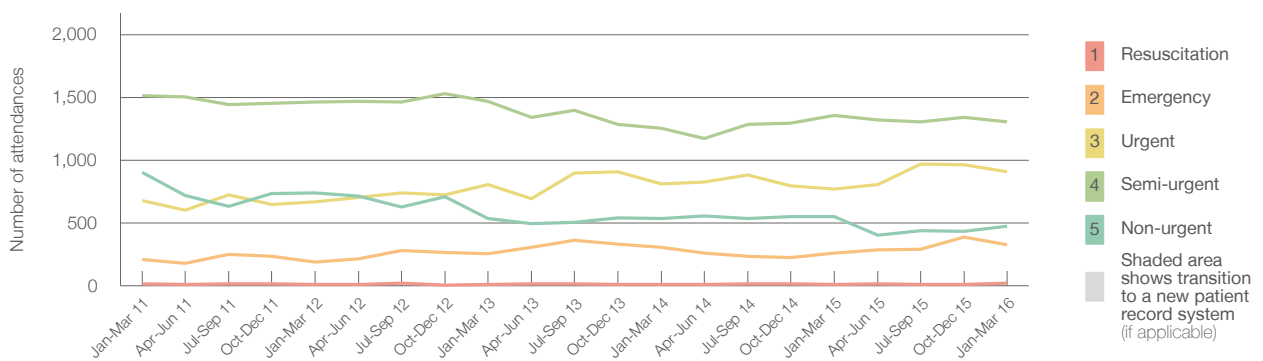
All attendances:¹ 3,176 patients

Emergency attendances² by triage category: 3,027 patients



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

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

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

Arrivals used to calculate transfer of care time:⁷ 587 patients

ED Transfer of care time[§]



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

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

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Lithgow Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 324

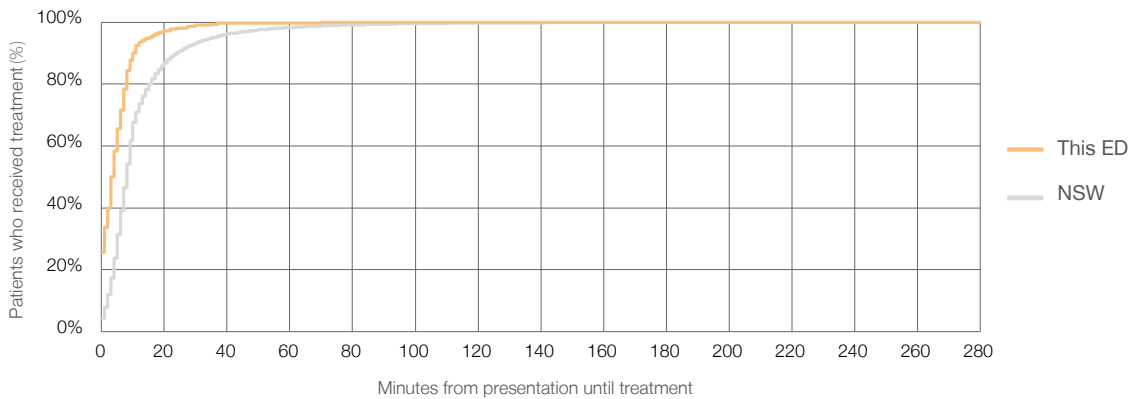
Number of triage 2 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 4 minutes

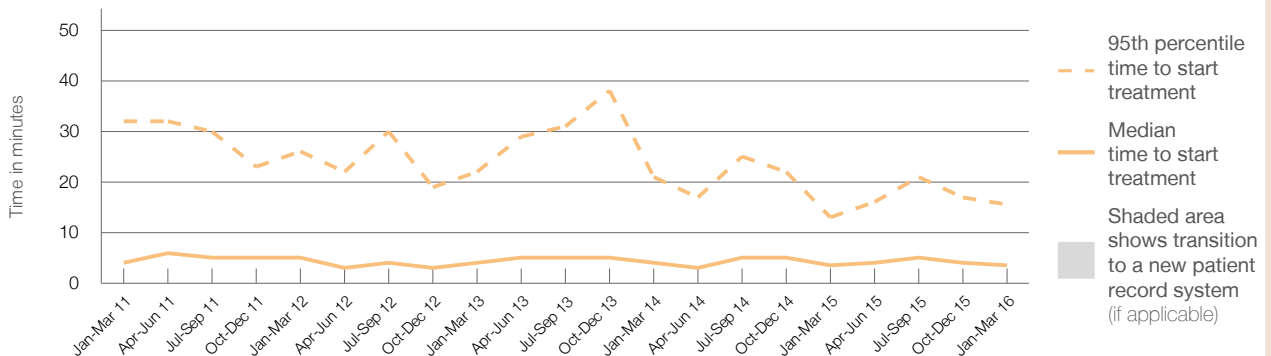
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
259	
256	
4 minutes	8 minutes
13 minutes	35 minutes

