

John Hunter Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 20,698 patients

Emergency presentations:² 20,527 patients

Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,861 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,803 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,980 patients

Median time to start treatment⁴ 48 minutes
 90th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	9 minutes
24 minutes	29 minutes
5,170	
24 minutes	23 minutes
86 minutes	83 minutes
9,699	
36 minutes	30 minutes
122 minutes	121 minutes
2,431	
33 minutes	26 minutes
120 minutes	118 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
64.3%	

* 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.

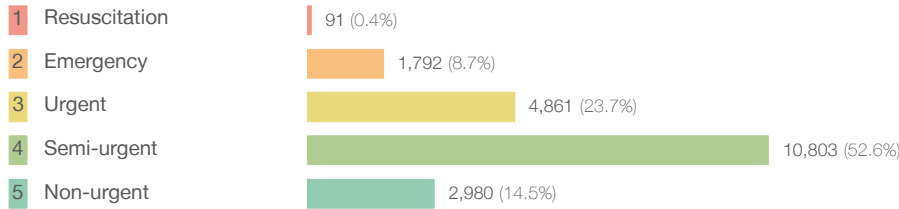
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

John Hunter Hospital: Patients presenting to the emergency department July to September 2017

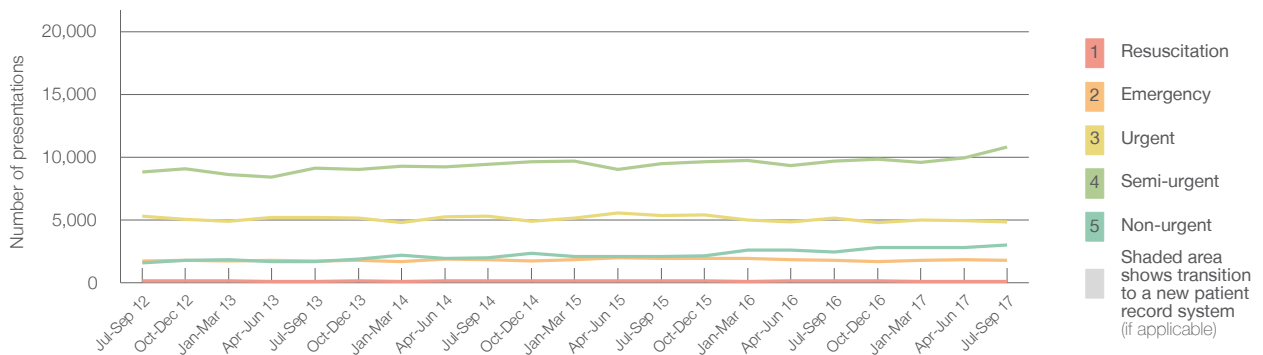
All presentations:¹ 20,698 patients

Emergency presentations² by triage category: 20,527 patients



Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%
141	-35.5%
1,792	0.0%
5,170	-6.0%
9,699	11.4%
2,431	22.6%

Emergency presentations² by quarter, July 2012 to September 2017 †

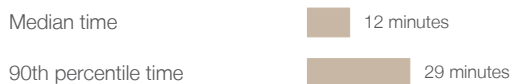


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	155	118	142	170	141	91
Emergency	1,719	1,722	1,821	1,951	1,792	1,792
Urgent	5,276	5,188	5,309	5,349	5,170	4,861
Semi-urgent	8,824	9,102	9,429	9,455	9,699	10,803
Non-urgent	1,550	1,680	1,982	2,084	2,431	2,980
All emergency presentations	17,524	17,810	18,683	19,009	19,233	20,527

John Hunter Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,193 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,816	
11 minutes	1 minute
24 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,792

