

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

Westmead Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,131 patients

Emergency presentations:² 18,961 patients

Same period last year	Change since one year ago
18,448	3.7%
18,189	4.2%

Westmead Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 5,892 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 91 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,020 patients

Median time to start treatment⁴ 50 minutes
 90th percentile time to start treatment⁵ 168 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,222 patients

Median time to start treatment⁴ 53 minutes
 90th percentile time to start treatment⁵ 162 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,295 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,219	
11 minutes	8 minutes
52 minutes	26 minutes
6,310	
35 minutes	20 minutes
139 minutes	67 minutes
4,542	
47 minutes	25 minutes
151 minutes	97 minutes
1,591	
35 minutes	24 minutes
135 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,115 patients

Percentage of patients who spent four hours or less in the ED 54.4%

Same period last year	Change since one year ago
18,448	3.6%
57.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

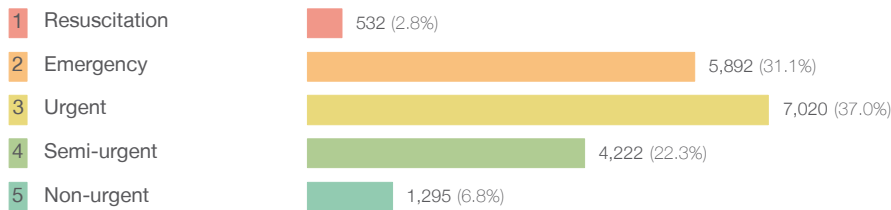
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Westmead Hospital: Patients presenting to the emergency department October to December 2016

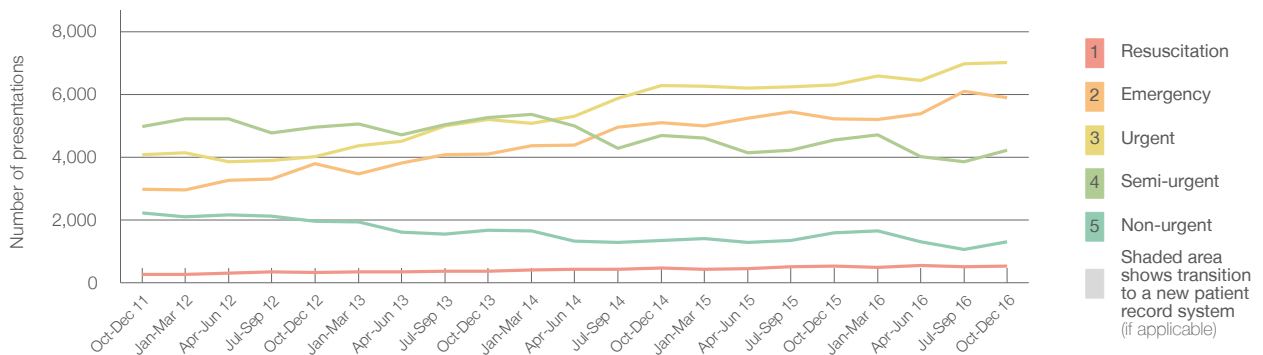
All presentations:¹ 19,131 patients

Emergency presentations² by triage category: 18,961 patients



Same period last year	Change since one year ago
18,448	3.7%
18,189	4.2%
527	0.9%
5,219	12.9%
6,310	11.3%
4,542	-7.0%
1,591	-18.6%

Emergency presentations² 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

Arrivals used to calculate transfer of care time:⁷ 5,732 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,572	
12 minutes	1 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: Approaches to reporting time measures of emergency department performance, December 2011.

