

## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 10,645 patients

Emergency presentations:<sup>2</sup> 10,595 patients

Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,489 patients

Median time to start treatment<sup>4</sup> 5 minutes

90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,365 patients

Median time to start treatment<sup>4</sup> 15 minutes

90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,975 patients

Median time to start treatment<sup>4</sup> 18 minutes

90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,714 patients

Median time to start treatment<sup>4</sup> 12 minutes

90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,373	
5 minutes	9 minutes
10 minutes	29 minutes
2,239	
15 minutes	23 minutes
50 minutes	83 minutes
4,285	
17 minutes	30 minutes
75 minutes	121 minutes
1,588	
14 minutes	26 minutes
81 minutes	118 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,645 patients

Percentage of patients who spent four hours or less in the ED 70.9%

Same period last year	Change since one year ago
9,574	11.2%
75.5%	

\* 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, July to September 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.

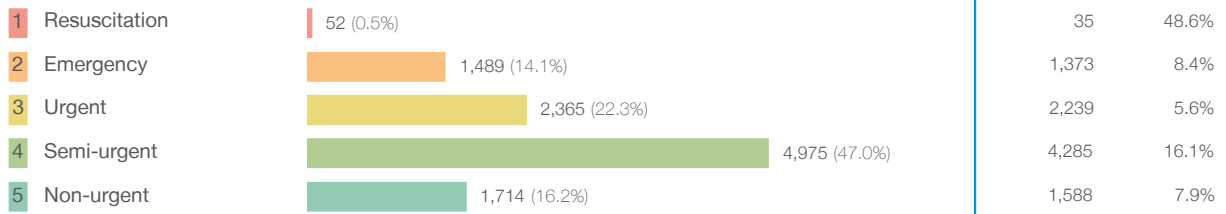
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department July to September 2017

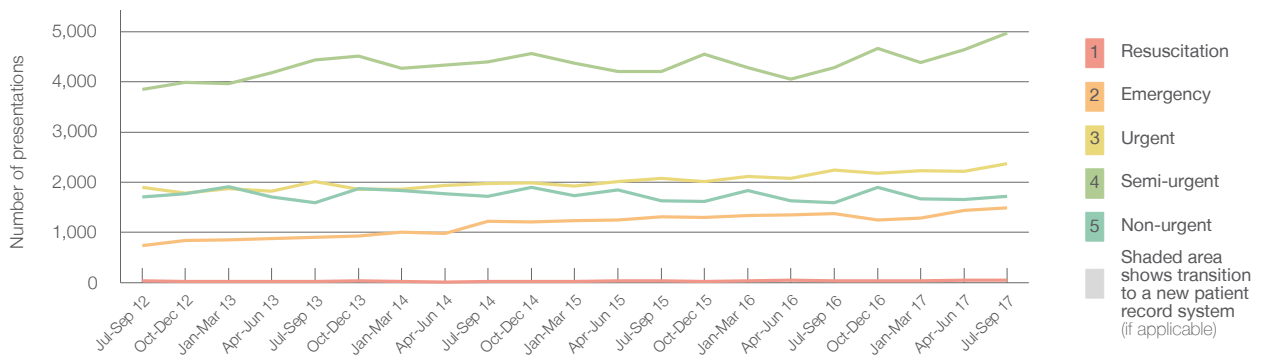
All presentations:<sup>1</sup> 10,645 patients

Emergency presentations<sup>2</sup> by triage category: 10,595 patients



Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%
35	48.6%
1,373	8.4%
2,239	5.6%
4,285	16.1%
1,588	7.9%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	31	25	24	34	35	52
Emergency	732	898	1,221	1,311	1,373	1,489
Urgent	1,893	2,007	1,969	2,072	2,239	2,365
Semi-urgent	3,852	4,439	4,397	4,200	4,285	4,975
Non-urgent	1,710	1,589	1,714	1,633	1,588	1,714
All emergency presentations	8,218	8,958	9,325	9,250	9,520	10,595

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,253 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,094	
12 minutes	0 minutes
25 minutes	0 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.

