

## Appendix Table 4a: NSW Emergency department performance measures by peer group

Median and 90th percentile times patients waited to start treatment in the emergency department by NSW NSW hospitals and hospital peer groups, October to December 2017.

|   | Triage 2         |                           | Triage 3         |                           | Triage 4         |                           | Triage 5         |                           |
|---|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|
|   | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) |
| <b>New South Wales</b>                                    | <b>8</b>         | <b>23</b>                 | <b>20</b>        | <b>65</b>                 | <b>26</b>        | <b>99</b>                 | <b>23</b>        | <b>103</b>                |
| <b>A1 peer group: Principal referral</b>                  |                  |                           |                  |                           |                  |                           |                  |                           |
| Bankstown / Lidcombe Hospital                             | 10               | 29                        | 23               | 81                        | 27               | 108                       | 29               | 123                       |
| Concord Hospital  | 9                | 19                        | 26               | 90                        | 27               | 96                        | 22               | 83                        |
| Gosford Hospital  | 6                | 22                        | 21               | 79                        | 33               | 110                       | 30               | 110                       |
| John Hunter Hospital                                      | 6                | 16                        | 20               | 62                        | 32               | 111                       | 42               | 156                       |
| Liverpool Hospital  | 7                | 22                        | 14               | 45                        | 17               | 58                        | 14               | 56                        |
| Nepean Hospital   | 14               | 49                        | 39               | 139                       | 37               | 135                       | 32               | 135                       |
| Prince of Wales Hospital                                  | 10               | 27                        | 21               | 73                        | 20               | 93                        | 23               | 127                       |
| Royal North Shore Hospital                                | 7                | 15                        | 18               | 44                        | 26               | 70                        | 28               | 101                       |
| Royal Prince Alfred Hospital                              | 11               | 23                        | 25               | 83                        | 36               | 119                       | 35               | 117                       |
| St George Hospital  | 10               | 25                        | 25               | 64                        | 32               | 83                        | 34               | 90                        |
| St Vincent's Hospital, Darlinghurst                       | 3                | 12                        | 14               | 60                        | 18               | 95                        | 12               | 111                       |
| Westmead Hospital   | 9                | 39                        | 25               | 95                        | 42               | 122                       | 46               | 132                       |
| Wollongong Hospital                                       | 9                | 23                        | 22               | 71                        | 24               | 102                       | 26               | 103                       |
| <b>Total A1 peer group</b>                                | <b>9</b>         | <b>26</b>                 | <b>22</b>        | <b>75</b>                 | <b>28</b>        | <b>100</b>                | <b>30</b>        | <b>115</b>                |
| <b>A2 peer group: Paediatric specialist</b>               |                  |                           |                  |                           |                  |                           |                  |                           |
| Sydney Children's Hospital                                | 8                | 22                        | 21               | 51                        | 41               | 128                       | 42               | 137                       |
| The Children's Hospital at Westmead                       | 8                | 24                        | 21               | 56                        | 44               | 148                       | 56               | *                         |
| <b>Total A2 peer group</b>                                | <b>8</b>         | <b>23</b>                 | <b>21</b>        | <b>54</b>                 | <b>43</b>        | <b>139</b>                | <b>48</b>        | <b>130</b>                |
| <b>A3 peer group: Ungrouped acute - tertiary referral</b> |                  |                           |                  |                           |                  |                           |                  |                           |
| Calvary Mater Newcastle                                   | 6                | 15                        | 16               | 43                        | 21               | 89                        | 26               | 113                       |
| Sydney/Sydney Eye Hospital                                | 9                | 17                        | 22               | 50                        | 32               | 83                        | 39               | 111                       |
| <b>Total A3 peer group</b>                                | <b>7</b>         | <b>15</b>                 | <b>18</b>        | <b>46</b>                 | <b>27</b>        | <b>86</b>                 | <b>37</b>        | <b>111</b>                |