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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)

Number of triage 2 patients: 5,892

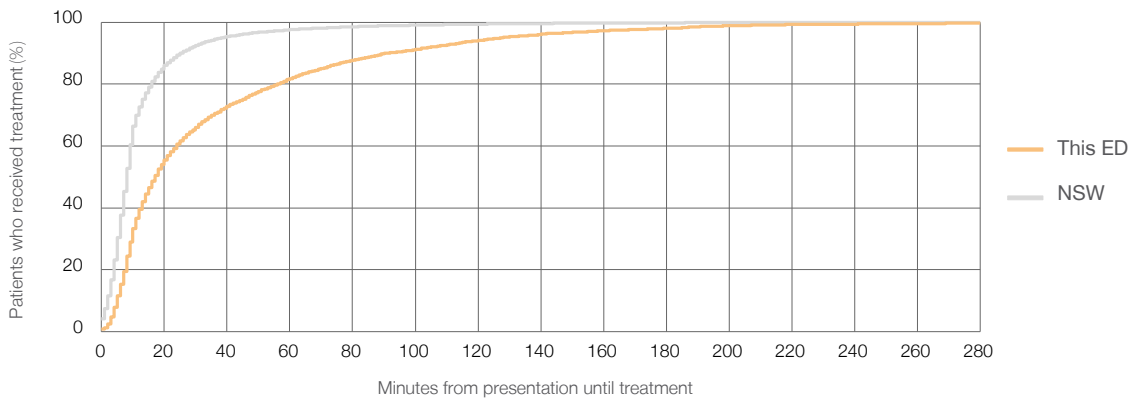
Number of triage 2 patients used to calculate waiting time:³ 5,740

Median time to start treatment⁴ 17 minutes

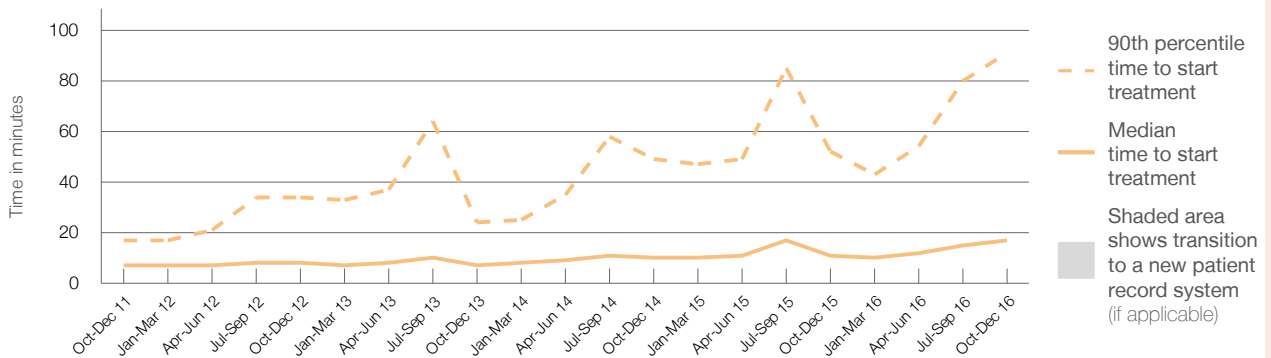
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
5,219	
5,114	
11 minutes	8 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

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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 3 October to December 2016

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

Number of triage 3 patients: 7,020

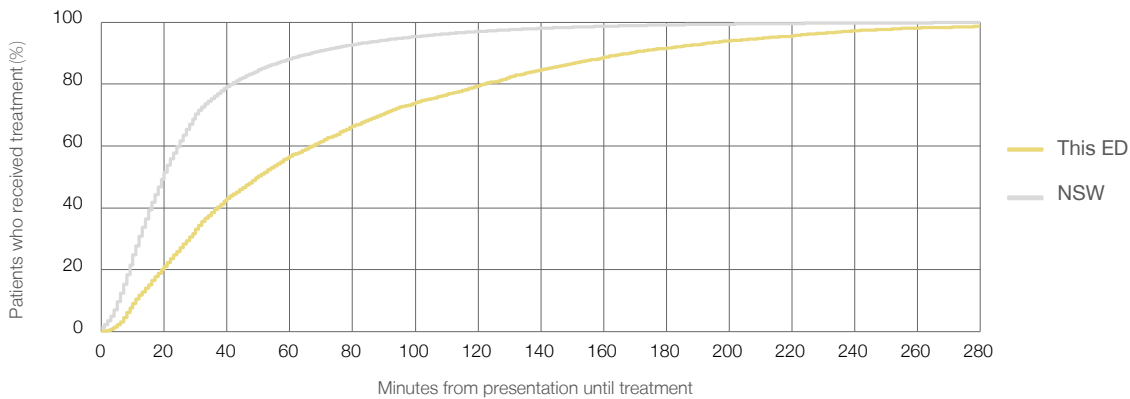
Number of triage 3 patients used to calculate waiting time:³ 6,352

