Healthcare Quarterly

Emergency department

Northern Sydney Local Health District Performance Profiles

October to December 2018

bureau of health information

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	10,296 patients	10,292	0%
Emergency presentations:[2]	10,250 patients	10,222	0%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,469 patients	1,445	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	11 minutes	11 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,264 patients	2,322	
Median time to start treatment[4]	13 minutes	12 minutes	20 minutes
90th percentile time to start treatment[5]	39 minutes	38 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,590 patients	4,744	
Median time to start treatment[4]	16 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	68 minutes	68 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,871 patients	1,679	
Median time to start treatment[4]	15 minutes	11 minutes	23 minutes
90th percentile time to start treatment[5]	91 minutes	84 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	10,296 patients	10,292	0%
Percentage of patients who spent four hours or less in the ED	77%	75%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

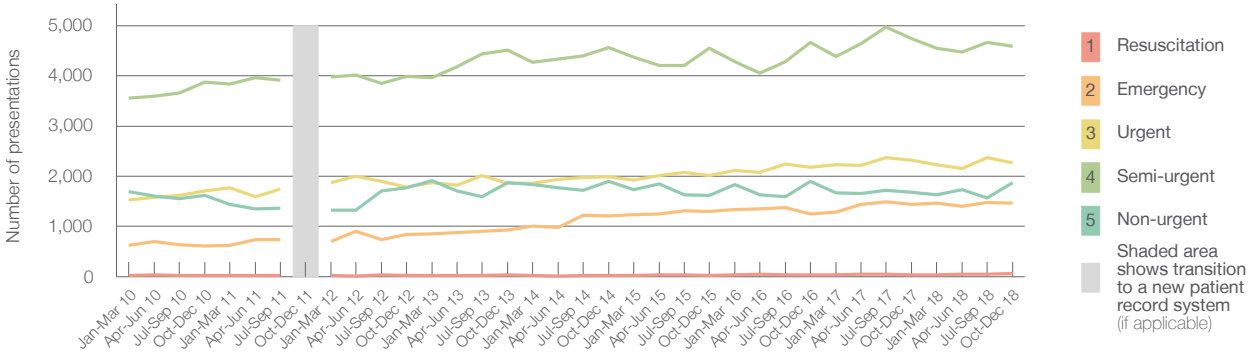
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

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

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	10,296 patients	10,292	0%
Emergency presentations[2] by triage category:	10,250 patients	10,222	0%
1 Resuscitation	56 (0.5%)	32	75.0%
2 Emergency	1,469 (14.3%)	1,445	1.7%
3 Urgent	2,264 (22.1%)	2,322	-2.5%
4 Semi-urgent	4,590 (44.8%)	4,744	-3.2%
5 Non-urgent	1,871 (18.3%)	1,679	11.4%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	19		25	38	23	26	35	32	56
Emergency	614		839	930	1,210	1,298	1,250	1,445	1,469
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,322	2,264
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,744	4,590
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,679	1,871
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,222	10,250

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

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,976 patients	2,035	
ED Transfer of care time			
Median time	11 minutes	10 minutes	1 minute
90th percentile time	24 minutes	22 minutes	2 minutes

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

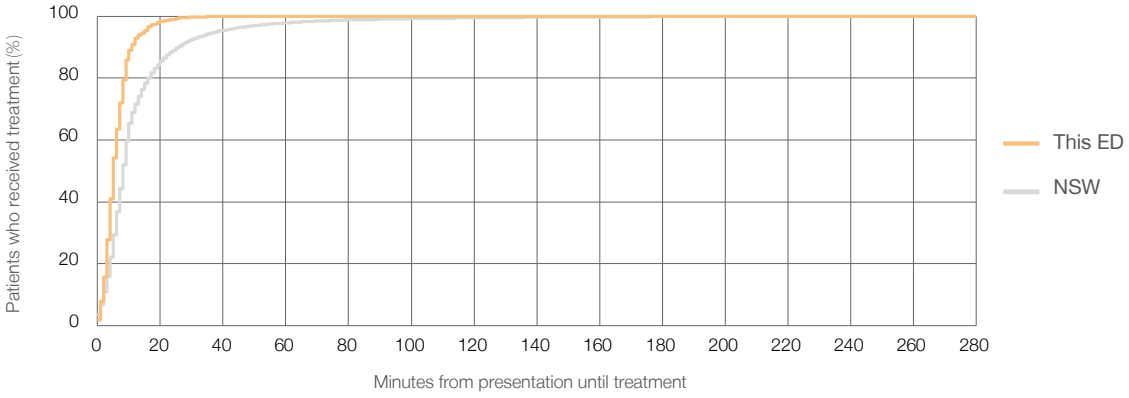
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

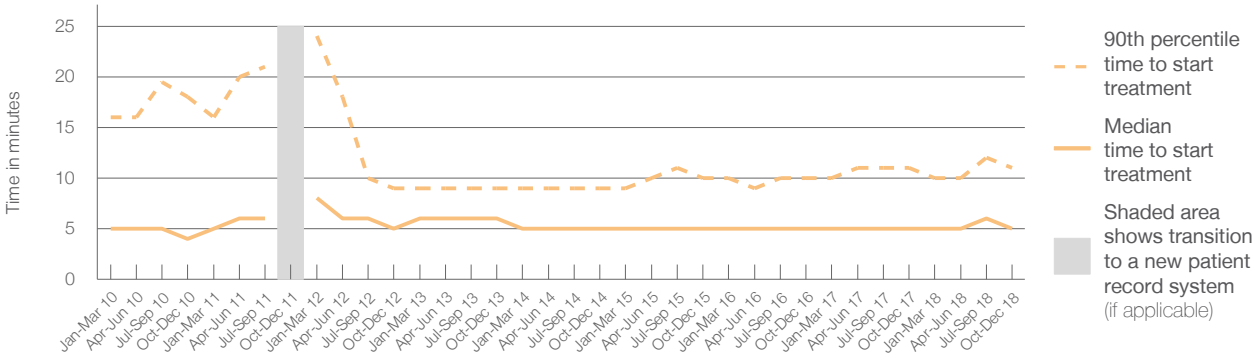
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,469	1,445	
Number of triage 2 patients used to calculate waiting time:[3]	1,469	1,444	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
90th percentile time to start treatment[5]	11 minutes	11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	4		5	6	5	5	5	5	5
90th percentile time to start treatment[5] (minutes)	18		9	9	9	10	10	11	11

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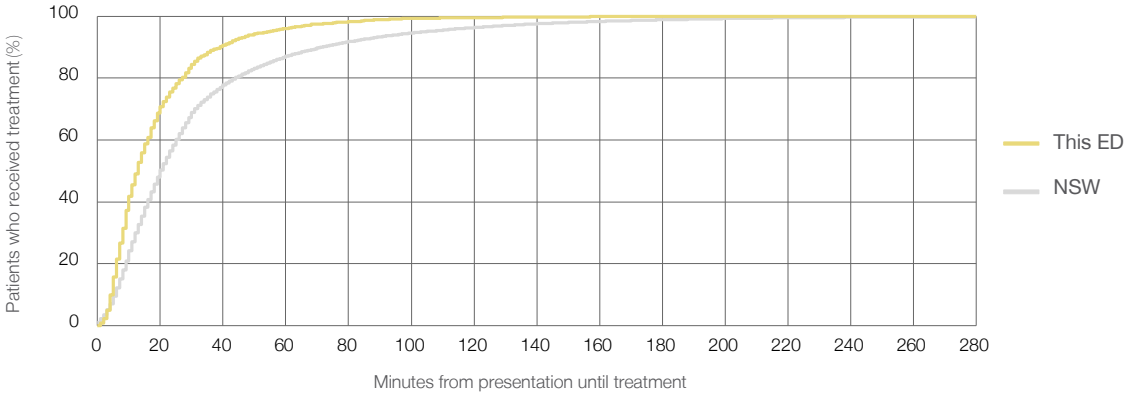
Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3

October to December 2018

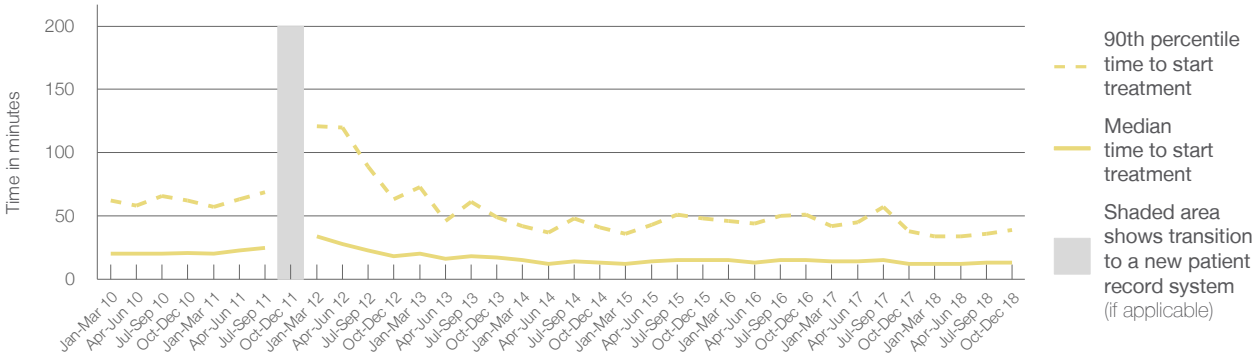
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	2,264	2,322	
Number of triage 3 patients used to calculate waiting time:[3]	2,254	2,312	
Median time to start treatment[4]	13 minutes	12 minutes	20 minutes
90th percentile time to start treatment[5]	39 minutes	38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	21		18	17	13	15	15	12	13
90th percentile time to start treatment[5] (minutes)	62		63	49	41	48	51	38	39

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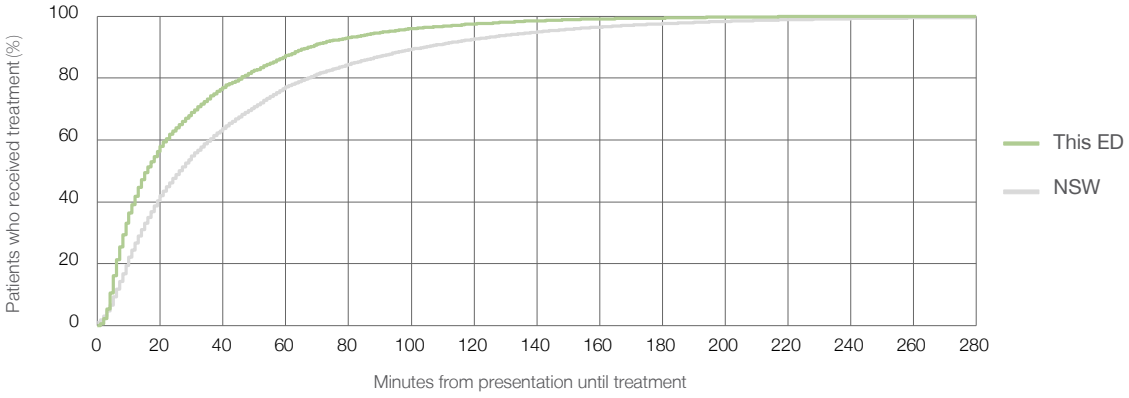
Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4

October to December 2018

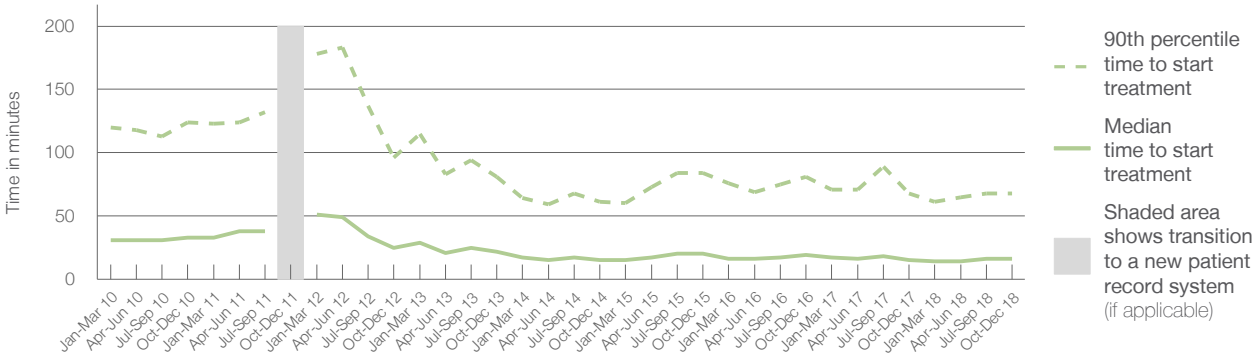
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,590	4,744	
Number of triage 4 patients used to calculate waiting time:[3]	4,470	4,608	
Median time to start treatment[4]	16 minutes	15 minutes	26 minutes
90th percentile time to start treatment[5]	68 minutes	68 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	33		25	22	15	20	19	15	16
90th percentile time to start treatment[5] (minutes)	124		96	81	61	84	81	68	68

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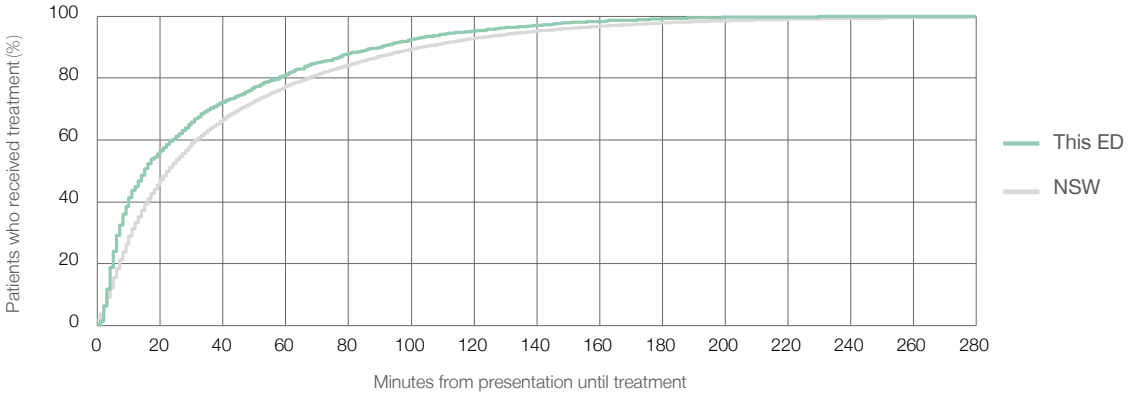
Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5

