

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

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 6,170 patients	5,896	4.6%
Emergency presentations: ² 5,909 patients	5,616	5.2%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 633 patients	543	
Median time to start treatment ⁴ 9 minutes	12 minutes	8 minutes
90th percentile time to start treatment ⁵ 25 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,699 patients	1,477	
Median time to start treatment ⁴ 18 minutes	20 minutes	20 minutes
90th percentile time to start treatment ⁵ 41 minutes	40 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,092 patients	2,897	
Median time to start treatment ⁴ 19 minutes	21 minutes	25 minutes
90th percentile time to start treatment ⁵ 58 minutes	58 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 454 patients	682	
Median time to start treatment ⁴ 20 minutes	22 minutes	24 minutes
90th percentile time to start treatment ⁵ 75 minutes	76 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 6,170 patients	5,896	4.6%
Percentage of patients who spent four hours or less in the ED 77.8%	81.3%	

* 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.

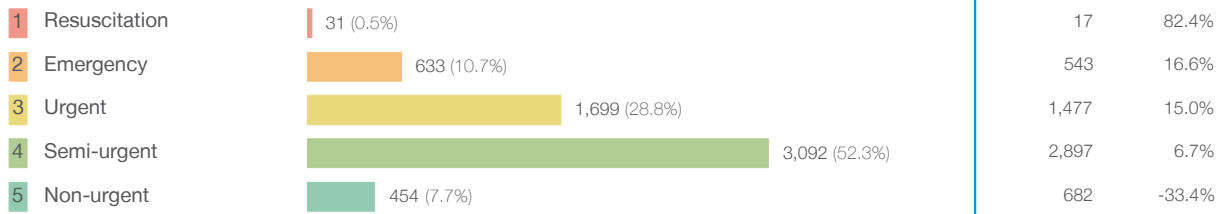
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2016

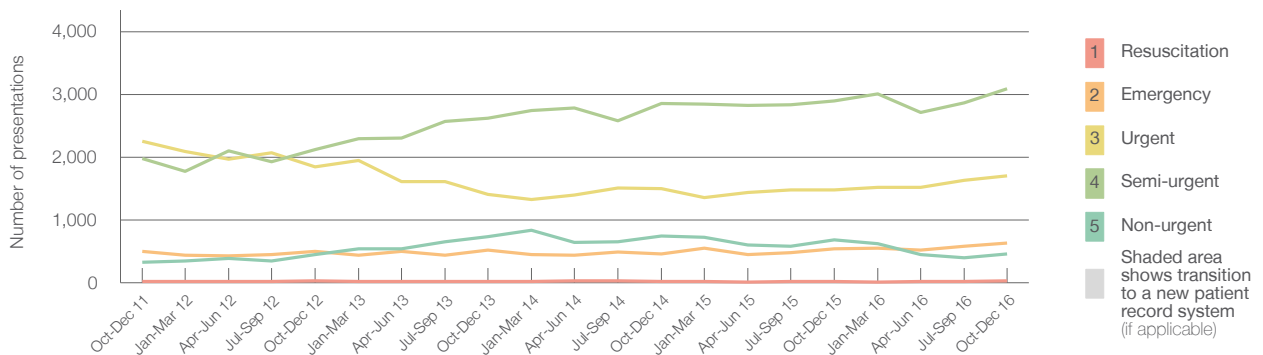
All presentations:¹ 6,170 patients

Emergency presentations² by triage category: 5,909 patients



	Same period last year	Change since one year ago
All presentations	5,896	4.6%
Emergency presentations	5,616	5.2%
Resuscitation	17	82.4%
Emergency	543	16.6%
Urgent	1,477	15.0%
Semi-urgent	2,897	6.7%
Non-urgent	682	-33.4%

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	20	26	14	24	17	31
Emergency	498	497	515	462	543	633
Urgent	2,251	1,848	1,404	1,494	1,477	1,699
Semi-urgent	1,979	2,124	2,620	2,856	2,897	3,092
Non-urgent	327	446	737	744	682	454
All emergency presentations	5,075	4,941	5,290	5,580	5,616	5,909

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 876 patients

ED Transfer of care time

Median time: 15 minutes

90th percentile time: 35 minutes

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,090	
Median time	16 minutes	-1 minute
90th percentile time	35 minutes	1 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Hawkesbury District Health Services: 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: 633

