

Hospital Quarterly

Performance Profiles

Emergency Department

Principal referral hospitals
(A1) peer group

July to September 2016

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,333 patients



Emergency presentations:² 13,229 patients

Same period last year	Change since one year ago
13,582	-1.8%
13,481	-1.9%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,781 patients

Median time to start treatment⁴  10 minutes
95th percentile time to start treatment⁵  45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,053 patients

Median time to start treatment⁴  23 minutes
95th percentile time to start treatment⁵  119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,796 patients

Median time to start treatment⁴  23 minutes
95th percentile time to start treatment⁵  122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴  22 minutes
95th percentile time to start treatment⁵  110 minutes

Same period last year	NSW (this period)
2,723	
9 minutes	8 minutes
46 minutes	41 minutes
5,680	
22 minutes	21 minutes
121 minutes	103 minutes
4,457	
24 minutes	27 minutes
126 minutes	139 minutes
518	
18 minutes	24 minutes
123 minutes	138 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,333 patients

Percentage of patients who spent four hours or less in the ED  71.4%

Same period last year	Change since one year ago
13,582	-1.8%
68.5%	

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

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

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

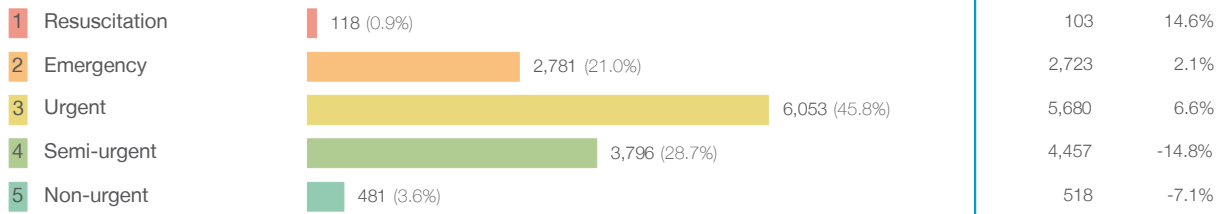
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

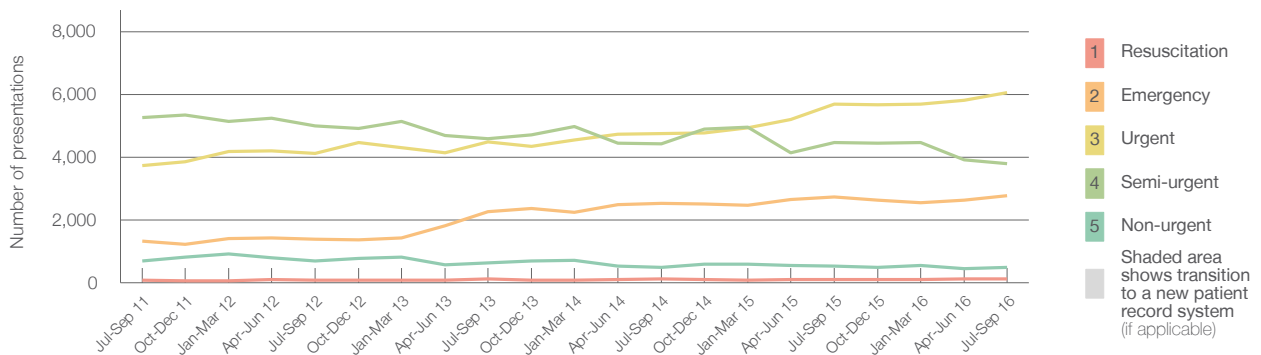
July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations² by triage category: 13,229 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	81	82	112	110	103	118
Emergency	1,325	1,392	2,262	2,535	2,723	2,781
Urgent	3,741	4,125	4,478	4,747	5,680	6,053
Semi-urgent	5,266	5,006	4,589	4,428	4,457	3,796
Non-urgent	689	695	634	478	518	481
All emergency presentations	11,102	11,300	12,075	12,298	13,481	13,229

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,782 patients

ED Transfer of care time



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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,781

Number of triage 2 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴

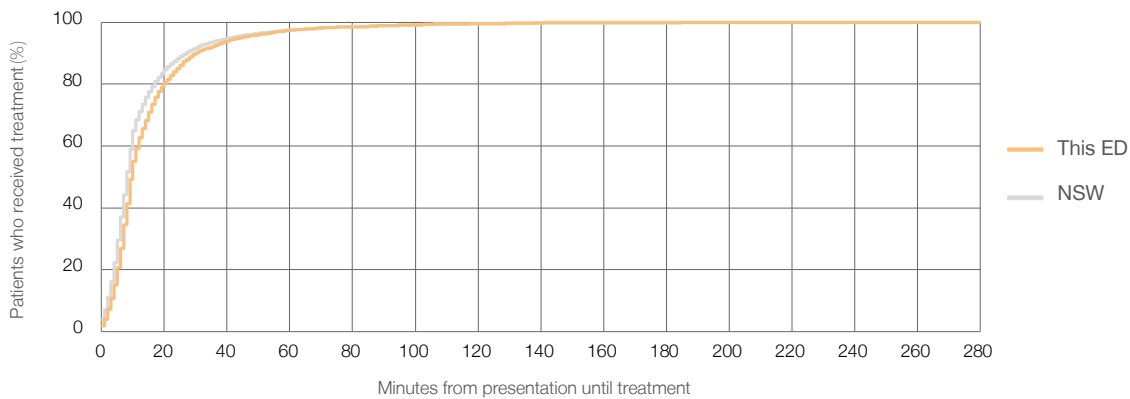
10 minutes

95th percentile time to start treatment⁵

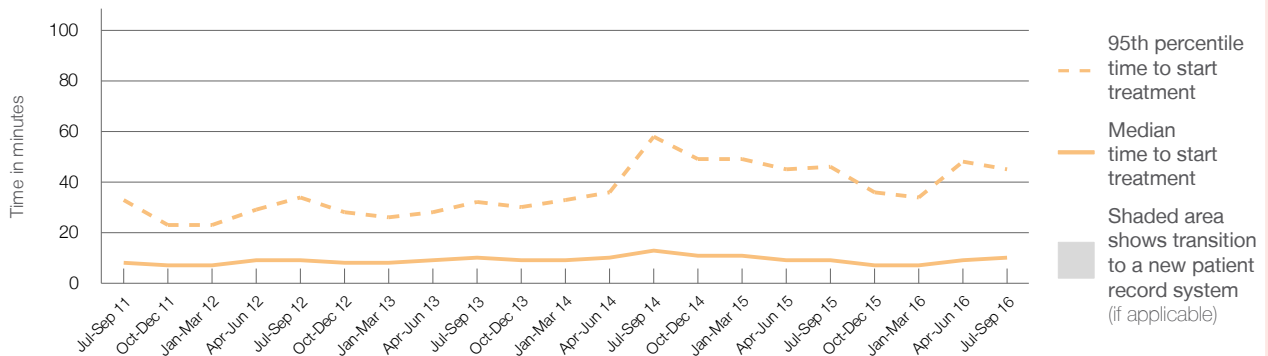
45 minutes

Same period last year	NSW (this period)
2,723	2,714
9 minutes	8 minutes
46 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	10	13	9	10
95th percentile time to start treatment ⁵ (minutes)	33	34	32	58	46	45

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 6,053

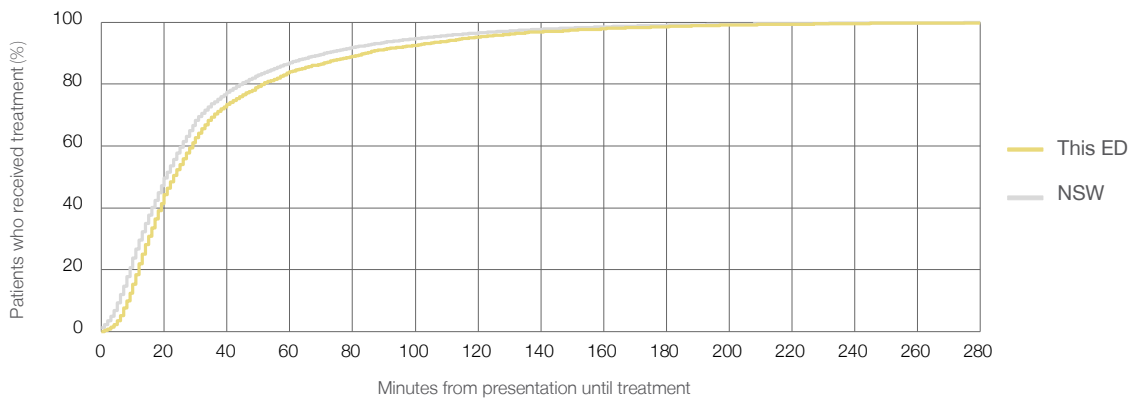
Number of triage 3 patients used to calculate waiting time:³ 5,914

Median time to start treatment⁴ 23 minutes

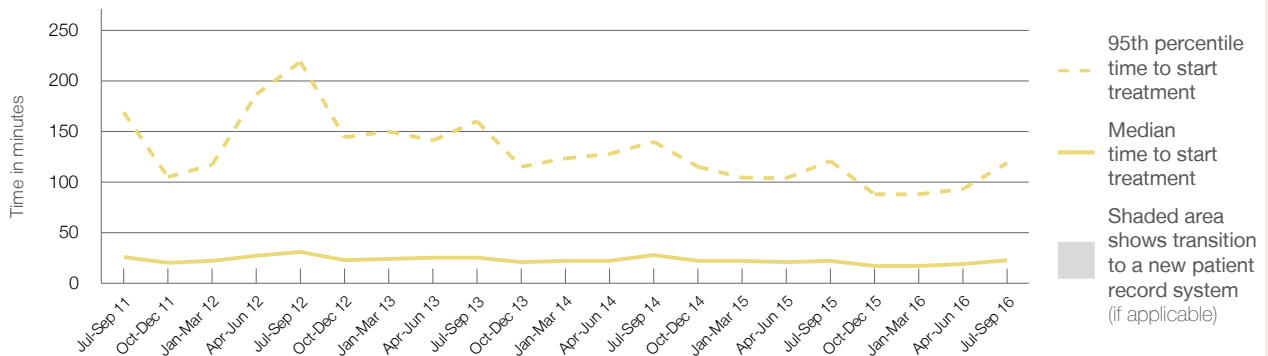
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	5,680	5,569
Median time to start treatment ⁴	22 minutes	21 minutes
95th percentile time to start treatment ⁵	121 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	31	25	28	22	23
95th percentile time to start treatment ⁵ (minutes)	169	219	160	140	121	119

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,796

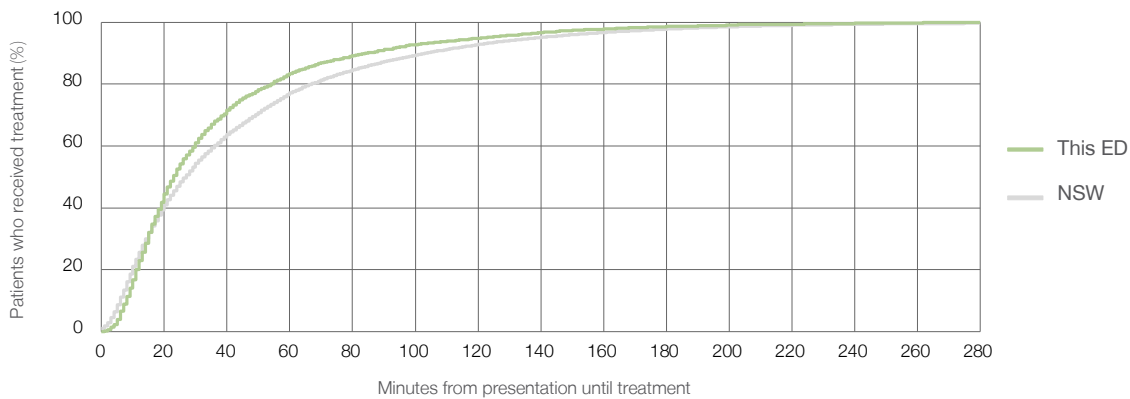
Number of triage 4 patients used to calculate waiting time:³ 3,618

Median time to start treatment⁴ 23 minutes

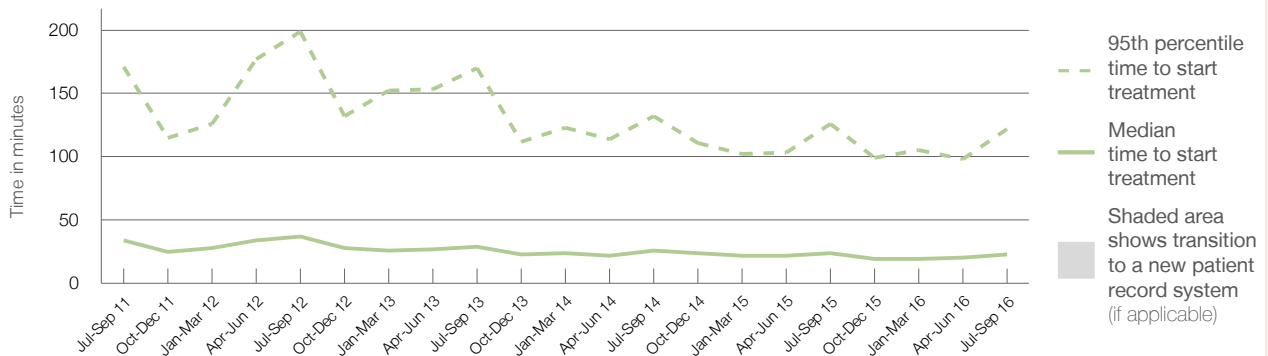
95th percentile time to start treatment⁵ 122 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,457	4,264
Median time to start treatment ⁴	24 minutes	27 minutes
95th percentile time to start treatment ⁵	126 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	37	29	26	24	23
95th percentile time to start treatment ⁵ (minutes)	171	199	170	132	126	122

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Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 481

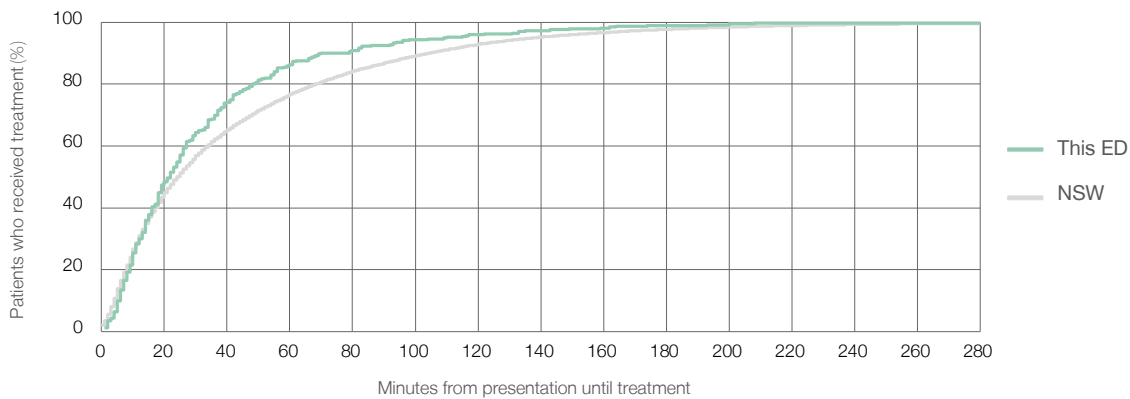
Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴ 22 minutes

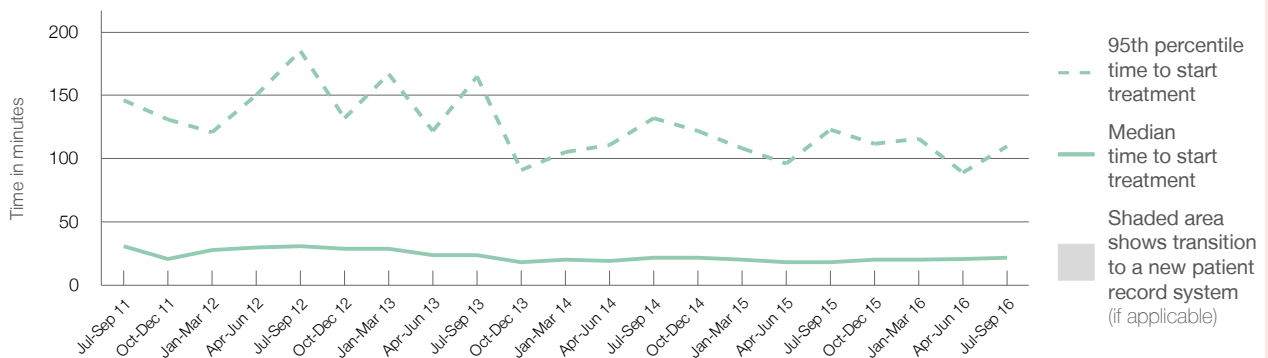
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
518	
397	
18 minutes	24 minutes
123 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	31	24	22	18	22
95th percentile time to start treatment ⁵ (minutes)	146	185	165	132	123	110

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,333 patients

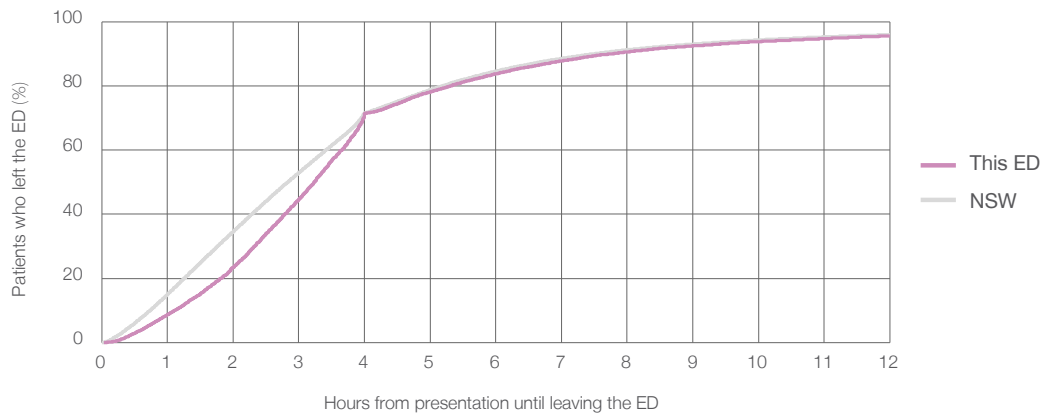
Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

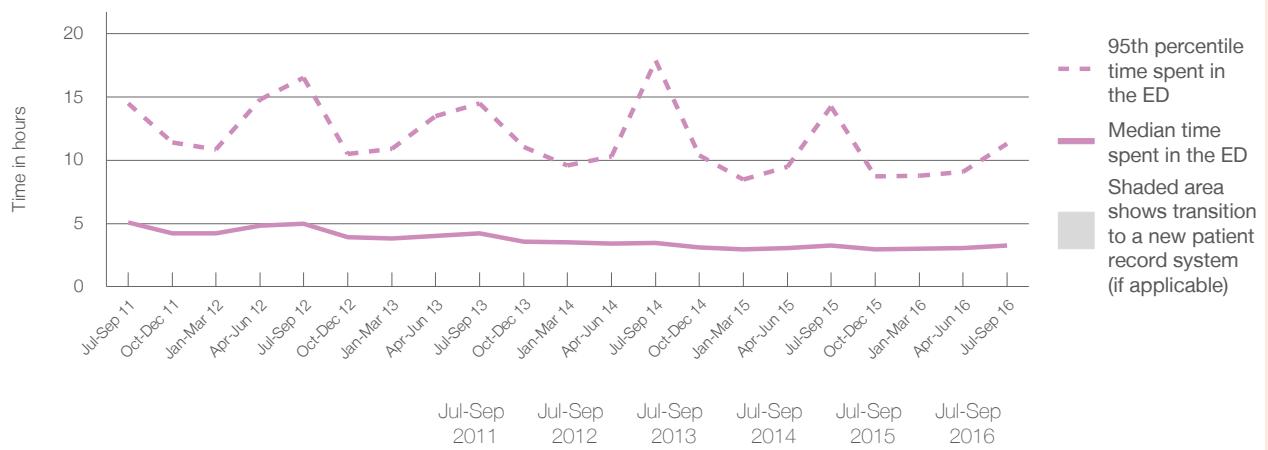
95th percentile time spent in the ED⁹ 11 hours and 19 minutes

Same period last year	NSW (this period)
13,582	13,582
3 hours and 16 minutes	2 hours and 50 minutes
14 hours and 15 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 6m	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	16h 30m	14h 28m	17h 51m	14h 15m	11h 19m

(†) 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.

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

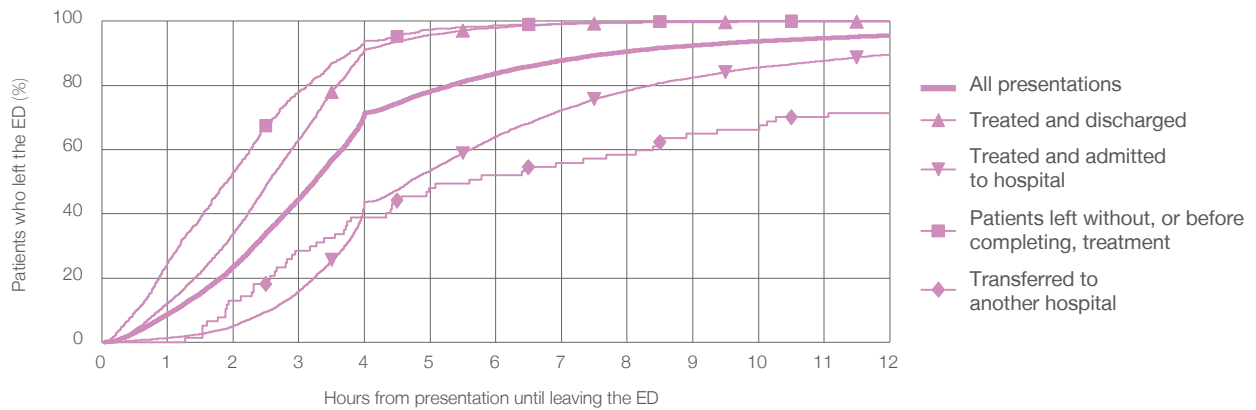
All presentations:¹ 13,333 patients

Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Treated and discharged	6,704 (50.3%)
Treated and admitted to hospital	5,508 (41.3%)
Patient left without, or before completing, treatment	971 (7.3%)
Transferred to another hospital	77 (0.6%)
Other	73 (0.5%)

Same period last year	Change since one year ago
13,582	-1.8%
7,039	-4.8%
5,345	3.0%
1,033	-6.0%
83	-7.2%
82	-11.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.2%	33.9%	63.2%	91.1%	98.0%	99.5%	99.8%	100%
Treated and admitted to hospital	1.3%	5.1%	15.9%	43.6%	64.1%	78.3%	85.6%	89.6%
Patient left without, or before completing, treatment	24.6%	53.0%	78.0%	93.8%	98.8%	99.8%	100%	100%
Transferred to another hospital	0%	13.0%	28.6%	39.0%	51.9%	58.4%	66.2%	71.4%
All presentations	8.8%	23.5%	44.7%	71.4%	83.8%	90.6%	93.8%	95.5%

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

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

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

All presentations at the emergency department: ¹ 13,333 patients

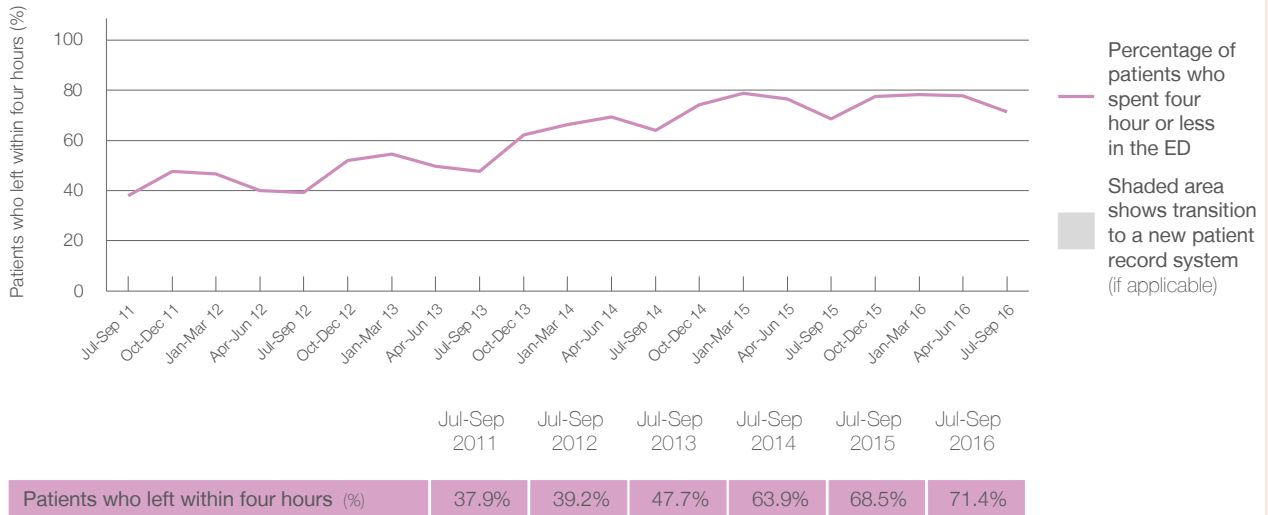
Presentations used to calculate time to leaving the ED: ⁶ 13,333 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,582	-1.8%
Presentations used to calculate time to leaving the ED	13,582	-1.8%
Percentage of patients who spent four hours or less in the ED	68.5%	

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



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

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

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

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

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

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

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



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

All presentations:¹ 9,602 patients
Emergency presentations:² 9,566 patients

Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%

Concord Hospital: Time patients waited to start treatment³ July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,082 patients

Median time to start treatment⁴  8 minutes
95th percentile time to start treatment⁵  17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,348 patients

Median time to start treatment⁴  21 minutes
95th percentile time to start treatment⁵  80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,714 patients

Median time to start treatment⁴  28 minutes
95th percentile time to start treatment⁵  113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients

Median time to start treatment⁴  23 minutes
95th percentile time to start treatment⁵  114 minutes

Same period last year	NSW (this period)
1,027	
9 minutes	8 minutes
21 minutes	41 minutes
3,294	
26 minutes	21 minutes
107 minutes	103 minutes
4,737	
34 minutes	27 minutes
156 minutes	139 minutes
341	
27 minutes	24 minutes
151 minutes	138 minutes

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

Attendances used to calculate time to leaving the ED:⁶ 9,599 patients

Percentage of patients who spent four hours or less in the ED  73.2%

Same period last year	Change since one year ago
9,500	1.0%
67.0%	

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

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

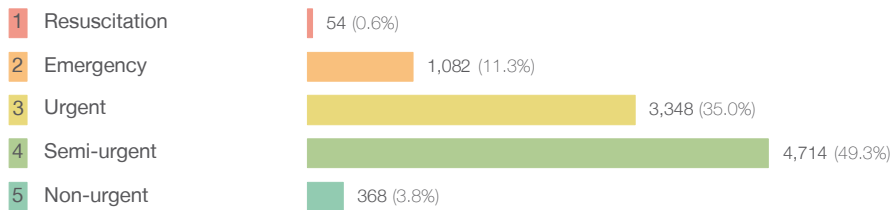
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

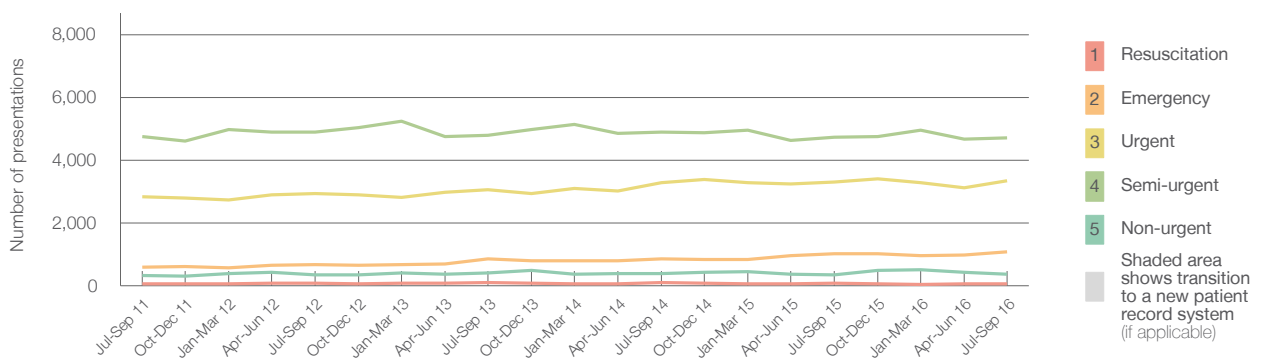
All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,566 patients



Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%
80	-32.5%
1,027	5.4%
3,294	1.6%
4,737	-0.5%
341	7.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	60	84	93	91	80	54
Emergency	586	662	859	861	1,027	1,082
Urgent	2,843	2,938	3,052	3,275	3,294	3,348
Semi-urgent	4,746	4,903	4,783	4,886	4,737	4,714
Non-urgent	322	343	407	376	341	368
All emergency presentations	8,557	8,930	9,194	9,489	9,479	9,566

Concord Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,327 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,339	
13 minutes	-2 minutes
36 minutes	-14 minutes

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

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

Concord Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,082

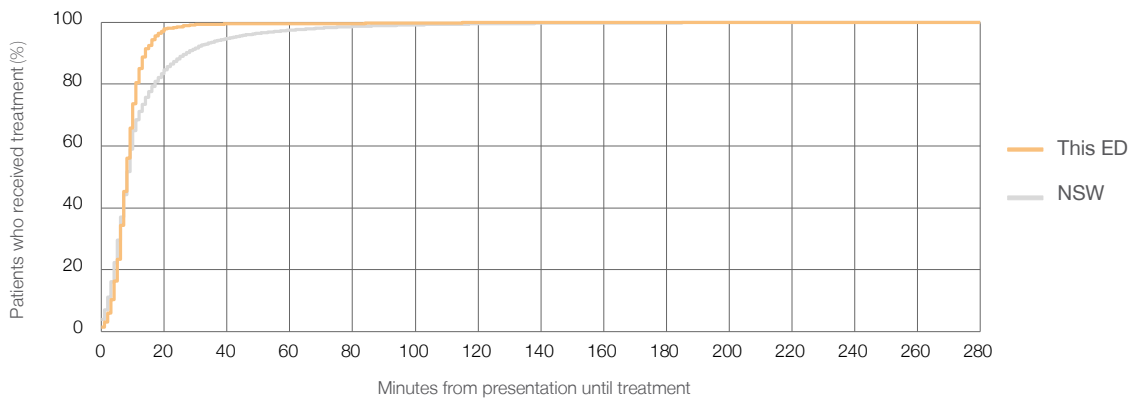
Number of triage 2 patients used to calculate waiting time:³ 1,076

Median time to start treatment⁴ 8 minutes

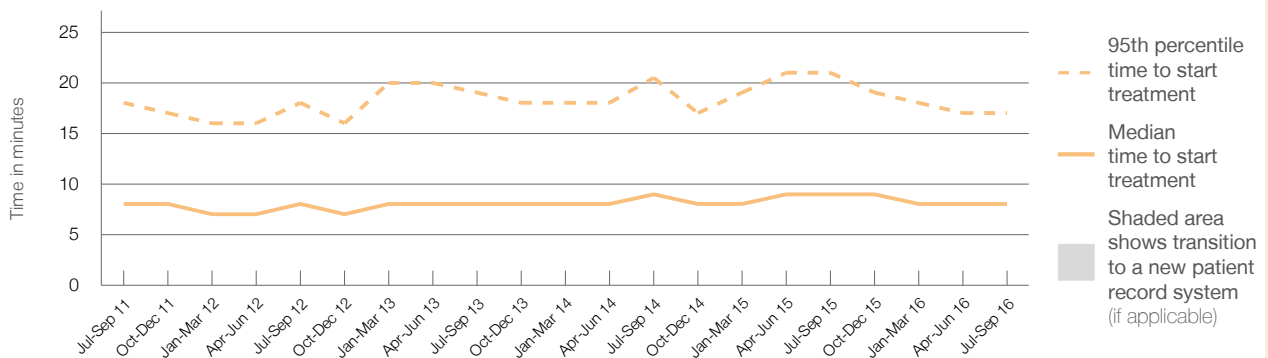
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,027	1,026
9 minutes	8 minutes
21 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	9	9	8
95th percentile time to start treatment ⁵ (minutes)	18	18	19	21	21	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.

Concord Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,348

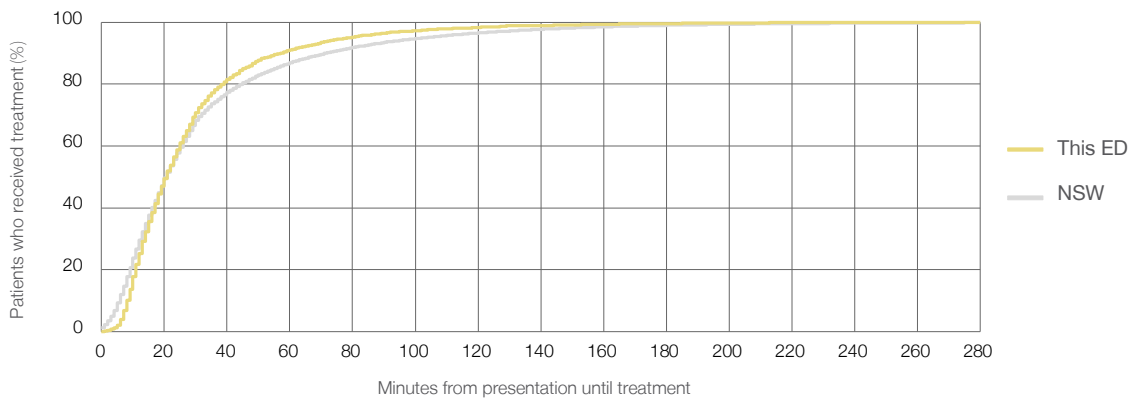
Number of triage 3 patients used to calculate waiting time:³ 3,276

Median time to start treatment⁴ 21 minutes

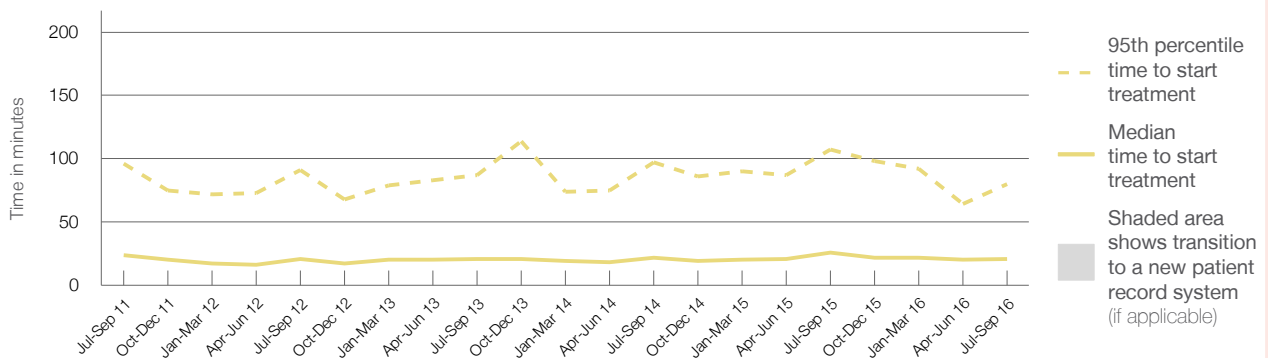
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
3,294	3,239
26 minutes	21 minutes
107 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	21	22	26	21
95th percentile time to start treatment ⁵ (minutes)	96	91	87	97	107	80

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

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

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

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

Number of triage 4 patients: 4,714

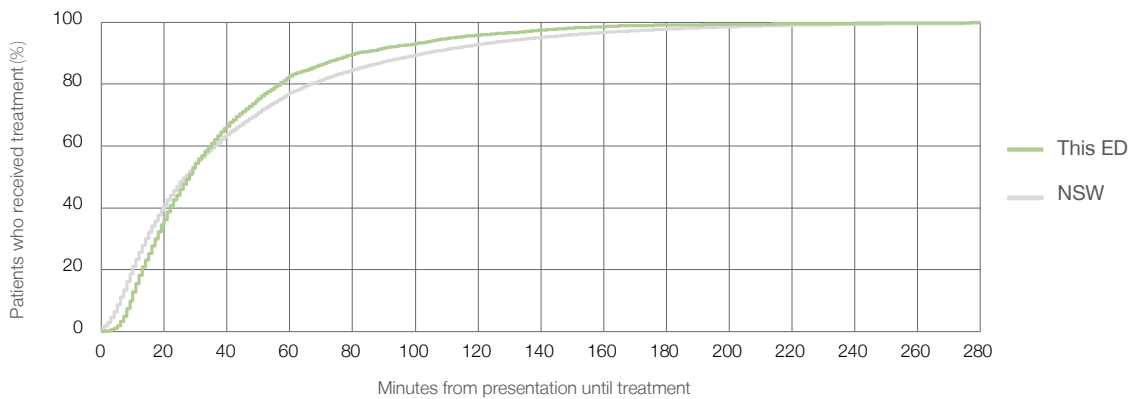
Number of triage 4 patients used to calculate waiting time:³ 4,454

Median time to start treatment⁴ 28 minutes

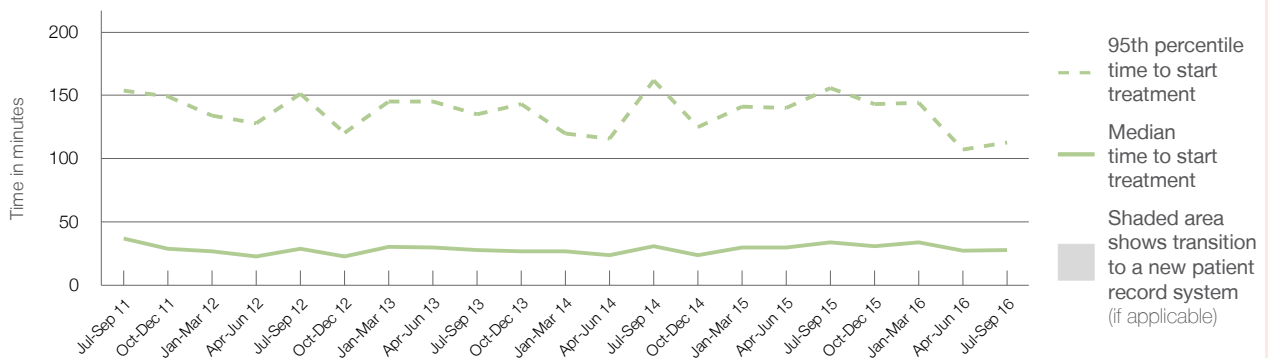
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,737	4,526
34 minutes	27 minutes
156 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	28	31	34	28
95th percentile time to start treatment ⁵ (minutes)	154	151	135	162	156	113

