

Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Principal referral hospitals  
(A1) peer group

**April to June 2016**

## Bankstown / Lidcombe Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 13,039 patients

Emergency presentations:<sup>2</sup> 12,930 patients

Same period last year	Change since one year ago
12,663	3.0%
12,621	2.4%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,634 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,817 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,922 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 95th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 95th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
2,643	
9 minutes	8 minutes
45 minutes	36 minutes
5,193	
21 minutes	20 minutes
104 minutes	92 minutes
4,144	
22 minutes	25 minutes
103 minutes	128 minutes
549	
18 minutes	23 minutes
96 minutes	132 minutes

## Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,039 patients

Percentage of patients who spent four hours or less in the ED 77.7%

Same period last year	Change since one year ago
12,663	3.0%
76.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

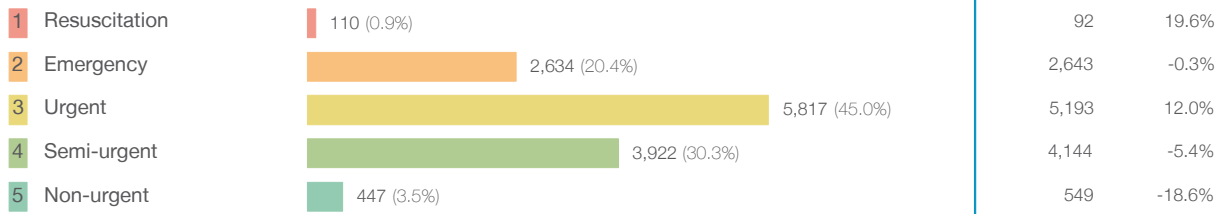
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

April to June 2016

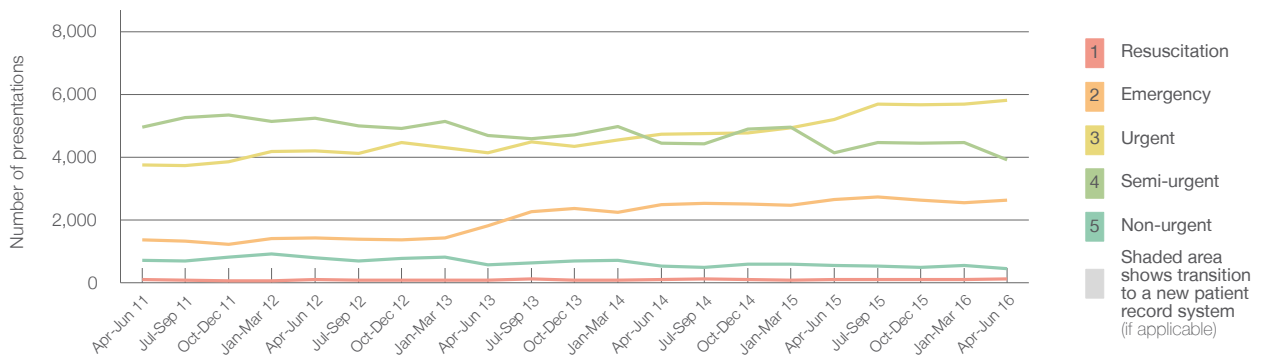
All presentations:<sup>1</sup> 13,039 patients

Emergency presentations<sup>2</sup> by triage category: 12,930 patients



Same period last year	Change since one year ago
12,663	3.0%
12,621	2.4%
92	19.6%
2,643	-0.3%
5,193	12.0%
4,144	-5.4%
549	-18.6%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	89	96	83	96	92	110
Emergency	1,364	1,417	1,816	2,482	2,643	2,634
Urgent	3,757	4,208	4,145	4,728	5,193	5,817
Semi-urgent	4,953	5,242	4,694	4,438	4,144	3,922
Non-urgent	709	794	575	534	549	447
All emergency presentations	10,872	11,757	11,313	12,278	12,621	12,930

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,572 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,759	
16 minutes	-3 minutes
51 minutes	-20 minutes

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

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

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 2,634

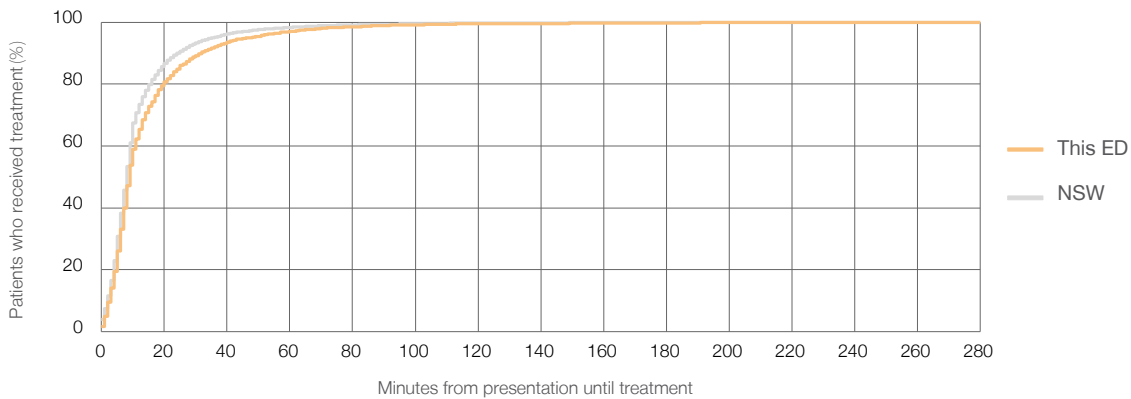
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,626

Median time to start treatment<sup>4</sup> 9 minutes

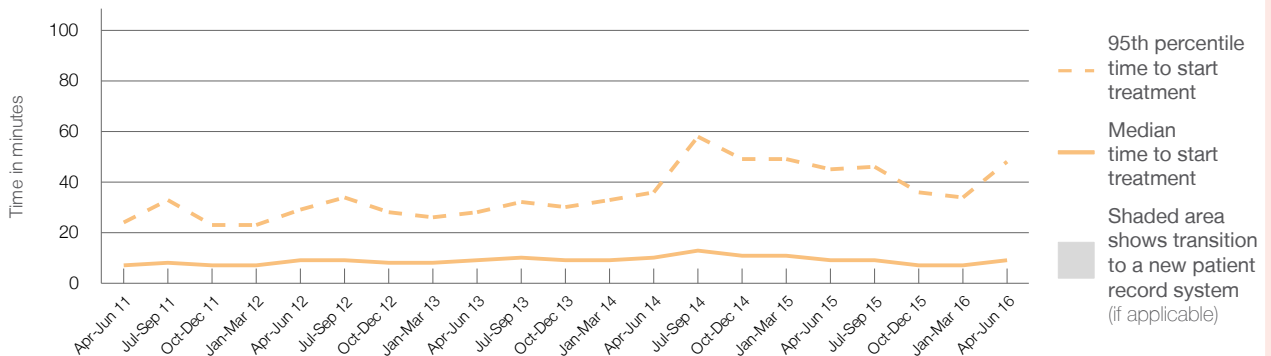
95th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
2,643	2,639
9 minutes	8 minutes
45 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	7	9	9	10	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	24	29	28	36	45	48

(†) 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.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 5,817

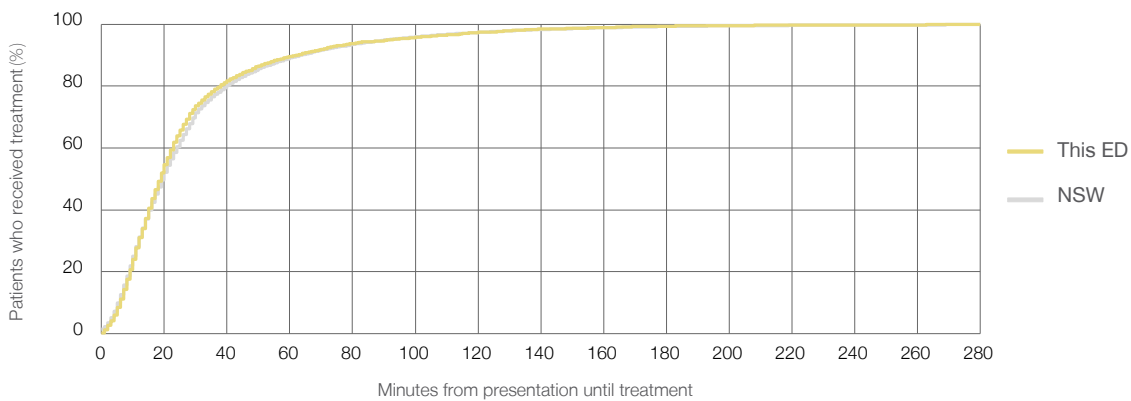
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,715

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

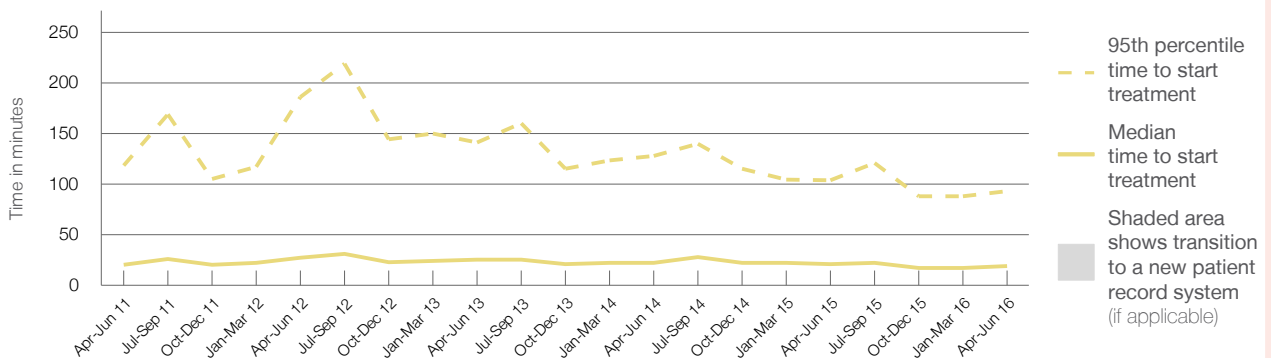
95th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
5,193	5,124
21 minutes	20 minutes
104 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	20	27	25	22	21	19
95th percentile time to start treatment <sup>5</sup> (minutes)	118	186	141	128	104	93

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

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

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 3,922

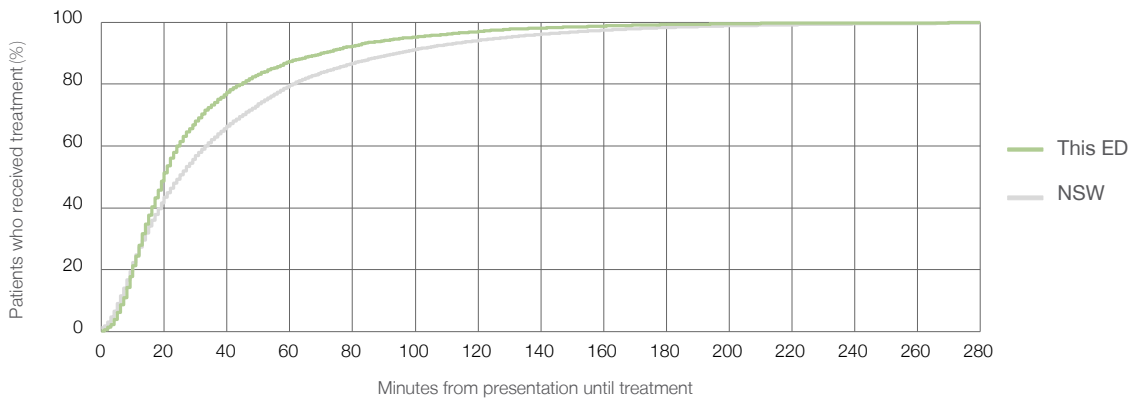
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,781

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

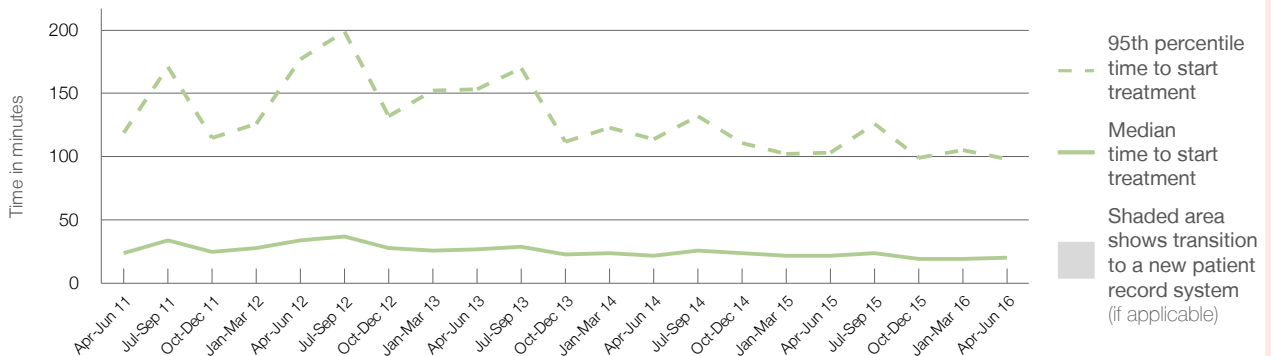
95th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
4,144	4,041
22 minutes	25 minutes
103 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	24	34	27	22	22	20
95th percentile time to start treatment <sup>5</sup> (minutes)	119	177	153	114	103	98

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

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## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 447

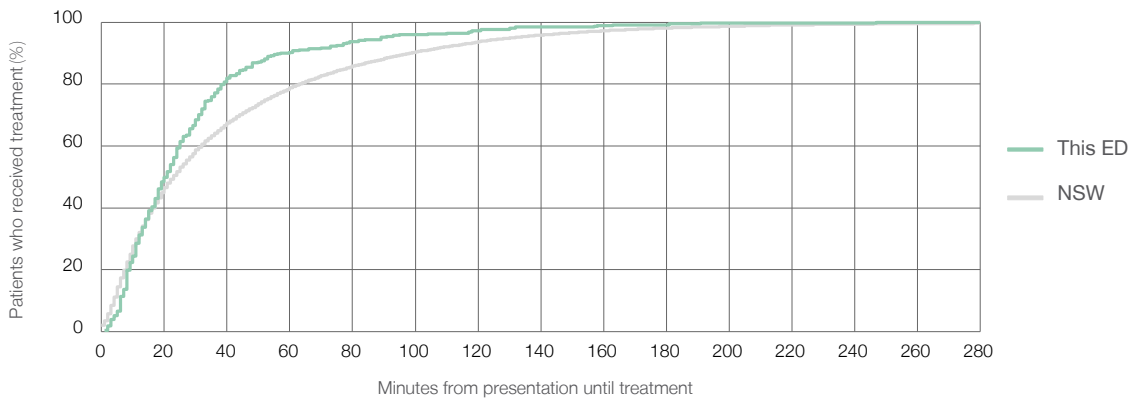
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 371

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

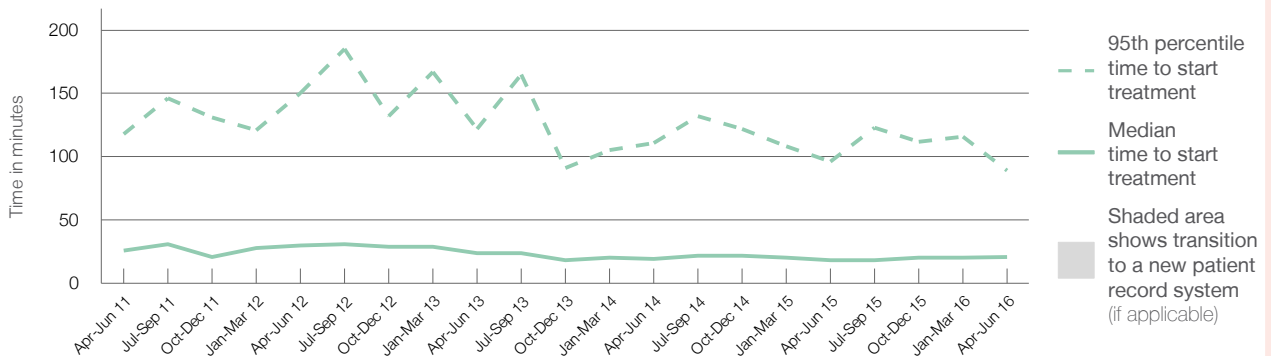
95th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
549	477
18 minutes	23 minutes
96 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	26	30	24	19	18	21
95th percentile time to start treatment <sup>5</sup> (minutes)	118	150	122	111	96	89

(†) 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.

## Bankstown / Lidcombe Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 13,039 patients

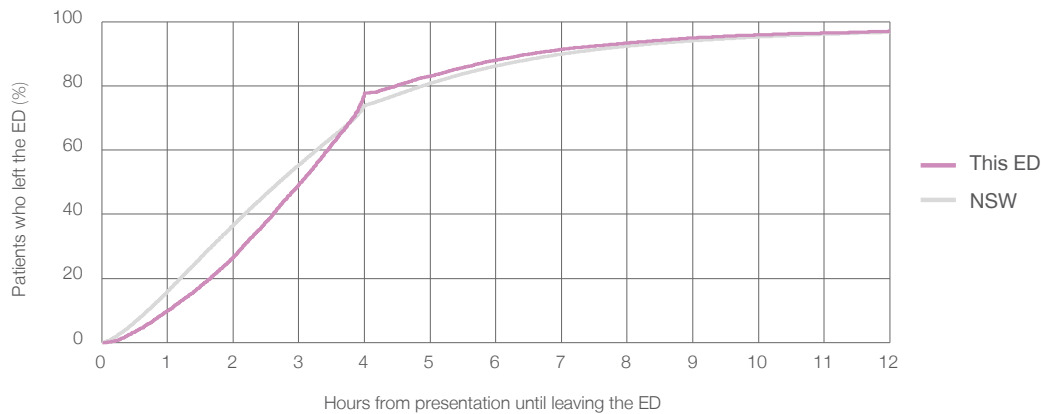
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,039 patients

Median time spent in the ED<sup>8</sup> 3 hours and 2 minutes

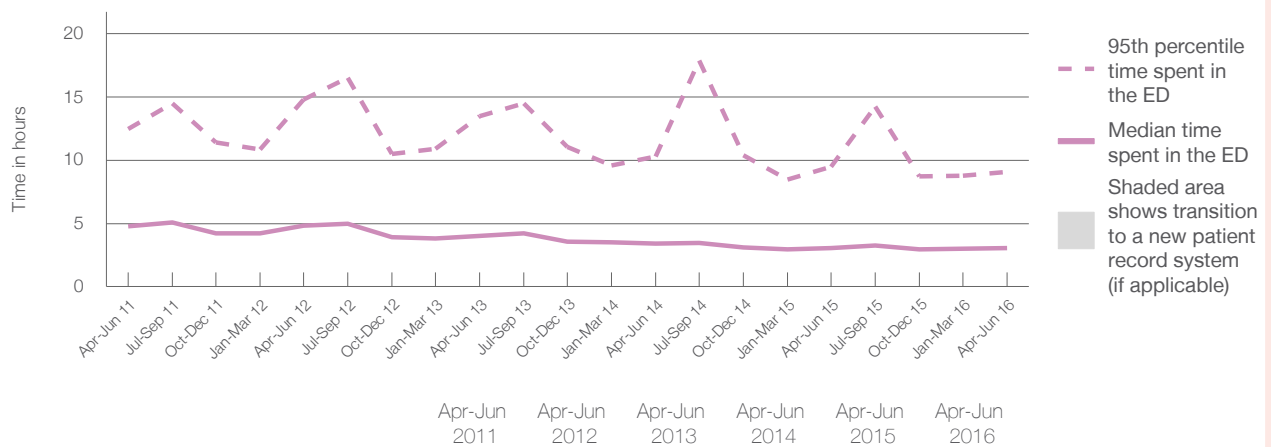
95th percentile time spent in the ED<sup>9</sup> 9 hours and 4 minutes

Same period last year	NSW (this period)
12,663	12,663
3 hours and 3 minutes	2 hours and 42 minutes
9 hours and 29 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 28m	14h 46m	13h 27m	10h 18m	9h 29m	9h 4m

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

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**Bankstown / Lidcombe Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

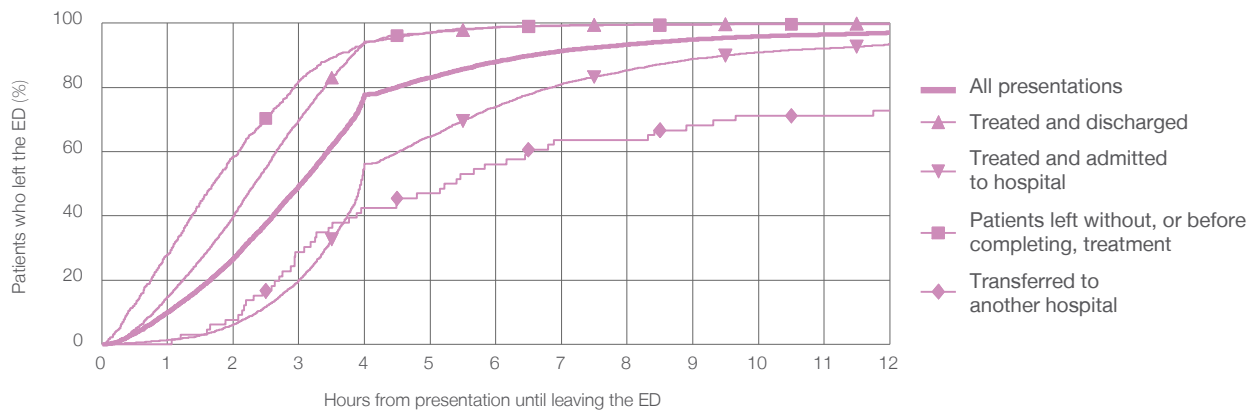
All presentations:<sup>1</sup> 13,039 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,039 patients

Treated and discharged	6,553 (50.3%)
Treated and admitted to hospital	5,539 (42.5%)
Patient left without, or before completing, treatment	843 (6.5%)
Transferred to another hospital	66 (0.5%)
Other	38 (0.3%)

Same period last year	Change since one year ago
12,663	3.0%
6,609	-0.8%
5,241	5.7%
666	26.6%
75	-12.0%
72	-47.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.8%	39.9%	69.9%	93.9%	98.7%	99.6%	99.8%	99.9%
Treated and admitted to hospital	1.3%	6.1%	19.9%	56.3%	74.0%	85.4%	90.9%	93.4%
Patient left without, or before completing, treatment	27.9%	58.4%	81.9%	94.3%	98.7%	99.4%	99.8%	99.8%
Transferred to another hospital	0%	7.6%	28.8%	42.4%	56.1%	63.6%	71.2%	72.7%
All presentations	10.0%	26.7%	49.3%	77.7%	88.0%	93.4%	95.9%	97.0%

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

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

**Bankstown / Lidcombe Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 13,039 patients

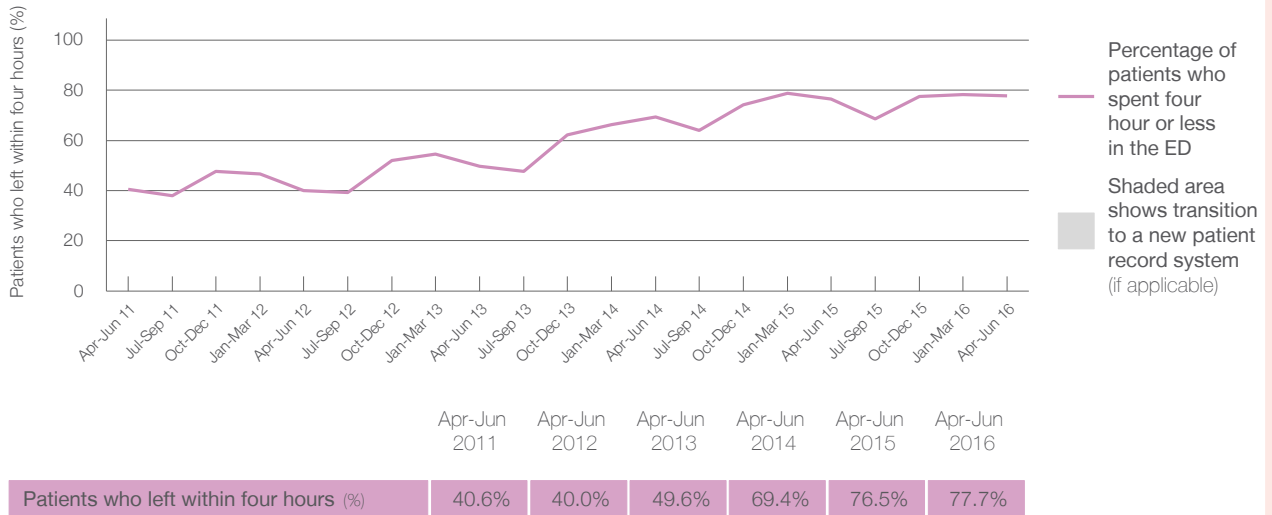
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,039 patients

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: <sup>1</sup>	12,663	3.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	12,663	3.0%
Percentage of patients who spent four hours or less in the ED	76.5%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Concord Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 9,267 patients  
 Emergency presentations:<sup>2</sup> 9,246 patients

Same period last year	Change since one year ago
9,282	-0.2%
9,251	-0.1%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 968 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 95th percentile time to start treatment<sup>5</sup>  17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,123 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 95th percentile time to start treatment<sup>5</sup>  64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,674 patients

Median time to start treatment<sup>4</sup>  28 minutes  
 95th percentile time to start treatment<sup>5</sup>  107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 430 patients

Median time to start treatment<sup>4</sup>  24 minutes  
 95th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
965	
9 minutes	8 minutes
21 minutes	36 minutes
3,235	
21 minutes	20 minutes
87 minutes	92 minutes
4,631	
30 minutes	25 minutes
140 minutes	128 minutes
357	
26 minutes	23 minutes
146 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,267 patients

Percentage of patients who spent four hours or less in the ED  76.3%

Same period last year	Change since one year ago
9,281	-0.2%
69.2%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

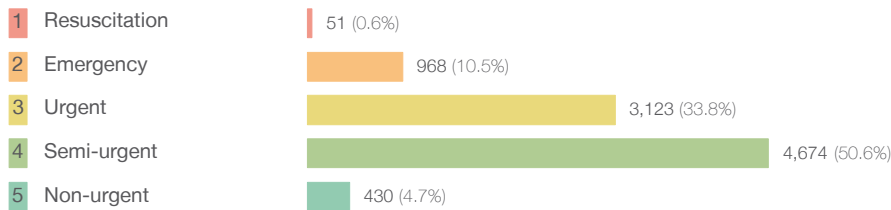
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Concord Hospital: Patients presenting to the emergency department

April to June 2016

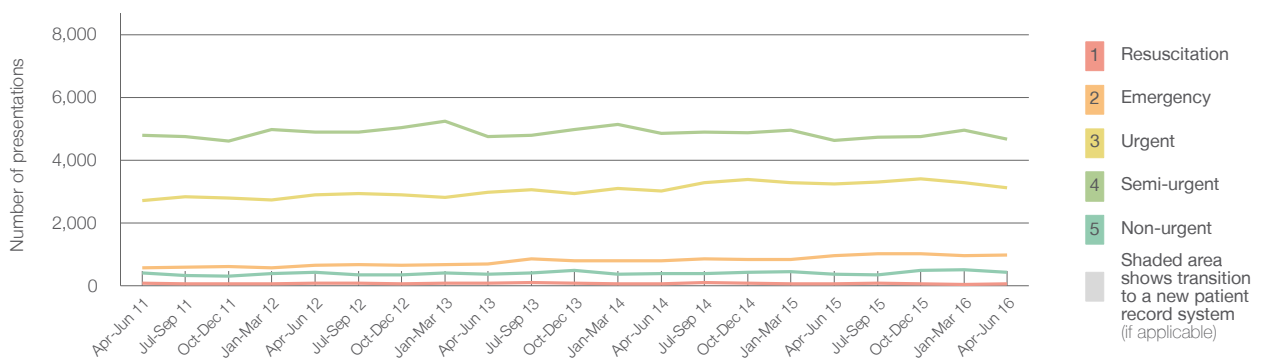
All presentations:<sup>1</sup> 9,267 patients

Emergency presentations<sup>2</sup> by triage category: 9,246 patients



Same period last year	Change since one year ago
9,282	-0.2%
9,251	-0.1%
63	-19.0%
965	0.3%
3,235	-3.5%
4,631	0.9%
357	20.4%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	77	78	87	50	63	51
Emergency	560	648	700	792	965	968
Urgent	2,709	2,904	2,979	3,020	3,235	3,123
Semi-urgent	4,801	4,890	4,755	4,857	4,631	4,674
Non-urgent	405	432	369	393	357	430
All emergency presentations	8,552	8,952	8,890	9,112	9,251	9,246

## Concord Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,048 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,364	
13 minutes	-2 minutes
35 minutes	-12 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.

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

April to June 2016

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

Number of triage 2 patients: 968

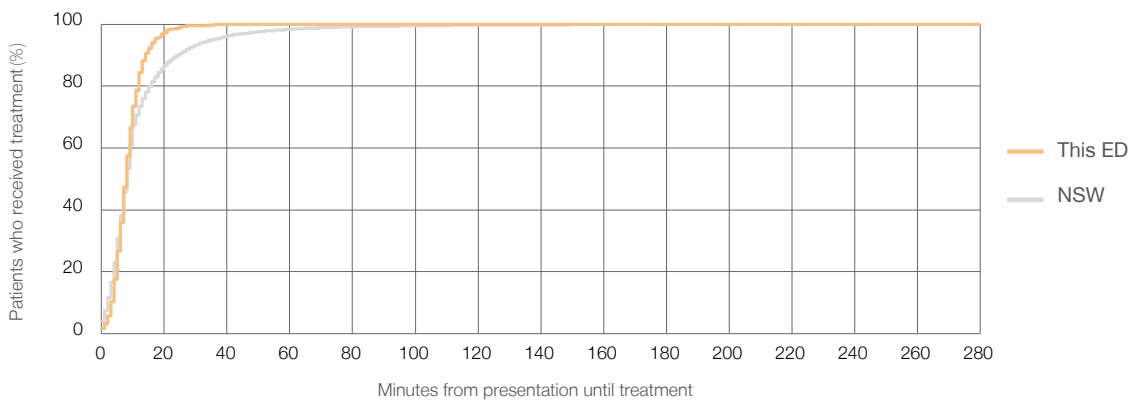
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 964

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

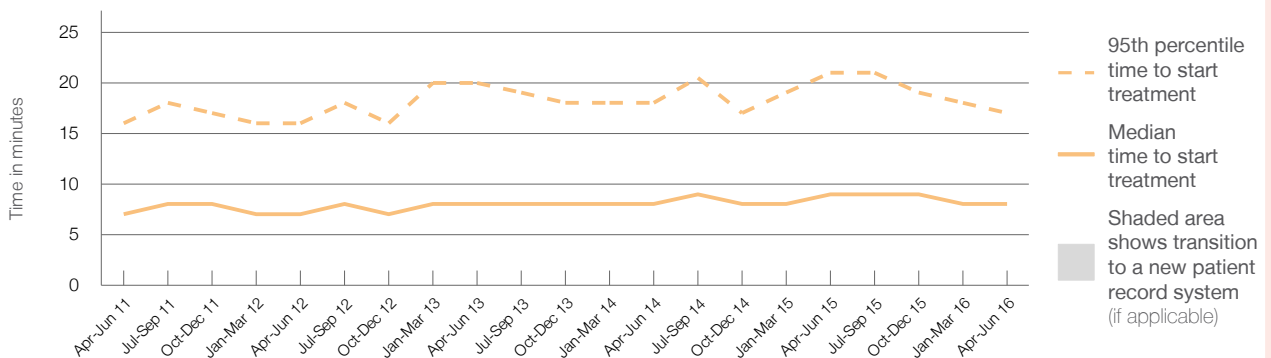
95th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
965	
962	
9 minutes	8 minutes
21 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	8	9	8
95th percentile time to start treatment <sup>5</sup> (minutes)	16	16	20	18	21	17

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

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

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

April to June 2016

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

Number of triage 3 patients: 3,123

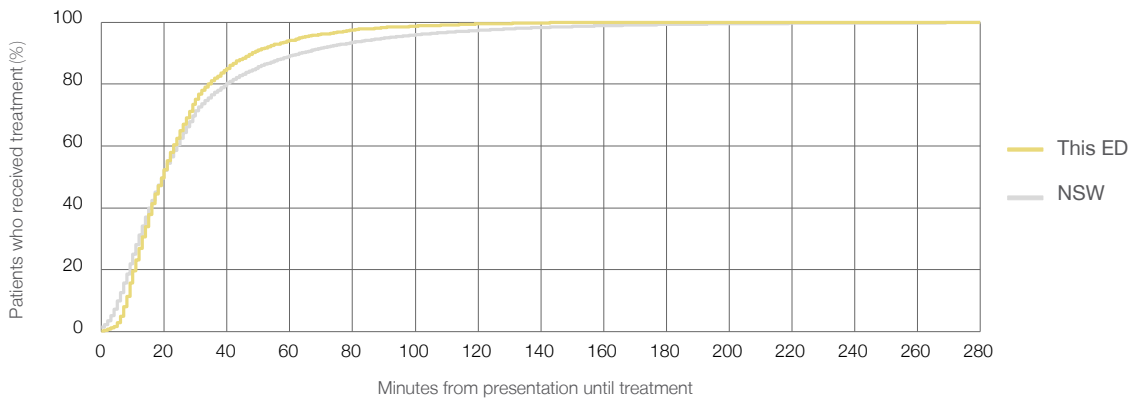
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,076

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

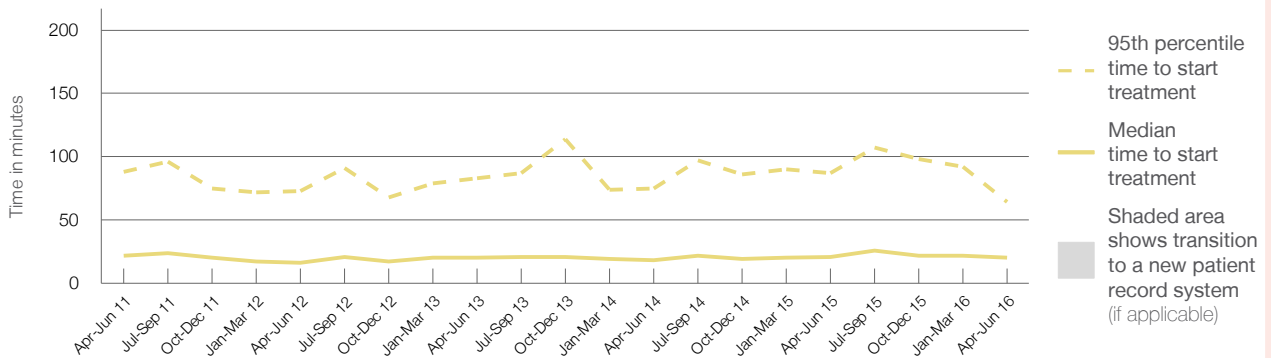
95th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
3,235	3,191
21 minutes	20 minutes
87 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	22	16	20	18	21	20
95th percentile time to start treatment <sup>5</sup> (minutes)	88	73	83	75	87	64

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

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

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

April to June 2016

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

Number of triage 4 patients: 4,674

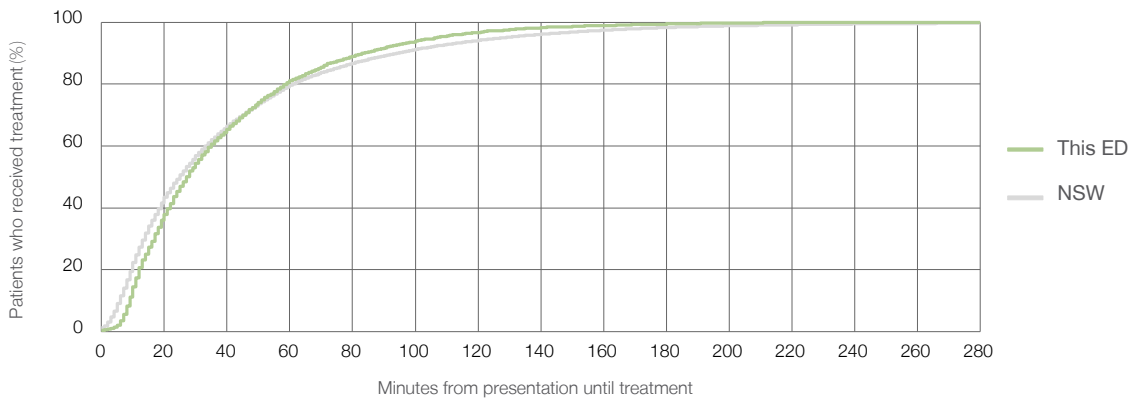
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,494

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

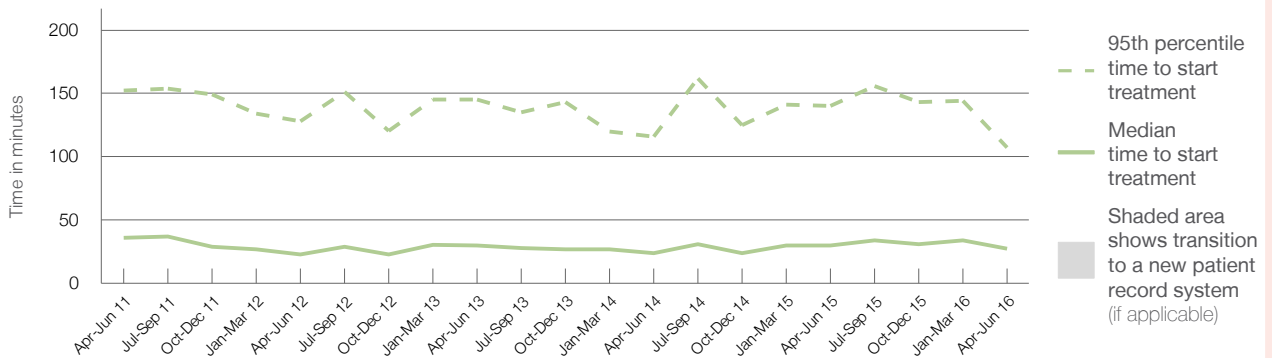
95th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
4,631	4,439
30 minutes	25 minutes
140 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	36	23	30	24	30	28
95th percentile time to start treatment <sup>5</sup> (minutes)	152	128	145	116	140	107

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

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

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

April to June 2016

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

Number of triage 5 patients: 430

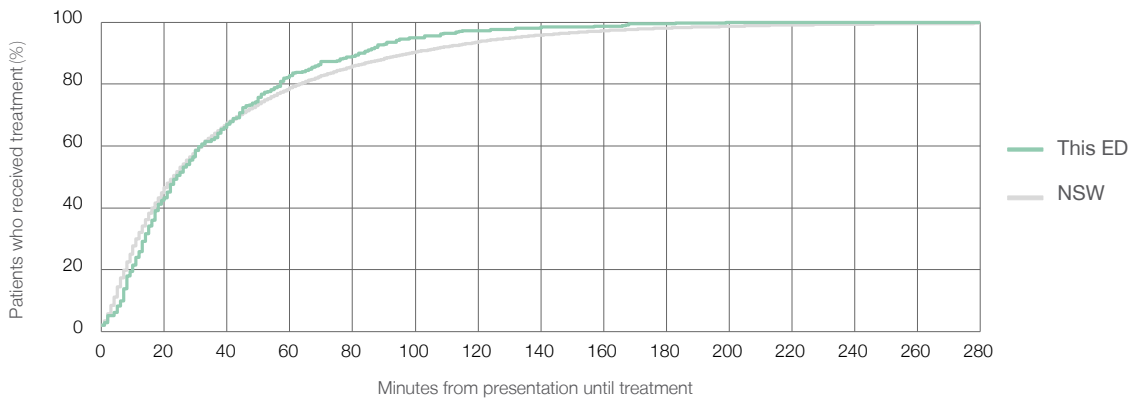
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 370