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



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	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)	4	5	4	4	4	4
95th percentile time to start treatment ⁵ (minutes)	32	26	22	21	13	16

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Lithgow Health Service: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 906

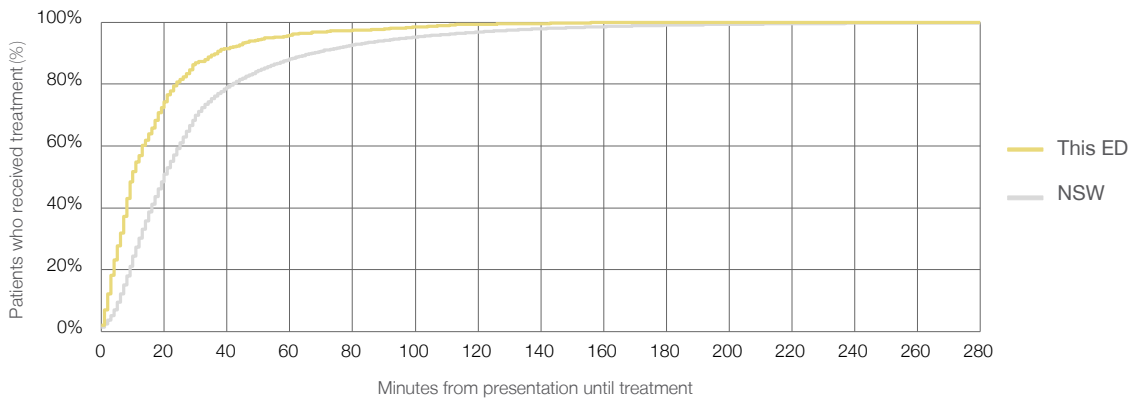
Number of triage 3 patients used to calculate waiting time:³ 875

Median time to start treatment⁴ 10 minutes

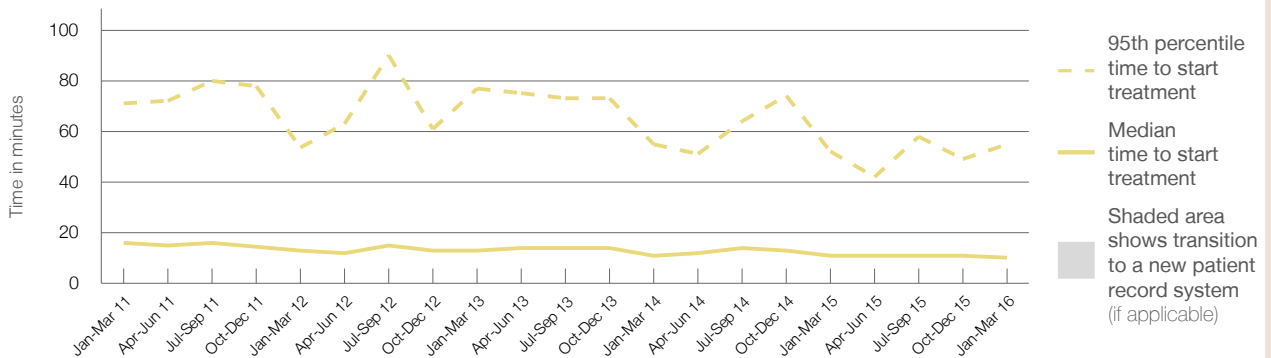
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
767	749
11 minutes	20 minutes
52 minutes	99 minutes

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



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	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)	16	13	13	11	11	10
95th percentile time to start treatment ⁵ (minutes)	71	54	77	55	52	55

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Lithgow Health Service: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 1,303