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|   | Triage 2         |                           | Triage 3         |                           | Triage 4         |                           | Triage 5         |                           |
|---|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|
|   | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) |
| <b>B peer group: Major</b>  |                  |                           |                  |                           |                  |                           |                  |                           |
| Auburn Hospital   | 9                | 20                        | 21               | 68                        | 34               | 129                       | 29               | 113                       |
| Blacktown Hospital  | 9                | 24                        | 26               | 92                        | 34               | 109                       | 38               | 127                       |
| Campbelltown Hospital   | 7                | 20                        | 16               | 73                        | 25               | 115                       | 25               | 111                       |
| Canterbury Hospital   | 7                | 16                        | 17               | 59                        | 21               | 90                        | 22               | 107                       |
| Coffs Harbour Base Hospital   | 7                | 12                        | 17               | 62                        | 28               | 123                       | 29               | 129                       |
| Dubbo Base Hospital   | 6                | 14                        | 16               | 52                        | 17               | 78                        | 13               | 91                        |
| Fairfield Hospital  | 10               | 30                        | 20               | 83                        | 25               | 148                       | 20               | 142                       |
| Hornsby and Ku-Ring-Gai Hospital                                    | 5                | 11                        | 12               | 38                        | 15               | 68                        | 11               | 84                        |
| Lismore Base Hospital   | 7                | 14                        | 19               | 68                        | 32               | 120                       | 35               | 126                       |
| Maitland Hospital   | 8                | 33                        | 25               | 99                        | 45               | 146                       | 57               | 167                       |
| Manly District Hospital   | 6                | 10                        | 13               | 35                        | 13               | 63                        | 14               | 83                        |
| Manning Base Hospital   | 7                | 22                        | 19               | 97                        | 36               | 154                       | 32               | 137                       |
| Mona Vale and District Hospital                                     | 6                | 10                        | 15               | 36                        | 14               | 74                        | 16               | 96                        |
| Orange Health Service   | 5                | 10                        | 15               | 40                        | 20               | 66                        | 17               | 85                        |
| Port Macquarie Base Hospital  | 8                | 21                        | 19               | 56                        | 27               | 87                        | 21               | 101                       |
| Shoalhaven District Memorial Hospital                               | 11               | 33                        | 28               | 97                        | 29               | 110                       | 25               | 95                        |
| Sutherland Hospital   | 13               | 32                        | 29               | 70                        | 33               | 90                        | 28               | 115                       |
| Tamworth Base Hospital  | 8                | 28                        | 24               | 81                        | 41               | 133                       | 45               | 124                       |
| The Tweed Hospital  | 5                | 13                        | 15               | 42                        | 16               | 70                        | 11               | 62                        |
| Wagga Wagga Rural Referral Hospital                                 | 6                | 13                        | 15               | 43                        | 20               | 74                        | 18               | 87                        |
| Wyong Hospital  | 7                | 24                        | 21               | 65                        | 26               | 80                        | 22               | 68                        |
| <b>Total B peer group</b>   | <b>8</b>         | <b>21</b>                 | <b>19</b>        | <b>64</b>                 | <b>26</b>        | <b>101</b>                | <b>24</b>        | <b>109</b>                |
| <b>C1 peer group: District group 1</b>                              |                  |                           |                  |                           |                  |                           |                  |                           |
| Armidale and New England Hospital                                   | 8                | 29                        | 23               | 69                        | 27               | 101                       | 22               | 92                        |
| Bathurst Base Hospital  | 7                | 14                        | 19               | 54                        | 18               | 77                        | 15               | 79                        |
| Belmont Hospital  | 8                | 16                        | 17               | 41                        | 22               | 78                        | 24               | 99                        |
| Bowral and District Hospital  | 10               | 20                        | 23               | 77                        | 28               | 110                       | 28               | 117                       |
| Broken Hill Base Hospital   | 8                | 22                        | 15               | 44                        | 19               | 71                        | 20               | 85                        |
| Goulburn Base Hospital  | 9                | 20                        | 22               | 82                        | 31               | 119                       | 29               | 107                       |
| Grafton Base Hospital   | 9                | 24                        | 19               | 56                        | 34               | 103                       | 33               | 110                       |
| Griffith Base Hospital  | 6                | 16                        | 14               | 42                        | 16               | 73                        | 14               | 68                        |
| Hawkesbury District Health Services (public hospital services only) | 11               | 26                        | 14               | 51                        | 13               | 65                        | 12               | 55                        |
| Mount Druitt Hospital   | 8                | 17                        | 21               | 62                        | 27               | 82                        | 24               | 86                        |
| Murwillumbah District Hospital                                      | 6                | 14                        | 11               | 31                        | 12               | 50                        | 12               | 56                        |
| Ryde Hospital   | 7                | 13                        | 14               | 36                        | 14               | 61                        | 18               | 95                        |
| Shellharbour Hospital   | 7                | 15                        | 23               | 99                        | 26               | 139                       | 29               | 122                       |
| South East Regional Hospital  | 8                | 19                        | 19               | 57                        | 29               | 123                       | 30               | 135                       |
| <b>Total C1 peer group</b>  | <b>8</b>         | <b>19</b>                 | <b>18</b>        | <b>59</b>                 | <b>21</b>        | <b>91</b>                 | <b>21</b>        | <b>96</b>                 |

