

Healthcare Quarterly

# Emergency department

Sydney Local Health District  
Performance Profiles

April to June 2018

## Canterbury Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 10,949 patients



Emergency presentations:<sup>2</sup> 10,884 patients

Same period last year	Change since one year ago
10,861	1%
10,831	0%



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

April to June 2018


**Triage 2** Emergency (e.g. chest pain, severe burns): 1,090 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,189 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,586 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 978 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
1,154	
8 minutes	8 minutes
17 minutes	24 minutes
4,074	
19 minutes	19 minutes
63 minutes	63 minutes
4,533	
23 minutes	24 minutes
91 minutes	95 minutes
1,041	
22 minutes	21 minutes
107 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,947 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
10,858	1%
79%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

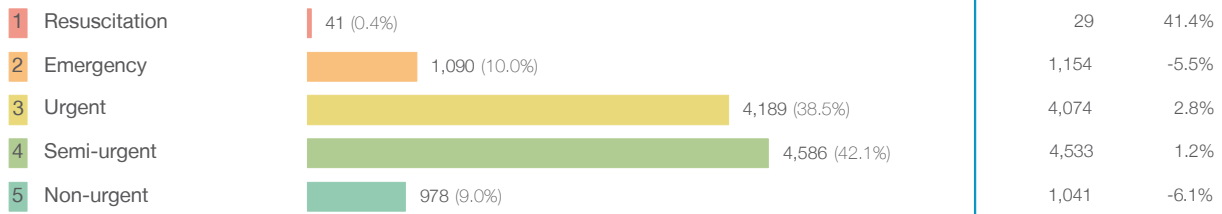
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Canterbury Hospital: Patients presenting to the emergency department

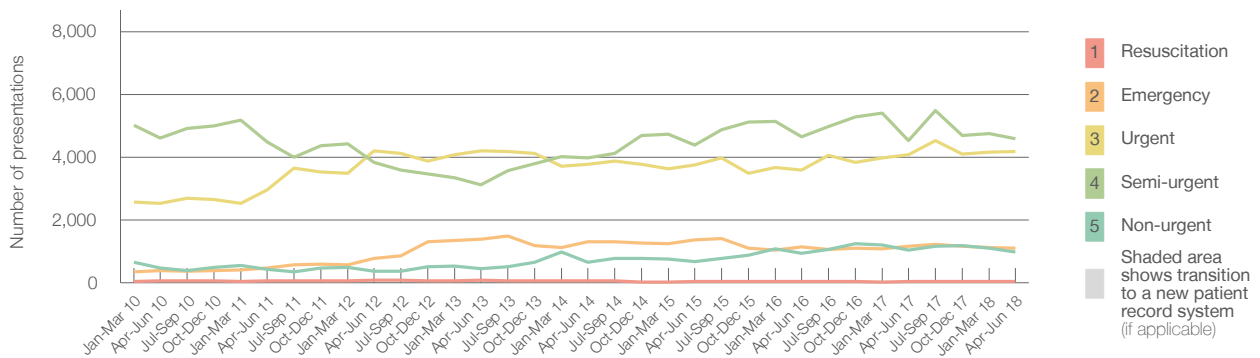
April to June 2018

All presentations:<sup>1</sup> 10,949 patients

Emergency presentations<sup>2</sup> by triage category: 10,884 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



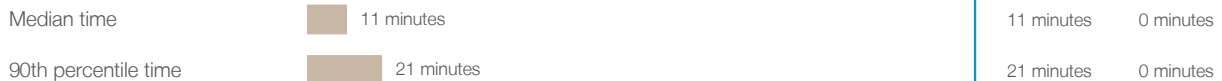
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	58	50	74	73	49	29	28	29	41
Emergency	376	463	769	1,379	1,296	1,366	1,139	1,154	1,090
Urgent	2,518	2,952	4,202	4,206	3,770	3,761	3,581	4,074	4,189
Semi-urgent	4,608	4,477	3,832	3,122	3,983	4,374	4,659	4,533	4,586
Non-urgent	474	434	357	439	651	680	930	1,041	978
All emergency presentations	8,034	8,376	9,234	9,219	9,749	10,210	10,337	10,831	10,884

## Canterbury Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,979 patients

ED Transfer of care time



(†) 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

April to June 2018

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

Number of triage 2 patients: 1,090

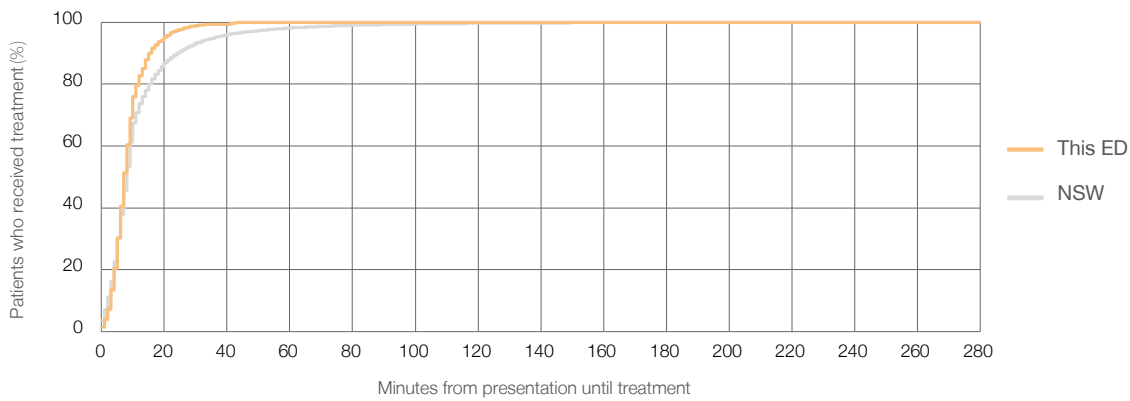
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,088

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

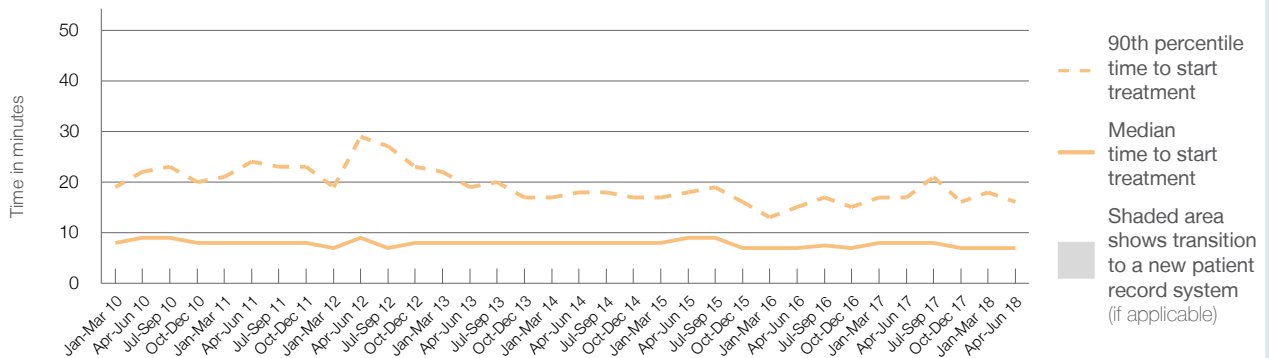
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
1,154	1,154
8 minutes	8 minutes
17 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	8	9	8	8	9	7	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	22	24	29	19	18	18	15	17	16

(†) 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

April to June 2018

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

Number of triage 3 patients: 4,189

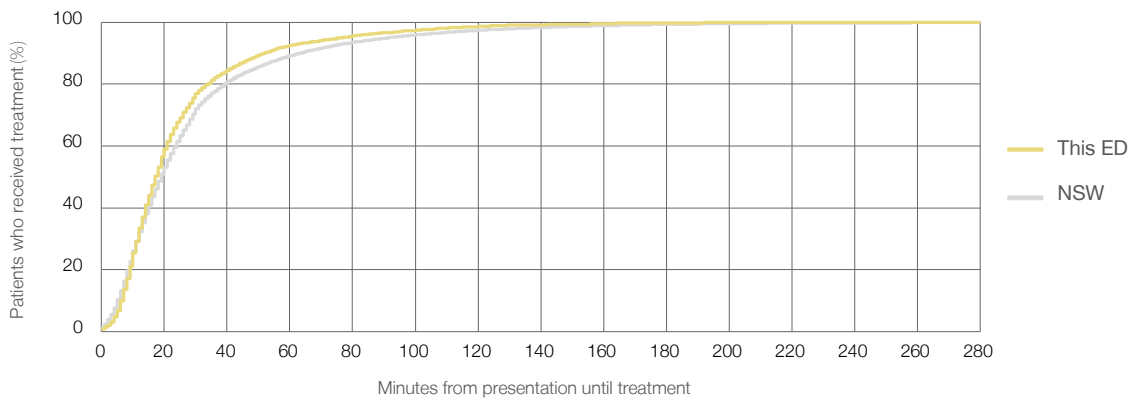
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,130

