



Healthcare Quarterly

Performance Profiles

Emergency Department

South Western Sydney Local Health District

October to December 2017

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 13,745 patients

Emergency presentations:² 13,661 patients

Same period last year	Change since one year ago
13,519	1.7%
13,392	2.0%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,397 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,095 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
2,521	
9 minutes	8 minutes
27 minutes	23 minutes
5,764	
23 minutes	20 minutes
73 minutes	65 minutes
4,351	
23 minutes	26 minutes
80 minutes	99 minutes
653	
18 minutes	23 minutes
65 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 13,745 patients

Percentage of patients who spent four hours or less in the ED 73.5%

Same period last year	Change since one year ago
13,519	1.7%
78.5%	

* 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, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

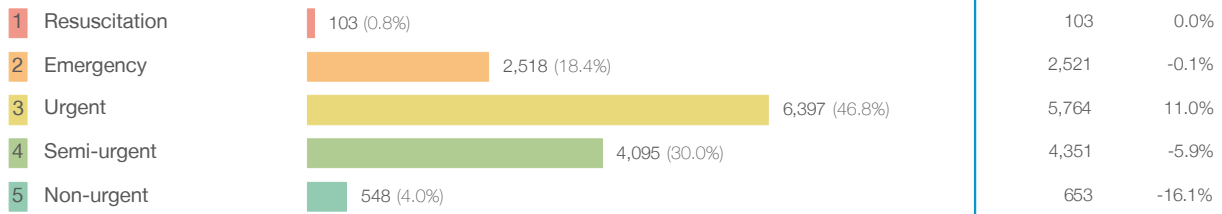
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

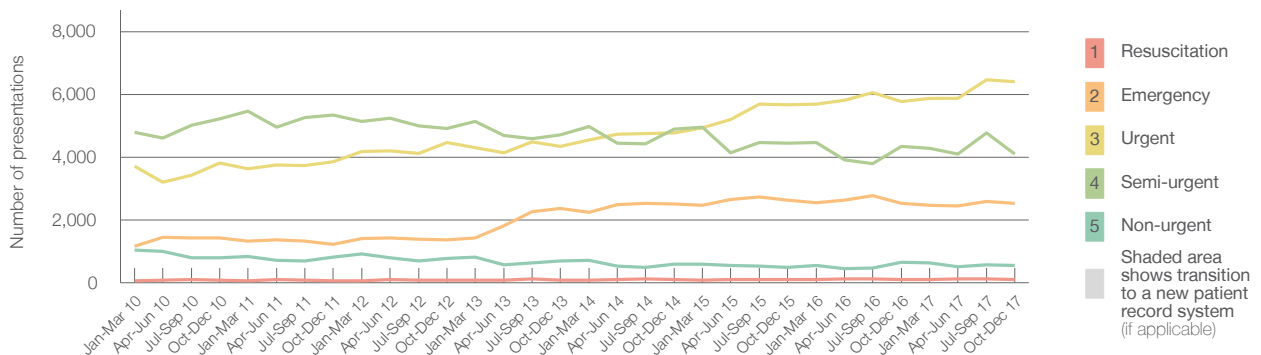
Bankstown / Lidcombe Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 13,745 patients

Emergency presentations² by triage category: 13,661 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	88	57	71	78	94	94	103	103
Emergency	1,424	1,227	1,359	2,371	2,509	2,629	2,521	2,518
Urgent	3,820	3,846	4,474	4,333	4,762	5,662	5,764	6,397
Semi-urgent	5,221	5,340	4,918	4,708	4,895	4,454	4,351	4,095
Non-urgent	785	822	773	682	594	479	653	548
All emergency presentations	11,338	11,292	11,595	12,172	12,854	13,318	13,392	13,661

Bankstown / Lidcombe Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,035 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.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,518

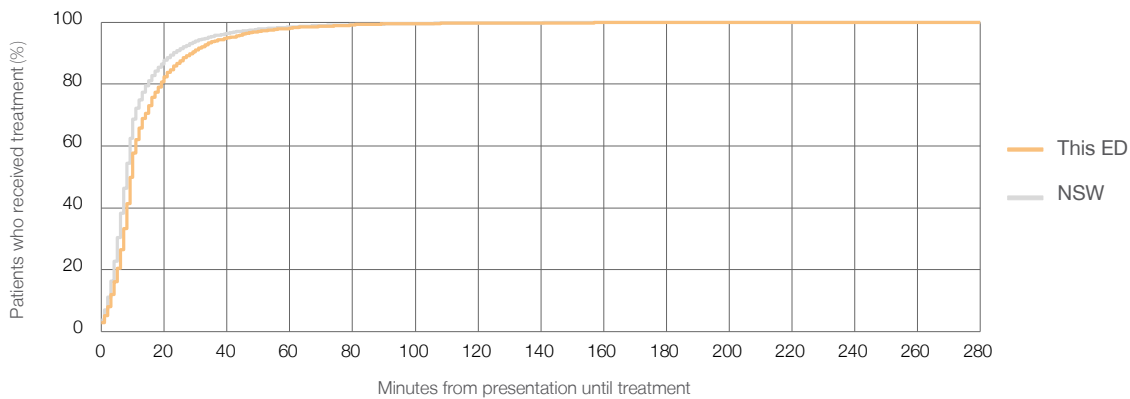
Number of triage 2 patients used to calculate waiting time:³ 2,511

Median time to start treatment⁴ 10 minutes

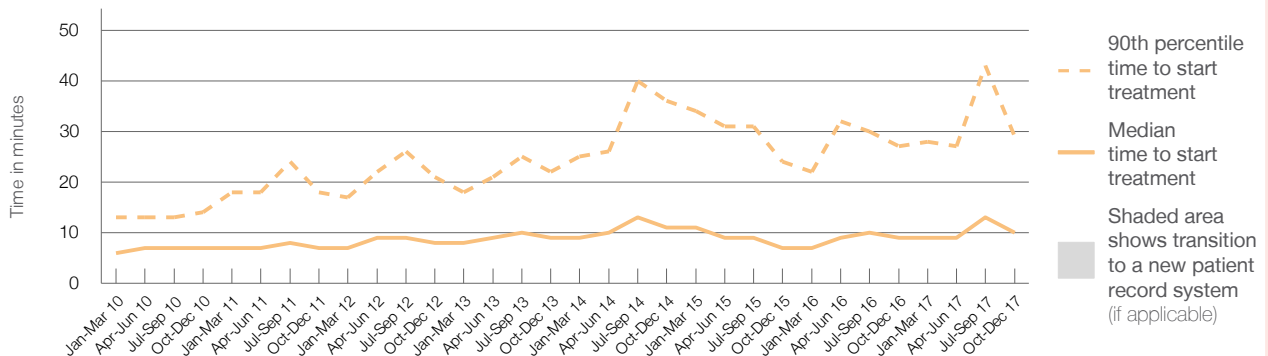
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
2,521	2,514
9 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	7	8	9	11	7	9	10
90th percentile time to start treatment ⁵ (minutes)	14	18	21	22	36	24	27	29

(†) 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 3 October to December 2017

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

Number of triage 3 patients: 6,397

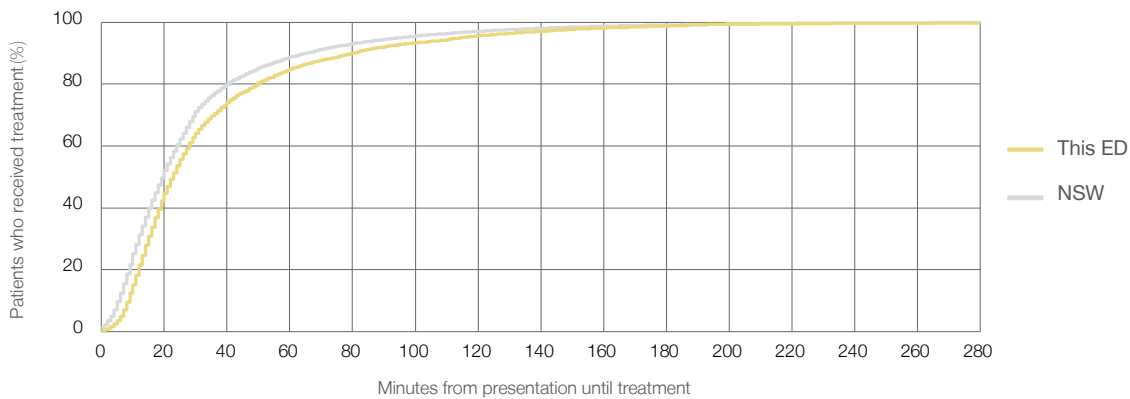
Number of triage 3 patients used to calculate waiting time:³ 6,289

Median time to start treatment⁴ 23 minutes

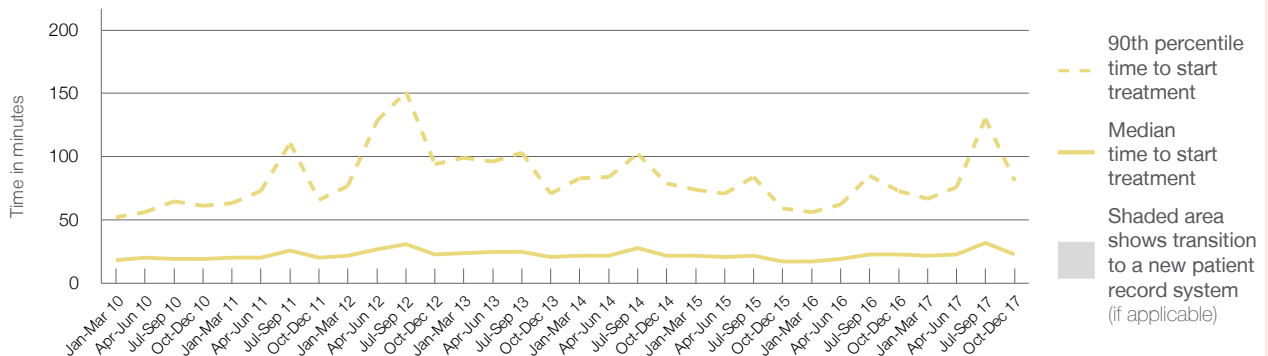
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
5,764	5,661
23 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	20	23	21	22	17	23	23
90th percentile time to start treatment ⁵ (minutes)	61	66	94	71	79	59	73	81

(†) 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 4 October to December 2017

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

Number of triage 4 patients: 4,095

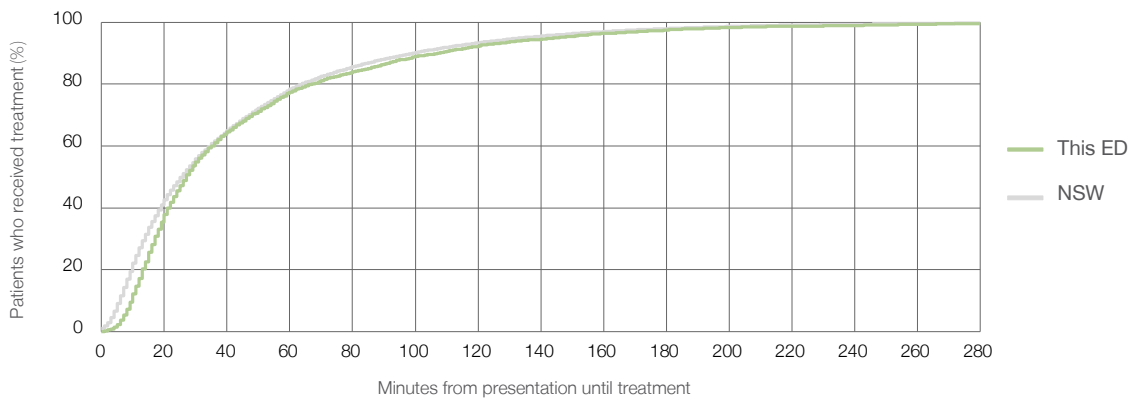
Number of triage 4 patients used to calculate waiting time:³ 3,935

Median time to start treatment⁴ 27 minutes

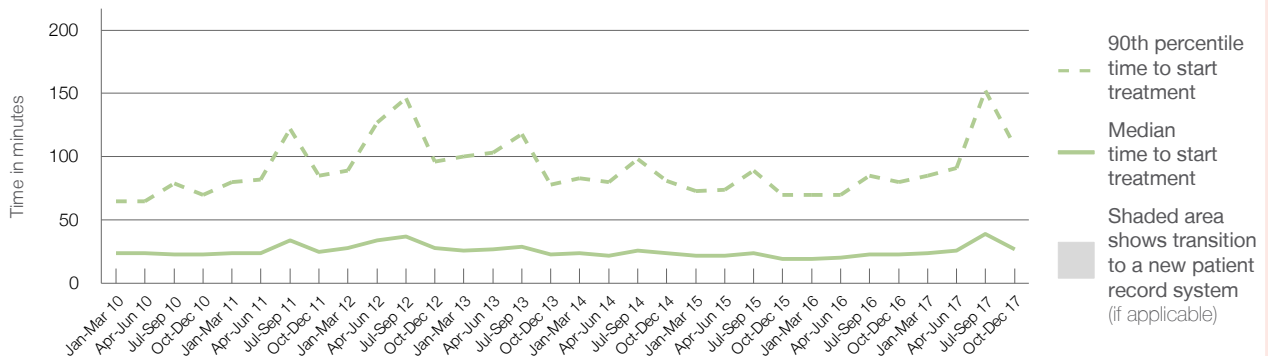
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
4,351	4,185
23 minutes	26 minutes
80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	23	25	28	23	24	19	23	27
90th percentile time to start treatment ⁵ (minutes)	70	85	96	78	81	70	80	108

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 548

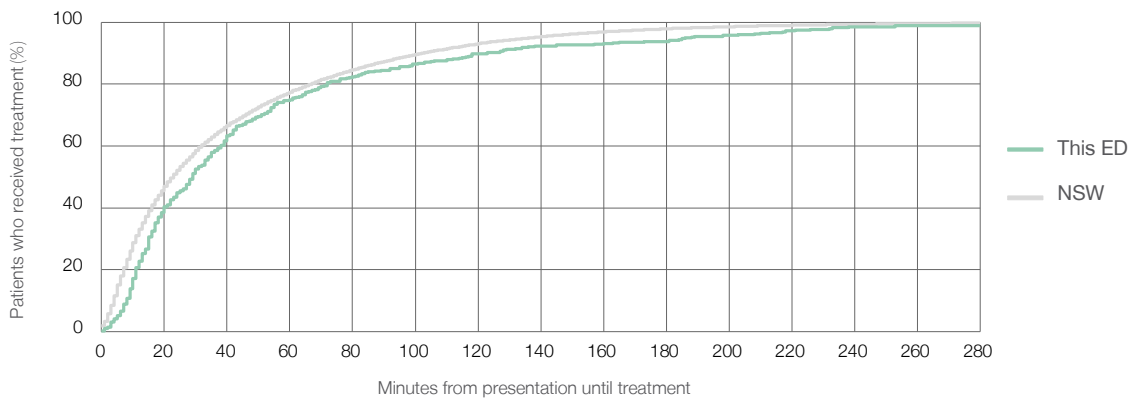
Number of triage 5 patients used to calculate waiting time:³ 419

