

Healthcare Quarterly

Emergency department

South Eastern Sydney Local Health District
Performance Profiles

October to December 2018

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 15,980 patients
 Emergency presentations:² 15,192 patients

Same period last year	Change since one year ago
15,705	2%
14,800	3%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,555 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,328 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,579 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 495 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,342	
10 minutes	8 minutes
27 minutes	26 minutes
7,842	
21 minutes	20 minutes
73 minutes	72 minutes
4,866	
20 minutes	26 minutes
93 minutes	104 minutes
541	
23 minutes	23 minutes
127 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
15,705	2%
65%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 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.

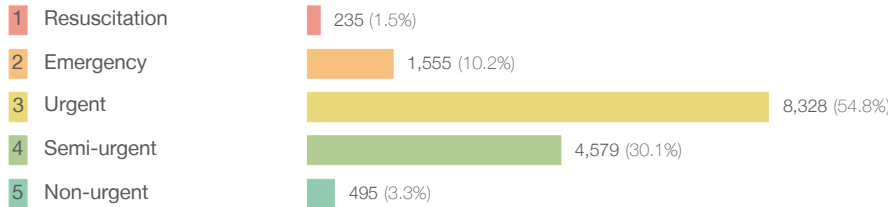
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients presenting to the emergency department October to December 2018

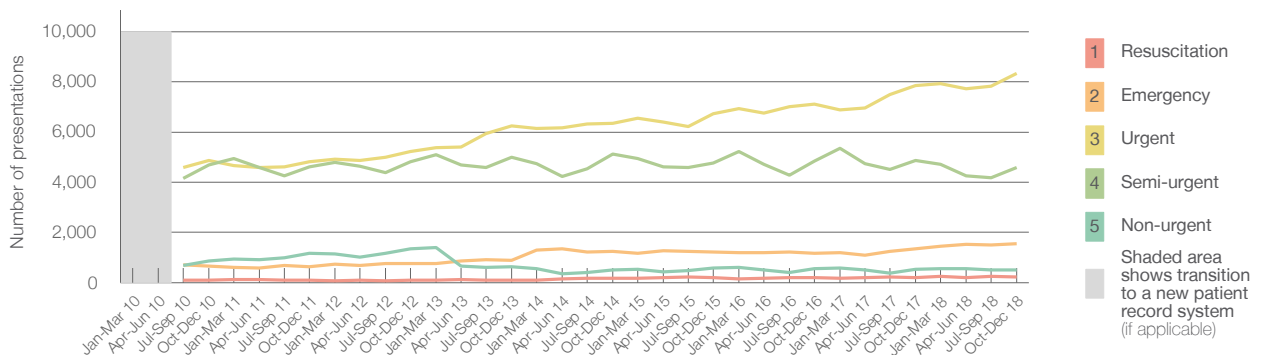
All presentations:¹ 15,980 patients

Emergency presentations² by triage category: 15,192 patients



	Same period last year	Change since one year ago
All presentations	15,705	2%
Emergency presentations	14,800	3%
1 Resuscitation	209	12.4%
2 Emergency	1,342	15.9%
3 Urgent	7,842	6.2%
4 Semi-urgent	4,866	-5.9%
5 Non-urgent	541	-8.5%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	100	92	111	110	163	197	194	209	235
Emergency	662	642	754	900	1,249	1,222	1,158	1,342	1,555
Urgent	4,860	4,821	5,229	6,253	6,343	6,736	7,115	7,842	8,328
Semi-urgent	4,697	4,605	4,824	5,006	5,110	4,759	4,852	4,866	4,579
Non-urgent	854	1,174	1,360	627	495	595	547	541	495
All emergency presentations	11,173	11,334	12,278	12,896	13,360	13,509	13,866	14,800	15,192

Prince of Wales Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,995 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,596	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	34 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 October to December 2018

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

Number of triage 2 patients: 1,555

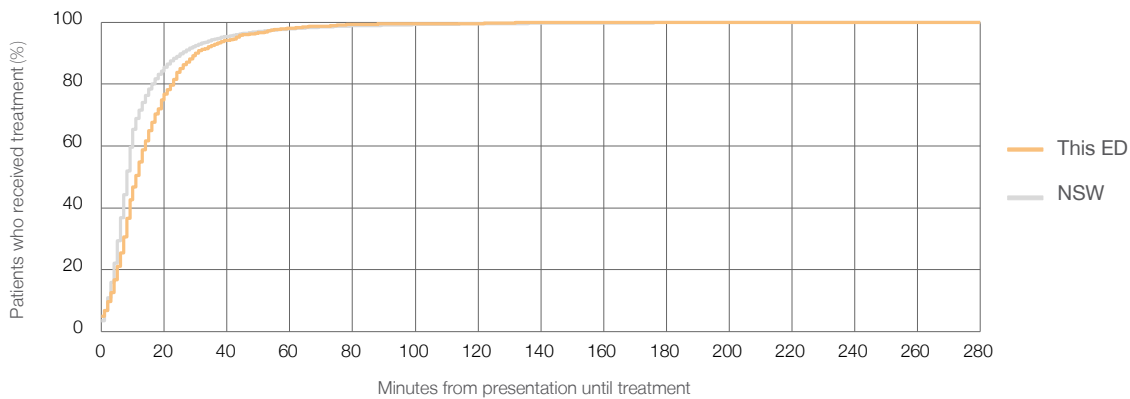
Number of triage 2 patients used to calculate waiting time:³ 1,520

Median time to start treatment⁴ 11 minutes

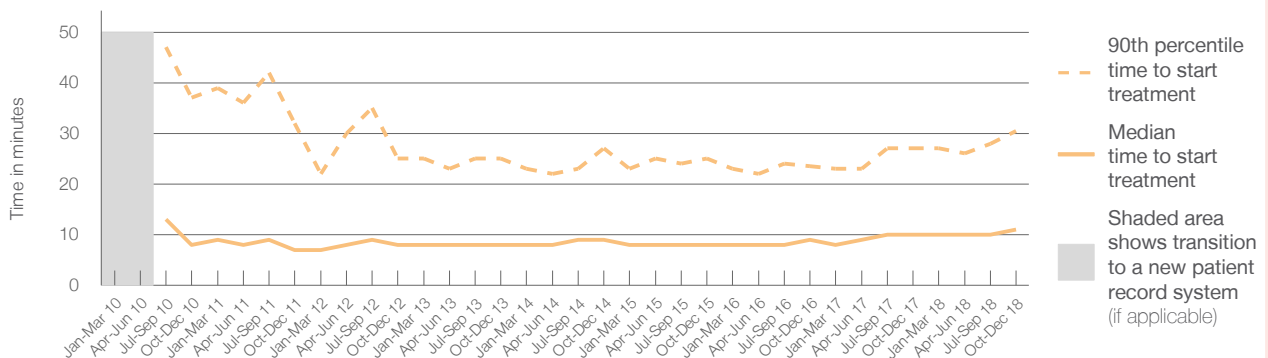
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,342	1,312
10 minutes	8 minutes
27 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27	31

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 8,328

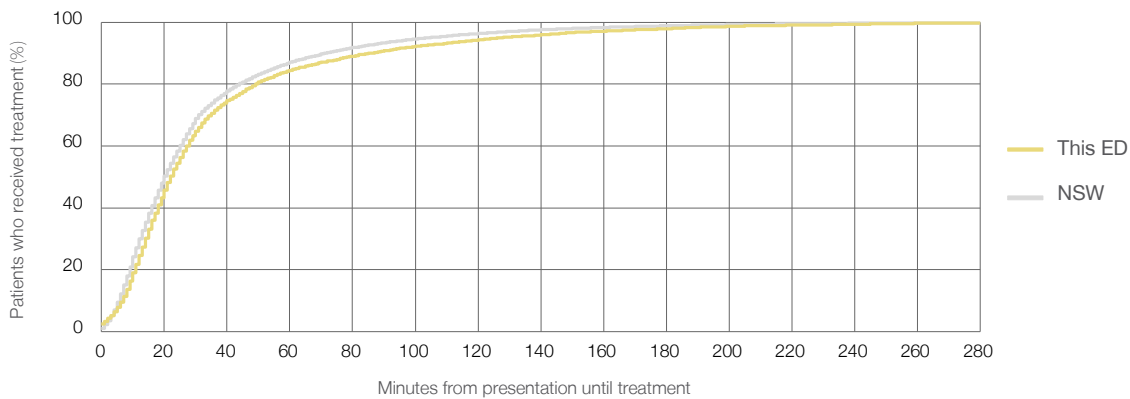
Number of triage 3 patients used to calculate waiting time:³ 8,127

Median time to start treatment⁴ 22 minutes

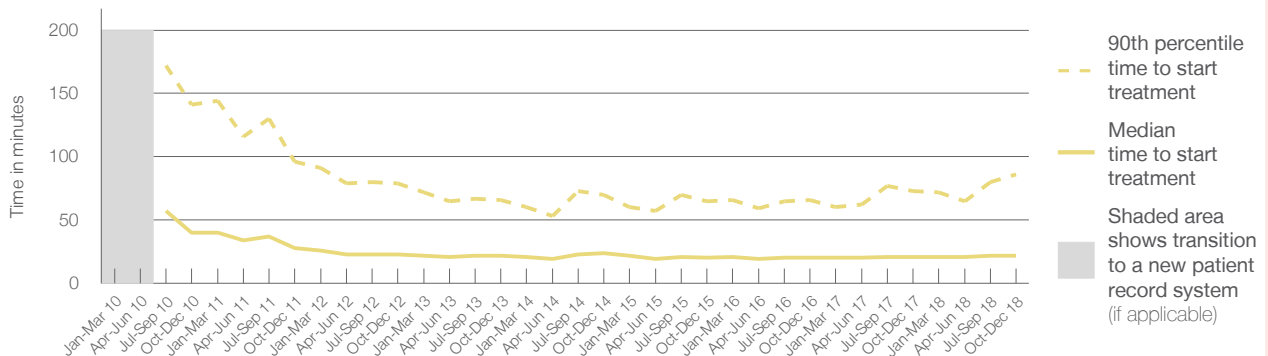
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
7,842	
7,681	
21 minutes	20 minutes
73 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	28	23	22	24	20	20	21	22
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73	86

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,579

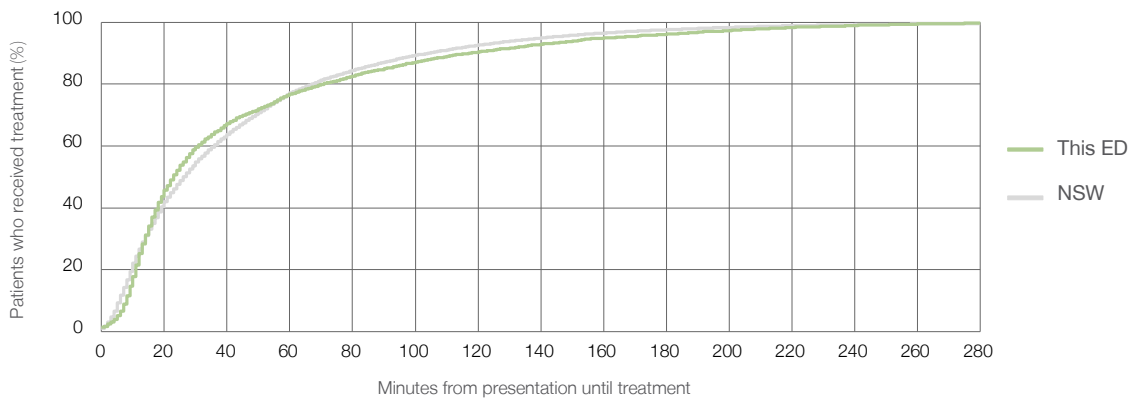
Number of triage 4 patients used to calculate waiting time:³ 4,400

Median time to start treatment⁴ 23 minutes

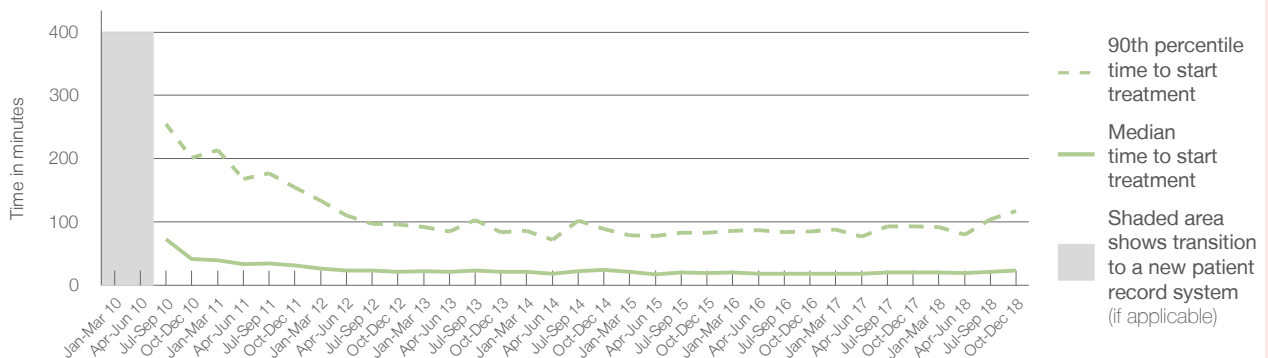
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
4,866	4,698
20 minutes	26 minutes
93 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	31	21	21	24	19	18	20	23
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93	117

