

## Nepean Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 17,763 patients

Emergency presentations:<sup>2</sup> 17,524 patients

Same period last year	Change since one year ago
17,079	4%
16,971	3%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,964 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,384 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 154 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,694 patients

Median time to start treatment<sup>4</sup> 38 minutes  
90th percentile time to start treatment<sup>5</sup> 148 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,393 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
2,559	
10 minutes	8 minutes
38 minutes	23 minutes
4,971	
27 minutes	20 minutes
112 minutes	65 minutes
7,599	
29 minutes	25 minutes
121 minutes	98 minutes
1,743	
27 minutes	22 minutes
109 minutes	97 minutes

## Nepean Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,760 patients

Percentage of patients who spent four hours or less in the ED 54%

Same period last year	Change since one year ago
17,068	4%
59%	

\* 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.

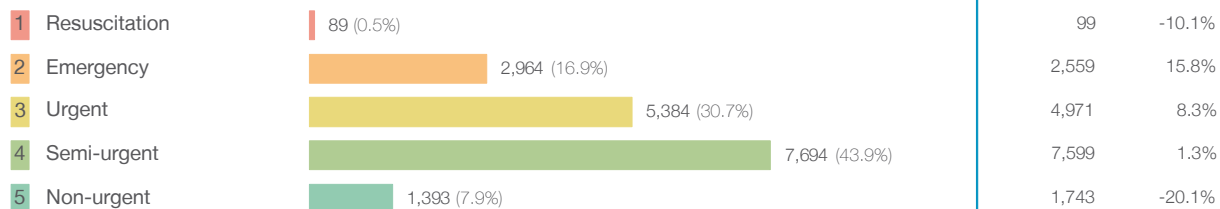
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Nepean Hospital: Patients presenting to the emergency department

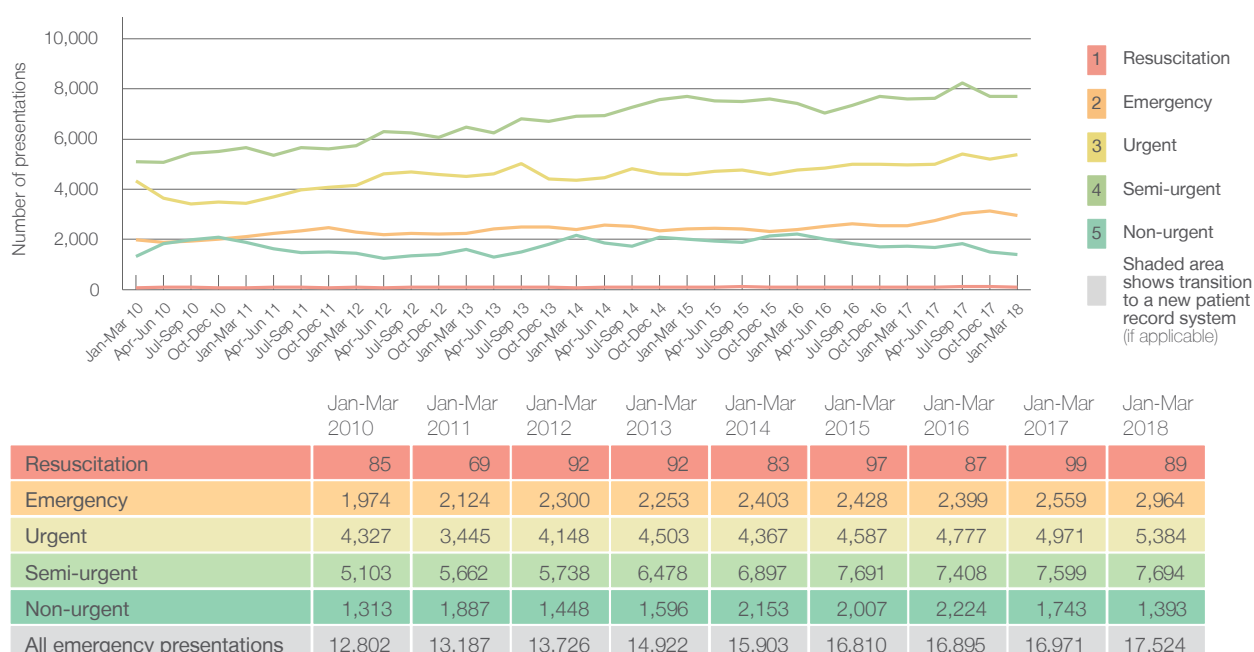
January to March 2018

All presentations:<sup>1</sup> 17,763 patients

Emergency presentations<sup>2</sup> by triage category: 17,524 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Nepean Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 4,961 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.