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

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

Concord Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 368

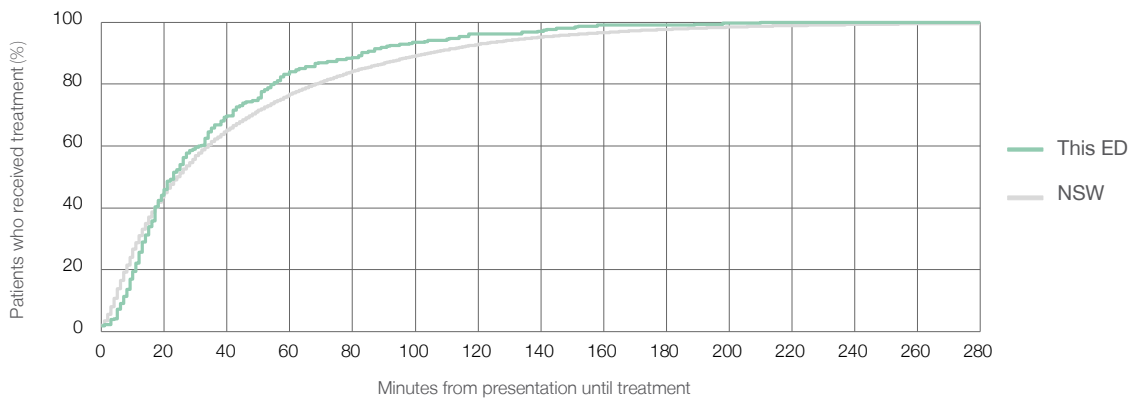
Number of triage 5 patients used to calculate waiting time:³ 307

Median time to start treatment⁴ 23 minutes

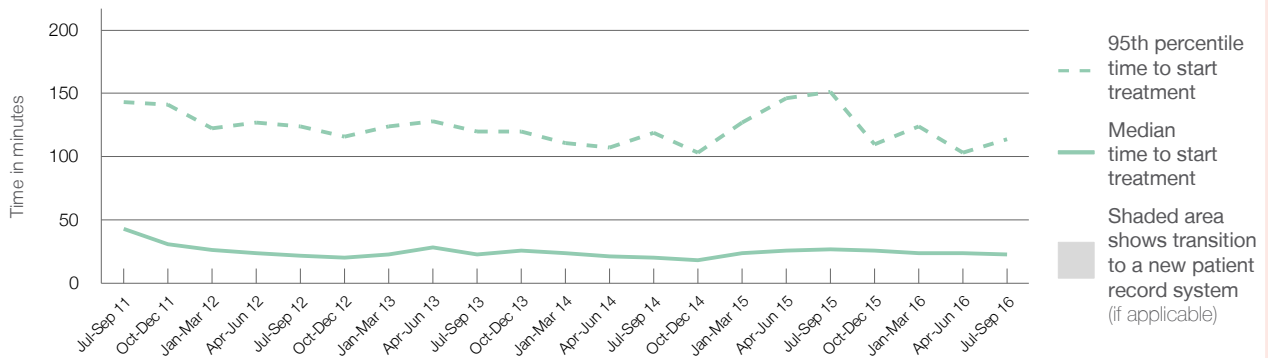
95th percentile time to start treatment⁵ 114 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	341	301
Median time to start treatment ⁴	27 minutes	24 minutes
95th percentile time to start treatment ⁵	151 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	22	23	20	27	23
95th percentile time to start treatment ⁵ (minutes)	143	124	120	119	151	114

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

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

Concord Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 9,602 patients

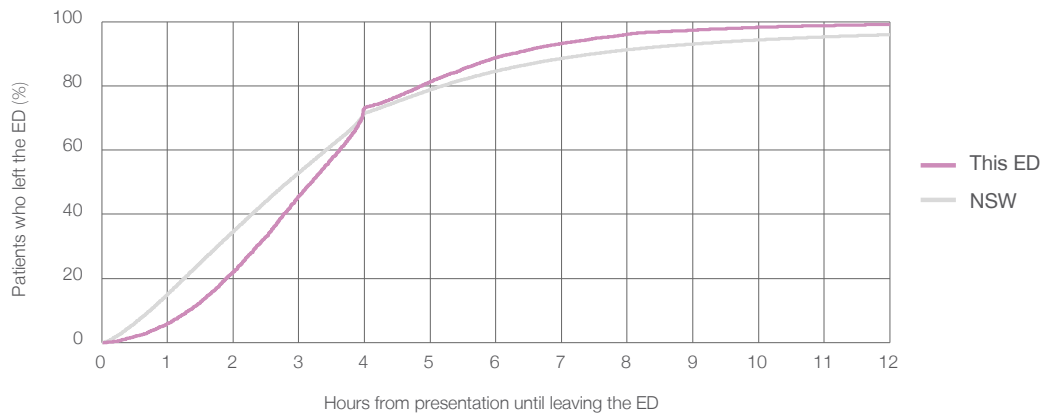
Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

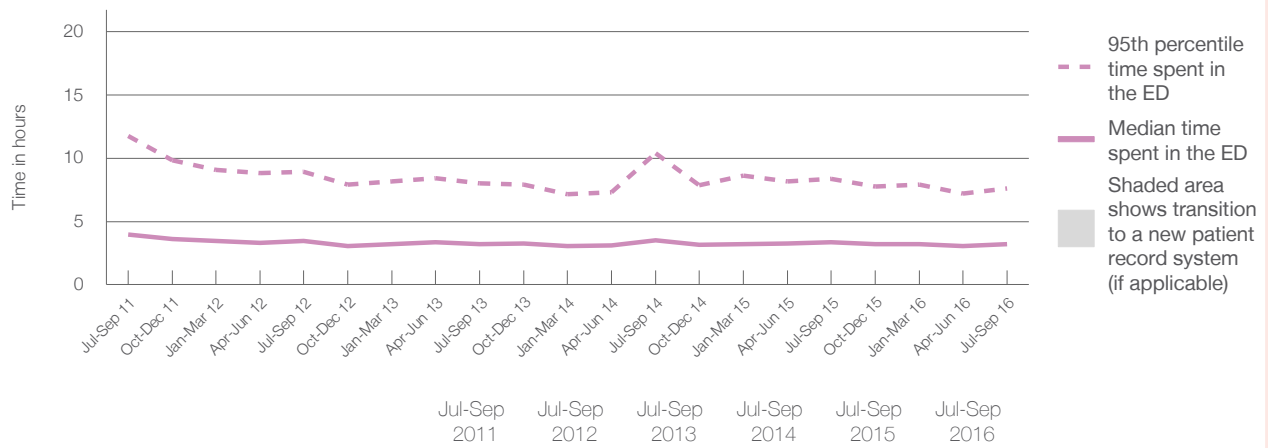
95th percentile time spent in the ED⁹ 7 hours and 36 minutes

Same period last year	NSW (this period)
9,502	
9,500	
3 hours and 23 minutes	2 hours and 50 minutes
8 hours and 24 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 45m	8h 55m	8h 0m	10h 24m	8h 24m	7h 36m

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

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

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

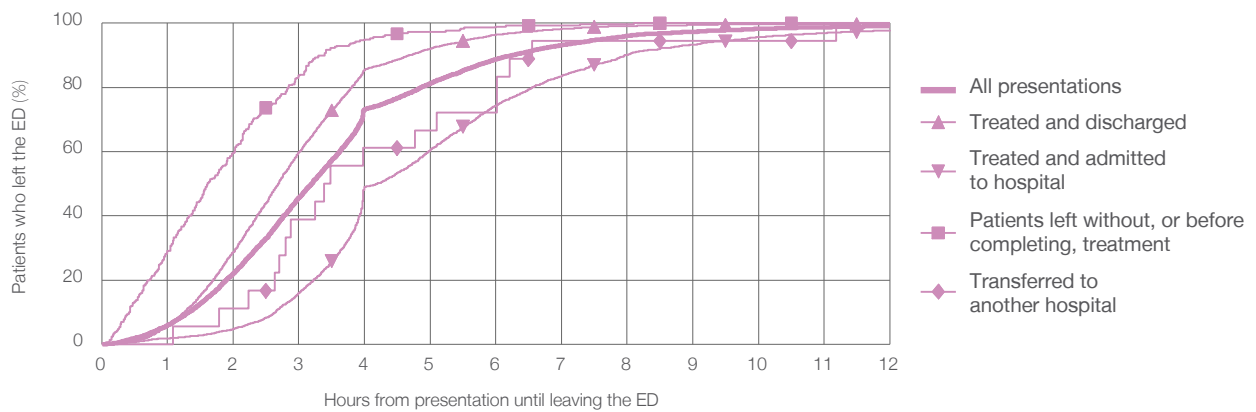
All presentations:¹ 9,602 patients

Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Treated and discharged	5,831 (60.7%)
Treated and admitted to hospital	3,321 (34.6%)
Patient left without, or before completing, treatment	300 (3.1%)
Transferred to another hospital	18 (0.2%)
Other	132 (1.4%)

Same period last year	Change since one year ago
9,500	1.0%
5,923	-1.6%
3,216	3.3%
280	7.1%
17	5.9%
66	100.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	28.8%	59.9%	85.6%	96.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.9%	4.7%	16.0%	49.0%	74.4%	90.2%	95.7%	97.8%
Patient left without, or before completing, treatment	29.0%	59.7%	83.7%	95.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	0%	11.1%	38.9%	61.1%	72.2%	94.4%	94.4%	100%
All presentations	5.9%	22.1%	45.7%	73.2%	88.8%	96.1%	98.2%	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.

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

All presentations at the emergency department: ¹ 9,602 patients

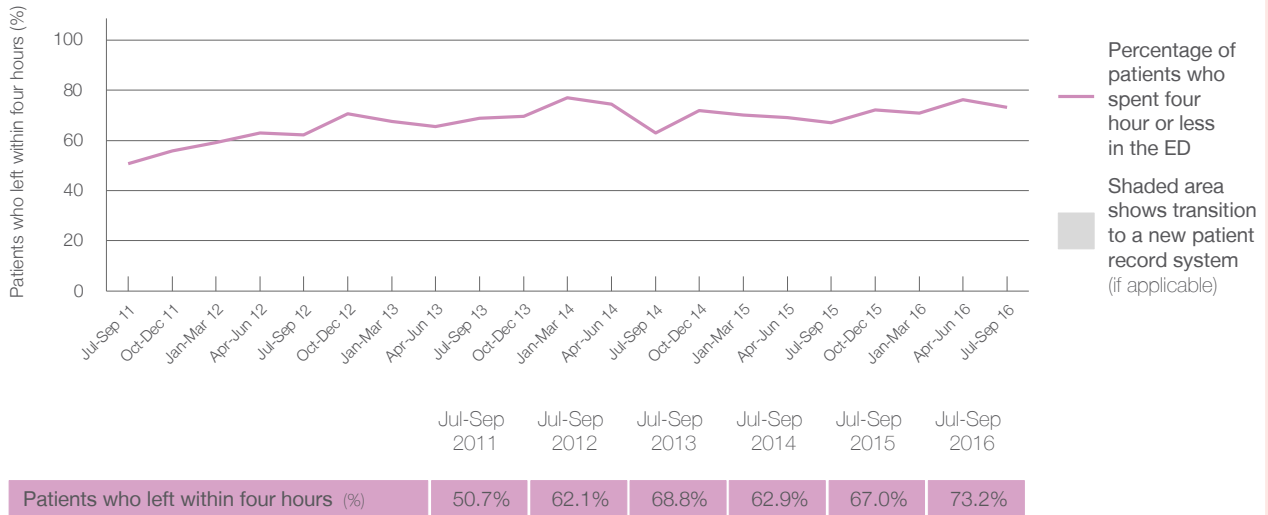
Presentations used to calculate time to leaving the ED: ⁶ 9,599 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,502	1.1%
Presentations used to calculate time to leaving the ED	9,500	1.0%
Percentage of patients who spent four hours or less in the ED	67.0%	

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



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

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

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

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

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

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

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

Gosford Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,429 patients



Emergency presentations:² 16,324 patients

Same period last year	Change since one year ago
16,041	2.4%
15,923	2.5%

Gosford Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,230 patients

Median time to start treatment⁴  6 minutes
 95th percentile time to start treatment⁵  32 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,799 patients

Median time to start treatment⁴  24 minutes
 95th percentile time to start treatment⁵  115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,614 patients

Median time to start treatment⁴  39 minutes
 95th percentile time to start treatment⁵  156 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment⁴  26 minutes
 95th percentile time to start treatment⁵  163 minutes

Same period last year	NSW (this period)
2,034	
6 minutes	8 minutes
30 minutes	41 minutes
6,649	
25 minutes	21 minutes
118 minutes	103 minutes
6,596	
47 minutes	27 minutes
169 minutes	139 minutes
451	
42 minutes	24 minutes
164 minutes	138 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,429 patients

Percentage of patients who spent four hours or less in the ED  62.4%

Same period last year	Change since one year ago
16,040	2.4%
60.7%	

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

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

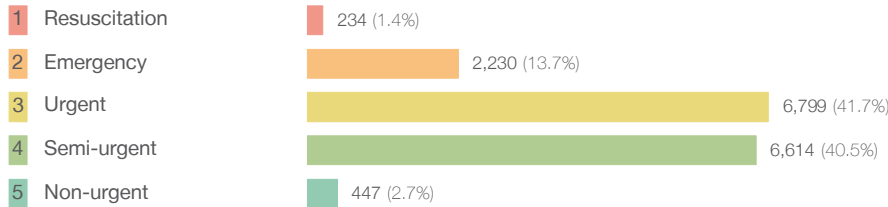
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

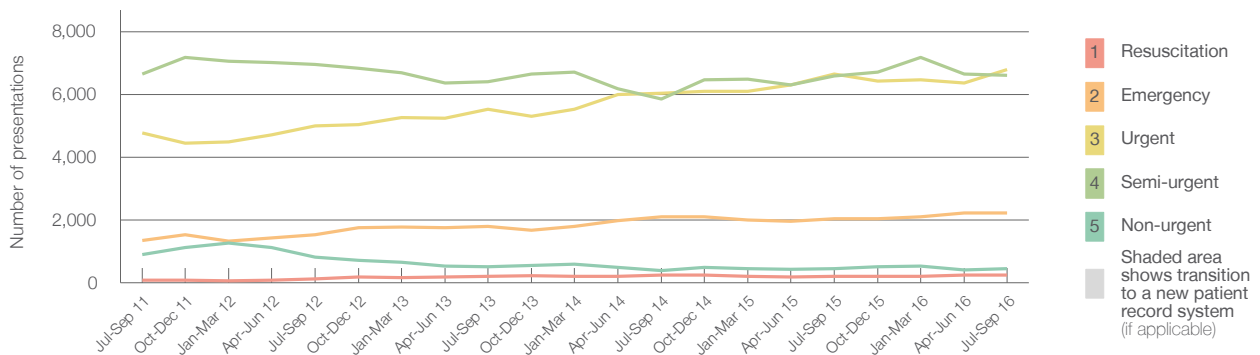
All presentations:¹ 16,429 patients

Emergency presentations² by triage category: 16,324 patients



Same period last year	Change since one year ago
16,041	2.4%
15,923	2.5%
193	21.2%
2,034	9.6%
6,649	2.3%
6,596	0.3%
451	-0.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	69	113	191	233	193	234
Emergency	1,345	1,530	1,789	2,107	2,034	2,230
Urgent	4,775	4,994	5,525	6,028	6,649	6,799
Semi-urgent	6,653	6,958	6,399	5,853	6,596	6,614
Non-urgent	904	804	511	389	451	447
All emergency presentations	13,746	14,399	14,415	14,610	15,923	16,324

Gosford Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,835 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,659	
14 minutes	-4 minutes
178 minutes	-75 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.

Gosford Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 2,230

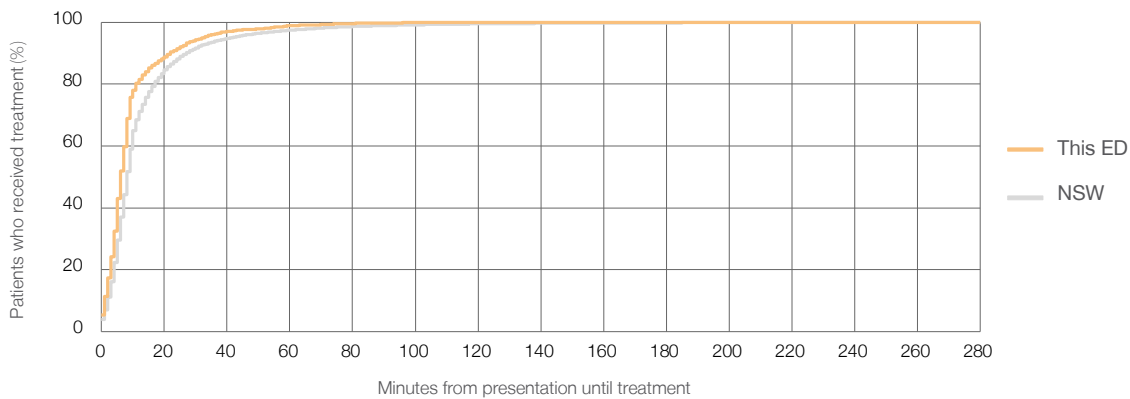
Number of triage 2 patients used to calculate waiting time:³ 2,224

Median time to start treatment⁴ 6 minutes

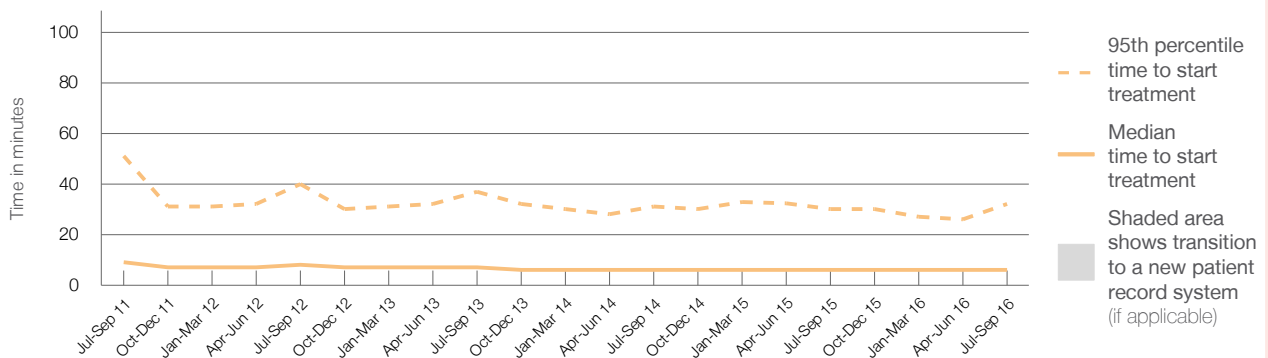
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
2,034	2,033
6 minutes	8 minutes
30 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	51	40	37	31	30	32

(†) 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.

Gosford Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 6,799

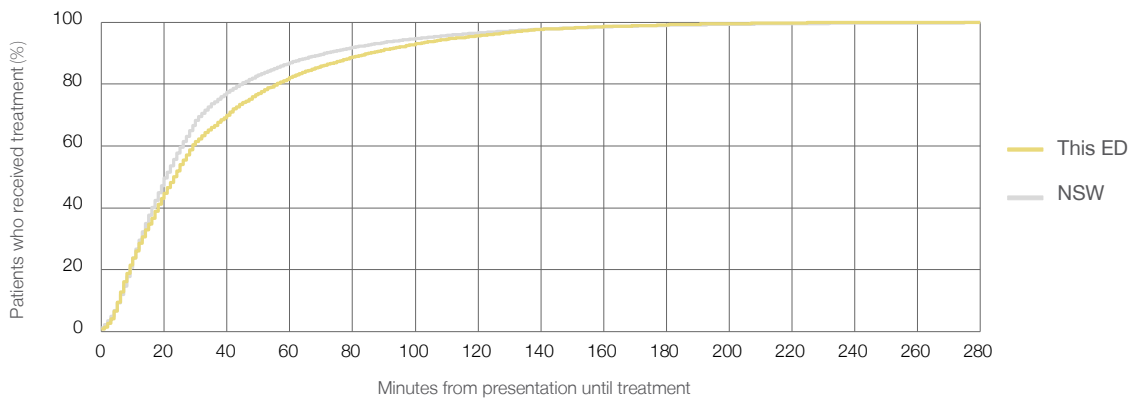
Number of triage 3 patients used to calculate waiting time:³ 6,678

Median time to start treatment⁴ 24 minutes

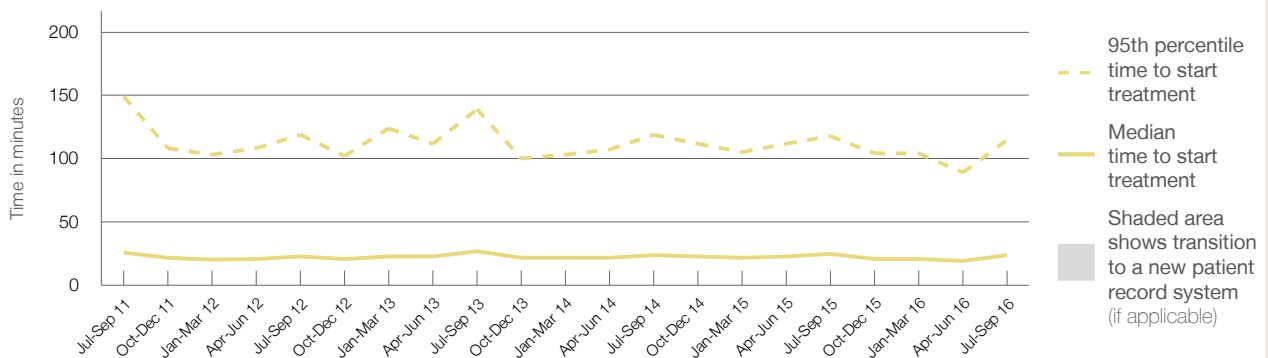
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
6,649	6,524
25 minutes	21 minutes
118 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	23	27	24	25	24
95th percentile time to start treatment ⁵ (minutes)	149	119	139	119	118	115

(†) 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.

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

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

Number of triage 4 patients: 6,614

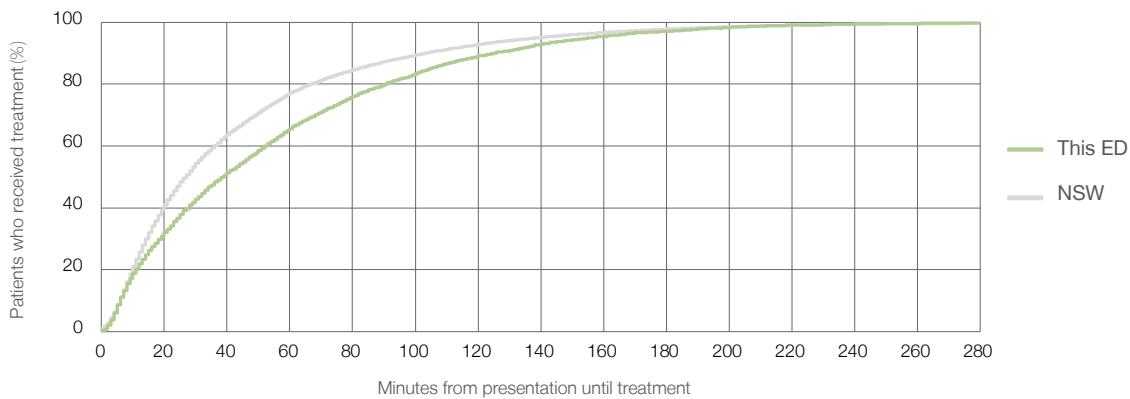
Number of triage 4 patients used to calculate waiting time:³ 6,266

Median time to start treatment⁴ 39 minutes

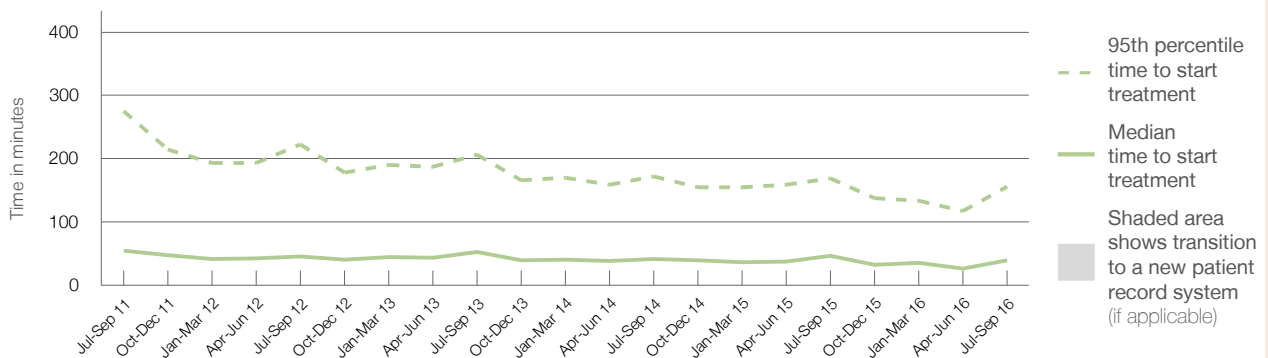
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
6,596	6,163
47 minutes	27 minutes
169 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	46	53	42	47	39
95th percentile time to start treatment ⁵ (minutes)	275	223	206	172	169	156

(†) 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.

Gosford Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 447

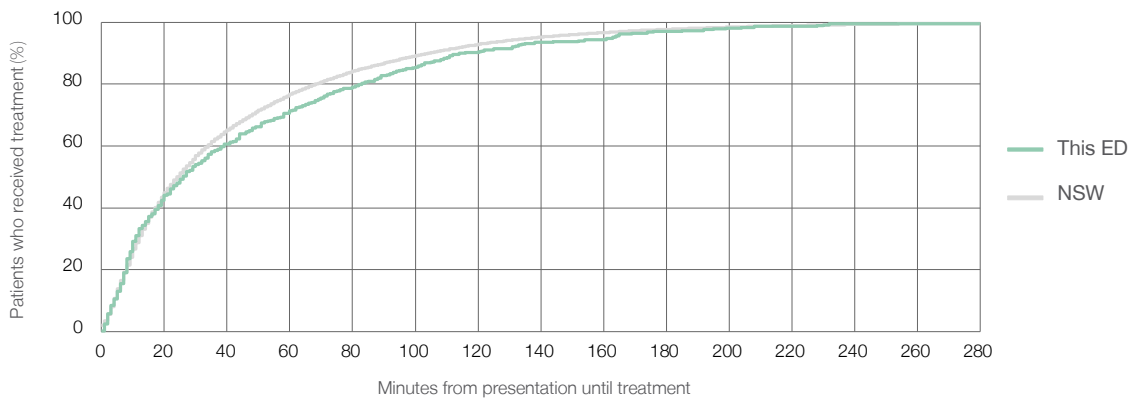
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 26 minutes

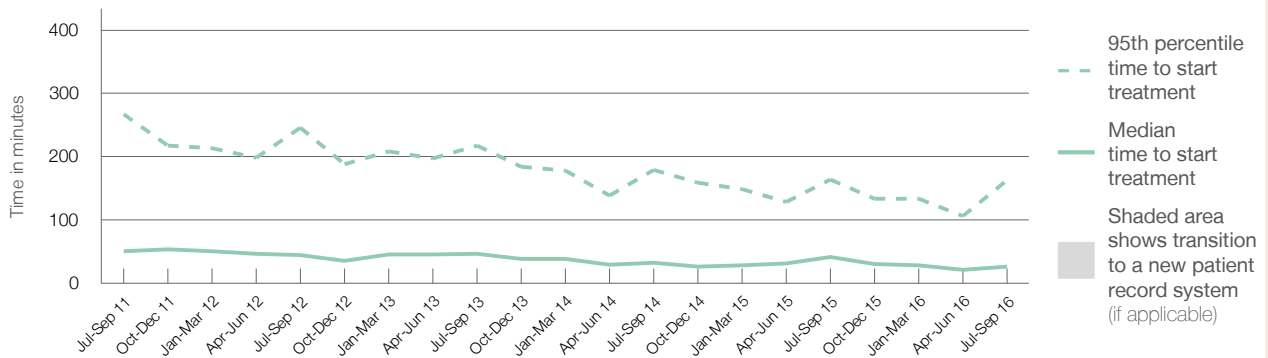
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
451	361
42 minutes	24 minutes
164 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	45	47	32	42	26
95th percentile time to start treatment ⁵ (minutes)	267	246	218	179	164	163

(†) 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.

Gosford Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 16,429 patients

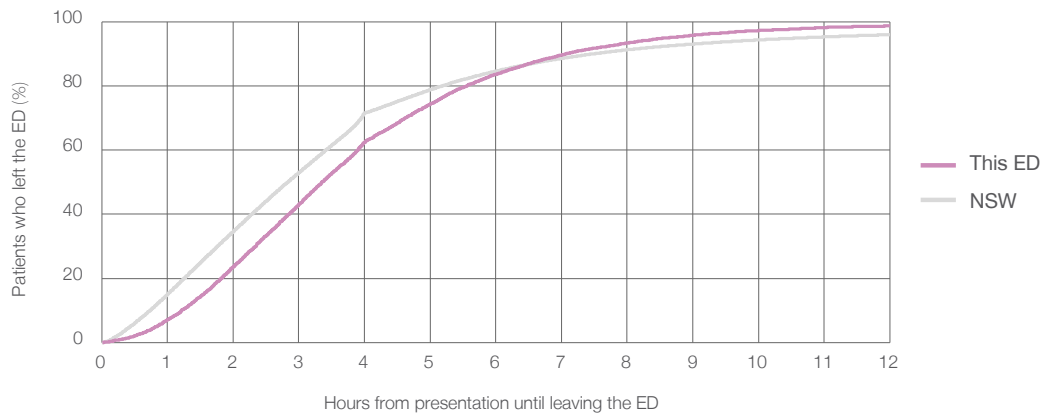
Presentations used to calculate time to leaving the ED:⁶ 16,429 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

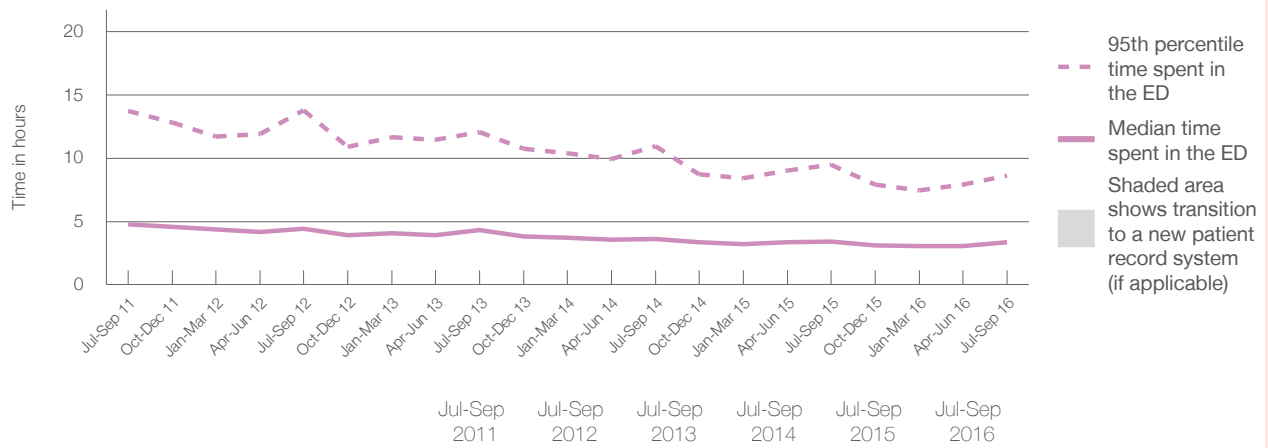
95th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
16,041	16,040
3 hours and 25 minutes	2 hours and 50 minutes
9 hours and 30 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 48m	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 45m	13h 47m	12h 4m	10h 57m	9h 30m	8h 38m

(†) 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.

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

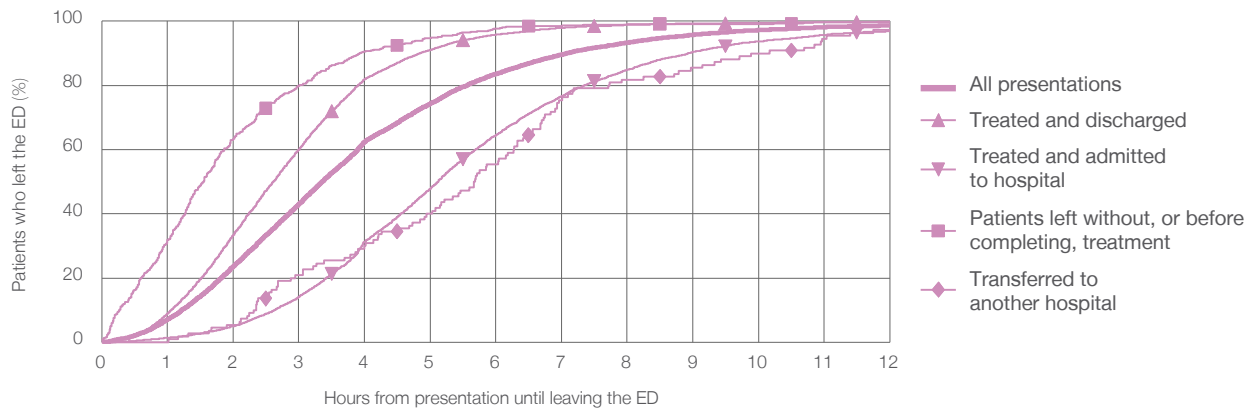
All presentations:¹ 16,429 patients

Presentations used to calculate time to leaving the ED:⁶ 16,429 patients

Treated and discharged	9,328 (56.8%)
Treated and admitted to hospital	6,322 (38.5%)
Patient left without, or before completing, treatment	615 (3.7%)
Transferred to another hospital	110 (0.7%)
Other	54 (0.3%)

Same period last year	Change since one year ago
16,040	2.4%
9,233	1.0%
5,914	6.9%
748	-17.8%
82	34.1%
64	-15.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.0%	33.5%	60.1%	81.9%	95.9%	98.8%	99.5%	99.8%
Treated and admitted to hospital	1.4%	5.0%	14.1%	31.3%	64.6%	84.9%	93.7%	96.9%
Patient left without, or before completing, treatment	31.9%	63.4%	80.0%	90.6%	97.7%	99.0%	99.2%	99.7%
Transferred to another hospital	0%	5.5%	20.9%	30.0%	55.5%	81.8%	90.0%	97.3%
All presentations	7.1%	23.7%	43.0%	62.4%	83.6%	93.4%	97.2%	98.7%

(†) 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.

