

Lithgow Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,062 patients

Emergency presentations:² 2,978 patients

Same period last year	Change since one year ago
2,957	4%
2,854	4%

Lithgow Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 340 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,088 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,188 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 352 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
306	
4 minutes	8 minutes
13 minutes	23 minutes
892	
9 minutes	20 minutes
35 minutes	65 minutes
1,207	
9 minutes	25 minutes
46 minutes	98 minutes
437	
7 minutes	22 minutes
43 minutes	97 minutes

Lithgow Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,062 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
2,957	4%
87%	

* 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.

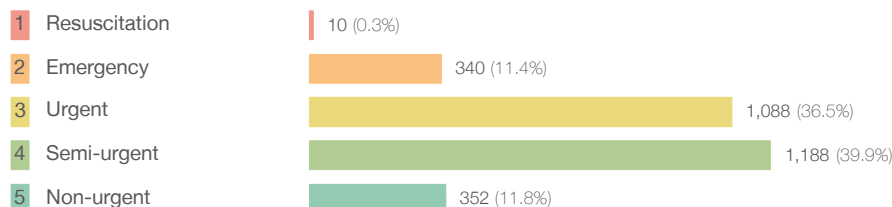
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lithgow Hospital: Patients presenting to the emergency department

January to March 2018

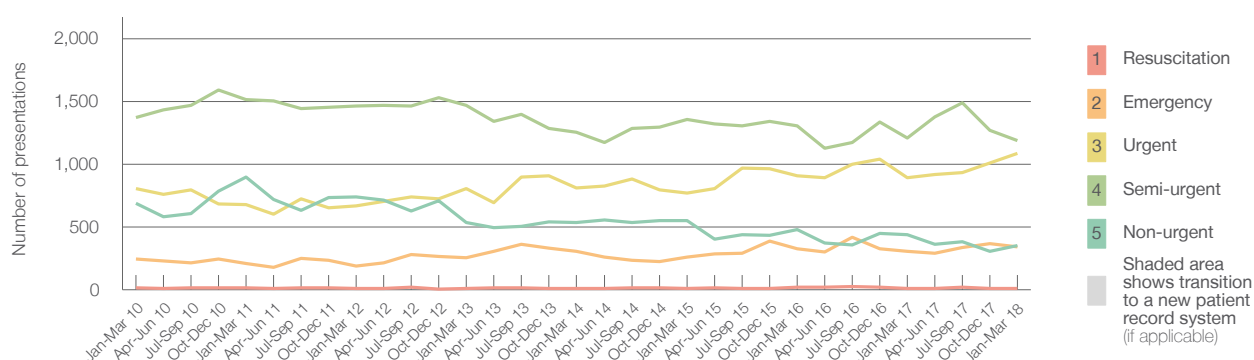
All presentations:¹ 3,062 patients

Emergency presentations² by triage category: 2,978 patients



Same period last year	Change since one year ago
2,957	4%
2,854	4%
12	-16.7%
306	11.1%
892	22.0%
1,207	-1.6%
437	-19.5%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	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	16	17	8	7	10	12	18	12	10
Emergency	246	209	186	253	305	259	324	306	340
Urgent	806	676	668	804	810	767	906	892	1,088
Semi-urgent	1,371	1,515	1,462	1,466	1,254	1,358	1,303	1,207	1,188
Non-urgent	686	899	737	535	533	552	477	437	352
All emergency presentations	3,125	3,316	3,061	3,065	2,912	2,948	3,028	2,854	2,978

Lithgow Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 572 patients

ED Transfer of care time



Same period last year	Change since one year ago
562	
10 minutes	0 minutes
22 minutes	1 minute

(†) 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.