## Nepean Hospital: 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: 2,964

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,952

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

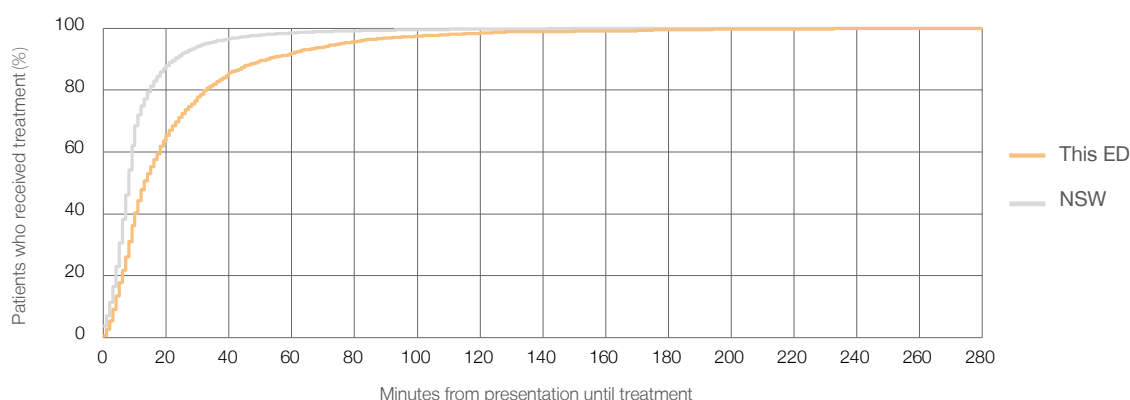
13 minutes

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

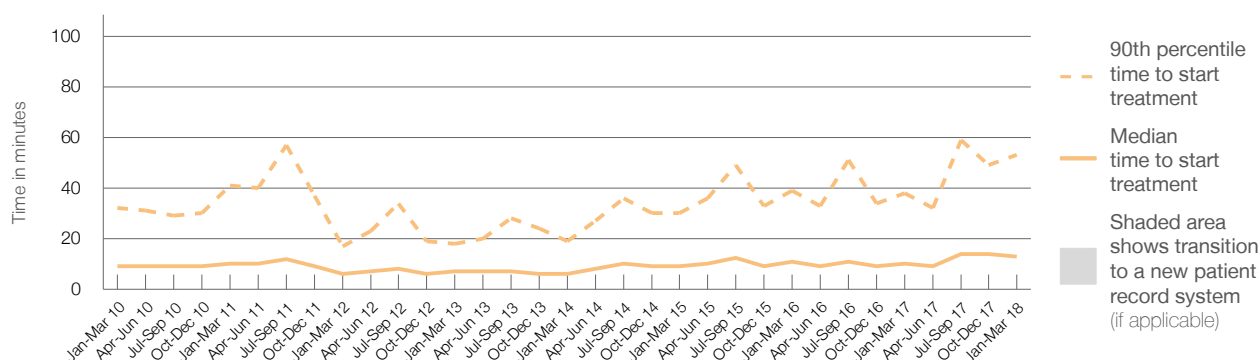
53 minutes

Same period last year	NSW (this period)
2,559	
2,543	
10 minutes	8 minutes
38 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	9	10	6	7	6	9	11	10	13
90th percentile time to start treatment <sup>5</sup> (minutes)	32	41	17	18	19	30	39	38	53

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## Nepean Hospital: 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: 5,384

