



Hospital Quarterly

Performance Profiles

Emergency Department

Central Coast Local Health District

July to September 2016

Gosford Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,429 patients

Emergency presentations:² 16,324 patients

Same period last year	Change since one year ago
16,041	2.4%
15,923	2.5%

Gosford Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,230 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,799 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,614 patients

Median time to start treatment⁴ 39 minutes
 95th percentile time to start treatment⁵ 156 minutes

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

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
2,034	
6 minutes	8 minutes
30 minutes	41 minutes
6,649	
25 minutes	21 minutes
118 minutes	103 minutes
6,596	
47 minutes	27 minutes
169 minutes	139 minutes
451	
42 minutes	24 minutes
164 minutes	138 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,429 patients

Percentage of patients who spent four hours or less in the ED 62.4%

Same period last year	Change since one year ago
16,040	2.4%
60.7%	

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

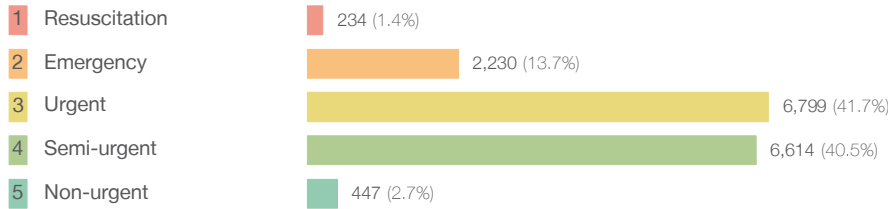
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

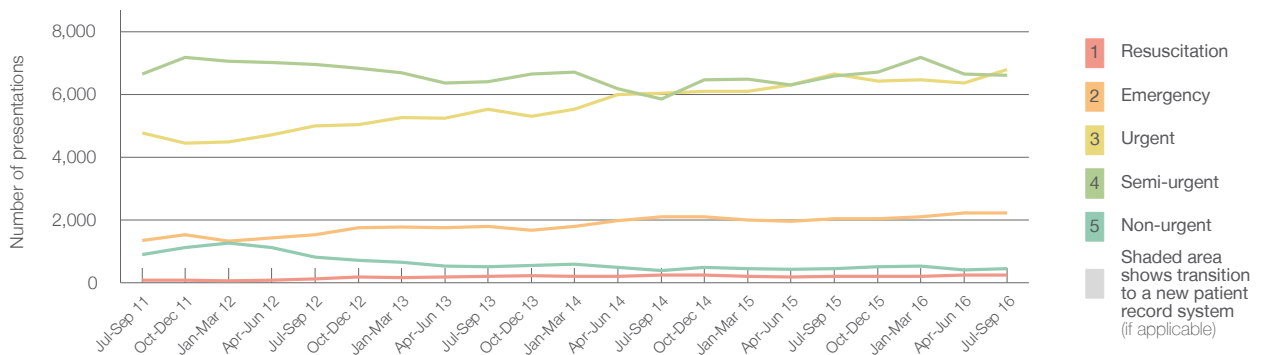
All presentations:¹ 16,429 patients

Emergency presentations² by triage category: 16,324 patients



Same period last year	Change since one year ago
16,041	2.4%
15,923	2.5%
193	21.2%
2,034	9.6%
6,649	2.3%
6,596	0.3%
451	-0.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	69	113	191	233	193	234
Emergency	1,345	1,530	1,789	2,107	2,034	2,230
Urgent	4,775	4,994	5,525	6,028	6,649	6,799
Semi-urgent	6,653	6,958	6,399	5,853	6,596	6,614
Non-urgent	904	804	511	389	451	447
All emergency presentations	13,746	14,399	14,415	14,610	15,923	16,324

Gosford Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,835 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,659	
14 minutes	-4 minutes
178 minutes	-75 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 July to September 2016

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

Number of triage 2 patients: 2,230

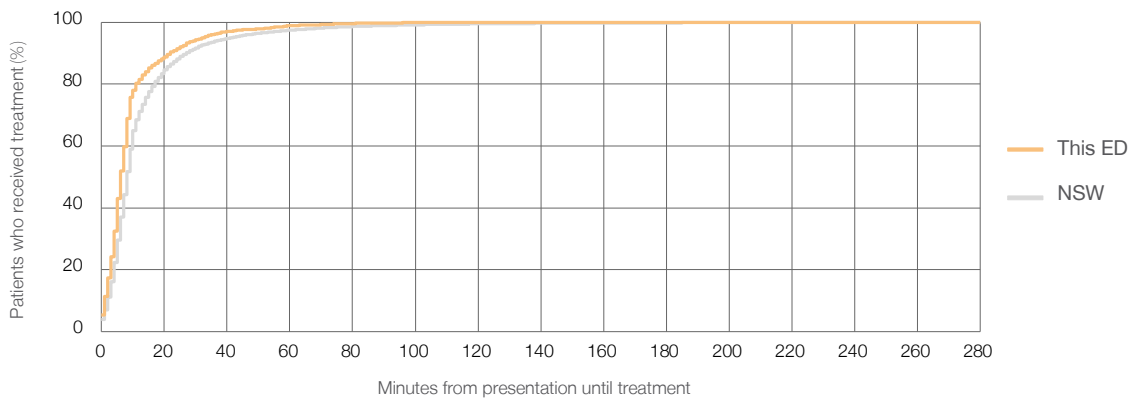
Number of triage 2 patients used to calculate waiting time:³ 2,224

Median time to start treatment⁴ 6 minutes

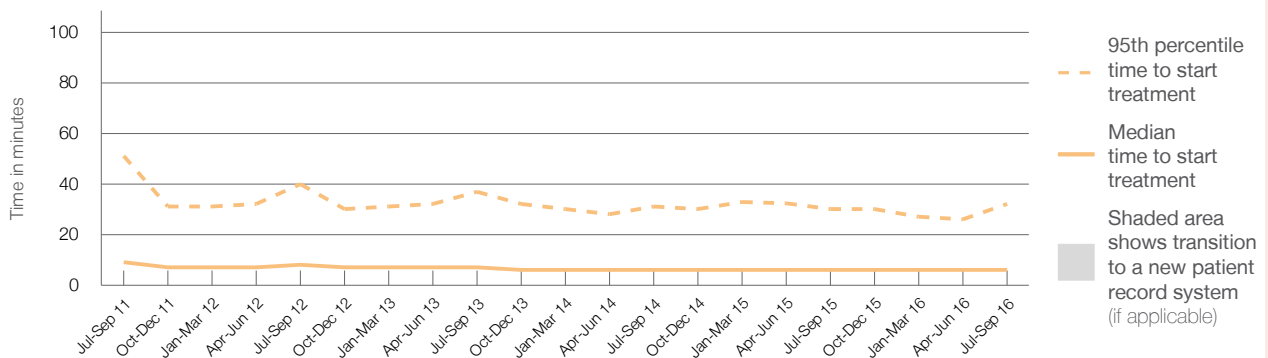
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
2,034	2,033
6 minutes	8 minutes
30 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	51	40	37	31	30	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.

