

Healthcare Quarterly

# Emergency department

Northern Sydney Local Health District  
Performance Profiles

April to June 2018

## Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 9,855 patients  
Emergency presentations:<sup>2</sup> 9,801 patients

Same period last year	Change since one year ago
10,057	-2%
10,000	-2%

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,395 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,159 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,475 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,729 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
1,440	
5 minutes	8 minutes
11 minutes	24 minutes
2,219	
14 minutes	19 minutes
45 minutes	63 minutes
4,636	
16 minutes	24 minutes
71 minutes	95 minutes
1,661	
13 minutes	21 minutes
80 minutes	96 minutes

## Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,855 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
10,057	-2%
78%	

\* 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, January to March 2018*.
- 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.

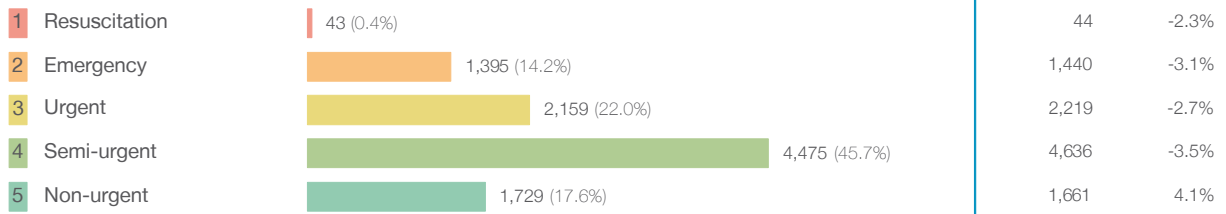
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

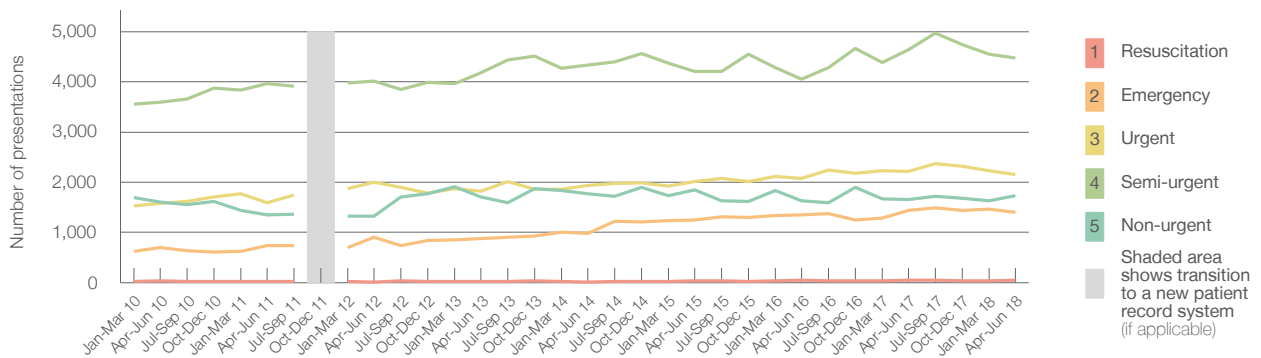
April to June 2018

All presentations:<sup>1</sup> 9,855 patients

Emergency presentations<sup>2</sup> by triage category: 9,801 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	42	26	17	30	15	34	46	44	43
Emergency	698	738	902	874	977	1,248	1,349	1,440	1,395
Urgent	1,581	1,597	1,995	1,828	1,931	2,019	2,078	2,219	2,159
Semi-urgent	3,591	3,962	4,012	4,180	4,335	4,200	4,049	4,636	4,475
Non-urgent	1,606	1,356	1,320	1,703	1,771	1,849	1,633	1,661	1,729
All emergency presentations	7,518	7,679	8,246	8,615	9,029	9,350	9,155	10,000	9,801

## Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,052 patients

ED Transfer of care time



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

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

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,395

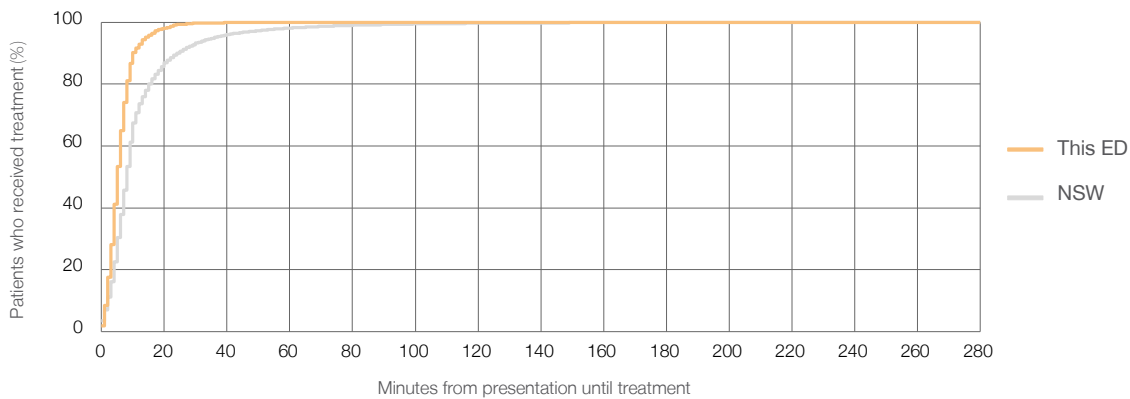
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,391

Median time to start treatment<sup>4</sup> ■ 5 minutes

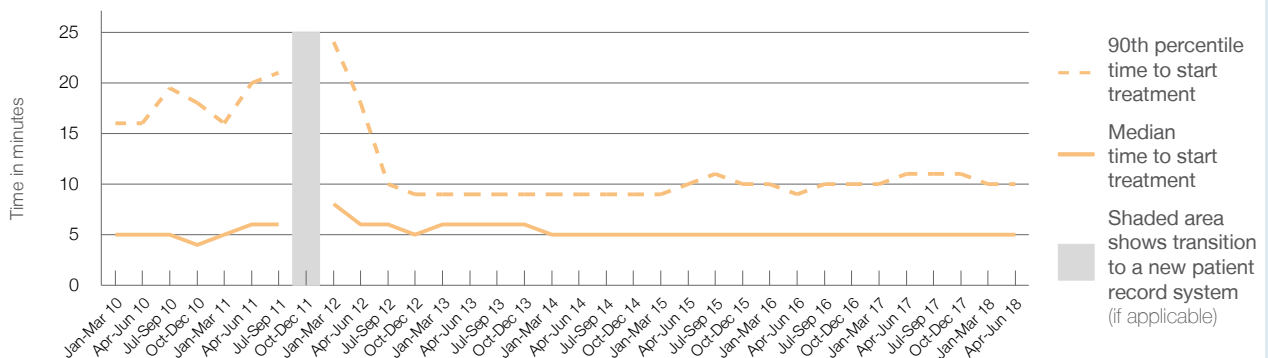
90th percentile time to start treatment<sup>5</sup> ■ 10 minutes

Same period last year	NSW (this period)
1,440	1,439
5 minutes	8 minutes
11 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	6	6	6	5	5	5	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	16	20	18	9	9	10	9	11	10

(†) 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.

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,159

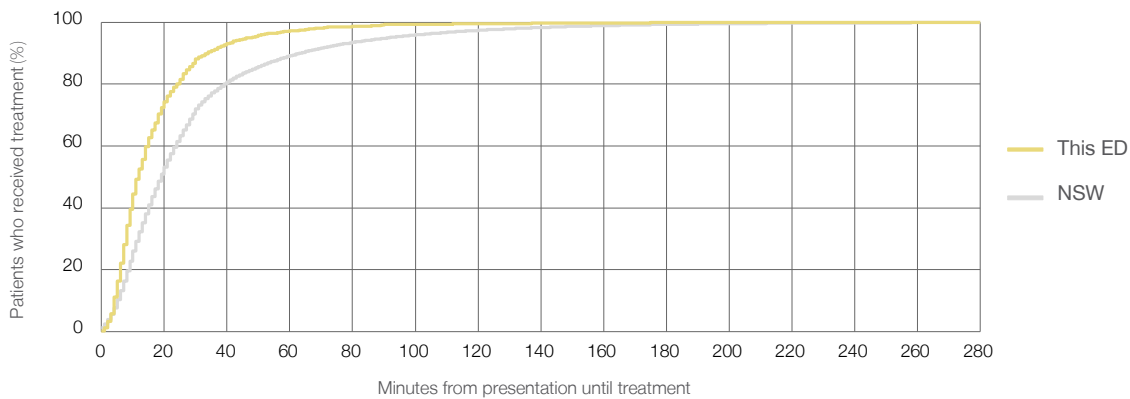
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,146

Median time to start treatment<sup>4</sup> 12 minutes

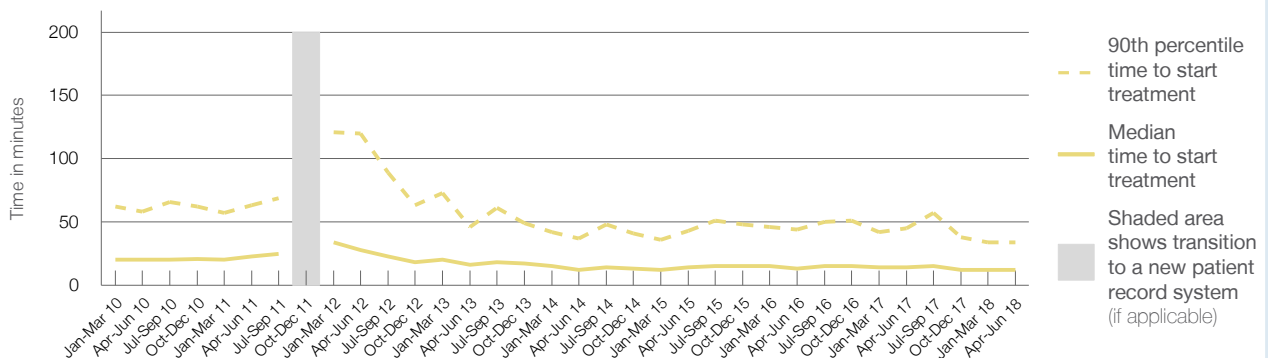
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
2,219	
2,213	
14 minutes	19 minutes
45 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	23	28	16	12	14	13	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	58	63	120	46	37	43	44	45	34

(†) 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.

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 4,475

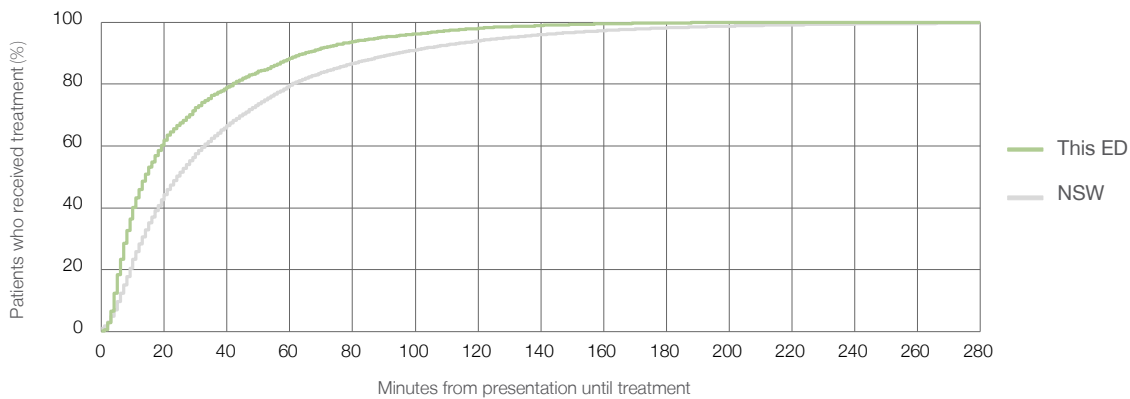
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,391

Median time to start treatment<sup>4</sup>  14 minutes

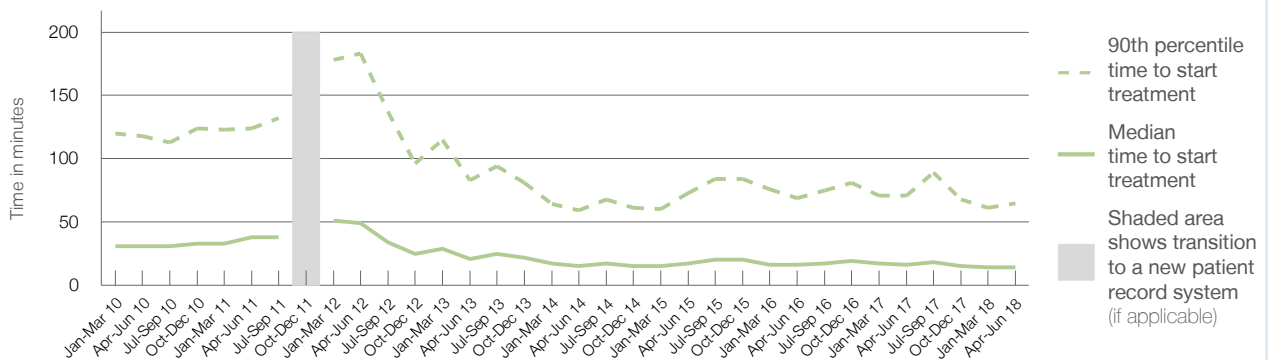
90th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
4,636	4,549
16 minutes	24 minutes
71 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	31	38	49	21	15	17	16	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	118	124	183	83	59	73	69	71	65

(†) 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.

## Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,729

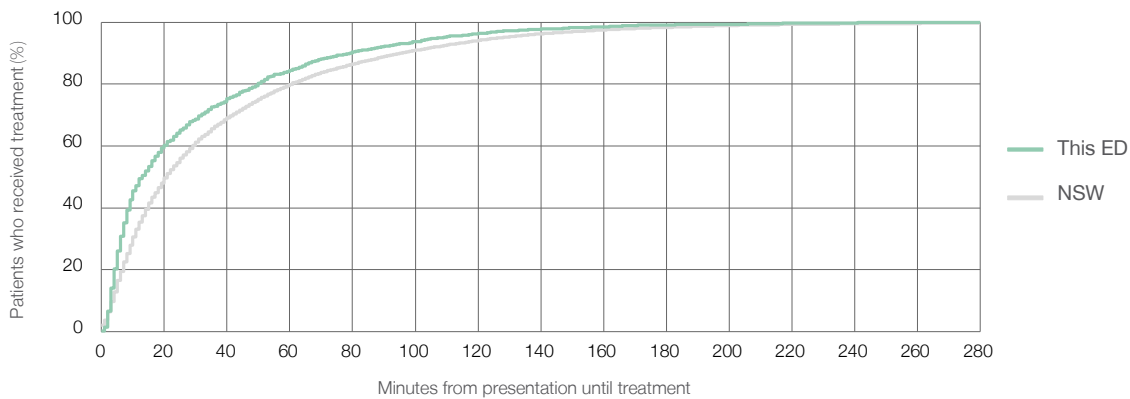
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,643

Median time to start treatment<sup>4</sup> 13 minutes

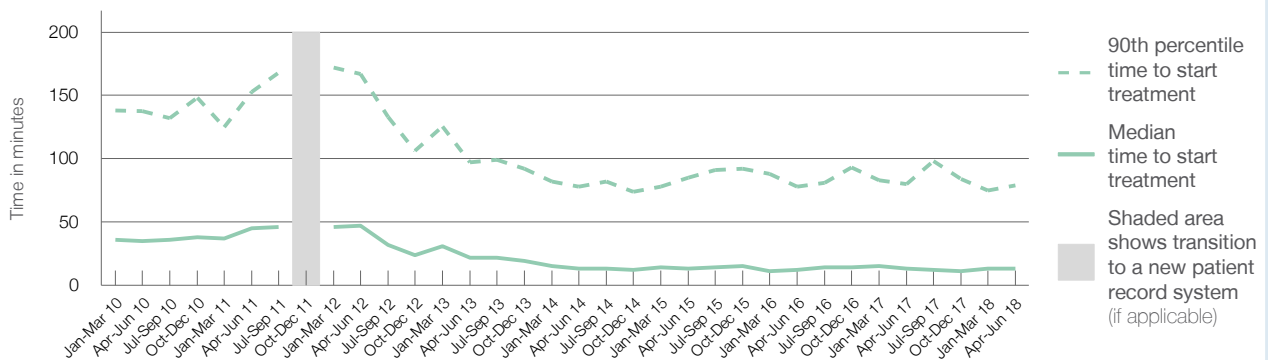
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
1,661	1,602
13 minutes	21 minutes
80 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	35	45	47	22	13	13	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	138	153	167	97	78	85	78	80	79

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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.

## Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 9,855 patients

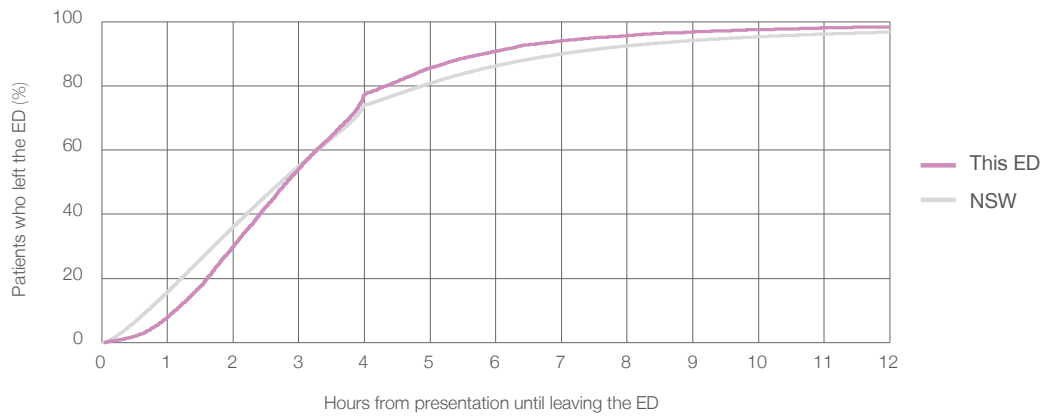
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,855 patients

Median time spent in the ED<sup>8</sup>  2 hours and 49 minutes

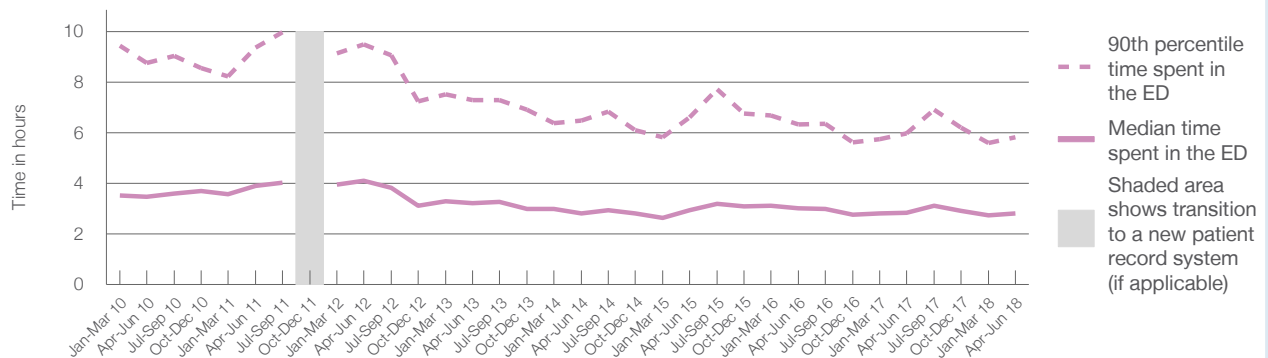
90th percentile time spent in the ED<sup>9</sup>  5 hours and 50 minutes

Same period last year	NSW (this period)
10,057	10,057
2 hours and 50 minutes	2 hours and 44 minutes
5 hours and 59 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 28m	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m	2h 50m	2h 49m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 46m	9h 22m	9h 30m	7h 17m	6h 29m	6h 37m	6h 20m	5h 59m	5h 50m

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

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## Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

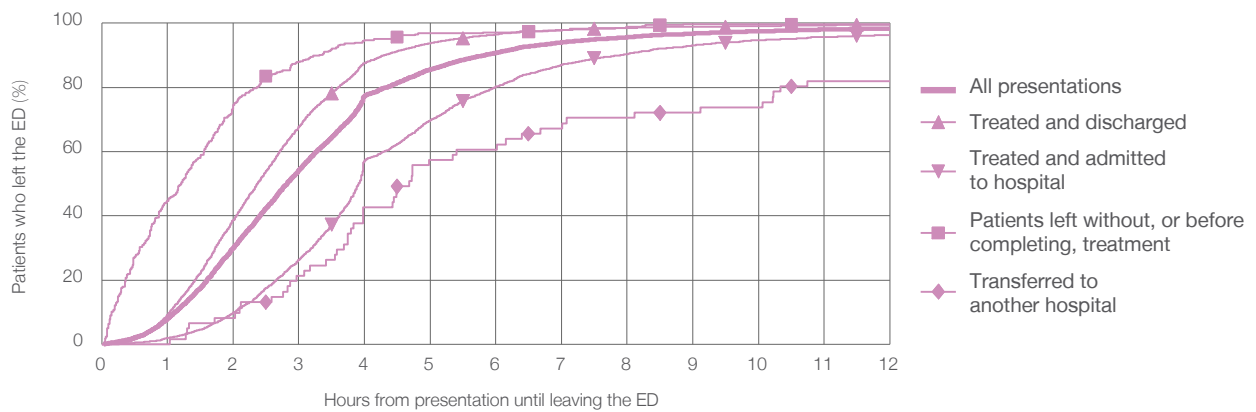
All presentations:<sup>1</sup> 9,855 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,855 patients

Treated and discharged	6,118 (62.1%)
Treated and admitted to hospital	3,318 (33.7%)
Patient left without, or before completing, treatment	347 (3.5%)
Transferred to another hospital	61 (0.6%)
Other	11 (0.1%)

Same period last year	Change since one year ago
10,057	-2%
6,293	-2.8%
3,344	-0.8%
337	3.0%
79	-22.8%
4	175.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	9.2%	38.8%	67.7%	87.6%	96.5%	98.5%	99.1%	99.5%
Treated and admitted to hospital	2.0%	9.9%	26.3%	57.2%	80.3%	90.4%	94.8%	96.3%
Patient left without, or before completing, treatment	44.7%	74.6%	87.9%	94.8%	97.1%	98.8%	99.7%	99.7%
Transferred to another hospital	0%	8.2%	21.3%	42.6%	60.7%	70.5%	73.8%	82.0%
All presentations	8.0%	30.1%	54.2%	77.4%	90.8%	95.6%	97.5%	98.3%

(†) 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.

**Hornsby Ku-ring-gai Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 9,855 patients

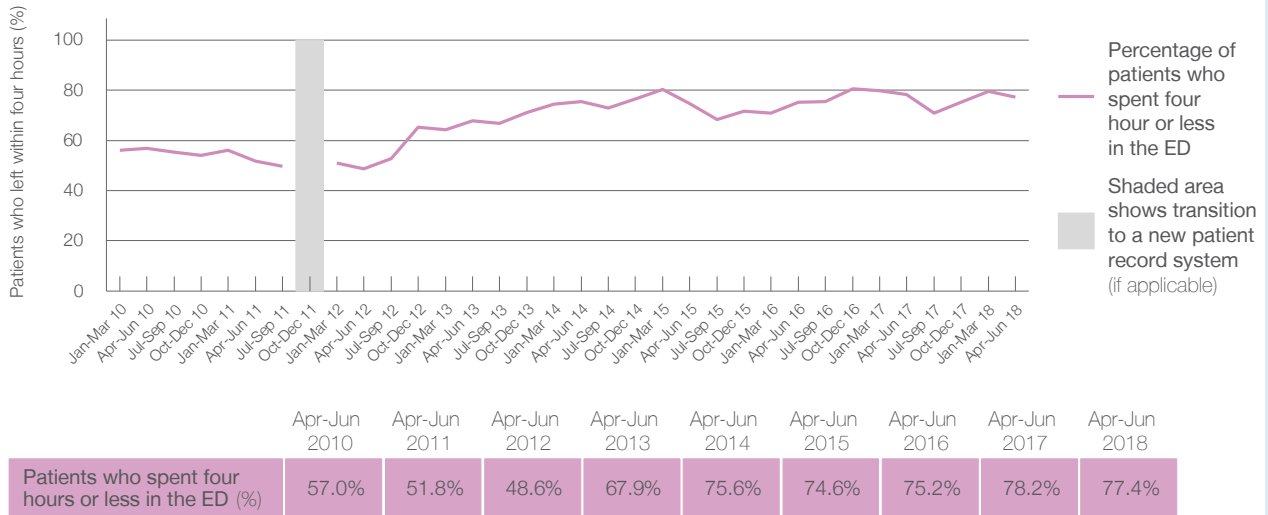
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,855 patients

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	10,057	-2%
Presentations used to calculate time to leaving the ED	10,057	-2%
Percentage of patients who spent four hours or less in the ED	78.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Manly Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 5,999 patients  
 Emergency presentations:<sup>2</sup> 5,965 patients

Same period last year	Change since one year ago
6,031	-1%
5,958	0%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 948 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,250 patients

Median time to start treatment<sup>4</sup>  11 minutes  
 90th percentile time to start treatment<sup>5</sup>  31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,403 patients

Median time to start treatment<sup>4</sup>  14 minutes  
 90th percentile time to start treatment<sup>5</sup>  60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 321 patients

Median time to start treatment<sup>4</sup>  14 minutes  
 90th percentile time to start treatment<sup>5</sup>  68 minutes

Same period last year	NSW (this period)
948	
6 minutes	8 minutes
10 minutes	24 minutes
2,278	
12 minutes	19 minutes
31 minutes	63 minutes
2,337	
13 minutes	24 minutes
58 minutes	95 minutes
350	
13 minutes	21 minutes
79 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

Percentage of patients who spent four hours or less in the ED  84%

Same period last year	Change since one year ago
6,031	-1%
85%	

\* 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, January to March 2018*.
- 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.

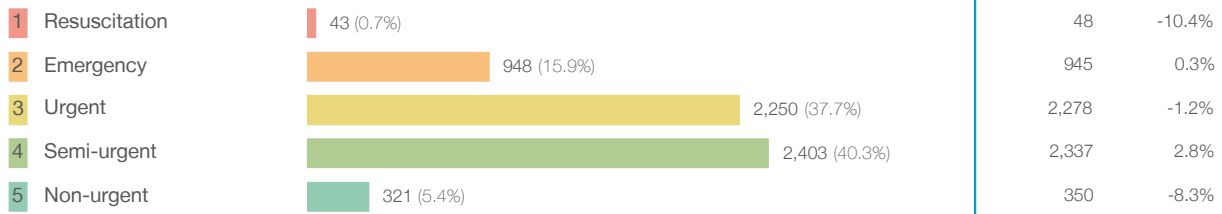
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Manly Hospital: Patients presenting to the emergency department

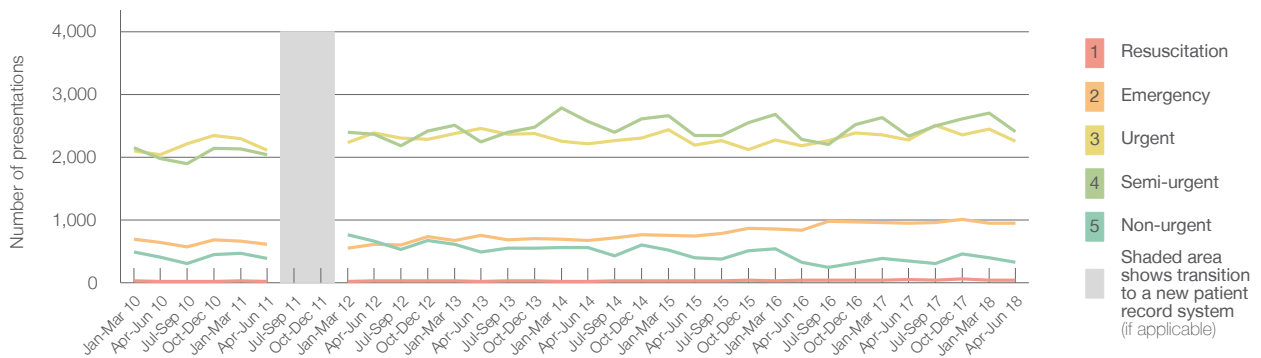
April to June 2018

All presentations:<sup>1</sup> 5,999 patients

Emergency presentations<sup>2</sup> by triage category: 5,965 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	20	21	32	15	21	28	35	48	43
Emergency	638	610	609	754	670	742	834	945	948
Urgent	2,038	2,109	2,390	2,454	2,216	2,196	2,184	2,278	2,250
Semi-urgent	1,975	2,041	2,361	2,239	2,571	2,347	2,279	2,337	2,403
Non-urgent	411	386	662	489	556	401	328	350	321
All emergency presentations	5,082	5,167	6,054	5,951	6,034	5,714	5,660	5,958	5,965

## Manly Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,369 patients

ED Transfer of care time



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

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

## Manly Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 948

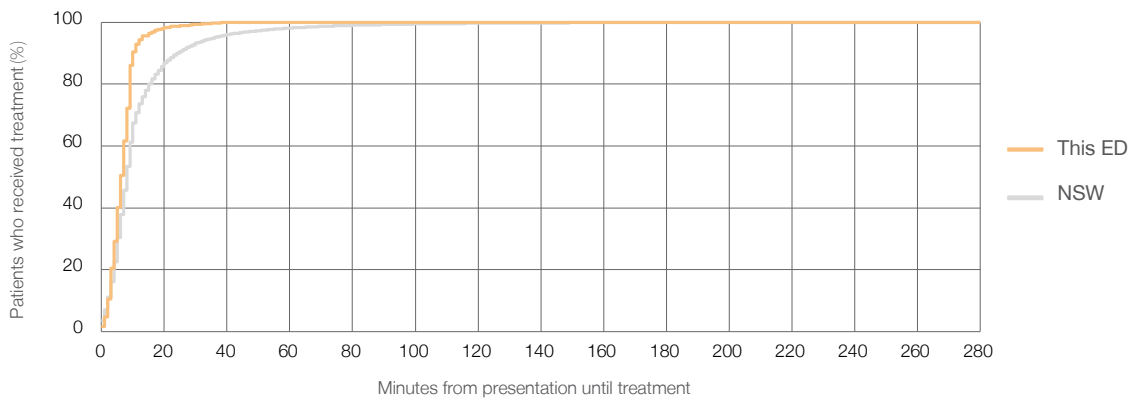
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 946

Median time to start treatment<sup>4</sup> ■ 6 minutes

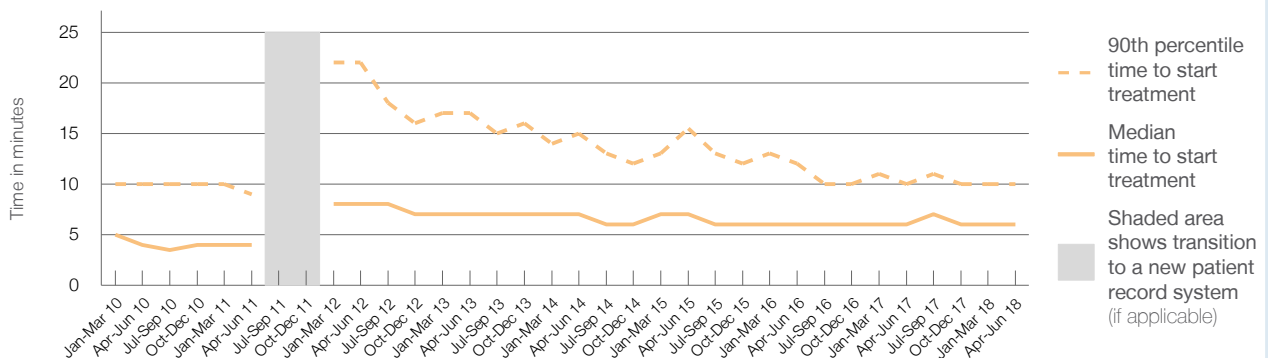
90th percentile time to start treatment<sup>5</sup> ■ 10 minutes

Same period last year	NSW (this period)
945	945
6 minutes	8 minutes
10 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	8	7	7	7	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	22	17	15	16	12	10	10

(†) 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.

