



Hospital Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

July to September 2016

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,921 patients

Emergency presentations:² 13,108 patients

Same period last year	Change since one year ago
13,683	1.7%
12,781	2.6%

Prince of Wales Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,223 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,999 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
1,258	
8 minutes	8 minutes
33 minutes	41 minutes
6,220	
21 minutes	21 minutes
98 minutes	103 minutes
4,593	
20 minutes	27 minutes
116 minutes	139 minutes
477	
26 minutes	24 minutes
125 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,917 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
13,683	1.7%
65.1%	

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

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

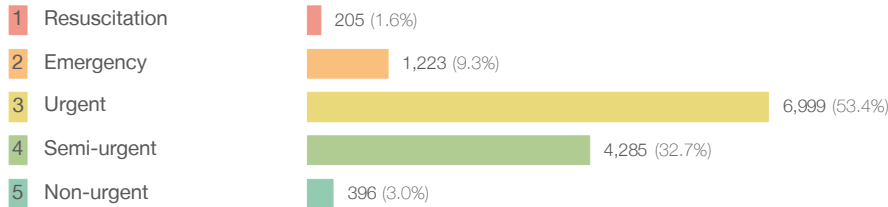
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients presenting to the emergency department July to September 2016

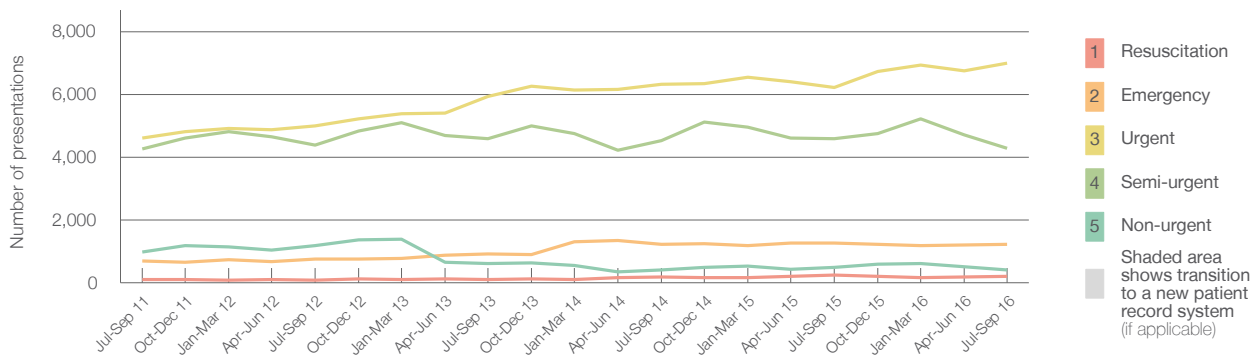
All presentations:¹ 13,921 patients

Emergency presentations² by triage category: 13,108 patients



Same period last year	Change since one year ago
13,683	1.7%
12,781	2.6%
233	-12.0%
1,258	-2.8%
6,220	12.5%
4,593	-6.7%
477	-17.0%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	109	84	91	182	233	205
Emergency	688	756	923	1,225	1,258	1,223
Urgent	4,614	5,001	5,927	6,329	6,220	6,999
Semi-urgent	4,255	4,389	4,593	4,525	4,593	4,285
Non-urgent	981	1,172	611	402	477	396
All emergency presentations	10,647	11,402	12,145	12,663	12,781	13,108

Prince of Wales Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,521 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,312	
14 minutes	-4 minutes
105 minutes	-61 minutes

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,223

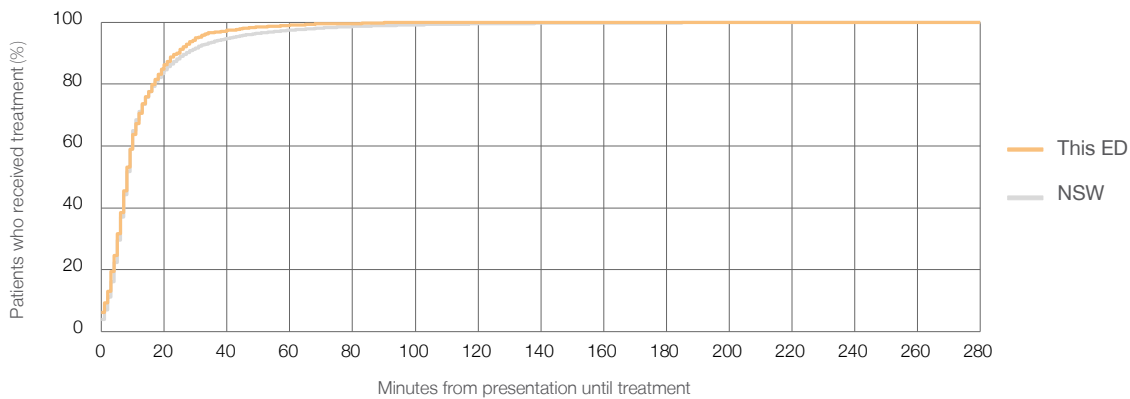
Number of triage 2 patients used to calculate waiting time:³ 1,209

Median time to start treatment⁴ 8 minutes

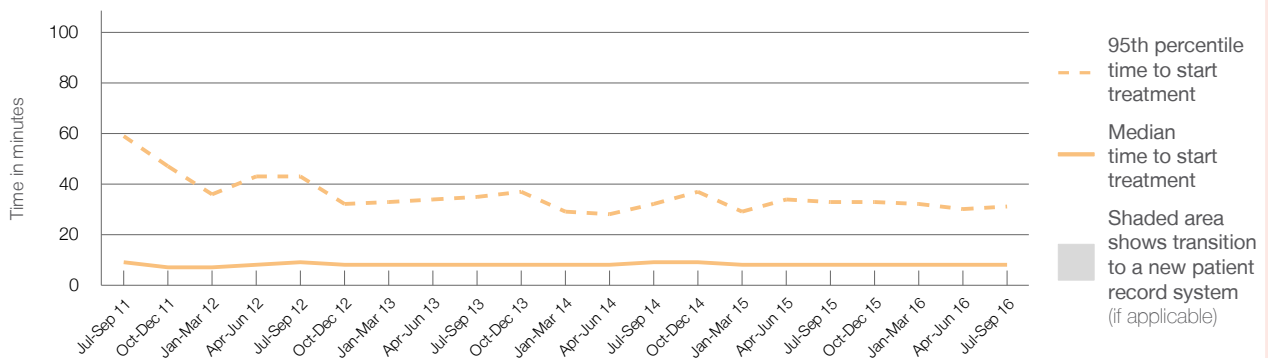
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,258	1,252
8 minutes	8 minutes
33 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	8	9	8	8
95th percentile time to start treatment ⁵ (minutes)	59	43	35	32	33	31

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 6,999

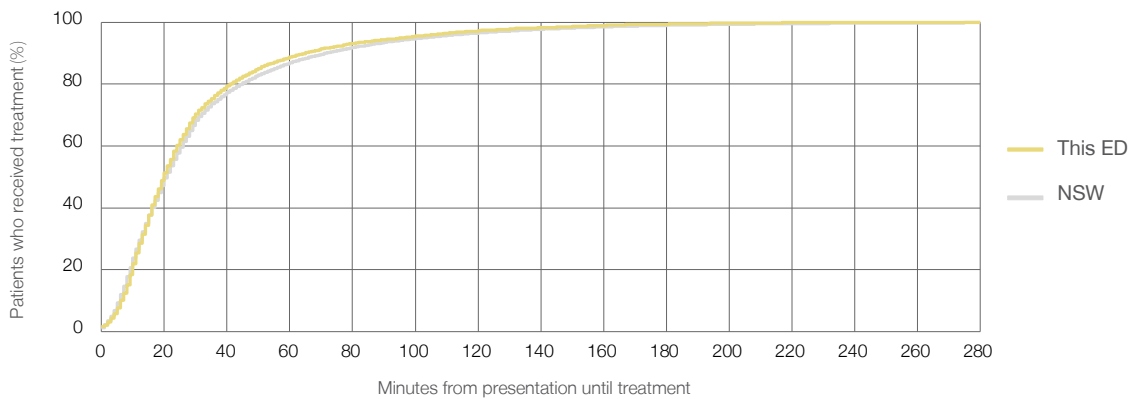
Number of triage 3 patients used to calculate waiting time:³ 6,897

Median time to start treatment⁴ 20 minutes

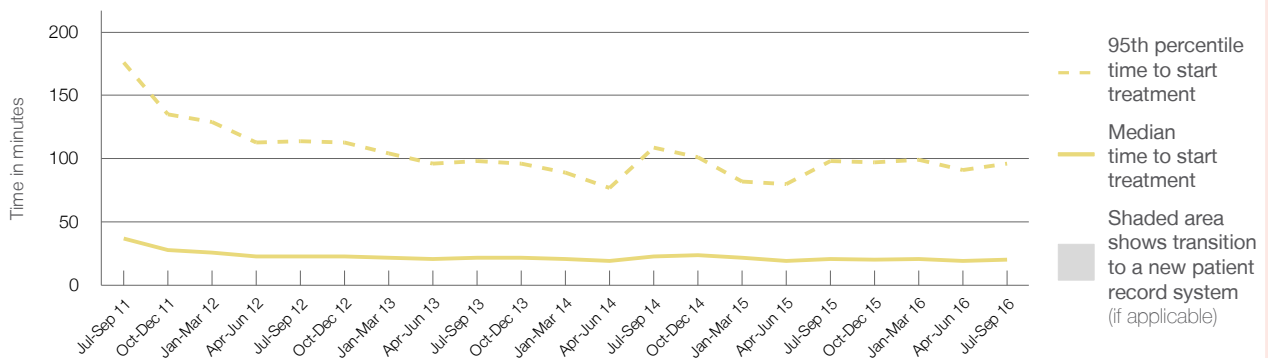
95th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
6,220	6,144
21 minutes	21 minutes
98 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	23	22	23	21	20
95th percentile time to start treatment ⁵ (minutes)	176	114	98	109	98	96

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,285

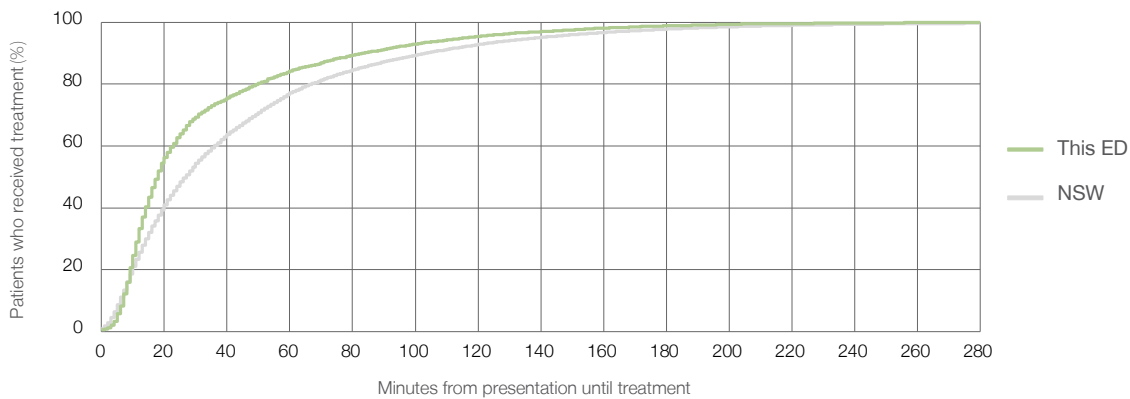
Number of triage 4 patients used to calculate waiting time:³ 4,156

Median time to start treatment⁴ 18 minutes

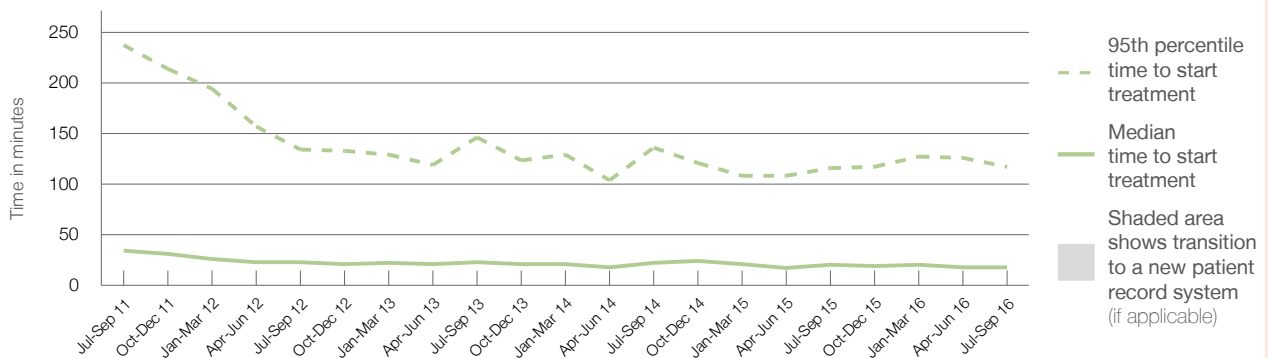
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
4,593	4,436
20 minutes	27 minutes
116 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	23	23	22	20	18
95th percentile time to start treatment ⁵ (minutes)	237	134	146	136	116	117

