Healthcare Quarterly

Emergency department

South Western Sydney Local Health District Performance Profiles

October to December 2018

bureau of health information

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	14,331 patients	13,750	4%
Emergency presentations:[2]	14,249 patients	13,666	4%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 2,574 patients	2,517	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	31 minutes	29 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 7,434 patients	6,399	
Median time to start treatment[4]	26 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5]	85 minutes	80 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,621 patients	4,099	
Median time to start treatment[4]	33 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5]	105 minutes	108 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 512 patients	548	
Median time to start treatment[4]	31 minutes	29 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	123 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,331 patients	13,750	4%
Percentage of patients who spent four hours or less in the ED	75%	74%	

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

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

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

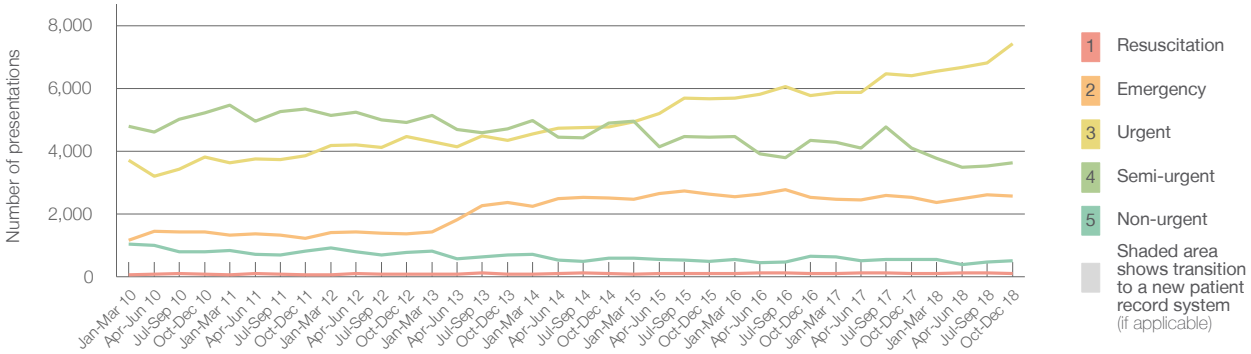
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	14,331 patients	13,750	4%
Emergency presentations[2] by triage category:	14,249 patients	13,666	4%
1 Resuscitation	108 (0.8%)	103	4.9%
2 Emergency	2,574 (18.1%)	2,517	2.3%
3 Urgent	7,434 (52.2%)	6,399	16.2%
4 Semi-urgent	3,621 (25.4%)	4,099	-11.7%
5 Non-urgent	512 (3.6%)	548	-6.6%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	88	57	71	78	94	94	103	103	108
Emergency	1,424	1,227	1,359	2,371	2,509	2,629	2,521	2,517	2,574
Urgent	3,820	3,846	4,474	4,333	4,762	5,662	5,764	6,399	7,434
Semi-urgent	5,221	5,340	4,918	4,708	4,895	4,454	4,351	4,099	3,621
Non-urgent	785	822	773	682	594	479	653	548	512
All emergency presentations	11,338	11,292	11,595	12,172	12,854	13,318	13,392	13,666	14,249

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,347 patients	3,948	
ED Transfer of care time			
Median time	14 minutes	13 minutes	1 minute
90th percentile time	33 minutes	26 minutes	7 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.

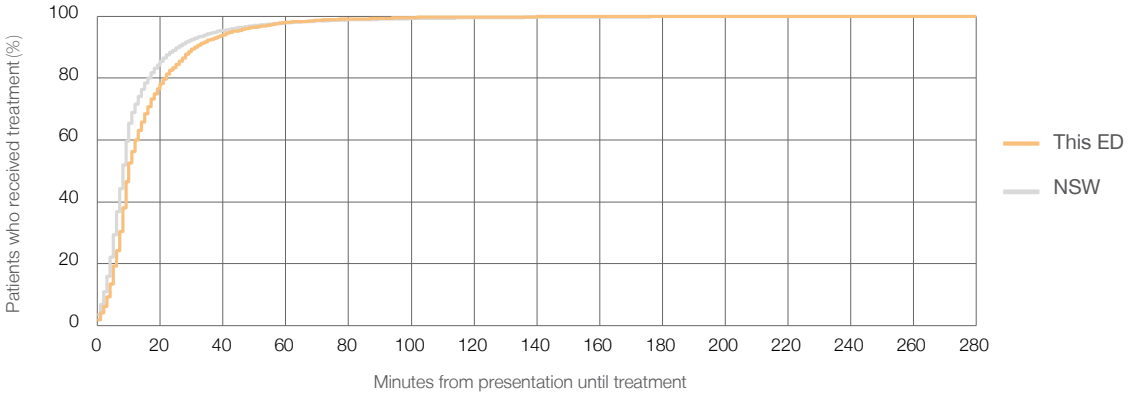
Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 2

October to December 2018

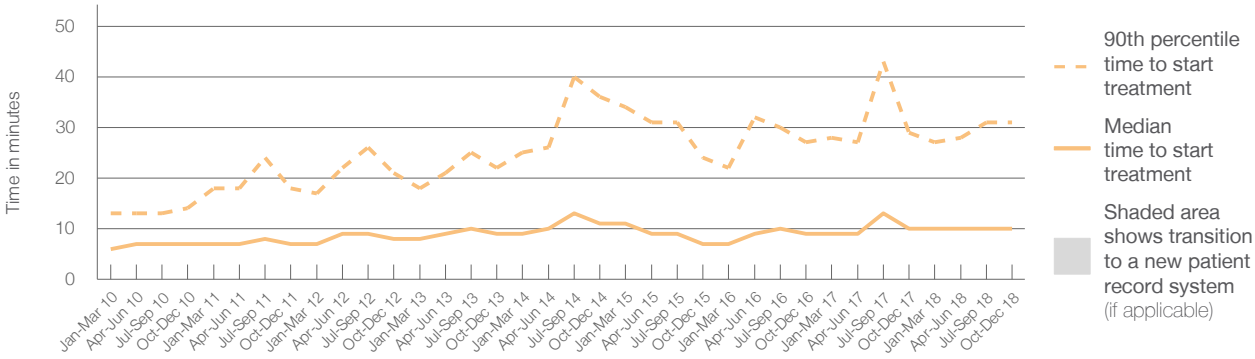
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	2,574	2,517	
Number of triage 2 patients used to calculate waiting time:[3]	2,571	2,511	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	31 minutes	29 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	7	7	8	9	11	7	9	10	10
90th percentile time to start treatment[5] (minutes)	14	18	21	22	36	24	27	29	31

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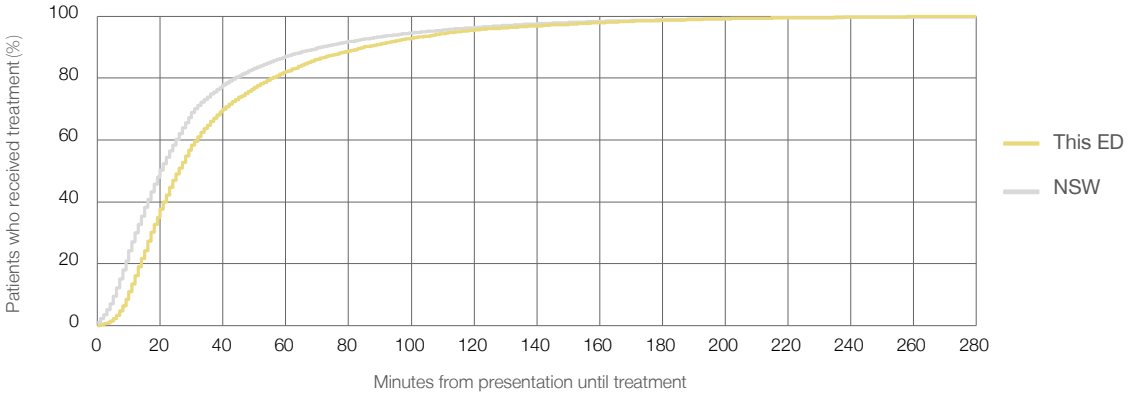
Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3

October to December 2018

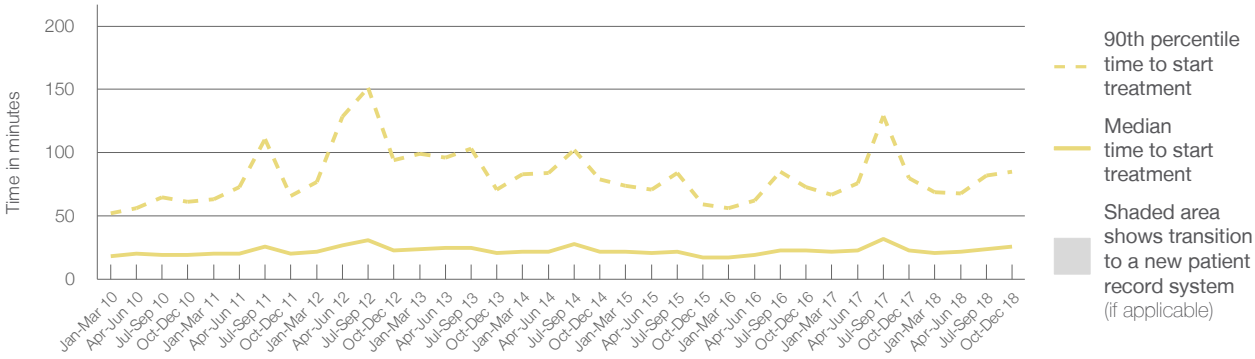
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	7,434	6,399	
Number of triage 3 patients used to calculate waiting time:[3]	7,335	6,292	
Median time to start treatment[4]	26 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5]	85 minutes	80 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	19	20	23	21	22	17	23	23	26
90th percentile time to start treatment[5] (minutes)	61	66	94	71	79	59	73	80	85

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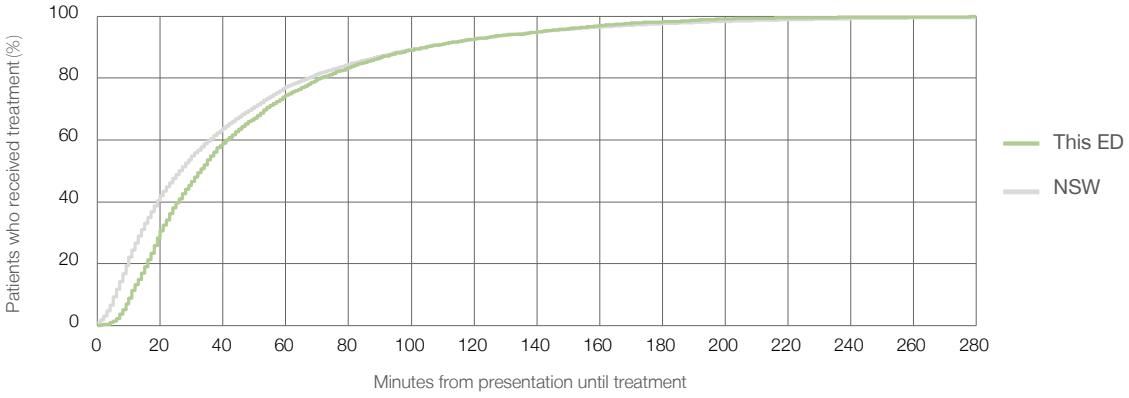
Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4

October to December 2018

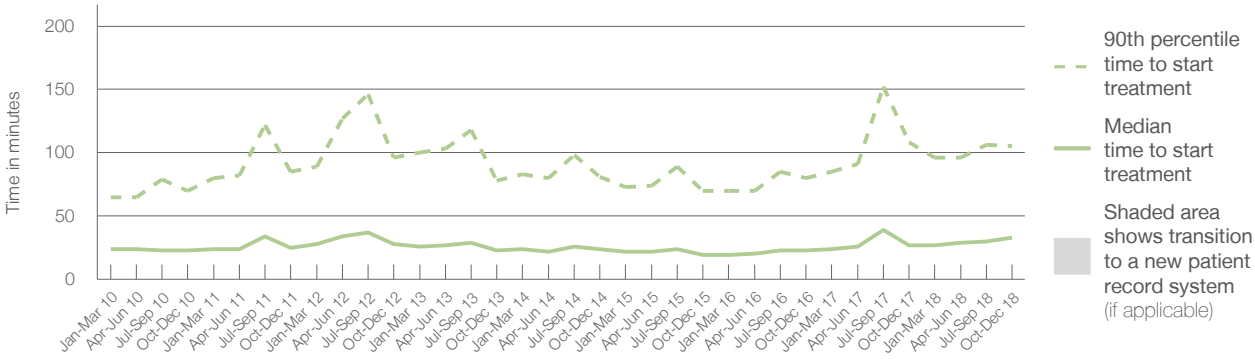
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,621	4,099	
Number of triage 4 patients used to calculate waiting time:[3]	3,517	3,939	
Median time to start treatment[4]	33 minutes	27 minutes	26 minutes
90th percentile time to start treatment[5]	105 minutes	108 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	23	25	28	23	24	19	23	27	33
90th percentile time to start treatment[5] (minutes)	70	85	96	78	81	70	80	108	105

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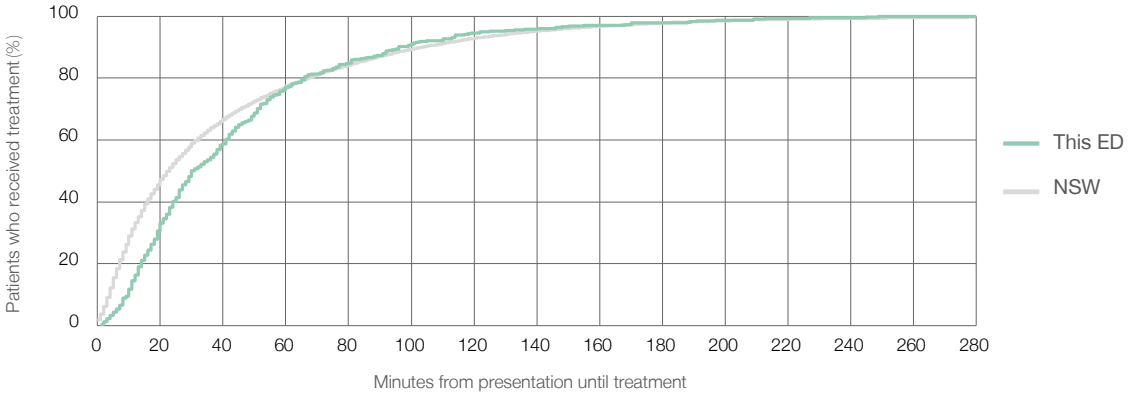
Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