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

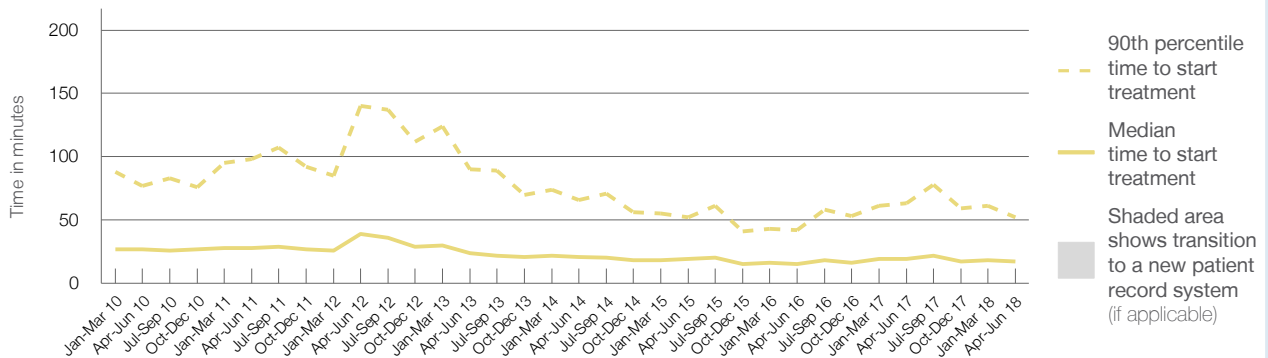
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
4,074	3,990
19 minutes	19 minutes
63 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	27	28	39	24	21	19	15	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	77	98	140	90	66	52	42	63	52

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## Canterbury Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 4,586

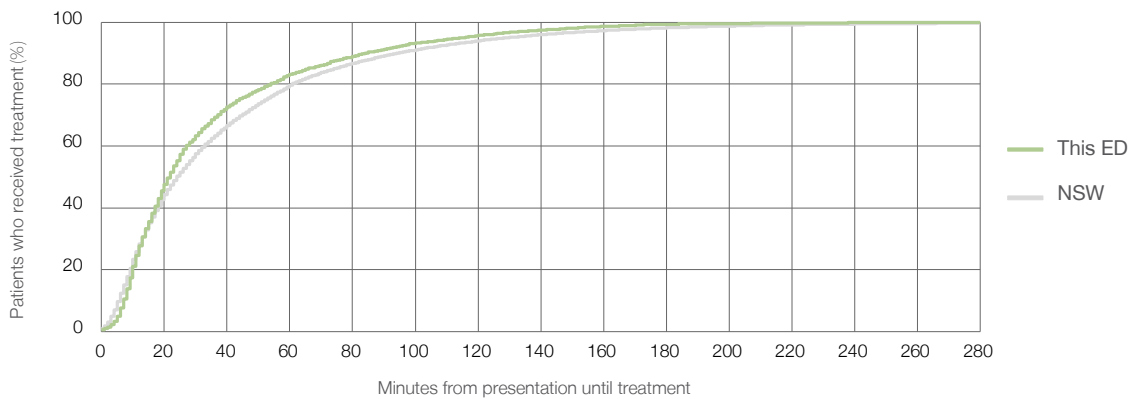
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,345

Median time to start treatment<sup>4</sup>  22 minutes

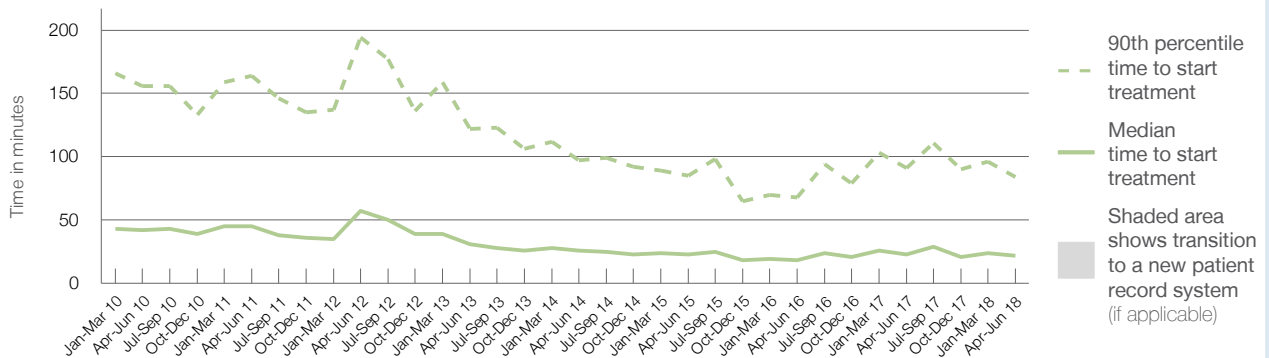
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
4,533	4,266
23 minutes	24 minutes
91 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	42	45	57	31	26	23	18	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	156	164	194	122	97	85	68	91	84

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## Canterbury Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 978

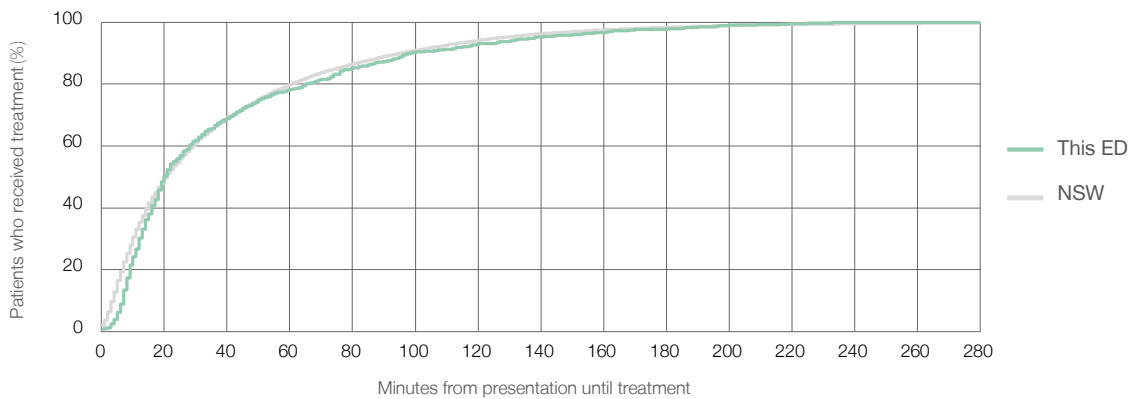
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 815

Median time to start treatment<sup>4</sup>  20 minutes

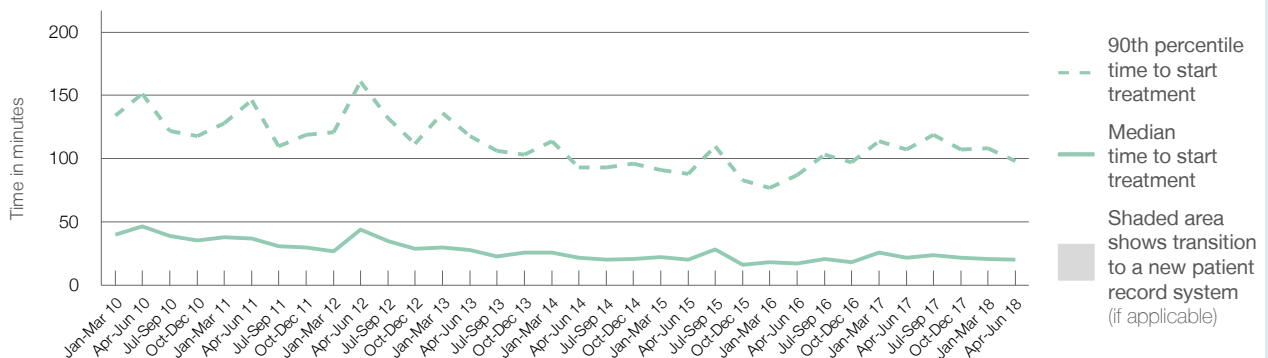
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
1,041	
848	
22 minutes	21 minutes
107 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	47	37	44	28	22	20	17	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	151	146	161	118	93	88	87	107	98

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## Canterbury Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 10,949 patients

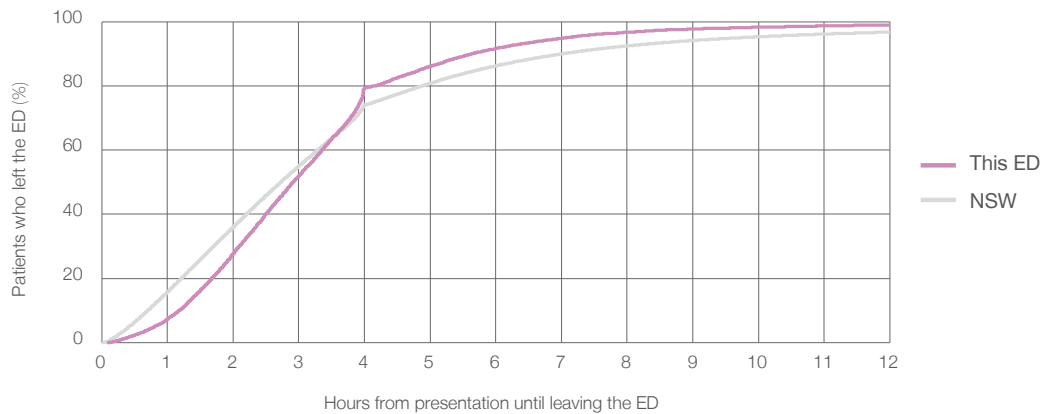
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,947 patients

Median time spent in the ED<sup>8</sup> 2 hours and 55 minutes

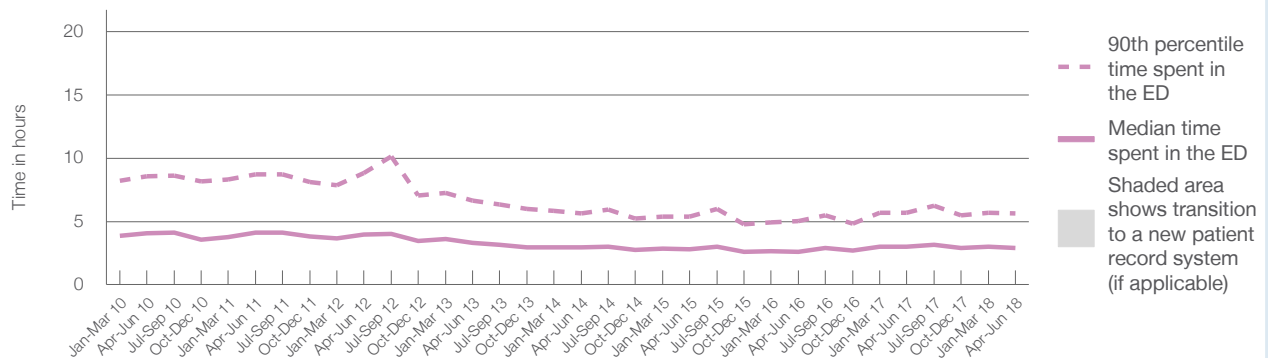
90th percentile time spent in the ED<sup>9</sup> 5 hours and 39 minutes

