

Singleton District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,808 patients
Emergency presentations:² 2,730 patients

Same period last year	Change since one year ago
2,841	-1.2%
2,776	-1.7%

Singleton District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 171 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 739 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,672 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 148 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
187	
9 minutes	8 minutes
31 minutes	26 minutes
722	
25 minutes	20 minutes
74 minutes	67 minutes
1,650	
40 minutes	25 minutes
110 minutes	99 minutes
212	
30 minutes	23 minutes
92 minutes	101 minutes

Singleton District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,808 patients

Percentage of patients who spent four hours or less in the ED 90.2%

Same period last year	Change since one year ago
2,841	-1.2%
90.5%	

* 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.

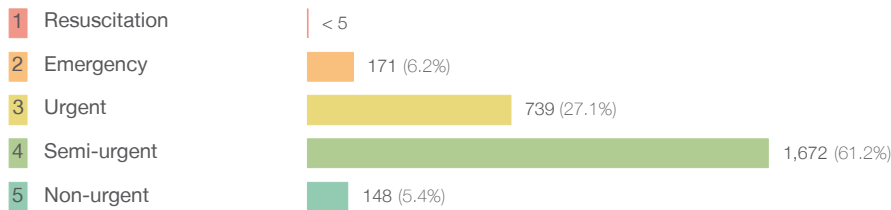
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Singleton District Hospital: Patients presenting to the emergency department

April to June 2017

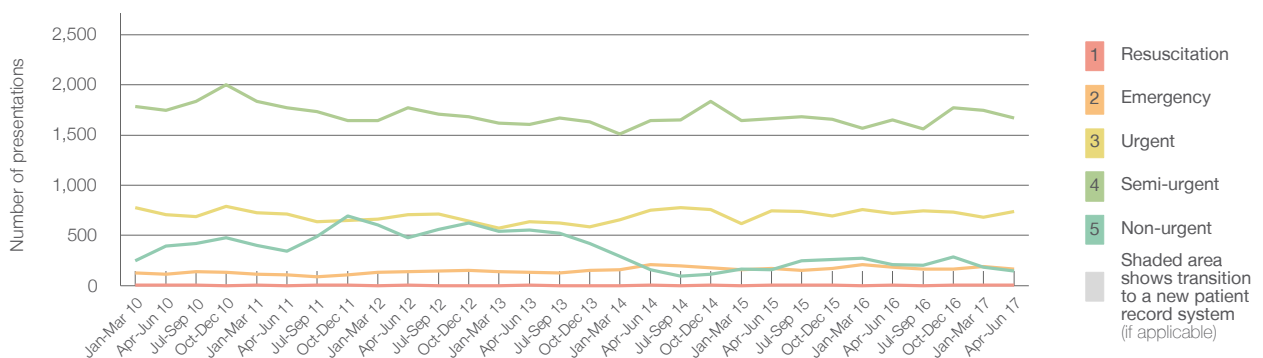
All presentations:¹ 2,808 patients

Emergency presentations² by triage category: 2,730 patients



	Same period last year	Change since one year ago
All presentations	2,841	-1.2%
Emergency presentations	2,776	-1.7%
1 Resuscitation	5	*
2 Emergency	187	-10.2%
3 Urgent	722	2.4%
4 Semi-urgent	1,650	1.3%
5 Non-urgent	212	-30.2%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	< 5	6	< 5	8	6	5	< 5
Emergency	119	112	137	139	208	174	187	171
Urgent	707	712	707	638	751	742	722	739
Semi-urgent	1,743	1,771	1,772	1,605	1,644	1,663	1,650	1,672
Non-urgent	393	341	476	552	161	159	212	148
All emergency presentations	2,962	2,936	3,098	2,934	2,772	2,744	2,776	2,730

Singleton District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 268 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	261	
ED Transfer of care time	6 minutes	-1 minute
90th percentile time	14 minutes	105 minutes

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

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Singleton District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 171

