

Singleton District Hospital: Emergency department (ED) overview

January to March 2016



All attendances:¹ 2,879 patients
Emergency attendances:² 2,811 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,669 | 8% |
| 2,589 | 9% |

Singleton District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 214 patients

Median time to start treatment⁴  8 minutes
95th percentile time to start treatment⁵  40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 758 patients

Median time to start treatment⁴  26 minutes
95th percentile time to start treatment⁵  108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,566 patients

Median time to start treatment⁴  41 minutes
95th percentile time to start treatment⁵  136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 273 patients

Median time to start treatment⁴  32 minutes
95th percentile time to start treatment⁵  142 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160 | |
| 7 minutes | 8 minutes |
| 37 minutes | 35 minutes |
| 619 | |
| 24 minutes | 20 minutes |
| 85 minutes | 99 minutes |
| 1,646 | |
| 32 minutes | 26 minutes |
| 109 minutes | 137 minutes |
| 164 | |
| 23 minutes | 23 minutes |
| 93 minutes | 135 minutes |

Singleton District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

Percentage of patients who left the ED within four hours  91%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,669 | 8% |
| 93% | |

* 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.

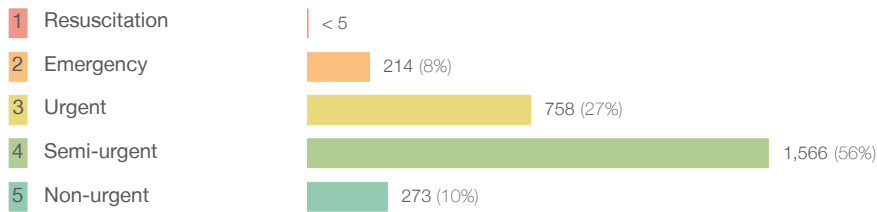
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Singleton District Hospital: Patients attending the emergency department January to March 2016

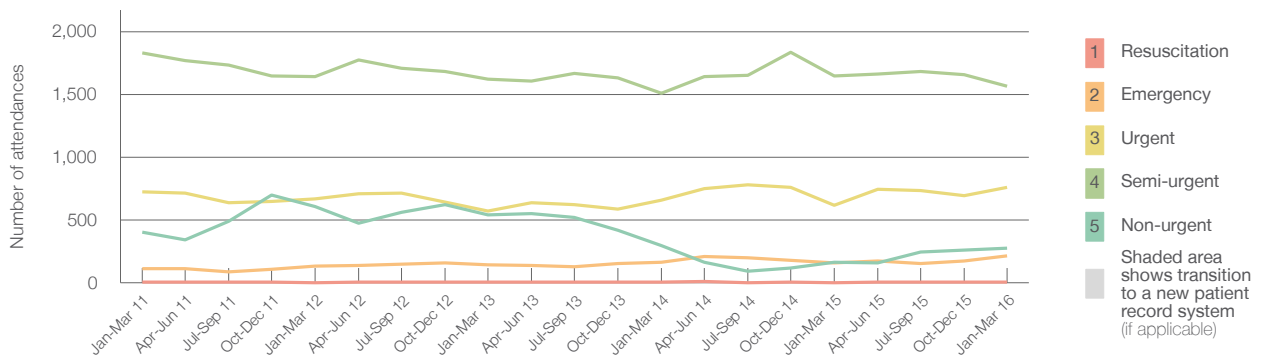
All attendances:¹ 2,879 patients

Emergency attendances² by triage category: 2,811 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,669 | 8% |
| 2,589 | 9% |
| < 5 | * |
| 160 | 33% |
| 619 | 22% |
| 1,646 | -5% |
| 164 | 66% |

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 | 5 | 0 | < 5 | < 5 | < 5 | < 5 |
| Emergency | 112 | 130 | 144 | 162 | 160 | 214 |
| Urgent | 724 | 665 | 572 | 659 | 619 | 758 |
| Semi-urgent | 1,833 | 1,643 | 1,621 | 1,511 | 1,646 | 1,566 |
| Non-urgent | 401 | 606 | 541 | 293 | 164 | 273 |
| All emergency attendances | 3,075 | 3,044 | 2,878 | 2,625 | 2,589 | 2,811 |

Singleton District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 239 patients

ED Transfer of care time[§]



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 254 | |
| 6 minutes | 1 minute |
| 20 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 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.

