Healthcare Quarterly

Emergency department

Sydney Local Health District Performance Profiles

October to December 2018

bureau of health information

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Canterbury Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	11,598 patients	11,209	3%
Emergency presentations:[2]	11,558 patients	11,172	3%

Canterbury 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):	1,125 patients	1,168	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	16 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	4,203 patients	4,095	
Median time to start treatment[4]	18 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	61 minutes	59 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	5,314 patients	4,689	
Median time to start treatment[4]	24 minutes	21 minutes	26 minutes
90th percentile time to start treatment[5]	99 minutes	90 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	881 patients	1,180	
Median time to start treatment[4]	22 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]	99 minutes	107 minutes	104 minutes

Canterbury 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]	11,597 patients	11,208	3%
Percentage of patients who spent four hours or less in the ED	77%	79%	

* 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.

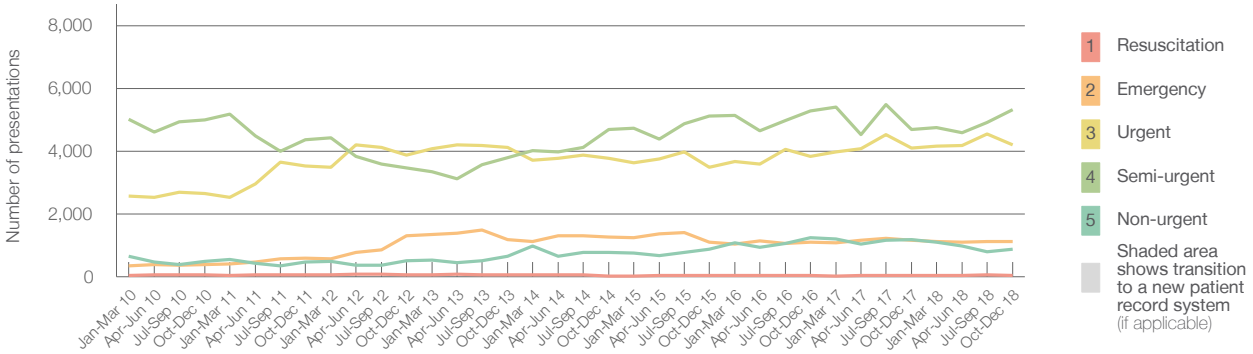
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Canterbury Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	11,598 patients	11,209	3%
Emergency presentations[2] by triage category:	11,558 patients	11,172	3%
1 Resuscitation	35 (0.3%)	40	-12.5%
2 Emergency	1,125 (9.7%)	1,168	-3.7%
3 Urgent	4,203 (36.4%)	4,095	2.6%
4 Semi-urgent	5,314 (46.0%)	4,689	13.3%
5 Non-urgent	881 (7.6%)	1,180	-25.3%

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	60	54	60	51	22	29	30	40	35
Emergency	380	579	1,305	1,189	1,263	1,104	1,098	1,168	1,125
Urgent	2,658	3,534	3,874	4,114	3,765	3,477	3,839	4,095	4,203
Semi-urgent	4,998	4,366	3,468	3,783	4,687	5,122	5,291	4,689	5,314
Non-urgent	492	469	505	656	776	875	1,237	1,180	881
All emergency presentations	8,588	9,002	9,212	9,793	10,513	10,607	11,495	11,172	11,558

Canterbury 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]	1,965 patients	1,869	
ED Transfer of care time			
Median time	11 minutes	10 minutes	1 minute
90th percentile time	23 minutes	20 minutes	3 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.

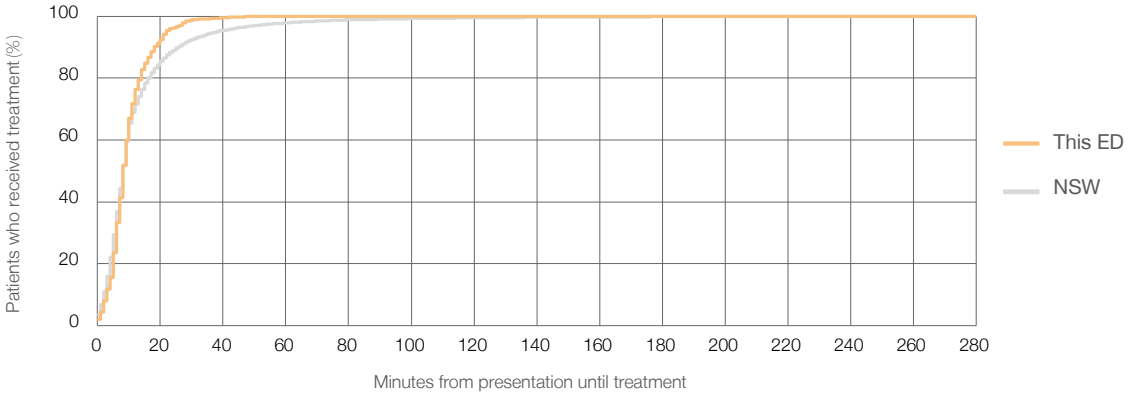
Canterbury Hospital: Time patients waited to start treatment, triage 2

October to December 2018

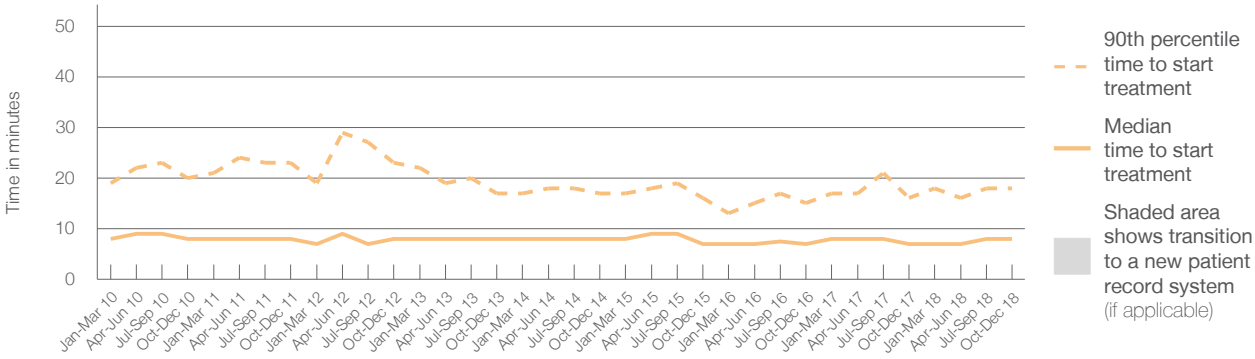
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	1,125	1,168	
Number of triage 2 patients used to calculate waiting time:[3]	1,123	1,167	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	16 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)	8	8	8	8	8	7	7	7	8
90th percentile time to start treatment[5] (minutes)	20	23	23	17	17	16	15	16	18

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

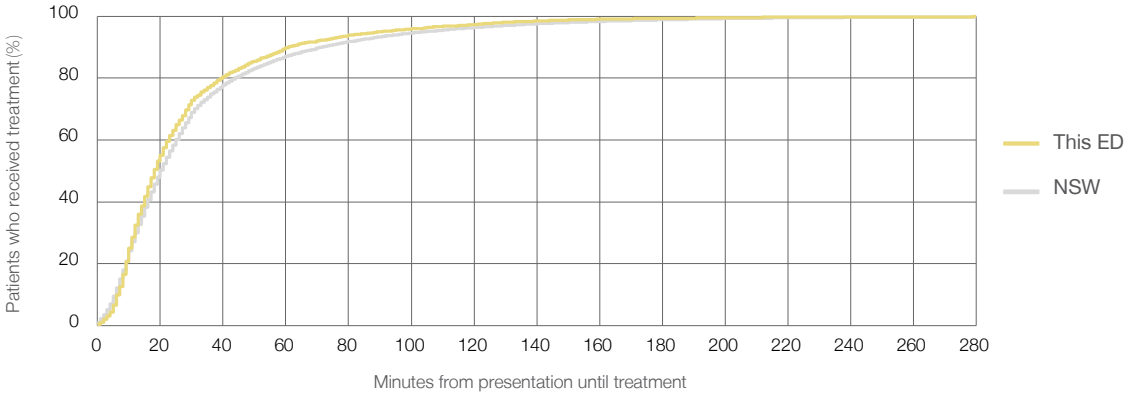
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Canterbury Hospital: Time patients waited to start treatment, triage 3

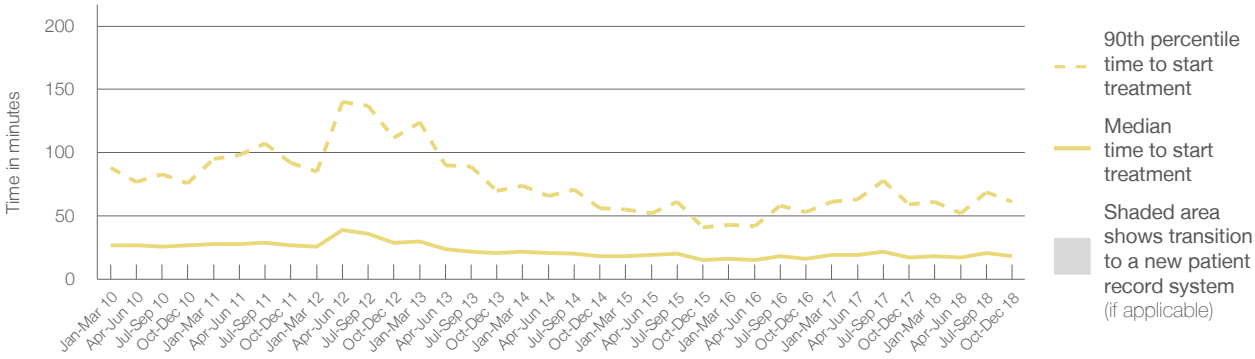
October to December 2018

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	4,203	4,095	
Number of triage 3 patients used to calculate waiting time:[3]	4,142	4,032	
Median time to start treatment[4]	18 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	61 minutes	59 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	27	29	21	18	15	16	17	18
90th percentile time to start treatment[5] (minutes)	76	92	112	70	56	41	53	59	61

