



Hospital Quarterly

Performance Profiles

Emergency Department

Sydney Local Health District

July to September 2016

Canterbury Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,232 patients

Emergency presentations:² 11,183 patients

Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,060 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,066 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,966 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,049 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,396	
9 minutes	8 minutes
25 minutes	41 minutes
3,979	
20 minutes	21 minutes
86 minutes	103 minutes
4,875	
25 minutes	27 minutes
124 minutes	139 minutes
766	
29 minutes	24 minutes
142 minutes	138 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,227 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
11,112	1.0%
76.4%	

* 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).

Canterbury Hospital: Patients presenting to the emergency department July to September 2016

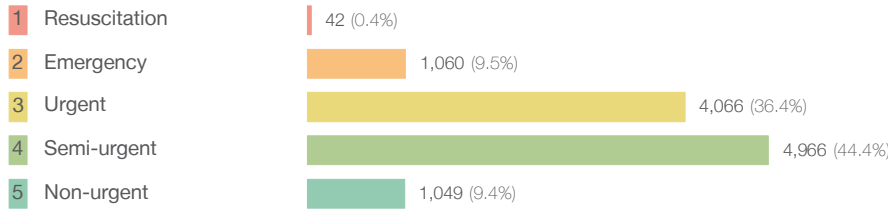
All presentations:¹ 11,232 patients

Same period last year
Change since one year ago

11,112 1.1%

Emergency presentations² by triage category: 11,183 patients

11,061 1.1%



45 -6.7%

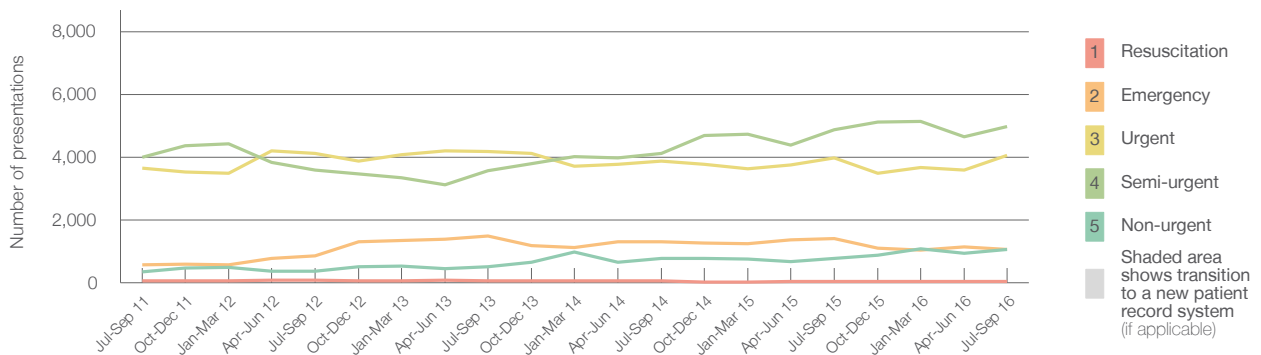
1,396 -24.1%

3,979 2.2%

4,875 1.9%

766 36.9%

Emergency presentations² 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	60	71	57	56	45	42
Emergency	565	863	1,493	1,297	1,396	1,060
Urgent	3,640	4,112	4,185	3,865	3,979	4,066
Semi-urgent	3,991	3,593	3,559	4,127	4,875	4,966
Non-urgent	346	374	506	778	766	1,049
All emergency presentations	8,602	9,013	9,800	10,123	11,061	11,183

Canterbury Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,842 patients

Same period last year
Change since one year ago

2,091

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

95th percentile time 25 minutes

45 minutes -20 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.

Canterbury 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: 1,060

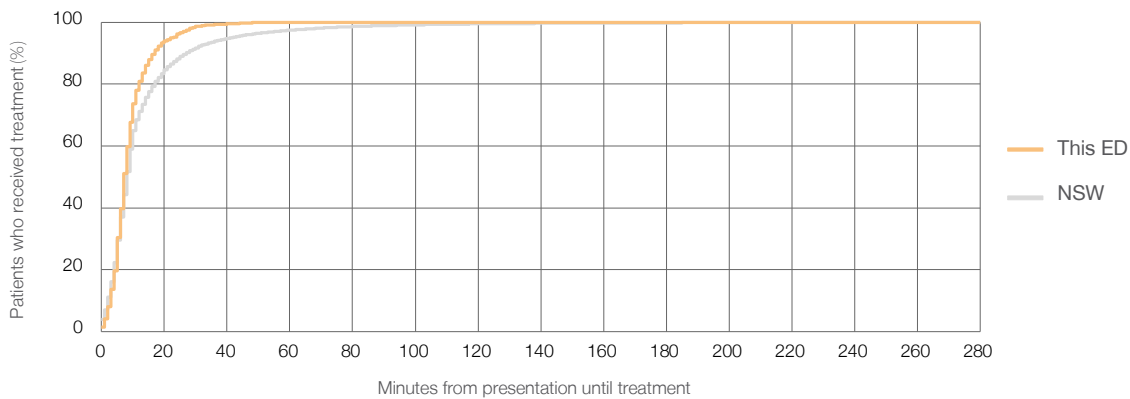
Number of triage 2 patients used to calculate waiting time:³ 1,059

Median time to start treatment⁴ ■ 7 minutes

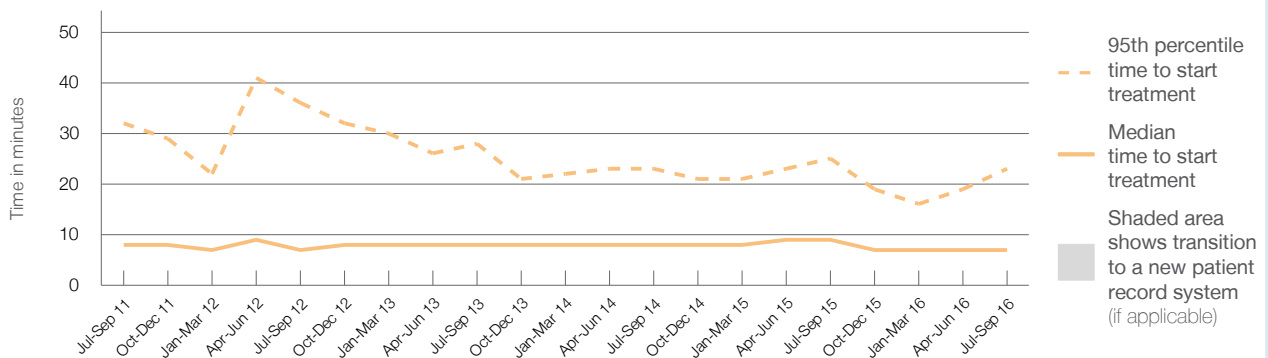
95th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
1,396	1,396
9 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	7
95th percentile time to start treatment ⁵ (minutes)	32	36	28	23	25	23

(†) 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.

Canterbury 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: 4,066

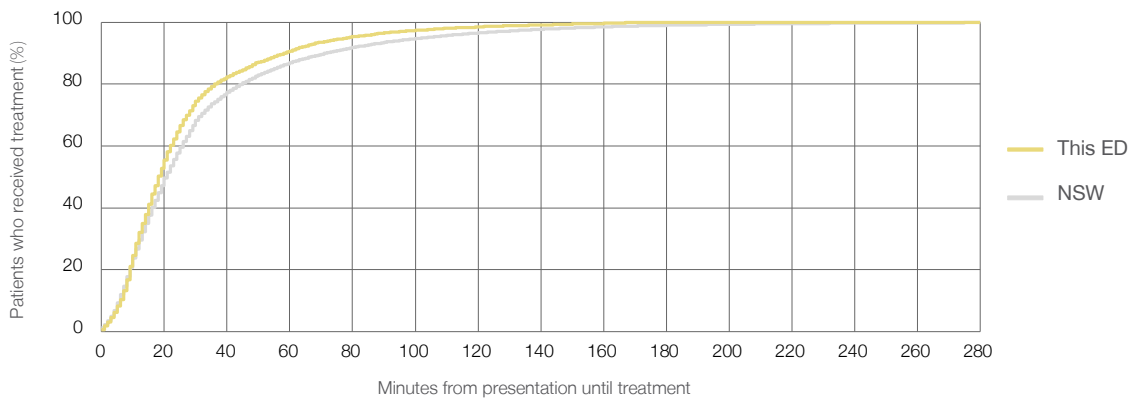
Number of triage 3 patients used to calculate waiting time:³ 3,997

Median time to start treatment⁴ 18 minutes

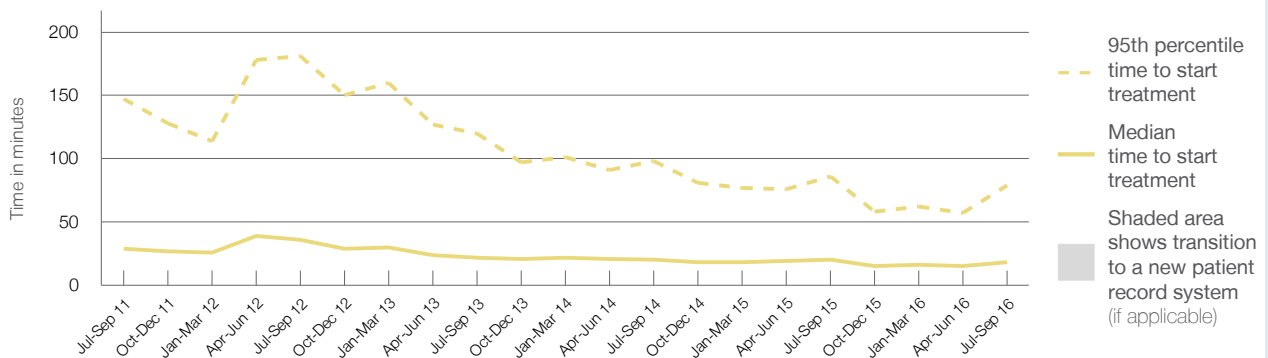
95th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
3,979	3,912
20 minutes	21 minutes
86 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	36	22	20	20	18
95th percentile time to start treatment ⁵ (minutes)	147	181	120	98	86	79

(†) 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.