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,489

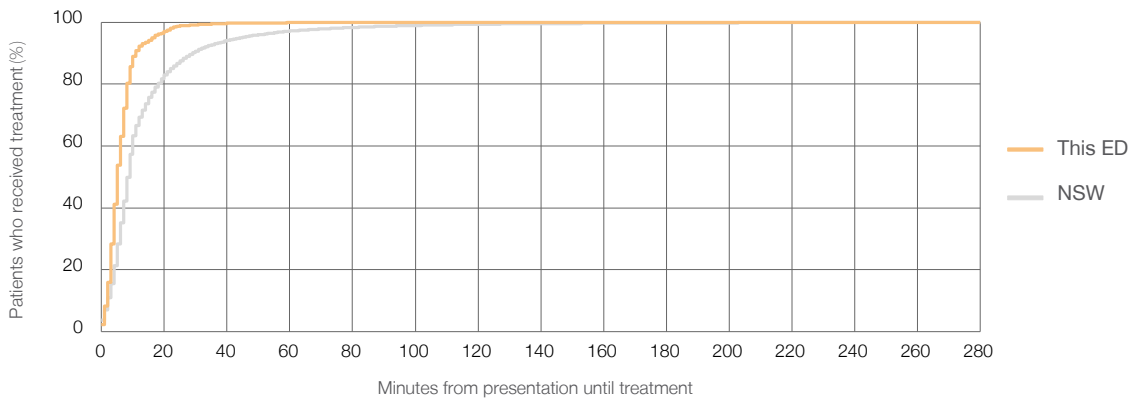
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,489

Median time to start treatment<sup>4</sup> 5 minutes

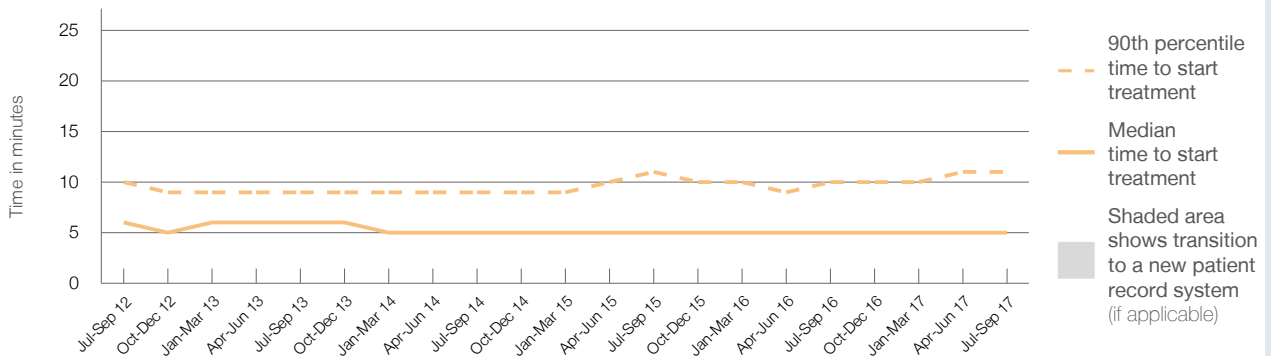
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,373	
1,372	
5 minutes	9 minutes
10 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	6	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	9	11	10	11

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,365

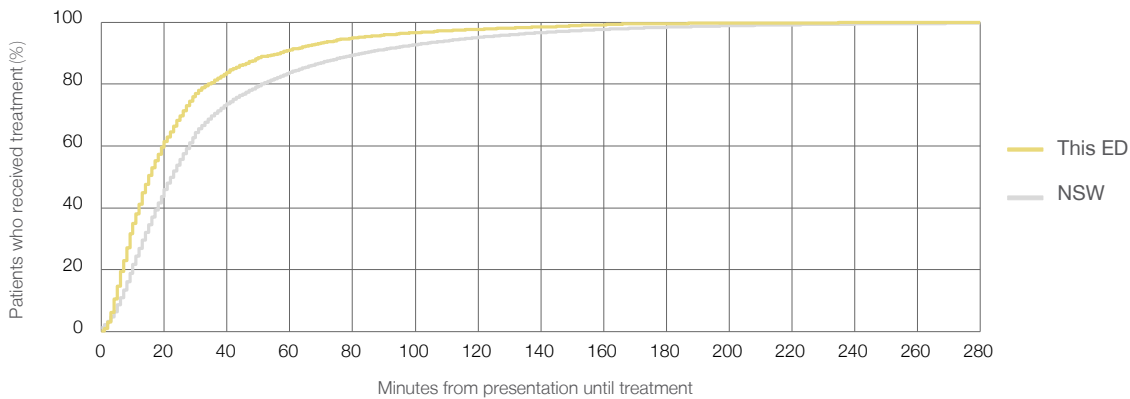
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,338

