



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Local Health District

October to December 2017

## Canterbury Hospital: Emergency department (ED) overview

October to December 2017



All presentations:<sup>1</sup> 11,211 patients  
 Emergency presentations:<sup>2</sup> 11,171 patients

Same period last year	Change since one year ago
11,535	-2.8%
11,494	-2.8%

## Canterbury Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,168 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,095 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,689 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
1,098	
7 minutes	8 minutes
15 minutes	23 minutes
3,839	
16 minutes	20 minutes
53 minutes	65 minutes
5,290	
21 minutes	26 minutes
79 minutes	99 minutes
1,237	
18 minutes	23 minutes
97 minutes	103 minutes

## Canterbury Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Percentage of patients who spent four hours or less in the ED  79.3%

Same period last year	Change since one year ago
11,535	-2.8%
85.4%	

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

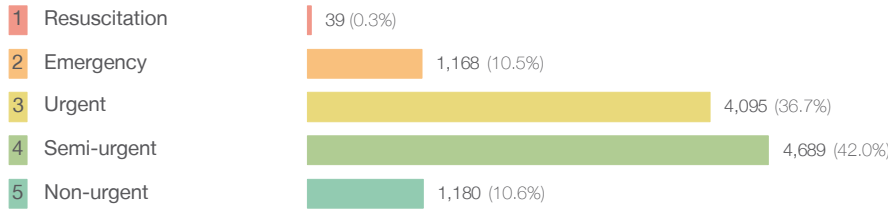
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

### Canterbury Hospital: Patients presenting to the emergency department October to December 2017

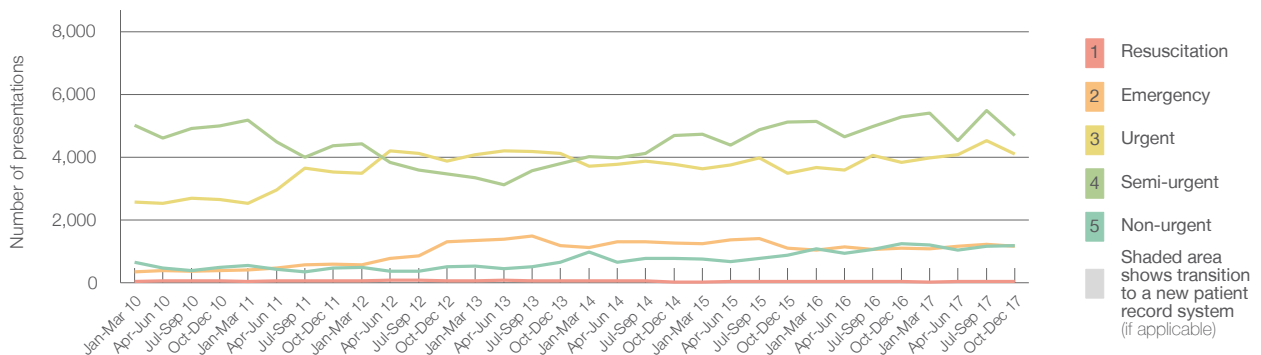
All presentations:<sup>1</sup> 11,211 patients

Emergency presentations<sup>2</sup> by triage category: 11,171 patients



	Same period last year	Change since one year ago
All presentations	11,535	-2.8%
Emergency presentations	11,494	-2.8%
1 Resuscitation	30	30.0%
2 Emergency	1,098	6.4%
3 Urgent	3,839	6.7%
4 Semi-urgent	5,290	-11.4%
5 Non-urgent	1,237	-4.6%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †

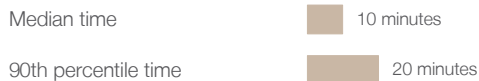


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	60	54	60	51	22	29	30	39
Emergency	380	579	1,305	1,189	1,263	1,104	1,098	1,168
Urgent	2,658	3,534	3,874	4,114	3,765	3,477	3,839	4,095
Semi-urgent	4,998	4,366	3,468	3,783	4,687	5,122	5,290	4,689
Non-urgent	492	469	505	656	776	875	1,237	1,180
All emergency presentations	8,588	9,002	9,212	9,793	10,513	10,607	11,494	11,171

### Canterbury Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,927 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,912	
ED Transfer of care time		
Median time	10 minutes	0 minutes
90th percentile time	19 minutes	1 minute

(†) 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.

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

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

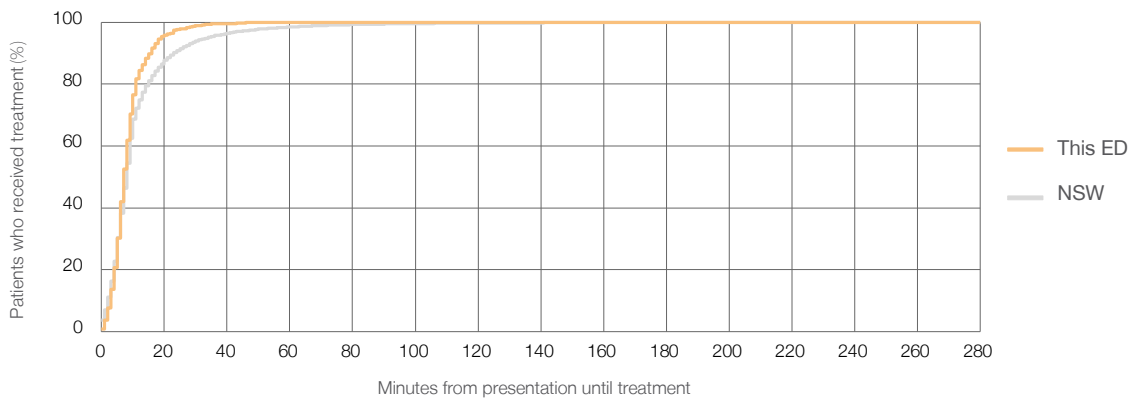
Number of triage 2 patients: 1,168

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,167

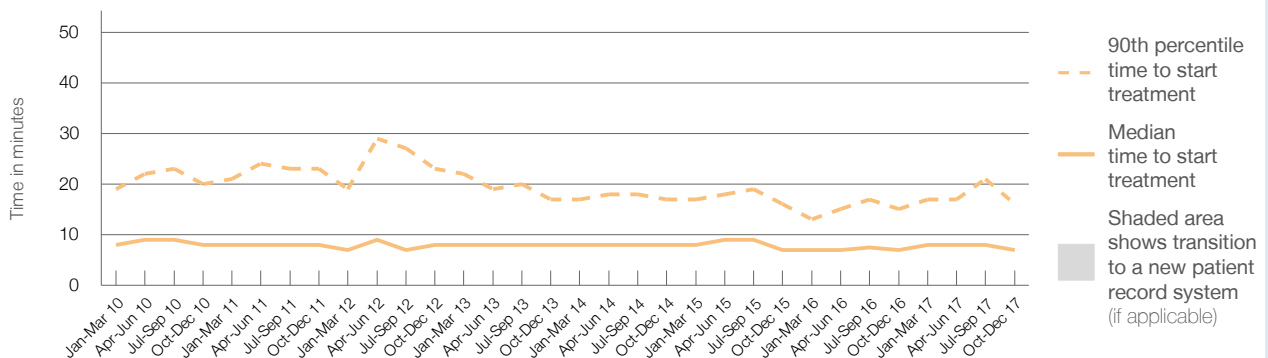
Median time to start treatment<sup>4</sup> ■ 7 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
1,098	1,096
7 minutes	8 minutes
15 minutes	23 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	8	8	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	20	23	23	17	17	16	15	16

(†) 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.

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

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

Number of triage 3 patients: 4,095

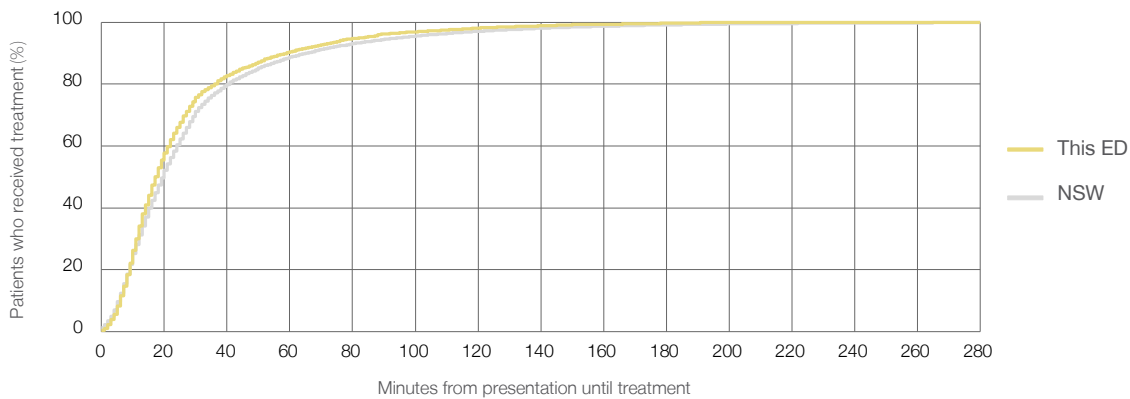
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,032