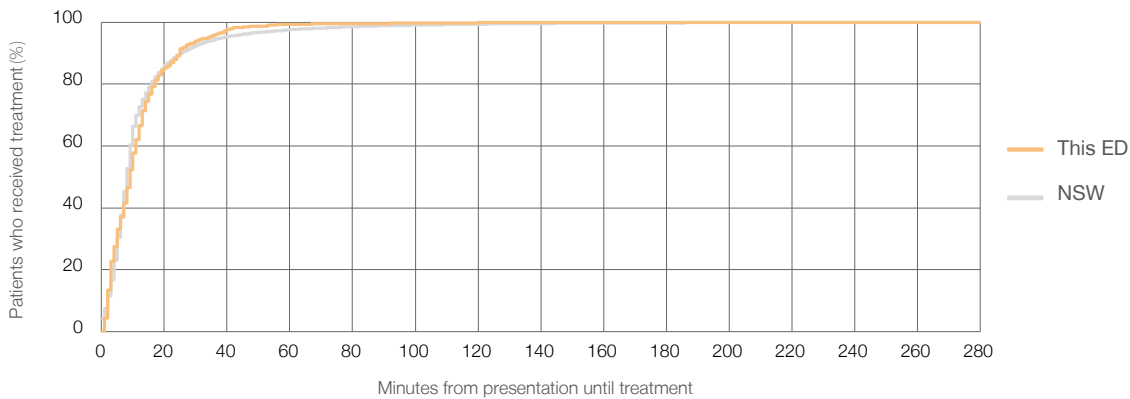
Number of triage 2 patients used to calculate waiting time:³ 633

Median time to start treatment⁴ 9 minutes

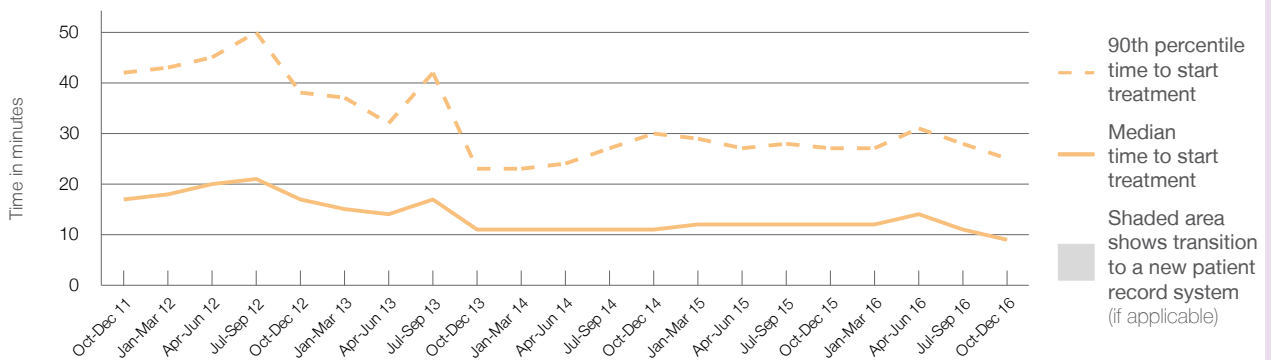
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
543	543
12 minutes	8 minutes
27 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)	17	17	11	11	12	9
90th percentile time to start treatment ⁵ (minutes)	42	38	23	30	27	25

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Hawkesbury District Health Services: 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: 1,699

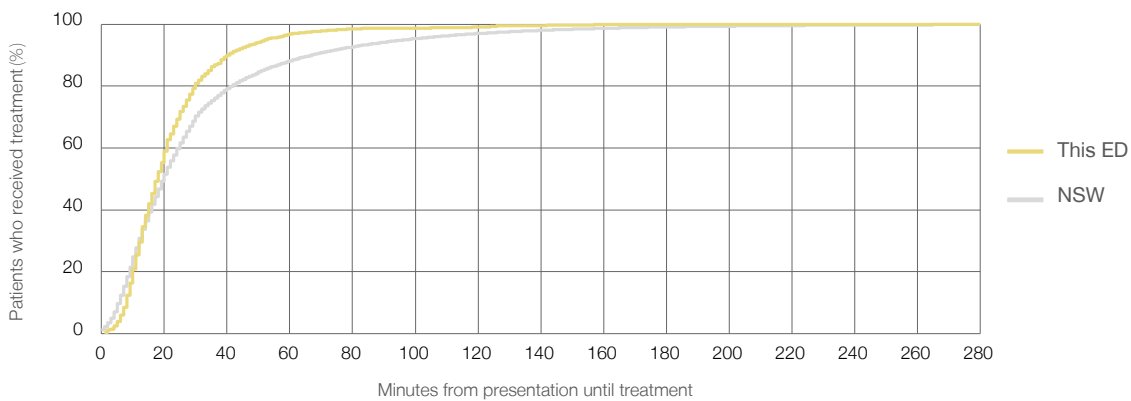
Number of triage 3 patients used to calculate waiting time:³ 1,697