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

July to September 2016

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

Number of triage 5 patients: 396

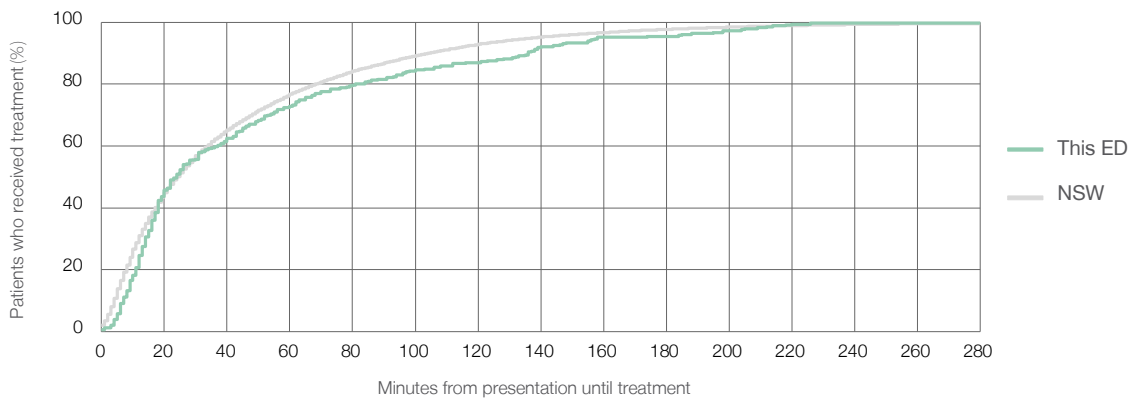
Number of triage 5 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 24 minutes

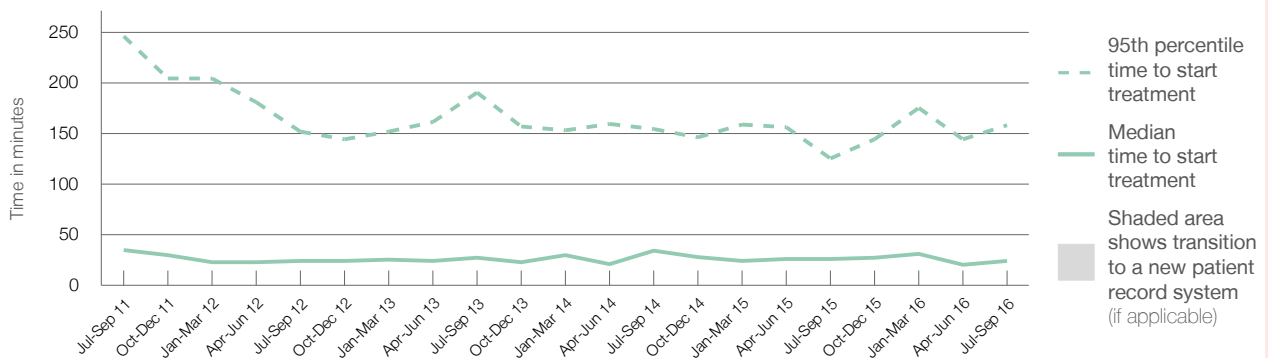
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
477	
393	
26 minutes	24 minutes
125 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	24	27	34	26	24
95th percentile time to start treatment ⁵ (minutes)	246	152	190	154	125	158

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Prince of Wales Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,921 patients

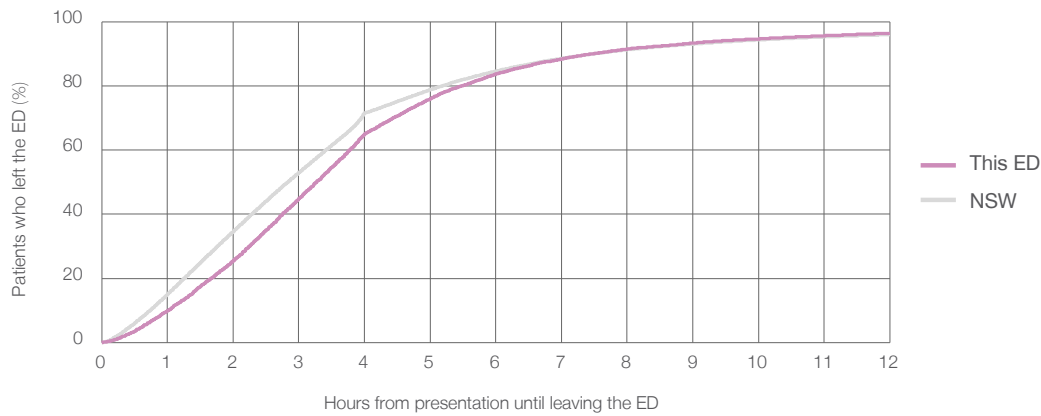
Presentations used to calculate time to leaving the ED:⁶ 13,917 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

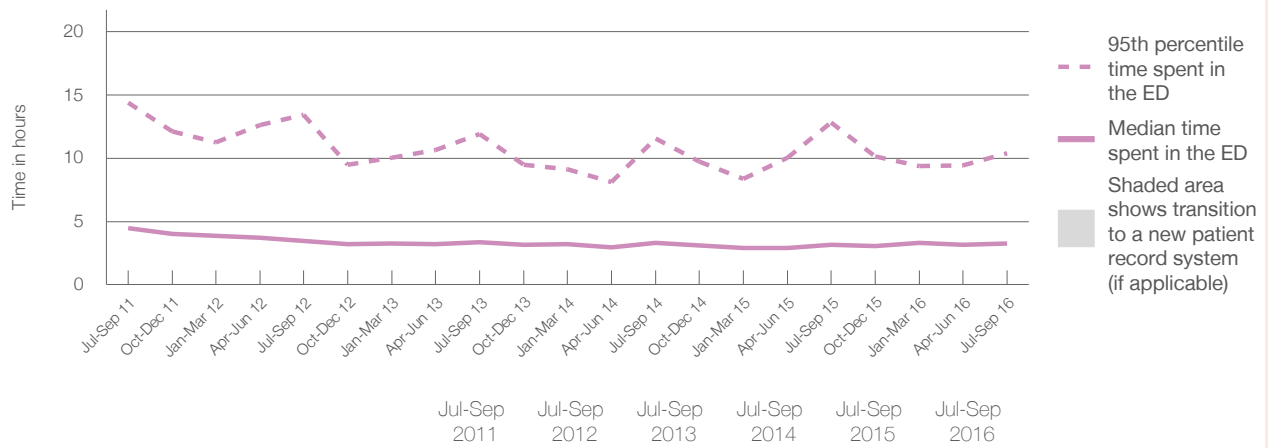
95th percentile time spent in the ED⁹ 10 hours and 22 minutes

Same period last year	NSW (this period)
13,683	13,683
3 hours and 9 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 27m	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 22m	13h 25m	11h 53m	11h 34m	12h 49m	10h 22m

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

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

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

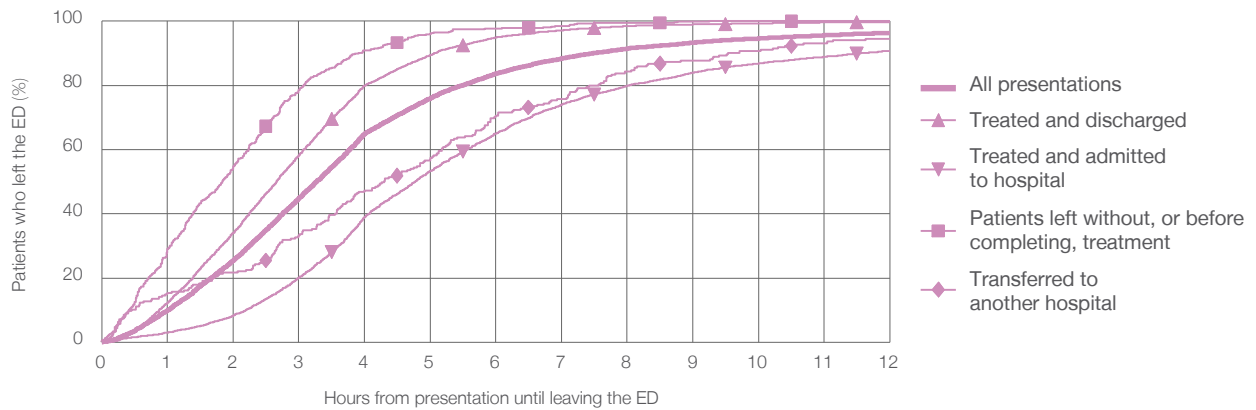
All presentations:¹ 13,921 patients

Presentations used to calculate time to leaving the ED:⁶ 13,917 patients

Treated and discharged	7,962 (57.2%)
Treated and admitted to hospital	5,105 (36.7%)
Patient left without, or before completing, treatment	551 (4.0%)
Transferred to another hospital	235 (1.7%)
Other	68 (0.5%)

Same period last year	Change since one year ago
13,683	1.7%
8,090	-1.6%
4,855	5.1%
502	9.8%
176	33.5%
60	13.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.3%	34.1%	58.3%	80.0%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	3.0%	8.3%	20.2%	39.1%	65.1%	79.9%	86.9%	90.8%
Patient left without, or before completing, treatment	29.0%	54.8%	78.6%	90.9%	97.6%	99.5%	100%	100%
Transferred to another hospital	15.3%	21.7%	33.2%	47.2%	70.6%	84.3%	90.6%	94.5%
All presentations	10.0%	25.6%	44.9%	65.0%	83.7%	91.5%	94.6%	96.4%

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

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

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

All presentations at the emergency department: ¹ 13,921 patients

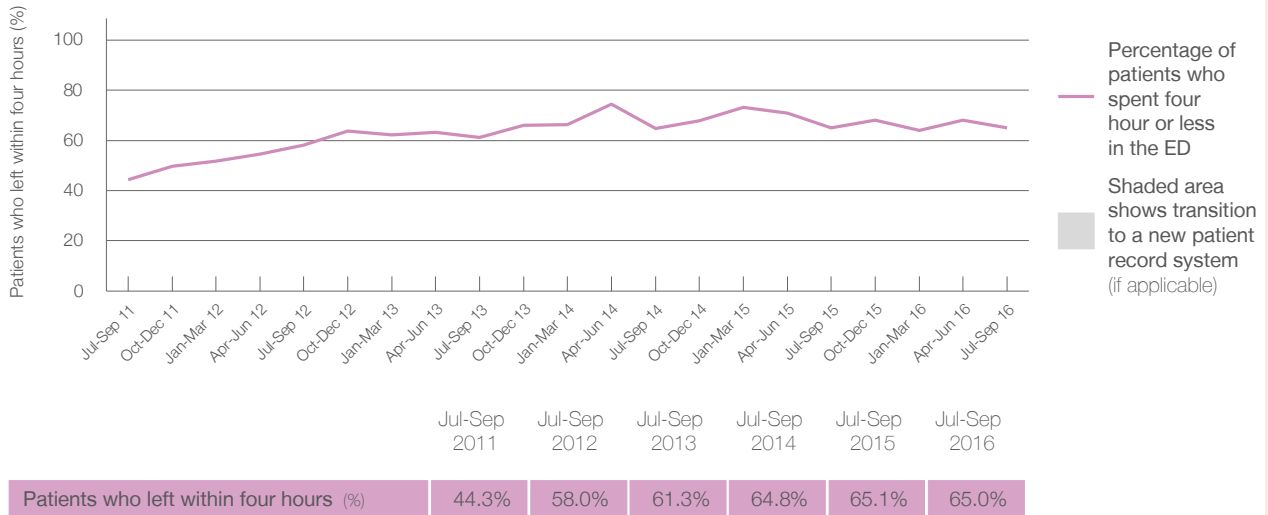
Presentations used to calculate time to leaving the ED: ⁶ 13,917 patients

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	13,683	1.7%
Presentations used to calculate time to leaving the ED	13,683	1.7%
Percentage of patients who spent four hours or less in the ED	65.1%	

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



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

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

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

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

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

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

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

St George Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations:² 18,946 patients

Same period last year	Change since one year ago
18,844	1.2%
18,710	1.3%

St George Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,564 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,631 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,640 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 936 patients