Median time to start treatment<sup>4</sup>  17 minutes

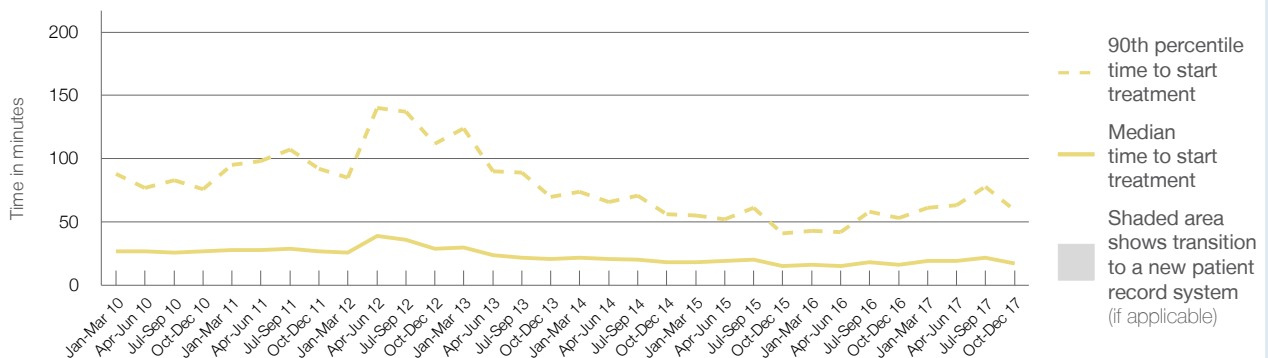
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,839	
3,796	
16 minutes	20 minutes
53 minutes	65 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	27	27	29	21	18	15	16	17
90th percentile time to start treatment <sup>5</sup> (minutes)	76	92	112	70	56	41	53	59

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

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

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

Number of triage 4 patients: 4,689

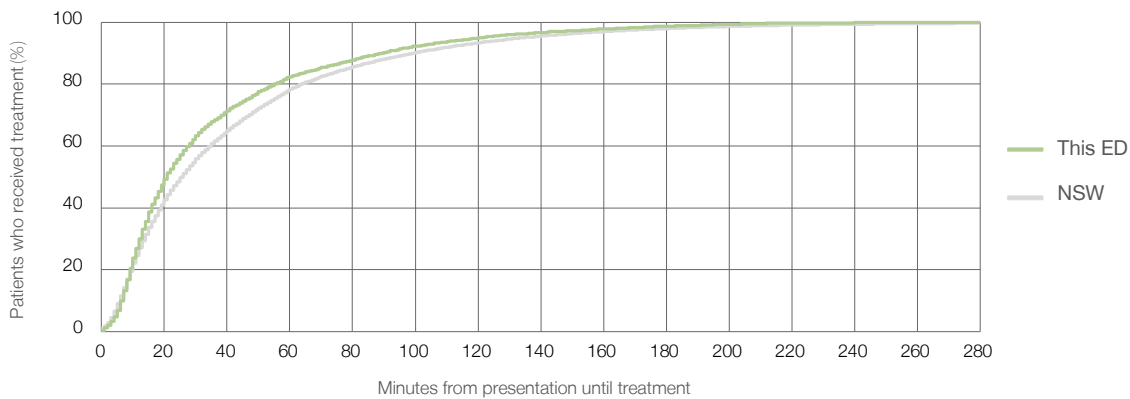
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,380

Median time to start treatment<sup>4</sup>  21 minutes

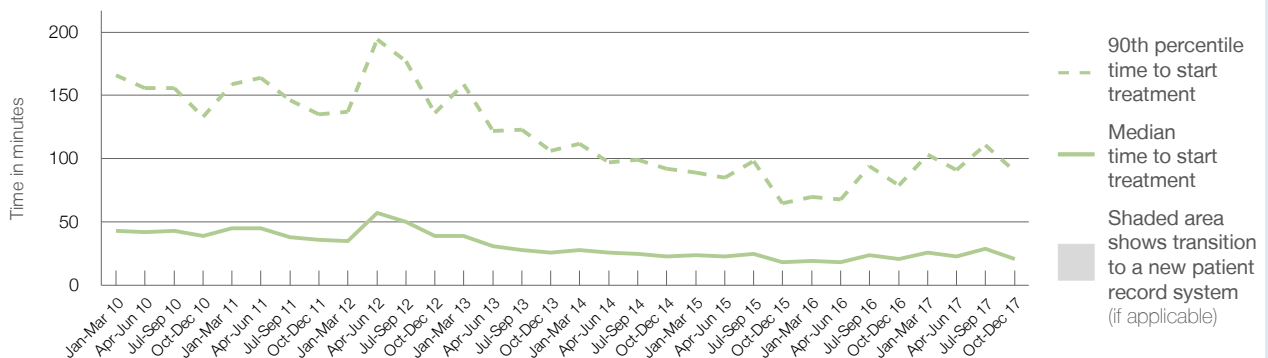
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
5,290	5,016
21 minutes	26 minutes
79 minutes	99 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	39	36	39	26	23	18	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	133	135	136	106	92	65	79	90

(†) 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.

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

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

Number of triage 5 patients: 1,180

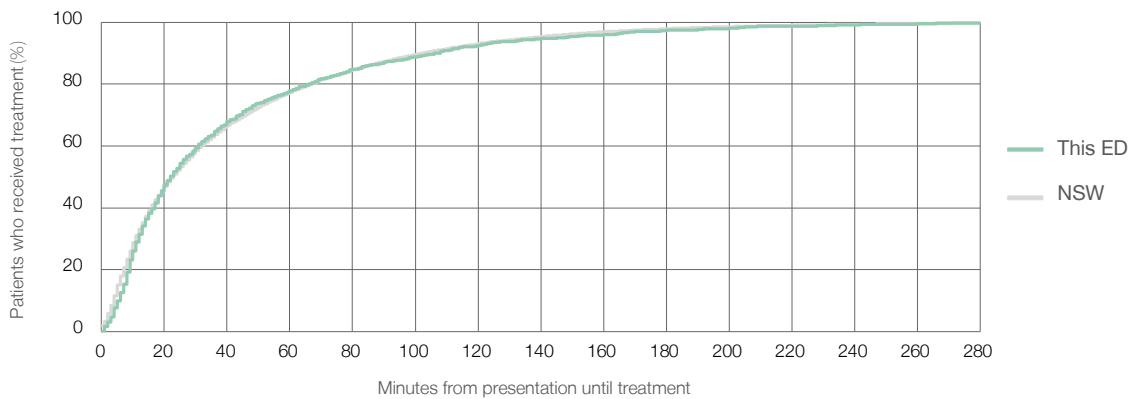
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 982

Median time to start treatment<sup>4</sup>  22 minutes

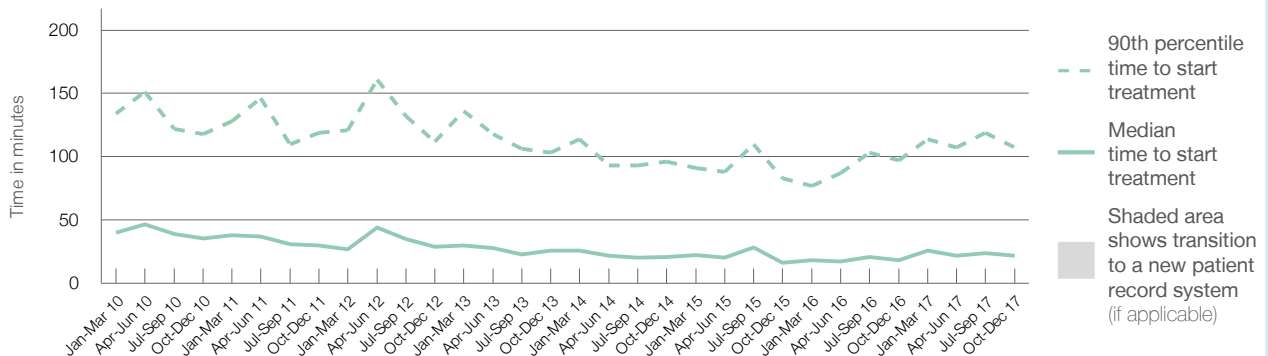
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
1,237	1,018
18 minutes	23 minutes
97 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	36	30	29	26	21	16	18	22
90th percentile time to start treatment <sup>5</sup> (minutes)	118	119	112	103	96	83	97	107

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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.

## Canterbury Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 11,211 patients

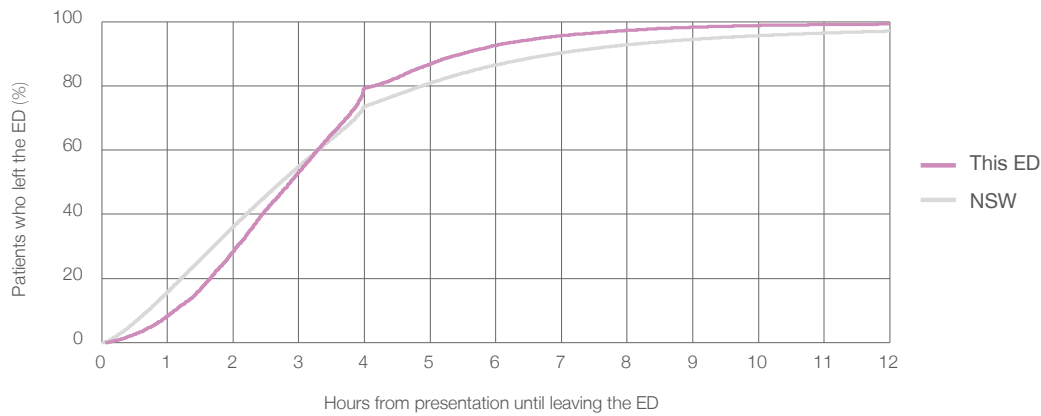
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Median time spent in the ED<sup>8</sup>  2 hours and 53 minutes

