

## Concord Repatriation General Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 9,906 patients

Emergency presentations:<sup>2</sup> 9,890 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,757                 | 2%                        |
| 9,732                 | 2%                        |

## Concord Repatriation General Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,088 patients

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

90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,479 patients

Median time to start treatment<sup>4</sup> 25 minutes

90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,804 patients

Median time to start treatment<sup>4</sup> 26 minutes

90th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment<sup>4</sup> 20 minutes

90th percentile time to start treatment<sup>5</sup> 93 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 995                   |                   |
| 8 minutes             | 8 minutes         |
| 14 minutes            | 23 minutes        |
| 3,727                 |                   |
| 16 minutes            | 20 minutes        |
| 39 minutes            | 65 minutes        |
| 4,433                 |                   |
| 19 minutes            | 25 minutes        |
| 68 minutes            | 98 minutes        |
| 535                   |                   |
| 19 minutes            | 22 minutes        |
| 76 minutes            | 97 minutes        |

## Concord Repatriation General Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,902 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,757                 | 1%                        |
| 77%                   |                           |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

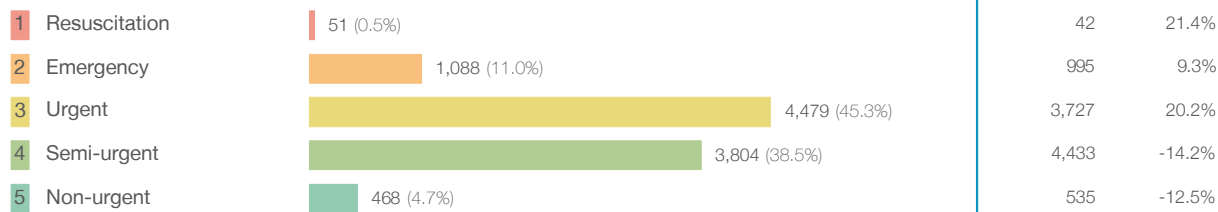
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Concord Repatriation General Hospital: Patients presenting to the emergency department

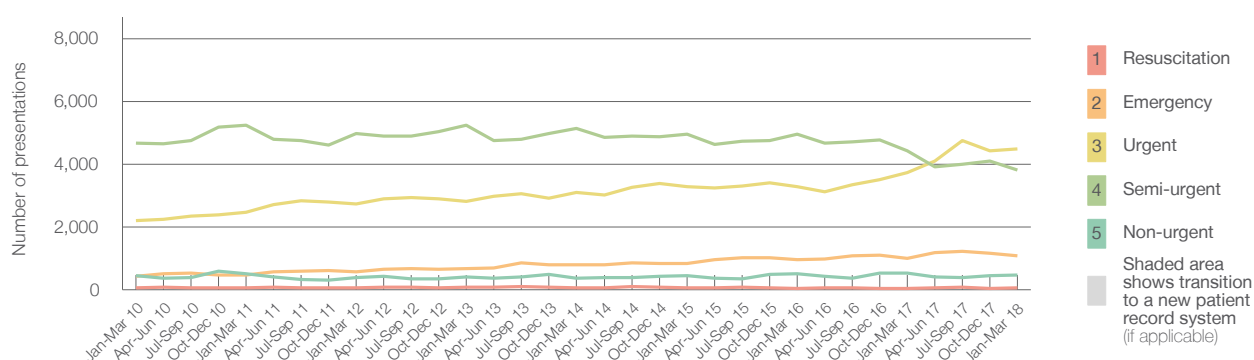
January to March 2018

All presentations:<sup>1</sup> 9,906 patients

Emergency presentations<sup>2</sup> by triage category: 9,890 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



|                             | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 61           | 61           | 63           | 69           | 66           | 62           | 34           | 42           | 51           |
| Emergency                   | 434          | 462          | 572          | 666          | 794          | 832          | 957          | 995          | 1,088        |
| Urgent                      | 2,201        | 2,470        | 2,736        | 2,816        | 3,097        | 3,276        | 3,284        | 3,727        | 4,479        |
| Semi-urgent                 | 4,673        | 5,236        | 4,985        | 5,233        | 5,134        | 4,946        | 4,953        | 4,433        | 3,804        |
| Non-urgent                  | 447          | 502          | 388          | 406          | 372          | 444          | 511          | 535          | 468          |
| All emergency presentations | 7,816        | 8,731        | 8,744        | 9,190        | 9,463        | 9,560        | 9,739        | 9,732        | 9,890        |

## Concord Repatriation General Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 2,162 patients

ED Transfer of care time



(†) 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.

## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,088

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,076

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

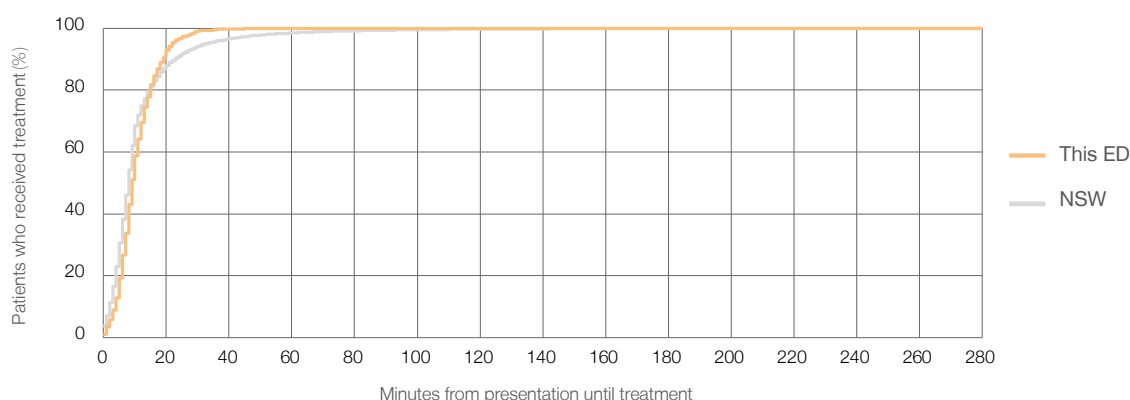
9 minutes

90th percentile time to start treatment <sup>5</sup>

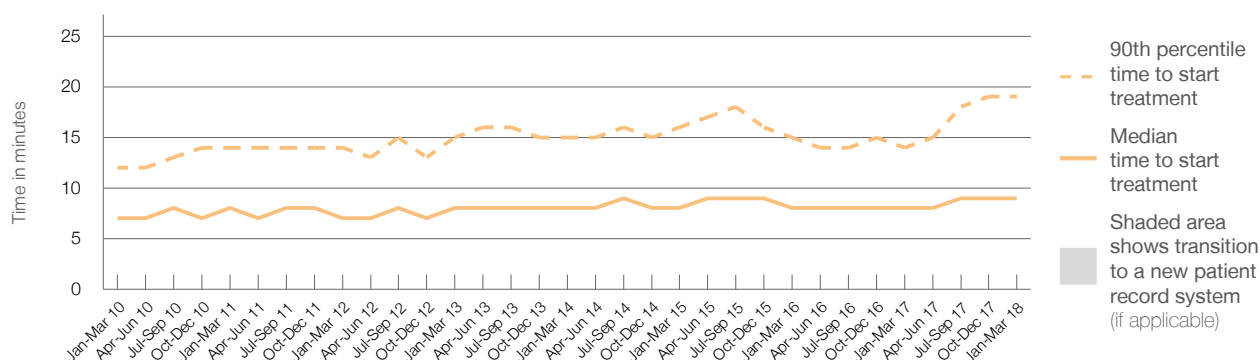
19 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 995                   |                   |
| 993                   |                   |
| 8 minutes             | 8 minutes         |
| 14 minutes            | 23 minutes        |

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 7            | 8            | 7            | 8            | 8            | 8            | 8            | 8            | 9            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 12           | 14           | 14           | 15           | 15           | 16           | 15           | 14           | 19           |

(†) 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.

## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,479

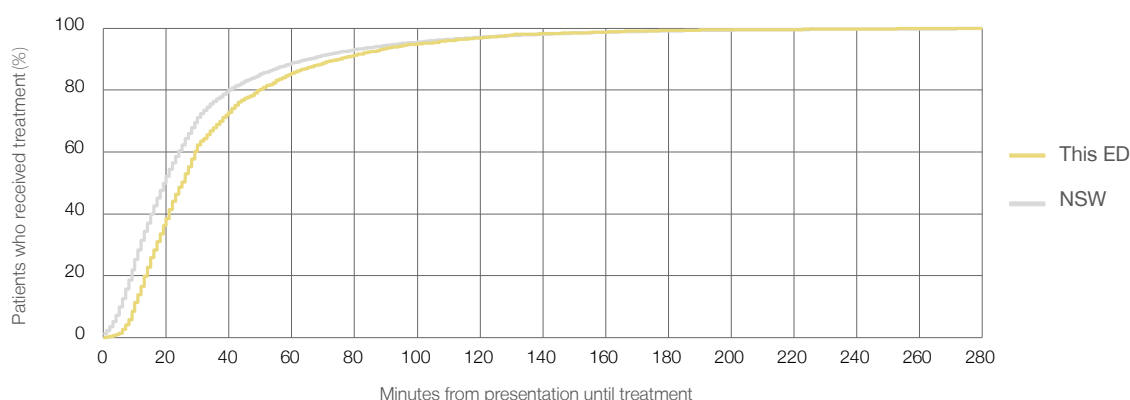
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,345

Median time to start treatment<sup>4</sup> 25 minutes

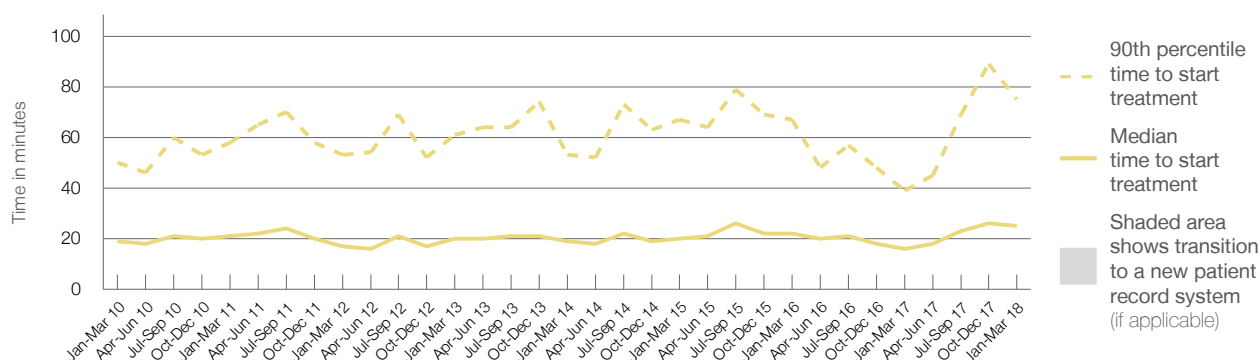
90th percentile time to start treatment<sup>5</sup> 75 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,727                 |                   |
| 3,659                 |                   |
| 16 minutes            | 20 minutes        |
| 39 minutes            | 65 minutes        |

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 19           | 21           | 17           | 20           | 19           | 20           | 22           | 16           | 25           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 50           | 58           | 53           | 61           | 53           | 67           | 67           | 39           | 75           |