Median time to start treatment⁴ 37 minutes
 95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,662	
11 minutes	8 minutes
42 minutes	41 minutes
7,792	
29 minutes	21 minutes
111 minutes	103 minutes
6,990	
38 minutes	27 minutes
124 minutes	139 minutes
1,116	
35 minutes	24 minutes
144 minutes	138 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,056 patients

Percentage of patients who spent four hours or less in the ED 60.6%

Same period last year	Change since one year ago
18,844	1.1%
58.7%	

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

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

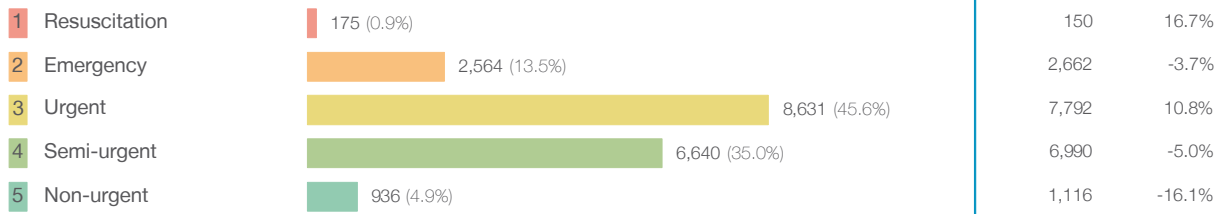
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St George Hospital: Patients presenting to the emergency department July to September 2016

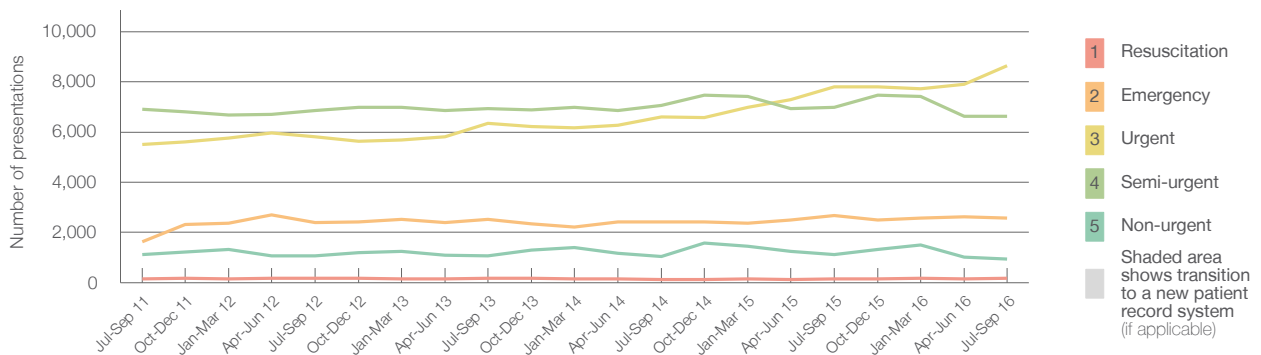
All presentations:¹ 19,061 patients

Emergency presentations² by triage category: 18,946 patients



Same period last year	Change since one year ago
18,844	1.2%
18,710	1.3%
150	16.7%
2,662	-3.7%
7,792	10.8%
6,990	-5.0%
1,116	-16.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	162	164	168	133	150	175
Emergency	1,627	2,395	2,529	2,417	2,662	2,564
Urgent	5,493	5,805	6,356	6,611	7,792	8,631
Semi-urgent	6,903	6,853	6,932	7,062	6,990	6,640
Non-urgent	1,115	1,060	1,064	1,053	1,116	936
All emergency presentations	15,300	16,277	17,049	17,276	18,710	18,946

St George Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,271 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,059	
12 minutes	-1 minute
57 minutes	-26 minutes

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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.

St George Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,564

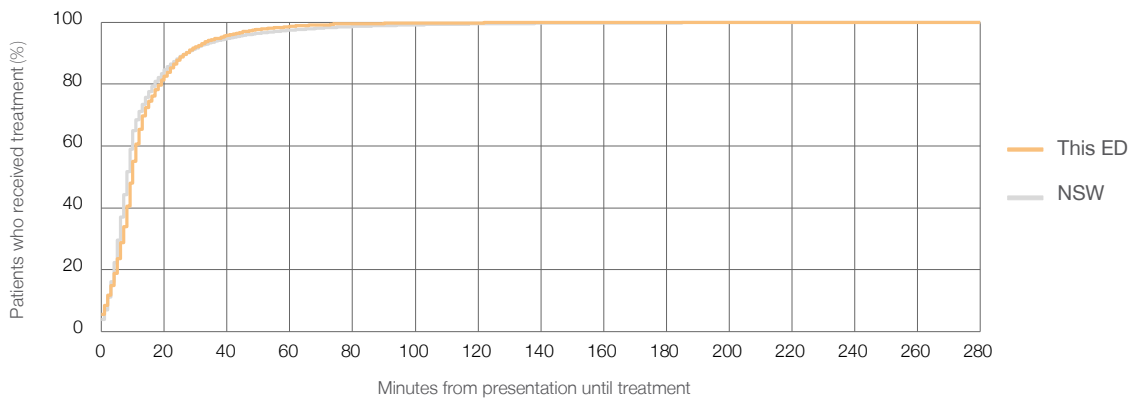
Number of triage 2 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴ 10 minutes

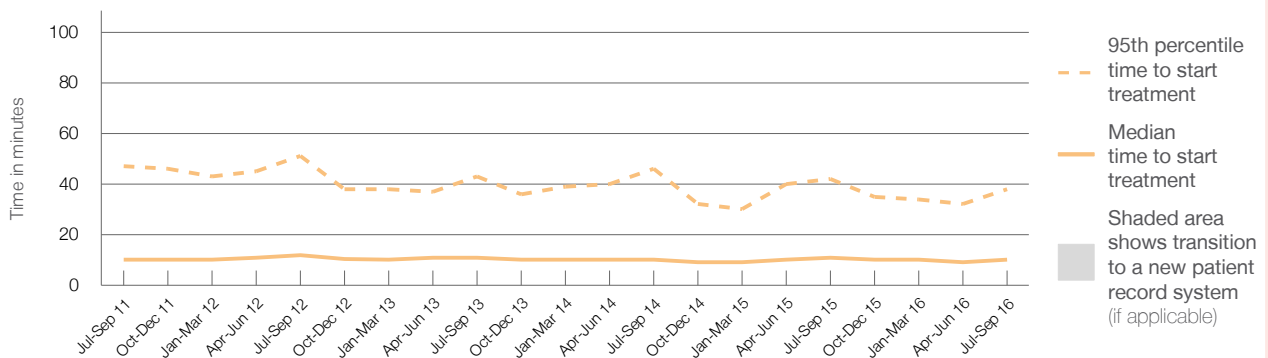
95th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,662	2,660
11 minutes	8 minutes
42 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	12	11	10	11	10
95th percentile time to start treatment ⁵ (minutes)	47	51	43	46	42	38

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

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

St George Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 8,631

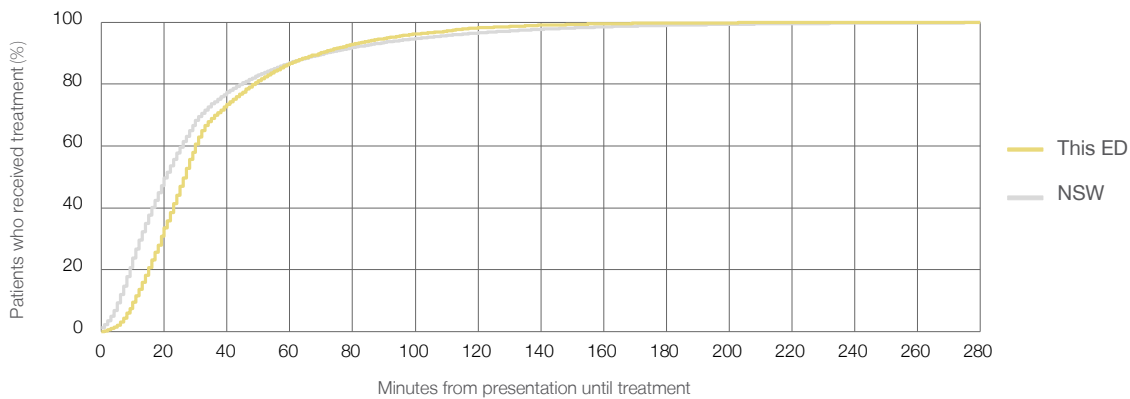
Number of triage 3 patients used to calculate waiting time:³ 8,527

Median time to start treatment⁴ 27 minutes

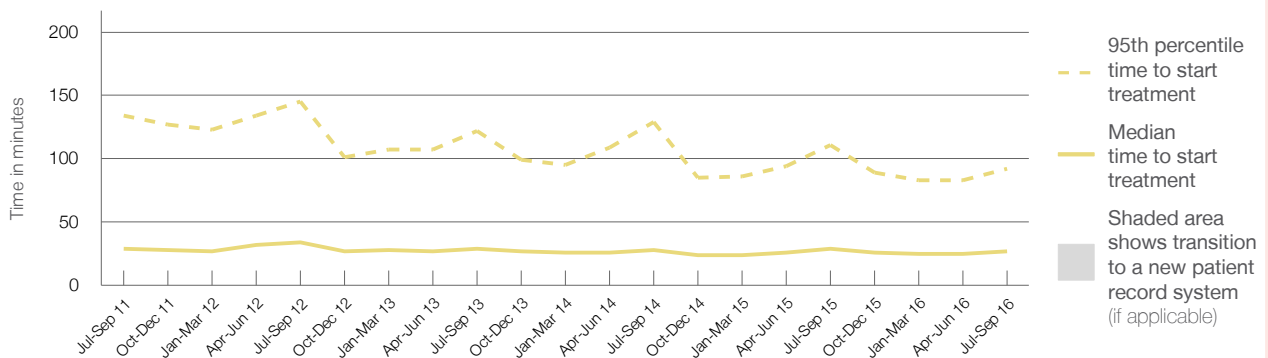
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
7,792	7,698
29 minutes	21 minutes
111 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	34	29	28	29	27
95th percentile time to start treatment ⁵ (minutes)	134	145	122	129	111	92

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

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

St George Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 6,640

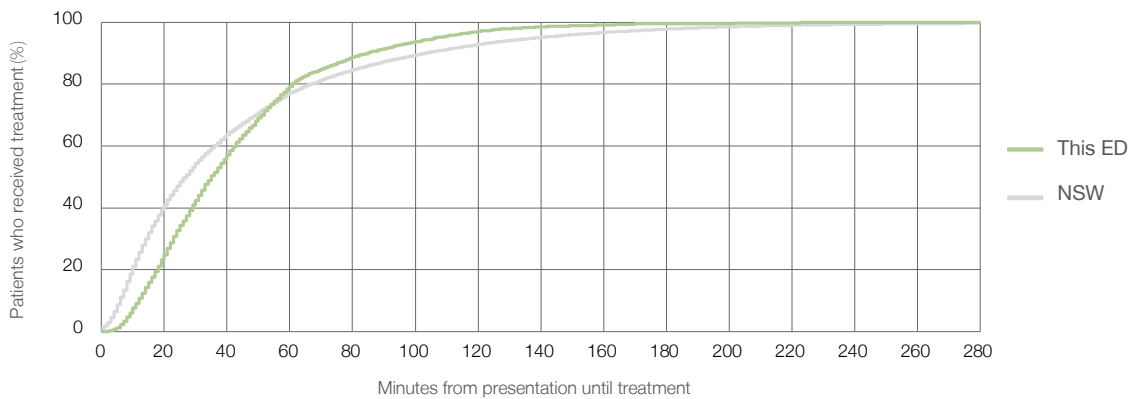
Number of triage 4 patients used to calculate waiting time:³ 6,468

Median time to start treatment⁴ 35 minutes

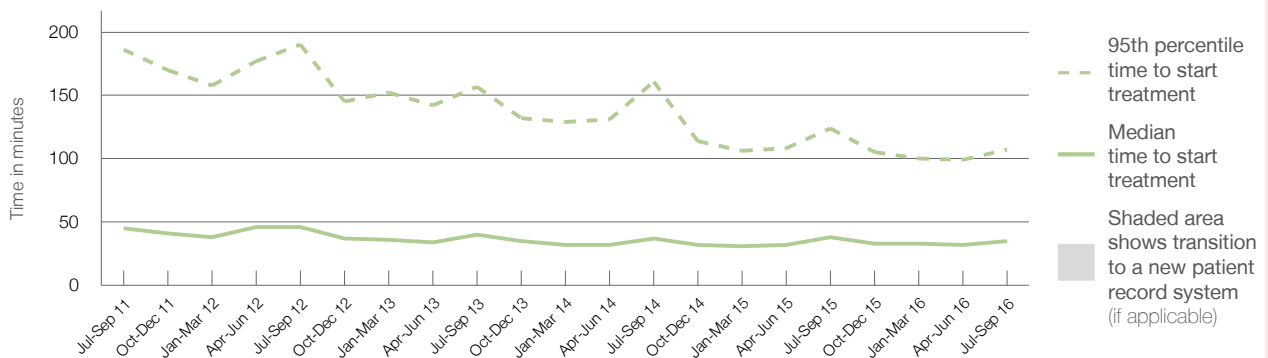
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
6,990	6,792
38 minutes	27 minutes
124 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	40	37	38	35
95th percentile time to start treatment ⁵ (minutes)	186	190	157	161	124	107

