

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

All presentations:<sup>1</sup> 6,796 patients  
Emergency presentations:<sup>2</sup> 6,597 patients

Same period last year	Change since one year ago
6,678	1.8%
6,441	2.4%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 936 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,233 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,891 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 130 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 501 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 141 minutes

Same period last year	NSW (this period)
856	
9 minutes	8 minutes
23 minutes	26 minutes
2,363	
21 minutes	20 minutes
64 minutes	67 minutes
2,695	
33 minutes	25 minutes
122 minutes	97 minutes
499	
22 minutes	24 minutes
122 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,794 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
6,678	1.7%
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.

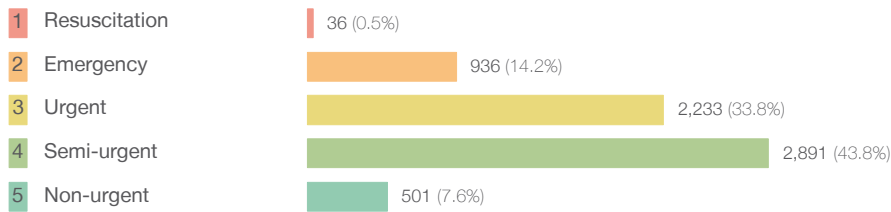
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Auburn Hospital: Patients presenting to the emergency department October to December 2016

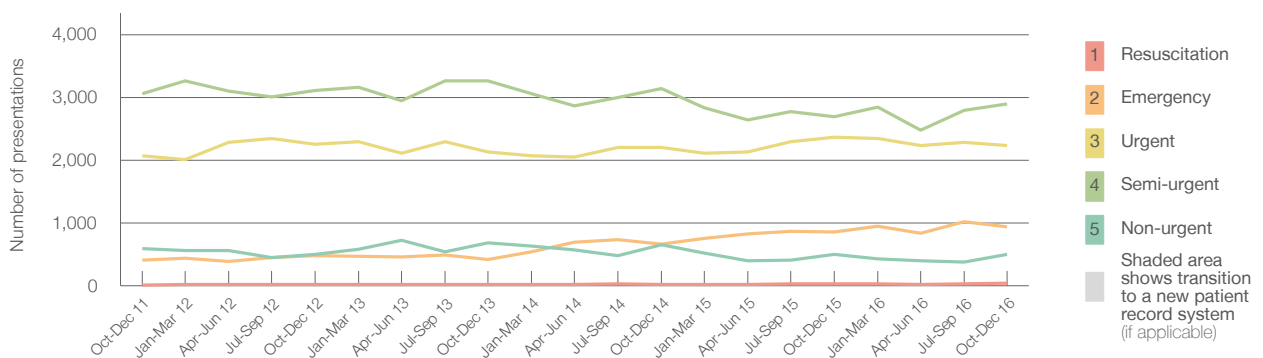
All presentations:<sup>1</sup> 6,796 patients

Emergency presentations<sup>2</sup> by triage category: 6,597 patients



Same period last year	Change since one year ago
6,678	1.8%
6,441	2.4%
28	28.6%
856	9.3%
2,363	-5.5%
2,695	7.3%
499	0.4%

Emergency presentations<sup>2</sup> 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

Arrivals used to calculate transfer of care time:<sup>7</sup> 791 patients

ED Transfer of care time



Same period last year	Change since one year ago
882	
14 minutes	-1 minute
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