Median time to start treatment<sup>4</sup> 15 minutes

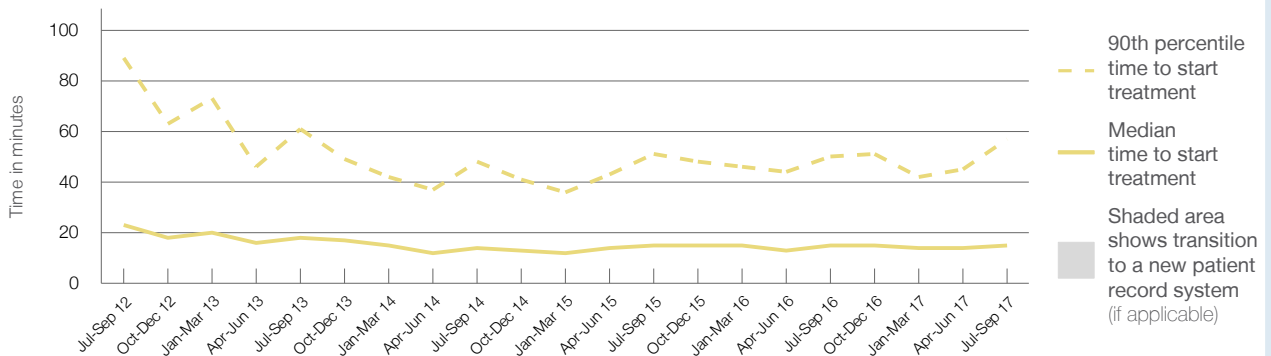
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
2,239	
2,217	
15 minutes	23 minutes
50 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	18	14	15	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	89	61	48	51	50	57

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,975

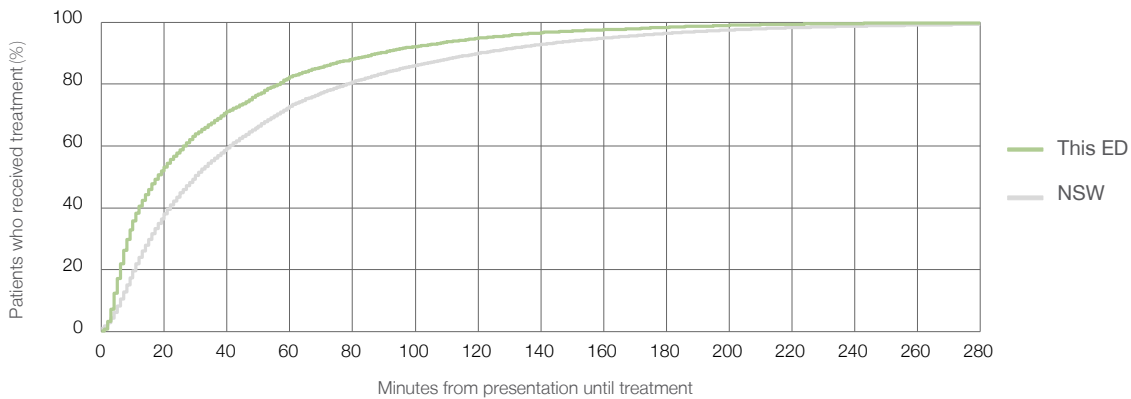
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,796

