Sutherland Hospital: Emergency department (ED) overview
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	14,295 patients	12,982	10%
Emergency presentations:[2]	14,210 patients	12,880	10%

Sutherland Hospital: Time patients waited to start treatment [3]
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,886 patients		1,963	
Median time to start treatment [4]	13 minutes	13 minutes	8 minutes
90th percentile time to start treatment [5]	32 minutes	32 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,826 patients		5,566	
Median time to start treatment [4]	28 minutes	29 minutes	20 minutes
90th percentile time to start treatment [5]	63 minutes	70 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients		4,578	
Median time to start treatment [4]	30 minutes	33 minutes	26 minutes
90th percentile time to start treatment [5]	82 minutes	90 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 782 patients		724	
Median time to start treatment [4]	28 minutes	28 minutes	23 minutes
90th percentile time to start treatment [5]	88 minutes	112 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED
October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,294 patients	12,982	10%
Percentage of patients who spent four hours or less in the ED	67%	61%	

*   Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1.   All emergency and non-emergency attendances at the emergency department (ED).
2.   All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4.   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.
5.   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.
6.   All presentations that have a departure time.
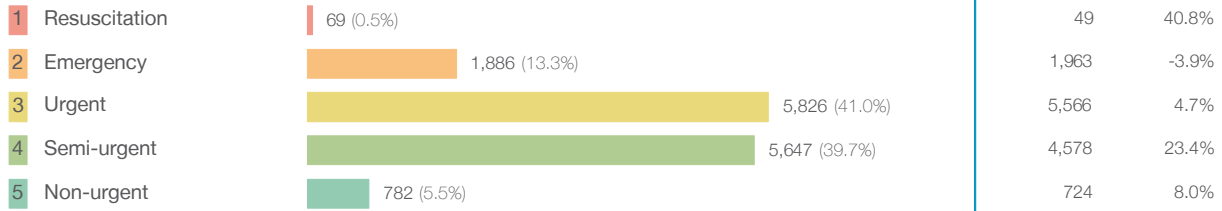Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
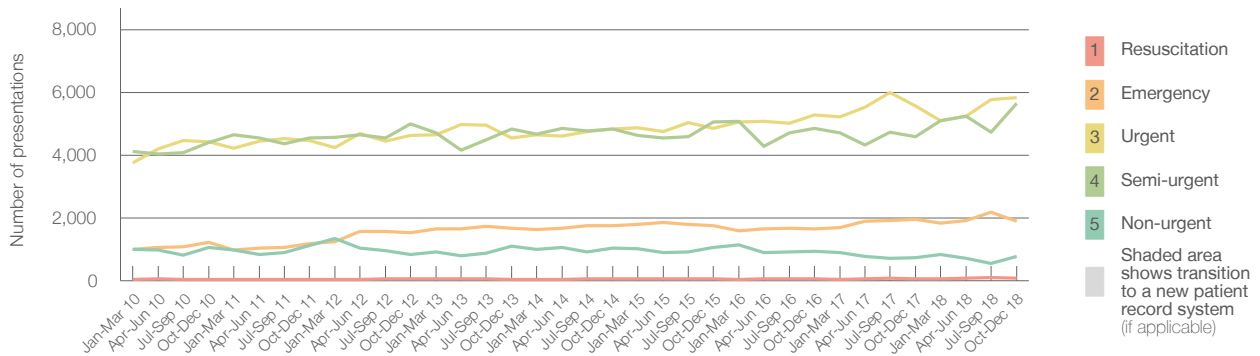Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sutherland Hospital

Major hospitals (B)
South Eastern Sydney Local Health District

Sutherland Hospital: Patients presenting to the emergency department
October to December 2018

