

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

Westmead Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,206 patients

Emergency presentations:² 19,031 patients

Same period last year	Change since one year ago
18,853	1.9%
18,622	2.2%

Westmead Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,847 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  110 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,859 patients

Median time to start treatment⁴  62 minutes
90th percentile time to start treatment⁵  182 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,534 patients

Median time to start treatment⁴  63 minutes
90th percentile time to start treatment⁵  177 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,324 patients

Median time to start treatment⁴  53 minutes
90th percentile time to start treatment⁵  146 minutes

Same period last year	NSW (this period)
5,209	
10 minutes	8 minutes
43 minutes	26 minutes
6,588	
31 minutes	20 minutes
121 minutes	69 minutes
4,706	
40 minutes	26 minutes
120 minutes	101 minutes
1,641	
30 minutes	23 minutes
113 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,199 patients

Percentage of patients who spent four hours or less in the ED  51.1%

Same period last year	Change since one year ago
18,853	1.8%
65.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

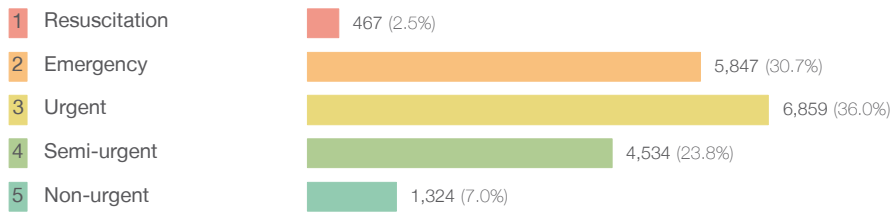
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Westmead Hospital: Patients presenting to the emergency department January to March 2017

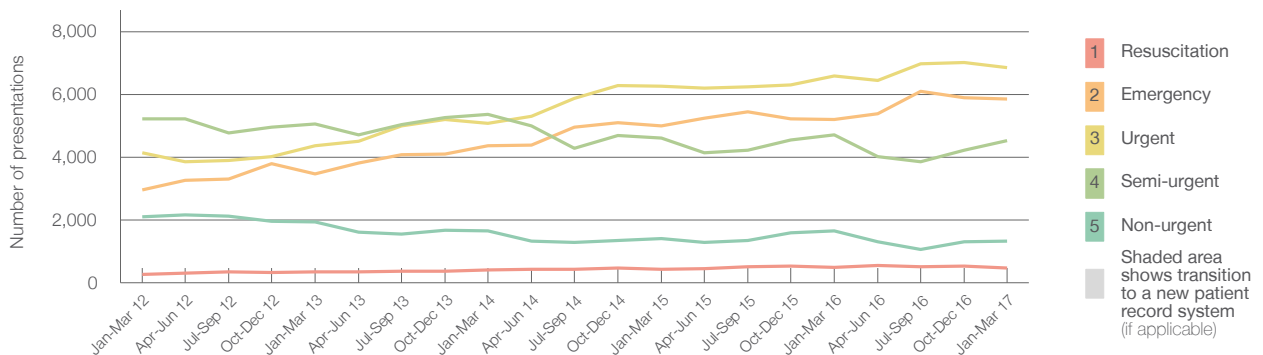
All presentations:¹ 19,206 patients

Emergency presentations² by triage category: 19,031 patients



	Same period last year	Change since one year ago
All presentations	18,853	1.9%
Emergency presentations	18,622	2.2%
Resuscitation	478	-2.3%
Emergency	5,209	12.2%
Urgent	6,588	4.1%
Semi-urgent	4,706	-3.7%
Non-urgent	1,641	-19.3%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	264	335	401	433	478	467
Emergency	2,954	3,473	4,359	4,994	5,209	5,847
Urgent	4,132	4,357	5,073	6,251	6,588	6,859
Semi-urgent	5,228	5,066	5,355	4,599	4,706	4,534
Non-urgent	2,107	1,945	1,652	1,404	1,641	1,324
All emergency presentations	14,685	15,176	16,840	17,681	18,622	19,031

Westmead Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,885 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,629	
ED Transfer of care time	11 minutes	2 minutes
90th percentile time	23 minutes	5 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.