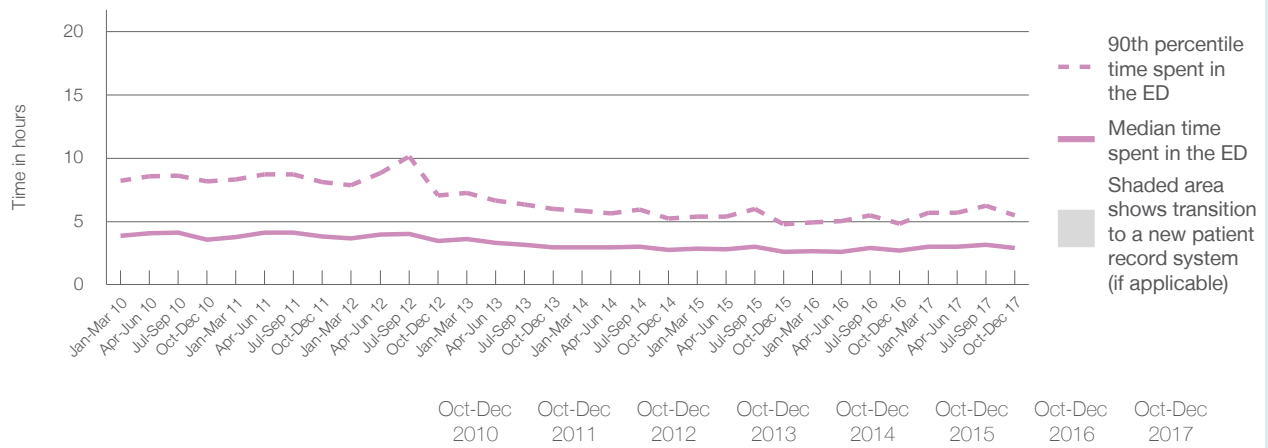
90th percentile time spent in the ED<sup>9</sup>  5 hours and 30 minutes

Same period last year	NSW (this period)
11,535	11,535
2 hours and 41 minutes	2 hours and 44 minutes
4 hours and 50 minutes	6 hours and 55 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m

(†) 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.



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

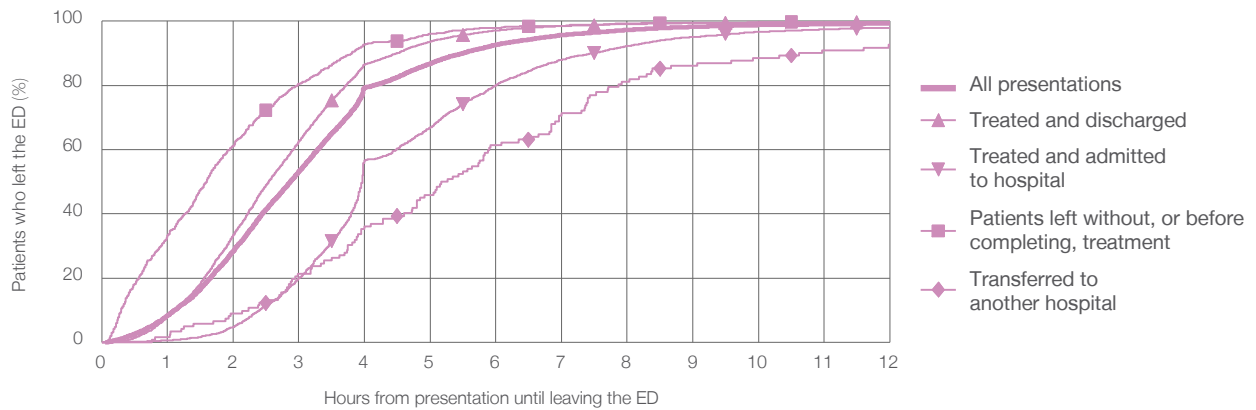
All presentations:<sup>1</sup> 11,211 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,207 patients

Treated and discharged	7,434 (66.3%)
Treated and admitted to hospital	2,728 (24.3%)
Patient left without, or before completing, treatment	892 (8.0%)
Transferred to another hospital	122 (1.1%)
Other	35 (0.3%)

Same period last year	Change since one year ago
11,535	-2.8%
7,724	-3.8%
2,846	-4.1%
816	9.3%
115	6.1%
34	2.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Treated and discharged	8.1%	33.4%	62.6%	86.6%	97.1%	99.1%	99.7%	99.8%
Treated and admitted to hospital	0.5%	4.8%	20.0%	56.6%	80.1%	92.3%	96.7%	97.9%
Patient left without, or before completing, treatment	33.2%	61.2%	80.5%	92.7%	98.0%	99.2%	99.7%	99.8%
Transferred to another hospital	1.6%	9.0%	21.3%	36.1%	61.5%	81.1%	88.5%	92.6%
All presentations	8.4%	28.6%	53.3%	79.3%	92.6%	97.3%	98.8%	99.3%

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

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

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

All presentations at the emergency department: <sup>1</sup> 11,211 patients

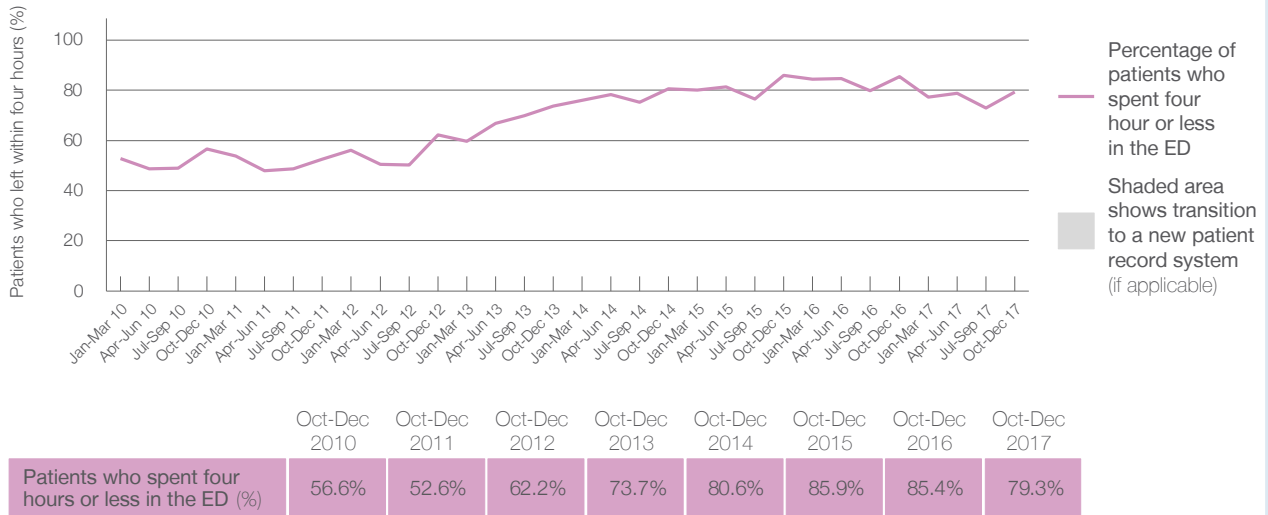
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,207 patients

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: <sup>1</sup> 11,211 patients	11,535	-2.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 11,207 patients	11,535	-2.8%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

## Concord Hospital: Emergency department (ED) overview

October to December 2017


All presentations:<sup>1</sup> 10,220 patients  
 Emergency presentations:<sup>2</sup> 10,194 patients

Same period last year	Change since one year ago
9,980	2.4%
9,959	2.4%

## Concord Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,159 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  19 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,431 patients

Median time to start treatment<sup>4</sup>  26 minutes  
 90th percentile time to start treatment<sup>5</sup>  90 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,107 patients

Median time to start treatment<sup>4</sup>  27 minutes  
 90th percentile time to start treatment<sup>5</sup>  96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
1,101	
8 minutes	8 minutes
15 minutes	23 minutes
3,511	
18 minutes	20 minutes
48 minutes	65 minutes
4,779	
25 minutes	26 minutes
73 minutes	99 minutes
525	
30 minutes	23 minutes
94 minutes	103 minutes

## Concord Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,217 patients

Percentage of patients who spent four hours or less in the ED  74.6%

Same period last year	Change since one year ago
9,979	2.4%
75.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

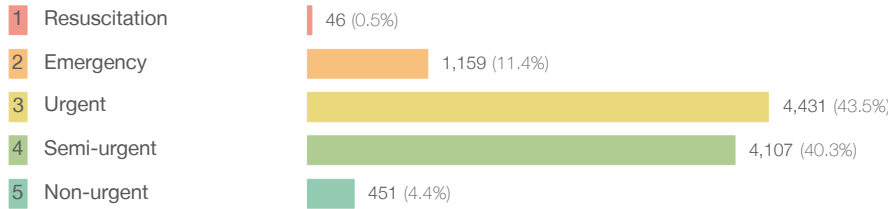
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Concord Hospital: Patients presenting to the emergency department October to December 2017

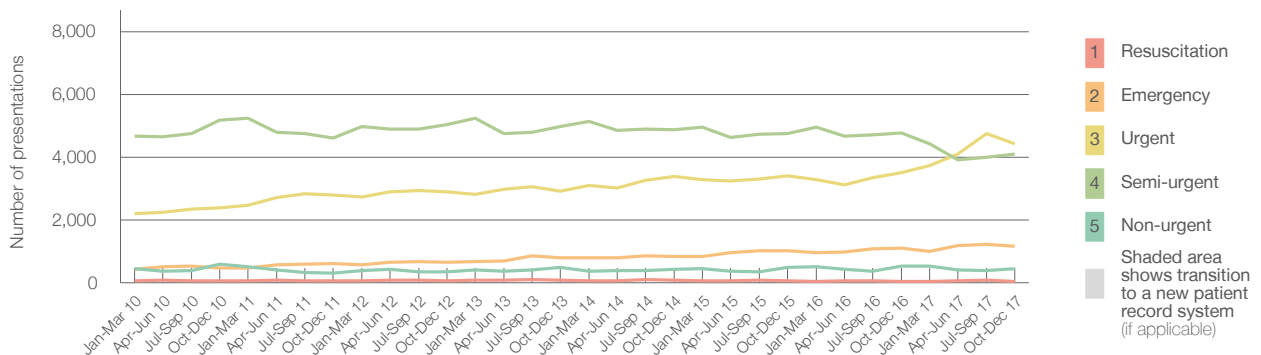
All presentations:<sup>1</sup> 10,220 patients

Emergency presentations<sup>2</sup> by triage category: 10,194 patients



	Same period last year	Change since one year ago
All presentations	9,980	2.4%
Emergency presentations	9,959	2.4%
1 Resuscitation	43	7.0%
2 Emergency	1,101	5.3%
3 Urgent	3,511	26.2%
4 Semi-urgent	4,779	-14.1%
5 Non-urgent	525	-14.1%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	57	60	68	85	76	56	43	46
Emergency	462	619	658	802	828	1,010	1,101	1,159
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107
Non-urgent	593	298	353	496	429	478	525	451
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,194

## Concord Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,210 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,251	
ED Transfer of care time		
Median time	11 minutes	1 minute
90th percentile time	19 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.