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

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

St George Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 936

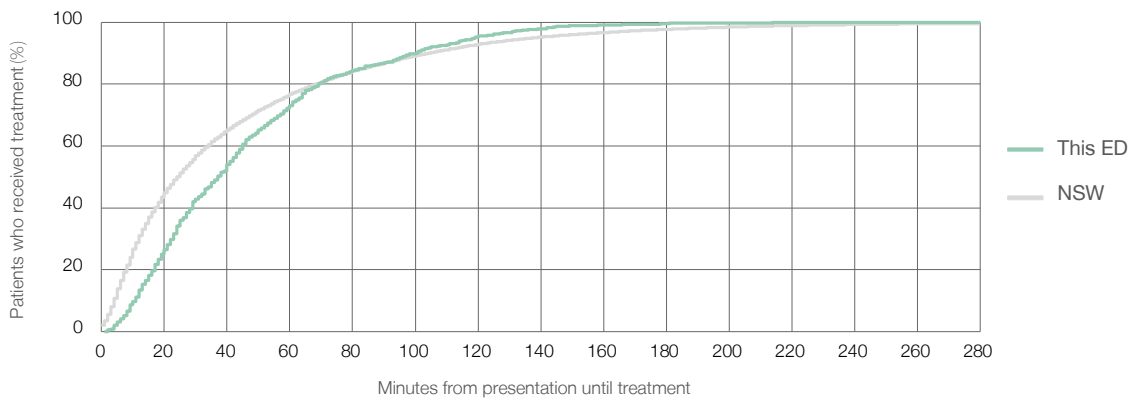
Number of triage 5 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 37 minutes

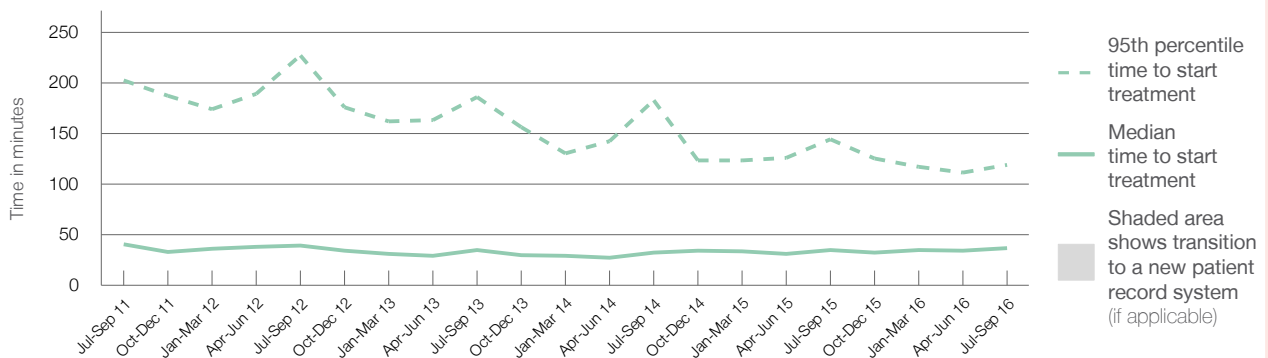
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of patients	1,116	998
Median time to start treatment	35 minutes	24 minutes
95th percentile time to start treatment	144 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	39	35	32	35	37
95th percentile time to start treatment ⁵ (minutes)	202	227	186	183	144	119

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

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

St George Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,061 patients

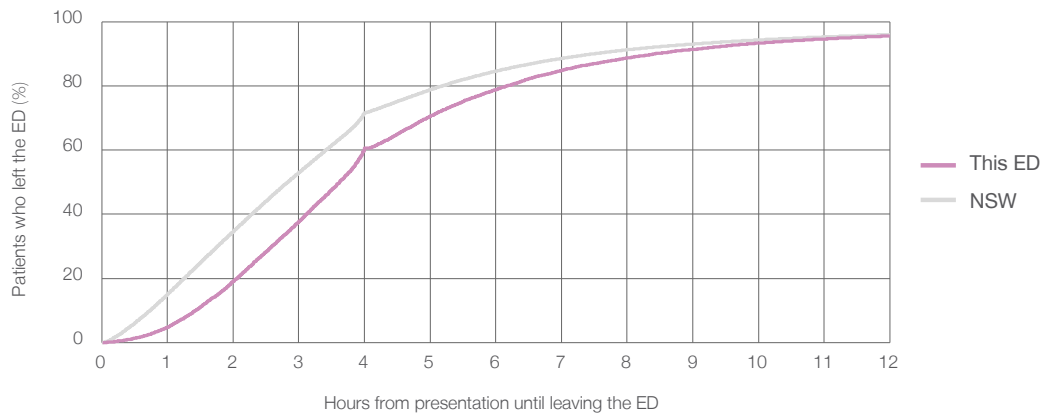
Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

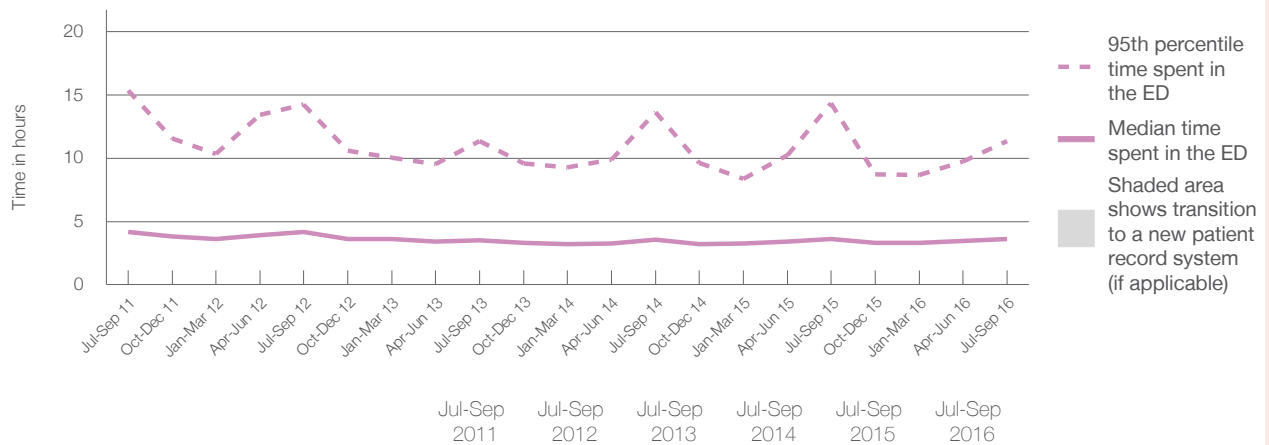
95th percentile time spent in the ED⁹ 11 hours and 21 minutes

Same period last year	NSW (this period)
18,844	18,844
3 hours and 38 minutes	2 hours and 50 minutes
14 hours and 20 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 20m	14h 13m	11h 20m	13h 39m	14h 20m	11h 21m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

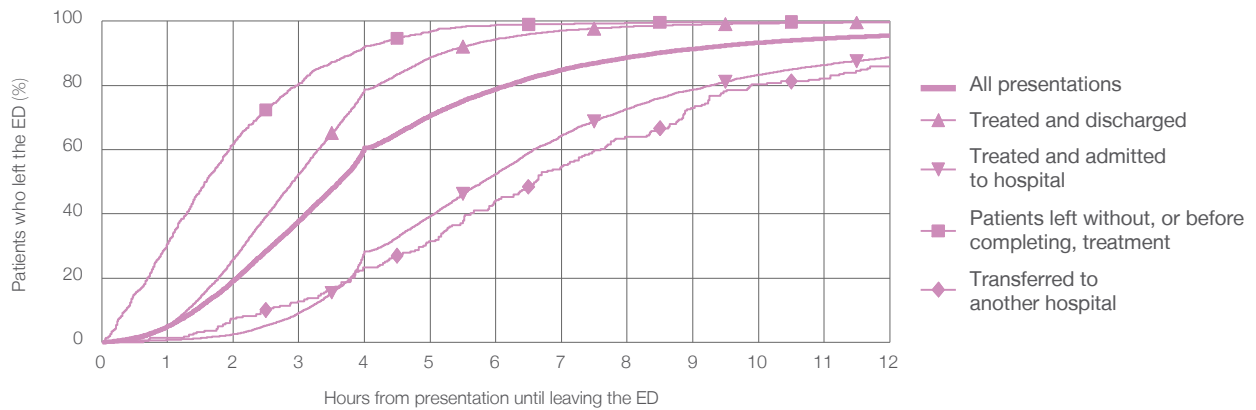
All presentations:¹ 19,061 patients

Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Treated and discharged	10,918 (57.3%)
Treated and admitted to hospital	6,906 (36.2%)
Patient left without, or before completing, treatment	972 (5.1%)
Transferred to another hospital	219 (1.1%)
Other	46 (0.2%)

Same period last year	Change since one year ago
18,844	1.1%
10,810	1.0%
6,660	3.7%
1,119	-13.1%
192	14.1%
63	-27.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.1%	25.9%	52.4%	78.8%	94.4%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.7%	2.5%	9.1%	28.3%	52.4%	72.7%	83.3%	88.8%
Patient left without, or before completing, treatment	30.8%	61.8%	80.5%	92.2%	98.9%	99.5%	99.8%	99.8%
Transferred to another hospital	1.4%	7.3%	12.8%	23.3%	44.3%	63.9%	80.4%	85.8%
All presentations	4.9%	19.1%	37.8%	60.6%	78.8%	88.7%	93.3%	95.6%

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

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

St George Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 19,061 patients

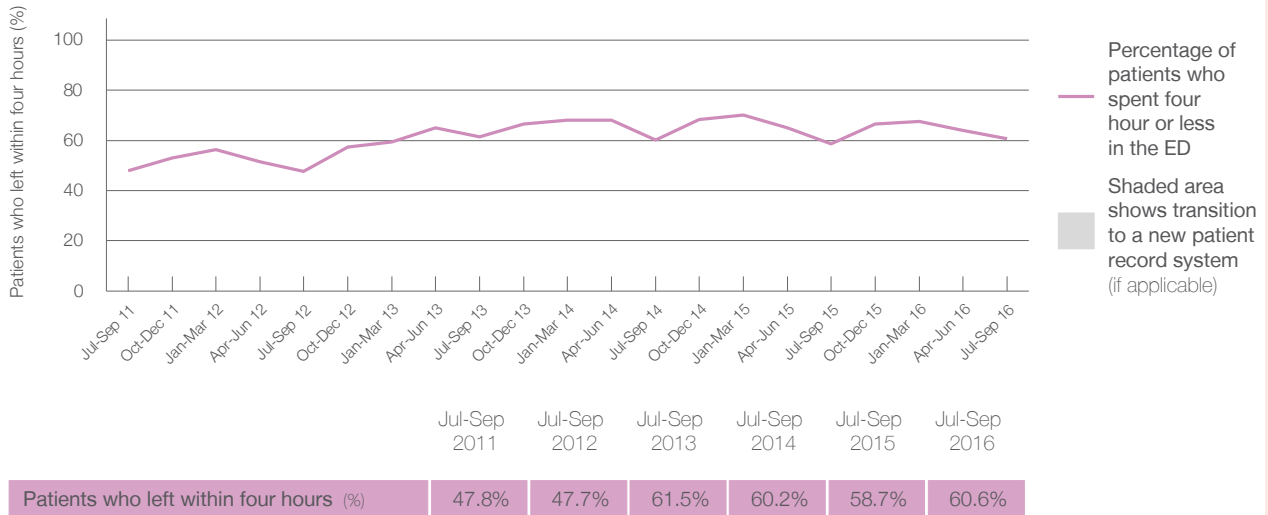
Presentations used to calculate time to leaving the ED: ⁶ 19,056 patients

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	18,844	1.2%
Presentations used to calculate time to leaving the ED	18,844	1.1%
Percentage of patients who spent four hours or less in the ED	58.7%	

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



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

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

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

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

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

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

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

Sutherland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations:² 12,367 patients

Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,669 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,010 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 925 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,783	
15 minutes	8 minutes
44 minutes	41 minutes
5,029	
30 minutes	21 minutes
90 minutes	103 minutes
4,582	
32 minutes	27 minutes
105 minutes	139 minutes
919	
29 minutes	24 minutes
118 minutes	138 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,459 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,480	-0.2%
68.4%	

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

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

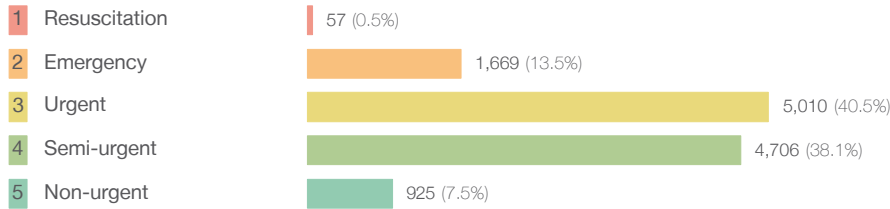
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

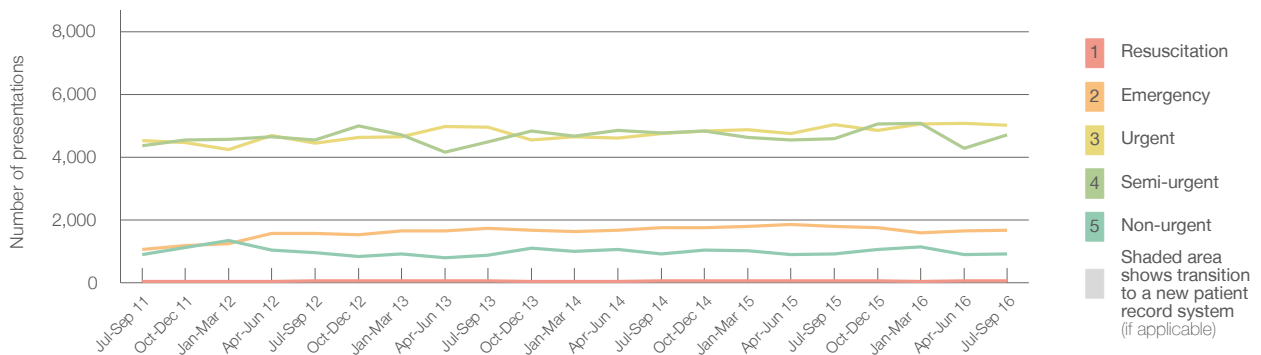
All presentations:¹ 12,462 patients

Emergency presentations² by triage category: 12,367 patients



Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%
60	-5.0%
1,783	-6.4%
5,029	-0.4%
4,582	2.7%
919	0.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	46	53	62	58	60	57
Emergency	1,063	1,569	1,727	1,754	1,783	1,669
Urgent	4,528	4,440	4,945	4,760	5,029	5,010
Semi-urgent	4,356	4,557	4,476	4,776	4,582	4,706
Non-urgent	901	964	881	910	919	925
All emergency presentations	10,894	11,583	12,091	12,258	12,373	12,367

Sutherland Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,455 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,430	
14 minutes	0 minutes
45 minutes	-7 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.

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

July to September 2016

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

Number of triage 2 patients: 1,669

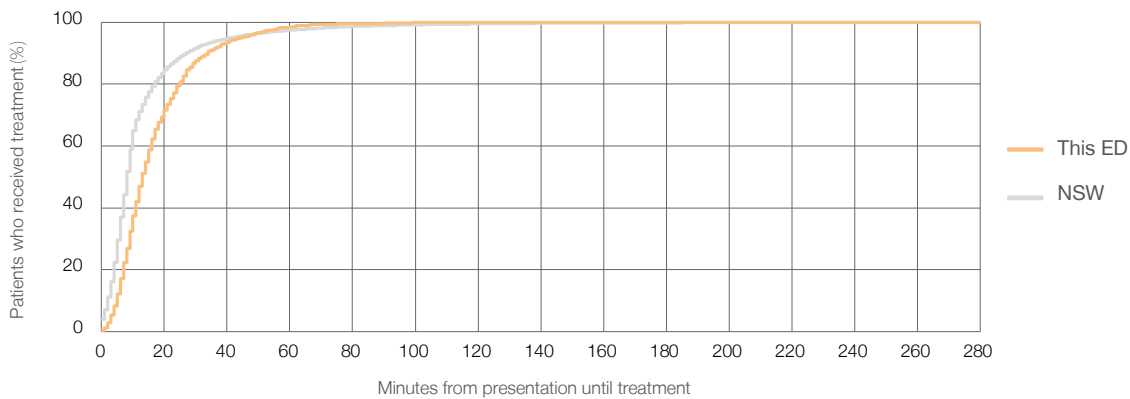
Number of triage 2 patients used to calculate waiting time:³ 1,666

Median time to start treatment⁴ 13 minutes

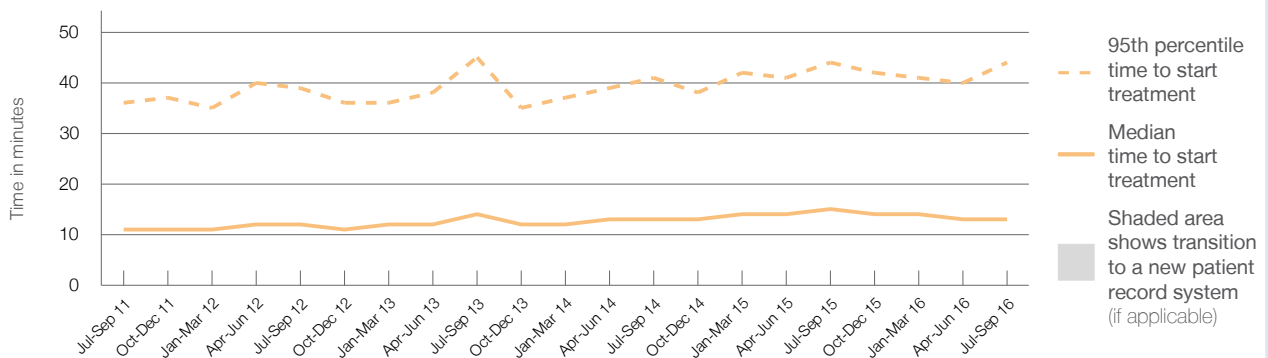
95th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
1,783	1,782
15 minutes	8 minutes
44 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	12	14	13	15	13
95th percentile time to start treatment ⁵ (minutes)	36	39	45	41	44	44

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

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

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

July to September 2016

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

Number of triage 3 patients: 5,010

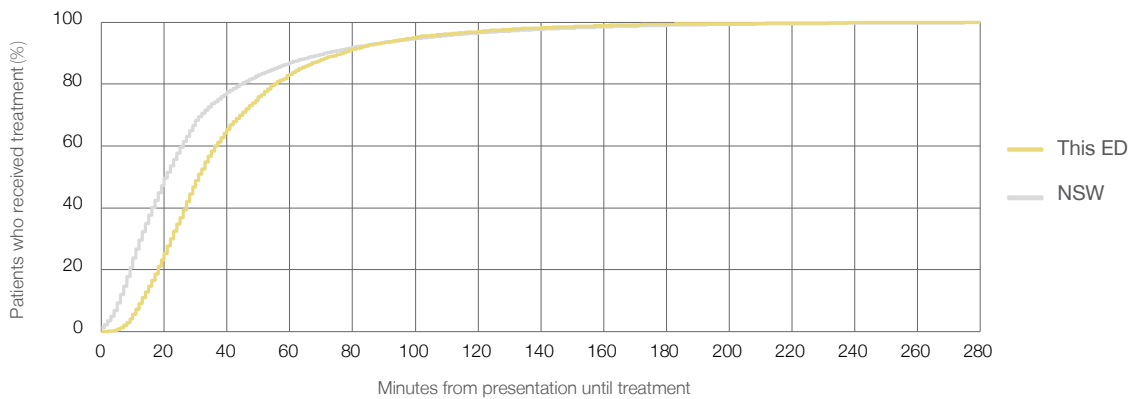
Number of triage 3 patients used to calculate waiting time:³ 4,945

Median time to start treatment⁴ 31 minutes

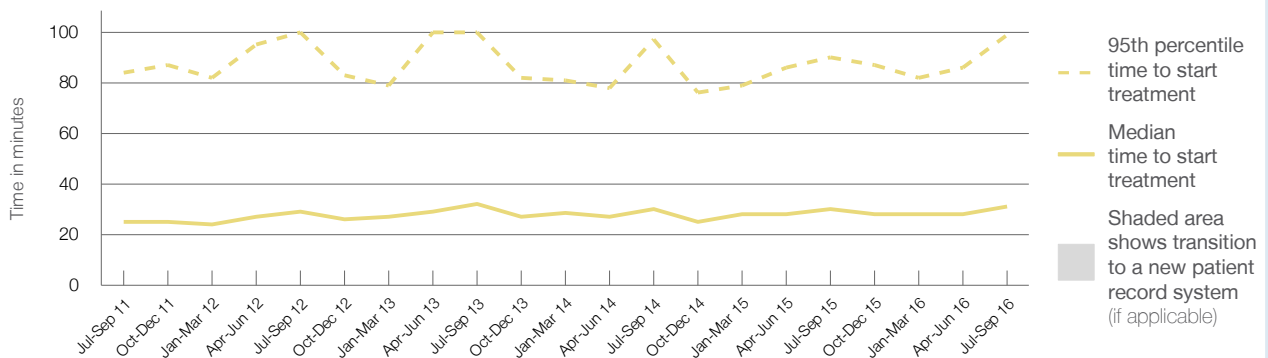
95th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
5,029	4,972
30 minutes	21 minutes
90 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	29	32	30	30	31
95th percentile time to start treatment ⁵ (minutes)	84	100	100	97	90	99

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

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

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

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

Number of triage 4 patients: 4,706

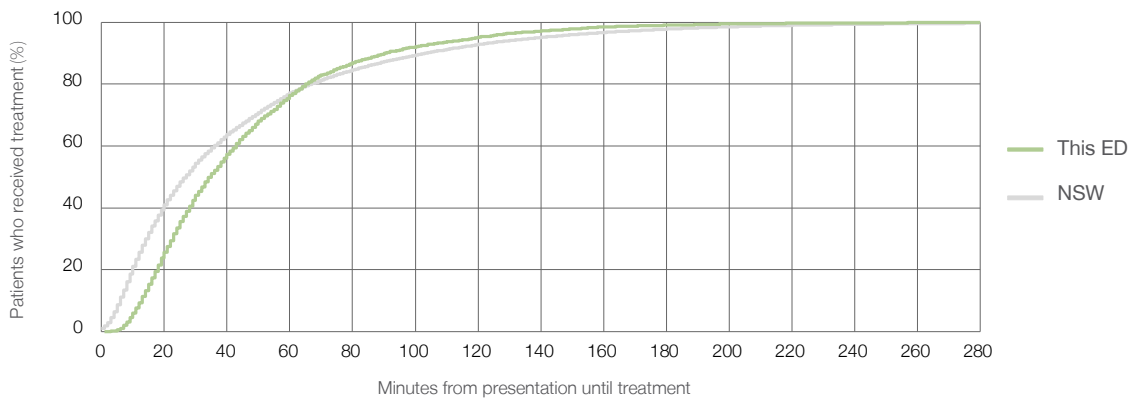
Number of triage 4 patients used to calculate waiting time:³ 4,586

Median time to start treatment⁴ 35 minutes

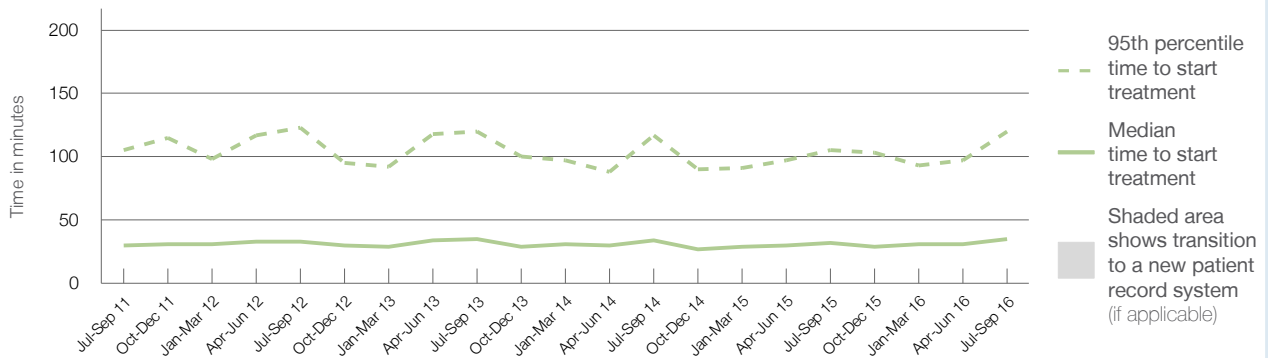
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
4,582	4,456
32 minutes	27 minutes
105 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	33	35	34	32	35
95th percentile time to start treatment ⁵ (minutes)	105	123	120	117	105	120