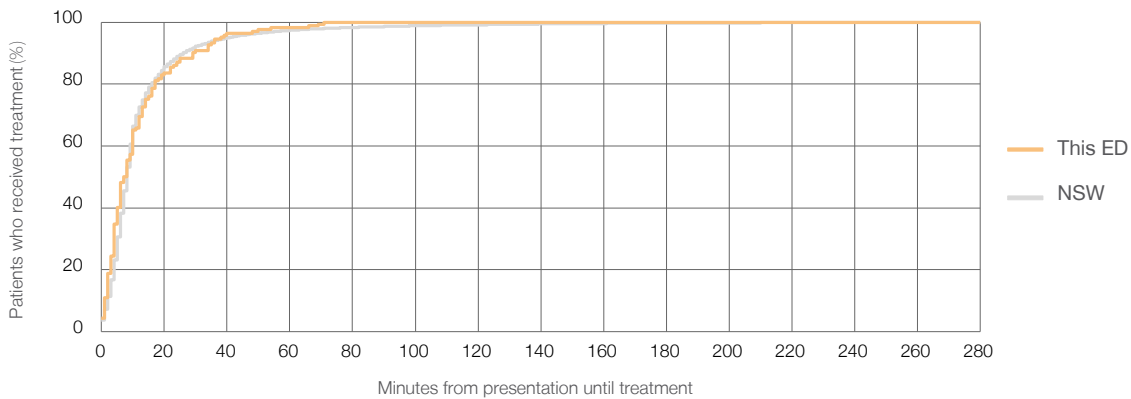
Number of triage 2 patients used to calculate waiting time:³ 164

Median time to start treatment⁴ 8 minutes

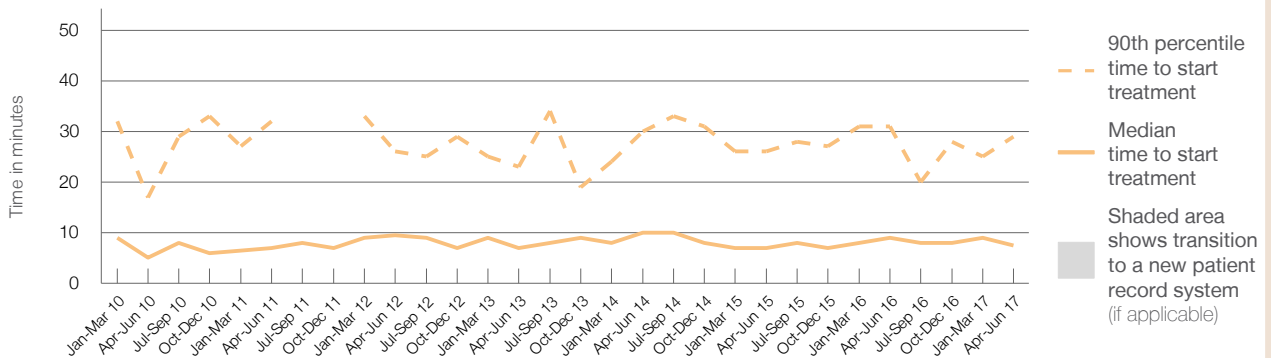
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
187	
181	
9 minutes	8 minutes
31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	5	7	10	7	10	7	9	8
90th percentile time to start treatment ⁵ (minutes)	17	32	26	23	30	26	31	29

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Singleton District Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 739

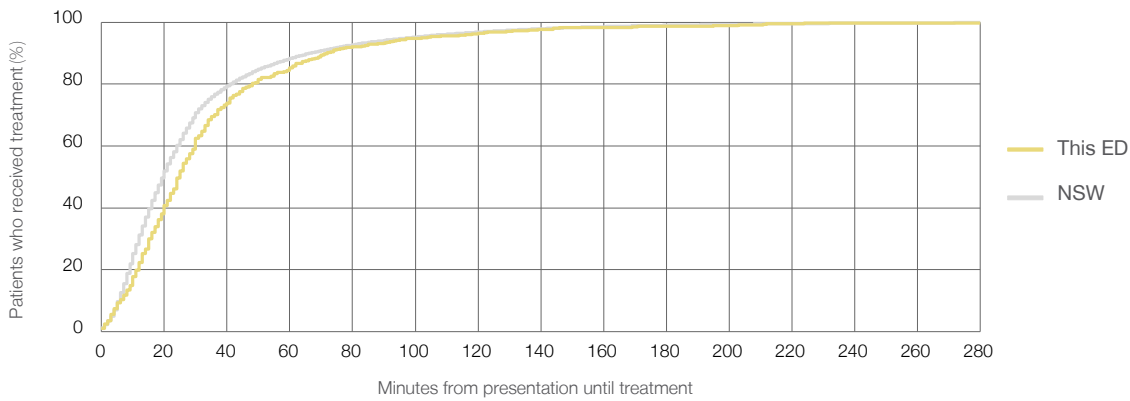
Number of triage 3 patients used to calculate waiting time:³ 708

