

Healthcare Quarterly

Emergency department

South Eastern Sydney Local Health District
Performance Profiles

April to June 2018

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 15,059 patients

Emergency presentations:² 14,270 patients

Same period last year	Change since one year ago
14,288	5%
13,514	6%

Prince of Wales Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,524 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,720 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,264 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 568 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
1,100	
9 minutes	8 minutes
23 minutes	24 minutes
6,957	
20 minutes	19 minutes
62 minutes	63 minutes
4,743	
18 minutes	24 minutes
77 minutes	95 minutes
514	
25 minutes	21 minutes
107 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 15,056 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
14,287	5%
72%	

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

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

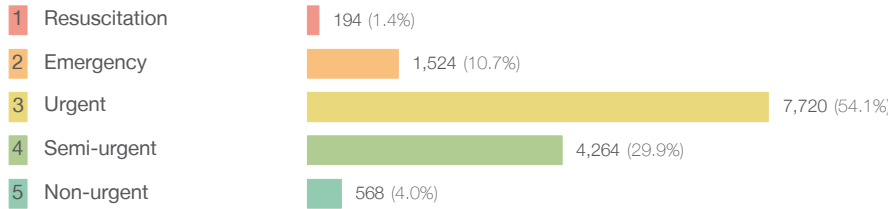
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients presenting to the emergency department April to June 2018

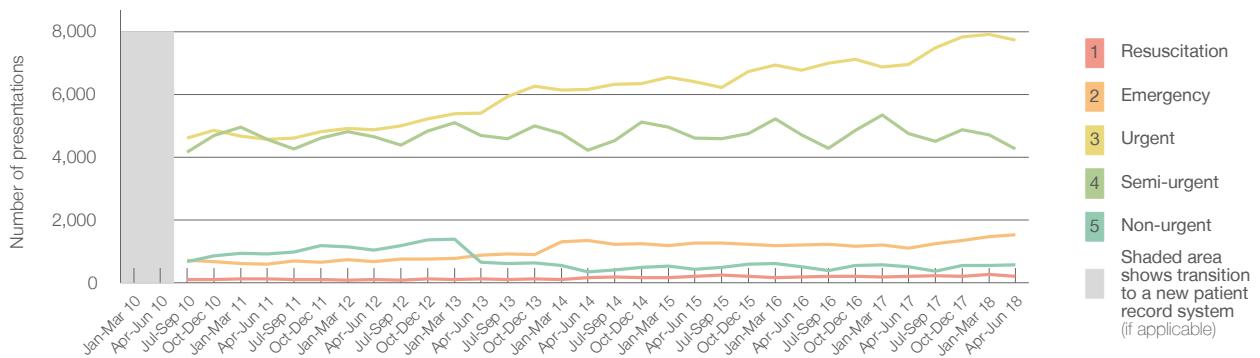
All presentations:¹ 15,059 patients

Emergency presentations² by triage category: 14,270 patients



	Same period last year	Change since one year ago
All presentations	14,288	5%
Emergency presentations	13,514	6%
1 Resuscitation	200	-3.0%
2 Emergency	1,100	38.5%
3 Urgent	6,957	11.0%
4 Semi-urgent	4,743	-10.1%
5 Non-urgent	514	10.5%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		121	107	113	155	206	184	200	194
Emergency		589	679	875	1,353	1,269	1,194	1,100	1,524
Urgent		4,576	4,870	5,401	6,161	6,407	6,762	6,957	7,720
Semi-urgent		4,576	4,649	4,685	4,218	4,611	4,705	4,743	4,264
Non-urgent		916	1,029	649	345	430	515	514	568
All emergency presentations		10,778	11,334	11,723	12,232	12,923	13,360	13,514	14,270

Prince of Wales Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,695 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,331	
ED Transfer of care time		
Median time	10 minutes	0 minutes
90th percentile time	25 minutes	-1 minute

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

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

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

April to June 2018

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

Number of triage 2 patients: 1,524

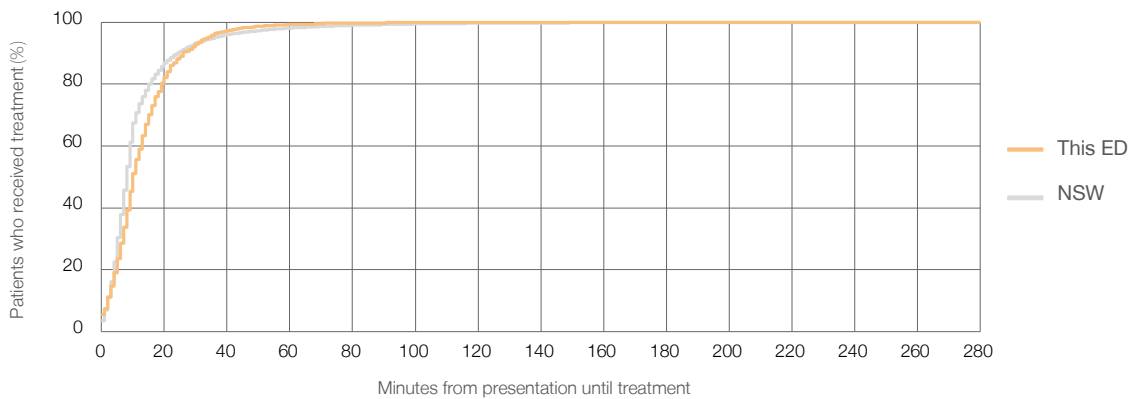
Number of triage 2 patients used to calculate waiting time:³ 1,496

Median time to start treatment⁴ 10 minutes

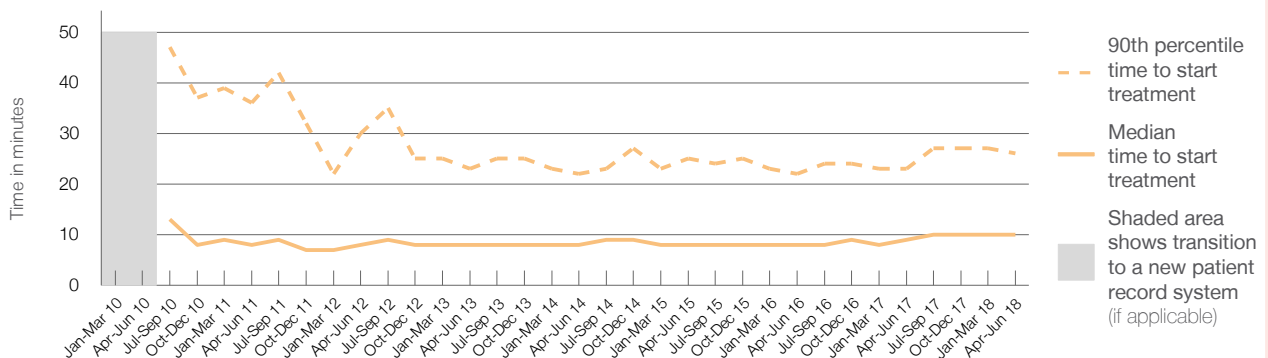
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
1,100	1,084
9 minutes	8 minutes
23 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		8	8	8	8	8	8	9	10
90th percentile time to start treatment ⁵ (minutes)		36	30	23	22	25	22	23	26

(†) 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

April to June 2018

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

Number of triage 3 patients: 7,720

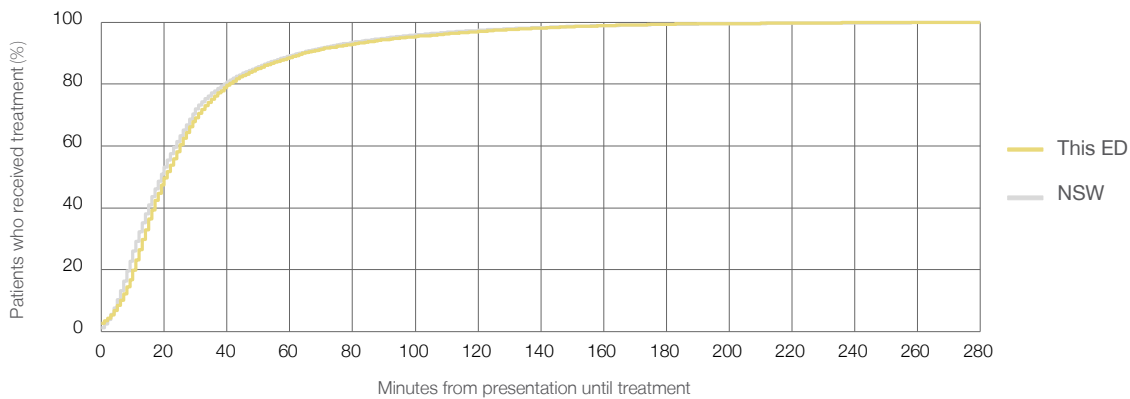
Number of triage 3 patients used to calculate waiting time:³ 7,616

Median time to start treatment⁴ 21 minutes

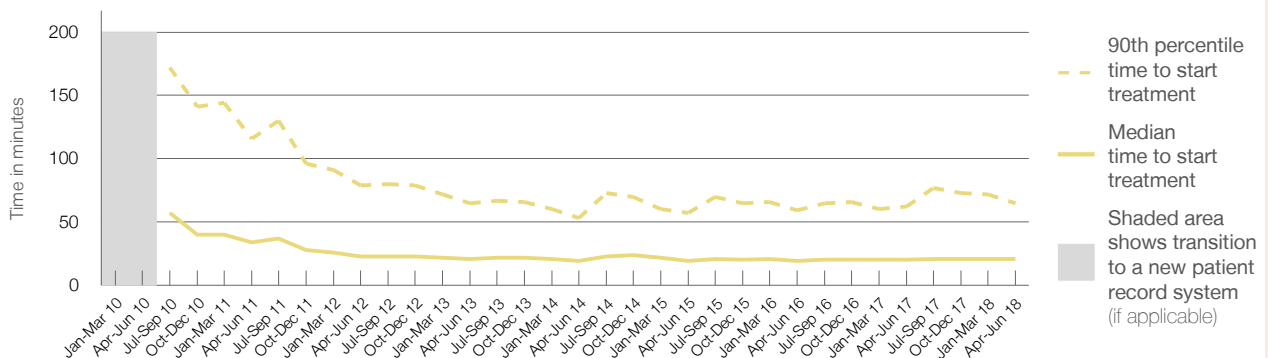
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
6,957	
6,862	
20 minutes	19 minutes
62 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		34	23	21	19	19	19	20	21
90th percentile time to start treatment ⁵ (minutes)		116	79	65	53	57	59	62	65

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,264

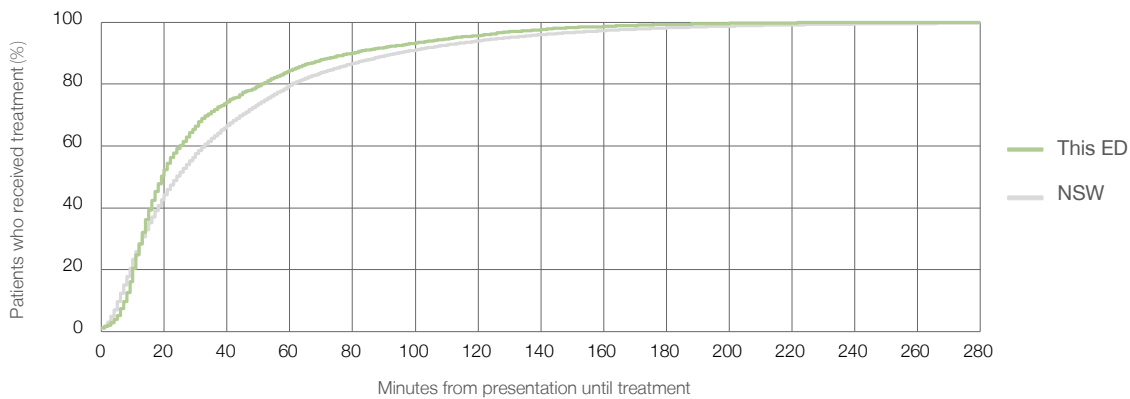
Number of triage 4 patients used to calculate waiting time:³ 4,177

Median time to start treatment⁴ 19 minutes

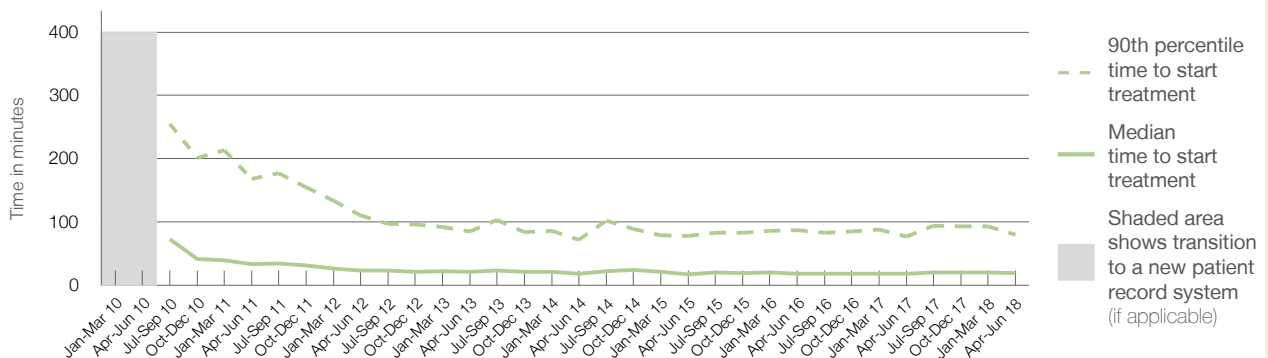
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
4,743	4,640
18 minutes	24 minutes
77 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		33	23	21	18	17	18	18	19
90th percentile time to start treatment ⁵ (minutes)		168	110	85	72	78	87	77	80