Median time to start treatment⁴ 18 minutes

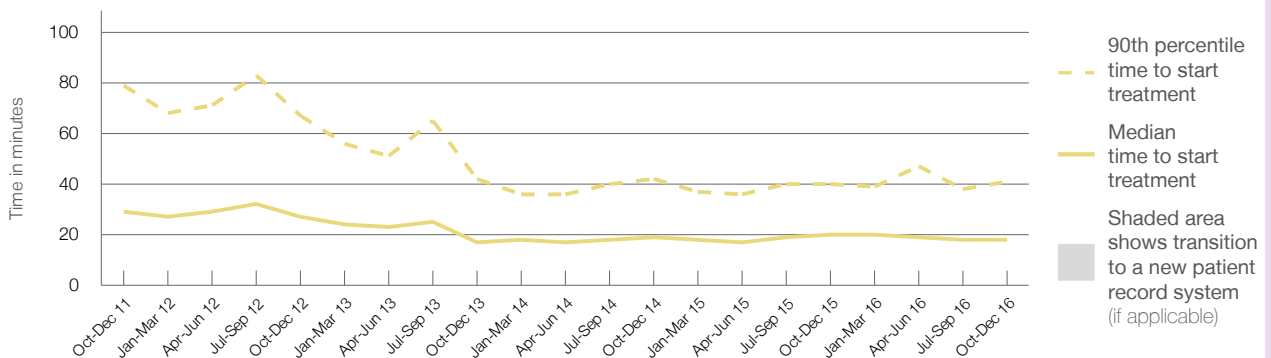
90th percentile time to start treatment⁵ 41 minutes

	Same period last year	NSW (this period)
	1,477	
	1,476	
	20 minutes	20 minutes
	40 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	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	79	67	42	42	40	41

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Hawkesbury District Health Services: 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: 3,092

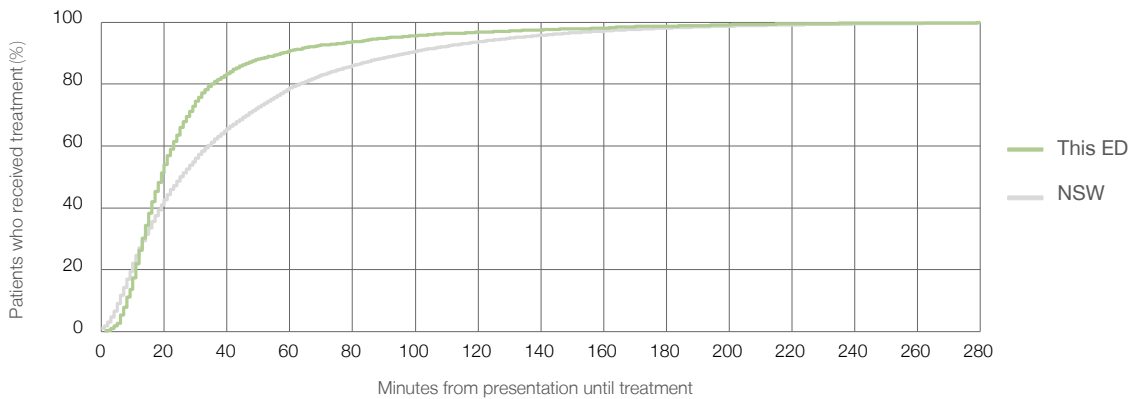
Number of triage 4 patients used to calculate waiting time:³ 3,086