## Manly Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,250

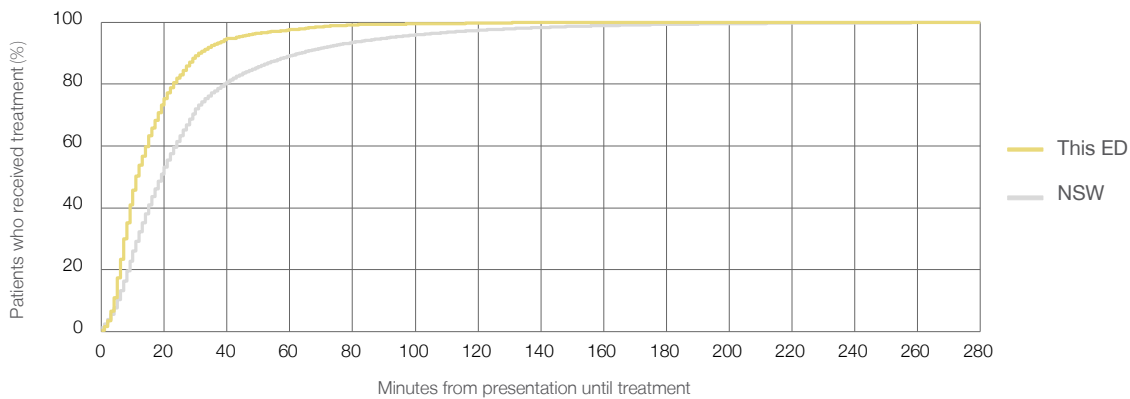
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,240

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

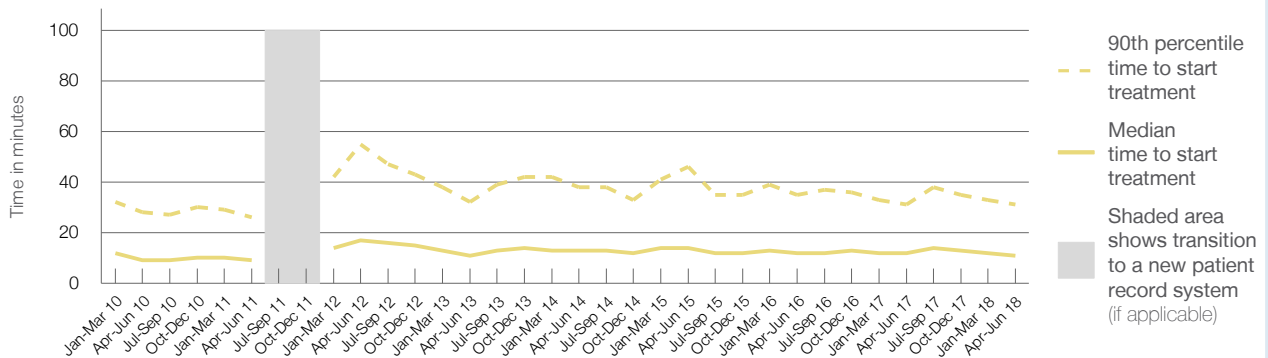
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
2,278	
2,274	
12 minutes	19 minutes
31 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	17	11	13	14	12	12	11
90th percentile time to start treatment <sup>5</sup> (minutes)	28	26	55	32	38	46	35	31	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.

## Manly Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,403

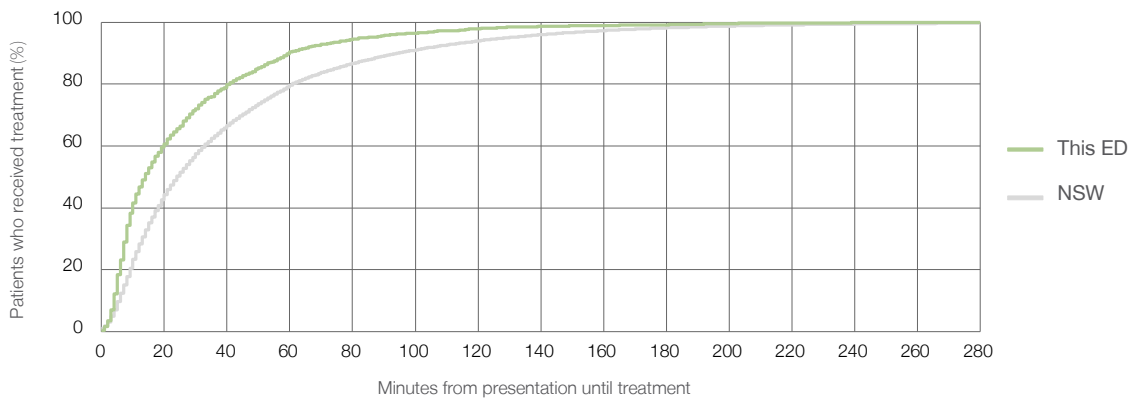
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,361

Median time to start treatment<sup>4</sup>  14 minutes

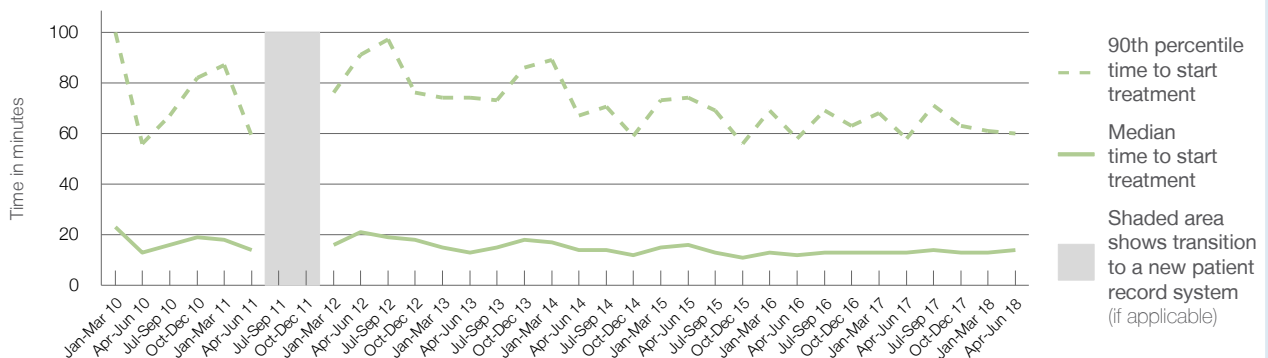
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,337	
2,311	
13 minutes	24 minutes
58 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	13	14	21	13	14	16	12	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	56	59	91	74	67	74	58	58	60

(†) 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.

## Manly Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 321

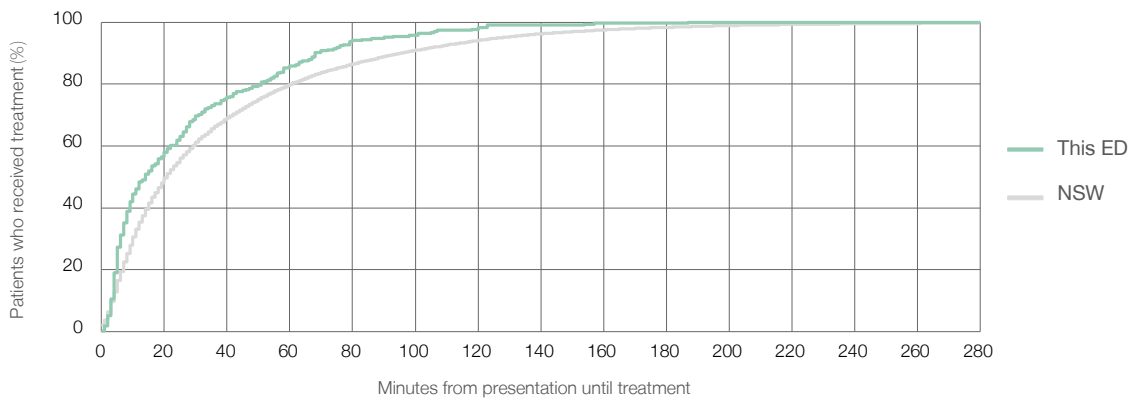
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup> 14 minutes

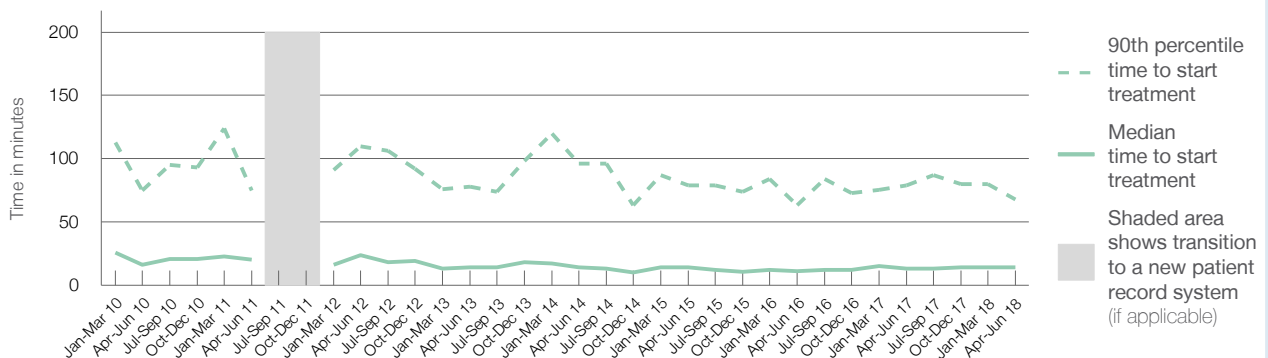
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
350	338
13 minutes	21 minutes
79 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	20	24	14	14	14	11	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	75	75	110	78	96	79	63	79	68

(†) 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.



## Manly Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 5,999 patients

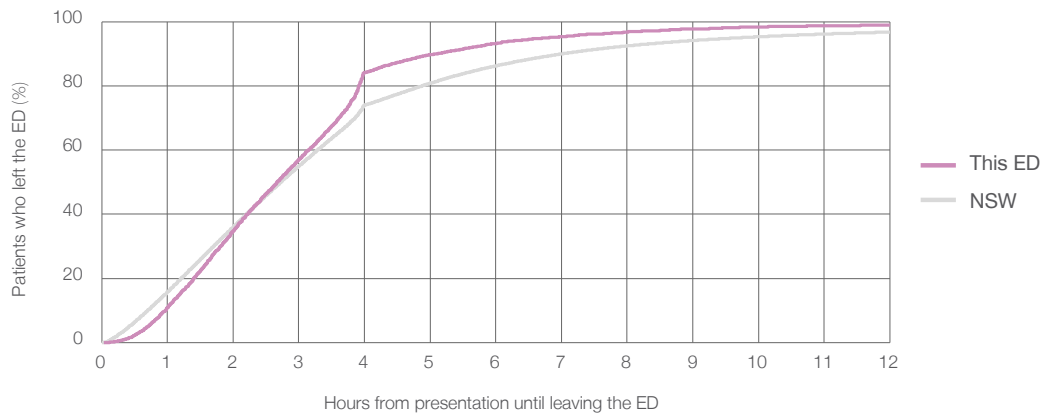
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

Median time spent in the ED<sup>8</sup>  2 hours and 41 minutes

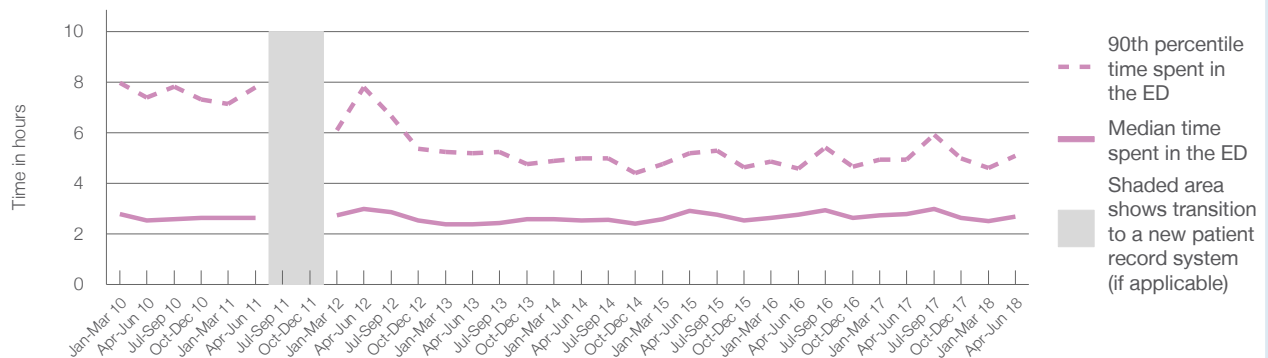
90th percentile time spent in the ED<sup>9</sup>  5 hours and 6 minutes

Same period last year	NSW (this period)
6,031	6,031
2 hours and 48 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 32m	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m	2h 48m	2h 41m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 23m	7h 48m	7h 48m	5h 12m	5h 0m	5h 11m	4h 35m	4h 57m	5h 6m

(†) 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.

**Manly Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

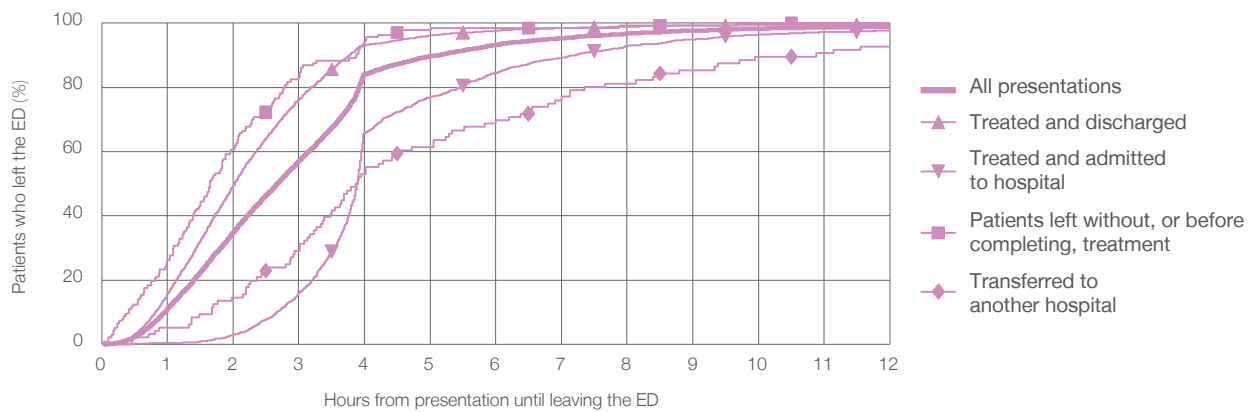
All presentations:<sup>1</sup> 5,999 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,999 patients

Treated and discharged	3,922 (65.4%)
Treated and admitted to hospital	1,841 (30.7%)
Patient left without, or before completing, treatment	137 (2.3%)
Transferred to another hospital	96 (1.6%)
Other	3 (0.1%)

Same period last year	Change since one year ago
6,031	-1%
3,893	0.7%
1,931	-4.7%
107	28.0%
98	-2.0%
2	50.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	15.7%	49.5%	76.2%	93.1%	97.7%	98.9%	99.4%	99.6%
Treated and admitted to hospital	0.4%	3.0%	16.0%	65.7%	84.6%	93.0%	96.4%	97.8%
Patient left without, or before completing, treatment	26.3%	60.6%	83.2%	94.2%	98.5%	99.3%	100%	100%
Transferred to another hospital	5.2%	14.6%	29.2%	53.1%	69.8%	81.3%	89.6%	92.7%
All presentations	11.1%	34.9%	57.1%	84.1%	93.2%	96.8%	98.4%	98.9%

(†) 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.

