

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 19,439 patients

Emergency presentations:<sup>2</sup> 19,227 patients

Same period last year	Change since one year ago
19,336	0.5%
19,324	-0.5%

## John Hunter Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,700 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,764 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,833 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,802 patients

Median time to start treatment<sup>4</sup> 42 minutes  
 90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
1,930	
7 minutes	8 minutes
22 minutes	26 minutes
5,424	
24 minutes	20 minutes
79 minutes	67 minutes
9,652	
35 minutes	25 minutes
117 minutes	97 minutes
2,159	
40 minutes	24 minutes
133 minutes	103 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,438 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
19,335	0.5%
66.6%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients 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.

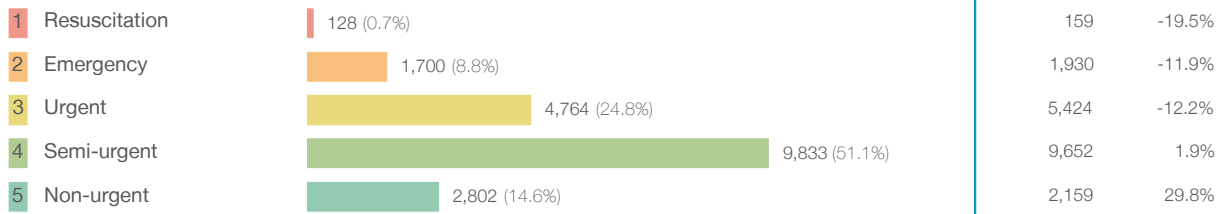
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## John Hunter Hospital: Patients presenting to the emergency department October to December 2016

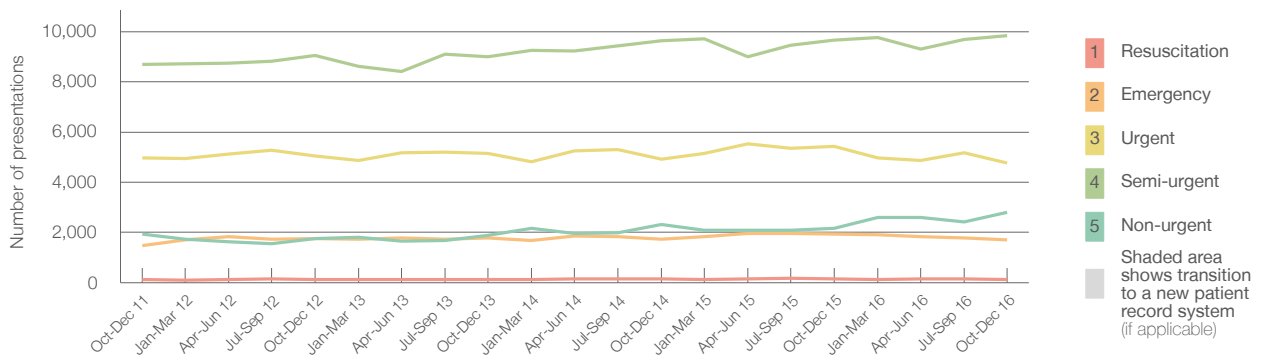
All presentations:<sup>1</sup> 19,439 patients

Emergency presentations<sup>2</sup> by triage category: 19,227 patients



	Same period last year	Change since one year ago
All presentations	19,336	0.5%
Emergency presentations	19,324	-0.5%
Resuscitation	159	-19.5%
Emergency	1,930	-11.9%
Urgent	5,424	-12.2%
Semi-urgent	9,652	1.9%
Non-urgent	2,159	29.8%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †

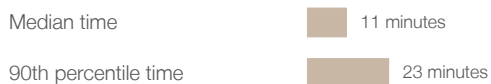


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	122	122	129	142	159	128
Emergency	1,482	1,763	1,794	1,741	1,930	1,700
Urgent	4,968	5,034	5,149	4,907	5,424	4,764
Semi-urgent	8,702	9,047	8,997	9,625	9,652	9,833
Non-urgent	1,941	1,755	1,892	2,324	2,159	2,802
All emergency presentations	17,215	17,721	17,961	18,739	19,324	19,227

## John Hunter Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,731 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,076	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	23 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,700