			Same period last year	Change since one year ago
All presentations:[1] 14,295 patients			12,982	10%
Emergency presentations[2] by triage category: 14,210 patients			12,880	10%
1 Resuscitation	69 (0.5%)		49	40.8%
2 Emergency	1,886 (13.3%)		1,963	-3.9%
3 Urgent	5,826 (41.0%)		5,566	4.7%
4 Semi-urgent	5,647 (39.7%)		4,578	23.4%
5 Non-urgent	782 (5.5%)		724	8.0%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	43	40	60	37	56	63	59	49	69
Emergency	1,227	1,188	1,528	1,664	1,760	1,745	1,645	1,963	1,886
Urgent	4,433	4,463	4,635	4,552	4,827	4,853	5,286	5,566	5,826
Semi-urgent	4,401	4,538	5,003	4,834	4,830	5,052	4,858	4,578	5,647
Non-urgent	1,051	1,114	837	1,106	1,040	1,065	936	724	782
All emergency presentations	11,155	11,343	12,063	12,193	12,513	12,778	12,784	12,880	14,210

Sutherland Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 3,628 patients		3,411	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	23 minutes	30 minutes	-7 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.

Sutherland Hospital

Major hospitals (B)
South Eastern Sydney Local Health District

Sutherland Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 1,886			1,963	
Number of triage 2 patients used to calculate waiting time: [3] 1,877			1,955	
Median time to start treatment [4]		13 minutes	13 minutes	8 minutes
90th percentile time to start treatment [5]		32 minutes	32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
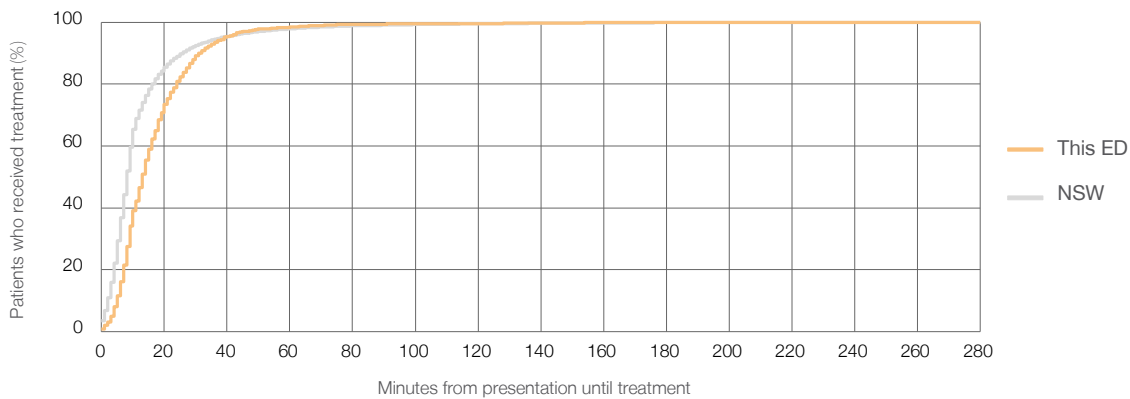
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
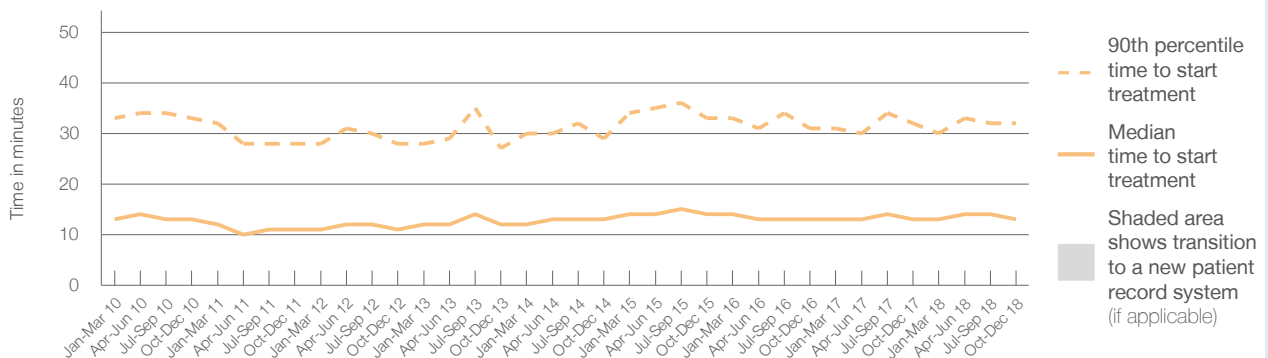
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	13	11	11	12	13	14	13	13	13
90th percentile time to start treatment [5] (minutes)	33	28	28	27	29	33	31	32	32

(†) 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.