October to December 2018

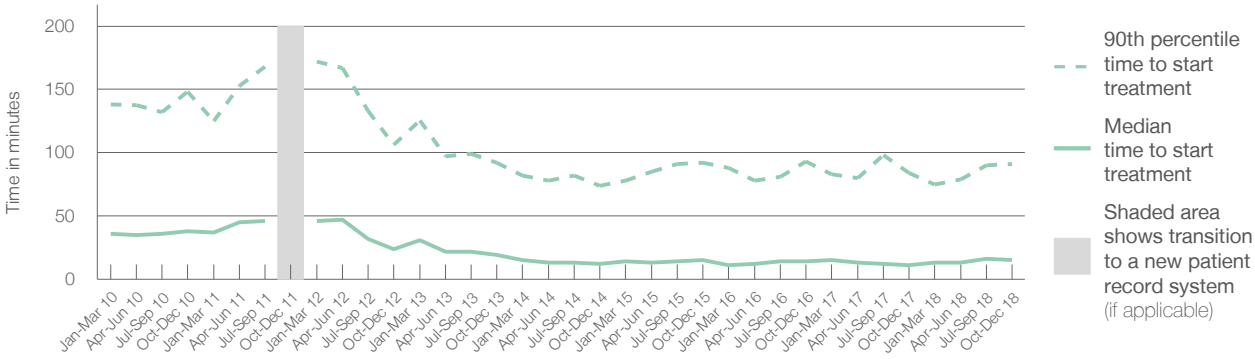
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,871	1,679	
Number of triage 5 patients used to calculate waiting time:[3]	1,758	1,591	
Median time to start treatment[4]	15 minutes	11 minutes	23 minutes
90th percentile time to start treatment[5]	91 minutes	84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	38		24	19	12	15	14	11	15
90th percentile time to start treatment[5] (minutes)	148		106	92	74	92	93	84	91

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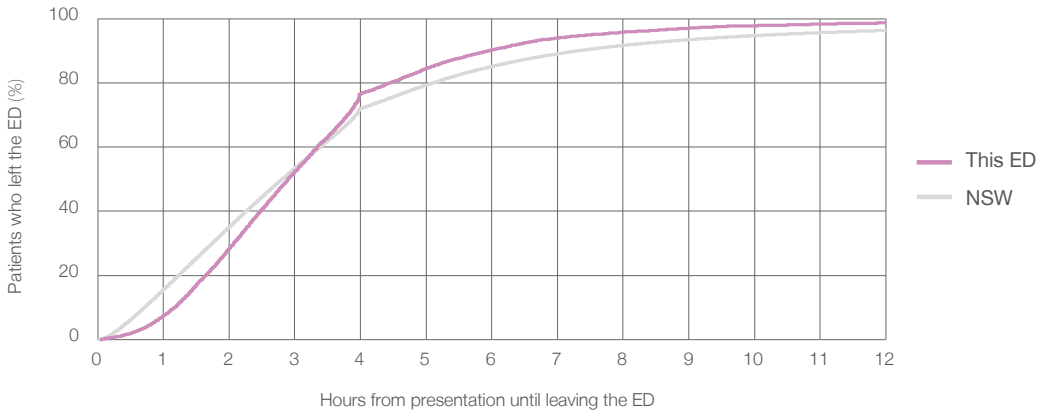
Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

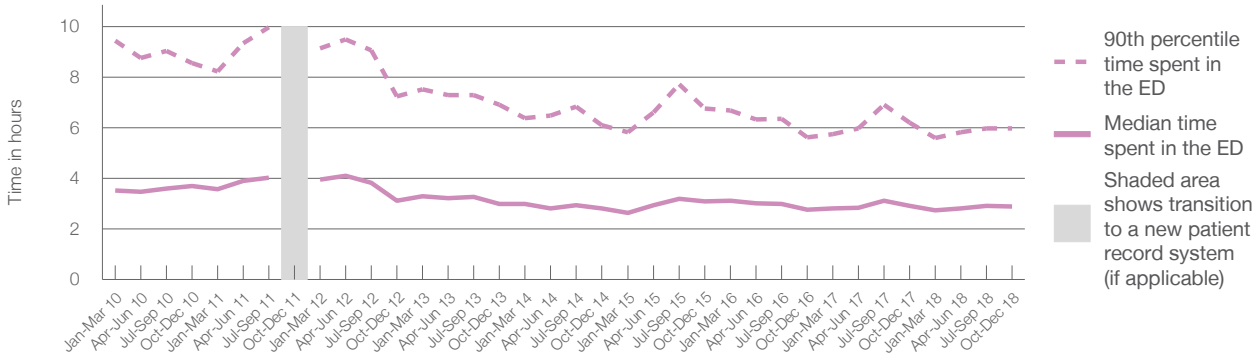
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 10,296 patients	10,292	
Presentations used to calculate time to leaving the ED:[6] 10,296 patients	10,292	
Median time spent in the ED[8] 2 hours and 54 minutes	2 hours and 56 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9] 5 hours and 58 minutes	6 hours and 12 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 ††‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m	2h 54m
90th percentile time spent in the ED[9] (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 12m	5h 58m

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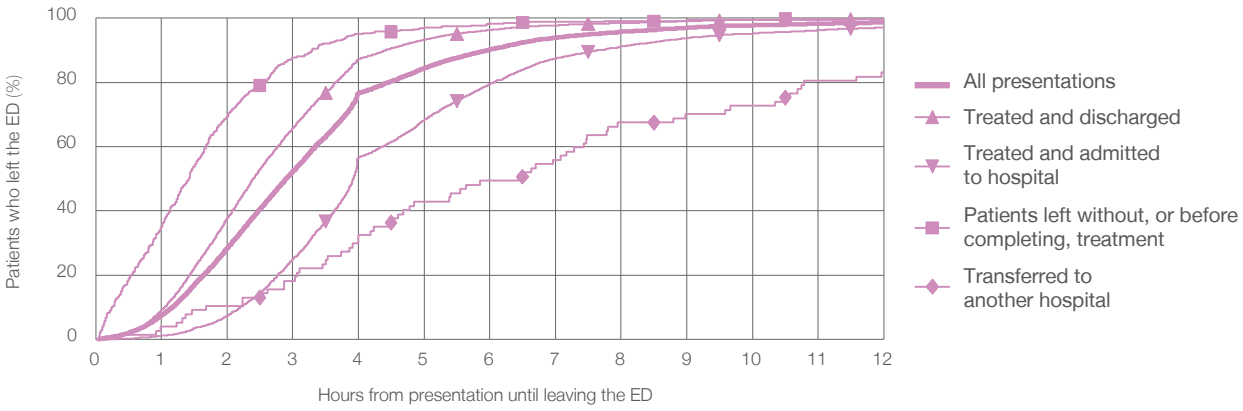
Hornsby Ku-ring-gai Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 10,296 patients

Presentations used to calculate time to leaving the ED: [6] 10,296 patients

		Same period last year	Change since one year ago
Treated and discharged	6,214 (60.4%)	6,418	-3.2%
Treated and admitted to hospital	3,550 (34.5%)	3,342	6.2%
Patient left without, or before completing, treatment	454 (4.4%)	455	-0.2%
Transferred to another hospital	77 (0.7%)	72	6.9%
Other	1 (0%)	5	-80.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	37.8%	65.8%	87.3%	96.3%	98.5%	99.4%	99.7%
Treated and admitted to hospital	1.1%	7.3%	25.2%	56.7%	79.5%	91.3%	95.2%	97.0%
Patient left without, or before completing, treatment	35.0%	69.4%	87.7%	95.2%	98.2%	99.1%	99.6%	99.8%
Transferred to another hospital	3.9%	10.4%	18.2%	32.5%	49.4%	67.5%	72.7%	83.1%
All presentations	7.5%	28.5%	52.4%	76.7%	90.3%	95.8%	97.8%	98.6%

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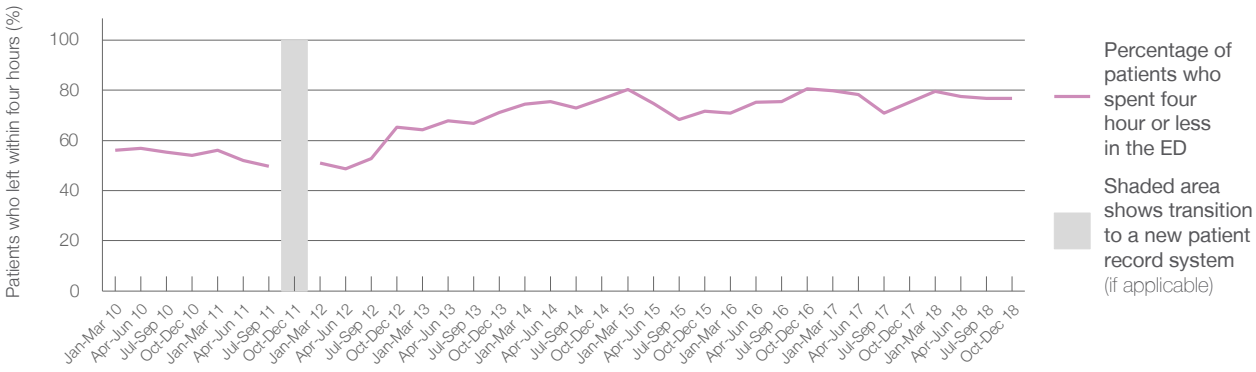
Hornsby Ku-ring-gai Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	10,296 patients	10,292	0%
Presentations used to calculate time to leaving the ED: [6]	10,296 patients	10,292	0%
Percentage of patients who spent four hours or less in the ED	76.7%	75.3%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	54.0%		65.2%	71.2%	76.5%	71.7%	80.7%	75.3%	76.7%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	1,877 patients		
Emergency presentations:[2]	1,865 patients	Not applicable	

Manly Hospital: Time from presentation to treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	304 patients		
Median time to start treatment[4]	6 minutes	Not applicable	
90th percentile time to start treatment[5]	10 minutes		
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	678 patients		
Median time to start treatment[4]	11 minutes		
90th percentile time to start treatment[5]	29 minutes		
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	746 patients		
Median time to start treatment[4]	12 minutes		
90th percentile time to start treatment[5]	55 minutes		
Triage 5 Non-urgent (e.g. small cuts or abrasions):	103 patients		
Median time to start treatment[4]	8 minutes		
90th percentile time to start treatment[5]	64 minutes		

Manly Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,877 patients		
Percentage of patients who spent four hours or less in the ED	84%	Not applicable	

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

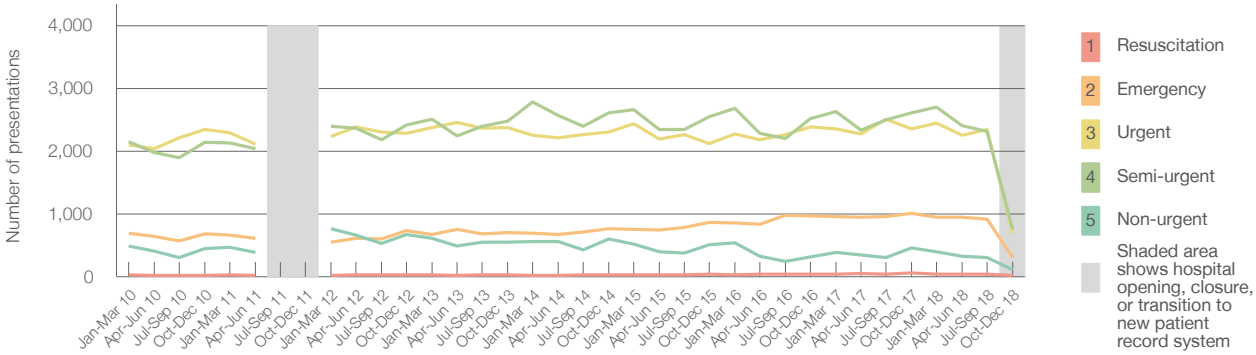
BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Patients presenting to the emergency department

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 1,877 patients		
Emergency presentations[2] by triage category: 1,865 patients		
1 Resuscitation — 16 (0.9%)	Not applicable	
2 Emergency — 304 (16.3%)		
3 Urgent — 680 (36.5%)		
4 Semi-urgent — 758 (40.6%)		
5 Non-urgent — 107 (5.7%)		

Emergency presentations[2] by quarter, January 2010 to December 2018 † ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18		31	29	33	43	39	58	16
Emergency	686		729	700	763	867	963	1,006	304
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,357	680
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,607	758
Non-urgent	445		672	549	603	512	312	459	107
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,487	1,865

Manly Hospital: Patients arriving by ambulance

October to December 2018

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 433 patients		
ED Transfer of care time		
Median time — 11 minutes	Not applicable	
90th percentile time — 19 minutes		

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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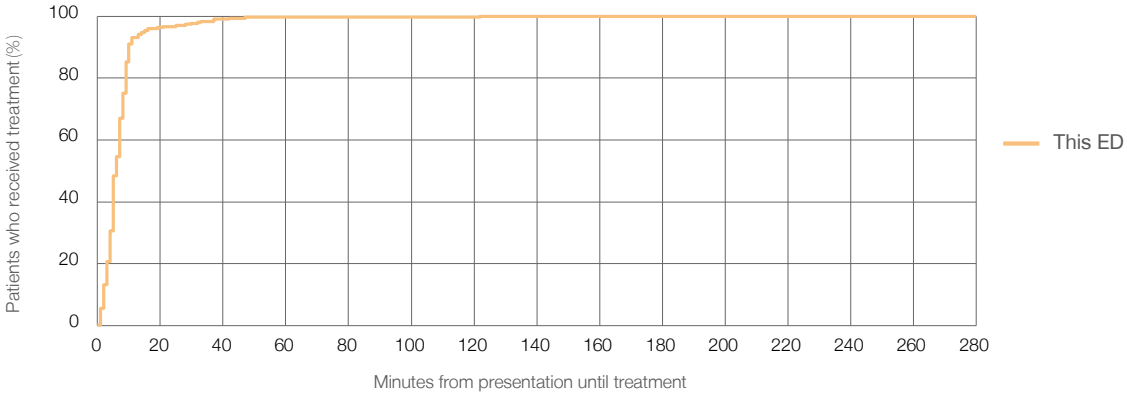
Manly Hospital: Time patients waited to start treatment, triage 2

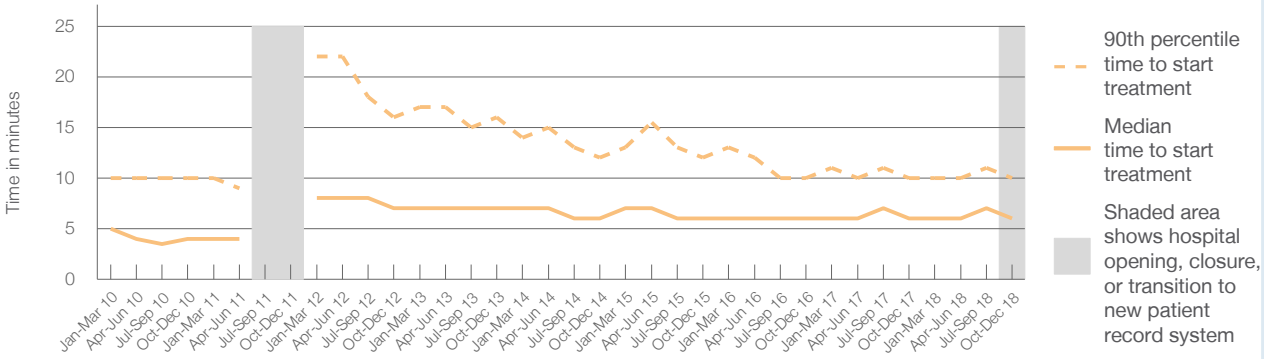
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 304		
Number of triage 2 patients used to calculate waiting time: [3] 304		
Median time to start treatment [4] 6 minutes	Not applicable	
90th percentile time to start treatment [5] 10 minutes		

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	4		7	7	6	6	6	6	6
90th percentile time to start treatment [5] (minutes)	10		16	16	12	12	10	10	10

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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.