Median time to start treatment⁴ 25 minutes

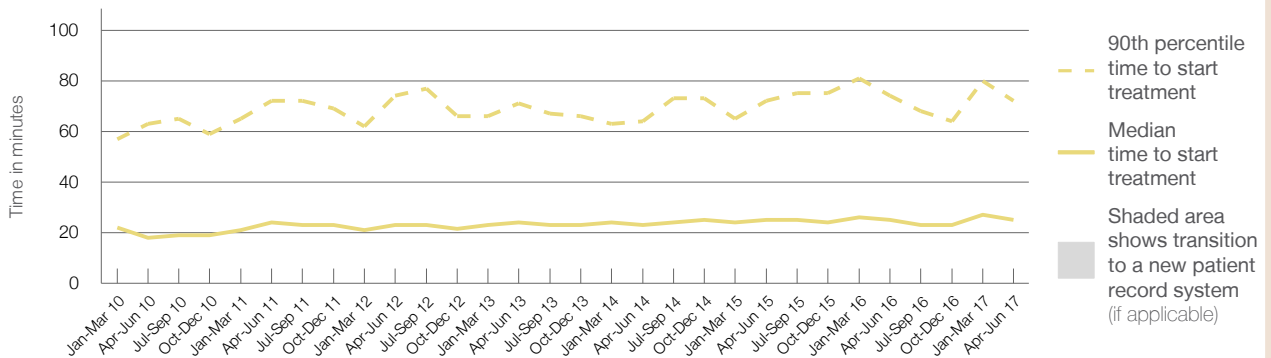
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
722	
691	
25 minutes	20 minutes
74 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	18	24	23	24	23	25	25	25
90th percentile time to start treatment ⁵ (minutes)	63	72	74	71	64	72	74	72

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Singleton District Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,672

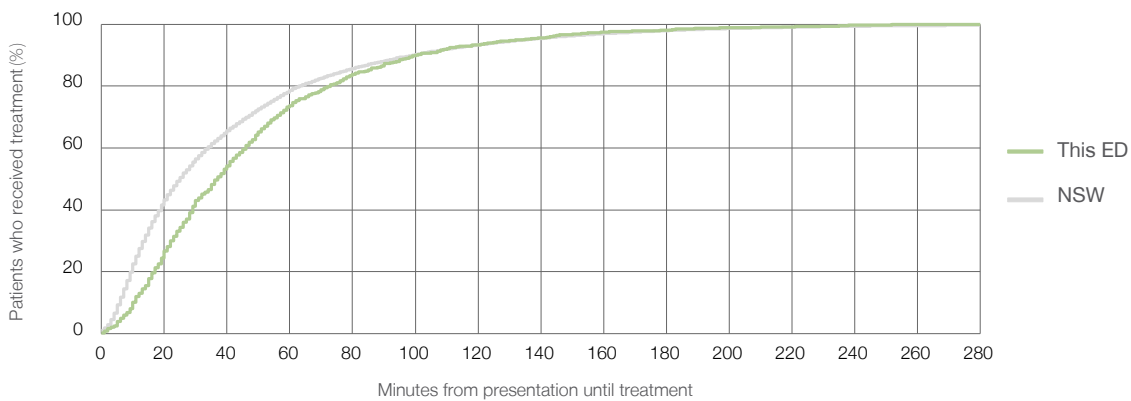
Number of triage 4 patients used to calculate waiting time:³ 1,602

Median time to start treatment⁴ 37 minutes

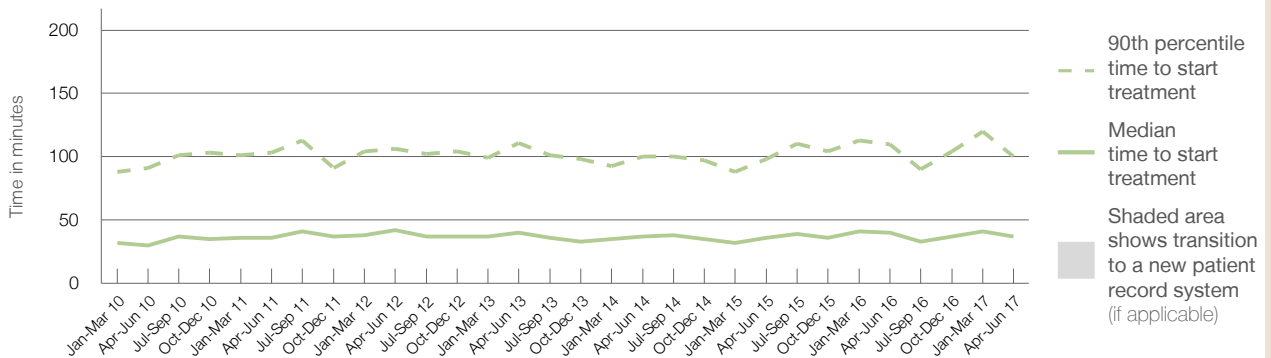
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,650	1,565
40 minutes	25 minutes
110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	30	36	42	40	37	36	40	37
90th percentile time to start treatment ⁵ (minutes)	91	103	106	111	100	98	110	100

