



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Northern Sydney Local Health District

July to September 2016

## Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 9,574 patients  
Emergency presentations:<sup>2</sup> 9,520 patients

Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,373 patients

Median time to start treatment<sup>4</sup> 5 minutes  
95th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,239 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment<sup>4</sup> 17 minutes  
95th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,588 patients

Median time to start treatment<sup>4</sup> 14 minutes  
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
1,311	
5 minutes	8 minutes
16 minutes	41 minutes
2,072	
15 minutes	21 minutes
79 minutes	103 minutes
4,200	
20 minutes	27 minutes
125 minutes	139 minutes
1,633	
14 minutes	24 minutes
117 minutes	138 minutes

## Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
9,312	2.8%
68.4%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

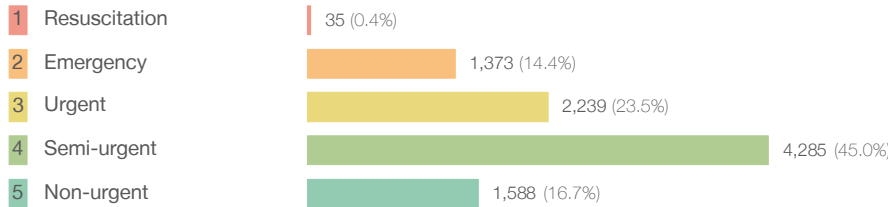
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department July to September 2016

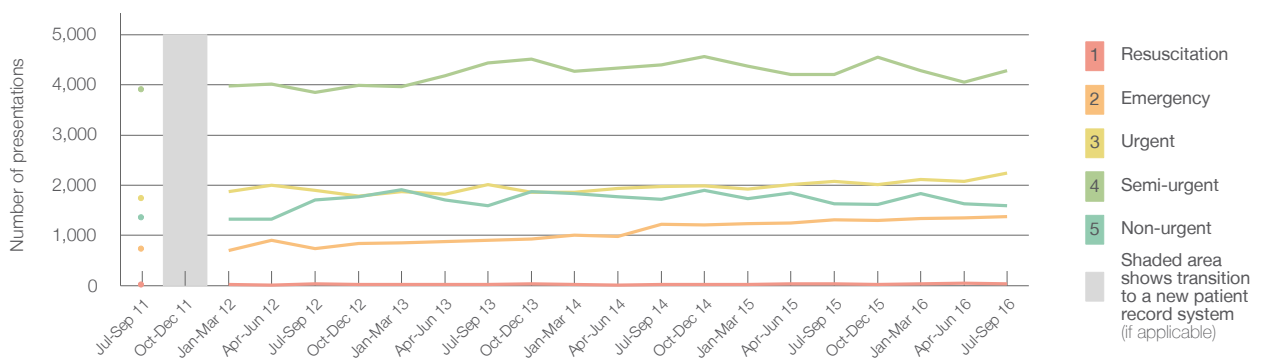
All presentations:<sup>1</sup> 9,574 patients

Emergency presentations<sup>2</sup> by triage category: 9,520 patients



Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%
34	2.9%
1,311	4.7%
2,072	8.1%
4,200	2.0%
1,633	-2.8%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	27	31	25	24	34	35
Emergency	742	732	898	1,221	1,311	1,373
Urgent	1,744	1,893	2,007	1,969	2,072	2,239
Semi-urgent	3,907	3,852	4,439	4,397	4,200	4,285
Non-urgent	1,357	1,710	1,589	1,714	1,633	1,588
All emergency presentations	7,777	8,218	8,958	9,325	9,250	9,520

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,094 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,007	
15 minutes	-3 minutes
55 minutes	-21 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 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.

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,373

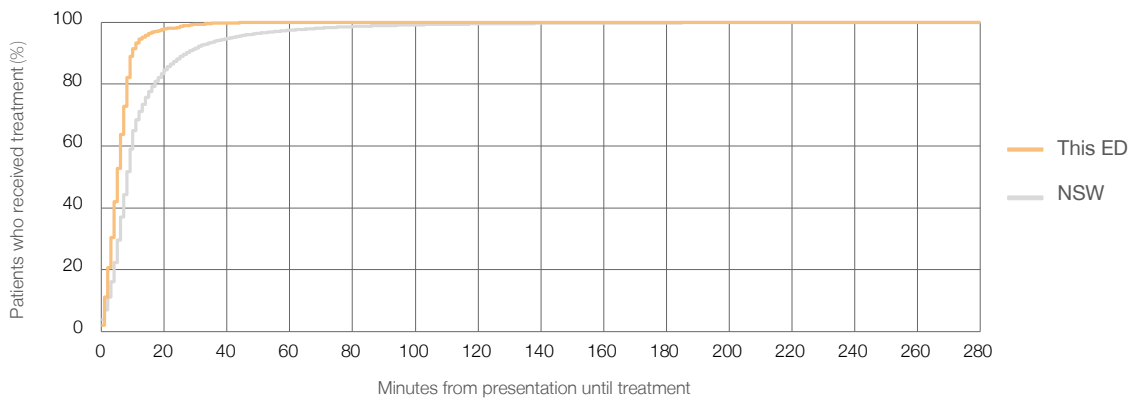
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,372

Median time to start treatment<sup>4</sup> 5 minutes

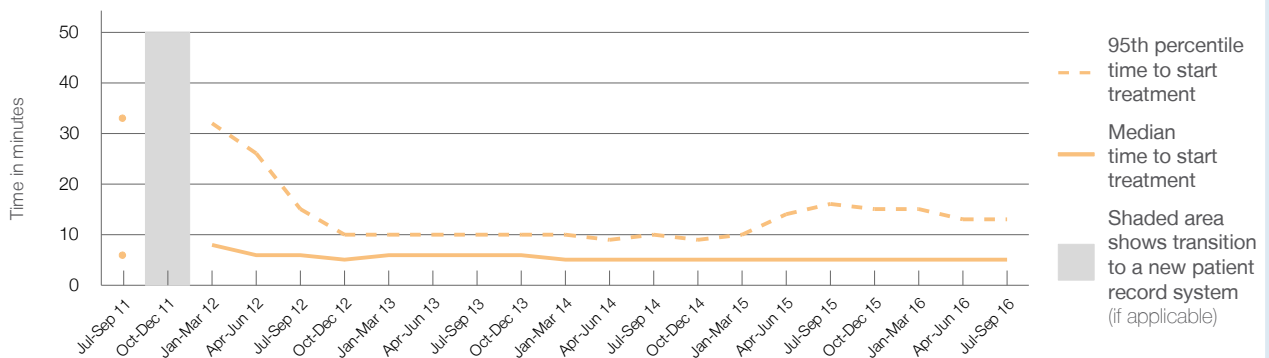
95th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
1,311	1,311
5 minutes	8 minutes
16 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	6	6	6	5	5	5
95th percentile time to start treatment <sup>5</sup> (minutes)	33	15	10	10	16	13

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

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,239

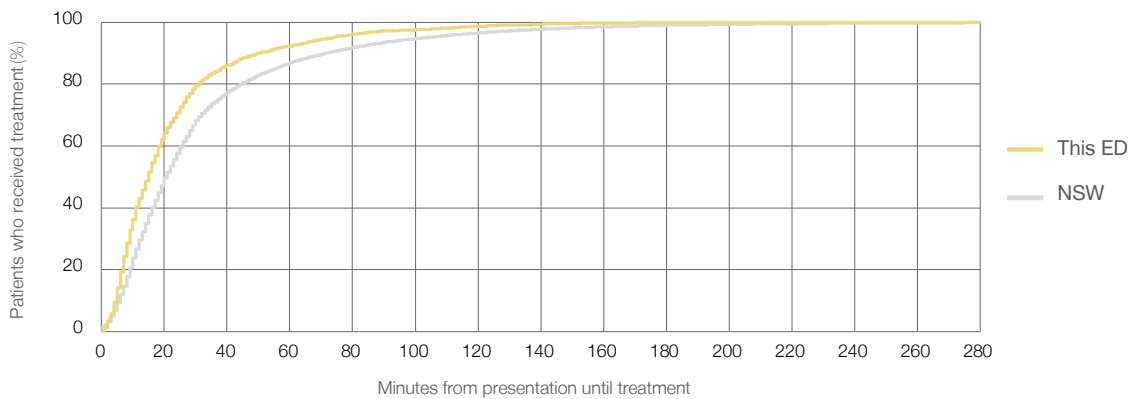
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,217

Median time to start treatment<sup>4</sup> 15 minutes

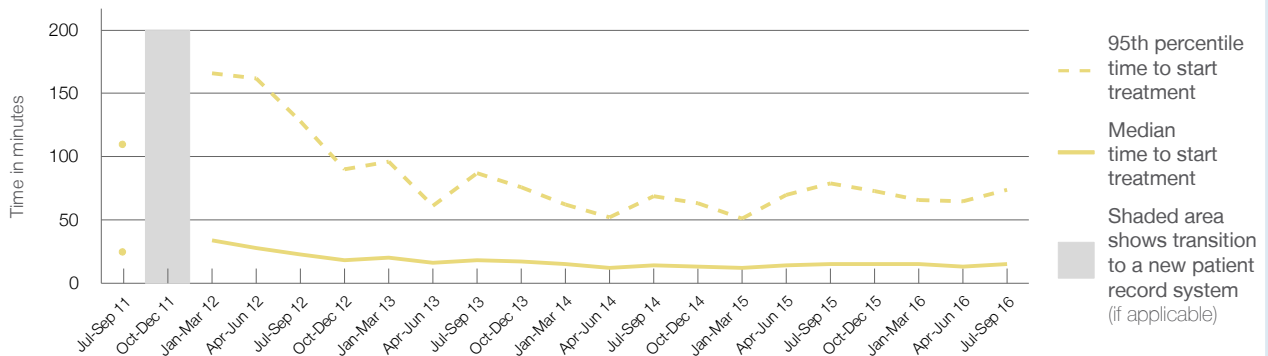
95th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
2,072	2,059
15 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	25	23	18	14	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)	110	128	87	69	79	74

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

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,285

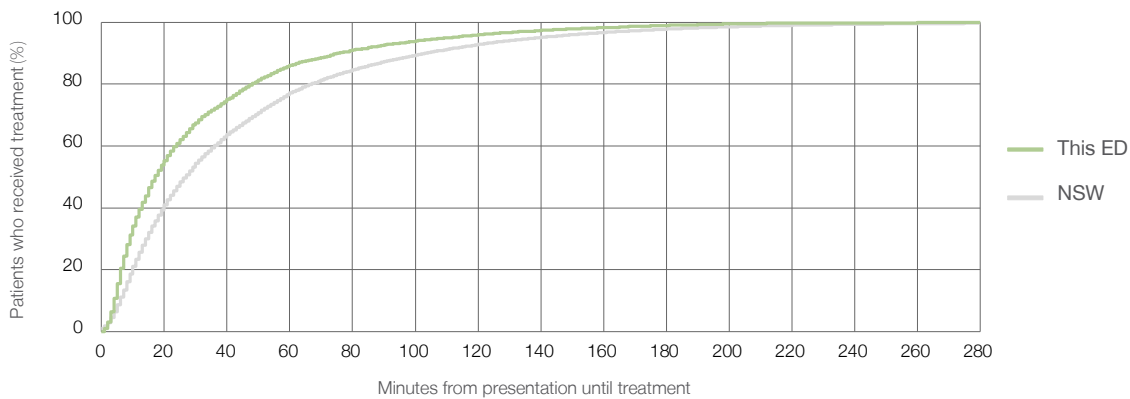
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,174

Median time to start treatment<sup>4</sup> 17 minutes

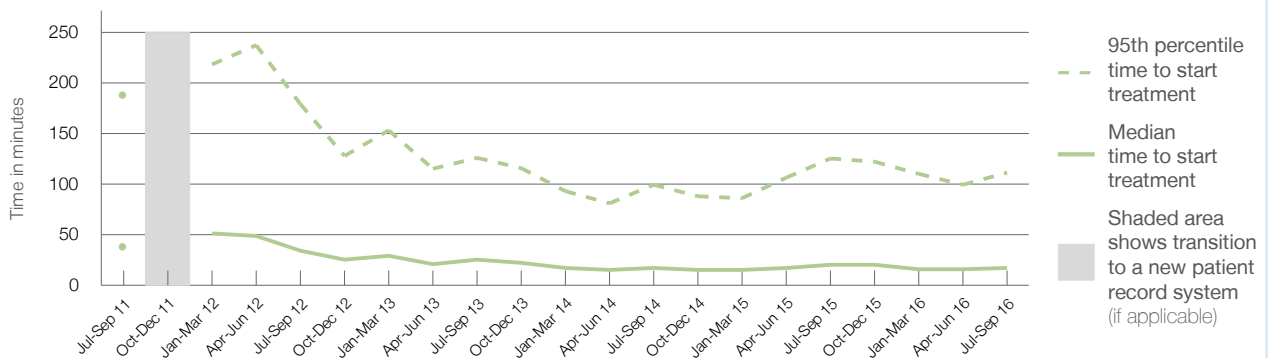
95th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
4,200	4,064
20 minutes	27 minutes
125 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	38	34	25	17	20	17
95th percentile time to start treatment <sup>5</sup> (minutes)	188	179	126	99	125	111

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

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## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,588

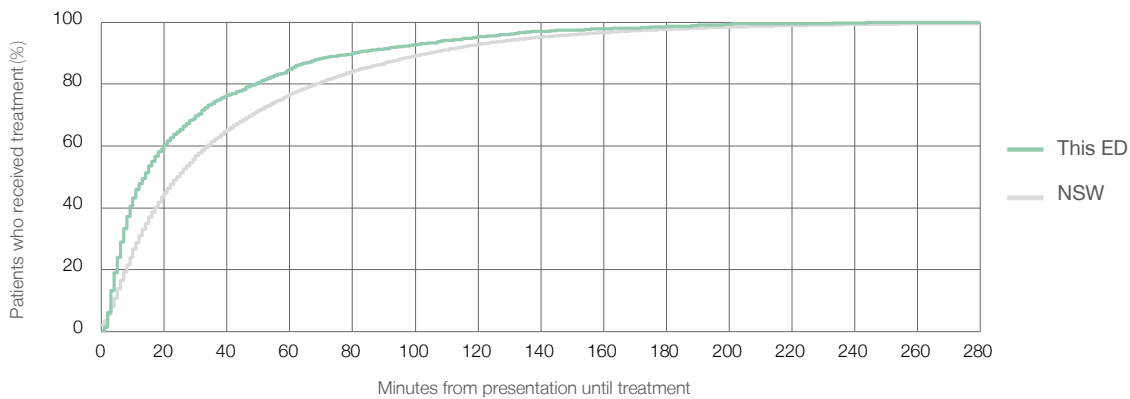
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,509

Median time to start treatment<sup>4</sup> 14 minutes

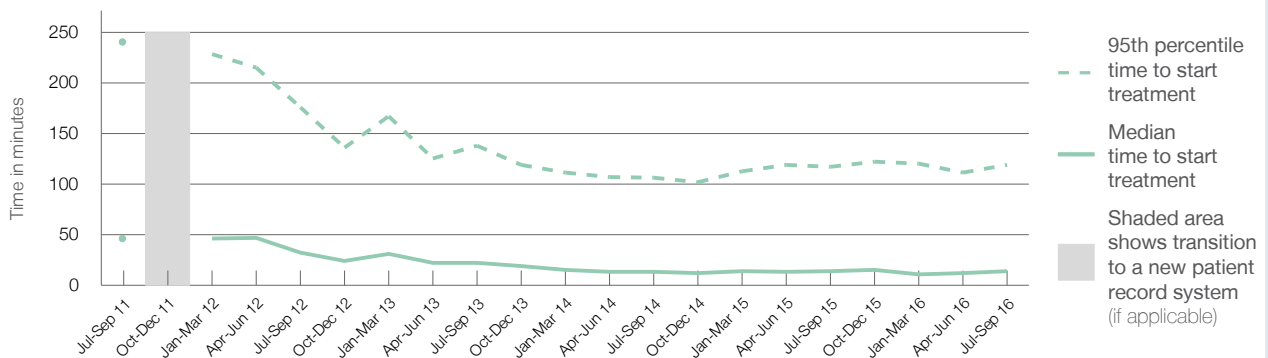
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
1,633	1,548
14 minutes	24 minutes
117 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	46	32	22	13	14	14
95th percentile time to start treatment <sup>5</sup> (minutes)	240	176	138	106	117	119

(†) 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 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.

## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 9,574 patients

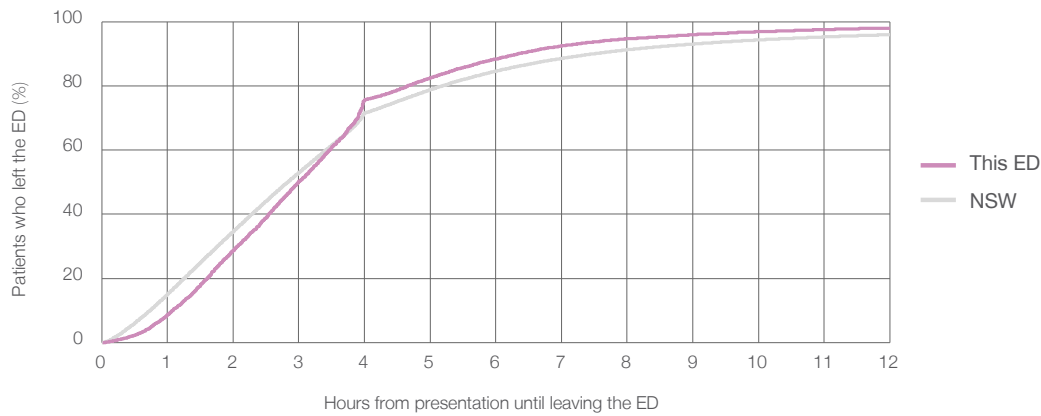
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Median time spent in the ED<sup>8</sup> 3 hours and 0 minutes

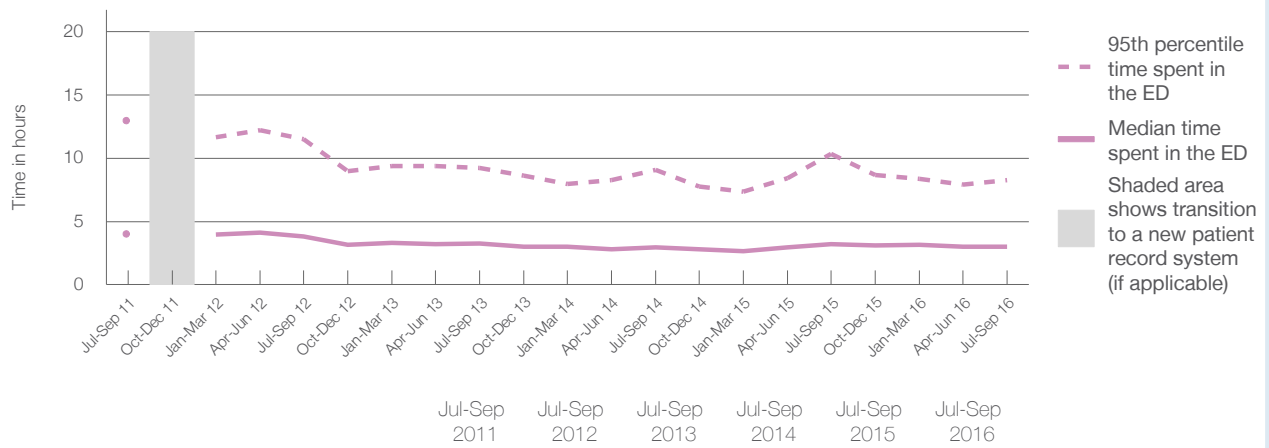
95th percentile time spent in the ED<sup>9</sup> 8 hours and 17 minutes

Same period last year	NSW (this period)
9,312	9,312
3 hours and 12 minutes	2 hours and 50 minutes
10 hours and 20 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 58m	11h 31m	9h 13m	9h 4m	10h 20m	8h 17m

(†) 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 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.



## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED By mode of separation July to September 2016

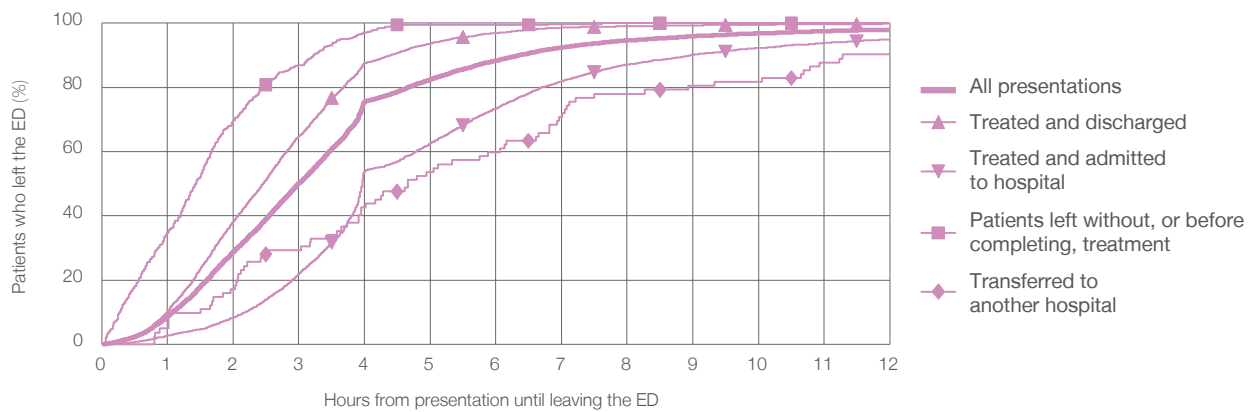
All presentations:<sup>1</sup> 9,574 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,574 patients

Treated and discharged	5,637 (58.9%)
Treated and admitted to hospital	3,428 (35.8%)
Patient left without, or before completing, treatment	424 (4.4%)
Transferred to another hospital	82 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,312	2.8%
5,898	-4.4%
2,878	19.1%
486	-12.8%
48	70.8%
2	50.0%

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



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	10.4%	38.3%	64.8%	87.5%	97.0%	99.1%	99.6%	99.8%
Treated and admitted to hospital	2.7%	8.4%	21.9%	53.9%	73.5%	87.1%	92.3%	94.9%
Patient left without, or before completing, treatment	34.7%	69.8%	87.0%	97.2%	99.5%	100%	100%	100%
Transferred to another hospital	4.9%	17.1%	29.3%	42.7%	59.8%	78.0%	81.7%	90.2%
All presentations	8.7%	28.8%	50.2%	75.5%	88.4%	94.7%	96.9%	98.0%

(†) 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 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.

## Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2016

All presentations at the emergency department: <sup>1</sup> 9,574 patients

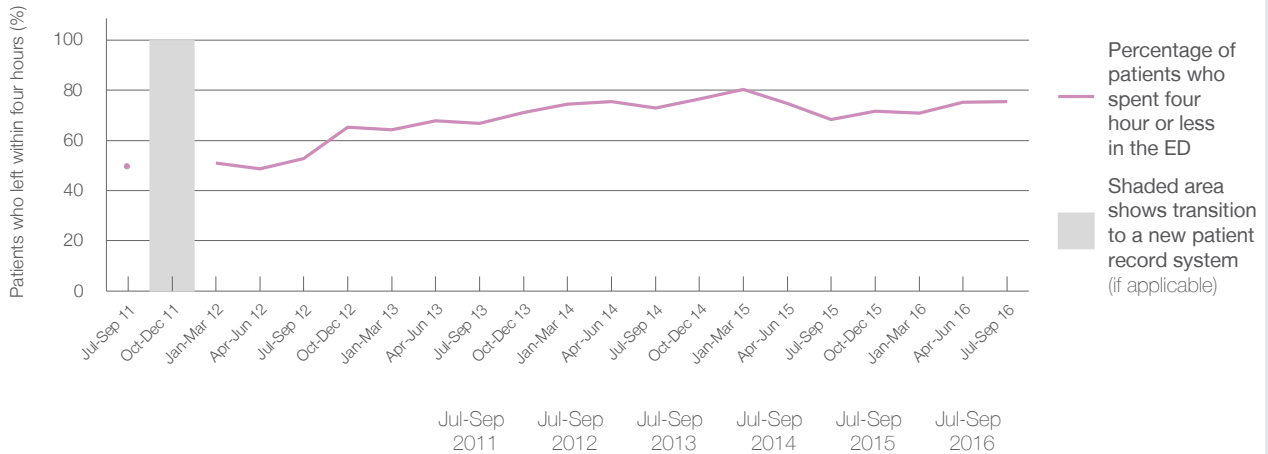
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,574 patients

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	9,312	2.8%
Presentations used to calculate time to leaving the ED	9,312	2.8%
Percentage of patients who spent four hours or less in the ED	68.4%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	49.6%	52.7%	66.8%	73.0%	68.4%	75.5%

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Manly District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 5,800 patients  
 Emergency presentations:<sup>2</sup> 5,720 patients

Same period last year	Change since one year ago
5,845	-0.8%
5,793	-1.3%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 973 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 95th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,262 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,202 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
789	
6 minutes	8 minutes
18 minutes	41 minutes
2,259	
12 minutes	21 minutes
52 minutes	103 minutes
2,340	
13 minutes	27 minutes
93 minutes	139 minutes
379	
12 minutes	24 minutes
111 minutes	138 minutes

## Manly District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,800 patients

Percentage of patients who spent four hours or less in the ED 83.3%

Same period last year	Change since one year ago
5,845	-0.8%
84.0%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

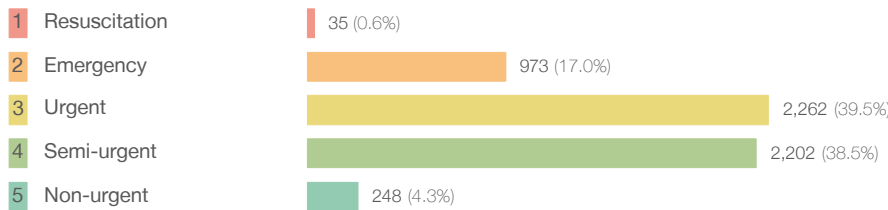
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Manly District Hospital: Patients presenting to the emergency department July to September 2016

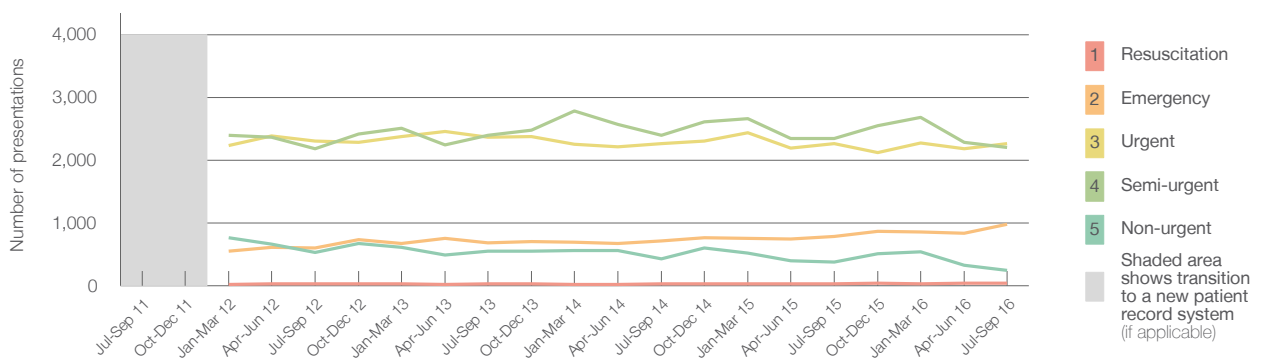
All presentations:<sup>1</sup> 5,800 patients

Emergency presentations<sup>2</sup> by triage category: 5,720 patients



	Same period last year	Change since one year ago
All presentations	5,845	-0.8%
Emergency presentations	5,793	-1.3%
Resuscitation	26	34.6%
Emergency	789	23.3%
Urgent	2,259	0.1%
Semi-urgent	2,340	-5.9%
Non-urgent	379	-34.6%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		26	28	28	26	35
Emergency		598	687	712	789	973
Urgent		2,300	2,370	2,264	2,259	2,262
Semi-urgent		2,184	2,397	2,394	2,340	2,202
Non-urgent		526	553	430	379	248
All emergency presentations		5,634	6,035	5,828	5,793	5,720

## Manly District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,376 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,293	
ED Transfer of care time		
Median time	11 minutes	0 minutes
95th percentile time	24 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 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.