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

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

Number of triage 2 patients: 1,159

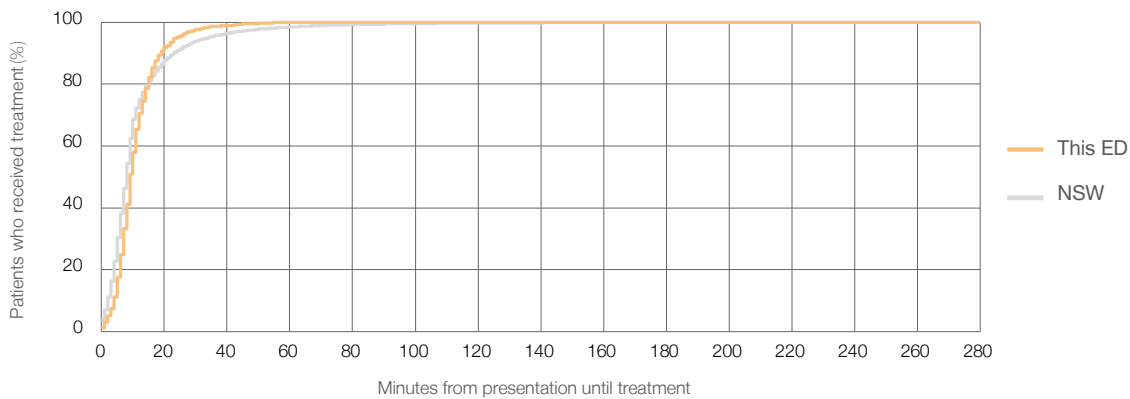
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,155

Median time to start treatment<sup>4</sup>  9 minutes

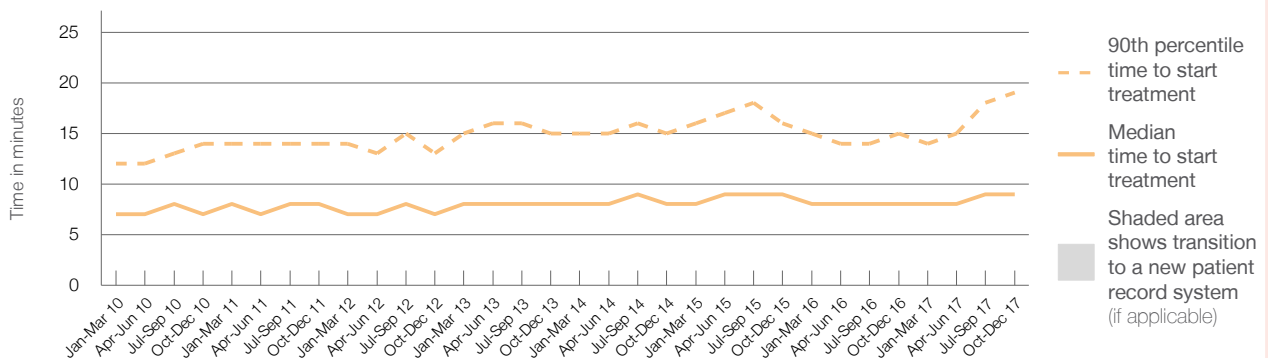
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
1,101	
1,098	
8 minutes	8 minutes
15 minutes	23 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	8	8	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	14	14	13	15	15	16	15	19

(†) 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.

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

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

Number of triage 3 patients: 4,431

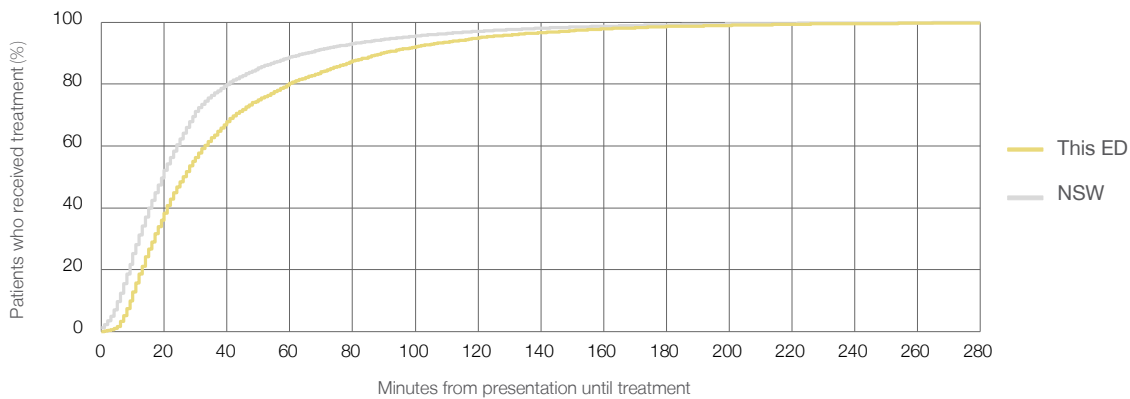
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,271

Median time to start treatment<sup>4</sup>  26 minutes

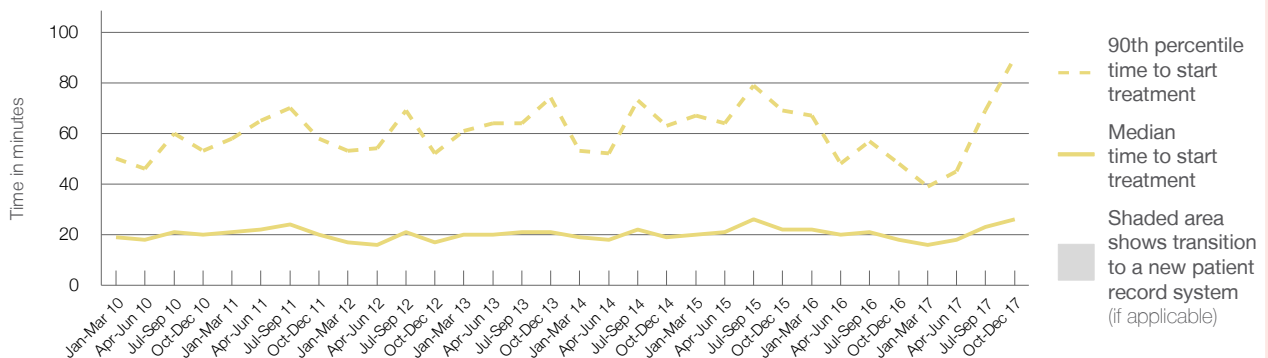
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
3,511	
3,415	
18 minutes	20 minutes
48 minutes	65 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	20	20	17	21	19	22	18	26
90th percentile time to start treatment <sup>5</sup> (minutes)	53	58	52	74	63	69	48	90

(†) 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.

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

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

Number of triage 4 patients: 4,107

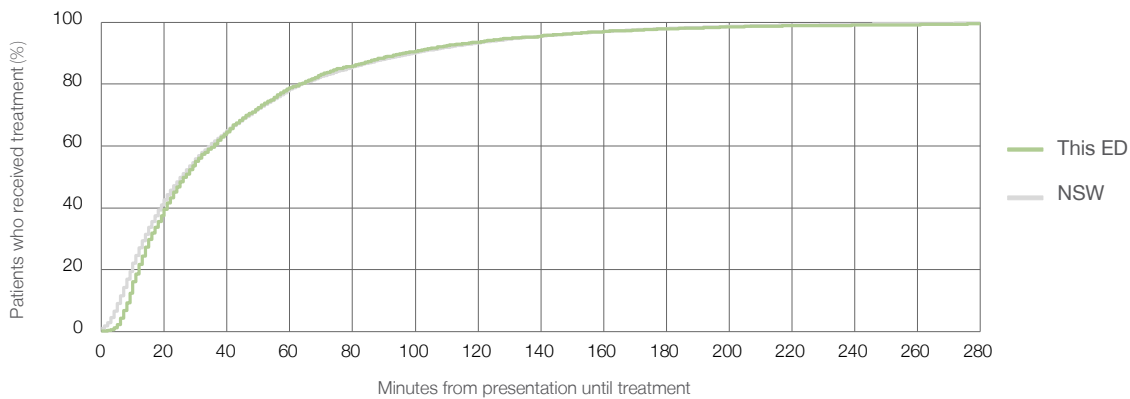
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,817

Median time to start treatment<sup>4</sup>  27 minutes

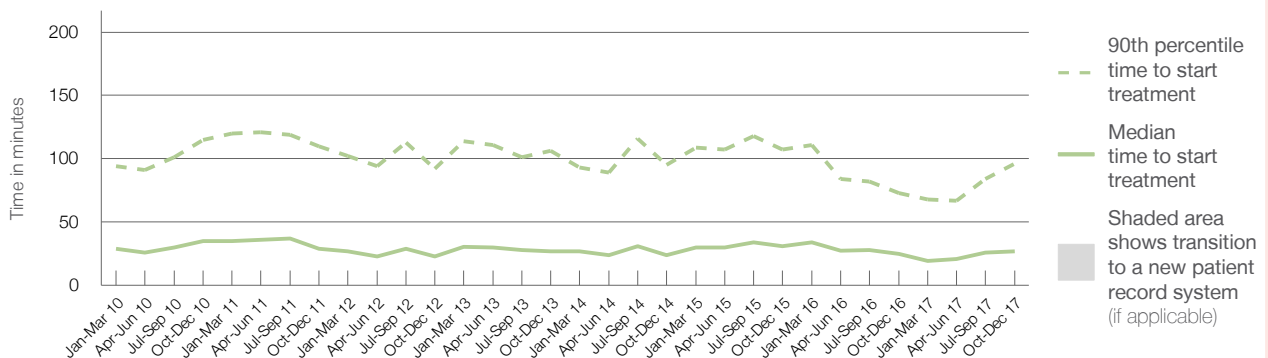
90th percentile time to start treatment<sup>5</sup>  96 minutes

Same period last year	NSW (this period)
4,779	4,506
25 minutes	26 minutes
73 minutes	99 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	35	29	23	27	24	31	25	27
90th percentile time to start treatment <sup>5</sup> (minutes)	115	110	92	106	95	107	73	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.

