

Belmont Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,300 patients
Emergency presentations:² 6,274 patients

Same period last year	Change since one year ago
6,292	0.1%
6,256	0.3%

Belmont Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 492 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,243 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,027 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,499 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
509	
8 minutes	8 minutes
15 minutes	23 minutes
1,334	
16 minutes	20 minutes
40 minutes	65 minutes
3,326	
21 minutes	26 minutes
74 minutes	99 minutes
1,081	
23 minutes	23 minutes
103 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,300 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
6,292	0.1%
82.4%	

* 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.

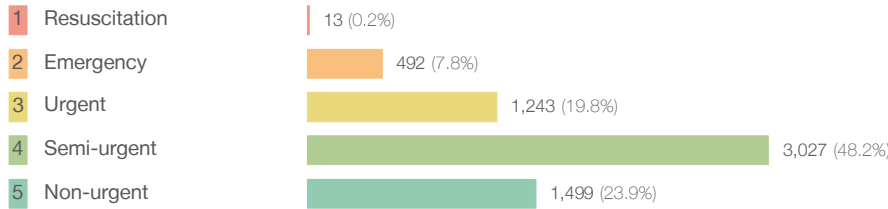
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Belmont Hospital: Patients presenting to the emergency department October to December 2017

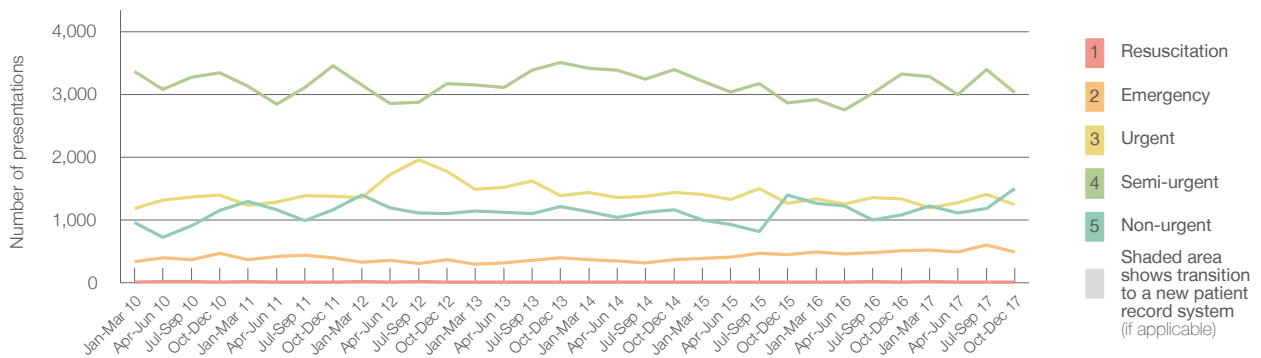
All presentations:¹ 6,300 patients

Emergency presentations² by triage category: 6,274 patients



Same period last year	Change since one year ago
6,292	0.1%
6,256	0.3%
6	116.7%
509	-3.3%
1,334	-6.8%
3,326	-9.0%
1,081	38.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	9	11	12	13	10	13	6	13
Emergency	463	395	369	397	368	443	509	492
Urgent	1,396	1,374	1,775	1,382	1,436	1,263	1,334	1,243
Semi-urgent	3,341	3,460	3,173	3,505	3,398	2,864	3,326	3,027
Non-urgent	1,152	1,164	1,099	1,211	1,163	1,398	1,081	1,499
All emergency presentations	6,361	6,404	6,428	6,508	6,375	5,981	6,256	6,274

Belmont Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,305 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,236	
10 minutes	0 minutes
19 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.