Gosford Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 6,799

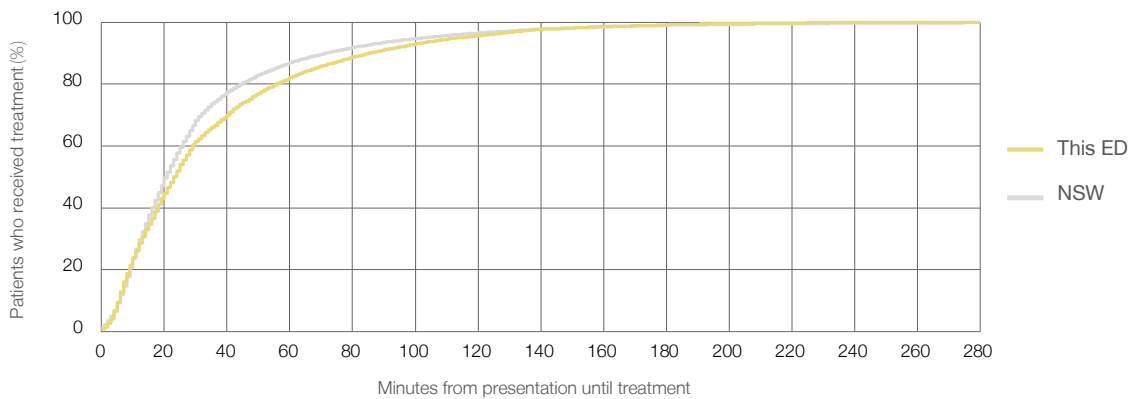
Number of triage 3 patients used to calculate waiting time:³ 6,678

Median time to start treatment⁴ 24 minutes

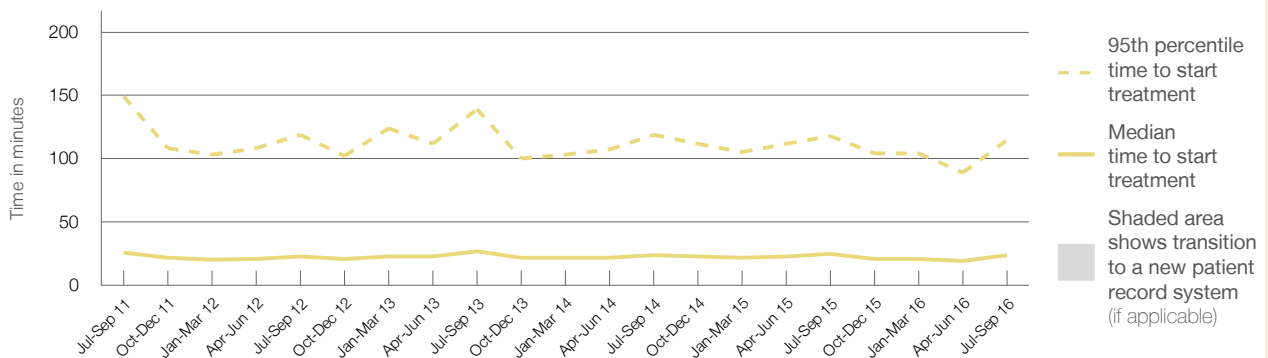
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
6,649	
6,524	
25 minutes	21 minutes
118 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	23	27	24	25	24
95th percentile time to start treatment ⁵ (minutes)	149	119	139	119	118	115

(†) 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 July to September 2016

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

Number of triage 4 patients: 6,614

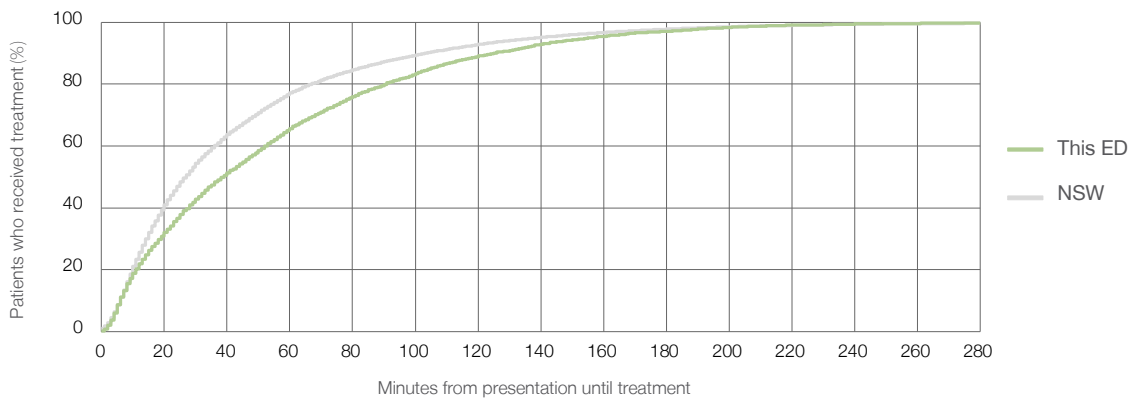
Number of triage 4 patients used to calculate waiting time:³ 6,266

Median time to start treatment⁴ 39 minutes

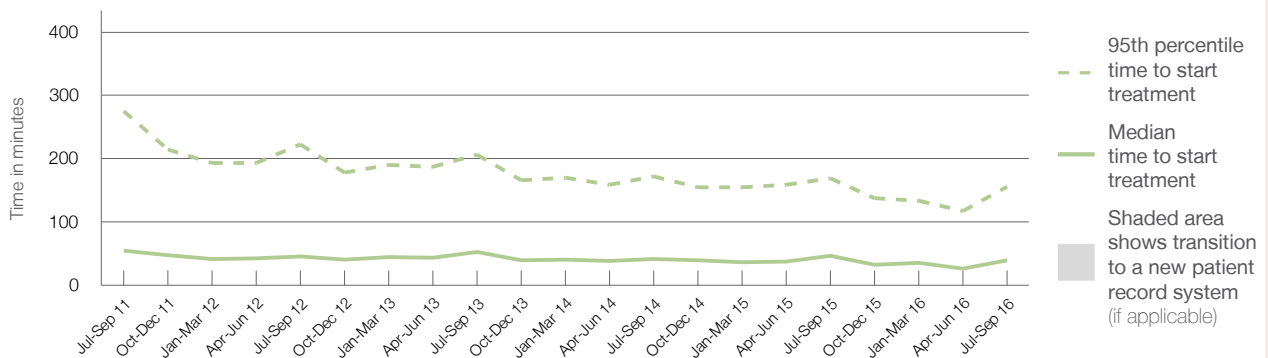
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
6,596	
6,163	
47 minutes	27 minutes
169 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	46	53	42	47	39
95th percentile time to start treatment ⁵ (minutes)	275	223	206	172	169	156

