

Hawkesbury District Health Services: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,418 patients

Emergency presentations:² 6,086 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,085 | 5% |
| 5,757 | 6% |

Hawkesbury District Health Services: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 769 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,763 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,155 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 377 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 52 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 644 | |
| 9 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 1,677 | |
| 15 minutes | 20 minutes |
| 40 minutes | 65 minutes |
| 3,118 | |
| 15 minutes | 25 minutes |
| 63 minutes | 98 minutes |
| 297 | |
| 13 minutes | 22 minutes |
| 57 minutes | 97 minutes |

Hawkesbury District Health Services: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,418 patients

Percentage of patients who spent four hours or less in the ED 74%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,085 | 5% |
| 75% | |

* 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.

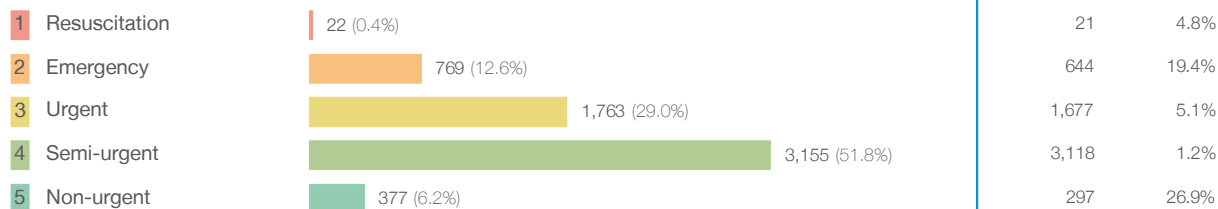
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Hawkesbury District Health Services: Patients presenting to the emergency department