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Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 495

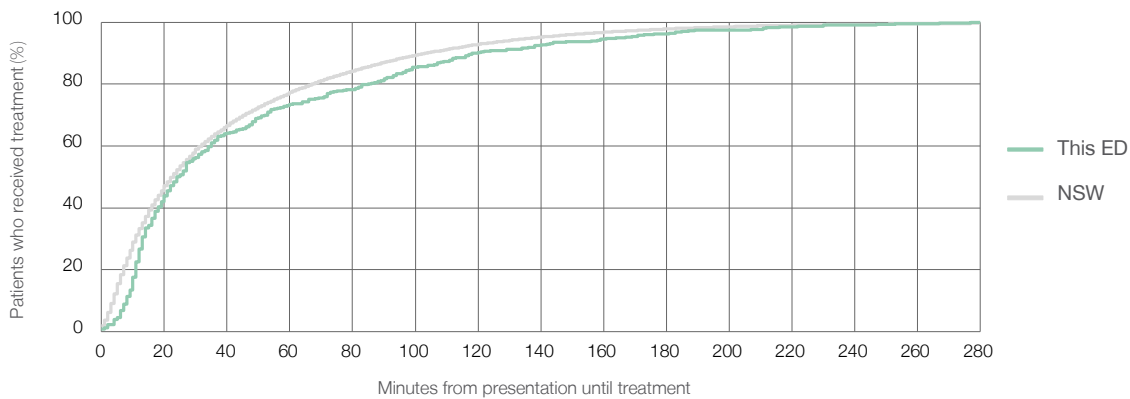
Number of triage 5 patients used to calculate waiting time:³ 396

Median time to start treatment⁴ 25 minutes

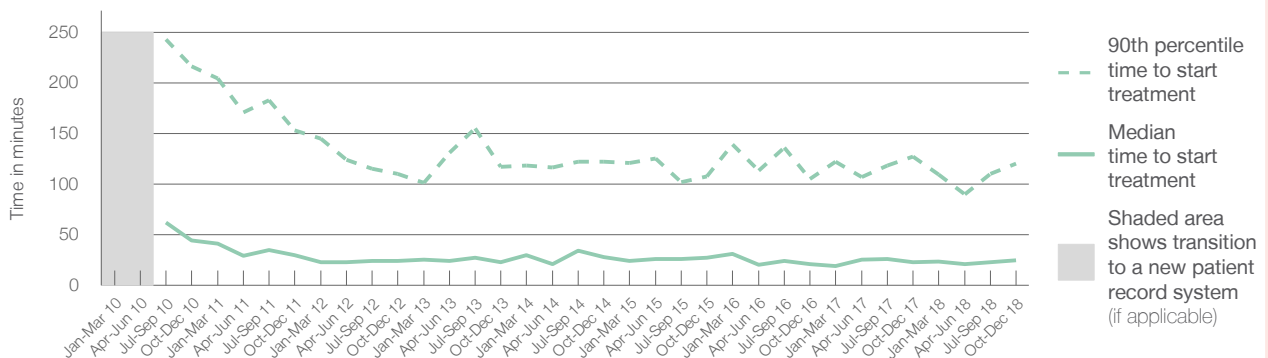
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
541	
432	
23 minutes	23 minutes
127 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	30	24	23	28	27	21	23	25
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127	120

(†) 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

October to December 2018

All presentations:¹ 15,980 patients

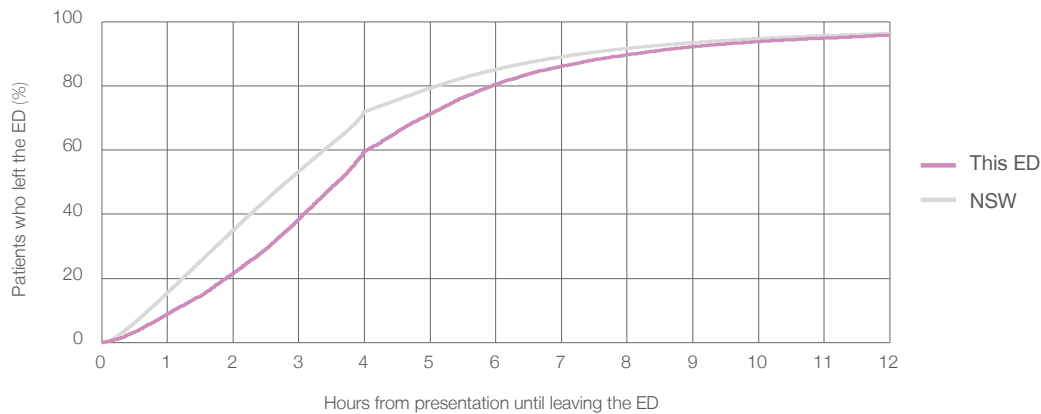
Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

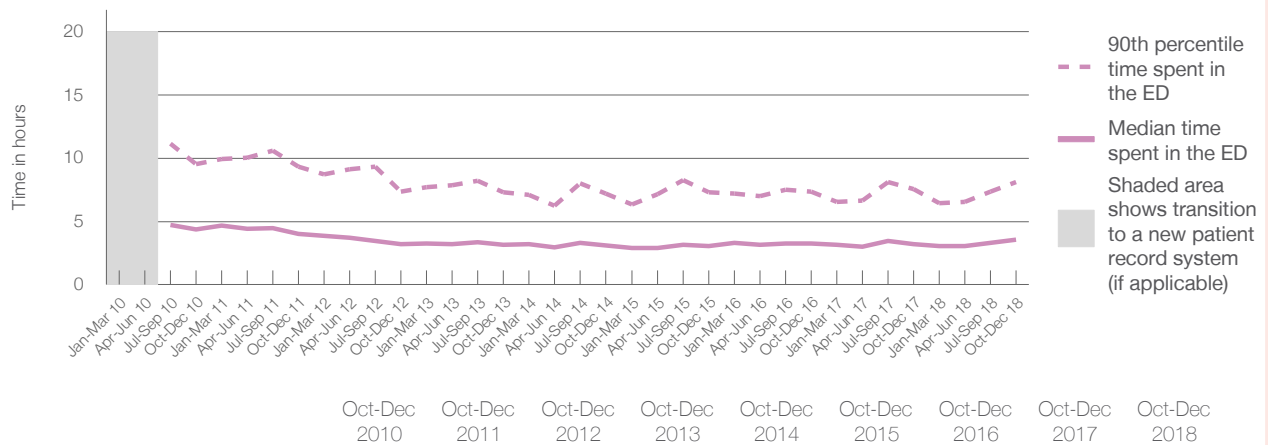
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
15,705	15,705
3 hours and 13 minutes	2 hours and 49 minutes
7 hours and 33 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 16m	3h 13m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m	8h 7m

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

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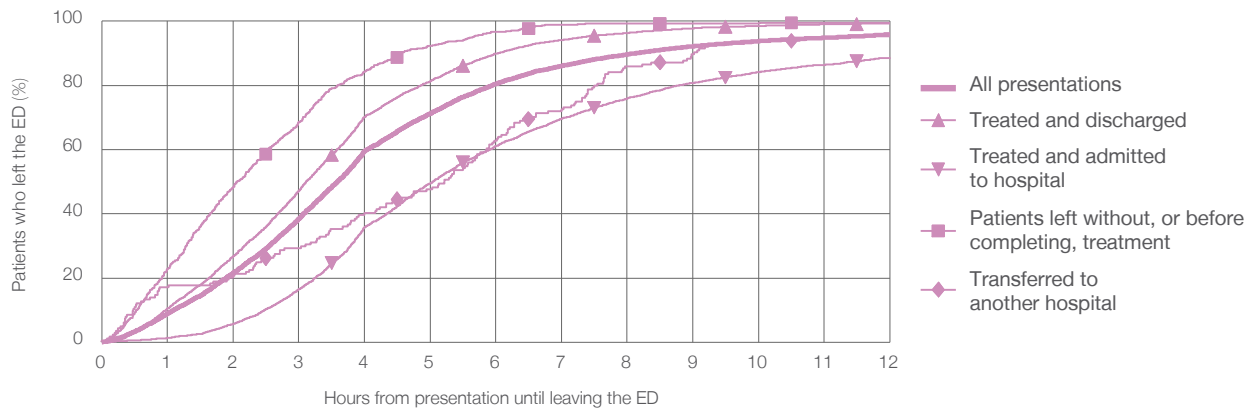
Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 15,980 patients

Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

		Same period last year	Change since one year ago
Treated and discharged	9,433 (59.0%)	9,540	-1.1%
Treated and admitted to hospital	5,307 (33.2%)	5,116	3.7%
Patient left without, or before completing, treatment	928 (5.8%)	754	23.1%
Transferred to another hospital	164 (1.0%)	163	0.6%
Other	148 (0.9%)	132	12.1%

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



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

Treated and discharged	10.5%	26.9%	47.3%	70.2%	89.9%	96.4%	98.5%	99.4%
Treated and admitted to hospital	1.4%	5.7%	16.5%	35.8%	61.1%	76.0%	84.1%	88.6%
Patient left without, or before completing, treatment	22.8%	48.5%	68.6%	84.4%	96.7%	99.2%	99.4%	99.5%
Transferred to another hospital	17.1%	20.7%	29.3%	40.2%	62.8%	86.0%	93.9%	96.3%
All presentations	9.0%	21.7%	38.6%	59.6%	80.5%	89.7%	93.8%	95.8%

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

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

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

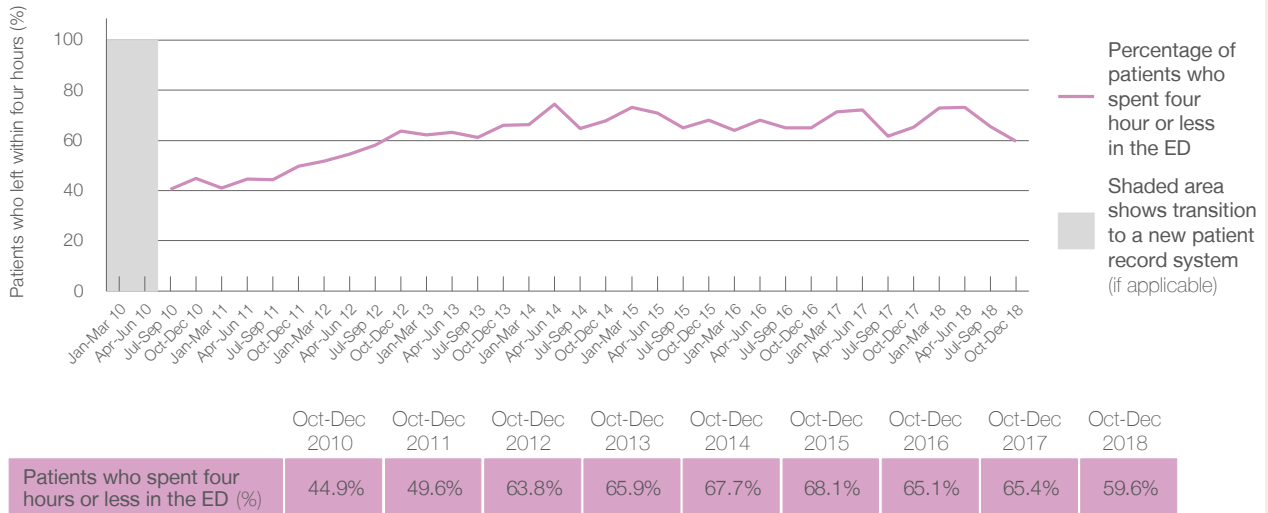
All presentations at the emergency department: ¹ 15,980 patients

Presentations used to calculate time to leaving the ED: ⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 59.6%

	Same period last year	Change since one year ago
All presentations at the emergency department	15,705	2%
Presentations used to calculate time to leaving the ED	15,705	2%
Percentage of patients who spent four hours or less in the ED	65.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

St George Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations:² 20,460 patients

Same period last year	Change since one year ago
20,352	1%
20,208	1%

St George Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,438 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): 9,509 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,328 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,015 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
2,169	
10 minutes	8 minutes
25 minutes	26 minutes
8,376	
25 minutes	20 minutes
64 minutes	72 minutes
8,129	
32 minutes	26 minutes
82 minutes	104 minutes
1,376	
34 minutes	23 minutes
90 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,635 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
20,352	1%
66%	

* 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: October to December 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.