Sutherland Hospital

Major hospitals (B)
South Eastern Sydney Local Health District

Sutherland Hospital: Time patients waited to start treatment, triage 3
October to December 2018

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 5,826			5,566	
Number of triage 3 patients used to calculate waiting time:[3] 5,642			5,479	
Median time to start treatment[4]		28 minutes	29 minutes	20 minutes
90th percentile time to start treatment[5]		63 minutes	70 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
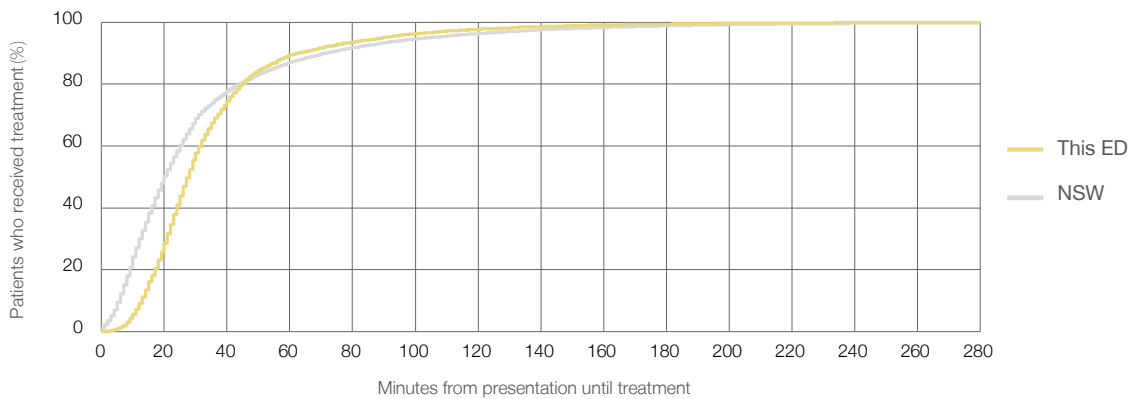
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018[†‡]
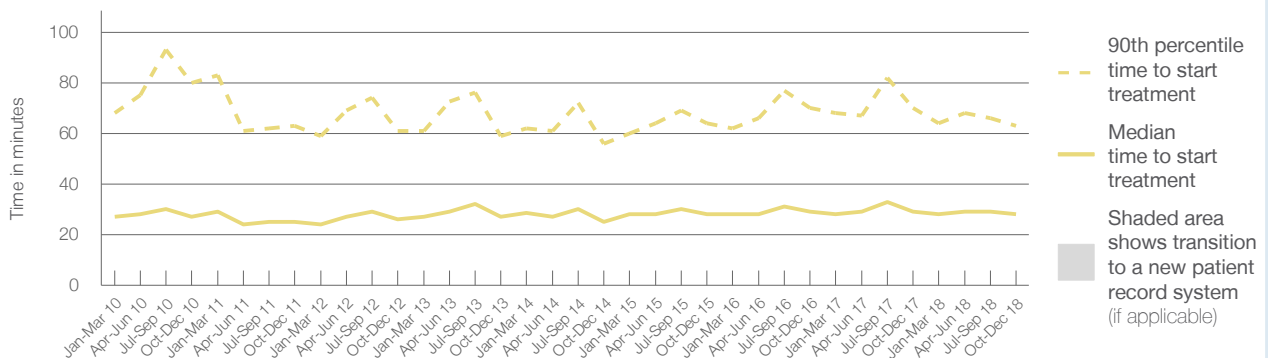
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	27	25	26	27	25	28	29	29	28
90th percentile time to start treatment[5] (minutes)	80	63	61	59	56	64	70	70	63

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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.

