

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

Belmont Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,292 patients
 Emergency presentations:² 6,256 patients

Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%

Belmont Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 509 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,326 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 76 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 103 minutes

Same period last year	NSW (this period)
443	
7 minutes	8 minutes
12 minutes	26 minutes
1,263	
15 minutes	20 minutes
30 minutes	67 minutes
2,864	
18 minutes	25 minutes
59 minutes	97 minutes
1,398	
17 minutes	24 minutes
75 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
6,048	4.0%
79.8%	

* 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.

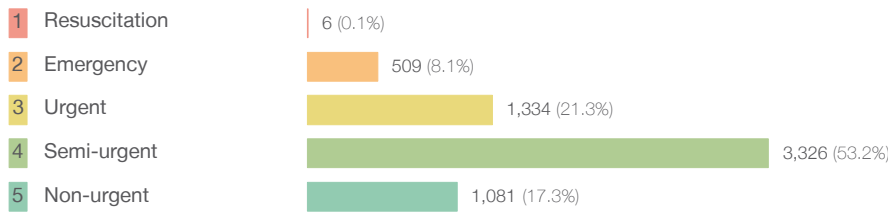
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

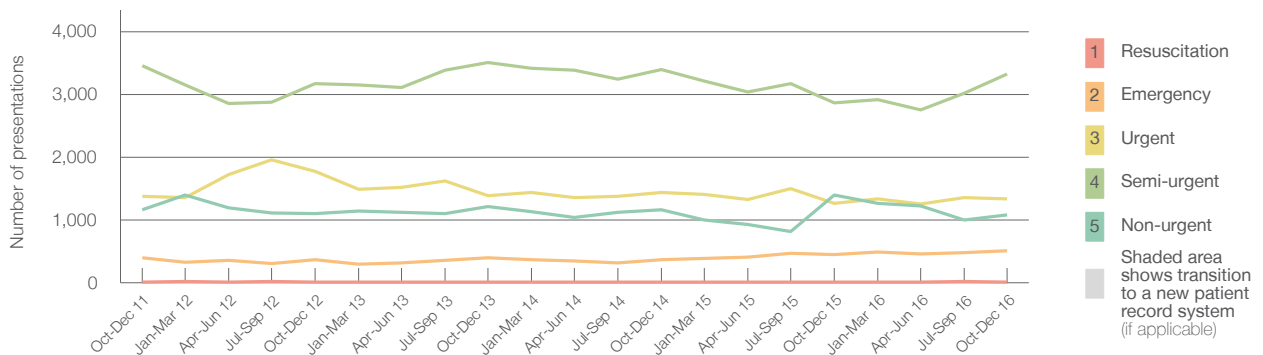
All presentations:¹ 6,292 patients

Emergency presentations² by triage category: 6,256 patients



Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%
13	-53.8%
443	14.9%
1,263	5.6%
2,864	16.1%
1,398	-22.7%

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	11	12	13	10	13	6
Emergency	395	369	397	368	443	509
Urgent	1,374	1,775	1,382	1,436	1,263	1,334
Semi-urgent	3,460	3,173	3,505	3,398	2,864	3,326
Non-urgent	1,164	1,099	1,211	1,163	1,398	1,081
All emergency presentations	6,404	6,428	6,508	6,375	5,981	6,256

Belmont Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,236 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,248	
9 minutes	1 minute
18 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.

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

Belmont 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: 509

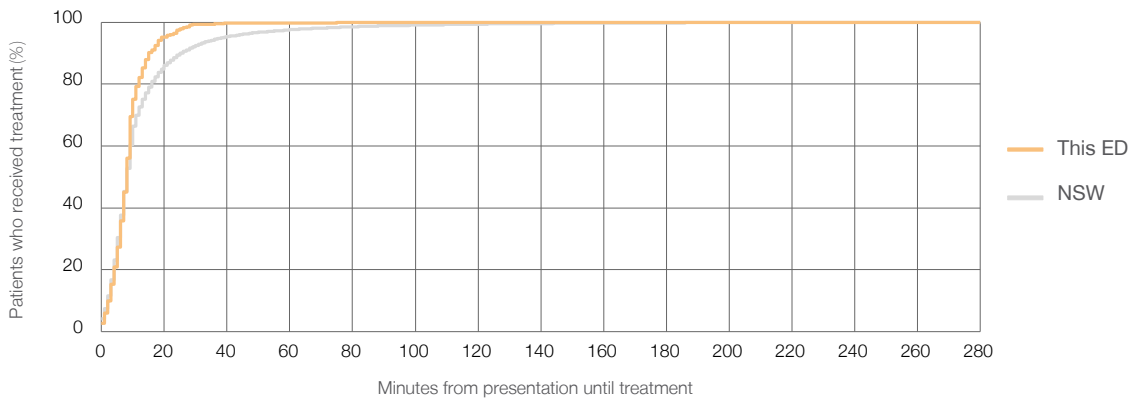
Number of triage 2 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ ■ 8 minutes

