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

Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview
January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	8,280 patients	8,688	-5%
Emergency presentations:[2]	8,022 patients	8,351	-4%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment [3]
January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 132 patients		144	
Median time to start treatment [4]	10 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5]	24 minutes	17 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,291 patients		1,138	
Median time to start treatment [4]	22 minutes	21 minutes	20 minutes
90th percentile time to start treatment [5]	50 minutes	48 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,348 patients		4,755	
Median time to start treatment [4]	30 minutes	27 minutes	25 minutes
90th percentile time to start treatment [5]	84 minutes	78 minutes	98 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,251 patients		2,314	
Median time to start treatment [4]	35 minutes	30 minutes	22 minutes
90th percentile time to start treatment [5]	102 minutes	88 minutes	97 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED
January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	8,280 patients	8,688	-5%
Percentage of patients who spent four hours or less in the ED	84%	87%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).

2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.

3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018.*

4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.

5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.

6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
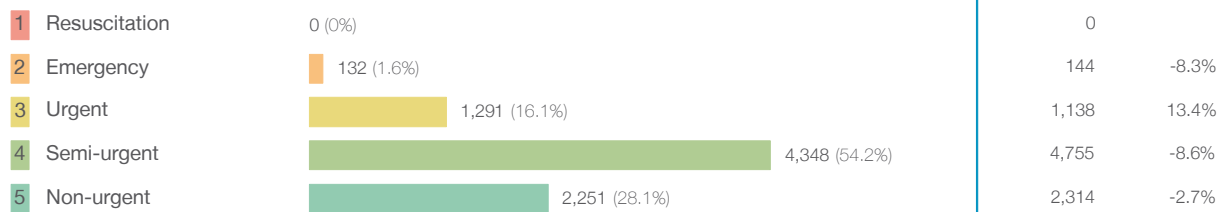
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department
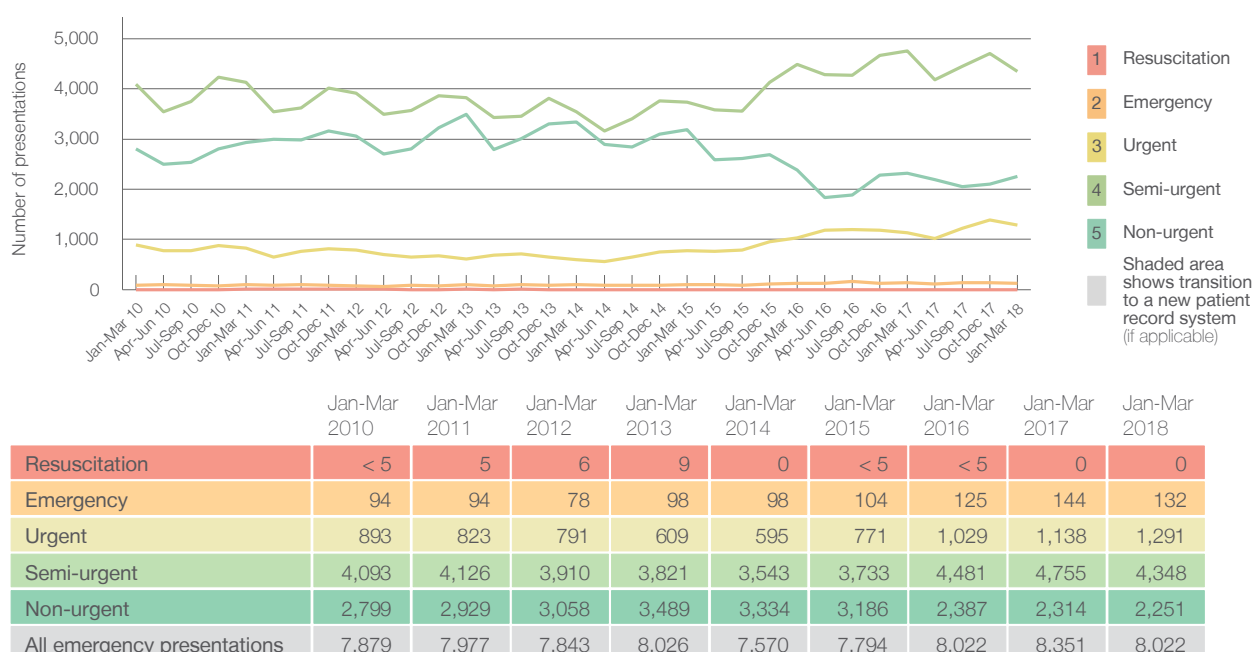January to March 2018

