

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

Wollongong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 15,862 patients

Emergency presentations:² 15,519 patients

Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,981 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,609 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,189 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,963	
10 minutes	8 minutes
25 minutes	26 minutes
6,524	
27 minutes	20 minutes
86 minutes	67 minutes
6,422	
35 minutes	25 minutes
125 minutes	97 minutes
501	
31 minutes	24 minutes
112 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 15,861 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
15,868	-0.0%
64.2%	

* 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.

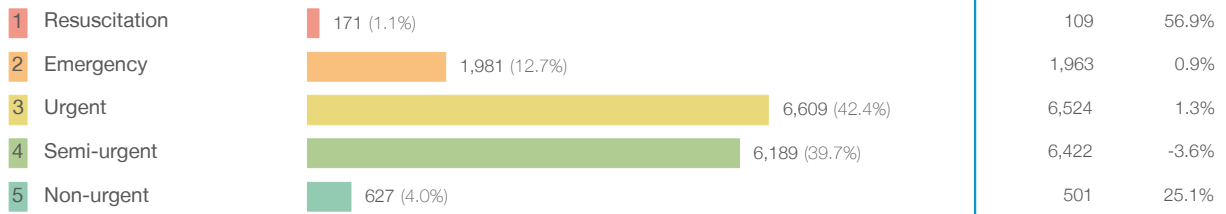
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

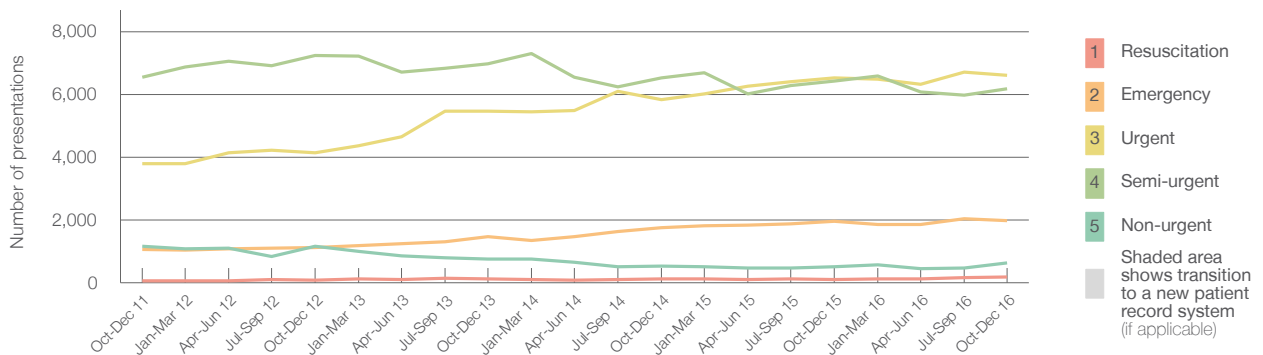
All presentations:¹ 15,862 patients

Emergency presentations² by triage category: 15,577 patients



Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%
109	56.9%
1,963	0.9%
6,524	1.3%
6,422	-3.6%
501	25.1%

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	50	83	114	111	109	171
Emergency	1,068	1,121	1,475	1,756	1,963	1,981
Urgent	3,782	4,136	5,457	5,833	6,524	6,609
Semi-urgent	6,543	7,247	6,981	6,533	6,422	6,189
Non-urgent	1,153	1,160	755	533	501	627
All emergency presentations	12,596	13,747	14,782	14,766	15,519	15,577

Wollongong Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,278 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,193	
12 minutes	-1 minute
28 minutes	-5 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Wollongong 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: 1,981