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|   | Triage 2         |                           | Triage 3         |                           | Triage 4         |                           | Triage 5         |                           |
|---|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|------------------|---------------------------|
|   | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) | Median (minutes) | 90th percentile (minutes) |
| <b>C2 peer group: District group 2</b>          |                  |                           |                  |                           |                  |                           |                  |                           |
| Ballina District Hospital                       | 8                | 27                        | 21               | 54                        | 22               | 90                        | 23               | 95                        |
| Bateman's Bay District Hospital                 | 8                | 28                        | 22               | 68                        | 27               | 96                        | 21               | 72                        |
| Blue Mountains District Anzac Memorial Hospital | 7                | 18                        | 17               | 57                        | 26               | 112                       | 25               | 132                       |
| Byron Central Hospital                          | 7                | 22                        | 14               | 50                        | 20               | 87                        | 17               | 105                       |
| Casino and District Memorial Hospital           | 8                | 19                        | 17               | 59                        | 27               | 95                        | 19               | 107                       |
| Cessnock District Hospital                      | 8                | 22                        | 23               | 64                        | 34               | 105                       | 32               | 99                        |
| Cooma Health Service                            | 7                | 21                        | 18               | 59                        | 27               | 100                       | 25               | 112                       |
| Cowra District Hospital                         | 6                | 30                        | 7                | 35                        | 7                | 35                        | 7                | 41                        |
| Deniliquin Health Service                       | 4                | *                         | 9                | 26                        | 8                | 31                        | 8                | 37                        |
| Forbes District Hospital                        | 6                | *                         | 14               | 60                        | 26               | 101                       | 20               | 92                        |
| Gunnedah District Hospital                      | 8                | 54                        | 26               | 95                        | 37               | 122                       | 33               | 100                       |
| Inverell District Hospital                      | 3                | 28                        | 10               | 50                        | 25               | 88                        | 10               | 74                        |
| Kempsey Hospital                                | 11               | 27                        | 22               | 59                        | 29               | 99                        | 26               | 99                        |
| Kurri Kurri District Hospital                   | 6                | *                         | 11               | 51                        | 16               | 56                        | 11               | 47                        |
| Lithgow Health Service                          | 5                | 15                        | 10               | 35                        | 12               | 58                        | 8                | 45                        |
| Macksville District Hospital                    | 9                | 22                        | 21               | 60                        | 25               | 114                       | 26               | 125                       |
| Maclean District Hospital                       | 8                | 32                        | 17               | 63                        | 21               | 103                       | 17               | 99                        |
| Milton and Ulladulla Hospital                   | 6                | 17                        | 20               | 60                        | 30               | 84                        | 28               | 88                        |
| Moree District Hospital                         | 4                | 22                        | 8                | 36                        | 11               | 53                        | 11               | 46                        |
| Moruya District Hospital                        | 8                | 34                        | 17               | 57                        | 28               | 95                        | 24               | 103                       |
| Mudgee District Hospital                        | 9                | 28                        | 25               | 59                        | 33               | 104                       | 32               | 132                       |
| Muswellbrook District Hospital                  | 5                | 20                        | 19               | 76                        | 32               | 86                        | 33               | 84                        |
| Narrabri District Hospital                      | 4                | 10                        | 14               | 31                        | 21               | 54                        | 19               | 82                        |
| Queanbeyan Health Service                       | 9                | 25                        | 22               | 60                        | 26               | 92                        | 25               | 100                       |
| Singleton District Hospital                     | 9                | 30                        | 26               | 72                        | 36               | 95                        | 32               | 95                        |
| Young Health Service                            | 6                | 12                        | 10               | 29                        | 11               | 37                        | 10               | 40                        |
| <b>Total C2 peer group</b>                      | <b>8</b>         | <b>24</b>                 | <b>18</b>        | <b>56</b>                 | <b>24</b>        | <b>91</b>                 | <b>21</b>        | <b>95</b>                 |
| <b>Other</b>                                    |                  |                           |                  |                           |                  |                           |                  |                           |
| <b>Total Other</b>                              | <b>5</b>         | <b>24</b>                 | <b>10</b>        | <b>40</b>                 | <b>13</b>        | <b>62</b>                 | <b>10</b>        | <b>59</b>                 |

(\*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.

(^^) Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Source: NSW Health, Health Information Exchange. Data extracted on 23 January 2017.

**Appendix Table 4b: NSW Emergency department performance measures by peer group**  
Emergency department measures by NSW hospitals and hospital peer groups, October to December 2017.

