

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

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,255 patients
Emergency presentations:² 4,203 patients

	Same period last year	Change since one year ago
All presentations: ¹	4,348	-2.1%
Emergency presentations: ²	4,279	-1.8%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 622 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 948 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,075 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 536 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 140 minutes

	Same period last year	NSW (this period)
All presentations: ¹	595	
Emergency presentations: ²	7 minutes	8 minutes
Urgent presentations: ³	21 minutes	26 minutes
Semi-urgent presentations: ⁴	1,001	
Non-urgent presentations: ⁵	20 minutes	20 minutes
Emergency presentations: ²	88 minutes	67 minutes
Semi-urgent presentations: ⁴	1,961	
Non-urgent presentations: ⁵	27 minutes	25 minutes
Emergency presentations: ²	126 minutes	97 minutes
All presentations: ¹	705	
Emergency presentations: ²	26 minutes	24 minutes
Non-urgent presentations: ⁵	128 minutes	103 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,252 patients

Percentage of patients who spent four hours or less in the ED 78.2%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	4,347	-2.2%
Percentage of patients who spent four hours or less in the ED	79.7%	

* 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.

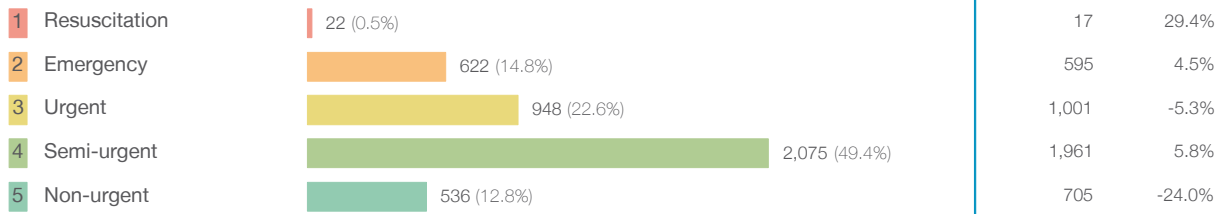
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department October to December 2016

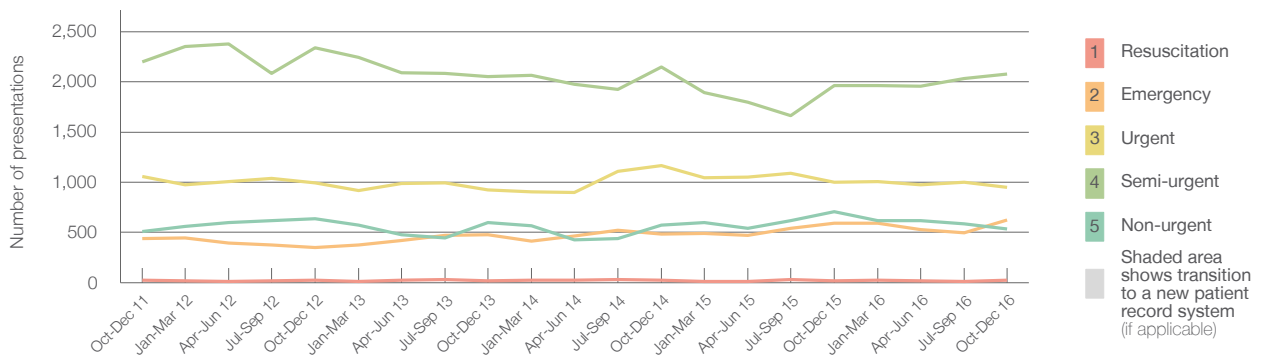
All presentations:¹ 4,255 patients

Emergency presentations² by triage category: 4,203 patients



Same period last year	Change since one year ago
4,348	-2.1%
4,279	-1.8%
17	29.4%
595	4.5%
1,001	-5.3%
1,961	5.8%
705	-24.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