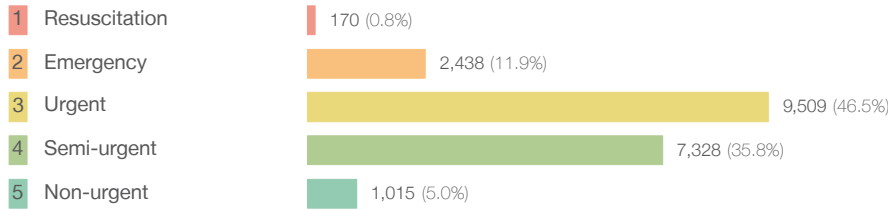
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St George Hospital: Patients presenting to the emergency department October to December 2018

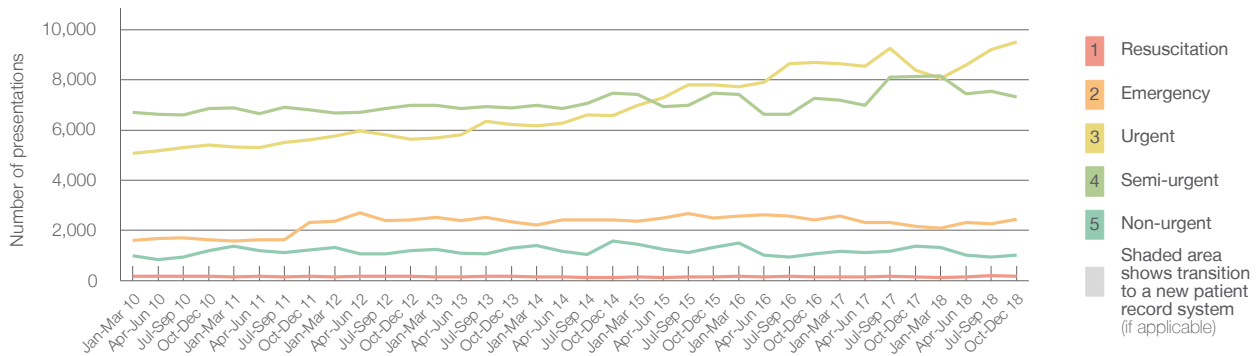
All presentations:¹ 20,642 patients

Emergency presentations² by triage category: 20,460 patients



Same period last year	Change since one year ago
20,352	1%
20,208	1%
158	7.6%
2,169	12.4%
8,376	13.5%
8,129	-9.9%
1,376	-26.2%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	166	164	174	171	128	153	152	158	170
Emergency	1,616	2,307	2,422	2,337	2,420	2,504	2,430	2,169	2,438
Urgent	5,403	5,603	5,642	6,223	6,587	7,804	8,702	8,376	9,509
Semi-urgent	6,851	6,802	6,997	6,872	7,462	7,478	7,255	8,129	7,328
Non-urgent	1,193	1,233	1,191	1,293	1,567	1,330	1,056	1,376	1,015
All emergency presentations	15,229	16,109	16,426	16,896	18,164	19,269	19,595	20,208	20,460

St George Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,044 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,883	
11 minutes	1 minute
23 minutes	6 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 October to December 2018

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

Number of triage 2 patients: 2,438

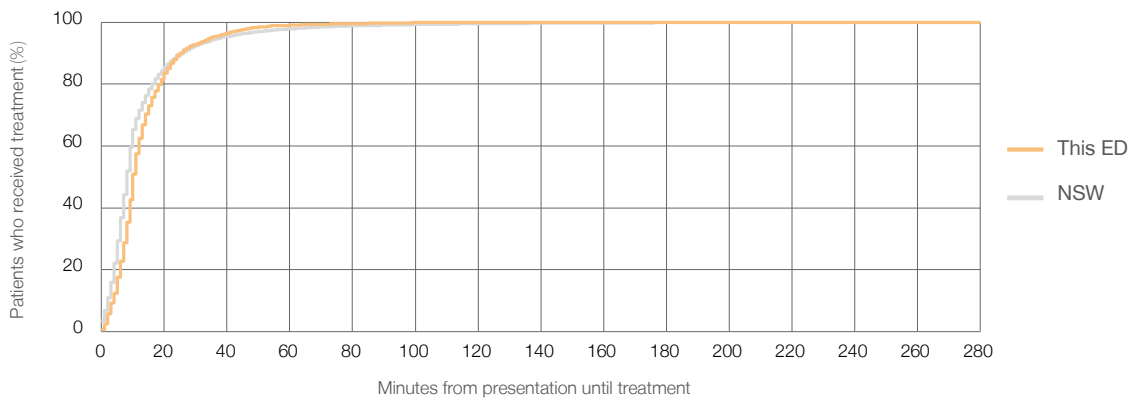
Number of triage 2 patients used to calculate waiting time:³ 2,425

Median time to start treatment⁴ 10 minutes

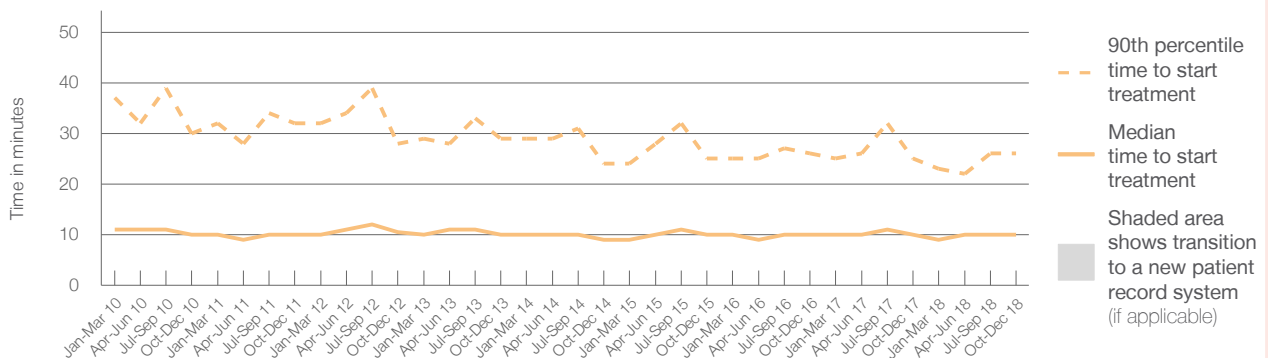
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,169	
2,159	
10 minutes	8 minutes
25 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	11	10	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	30	32	28	29	24	25	26	25	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.

St George Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 9,509

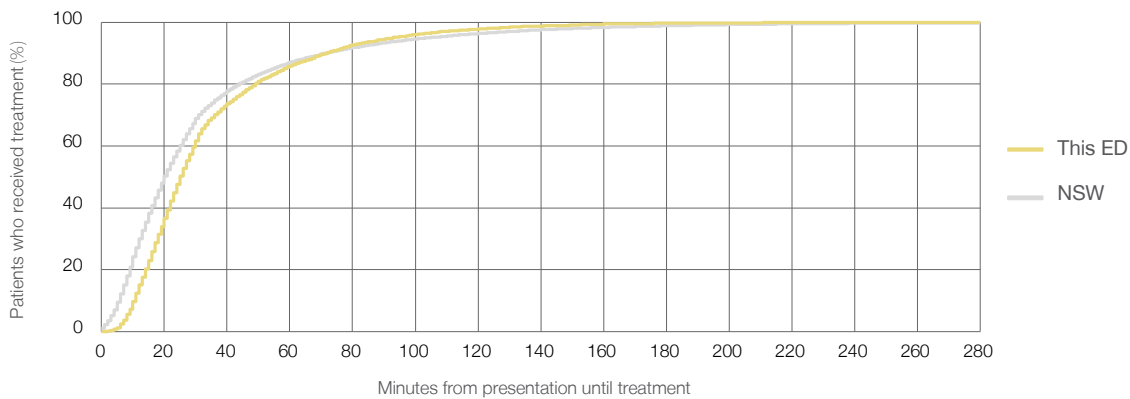
Number of triage 3 patients used to calculate waiting time:³ 9,318

Median time to start treatment⁴ 25 minutes

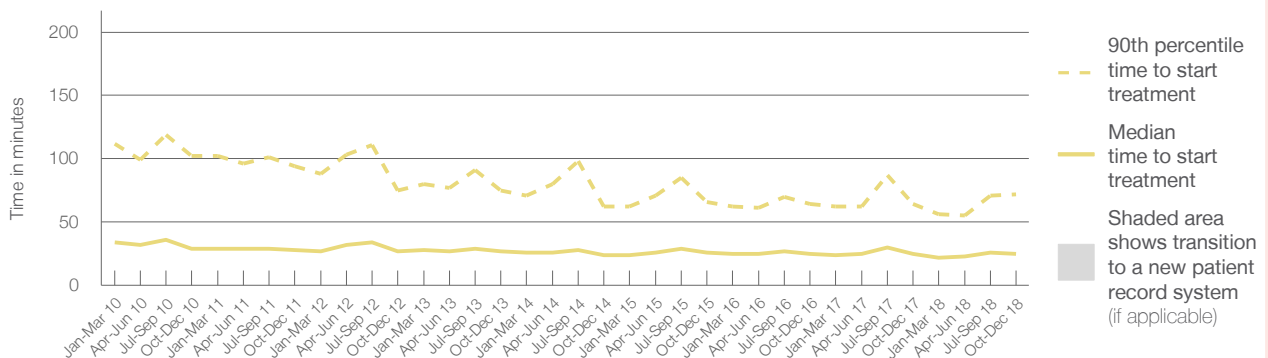
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
8,376	8,247
25 minutes	20 minutes
64 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	28	27	27	24	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)	102	94	75	75	62	66	64	64	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.

St George Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 7,328

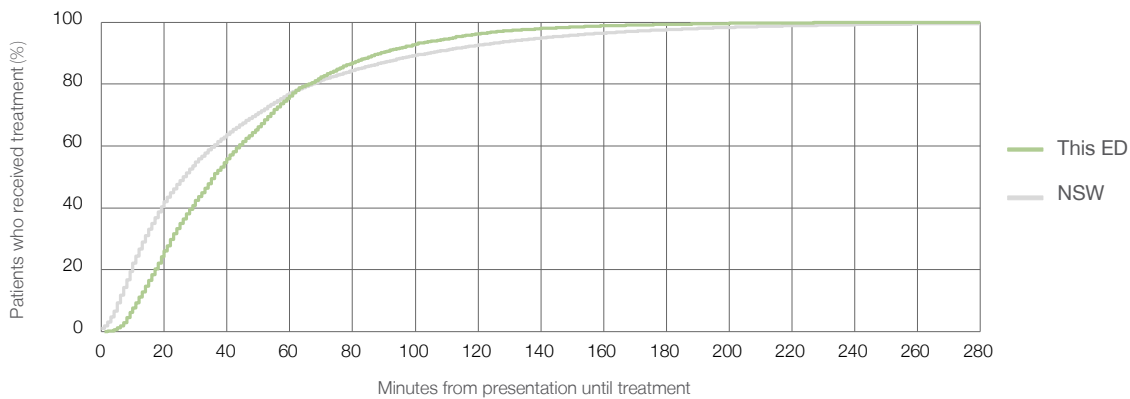
Number of triage 4 patients used to calculate waiting time:³ 7,067

Median time to start treatment⁴ 36 minutes

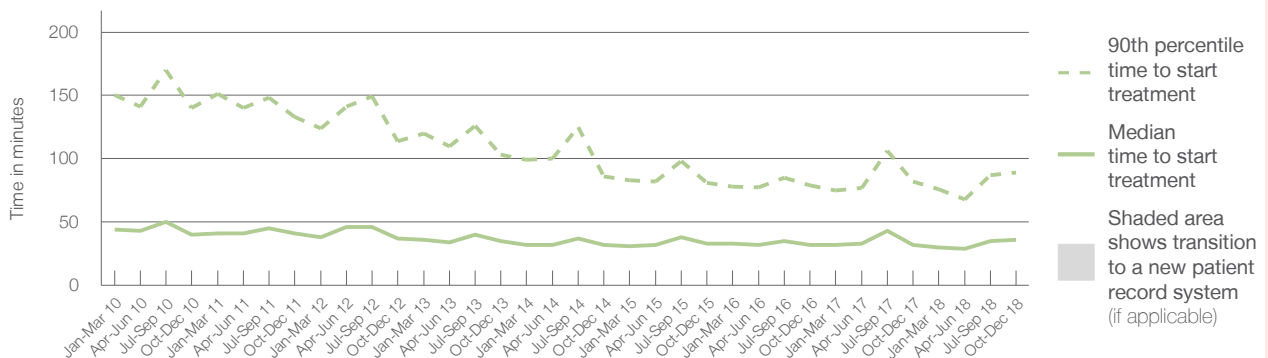
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
8,129	7,881
32 minutes	26 minutes
82 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	41	37	35	32	33	32	32	36
90th percentile time to start treatment ⁵ (minutes)	140	133	114	103	86	81	79	82	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.