Canterbury 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: 4,966

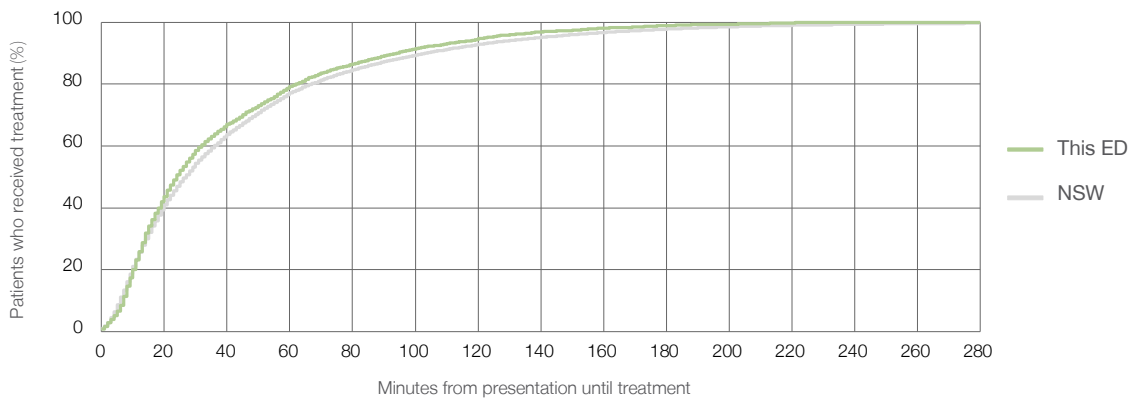
Number of triage 4 patients used to calculate waiting time:³ 4,609

Median time to start treatment⁴ 24 minutes

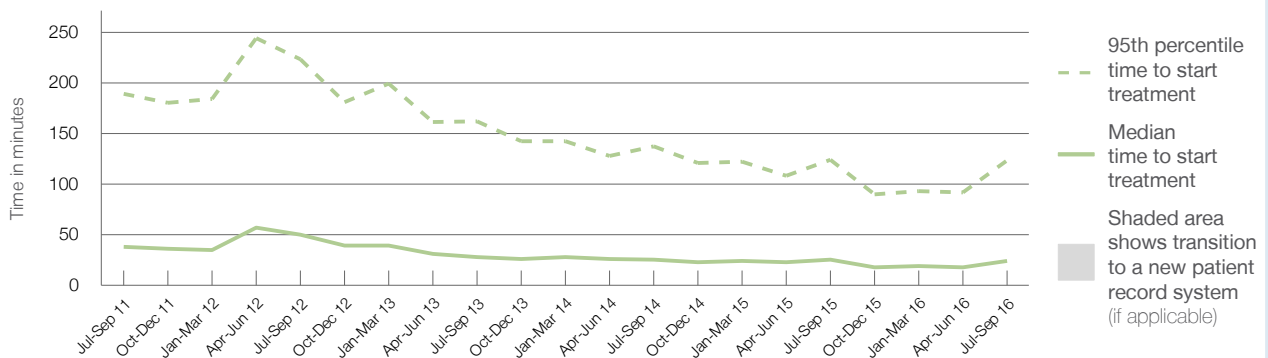
95th percentile time to start treatment⁵ 123 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,875	4,582
Median time to start treatment ⁴	25 minutes	27 minutes
95th percentile time to start treatment ⁵	124 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	50	28	25	25	24
95th percentile time to start treatment ⁵ (minutes)	189	223	162	137	124	123

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Canterbury 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: 1,049

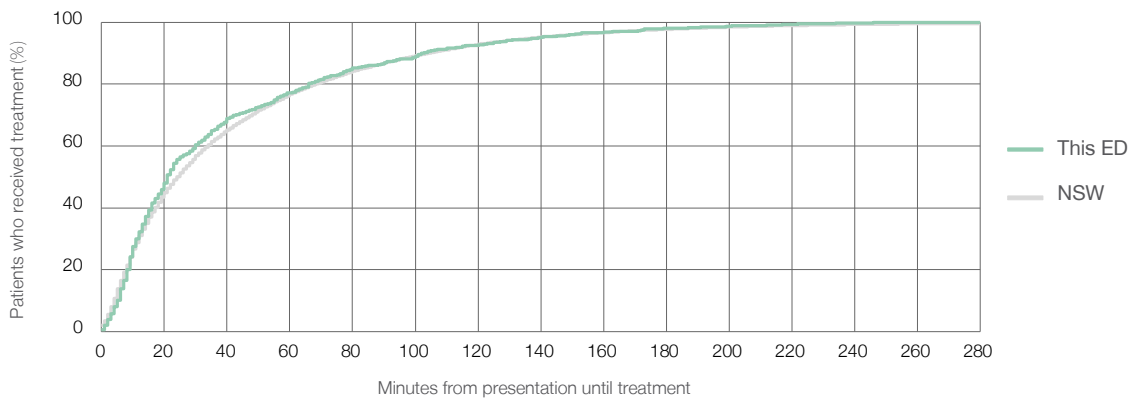
Number of triage 5 patients used to calculate waiting time:³ 807

Median time to start treatment⁴ 21 minutes

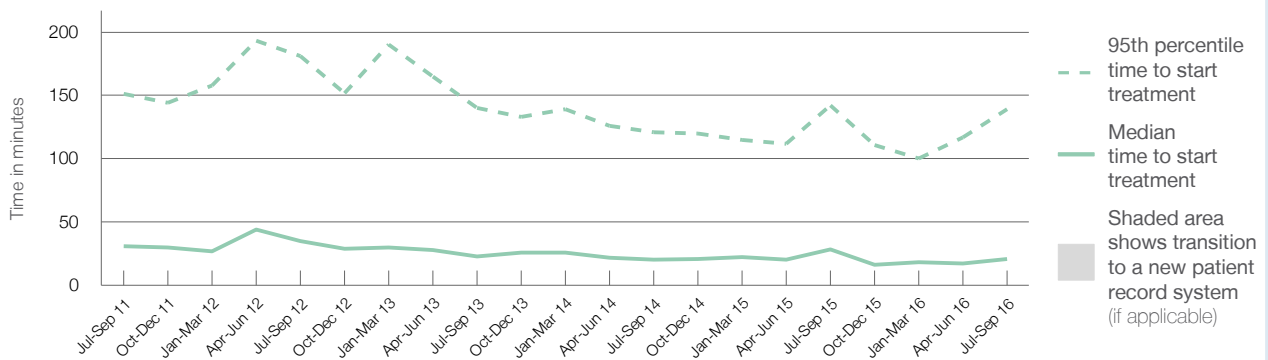
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
766	602
29 minutes	24 minutes
142 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	35	23	20	29	21
95th percentile time to start treatment ⁵ (minutes)	151	181	140	121	142	139

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

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Canterbury Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,232 patients

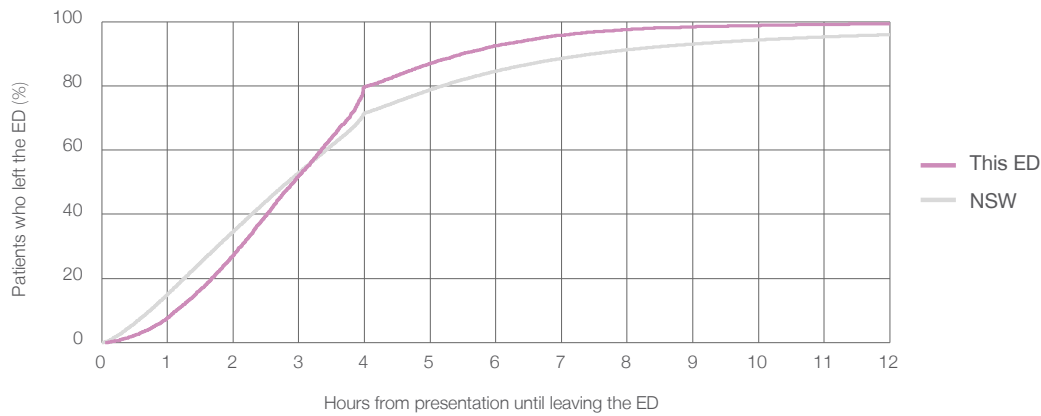
Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

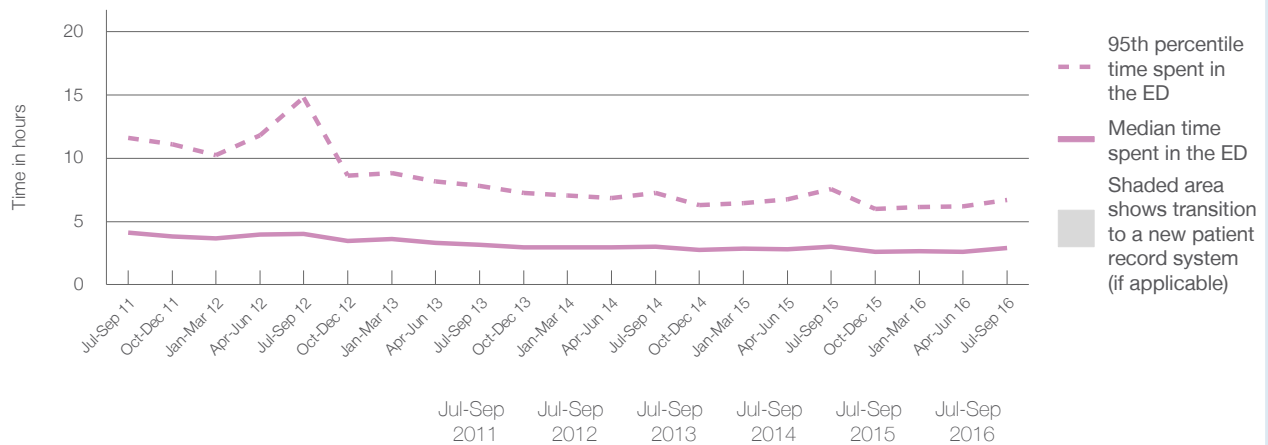
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
11,112	11,112
3 hours and 0 minutes	2 hours and 50 minutes
7 hours and 34 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 36m	14h 46m	7h 49m	7h 15m	7h 34m	6h 43m

(†) 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.