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

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

Number of triage 5 patients: 451

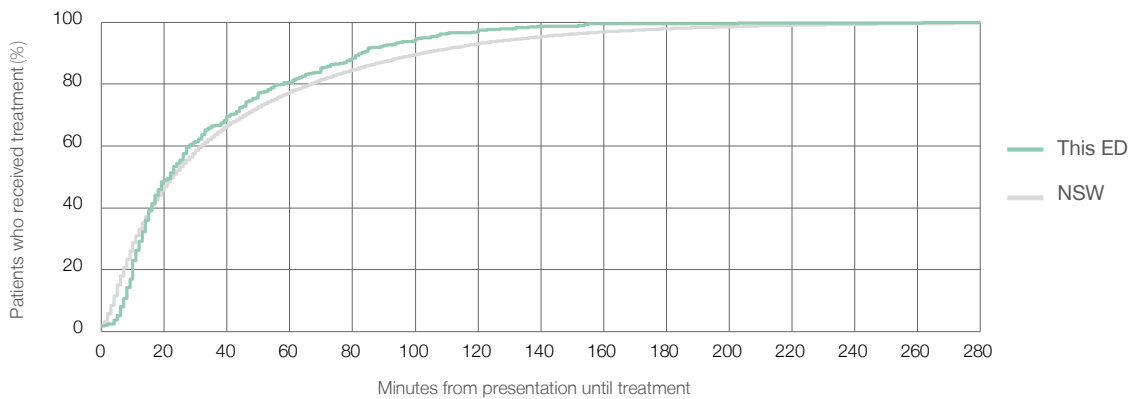
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 384

Median time to start treatment<sup>4</sup> 22 minutes

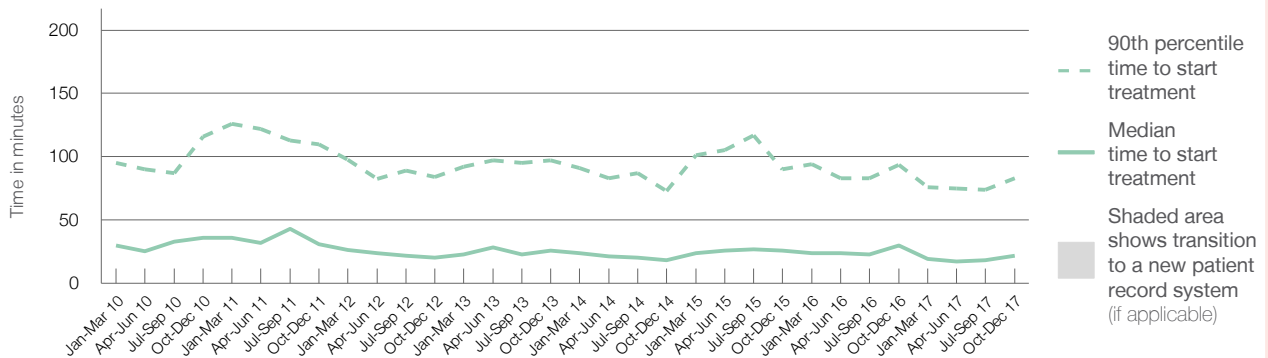
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
525	430
30 minutes	23 minutes
94 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	36	31	20	26	18	26	30	22
90th percentile time to start treatment <sup>5</sup> (minutes)	116	110	84	97	73	90	94	83

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

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



## Concord Hospital: Time patients spent in the ED October to December 2017

All presentations:<sup>1</sup> 10,220 patients

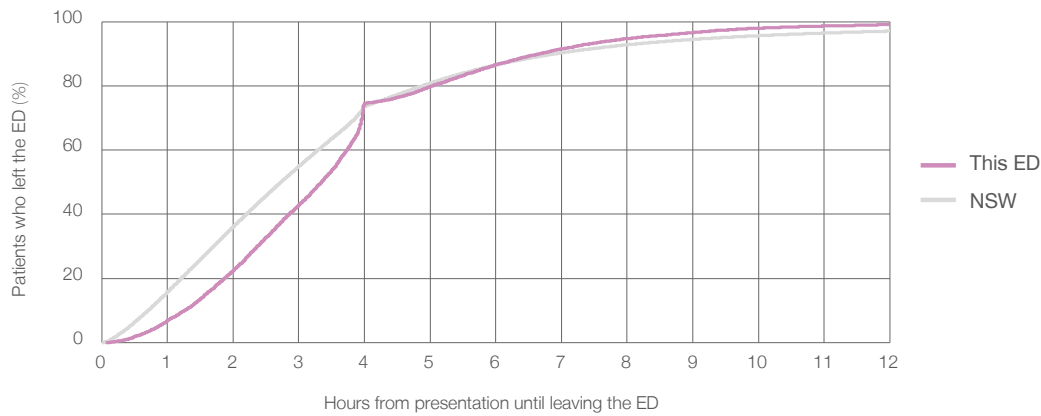
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,217 patients

Median time spent in the ED<sup>8</sup> 3 hours and 21 minutes

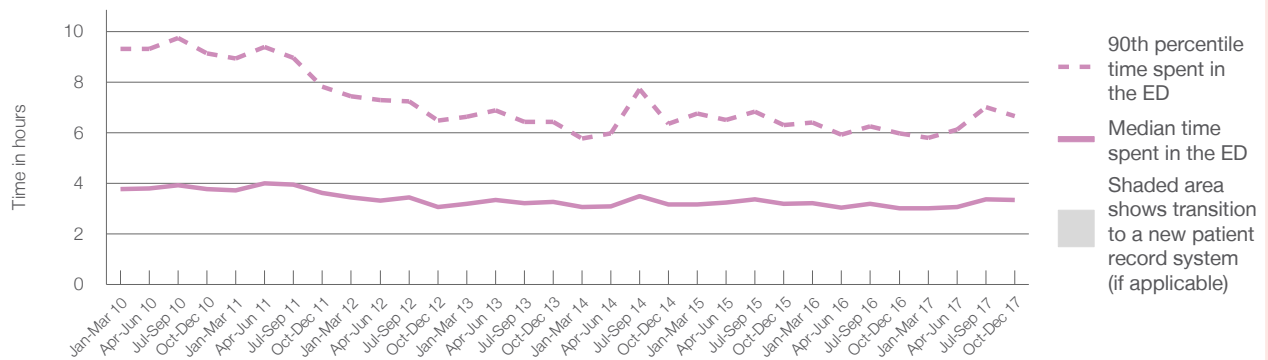
90th percentile time spent in the ED<sup>9</sup> 6 hours and 40 minutes

Same period last year	NSW (this period)
9,980	
9,979	
3 hours and 1 minutes	2 hours and 44 minutes
5 hours and 59 minutes	6 hours and 55 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m

(†) 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.

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

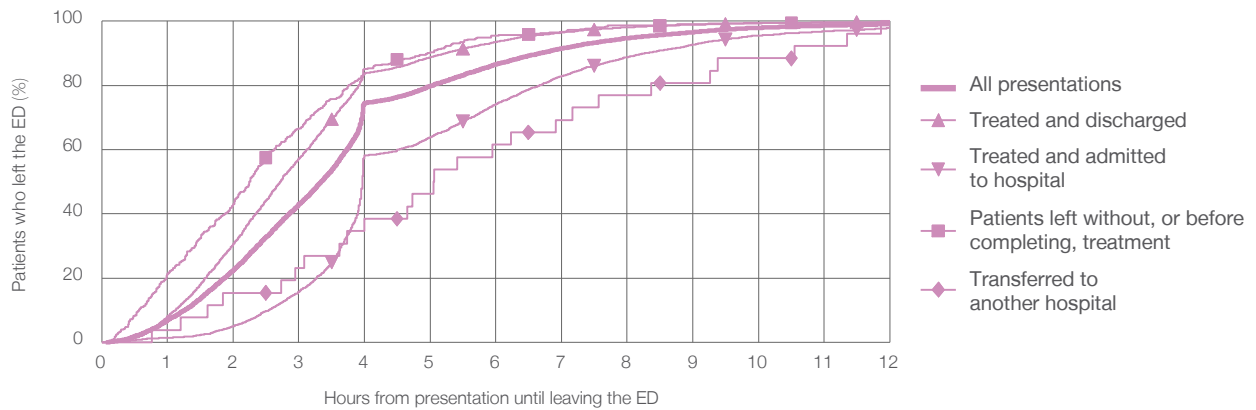
All presentations:<sup>1</sup> 10,220 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,217 patients

Treated and discharged	5,912 (57.8%)
Treated and admitted to hospital	3,696 (36.2%)
Patient left without, or before completing, treatment	438 (4.3%)
Transferred to another hospital	26 (0.3%)
Other	148 (1.4%)

Same period last year	Change since one year ago
9,979	2.4%
6,397	-7.6%
3,047	21.3%
376	16.5%
23	13.0%
137	8.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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	8.1%	30.7%	57.3%	83.7%	93.6%	98.1%	99.4%	99.8%
Treated and admitted to hospital	1.4%	5.0%	15.8%	58.3%	74.2%	88.8%	95.5%	97.9%
Patient left without, or before completing, treatment	21.2%	43.2%	66.7%	85.2%	95.4%	98.6%	99.5%	99.8%
Transferred to another hospital	3.8%	15.4%	23.1%	38.5%	61.5%	76.9%	88.5%	100%
All presentations	6.9%	22.6%	43.0%	74.6%	86.6%	94.7%	98.0%	99.1%

(†) 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.

