bureau of health information

Hospital Quarterly

# Performance Profiles

## Emergency Department

Western Sydney Local Health District

**October to December 2016**

**More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer**

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

## **Auburn Hospital:** Emergency department (ED) overview

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,796 patients | 6,678 | 1.8% |
| Emergency presentations:[2] | 6,597 patients | 6,441 | 2.4% |

## **Auburn Hospital:** Time patients waited to start treatment[3]

October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 936 patients | 856 | |
| Median time to start treatment[4] | 9 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 23 minutes | 23 minutes | 26 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 2,233 patients | 2,363 | |
| Median time to start treatment[4] | 22 minutes | 21 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 66 minutes | 64 minutes | 67 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 2,891 patients | 2,695 | |
| Median time to start treatment[4] | 32 minutes | 33 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 130 minutes | 122 minutes | 97 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 501 patients | 499 | |
| Median time to start treatment[4] | 25 minutes | 22 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 141 minutes | 122 minutes | 103 minutes |

## **Auburn Hospital:** Time from presentation until leaving the ED

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 6,794 patients | 6,678 | 1.7% |
| Percentage of patients who spent four hours or less in the ED | 81.2% | 79.9% | |

* 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 2016.*
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 24 January 2017).

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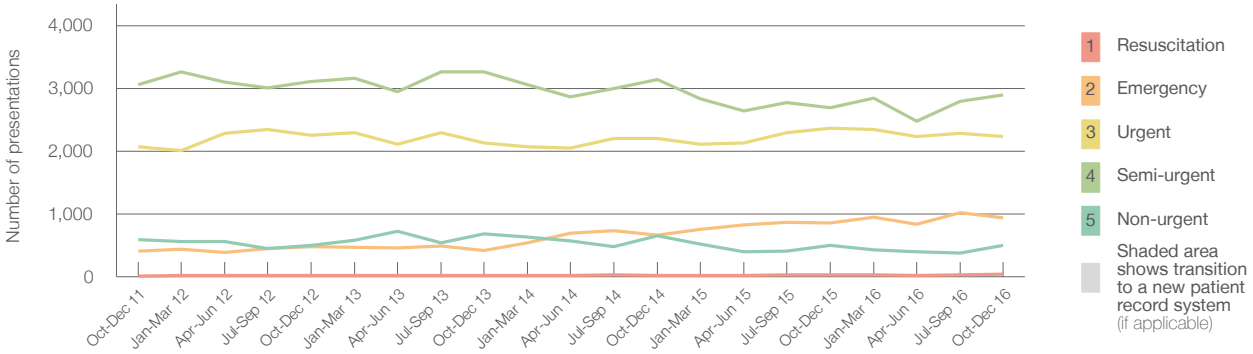
## **Auburn Hospital:** Patients presenting to the emergency department

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 6,796 patients | 6,678 | 1.8% |
| Emergency presentations[2] by triage category: | 6,597 patients | 6,441 | 2.4% |
| 1 Resuscitation | 36 (0.5%) | 28 | 28.6% |
| 2 Emergency | 936 (14.2%) | 856 | 9.3% |
| 3 Urgent | 2,233 (33.8%) | 2,363 | -5.5% |
| 4 Semi-urgent | 2,891 (43.8%) | 2,695 | 7.3% |
| 5 Non-urgent | 501 (7.6%) | 499 | 0.4% |

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Resuscitation | 9 | 17 | 14 | 20 | 28 | 36 |
| Emergency | 402 | 476 | 419 | 658 | 856 | 936 |
| Urgent | 2,068 | 2,257 | 2,129 | 2,207 | 2,363 | 2,233 |
| Semi-urgent | 3,062 | 3,106 | 3,267 | 3,142 | 2,695 | 2,891 |
| Non-urgent | 590 | 497 | 679 | 648 | 499 | 501 |
| All emergency presentations | 6,131 | 6,353 | 6,508 | 6,675 | 6,441 | 6,597 |

## **Auburn Hospital:** Patients arriving by ambulance

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time:[7] | 791 patients | 882 | |
| ED Transfer of care time | | | |
| Median time | 13 minutes | 14 minutes | -1 minute |
| 90th percentile time | 24 minutes | 23 minutes | 1 minute |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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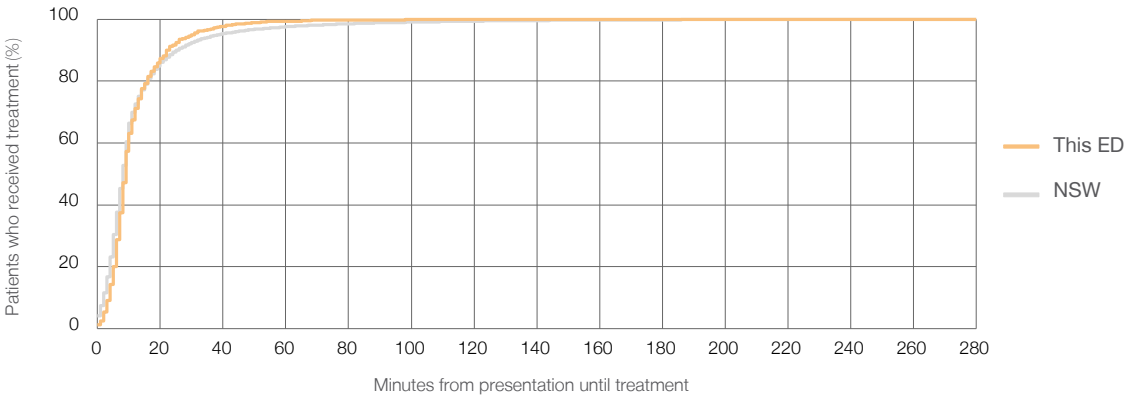
## **Auburn Hospital:** Time patients waited to start treatment, triage 2

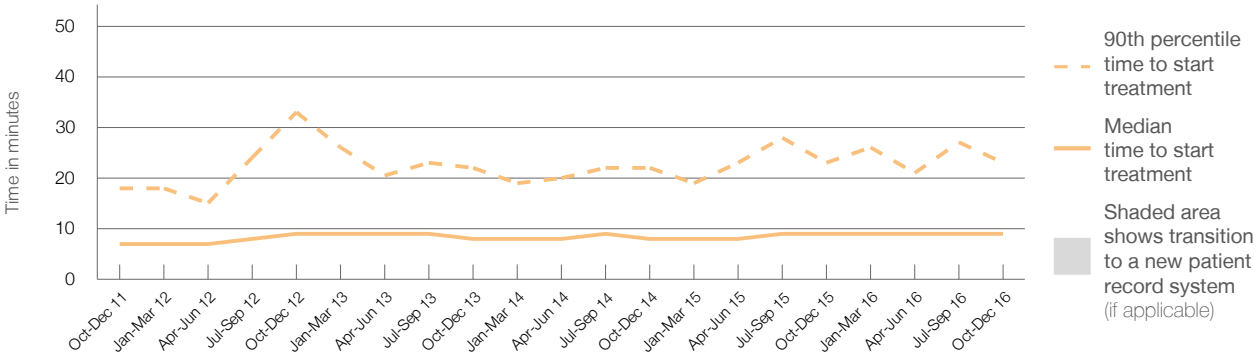
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns) | | | |
| Number of triage 2 patients: 936 | | 856 | |
| Number of triage 2 patients used to calculate waiting time:[3] 932 | | 842 | |
| Median time to start treatment[4] | 9 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 23 minutes | 23 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 7 | 9 | 8 | 8 | 9 | 9 |
| 90th percentile time to start treatment[5] (minutes) | 18 | 33 | 22 | 22 | 23 | 23 |

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

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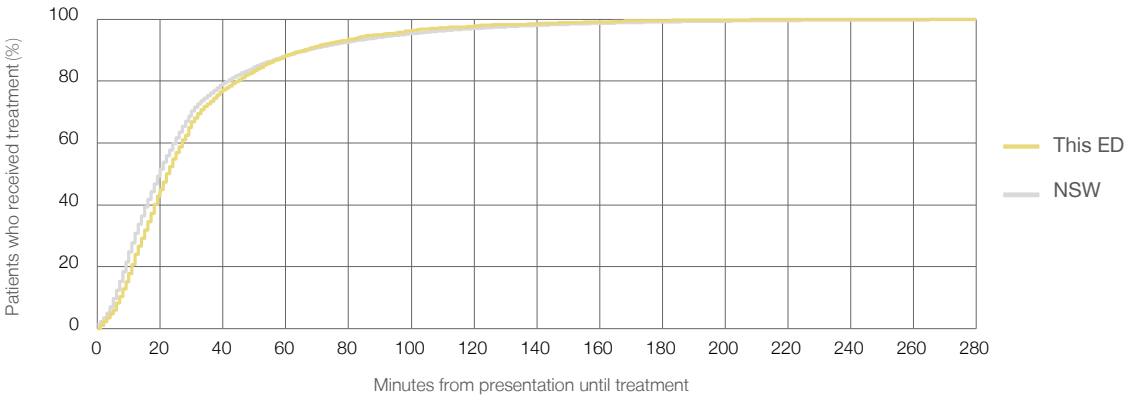
## **Auburn Hospital:** Time patients waited to start treatment, triage 3

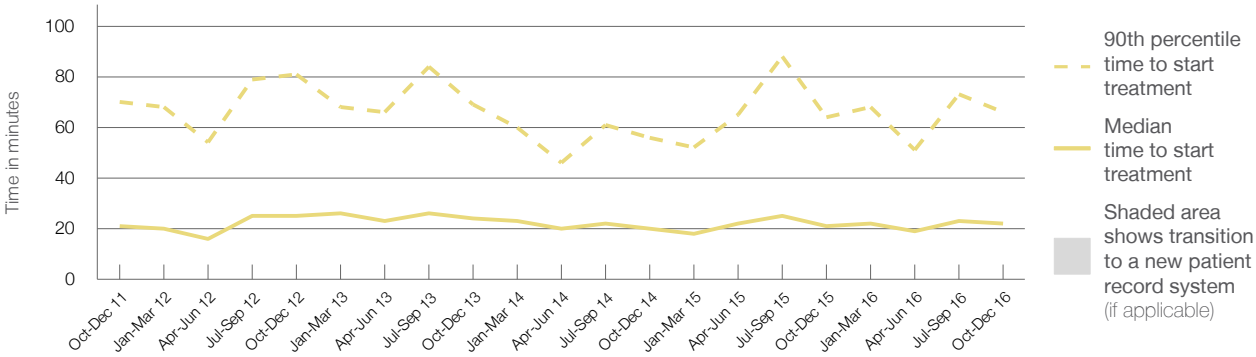
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 3 Urgent (e.g. moderate blood loss, dehydration) | | | |
| Number of triage 3 patients: 2,233 | | 2,363 | |
| Number of triage 3 patients used to calculate waiting time:[3] 2,179 | | 2,236 | |
| Median time to start treatment[4] | 22 minutes | 21 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 66 minutes | 64 minutes | 67 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 21 | 25 | 24 | 20 | 21 | 22 |
| 90th percentile time to start treatment[5] (minutes) | 70 | 81 | 69 | 56 | 64 | 66 |

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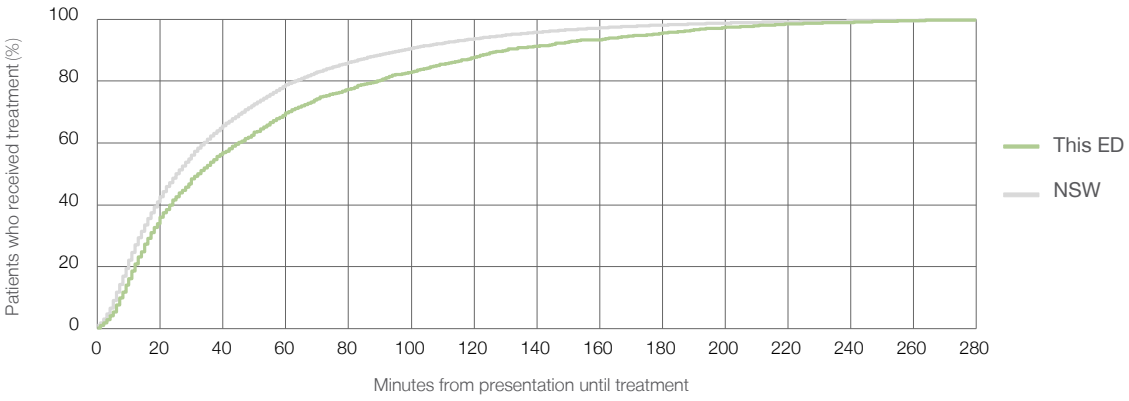
## **Auburn Hospital:** Time patients waited to start treatment, triage 4