**Manly Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 5,999 patients

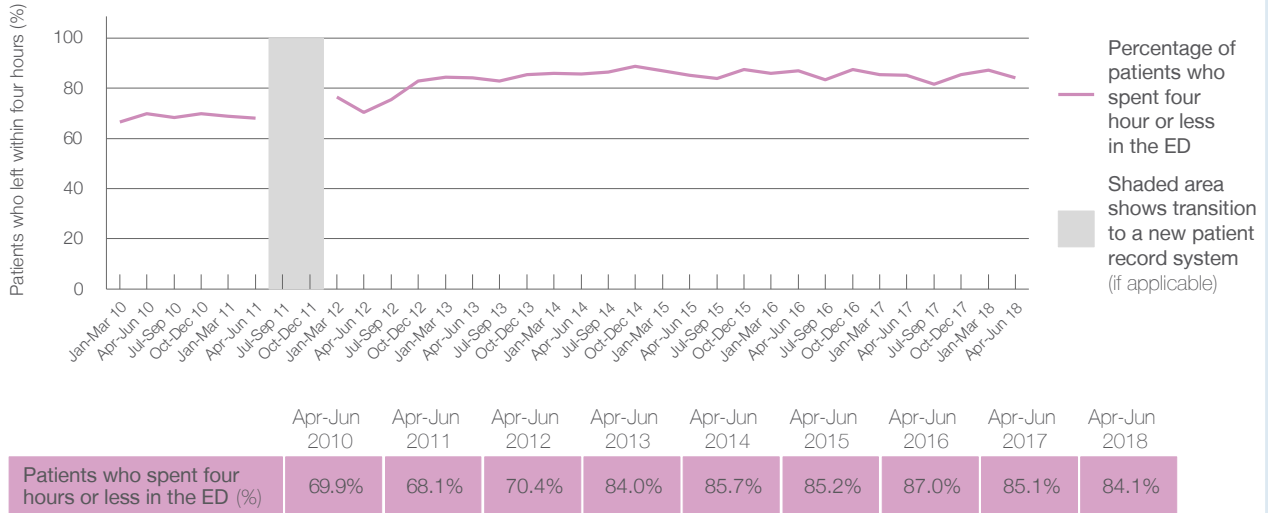
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,999 patients

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	6,031	-1%
Presentations used to calculate time to leaving the ED	6,031	-1%
Percentage of patients who spent four hours or less in the ED	85.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Mona Vale Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 8,290 patients  
Emergency presentations:<sup>2</sup> 8,257 patients

Same period last year	Change since one year ago
8,681	-5%
8,627	-4%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,231 patients

Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  11 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,963 patients

Median time to start treatment<sup>4</sup>  14 minutes  
90th percentile time to start treatment<sup>5</sup>  34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,217 patients

Median time to start treatment<sup>4</sup>  12 minutes  
90th percentile time to start treatment<sup>5</sup>  66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 804 patients

Median time to start treatment<sup>4</sup>  11 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,232	
7 minutes	8 minutes
12 minutes	24 minutes
3,031	
16 minutes	19 minutes
44 minutes	63 minutes
3,297	
14 minutes	24 minutes
77 minutes	95 minutes
1,037	
16 minutes	21 minutes
109 minutes	96 minutes

## Mona Vale Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Percentage of patients who spent four hours or less in the ED  88%

Same period last year	Change since one year ago
8,681	-5%
85%	

\* 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, January to March 2018*.
- 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.

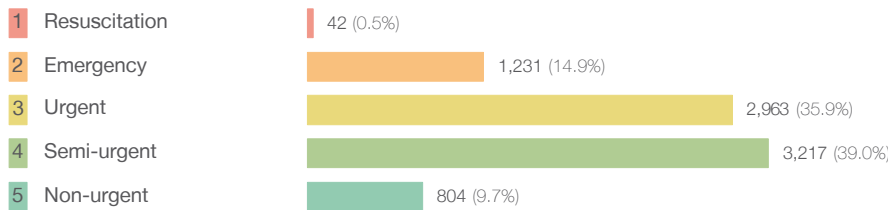
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Mona Vale Hospital: Patients presenting to the emergency department

April to June 2018

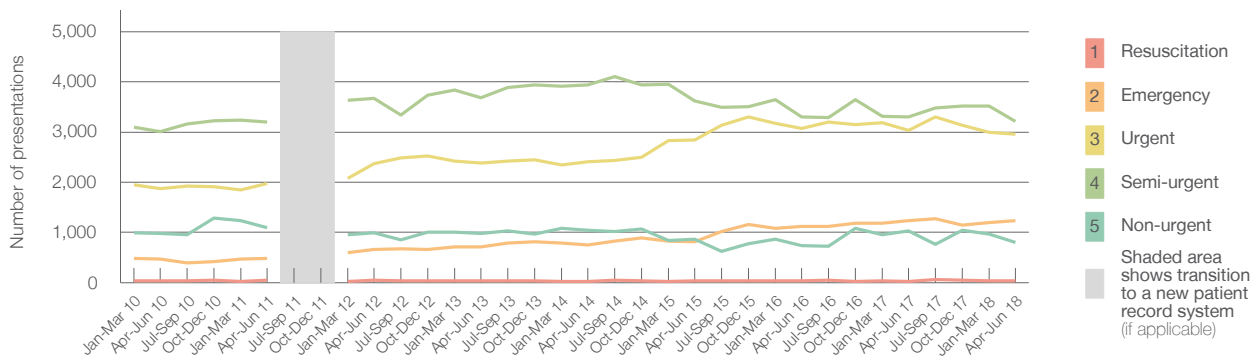
All presentations:<sup>1</sup> 8,290 patients

Emergency presentations<sup>2</sup> by triage category: 8,257 patients



Same period last year	Change since one year ago
8,681	-5%
8,627	-4%
30	40.0%
1,232	-0.1%
3,031	-2.2%
3,297	-2.4%
1,037	-22.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	39	48	43	36	25	32	35	30	42
Emergency	465	478	661	713	750	814	1,125	1,232	1,231
Urgent	1,873	1,975	2,364	2,378	2,404	2,848	3,066	3,031	2,963
Semi-urgent	3,009	3,199	3,671	3,688	3,940	3,618	3,305	3,297	3,217
Non-urgent	984	1,096	997	985	1,049	863	741	1,037	804
All emergency presentations	6,370	6,796	7,736	7,800	8,168	8,175	8,272	8,627	8,257

## Mona Vale Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,712 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,577	
10 minutes	-1 minute
19 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.

## Mona Vale Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,231

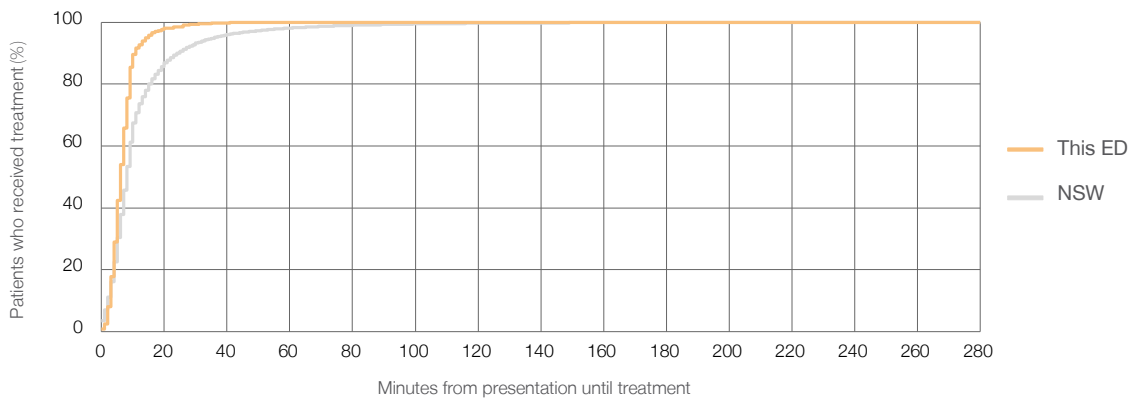
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,231

Median time to start treatment<sup>4</sup> 6 minutes

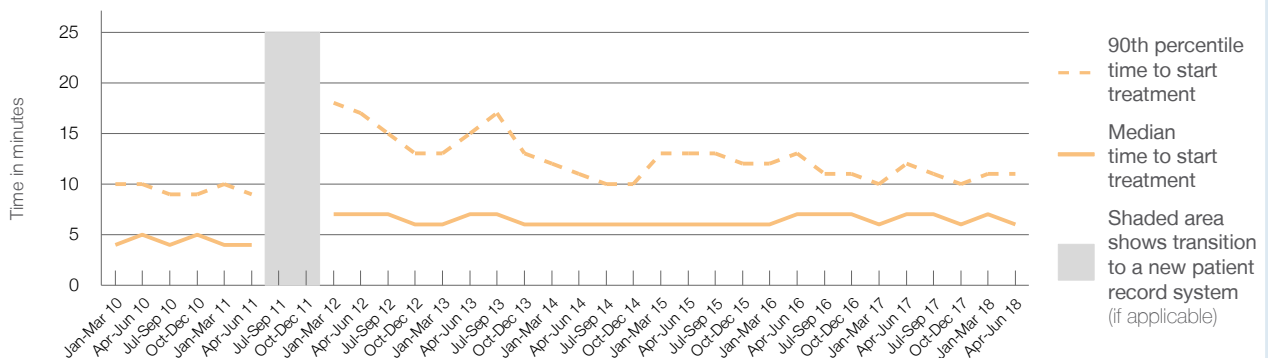
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,232	
1,231	
7 minutes	8 minutes
12 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	7	7	6	6	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	17	15	11	13	13	12	11

(†) 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.

## Mona Vale Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 2,963

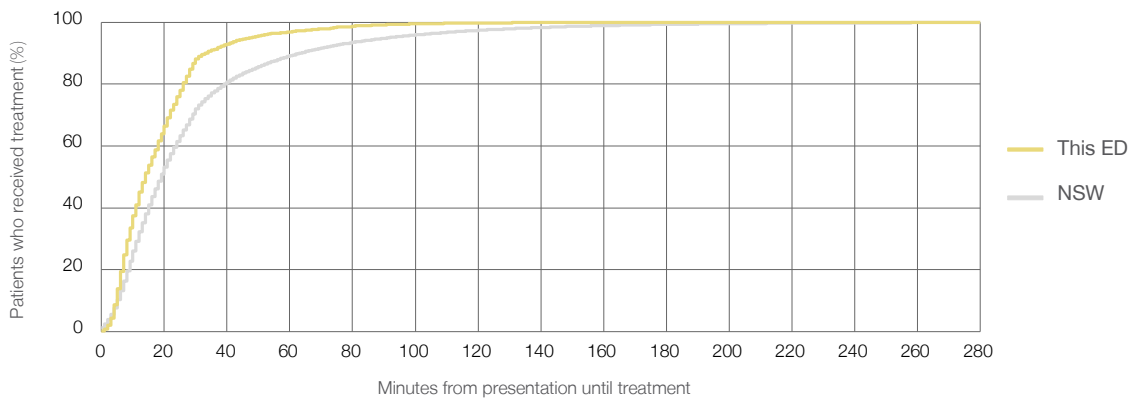
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,951

Median time to start treatment<sup>4</sup> 14 minutes

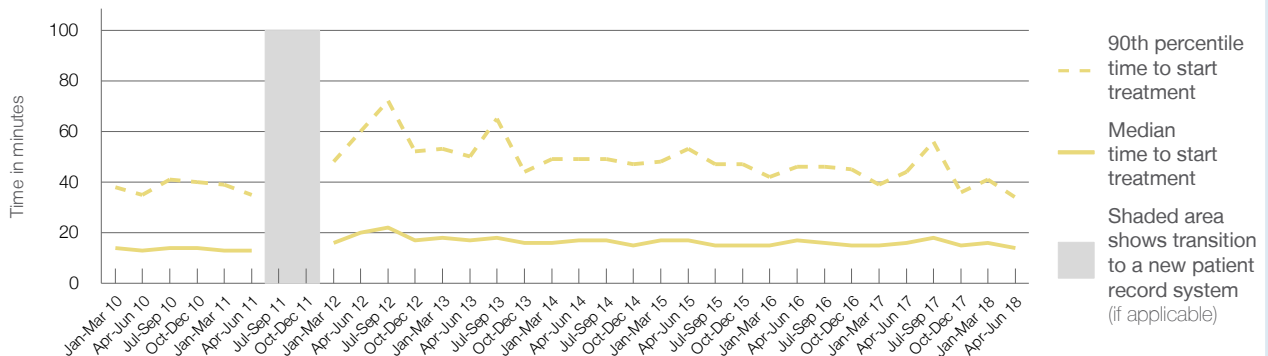
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
3,031	
2,996	
16 minutes	19 minutes
44 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	13	13	20	17	17	17	17	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	35	35	60	50	49	53	46	44	34

(†) 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.

## Mona Vale Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,217

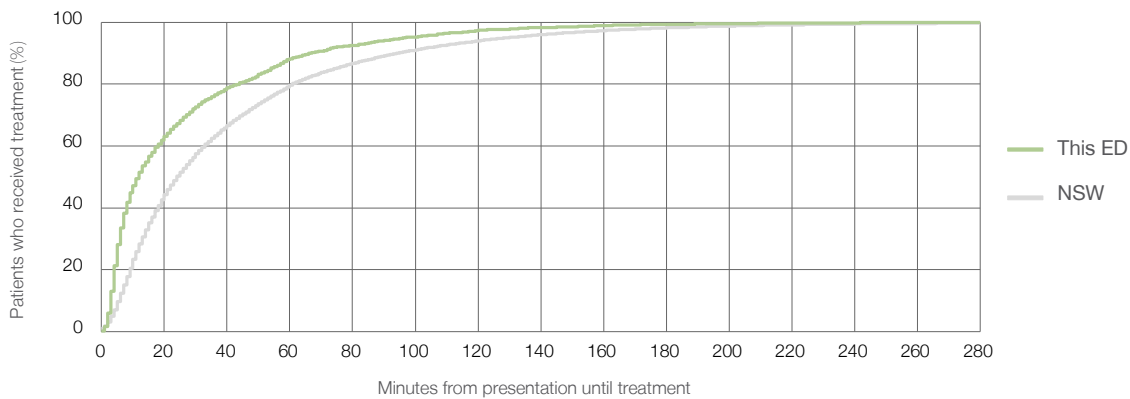
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,146

Median time to start treatment<sup>4</sup>  12 minutes

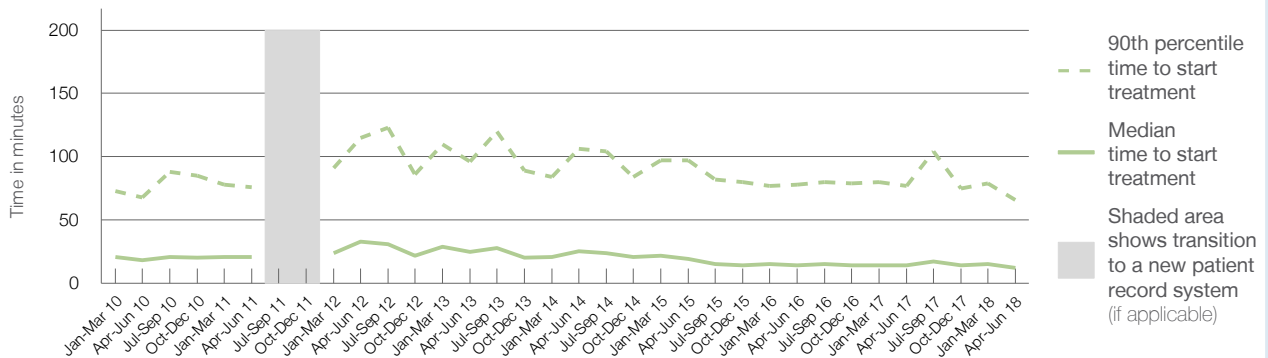
90th percentile time to start treatment<sup>5</sup>  66 minutes

Same period last year	NSW (this period)
3,297	3,136
14 minutes	24 minutes
77 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	21	33	25	26	19	14	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	68	76	115	96	106	97	78	77	66

(†) 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.