|   | Attendances    | Transfer of care |                           |                                   | Time spent in the ED            |                  |                           |  |
|---|----------------|------------------|---------------------------|-----------------------------------|---------------------------------|------------------|---------------------------|--|
|   |                | Median (minutes) | 95th percentile (minutes) | Transferred within 30 minutes (%) | Presentations used to calculate | Median (minutes) | 95th percentile (minutes) | Spent four hours or less in the ED (%) |
| <b>New South Wales</b>                                    | <b>703,410</b> | <b>11</b>        | <b>26</b>                 | <b>92.1%</b>                      | <b>703,345</b>                  | <b>2h 44m</b>    | <b>6h 55m</b>             | <b>73.6%</b>                           |
| <b>A1 peer group: Principal referral</b>                  |                |                  |                           |                                   |                                 |                  |                           |  |
| Bankstown / Lidcombe Hospital                             | 13,745         | 13               | 26                        | 93.3%                             | 13,745                          | 3h 12m           | 6h 53m                    | 73.5%                                  |
| Concord Hospital  | 10,220         | 12               | 21                        | 96.7%                             | 10,217                          | 3h 21m           | 6h 40m                    | 74.6%                                  |
| Gosford Hospital  | 17,053         | 10               | 57                        | 80.5%                             | 17,053                          | 3h 10m           | 6h 43m                    | 66.4%                                  |
| John Hunter Hospital                                      | 19,789         | 11               | 21                        | 96.7%                             | 19,789                          | 3h 33m           | 7h 45m                    | 61.0%                                  |
| Liverpool Hospital  | 21,967         | 13               | 35                        | 86.9%                             | 21,964                          | 3h 38m           | 8h 34m                    | 59.5%                                  |
| Nepean Hospital   | 17,979         | 12               | 32                        | 88.1%                             | 17,972                          | 3h 48m           | 10h 53m                   | 55.2%                                  |
| Prince of Wales Hospital                                  | 15,708         | 11               | 34                        | 86.9%                             | 15,707                          | 3h 13m           | 7h 33m                    | 65.4%                                  |
| Royal North Shore Hospital                                | 22,609         | 13               | 28                        | 91.1%                             | 22,609                          | 3h 15m           | 7h 22m                    | 65.8%                                  |
| Royal Prince Alfred Hospital                              | 19,373         | 15               | 29                        | 91.3%                             | 19,373                          | 3h 36m           | 8h 49m                    | 67.6%                                  |
| St George Hospital  | 20,353         | 11               | 23                        | 94.2%                             | 20,350                          | 3h 18m           | 7h 39m                    | 66.3%                                  |
| St Vincent's Hospital, Darlinghurst                       | 12,516         | 13               | 34                        | 86.9%                             | 12,516                          | 3h 7m            | 11h 15m                   | 67.2%                                  |
| Westmead Hospital   | 19,295         | 12               | 22                        | 95.6%                             | 19,291                          | 3h 35m           | 11h 1m                    | 58.3%                                  |
| Wollongong Hospital                                       | 16,787         | 11               | 25                        | 93.1%                             | 16,787                          | 3h 17m           | 9h 17m                    | 66.4%                                  |
| <b>Total A1 peer group</b>                                | <b>227,394</b> | <b>12</b>        | <b>28</b>                 | <b>90.8%</b>                      | <b>227,373</b>                  | <b>3h 24m</b>    | <b>8h 18m</b>             | <b>64.5%</b>                           |
| <b>A2 peer group: Paediatric specialist</b>               |                |                  |                           |                                   |                                 |                  |                           |  |
| Sydney Children's Hospital                                | 9,099          | 10               | 19                        | 96.1%                             | 9,099                           | 2h 35m           | 6h 17m                    | 74.7%                                  |
| The Children's Hospital at Westmead                       | 14,569         | 5                | 14                        | 99.8%                             | 14,569                          | 2h 46m           | 6h 32m                    | 71.1%                                  |
| <b>Total A2 peer group</b>                                | <b>23,668</b>  | <b>6</b>         | <b>16</b>                 | <b>98.5%</b>                      | <b>23,668</b>                   | <b>2h 41m</b>    | <b>6h 27m</b>             | <b>72.5%</b>                           |
| <b>A3 peer group: Ungrouped acute - tertiary referral</b> |                |                  |                           |                                   |                                 |                  |                           |  |
| Calvary Mater Newcastle                                   | 9,511          | 4                | 25                        | 90.7%                             | 9,511                           | 2h 43m           | 6h 47m                    | 72.7%                                  |
| Sydney/Sydney Eye Hospital                                | 8,614          | 8                | 14                        | 98.3%                             | 8,614                           | 2h 37m           | 4h 53m                    | 82.9%                                  |
| <b>Total A3 peer group</b>                                | <b>18,125</b>  | <b>5</b>         | <b>25</b>                 | <b>91.0%</b>                      | <b>18,125</b>                   | <b>2h 39m</b>    | <b>5h 48m</b>             | <b>77.6%</b>                           |

**Appendix Table 4b: NSW Emergency department performance measures by peer group**  
Emergency department measures by NSW hospitals and hospital peer groups, October to December 2017.