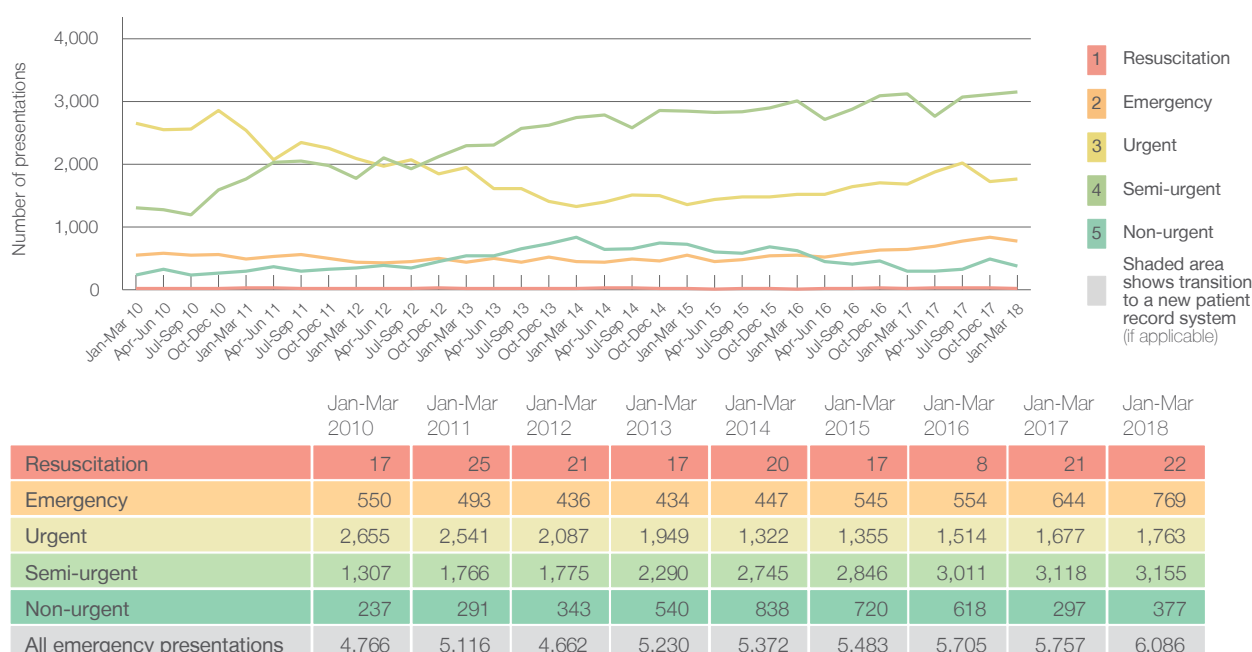
January to March 2018

All presentations:¹ 6,418 patients

Emergency presentations² by triage category: 6,086 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Hawkesbury District Health Services: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 946 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Hawkesbury District Health Services: 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: 769

Number of triage 2 patients used to calculate waiting time:³ 766

Median time to start treatment⁴

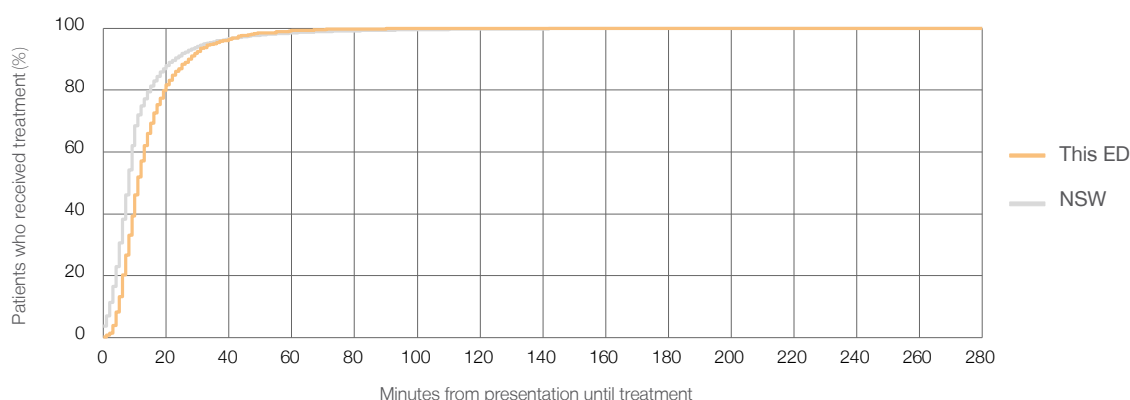
11 minutes

90th percentile time to start treatment⁵

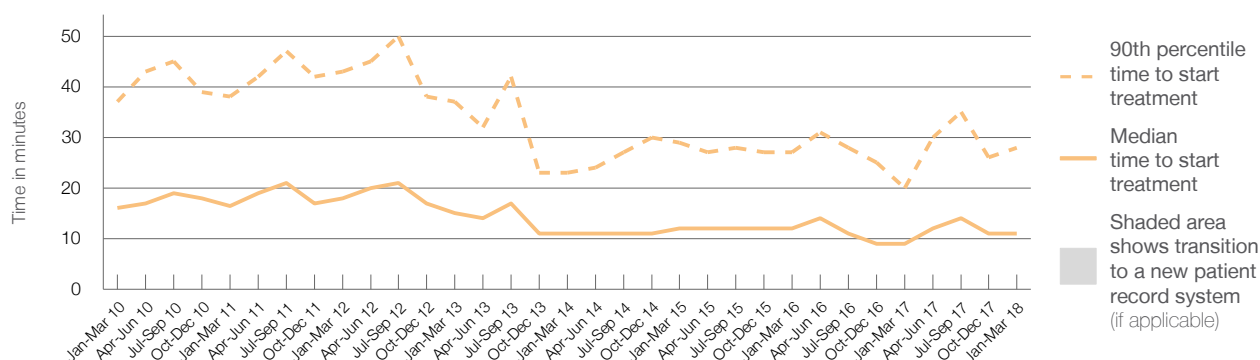
28 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 644 | |
| 644 | |
| 9 minutes | 8 minutes |
| 20 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) | 16 | 17 | 18 | 15 | 11 | 12 | 12 | 9 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 37 | 38 | 43 | 37 | 23 | 29 | 27 | 20 | 28 |