Median time to start treatment⁴ 29 minutes

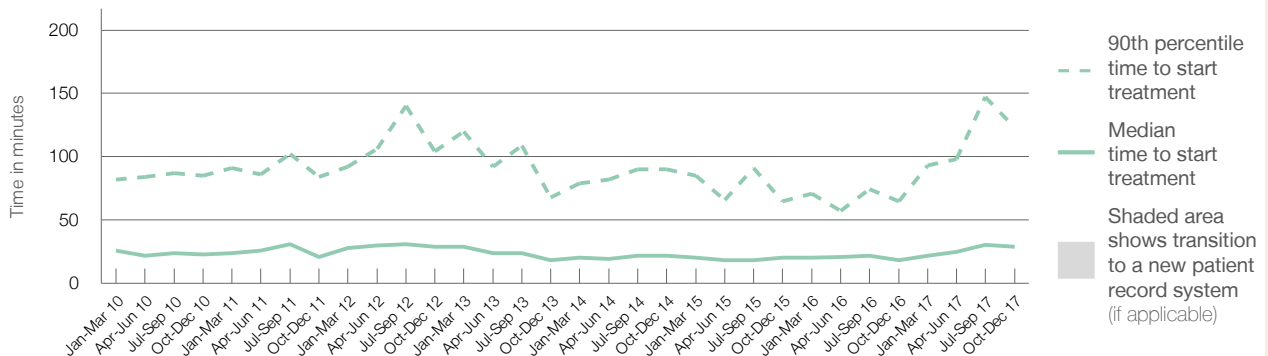
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
653	
544	
18 minutes	23 minutes
65 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	23	21	29	18	22	20	18	29
90th percentile time to start treatment ⁵ (minutes)	85	84	104	68	90	65	65	123

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 13,745 patients

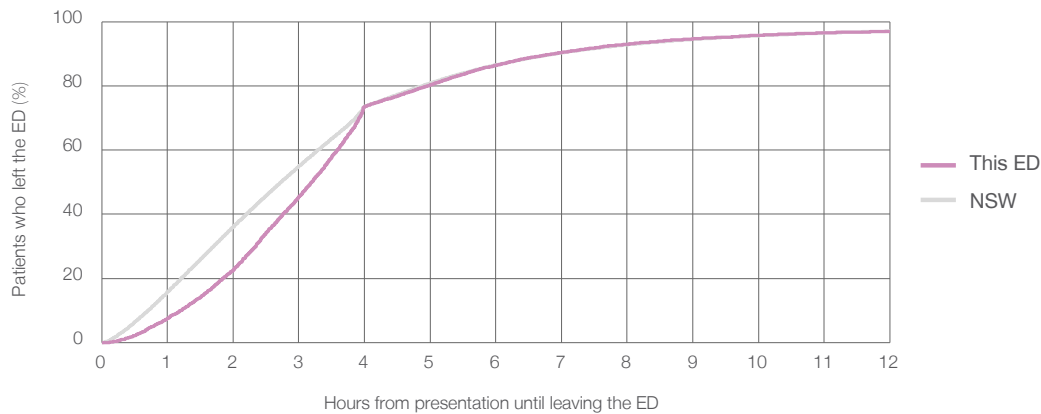
Presentations used to calculate time to leaving the ED:⁶ 13,745 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

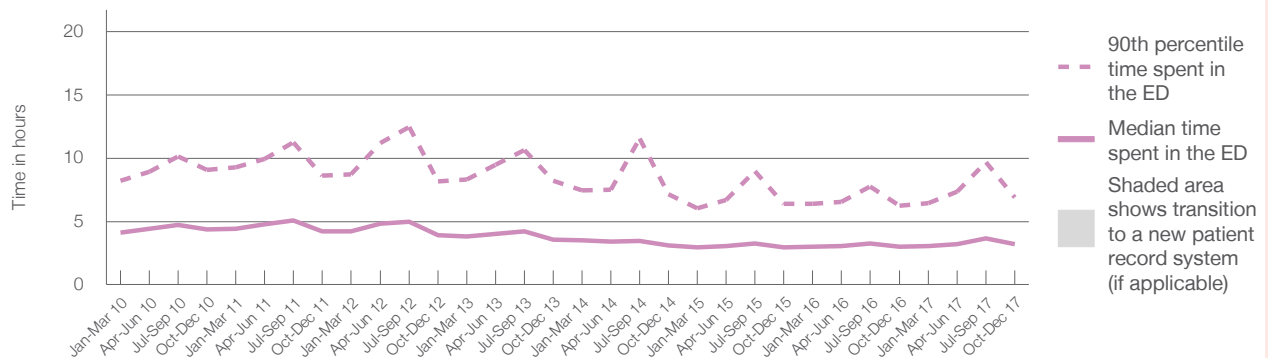
90th percentile time spent in the ED⁹ 6 hours and 53 minutes

Same period last year	NSW (this period)
13,519	13,519
3 hours and 0 minutes	2 hours and 44 minutes
6 hours and 14 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 23m	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m	3h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 5m	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m	6h 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.

Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

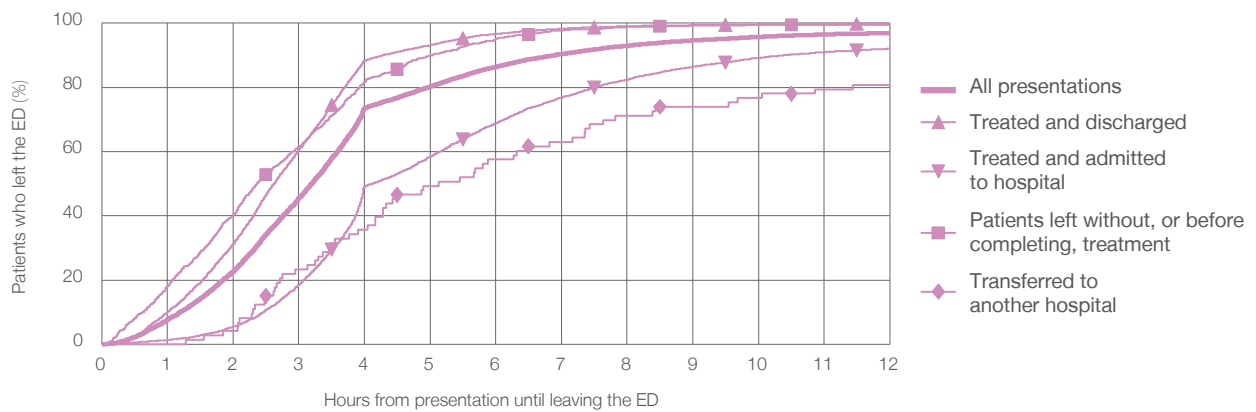
All presentations:¹ 13,745 patients

Presentations used to calculate time to leaving the ED:⁶ 13,745 patients

Treated and discharged	7,537 (54.8%)
Treated and admitted to hospital	4,897 (35.6%)
Patient left without, or before completing, treatment	1,222 (8.9%)
Transferred to another hospital	73 (0.5%)
Other	16 (0.1%)

Same period last year	Change since one year ago
13,519	1.7%
6,900	9.2%
5,515	-11.2%
975	25.3%
100	-27.0%
29	-44.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	10.1%	31.2%	60.6%	88.3%	96.7%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.3%	5.5%	18.6%	49.2%	68.8%	82.4%	89.2%	92.1%
Patient left without, or before completing, treatment	18.2%	40.2%	61.7%	81.8%	95.1%	98.9%	99.5%	99.6%
Transferred to another hospital	0%	4.1%	23.3%	35.6%	57.5%	71.2%	76.7%	80.8%
All presentations	7.7%	22.7%	45.6%	73.5%	86.4%	93.0%	95.7%	97.0%

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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.

Bankstown / Lidcombe Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 13,745 patients

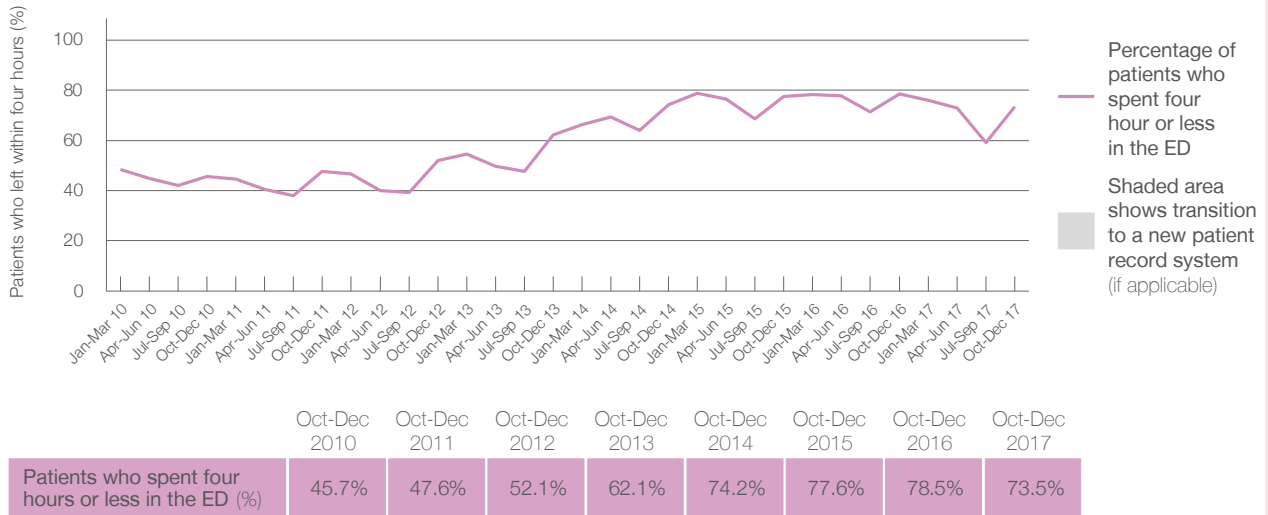
Presentations used to calculate time to leaving the ED: ⁶ 13,745 patients

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	13,519	1.7%
Presentations used to calculate time to leaving the ED	13,519	1.7%
Percentage of patients who spent four hours or less in the ED	78.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Bowral and District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,066 patients
 Emergency presentations:² 4,950 patients

Same period last year	Change since one year ago
5,133	-1.3%
4,970	-0.4%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 375 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,628 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,280 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 653 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
312	
9 minutes	8 minutes
24 minutes	23 minutes
1,522	
18 minutes	20 minutes
61 minutes	65 minutes
2,348	
19 minutes	26 minutes
102 minutes	99 minutes
770	
15 minutes	23 minutes
91 minutes	103 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,066 patients

Percentage of patients who spent four hours or less in the ED 78.9%

Same period last year	Change since one year ago
5,133	-1.3%
85.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

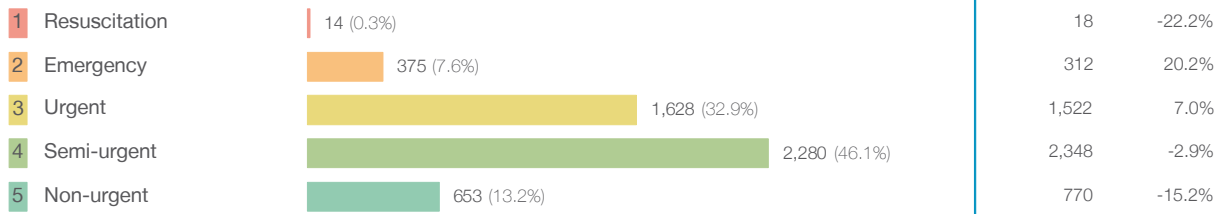
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Bowral and District Hospital: Patients presenting to the emergency department

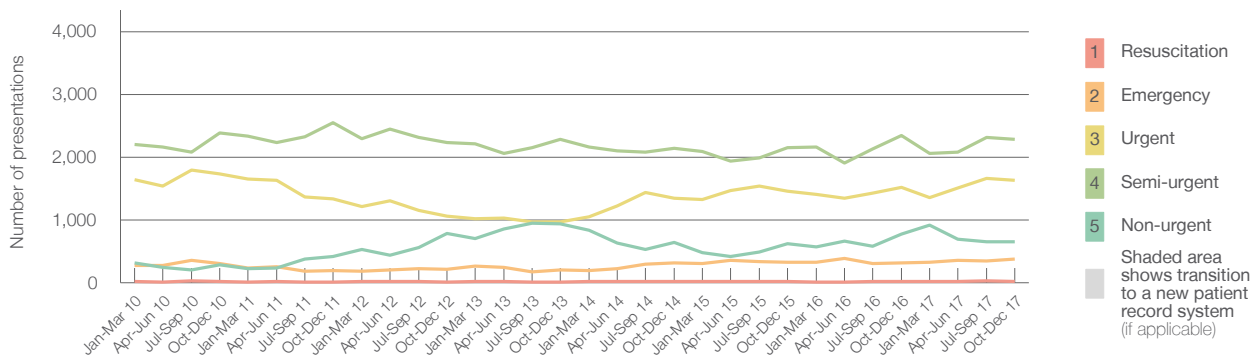
October to December 2017

All presentations:¹ 5,066 patients

Emergency presentations² by triage category: 4,950 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	15	10	11	12	14	19	18	14
Emergency	305	197	214	202	319	324	312	375
Urgent	1,733	1,331	1,062	969	1,346	1,462	1,522	1,628
Semi-urgent	2,389	2,544	2,233	2,283	2,142	2,150	2,348	2,280
Non-urgent	289	412	787	939	642	623	770	653
All emergency presentations	4,731	4,494	4,307	4,405	4,463	4,578	4,970	4,950

Bowral and District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,051 patients

ED Transfer of care time



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Bowral and District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 375

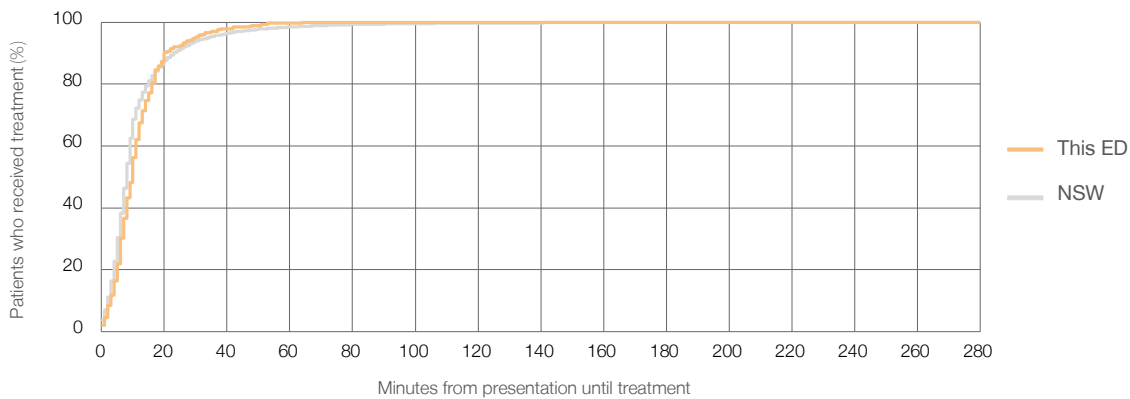
Number of triage 2 patients used to calculate waiting time:³ 375

Median time to start treatment⁴ 10 minutes

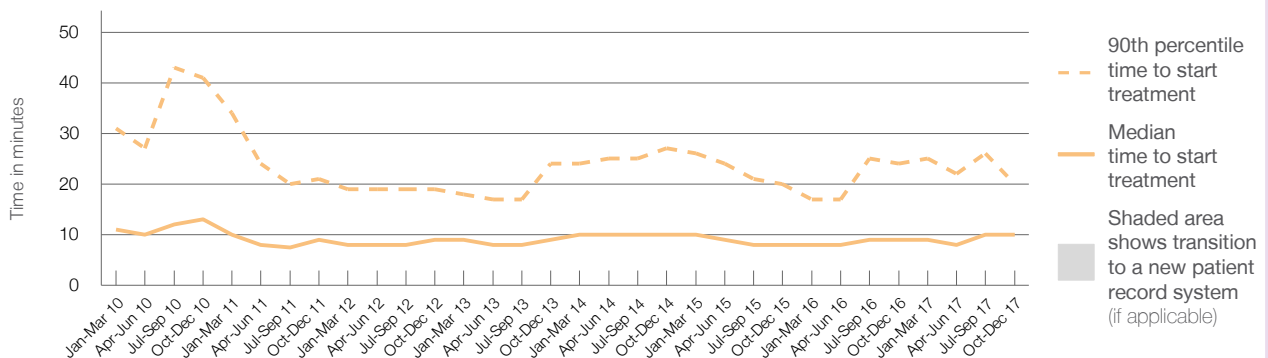
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
312	312
9 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	13	9	9	9	10	8	9	10
90th percentile time to start treatment ⁵ (minutes)	41	21	19	24	27	20	24	20

