

Healthcare Quarterly

Performance Profiles

Emergency Department

Western Sydney Local Health District

January to March 2018

Auburn Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,954 patients

Emergency presentations:² 6,739 patients

Same period last year	Change since one year ago
6,719	3%
6,500	4%

Auburn Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,448 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,793 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
964	
9 minutes	8 minutes
22 minutes	23 minutes
2,186	
21 minutes	20 minutes
60 minutes	65 minutes
2,845	
33 minutes	25 minutes
129 minutes	98 minutes
476	
32 minutes	22 minutes
116 minutes	97 minutes

Auburn Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,953 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
6,717	4%
80%	

* 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.

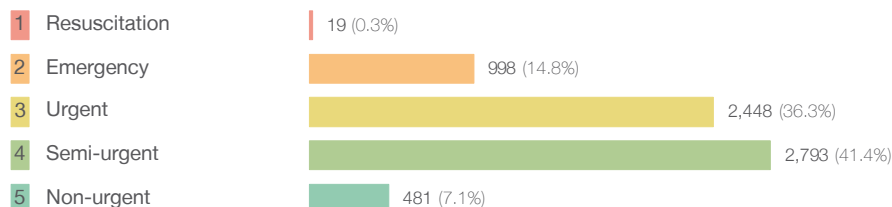
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Auburn Hospital: Patients presenting to the emergency department

January to March 2018

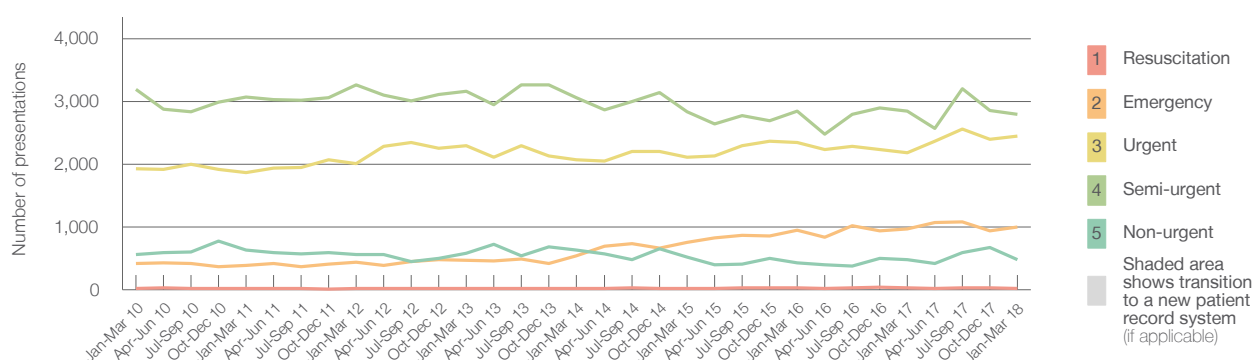
All presentations:¹ 6,954 patients

Emergency presentations² by triage category: 6,739 patients



Same period last year	Change since one year ago
6,719	3%
6,500	4%
29	-34.5%
964	3.5%
2,186	12.0%
2,845	-1.8%
476	1.1%

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	14	18	17	20	16	34	29	19
Emergency	413	388	441	471	541	753	943	964	998
Urgent	1,922	1,861	2,010	2,291	2,067	2,109	2,346	2,186	2,448
Semi-urgent	3,194	3,067	3,267	3,157	3,059	2,835	2,843	2,845	2,793
Non-urgent	561	635	557	575	636	518	430	476	481
All emergency presentations	6,106	5,965	6,293	6,511	6,323	6,231	6,596	6,500	6,739

Auburn Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 868 patients

ED Transfer of care time



Same period last year	Change since one year ago
801	
13 minutes	0 minutes
24 minutes	-2 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.

Auburn 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: 998

Number of triage 2 patients used to calculate waiting time:³ 991

Median time to start treatment⁴

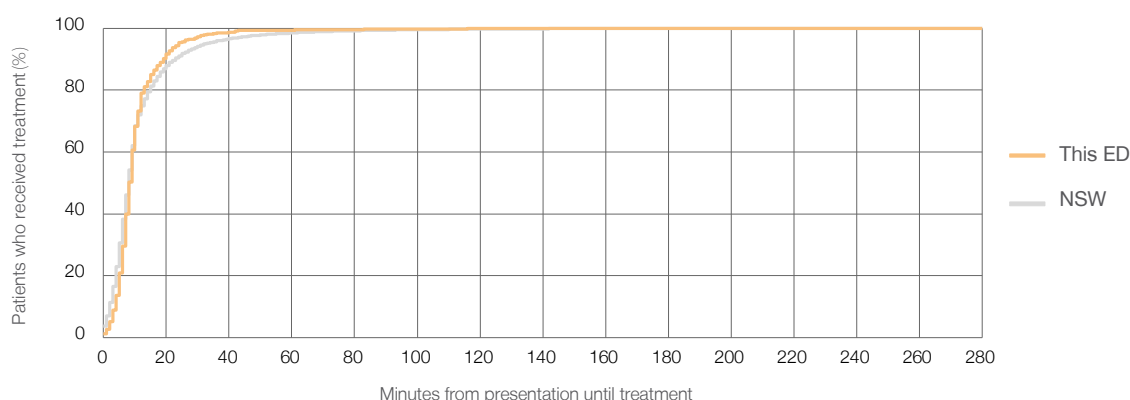
8 minutes

90th percentile time to start treatment⁵

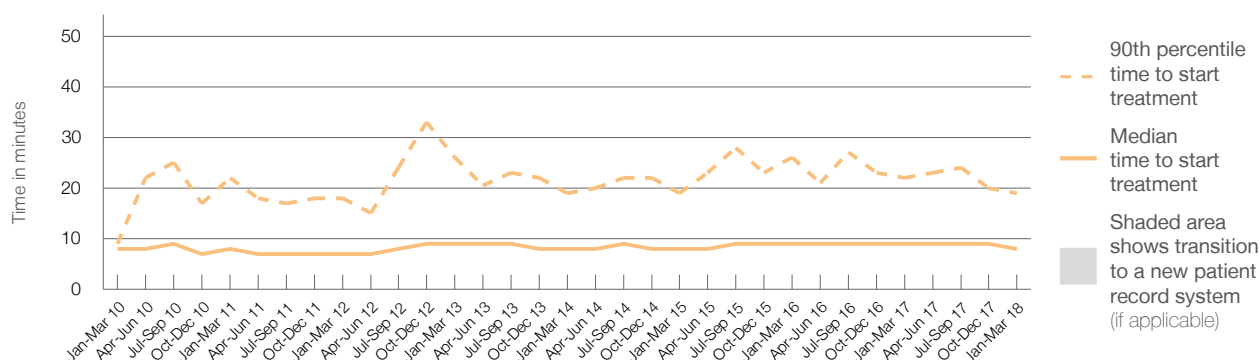
19 minutes

Same period last year	NSW (this period)
964	
963	
9 minutes	8 minutes
22 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)	8	8	7	9	8	8	9	9	8
90th percentile time to start treatment ⁵ (minutes)	9	22	18	26	19	19	26	22	19

(†) 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.

Auburn 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: 2,448

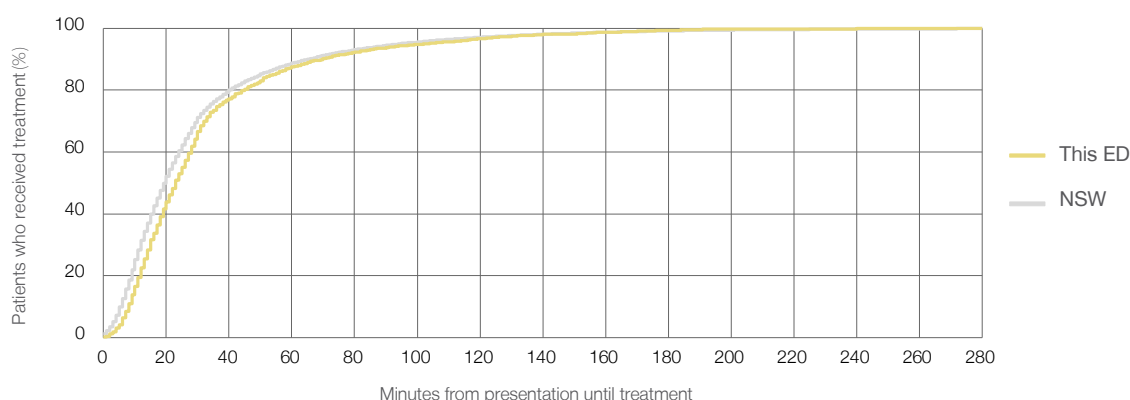
Number of triage 3 patients used to calculate waiting time:³ 2,357

Median time to start treatment⁴ 23 minutes

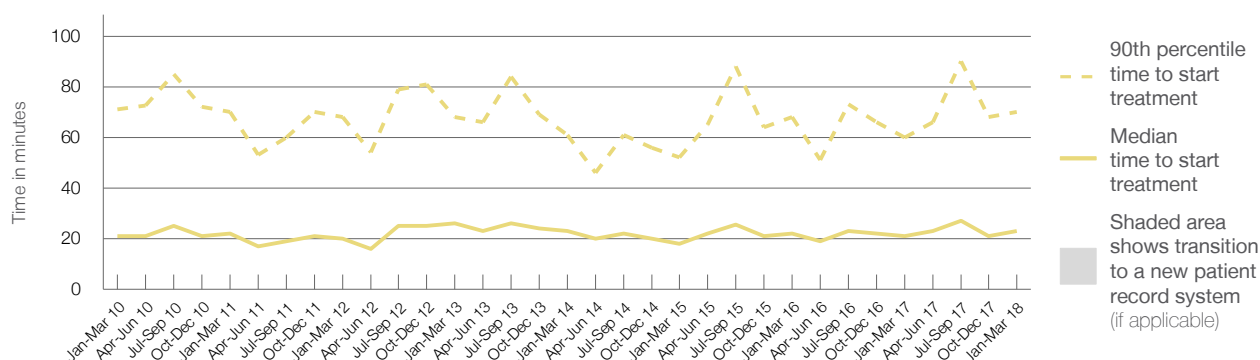
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,186	
2,141	
21 minutes	20 minutes
60 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)	21	22	20	26	23	18	22	21	23
90th percentile time to start treatment ⁵ (minutes)	71	70	68	68	61	52	68	60	70

(†) 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.

Auburn 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: 2,793

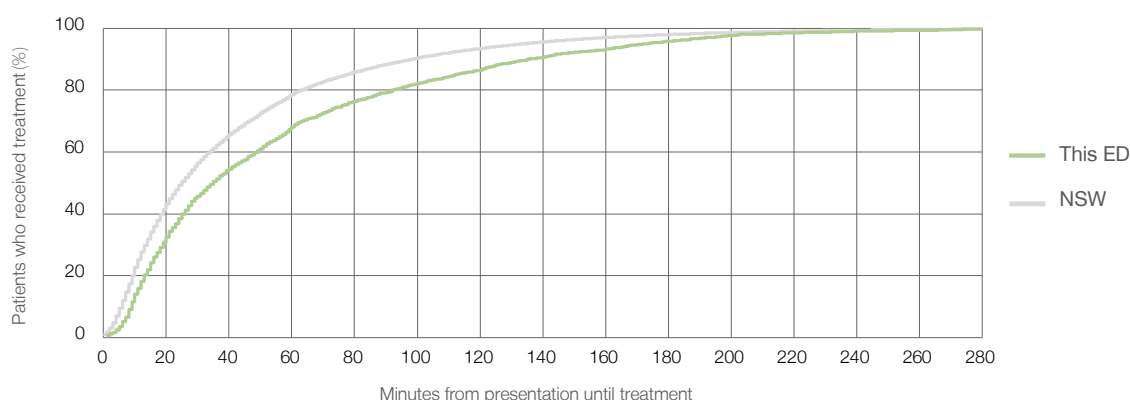
Number of triage 4 patients used to calculate waiting time: ³ 2,492

Median time to start treatment ⁴ 35 minutes

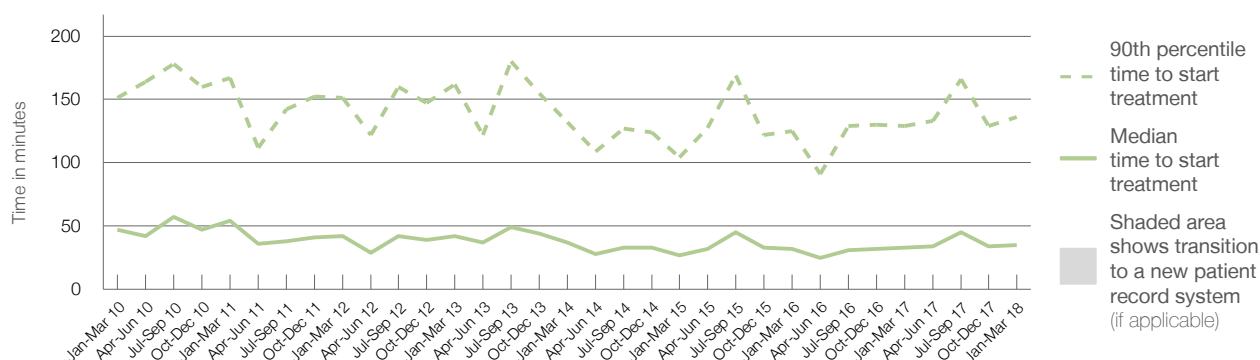
90th percentile time to start treatment ⁵ 136 minutes

Same period last year	NSW (this period)
2,845	
2,561	
33 minutes	25 minutes
129 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)	47	54	42	42	37	27	32	33	35
90th percentile time to start treatment ⁵ (minutes)	151	167	151	162	132	104	125	129	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.