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 492

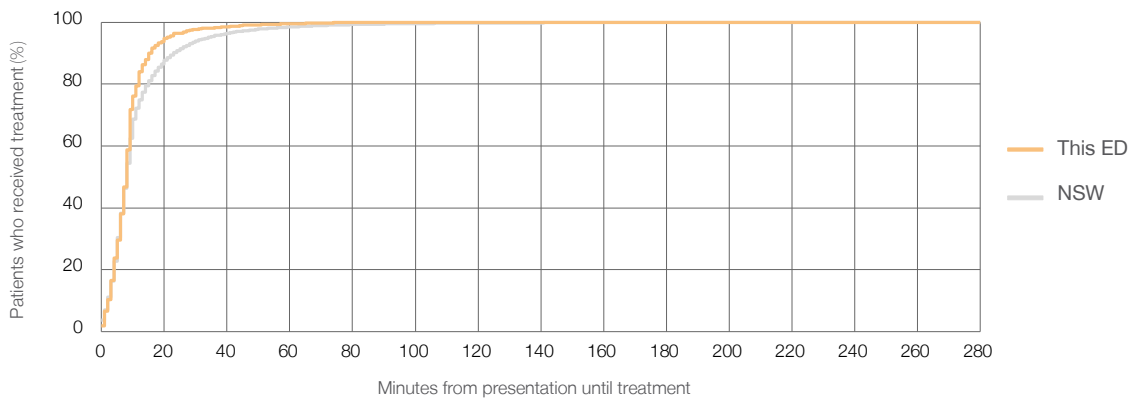
Number of triage 2 patients used to calculate waiting time:³ 485

Median time to start treatment⁴ 8 minutes

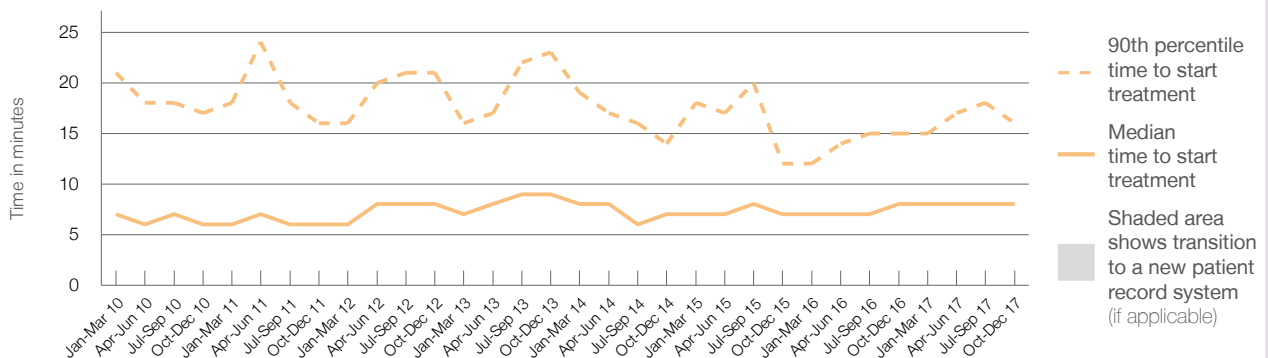
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
509	506
8 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	6	6	8	9	7	7	8	8
90th percentile time to start treatment ⁵ (minutes)	17	16	21	23	14	12	15	16

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Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,243

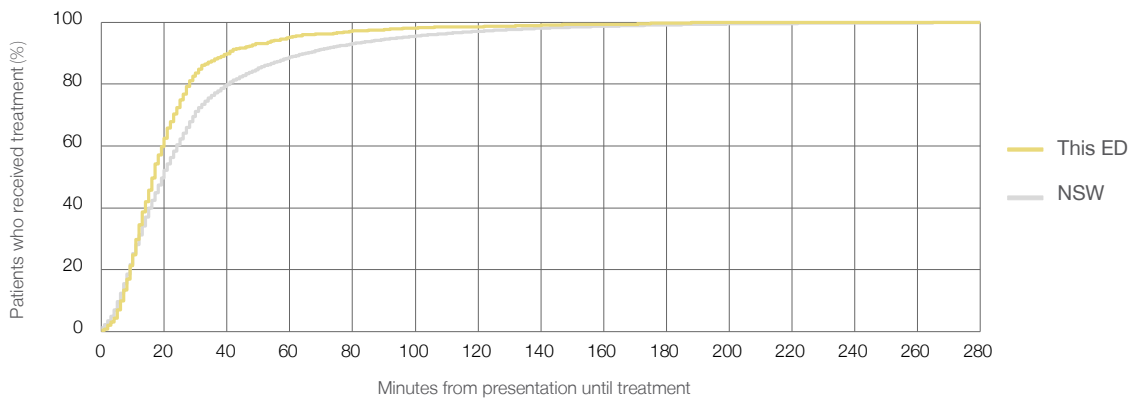
Number of triage 3 patients used to calculate waiting time:³ 1,199