Sutherland Hospital

Major hospitals (B)
South Eastern Sydney Local Health District

Sutherland Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 5,647			4,578	
Number of triage 4 patients used to calculate waiting time: [3] 5,288			4,426	
Median time to start treatment [4]		30 minutes	33 minutes	26 minutes
90th percentile time to start treatment [5]		82 minutes	90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
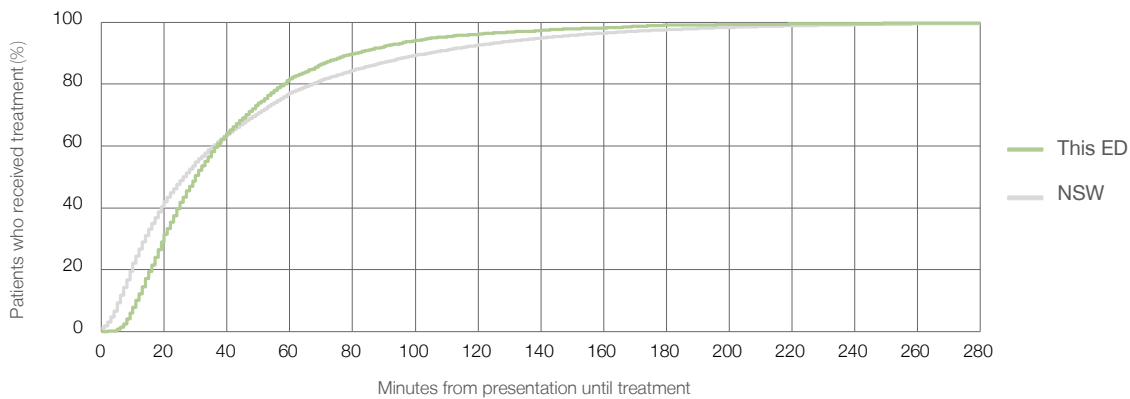
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
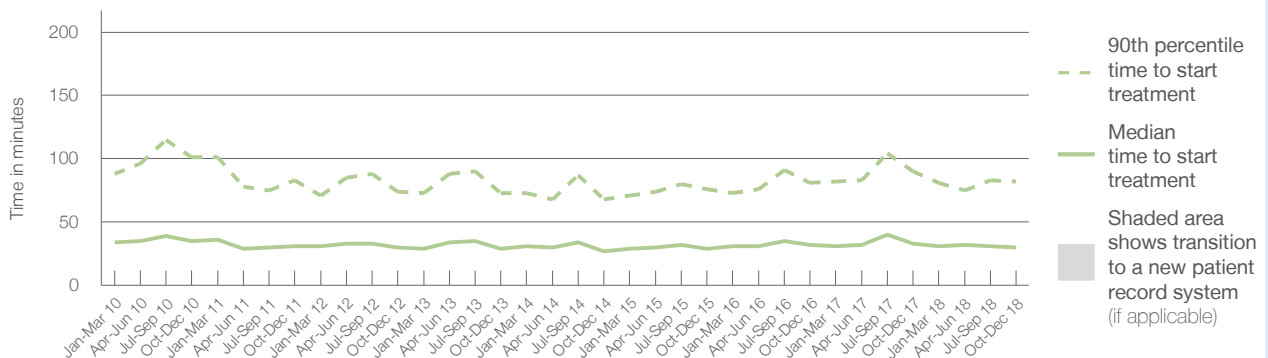
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	35	31	30	29	27	29	32	33	30
90th percentile time to start treatment [5] (minutes)	101	83	74	73	68	76	81	90	82

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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.