		Same period last year	Change since one year ago
All presentations:[1] 8,280 patients		8,688	-5%
Emergency presentations[2] by triage category: 8,022 patients		8,351	-4%
1 Resuscitation	0 (0%)	0	
2 Emergency	132 (1.6%)	144	-8.3%
3 Urgent	1,291 (16.1%)	1,138	13.4%
4 Semi-urgent	4,348 (54.2%)	4,755	-8.6%
5 Non-urgent	2,251 (28.1%)	2,314	-2.7%

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

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	< 5	5	6	9	0	< 5	< 5	0	0
Emergency	94	94	78	98	98	104	125	144	132
Urgent	893	823	791	609	595	771	1,029	1,138	1,291
Semi-urgent	4,093	4,126	3,910	3,821	3,543	3,733	4,481	4,755	4,348
Non-urgent	2,799	2,929	3,058	3,489	3,334	3,186	2,387	2,314	2,251
All emergency presentations	7,879	7,977	7,843	8,026	7,570	7,794	8,022	8,351	8,022

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance
January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 258 patients		0	
ED Transfer of care time			
Median time	7 minutes	*	*
90th percentile time	17 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

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2
January to March 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 132			144	
Number of triage 2 patients used to calculate waiting time: [3] 132			143	
Median time to start treatment [4]		10 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5]		24 minutes	17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018

— This ED
— NSW
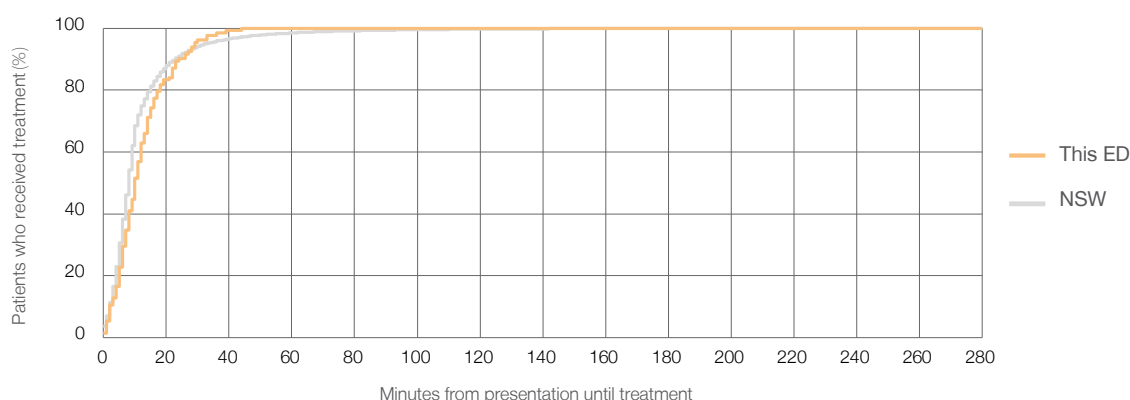
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 [†‡]
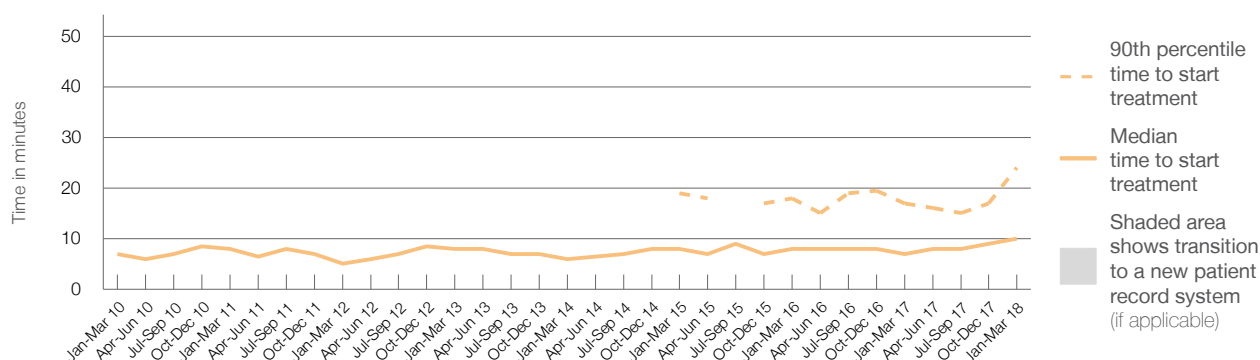
- - - 90th percentile time to start treatment

— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	7	8	5	8	6	8	8	7	10
90th percentile time to start treatment [5] (minutes)	*	*	*	*	*	19	18	17	24

(†) 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

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3
January to March 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,291		1,138	
Number of triage 3 patients used to calculate waiting time: [3] 1,269		1,122	
Median time to start treatment [4]	22 minutes	21 minutes	20 minutes
90th percentile time to start treatment [5]	50 minutes	48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018
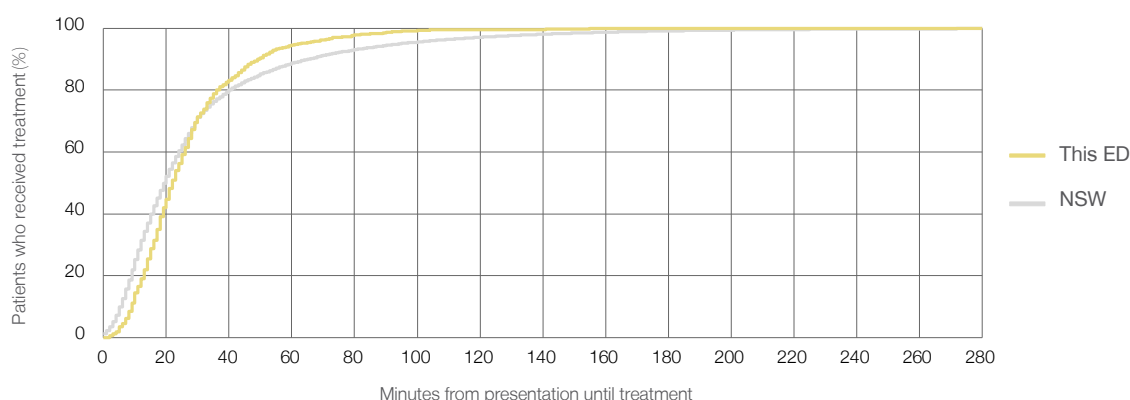
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 [†‡]
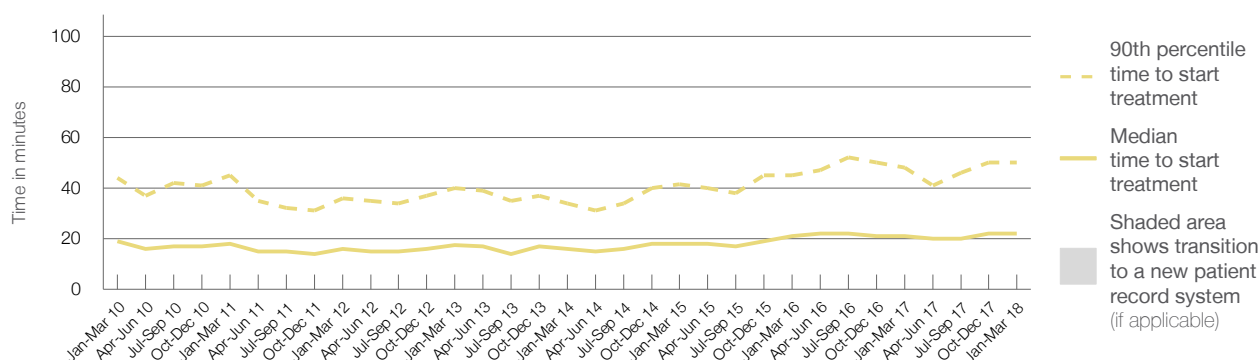
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	19	18	16	18	16	18	21	21	22
90th percentile time to start treatment [5] (minutes)	44	45	36	40	34	42	45	48	50