St George Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,015

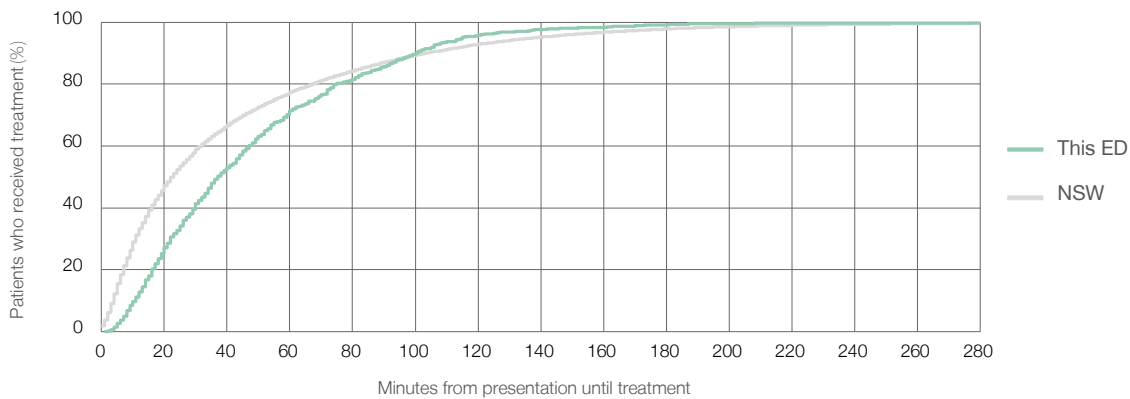
Number of triage 5 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 37 minutes

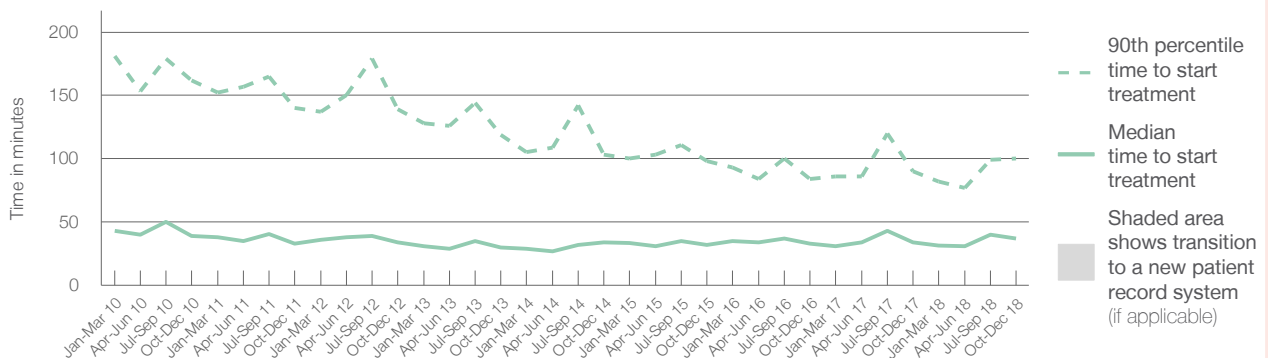
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,376	1,151
34 minutes	23 minutes
90 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	33	34	30	34	32	33	34	37
90th percentile time to start treatment ⁵ (minutes)	162	140	139	119	103	98	84	90	100

(†) 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

October to December 2018

All presentations:¹ 20,642 patients

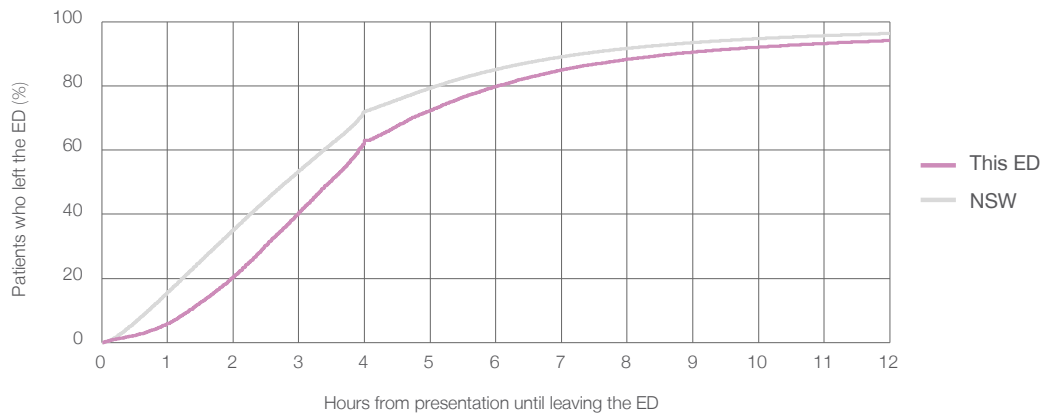
Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

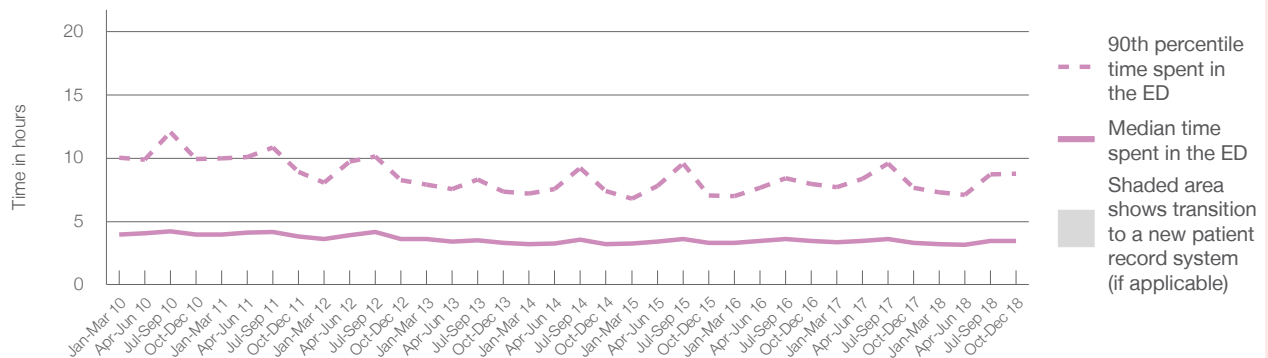
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
20,352	20,352
3 hours and 18 minutes	2 hours and 49 minutes
7 hours and 39 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m	3h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m	8h 45m

(†) 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

October to December 2018

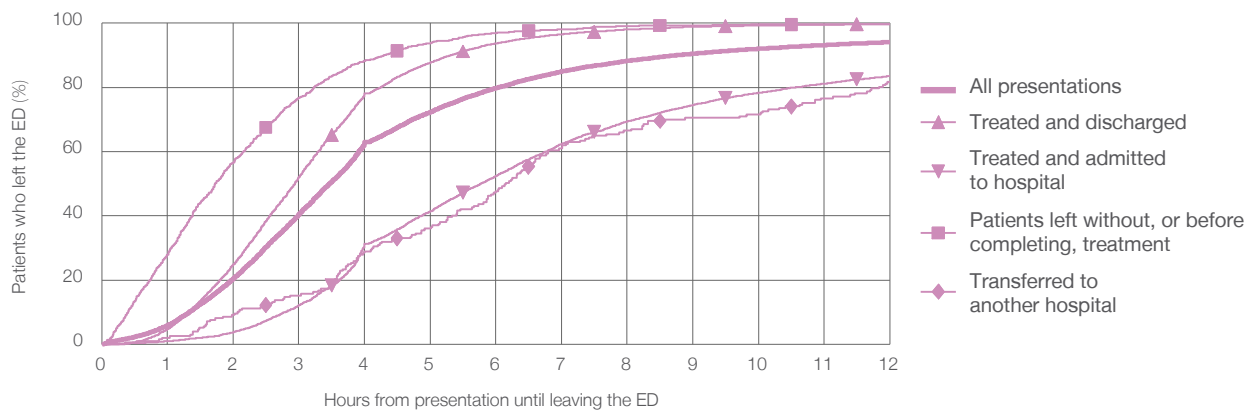
All presentations:¹ 20,642 patients

Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Treated and discharged	12,006 (58.2%)
Treated and admitted to hospital	6,875 (33.3%)
Patient left without, or before completing, treatment	1,332 (6.5%)
Transferred to another hospital	197 (1.0%)
Other	232 (1.1%)

Same period last year	Change since one year ago
20,352	1%
12,207	-1.6%
6,520	5.4%
1,197	11.3%
160	23.1%
268	-13.4%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	24.8%	52.1%	78.1%	93.8%	98.0%	99.3%	99.7%
Treated and admitted to hospital	1.0%	3.7%	12.1%	31.3%	52.5%	69.4%	78.3%	83.5%
Patient left without, or before completing, treatment	27.9%	56.7%	76.7%	88.4%	97.0%	99.1%	99.6%	99.8%
Transferred to another hospital	2.0%	9.1%	15.2%	28.9%	47.7%	66.5%	71.6%	81.7%
All presentations	5.9%	20.4%	40.5%	62.9%	79.8%	88.3%	92.0%	94.1%

(†) 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.

St George Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,642 patients

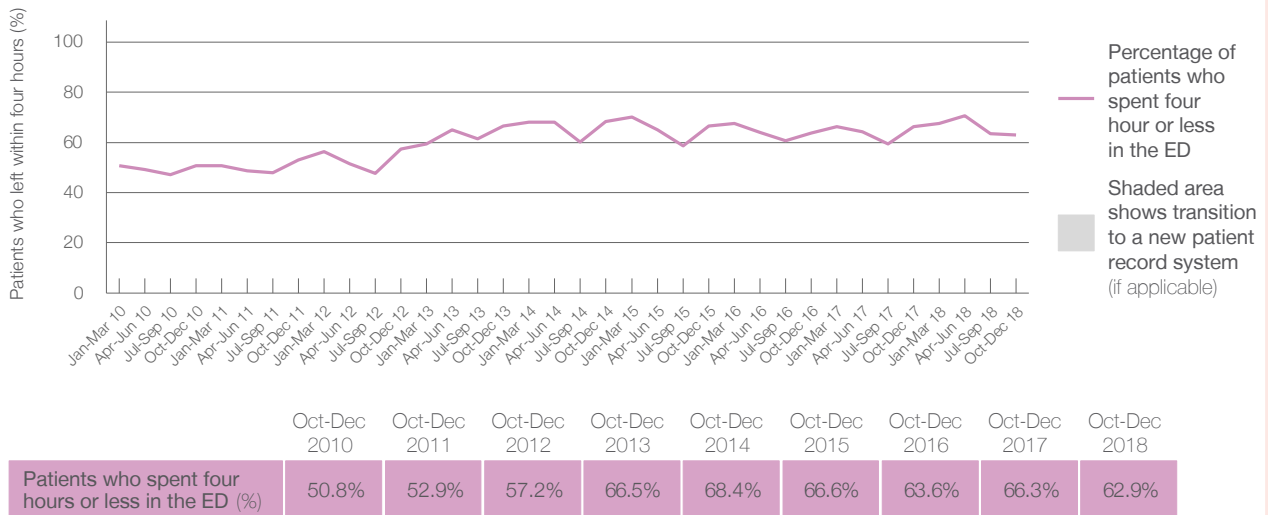
Presentations used to calculate time to leaving the ED: ⁶ 20,635 patients

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



Same period last year	Change since one year ago
20,352	1%
20,352	1%
66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sutherland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,295 patients



Emergency presentations:² 14,210 patients

Same period last year	Change since one year ago
12,982	10%
12,880	10%



Sutherland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,886 patients

Median time to start treatment⁴  13 minutes
 90th percentile time to start treatment⁵  32 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,826 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴  30 minutes
 90th percentile time to start treatment⁵  82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 782 patients

Median time to start treatment⁴  28 minutes
 90th percentile time to start treatment⁵  88 minutes

Same period last year	NSW (this period)
1,963	
13 minutes	8 minutes
32 minutes	26 minutes
5,566	
29 minutes	20 minutes
70 minutes	72 minutes
4,578	
33 minutes	26 minutes
90 minutes	104 minutes
724	
28 minutes	23 minutes
112 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,294 patients

Percentage of patients who spent four hours or less in the ED  67%

Same period last year	Change since one year ago
12,982	10%
61%	

* 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: October to December 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.