Median time to start treatment⁴ 17 minutes

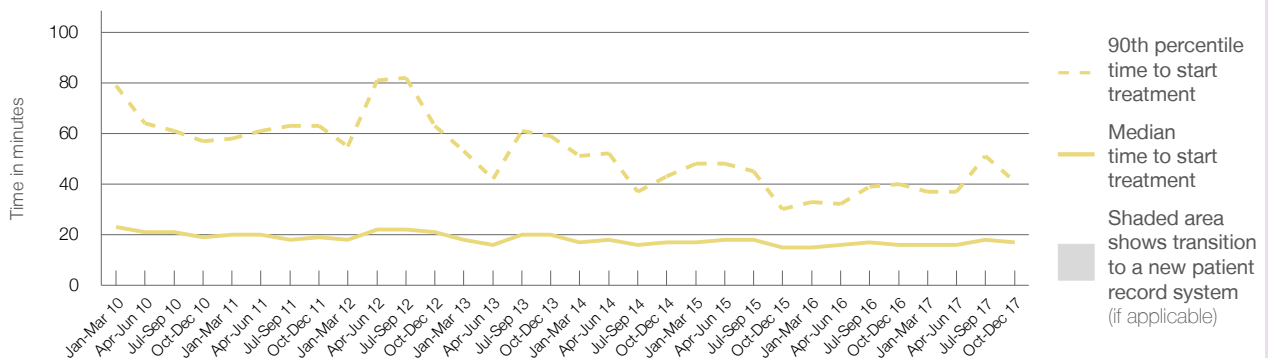
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,334	1,301
16 minutes	20 minutes
40 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	19	21	20	17	15	16	17
90th percentile time to start treatment ⁵ (minutes)	57	63	63	59	43	30	40	41

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Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 3,027

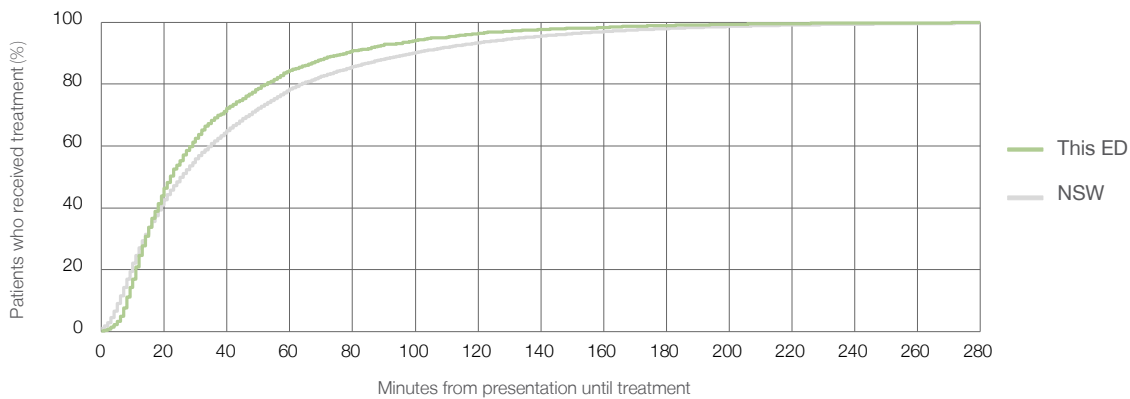
Number of triage 4 patients used to calculate waiting time:³ 2,629