(†) 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 July to September 2016

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

Number of triage 5 patients: 447

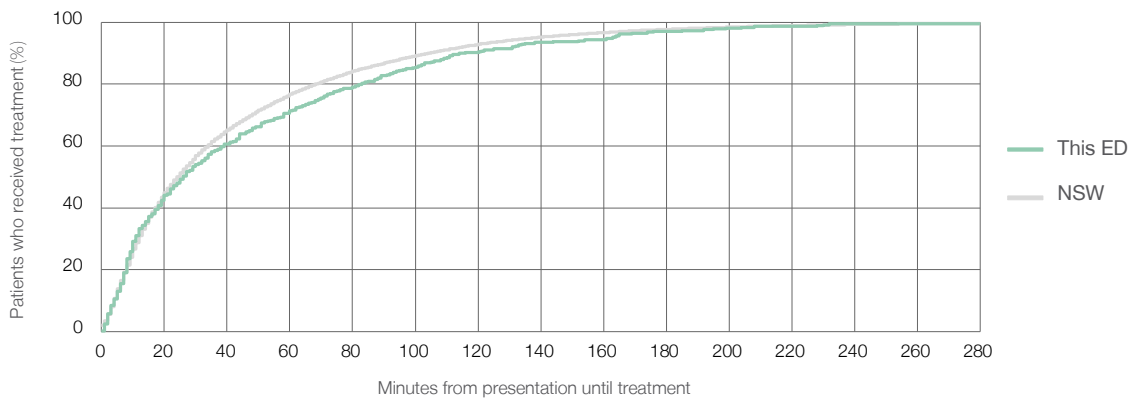
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 26 minutes

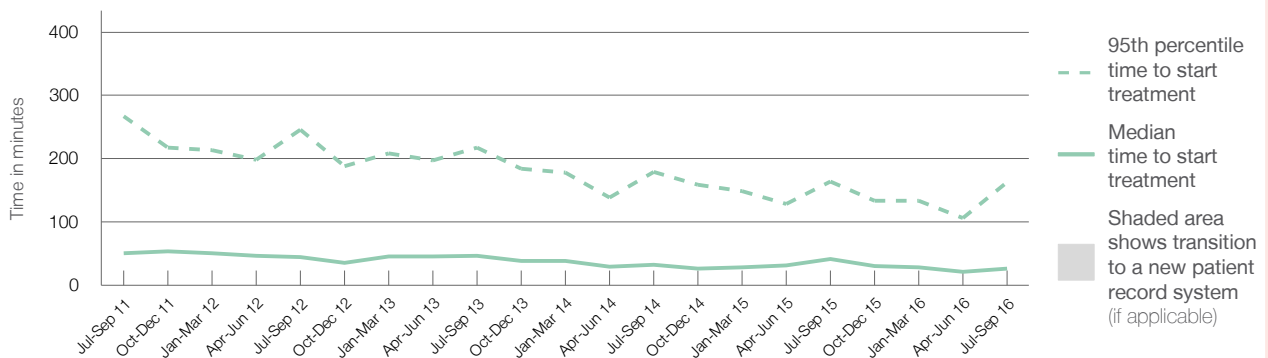
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
451	361
42 minutes	24 minutes
164 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	45	47	32	42	26
95th percentile time to start treatment ⁵ (minutes)	267	246	218	179	164	163

(†) 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

July to September 2016

All presentations:¹ 16,429 patients

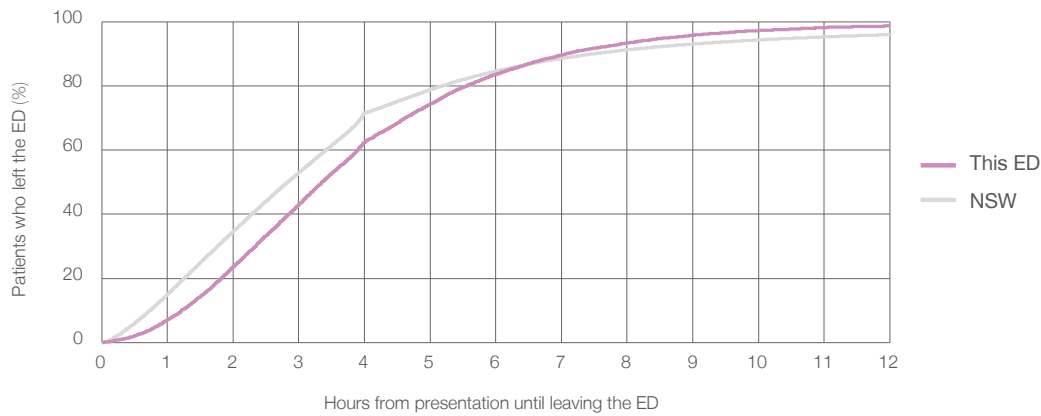
Presentations used to calculate time to leaving the ED:⁶ 16,429 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