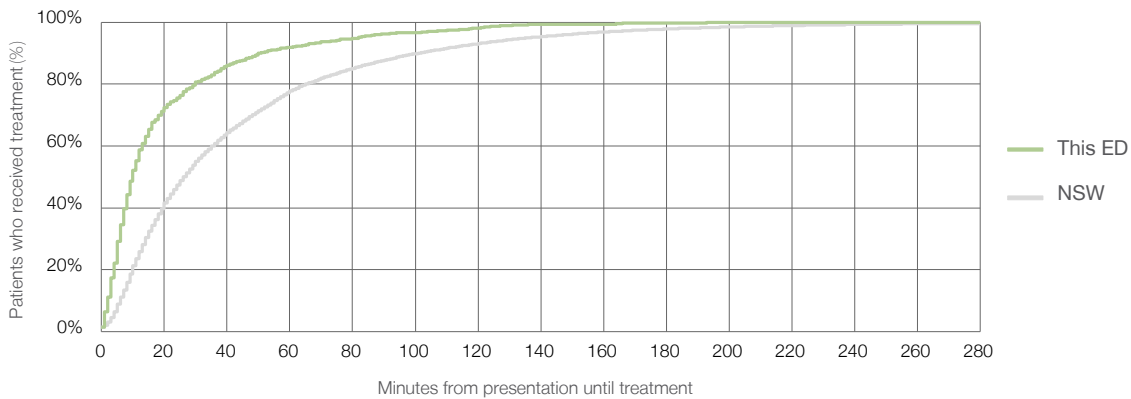
Number of triage 4 patients used to calculate waiting time:³ 1,241

Median time to start treatment⁴ 10 minutes

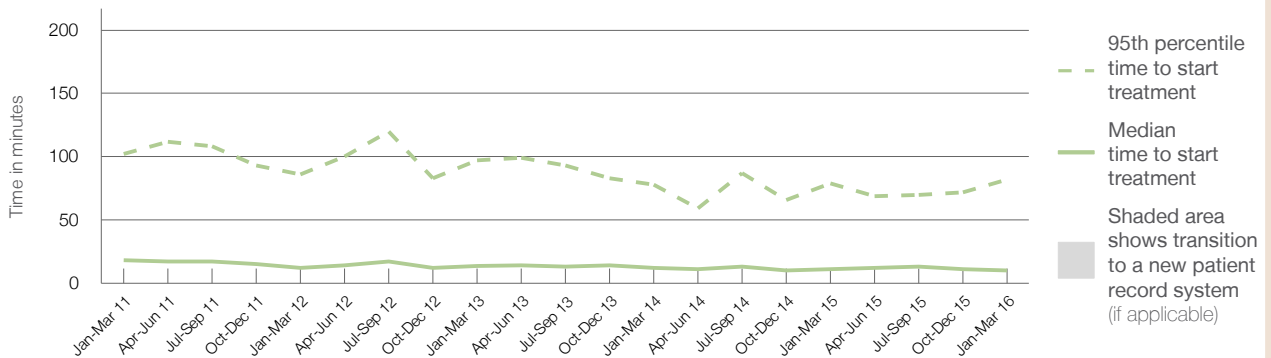
95th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
1,358	1,307
11 minutes	26 minutes
79 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	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)	18	12	14	12	11	10
95th percentile time to start treatment ⁵ (minutes)	102	86	97	78	79	82

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Lithgow Health Service: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 476

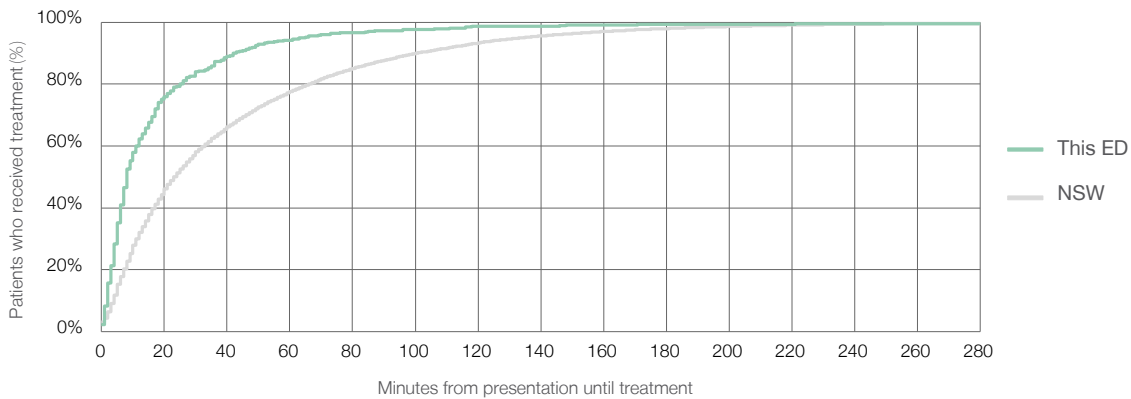
Number of triage 5 patients used to calculate waiting time:³ 433