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Westmead Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 5,847

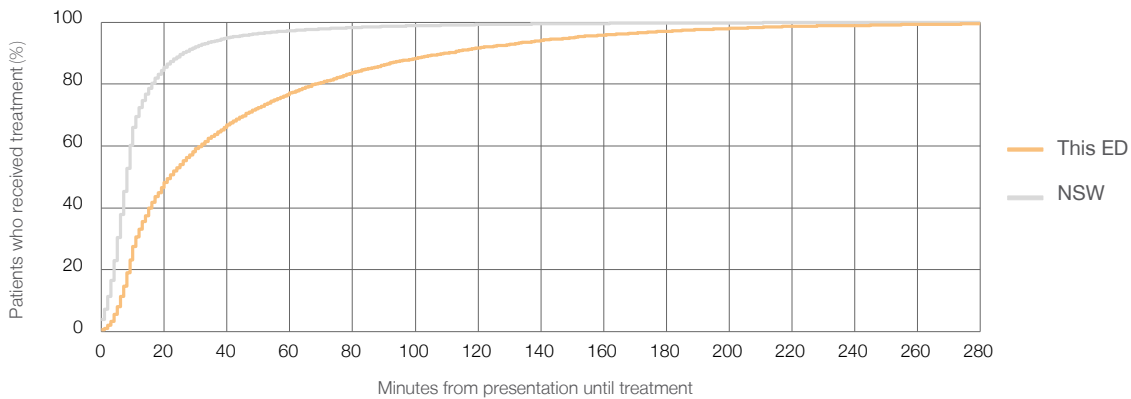
Number of triage 2 patients used to calculate waiting time:³ 5,655

Median time to start treatment⁴ 22 minutes

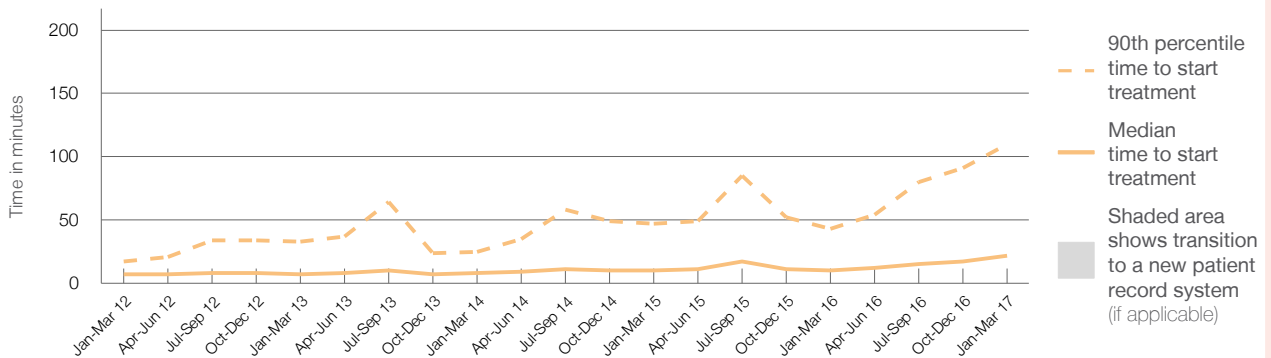
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
5,209	5,131
10 minutes	8 minutes
43 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	7	8	10	10	22
90th percentile time to start treatment ⁵ (minutes)	17	33	25	47	43	110

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Westmead Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 6,859

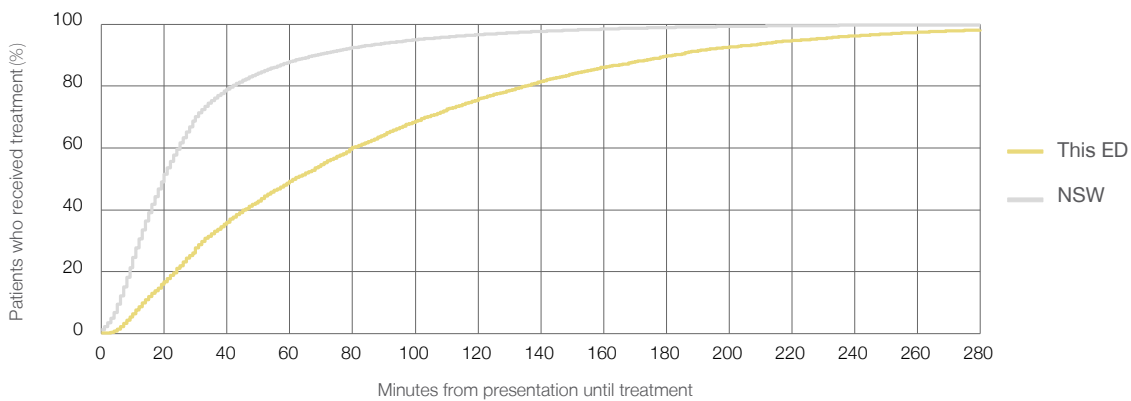
Number of triage 3 patients used to calculate waiting time:³ 6,077