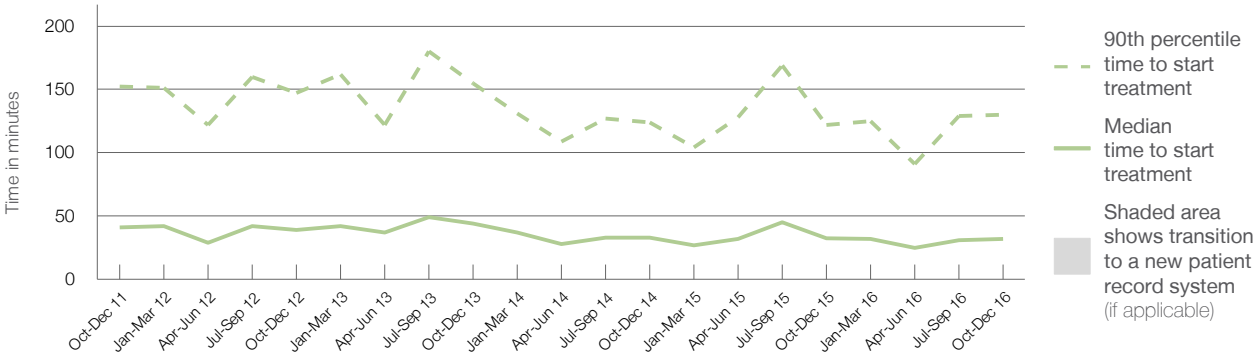
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 4 | Semi-urgent (e.g. sprained ankle, earache) | | |
| Number of triage 4 patients: | 2,891 | 2,695 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 2,633 | 2,310 | |
| Median time to start treatment[4] | 32 minutes | 33 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 130 minutes | 122 minutes | 97 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 41 | 39 | 44 | 33 | 33 | 32 |
| 90th percentile time to start treatment[5] (minutes) | 152 | 147 | 155 | 124 | 122 | 130 |

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

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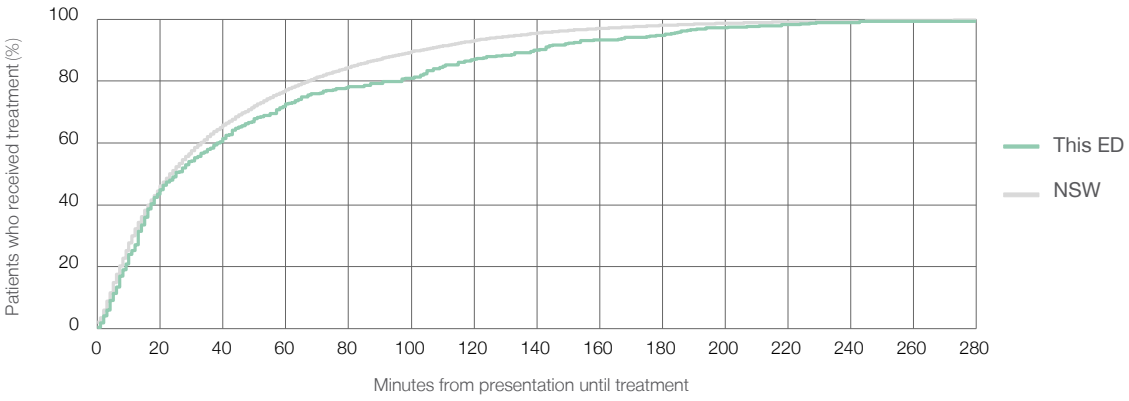
## **Auburn Hospital:** Time patients waited to start treatment, triage 5

October to December 2016

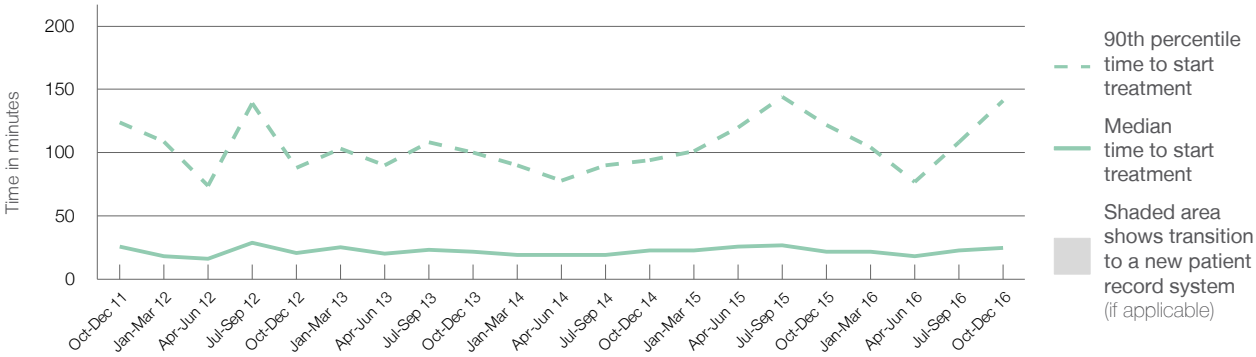
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 501 | 499 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 387 | 381 | |
| Median time to start treatment[4] | 25 minutes | 22 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 141 minutes | 122 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 26 | 21 | 22 | 23 | 22 | 25 |
| 90th percentile time to start treatment[5] (minutes) | 124 | 88 | 100 | 94 | 122 | 141 |

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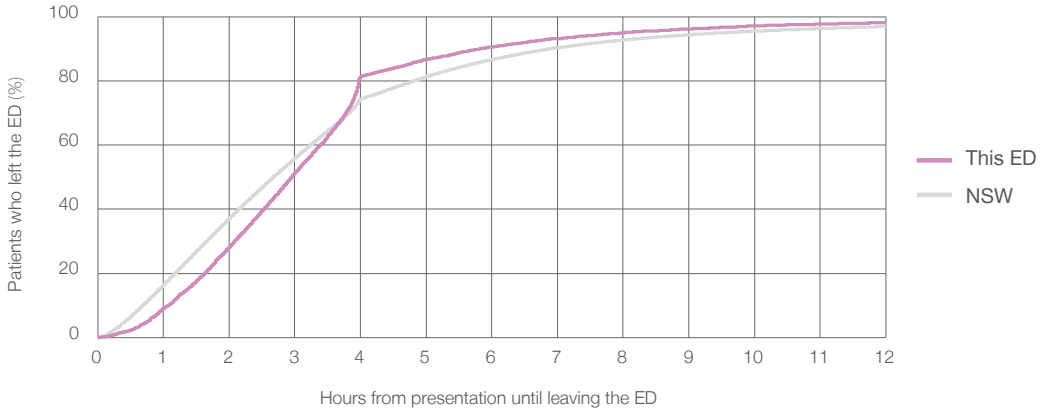
## **Auburn Hospital:** Time patients spent in the ED

October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 6,796 patients | 6,678 | |
| Presentations used to calculate time to leaving the ED:[6] | 6,794 patients | 6,678 | |
| Median time spent in the ED[8] | 2 hours and 58 minutes | 3 hours and 2 minutes | 2 hours and 41 minutes |
| 90th percentile time spent in the ED[9] | 5 hours and 50 minutes | 6 hours and 8 minutes | 6 hours and 54 minutes |

Percentage of patients who left the ED by time, October to December 2016




Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡]

| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 3h 40m | 3h 20m | 3h 19m | 3h 7m | 3h 2m | 2h 58m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 7h 50m | 7h 20m | 5h 47m | 4h 4m | 6h 8m | 5h 50m |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

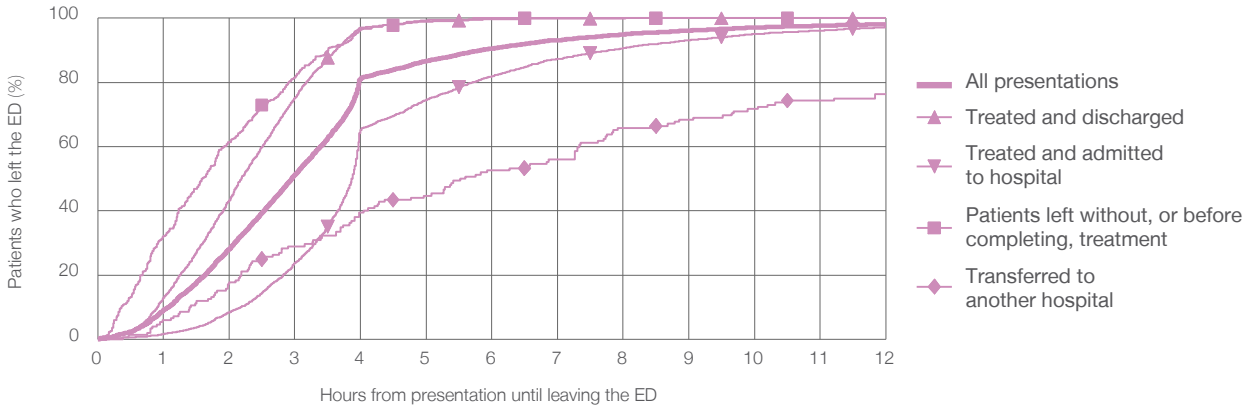
## **Auburn Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2016

All presentations:[1] 6,796 patients

Presentations used to calculate time to leaving the ED:[6] 6,794 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 3,110 (45.8%) | 3,526 | -11.8% |
| Treated and admitted to hospital | 3,085 (45.4%) | 2,480 | 24.4% |
| Patient left without, or before completing, treatment | 420 (6.2%) | 495 | -15.2% |
| Transferred to another hospital | 152 (2.2%) | 152 | 0.0% |
| Other | 29 (0.4%) | 25 | 16.0% |
| | | 6,678 | 1.7% |

Percentage of patients who left the ED by time and mode of separation, October to December 2016[††‡]




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 13.0% | 43.3% | 75.2% | 97.0% | 99.7% | 100% | 100% | 100% |
| Treated and admitted to hospital | 1.7% | 8.4% | 23.7% | 65.2% | 81.9% | 90.6% | 95.1% | 97.2% |
| Patient left without, or before completing, treatment | 32.1% | 61.5% | 81.6% | 96.4% | 100% | 100% | 100% | 100% |
| Transferred to another hospital | 5.9% | 17.8% | 28.9% | 39.5% | 52.6% | 65.8% | 71.7% | 76.3% |
| All presentations | 9.1% | 28.2% | 51.3% | 81.2% | 90.6% | 95.0% | 97.1% | 98.2% |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

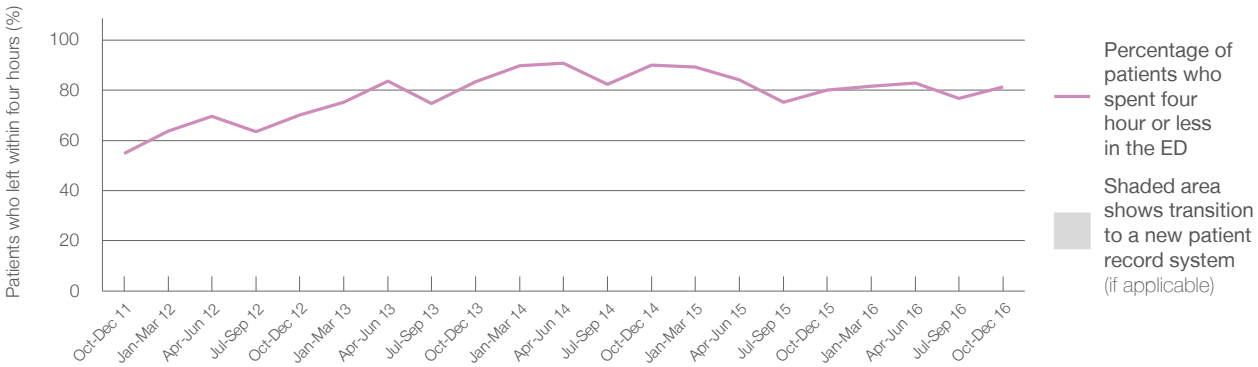
## **Auburn Hospital:** Time spent in the ED

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

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department:[1] | 6,796 patients | 6,678 | 1.8% |
| Presentations used to calculate time to leaving the ED:[6] | 6,794 patients | 6,678 | 1.7% |
| Percentage of patients who spent four hours or less in the ED | 81.2% | 79.9% | |

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Patients who left within four hours (%) | 54.8% | 70.0% | 83.4% | 89.9% | 79.9% | 81.2% |

* 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 2016.*
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 final105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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## **Blacktown Hospital:** Emergency department (ED) overview

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 11,714 patients | 10,902 | 7.4% |
| Emergency presentations:[2] | 11,639 patients | 10,821 | 7.6% |

## **Blacktown Hospital:** Time patients waited to start treatment[3]

October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 3,239 patients | 3,062 | |
| Median time to start treatment[4] | 11 minutes | 10 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 31 minutes | 26 minutes | 26 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 4,036 patients | 3,509 | |
| Median time to start treatment[4] | 31 minutes | 26 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 127 minutes | 84 minutes | 67 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 3,392 patients | 3,190 | |
| Median time to start treatment[4] | 40 minutes | 33 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 136 minutes | 95 minutes | 97 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 833 patients | 929 | |
| Median time to start treatment[4] | 35 minutes | 33 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 118 minutes | 112 minutes | 103 minutes |

## **Blacktown Hospital:** Time from presentation until leaving the ED

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 11,700 patients | 10,902 | 7.3% |
| Percentage of patients who spent four hours or less in the ED | 53.8% | 61.8% | |

* 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 2016.*
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 24 January 2017).