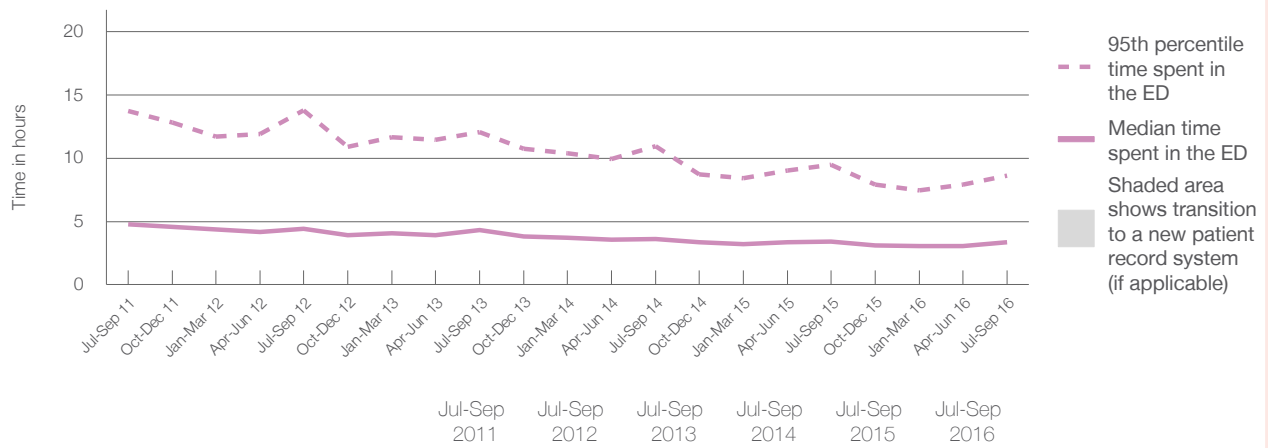
95th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
16,041	16,040
3 hours and 25 minutes	2 hours and 50 minutes
9 hours and 30 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 48m	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 45m	13h 47m	12h 4m	10h 57m	9h 30m	8h 38m

(†) 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
 July to September 2016

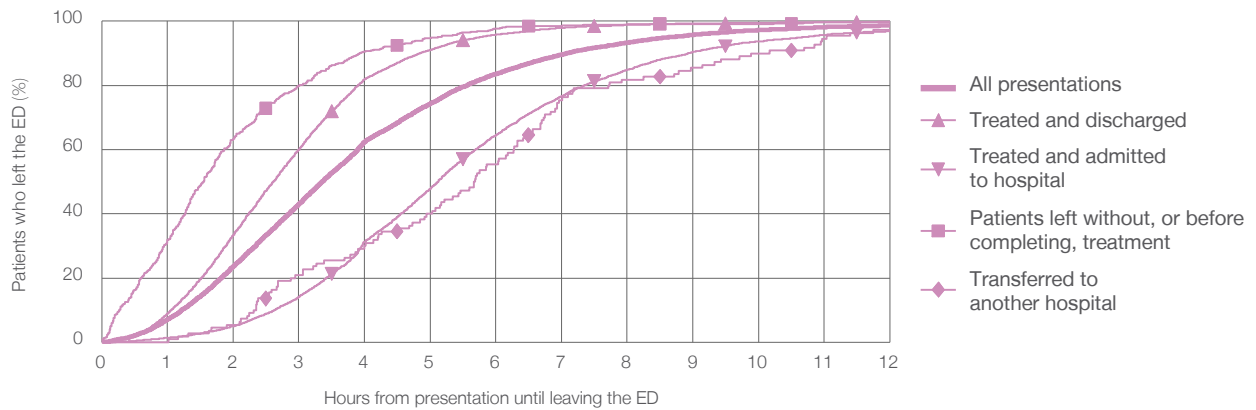
All presentations:¹ 16,429 patients

Presentations used to calculate time to leaving the ED:⁶ 16,429 patients

Treated and discharged	9,328 (56.8%)
Treated and admitted to hospital	6,322 (38.5%)
Patient left without, or before completing, treatment	615 (3.7%)
Transferred to another hospital	110 (0.7%)
Other	54 (0.3%)

Same period last year	Change since one year ago
16,040	2.4%
9,233	1.0%
5,914	6.9%
748	-17.8%
82	34.1%
64	-15.6%

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



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

Treated and discharged	9.0%	33.5%	60.1%	81.9%	95.9%	98.8%	99.5%	99.8%
Treated and admitted to hospital	1.4%	5.0%	14.1%	31.3%	64.6%	84.9%	93.7%	96.9%
Patient left without, or before completing, treatment	31.9%	63.4%	80.0%	90.6%	97.7%	99.0%	99.2%	99.7%
Transferred to another hospital	0%	5.5%	20.9%	30.0%	55.5%	81.8%	90.0%	97.3%
All presentations	7.1%	23.7%	43.0%	62.4%	83.6%	93.4%	97.2%	98.7%

(†) 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.

Gosford Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 16,429 patients

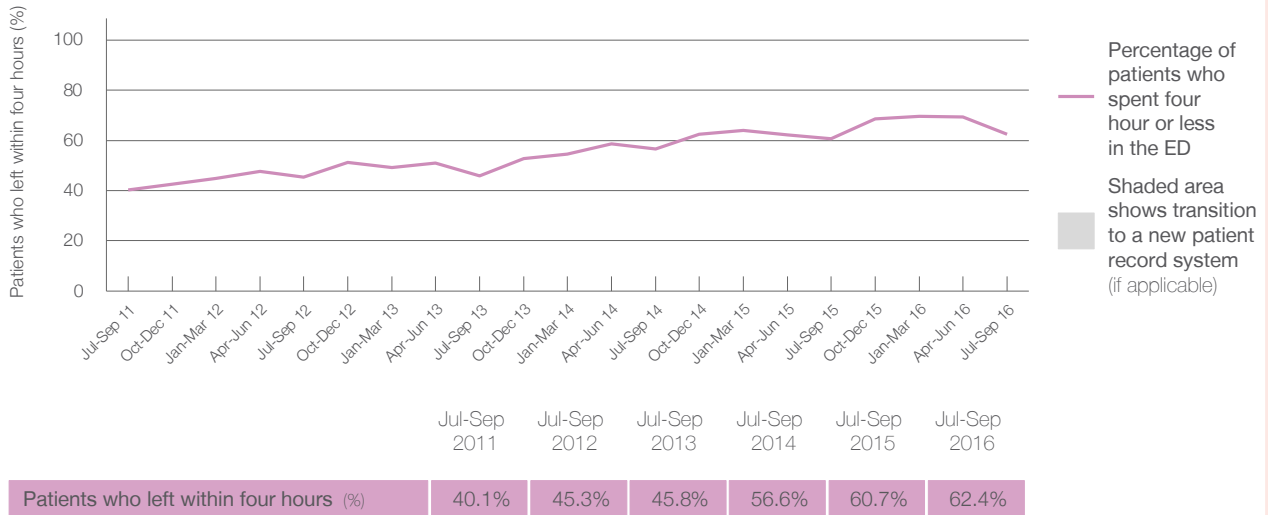
Presentations used to calculate time to leaving the ED: ⁶ 16,429 patients