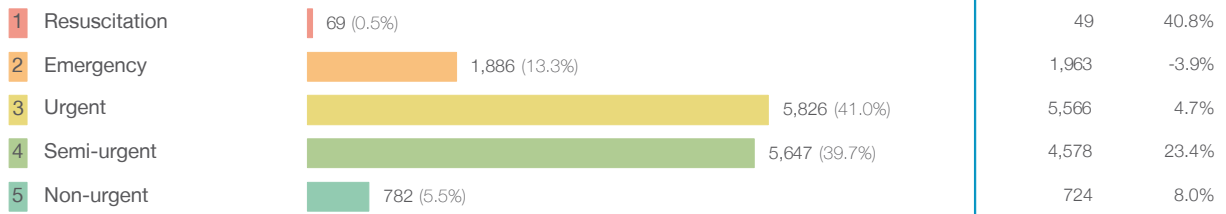
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

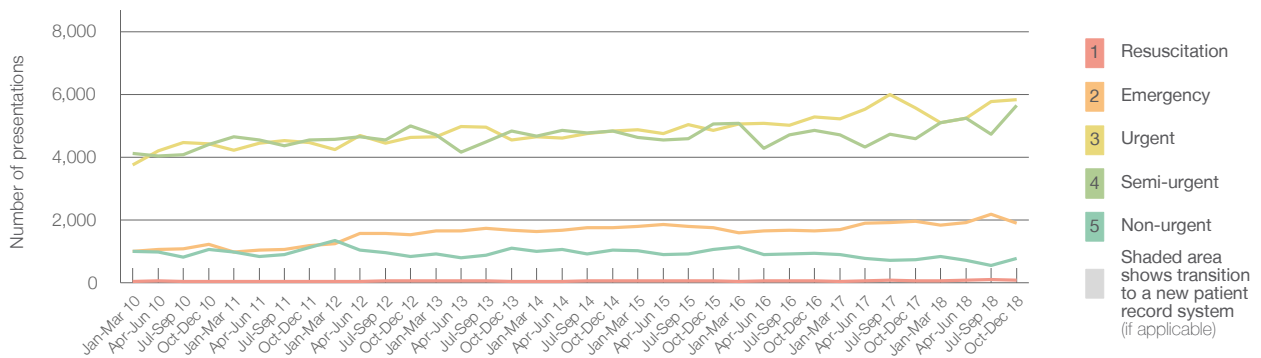
Sutherland Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 14,295 patients

Emergency presentations² by triage category: 14,210 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	43	40	60	37	56	63	59	49	69
Emergency	1,227	1,188	1,528	1,664	1,760	1,745	1,645	1,963	1,886
Urgent	4,433	4,463	4,635	4,552	4,827	4,853	5,286	5,566	5,826
Semi-urgent	4,401	4,538	5,003	4,834	4,830	5,052	4,858	4,578	5,647
Non-urgent	1,051	1,114	837	1,106	1,040	1,065	936	724	782
All emergency presentations	11,155	11,343	12,063	12,193	12,513	12,778	12,784	12,880	14,210

Sutherland Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,628 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.

Sutherland Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,886

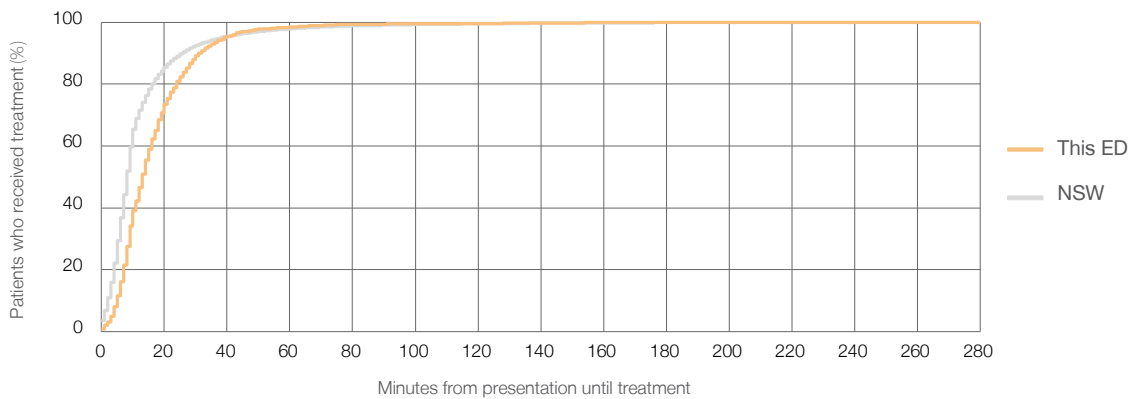
Number of triage 2 patients used to calculate waiting time:³ 1,877

Median time to start treatment⁴ 13 minutes

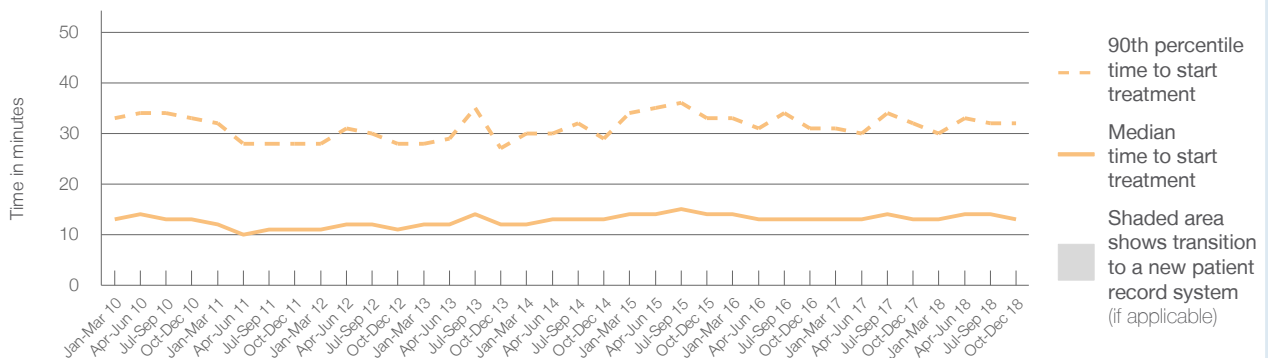
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,963	1,955
13 minutes	8 minutes
32 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	11	11	12	13	14	13	13	13
90th percentile time to start treatment ⁵ (minutes)	33	28	28	27	29	33	31	32	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.

Sutherland Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 5,826

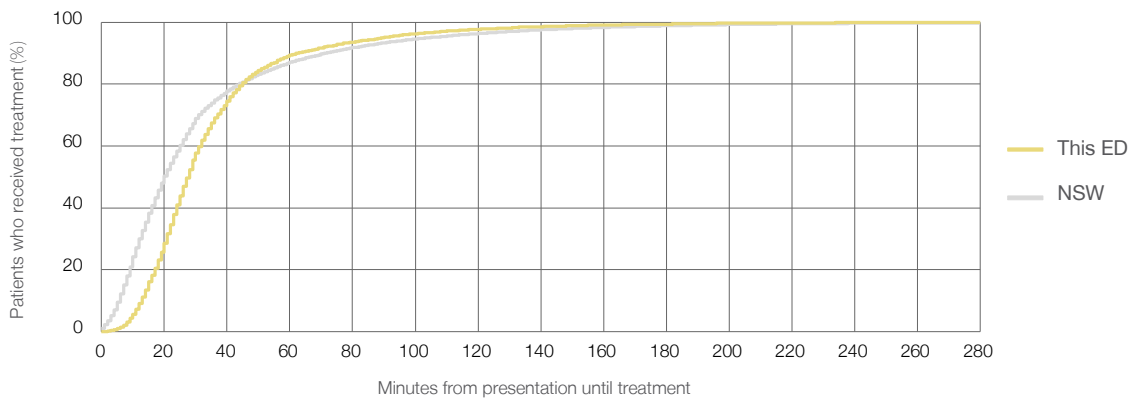
Number of triage 3 patients used to calculate waiting time:³ 5,642

Median time to start treatment⁴ 28 minutes

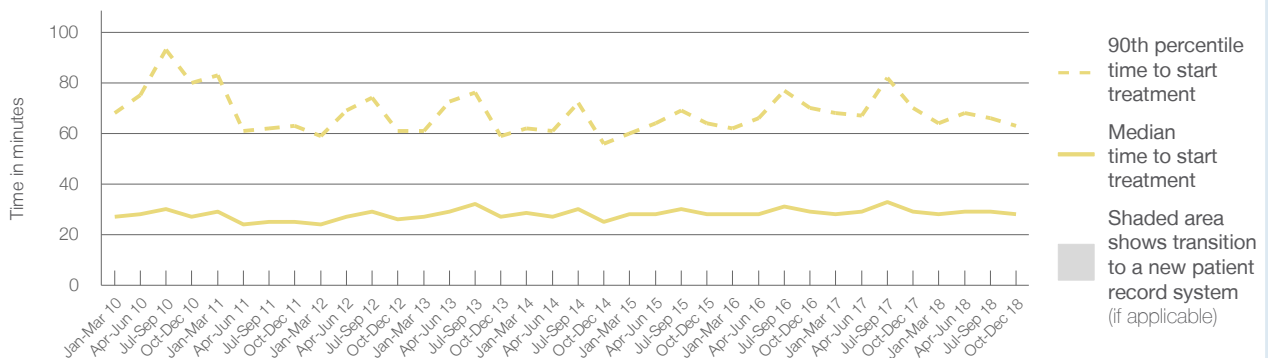
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
5,566	5,479
29 minutes	20 minutes
70 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	25	26	27	25	28	29	29	28
90th percentile time to start treatment ⁵ (minutes)	80	63	61	59	56	64	70	70	63

(†) 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 October to December 2018

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

Number of triage 4 patients: 5,647

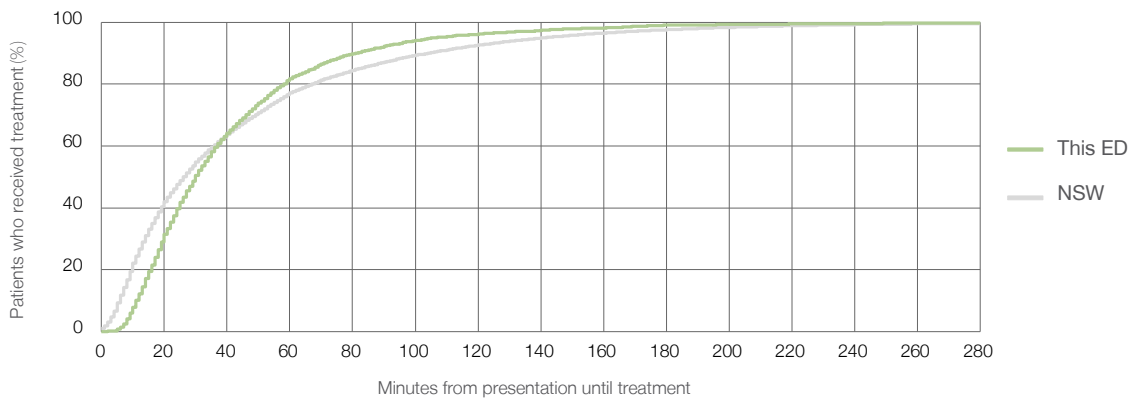
Number of triage 4 patients used to calculate waiting time:³ 5,288

Median time to start treatment⁴ 30 minutes

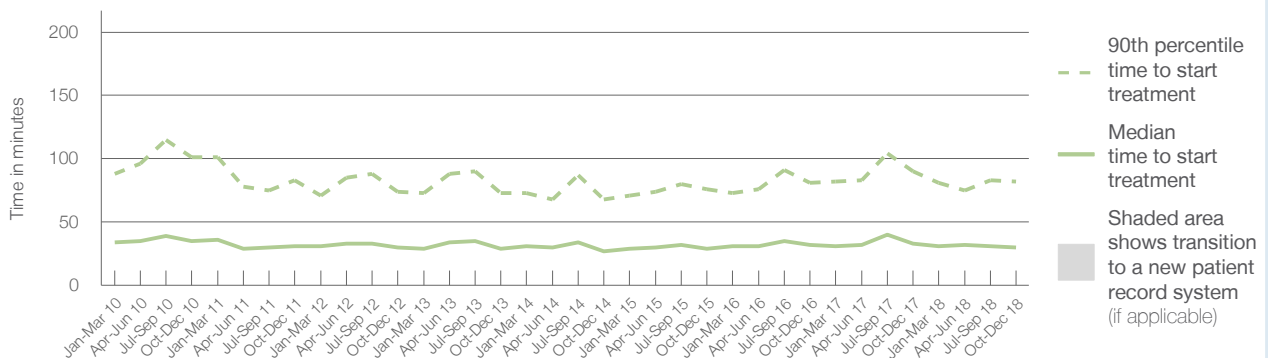
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
4,578	4,426
33 minutes	26 minutes
90 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	30	29	27	29	32	33	30
90th percentile time to start treatment ⁵ (minutes)	101	83	74	73	68	76	81	90	82

