Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	8,634 patients	8,613	0%
Emergency presentations:[2]	8,391 patients	8,331	1%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment [3]
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 169 patients		133	
Median time to start treatment [4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5]	16 minutes	17 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,463 patients		1,389	
Median time to start treatment [4]	21 minutes	22 minutes	20 minutes
90th percentile time to start treatment [5]	46 minutes	50 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,994 patients		4,707	
Median time to start treatment [4]	28 minutes	32 minutes	26 minutes
90th percentile time to start treatment [5]	77 minutes	83 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,765 patients		2,102	
Median time to start treatment [4]	39 minutes	39 minutes	23 minutes
90th percentile time to start treatment [5]	106 minutes	111 minutes	104 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED
October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: [6]	8,633 patients	8,613	0%
Percentage of patients who spent four hours or less in the ED	90%	83%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
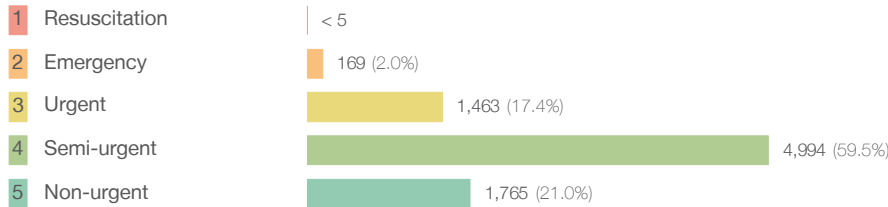6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 8,634 patients		8,613	0%
Emergency presentations[2] by triage category: 8,391 patients		8,331	1%
1 Resuscitation	< 5	0	*
2 Emergency	169 (2.0%)	133	26.3%
3 Urgent	1,463 (17.4%)	1,389	5.3%
4 Semi-urgent	4,994 (59.5%)	4,707	6.1%
5 Non-urgent	1,765 (21.0%)	2,102	-16.0%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡
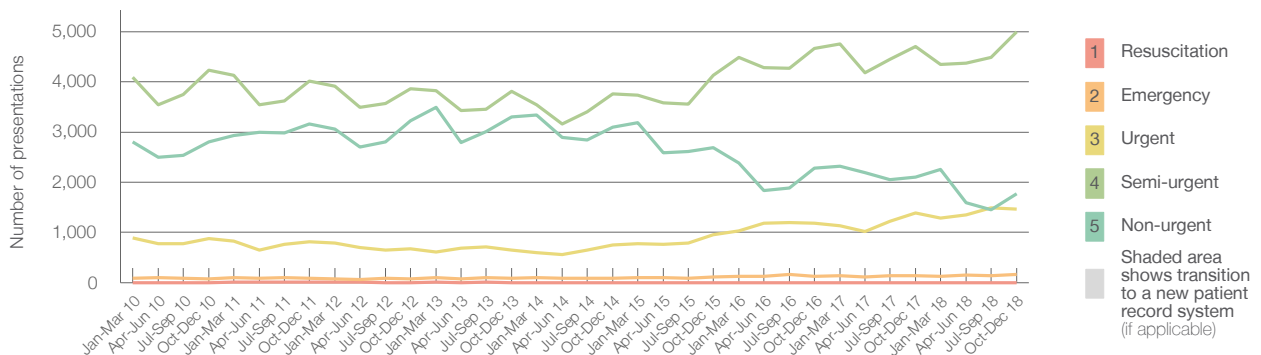
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	6	< 5	< 5	< 5	< 5	< 5	0	< 5
Emergency	73	87	77	94	87	114	123	133	169
Urgent	878	809	669	645	748	950	1,181	1,389	1,463
Semi-urgent	4,229	4,014	3,865	3,812	3,755	4,135	4,671	4,707	4,994
Non-urgent	2,808	3,159	3,228	3,305	3,093	2,690	2,276	2,102	1,765
All emergency presentations	7,988	8,075	7,839	7,856	7,683	7,889	8,251	8,331	8,391

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 1,071 patients		106	
ED Transfer of care time			
Median time	7 minutes	8 minutes	-1 minute
90th percentile time	16 minutes	14 minutes	2 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.

Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 169			133	
Number of triage 2 patients used to calculate waiting time:[3] 166			131	
Median time to start treatment [4]		8 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5]		16 minutes	17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
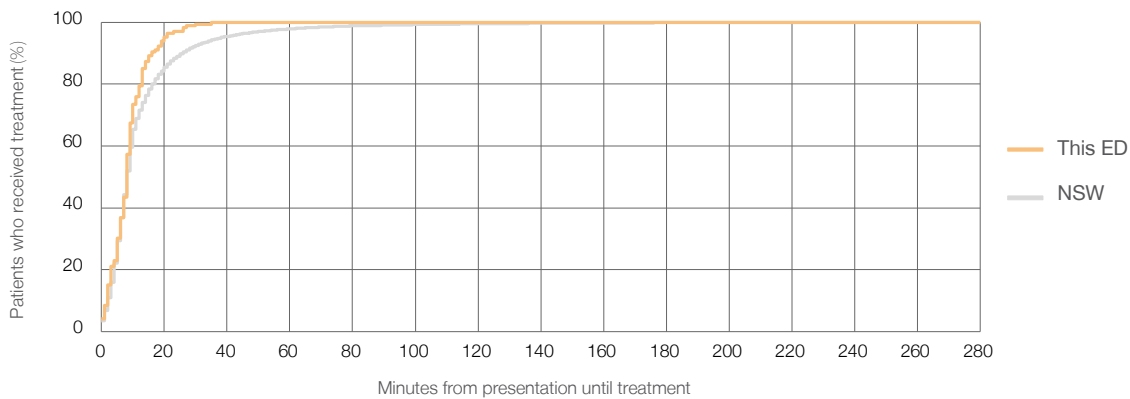
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
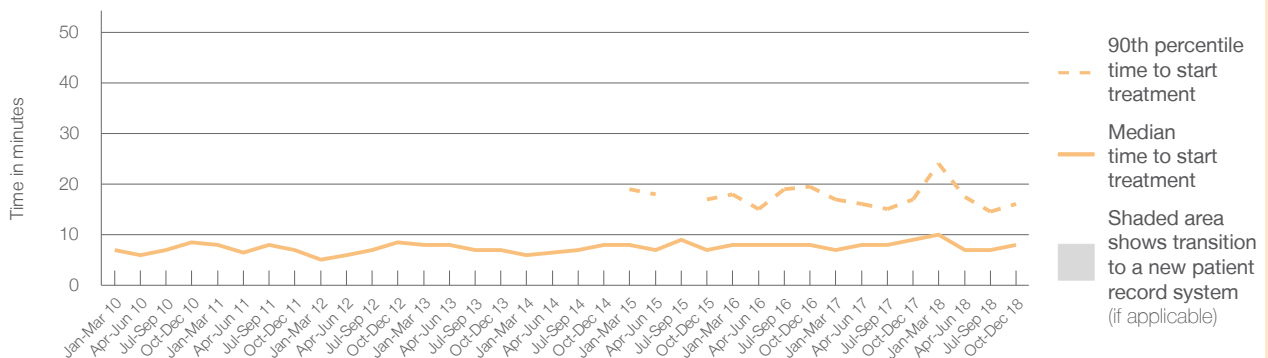
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	9	7	9	7	8	7	8	9	8
90th percentile time to start treatment [5] (minutes)	*	*	*	*	*	17	20	17	16

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Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3
October to December 2018