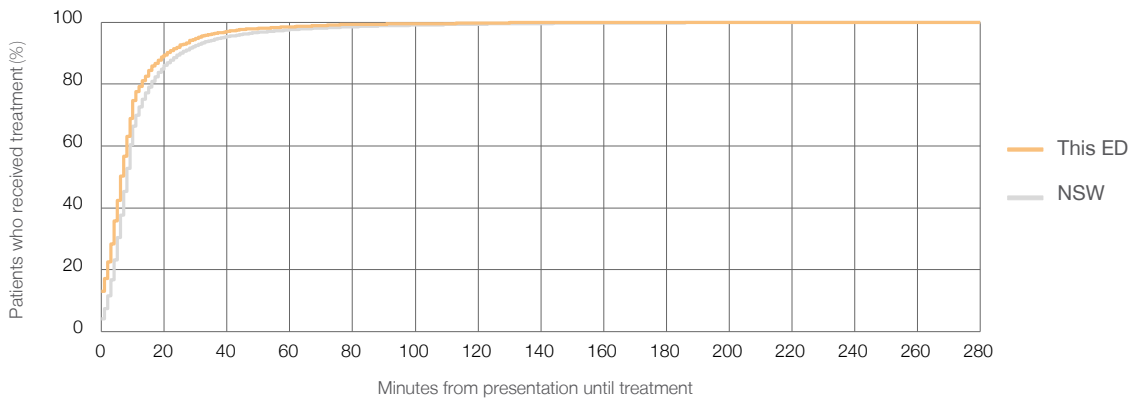
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,685

Median time to start treatment<sup>4</sup> 6 minutes

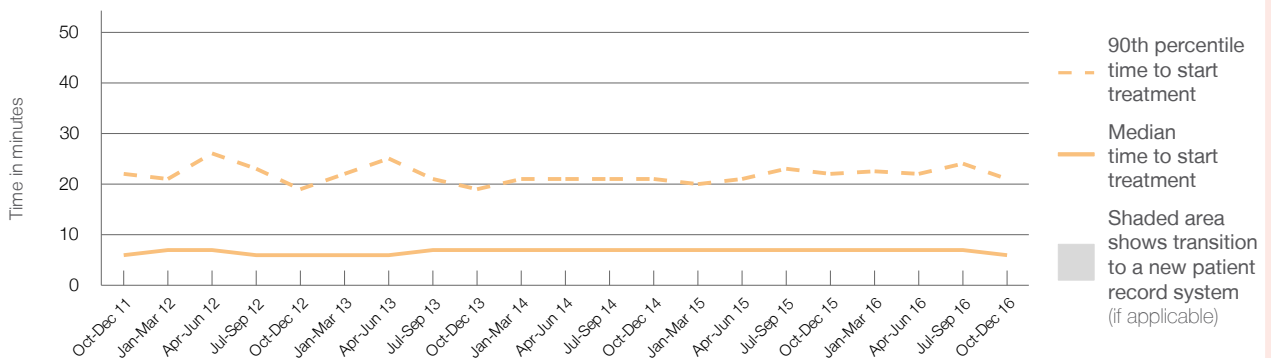
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,930	1,920
7 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	6	6	7	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	22	19	19	21	22	21

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## John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,764

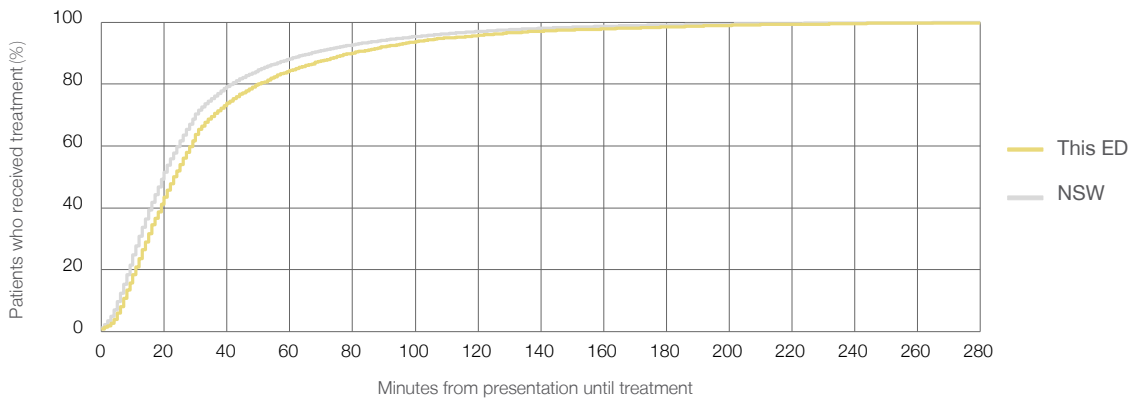
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,645