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Singleton District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 148

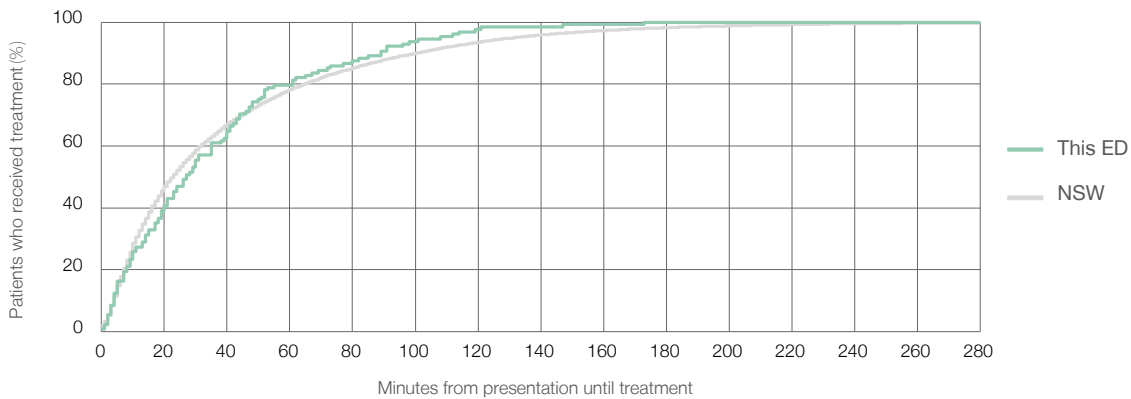
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 27 minutes

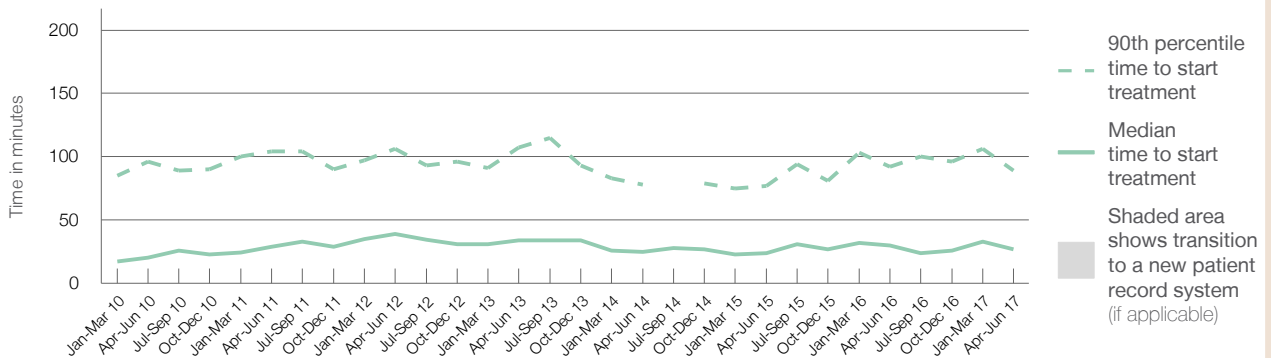
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
212	188
30 minutes	23 minutes
92 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	29	39	34	25	24	30	27
90th percentile time to start treatment ⁵ (minutes)	96	104	106	107	78	77	92	89

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Singleton District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,808 patients