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

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Bowral and District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,628

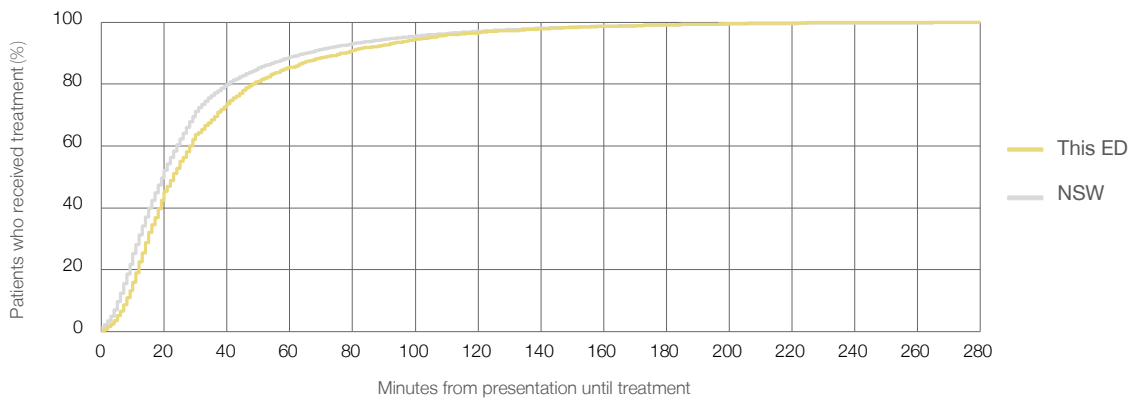
Number of triage 3 patients used to calculate waiting time:³ 1,604

Median time to start treatment⁴ 23 minutes

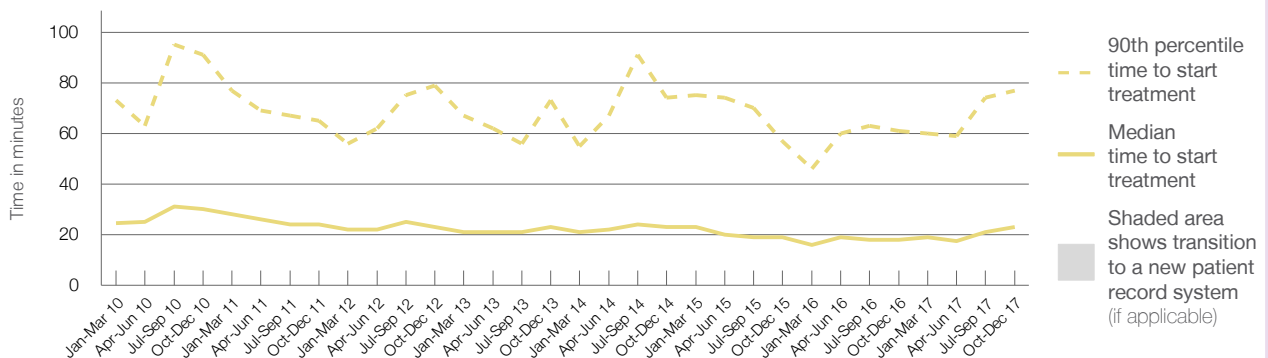
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,522	1,507
18 minutes	20 minutes
61 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	24	23	23	23	19	18	23
90th percentile time to start treatment ⁵ (minutes)	91	65	79	73	74	57	61	77

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

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Bowral and District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,280

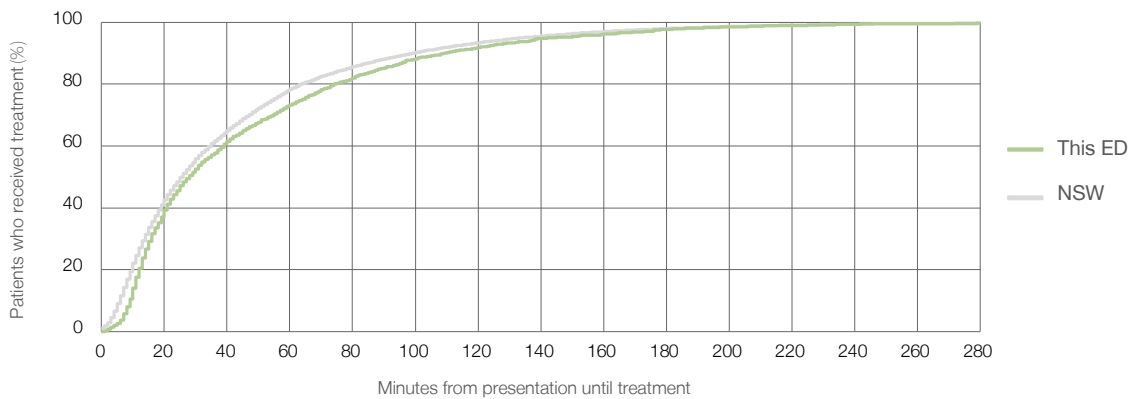
Number of triage 4 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 28 minutes

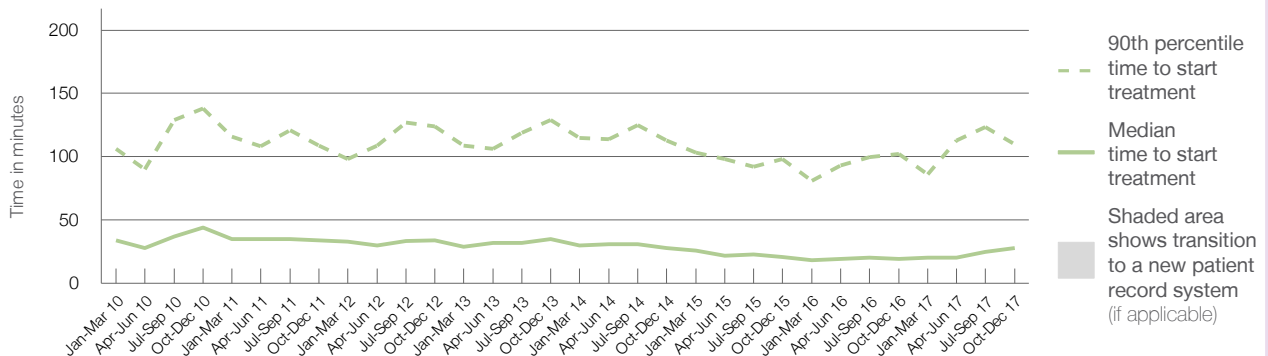
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,348	2,276
19 minutes	26 minutes
102 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	44	34	34	35	28	21	19	28
90th percentile time to start treatment ⁵ (minutes)	138	109	124	129	113	98	102	110

(†) 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.

Bowral and District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 653

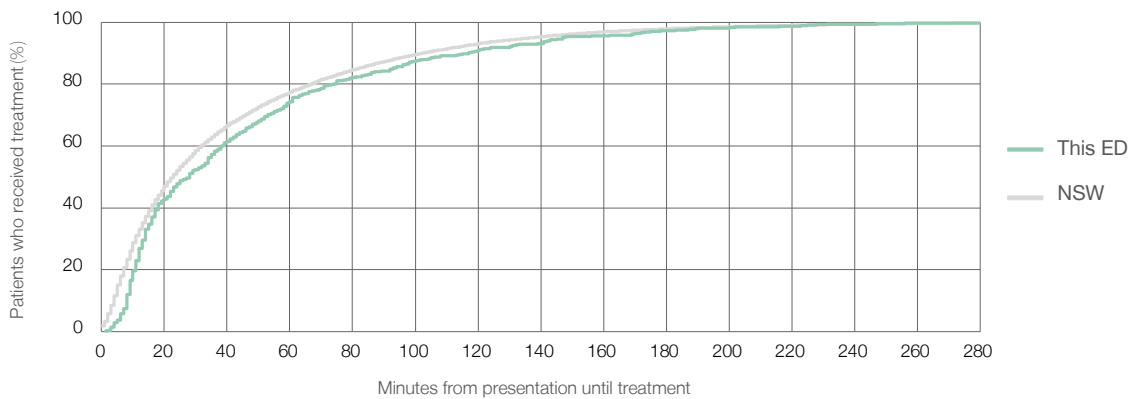
Number of triage 5 patients used to calculate waiting time:³ 558

Median time to start treatment⁴ 28 minutes

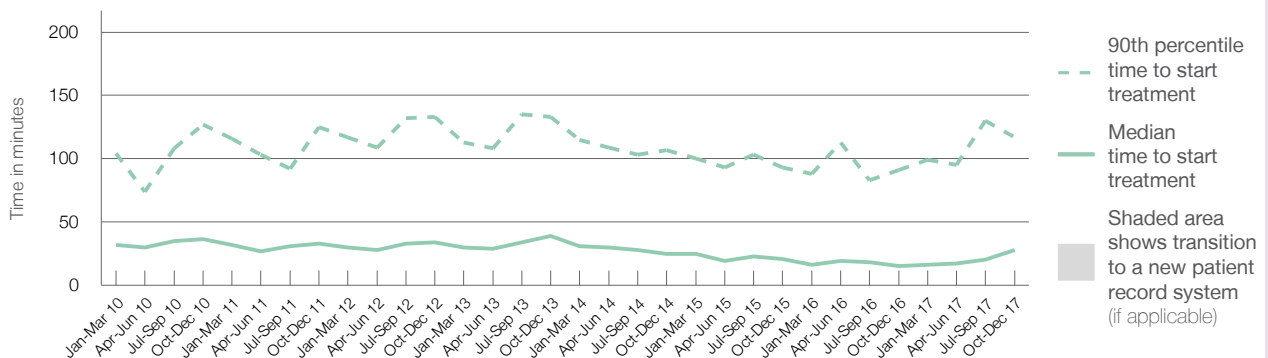
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
770	702
15 minutes	23 minutes
91 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	33	34	39	25	21	15	28
90th percentile time to start treatment ⁵ (minutes)	127	125	133	133	107	93	91	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.

Bowral and District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,066 patients

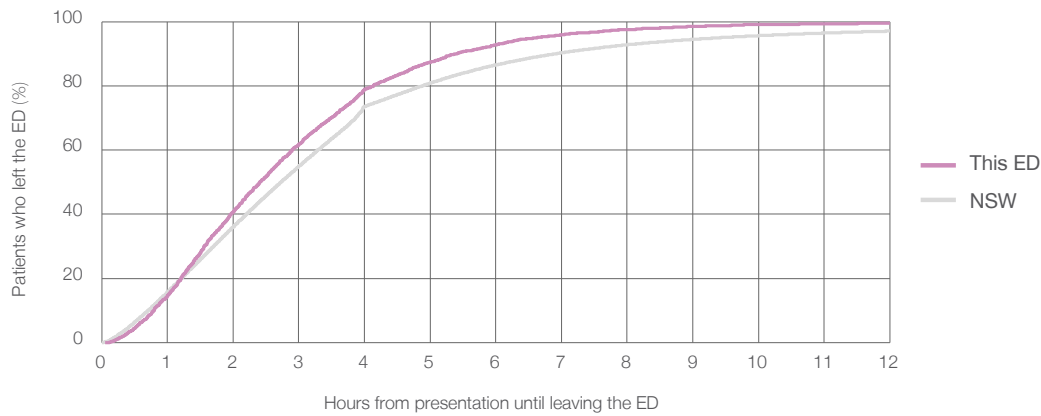
Presentations used to calculate time to leaving the ED:⁶ 5,066 patients

Median time spent in the ED⁸ 2 hours and 25 minutes

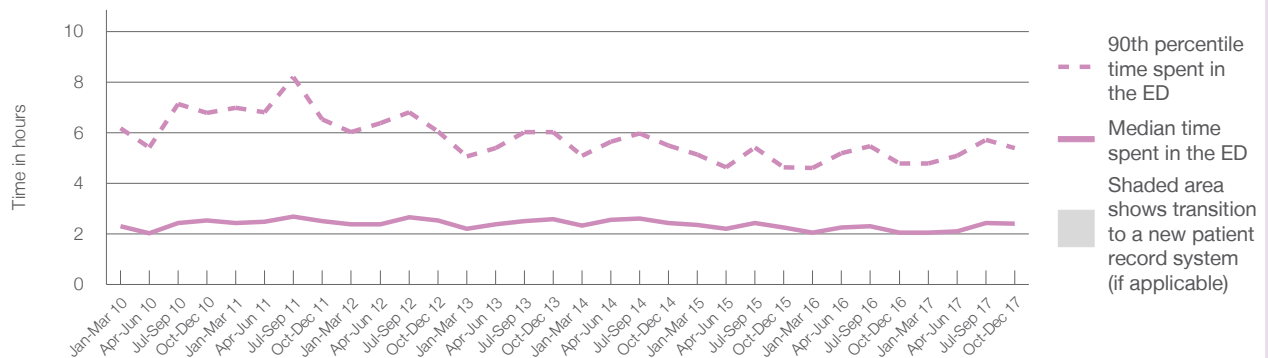
90th percentile time spent in the ED⁹ 5 hours and 24 minutes

Same period last year	NSW (this period)
5,133	5,133
2 hours and 3 minutes	2 hours and 44 minutes
4 hours and 47 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m	2h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 48m	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m	5h 24m

(†) 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.

Bowral and District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

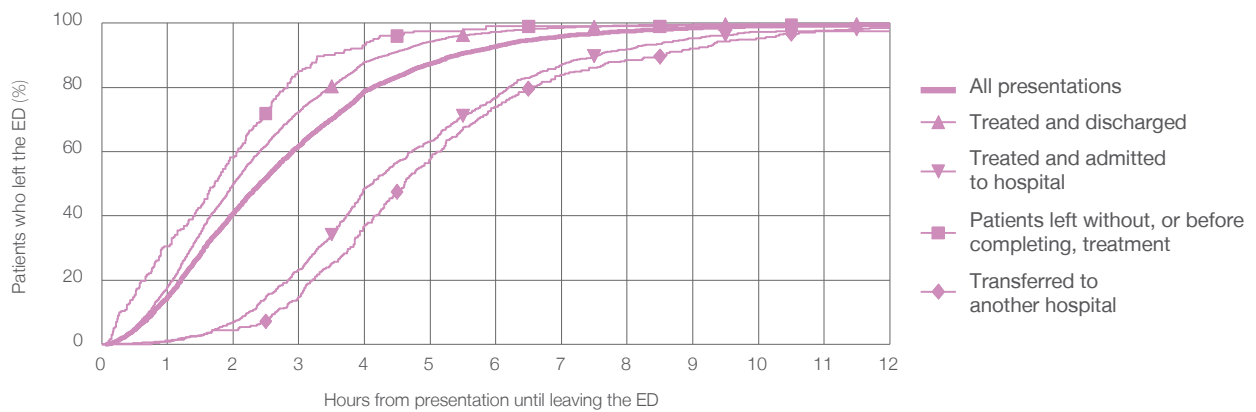
All presentations:¹ 5,066 patients

Presentations used to calculate time to leaving the ED:⁶ 5,066 patients

Treated and discharged	3,730 (73.6%)
Treated and admitted to hospital	825 (16.3%)
Patient left without, or before completing, treatment	203 (4.0%)
Transferred to another hospital	280 (5.5%)
Other	28 (0.6%)

	Same period last year	Change since one year ago
	5,133	-1.3%
	3,990	-6.5%
	795	3.8%
	113	79.6%
	213	31.5%
	22	27.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	17.9%	50.1%	72.5%	87.9%	97.3%	99.3%	99.7%	99.8%
Treated and admitted to hospital	0.7%	6.9%	23.3%	48.6%	76.8%	91.9%	97.2%	98.7%
Patient left without, or before completing, treatment	30.5%	58.1%	85.2%	93.1%	99.0%	99.0%	99.5%	99.5%
Transferred to another hospital	1.1%	4.3%	14.6%	37.1%	73.9%	88.6%	95.4%	97.5%
All presentations	14.8%	40.9%	61.8%	78.9%	92.8%	97.5%	99.1%	99.5%

(†) 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.

Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,066 patients

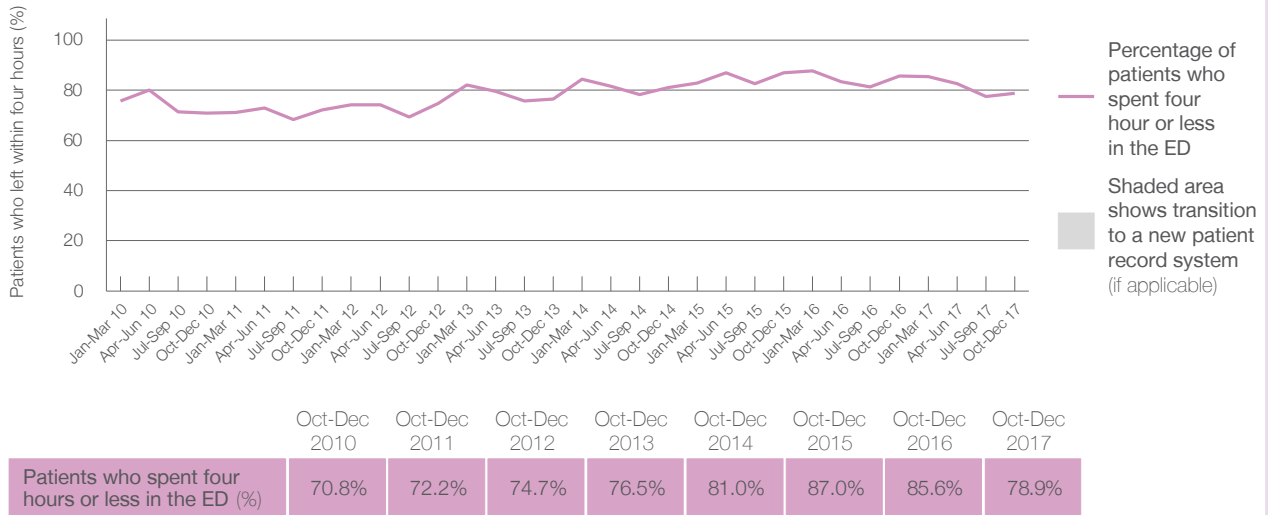
Presentations used to calculate time to leaving the ED: ⁶ 5,066 patients

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	5,133	-1.3%
Presentations used to calculate time to leaving the ED	5,133	-1.3%
Percentage of patients who spent four hours or less in the ED	85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Campbelltown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,904 patients

Emergency presentations:² 17,739 patients

Same period last year	Change since one year ago
16,810	6.5%
16,661	6.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,861 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,370 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,386 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 115 minutes

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

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,798	
7 minutes	8 minutes
19 minutes	23 minutes
6,863	
16 minutes	20 minutes
66 minutes	65 minutes
6,130	
24 minutes	26 minutes
110 minutes	99 minutes
1,777	
30 minutes	23 minutes
119 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
60.2%	

* 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, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

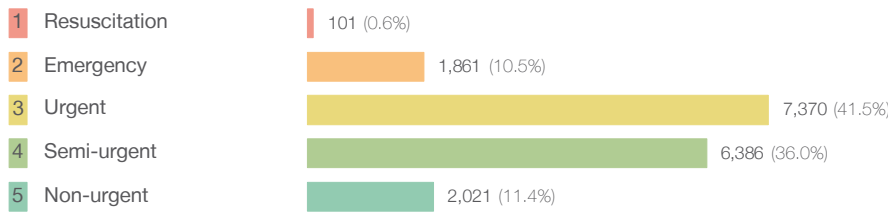
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Campbelltown Hospital: Patients presenting to the emergency department October to December 2017

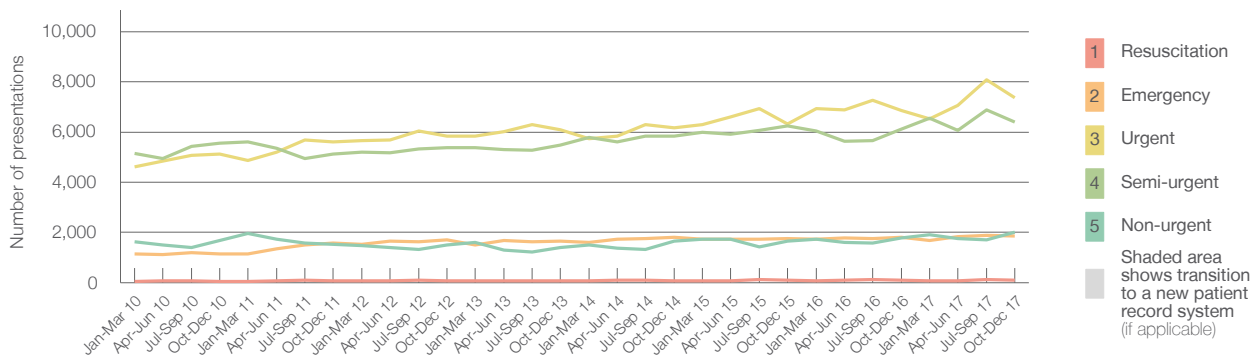
All presentations:¹ 17,904 patients

Emergency presentations² by triage category: 17,739 patients



	Same period last year	Change since one year ago
All presentations	16,810	6.5%
Emergency presentations	16,661	6.5%
1 Resuscitation	93	8.6%
2 Emergency	1,798	3.5%
3 Urgent	6,863	7.4%
4 Semi-urgent	6,130	4.2%
5 Non-urgent	1,777	13.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	59	78	76	73	76	108	93	101
Emergency	1,145	1,565	1,703	1,662	1,806	1,761	1,798	1,861
Urgent	5,117	5,595	5,837	6,102	6,175	6,326	6,863	7,370
Semi-urgent	5,568	5,135	5,385	5,478	5,839	6,243	6,130	6,386
Non-urgent	1,670	1,529	1,509	1,396	1,656	1,665	1,777	2,021
All emergency presentations	13,559	13,902	14,510	14,711	15,552	16,103	16,661	17,739

Campbelltown Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,092 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,041	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	26 minutes	-3 minutes

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,861

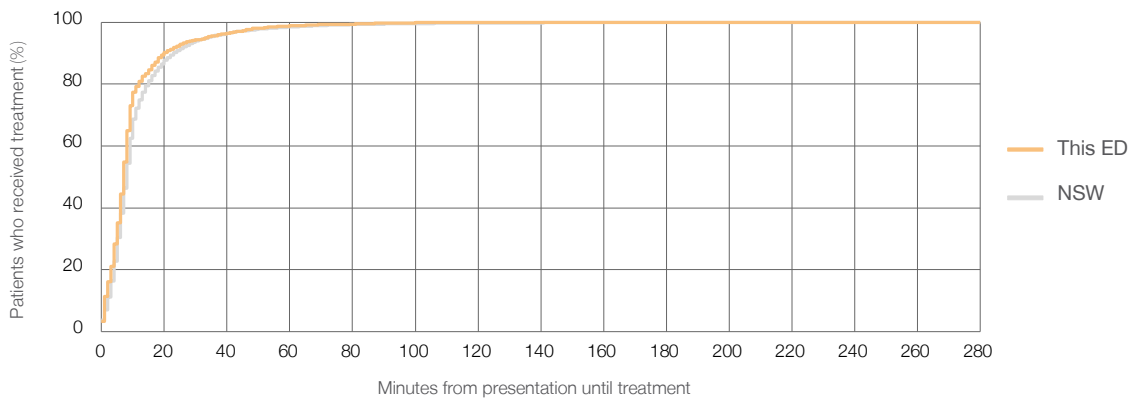
Number of triage 2 patients used to calculate waiting time:³ 1,858

Median time to start treatment⁴ 7 minutes

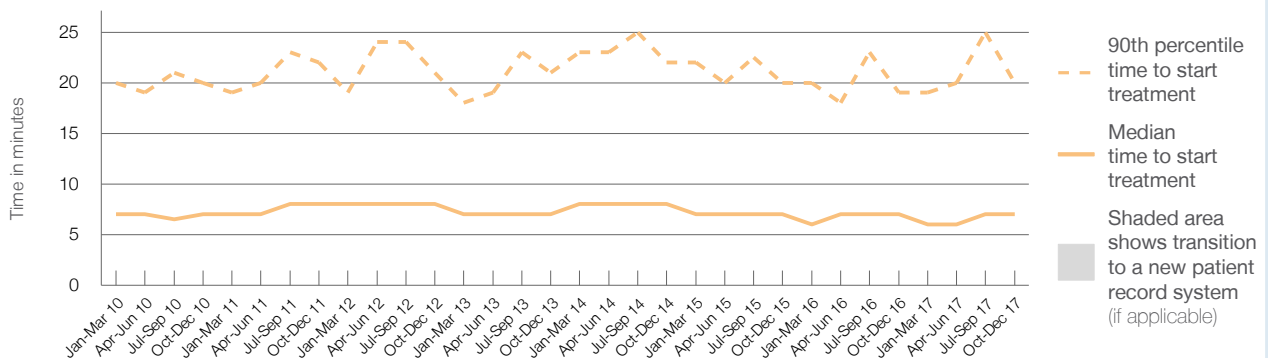
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,798	1,793
7 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	8	7	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	20	22	21	21	22	20	19	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.

Campbelltown Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 7,370

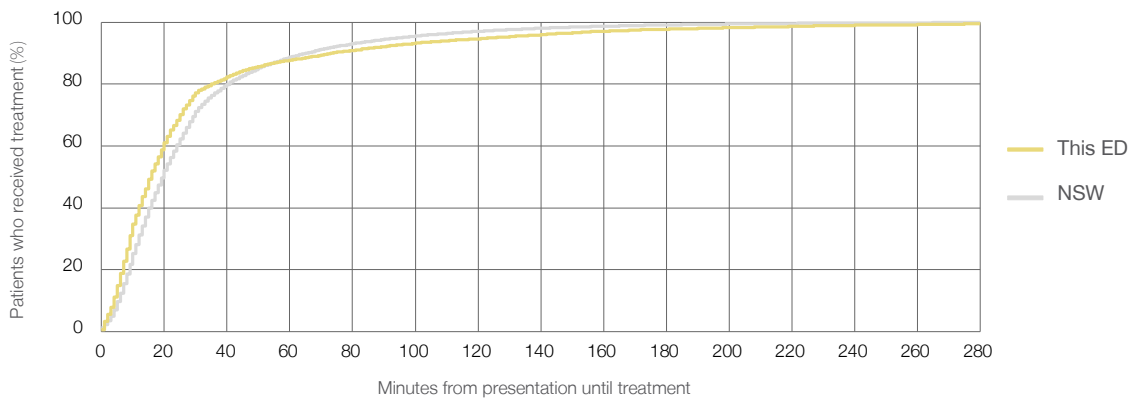
Number of triage 3 patients used to calculate waiting time:³ 7,199

Median time to start treatment⁴ 16 minutes

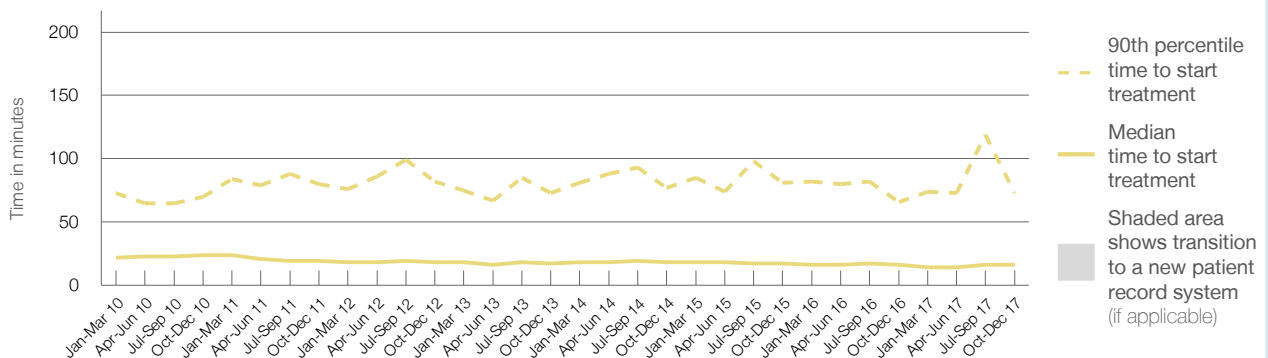
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
6,863	6,736
16 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	19	18	17	18	17	16	16
90th percentile time to start treatment ⁵ (minutes)	70	80	82	73	77	81	66	73

(†) 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.

Campbelltown Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,386

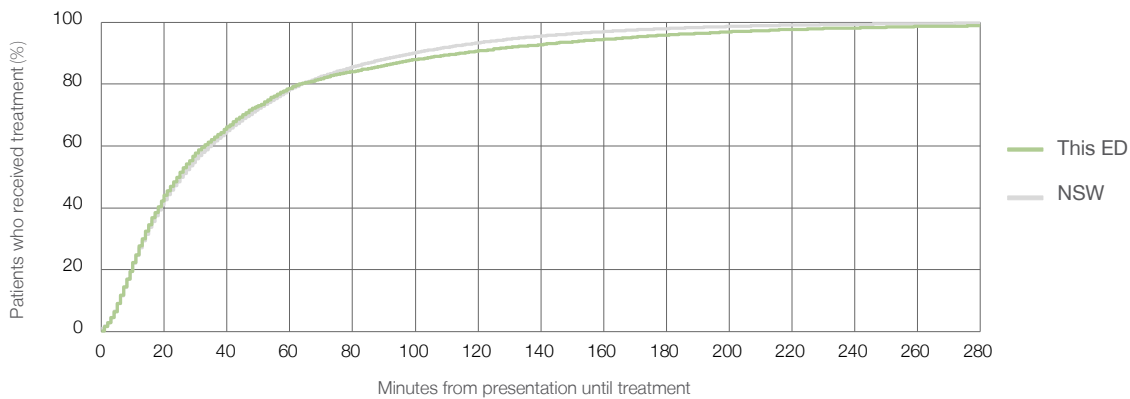
Number of triage 4 patients used to calculate waiting time:³ 5,972

Median time to start treatment⁴ 25 minutes

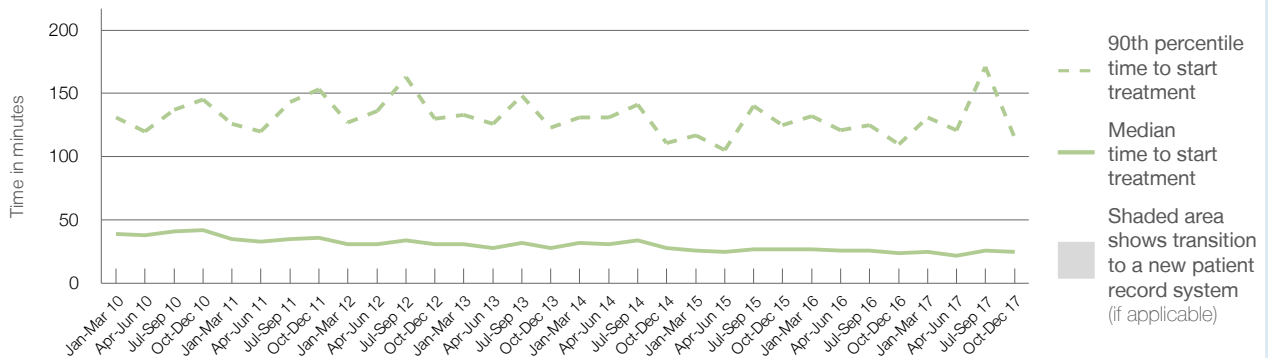
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
6,130	
5,774	
24 minutes	26 minutes
110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	42	36	31	28	28	27	24	25
90th percentile time to start treatment ⁵ (minutes)	145	153	130	123	111	125	110	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.