Auburn 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: 481

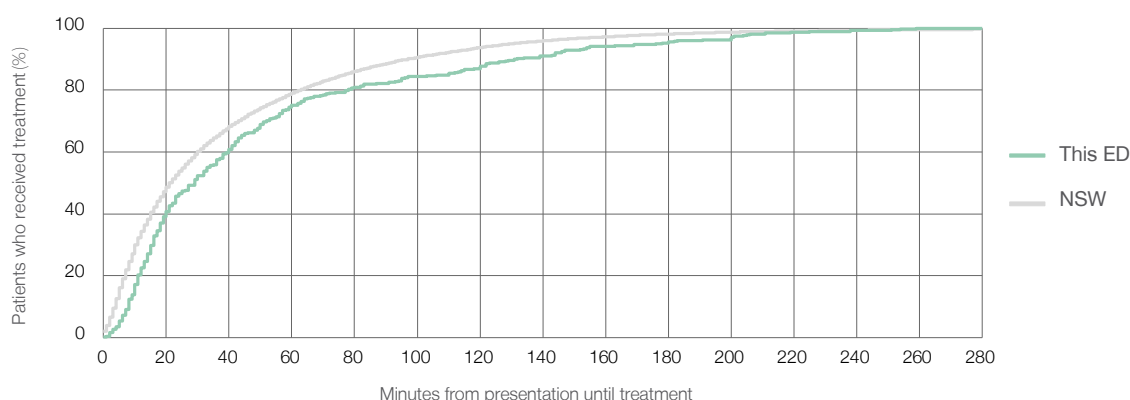
Number of triage 5 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 29 minutes

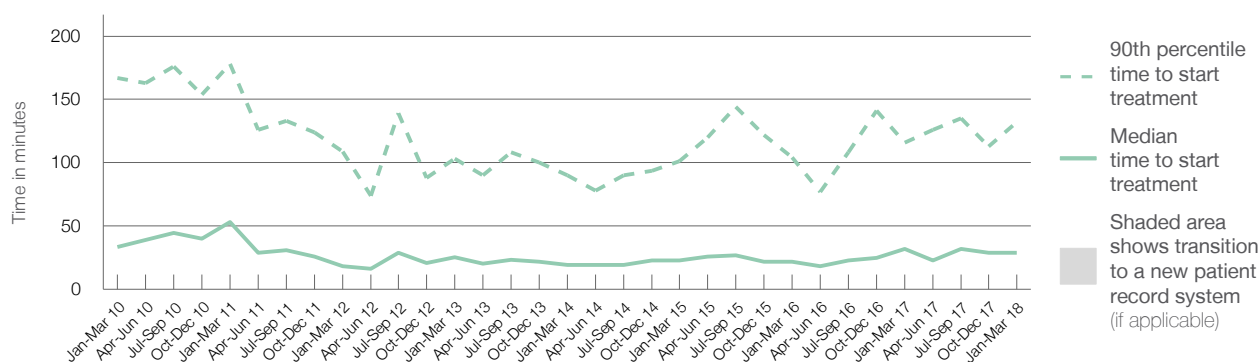
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
476	
358	
32 minutes	22 minutes
116 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)	34	53	18	26	19	23	22	32	29
90th percentile time to start treatment ⁵ (minutes)	167	178	109	103	90	101	104	116	132

(†) 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.

Auburn Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,954 patients

Presentations used to calculate time to leaving the ED:⁶ 6,953 patients

Median time spent in the ED⁸

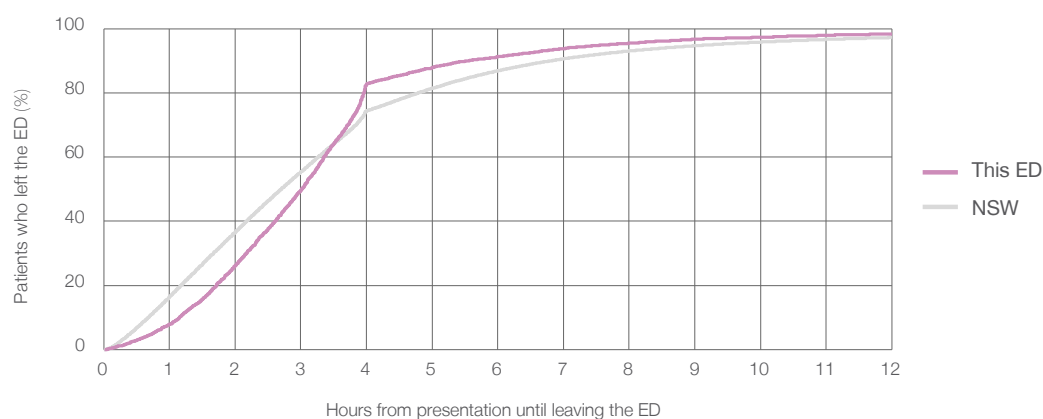
3 hours and 1 minutes

90th percentile time spent in the ED⁹

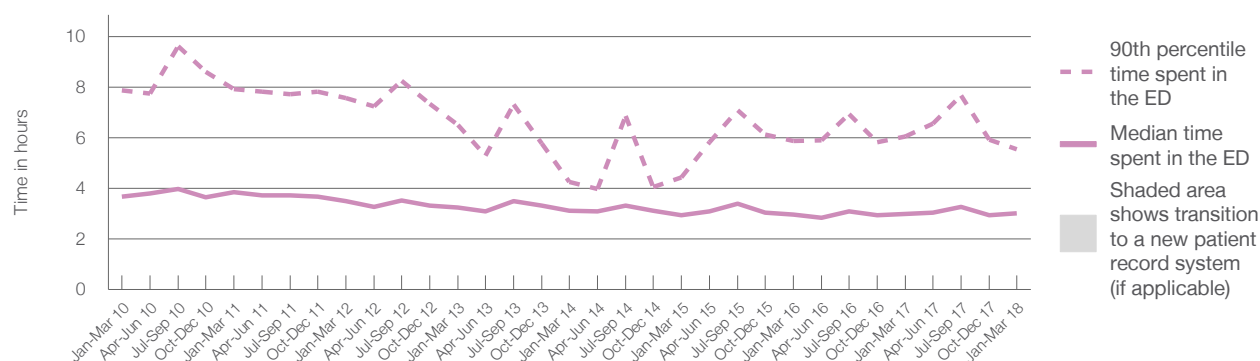
5 hours and 33 minutes

Same period last year	NSW (this period)
6,719	
6,717	
2 hours and 59 minutes	2 hours and 42 minutes
6 hours and 3 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)	3h 40m	3h 51m	3h 30m	3h 15m	3h 8m	2h 56m	2h 58m	2h 59m	3h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 53m	7h 56m	7h 35m	6h 30m	4h 15m	4h 26m	5h 53m	6h 3m	5h 33m

(†) 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.

Auburn Hospital: Time patients spent in the ED

By mode of separation

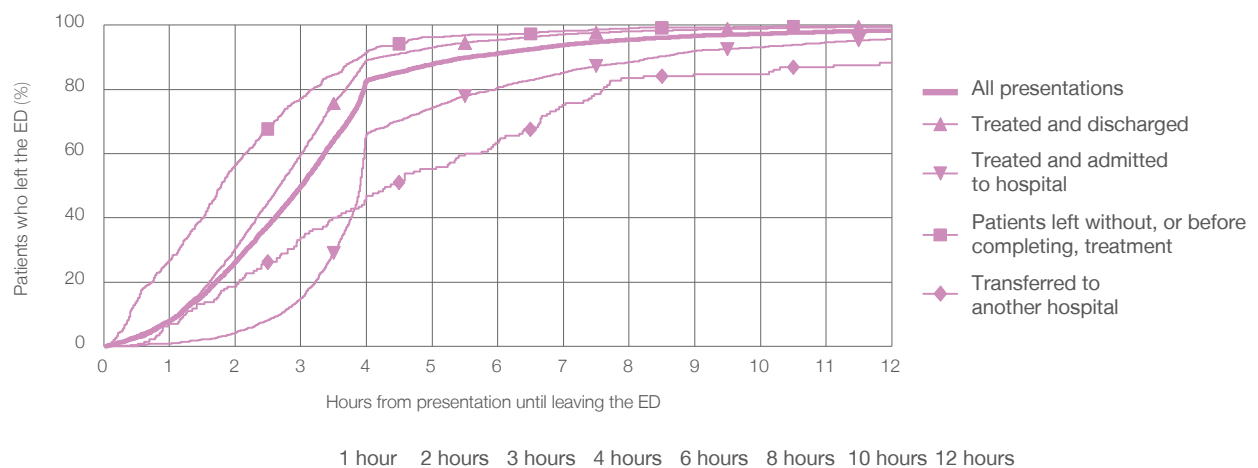
January to March 2018

All presentations:[†] 6,954 patients

Presentations used to calculate time to leaving the ED:[‡] 6,953 patients

		Same period last year	Change since one year ago
Treated and discharged	4,401 (63.3%)	6,717	4%
Treated and admitted to hospital	1,732 (24.9%)	4,361	0.9%
Patient left without, or before completing, treatment	641 (9.2%)	1,653	4.8%
Transferred to another hospital	145 (2.1%)	515	24.5%
Other	35 (0.5%)	161	-9.9%
		29	20.7%

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	7.7%	30.5%	59.7%	89.0%	95.4%	98.1%	99.0%	99.5%
Treated and admitted to hospital	0.9%	4.2%	14.9%	66.0%	80.6%	88.5%	93.1%	95.8%
Patient left without, or before completing, treatment	26.7%	56.4%	77.2%	91.6%	97.2%	99.1%	99.5%	99.7%
Transferred to another hospital	6.9%	18.6%	33.8%	46.9%	63.4%	83.4%	84.8%	88.3%
All presentations	7.9%	26.2%	49.7%	82.7%	91.2%	95.5%	97.3%	98.4%

(†) 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.

Auburn 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 6,954 patients

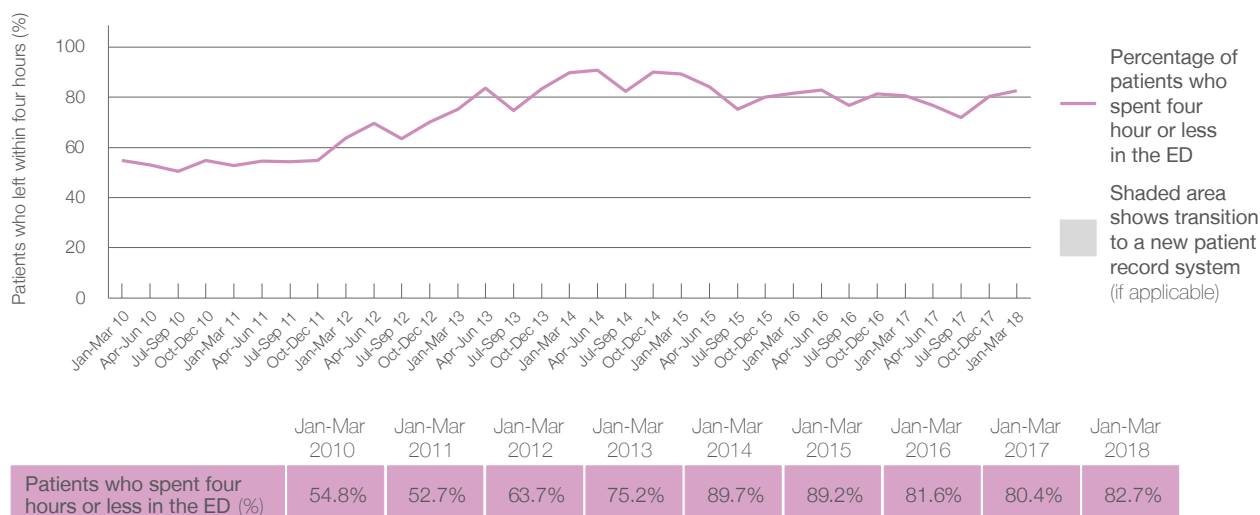
Presentations used to calculate time to leaving the ED: ⁶ 6,953 patients

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



Same period last year	Change since one year ago
6,719	3%
6,717	4%
80.4%	

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).