Median time to start treatment⁴ 62 minutes

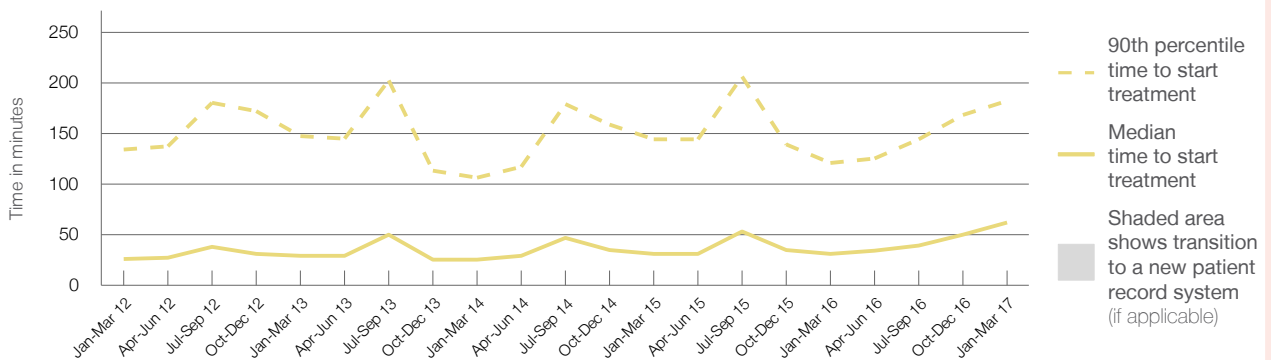
90th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
6,588	
6,127	
31 minutes	20 minutes
121 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	29	25	31	31	62
90th percentile time to start treatment ⁵ (minutes)	134	147	106	144	121	182

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

Westmead Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,534

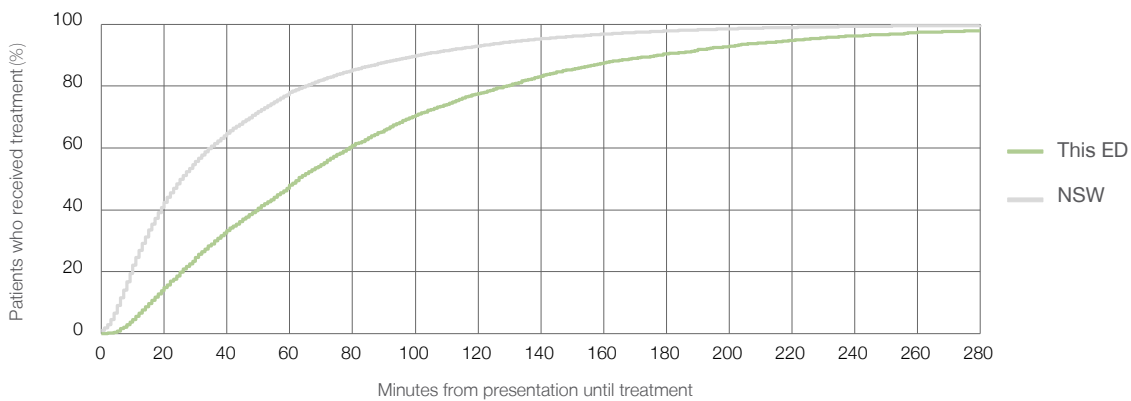
Number of triage 4 patients used to calculate waiting time:³ 3,939