Canterbury Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

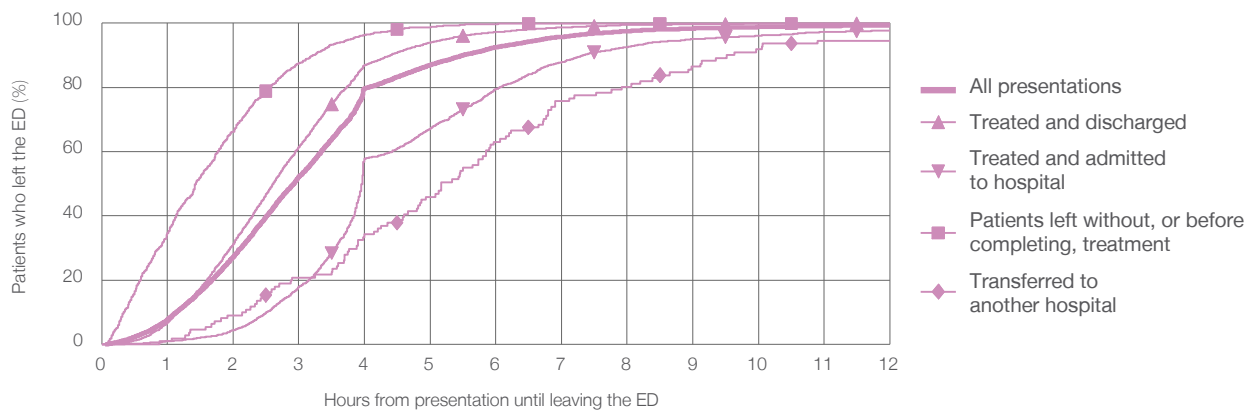
All presentations:¹ 11,232 patients

Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Treated and discharged	7,208 (64.2%)
Treated and admitted to hospital	2,911 (25.9%)
Patient left without, or before completing, treatment	984 (8.8%)
Transferred to another hospital	111 (1.0%)
Other	18 (0.2%)

Same period last year	Change since one year ago
11,112	1.0%
7,079	1.8%
2,938	-0.9%
948	3.8%
133	-16.5%
14	28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	31.4%	61.5%	87.0%	97.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	4.4%	18.0%	57.7%	79.6%	92.6%	96.2%	97.6%
Patient left without, or before completing, treatment	34.8%	66.3%	87.6%	96.3%	99.7%	99.9%	99.9%	99.9%
Transferred to another hospital	0.9%	9.0%	20.7%	34.2%	63.1%	80.2%	91.9%	94.6%
All presentations	7.8%	27.3%	52.1%	79.7%	92.6%	97.5%	98.8%	99.3%

(†) 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.

Canterbury 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: ¹ 11,232 patients

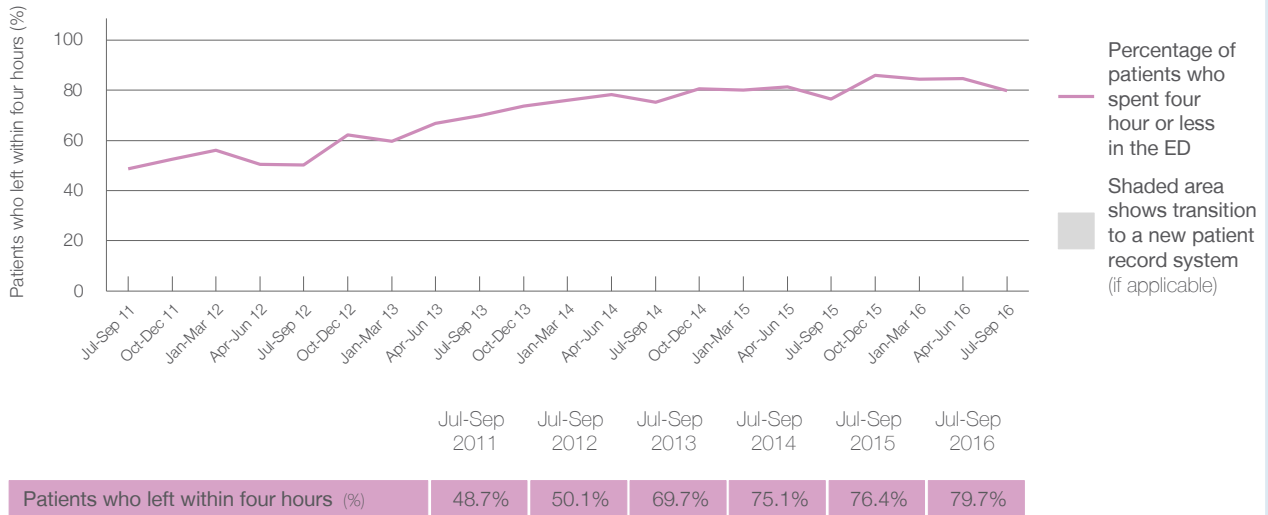
Presentations used to calculate time to leaving the ED: ⁶ 11,227 patients

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	11,112	1.1%
Presentations used to calculate time to leaving the ED	11,112	1.0%
Percentage of patients who spent four hours or less in the ED	76.4%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, 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).

Concord Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,602 patients
 Emergency presentations:² 9,566 patients

Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%

Concord Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,082 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,348 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,714 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,027	
9 minutes	8 minutes
21 minutes	41 minutes
3,294	
26 minutes	21 minutes
107 minutes	103 minutes
4,737	
34 minutes	27 minutes
156 minutes	139 minutes
341	
27 minutes	24 minutes
151 minutes	138 minutes

Concord Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,599 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
9,500	1.0%
67.0%	

* 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.

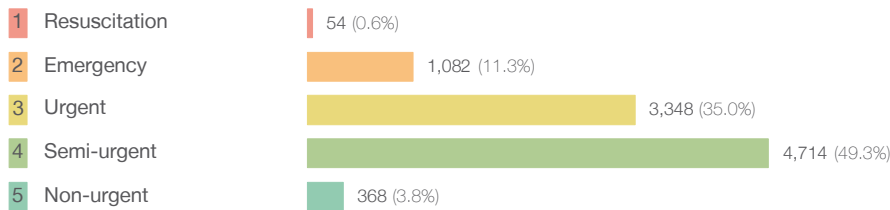
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Concord Hospital: Patients presenting to the emergency department July to September 2016

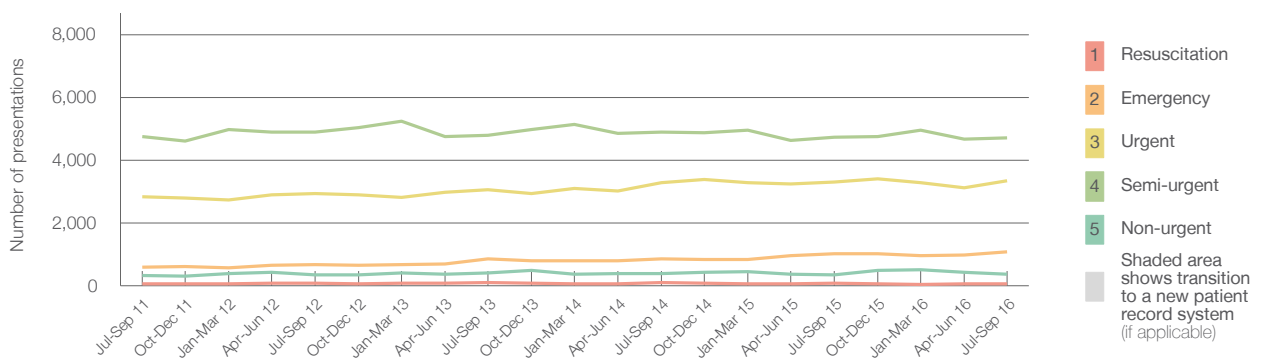
All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,566 patients



Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%
80	-32.5%
1,027	5.4%
3,294	1.6%
4,737	-0.5%
341	7.9%

Emergency presentations² 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	60	84	93	91	80	54
Emergency	586	662	859	861	1,027	1,082
Urgent	2,843	2,938	3,052	3,275	3,294	3,348
Semi-urgent	4,746	4,903	4,783	4,886	4,737	4,714
Non-urgent	322	343	407	376	341	368
All emergency presentations	8,557	8,930	9,194	9,489	9,479	9,566

Concord Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,327 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,339	
13 minutes	-2 minutes
36 minutes	-14 minutes

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(‡) 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.