Singleton District Hospital: 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: 214

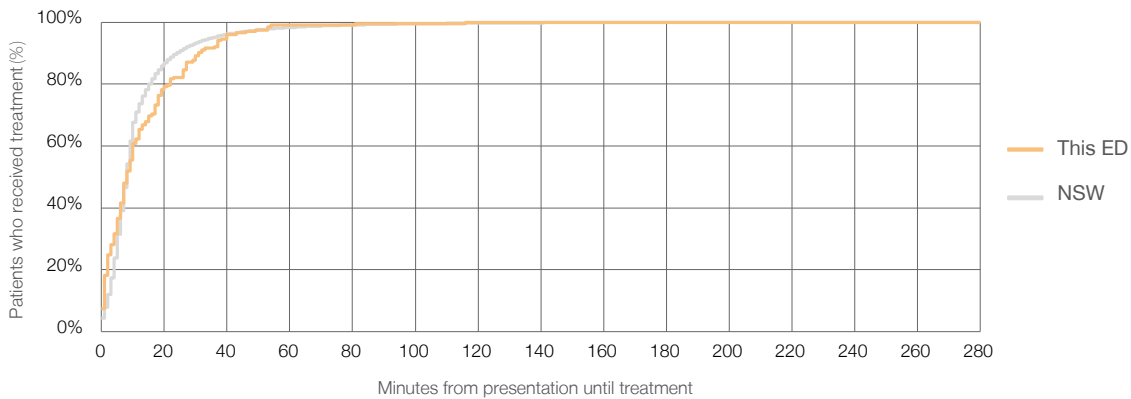
Number of triage 2 patients used to calculate waiting time:³ 202

Median time to start treatment⁴ 8 minutes

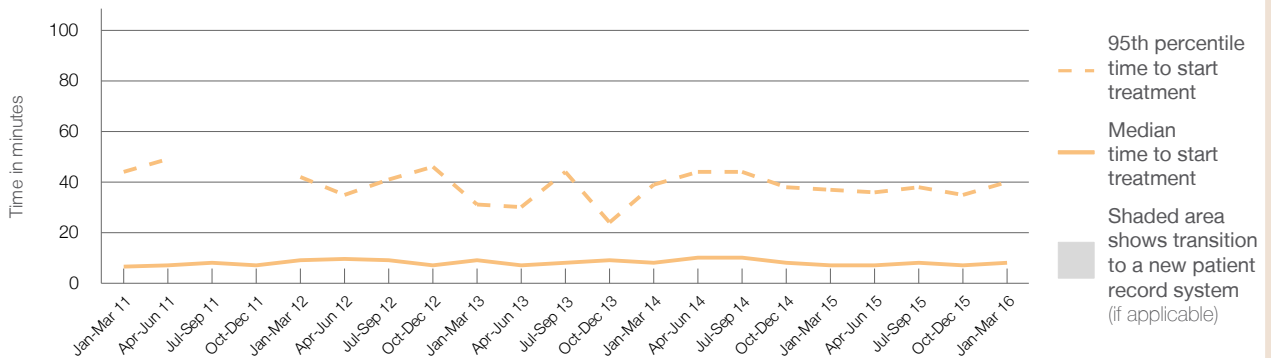
95th percentile time to start treatment⁵ 40 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 160 | |
| 158 | |
| 7 minutes | 8 minutes |
| 37 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) | 7 | 9 | 9 | 8 | 7 | 8 |
| 95th percentile time to start treatment ⁵ (minutes) | 44 | 42 | 31 | 39 | 37 | 40 |

(†) 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.

Singleton District Hospital: 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: 758

