

Healthcare Quarterly

# Emergency department

South Western Sydney Local Health District  
Performance Profiles

April to June 2018

## Bankstown-Lidcombe Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 13,229 patients

Emergency presentations:<sup>2</sup> 13,123 patients

Same period last year	Change since one year ago
13,220	0%
13,044	1%

## Bankstown-Lidcombe Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,478 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,665 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,477 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 392 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
2,445	
9 minutes	8 minutes
27 minutes	24 minutes
5,883	
23 minutes	19 minutes
76 minutes	63 minutes
4,095	
26 minutes	24 minutes
91 minutes	95 minutes
511	
25 minutes	21 minutes
98 minutes	96 minutes

## Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
13,220	0%
73%	

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

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

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

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

## Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

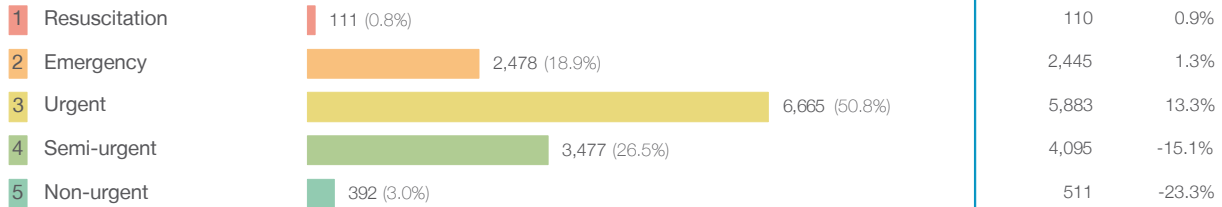
April to June 2018

All presentations:<sup>1</sup> 13,229 patients

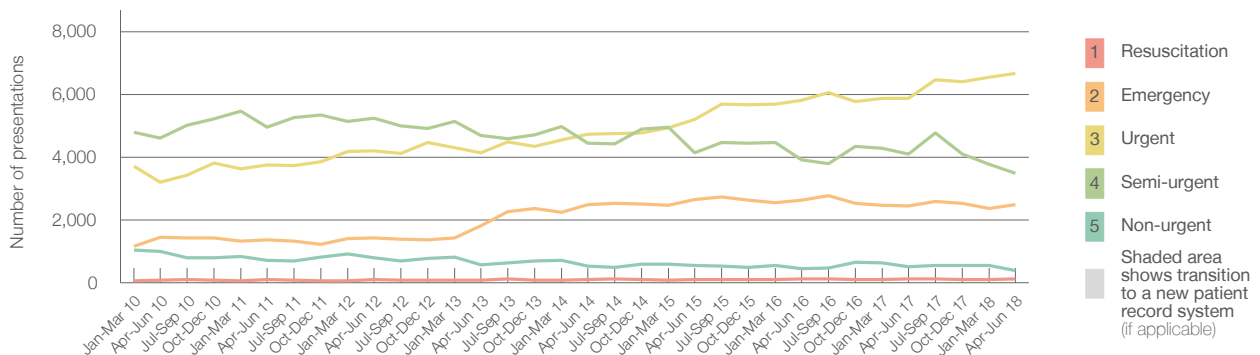
Same period last year: 13,220  
Change since one year ago: 0%

Emergency presentations<sup>2</sup> by triage category: 13,123 patients

13,044  
1%



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	86	89	96	83	96	92	110	110	111
Emergency	1,445	1,364	1,417	1,816	2,482	2,643	2,635	2,445	2,478
Urgent	3,196	3,757	4,208	4,145	4,728	5,193	5,815	5,883	6,665
Semi-urgent	4,605	4,953	5,242	4,694	4,438	4,144	3,922	4,095	3,477
Non-urgent	991	709	794	575	534	549	447	511	392
All emergency presentations	10,323	10,872	11,757	11,313	12,278	12,621	12,929	13,044	13,123

## Bankstown-Lidcombe Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,900 patients

Same period last year: 3,732  
Change since one year ago:

ED Transfer of care time



13 minutes: 0 minutes  
28 minutes: -3 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.

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

April to June 2018

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

Number of triage 2 patients: 2,478

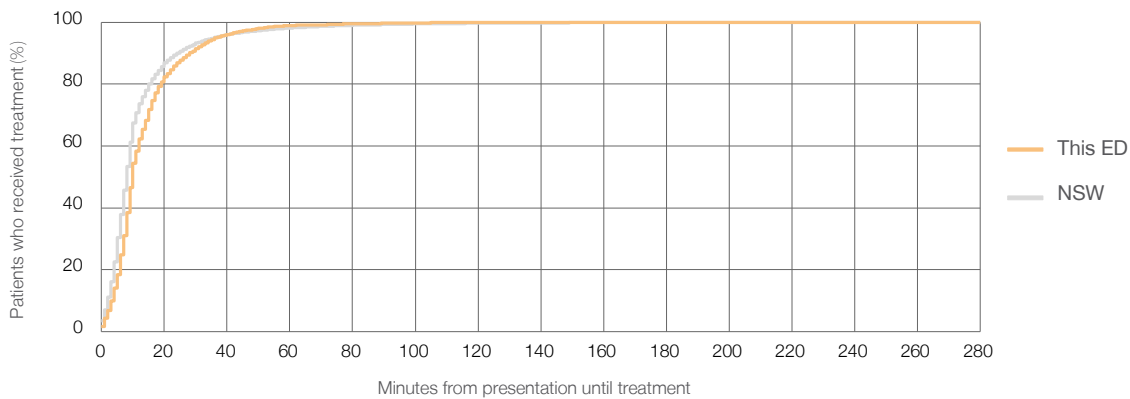
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,474

Median time to start treatment<sup>4</sup>  10 minutes

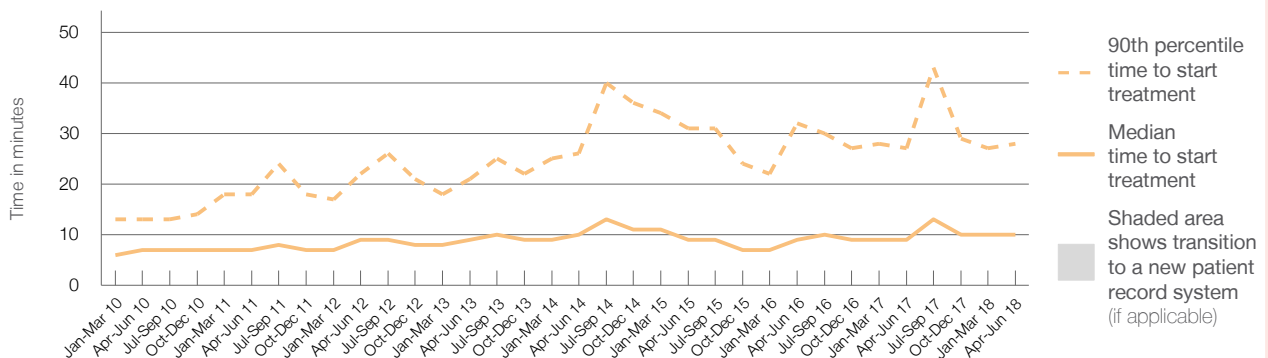
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
2,445	
2,441	
9 minutes	8 minutes
27 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	9	10	9	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	13	18	22	21	26	31	32	27	28

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

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

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

April to June 2018

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

Number of triage 3 patients: 6,665

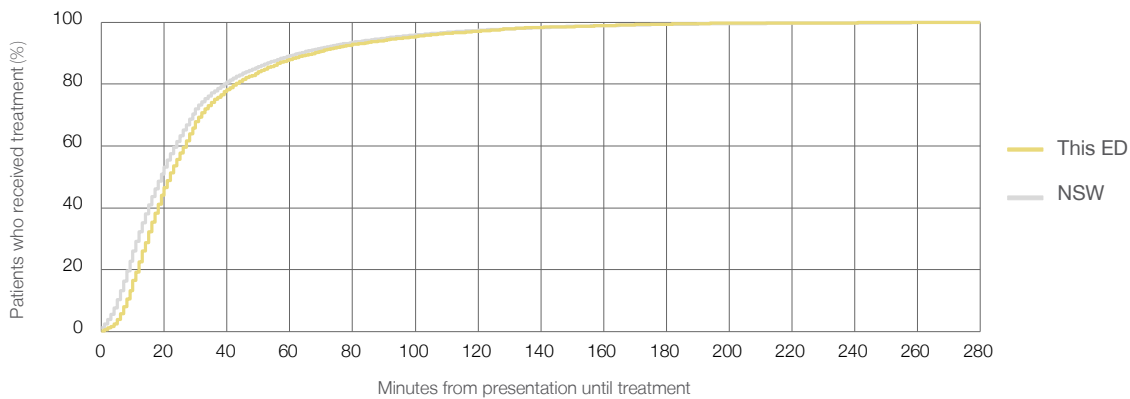
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,608

Median time to start treatment<sup>4</sup> 22 minutes

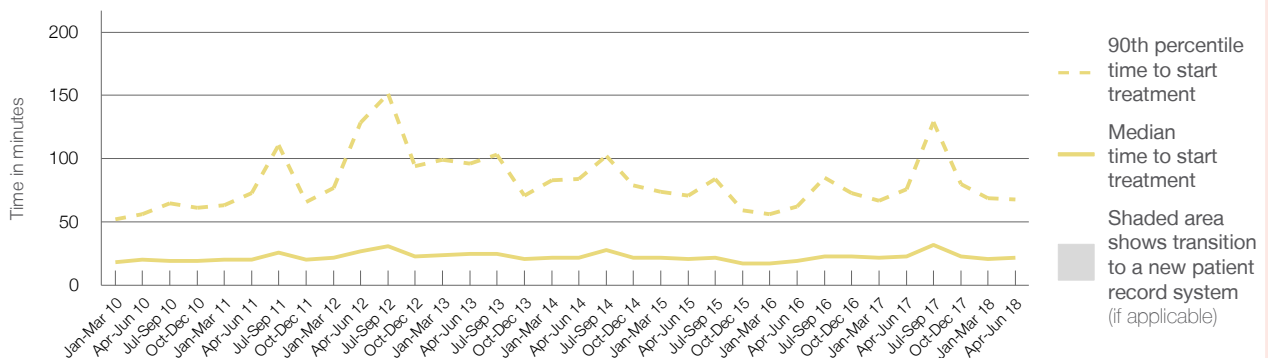
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
5,883	
5,801	
23 minutes	19 minutes
76 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	20	27	25	22	21	19	23	22
90th percentile time to start treatment <sup>5</sup> (minutes)	56	73	129	96	84	71	62	76	68

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

April to June 2018

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

Number of triage 4 patients: 3,477

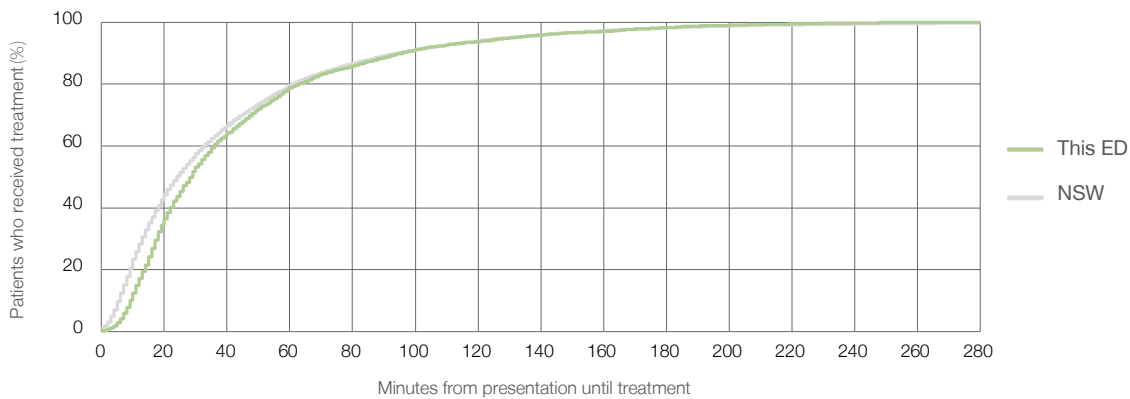
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,388

Median time to start treatment<sup>4</sup> 29 minutes

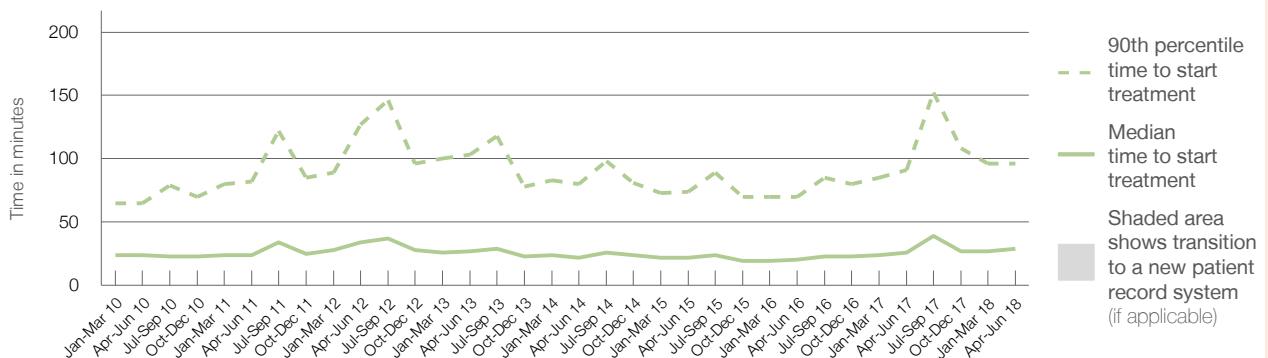
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
4,095	3,955
26 minutes	24 minutes
91 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	24	24	34	27	22	22	20	26	29
90th percentile time to start treatment <sup>5</sup> (minutes)	65	82	127	103	80	74	70	91	96

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

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

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

April to June 2018

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

Number of triage 5 patients: 392

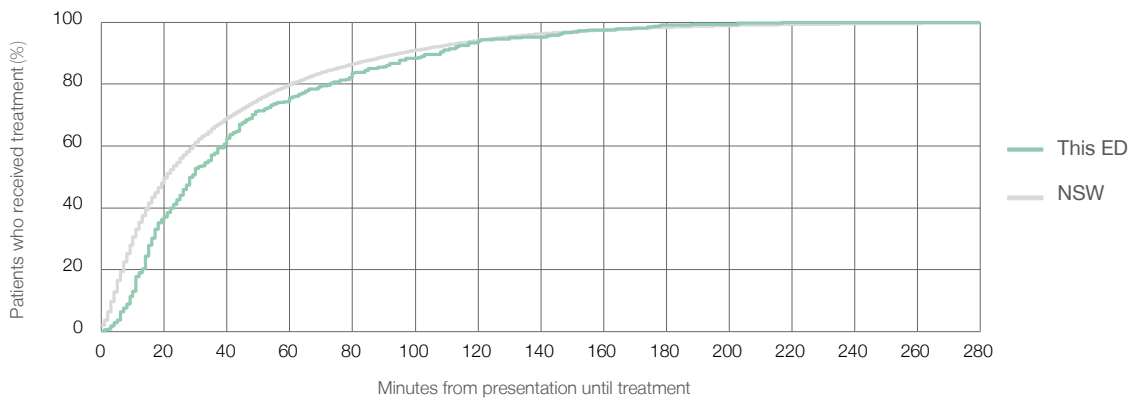
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 315