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Hawkesbury District Health Services: 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: 1,763

Number of triage 3 patients used to calculate waiting time:³ 1,743

Median time to start treatment⁴

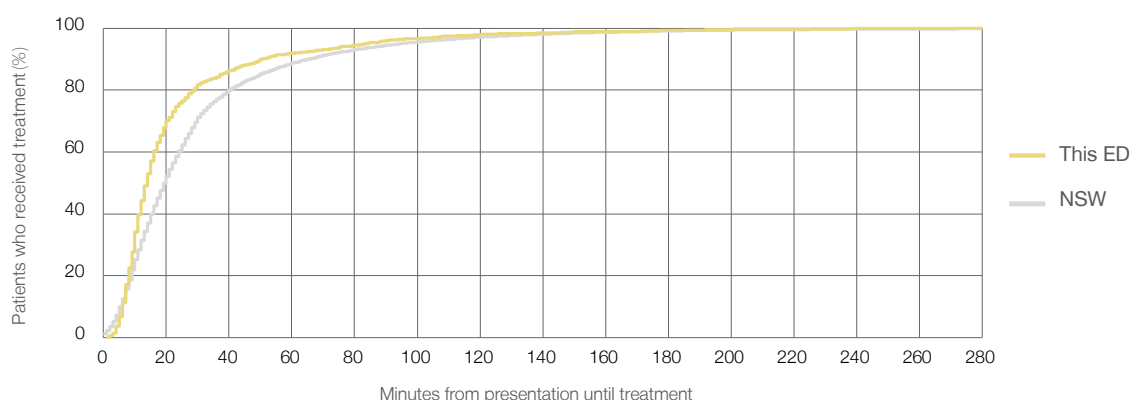
14 minutes

90th percentile time to start treatment⁵

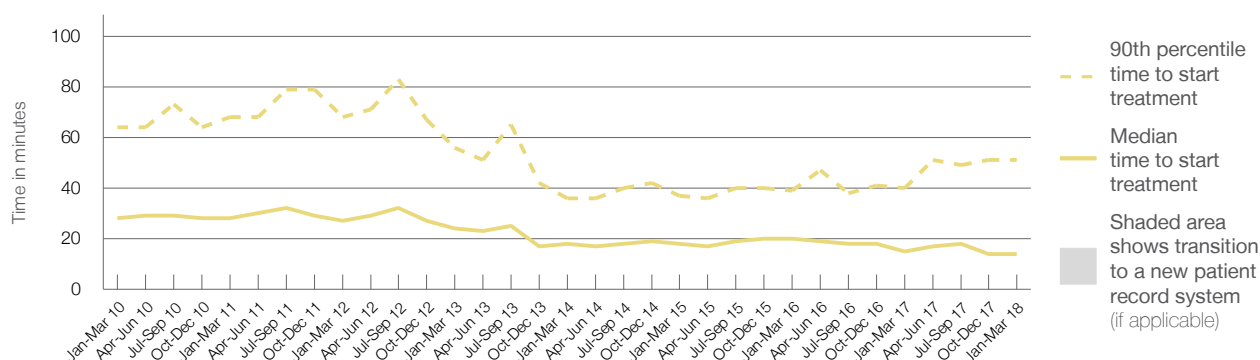
51 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,677 | |
| 1,676 | |
| 15 minutes | 20 minutes |
| 40 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) | 28 | 28 | 27 | 24 | 18 | 18 | 20 | 15 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 64 | 68 | 68 | 56 | 36 | 37 | 39 | 40 | 51 |

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Hawkesbury District Health Services: 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: 3,155