Campbelltown Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 2,021

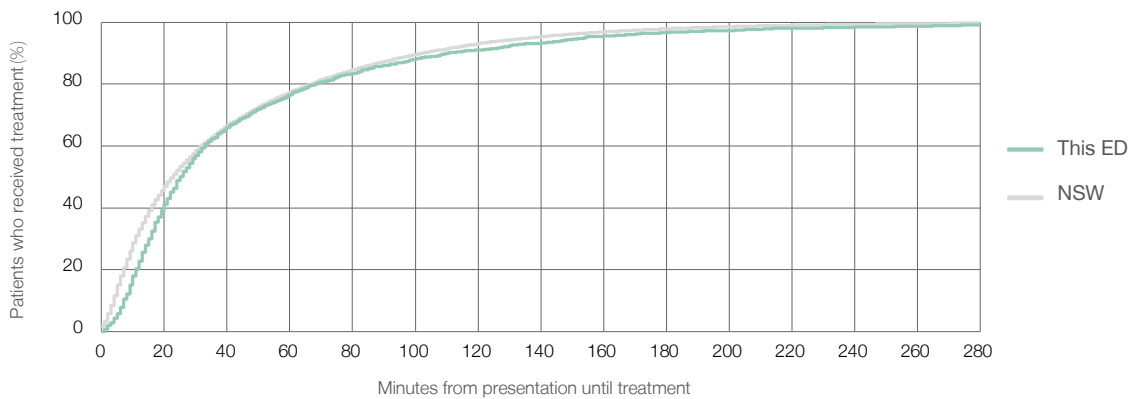
Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴ 25 minutes

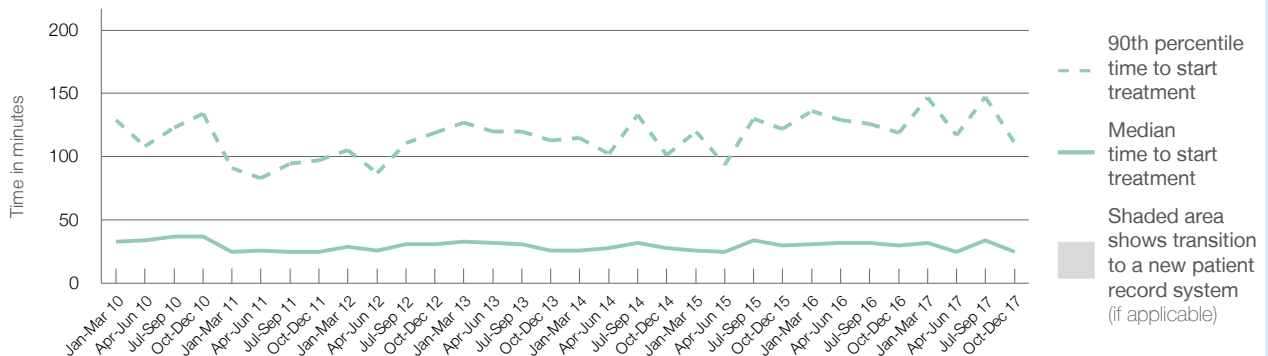
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,777	1,569
30 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	25	31	26	28	30	30	25
90th percentile time to start treatment ⁵ (minutes)	134	97	119	113	101	122	119	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.

Campbelltown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,904 patients

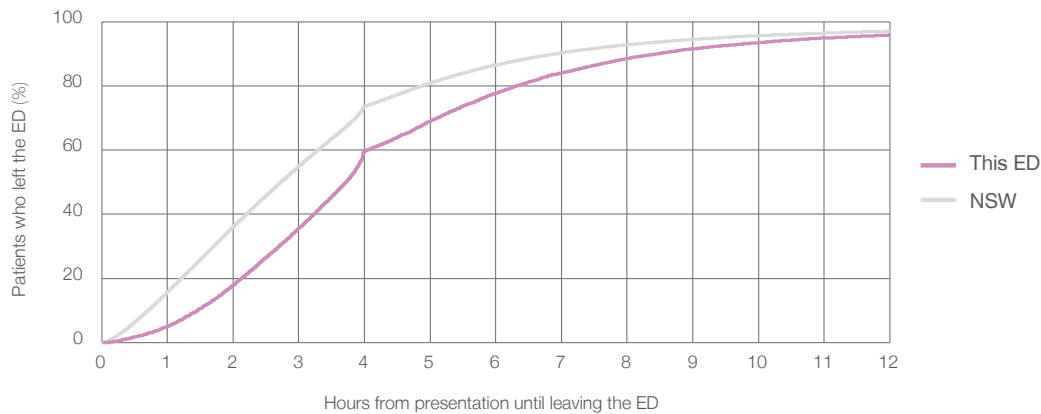
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

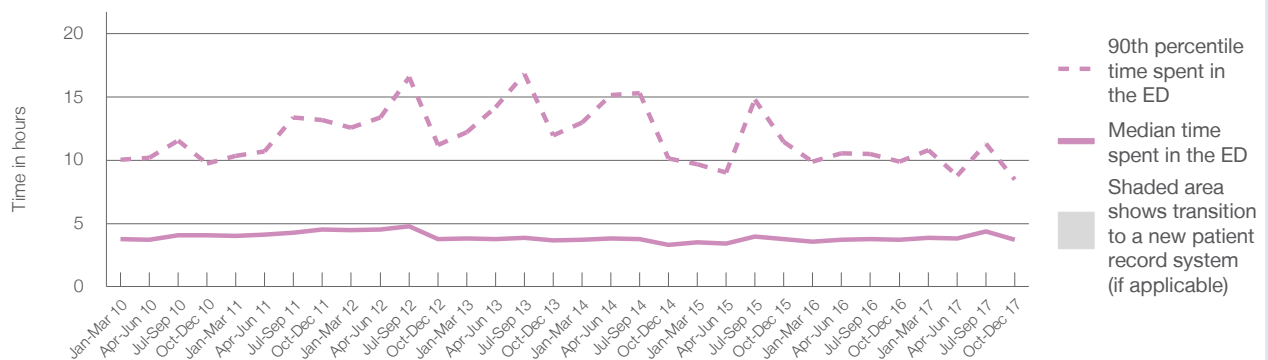
90th percentile time spent in the ED⁹ 8 hours and 28 minutes

Same period last year	NSW (this period)
16,810	16,810
3 hours and 43 minutes	2 hours and 44 minutes
9 hours and 52 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 52m	8h 28m

(†) 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.

Campbelltown Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

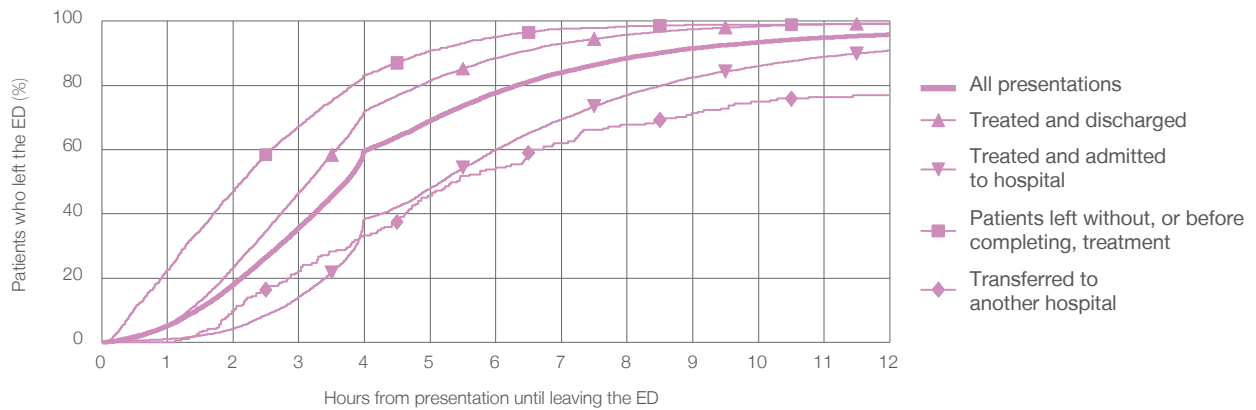
All presentations:¹ 17,904 patients

Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Treated and discharged	9,267 (51.8%)
Treated and admitted to hospital	6,875 (38.4%)
Patient left without, or before completing, treatment	1,548 (8.6%)
Transferred to another hospital	195 (1.1%)
Other	19 (0.1%)

Same period last year	Change since one year ago
16,810	6.5%
8,263	12.2%
6,941	-1.0%
1,367	13.2%
226	-13.7%
13	46.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	5.2%	23.3%	46.7%	71.9%	88.5%	95.8%	98.5%	99.4%
Treated and admitted to hospital	1.0%	4.2%	14.2%	38.5%	60.0%	77.0%	86.0%	91.0%
Patient left without, or before completing, treatment	22.5%	47.0%	67.4%	83.1%	95.0%	98.4%	99.0%	99.0%
Transferred to another hospital	0%	9.7%	22.1%	33.3%	54.4%	67.7%	74.9%	76.9%
All presentations	5.1%	17.9%	35.7%	59.6%	77.7%	88.5%	93.5%	95.9%

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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.

Campbelltown Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

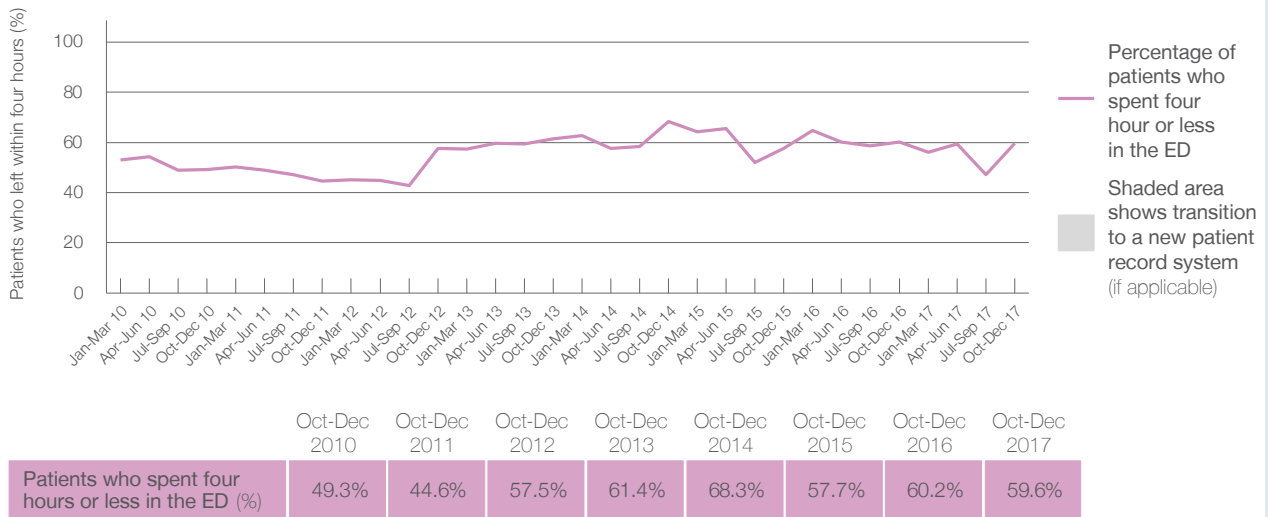
All presentations at the emergency department: ¹ 17,904 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
16,810	6.5%
60.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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*.

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Fairfield Hospital: Emergency department (ED) overview

October to December 2017



All presentations:¹ 8,871 patients
 Emergency presentations:² 8,854 patients

Same period last year	Change since one year ago
8,934	-0.7%
8,905	-0.6%


Fairfield Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 813 patients

Median time to start treatment⁴  10 minutes
 90th percentile time to start treatment⁵  30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,234 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,028 patients

Median time to start treatment⁴  25 minutes
 90th percentile time to start treatment⁵  148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 752 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  142 minutes

Same period last year	NSW (this period)
759	
10 minutes	8 minutes
24 minutes	23 minutes
3,193	
20 minutes	20 minutes
69 minutes	65 minutes
4,232	
23 minutes	26 minutes
116 minutes	99 minutes
704	
21 minutes	23 minutes
119 minutes	103 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,871 patients

Percentage of patients who spent four hours or less in the ED  70.9%

Same period last year	Change since one year ago
8,934	-0.7%
79.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

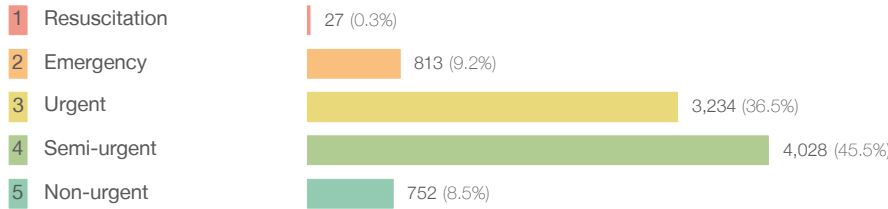
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Fairfield Hospital: Patients presenting to the emergency department October to December 2017

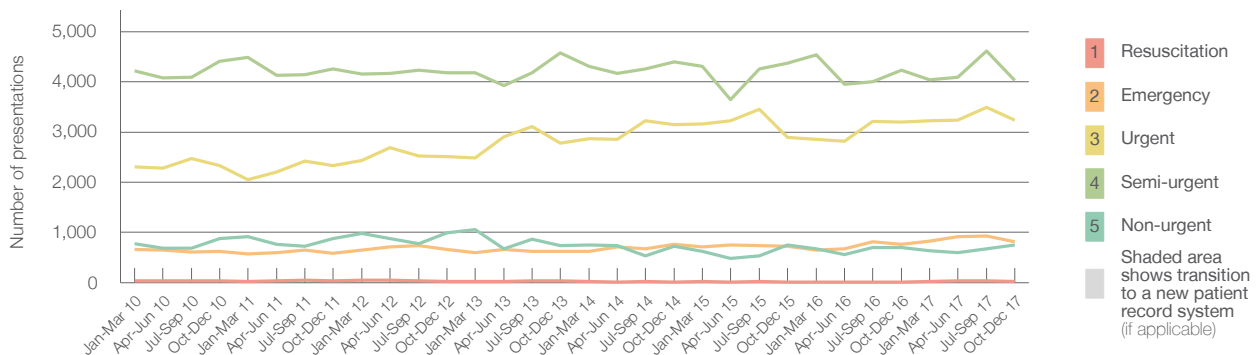
All presentations:¹ 8,871 patients

Emergency presentations² by triage category: 8,854 patients



Same period last year	Change since one year ago
8,934	-0.7%
8,905	-0.6%
17	58.8%
759	7.1%
3,193	1.3%
4,232	-4.8%
704	6.8%

Emergency presentations² by quarter, January 2010 to December 2017 †

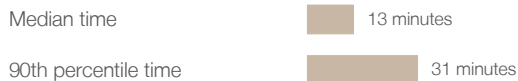


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	42	39	25	36	17	15	17	27
Emergency	622	591	658	627	764	727	759	813
Urgent	2,333	2,332	2,504	2,782	3,147	2,893	3,193	3,234
Semi-urgent	4,410	4,257	4,175	4,581	4,403	4,374	4,232	4,028
Non-urgent	878	876	997	741	723	756	704	752
All emergency presentations	8,285	8,095	8,359	8,767	9,054	8,765	8,905	8,854