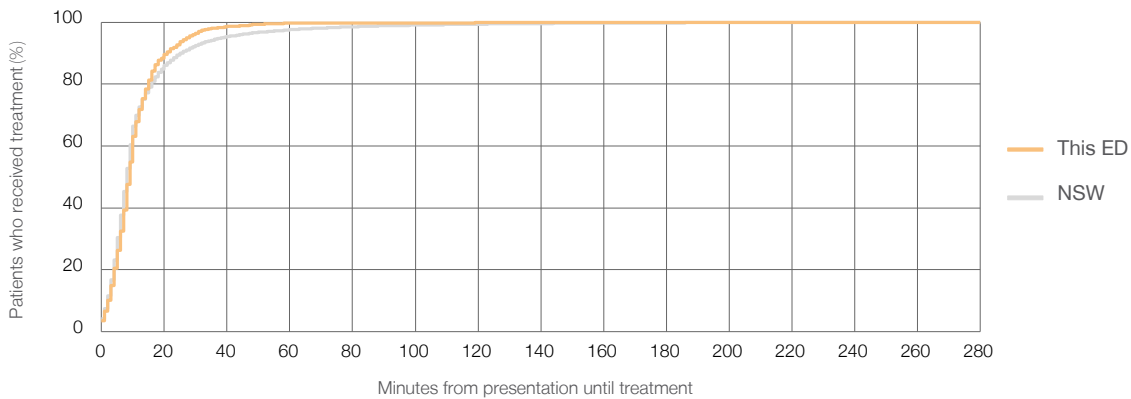
Number of triage 2 patients used to calculate waiting time:³ 1,979

Median time to start treatment⁴ 9 minutes

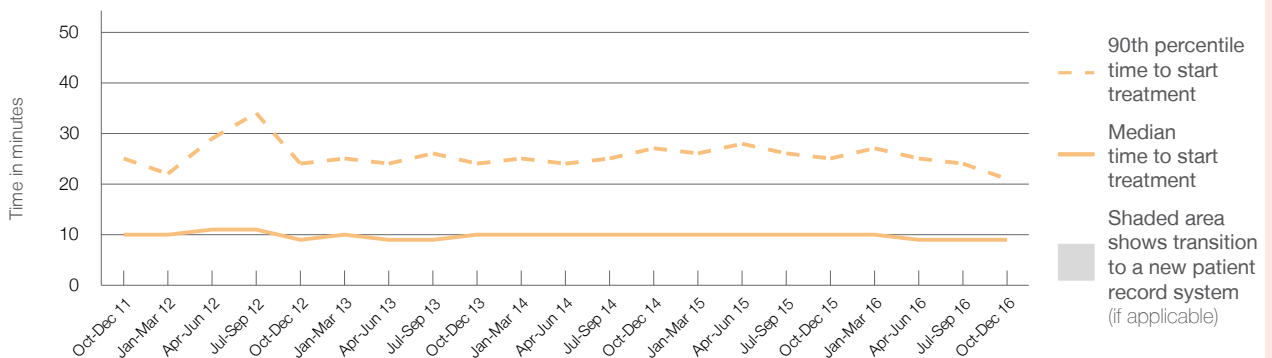
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,963	
1,954	
10 minutes	8 minutes
25 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)	10	9	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	25	24	24	27	25	21

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

Wollongong 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: 6,609

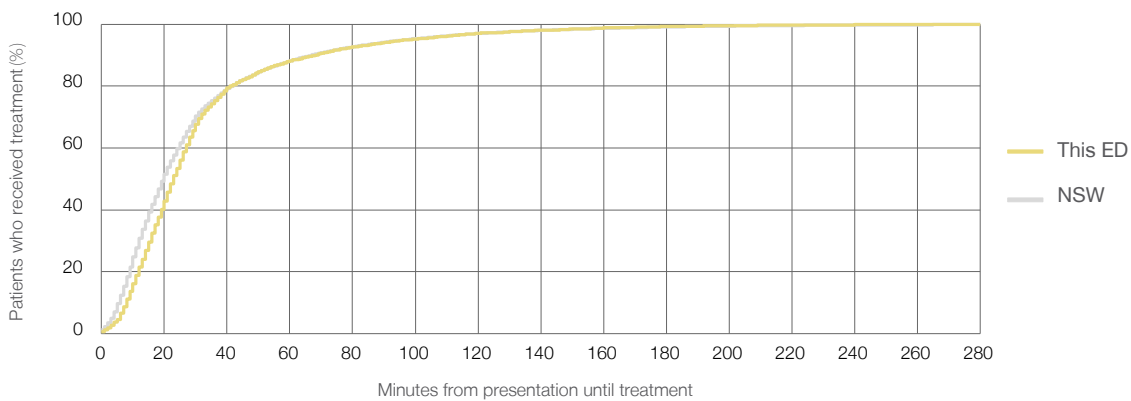
Number of triage 3 patients used to calculate waiting time:³ 6,505