## Mona Vale Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 804

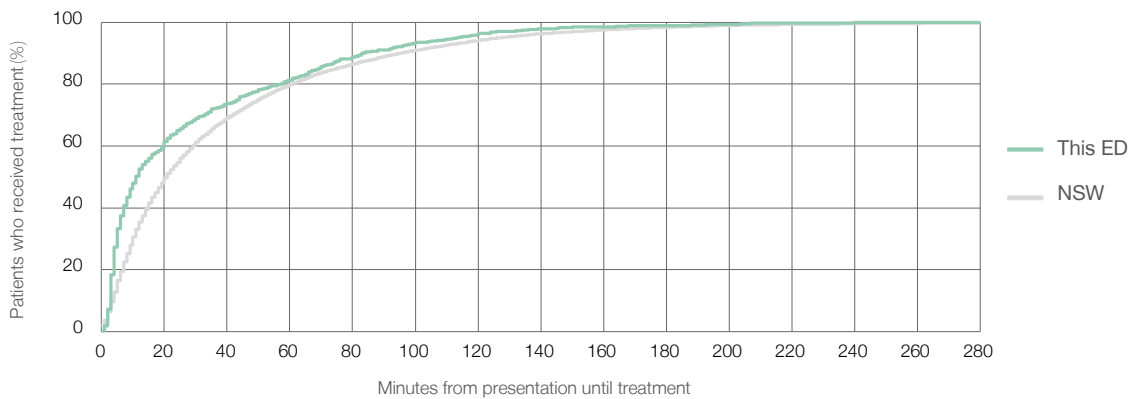
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 764

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

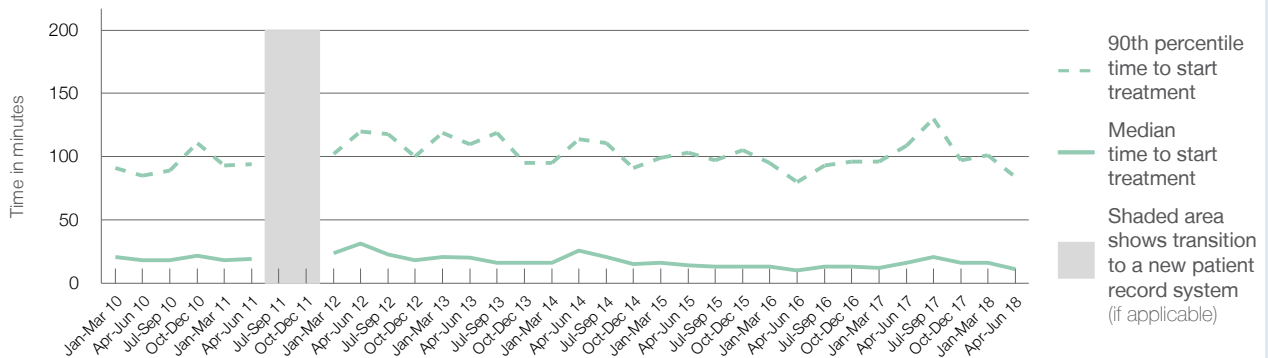
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,037	934
16 minutes	21 minutes
109 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	19	32	20	26	14	10	16	11
90th percentile time to start treatment <sup>5</sup> (minutes)	85	94	120	110	114	103	80	109	84

(†) 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.

## Mona Vale Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,290 patients

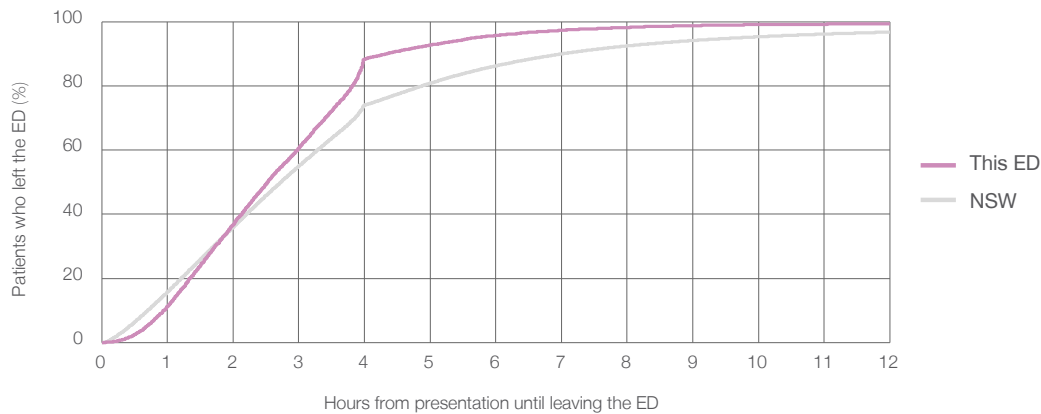
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Median time spent in the ED<sup>8</sup>  2 hours and 32 minutes

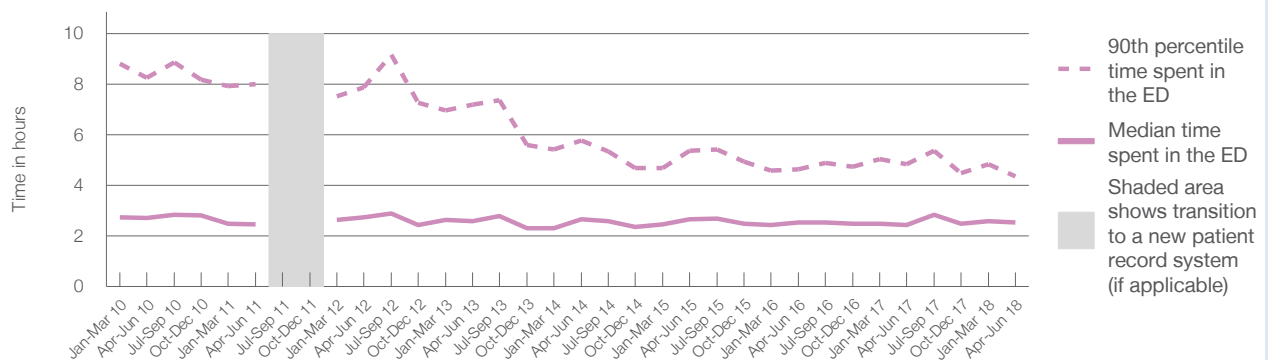
90th percentile time spent in the ED<sup>9</sup>  4 hours and 21 minutes

Same period last year	NSW (this period)
8,681	8,681
2 hours and 27 minutes	2 hours and 44 minutes
4 hours and 51 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 43m	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m	2h 27m	2h 32m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 15m	8h 0m	7h 52m	7h 12m	5h 47m	5h 22m	4h 39m	4h 51m	4h 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.

**Mona Vale Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

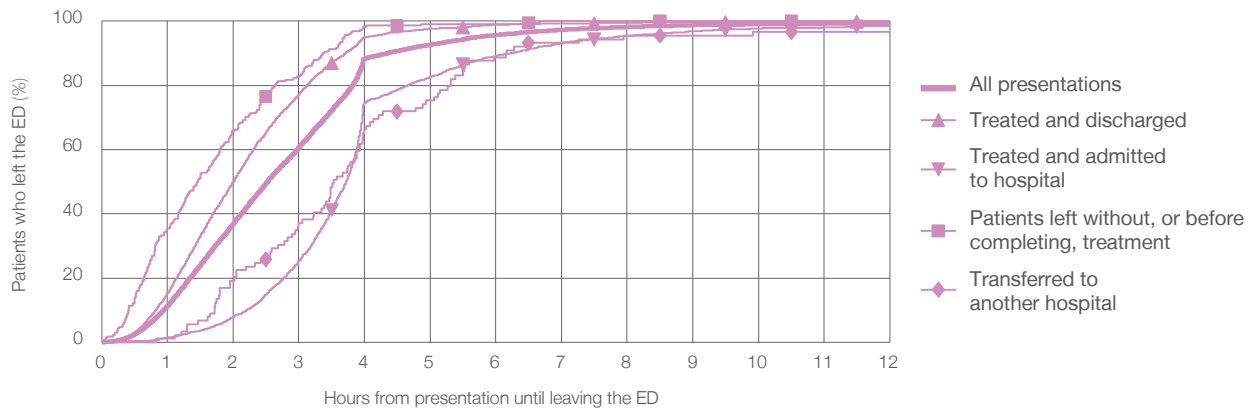
All presentations:<sup>1</sup> 8,290 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,290 patients

Treated and discharged	5,361 (64.7%)
Treated and admitted to hospital	2,601 (31.4%)
Patient left without, or before completing, treatment	231 (2.8%)
Transferred to another hospital	89 (1.1%)
Other	8 (0.1%)

Same period last year	Change since one year ago
8,681	-5%
5,904	-9.2%
2,361	10.2%
333	-30.6%
78	14.1%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	15.3%	50.1%	77.1%	95.0%	98.8%	99.5%	99.7%	99.9%
Treated and admitted to hospital	1.4%	7.9%	25.3%	74.6%	89.2%	95.5%	97.7%	98.5%
Patient left without, or before completing, treatment	35.5%	65.8%	82.7%	98.3%	99.1%	100%	100%	100%
Transferred to another hospital	1.1%	19.1%	37.1%	66.3%	88.8%	95.5%	96.6%	96.6%
All presentations	11.4%	37.0%	60.6%	88.4%	95.7%	98.2%	99.1%	99.4%

(†) 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.

**Mona Vale Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 8,290 patients

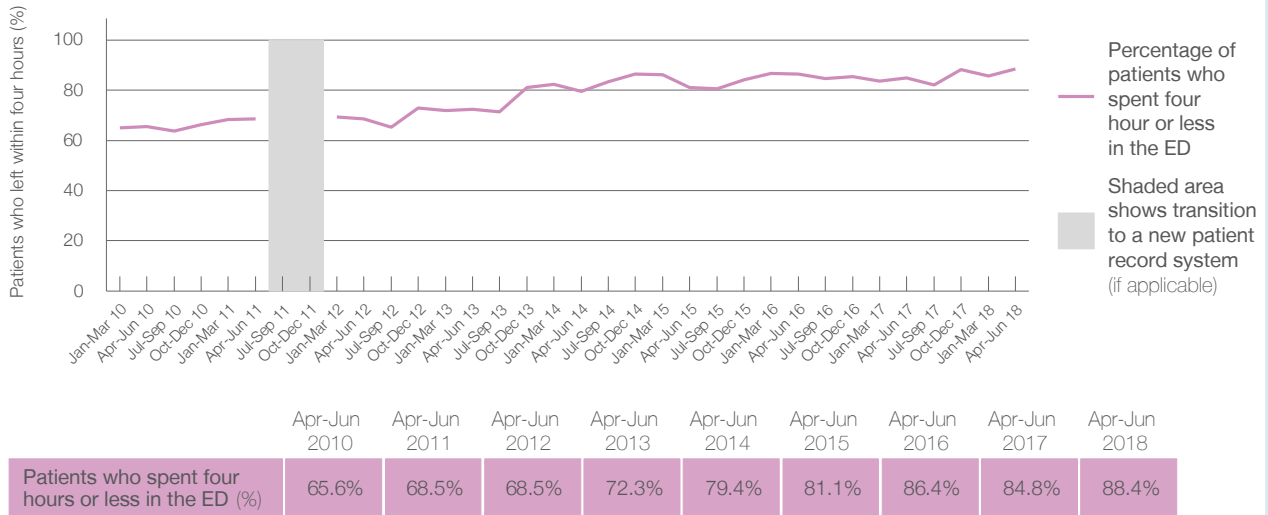
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,290 patients

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	8,681	-5%
Presentations used to calculate time to leaving the ED	8,681	-5%
Percentage of patients who spent four hours or less in the ED	84.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Royal North Shore Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 22,074 patients


Emergency presentations:<sup>2</sup> 22,034 patients

Same period last year	Change since one year ago
21,125	4%
21,060	5%



## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,485 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): 6,193 patients

Median time to start treatment<sup>4</sup>  19 minutes  
90th percentile time to start treatment<sup>5</sup>  51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,269 patients

Median time to start treatment<sup>4</sup>  28 minutes  
90th percentile time to start treatment<sup>5</sup>  80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,767 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
4,174	
7 minutes	8 minutes
16 minutes	24 minutes
6,023	
19 minutes	19 minutes
47 minutes	63 minutes
7,598	
27 minutes	24 minutes
73 minutes	95 minutes
2,832	
28 minutes	21 minutes
105 minutes	96 minutes

## Royal North Shore Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Percentage of patients who spent four hours or less in the ED  61%

Same period last year	Change since one year ago
21,125	4%
65%	

\* 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, January to March 2018*.
- 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 18 July 2018).