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,804

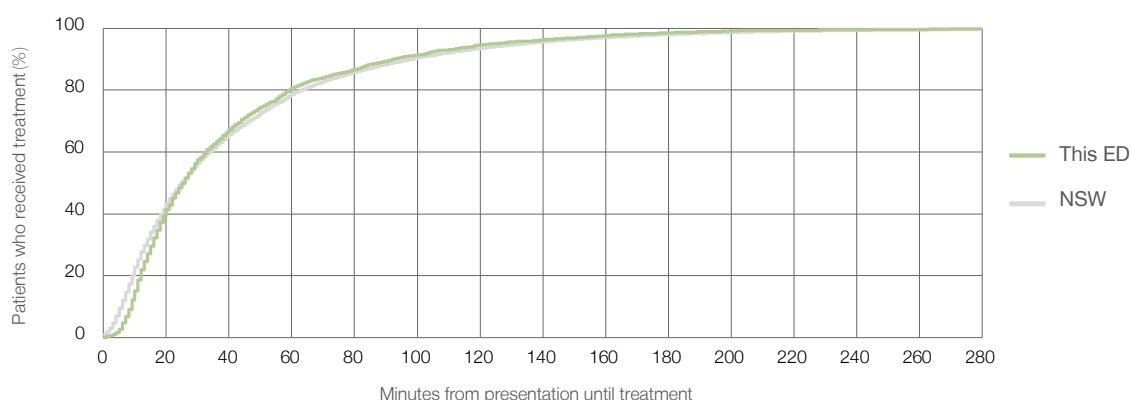
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,549

Median time to start treatment<sup>4</sup> 26 minutes

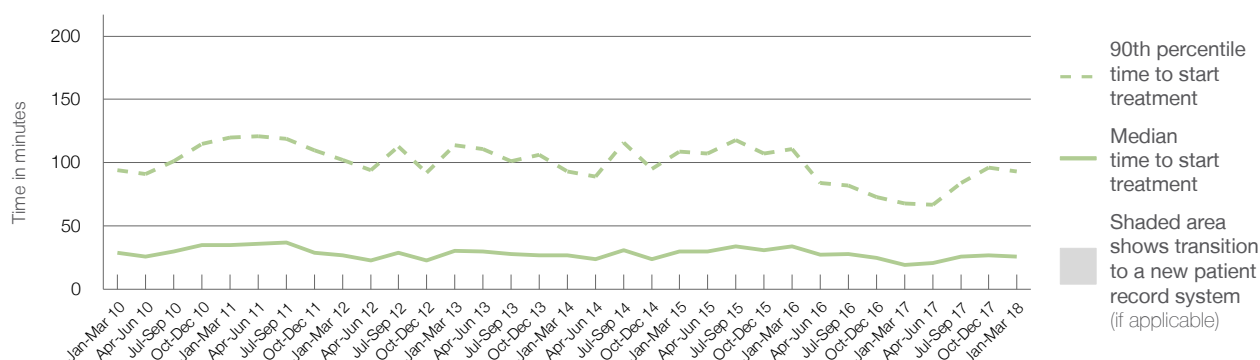
90th percentile time to start treatment<sup>5</sup> 93 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,433                 |                   |
| 4,208                 |                   |
| 19 minutes            | 25 minutes        |
| 68 minutes            | 98 minutes        |

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 29           | 35           | 27           | 31           | 27           | 30           | 34           | 19           | 26           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 94           | 120          | 102          | 114          | 93           | 109          | 111          | 68           | 93           |