October to December 2018

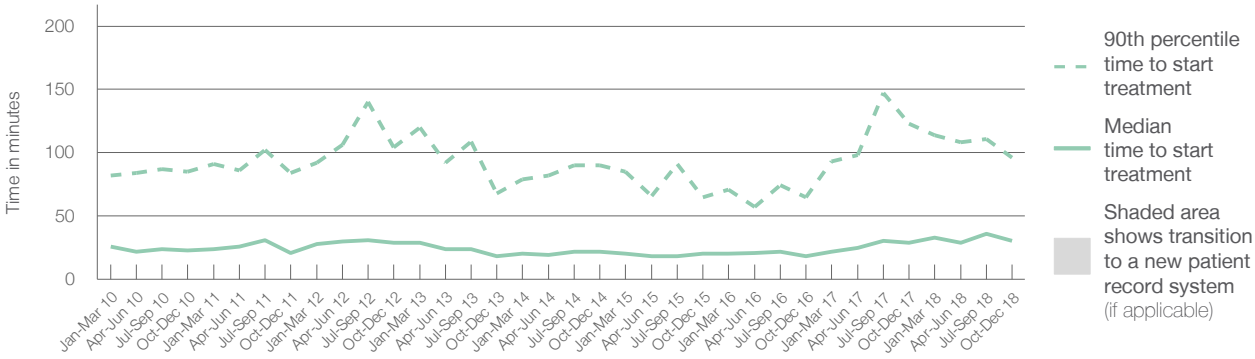
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	512	548	
Number of triage 5 patients used to calculate waiting time:[3]	408	420	
Median time to start treatment[4]	31 minutes	29 minutes	23 minutes
90th percentile time to start treatment[5]	96 minutes	123 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	23	21	29	18	22	20	18	29	31
90th percentile time to start treatment[5] (minutes)	85	84	104	68	90	65	65	123	96

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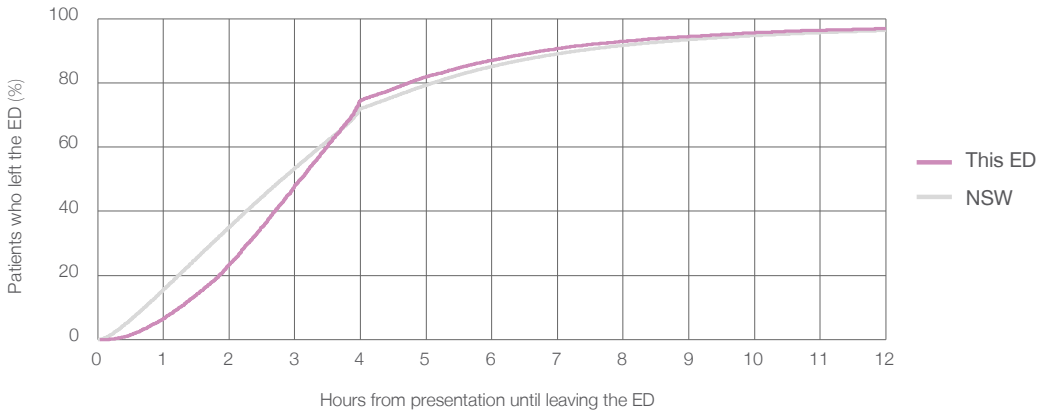
Bankstown-Lidcombe Hospital: Time patients spent in the ED

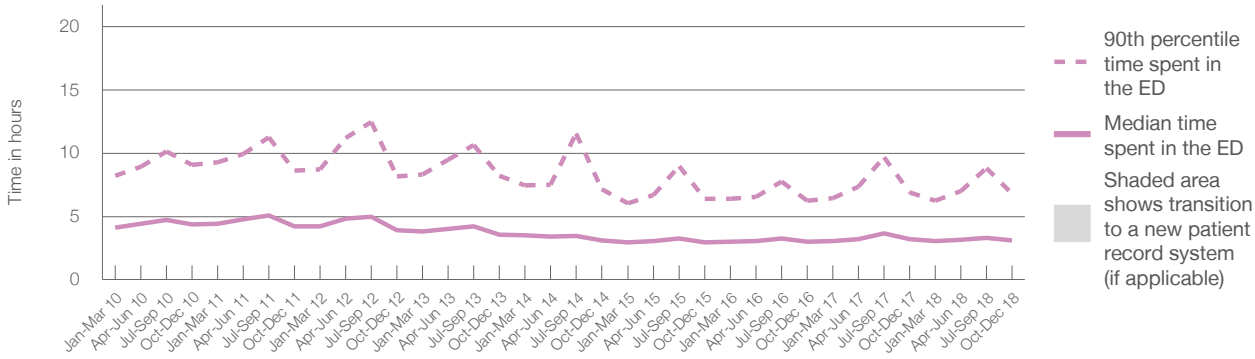
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	14,331 patients	13,750	
Presentations used to calculate time to leaving the ED:[6]	14,331 patients	13,750	
Median time spent in the ED[8]	3 hours and 6 minutes	3 hours and 12 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	6 hours and 47 minutes	6 hours and 53 minutes	7 hours and 19 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	4h 23m	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m	3h 12m	3h 6m
90th percentile time spent in the ED[9] (hours, minutes)	9h 5m	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m	6h 53m	6h 47m

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

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

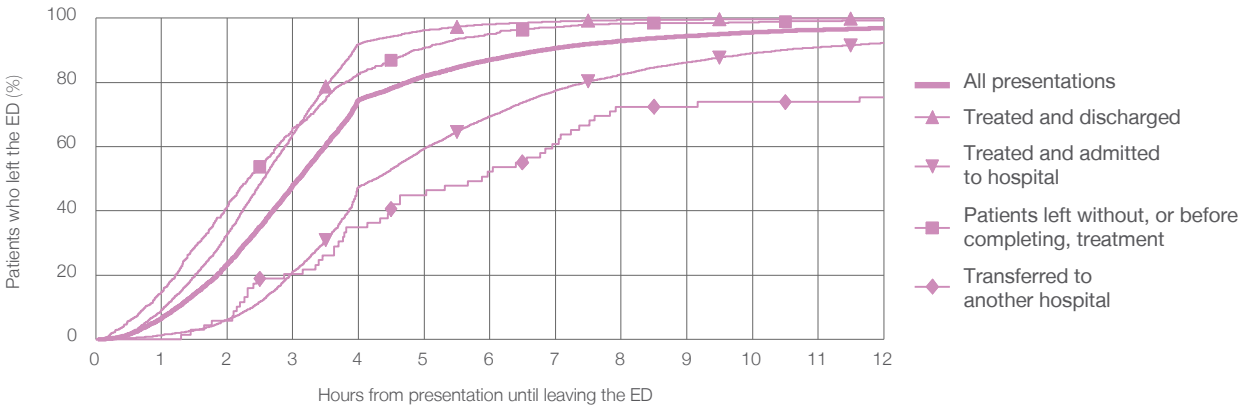
Bankstown-Lidcombe Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 14,331 patients

Presentations used to calculate time to leaving the ED:[6] 14,331 patients

		Same period last year	Change since one year ago
Treated and discharged	7,900 (55.1%)	13,750	4%
Treated and admitted to hospital	5,311 (37.1%)	7,539	4.8%
Patient left without, or before completing, treatment	1,036 (7.2%)	4,898	8.4%
Transferred to another hospital	69 (0.5%)	1,225	-15.4%
Other	15 (0.1%)	73	-5.5%
		15	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.1%	32.8%	63.9%	92.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	6.1%	21.0%	47.4%	69.4%	82.5%	89.1%	92.4%
Patient left without, or before completing, treatment	14.8%	41.5%	65.7%	82.6%	95.1%	98.3%	98.7%	99.3%
Transferred to another hospital	0%	5.8%	20.3%	34.8%	52.2%	72.5%	73.9%	75.4%
All presentations	6.6%	23.5%	48.0%	74.5%	87.0%	92.9%	95.6%	96.9%

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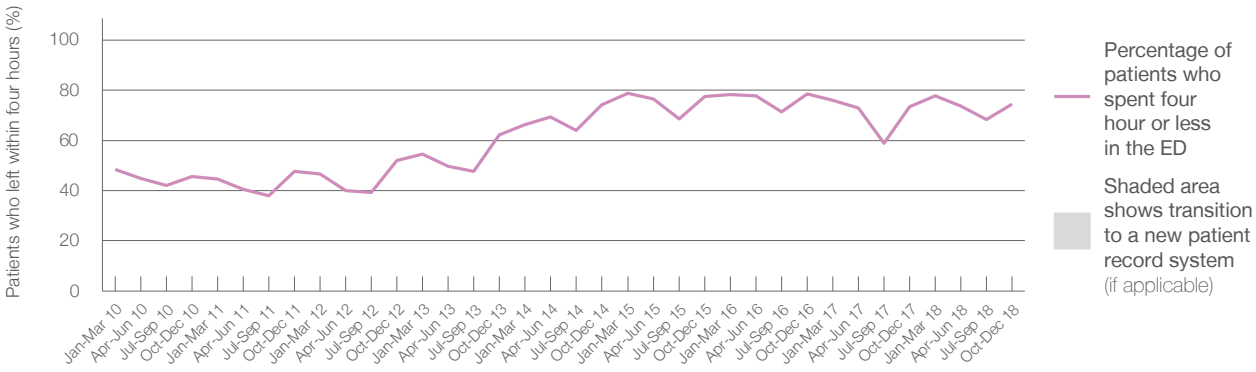
Bankstown-Lidcombe Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	14,331 patients	13,750	4%
Presentations used to calculate time to leaving the ED: [6]	14,331 patients	13,750	4%
Percentage of patients who spent four hours or less in the ED	74.5%	73.5%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	45.7%	47.6%	52.1%	62.1%	74.2%	77.6%	78.5%	73.5%	74.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Bowral and District Hospital: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 5,043 patients	5,067	0%
Emergency presentations:[2] 4,944 patients	4,951	0%

Bowral and District Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 440 patients	375	
Median time to start treatment[4]	11 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	30 minutes	20 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,751 patients	1,629	
Median time to start treatment[4]	22 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5]	62 minutes	77 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,192 patients	2,280	
Median time to start treatment[4]	27 minutes	28 minutes	26 minutes
90th percentile time to start treatment[5]	111 minutes	110 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 536 patients	653	
Median time to start treatment[4]	25 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5]	136 minutes	117 minutes	104 minutes

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

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 5,043 patients		5,067	0%
Percentage of patients who spent four hours or less in the ED	76%	79%	

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

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

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

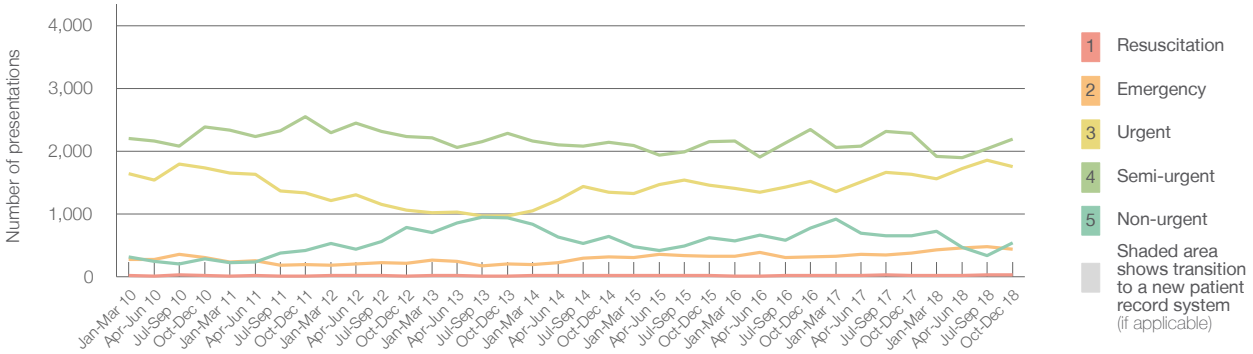
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Bowral and District Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	5,043 patients	5,067	0%
Emergency presentations[2] by triage category:	4,944 patients	4,951	0%
1 Resuscitation	25 (0.5%)	14	78.6%
2 Emergency	440 (8.9%)	375	17.3%
3 Urgent	1,751 (35.4%)	1,629	7.5%
4 Semi-urgent	2,192 (44.3%)	2,280	-3.9%
5 Non-urgent	536 (10.8%)	653	-17.9%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	15	10	11	12	14	19	18	14	25
Emergency	305	197	214	202	319	324	312	375	440
Urgent	1,733	1,331	1,062	969	1,346	1,462	1,522	1,629	1,751
Semi-urgent	2,389	2,544	2,233	2,283	2,142	2,150	2,348	2,280	2,192
Non-urgent	289	412	787	939	642	623	770	653	536
All emergency presentations	4,731	4,494	4,307	4,405	4,463	4,578	4,970	4,951	4,944

Bowral and District Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	961 patients	1,036	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
90th percentile time	23 minutes	26 minutes	-3 minutes