Blacktown Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,073 patients

Emergency presentations:² 13,005 patients

Same period last year	Change since one year ago
11,978	9%
11,897	9%

Blacktown Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,800 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,401 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,602 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,033 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,345	
11 minutes	8 minutes
31 minutes	23 minutes
4,207	
37 minutes	20 minutes
132 minutes	65 minutes
3,541	
45 minutes	25 minutes
141 minutes	98 minutes
701	
35 minutes	22 minutes
126 minutes	97 minutes

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,070 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
11,966	9%
54%	

* 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.

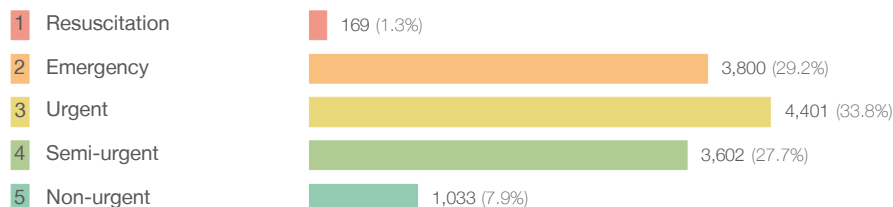
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Blacktown Hospital: Patients presenting to the emergency department

January to March 2018

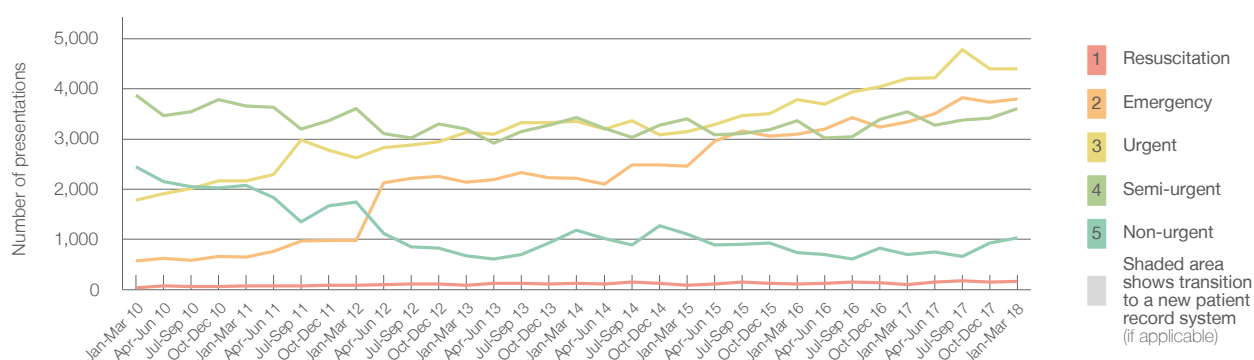
All presentations:¹ 13,073 patients

Emergency presentations² by triage category: 13,005 patients



Same period last year	Change since one year ago
11,978	9%
11,897	9%
103	64.1%
3,345	13.6%
4,207	4.6%
3,541	1.7%
701	47.4%

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	42	79	92	93	121	91	112	103	169
Emergency	578	653	974	2,138	2,218	2,457	3,091	3,345	3,800
Urgent	1,783	2,163	2,620	3,130	3,347	3,142	3,781	4,207	4,401
Semi-urgent	3,872	3,661	3,602	3,199	3,433	3,405	3,359	3,541	3,602
Non-urgent	2,446	2,076	1,741	677	1,185	1,103	739	701	1,033
All emergency presentations	8,721	8,632	9,029	9,237	10,304	10,198	11,082	11,897	13,005

Blacktown Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,871 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,539	
15 minutes	-1 minute
33 minutes	-6 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.

Blacktown 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: 3,800

Number of triage 2 patients used to calculate waiting time:³ 3,769

Median time to start treatment⁴

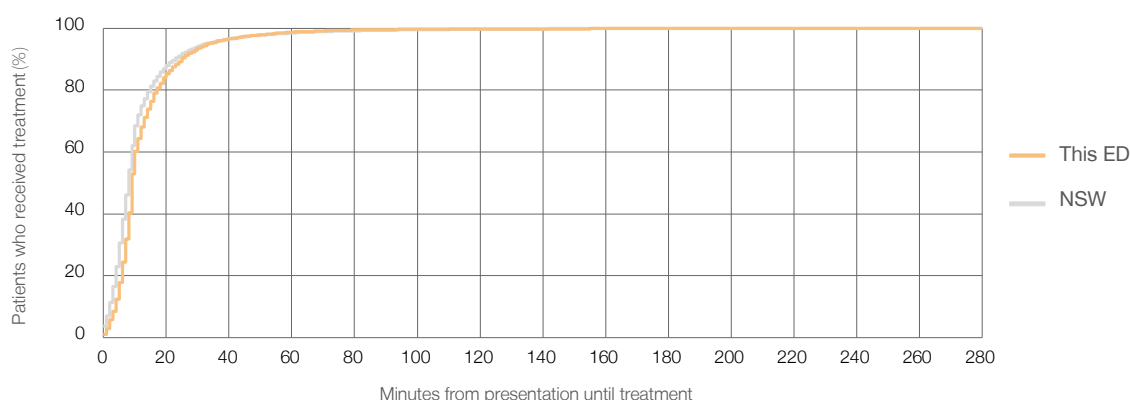
9 minutes

90th percentile time to start treatment⁵

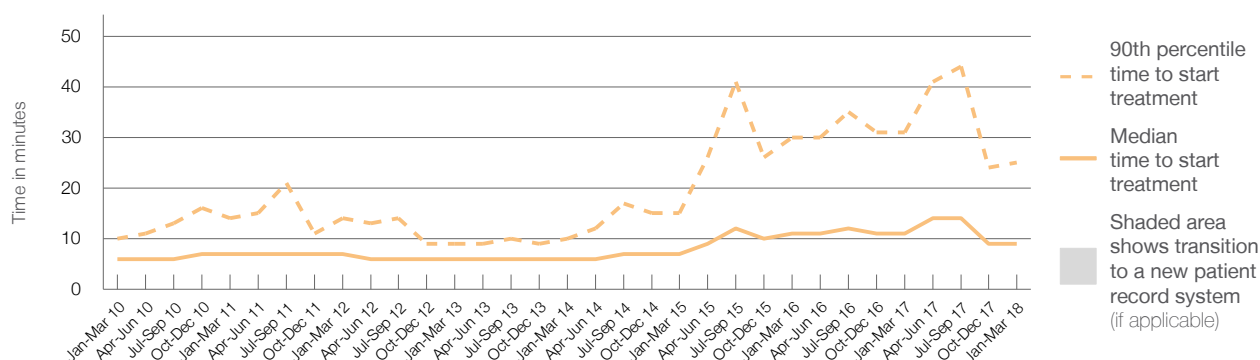
25 minutes

Same period last year	NSW (this period)
3,345	
3,308	
11 minutes	8 minutes
31 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)	6	7	7	6	6	7	11	11	9
90th percentile time to start treatment ⁵ (minutes)	10	14	14	9	10	15	30	31	25

(†) 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.

Blacktown 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: 4,401

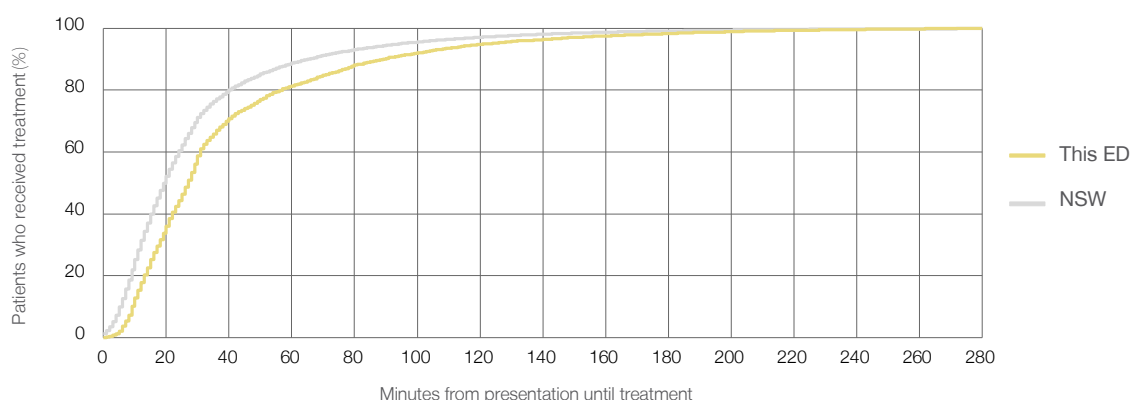
Number of triage 3 patients used to calculate waiting time:³ 4,257

Median time to start treatment⁴ 27 minutes

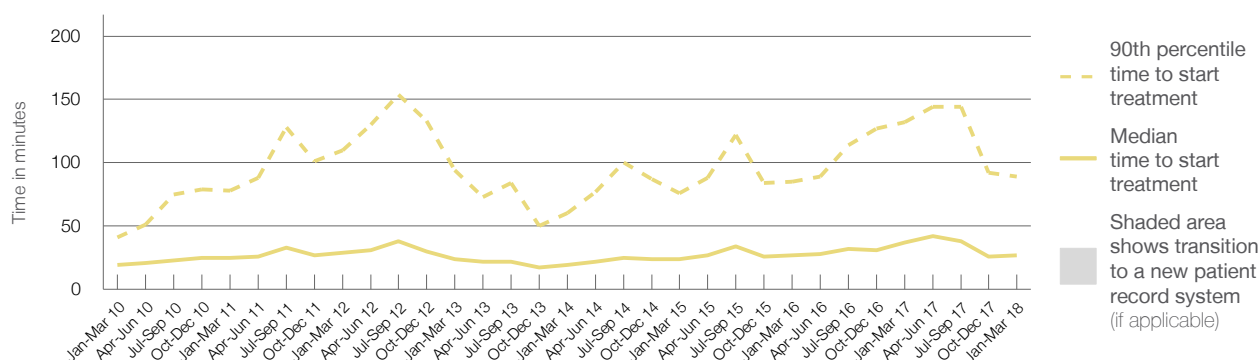
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,207	
3,962	
37 minutes	20 minutes
132 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)	19	25	29	24	19	24	27	37	27
90th percentile time to start treatment ⁵ (minutes)	41	78	110	94	60	76	85	132	89

(†) 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.

Blacktown 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: 3,602

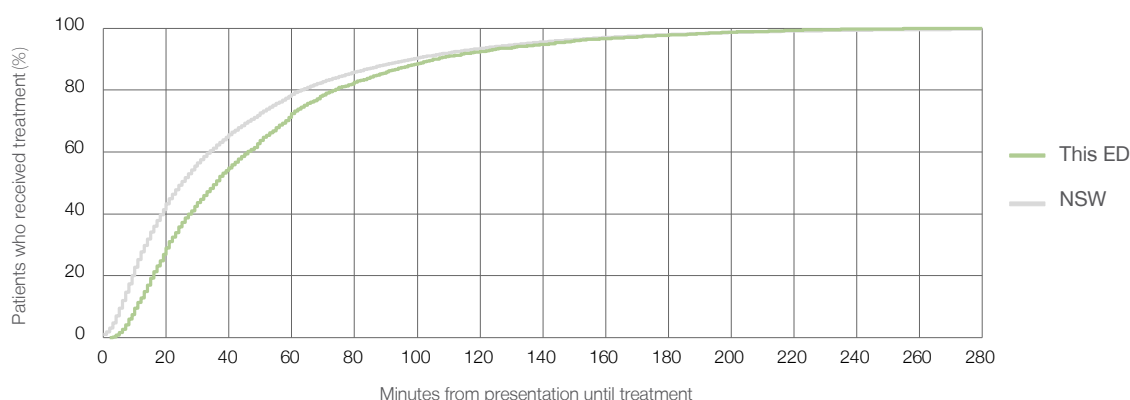
Number of triage 4 patients used to calculate waiting time:³ 3,416

Median time to start treatment⁴ 36 minutes

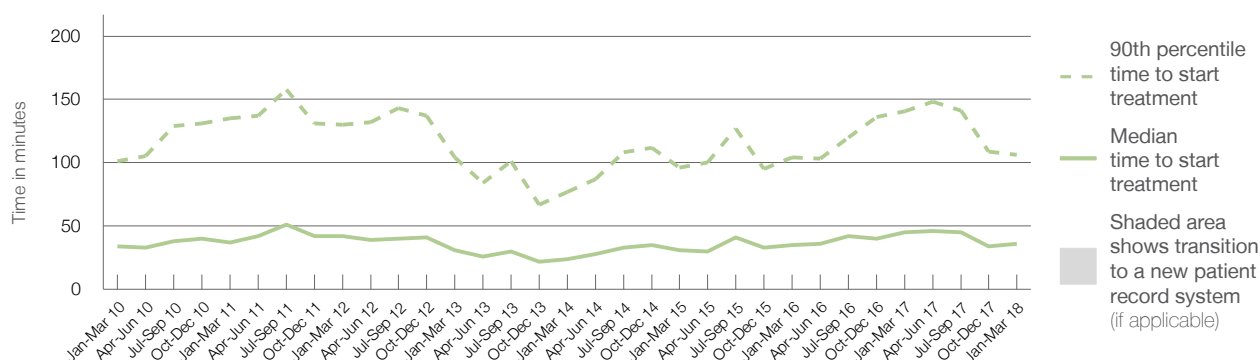
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
3,541	
3,270	
45 minutes	25 minutes
141 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)	34	37	42	31	24	31	35	45	36
90th percentile time to start treatment ⁵ (minutes)	101	135	130	104	77	96	104	141	106

(†) 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.