Median time to start treatment⁴ 23 minutes

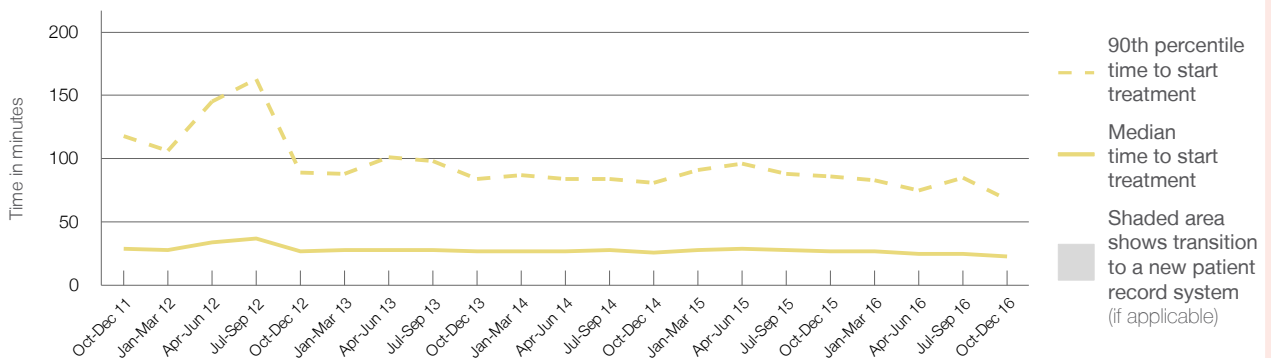
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,524	
6,394	
27 minutes	20 minutes
86 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)	29	27	27	26	27	23
90th percentile time to start treatment ⁵ (minutes)	118	89	84	81	86	68

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

Wollongong 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: 6,189

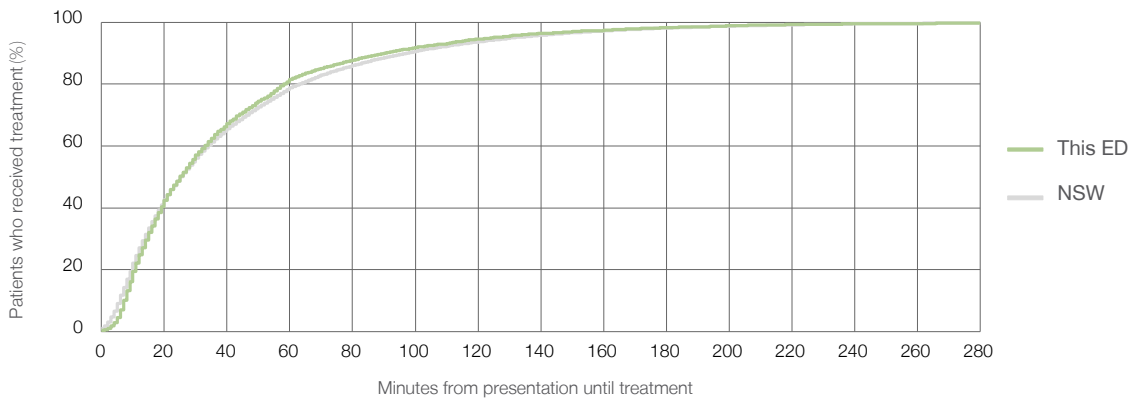
Number of triage 4 patients used to calculate waiting time:³ 5,916

Median time to start treatment⁴ 25 minutes

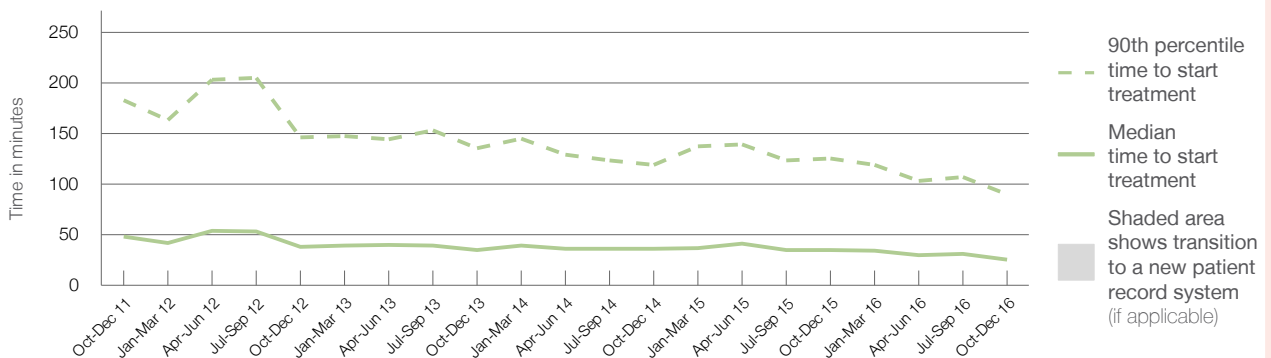
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
6,422	6,053
35 minutes	25 minutes
125 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	38	35	36	35	25
90th percentile time to start treatment ⁵ (minutes)	183	146	135	119	125	90

