

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

Wyong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,301 patients

Emergency presentations:² 16,148 patients

Same period last year	Change since one year ago
16,013	1.8%
15,838	2.0%

Wyong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,589 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,615 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,776 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,562	
7 minutes	8 minutes
24 minutes	26 minutes
4,708	
21 minutes	20 minutes
70 minutes	67 minutes
8,070	
28 minutes	25 minutes
90 minutes	97 minutes
1,412	
21 minutes	24 minutes
74 minutes	103 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,301 patients

Percentage of patients who spent four hours or less in the ED 72.4%

Same period last year	Change since one year ago
16,013	1.8%
73.7%	

* 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.

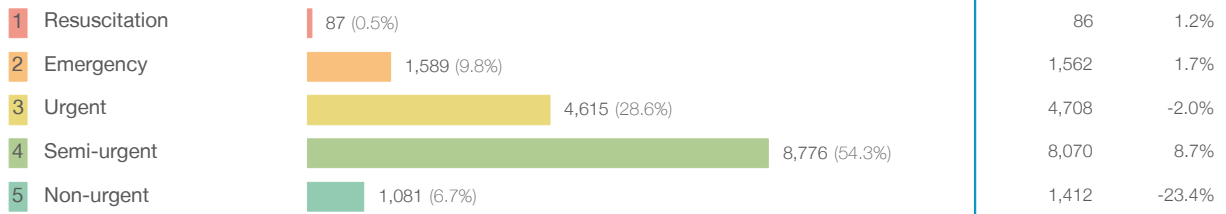
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

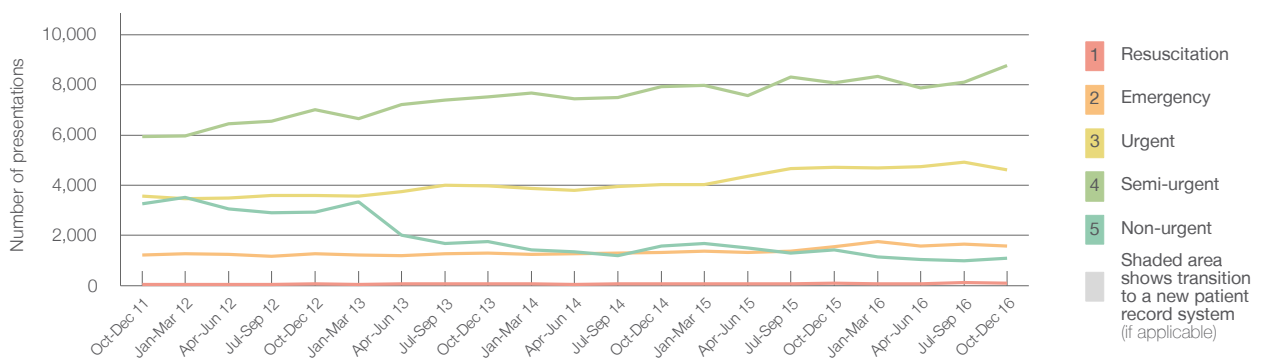
All presentations:¹ 16,301 patients

Emergency presentations² by triage category: 16,148 patients



Same period last year	Change since one year ago
16,013	1.8%
15,838	2.0%
86	1.2%
1,562	1.7%
4,708	-2.0%
8,070	8.7%
1,412	-23.4%

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	38	61	71	66	86	87
Emergency	1,222	1,280	1,296	1,329	1,562	1,589
Urgent	3,579	3,586	3,967	4,025	4,708	4,615
Semi-urgent	5,936	7,012	7,515	7,939	8,070	8,776
Non-urgent	3,271	2,921	1,757	1,568	1,412	1,081
All emergency presentations	14,046	14,860	14,606	14,927	15,838	16,148

Wyong Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,032 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,868	
10 minutes	-1 minute
25 minutes	-3 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.