Median time to start treatment<sup>4</sup> 23 minutes

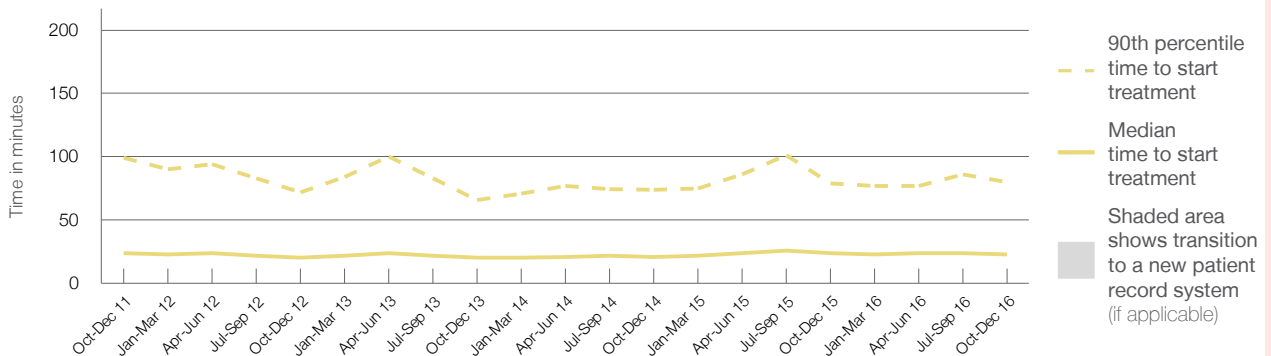
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
5,424	
5,311	
24 minutes	20 minutes
79 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	24	20	20	21	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	99	72	66	74	79	80

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## John Hunter Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 9,833

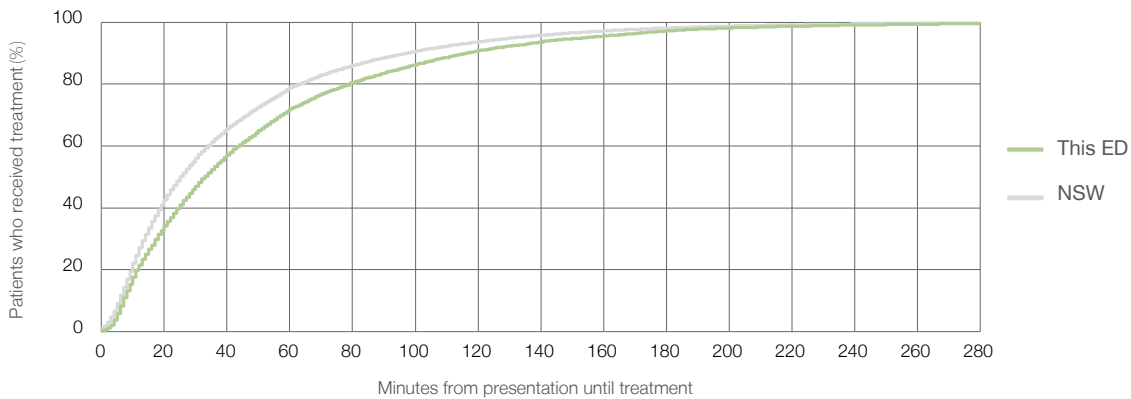
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,073

Median time to start treatment<sup>4</sup>  33 minutes

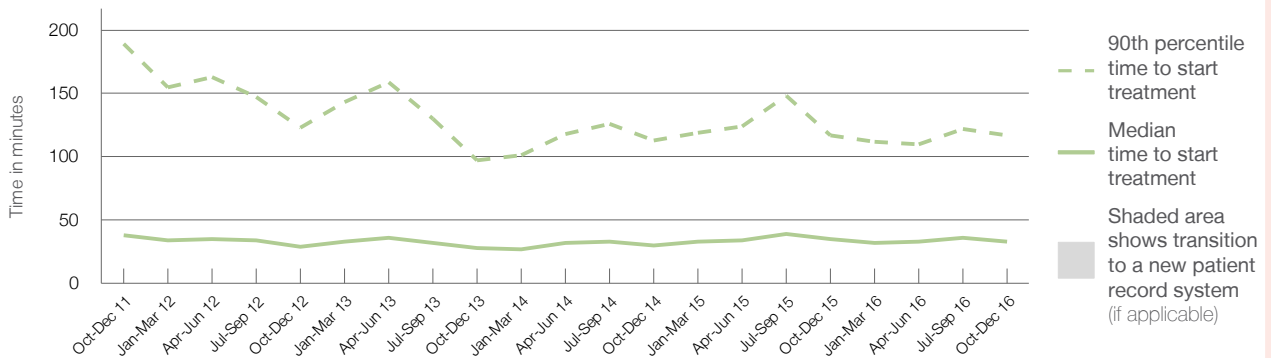
90th percentile time to start treatment<sup>5</sup>  117 minutes