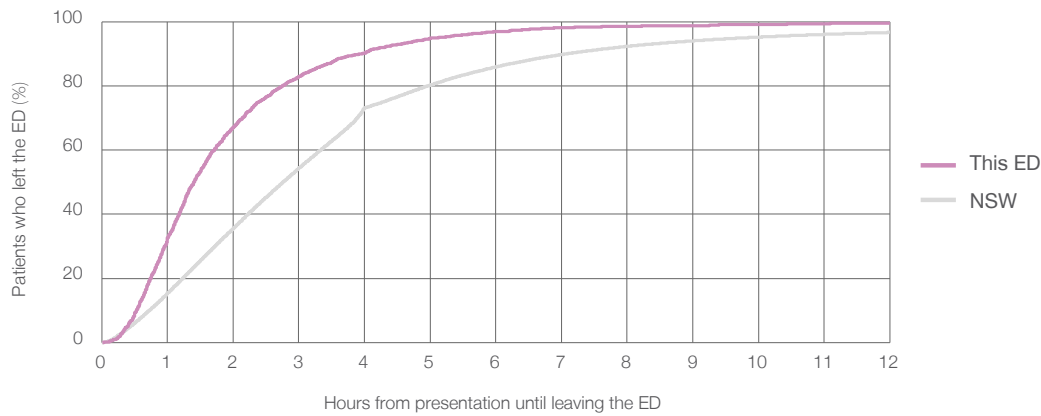
Presentations used to calculate time to leaving the ED:⁶ 2,808 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

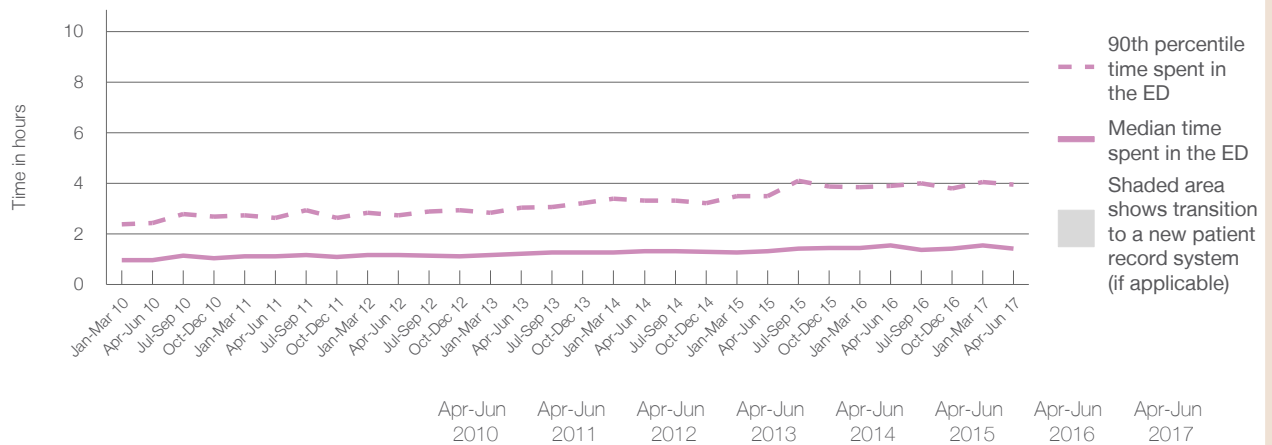
90th percentile time spent in the ED⁹ 3 hours and 58 minutes

Same period last year	NSW (this period)
2,841	2,841
1 hours and 33 minutes	2 hours and 46 minutes
3 hours and 55 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	0h 59m	1h 8m	1h 11m	1h 14m	1h 20m	1h 19m	1h 33m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	2h 26m	2h 39m	2h 45m	3h 3m	3h 19m	3h 30m	3h 55m	3h 58m

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Singleton District Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