(†) 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 October to December 2018

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

Number of triage 5 patients: 782

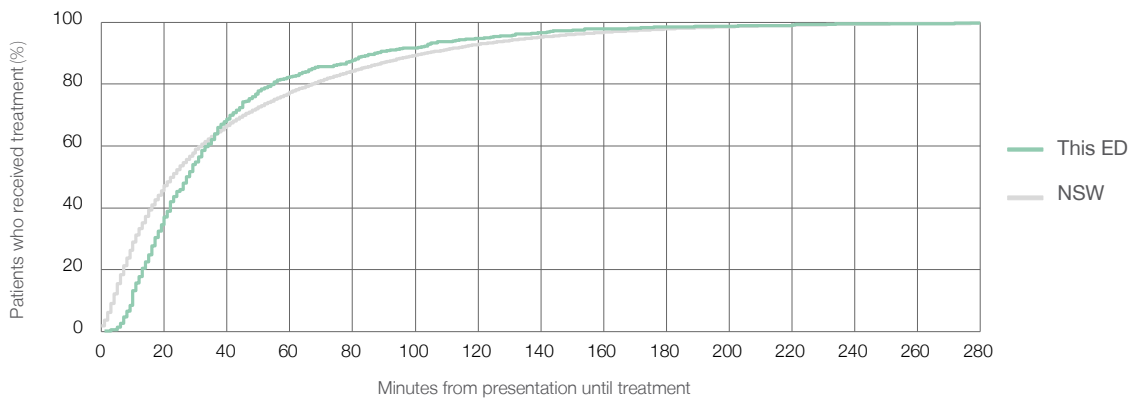
Number of triage 5 patients used to calculate waiting time:³ 676

Median time to start treatment⁴ 28 minutes

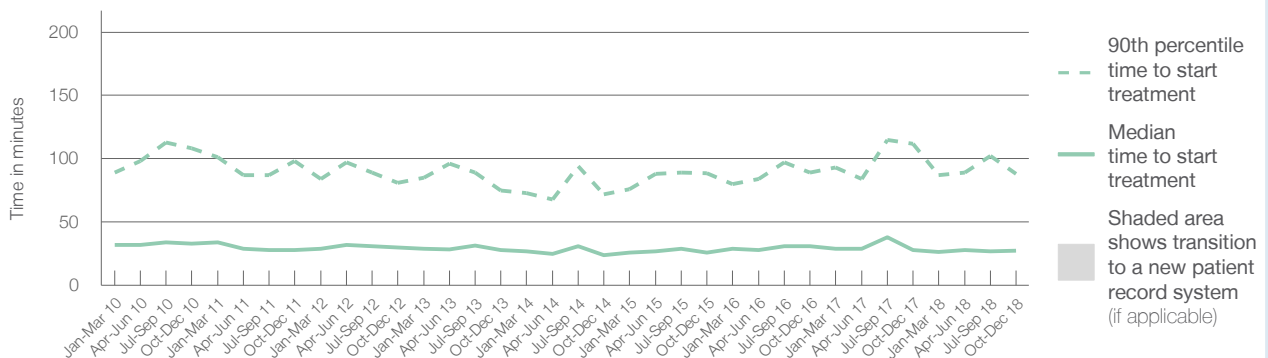
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
724	
649	
28 minutes	23 minutes
112 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	28	30	28	24	26	31	28	28
90th percentile time to start treatment ⁵ (minutes)	108	98	81	75	72	89	89	112	88

(†) 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

October to December 2018

All presentations:¹ 14,295 patients

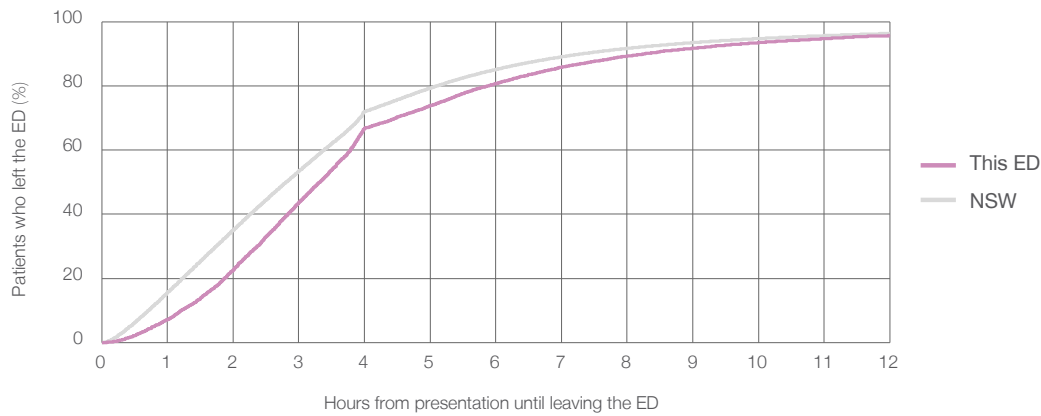
Presentations used to calculate time to leaving the ED:⁶ 14,294 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

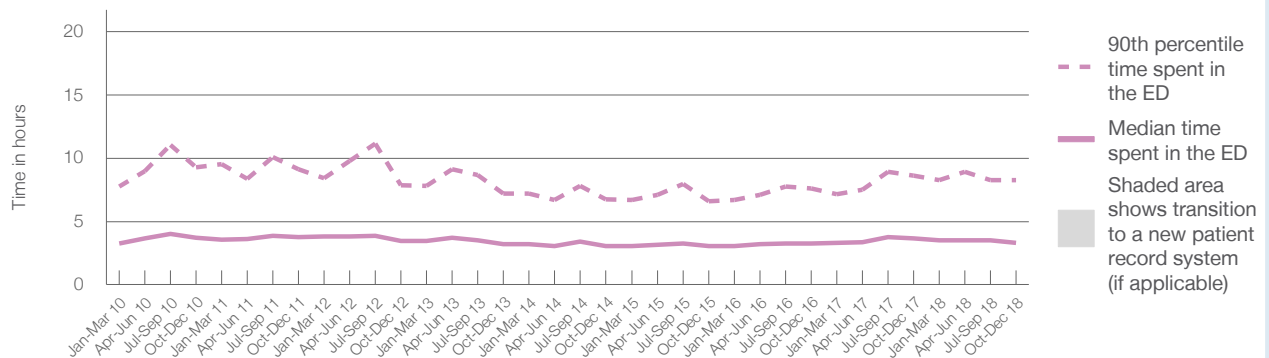
90th percentile time spent in the ED⁹ 8 hours and 16 minutes

Same period last year	NSW (this period)
12,982	12,982
3 hours and 39 minutes	2 hours and 49 minutes
8 hours and 38 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m	8h 16m

(†) 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
October to December 2018

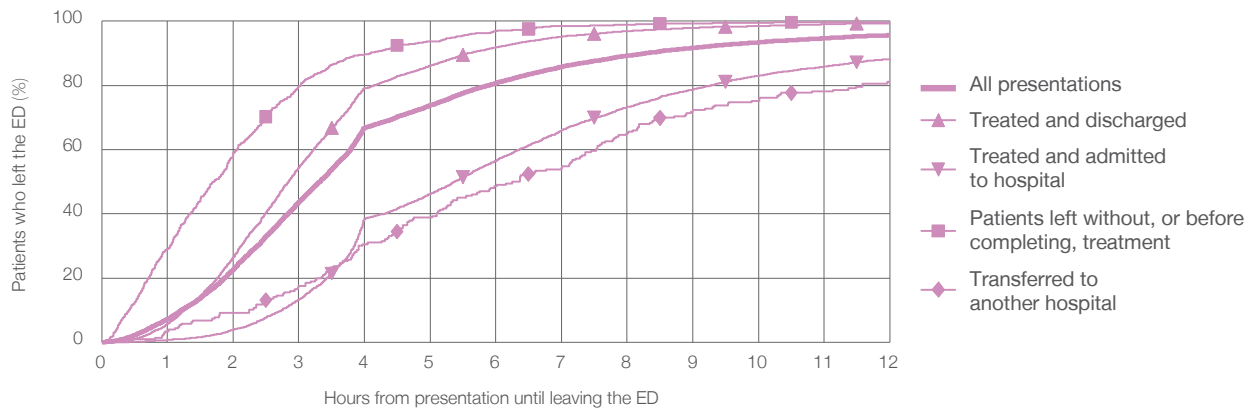
All presentations:¹ 14,295 patients

Presentations used to calculate time to leaving the ED:⁶ 14,294 patients

Treated and discharged	8,430 (59.0%)
Treated and admitted to hospital	4,443 (31.1%)
Patient left without, or before completing, treatment	882 (6.2%)
Transferred to another hospital	206 (1.4%)
Other	334 (2.3%)

Same period last year	Change since one year ago
12,982	10%
8,837	-4.6%
3,114	42.7%
743	18.7%
236	-12.7%
52	542.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	26.5%	54.5%	79.1%	91.9%	96.9%	98.5%	99.4%
Treated and admitted to hospital	0.7%	3.9%	13.3%	38.5%	56.5%	73.3%	83.0%	88.2%
Patient left without, or before completing, treatment	29.0%	59.0%	79.7%	89.8%	96.9%	99.0%	99.5%	99.8%
Transferred to another hospital	3.4%	9.2%	17.5%	30.6%	48.5%	65.0%	75.2%	81.1%
All presentations	7.2%	22.8%	43.7%	66.8%	80.7%	89.3%	93.4%	95.7%

(†) 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.

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

All presentations at the emergency department: ¹ 14,295 patients

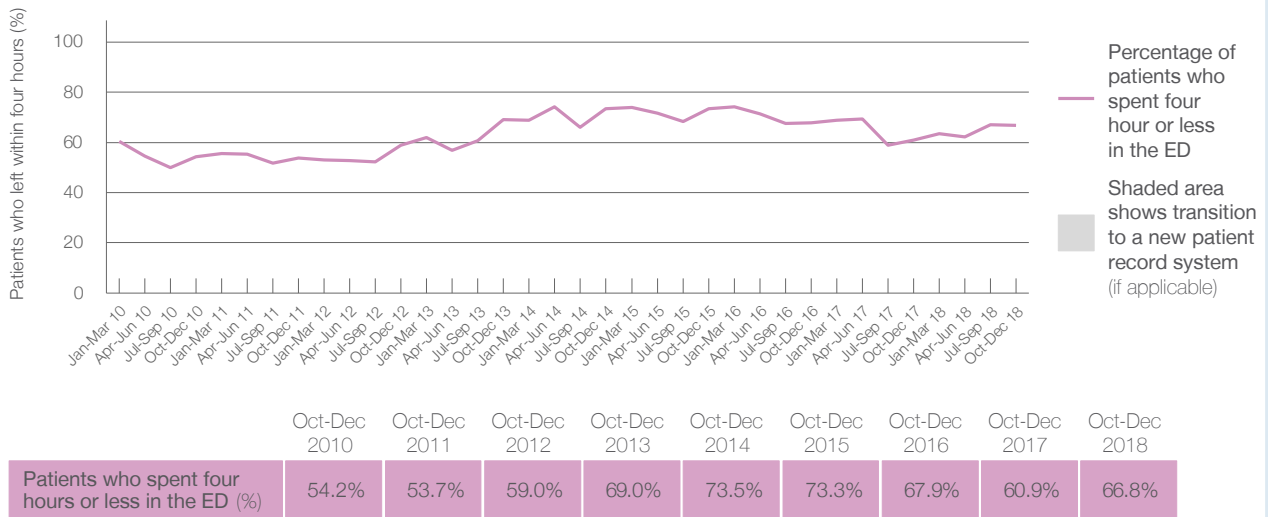
Presentations used to calculate time to leaving the ED: ⁶ 14,294 patients

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	12,982	10%
Presentations used to calculate time to leaving the ED	12,982	10%
Percentage of patients who spent four hours or less in the ED	60.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:¹ 8,634 patients
 Emergency presentations:² 8,391 patients

Same period last year	Change since one year ago
8,613	0%
8,331	1%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 169 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,463 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,994 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,765 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
133	
9 minutes	8 minutes
17 minutes	26 minutes
1,389	
22 minutes	20 minutes
50 minutes	72 minutes
4,707	
32 minutes	26 minutes
83 minutes	104 minutes
2,102	
39 minutes	23 minutes
111 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,633 patients

Percentage of patients who spent four hours or less in the ED 90%

Same period last year	Change since one year ago
8,613	0%
83%	

* 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: October to December 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.