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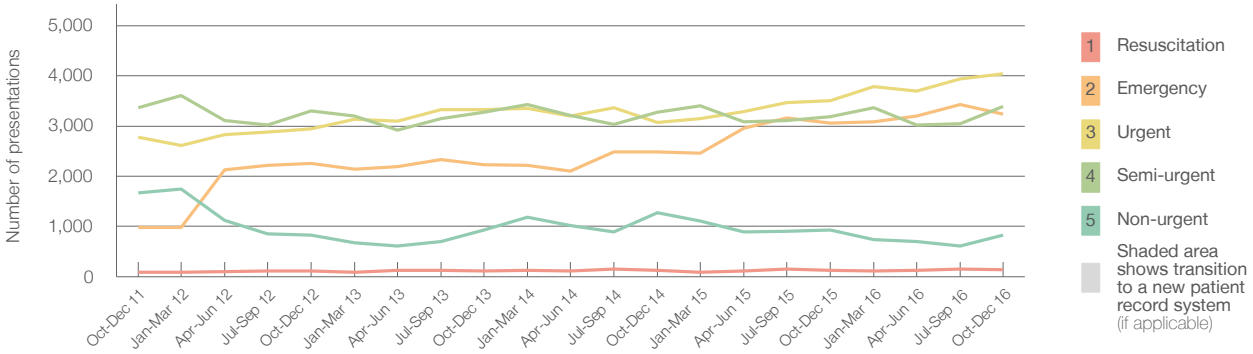
## **Blacktown Hospital:** Patients presenting to the emergency department

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 11,714 patients | 10,902 | 7.4% |
| Emergency presentations[2] by triage category: | 11,639 patients | 10,821 | 7.6% |
| 1 Resuscitation | 139 (1.2%) | 131 | 6.1% |
| 2 Emergency | 3,239 (27.8%) | 3,062 | 5.8% |
| 3 Urgent | 4,036 (34.7%) | 3,509 | 15.0% |
| 4 Semi-urgent | 3,392 (29.1%) | 3,190 | 6.3% |
| 5 Non-urgent | 833 (7.2%) | 929 | -10.3% |

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Resuscitation | 83 | 112 | 114 | 121 | 131 | 139 |
| Emergency | 974 | 2,257 | 2,225 | 2,491 | 3,062 | 3,239 |
| Urgent | 2,773 | 2,938 | 3,322 | 3,077 | 3,509 | 4,036 |
| Semi-urgent | 3,360 | 3,305 | 3,274 | 3,274 | 3,190 | 3,392 |
| Non-urgent | 1,668 | 828 | 931 | 1,271 | 929 | 833 |
| All emergency presentations | 8,858 | 9,440 | 9,866 | 10,234 | 10,821 | 11,639 |

## **Blacktown Hospital:** Patients arriving by ambulance

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time:[7] | 3,310 patients | 3,286 | |
| ED Transfer of care time | | | |
| Median time | 15 minutes | 15 minutes | 0 minutes |
| 90th percentile time | 31 minutes | 29 minutes | 2 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

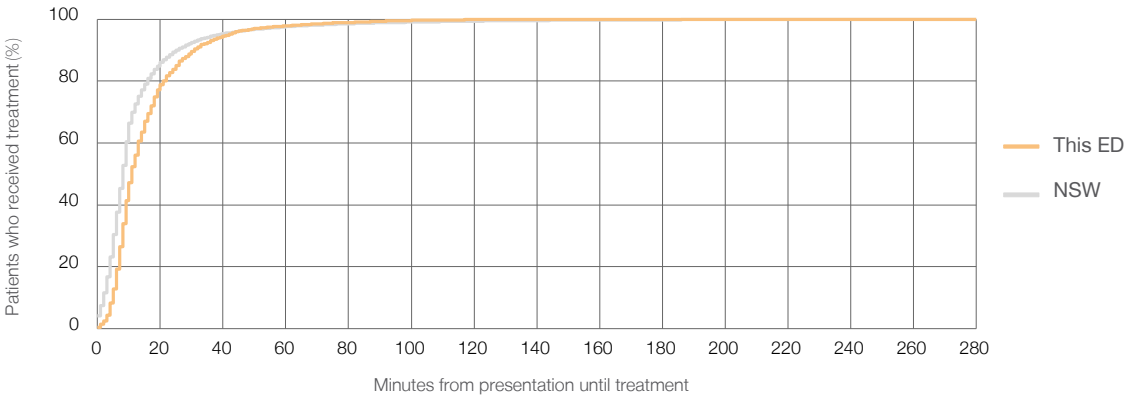
## **Blacktown Hospital:** Time patients waited to start treatment, triage 2

October to December 2016

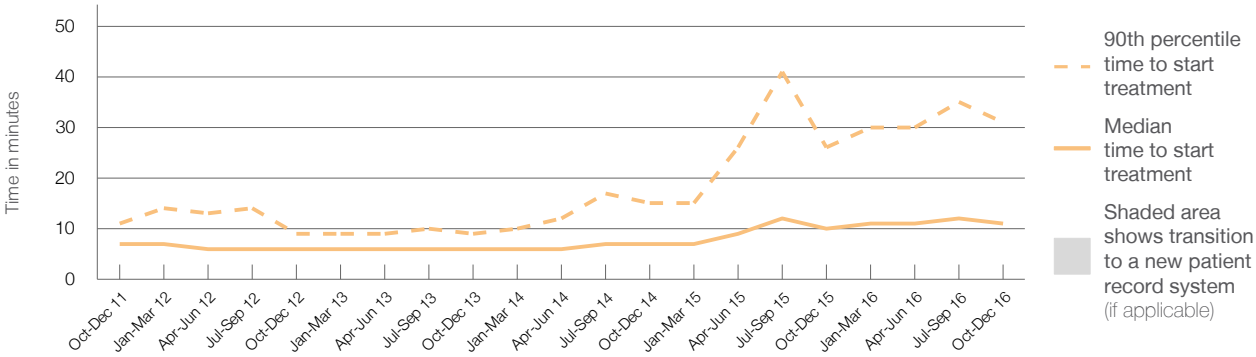
Triage 2 Emergency (e.g. chest pain, severe burns)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 2 patients: | 3,239 | 3,062 | |
| Number of triage 2 patients used to calculate waiting time:[3] | 3,221 | 2,997 | |
| Median time to start treatment[4] | 11 minutes | 10 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 31 minutes | 26 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 7 | 6 | 6 | 7 | 10 | 11 |
| 90th percentile time to start treatment[5] (minutes) | 11 | 9 | 9 | 15 | 26 | 31 |

(†) 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 trans For more information, see Background Paper:
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*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

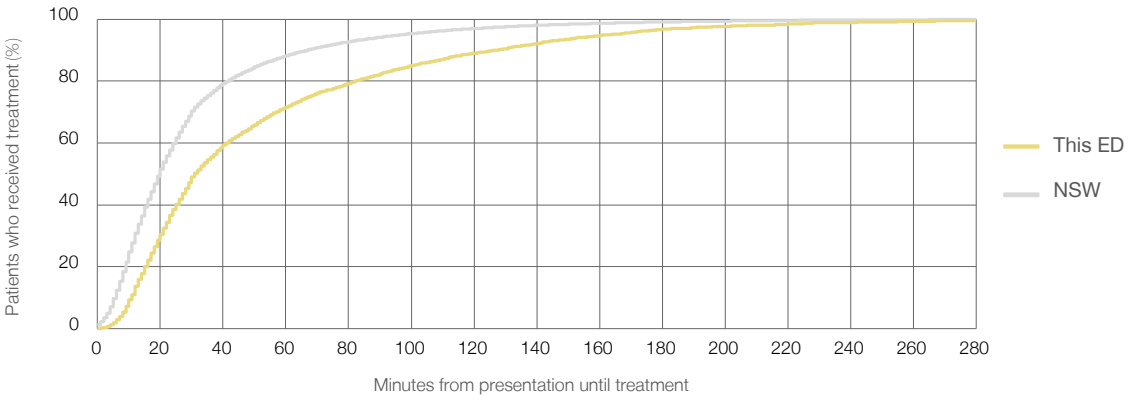
## **Blacktown Hospital:** Time patients waited to start treatment, triage 3

October to December 2016

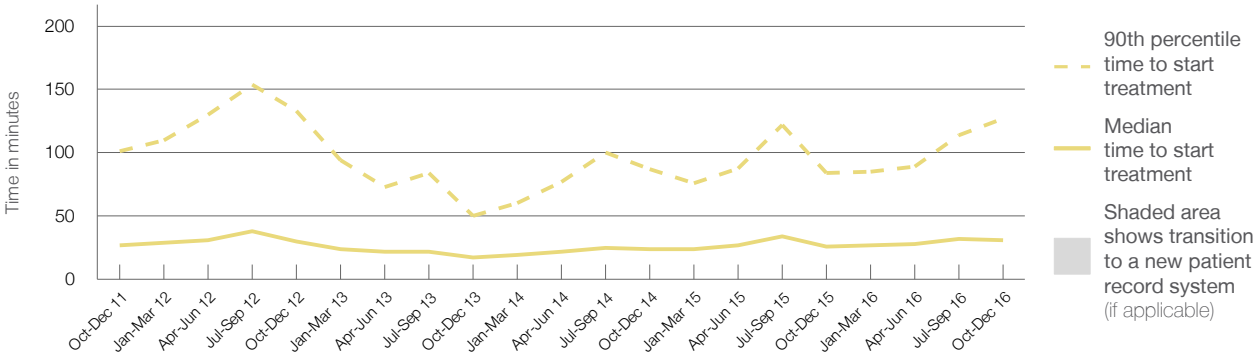
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 4,036 | 3,509 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 3,830 | 3,338 | |
| Median time to start treatment[4] | 31 minutes | 26 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 127 minutes | 84 minutes | 67 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 27 | 30 | 17 | 24 | 26 | 31 |
| 90th percentile time to start treatment[5] (minutes) | 101 | 133 | 50 | 87 | 84 | 127 |

(†) 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 trans For more information, see Background Paper:
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*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

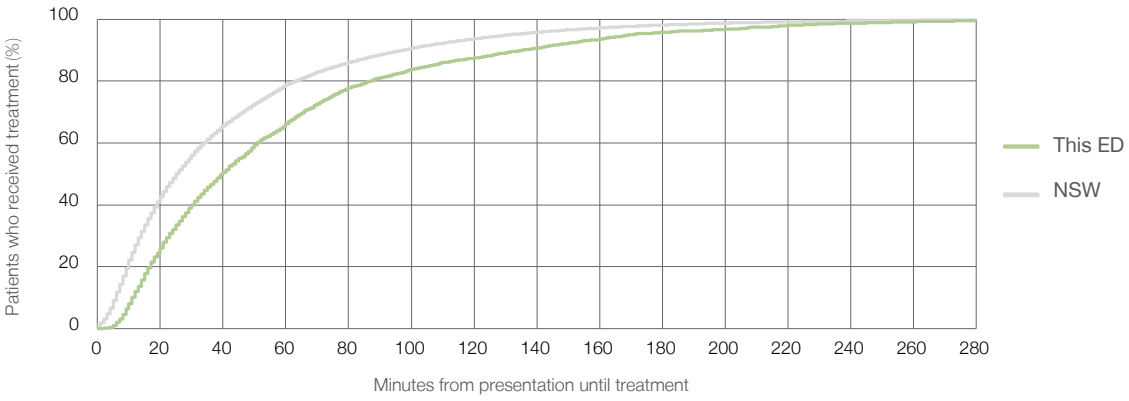
## **Blacktown Hospital:** Time patients waited to start treatment, triage 4

October to December 2016

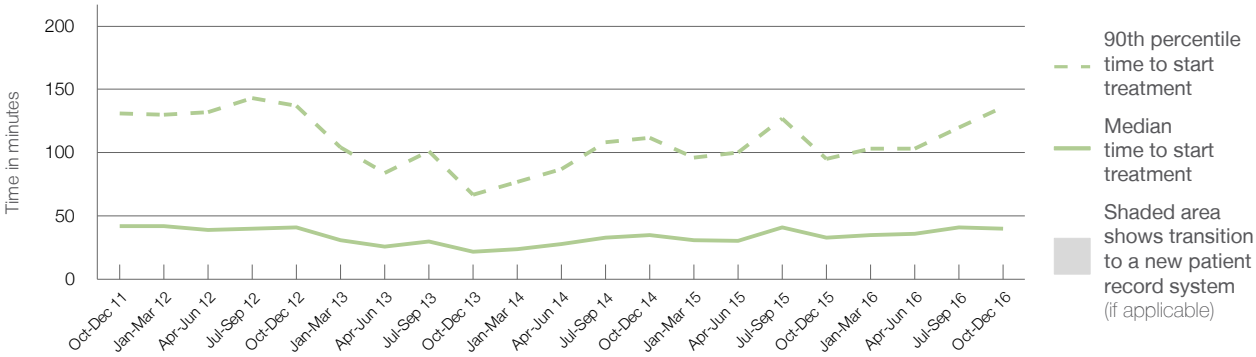
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 3,392 | 3,190 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 3,194 | 3,010 | |
| Median time to start treatment[4] | 40 minutes | 33 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 136 minutes | 95 minutes | 97 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 42 | 41 | 22 | 35 | 33 | 40 |
| 90th percentile time to start treatment[5] (minutes) | 131 | 137 | 67 | 112 | 95 | 136 |