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

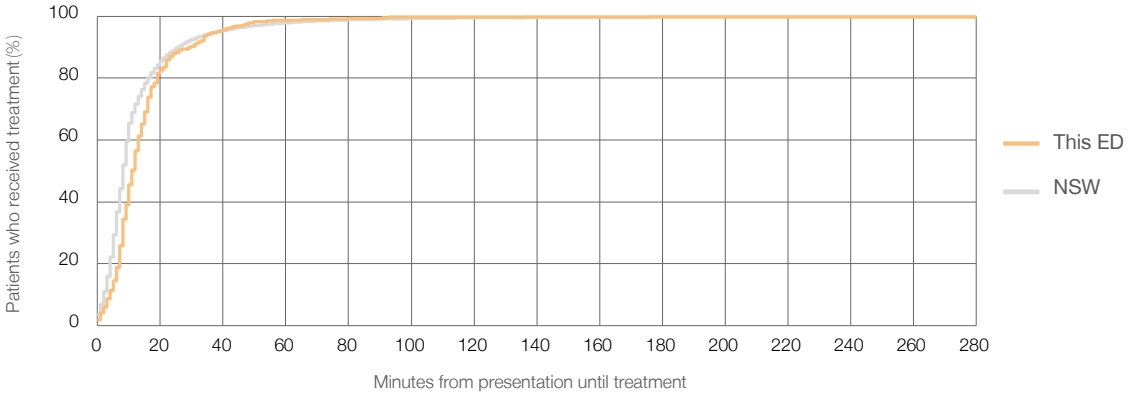
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

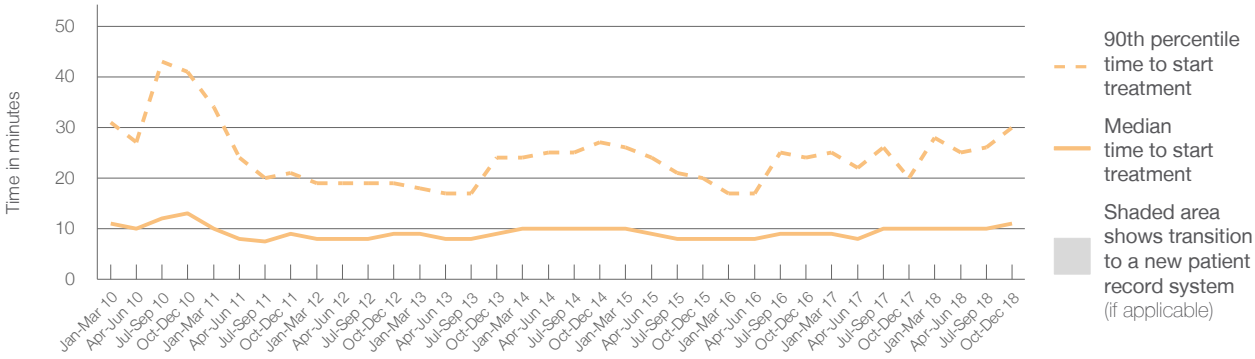
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 440	375	
Number of triage 2 patients used to calculate waiting time:[3] 439	375	
Median time to start treatment[4] 11 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5] 30 minutes	20 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	13	9	9	9	10	8	9	10	11
90th percentile time to start treatment[5] (minutes)	41	21	19	24	27	20	24	20	30

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

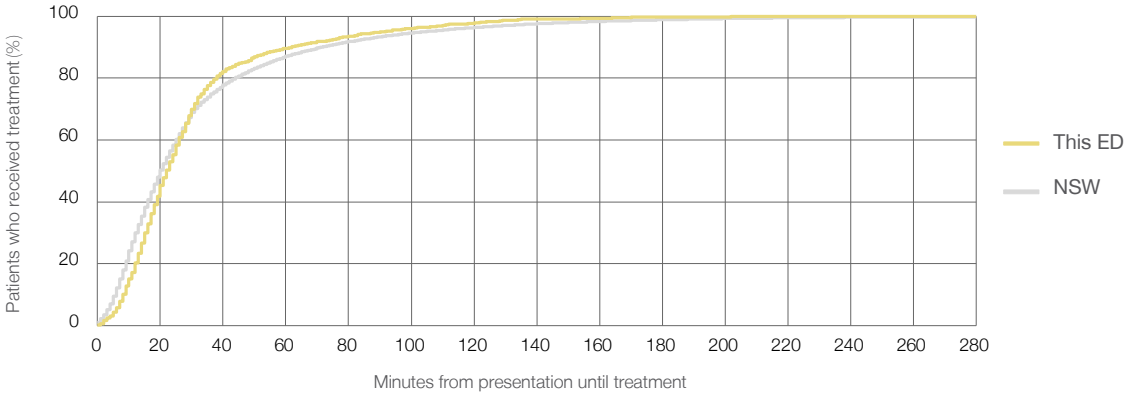
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bowral and District Hospital: Time patients waited to start treatment, triage 3

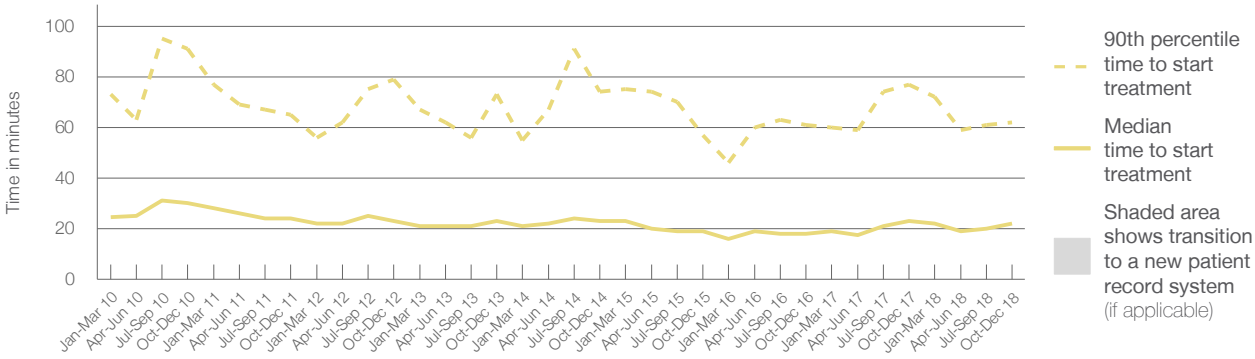
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 1,751	1,629	
Number of triage 3 patients used to calculate waiting time:[3] 1,702	1,605	
Median time to start treatment[4] 22 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5] 62 minutes	77 minutes	72 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	30	24	23	23	23	19	18	23	22
90th percentile time to start treatment[5] (minutes)	91	65	79	73	74	57	61	77	62

(†) 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.

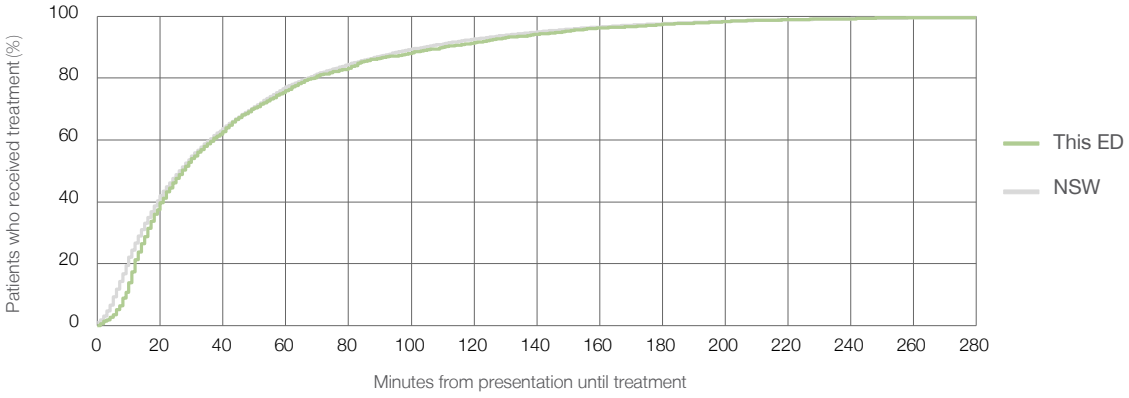
Bowral and District Hospital: Time patients waited to start treatment, triage 4

October to December 2018

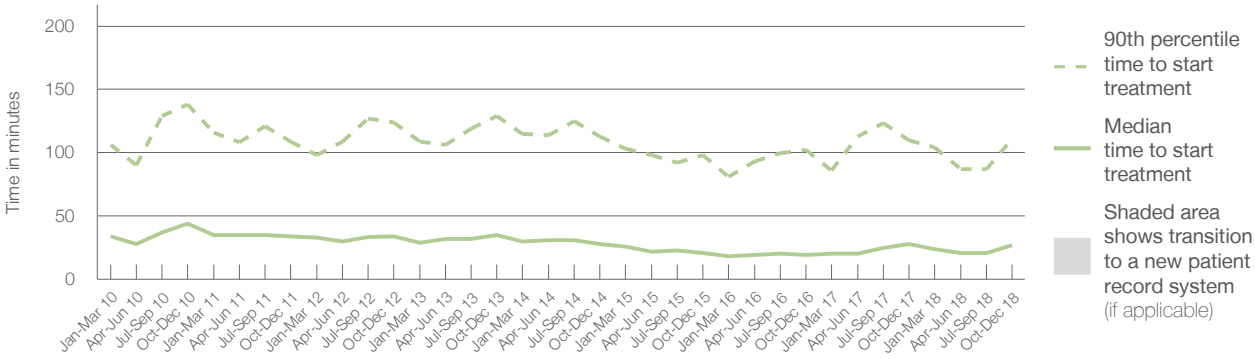
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,192	2,280	
Number of triage 4 patients used to calculate waiting time:[3]	2,016	2,154	
Median time to start treatment[4]	27 minutes	28 minutes	26 minutes
90th percentile time to start treatment[5]	111 minutes	110 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	44	34	34	35	28	21	19	28	27
90th percentile time to start treatment[5] (minutes)	138	109	124	129	113	98	102	110	111

(†) 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.

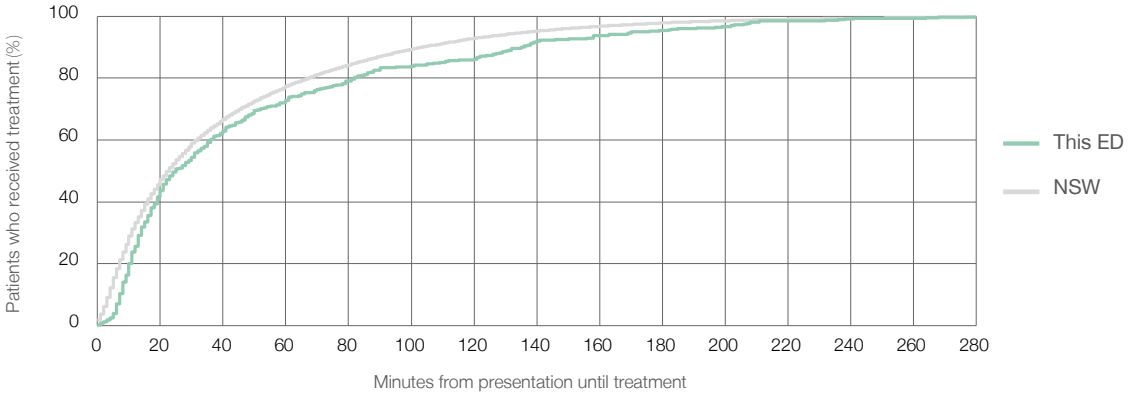
Bowral and District Hospital: Time patients waited to start treatment, triage 5

October to December 2018

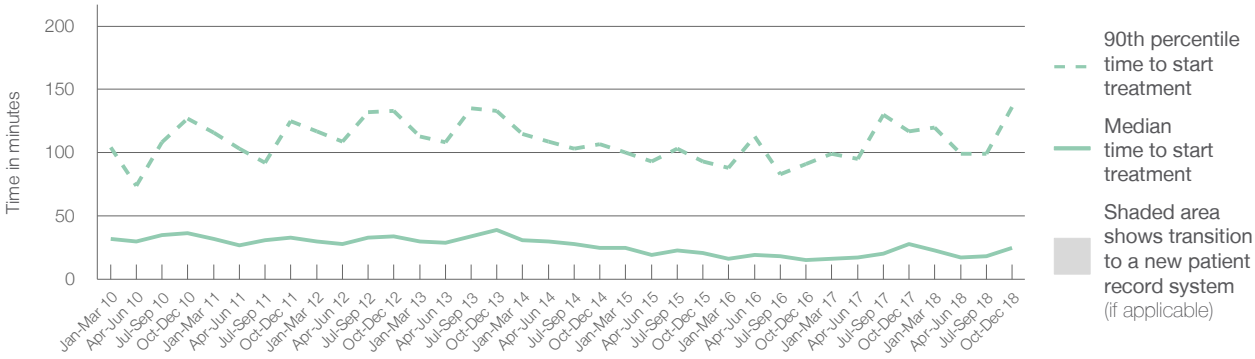
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 536	653	
Number of triage 5 patients used to calculate waiting time:[3] 455	558	
Median time to start treatment[4] 25 minutes	28 minutes	23 minutes
90th percentile time to start treatment[5] 136 minutes	117 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	37	33	34	39	25	21	15	28	25
90th percentile time to start treatment[5] (minutes)	127	125	133	133	107	93	91	117	136

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

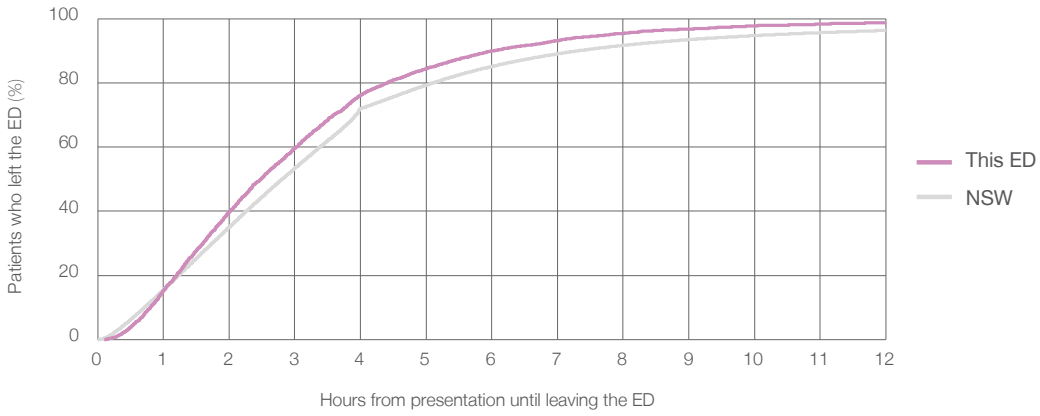
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bowral and District Hospital: Time patients spent in the ED