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

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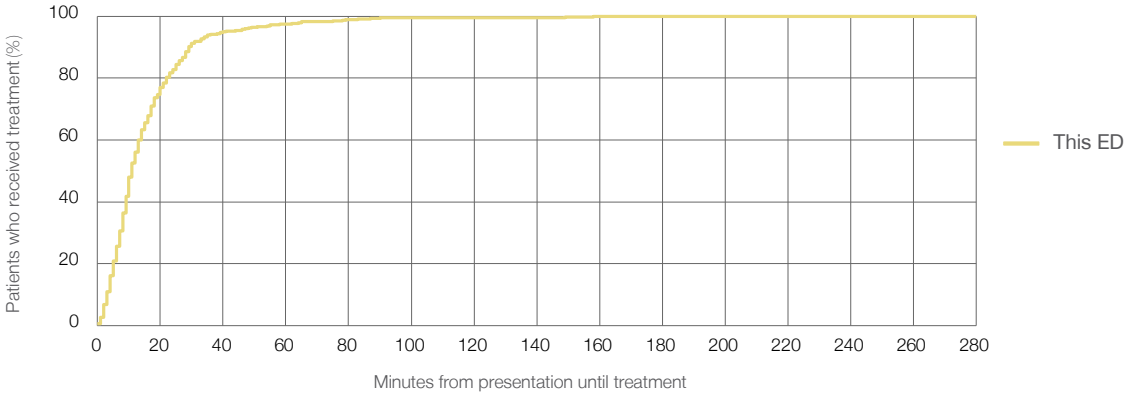
Manly Hospital: Time patients waited to start treatment, triage 3

October to December 2018

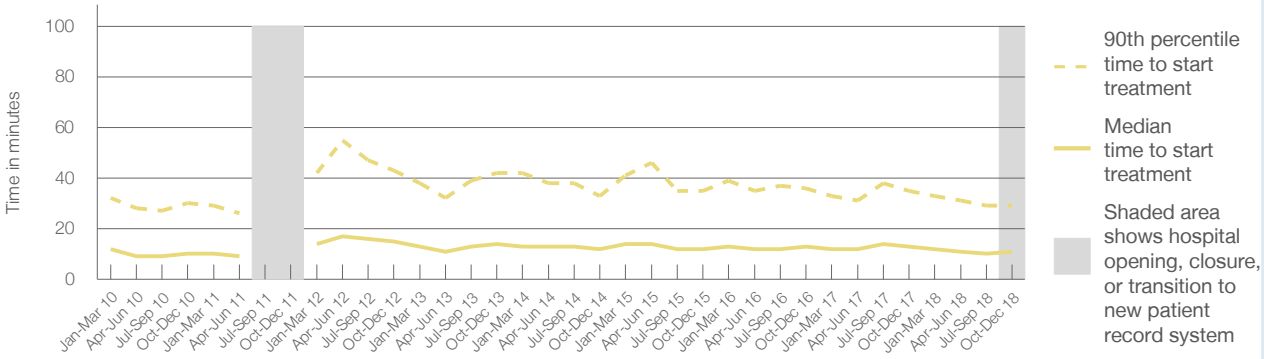
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

	Same period last year	NSW (this period)
Number of triage 3 patients: 680		
Number of triage 3 patients used to calculate waiting time:[3] 678		
Median time to start treatment[4]	11 minutes	Not applicable
90th percentile time to start treatment[5]	29 minutes	

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	10		15	14	12	12	13	13	11
90th percentile time to start treatment[5] (minutes)	30		43	42	33	35	36	35	29

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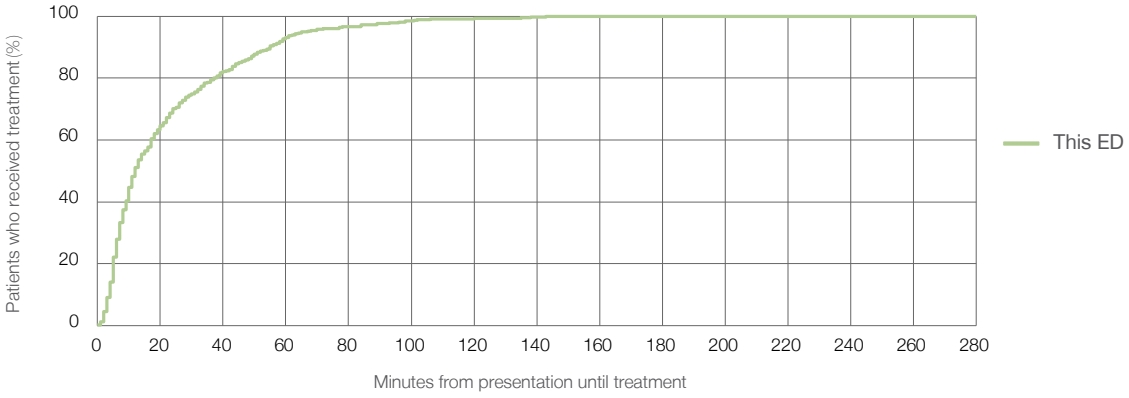
Manly Hospital: Time patients waited to start treatment, triage 4

October to December 2018

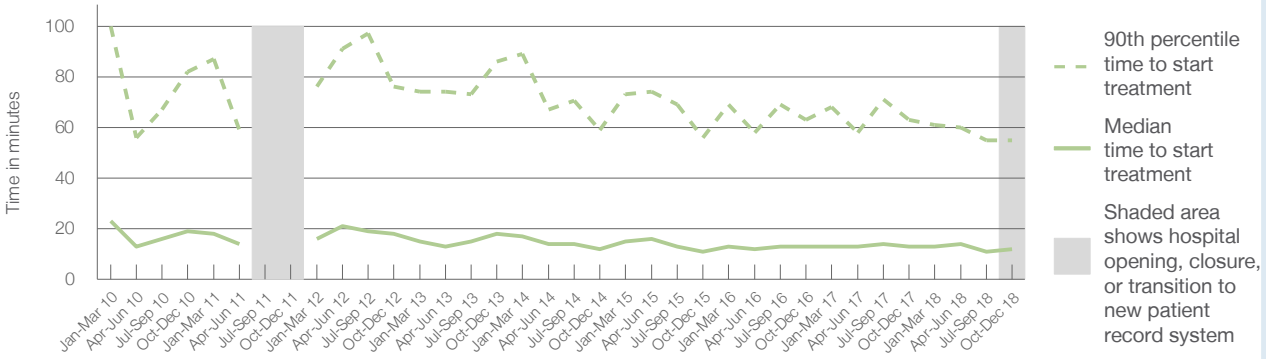
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 758		
Number of triage 4 patients used to calculate waiting time:[3] 746		
Median time to start treatment[4] 12 minutes	Not applicable	
90th percentile time to start treatment[5] 55 minutes		

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	19		18	18	12	11	13	13	12
90th percentile time to start treatment[5] (minutes)	82		76	86	59	56	63	63	55

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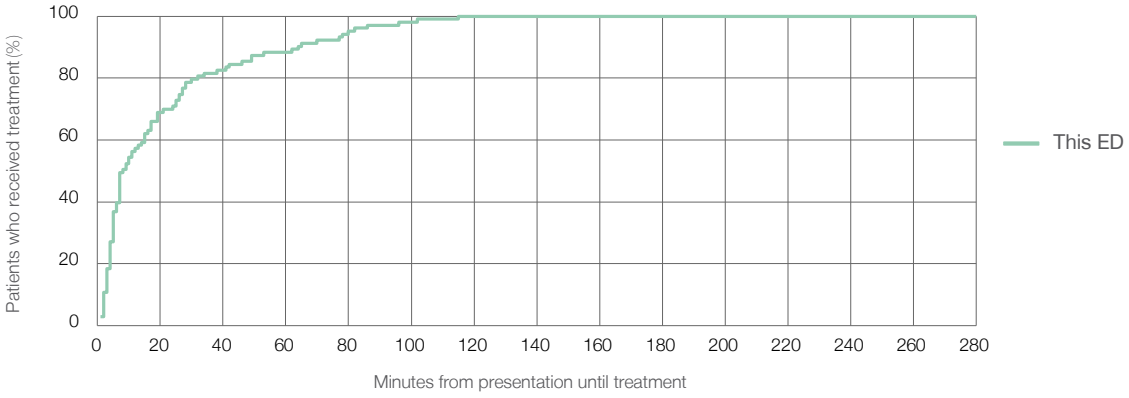
Manly Hospital: Time patients waited to start treatment, triage 5

October to December 2018

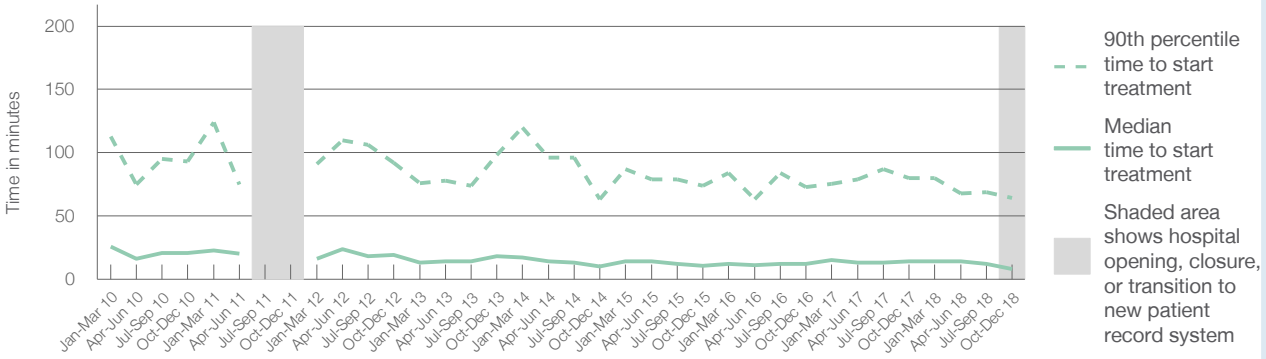
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 107		
Number of triage 5 patients used to calculate waiting time:[3] 103		
Median time to start treatment[4] 8 minutes	Not applicable	
90th percentile time to start treatment[5] 64 minutes		

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	21		19	18	10	11	12	14	8
90th percentile time to start treatment[5] (minutes)	93		92	98	63	74	73	80	64

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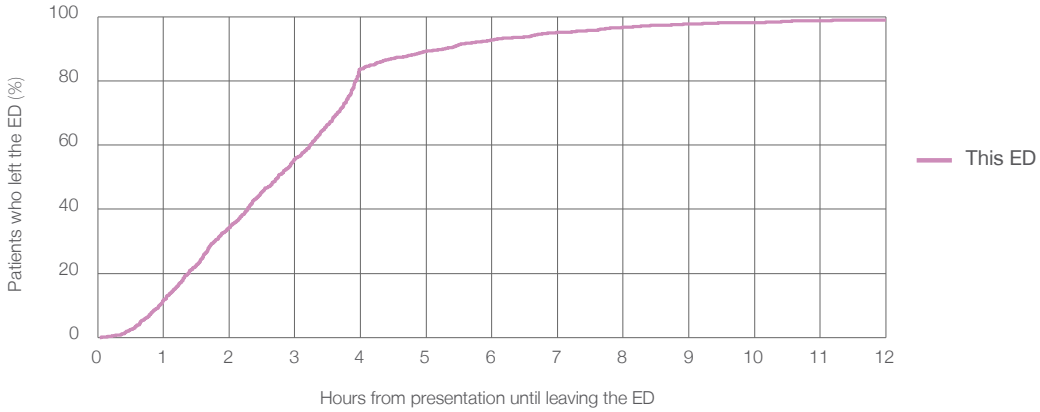
Manly Hospital: Time patients spent in the ED

October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	1,877 patients		
Presentations used to calculate time to leaving the ED:[6]	1,877 patients		
Median time spent in the ED [8]	2 hours and 45 minutes		
90th percentile time spent in the ED [9]	5 hours and 17 minutes		Not applicable

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m	2h 45m
90th percentile time spent in the ED [9] (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	4h 59m	5h 17m

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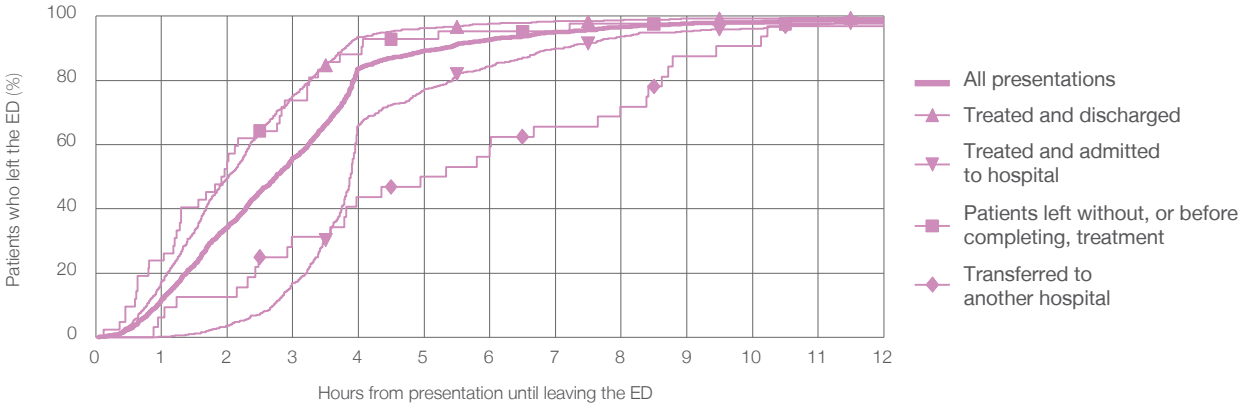
Manly Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 1,877 patients

Presentations used to calculate time to leaving the ED: [6] 1,877 patients

		Same period last year	Change since one year ago
Treated and discharged	1,202 (64.0%)		
Treated and admitted to hospital	600 (32.0%)		
Patient left without, or before completing, treatment	42 (2.2%)		
Transferred to another hospital	32 (1.7%)		
Other	1 (0.1%)		
		Not applicable	

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.4%	49.7%	75.2%	93.4%	97.8%	98.8%	99.3%	99.6%
Treated and admitted to hospital	0.2%	3.5%	16.8%	66.2%	84.3%	93.7%	96.2%	97.8%
Patient left without, or before completing, treatment	23.8%	54.8%	73.8%	88.1%	95.2%	97.6%	97.6%	97.6%
Transferred to another hospital	6.3%	12.5%	31.3%	43.8%	59.4%	71.9%	90.6%	96.9%
All presentations	11.8%	34.4%	55.7%	83.7%	92.8%	96.6%	98.1%	98.9%

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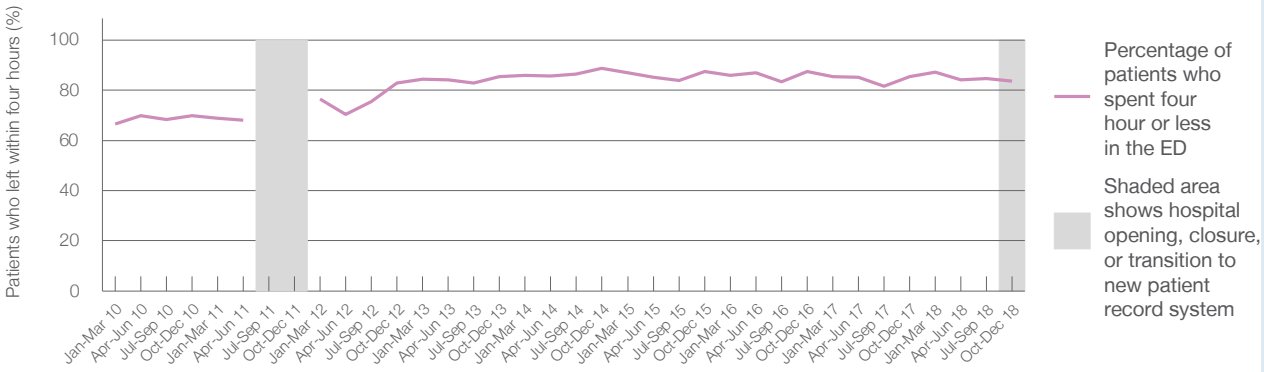
Manly Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	1,877 patients		
Presentations used to calculate time to leaving the ED: [6]	1,877 patients		
Percentage of patients who spent four hours or less in the ED	83.7%		Not applicable

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	69.8%		82.8%	85.4%	88.7%	87.4%	87.3%	85.3%	83.7%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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.

§ BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,721 patients		
Emergency presentations:[2]	2,705 patients	Not applicable	

Mona Vale Hospital: Time from presentation to treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	367 patients		
Median time to start treatment[4]	6 minutes	Not applicable	
90th percentile time to start treatment[5]	11 minutes		
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	992 patients		
Median time to start treatment[4]	16 minutes		
90th percentile time to start treatment[5]	36 minutes		
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	991 patients		
Median time to start treatment[4]	12 minutes		
90th percentile time to start treatment[5]	66 minutes		
Triage 5 Non-urgent (e.g. small cuts or abrasions):	284 patients		
Median time to start treatment[4]	10 minutes		
90th percentile time to start treatment[5]	93 minutes		

Mona Vale Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,721 patients		
Percentage of patients who spent four hours or less in the ED	85%	Not applicable	

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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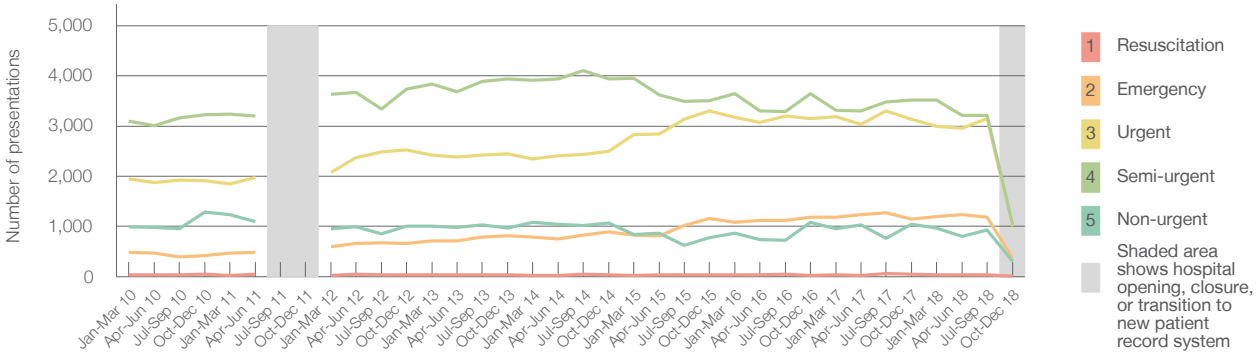
Mona Vale Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	2,721 patients		
Emergency presentations[2] by triage category:	2,705 patients		
1 Resuscitation	14 (0.5%)		
2 Emergency	367 (13.6%)		
3 Urgent	1,000 (37.0%)		
4 Semi-urgent	1,026 (37.9%)		
5 Non-urgent	298 (11.0%)		
		Not applicable	

Emergency presentations[2] by quarter, January 2010 to December 2018 † ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	48		39	36	41	37	29	45	14
Emergency	417		665	820	888	1,153	1,189	1,152	367
Urgent	1,905		2,529	2,452	2,495	3,299	3,144	3,130	1,000
Semi-urgent	3,227		3,740	3,941	3,941	3,501	3,646	3,522	1,026
Non-urgent	1,287		1,011	969	1,068	772	1,081	1,048	298
All emergency presentations	6,884		7,984	8,218	8,433	8,762	9,089	8,897	2,705

Mona Vale Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	530 patients		
ED Transfer of care time			
Median time	9 minutes		
90th percentile time	17 minutes		
		Not applicable	

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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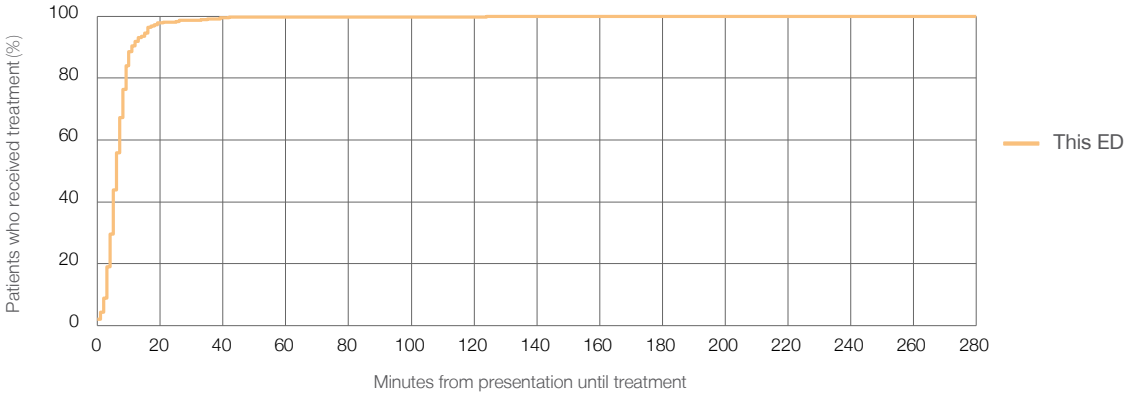
Mona Vale Hospital: Time patients waited to start treatment, triage 2

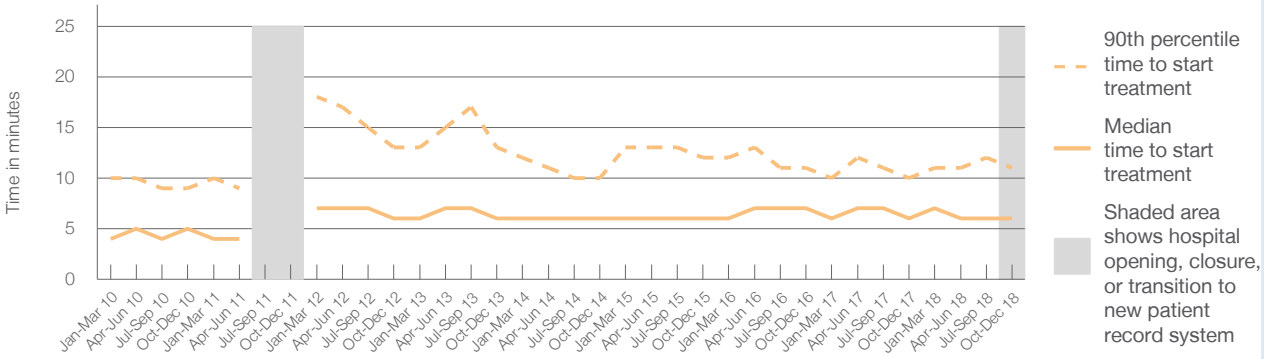
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 367		
Number of triage 2 patients used to calculate waiting time:[3] 367		
Median time to start treatment[4] 6 minutes	Not applicable	
90th percentile time to start treatment[5] 11 minutes		

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	5		6	6	6	6	7	6	6
90th percentile time to start treatment[5] (minutes)	9		13	13	10	12	11	10	11

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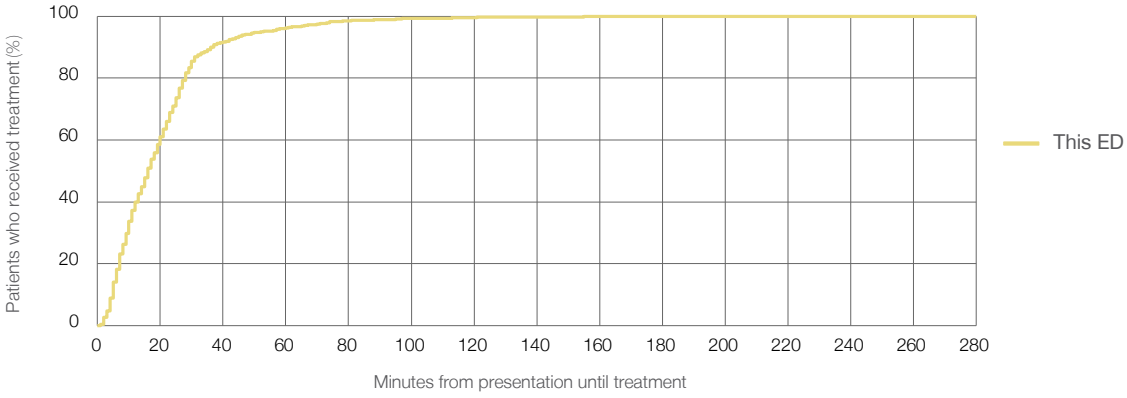
Mona Vale Hospital: Time patients waited to start treatment, triage 3

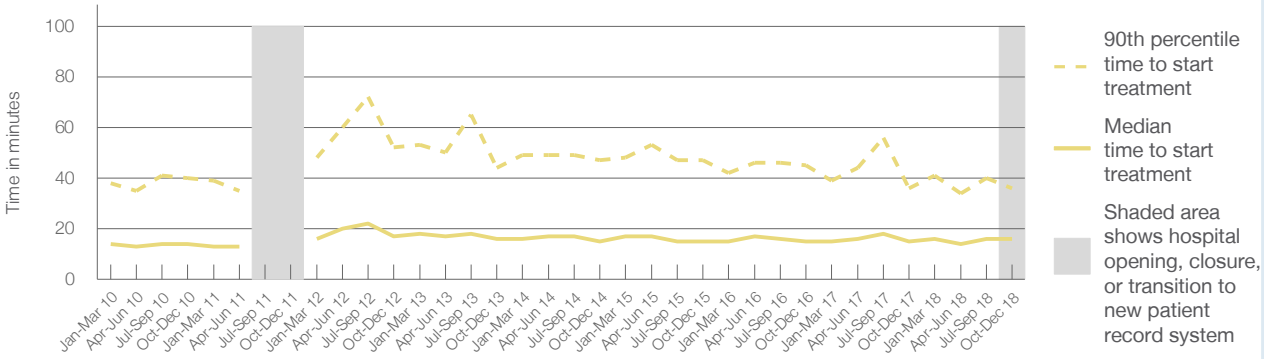
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 1,000		
Number of triage 3 patients used to calculate waiting time:[3] 992		
Median time to start treatment[4]	16 minutes	Not applicable
90th percentile time to start treatment[5]	36 minutes	

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	14		17	16	15	15	15	15	16
90th percentile time to start treatment[5] (minutes)	40		52	44	47	47	45	36	36

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

(†) 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 results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

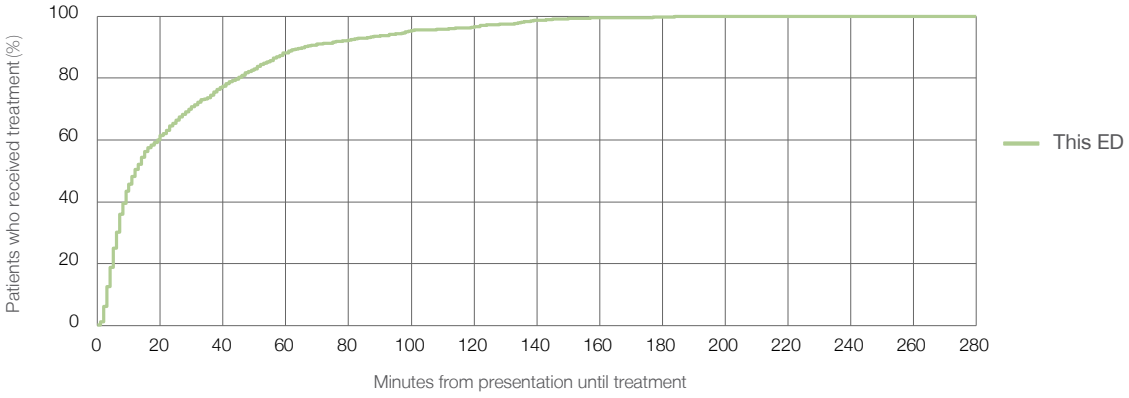
Mona Vale Hospital: Time patients waited to start treatment, triage 4

October to December 2018

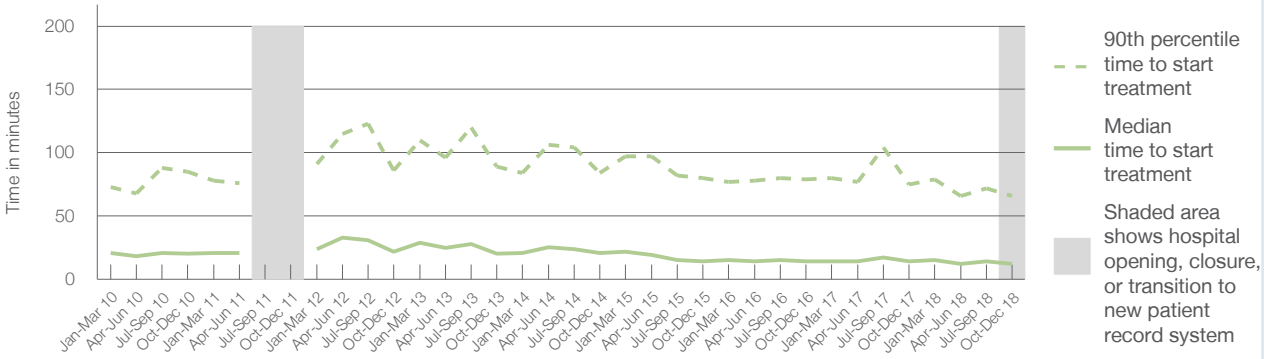
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 1,026		
Number of triage 4 patients used to calculate waiting time:[3] 991		
Median time to start treatment[4]	12 minutes	Not applicable
90th percentile time to start treatment[5]	66 minutes	

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	20		22	20	21	14	14	14	12
90th percentile time to start treatment[5] (minutes)	85		86	89	84	80	79	75	66