## Manly District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 973

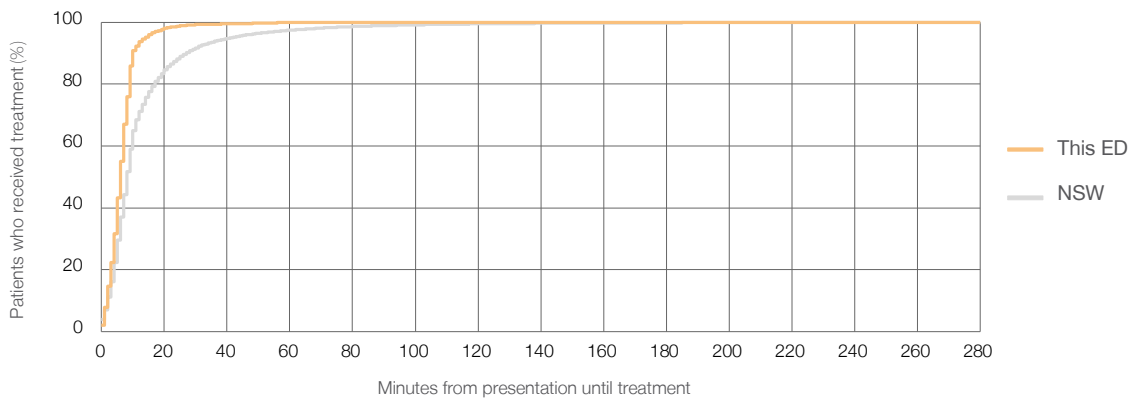
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 970

Median time to start treatment<sup>4</sup> ■ 6 minutes

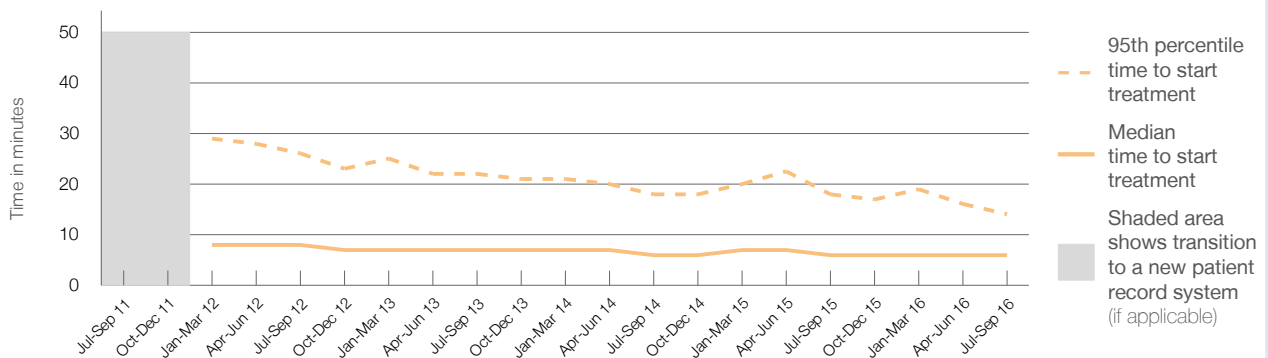
95th percentile time to start treatment<sup>5</sup> ■ 14 minutes

Same period last year	NSW (this period)
789	789
6 minutes	8 minutes
18 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		8	7	6	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)		26	22	18	18	14

(†) 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 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.

## Manly District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,262

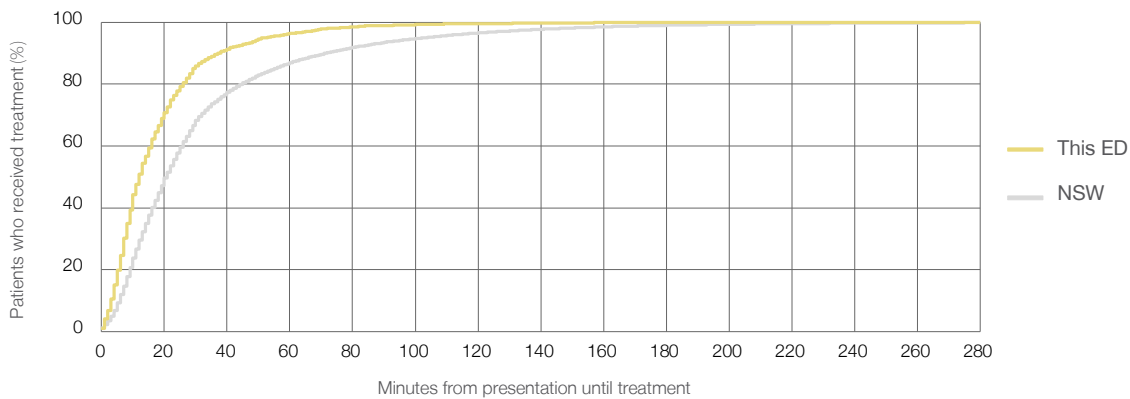
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,245

Median time to start treatment<sup>4</sup>  12 minutes

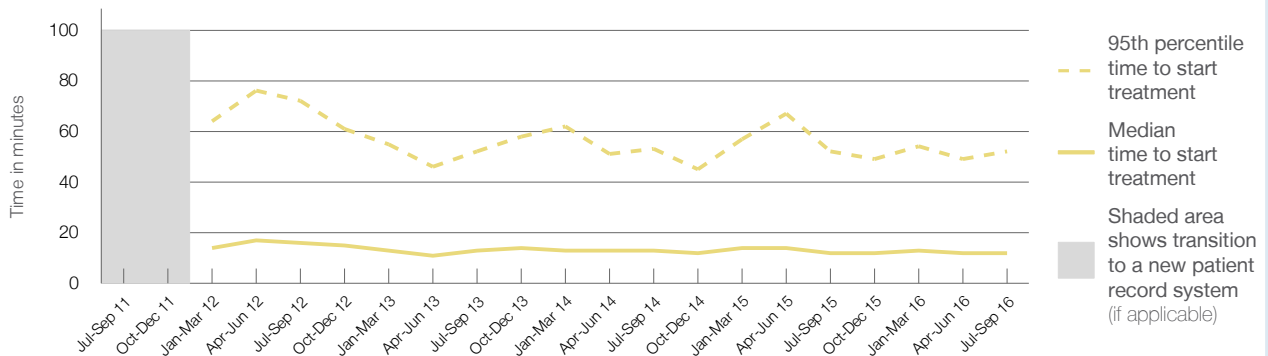
95th percentile time to start treatment<sup>5</sup>  52 minutes

Same period last year	NSW (this period)
2,259	2,246
12 minutes	21 minutes
52 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		16	13	13	12	12
95th percentile time to start treatment <sup>5</sup> (minutes)		72	52	53	52	52

(†) 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 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.

## Manly District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,202

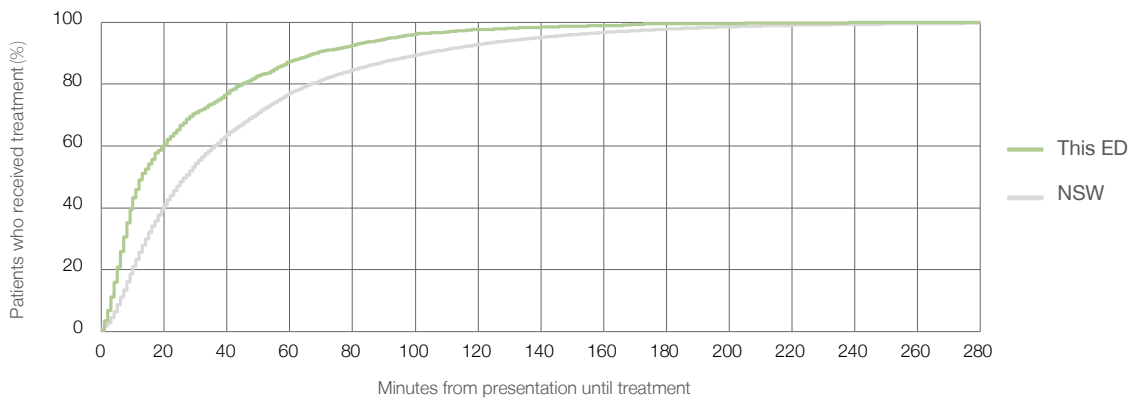
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,118

Median time to start treatment<sup>4</sup>  13 minutes

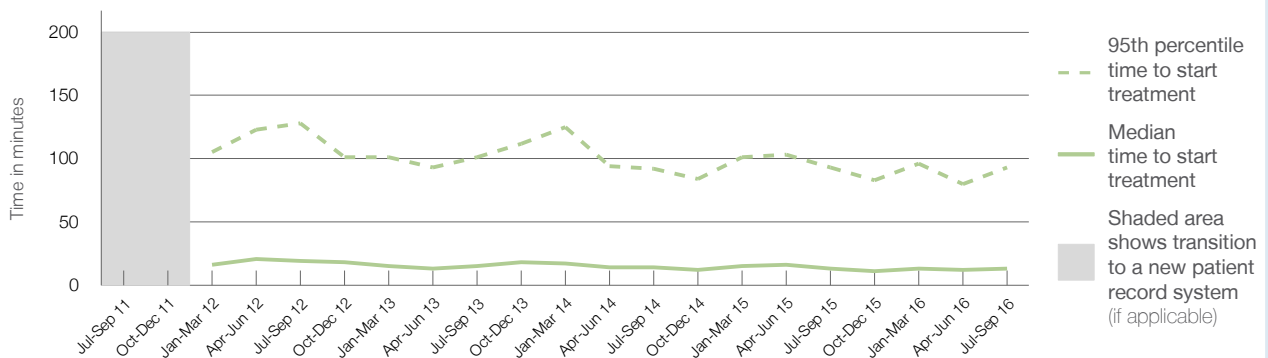
95th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
2,340	2,285
13 minutes	27 minutes
93 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		19	15	14	13	13
95th percentile time to start treatment <sup>5</sup> (minutes)		128	101	92	93	93

(†) 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 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.

## Manly District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 248

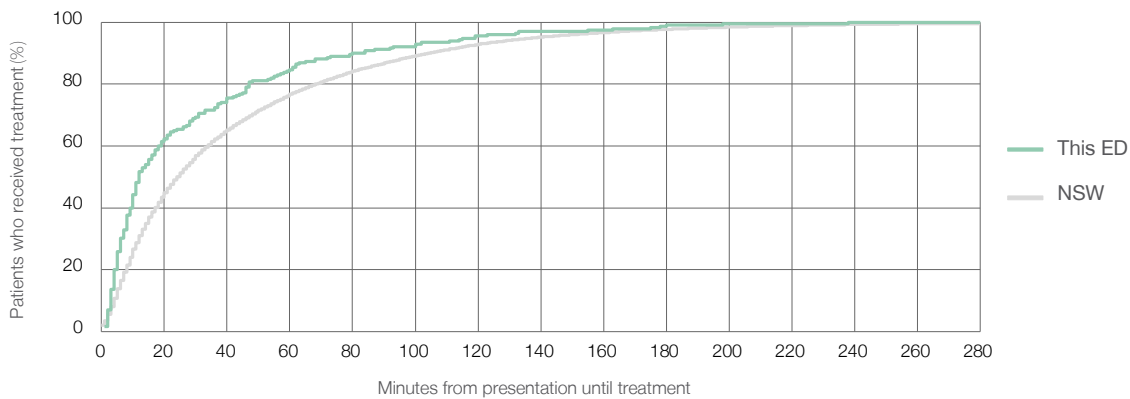
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 228

Median time to start treatment<sup>4</sup> 12 minutes

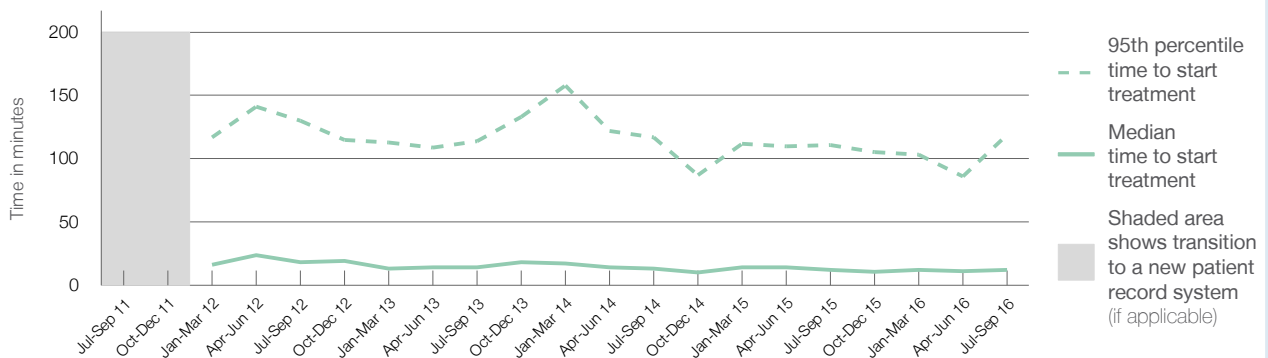
95th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
379	359
12 minutes	24 minutes
111 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		18	14	13	12	12
95th percentile time to start treatment <sup>5</sup> (minutes)		130	114	117	111	119

(†) 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 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.



## Manly District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 5,800 patients

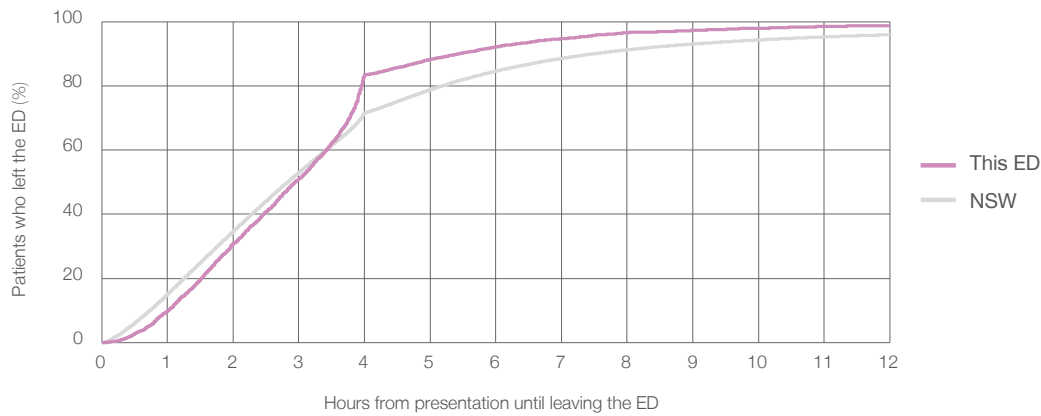
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,800 patients

Median time spent in the ED<sup>8</sup>  2 hours and 57 minutes

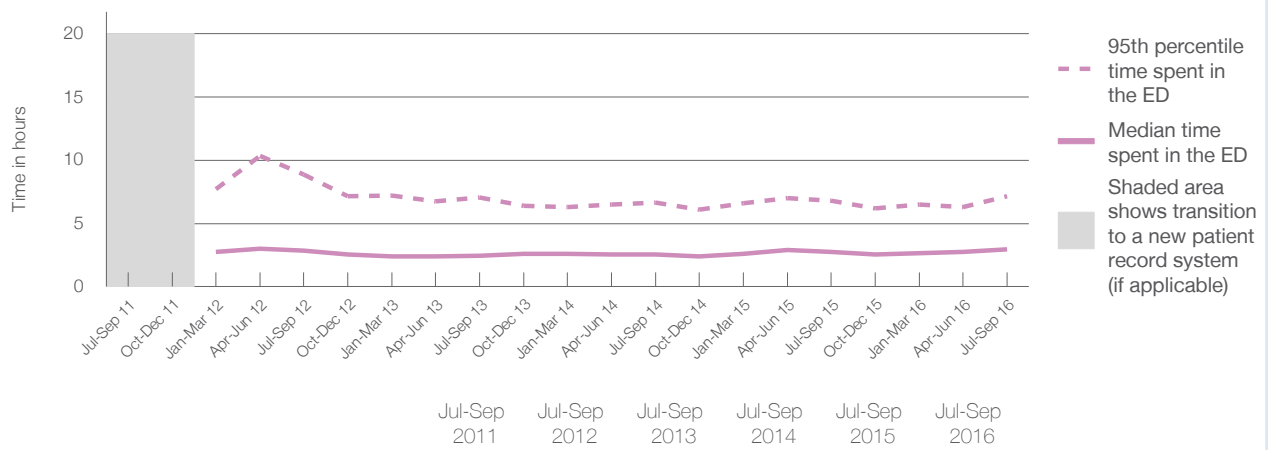
95th percentile time spent in the ED<sup>9</sup>  7 hours and 11 minutes

Same period last year	NSW (this period)
5,845	5,845
2 hours and 46 minutes	2 hours and 50 minutes
6 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		8h 51m	7h 2m	6h 38m	6h 48m	7h 11m

(†) 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 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.