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



Same period last year	Change since one year ago
16,041	2.4%
16,040	2.4%
60.7%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wyong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 15,972 patients

Emergency presentations:² 15,813 patients

Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%

Wyong Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,662 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,927 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,117 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,371	
7 minutes	8 minutes
33 minutes	41 minutes
4,661	
23 minutes	21 minutes
95 minutes	103 minutes
8,299	
32 minutes	27 minutes
135 minutes	139 minutes
1,300	
25 minutes	24 minutes
104 minutes	138 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 15,971 patients

Percentage of patients who spent four hours or less in the ED 69.4%

Same period last year	Change since one year ago
15,899	0.5%
69.4%	

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

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

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

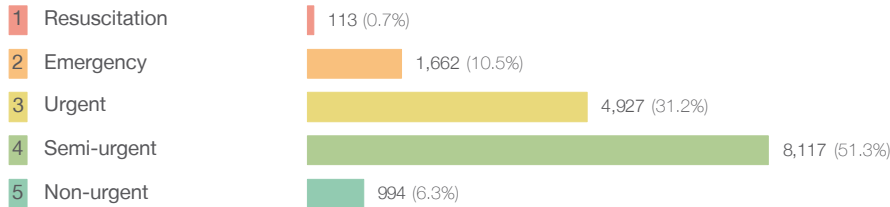
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wyong Hospital: Patients presenting to the emergency department

July to September 2016

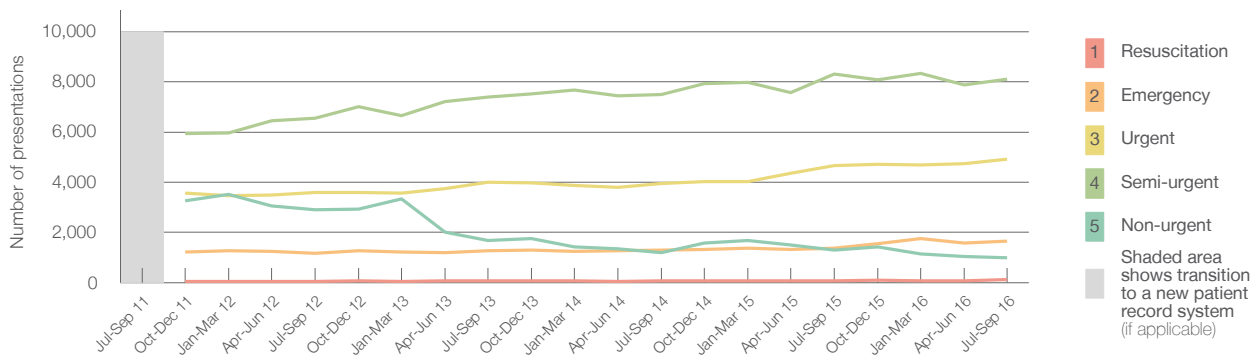
All presentations:¹ 15,972 patients

Emergency presentations² by triage category: 15,813 patients



Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%
79	43.0%
1,371	21.2%
4,661	5.7%
8,299	-2.2%
1,300	-23.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		50	75	66	79	113
Emergency		1,172	1,260	1,288	1,371	1,662
Urgent		3,604	3,994	3,946	4,661	4,927
Semi-urgent		6,546	7,394	7,483	8,299	8,117
Non-urgent		2,907	1,676	1,190	1,300	994
All emergency presentations		14,279	14,399	13,973	15,710	15,813

Wyong Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,078 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,918	
12 minutes	-2 minutes
66 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.

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

July to September 2016

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

Number of triage 2 patients: 1,662

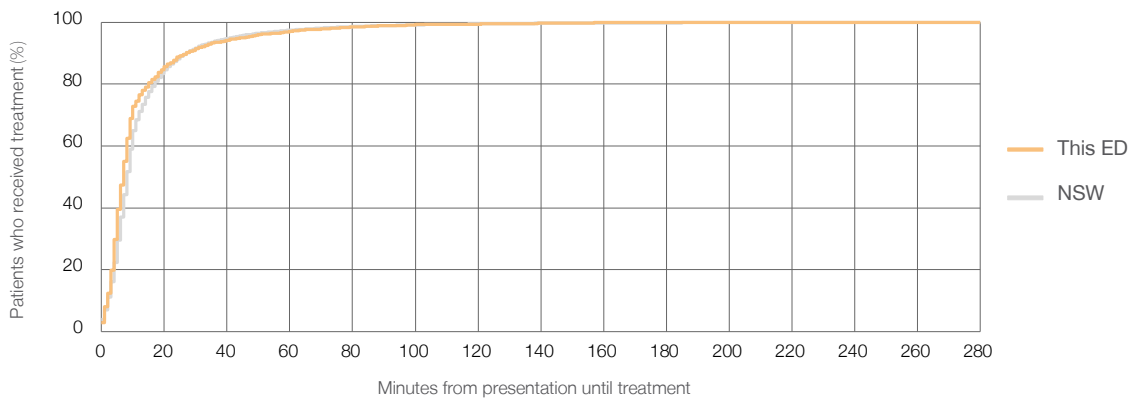
Number of triage 2 patients used to calculate waiting time:³ 1,656

Median time to start treatment⁴ 7 minutes

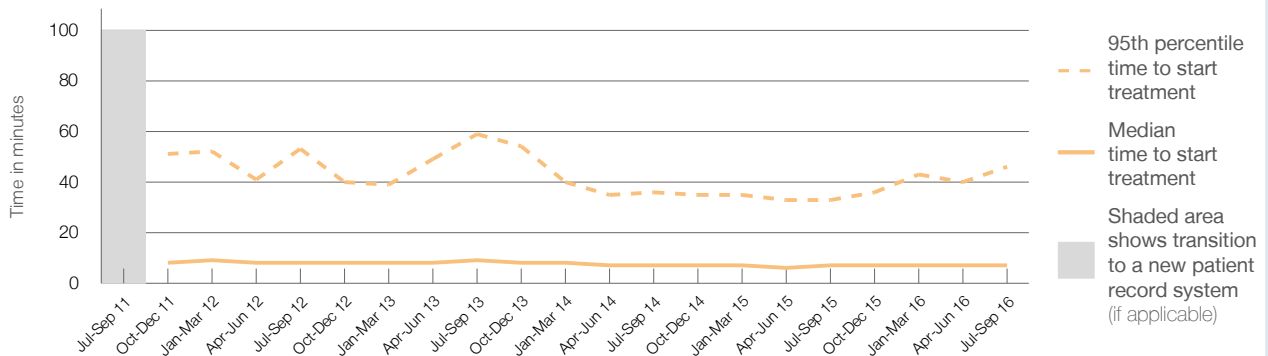
95th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,371	1,366
7 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	9	7	7	7
95th percentile time to start treatment ⁵ (minutes)		53	59	36	33	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.