Median time to start treatment⁴ 50 minutes

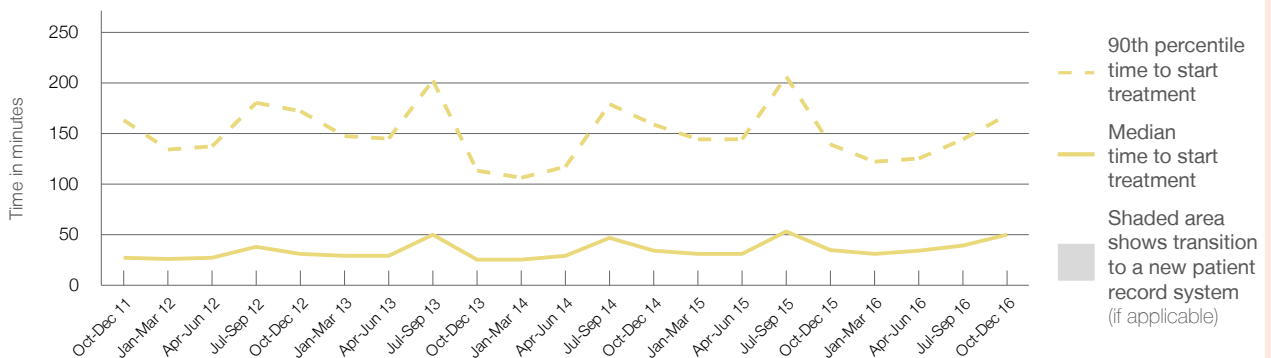
90th percentile time to start treatment⁵ 168 minutes

Same period last year	NSW (this period)
6,310	
5,769	
35 minutes	20 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

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Westmead Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,222

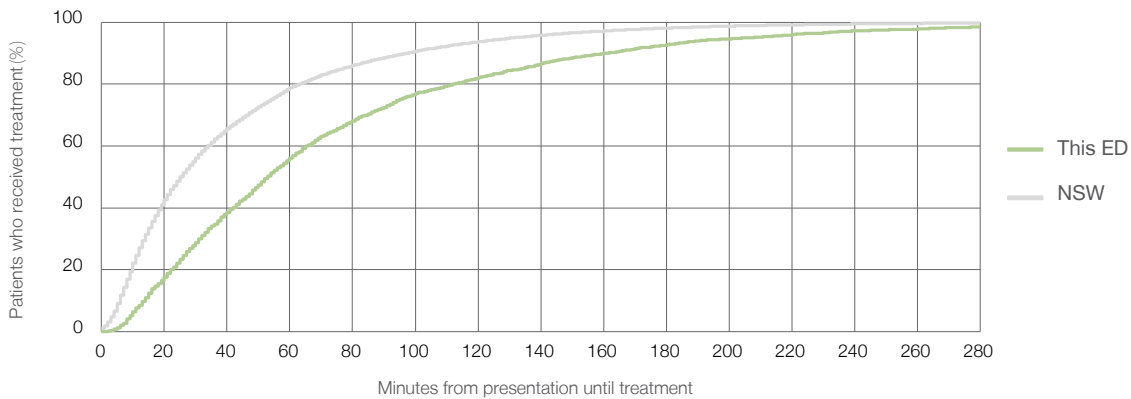
Number of triage 4 patients used to calculate waiting time:³ 3,667