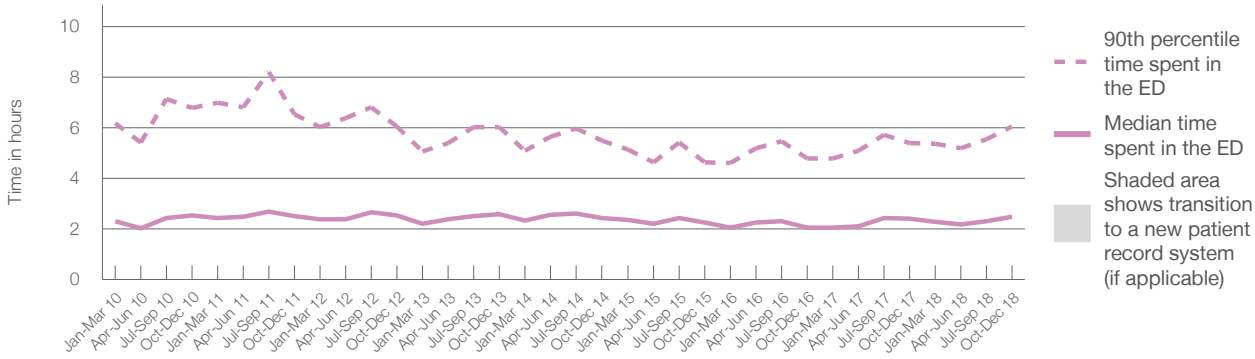
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	5,043 patients	5,067	
Presentations used to calculate time to leaving the ED:[6]	5,043 patients	5,067	
Median time spent in the ED[8]	2 hours and 29 minutes	2 hours and 25 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	6 hours and 3 minutes	5 hours and 24 minutes	7 hours and 19 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	2h 33m	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m	2h 25m	2h 29m
90th percentile time spent in the ED[9] (hours, minutes)	6h 48m	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m	5h 24m	6h 3m

(†) 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.

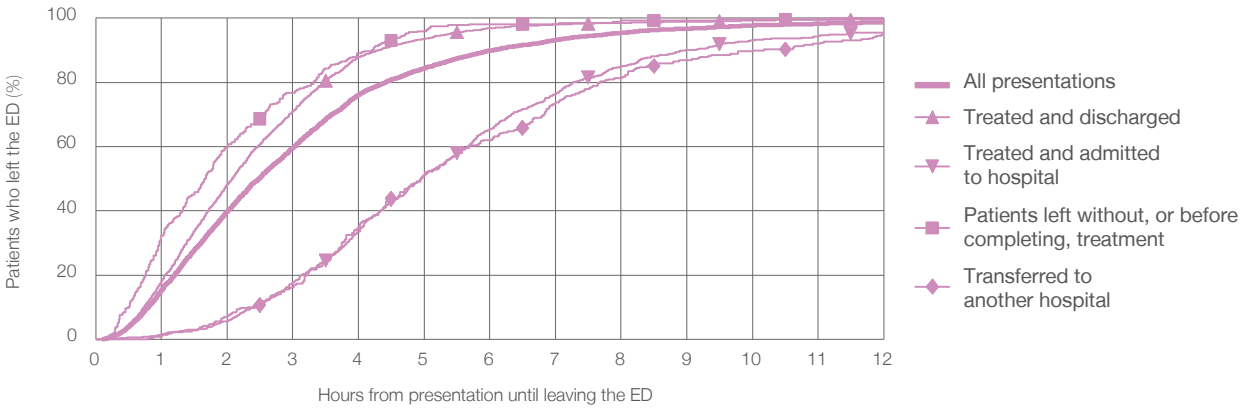
Bowral and District Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 5,043 patients

Presentations used to calculate time to leaving the ED:[6] 5,043 patients

		Same period last year	Change since one year ago
Treated and discharged	3,642 (72.2%)	3,740	-2.6%
Treated and admitted to hospital	816 (16.2%)	816	0.0%
Patient left without, or before completing, treatment	275 (5.5%)	203	35.5%
Transferred to another hospital	290 (5.8%)	280	3.6%
Other	20 (0.4%)	28	-28.6%
		5,067	0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.0%	48.2%	71.0%	87.9%	96.9%	98.6%	99.3%	99.6%
Treated and admitted to hospital	1.3%	5.6%	17.8%	33.6%	65.3%	84.9%	93.1%	95.6%
Patient left without, or before completing, treatment	32.4%	60.0%	76.7%	89.1%	98.2%	99.3%	99.6%	100%
Transferred to another hospital	1.0%	7.2%	16.2%	34.8%	62.1%	81.4%	90.0%	94.8%
All presentations	15.3%	39.8%	59.7%	76.2%	89.9%	95.4%	97.8%	98.7%

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

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

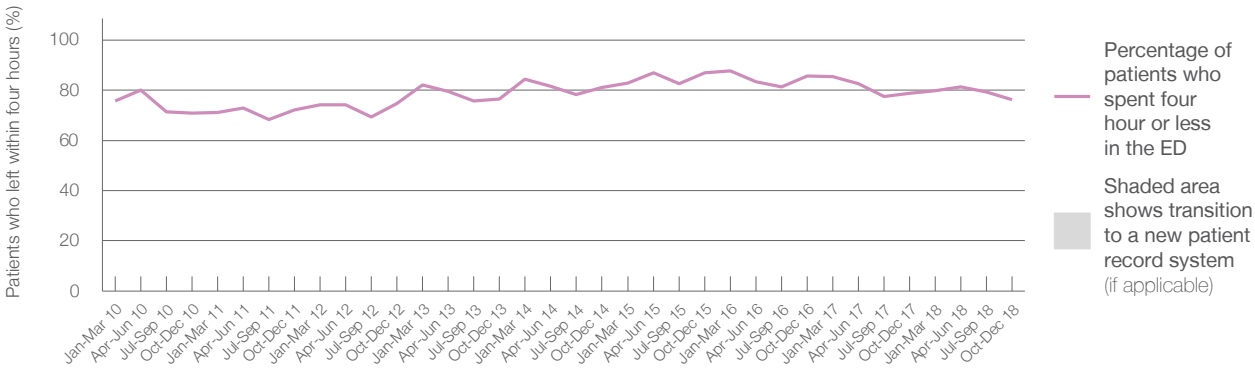
Bowral and District Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	5,043 patients	5,067	0%
Presentations used to calculate time to leaving the ED: [6]	5,043 patients	5,067	0%
Percentage of patients who spent four hours or less in the ED	76.2%	78.9%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	70.8%	72.2%	74.7%	76.5%	81.0%	87.0%	85.6%	78.9%	76.2%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Campbelltown Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	19,791 patients	17,912	10%
Emergency presentations:[2]	19,456 patients	17,745	10%

Campbelltown Hospital: Time patients waited to start treatment [3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,895 patients	1,861	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	21 minutes	20 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 8,345 patients	7,375	
Median time to start treatment[4]	14 minutes	16 minutes	20 minutes
90th percentile time to start treatment[5]	57 minutes	73 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 7,208 patients	6,389	
Median time to start treatment[4]	19 minutes	24 minutes	26 minutes
90th percentile time to start treatment[5]	88 minutes	114 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,886 patients	2,019	
Median time to start treatment[4]	18 minutes	25 minutes	23 minutes
90th percentile time to start treatment[5]	87 minutes	110 minutes	104 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	19,790 patients	17,912	10%
Percentage of patients who spent four hours or less in the ED	60%	60%	

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

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

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

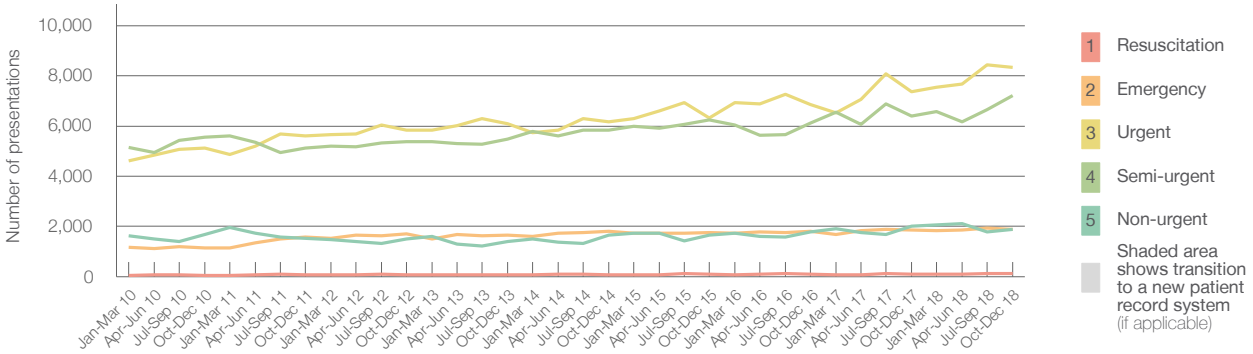
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Campbelltown Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	19,791 patients	17,912	10%
Emergency presentations[2] by triage category:	19,456 patients	17,745	10%
1 Resuscitation	122 (0.6%)	101	20.8%
2 Emergency	1,895 (9.7%)	1,861	1.8%
3 Urgent	8,345 (42.9%)	7,375	13.2%
4 Semi-urgent	7,208 (37.0%)	6,389	12.8%
5 Non-urgent	1,886 (9.7%)	2,019	-6.6%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	59	78	76	73	76	108	93	101	122
Emergency	1,145	1,565	1,703	1,662	1,806	1,761	1,798	1,861	1,895
Urgent	5,117	5,595	5,837	6,103	6,175	6,326	6,863	7,375	8,345
Semi-urgent	5,568	5,135	5,385	5,478	5,839	6,243	6,130	6,389	7,208
Non-urgent	1,670	1,529	1,509	1,396	1,656	1,665	1,777	2,019	1,886
All emergency presentations	13,559	13,902	14,510	14,712	15,552	16,103	16,661	17,745	19,456

Campbelltown Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	5,048 patients	4,041	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	28 minutes	23 minutes	5 minutes

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

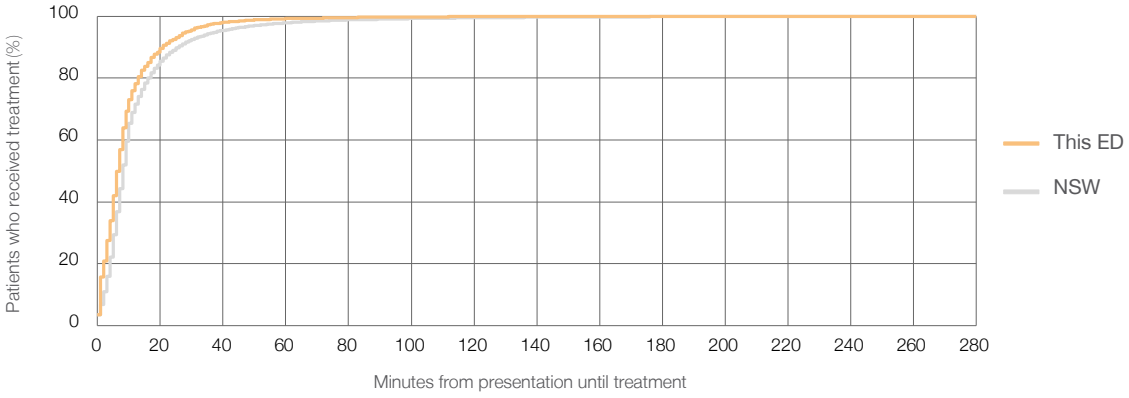
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

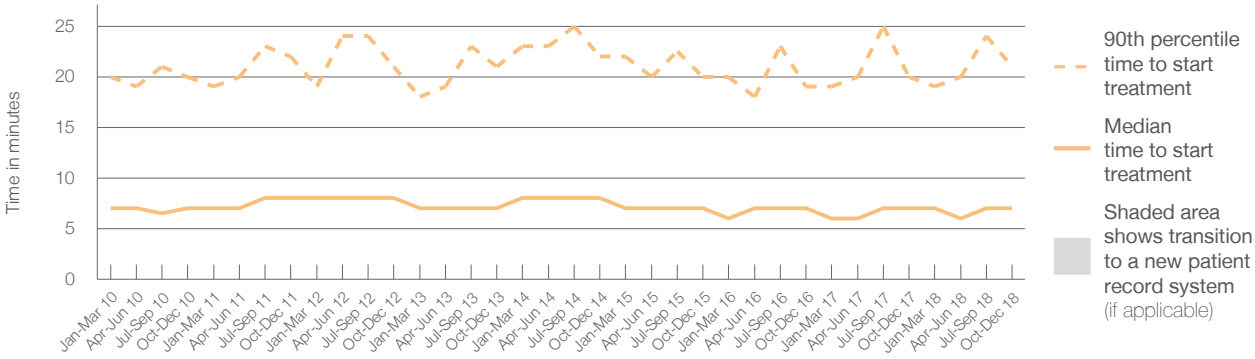
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,895	1,861	
Number of triage 2 patients used to calculate waiting time:[3]	1,891	1,860	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	21 minutes	20 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment[5] (minutes)	20	22	21	21	22	20	19	20	21