Number of triage 4 patients used to calculate waiting time:³ 3,058

Median time to start treatment⁴

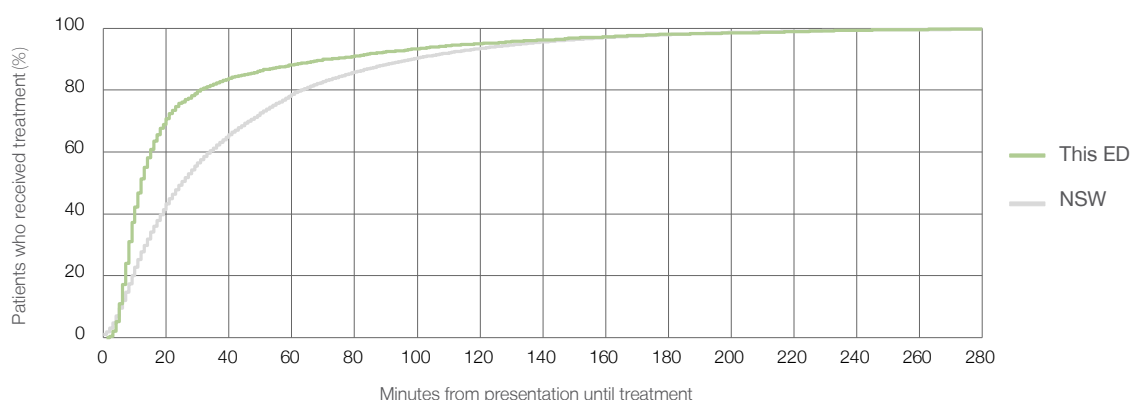
12 minutes

90th percentile time to start treatment⁵

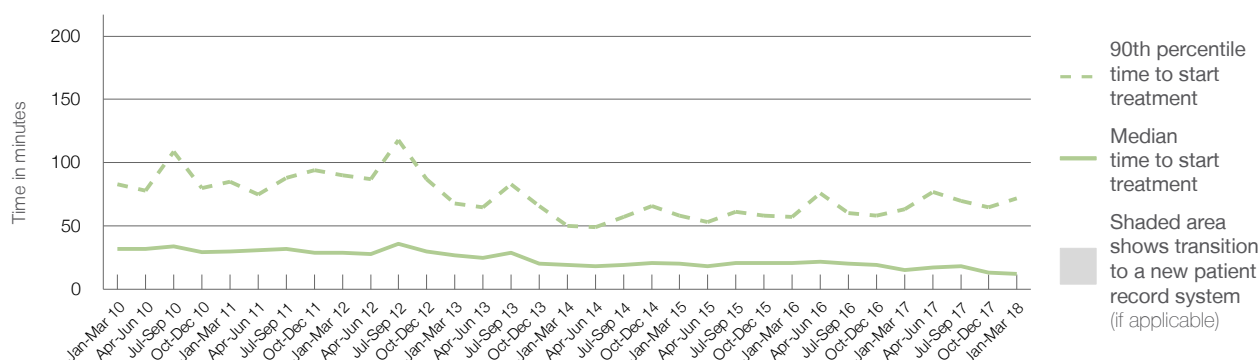
72 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,118 | |
| 3,113 | |
| 15 minutes | 25 minutes |
| 63 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) | 32 | 30 | 29 | 27 | 19 | 20 | 21 | 15 | 12 |
| 90th percentile time to start treatment ⁵ (minutes) | 83 | 85 | 90 | 68 | 50 | 58 | 57 | 63 | 72 |

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Hawkesbury District Health Services: 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: 377

Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴

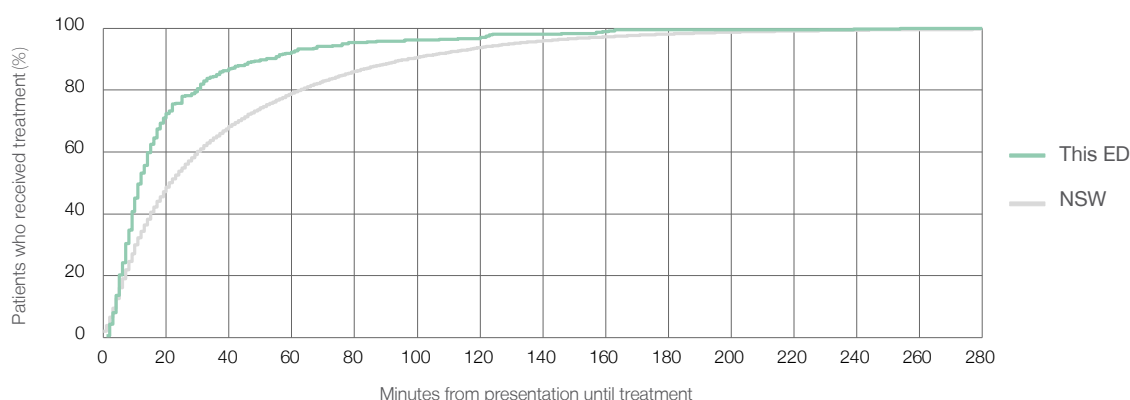
12 minutes

90th percentile time to start treatment⁵

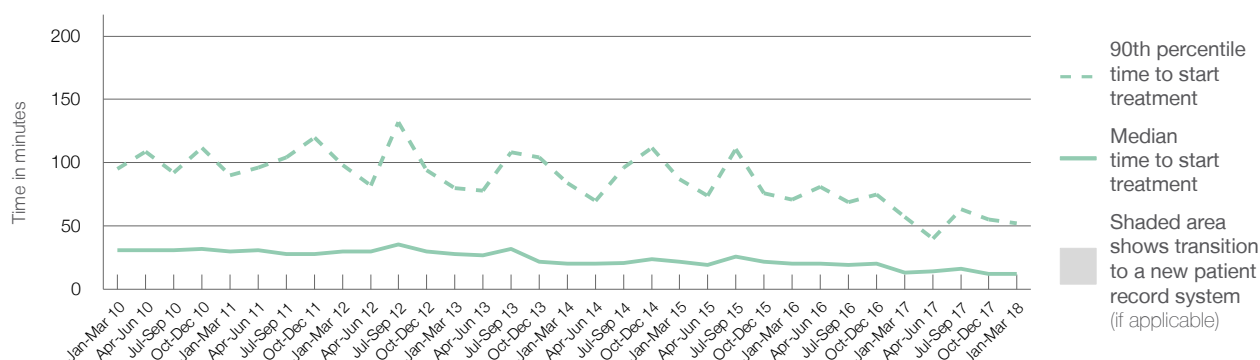
52 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 297 | |
| 291 | |
| 13 minutes | 22 minutes |
| 57 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) | 31 | 30 | 30 | 28 | 20 | 22 | 20 | 13 | 12 |
| 90th percentile time to start treatment ⁵ (minutes) | 95 | 90 | 98 | 80 | 84 | 87 | 71 | 57 | 52 |

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Hawkesbury District Health Services: Time patients spent in the ED