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

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

April to June 2018

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

Number of triage 5 patients: 568

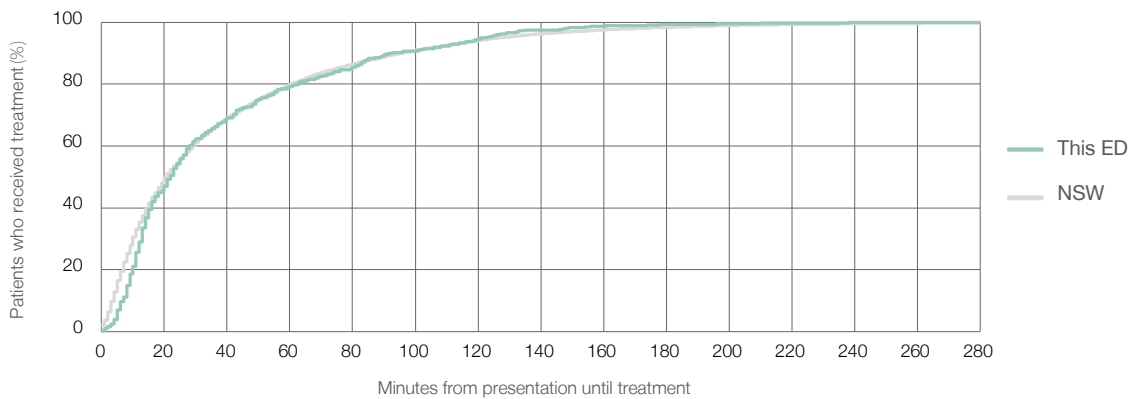
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 22 minutes

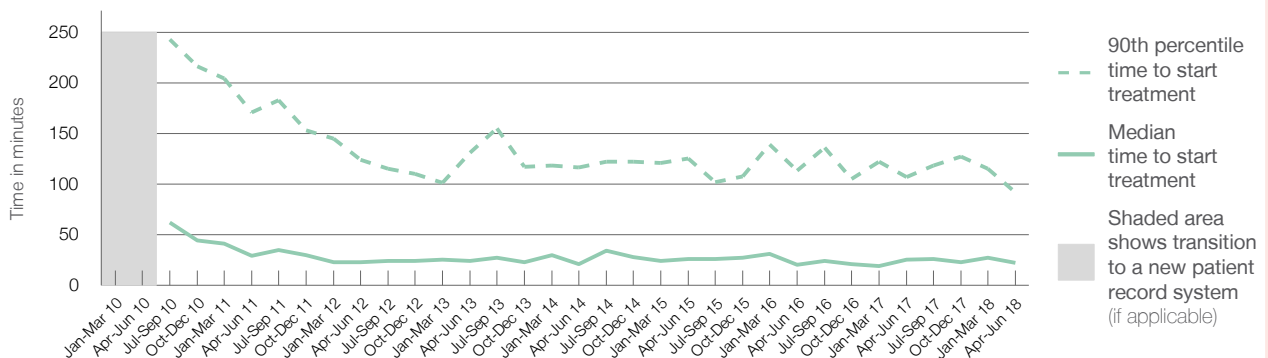
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
514	
423	
25 minutes	21 minutes
107 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		29	23	24	21	26	21	25	22
90th percentile time to start treatment ⁵ (minutes)		171	124	131	117	125	113	107	92

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

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Prince of Wales Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 15,059 patients

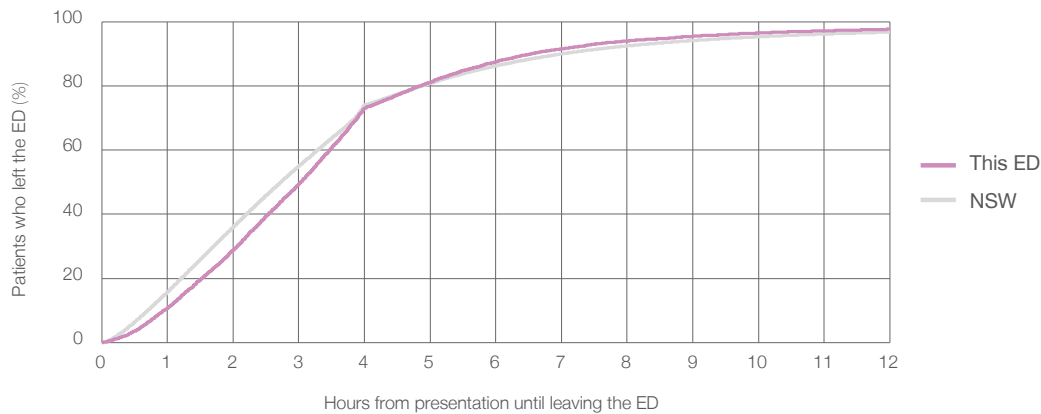
Presentations used to calculate time to leaving the ED:⁶ 15,056 patients

Median time spent in the ED⁸ 3 hours and 2 minutes

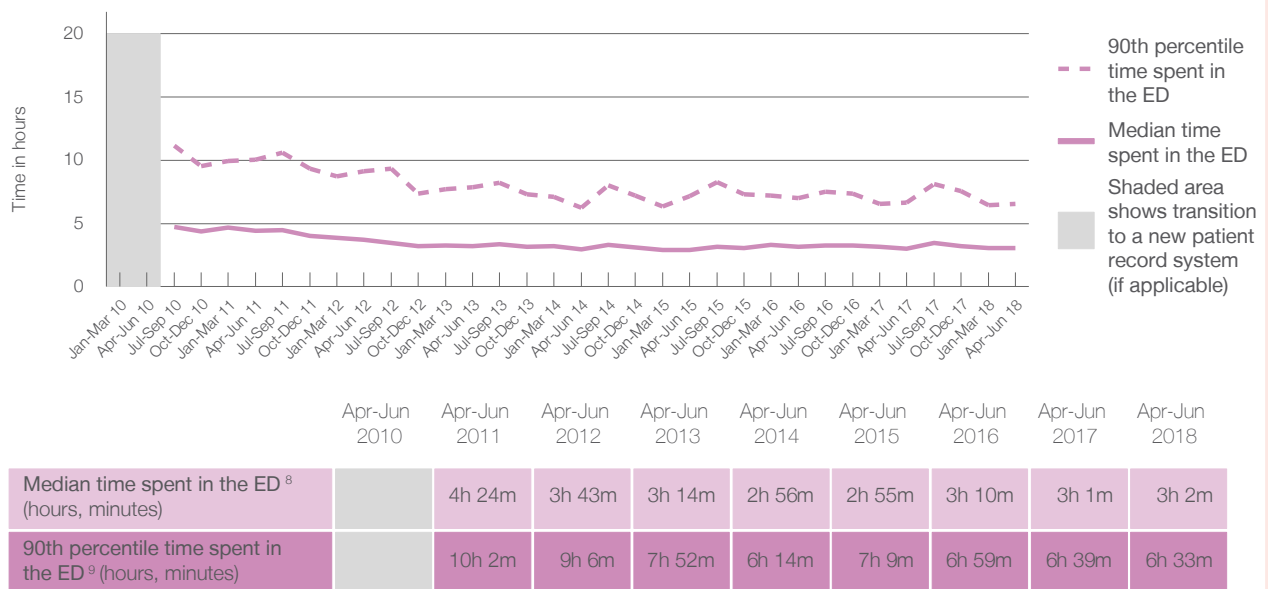
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
14,288	
14,287	
3 hours and 1 minutes	2 hours and 44 minutes
6 hours and 39 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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
April to June 2018

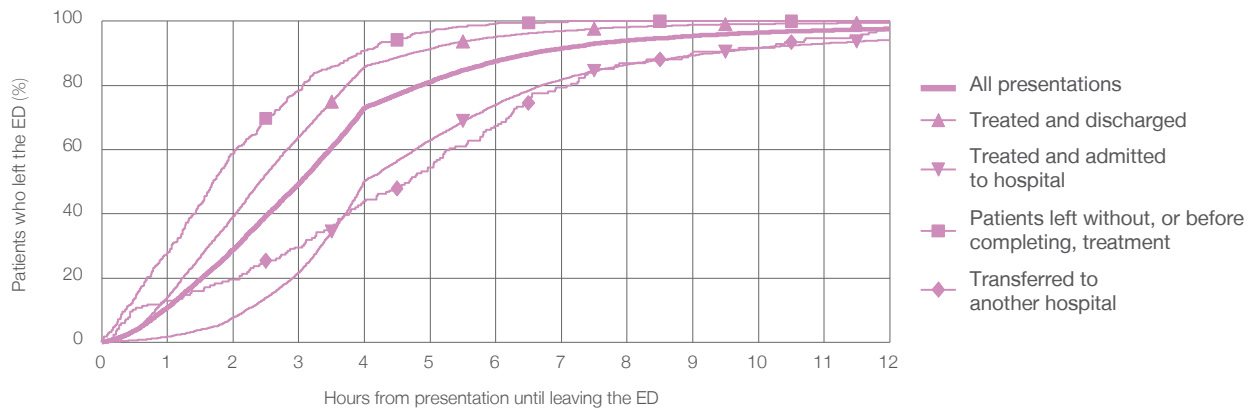
All presentations:¹ 15,059 patients

Presentations used to calculate time to leaving the ED:⁶ 15,056 patients

Treated and discharged	8,995 (59.7%)
Treated and admitted to hospital	5,325 (35.4%)
Patient left without, or before completing, treatment	434 (2.9%)
Transferred to another hospital	169 (1.1%)
Other	136 (0.9%)

Same period last year	Change since one year ago
14,287	5%
8,306	8.3%
5,266	1.1%
497	-12.7%
164	3.0%
55	147.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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	14.1%	39.2%	64.0%	85.7%	95.2%	98.2%	99.2%	99.5%
Treated and admitted to hospital	1.7%	7.7%	21.8%	50.3%	74.0%	86.5%	91.7%	94.2%
Patient left without, or before completing, treatment	27.9%	58.8%	78.3%	91.0%	99.3%	100%	100%	100%
Transferred to another hospital	13.0%	19.5%	29.6%	43.8%	67.5%	87.0%	91.7%	97.0%
All presentations	10.9%	28.9%	49.4%	73.0%	87.5%	94.0%	96.5%	97.6%

(†) 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.