Wyong 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: 1,589

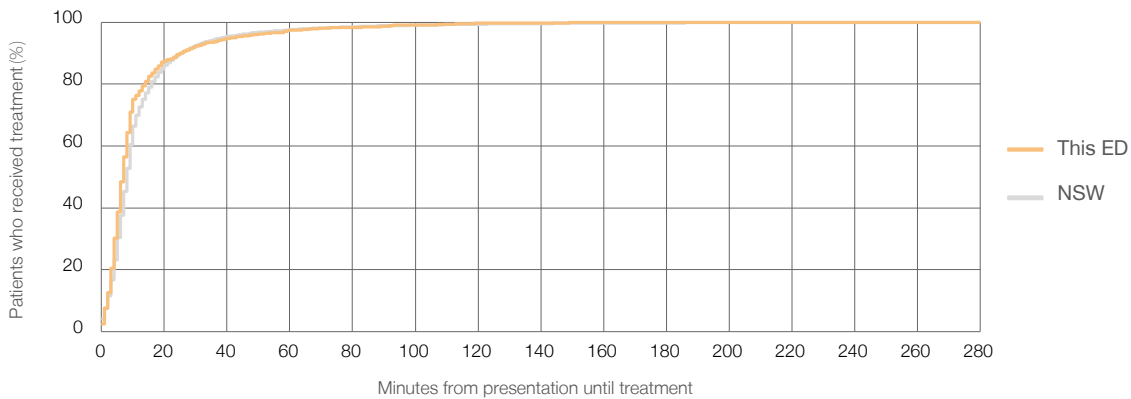
Number of triage 2 patients used to calculate waiting time:³ 1,579

Median time to start treatment⁴ 7 minutes

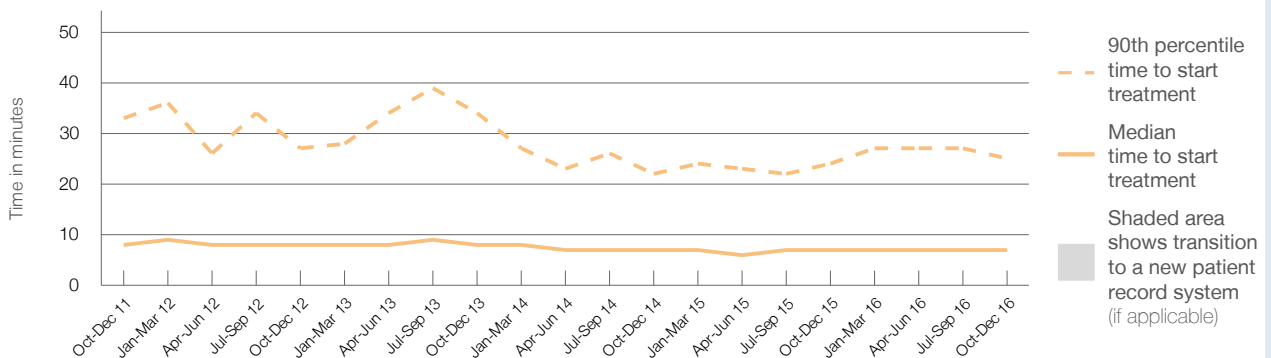
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,562	
1,554	
7 minutes	8 minutes
24 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	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	33	27	34	22	24	25

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

Wyong 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: 4,615

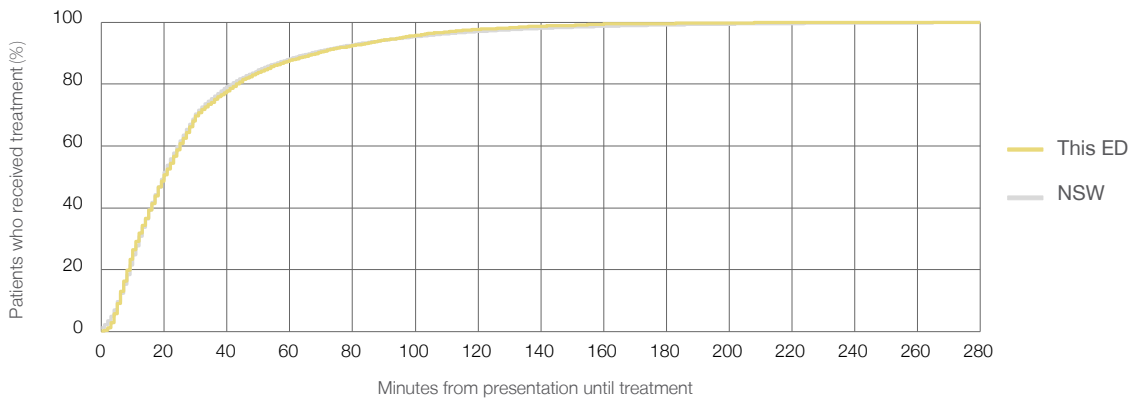
Number of triage 3 patients used to calculate waiting time:³ 4,579