(†) 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

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4
January to March 2018

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 4,348			4,755	
Number of triage 4 patients used to calculate waiting time: [3] 4,253			4,657	
Median time to start treatment [4]	30 minutes		27 minutes	25 minutes
90th percentile time to start treatment [5]	84 minutes		78 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018
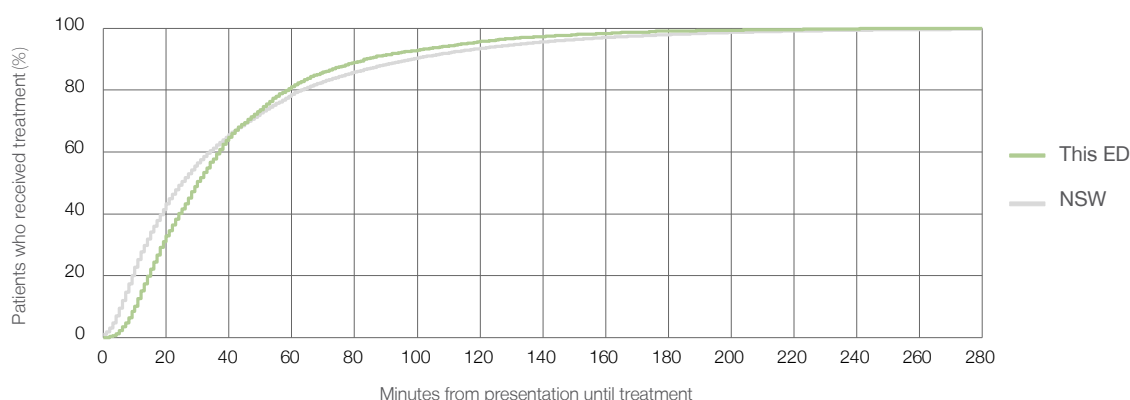
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 [†‡]
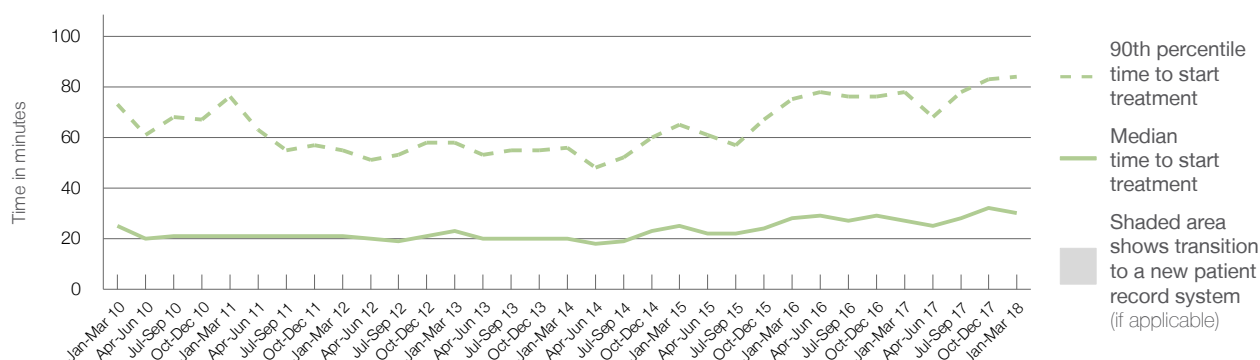
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment [4] (minutes)	25	21	21	23	20	25	28	27	30
90th percentile time to start treatment [5] (minutes)	73	76	55	58	56	65	75	78	84