Median time to start treatment<sup>4</sup> 24 minutes

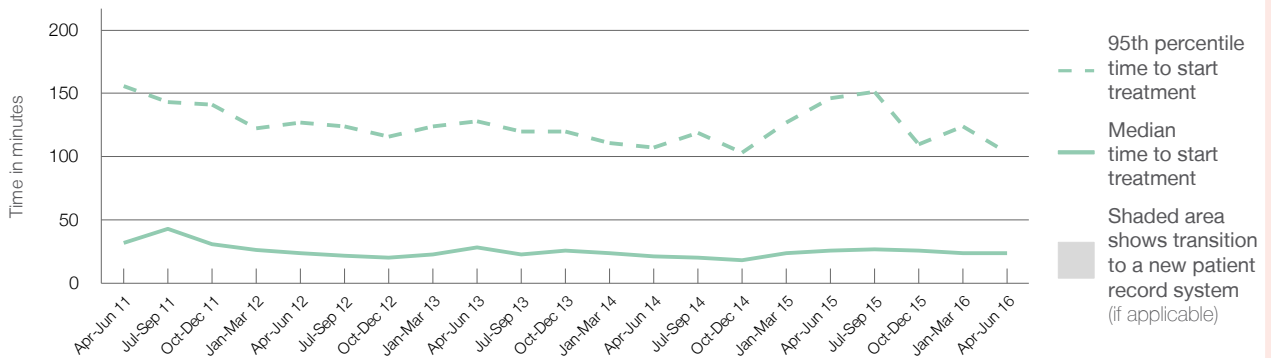
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
357	
308	
26 minutes	23 minutes
146 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	32	24	29	22	26	24
95th percentile time to start treatment <sup>5</sup> (minutes)	156	127	128	107	146	103

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

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



## Concord Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 9,267 patients

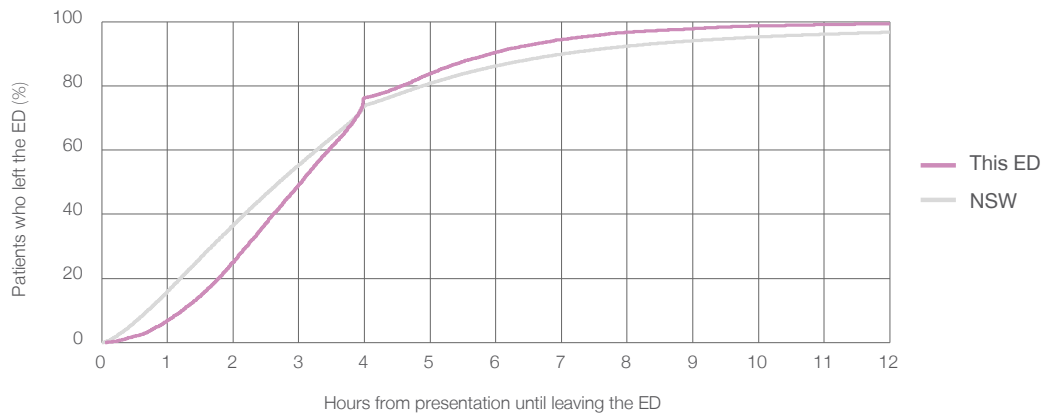
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,267 patients

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

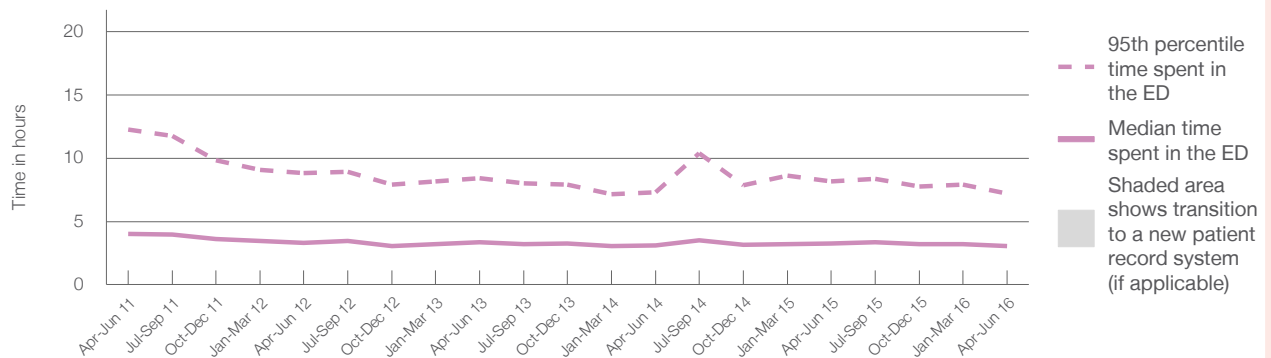
95th percentile time spent in the ED<sup>9</sup> 7 hours and 13 minutes

Same period last year	NSW (this period)
9,282	
9,281	
3 hours and 15 minutes	2 hours and 42 minutes
8 hours and 10 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 15m	8h 48m	8h 26m	7h 17m	8h 10m	7h 13m

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

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

**Concord Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

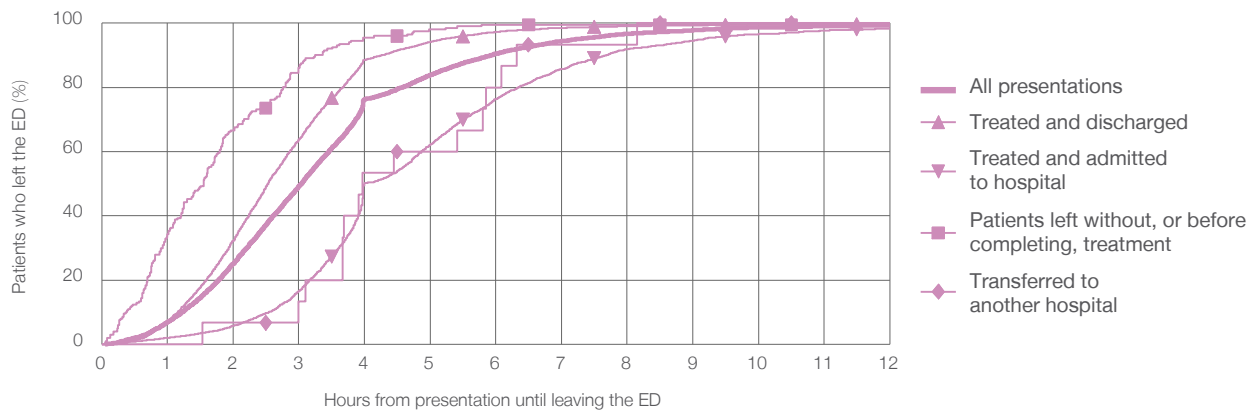
All presentations:<sup>1</sup> 9,267 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,267 patients

Treated and discharged	5,923 (63.9%)
Treated and admitted to hospital	3,007 (32.4%)
Patient left without, or before completing, treatment	201 (2.2%)
Transferred to another hospital	15 (0.2%)
Other	121 (1.3%)

Same period last year	Change since one year ago
9,281	-0.2%
5,933	-0.2%
3,011	-0.1%
235	-14.5%
23	-34.8%
80	51.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.2%	32.3%	63.8%	88.6%	97.2%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.0%	5.8%	16.5%	50.2%	76.4%	92.0%	96.7%	98.3%
Patient left without, or before completing, treatment	34.3%	66.7%	86.1%	95.5%	99.5%	99.5%	99.5%	99.5%
Transferred to another hospital	0%	6.7%	13.3%	53.3%	80.0%	93.3%	100%	100%
All presentations	6.9%	25.1%	49.2%	76.3%	90.5%	96.7%	98.7%	99.3%

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

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

**Concord Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 9,267 patients

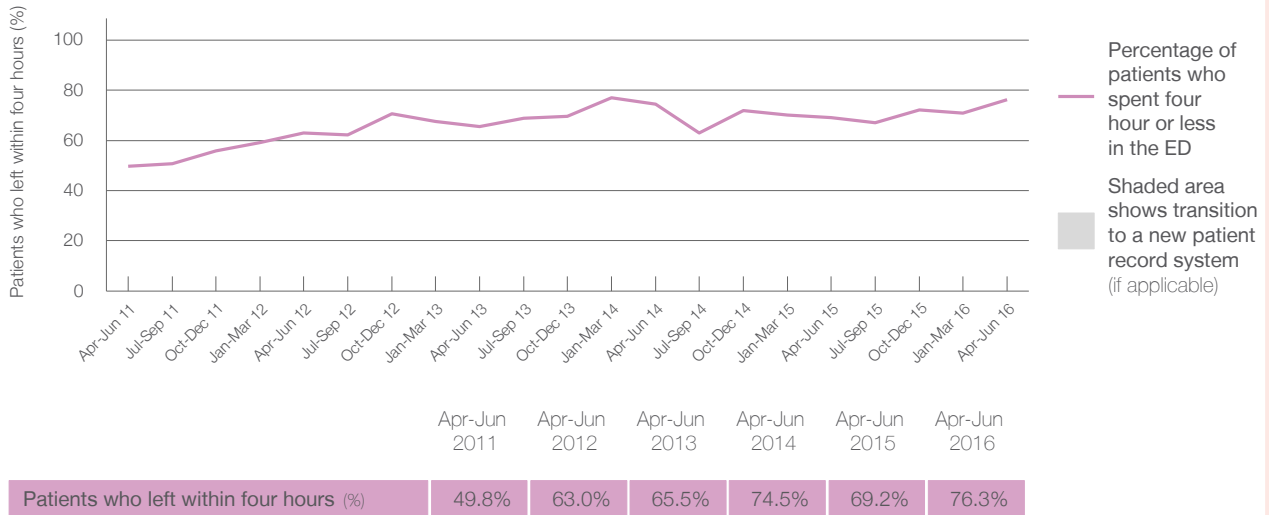
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,267 patients

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



Same period last year	Change since one year ago
9,282	-0.2%
9,281	-0.2%
69.2%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Gosford Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 15,993 patients

Emergency presentations:<sup>2</sup> 15,880 patients

Same period last year	Change since one year ago
15,259	4.8%
15,150	4.8%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,217 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 95th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,355 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,654 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 95th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 95th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,950	
6 minutes	8 minutes
33 minutes	36 minutes
6,298	
23 minutes	20 minutes
112 minutes	92 minutes
6,304	
37 minutes	25 minutes
159 minutes	128 minutes
420	
31 minutes	23 minutes
128 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,993 patients

Percentage of patients who spent four hours or less in the ED 69.2%

Same period last year	Change since one year ago
15,259	4.8%
62.2%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

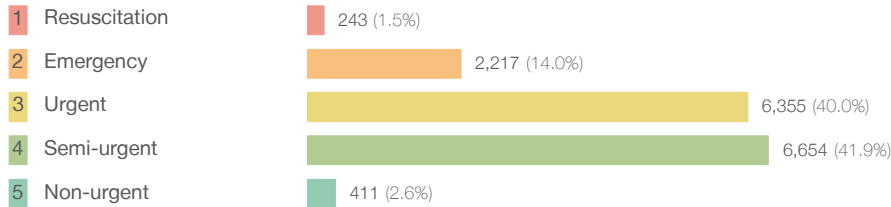
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Gosford Hospital: Patients presenting to the emergency department

April to June 2016

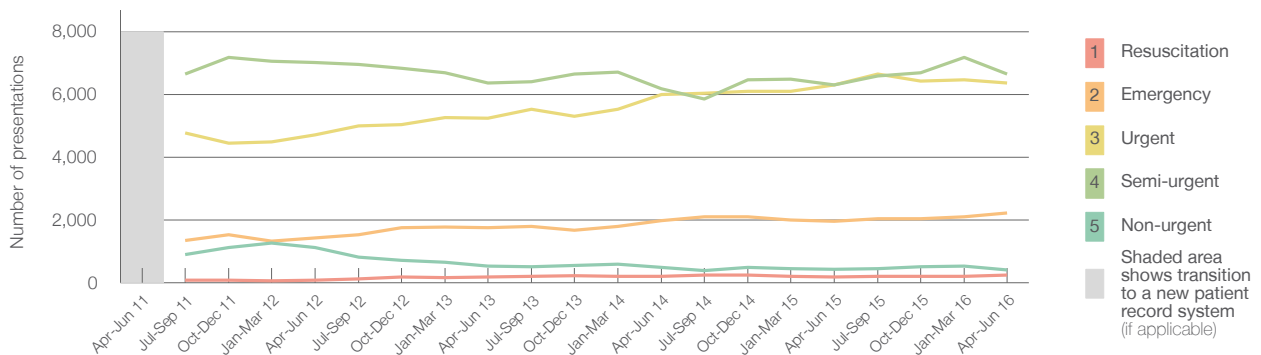
All presentations:<sup>1</sup> 15,993 patients

Emergency presentations<sup>2</sup> by triage category: 15,880 patients



Same period last year	Change since one year ago
15,259	4.8%
15,150	4.8%
178	36.5%
1,950	13.7%
6,298	0.9%
6,304	5.6%
420	-2.1%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		80	175	192	178	243
Emergency		1,421	1,754	1,985	1,950	2,217
Urgent		4,711	5,245	6,001	6,298	6,355
Semi-urgent		7,018	6,372	6,174	6,304	6,654
Non-urgent		1,114	528	496	420	411
All emergency presentations		14,344	14,074	14,848	15,150	15,880

## Gosford Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,509 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,540	
13 minutes	-4 minutes
155 minutes	-78 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.

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

April to June 2016

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

Number of triage 2 patients: 2,217

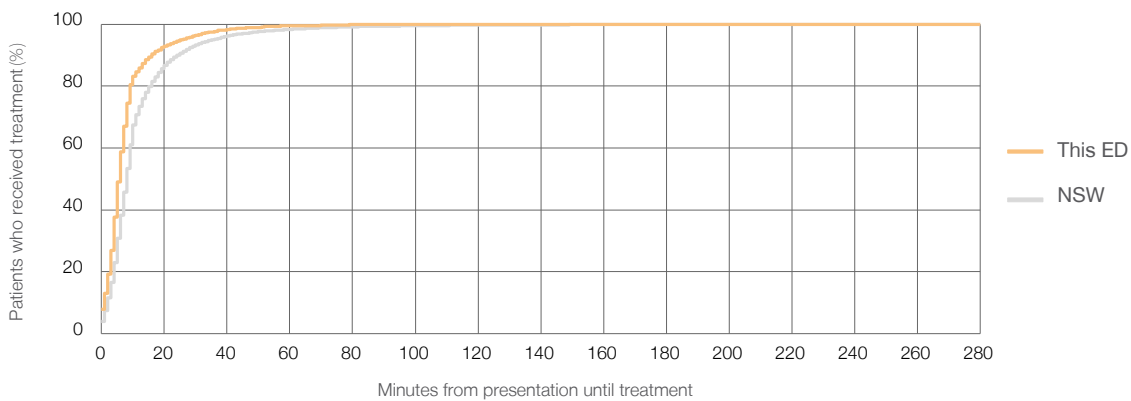
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,209

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

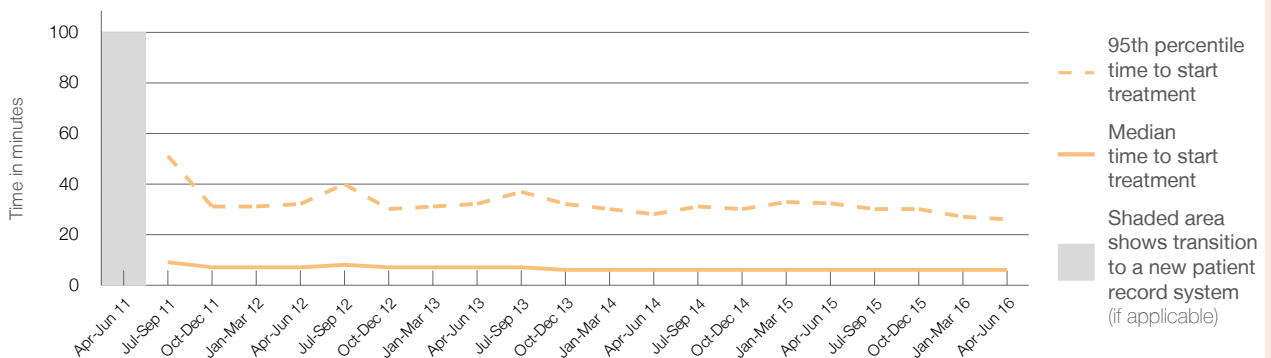
95th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
1,950	1,940
6 minutes	8 minutes
33 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		7	7	6	6	6
95th percentile time to start treatment <sup>5</sup> (minutes)		32	32	28	33	26

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,355

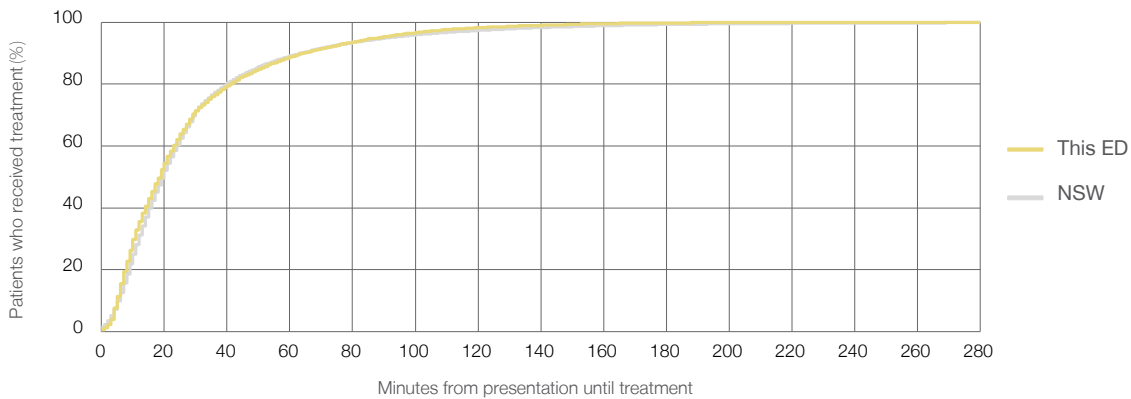
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,260

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

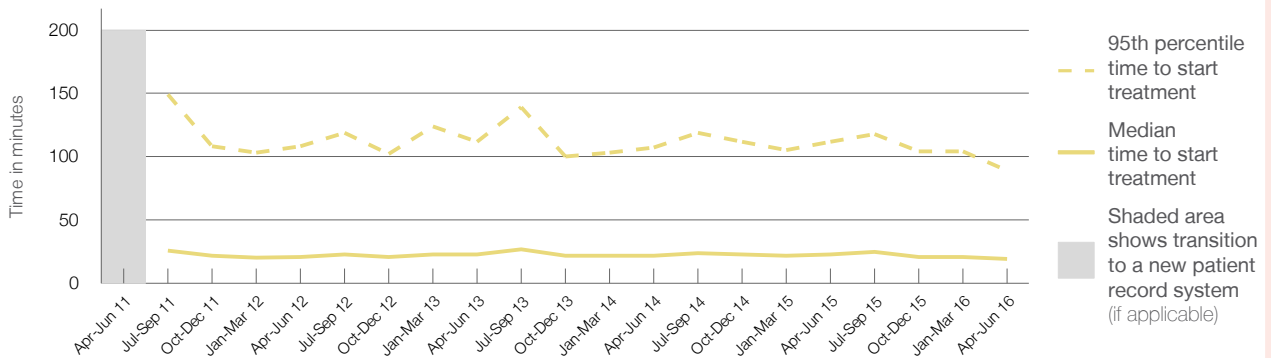
95th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
6,298	
6,167	
23 minutes	20 minutes
112 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		21	23	22	23	19
95th percentile time to start treatment <sup>5</sup> (minutes)		108	112	107	112	89

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 6,654

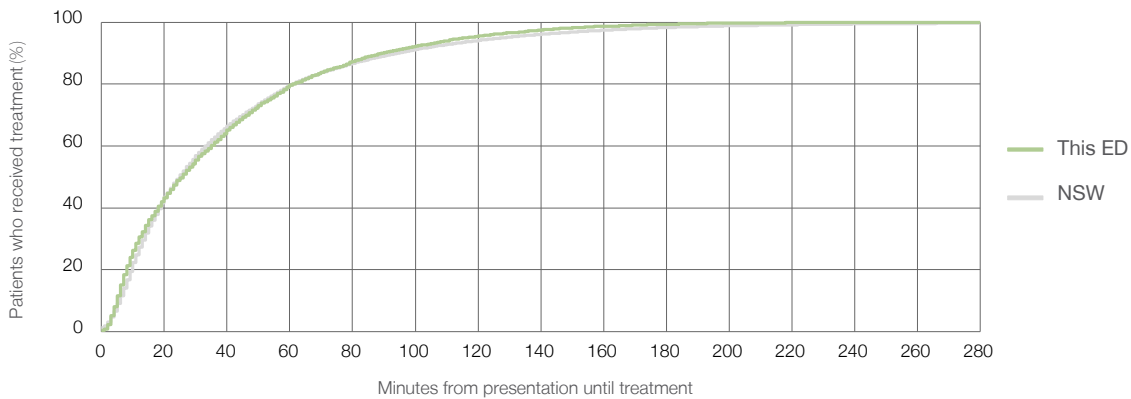
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,413

Median time to start treatment<sup>4</sup> 26 minutes

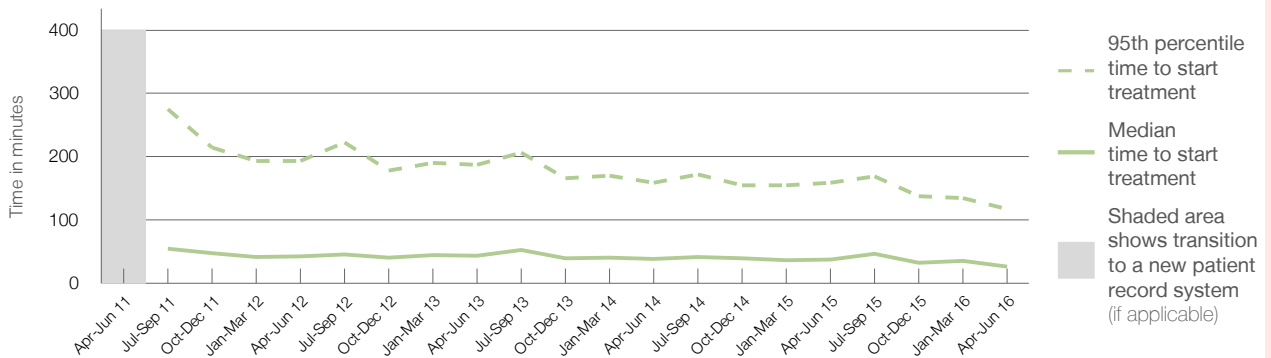
95th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
6,304	5,979
37 minutes	25 minutes
159 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		43	44	38	37	26
95th percentile time to start treatment <sup>5</sup> (minutes)		193	187	159	159	117

(†) 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.



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

April to June 2016

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

Number of triage 5 patients: 411

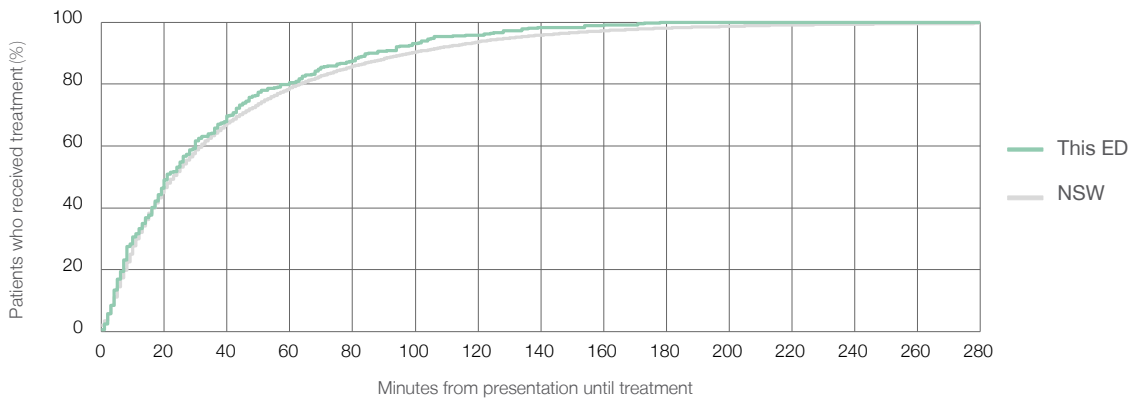
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 363

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

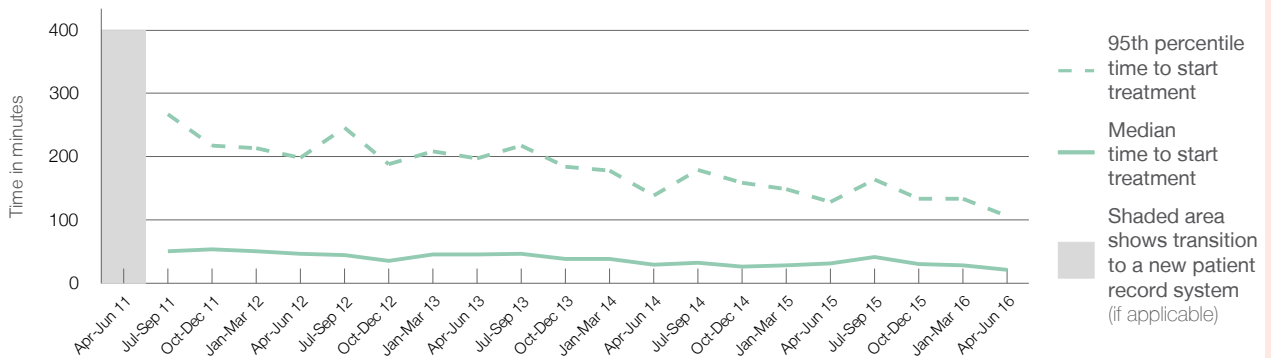
95th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
420	
355	
31 minutes	23 minutes
128 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)		47	46	29	31	21
95th percentile time to start treatment <sup>5</sup> (minutes)		198	197	139	128	106

(†) 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.

## Gosford Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 15,993 patients

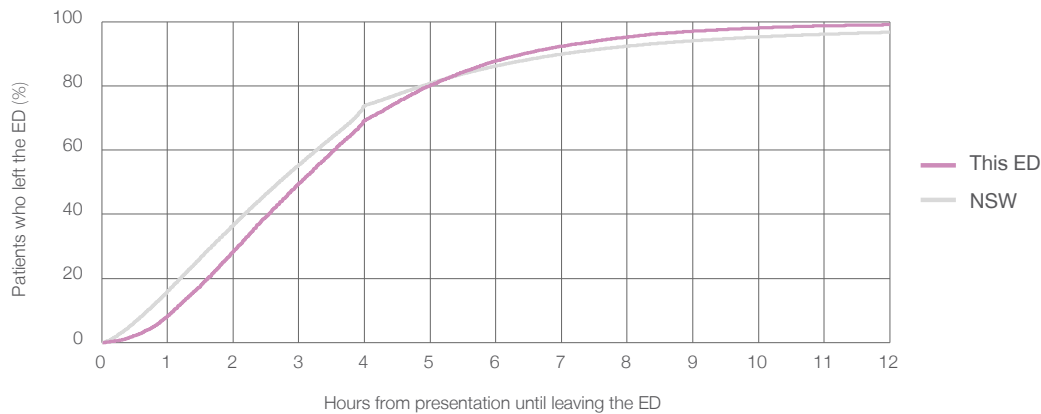
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,993 patients

Median time spent in the ED<sup>8</sup> 3 hours and 2 minutes

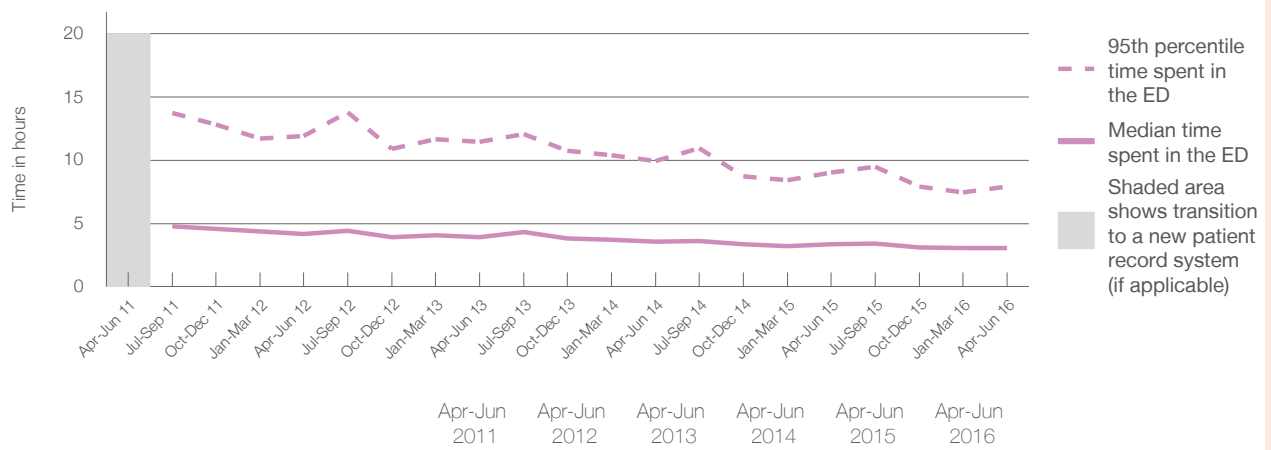
95th percentile time spent in the ED<sup>9</sup> 7 hours and 55 minutes

Same period last year	NSW (this period)
15,259	15,259
3 hours and 21 minutes	2 hours and 42 minutes
9 hours and 2 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		4h 10m	3h 56m	3h 33m	3h 21m	3h 2m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		11h 54m	11h 26m	9h 56m	9h 2m	7h 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.

**Gosford Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

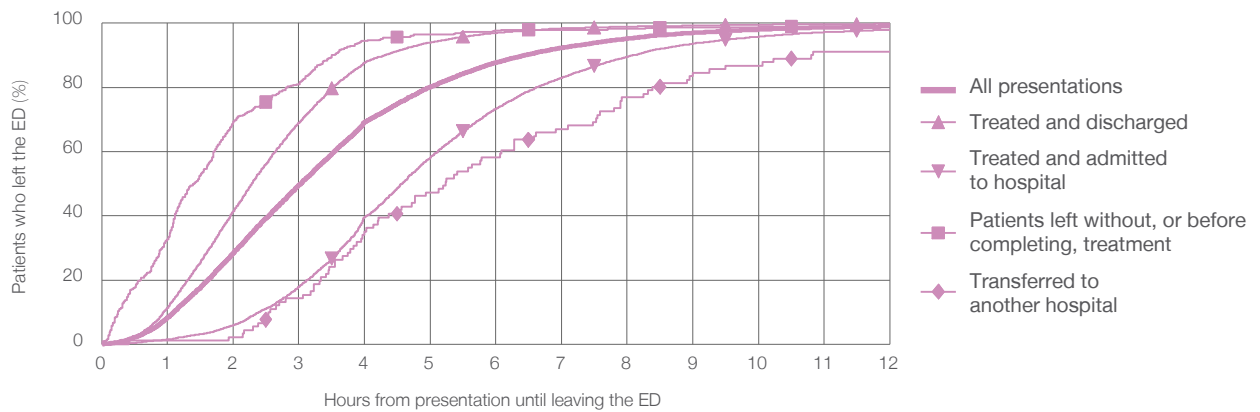
All presentations:<sup>1</sup> 15,993 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,993 patients

Treated and discharged	9,318 (58.3%)
Treated and admitted to hospital	6,110 (38.2%)
Patient left without, or before completing, treatment	395 (2.5%)
Transferred to another hospital	91 (0.6%)
Other	79 (0.5%)

Same period last year	Change since one year ago
15,259	4.8%
8,466	10.1%
6,009	1.7%
600	-34.2%
101	-9.9%
83	-4.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.4%	41.5%	69.1%	87.7%	97.0%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.5%	5.9%	18.0%	39.6%	73.5%	89.6%	95.8%	98.0%
Patient left without, or before completing, treatment	32.7%	69.4%	81.0%	94.4%	97.7%	98.2%	99.0%	99.0%
Transferred to another hospital	1.1%	2.2%	14.3%	35.2%	58.2%	76.9%	86.8%	91.2%
All presentations	8.3%	28.5%	49.6%	69.2%	87.8%	95.2%	98.0%	99.0%

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

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

**Gosford Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 15,993 patients

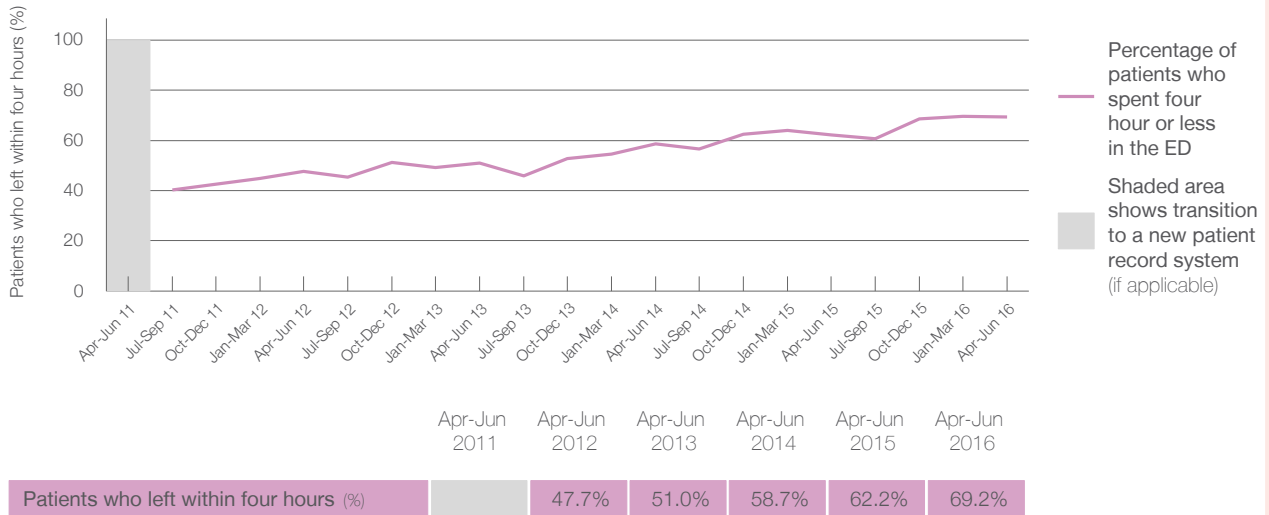
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,993 patients

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



Same period last year	Change since one year ago
15,259	4.8%
15,259	4.8%
62.2%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## John Hunter Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 18,759 patients

Emergency presentations:<sup>2</sup> 18,740 patients

Same period last year	Change since one year ago
18,729	0.2%
18,724	0.1%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,855 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,311 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 95th percentile time to start treatment<sup>5</sup> 142 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,603 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 170 minutes

Same period last year	NSW (this period)
1,957	
7 minutes	8 minutes
34 minutes	36 minutes
5,537	
24 minutes	20 minutes
125 minutes	92 minutes
9,005	
34 minutes	25 minutes
160 minutes	128 minutes
2,085	
34 minutes	23 minutes
161 minutes	132 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,759 patients

Percentage of patients who spent four hours or less in the ED 68.0%

Same period last year	Change since one year ago
18,729	0.2%
63.3%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

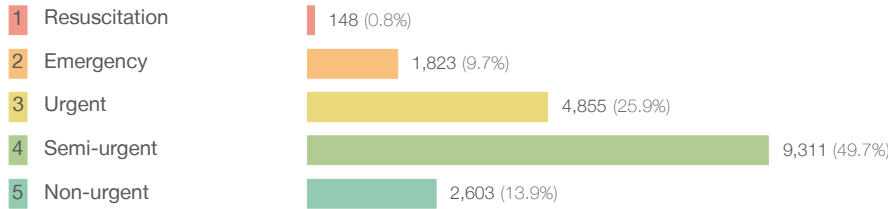
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## John Hunter Hospital: Patients presenting to the emergency department

April to June 2016

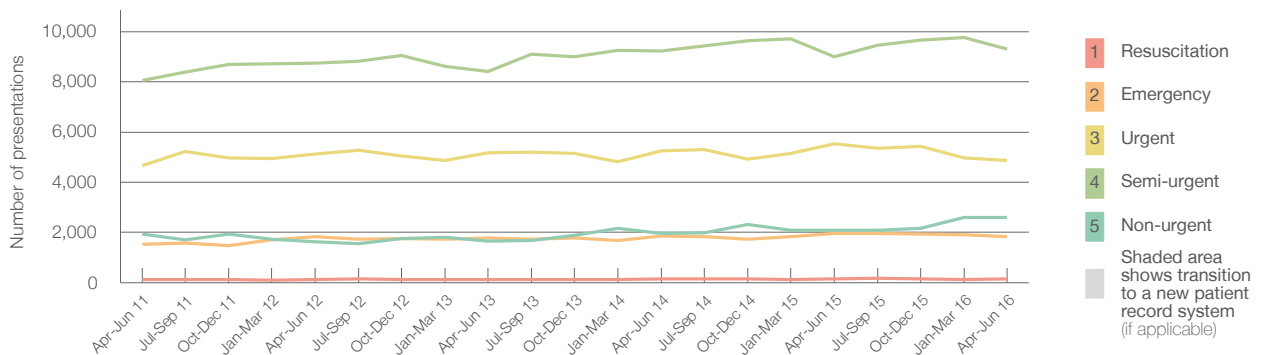
All presentations:<sup>1</sup> 18,759 patients

Emergency presentations<sup>2</sup> by triage category: 18,740 patients



Same period last year	Change since one year ago
18,729	0.2%
18,724	0.1%
140	5.7%
1,957	-6.8%
5,537	-12.3%
9,005	3.4%
2,085	24.8%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	113	136	117	147	140	148
Emergency	1,521	1,841	1,786	1,863	1,957	1,823
Urgent	4,664	5,123	5,179	5,250	5,537	4,855
Semi-urgent	8,065	8,753	8,416	9,233	9,005	9,311
Non-urgent	1,925	1,635	1,660	1,955	2,085	2,603
All emergency presentations	16,288	17,488	17,158	18,448	18,724	18,740

## John Hunter Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,558 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,035	
11 minutes	0 minutes
40 minutes	-13 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.

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

April to June 2016

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

Number of triage 2 patients: 1,823

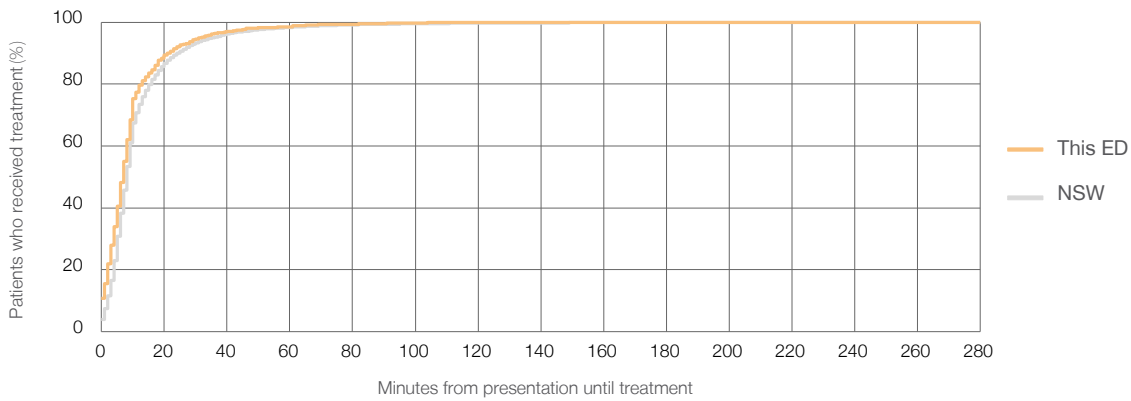
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,811

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

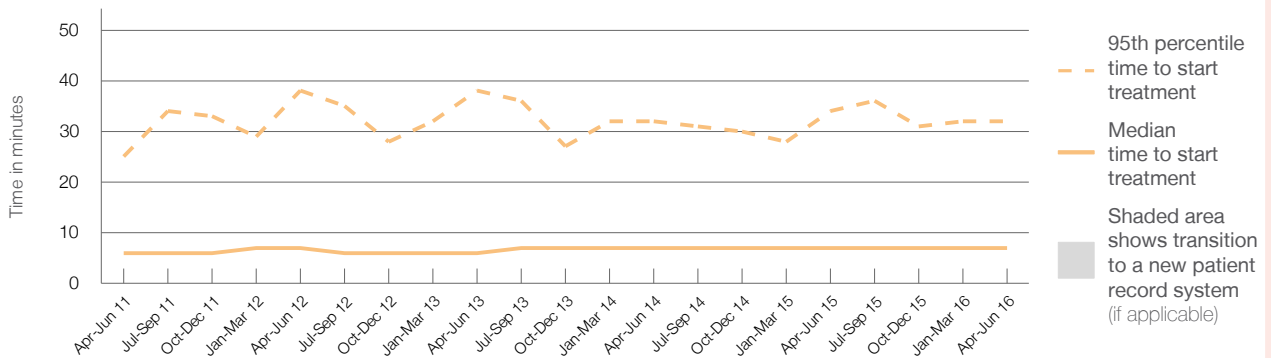
95th percentile time to start treatment<sup>5</sup>  32 minutes

Same period last year	NSW (this period)
1,957	1,934
7 minutes	8 minutes
34 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	6	7	6	7	7	7
95th percentile time to start treatment <sup>5</sup> (minutes)	25	38	38	32	34	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.