Median time to start treatment<sup>4</sup> 29 minutes

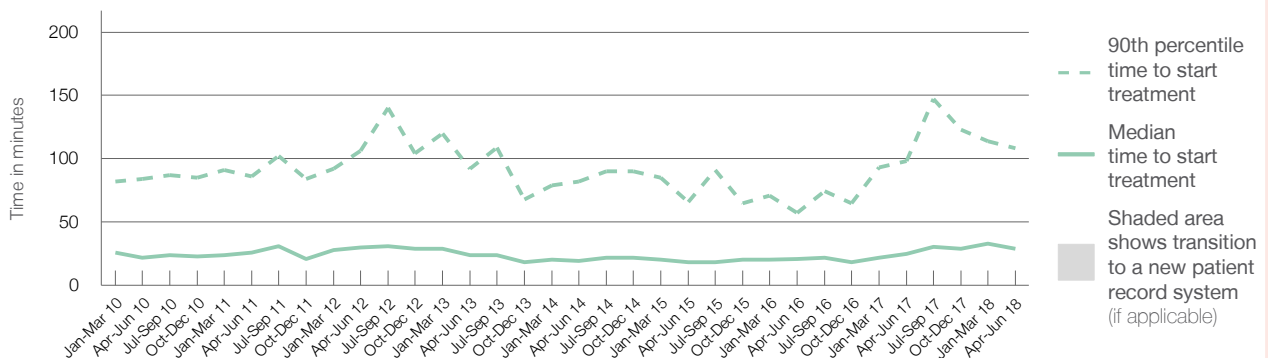
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
511	
429	
25 minutes	21 minutes
98 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	22	26	30	24	19	18	21	25	29
90th percentile time to start treatment <sup>5</sup> (minutes)	84	86	106	92	82	66	57	98	108

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

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

## Bankstown-Lidcombe Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 13,229 patients

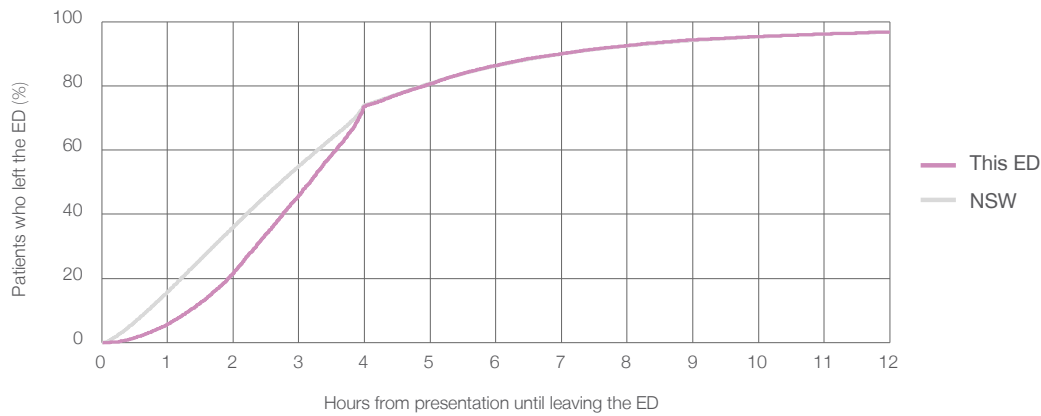
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

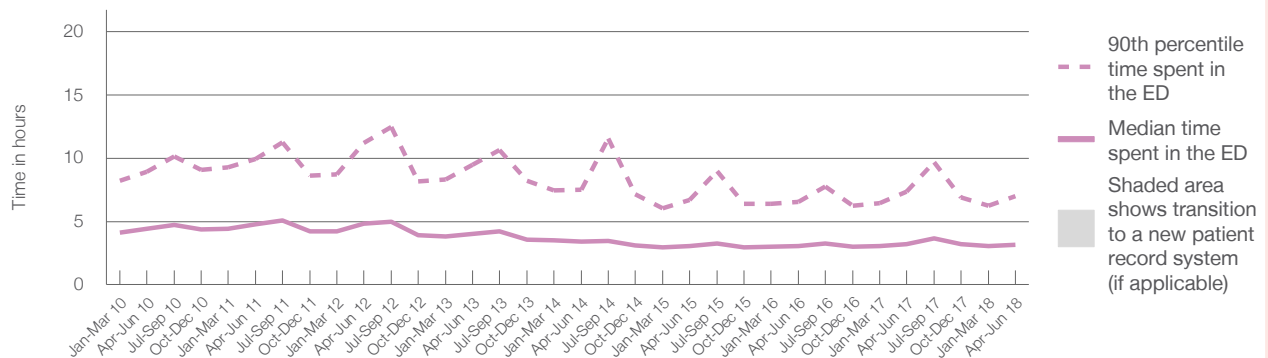
90th percentile time spent in the ED<sup>9</sup> 7 hours and 0 minutes

Same period last year	NSW (this period)
13,220	13,220
3 hours and 11 minutes	2 hours and 44 minutes
7 hours and 22 minutes	7 hours and 1 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m	3h 11m	3h 10m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 54m	9h 57m	11h 13m	9h 29m	7h 30m	6h 42m	6h 34m	7h 22m	7h 0m

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

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## Bankstown-Lidcombe Hospital: Time patients spent in the ED

### By mode of separation

April to June 2018

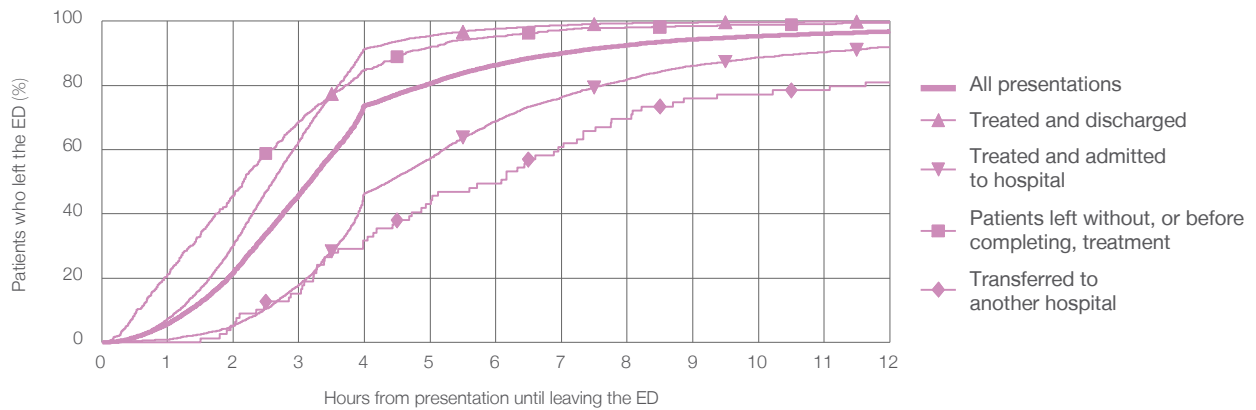
All presentations:<sup>1</sup> 13,229 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,229 patients

Treated and discharged	7,319 (55.3%)
Treated and admitted to hospital	4,971 (37.6%)
Patient left without, or before completing, treatment	843 (6.4%)
Transferred to another hospital	79 (0.6%)
Other	17 (0.1%)

Same period last year	Change since one year ago
13,220	0%
7,055	3.7%
5,139	-3.3%
908	-7.2%
83	-4.8%
35	-51.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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	7.3%	30.4%	62.6%	91.4%	97.6%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.8%	5.2%	17.8%	46.3%	68.8%	81.9%	88.7%	92.0%
Patient left without, or before completing, treatment	21.1%	45.7%	68.8%	84.8%	95.3%	98.1%	98.9%	99.5%
Transferred to another hospital	0%	5.1%	15.2%	31.6%	49.4%	69.6%	77.2%	81.0%
All presentations	5.7%	21.8%	45.9%	73.7%	86.4%	92.5%	95.4%	96.8%

(†) 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.

**Bankstown-Lidcombe Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 13,229 patients

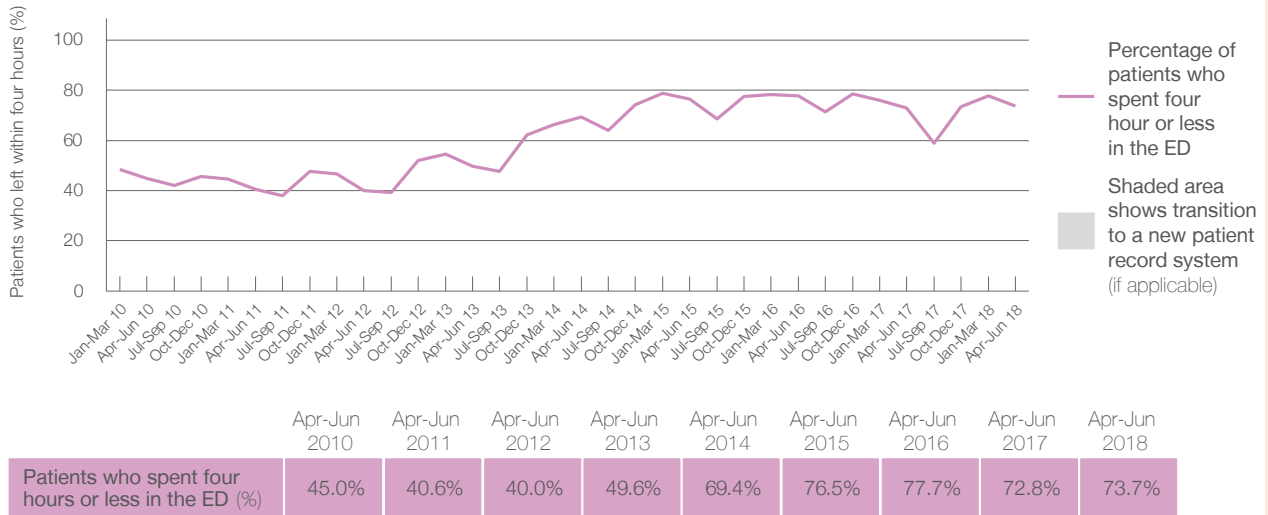
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,229 patients

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: <sup>1</sup> 13,229 patients	13,220	0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,229 patients	13,220	0%
Percentage of patients who spent four hours or less in the ED	72.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

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

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

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

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

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

## Bowral and District Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 4,653 patients  
Emergency presentations:<sup>2</sup> 4,560 patients

Same period last year	Change since one year ago
4,775	-3%
4,656	-2%



## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018


**Triage 2** Emergency (e.g. chest pain, severe burns): 455 patients

Median time to start treatment<sup>4</sup>  10 minutes  
90th percentile time to start treatment<sup>5</sup>  25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,725 patients

Median time to start treatment<sup>4</sup>  19 minutes  
90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,897 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 462 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
356	
8 minutes	8 minutes
22 minutes	24 minutes
1,504	
18 minutes	19 minutes
59 minutes	63 minutes
2,081	
20 minutes	24 minutes
113 minutes	95 minutes
696	
17 minutes	21 minutes
95 minutes	96 minutes

## Bowral and District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Percentage of patients who spent four hours or less in the ED  81%

Same period last year	Change since one year ago
4,775	-3%
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: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

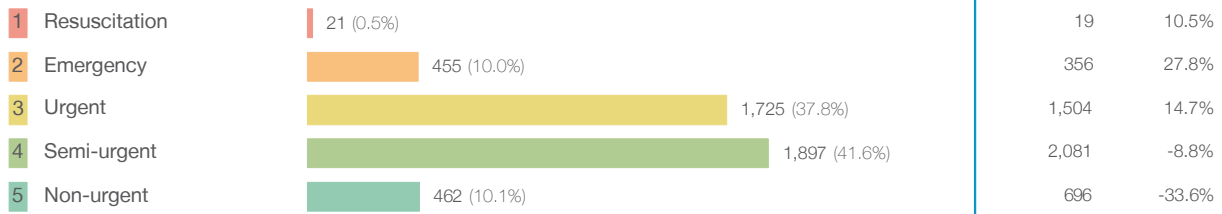
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Bowral and District Hospital: Patients presenting to the emergency department

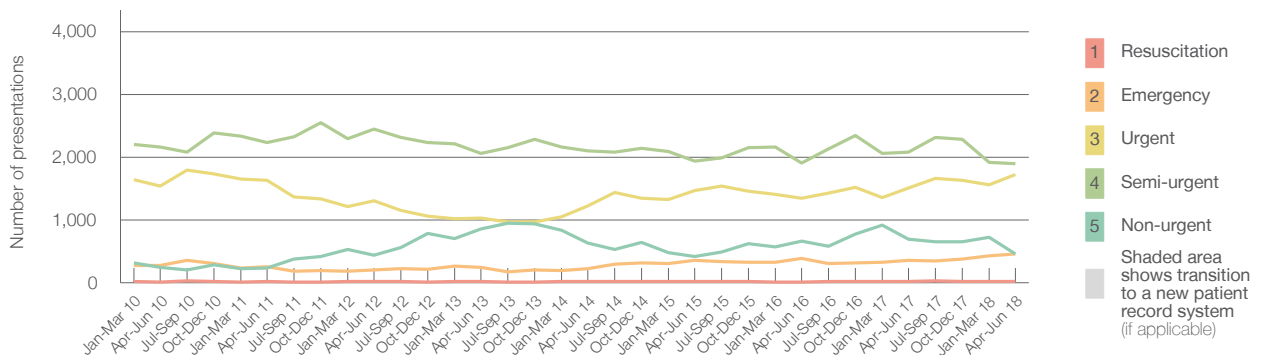
April to June 2018

All presentations:<sup>1</sup> 4,653 patients

Emergency presentations<sup>2</sup> by triage category: 4,560 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	10	15	15	17	14	23	13	19	21
Emergency	270	251	202	245	227	358	382	356	455
Urgent	1,537	1,626	1,301	1,029	1,227	1,464	1,343	1,504	1,725
Semi-urgent	2,158	2,233	2,445	2,063	2,101	1,940	1,907	2,081	1,897
Non-urgent	242	235	442	851	632	421	662	696	462
All emergency presentations	4,217	4,360	4,405	4,205	4,201	4,206	4,307	4,656	4,560

## Bowral and District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 909 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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 455

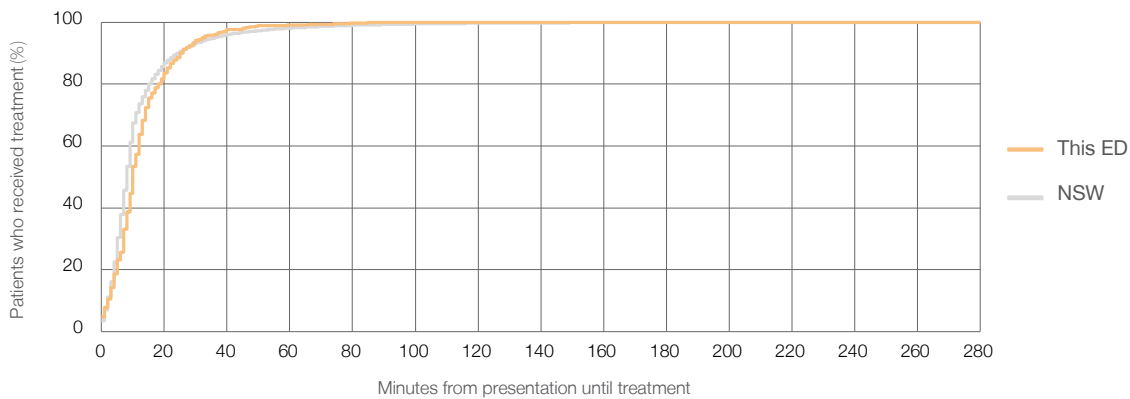
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 452

Median time to start treatment<sup>4</sup>  10 minutes

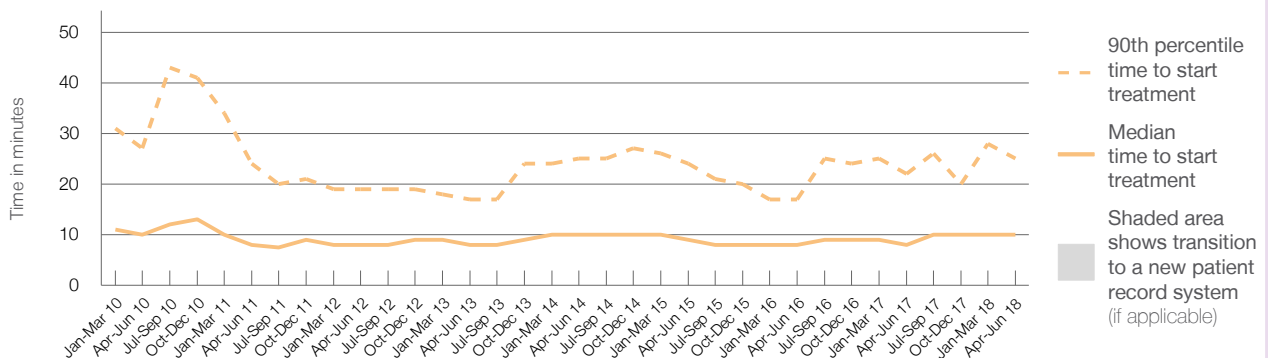
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
356	356
8 minutes	8 minutes
22 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	10	8	8	8	10	9	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	27	24	19	17	25	24	17	22	25