Median time to start treatment⁴ 19 minutes

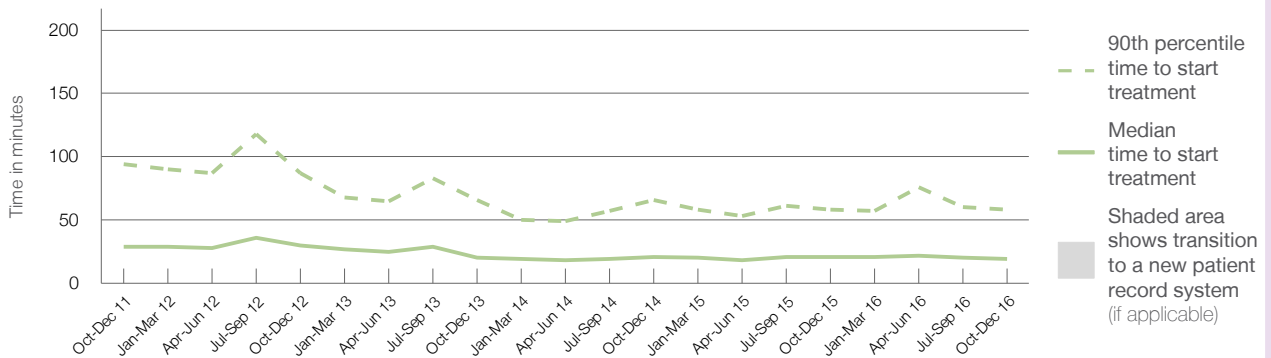
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,897	
2,880	
21 minutes	25 minutes
58 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)	29	30	20	21	21	19
90th percentile time to start treatment ⁵ (minutes)	94	87	66	66	58	58

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Hawkesbury District Health Services: 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: 454

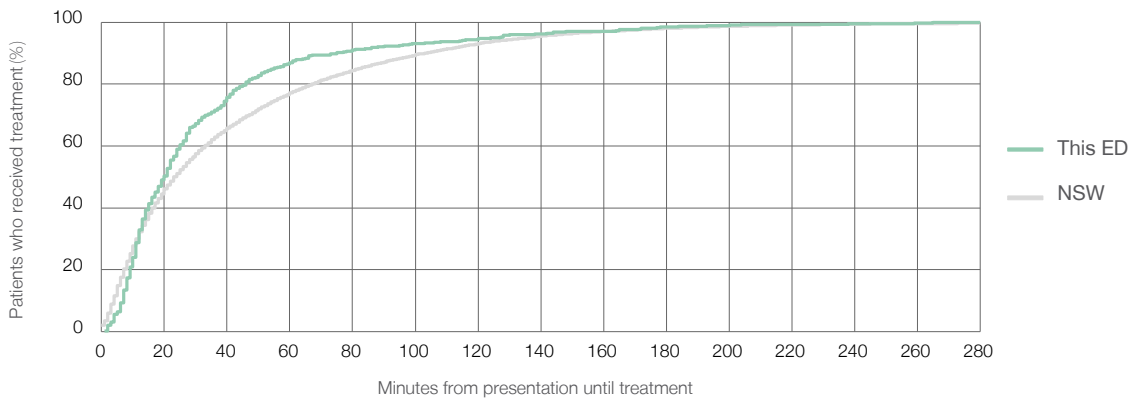
Number of triage 5 patients used to calculate waiting time:³ 449

Median time to start treatment⁴ 20 minutes

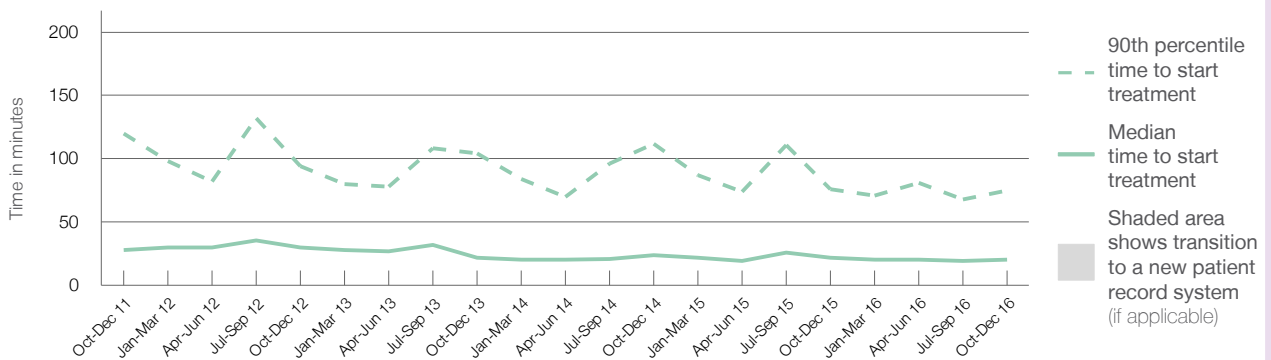
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
682	
658	
22 minutes	24 minutes
76 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)	28	30	22	24	22	20
90th percentile time to start treatment ⁵ (minutes)	120	94	104	112	76	75