## Manly District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

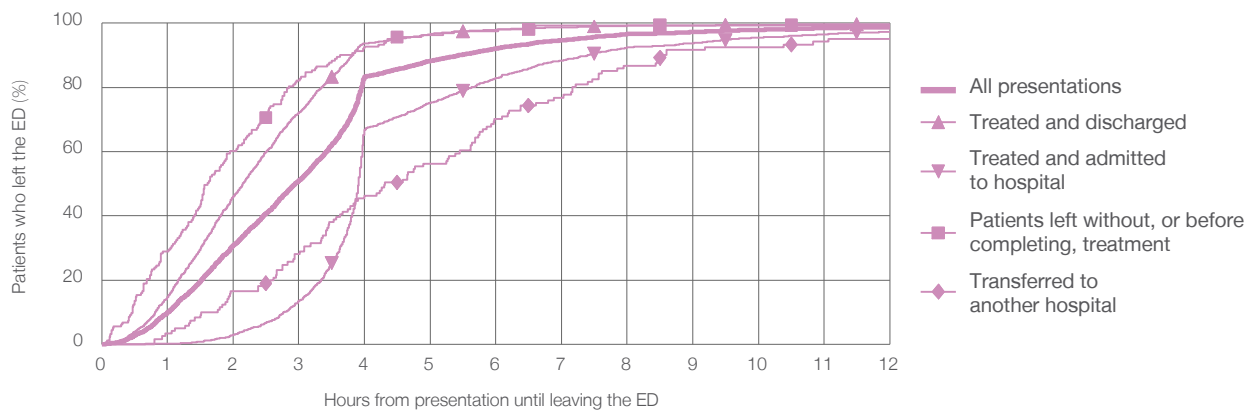
All presentations:<sup>1</sup> 5,800 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,800 patients

Treated and discharged	3,484 (60.1%)
Treated and admitted to hospital	2,028 (35.0%)
Patient left without, or before completing, treatment	163 (2.8%)
Transferred to another hospital	121 (2.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
5,845	-0.8%
3,569	-2.4%
1,996	1.6%
118	38.1%
160	-24.4%
2	100.0%

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



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	14.8%	46.1%	72.2%	93.7%	98.0%	99.2%	99.5%	99.7%
Treated and admitted to hospital	0.2%	2.9%	13.5%	66.8%	82.9%	92.5%	95.6%	97.3%
Patient left without, or before completing, treatment	28.8%	60.1%	82.2%	92.6%	97.5%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	16.5%	28.1%	46.3%	70.2%	86.8%	92.6%	95.0%
All presentations	9.9%	30.8%	51.1%	83.3%	92.1%	96.6%	98.0%	98.8%

(†) 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 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.

**Manly District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 5,800 patients

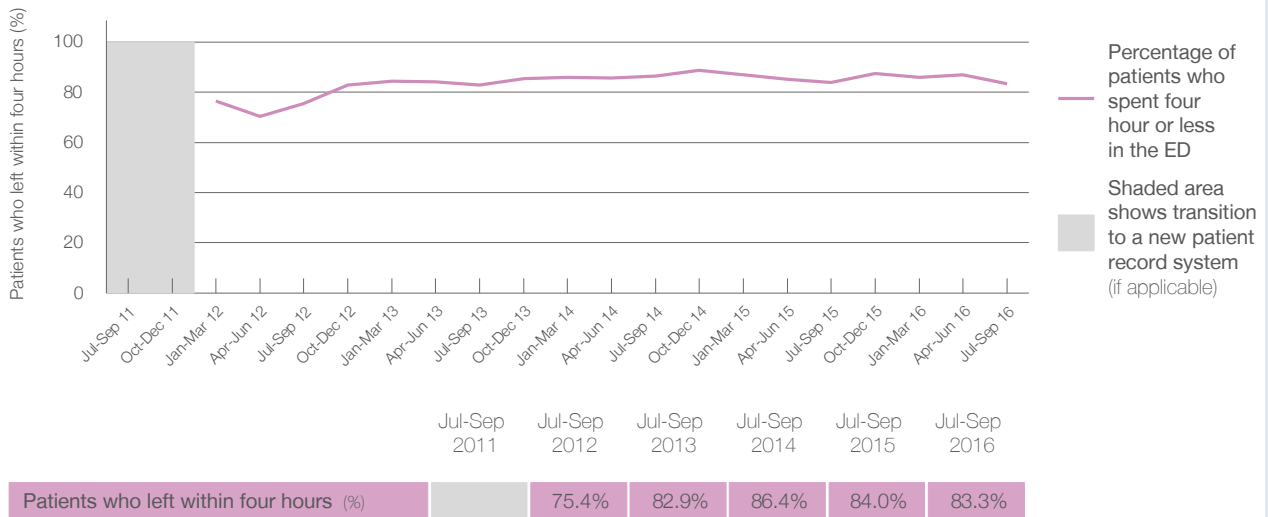
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,800 patients

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	5,845	-0.8%
Presentations used to calculate time to leaving the ED	5,845	-0.8%
Percentage of patients who spent four hours or less in the ED	84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Mona Vale and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 8,424 patients  
Emergency presentations:<sup>2</sup> 8,383 patients

Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%

## Mona Vale and District Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,124 patients

Median time to start treatment<sup>4</sup> 7 minutes  
95th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,202 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,286 patients

Median time to start treatment<sup>4</sup> 15 minutes  
95th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment<sup>4</sup> 13 minutes  
95th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
1,016	
6 minutes	8 minutes
18 minutes	41 minutes
3,134	
15 minutes	21 minutes
69 minutes	103 minutes
3,494	
15 minutes	27 minutes
117 minutes	139 minutes
618	
13 minutes	24 minutes
123 minutes	138 minutes

## Mona Vale and District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Percentage of patients who spent four hours or less in the ED 84.5%

Same period last year	Change since one year ago
8,366	0.7%
80.7%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

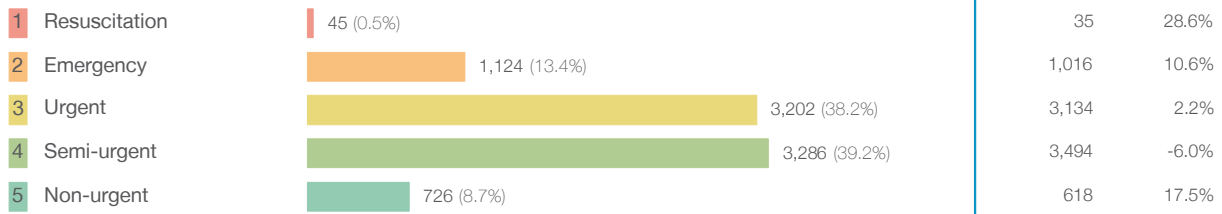
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Mona Vale and District Hospital: Patients presenting to the emergency department

July to September 2016

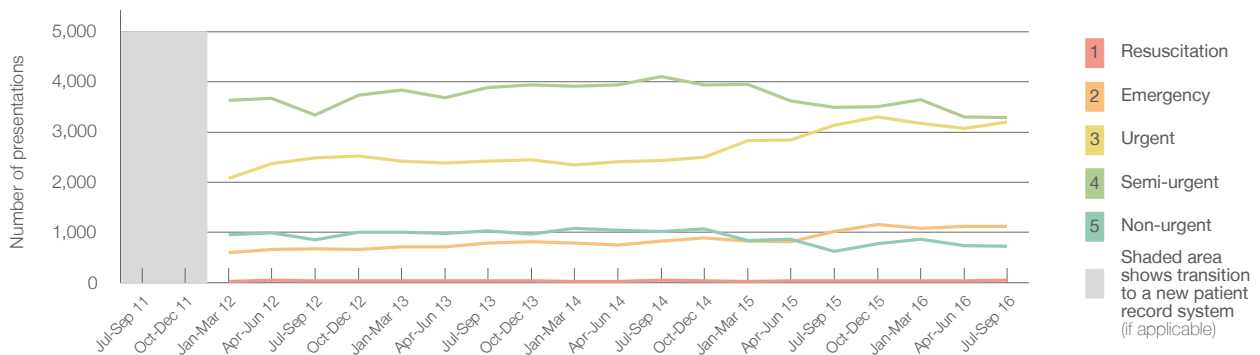
All presentations:<sup>1</sup> 8,424 patients

Emergency presentations<sup>2</sup> by triage category: 8,383 patients



Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%
35	28.6%
1,016	10.6%
3,134	2.2%
3,494	-6.0%
618	17.5%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		38	40	43	35	45
Emergency		678	783	822	1,016	1,124
Urgent		2,481	2,422	2,430	3,134	3,202
Semi-urgent		3,334	3,884	4,106	3,494	3,286
Non-urgent		851	1,036	1,013	618	726
All emergency presentations		7,382	8,165	8,414	8,297	8,383

## Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,662 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,731	
10 minutes	0 minutes
26 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 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.

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,124

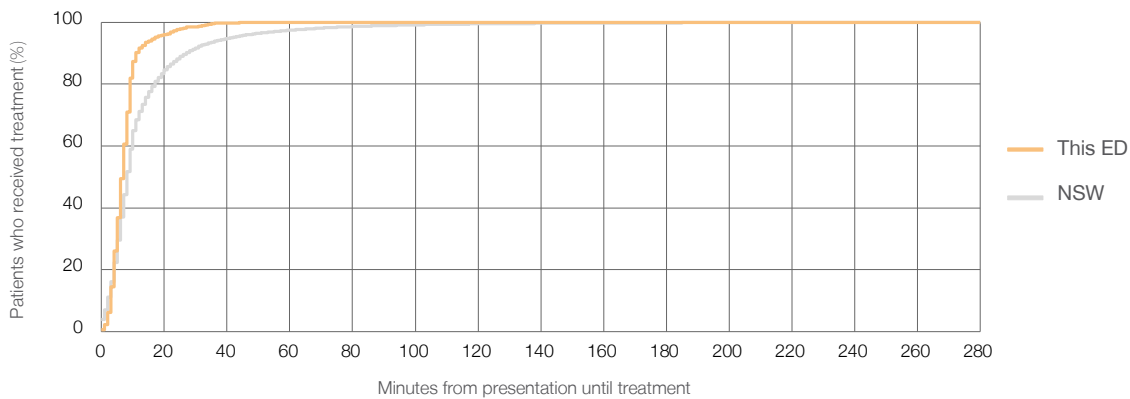
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,120

Median time to start treatment<sup>4</sup>  7 minutes

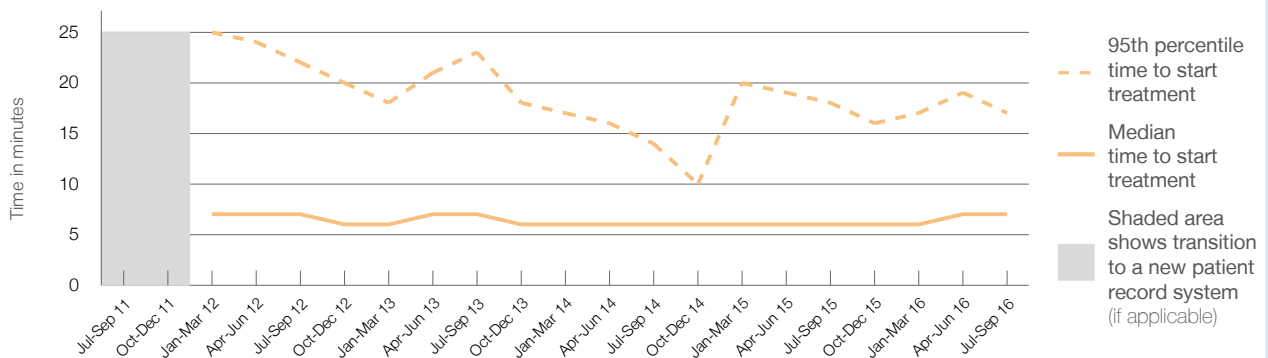
95th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
1,016	1,016
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		7	7	6	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)		22	23	14	18	17

(†) 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 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.

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,202

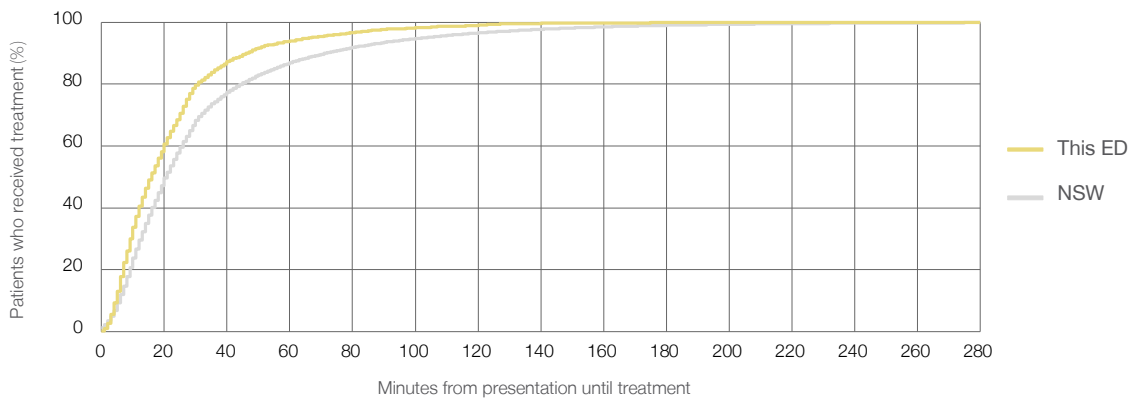
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,167

Median time to start treatment<sup>4</sup> 16 minutes

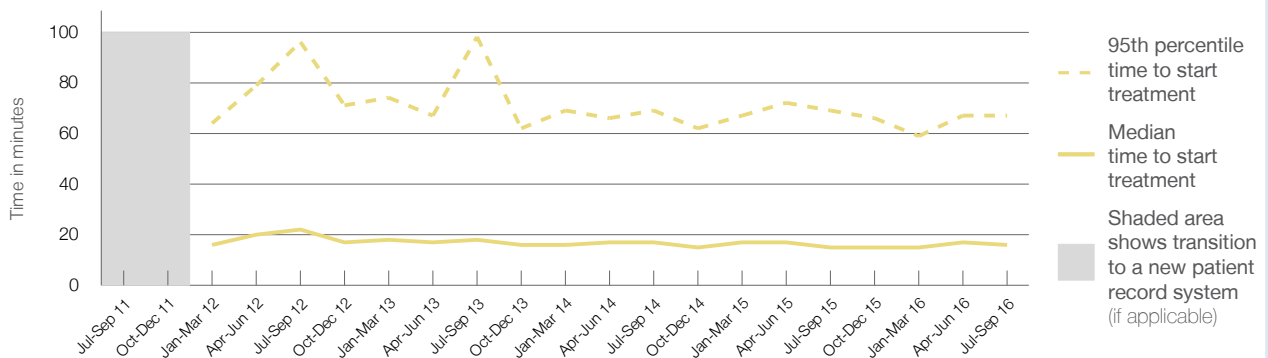
95th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
3,134	3,117
15 minutes	21 minutes
69 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		22	18	17	15	16
95th percentile time to start treatment <sup>5</sup> (minutes)		96	98	69	69	67

(†) 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 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.