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

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

Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5
January to March 2018

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 2,251			2,314	
Number of triage 5 patients used to calculate waiting time:[3] 2,093			2,142	
Median time to start treatment[4]		35 minutes	30 minutes	22 minutes
90th percentile time to start treatment[5]		102 minutes	88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018
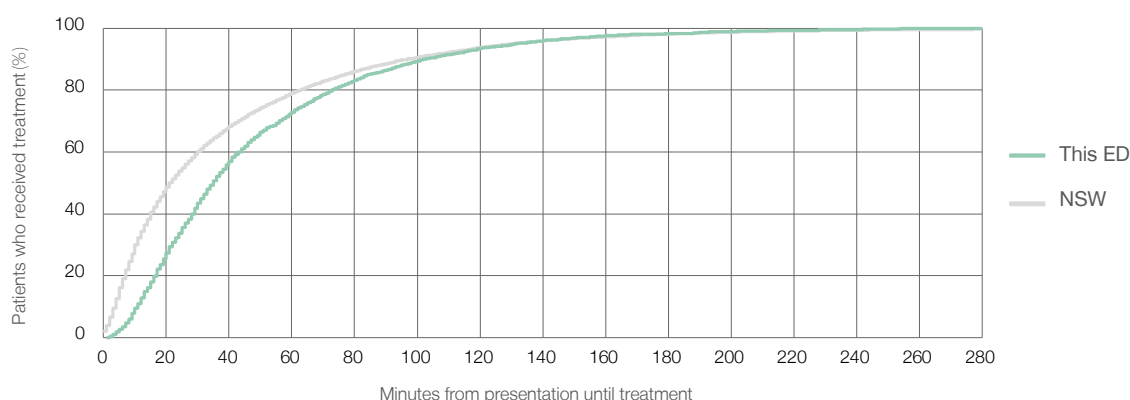
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 [†‡]
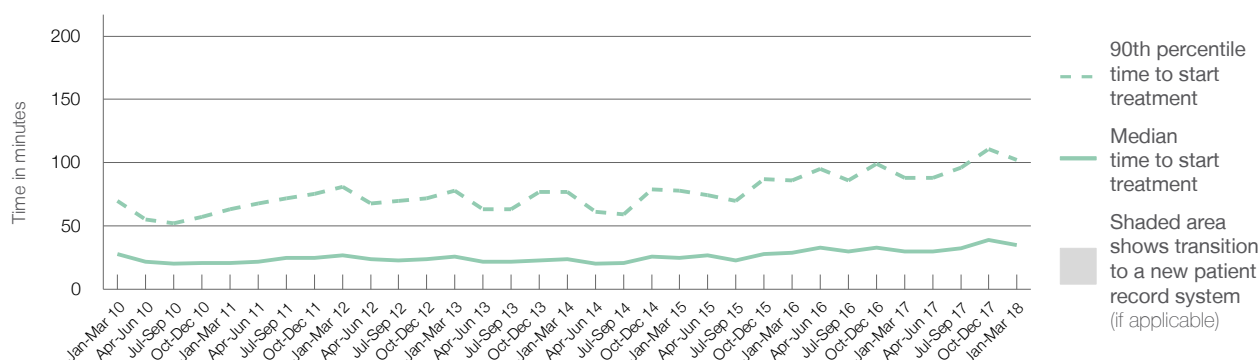
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)	28	21	27	26	24	25	29	30	35
90th percentile time to start treatment[5] (minutes)	70	63	81	78	77	78	86	88	102

(†)   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 spent in the ED
January to March 2018