Same period last year	NSW (this period)
9,652	
8,854	
35 minutes	25 minutes
117 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	38	29	28	30	35	33
90th percentile time to start treatment <sup>5</sup> (minutes)	189	123	97	113	117	117

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## John Hunter Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,802

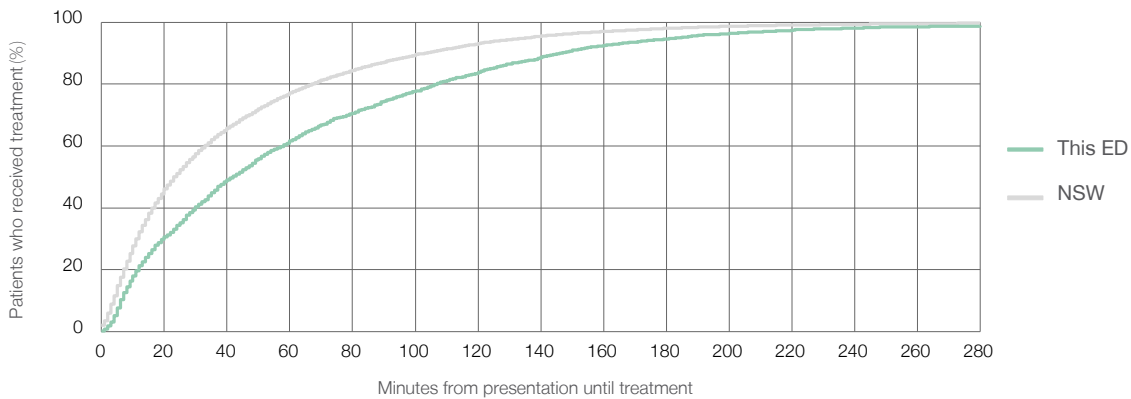
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,290

Median time to start treatment<sup>4</sup> 42 minutes

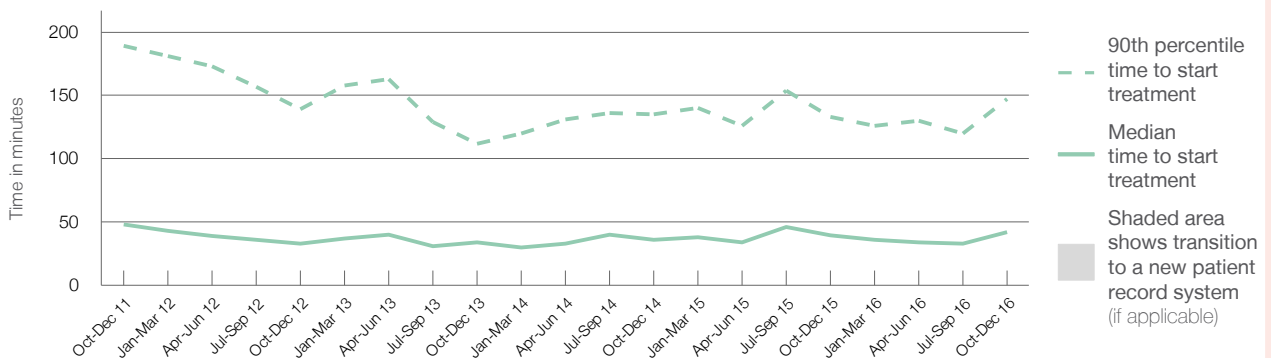
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
2,159	1,728
40 minutes	24 minutes
133 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	48	33	34	36	40	42
90th percentile time to start treatment <sup>5</sup> (minutes)	189	139	112	135	133	147

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## John Hunter Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 19,439 patients