Concord 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: 1,082

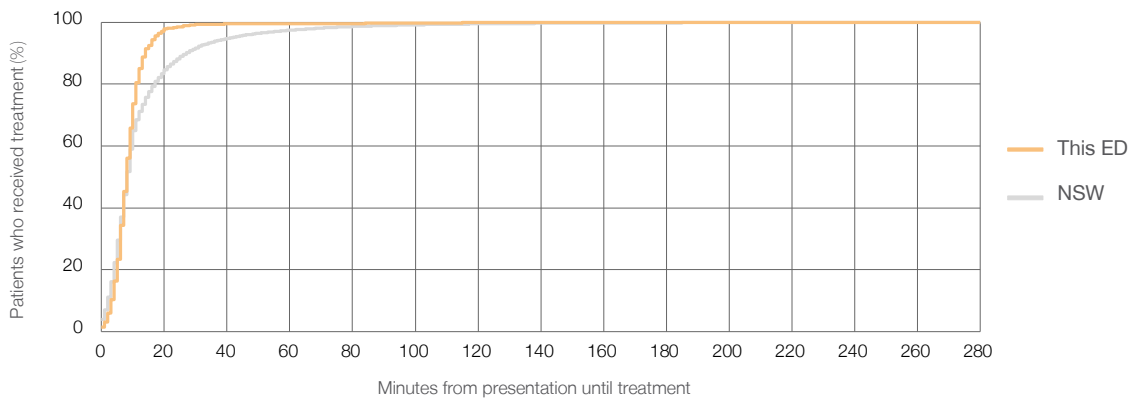
Number of triage 2 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 8 minutes

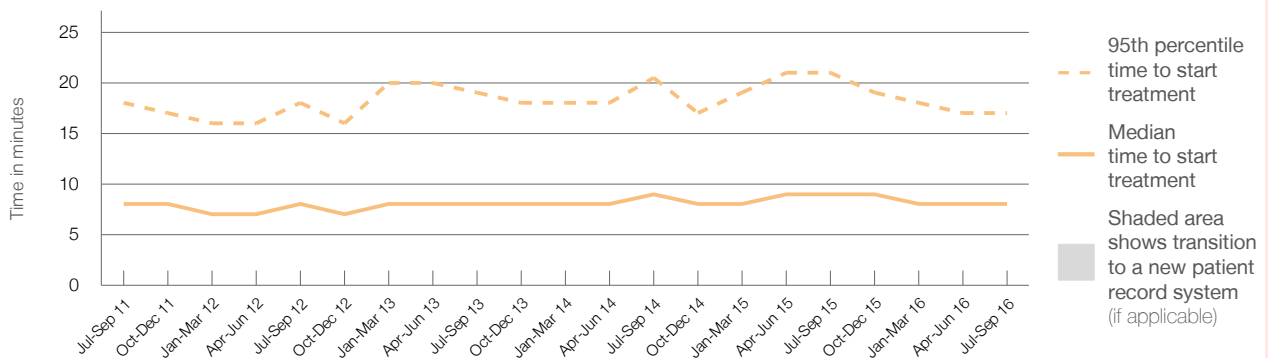
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,027	1,026
9 minutes	8 minutes
21 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	9	9	8
95th percentile time to start treatment ⁵ (minutes)	18	18	19	21	21	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.

Concord 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: 3,348

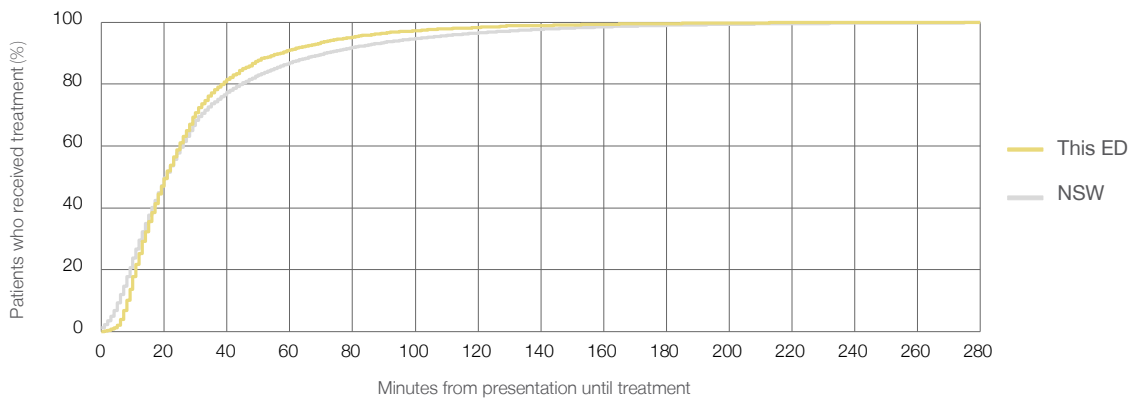
Number of triage 3 patients used to calculate waiting time:³ 3,276

Median time to start treatment⁴ 21 minutes

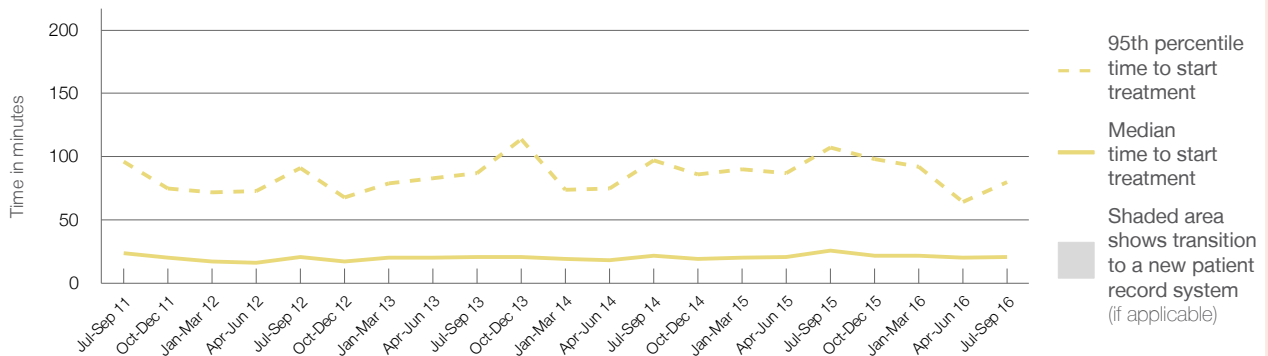
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
3,294	3,239
26 minutes	21 minutes
107 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	21	22	26	21
95th percentile time to start treatment ⁵ (minutes)	96	91	87	97	107	80

(†) 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.

Concord 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: 4,714

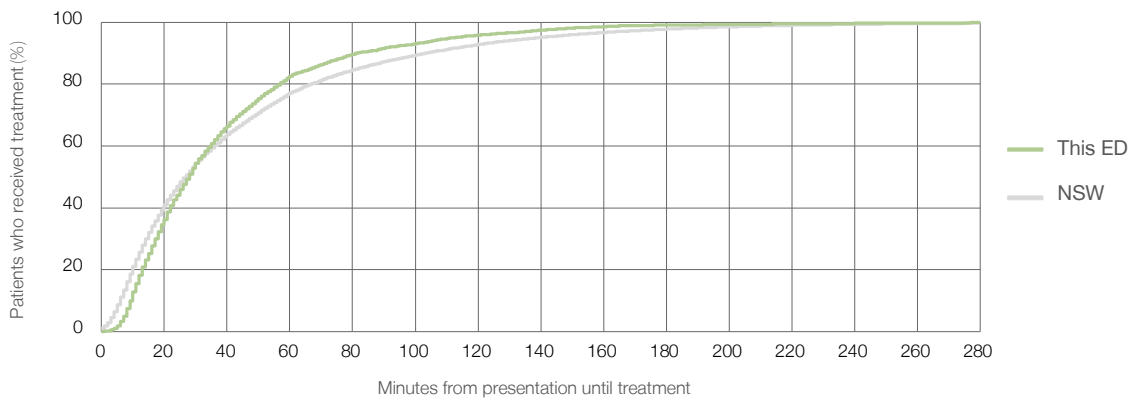
Number of triage 4 patients used to calculate waiting time:³ 4,454

Median time to start treatment⁴ 28 minutes

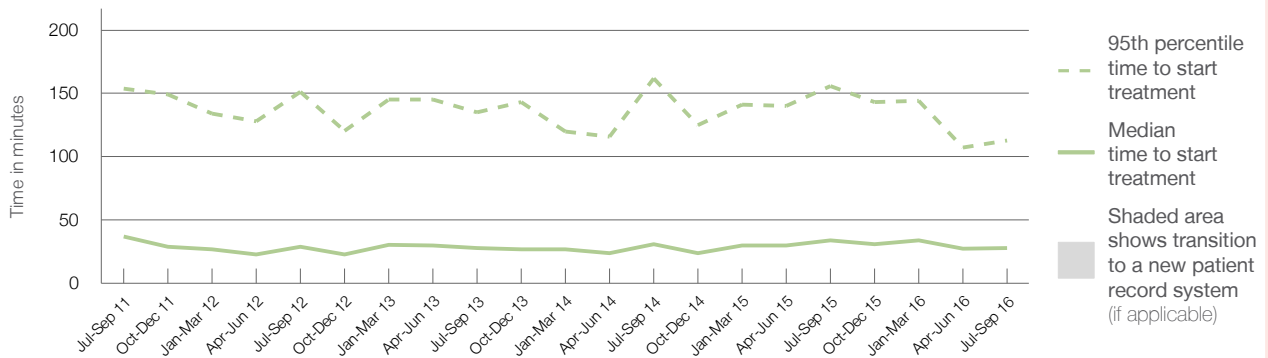
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,737	4,526
34 minutes	27 minutes
156 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	28	31	34	28
95th percentile time to start treatment ⁵ (minutes)	154	151	135	162	156	113

(†) 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.