		Same period last year	NSW (this period)
All presentations:[1] 8,280 patients		8,688	
Presentations used to calculate time to leaving the ED:[6] 8,280 patients		8,688	
Median time spent in the ED [8]	2 hours and 33 minutes	2 hours and 13 minutes	2 hours and 42 minutes
90th percentile time spent in the ED [9]	4 hours and 47 minutes	4 hours and 29 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018
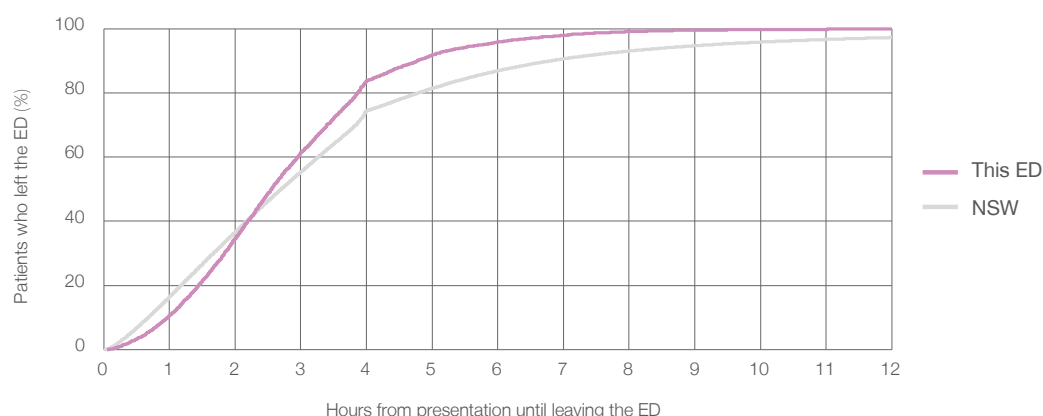
Time patients spent in the ED, by quarter, January 2010 to March 2018 [†‡]
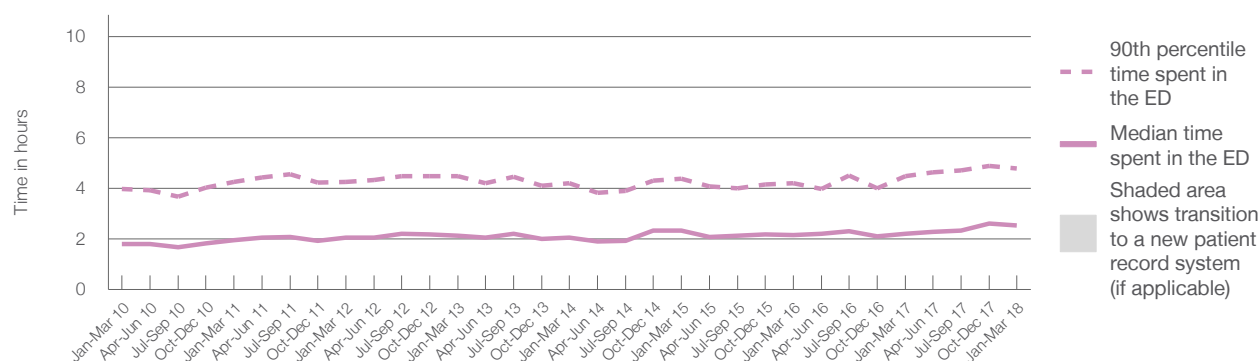
	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED [8] (hours, minutes)	1h 48m	1h 58m	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m	2h 13m	2h 33m
90th percentile time spent in the ED [9] (hours, minutes)	3h 59m	4h 15m	4h 16m	4h 29m	4h 12m	4h 23m	4h 13m	4h 29m	4h 47m

(†) 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

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

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

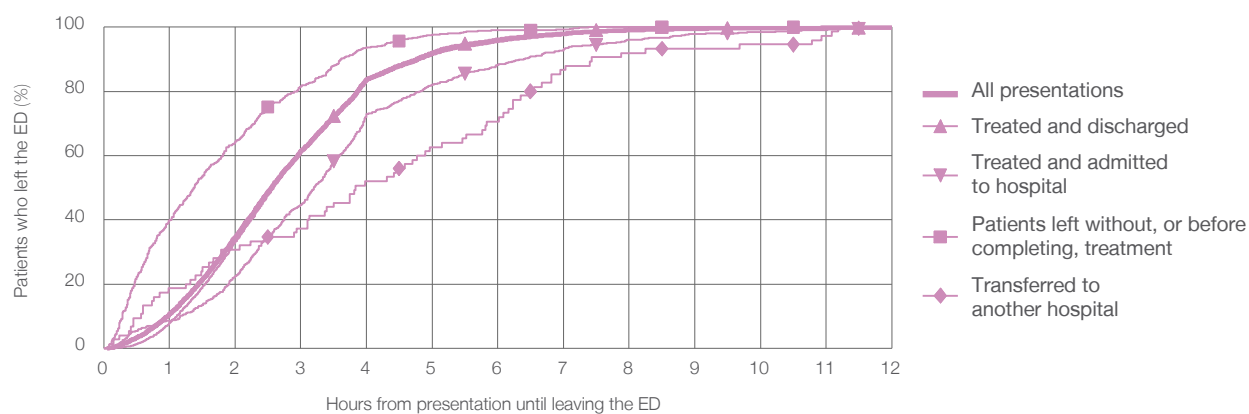|		Same period last year	Change since one year ago
All presentations:[1] 8,280 patients			
Presentations used to calculate time to leaving the ED:[6] 8,280 patients		8,688	-5%
Treated and discharged	6,930 (83.7%)	7,229	-4.1%
Treated and admitted to hospital	654 (7.9%)	647	1.1%
Patient left without, or before completing, treatment	561 (6.8%)	633	-11.4%
Transferred to another hospital	75 (0.9%)	85	-11.8%
Other	60 (0.7%)	94	-36.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018 [†‡]