|   | Attendances      |                           | Transfer of care                  |                                 |                  | Time spent in the ED      |  |              |
|---|------------------|---------------------------|-----------------------------------|---------------------------------|------------------|---------------------------|--|--------------|
|   | Median (minutes) | 95th percentile (minutes) | Transferred within 30 minutes (%) | Presentations used to calculate | Median (minutes) | 95th percentile (minutes) | Spent four hours or less in the ED (%) |              |
| <b>B peer group: Major</b>  |                  |                           |                                   |                                 |                  |                           |  |              |
| Auburn Hospital   | 7,178            | 13                        | 23                                | 95.4%                           | 7,178            | 2h 57m                    | 5h 56m                                 | 80.3%        |
| Blacktown Hospital  | 12,712           | 14                        | 27                                | 92.1%                           | 12,711           | 3h 33m                    | 10h 38m                                | 64.7%        |
| Campbelltown Hospital   | 17,904           | 13                        | 23                                | 95.6%                           | 17,903           | 3h 43m                    | 8h 28m                                 | 59.6%        |
| Canterbury Hospital   | 11,211           | 10                        | 20                                | 97.4%                           | 11,207           | 2h 53m                    | 5h 30m                                 | 79.3%        |
| Coffs Harbour Base Hospital   | 10,262           | 11                        | 25                                | 93.5%                           | 10,262           | 2h 54m                    | 7h 23m                                 | 71.4%        |
| Dubbo Base Hospital   | 8,591            | 11                        | 24                                | 94.3%                           | 8,590            | 2h 32m                    | 7h 12m                                 | 74.6%        |
| Fairfield Hospital  | 8,871            | 13                        | 31                                | 88.6%                           | 8,871            | 3h 17m                    | 6h 59m                                 | 70.9%        |
| Hornsby and Ku-Ring-Gai Hospital                                    | 10,224           | 10                        | 22                                | 95.1%                           | 10,224           | 2h 56m                    | 6h 13m                                 | 75.1%        |
| Lismore Base Hospital   | 8,877            | 12                        | 35                                | 86.4%                           | 8,876            | 2h 46m                    | 8h 27m                                 | 67.1%        |
| Maitland Hospital   | 12,136           | 9                         | 18                                | 98.9%                           | 12,136           | 3h 17m                    | 7h 51m                                 | 67.8%        |
| Manly District Hospital   | 6,506            | 12                        | 21                                | 98.0%                           | 6,506            | 2h 39m                    | 5h 0m                                  | 85.2%        |
| Manning Base Hospital   | 8,145            | 4                         | 21                                | 90.0%                           | 8,145            | 2h 50m                    | 5h 42m                                 | 77.3%        |
| Mona Vale and District Hospital                                     | 8,908            | 9                         | 17                                | 99.0%                           | 8,908            | 2h 29m                    | 4h 31m                                 | 88.2%        |
| Orange Health Service   | 7,568            | 10                        | 22                                | 95.6%                           | 7,565            | 2h 29m                    | 9h 15m                                 | 78.0%        |
| Port Macquarie Base Hospital  | 8,626            | 10                        | 31                                | 89.2%                           | 8,626            | 2h 41m                    | 7h 50m                                 | 72.2%        |
| Shoalhaven District Memorial Hospital                               | 10,161           | 13                        | 34                                | 86.4%                           | 10,160           | 2h 48m                    | 8h 22m                                 | 68.3%        |
| Sutherland Hospital   | 12,980           | 13                        | 30                                | 89.8%                           | 12,977           | 3h 39m                    | 8h 38m                                 | 60.9%        |
| Tamworth Base Hospital  | 11,018           | 8                         | 23                                | 93.4%                           | 11,018           | 2h 48m                    | 6h 7m                                  | 73.7%        |
| The Tweed Hospital  | 13,661           | 8                         | 20                                | 94.7%                           | 13,661           | 2h 7m                     | 4h 59m                                 | 83.4%        |
| Wagga Wagga Rural Referral Hospital                                 | 10,495           | 8                         | 18                                | 96.9%                           | 10,494           | 2h 38m                    | 7h 37m                                 | 70.0%        |
| Wyong Hospital  | 16,873           | 10                        | 30                                | 90.0%                           | 16,873           | 2h 38m                    | 6h 38m                                 | 72.7%        |
| <b>Total B peer group</b>   | <b>222,907</b>   | <b>11</b>                 | <b>25</b>                         | <b>93.0%</b>                    | <b>222,891</b>   | <b>2h 56m</b>             | <b>7h 8m</b>                           | <b>72.3%</b> |
| <b>C1 peer group: District group 1</b>                              |                  |                           |                                   |                                 |                  |                           |  |              |
| Armidale and New England Hospital                                   | 3,790            | 2**                       | 25**                              | 87.6%**                         | 3,790            | 2h 4m                     | 4h 59m                                 | 81.4%        |
| Bathurst Base Hospital  | 6,776            | 9                         | 27                                | 91.6%                           | 6,774            | 2h 6m                     | 6h 29m                                 | 80.6%        |
| Belmont Hospital  | 6,300            | 10                        | 19                                | 96.8%                           | 6,300            | 2h 39m                    | 6h 53m                                 | 73.4%        |
| Bowral and District Hospital  | 5,066            | 12                        | 25                                | 92.5%                           | 5,066            | 2h 25m                    | 5h 24m                                 | 78.9%        |
| Broken Hill Base Hospital   | 5,629            | 9                         | 19                                | 98.1%                           | 5,629            | 1h 0m                     | 4h 1m                                  | 90.0%        |
| Goulburn Base Hospital  | 4,812            | 12                        | 28                                | 91.1%                           | 4,812            | 2h 25m                    | 5h 24m                                 | 78.3%        |
| Grafton Base Hospital   | 6,679            | 13                        | 28                                | 92.2%                           | 6,679            | 2h 3m                     | 6h 13m                                 | 78.0%        |
| Griffith Base Hospital  | 5,087            | 10                        | 19                                | 97.8%                           | 5,086            | 2h 3m                     | 5h 24m                                 | 80.5%        |
| Hawkesbury District Health Services (public hospital services only) | 6,469            | 12                        | 24                                | 93.8%                           | 6,469            | 2h 56m                    | 6h 36m                                 | 71.4%        |
| Mount Druitt Hospital   | 8,502            | 13                        | 26                                | 93.1%                           | 8,501            | 2h 49m                    | 6h 38m                                 | 80.0%        |
| Murwillumbah District Hospital                                      | 4,482            | 9**                       | 18**                              | 98.4%**                         | 4,480            | 1h 18m                    | 3h 59m                                 | 90.1%        |
| Ryde Hospital   | 6,945            | 10                        | 18                                | 98.3%                           | 6,945            | 2h 24m                    | 4h 54m                                 | 85.5%        |
| Shellharbour Hospital   | 8,089            | 11                        | 25                                | 93.5%                           | 8,089            | 3h 14m                    | 7h 52m                                 | 68.1%        |
| South East Regional Hospital  | 4,626            | 11                        | 20                                | 96.4%                           | 4,626            | 2h 37m                    | 5h 56m                                 | 72.9%        |
| <b>Total C1 peer group</b>  | <b>83,252</b>    | <b>11</b>                 | <b>23</b>                         | <b>94.5%</b>                    | <b>83,246</b>    | <b>2h 21m</b>             | <b>5h 56m</b>                          | <b>78.8%</b> |