Concord 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: 368

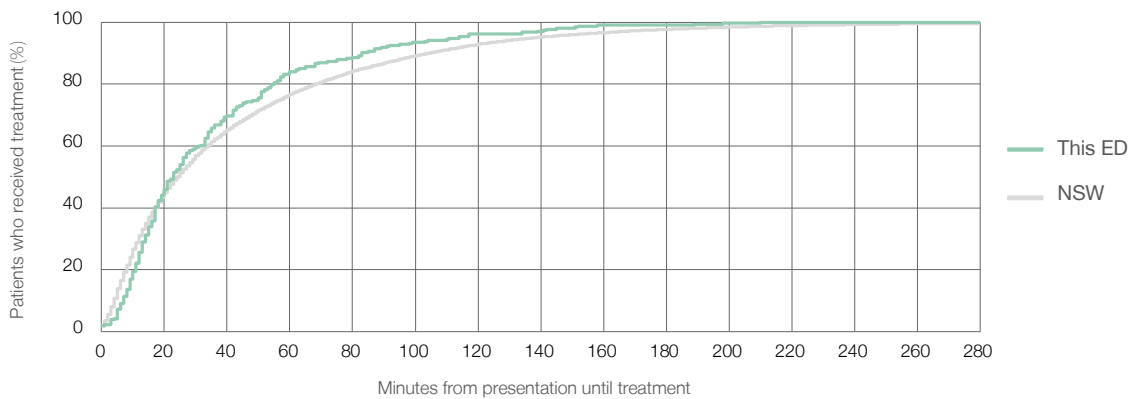
Number of triage 5 patients used to calculate waiting time:³ 307

Median time to start treatment⁴ 23 minutes

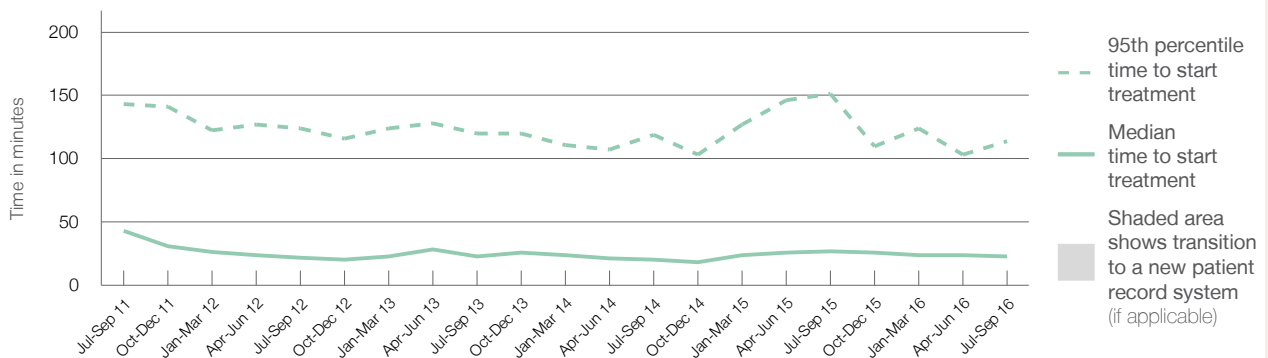
95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
341	
301	
27 minutes	24 minutes
151 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	22	23	20	27	23
95th percentile time to start treatment ⁵ (minutes)	143	124	120	119	151	114

(†) 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.

Concord Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 9,602 patients

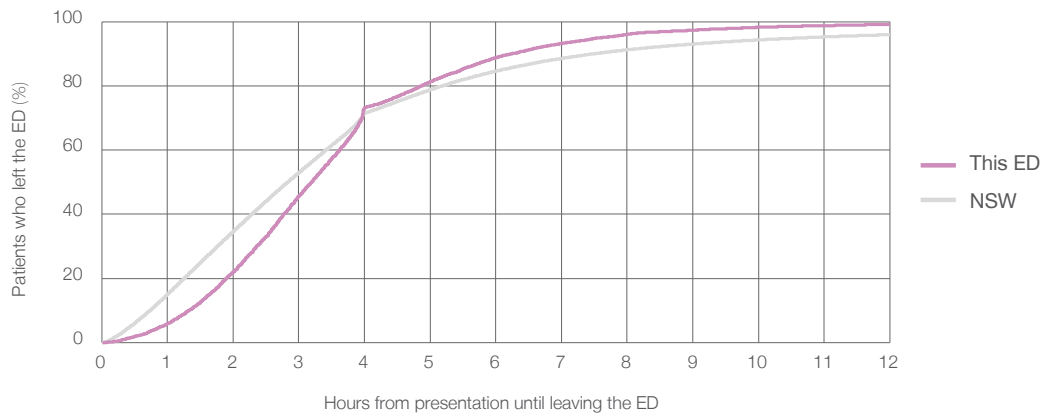
Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

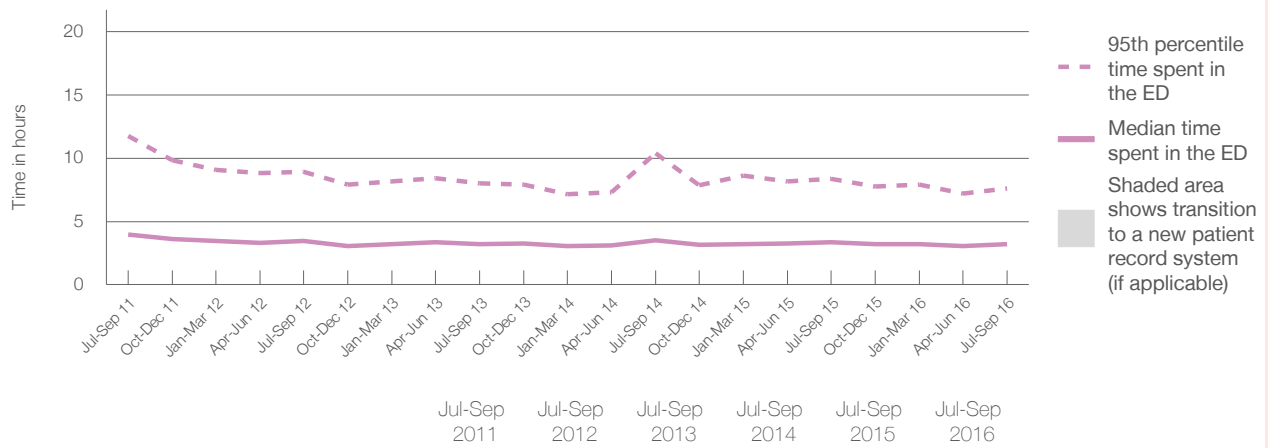
95th percentile time spent in the ED⁹ 7 hours and 36 minutes

Same period last year	NSW (this period)
9,502	
9,500	
3 hours and 23 minutes	2 hours and 50 minutes
8 hours and 24 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 45m	8h 55m	8h 0m	10h 24m	8h 24m	7h 36m

(†) 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.

Concord Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

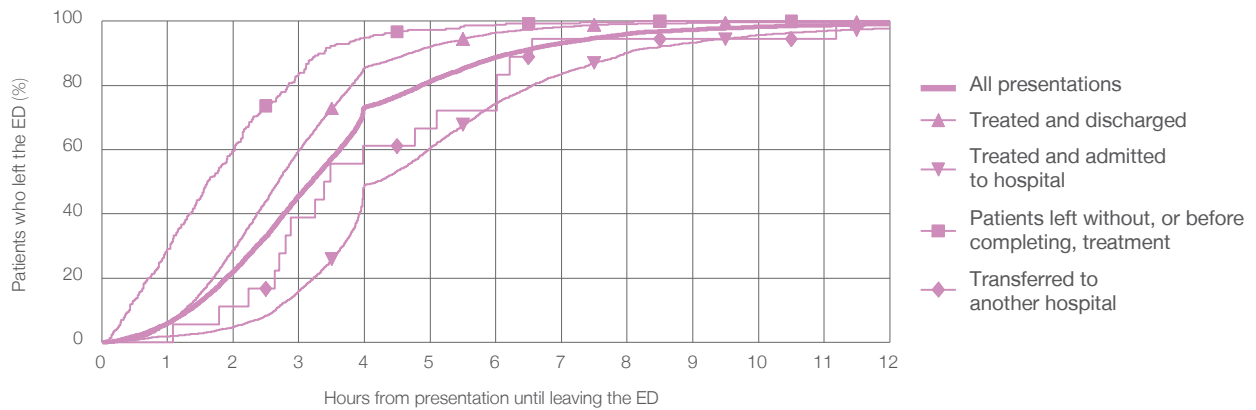
All presentations:¹ 9,602 patients

Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Treated and discharged	5,831 (60.7%)
Treated and admitted to hospital	3,321 (34.6%)
Patient left without, or before completing, treatment	300 (3.1%)
Transferred to another hospital	18 (0.2%)
Other	132 (1.4%)

