

Wollongong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 15,918 patients

Emergency presentations:² 15,656 patients

Same period last year	Change since one year ago
15,163	5.0%
14,822	5.6%

Wollongong Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,157 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,673 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,002 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,859	
9 minutes	8 minutes
25 minutes	26 minutes
6,321	
25 minutes	20 minutes
75 minutes	67 minutes
6,079	
30 minutes	25 minutes
103 minutes	99 minutes
443	
32 minutes	23 minutes
111 minutes	101 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 15,917 patients

Percentage of patients who spent four hours or less in the ED 65.6%

Same period last year	Change since one year ago
15,155	5.0%
63.0%	

* 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.

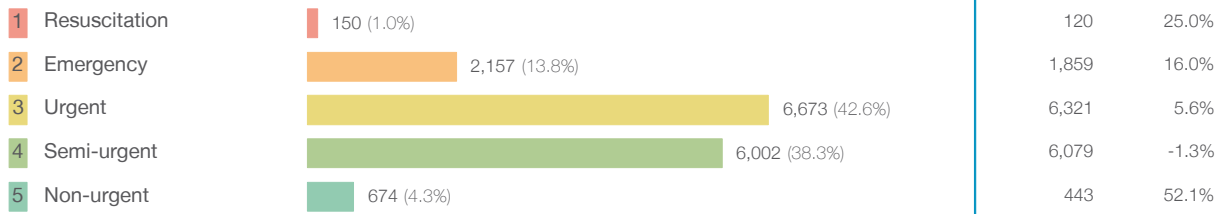
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Wollongong Hospital: Patients presenting to the emergency department

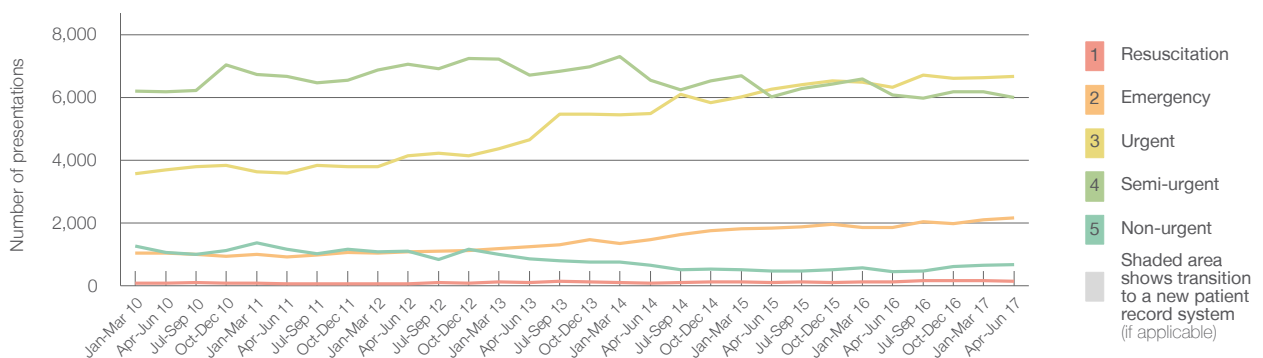
April to June 2017

All presentations:¹ 15,918 patients

Emergency presentations² by triage category: 15,656 patients



Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	73	65	65	89	87	101	120	150
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002
Non-urgent	1,062	1,168	1,099	863	651	459	443	674
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656

Wollongong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 5,371 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.

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

April to June 2017

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

Number of triage 2 patients: 2,157

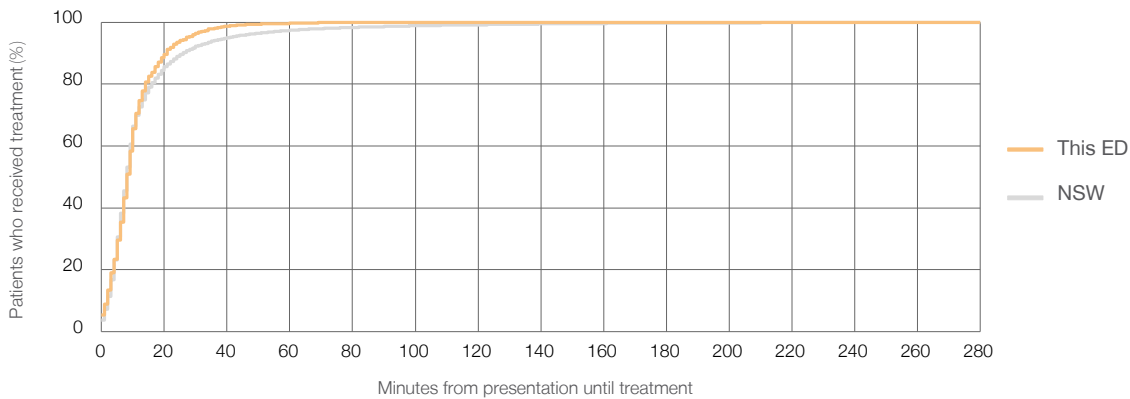
Number of triage 2 patients used to calculate waiting time:³ 2,156