Blacktown 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: 1,033

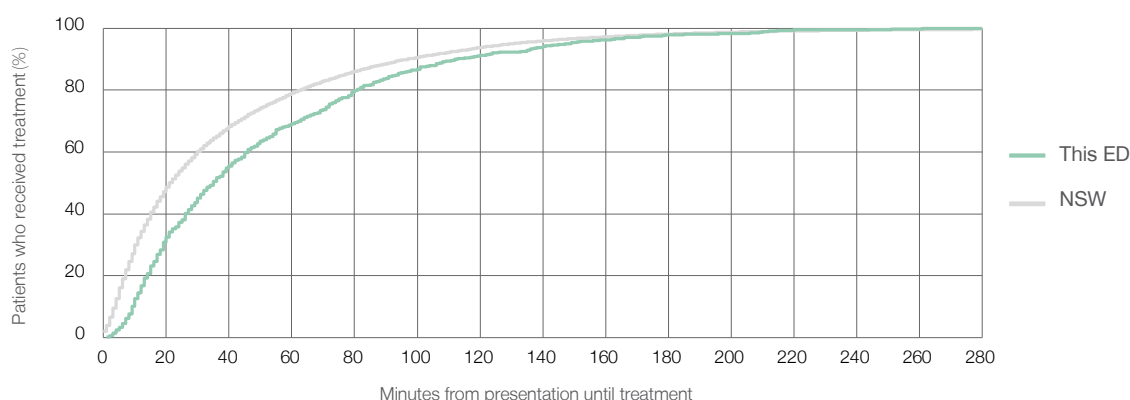
Number of triage 5 patients used to calculate waiting time:³ 860

Median time to start treatment⁴ 35 minutes

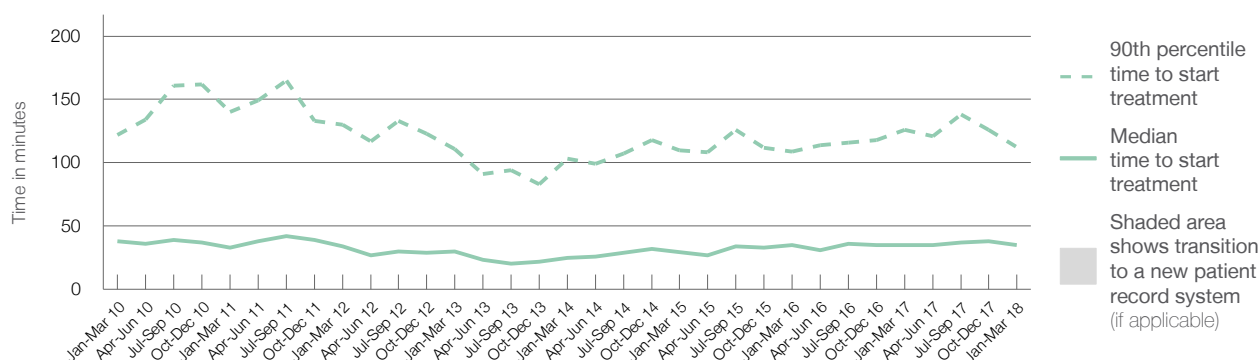
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
701	
562	
35 minutes	22 minutes
126 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)	38	33	34	30	25	30	35	35	35
90th percentile time to start treatment ⁵ (minutes)	122	140	130	111	103	110	109	126	113

(†) 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.

Blacktown Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,073 patients

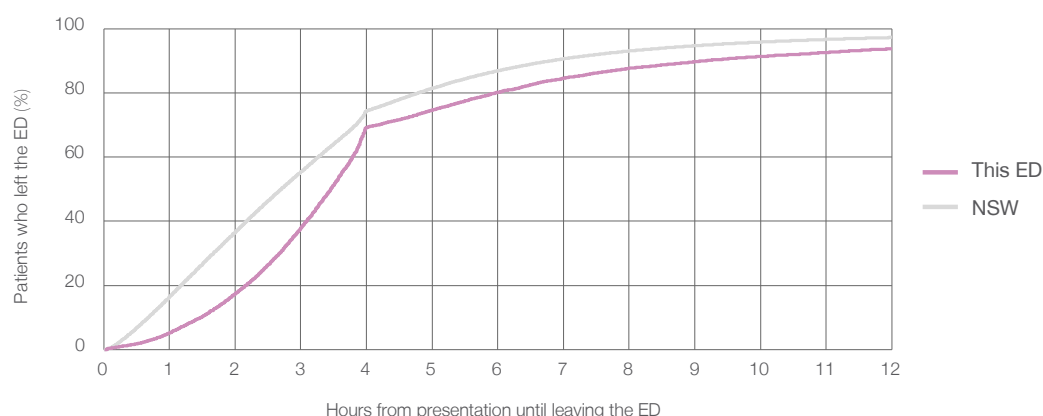
Presentations used to calculate time to leaving the ED:⁶ 13,070 patients

Median time spent in the ED⁸ 3 hours and 27 minutes

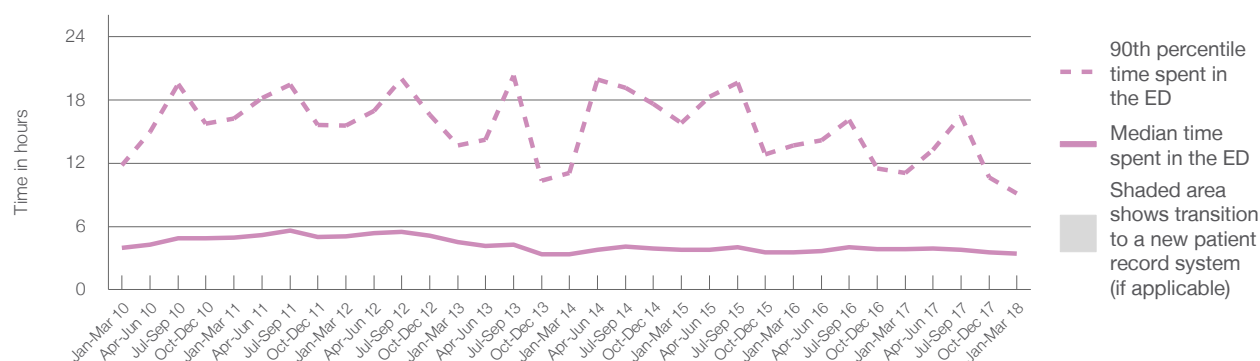
90th percentile time spent in the ED⁹ 9 hours and 10 minutes

Same period last year	NSW (this period)
11,978	
11,966	
3 hours and 52 minutes	2 hours and 42 minutes
11 hours and 6 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)	3h 57m	4h 56m	5h 3m	4h 31m	3h 21m	3h 47m	3h 31m	3h 52m	3h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 49m	16h 12m	15h 32m	13h 41m	11h 5m	15h 50m	13h 40m	11h 6m	9h 10m

(†) 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:[†] 13,073 patients

Presentations used to calculate time to leaving the ED:[‡] 13,070 patients

Treated and discharged 6,371 (48.7%)

Treated and admitted to hospital 5,676 (43.4%)

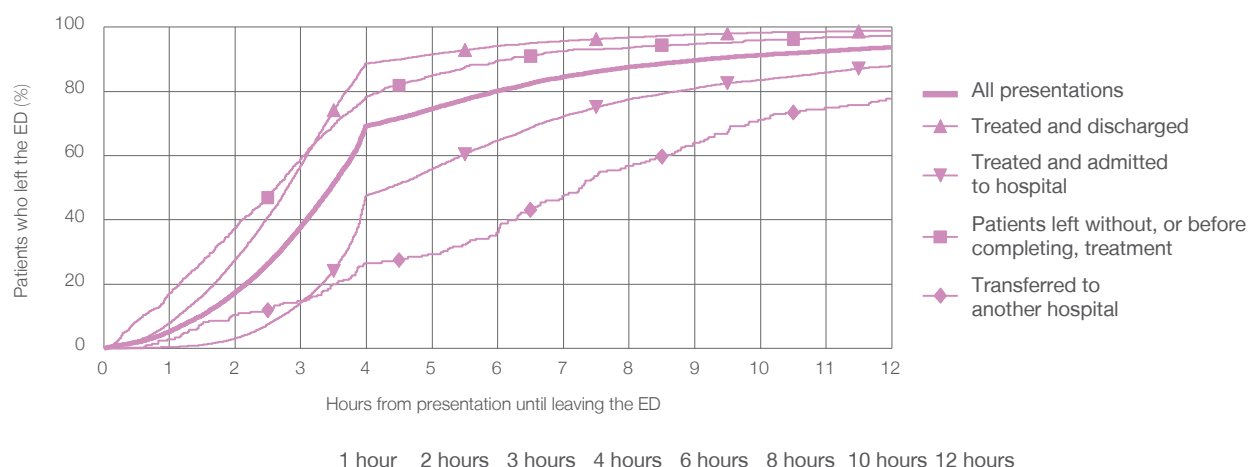
Patient left without, or before completing, treatment 769 (5.9%)

Transferred to another hospital 211 (1.6%)

Other 46 (0.4%)

Same period last year	Change since one year ago
11,966	9%
6,050	5.3%
4,789	18.5%
871	-11.7%
199	6.0%
69	-33.3%

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



Treated and discharged	7.8%	27.7%	57.0%	88.8%	94.2%	96.9%	98.3%	98.9%
Treated and admitted to hospital	0.3%	3.2%	14.3%	47.6%	64.8%	77.6%	83.5%	87.9%
Patient left without, or before completing, treatment	17.1%	37.4%	59.1%	78.4%	89.4%	93.6%	96.0%	97.3%
Transferred to another hospital	2.8%	10.4%	14.7%	26.5%	36.0%	56.9%	71.1%	77.7%
All presentations	5.2%	17.5%	37.9%	69.3%	80.2%	87.7%	91.3%	93.7%

(†) 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.

Blacktown 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 13,073 patients

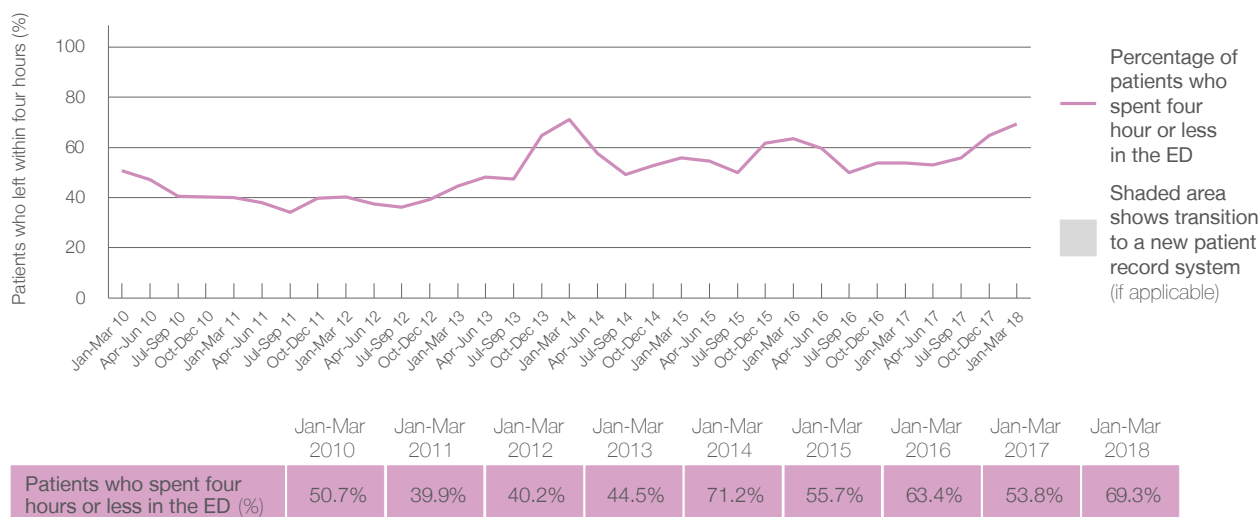
Presentations used to calculate time to leaving the ED: ⁶ 13,070 patients

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



Same period last year	Change since one year ago
11,978	9%
11,966	9%
53.8%	

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).