Median time to start treatment⁴ 63 minutes

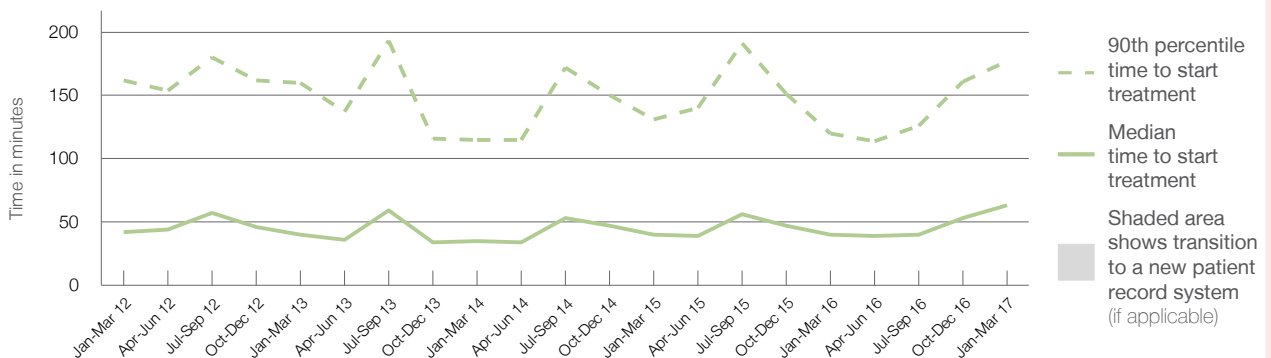
90th percentile time to start treatment⁵ 177 minutes

Same period last year	NSW (this period)
4,706	4,239
40 minutes	26 minutes
120 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	42	40	35	40	40	63
90th percentile time to start treatment ⁵ (minutes)	162	160	115	131	120	177

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

Westmead Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,324

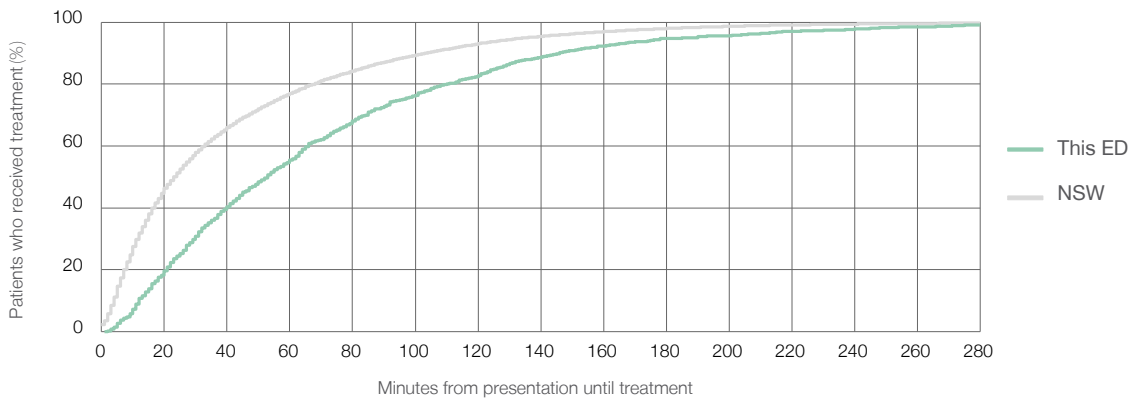
Number of triage 5 patients used to calculate waiting time:³ 1,046

Median time to start treatment⁴ 53 minutes

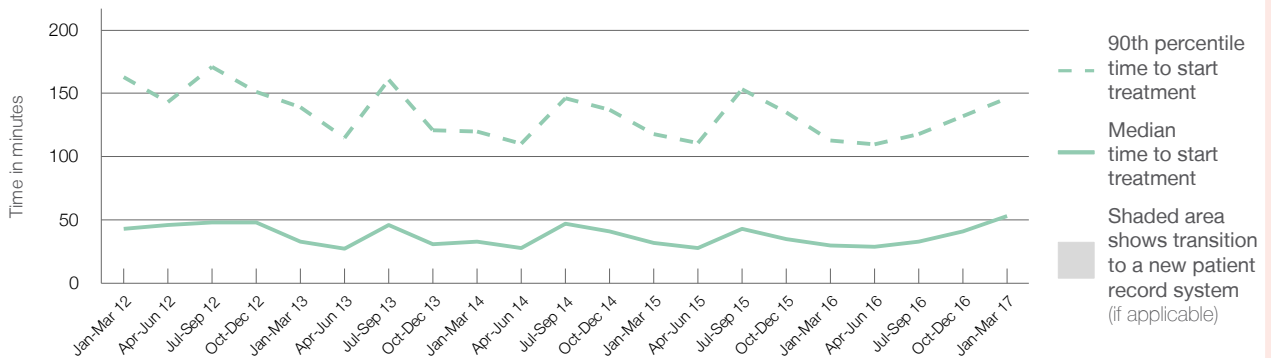
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,641	1,406
30 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	33	33	32	30	53
90th percentile time to start treatment ⁵ (minutes)	163	139	120	118	113	146