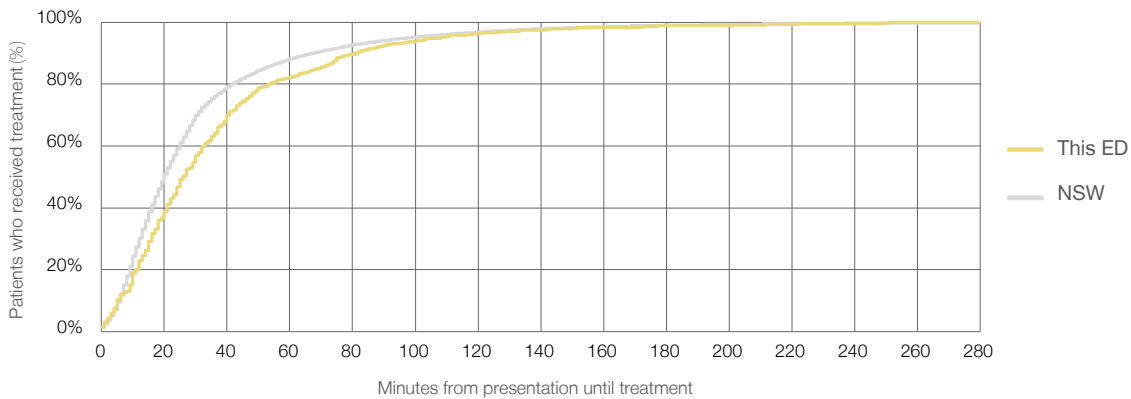
Number of triage 3 patients used to calculate waiting time:³ 724

Median time to start treatment⁴ 26 minutes

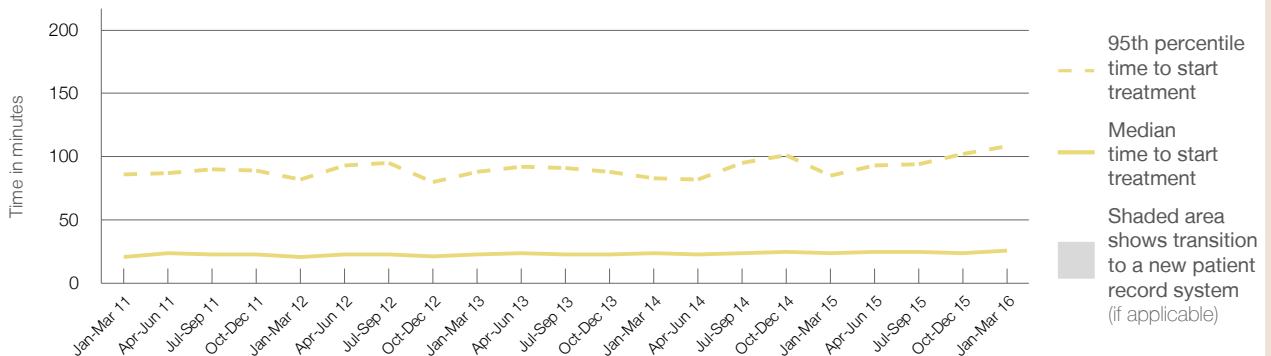
95th percentile time to start treatment⁵ 108 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 619 | |
| 604 | |
| 24 minutes | 20 minutes |
| 85 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) | 21 | 21 | 23 | 24 | 24 | 26 |
| 95th percentile time to start treatment ⁵ (minutes) | 86 | 82 | 88 | 83 | 85 | 108 |

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

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Singleton District Hospital: 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: 1,566

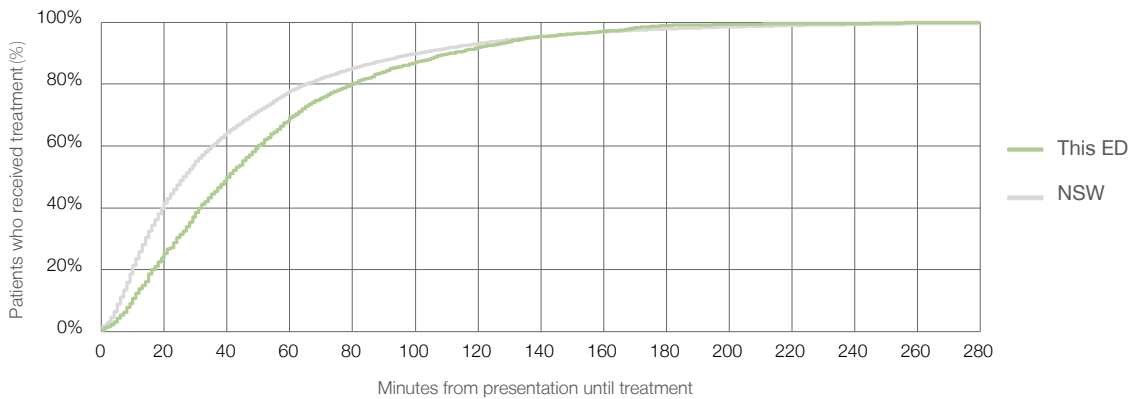
Number of triage 4 patients used to calculate waiting time:³ 1,485