Sutherland Hospital: Time patients waited to start treatment, triage 5
October to December 2018

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 782			724	
Number of triage 5 patients used to calculate waiting time:[3] 676			649	
Median time to start treatment[4]		28 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5]		88 minutes	112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
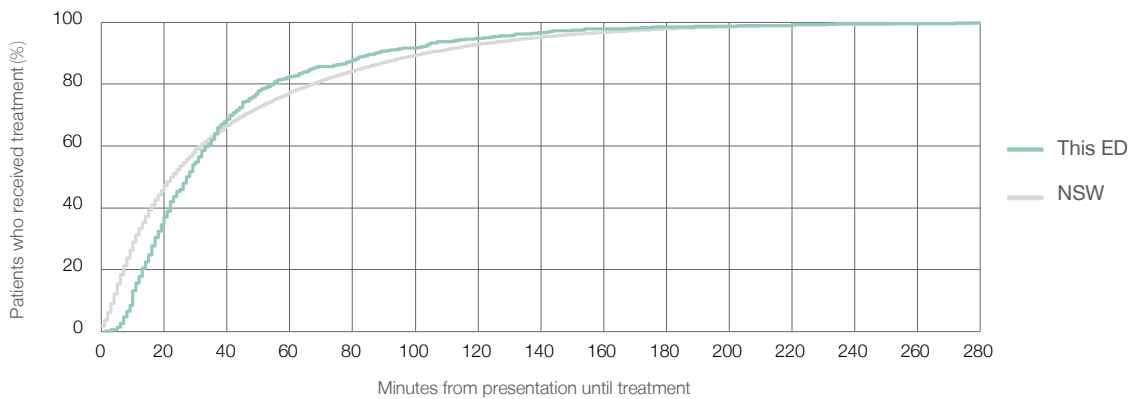
Time patients waited to start treatment (minutes) **for triage 5 patients, January 2010 to December 2018** [†‡]
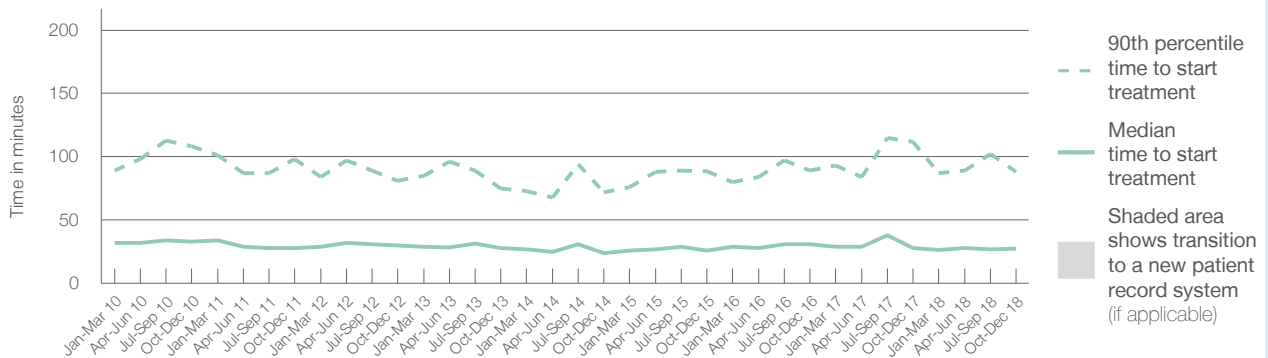
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	33	28	30	28	24	26	31	28	28
90th percentile time to start treatment[5] (minutes)	108	98	81	75	72	89	89	112	88

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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.