Same period last year	NSW (this period)
10,861	10,858
3 hours and 1 minutes	2 hours and 44 minutes
5 hours and 41 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 5m	4h 8m	3h 59m	3h 18m	2h 56m	2h 48m	2h 37m	3h 1m	2h 55m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 35m	8h 44m	8h 49m	6h 38m	5h 38m	5h 23m	5h 1m	5h 41m	5h 39m

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**Canterbury Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

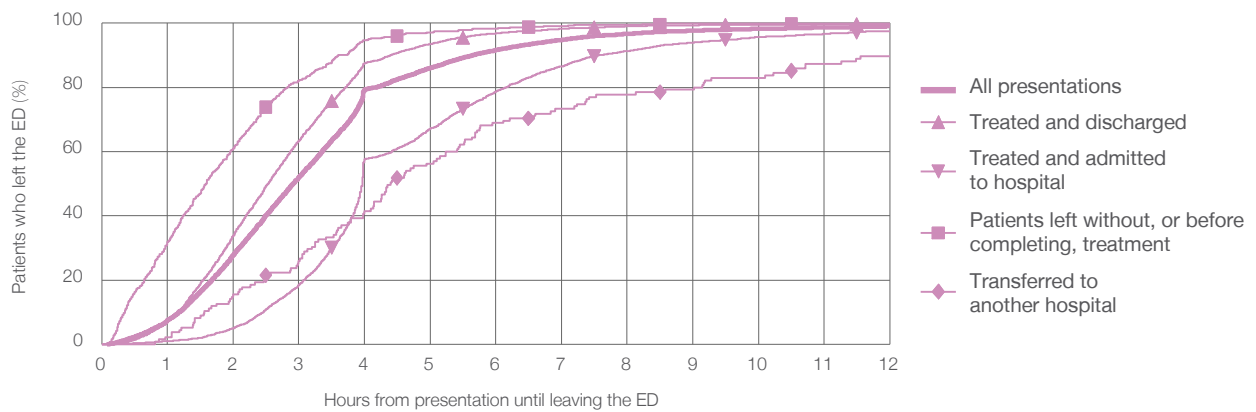
All presentations:<sup>1</sup> 10,949 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,947 patients

Treated and discharged	7,027 (64.2%)
Treated and admitted to hospital	3,009 (27.5%)
Patient left without, or before completing, treatment	735 (6.7%)
Transferred to another hospital	135 (1.2%)
Other	43 (0.4%)

Same period last year	Change since one year ago
10,858	1%
6,984	0.6%
2,886	4.3%
837	-12.2%
112	20.5%
42	2.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	7.3%	33.9%	63.4%	87.6%	96.9%	99.0%	99.5%	99.7%
Treated and admitted to hospital	1.0%	5.0%	18.6%	57.7%	78.8%	91.3%	95.7%	97.5%
Patient left without, or before completing, treatment	32.0%	61.1%	82.2%	94.7%	98.2%	99.6%	99.9%	99.9%
Transferred to another hospital	2.2%	15.6%	25.9%	41.5%	68.9%	77.8%	83.0%	89.6%
All presentations	7.5%	27.8%	52.0%	79.3%	91.7%	96.7%	98.3%	99.0%

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**Canterbury Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 10,949 patients

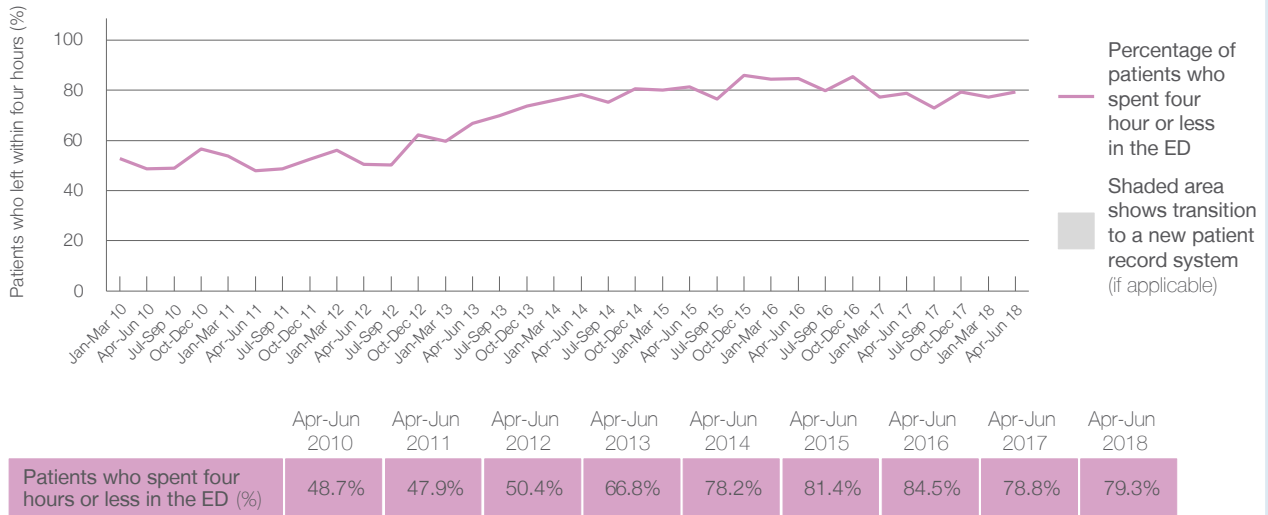
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,947 patients

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	10,861	1%
Presentations used to calculate time to leaving the ED	10,858	1%
Percentage of patients who spent four hours or less in the ED	78.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).









## Concord Repatriation General Hospital: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 9,793 patients	9,661	1%
Emergency presentations: <sup>2</sup> 9,757 patients	9,636	1%

## Concord Repatriation General Hospital: Time patients waited to start treatment <sup>3</sup>

April to June 2018

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 1,135 patients	1,173	
Median time to start treatment <sup>4</sup>  8 minutes	8 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  16 minutes	15 minutes	24 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 4,413 patients	4,090	
Median time to start treatment <sup>4</sup>  19 minutes	18 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup>  50 minutes	45 minutes	63 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 3,621 patients	3,905	
Median time to start treatment <sup>4</sup>  21 minutes	21 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup>  67 minutes	67 minutes	95 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 508 patients	411	
Median time to start treatment <sup>4</sup>  19 minutes	17 minutes	21 minutes
90th percentile time to start treatment <sup>5</sup>  72 minutes	75 minutes	96 minutes

## Concord Repatriation General Hospital: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,775 patients	9,660	1%
Percentage of patients who spent four hours or less in the ED  79%	76%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

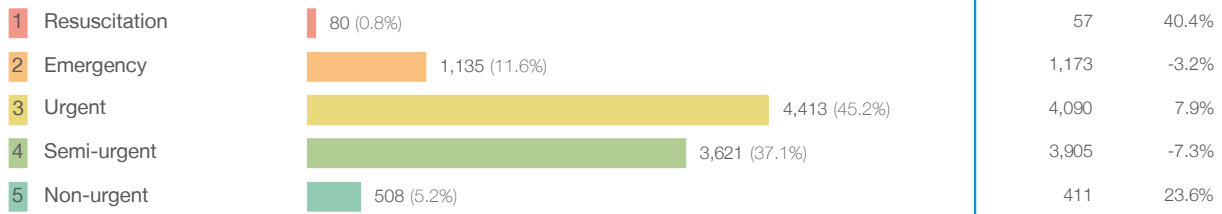
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Concord Repatriation General Hospital: Patients presenting to the emergency department

April to June 2018

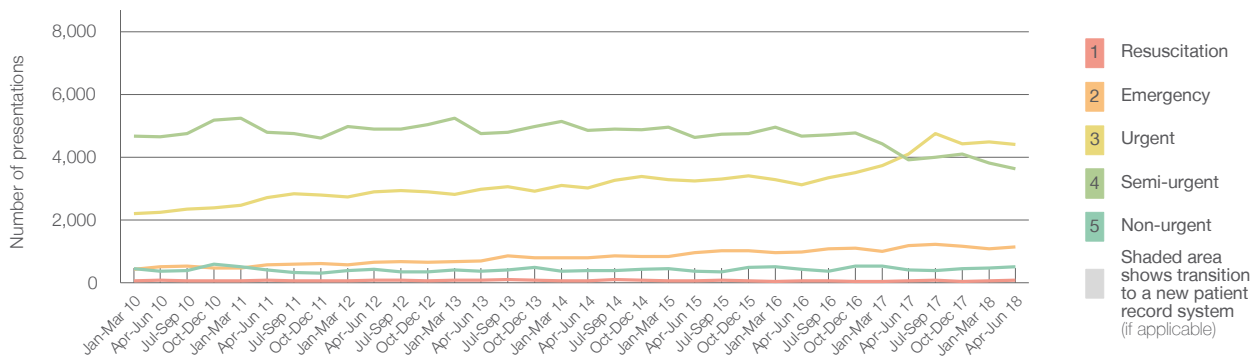
All presentations:<sup>1</sup> 9,793 patients