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|   | Attendances   | Transfer of care |                           |                                   | Time spent in the ED            |                  |                           |  |  |
|---|---------------|------------------|---------------------------|-----------------------------------|---------------------------------|------------------|---------------------------|--|--|
|   |               | Median (minutes) | 95th percentile (minutes) | Transferred within 30 minutes (%) | Presentations used to calculate | Median (minutes) | 95th percentile (minutes) | Spent four hours or less in the ED (%) |  |
| <b>C2 peer group: District group 2</b>          |               |                  |                           |                                   |                                 |                  |                           |  |  |
| Ballina District Hospital                       | 4,606         | 13**             | 29**                      | 90.6%**                           | 4,606                           | 2h 11m           | 6h 41m                    | 76.4%                                  |  |
| Bateman's Bay District Hospital                 | 4,676         | 9                | 22                        | 93.8%                             | 4,676                           | 1h 2m            | 4h 35m                    | 87.7%                                  |  |
| Blue Mountains District Anzac Memorial Hospital | 4,364         | 12               | 24                        | 94.0%                             | 4,364                           | 2h 42m           | 5h 36m                    | 82.8%                                  |  |
| Byron Central Hospital                          | 5,481         | 8                | 21                        | 94.6%                             | 5,476                           | 1h 53m           | 5h 7m                     | 84.0%                                  |  |
| Casino and District Memorial Hospital           | 3,602         | 14               | 28                        | 90.7%                             | 3,599                           | 1h 26m           | 4h 34m                    | 86.6%                                  |  |
| Cessnock District Hospital                      | 4,430         | 9                | 20                        | 96.6%                             | 4,430                           | 1h 34m           | 4h 42m                    | 86.1%                                  |  |
| Cooma Health Service                            | 2,615         | 7                | 16                        | 99.1%                             | 2,614                           | 1h 39m           | 4h 17m                    | 88.8%                                  |  |
| Cowra District Hospital                         | 1,867         | 13               | 46                        | 79.8%                             | 1,867                           | 1h 39m           | 4h 32m                    | 87.1%                                  |  |
| Deniliquin Health Service                       | 2,359         | 8**              | 22**                      | 94.4%**                           | 2,358                           | 1h 6m            | 4h 11m                    | 89.0%                                  |  |
| Forbes District Hospital                        | 1,832         | 10               | 29                        | 89.8%                             | 1,832                           | 1h 11m           | 3h 39m                    | 91.5%                                  |  |
| Gunnedah District Hospital                      | 2,154         | 7**              | 19**                      | 94%**                             | 2,154                           | 1h 26m           | 3h 58m                    | 90.2%                                  |  |
| Inverell District Hospital                      | 2,278         | 4**              | 17**                      | 96.5%**                           | 2,278                           | 1h 37m           | 4h 27m                    | 87.0%                                  |  |
| Kempsey Hospital                                | 7,254         | 11               | 24                        | 93.5%                             | 7,254                           | 1h 52m           | 4h 59m                    | 84.7%                                  |  |
| Kurri Kurri District Hospital                   | 1,032         | 4                | *                         | 89.5%                             | 1,032                           | 0h 50m           | 3h 19m                    | 93.5%                                  |  |
| Lithgow Health Service                          | 3,069         | 11               | 22                        | 94.4%                             | 3,069                           | 1h 45m           | 4h 55m                    | 85.0%                                  |  |
| Macksville District Hospital                    | 3,805         | 11               | 26                        | 92.3%                             | 3,805                           | 1h 38m           | 4h 28m                    | 87.3%                                  |  |
| Macleay District Hospital                       | 3,304         | 14               | 34                        | 86.1%                             | 3,303                           | 1h 48m           | 5h 0m                     | 83.8%                                  |  |
| Milton and Ulladulla Hospital                   | 3,531         | 14               | 31                        | 88.5%                             | 3,530                           | 1h 30m           | 4h 42m                    | 86.9%                                  |  |
| Moree District Hospital                         | 2,474         | 2                | 18                        | 88.1%                             | 2,474                           | 1h 10m           | 4h 41m                    | 86.7%                                  |  |
| Moruya District Hospital                        | 2,842         | 12               | 27                        | 90.1%                             | 2,842                           | 2h 7m            | 5h 22m                    | 80.0%                                  |  |
| Mudgee District Hospital                        | 2,944         | 7                | 20                        | 96.0%                             | 2,943                           | 1h 46m           | 4h 22m                    | 87.3%                                  |  |
| Muswellbrook District Hospital                  | 2,489         | 6                | 17                        | 96.8%                             | 2,489                           | 1h 31m           | 4h 22m                    | 89.2%                                  |  |
| Narrabri District Hospital                      | 1,484         | 3**              | 14**                      | 94.4%**                           | 1,484                           | 1h 22m           | 3h 56m                    | 90.7%                                  |  |
| Queanbeyan Health Service                       | 5,307         | 10               | 18                        | 98.4%                             | 5,307                           | 2h 1m            | 4h 30m                    | 87.8%                                  |  |
| Singleton District Hospital                     | 2,918         | 5                | 16                        | 93.8%                             | 2,918                           | 1h 26m           | 4h 5m                     | 89.4%                                  |  |
| Young Health Service                            | 2,182         | #                | #                         | #                                 | 2,182                           | 1h 5m            | 3h 2m                     | 96.0%                                  |  |
| <b>Total C2 peer group</b>                      | <b>84,899</b> | <b>10</b>        | <b>24</b>                 | <b>93.0%</b>                      | <b>84,886</b>                   | <b>1h 40m</b>    | <b>4h 44m</b>             | <b>86.2%</b>                           |  |
| <b>Other</b>                                    |               |                  |                           |                                   |                                 |                  |                           |  |  |
| <b>Total Other</b>                              | <b>43,165</b> | <b>9</b>         | <b>27</b>                 | <b>89.7%</b>                      | <b>43,156</b>                   | <b>1h 0m</b>     | <b>3h 32m</b>             | <b>92.6%</b>                           |  |

(\*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.