Same period last year	Change since one year ago
9,500	1.0%
5,923	-1.6%
3,216	3.3%
280	7.1%
17	5.9%
66	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	28.8%	59.9%	85.6%	96.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.9%	4.7%	16.0%	49.0%	74.4%	90.2%	95.7%	97.8%
Patient left without, or before completing, treatment	29.0%	59.7%	83.7%	95.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	0%	11.1%	38.9%	61.1%	72.2%	94.4%	94.4%	100%
All presentations	5.9%	22.1%	45.7%	73.2%	88.8%	96.1%	98.2%	99.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

Concord 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: ¹ 9,602 patients

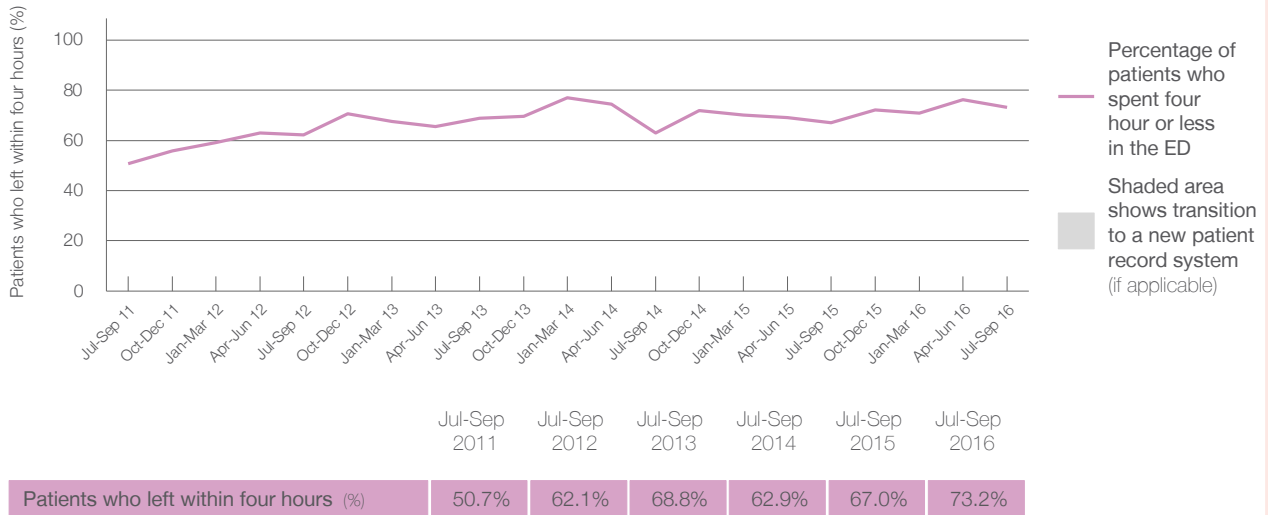
Presentations used to calculate time to leaving the ED: ⁶ 9,599 patients

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	9,502	1.1%
Presentations used to calculate time to leaving the ED	9,500	1.0%
Percentage of patients who spent four hours or less in the ED	67.0%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, 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 Prince Alfred Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,419 patients

Emergency presentations:² 17,889 patients

Same period last year	Change since one year ago
18,190	1.3%
17,670	1.2%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,744 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,519 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 101 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,010 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 490 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
3,301	
13 minutes	8 minutes
41 minutes	41 minutes
8,167	
27 minutes	21 minutes
117 minutes	103 minutes
5,280	
34 minutes	27 minutes
157 minutes	139 minutes
820	
43 minutes	24 minutes
170 minutes	138 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,419 patients

Percentage of patients who spent four hours or less in the ED 65.2%

Same period last year	Change since one year ago
18,190	1.3%
61.9%	

* 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.

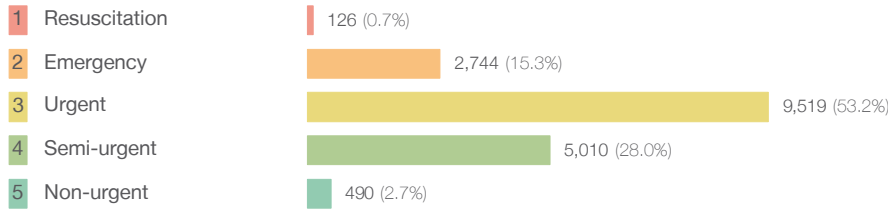
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2016

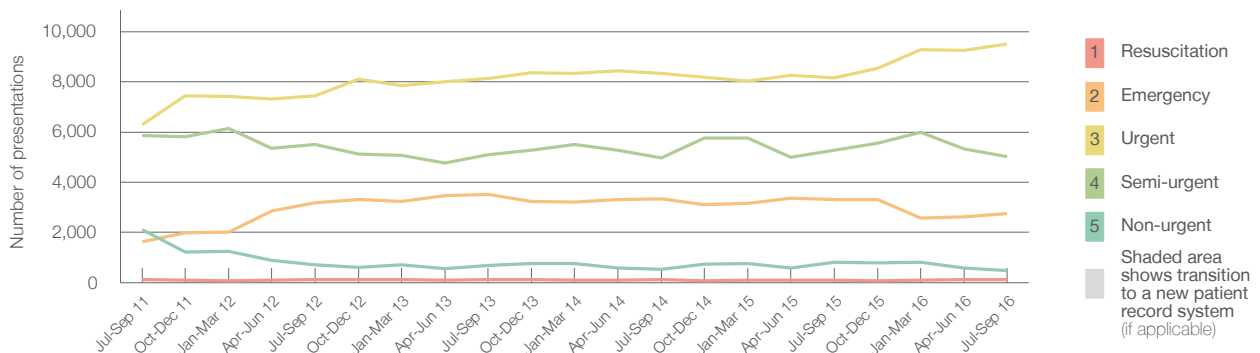
All presentations:¹ 18,419 patients

Emergency presentations² by triage category: 17,889 patients



Same period last year	Change since one year ago
18,190	1.3%
17,670	1.2%
102	23.5%
3,301	-16.9%
8,167	16.6%
5,280	-5.1%
820	-40.2%

Emergency presentations² 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	121	118	132	119	102	126
Emergency	1,635	3,172	3,519	3,338	3,301	2,744
Urgent	6,290	7,455	8,129	8,342	8,167	9,519
Semi-urgent	5,855	5,516	5,100	4,957	5,280	5,010
Non-urgent	2,113	713	687	532	820	490
All emergency presentations	16,014	16,974	17,567	17,288	17,670	17,889

Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,232 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,057	
18 minutes	-4 minutes
91 minutes	-59 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 Prince Alfred 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: 2,744

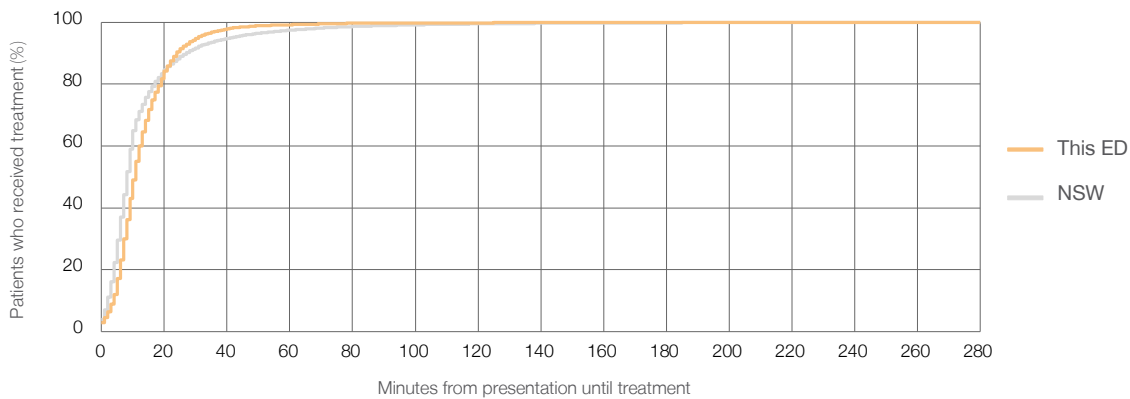
Number of triage 2 patients used to calculate waiting time:³ 2,737

Median time to start treatment⁴ 11 minutes

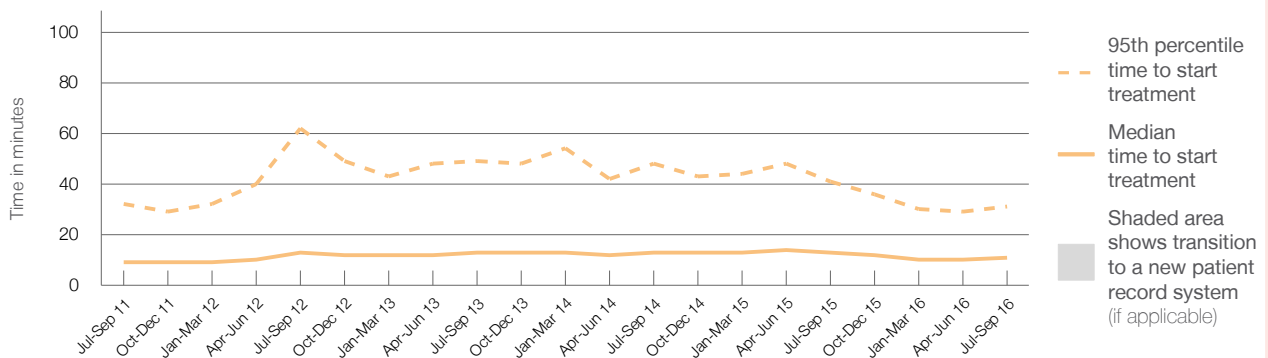
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
3,301	3,289
13 minutes	8 minutes
41 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	13	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	32	62	49	48	41	31