Median time to start treatment⁴ 20 minutes

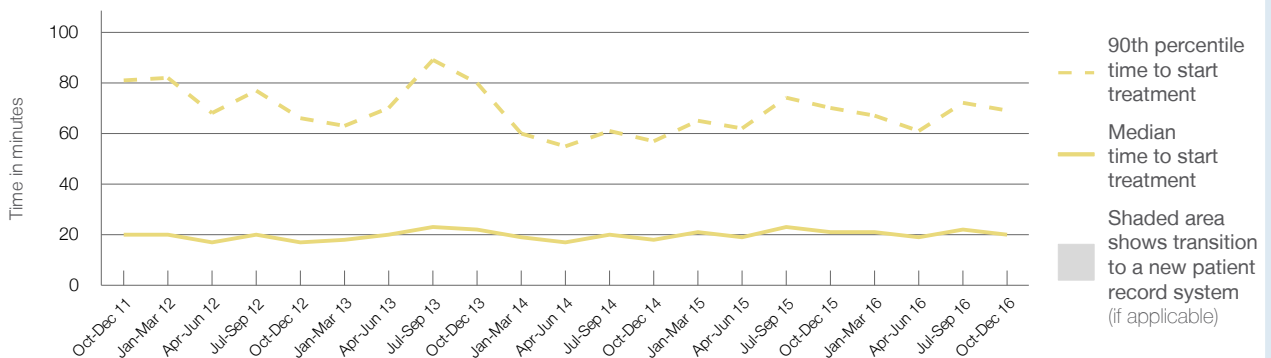
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
4,708	4,645
21 minutes	20 minutes
70 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)	20	17	22	18	21	20
90th percentile time to start treatment ⁵ (minutes)	81	66	80	57	70	69

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

Wyong 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: 8,776

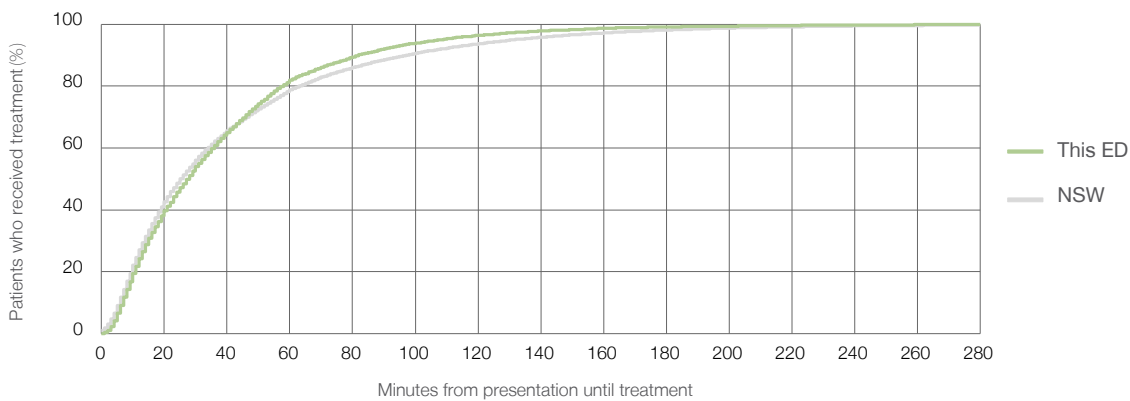
Number of triage 4 patients used to calculate waiting time:³ 8,512