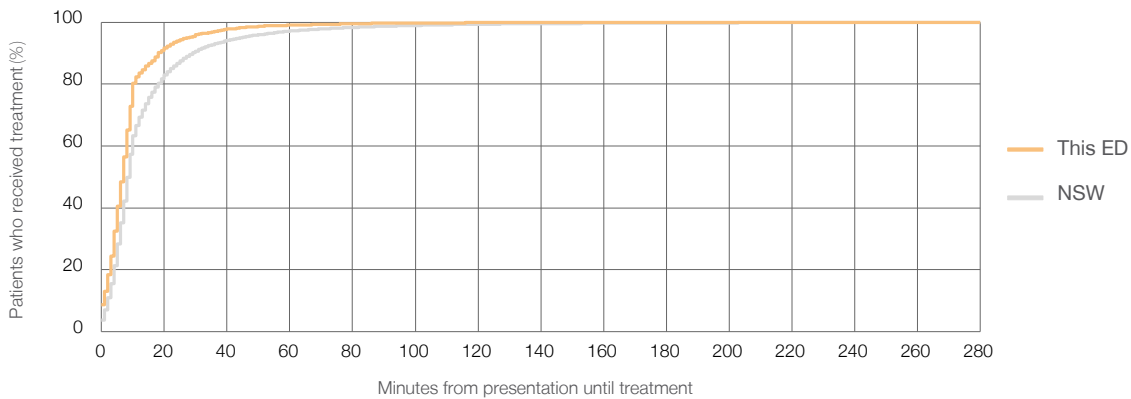
Number of triage 2 patients used to calculate waiting time:³ 1,779

Median time to start treatment⁴ 7 minutes

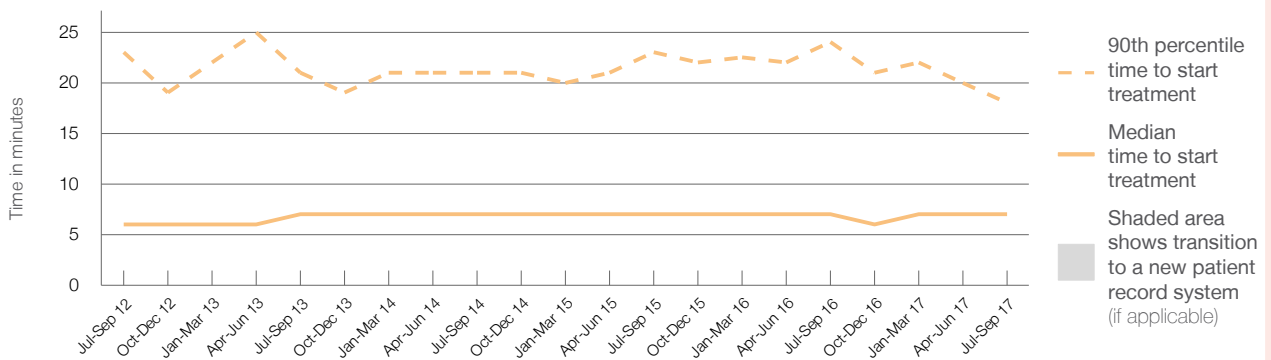
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,792	1,784
7 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	23	21	21	23	24	18

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John Hunter Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,861

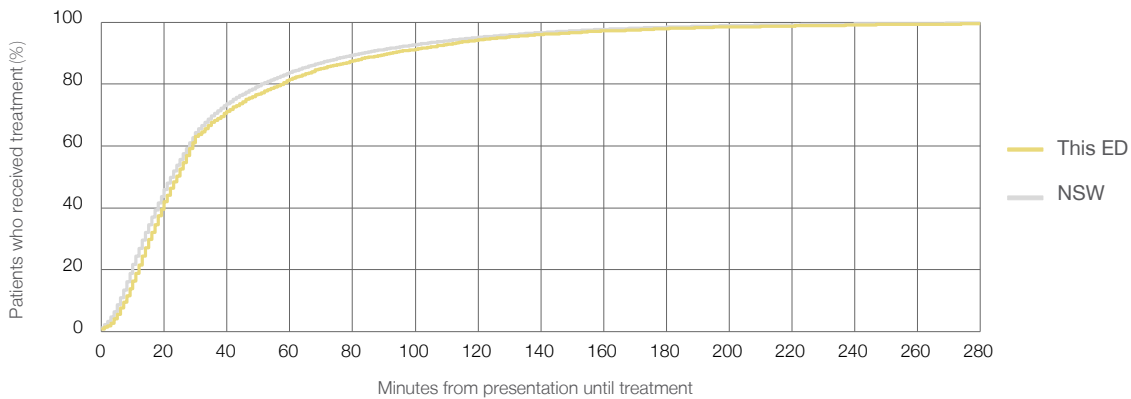
Number of triage 3 patients used to calculate waiting time:³ 4,708