## John Hunter Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 4,855

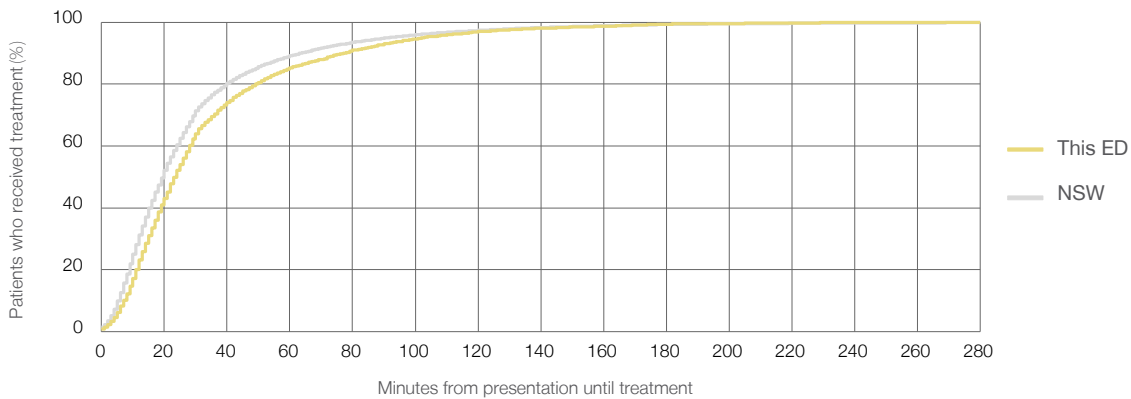
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,777

Median time to start treatment<sup>4</sup> 24 minutes

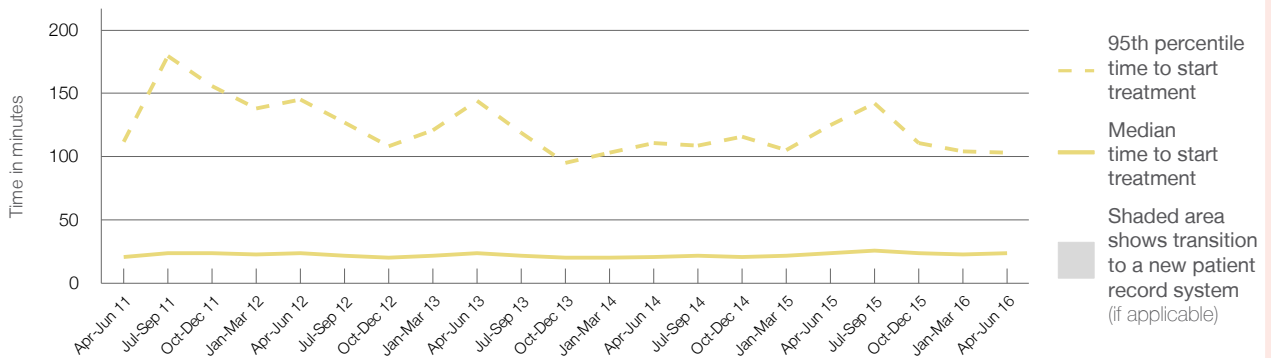
95th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
5,537	5,395
24 minutes	20 minutes
125 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	21	24	24	21	24	24
95th percentile time to start treatment <sup>5</sup> (minutes)	112	145	144	111	125	103

(†) 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.



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

April to June 2016

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

Number of triage 4 patients: 9,311

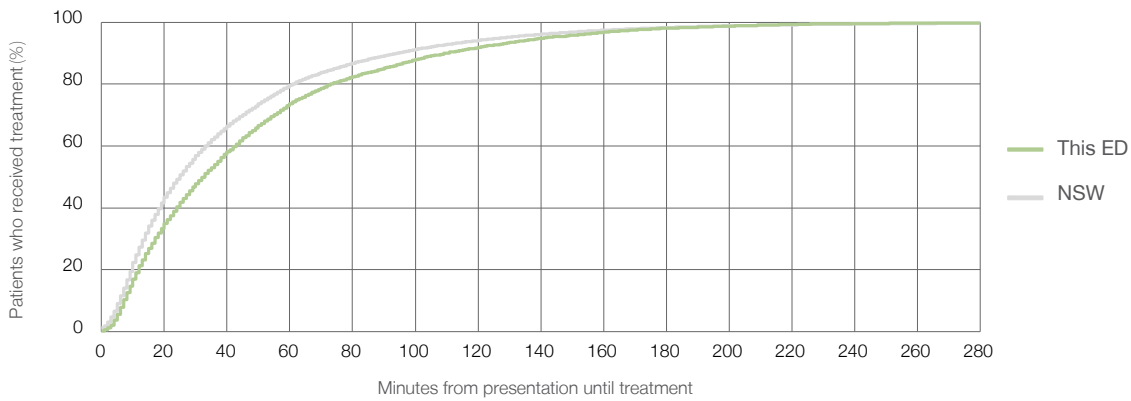
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,667

Median time to start treatment<sup>4</sup>  33 minutes

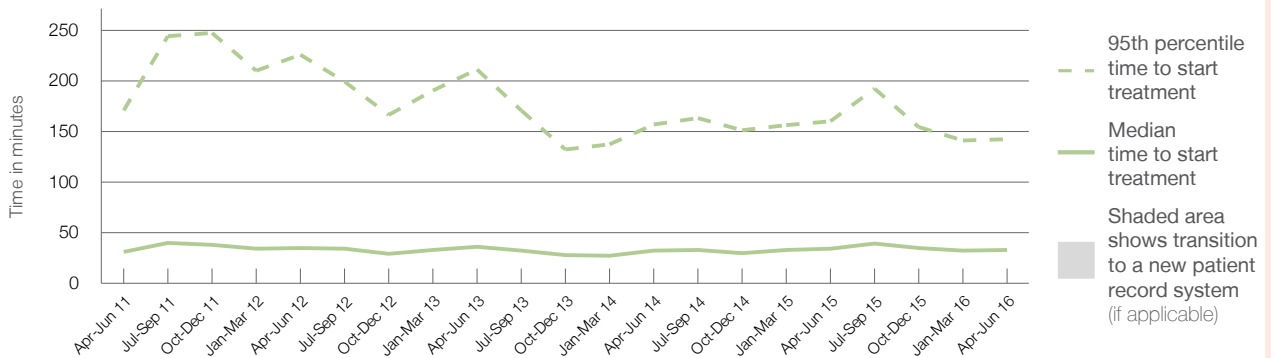
95th percentile time to start treatment<sup>5</sup>  142 minutes

Same period last year	NSW (this period)
9,005	8,087
34 minutes	25 minutes
160 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	31	35	36	32	34	33
95th percentile time to start treatment <sup>5</sup> (minutes)	171	226	211	157	160	142

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

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

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

April to June 2016

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

Number of triage 5 patients: 2,603

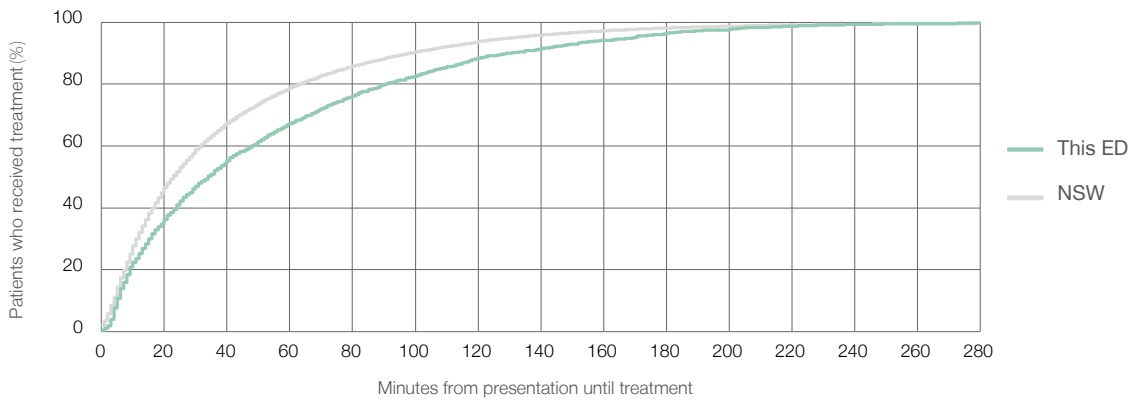
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,177

Median time to start treatment<sup>4</sup> 34 minutes

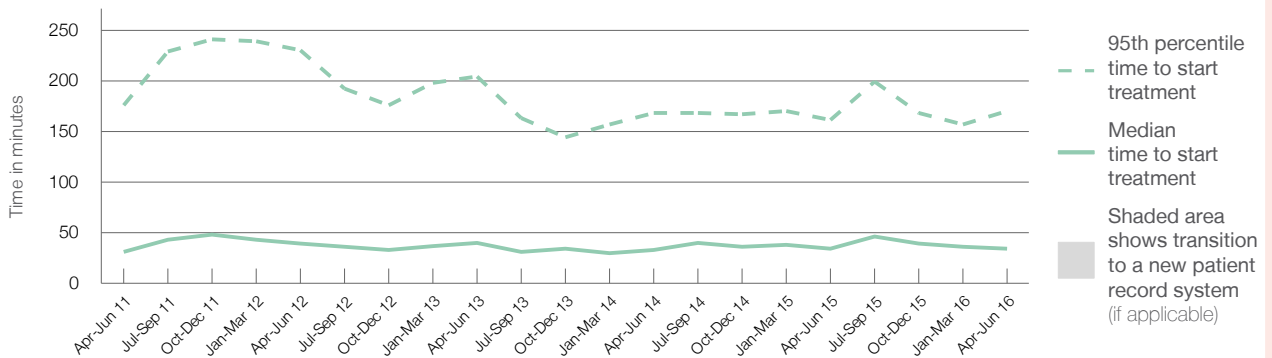
95th percentile time to start treatment<sup>5</sup> 170 minutes

Same period last year	NSW (this period)
2,085	1,680
34 minutes	23 minutes
161 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	31	39	40	33	34	34
95th percentile time to start treatment <sup>5</sup> (minutes)	176	230	204	168	161	170

(†) 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.

## John Hunter Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 18,759 patients

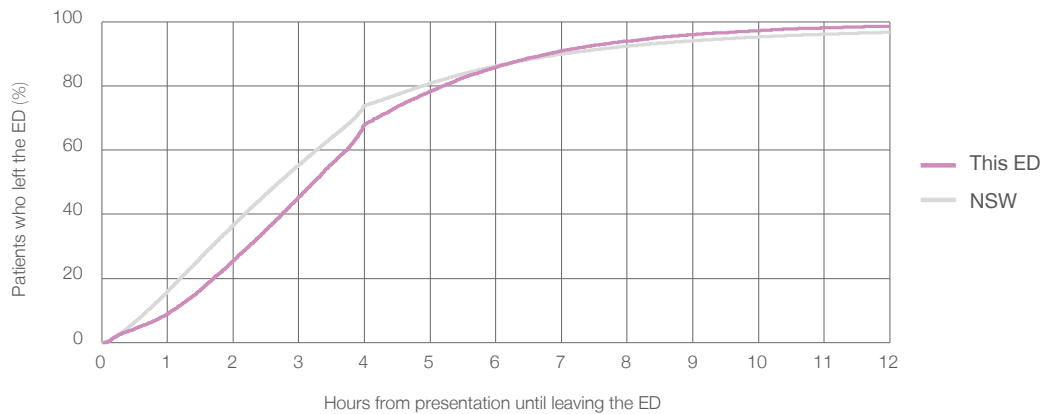
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,759 patients

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

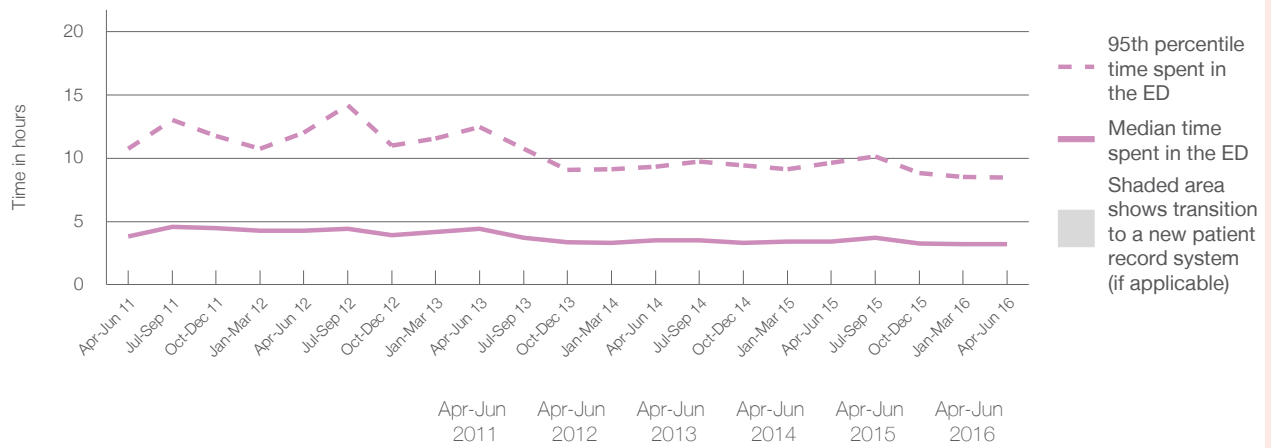
95th percentile time spent in the ED<sup>9</sup> 8 hours and 27 minutes

Same period last year	NSW (this period)
18,729	18,729
3 hours and 24 minutes	2 hours and 42 minutes
9 hours and 38 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 50m	4h 16m	4h 24m	3h 31m	3h 24m	3h 14m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 44m	11h 59m	12h 28m	9h 19m	9h 38m	8h 27m

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

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**John Hunter Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2016

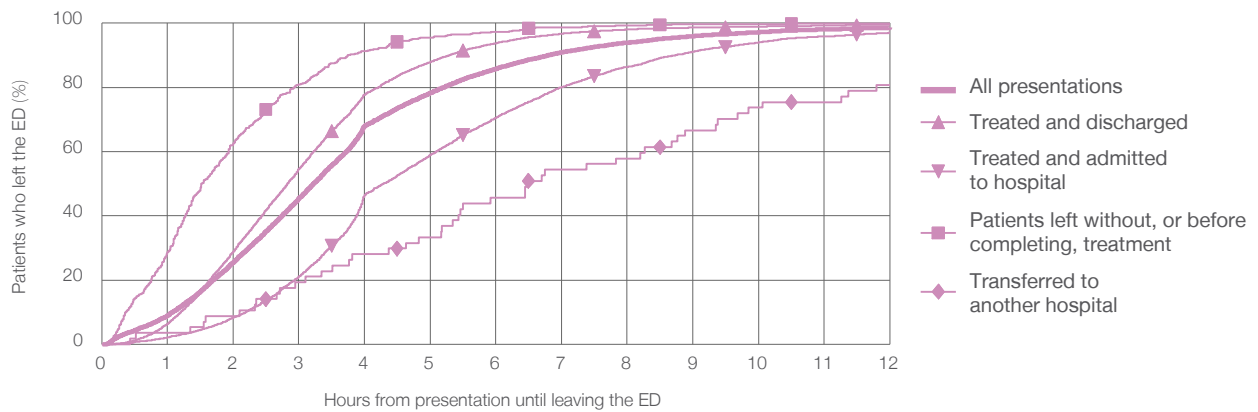
All presentations:<sup>1</sup> 18,759 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,759 patients

Treated and discharged	10,676 (56.9%)
Treated and admitted to hospital	6,594 (35.2%)
Patient left without, or before completing, treatment	575 (3.1%)
Transferred to another hospital	57 (0.3%)
Other	857 (4.6%)

Same period last year	Change since one year ago
18,729	0.2%
10,325	3.4%
6,572	0.3%
675	-14.8%
68	-16.2%
1,089	-21.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	29.0%	54.6%	77.8%	93.8%	98.1%	99.0%	99.5%
Treated and admitted to hospital	2.1%	8.3%	21.0%	46.5%	70.5%	86.4%	94.0%	97.0%
Patient left without, or before completing, treatment	28.7%	62.6%	80.9%	91.3%	97.4%	99.3%	99.7%	99.8%
Transferred to another hospital	3.5%	8.8%	19.3%	28.1%	45.6%	57.9%	73.7%	80.7%
All presentations	9.0%	25.6%	45.4%	68.0%	85.8%	94.0%	97.2%	98.6%

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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.

## John Hunter Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2016

All presentations at the emergency department:<sup>1</sup> 18,759 patients

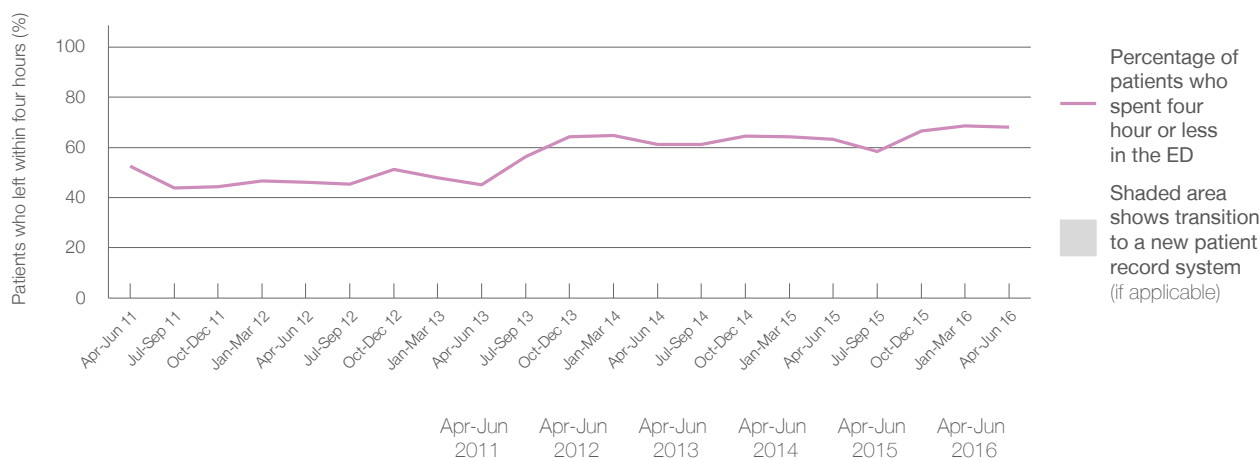
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,759 patients

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



Same period last year	Change since one year ago
18,729	0.2%
18,729	0.2%
63.3%	

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



Patients who left within four hours (%)	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
	52.5%	46.2%	45.0%	61.1%	63.3%	68.0%

\* 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.
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- All presentations that have a departure time.
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Liverpool Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 19,974 patients



Emergency presentations:<sup>2</sup> 19,716 patients

Same period last year	Change since one year ago
19,224	3.9%
18,882	4.4%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,409 patients

Median time to start treatment<sup>4</sup>  10 minutes  
95th percentile time to start treatment<sup>5</sup>  44 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,139 patients

Median time to start treatment<sup>4</sup>  17 minutes  
95th percentile time to start treatment<sup>5</sup>  75 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment<sup>4</sup>  22 minutes  
95th percentile time to start treatment<sup>5</sup>  86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,320 patients

Median time to start treatment<sup>4</sup>  20 minutes  
95th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
3,277	
10 minutes	8 minutes
51 minutes	36 minutes
9,622	
22 minutes	20 minutes
103 minutes	92 minutes
4,623	
29 minutes	25 minutes
111 minutes	128 minutes
1,212	
28 minutes	23 minutes
107 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,974 patients

Percentage of patients who spent four hours or less in the ED  59.5%

Same period last year	Change since one year ago
19,224	3.9%
57.2%	

\* 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 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

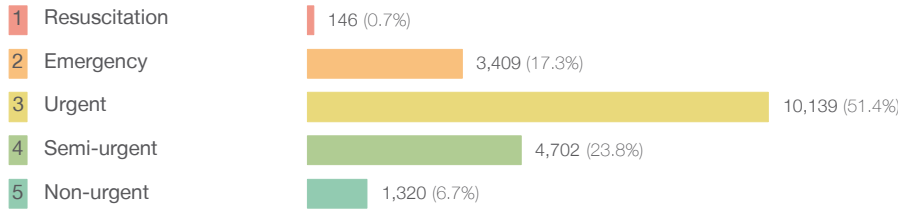
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Liverpool Hospital: Patients presenting to the emergency department

April to June 2016

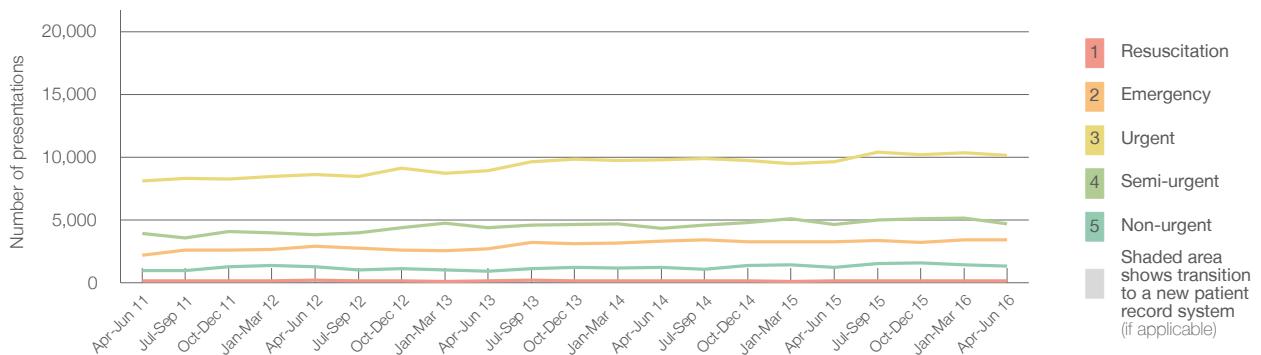
All presentations:<sup>1</sup> 19,974 patients

Emergency presentations<sup>2</sup> by triage category: 19,716 patients



Same period last year	Change since one year ago
19,224	3.9%
18,882	4.4%
148	-1.4%
3,277	4.0%
9,622	5.4%
4,623	1.7%
1,212	8.9%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	147	185	164	137	148	146
Emergency	2,184	2,902	2,709	3,320	3,277	3,409
Urgent	8,107	8,614	8,933	9,806	9,622	10,139
Semi-urgent	3,907	3,811	4,376	4,345	4,623	4,702
Non-urgent	965	1,256	889	1,205	1,212	1,320
All emergency presentations	15,310	16,768	17,071	18,813	18,882	19,716

## Liverpool Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,667 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,686	
14 minutes	-3 minutes
66 minutes	-37 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.

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

April to June 2016

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

Number of triage 2 patients: 3,409

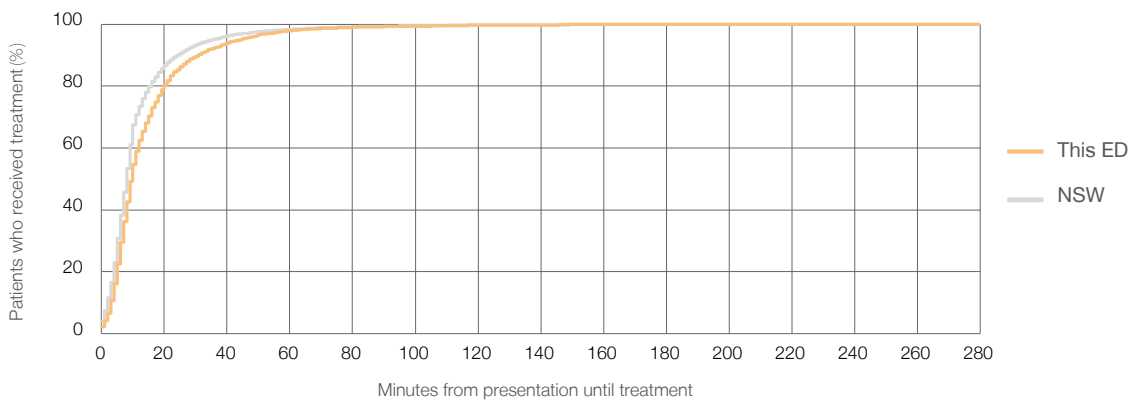
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,389

Median time to start treatment<sup>4</sup>  10 minutes

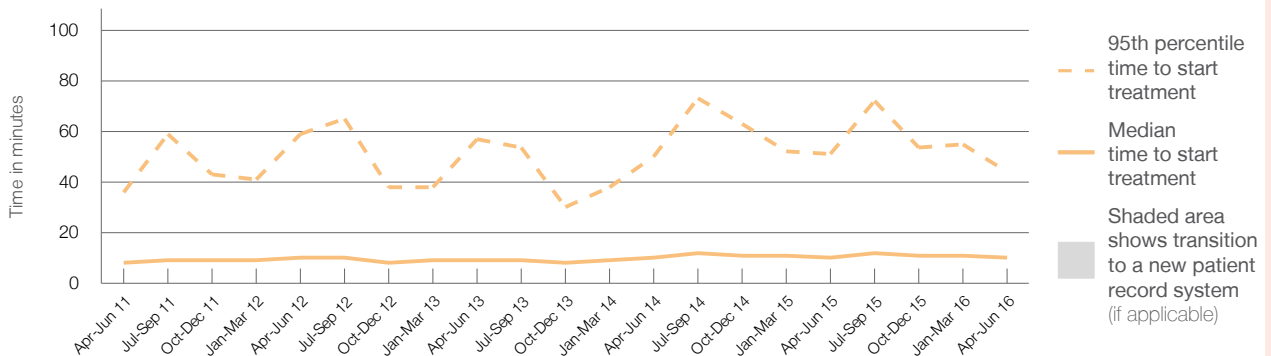
95th percentile time to start treatment<sup>5</sup>  44 minutes

Same period last year	NSW (this period)
3,277	3,264
10 minutes	8 minutes
51 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	8	10	9	10	10	10
95th percentile time to start treatment <sup>5</sup> (minutes)	36	59	57	50	51	44

(†) 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.



## Liverpool Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 10,139

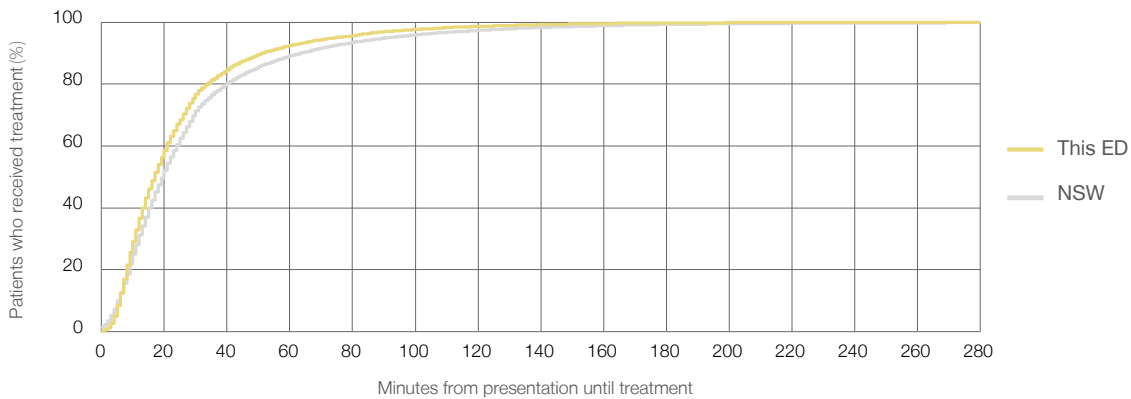
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,849

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

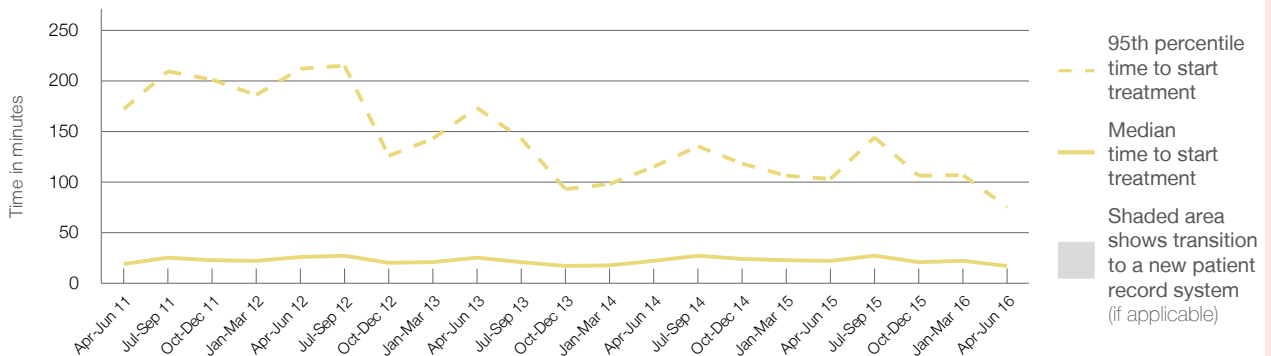
95th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
9,622	9,354
22 minutes	20 minutes
103 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	19	26	25	22	22	17
95th percentile time to start treatment <sup>5</sup> (minutes)	172	212	173	115	103	75

(†) 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.

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

April to June 2016

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

Number of triage 4 patients: 4,702

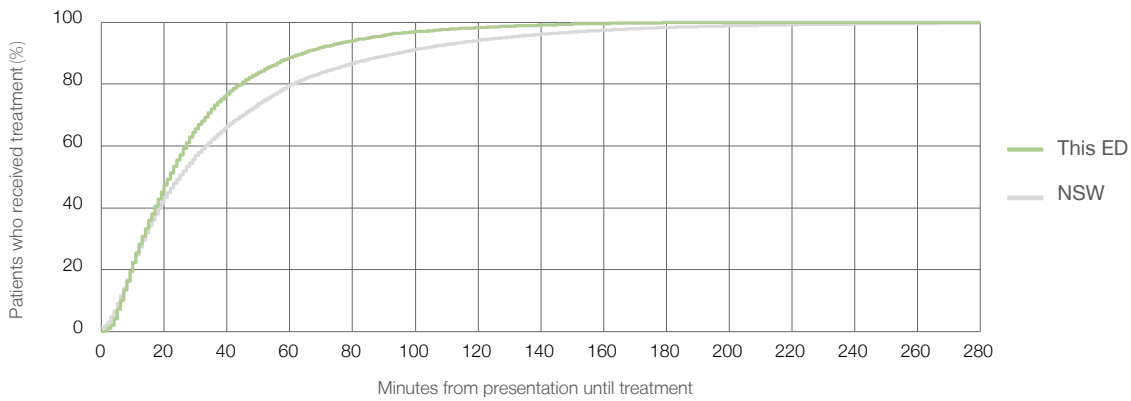
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,329

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

95th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
4,623	4,262
29 minutes	25 minutes
111 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	28	31	37	30	29	22
95th percentile time to start treatment <sup>5</sup> (minutes)	184	213	172	127	111	86

(†) 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.

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

April to June 2016

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

Number of triage 5 patients: 1,320

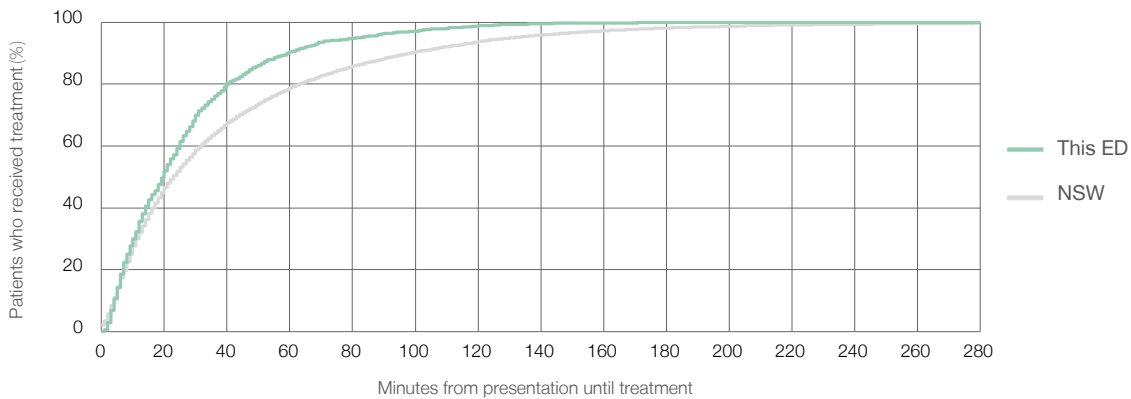
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,032

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

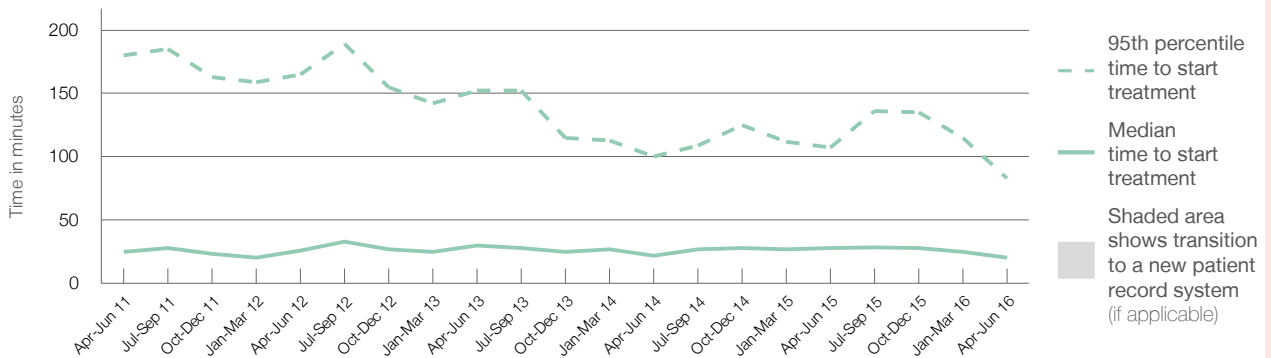
95th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
1,212	919
28 minutes	23 minutes
107 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	25	26	30	22	28	20
95th percentile time to start treatment <sup>5</sup> (minutes)	180	165	152	100	107	83

(†) 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.

## Liverpool Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 19,974 patients

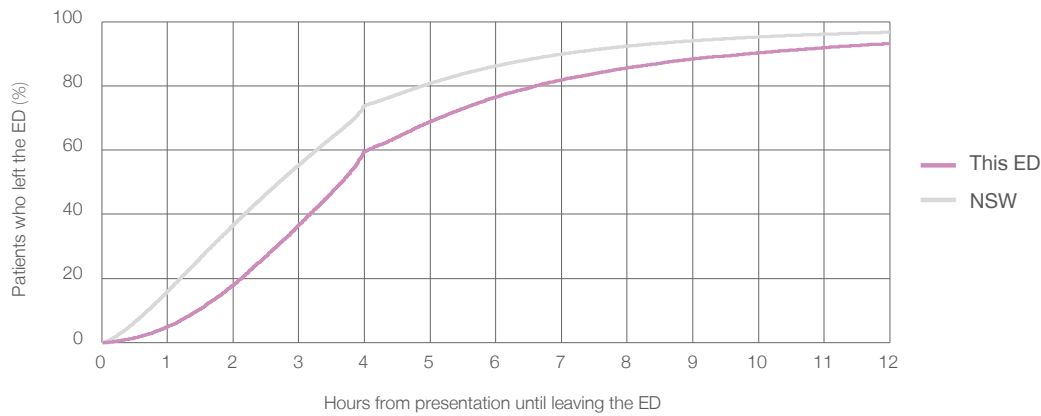
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,974 patients

Median time spent in the ED<sup>8</sup> 3 hours and 39 minutes

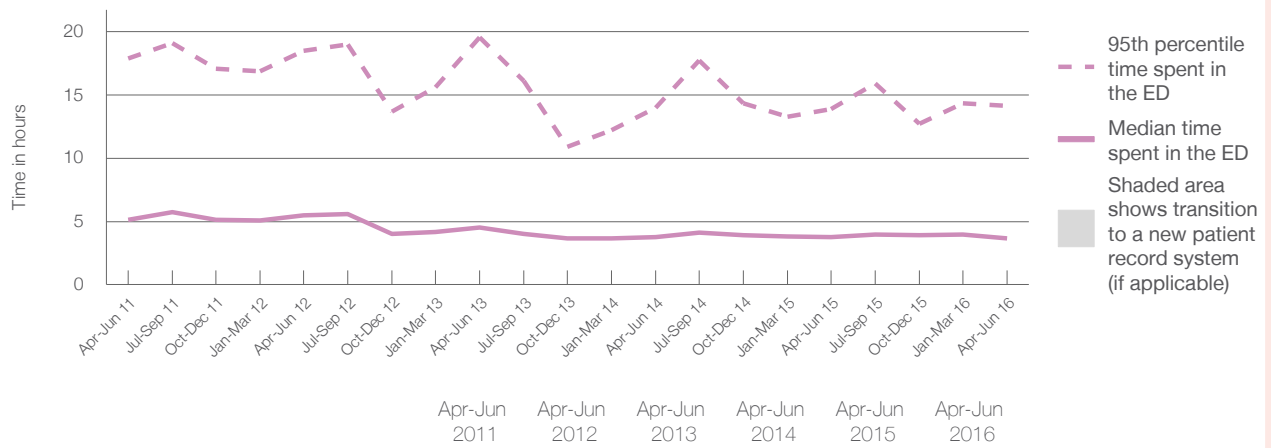
95th percentile time spent in the ED<sup>9</sup> 14 hours and 8 minutes

Same period last year	NSW (this period)
19,224	19,224
3 hours and 46 minutes	2 hours and 42 minutes
13 hours and 52 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



### Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>††</sup>



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 9m	5h 30m	4h 30m	3h 47m	3h 46m	3h 39m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	17h 51m	18h 28m	19h 32m	14h 0m	13h 52m	14h 8m

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

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

## Liverpool Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

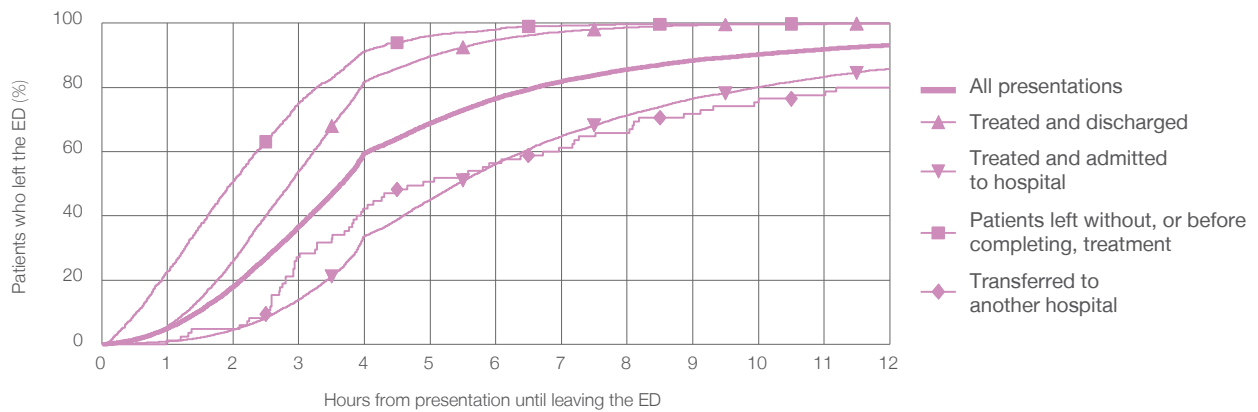
All presentations:<sup>1</sup> 19,974 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,974 patients

Treated and discharged	8,732 (43.7%)
Treated and admitted to hospital	9,492 (47.5%)
Patient left without, or before completing, treatment	1,479 (7.4%)
Transferred to another hospital	85 (0.4%)
Other	186 (0.9%)

Same period last year	Change since one year ago
19,224	3.9%
8,432	3.6%
9,166	3.6%
1,327	11.5%
63	34.9%
236	-21.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.6%	26.1%	54.0%	81.7%	94.8%	98.6%	99.7%	99.9%
Treated and admitted to hospital	0.9%	4.5%	14.0%	33.7%	56.2%	71.3%	80.1%	85.7%
Patient left without, or before completing, treatment	22.8%	50.8%	75.1%	91.1%	98.0%	99.7%	99.8%	99.9%
Transferred to another hospital	1.2%	4.7%	27.1%	42.4%	56.5%	65.9%	76.5%	80.0%
All presentations	5.0%	18.0%	36.7%	59.5%	76.6%	85.6%	90.3%	93.1%

(†) 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.