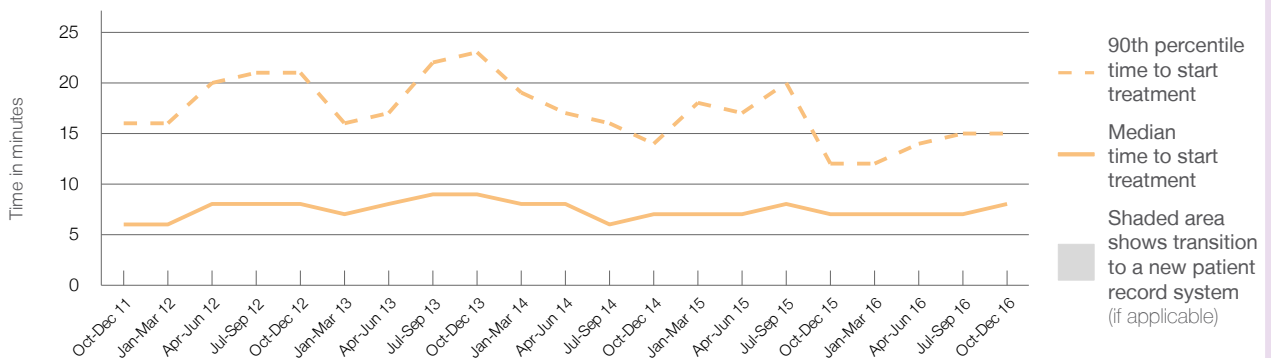
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
443	
437	
7 minutes	8 minutes
12 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)	6	8	9	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	21	23	14	12	15

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

Belmont 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: 1,334

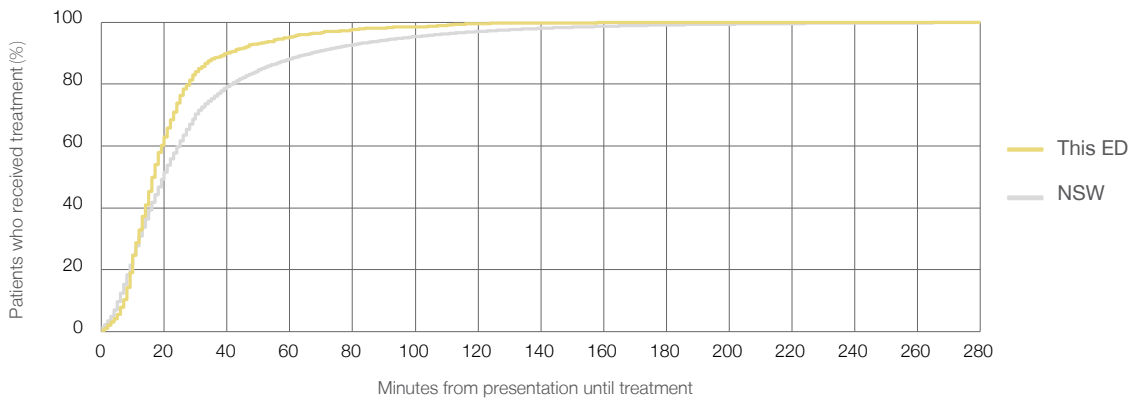
Number of triage 3 patients used to calculate waiting time:³ 1,301