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

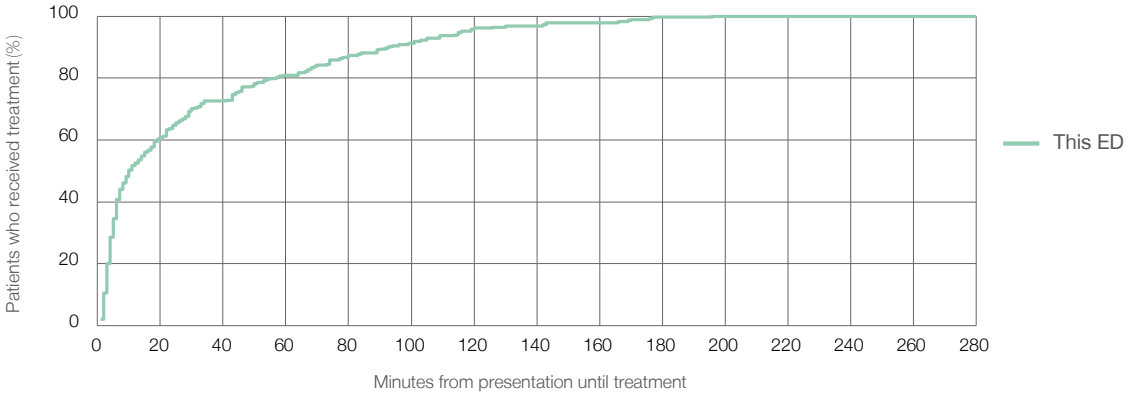
Mona Vale Hospital: Time patients waited to start treatment, triage 5

October to December 2018

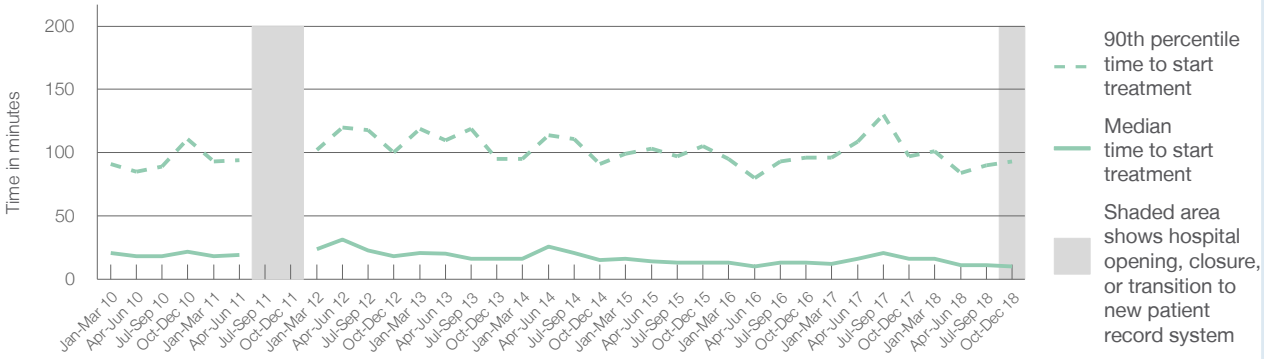
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	298		
Number of triage 5 patients used to calculate waiting time:[3]	284		
Median time to start treatment[4]	10 minutes	Not applicable	
90th percentile time to start treatment[5]	93 minutes		

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	22		18	16	15	13	13	16	10
90th percentile time to start treatment[5] (minutes)	111		100	95	91	105	96	97	93

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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.

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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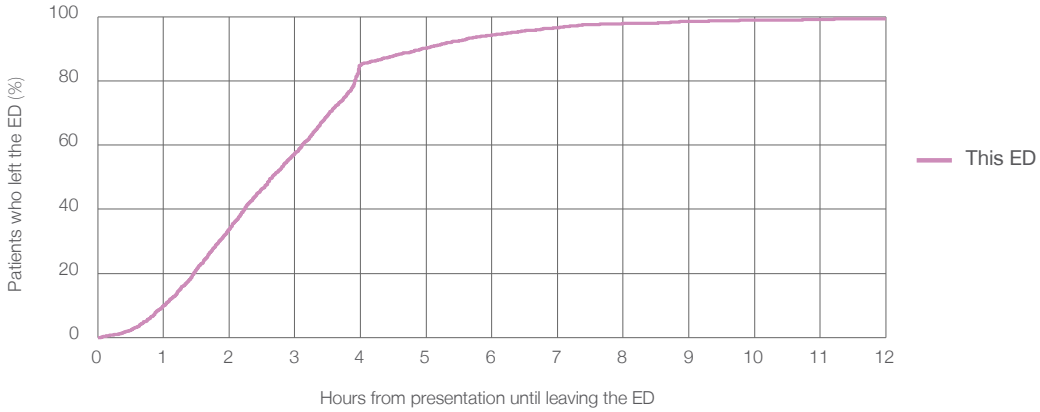
Mona Vale Hospital: Time patients spent in the ED

October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 2,721 patients		
Presentations used to calculate time to leaving the ED:[6] 2,721 patients		
Median time spent in the ED[8]	2 hours and 40 minutes	Not applicable
90th percentile time spent in the ED[9]	4 hours and 57 minutes	

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	2h 49m		2h 26m	2h 19m	2h 22m	2h 29m	2h 30m	2h 29m	2h 40m
90th percentile time spent in the ED[9] (hours, minutes)	8h 10m		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m	4h 29m	4h 57m

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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.

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Time patients spent in the ED

By mode of separation

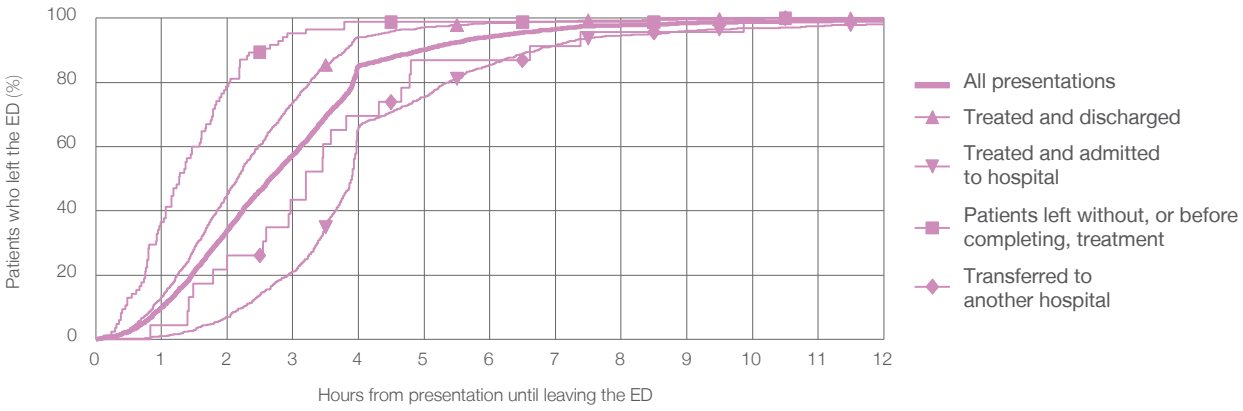
October to December 2018

All presentations:[1] 2,721 patients

Presentations used to calculate time to leaving the ED: [6] 2,721 patients

		Same period last year	Change since one year ago
Treated and discharged	1,747 (64.2%)		
Treated and admitted to hospital	866 (31.8%)		
Patient left without, or before completing, treatment	85 (3.1%)	Not applicable	
Transferred to another hospital	23 (0.8%)		
Other	0 (0%)		

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	45.3%	73.8%	94.0%	98.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	6.9%	21.1%	65.9%	85.6%	94.7%	96.9%	98.2%
Patient left without, or before completing, treatment	36.5%	78.8%	95.3%	98.8%	98.8%	98.8%	100%	100%
Transferred to another hospital	4.3%	26.1%	43.5%	69.6%	87.0%	95.7%	100%	100%
All presentations	9.9%	34.0%	57.5%	85.0%	94.3%	97.8%	98.9%	99.4%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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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.

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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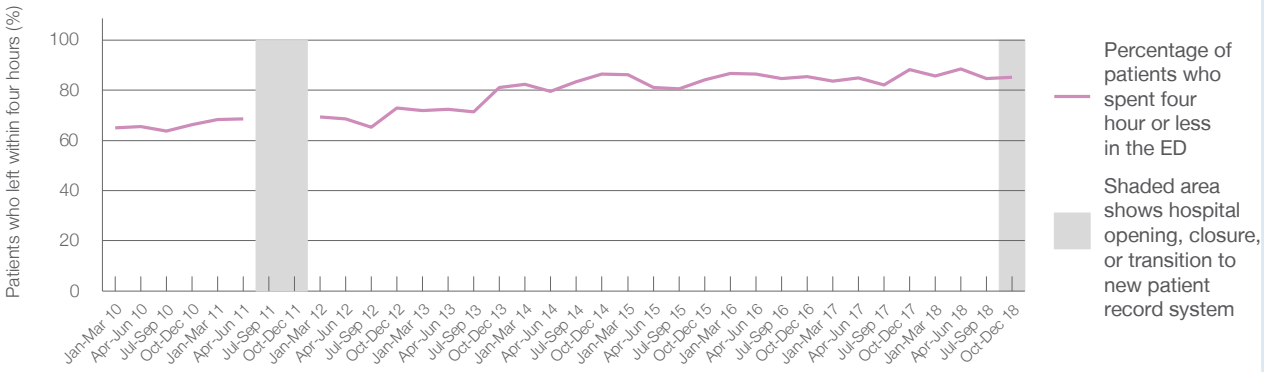
Mona Vale Hospital: Time spent in the ED

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

October to December 2018

	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 2,721 patients		
Presentations used to calculate time to leaving the ED: [6] 2,721 patients		
Percentage of patients who spent four hours or less in the ED: 85.0%		Not applicable

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	66.2%		72.9%	81.1%	86.5%	84.1%	85.3%	88.2%	85.0%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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.

§ BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October and 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

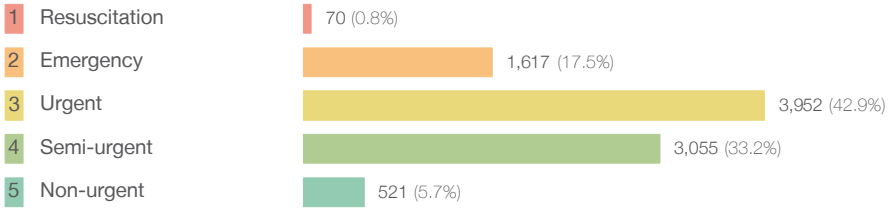
BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.

Northern Beaches Hospital: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 9,231 patients		
Emergency presentations:[2] 9,215 patients		Not applicable

Northern Beaches Hospital: Emergency presentations by triage category[3]



Same period last year	NSW (this period)
Not applicable	

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Healthcare Quarterly only includes data relating to publicly contracted services at Northern Beaches Hospital.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.

Source: Data file received from NSW Health on Tuesday 22nd January.

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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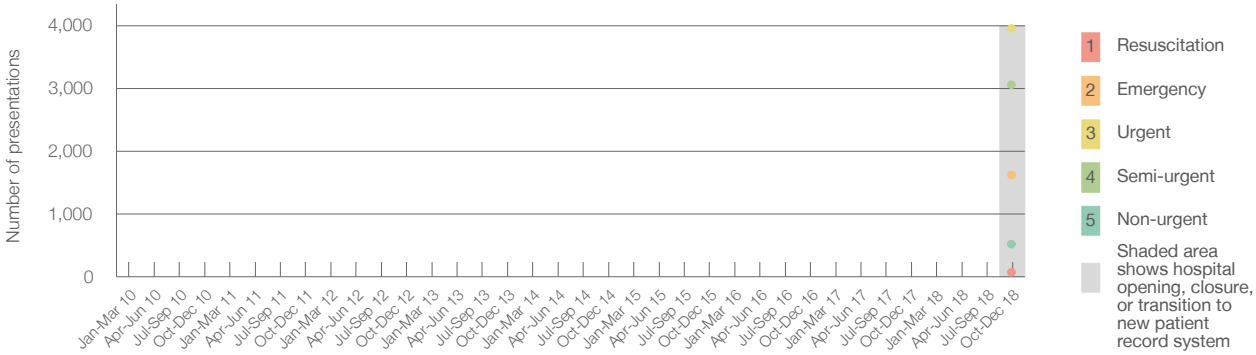
Northern Beaches Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	9,231 patients		
Emergency presentations[2] by triage category:	9,215 patients		
1 Resuscitation	70 (0.8%)	Not applicable	
2 Emergency	1,617 (17.5%)		
3 Urgent	3,952 (42.9%)		
4 Semi-urgent	3,055 (33.2%)		
5 Non-urgent	521 (5.7%)		

Emergency presentations[2] by quarter, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation									70
Emergency									1,617
Urgent									3,952
Semi-urgent									3,055
Non-urgent									521
All emergency presentations									9,215

Northern Beaches Hospital: Patients arriving by ambulance

October to December 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,617

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,952

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,055

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 521

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients spent in the ED

October to December 2018

Same period last year	NSW (this period)
Not applicable	

All presentations:[1] 9,231 patients

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Northern Beaches Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[1] 9,231 patients

Presentations used to calculate time to leaving the ED: [6] 9,231 patients

		Same period last year	Change since one year ago
Treated and discharged	5,222 (56.6%)		Not applicable
Treated and admitted to hospital	3,232 (35.0%)		
Patient left without, or before completing, treatment	631 (6.8%)		
Transferred to another hospital	72 (0.8%)		
Other	74 (0.8%)		

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.
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Northern Beaches Hospital: Time spent in the ED

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

October to December 2018

	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 9,231 patients		Not applicable

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.
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1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.

Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: Data file received from NSW Health on Tuesday 22nd January.

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	22,832 patients	22,732	0%
Emergency presentations:[2]	22,774 patients	22,659	1%

Royal North Shore Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	4,862 patients	4,349	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	15 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	6,184 patients	6,253	
Median time to start treatment[4]	20 minutes	18 minutes	20 minutes
90th percentile time to start treatment[5]	54 minutes	44 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	8,518 patients	8,591	
Median time to start treatment[4]	30 minutes	26 minutes	26 minutes
90th percentile time to start treatment[5]	84 minutes	70 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	2,892 patients	3,090	
Median time to start treatment[4]	30 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5]	110 minutes	102 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	22,832 patients	22,732	0%
Percentage of patients who spent four hours or less in the ED	61%	66%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

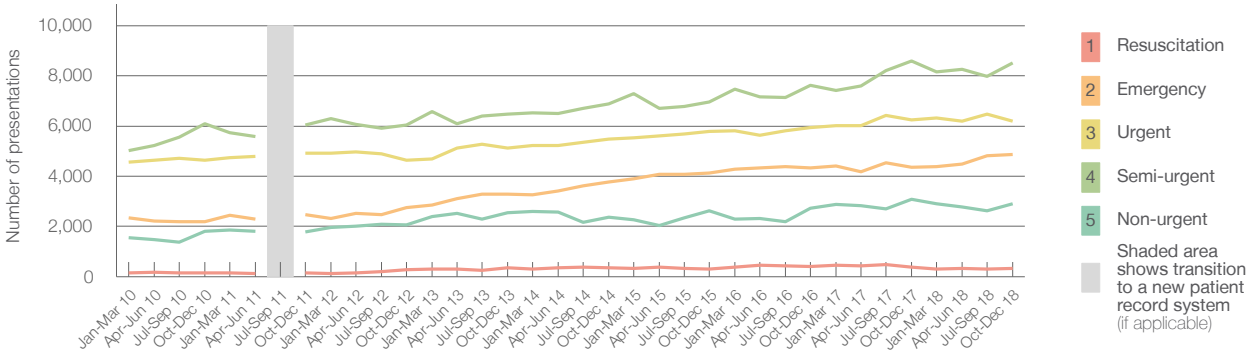
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Royal North Shore Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	22,832 patients	22,732	0%
Emergency presentations[2] by triage category:	22,774 patients	22,659	1%
1 Resuscitation	318 (1.4%)	376	-15.4%
2 Emergency	4,862 (21.3%)	4,349	11.8%
3 Urgent	6,184 (27.2%)	6,253	-1.1%
4 Semi-urgent	8,518 (37.4%)	8,591	-0.8%
5 Non-urgent	2,892 (12.7%)	3,090	-6.4%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	143	137	285	354	341	314	408	376	318
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,349	4,862
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,253	6,184
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,591	8,518
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,090	2,892
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,659	22,774