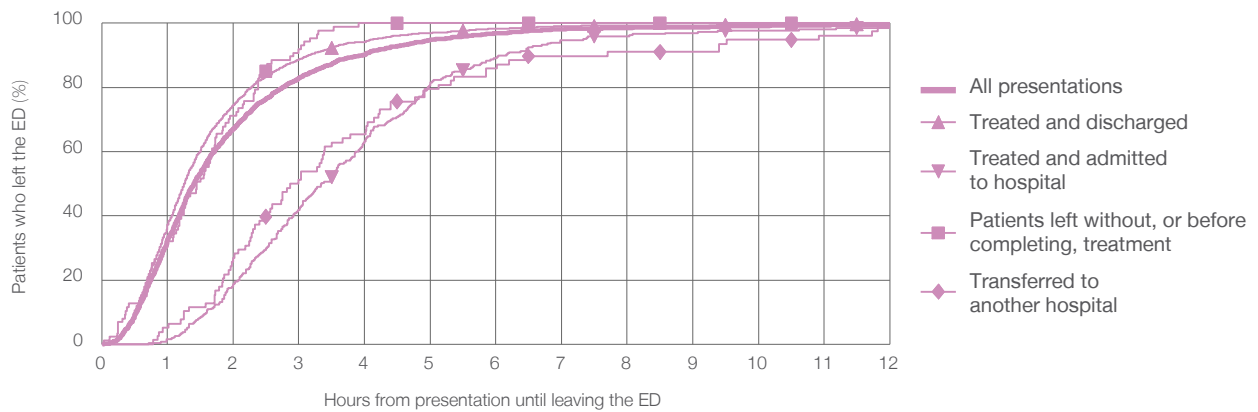
All presentations:¹ 2,808 patients

Presentations used to calculate time to leaving the ED:⁶ 2,808 patients

Treated and discharged	2,322 (82.7%)
Treated and admitted to hospital	267 (9.5%)
Patient left without, or before completing, treatment	87 (3.1%)
Transferred to another hospital	78 (2.8%)
Other	54 (1.9%)

Same period last year	Change since one year ago
2,841	-1.2%
2,335	-0.6%
283	-5.7%
63	38.1%
84	-7.1%
76	-28.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	37.3%	74.5%	88.8%	94.2%	98.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.5%	18.7%	41.9%	63.3%	89.1%	95.9%	97.8%	98.5%
Patient left without, or before completing, treatment	32.2%	71.3%	92.0%	100%	100%	100%	100%	100%
Transferred to another hospital	5.1%	26.9%	51.3%	65.4%	85.9%	91.0%	94.9%	98.7%
All presentations	32.6%	67.3%	82.9%	90.2%	96.8%	98.5%	99.2%	99.6%

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Singleton District Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 2,808 patients

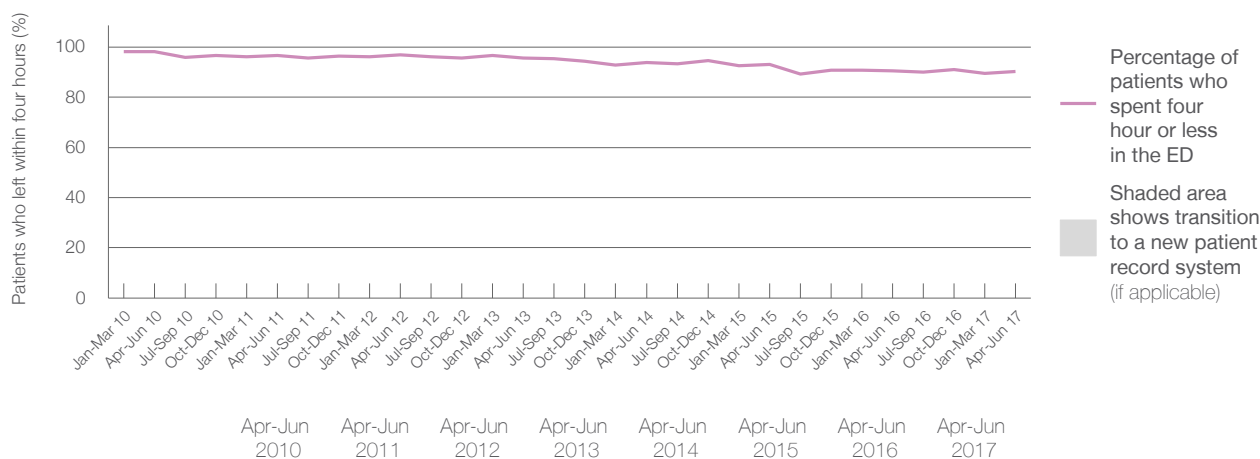
Presentations used to calculate time to leaving the ED:⁶ 2,808 patients

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: ¹	2,841	-1.2%
Presentations used to calculate time to leaving the ED: ⁶	2,841	-1.2%
Percentage of patients who spent four hours or less in the ED	90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



Quarter	Percentage of patients who left within four hours (%)
Jan-Mar 10	96.7%
Apr-Jun 2010	96.7%
Apr-Jun 2011	96.9%
Apr-Jun 2012	95.5%
Apr-Jun 2013	93.9%
Apr-Jun 2014	93.1%
Apr-Jun 2015	90.5%
Apr-Jun 2016	90.5%
Apr-Jun 2017	90.2%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).