Wyong Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 4,927

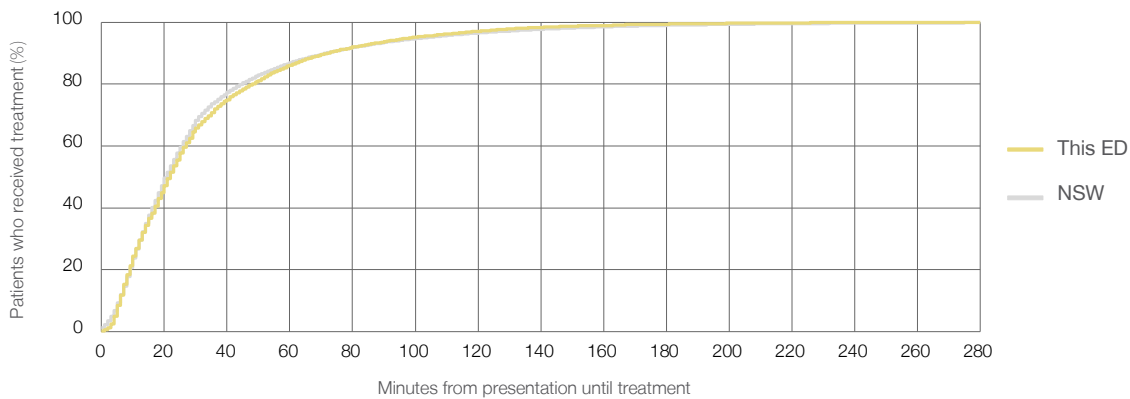
Number of triage 3 patients used to calculate waiting time:³ 4,885

Median time to start treatment⁴ 22 minutes

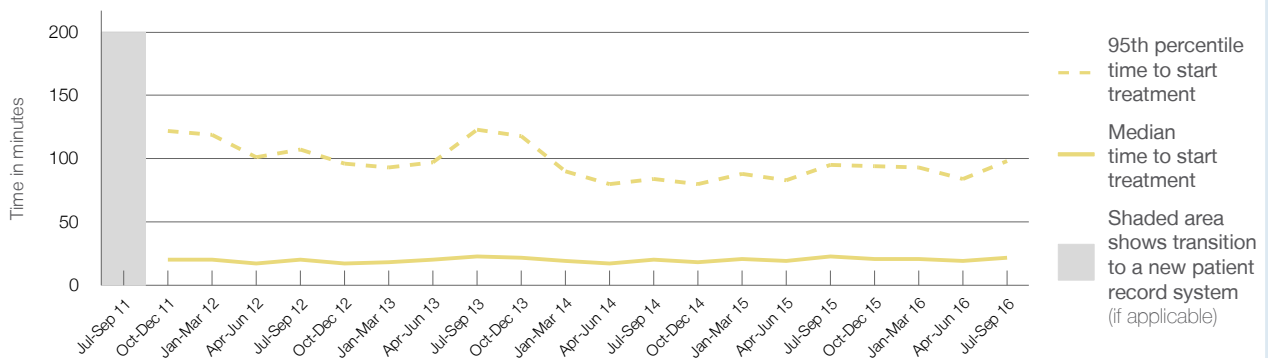
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
4,661	4,608
23 minutes	21 minutes
95 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		20	23	20	23	22
95th percentile time to start treatment ⁵ (minutes)		107	123	84	95	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.

Wyong Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 8,117

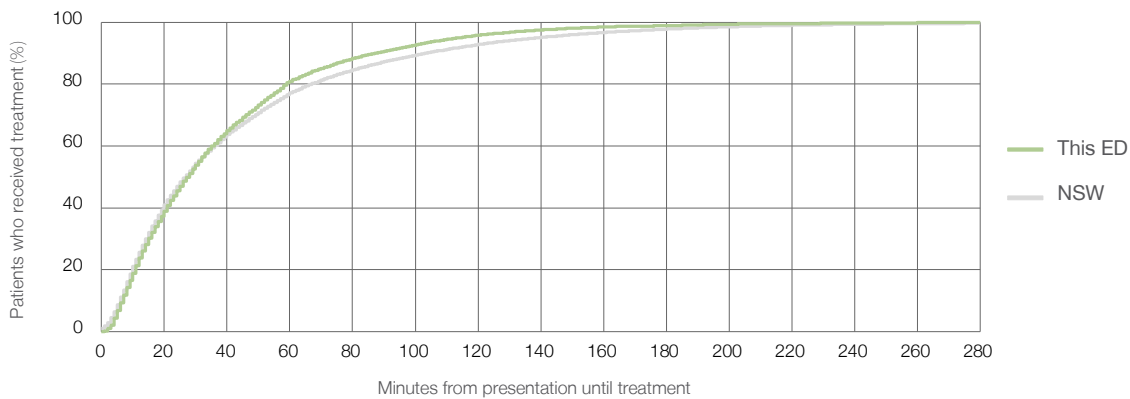
Number of triage 4 patients used to calculate waiting time:³ 7,846

Median time to start treatment⁴ 28 minutes

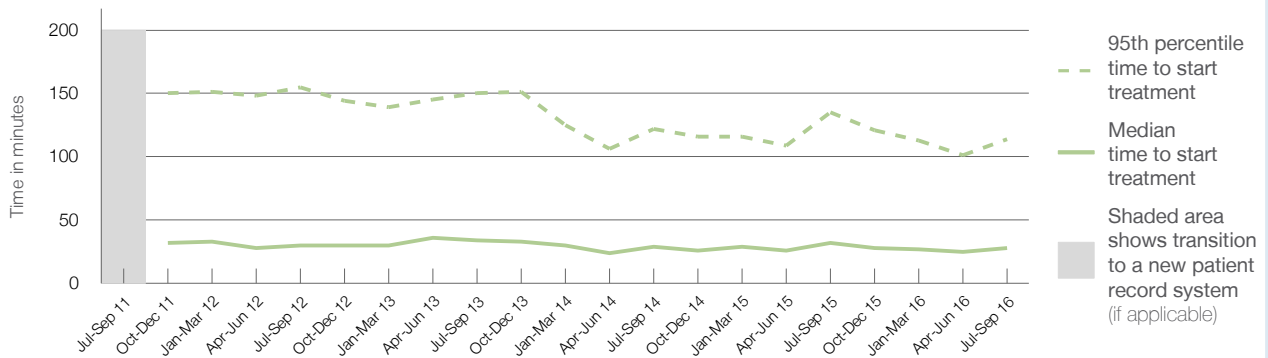
95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
8,299	8,023
32 minutes	27 minutes
135 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		30	34	29	32	28
95th percentile time to start treatment ⁵ (minutes)		155	150	122	135	114