Emergency presentations<sup>2</sup> by triage category: 9,757 patients



	Same period last year	Change since one year ago
All presentations	9,661	1%
Emergency presentations	9,636	1%
Resuscitation	57	40.4%
Emergency	1,173	-3.2%
Urgent	4,090	7.9%
Semi-urgent	3,905	-7.3%
Non-urgent	411	23.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	70	77	78	87	50	63	51	57	80
Emergency	509	560	648	700	791	963	968	1,173	1,135
Urgent	2,238	2,709	2,904	2,979	3,018	3,234	3,123	4,090	4,413
Semi-urgent	4,643	4,801	4,890	4,755	4,855	4,631	4,674	3,905	3,621
Non-urgent	361	405	432	369	393	357	430	411	508
All emergency presentations	7,821	8,552	8,952	8,890	9,107	9,248	9,246	9,636	9,757

## Concord Repatriation General Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,286 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,259	
Median time	12 minutes	-1 minute
90th percentile time	21 minutes	-2 minutes

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

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## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 1,135

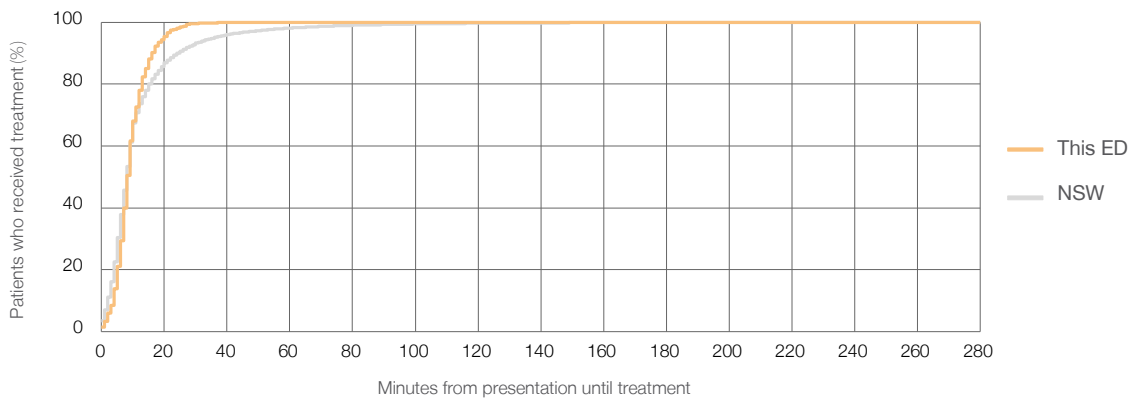
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,132

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

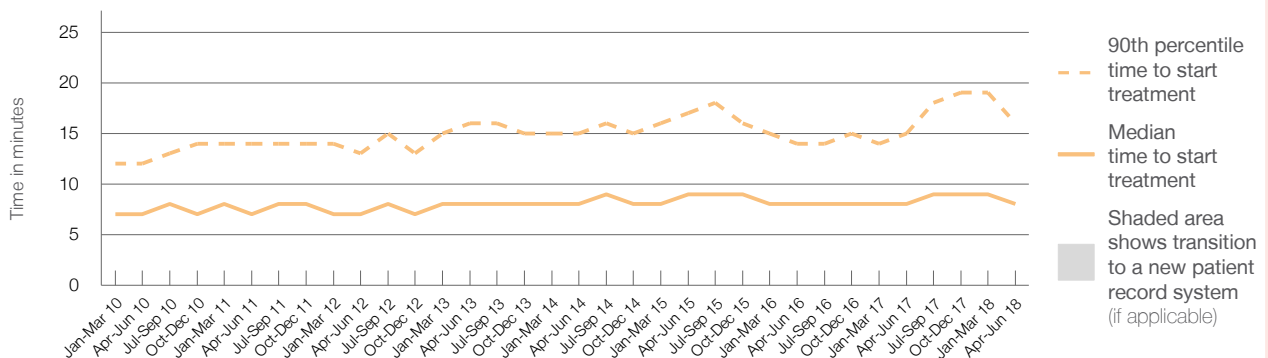
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
1,173	1,166
8 minutes	8 minutes
15 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	8	9	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	12	14	13	16	15	17	14	15	16

(†) 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 Repatriation General Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 4,413

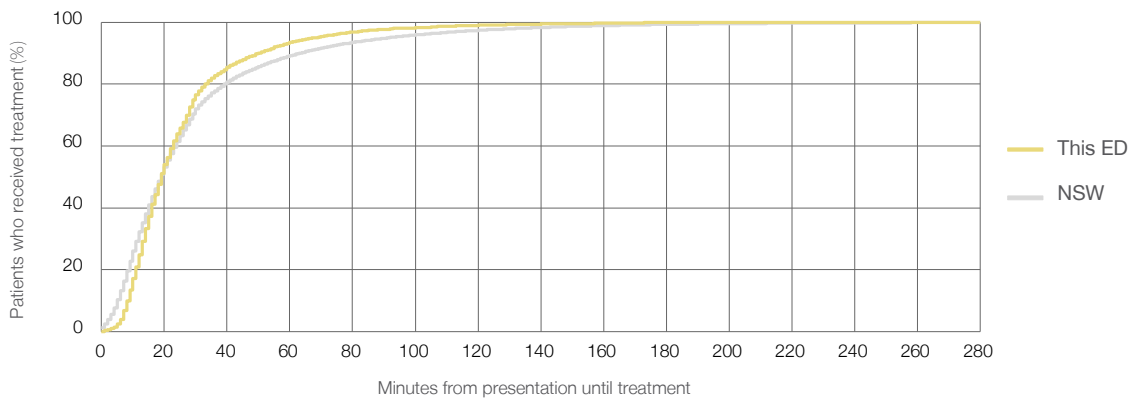
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,325

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

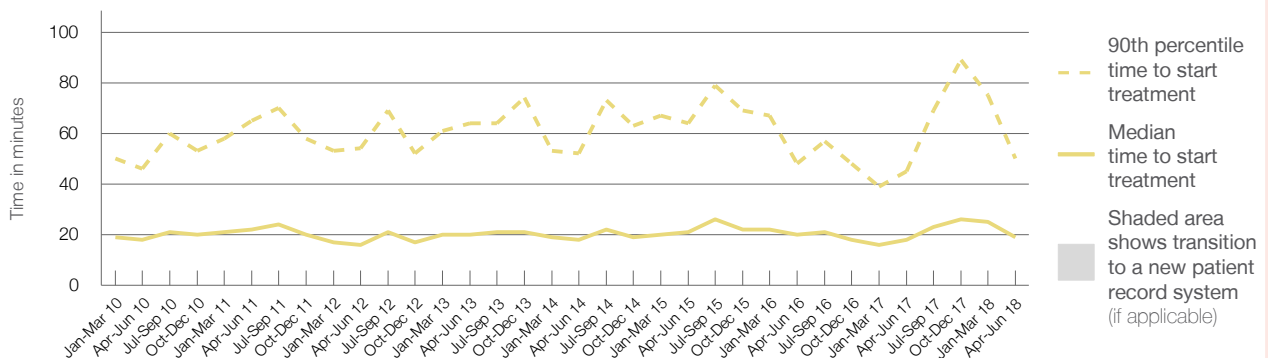
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
4,090	
3,996	
18 minutes	19 minutes
45 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	22	16	20	18	21	20	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	46	65	54	64	52	64	48	45	50

(†) 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 Repatriation General Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,621

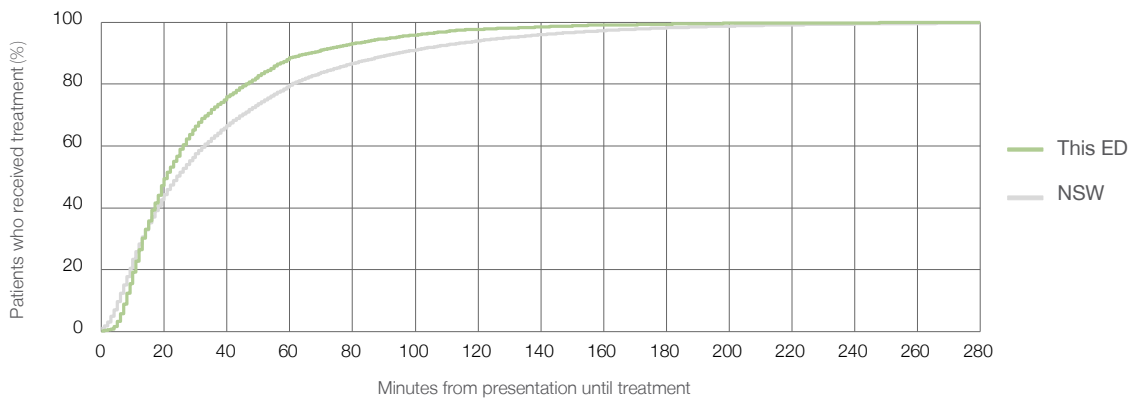
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,498

Median time to start treatment<sup>4</sup>  21 minutes

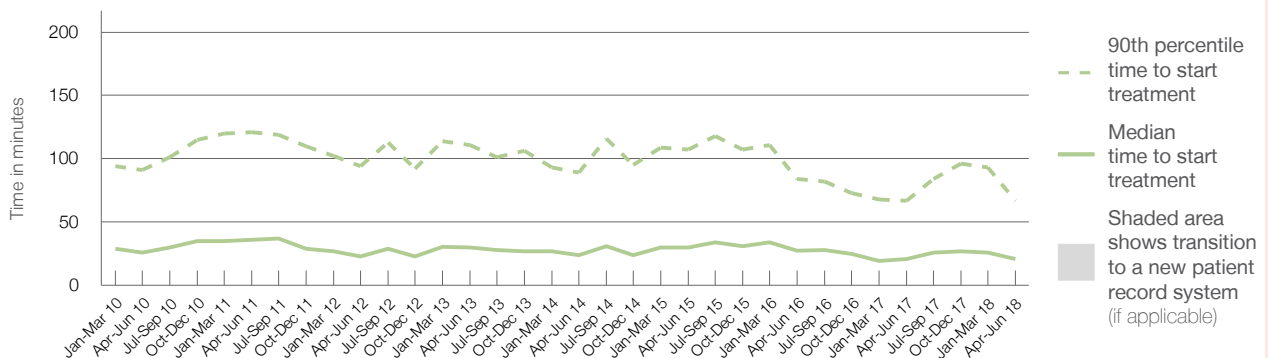
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
3,905	3,730
21 minutes	24 minutes
67 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	36	23	30	24	30	28	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	121	94	111	89	107	84	67	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.

## Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 508

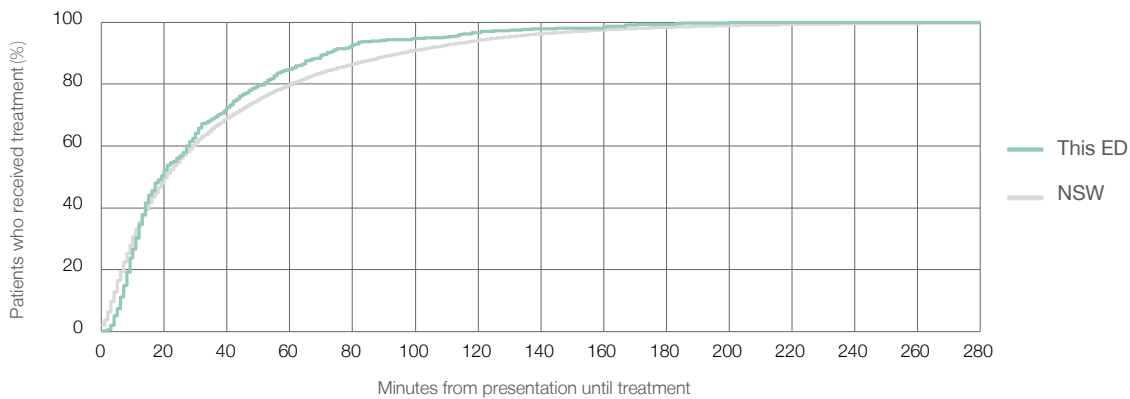
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 431

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

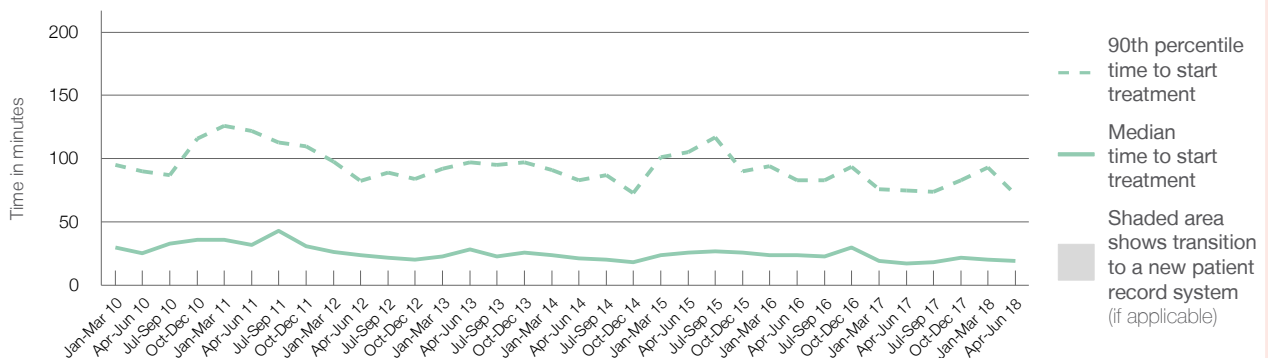
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
411	
355	
17 minutes	21 minutes
75 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	32	24	29	22	26	24	17	19
90th percentile time to start treatment <sup>5</sup> (minutes)	90	122	83	97	83	105	83	75	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.



## Concord Repatriation General Hospital: Time patients spent in the ED April to June 2018

All presentations:<sup>1</sup> 9,793 patients

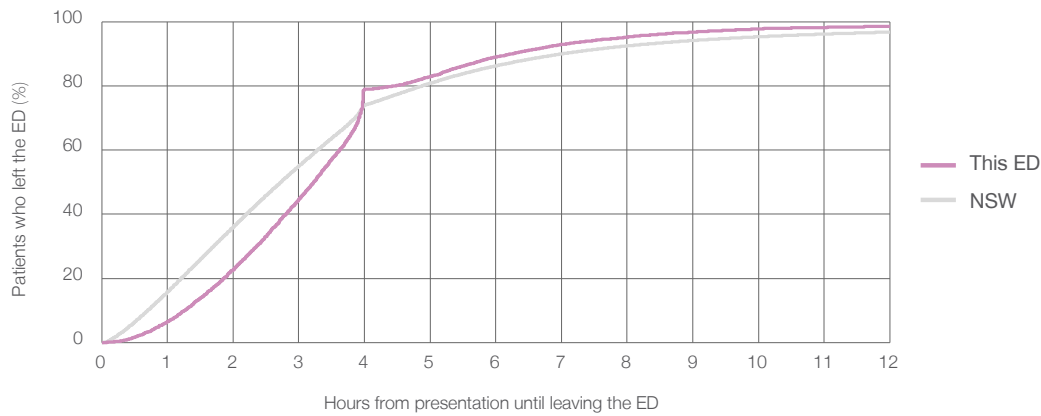
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,775 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

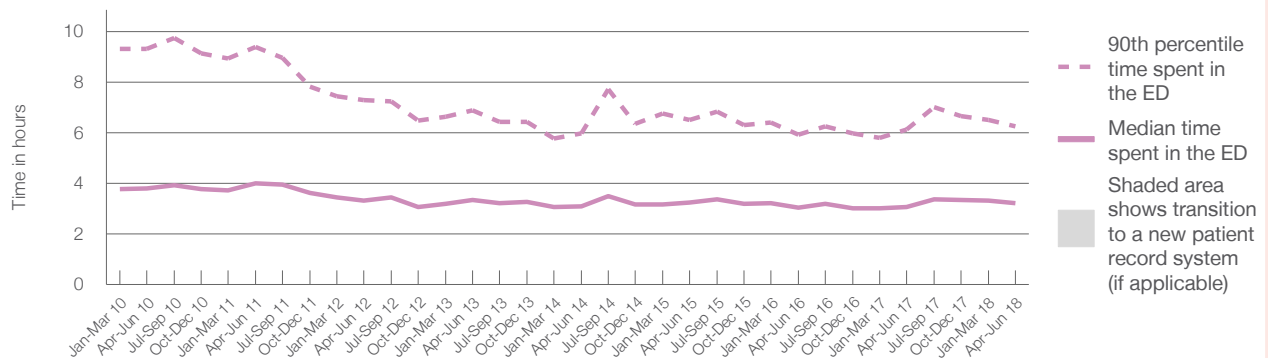
90th percentile time spent in the ED<sup>9</sup> 6 hours and 15 minutes

Same period last year	NSW (this period)
9,661	
9,660	
3 hours and 4 minutes	2 hours and 44 minutes
6 hours and 8 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 48m	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m	3h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m	6h 15m

(†) 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 Repatriation General Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

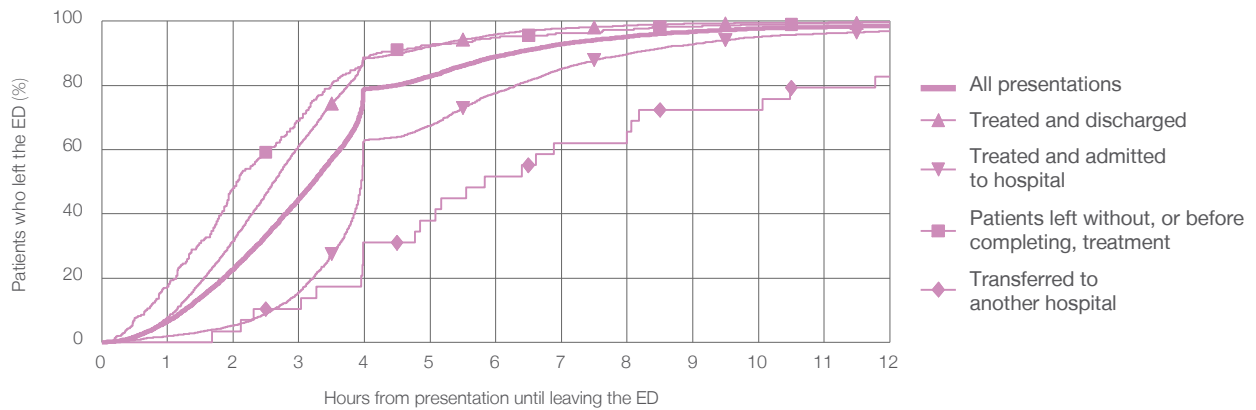
All presentations:<sup>1</sup> 9,793 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,775 patients

Treated and discharged	5,713 (58.3%)
Treated and admitted to hospital	3,616 (36.9%)
Patient left without, or before completing, treatment	294 (3.0%)
Transferred to another hospital	29 (0.3%)
Other	141 (1.4%)