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

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 468

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 405

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

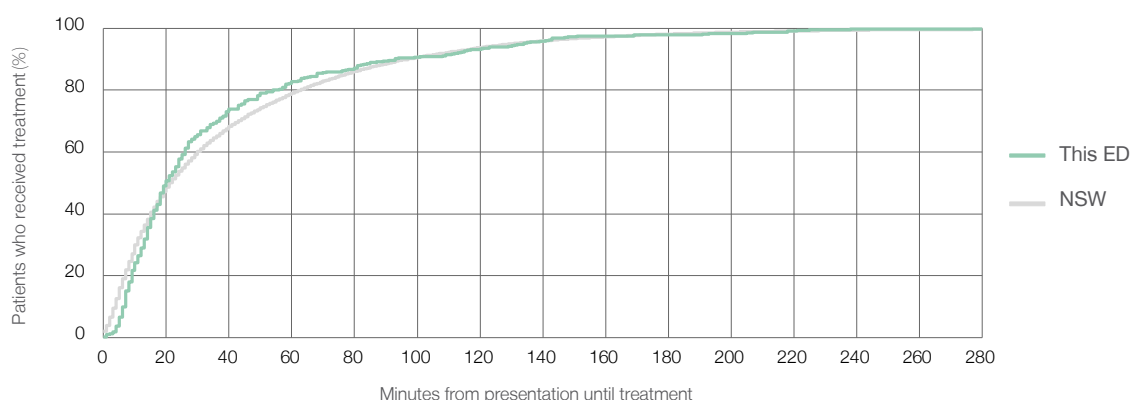
20 minutes

90th percentile time to start treatment<sup>5</sup>

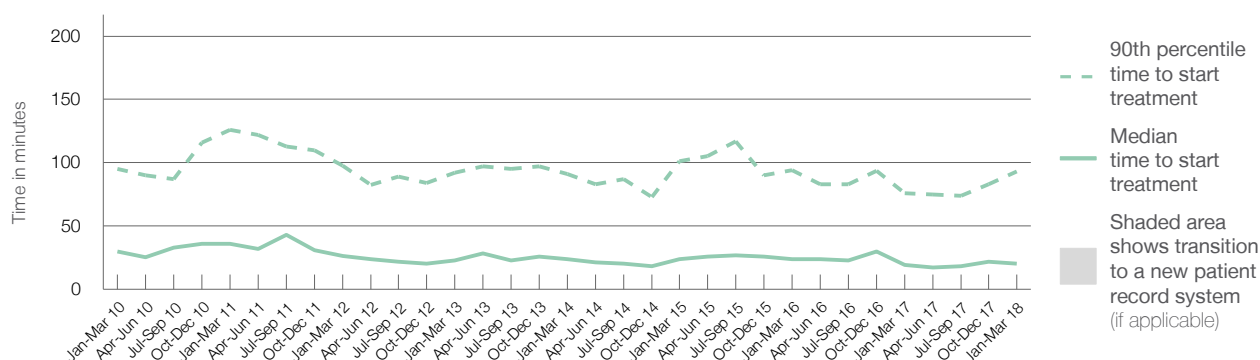
93 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 535                   |                   |
| 458                   |                   |
| 19 minutes            | 22 minutes        |
| 76 minutes            | 97 minutes        |

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 30           | 36           | 27           | 23           | 24           | 24           | 24           | 19           | 20           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 95           | 126          | 98           | 92           | 91           | 101          | 94           | 76           | 93           |

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

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## Concord Repatriation General Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 9,906 patients

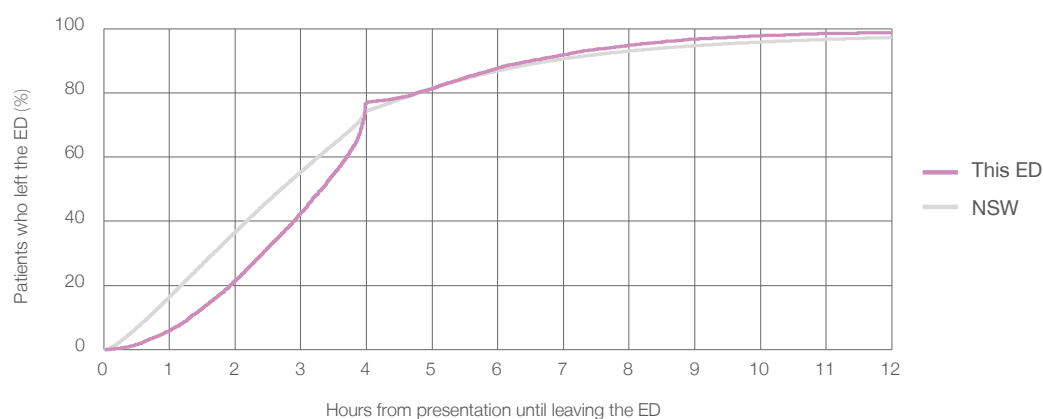
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,902 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