Royal North Shore Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,968 patients	4,761	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	32 minutes	28 minutes	4 minutes

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

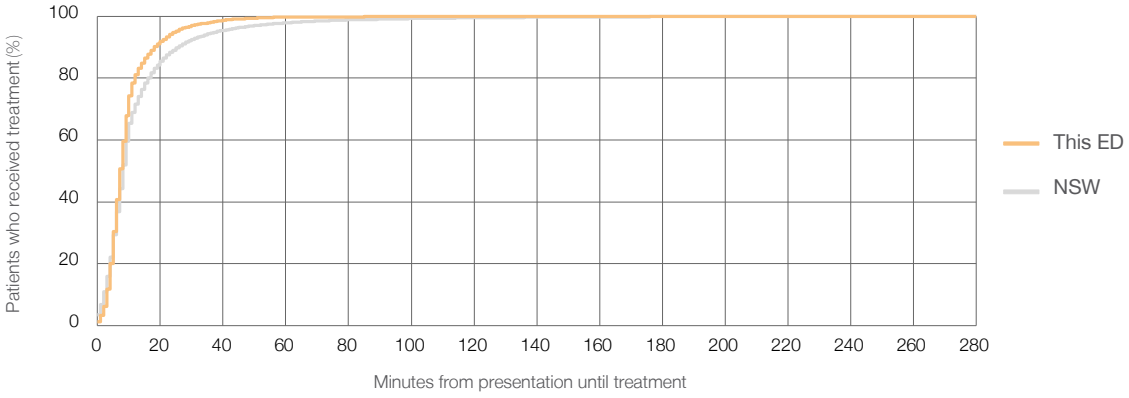
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal North Shore Hospital: Time patients waited to start treatment, triage 2

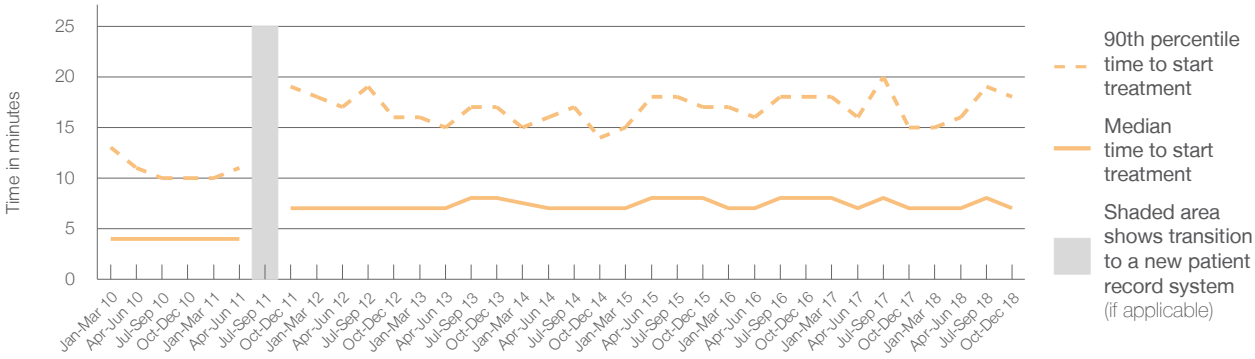
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 4,862		4,349	
Number of triage 2 patients used to calculate waiting time:[3] 4,845		4,324	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	4	7	7	8	7	8	8	7	7
90th percentile time to start treatment[5] (minutes)	10	19	16	17	14	17	18	15	18

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

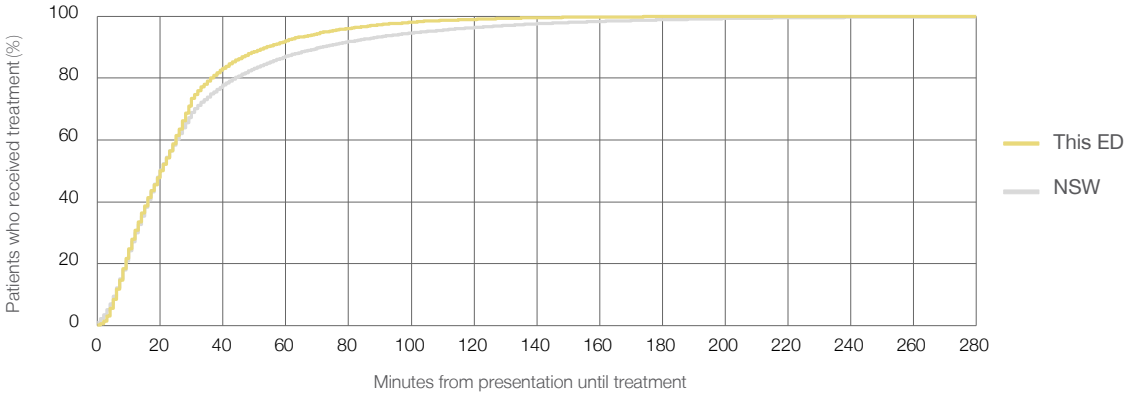
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

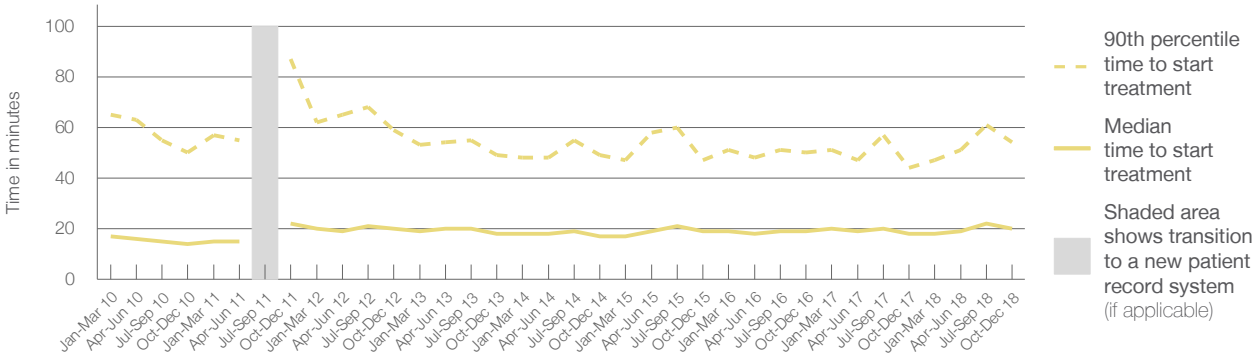
October to December 2018

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	6,184	6,253	
Number of triage 3 patients used to calculate waiting time:[3]	6,107	6,198	
Median time to start treatment[4]	20 minutes	18 minutes	20 minutes
90th percentile time to start treatment[5]	54 minutes	44 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	14	22	20	18	17	19	19	18	20
90th percentile time to start treatment[5] (minutes)	50	87	59	49	49	47	50	44	54

(†) 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.

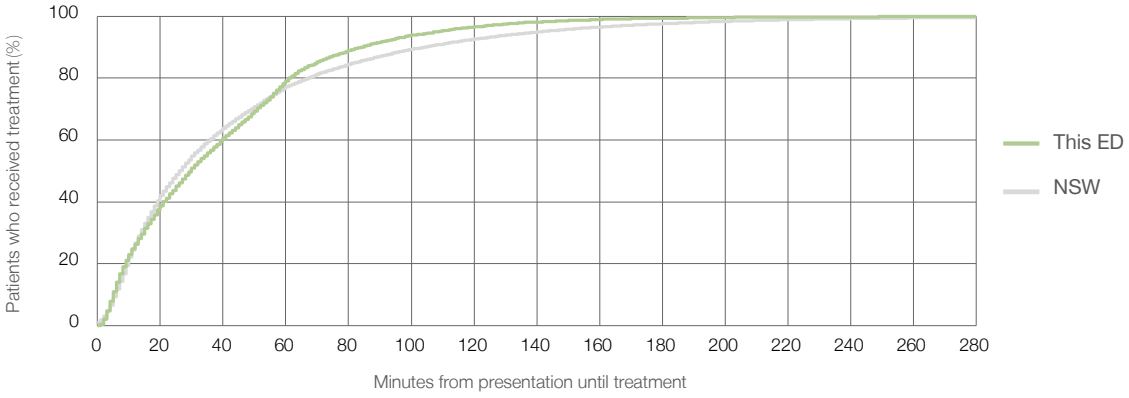
Royal North Shore Hospital: Time patients waited to start treatment, triage 4

October to December 2018

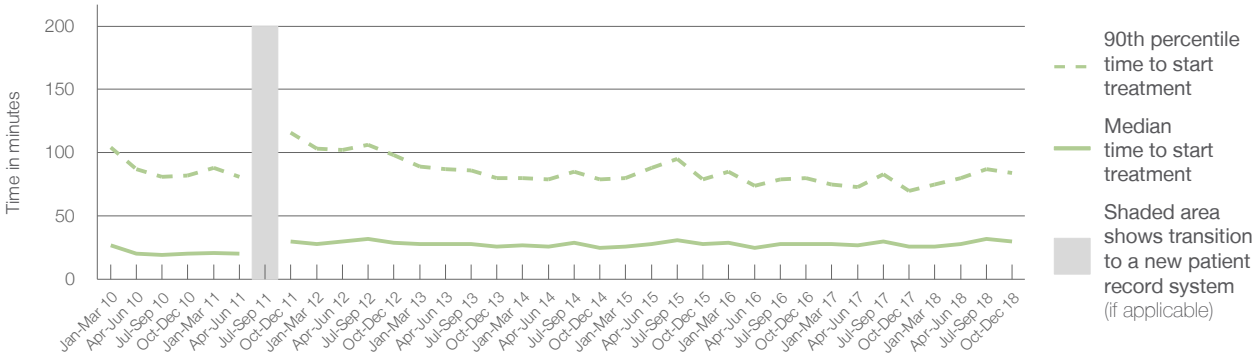
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 8,518	8,591	
Number of triage 4 patients used to calculate waiting time: [3] 8,258	8,346	
Median time to start treatment [4] 30 minutes	26 minutes	26 minutes
90th percentile time to start treatment [5] 84 minutes	70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	20	30	29	26	25	28	28	26	30
90th percentile time to start treatment [5] (minutes)	82	116	98	80	79	79	80	70	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.

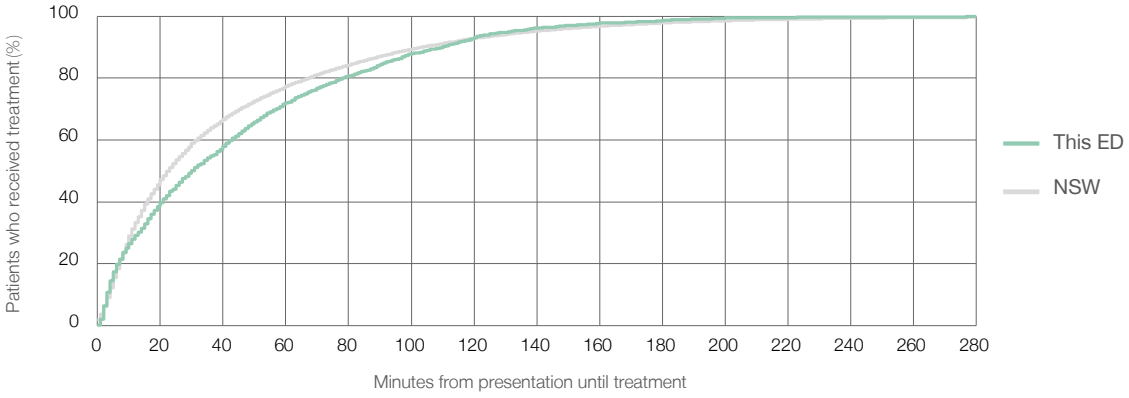
Royal North Shore Hospital: Time patients waited to start treatment, triage 5

October to December 2018

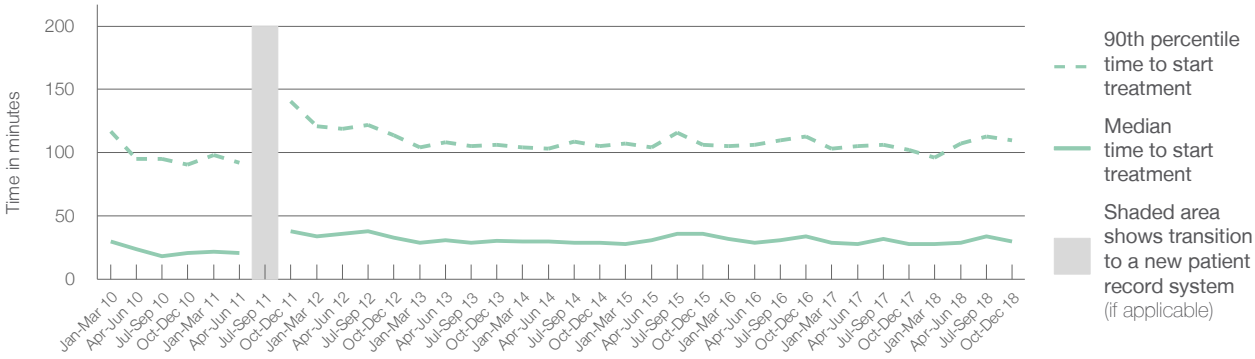
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	2,892	3,090	
Number of triage 5 patients used to calculate waiting time:[3]	2,628	2,789	
Median time to start treatment[4]	30 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5]	110 minutes	102 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	21	38	33	31	29	36	34	28	30
90th percentile time to start treatment[5] (minutes)	91	141	114	106	105	106	113	102	110

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

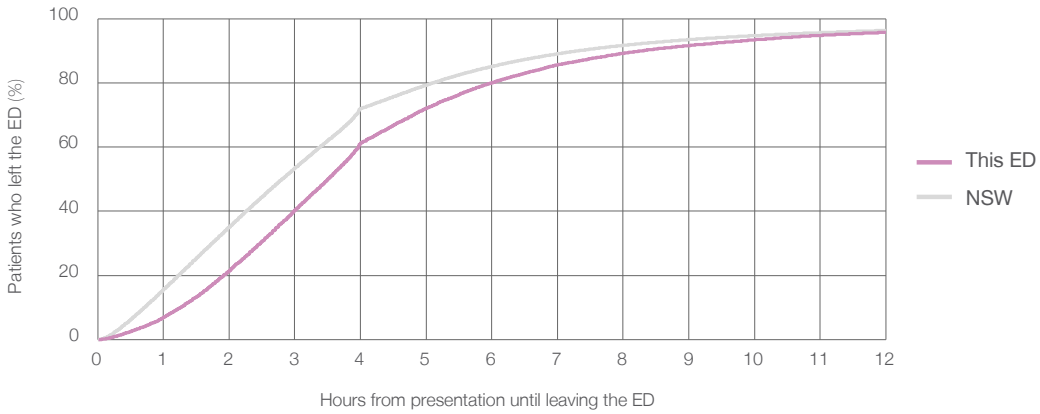
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal North Shore Hospital: Time patients spent in the ED

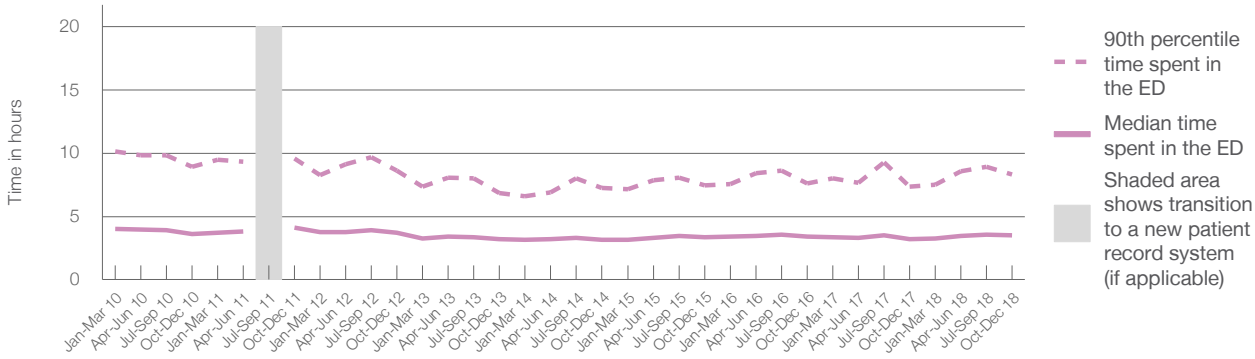
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	22,832 patients	22,732	
Presentations used to calculate time to leaving the ED:[6]	22,832 patients	22,732	
Median time spent in the ED[8]	3 hours and 30 minutes	3 hours and 14 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	8 hours and 18 minutes	7 hours and 20 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 14m	3h 30m
90th percentile time spent in the ED[9] (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 20m	8h 18m

(†) 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.