Median time to start treatment⁴ 22 minutes

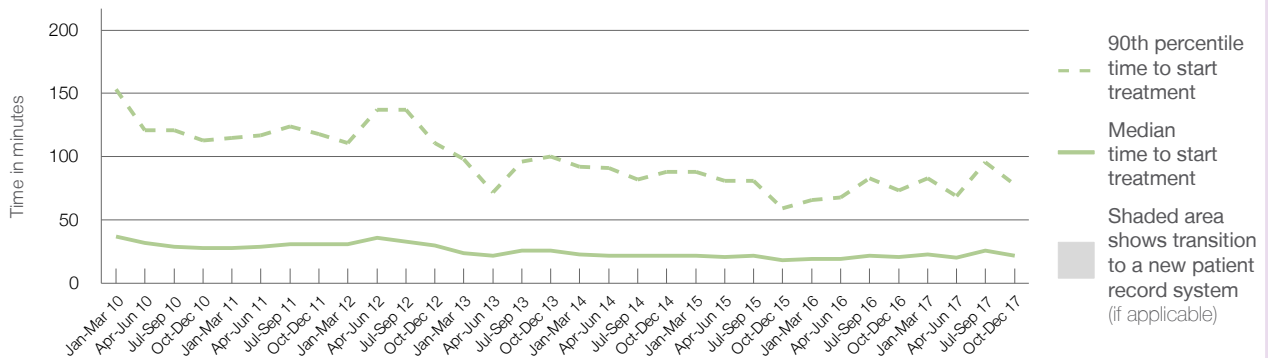
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
3,326	
2,800	
21 minutes	26 minutes
74 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	28	31	30	26	22	18	21	22
90th percentile time to start treatment ⁵ (minutes)	113	118	111	100	88	59	74	78

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Belmont Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,499

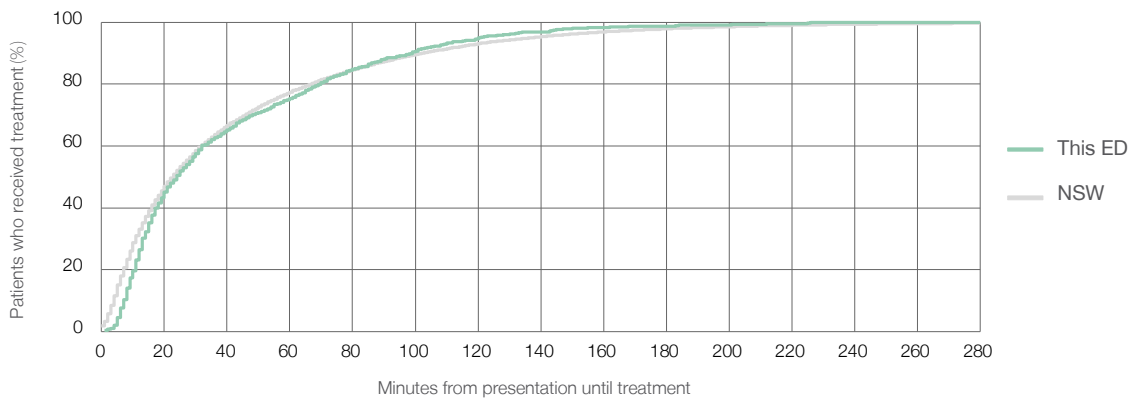
Number of triage 5 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 24 minutes

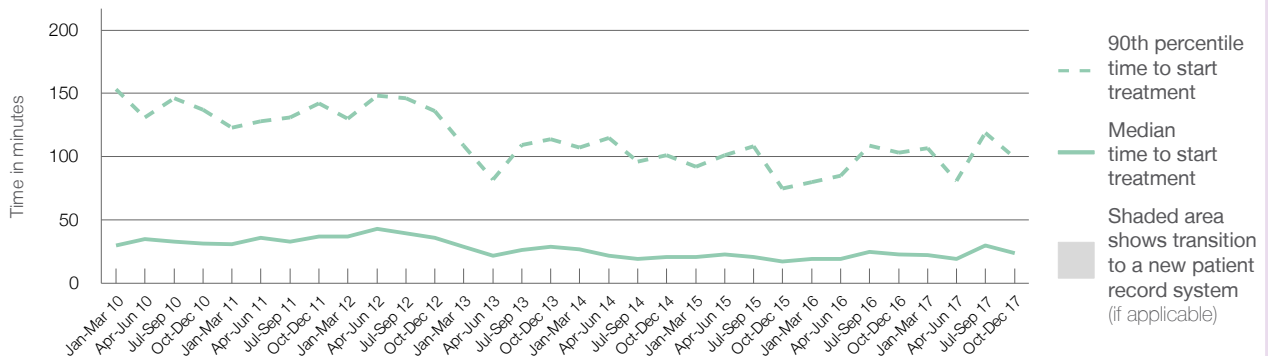
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,081	816
23 minutes	23 minutes
103 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	32	37	36	29	21	17	23	24
90th percentile time to start treatment ⁵ (minutes)	137	142	136	114	101	75	103	99