Mount Druitt Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,465 patients

Emergency presentations:² 8,391 patients

Same period last year	Change since one year ago
7,964	6%
7,889	6%

Mount Druitt Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,484 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,104 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,775 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 995 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,373	
10 minutes	8 minutes
25 minutes	23 minutes
2,939	
27 minutes	20 minutes
87 minutes	65 minutes
2,649	
40 minutes	25 minutes
114 minutes	98 minutes
910	
41 minutes	22 minutes
127 minutes	97 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,459 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
7,960	6%
67%	

* 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.

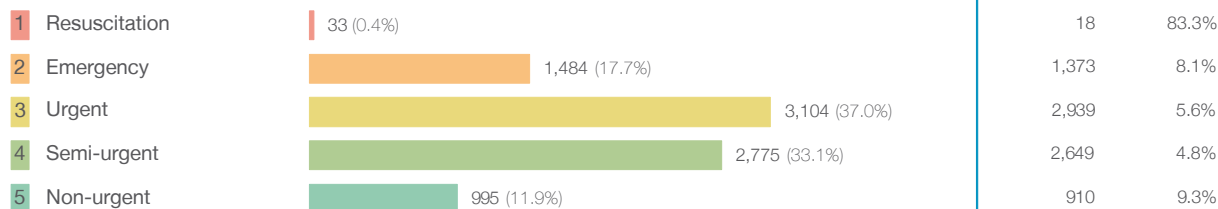
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Mount Druitt Hospital: Patients presenting to the emergency department

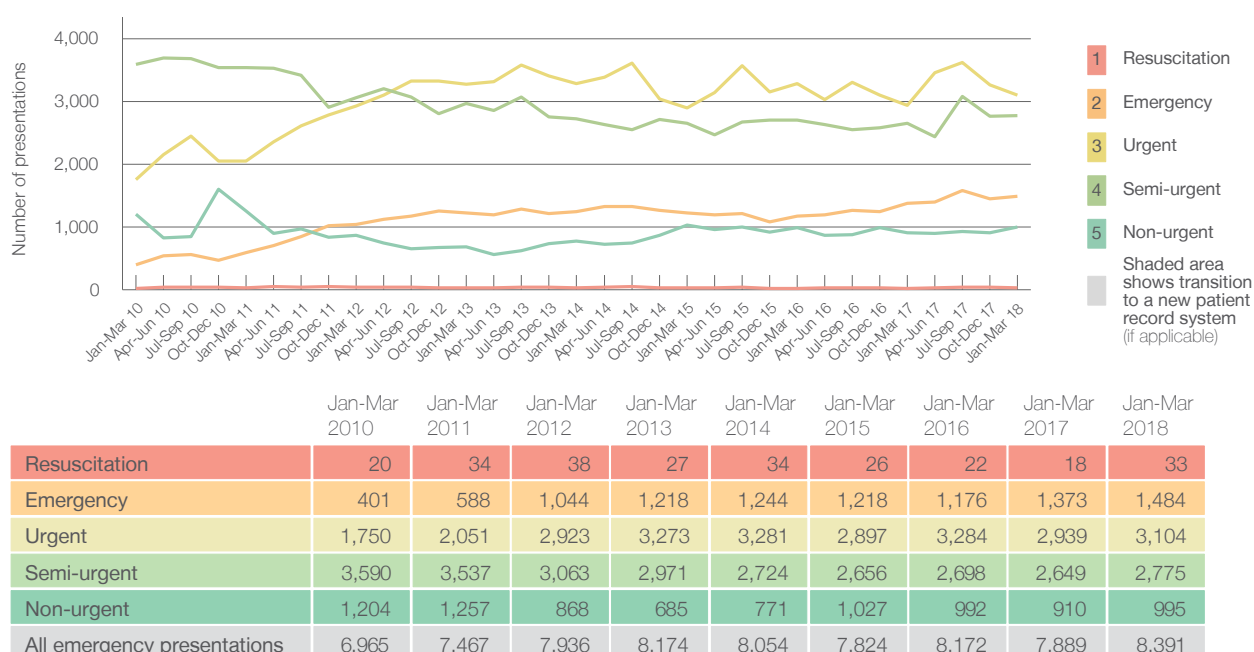
January to March 2018

All presentations:¹ 8,465 patients

Emergency presentations² by triage category: 8,391 patients



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



Mount Druitt Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 947 patients

ED Transfer of care time



(†) 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.

Mount Druitt 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: 1,484

Number of triage 2 patients used to calculate waiting time: ³ 1,478

Median time to start treatment ⁴

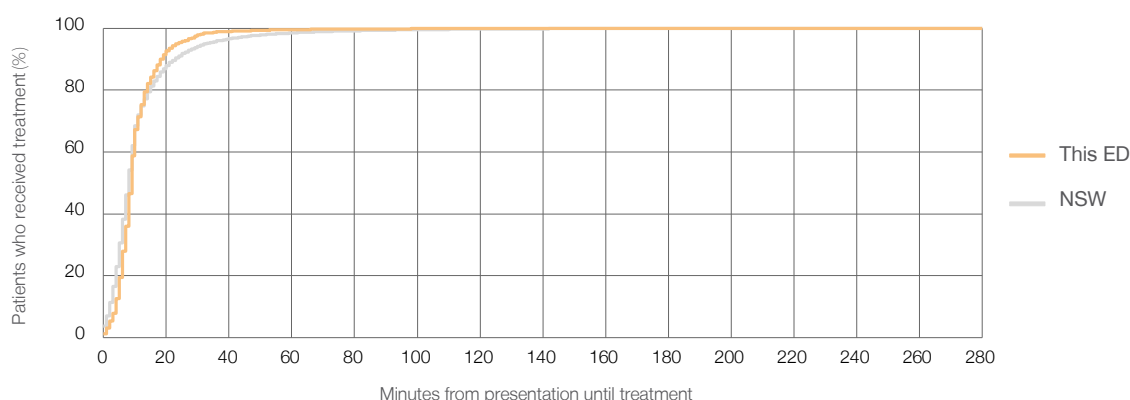
9 minutes

90th percentile time to start treatment ⁵

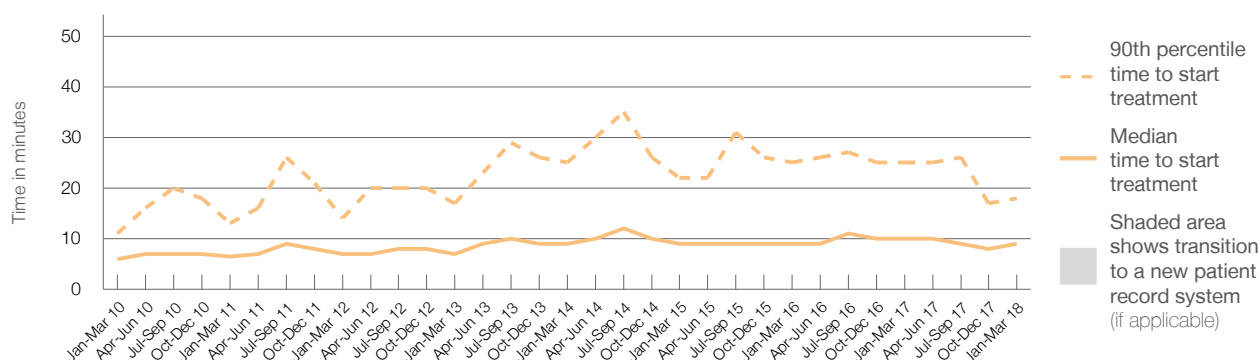
18 minutes

Same period last year	NSW (this period)
1,373	
1,367	
10 minutes	8 minutes
25 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)	6	7	7	7	9	9	9	10	9
90th percentile time to start treatment ⁵ (minutes)	11	13	14	17	25	22	25	25	18

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

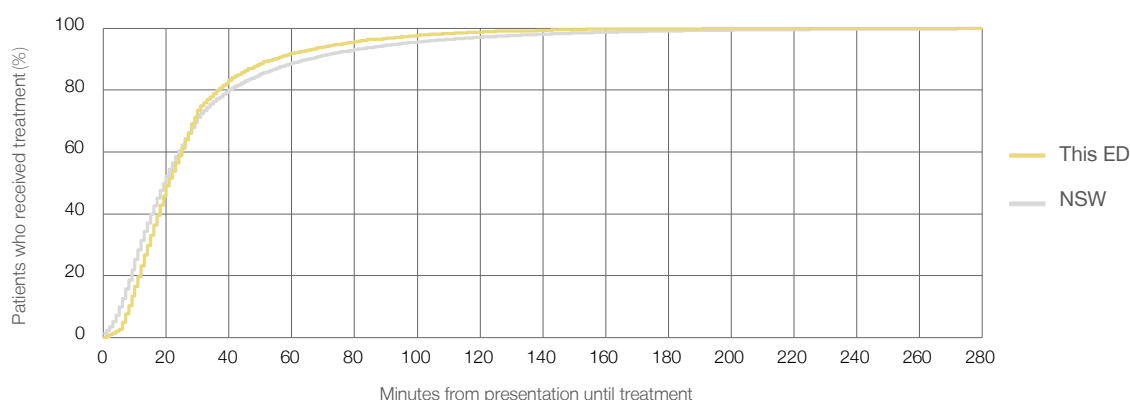
Number of triage 3 patients: 3,104

Number of triage 3 patients used to calculate waiting time:³ 3,029

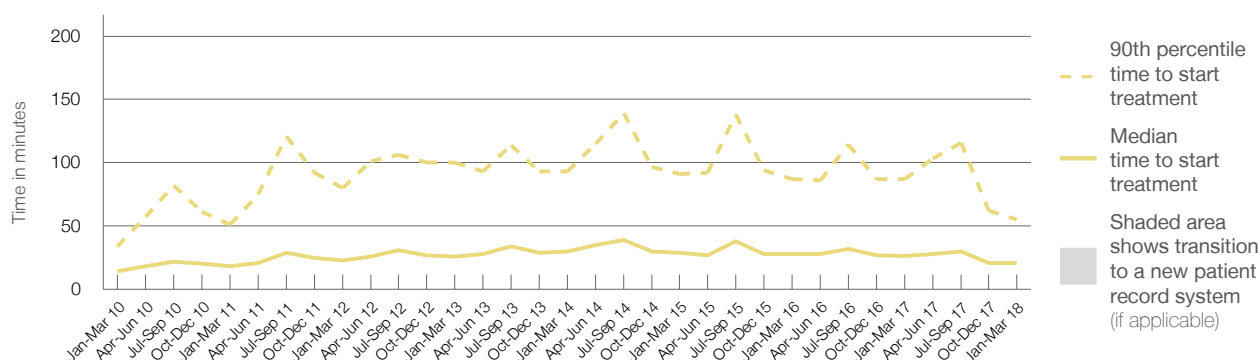
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,939	
2,834	
27 minutes	20 minutes
87 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)	14	18	23	26	30	29	28	27	21
90th percentile time to start treatment ⁵ (minutes)	34	51	80	100	93	91	87	87	55

(†) 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.

Mount Druitt 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: 2,775

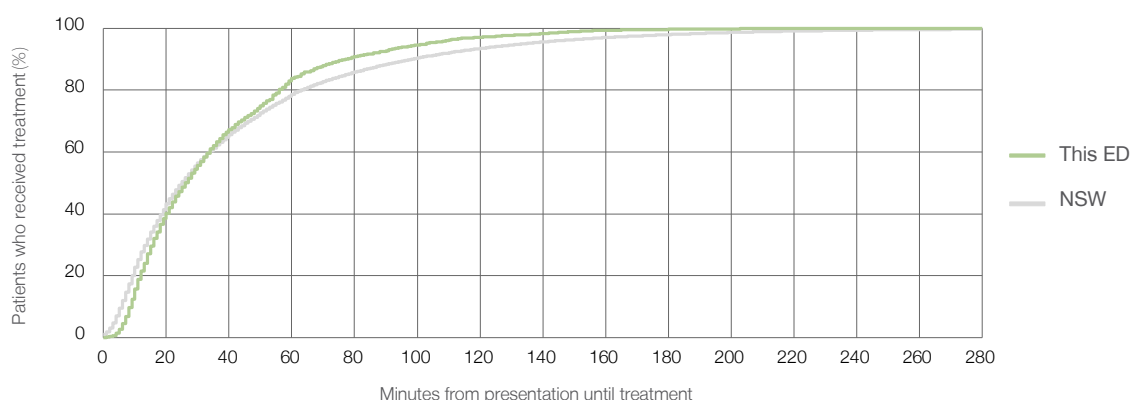
Number of triage 4 patients used to calculate waiting time:³ 2,625

Median time to start treatment⁴ 26 minutes

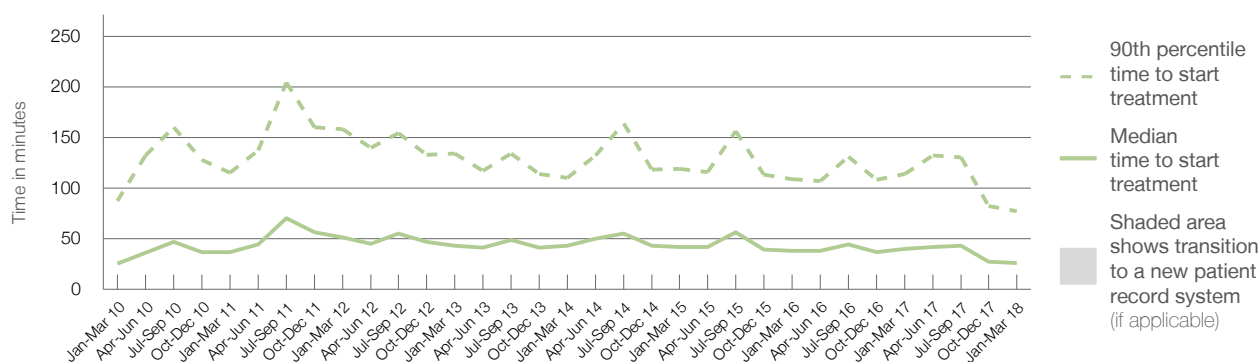
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,649	
2,464	
40 minutes	25 minutes
114 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)	25	37	51	43	43	42	38	40	26
90th percentile time to start treatment ⁵ (minutes)	87	115	158	134	110	119	109	114	77

(†) 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.