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

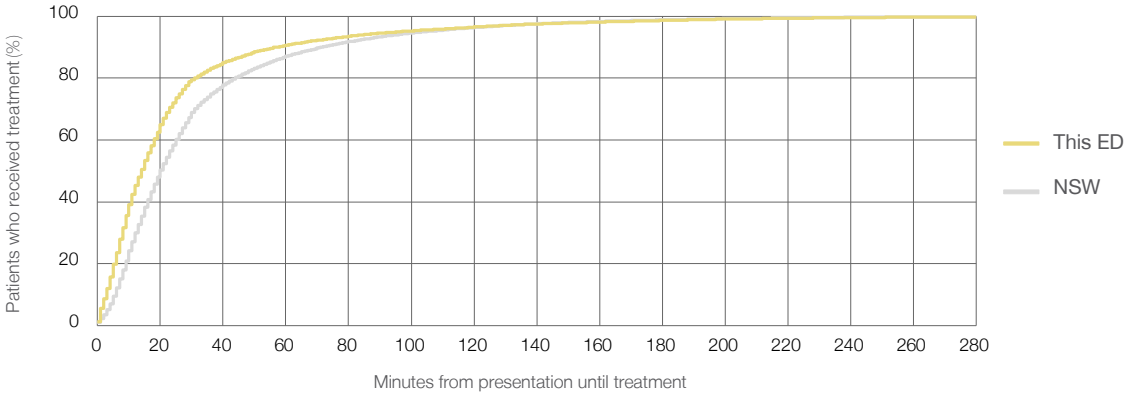
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

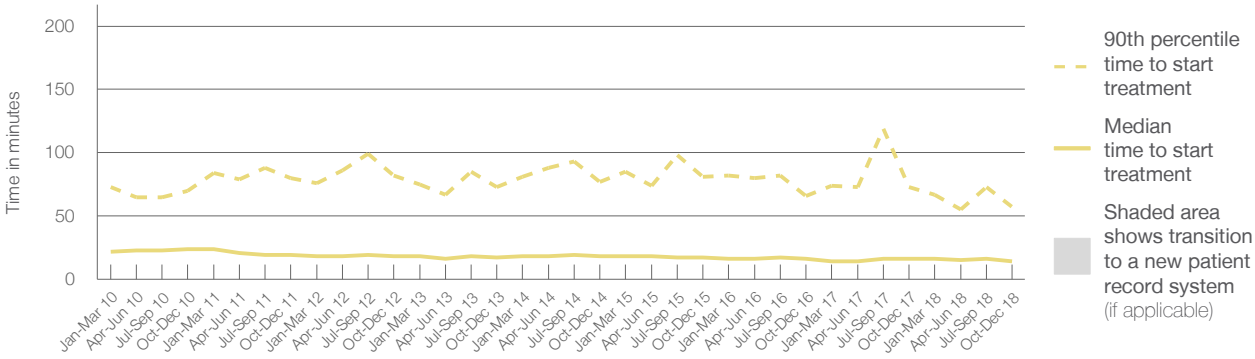
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	8,345	7,375	
Number of triage 3 patients used to calculate waiting time:[3]	8,184	7,205	
Median time to start treatment[4]	14 minutes	16 minutes	20 minutes
90th percentile time to start treatment[5]	57 minutes	73 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	24	19	18	17	18	17	16	16	14
90th percentile time to start treatment[5] (minutes)	70	80	82	73	77	81	66	73	57

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

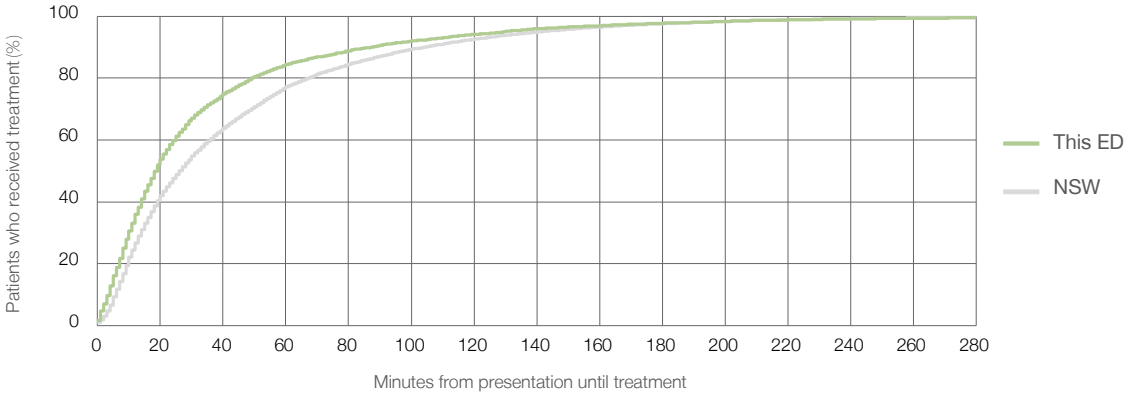
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

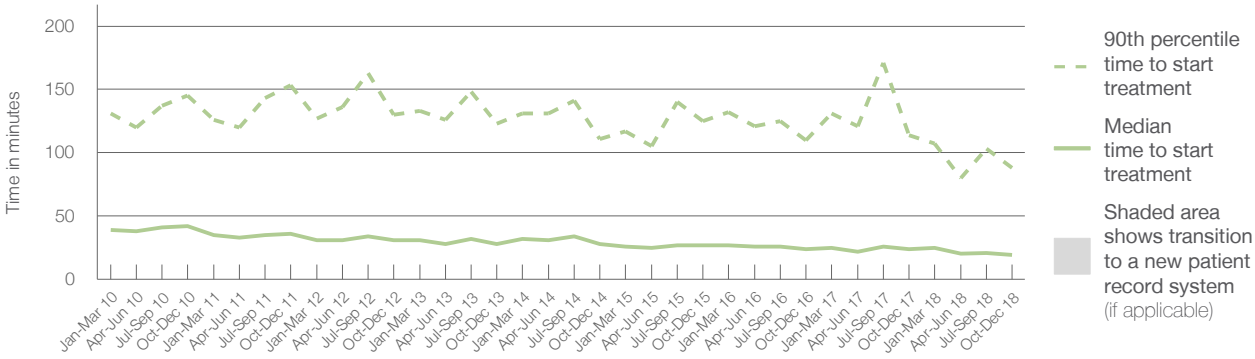
October to December 2018

	Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 7,208	6,389	
Number of triage 4 patients used to calculate waiting time: [3] 6,890	5,975	
Median time to start treatment [4] 19 minutes	24 minutes	26 minutes
90th percentile time to start treatment [5] 88 minutes	114 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	42	36	31	28	28	27	24	24	19
90th percentile time to start treatment [5] (minutes)	145	153	130	123	111	125	110	114	88

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

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

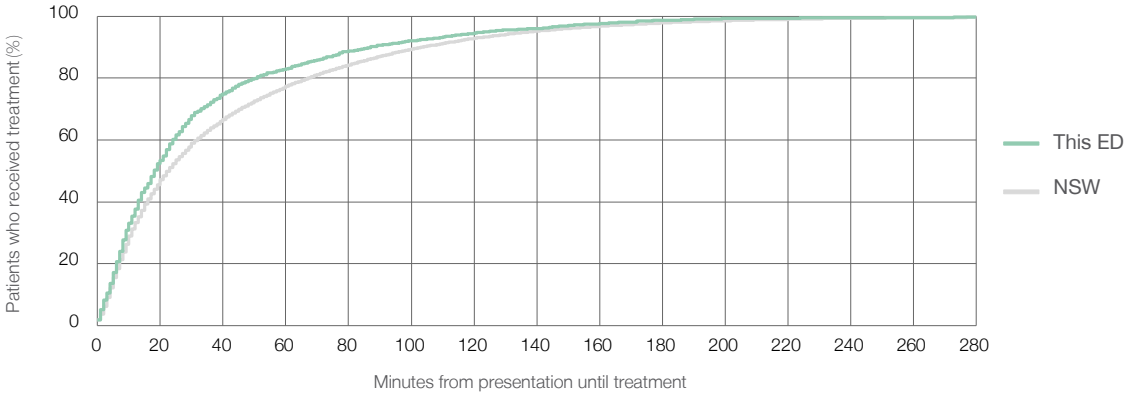
Campbelltown Hospital: Time patients waited to start treatment, triage 5

October to December 2018

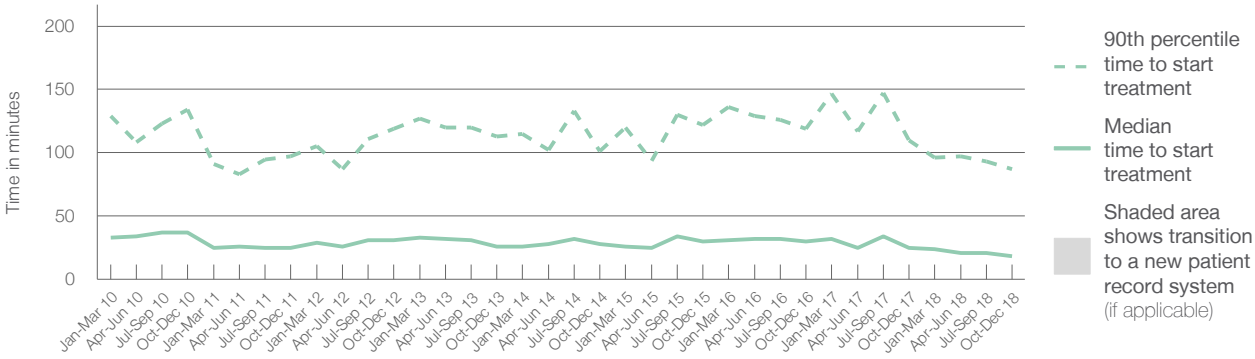
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,886	2,019	
Number of triage 5 patients used to calculate waiting time:[3]	1,683	1,759	
Median time to start treatment[4]	18 minutes	25 minutes	23 minutes
90th percentile time to start treatment[5]	87 minutes	110 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	37	25	31	26	28	30	30	25	18
90th percentile time to start treatment[5] (minutes)	134	97	119	113	101	122	119	110	87

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

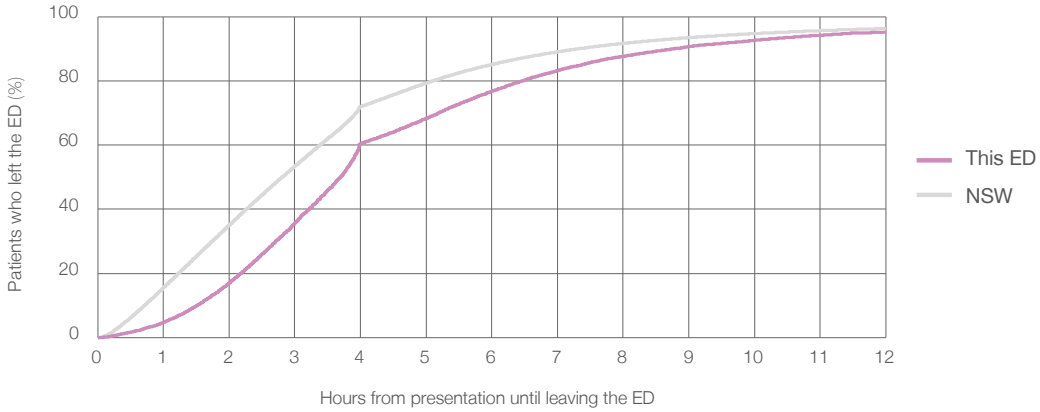
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients spent in the ED

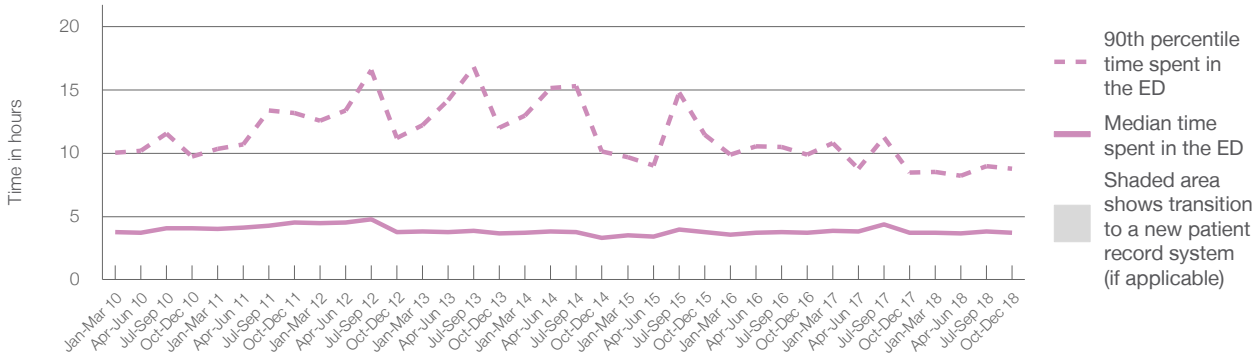
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 19,791 patients	17,912	
Presentations used to calculate time to leaving the ED:[6] 19,790 patients	17,912	
Median time spent in the ED [8] — 3 hours and 42 minutes	3 hours and 43 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] — 8 hours and 46 minutes	8 hours and 28 minutes	7 hours and 19 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m	3h 42m
90th percentile time spent in the ED [9] (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 59m	10h 9m	11h 27m	9h 52m	8h 28m	8h 46m

(†) 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.