Median time to start treatment⁴ 8 minutes

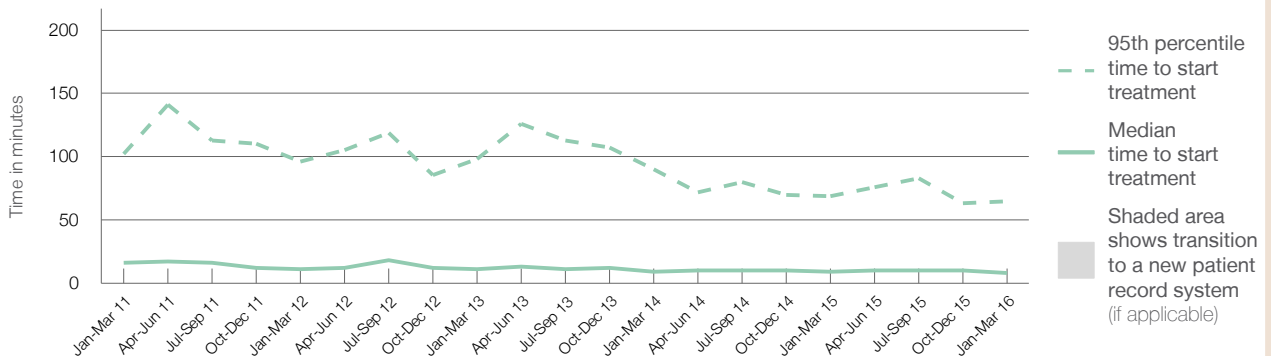
95th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
552	
525	
9 minutes	23 minutes
69 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	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)	16	11	11	9	9	8
95th percentile time to start treatment ⁵ (minutes)	102	96	98	90	69	65

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Lithgow Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,176 patients

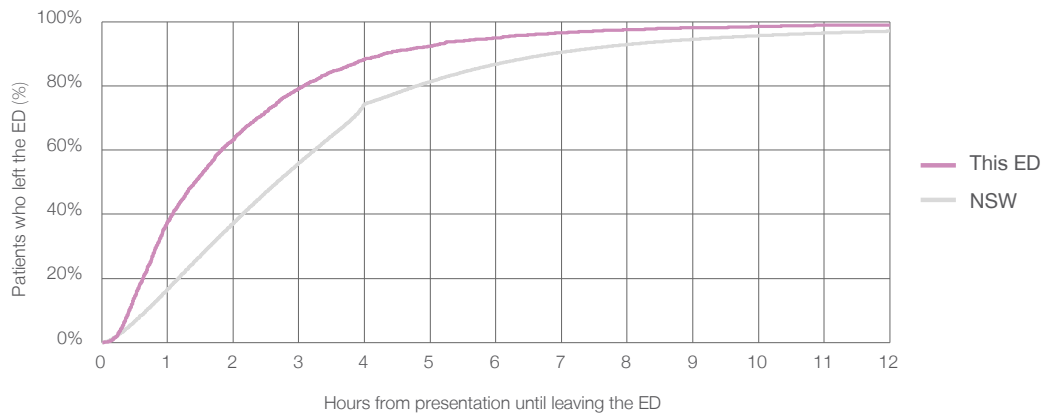
Attendances used to calculate time to leaving the ED:⁶ 3,175 patients

Median time to leaving the ED⁸ 1 hours and 25 minutes

95th percentile time to leaving the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
3,145	3,145
1 hours and 24 minutes	2 hours and 40 minutes
5 hours and 44 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	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)	1h 38m	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 3m	5h 46m	6h 46m	5h 46m	5h 44m	6h 4m

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Lithgow Health Service: Time from presentation until leaving the ED