Gosford Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 16,429 patients

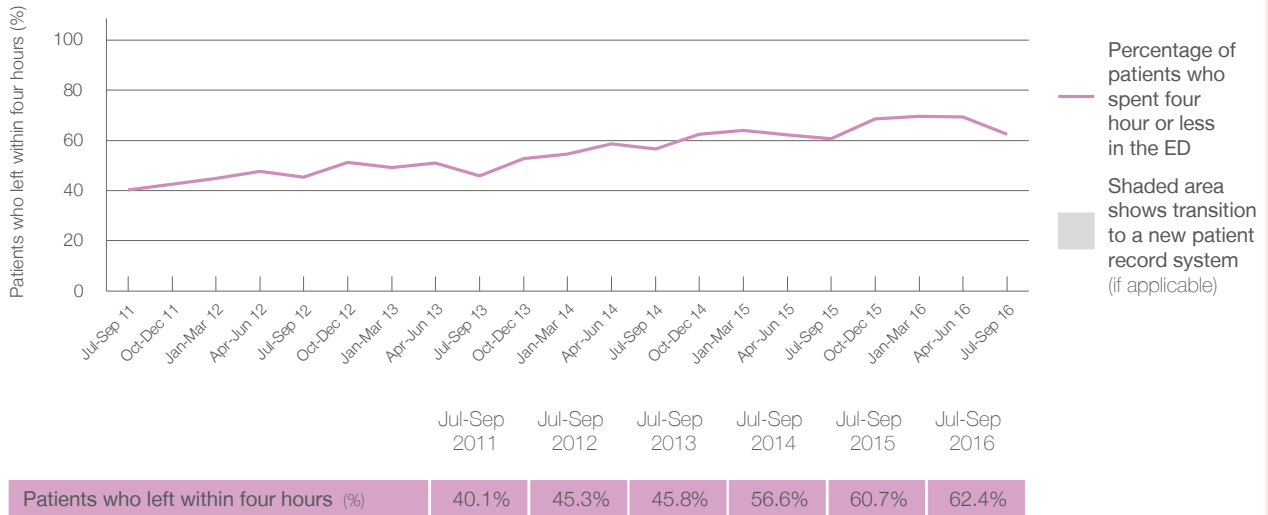
Presentations used to calculate time to leaving the ED: ⁶ 16,429 patients

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



Same period last year	Change since one year ago
16,041	2.4%
16,040	2.4%
60.7%	

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



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

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

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

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

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

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

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

John Hunter Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,453 patients

Emergency presentations:² 19,234 patients

Same period last year	Change since one year ago
19,016	2.3%
19,009	1.2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,170 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients

Median time to start treatment⁴ 36 minutes
 95th percentile time to start treatment⁵ 158 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,432 patients

Median time to start treatment⁴ 33 minutes
 95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
1,951	
7 minutes	8 minutes
36 minutes	41 minutes
5,349	
26 minutes	21 minutes
142 minutes	103 minutes
9,455	
39 minutes	27 minutes
192 minutes	139 minutes
2,084	
46 minutes	24 minutes
199 minutes	138 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,453 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
19,016	2.3%
58.4%	

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

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

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

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

John Hunter Hospital: Patients presenting to the emergency department July to September 2016

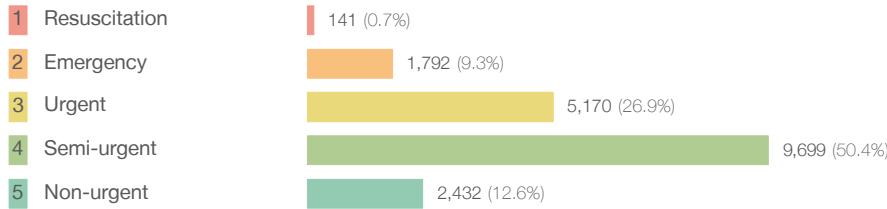
All presentations:¹ 19,453 patients

Same period last year Change since one year ago

19,016 2.3%

Emergency presentations² by triage category: 19,234 patients

19,009 1.2%



170 -17.1%

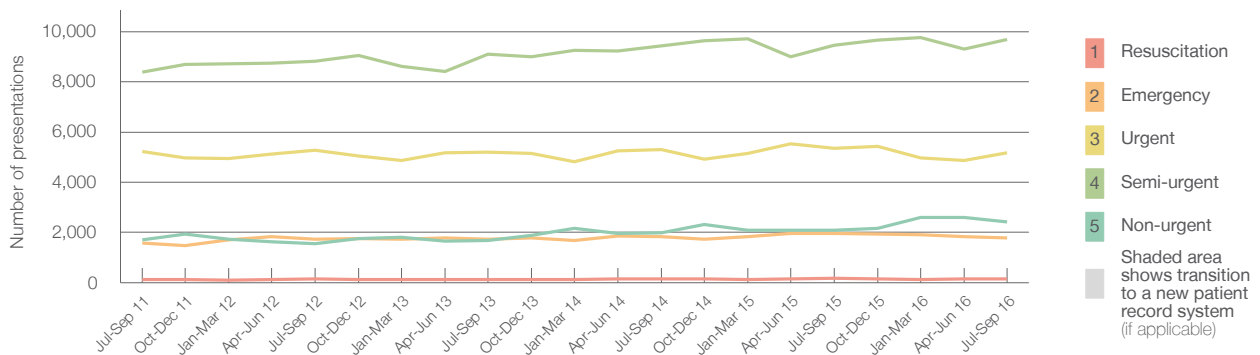
1,951 -8.1%

5,349 -3.3%

9,455 2.6%

2,084 16.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	114	155	118	142	170	141
Emergency	1,583	1,719	1,722	1,821	1,951	1,792
Urgent	5,230	5,276	5,188	5,309	5,349	5,170
Semi-urgent	8,393	8,824	9,102	9,429	9,455	9,699
Non-urgent	1,701	1,550	1,680	1,982	2,084	2,432
All emergency presentations	17,021	17,524	17,810	18,683	19,009	19,234

John Hunter Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

Same period last year Change since one year ago

5,014

ED Transfer of care time

Median time 11 minutes

12 minutes -1 minute

95th percentile time 32 minutes

44 minutes -12 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,792

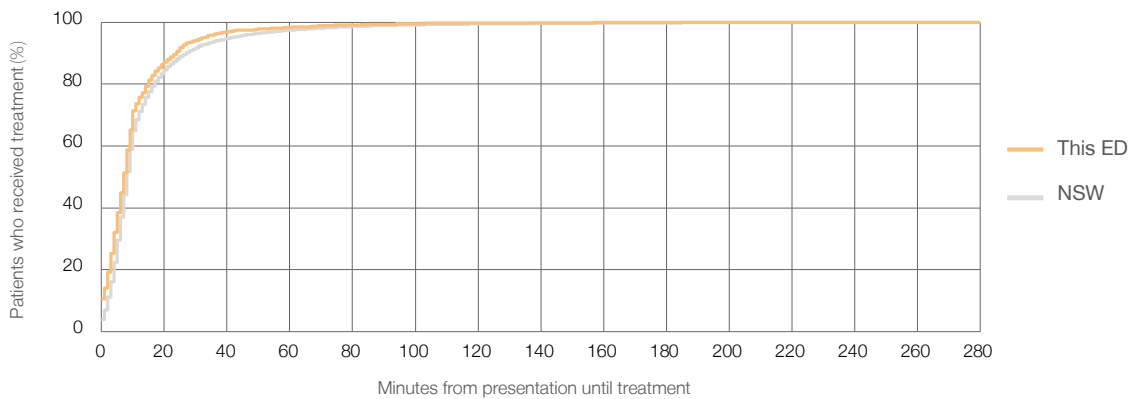
Number of triage 2 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴ 7 minutes

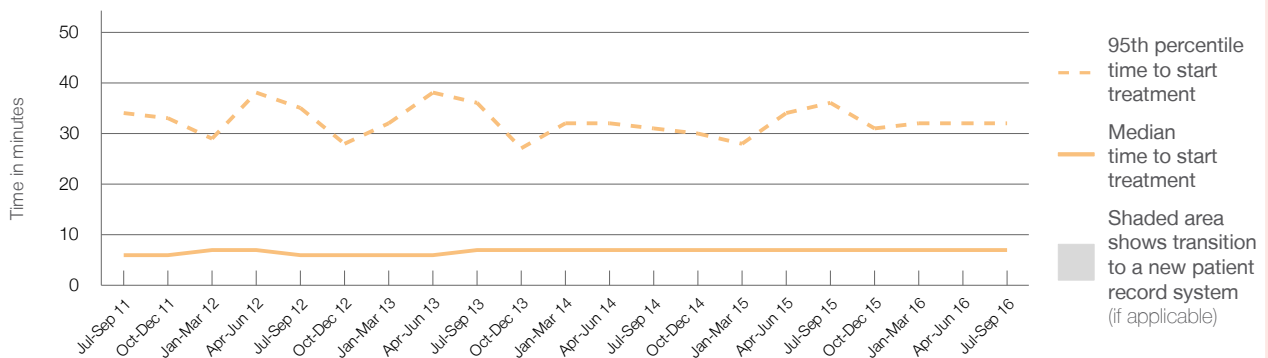
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,951	1,935
7 minutes	8 minutes
36 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	34	35	36	31	36	32

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 5,170

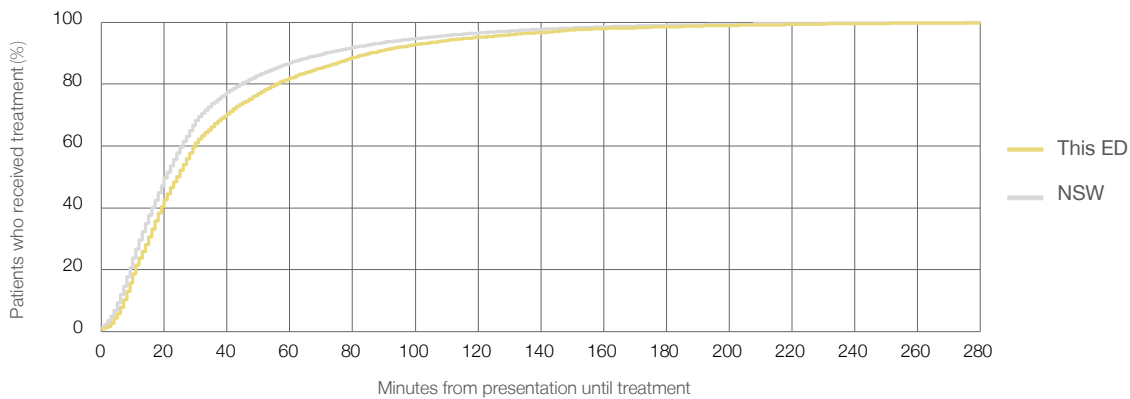
Number of triage 3 patients used to calculate waiting time:³ 5,067

Median time to start treatment⁴ 24 minutes

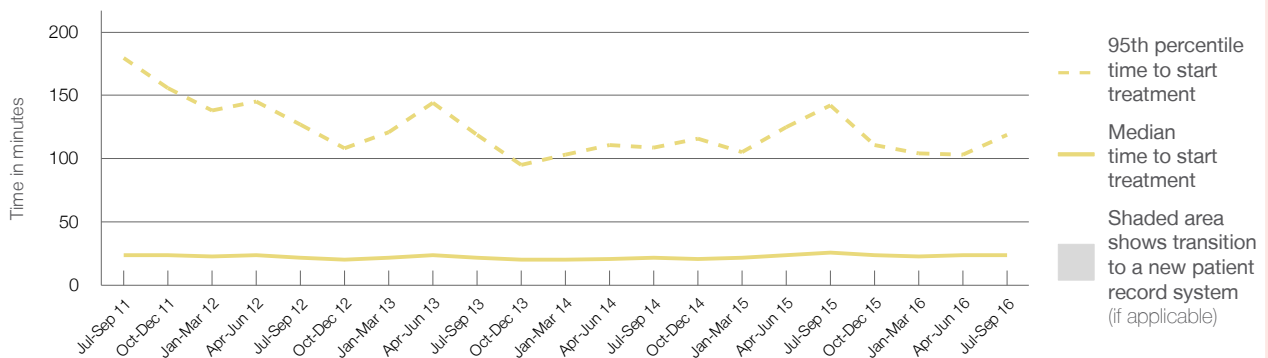
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,349	5,208
26 minutes	21 minutes
142 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	22	22	22	26	24
95th percentile time to start treatment ⁵ (minutes)	180	127	119	109	142	119

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

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

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

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

Number of triage 4 patients: 9,699

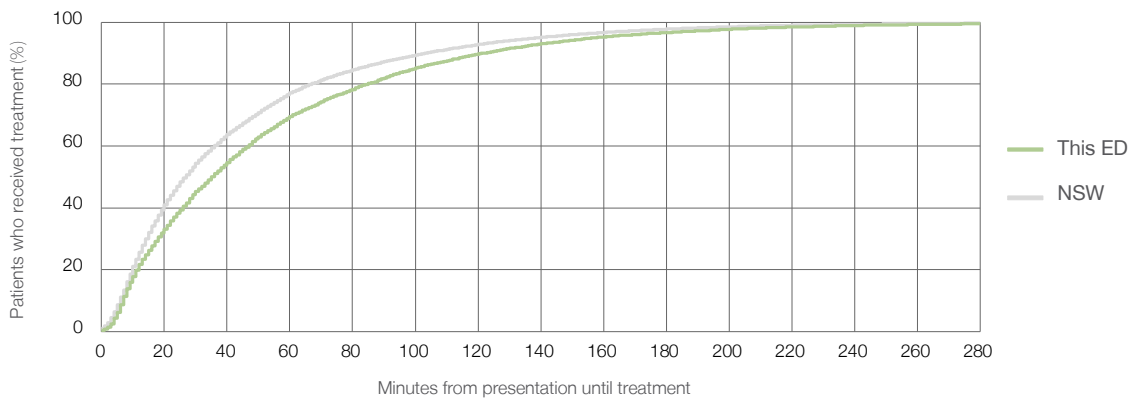
Number of triage 4 patients used to calculate waiting time:³ 8,993

Median time to start treatment⁴ 36 minutes

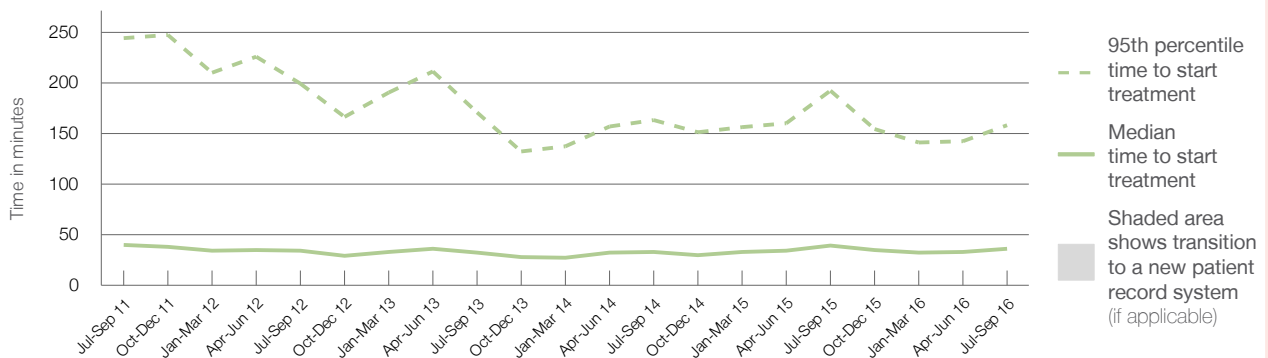
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
9,455	8,449
39 minutes	27 minutes
192 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	34	32	33	39	36
95th percentile time to start treatment ⁵ (minutes)	244	199	171	163	192	158

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 2,432

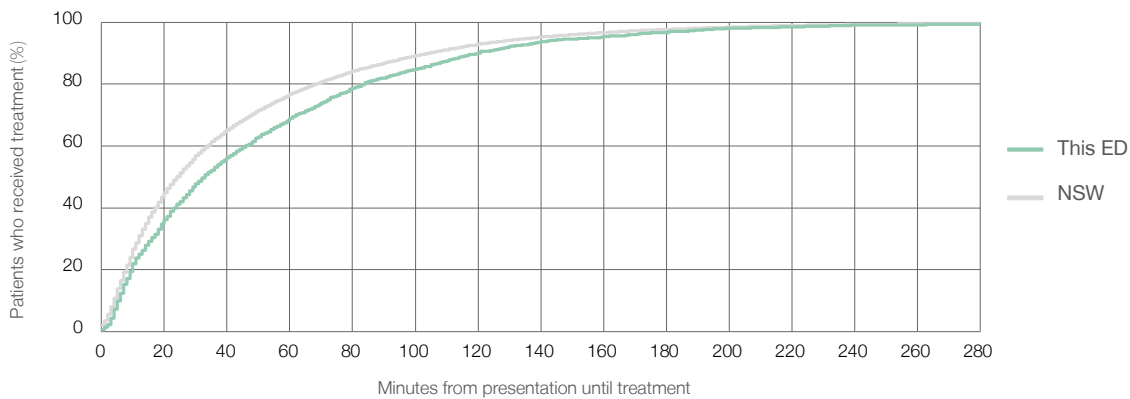
Number of triage 5 patients used to calculate waiting time:³ 2,054

Median time to start treatment⁴ 33 minutes

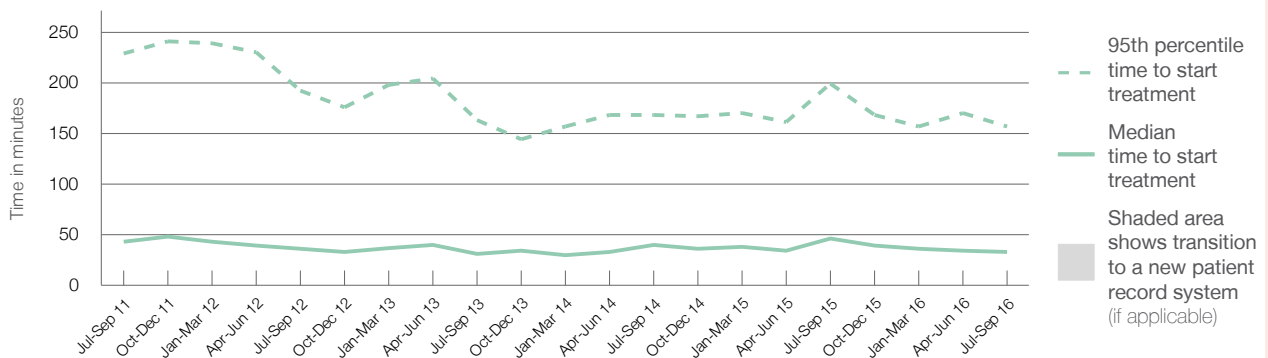
95th percentile time to start treatment⁵ 157 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,084	1,674
Median time to start treatment ⁴	46 minutes	24 minutes
95th percentile time to start treatment ⁵	199 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	36	31	40	46	33
95th percentile time to start treatment ⁵ (minutes)	229	192	163	168	199	157

(†) 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.

John Hunter Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,453 patients

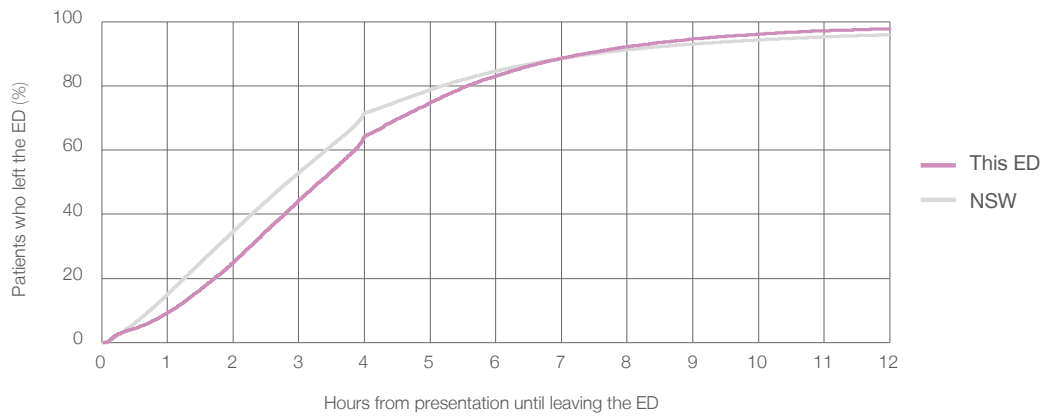
Presentations used to calculate time to leaving the ED:⁶ 19,453 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

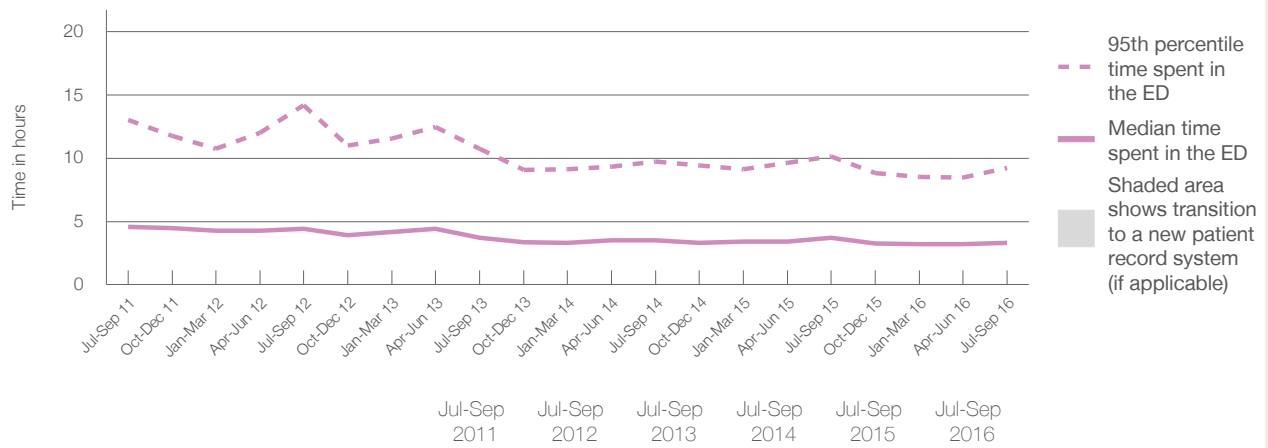
95th percentile time spent in the ED⁹ 9 hours and 15 minutes

Same period last year	NSW (this period)
19,016	19,016
3 hours and 42 minutes	2 hours and 50 minutes
10 hours and 9 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 0m	14h 12m	10h 46m	9h 44m	10h 9m	9h 15m

(†) 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.

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

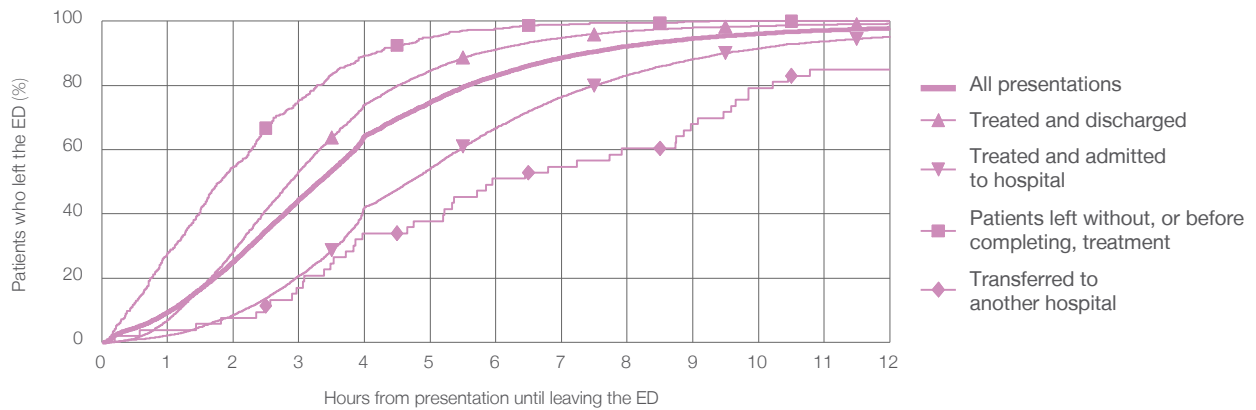
All presentations:¹ 19,453 patients

Presentations used to calculate time to leaving the ED:⁶ 19,453 patients

Treated and discharged	11,052 (56.8%)
Treated and admitted to hospital	6,817 (35.0%)
Patient left without, or before completing, treatment	681 (3.5%)
Transferred to another hospital	53 (0.3%)
Other	850 (4.4%)

Same period last year	Change since one year ago
19,016	2.3%
10,165	8.7%
6,833	-0.2%
953	-28.5%
56	-5.4%
1,009	-15.8%

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



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

Treated and discharged	6.9%	28.2%	53.2%	74.0%	91.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	2.2%	8.5%	20.8%	42.0%	66.7%	83.2%	91.5%	95.2%
Patient left without, or before completing, treatment	27.8%	54.6%	75.3%	89.3%	97.7%	99.6%	100%	100%
Transferred to another hospital	3.8%	7.5%	17.0%	34.0%	50.9%	60.4%	79.2%	84.9%
All presentations	9.3%	25.1%	44.4%	64.2%	83.1%	92.2%	96.1%	97.8%

(†) 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.

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

All presentations at the emergency department: ¹ 19,453 patients

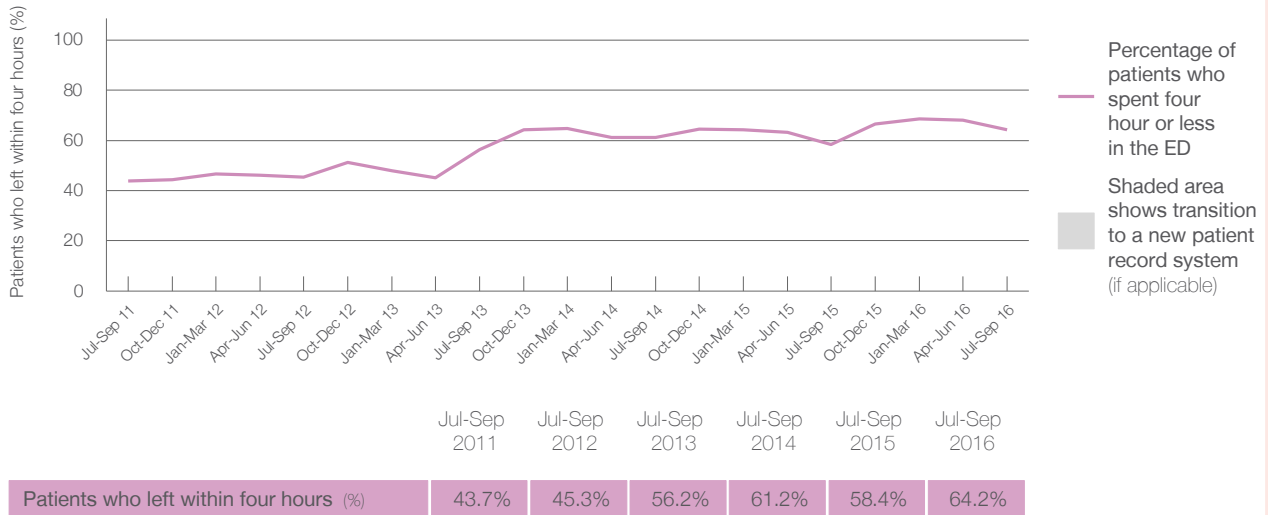
Presentations used to calculate time to leaving the ED: ⁶ 19,453 patients

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



Same period last year	Change since one year ago
19,016	2.3%
19,016	2.3%
58.4%	

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



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

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

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

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

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

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

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

Liverpool Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,752 patients



Emergency presentations:² 20,428 patients

Same period last year	Change since one year ago
20,759	-0.0%
20,490	-0.3%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,482 patients

Median time to start treatment⁴  9 minutes
 95th percentile time to start treatment⁵  47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,820 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,946 patients

Median time to start treatment⁴  17 minutes
 95th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,027 patients

Median time to start treatment⁴  14 minutes
 95th percentile time to start treatment⁵  90 minutes

Same period last year	NSW (this period)
3,384	
12 minutes	8 minutes
72 minutes	41 minutes
10,420	
27 minutes	21 minutes
144 minutes	103 minutes
5,006	
35 minutes	27 minutes
149 minutes	139 minutes
1,521	
29 minutes	24 minutes
136 minutes	138 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED  53.2%

Same period last year	Change since one year ago
20,759	-0.0%
50.7%	

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

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

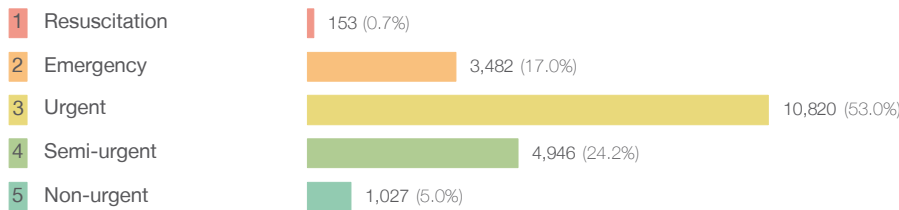
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

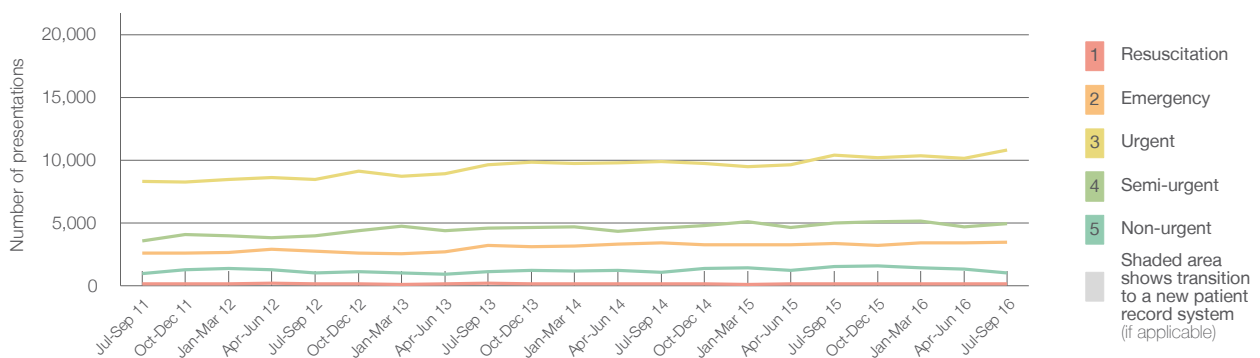
All presentations:¹ 20,752 patients

Emergency presentations² by triage category: 20,428 patients



	Same period last year	Change since one year ago
All presentations	20,759	-0.0%
Emergency presentations	20,490	-0.3%
Resuscitation	159	-3.8%
Emergency	3,384	2.9%
Urgent	10,420	3.8%
Semi-urgent	5,006	-1.2%
Non-urgent	1,521	-32.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	170	145	176	156	159	153
Emergency	2,602	2,762	3,183	3,403	3,384	3,482
Urgent	8,318	8,483	9,650	9,869	10,420	10,820
Semi-urgent	3,549	3,947	4,567	4,560	5,006	4,946
Non-urgent	956	1,035	1,112	1,072	1,521	1,027
All emergency presentations	15,595	16,372	18,688	19,060	20,490	20,428

Liverpool Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 6,890 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,940	
ED Transfer of care time	16 minutes	-3 minutes
95th percentile time	85 minutes	-30 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.

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

July to September 2016

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

Number of triage 2 patients: 3,482

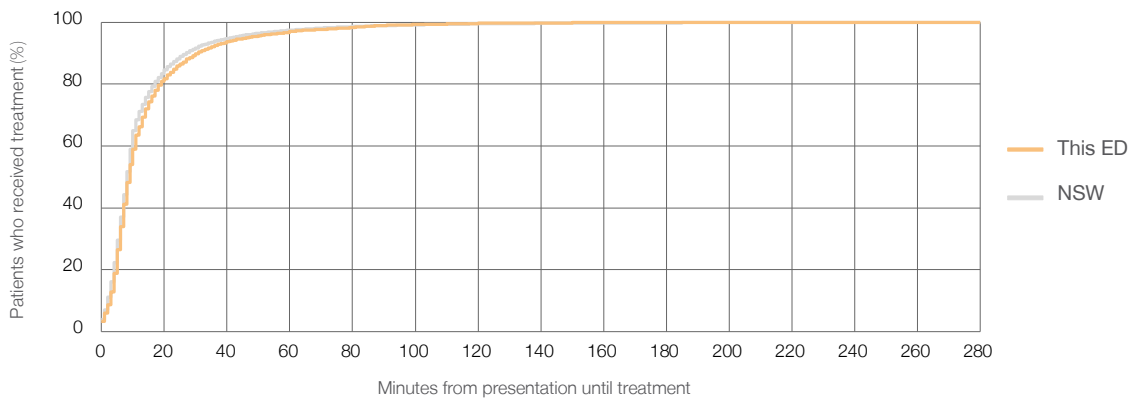
Number of triage 2 patients used to calculate waiting time:³ 3,455

Median time to start treatment⁴ 9 minutes

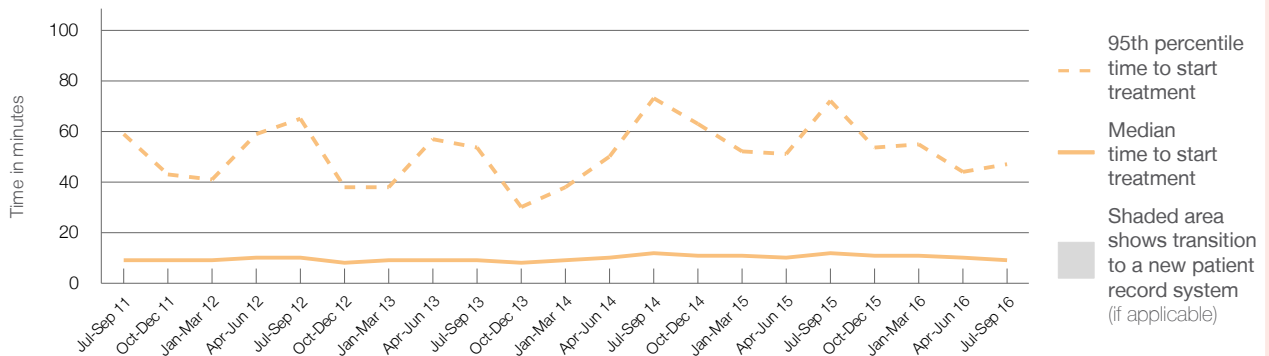
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,384	3,356
12 minutes	8 minutes
72 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	10	9	12	12	9
95th percentile time to start treatment ⁵ (minutes)	59	65	54	73	72	47

(†) 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.

Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 10,820

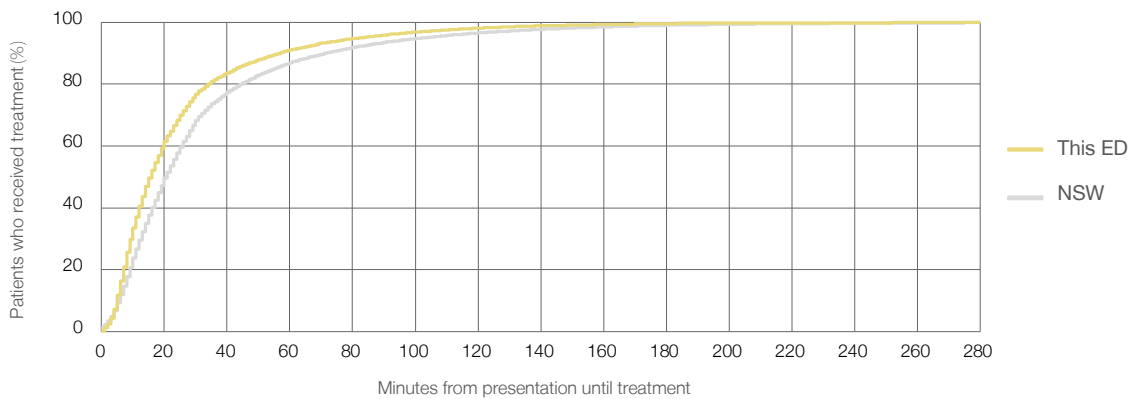
Number of triage 3 patients used to calculate waiting time:³ 10,501

Median time to start treatment⁴ 16 minutes

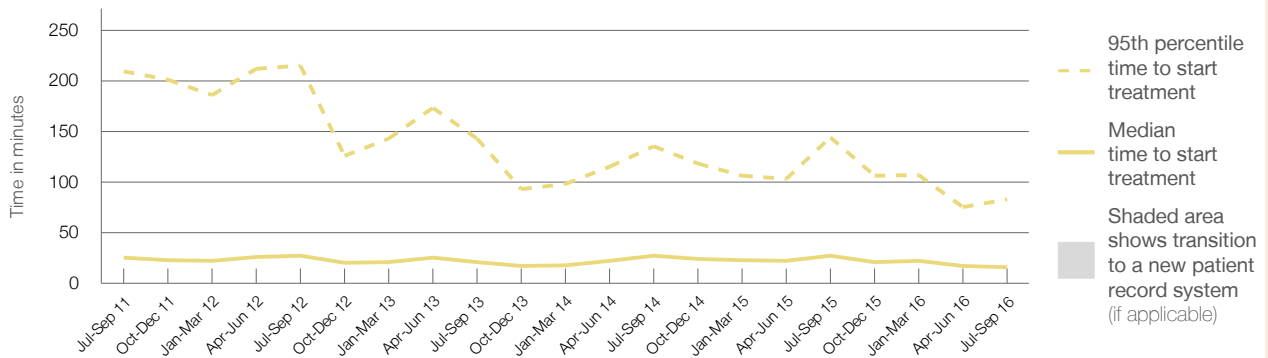
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
10,420	10,820
9,986	10,501
27 minutes	21 minutes
144 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	27	21	27	27	16
95th percentile time to start treatment ⁵ (minutes)	209	215	143	135	144	83

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

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

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

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

Number of triage 4 patients: 4,946

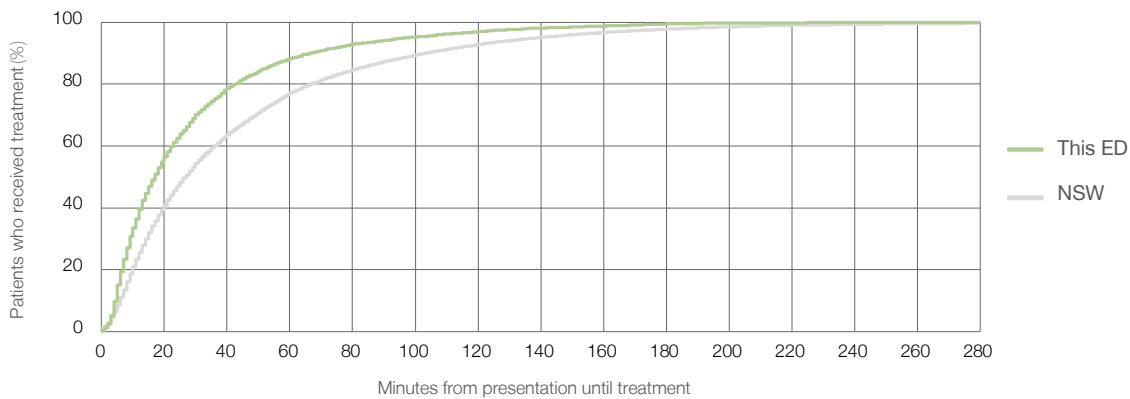
Number of triage 4 patients used to calculate waiting time:³ 4,478

Median time to start treatment⁴ 17 minutes

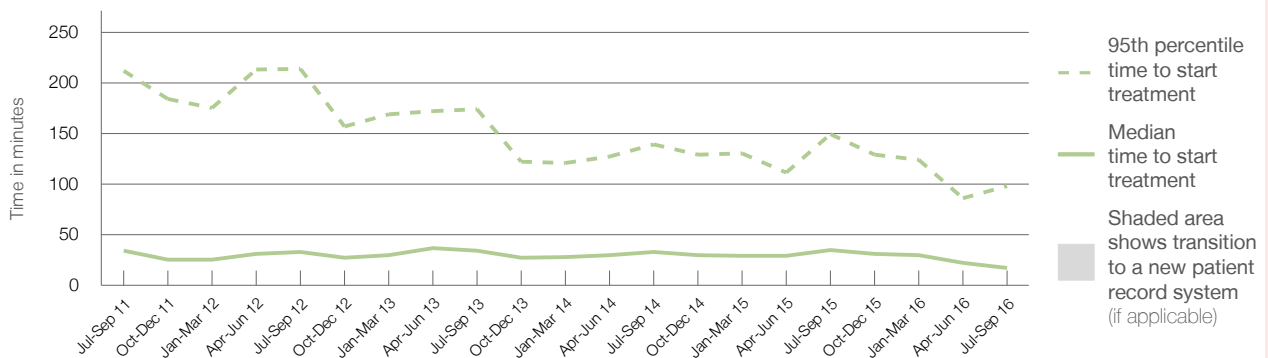
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
5,006	4,462
35 minutes	27 minutes
149 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	34	33	35	17
95th percentile time to start treatment ⁵ (minutes)	212	214	174	139	149	98

(†) 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.