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,463			1,389	
Number of triage 3 patients used to calculate waiting time: [3] 1,441			1,370	
Median time to start treatment [4]		21 minutes	22 minutes	20 minutes
90th percentile time to start treatment [5]		46 minutes	50 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
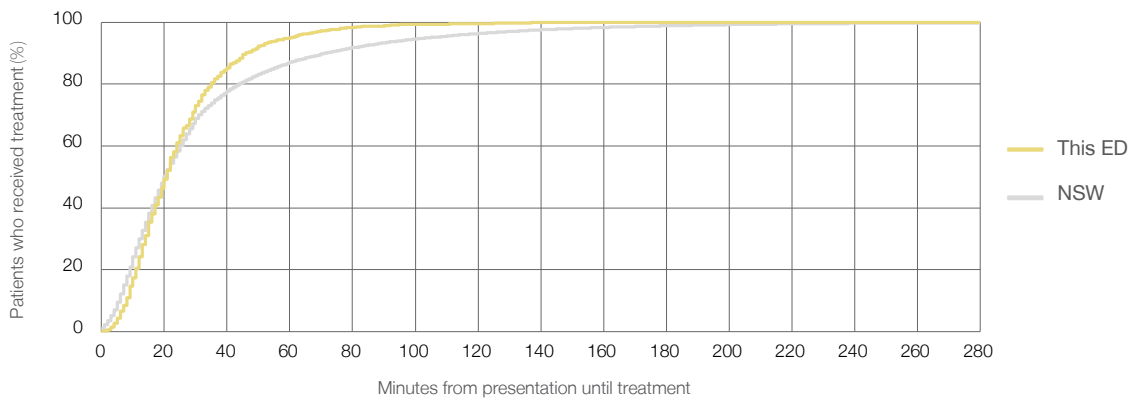
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
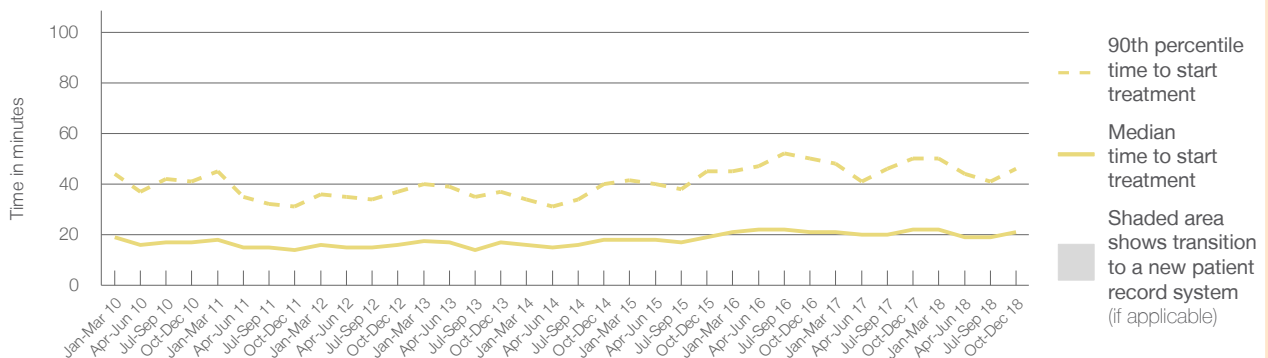
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	17	14	16	17	18	19	21	22	21
90th percentile time to start treatment [5] (minutes)	41	31	37	37	40	45	50	50	46

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Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,994			4,707	
Number of triage 4 patients used to calculate waiting time: [3] 4,880			4,595	
Median time to start treatment [4]		28 minutes	32 minutes	26 minutes
90th percentile time to start treatment [5]		77 minutes	83 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
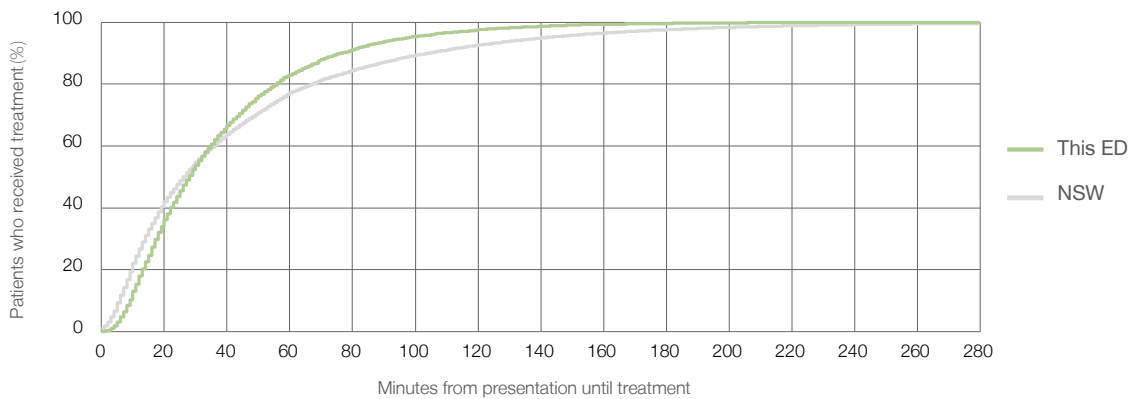
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
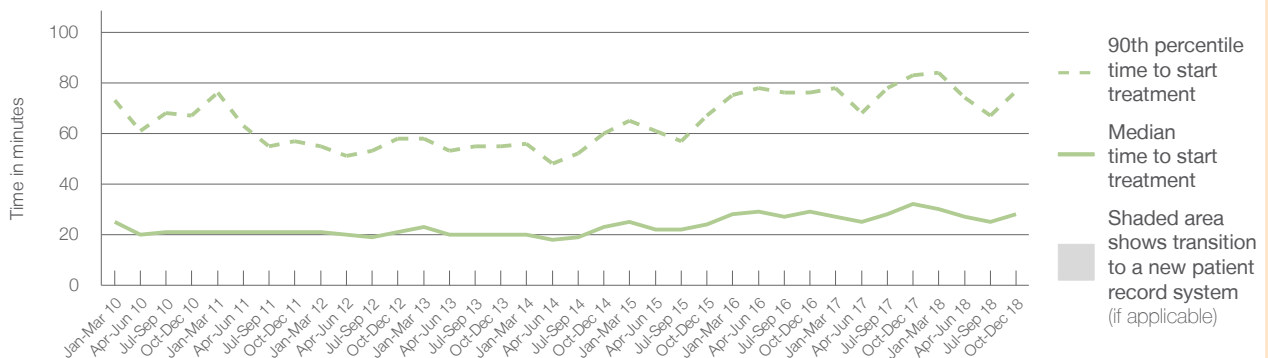
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	21	21	21	20	23	24	29	32	28
90th percentile time to start treatment [5] (minutes)	67	57	58	55	60	67	76	83	77