Median time to start treatment⁴ 8 minutes

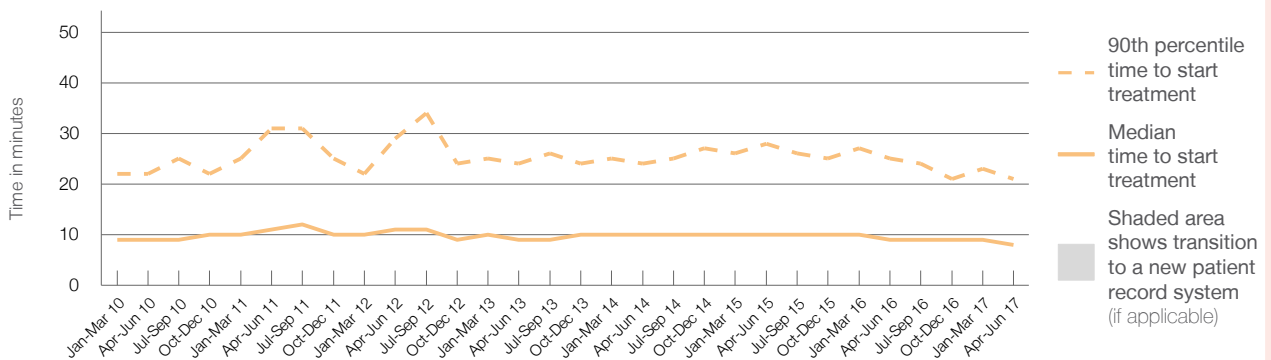
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,859	
1,852	
9 minutes	8 minutes
25 minutes	26 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	9	11	11	9	10	10	9	8
90th percentile time to start treatment ⁵ (minutes)	22	31	29	24	24	28	25	21

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

April to June 2017

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

Number of triage 3 patients: 6,673

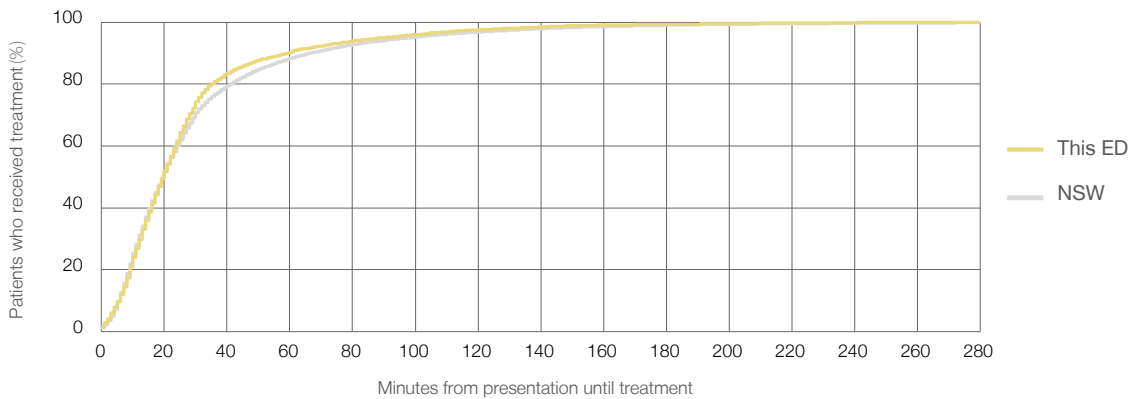
Number of triage 3 patients used to calculate waiting time:³ 6,583