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

All presentations at the emergency department: ¹ 15,059 patients

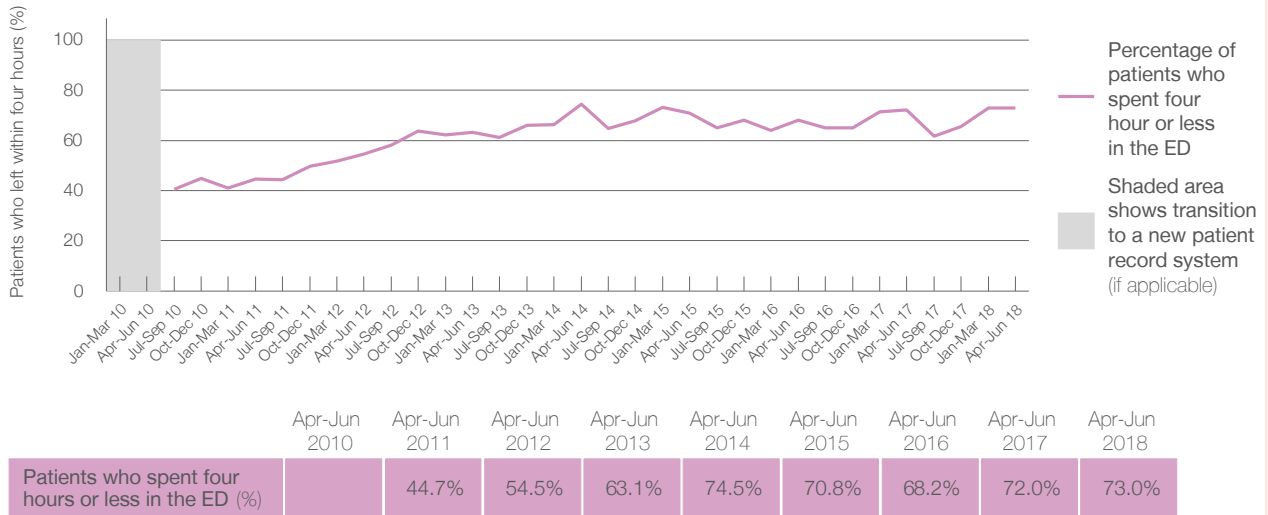
Presentations used to calculate time to leaving the ED: ⁶ 15,056 patients

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	14,288	5%
Presentations used to calculate time to leaving the ED	14,287	5%
Percentage of patients who spent four hours or less in the ED	72.0%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

St George Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,707 patients



Emergency presentations:² 19,548 patients

Same period last year	Change since one year ago
19,248	2%
19,134	2%



St George Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,324 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,602 patients

Median time to start treatment⁴  23 minutes
90th percentile time to start treatment⁵  55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,441 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,028 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  77 minutes

Same period last year	NSW (this period)
2,312	
10 minutes	8 minutes
26 minutes	24 minutes
8,543	
25 minutes	19 minutes
62 minutes	63 minutes
6,996	
33 minutes	24 minutes
77 minutes	95 minutes
1,126	
34 minutes	21 minutes
86 minutes	96 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,702 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
19,247	2%
64%	

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

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

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

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

St George Hospital: Patients presenting to the emergency department

April to June 2018

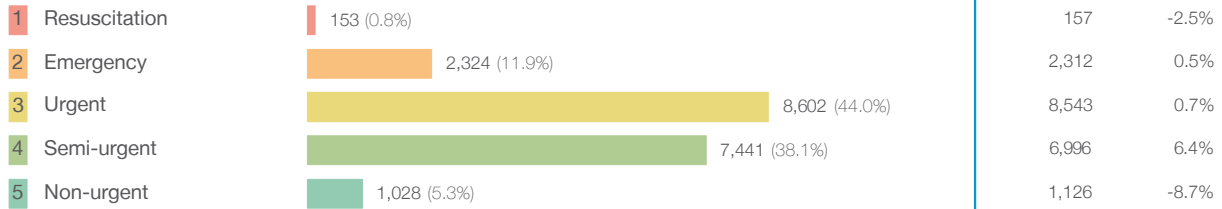
All presentations:¹ 19,707 patients

Same period last year
Change since one year ago

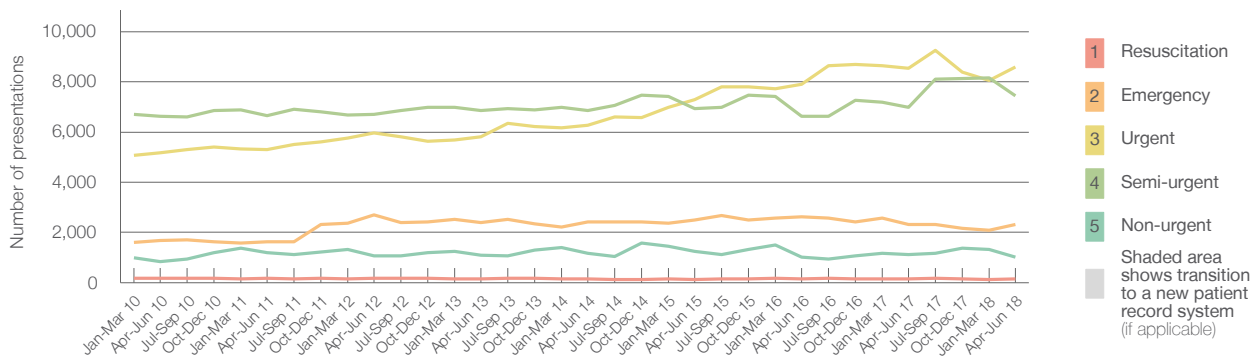
19,248 2%

Emergency presentations² by triage category: 19,548 patients

19,134 2%



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	175	183	173	152	141	136	146	157	153
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,312	2,324
Urgent	5,169	5,302	5,965	5,800	6,265	7,298	7,890	8,543	8,602
Semi-urgent	6,640	6,660	6,711	6,852	6,849	6,943	6,627	6,996	7,441
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126	1,028
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,134	19,548

St George Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,970 patients

Same period last year
Change since one year ago

4,810

ED Transfer of care time

Median time 11 minutes

11 minutes 0 minutes

90th percentile time 23 minutes

21 minutes 2 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 2,324

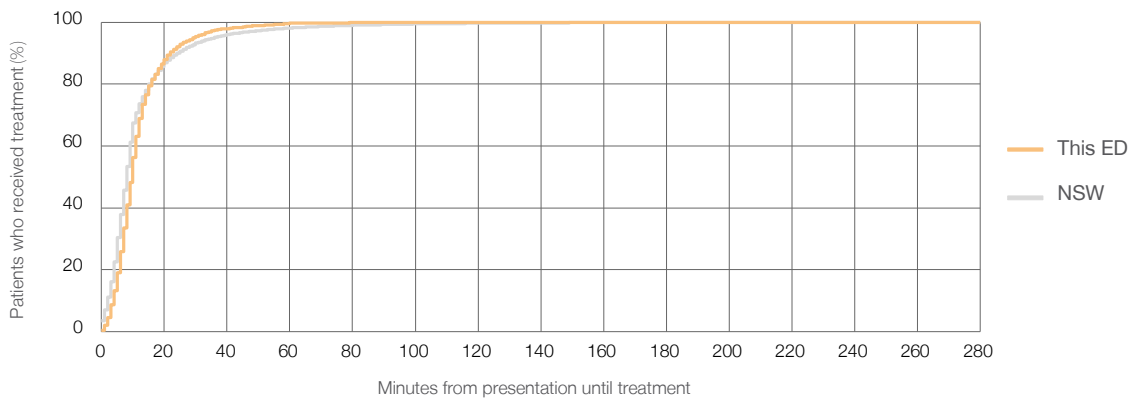
Number of triage 2 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴ 10 minutes

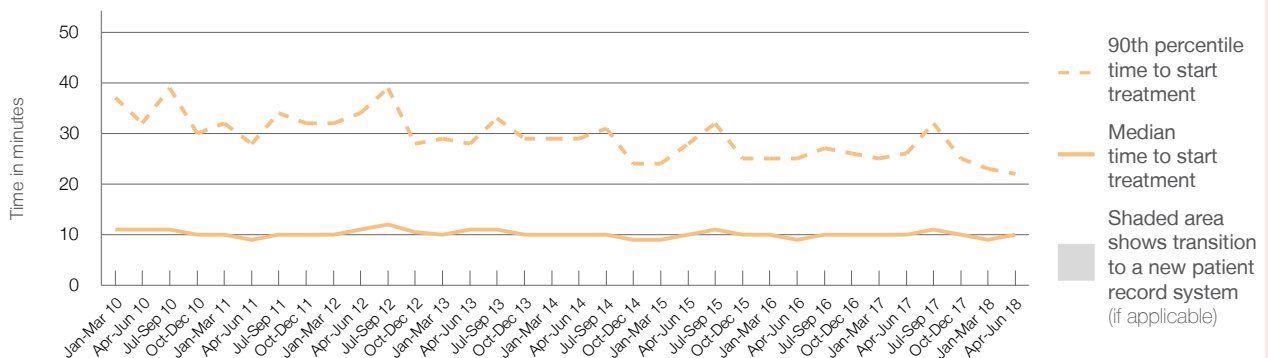
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
2,312	
2,307	
10 minutes	8 minutes
26 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	11	9	11	11	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	28	34	28	29	28	25	26	22

(†) 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

April to June 2018

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

Number of triage 3 patients: 8,602

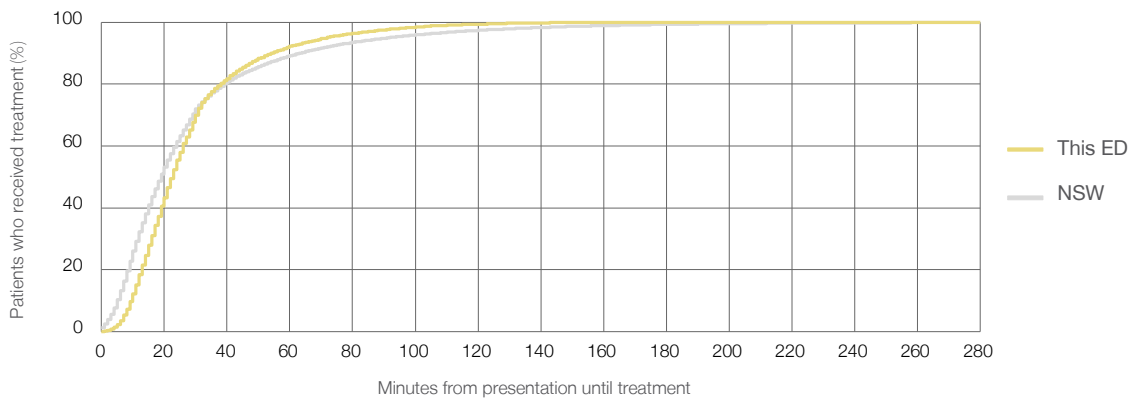
Number of triage 3 patients used to calculate waiting time:³ 8,462

Median time to start treatment⁴ 23 minutes

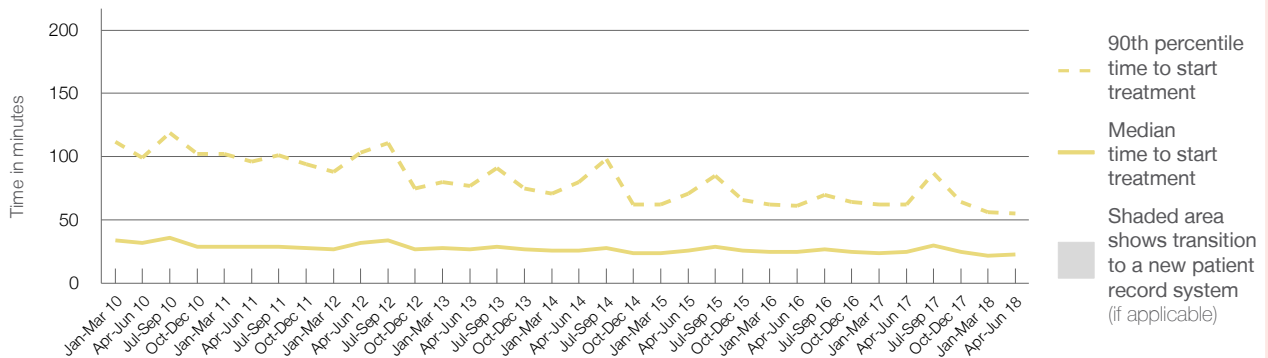
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
8,543	8,429
25 minutes	19 minutes
62 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	32	29	32	27	26	26	25	25	23
90th percentile time to start treatment ⁵ (minutes)	99	96	103	77	80	71	61	62	55

(†) 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

April to June 2018

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

Number of triage 4 patients: 7,441

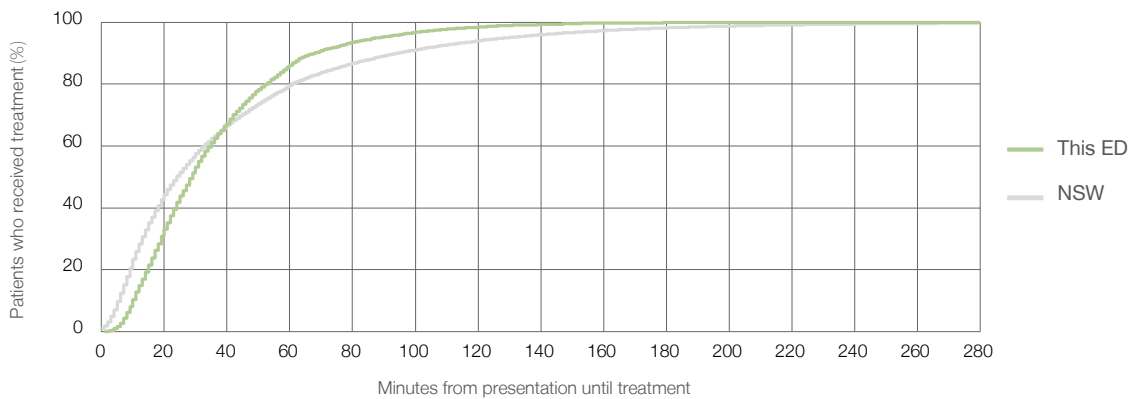
Number of triage 4 patients used to calculate waiting time:³ 7,259