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,081

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

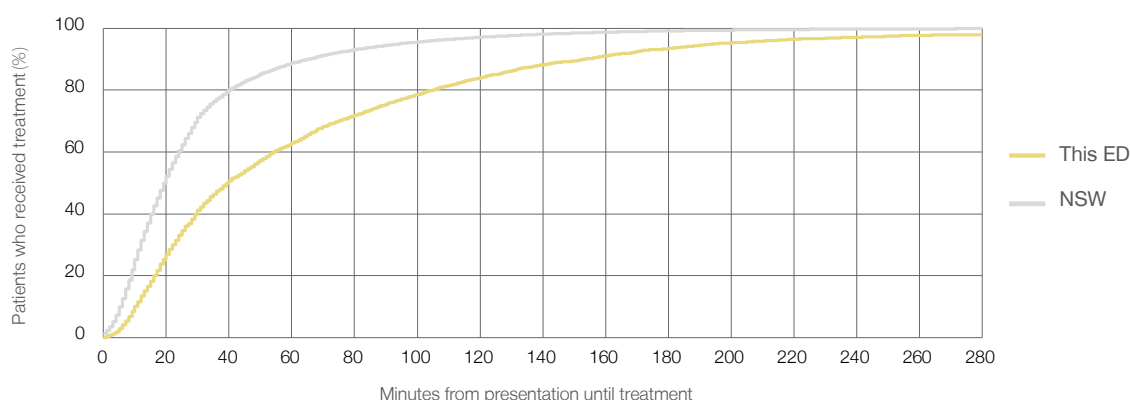
40 minutes

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

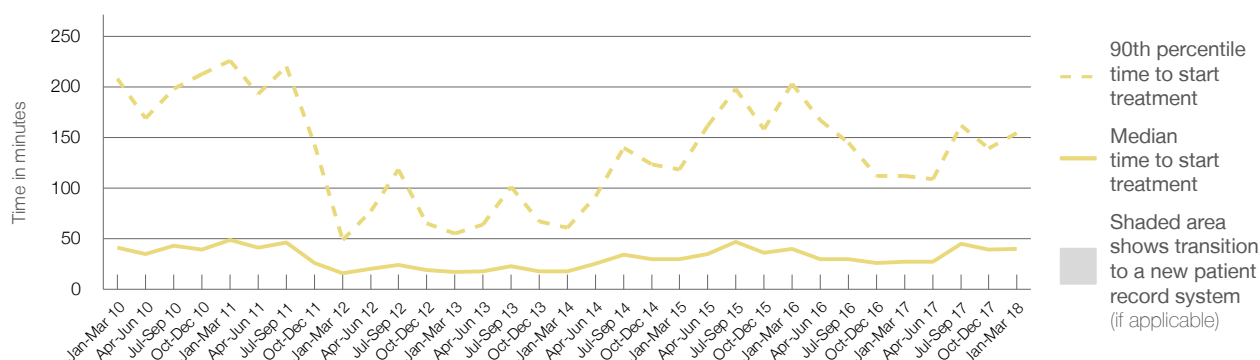
154 minutes

Same period last year	NSW (this period)
4,971	
4,687	
27 minutes	20 minutes
112 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	41	49	16	17	18	30	40	27	40
90th percentile time to start treatment <sup>5</sup> (minutes)	208	226	49	55	61	118	203	112	154

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## Nepean Hospital: 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: 7,694