## Mona Vale and District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,286

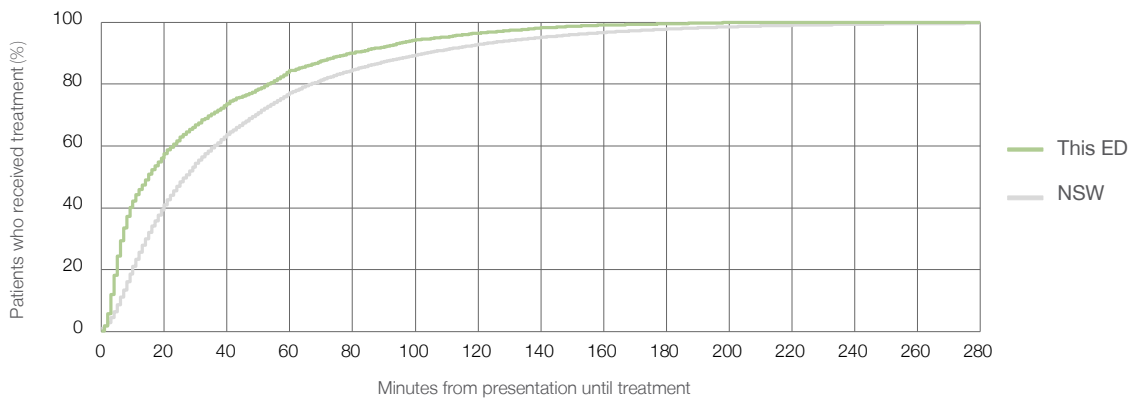
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,124

Median time to start treatment<sup>4</sup>  15 minutes

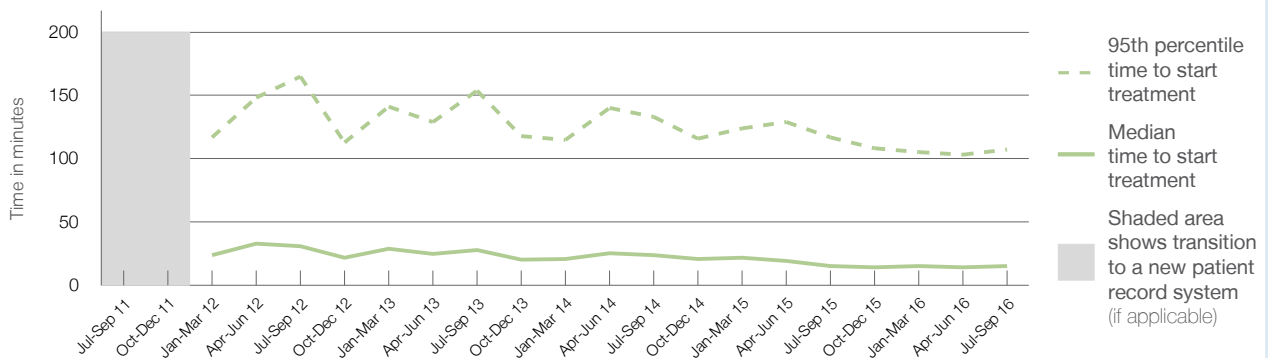
95th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
3,494	3,362
15 minutes	27 minutes
117 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		31	28	24	15	15
95th percentile time to start treatment <sup>5</sup> (minutes)		165	154	133	117	107

(†) 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 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.



## Mona Vale and District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 726

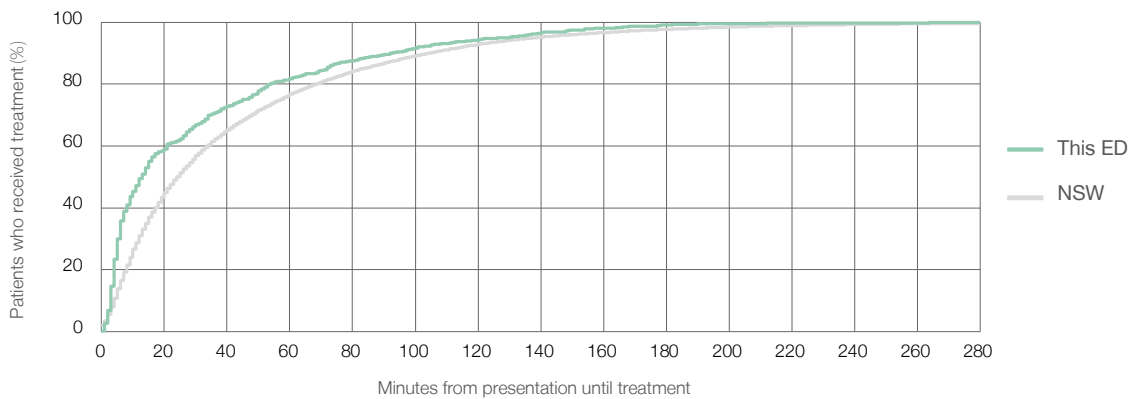
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 677

Median time to start treatment<sup>4</sup>  13 minutes

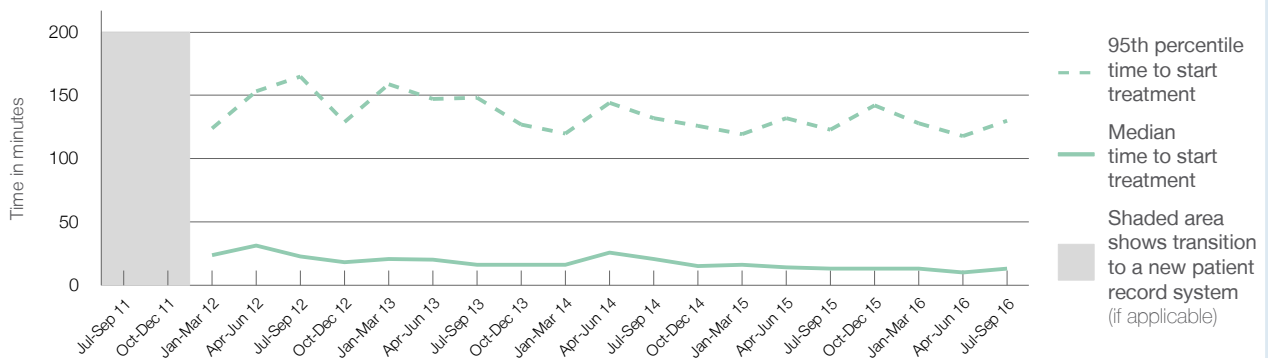
95th percentile time to start treatment<sup>5</sup>  130 minutes

	Same period last year	NSW (this period)
Number of patients	618	577
Median time to start treatment	13 minutes	24 minutes
95th percentile time to start treatment	123 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		23	16	21	13	13
95th percentile time to start treatment <sup>5</sup> (minutes)		165	148	132	123	130

(†) 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 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.

## Mona Vale and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 8,424 patients

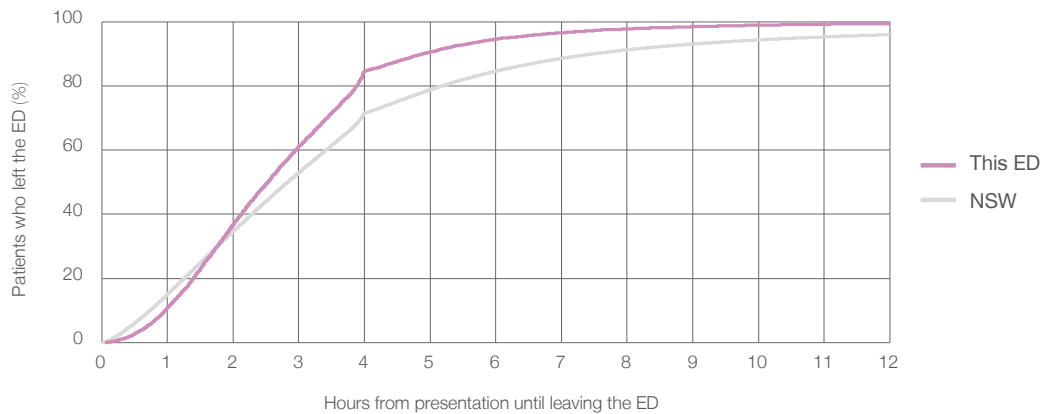
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Median time spent in the ED<sup>8</sup>  2 hours and 32 minutes

95th percentile time spent in the ED<sup>9</sup>  6 hours and 10 minutes

Same period last year	NSW (this period)
8,366	8,366
2 hours and 41 minutes	2 hours and 50 minutes
7 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 54m	2h 47m	2h 36m	2h 41m	2h 32m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		14h 0m	10h 31m	7h 6m	7h 0m	6h 10m

(†) 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 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.

## Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

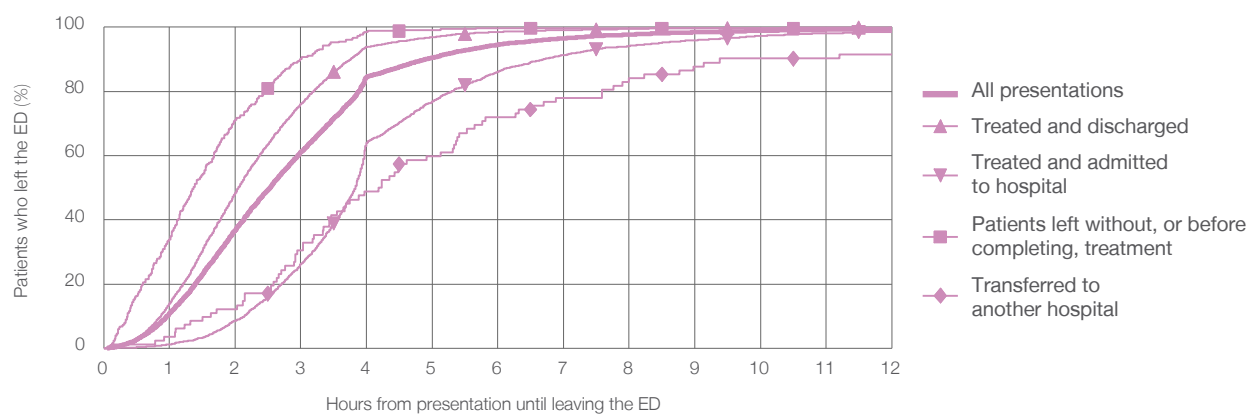
All presentations:<sup>1</sup> 8,424 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,424 patients

Treated and discharged	5,429 (64.4%)
Treated and admitted to hospital	2,557 (30.4%)
Patient left without, or before completing, treatment	336 (4.0%)
Transferred to another hospital	82 (1.0%)
Other	20 (0.2%)

Same period last year	Change since one year ago
8,366	0.7%
5,106	6.3%
2,874	-11.0%
304	10.5%
81	1.2%
1	1900.0%

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



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	14.0%	48.5%	76.1%	93.8%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.2%	8.6%	26.4%	64.0%	86.2%	94.1%	97.3%	98.6%
Patient left without, or before completing, treatment	33.9%	71.1%	90.2%	98.5%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	3.7%	12.2%	30.5%	48.8%	72.0%	84.1%	90.2%	91.5%
All presentations	10.9%	37.0%	61.1%	84.5%	94.6%	97.7%	98.9%	99.4%

(†) 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 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.

**Mona Vale and District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 8,424 patients

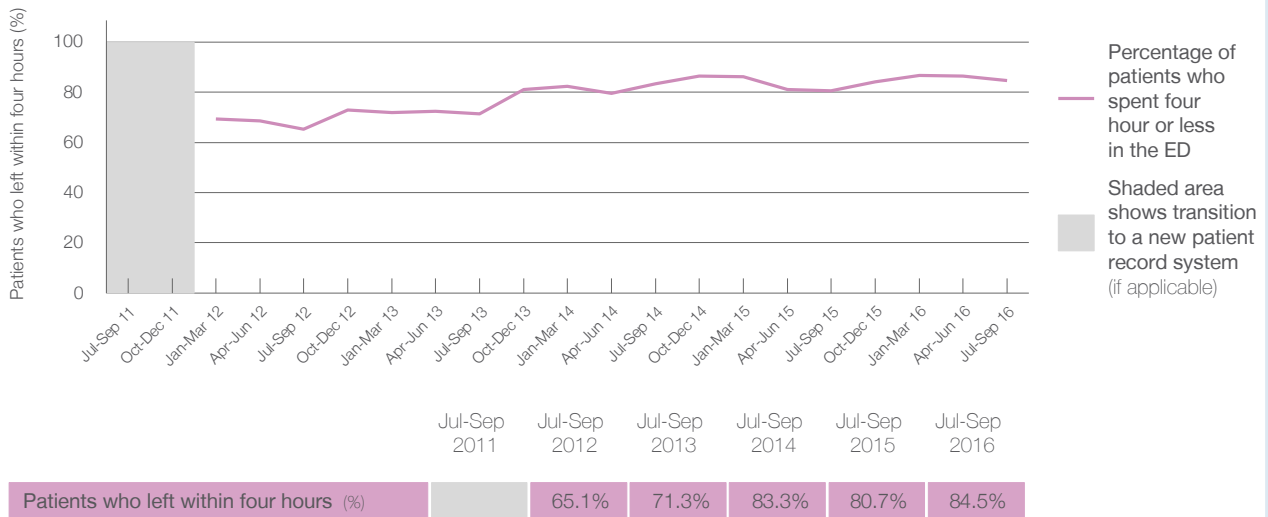
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,424 patients

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	8,366	0.7%
Presentations used to calculate time to leaving the ED	8,366	0.7%
Percentage of patients who spent four hours or less in the ED	80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Royal North Shore Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 20,114 patients

Emergency presentations:<sup>2</sup> 19,946 patients

Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%

## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,377 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,824 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,125 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 95th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,183 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 95th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
4,069	
8 minutes	8 minutes
25 minutes	41 minutes
5,690	
21 minutes	21 minutes
84 minutes	103 minutes
6,779	
32 minutes	27 minutes
123 minutes	139 minutes
2,337	
36 minutes	24 minutes
139 minutes	138 minutes

## Royal North Shore Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,114 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,263	4.4%
60.7%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

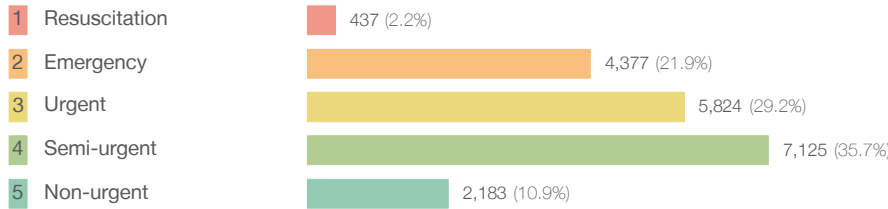
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Royal North Shore Hospital: Patients presenting to the emergency department