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Wollongong 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: 627

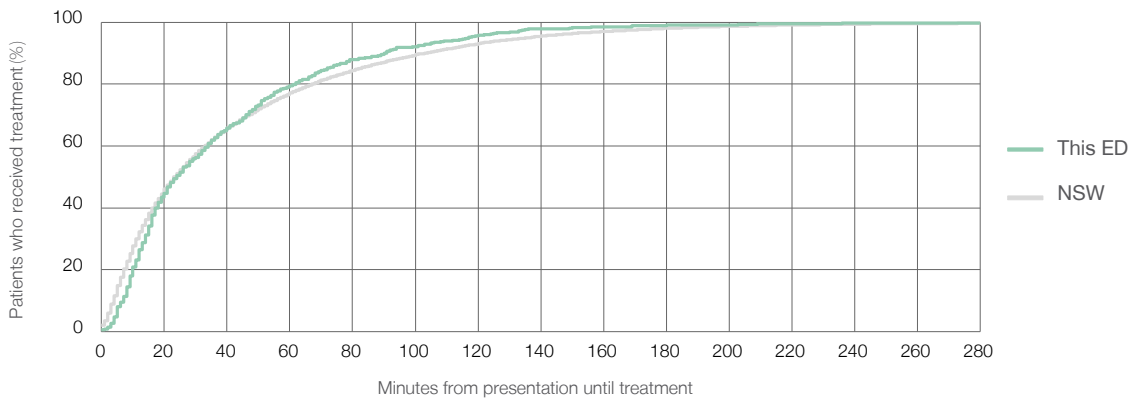
Number of triage 5 patients used to calculate waiting time:³ 534

Median time to start treatment⁴ 24 minutes

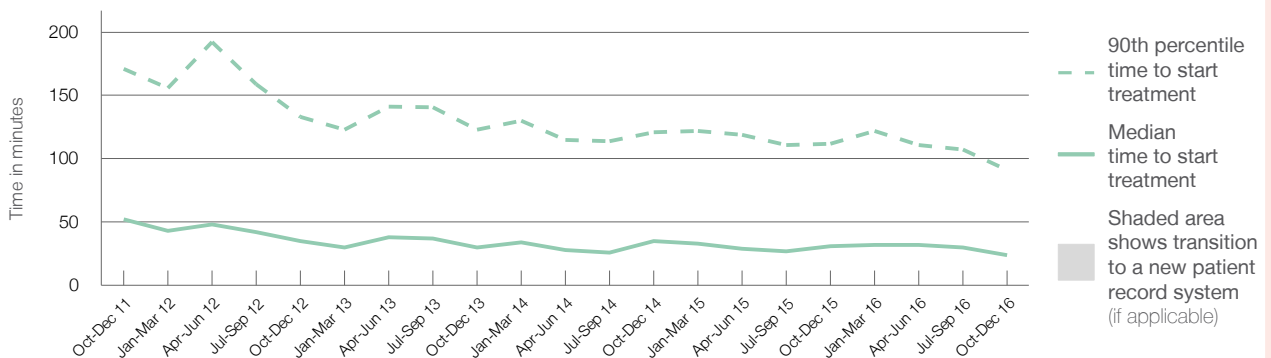
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
501	
415	
31 minutes	24 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)	52	35	30	35	31	24
90th percentile time to start treatment ⁵ (minutes)	171	133	123	121	112	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.