Mount Druitt 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: 995

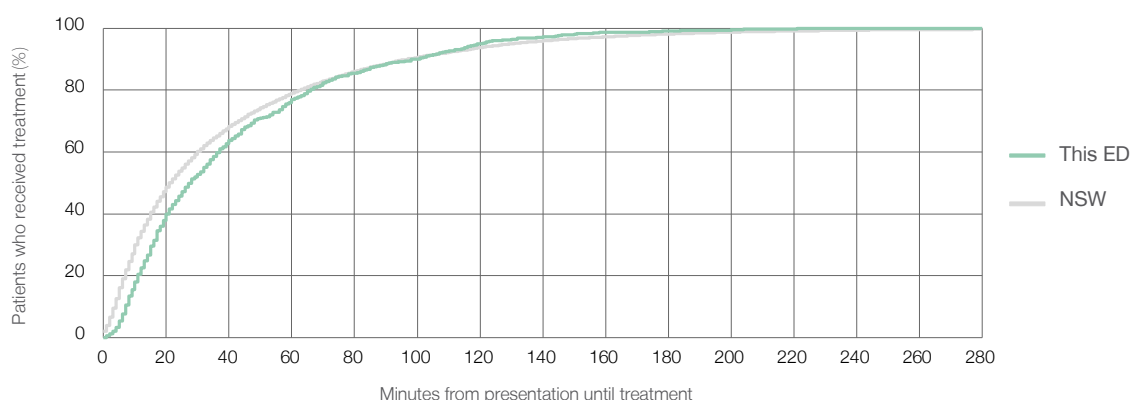
Number of triage 5 patients used to calculate waiting time:³ 891

Median time to start treatment⁴ 28 minutes

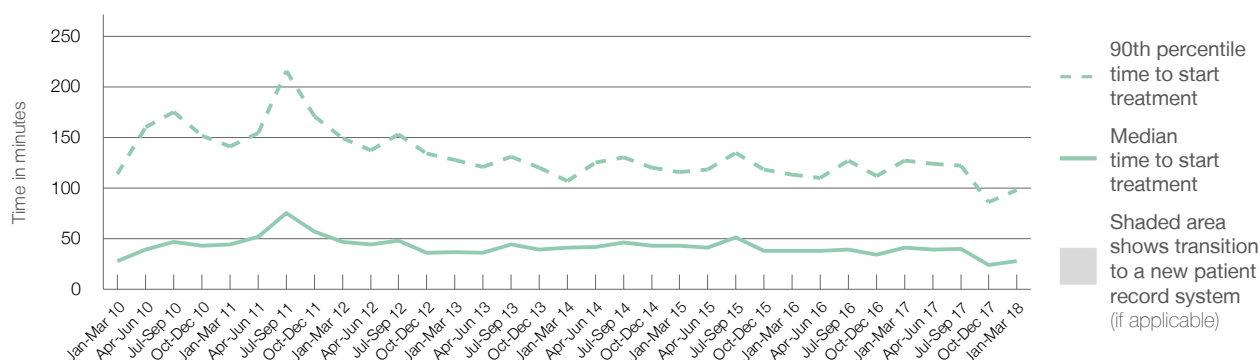
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
910	
812	
41 minutes	22 minutes
127 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)	28	44	47	37	41	43	38	41	28
90th percentile time to start treatment ⁵ (minutes)	114	141	149	128	107	116	113	127	98

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,465 patients

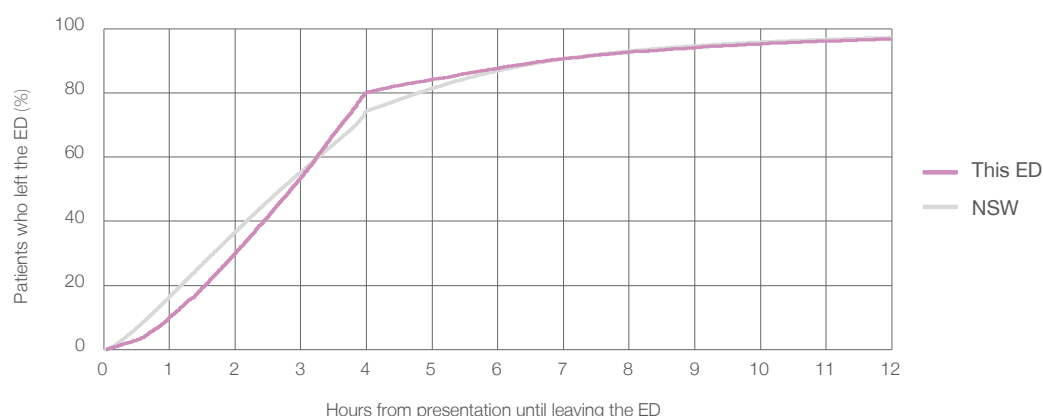
Presentations used to calculate time to leaving the ED:⁶ 8,459 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

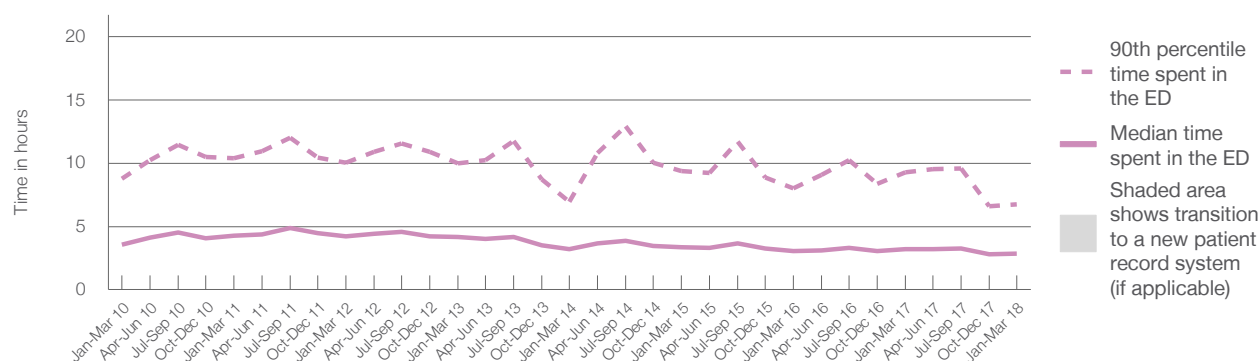
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
7,964	
7,960	
3 hours and 12 minutes	2 hours and 42 minutes
9 hours and 17 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)	3h 35m	4h 15m	4h 13m	4h 11m	3h 11m	3h 23m	3h 4m	3h 12m	2h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 46m	10h 24m	10h 2m	9h 58m	6h 57m	9h 23m	8h 0m	9h 17m	6h 45m

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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.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

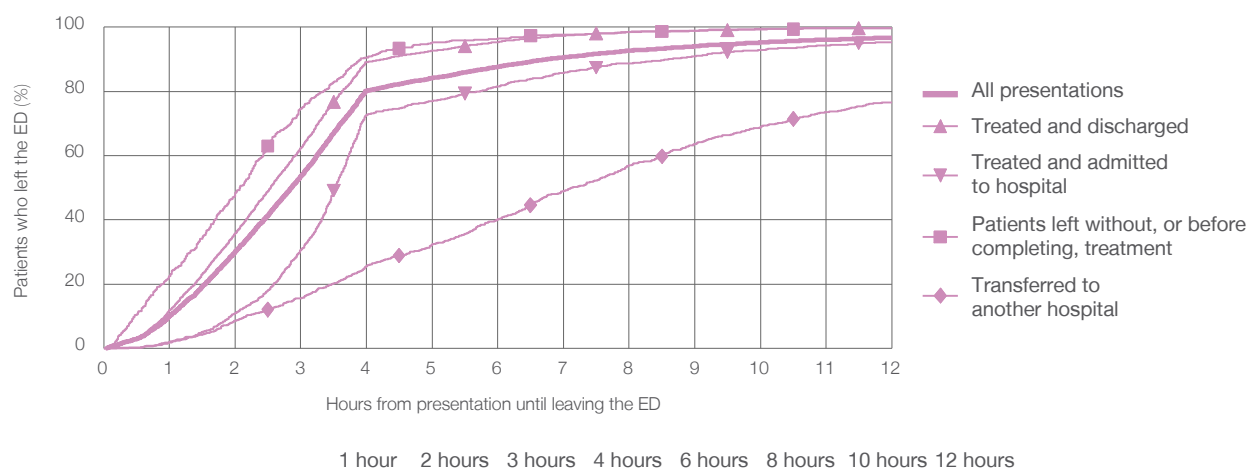
January to March 2018

All presentations:[†] 8,465 patients

Presentations used to calculate time to leaving the ED:[‡] 8,459 patients

		Same period last year	Change since one year ago
Treated and discharged	5,770 (68.2%)	7,960	6%
Treated and admitted to hospital	1,249 (14.8%)	5,308	8.7%
Patient left without, or before completing, treatment	533 (6.3%)	1,172	6.6%
Transferred to another hospital	886 (10.5%)	578	-7.8%
Other	27 (0.3%)	904	-2.0%
		2	1250.0%

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	11.9%	35.9%	62.5%	89.2%	95.4%	98.5%	99.4%	99.8%
Treated and admitted to hospital	2.0%	10.9%	30.7%	72.7%	81.5%	88.8%	92.9%	95.3%
Patient left without, or before completing, treatment	22.5%	48.4%	74.5%	90.6%	96.4%	98.5%	99.4%	99.6%
Transferred to another hospital	1.7%	8.6%	15.6%	25.7%	40.2%	57.0%	68.8%	76.6%
All presentations	10.1%	30.2%	53.6%	80.2%	87.6%	92.7%	95.2%	96.7%

(†) 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.

Mount Druitt 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 8,465 patients

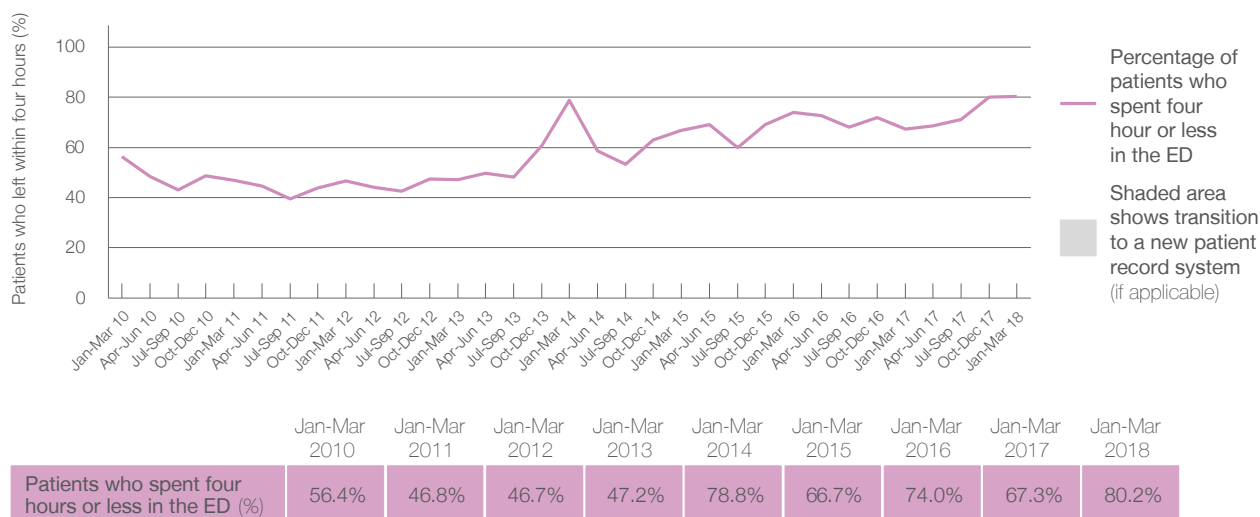
Presentations used to calculate time to leaving the ED: ⁶ 8,459 patients

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



Same period last year	Change since one year ago
7,964	6%
7,960	6%
67.3%	

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*.
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 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).