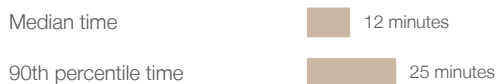
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	22	24	16	24	17	22
Emergency	441	347	477	486	595	622
Urgent	1,059	992	923	1,166	1,001	948
Semi-urgent	2,198	2,339	2,051	2,150	1,961	2,075
Non-urgent	511	634	596	576	705	536
All emergency presentations	4,231	4,336	4,063	4,402	4,279	4,203

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 737 patients

ED Transfer of care time



Same period last year	Change since one year ago
636	
13 minutes	-1 minute
27 minutes	-2 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.

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Blue Mountains District Anzac Memorial 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: 622

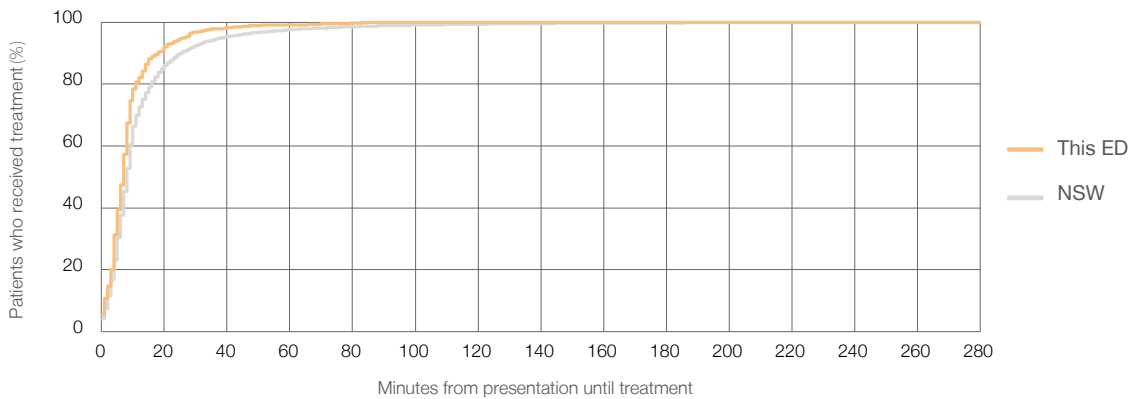
Number of triage 2 patients used to calculate waiting time:³ 579

Median time to start treatment⁴ 7 minutes

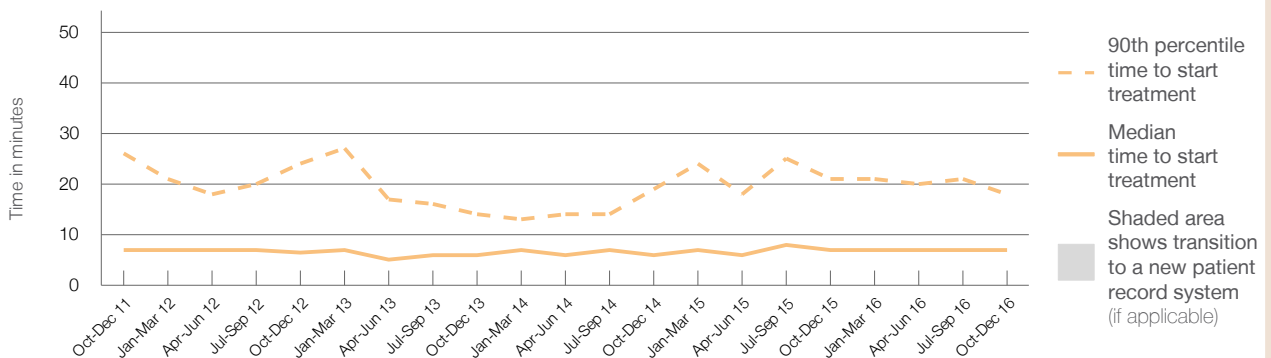
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
595	
585	
7 minutes	8 minutes
21 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)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	26	24	14	19	21	18