Wollongong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 15,862 patients

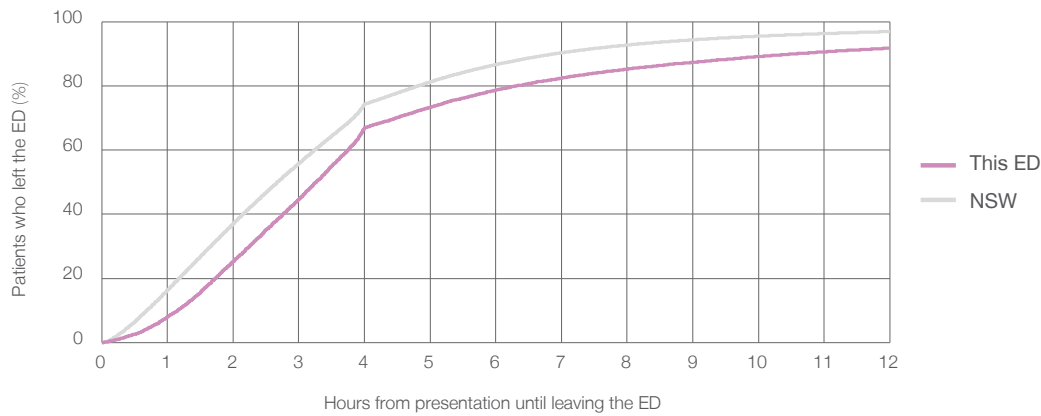
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

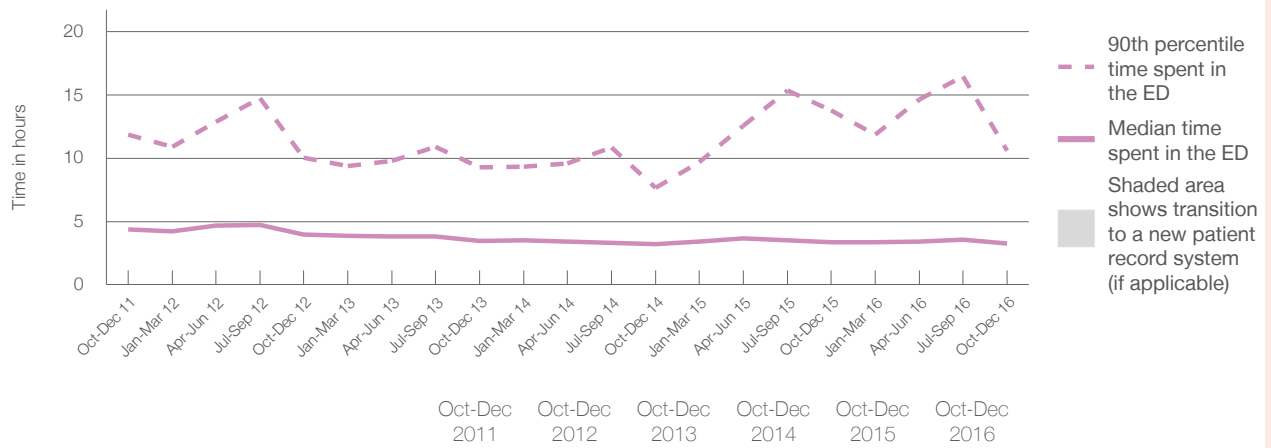
90th percentile time spent in the ED⁹ 10 hours and 34 minutes

Same period last year	NSW (this period)
15,869	15,868
3 hours and 23 minutes	2 hours and 41 minutes
13 hours and 47 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 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 34m

(†) 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.