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 925

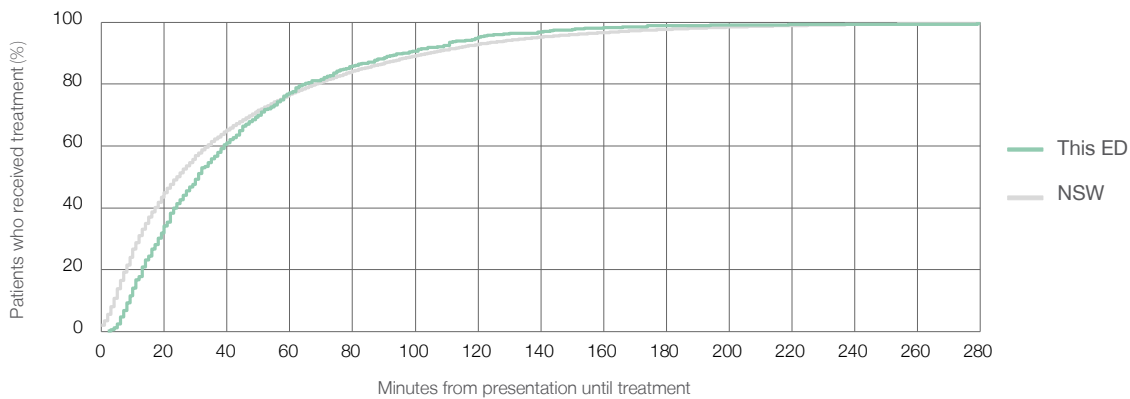
Number of triage 5 patients used to calculate waiting time:³ 827

Median time to start treatment⁴ 31 minutes

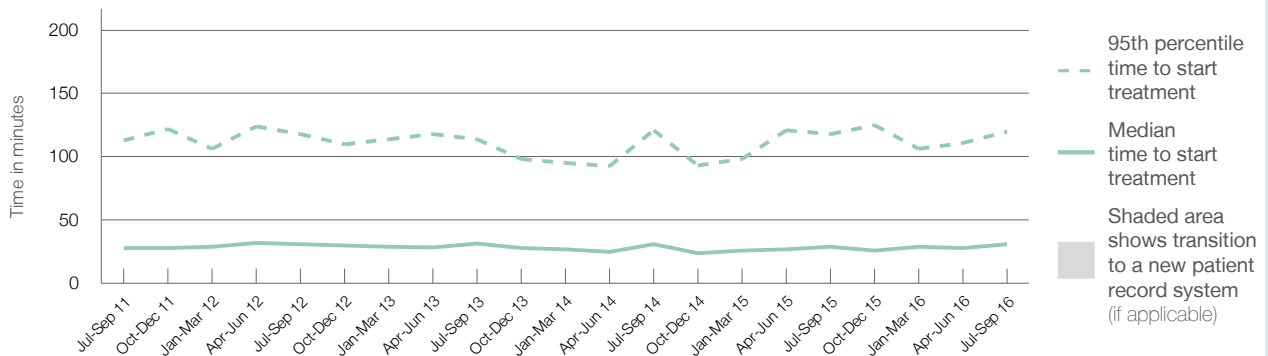
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
919	
847	
29 minutes	24 minutes
118 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	31	32	31	29	31
95th percentile time to start treatment ⁵ (minutes)	113	118	114	121	118	120

(†) 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.

Sutherland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,462 patients

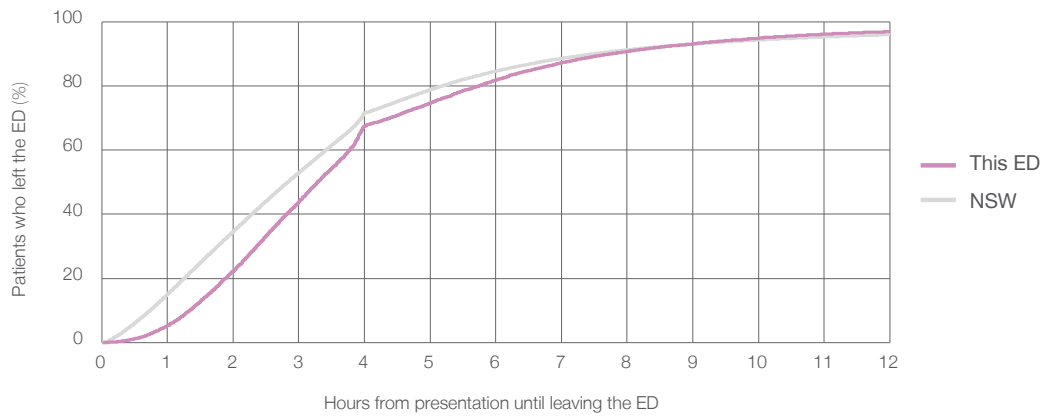
Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

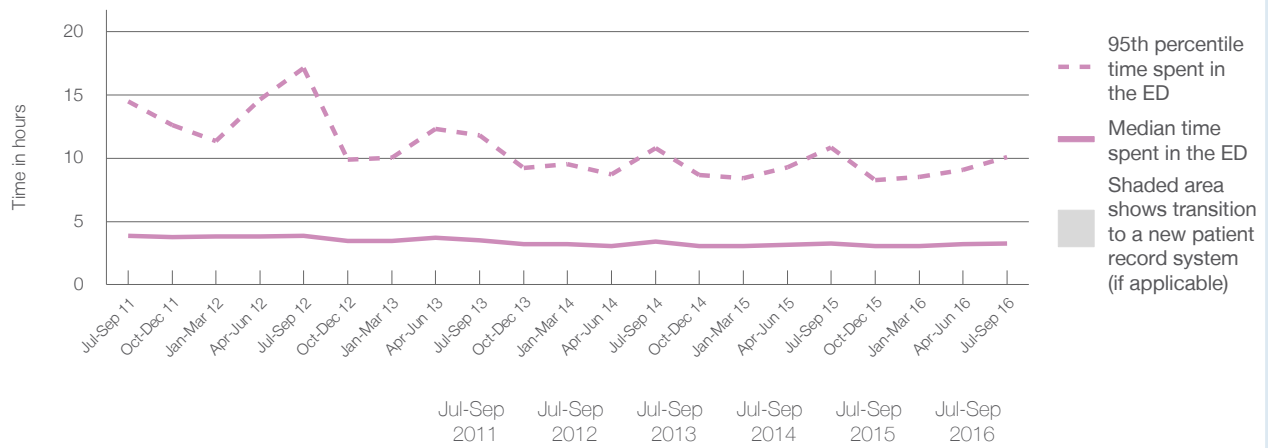
95th percentile time spent in the ED⁹ 10 hours and 5 minutes

Same period last year	NSW (this period)
12,480	12,480
3 hours and 16 minutes	2 hours and 50 minutes
10 hours and 50 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	17h 8m	11h 47m	10h 47m	10h 50m	10h 5m

(†) 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.

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

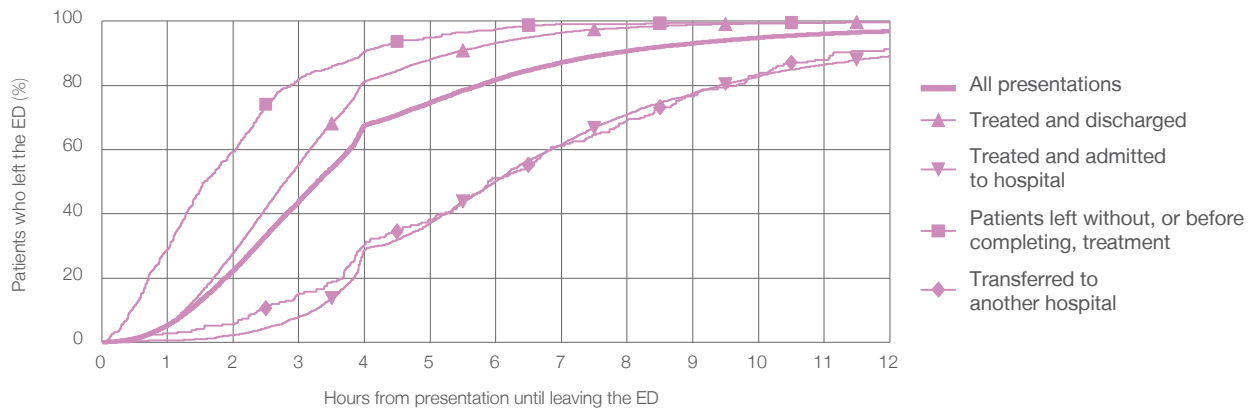
All presentations:¹ 12,462 patients

Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Treated and discharged	8,559 (68.7%)
Treated and admitted to hospital	3,144 (25.2%)
Patient left without, or before completing, treatment	492 (3.9%)
Transferred to another hospital	217 (1.7%)
Other	50 (0.4%)

	Same period last year	Change since one year ago
	12,480	-0.2%
Treated and discharged	8,573	-0.2%
Treated and admitted to hospital	3,161	-0.5%
Patient left without, or before completing, treatment	509	-3.3%
Transferred to another hospital	196	10.7%
Other	41	22.0%

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



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

Treated and discharged	5.5%	27.8%	55.5%	81.2%	93.2%	98.0%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.2%	7.9%	28.7%	50.1%	71.0%	82.7%	89.1%
Patient left without, or before completing, treatment	28.9%	59.3%	81.9%	90.4%	97.6%	99.2%	99.6%	99.8%
Transferred to another hospital	2.8%	5.5%	15.2%	30.4%	51.2%	69.1%	83.4%	91.2%
All presentations	5.3%	22.3%	43.9%	67.5%	81.8%	90.7%	94.9%	96.9%

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

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

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

All presentations at the emergency department: ¹ 12,462 patients

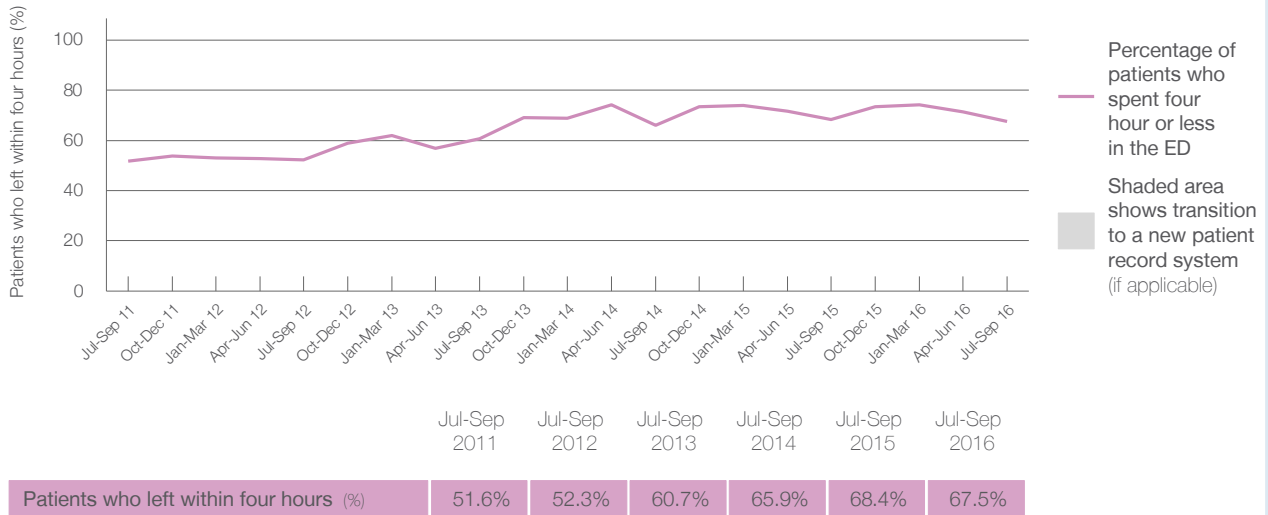
Presentations used to calculate time to leaving the ED: ⁶ 12,459 patients

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	12,480	-0.1%
Presentations used to calculate time to leaving the ED	12,480	-0.2%
Percentage of patients who spent four hours or less in the ED	68.4%	

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



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

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

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

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

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

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

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

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,217 patients
Emergency presentations:² 6,933 patients