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

Blue Mountains District Anzac Memorial 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: 948

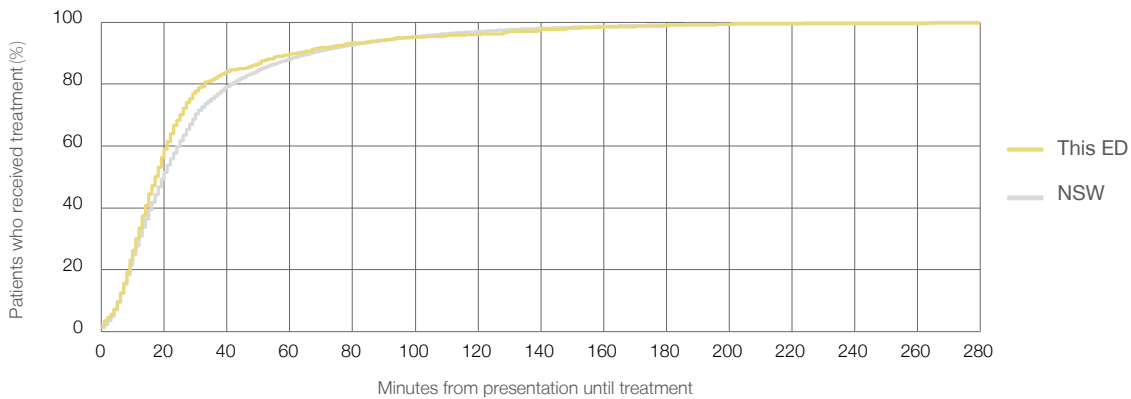
Number of triage 3 patients used to calculate waiting time:³ 886

Median time to start treatment⁴ 17 minutes

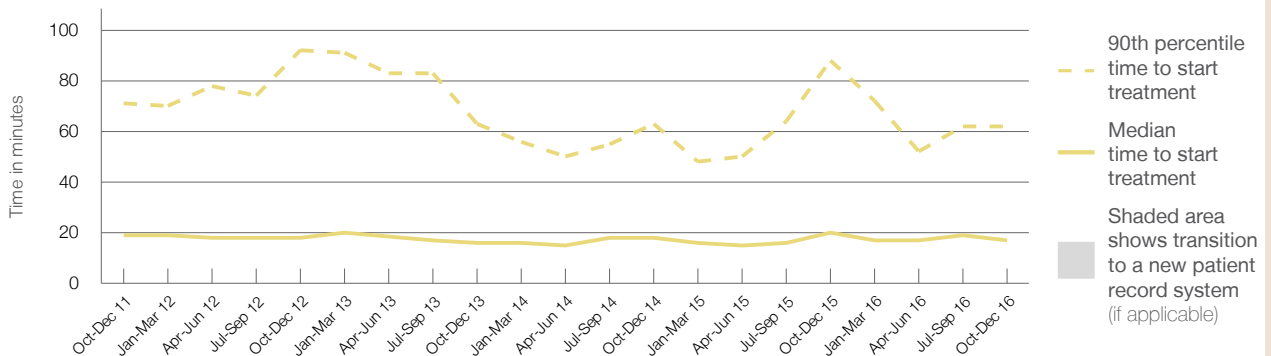
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,001	
964	
20 minutes	20 minutes
88 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	18	16	18	20	17
90th percentile time to start treatment ⁵ (minutes)	71	92	63	63	88	62

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Blue Mountains District Anzac Memorial 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: 2,075