(†) 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 trans For more information, see Background Paper:
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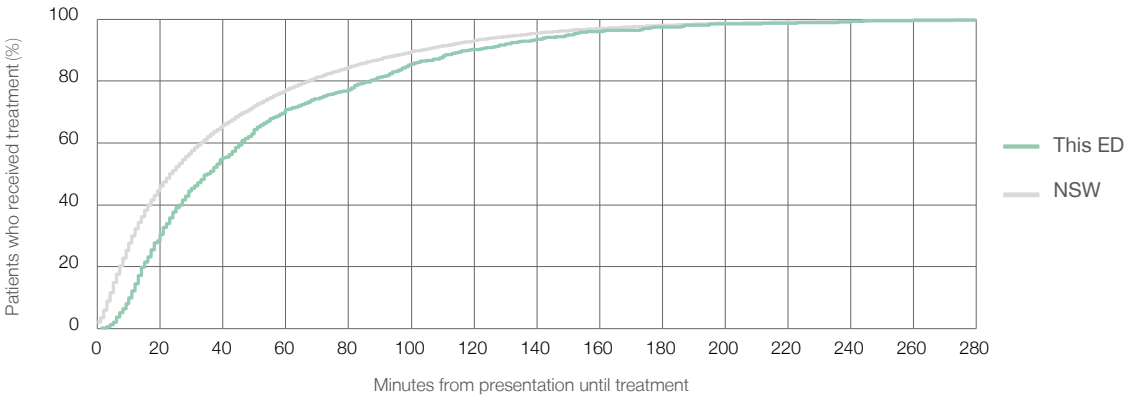
## **Blacktown Hospital:** Time patients waited to start treatment, triage 5

October to December 2016

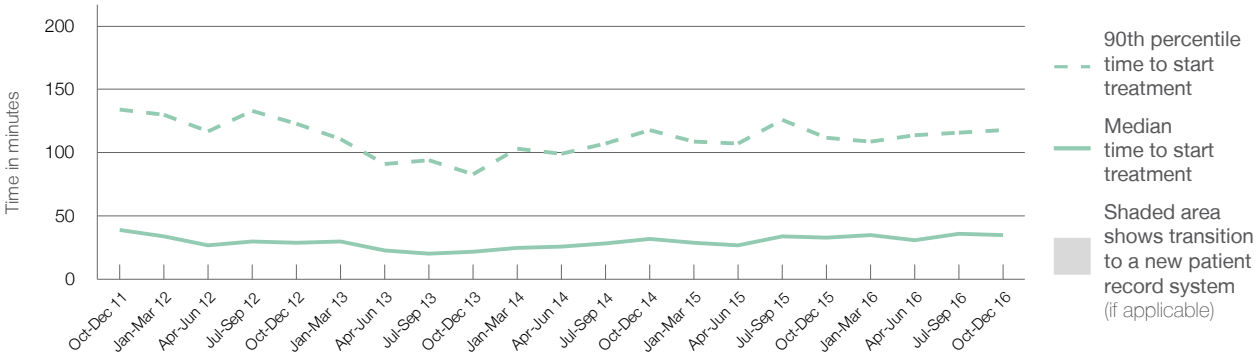
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 833 | 929 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 686 | 809 | |
| Median time to start treatment[4] | 35 minutes | 33 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 118 minutes | 112 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 39 | 29 | 22 | 32 | 33 | 35 |
| 90th percentile time to start treatment[5] (minutes) | 134 | 123 | 83 | 118 | 112 | 118 |

(†) 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 trans For more information, see Background Paper:
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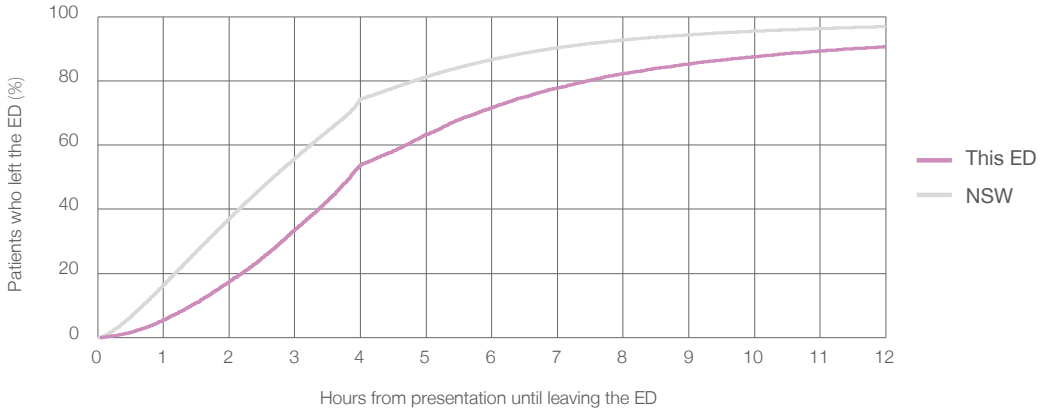
*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

## **Blacktown Hospital:** Time patients spent in the ED

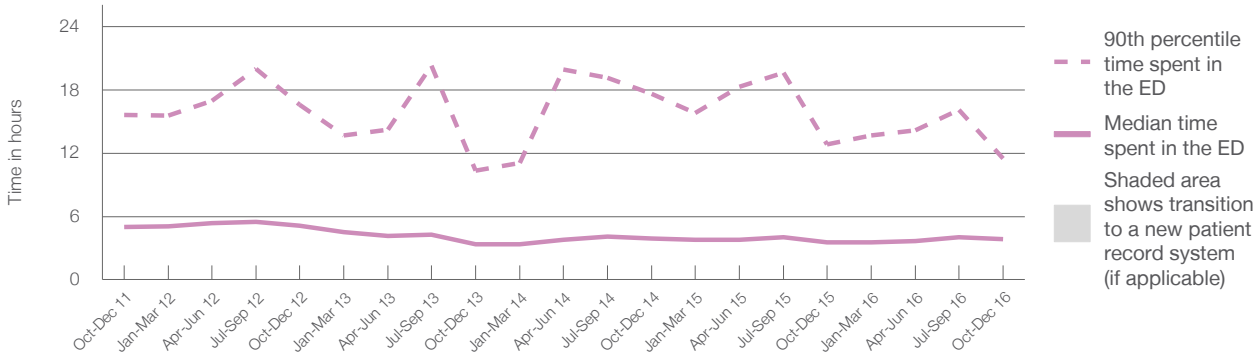
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 11,714 patients | 10,902 | |
| Presentations used to calculate time to leaving the ED:[6] | 11,700 patients | 10,902 | |
| Median time spent in the ED[8] | 3 hours and 51 minutes | 3 hours and 32 minutes | 2 hours and 41 minutes |
| 90th percentile time spent in the ED[9] | 11 hours and 30 minutes | 12 hours and 50 minutes | 6 hours and 54 minutes |

Percentage of patients who left the ED by time, October to December 2016




Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 4h 59m | 5h 6m | 3h 22m | 3h 55m | 3h 32m | 3h 51m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 15h 36m | 16h 37m | 10h 22m | 17h 38m | 12h 50m | 11h 30m |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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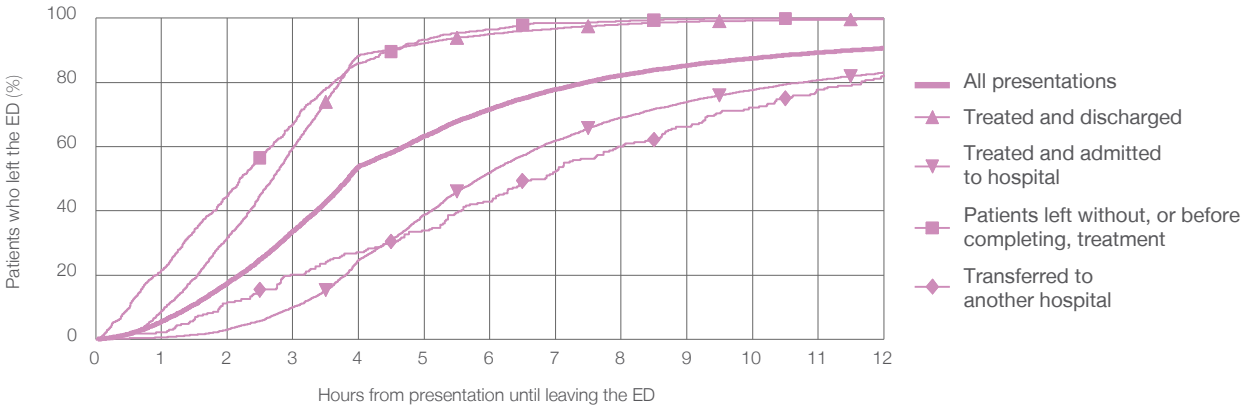
## **Blacktown Hospital:** Time patients spent in the ED
## By mode of separation
### October to December 2016

All presentations:[1] 11,714 patients

Presentations used to calculate time to leaving the ED:[6] 11,700 patients

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Treated and discharged | 4,494 (38.4%) | 5,214 | -13.8% |
| Treated and admitted to hospital | 6,107 (52.1%) | 4,872 | 25.3% |
| Patient left without, or before completing, treatment | 823 (7.0%) | 528 | 55.9% |
| Transferred to another hospital | 233 (2.0%) | 238 | -2.1% |
| Other | 57 (0.5%) | 50 | 14.0% |
| | | 10,902 | 7.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2016 †‡




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 8.8% | 31.6% | 59.7% | 88.4% | 95.0% | 98.1% | 99.3% | 99.7% |
| Treated and admitted to hospital | 0.5% | 3.0% | 10.0% | 24.7% | 51.9% | 69.0% | 77.7% | 83.1% |
| Patient left without, or before completing, treatment | 21.4% | 44.7% | 67.1% | 85.9% | 96.6% | 99.0% | 99.9% | 99.9% |
| Transferred to another hospital | 2.1% | 11.6% | 20.2% | 27.0% | 42.9% | 60.1% | 72.1% | 82.4% |
| All presentations | 5.5% | 17.4% | 33.6% | 53.8% | 71.6% | 82.2% | 87.5% | 90.7% |

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

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

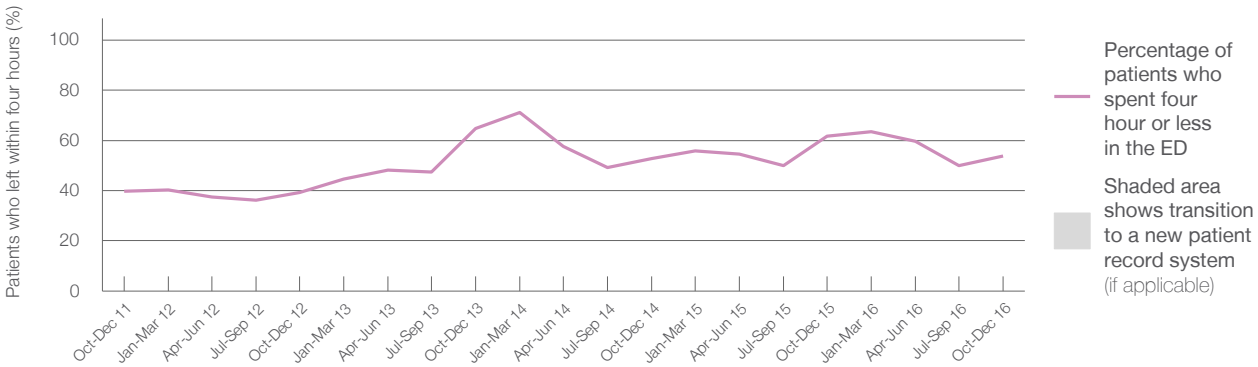
## **Blacktown Hospital:** Time spent in the ED

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

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department:[1] | 11,714 patients | 10,902 | 7.4% |
| Presentations used to calculate time to leaving the ED:[6] | 11,700 patients | 10,902 | 7.3% |
| Percentage of patients who spent four hours or less in the ED | 53.8% | 61.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Patients who left within four hours (%) | 39.7% | 39.2% | 64.7% | 52.8% | 61.8% | 53.8% |

* 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 2016.*
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 final105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

## **Mount Druitt Hospital:** Emergency department (ED) overview

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,063 patients | 7,969 | 1.2% |
| Emergency presentations:[2] | 7,937 patients | 7,878 | 0.7% |

## **Mount Druitt Hospital:** Time patients waited to start treatment[3]

October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 1,245 patients | 1,080 | |
| Median time to start treatment[4] | 10 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 25 minutes | 26 minutes | 26 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 3,095 patients | 3,155 | |
| Median time to start treatment[4] | 27 minutes | 28 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 87 minutes | 93 minutes | 67 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 2,579 patients | 2,702 | |
| Median time to start treatment[4] | 37 minutes | 39 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 108 minutes | 113 minutes | 97 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 991 patients | 919 | |
| Median time to start treatment[4] | 34 minutes | 38 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 112 minutes | 118 minutes | 103 minutes |

## **Mount Druitt Hospital:** Time from presentation until leaving the ED

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 8,050 patients | 7,969 | 1.0% |
| Percentage of patients who spent four hours or less in the ED | 71.8% | 69.1% | |

* 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 2016.*
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 24 January 2017).