July to September 2016

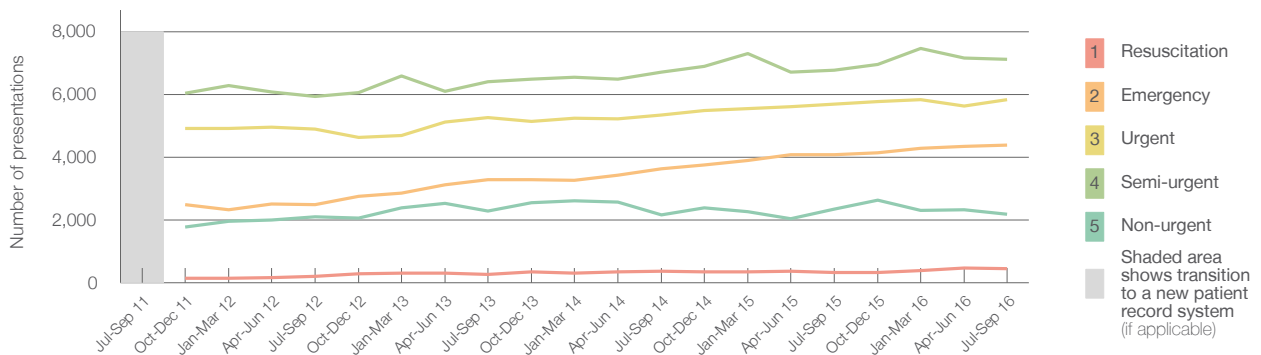
All presentations:<sup>1</sup> 20,114 patients

Emergency presentations<sup>2</sup> by triage category: 19,946 patients



Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%
320	36.6%
4,069	7.6%
5,690	2.4%
6,779	5.1%
2,337	-6.6%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		209	253	368	320	437
Emergency		2,480	3,287	3,625	4,069	4,377
Urgent		4,897	5,268	5,343	5,690	5,824
Semi-urgent		5,925	6,404	6,700	6,779	7,125
Non-urgent		2,099	2,291	2,168	2,337	2,183
All emergency presentations		15,610	17,503	18,204	19,195	19,946

## Royal North Shore Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,593 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,141	
17 minutes	-2 minutes
101 minutes	-51 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 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 4,377

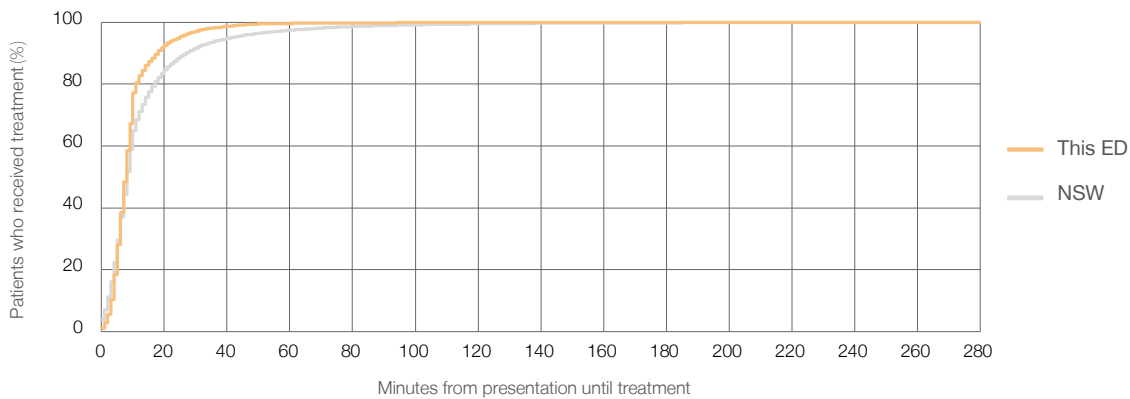
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,358

Median time to start treatment<sup>4</sup>  8 minutes

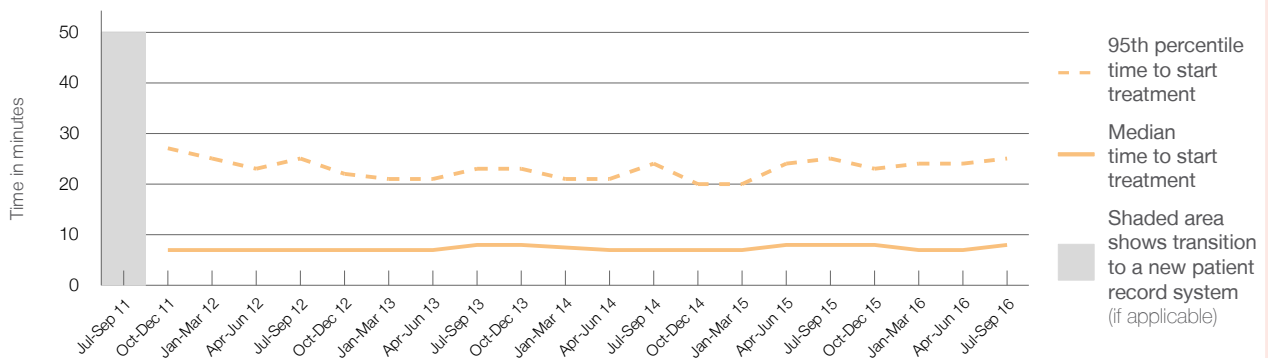
95th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
4,069	4,061
8 minutes	8 minutes
25 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		7	8	7	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)		25	23	24	25	25

(†) 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 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 5,824

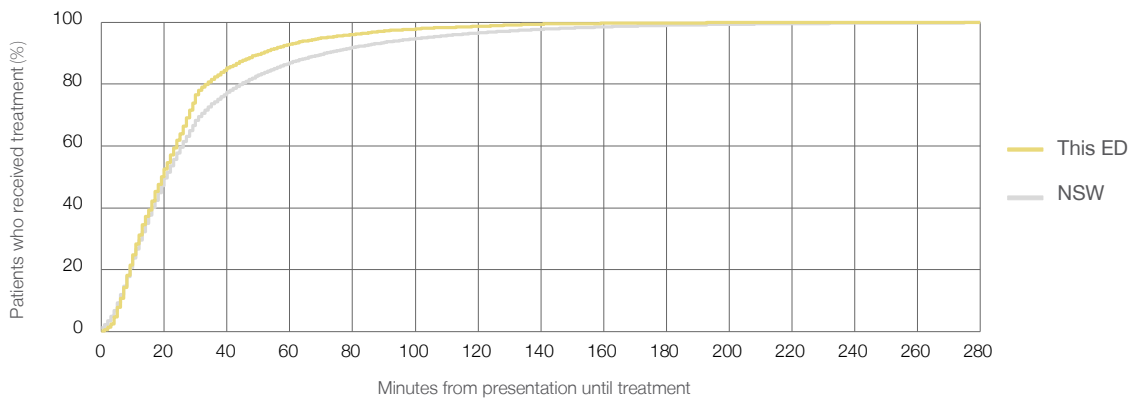
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,724

Median time to start treatment<sup>4</sup> 19 minutes

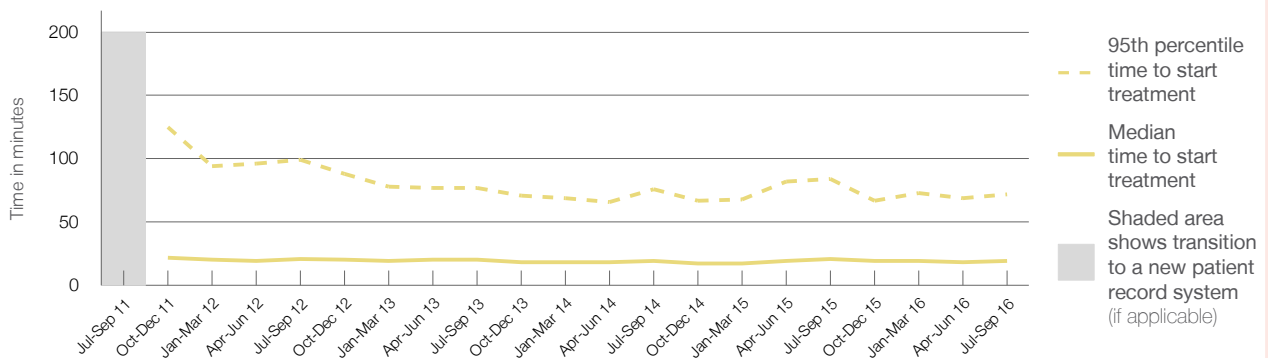
95th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
5,690	5,572
21 minutes	21 minutes
84 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		21	20	19	21	19
95th percentile time to start treatment <sup>5</sup> (minutes)		99	77	76	84	72

(†) 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 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.



## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 7,125

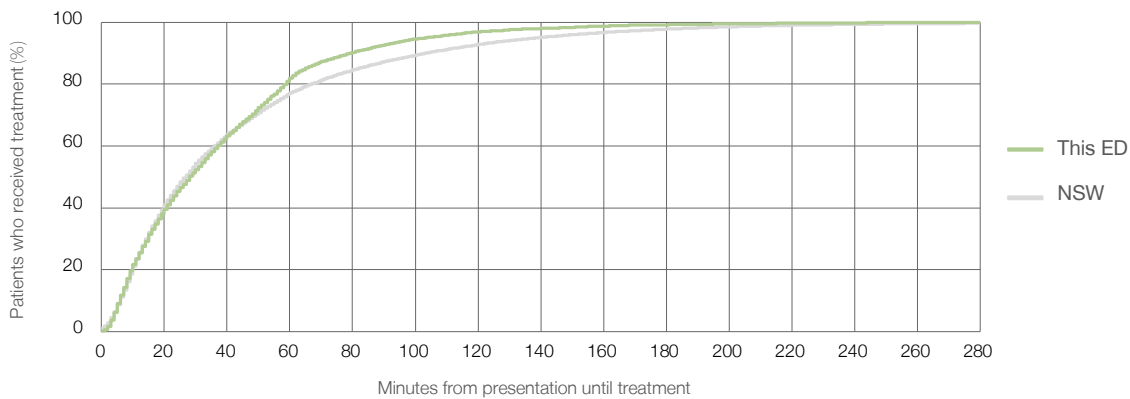
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,829

Median time to start treatment<sup>4</sup>  28 minutes

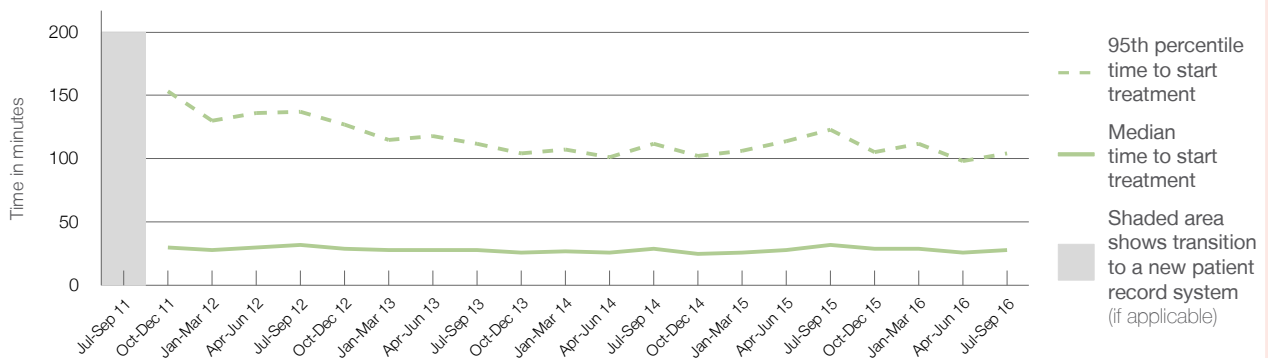
95th percentile time to start treatment<sup>5</sup>  104 minutes

Same period last year	NSW (this period)
6,779	6,471
32 minutes	27 minutes
123 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		32	28	29	32	28
95th percentile time to start treatment <sup>5</sup> (minutes)		137	112	112	123	104

(†) 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 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 2,183

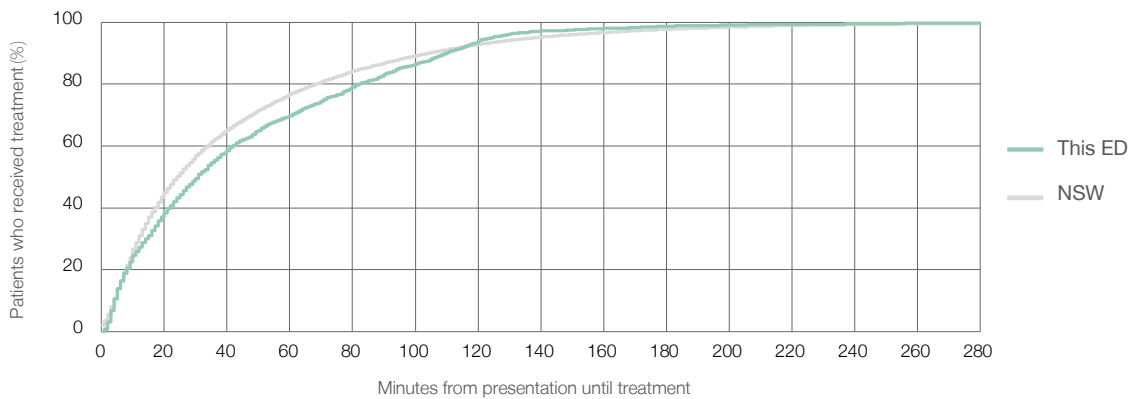
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,943

Median time to start treatment<sup>4</sup>  31 minutes

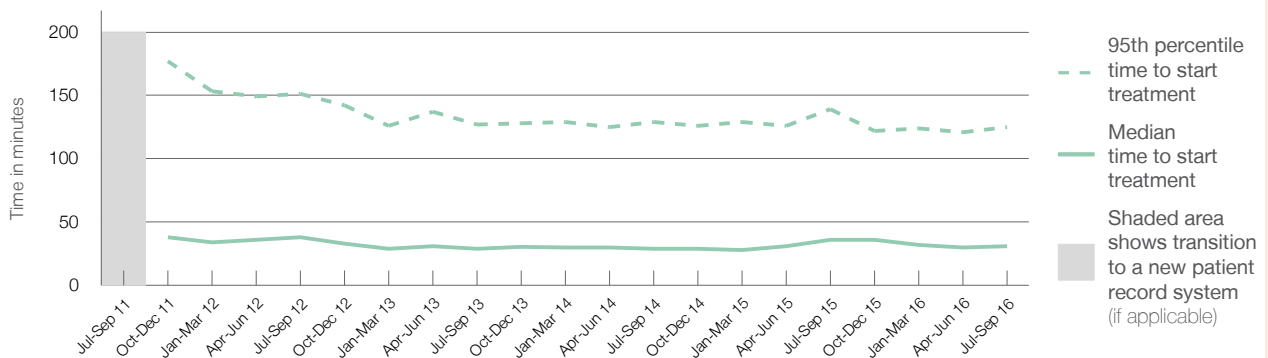
95th percentile time to start treatment<sup>5</sup>  125 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,337	2,108
Median time to start treatment <sup>4</sup>	36 minutes	24 minutes
95th percentile time to start treatment <sup>5</sup>	139 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)		38	29	29	36	31
95th percentile time to start treatment <sup>5</sup> (minutes)		151	127	129	139	125

(†) 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 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.