## Liverpool Hospital: Time spent in the ED

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

April to June 2016

All presentations at the emergency department:<sup>1</sup> 19,974 patients

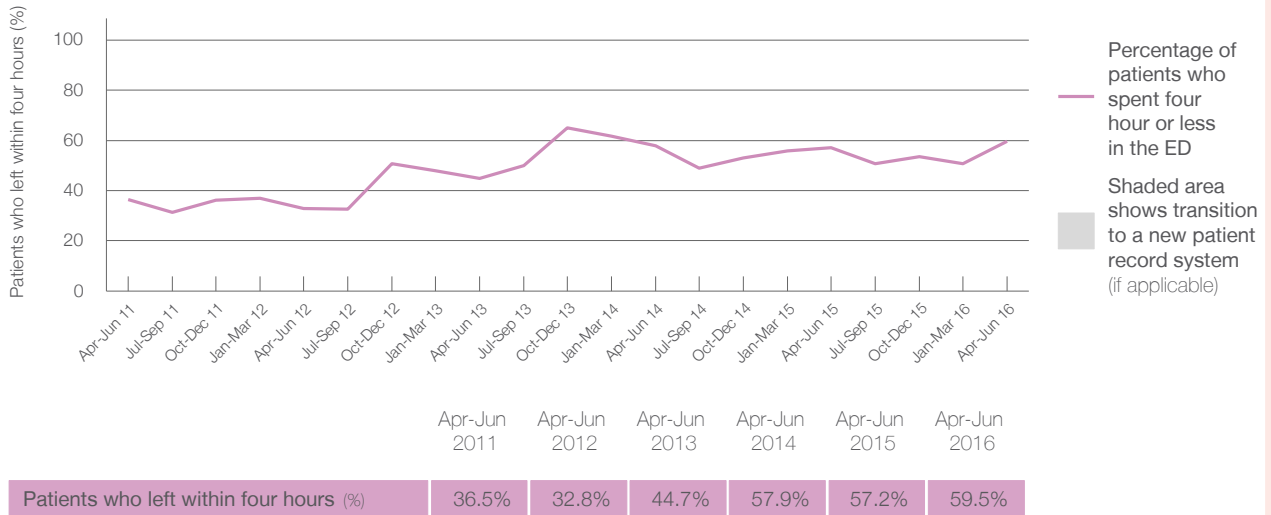
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,974 patients

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: <sup>1</sup>	19,224	3.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	19,224	3.9%
Percentage of patients who spent four hours or less in the ED	57.2%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Nepean Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 16,671 patients

Emergency presentations:<sup>2</sup> 16,524 patients

Same period last year	Change since one year ago
16,821	-0.9%
16,685	-1.0%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,514 patients

Median time to start treatment<sup>4</sup> 9 minutes

95th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,843 patients

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

95th percentile time to start treatment<sup>5</sup> 244 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,048 patients

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

95th percentile time to start treatment<sup>5</sup> 238 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,021 patients

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

95th percentile time to start treatment<sup>5</sup> 238 minutes

Same period last year	NSW (this period)
2,439	
9 minutes	8 minutes
50 minutes	36 minutes
4,705	
35 minutes	20 minutes
220 minutes	92 minutes
7,508	
37 minutes	25 minutes
210 minutes	128 minutes
1,926	
41 minutes	23 minutes
230 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Percentage of patients who spent four hours or less in the ED 48.2%

Same period last year	Change since one year ago
16,821	-0.9%
53.3%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

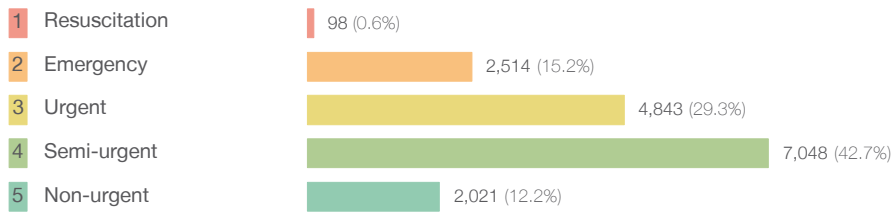
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Nepean Hospital: Patients presenting to the emergency department

April to June 2016

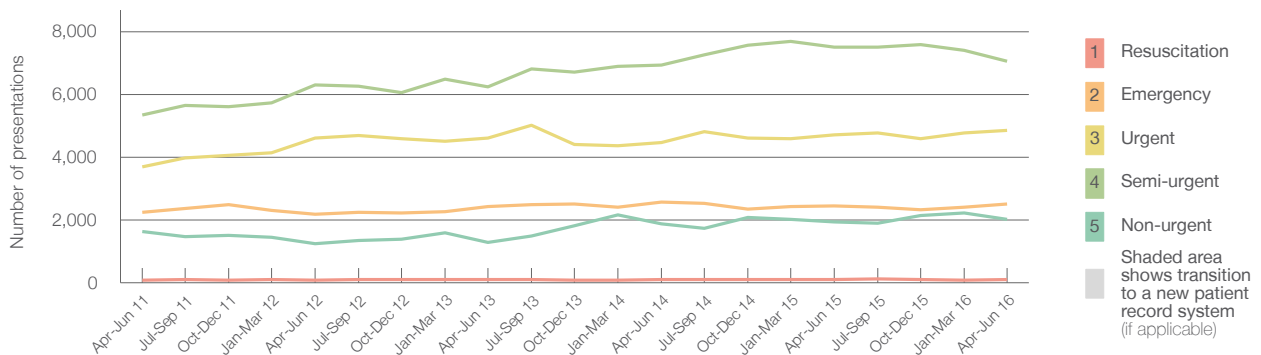
All presentations:<sup>1</sup> 16,671 patients

Emergency presentations<sup>2</sup> by triage category: 16,524 patients



Same period last year	Change since one year ago
16,821	-0.9%
16,685	-1.0%
107	-8.4%
2,439	3.1%
4,705	2.9%
7,508	-6.1%
1,926	4.9%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	87	78	105	102	107	98
Emergency	2,234	2,181	2,432	2,561	2,439	2,514
Urgent	3,680	4,614	4,611	4,472	4,705	4,843
Semi-urgent	5,352	6,295	6,238	6,932	7,508	7,048
Non-urgent	1,637	1,248	1,286	1,870	1,926	2,021
All emergency presentations	12,990	14,416	14,672	15,937	16,685	16,524

## Nepean Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,784 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,965	
13 minutes	-1 minute
95 minutes	-47 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.



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

April to June 2016

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

Number of triage 2 patients: 2,514

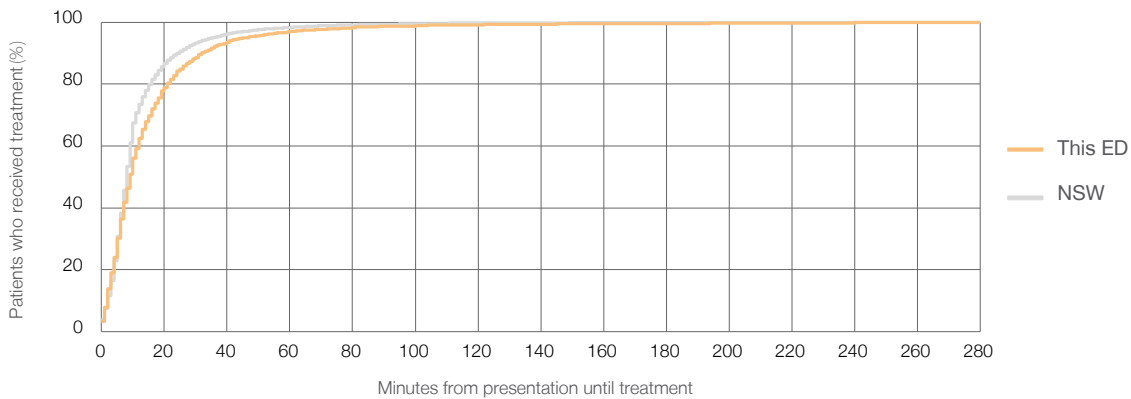
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,451

Median time to start treatment<sup>4</sup> 9 minutes

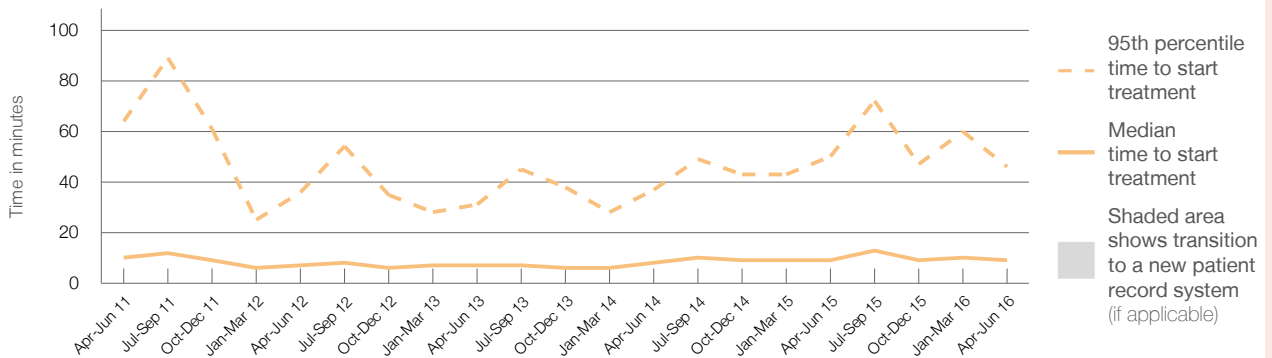
95th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
2,439	2,355
9 minutes	8 minutes
50 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	10	7	7	8	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	64	36	31	37	50	46

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 3 April to June 2016

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

Number of triage 3 patients: 4,843

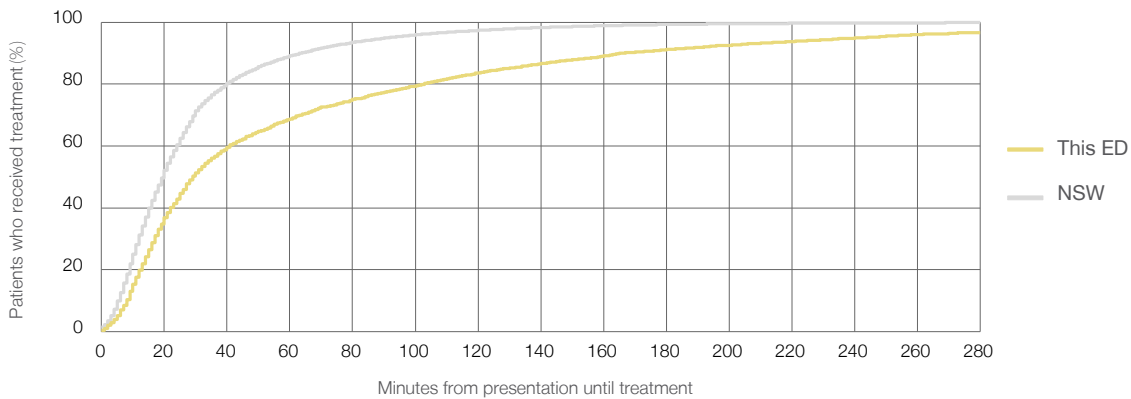
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,392

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

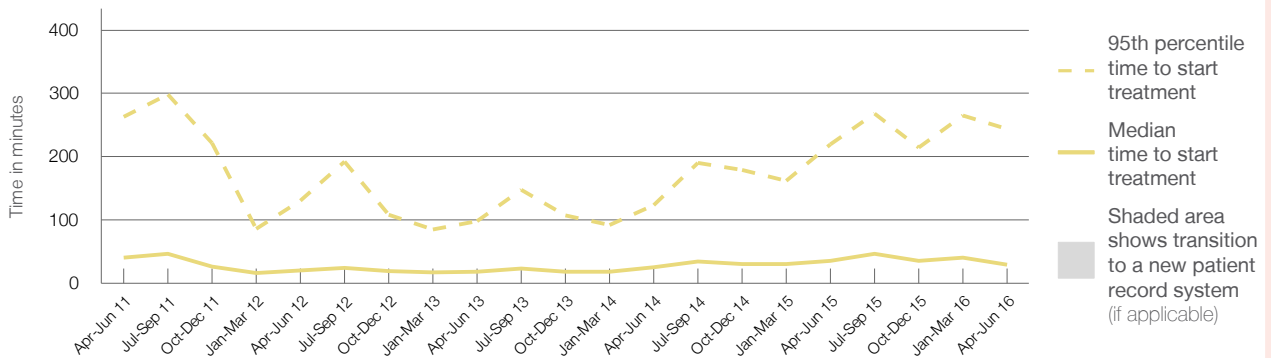
95th percentile time to start treatment<sup>5</sup> 244 minutes

Same period last year	NSW (this period)
4,705	4,309
35 minutes	20 minutes
220 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	41	20	18	25	35	29
95th percentile time to start treatment <sup>5</sup> (minutes)	263	131	98	123	220	244

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 7,048

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,244

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

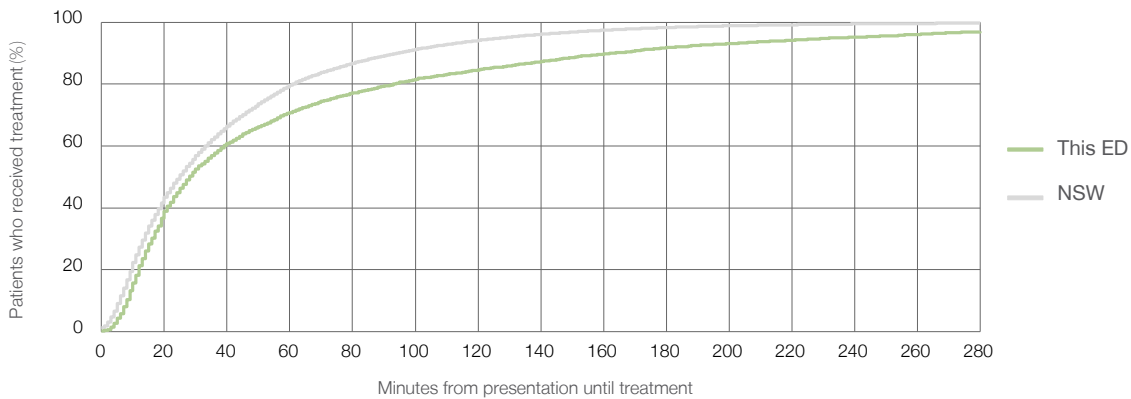
28 minutes

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

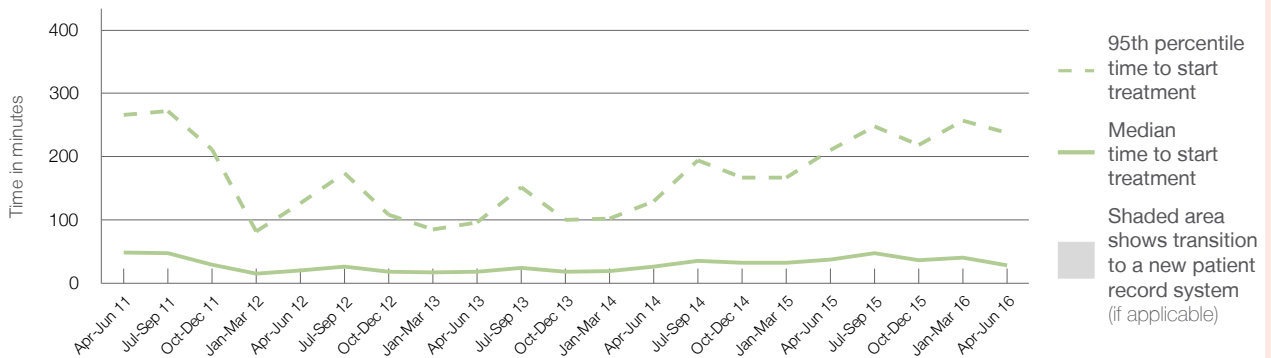
238 minutes

Same period last year	NSW (this period)
7,508	
6,622	
37 minutes	25 minutes
210 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	49	20	18	26	37	28
95th percentile time to start treatment <sup>5</sup> (minutes)	266	126	96	130	210	238

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 5 April to June 2016

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

Number of triage 5 patients: 2,021

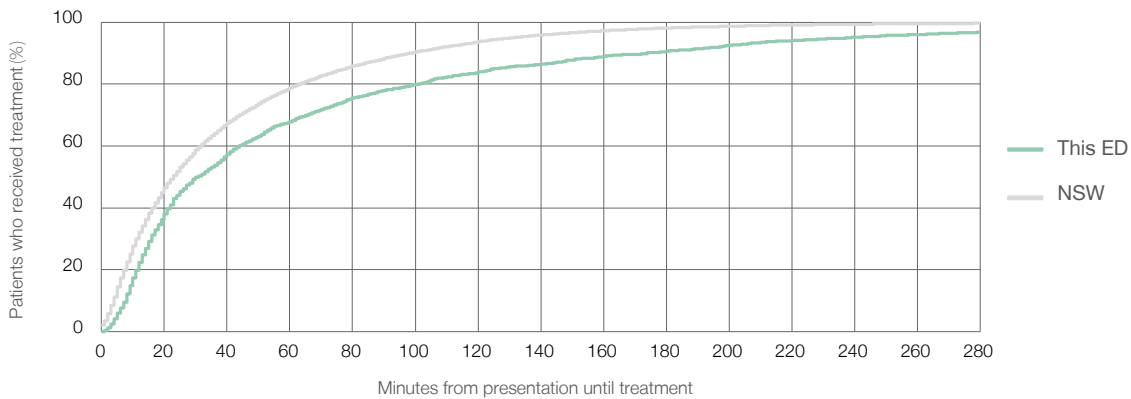
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,608

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

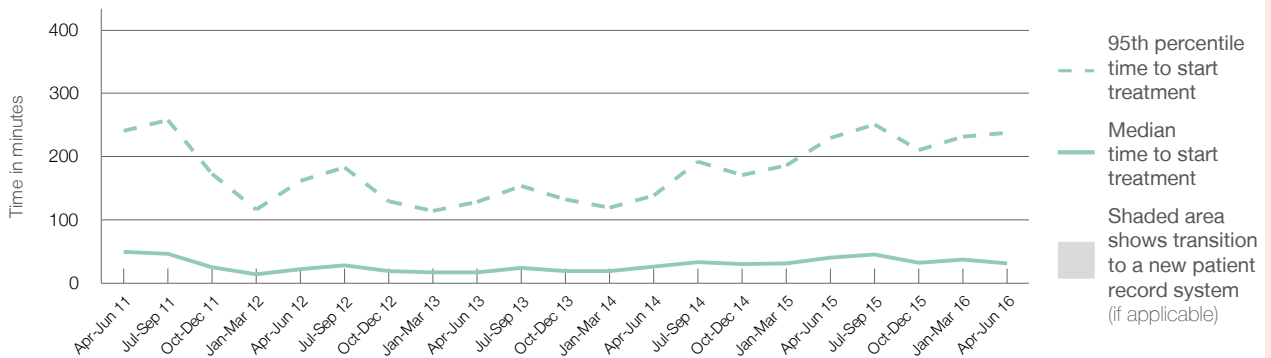
95th percentile time to start treatment<sup>5</sup> 238 minutes

Same period last year	NSW (this period)
1,926	
1,549	
41 minutes	23 minutes
230 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	50	22	17	26	41	31
95th percentile time to start treatment <sup>5</sup> (minutes)	241	162	128	139	230	238

(†) 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.

## Nepean Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 16,671 patients

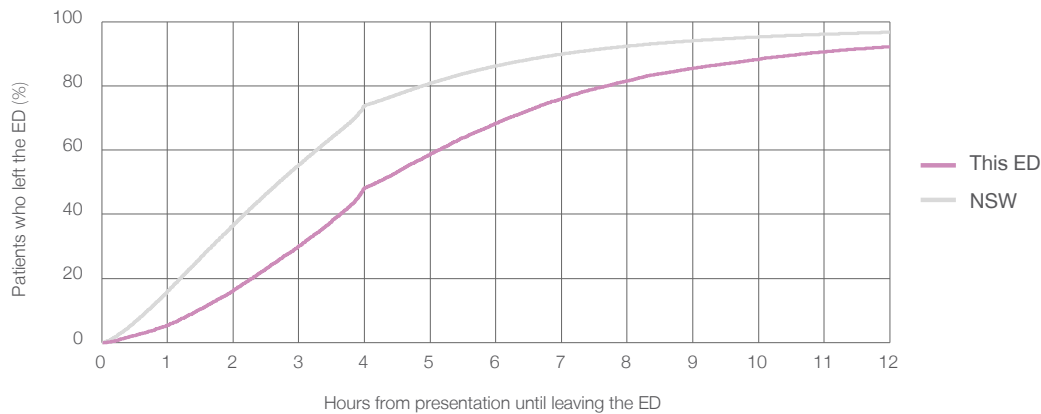
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Median time spent in the ED<sup>8</sup> 4 hours and 12 minutes

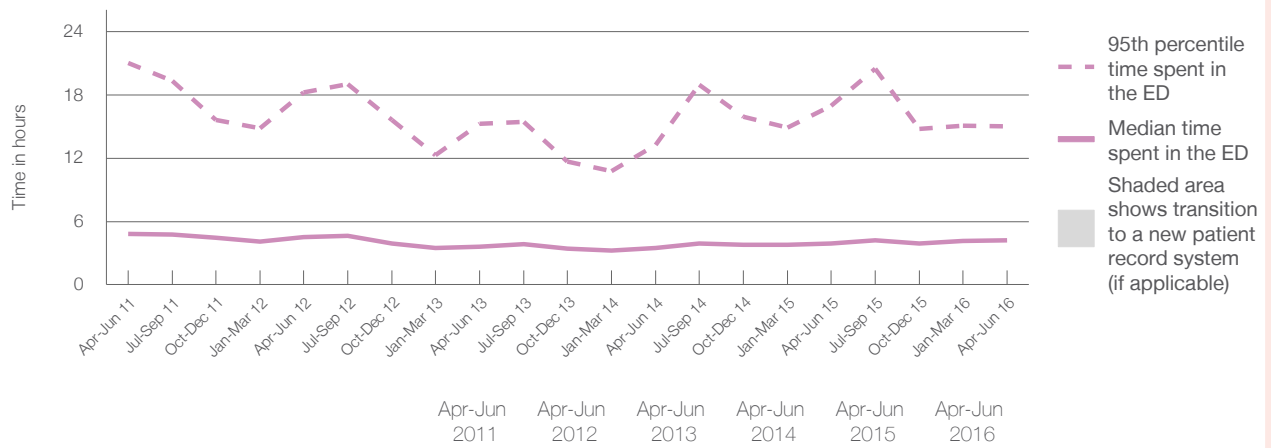
95th percentile time spent in the ED<sup>9</sup> 15 hours and 0 minutes

Same period last year	NSW (this period)
16,821	16,821
3 hours and 54 minutes	2 hours and 42 minutes
16 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	21h 3m	18h 15m	15h 14m	13h 14m	16h 56m	15h 0m

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

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

**Nepean Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

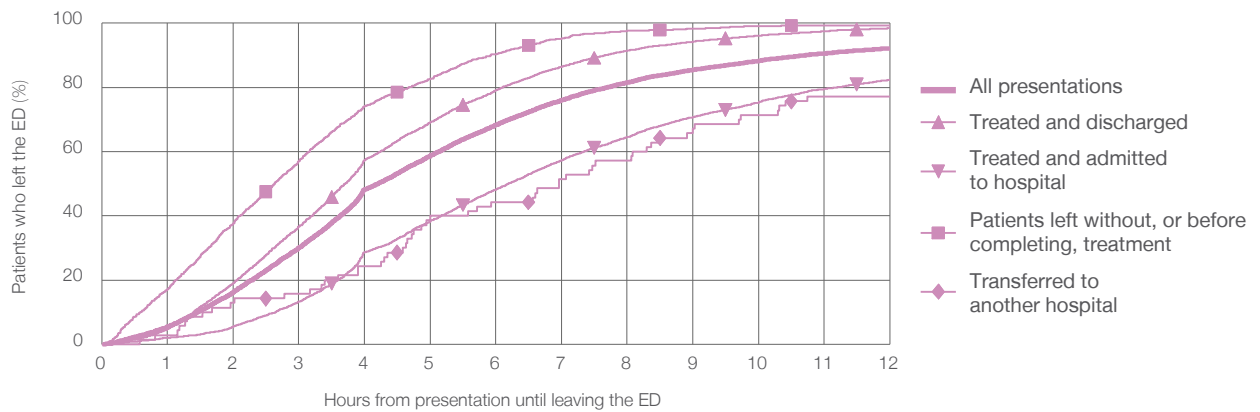
All presentations:<sup>1</sup> 16,671 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Treated and discharged	8,076 (48.4%)
Treated and admitted to hospital	6,507 (39.0%)
Patient left without, or before completing, treatment	1,909 (11.5%)
Transferred to another hospital	70 (0.4%)
Other	109 (0.7%)

Same period last year	Change since one year ago
16,821	-0.9%
8,555	-5.6%
6,285	3.5%
1,858	2.7%
39	79.5%
84	29.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	19.1%	36.8%	57.4%	79.1%	91.5%	96.1%	98.4%
Treated and admitted to hospital	2.0%	5.5%	13.3%	28.7%	48.3%	64.6%	75.3%	82.4%
Patient left without, or before completing, treatment	17.2%	37.7%	57.0%	74.1%	90.4%	97.6%	99.1%	99.4%
Transferred to another hospital	2.9%	12.9%	15.7%	24.3%	44.3%	57.1%	71.4%	77.1%
All presentations	5.5%	16.3%	30.1%	48.2%	68.3%	81.6%	88.2%	92.2%

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

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

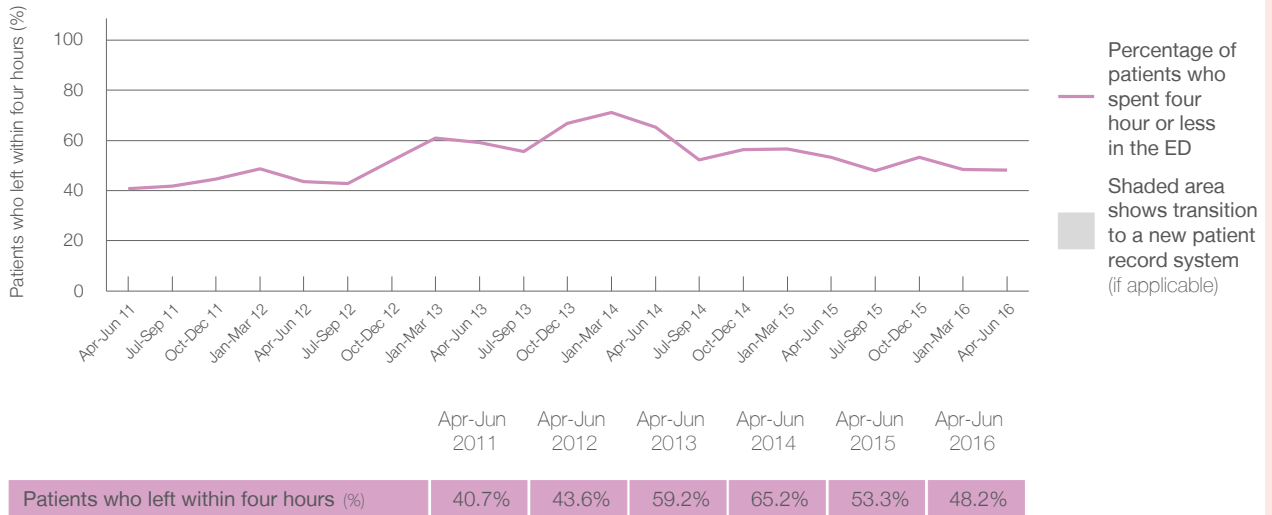
**Nepean Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 16,671 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,671 patients

Percentage of patients who spent four hours or less in the ED  48.2%

Same period last year	Change since one year ago
16,821	-0.9%
16,821	-0.9%
53.3%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Prince of Wales Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 14,240 patients

Emergency presentations:<sup>2</sup> 13,364 patients

Same period last year	Change since one year ago
13,730	3.7%
12,924	3.4%

## Prince of Wales Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,195 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,763 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 95th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,707 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 126 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 515 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 95th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
1,269	
8 minutes	8 minutes
34 minutes	36 minutes
6,407	
19 minutes	20 minutes
80 minutes	92 minutes
4,611	
17 minutes	25 minutes
108 minutes	128 minutes
430	
26 minutes	23 minutes
156 minutes	132 minutes

## Prince of Wales Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,236 patients

Percentage of patients who spent four hours or less in the ED 68.1%

Same period last year	Change since one year ago
13,729	3.7%
70.8%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

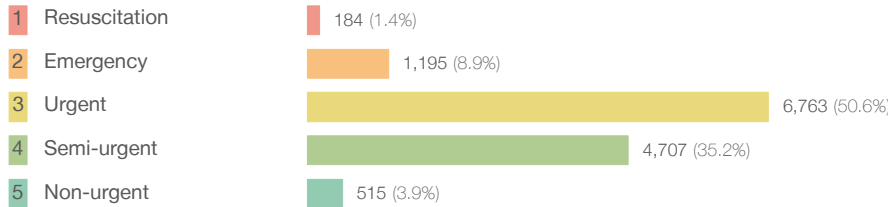


## Prince of Wales Hospital: Patients presenting to the emergency department

April to June 2016

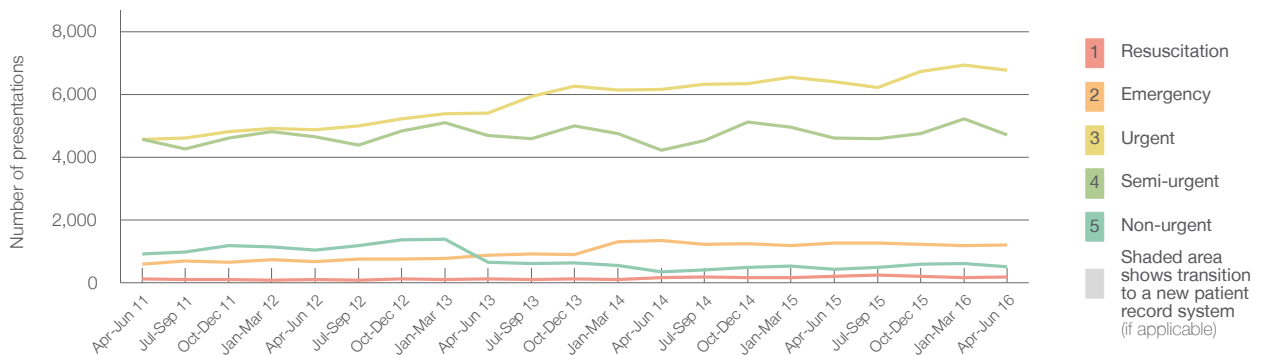
All presentations:<sup>1</sup> 14,240 patients

Emergency presentations<sup>2</sup> by triage category: 13,364 patients



Same period last year	Change since one year ago
13,730	3.7%
12,924	3.4%
207	-11.1%
1,269	-5.8%
6,407	5.6%
4,611	2.1%
430	19.8%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	121	107	113	155	207	184
Emergency	589	679	875	1,353	1,269	1,195
Urgent	4,576	4,870	5,401	6,161	6,407	6,763
Semi-urgent	4,576	4,649	4,685	4,218	4,611	4,707
Non-urgent	916	1,029	649	345	430	515
All emergency presentations	10,778	11,334	11,723	12,232	12,924	13,364

## Prince of Wales Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,299 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,258	
13 minutes	-3 minutes
72 minutes	-40 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.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 1,195

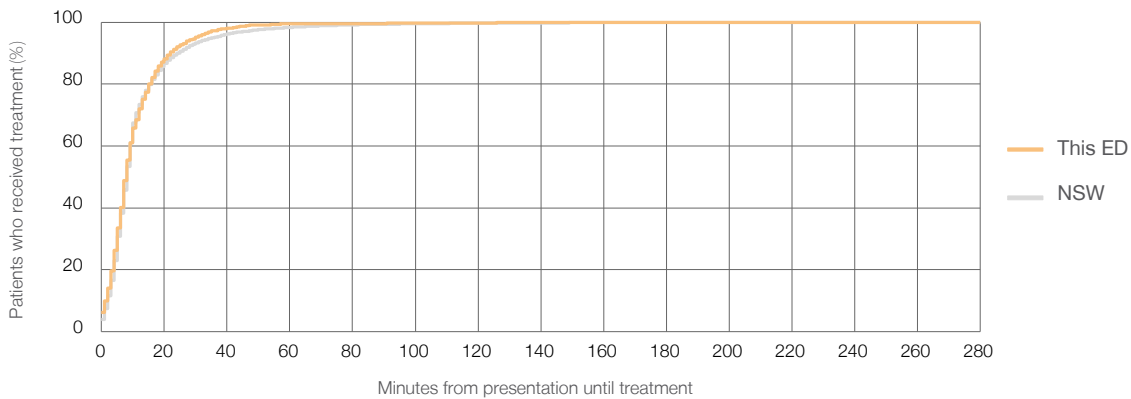
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,186

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

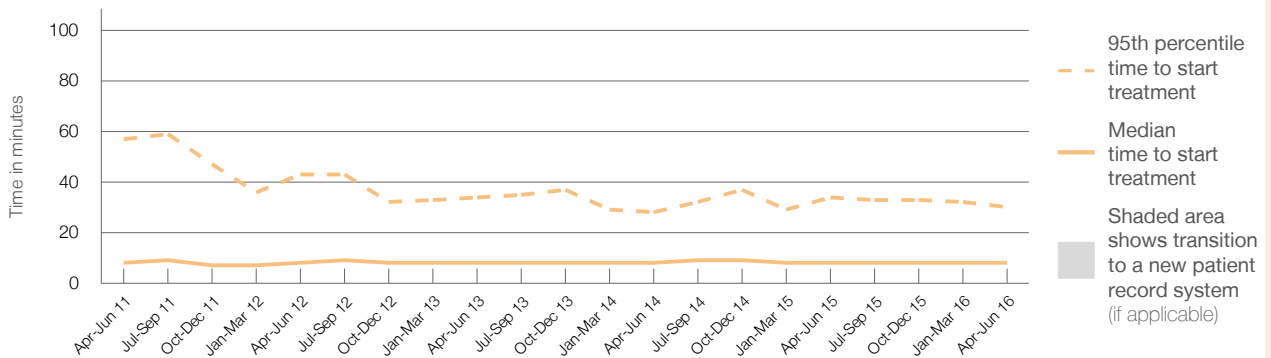
95th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,269	1,263
8 minutes	8 minutes
34 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	8	8	8	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	57	43	34	28	34	30

(†) 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.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,763

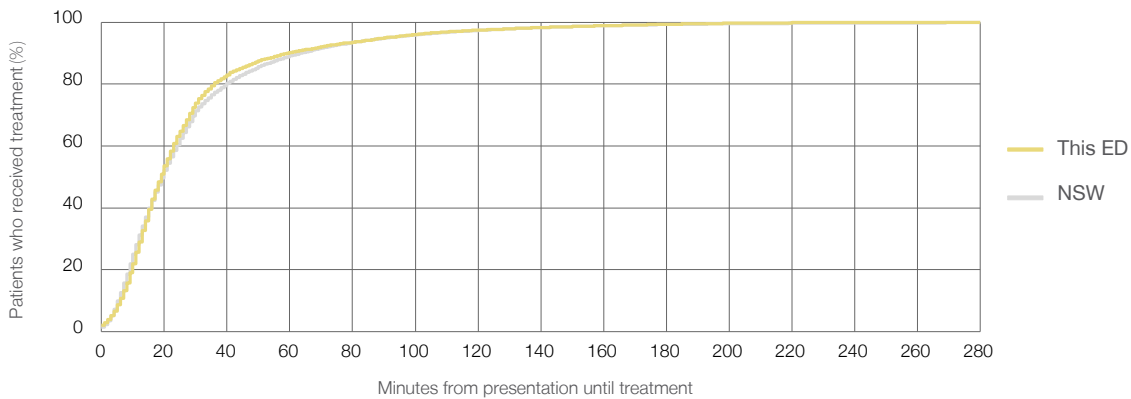
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,657

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

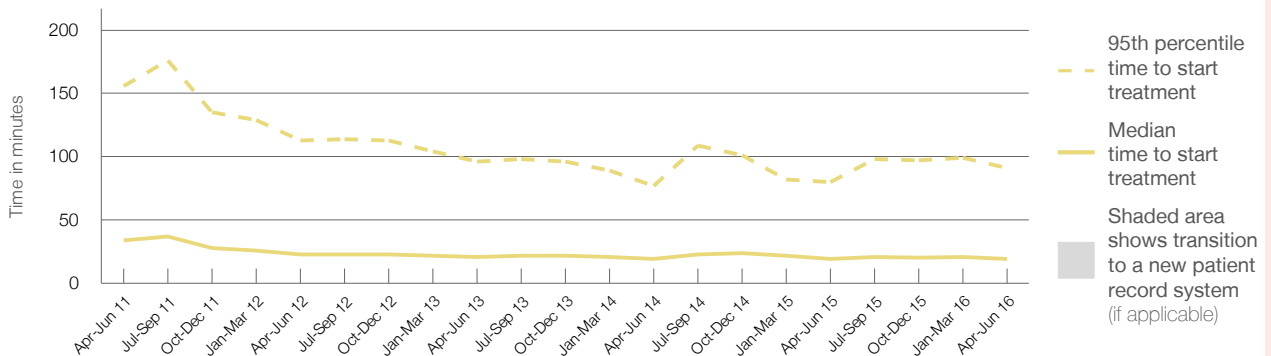
95th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
6,407	
6,326	
19 minutes	20 minutes
80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	34	23	21	19	19	19
95th percentile time to start treatment <sup>5</sup> (minutes)	156	113	96	77	80	91

(†) 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.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 4,707

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,562

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

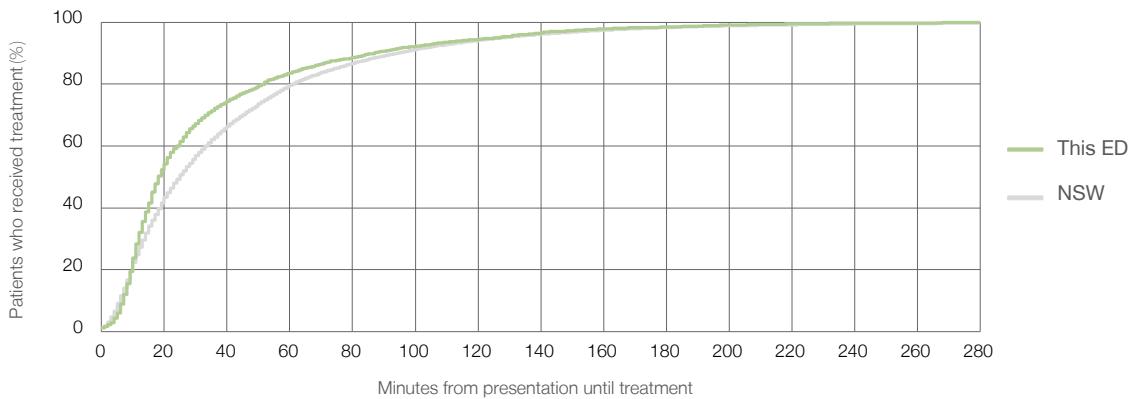
18 minutes

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

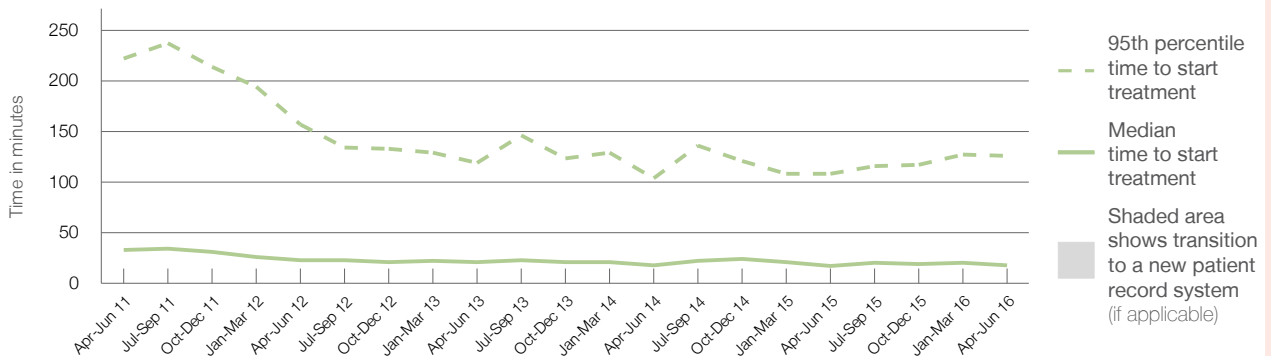
126 minutes

Same period last year	NSW (this period)
4,611	
4,473	
17 minutes	25 minutes
108 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	33	23	21	18	17	18
95th percentile time to start treatment <sup>5</sup> (minutes)	222	157	119	104	108	126

(†) 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.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 515

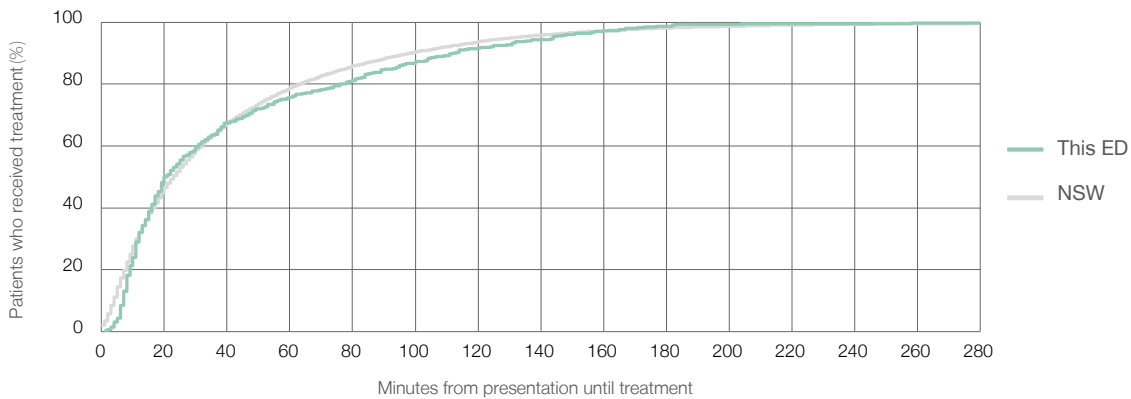
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 408

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

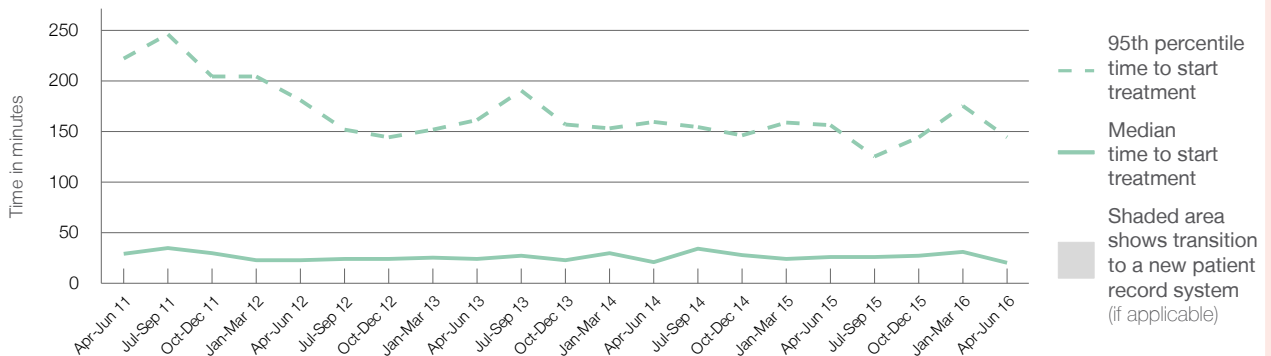
95th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
430	
348	
26 minutes	23 minutes
156 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	29	23	24	21	26	21
95th percentile time to start treatment <sup>5</sup> (minutes)	222	181	161	160	156	144

(†) 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.