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

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

## Bowral and District Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,725

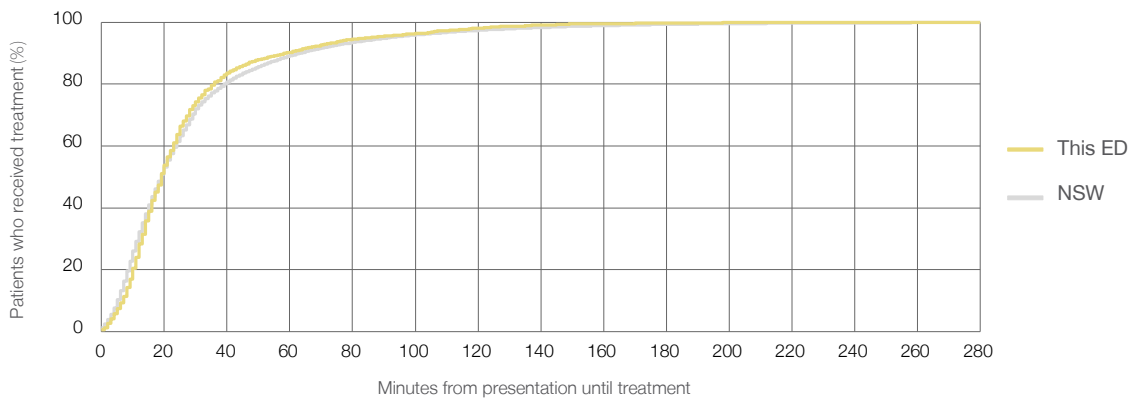
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,711

Median time to start treatment<sup>4</sup>  19 minutes

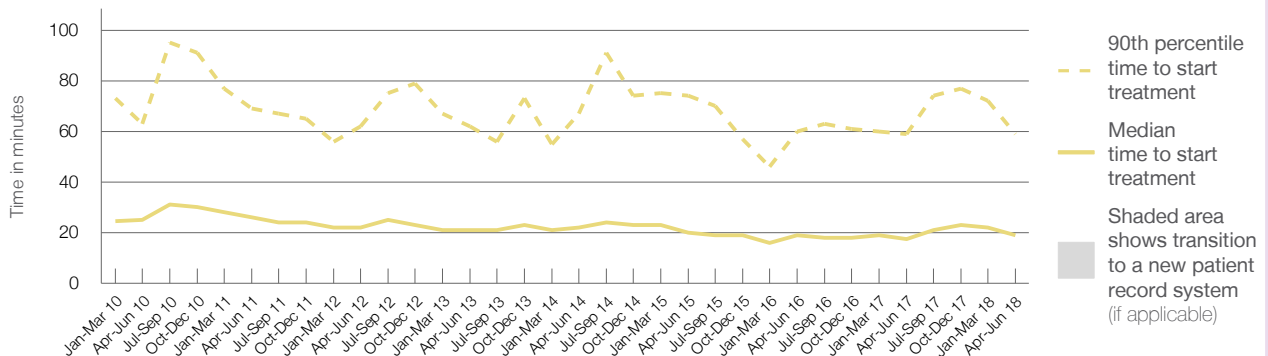
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
1,504	
1,494	
18 minutes	19 minutes
59 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	25	26	22	21	22	20	19	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	63	69	62	62	67	74	60	59	59

(†) 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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 1,897

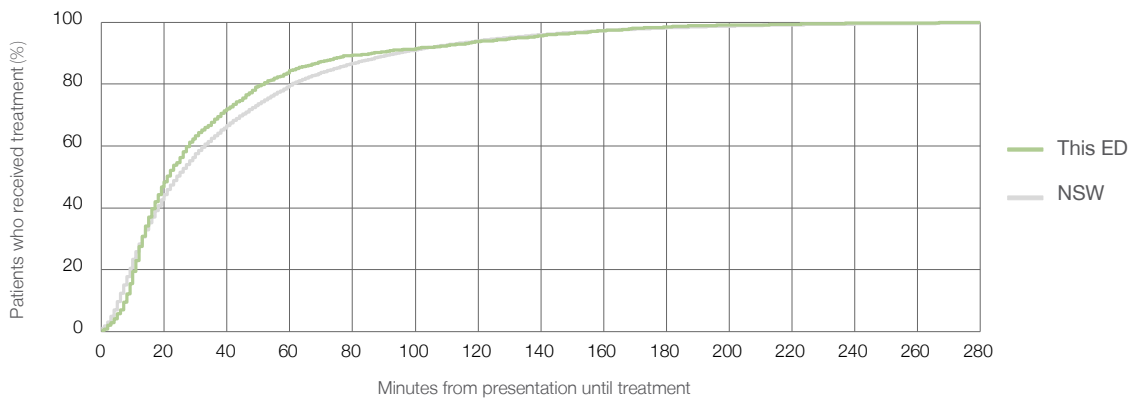
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,820

Median time to start treatment<sup>4</sup>  21 minutes

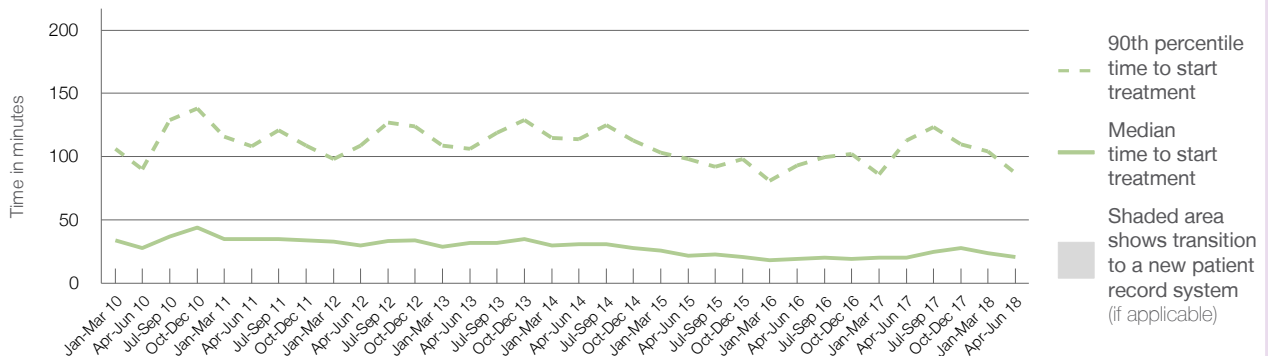
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
2,081	2,017
20 minutes	24 minutes
113 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	28	35	30	32	31	22	19	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	90	108	109	106	114	98	93	113	87

(†) 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.

## Bowral and District Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 462

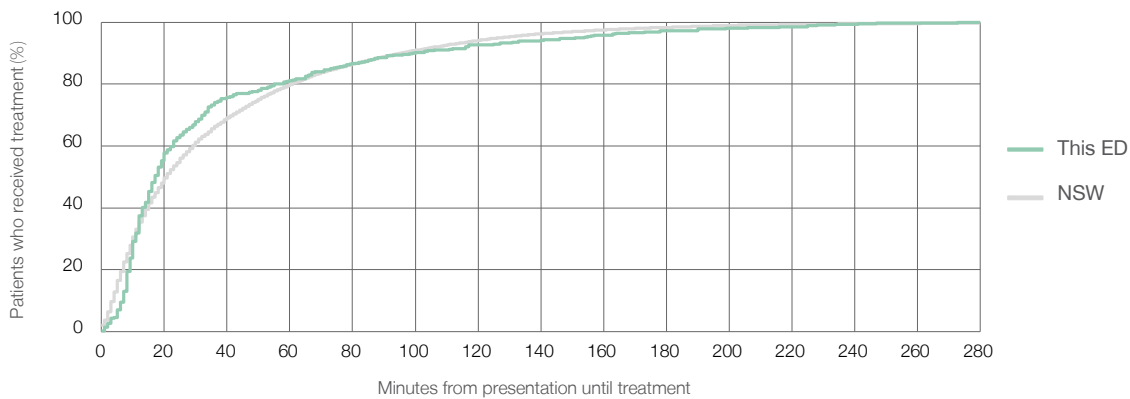
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 412

Median time to start treatment<sup>4</sup>  17 minutes

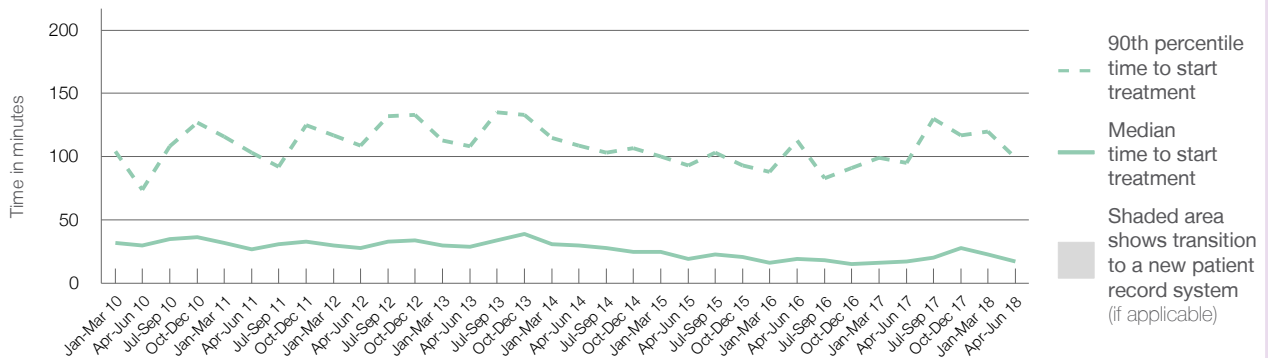
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
696	654
17 minutes	21 minutes
95 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	27	28	29	30	19	19	17	17
90th percentile time to start treatment <sup>5</sup> (minutes)	74	103	109	108	109	93	113	95	99

(†) 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.



## Bowral and District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,653 patients

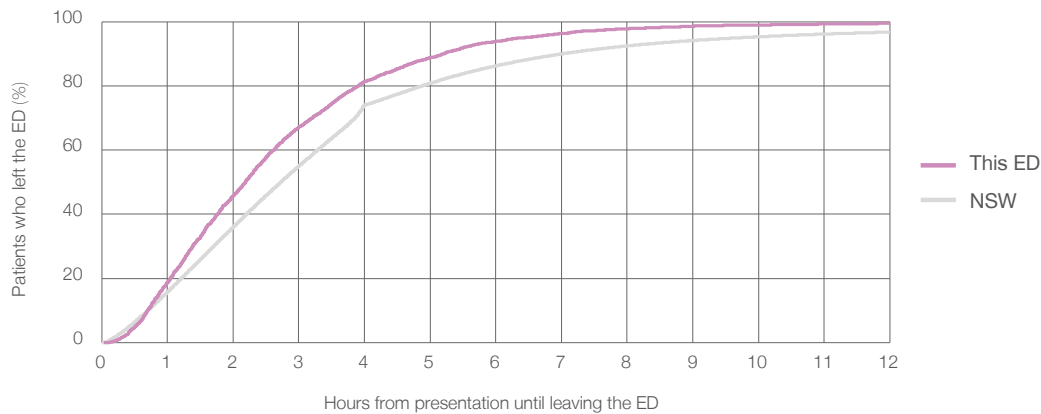
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Median time spent in the ED<sup>8</sup> 2 hours and 11 minutes

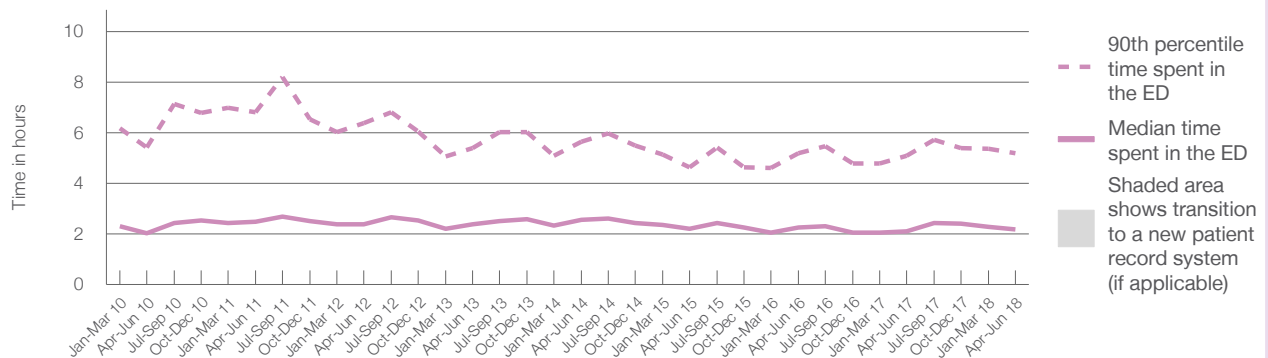
90th percentile time spent in the ED<sup>9</sup> 5 hours and 12 minutes

Same period last year	NSW (this period)
4,775	4,775
2 hours and 7 minutes	2 hours and 44 minutes
5 hours and 6 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 2m	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m	2h 7m	2h 11m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 26m	6h 49m	6h 23m	5h 24m	5h 39m	4h 39m	5h 12m	5h 6m	5h 12m

(†) 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.