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Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5
October to December 2018

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,765			2,102	
Number of triage 5 patients used to calculate waiting time:[3] 1,634			1,956	
Median time to start treatment[4]		39 minutes	39 minutes	23 minutes
90th percentile time to start treatment[5]		106 minutes	111 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
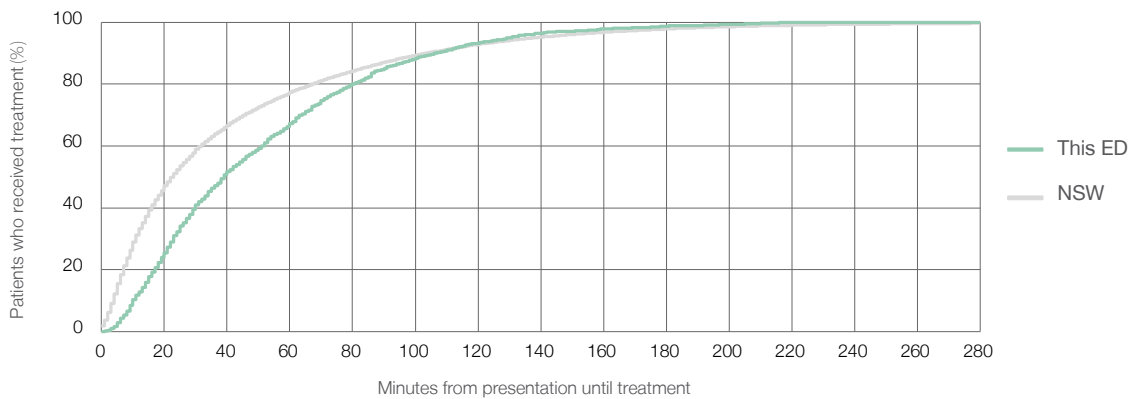
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018[†‡]
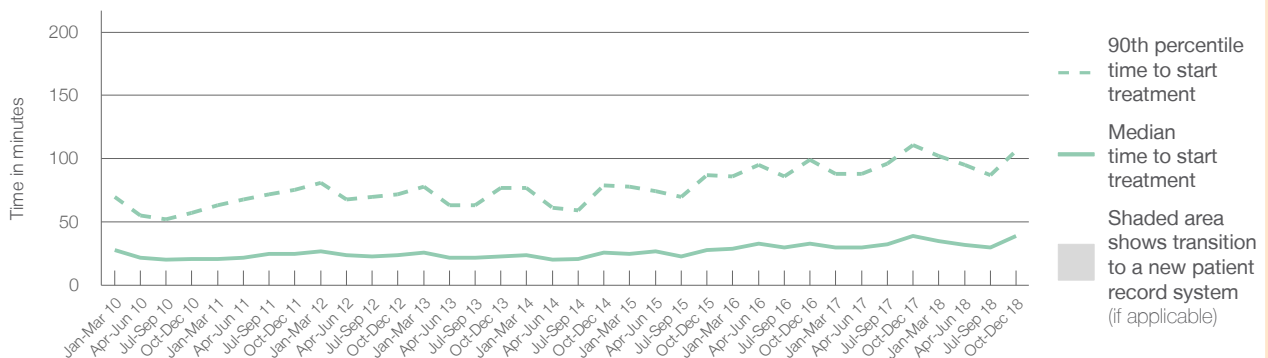
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	21	25	24	23	26	28	33	39	39
90th percentile time to start treatment[5] (minutes)	57	76	72	77	79	87	99	111	106