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,094

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

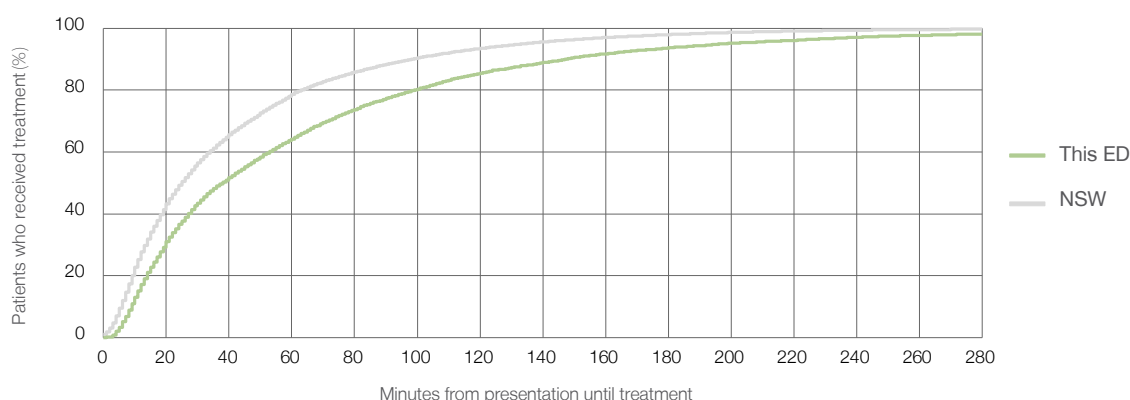
38 minutes

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

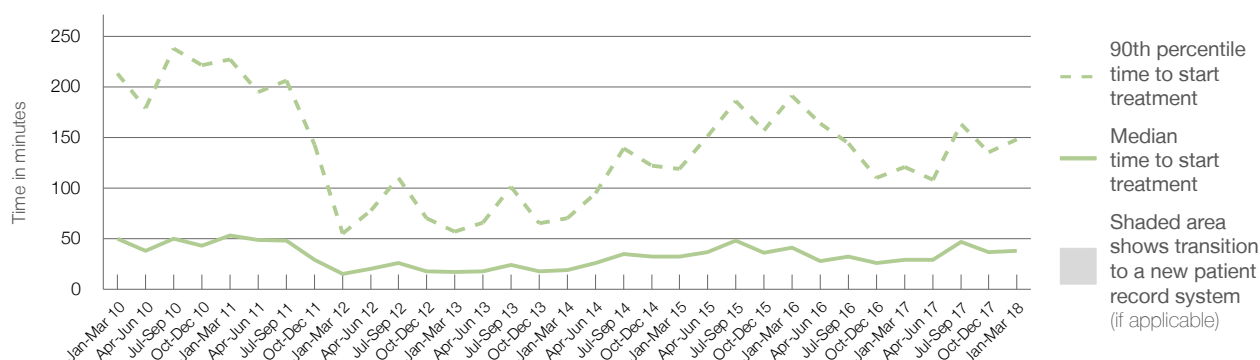
148 minutes

Same period last year	NSW (this period)
7,599	
7,010	
29 minutes	25 minutes
121 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	50	53	15	17	19	32	41	29	38
90th percentile time to start treatment <sup>5</sup> (minutes)	213	227	55	57	70	119	191	121	148

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## Nepean Hospital: 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: 1,393

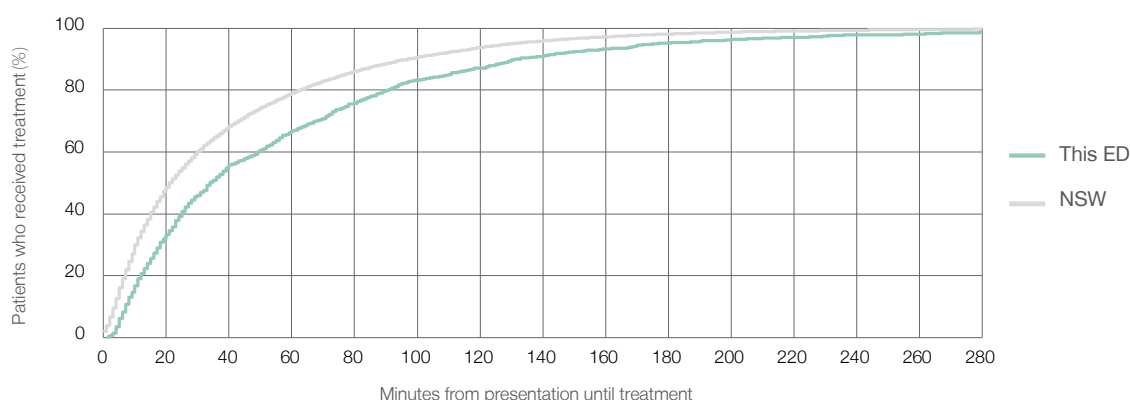
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,169

Median time to start treatment<sup>4</sup> 34 minutes

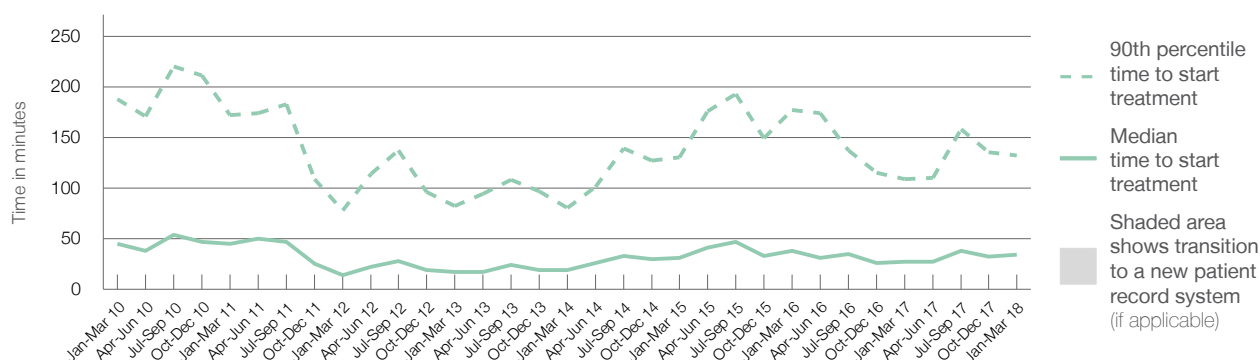
90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
1,743	
1,500	
27 minutes	22 minutes
109 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	45	45	14	17	19	31	38	27	34
90th percentile time to start treatment <sup>5</sup> (minutes)	188	172	78	82	80	131	177	109	132