(\*\*) Use caution when interpreting these results - more than 30% of total records where transfer of care cannot be calculated.

(#) ED Transfer of care time is not currently available for this hospital.

Source: NSW Health, Health Information Exchange. Data extracted on 17 October 2017.

## Appendix Table 4c: NSW Emergency department performance measures by peer group

Percentage of patients whose treatment started within clinically recommended timeframes by NSW hospitals and hospital peer groups, October to December 2017.

|   | Triage 2    | Triage 3    | Triage 4    | Triage 5    |
|---|-------------|-------------|-------------|-------------|
| <b>New South Wales</b>                                    | <b>68.7</b> | <b>71.2</b> | <b>78.4</b> | <b>93.1</b> |
| <b>A1 peer group: Principal referral</b>                  |             |             |             |             |
| Bankstown / Lidcombe Hospital                             | 57.7        | 64.1        | 77.4        | 89.7        |
| Concord Hospital  | 58          | 56.3        | 78.8        | 97.4        |
| Gosford Hospital  | 79.3        | 64.5        | 70.9        | 93.1        |
| John Hunter Hospital                                      | 82.8        | 74          | 76.5        | 83.6        |
| Liverpool Hospital  | 72.2        | 81.8        | 91.3        | 98.6        |
| Nepean Hospital   | 40.4        | 41.7        | 66.9        | 87.4        |
| Prince of Wales Hospital                                  | 51.3        | 67.9        | 81.1        | 88.7        |
| Royal North Shore Hospital                                | 80.9        | 79.7        | 85.7        | 96          |
| Royal Prince Alfred Hospital                              | 47.3        | 59.6        | 69.5        | 91.3        |
| St George Hospital  | 55.4        | 64.7        | 81.3        | 96.6        |
| St Vincent's Hospital, Darlinghurst                       | 87.4        | 75.5        | 81.6        | 91          |
| Westmead Hospital   | 57.9        | 61.5        | 66.7        | 87.3        |
| Wollongong Hospital                                       | 61.3        | 67.7        | 77.9        | 93.5        |
| <b>Total A1 peer group</b>                                | <b>63.4</b> | <b>67</b>   | <b>77.4</b> | <b>91.4</b> |
| <b>A2 peer group: Paediatric specialist</b>               |             |             |             |             |
| Sydney Children's Hospital                                | 63.8        | 71.3        | 63.6        | 87.6        |
| The Children's Hospital at Westmead                       | 74.6        | 69.9        | 60.4        | 87.7        |
| <b>Total A2 peer group</b>                                | <b>69.7</b> | <b>70.4</b> | <b>61.7</b> | <b>87.6</b> |
| <b>A3 peer group: Ungrouped acute - tertiary referral</b> |             |             |             |             |
| Calvary Mater Newcastle                                   | 85.4        | 84.1        | 82.9        | 91.5        |
| Sydney/Sydney Eye Hospital                                | 64.9        | 71.6        | 80.1        | 92.3        |
| <b>Total A3 peer group</b>                                | <b>83.5</b> | <b>79.6</b> | <b>81.4</b> | <b>92.1</b> |

## Appendix Table 4c: NSW Emergency department performance measures by peer group

Percentage of patients whose treatment started within clinically recommended timeframes by NSW hospitals and hospital peer groups, October to December 2017.