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

Number of triage 2 patients: 936

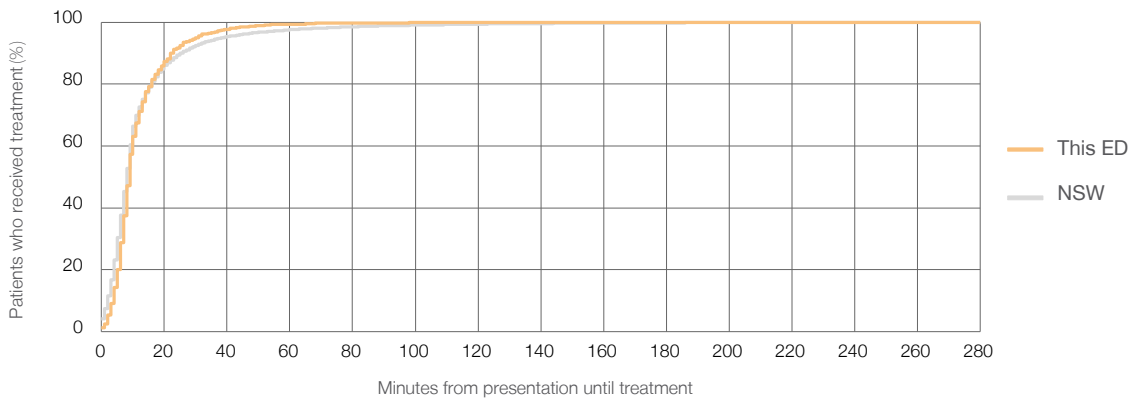
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 932

Median time to start treatment<sup>4</sup> 9 minutes

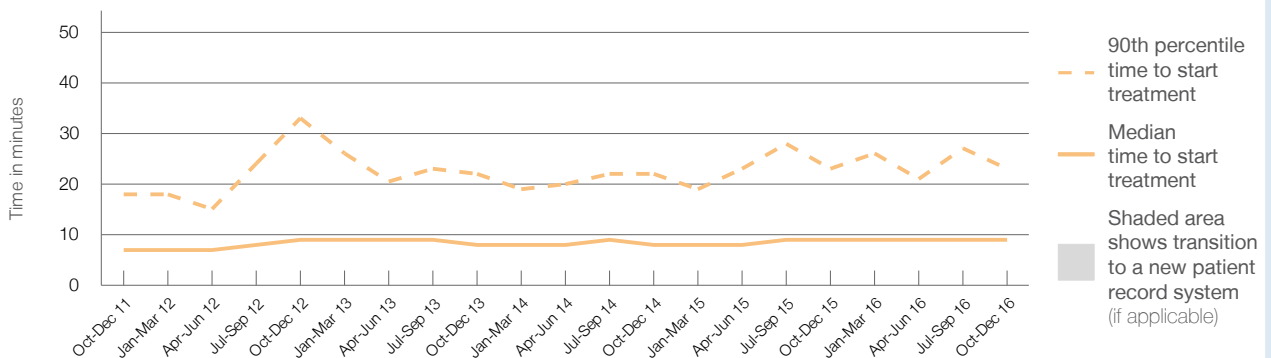
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
856	
842	
9 minutes	8 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<sup>†‡</sup>



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

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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 waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,233

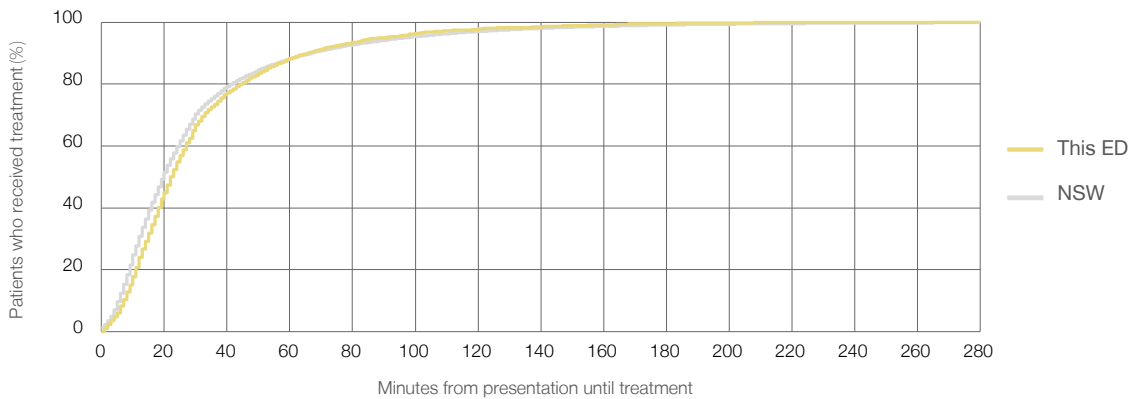
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,179