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

All presentations at the emergency department: <sup>1</sup> 10,220 patients

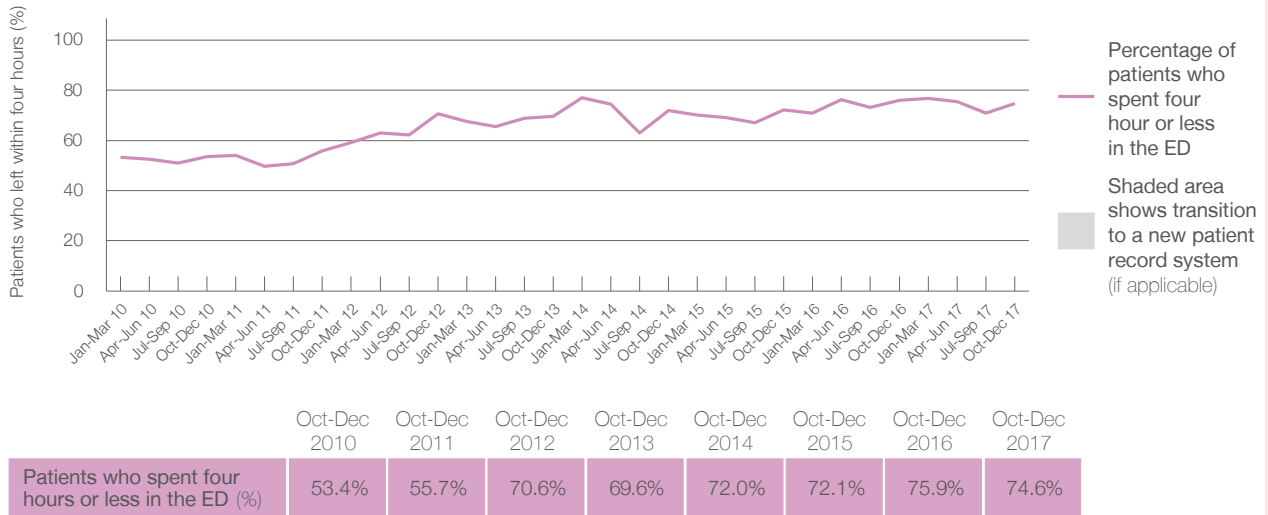
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,217 patients

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



Same period last year	Change since one year ago
9,980	2.4%
9,979	2.4%
75.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

## Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 19,373 patients

Emergency presentations:<sup>2</sup> 18,955 patients

Same period last year	Change since one year ago
19,246	0.7%
18,765	1.0%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,154 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,021 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,002 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 640 patients

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
2,842	
11 minutes	8 minutes
23 minutes	23 minutes
9,965	
24 minutes	20 minutes
75 minutes	65 minutes
5,366	
30 minutes	26 minutes
105 minutes	99 minutes
488	
30 minutes	23 minutes
126 minutes	103 minutes

## Royal Prince Alfred Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,373 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
19,246	0.7%
64.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

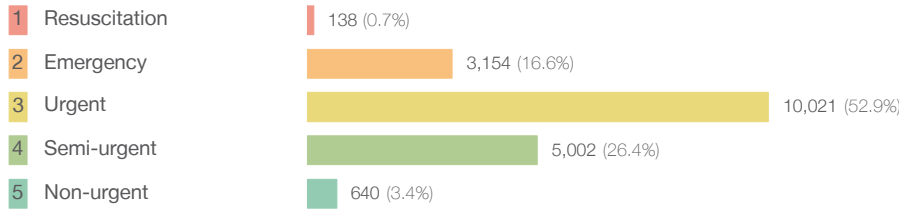
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2017

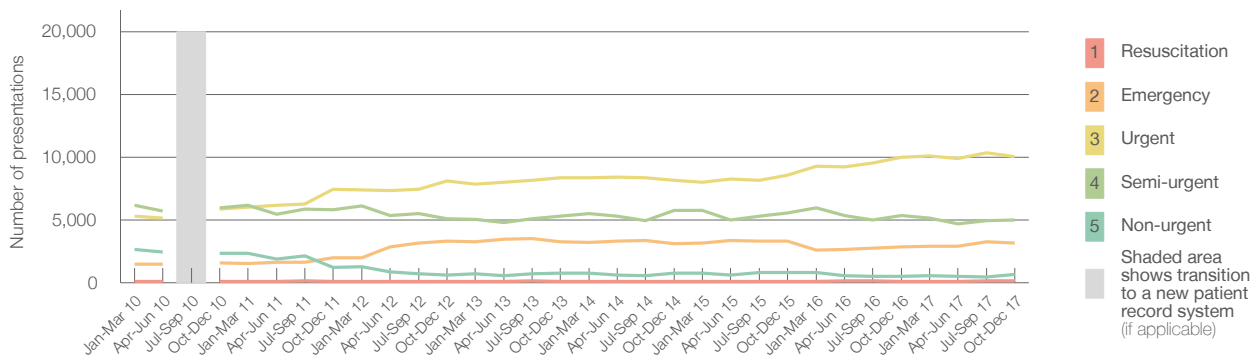
All presentations:<sup>1</sup> 19,373 patients

Emergency presentations<sup>2</sup> by triage category: 18,955 patients



	Same period last year	Change since one year ago
All presentations	19,246	0.7%
Emergency presentations	18,765	1.0%
1 Resuscitation	104	32.7%
2 Emergency	2,842	11.0%
3 Urgent	9,965	0.6%
4 Semi-urgent	5,366	-6.8%
5 Non-urgent	488	31.1%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	82	103	119	120	80	78	104	138
Emergency	1,599	1,980	3,304	3,239	3,118	3,303	2,842	3,154
Urgent	5,856	7,449	8,110	8,369	8,177	8,539	9,965	10,021
Semi-urgent	5,949	5,824	5,119	5,273	5,759	5,559	5,366	5,002
Non-urgent	2,341	1,233	620	774	739	799	488	640
All emergency presentations	15,827	16,589	17,272	17,775	17,873	18,278	18,765	18,955

## Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,186 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,183	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	25 minutes	4 minutes

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 3,154

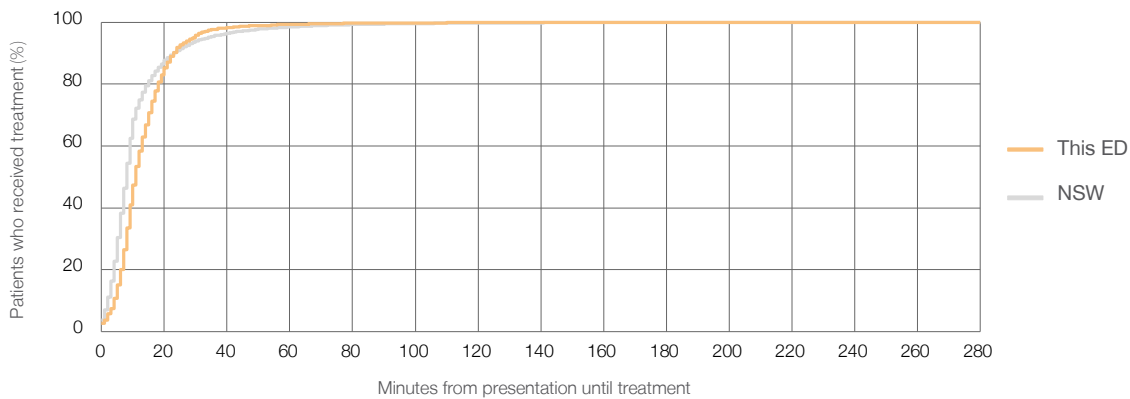
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,146

Median time to start treatment<sup>4</sup>  11 minutes

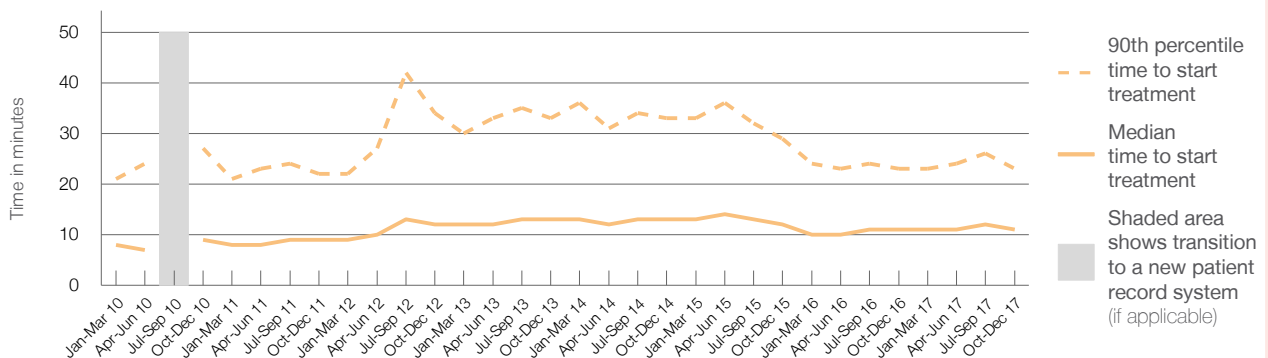
90th percentile time to start treatment<sup>5</sup>  23 minutes