Median time to start treatment⁴ 29 minutes

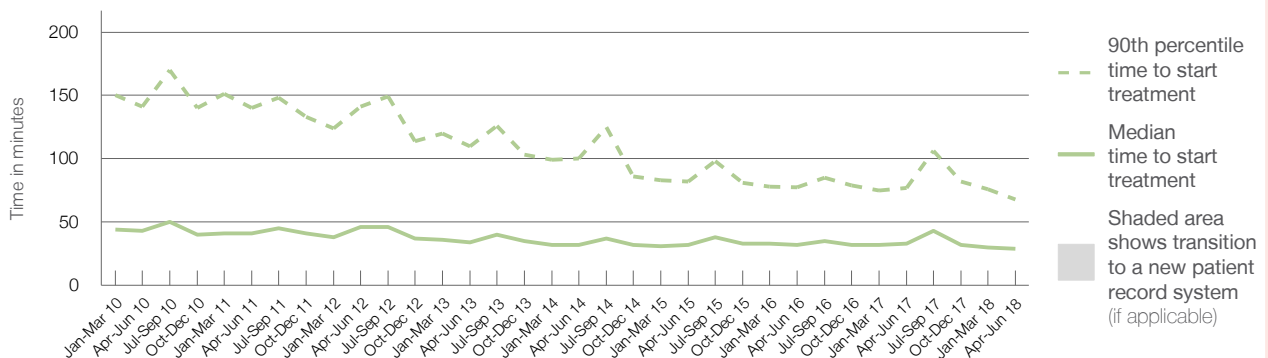
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,996	
6,791	
33 minutes	24 minutes
77 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	43	41	46	34	32	32	32	33	29
90th percentile time to start treatment ⁵ (minutes)	141	140	141	110	100	82	78	77	68

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

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

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

April to June 2018

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

Number of triage 5 patients: 1,028

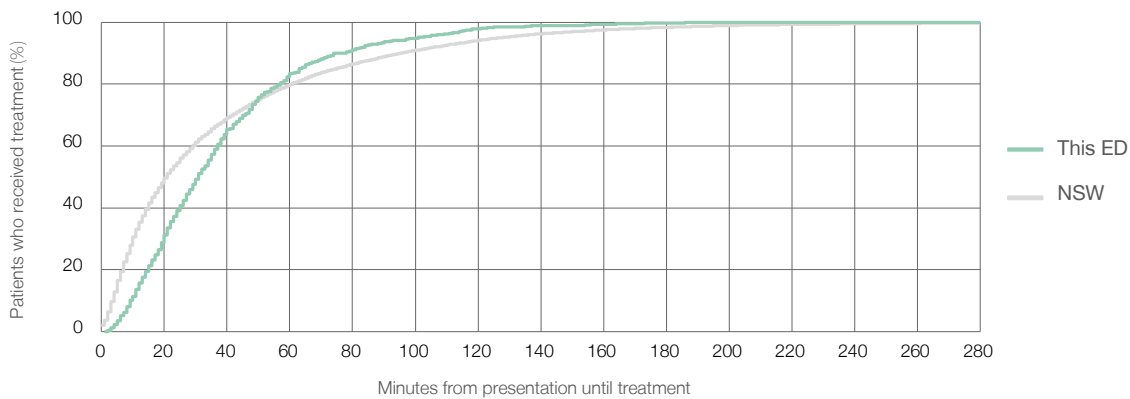
Number of triage 5 patients used to calculate waiting time:³ 880

Median time to start treatment⁴ 31 minutes

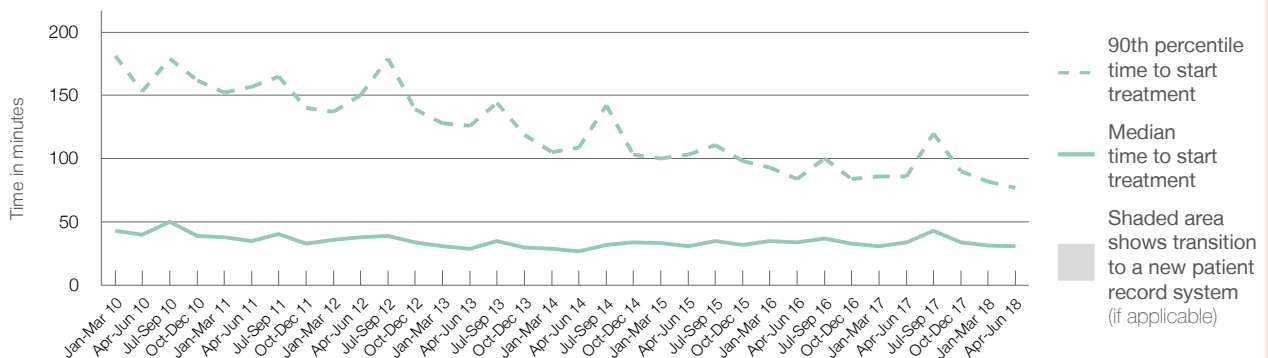
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,126	
952	
34 minutes	21 minutes
86 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	40	35	38	29	27	31	34	34	31
90th percentile time to start treatment ⁵ (minutes)	153	157	150	126	109	103	84	86	77

(†) 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

April to June 2018

All presentations:¹ 19,707 patients

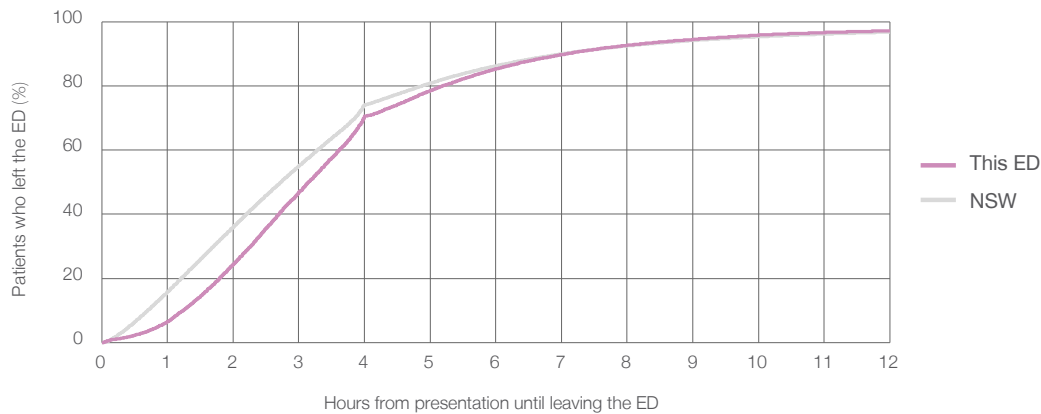
Presentations used to calculate time to leaving the ED:⁶ 19,702 patients

Median time spent in the ED⁸ 3 hours and 9 minutes

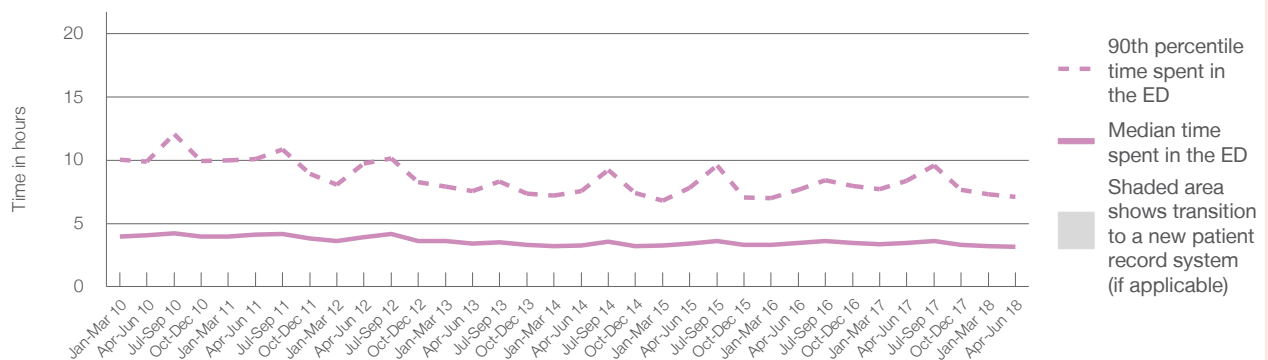
90th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
19,248	
19,247	
3 hours and 28 minutes	2 hours and 44 minutes
8 hours and 22 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m	3h 9m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 22m	7h 6m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

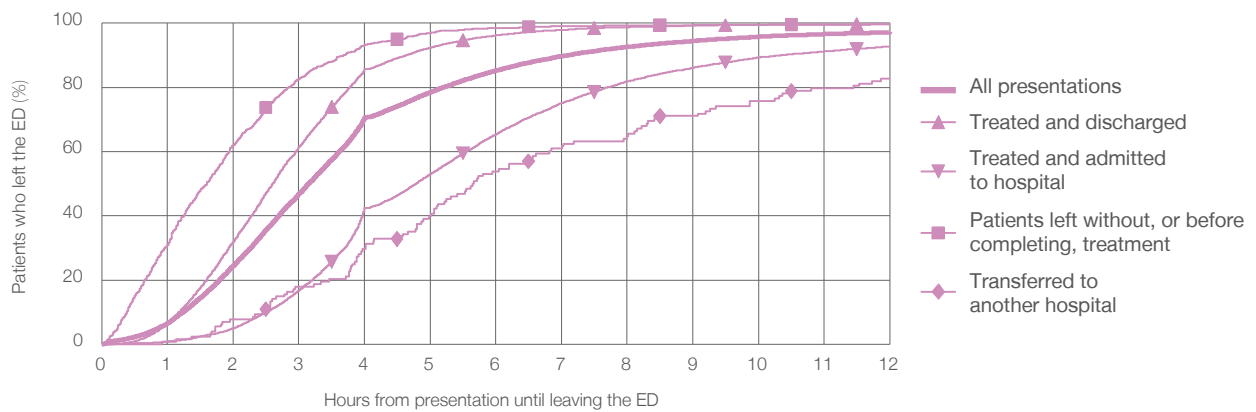
All presentations:¹ 19,707 patients

Presentations used to calculate time to leaving the ED:⁶ 19,702 patients

Treated and discharged	11,468 (58.2%)
Treated and admitted to hospital	6,893 (35.0%)
Patient left without, or before completing, treatment	965 (4.9%)
Transferred to another hospital	128 (0.6%)
Other	253 (1.3%)

Same period last year	Change since one year ago
19,247	2%
11,252	1.9%
6,577	4.8%
950	1.6%
232	-44.8%
237	6.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	6.4%	31.9%	61.3%	85.7%	96.2%	98.8%	99.6%	99.8%
Treated and admitted to hospital	0.8%	5.0%	16.8%	42.4%	65.4%	81.9%	89.4%	92.8%
Patient left without, or before completing, treatment	30.9%	62.1%	82.6%	93.3%	98.4%	99.4%	99.6%	99.7%
Transferred to another hospital	0.8%	7.8%	18.0%	29.7%	53.9%	64.8%	75.8%	82.8%
All presentations	6.5%	24.4%	46.8%	70.7%	85.3%	92.7%	95.8%	97.2%

(†) 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.

St George Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 19,707 patients

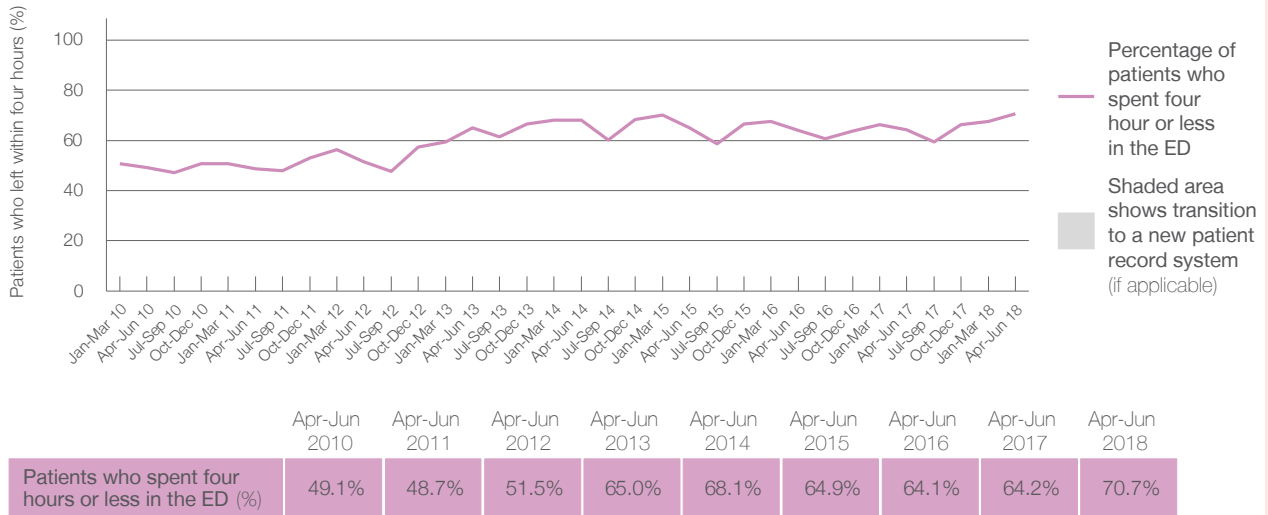
Presentations used to calculate time to leaving the ED: ⁶ 19,702 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	19,248	2%
Presentations used to calculate time to leaving the ED	19,247	2%
Percentage of patients who spent four hours or less in the ED	64.2%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