Lithgow 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: 340

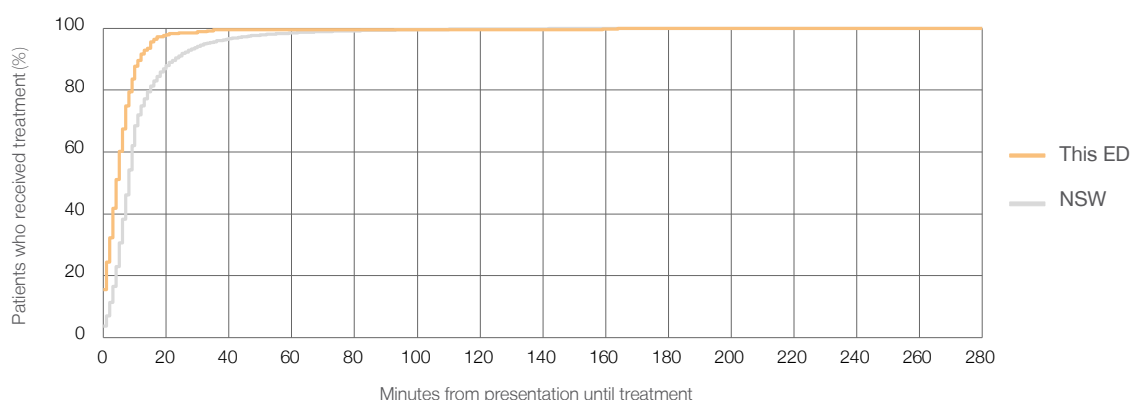
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 4 minutes

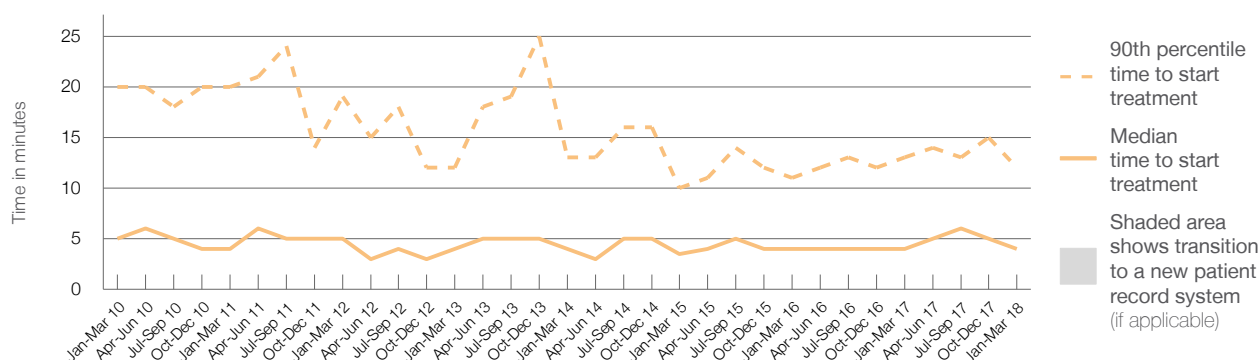
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
306	
305	
4 minutes	8 minutes
13 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^{†‡}



	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 ⁴ (minutes)	5	4	5	4	4	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	20	20	19	12	13	10	11	13	12

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Lithgow 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: 1,088