January to March 2018

All presentations:¹ 6,418 patients

Presentations used to calculate time to leaving the ED:⁶ 6,418 patients

Median time spent in the ED⁸

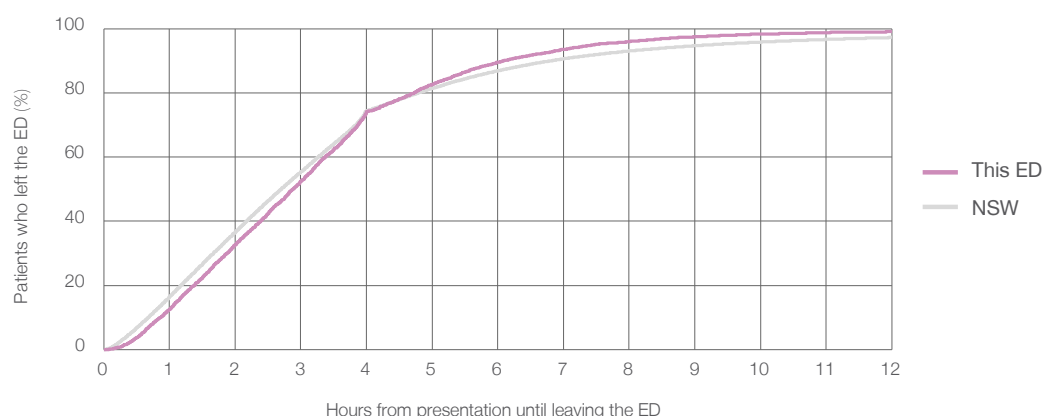
2 hours and 53 minutes

90th percentile time spent in the ED⁹

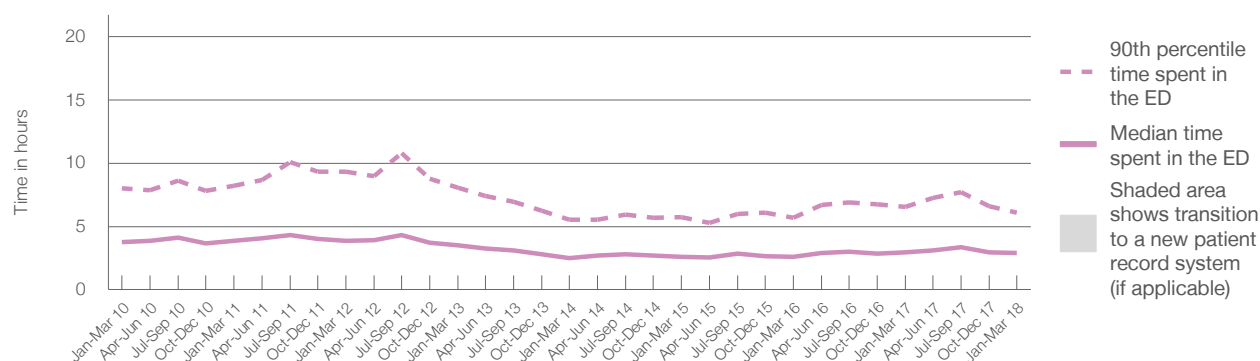
6 hours and 6 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 6,085 | |
| 6,085 | |
| 2 hours and 56 minutes | 2 hours and 42 minutes |
| 6 hours and 32 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 47m | 3h 52m | 3h 53m | 3h 32m | 2h 31m | 2h 37m | 2h 36m | 2h 56m | 2h 53m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | 8h 2m | 8h 12m | 9h 19m | 8h 3m | 5h 31m | 5h 45m | 5h 41m | 6h 32m | 6h 6m |