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Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1] 8,634 patients		8,613	
Presentations used to calculate time to leaving the ED:[6] 8,633 patients		8,613	
Median time spent in the ED [8]	2 hours and 9 minutes	2 hours and 37 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]	4 hours and 4 minutes	4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018
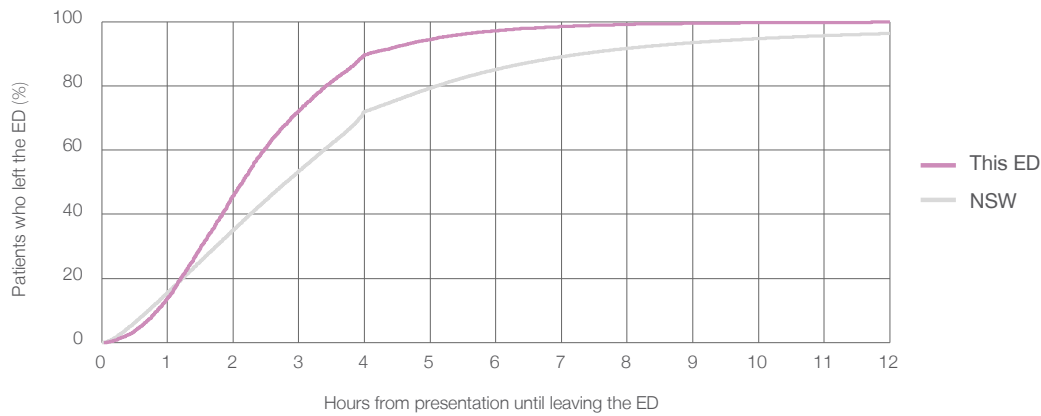
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
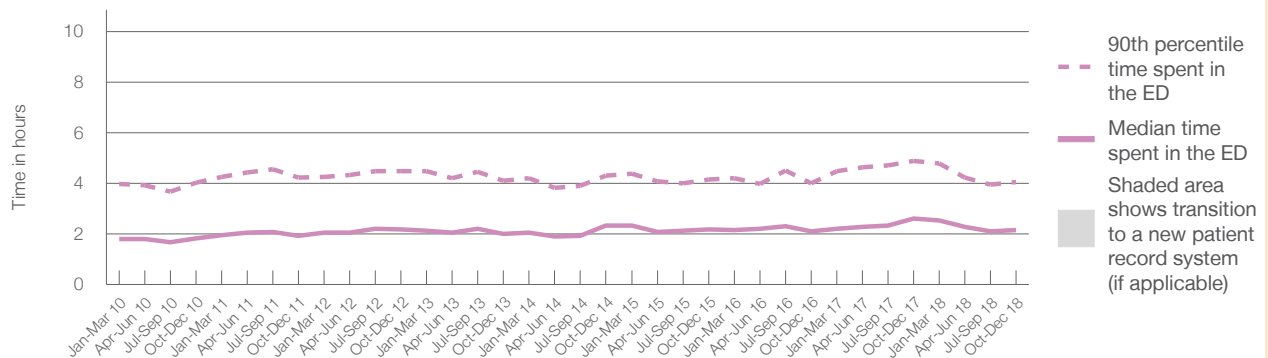
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	1h 50m	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 7m	2h 37m	2h 9m
90th percentile time spent in the ED [9] (hours, minutes)	4h 2m	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	4h 0m	4h 53m	4h 4m

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Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