Number of triage 3 patients used to calculate waiting time: ³ 1,073

Median time to start treatment ⁴

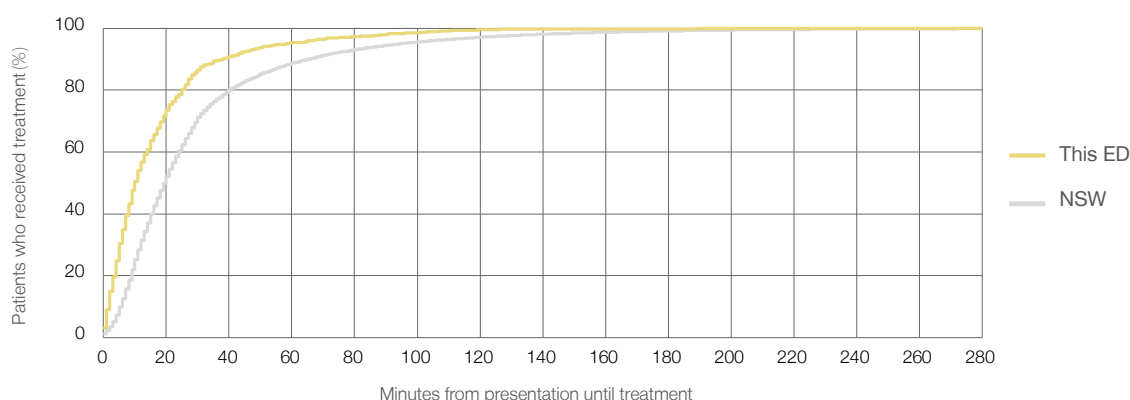
10 minutes

90th percentile time to start treatment ⁵

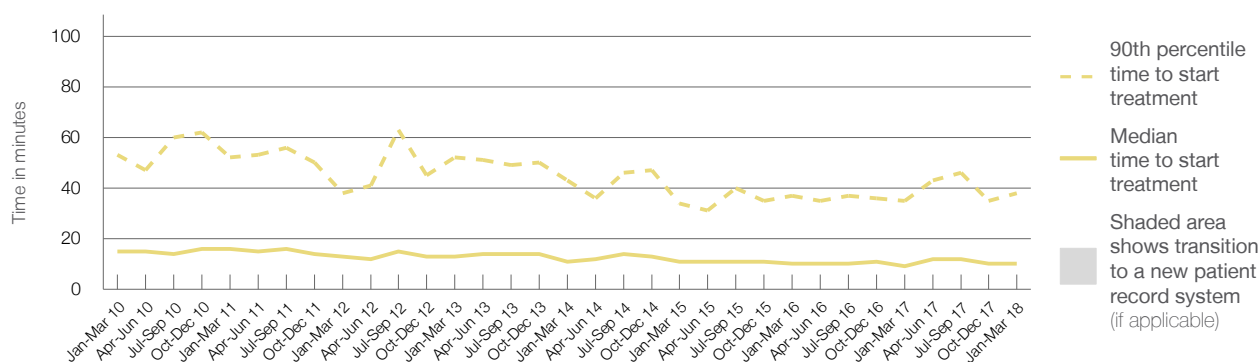
38 minutes

Same period last year	NSW (this period)
892	
879	
9 minutes	20 minutes
35 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 ^{†‡}



	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 ⁴ (minutes)	15	16	13	13	11	11	10	9	10
90th percentile time to start treatment ⁵ (minutes)	53	52	38	52	43	34	37	35	38

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Lithgow 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: 1,188

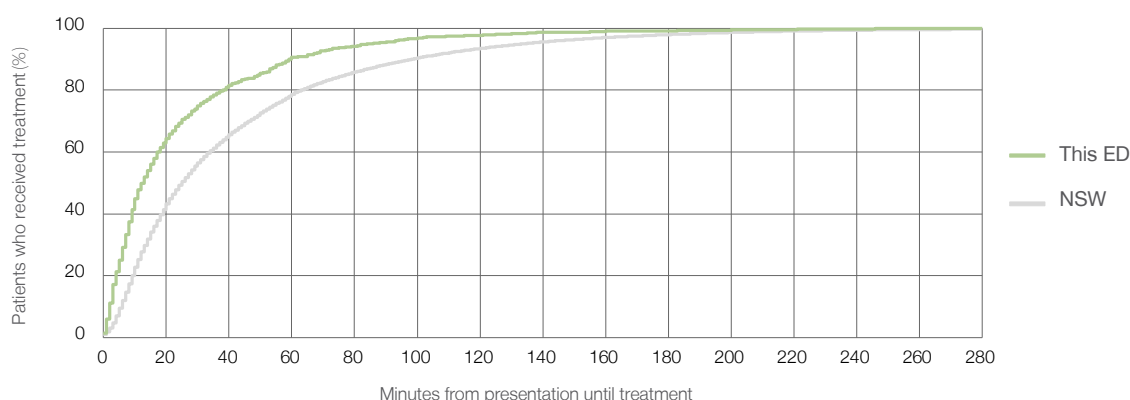
Number of triage 4 patients used to calculate waiting time:³ 1,154

Median time to start treatment⁴ 13 minutes

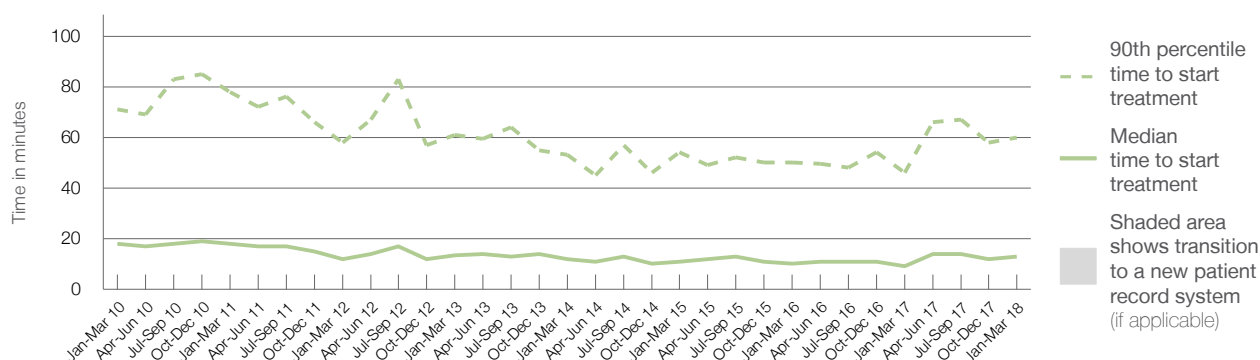
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,207	
1,166	
9 minutes	25 minutes
46 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^{†‡}