## Prince of Wales Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 14,240 patients

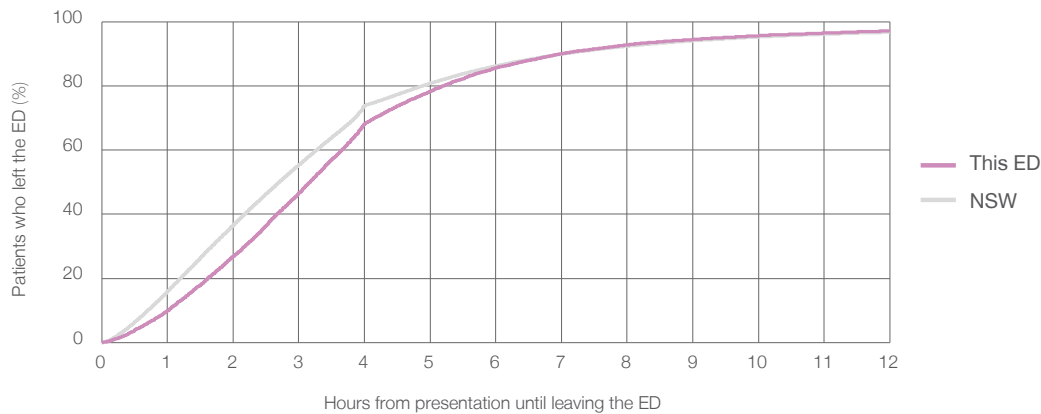
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,236 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

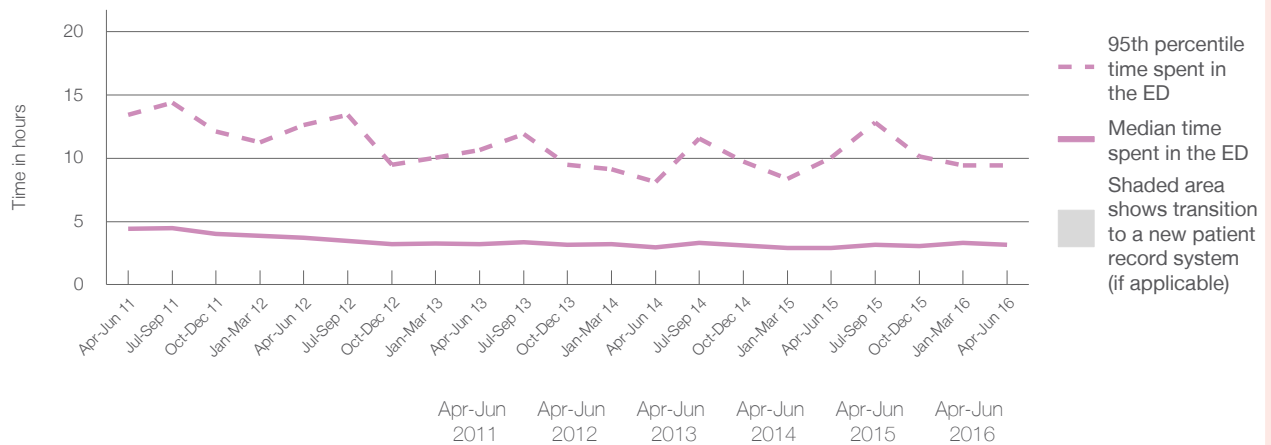
95th percentile time spent in the ED<sup>9</sup> 9 hours and 27 minutes

Same period last year	NSW (this period)
13,730	13,729
2 hours and 55 minutes	2 hours and 42 minutes
10 hours and 3 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 26m	12h 36m	10h 40m	8h 7m	10h 3m	9h 27m

(†) 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.

**Prince of Wales Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2016

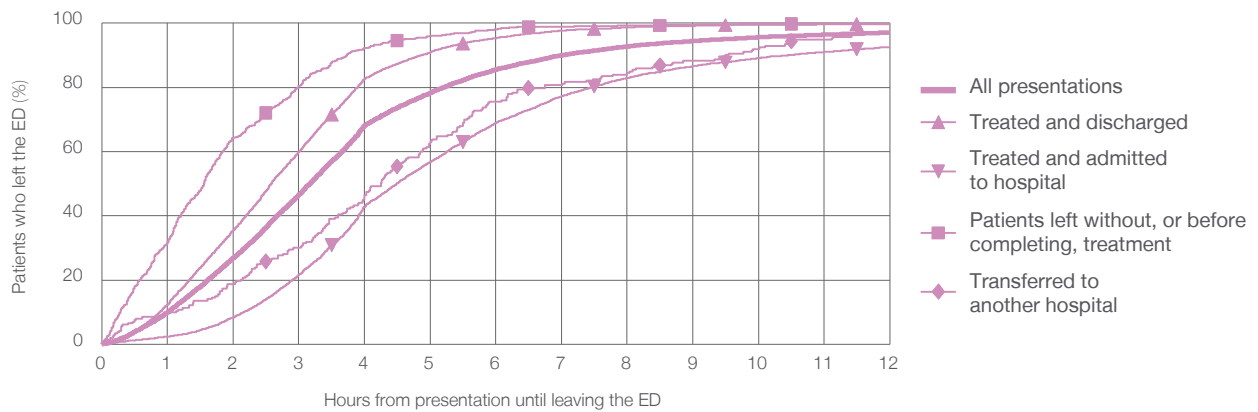
All presentations:<sup>1</sup> 14,240 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,236 patients

Treated and discharged	8,129 (57.1%)
Treated and admitted to hospital	5,202 (36.5%)
Patient left without, or before completing, treatment	630 (4.4%)
Transferred to another hospital	213 (1.5%)
Other	66 (0.5%)

Same period last year	Change since one year ago
13,729	3.7%
8,098	0.4%
4,969	4.7%
439	43.5%
172	23.8%
52	26.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.3%	35.5%	60.0%	82.7%	95.4%	98.7%	99.5%	99.7%
Treated and admitted to hospital	2.4%	8.4%	21.6%	42.9%	68.9%	83.0%	89.1%	92.6%
Patient left without, or before completing, treatment	31.6%	64.4%	80.5%	92.2%	98.1%	99.4%	99.8%	99.8%
Transferred to another hospital	9.9%	18.8%	30.0%	46.5%	75.6%	84.5%	92.0%	96.7%
All presentations	9.9%	26.9%	46.6%	68.1%	85.6%	92.7%	95.6%	97.1%

(†) 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.

## Prince of Wales Hospital: Time spent in the ED

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

April to June 2016

All presentations at the emergency department:<sup>1</sup> 14,240 patients

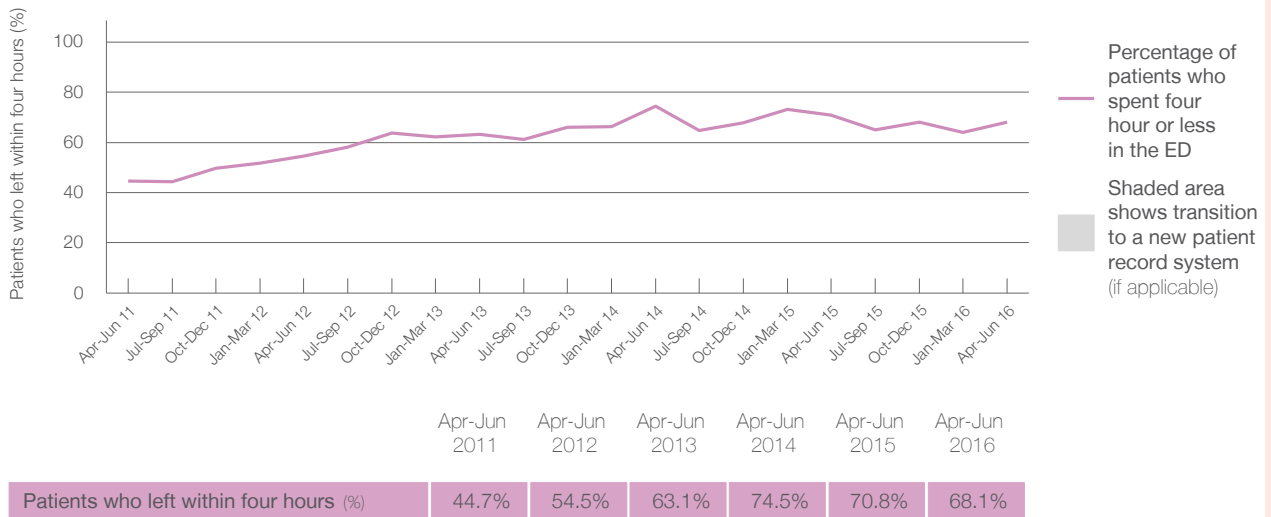
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,236 patients

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



Same period last year	Change since one year ago
13,730	3.7%
13,729	3.7%
70.8%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).



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

April to June 2016

All presentations:<sup>1</sup> 20,012 patients

Emergency presentations:<sup>2</sup> 19,921 patients

Same period last year	Change since one year ago
18,886	6.0%
18,797	6.0%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,341 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 95th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,627 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,161 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 95th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,330 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
4,076	
8 minutes	8 minutes
24 minutes	36 minutes
5,609	
19 minutes	20 minutes
82 minutes	92 minutes
6,708	
28 minutes	25 minutes
114 minutes	128 minutes
2,035	
31 minutes	23 minutes
126 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,012 patients

Percentage of patients who spent four hours or less in the ED 61.1%

Same period last year	Change since one year ago
18,886	6.0%
63.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

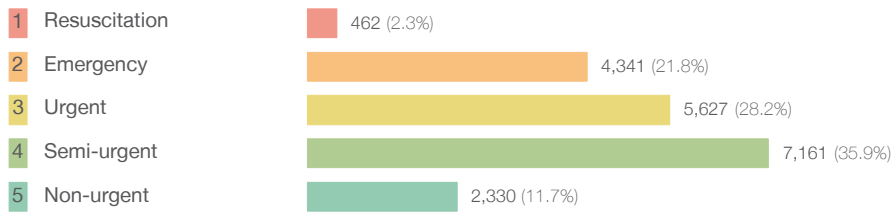
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

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

April to June 2016

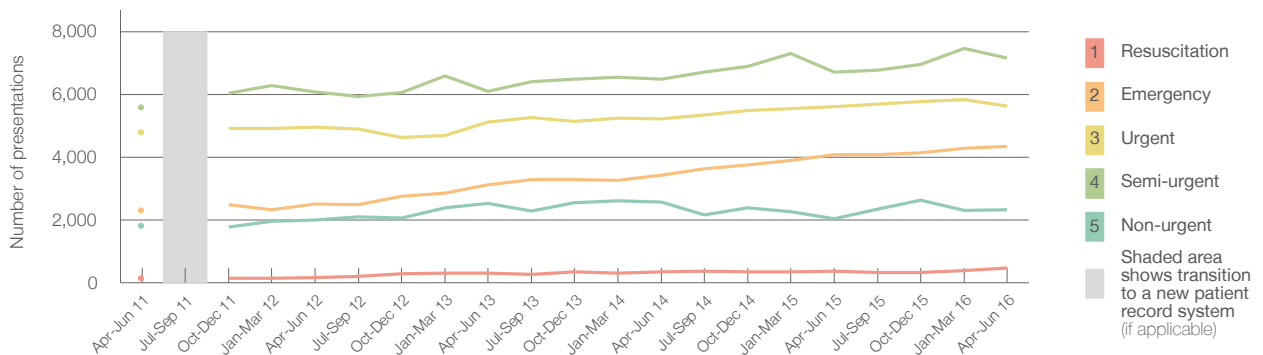
All presentations:<sup>1</sup> 20,012 patients

Emergency presentations<sup>2</sup> by triage category: 19,921 patients



Same period last year	Change since one year ago
18,886	6.0%
18,797	6.0%
369	25.2%
4,076	6.5%
5,609	0.3%
6,708	6.8%
2,035	14.5%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	130	157	301	341	369	462
Emergency	2,304	2,512	3,116	3,416	4,076	4,341
Urgent	4,800	4,963	5,112	5,222	5,609	5,627
Semi-urgent	5,586	6,068	6,095	6,492	6,708	7,161
Non-urgent	1,819	2,001	2,530	2,571	2,035	2,330
All emergency presentations	14,639	15,701	17,154	18,042	18,797	19,921

## Royal North Shore Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,385 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,007	
19 minutes	-5 minutes
103 minutes	-57 minutes

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

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

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

April to June 2016

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

Number of triage 2 patients: 4,341

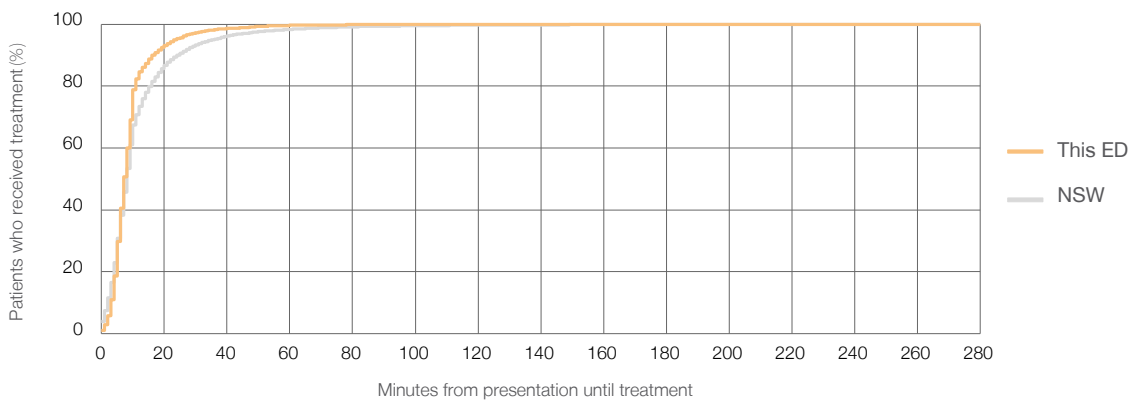
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,329

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

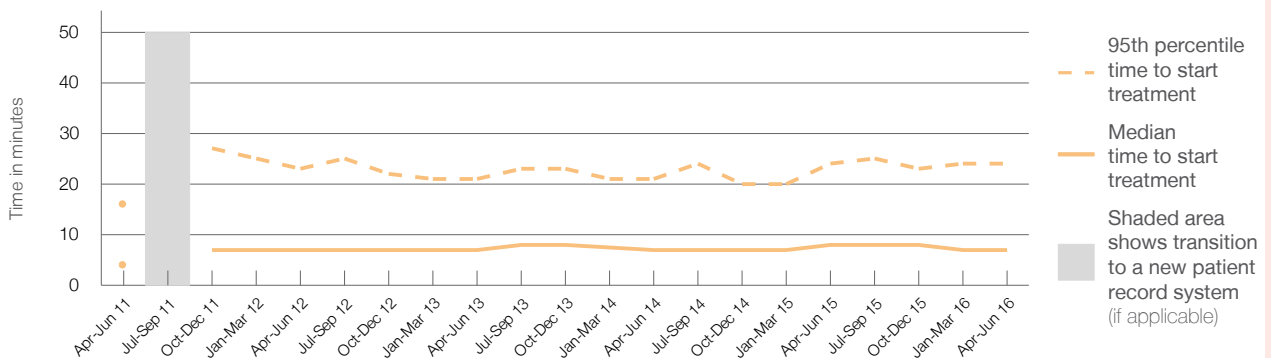
95th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
4,076	4,067
8 minutes	8 minutes
24 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	4	7	7	7	8	7
95th percentile time to start treatment <sup>5</sup> (minutes)	16	23	21	21	24	24

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

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

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

April to June 2016

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

Number of triage 3 patients: 5,627

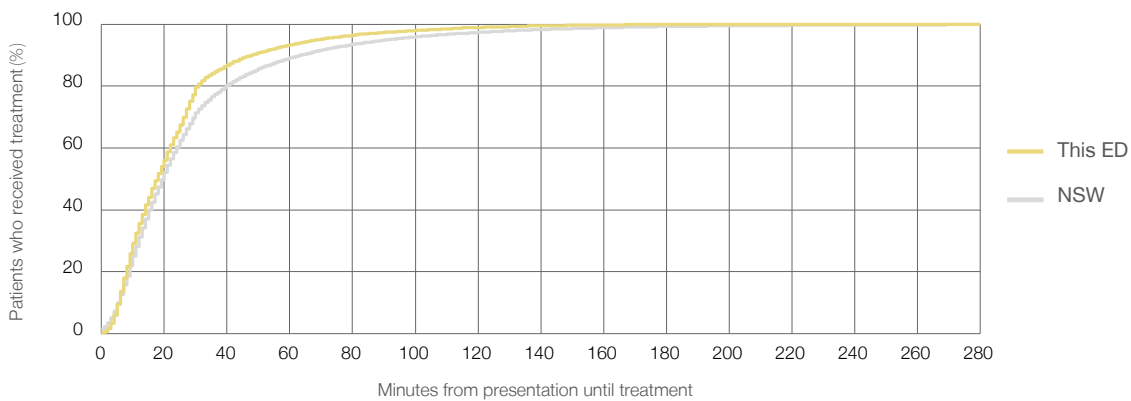
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,536

Median time to start treatment<sup>4</sup> 18 minutes

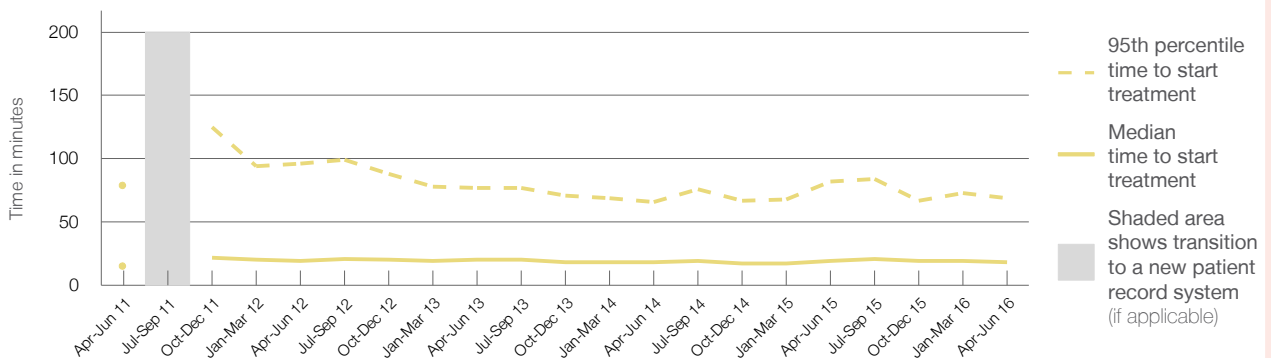
95th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
5,609	
5,482	
19 minutes	20 minutes
82 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	15	19	20	18	19	18
95th percentile time to start treatment <sup>5</sup> (minutes)	79	96	77	66	82	69

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

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

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

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

Number of triage 4 patients: 7,161

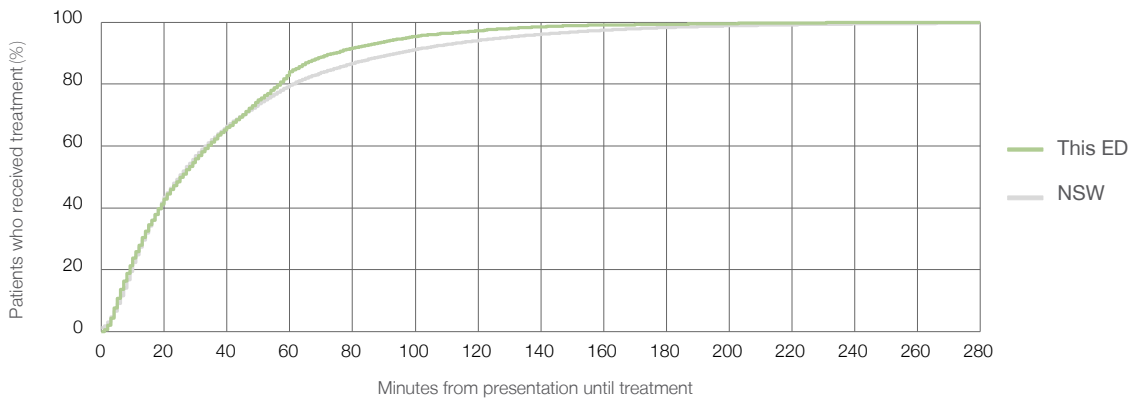
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,881

Median time to start treatment<sup>4</sup> 26 minutes

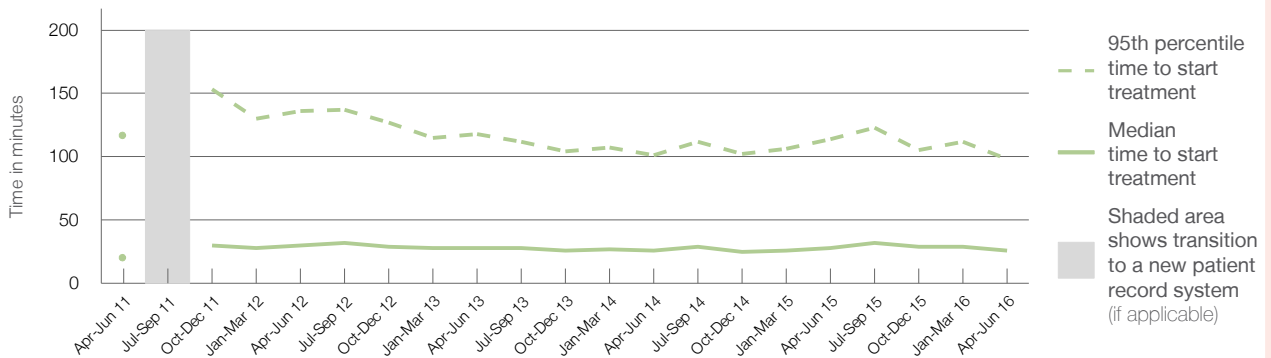
95th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
6,708	6,381
28 minutes	25 minutes
114 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	20	30	28	26	28	26
95th percentile time to start treatment <sup>5</sup> (minutes)	117	136	118	101	114	98

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

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

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

April to June 2016

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

Number of triage 5 patients: 2,330

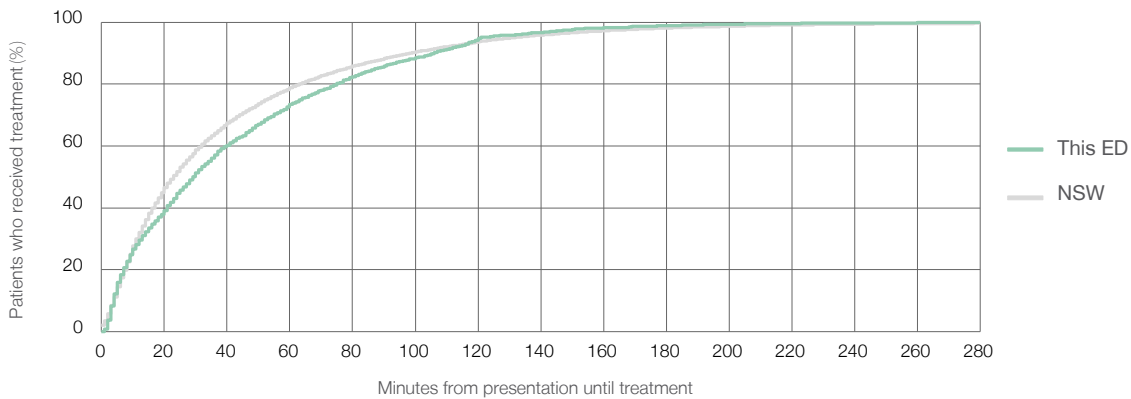
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,107

Median time to start treatment<sup>4</sup>  30 minutes

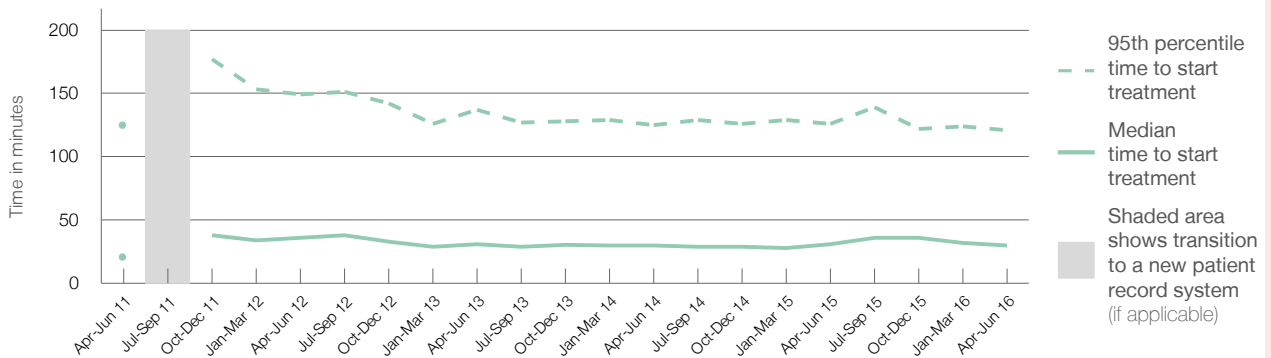
95th percentile time to start treatment<sup>5</sup>  121 minutes

Same period last year	NSW (this period)
2,035	
1,807	
31 minutes	23 minutes
126 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	21	36	31	30	31	30
95th percentile time to start treatment <sup>5</sup> (minutes)	125	149	137	125	126	121

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

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

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

April to June 2016

All presentations:<sup>1</sup> 20,012 patients

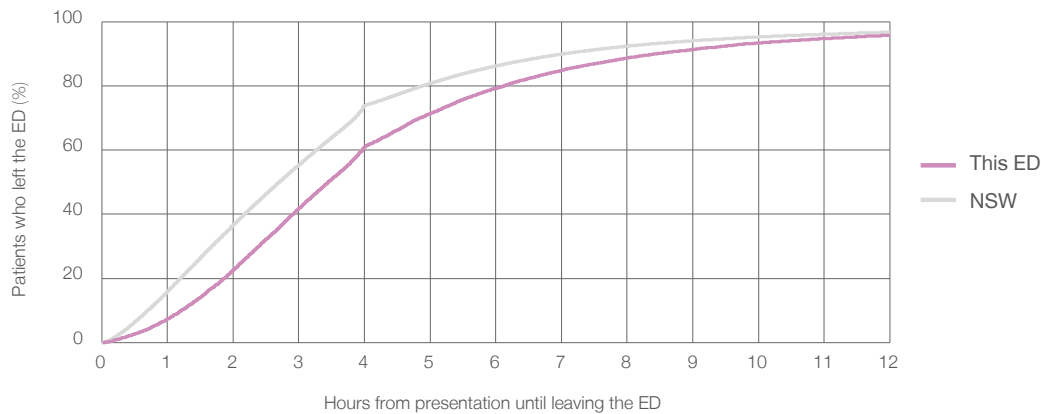
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,012 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

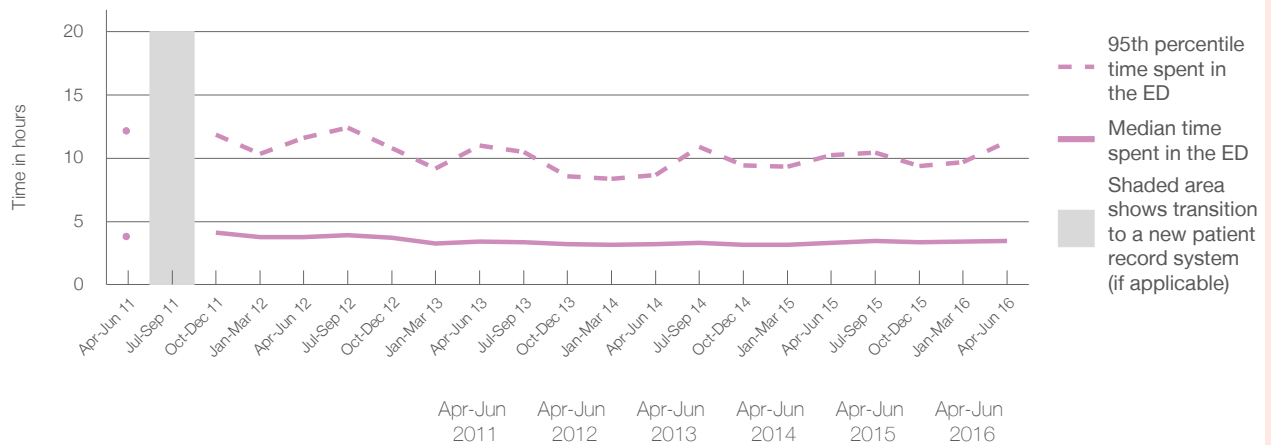
95th percentile time spent in the ED<sup>9</sup> 11 hours and 17 minutes

Same period last year	NSW (this period)
18,886	18,886
3 hours and 18 minutes	2 hours and 42 minutes
10 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		3h 49m	3h 47m	3h 24m	3h 12m	3h 27m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		12h 11m	11h 37m	11h 0m	8h 40m	10h 13m

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

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

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

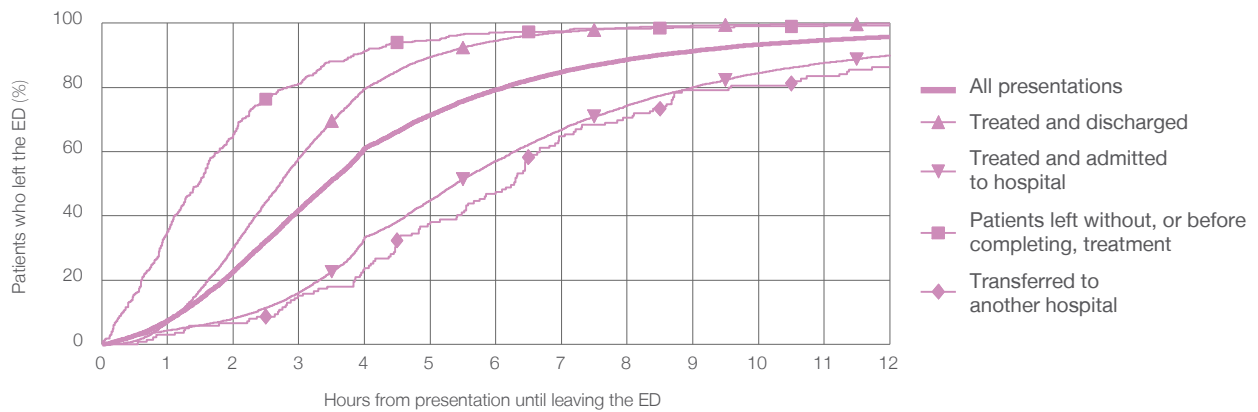
All presentations:<sup>1</sup> 20,012 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,012 patients

Treated and discharged	11,097 (55.5%)
Treated and admitted to hospital	8,058 (40.3%)
Patient left without, or before completing, treatment	402 (2.0%)
Transferred to another hospital	139 (0.7%)
Other	316 (1.6%)

Same period last year	Change since one year ago
18,886	6.0%
10,491	5.8%
7,828	2.9%
283	42.0%
51	172.5%
233	35.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	30.0%	58.0%	79.6%	94.5%	98.6%	99.6%	99.8%
Treated and admitted to hospital	4.3%	8.1%	16.1%	33.3%	57.1%	74.4%	84.5%	90.0%
Patient left without, or before completing, treatment	35.1%	65.4%	81.1%	91.3%	97.0%	98.3%	99.0%	99.3%
Transferred to another hospital	2.9%	6.5%	15.1%	23.7%	47.5%	70.5%	80.6%	86.3%
All presentations	7.5%	22.7%	41.8%	61.1%	79.3%	88.6%	93.3%	95.8%

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

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



**Royal North Shore Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 20,012 patients

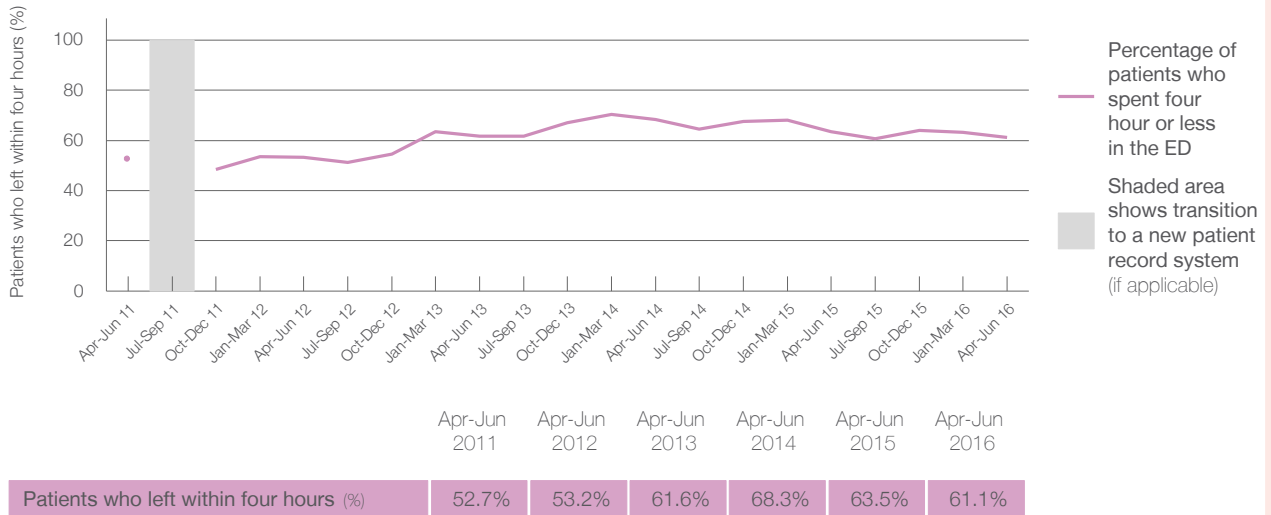
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,012 patients

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: <sup>1</sup>	18,886	6.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	18,886	6.0%
Percentage of patients who spent four hours or less in the ED	63.5%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

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

April to June 2016

All presentations:<sup>1</sup> 18,442 patients

Emergency presentations:<sup>2</sup> 17,906 patients

Same period last year	Change since one year ago
17,770	3.8%
17,296	3.5%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,625 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 95th percentile time to start treatment<sup>5</sup> 29 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,242 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,335 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 95th percentile time to start treatment<sup>5</sup> 134 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 577 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 170 minutes

Same period last year	NSW (this period)
3,365	
14 minutes	8 minutes
48 minutes	36 minutes
8,259	
29 minutes	20 minutes
128 minutes	92 minutes
4,999	
38 minutes	25 minutes
154 minutes	128 minutes
582	
34 minutes	23 minutes
192 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,442 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
17,770	3.8%
63.7%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

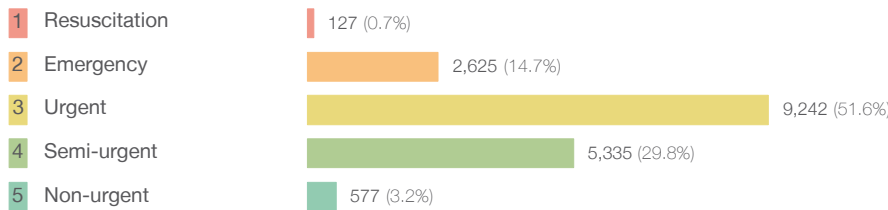
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

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

April to June 2016

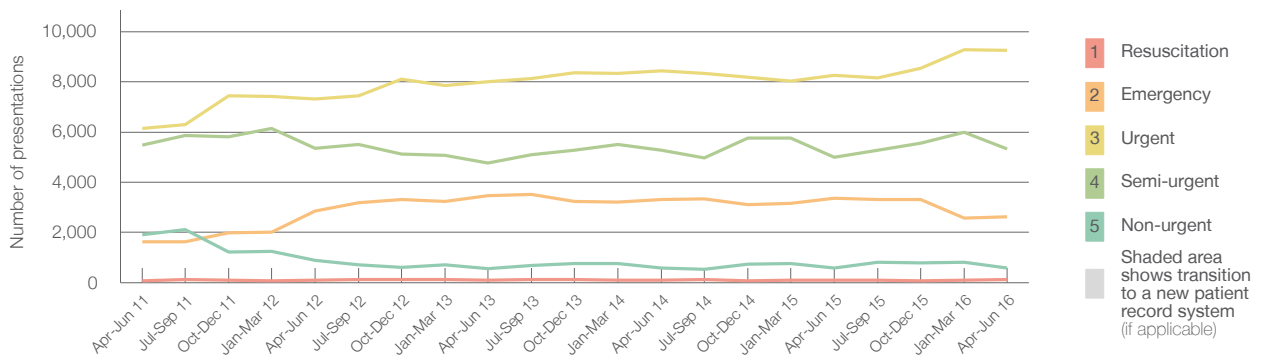
All presentations:<sup>1</sup> 18,442 patients

Emergency presentations<sup>2</sup> by triage category: 17,906 patients



Same period last year	Change since one year ago
17,770	3.8%
17,296	3.5%
91	39.6%
3,365	-22.0%
8,259	11.9%
4,999	6.7%
582	-0.9%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	84	90	110	107	91	127
Emergency	1,630	2,855	3,460	3,321	3,365	2,625
Urgent	6,149	7,326	8,006	8,428	8,259	9,242
Semi-urgent	5,473	5,358	4,775	5,276	4,999	5,335
Non-urgent	1,899	877	550	592	582	577
All emergency presentations	15,235	16,506	16,901	17,724	17,296	17,906

## Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,045 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,724	
20 minutes	-6 minutes
103 minutes	-73 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 2016

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

Number of triage 2 patients: 2,625

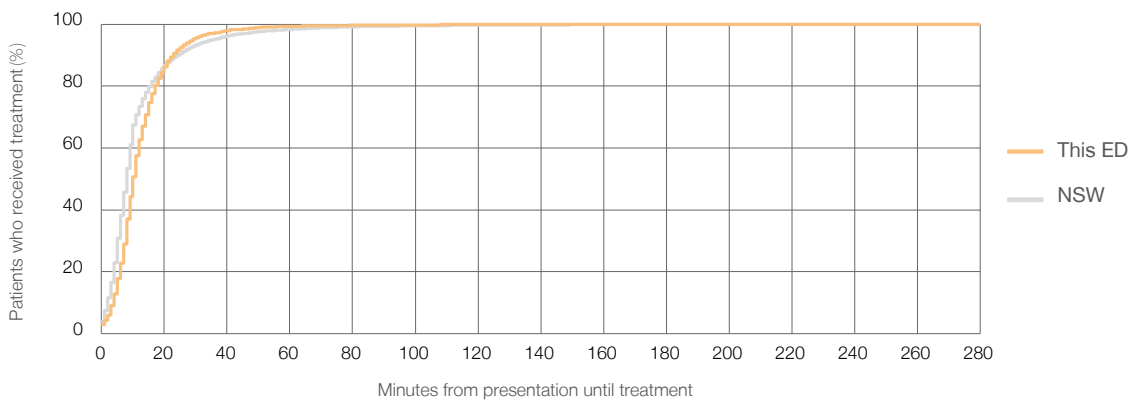
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,621