Sutherland Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 13,279 patients


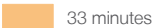
Emergency presentations:² 13,202 patients

Same period last year	Change since one year ago
12,699	5%
12,577	5%

Sutherland Hospital: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,919 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  33 minutes

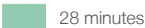

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,242 patients

Median time to start treatment⁴  29 minutes
 90th percentile time to start treatment⁵  68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,236 patients

Median time to start treatment⁴  32 minutes
 90th percentile time to start treatment⁵  75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 720 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  89 minutes

Same period last year	NSW (this period)
1,903	
13 minutes	8 minutes
30 minutes	24 minutes
5,520	
29 minutes	19 minutes
67 minutes	63 minutes
4,320	
32 minutes	24 minutes
83 minutes	95 minutes
781	
29 minutes	21 minutes
84 minutes	96 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 13,278 patients

Percentage of patients who spent four hours or less in the ED  62%

Same period last year	Change since one year ago
12,699	5%
69%	

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

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

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

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

Sutherland Hospital: Patients presenting to the emergency department

April to June 2018

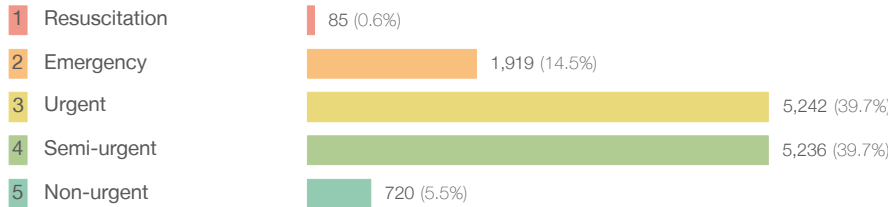
All presentations:¹ 13,279 patients

Same period last year
Change since one year ago

12,699 5%

Emergency presentations² by triage category: 13,202 patients

12,577 5%



53 60.4%

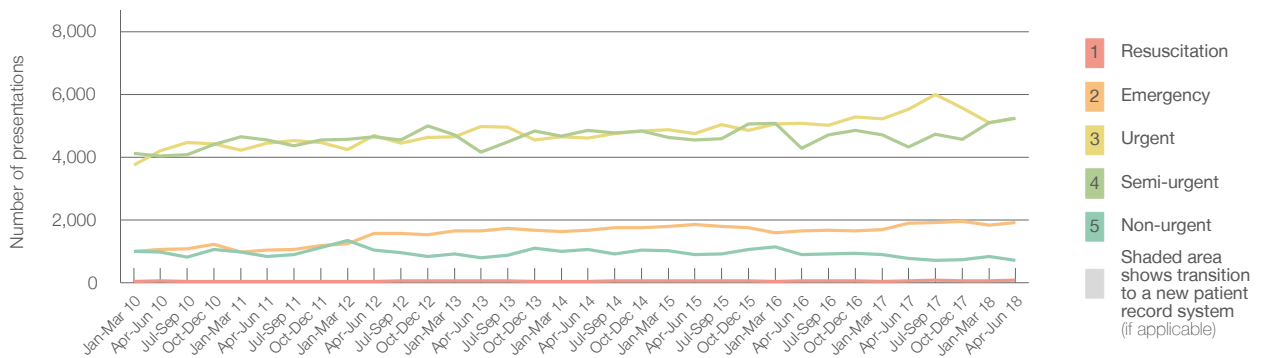
1,903 0.8%

5,520 -5.0%

4,320 21.2%

781 -7.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	52	39	43	51	43	62	64	53	85
Emergency	1,063	1,032	1,568	1,644	1,661	1,858	1,648	1,903	1,919
Urgent	4,195	4,453	4,693	4,976	4,599	4,753	5,074	5,520	5,242
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543	4,280	4,320	5,236
Non-urgent	968	835	1,040	802	1,056	891	894	781	720
All emergency presentations	10,320	10,904	11,988	11,639	12,222	12,107	11,960	12,577	13,202

Sutherland Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,500 patients

Same period last year
Change since one year ago

3,382

ED Transfer of care time

Median time 14 minutes

12 minutes 2 minutes

90th percentile time 27 minutes

29 minutes -2 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 1,919

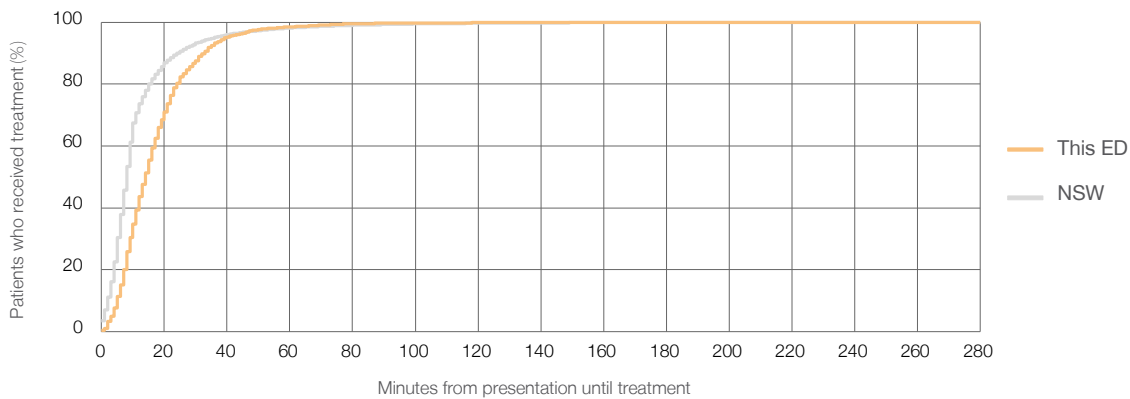
Number of triage 2 patients used to calculate waiting time:³ 1,914

Median time to start treatment⁴ 14 minutes

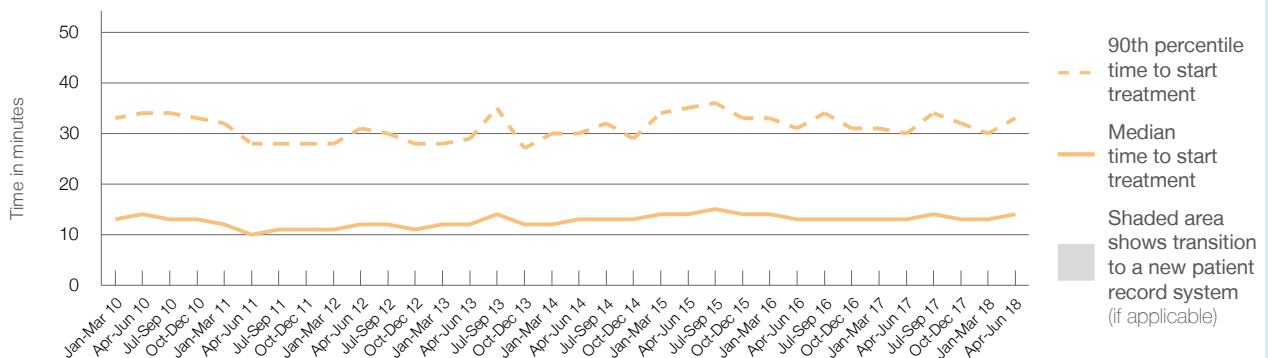
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
1,903	
1,891	
13 minutes	8 minutes
30 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	14	10	12	12	13	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	34	28	31	29	30	35	31	30	33

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

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

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

April to June 2018

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

Number of triage 3 patients: 5,242

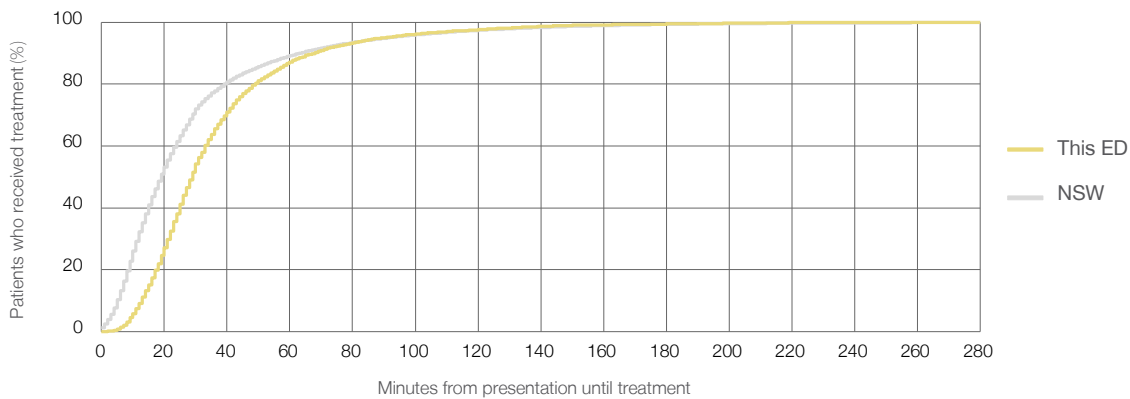
Number of triage 3 patients used to calculate waiting time:³ 5,194

Median time to start treatment⁴ 29 minutes

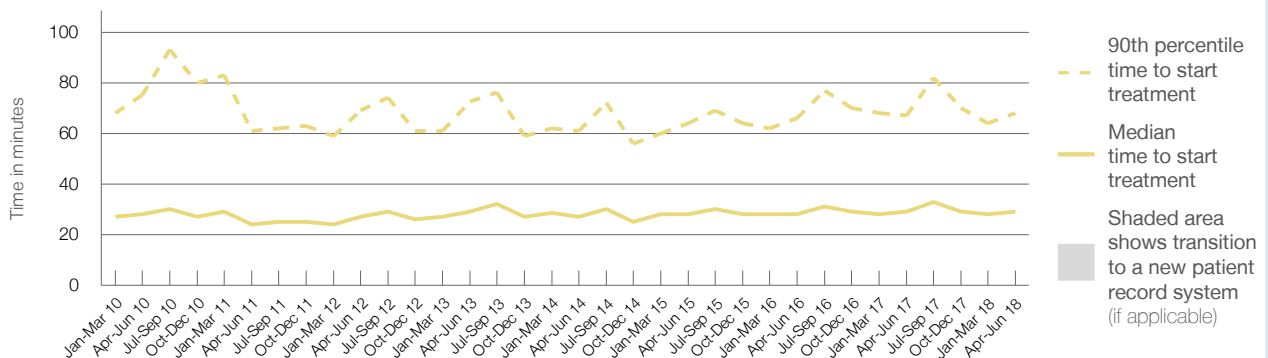
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
5,520	5,447
29 minutes	19 minutes
67 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	28	24	27	29	27	28	28	29	29
90th percentile time to start treatment ⁵ (minutes)	75	61	69	73	61	64	66	67	68

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

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

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

April to June 2018

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

Number of triage 4 patients: 5,236

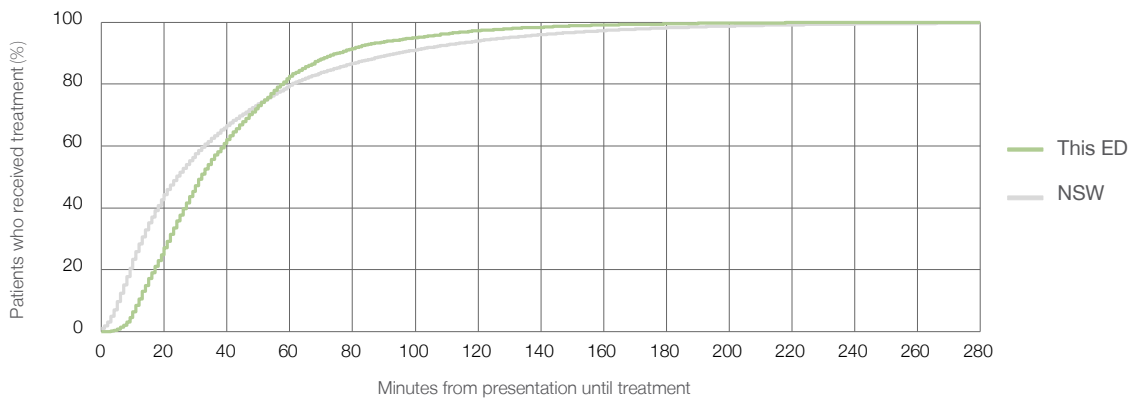
Number of triage 4 patients used to calculate waiting time:³ 5,115