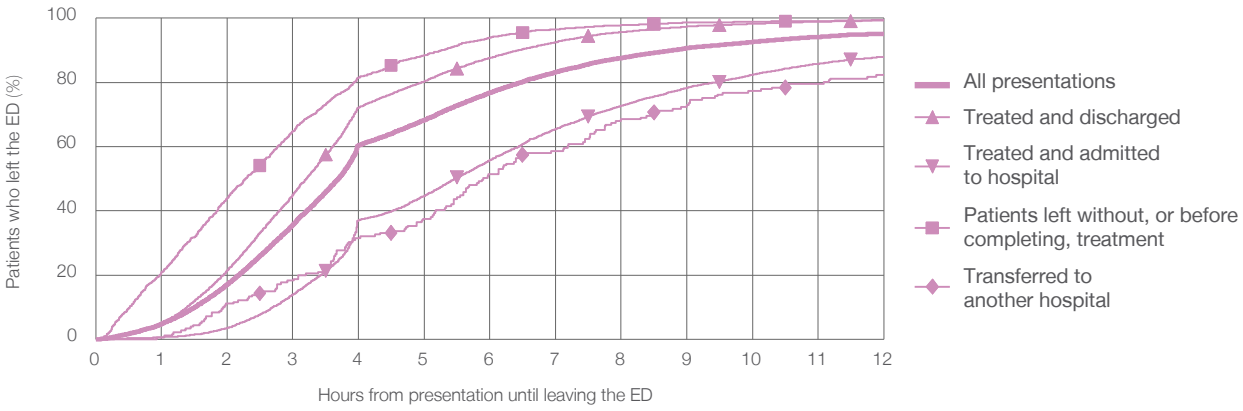
Campbelltown Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 19,791 patients

Presentations used to calculate time to leaving the ED:[6] 19,790 patients

		Same period last year	Change since one year ago
Treated and discharged	11,023 (55.7%)	9,289	18.7%
Treated and admitted to hospital	6,873 (34.7%)	6,864	0.1%
Patient left without, or before completing, treatment	1,705 (8.6%)	1,549	10.1%
Transferred to another hospital	181 (0.9%)	195	-7.2%
Other	9 (0%)	15	-40.0%
		17,912	10%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.9%	21.4%	45.0%	72.2%	87.7%	95.6%	98.3%	99.3%
Treated and admitted to hospital	0.6%	3.5%	13.9%	37.1%	55.8%	72.7%	82.4%	88.0%
Patient left without, or before completing, treatment	20.8%	44.0%	64.8%	81.5%	94.0%	97.8%	98.9%	99.5%
Transferred to another hospital	0.6%	11.0%	18.2%	31.5%	51.4%	68.5%	77.3%	82.3%
All presentations	4.8%	17.1%	35.7%	60.5%	76.8%	87.6%	92.6%	95.2%

(†) 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.

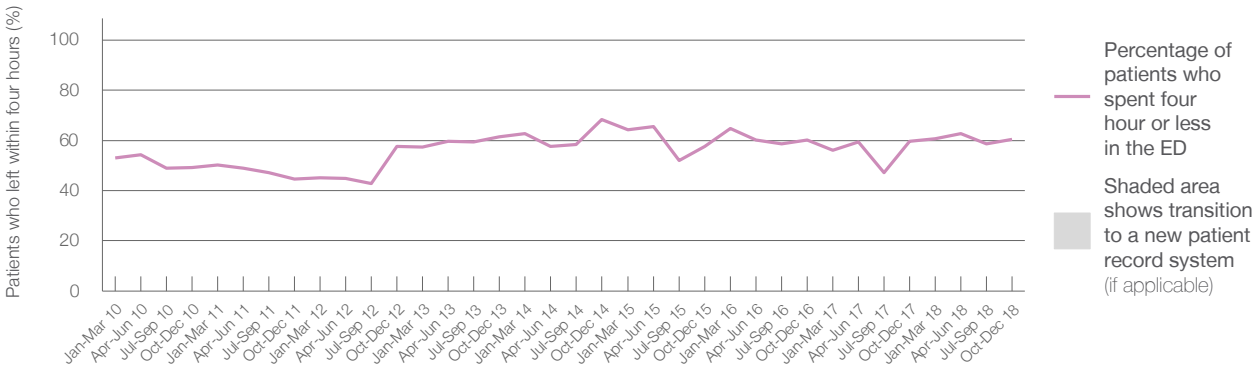
Campbelltown Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	19,791 patients	17,912	10%
Presentations used to calculate time to leaving the ED: [6]	19,790 patients	17,912	10%
Percentage of patients who spent four hours or less in the ED	60.5%	59.6%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	49.3%	44.6%	57.5%	61.4%	68.3%	57.7%	60.2%	59.6%	60.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Fairfield Hospital: Emergency department (ED) overview

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	9,158 patients	8,878	3%
Emergency presentations:[2]	9,133 patients	8,861	3%

Fairfield Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 941 patients	814	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	30 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,509 patients	3,238	
Median time to start treatment[4]	23 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	78 minutes	83 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,154 patients	4,029	
Median time to start treatment[4]	26 minutes	25 minutes	26 minutes
90th percentile time to start treatment[5]	131 minutes	148 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 512 patients	753	
Median time to start treatment[4]	23 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	131 minutes	142 minutes	104 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,158 patients	8,878	3%
Percentage of patients who spent four hours or less in the ED	75%	71%	

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

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

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

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

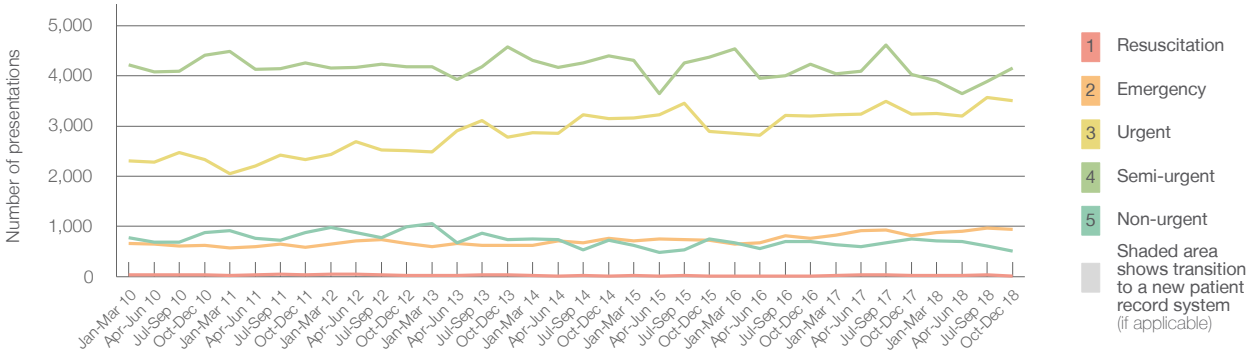
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Fairfield Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	9,158 patients	8,878	3%
Emergency presentations[2] by triage category:	9,133 patients	8,861	3%
1 Resuscitation	17 (0.2%)	27	-37.0%
2 Emergency	941 (10.3%)	814	15.6%
3 Urgent	3,509 (38.4%)	3,238	8.4%
4 Semi-urgent	4,154 (45.5%)	4,029	3.1%
5 Non-urgent	512 (5.6%)	753	-32.0%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	42	39	25	36	17	15	17	27	17
Emergency	622	591	658	627	764	727	759	814	941
Urgent	2,333	2,332	2,504	2,782	3,147	2,893	3,193	3,238	3,509
Semi-urgent	4,410	4,257	4,175	4,581	4,403	4,374	4,232	4,029	4,154
Non-urgent	878	876	997	741	723	756	704	753	512
All emergency presentations	8,285	8,095	8,359	8,767	9,054	8,765	8,905	8,861	9,133

Fairfield Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,845 patients	1,558	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	27 minutes	31 minutes	-4 minutes

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

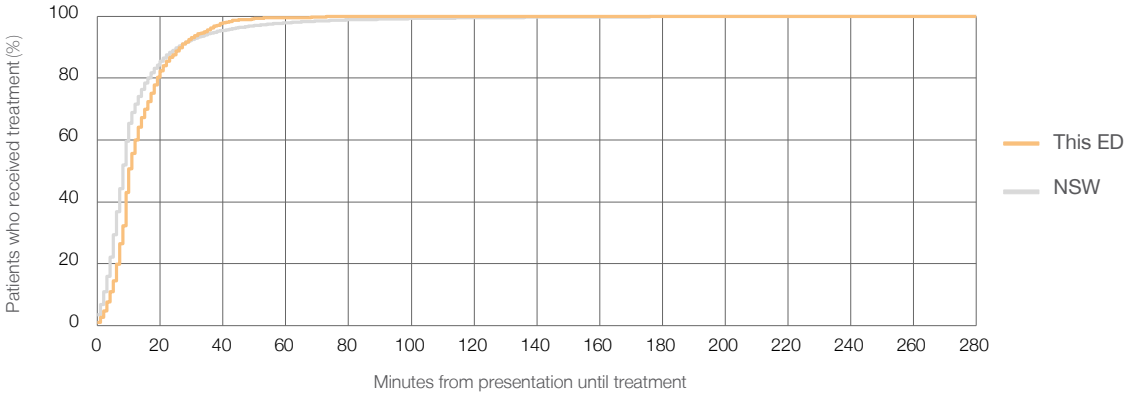
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

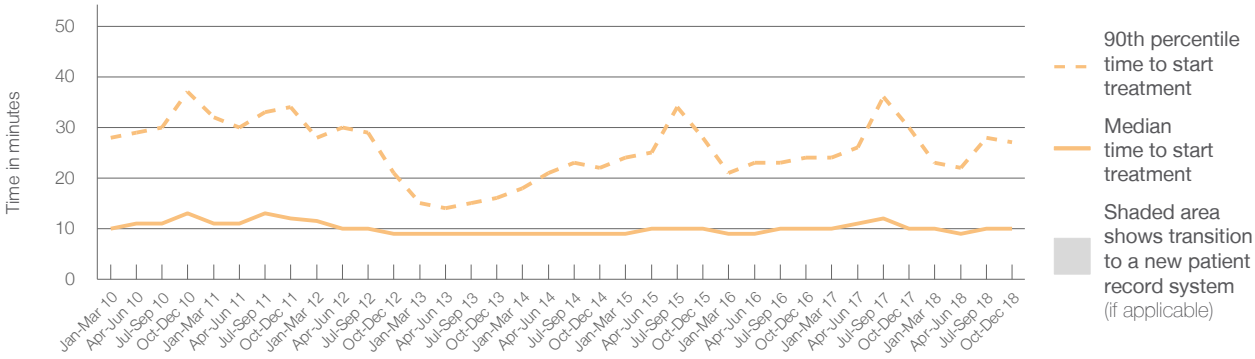
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 941	814	
Number of triage 2 patients used to calculate waiting time: [3] 936	812	
Median time to start treatment [4] 10 minutes	10 minutes	8 minutes
90th percentile time to start treatment [5] 27 minutes	30 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	13	12	9	9	9	10	10	10	10
90th percentile time to start treatment [5] (minutes)	37	34	21	16	22	28	24	30	27

(†) 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.

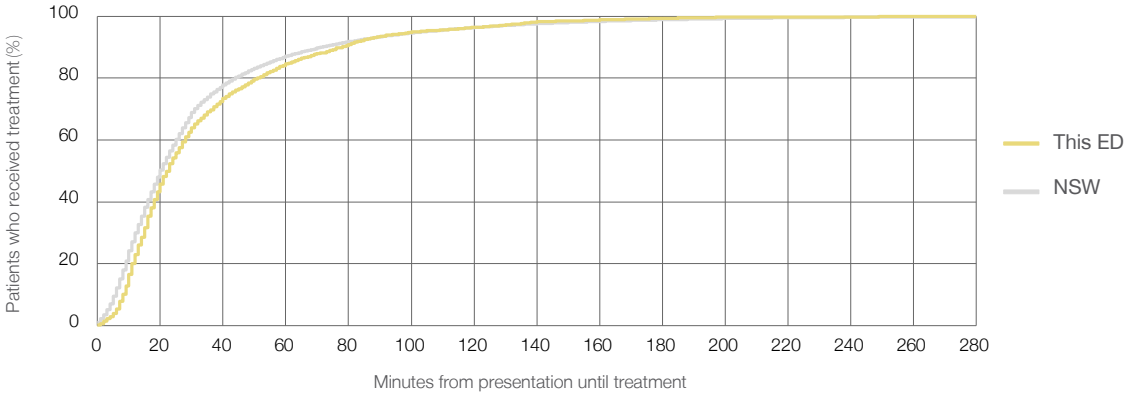
Fairfield Hospital: Time patients waited to start treatment, triage 3

October to December 2018

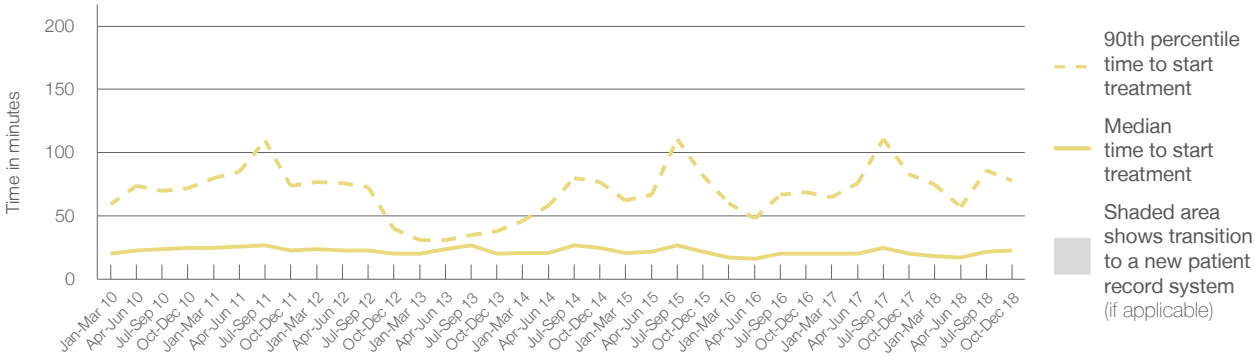
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

	Same period last year	NSW (this period)
Number of triage 3 patients: 3,509	3,238	
Number of triage 3 patients used to calculate waiting time:[3] 3,423	3,123	
Median time to start treatment[4] 23 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5] 78 minutes	83 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	25	23	20	20	25	22	20	20	23
90th percentile time to start treatment[5] (minutes)	72	74	40	38	77	82	69	83	78

(†) 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.