Median time to start treatment⁴ 17 minutes

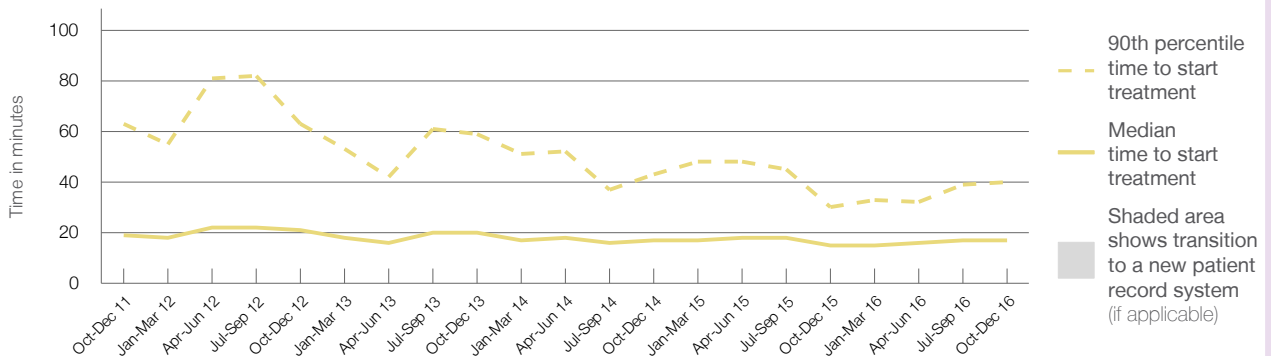
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,263	
1,237	
15 minutes	20 minutes
30 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)	19	21	20	17	15	17
90th percentile time to start treatment ⁵ (minutes)	63	63	59	43	30	40

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

Belmont 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: 3,326

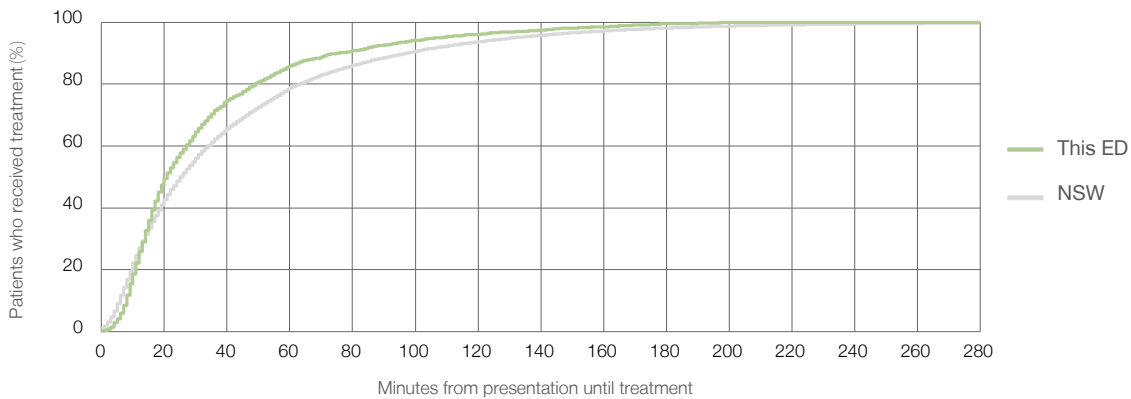
Number of triage 4 patients used to calculate waiting time:³ 2,800

Median time to start treatment⁴ 21 minutes

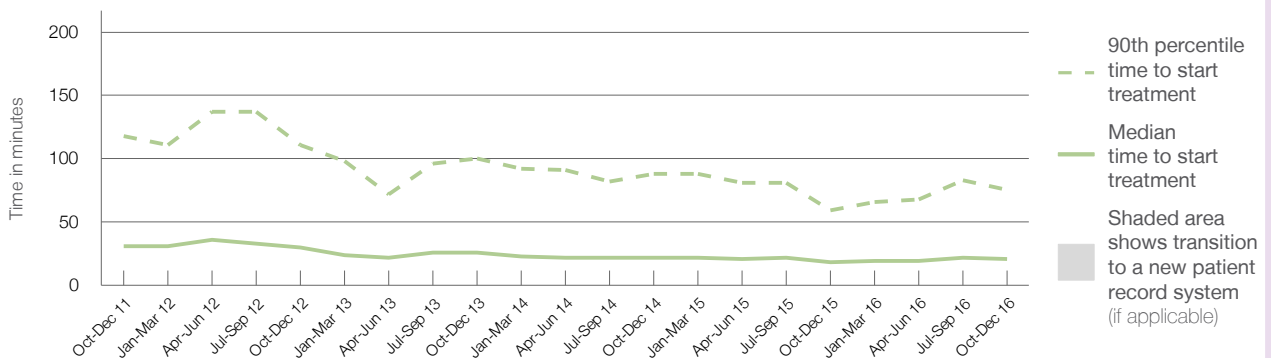
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,864	
2,521	
18 minutes	25 minutes
59 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)	31	30	26	22	18	21
90th percentile time to start treatment ⁵ (minutes)	118	111	100	88	59	76