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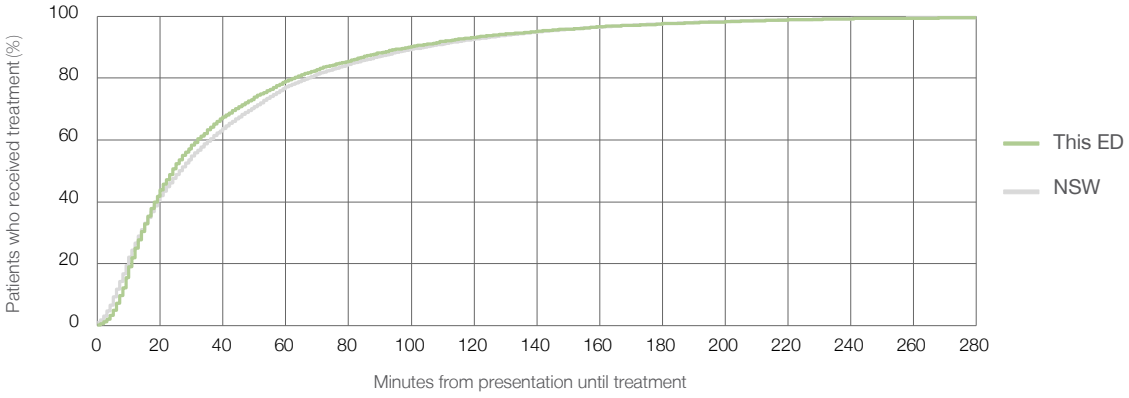
Canterbury Hospital: Time patients waited to start treatment, triage 4

October to December 2018

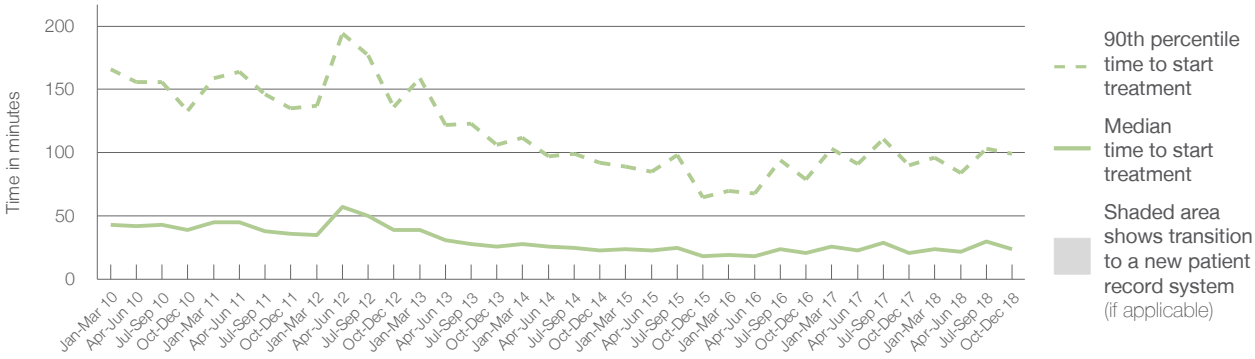
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 5,314	4,689	
Number of triage 4 patients used to calculate waiting time:[3] 4,936	4,380	
Median time to start treatment[4] 24 minutes	21 minutes	26 minutes
90th percentile time to start treatment[5] 99 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 †‡



	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)	39	36	39	26	23	18	21	21	24
90th percentile time to start treatment[5] (minutes)	133	135	136	106	92	65	79	90	99

(†) 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.

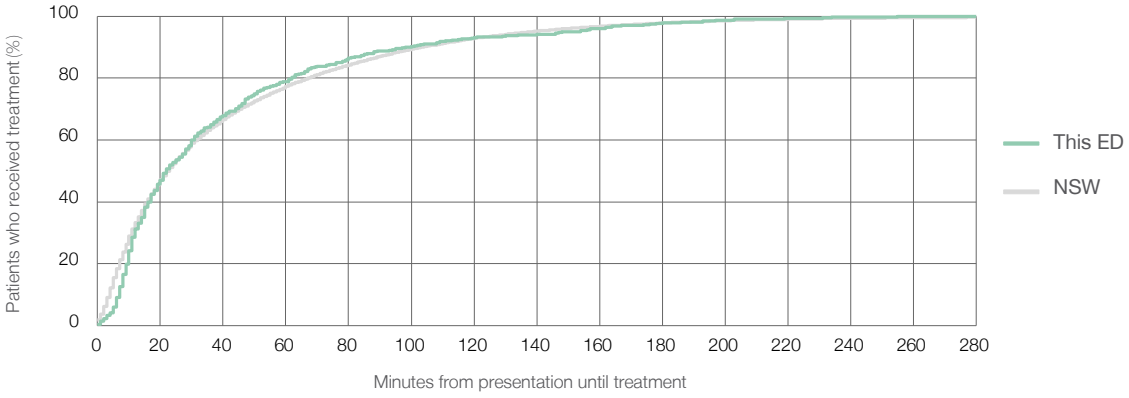
Canterbury Hospital: Time patients waited to start treatment, triage 5

October to December 2018

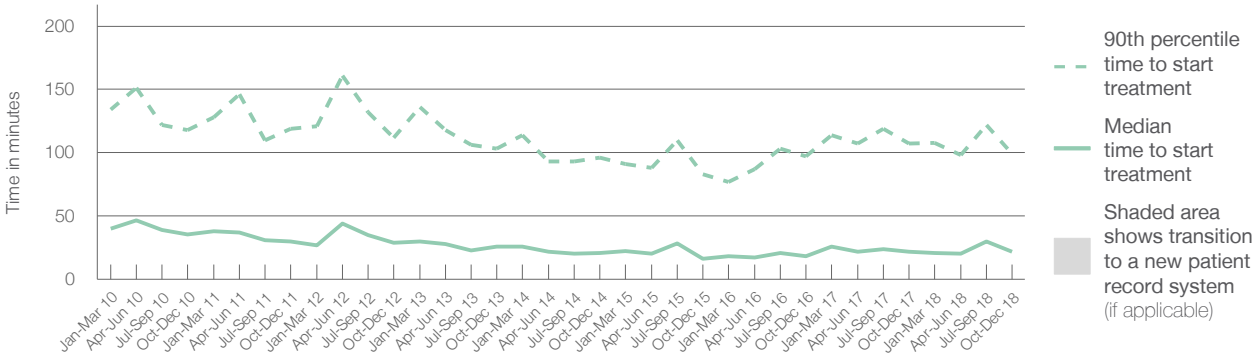
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 881	1,180	
Number of triage 5 patients used to calculate waiting time:[3] 706	982	
Median time to start treatment[4] 22 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5] 99 minutes	107 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 †‡



	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)	36	30	29	26	21	16	18	22	22
90th percentile time to start treatment[5] (minutes)	118	119	112	103	96	83	97	107	99

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

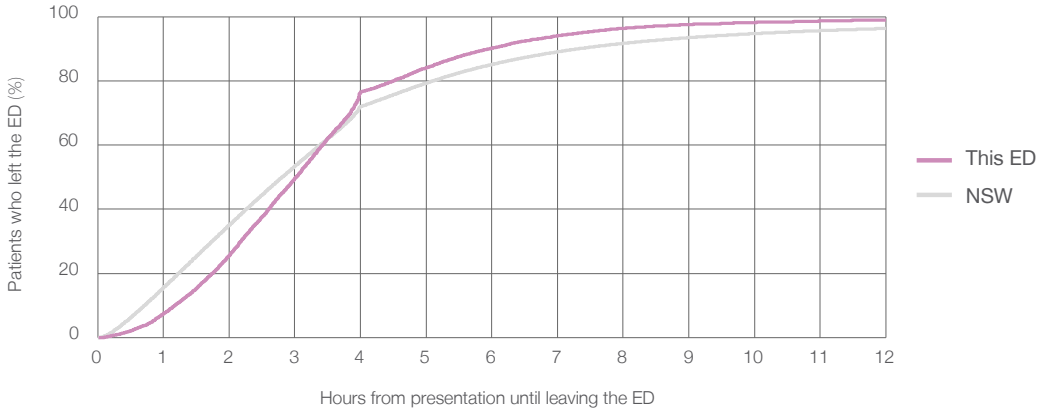
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Canterbury Hospital: Time patients spent in the ED