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

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

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

July to September 2016

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

Number of triage 5 patients: 994

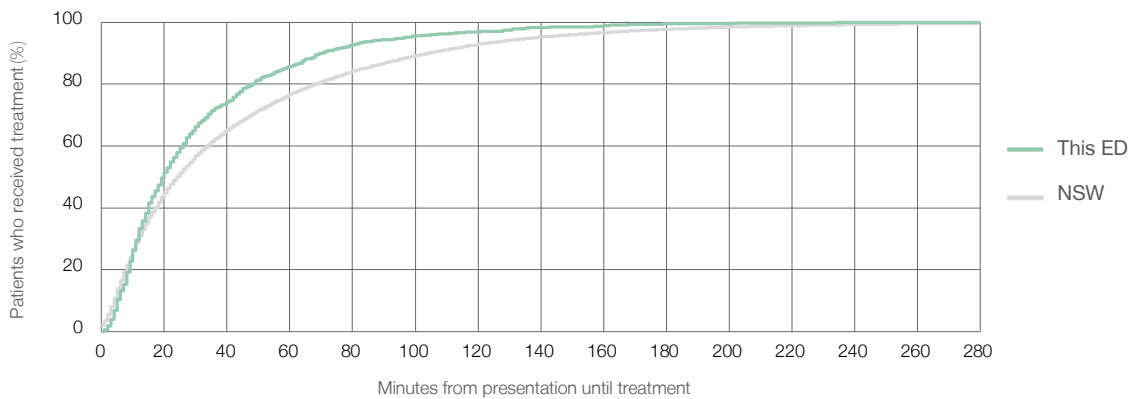
Number of triage 5 patients used to calculate waiting time:³ 926

Median time to start treatment⁴ 20 minutes

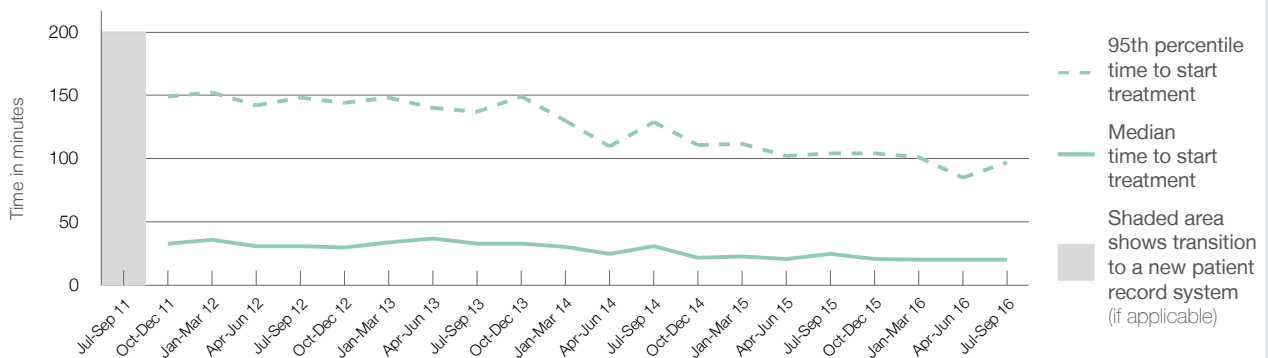
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,300	1,237
25 minutes	24 minutes
104 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		31	33	31	25	20
95th percentile time to start treatment ⁵ (minutes)		148	137	129	104	97

(†) 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.

Wyong Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 15,972 patients

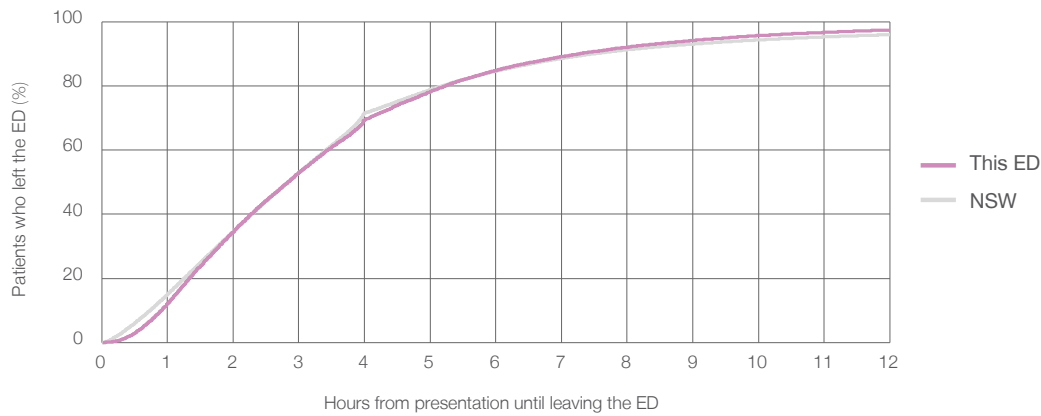
Presentations used to calculate time to leaving the ED:⁶ 15,971 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

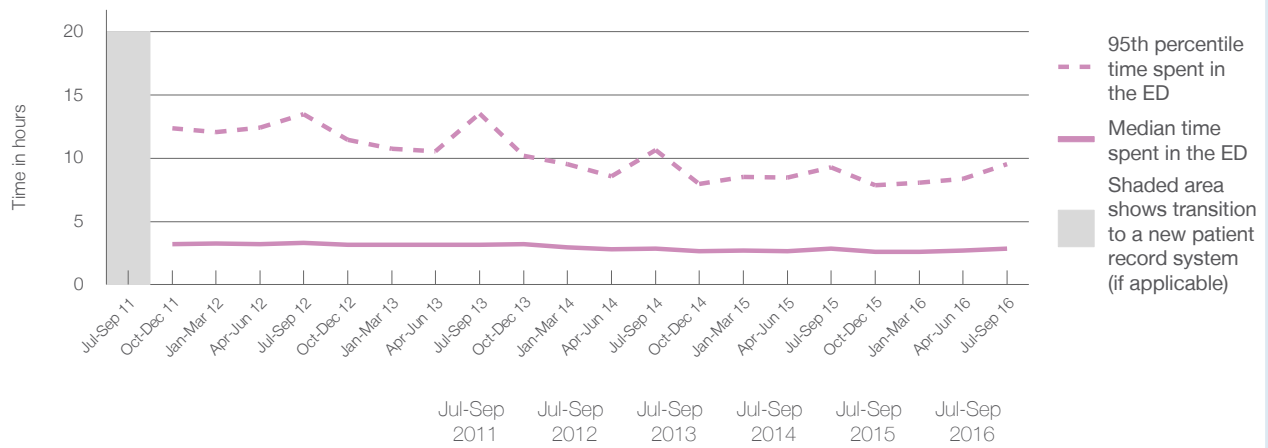
95th percentile time spent in the ED⁹ 9 hours and 32 minutes