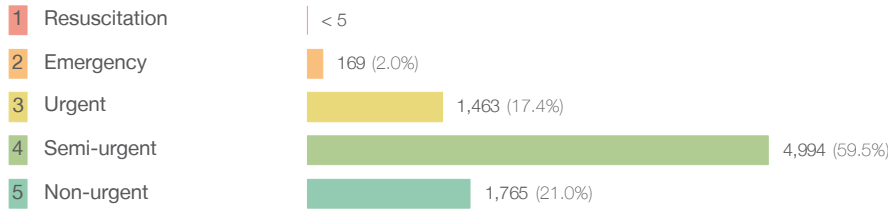
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department October to December 2018

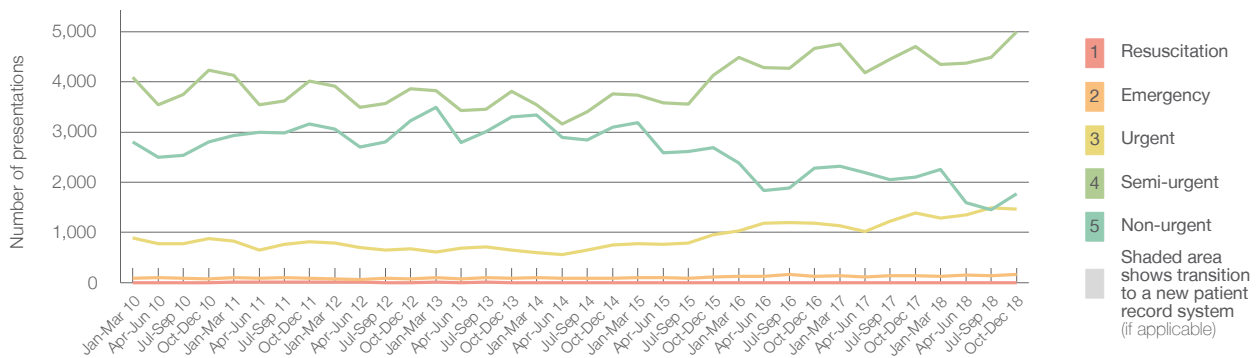
All presentations:¹ 8,634 patients

Emergency presentations² by triage category: 8,391 patients



	Same period last year	Change since one year ago
All presentations	8,613	0%
Emergency presentations	8,331	1%
1 Resuscitation	0	*
2 Emergency	133	26.3%
3 Urgent	1,389	5.3%
4 Semi-urgent	4,707	6.1%
5 Non-urgent	2,102	-16.0%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	6	< 5	< 5	< 5	< 5	< 5	0	< 5
Emergency	73	87	77	94	87	114	123	133	169
Urgent	878	809	669	645	748	950	1,181	1,389	1,463
Semi-urgent	4,229	4,014	3,865	3,812	3,755	4,135	4,671	4,707	4,994
Non-urgent	2,808	3,159	3,228	3,305	3,093	2,690	2,276	2,102	1,765
All emergency presentations	7,988	8,075	7,839	7,856	7,683	7,889	8,251	8,331	8,391

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,071 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	106	
Median time	8 minutes	-1 minute
90th percentile time	14 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.

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 169

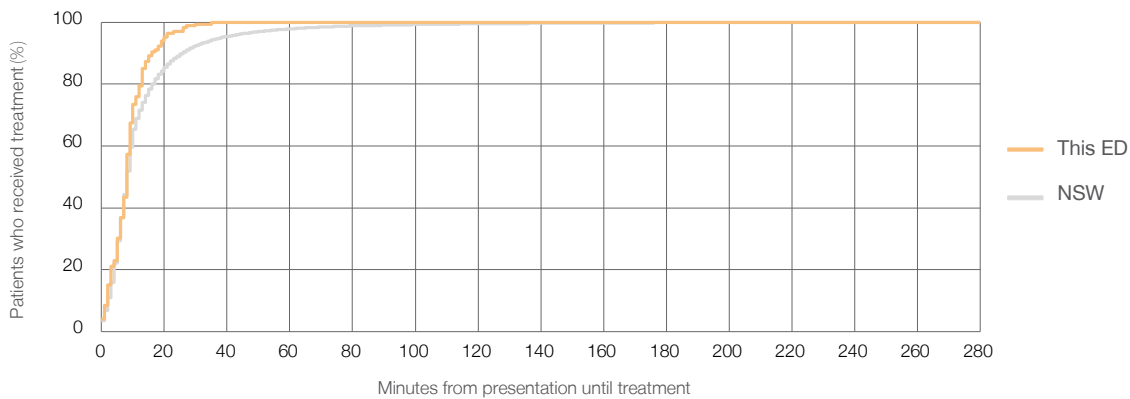
Number of triage 2 patients used to calculate waiting time:³ 166

Median time to start treatment⁴ 8 minutes

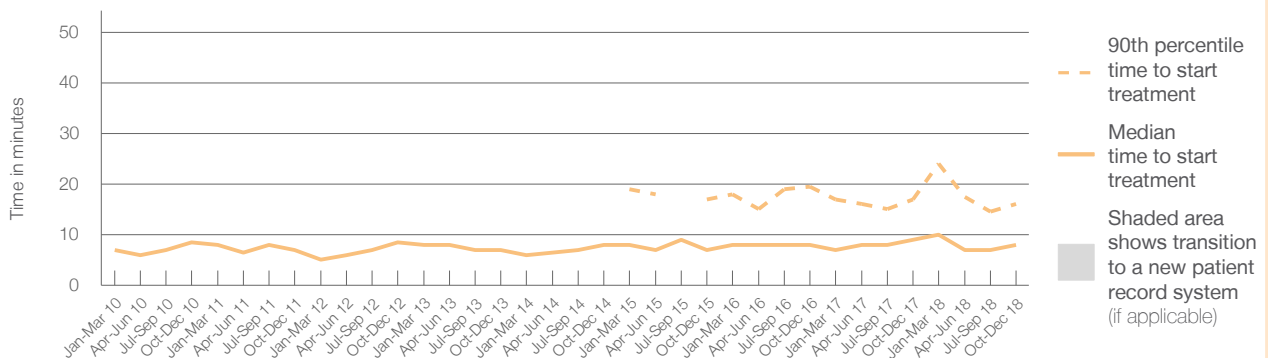
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
133	
131	
9 minutes	8 minutes
17 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	7	9	7	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	17	20	17	16

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

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,463

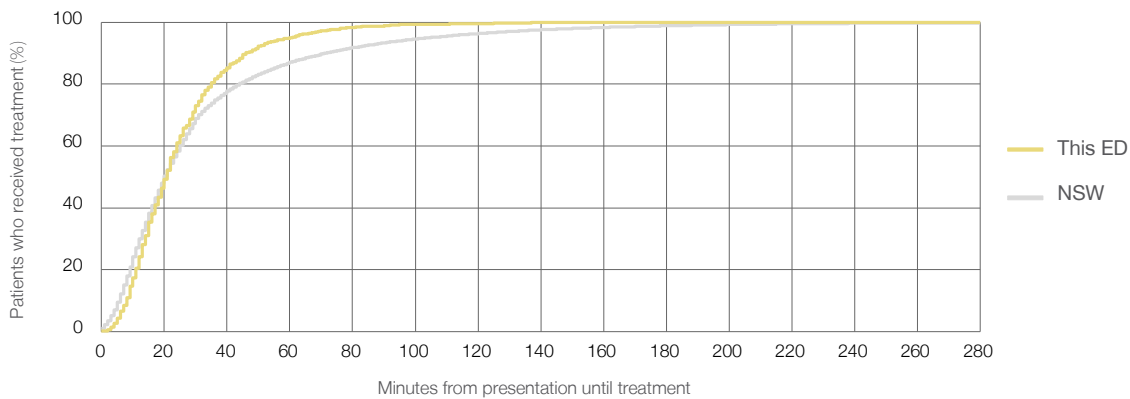
Number of triage 3 patients used to calculate waiting time:³ 1,441

Median time to start treatment⁴ 21 minutes

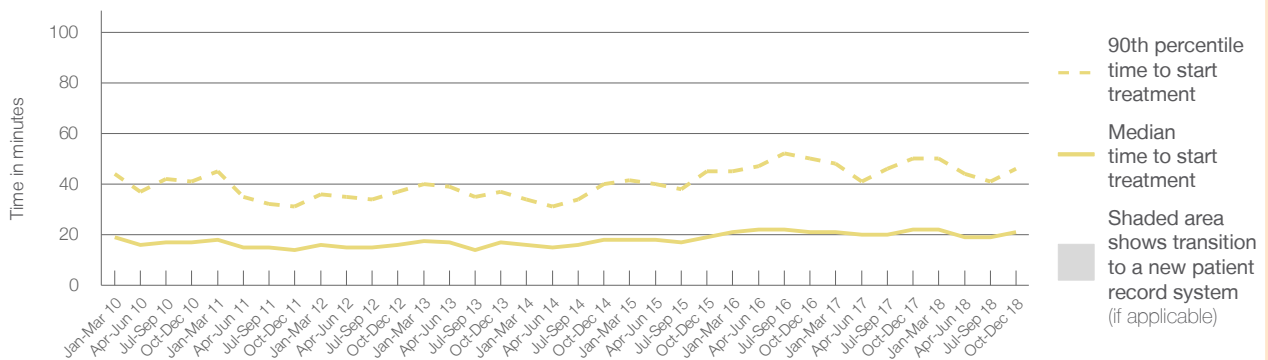
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,389	1,370
22 minutes	20 minutes
50 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	17	14	16	17	18	19	21	22	21
90th percentile time to start treatment ⁵ (minutes)	41	31	37	37	40	45	50	50	46

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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.

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,994

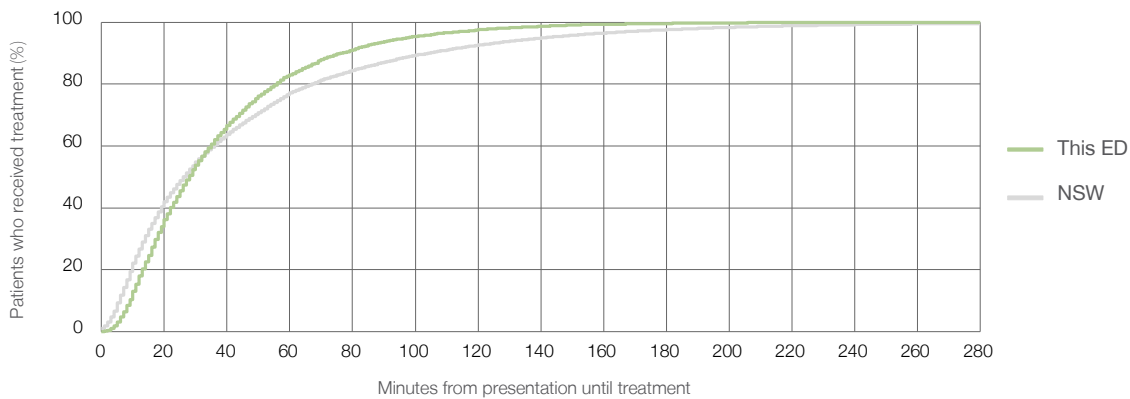
Number of triage 4 patients used to calculate waiting time:³ 4,880

Median time to start treatment⁴ 28 minutes

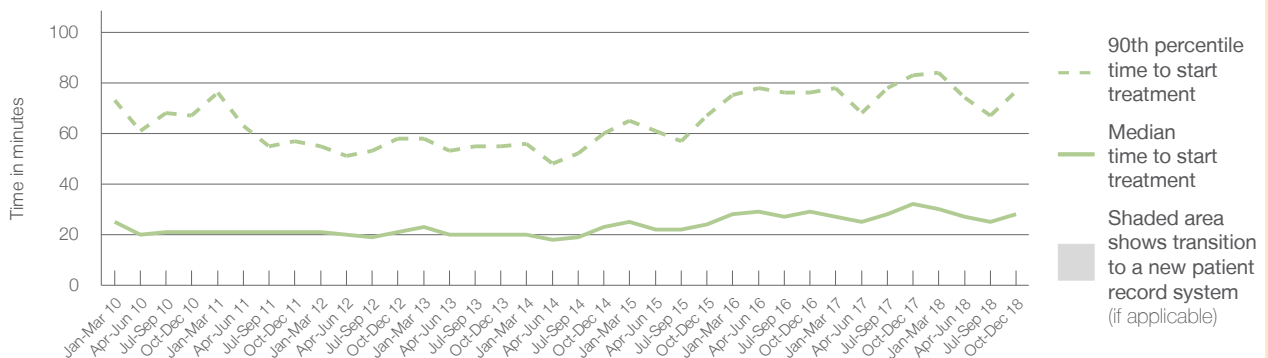
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,707	4,595
32 minutes	26 minutes
83 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	21	21	20	23	24	29	32	28
90th percentile time to start treatment ⁵ (minutes)	67	57	58	55	60	67	76	83	77