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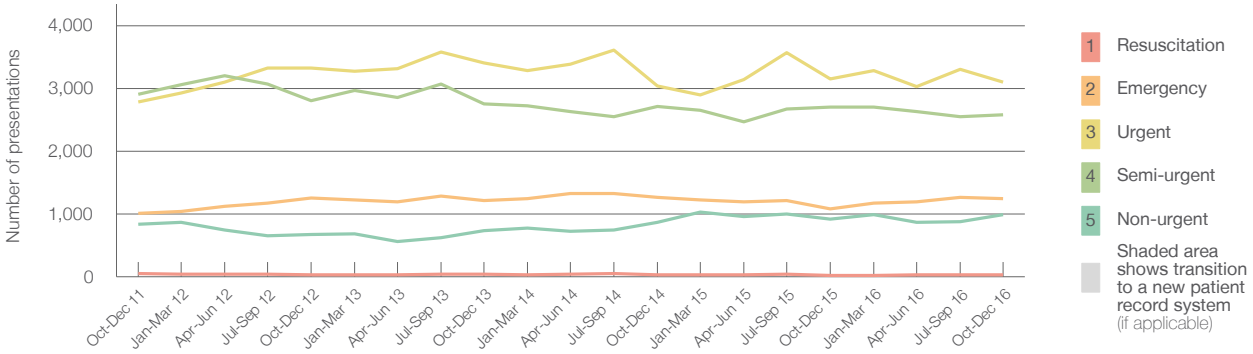
*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

## **Mount Druitt Hospital:** Patients presenting to the emergency department

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,063 patients | 7,969 | 1.2% |
| Emergency presentations[2] by triage category: | 7,937 patients | 7,878 | 0.7% |
| 1 Resuscitation | 27 (0.3%) | 22 | 22.7% |
| 2 Emergency | 1,245 (15.7%) | 1,080 | 15.3% |
| 3 Urgent | 3,095 (39.0%) | 3,155 | -1.9% |
| 4 Semi-urgent | 2,579 (32.5%) | 2,702 | -4.6% |
| 5 Non-urgent | 991 (12.5%) | 919 | 7.8% |

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Resuscitation | 53 | 32 | 37 | 27 | 22 | 27 |
| Emergency | 1,013 | 1,258 | 1,217 | 1,260 | 1,080 | 1,245 |
| Urgent | 2,784 | 3,320 | 3,402 | 3,034 | 3,155 | 3,095 |
| Semi-urgent | 2,905 | 2,801 | 2,754 | 2,710 | 2,702 | 2,579 |
| Non-urgent | 836 | 667 | 730 | 870 | 919 | 991 |
| All emergency presentations | 7,591 | 8,078 | 8,140 | 7,901 | 7,878 | 7,937 |

## **Mount Druitt Hospital:** Patients arriving by ambulance

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time:[7] | 798 patients | 947 | |
| ED Transfer of care time | | | |
| Median time | 14 minutes | 14 minutes | 0 minutes |
| 90th percentile time | 30 minutes | 28 minutes | 2 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 trans For more information, see Background Paper:
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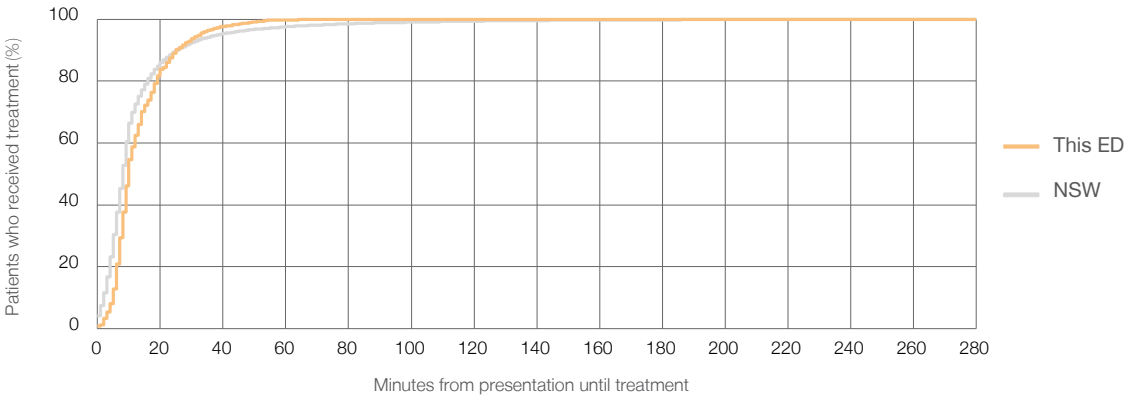
## Mount Druitt Hospital: Time patients waited to start treatment, triage 2

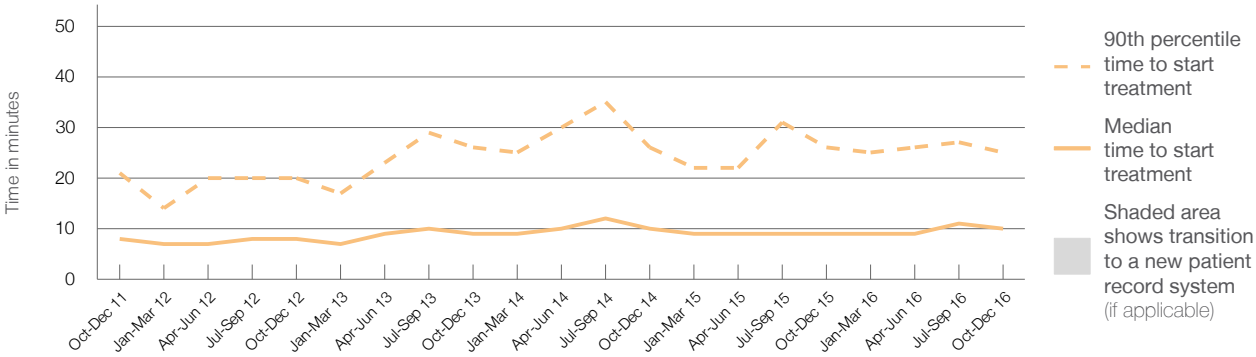
October to December 2016

| Triage 2 Emergency (e.g. chest pain, severe burns) | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 2 patients: 1,245 | | 1,080 | |
| Number of triage 2 patients used to calculate waiting time:[3] 1,239 | | 1,064 | |
| Median time to start treatment[4] | 10 minutes | 9 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 25 minutes | 26 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 8 | 8 | 9 | 10 | 9 | 10 |
| 90th percentile time to start treatment[5] (minutes) | 21 | 20 | 26 | 26 | 26 | 25 |

(†) 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 trans For more information, see Background Paper:
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*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

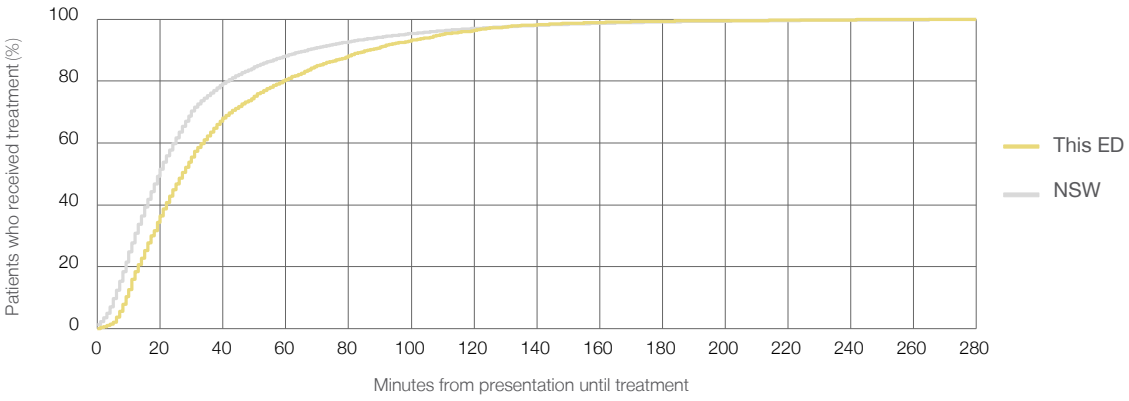
## Mount Druitt Hospital: Time patients waited to start treatment, triage 3

October to December 2016

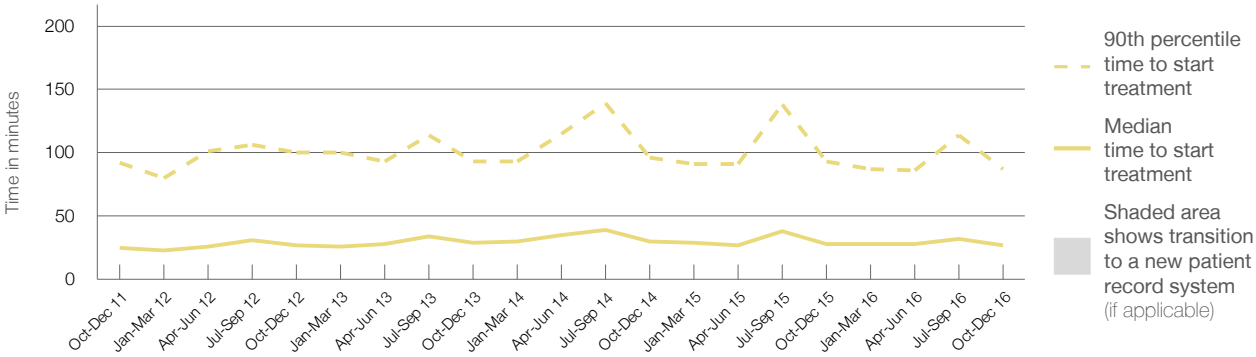
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: | 3,095 | 3,155 | |
| Number of triage 3 patients used to calculate waiting time:[3] | 3,028 | 2,984 | |
| Median time to start treatment[4] | 27 minutes | 28 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 87 minutes | 93 minutes | 67 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 25 | 27 | 29 | 30 | 28 | 27 |
| 90th percentile time to start treatment[5] (minutes) | 92 | 100 | 93 | 96 | 93 | 87 |

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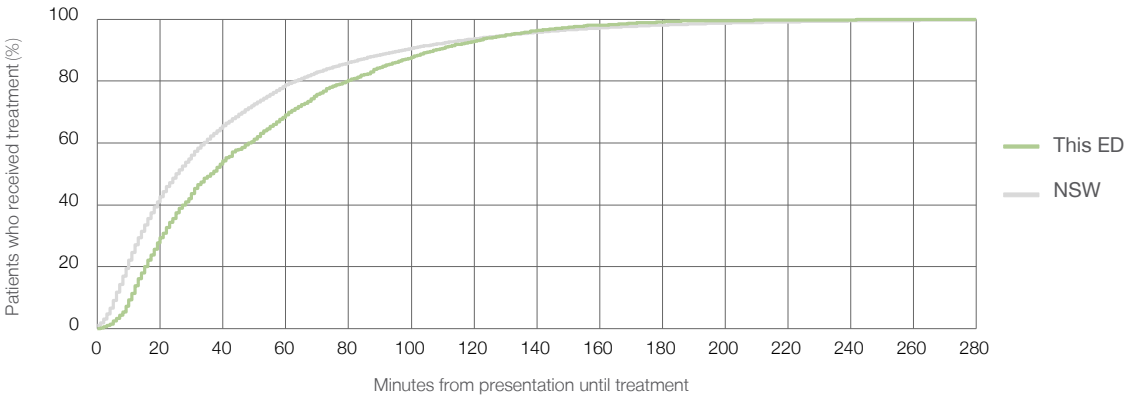
## Mount Druitt Hospital: Time patients waited to start treatment, triage 4

October to December 2016

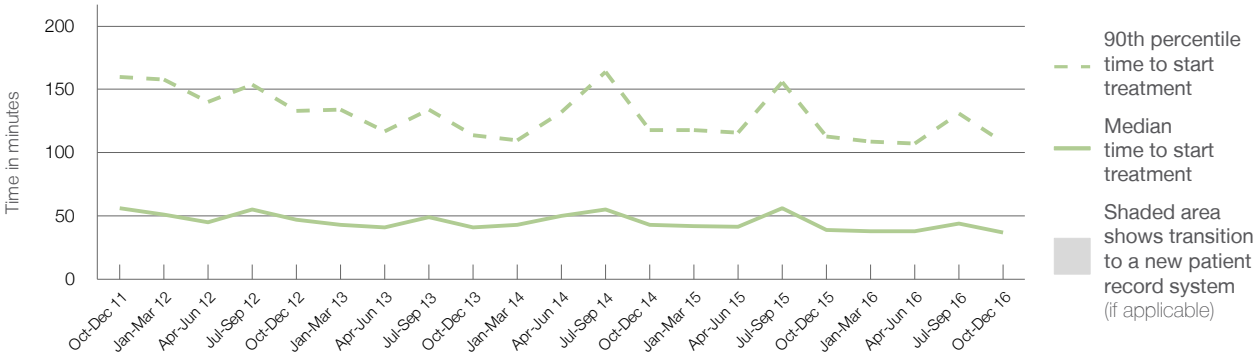
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 2,579 | 2,702 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 2,443 | 2,461 | |
| Median time to start treatment[4] | 37 minutes | 39 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 108 minutes | 113 minutes | 97 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 56 | 47 | 41 | 43 | 39 | 37 |
| 90th percentile time to start treatment[5] (minutes) | 160 | 133 | 114 | 118 | 113 | 108 |