**Bowral and District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

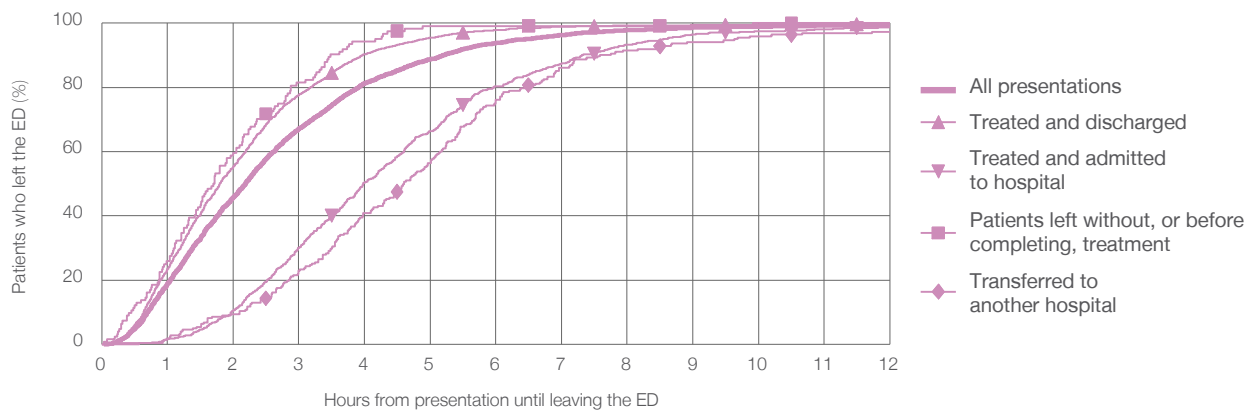
All presentations:<sup>1</sup> 4,653 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,653 patients

Treated and discharged	3,511 (75.5%)
Treated and admitted to hospital	781 (16.8%)
Patient left without, or before completing, treatment	124 (2.7%)
Transferred to another hospital	223 (4.8%)
Other	14 (0.3%)

Same period last year	Change since one year ago
4,775	-3%
3,713	-5.4%
752	3.9%
100	24.0%
199	12.1%
11	27.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	23.4%	55.5%	77.7%	90.4%	97.8%	99.2%	99.5%	99.7%
Treated and admitted to hospital	1.5%	10.5%	30.1%	50.4%	80.3%	93.3%	97.4%	98.7%
Patient left without, or before completing, treatment	25.8%	59.7%	81.5%	94.4%	99.2%	99.2%	100%	100%
Transferred to another hospital	1.8%	9.4%	22.9%	40.8%	76.2%	91.5%	96.0%	97.3%
All presentations	18.8%	45.8%	67.2%	81.3%	93.9%	97.8%	99.0%	99.4%

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

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

**Bowral and District Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,653 patients

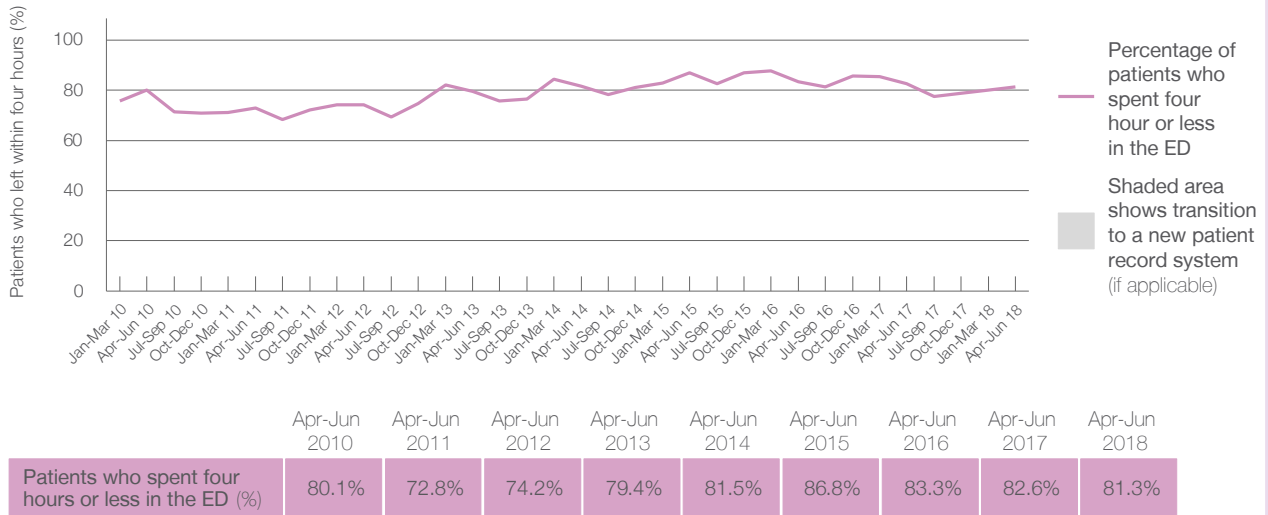
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,653 patients

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: <sup>1</sup> 4,653 patients	4,775	-3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,653 patients	4,775	-3%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

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

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

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

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

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

## Campbelltown Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 18,119 patients


Emergency presentations:<sup>2</sup> 17,895 patients

Same period last year	Change since one year ago
16,981	7%
16,793	7%

## Campbelltown Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 1,854 patients

Median time to start treatment<sup>4</sup>  6 minutes  
 90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,668 patients

Median time to start treatment<sup>4</sup>  15 minutes  
 90th percentile time to start treatment<sup>5</sup>  55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,161 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 90th percentile time to start treatment<sup>5</sup>  80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,106 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
1,823	
6 minutes	8 minutes
20 minutes	24 minutes
7,067	
14 minutes	19 minutes
73 minutes	63 minutes
6,078	
22 minutes	24 minutes
121 minutes	95 minutes
1,745	
25 minutes	21 minutes
117 minutes	96 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

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

Same period last year	Change since one year ago
16,980	7%
59%	

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

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

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

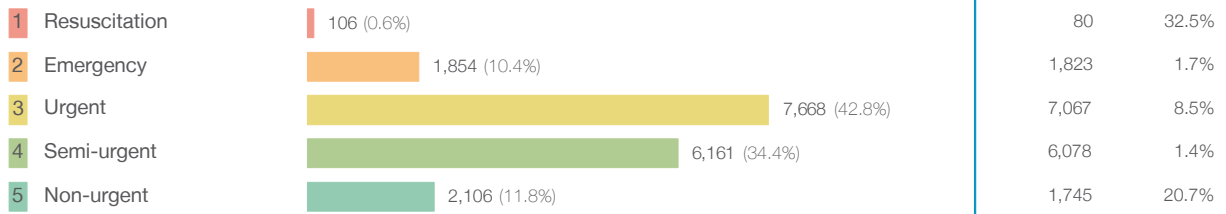
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Campbelltown Hospital: Patients presenting to the emergency department

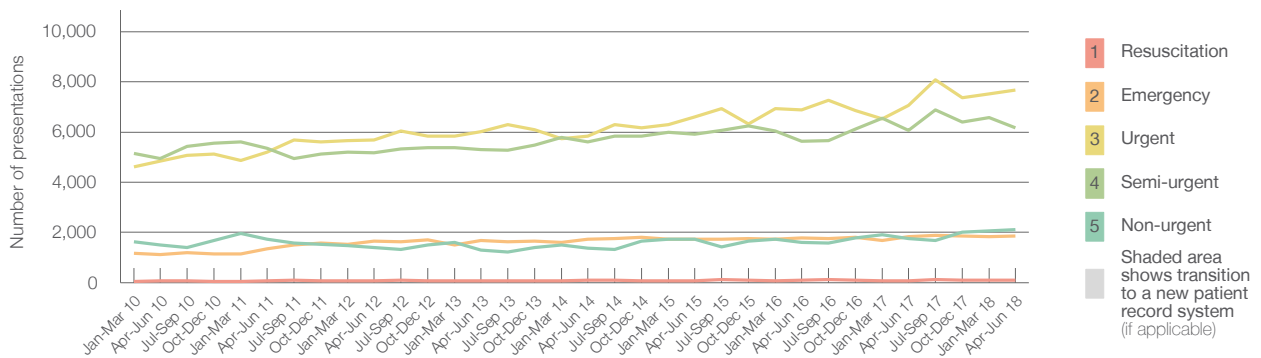
April to June 2018

All presentations:<sup>1</sup> 18,119 patients

Emergency presentations<sup>2</sup> by triage category: 17,895 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	62	76	68	75	89	73	93	80	106
Emergency	1,125	1,345	1,661	1,678	1,722	1,729	1,788	1,823	1,854
Urgent	4,840	5,203	5,694	6,004	5,838	6,603	6,873	7,067	7,668
Semi-urgent	4,940	5,355	5,180	5,300	5,601	5,901	5,629	6,078	6,161
Non-urgent	1,489	1,725	1,397	1,297	1,378	1,732	1,598	1,745	2,106
All emergency presentations	12,456	13,704	14,000	14,354	14,628	16,038	15,981	16,793	17,895

## Campbelltown Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,572 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 1,854

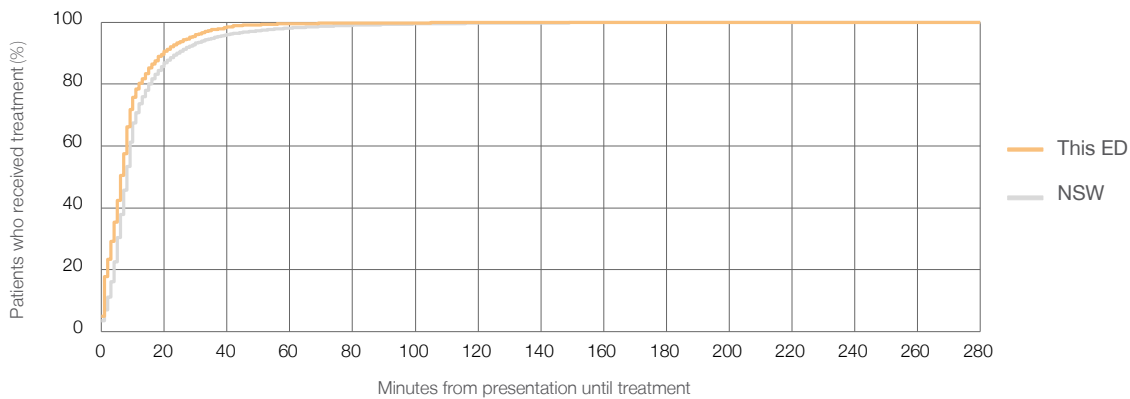
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,852

Median time to start treatment<sup>4</sup>  6 minutes

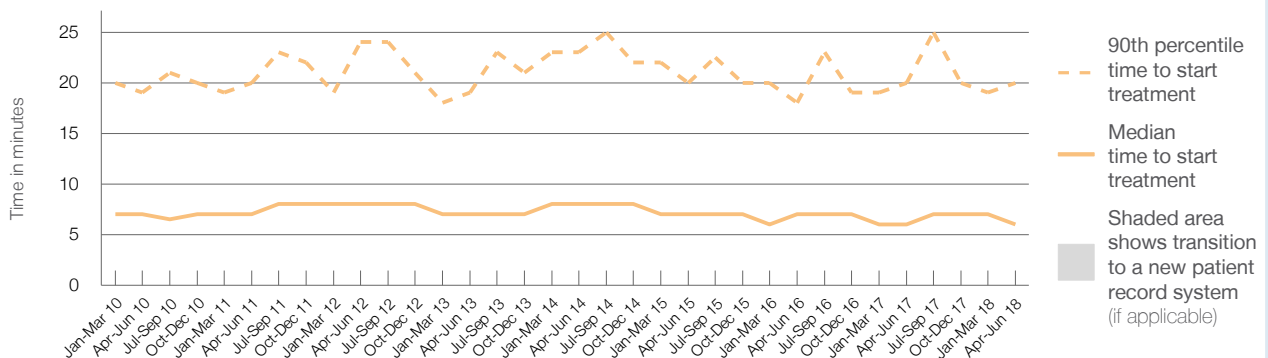
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,823	1,819
6 minutes	8 minutes
20 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	8	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	19	20	24	19	23	20	18	20	20

(†) 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.

## Campbelltown Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 7,668

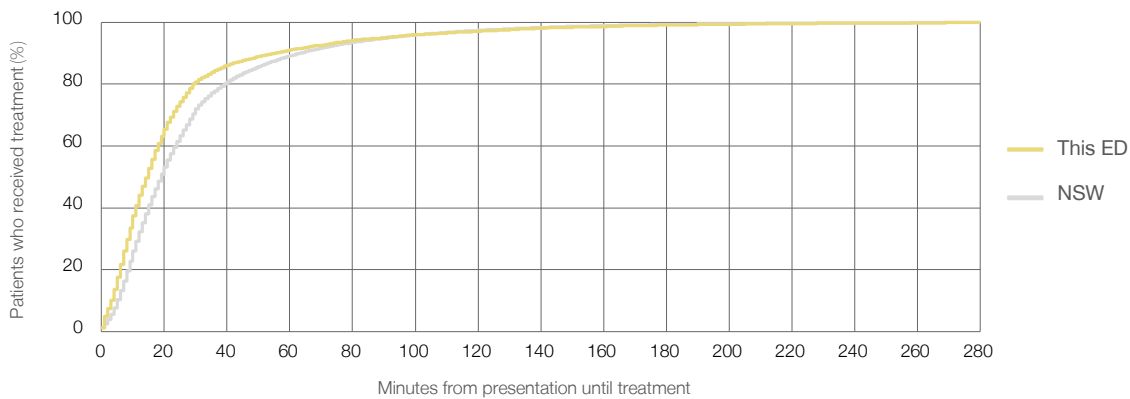
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,555

Median time to start treatment<sup>4</sup>  15 minutes

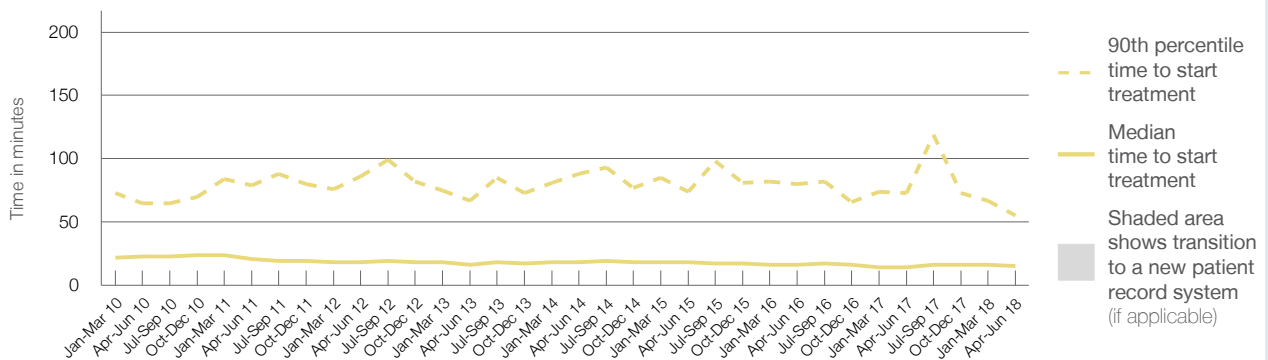
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
7,067	6,899
14 minutes	19 minutes
73 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	23	21	18	16	18	18	16	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	65	79	86	67	88	74	80	73	55

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

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

## Campbelltown Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 6,161

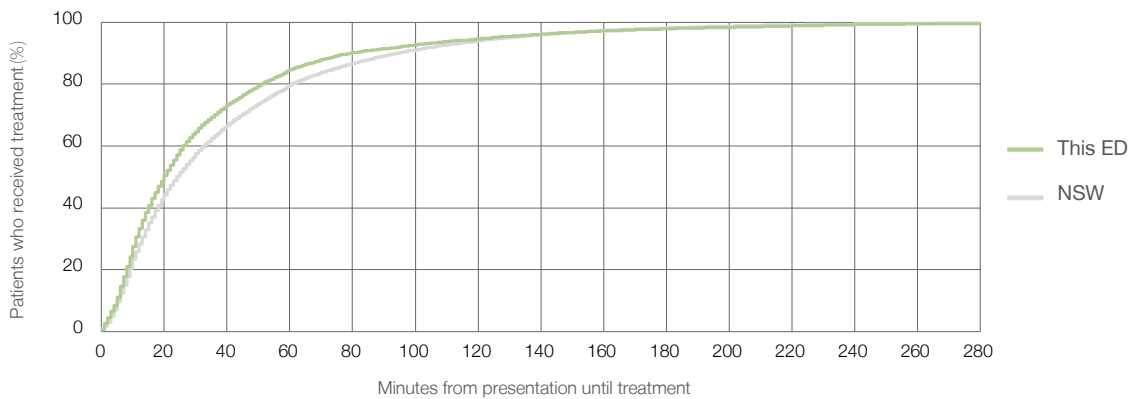
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,935

Median time to start treatment<sup>4</sup>  20 minutes

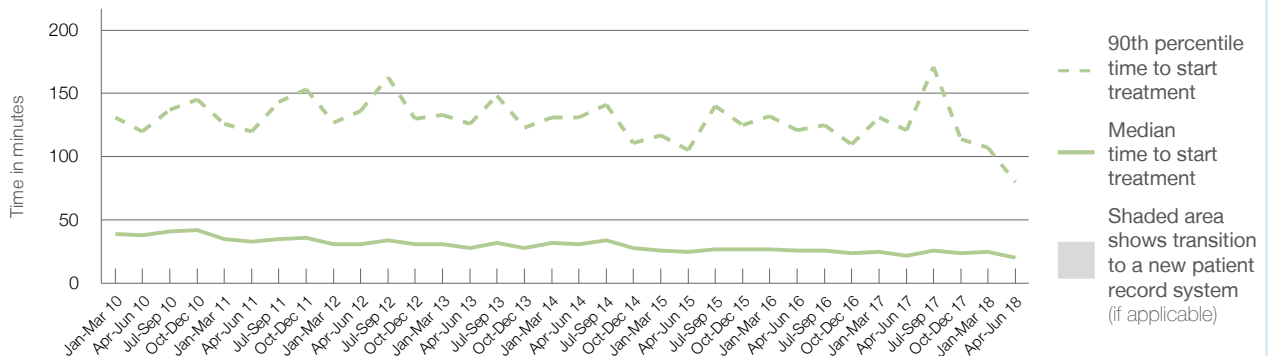
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
6,078	
5,664	
22 minutes	24 minutes
121 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	38	33	31	28	31	25	26	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	120	120	136	126	131	105	121	121	80