Median time to start treatment<sup>4</sup> 22 minutes

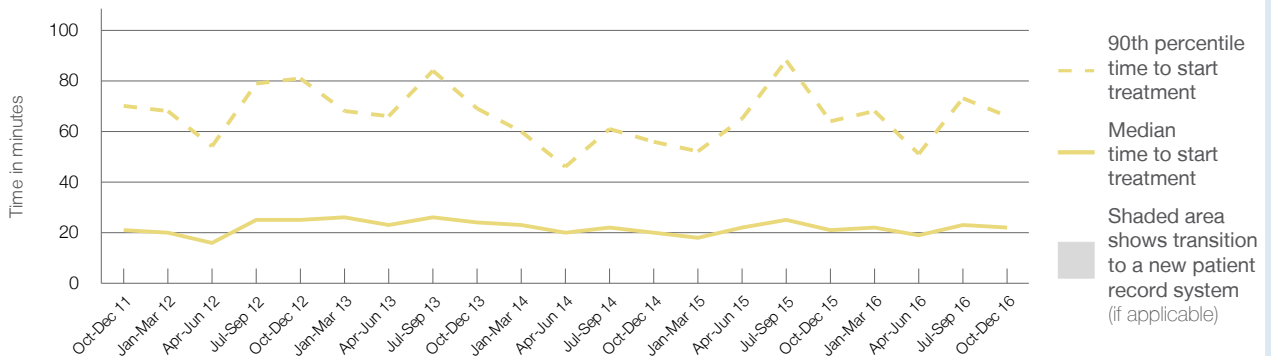
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
2,363	
2,236	
21 minutes	20 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)	21	25	24	20	21	22
90th percentile time to start treatment <sup>5</sup> (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

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

Number of triage 4 patients: 2,891

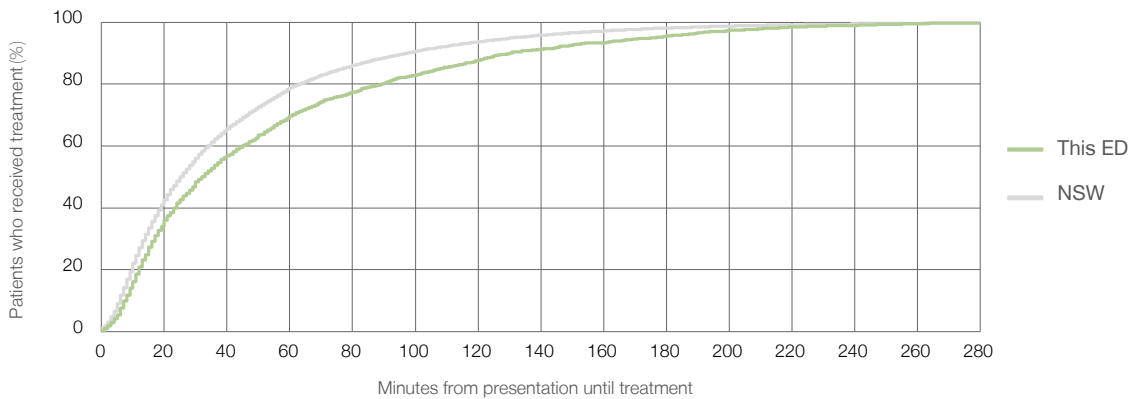
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,633

Median time to start treatment<sup>4</sup>  32 minutes

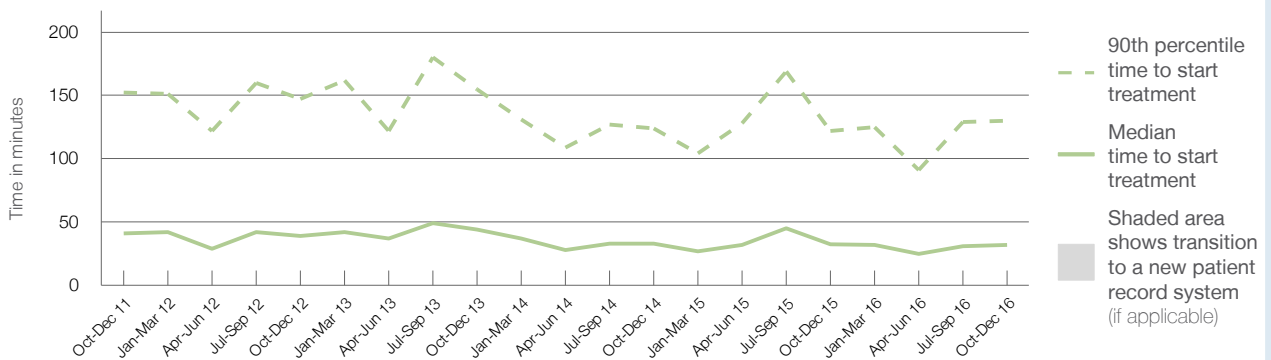
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
2,695	2,310
33 minutes	25 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<sup>†‡</sup>