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

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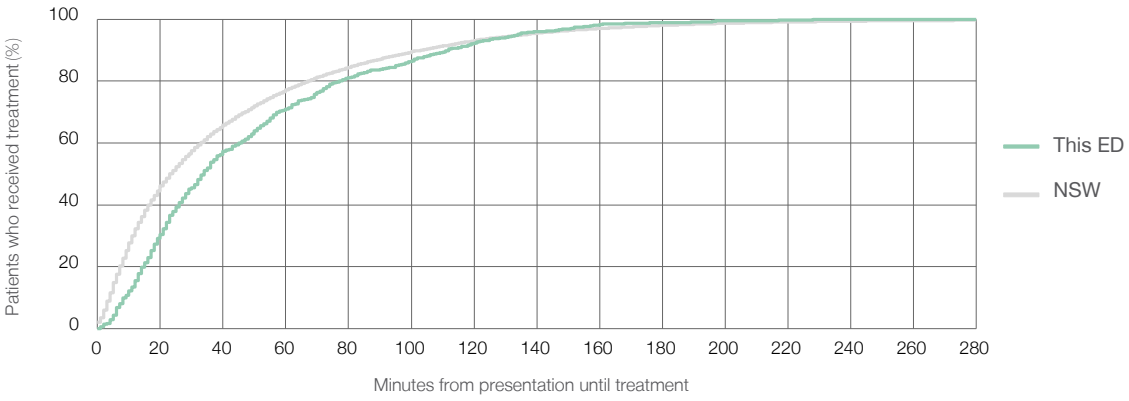
## Mount Druitt Hospital: Time patients waited to start treatment, triage 5

October to December 2016

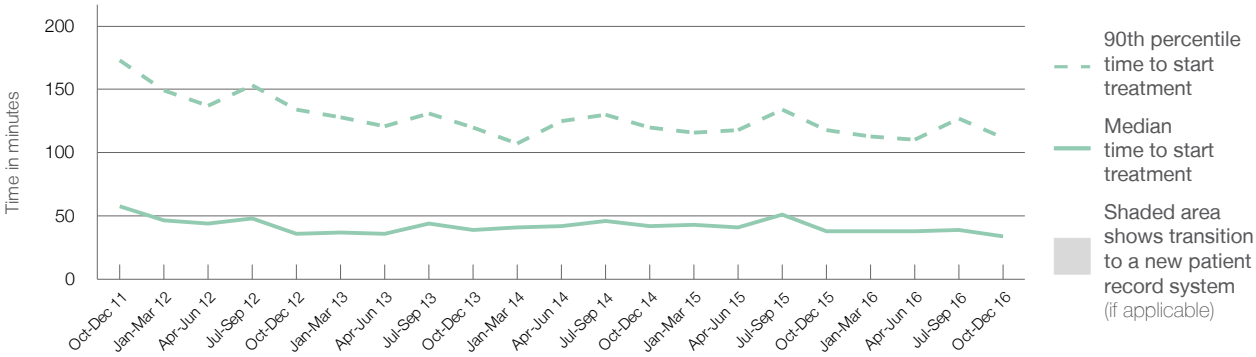
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 991 | 919 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 864 | 787 | |
| Median time to start treatment[4] | 34 minutes | 38 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 112 minutes | 118 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 58 | 36 | 39 | 42 | 38 | 34 |
| 90th percentile time to start treatment[5] (minutes) | 173 | 134 | 120 | 120 | 118 | 112 |

(†) 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 trans For more information, see Background Paper:
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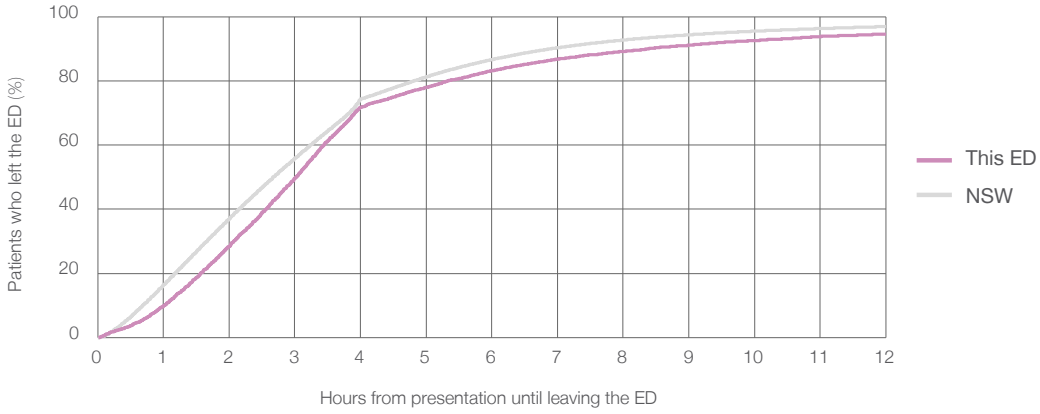
## **Mount Druitt Hospital:** Time patients spent in the ED

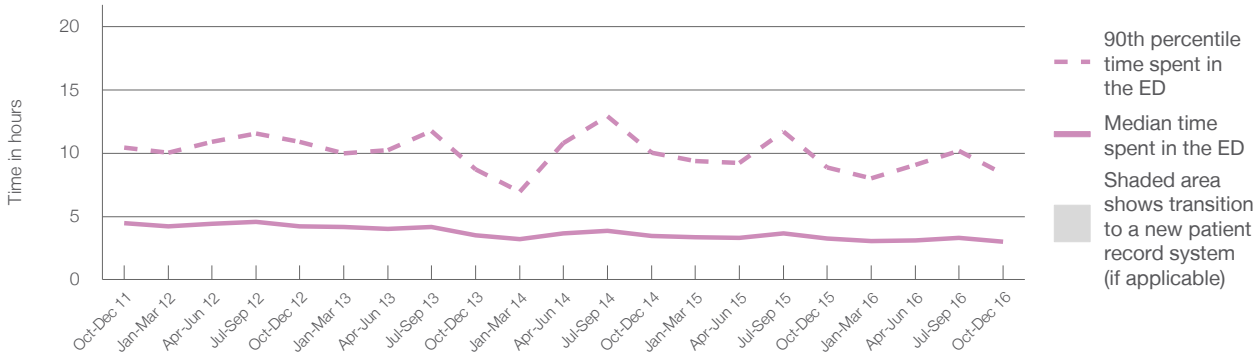
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 8,063 patients | 7,969 | |
| Presentations used to calculate time to leaving the ED:[6] | 8,050 patients | 7,969 | |
| Median time spent in the ED[8] | 3 hours and 1 minutes | 3 hours and 15 minutes | 2 hours and 41 minutes |
| 90th percentile time spent in the ED[9] | 8 hours and 23 minutes | 8 hours and 52 minutes | 6 hours and 54 minutes |

Percentage of patients who left the ED by time, October to December 2016




Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 4h 28m | 4h 13m | 3h 30m | 3h 28m | 3h 15m | 3h 1m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 10h 25m | 10h 54m | 8h 45m | 10h 3m | 8h 52m | 8h 23m |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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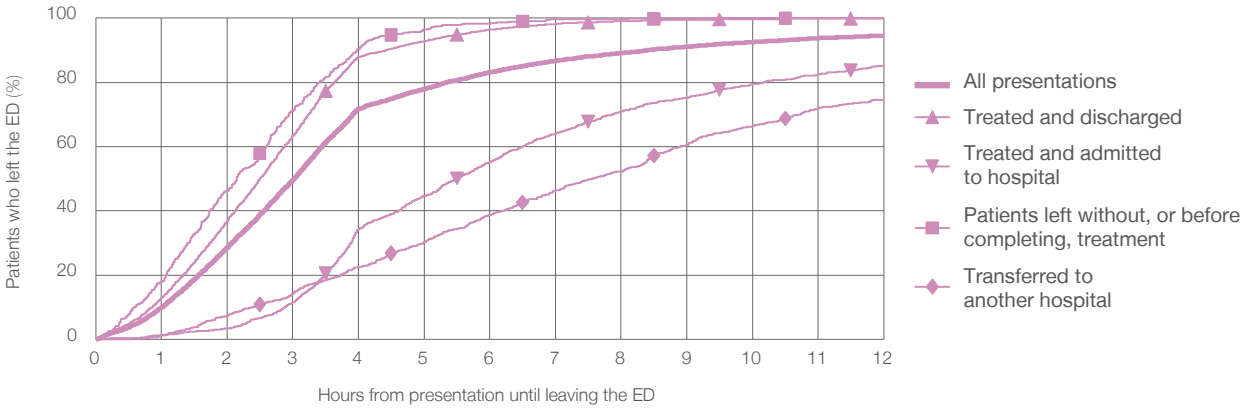
## **Mount Druitt Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 8,063 patients | 7,969 | 1.0% |
| Presentations used to calculate time to leaving the ED:[6] | 8,050 patients | | |
| Treated and discharged | 5,272 (65.4%) | 5,193 | 1.5% |
| Treated and admitted to hospital | 1,353 (16.8%) | 1,383 | -2.2% |
| Patient left without, or before completing, treatment | 525 (6.5%) | 460 | 14.1% |
| Transferred to another hospital | 911 (11.3%) | 927 | -1.7% |
| Other | 2 (0%) | 6 | -66.7% |

Percentage of patients who left the ED by time and mode of separation, October to December 2016 †‡




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 12.9% | 36.8% | 63.4% | 88.0% | 96.4% | 99.1% | 99.7% | 99.9% |
| Treated and admitted to hospital | 1.3% | 3.3% | 11.4% | 34.3% | 55.2% | 71.0% | 79.5% | 85.3% |
| Patient left without, or before completing, treatment | 18.0% | 46.2% | 71.3% | 90.4% | 98.3% | 99.6% | 100% | 100% |
| Transferred to another hospital | 1.1% | 7.4% | 14.2% | 22.4% | 38.7% | 52.3% | 66.3% | 74.6% |
| All presentations | 10.0% | 28.5% | 49.7% | 71.8% | 83.1% | 89.1% | 92.6% | 94.6% |

(†) 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 trans For more information, see Background Paper:
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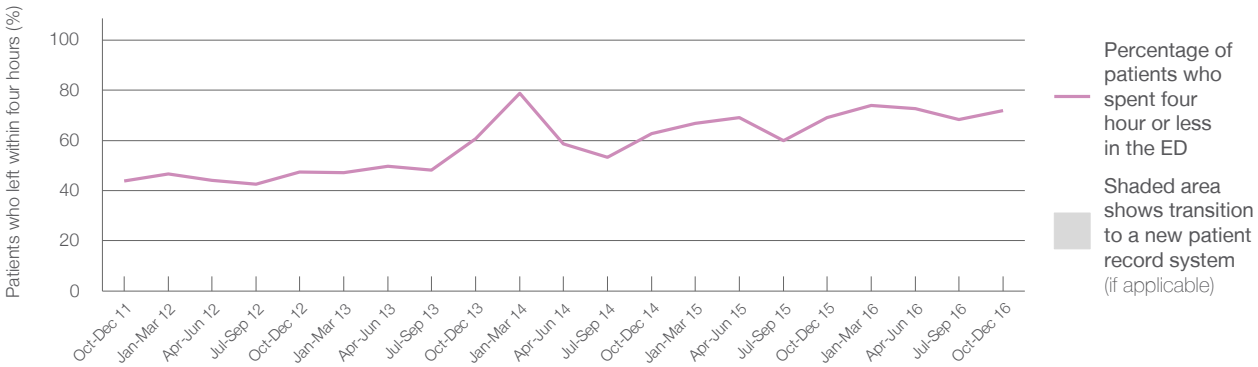
## Mount Druitt Hospital: Time spent in the ED

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

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department:[1] | 8,063 patients | 7,969 | 1.2% |
| Presentations used to calculate time to leaving the ED:[6] | 8,050 patients | 7,969 | 1.0% |
| Percentage of patients who spent four hours or less in the ED | 71.8% | 69.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Patients who left within four hours (%) | 43.7% | 47.3% | 60.7% | 62.8% | 69.1% | 71.8% |

* 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 2016.*
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 final105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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## **Westmead Hospital:** Emergency department (ED) overview

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 19,131 patients | 18,448 | 3.7% |
| Emergency presentations:[2] | 18,961 patients | 18,189 | 4.2% |

## **Westmead Hospital:** Time patients waited to start treatment[3]

October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Triage 2 Emergency (e.g. chest pain, severe burns): | 5,892 patients | 5,219 | |
| Median time to start treatment[4] | 17 minutes | 11 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 91 minutes | 52 minutes | 26 minutes |
| Triage 3 Urgent (e.g. moderate blood loss, dehydration): | 7,020 patients | 6,310 | |
| Median time to start treatment[4] | 50 minutes | 35 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 168 minutes | 139 minutes | 67 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): | 4,222 patients | 4,542 | |
| Median time to start treatment[4] | 53 minutes | 47 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 162 minutes | 151 minutes | 97 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): | 1,295 patients | 1,591 | |
| Median time to start treatment[4] | 41 minutes | 35 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 132 minutes | 135 minutes | 103 minutes |

## **Westmead Hospital:** Time from presentation until leaving the ED

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Attendances used to calculate time to leaving the ED:[6] | 19,115 patients | 18,448 | 3.6% |
| Percentage of patients who spent four hours or less in the ED | 54.4% | 57.9% | |

* 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 2016.*
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 24 January 2017).