Same period last year	NSW (this period)
15,899	15,899
2 hours and 52 minutes	2 hours and 50 minutes
9 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		3h 19m	3h 9m	2h 51m	2h 52m	2h 50m
95th percentile time to leaving the ED ⁹ (hours, minutes)		13h 29m	13h 32m	10h 40m	9h 17m	9h 32m

(†) 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.

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

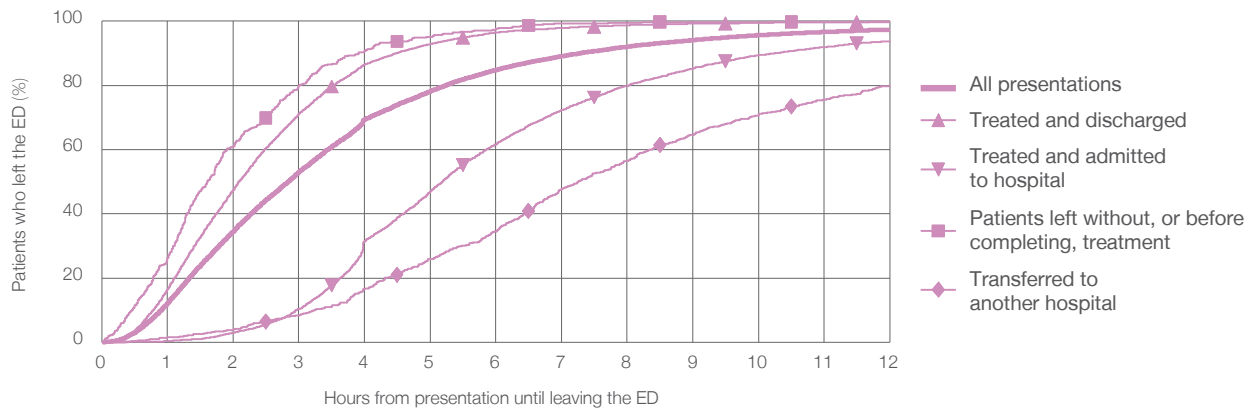
All presentations:¹ 15,972 patients

Presentations used to calculate time to leaving the ED:⁶ 15,971 patients

Treated and discharged	10,664 (66.8%)
Treated and admitted to hospital	4,109 (25.7%)
Patient left without, or before completing, treatment	448 (2.8%)
Transferred to another hospital	709 (4.4%)
Other	42 (0.3%)

Same period last year	Change since one year ago
15,899	0.5%
10,983	-2.9%
3,606	13.9%
501	-10.6%
760	-6.7%
49	-14.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.6%	47.4%	71.1%	86.6%	96.5%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	3.0%	10.4%	31.5%	61.6%	79.8%	89.4%	93.8%
Patient left without, or before completing, treatment	26.3%	60.9%	79.9%	90.6%	97.8%	99.6%	99.8%	99.8%
Transferred to another hospital	1.6%	3.9%	8.3%	16.6%	34.6%	56.4%	71.2%	80.0%
All presentations	12.2%	34.6%	53.0%	69.4%	84.8%	92.0%	95.7%	97.4%

(†) 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.

Wyong Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 15,972 patients

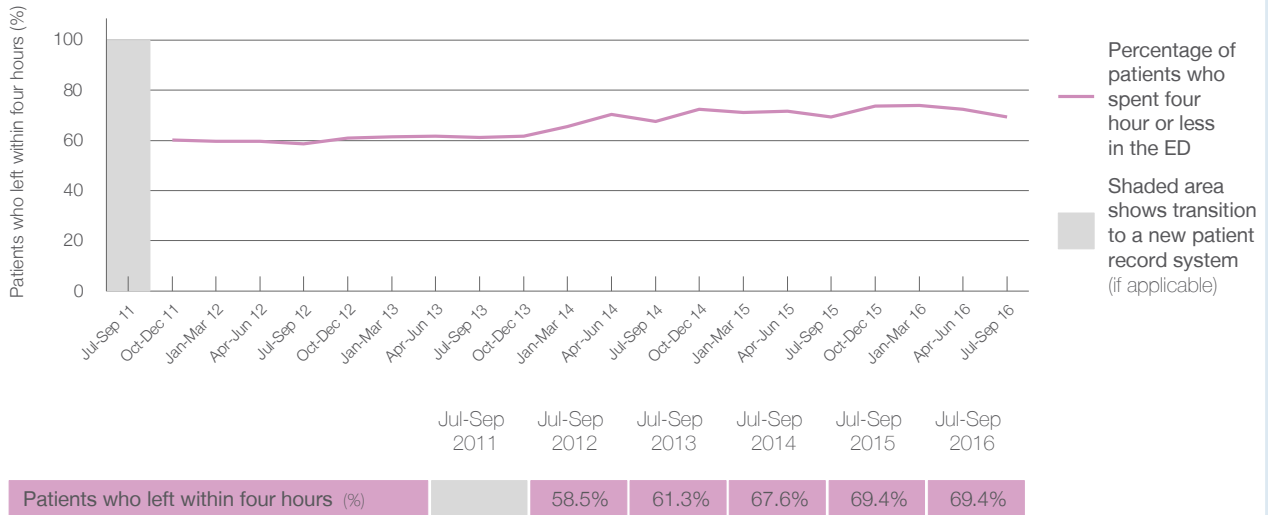
Presentations used to calculate time to leaving the ED: ⁶ 15,971 patients

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	15,899	0.5%
Presentations used to calculate time to leaving the ED	15,899	0.5%
Percentage of patients who spent four hours or less in the ED	69.4%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	61.3%	58.5%	61.3%	67.6%	69.4%	69.4%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).