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

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,765

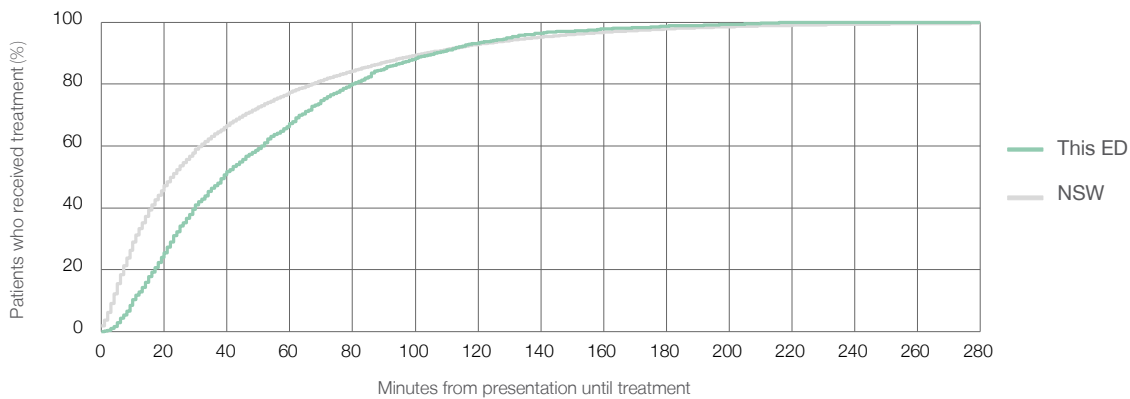
Number of triage 5 patients used to calculate waiting time:³ 1,634

Median time to start treatment⁴ 39 minutes

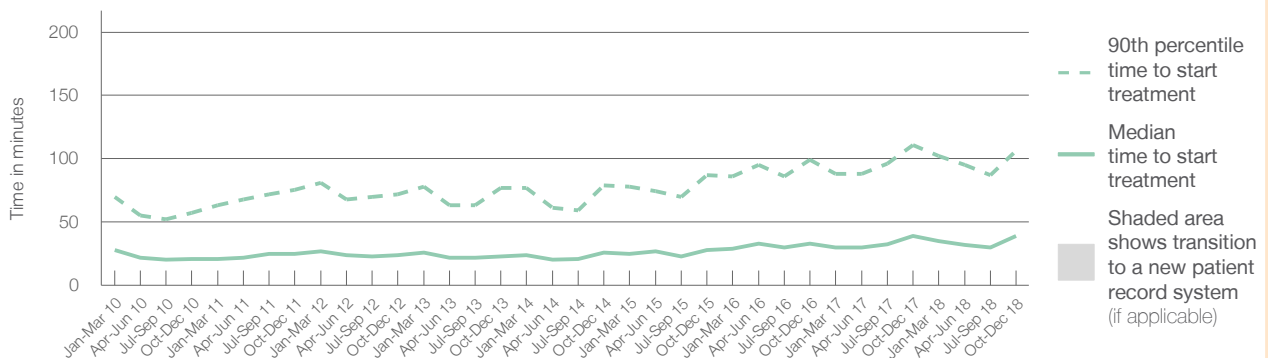
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
2,102	1,956
39 minutes	23 minutes
111 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	25	24	23	26	28	33	39	39
90th percentile time to start treatment ⁵ (minutes)	57	76	72	77	79	87	99	111	106

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

October to December 2018

All presentations:¹ 8,634 patients

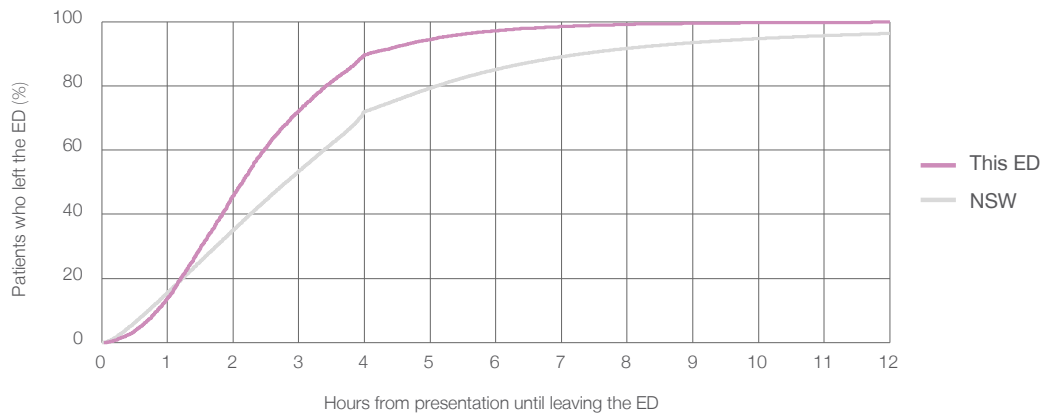
Presentations used to calculate time to leaving the ED:⁶ 8,633 patients

Median time spent in the ED⁸ 2 hours and 9 minutes

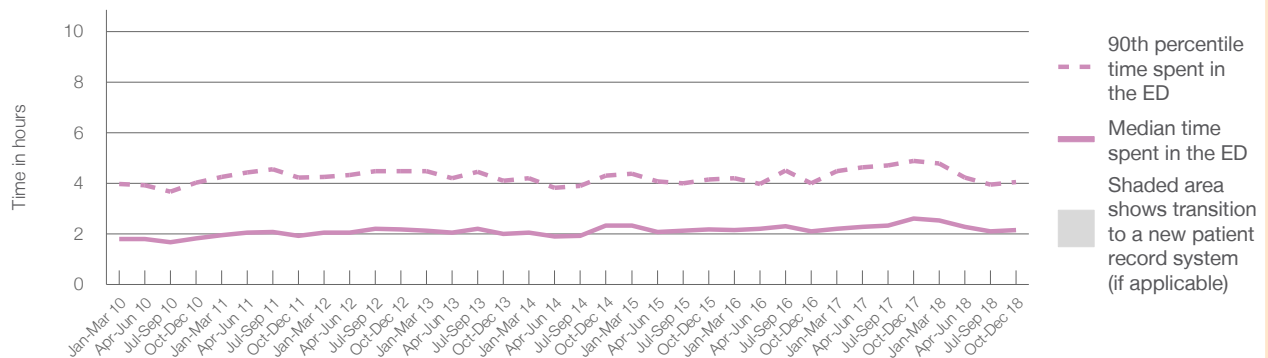
90th percentile time spent in the ED⁹ 4 hours and 4 minutes

Same period last year	NSW (this period)
8,613	8,613
2 hours and 37 minutes	2 hours and 49 minutes
4 hours and 53 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 50m	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 7m	2h 37m	2h 9m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 2m	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	4h 0m	4h 53m	4h 4m

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

By mode of separation

October to December 2018

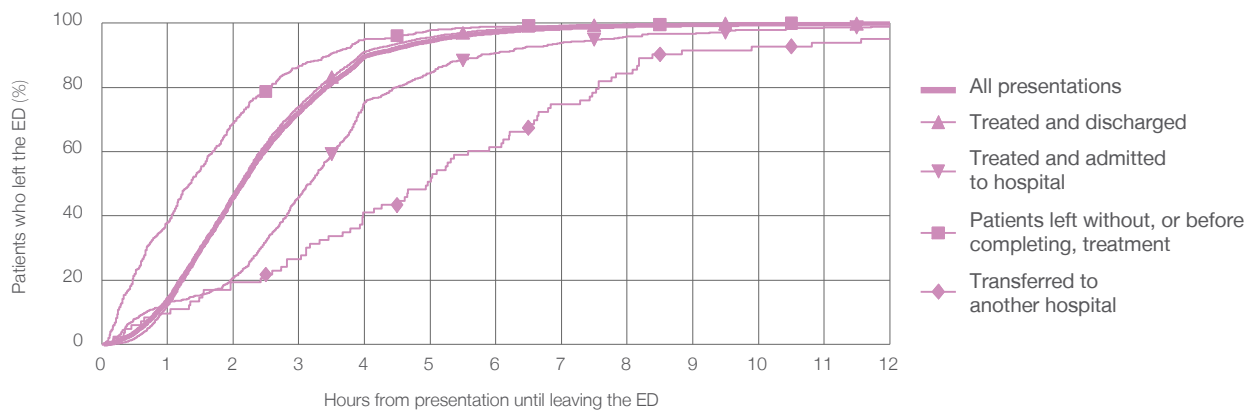
All presentations:¹ 8,634 patients

Presentations used to calculate time to leaving the ED:⁶ 8,633 patients

Mode of separation	Count (Percentage)
Treated and discharged	7,368 (85.3%)
Treated and admitted to hospital	649 (7.5%)
Patient left without, or before completing, treatment	490 (5.7%)
Transferred to another hospital	83 (1.0%)
Other	44 (0.5%)

Same period last year	Change since one year ago
8,613	0%
7,167	2.8%
695	-6.6%
570	-14.0%
94	-11.7%
87	-49.4%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.2%	46.6%	74.1%	91.1%	98.0%	99.6%	99.9%	99.9%
Treated and admitted to hospital	12.8%	20.8%	45.9%	75.3%	90.8%	95.8%	97.8%	98.9%
Patient left without, or before completing, treatment	38.0%	69.0%	86.7%	95.1%	99.0%	99.6%	99.8%	100%
Transferred to another hospital	9.6%	19.3%	26.5%	41.0%	61.4%	84.3%	92.8%	95.2%
All presentations	13.9%	45.9%	72.2%	89.6%	97.1%	99.2%	99.6%	99.8%

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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 October to December 2018

All presentations at the emergency department: ¹ 8,634 patients

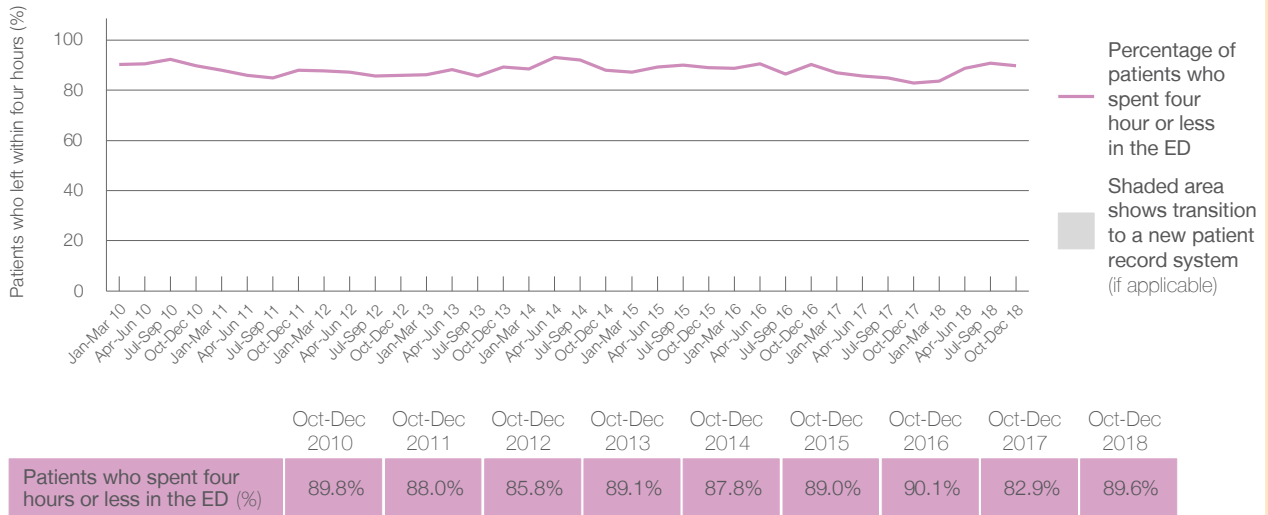
Presentations used to calculate time to leaving the ED: ⁶ 8,633 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,613	0%
Presentations used to calculate time to leaving the ED	8,613	0%
Percentage of patients who spent four hours or less in the ED	82.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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).
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- 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*.
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- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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