Sutherland Hospital

Major hospitals (B)
South Eastern Sydney Local Health District

Sutherland Hospital: Time patients spent in the ED
October to December 2018

|	Same period last year	NSW (this period)
All presentations:[1] 14,295 patients	12,982	
Presentations used to calculate time to leaving the ED:[6] 14,294 patients	12,982	
Median time spent in the ED [8]　　3 hours and 19 minutes	3 hours and 39 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]　　8 hours and 16 minutes	8 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018
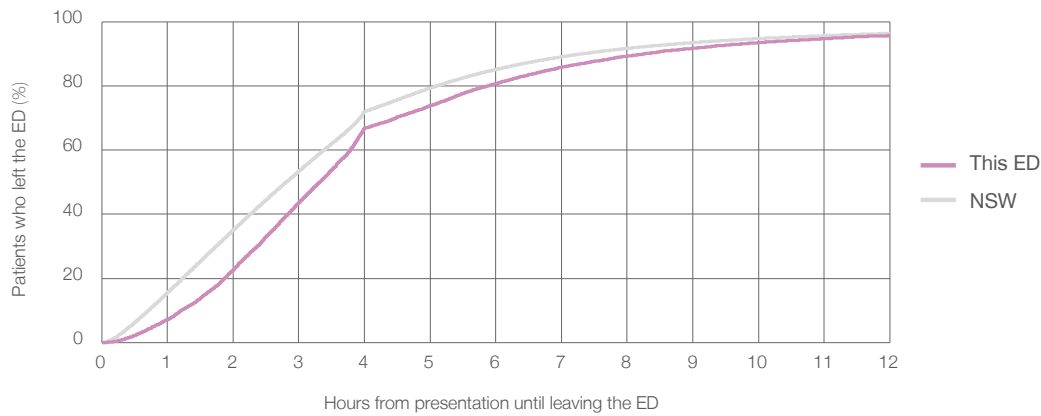
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
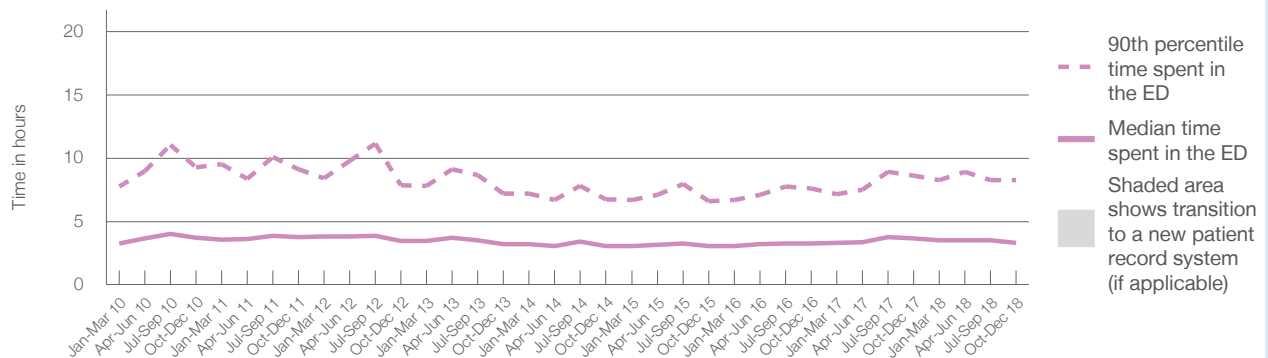
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m	3h 19m
90th percentile time spent in the ED [9] (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m	8h 16m

(†)　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.

Sutherland Hospital: Time patients spent in the ED
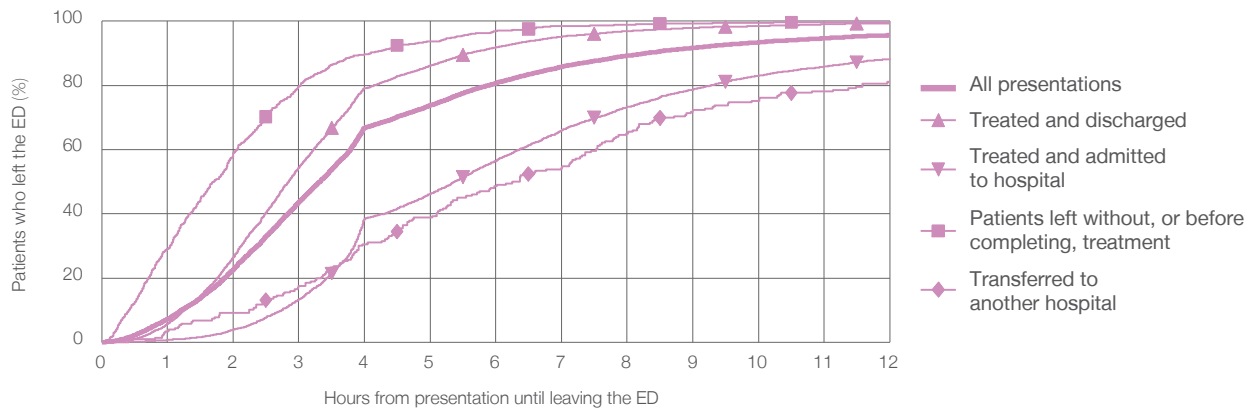By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 14,295 patients			
Presentations used to calculate time to leaving the ED: [6] 14,294 patients		12,982	10%
Treated and discharged	8,430 (59.0%)	8,837	-4.6%
Treated and admitted to hospital	4,443 (31.1%)	3,114	42.7%
Patient left without, or before completing, treatment	882 (6.2%)	743	18.7%
Transferred to another hospital	206 (1.4%)	236	-12.7%
Other	334 (2.3%)	52	542.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