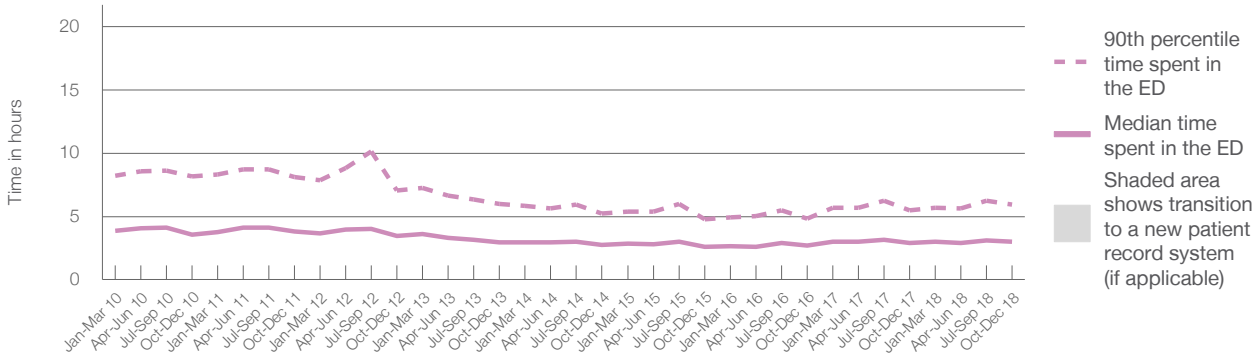
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	11,598 patients	11,209	
Presentations used to calculate time to leaving the ED:[6]	11,597 patients	11,208	
Median time spent in the ED[8]	3 hours and 1 minutes	2 hours and 53 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	5 hours and 57 minutes	5 hours and 30 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 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m	3h 1m
90th percentile time spent in the ED[9] (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m	5h 57m

(†) 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.

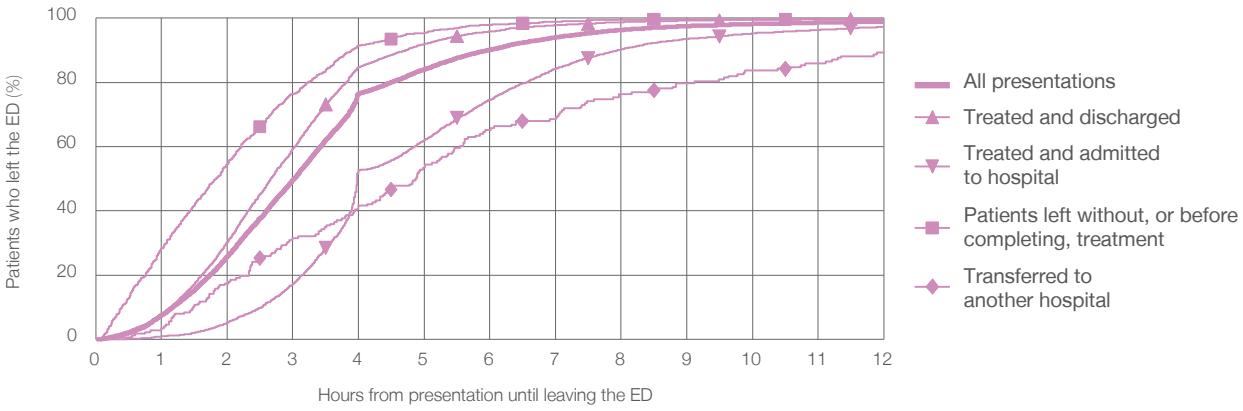
Canterbury Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 11,598 patients

Presentations used to calculate time to leaving the ED:[6] 11,597 patients

		Same period last year	Change since one year ago
Treated and discharged	7,531 (64.9%)	7,434	1.3%
Treated and admitted to hospital	2,940 (25.3%)	2,729	7.7%
Patient left without, or before completing, treatment	924 (8.0%)	892	3.6%
Transferred to another hospital	178 (1.5%)	122	45.9%
Other	25 (0.2%)	32	-21.9%
		11,208	3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.4%	30.4%	59.4%	84.8%	95.8%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.9%	5.1%	17.2%	52.6%	74.7%	90.3%	95.3%	97.3%
Patient left without, or before completing, treatment	28.2%	54.7%	76.4%	91.5%	97.8%	99.6%	99.7%	99.8%
Transferred to another hospital	3.4%	17.4%	31.5%	41.6%	65.2%	76.4%	83.7%	89.3%
All presentations	7.5%	25.8%	49.7%	76.5%	90.2%	96.4%	98.2%	98.9%

(†) 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.

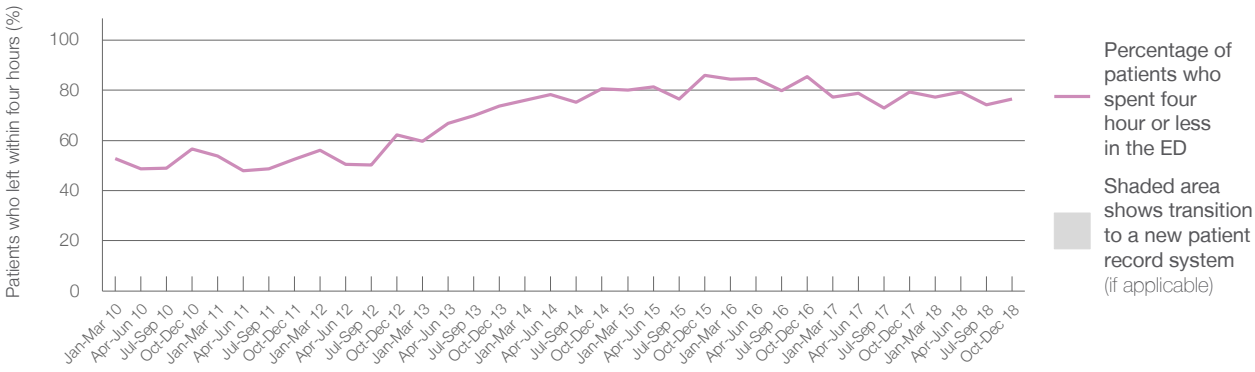
Canterbury Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	11,598 patients	11,209	3%
Presentations used to calculate time to leaving the ED: [6]	11,597 patients	11,208	3%
Percentage of patients who spent four hours or less in the ED	76.5%	79.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	56.6%	52.6%	62.2%	73.7%	80.6%	85.9%	85.4%	79.3%	76.5%

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

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

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

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).

Concord Repatriation General Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	10,662 patients	10,220	4%
Emergency presentations:[2]	10,608 patients	10,196	4%

Concord Repatriation General 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):	1,310 patients	1,159	
Median time to start treatment[4]	9 minutes		9 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes		19 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration):	4,740 patients	4,431	
Median time to start treatment[4]	22 minutes		26 minutes	20 minutes
90th percentile time to start treatment[5]	72 minutes		89 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache):	4,054 patients	4,107	
Median time to start treatment[4]	29 minutes		27 minutes	26 minutes
90th percentile time to start treatment[5]	101 minutes		96 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions):	426 patients	453	
Median time to start treatment[4]	26 minutes		22 minutes	23 minutes
90th percentile time to start treatment[5]	101 minutes		83 minutes	104 minutes

Concord Repatriation General 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]	10,659 patients	10,217	4%
Percentage of patients who spent four hours or less in the ED	74%	75%	

* 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.

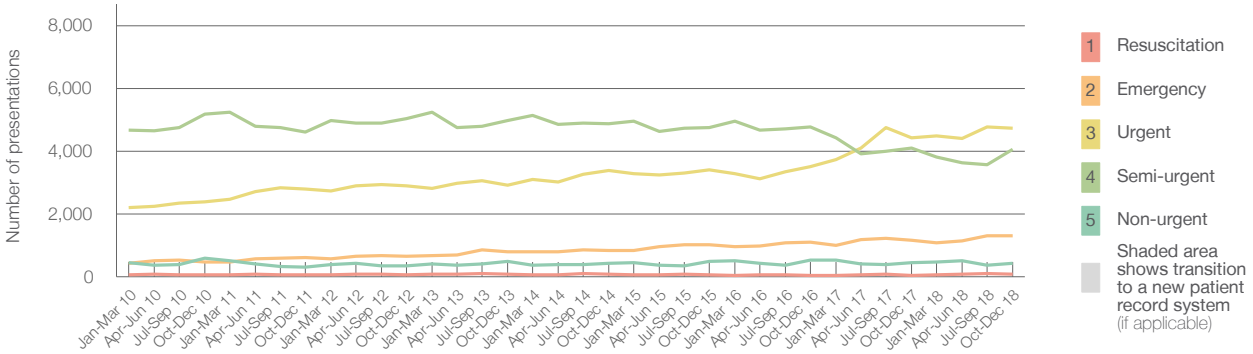
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Concord Repatriation General Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	10,662 patients	10,220	4%
Emergency presentations[2] by triage category:	10,608 patients	10,196	4%
1 Resuscitation	78 (0.7%)	46	69.6%
2 Emergency	1,310 (12.3%)	1,159	13.0%
3 Urgent	4,740 (44.7%)	4,431	7.0%
4 Semi-urgent	4,054 (38.2%)	4,107	-1.3%
5 Non-urgent	426 (4.0%)	453	-6.0%

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	57	60	68	85	76	56	43	46	78
Emergency	462	619	658	802	828	1,010	1,101	1,159	1,310
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431	4,740
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107	4,054
Non-urgent	593	298	353	496	429	478	525	453	426
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,196	10,608