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

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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 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: 501

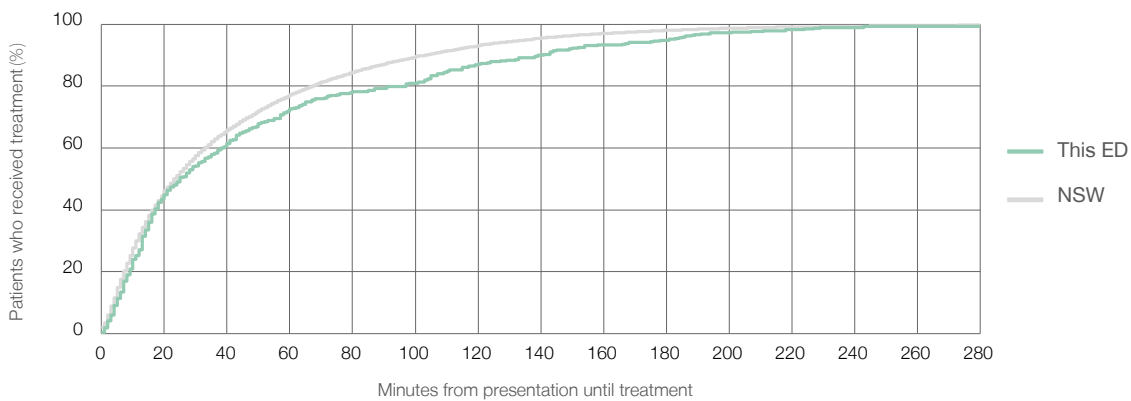
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 387

Median time to start treatment<sup>4</sup> 25 minutes

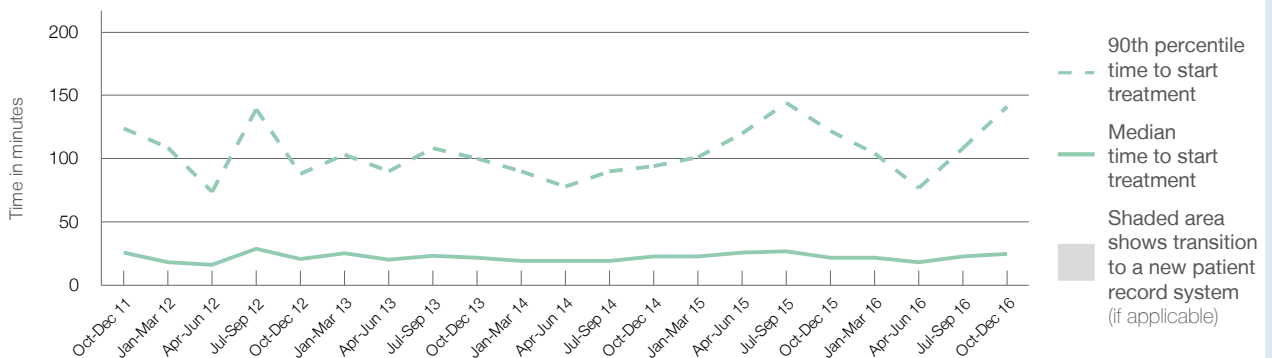
90th percentile time to start treatment<sup>5</sup> 141 minutes

Same period last year	NSW (this period)
499	381
22 minutes	24 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<sup>†‡</sup>