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## Nepean Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 17,763 patients

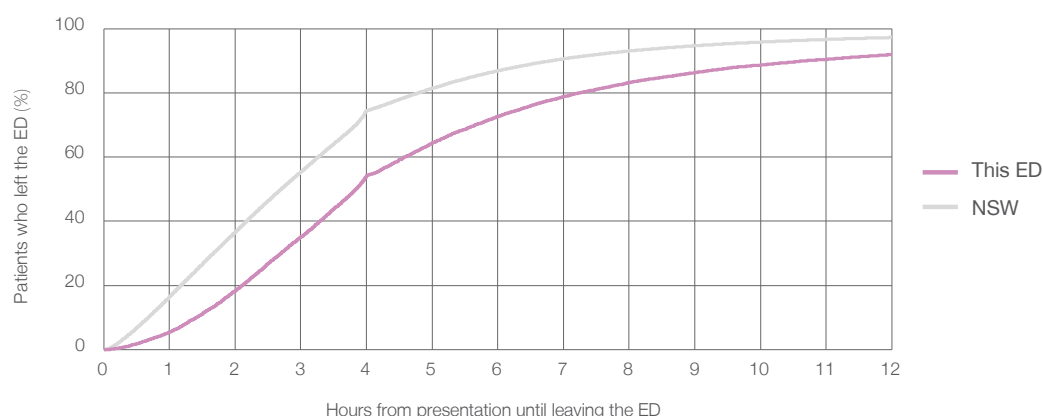
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,760 patients

Median time spent in the ED<sup>8</sup> 3 hours and 51 minutes

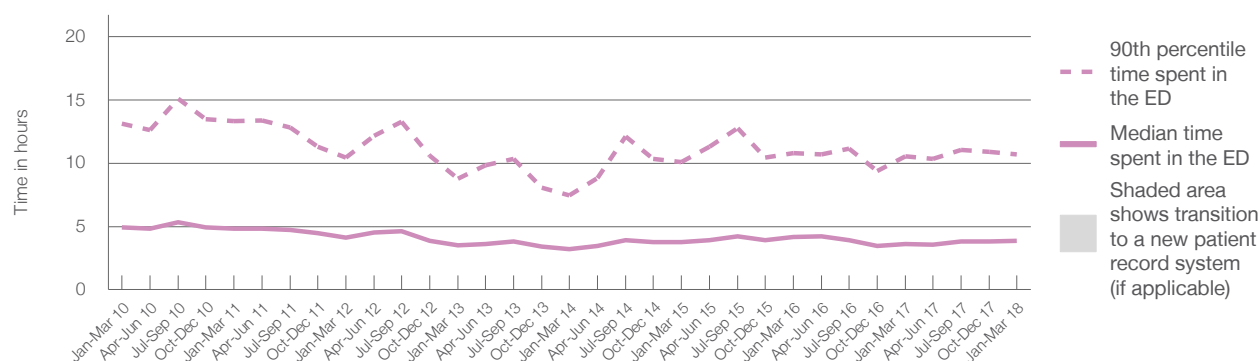
90th percentile time spent in the ED<sup>9</sup> 10 hours and 43 minutes

Same period last year	NSW (this period)
17,079	
17,068	
3 hours and 37 minutes	2 hours and 42 minutes
10 hours and 33 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	4h 56m	4h 50m	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m	3h 51m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 7m	13h 20m	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m	10h 43m

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## Nepean Hospital: Time patients spent in the ED