Concord Repatriation General 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]	2,391 patients	2,135	
ED Transfer of care time			
Median time	11 minutes	12 minutes	-1 minute
90th percentile time	20 minutes	21 minutes	-1 minute

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

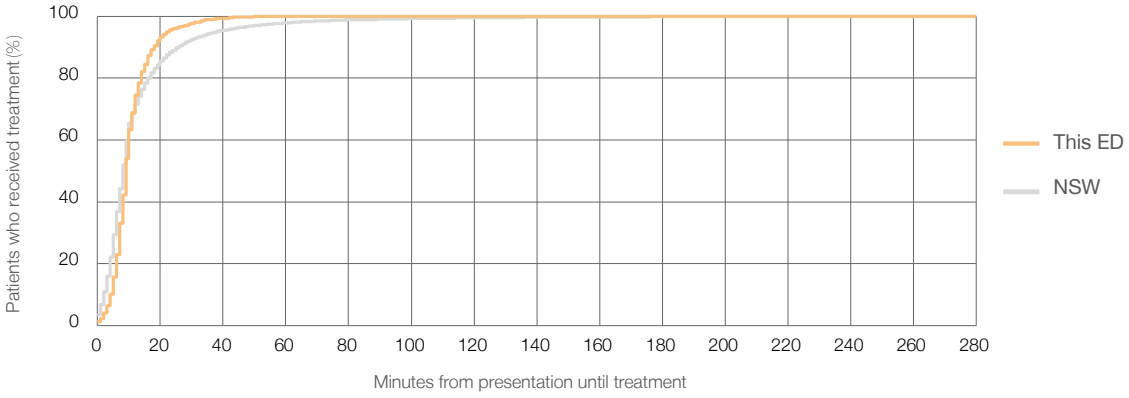
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2

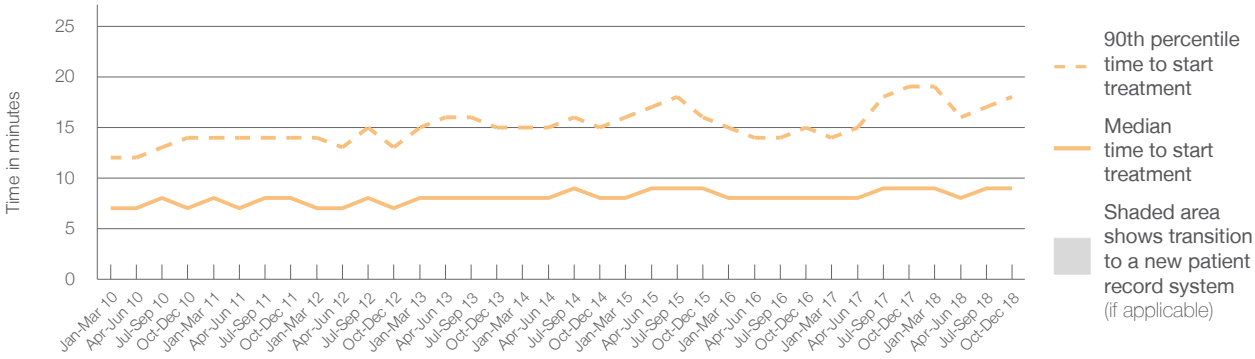
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,310	1,159	
Number of triage 2 patients used to calculate waiting time:[3]	1,290	1,154	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	19 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)	7	8	7	8	8	9	8	9	9
90th percentile time to start treatment[5] (minutes)	14	14	13	15	15	16	15	19	18

(†) 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.

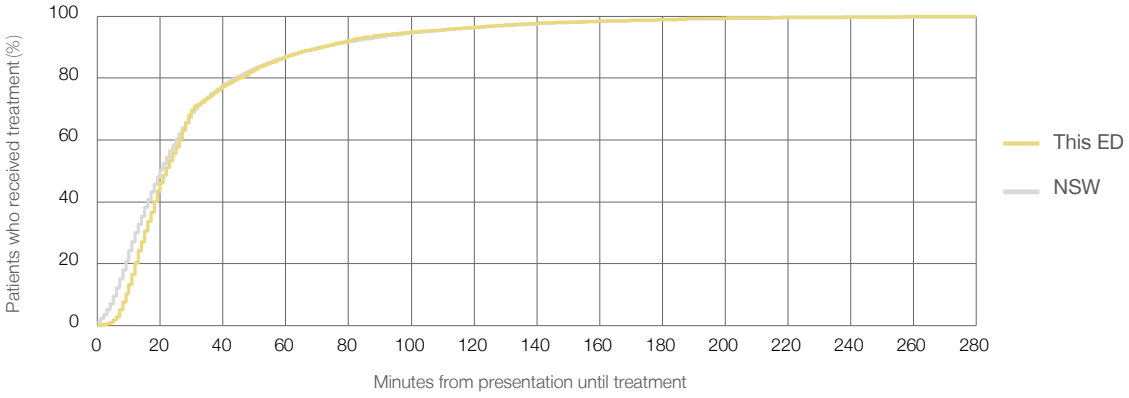
Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3

October to December 2018

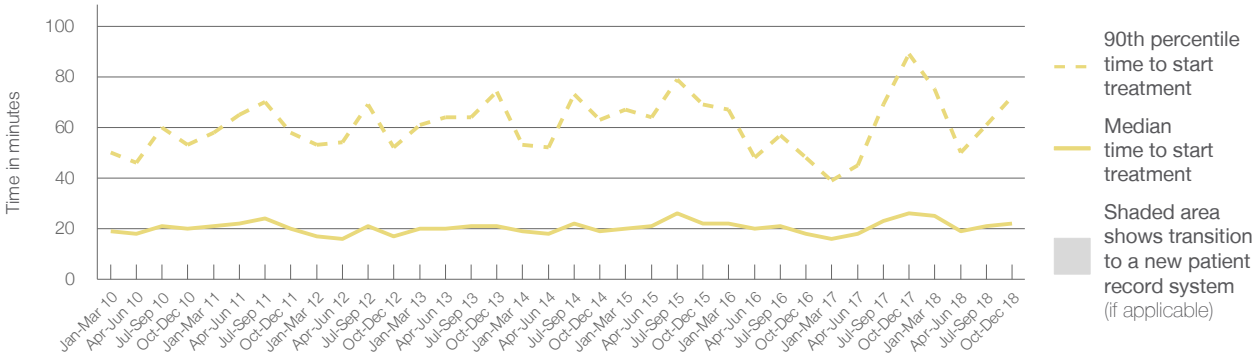
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	4,740	4,431	
Number of triage 3 patients used to calculate waiting time:[3]	4,614	4,271	
Median time to start treatment[4]	22 minutes	26 minutes	20 minutes
90th percentile time to start treatment[5]	72 minutes	89 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)	20	20	17	21	19	22	18	26	22
90th percentile time to start treatment[5] (minutes)	53	58	52	74	63	69	48	89	72

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

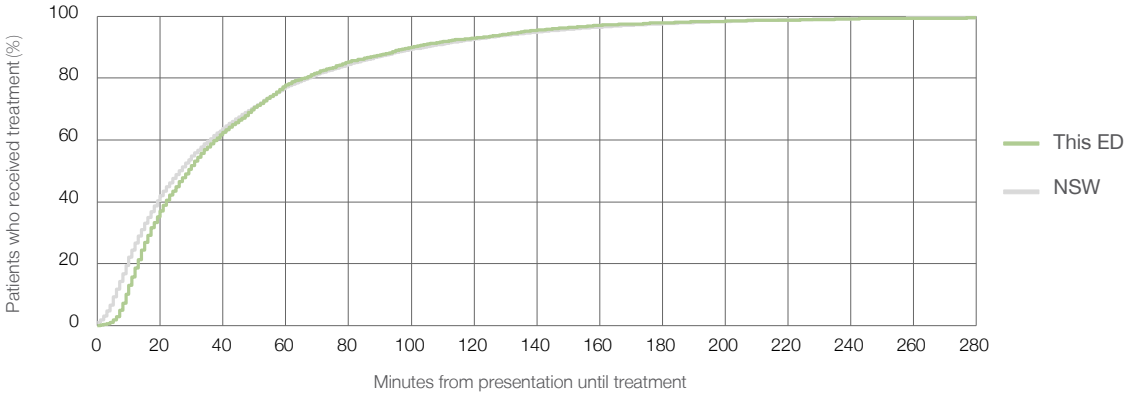
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4

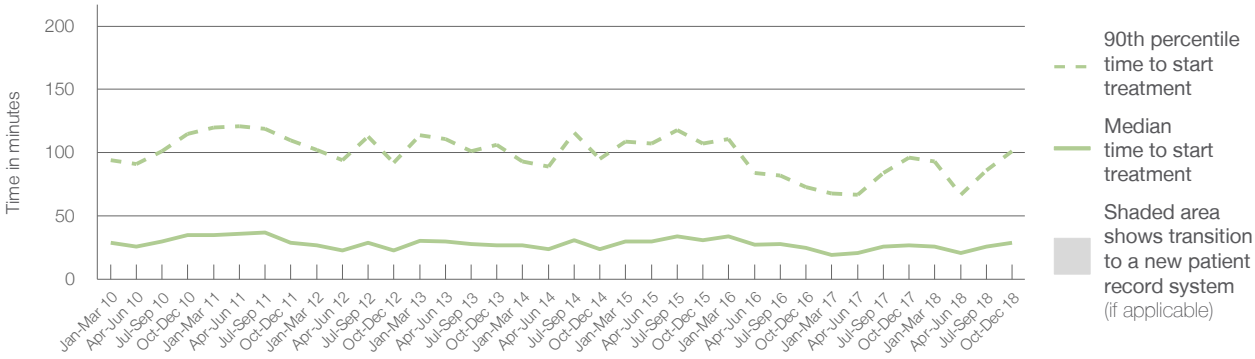
October to December 2018

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,054	4,107	
Number of triage 4 patients used to calculate waiting time:[3]	3,788	3,817	
Median time to start treatment[4]	29 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5]	101 minutes	96 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 †‡



	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	29	23	27	24	31	25	27	29
90th percentile time to start treatment[5] (minutes)	115	110	92	106	95	107	73	96	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.