Median time to start treatment<sup>4</sup>  10 minutes

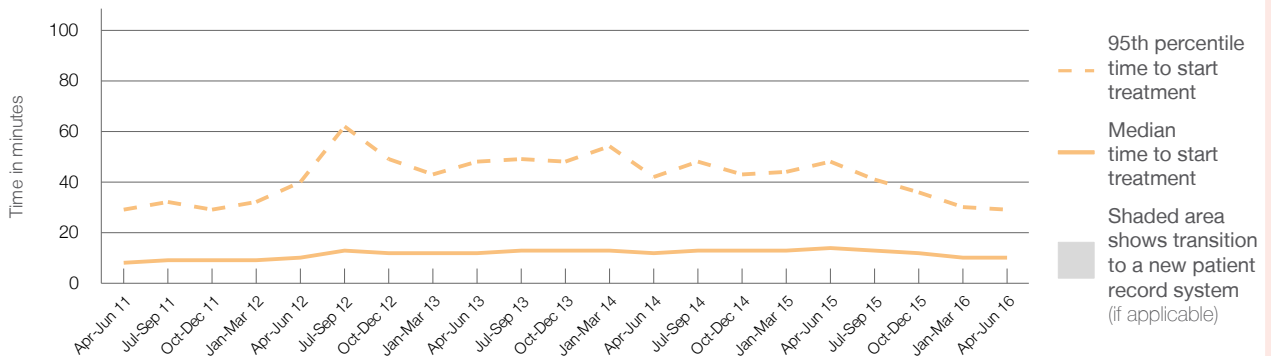
95th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
3,365	
3,353	
14 minutes	8 minutes
48 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	8	10	12	12	14	10
95th percentile time to start treatment <sup>5</sup> (minutes)	29	40	48	42	48	29

(†) 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 2016

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

Number of triage 3 patients: 9,242

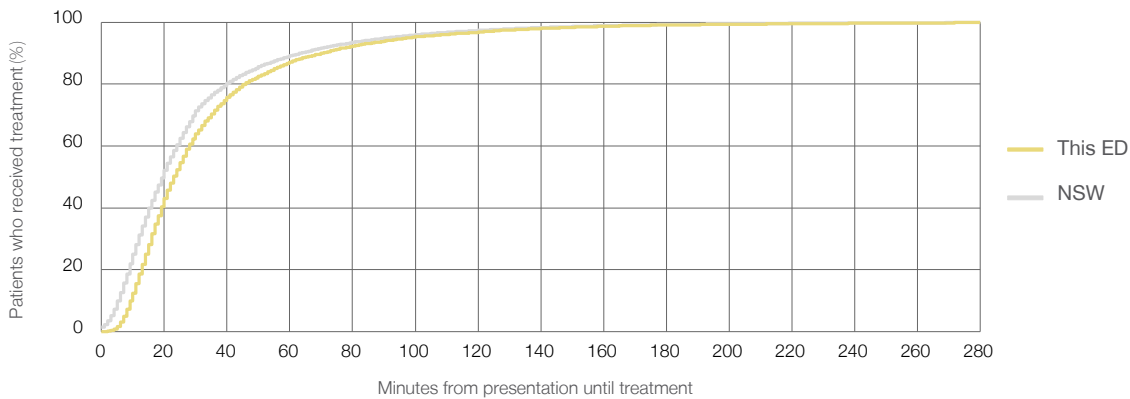
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,071

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

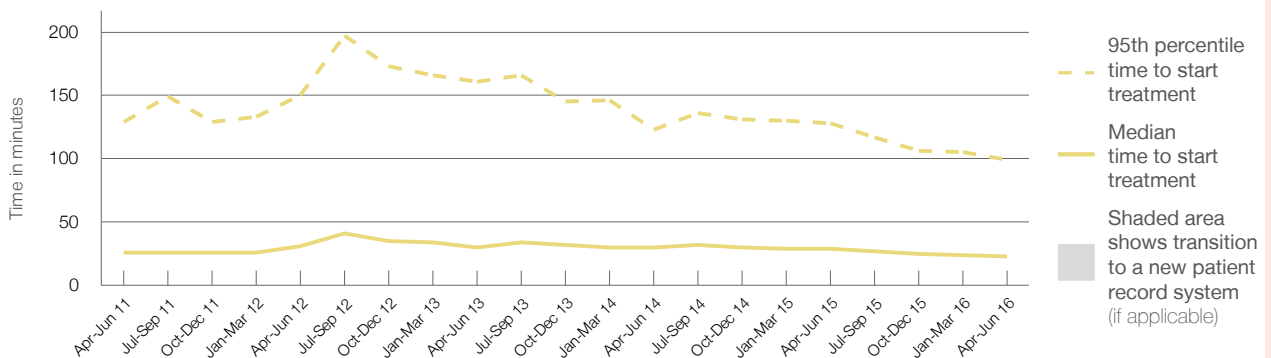
95th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
8,259	
8,060	
29 minutes	20 minutes
128 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	26	31	30	30	29	23
95th percentile time to start treatment <sup>5</sup> (minutes)	129	150	161	123	128	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.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 5,335

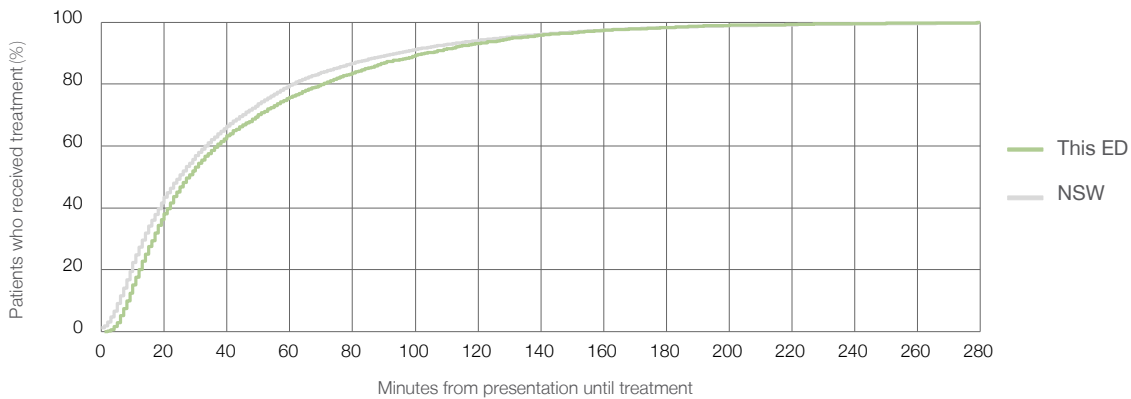
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,049

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

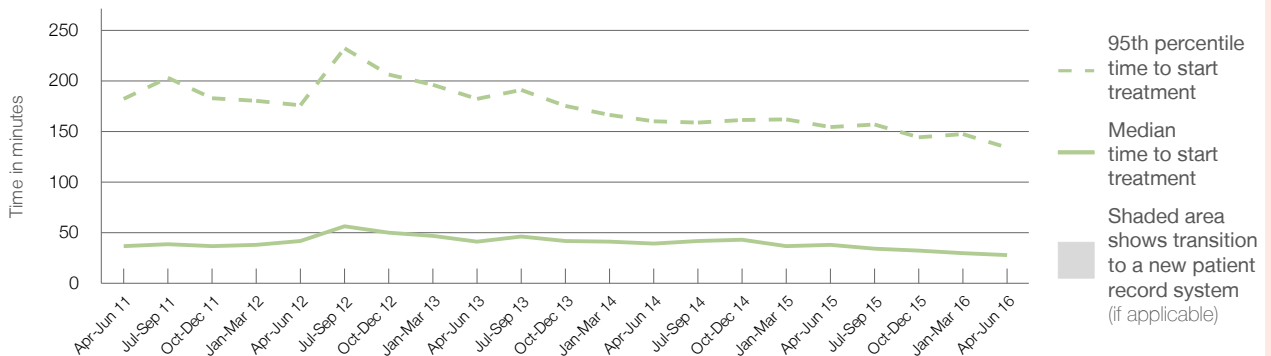
95th percentile time to start treatment<sup>5</sup> 134 minutes

Same period last year	NSW (this period)
4,999	
4,681	
38 minutes	25 minutes
154 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	37	42	41	39	38	28
95th percentile time to start treatment <sup>5</sup> (minutes)	182	176	182	160	154	134

(†) 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 2016

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

Number of triage 5 patients: 577

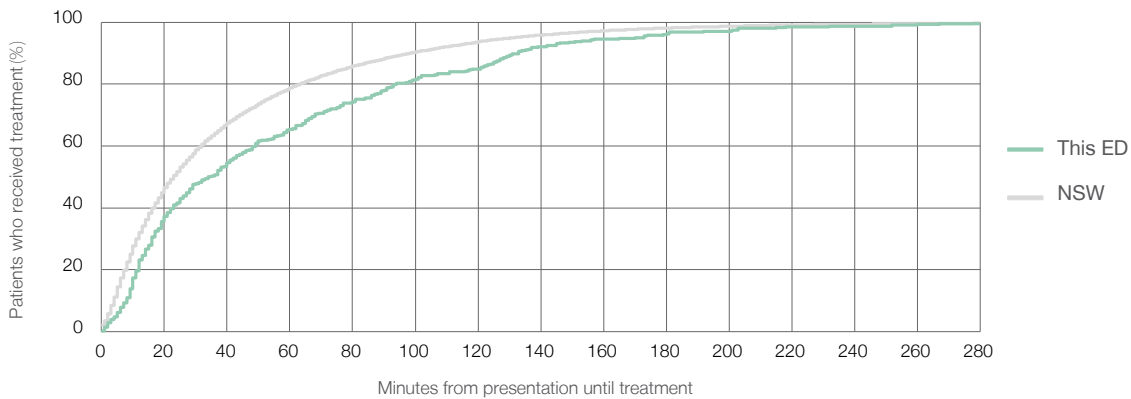
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 401

Median time to start treatment<sup>4</sup> 34 minutes

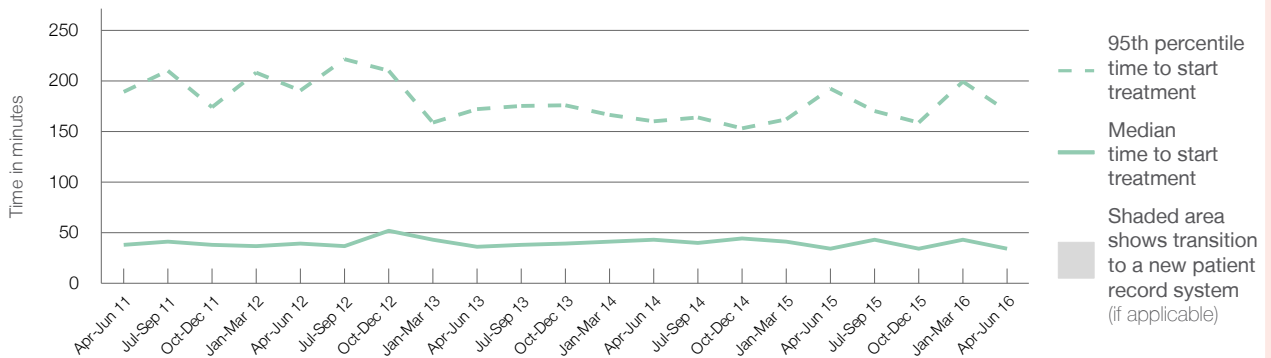
95th percentile time to start treatment<sup>5</sup> 170 minutes

Same period last year	NSW (this period)
582	
381	
34 minutes	23 minutes
192 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	38	39	36	43	34	34
95th percentile time to start treatment <sup>5</sup> (minutes)	189	190	172	160	192	170

(†) 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 2016

All presentations:<sup>1</sup> 18,442 patients

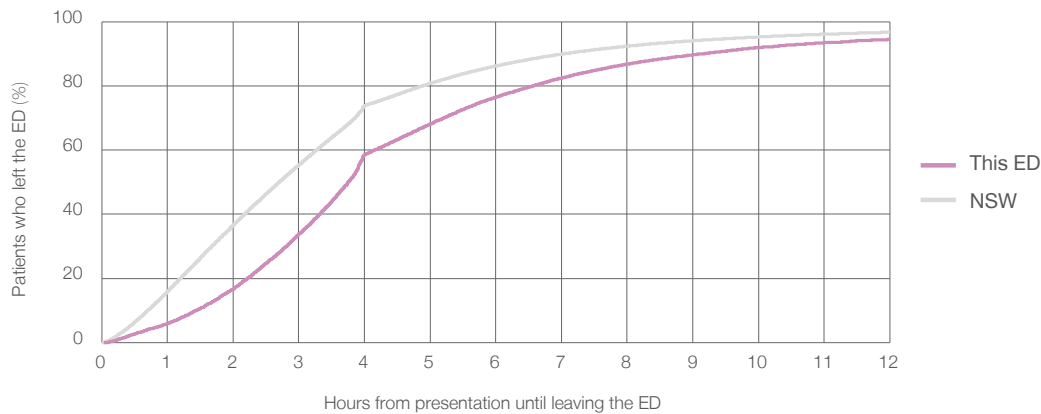
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,442 patients

Median time spent in the ED<sup>8</sup> 3 hours and 45 minutes

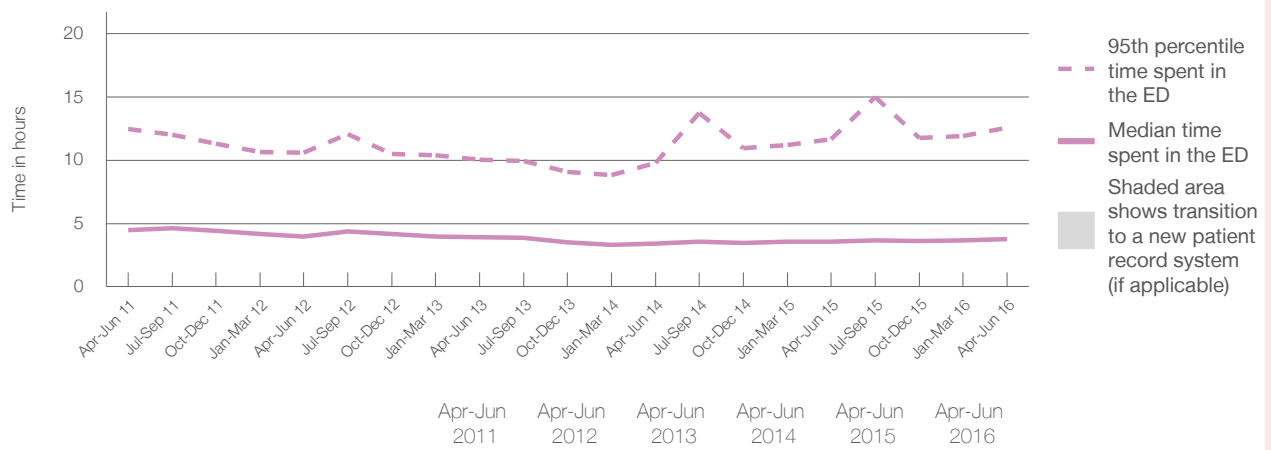
95th percentile time spent in the ED<sup>9</sup> 12 hours and 33 minutes

Same period last year	NSW (this period)
17,770	17,770
3 hours and 34 minutes	2 hours and 42 minutes
11 hours and 39 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 29m	10h 36m	10h 2m	9h 46m	11h 39m	12h 33m

(†) 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 2016

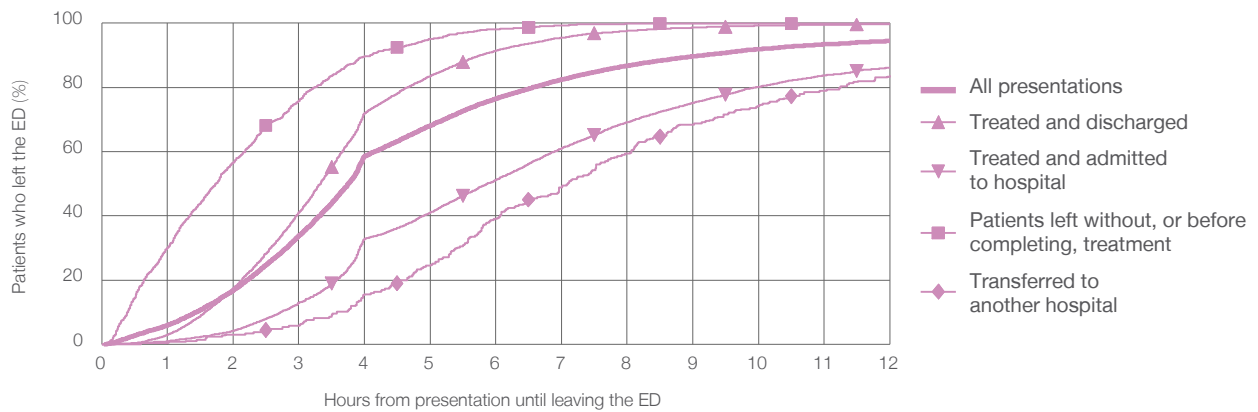
All presentations:<sup>1</sup> 18,442 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,442 patients

Treated and discharged	9,693 (52.6%)
Treated and admitted to hospital	6,770 (36.7%)
Patient left without, or before completing, treatment	1,296 (7.0%)
Transferred to another hospital	295 (1.6%)
Other	388 (2.1%)

Same period last year	Change since one year ago
17,770	3.8%
9,421	2.9%
6,572	3.0%
1,088	19.1%
324	-9.0%
365	6.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	2.9%	17.5%	41.1%	72.0%	91.5%	97.6%	99.2%	99.6%
Treated and admitted to hospital	0.9%	4.2%	12.9%	32.9%	51.2%	69.2%	80.2%	86.2%
Patient left without, or before completing, treatment	30.1%	56.7%	75.8%	89.7%	98.1%	99.8%	99.9%	99.9%
Transferred to another hospital	0.3%	3.1%	5.8%	15.6%	39.0%	59.3%	74.2%	83.7%
All presentations	5.9%	16.8%	33.9%	58.6%	76.5%	86.8%	91.9%	94.5%

(†) 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  
 April to June 2016

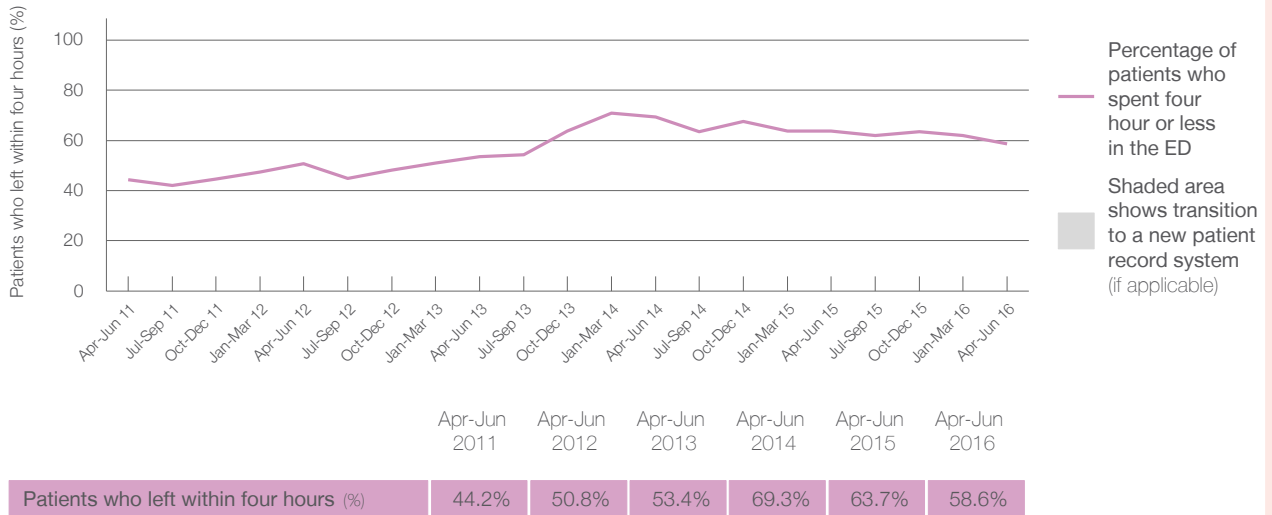
All presentations at the emergency department:<sup>1</sup> 18,442 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,442 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
17,770	3.8%
17,770	3.8%
63.7%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## St George Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 18,410 patients

Emergency presentations:<sup>2</sup> 18,299 patients

Same period last year	Change since one year ago
18,296	0.6%
18,125	1.0%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,617 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,890 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,628 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,018 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 111 minutes

Same period last year	NSW (this period)
2,505	
10 minutes	8 minutes
40 minutes	36 minutes
7,298	
26 minutes	20 minutes
94 minutes	92 minutes
6,943	
32 minutes	25 minutes
108 minutes	128 minutes
1,243	
31 minutes	23 minutes
126 minutes	132 minutes

## St George Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,408 patients

Percentage of patients who spent four hours or less in the ED 64.1%

Same period last year	Change since one year ago
18,296	0.6%
64.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

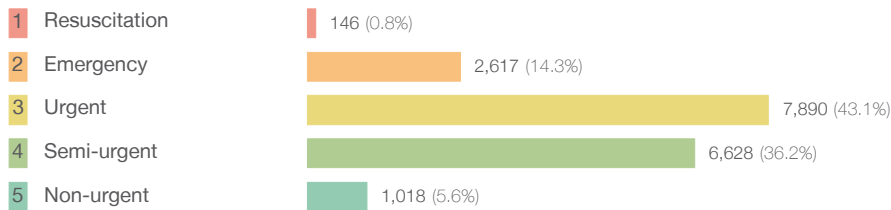
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## St George Hospital: Patients presenting to the emergency department

April to June 2016

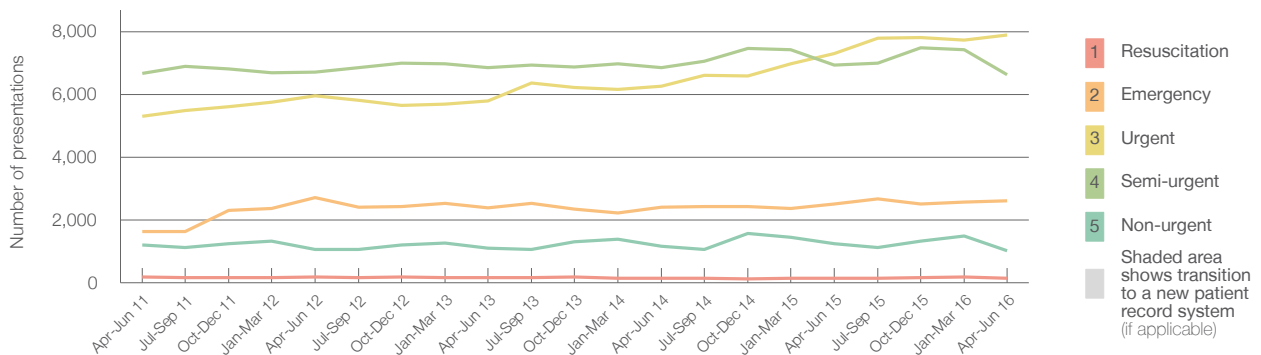
All presentations:<sup>1</sup> 18,410 patients

Emergency presentations<sup>2</sup> by triage category: 18,299 patients



Same period last year	Change since one year ago
18,296	0.6%
18,125	1.0%
136	7.4%
2,505	4.5%
7,298	8.1%
6,943	-4.5%
1,243	-18.1%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	183	173	152	141	136	146
Emergency	1,627	2,707	2,390	2,411	2,505	2,617
Urgent	5,301	5,965	5,800	6,265	7,298	7,890
Semi-urgent	6,661	6,711	6,852	6,849	6,943	6,628
Non-urgent	1,203	1,062	1,097	1,166	1,243	1,018
All emergency presentations	14,975	16,618	16,291	16,832	18,125	18,299

## St George Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,912 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,156	
11 minutes	-1 minute
28 minutes	-5 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.

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

April to June 2016

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

Number of triage 2 patients: 2,617

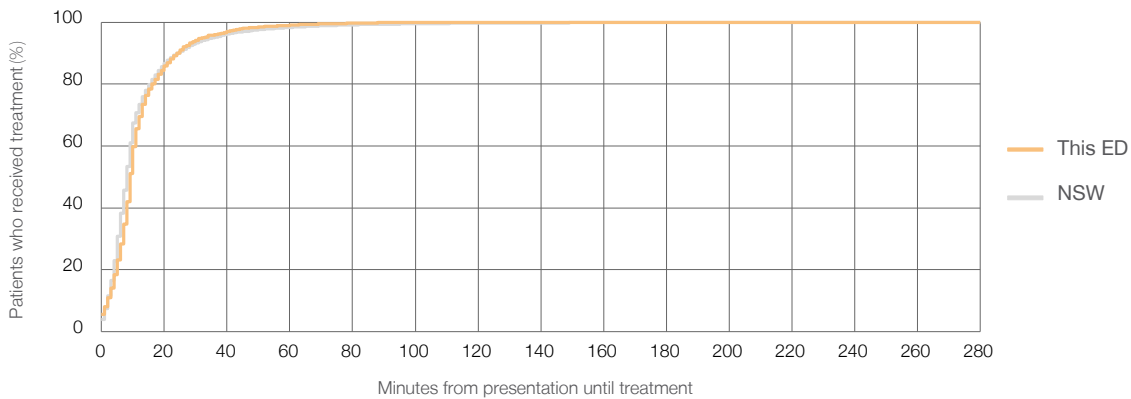
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,615

Median time to start treatment<sup>4</sup> 9 minutes

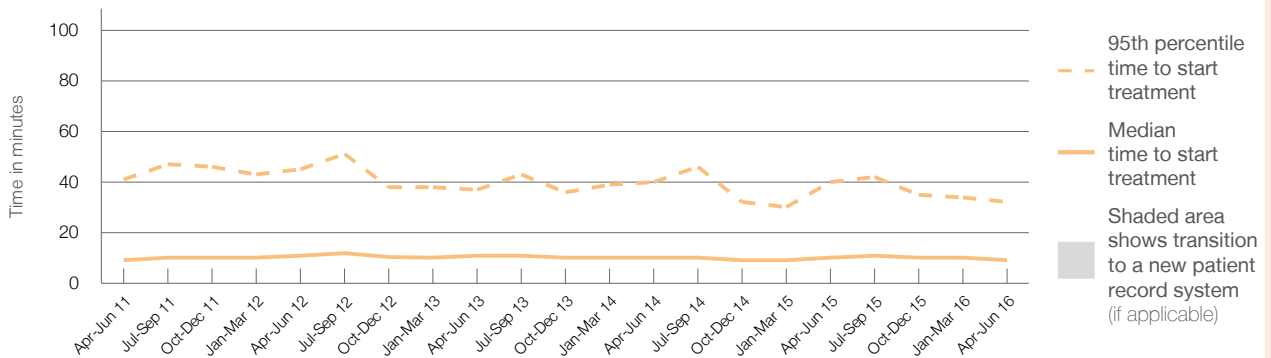
95th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
2,505	2,505
10 minutes	8 minutes
40 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	9	11	11	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	41	45	37	40	40	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.

## St George Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 7,890

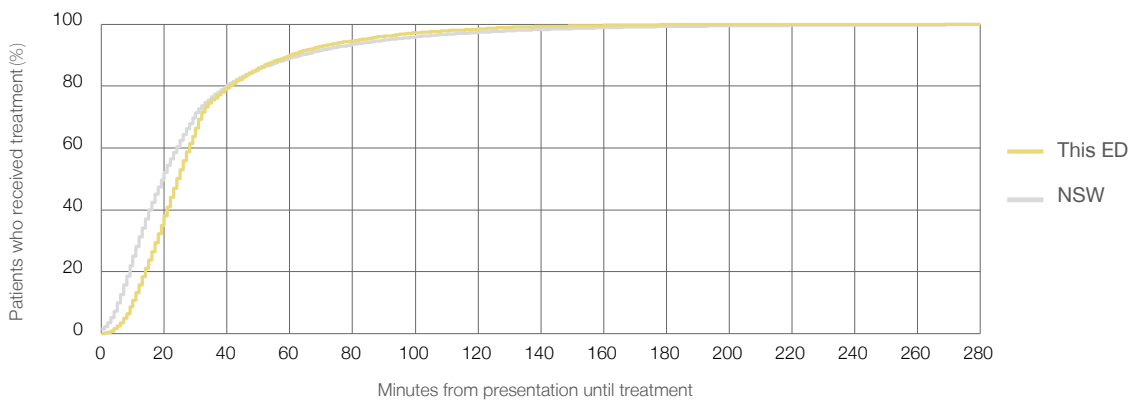
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,826

Median time to start treatment<sup>4</sup>  25 minutes

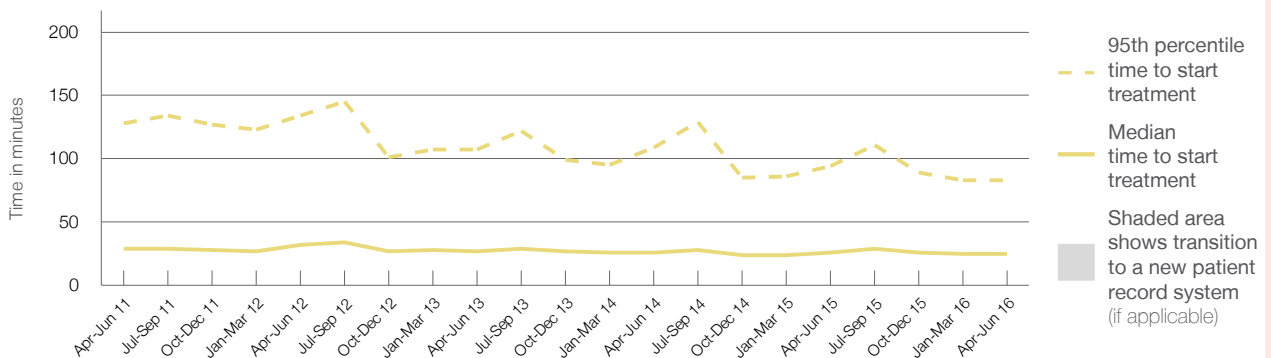
95th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
7,298	7,249
26 minutes	20 minutes
94 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	29	32	27	26	26	25
95th percentile time to start treatment <sup>5</sup> (minutes)	128	134	107	109	94	83

(†) 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.

## St George Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 6,628

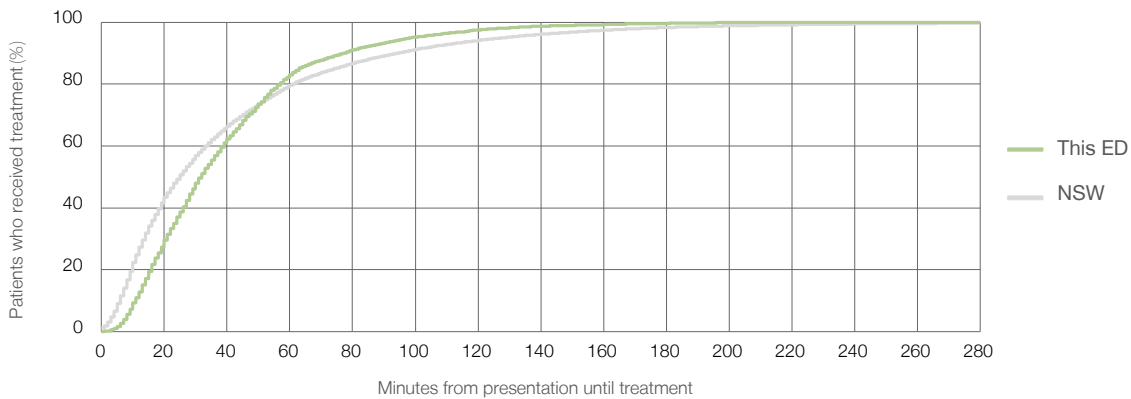
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,481

Median time to start treatment<sup>4</sup>  32 minutes

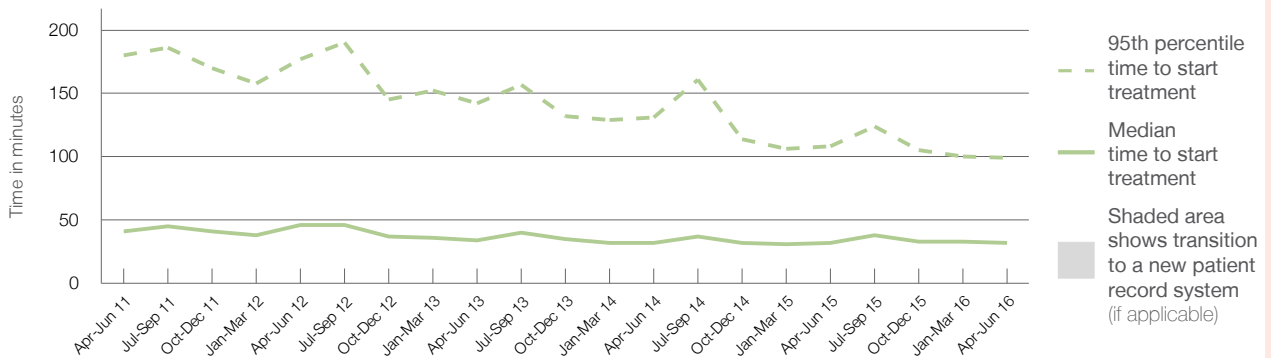
95th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
6,943	6,819
32 minutes	25 minutes
108 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	41	46	34	32	32	32
95th percentile time to start treatment <sup>5</sup> (minutes)	180	177	142	131	108	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.

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

April to June 2016

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

Number of triage 5 patients: 1,018

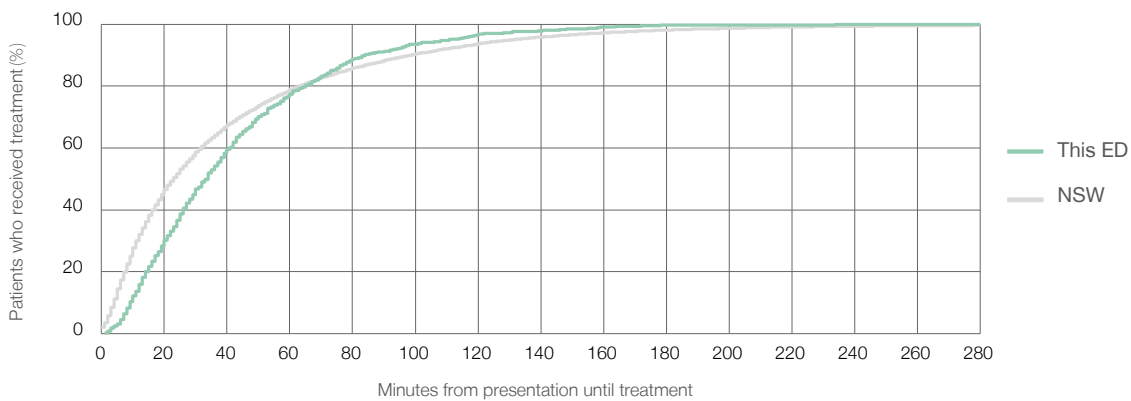
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 946

Median time to start treatment<sup>4</sup> 34 minutes

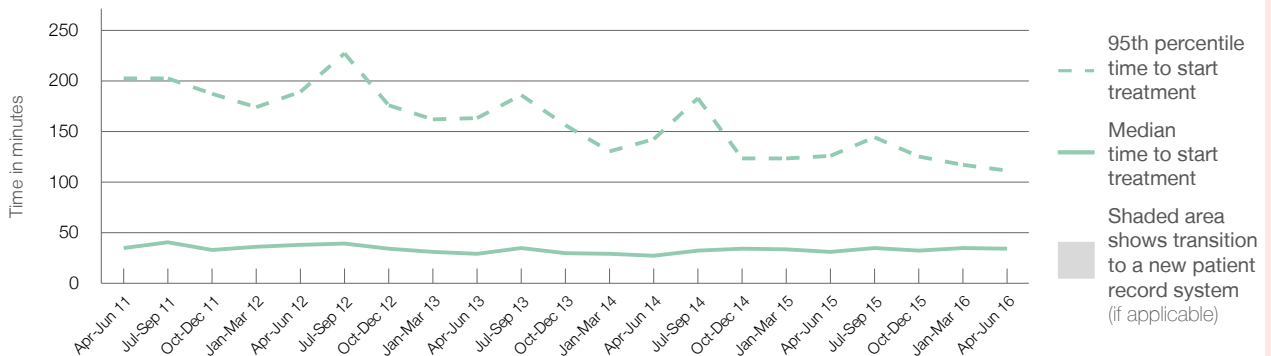
95th percentile time to start treatment<sup>5</sup> 111 minutes

	Same period last year	NSW (this period)
Number of patients	1,243	1,176
Median time to start treatment	31 minutes	23 minutes
95th percentile time to start treatment	126 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	35	38	29	27	31	34
95th percentile time to start treatment <sup>5</sup> (minutes)	202	189	163	142	126	111

(†) 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.



## St George Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 18,410 patients

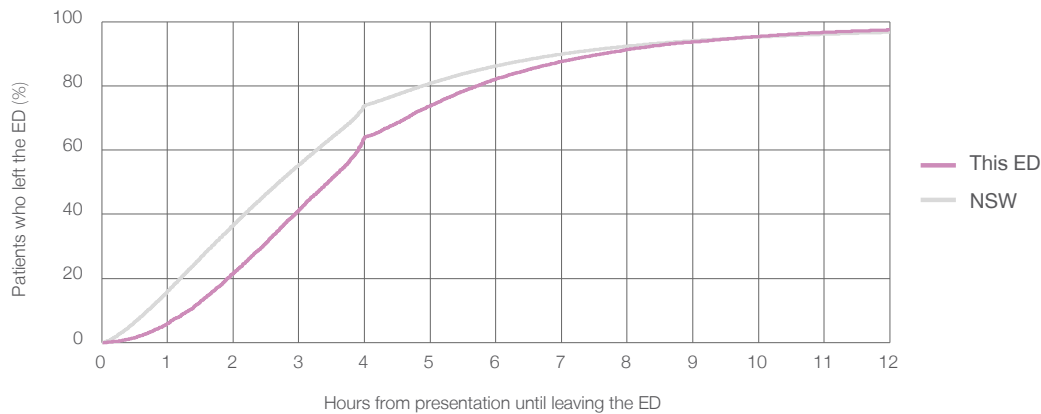
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,408 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

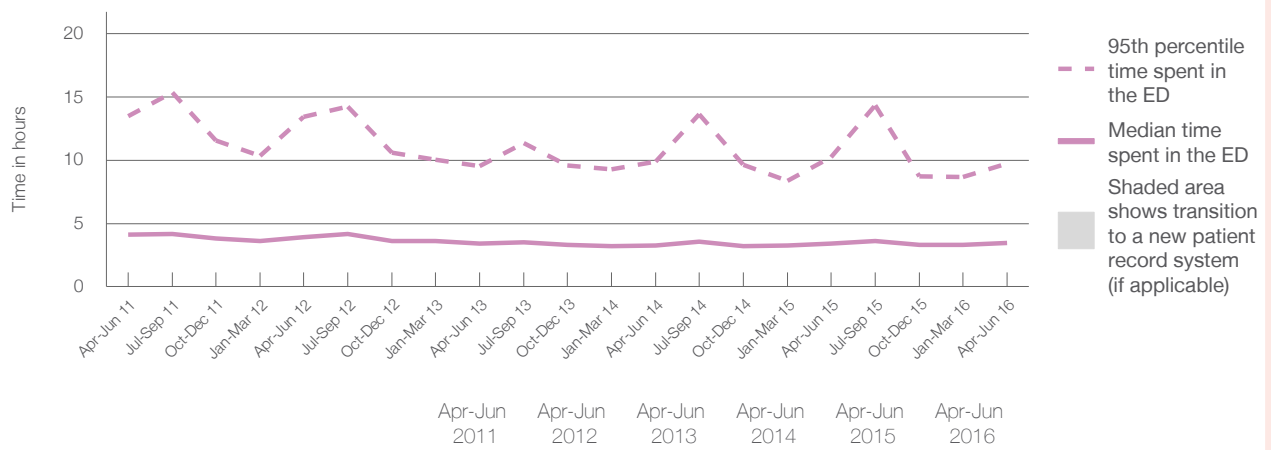
95th percentile time spent in the ED<sup>9</sup> 9 hours and 45 minutes

Same period last year	NSW (this period)
18,296	18,296
3 hours and 24 minutes	2 hours and 42 minutes
10 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 29m	13h 24m	9h 33m	9h 52m	10h 13m	9h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
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## St George Hospital: Time patients spent in the ED

By mode of separation

April to June 2016

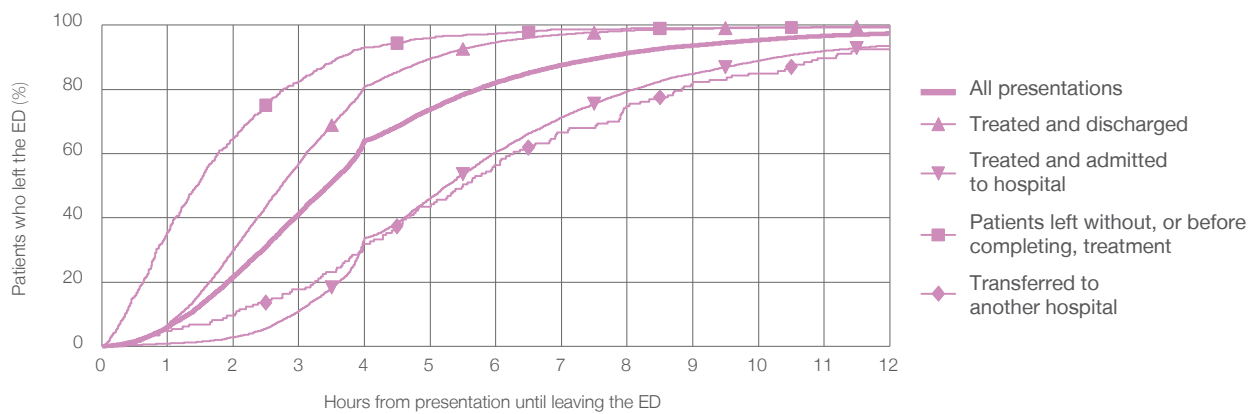
All presentations:<sup>1</sup> 18,410 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,408 patients

Treated and discharged	10,740 (58.3%)
Treated and admitted to hospital	6,661 (36.2%)
Patient left without, or before completing, treatment	810 (4.4%)
Transferred to another hospital	147 (0.8%)
Other	52 (0.3%)

Same period last year	Change since one year ago
18,296	0.6%
10,836	-0.9%
6,423	3.7%
804	0.7%
180	-18.3%
53	-1.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	29.9%	57.0%	81.0%	94.7%	98.3%	99.2%	99.7%
Treated and admitted to hospital	0.8%	2.8%	11.0%	33.7%	60.5%	79.4%	89.0%	93.7%
Patient left without, or before completing, treatment	35.6%	64.8%	82.5%	93.2%	97.3%	98.9%	99.3%	99.4%
Transferred to another hospital	4.8%	9.5%	17.7%	32.0%	56.5%	74.8%	85.0%	92.5%
All presentations	6.0%	21.6%	41.3%	64.1%	82.1%	91.3%	95.4%	97.5%

(†) 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.