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

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



## Campbelltown Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 2,106

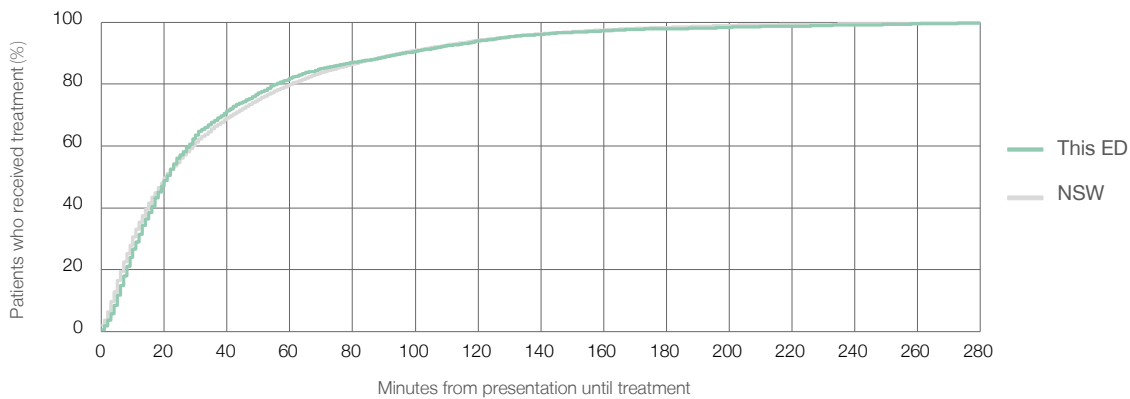
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,933

Median time to start treatment<sup>4</sup> 21 minutes

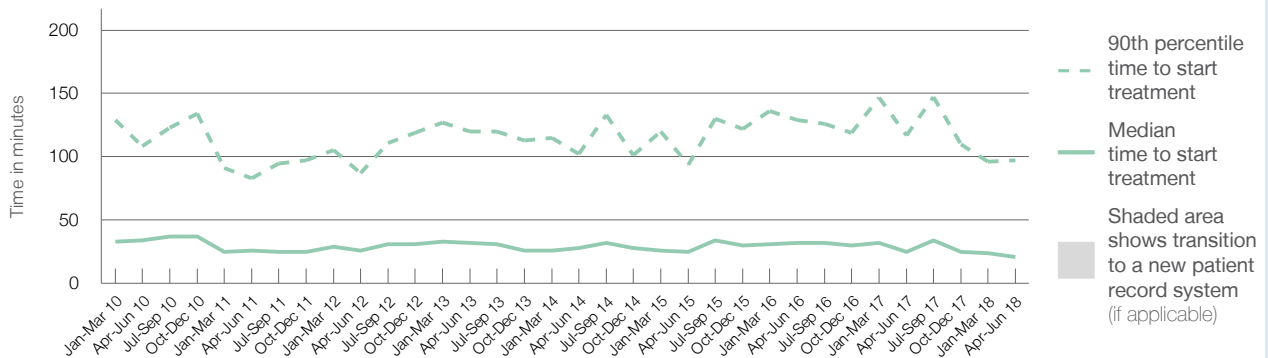
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
1,745	1,512
25 minutes	21 minutes
117 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	34	26	26	32	28	25	32	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	108	83	87	120	102	94	129	117	97

(†) 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.

## Campbelltown Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 18,119 patients

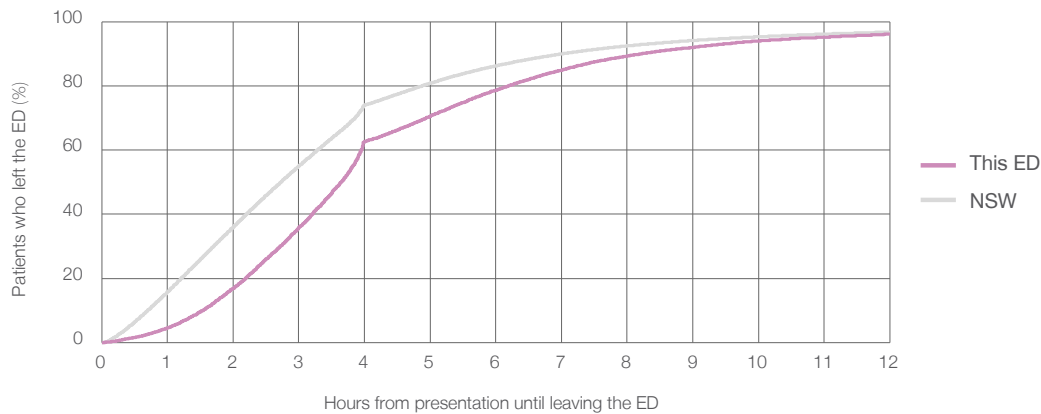
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

Median time spent in the ED<sup>8</sup> 3 hours and 39 minutes

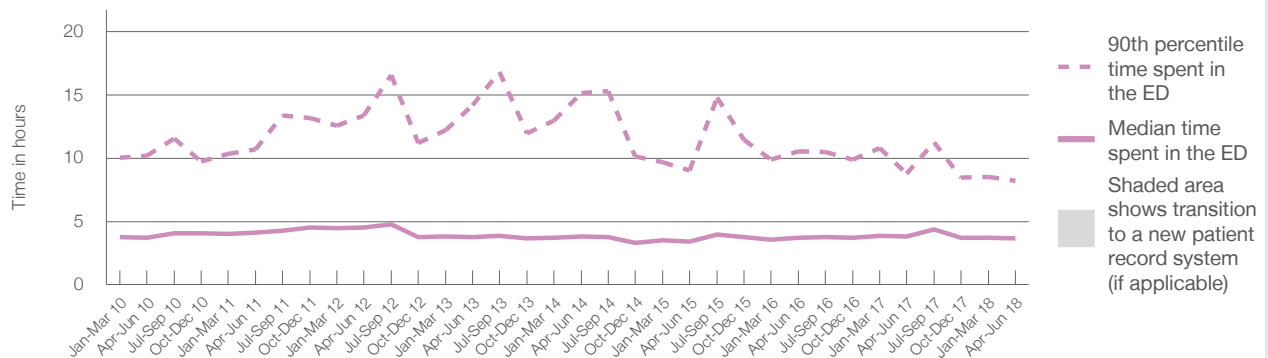
90th percentile time spent in the ED<sup>9</sup> 8 hours and 14 minutes

Same period last year	NSW (this period)
16,981	16,980
3 hours and 48 minutes	2 hours and 44 minutes
8 hours and 47 minutes	7 hours and 1 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 42m	4h 6m	4h 30m	3h 47m	3h 49m	3h 26m	3h 44m	3h 48m	3h 39m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 12m	10h 42m	13h 22m	14h 11m	15h 9m	9h 1m	10h 31m	8h 47m	8h 14m

(†) 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.

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

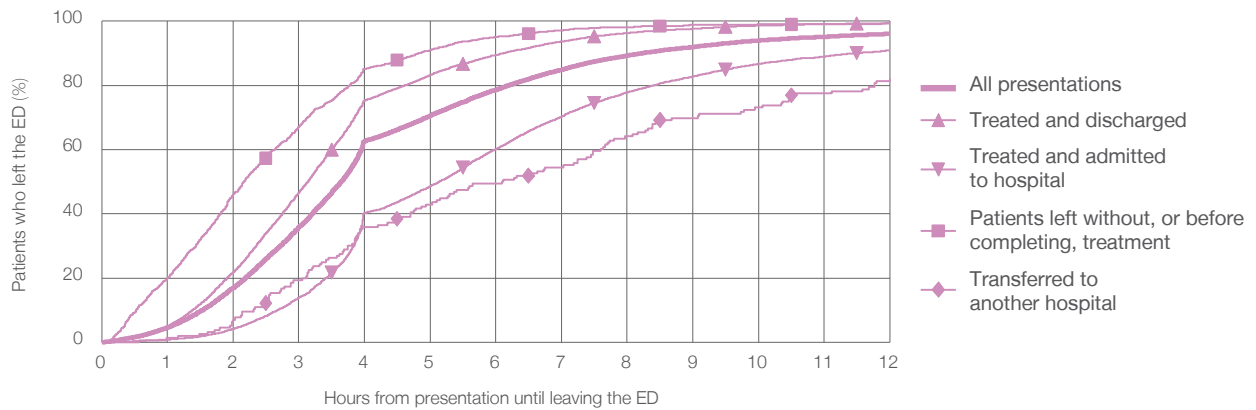
All presentations:<sup>1</sup> 18,119 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,119 patients

Treated and discharged	9,851 (54.4%)
Treated and admitted to hospital	6,746 (37.2%)
Patient left without, or before completing, treatment	1,358 (7.5%)
Transferred to another hospital	156 (0.9%)
Other	8 (0%)

Same period last year	Change since one year ago
16,980	7%
9,066	8.7%
6,289	7.3%
1,437	-5.5%
186	-16.1%
3	166.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

Treated and discharged	5.1%	21.8%	46.7%	75.3%	89.5%	96.3%	98.6%	99.4%
Treated and admitted to hospital	0.8%	4.2%	13.9%	40.3%	60.2%	77.8%	86.7%	90.9%
Patient left without, or before completing, treatment	20.0%	46.2%	67.2%	85.1%	95.1%	98.2%	99.0%	99.3%
Transferred to another hospital	1.3%	7.1%	19.2%	35.9%	49.4%	64.1%	73.1%	82.1%
All presentations	4.6%	17.0%	35.8%	62.7%	78.7%	89.3%	94.0%	96.1%

(†) 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.

## Campbelltown Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 18,119 patients

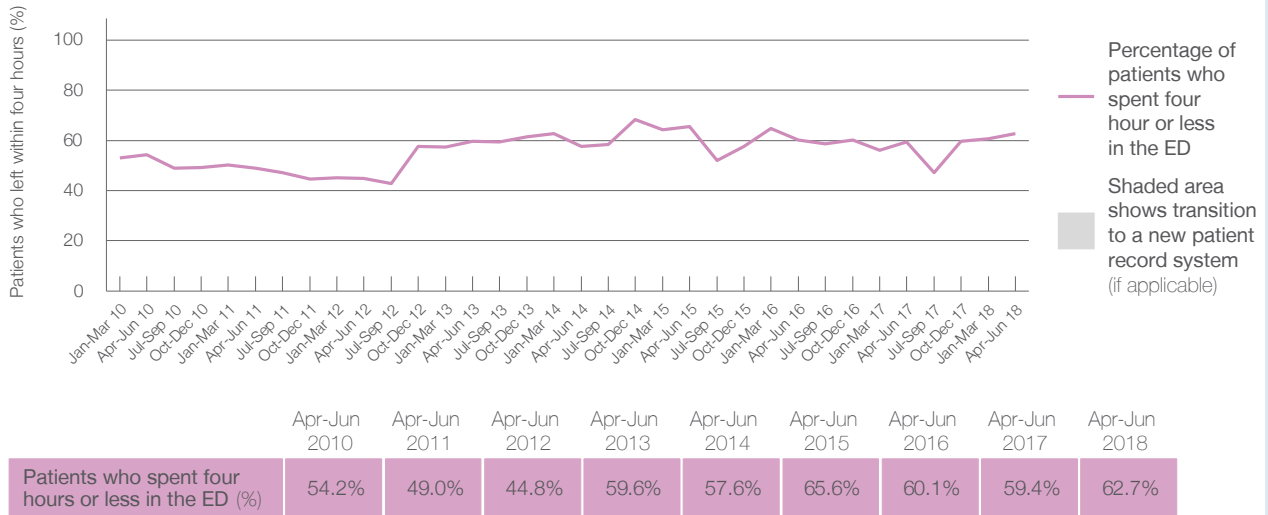
Presentations used to calculate time to leaving the ED: <sup>6</sup> 18,119 patients

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	16,981	7%
Presentations used to calculate time to leaving the ED	16,980	7%
Percentage of patients who spent four hours or less in the ED	59.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

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

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

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

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

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

## Fairfield Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 8,512 patients  
 Emergency presentations:<sup>2</sup> 8,483 patients

Same period last year	Change since one year ago
8,905	-4%
8,878	-4%


## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 909 patients

Median time to start treatment<sup>4</sup>  9 minutes  
 90th percentile time to start treatment<sup>5</sup>  22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,203 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,644 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 703 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  93 minutes

Same period last year	NSW (this period)
919	
11 minutes	8 minutes
26 minutes	24 minutes
3,238	
20 minutes	19 minutes
76 minutes	63 minutes
4,093	
25 minutes	24 minutes
123 minutes	95 minutes
597	
23 minutes	21 minutes
129 minutes	96 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,512 patients

Percentage of patients who spent four hours or less in the ED  81%

Same period last year	Change since one year ago
8,904	-4%
73%	

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

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

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

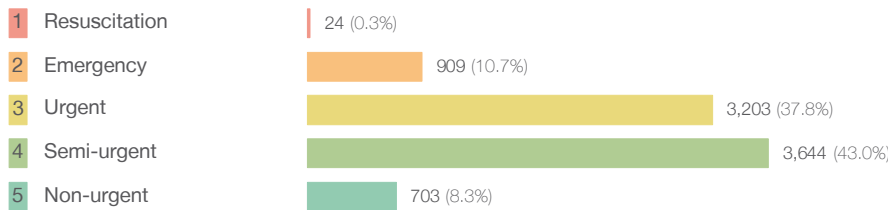
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Fairfield Hospital: Patients presenting to the emergency department

April to June 2018

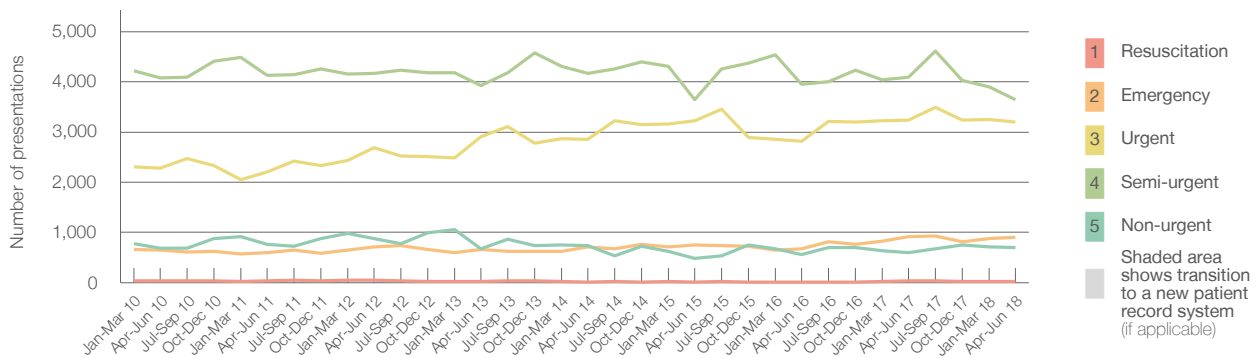
All presentations:<sup>1</sup> 8,512 patients

Emergency presentations<sup>2</sup> by triage category: 8,483 patients



Same period last year	Change since one year ago
8,905	-4%
8,878	-4%
31	-22.6%
919	-1.1%
3,238	-1.1%
4,093	-11.0%
597	17.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



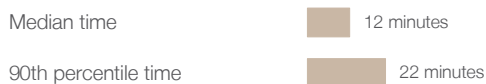
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	33	33	55	29	14	17	14	31	24
Emergency	645	602	706	658	709	748	675	919	909
Urgent	2,280	2,206	2,685	2,907	2,860	3,219	2,811	3,238	3,203
Semi-urgent	4,078	4,131	4,173	3,924	4,166	3,649	3,947	4,093	3,644
Non-urgent	690	758	878	671	733	488	554	597	703
All emergency presentations	7,726	7,730	8,497	8,189	8,482	8,121	8,001	8,878	8,483

## Fairfield Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,668 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,646	
13 minutes	-1 minute
32 minutes	-10 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.