Median time to start treatment⁴ 53 minutes

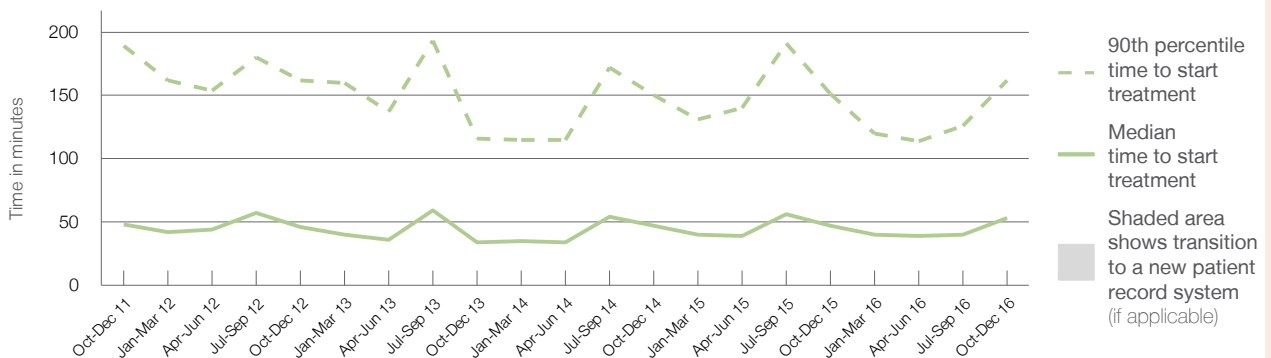
90th percentile time to start treatment⁵ 162 minutes

Same period last year	NSW (this period)
4,542	4,043
47 minutes	25 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

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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)

Number of triage 5 patients: 1,295

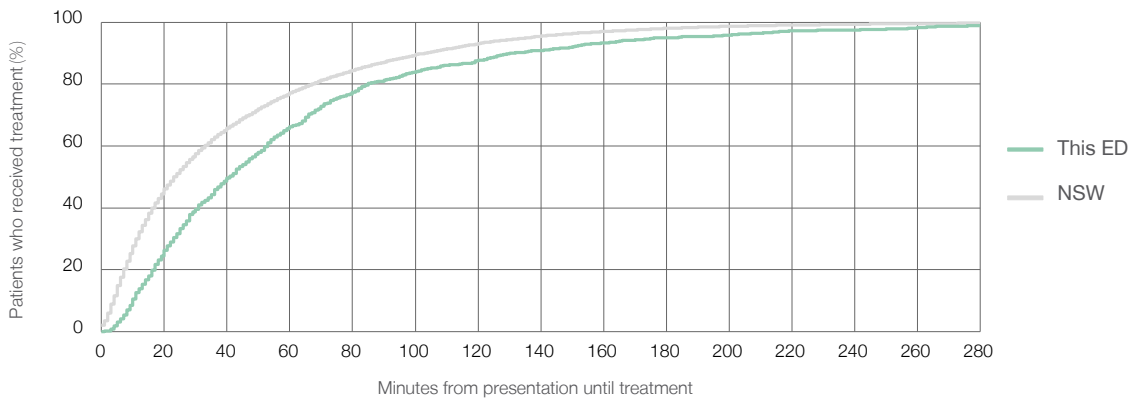
Number of triage 5 patients used to calculate waiting time:³ 1,056

Median time to start treatment⁴ 41 minutes

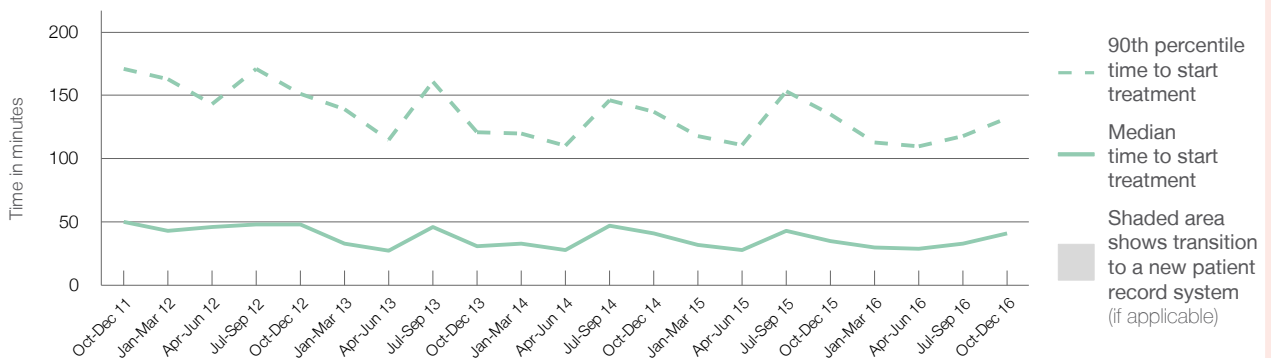
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,591	1,321
35 minutes	24 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