Median time to start treatment⁴ 20 minutes

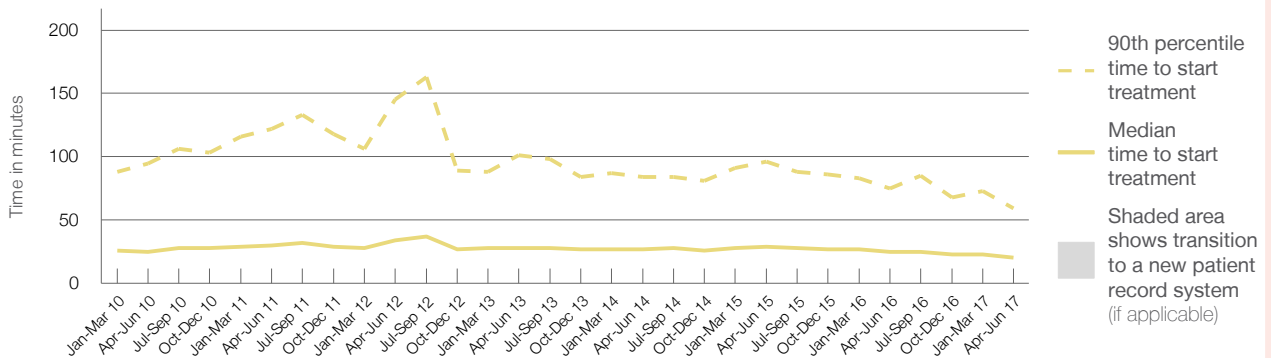
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
6,321	6,225
25 minutes	20 minutes
75 minutes	67 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	25	30	34	28	27	29	25	20
90th percentile time to start treatment ⁵ (minutes)	95	122	145	101	84	96	75	59

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

April to June 2017

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

Number of triage 4 patients: 6,002

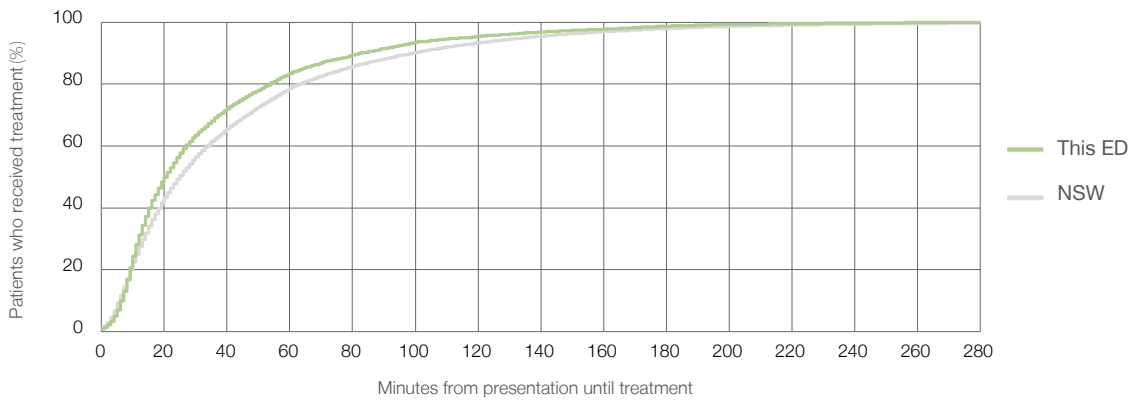
Number of triage 4 patients used to calculate waiting time:³ 5,787

Median time to start treatment⁴ 21 minutes

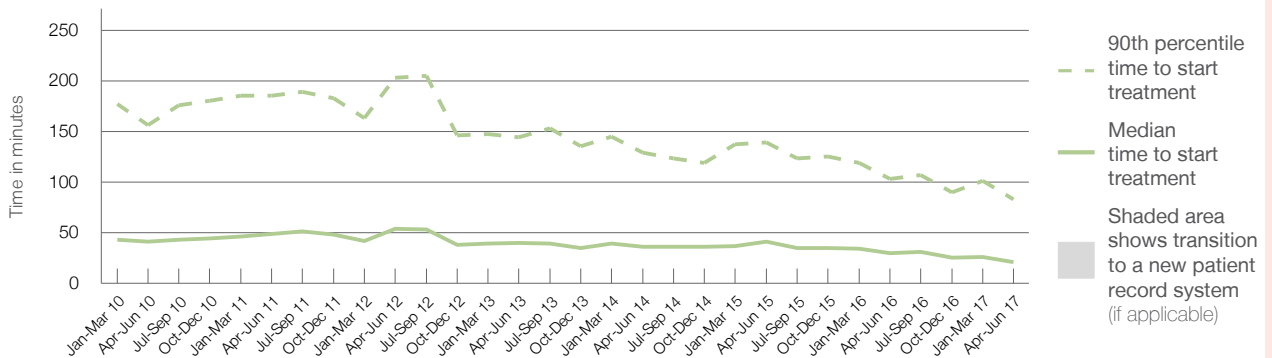
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
6,079	5,788
30 minutes	25 minutes
103 minutes	99 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	41	49	54	40	36	41	30	21
90th percentile time to start treatment ⁵ (minutes)	156	185	203	144	129	139	103	83