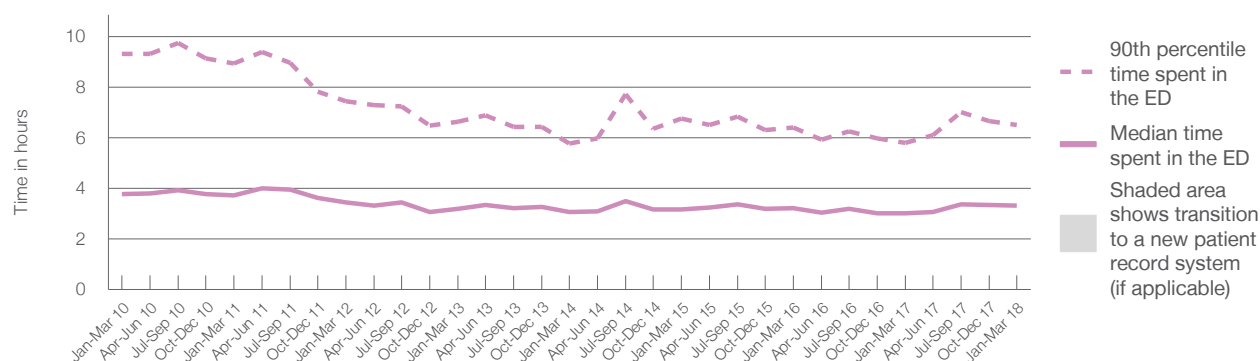
90th percentile time spent in the ED<sup>9</sup> 6 hours and 31 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 9,757                  |                        |
| 9,757                  |                        |
| 3 hours and 1 minutes  | 2 hours and 42 minutes |
| 5 hours and 48 minutes | 6 hours and 49 minutes |

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



|  | Jan-Mar 2010 | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 | Jan-Mar 2018 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time spent in the ED <sup>8</sup> (hours, minutes)          | 3h 46m       | 3h 43m       | 3h 27m       | 3h 12m       | 3h 4m        | 3h 11m       | 3h 13m       | 3h 1m        | 3h 19m       |
| 90th percentile time spent in the ED <sup>9</sup> (hours, minutes) | 9h 19m       | 8h 56m       | 7h 26m       | 6h 38m       | 5h 46m       | 6h 46m       | 6h 25m       | 5h 48m       | 6h 31m       |

(†) 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.

## Concord Repatriation General Hospital: Time patients spent in the ED

### By mode of separation

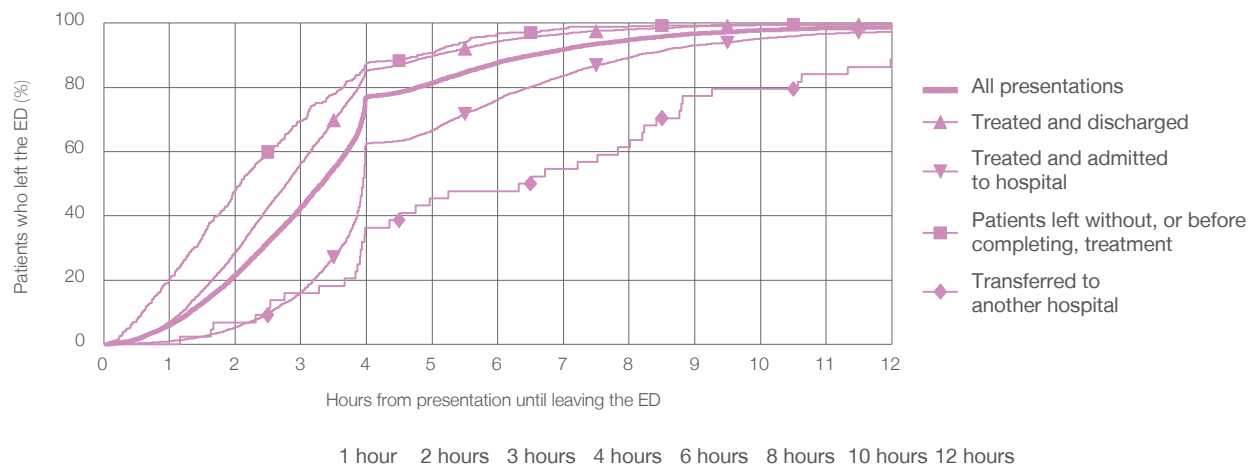
January to March 2018

All presentations:<sup>†</sup> 9,906 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 9,902 patients