Median time to start treatment⁴ 24 minutes

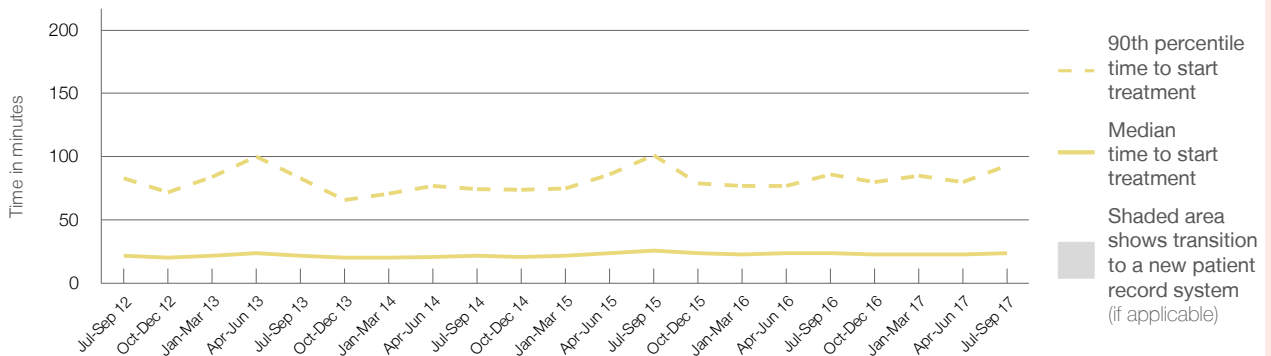
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
5,170	5,067
24 minutes	23 minutes
86 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	22	22	26	24	24
90th percentile time to start treatment ⁵ (minutes)	83	83	75	101	86	93

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John Hunter Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 10,803

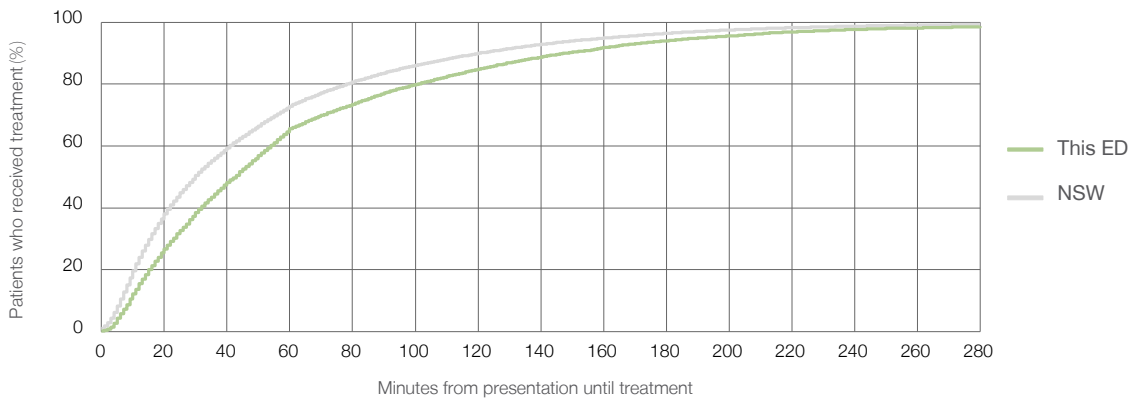
Number of triage 4 patients used to calculate waiting time:³ 9,495

Median time to start treatment⁴ 43 minutes

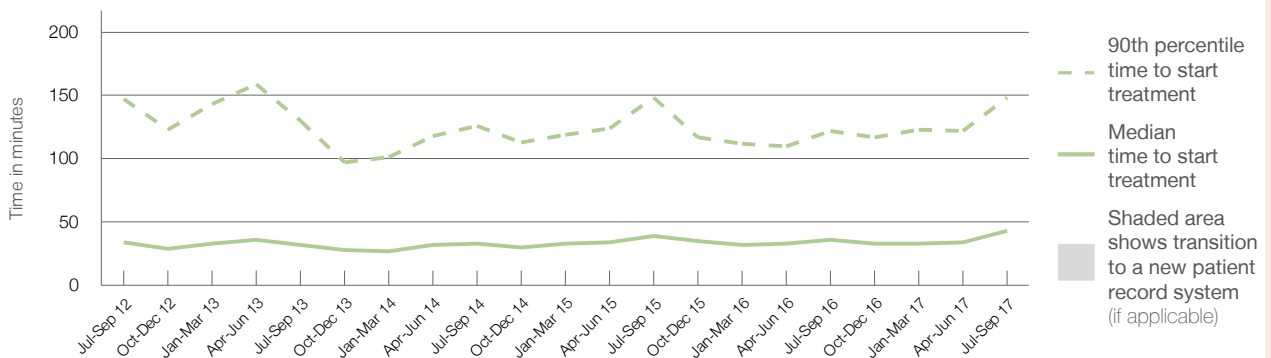
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
9,699	8,993
36 minutes	30 minutes
122 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	33	39	36	43
90th percentile time to start treatment ⁵ (minutes)	147	130	126	148	122	148