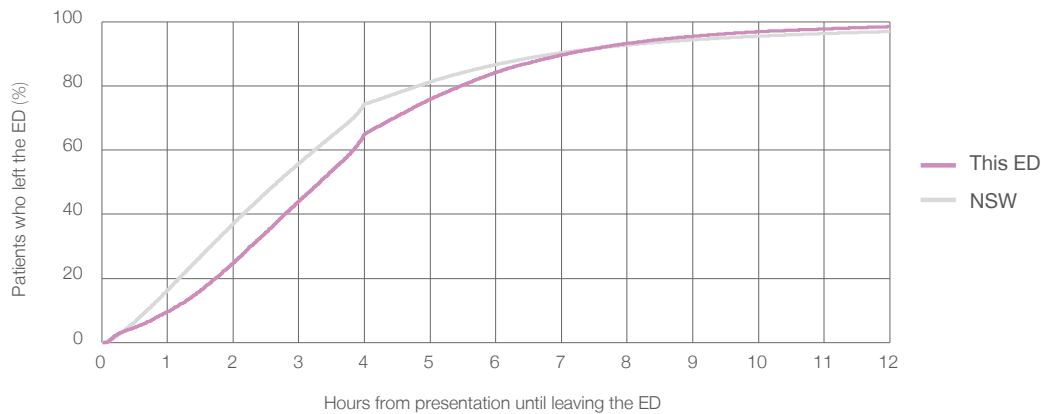
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,438 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

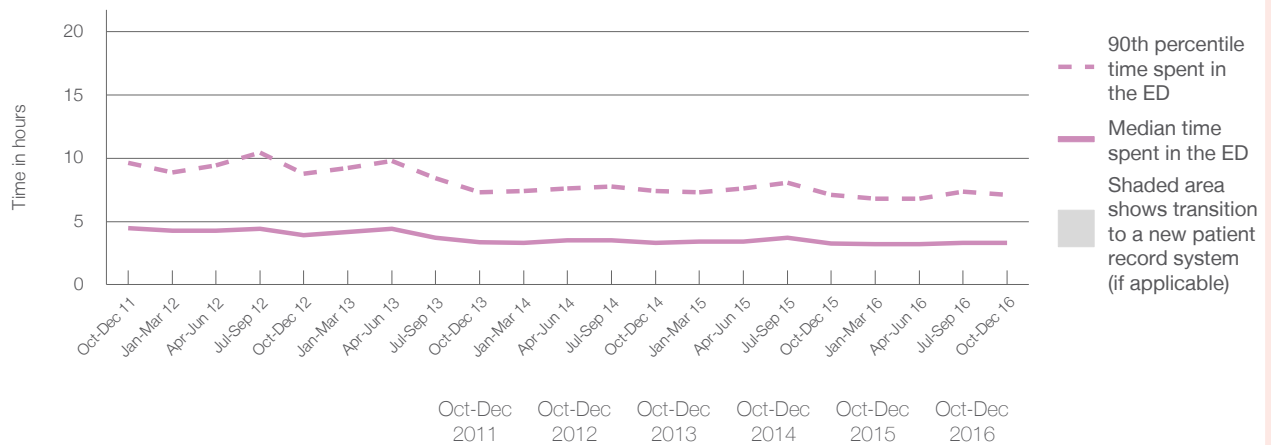
90th percentile time spent in the ED<sup>9</sup> 7 hours and 6 minutes

Same period last year	NSW (this period)
19,336	
19,335	
3 hours and 17 minutes	2 hours and 41 minutes
7 hours and 5 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 6m

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## John Hunter Hospital: Time patients spent in the ED