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Belmont Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,300 patients

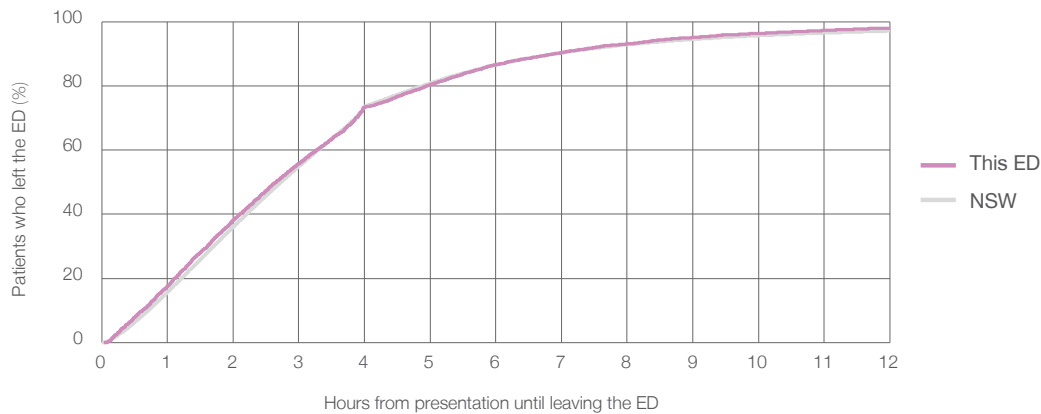
Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

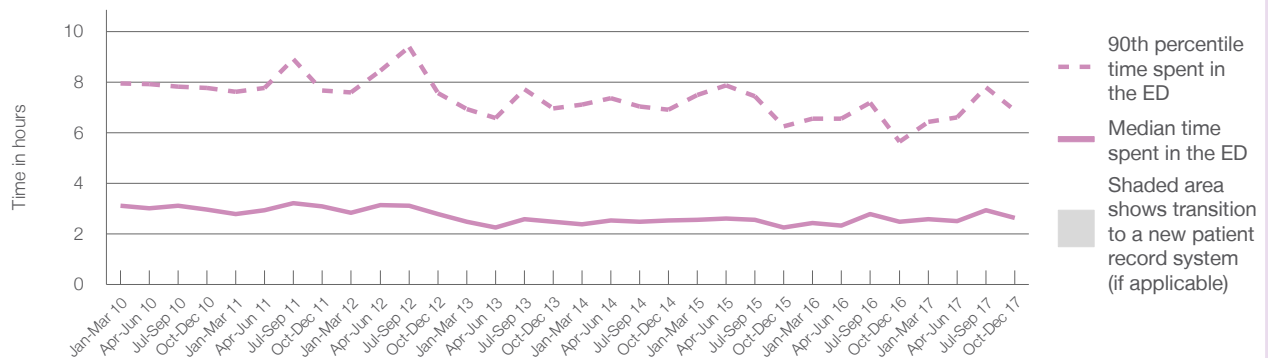
90th percentile time spent in the ED⁹ 6 hours and 53 minutes

Same period last year	NSW (this period)
6,292	6,292
2 hours and 29 minutes	2 hours and 44 minutes
5 hours and 39 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 58m	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 47m	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m	6h 53m

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Belmont Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