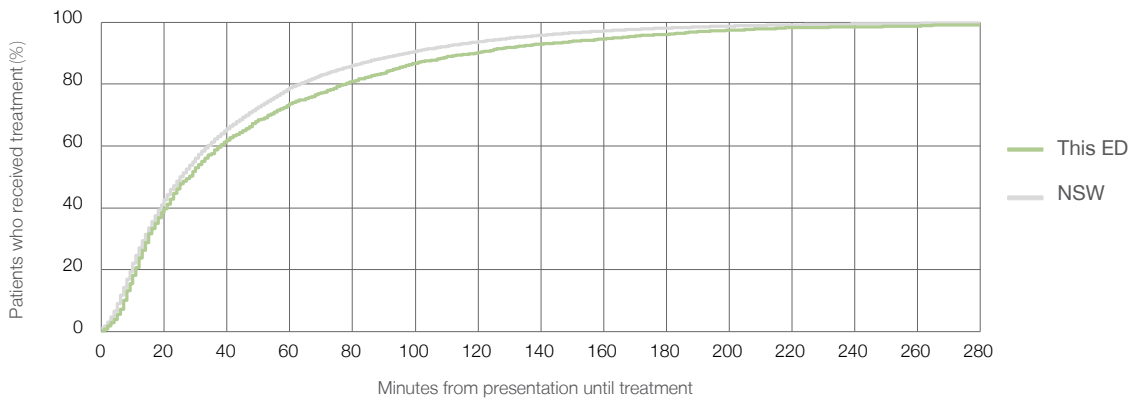
Number of triage 4 patients used to calculate waiting time:³ 1,887

Median time to start treatment⁴ 28 minutes

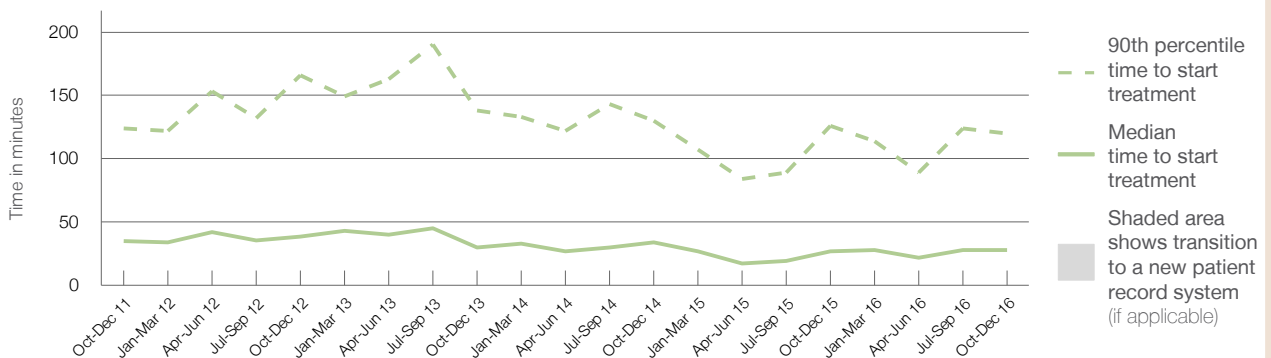
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,961	1,809
27 minutes	25 minutes
126 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)	35	39	30	34	27	28
90th percentile time to start treatment ⁵ (minutes)	124	166	138	130	126	120

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

Blue Mountains District Anzac Memorial 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: 536

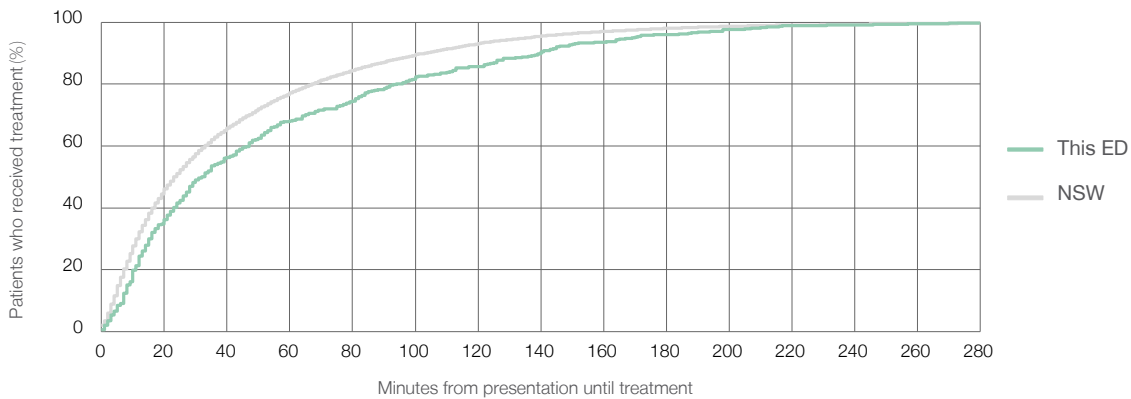
Number of triage 5 patients used to calculate waiting time:³ 451