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

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

All presentations:<sup>1</sup> 6,796 patients

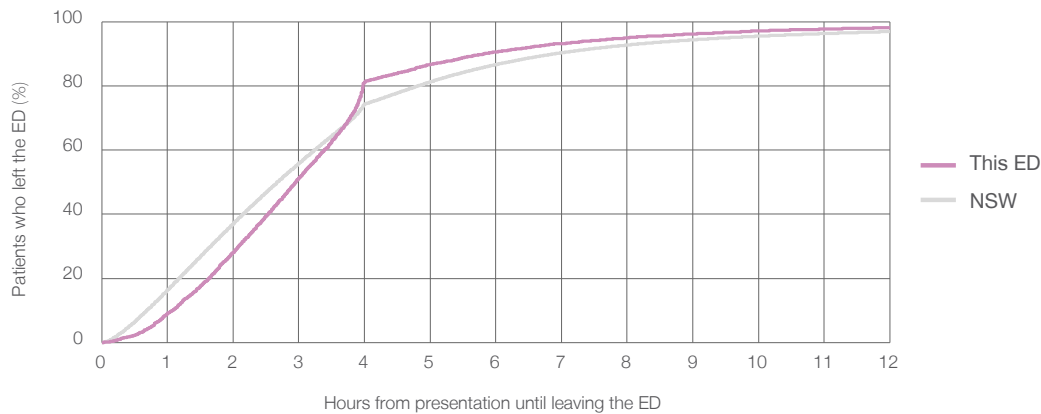
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,794 patients

Median time spent in the ED<sup>8</sup> 2 hours and 58 minutes

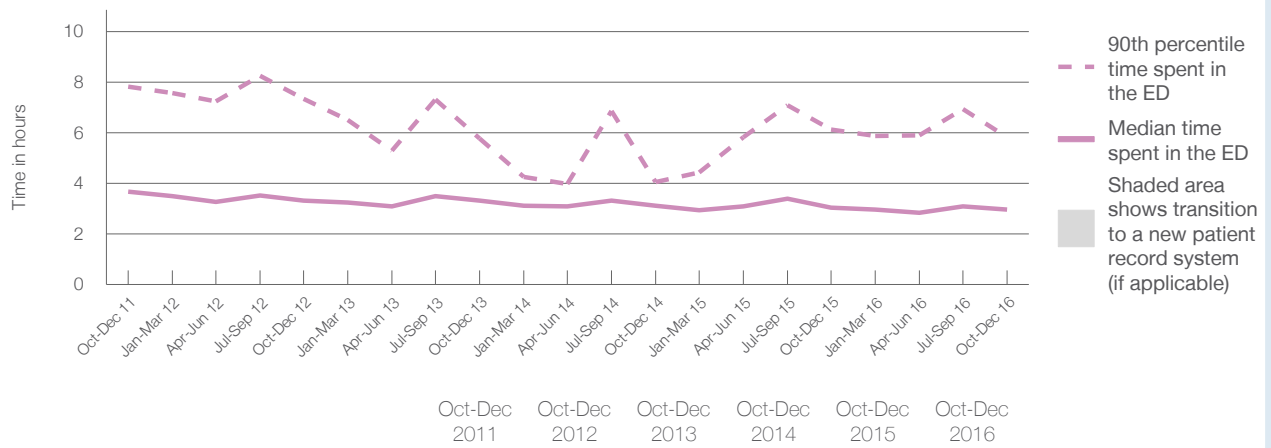
90th percentile time spent in the ED<sup>9</sup> 5 hours and 50 minutes

Same period last year	NSW (this period)
6,678	6,678
3 hours and 2 minutes	2 hours and 41 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<sup>†‡</sup>



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

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## Auburn Hospital: Time patients spent in the ED