### By mode of separation

#### October to December 2016

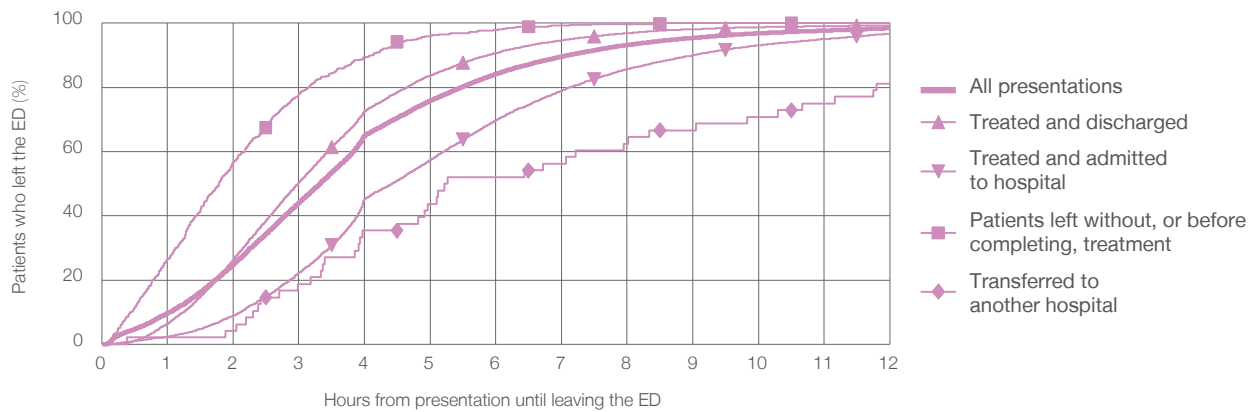
All presentations:<sup>1</sup> 19,439 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,438 patients

Treated and discharged	10,964 (56.4%)
Treated and admitted to hospital	6,659 (34.3%)
Patient left without, or before completing, treatment	800 (4.1%)
Transferred to another hospital	48 (0.2%)
Other	968 (5.0%)

Same period last year	Change since one year ago
19,335	0.5%
10,840	1.1%
6,762	-1.5%
671	19.2%
66	-27.3%
997	-2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	6.4%	26.4%	50.4%	72.5%	90.8%	96.9%	98.8%	99.3%
Treated and admitted to hospital	2.4%	8.9%	22.3%	45.3%	69.8%	85.8%	93.1%	96.7%
Patient left without, or before completing, treatment	26.5%	56.8%	77.9%	89.3%	98.0%	99.8%	100%	100%
Transferred to another hospital	2.1%	4.2%	18.8%	35.4%	52.1%	62.5%	70.8%	81.3%
All presentations	9.7%	24.9%	44.2%	65.0%	84.2%	93.2%	96.9%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 19,439 patients

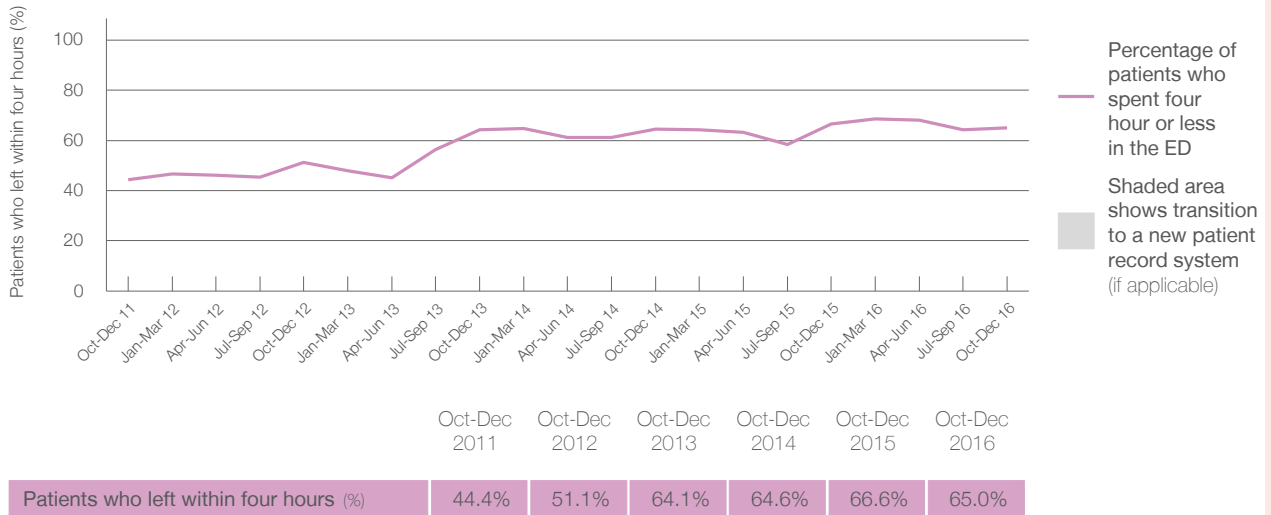
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,438 patients

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



Same period last year	Change since one year ago
19,336	0.5%
19,335	0.5%
66.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).