Liverpool Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,027

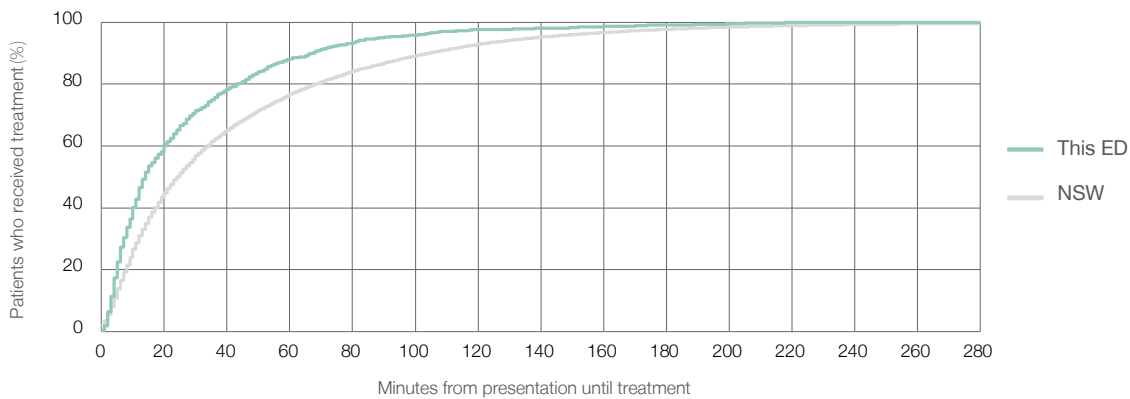
Number of triage 5 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 14 minutes

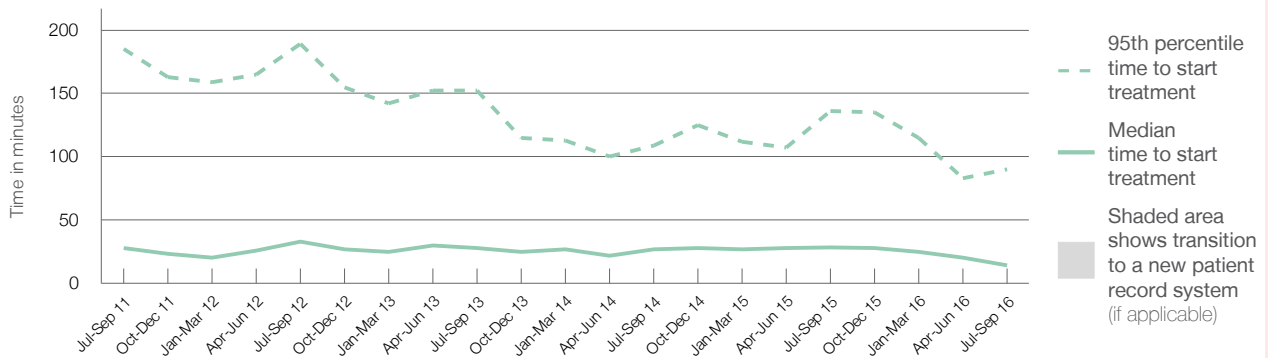
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,521	1,054
29 minutes	24 minutes
136 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	33	28	27	29	14
95th percentile time to start treatment ⁵ (minutes)	185	189	152	109	136	90

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

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

Liverpool Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 20,752 patients

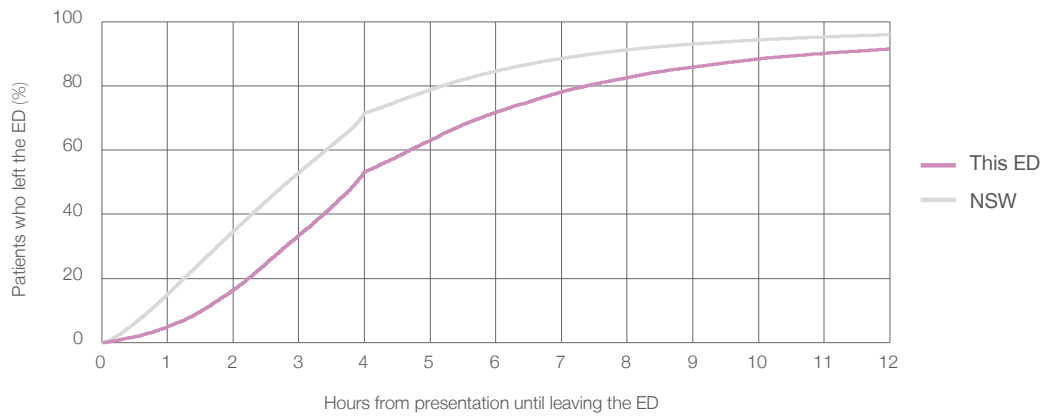
Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

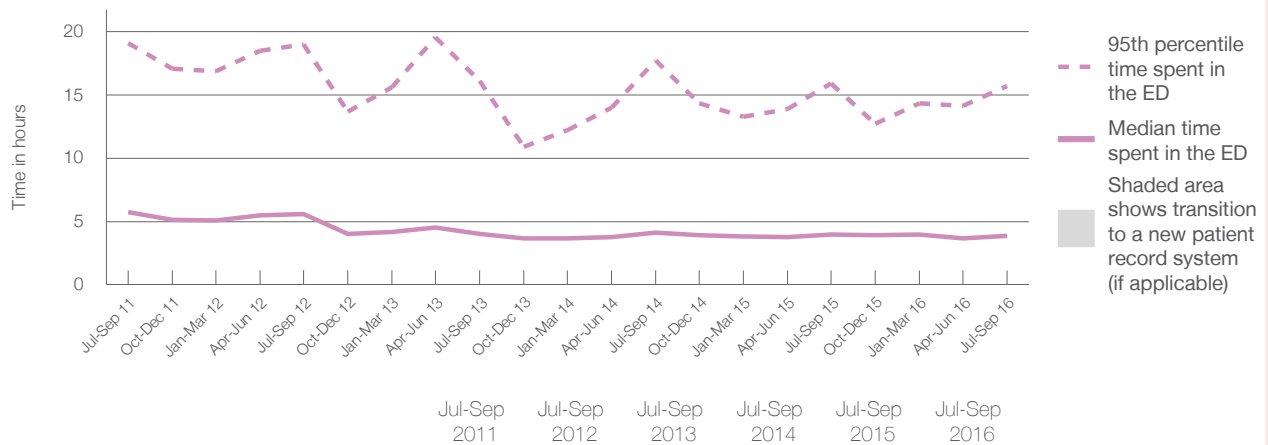
95th percentile time spent in the ED⁹ 15 hours and 41 minutes

Same period last year	NSW (this period)
20,759	20,752
3 hours and 59 minutes	2 hours and 50 minutes
15 hours and 53 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 6m	18h 58m	16h 6m	17h 42m	15h 53m	15h 41m

(†) 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.

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

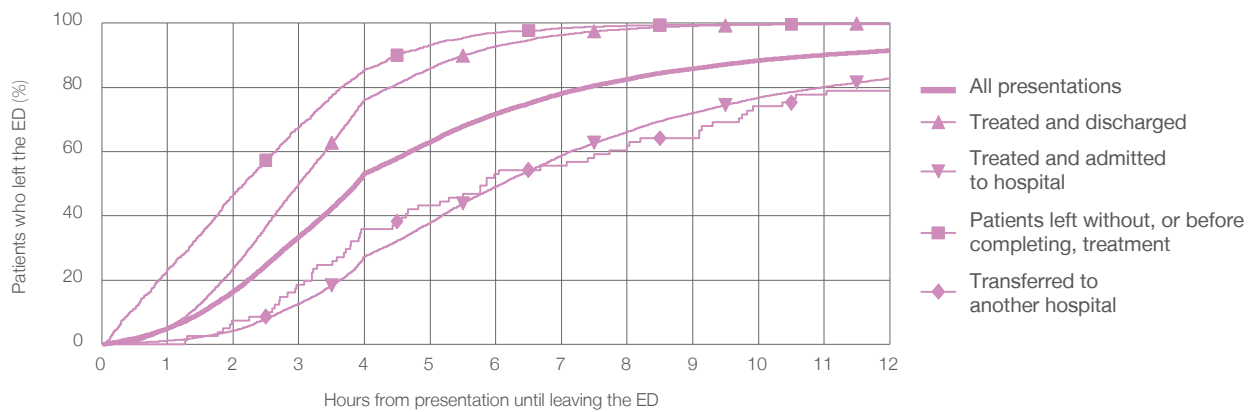
All presentations:¹ 20,752 patients

Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Treated and discharged	8,661 (41.7%)
Treated and admitted to hospital	10,090 (48.6%)
Patient left without, or before completing, treatment	1,762 (8.5%)
Transferred to another hospital	81 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,759	-0.0%
8,801	-1.6%
9,495	6.3%
2,134	-17.4%
79	2.5%
250	-36.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.0%	23.7%	50.1%	76.1%	92.8%	98.2%	99.5%	99.9%
Treated and admitted to hospital	1.1%	4.2%	12.6%	27.4%	49.1%	66.2%	76.8%	82.8%
Patient left without, or before completing, treatment	23.2%	46.7%	67.6%	85.5%	97.0%	99.2%	99.7%	99.7%
Transferred to another hospital	0%	7.4%	18.5%	35.8%	53.1%	61.7%	74.1%	79.0%
All presentations	4.9%	16.5%	33.4%	53.2%	71.8%	82.6%	88.4%	91.5%

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

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

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

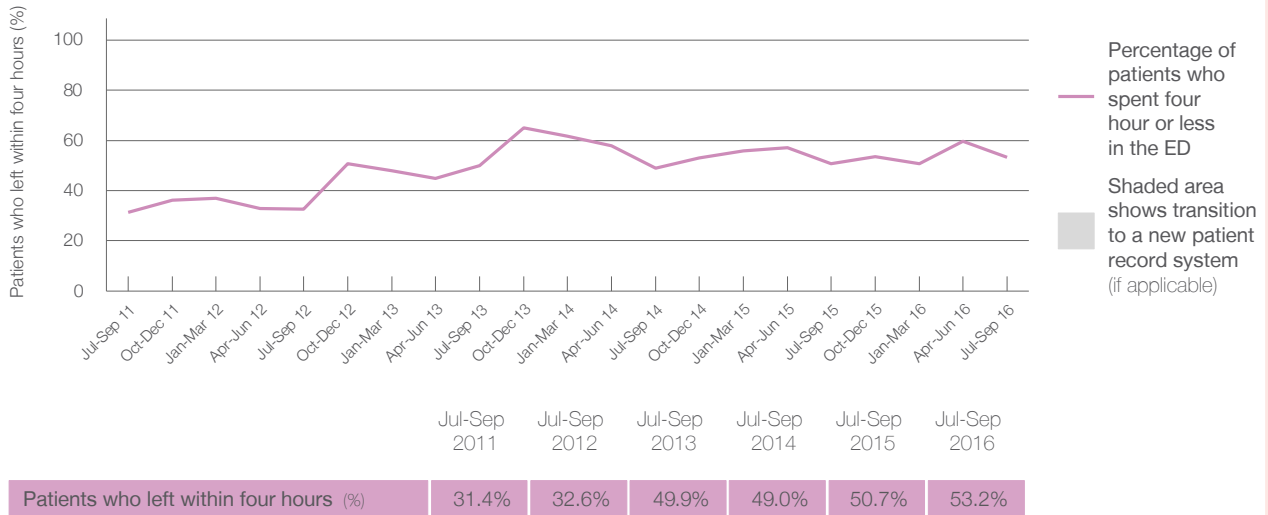
All presentations at the emergency department: ¹ 20,752 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED 53.2%

	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 20,752 patients	20,759	-0.0%
Presentations used to calculate time to leaving the ED: ⁶ 20,751 patients	20,759	-0.0%
Percentage of patients who spent four hours or less in the ED	50.7%	

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



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

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

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

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

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

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

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

Nepean Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 17,045 patients

Emergency presentations:² 16,920 patients

Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,633 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,003 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,332 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 199 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,853 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 193 minutes

Same period last year	NSW (this period)
2,414	
12 minutes	8 minutes
72 minutes	41 minutes
4,767	
47 minutes	21 minutes
268 minutes	103 minutes
7,501	
48 minutes	27 minutes
249 minutes	139 minutes
1,886	
47 minutes	24 minutes
251 minutes	138 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
16,838	1.0%
47.9%	

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

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

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

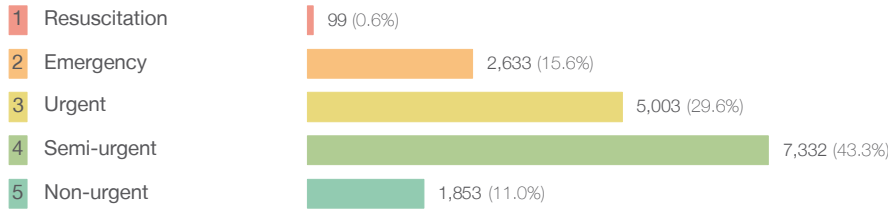
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Nepean Hospital: Patients presenting to the emergency department

July to September 2016

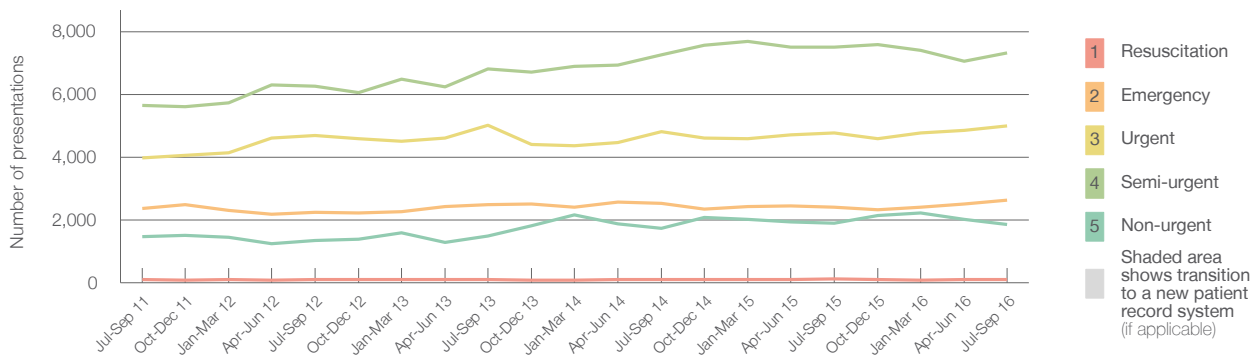
All presentations:¹ 17,045 patients

Emergency presentations² by triage category: 16,920 patients



Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%
118	-16.1%
2,414	9.1%
4,767	5.0%
7,501	-2.3%
1,886	-1.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	89	98	99	94	118	99
Emergency	2,358	2,234	2,493	2,522	2,414	2,633
Urgent	3,977	4,696	5,019	4,810	4,767	5,003
Semi-urgent	5,647	6,252	6,812	7,268	7,501	7,332
Non-urgent	1,463	1,350	1,489	1,733	1,886	1,853
All emergency presentations	13,534	14,630	15,912	16,427	16,686	16,920

Nepean Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,034 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,861	
15 minutes	-3 minutes
172 minutes	-128 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.

Nepean Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 2,633

Number of triage 2 patients used to calculate waiting time:³ 2,597

Median time to start treatment⁴

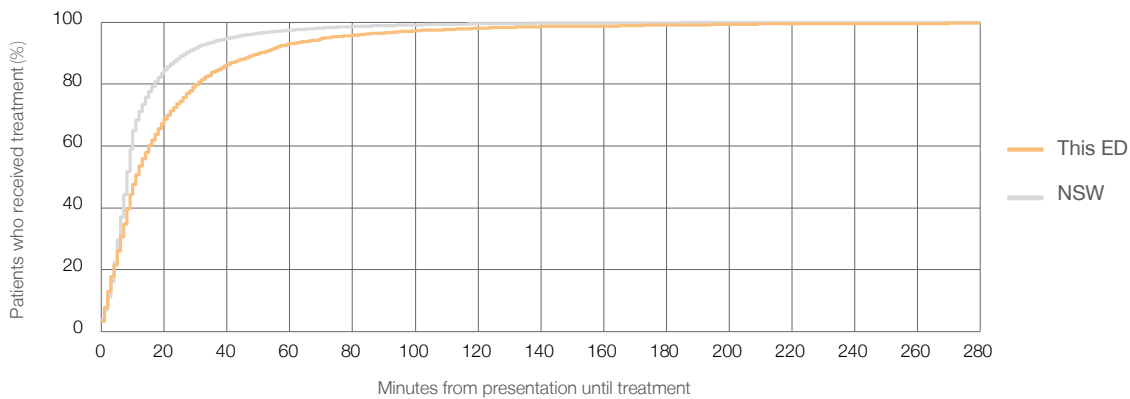
11 minutes

95th percentile time to start treatment⁵

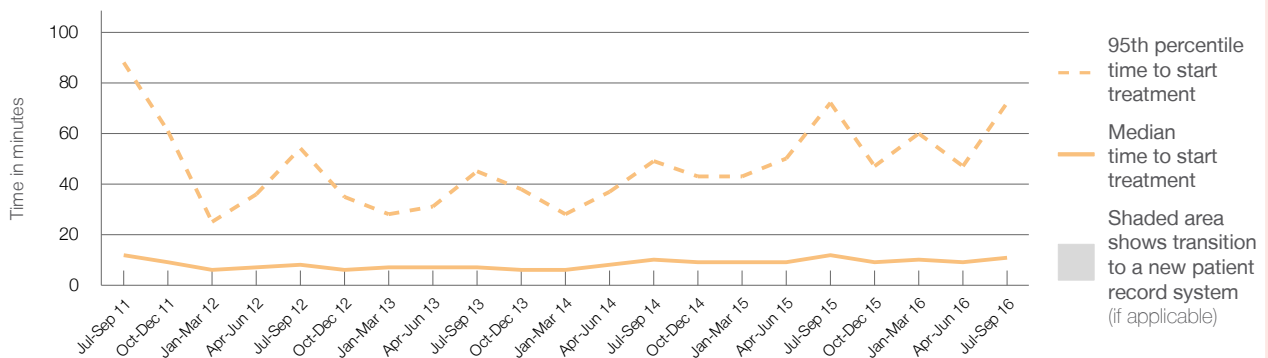
72 minutes

Same period last year	NSW (this period)
2,414	
2,315	
12 minutes	8 minutes
72 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	8	7	10	12	11
95th percentile time to start treatment ⁵ (minutes)	88	54	45	49	72	72

(†) 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.

Nepean Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 5,003

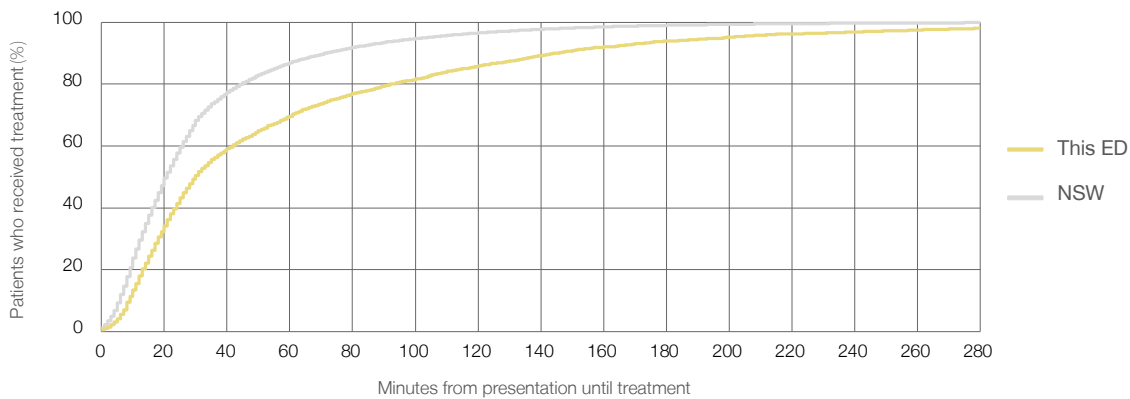
Number of triage 3 patients used to calculate waiting time:³ 4,680

Median time to start treatment⁴ 30 minutes

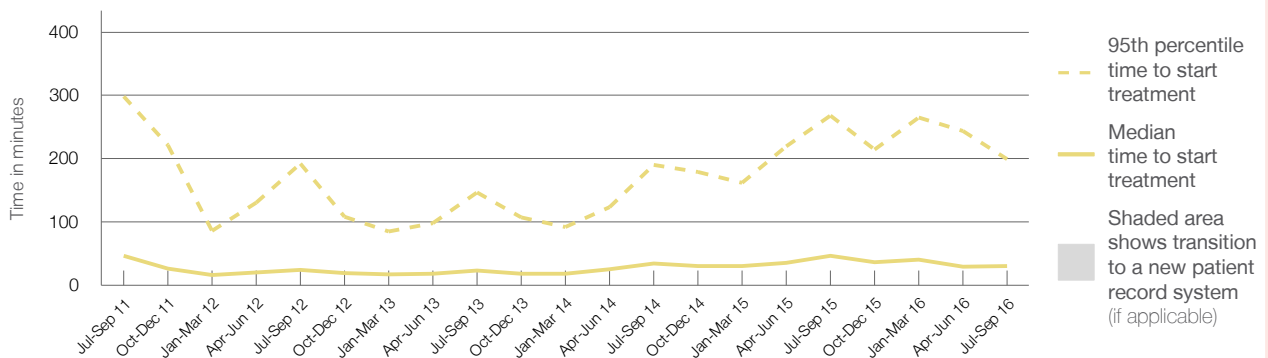
95th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
4,767	4,241
47 minutes	21 minutes
268 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	24	23	34	47	30
95th percentile time to start treatment ⁵ (minutes)	298	192	147	190	268	199

(†) 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.

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

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

Number of triage 4 patients: 7,332

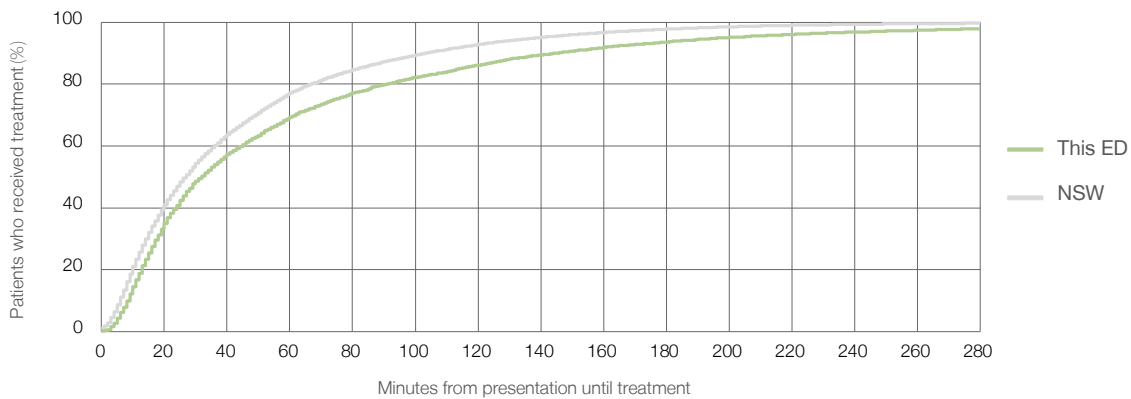
Number of triage 4 patients used to calculate waiting time:³ 6,690

Median time to start treatment⁴ 32 minutes

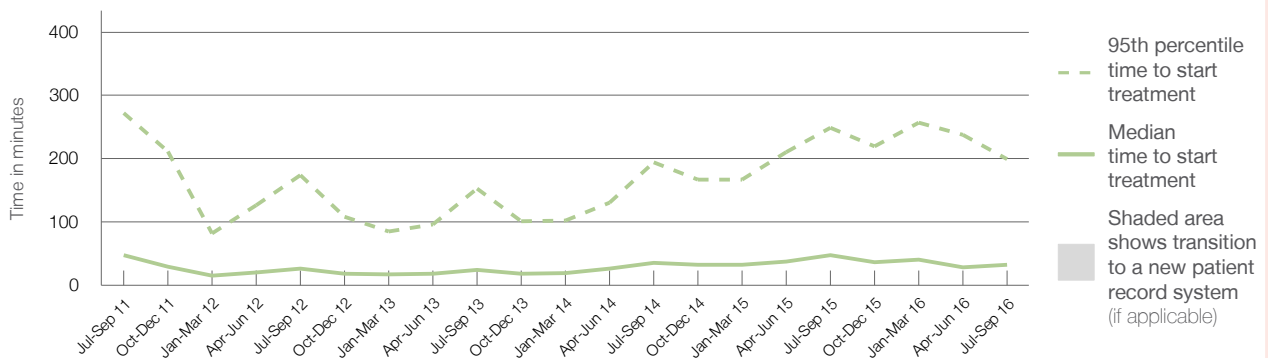
95th percentile time to start treatment⁵ 199 minutes

Same period last year	NSW (this period)
7,501	
6,456	
48 minutes	27 minutes
249 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	48	26	24	35	48	32
95th percentile time to start treatment ⁵ (minutes)	272	174	153	194	249	199

(†) 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.

Nepean Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,853

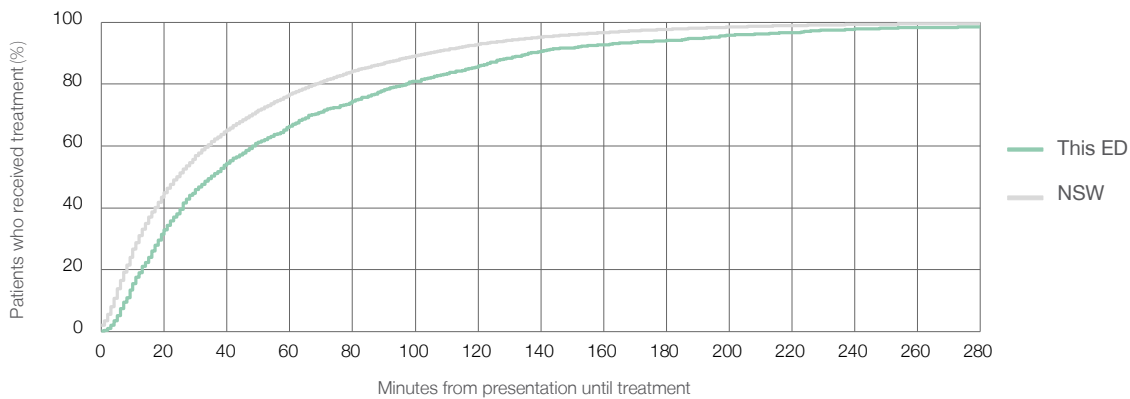
Number of triage 5 patients used to calculate waiting time:³ 1,535

Median time to start treatment⁴ 35 minutes

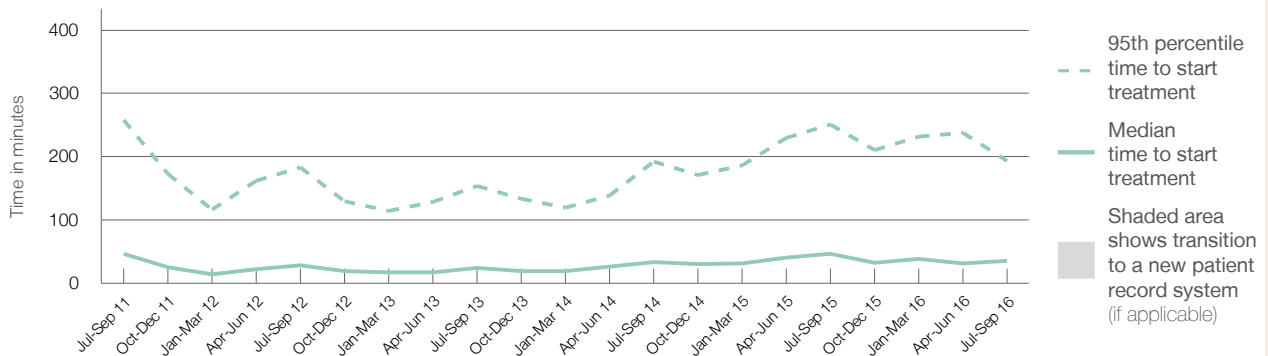
95th percentile time to start treatment⁵ 193 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,886	1,464
Median time to start treatment ⁴	47 minutes	24 minutes
95th percentile time to start treatment ⁵	251 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	28	24	33	47	35
95th percentile time to start treatment ⁵ (minutes)	258	183	154	192	251	193

(†) 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.

Nepean Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 17,045 patients

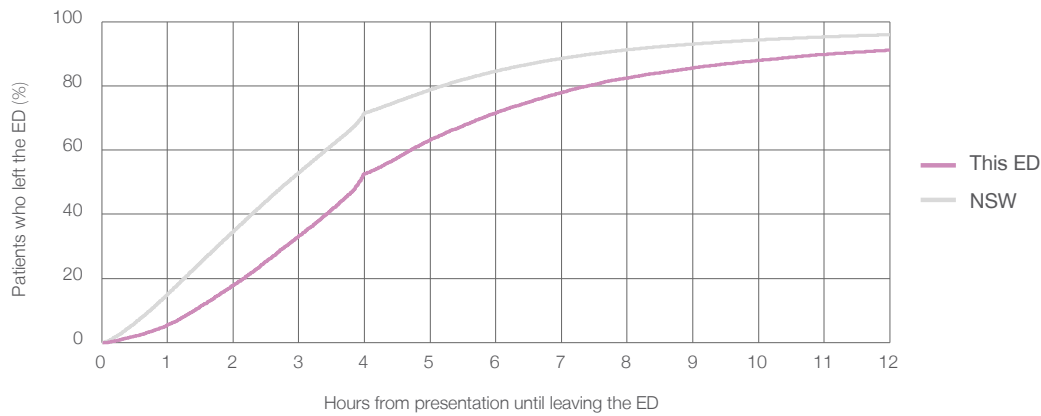
Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Median time spent in the ED⁸ 3 hours and 55 minutes

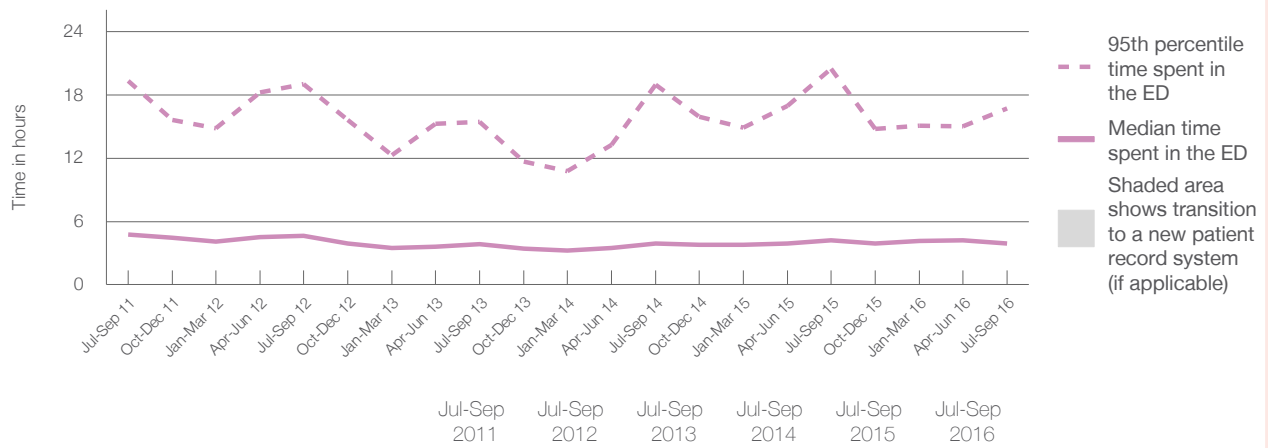
95th percentile time spent in the ED⁹ 16 hours and 44 minutes

Same period last year	NSW (this period)
16,838	16,838
4 hours and 14 minutes	2 hours and 50 minutes
20 hours and 28 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 19m	19h 2m	15h 28m	18h 57m	20h 28m	16h 44m

(†) 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.

Nepean Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

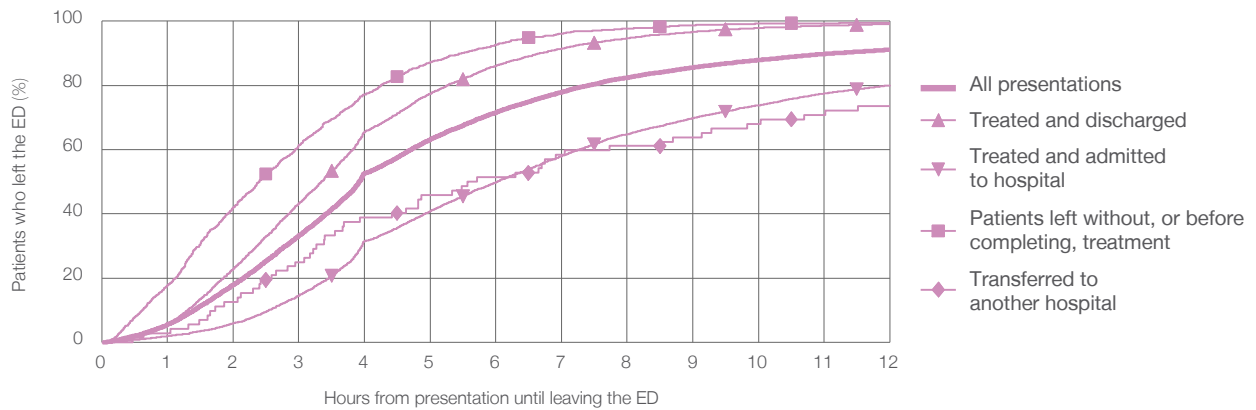
All presentations:¹ 17,045 patients

Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Treated and discharged	8,119 (47.6%)
Treated and admitted to hospital	7,082 (41.5%)
Patient left without, or before completing, treatment	1,682 (9.9%)
Transferred to another hospital	72 (0.4%)
Other	90 (0.5%)

Same period last year	Change since one year ago
16,838	1.0%
8,286	-2.0%
6,310	12.2%
2,100	-19.9%
60	20.0%
82	9.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	22.9%	43.3%	65.6%	86.1%	94.7%	97.9%	99.1%
Treated and admitted to hospital	1.9%	5.9%	14.6%	31.5%	49.9%	64.8%	73.8%	80.1%
Patient left without, or before completing, treatment	17.8%	42.0%	61.5%	77.2%	92.7%	97.7%	99.3%	99.5%
Transferred to another hospital	2.8%	12.5%	25.0%	38.9%	51.4%	61.1%	68.1%	73.6%
All presentations	5.6%	17.9%	33.3%	52.6%	71.6%	82.4%	87.9%	91.1%

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

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

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

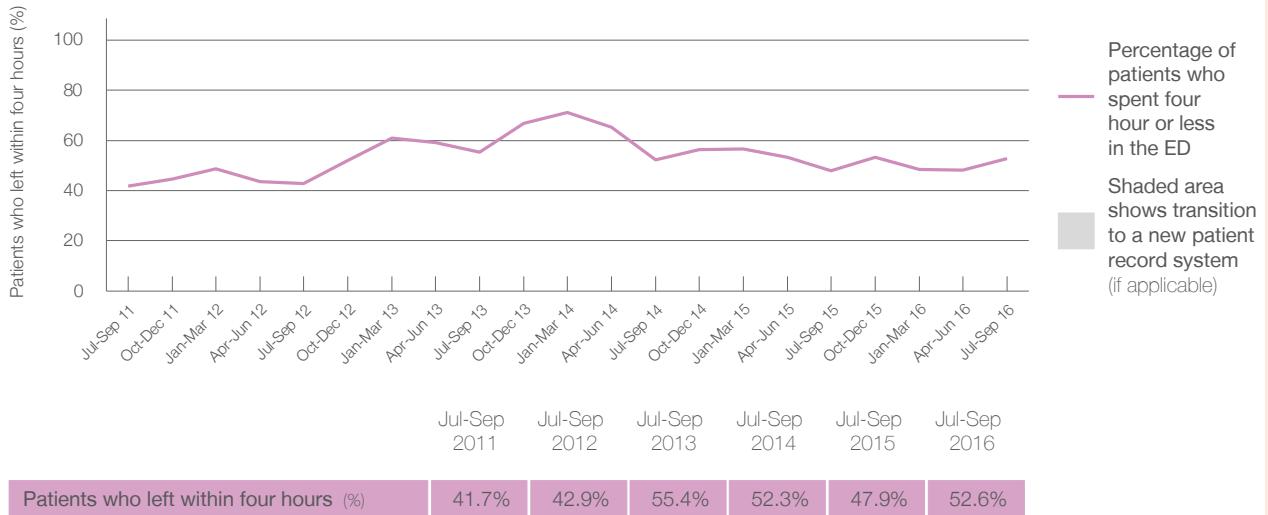
All presentations at the emergency department: ¹ 17,045 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

	Same period last year	Change since one year ago
All presentations at the emergency department	16,838	1.2%
Presentations used to calculate time to leaving the ED	16,838	1.0%
Percentage of patients who spent four hours or less in the ED	47.9%	

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



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

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

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

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

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

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

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

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,921 patients
 Emergency presentations:² 13,108 patients

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

Prince of Wales Hospital: Time patients waited to start treatment³

July to September 2016

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

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

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

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

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

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

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

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

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

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

July to September 2016

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

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

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

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

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

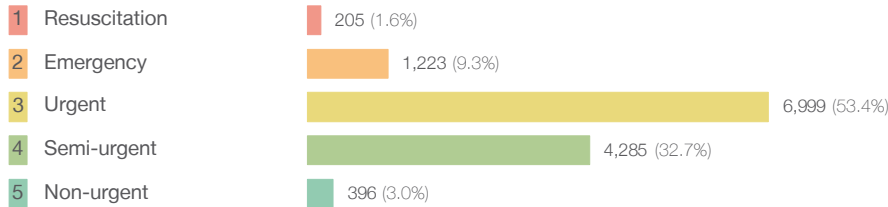
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

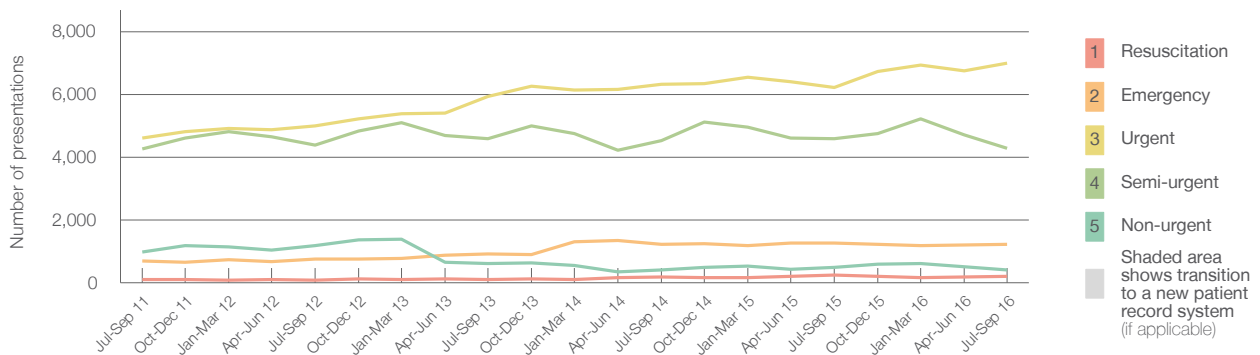
All presentations:¹ 13,921 patients

Emergency presentations² by triage category: 13,108 patients



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

Emergency presentations² by quarter, July 2011 to September 2016 †



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

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

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

ED Transfer of care time



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

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

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

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

July to September 2016

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

Number of triage 2 patients: 1,223

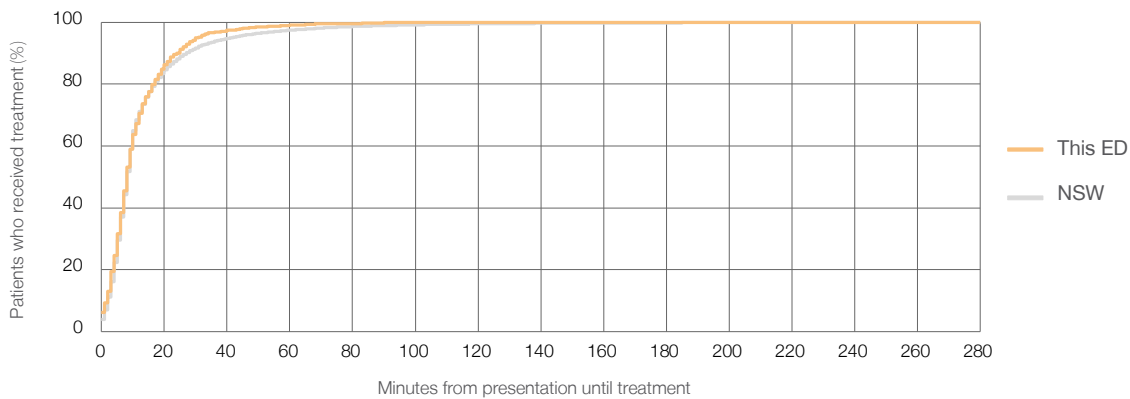
Number of triage 2 patients used to calculate waiting time:³ 1,209

Median time to start treatment⁴ 8 minutes

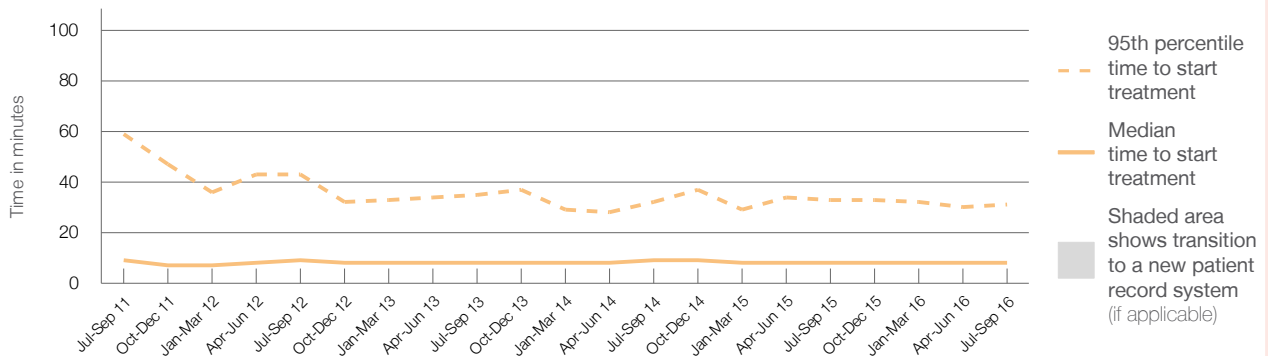
95th percentile time to start treatment⁵ 31 minutes