Same period last year	Change since one year ago
9,660	1%
6,308	-9.4%
2,922	23.8%
269	9.3%
32	-9.4%
130	8.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	7.8%	31.5%	61.1%	88.4%	95.9%	98.7%	99.5%	99.6%
Treated and admitted to hospital	1.9%	5.2%	15.5%	63.1%	77.7%	89.8%	95.1%	96.9%
Patient left without, or before completing, treatment	17.3%	48.0%	69.0%	88.8%	94.9%	97.3%	99.0%	99.7%
Transferred to another hospital	0%	3.4%	10.3%	31.0%	51.7%	65.5%	72.4%	82.8%
All presentations	6.5%	22.7%	44.6%	78.9%	89.0%	95.2%	97.7%	98.5%

(†) 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 Repatriation General Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 9,793 patients

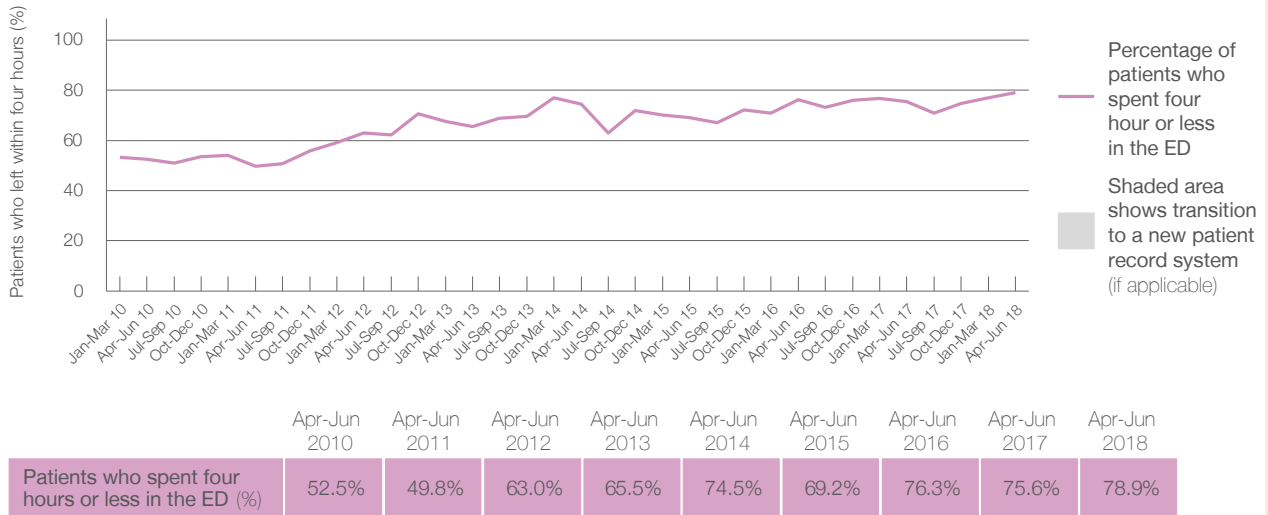
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,775 patients

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	9,661	1%
Presentations used to calculate time to leaving the ED	9,660	1%
Percentage of patients who spent four hours or less in the ED	75.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Royal Prince Alfred Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 19,495 patients

Emergency presentations:<sup>2</sup> 19,056 patients

Same period last year	Change since one year ago
18,644	5%
18,116	5%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,160 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,839 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 78 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,126 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
2,910	
11 minutes	8 minutes
24 minutes	24 minutes
9,889	
26 minutes	19 minutes
83 minutes	63 minutes
4,703	
31 minutes	24 minutes
106 minutes	95 minutes
496	
30 minutes	21 minutes
116 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,493 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
18,644	5%
63%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Royal Prince Alfred Hospital: Patients presenting to the emergency department

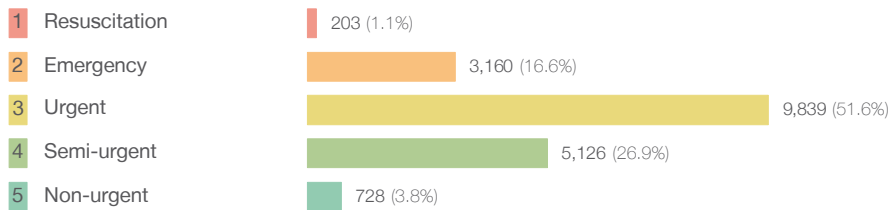
April to June 2018

All presentations:<sup>1</sup> 19,495 patients

Same period last year	Change since one year ago
18,644	5%

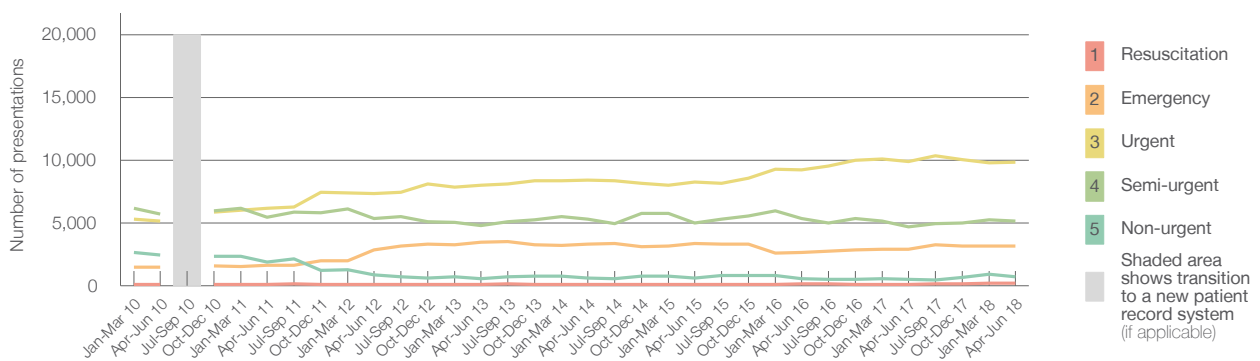
Emergency presentations<sup>2</sup> by triage category: 19,056 patients

Same period last year	Change since one year ago
18,116	5%



Same period last year	Change since one year ago
118	72.0%
2,910	8.6%
9,889	-0.5%
4,703	9.0%
496	46.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	110	84	90	110	107	91	127	118	203
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910	3,160
Urgent	5,148	6,149	7,326	8,006	8,428	8,259	9,243	9,889	9,839
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703	5,126
Non-urgent	2,435	1,899	877	550	592	582	577	496	728
All emergency presentations	14,898	15,235	16,506	16,901	17,724	17,296	17,907	18,116	19,056

## Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,294 patients

Same period last year	Change since one year ago
4,977	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	0 minutes
26 minutes	0 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

April to June 2018

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

Number of triage 2 patients: 3,160

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,155

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

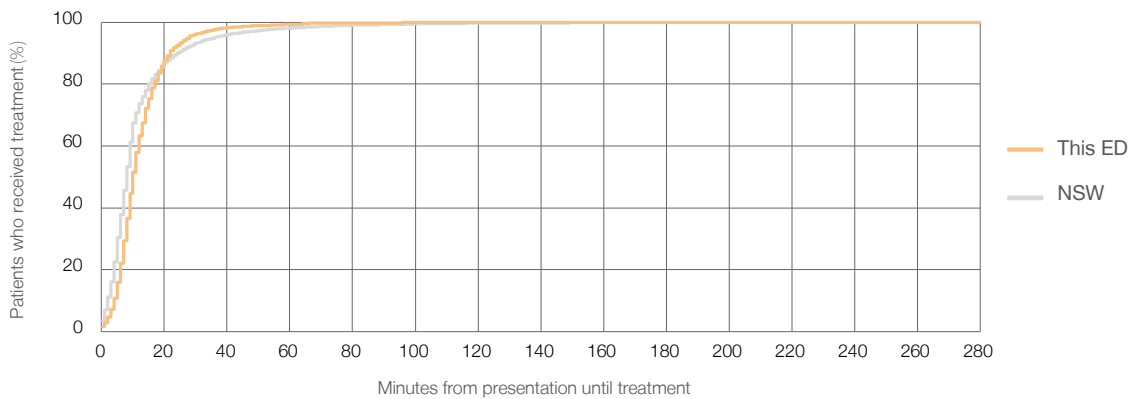
10 minutes

90th percentile time to start treatment<sup>5</sup>

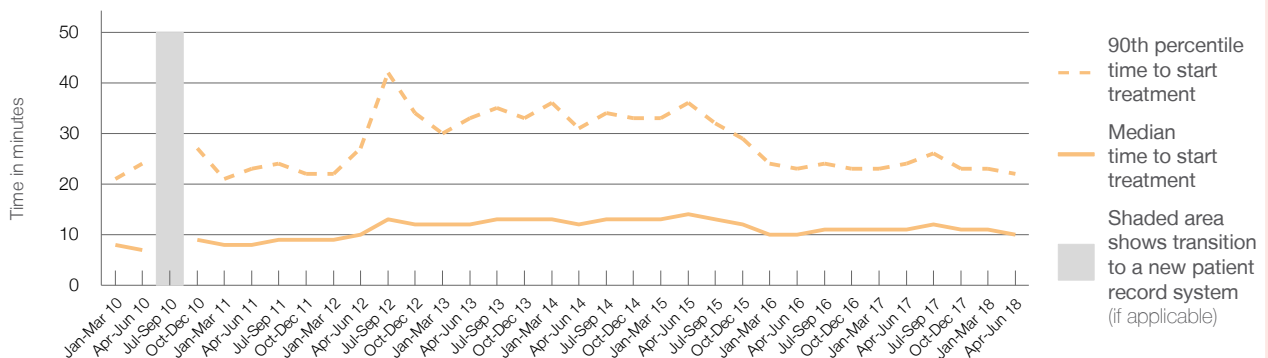
22 minutes

Same period last year	NSW (this period)
2,910	2,904
11 minutes	8 minutes
24 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	10	12	12	14	10	11	10
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	27	33	31	36	23	24	22