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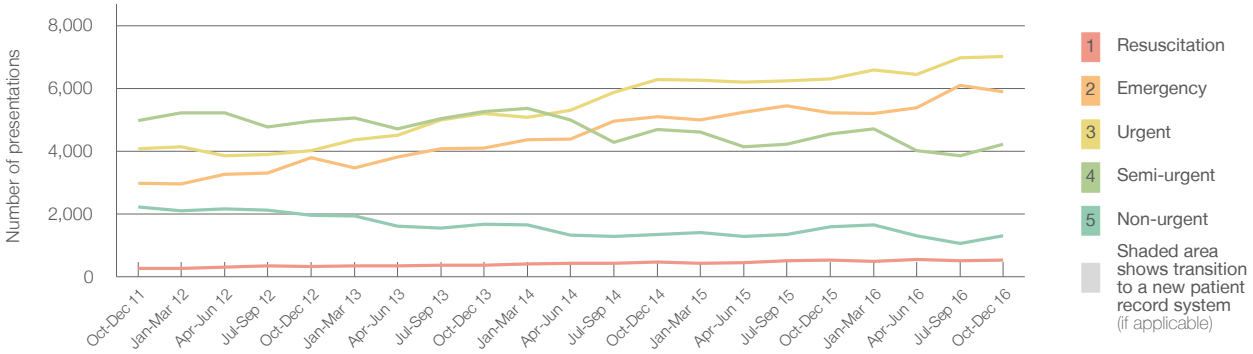
## **Westmead Hospital:** Patients presenting to the emergency department

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 19,131 patients | 18,448 | 3.7% |
| Emergency presentations[2] by triage category: | 18,961 patients | 18,189 | 4.2% |
| 1 Resuscitation | 532 (2.8%) | 527 | 0.9% |
| 2 Emergency | 5,892 (31.1%) | 5,219 | 12.9% |
| 3 Urgent | 7,020 (37.0%) | 6,310 | 11.3% |
| 4 Semi-urgent | 4,222 (22.3%) | 4,542 | -7.0% |
| 5 Non-urgent | 1,295 (6.8%) | 1,591 | -18.6% |

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Resuscitation | 270 | 315 | 370 | 472 | 527 | 532 |
| Emergency | 2,968 | 3,802 | 4,089 | 5,103 | 5,219 | 5,892 |
| Urgent | 4,082 | 4,022 | 5,207 | 6,290 | 6,310 | 7,020 |
| Semi-urgent | 4,978 | 4,955 | 5,269 | 4,680 | 4,542 | 4,222 |
| Non-urgent | 2,225 | 1,961 | 1,676 | 1,343 | 1,591 | 1,295 |
| All emergency presentations | 14,523 | 15,055 | 16,611 | 17,888 | 18,189 | 18,961 |

## **Westmead Hospital:** Patients arriving by ambulance

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| Arrivals used to calculate transfer of care time:[7] | 5,732 patients | 5,572 | |
| ED Transfer of care time | | | |
| Median time | 13 minutes | 12 minutes | 1 minutes |
| 90th percentile time | 26 minutes | 28 minutes | -2 minutes |

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

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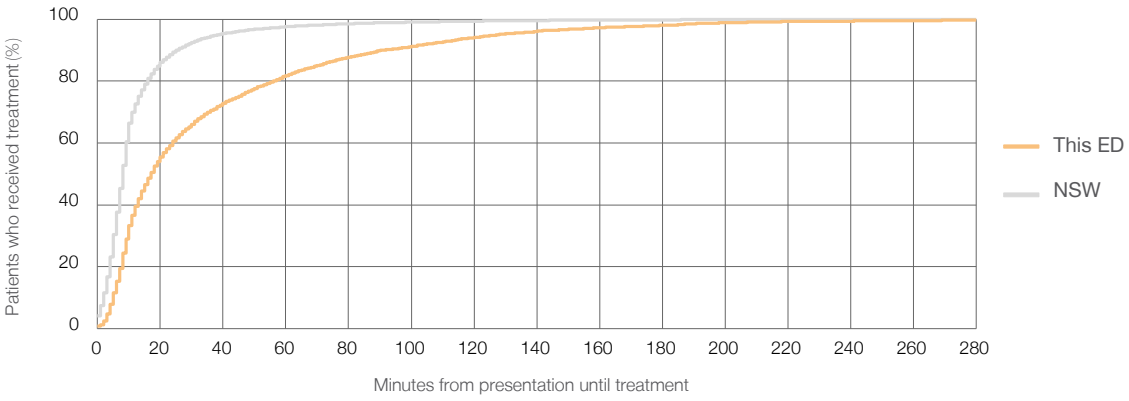
## **Westmead Hospital:** Time patients waited to start treatment, triage 2

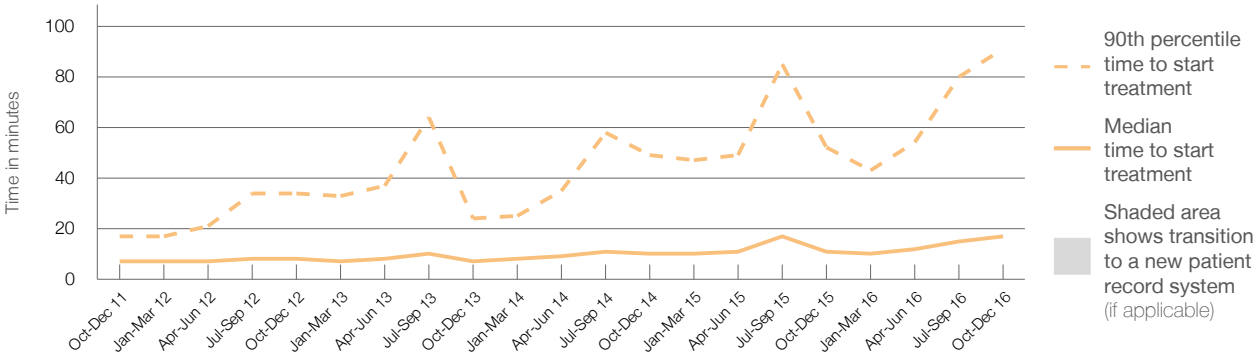
October to December 2016

| Triage 2 Emergency (e.g. chest pain, severe burns) | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 2 patients: 5,892 | | 5,219 | |
| Number of triage 2 patients used to calculate waiting time:[3] 5,740 | | 5,114 | |
| Median time to start treatment[4] | 17 minutes | 11 minutes | 8 minutes |
| 90th percentile time to start treatment[5] | 91 minutes | 52 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 7 | 8 | 7 | 10 | 11 | 17 |
| 90th percentile time to start treatment[5] (minutes) | 17 | 34 | 24 | 49 | 52 | 91 |

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

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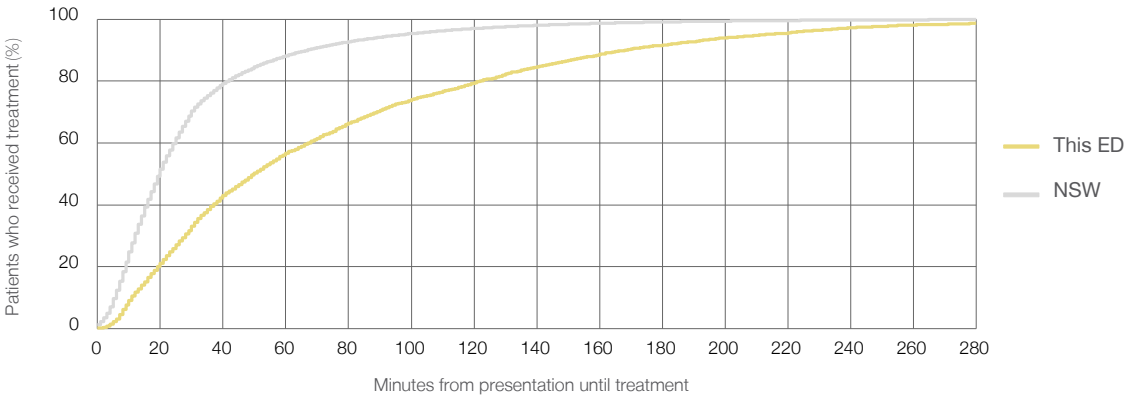
## **Westmead Hospital:** Time patients waited to start treatment, triage 3

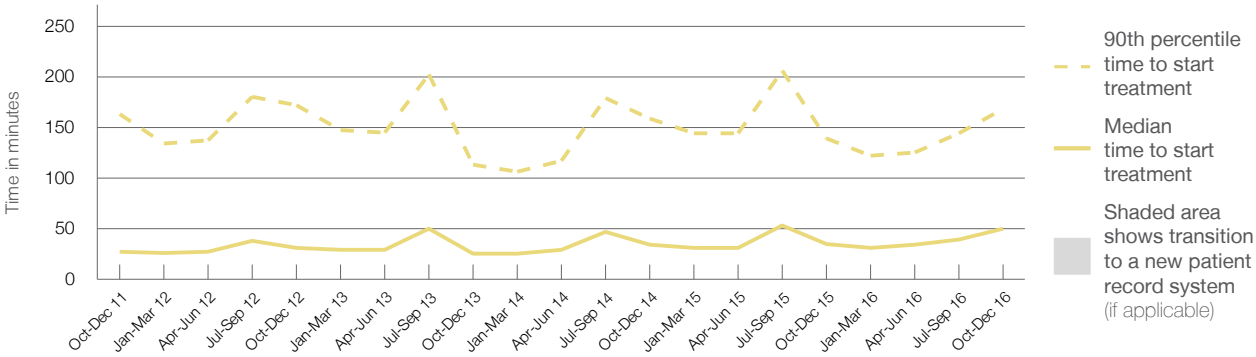
October to December 2016

| Triage 3 Urgent (e.g. moderate blood loss, dehydration) | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 3 patients: 7,020 | | 6,310 | |
| Number of triage 3 patients used to calculate waiting time:[3] 6,352 | | 5,769 | |
| Median time to start treatment[4] | 50 minutes | 35 minutes | 20 minutes |
| 90th percentile time to start treatment[5] | 168 minutes | 139 minutes | 67 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 27 | 31 | 25 | 34 | 35 | 50 |
| 90th percentile time to start treatment[5] (minutes) | 163 | 172 | 113 | 159 | 139 | 168 |

(†) 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 trans For more information, see Background Paper:
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*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

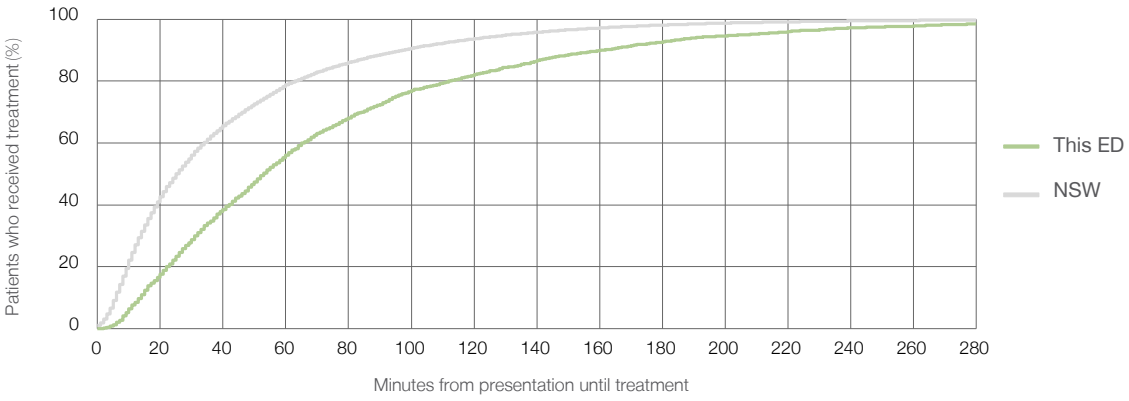
## **Westmead Hospital:** Time patients waited to start treatment, triage 4

October to December 2016

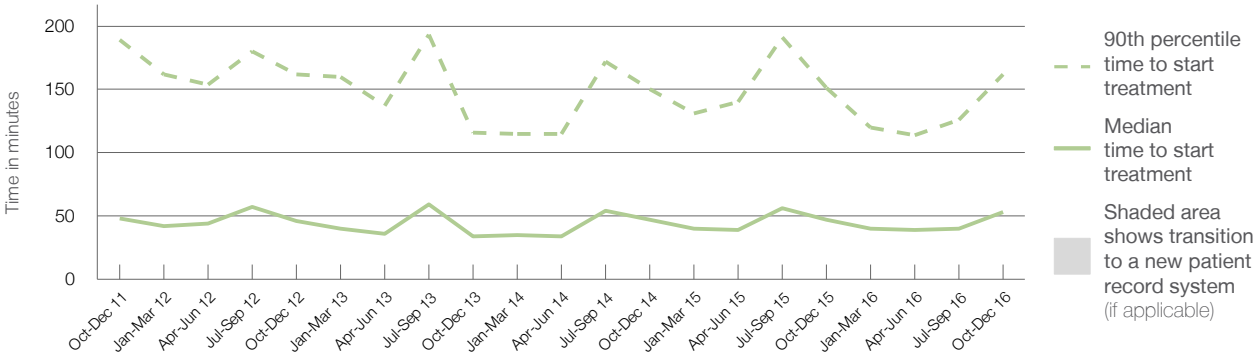
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 4 patients: | 4,222 | 4,542 | |
| Number of triage 4 patients used to calculate waiting time:[3] | 3,667 | 4,043 | |
| Median time to start treatment[4] | 53 minutes | 47 minutes | 25 minutes |
| 90th percentile time to start treatment[5] | 162 minutes | 151 minutes | 97 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 48 | 46 | 34 | 47 | 47 | 53 |
| 90th percentile time to start treatment[5] (minutes) | 189 | 162 | 116 | 150 | 151 | 162 |