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

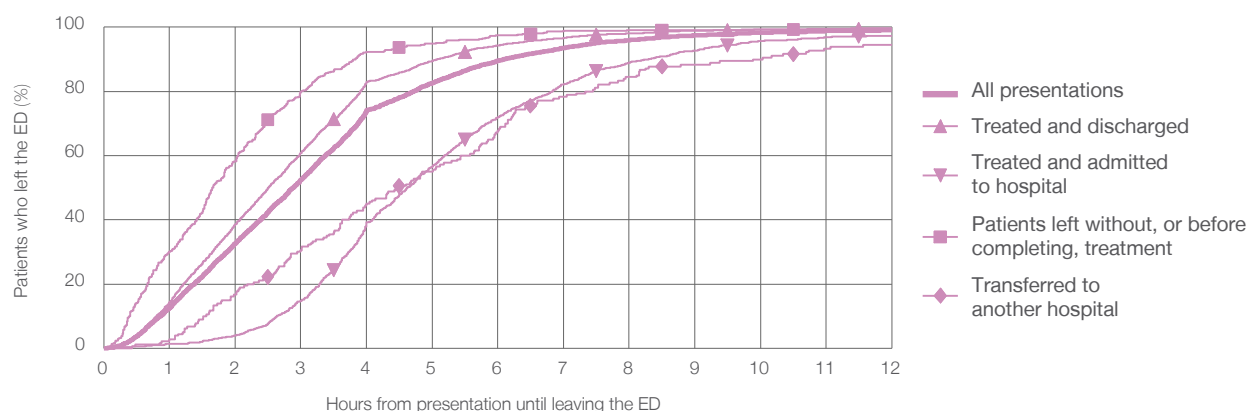
January to March 2018

All presentations:[†] 6,418 patients

Presentations used to calculate time to leaving the ED:[‡] 6,418 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 4,563 (71.1%) | 4,162 | 9.6% |
| Treated and admitted to hospital | 1,233 (19.2%) | 1,245 | -1.0% |
| Patient left without, or before completing, treatment | 433 (6.7%) | 500 | -13.4% |
| Transferred to another hospital | 180 (2.8%) | 170 | 5.9% |
| Other | 9 (0.1%) | 8 | 12.5% |

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 | 14.3% | 38.6% | 60.8% | 83.0% | 94.4% | 98.1% | 99.3% | 99.6% |
| Treated and admitted to hospital | 1.3% | 4.0% | 14.7% | 39.2% | 72.0% | 88.9% | 95.8% | 97.4% |
| Patient left without, or before completing, treatment | 30.0% | 58.2% | 79.9% | 92.4% | 97.5% | 99.1% | 99.3% | 99.8% |
| Transferred to another hospital | 2.8% | 16.7% | 30.6% | 45.0% | 67.8% | 84.4% | 90.0% | 94.4% |
| All presentations | 12.6% | 32.7% | 52.4% | 74.2% | 89.6% | 96.0% | 98.3% | 99.0% |

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Hawkesbury District Health Services: 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 6,418 patients

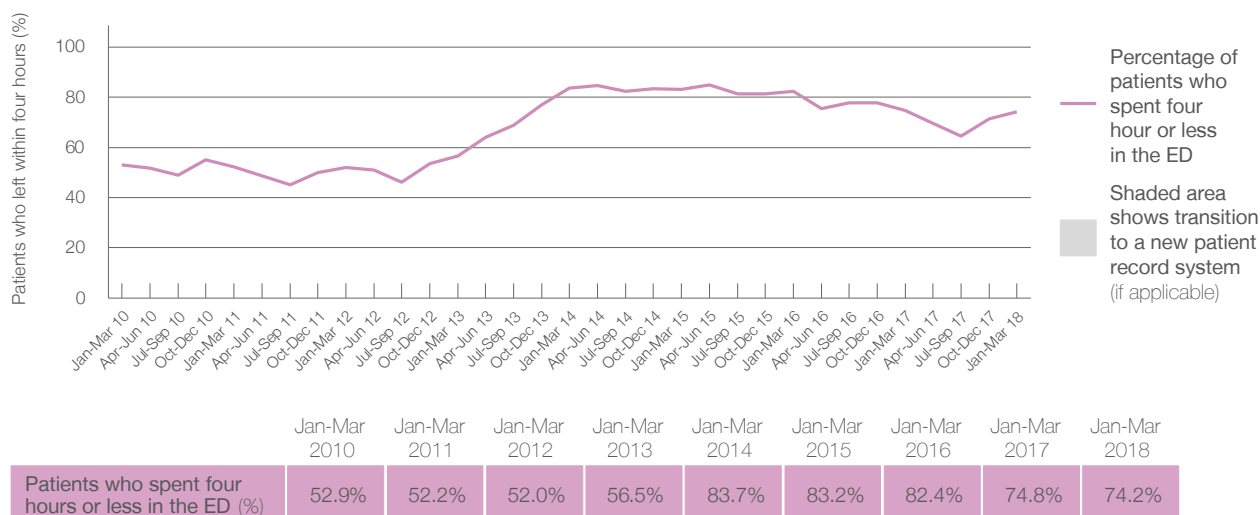
Presentations used to calculate time to leaving the ED: ⁶ 6,418 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,085 | 5% |
| 6,085 | 5% |
| 74.8% | |

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).