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

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



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



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

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

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

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

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

Number of triage 3 patients: 6,999

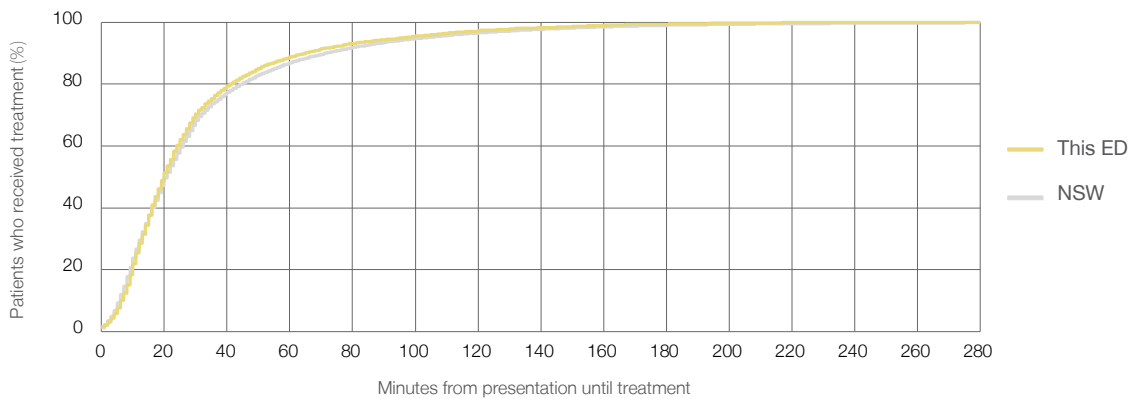
Number of triage 3 patients used to calculate waiting time:³ 6,897

Median time to start treatment⁴ 20 minutes

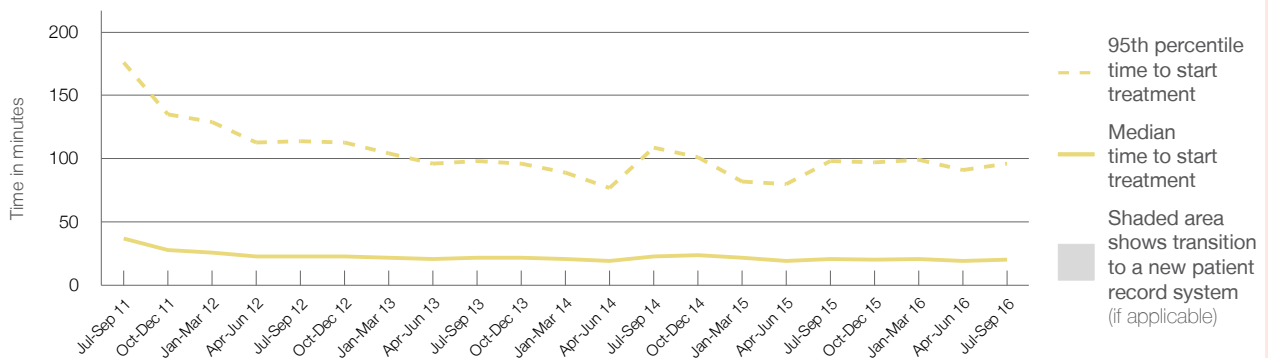
95th percentile time to start treatment⁵ 96 minutes

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

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



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



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

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

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

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

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

Number of triage 4 patients: 4,285

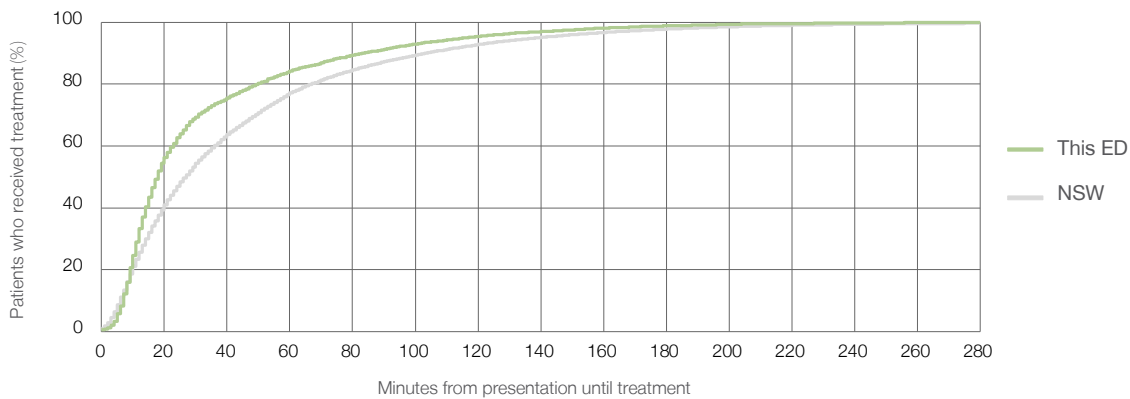
Number of triage 4 patients used to calculate waiting time:³ 4,156

Median time to start treatment⁴ 18 minutes

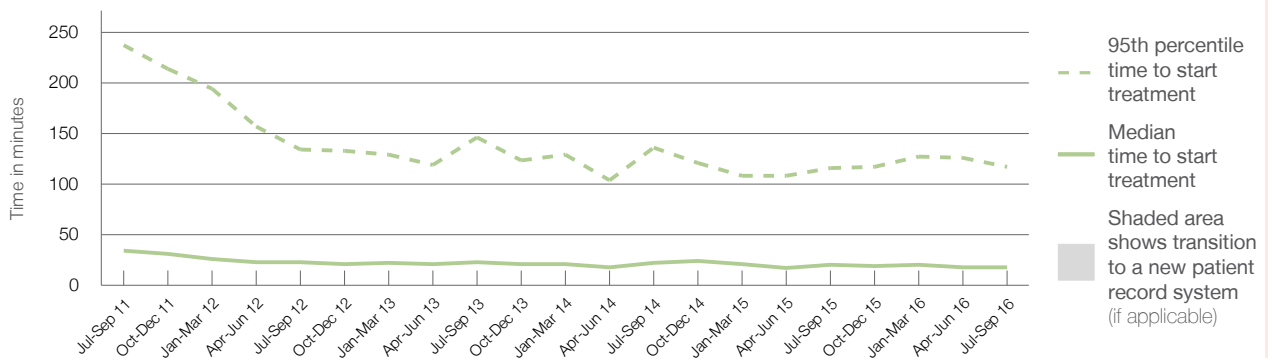
95th percentile time to start treatment⁵ 117 minutes

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

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



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



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

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

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

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

July to September 2016

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

Number of triage 5 patients: 396

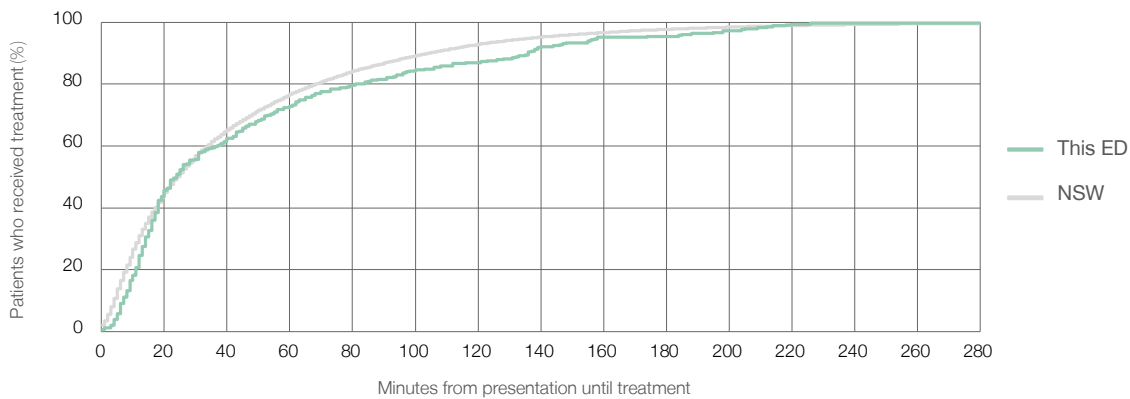
Number of triage 5 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 24 minutes

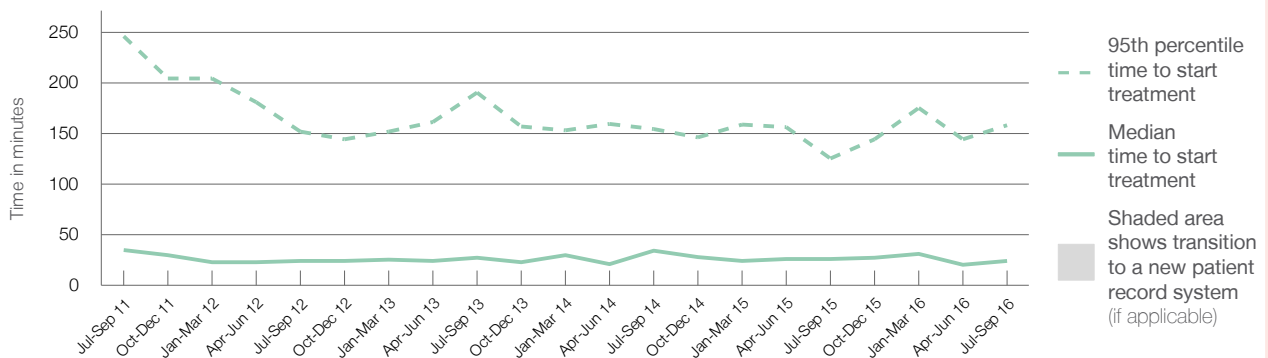
95th percentile time to start treatment⁵ 158 minutes

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

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



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



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

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

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

Prince of Wales Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,921 patients

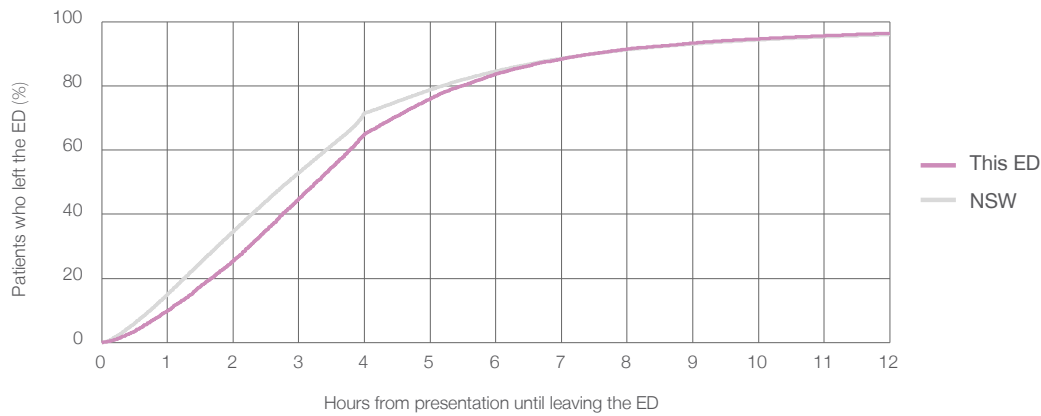
Presentations used to calculate time to leaving the ED:⁶ 13,917 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

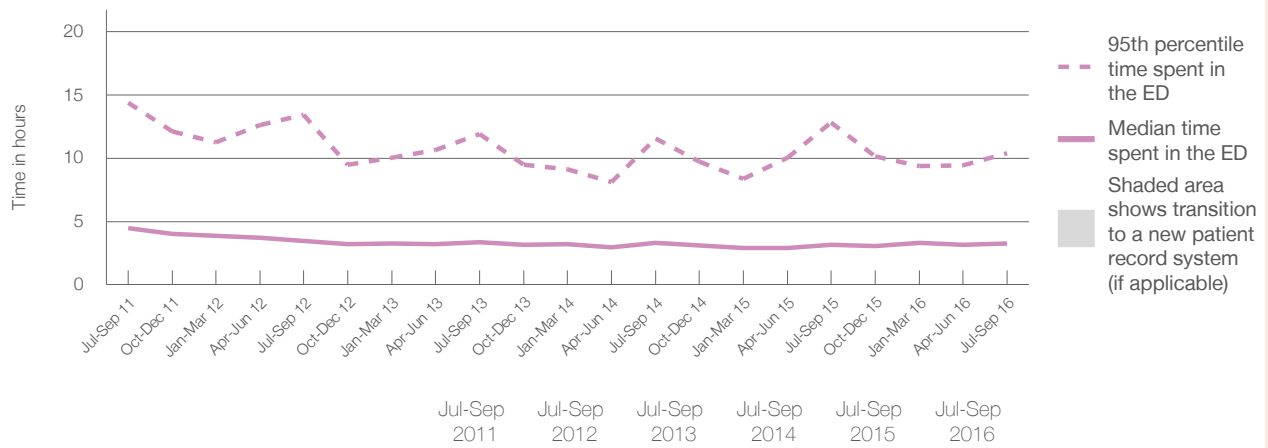
95th percentile time spent in the ED⁹ 10 hours and 22 minutes

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

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



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



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

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

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

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

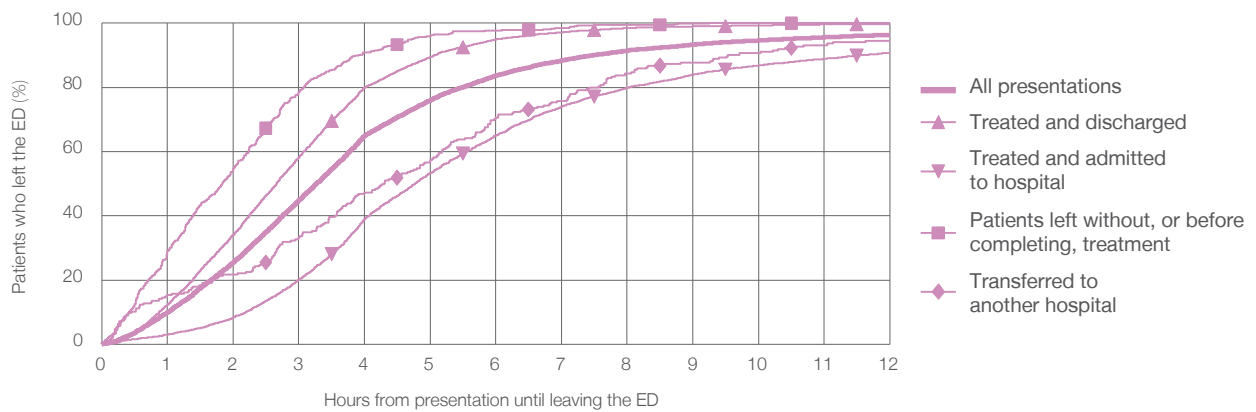
All presentations:¹ 13,921 patients

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

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

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

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



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

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

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

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

Prince of Wales Hospital: Time spent in the ED

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

July to September 2016

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

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

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,683	1.7%
Presentations used to calculate time to leaving the ED	13,683	1.7%
Percentage of patients who spent four hours or less in the ED	65.1%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	44.3%	58.0%	61.3%	64.8%	65.1%	65.0%

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

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

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

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

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

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

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

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,114 patients

Emergency presentations:² 19,946 patients

Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%

Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,377 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,824 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,125 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,183 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
4,069	
8 minutes	8 minutes
25 minutes	41 minutes
5,690	
21 minutes	21 minutes
84 minutes	103 minutes
6,779	
32 minutes	27 minutes
123 minutes	139 minutes
2,337	
36 minutes	24 minutes
139 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,114 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,263	4.4%
60.7%	

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

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

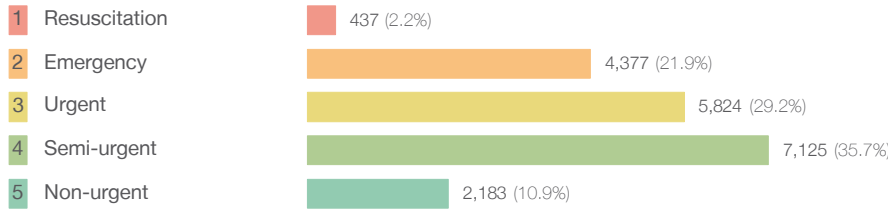
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Royal North Shore Hospital: Patients presenting to the emergency department July to September 2016

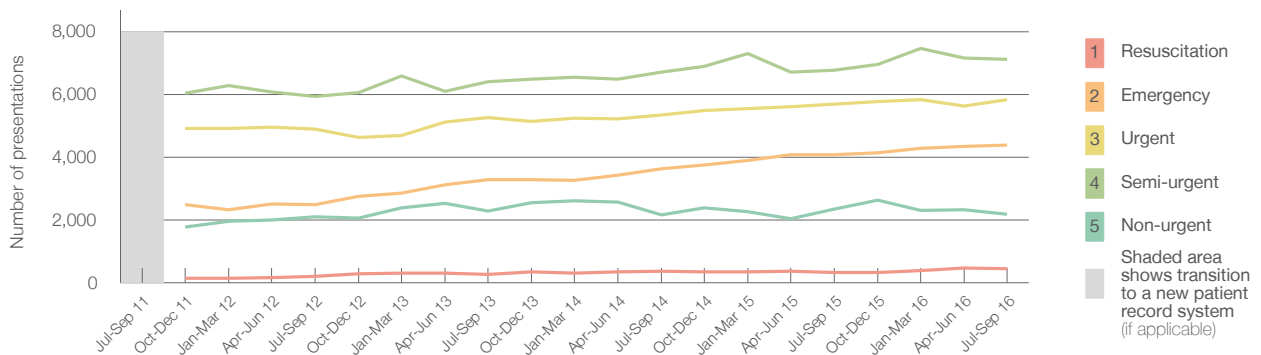
All presentations:¹ 20,114 patients

Emergency presentations² by triage category: 19,946 patients



Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%
320	36.6%
4,069	7.6%
5,690	2.4%
6,779	5.1%
2,337	-6.6%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation		209	253	368	320	437
Emergency		2,480	3,287	3,625	4,069	4,377
Urgent		4,897	5,268	5,343	5,690	5,824
Semi-urgent		5,925	6,404	6,700	6,779	7,125
Non-urgent		2,099	2,291	2,168	2,337	2,183
All emergency presentations		15,610	17,503	18,204	19,195	19,946

Royal North Shore Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,593 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,141	
17 minutes	-2 minutes
101 minutes	-51 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

July to September 2016

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

Number of triage 2 patients: 4,377

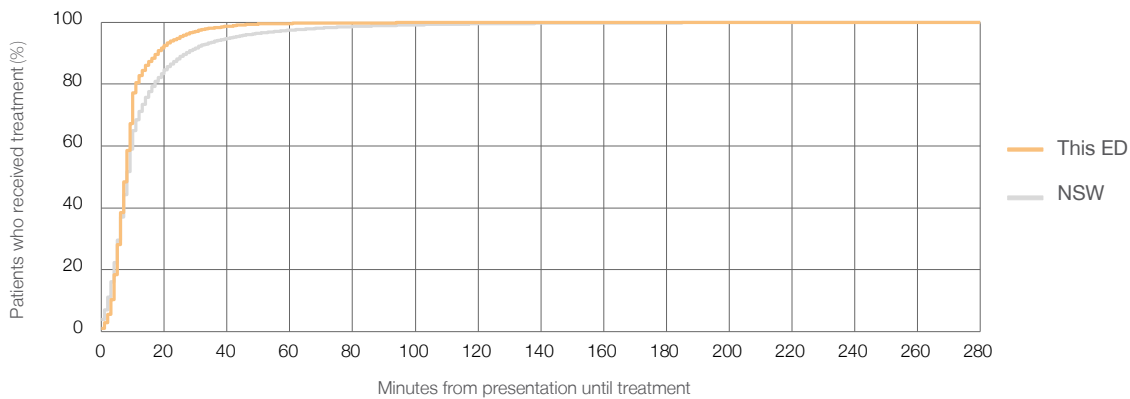
Number of triage 2 patients used to calculate waiting time:³ 4,358

Median time to start treatment⁴ 8 minutes

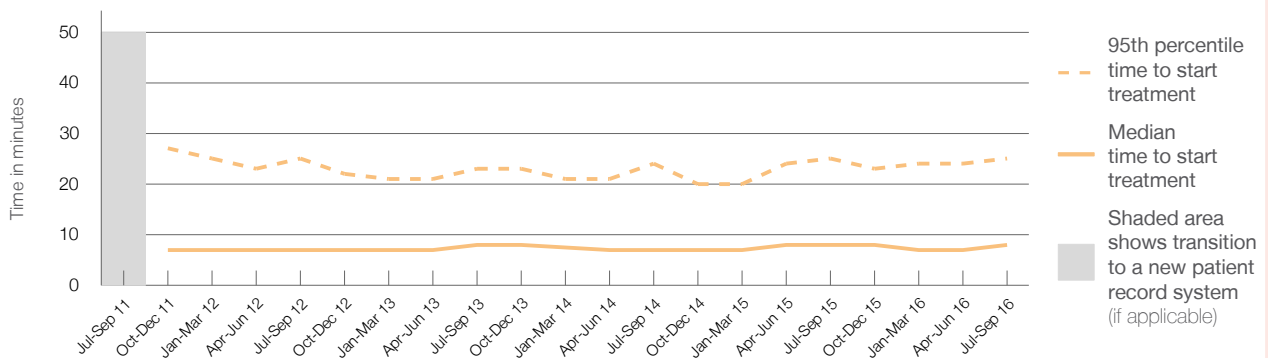
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
4,069	4,061
8 minutes	8 minutes
25 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		7	8	7	8	8
95th percentile time to start treatment ⁵ (minutes)		25	23	24	25	25

(†) 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

July to September 2016

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

Number of triage 3 patients: 5,824

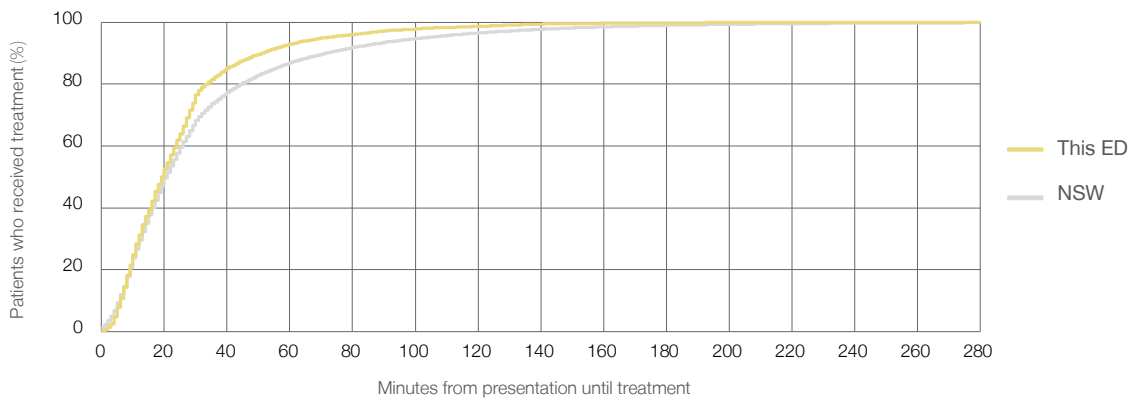
Number of triage 3 patients used to calculate waiting time:³ 5,724

Median time to start treatment⁴ 19 minutes

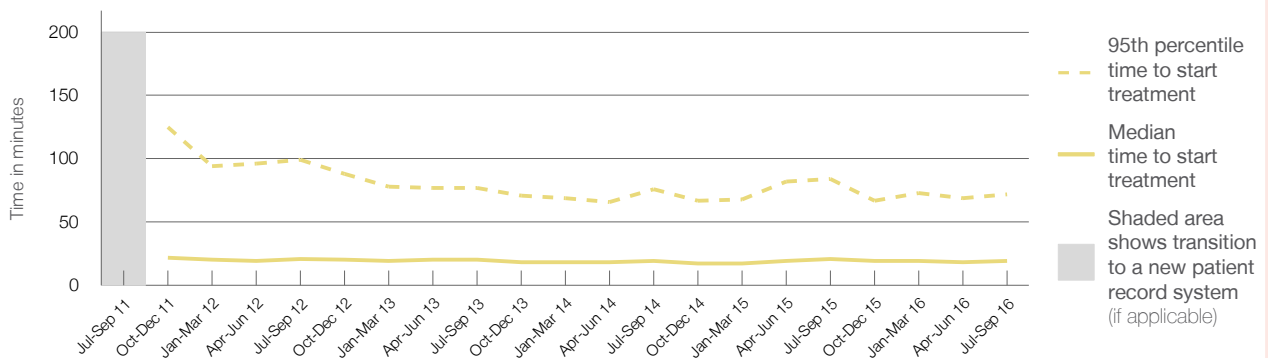
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
5,690	5,572
21 minutes	21 minutes
84 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		21	20	19	21	19
95th percentile time to start treatment ⁵ (minutes)		99	77	76	84	72

(†) 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 July to September 2016

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

Number of triage 4 patients: 7,125

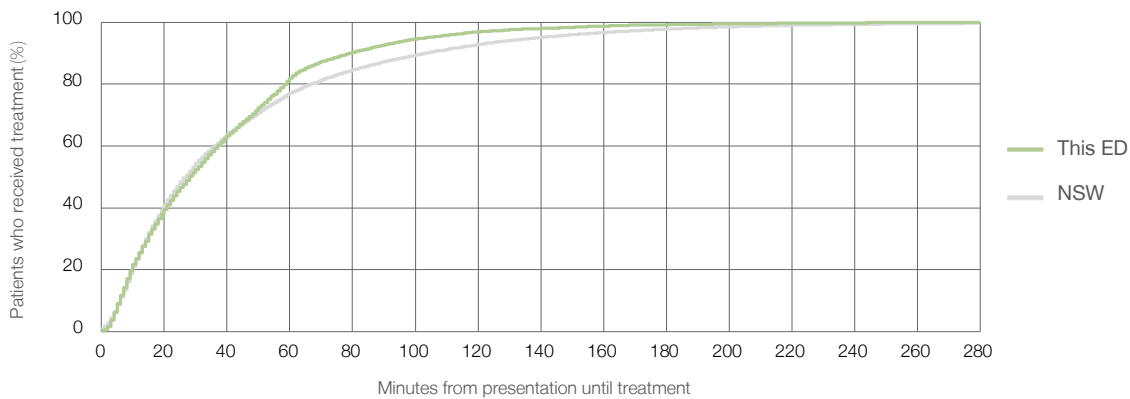
Number of triage 4 patients used to calculate waiting time:³ 6,829

Median time to start treatment⁴ 28 minutes

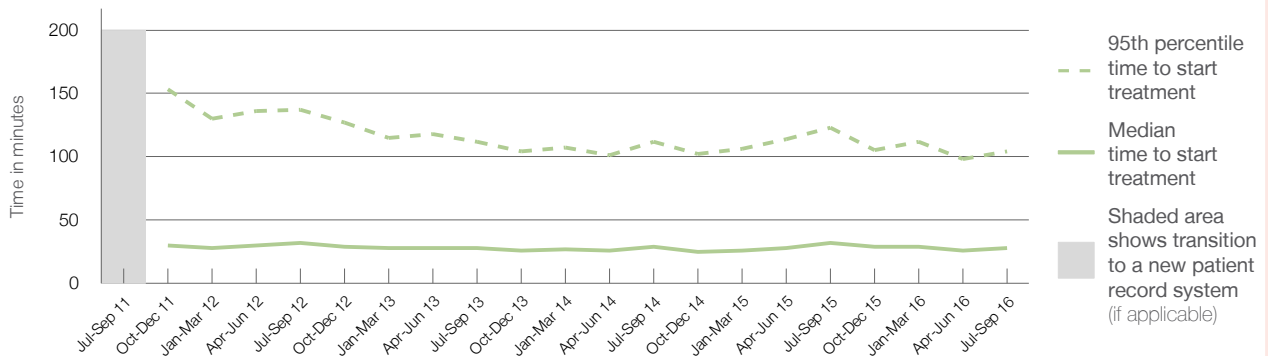
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
6,779	6,471
32 minutes	27 minutes
123 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		32	28	29	32	28
95th percentile time to start treatment ⁵ (minutes)		137	112	112	123	104

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

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

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

July to September 2016

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

Number of triage 5 patients: 2,183

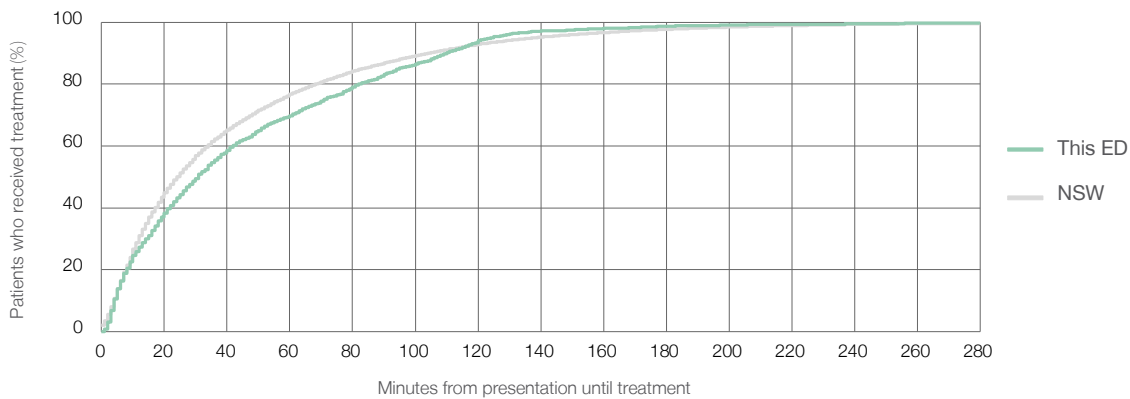
Number of triage 5 patients used to calculate waiting time:³ 1,943

Median time to start treatment⁴ 31 minutes

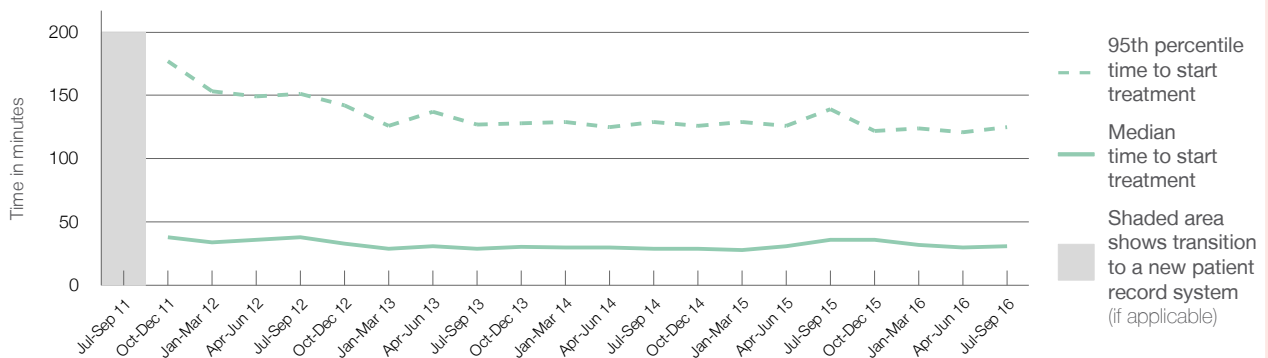
95th percentile time to start treatment⁵ 125 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,337	2,108
Median time to start treatment ⁴	36 minutes	24 minutes
95th percentile time to start treatment ⁵	139 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		38	29	29	36	31
95th percentile time to start treatment ⁵ (minutes)		151	127	129	139	125

(†) 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

July to September 2016

All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Median time spent in the ED⁸

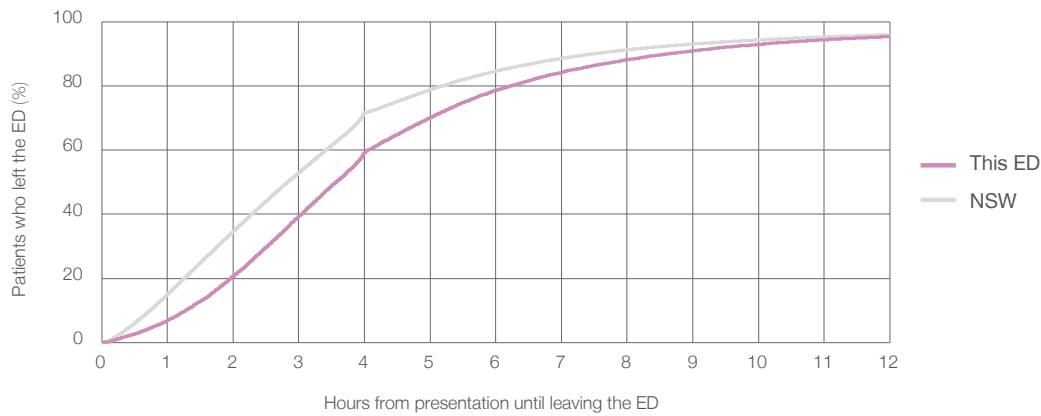
3 hours and 34 minutes

95th percentile time spent in the ED⁹

11 hours and 37 minutes

Same period last year	NSW (this period)
19,263	19,263
3 hours and 29 minutes	2 hours and 50 minutes
10 hours and 27 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)		12h 25m	10h 28m	10h 55m	10h 27m	11h 37m

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

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

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

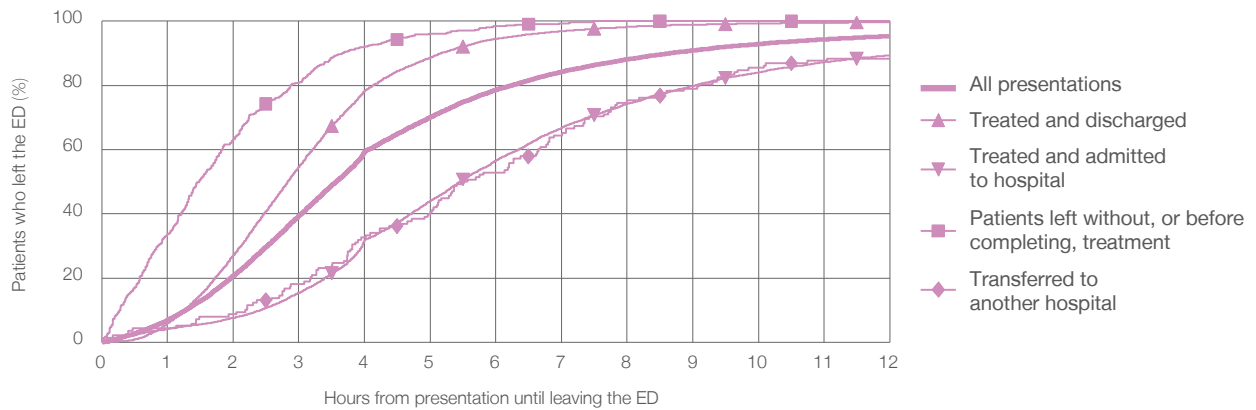
All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Treated and discharged	10,784 (53.6%)
Treated and admitted to hospital	8,373 (41.6%)
Patient left without, or before completing, treatment	478 (2.4%)
Transferred to another hospital	138 (0.7%)
Other	341 (1.7%)

Same period last year	Change since one year ago
19,263	4.4%
10,739	0.4%
7,648	9.5%
492	-2.8%
165	-16.4%
219	55.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.1%	54.7%	78.3%	94.5%	98.2%	99.3%	99.7%
Treated and admitted to hospital	4.2%	7.6%	15.4%	31.8%	56.6%	74.4%	84.1%	89.4%
Patient left without, or before completing, treatment	33.7%	63.2%	81.0%	92.1%	98.5%	100%	100%	100%
Transferred to another hospital	4.3%	8.7%	18.1%	32.6%	52.9%	75.4%	85.5%	88.4%
All presentations	7.0%	20.7%	39.4%	59.3%	78.6%	88.2%	92.9%	95.4%

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

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

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

All presentations at the emergency department: ¹ 20,114 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,114 patients

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



Same period last year	Change since one year ago
19,263	4.4%
19,263	4.4%
60.7%	

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



Patients who left within four hours (%)	51.3%	61.6%	64.4%	60.7%	59.3%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

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

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,419 patients

Emergency presentations:² 17,889 patients

Same period last year	Change since one year ago
18,190	1.3%
17,670	1.2%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,744 patients

Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,519 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 101 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,010 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 490 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
3,301	
13 minutes	8 minutes
41 minutes	41 minutes
8,167	
27 minutes	21 minutes
117 minutes	103 minutes
5,280	
34 minutes	27 minutes
157 minutes	139 minutes
820	
43 minutes	24 minutes
170 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,419 patients

Percentage of patients who spent four hours or less in the ED 65.2%

Same period last year	Change since one year ago
18,190	1.3%
61.9%	

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

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

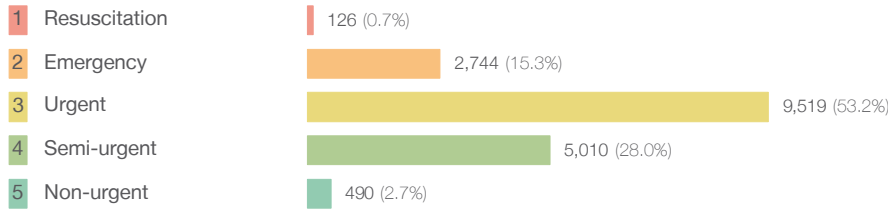
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2016

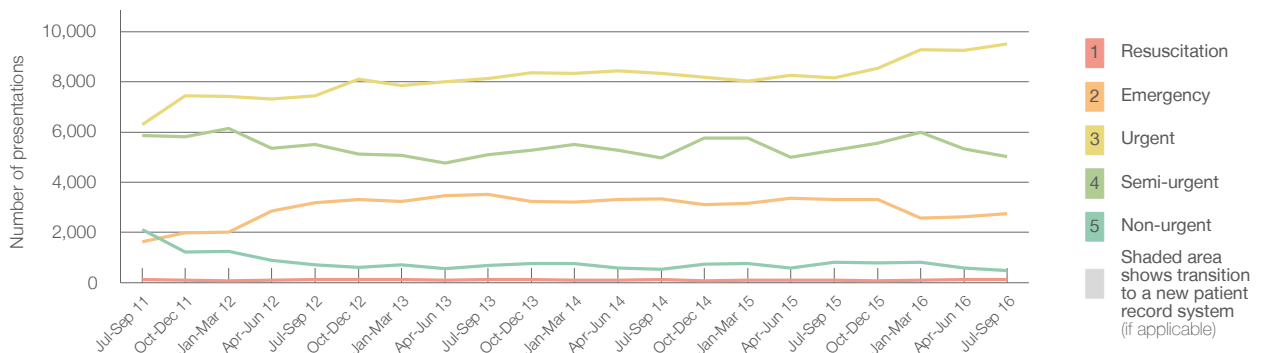
All presentations:¹ 18,419 patients

Emergency presentations² by triage category: 17,889 patients



Same period last year	Change since one year ago
18,190	1.3%
17,670	1.2%
102	23.5%
3,301	-16.9%
8,167	16.6%
5,280	-5.1%
820	-40.2%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	121	118	132	119	102	126
Emergency	1,635	3,172	3,519	3,338	3,301	2,744
Urgent	6,290	7,455	8,129	8,342	8,167	9,519
Semi-urgent	5,855	5,516	5,100	4,957	5,280	5,010
Non-urgent	2,113	713	687	532	820	490
All emergency presentations	16,014	16,974	17,567	17,288	17,670	17,889

Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,232 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,057	
18 minutes	-4 minutes
91 minutes	-59 minutes

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 2,744

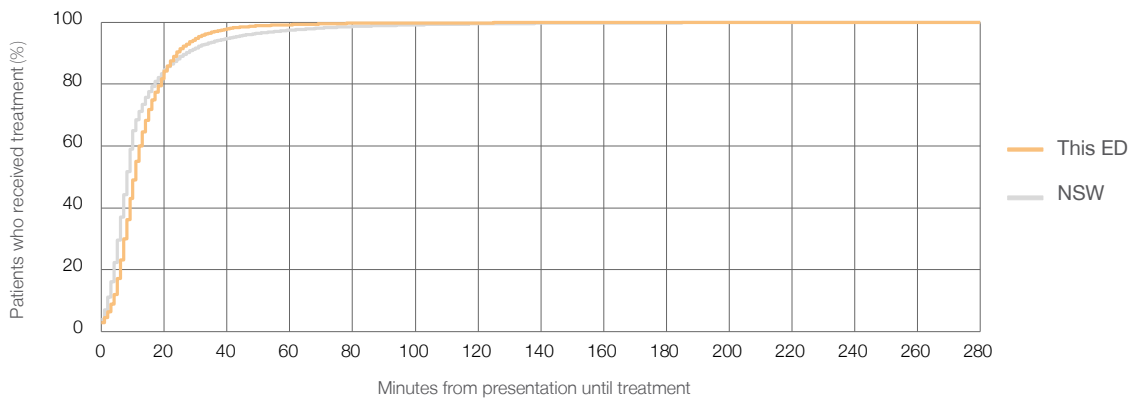
Number of triage 2 patients used to calculate waiting time:³ 2,737

Median time to start treatment⁴ 11 minutes

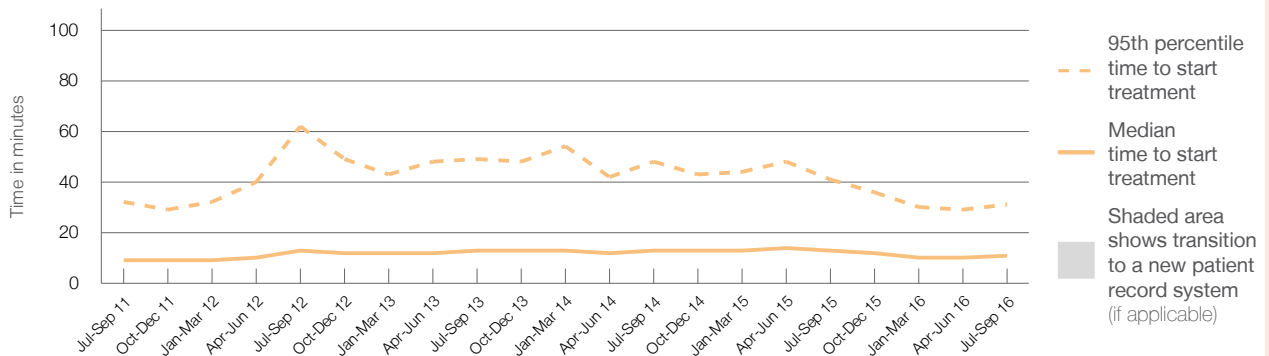
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
3,301	3,289
13 minutes	8 minutes
41 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	13	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	32	62	49	48	41	31

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 9,519

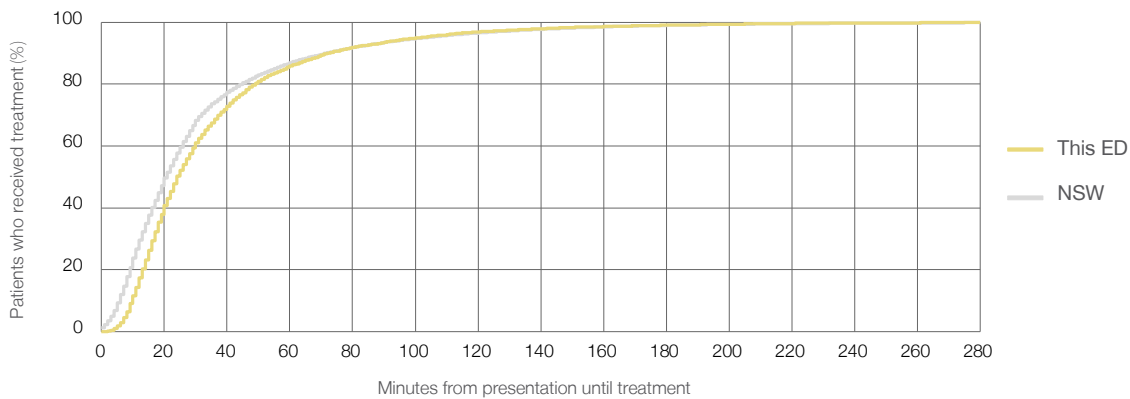
Number of triage 3 patients used to calculate waiting time:³ 9,361

Median time to start treatment⁴ 24 minutes

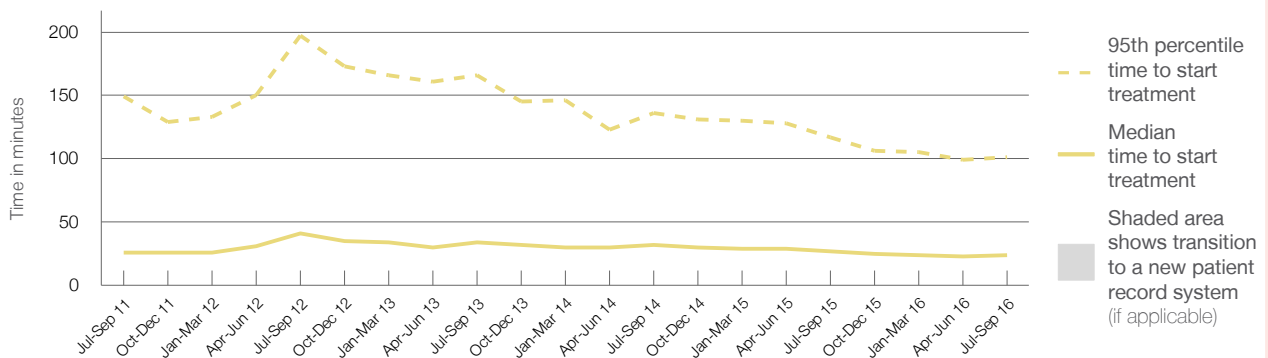
95th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
8,167	8,000
27 minutes	21 minutes
117 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	41	34	32	27	24
95th percentile time to start treatment ⁵ (minutes)	149	197	166	136	117	101

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 5,010

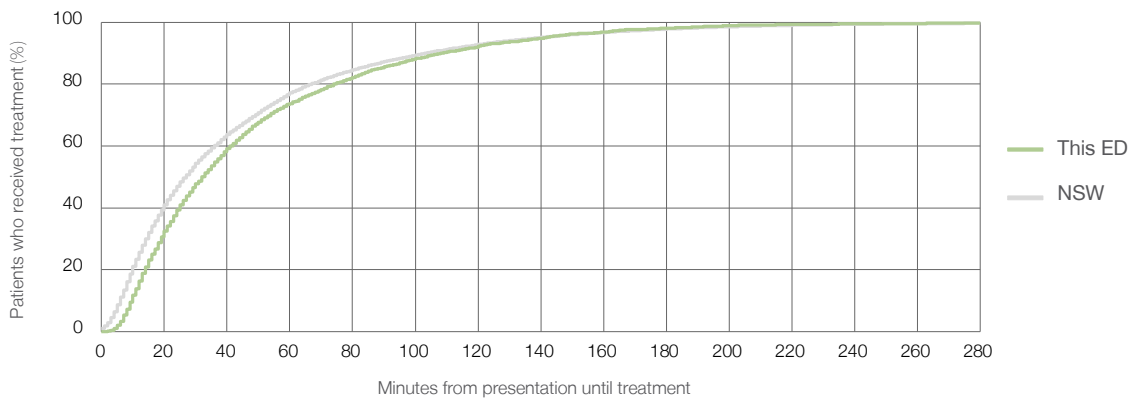
Number of triage 4 patients used to calculate waiting time:³ 4,754

Median time to start treatment⁴ 32 minutes

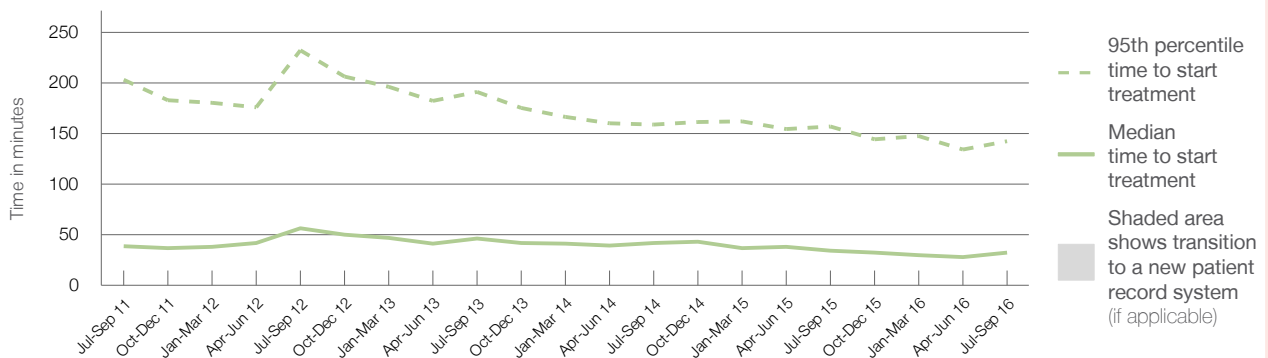
95th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
5,280	4,960
34 minutes	27 minutes
157 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	56	46	42	34	32
95th percentile time to start treatment ⁵ (minutes)	203	232	191	159	157	142

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 490

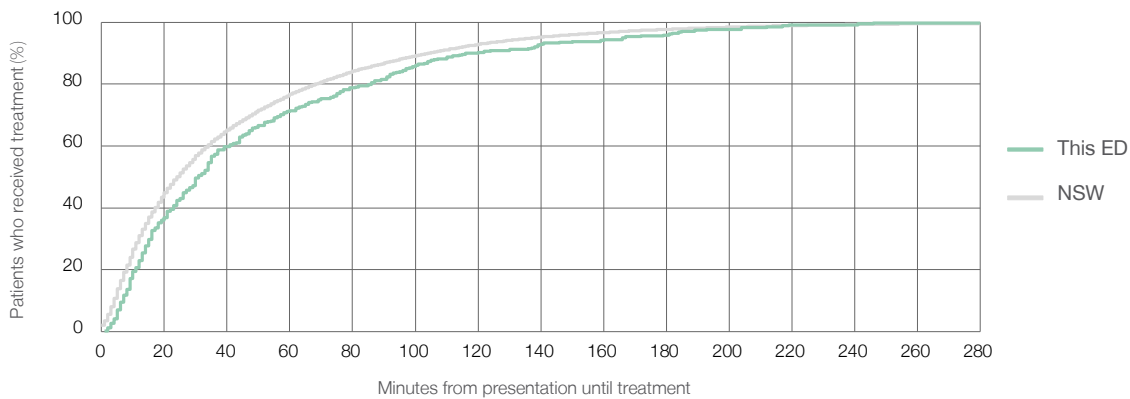
Number of triage 5 patients used to calculate waiting time:³ 339

Median time to start treatment⁴ 31 minutes

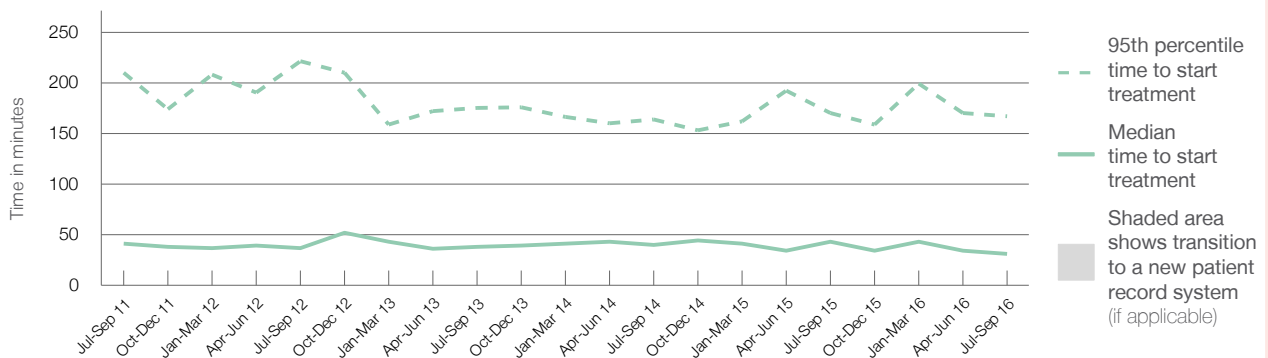
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
820	573
43 minutes	24 minutes
170 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	38	40	43	31
95th percentile time to start treatment ⁵ (minutes)	210	221	175	164	170	167

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

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Royal Prince Alfred Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 18,419 patients

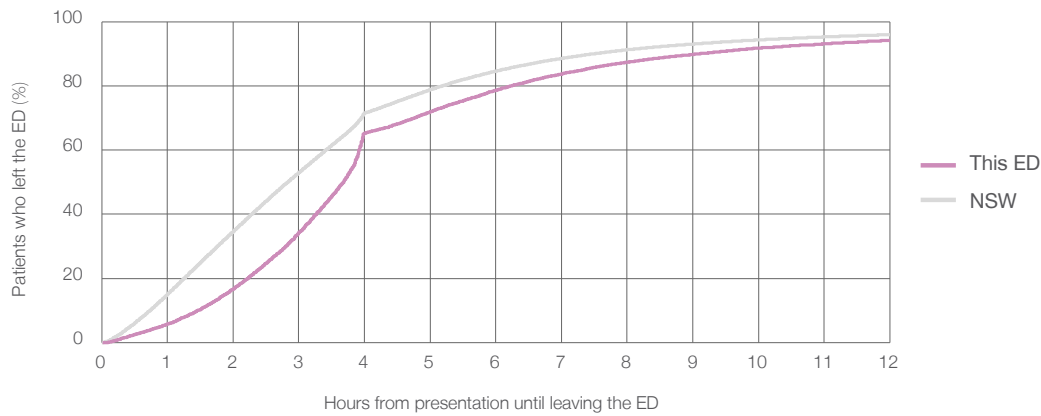
Presentations used to calculate time to leaving the ED:⁶ 18,419 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

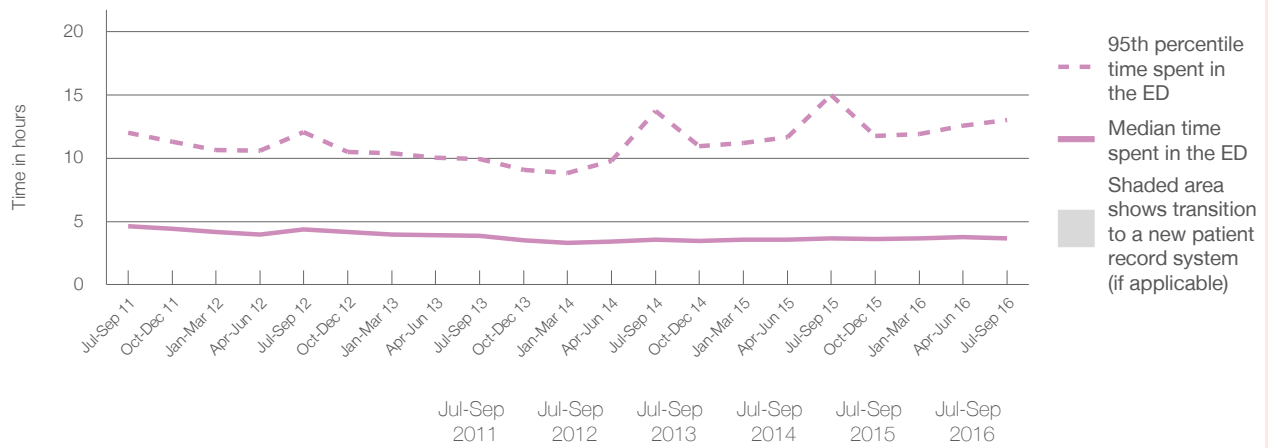
95th percentile time spent in the ED⁹ 13 hours and 0 minutes

Same period last year	NSW (this period)
18,190	18,190
3 hours and 39 minutes	2 hours and 50 minutes
14 hours and 58 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 59m	12h 4m	9h 56m	13h 44m	14h 58m	13h 0m

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

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

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

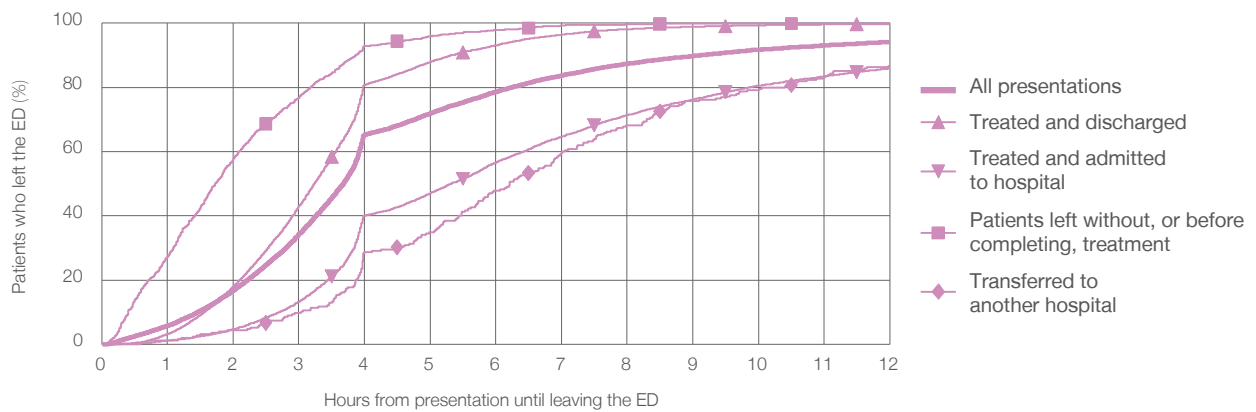
All presentations:¹ 18,419 patients

Presentations used to calculate time to leaving the ED:⁶ 18,419 patients

Treated and discharged	9,413 (51.1%)
Treated and admitted to hospital	7,218 (39.2%)
Patient left without, or before completing, treatment	1,115 (6.1%)
Transferred to another hospital	255 (1.4%)
Other	418 (2.3%)

Same period last year	Change since one year ago
18,190	1.3%
9,433	-0.2%
6,726	7.3%
1,309	-14.8%
339	-24.8%
383	9.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.2%	18.0%	43.1%	80.8%	93.1%	98.2%	99.4%	99.7%
Treated and admitted to hospital	1.1%	4.7%	13.2%	40.0%	56.6%	71.4%	80.5%	86.0%
Patient left without, or before completing, treatment	27.4%	57.8%	76.9%	92.8%	97.8%	99.6%	99.9%	99.9%
Transferred to another hospital	1.2%	4.3%	9.8%	28.6%	47.8%	68.2%	79.2%	86.7%
All presentations	5.8%	16.8%	34.2%	65.2%	78.6%	87.4%	91.8%	94.2%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 18,419 patients

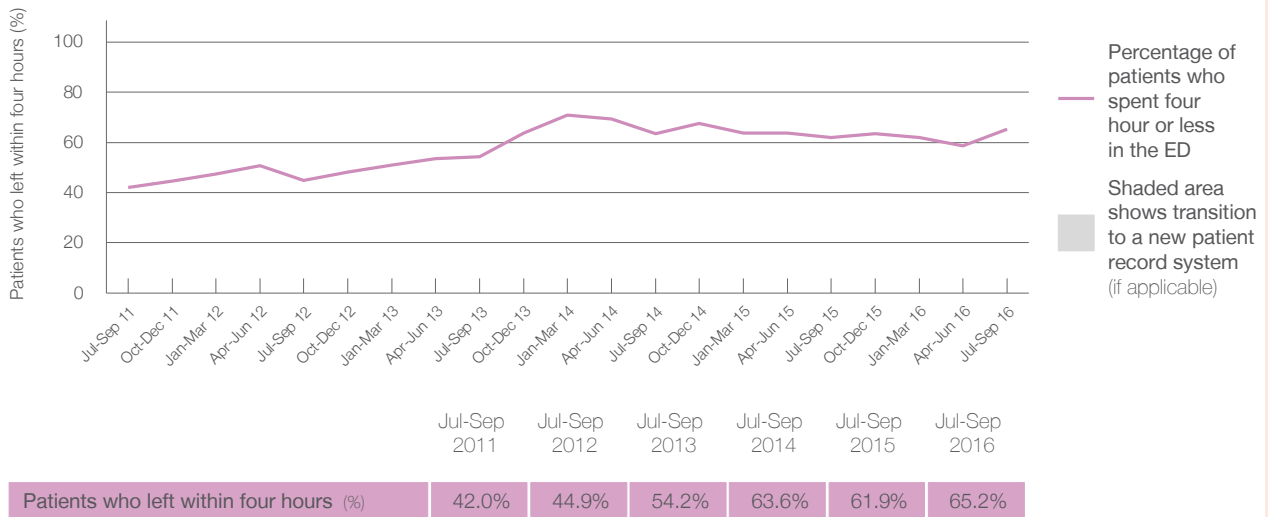
Presentations used to calculate time to leaving the ED: ⁶ 18,419 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	18,190	1.3%
Presentations used to calculate time to leaving the ED	18,190	1.3%
Percentage of patients who spent four hours or less in the ED	61.9%	

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



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

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

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

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

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

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

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

St George Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations:² 18,946 patients

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

St George Hospital: Time patients waited to start treatment³

July to September 2016

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

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

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

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

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

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

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

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

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

St George Hospital: Time from presentation until leaving the ED

July to September 2016

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

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

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

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

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

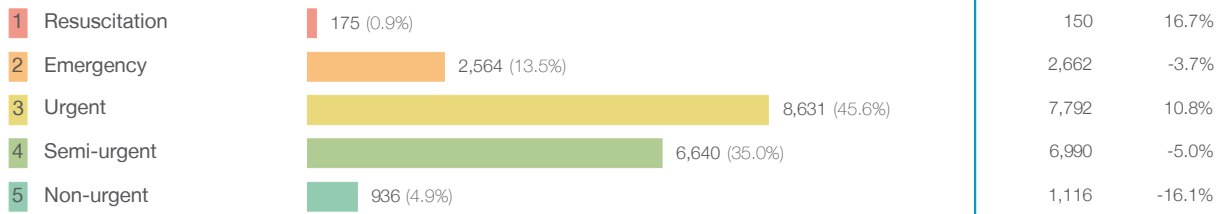
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

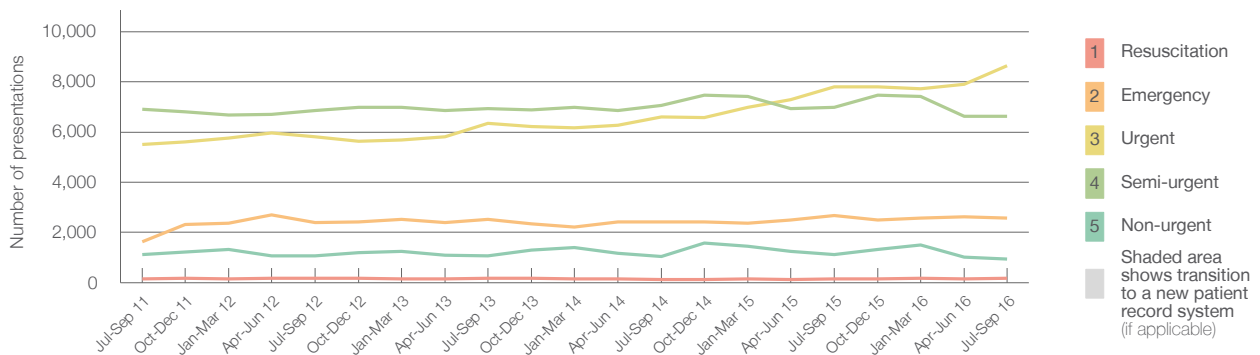
All presentations:¹ 19,061 patients

Emergency presentations² by triage category: 18,946 patients



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

Emergency presentations² by quarter, July 2011 to September 2016 †



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

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

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

ED Transfer of care time



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

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

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

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

July to September 2016

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

Number of triage 2 patients: 2,564

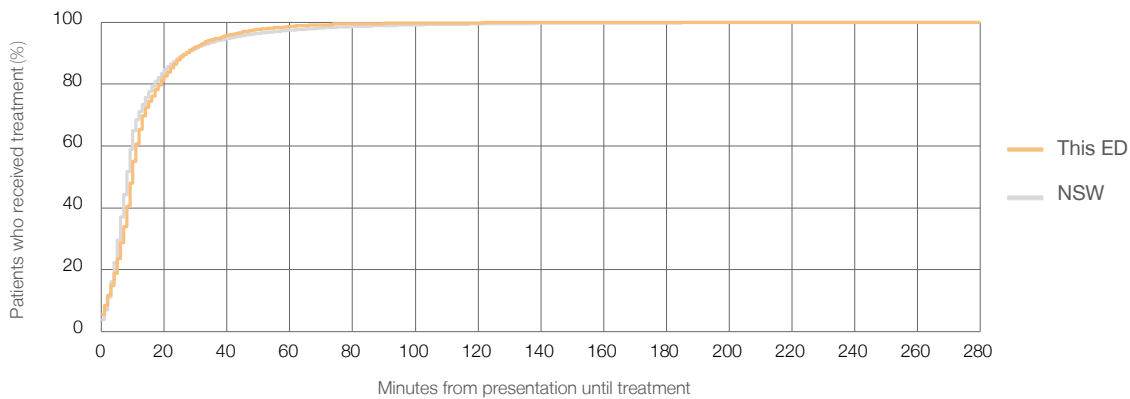
Number of triage 2 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴ 10 minutes

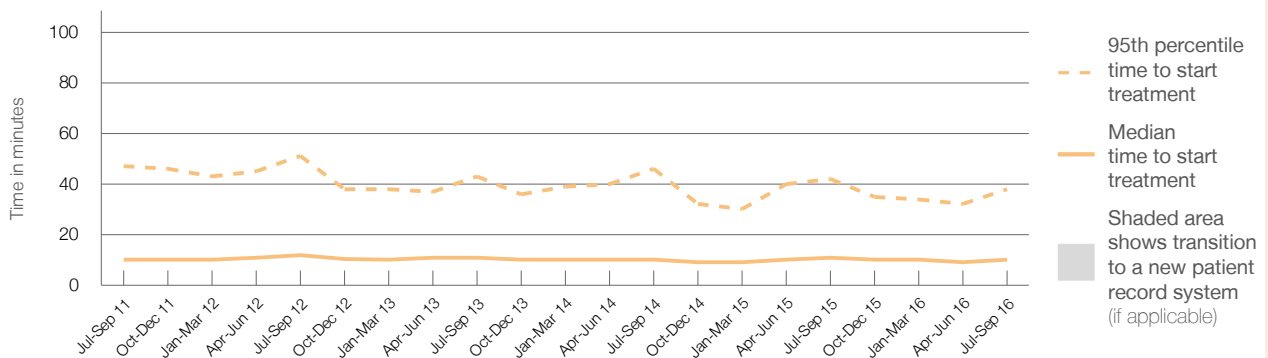
95th percentile time to start treatment⁵ 38 minutes

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

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



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



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

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

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

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

July to September 2016

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

Number of triage 3 patients: 8,631

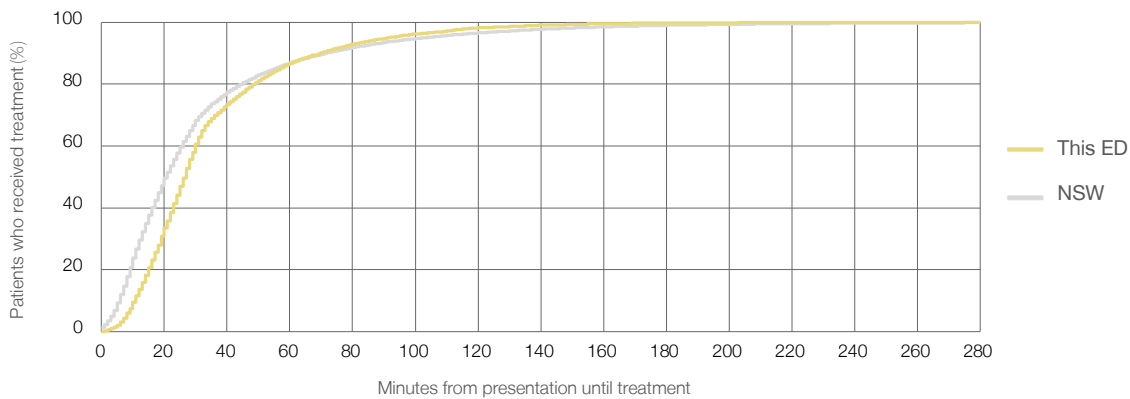
Number of triage 3 patients used to calculate waiting time:³ 8,527

Median time to start treatment⁴ 27 minutes

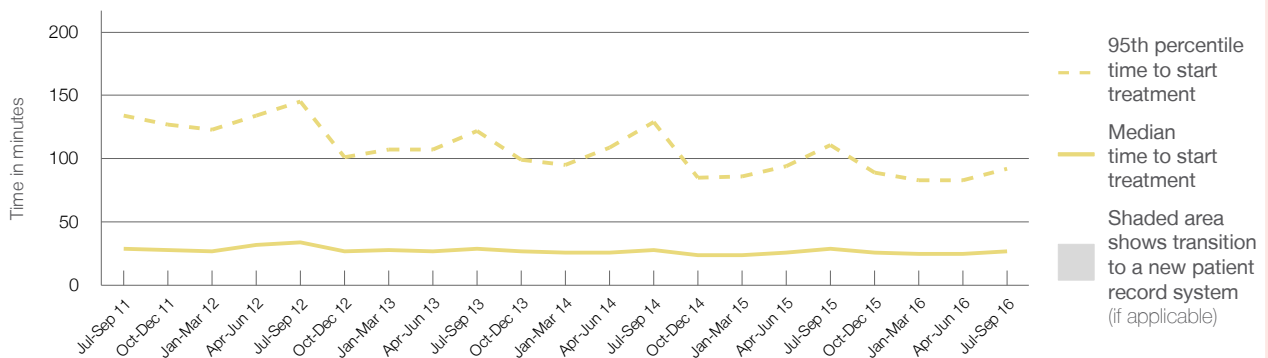
95th percentile time to start treatment⁵ 92 minutes

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

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



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



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

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

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

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

July to September 2016

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

Number of triage 4 patients: 6,640

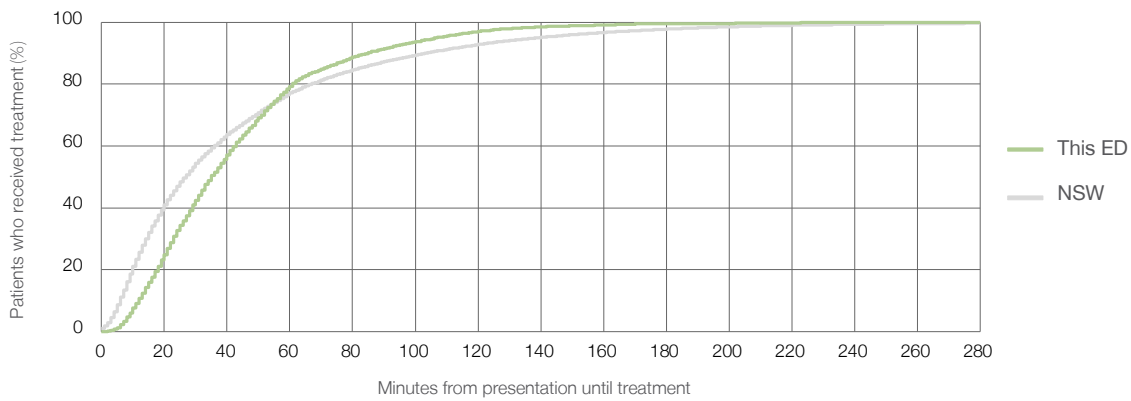
Number of triage 4 patients used to calculate waiting time:³ 6,468

Median time to start treatment⁴ 35 minutes

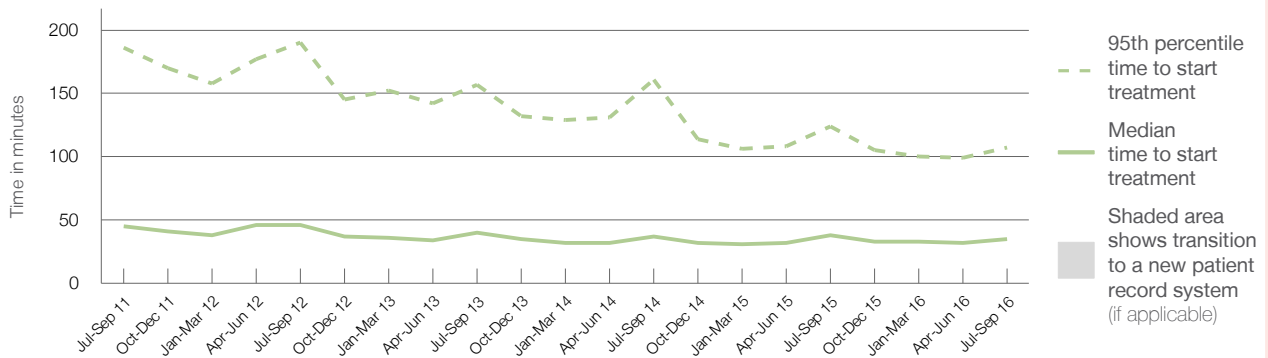
95th percentile time to start treatment⁵ 107 minutes

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

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



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



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

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

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

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

July to September 2016

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

Number of triage 5 patients: 936

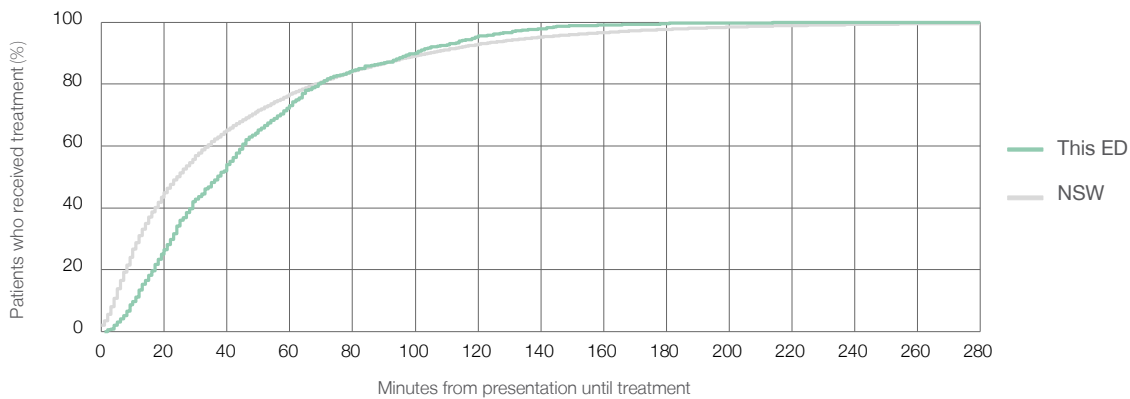
Number of triage 5 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 37 minutes

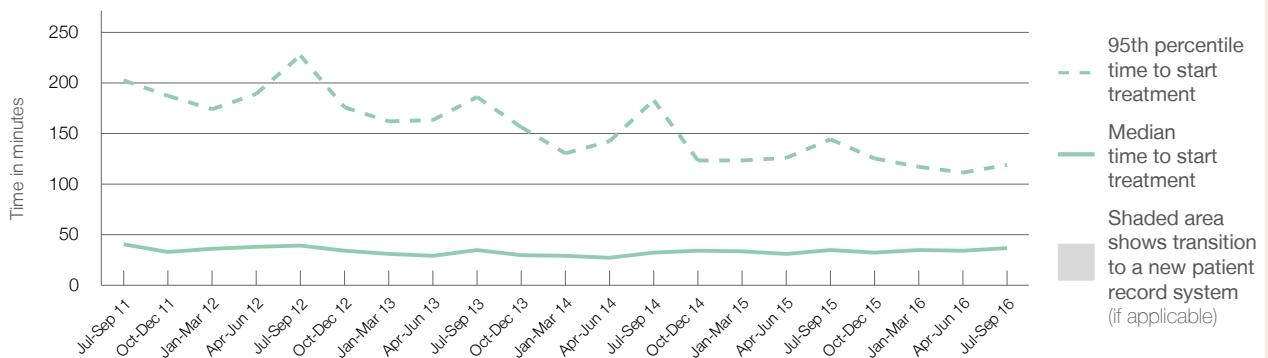
95th percentile time to start treatment⁵ 119 minutes

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

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



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



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

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

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

St George Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,061 patients

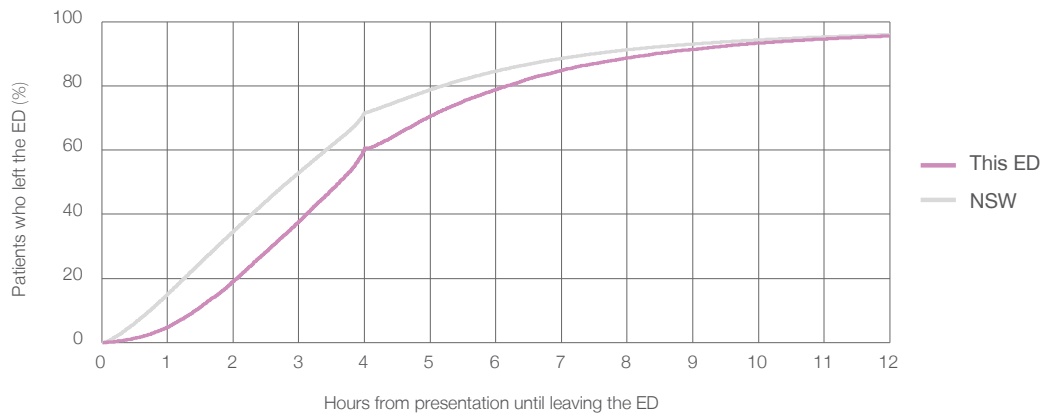
Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