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Westmead Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 19,131 patients

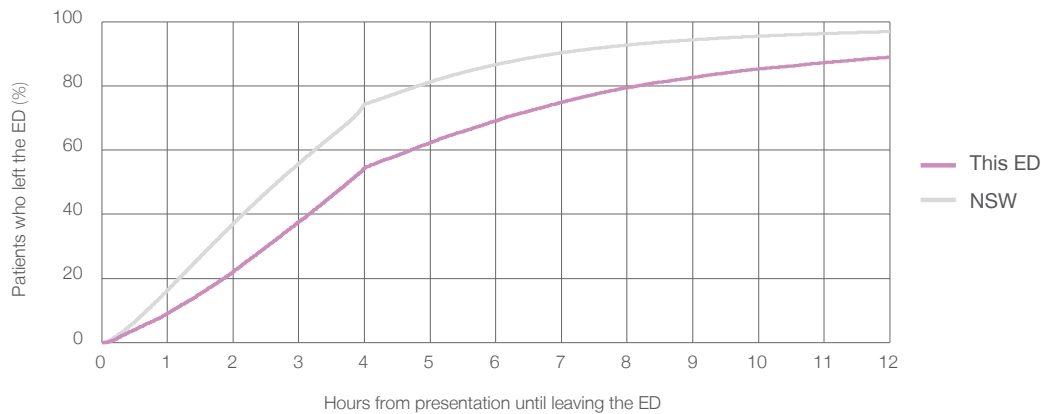
Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Median time spent in the ED⁸ 3 hours and 45 minutes

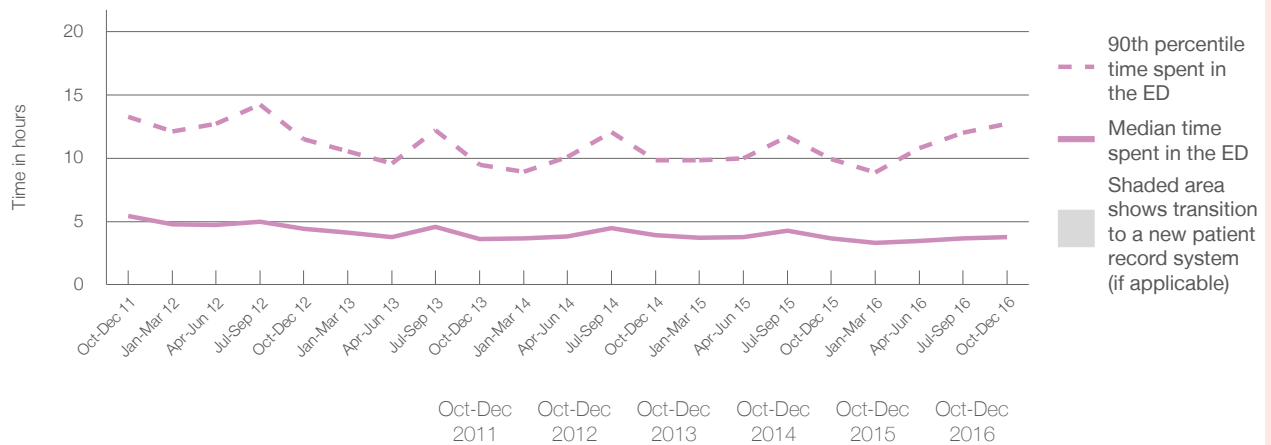
90th percentile time spent in the ED⁹ 12 hours and 44 minutes

Same period last year	NSW (this period)
18,448	18,448
3 hours and 41 minutes	2 hours and 41 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^{†‡}



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

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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