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

April to June 2017

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

Number of triage 5 patients: 674

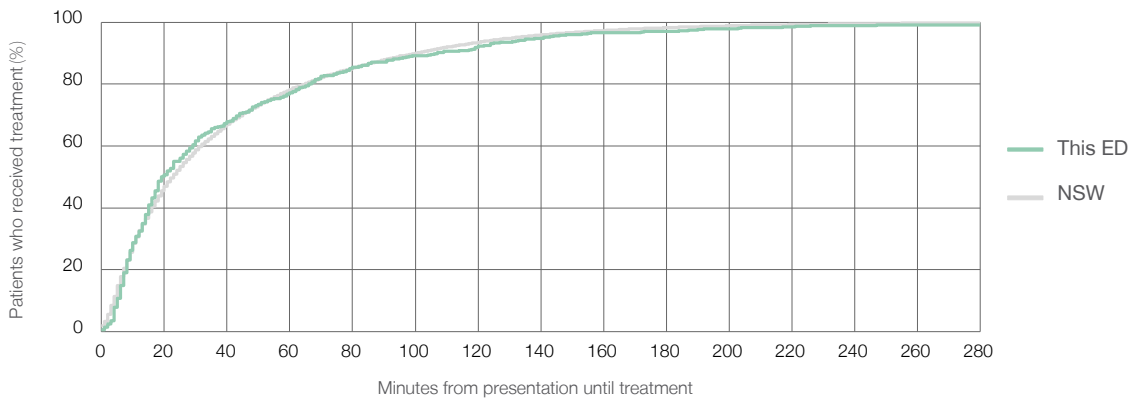
Number of triage 5 patients used to calculate waiting time:³ 577

Median time to start treatment⁴ 19 minutes

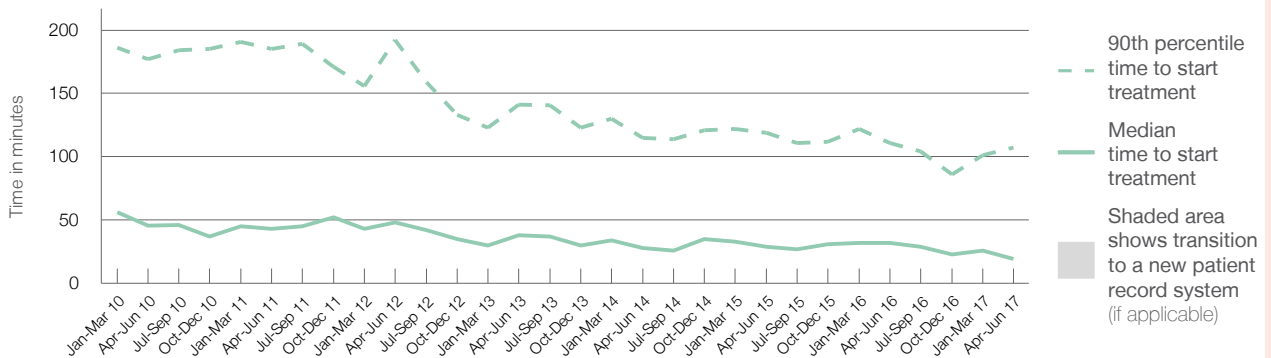
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
443	
368	
32 minutes	23 minutes
111 minutes	101 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	46	43	48	38	28	29	32	19
90th percentile time to start treatment ⁵ (minutes)	177	185	192	141	115	119	111	107

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Wollongong Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 15,918 patients