Same period last year	Change since one year ago
8,731	-17.3%
7,067	-1.9%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 132 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 982 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,024 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,795 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
90	
9 minutes	8 minutes
*	41 minutes
797	
17 minutes	21 minutes
49 minutes	103 minutes
3,562	
22 minutes	27 minutes
73 minutes	139 minutes
2,618	
23 minutes	24 minutes
91 minutes	138 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,211 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
8,731	-17.4%
89.9%	

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

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

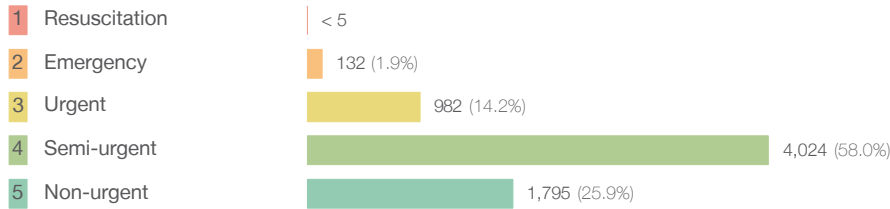
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

July to September 2016

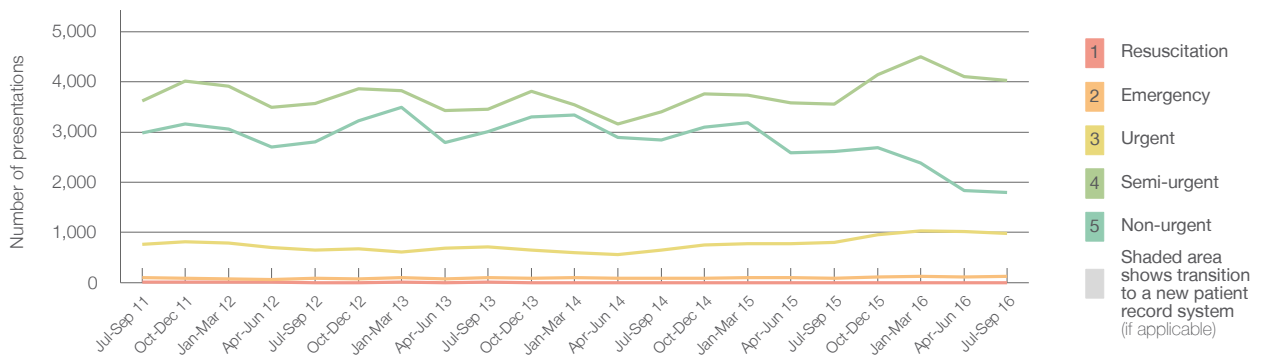
All presentations:¹ 7,217 patients

Emergency presentations² by triage category: 6,933 patients



	Same period last year	Change since one year ago
All presentations	8,731	-17.3%
Emergency presentations	7,067	-1.9%
1 Resuscitation	< 5	*
2 Emergency	90	48.9%
3 Urgent	797	23.2%
4 Semi-urgent	3,562	13.0%
5 Non-urgent	2,618	-31.4%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	< 5	6	< 5	< 5	< 5
Emergency	101	86	100	85	90	132
Urgent	765	653	715	647	797	982
Semi-urgent	3,616	3,575	3,454	3,405	3,562	4,024
Non-urgent	2,981	2,809	3,009	2,842	2,618	1,795
All emergency presentations	7,473	7,123	7,284	6,979	7,067	6,933

Sydney/Sydney Eye Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 717 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	714	
ED Transfer of care time		
Median time	10 minutes	-2 minutes
95th percentile time	23 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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 132

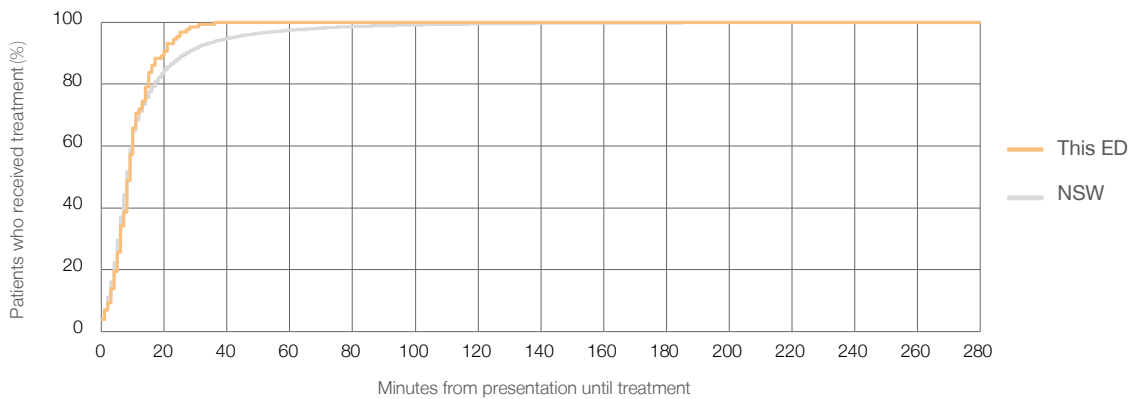
Number of triage 2 patients used to calculate waiting time:³ 129

Median time to start treatment⁴ 9 minutes

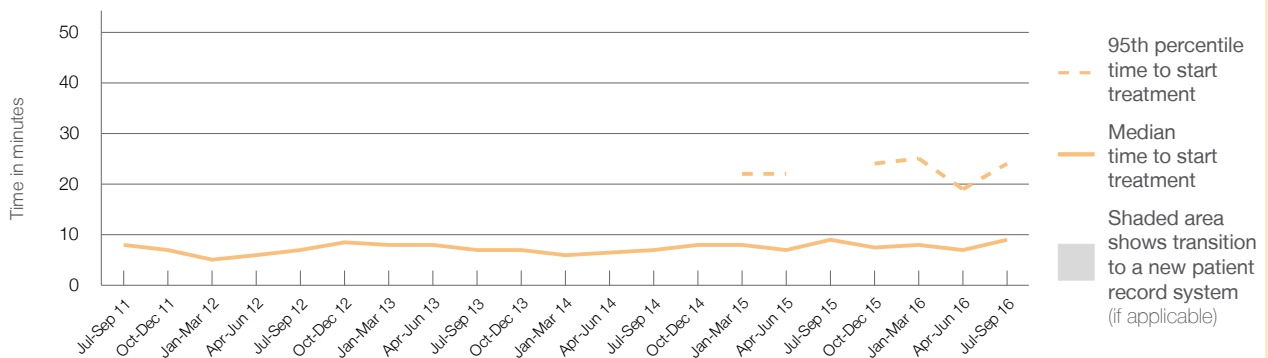
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
90	85
9 minutes	8 minutes
*	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	7	7	9	9
95th percentile time to start treatment ⁵ (minutes)	25	*	21	*	*	24

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 982

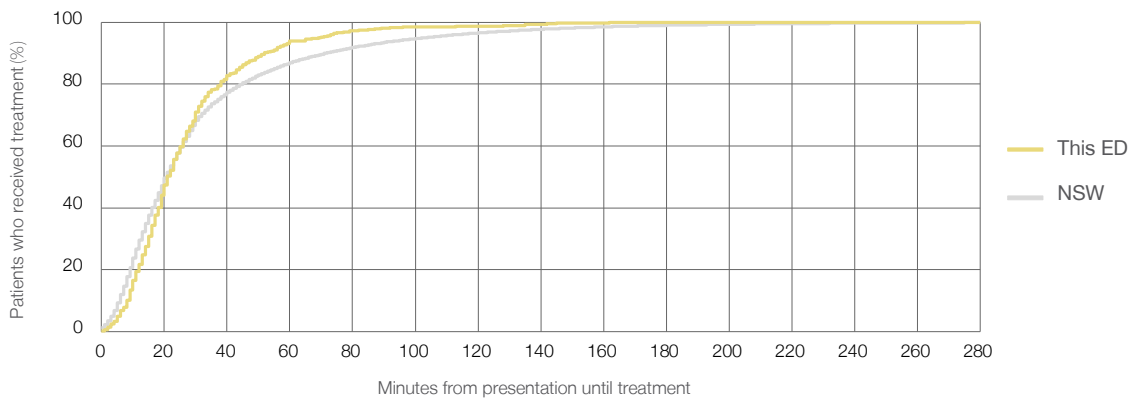
Number of triage 3 patients used to calculate waiting time:³ 964

Median time to start treatment⁴ 21 minutes

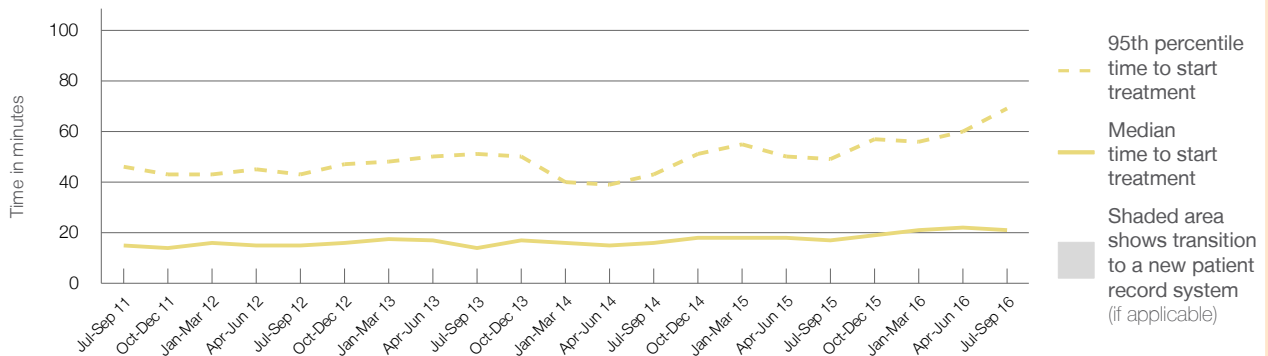
95th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
797	777
17 minutes	21 minutes
49 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	15	15	14	16	17	21
95th percentile time to start treatment ⁵ (minutes)	46	43	51	43	49	69

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,024

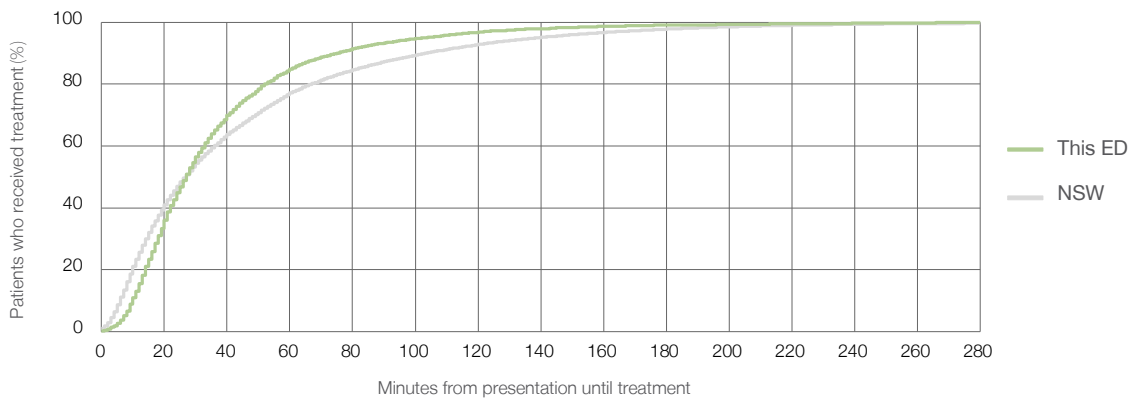
Number of triage 4 patients used to calculate waiting time:³ 3,924

Median time to start treatment⁴ 27 minutes

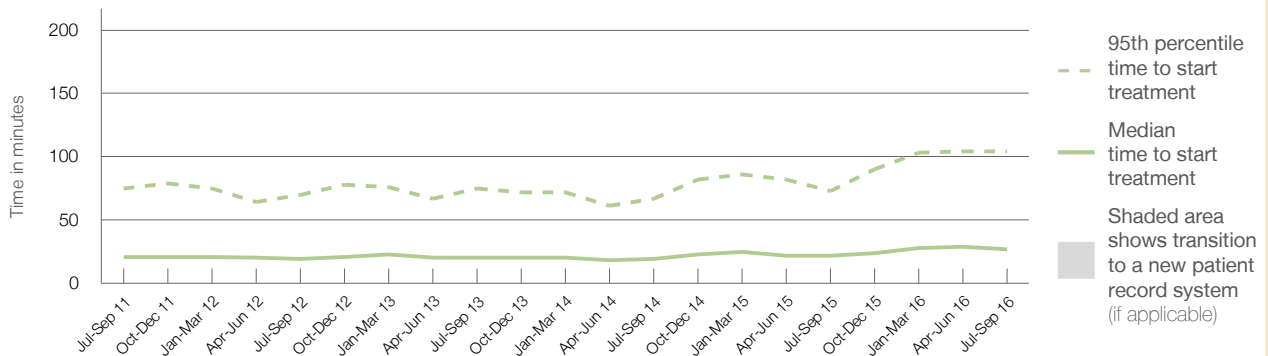
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
3,562	3,427
22 minutes	27 minutes
73 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	19	20	19	22	27
95th percentile time to start treatment ⁵ (minutes)	75	70	75	67	73	104