**St George Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 18,410 patients

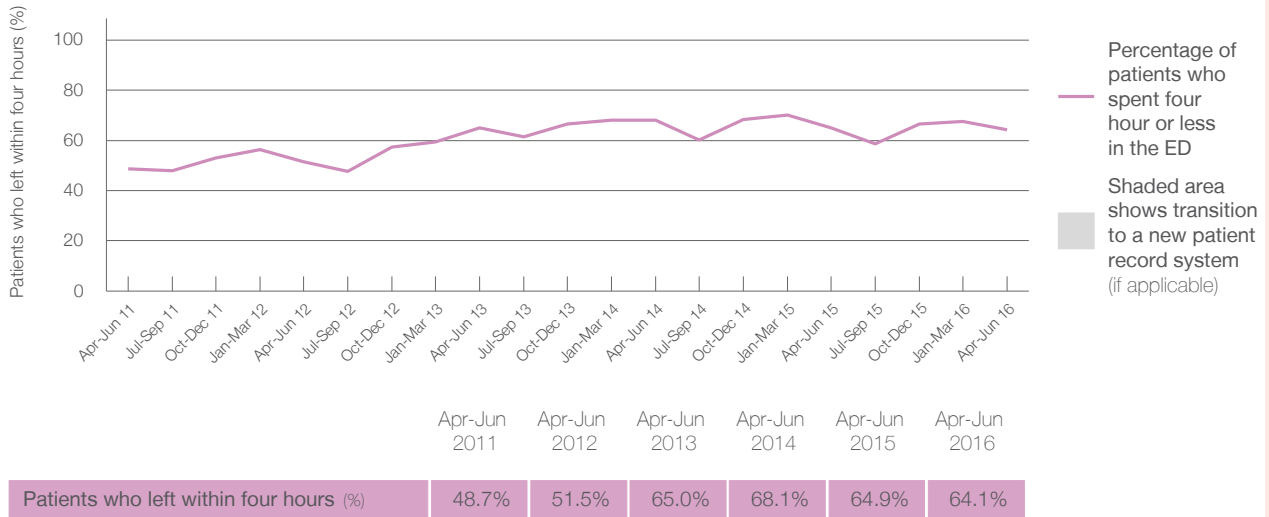
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,408 patients

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



Same period last year	Change since one year ago
18,296	0.6%
18,296	0.6%
64.9%	

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



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

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

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 11,504 patients

Emergency presentations:<sup>2</sup> 11,368 patients

Same period last year	Change since one year ago
11,373	1.2%
11,181	1.7%

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,353 patients

Median time to start treatment<sup>4</sup> 4 minutes  
 95th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,371 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 95th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,893 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 95th percentile time to start treatment<sup>5</sup> 135 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 464 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 95th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
1,196	
4 minutes	8 minutes
23 minutes	36 minutes
5,207	
13 minutes	20 minutes
80 minutes	92 minutes
3,895	
16 minutes	25 minutes
110 minutes	128 minutes
606	
9 minutes	23 minutes
116 minutes	132 minutes

## St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,504 patients

Percentage of patients who spent four hours or less in the ED 65.3%

Same period last year	Change since one year ago
11,373	1.2%
65.7%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

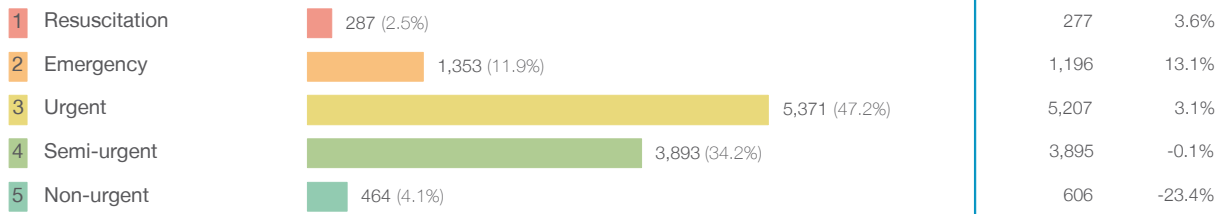
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

April to June 2016

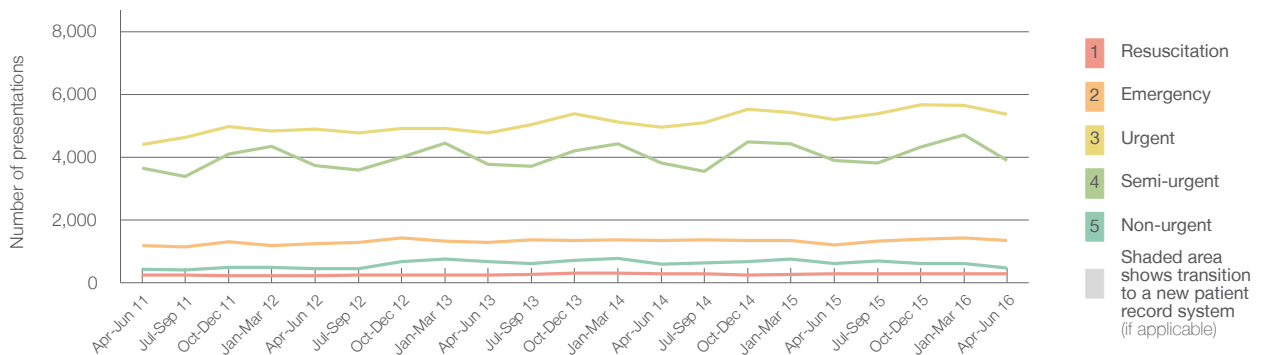
All presentations:<sup>1</sup> 11,504 patients

Emergency presentations<sup>2</sup> by triage category: 11,368 patients



Same period last year	Change since one year ago
11,373	1.2%
11,181	1.7%
277	3.6%
1,196	13.1%
5,207	3.1%
3,895	-0.1%
606	-23.4%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 † §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	237	221	250	274	277	287
Emergency	1,174	1,238	1,284	1,348	1,196	1,353
Urgent	4,403	4,903	4,779	4,952	5,207	5,371
Semi-urgent	3,658	3,738	3,771	3,816	3,895	3,893
Non-urgent	422	438	676	595	606	464
All emergency presentations	9,894	10,538	10,760	10,985	11,181	11,368

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,402 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,702	
14 minutes	0 minutes
84 minutes	-22 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

April to June 2016

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

Number of triage 2 patients: 1,353

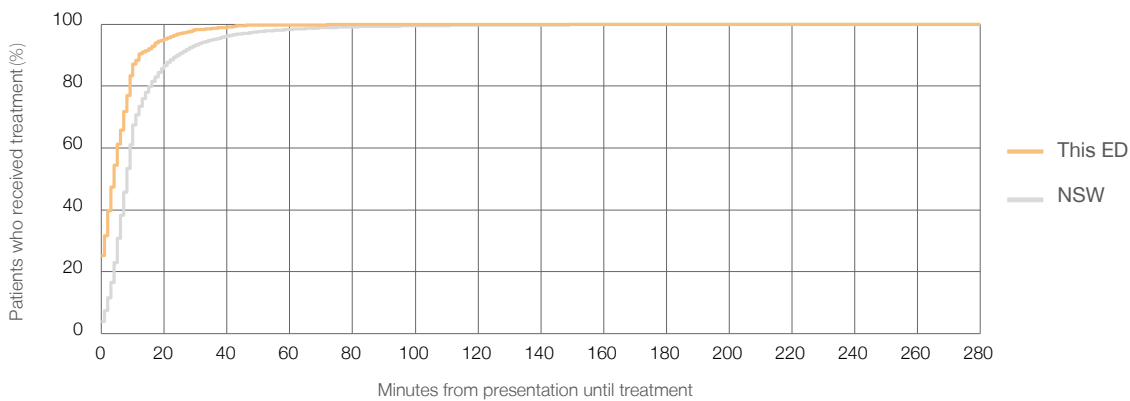
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,351

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

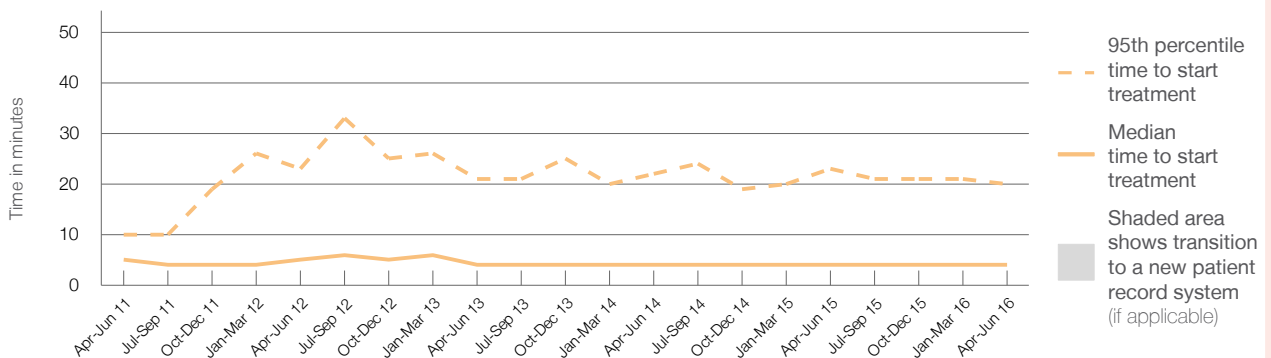
95th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
1,196	1,193
4 minutes	8 minutes
23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	5	5	4	4	4	4
95th percentile time to start treatment <sup>5</sup> (minutes)	10	23	21	22	23	20

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 5,371

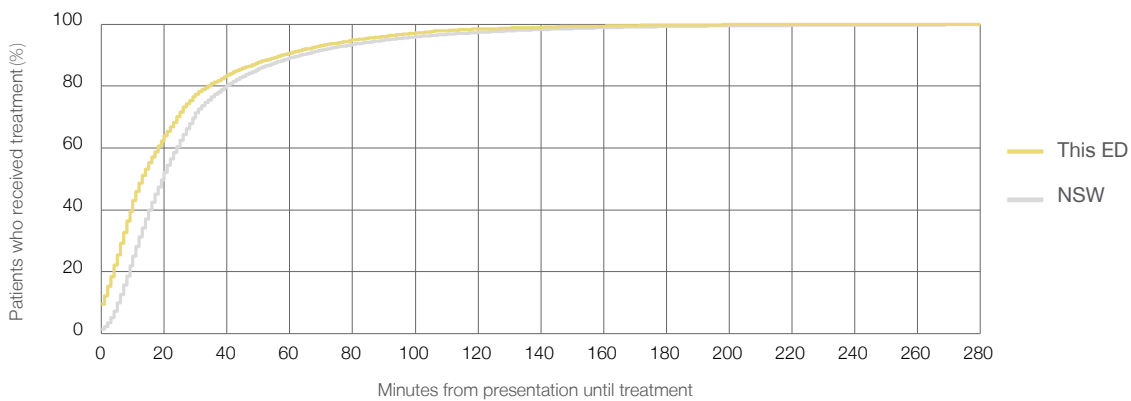
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,211

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

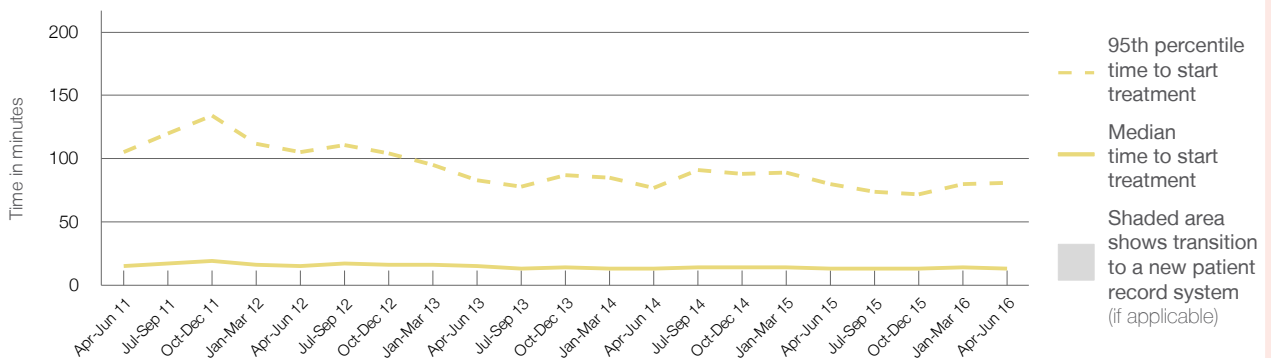
95th percentile time to start treatment<sup>5</sup> 81 minutes

Same period last year	NSW (this period)
5,207	
5,095	
13 minutes	20 minutes
80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	15	15	15	13	13	13
95th percentile time to start treatment <sup>5</sup> (minutes)	105	105	83	77	80	81

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 3,893

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,478

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

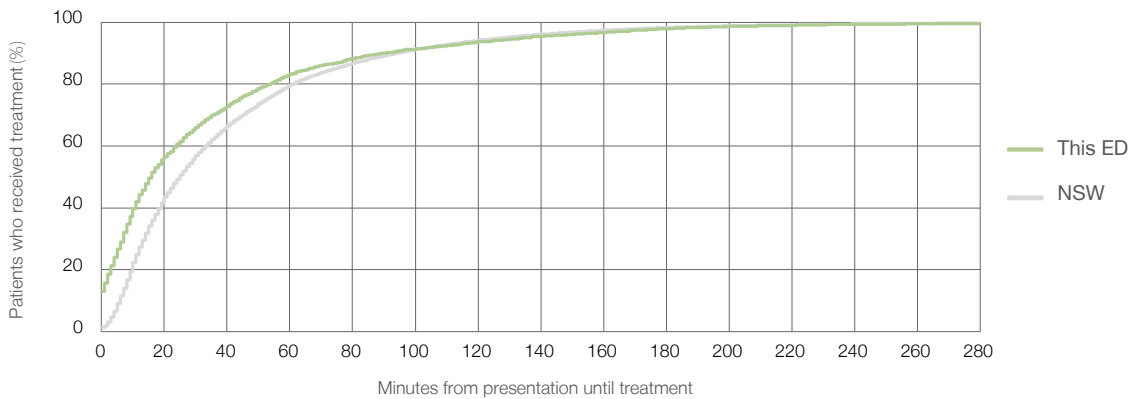
16 minutes

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

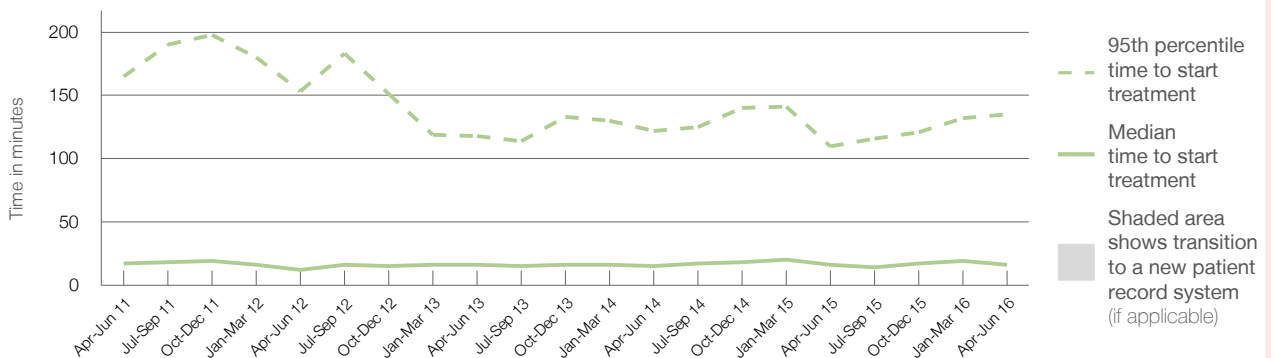
135 minutes

Same period last year	NSW (this period)
3,895	3,600
16 minutes	25 minutes
110 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	17	12	16	15	16	16
95th percentile time to start treatment <sup>5</sup> (minutes)	165	153	118	122	110	135

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 464

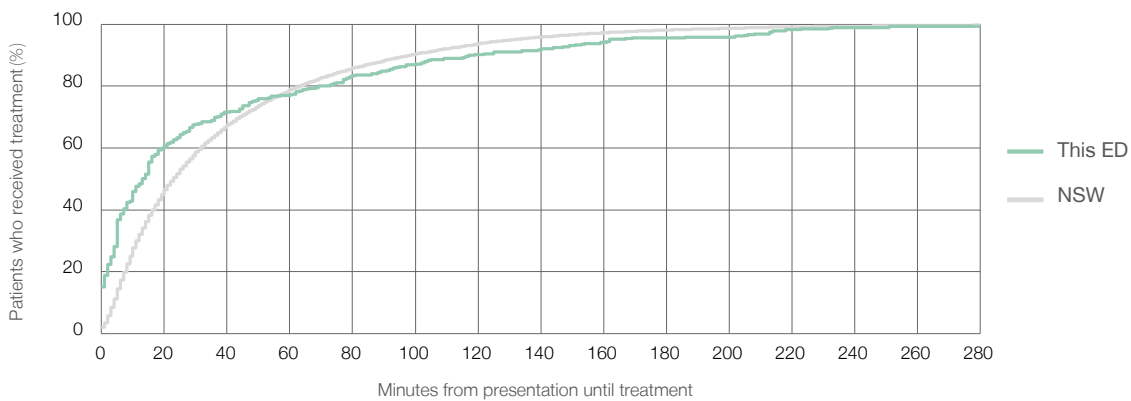
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 386

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

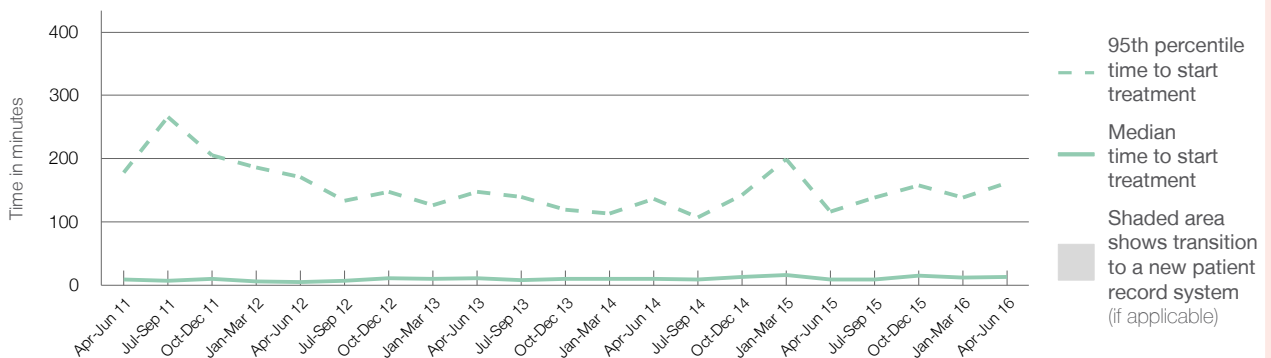
95th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
606	525
9 minutes	23 minutes
116 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	9	5	11	10	9	14
95th percentile time to start treatment <sup>5</sup> (minutes)	178	171	148	137	116	162

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 11,504 patients

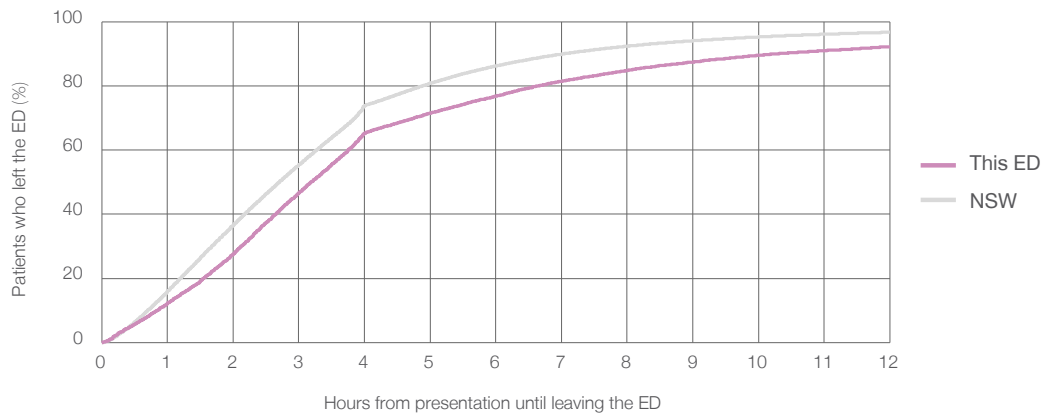
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,504 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

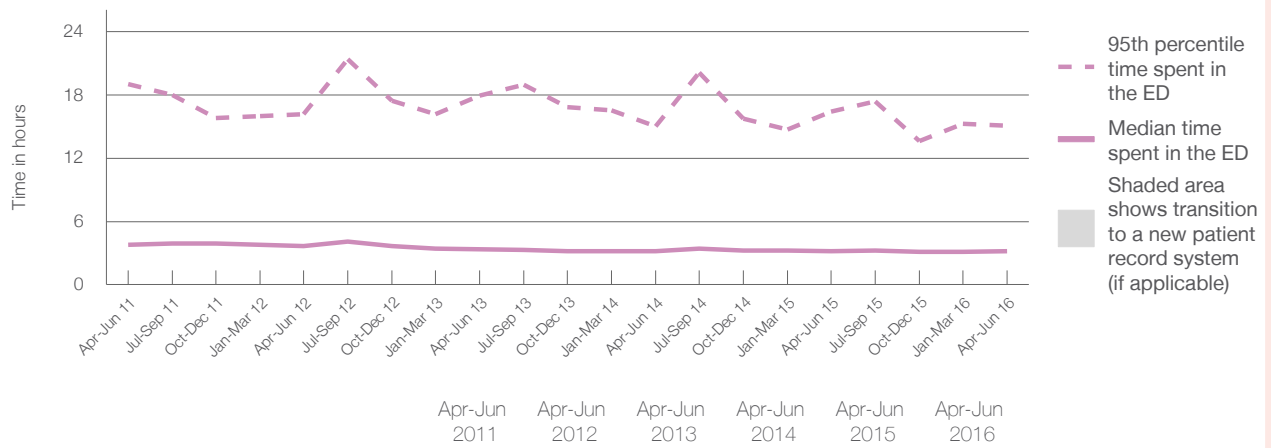
95th percentile time spent in the ED<sup>9</sup> 15 hours and 3 minutes

Same period last year	NSW (this period)
11,373	11,373
3 hours and 12 minutes	2 hours and 42 minutes
16 hours and 24 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	19h 1m	16h 9m	17h 54m	15h 2m	16h 24m	15h 3m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

April to June 2016

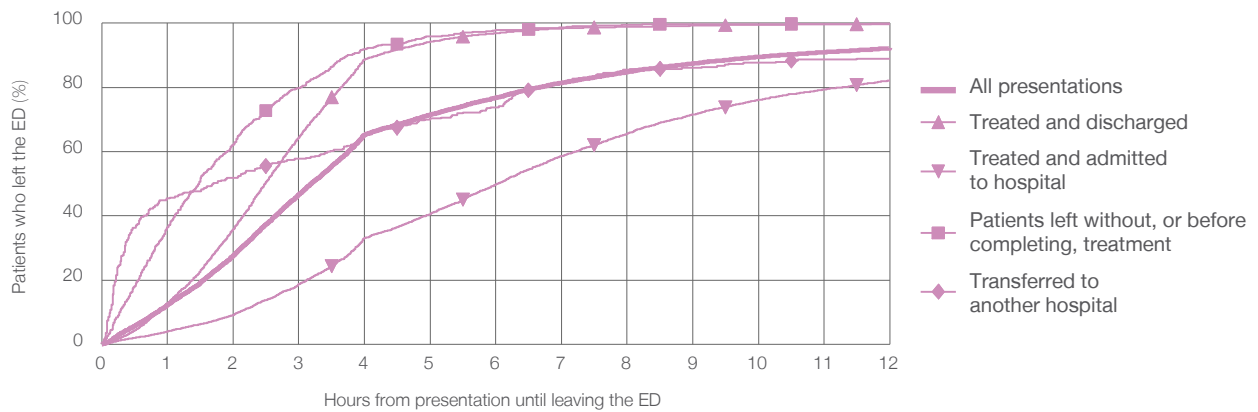
All presentations:<sup>1</sup> 11,504 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,504 patients

Treated and discharged	5,423 (47.1%)
Treated and admitted to hospital	4,764 (41.4%)
Patient left without, or before completing, treatment	918 (8.0%)
Transferred to another hospital	317 (2.8%)
Other	82 (0.7%)

Same period last year	Change since one year ago
11,373	1.2%
5,307	2.2%
4,841	-1.6%
891	3.0%
207	53.1%
127	-35.4%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	35.9%	64.5%	88.7%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	4.0%	9.2%	18.6%	33.1%	49.8%	65.7%	76.1%	82.2%
Patient left without, or before completing, treatment	36.5%	62.2%	79.8%	91.9%	97.8%	99.5%	99.8%	99.8%
Transferred to another hospital	45.4%	51.7%	57.7%	65.3%	73.8%	85.5%	87.7%	89.0%
All presentations	12.3%	27.6%	46.7%	65.3%	76.8%	84.8%	89.5%	92.2%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**St Vincent's Hospital, Darlinghurst: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 11,504 patients

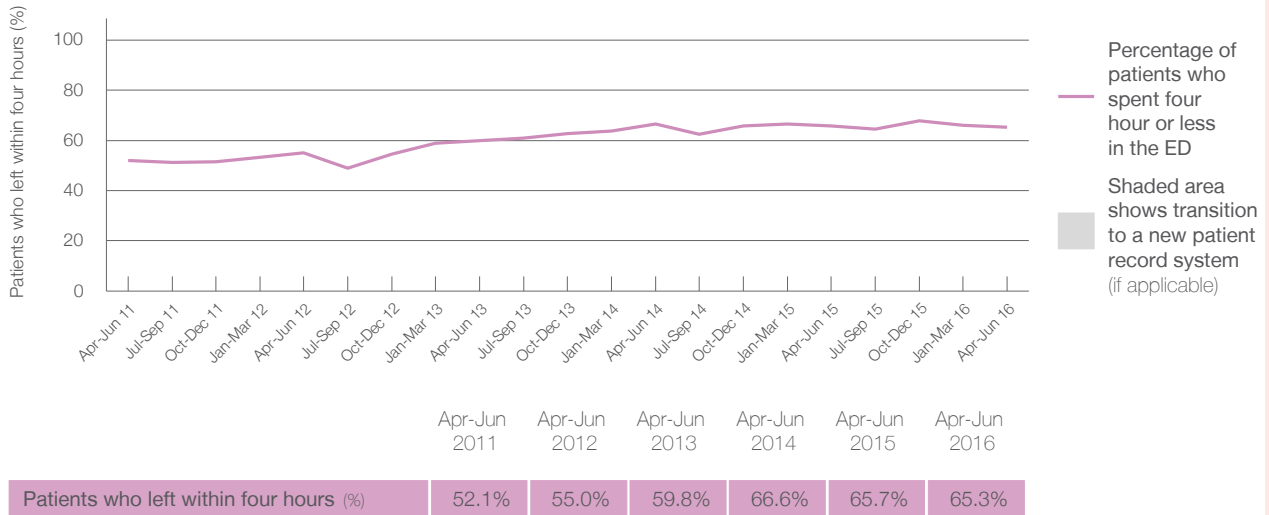
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,504 patients

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: <sup>1</sup>	11,373	1.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	11,373	1.2%
Percentage of patients who spent four hours or less in the ED	65.7%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Westmead Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 18,054 patients

Emergency presentations:<sup>2</sup> 17,693 patients

Same period last year	Change since one year ago
17,590	2.6%
17,304	2.2%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 5,379 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 95th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,441 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,022 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 95th percentile time to start treatment<sup>5</sup> 154 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,296 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 95th percentile time to start treatment<sup>5</sup> 141 minutes

Same period last year	NSW (this period)
5,249	
11 minutes	8 minutes
76 minutes	36 minutes
6,199	
31 minutes	20 minutes
196 minutes	92 minutes
4,142	
39 minutes	25 minutes
193 minutes	128 minutes
1,278	
28 minutes	23 minutes
143 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,054 patients

Percentage of patients who spent four hours or less in the ED 61.0%

Same period last year	Change since one year ago
17,590	2.6%
55.9%	

\* 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: Emergency department measures, January to March 2016*.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
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.

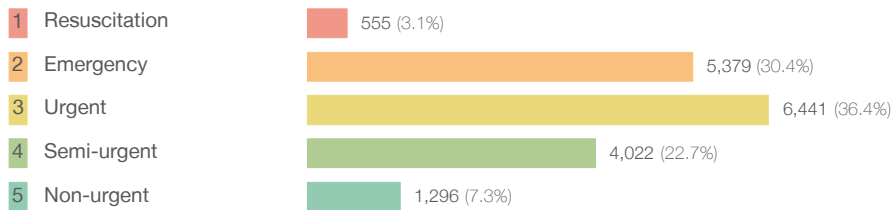
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Westmead Hospital: Patients presenting to the emergency department

April to June 2016

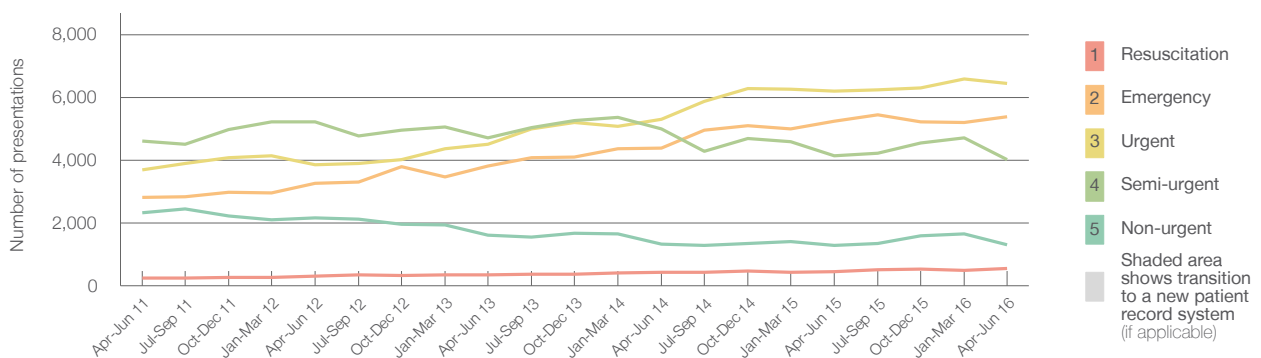
All presentations:<sup>1</sup> 18,054 patients

Emergency presentations<sup>2</sup> by triage category: 17,693 patients



Same period last year	Change since one year ago
17,590	2.6%
17,304	2.2%
436	27.3%
5,249	2.5%
6,199	3.9%
4,142	-2.9%
1,278	1.4%

Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	241	305	335	434	436	555
Emergency	2,811	3,266	3,817	4,390	5,249	5,379
Urgent	3,686	3,856	4,502	5,299	6,199	6,441
Semi-urgent	4,604	5,216	4,719	4,986	4,142	4,022
Non-urgent	2,321	2,170	1,603	1,325	1,278	1,296
All emergency presentations	13,663	14,813	14,976	16,434	17,304	17,693

## Westmead Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,570 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,919	
13 minutes	-2 minutes
53 minutes	-22 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.

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

April to June 2016

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

Number of triage 2 patients: 5,379

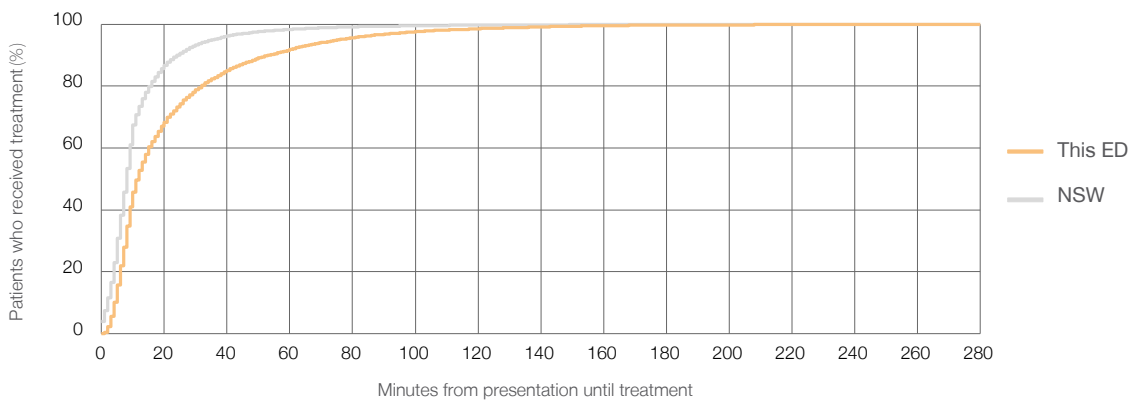
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,296

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

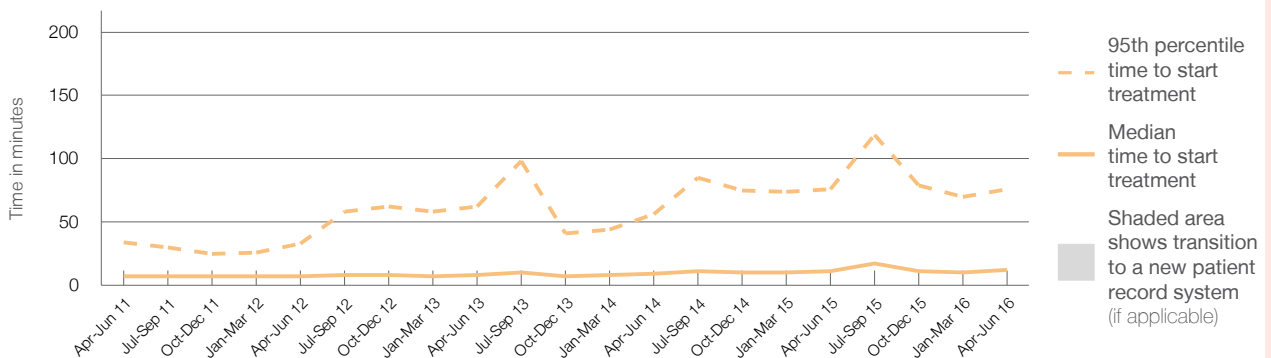
95th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
5,249	
5,172	
11 minutes	8 minutes
76 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	9	11	12
95th percentile time to start treatment <sup>5</sup> (minutes)	34	33	62	56	76	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.

## Westmead Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,441

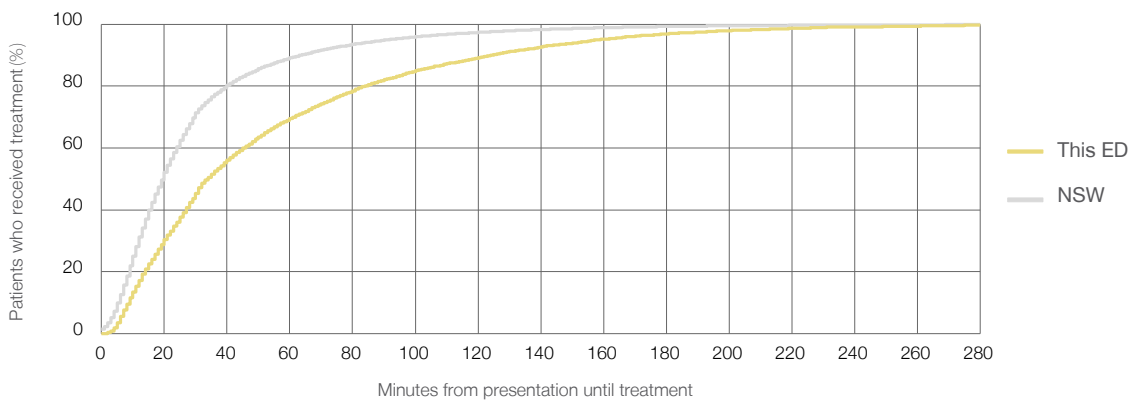
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,963

Median time to start treatment<sup>4</sup> 34 minutes

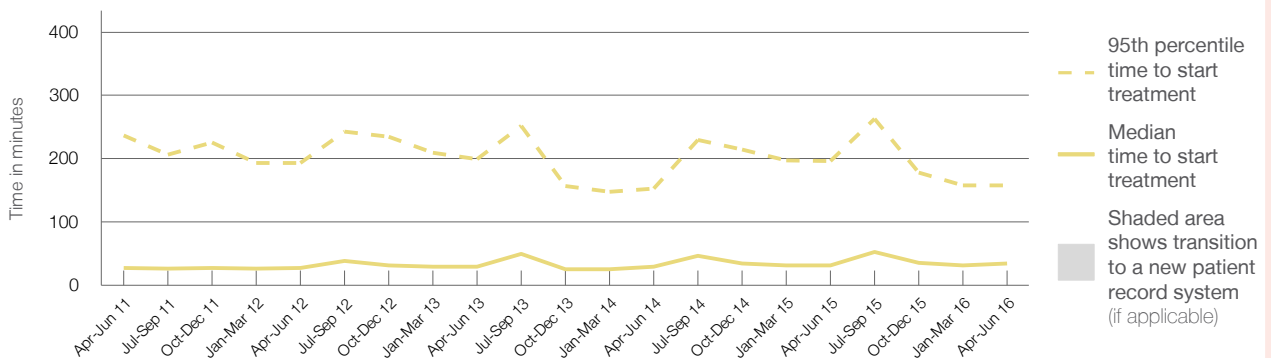
95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
6,199	
5,724	
31 minutes	20 minutes
196 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	27	27	29	29	31	34
95th percentile time to start treatment <sup>5</sup> (minutes)	237	193	199	153	196	158

(†) 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.