By mode of separation

January to March 2016

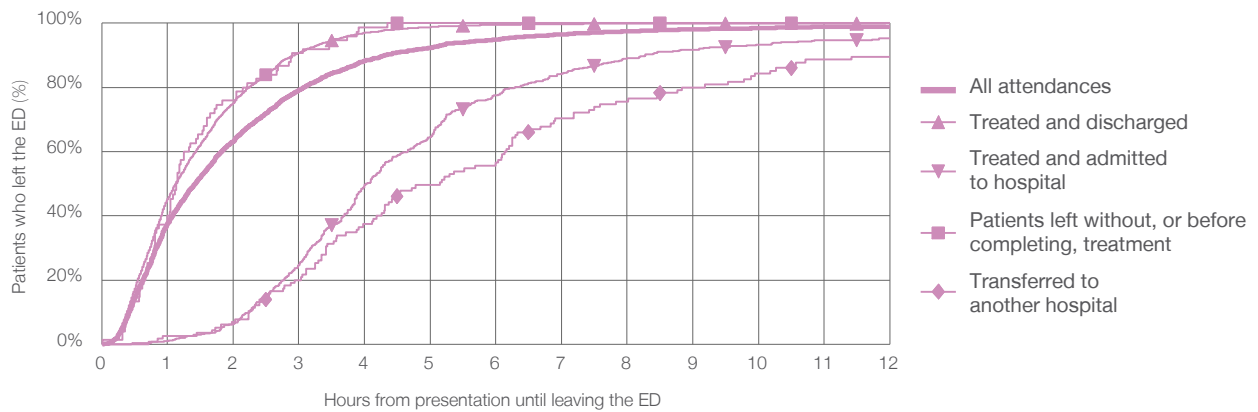
All attendances:¹ 3,176 patients

Attendances used to calculate time to leaving the ED:⁶ 3,175 patients

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

	Same period last year	Change since one year ago
	3,145	1%
Treated and discharged	2,489	2%
Treated and admitted to hospital	487	-10%
Patient left without, or before completing, treatment	68	10%
Transferred to another hospital	88	31%
Other	13	-23%

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

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Lithgow Health Service: Time from presentation until leaving the ED
 Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 3,176 patients

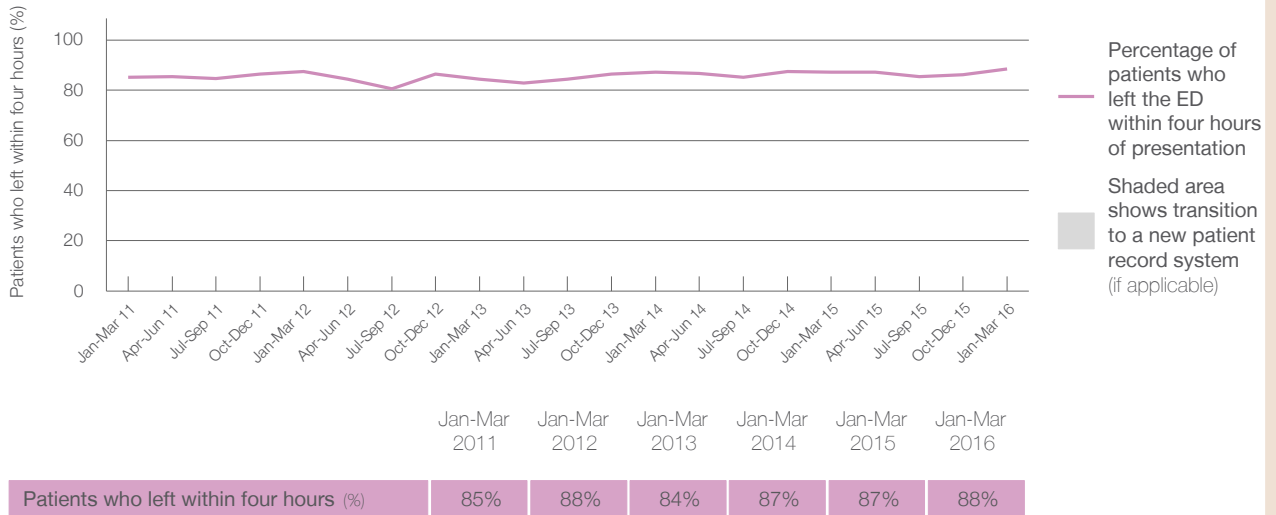
Attendances used to calculate time to leaving the ED: ⁶ 3,175 patients

Percentage of patients who left the ED within four hours



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

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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).
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- 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).