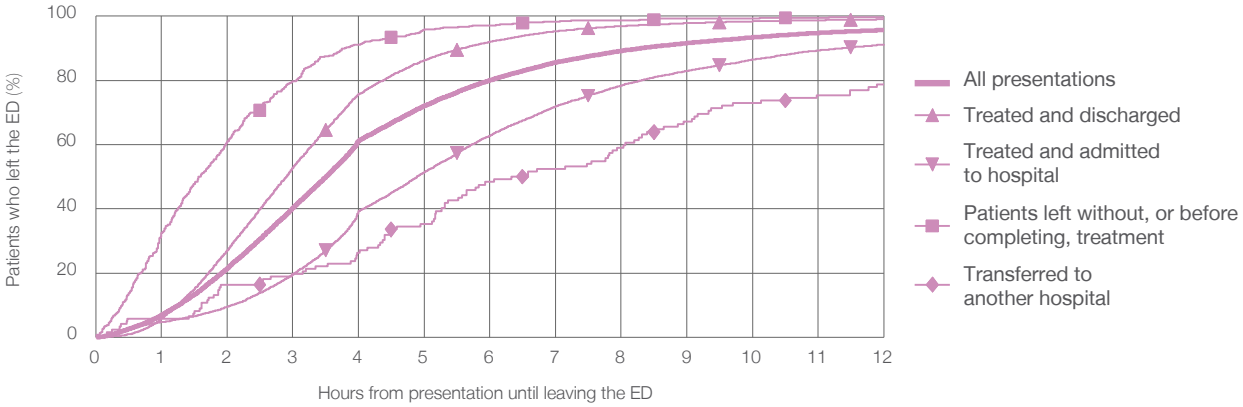
Royal North Shore Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 22,832 patients

Presentations used to calculate time to leaving the ED: [6] 22,832 patients

		Same period last year	Change since one year ago
Treated and discharged	12,407 (54.3%)	13,010	-4.6%
Treated and admitted to hospital	9,386 (41.1%)	8,726	7.6%
Patient left without, or before completing, treatment	580 (2.5%)	426	36.2%
Transferred to another hospital	122 (0.5%)	154	-20.8%
Other	337 (1.5%)	416	-19.0%
All presentations	22,832	22,732	0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.0%	52.8%	75.7%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	4.8%	9.5%	19.6%	39.2%	62.8%	78.4%	86.5%	91.3%
Patient left without, or before completing, treatment	32.4%	61.0%	79.7%	91.2%	97.1%	98.8%	99.3%	99.7%
Transferred to another hospital	5.7%	16.4%	19.7%	26.2%	48.4%	59.0%	73.0%	78.7%
All presentations	7.0%	21.5%	40.3%	61.1%	80.1%	89.2%	93.4%	95.8%

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

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

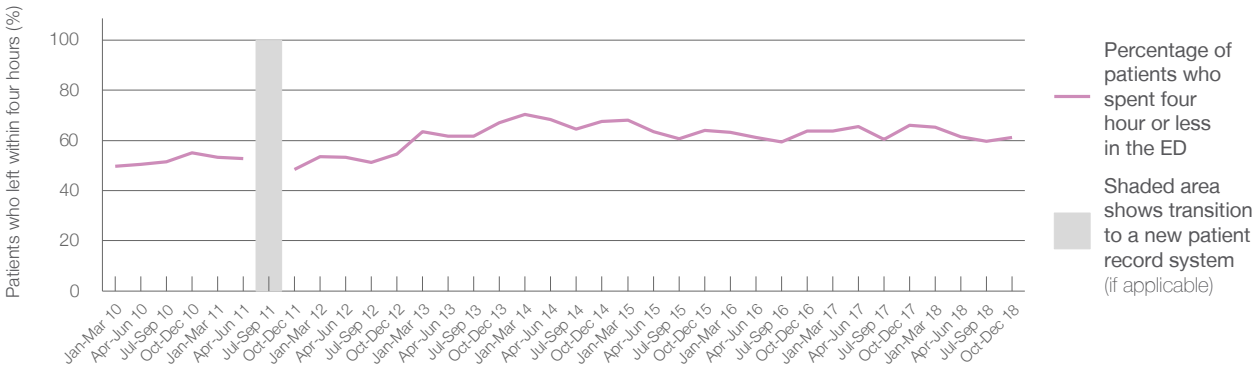
Royal North Shore Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	22,832 patients	22,732	0%
Presentations used to calculate time to leaving the ED: [6]	22,832 patients	22,732	0%
Percentage of patients who spent four hours or less in the ED	61.1%	66.0%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	55.1%	48.3%	54.6%	67.0%	67.4%	63.9%	63.8%	66.0%	61.1%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Ryde Hospital: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 7,245 patients	6,995	4%
Emergency presentations:[2] 7,191 patients	6,892	4%

Ryde Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,070 patients	937	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	13 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,767 patients	2,549	
Median time to start treatment[4]	15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	43 minutes	36 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,818 patients	2,864	
Median time to start treatment[4]	19 minutes	14 minutes	26 minutes
90th percentile time to start treatment[5]	79 minutes	61 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 485 patients	507	
Median time to start treatment[4]	22 minutes	18 minutes	23 minutes
90th percentile time to start treatment[5]	99 minutes	95 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,245 patients		6,995	4%
Percentage of patients who spent four hours or less in the ED	78%	86%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

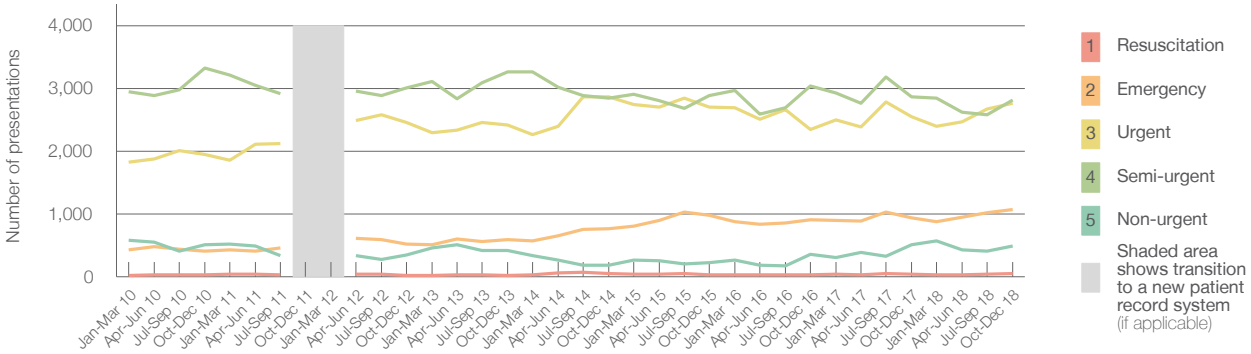
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Ryde Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	7,245 patients	6,995	4%
Emergency presentations[2] by triage category:	7,191 patients	6,892	4%
1 Resuscitation	51 (0.7%)	35	45.7%
2 Emergency	1,070 (14.9%)	937	14.2%
3 Urgent	2,767 (38.5%)	2,549	8.6%
4 Semi-urgent	2,818 (39.2%)	2,864	-1.6%
5 Non-urgent	485 (6.7%)	507	-4.3%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	33		17	20	52	34	27	35	51
Emergency	407		520	595	763	978	904	937	1,070
Urgent	1,950		2,461	2,414	2,867	2,703	2,347	2,549	2,767
Semi-urgent	3,327		3,006	3,265	2,841	2,887	3,035	2,864	2,818
Non-urgent	506		347	414	182	219	356	507	485
All emergency presentations	6,223		6,351	6,708	6,705	6,821	6,669	6,892	7,191

Ryde Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,556 patients	1,436	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
90th percentile time	19 minutes	18 minutes	1 minute

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

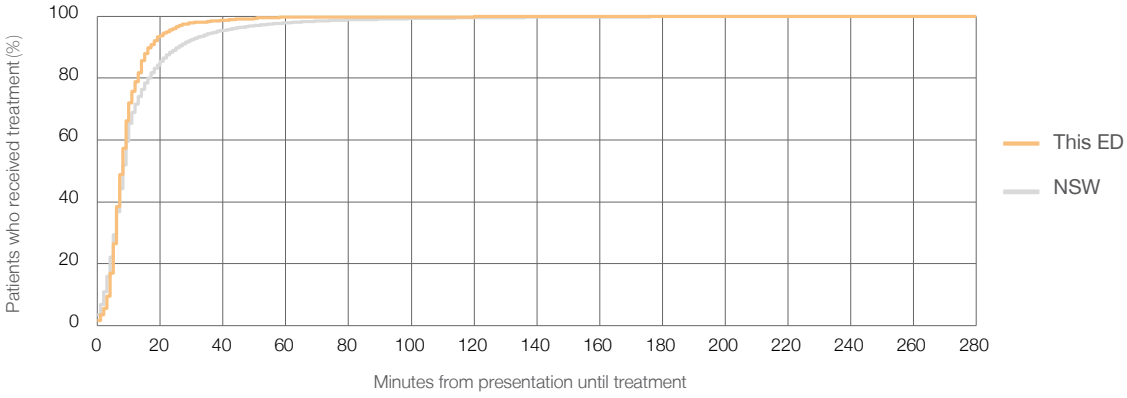
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

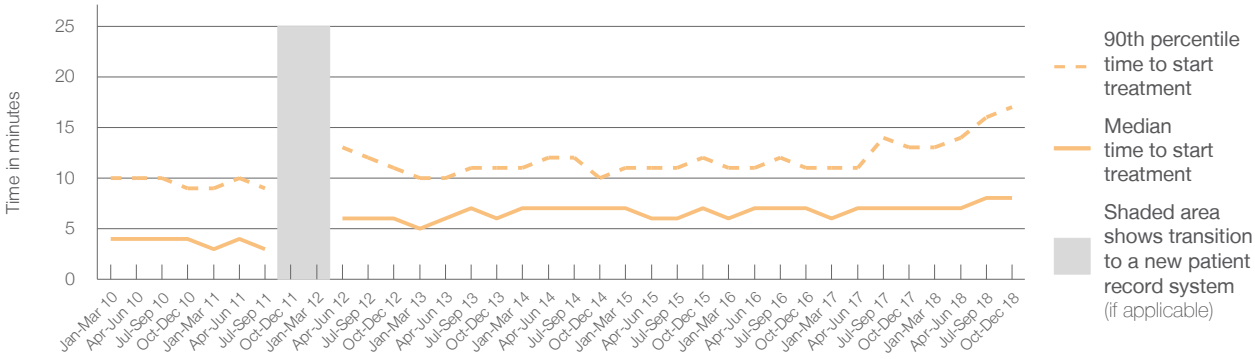
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,070	937	
Number of triage 2 patients used to calculate waiting time:[3]	1,068	937	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	4		6	6	7	7	7	7	8
90th percentile time to start treatment[5] (minutes)	9		11	11	10	12	11	13	17

(†) 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.

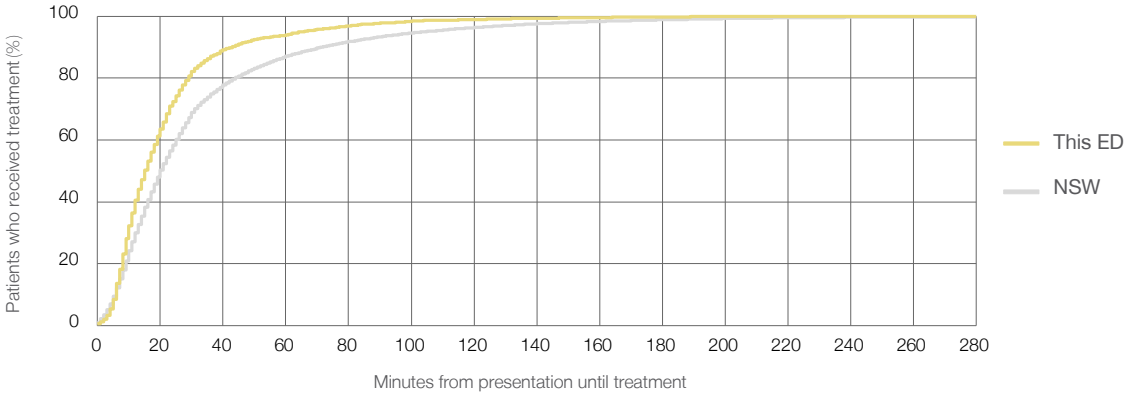
Ryde Hospital: Time patients waited to start treatment, triage 3

October to December 2018

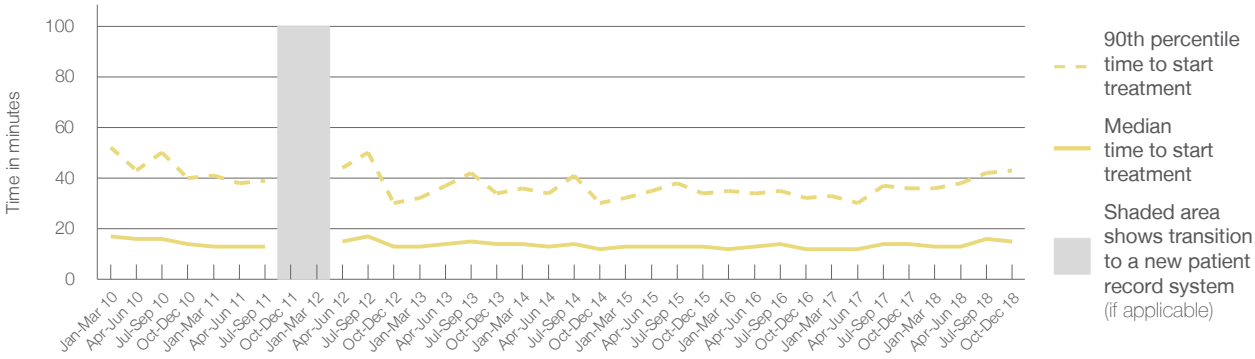
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	2,767	2,549	
Number of triage 3 patients used to calculate waiting time:[3]	2,740	2,526	
Median time to start treatment[4]	15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	43 minutes	36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	14		13	14	12	13	12	14	15
90th percentile time to start treatment[5] (minutes)	40		30	34	30	34	32	36	43

(†) 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.