Median time to start treatment⁴ 32 minutes

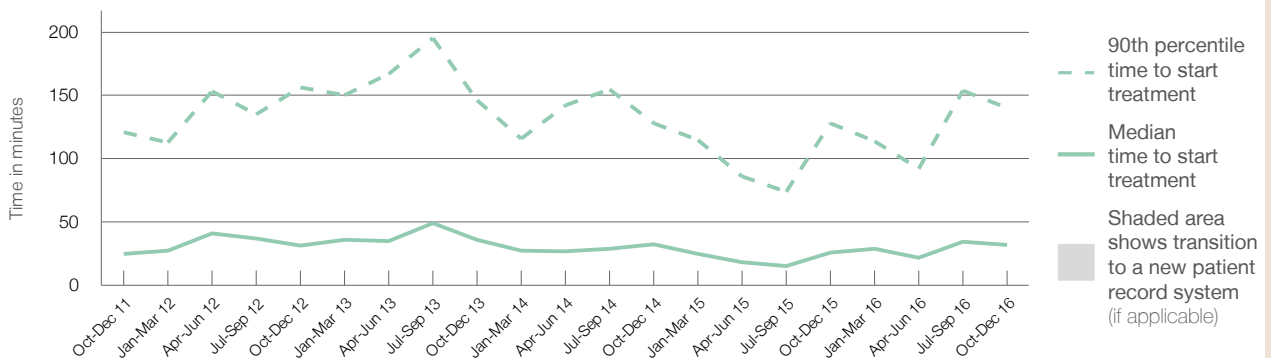
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
705	621
26 minutes	24 minutes
128 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)	25	32	36	33	26	32
90th percentile time to start treatment ⁵ (minutes)	121	157	146	128	128	140

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

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 4,255 patients

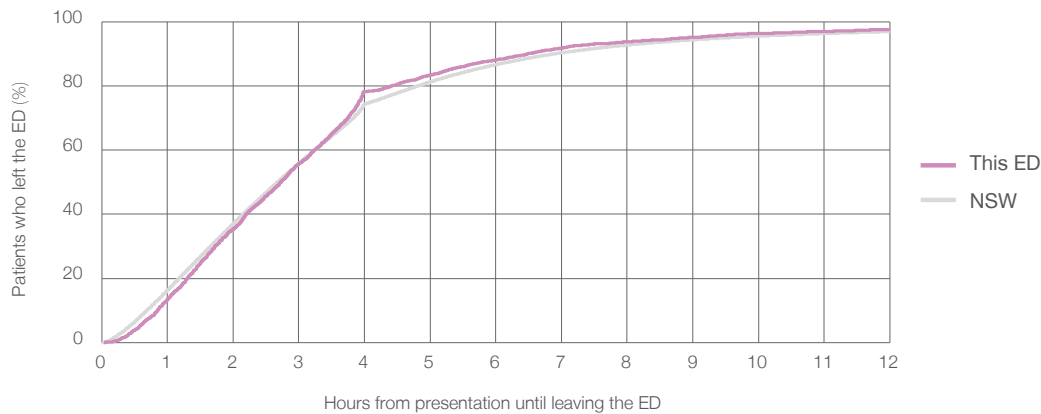
Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