Median time to start treatment<sup>4</sup>  18 minutes

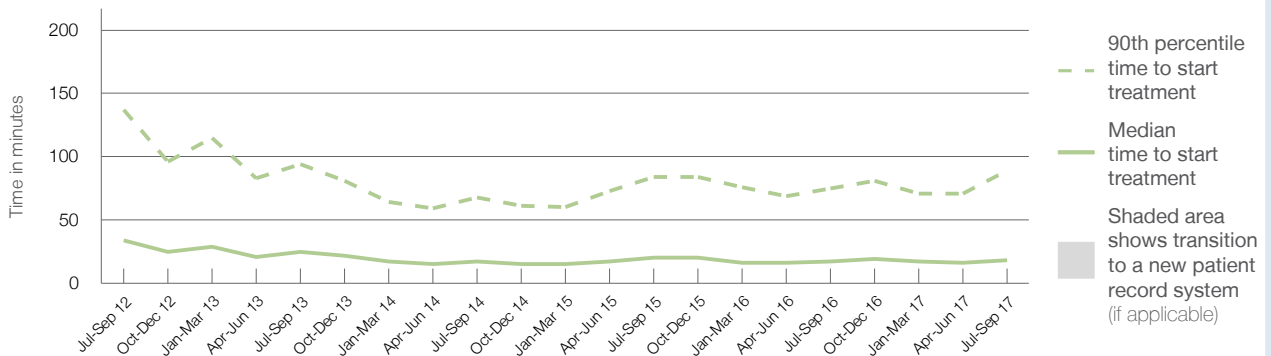
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
4,285	4,174
17 minutes	30 minutes
75 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	25	17	20	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)	137	94	68	84	75	89

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,714

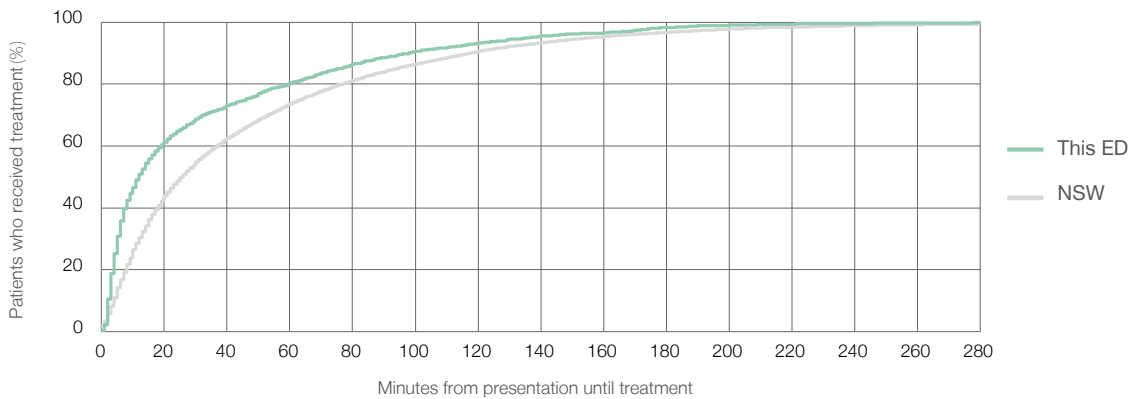
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,580

Median time to start treatment<sup>4</sup> 12 minutes

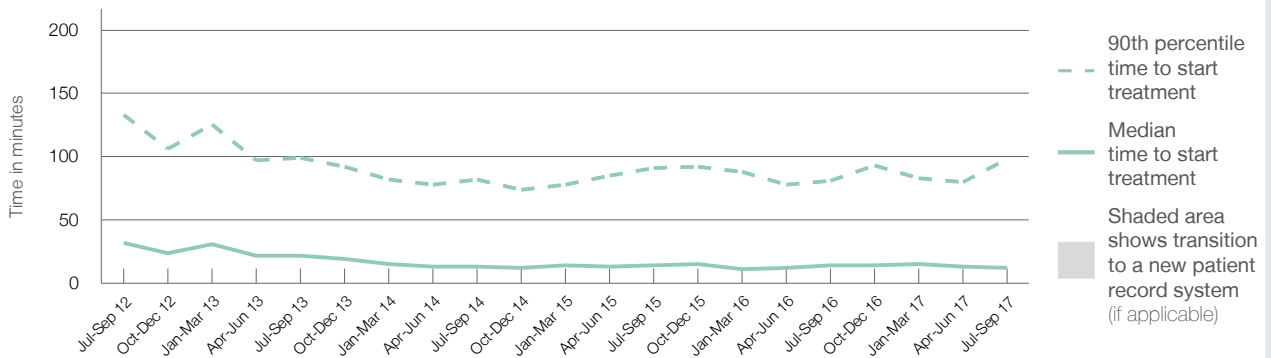
90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
1,588	1,509
14 minutes	26 minutes
81 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	32	22	13	14	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	133	99	82	91	81	98