Median time to start treatment⁴ 28 minutes

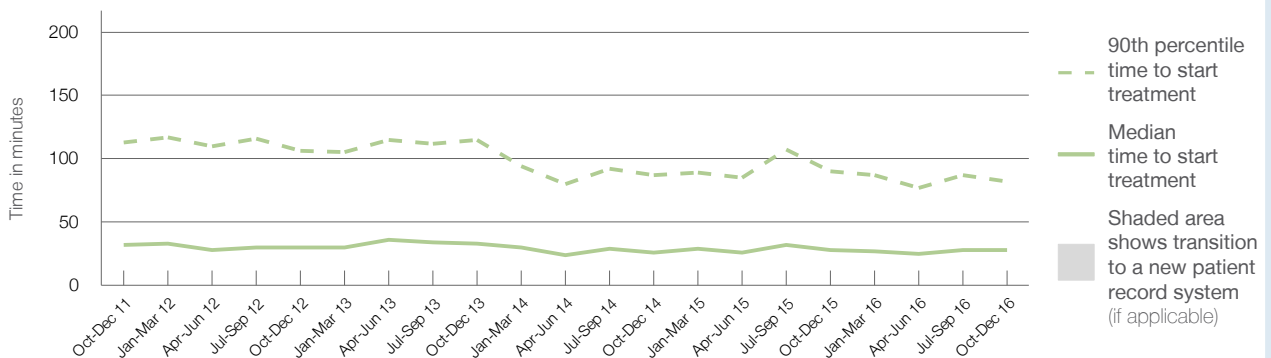
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
8,070	7,851
28 minutes	25 minutes
90 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)	32	30	33	26	28	28
90th percentile time to start treatment ⁵ (minutes)	113	106	115	87	90	82

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

Wyong 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: 1,081

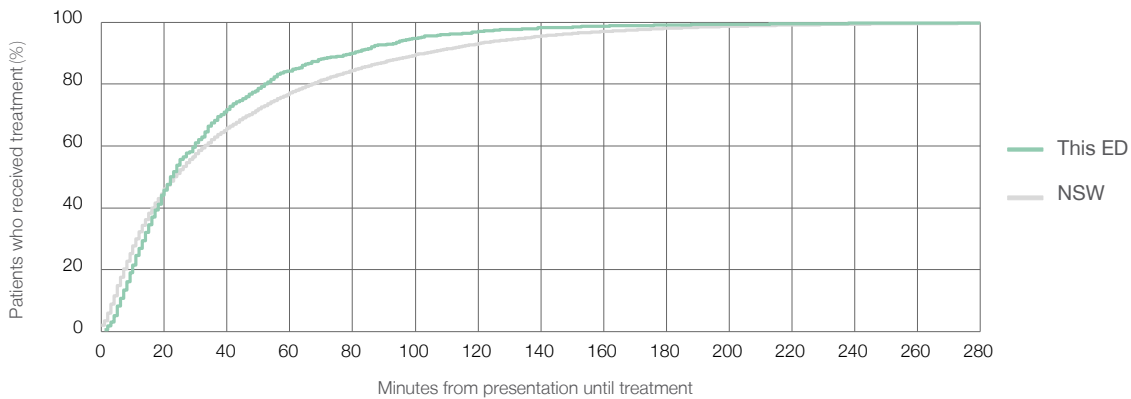
Number of triage 5 patients used to calculate waiting time:³ 1,008

Median time to start treatment⁴ 23 minutes

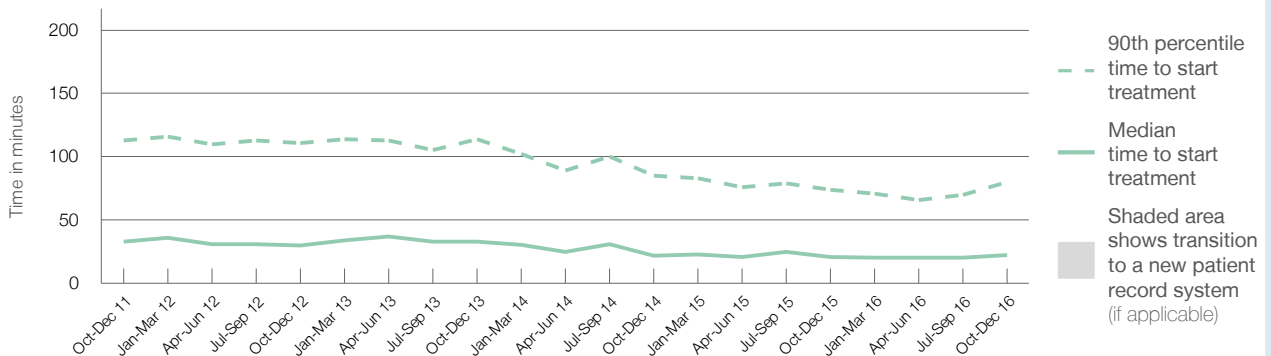
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,412	1,372
21 minutes	24 minutes
74 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)	33	30	33	22	21	23
90th percentile time to start treatment ⁵ (minutes)	113	111	114	85	74	80

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Wyong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,301 patients