## Royal North Shore Hospital: Patients presenting to the emergency department

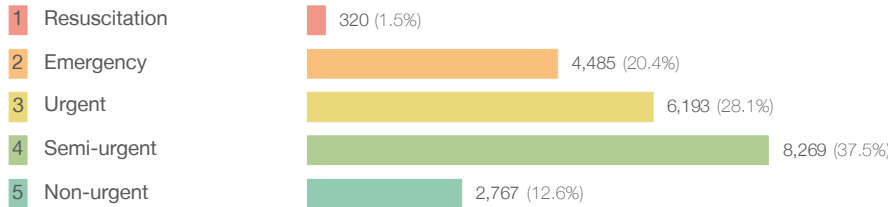
April to June 2018

All presentations:<sup>1</sup> 22,074 patients

Same period last year	Change since one year ago
21,125	4%

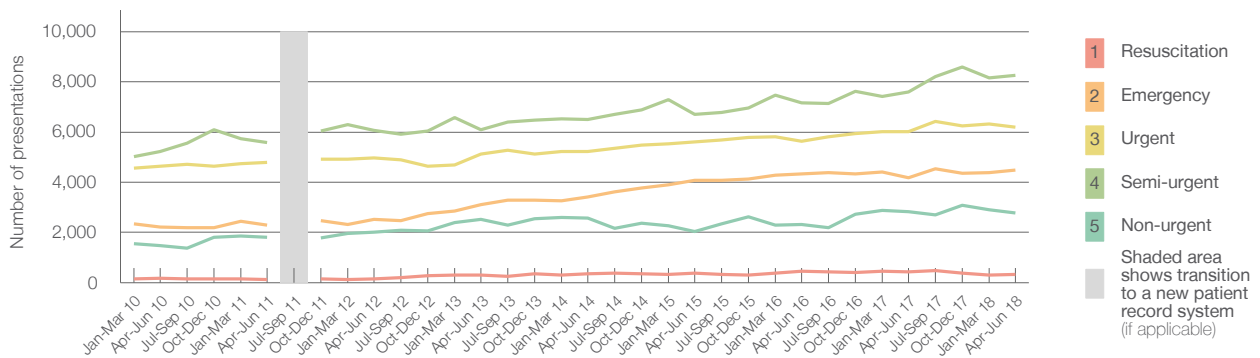
Emergency presentations<sup>2</sup> by triage category: 22,034 patients

Same period last year	Change since one year ago
21,060	5%



Same period last year	Change since one year ago
433	-26.1%
4,174	7.5%
6,023	2.8%
7,598	8.8%
2,832	-2.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	164	130	157	301	341	369	462	433	320
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,174	4,485
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,023	6,193
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,598	8,269
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832	2,767
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,060	22,034

## Royal North Shore Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,786 patients

Same period last year	Change since one year ago
4,592	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	1 minute
29 minutes	13 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 North Shore Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 4,485

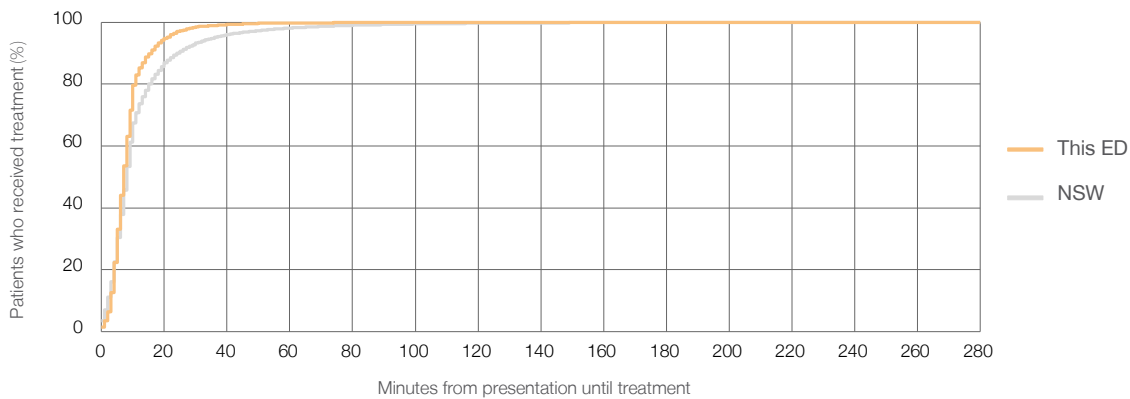
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,467

Median time to start treatment<sup>4</sup> ■ 7 minutes

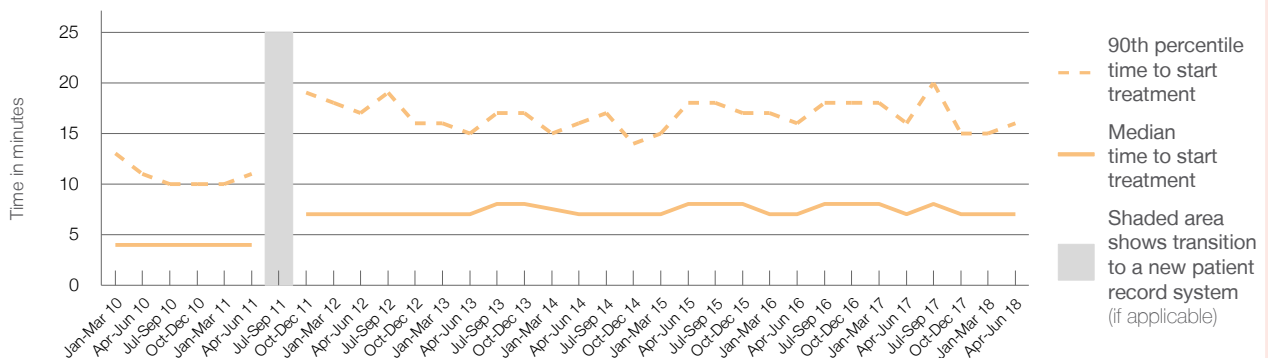
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
4,174	4,167
7 minutes	8 minutes
16 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	7	7	7	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	11	11	17	15	16	18	16	16	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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 6,193

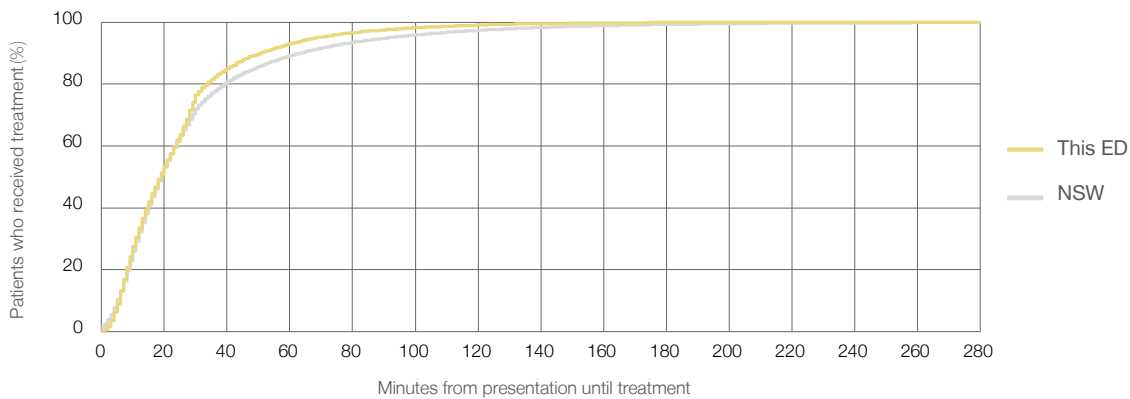
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,106

Median time to start treatment<sup>4</sup> 19 minutes

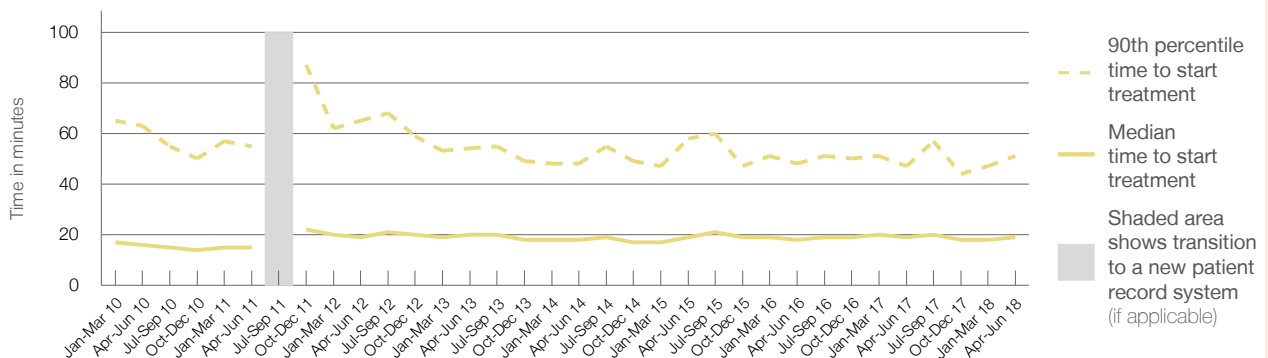
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
6,023	
5,964	
19 minutes	19 minutes
47 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	15	19	20	18	19	18	19	19
90th percentile time to start treatment <sup>5</sup> (minutes)	63	55	65	54	48	58	48	47	51

(†) 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 North Shore Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 8,269

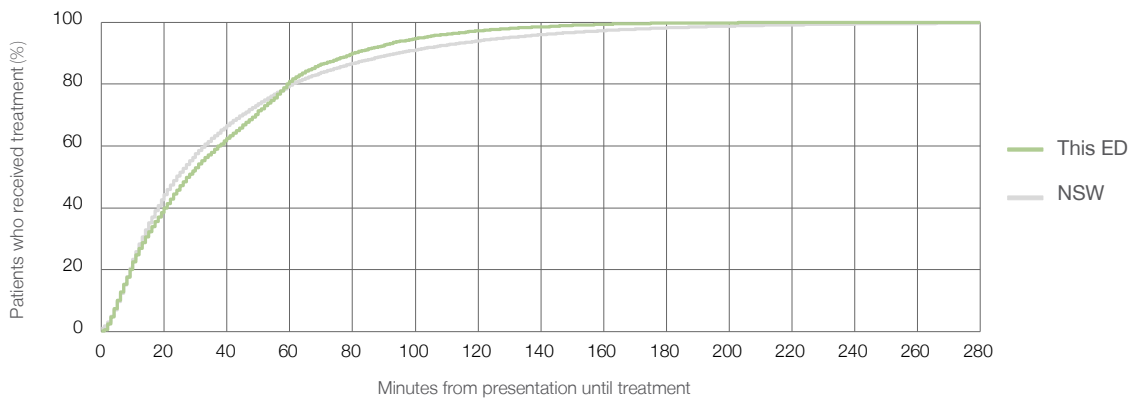
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,014

Median time to start treatment<sup>4</sup>  28 minutes

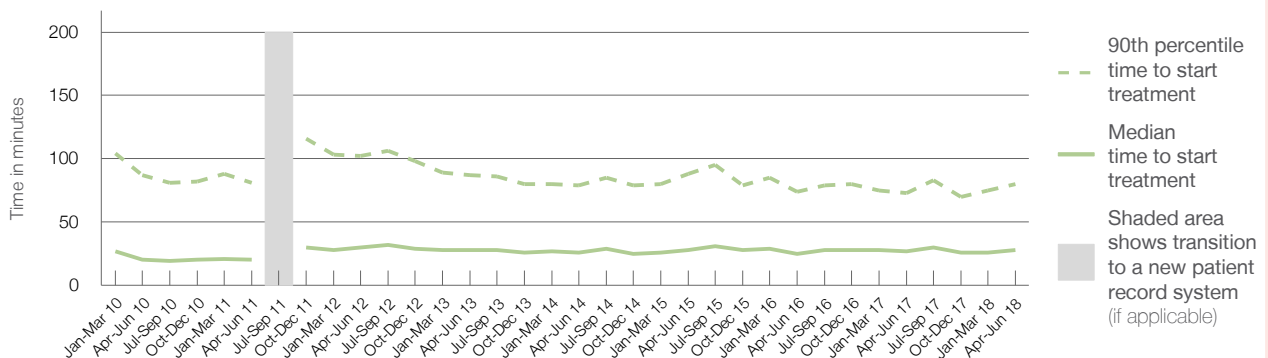
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
7,598	
7,391	
27 minutes	24 minutes
73 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	20	30	28	26	28	25	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	87	81	102	87	79	88	74	73	80

(†) 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 North Shore Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 2,767

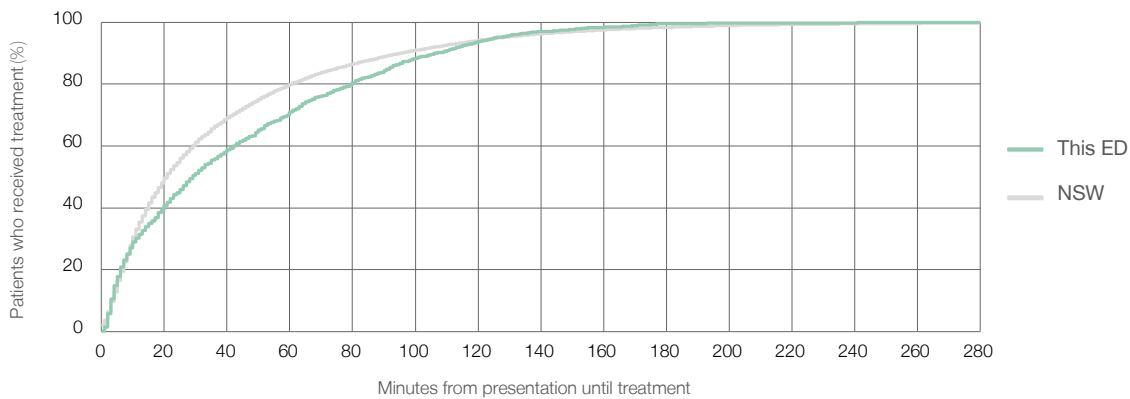
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,535

Median time to start treatment<sup>4</sup> 29 minutes

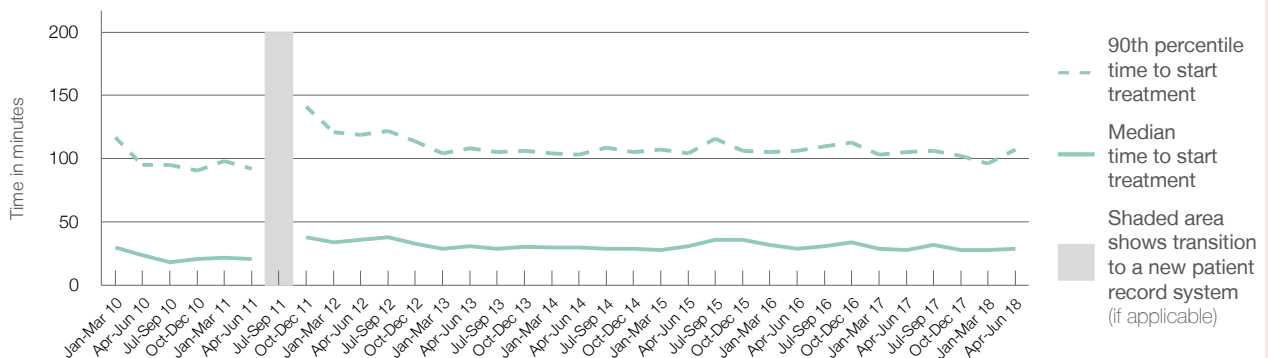
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
2,832	2,617
28 minutes	21 minutes
105 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	24	21	36	31	30	31	29	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	95	92	119	108	103	104	106	105	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.