## Fairfield Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 909

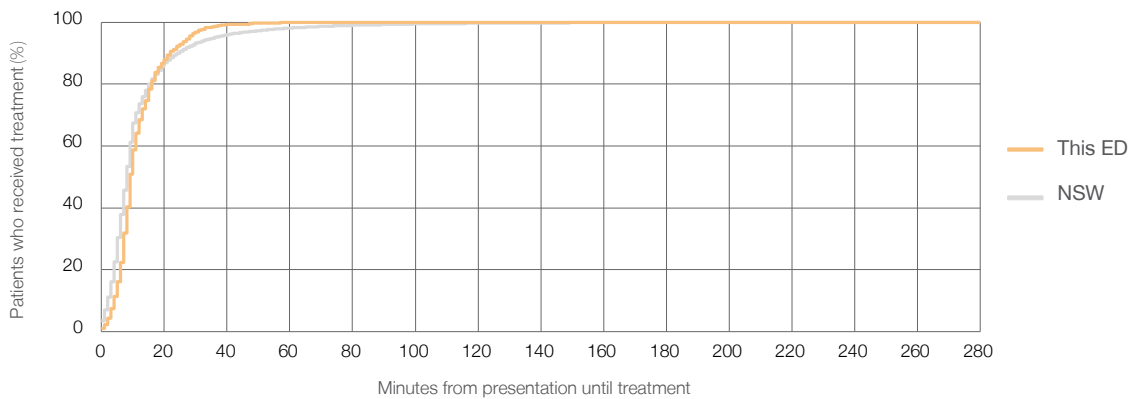
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 908

Median time to start treatment<sup>4</sup> ■ 9 minutes

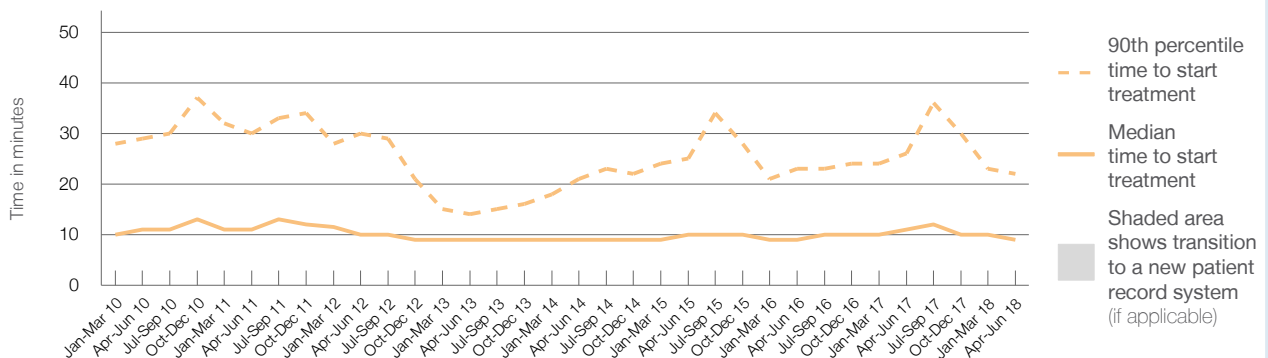
90th percentile time to start treatment<sup>5</sup> ■ 22 minutes

Same period last year	NSW (this period)
919	
917	
11 minutes	8 minutes
26 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	11	11	10	9	9	10	9	11	9
90th percentile time to start treatment <sup>5</sup> (minutes)	29	30	30	14	21	25	23	26	22

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

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

## Fairfield Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 3,203

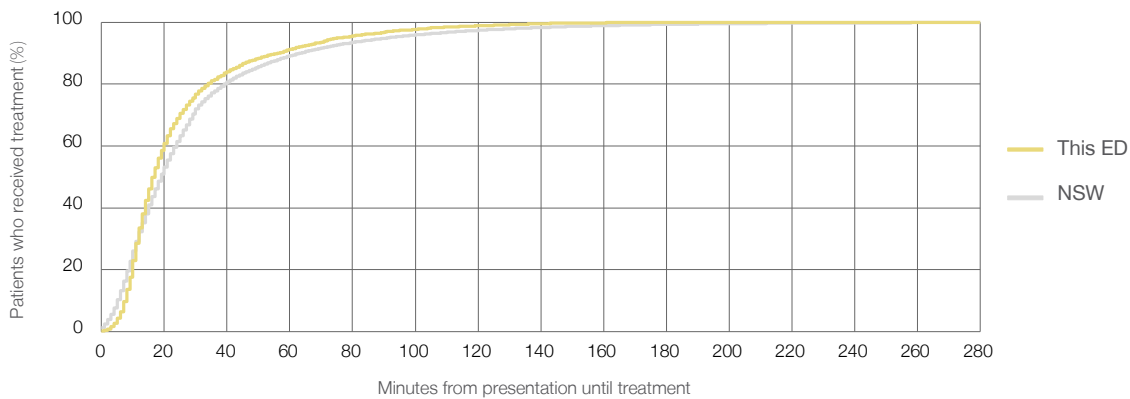
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,151

Median time to start treatment<sup>4</sup> 17 minutes

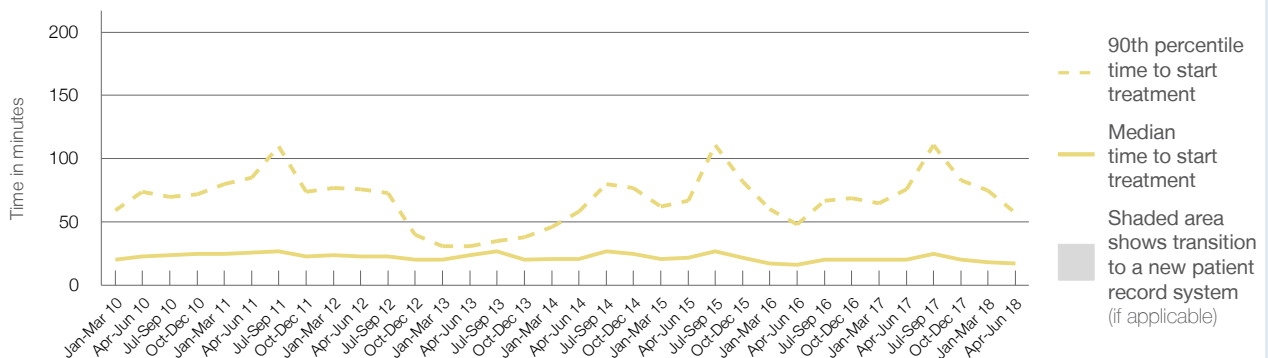
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
3,238	3,150
20 minutes	19 minutes
76 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	23	26	23	24	21	22	16	20	17
90th percentile time to start treatment <sup>5</sup> (minutes)	74	85	76	31	58	67	48	76	57

(†) 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.



## Fairfield Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,644

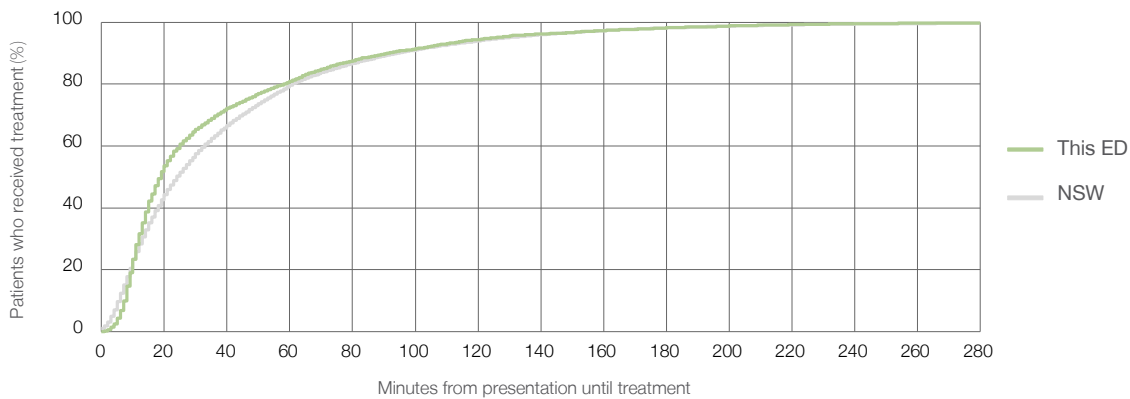
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,427

Median time to start treatment<sup>4</sup>  19 minutes

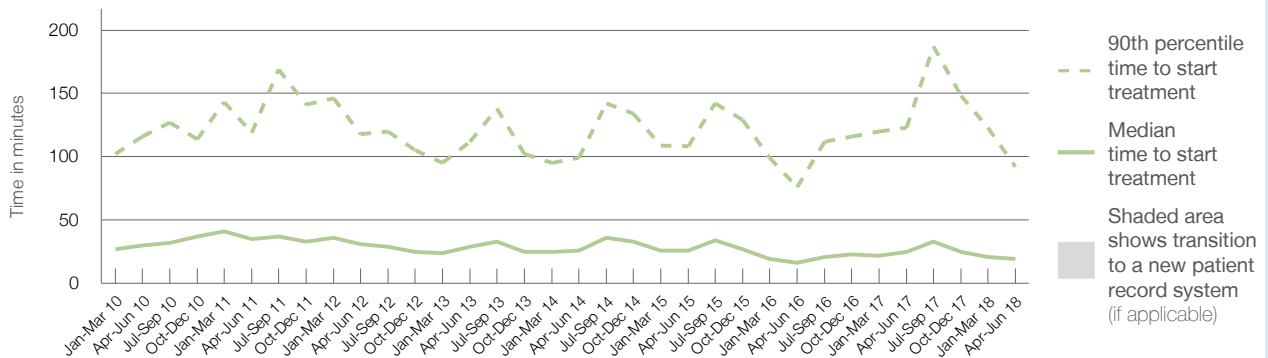
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
4,093	3,702
25 minutes	24 minutes
123 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	35	31	29	26	26	16	25	19
90th percentile time to start treatment <sup>5</sup> (minutes)	116	119	118	112	99	108	76	123	92

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

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

## Fairfield Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 703

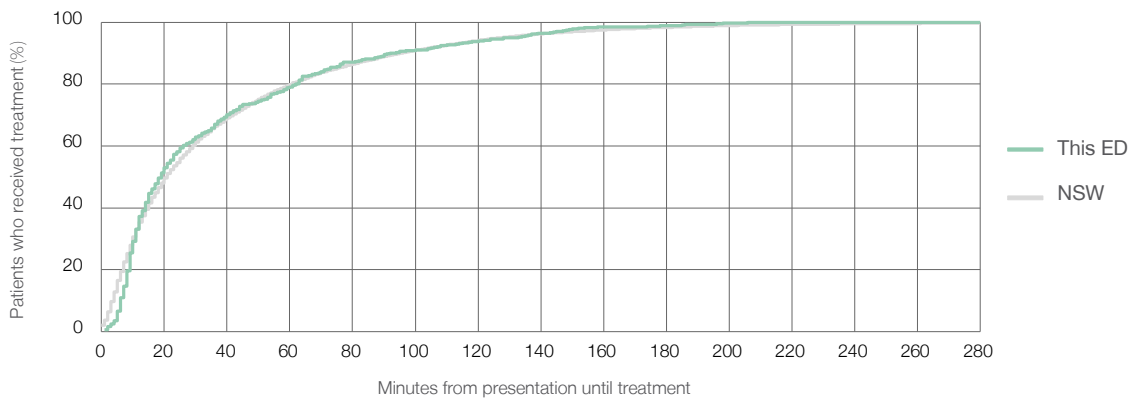
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 554

Median time to start treatment<sup>4</sup> 19 minutes

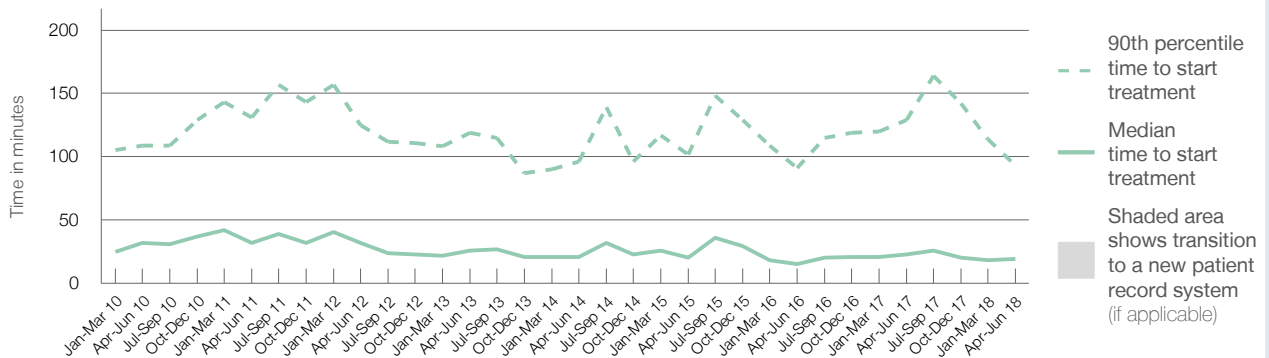
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
597	444
23 minutes	21 minutes
129 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	32	32	26	21	20	15	23	19
90th percentile time to start treatment <sup>5</sup> (minutes)	109	131	125	119	96	102	91	129	93

(†) 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.

## Fairfield Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,512 patients

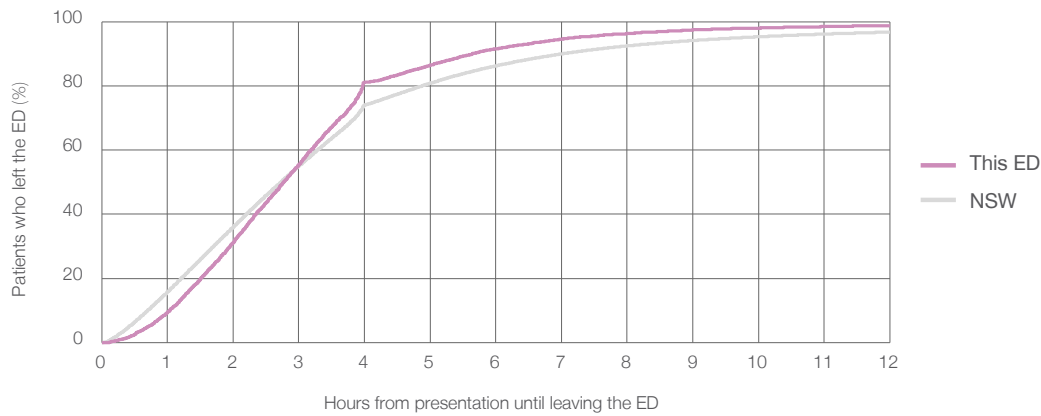
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,512 patients

Median time spent in the ED<sup>8</sup>  2 hours and 47 minutes

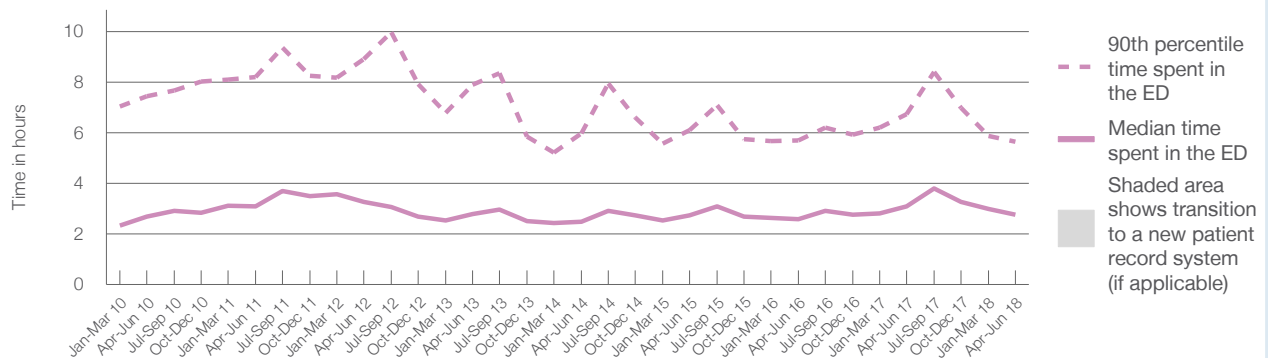
90th percentile time spent in the ED<sup>9</sup>  5 hours and 39 minutes

Same period last year	NSW (this period)
8,905	
8,904	
3 hours and 5 minutes	2 hours and 44 minutes
6 hours and 44 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 41m	3h 5m	3h 17m	2h 48m	2h 29m	2h 44m	2h 35m	3h 5m	2h 47m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 27m	8h 12m	8h 54m	7h 54m	5h 59m	6h 6m	5h 42m	6h 44m	5h 39m

(†) 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.