X-axis: Hours from presentation until leaving the ED
Y-axis: Patients who left the ED (%)

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	26.5%	54.5%	79.1%	91.9%	96.9%	98.5%	99.4%
Treated and admitted to hospital	0.7%	3.9%	13.3%	38.5%	56.5%	73.3%	83.0%	88.2%
Patient left without, or before completing, treatment	29.0%	59.0%	79.7%	89.8%	96.9%	99.0%	99.5%	99.8%
Transferred to another hospital	3.4%	9.2%	17.5%	30.6%	48.5%	65.0%	75.2%	81.1%
All presentations	7.2%	22.8%	43.7%	66.8%	80.7%	89.3%	93.4%	95.7%

(†)   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.

Sutherland Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 14,295 patients		12,982	10%
Presentations used to calculate time to leaving the ED: [6] 14,294 patients		12,982	10%
Percentage of patients who spent four hours or less in the ED	66.8%	60.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	54.2%	53.7%	59.0%	69.0%	73.5%	73.3%	67.9%	60.9%	66.8%
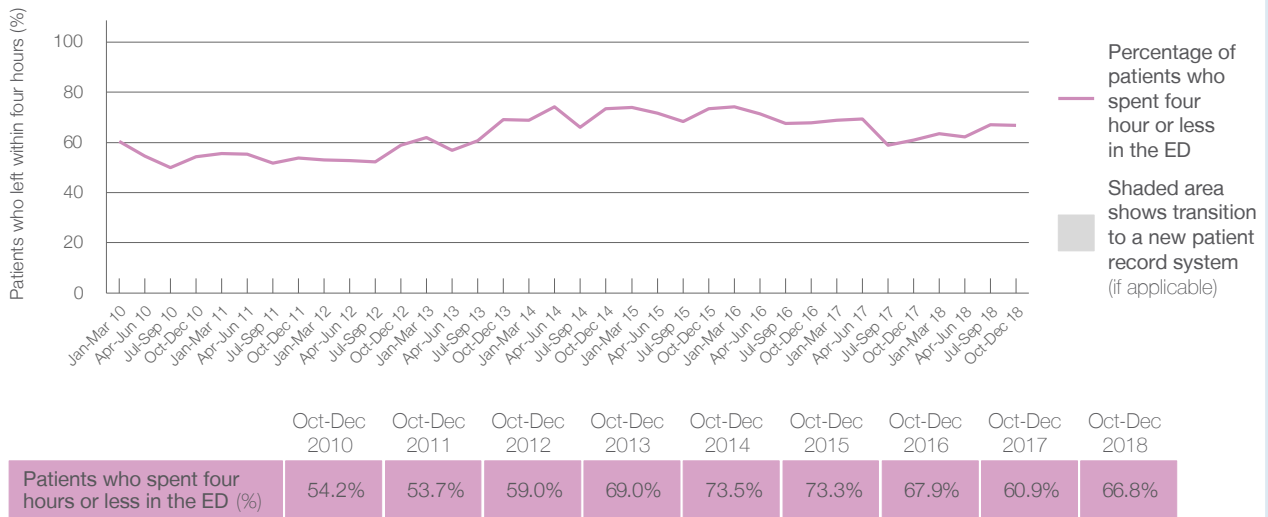
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).

2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.

3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*

4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.

5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.

6. All presentations that have a departure time.

7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*

8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.

9. The 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).