Same period last year	NSW (this period)
2,842	2,837
11 minutes	8 minutes
23 minutes	23 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	12	13	13	12	11	11
90th percentile time to start treatment <sup>5</sup> (minutes)	27	22	34	33	33	29	23	23

(†) 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.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 10,021

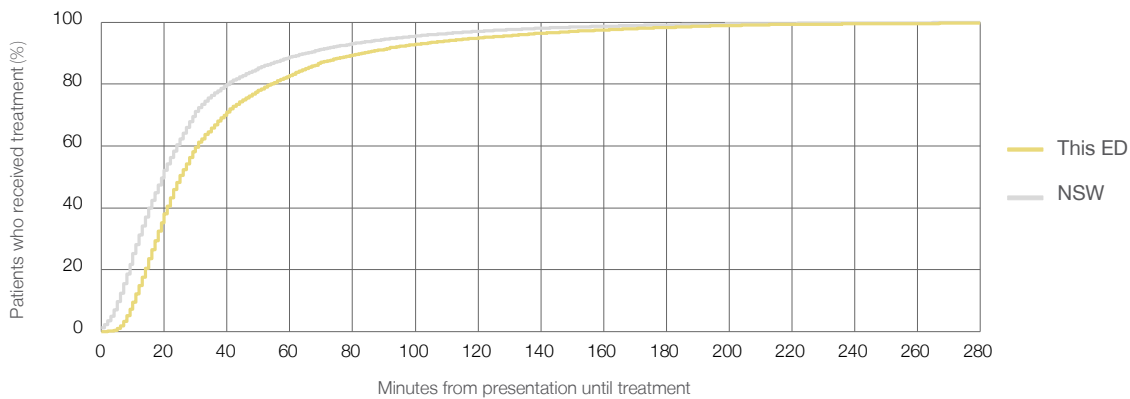
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,805

Median time to start treatment<sup>4</sup>  25 minutes

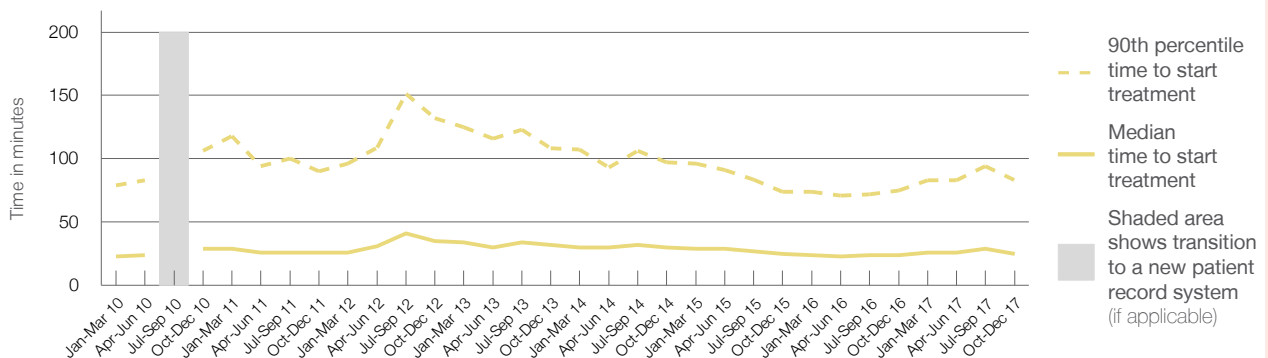
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
9,965	9,774
24 minutes	20 minutes
75 minutes	65 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	29	26	35	32	30	25	24	25
90th percentile time to start treatment <sup>5</sup> (minutes)	106	90	132	108	97	74	75	83

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,002

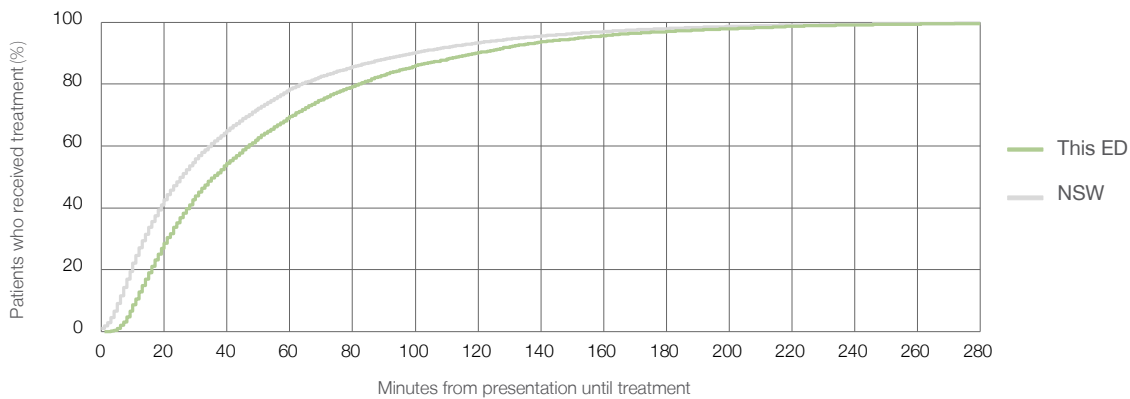
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,722

Median time to start treatment<sup>4</sup>  36 minutes

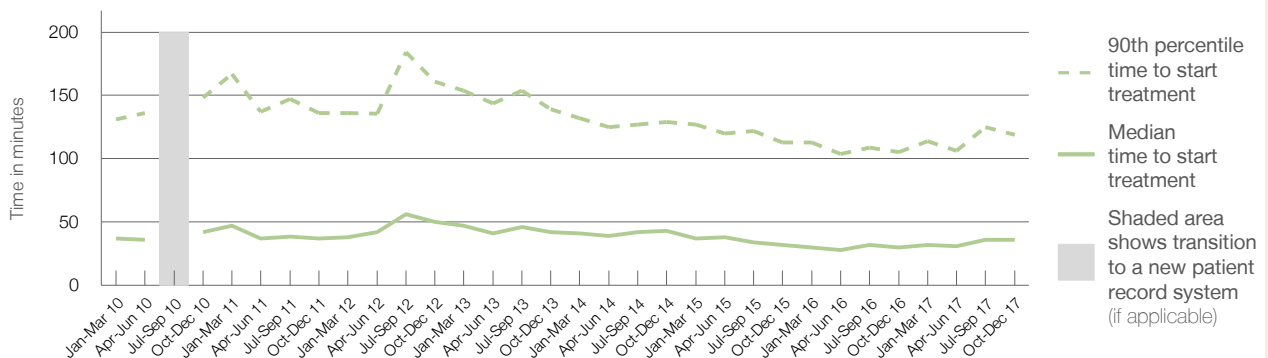
90th percentile time to start treatment<sup>5</sup>  119 minutes

Same period last year	NSW (this period)
5,366	5,042
30 minutes	26 minutes
105 minutes	99 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	42	37	50	42	43	32	30	36
90th percentile time to start treatment <sup>5</sup> (minutes)	148	136	161	139	129	113	105	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.



## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 640

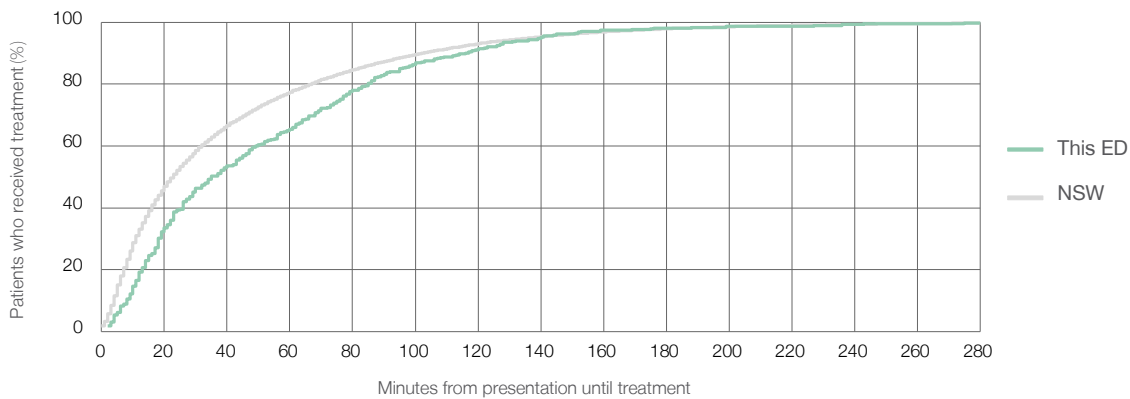
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 427

Median time to start treatment<sup>4</sup> 35 minutes

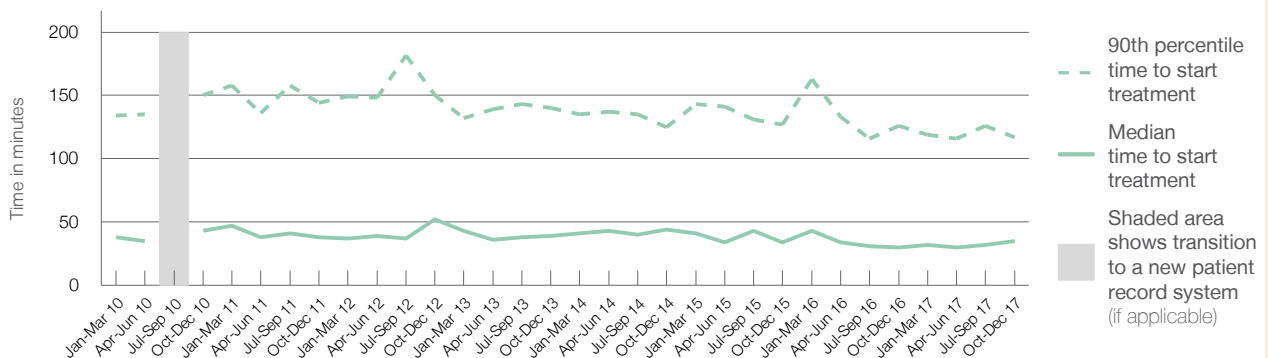
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
488	329
30 minutes	23 minutes
126 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	43	38	52	39	44	34	30	35
90th percentile time to start treatment <sup>5</sup> (minutes)	150	144	150	140	125	127	126	117