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Hawkesbury District Health Services: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,170 patients

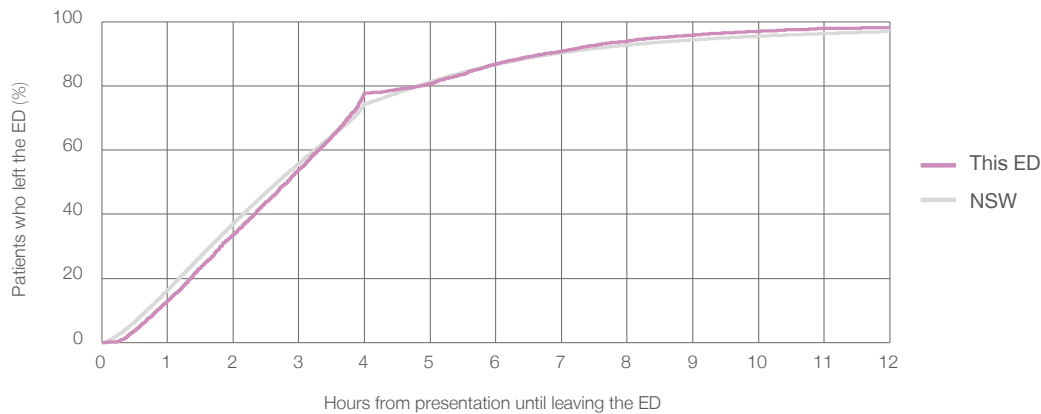
Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

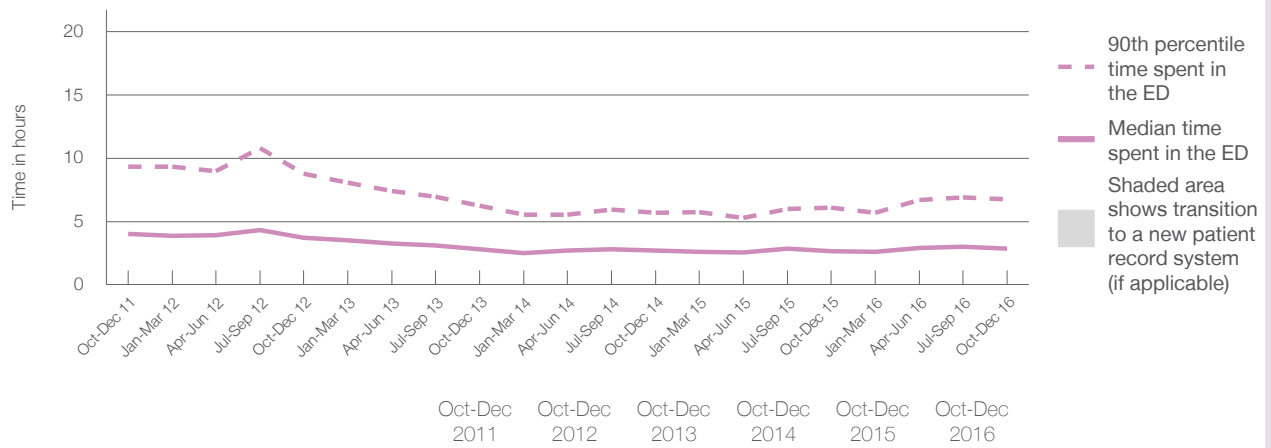
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
5,896	5,896
2 hours and 40 minutes	2 hours and 41 minutes
6 hours and 6 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 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m

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Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2016