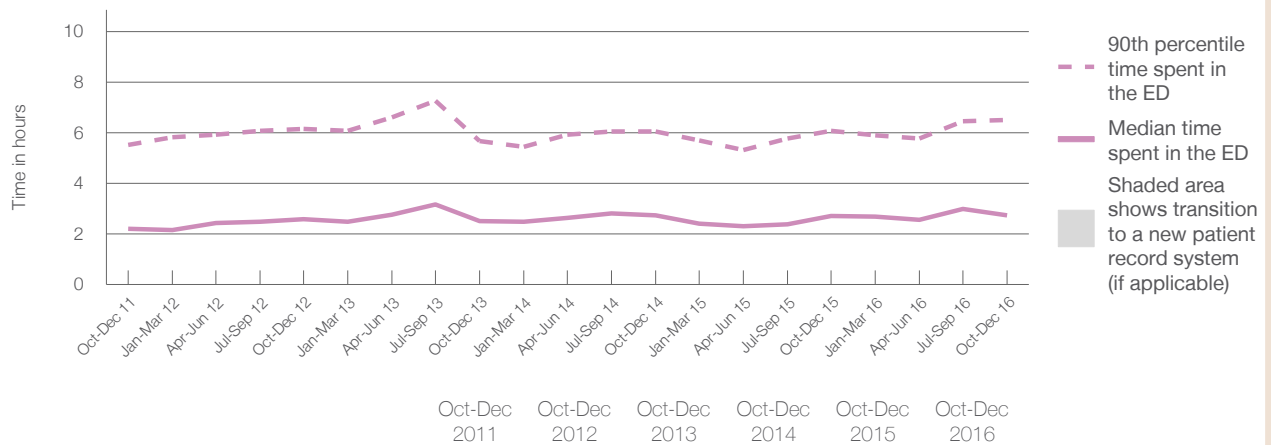
90th percentile time spent in the ED⁹ 6 hours and 30 minutes

Same period last year	NSW (this period)
4,348	
4,347	
2 hours and 43 minutes	2 hours and 41 minutes
6 hours and 5 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)	2h 12m	2h 35m	2h 31m	2h 44m	2h 43m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 32m	6h 10m	5h 41m	6h 4m	6h 5m	6h 30m

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED By mode of separation October to December 2016

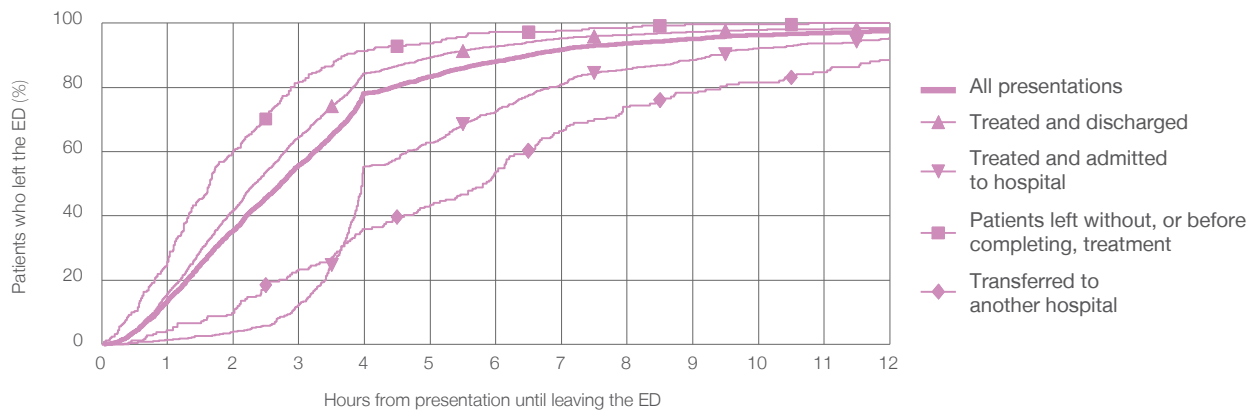
All presentations:¹ 4,255 patients

Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

Treated and discharged	3,084 (72.5%)
Treated and admitted to hospital	583 (13.7%)
Patient left without, or before completing, treatment	253 (5.9%)
Transferred to another hospital	185 (4.3%)
Other	150 (3.5%)