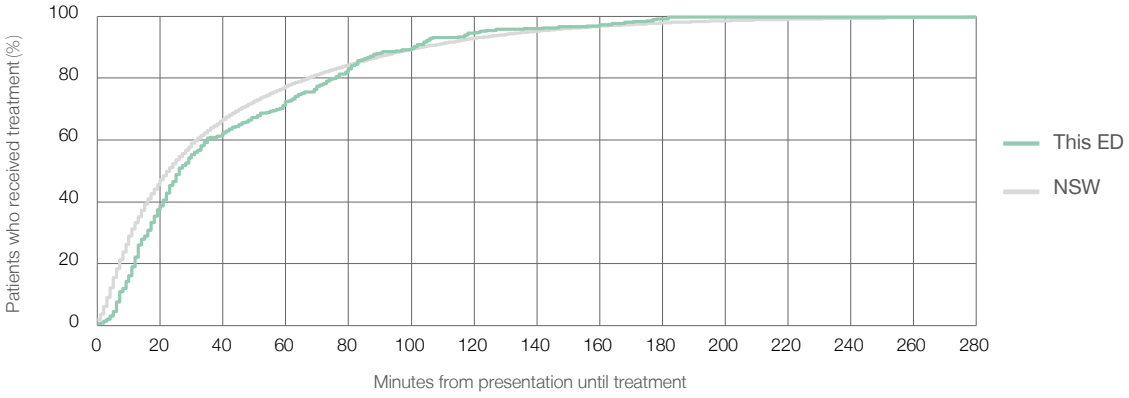
Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5

October to December 2018

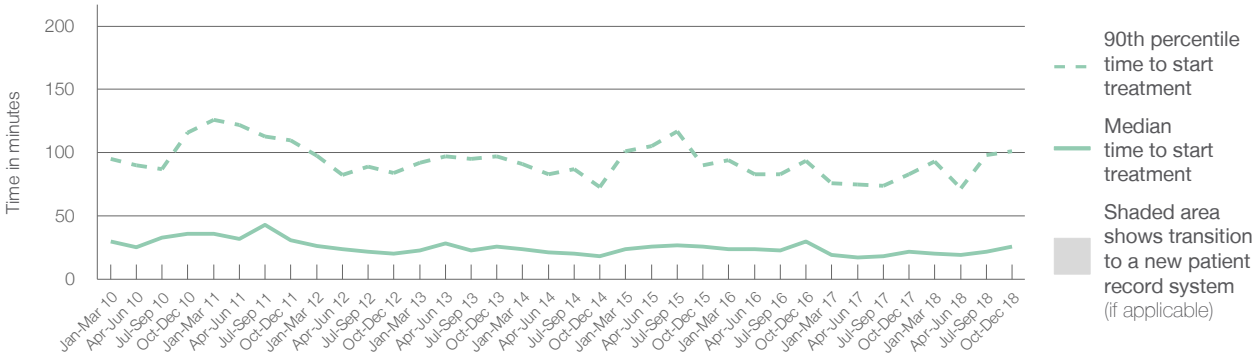
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	426	453	
Number of triage 5 patients used to calculate waiting time:[3]	348	384	
Median time to start treatment[4]	26 minutes	22 minutes	23 minutes
90th percentile time to start treatment[5]	101 minutes	83 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 †‡



	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)	36	31	20	26	18	26	30	22	26
90th percentile time to start treatment[5] (minutes)	116	110	84	97	73	90	94	83	101

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

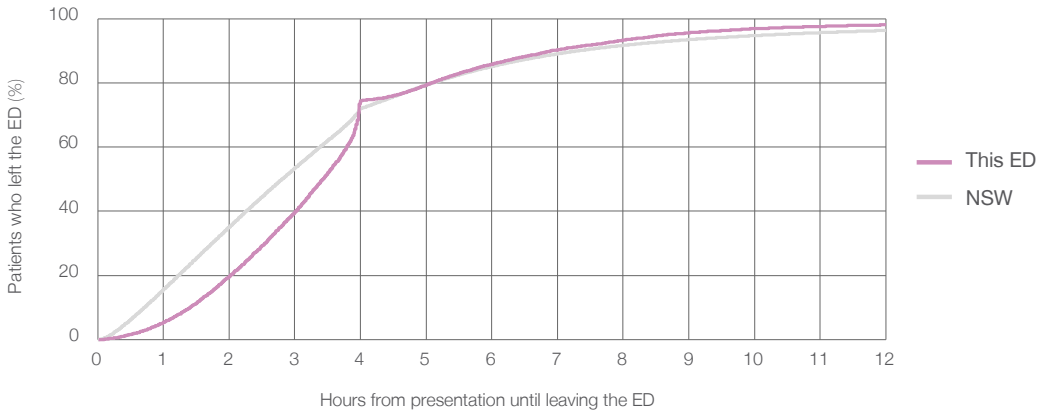
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Repatriation General Hospital: Time patients spent in the ED

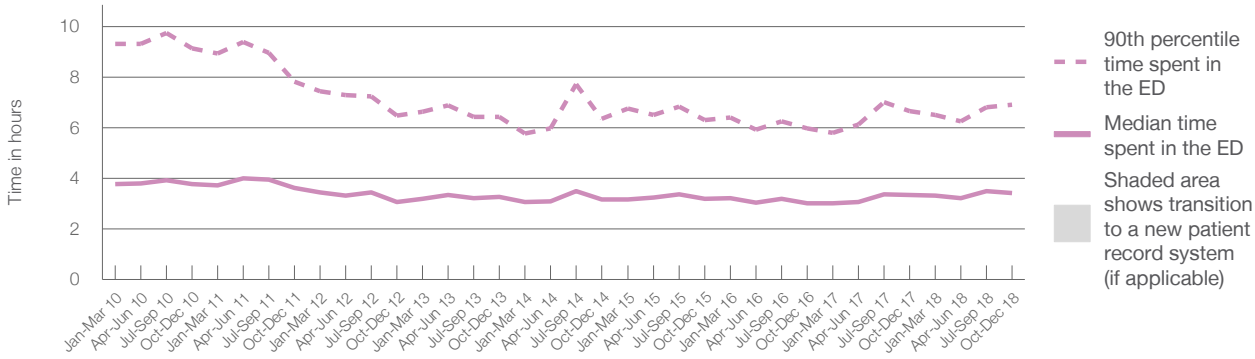
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	10,662 patients	10,220	
Presentations used to calculate time to leaving the ED:[6]	10,659 patients	10,217	
Median time spent in the ED[8]	3 hours and 26 minutes	3 hours and 21 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	6 hours and 55 minutes	6 hours and 40 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 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m	3h 26m
90th percentile time spent in the ED[9] (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m	6h 55m

(†) 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.

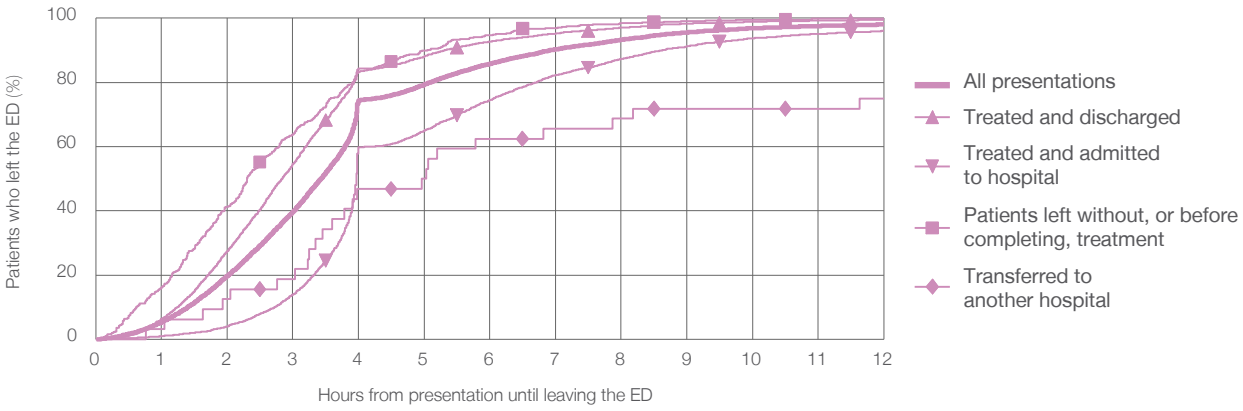
Concord Repatriation General Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 10,662 patients