## Royal North Shore Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 20,114 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,114 patients

Median time spent in the ED<sup>8</sup>

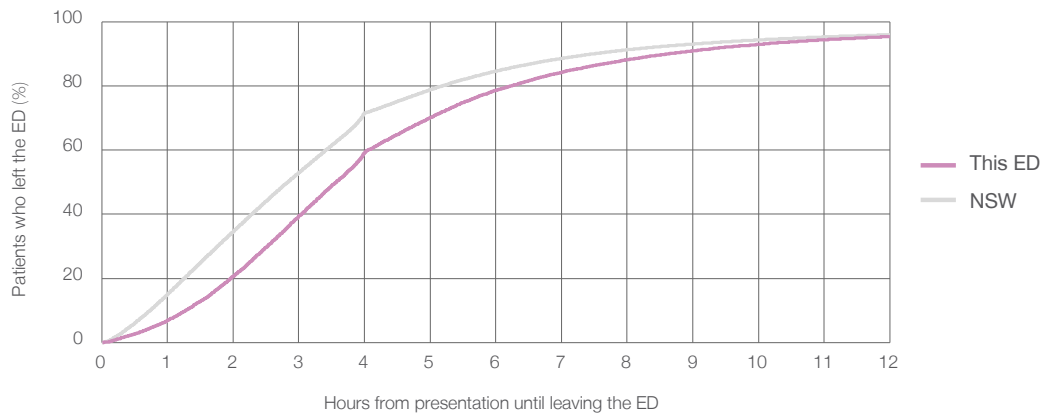
3 hours and 34 minutes

95th percentile time spent in the ED<sup>9</sup>

11 hours and 37 minutes

Same period last year	NSW (this period)
19,263	19,263
3 hours and 29 minutes	2 hours and 50 minutes
10 hours and 27 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		12h 25m	10h 28m	10h 55m	10h 27m	11h 37m

(†) 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 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.

## Royal North Shore Hospital: Time patients spent in the ED By mode of separation July to September 2016

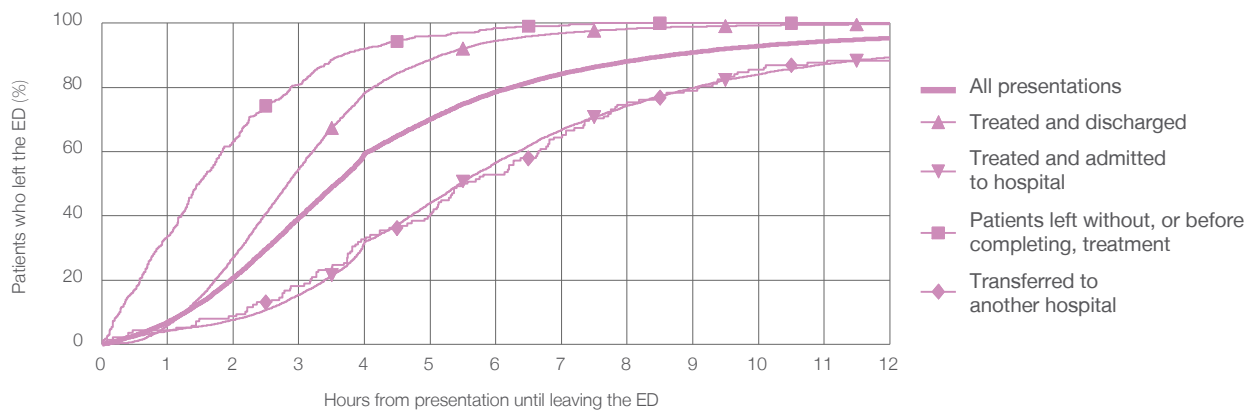
All presentations:<sup>1</sup> 20,114 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,114 patients

Treated and discharged	10,784 (53.6%)
Treated and admitted to hospital	8,373 (41.6%)
Patient left without, or before completing, treatment	478 (2.4%)
Transferred to another hospital	138 (0.7%)
Other	341 (1.7%)

Same period last year	Change since one year ago
19,263	4.4%
10,739	0.4%
7,648	9.5%
492	-2.8%
165	-16.4%
219	55.7%

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



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	5.9%	27.1%	54.7%	78.3%	94.5%	98.2%	99.3%	99.7%
Treated and admitted to hospital	4.2%	7.6%	15.4%	31.8%	56.6%	74.4%	84.1%	89.4%
Patient left without, or before completing, treatment	33.7%	63.2%	81.0%	92.1%	98.5%	100%	100%	100%
Transferred to another hospital	4.3%	8.7%	18.1%	32.6%	52.9%	75.4%	85.5%	88.4%
All presentations	7.0%	20.7%	39.4%	59.3%	78.6%	88.2%	92.9%	95.4%

(†) 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 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.

## Royal North Shore Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: <sup>1</sup> 20,114 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 20,114 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	19,263	4.4%
Presentations used to calculate time to leaving the ED	19,263	4.4%
Percentage of patients who spent four hours or less in the ED	60.7%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	51.3%	61.6%	64.4%	60.7%	60.7%	59.3%

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Ryde Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 6,480 patients  
 Emergency presentations:<sup>2</sup> 6,423 patients

Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 857 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,666 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 95th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,694 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 95th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 172 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
1,034	
6 minutes	8 minutes
15 minutes	41 minutes
2,844	
13 minutes	21 minutes
56 minutes	103 minutes
2,686	
14 minutes	27 minutes
101 minutes	139 minutes
201	
12 minutes	24 minutes
126 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,479 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
6,889	-6.0%
77.5%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

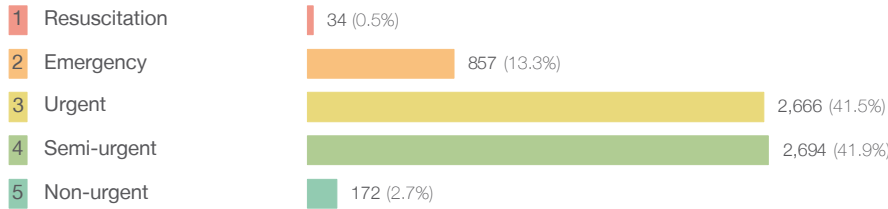
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Ryde Hospital: Patients presenting to the emergency department July to September 2016

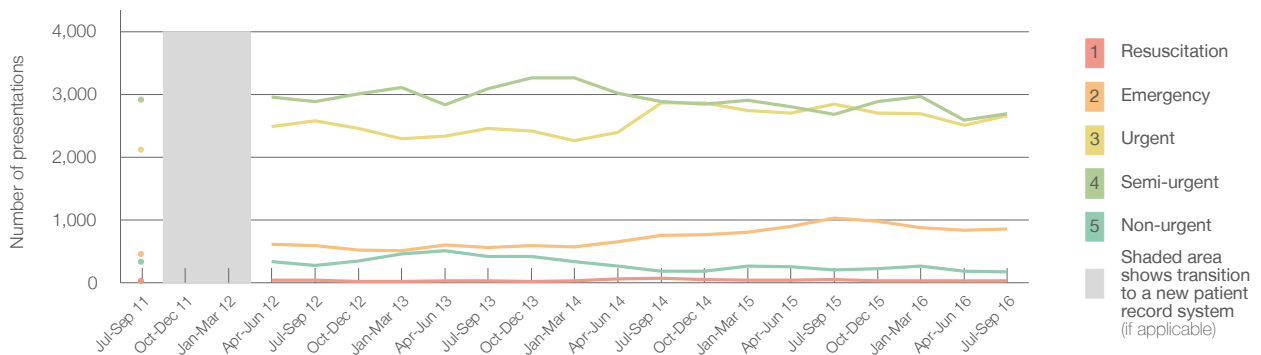
All presentations:<sup>1</sup> 6,480 patients

Emergency presentations<sup>2</sup> by triage category: 6,423 patients



Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%
48	-29.2%
1,034	-17.1%
2,844	-6.3%
2,686	0.3%
201	-14.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	31	43	30	68	48	34
Emergency	455	592	558	750	1,034	857
Urgent	2,125	2,579	2,457	2,868	2,844	2,666
Semi-urgent	2,912	2,889	3,091	2,886	2,686	2,694
Non-urgent	340	276	417	180	201	172
All emergency presentations	5,863	6,379	6,553	6,752	6,813	6,423

## Ryde Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,615 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,868	
10 minutes	0 minutes
29 minutes	-4 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 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.

## Ryde Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 857

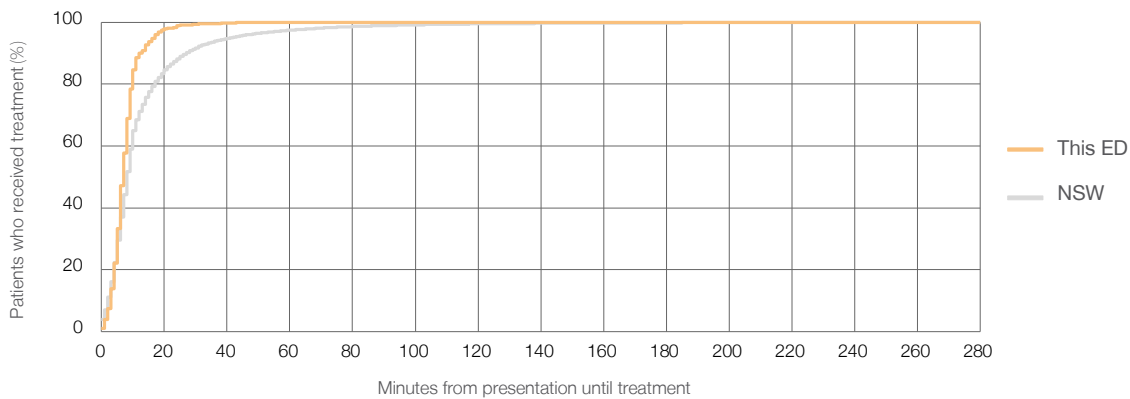
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 853

Median time to start treatment<sup>4</sup>  7 minutes

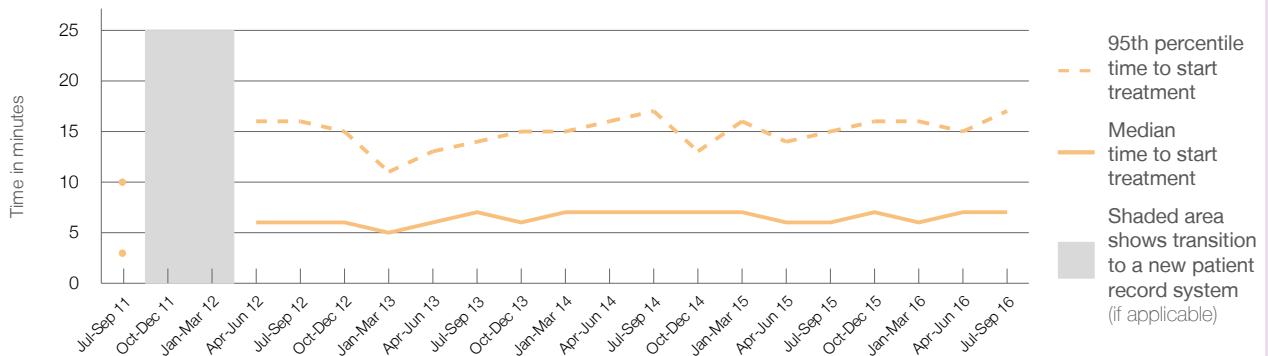
95th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
1,034	1,034
6 minutes	8 minutes
15 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	3	6	7	7	6	7
95th percentile time to start treatment <sup>5</sup> (minutes)	10	16	14	17	15	17

(†) 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 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.



## Ryde Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,666

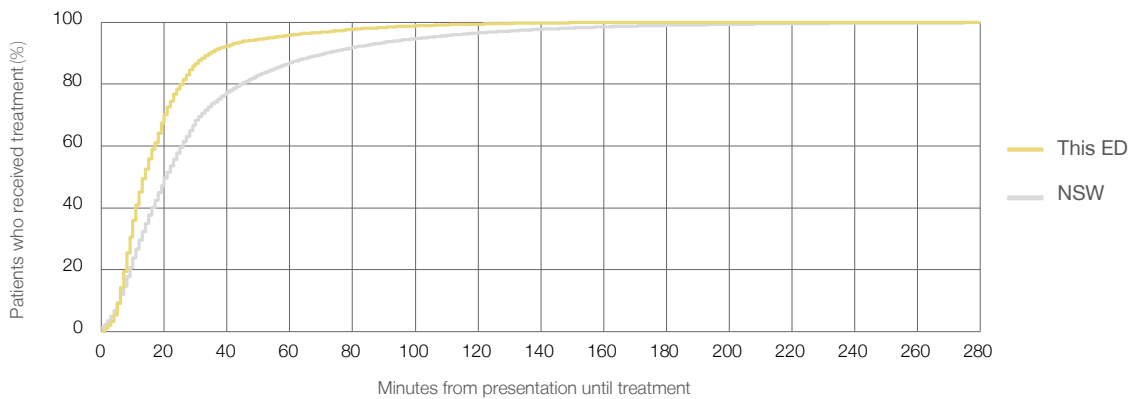
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,646

Median time to start treatment<sup>4</sup> 14 minutes

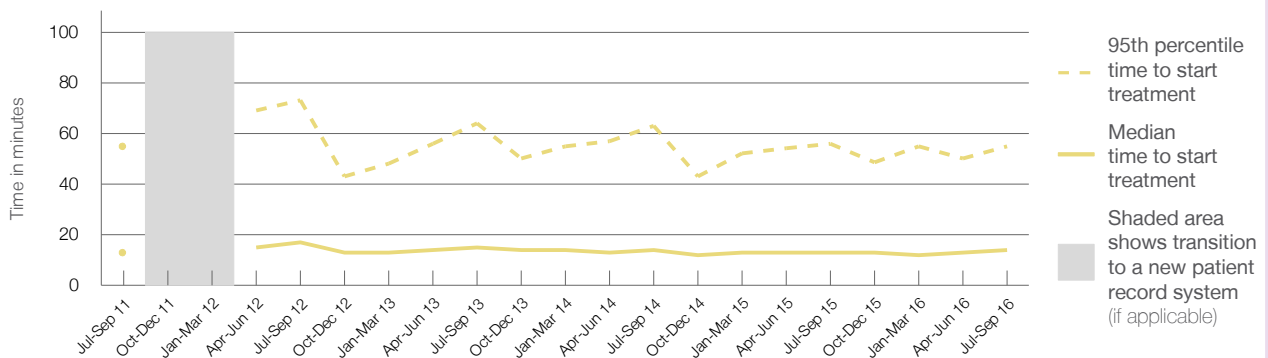
95th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
2,844	2,805
13 minutes	21 minutes
56 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	13	17	15	14	13	14
95th percentile time to start treatment <sup>5</sup> (minutes)	55	73	64	63	56	55

(†) 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 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.