(†) 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/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,795

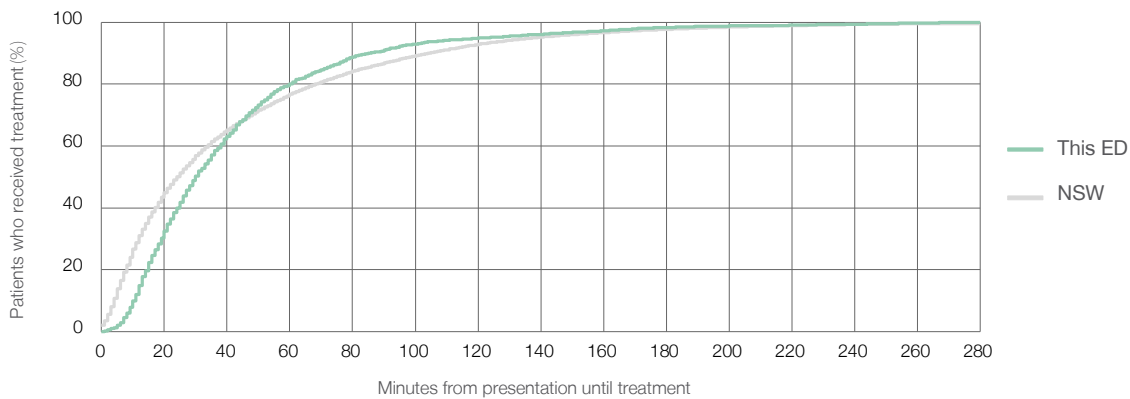
Number of triage 5 patients used to calculate waiting time:³ 1,630

Median time to start treatment⁴ 30 minutes

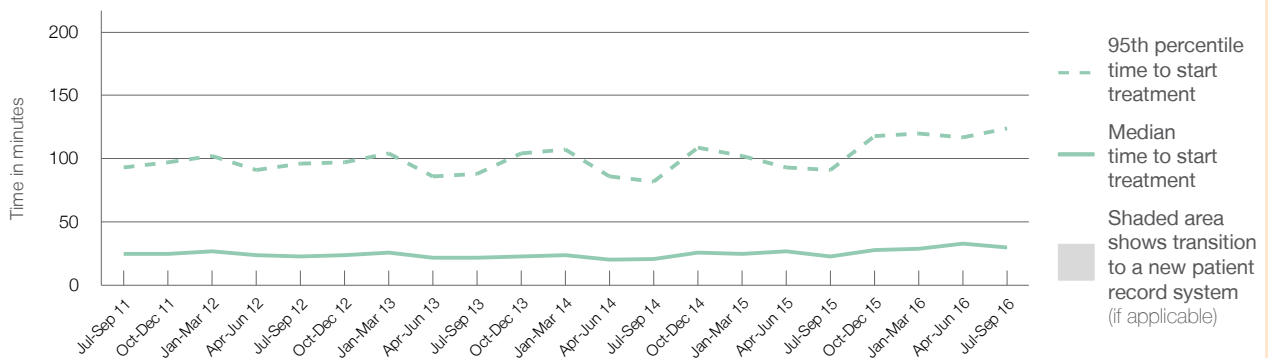
95th percentile time to start treatment⁵ 124 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,618	2,458
Median time to start treatment ⁴	23 minutes	24 minutes
95th percentile time to start treatment ⁵	91 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	22	21	23	30
95th percentile time to start treatment ⁵ (minutes)	93	96	88	82	91	124

(†) 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/Sydney Eye Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,217 patients

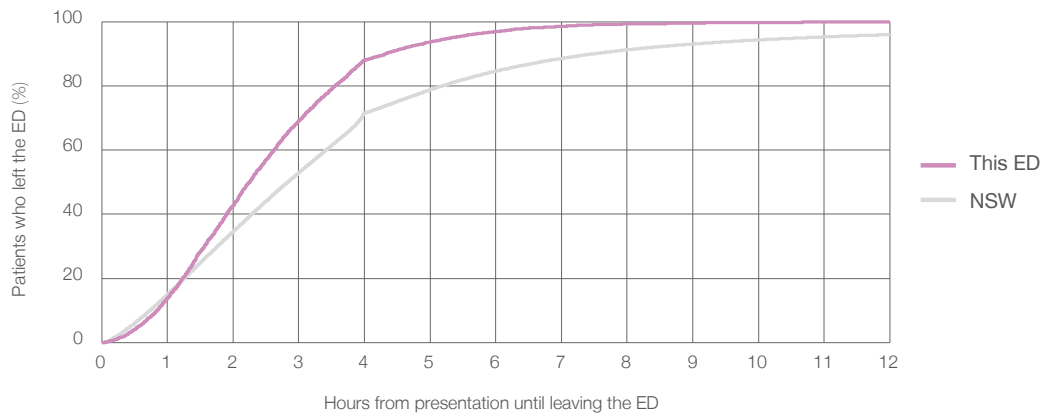
Presentations used to calculate time to leaving the ED:⁶ 7,211 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

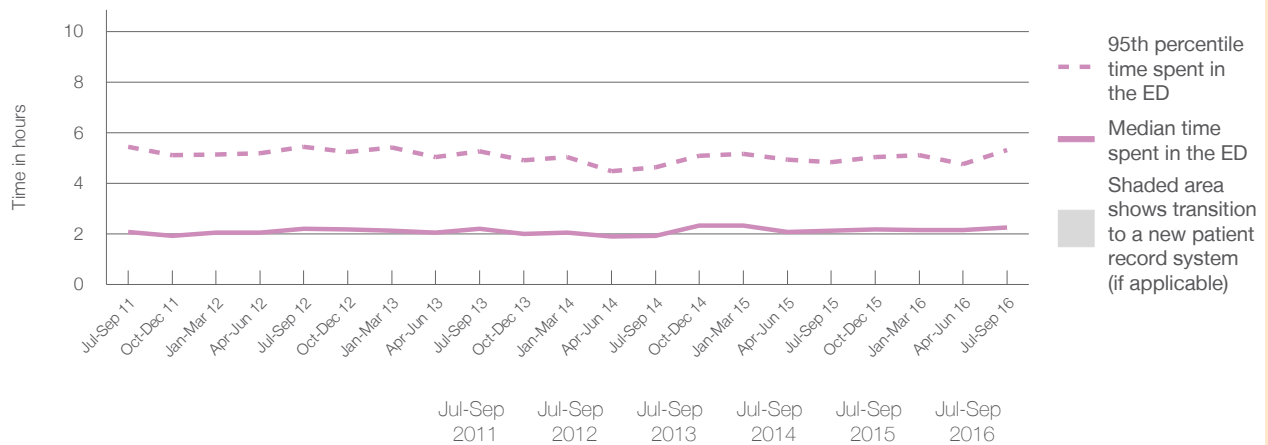
95th percentile time spent in the ED⁹ 5 hours and 20 minutes

Same period last year	NSW (this period)
8,731	8,731
2 hours and 8 minutes	2 hours and 50 minutes
4 hours and 51 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 5m	2h 12m	2h 13m	1h 56m	2h 8m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	5h 27m	5h 16m	4h 38m	4h 51m	5h 20m

(†) 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/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

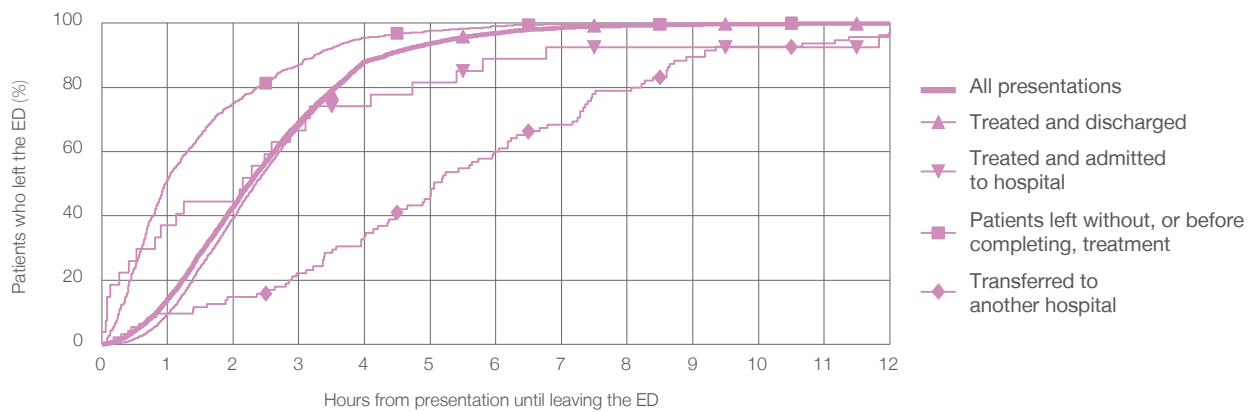
July to September 2016

All presentations:¹ 7,217 patients

Presentations used to calculate time to leaving the ED:⁶ 7,211 patients

		Same period last year	Change since one year ago
Treated and discharged	6,345 (87.9%)	7,438	-14.7%
Treated and admitted to hospital	27 (0.4%)	528	-94.9%
Patient left without, or before completing, treatment	637 (8.8%)	352	81.0%
Transferred to another hospital	95 (1.3%)	64	48.4%
Other	113 (1.6%)	349	-67.6%

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



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

Treated and discharged	9.5%	39.3%	67.7%	87.9%	97.2%	99.6%	99.9%	100%
Treated and admitted to hospital	37.0%	44.4%	66.7%	74.1%	88.9%	92.6%	92.6%	100%
Patient left without, or before completing, treatment	51.2%	75.2%	87.1%	95.6%	99.1%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.7%	22.1%	33.7%	60.0%	78.9%	92.6%	96.8%
All presentations	14.0%	42.9%	69.2%	88.0%	96.9%	99.3%	99.8%	99.9%

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

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

Sydney/Sydney Eye Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,217 patients

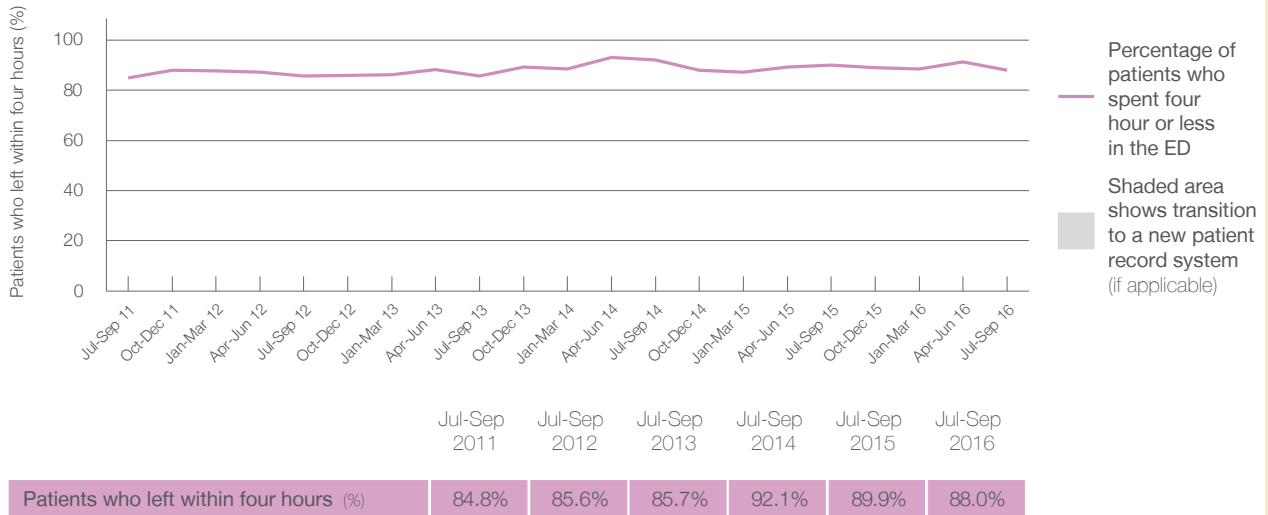
Presentations used to calculate time to leaving the ED: ⁶ 7,211 patients

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	8,731	-17.3%
Presentations used to calculate time to leaving the ED	8,731	-17.4%
Percentage of patients who spent four hours or less in the ED	89.9%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.8%	85.6%	85.7%	92.1%	89.9%	88.0%

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

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

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

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

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

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

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