Presentations used to calculate time to leaving the ED:[6] 10,659 patients

		Same period last year	Change since one year ago
Treated and discharged	5,926 (55.6%)	6,049	-2.0%
Treated and admitted to hospital	4,067 (38.1%)	3,557	14.3%
Patient left without, or before completing, treatment	500 (4.7%)	439	13.9%
Transferred to another hospital	32 (0.3%)	26	23.1%
Other	137 (1.3%)	149	-8.1%
		10,217	4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	27.5%	54.6%	83.3%	92.7%	97.0%	98.9%	99.5%
Treated and admitted to hospital	1.0%	4.1%	13.9%	59.8%	74.5%	87.3%	93.7%	96.1%
Patient left without, or before completing, treatment	16.2%	41.2%	63.8%	84.4%	94.8%	98.6%	99.6%	99.8%
Transferred to another hospital	3.1%	12.5%	18.8%	46.9%	62.5%	68.8%	71.9%	75.0%
All presentations	5.4%	19.7%	39.8%	74.4%	85.8%	93.3%	96.9%	98.1%

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

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

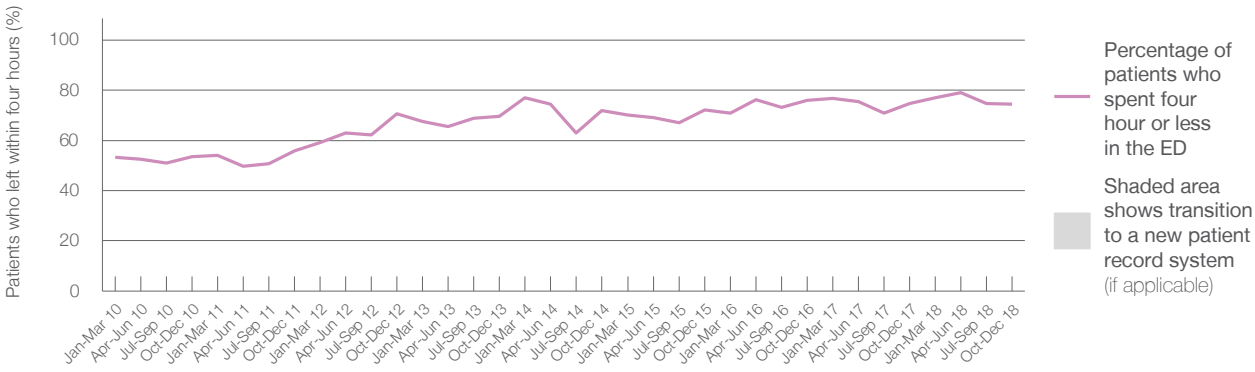
Concord Repatriation General Hospital: Time spent in the ED

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]	10,662 patients	10,220	4%
Presentations used to calculate time to leaving the ED: [6]	10,659 patients	10,217	4%
Percentage of patients who spent four hours or less in the ED	74.4%	74.6%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	53.4%	55.7%	70.6%	69.6%	72.0%	72.1%	75.9%	74.6%	74.4%

* 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).

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	20,664 patients	19,371	7%
Emergency presentations:[2]	20,285 patients	18,960	7%

Royal Prince Alfred 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):	3,538 patients	3,155	
Median time to start treatment[4]	12 minutes	11 minutes	8 minutes
90th percentile time to start treatment[5]	23 minutes	23 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	10,456 patients	10,023	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
90th percentile time to start treatment[5]	76 minutes	83 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	5,555 patients	5,004	
Median time to start treatment[4]	30 minutes	36 minutes	26 minutes
90th percentile time to start treatment[5]	105 minutes	119 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	529 patients	640	
Median time to start treatment[4]	28 minutes	35 minutes	23 minutes
90th percentile time to start treatment[5]	95 minutes	117 minutes	104 minutes

Royal Prince Alfred 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]	20,664 patients	19,371	7%
Percentage of patients who spent four hours or less in the ED	64%	68%	

* 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.

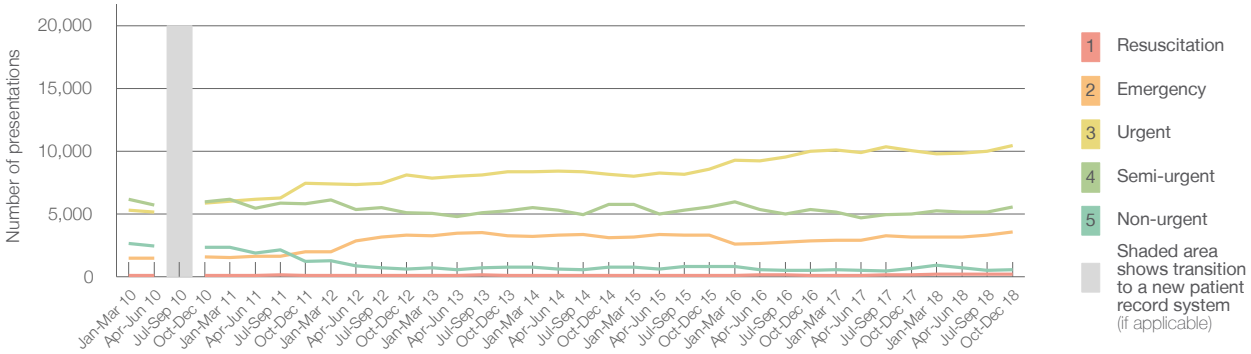
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	20,664 patients	19,371	7%
Emergency presentations[2] by triage category:	20,285 patients	18,960	7%
1 Resuscitation	207 (1.0%)	138	50.0%
2 Emergency	3,538 (17.4%)	3,155	12.1%
3 Urgent	10,456 (51.5%)	10,023	4.3%
4 Semi-urgent	5,555 (27.4%)	5,004	11.0%
5 Non-urgent	529 (2.6%)	640	-17.3%

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	82	103	119	119	80	78	104	138	207
Emergency	1,599	1,980	3,304	3,236	3,118	3,303	2,842	3,155	3,538
Urgent	5,856	7,449	8,110	8,365	8,177	8,539	9,965	10,023	10,456
Semi-urgent	5,949	5,824	5,119	5,271	5,758	5,559	5,366	5,004	5,555
Non-urgent	2,341	1,233	620	774	739	799	488	640	529
All emergency presentations	15,827	16,589	17,272	17,765	17,872	18,278	18,765	18,960	20,285

Royal Prince Alfred 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]	5,550 patients	5,007	
ED Transfer of care time			
Median time	15 minutes	15 minutes	0 minutes
90th percentile time	29 minutes	29 minutes	0 minutes

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

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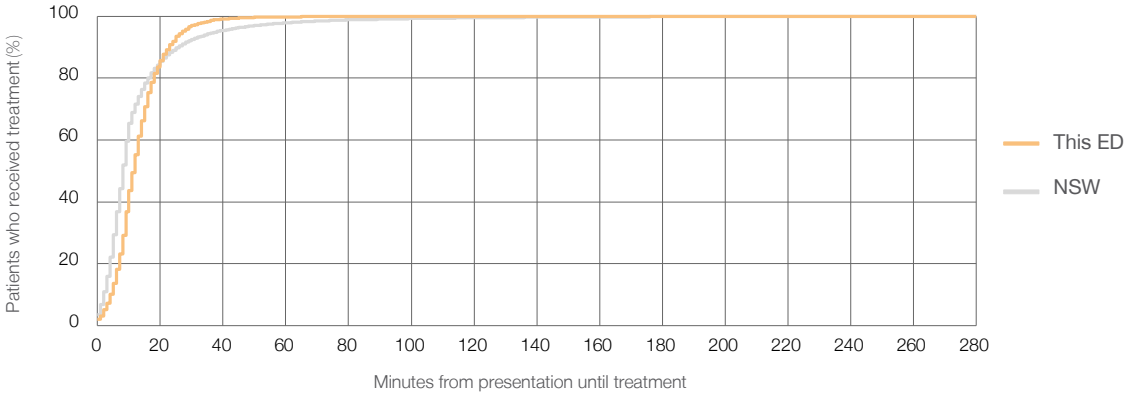
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

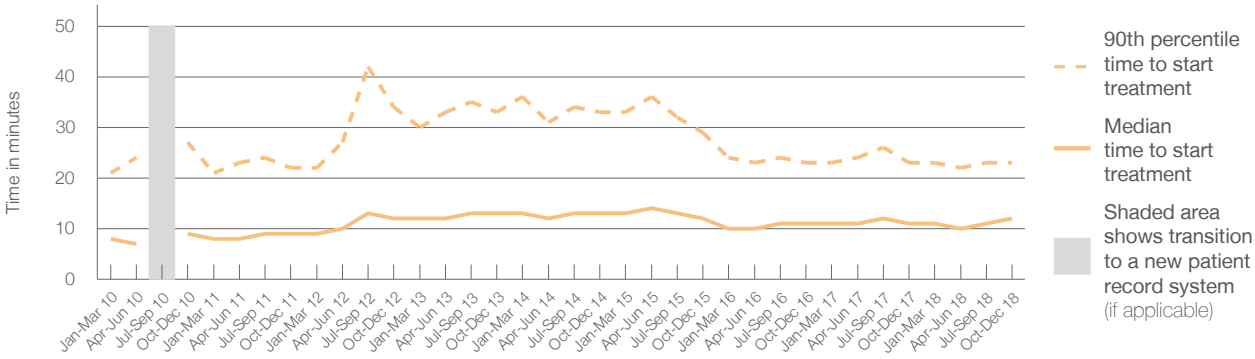
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 3,538	3,155	
Number of triage 2 patients used to calculate waiting time:[3] 3,534	3,149	
Median time to start treatment[4] 12 minutes	11 minutes	8 minutes
90th percentile time to start treatment[5] 23 minutes	23 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)	9	9	12	13	13	12	11	11	12
90th percentile time to start treatment[5] (minutes)	27	22	34	33	33	29	23	23	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.