Median time to start treatment⁴ 41 minutes

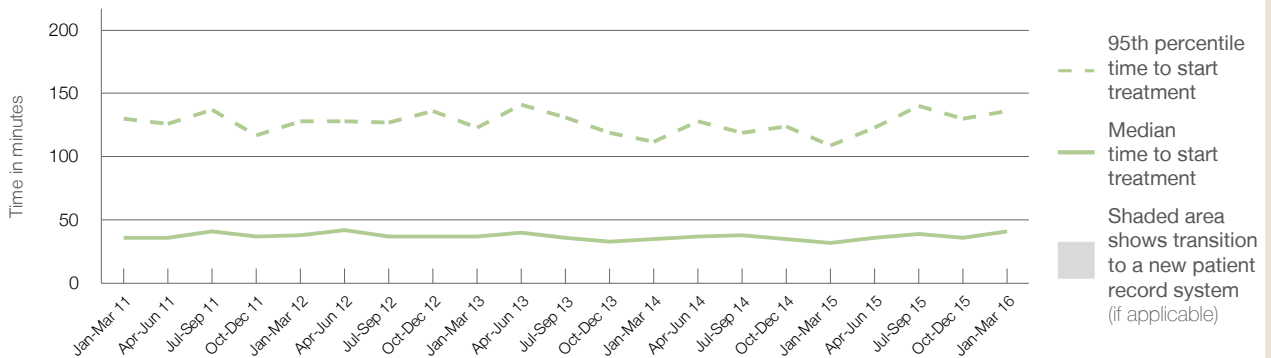
95th percentile time to start treatment⁵ 136 minutes

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 4 patients | 1,646 | 1,542 |
| Median time to start treatment ⁴ | 32 minutes | 26 minutes |
| 95th percentile time to start treatment ⁵ | 109 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) | 36 | 38 | 37 | 35 | 32 | 41 |
| 95th percentile time to start treatment ⁵ (minutes) | 130 | 128 | 123 | 112 | 109 | 136 |

(†) 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.

Singleton District Hospital: 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: 273

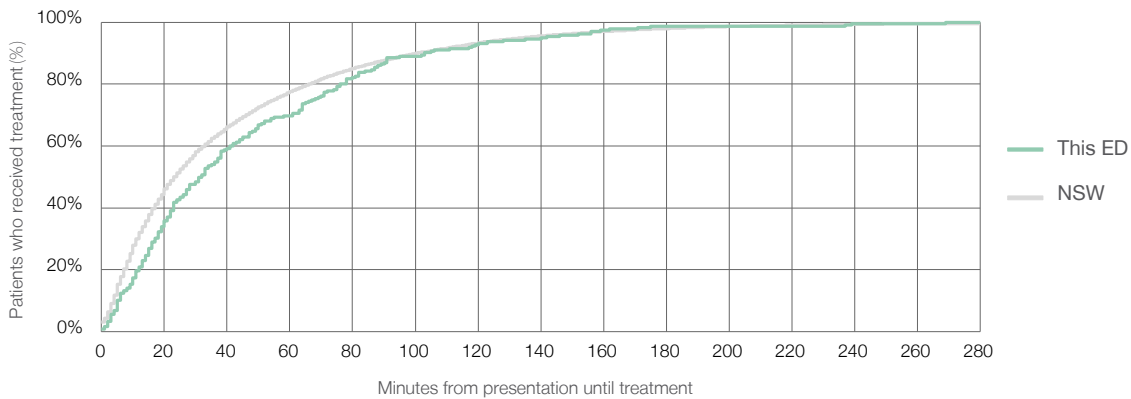
Number of triage 5 patients used to calculate waiting time:³ 235