### By mode of separation

October to December 2016

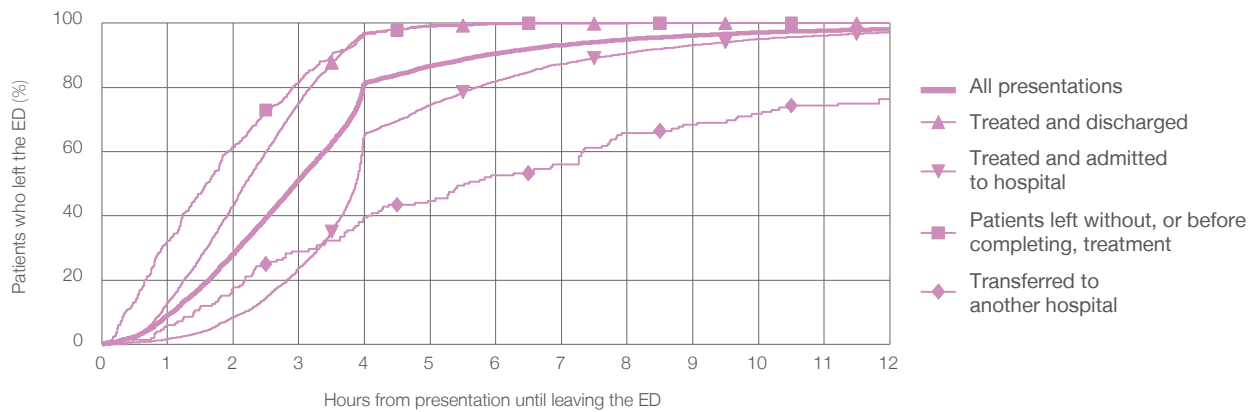
All presentations:<sup>1</sup> 6,796 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,794 patients

Treated and discharged	3,110 (45.8%)
Treated and admitted to hospital	3,085 (45.4%)
Patient left without, or before completing, treatment	420 (6.2%)
Transferred to another hospital	152 (2.2%)
Other	29 (0.4%)

Same period last year	Change since one year ago
6,678	1.7%
3,526	-11.8%
2,480	24.4%
495	-15.2%
152	0.0%
25	16.0%

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



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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## Auburn 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:<sup>1</sup> 6,796 patients

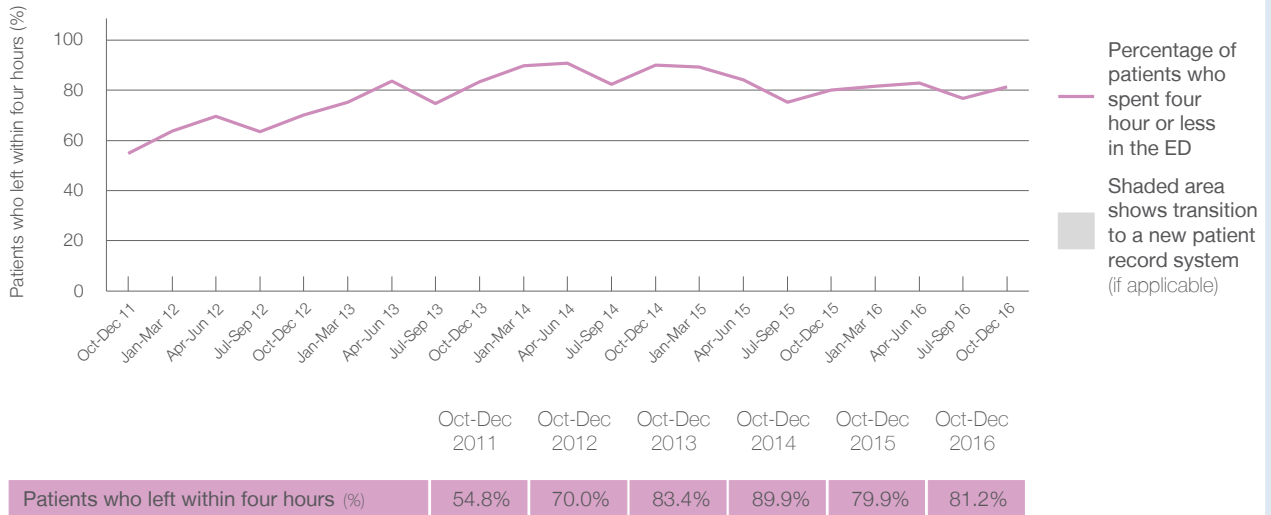
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,794 patients

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	6,678	1.8%
Presentations used to calculate time to leaving the ED	6,678	1.7%
Percentage of patients who spent four hours or less in the ED	79.9%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



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

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

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

- 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).