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Westmead Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,206 patients

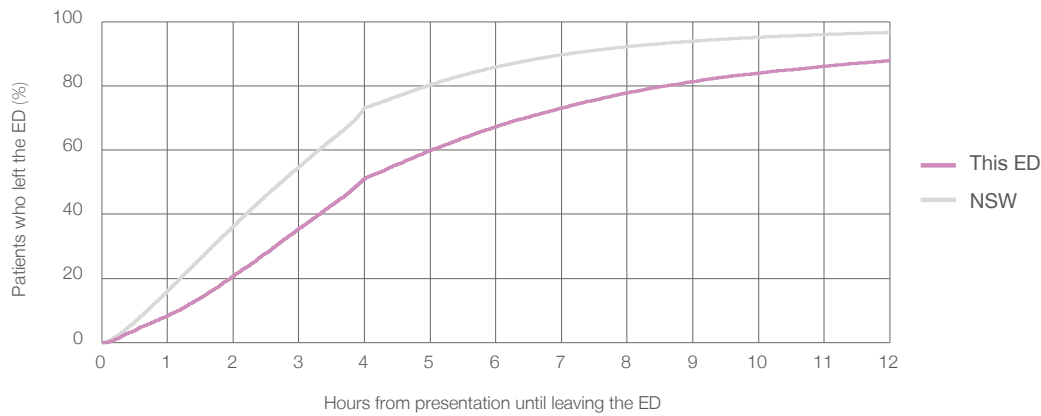
Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

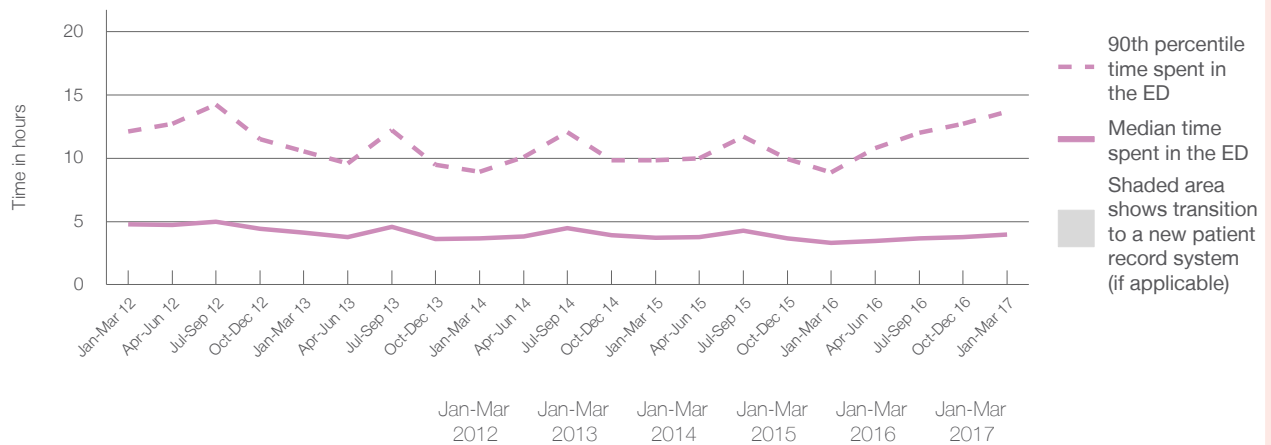
90th percentile time spent in the ED⁹ 13 hours and 41 minutes

Same period last year	NSW (this period)
18,853	18,853
3 hours and 19 minutes	2 hours and 44 minutes
8 hours and 52 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 41m

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Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