Westmead Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations:² 19,540 patients

Same period last year	Change since one year ago
19,221	2%
19,047	3%

Westmead Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,061 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,144 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,519 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,328 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
5,848	
22 minutes	8 minutes
110 minutes	23 minutes
6,860	
62 minutes	20 minutes
182 minutes	65 minutes
4,535	
63 minutes	25 minutes
177 minutes	98 minutes
1,336	
53 minutes	22 minutes
146 minutes	97 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,665 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
19,216	2%
51%	

* 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.

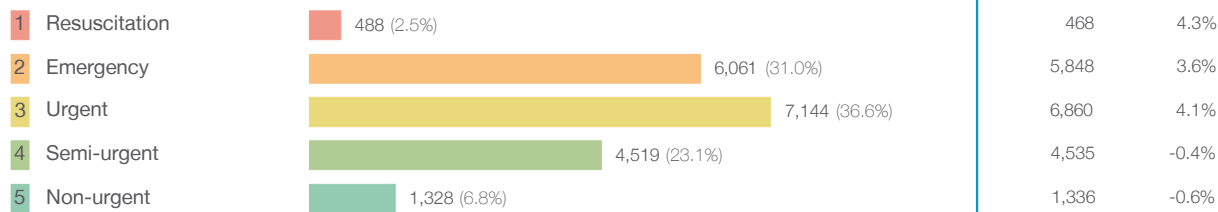
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Westmead Hospital: Patients presenting to the emergency department

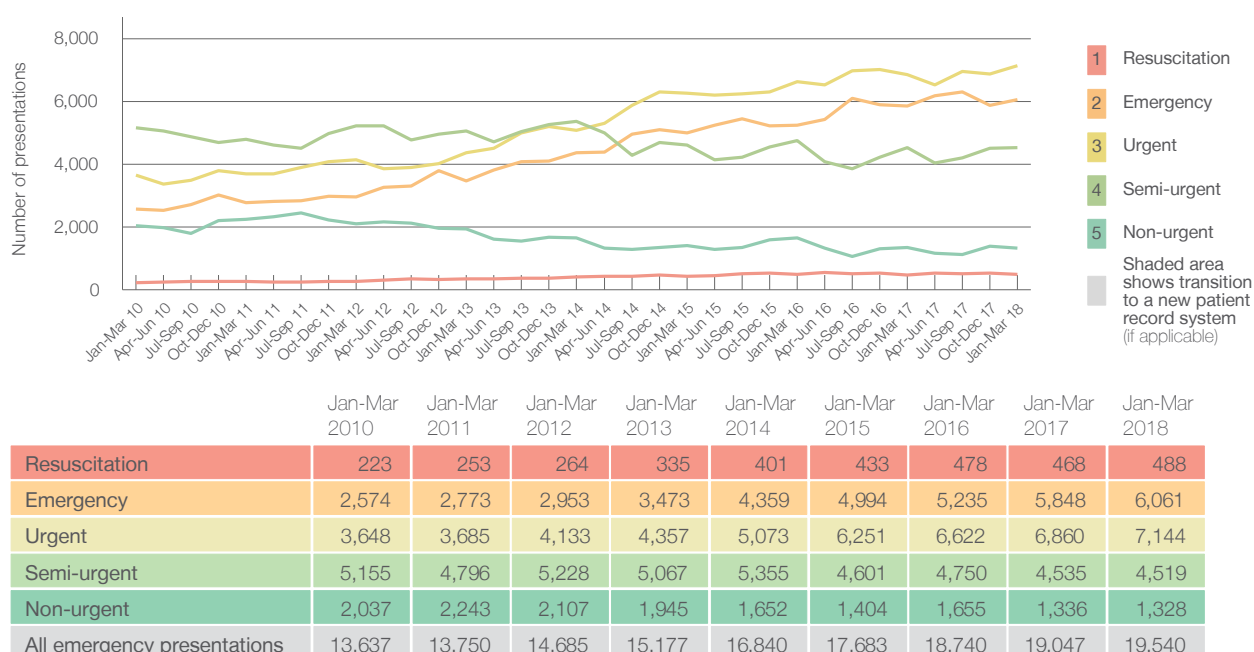
January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations² by triage category: 19,540 patients



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



Westmead Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,754 patients

ED Transfer of care time



(†) 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.

Westmead 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: 6,061

Number of triage 2 patients used to calculate waiting time: ³ 5,959

Median time to start treatment ⁴

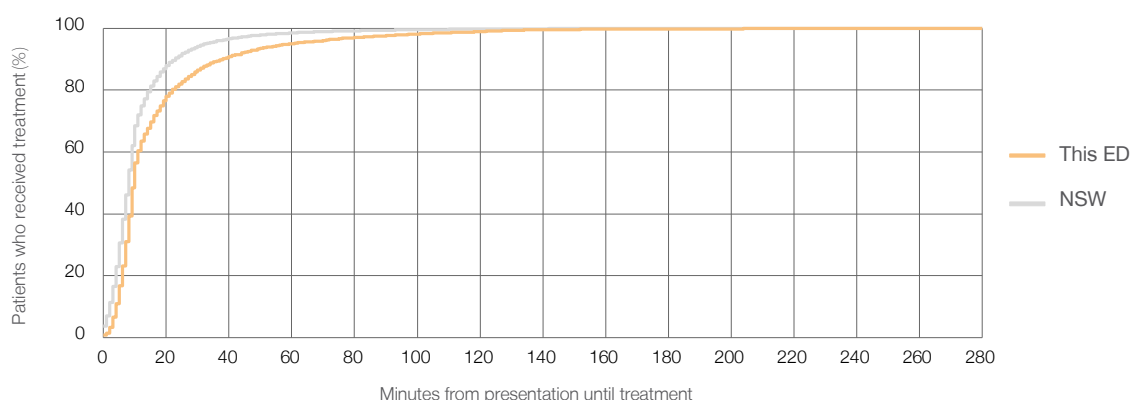
10 minutes

90th percentile time to start treatment ⁵

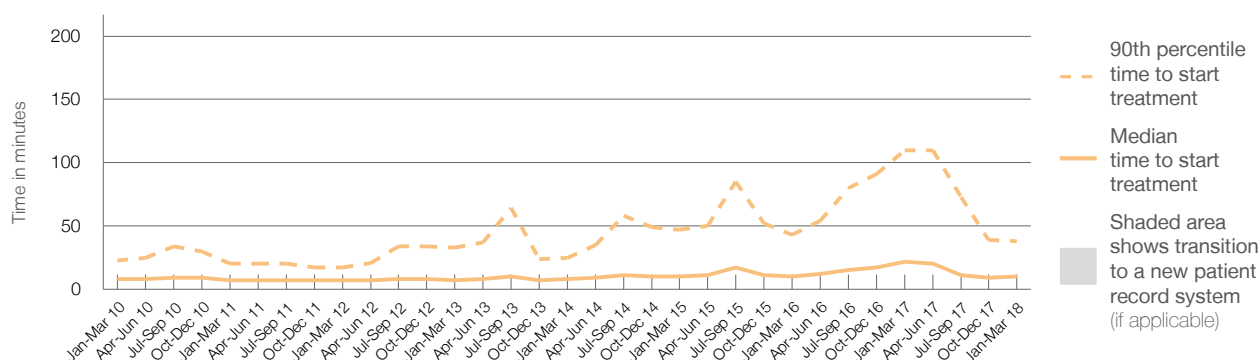
38 minutes

Same period last year	NSW (this period)
5,848	
5,655	
22 minutes	8 minutes
110 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)	8	7	7	7	8	10	10	22	10
90th percentile time to start treatment ⁵ (minutes)	23	20	17	33	25	47	43	110	38

(†) 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.

Westmead 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: 7,144

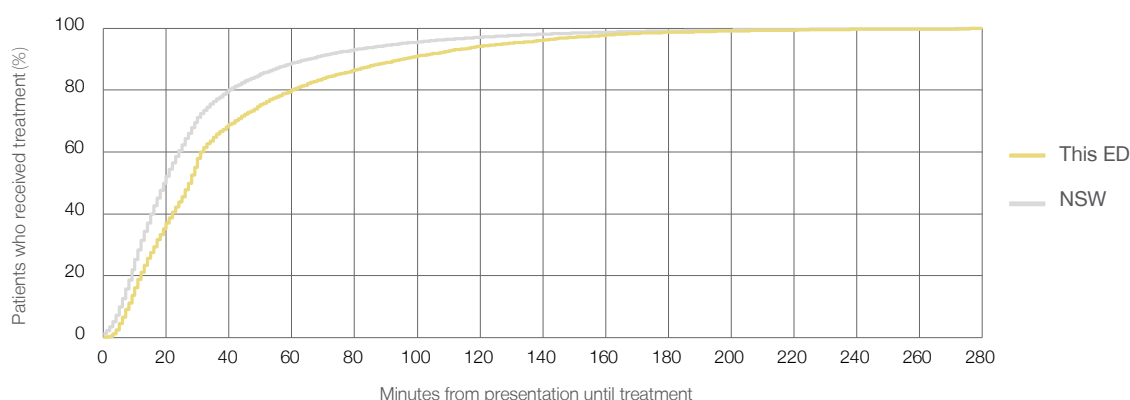
Number of triage 3 patients used to calculate waiting time:³ 6,823

Median time to start treatment⁴ 28 minutes

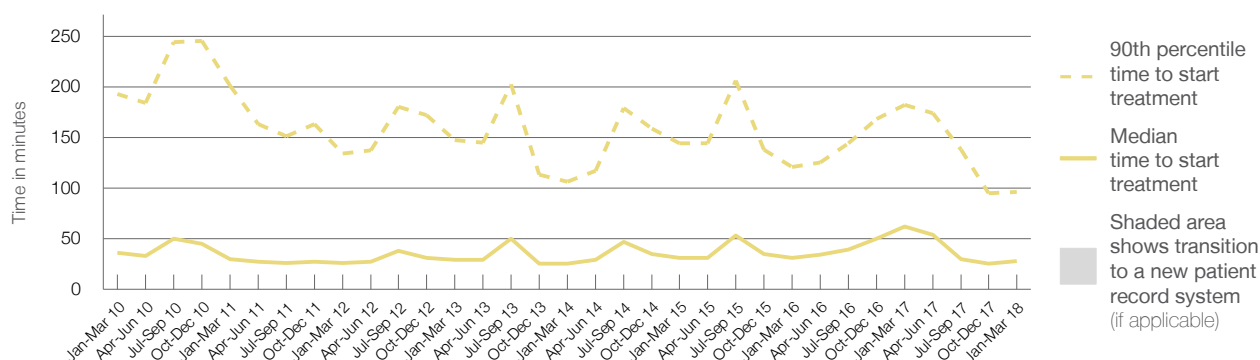
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
6,860	
6,077	
62 minutes	20 minutes
182 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)	36	30	26	29	25	31	31	62	28
90th percentile time to start treatment ⁵ (minutes)	193	201	134	147	106	144	121	182	96

(†) 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.

Westmead 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: 4,519

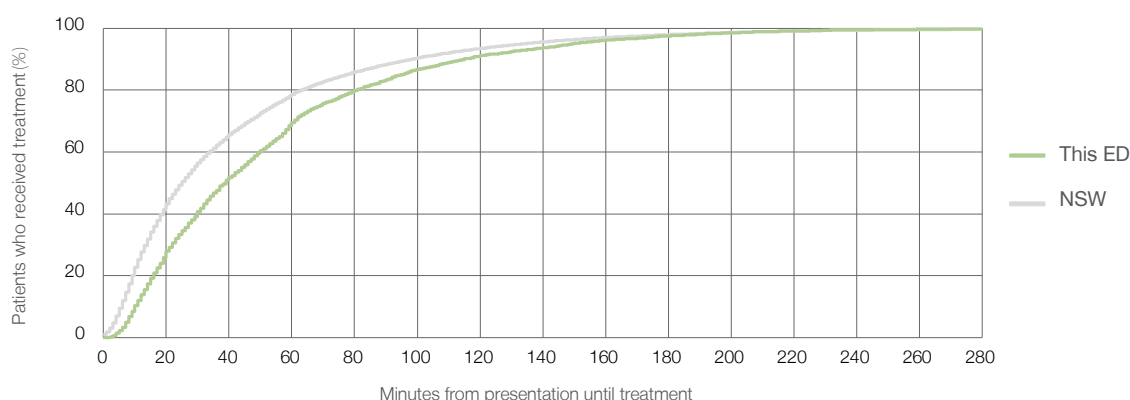
Number of triage 4 patients used to calculate waiting time:³ 4,264

Median time to start treatment⁴ 39 minutes

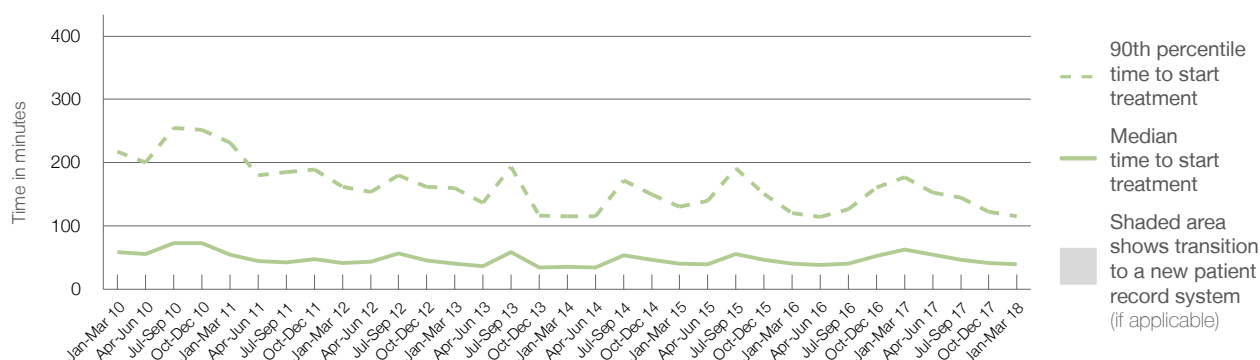
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,535	
3,939	
63 minutes	25 minutes
177 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)	59	55	42	40	35	40	40	63	39
90th percentile time to start treatment ⁵ (minutes)	218	232	162	160	115	131	120	177	115

(†) 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.