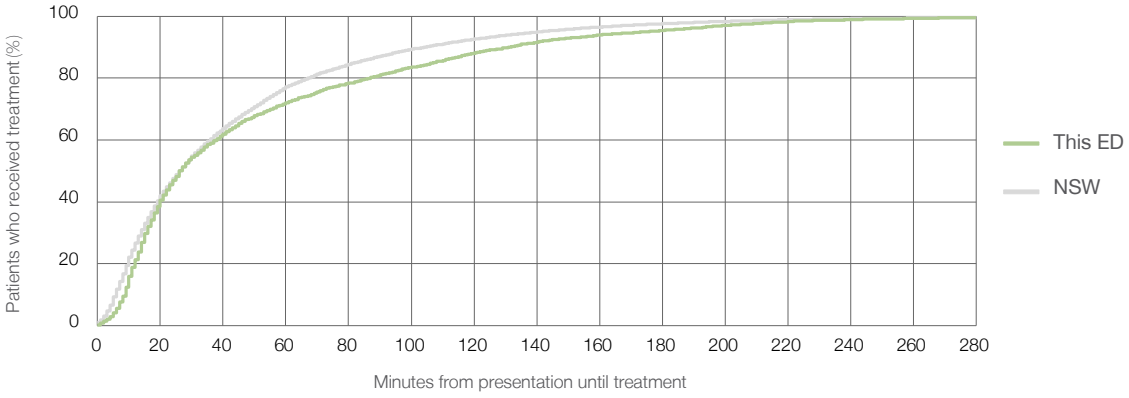
Fairfield Hospital: Time patients waited to start treatment, triage 4

October to December 2018

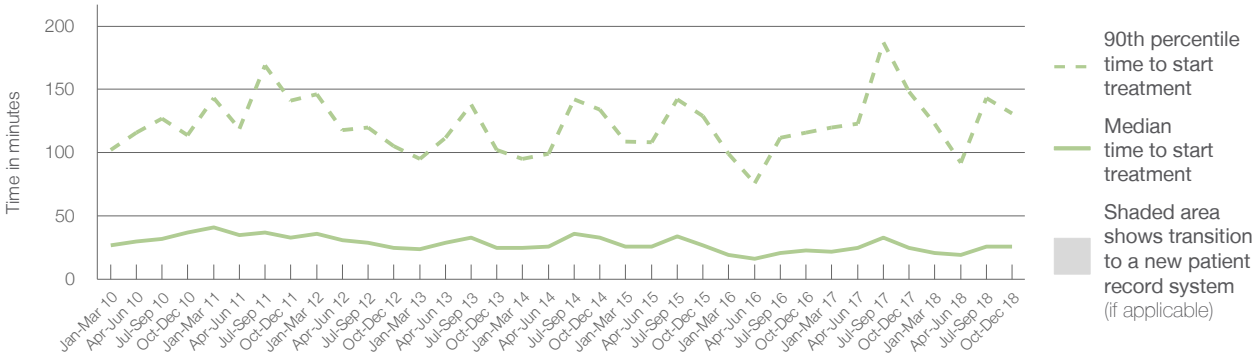
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,154	4,029	
Number of triage 4 patients used to calculate waiting time:[3]	3,722	3,483	
Median time to start treatment[4]	26 minutes	25 minutes	26 minutes
90th percentile time to start treatment[5]	131 minutes	148 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	37	33	25	25	33	27	23	25	26
90th percentile time to start treatment[5] (minutes)	114	141	105	102	134	129	116	148	131

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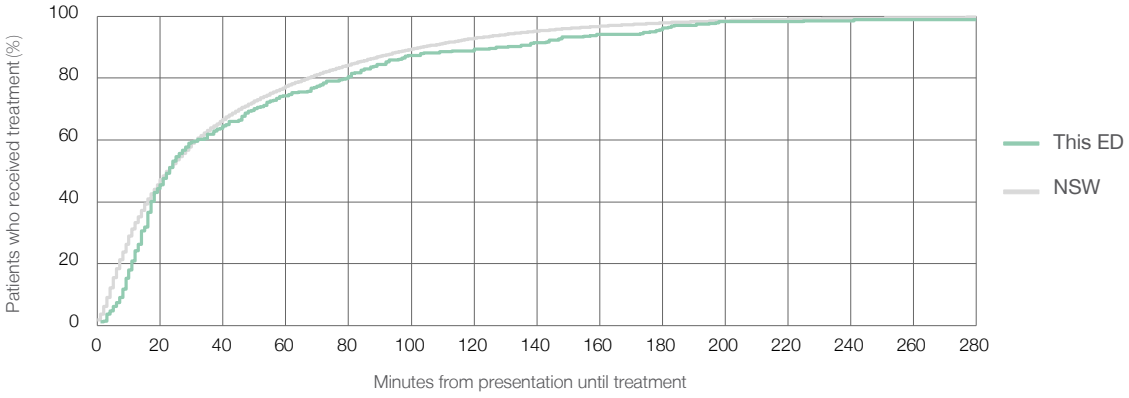
Fairfield Hospital: Time patients waited to start treatment, triage 5

October to December 2018

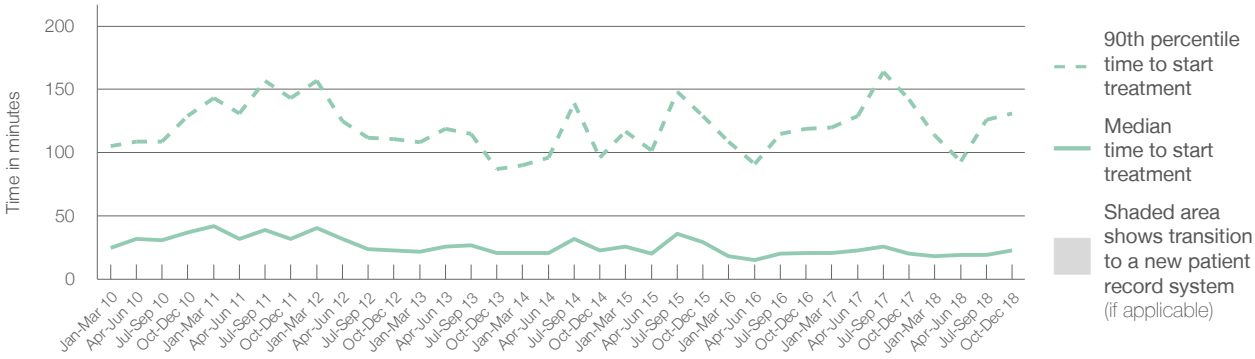
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	512	753	
Number of triage 5 patients used to calculate waiting time:[3]	339	532	
Median time to start treatment[4]	23 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	131 minutes	142 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	37	32	23	21	23	30	21	20	23
90th percentile time to start treatment[5] (minutes)	129	143	111	87	96	129	119	142	131

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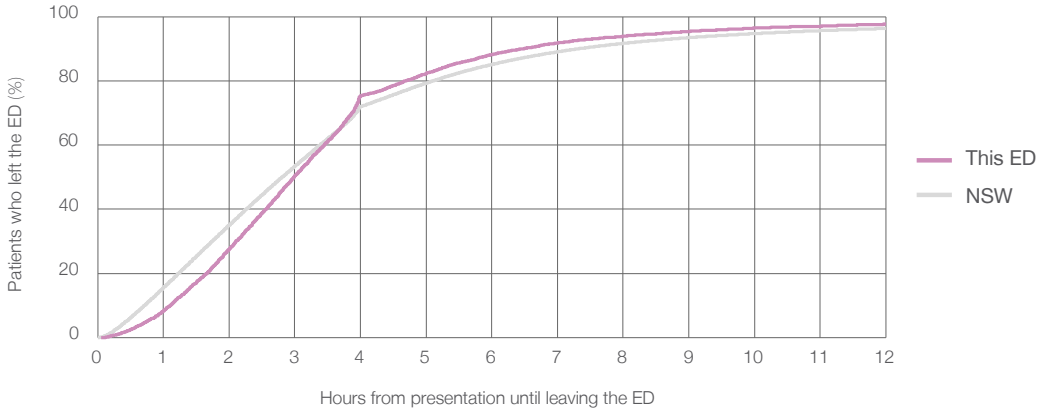
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time patients spent in the ED

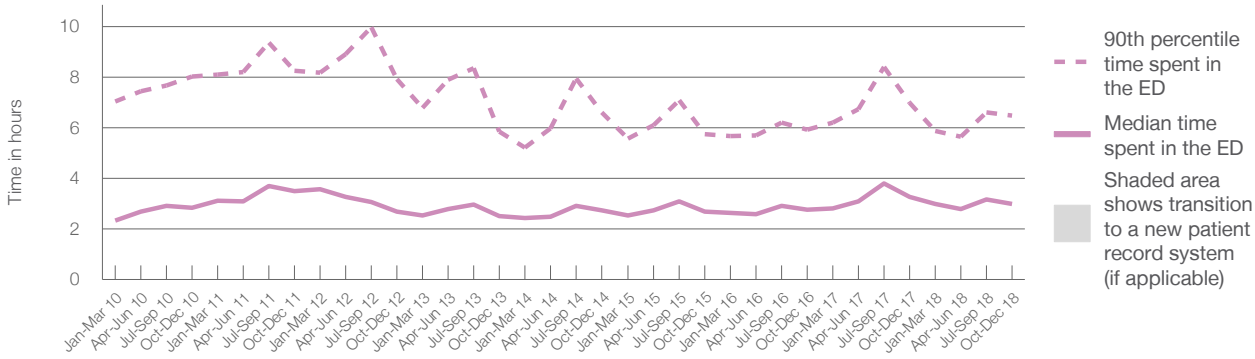
October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 9,158 patients	8,878	
Presentations used to calculate time to leaving the ED:[6] 9,158 patients	8,878	
Median time spent in the ED [8] — 2 hours and 60 minutes	3 hours and 17 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] — 6 hours and 29 minutes	6 hours and 59 minutes	7 hours and 19 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	2h 50m	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m	3h 17m	2h 60m
90th percentile time spent in the ED [9] (hours, minutes)	8h 2m	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m	6h 59m	6h 29m

(†) 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.

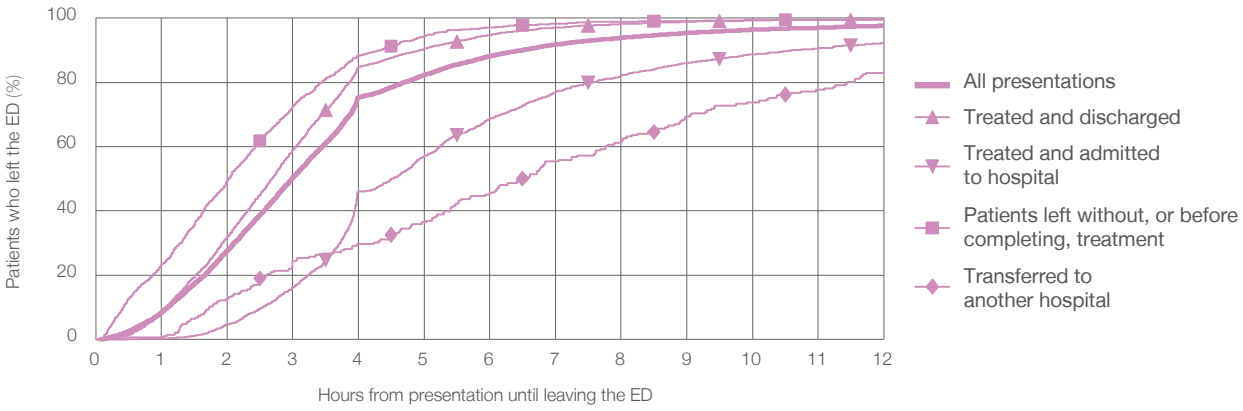
Fairfield Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 9,158 patients

Presentations used to calculate time to leaving the ED: [6] 9,158 patients

		Same period last year	Change since one year ago
		8,878	3%
Treated and discharged	5,861 (64.0%)	5,250	11.6%
Treated and admitted to hospital	2,023 (22.1%)	2,156	-6.2%
Patient left without, or before completing, treatment	1,000 (10.9%)	1,211	-17.4%
Transferred to another hospital	206 (2.2%)	184	12.0%
Other	68 (0.7%)	77	-11.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.4%	31.8%	58.9%	84.7%	94.8%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.1%	4.6%	16.1%	46.0%	68.8%	82.1%	88.8%	92.3%
Patient left without, or before completing, treatment	23.3%	49.4%	72.6%	88.3%	97.1%	99.0%	99.5%	99.5%
Transferred to another hospital	0.5%	12.6%	24.3%	29.6%	45.6%	61.7%	73.8%	83.0%
All presentations	8.4%	27.7%	50.4%	75.4%	88.2%	93.9%	96.5%	97.6%

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

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

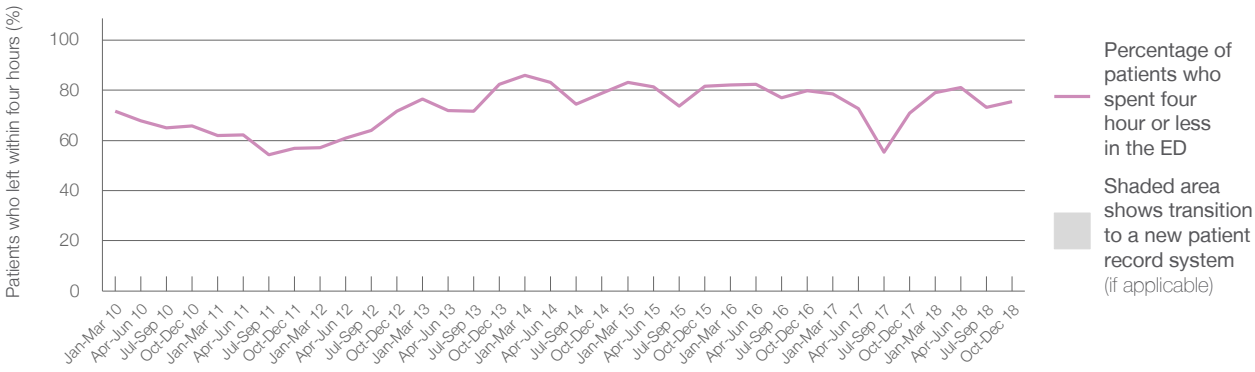
Fairfield Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	9,158 patients	8,878	3%
Presentations used to calculate time to leaving the ED: [6]	9,158 patients	8,878	3%
Percentage of patients who spent four hours or less in the ED	75.4%	70.9%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	65.8%	56.9%	71.5%	82.3%	78.8%	81.6%	79.7%	70.9%	75.4%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