Median time to start treatment⁴ 32 minutes

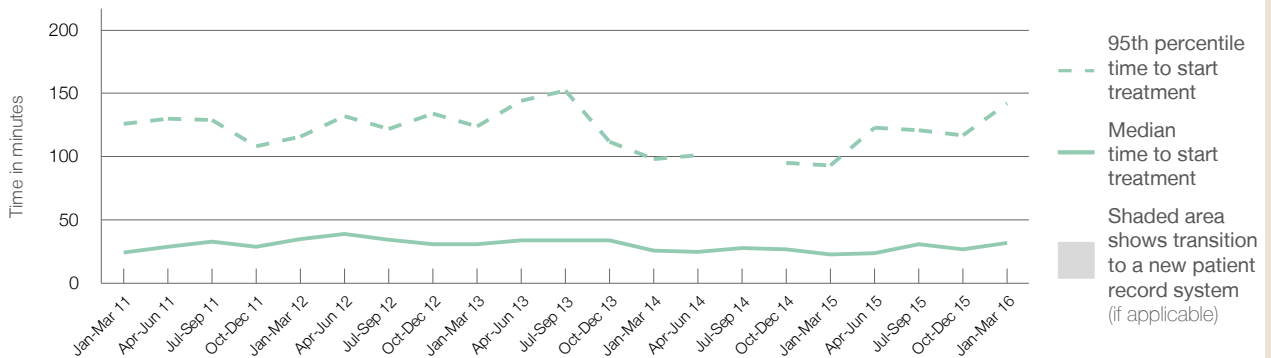
95th percentile time to start treatment⁵ 142 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 164 | |
| 149 | |
| 23 minutes | 23 minutes |
| 93 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) | 25 | 35 | 31 | 26 | 23 | 32 |
| 95th percentile time to start treatment ⁵ (minutes) | 126 | 116 | 124 | 98 | 93 | 142 |

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

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Singleton District Hospital: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 2,879 patients

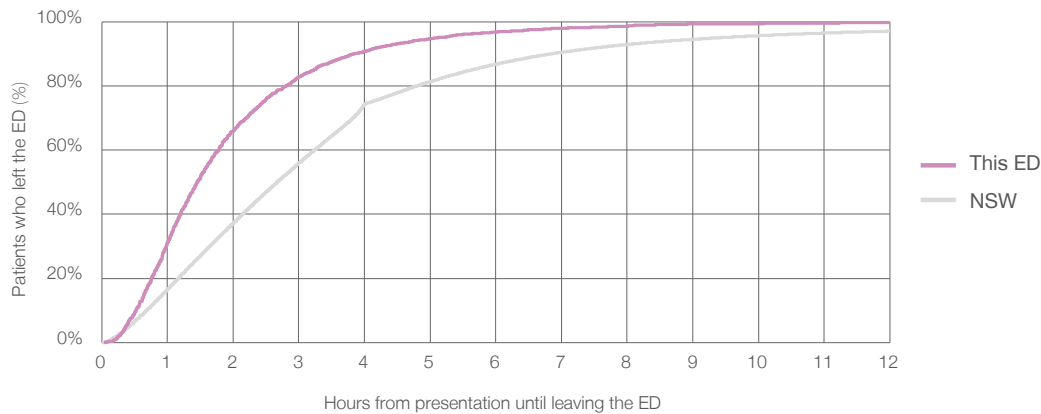
Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

Median time to leaving the ED⁸ 1 hours and 27 minutes

95th percentile time to leaving the ED⁹ 5 hours and 7 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 2,669 | 2,669 |
| 1 hours and 17 minutes | 2 hours and 40 minutes |
| 4 hours and 41 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 7m | 1h 11m | 1h 11m | 1h 17m | 1h 17m | 1h 27m |
| 95th percentile time to leaving the ED ⁹ (hours, minutes) | 3h 37m | 3h 36m | 3h 31m | 4h 35m | 4h 41m | 5h 7m |

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

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Singleton District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