Hours from presentation until leaving the ED

- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	33.2%	61.3%	84.2%	96.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	8.6%	22.5%	44.6%	72.9%	88.4%	96.0%	98.5%	99.7%
Patient left without, or before completing, treatment	39.9%	64.3%	81.6%	93.8%	99.1%	100%	100%	100%
Transferred to another hospital	18.7%	30.7%	37.3%	52.0%	70.7%	92.0%	94.7%	100%
All presentations	10.7%	34.8%	61.3%	83.8%	95.8%	99.1%	99.7%	99.9%

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

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

Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney Hospital and Sydney Eye Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2018

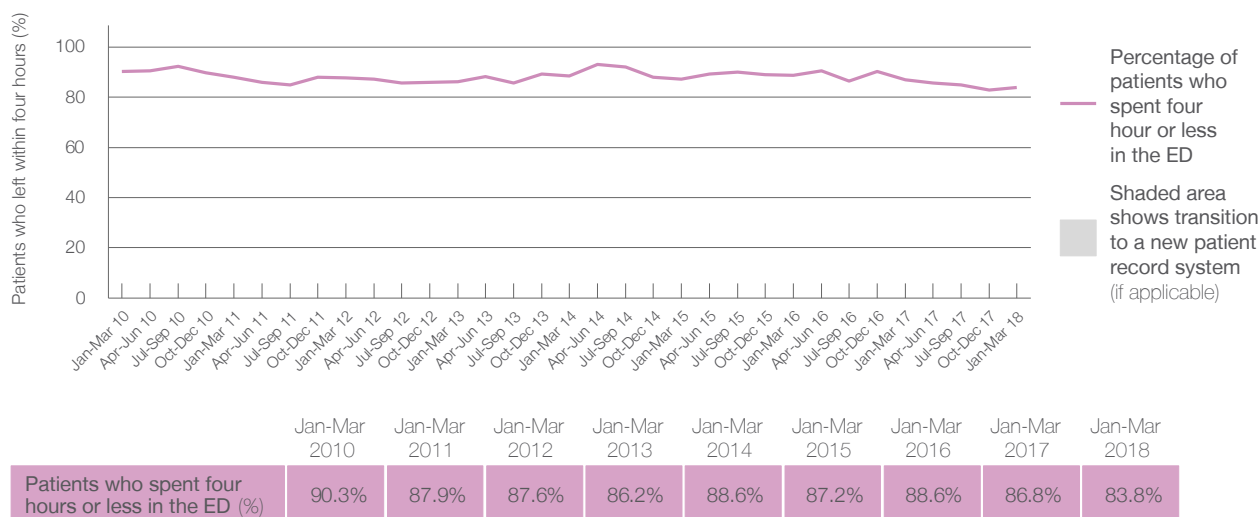|	Same period last year	Change since one year ago
All presentations at the emergency department: [1] 8,280 patients	8,688	-5%
Presentations used to calculate time to leaving the ED: [6] 8,280 patients	8,688	-5%
Percentage of patients who spent four hours or less in the ED	83.8%	86.8%

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

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

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Patients who spent four hours or less in the ED (%)	90.3%	87.9%	87.6%	86.2%	88.6%	87.2%	88.6%	86.8%	83.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient<s presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Sydney Hospital and Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District