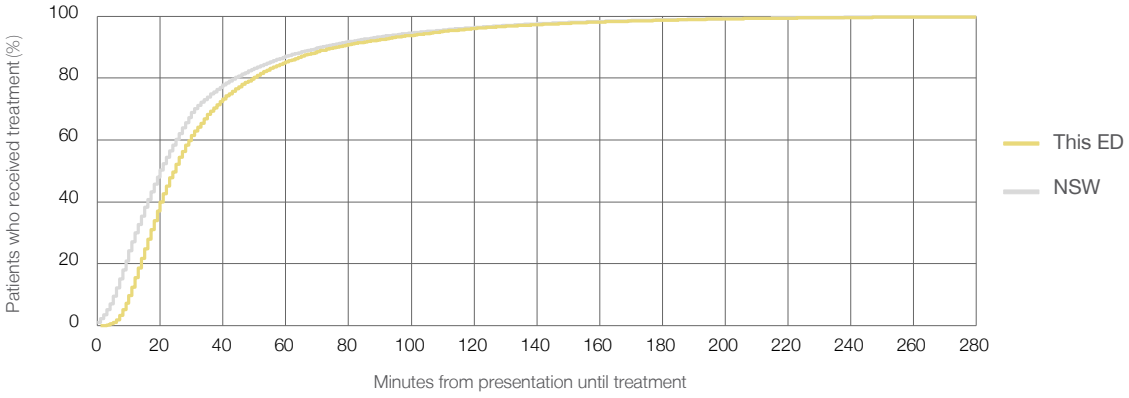
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

October to December 2018

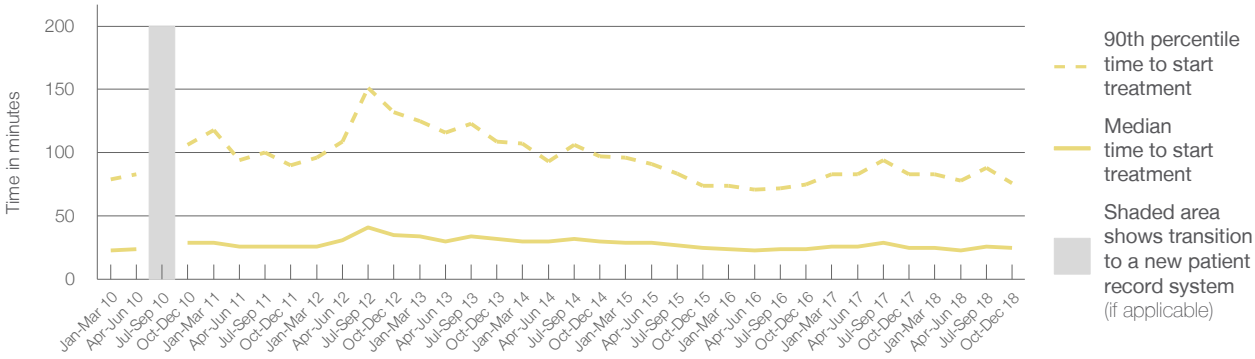
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	10,456	10,023	
Number of triage 3 patients used to calculate waiting time:[3]	10,265	9,818	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
90th percentile time to start treatment[5]	76 minutes	83 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)	29	26	35	32	30	25	24	25	25
90th percentile time to start treatment[5] (minutes)	106	90	132	109	97	74	75	83	76

(†) 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.

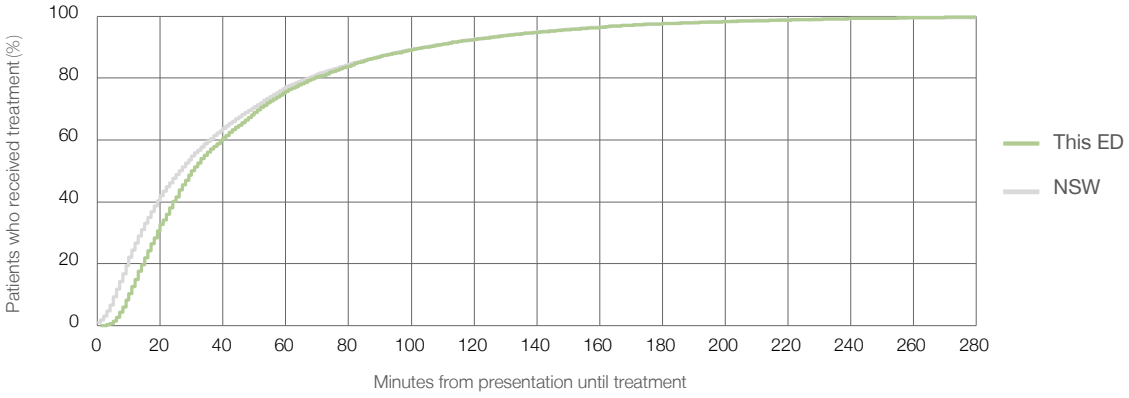
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

October to December 2018

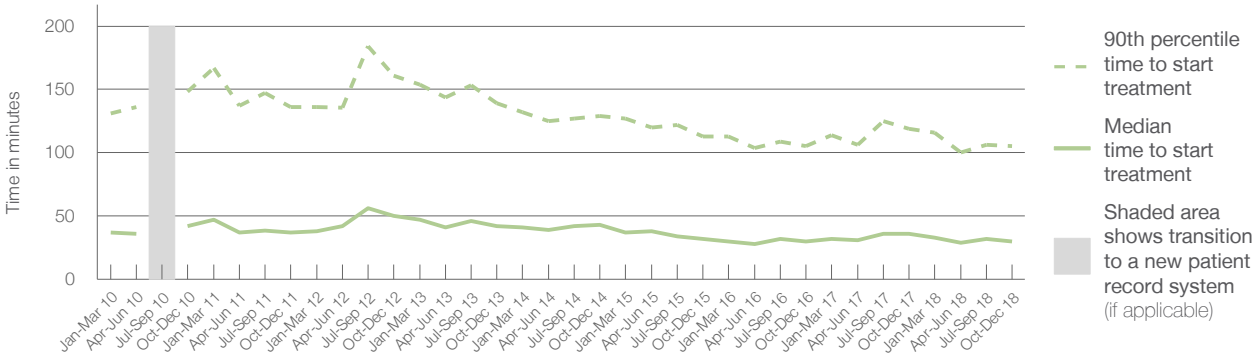
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	5,555	5,004	
Number of triage 4 patients used to calculate waiting time: [3]	5,299	4,729	
Median time to start treatment [4]	30 minutes	36 minutes	26 minutes
90th percentile time to start treatment [5]	105 minutes	119 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 †‡



	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)	42	37	50	42	43	32	30	36	30
90th percentile time to start treatment [5] (minutes)	148	136	161	139	129	113	105	119	105

(†) 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.

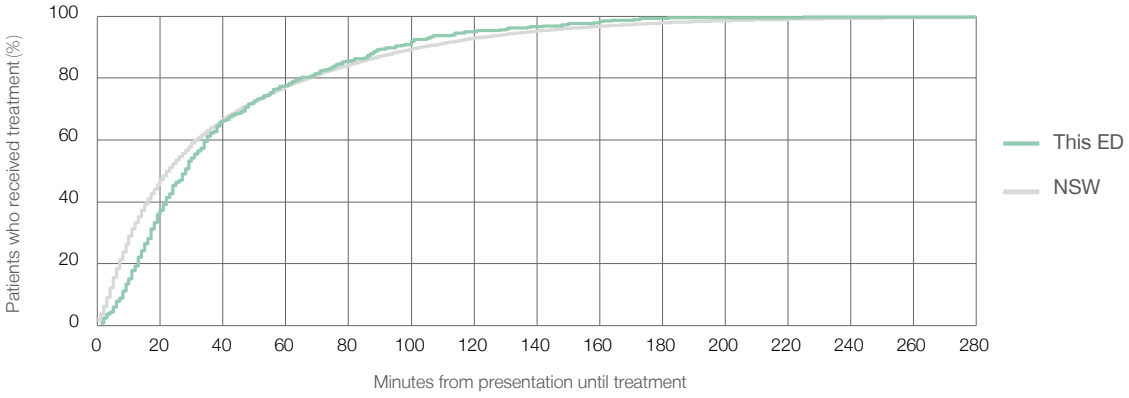
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