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

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

## Royal Prince Alfred Hospital: Time patients spent in the ED October to December 2017

All presentations:<sup>1</sup> 19,373 patients

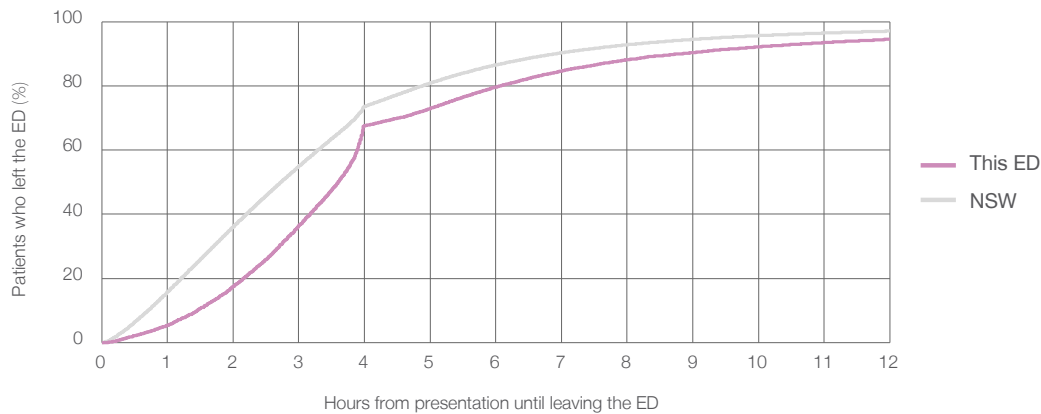
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,373 patients

Median time spent in the ED<sup>8</sup> 3 hours and 36 minutes

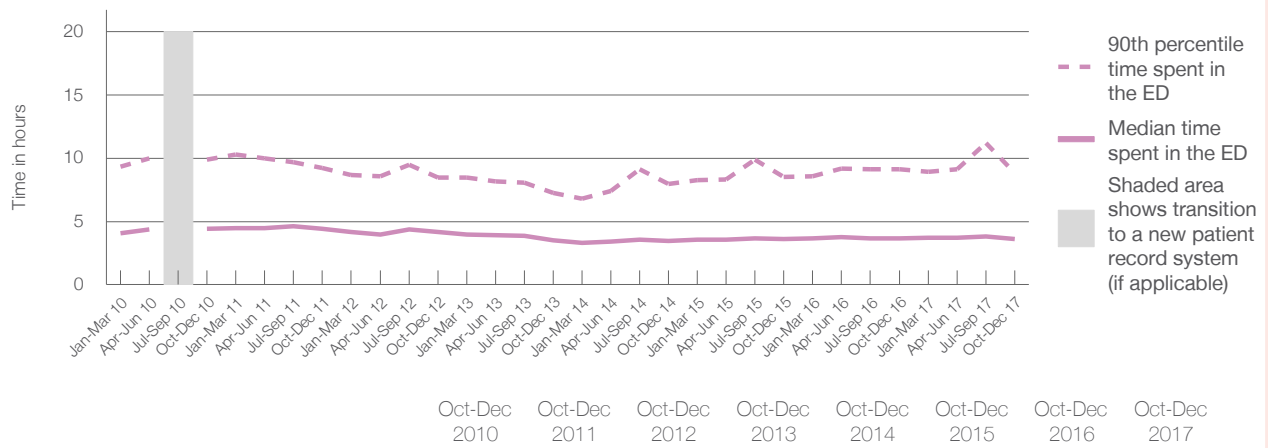
90th percentile time spent in the ED<sup>9</sup> 8 hours and 49 minutes

Same period last year	NSW (this period)
19,246	19,246
3 hours and 41 minutes	2 hours and 44 minutes
9 hours and 7 minutes	6 hours and 55 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m

(†) 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.

## Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation October to December 2017

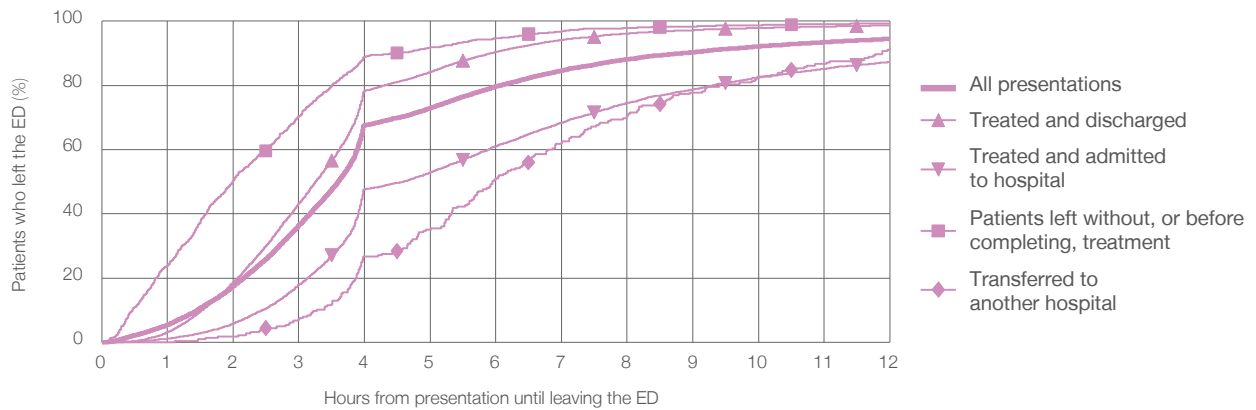
All presentations:<sup>1</sup> 19,373 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,373 patients

Treated and discharged	10,373 (53.5%)
Treated and admitted to hospital	7,113 (36.7%)
Patient left without, or before completing, treatment	1,247 (6.4%)
Transferred to another hospital	225 (1.2%)
Other	415 (2.1%)

Same period last year	Change since one year ago
19,246	0.7%
9,912	4.7%
7,338	-3.1%
1,322	-5.7%
288	-21.9%
386	7.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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	3.1%	18.8%	43.3%	78.3%	90.4%	96.2%	97.9%	98.7%
Treated and admitted to hospital	1.1%	5.8%	17.9%	47.6%	61.1%	74.6%	82.5%	87.3%
Patient left without, or before completing, treatment	23.9%	50.5%	70.3%	88.9%	94.6%	98.0%	98.8%	99.3%
Transferred to another hospital	0%	1.8%	7.1%	26.7%	51.1%	70.7%	82.7%	91.6%
All presentations	5.4%	17.5%	36.5%	67.6%	79.7%	88.1%	92.2%	94.5%

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

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

## Royal Prince Alfred Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 19,373 patients

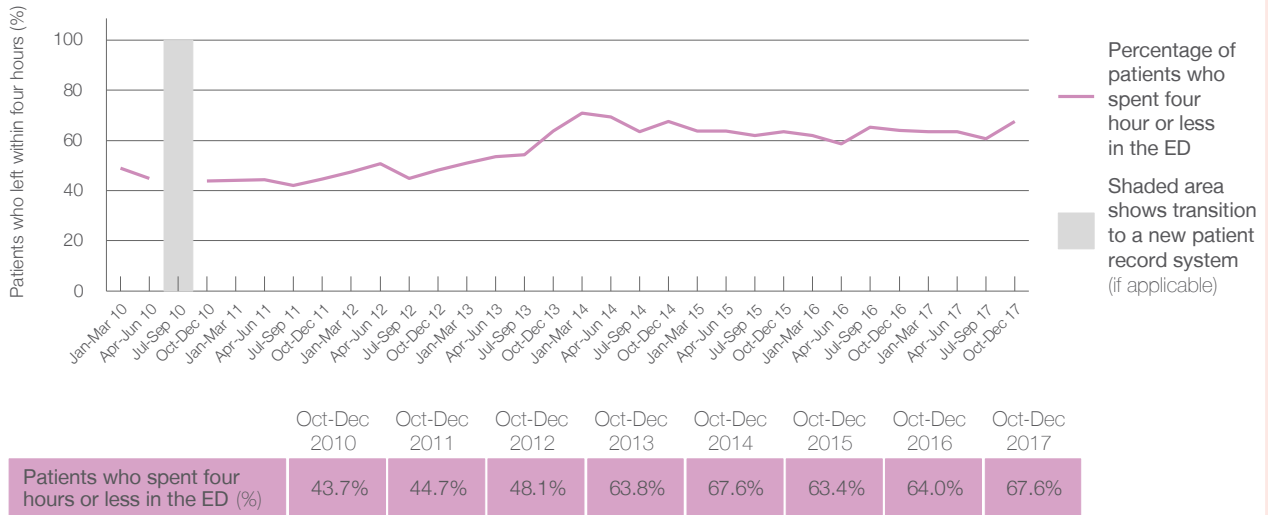
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,373 patients

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	19,246	0.7%
Presentations used to calculate time to leaving the ED	19,246	0.7%
Percentage of patients who spent four hours or less in the ED	64.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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