By mode of separation

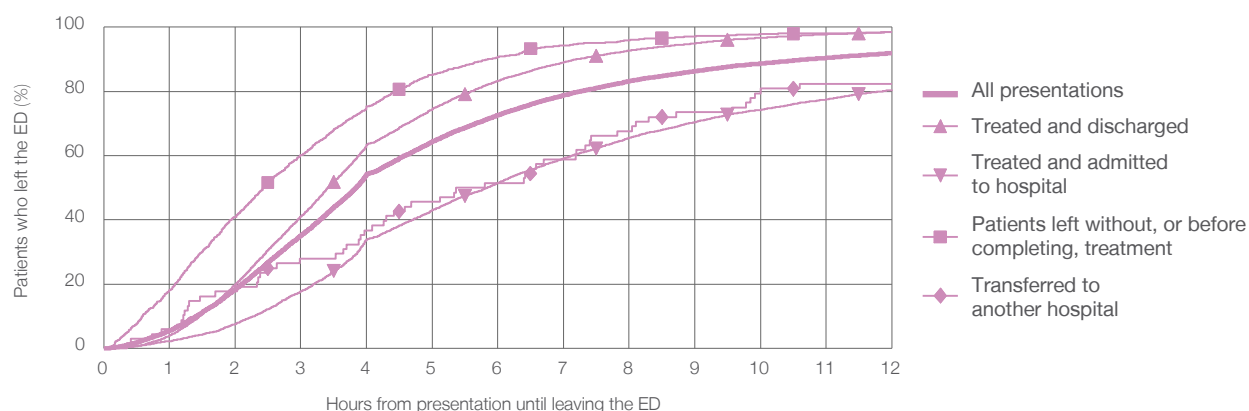
January to March 2018

All presentations:<sup>†</sup> 17,763 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 17,760 patients

		Same period last year	Change since one year ago
Treated and discharged	9,188 (51.7%)	8,969	2.4%
Treated and admitted to hospital	6,416 (36.1%)	6,541	-1.9%
Patient left without, or before completing, treatment	1,873 (10.5%)	1,310	43.0%
Transferred to another hospital	68 (0.4%)	57	19.3%
Other	218 (1.2%)	202	7.9%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.0%	19.9%	41.1%	63.5%	83.3%	92.8%	96.7%	98.5%
Treated and admitted to hospital	2.3%	7.6%	17.8%	33.9%	51.5%	65.5%	74.3%	80.5%
Patient left without, or before completing, treatment	18.1%	41.0%	60.1%	75.4%	90.8%	96.0%	97.9%	98.5%
Transferred to another hospital	5.9%	17.6%	27.9%	36.8%	51.5%	67.6%	80.9%	82.4%
All presentations	5.5%	18.4%	35.2%	54.3%	72.6%	83.2%	88.7%	91.9%

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## Nepean Hospital: Time spent in the ED

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

January to March 2018

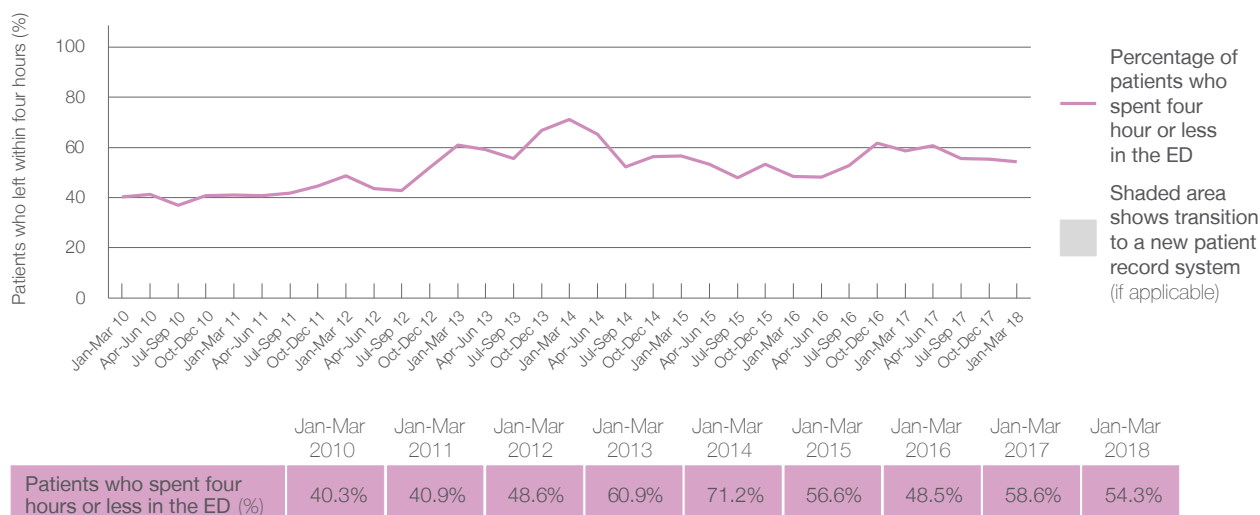
All presentations at the emergency department: <sup>1</sup> 17,763 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,760 patients

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

Same period last year	Change since one year ago
17,079	4%
17,068	4%
58.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.

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).