Median time to start treatment⁴ 32 minutes

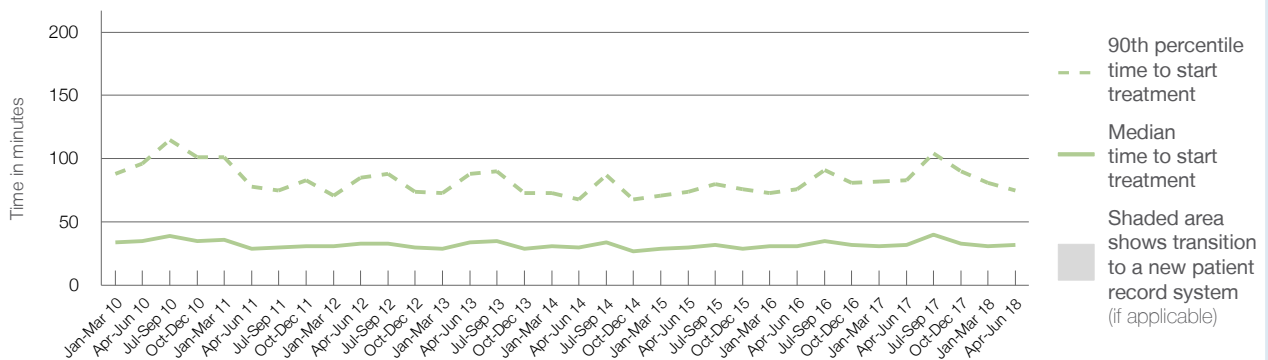
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
4,320	4,207
32 minutes	24 minutes
83 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	35	29	33	34	30	30	31	32	32
90th percentile time to start treatment ⁵ (minutes)	96	78	85	88	68	74	76	83	75

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

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

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

April to June 2018

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

Number of triage 5 patients: 720

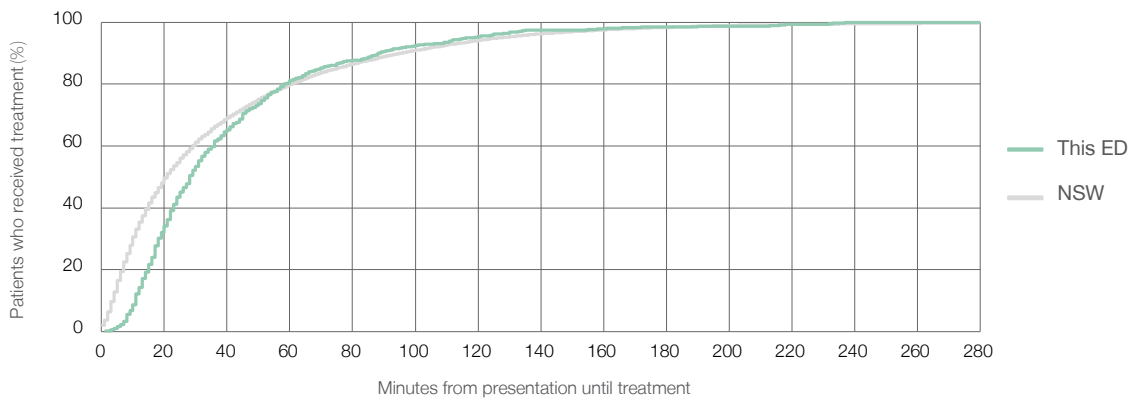
Number of triage 5 patients used to calculate waiting time:³ 647

Median time to start treatment⁴ 28 minutes

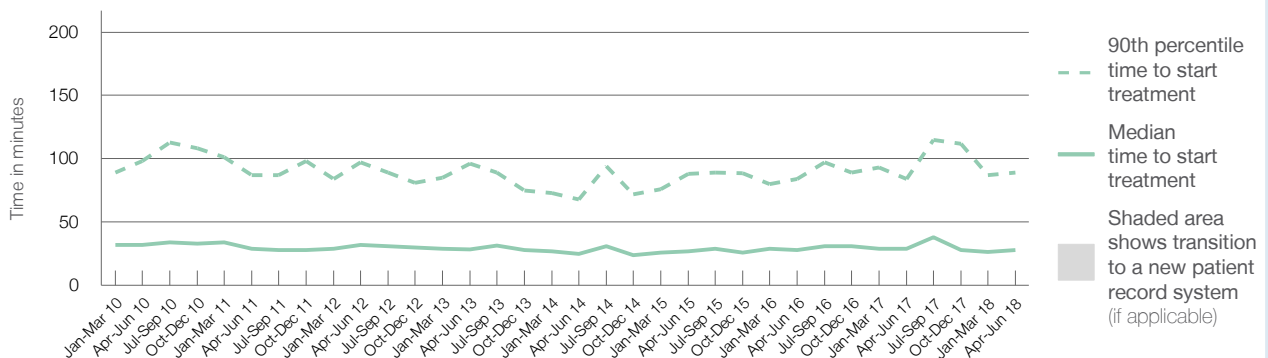
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
781	715
29 minutes	21 minutes
84 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	32	29	32	29	25	27	28	29	28
90th percentile time to start treatment ⁵ (minutes)	98	87	97	96	68	88	84	84	89

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

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

Sutherland Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 13,279 patients

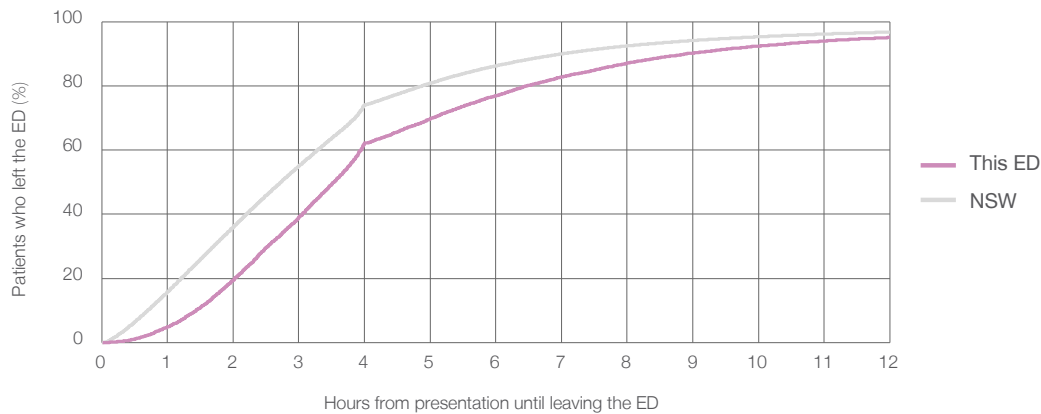
Presentations used to calculate time to leaving the ED:⁶ 13,278 patients

Median time spent in the ED⁸ 3 hours and 32 minutes

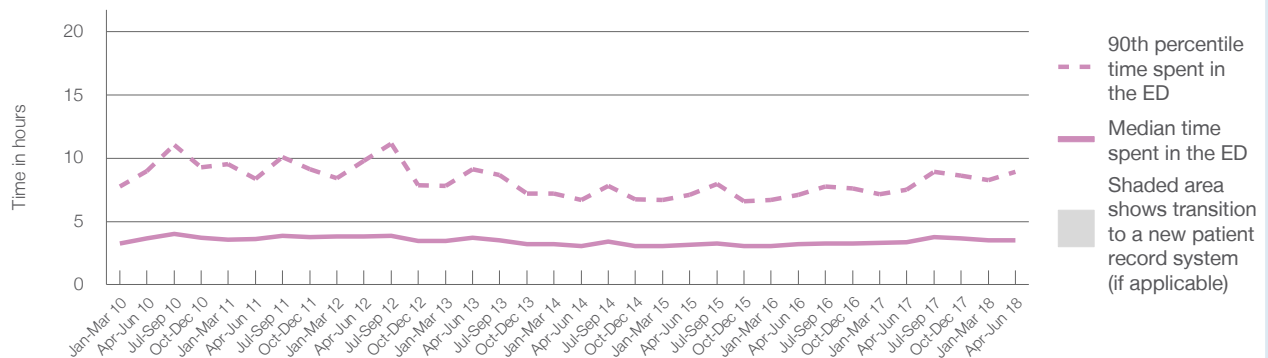
90th percentile time spent in the ED⁹ 8 hours and 55 minutes

Same period last year	NSW (this period)
12,699	12,699
3 hours and 23 minutes	2 hours and 44 minutes
7 hours and 29 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m	3h 23m	3h 32m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 57m	8h 22m	9h 46m	9h 6m	6h 42m	7h 5m	7h 6m	7h 29m	8h 55m

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

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

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

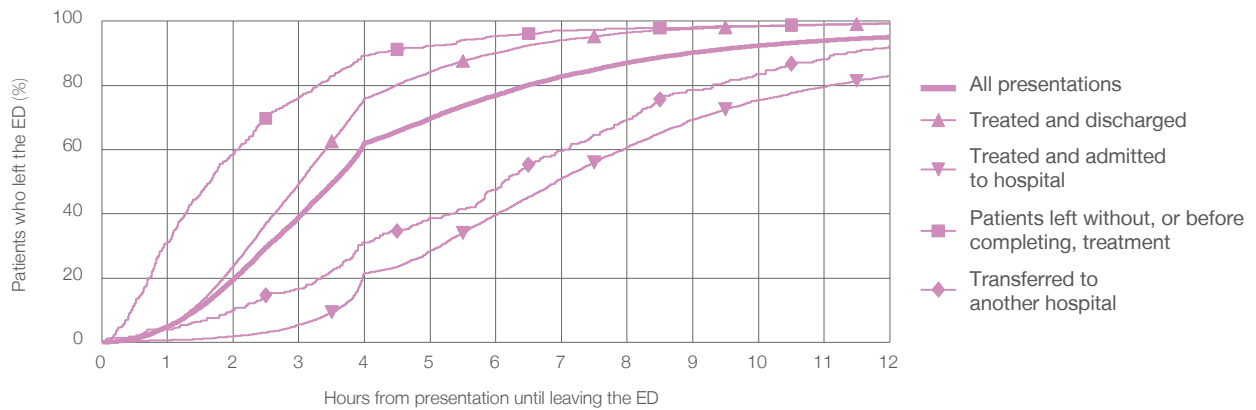
All presentations:¹ 13,279 patients

Presentations used to calculate time to leaving the ED:⁶ 13,278 patients

Treated and discharged	9,118 (68.7%)
Treated and admitted to hospital	3,279 (24.7%)
Patient left without, or before completing, treatment	569 (4.3%)
Transferred to another hospital	280 (2.1%)
Other	33 (0.2%)

Same period last year	Change since one year ago
12,699	5%
8,668	5.2%
3,264	0.5%
487	16.8%
220	27.3%
60	-45.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

Treated and discharged	4.7%	23.7%	49.4%	76.0%	90.1%	96.5%	98.5%	99.2%
Treated and admitted to hospital	0.6%	1.8%	5.5%	21.5%	39.7%	60.7%	75.4%	83.0%
Patient left without, or before completing, treatment	31.1%	58.5%	76.1%	89.3%	95.3%	97.7%	98.4%	99.3%
Transferred to another hospital	3.9%	10.0%	16.8%	31.1%	47.5%	69.3%	83.6%	92.1%
All presentations	4.9%	19.5%	39.1%	62.1%	76.9%	87.1%	92.4%	95.1%

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

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

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

All presentations at the emergency department: ¹ 13,279 patients

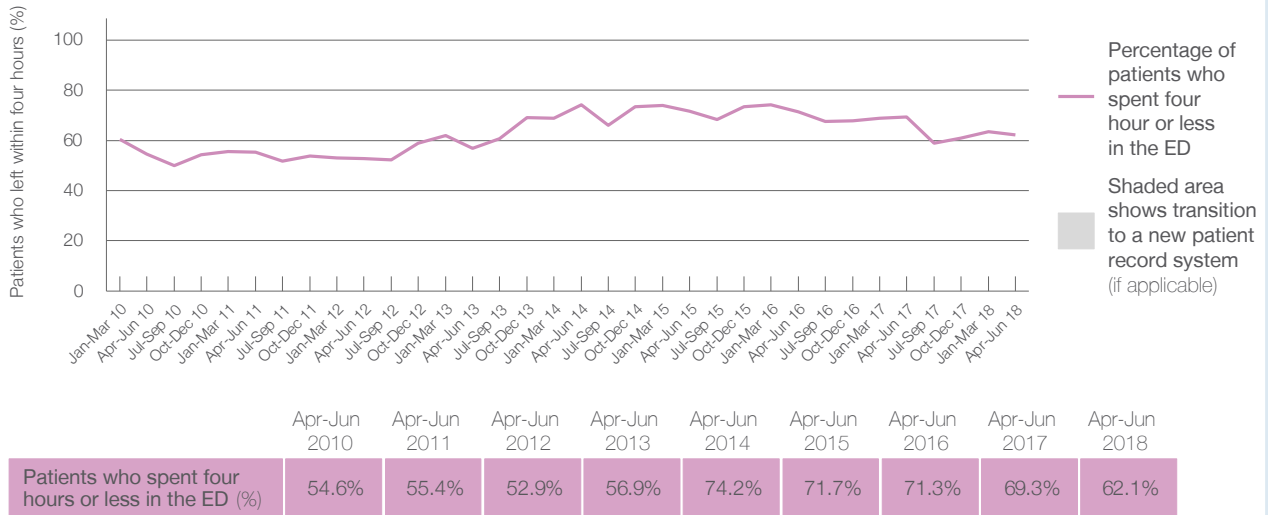
Presentations used to calculate time to leaving the ED: ⁶ 13,278 patients

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	12,699	5%
Presentations used to calculate time to leaving the ED	12,699	5%
Percentage of patients who spent four hours or less in the ED	69.3%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).









Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: ¹ 7,666 patients	7,838	-2%
Emergency presentations: ² 7,467 patients	7,511	-1%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment³

April to June 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 150 patients	116	
Median time to start treatment ⁴  7 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵  18 minutes	16 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,354 patients	1,023	
Median time to start treatment ⁴  19 minutes	20 minutes	19 minutes
90th percentile time to start treatment ⁵  44 minutes	41 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,371 patients	4,180	
Median time to start treatment ⁴  27 minutes	25 minutes	24 minutes
90th percentile time to start treatment ⁵  74 minutes	68 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients	2,192	
Median time to start treatment ⁴  32 minutes	30 minutes	21 minutes
90th percentile time to start treatment ⁵  95 minutes	88 minutes	96 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 7,666 patients	7,838	-2%
Percentage of patients who spent four hours or less in the ED  89%	86%	

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

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

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

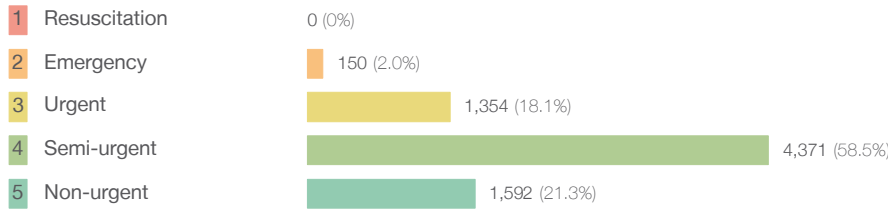
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department

April to June 2018

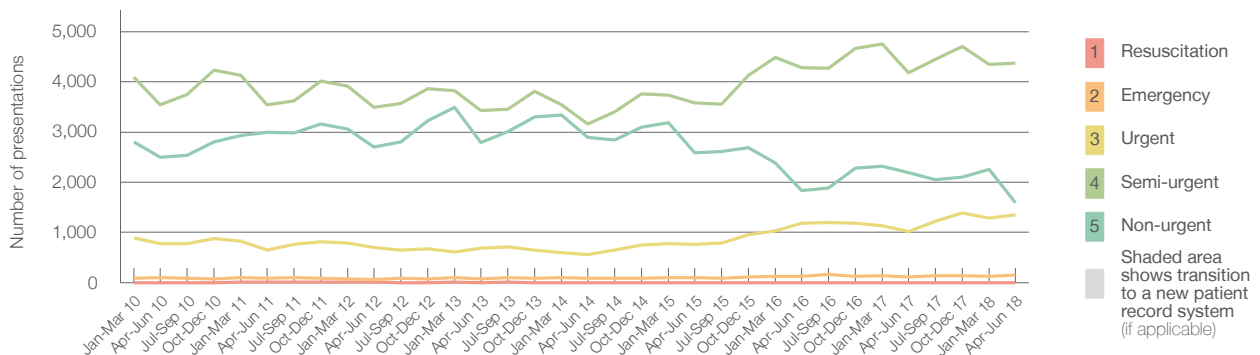
All presentations:¹ 7,666 patients

Emergency presentations² by triage category: 7,467 patients



	Same period last year	Change since one year ago
All presentations	7,838	-2%
Emergency presentations ²	7,511	-1%
1 Resuscitation	< 5	*
2 Emergency	116	32.7%
3 Urgent	1,023	32.4%
4 Semi-urgent	4,180	4.6%
5 Non-urgent	2,192	-27.4%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	7	5	< 5	< 5	0	< 5	< 5	0
Emergency	107	85	68	76	93	103	129	116	150
Urgent	777	649	696	683	557	769	1,182	1,023	1,354
Semi-urgent	3,546	3,542	3,490	3,433	3,160	3,578	4,283	4,180	4,371
Non-urgent	2,503	2,993	2,700	2,787	2,898	2,587	1,835	2,192	1,592
All emergency presentations	6,933	7,276	6,959	6,979	6,708	7,037	7,429	7,511	7,467

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 910 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	

Median time	*	*
90th percentile 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.

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 150

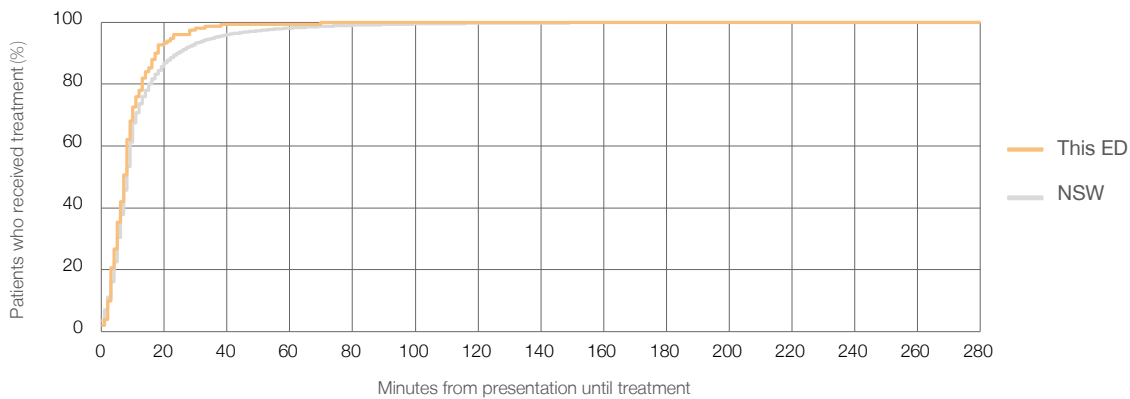
Number of triage 2 patients used to calculate waiting time:³ 150

Median time to start treatment⁴ 7 minutes

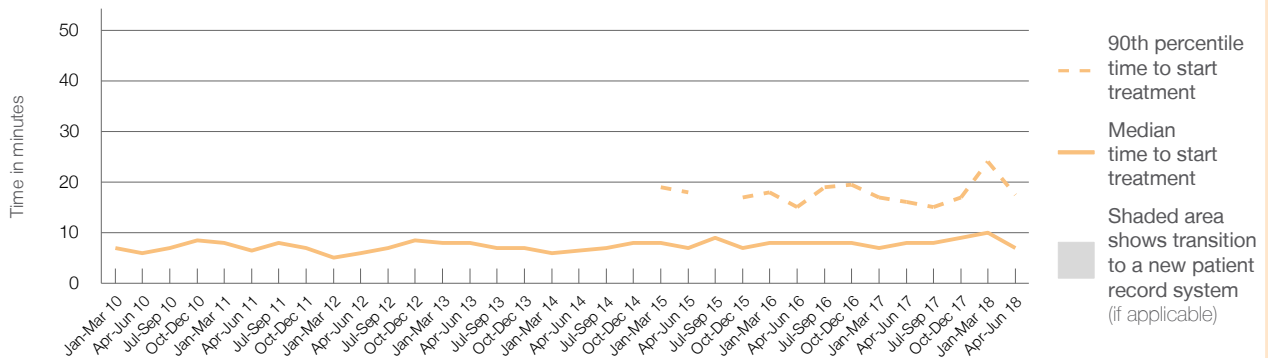
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
116	
112	
8 minutes	8 minutes
16 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	6	7	6	8	7	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	15	*	*	*	*	18	15	16	18

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,354

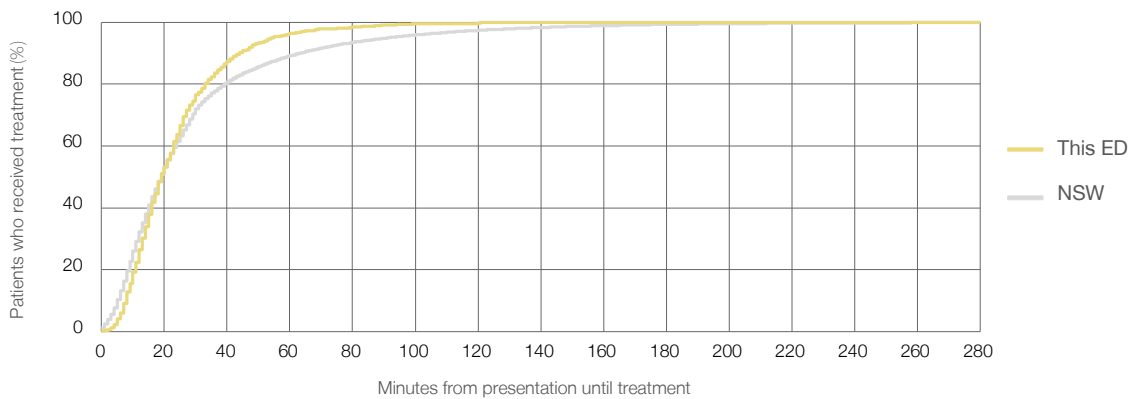
Number of triage 3 patients used to calculate waiting time:³ 1,337

Median time to start treatment⁴ 19 minutes

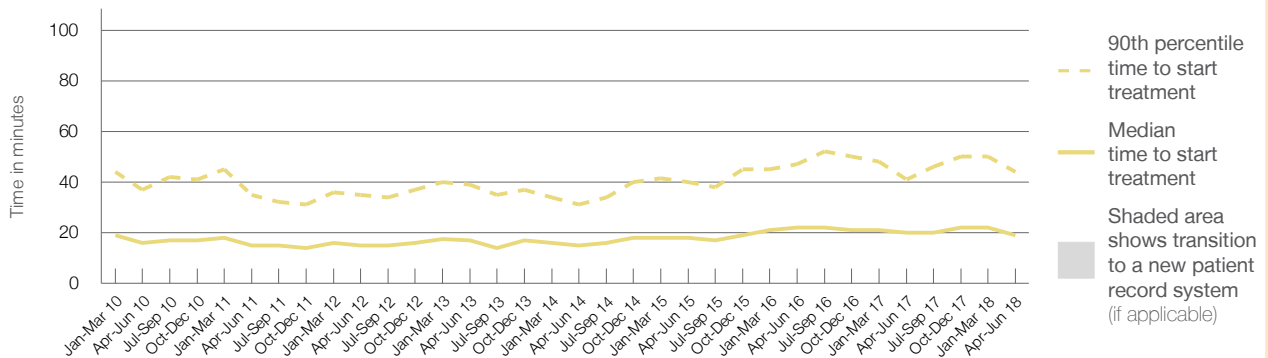
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
1,023	1,013
20 minutes	19 minutes
41 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	16	15	15	17	15	18	22	20	19
90th percentile time to start treatment ⁵ (minutes)	37	35	35	39	31	40	47	41	44

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,371

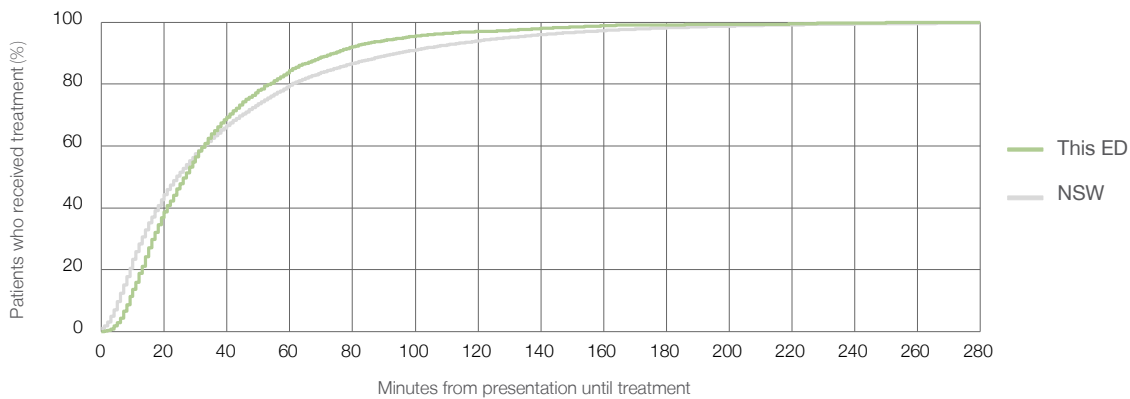
Number of triage 4 patients used to calculate waiting time:³ 4,274