	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 ⁴ (minutes)	18	18	12	14	12	11	10	9	13
90th percentile time to start treatment ⁵ (minutes)	71	78	58	61	53	54	50	46	60

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Lithgow 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: 352

Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

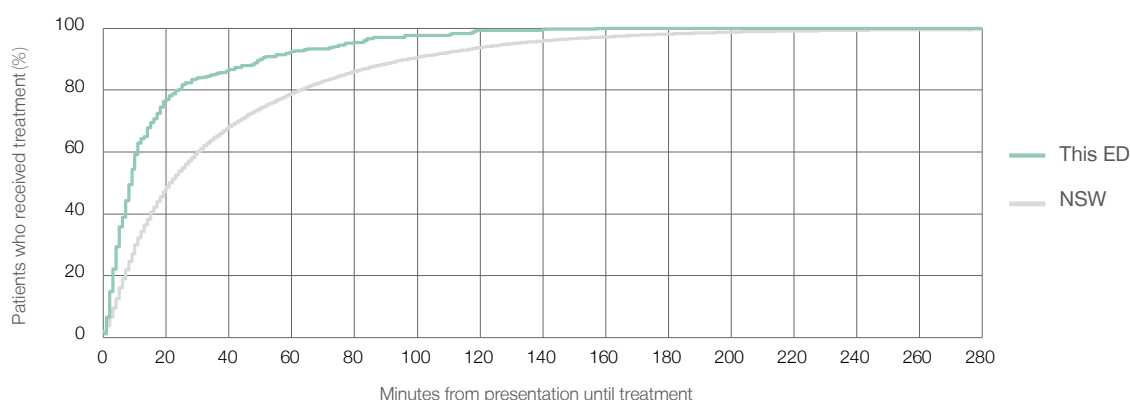
9 minutes

90th percentile time to start treatment⁵

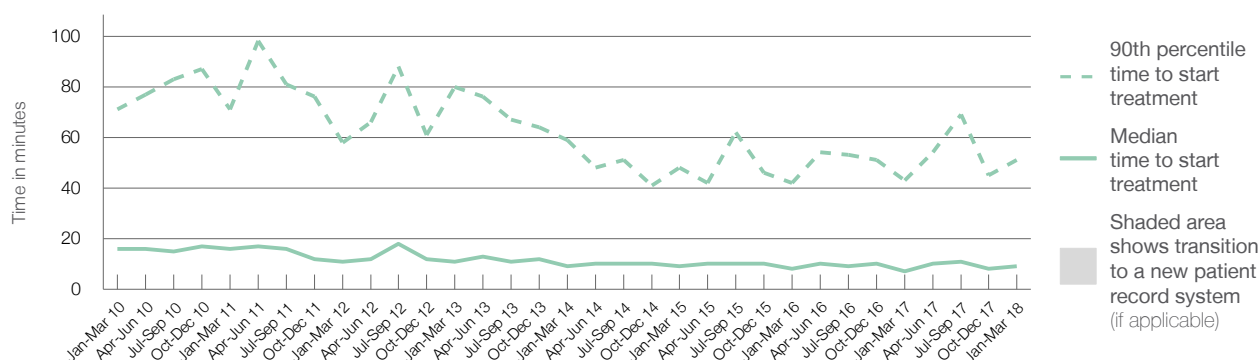
51 minutes

Same period last year	NSW (this period)
437	
408	
7 minutes	22 minutes
43 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^{†‡}



	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 ⁴ (minutes)	16	16	11	11	9	9	8	7	9
90th percentile time to start treatment ⁵ (minutes)	71	71	58	80	59	48	42	43	51

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Lithgow Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,062 patients