(†) 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 Prince Alfred 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: 9,519

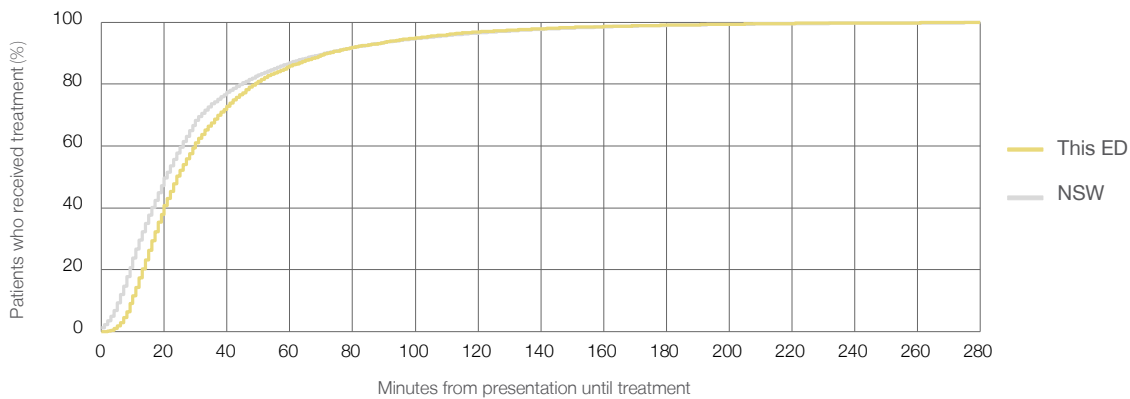
Number of triage 3 patients used to calculate waiting time:³ 9,361

Median time to start treatment⁴ 24 minutes

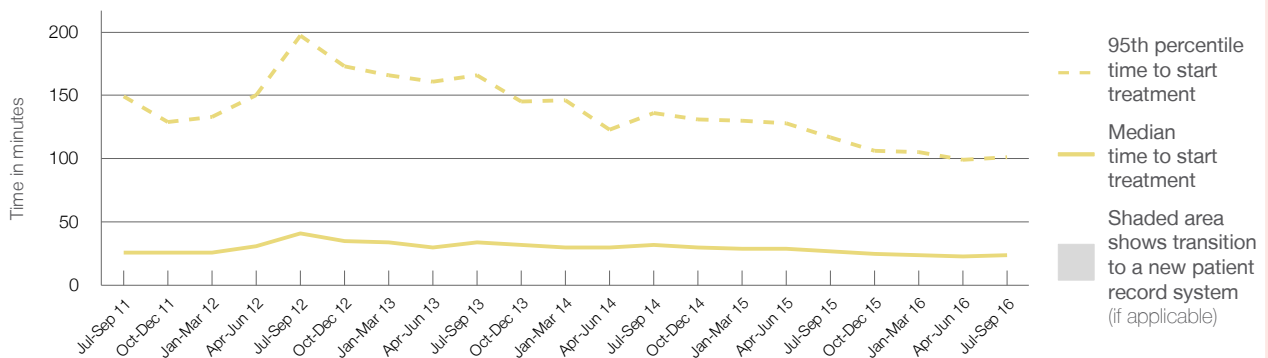
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
8,167	8,000
27 minutes	21 minutes
117 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	41	34	32	27	24
95th percentile time to start treatment ⁵ (minutes)	149	197	166	136	117	101

(†) 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 Prince Alfred 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: 5,010

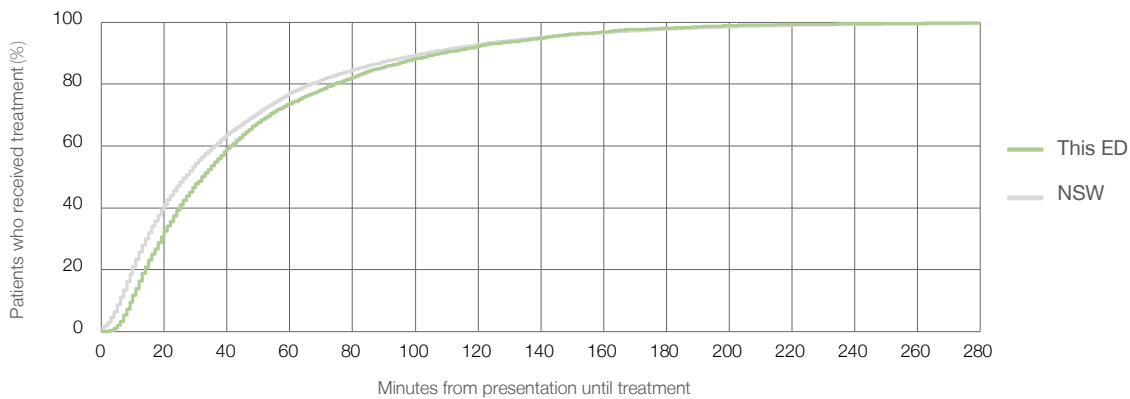
Number of triage 4 patients used to calculate waiting time:³ 4,754

Median time to start treatment⁴ 32 minutes

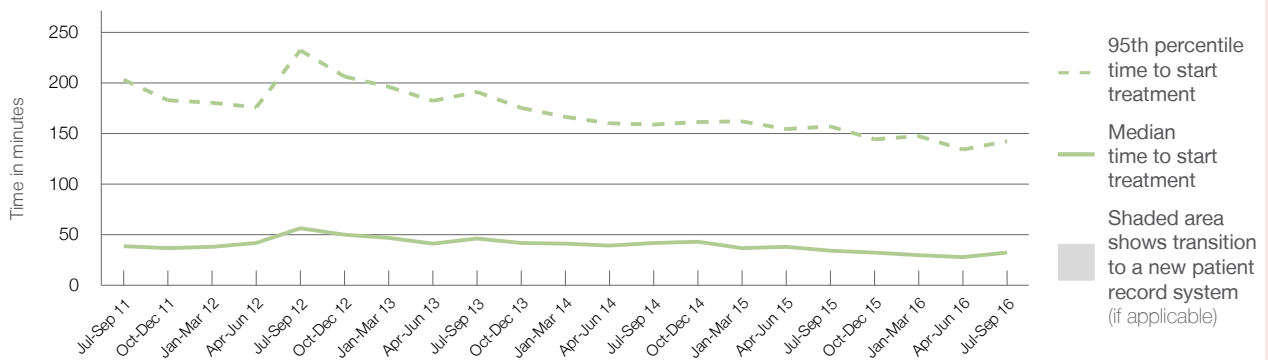
95th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
5,280	4,960
34 minutes	27 minutes
157 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	56	46	42	34	32
95th percentile time to start treatment ⁵ (minutes)	203	232	191	159	157	142

(†) 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 Prince Alfred 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: 490

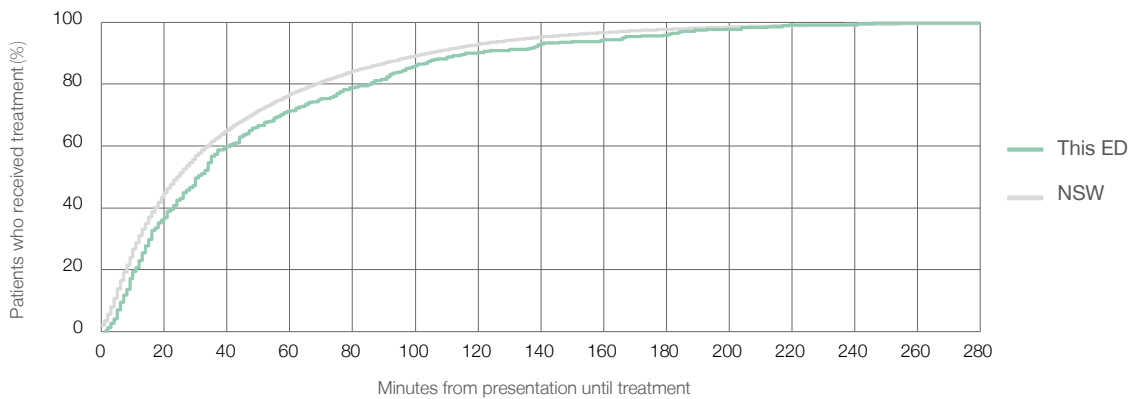
Number of triage 5 patients used to calculate waiting time:³ 339

Median time to start treatment⁴ 31 minutes

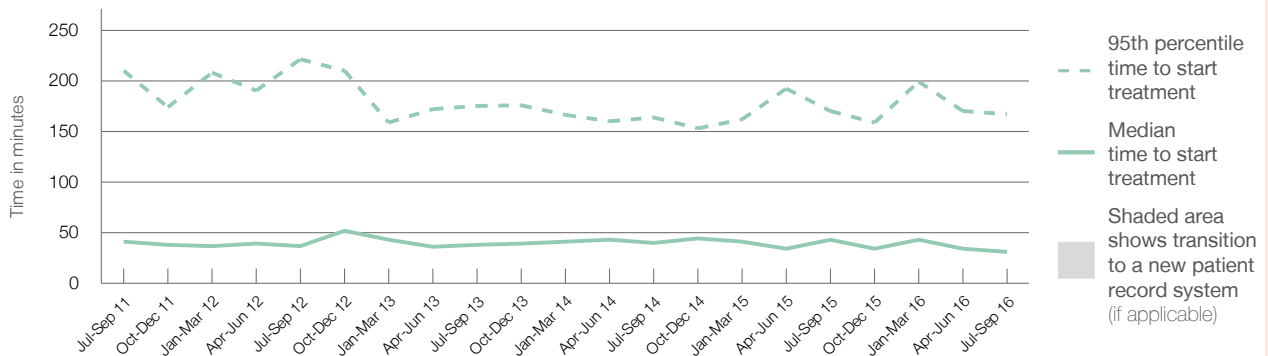
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
820	573
43 minutes	24 minutes
170 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	38	40	43	31
95th percentile time to start treatment ⁵ (minutes)	210	221	175	164	170	167