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

Belmont 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

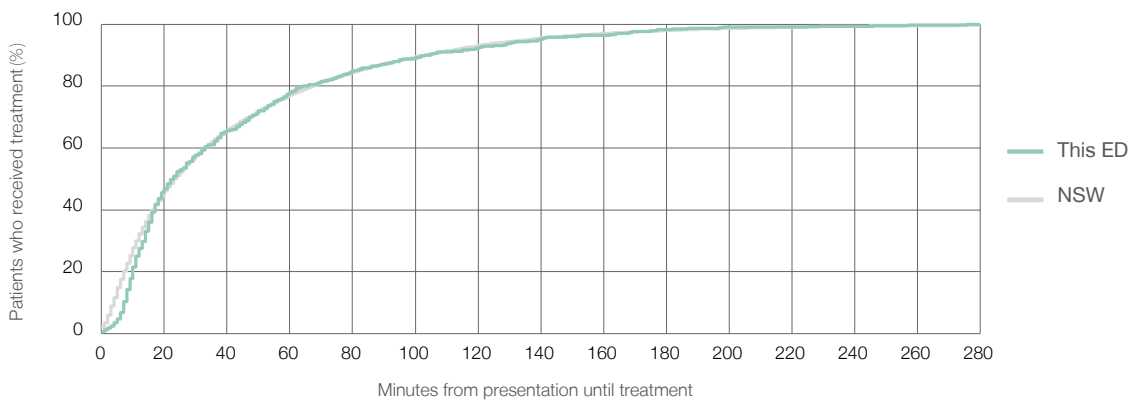
Number of triage 5 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 23 minutes

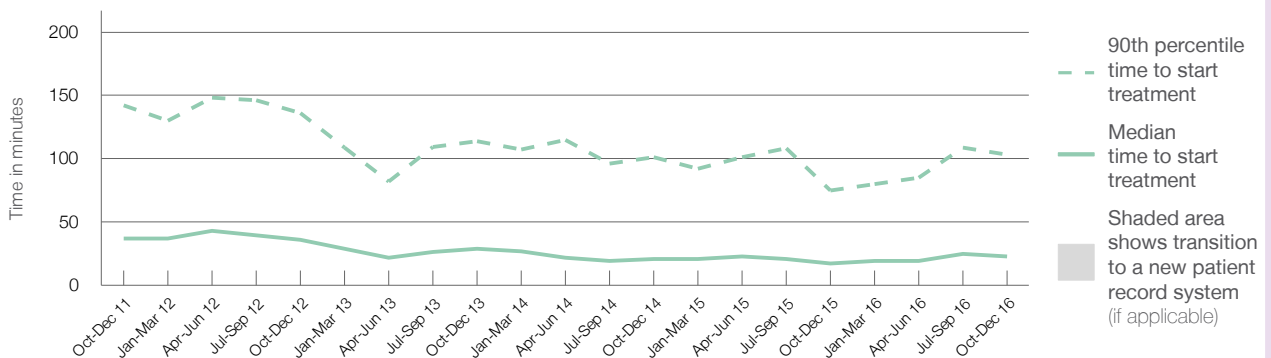
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,398	1,129
17 minutes	24 minutes
75 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)	37	36	29	21	17	23
90th percentile time to start treatment ⁵ (minutes)	142	136	114	101	75	103