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 10,645 patients

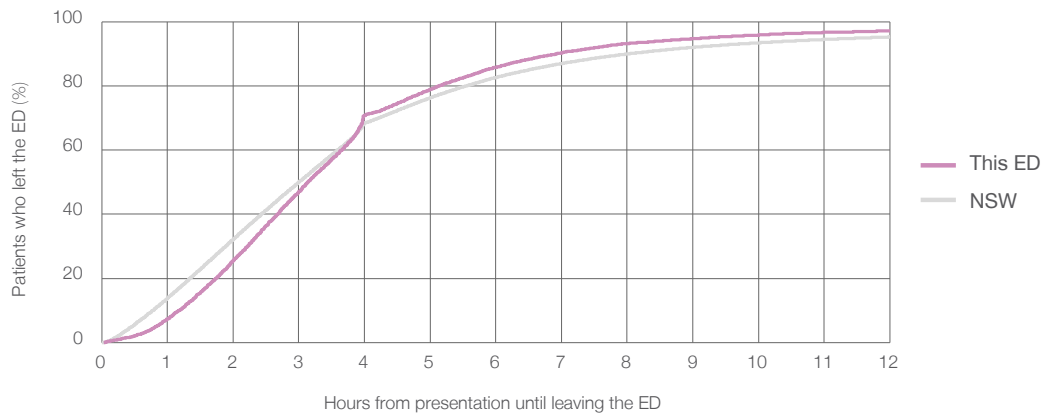
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,645 patients

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

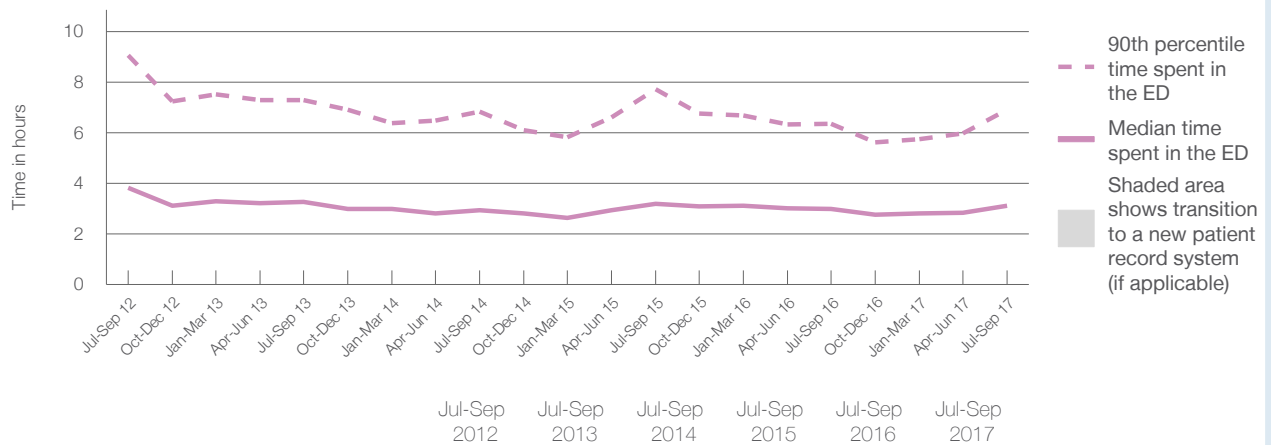
90th percentile time spent in the ED<sup>9</sup> 6 hours and 55 minutes

Same period last year	NSW (this period)
9,574	9,574
3 hours and 0 minutes	3 hours and 0 minutes
6 hours and 21 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m	3h 8m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 4m	7h 18m	6h 51m	7h 44m	6h 21m	6h 55m

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

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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED By mode of separation July to September 2017