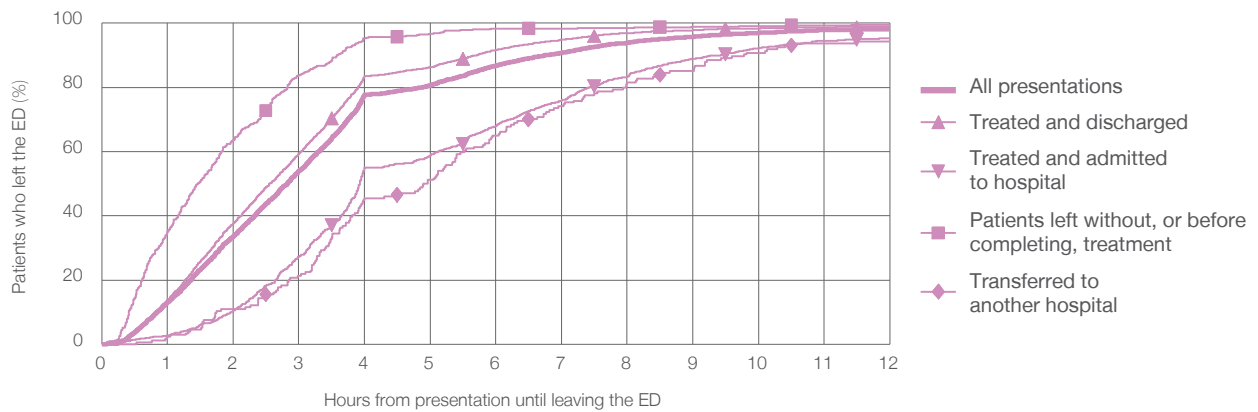
All presentations:¹ 6,170 patients

Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

Treated and discharged	4,261 (69.1%)
Treated and admitted to hospital	1,229 (19.9%)
Patient left without, or before completing, treatment	499 (8.1%)
Transferred to another hospital	174 (2.8%)
Other	7 (0.1%)

Same period last year	Change since one year ago
5,896	4.6%
4,006	6.4%
1,152	6.7%
548	-8.9%
182	-4.4%
8	-12.5%

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	13.9%	37.7%	59.5%	83.6%	91.7%	96.9%	98.4%	98.9%
Treated and admitted to hospital	2.8%	10.5%	27.3%	54.9%	68.0%	83.4%	92.3%	95.3%
Patient left without, or before completing, treatment	35.1%	63.5%	83.8%	95.4%	98.4%	98.6%	99.2%	99.6%
Transferred to another hospital	2.3%	10.9%	21.3%	45.4%	64.9%	81.6%	90.8%	94.3%
All presentations	13.1%	33.7%	54.0%	77.8%	86.8%	93.9%	97.0%	98.1%

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Hawkesbury District Health Services: 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 6,170 patients

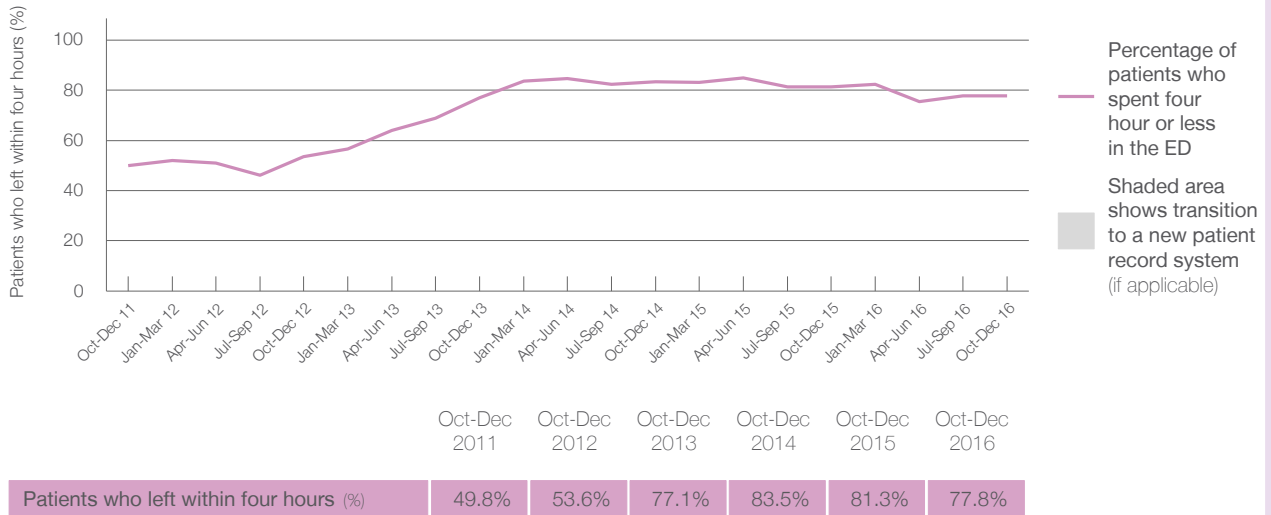
Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

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	5,896	4.6%
Presentations used to calculate time to leaving the ED	5,896	4.6%
Percentage of patients who spent four hours or less in the ED	81.3%	

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).