## Royal North Shore Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 22,074 patients

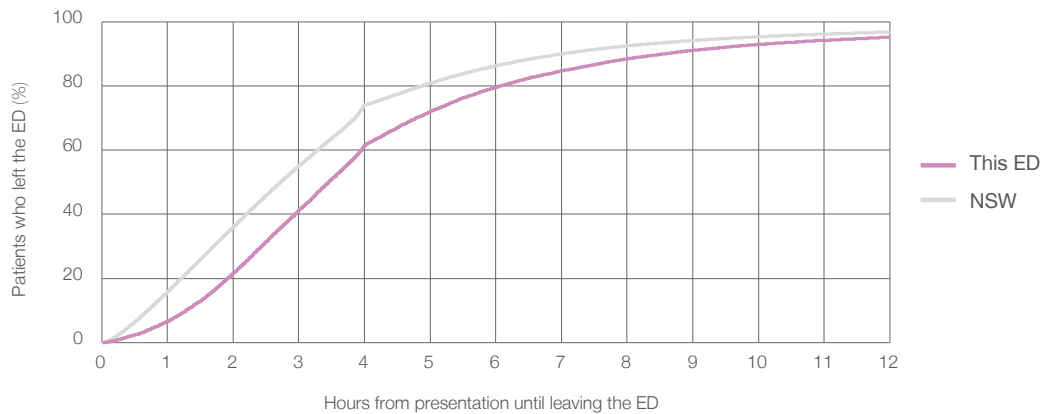
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

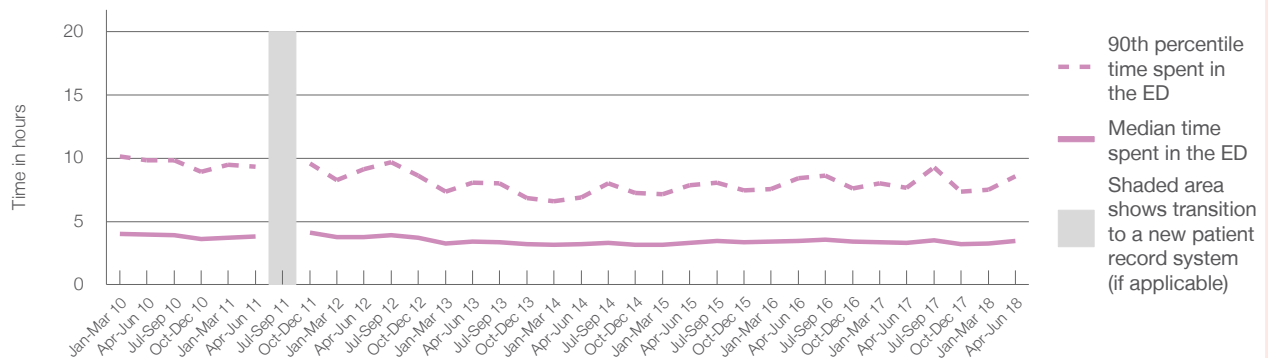
90th percentile time spent in the ED<sup>9</sup> 8 hours and 35 minutes

Same period last year	NSW (this period)
21,125	21,125
3 hours and 20 minutes	2 hours and 44 minutes
7 hours and 40 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m	8h 35m

(†) 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 North Shore Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

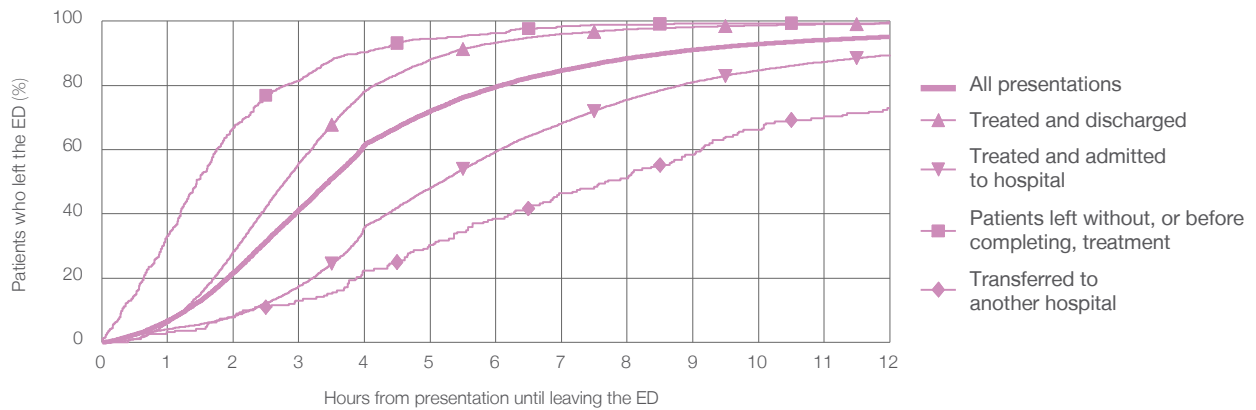
All presentations:<sup>1</sup> 22,074 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Treated and discharged	12,308 (55.8%)
Treated and admitted to hospital	8,762 (39.7%)
Patient left without, or before completing, treatment	487 (2.2%)
Transferred to another hospital	192 (0.9%)
Other	325 (1.5%)

Same period last year	Change since one year ago
21,125	4%
11,772	4.6%
8,552	2.5%
409	19.1%
95	102.1%
297	9.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	6.0%	28.2%	55.7%	78.2%	93.3%	97.5%	98.7%	99.2%
Treated and admitted to hospital	4.0%	8.0%	17.5%	35.8%	59.3%	75.5%	84.7%	89.4%
Patient left without, or before completing, treatment	33.1%	66.7%	81.3%	90.3%	96.3%	99.0%	99.4%	99.8%
Transferred to another hospital	3.1%	7.8%	13.0%	22.4%	38.5%	51.0%	66.1%	72.9%
All presentations	6.7%	21.7%	41.3%	61.4%	79.5%	88.4%	92.9%	95.1%

(†) 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.

## Royal North Shore Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 22,074 patients

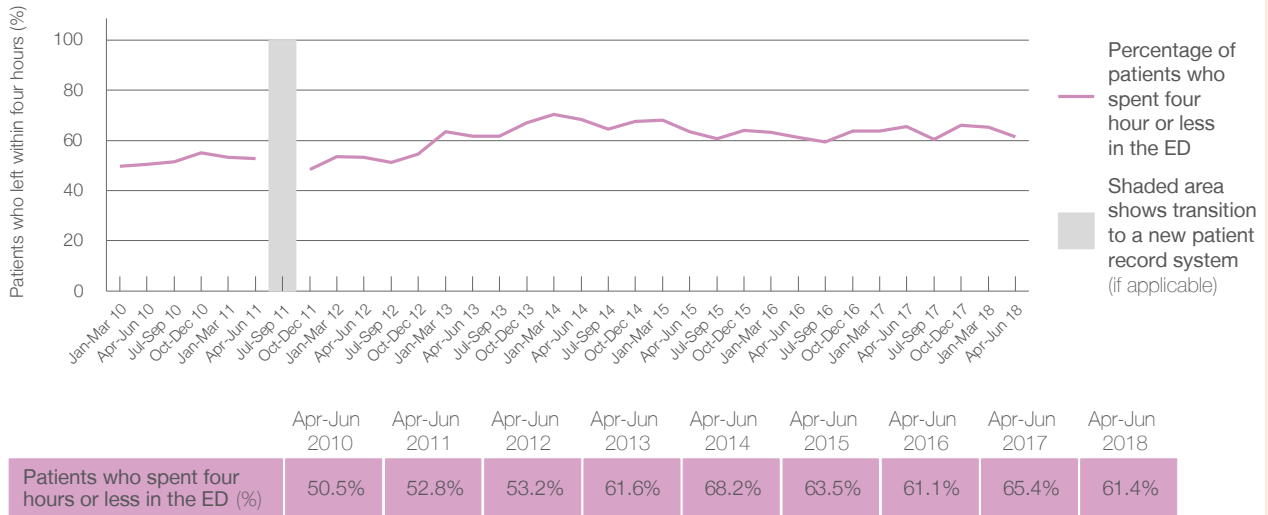
Presentations used to calculate time to leaving the ED: <sup>6</sup> 22,074 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	21,125	4%
Presentations used to calculate time to leaving the ED	21,125	4%
Percentage of patients who spent four hours or less in the ED	65.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, January to March 2018*.
- 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 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Ryde Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 6,553 patients  
 Emergency presentations:<sup>2</sup> 6,504 patients

Same period last year	Change since one year ago
6,543	0%
6,469	1%



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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 950 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,465 patients

Median time to start treatment<sup>4</sup>  13 minutes  
 90th percentile time to start treatment<sup>5</sup>  38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,625 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 431 patients

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

Same period last year	NSW (this period)
887	
7 minutes	8 minutes
11 minutes	24 minutes
2,390	
12 minutes	19 minutes
30 minutes	63 minutes
2,767	
12 minutes	24 minutes
49 minutes	95 minutes
391	
14 minutes	21 minutes
66 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Percentage of patients who spent four hours or less in the ED  80%

Same period last year	Change since one year ago
6,543	0%
85%	

\* 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, January to March 2018*.
- 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.

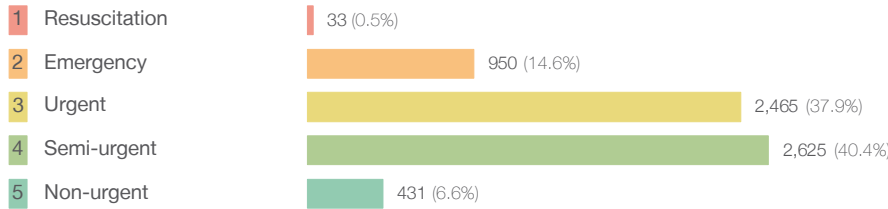
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Ryde Hospital: Patients presenting to the emergency department

April to June 2018

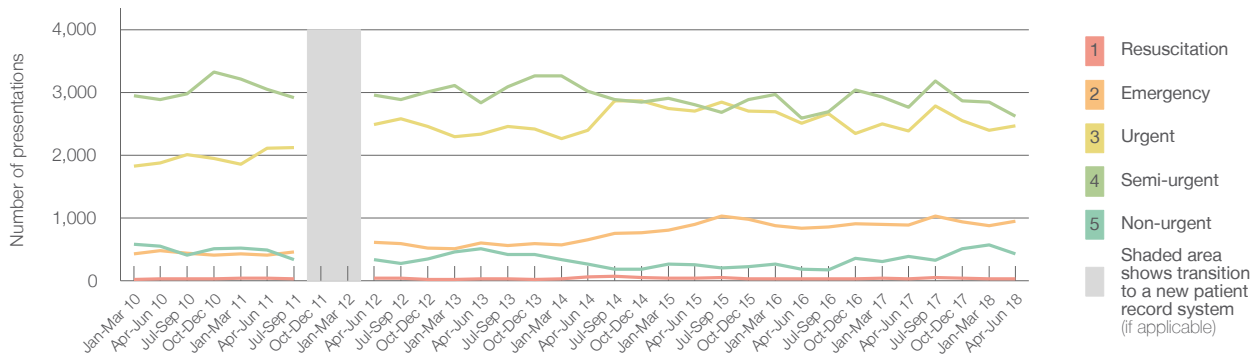
All presentations:<sup>1</sup> 6,553 patients

Emergency presentations<sup>2</sup> by triage category: 6,504 patients



	Same period last year	Change since one year ago
All presentations	6,543	0%
Emergency presentations	6,469	1%
1 Resuscitation	34	-2.9%
2 Emergency	887	7.1%
3 Urgent	2,390	3.1%
4 Semi-urgent	2,767	-5.1%
5 Non-urgent	391	10.2%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	30	35	41	34	62	43	28	34	33
Emergency	483	410	615	601	647	900	835	887	950
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390	2,465
Semi-urgent	2,884	3,048	2,954	2,832	3,021	2,799	2,594	2,767	2,625
Non-urgent	545	493	336	513	262	255	182	391	431
All emergency presentations	5,817	6,097	6,429	6,319	6,388	6,704	6,152	6,469	6,504

## Ryde Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,507 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,445	
Median time	10 minutes	0 minutes
90th percentile time	20 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.

## Ryde Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 950

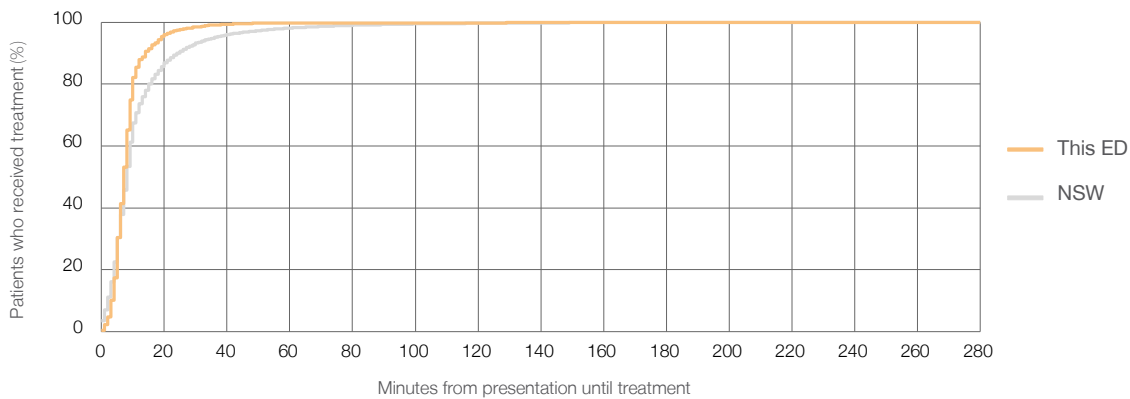
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 948

Median time to start treatment<sup>4</sup> ■ 7 minutes

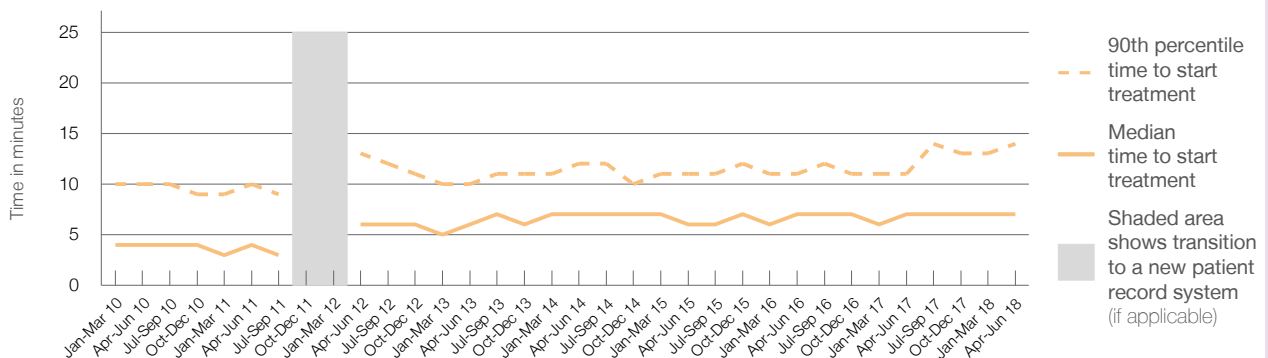
90th percentile time to start treatment<sup>5</sup> ■ 14 minutes

Same period last year	NSW (this period)
887	887
7 minutes	8 minutes
11 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	6	6	7	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	13	10	12	11	11	11	14

(†) 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.



## Ryde Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 2,465

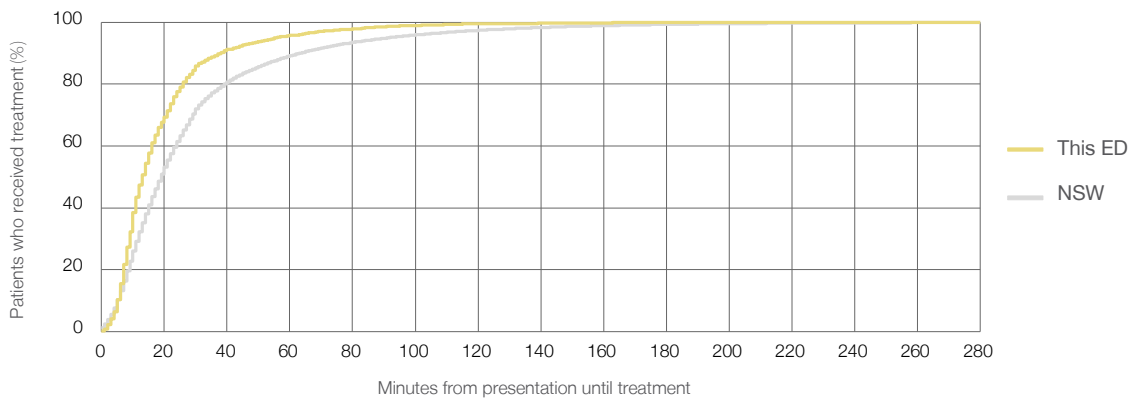
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,451

Median time to start treatment<sup>4</sup> 13 minutes

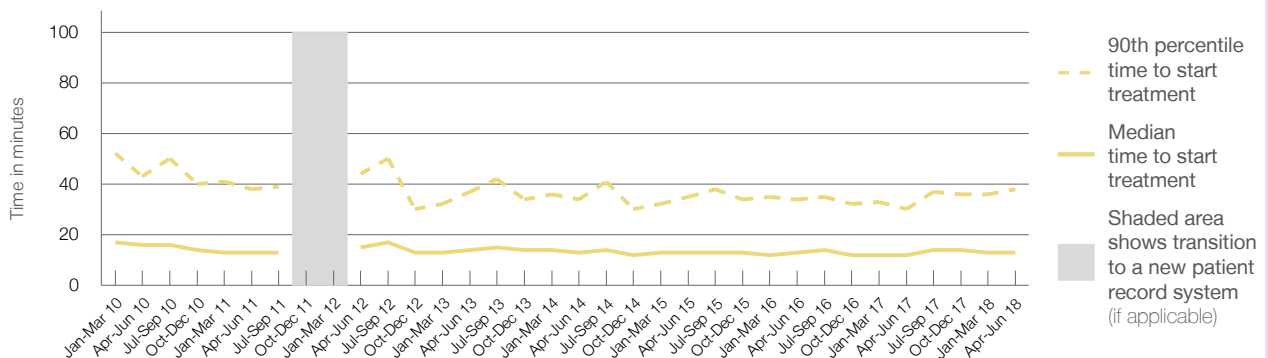
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
2,390	
2,376	
12 minutes	19 minutes
30 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	13	15	14	13	13	13	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)	43	38	44	37	34	35	34	30	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.