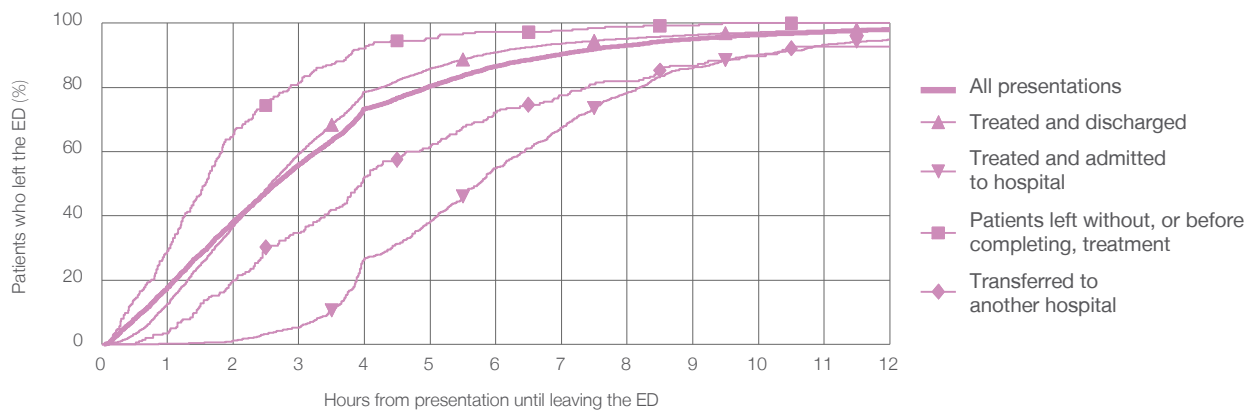
All presentations:¹ 6,300 patients

Presentations used to calculate time to leaving the ED:⁶ 6,300 patients

Treated and discharged	4,404 (69.9%)
Treated and admitted to hospital	829 (13.2%)
Patient left without, or before completing, treatment	254 (4.0%)
Transferred to another hospital	205 (3.3%)
Other	608 (9.7%)

Same period last year	Change since one year ago
6,292	0.1%
4,140	6.4%
947	-12.5%
280	-9.3%
325	-36.9%
600	1.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	12.6%	36.9%	59.4%	78.7%	91.0%	95.2%	97.2%	98.5%
Treated and admitted to hospital	0.2%	1.1%	5.2%	26.8%	54.9%	78.4%	90.2%	94.9%
Patient left without, or before completing, treatment	29.1%	65.4%	81.5%	92.1%	97.2%	98.8%	100%	100%
Transferred to another hospital	3.4%	20.0%	34.6%	52.2%	72.2%	82.0%	89.8%	92.7%
All presentations	17.7%	38.2%	55.9%	73.4%	86.6%	93.1%	96.3%	98.0%

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

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Belmont Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 6,300 patients

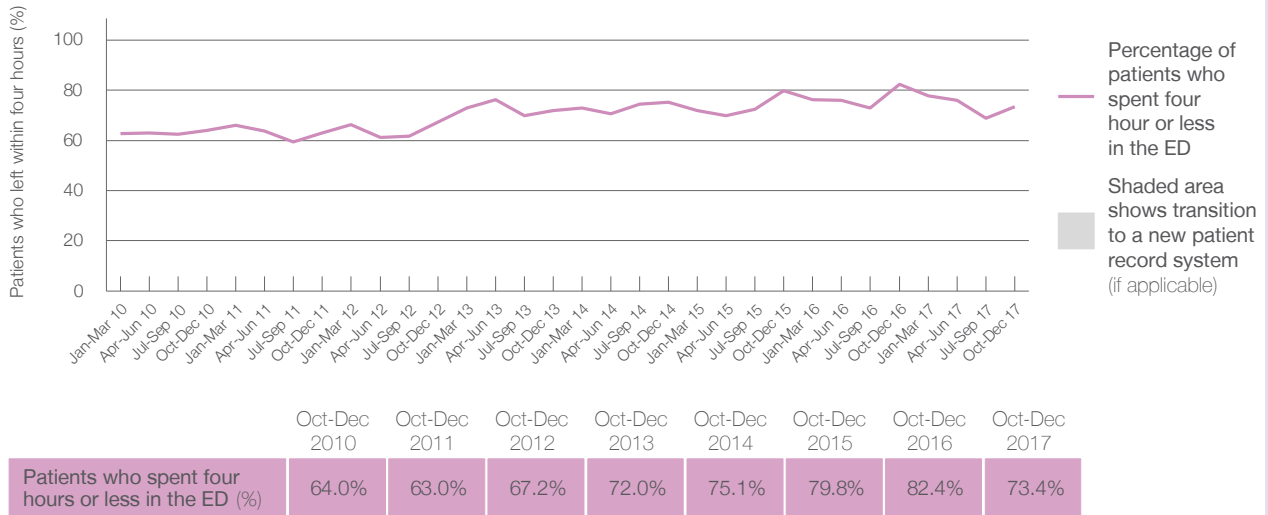
Presentations used to calculate time to leaving the ED: ⁶ 6,300 patients

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



Same period last year	Change since one year ago
6,292	0.1%
6,292	0.1%
82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).