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John Hunter Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,980

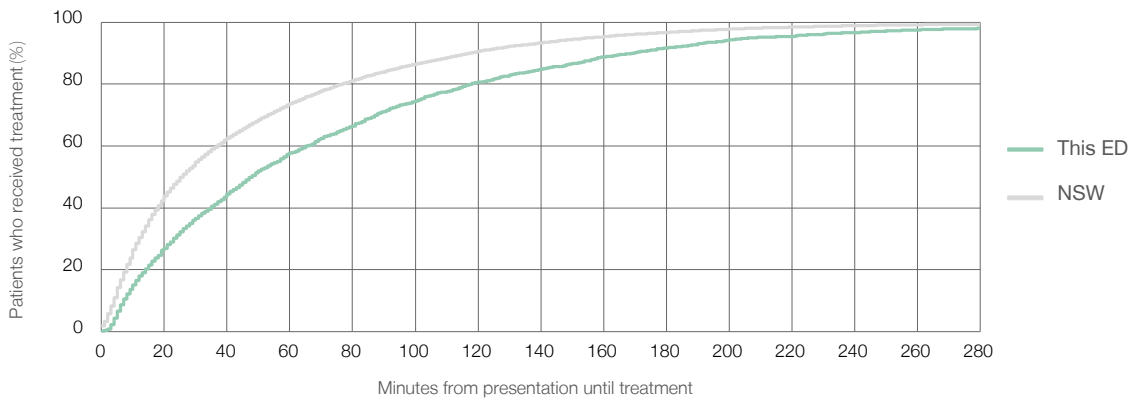
Number of triage 5 patients used to calculate waiting time:³ 2,320

Median time to start treatment⁴ 48 minutes

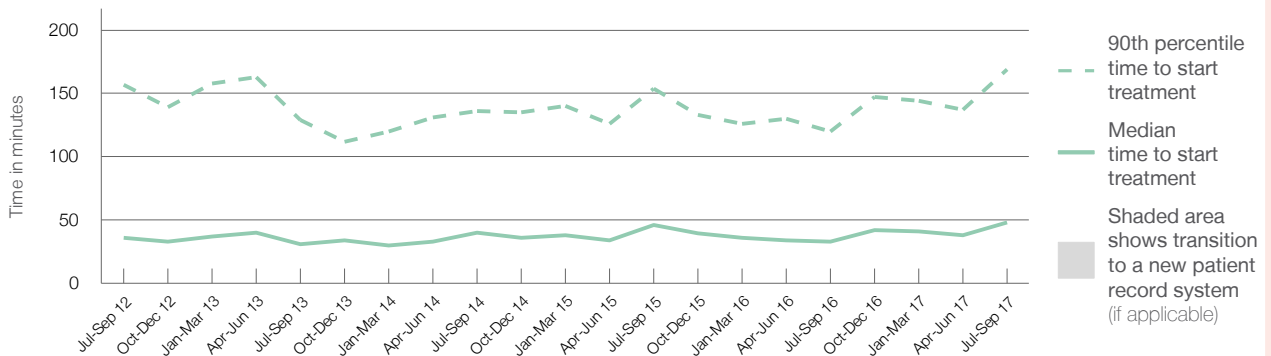
90th percentile time to start treatment⁵ 169 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,431	2,980
Number of triage 5 patients used to calculate waiting time ³	2,054	2,320
Median time to start treatment ⁴	33 minutes	26 minutes
90th percentile time to start treatment ⁵	120 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	31	40	46	33	48
90th percentile time to start treatment ⁵ (minutes)	157	129	136	154	120	169

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John Hunter Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 20,698 patients