Fairfield Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,574 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,297	
12 minutes	1 minute
28 minutes	3 minutes

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 813

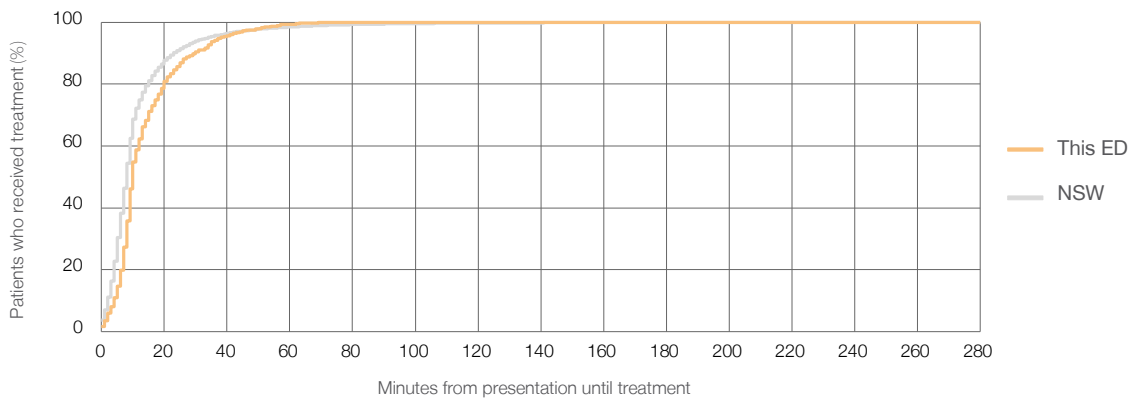
Number of triage 2 patients used to calculate waiting time:³ 811

Median time to start treatment⁴ 10 minutes

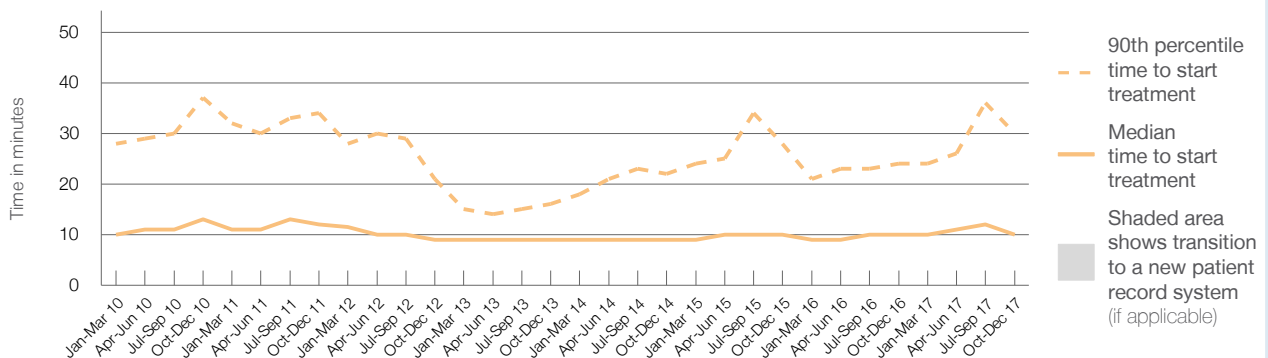
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
759	753
10 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	13	12	9	9	9	10	10	10
90th percentile time to start treatment ⁵ (minutes)	37	34	21	16	22	28	24	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.

Fairfield Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 3,234

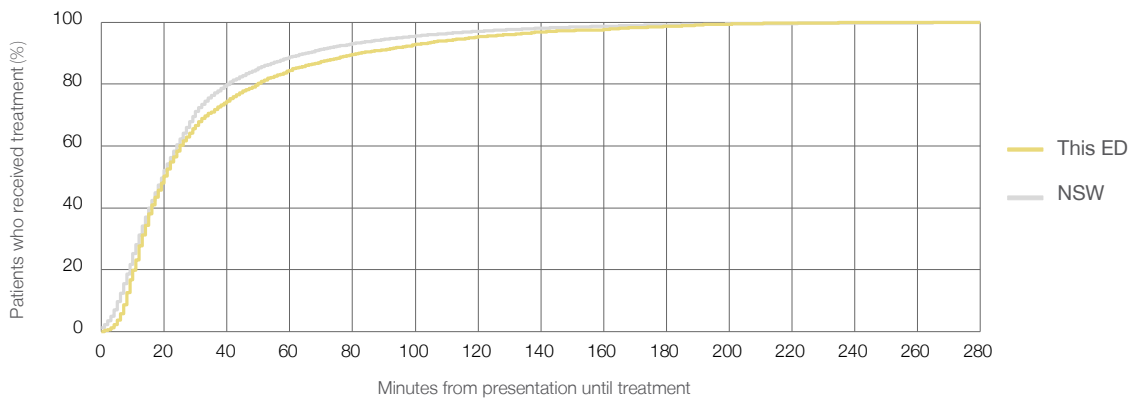
Number of triage 3 patients used to calculate waiting time:³ 3,119

Median time to start treatment⁴ 20 minutes

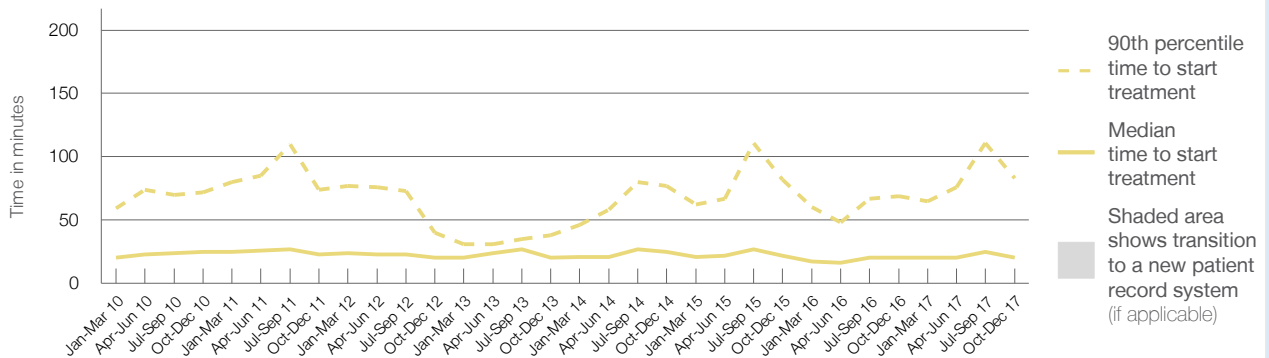
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
3,193	3,121
20 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	23	20	20	25	22	20	20
90th percentile time to start treatment ⁵ (minutes)	72	74	40	38	77	82	69	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.

Fairfield Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,028

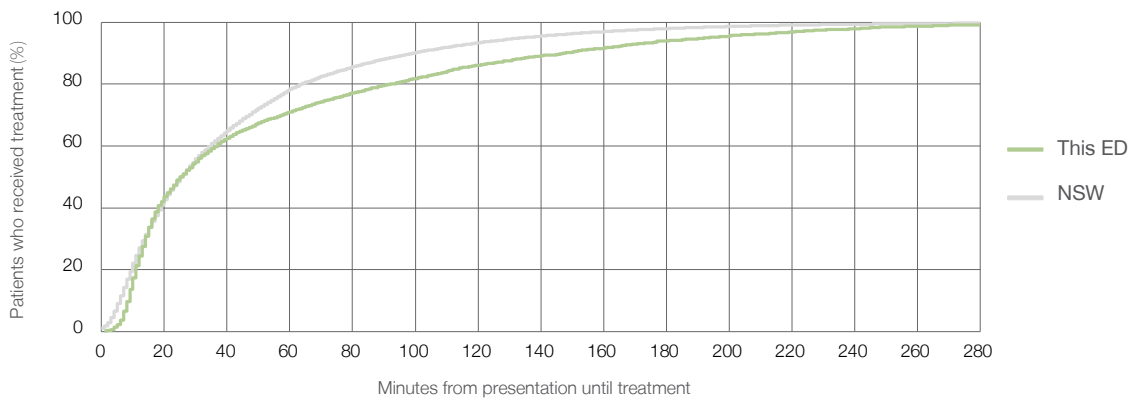
Number of triage 4 patients used to calculate waiting time:³ 3,482

Median time to start treatment⁴ 25 minutes

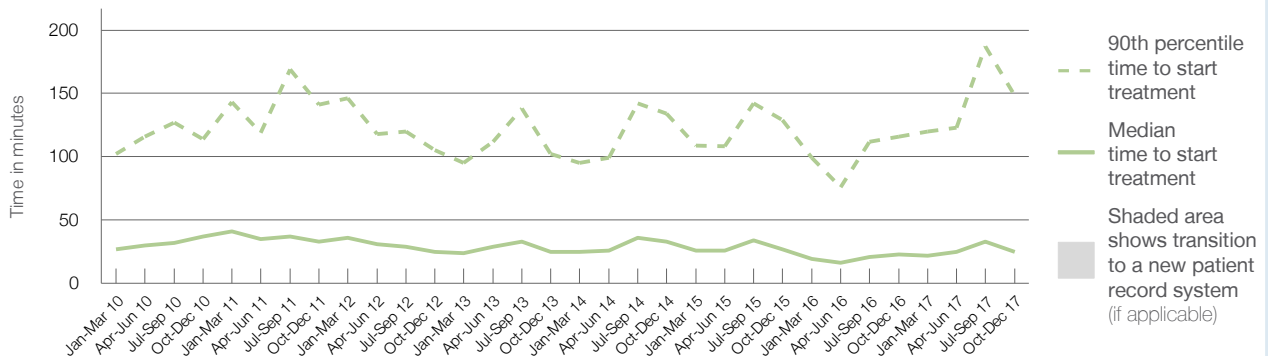
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
4,232	3,816
23 minutes	26 minutes
116 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	33	25	25	33	27	23	25
90th percentile time to start treatment ⁵ (minutes)	114	141	105	102	134	129	116	148

(†) 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.

Fairfield Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 752

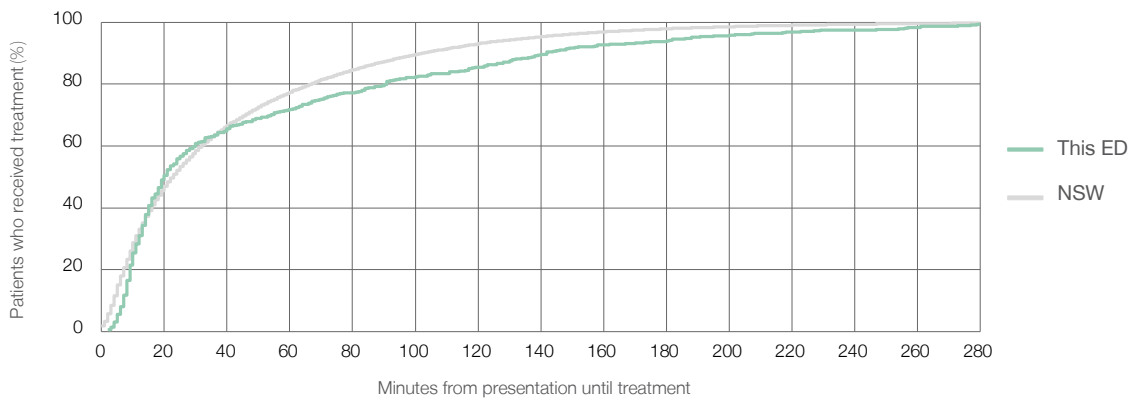
Number of triage 5 patients used to calculate waiting time:³ 532

Median time to start treatment⁴ 20 minutes

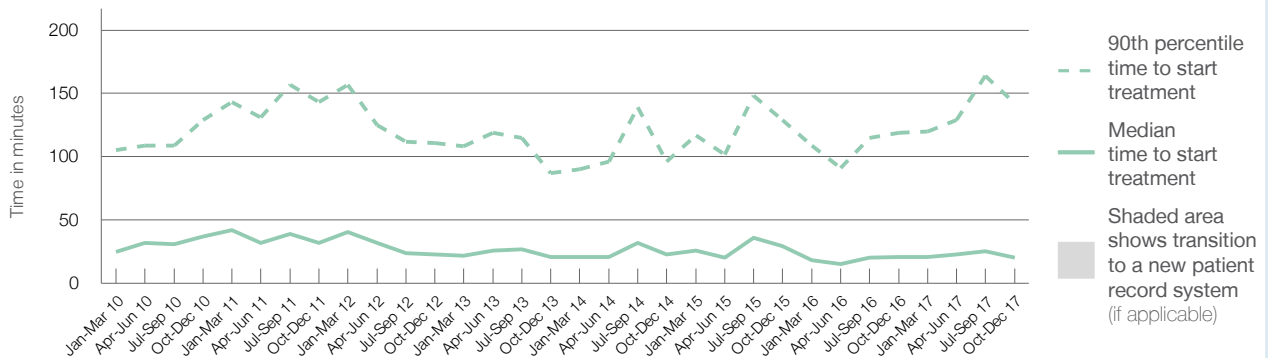
90th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
704	518
21 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	32	23	21	23	30	21	20
90th percentile time to start treatment ⁵ (minutes)	129	143	111	87	96	129	119	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.

Fairfield Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,871 patients

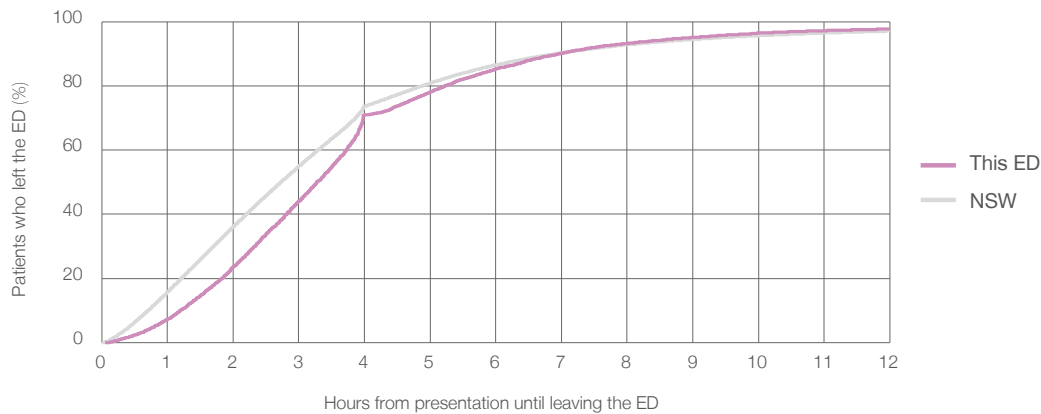
Presentations used to calculate time to leaving the ED:⁶ 8,871 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

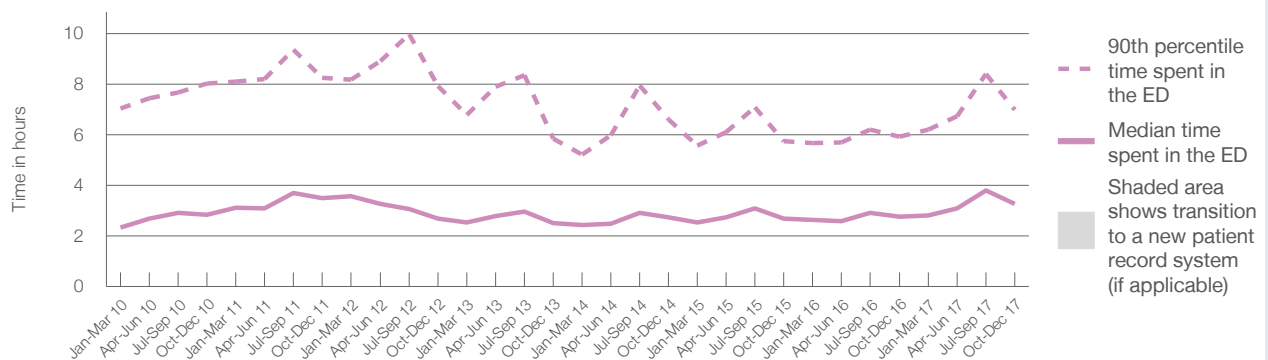
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
8,934	8,934
2 hours and 46 minutes	2 hours and 44 minutes
5 hours and 56 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 50m	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m	3h 17m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 2m	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m	6h 59m

(†) 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.