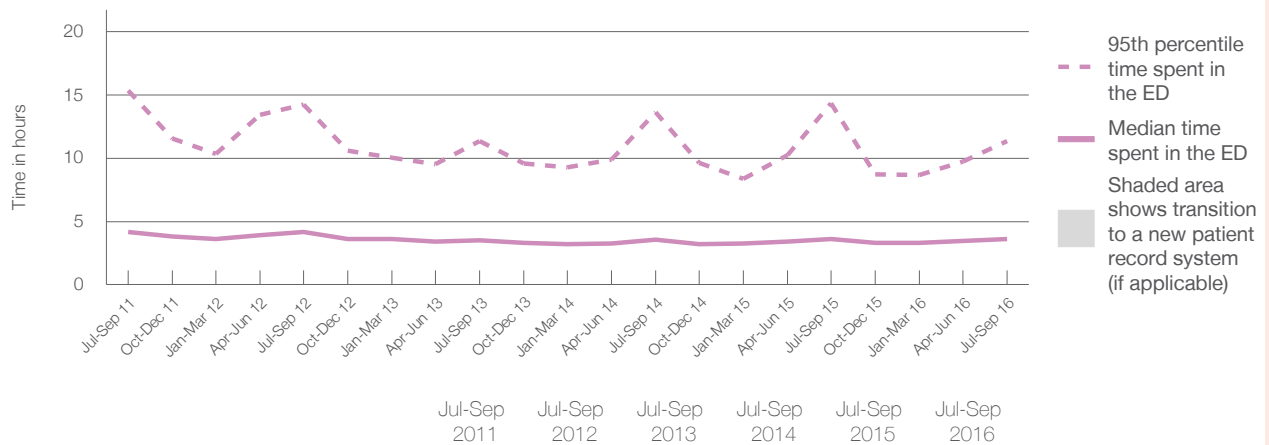
95th percentile time spent in the ED⁹ 11 hours and 21 minutes

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

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



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



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

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

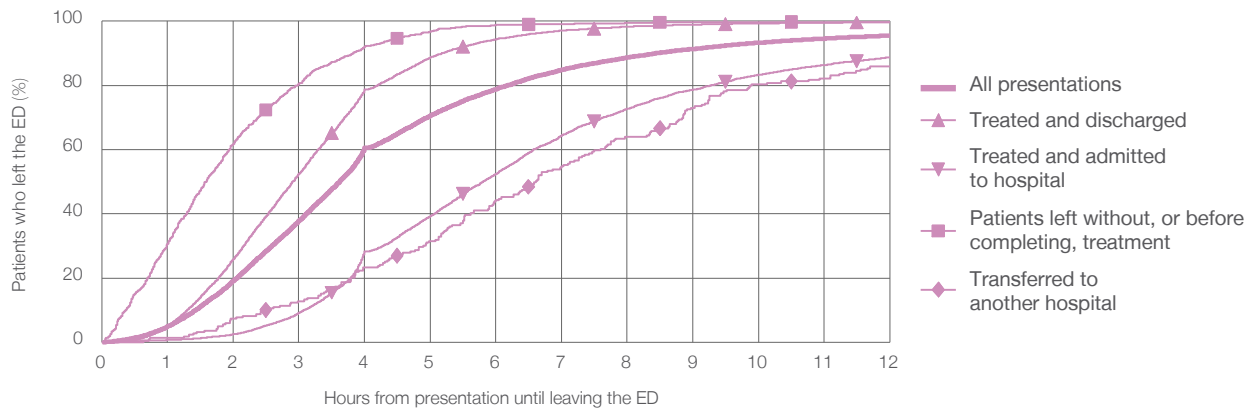
All presentations:¹ 19,061 patients

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

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

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

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



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

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

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

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

St George Hospital: Time spent in the ED

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

July to September 2016

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

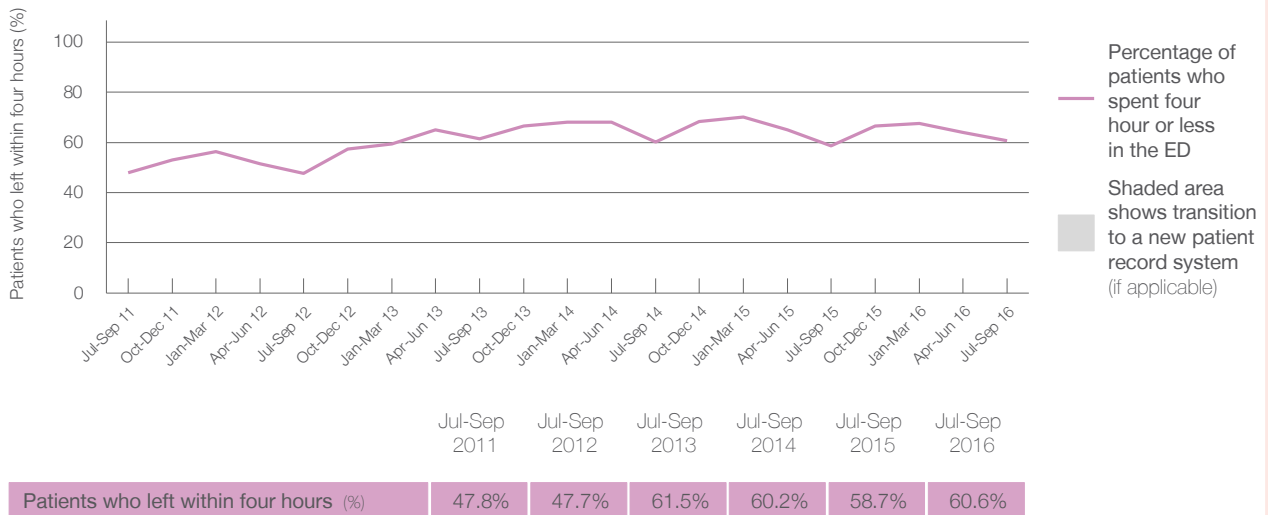
Presentations used to calculate time to leaving the ED: ⁶ 19,056 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	18,844	1.2%
Presentations used to calculate time to leaving the ED	18,844	1.1%
Percentage of patients who spent four hours or less in the ED	58.7%	

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



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

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

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

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

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

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

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

St Vincent's Health Sydney: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,181 patients

Emergency presentations:² 11,048 patients

Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%

St Vincent's Health Sydney: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,361 patients

Median time to start treatment⁴ 4 minutes
 95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,338 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,605 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
1,333	
4 minutes	8 minutes
21 minutes	41 minutes
5,382	
13 minutes	21 minutes
74 minutes	103 minutes
3,806	
14 minutes	27 minutes
116 minutes	139 minutes
695	
9 minutes	24 minutes
139 minutes	138 minutes

St Vincent's Health Sydney: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,181 patients

Percentage of patients who spent four hours or less in the ED 65.3%

Same period last year	Change since one year ago
11,638	-3.9%
64.4%	

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

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

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

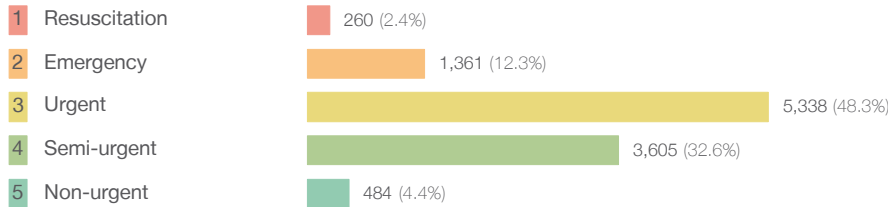
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

St Vincent's Health Sydney: Patients presenting to the emergency department

July to September 2016

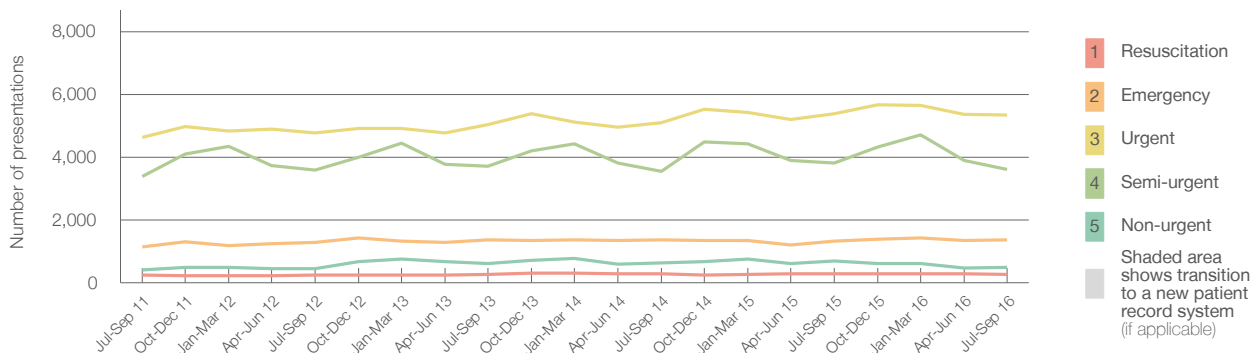
All presentations:¹ 11,181 patients

Emergency presentations² by triage category: 11,048 patients



Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%
277	-6.1%
1,333	2.1%
5,382	-0.8%
3,806	-5.3%
695	-30.4%

Emergency presentations² by quarter, July 2011 to September 2016 † §



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	249	239	255	282	277	260
Emergency	1,136	1,273	1,373	1,369	1,333	1,361
Urgent	4,621	4,766	5,027	5,088	5,382	5,338
Semi-urgent	3,388	3,591	3,701	3,547	3,806	3,605
Non-urgent	402	448	608	621	695	484
All emergency presentations	9,796	10,317	10,964	10,907	11,493	11,048

St Vincent's Health Sydney: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,439 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,813	
14 minutes	-1 minute
88 minutes	-29 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,361

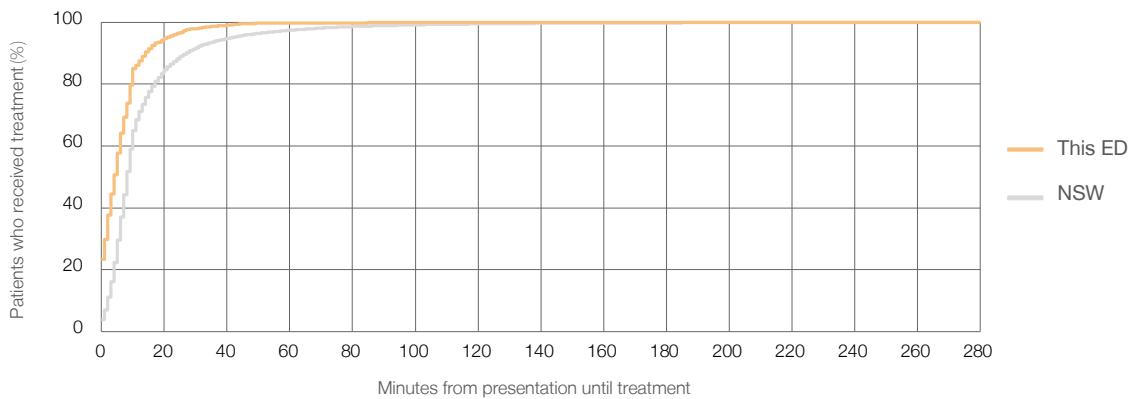
Number of triage 2 patients used to calculate waiting time:³ 1,357

Median time to start treatment⁴ 4 minutes

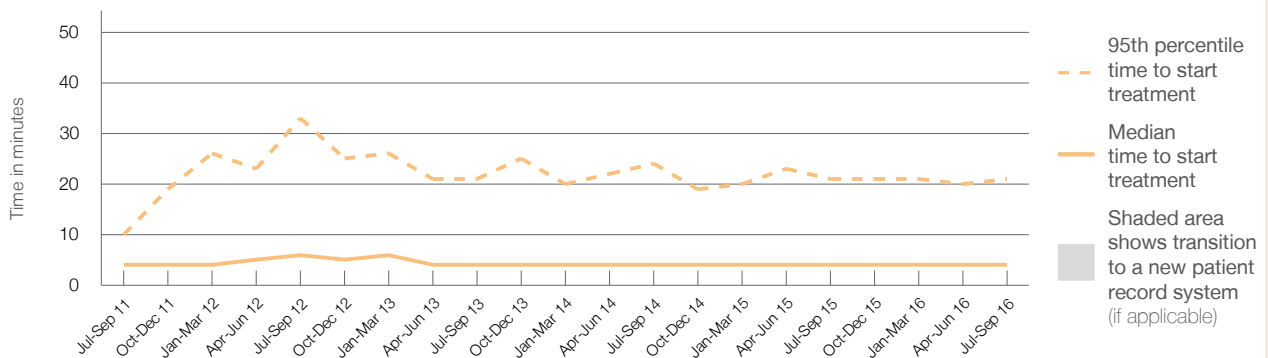
95th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,333	1,330
4 minutes	8 minutes
21 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	6	4	4	4	4
95th percentile time to start treatment ⁵ (minutes)	10	33	21	24	21	21

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 5,338

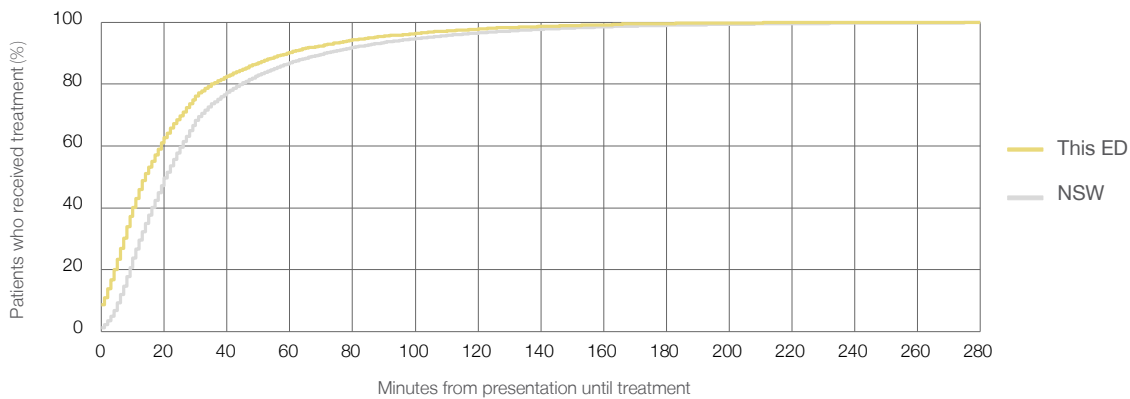
Number of triage 3 patients used to calculate waiting time:³ 5,162

Median time to start treatment⁴ 14 minutes

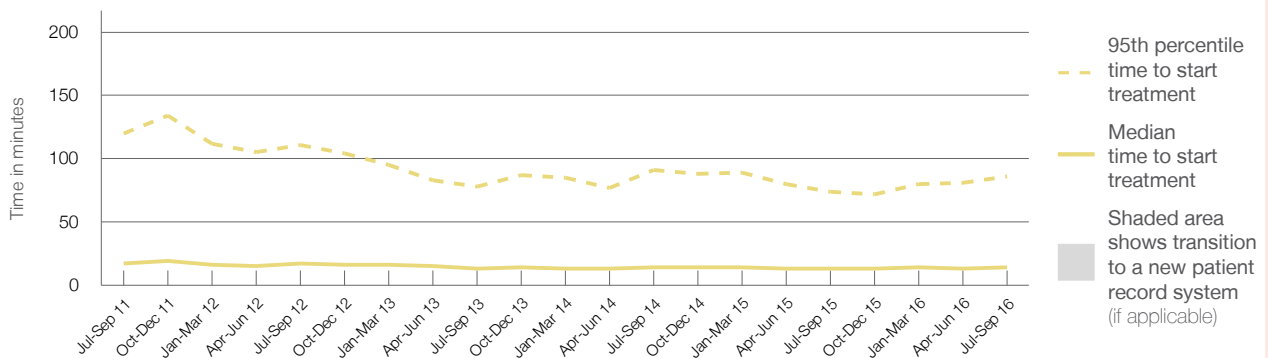
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
5,382	5,260
13 minutes	21 minutes
74 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	14	13	14
95th percentile time to start treatment ⁵ (minutes)	120	111	78	91	74	86

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,605

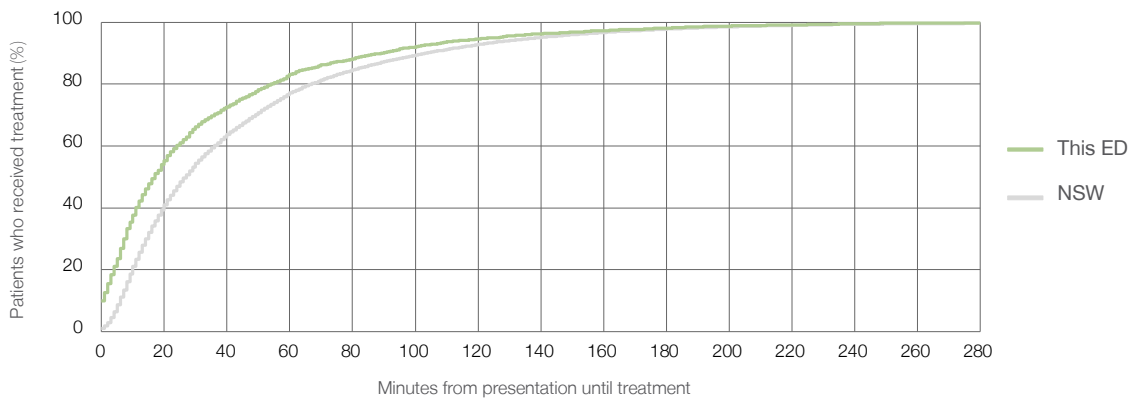
Number of triage 4 patients used to calculate waiting time:³ 3,176

Median time to start treatment⁴ 17 minutes

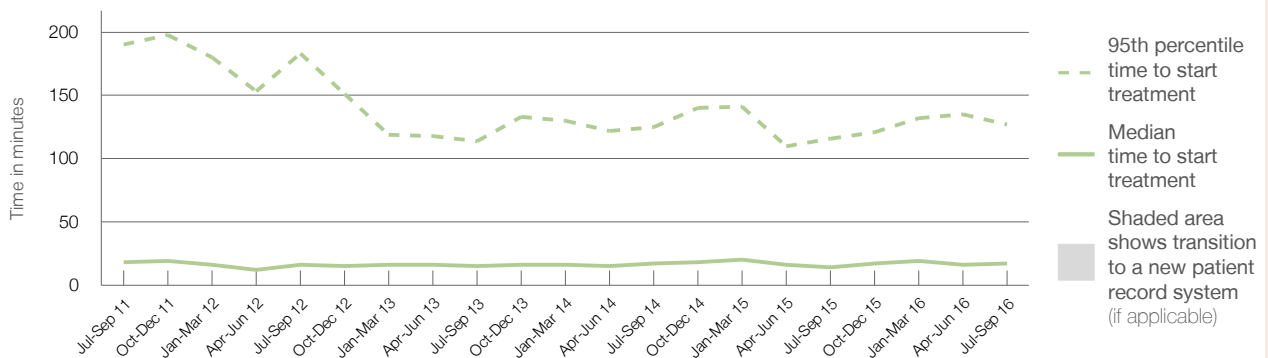
95th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,806	3,517
14 minutes	27 minutes
116 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	16	15	17	14	17
95th percentile time to start treatment ⁵ (minutes)	190	183	114	125	116	127

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 484

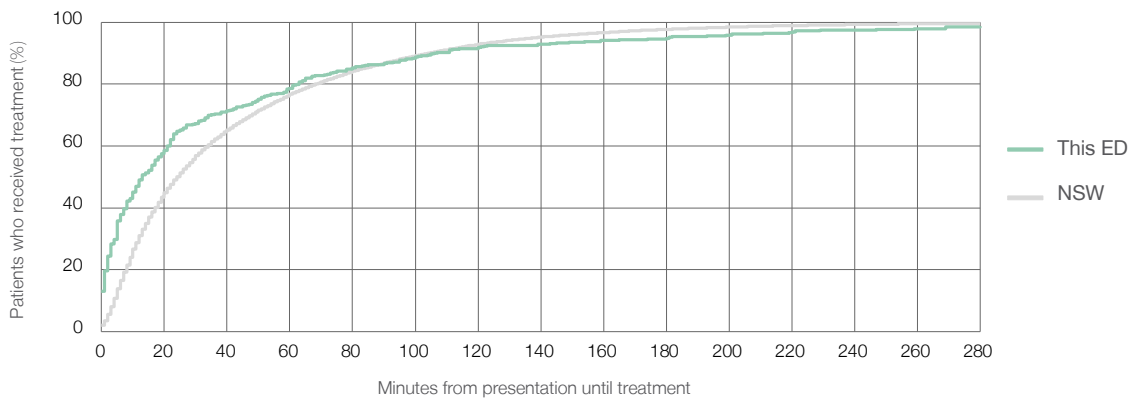
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 13 minutes

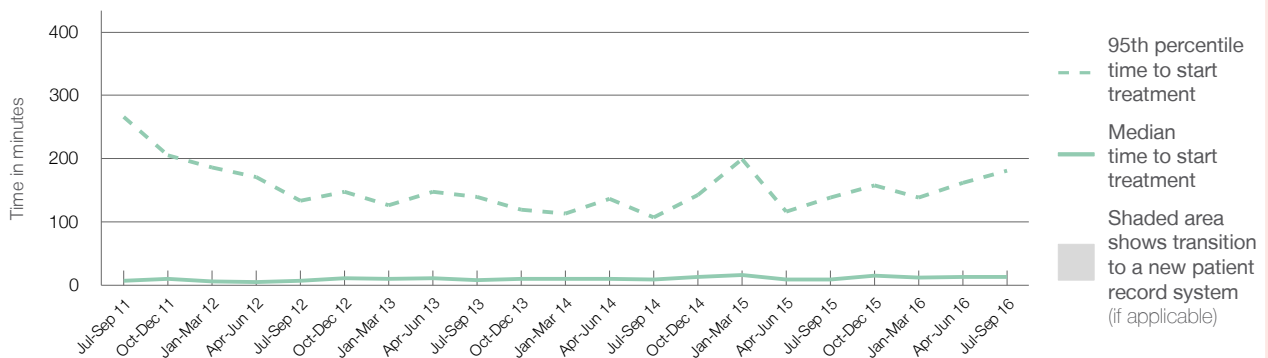
95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
695	577
9 minutes	24 minutes
139 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	8	9	9	13
95th percentile time to start treatment ⁵ (minutes)	266	134	140	107	139	181

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,181 patients

Presentations used to calculate time to leaving the ED:⁶ 11,181 patients

Median time spent in the ED⁸

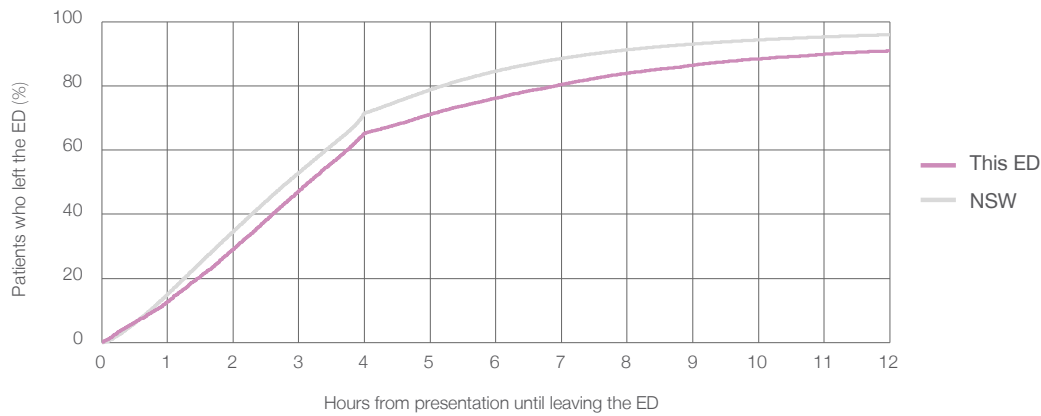
3 hours and 9 minutes

95th percentile time spent in the ED⁹

16 hours and 56 minutes

Same period last year	NSW (this period)
11,638	11,638
3 hours and 13 minutes	2 hours and 50 minutes
17 hours and 22 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 54m	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 0m	21h 23m	18h 56m	20h 5m	17h 22m	16h 56m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients spent in the ED
By mode of separation
July to September 2016

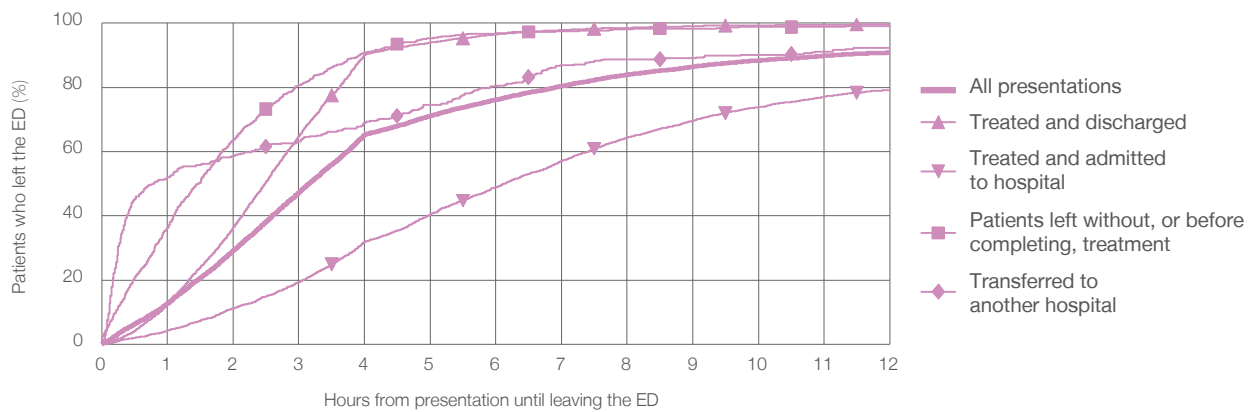
All presentations:¹ 11,181 patients

Presentations used to calculate time to leaving the ED:⁶ 11,181 patients

Treated and discharged	5,148 (46.0%)
Treated and admitted to hospital	4,660 (41.7%)
Patient left without, or before completing, treatment	932 (8.3%)
Transferred to another hospital	375 (3.4%)
Other	66 (0.6%)

Same period last year	Change since one year ago
11,638	-3.9%
5,199	-1.0%
5,176	-10.0%
940	-0.9%
224	67.4%
99	-33.3%

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



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

Treated and discharged	12.7%	36.4%	64.8%	90.1%	96.5%	98.6%	99.4%	99.7%
Treated and admitted to hospital	4.3%	11.2%	19.4%	31.9%	48.9%	64.4%	73.9%	79.3%
Patient left without, or before completing, treatment	36.3%	63.6%	80.7%	90.9%	96.8%	98.1%	98.8%	99.1%
Transferred to another hospital	52.0%	58.7%	63.2%	69.1%	80.3%	88.8%	90.1%	92.3%
All presentations	12.8%	29.2%	47.3%	65.3%	76.1%	83.9%	88.4%	90.9%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,181 patients

Presentations used to calculate time to leaving the ED: ⁶ 11,181 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	11,638	-3.9%
Presentations used to calculate time to leaving the ED	11,638	-3.9%
Percentage of patients who spent four hours or less in the ED	64.4%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	51.1%	48.8%	61.0%	62.5%	64.4%	65.3%

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

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

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

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

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

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

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

Westmead Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,661 patients

Emergency presentations:² 18,186 patients

Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%

Westmead Hospital: Time patients waited to start treatment³

July to September 2016



Triage 2 Emergency (e.g. chest pain, severe burns): 6,027 patients

Median time to start treatment⁴  16 minutes
95th percentile time to start treatment⁵  113 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,845 patients

Median time to start treatment⁴  39 minutes
95th percentile time to start treatment⁵  182 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,759 patients

Median time to start treatment⁴  40 minutes
95th percentile time to start treatment⁵  167 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment⁴  32 minutes
95th percentile time to start treatment⁵  159 minutes

Same period last year	NSW (this period)
5,450	
17 minutes	8 minutes
119 minutes	41 minutes
6,233	
53 minutes	21 minutes
263 minutes	103 minutes
4,230	
56 minutes	27 minutes
258 minutes	139 minutes
1,343	
43 minutes	24 minutes
218 minutes	138 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED  56.8%

Same period last year	Change since one year ago
18,185	2.5%
47.7%	

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

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

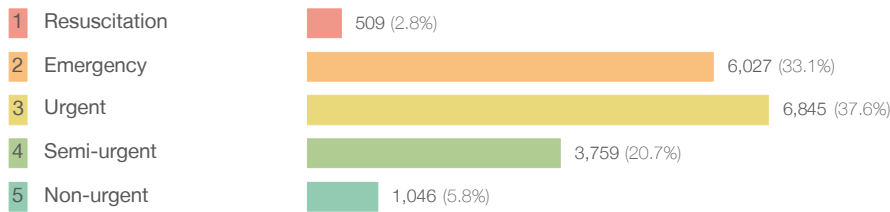
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

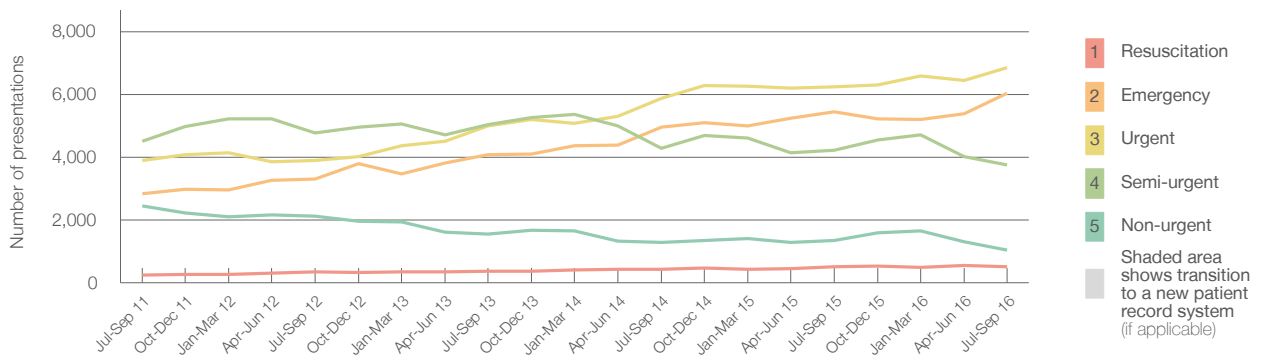
All presentations:¹ 18,661 patients

Emergency presentations² by triage category: 18,186 patients



Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%
506	0.6%
5,450	10.6%
6,233	9.8%
4,230	-11.1%
1,343	-22.1%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	249	337	367	424	506	509
Emergency	2,842	3,304	4,075	4,949	5,450	6,027
Urgent	3,901	3,895	5,000	5,882	6,233	6,845
Semi-urgent	4,505	4,770	5,041	4,284	4,230	3,759
Non-urgent	2,443	2,112	1,551	1,288	1,343	1,046
All emergency presentations	13,940	14,418	16,034	16,827	17,762	18,186

Westmead Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,925 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,011	
15 minutes	-3 minutes
65 minutes	-31 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.

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

July to September 2016

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

Number of triage 2 patients: 6,027

Number of triage 2 patients used to calculate waiting time:³ 5,892

Median time to start treatment⁴

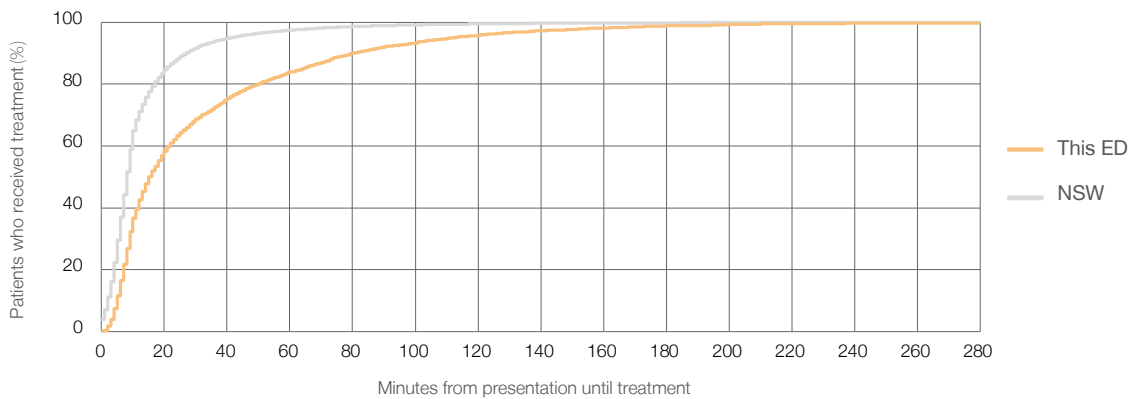
16 minutes

95th percentile time to start treatment⁵

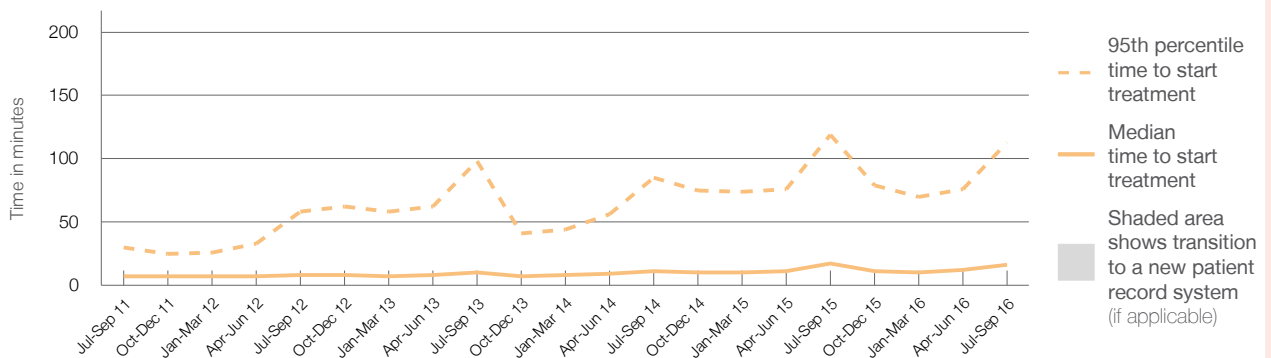
113 minutes

Same period last year	NSW (this period)
5,450	
5,297	
17 minutes	8 minutes
119 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	10	11	17	16
95th percentile time to start treatment ⁵ (minutes)	30	58	98	85	119	113

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 6,845

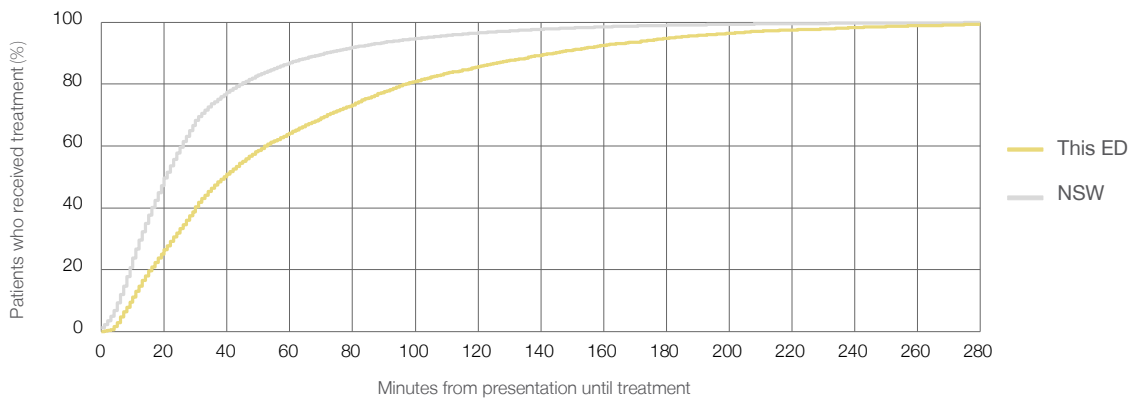
Number of triage 3 patients used to calculate waiting time:³ 6,274

Median time to start treatment⁴ 39 minutes

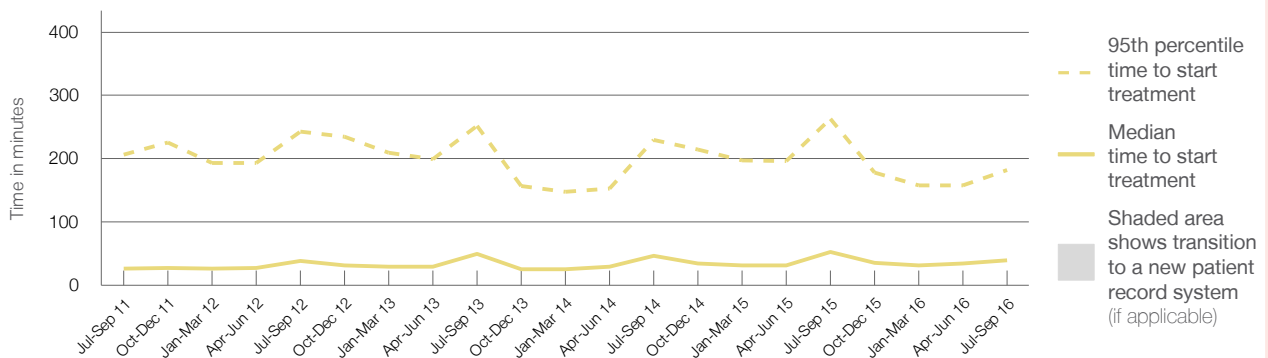
95th percentile time to start treatment⁵ 182 minutes

Same period last year	NSW (this period)
6,233	
5,587	
53 minutes	21 minutes
263 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	38	50	47	53	39
95th percentile time to start treatment ⁵ (minutes)	206	243	252	230	263	182

(†) 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.