(†) 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 trans For more information, see Background Paper:
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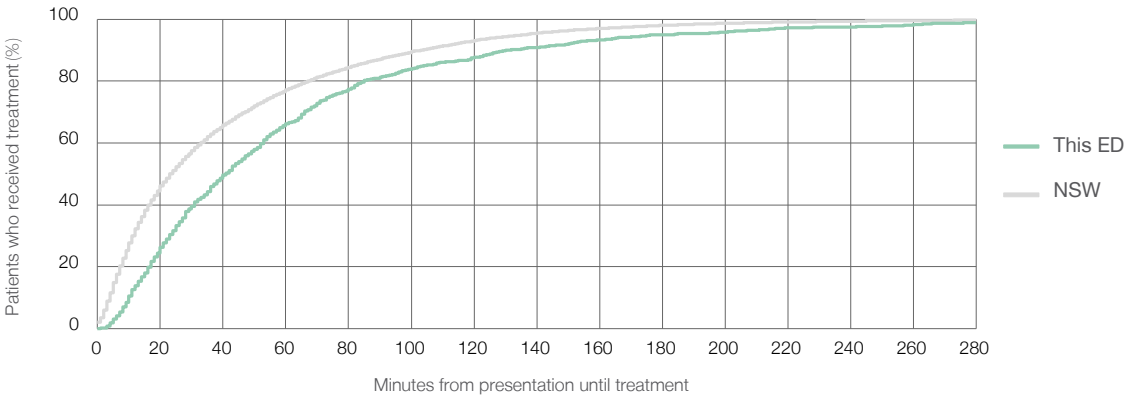
## **Westmead Hospital:** Time patients waited to start treatment, triage 5

October to December 2016

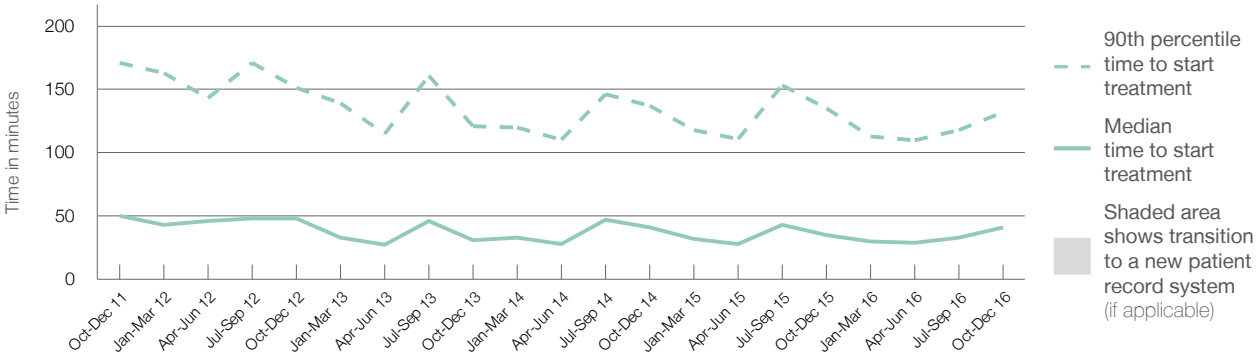
Triage 5 Non-urgent (e.g. small cuts or abrasions)

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| Number of triage 5 patients: | 1,295 | 1,591 | |
| Number of triage 5 patients used to calculate waiting time:[3] | 1,056 | 1,321 | |
| Median time to start treatment[4] | 41 minutes | 35 minutes | 24 minutes |
| 90th percentile time to start treatment[5] | 132 minutes | 135 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2016




Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to start treatment[4] (minutes) | 50 | 48 | 31 | 41 | 35 | 41 |
| 90th percentile time to start treatment[5] (minutes) | 171 | 151 | 121 | 137 | 135 | 132 |

(†) 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 trans For more information, see Background Paper:
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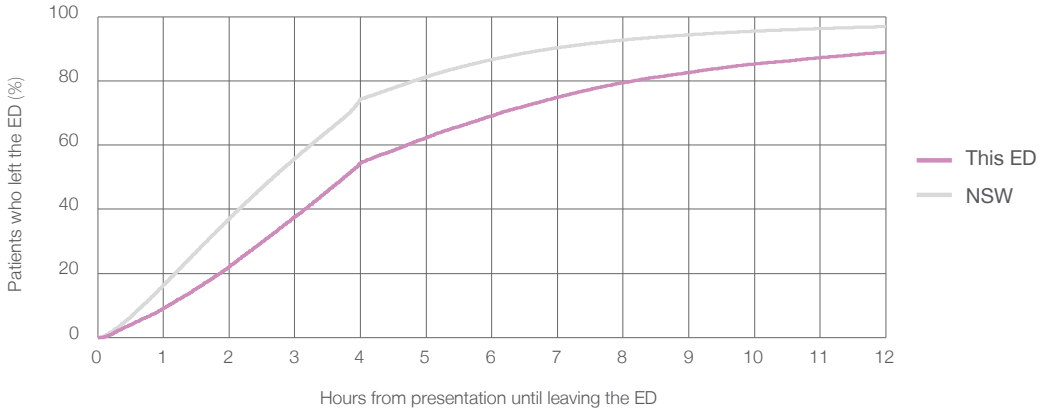
*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

## **Westmead Hospital:** Time patients spent in the ED

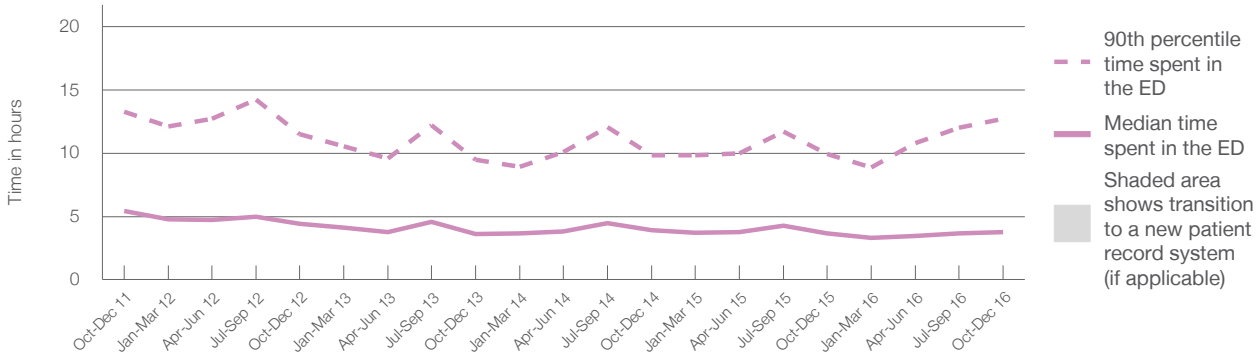
October to December 2016

| | | Same period last year | NSW (this period) |
|---|---|---|---|
| All presentations:[1] | 19,131 patients | 18,448 | |
| Presentations used to calculate time to leaving the ED:[6] | 19,115 patients | 18,448 | |
| Median time spent in the ED[8] | 3 hours and 45 minutes | 3 hours and 41 minutes | 2 hours and 41 minutes |
| 90th percentile time spent in the ED[9] | 12 hours and 44 minutes | 9 hours and 55 minutes | 6 hours and 54 minutes |

Percentage of patients who left the ED by time, October to December 2016




Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Median time to leaving the ED[8] (hours, minutes) | 5h 26m | 4h 24m | 3h 37m | 3h 55m | 3h 41m | 3h 45m |
| 90th percentile time to leaving the ED[9] (hours, minutes) | 13h 15m | 11h 31m | 9h 29m | 9h 49m | 9h 55m | 12h 44m |

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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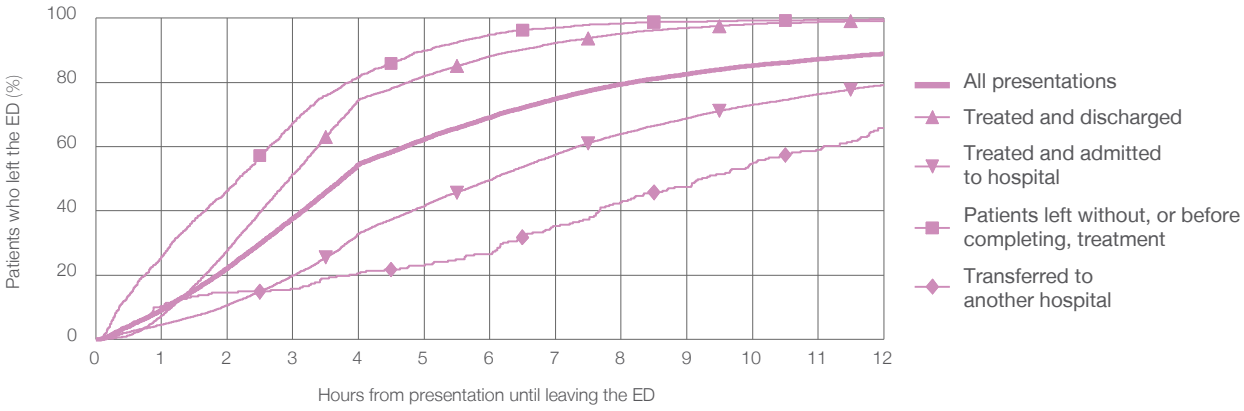
*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

## **Westmead Hospital:** Time patients spent in the ED
## By mode of separation
October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations:[1] | 19,131 patients | | |
| Presentations used to calculate time to leaving the ED:[6] | 19,115 patients | 18,448 | 3.6% |
| Treated and discharged | 7,184 (37.6%) | 7,415 | -3.1% |
| Treated and admitted to hospital | 9,470 (49.5%) | 8,997 | 5.3% |
| Patient left without, or before completing, treatment | 1,759 (9.2%) | 1,319 | 33.4% |
| Transferred to another hospital | 250 (1.3%) | 203 | 23.2% |
| Other | 468 (2.4%) | 514 | -8.9% |

Percentage of patients who left the ED by time and mode of separation, October to December 2016 †‡




| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|---|---|---|---|---|---|---|---|
| Treated and discharged | 7.4% | 27.7% | 51.4% | 74.6% | 88.1% | 95.2% | 98.1% | 99.2% |
| Treated and admitted to hospital | 4.6% | 10.6% | 19.8% | 32.9% | 49.6% | 64.0% | 73.0% | 79.2% |
| Patient left without, or before completing, treatment | 25.7% | 46.2% | 67.3% | 81.6% | 94.9% | 98.4% | 99.2% | 99.7% |
| Transferred to another hospital | 10.4% | 14.5% | 15.7% | 20.5% | 26.5% | 42.6% | 55.0% | 65.9% |
| All presentations | 9.1% | 22.2% | 37.7% | 54.4% | 69.1% | 79.4% | 85.3% | 88.9% |

(†) 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 trans For more information, see Background Paper:
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*From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.*

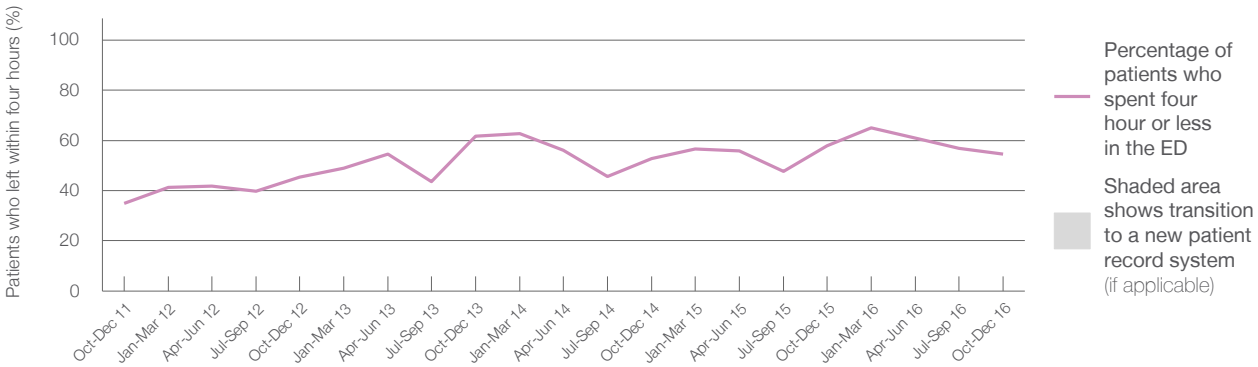
## Westmead Hospital: Time spent in the ED

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

October to December 2016

| | | Same period last year | Change since one year ago |
|---|---|---|---|
| All presentations at the emergency department:[1] | 19,131 patients | 18,448 | 3.7% |
| Presentations used to calculate time to leaving the ED:[6] | 19,115 patients | 18,448 | 3.6% |
| Percentage of patients who spent four hours or less in the ED | 54.4% | 57.9% | |

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]




| | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|---|---|---|---|---|---|---|
| Patients who left within four hours (%) | 34.8% | 45.2% | 61.7% | 52.7% | 57.9% | 54.4% |

* 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 2016.*
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 final105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).