| <b>B peer group: Major</b>  |             |             |             |             |
|---|-------------|-------------|-------------|-------------|
| Auburn Hospital   | 69.8        | 69          | 71.5        | 92.3        |
| Blacktown Hospital  | 64.3        | 62.4        | 73.0        | 89.1        |
| Campbelltown Hospital   | 77.4        | 77.1        | 78.7        | 91          |
| Canterbury Hospital   | 76.5        | 75.6        | 82.4        | 92.6        |
| Coffs Harbour Base Hospital   | 86.9        | 75.1        | 72.1        | 88.7        |
| Dubbo Base Hospital   | 81.7        | 76.9        | 84.5        | 95.1        |
| Fairfield Hospital  | 54.7        | 66.7        | 71.0        | 85.3        |
| Hornsby and Ku-Ring-Gai Hospital                                    | 89.7        | 85.7        | 87.2        | 96.4        |
| Lismore Base Hospital   | 81.4        | 72.7        | 70.7        | 88.7        |
| Maitland Hospital   | 76.8        | 67.1        | 64.9        | 80.1        |
| Manly District Hospital   | 91          | 86.4        | 89.2        | 96.5        |
| Manning Base Hospital   | 80.9        | 66.7        | 65.2        | 87.6        |
| Mona Vale and District Hospital                                     | 90.4        | 87          | 87.3        | 94.5        |
| Orange Health Service   | 93.3        | 85.4        | 88.3        | 95.5        |
| Port Macquarie Base Hospital  | 66.2        | 70.4        | 79.1        | 92.9        |
| Shoalhaven District Memorial Hospital                               | 47.9        | 58.2        | 75.3        | 94.9        |
| Sutherland Hospital   | 36.7        | 52.8        | 77.6        | 91          |
| Tamworth Base Hospital  | 72.7        | 64.1        | 65.9        | 89          |
| The Tweed Hospital  | 84.7        | 80.2        | 86.3        | 98.1        |
| Wagga Wagga Rural Referral Hospital                                 | 86          | 81.4        | 85.3        | 95.2        |
| Wyong Hospital  | 75.3        | 69.7        | 83.0        | 98.1        |
| <b>Total B peer group</b>   | <b>73.8</b> | <b>72.3</b> | <b>78.1</b> | <b>92.2</b> |
| <b>C1 peer group: District group 1</b>                              |             |             |             |             |
| Armidale and New England Hospital                                   | 62.5        | 63.2        | 77.0        | 92.8        |
| Bathurst Base Hospital  | 83.5        | 74          | 85.9        | 96.2        |
| Belmont Hospital  | 76.1        | 83.7        | 84.4        | 94.9        |
| Bowral and District Hospital  | 56.3        | 63.7        | 73.3        | 91          |
| Broken Hill Base Hospital   | 67.1        | 79.8        | 85.7        | 94.7        |
| Goulburn Base Hospital  | 63.5        | 67          | 71.4        | 92.4        |
| Grafton Base Hospital   | 65.2        | 74.3        | 74.2        | 92.8        |
| Griffith Base Hospital  | 80          | 82.5        | 86.4        | 96          |
| Hawkesbury District Health Services (public hospital services only) | 46.1        | 81.1        | 89.1        | 97.9        |
| Mount Druitt Hospital   | 73          | 71.9        | 82.3        | 96          |
| Murwillumbah District Hospital                                      | 83.6        | 89.3        | 93.9        | 97.2        |
| Ryde Hospital   | 81.4        | 86.4        | 89.7        | 95          |
| Shellharbour Hospital   | 79.7        | 62          | 71.6        | 88.9        |
| South East Regional Hospital  | 69.9        | 71.5        | 72.7        | 86.6        |
| <b>Total C1 peer group</b>  | <b>71.1</b> | <b>74.5</b> | <b>81.3</b> | <b>94.1</b> |



## Appendix Table 4c: NSW Emergency department performance measures by peer group

Percentage of patients whose treatment started within clinically recommended timeframes by NSW hospitals and hospital peer groups, October to December 2017.

| <b>C2 peer group: District group 2</b>          |             |             |             |             |
|---|-------------|-------------|-------------|-------------|
| Ballina District Hospital                       | 62.5        | 69.4        | 80.9        | 91.5        |
| Bateman's Bay District Hospital                 | 63.3        | 65.7        | 75.8        | 94.6        |
| Blue Mountains District Anzac Memorial Hospital | 76.9        | 78.6        | 74.6        | 88.3        |
| Byron Central Hospital                          | 70.2        | 78.1        | 81.9        | 93.5        |
| Casino and District Memorial Hospital           | 71.5        | 71.1        | 77.5        | 91.2        |
| Cessnock District Hospital                      | 65.7        | 64.8        | 72.5        | 93.3        |
| Cooma Health Service                            | 70          | 75.3        | 76.6        | 91.3        |
| Cowra District Hospital                         | 68.5        | 88.5        | 94.3        | 97.4        |
| Deniliquin Health Service                       | 81.4        | 93.8        | 98.9        | 100         |
| Forbes District Hospital                        | 73.6        | 77.4        | 79.5        | 93          |
| Gunnedah District Hospital                      | 58          | 55.4        | 68.6        | 94.3        |
| Inverell District Hospital                      | 83.7        | 82.7        | 82.3        | 96.9        |
| Kempsey Hospital                                | 46.9        | 67          | 76.6        | 92.9        |
| Kurri Kurri District Hospital                   | 75          | 78.1        | 92.0        | 99.2        |
| Lithgow Health Service                          | 82.9        | 87.2        | 91.2        | 98.3        |
| Macksville District Hospital                    | 57.7        | 68.9        | 75.4        | 88.9        |
| Maclean District Hospital                       | 61.9        | 71.9        | 77.6        | 91.8        |
| Milton and Ulladulla Hospital                   | 73.3        | 70.1        | 80.4        | 95.3        |
| Moree District Hospital                         | 80.7        | 87          | 93.2        | 98.9        |
| Moruya District Hospital                        | 60.2        | 72.3        | 77.8        | 93.5        |
| Mudgee District Hospital                        | 56.3        | 62.5        | 73.7        | 88          |
| Muswellbrook District Hospital                  | 80.6        | 78.6        | 81.0        | 96.7        |
| Narrabri District Hospital                      | 94.3        | 89.1        | 94.4        | 97.7        |
| Queanbeyan Health Service                       | 60.7        | 68.6        | 78.4        | 93.5        |
| Singleton District Hospital                     | 61.8        | 58.1        | 76.0        | 97.9        |
| Young Health Service                            | 83.8        | 91.8        | 97.4        | 99.5        |
| <b>Total C2 peer group</b>                      | <b>67.2</b> | <b>73.6</b> | <b>80.0</b> | <b>93.7</b> |
| <b>Other</b>                                    |             |             |             |             |
| <b>Total Other</b>                              | <b>73.8</b> | <b>85.6</b> | <b>89.6</b> | <b>97.5</b> |

(\*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.

(^^) Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Source: NSW Health, Health Information Exchange. Data extracted on 23 January 2017.