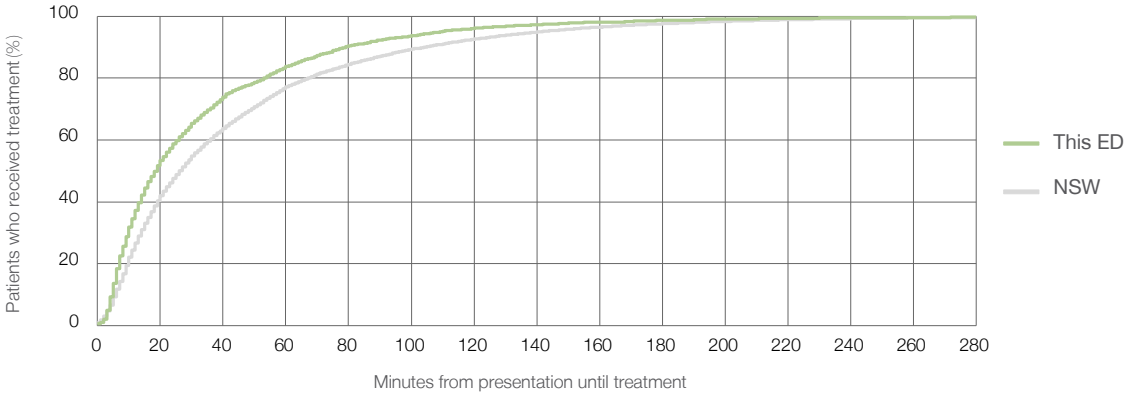
Ryde Hospital: Time patients waited to start treatment, triage 4

October to December 2018

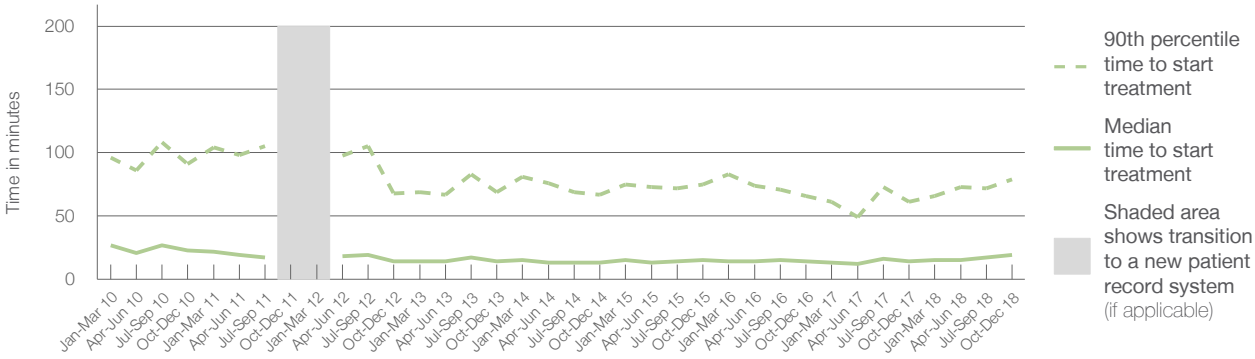
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

	Same period last year	NSW (this period)
Number of triage 4 patients: 2,818	2,864	
Number of triage 4 patients used to calculate waiting time:[3] 2,695	2,773	
Median time to start treatment[4] 19 minutes	14 minutes	26 minutes
90th percentile time to start treatment[5] 79 minutes	61 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	23		14	14	13	15	14	14	19
90th percentile time to start treatment[5] (minutes)	91		68	69	67	75	66	61	79

(†) 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.

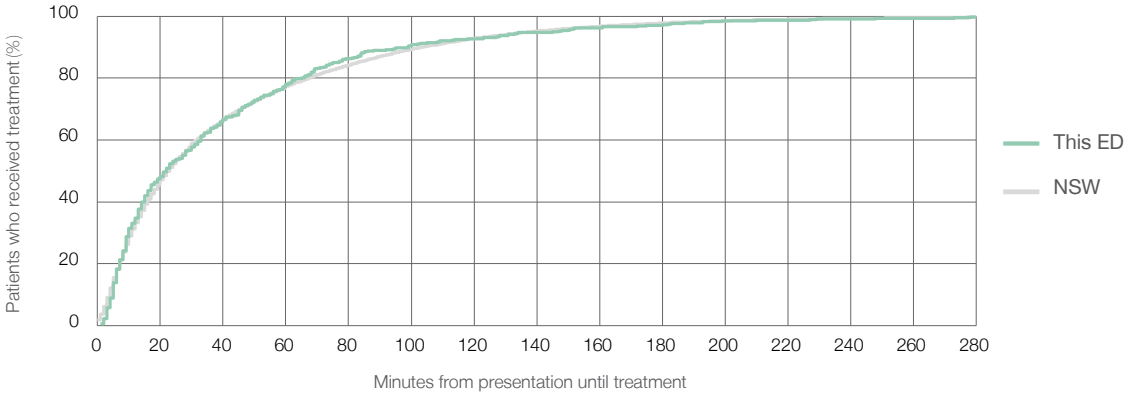
Ryde Hospital: Time patients waited to start treatment, triage 5

October to December 2018

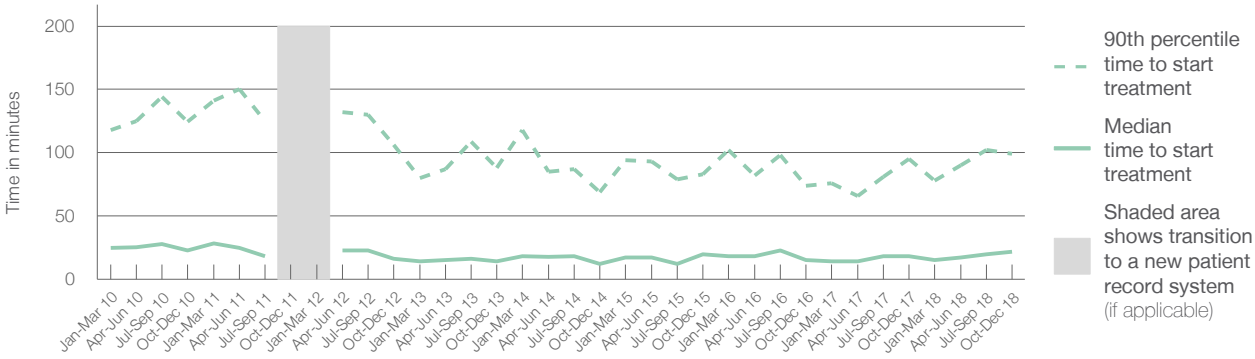
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	485	507	
Number of triage 5 patients used to calculate waiting time:[3]	435	458	
Median time to start treatment[4]	22 minutes	18 minutes	23 minutes
90th percentile time to start treatment[5]	99 minutes	95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	23		16	14	12	20	15	18	22
90th percentile time to start treatment[5] (minutes)	125		106	88	69	83	74	95	99

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

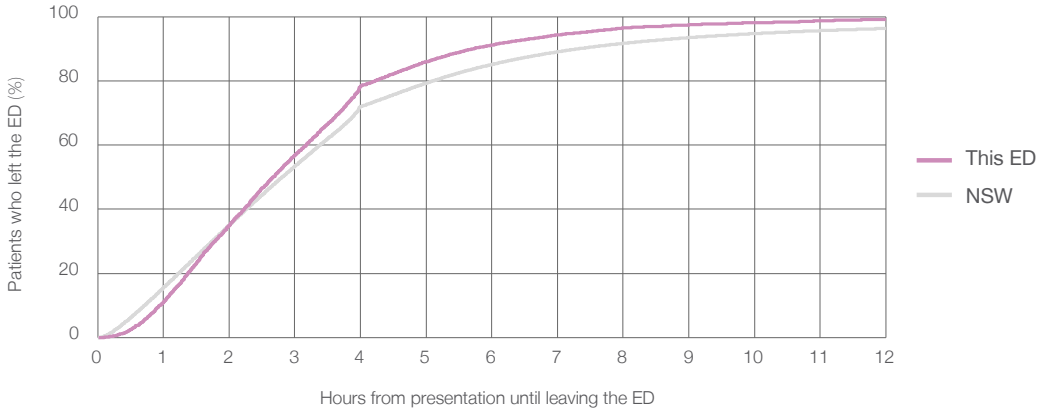
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Ryde Hospital: Time patients spent in the ED

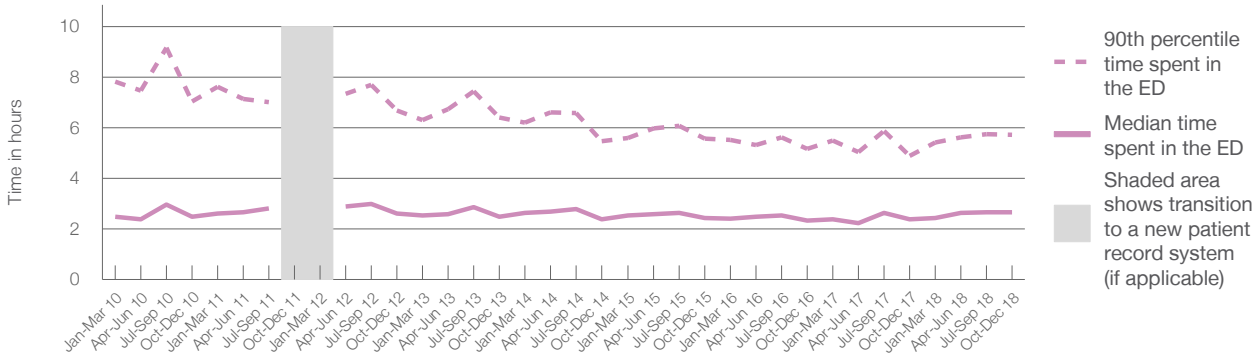
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	7,245 patients	6,995	
Presentations used to calculate time to leaving the ED:[6]	7,245 patients	6,995	
Median time spent in the ED[8]	2 hours and 40 minutes	2 hours and 24 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	5 hours and 43 minutes	4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	2h 30m		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m	2h 24m	2h 40m
90th percentile time spent in the ED[9] (hours, minutes)	7h 3m		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m	4h 53m	5h 43m

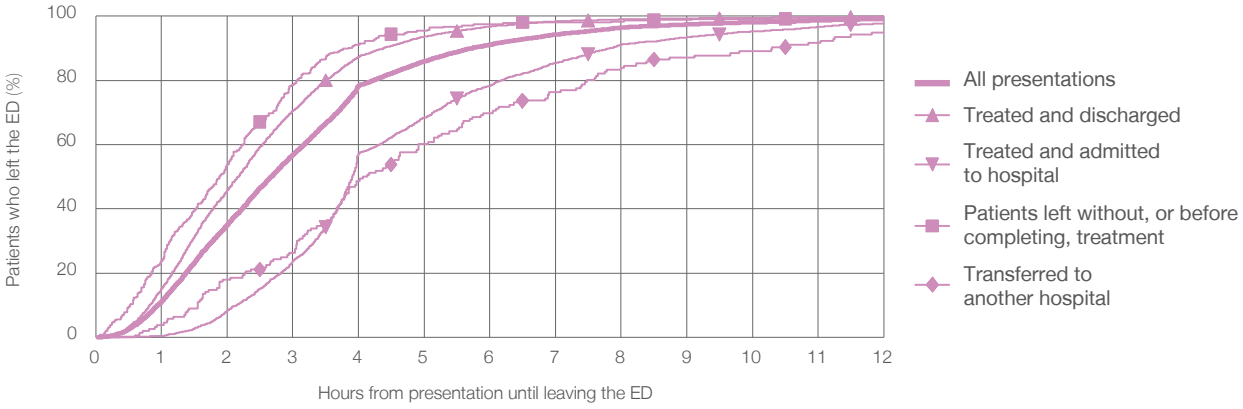
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	7,245 patients	6,995	4%
Presentations used to calculate time to leaving the ED:[6]	7,245 patients		
Treated and discharged	4,688 (64.7%)	4,733	-1.0%
Treated and admitted to hospital	2,019 (27.9%)	1,841	9.7%
Patient left without, or before completing, treatment	374 (5.2%)	266	40.6%
Transferred to another hospital	156 (2.2%)	150	4.0%
Other	8 (0.1%)	5	60.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.1%	45.9%	70.5%	87.4%	96.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	0.3%	8.3%	23.6%	57.3%	78.4%	91.2%	95.3%	97.8%
Patient left without, or before completing, treatment	23.8%	53.7%	78.6%	91.2%	97.6%	98.4%	99.2%	100%
Transferred to another hospital	3.8%	17.9%	26.3%	48.7%	69.9%	84.0%	89.1%	94.9%
All presentations	11.2%	35.2%	56.9%	78.4%	91.1%	96.5%	98.1%	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.

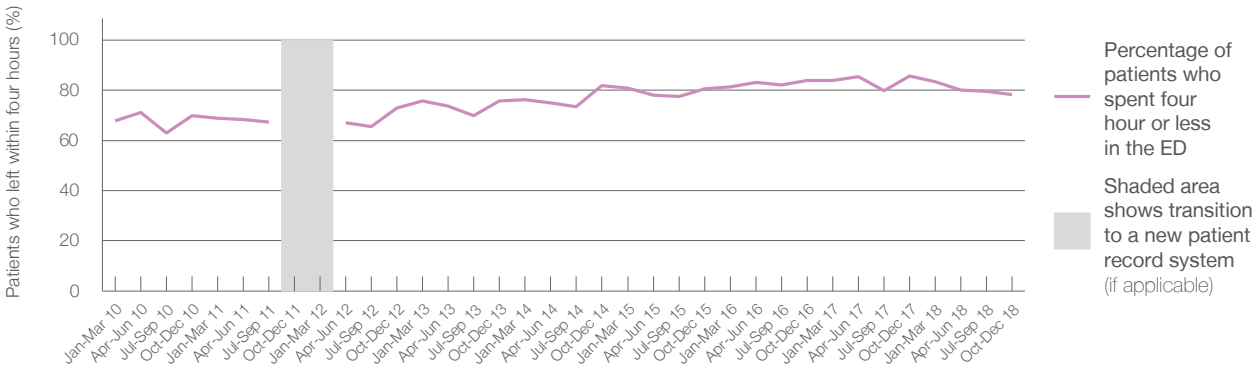
Ryde Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	7,245 patients	6,995	4%
Presentations used to calculate time to leaving the ED: [6]	7,245 patients	6,995	4%
Percentage of patients who spent four hours or less in the ED	78.4%	85.6%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	69.9%		72.9%	75.6%	81.7%	80.5%	83.8%	85.6%	78.4%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).