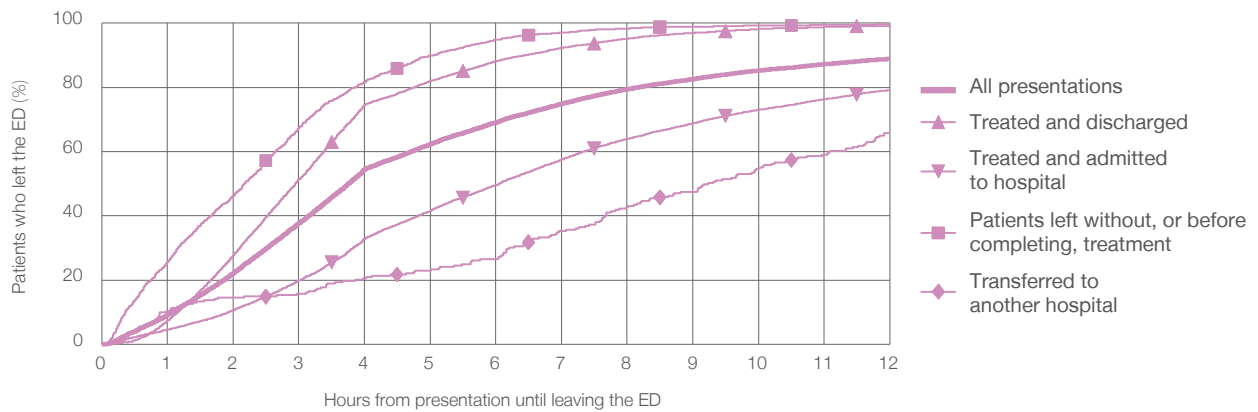
All presentations:¹ 19,131 patients

Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Treated and discharged	7,184 (37.6%)
Treated and admitted to hospital	9,470 (49.5%)
Patient left without, or before completing, treatment	1,759 (9.2%)
Transferred to another hospital	250 (1.3%)
Other	468 (2.4%)

Same period last year	Change since one year ago
18,448	3.6%
7,415	-3.1%
8,997	5.3%
1,319	33.4%
203	23.2%
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

	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%

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Westmead Hospital: Time spent in the ED

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

October to December 2016

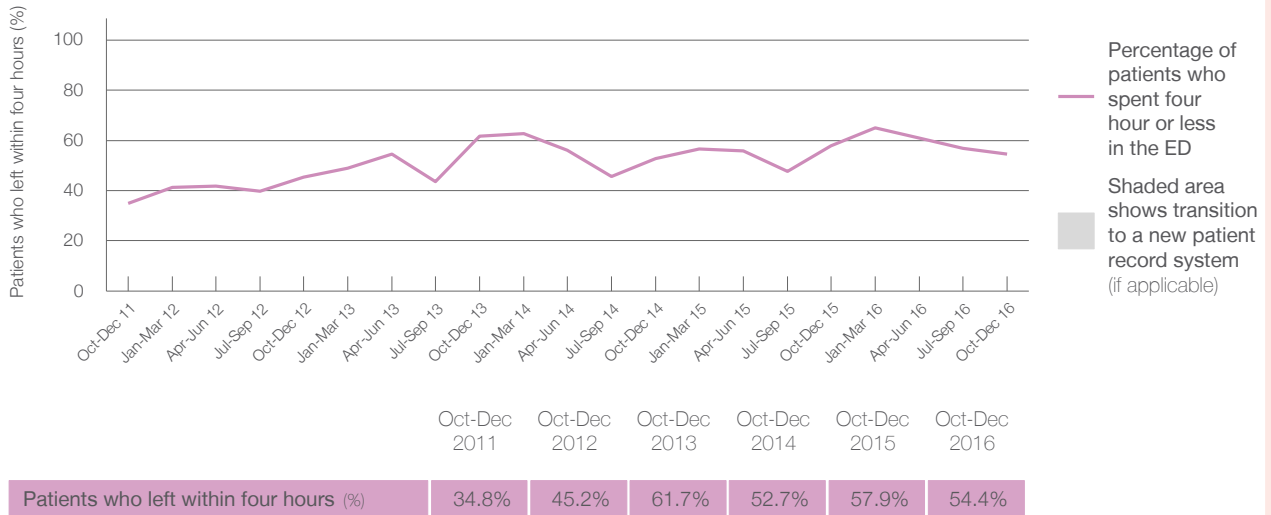
All presentations at the emergency department:¹ 19,131 patients

Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Percentage of patients who spent four hours or less in the ED 54.4%

Same period last year	Change since one year ago
18,448	3.7%
18,448	3.6%
57.9%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).