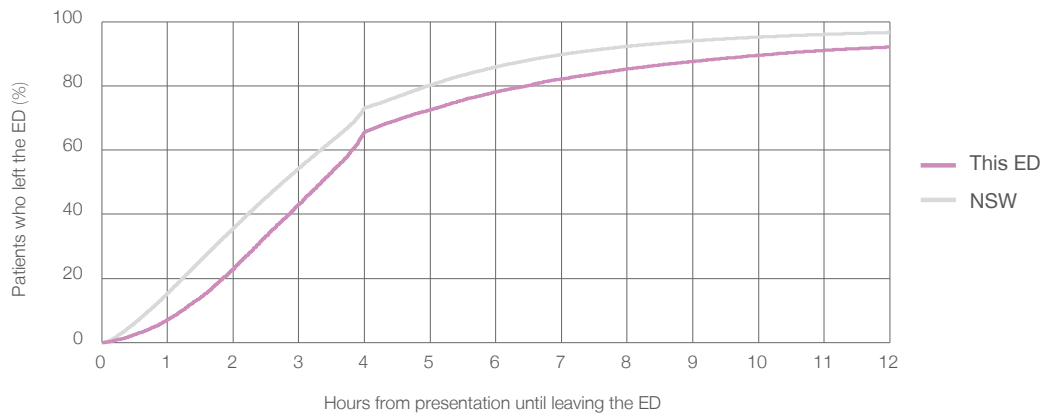
Presentations used to calculate time to leaving the ED:⁶ 15,917 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

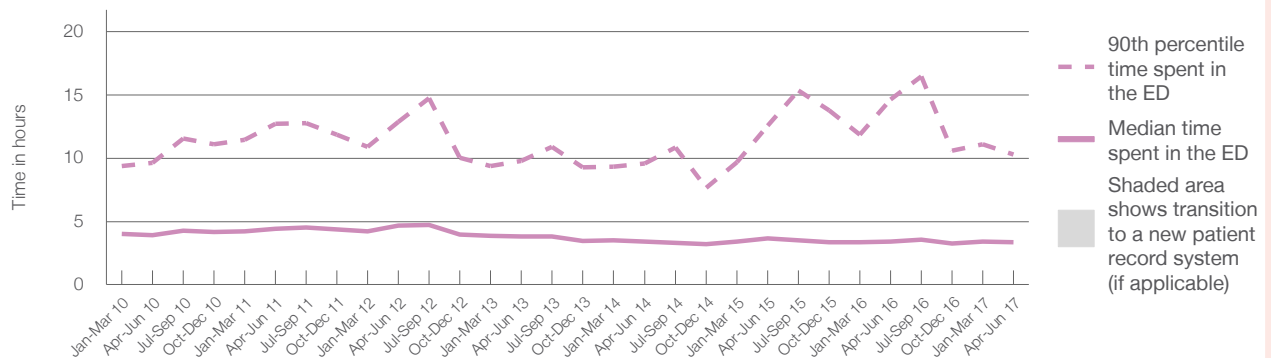
90th percentile time spent in the ED⁹ 10 hours and 17 minutes

Same period last year	NSW (this period)
15,163	
15,155	
3 hours and 25 minutes	2 hours and 46 minutes
14 hours and 37 minutes	7 hours and 5 minutes