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

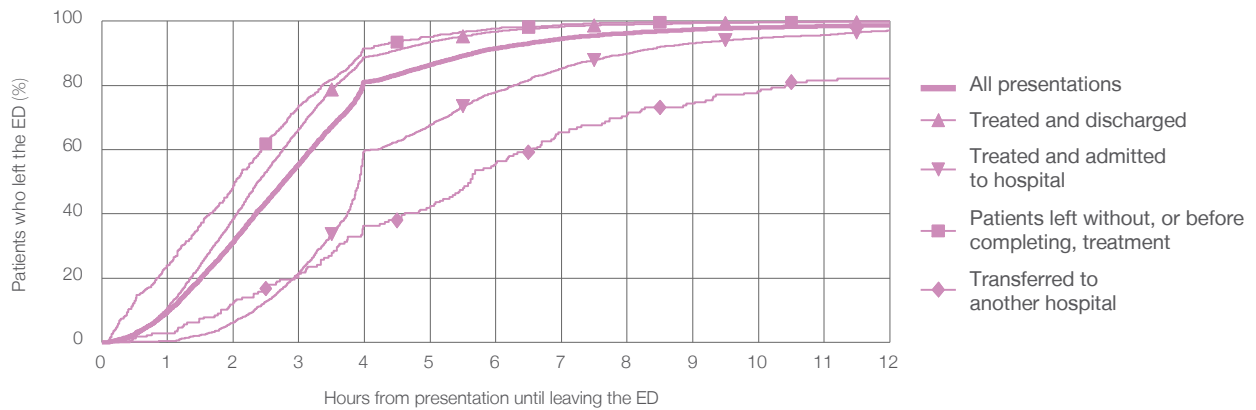
All presentations:<sup>1</sup> 8,512 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,512 patients

Treated and discharged	5,645 (66.3%)
Treated and admitted to hospital	2,024 (23.8%)
Patient left without, or before completing, treatment	605 (7.1%)
Transferred to another hospital	179 (2.1%)
Other	59 (0.7%)

Same period last year	Change since one year ago
8,904	-4%
5,667	-0.4%
2,099	-3.6%
895	-32.4%
187	-4.3%
57	3.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.8%	38.5%	66.4%	88.8%	96.8%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.4%	6.2%	21.6%	59.8%	77.9%	90.0%	94.7%	97.0%
Patient left without, or before completing, treatment	24.0%	48.9%	73.7%	91.6%	97.7%	99.5%	99.7%	99.8%
Transferred to another hospital	2.8%	12.3%	21.2%	36.3%	55.9%	70.9%	78.2%	82.1%
All presentations	9.6%	31.4%	55.5%	81.1%	91.5%	96.3%	98.0%	98.8%

(†) 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.

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

All presentations at the emergency department: <sup>1</sup> 8,512 patients

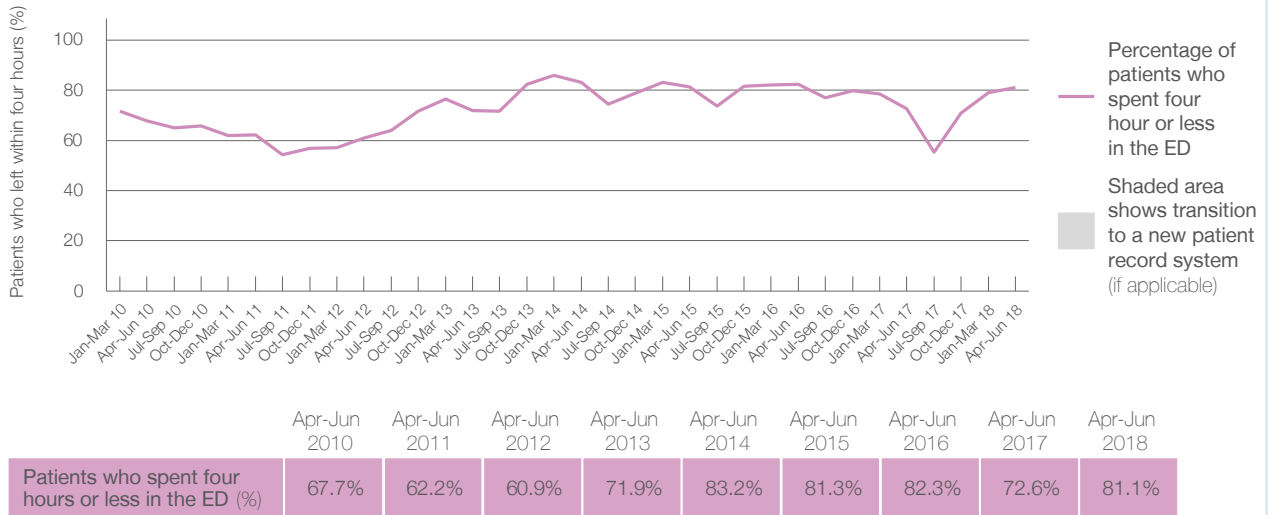
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,512 patients

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	8,905	-4%
Presentations used to calculate time to leaving the ED	8,904	-4%
Percentage of patients who spent four hours or less in the ED	72.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
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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 18 July 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).

## Liverpool Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 21,903 patients



Emergency presentations:<sup>2</sup> 21,828 patients

Same period last year	Change since one year ago
20,492	7%
20,308	7%



## Liverpool Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018


**Triage 2** Emergency (e.g. chest pain, severe burns): 4,401 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 11,459 patients

Median time to start treatment<sup>4</sup>  14 minutes  
 90th percentile time to start treatment<sup>5</sup>  49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,471 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,284 patients

Median time to start treatment<sup>4</sup>  14 minutes  
 90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
3,994	
7 minutes	8 minutes
18 minutes	24 minutes
10,421	
12 minutes	19 minutes
38 minutes	63 minutes
4,644	
14 minutes	24 minutes
48 minutes	95 minutes
1,099	
13 minutes	21 minutes
44 minutes	96 minutes

## Liverpool Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,902 patients

Percentage of patients who spent four hours or less in the ED  56%

Same period last year	Change since one year ago
20,492	7%
59%	

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

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

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

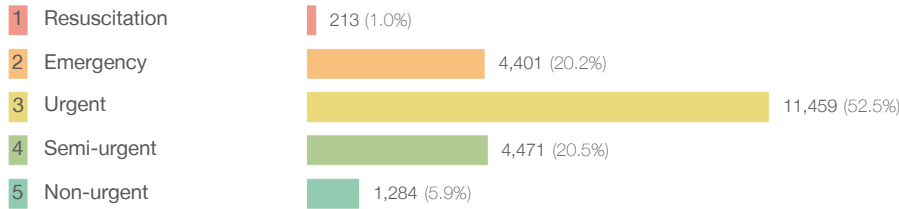
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Liverpool Hospital: Patients presenting to the emergency department

April to June 2018

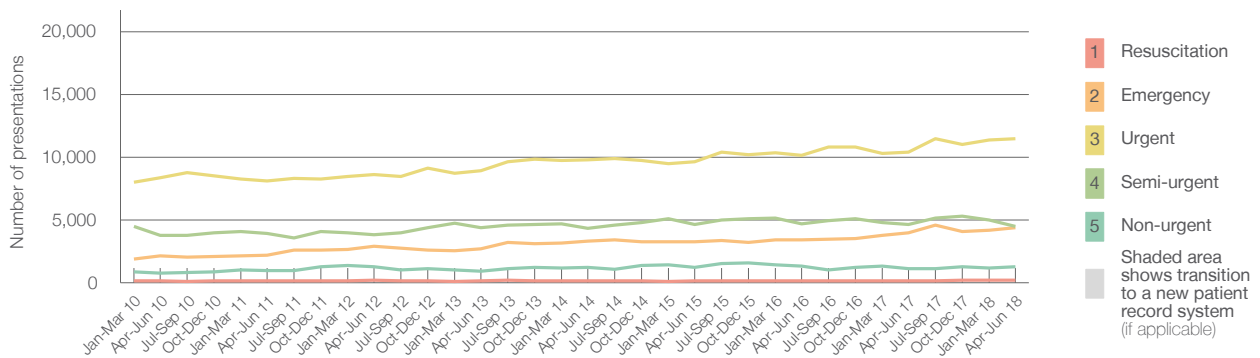
All presentations:<sup>1</sup> 21,903 patients

Emergency presentations<sup>2</sup> by triage category: 21,828 patients



	Same period last year	Change since one year ago
All presentations	20,492	7%
Emergency presentations	20,308	7%
1 Resuscitation	150	42.0%
2 Emergency	3,994	10.2%
3 Urgent	10,421	10.0%
4 Semi-urgent	4,644	-3.7%
5 Non-urgent	1,099	16.8%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	135	147	185	164	137	148	146	150	213
Emergency	2,115	2,184	2,902	2,709	3,320	3,277	3,409	3,994	4,401
Urgent	8,363	8,107	8,614	8,933	9,806	9,622	10,139	10,421	11,459
Semi-urgent	3,783	3,907	3,811	4,376	4,345	4,623	4,702	4,644	4,471
Non-urgent	778	965	1,256	889	1,205	1,212	1,320	1,099	1,284
All emergency presentations	15,174	15,310	16,768	17,071	18,813	18,882	19,716	20,308	21,828

## Liverpool Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,562 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,118	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	30 minutes	14 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 4,401

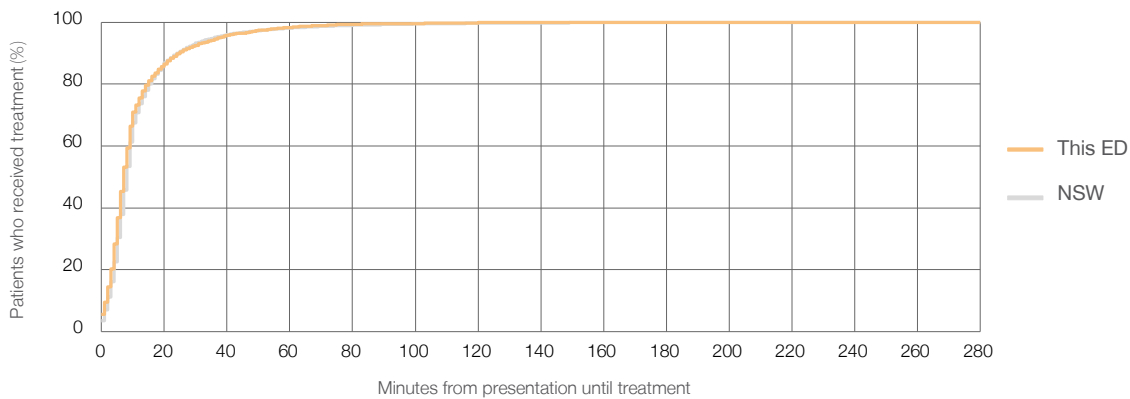
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,380

Median time to start treatment<sup>4</sup>  7 minutes

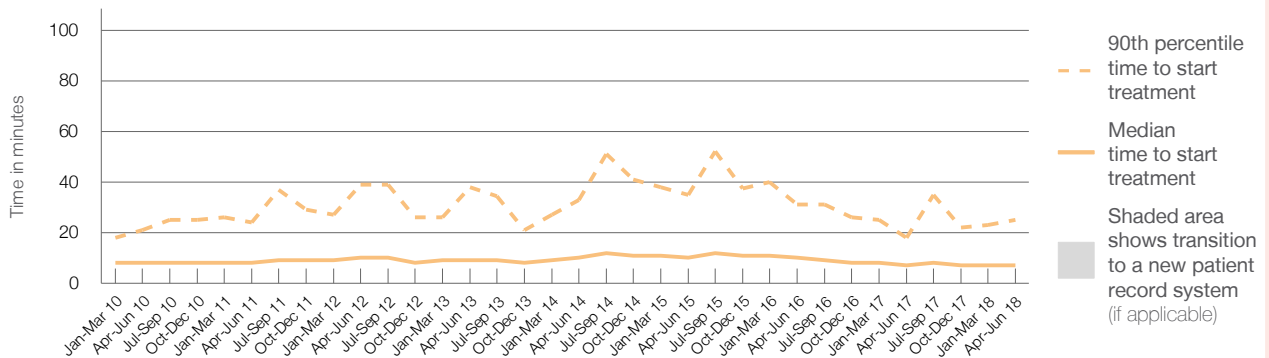
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
3,994	3,968
7 minutes	8 minutes
18 minutes	24 minutes

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



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	8	8	10	9	10	10	10	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	24	39	38	33	35	31	18	25

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

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



## Liverpool Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 11,459

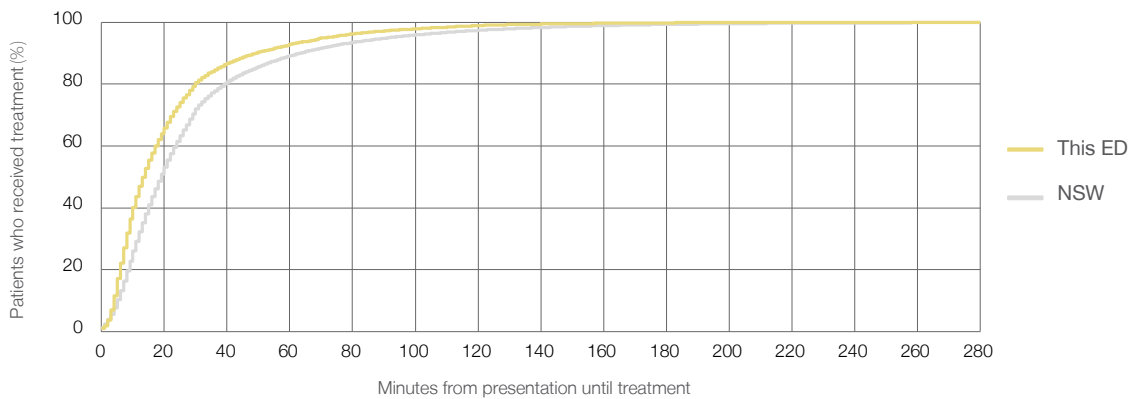
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 11,187

Median time to start treatment<sup>4</sup> 14 minutes

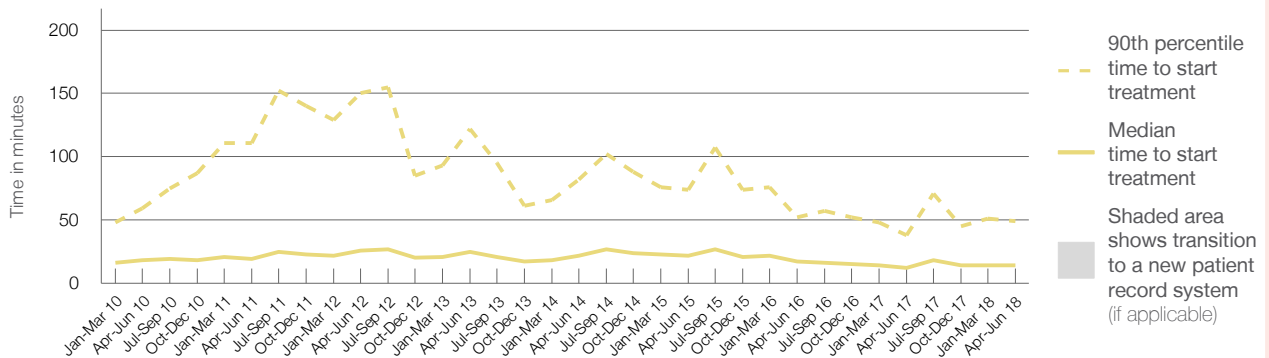
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
10,421	10,190
12 minutes	19 minutes
38 minutes	63 minutes