(†) 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 April to June 2018

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

Number of triage 3 patients: 9,839

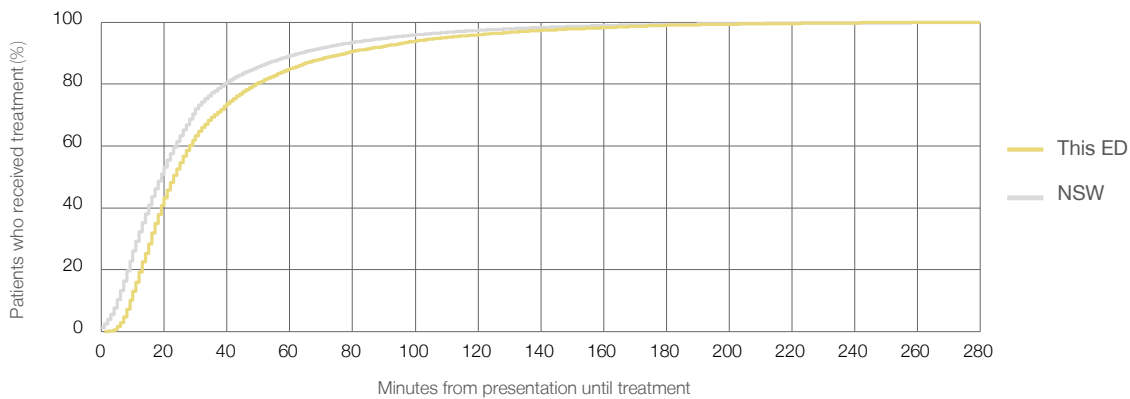
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,682

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

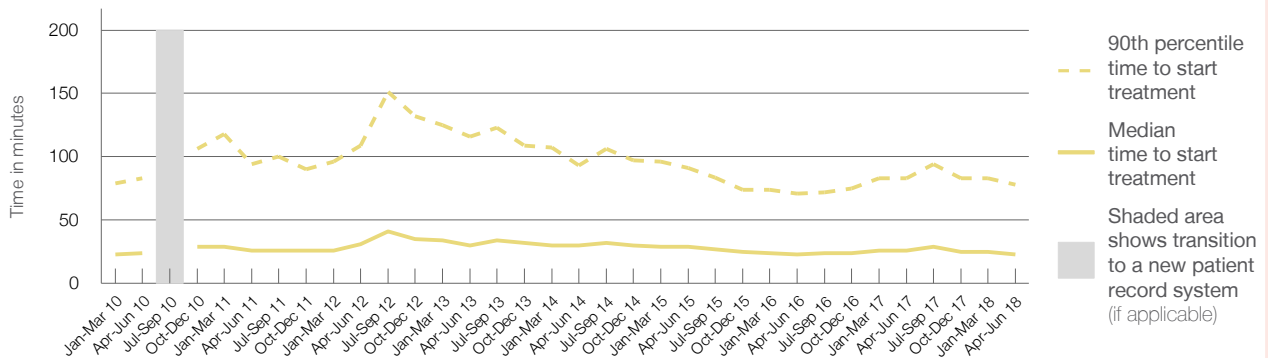
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
9,889	9,736
26 minutes	19 minutes
83 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	24	26	31	30	30	29	23	26	23
90th percentile time to start treatment <sup>5</sup> (minutes)	83	94	109	116	93	91	71	83	78

(†) 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 April to June 2018

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

Number of triage 4 patients: 5,126

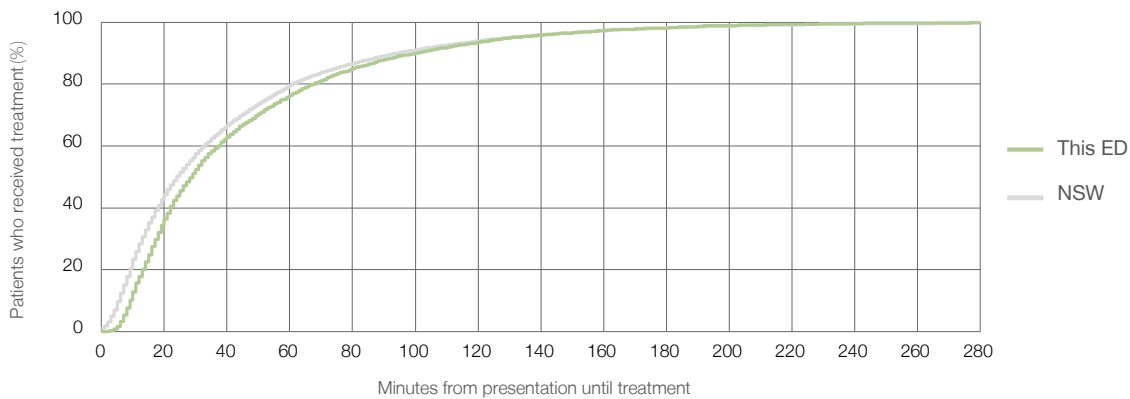
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,958

Median time to start treatment<sup>4</sup>  29 minutes

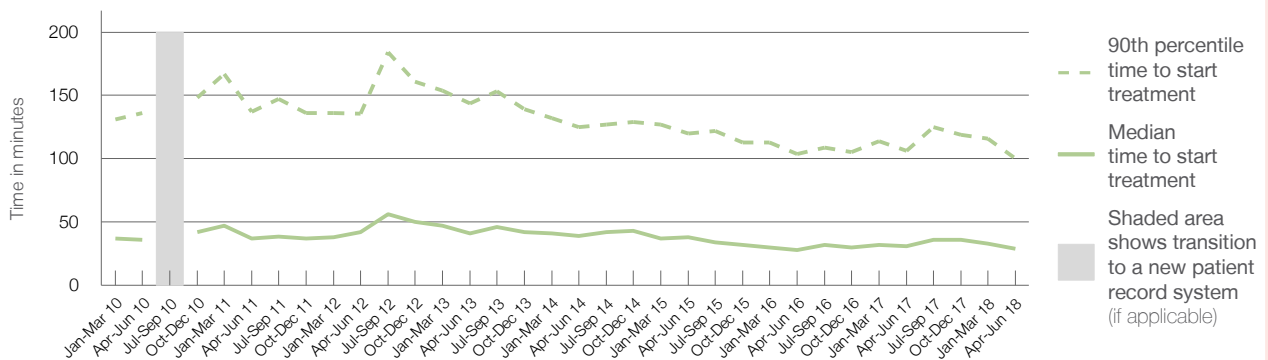
90th percentile time to start treatment<sup>5</sup>  100 minutes

Same period last year	NSW (this period)
4,703	4,450
31 minutes	24 minutes
106 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	36	37	42	41	39	38	28	31	29
90th percentile time to start treatment <sup>5</sup> (minutes)	136	137	136	144	125	120	104	106	100

(†) 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

April to June 2018

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

Number of triage 5 patients: 728

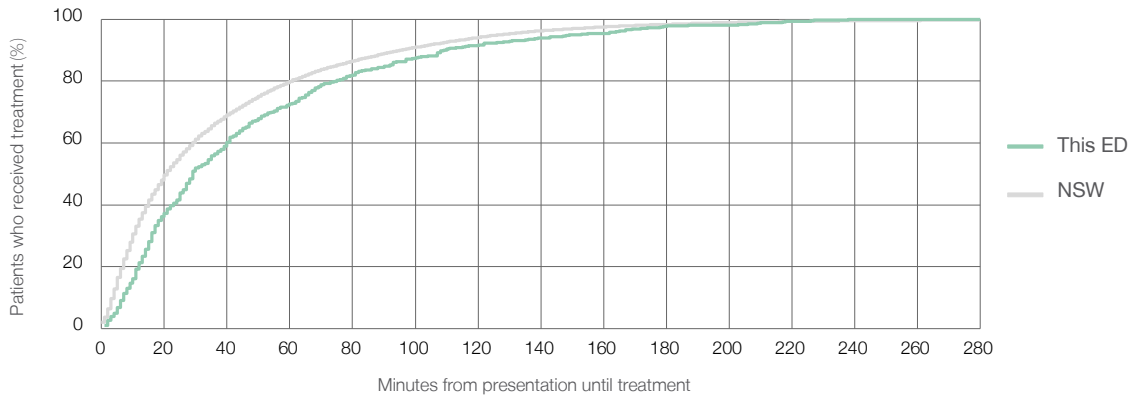
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 593

Median time to start treatment<sup>4</sup> 29 minutes

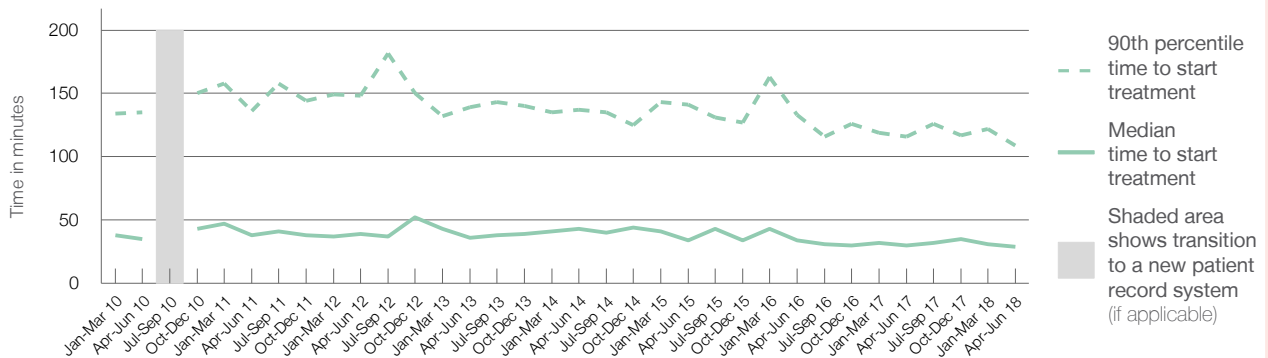
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
496	353
30 minutes	21 minutes
116 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	35	38	39	36	43	34	34	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)	135	136	148	139	137	141	133	116	109