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

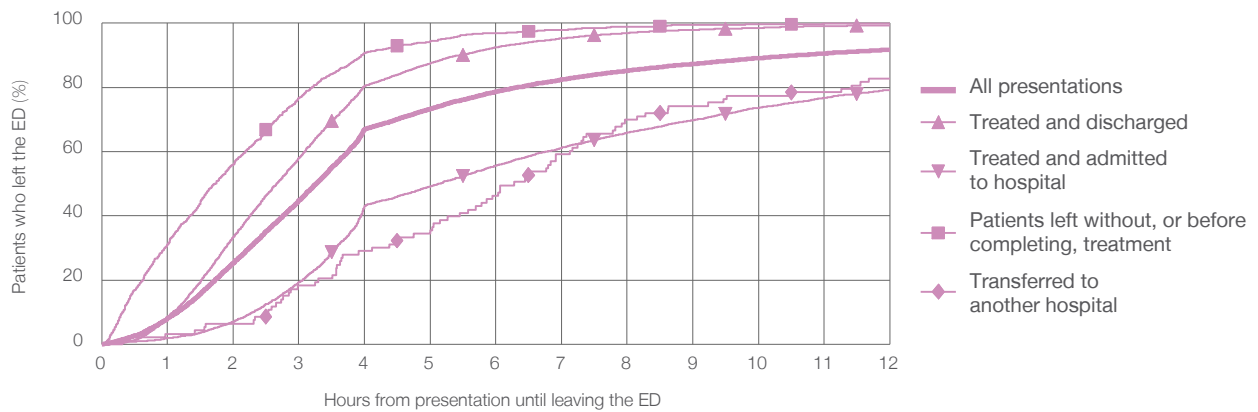
All presentations:¹ 15,862 patients

Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Treated and discharged	8,507 (53.6%)
Treated and admitted to hospital	5,986 (37.7%)
Patient left without, or before completing, treatment	1,185 (7.5%)
Transferred to another hospital	93 (0.6%)
Other	91 (0.6%)

Same period last year	Change since one year ago
15,868	-0.0%
8,478	0.3%
6,087	-1.7%
1,097	8.0%
95	-2.1%
112	-18.8%

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	8.4%	33.4%	57.9%	80.5%	92.5%	97.0%	98.5%	99.4%
Treated and admitted to hospital	1.9%	7.0%	19.3%	43.1%	55.6%	65.9%	73.7%	79.3%
Patient left without, or before completing, treatment	31.1%	56.0%	76.7%	90.7%	97.0%	98.8%	99.7%	99.9%
Transferred to another hospital	3.2%	6.5%	18.3%	29.0%	46.2%	69.9%	77.4%	82.8%
All presentations	8.1%	25.4%	44.8%	66.9%	78.7%	85.2%	89.1%	91.7%

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(‡) 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.

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

Wollongong 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 15,862 patients

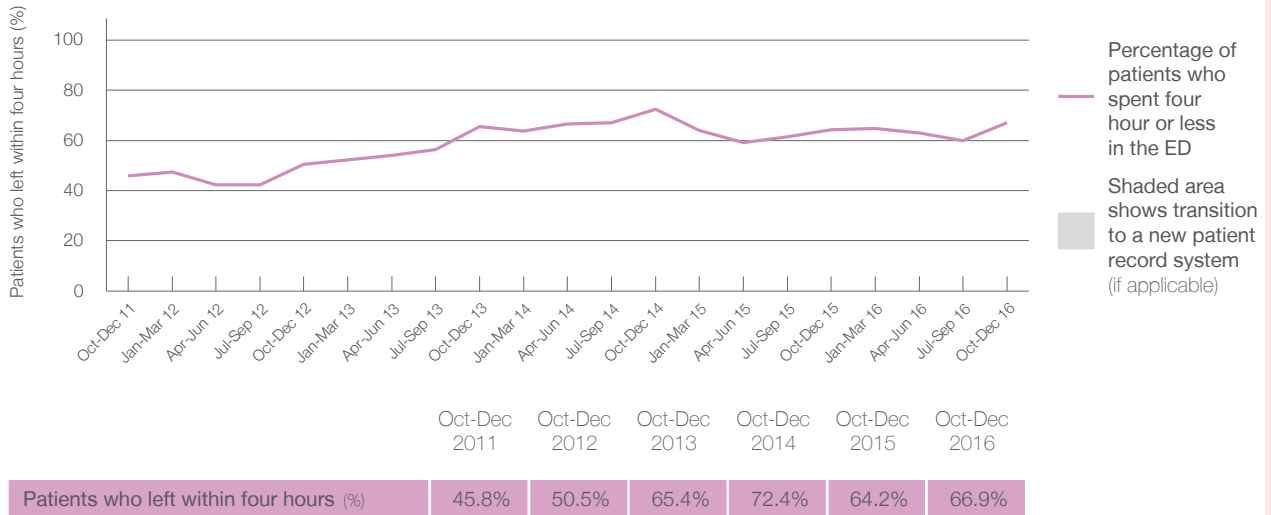
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	15,869	-0.0%
Presentations used to calculate time to leaving the ED: ⁶	15,868	-0.0%
Percentage of patients who spent four hours or less in the ED	64.2%	

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).