October to December 2018

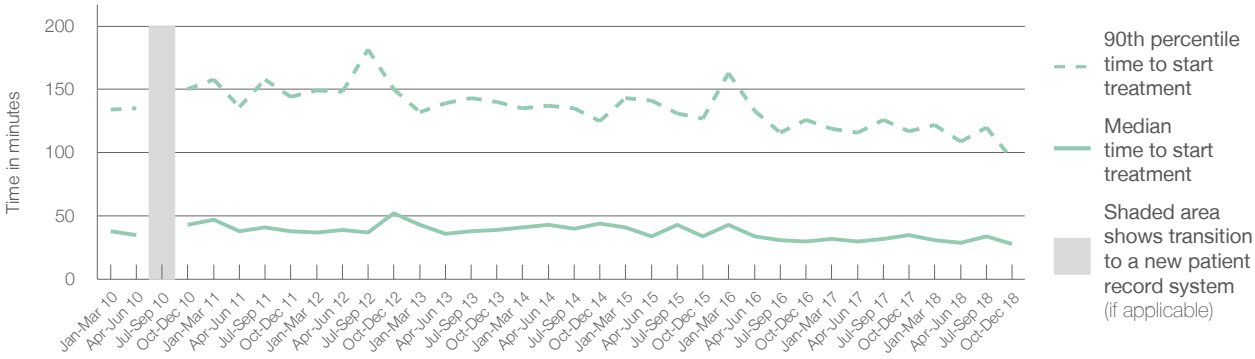
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	529	640	
Number of triage 5 patients used to calculate waiting time:[3]	384	428	
Median time to start treatment[4]	28 minutes	35 minutes	23 minutes
90th percentile time to start treatment[5]	95 minutes	117 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 †‡



	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)	43	38	52	39	44	34	30	35	28
90th percentile time to start treatment[5] (minutes)	150	144	150	140	125	127	126	117	95

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

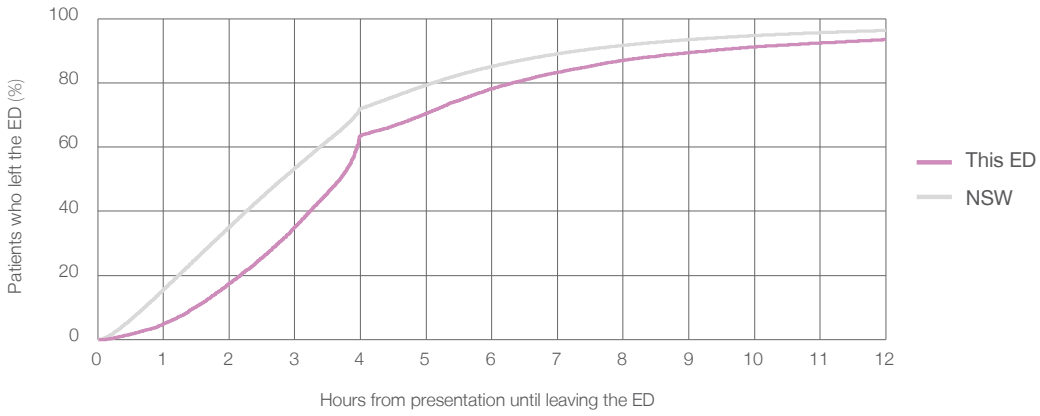
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal Prince Alfred Hospital: Time patients spent in the ED

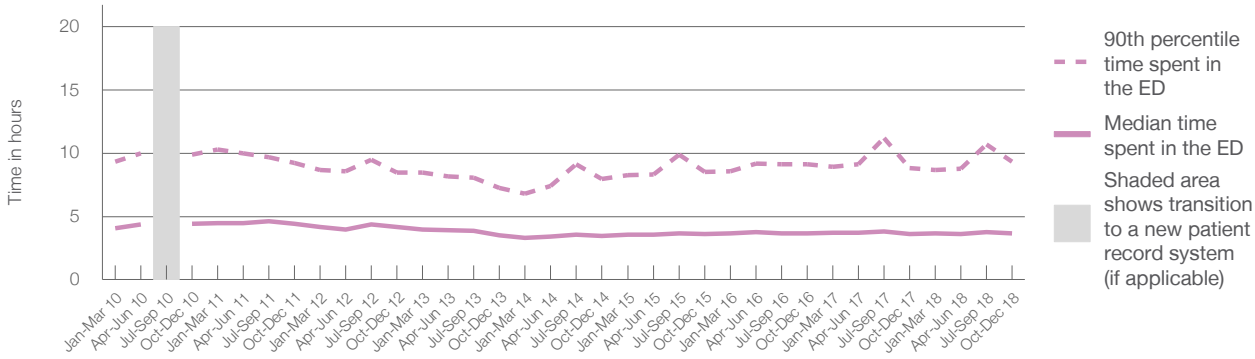
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 20,664 patients	19,371	
Presentations used to calculate time to leaving the ED:[6] 20,664 patients	19,371	
Median time spent in the ED[8] 3 hours and 41 minutes	3 hours and 36 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9] 9 hours and 19 minutes	8 hours and 49 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)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m	3h 41m
90th percentile time spent in the ED[9] (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m	9h 19m

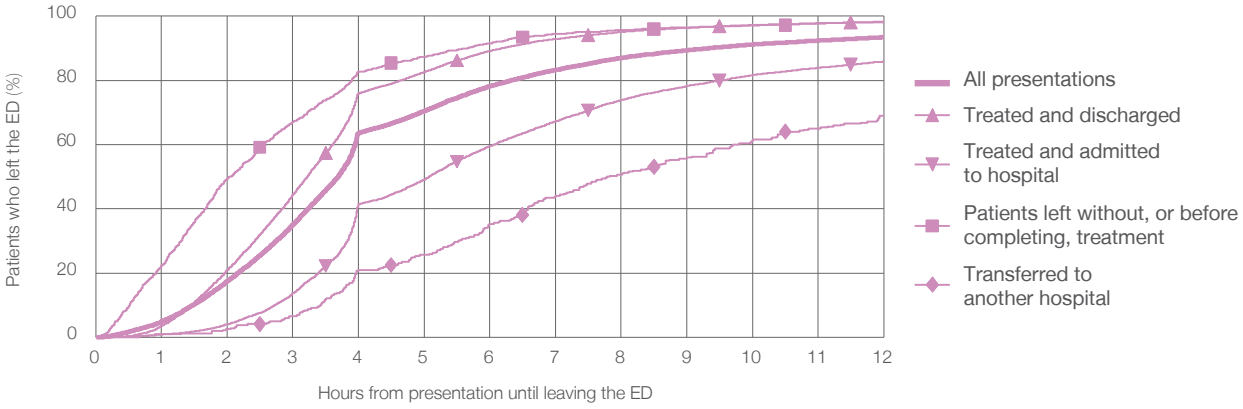
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	20,664 patients		
Presentations used to calculate time to leaving the ED:[6]	20,664 patients	19,371	7%
Treated and discharged	11,450 (55.4%)	10,382	10.3%
Treated and admitted to hospital	7,303 (35.3%)	7,111	2.7%
Patient left without, or before completing, treatment	1,312 (6.3%)	1,247	5.2%
Transferred to another hospital	320 (1.5%)	227	41.0%
Other	279 (1.4%)	404	-30.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.6%	20.9%	44.4%	75.9%	89.2%	95.1%	97.2%	98.3%
Treated and admitted to hospital	0.8%	4.0%	13.7%	41.5%	59.6%	73.9%	81.7%	85.9%
Patient left without, or before completing, treatment	22.3%	49.5%	67.0%	82.7%	91.6%	95.7%	97.1%	98.1%
Transferred to another hospital	0.9%	2.5%	6.6%	20.9%	35.3%	50.6%	61.6%	69.1%
All presentations	4.9%	17.5%	35.1%	63.7%	78.2%	87.0%	91.2%	93.5%

(†) 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.

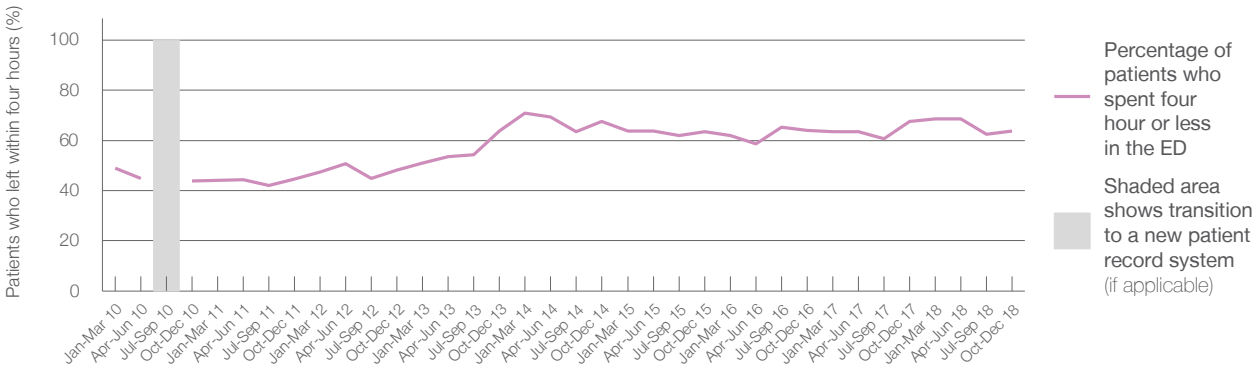
Royal Prince Alfred Hospital: Time spent in the ED

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]	20,664 patients	19,371	7%
Presentations used to calculate time to leaving the ED: [6]	20,664 patients	19,371	7%
Percentage of patients who spent four hours or less in the ED	63.7%	67.6%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	43.7%	44.7%	48.1%	63.8%	67.6%	63.4%	64.0%	67.6%	63.7%

* 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).