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Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 18,419 patients

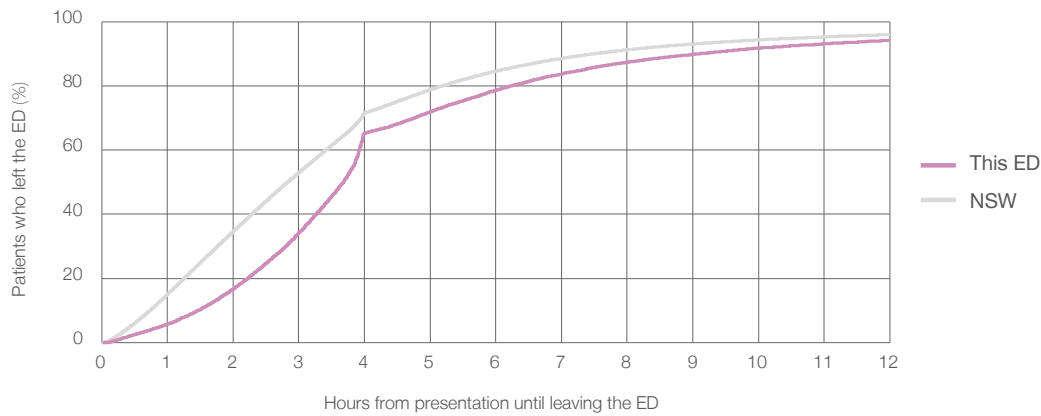
Presentations used to calculate time to leaving the ED:⁶ 18,419 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

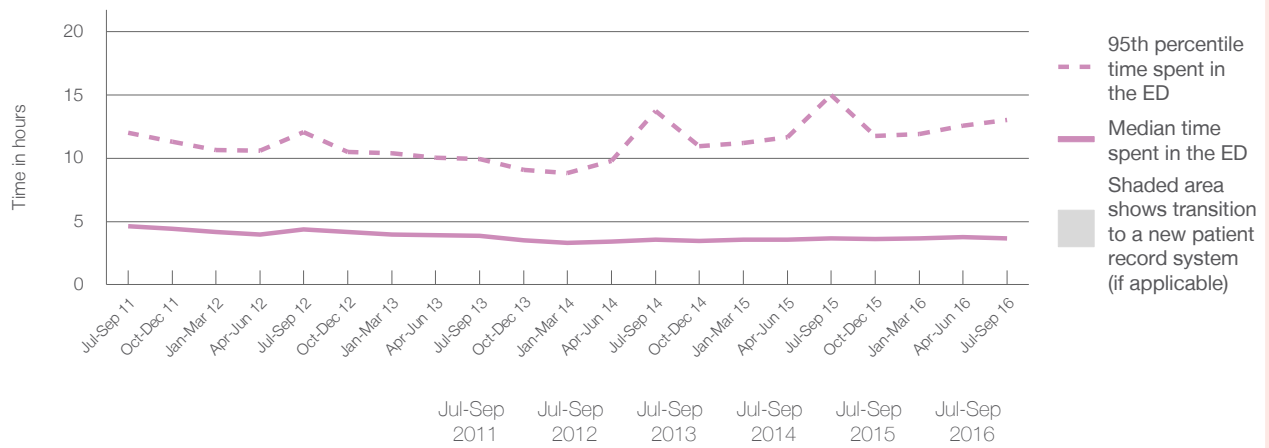
95th percentile time spent in the ED⁹ 13 hours and 0 minutes

Same period last year	NSW (this period)
18,190	18,190
3 hours and 39 minutes	2 hours and 50 minutes
14 hours and 58 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 59m	12h 4m	9h 56m	13h 44m	14h 58m	13h 0m

(†) 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 Prince Alfred Hospital: Time patients spent in the ED By mode of separation July to September 2016

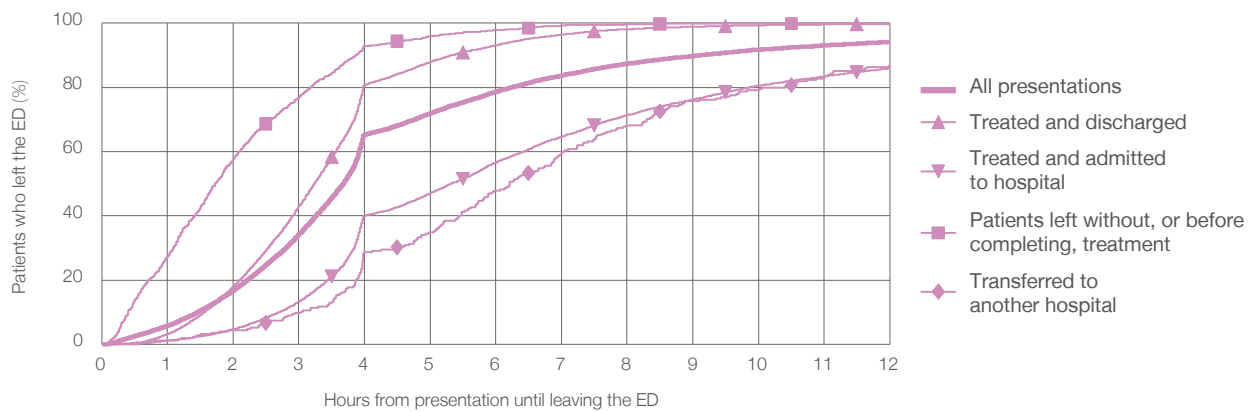
All presentations:¹ 18,419 patients

Presentations used to calculate time to leaving the ED:⁶ 18,419 patients

Treated and discharged	9,413 (51.1%)
Treated and admitted to hospital	7,218 (39.2%)
Patient left without, or before completing, treatment	1,115 (6.1%)
Transferred to another hospital	255 (1.4%)
Other	418 (2.3%)

Same period last year	Change since one year ago
18,190	1.3%
9,433	-0.2%
6,726	7.3%
1,309	-14.8%
339	-24.8%
383	9.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.2%	18.0%	43.1%	80.8%	93.1%	98.2%	99.4%	99.7%
Treated and admitted to hospital	1.1%	4.7%	13.2%	40.0%	56.6%	71.4%	80.5%	86.0%
Patient left without, or before completing, treatment	27.4%	57.8%	76.9%	92.8%	97.8%	99.6%	99.9%	99.9%
Transferred to another hospital	1.2%	4.3%	9.8%	28.6%	47.8%	68.2%	79.2%	86.7%
All presentations	5.8%	16.8%	34.2%	65.2%	78.6%	87.4%	91.8%	94.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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 Prince Alfred 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: ¹ 18,419 patients

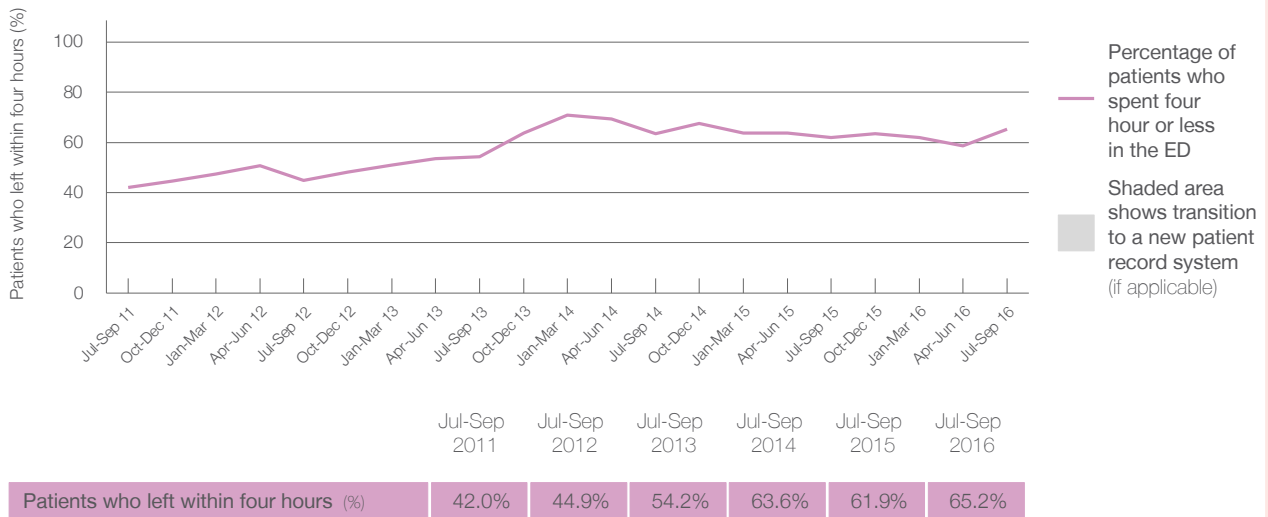
Presentations used to calculate time to leaving the ED: ⁶ 18,419 patients

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	18,190	1.3%
Presentations used to calculate time to leaving the ED	18,190	1.3%
Percentage of patients who spent four hours or less in the ED	61.9%	

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



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

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

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

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- 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).