Sutherland Hospital: Emergency department (ED) overview
July to September 2016

All presentations: 1 12,462 patients
Emergency presentations: 2 12,367 patients

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

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Attendance</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns)</td>
<td>1,669 patients</td>
<td>13 minutes</td>
<td>44 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration)</td>
<td>5,010 patients</td>
<td>31 minutes</td>
<td>99 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache)</td>
<td>4,706 patients</td>
<td>35 minutes</td>
<td>120 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions)</td>
<td>925 patients</td>
<td>31 minutes</td>
<td>120 minutes</td>
</tr>
</tbody>
</table>

Sutherland Hospital: Time from presentation until leaving the ED
July to September 2016

Attendances used to calculate time to leaving the ED: 4 12,459 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>67.5%</td>
<td>12,480</td>
<td>-0.2%</td>
</tr>
</tbody>
</table>

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

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

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).
Sutherland Hospital: Patients presenting to the emergency department
July to September 2016

All presentations: 12,462 patients

Emergency presentations by triage category: 12,367 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12,480</td>
<td>-0.1%</td>
</tr>
<tr>
<td>Emergency</td>
<td>12,373</td>
<td>-0.0%</td>
</tr>
<tr>
<td>Urgent</td>
<td>60</td>
<td>-5.0%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>1,783</td>
<td>-6.4%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>5,029</td>
<td>-0.4%</td>
</tr>
<tr>
<td></td>
<td>4,582</td>
<td>2.7%</td>
</tr>
<tr>
<td></td>
<td>919</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

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
Median time to start treatment\(^4\) 13 minutes
95th percentile time to start treatment\(^5\) 44 minutes

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,783</td>
<td>1,782</td>
</tr>
<tr>
<td>15 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>44 minutes</td>
<td>41 minutes</td>
</tr>
</tbody>
</table>

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\(^7\)

Median time to start treatment\(^4\) 11 12 14 13 15 13
95th percentile time to start treatment\(^5\) 36 39 45 41 44 44

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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: 4,945

Median time to start treatment
95th percentile time to start treatment

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>90 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

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

| Median time to start treatment (minutes) | 25 | 29 | 32 | 30 | 30 | 31 |
| 95th percentile time to start treatment (minutes) | 84 | 100 | 100 | 97 | 90 | 99 |

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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: 4,586
Median time to start treatment \(^4\)  35 minutes
95th percentile time to start treatment \(^5\)  120 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 \(^\text{††}\)

<table>
<thead>
<tr>
<th>Month</th>
<th>Median time to start treatment (minutes)</th>
<th>95th percentile time to start treatment (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>30</td>
<td>105</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>33</td>
<td>123</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>35</td>
<td>120</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>34</td>
<td>117</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>32</td>
<td>105</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>35</td>
<td>120</td>
</tr>
</tbody>
</table>

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

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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: 827
Median time to start treatment 4
95th percentile time to start treatment 5

31 minutes
120 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

Median time to start treatment 4
95th percentile time to start treatment 5

28 31 32 31 29 31
113 118 114 121 118 120

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(5) 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: 1,246 patients
Presentations used to calculate time to leaving the ED: 12,459 patients

Median time spent in the ED
95th percentile time spent in the ED

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

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

All presentations: 12,462 patients
Presentations used to calculate time to leaving the ED: 12,459 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Patients</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>8,559</td>
<td>(68.7%)</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>3,144</td>
<td>(25.2%)</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>492</td>
<td>(3.9%)</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>217</td>
<td>(1.7%)</td>
</tr>
<tr>
<td>Other</td>
<td>50</td>
<td>(0.4%)</td>
</tr>
</tbody>
</table>

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

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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: 12,462 patients
Presentations used to calculate time to leaving the ED: 12,459 patients

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

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.
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5. 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.
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 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%.