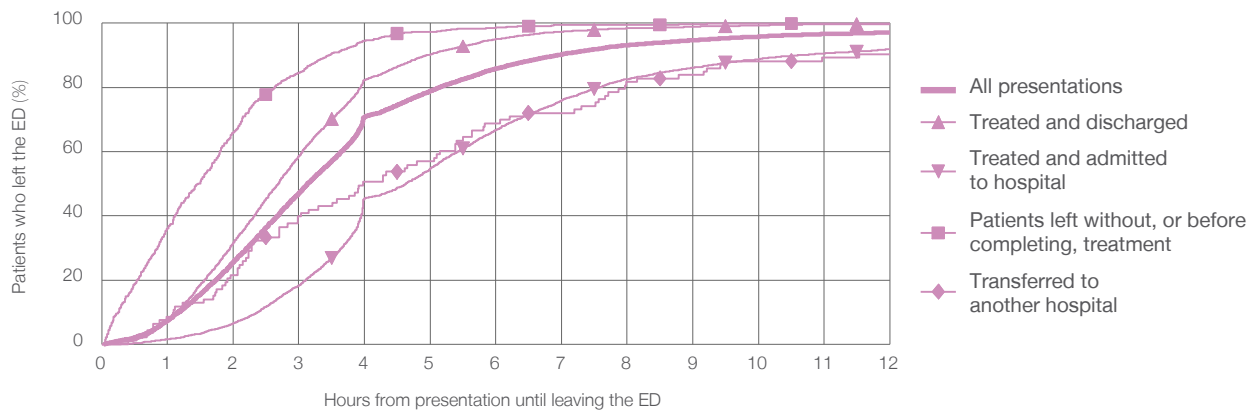
All presentations:<sup>1</sup> 10,645 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,645 patients

Treated and discharged	6,397 (60.1%)
Treated and admitted to hospital	3,465 (32.6%)
Patient left without, or before completing, treatment	687 (6.5%)
Transferred to another hospital	93 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,574	11.2%
5,637	13.5%
3,428	1.1%
424	62.0%
82	13.4%
3	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<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	7.5%	31.7%	58.5%	82.4%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	1.6%	6.5%	18.3%	45.4%	66.8%	82.6%	88.8%	91.9%
Patient left without, or before completing, treatment	36.1%	65.9%	84.6%	94.5%	98.7%	99.6%	99.9%	99.9%
Transferred to another hospital	8.6%	21.5%	39.8%	50.5%	68.8%	81.7%	88.2%	90.3%
All presentations	7.4%	25.6%	47.0%	70.9%	85.8%	93.2%	95.8%	97.2%

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

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**Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 10,645 patients

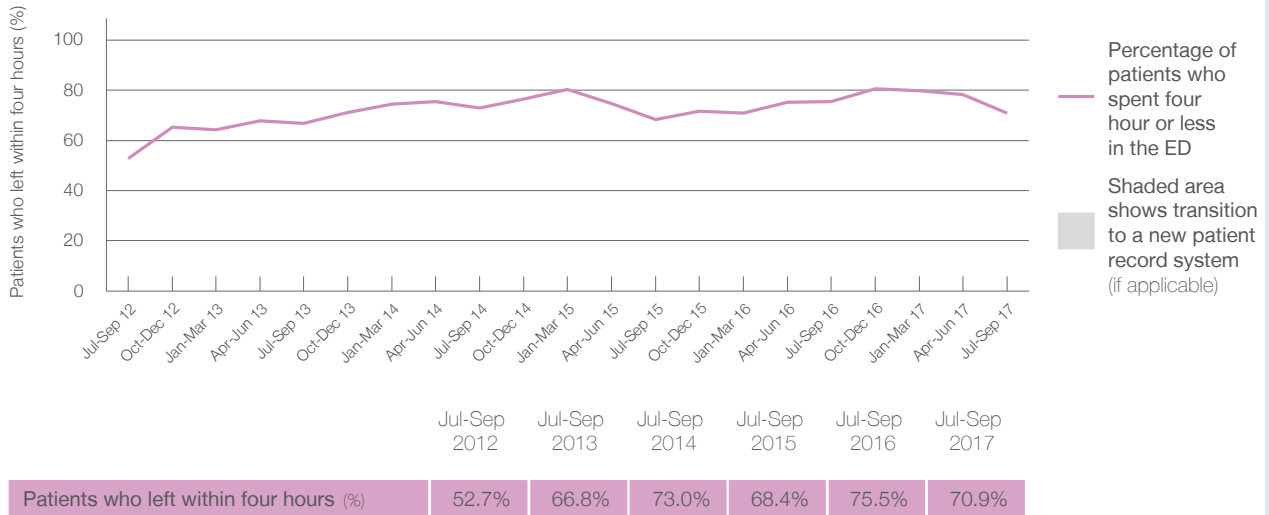
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,645 patients

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: <sup>1</sup>	9,574	11.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	9,574	11.2%
Percentage of patients who spent four hours or less in the ED	75.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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, July to September 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).