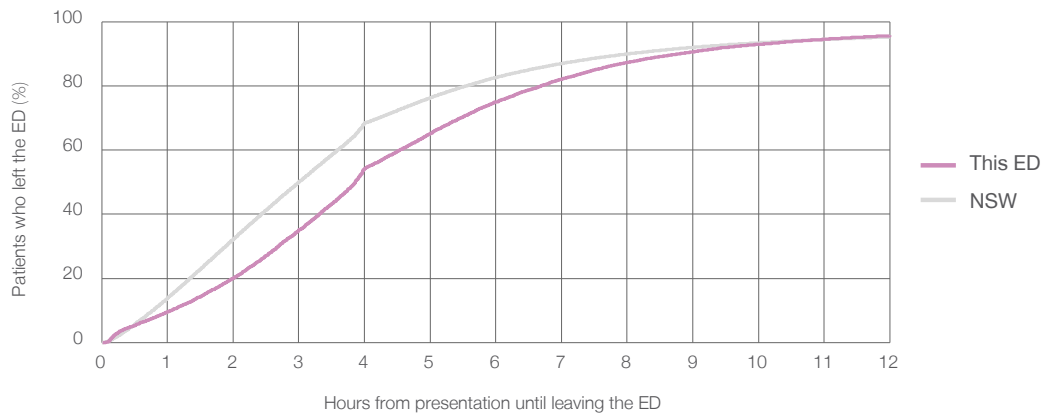
Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

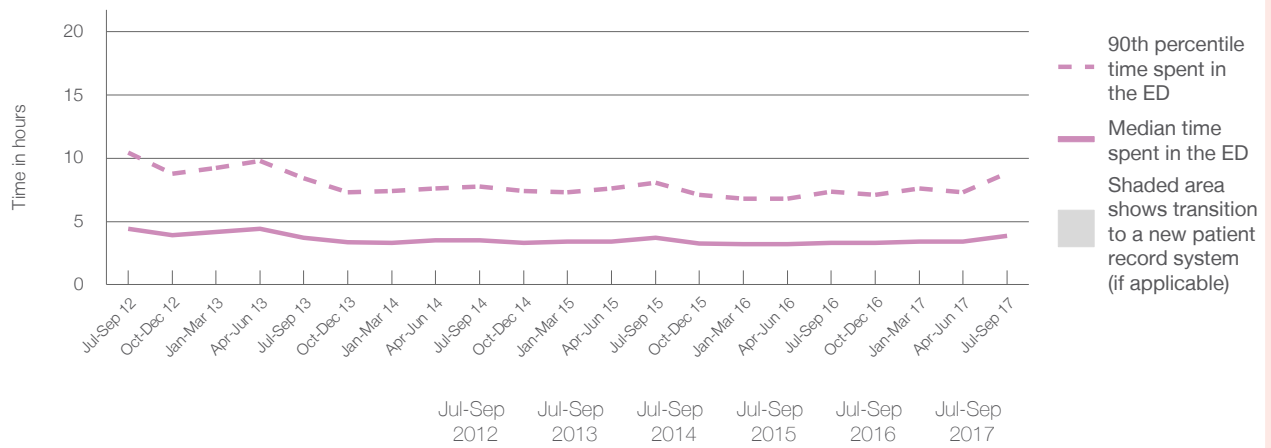
90th percentile time spent in the ED⁹ 8 hours and 49 minutes

Same period last year	NSW (this period)
19,453	19,453
3 hours and 19 minutes	3 hours and 0 minutes
7 hours and 21 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m

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John Hunter Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