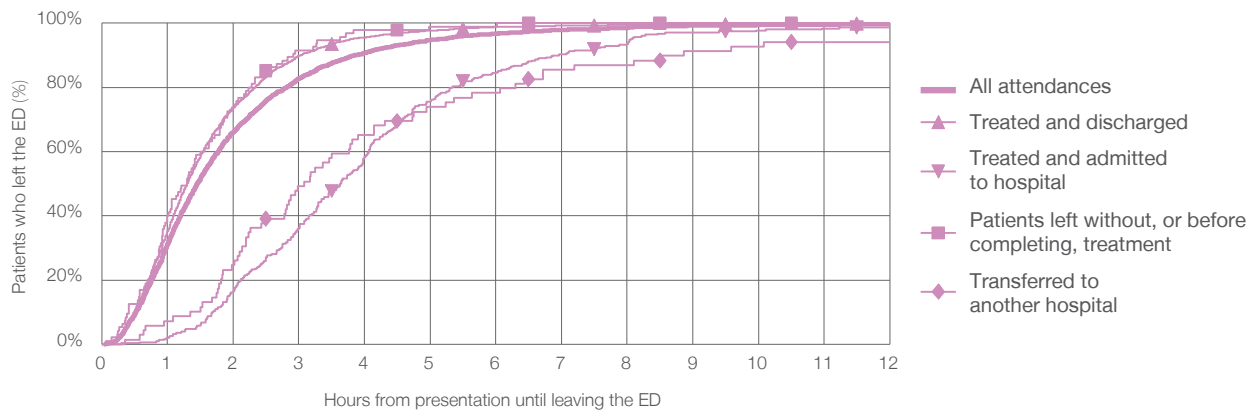
All attendances:¹ 2,879 patients

Attendances used to calculate time to leaving the ED:⁶ 2,879 patients

| | |
|---|-------------|
| Treated and discharged | 2,343 (81%) |
| Treated and admitted to hospital | 310 (11%) |
| Patient left without, or before completing, treatment | 95 (3%) |
| Transferred to another hospital | 69 (2%) |
| Other | 62 (2%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,669 | 8% |
| 2,202 | 6% |
| 288 | 8% |
| 51 | 86% |
| 64 | 8% |
| 64 | -3% |

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

| | | | | | | | | |
|---|-----|-----|-----|-----|-----|------|------|------|
| Treated and discharged | 35% | 74% | 90% | 96% | 99% | 99% | 100% | 100% |
| Treated and admitted to hospital | 2% | 16% | 36% | 58% | 85% | 94% | 98% | 99% |
| Patient left without, or before completing, treatment | 40% | 74% | 92% | 98% | 99% | 100% | 100% | 100% |
| Transferred to another hospital | 7% | 25% | 49% | 65% | 78% | 87% | 93% | 94% |
| All attendances | 31% | 66% | 83% | 91% | 97% | 99% | 99% | 100% |

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Singleton District Hospital: 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 2,879 patients

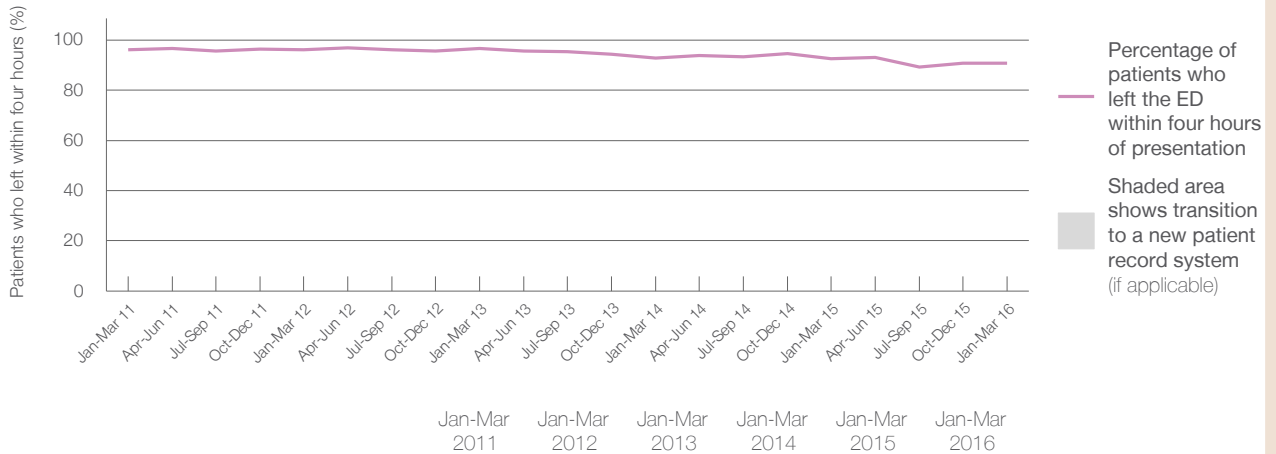
Attendances used to calculate time to leaving the ED: ⁶ 2,879 patients

Percentage of patients who left the ED within four hours



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| All attendances | 2,669 | 8% |
| Attendances used to calculate time to leaving the ED | 2,669 | 8% |
| Percentage of patients who left the ED within four hours | 93% | |

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



| Patients who left within four hours (%) | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 96% | 96% | 97% | 93% | 93% | 91% |

* 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).
- 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.
- 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).