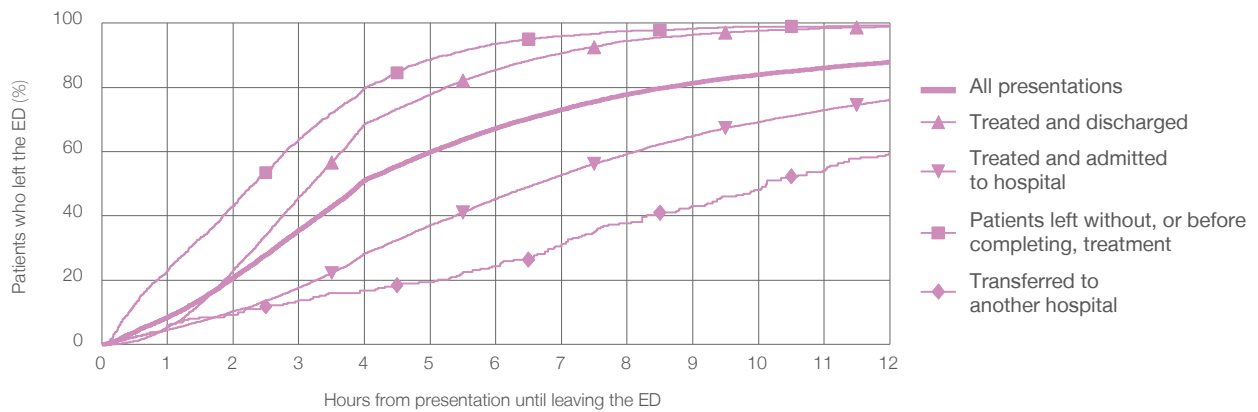
All presentations:¹ 19,206 patients

Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Treated and discharged	7,347 (38.3%)
Treated and admitted to hospital	8,957 (46.6%)
Patient left without, or before completing, treatment	2,090 (10.9%)
Transferred to another hospital	239 (1.2%)
Other	573 (3.0%)

Same period last year	Change since one year ago
18,853	1.8%
7,910	-7.1%
9,235	-3.0%
1,083	93.0%
189	26.5%
436	31.4%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	23.0%	45.8%	68.5%	85.5%	94.5%	97.6%	98.9%
Treated and admitted to hospital	4.5%	10.3%	17.6%	28.2%	45.3%	59.3%	69.2%	76.1%
Patient left without, or before completing, treatment	23.0%	43.0%	63.7%	79.7%	93.6%	97.6%	98.9%	99.4%
Transferred to another hospital	5.9%	9.2%	13.8%	16.7%	24.3%	37.7%	48.1%	59.4%
All presentations	8.4%	20.8%	35.5%	51.1%	67.3%	77.9%	83.9%	87.9%

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Westmead Hospital: Time spent in the ED

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

January to March 2017

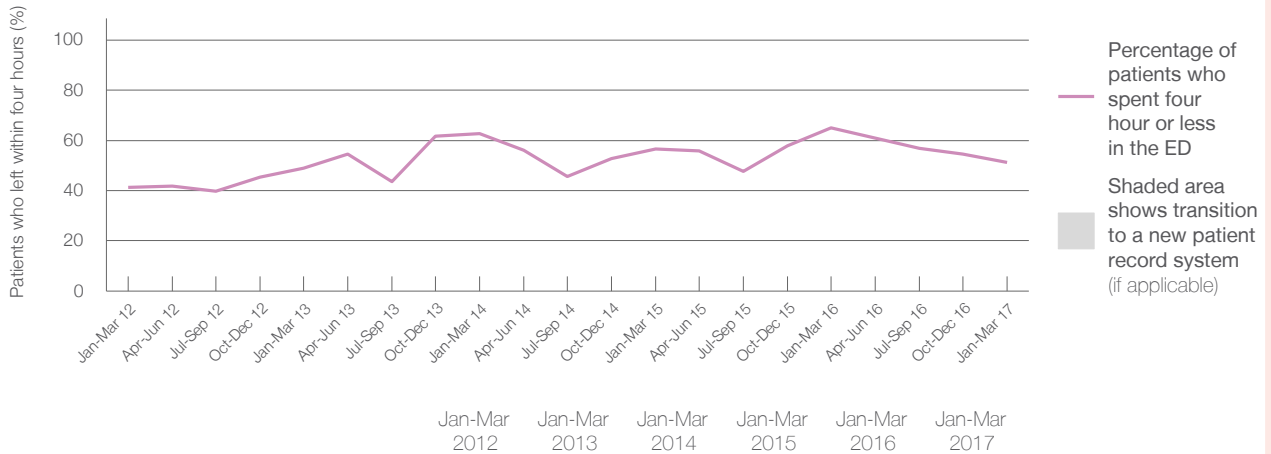
All presentations at the emergency department:¹ 19,206 patients

Presentations used to calculate time to leaving the ED:⁶ 19,199 patients

Percentage of patients who spent four hours or less in the ED 51.1%

Same period last year	Change since one year ago
18,853	1.9%
18,853	1.8%
65.0%	

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



Patients who left within four hours (%)	41.3%	48.8%	62.7%	56.5%	65.0%	51.1%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).