Presentations used to calculate time to leaving the ED:⁶ 3,062 patients

Median time spent in the ED⁸

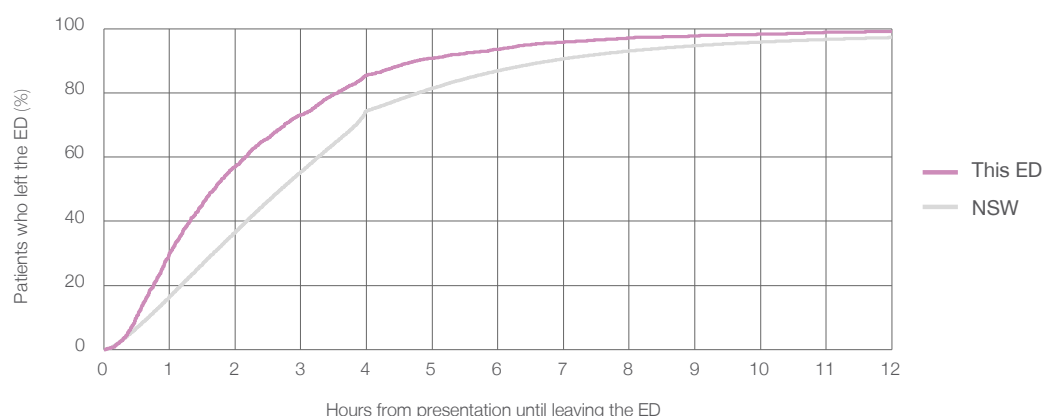
1 hours and 41 minutes

90th percentile time spent in the ED⁹

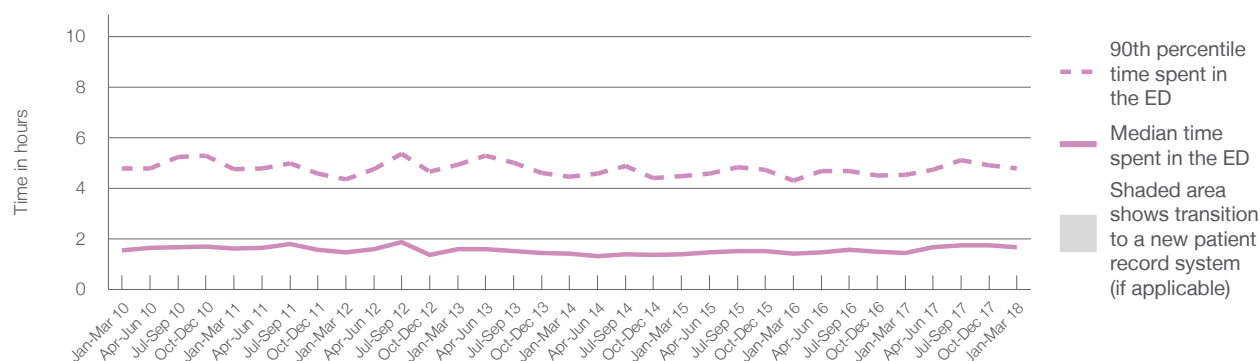
4 hours and 47 minutes

Same period last year	NSW (this period)
2,957	
2,957	
1 hours and 27 minutes	2 hours and 42 minutes
4 hours and 32 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^{†‡}



	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 ⁸ (hours, minutes)	1h 33m	1h 38m	1h 29m	1h 37m	1h 25m	1h 24m	1h 25m	1h 27m	1h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 48m	4h 46m	4h 21m	4h 57m	4h 27m	4h 29m	4h 18m	4h 32m	4h 47m

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Lithgow Hospital: Time patients spent in the ED