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

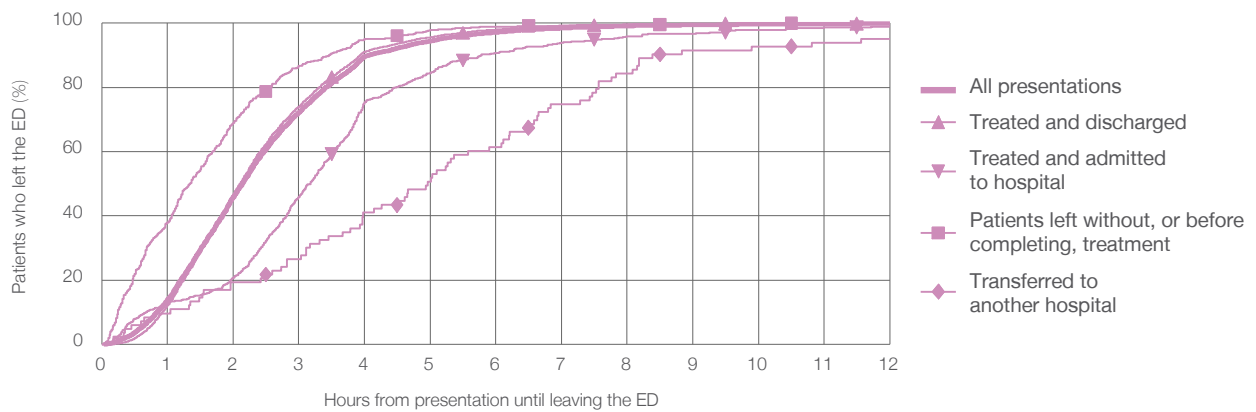|		Same period last year	Change since one year ago
All presentations:[1] 8,634 patients			
Presentations used to calculate time to leaving the ED:[6] 8,633 patients		8,613	0%
Treated and discharged	7,368 (85.3%)	7,167	2.8%
Treated and admitted to hospital	649 (7.5%)	695	-6.6%
Patient left without, or before completing, treatment	490 (5.7%)	570	-14.0%
Transferred to another hospital	83 (1.0%)	94	-11.7%
Other	44 (0.5%)	87	-49.4%

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

Hours from presentation until leaving the ED

— All presentations
—▲— Treated and discharged
—▼— Treated and admitted to hospital
—■— Patients left without, or before completing, treatment
—◆— Transferred to another hospital

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.2%	46.6%	74.1%	91.1%	98.0%	99.6%	99.9%	99.9%
Treated and admitted to hospital	12.8%	20.8%	45.9%	75.3%	90.8%	95.8%	97.8%	98.9%
Patient left without, or before completing, treatment	38.0%	69.0%	86.7%	95.1%	99.0%	99.6%	99.8%	100%
Transferred to another hospital	9.6%	19.3%	26.5%	41.0%	61.4%	84.3%	92.8%	95.2%
All presentations	13.9%	45.9%	72.2%	89.6%	97.1%	99.2%	99.6%	99.8%

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

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

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

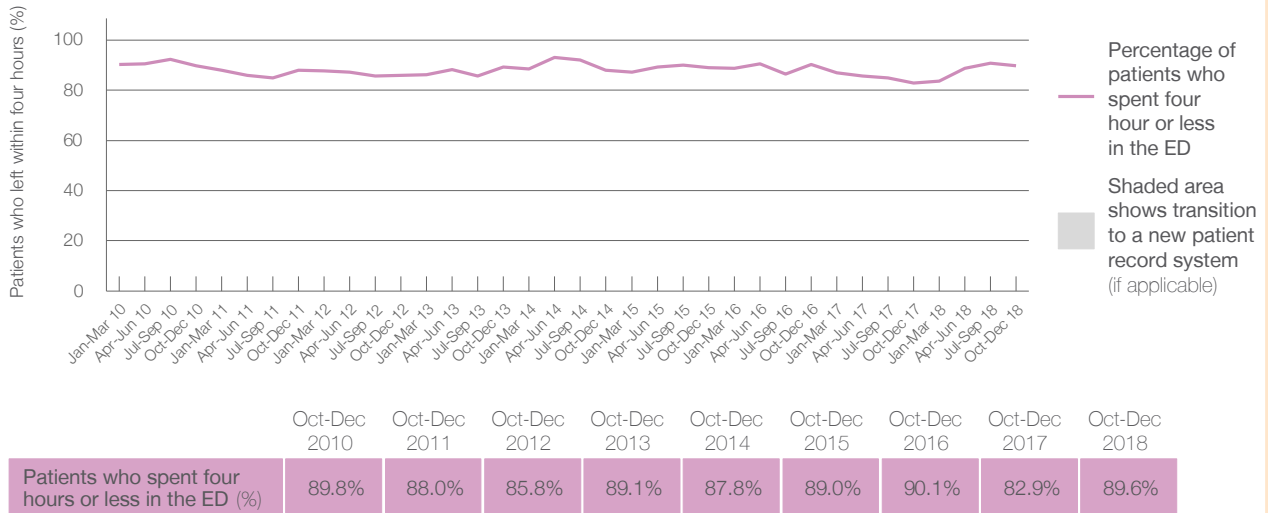|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 8,634 patients	8,613	0%
Presentations used to calculate time to leaving the ED: [6] 8,633 patients	8,613	0%
Percentage of patients who spent four hours or less in the ED	89.6%	82.9%

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

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

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	89.8%	88.0%	85.8%	89.1%	87.8%	89.0%	90.1%	82.9%	89.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District