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



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

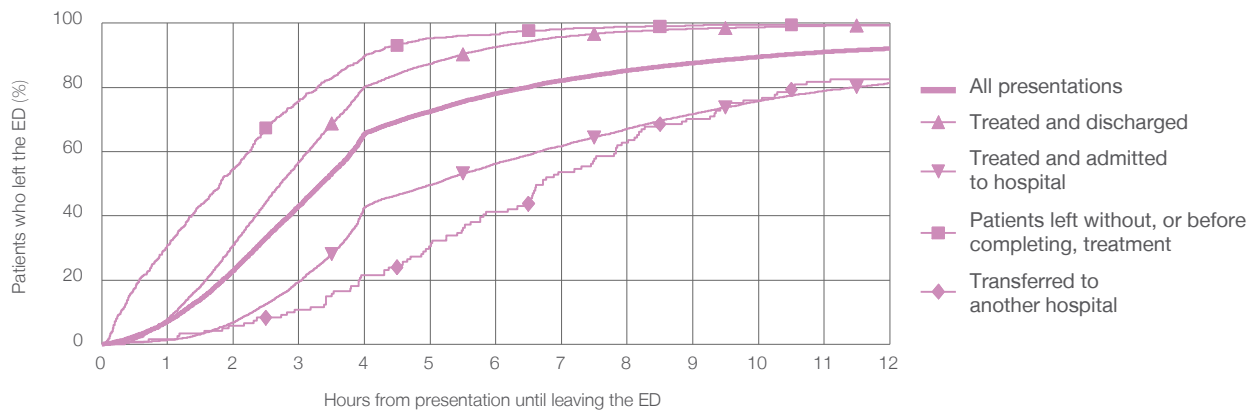
All presentations:¹ 15,918 patients

Presentations used to calculate time to leaving the ED:⁶ 15,917 patients

Treated and discharged	8,437 (53.0%)
Treated and admitted to hospital	6,309 (39.6%)
Patient left without, or before completing, treatment	940 (5.9%)
Transferred to another hospital	121 (0.8%)
Other	111 (0.7%)

Same period last year	Change since one year ago
15,155	5.0%
8,345	1.1%
5,667	11.3%
905	3.9%
143	-15.4%
103	7.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.9%	30.9%	56.9%	80.1%	92.6%	97.5%	98.8%	99.4%
Treated and admitted to hospital	1.3%	6.8%	19.5%	42.8%	56.3%	67.1%	75.8%	81.4%
Patient left without, or before completing, treatment	31.0%	54.6%	75.9%	89.9%	96.6%	98.9%	99.5%	99.6%
Transferred to another hospital	1.7%	5.8%	10.7%	21.5%	41.3%	62.8%	76.0%	82.6%
All presentations	7.1%	23.0%	43.1%	65.6%	78.1%	85.3%	89.6%	92.1%

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Wollongong Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 15,918 patients

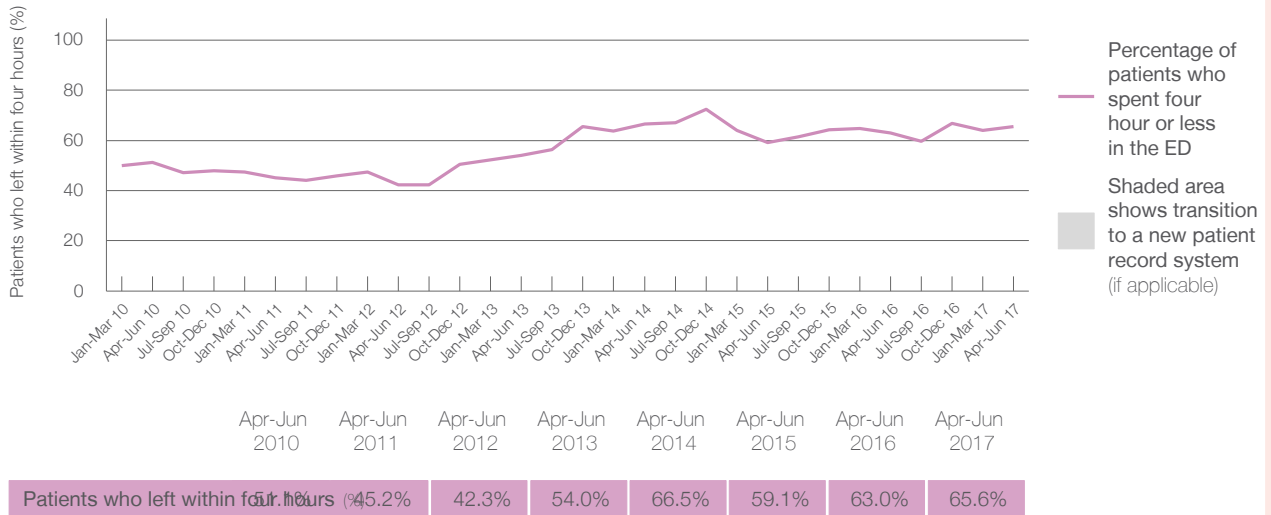
Presentations used to calculate time to leaving the ED:⁶ 15,917 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	15,163	5.0%
Presentations used to calculate time to leaving the ED: ⁶	15,155	5.0%
Percentage of patients who spent four hours or less in the ED	63.0%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	45.2%
Apr-Jun 2011	42.3%
Apr-Jun 2012	54.0%
Apr-Jun 2013	66.5%
Apr-Jun 2014	59.1%
Apr-Jun 2015	63.0%
Apr-Jun 2016	65.6%

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

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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017). Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).