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

April to June 2016

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

Number of triage 4 patients: 4,022

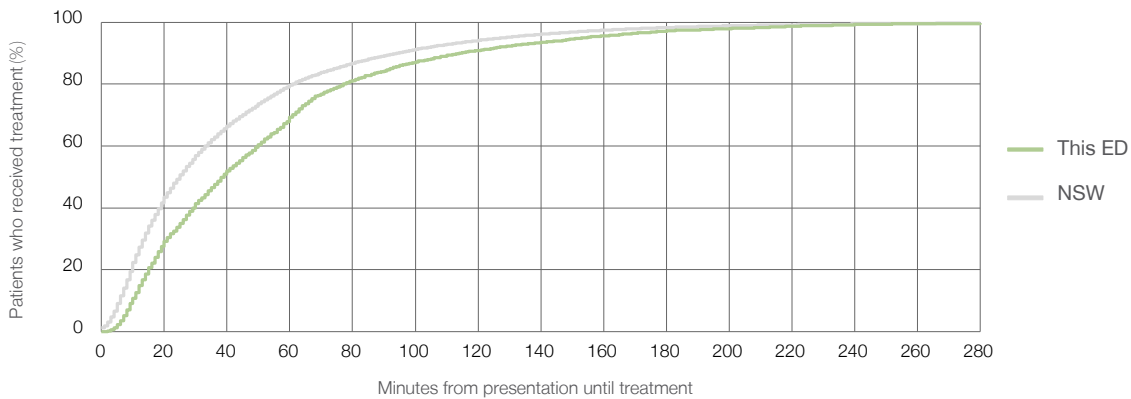
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,608

Median time to start treatment<sup>4</sup>  39 minutes

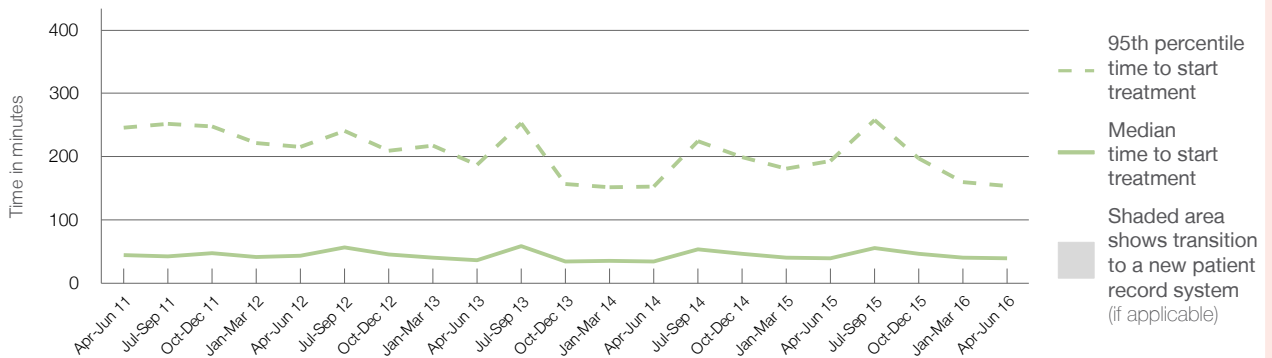
95th percentile time to start treatment<sup>5</sup>  154 minutes

Same period last year	NSW (this period)
4,142	3,691
39 minutes	25 minutes
193 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	45	44	36	34	39	39
95th percentile time to start treatment <sup>5</sup> (minutes)	246	215	187	153	193	154

(†) 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.

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

April to June 2016

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

Number of triage 5 patients: 1,296

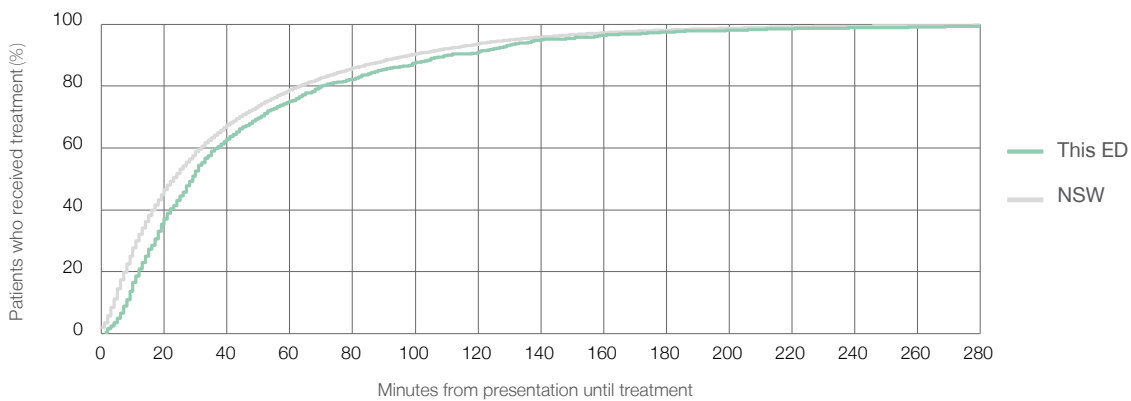
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,117

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

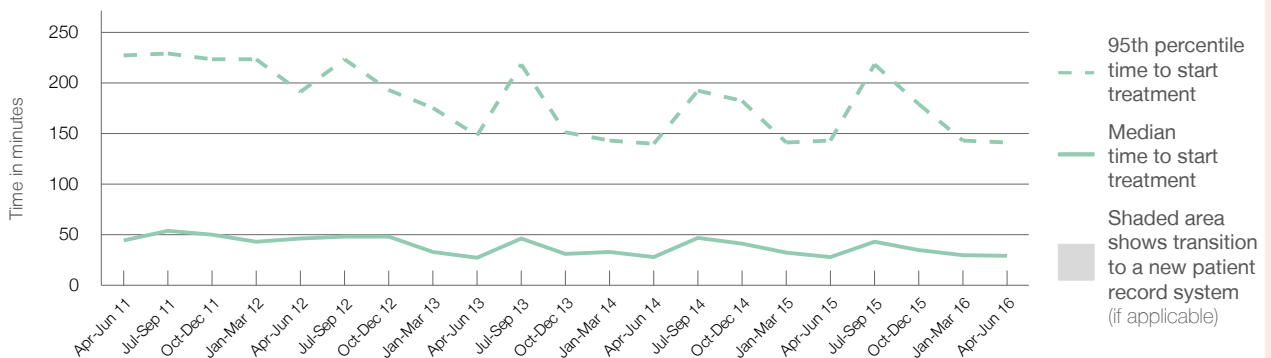
95th percentile time to start treatment<sup>5</sup>  141 minutes

Same period last year	NSW (this period)
1,278	1,107
28 minutes	23 minutes
143 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	44	46	28	28	28	29
95th percentile time to start treatment <sup>5</sup> (minutes)	227	191	148	140	143	141

(†) 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.

## Westmead Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 18,054 patients

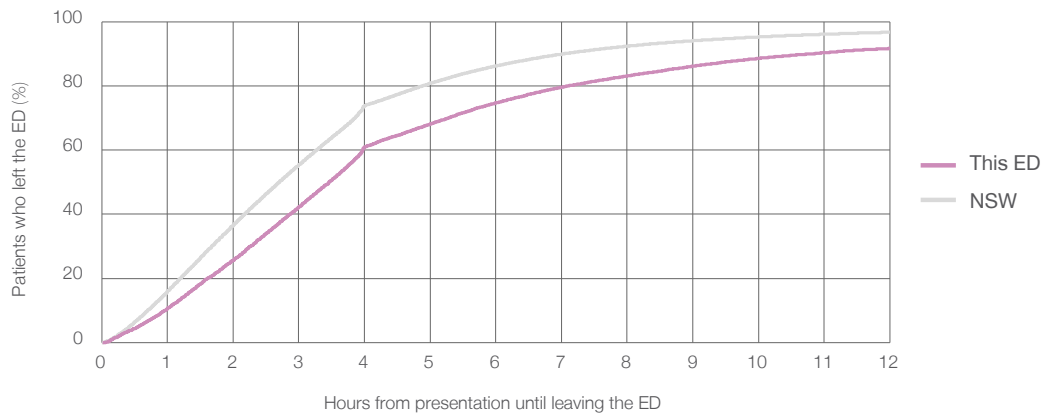
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,054 patients

Median time spent in the ED<sup>8</sup> 3 hours and 28 minutes

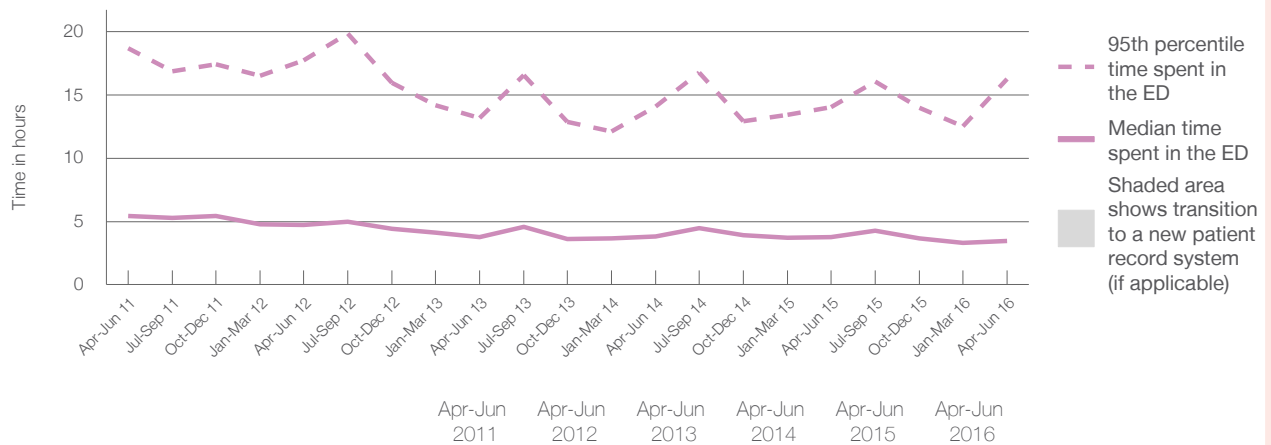
95th percentile time spent in the ED<sup>9</sup> 16 hours and 14 minutes

Same period last year	NSW (this period)
17,590	17,590
3 hours and 47 minutes	2 hours and 42 minutes
14 hours and 2 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 41m	17h 44m	13h 9m	14h 6m	14h 2m	16h 14m

(†) 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.

**Westmead Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

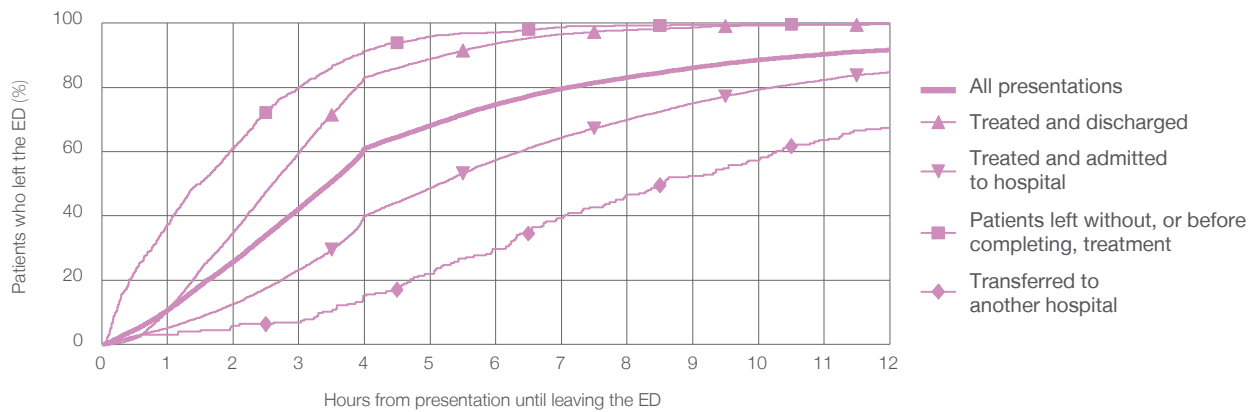
All presentations:<sup>1</sup> 18,054 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,054 patients

Treated and discharged	7,196 (39.9%)
Treated and admitted to hospital	9,249 (51.2%)
Patient left without, or before completing, treatment	988 (5.5%)
Transferred to another hospital	206 (1.1%)
Other	415 (2.3%)

Same period last year	Change since one year ago
17,590	2.6%
7,053	2.0%
8,818	4.9%
1,040	-5.0%
168	22.6%
511	-18.8%

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



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

Treated and discharged	10.8%	34.9%	59.7%	83.1%	93.6%	97.9%	99.2%	99.7%
Treated and admitted to hospital	5.1%	12.6%	23.2%	40.0%	57.4%	70.0%	79.4%	84.8%
Patient left without, or before completing, treatment	37.2%	61.0%	79.9%	91.4%	97.2%	99.3%	99.7%	99.9%
Transferred to another hospital	2.9%	5.8%	6.8%	15.0%	29.6%	46.6%	57.3%	67.5%
All presentations	10.7%	25.8%	42.3%	61.0%	74.7%	83.1%	88.6%	91.7%

(†) 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.

**Westmead Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2016

All presentations at the emergency department:<sup>1</sup> 18,054 patients

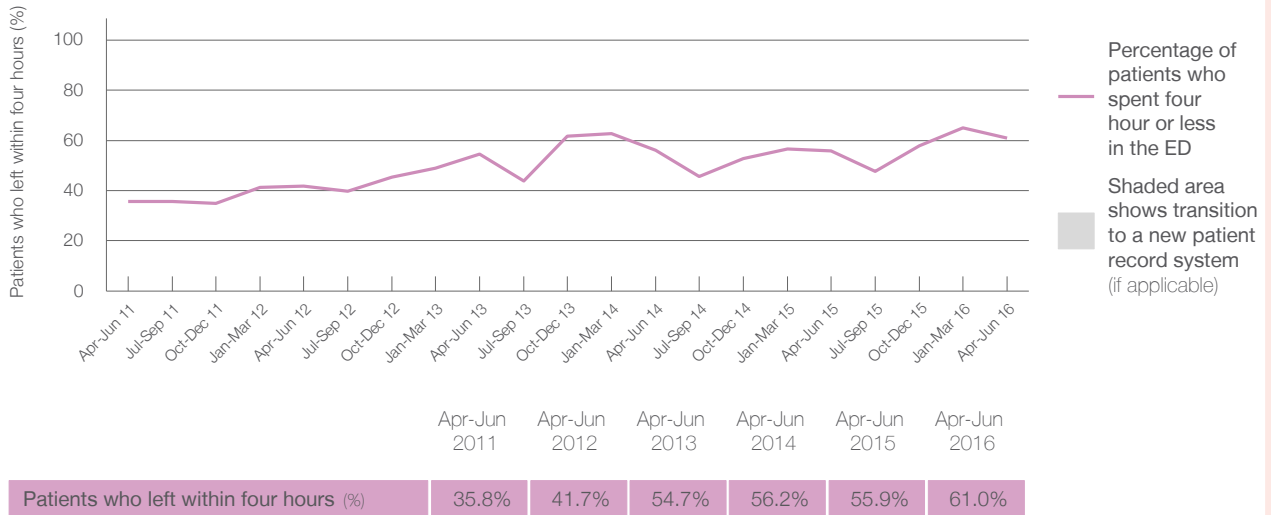
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,054 patients

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	17,590	2.6%
Presentations used to calculate time to leaving the ED	17,590	2.6%
Percentage of patients who spent four hours or less in the ED	55.9%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

## Wollongong Hospital: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 15,166 patients

Emergency presentations:<sup>2</sup> 14,827 patients

Same period last year	Change since one year ago
15,105	0.4%
14,661	1.1%

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

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,860 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 95th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,324 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 102 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,079 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 95th percentile time to start treatment<sup>5</sup> 136 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 444 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 95th percentile time to start treatment<sup>5</sup> 133 minutes

Same period last year	NSW (this period)
1,824	
10 minutes	8 minutes
38 minutes	36 minutes
6,269	
29 minutes	20 minutes
133 minutes	92 minutes
6,008	
41 minutes	25 minutes
182 minutes	128 minutes
459	
29 minutes	23 minutes
164 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,158 patients

Percentage of patients who spent four hours or less in the ED 63.0%

Same period last year	Change since one year ago
15,105	0.4%
59.1%	

\* 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 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

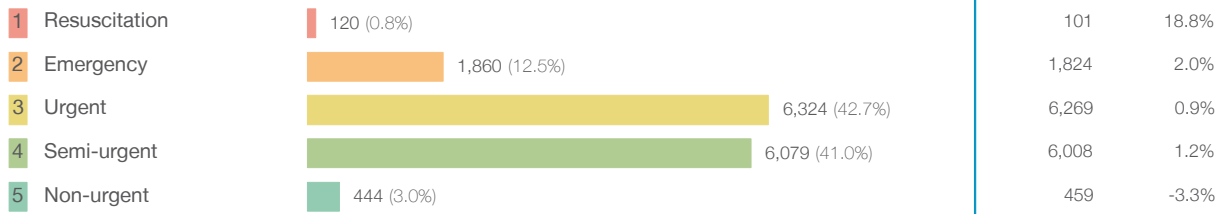
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## Wollongong Hospital: Patients presenting to the emergency department

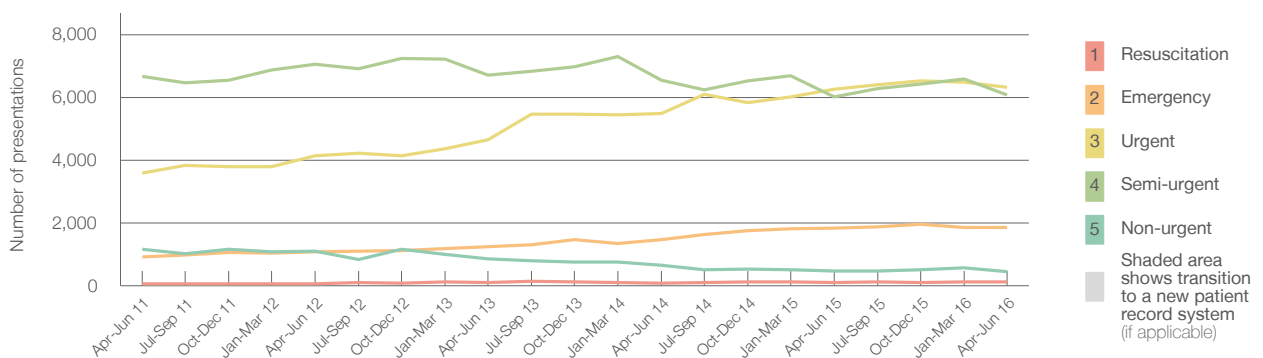
April to June 2016

All presentations:<sup>1</sup> 15,166 patients

Emergency presentations<sup>2</sup> by triage category: 14,827 patients



Emergency presentations<sup>2</sup> by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	65	65	89	87	101	120
Emergency	915	1,075	1,243	1,469	1,824	1,860
Urgent	3,589	4,147	4,653	5,480	6,269	6,324
Semi-urgent	6,678	7,052	6,718	6,540	6,008	6,079
Non-urgent	1,168	1,099	863	651	459	444
All emergency presentations	12,415	13,438	13,566	14,227	14,661	14,827

## Wollongong Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,086 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.

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

April to June 2016

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

Number of triage 2 patients: 1,860

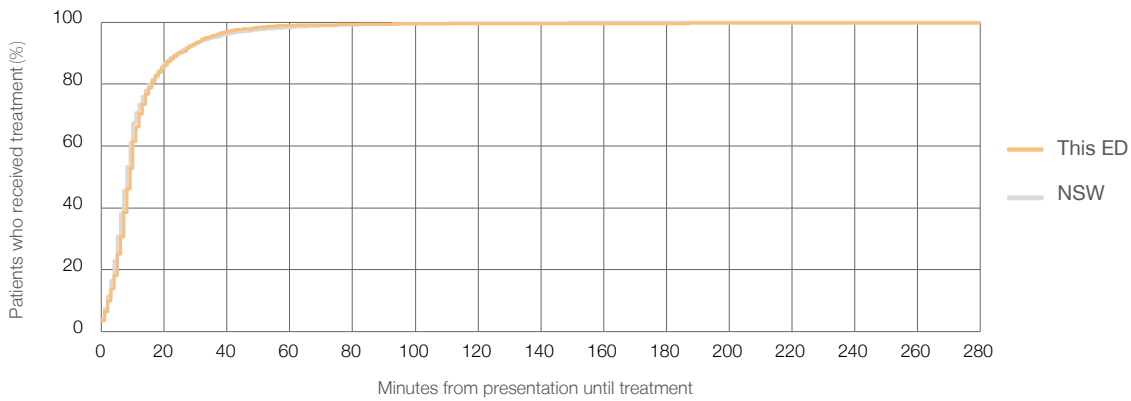
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,852

Median time to start treatment<sup>4</sup>  9 minutes

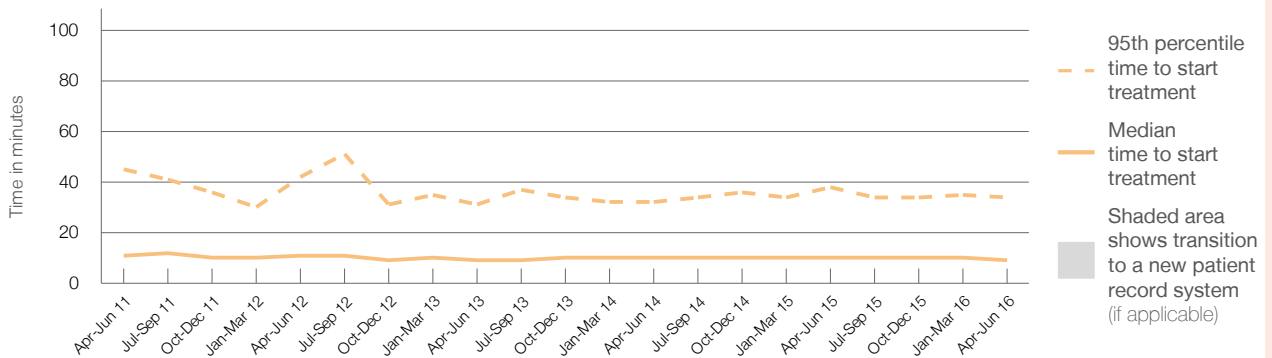
95th percentile time to start treatment<sup>5</sup>  34 minutes

Same period last year	NSW (this period)
1,824	
1,822	
10 minutes	8 minutes
38 minutes	36 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	11	11	9	10	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	45	42	31	32	38	34

(†) 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.



## Wollongong Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,324

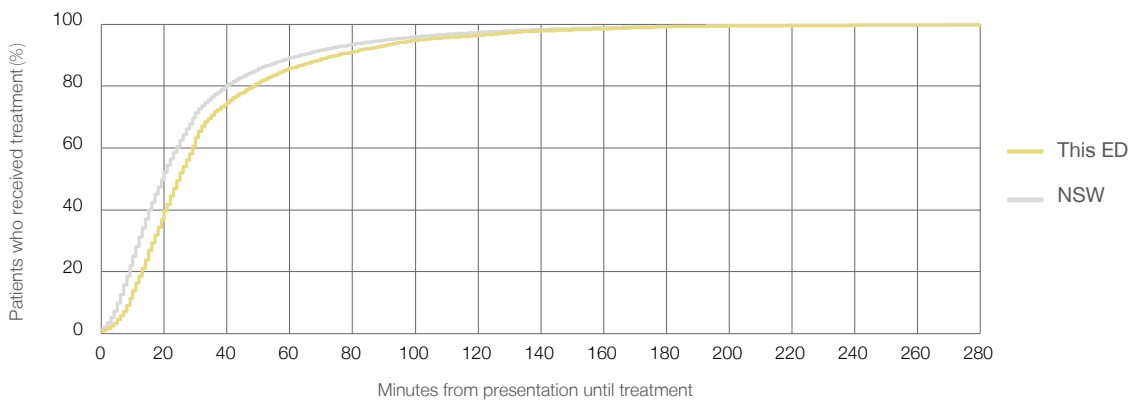
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,225

Median time to start treatment<sup>4</sup> 25 minutes

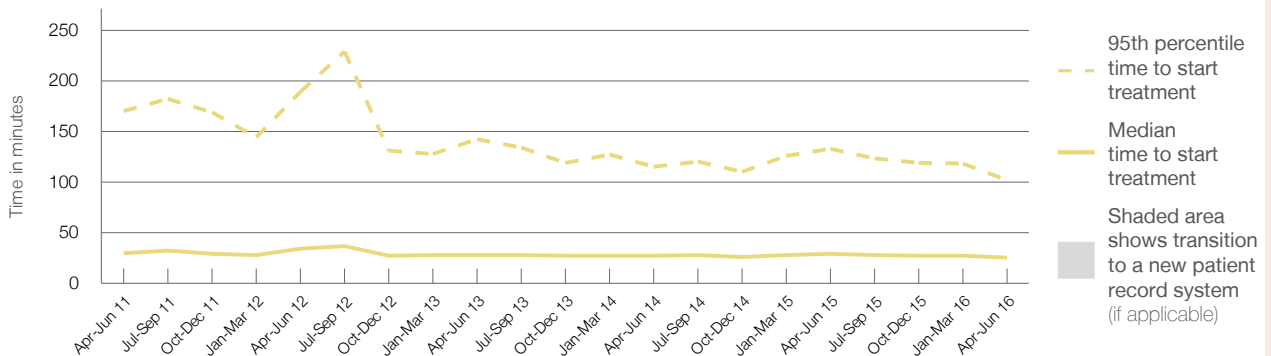
95th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
6,269	
6,096	
29 minutes	20 minutes
133 minutes	92 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	30	34	28	27	29	25
95th percentile time to start treatment <sup>5</sup> (minutes)	170	189	142	115	133	102

(†) 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 6,079

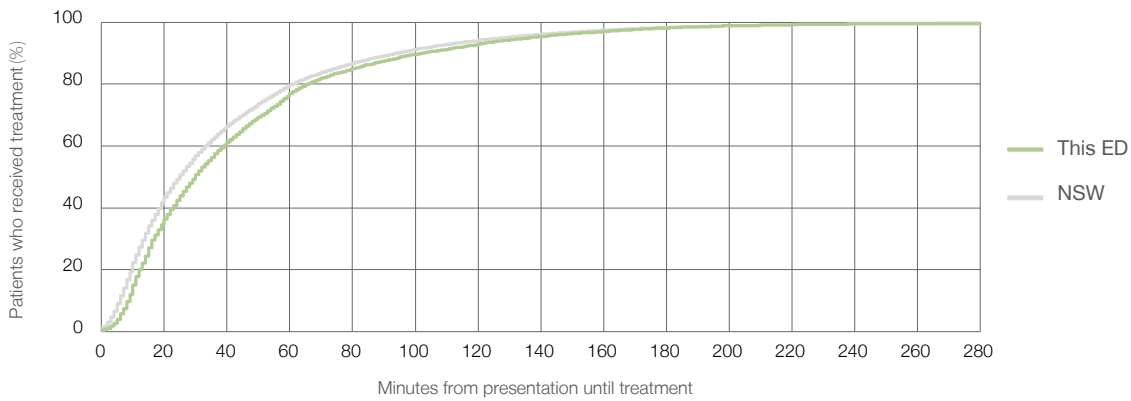
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,788

Median time to start treatment<sup>4</sup>  30 minutes

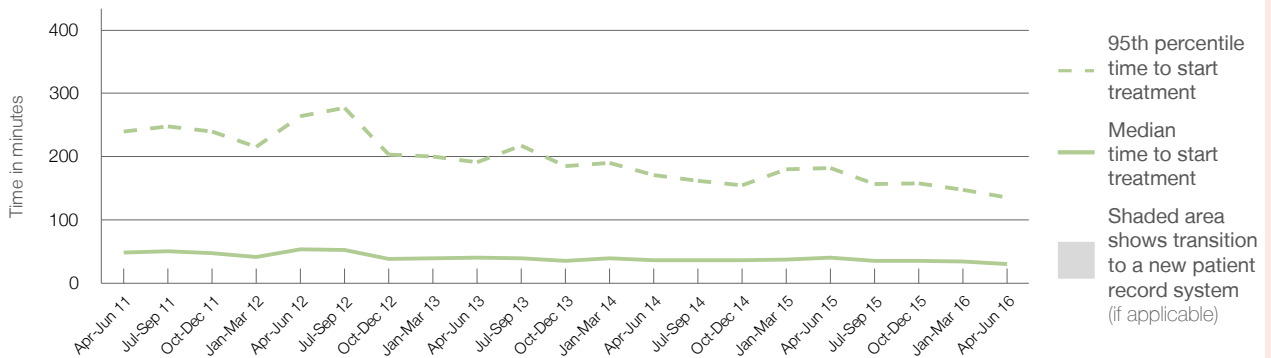
95th percentile time to start treatment<sup>5</sup>  136 minutes

Same period last year	NSW (this period)
6,008	5,525
41 minutes	25 minutes
182 minutes	128 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	49	54	40	36	41	30
95th percentile time to start treatment <sup>5</sup> (minutes)	240	264	191	171	182	136

(†) 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.

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

April to June 2016

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

Number of triage 5 patients: 444

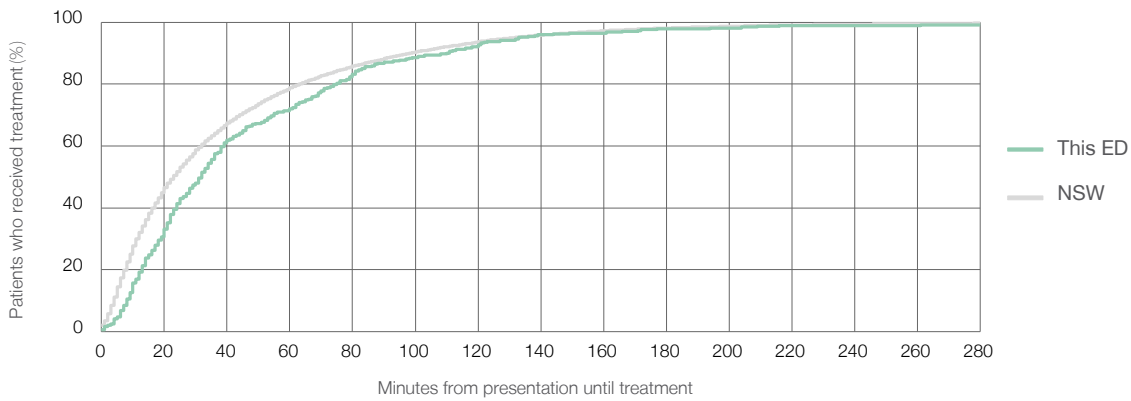
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 369

Median time to start treatment<sup>4</sup> 32 minutes

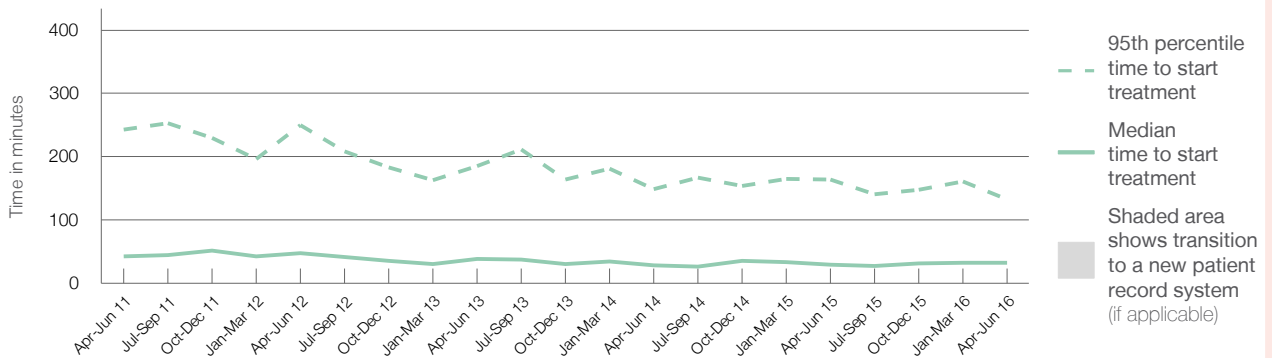
95th percentile time to start treatment<sup>5</sup> 133 minutes

Same period last year	NSW (this period)
459	
376	
29 minutes	23 minutes
164 minutes	132 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2016



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



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment <sup>4</sup> (minutes)	43	48	38	28	29	32
95th percentile time to start treatment <sup>5</sup> (minutes)	243	250	185	149	164	133

(†) 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.

## Wollongong Hospital: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 15,166 patients

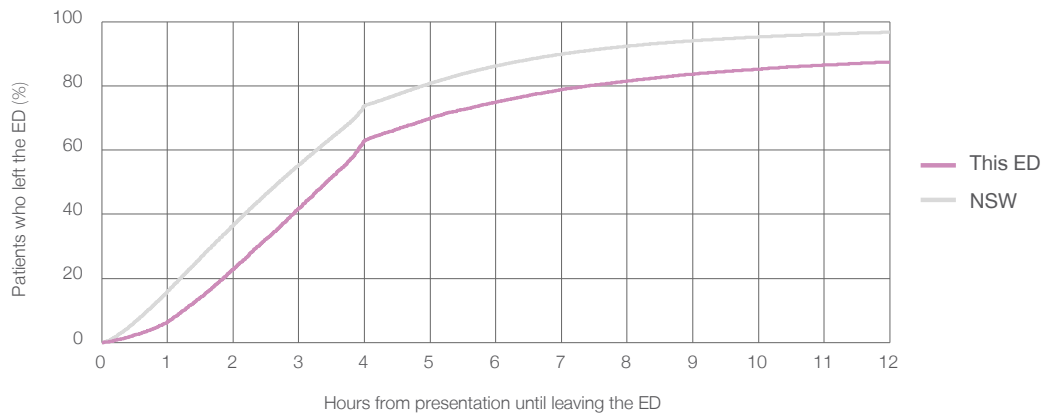
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,158 patients

Median time spent in the ED<sup>8</sup> 3 hours and 25 minutes

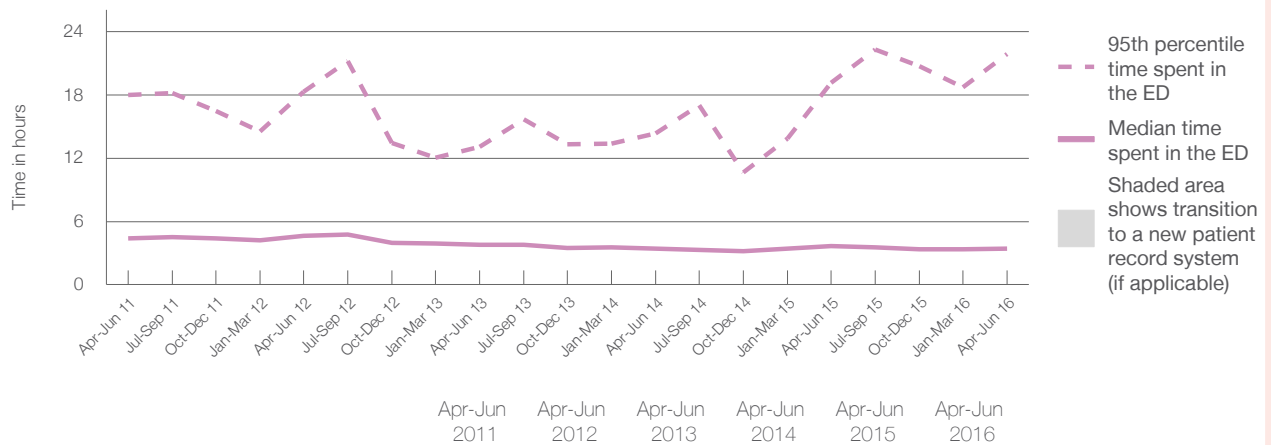
95th percentile time spent in the ED<sup>9</sup> 21 hours and 53 minutes

Same period last year	NSW (this period)
15,105	15,105
3 hours and 41 minutes	2 hours and 42 minutes
19 hours and 9 minutes	9 hours and 47 minutes

### Percentage of patients who left the ED by time, April to June 2016



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	17h 59m	18h 16m	13h 6m	14h 22m	19h 9m	21h 53m

(†) 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.

**Wollongong Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2016

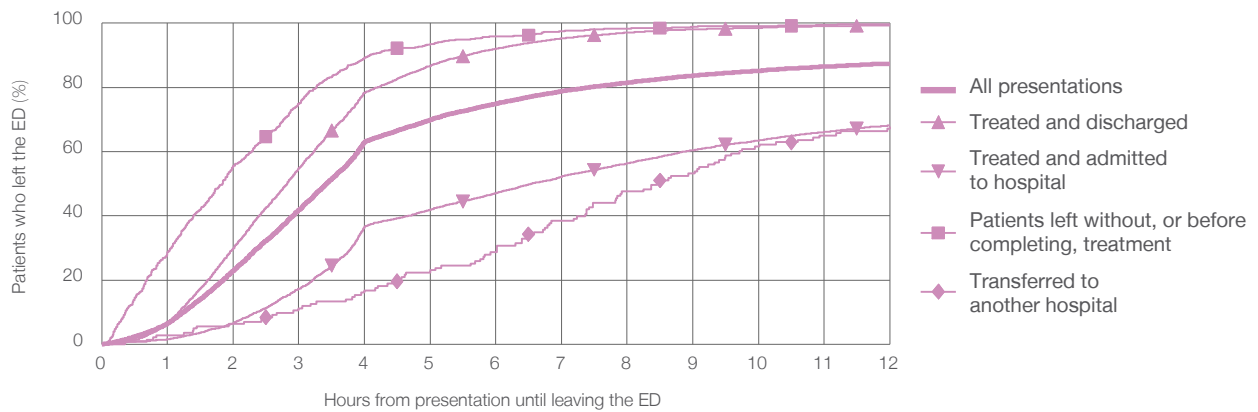
All presentations:<sup>1</sup> 15,166 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,158 patients

Treated and discharged	8,348 (55.0%)
Treated and admitted to hospital	5,668 (37.4%)
Patient left without, or before completing, treatment	904 (6.0%)
Transferred to another hospital	143 (0.9%)
Other	103 (0.7%)

Same period last year	Change since one year ago
15,105	0.4%
7,648	9.2%
5,947	-4.7%
1,273	-29.0%
88	62.5%
149	-30.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	29.9%	54.8%	78.3%	92.0%	97.0%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.6%	17.2%	36.6%	47.1%	56.3%	63.5%	68.2%
Patient left without, or before completing, treatment	28.8%	55.5%	75.0%	89.3%	95.9%	98.3%	99.1%	99.7%
Transferred to another hospital	2.8%	6.3%	11.2%	16.8%	28.7%	47.6%	61.5%	67.8%
All presentations	6.5%	23.0%	41.9%	63.0%	75.0%	81.5%	85.2%	87.4%

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

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

## Wollongong Hospital: Time spent in the ED

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

April to June 2016

All presentations at the emergency department:<sup>1</sup> 15,166 patients

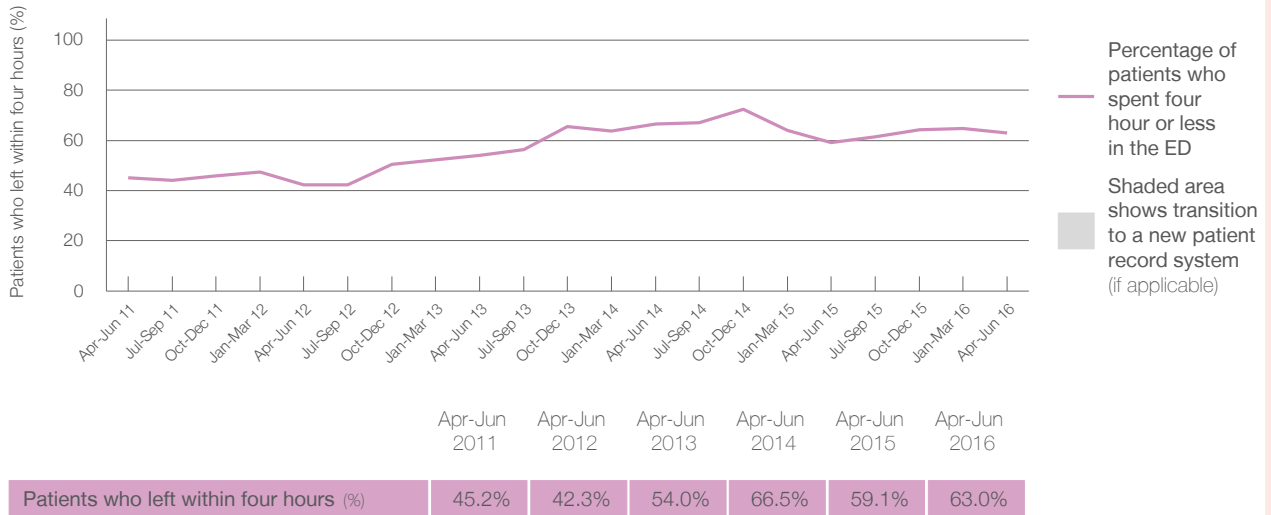
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,158 patients

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



Same period last year	Change since one year ago
15,105	0.4%
15,105	0.4%
59.1%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 19 July 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).