Fairfield Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

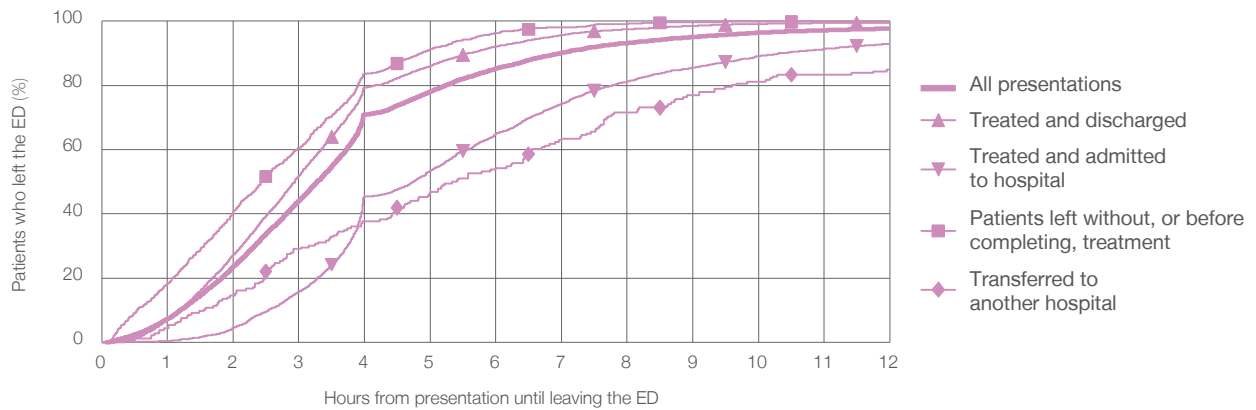
All presentations:¹ 8,871 patients

Presentations used to calculate time to leaving the ED:⁶ 8,871 patients

Treated and discharged	5,241 (59.1%)
Treated and admitted to hospital	2,157 (24.3%)
Patient left without, or before completing, treatment	1,211 (13.7%)
Transferred to another hospital	186 (2.1%)
Other	76 (0.9%)

Same period last year	Change since one year ago
8,934	-0.7%
5,538	-5.4%
2,275	-5.2%
876	38.2%
181	2.8%
64	18.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	7.1%	27.2%	51.9%	79.4%	92.1%	97.5%	99.2%	99.6%
Treated and admitted to hospital	0.4%	4.6%	15.7%	45.4%	65.0%	81.1%	89.2%	93.0%
Patient left without, or before completing, treatment	18.4%	40.8%	60.7%	83.6%	96.3%	99.2%	99.8%	99.9%
Transferred to another hospital	4.3%	14.5%	29.0%	37.6%	54.3%	71.5%	81.2%	84.9%
All presentations	7.4%	23.7%	44.1%	70.9%	85.3%	93.2%	96.4%	97.7%

(†) 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.

Fairfield Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 8,871 patients

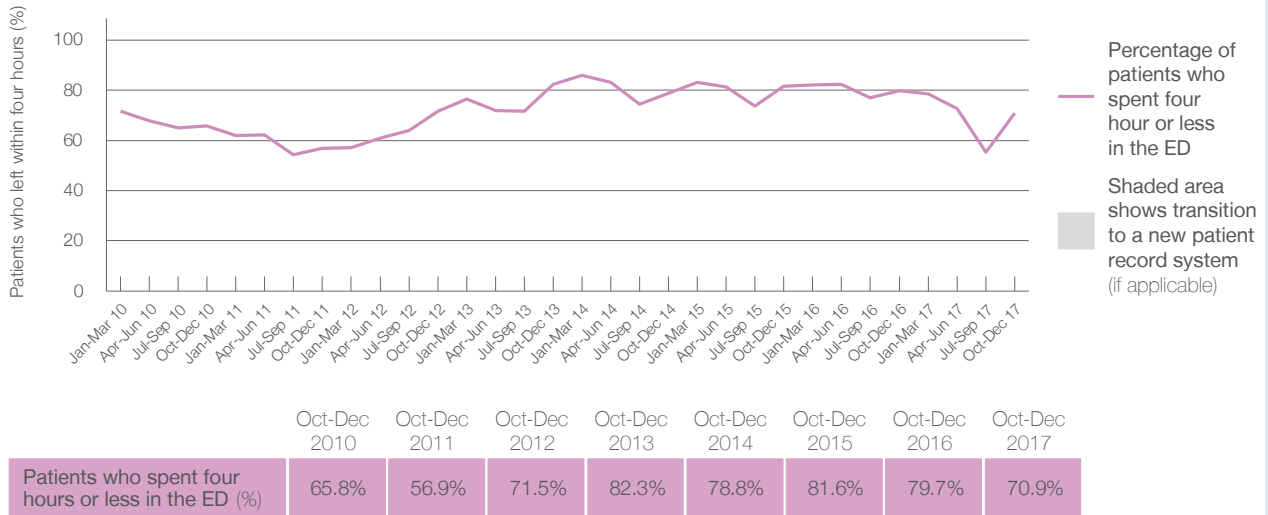
Presentations used to calculate time to leaving the ED: ⁶ 8,871 patients

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	8,934	-0.7%
Presentations used to calculate time to leaving the ED	8,934	-0.7%
Percentage of patients who spent four hours or less in the ED	79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Liverpool Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 21,967 patients



Emergency presentations:² 21,861 patients

Same period last year	Change since one year ago
21,173	3.8%
20,799	5.1%



Liverpool Hospital: Time patients waited to start treatment³

October to December 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 4,088 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  22 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,005 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,287 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  56 minutes

Same period last year	NSW (this period)
3,527	
8 minutes	8 minutes
26 minutes	23 minutes
10,813	
15 minutes	20 minutes
52 minutes	65 minutes
5,092	
17 minutes	26 minutes
66 minutes	99 minutes
1,203	
14 minutes	23 minutes
59 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 21,964 patients

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

Same period last year	Change since one year ago
21,172	3.7%
51.9%	

* 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, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

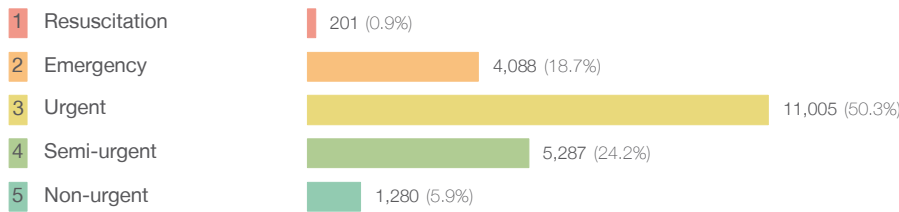
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Liverpool Hospital: Patients presenting to the emergency department October to December 2017

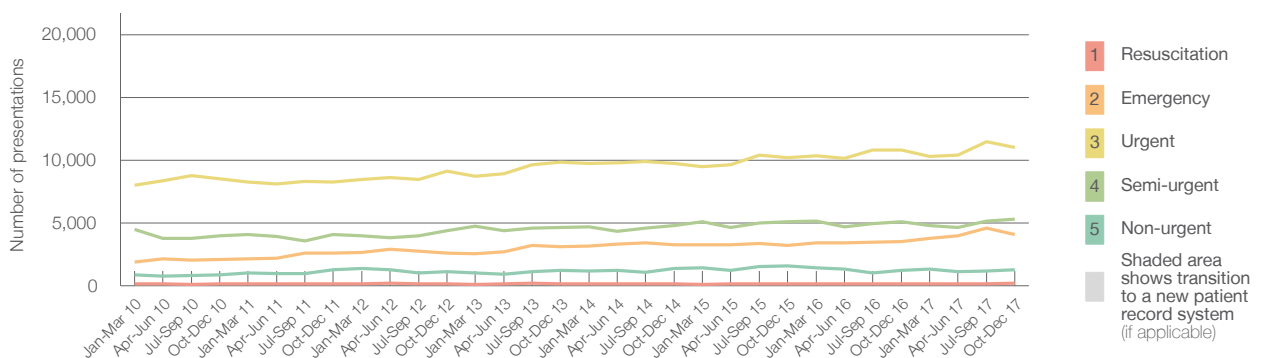
All presentations:¹ 21,967 patients

Emergency presentations² by triage category: 21,861 patients



Same period last year	Change since one year ago
21,173	3.8%
20,799	5.1%
164	22.6%
3,527	15.9%
10,813	1.8%
5,092	3.8%
1,203	6.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	132	150	155	133	162	147	164	201
Emergency	2,075	2,591	2,593	3,091	3,274	3,203	3,527	4,088
Urgent	8,533	8,269	9,133	9,818	9,746	10,184	10,813	11,005
Semi-urgent	3,996	4,095	4,388	4,638	4,805	5,106	5,092	5,287
Non-urgent	853	1,254	1,103	1,193	1,385	1,598	1,203	1,280
All emergency presentations	15,589	16,359	17,372	18,873	19,372	20,238	20,799	21,861

Liverpool Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 6,463 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,770	
13 minutes	0 minutes
39 minutes	-4 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 October to December 2017

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

Number of triage 2 patients: 4,088

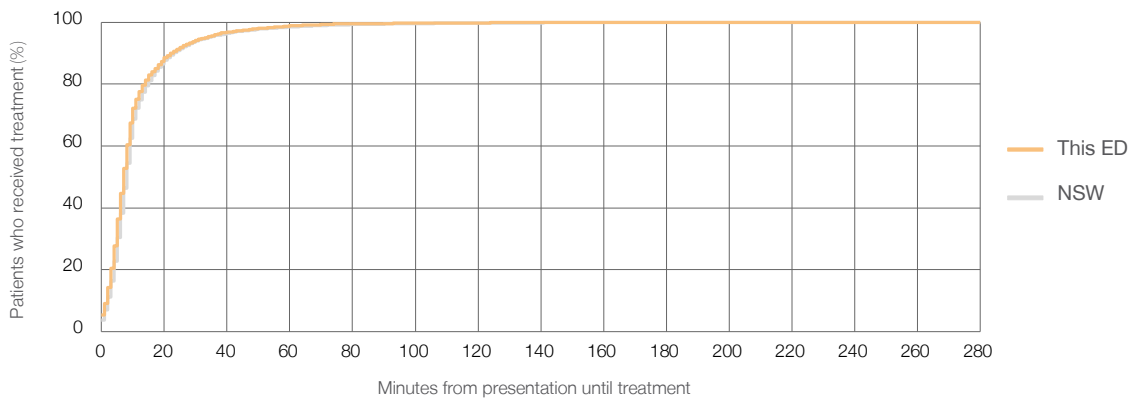
Number of triage 2 patients used to calculate waiting time:³ 4,072

Median time to start treatment⁴ 7 minutes

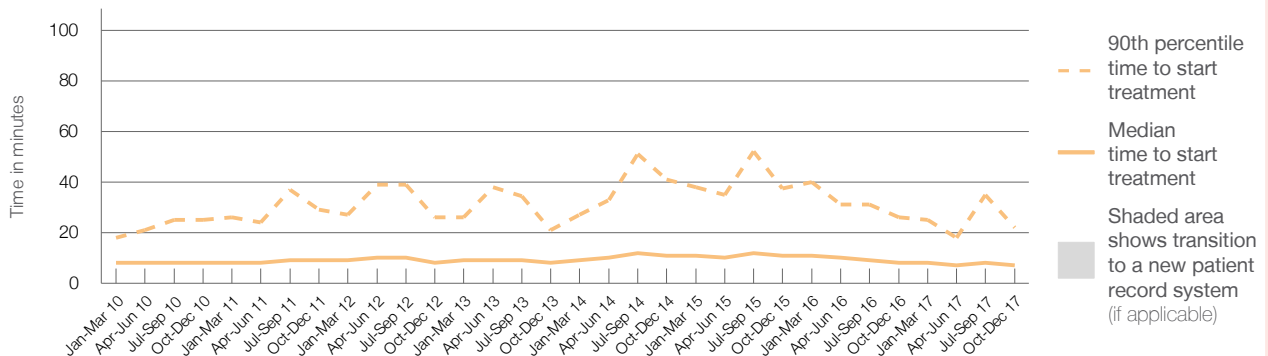
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
3,527	3,501
8 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	9	8	8	11	11	8	7
90th percentile time to start treatment ⁵ (minutes)	25	29	26	21	41	38	26	22

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 11,005

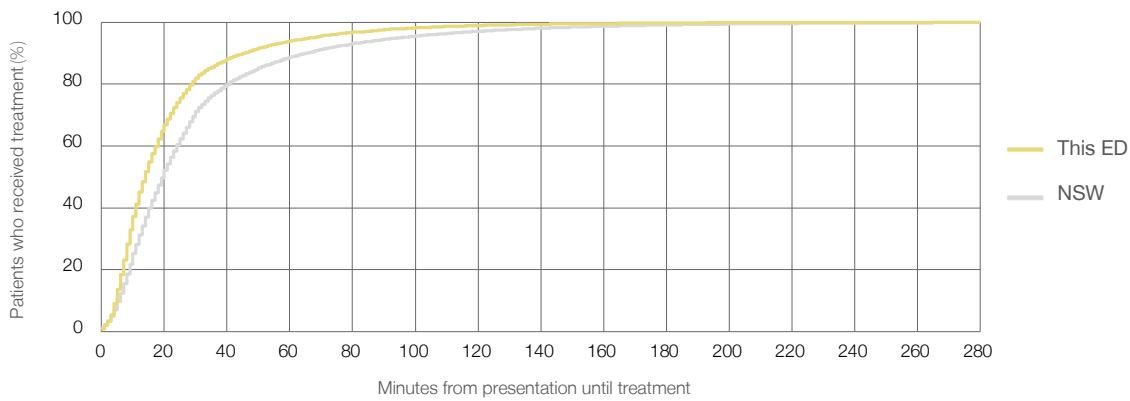
Number of triage 3 patients used to calculate waiting time:³ 10,748

Median time to start treatment⁴ 14 minutes

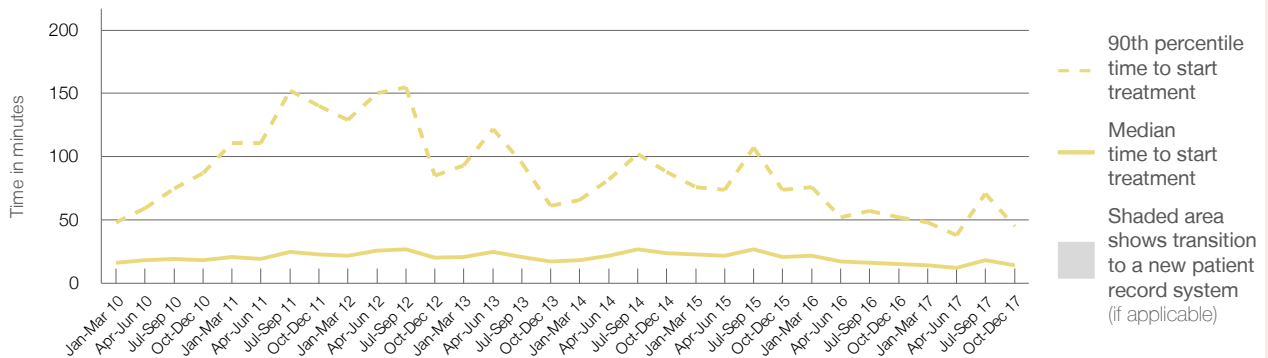
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
10,813	10,414
15 minutes	20 minutes
52 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	18	23	20	17	24	21	15	14
90th percentile time to start treatment ⁵ (minutes)	87	140	85	61	88	74	52	45