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

Belmont Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,292 patients

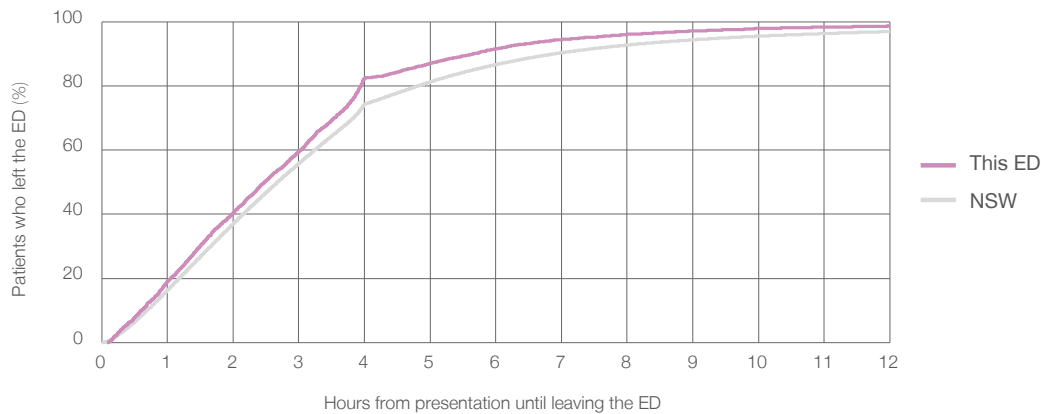
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

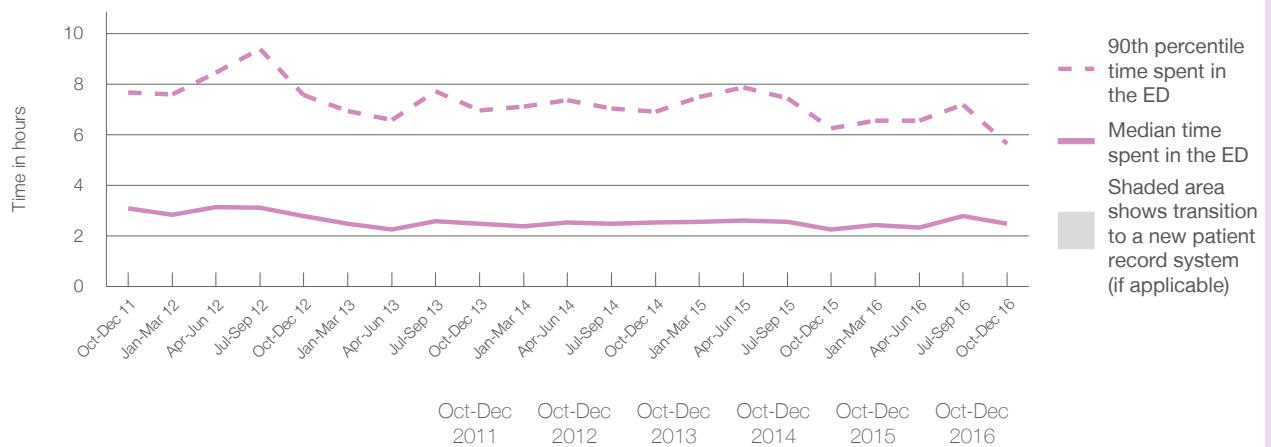
90th percentile time spent in the ED⁹ 5 hours and 39 minutes

Same period last year	NSW (this period)
6,048	6,048
2 hours and 16 minutes	2 hours and 41 minutes
6 hours and 15 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 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m

(†) 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.