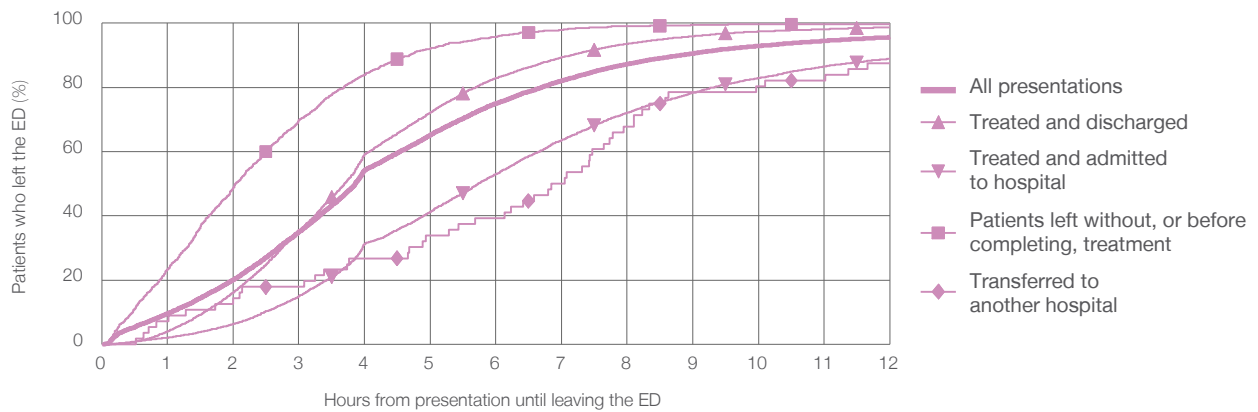
All presentations:¹ 20,698 patients

Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

Treated and discharged	10,999 (53.1%)
Treated and admitted to hospital	6,778 (32.7%)
Patient left without, or before completing, treatment	1,506 (7.3%)
Transferred to another hospital	56 (0.3%)
Other	1,359 (6.6%)

Same period last year	Change since one year ago
19,453	6.4%
11,052	-0.5%
6,817	-0.6%
681	121.1%
53	5.7%
850	59.9%

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



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

Treated and discharged	4.0%	16.2%	35.1%	59.1%	82.9%	93.6%	97.4%	98.7%
Treated and admitted to hospital	2.1%	6.3%	15.0%	31.3%	53.0%	72.1%	82.9%	89.0%
Patient left without, or before completing, treatment	23.3%	48.9%	69.7%	83.9%	95.8%	99.1%	99.6%	99.7%
Transferred to another hospital	7.1%	14.3%	17.9%	26.8%	39.3%	67.9%	80.4%	87.5%
All presentations	9.6%	20.1%	35.0%	54.3%	75.0%	87.3%	92.9%	95.6%

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John Hunter Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 20,698 patients

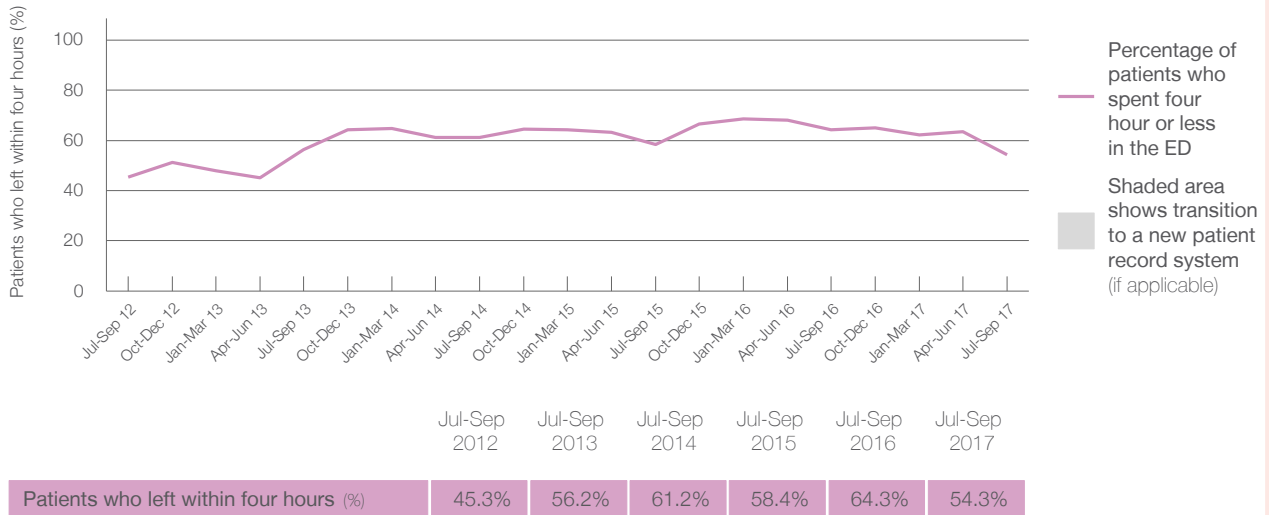
Presentations used to calculate time to leaving the ED:⁶ 20,698 patients

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



Same period last year	Change since one year ago
19,453	6.4%
19,453	6.4%
64.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).