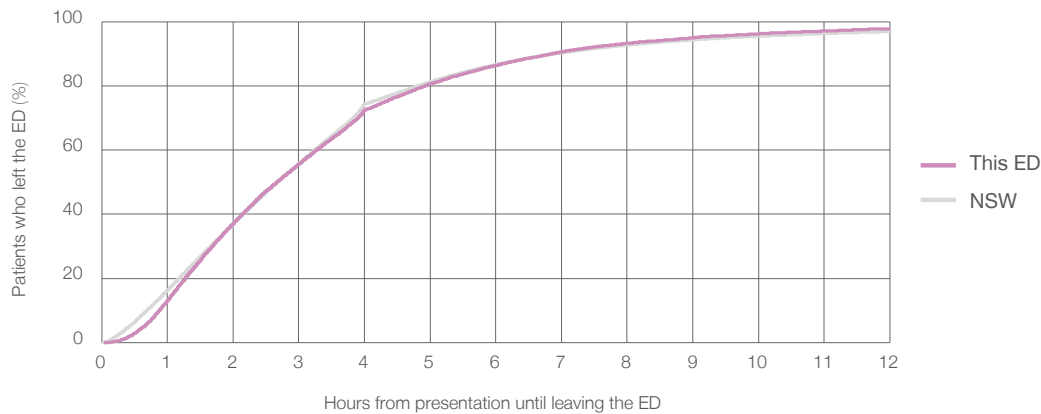
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

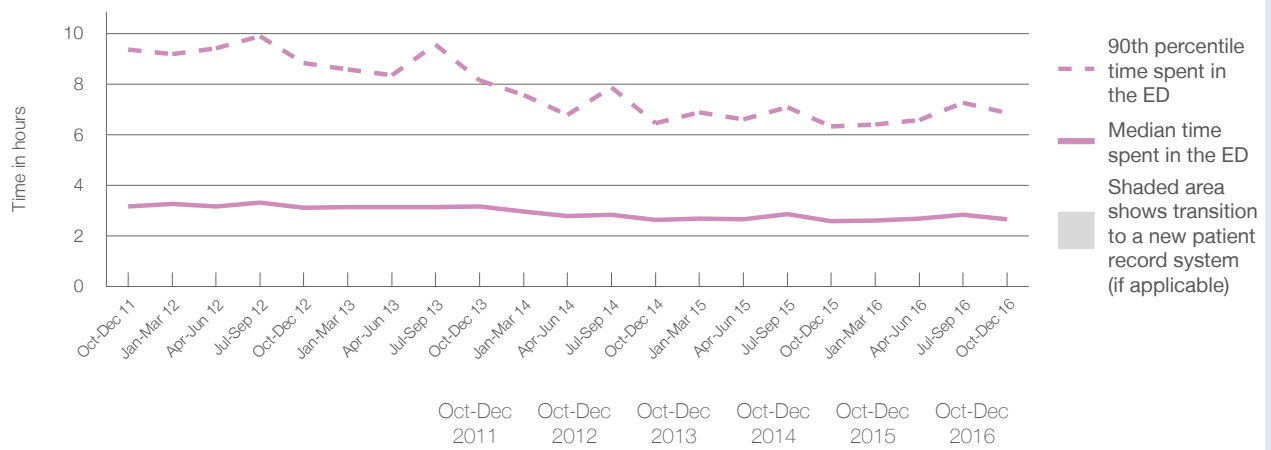
90th percentile time spent in the ED⁹ 6 hours and 52 minutes

Same period last year	NSW (this period)
16,013	16,013
2 hours and 36 minutes	2 hours and 41 minutes
6 hours and 20 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 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m

(†) 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.