(†) 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 October to December 2017

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

Number of triage 4 patients: 5,287

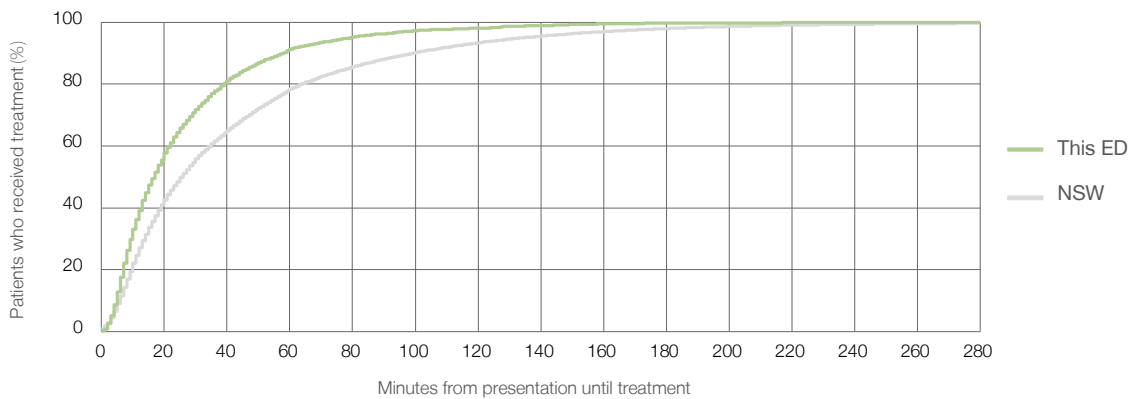
Number of triage 4 patients used to calculate waiting time:³ 4,885

Median time to start treatment⁴ 17 minutes

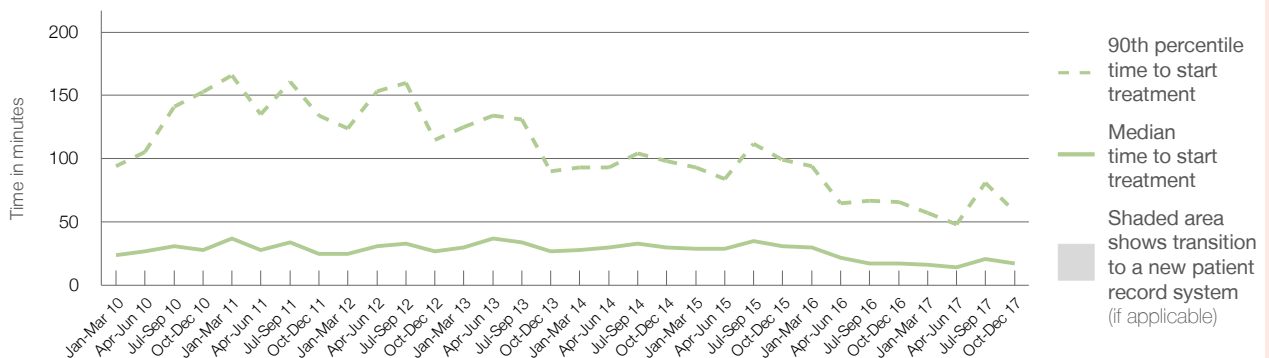
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
5,092	4,540
17 minutes	26 minutes
66 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	28	25	27	27	30	31	17	17
90th percentile time to start treatment ⁵ (minutes)	153	134	115	90	98	99	66	58

(†) 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 October to December 2017

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

Number of triage 5 patients: 1,280

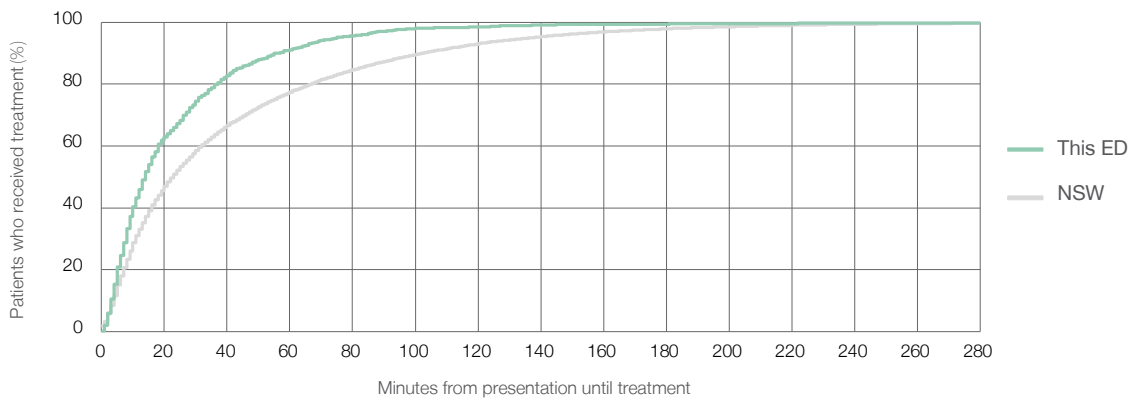
Number of triage 5 patients used to calculate waiting time:³ 1,041

Median time to start treatment⁴ 14 minutes

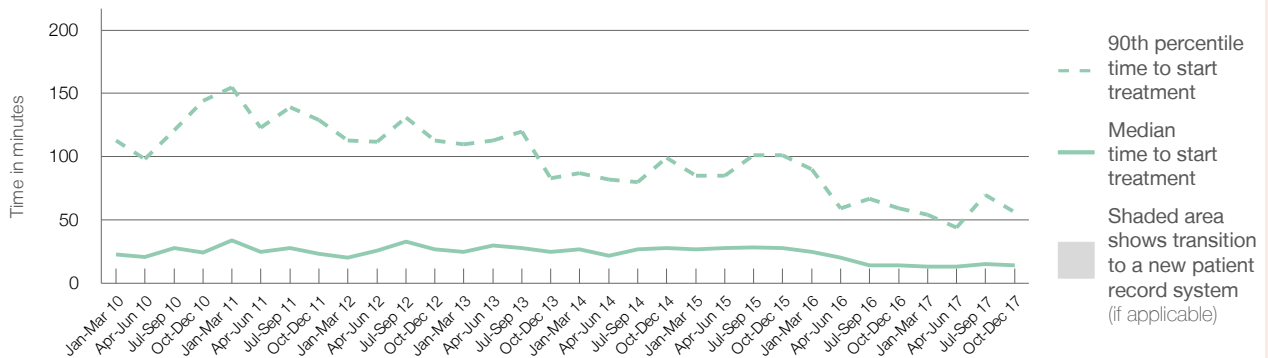
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,203	942
14 minutes	23 minutes
59 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	24	27	25	28	28	14	14
90th percentile time to start treatment ⁵ (minutes)	144	129	113	83	99	101	59	56

(†) 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

October to December 2017

All presentations:¹ 21,967 patients

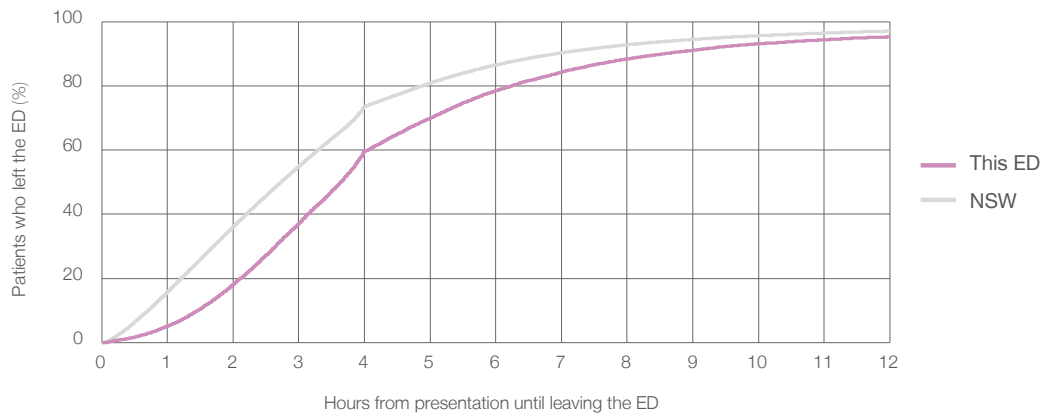
Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

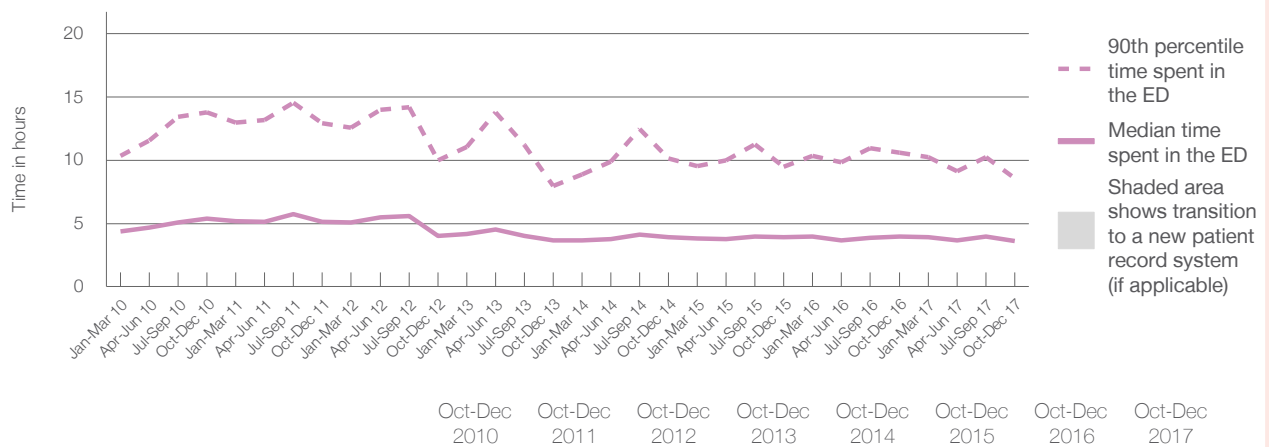
90th percentile time spent in the ED⁹ 8 hours and 34 minutes

Same period last year	NSW (this period)
21,173	21,172
3 hours and 57 minutes	2 hours and 44 minutes
10 hours and 35 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m

(†) 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
October to December 2017

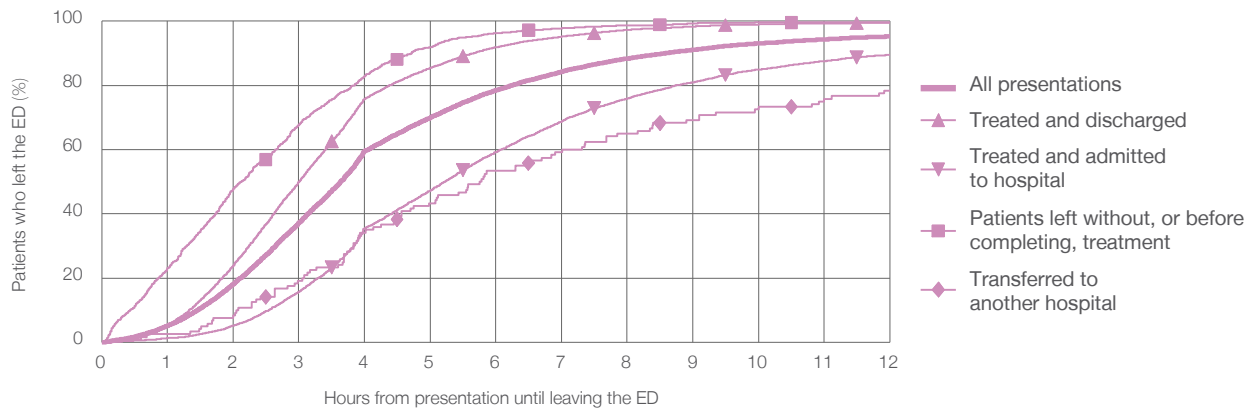
All presentations:¹ 21,967 patients

Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Treated and discharged	11,026 (50.2%)
Treated and admitted to hospital	9,077 (41.3%)
Patient left without, or before completing, treatment	1,589 (7.2%)
Transferred to another hospital	120 (0.5%)
Other	155 (0.7%)

Same period last year	Change since one year ago
21,172	3.7%
8,404	31.2%
10,271	-11.6%
2,224	-28.6%
123	-2.4%
151	2.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	5.3%	24.0%	50.0%	75.8%	91.9%	97.3%	99.0%	99.5%
Treated and admitted to hospital	1.3%	5.2%	15.7%	35.5%	59.3%	75.9%	85.0%	89.6%
Patient left without, or before completing, treatment	23.1%	47.9%	67.7%	82.9%	96.3%	98.7%	99.6%	99.7%
Transferred to another hospital	2.5%	8.3%	19.2%	34.2%	53.3%	65.0%	73.3%	78.3%
All presentations	5.2%	18.2%	37.2%	59.5%	78.5%	88.4%	93.1%	95.3%

(†) 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.

Liverpool Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 21,967 patients

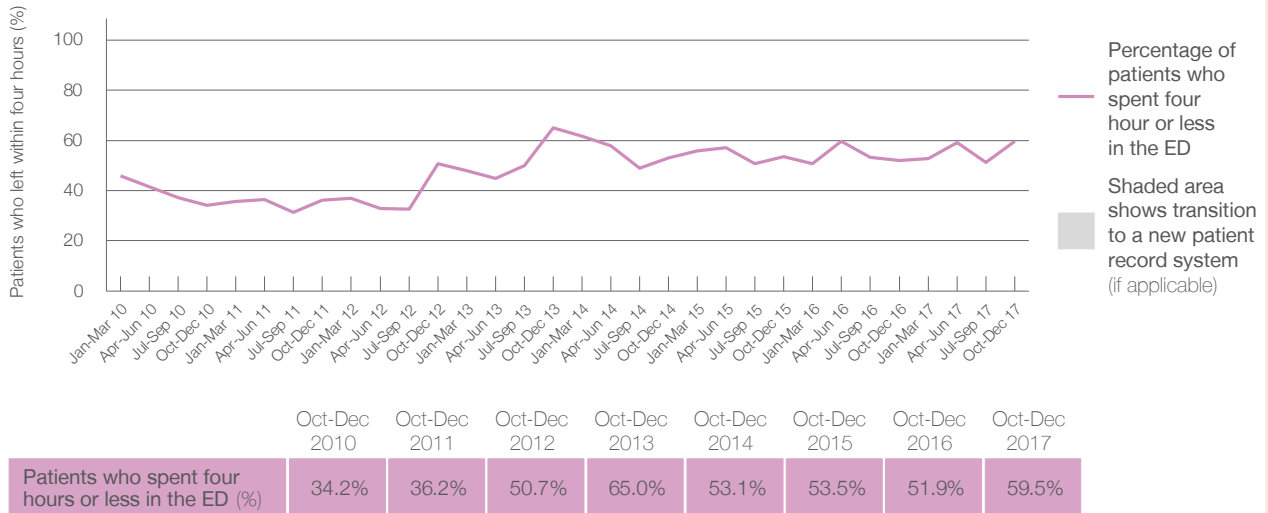
Presentations used to calculate time to leaving the ED: ⁶ 21,964 patients

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	21,173	3.8%
Presentations used to calculate time to leaving the ED	21,172	3.7%
Percentage of patients who spent four hours or less in the ED	51.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).