By mode of separation

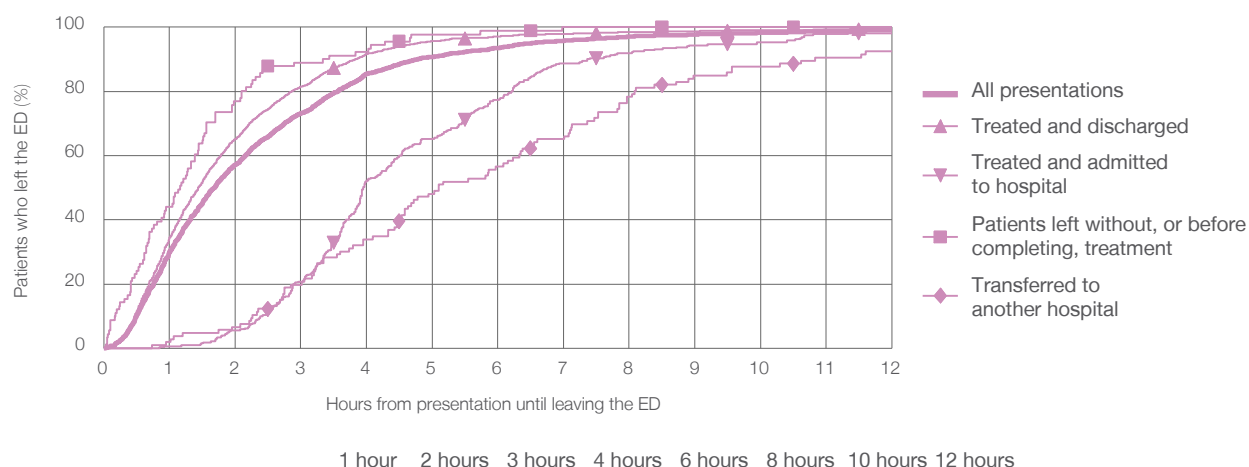
January to March 2018

All presentations:[†] 3,062 patients

Presentations used to calculate time to leaving the ED:[‡] 3,062 patients

		Same period last year	Change since one year ago
Treated and discharged	2,527 (82.5%)	2,957	4%
Treated and admitted to hospital	322 (10.5%)	2,467	2.4%
Patient left without, or before completing, treatment	91 (3.0%)	306	5.2%
Transferred to another hospital	106 (3.5%)	62	46.8%
Other	16 (0.5%)	107	-0.9%
		15	6.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	34.5%	65.2%	81.5%	91.7%	97.1%	98.5%	99.1%	99.4%
Treated and admitted to hospital	0.6%	5.6%	20.8%	52.2%	77.3%	91.9%	95.3%	98.1%
Patient left without, or before completing, treatment	44.0%	76.9%	89.0%	92.3%	98.9%	100%	100%	100%
Transferred to another hospital	1.9%	6.6%	19.8%	34.0%	56.6%	78.3%	87.7%	92.5%
All presentations	30.1%	57.2%	73.2%	85.5%	93.5%	97.1%	98.3%	99.1%

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Lithgow 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: ¹ 3,062 patients

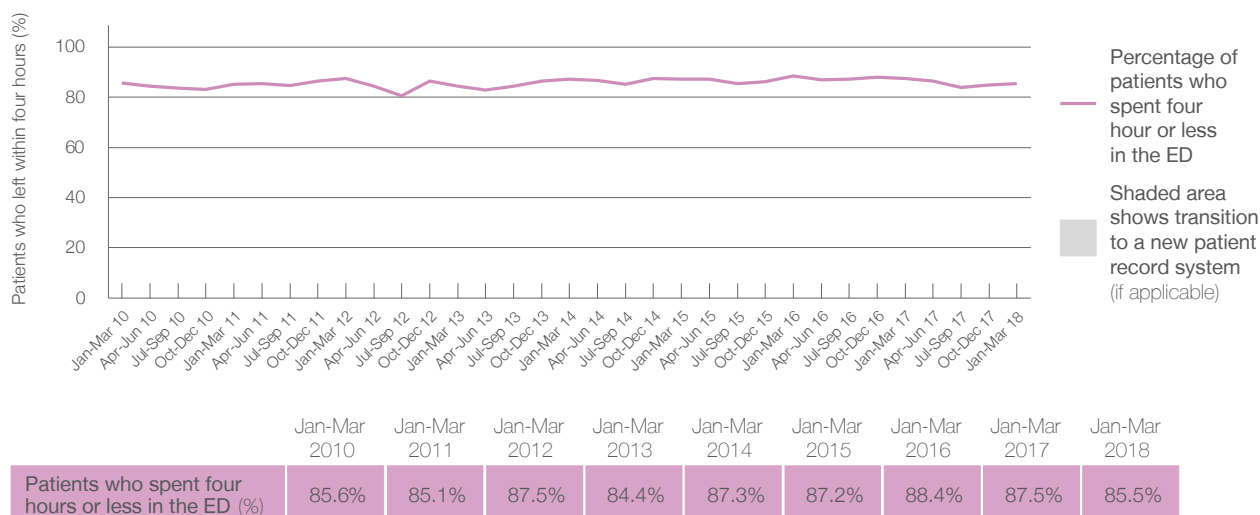
Presentations used to calculate time to leaving the ED: ⁶ 3,062 patients

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



Same period last year	Change since one year ago
2,957	4%
2,957	4%
87.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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).