Belmont Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

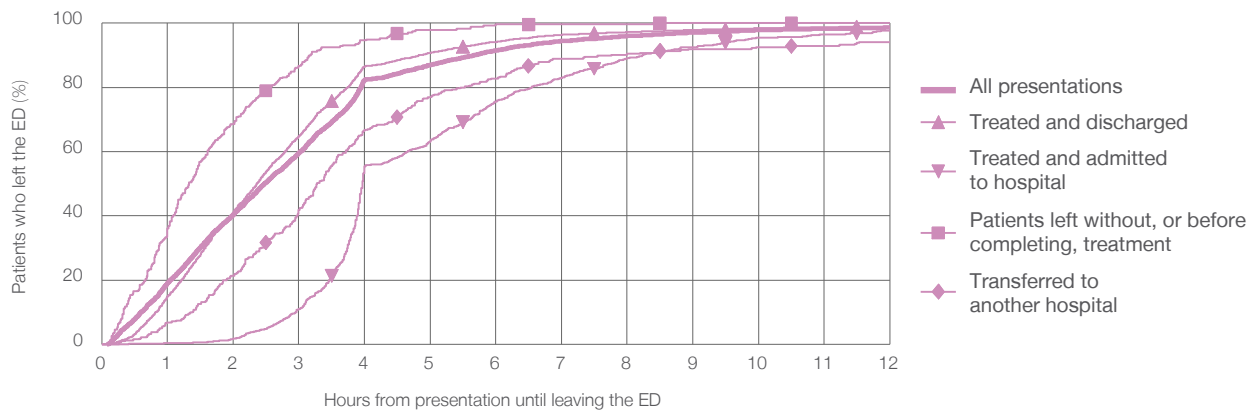
All presentations:¹ 6,292 patients

Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Treated and discharged	4,140 (65.8%)
Treated and admitted to hospital	947 (15.1%)
Patient left without, or before completing, treatment	280 (4.5%)
Transferred to another hospital	325 (5.2%)
Other	600 (9.5%)

Same period last year	Change since one year ago
6,048	4.0%
4,243	-2.4%
826	14.6%
185	51.4%
253	28.5%
541	10.9%

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	14.9%	41.2%	64.8%	86.6%	94.2%	97.3%	98.5%	98.9%
Treated and admitted to hospital	0.3%	1.7%	10.9%	55.3%	75.5%	89.1%	95.5%	97.7%
Patient left without, or before completing, treatment	36.1%	68.6%	86.8%	94.6%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.8%	21.2%	41.8%	66.8%	82.8%	90.5%	92.6%	94.2%
All presentations	19.1%	40.4%	59.6%	82.4%	91.5%	96.0%	97.9%	98.6%

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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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Belmont 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 6,292 patients

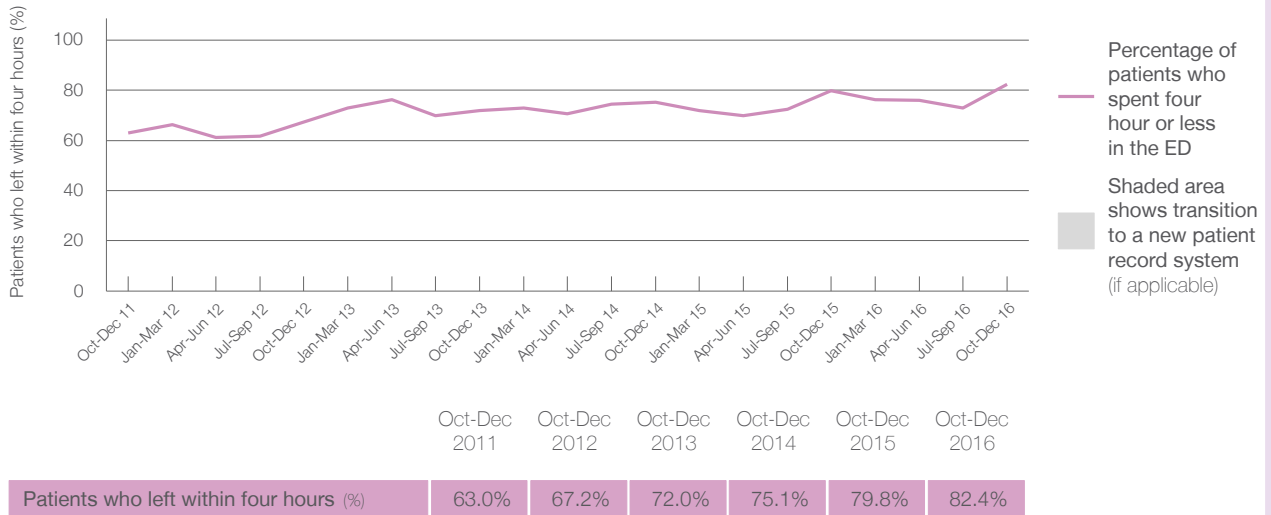
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

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 6,292 patients	6,048	4.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,292 patients	6,048	4.0%
Percentage of patients who spent four hours or less in the ED	79.8%	

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).