(†) 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

April to June 2018

All presentations:<sup>1</sup> 19,495 patients

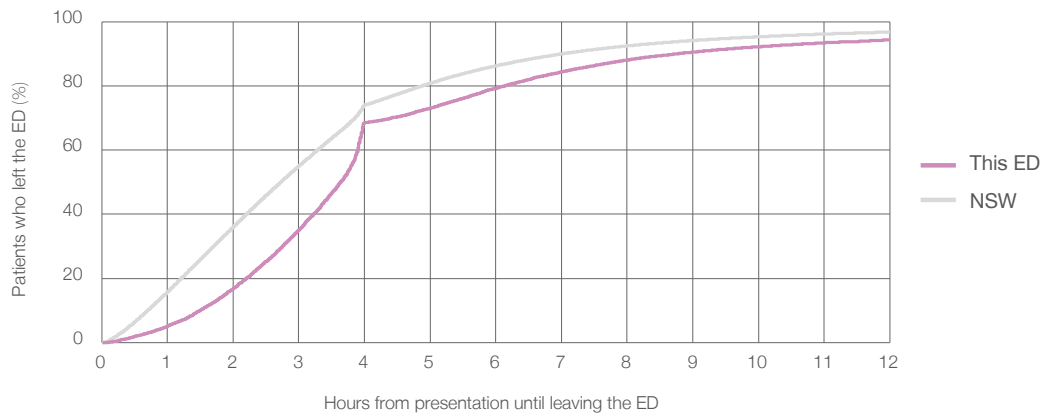
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,493 patients

Median time spent in the ED<sup>8</sup> 3 hours and 38 minutes

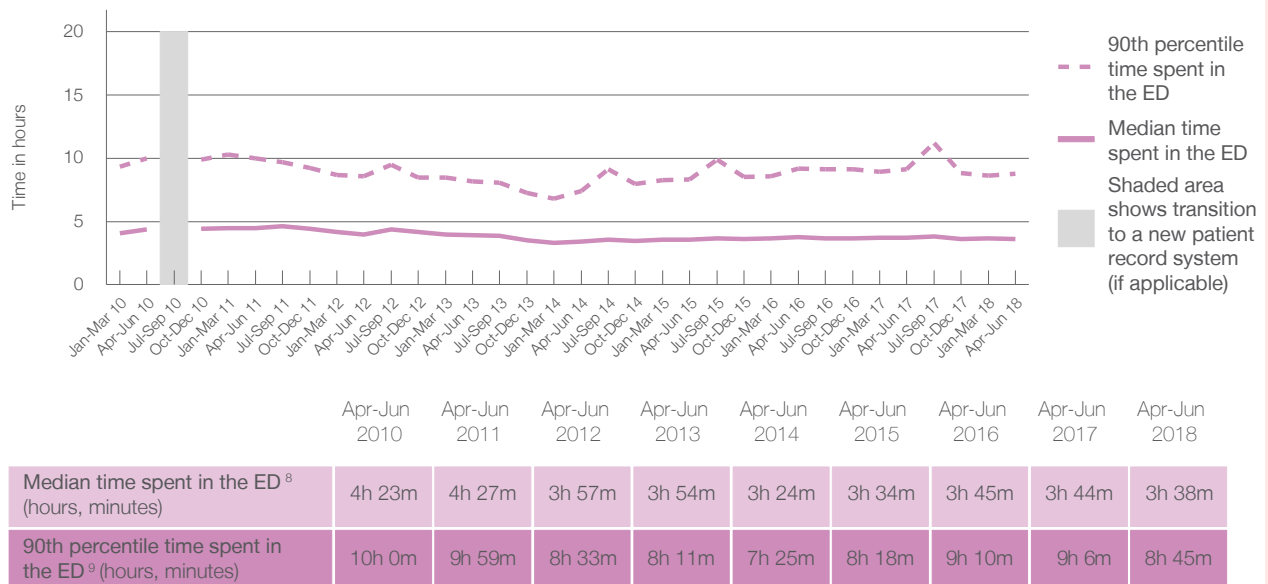
90th percentile time spent in the ED<sup>9</sup> 8 hours and 45 minutes

Same period last year	NSW (this period)
18,644	18,644
3 hours and 44 minutes	2 hours and 44 minutes
9 hours and 6 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



(†) 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 April to June 2018

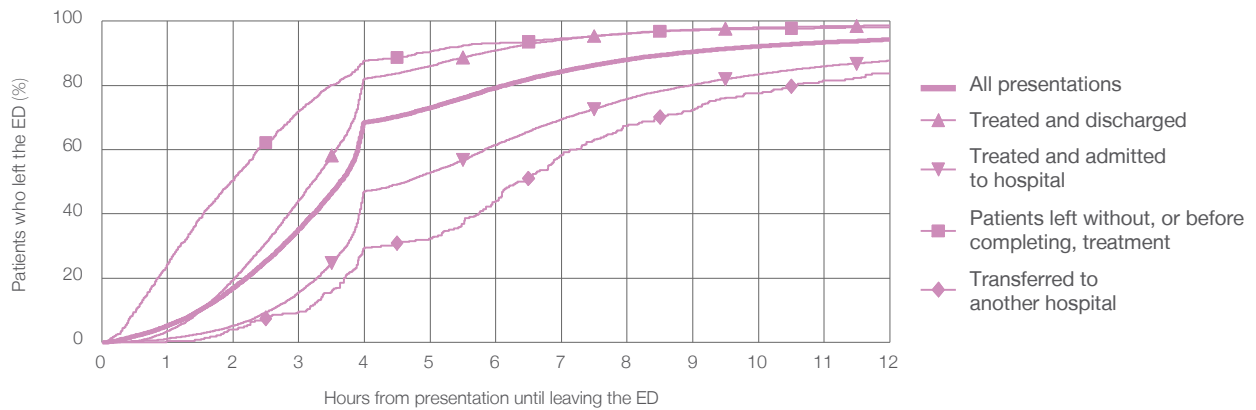
All presentations:<sup>1</sup> 19,495 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,493 patients

Treated and discharged	10,365 (53.2%)
Treated and admitted to hospital	7,462 (38.3%)
Patient left without, or before completing, treatment	1,038 (5.3%)
Transferred to another hospital	282 (1.4%)
Other	348 (1.8%)

Same period last year	Change since one year ago
18,644	5%
10,110	2.5%
6,770	10.2%
1,081	-4.0%
260	8.5%
423	-17.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	3.5%	19.5%	44.2%	82.1%	90.9%	96.2%	98.0%	98.8%
Treated and admitted to hospital	1.1%	5.2%	15.5%	47.1%	61.5%	75.8%	83.5%	87.7%
Patient left without, or before completing, treatment	24.4%	50.5%	72.1%	87.7%	93.2%	96.1%	97.7%	98.2%
Transferred to another hospital	0.4%	3.9%	9.6%	29.4%	44.0%	67.4%	77.7%	83.7%
All presentations	5.2%	16.8%	35.2%	68.5%	79.2%	88.0%	92.2%	94.3%

(†) 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.

**Royal Prince Alfred Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 19,495 patients

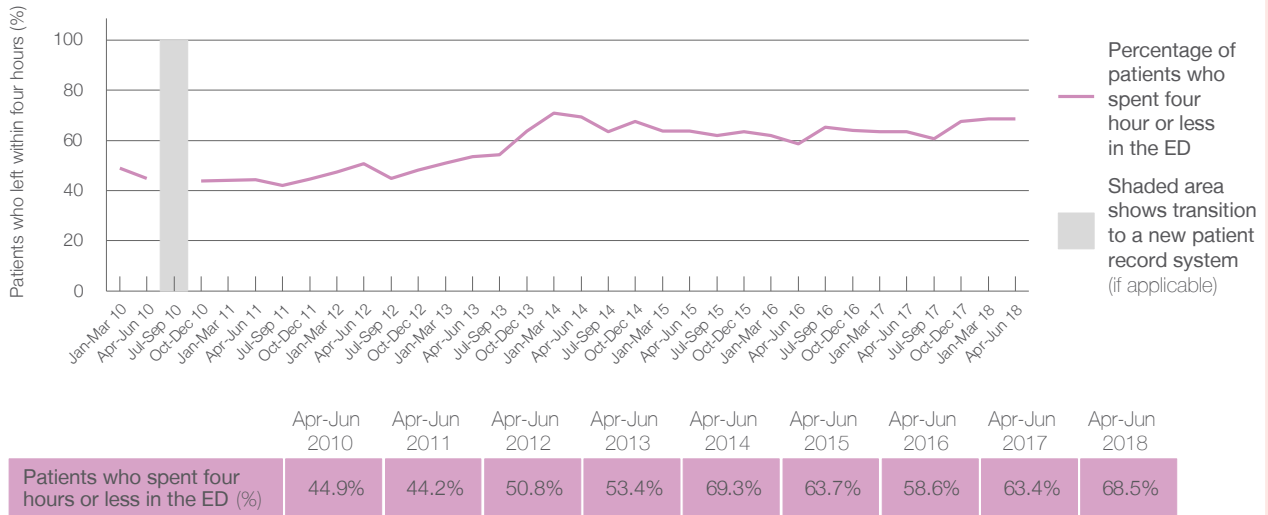
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,493 patients

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



Same period last year	Change since one year ago
18,644	5%
18,644	5%
63.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).