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

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

Number of triage 4 patients: 3,759

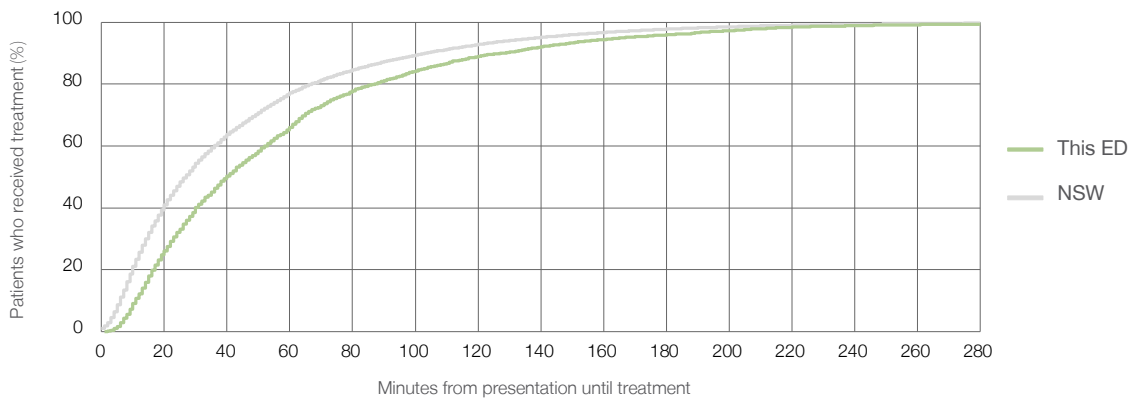
Number of triage 4 patients used to calculate waiting time:³ 3,368

Median time to start treatment⁴ 40 minutes

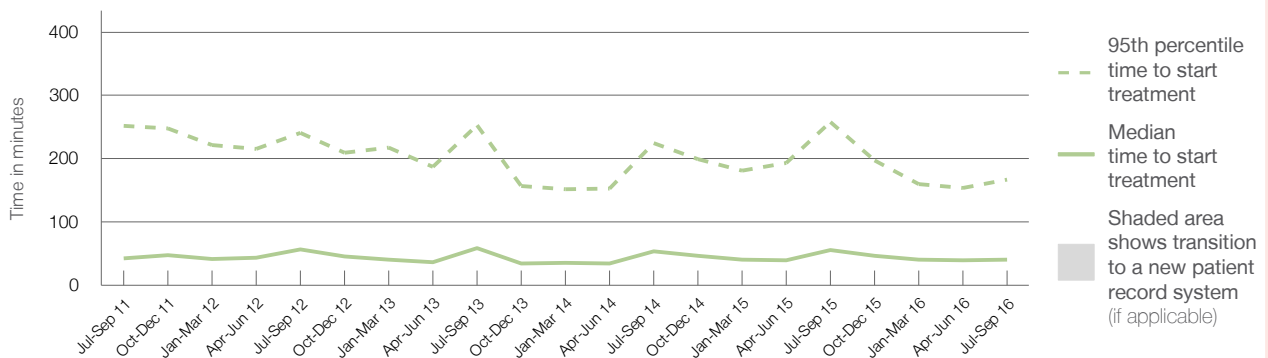
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
4,230	3,559
56 minutes	27 minutes
258 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	57	59	54	56	40
95th percentile time to start treatment ⁵ (minutes)	252	241	253	225	258	167

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 1,046

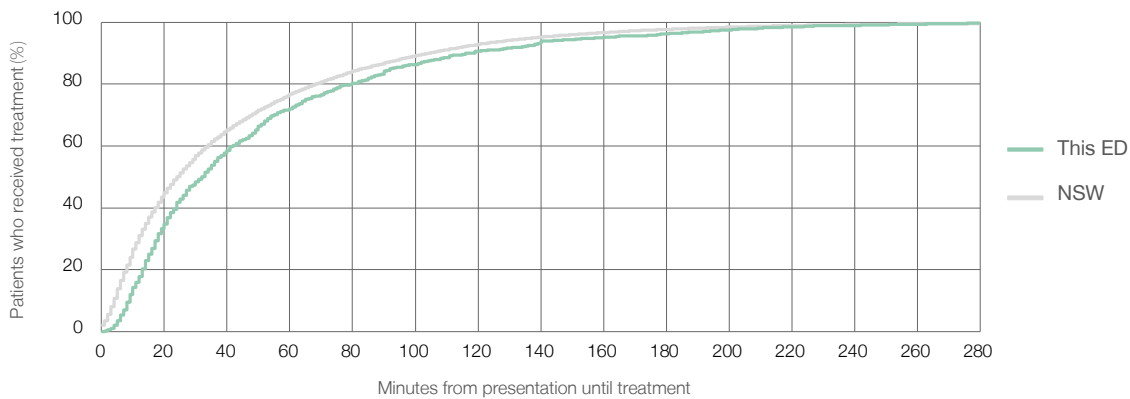
Number of triage 5 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 32 minutes

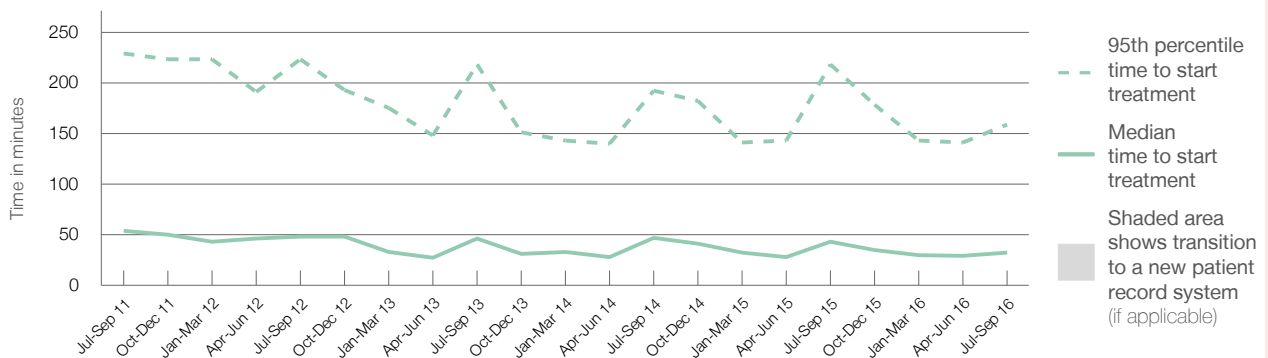
95th percentile time to start treatment⁵ 159 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,343	1,067
Median time to start treatment ⁴	43 minutes	24 minutes
95th percentile time to start treatment ⁵	218 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	54	48	46	47	43	32
95th percentile time to start treatment ⁵ (minutes)	229	223	218	192	218	159

(†) 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.

Westmead Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 18,661 patients

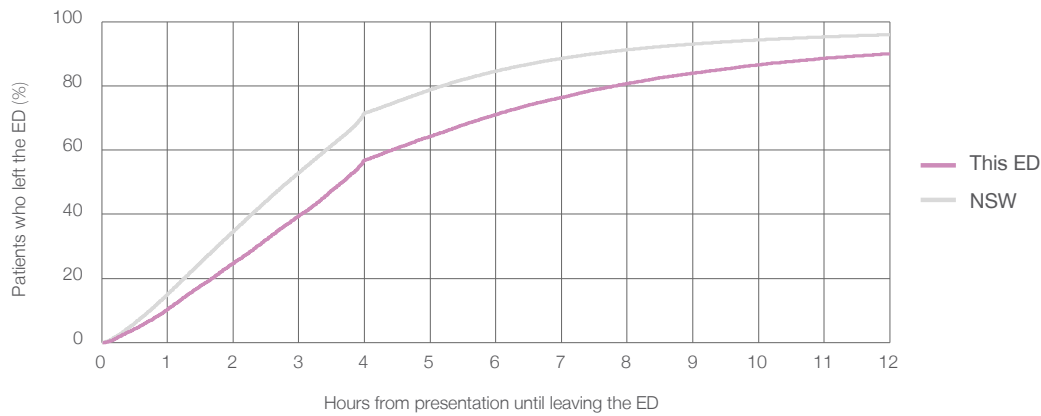
Presentations used to calculate time to leaving the ED:⁶ 18,644 patients

Median time spent in the ED⁸ 3 hours and 40 minutes

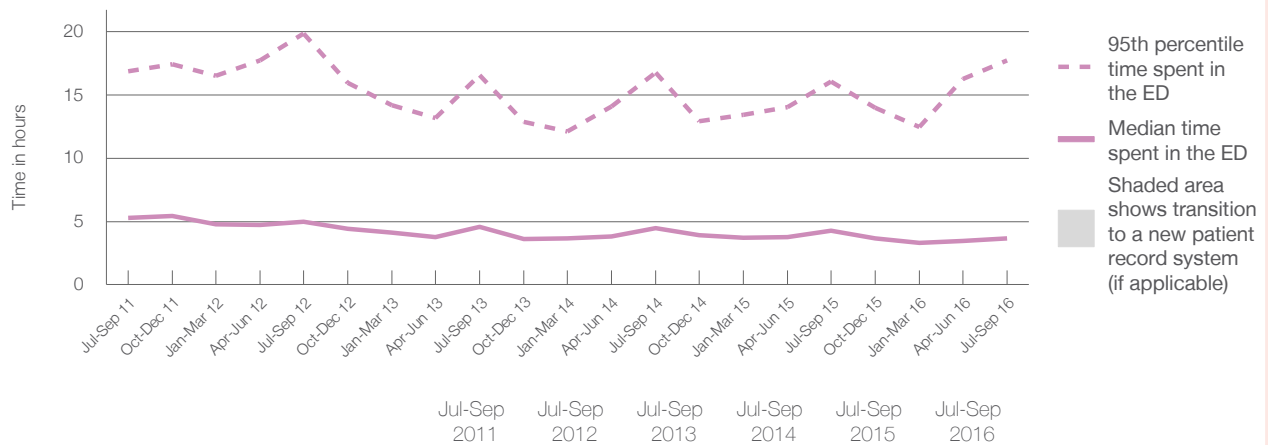
95th percentile time spent in the ED⁹ 17 hours and 42 minutes

Same period last year	NSW (this period)
18,185	18,185
4 hours and 15 minutes	2 hours and 50 minutes
16 hours and 2 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	19h 50m	16h 33m	16h 45m	16h 2m	17h 42m

(†) 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.

Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

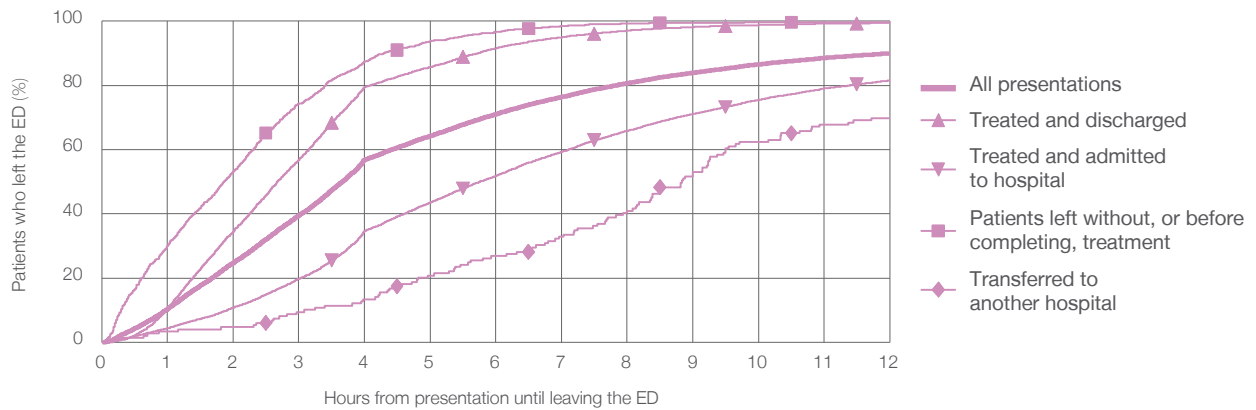
All presentations:¹ 18,661 patients

Presentations used to calculate time to leaving the ED:⁶ 18,644 patients

Treated and discharged	7,091 (38.0%)
Treated and admitted to hospital	9,650 (51.7%)
Patient left without, or before completing, treatment	1,245 (6.7%)
Transferred to another hospital	150 (0.8%)
Other	525 (2.8%)

Same period last year	Change since one year ago
18,185	2.5%
6,950	2.0%
8,825	9.3%
1,762	-29.3%
168	-10.7%
480	9.4%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.6%	34.5%	56.9%	79.5%	91.6%	97.1%	98.8%	99.5%
Treated and admitted to hospital	4.3%	10.8%	19.8%	34.6%	51.8%	65.9%	75.5%	81.6%
Patient left without, or before completing, treatment	30.1%	53.2%	74.3%	87.5%	96.6%	99.3%	99.7%	99.7%
Transferred to another hospital	3.4%	4.7%	9.4%	13.4%	26.8%	40.9%	62.4%	69.8%
All presentations	10.4%	24.7%	39.5%	56.8%	71.0%	80.7%	86.5%	90.0%

(†) 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.

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

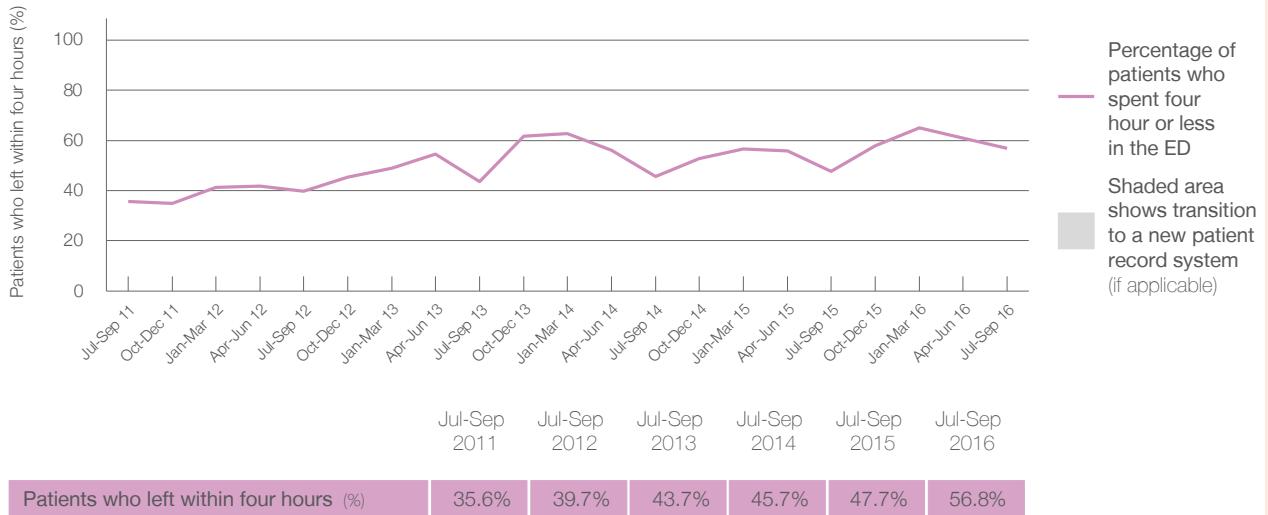
All presentations at the emergency department: ¹ 18,661 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED 56.8%

Same period last year	Change since one year ago
18,185	2.6%
18,185	2.5%
47.7%	

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



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

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

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

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

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

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

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

Wollongong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 15,658 patients

Emergency presentations:² 15,340 patients

Same period last year	Change since one year ago
15,469	1.2%
15,147	1.3%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,038 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,711 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,966 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 141 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment⁴ 30 minutes
 95th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
1,865	
10 minutes	8 minutes
34 minutes	41 minutes
6,410	
28 minutes	21 minutes
123 minutes	103 minutes
6,286	
35 minutes	27 minutes
157 minutes	139 minutes
472	
27 minutes	24 minutes
141 minutes	138 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 15,654 patients

Percentage of patients who spent four hours or less in the ED 59.9%

Same period last year	Change since one year ago
15,469	1.2%
61.3%	

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

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

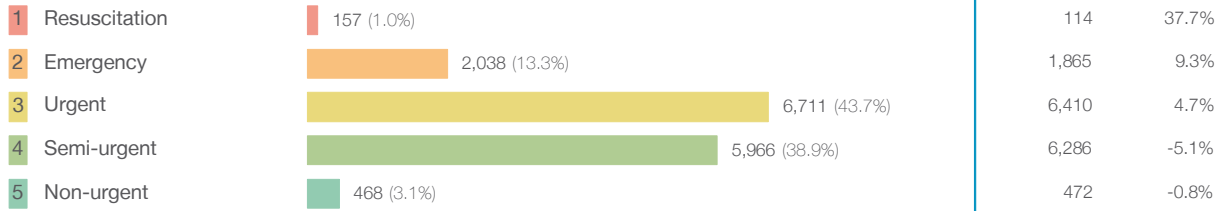
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

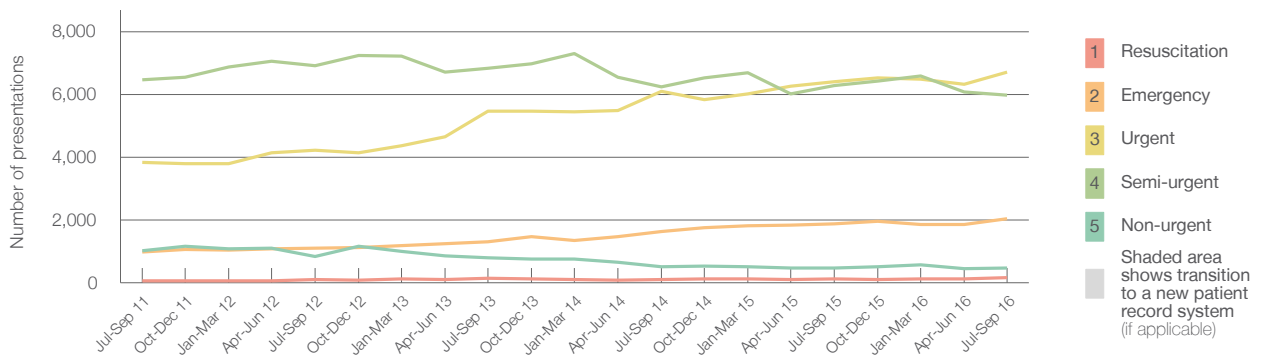
Wollongong Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 15,658 patients

Emergency presentations² by triage category: 15,340 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	67	101	130	96	114	157
Emergency	973	1,098	1,297	1,639	1,865	2,038
Urgent	3,830	4,223	5,468	6,099	6,410	6,711
Semi-urgent	6,469	6,910	6,824	6,233	6,286	5,966
Non-urgent	1,013	832	793	507	472	468
All emergency presentations	12,352	13,164	14,512	14,574	15,147	15,340

Wollongong Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,385 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,038

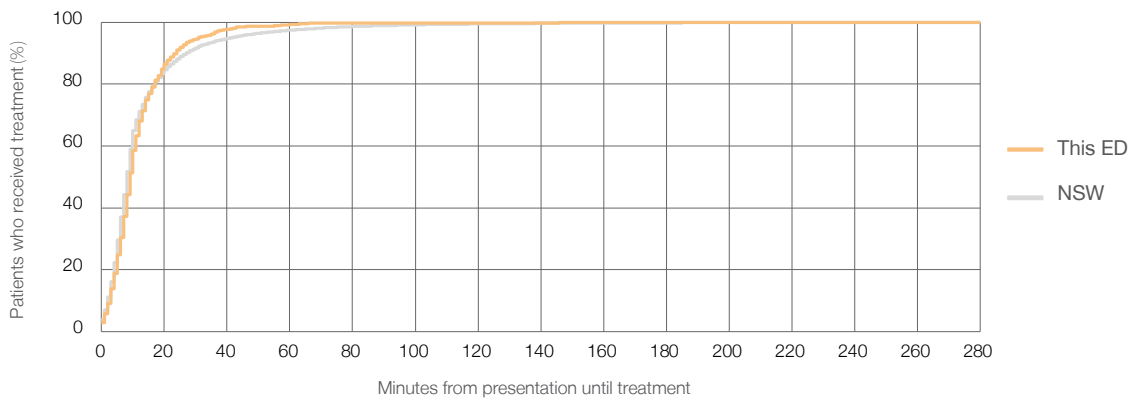
Number of triage 2 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴ 9 minutes

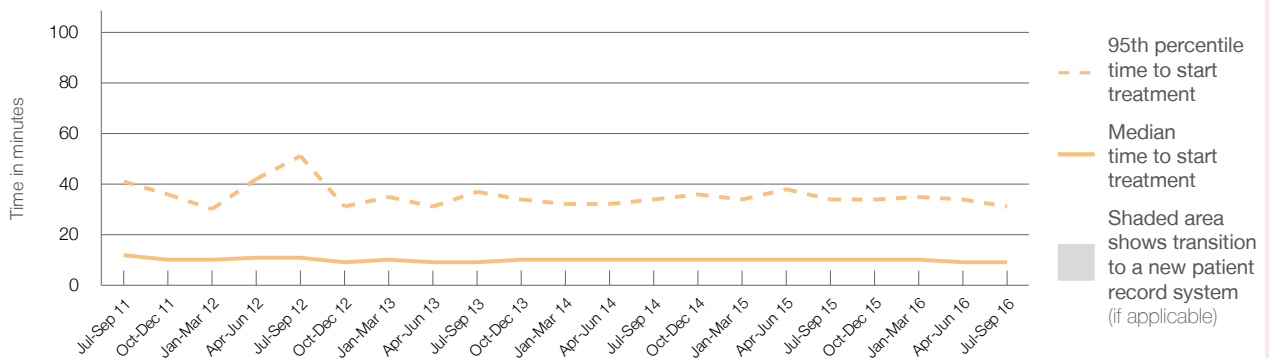
95th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,865	1,861
10 minutes	8 minutes
34 minutes	41 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	11	9	10	10	9
95th percentile time to start treatment ⁵ (minutes)	41	51	37	34	34	31

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

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

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

July to September 2016

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

Number of triage 3 patients: 6,711

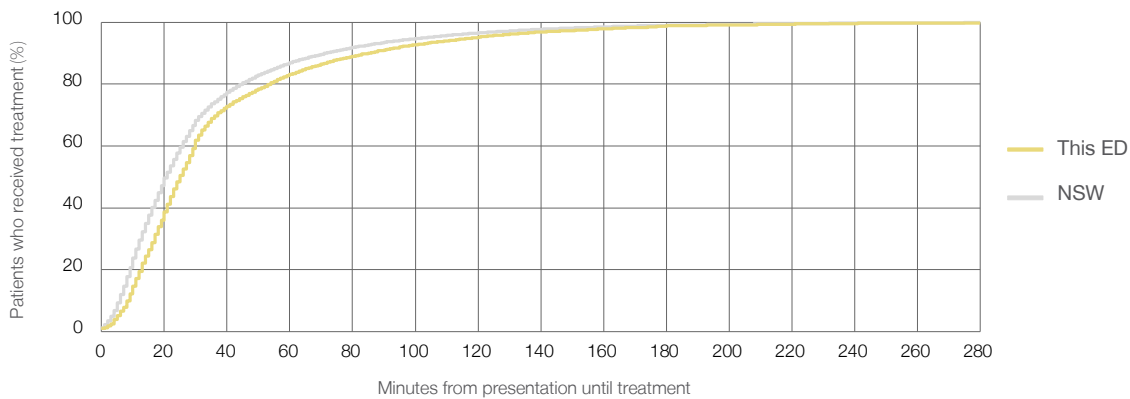
Number of triage 3 patients used to calculate waiting time:³ 6,571

Median time to start treatment⁴ 25 minutes

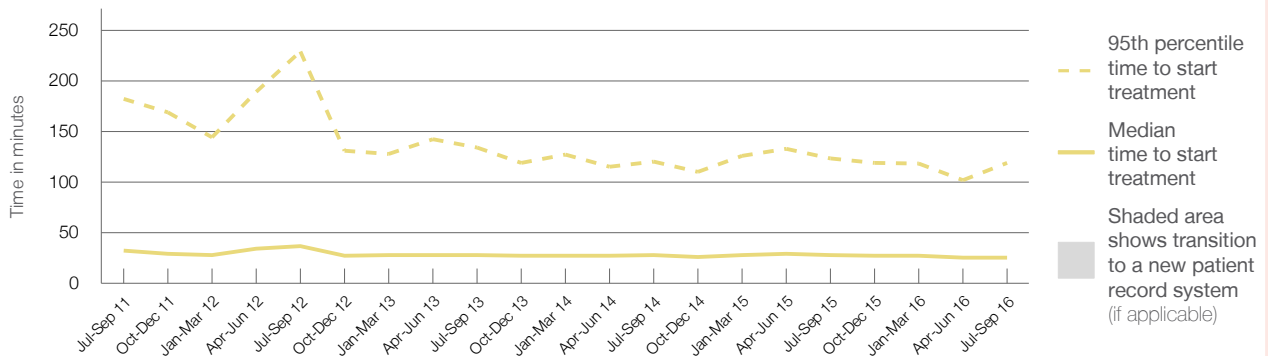
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
6,410	6,266
28 minutes	21 minutes
123 minutes	103 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	37	28	28	28	25
95th percentile time to start treatment ⁵ (minutes)	182	229	134	120	123	119

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

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

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

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

Number of triage 4 patients: 5,966

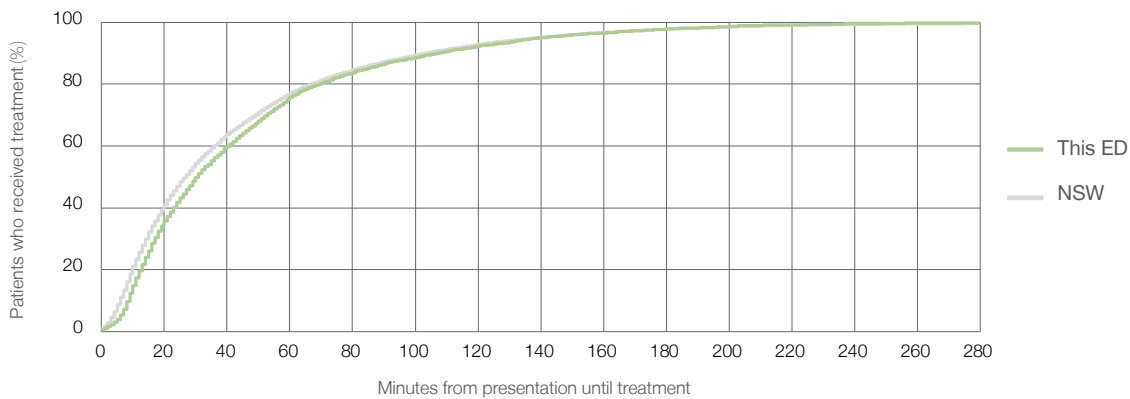
Number of triage 4 patients used to calculate waiting time:³ 5,622

Median time to start treatment⁴ 31 minutes

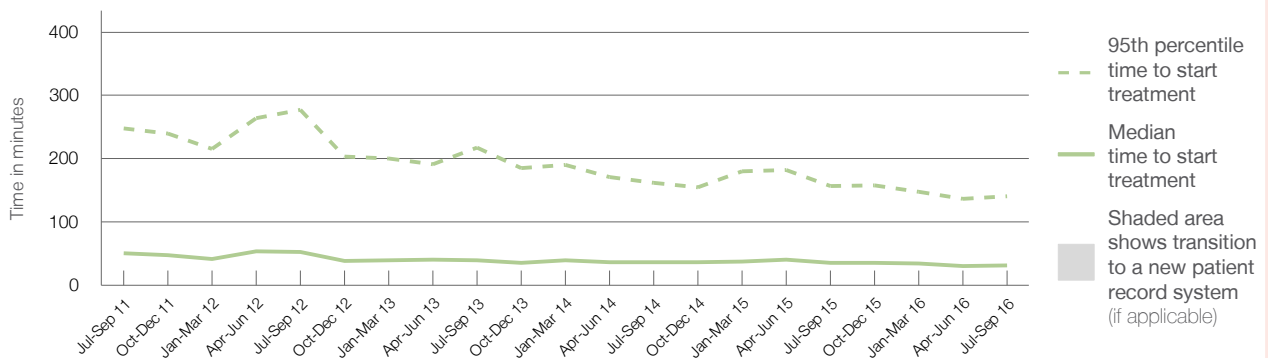
95th percentile time to start treatment⁵ 141 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	6,286	5,890
Median time to start treatment ⁴	35 minutes	27 minutes
95th percentile time to start treatment ⁵	157 minutes	139 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	53	39	36	35	31
95th percentile time to start treatment ⁵ (minutes)	248	277	218	162	157	141

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 468

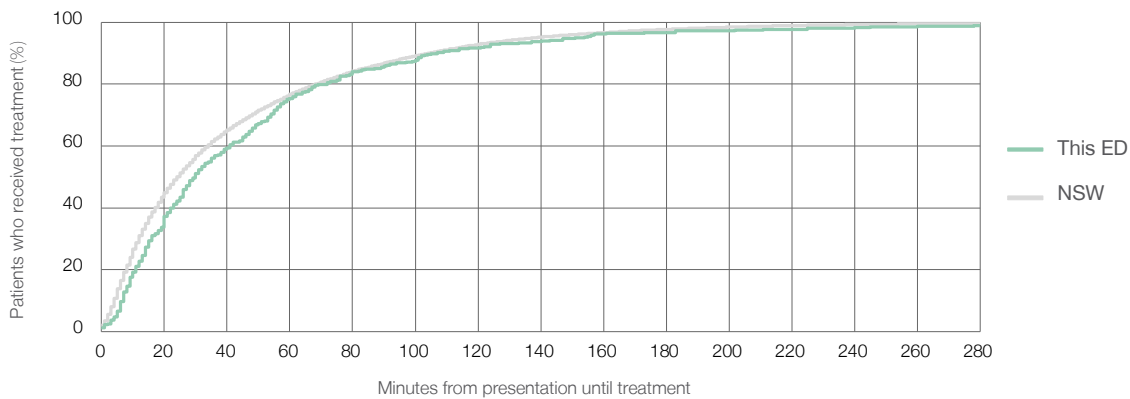
Number of triage 5 patients used to calculate waiting time:³ 394

Median time to start treatment⁴ 30 minutes

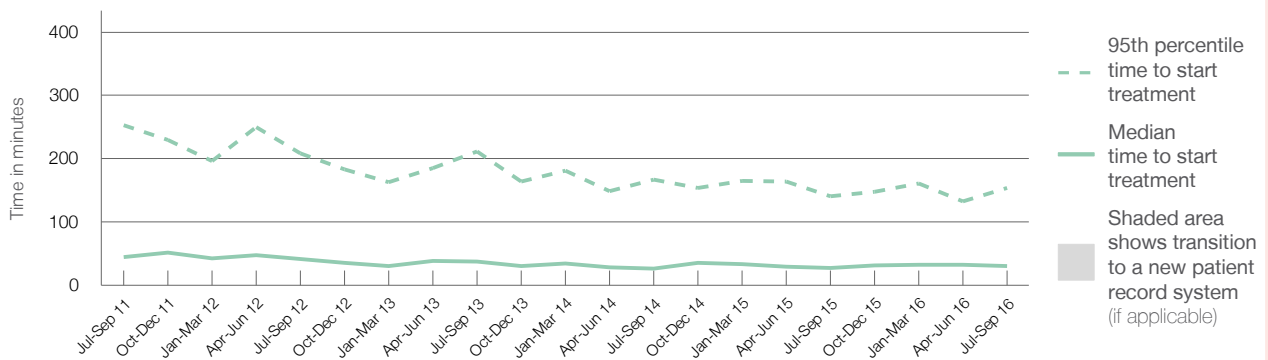
95th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
472	
409	
27 minutes	24 minutes
141 minutes	138 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	42	37	26	27	30
95th percentile time to start treatment ⁵ (minutes)	253	208	211	167	141	154

(†) 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.

Wollongong Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 15,658 patients

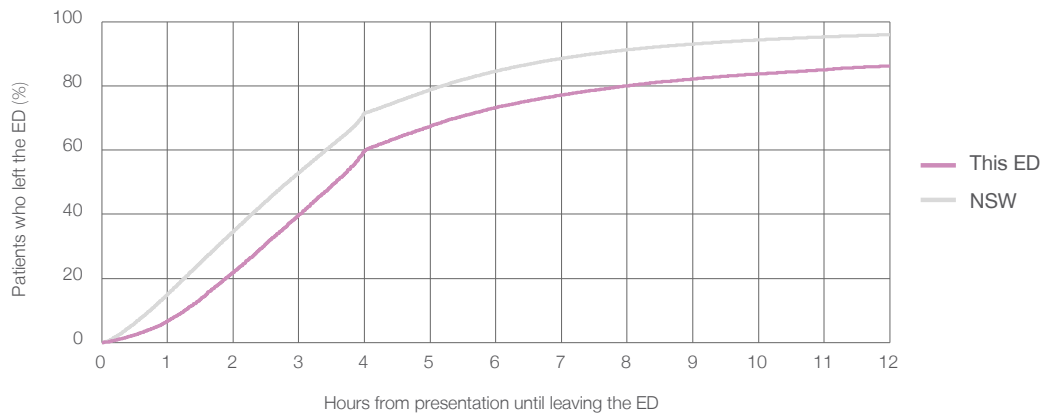
Presentations used to calculate time to leaving the ED:⁶ 15,654 patients

Median time spent in the ED⁸ 3 hours and 34 minutes

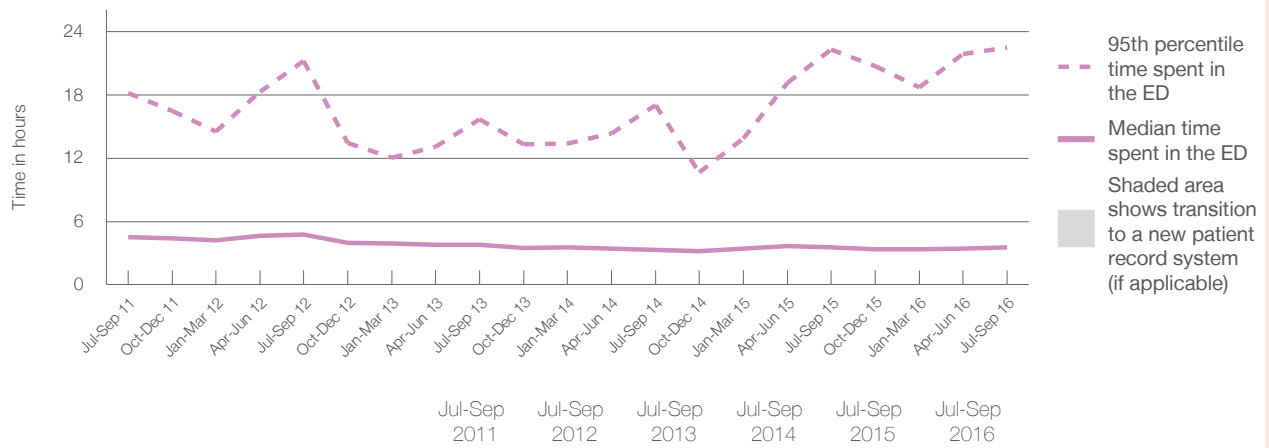
95th percentile time spent in the ED⁹ 22 hours and 27 minutes

Same period last year	NSW (this period)
15,469	15,469
3 hours and 31 minutes	2 hours and 50 minutes
22 hours and 18 minutes	10 hours and 43 minutes

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



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 11m	21h 14m	15h 40m	17h 0m	22h 18m	22h 27m

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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.

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

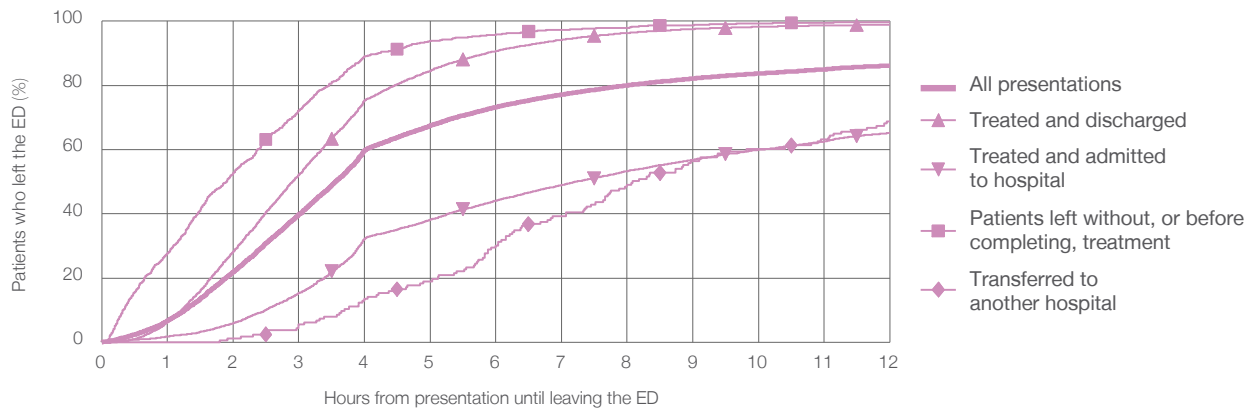
All presentations:¹ 15,658 patients

Presentations used to calculate time to leaving the ED:⁶ 15,654 patients

Treated and discharged	8,435 (53.9%)
Treated and admitted to hospital	5,809 (37.1%)
Patient left without, or before completing, treatment	1,141 (7.3%)
Transferred to another hospital	164 (1.0%)
Other	109 (0.7%)

Same period last year	Change since one year ago
15,469	1.2%
8,136	3.7%
5,998	-3.2%
1,096	4.1%
122	34.4%
117	-6.8%

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



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

Treated and discharged	6.4%	28.3%	52.2%	75.3%	90.7%	96.3%	98.2%	98.9%
Treated and admitted to hospital	1.8%	5.9%	15.3%	32.4%	44.0%	53.3%	59.9%	65.2%
Patient left without, or before completing, treatment	27.8%	52.8%	72.1%	89.0%	95.9%	98.0%	99.2%	99.7%
Transferred to another hospital	0%	1.2%	5.5%	13.5%	30.1%	49.1%	60.1%	68.7%
All presentations	6.7%	22.0%	39.8%	59.9%	73.2%	80.0%	83.7%	86.2%

(†) 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.

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

All presentations at the emergency department: ¹ 15,658 patients

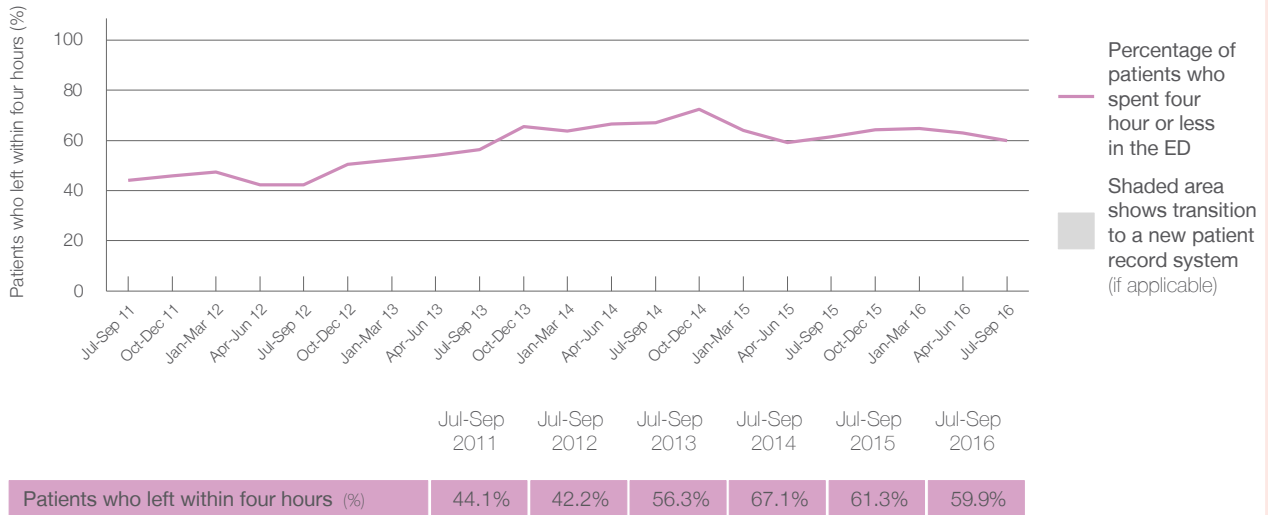
Presentations used to calculate time to leaving the ED: ⁶ 15,654 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	15,469	1.2%
Presentations used to calculate time to leaving the ED	15,469	1.2%
Percentage of patients who spent four hours or less in the ED	61.3%	

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



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

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

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

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

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

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

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