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	18	19	26	25	22	22	17	12	14
90th percentile time to start treatment <sup>5</sup> (minutes)	59	111	150	122	82	74	52	38	49

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

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

## Liverpool Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,471

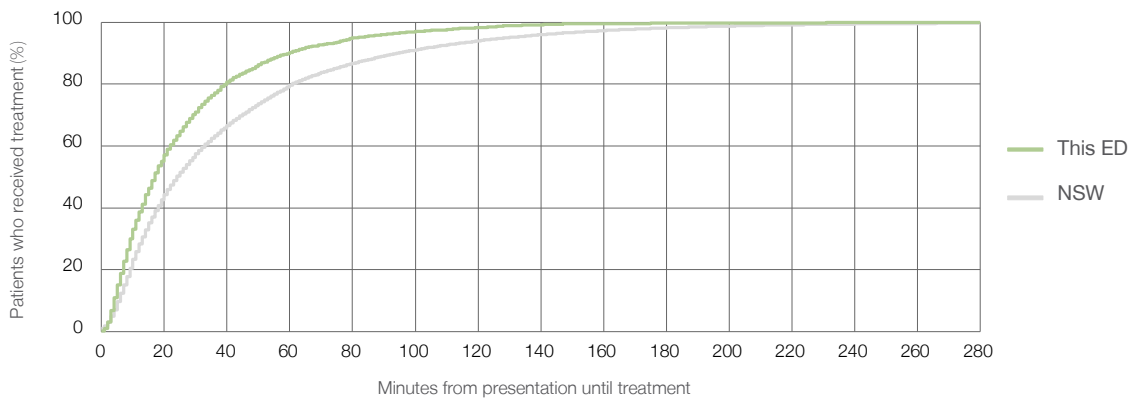
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,200

Median time to start treatment<sup>4</sup>  17 minutes

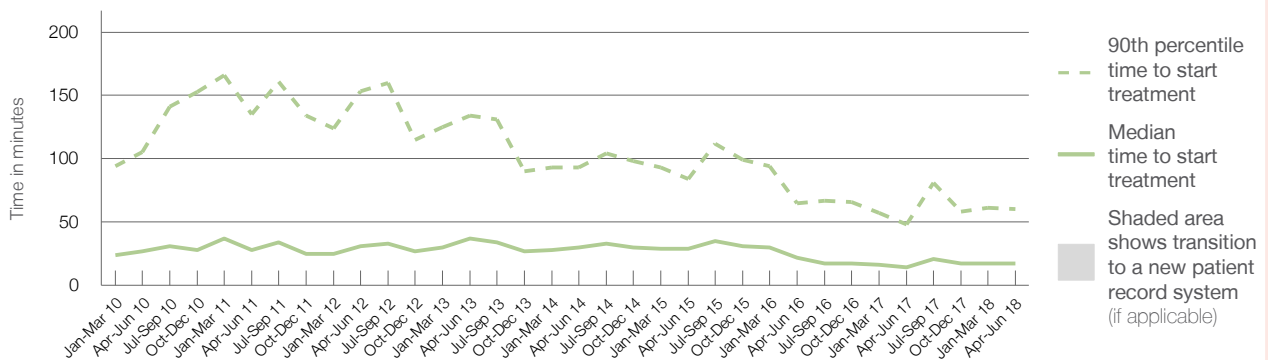
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
4,644	4,374
14 minutes	24 minutes
48 minutes	95 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	27	28	31	37	30	29	22	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	105	135	153	134	93	84	65	48	60

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

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

## Liverpool Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,284

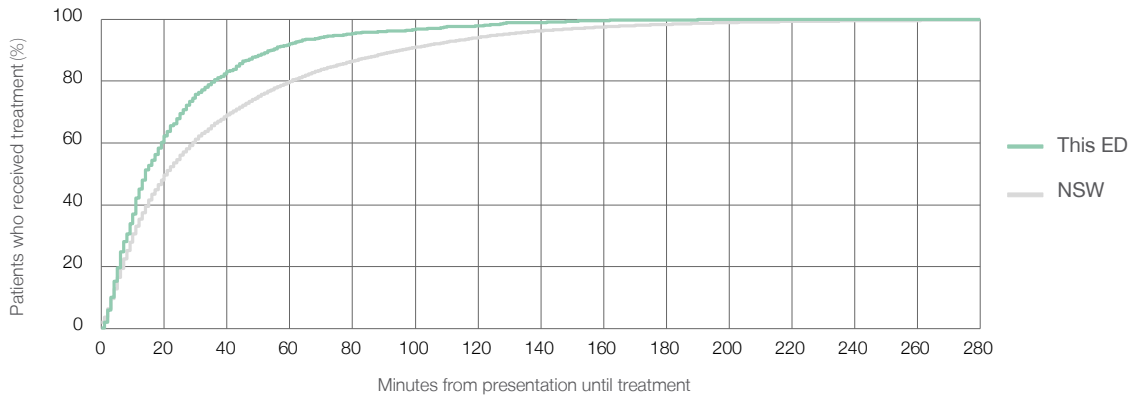
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,066

Median time to start treatment<sup>4</sup> 14 minutes

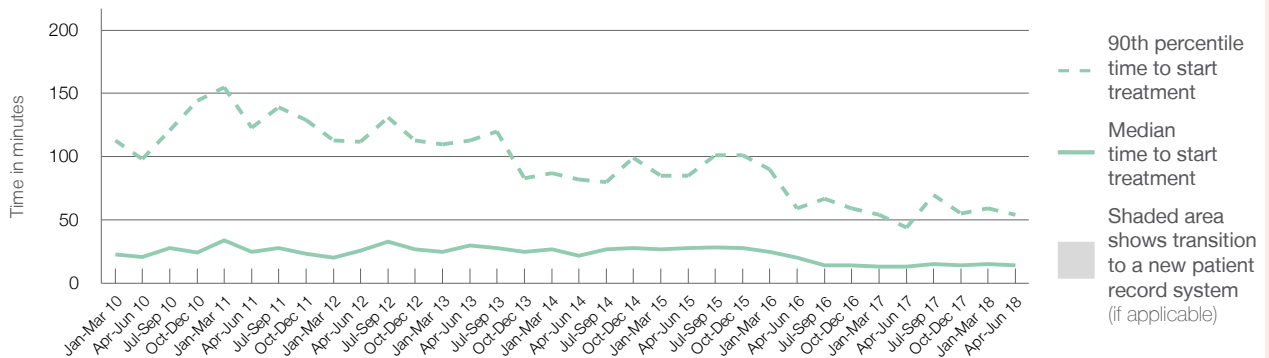
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
1,099	914
13 minutes	21 minutes
44 minutes	96 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	21	25	26	30	22	28	20	13	14
90th percentile time to start treatment <sup>5</sup> (minutes)	98	123	112	113	82	85	59	44	54

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

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

## Liverpool Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 21,903 patients

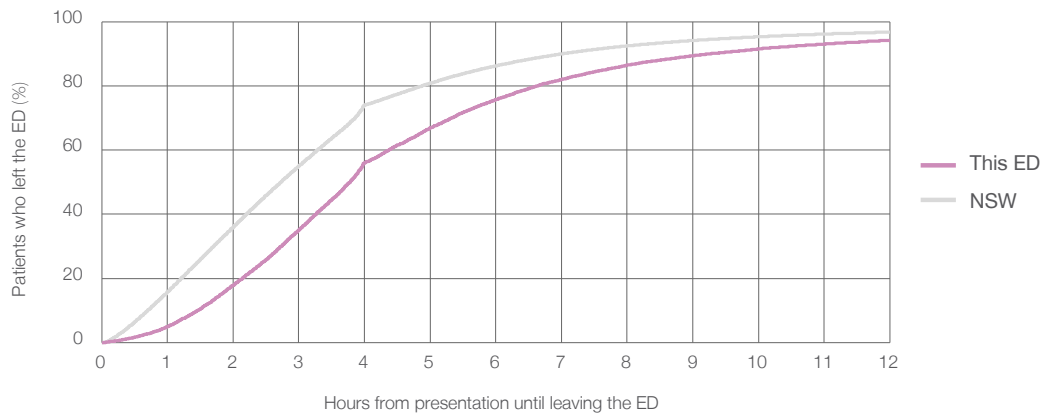
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,902 patients

Median time spent in the ED<sup>8</sup> 3 hours and 47 minutes

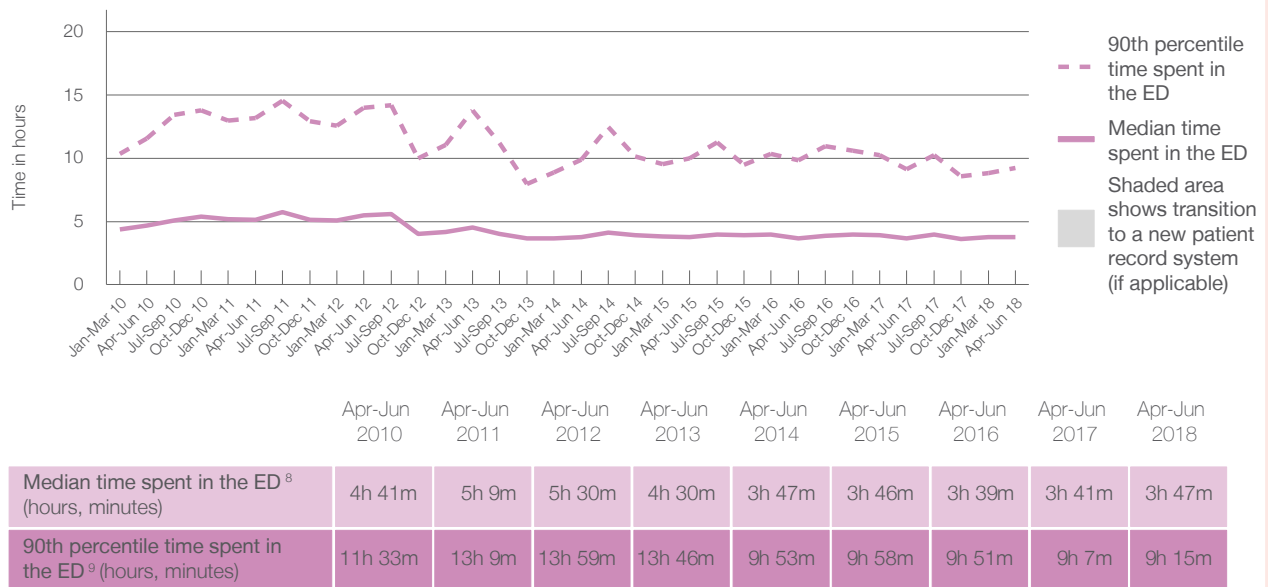
90th percentile time spent in the ED<sup>9</sup> 9 hours and 15 minutes

Same period last year	NSW (this period)
20,492	20,492
3 hours and 41 minutes	2 hours and 44 minutes
9 hours and 7 minutes	7 hours and 1 minutes

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



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



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

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

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

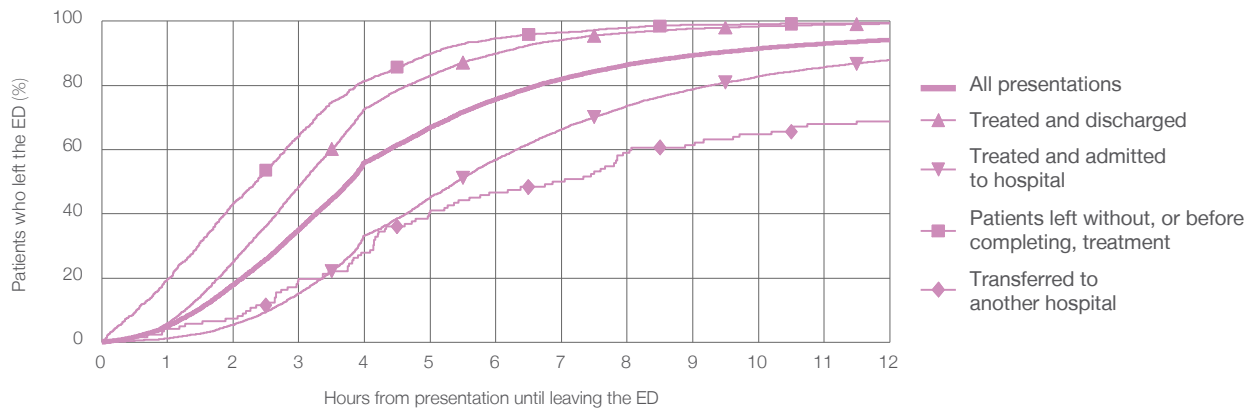
All presentations:<sup>1</sup> 21,903 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,902 patients

Treated and discharged	10,717 (48.9%)
Treated and admitted to hospital	9,503 (43.4%)
Patient left without, or before completing, treatment	1,431 (6.5%)
Transferred to another hospital	122 (0.6%)
Other	130 (0.6%)

Same period last year	Change since one year ago
20,492	7%
10,031	6.8%
9,012	5.4%
1,187	20.6%
103	18.4%
159	-18.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	25.1%	48.5%	72.7%	89.9%	96.4%	98.4%	99.2%
Treated and admitted to hospital	1.2%	5.4%	15.2%	33.3%	56.9%	73.7%	82.8%	87.9%
Patient left without, or before completing, treatment	19.6%	43.2%	64.2%	81.4%	94.6%	98.0%	99.0%	99.5%
Transferred to another hospital	4.1%	7.4%	19.7%	27.9%	46.7%	59.0%	64.8%	68.9%
All presentations	5.1%	17.9%	35.1%	56.1%	75.7%	86.5%	91.5%	94.2%

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

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

## Liverpool Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 21,903 patients

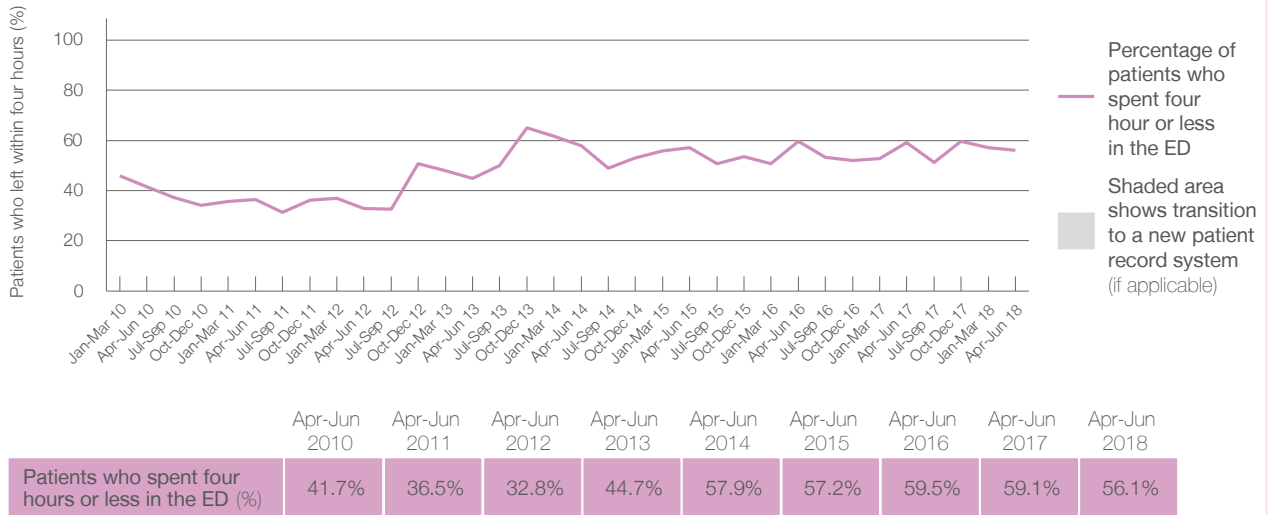
Presentations used to calculate time to leaving the ED: <sup>6</sup> 21,902 patients

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	20,492	7%
Presentations used to calculate time to leaving the ED	20,492	7%
Percentage of patients who spent four hours or less in the ED	59.1%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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

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

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

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

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

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

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