Same period last year	Change since one year ago
4,347	-2.2%
3,237	-4.7%
692	-15.8%
243	4.1%
174	6.3%
2	7400.0%

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	15.7%	41.7%	64.6%	84.4%	92.8%	96.4%	98.0%	98.6%
Treated and admitted to hospital	1.4%	4.0%	12.4%	55.3%	72.5%	85.7%	92.3%	95.4%
Patient left without, or before completing, treatment	25.8%	60.3%	81.7%	91.3%	97.2%	98.4%	99.6%	100%
Transferred to another hospital	4.3%	9.8%	23.4%	35.9%	53.8%	73.9%	81.5%	88.6%
All presentations	13.5%	35.4%	55.8%	78.2%	88.1%	93.7%	96.4%	97.6%

(†) 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.

Blue Mountains District Anzac Memorial 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 4,255 patients

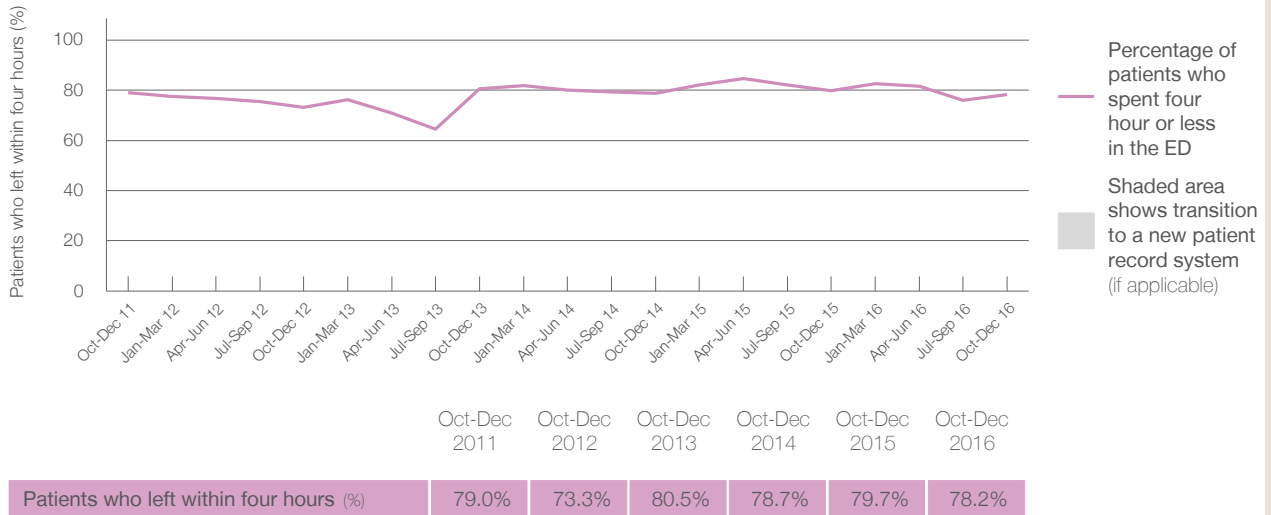
Presentations used to calculate time to leaving the ED:⁶ 4,252 patients

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	4,348	-2.1%
Presentations used to calculate time to leaving the ED: ⁶	4,347	-2.2%
Percentage of patients who spent four hours or less in the ED	79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	79.0%	73.3%	80.5%	78.7%	79.7%	78.2%

* 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).