Median time to start treatment⁴ 27 minutes

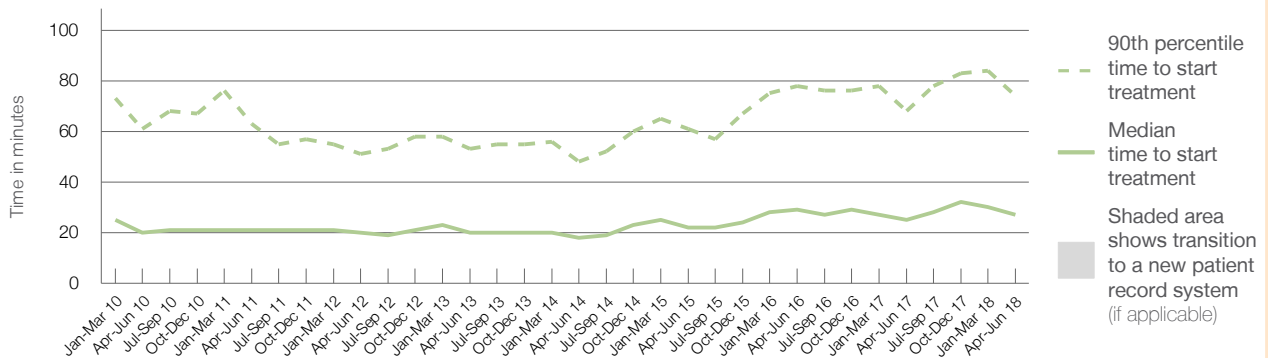
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
4,180	4,106
25 minutes	24 minutes
68 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	20	21	20	20	18	22	29	25	27
90th percentile time to start treatment ⁵ (minutes)	61	63	51	53	48	61	78	68	74

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,592

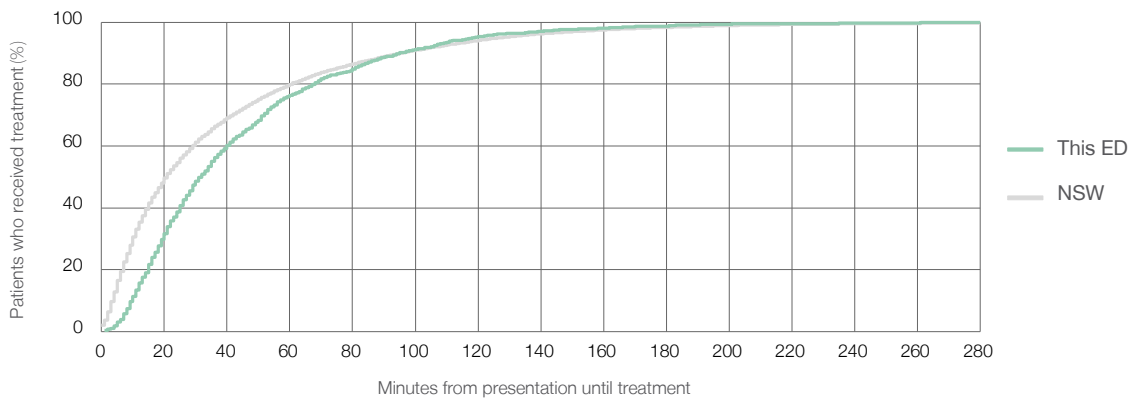
Number of triage 5 patients used to calculate waiting time:³ 1,489

Median time to start treatment⁴ 32 minutes

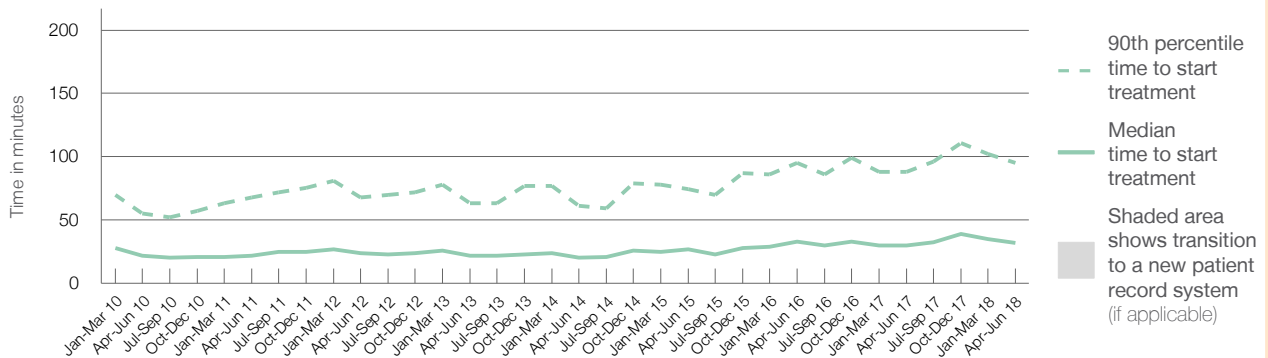
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,192	2,047
30 minutes	21 minutes
88 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	22	22	24	22	20	27	33	30	32
90th percentile time to start treatment ⁵ (minutes)	55	68	68	63	61	75	95	88	95

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Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,666 patients

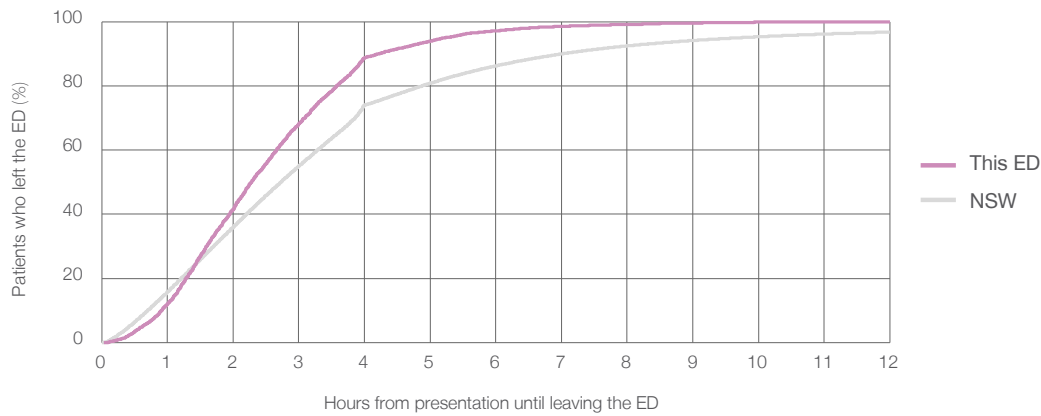
Presentations used to calculate time to leaving the ED:⁶ 7,666 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

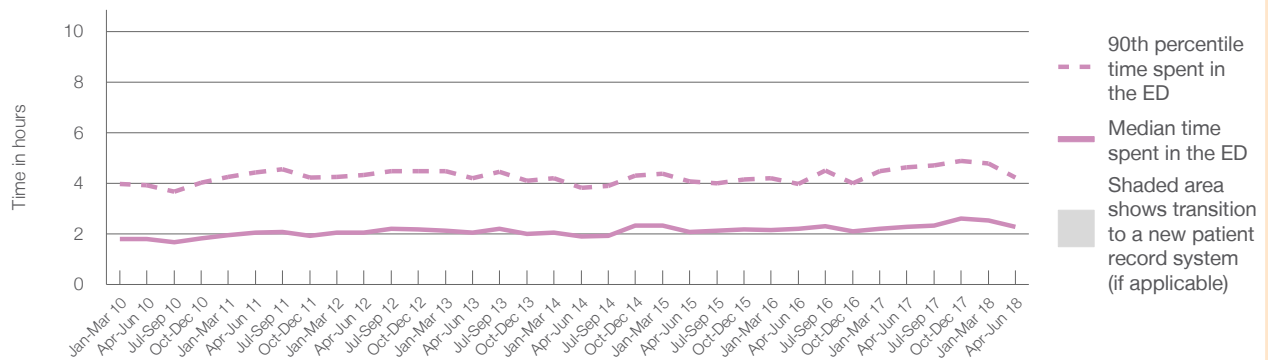
90th percentile time spent in the ED⁹ 4 hours and 14 minutes

Same period last year	NSW (this period)
7,838	7,838
2 hours and 17 minutes	2 hours and 44 minutes
4 hours and 38 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 48m	2h 3m	2h 4m	2h 4m	1h 54m	2h 5m	2h 13m	2h 17m	2h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	4h 26m	4h 20m	4h 13m	3h 49m	4h 5m	3h 59m	4h 38m	4h 14m

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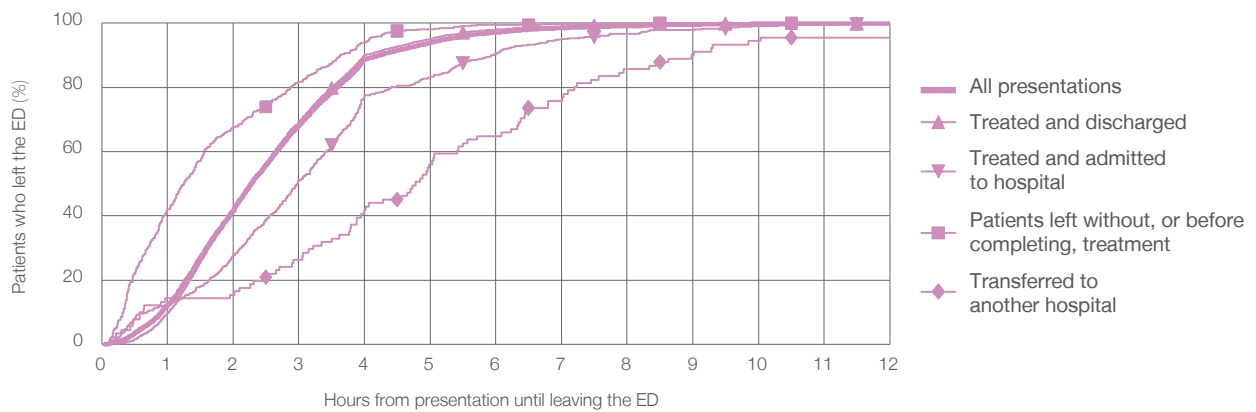
Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED By mode of separation April to June 2018

All presentations:¹ 7,666 patients

Presentations used to calculate time to leaving the ED:⁶ 7,666 patients

		Same period last year	Change since one year ago
Treated and discharged	6,528 (85.2%)	6,487	0.6%
Treated and admitted to hospital	577 (7.5%)	676	-14.6%
Patient left without, or before completing, treatment	423 (5.5%)	504	-16.1%
Transferred to another hospital	91 (1.2%)	95	-4.2%
Other	47 (0.6%)	76	-38.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

Treated and discharged	9.8%	41.4%	69.3%	90.1%	98.0%	99.4%	99.9%	100%
Treated and admitted to hospital	12.5%	27.7%	51.0%	77.5%	90.5%	96.7%	99.1%	99.7%
Patient left without, or before completing, treatment	42.1%	67.6%	81.8%	93.9%	99.5%	99.8%	100%	100%
Transferred to another hospital	14.3%	15.4%	26.4%	41.8%	64.8%	85.7%	94.5%	95.6%
All presentations	12.2%	41.7%	68.2%	88.8%	97.1%	99.1%	99.8%	99.9%

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Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 7,666 patients

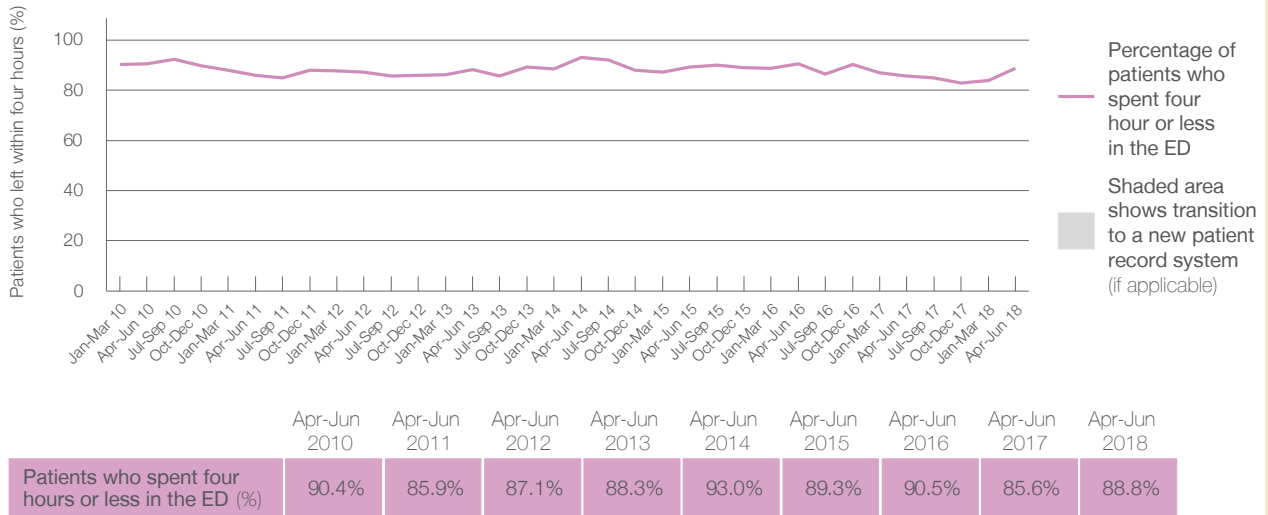
Presentations used to calculate time to leaving the ED: ⁶ 7,666 patients

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	7,838	-2%
Presentations used to calculate time to leaving the ED	7,838	-2%
Percentage of patients who spent four hours or less in the ED	85.6%	

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



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

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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*.

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Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).