## Ryde Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,625

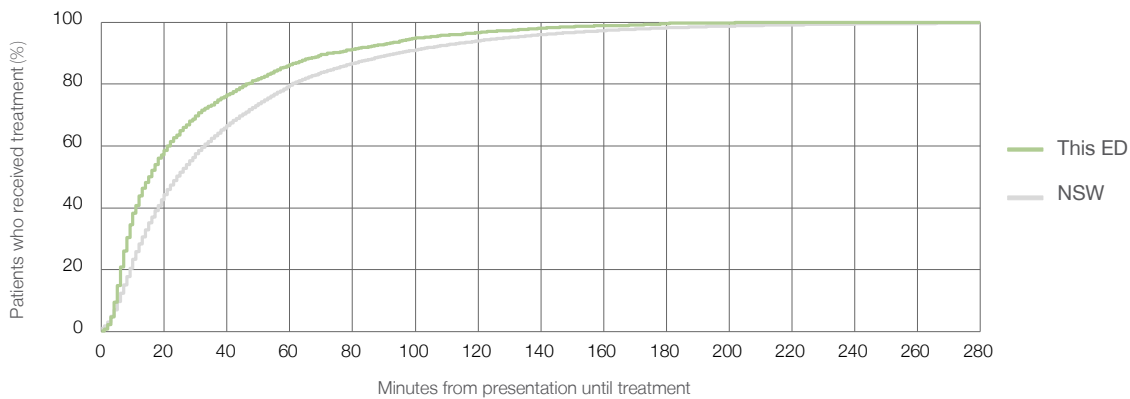
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,546

Median time to start treatment<sup>4</sup> 15 minutes

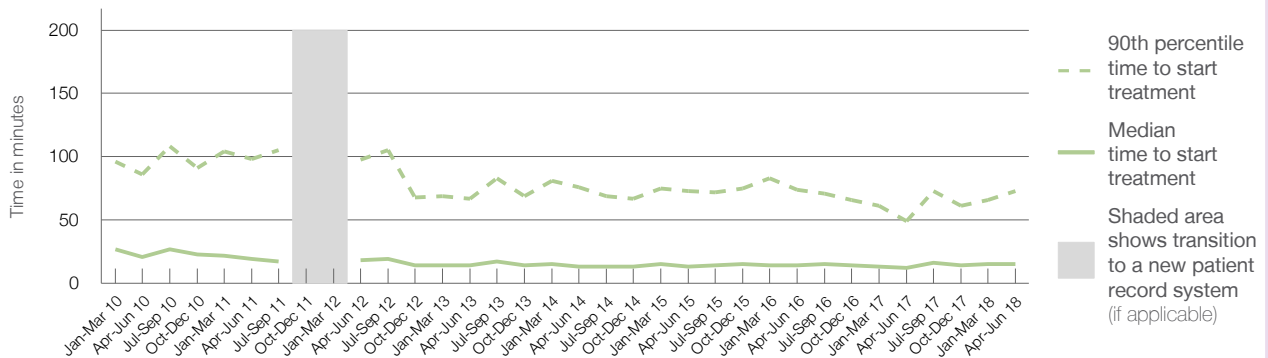
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
2,767	2,710
12 minutes	24 minutes
49 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21	19	18	14	13	13	14	12	15
90th percentile time to start treatment <sup>5</sup> (minutes)	86	98	98	67	76	73	74	49	73

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

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

## Ryde Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 431

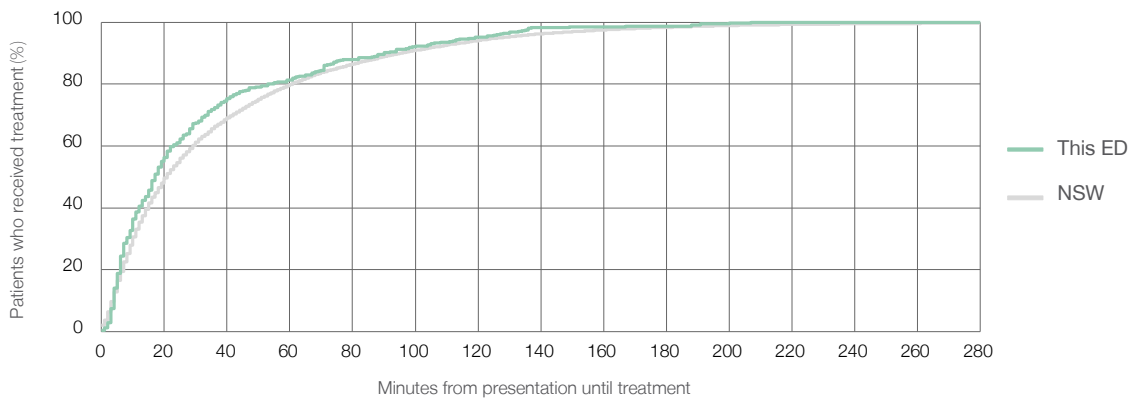
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 400

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

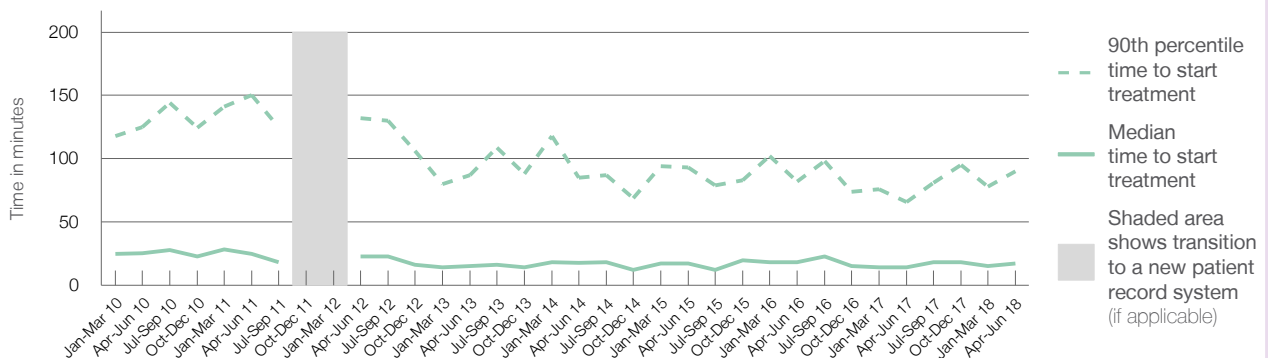
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
391	
369	
14 minutes	21 minutes
66 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	26	25	23	15	18	17	18	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	125	150	132	87	85	93	82	66	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.

## Ryde Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 6,553 patients

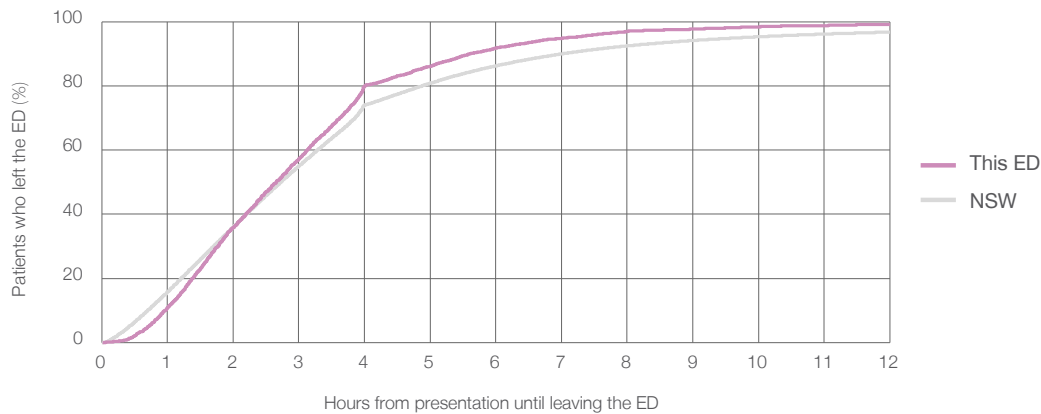
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Median time spent in the ED<sup>8</sup> 2 hours and 39 minutes

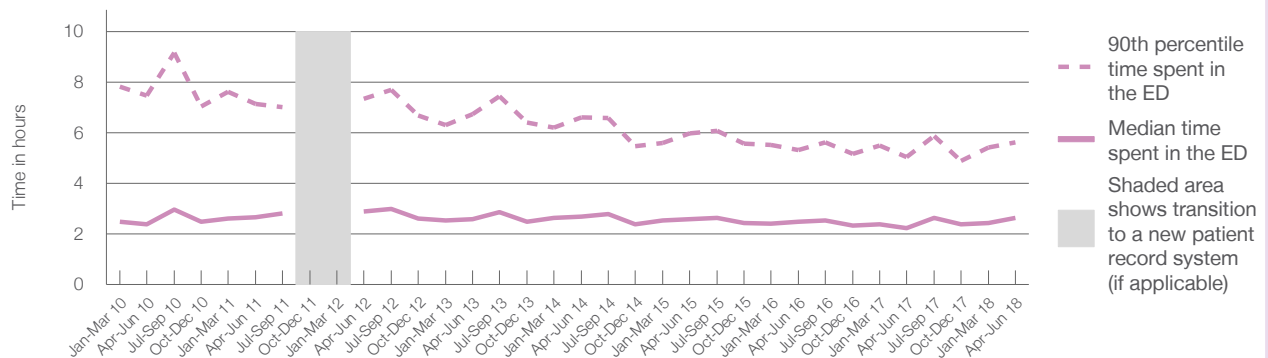
90th percentile time spent in the ED<sup>9</sup> 5 hours and 37 minutes

Same period last year	NSW (this period)
6,543	6,543
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 2 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m	2h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 2m	5h 37m

(†) 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.

**Ryde Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

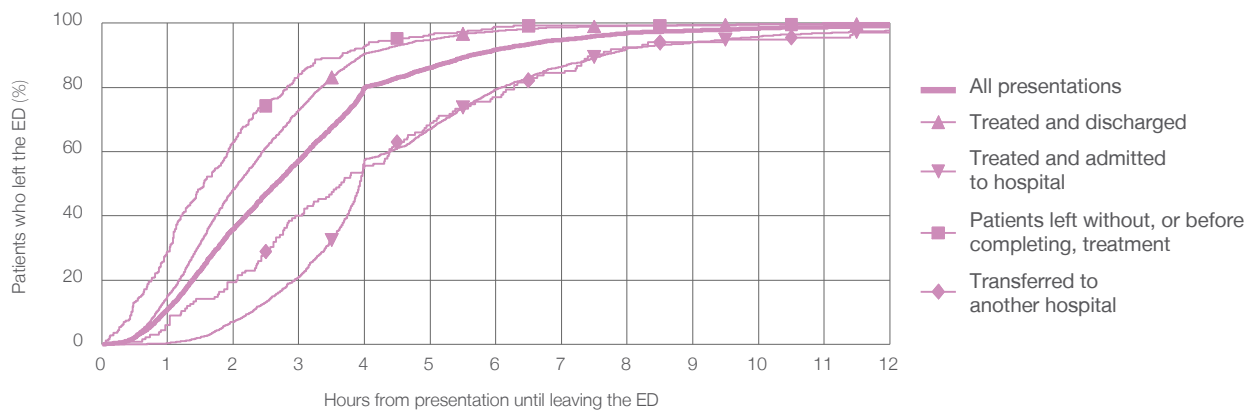
All presentations:<sup>1</sup> 6,553 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,553 patients

Treated and discharged	4,209 (64.2%)
Treated and admitted to hospital	1,944 (29.7%)
Patient left without, or before completing, treatment	257 (3.9%)
Transferred to another hospital	135 (2.1%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,543	0%
4,389	-4.1%
1,857	4.7%
151	70.2%
136	-0.7%
10	-20.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	15.1%	48.2%	72.9%	90.5%	97.5%	99.2%	99.6%	99.9%
Treated and admitted to hospital	0.3%	7.0%	21.0%	57.4%	79.4%	92.2%	95.8%	97.7%
Patient left without, or before completing, treatment	28.8%	63.0%	84.0%	93.0%	98.8%	99.2%	99.6%	100%
Transferred to another hospital	5.9%	19.3%	40.0%	55.6%	77.0%	92.6%	94.8%	97.0%
All presentations	11.0%	36.0%	57.3%	80.0%	91.8%	97.0%	98.4%	99.2%

(†) 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.

**Ryde Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 6,553 patients

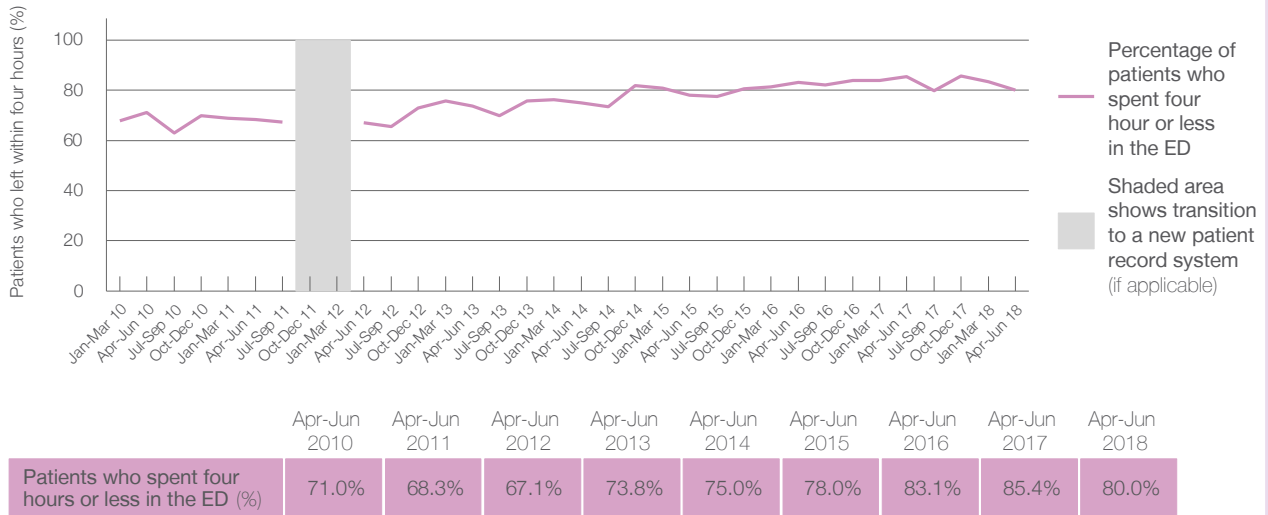
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,553 patients

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> 6,553 patients	6,543	0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,553 patients	6,543	0%
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 June 2018 <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, January to March 2018*.
- 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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).