Westmead 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: 1,328

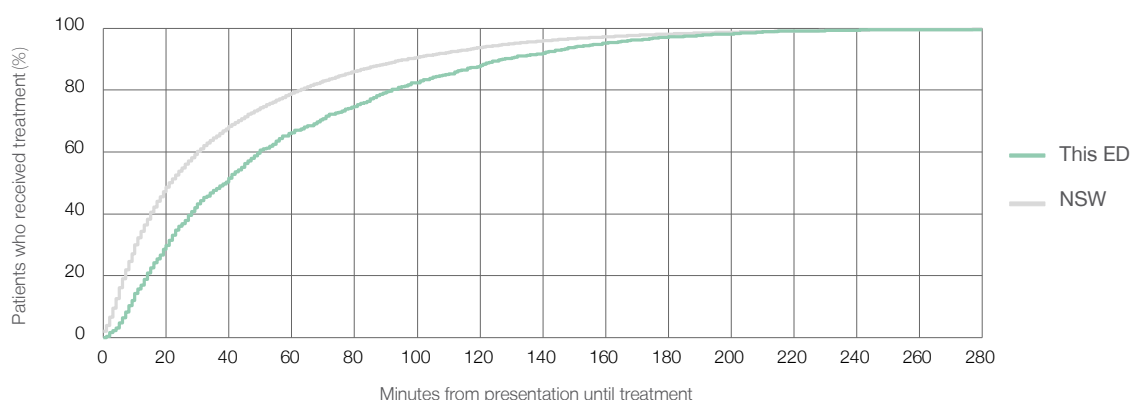
Number of triage 5 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴ 39 minutes

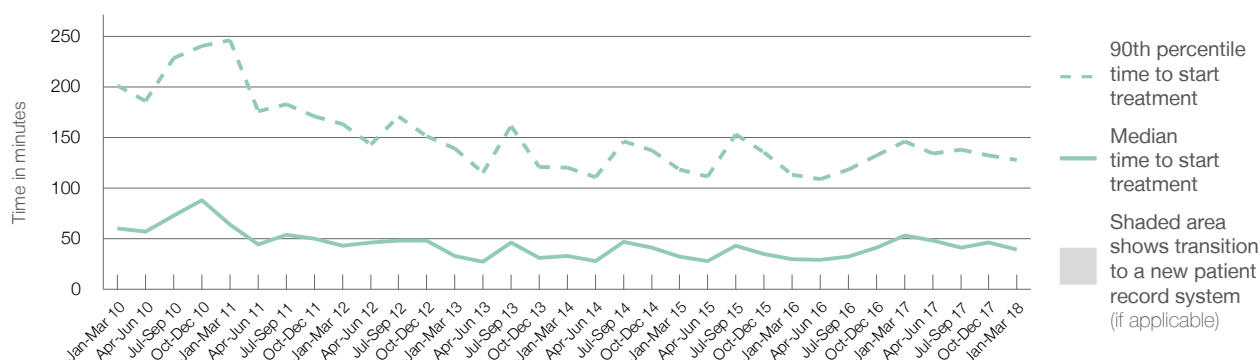
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,336	
1,047	
53 minutes	22 minutes
146 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)	60	64	43	33	33	32	30	53	39
90th percentile time to start treatment ⁵ (minutes)	201	246	163	139	120	118	113	146	128

(†) 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.

Westmead Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,670 patients

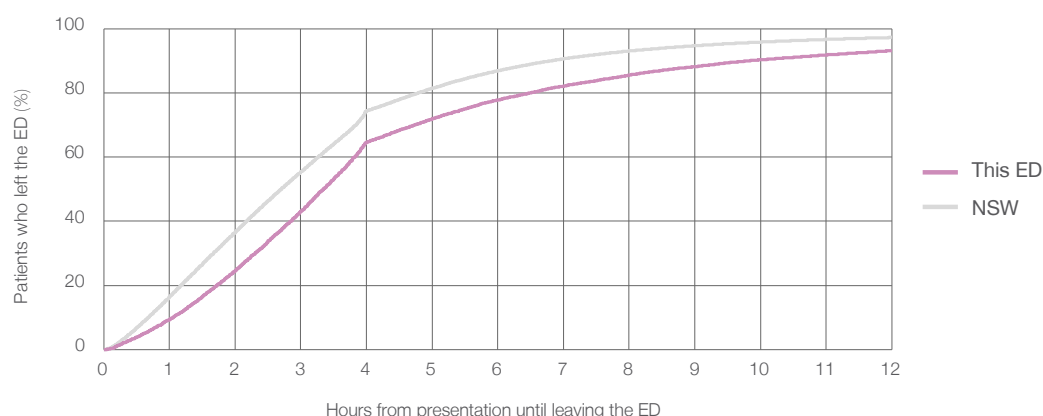
Presentations used to calculate time to leaving the ED:⁶ 19,665 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

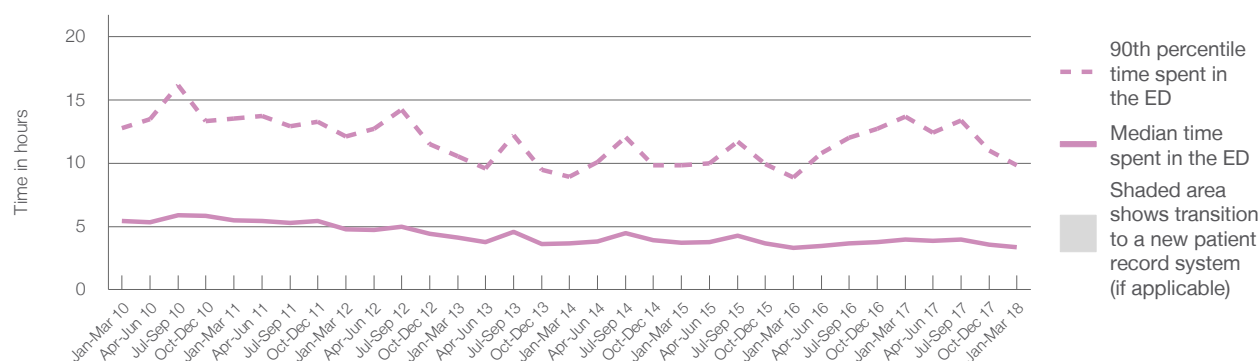
90th percentile time spent in the ED⁹ 9 hours and 50 minutes

Same period last year	NSW (this period)
19,221	
19,216	
3 hours and 57 minutes	2 hours and 42 minutes
13 hours and 40 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)	5h 26m	5h 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 47m	13h 30m	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 40m	9h 50m

(†) 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.

Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

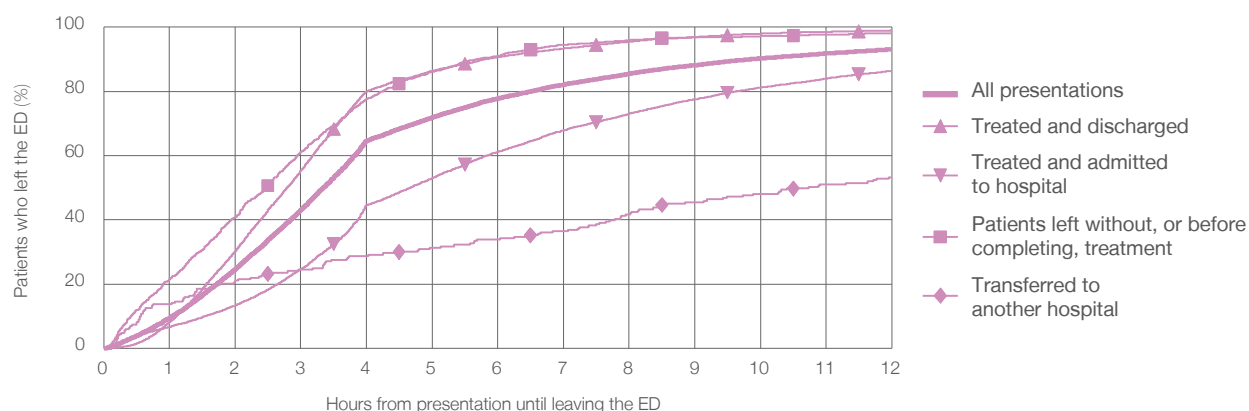
All presentations:[†] 19,670 patients

Presentations used to calculate time to leaving the ED:[‡] 19,665 patients

Treated and discharged	9,368 (47.6%)
Treated and admitted to hospital	8,229 (41.8%)
Patient left without, or before completing, treatment	1,457 (7.4%)
Transferred to another hospital	233 (1.2%)
Other	383 (1.9%)

Same period last year	Change since one year ago
19,216	2%
8,465	10.7%
7,840	5.0%
2,090	-30.3%
239	-2.5%
587	-34.8%

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	8.2%	30.3%	55.4%	80.0%	90.7%	95.5%	98.0%	99.0%
Treated and admitted to hospital	6.6%	13.4%	24.6%	44.6%	61.2%	73.1%	81.2%	86.4%
Patient left without, or before completing, treatment	21.6%	40.9%	61.2%	77.8%	91.1%	95.9%	97.3%	98.1%
Transferred to another hospital	13.7%	21.0%	24.5%	28.8%	33.9%	41.6%	48.1%	53.2%
All presentations	9.4%	24.7%	43.1%	64.6%	77.8%	85.5%	90.3%	93.1%

(†) 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.

Westmead 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 19,670 patients

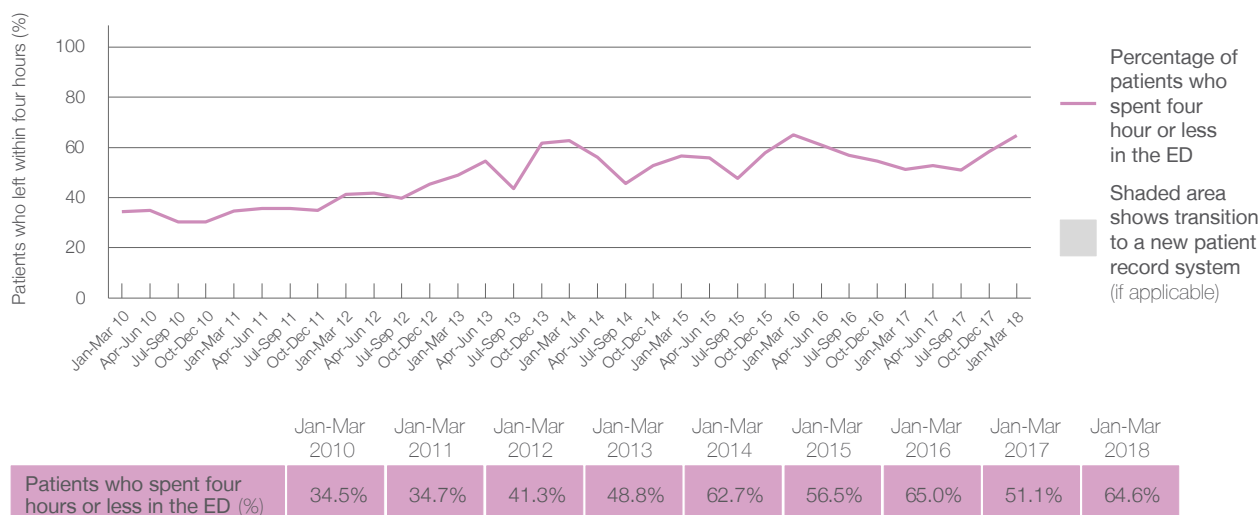
Presentations used to calculate time to leaving the ED: ⁶ 19,665 patients

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



Same period last year	Change since one year ago
19,221	2%
19,216	2%
51.1%	

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).