|   |               | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged                                | 5,735 (57.9%) | 9,757                 | 1%                        |
| Treated and admitted to hospital                      | 3,574 (36.1%) | 6,566                 | -12.7%                    |
| Patient left without, or before completing, treatment | 422 (4.3%)    | 2,757                 | 29.6%                     |
| Transferred to another hospital                       | 44 (0.4%)     | 294                   | 43.5%                     |
| Other   | 131 (1.3%)    | 21                    | 109.5%                    |
|   |               | 119                   | 10.1%                     |

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



|   |       |       |       |       |       |       |       |       |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged                                | 6.9%  | 28.6% | 56.3% | 85.1% | 94.3% | 98.1% | 99.4% | 99.7% |
| Treated and admitted to hospital                      | 1.0%  | 5.3%  | 16.2% | 62.6% | 76.1% | 89.4% | 95.2% | 97.4% |
| Patient left without, or before completing, treatment | 20.4% | 48.1% | 69.7% | 87.4% | 96.7% | 99.1% | 99.8% | 99.8% |
| Transferred to another hospital                       | 0%    | 6.8%  | 15.9% | 36.4% | 47.7% | 61.4% | 79.5% | 88.6% |
| All presentations                                     | 6.0%  | 21.5% | 42.6% | 77.0% | 87.7% | 94.8% | 97.8% | 98.8% |

(†) 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.



## Concord Repatriation General Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 9,906 patients

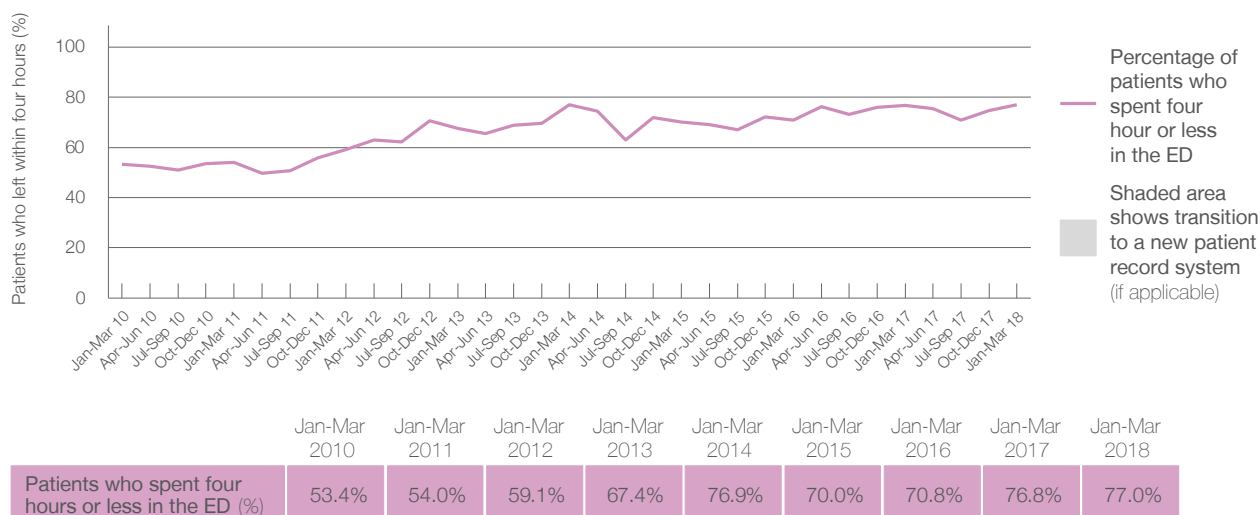
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,902 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,757                 | 2%                        |
| 9,757                 | 1%                        |
| 76.8%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).