Wyong Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

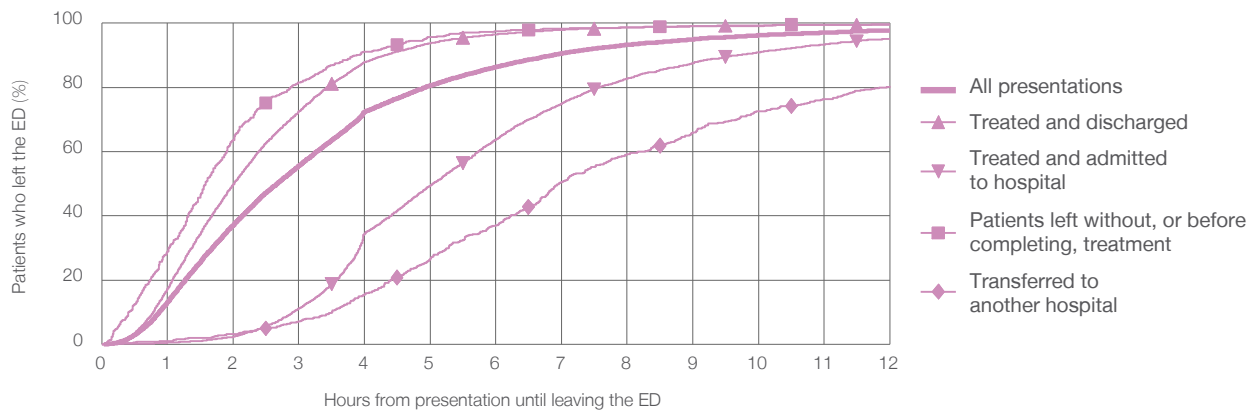
All presentations:¹ 16,301 patients

Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Treated and discharged	11,277 (69.2%)
Treated and admitted to hospital	3,835 (23.5%)
Patient left without, or before completing, treatment	480 (2.9%)
Transferred to another hospital	687 (4.2%)
Other	22 (0.1%)

Same period last year	Change since one year ago
16,013	1.8%
11,148	1.2%
3,651	5.0%
404	18.8%
768	-10.5%
42	-47.6%

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	17.3%	49.8%	72.5%	87.9%	96.6%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.5%	2.3%	11.1%	34.5%	63.7%	82.8%	91.0%	95.1%
Patient left without, or before completing, treatment	29.0%	63.5%	81.5%	91.0%	97.5%	98.8%	99.2%	99.6%
Transferred to another hospital	0.9%	3.2%	7.1%	15.6%	37.0%	59.2%	72.5%	80.3%
All presentations	13.1%	37.2%	55.6%	72.4%	86.4%	93.3%	96.2%	97.8%

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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.

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Wyong 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 16,301 patients

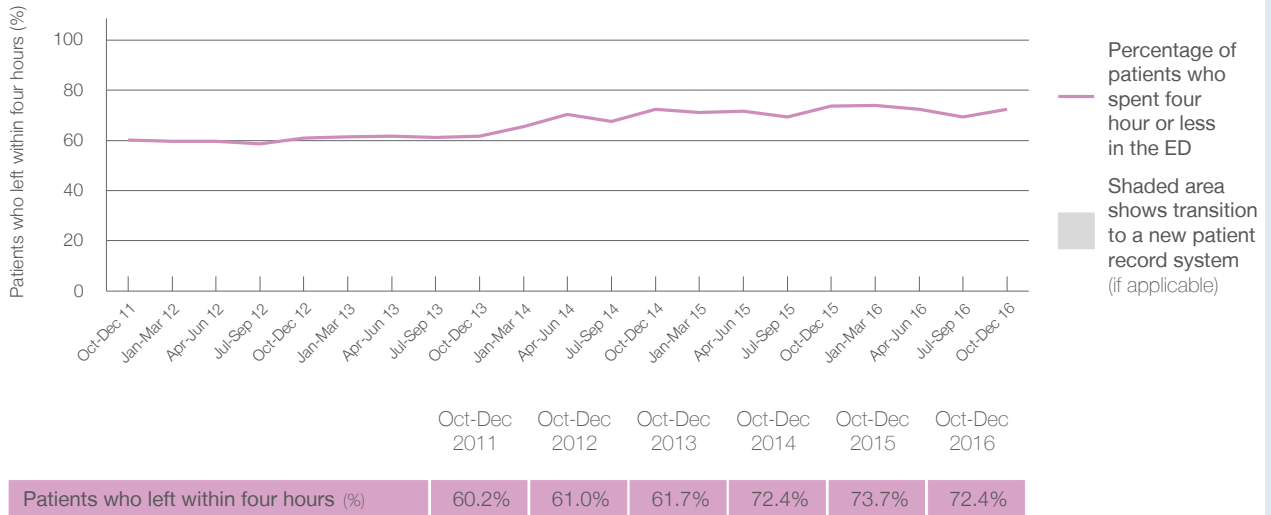
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

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 16,301 patients	16,013	1.8%
Presentations used to calculate time to leaving the ED: ⁶ 16,301 patients	16,013	1.8%
Percentage of patients who spent four hours or less in the ED	73.7%	

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).