## Ryde Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,694

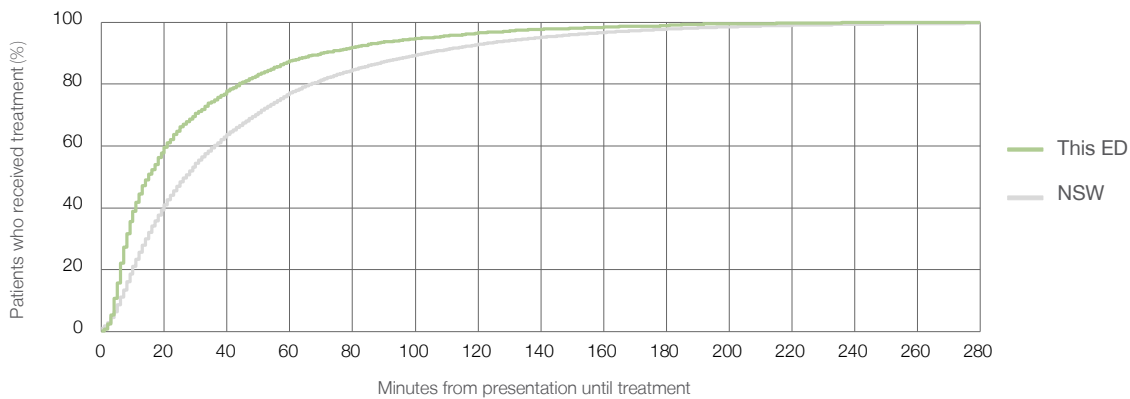
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,606

Median time to start treatment<sup>4</sup> 15 minutes

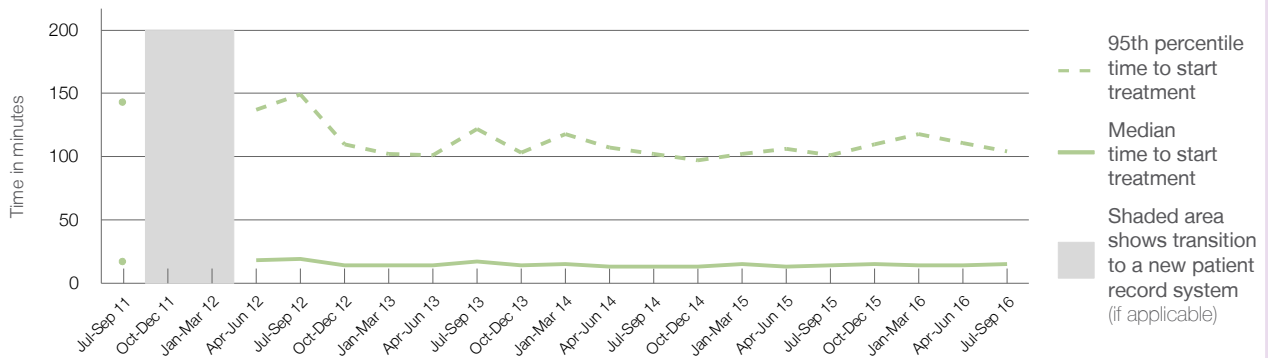
95th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
2,686	2,612
14 minutes	27 minutes
101 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	17	19	17	13	14	15
95th percentile time to start treatment <sup>5</sup> (minutes)	143	149	122	102	101	104

(†) 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 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.

## Ryde Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 172

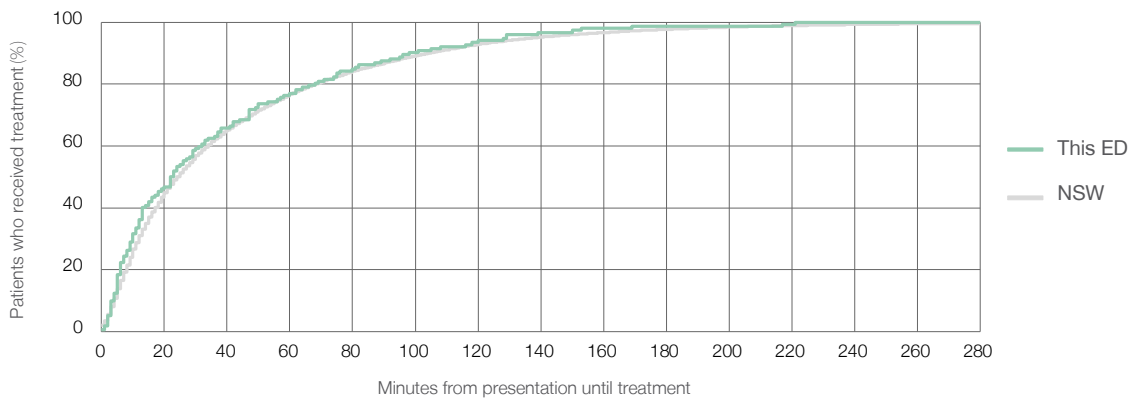
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 152

Median time to start treatment<sup>4</sup> 23 minutes

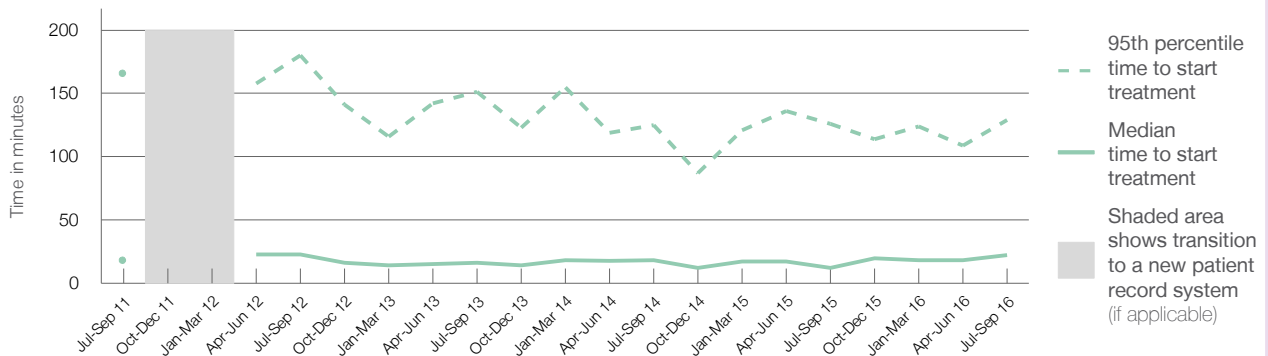
95th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
201	180
12 minutes	24 minutes
126 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	18	23	16	18	12	23
95th percentile time to start treatment <sup>5</sup> (minutes)	166	180	151	125	126	129

(†) 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 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.

## Ryde Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 6,480 patients

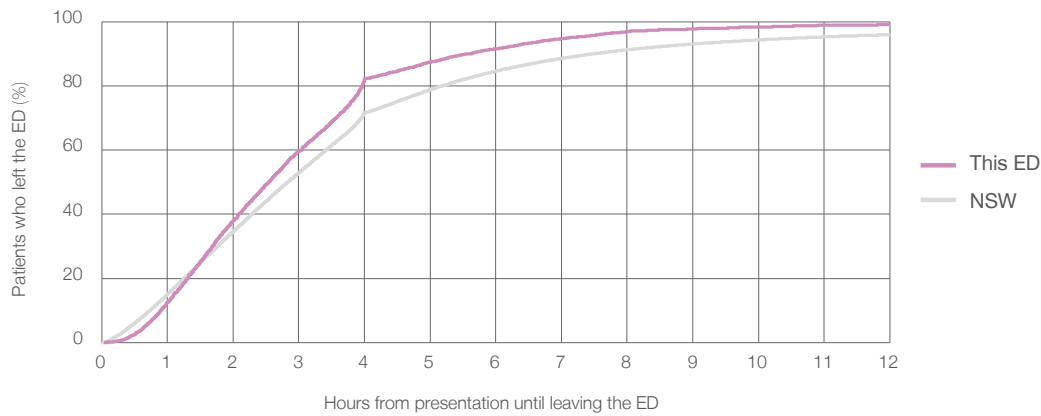
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,479 patients

Median time spent in the ED<sup>8</sup>  2 hours and 33 minutes

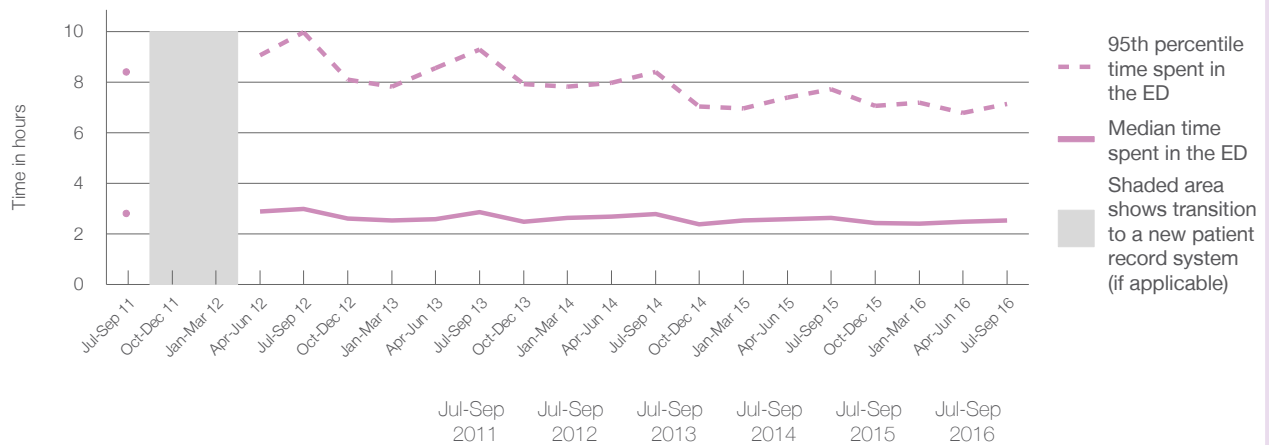
95th percentile time spent in the ED<sup>9</sup>  7 hours and 8 minutes

Same period last year	NSW (this period)
6,889	6,889
2 hours and 38 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 24m	9h 58m	9h 18m	8h 24m	7h 44m	7h 8m

(†) 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 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.

## Ryde Hospital: Time patients spent in the ED

### By mode of separation

July to September 2016

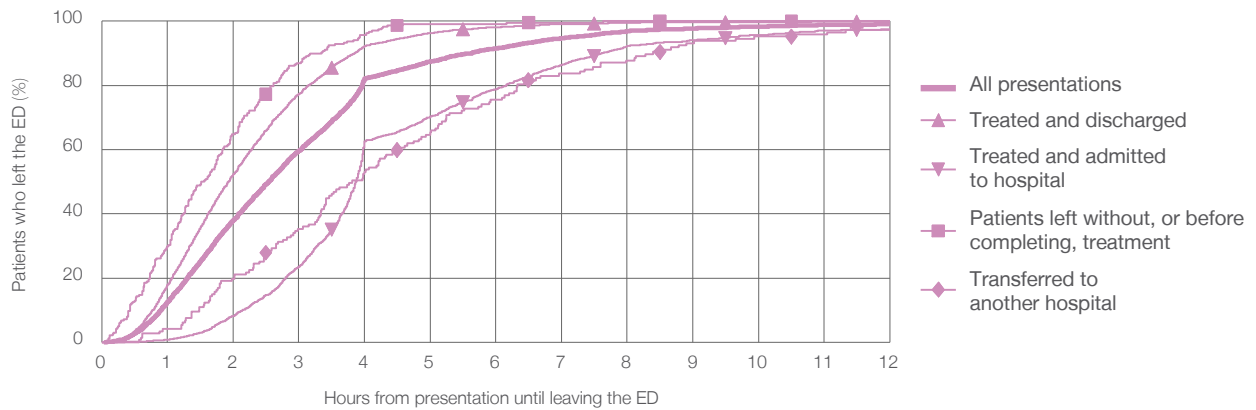
All presentations:<sup>1</sup> 6,480 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,479 patients

Treated and discharged	4,025 (62.1%)
Treated and admitted to hospital	2,065 (31.9%)
Patient left without, or before completing, treatment	238 (3.7%)
Transferred to another hospital	147 (2.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,889	-6.0%
4,315	-6.7%
2,103	-1.8%
278	-14.4%
186	-21.0%
7	-28.6%

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



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	17.9%	52.4%	77.3%	92.3%	98.1%	99.5%	99.7%	99.9%
Treated and admitted to hospital	0.8%	8.2%	23.6%	62.6%	78.8%	92.3%	95.7%	97.5%
Patient left without, or before completing, treatment	29.8%	64.7%	87.0%	95.8%	99.2%	100%	100%	100%
Transferred to another hospital	4.1%	19.7%	35.4%	53.1%	75.5%	87.8%	95.2%	97.3%
All presentations	12.6%	38.0%	59.6%	82.1%	91.5%	96.9%	98.3%	99.1%

(†) 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 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.

**Ryde Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 6,480 patients

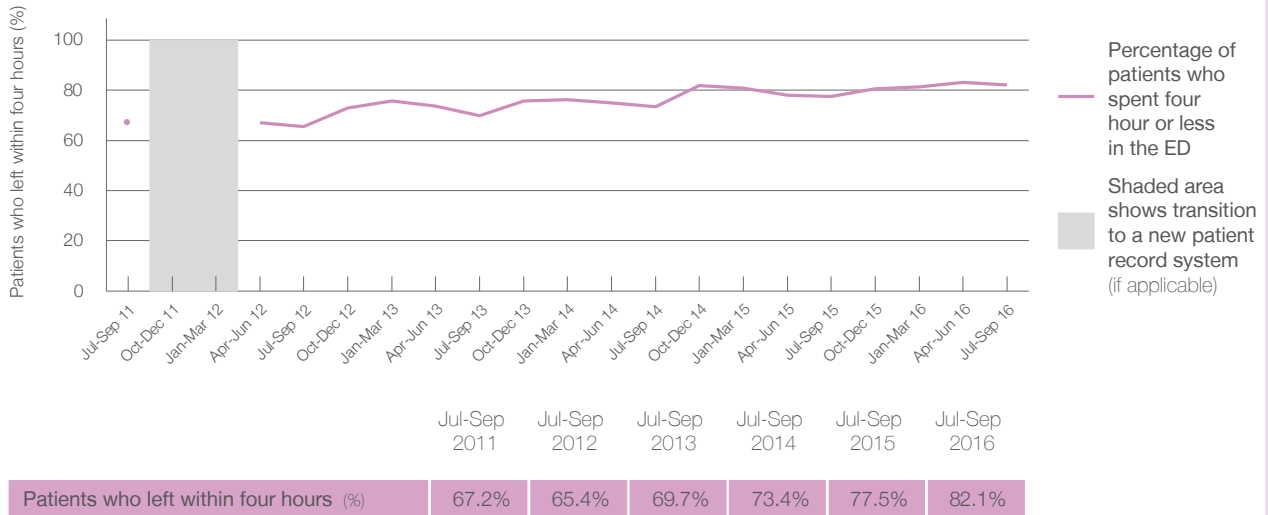
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,479 patients

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	6,889	-5.9%
Presentations used to calculate time to leaving the ED	6,889	-6.0%
Percentage of patients who spent four hours or less in the ED	77.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations 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, July to September 2016.
4. 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.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).