Liverpool Hospital: Emergency department (ED) overview

October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 23,280 patients	21,967	6%
Emergency presentations:[2] 23,207 patients	21,861	6%

Liverpool Hospital: Time patients waited to start treatment[3]

October to December 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 4,779 patients	4,088	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	30 minutes	22 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 11,776 patients	11,005	
Median time to start treatment[4]	15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	59 minutes	45 minutes	72 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,964 patients	5,287	
Median time to start treatment[4]	18 minutes	17 minutes	26 minutes
90th percentile time to start treatment[5]	76 minutes	58 minutes	104 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,432 patients	1,280	
Median time to start treatment[4]	16 minutes	14 minutes	23 minutes
90th percentile time to start treatment[5]	74 minutes	55 minutes	104 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 23,280 patients		21,966	6%
Percentage of patients who spent four hours or less in the ED	49%	60%	

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

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

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

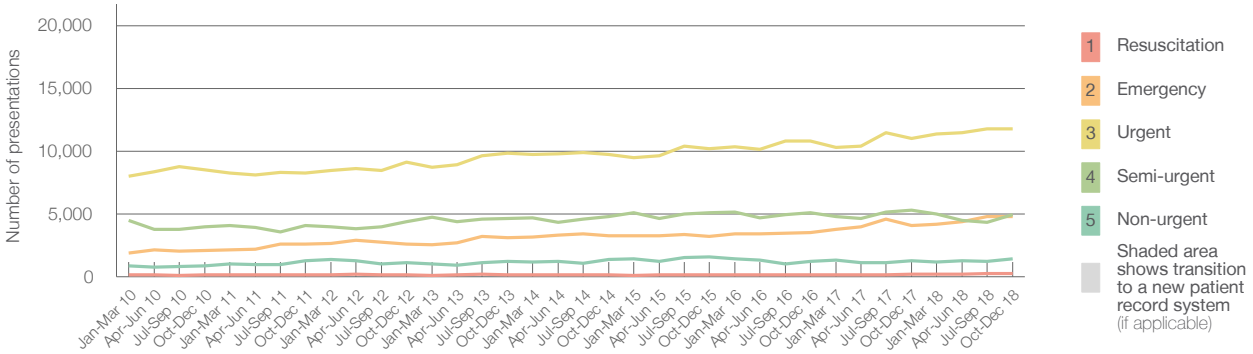
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Liverpool Hospital: Patients presenting to the emergency department

October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	23,280 patients	21,967	6%
Emergency presentations[2] by triage category:	23,207 patients	21,861	6%
1 Resuscitation	256 (1.1%)	201	27.4%
2 Emergency	4,779 (20.6%)	4,088	16.9%
3 Urgent	11,776 (50.7%)	11,005	7.0%
4 Semi-urgent	4,964 (21.4%)	5,287	-6.1%
5 Non-urgent	1,432 (6.2%)	1,280	11.9%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	132	150	155	133	162	147	164	201	256
Emergency	2,075	2,591	2,593	3,091	3,274	3,203	3,527	4,088	4,779
Urgent	8,533	8,269	9,133	9,818	9,746	10,184	10,813	11,005	11,776
Semi-urgent	3,996	4,095	4,388	4,638	4,805	5,106	5,092	5,287	4,964
Non-urgent	853	1,254	1,103	1,193	1,385	1,598	1,203	1,280	1,432
All emergency presentations	15,589	16,359	17,372	18,873	19,372	20,238	20,799	21,861	23,207

Liverpool Hospital: Patients arriving by ambulance

October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	7,128 patients	6,334	
ED Transfer of care time			
Median time	14 minutes	13 minutes	1 minute
90th percentile time	54 minutes	35 minutes	19 minutes

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

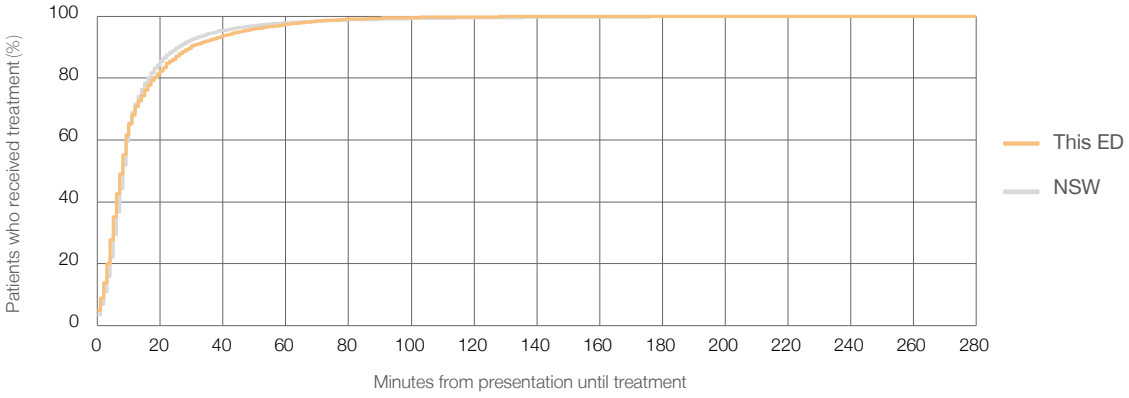
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

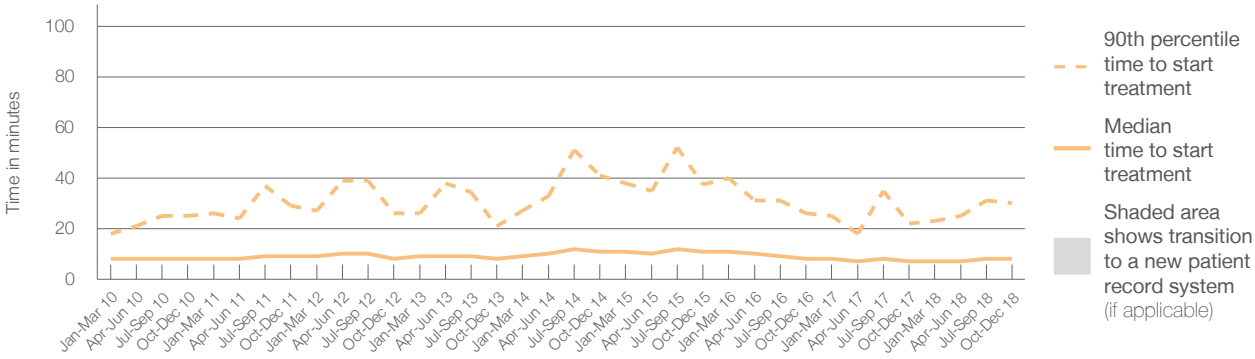
October to December 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 4,779	4,088	
Number of triage 2 patients used to calculate waiting time:[3] 4,739	4,072	
Median time to start treatment[4] 8 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5] 30 minutes	22 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	8	9	8	8	11	11	8	7	8
90th percentile time to start treatment[5] (minutes)	25	29	26	21	41	38	26	22	30

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

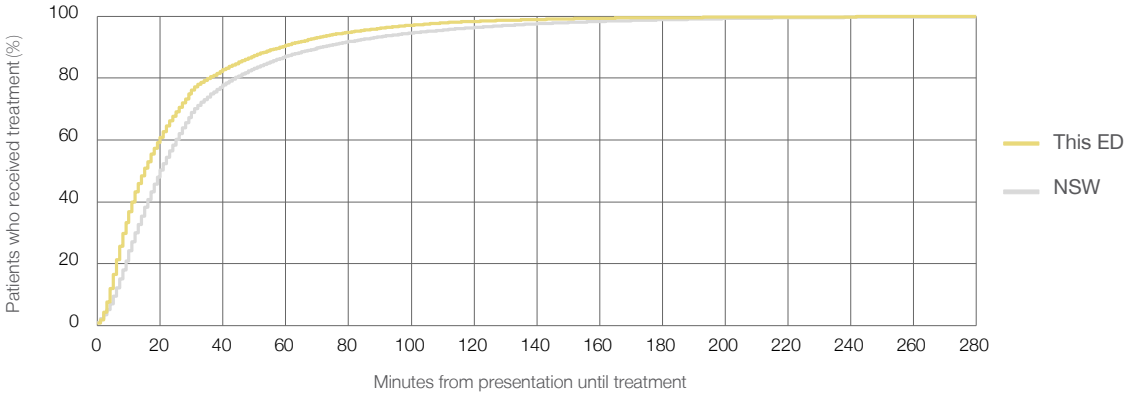
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

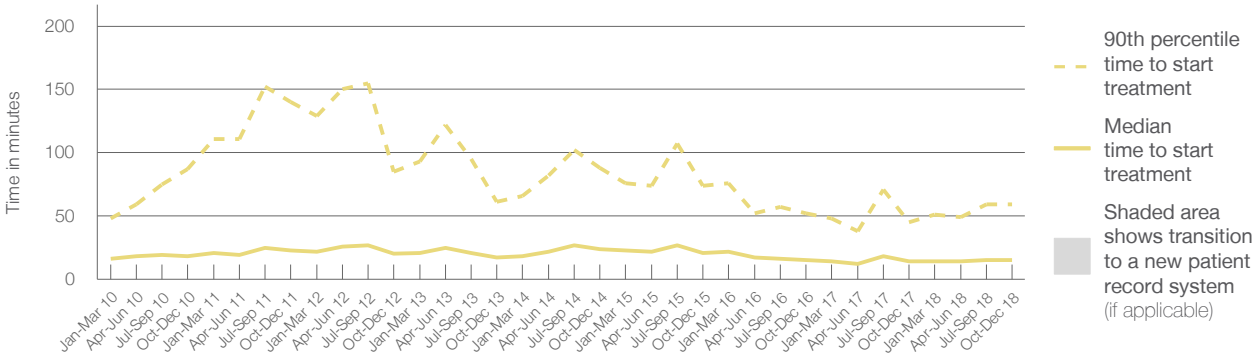
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 11,776	11,005	
Number of triage 3 patients used to calculate waiting time:[3] 11,325	10,746	
Median time to start treatment[4] 15 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5] 59 minutes	45 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	18	23	20	17	24	21	15	14	15
90th percentile time to start treatment[5] (minutes)	87	140	85	61	88	74	52	45	59

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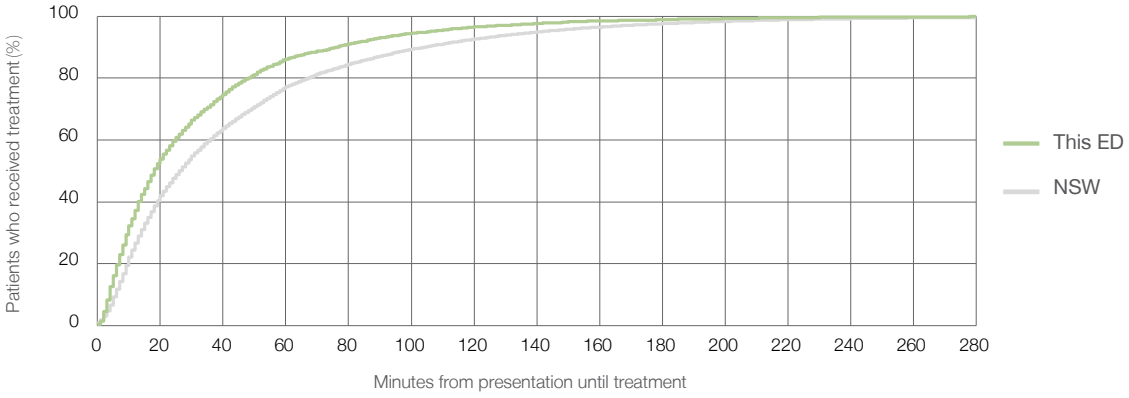
Liverpool Hospital: Time patients waited to start treatment, triage 4

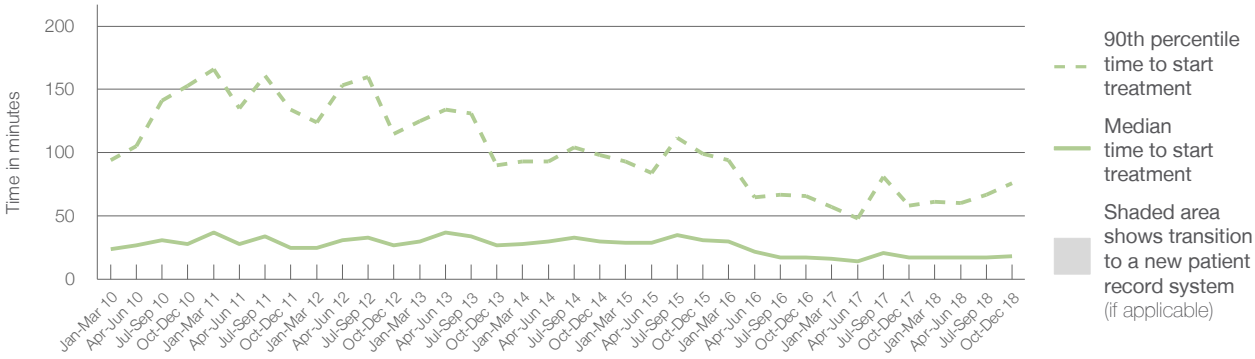
October to December 2018

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,964	5,287	
Number of triage 4 patients used to calculate waiting time: [3]	4,459	4,885	
Median time to start treatment [4]	18 minutes	17 minutes	26 minutes
90th percentile time to start treatment [5]	76 minutes	58 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	28	25	27	27	30	31	17	17	18
90th percentile time to start treatment [5] (minutes)	153	134	115	90	98	99	66	58	76

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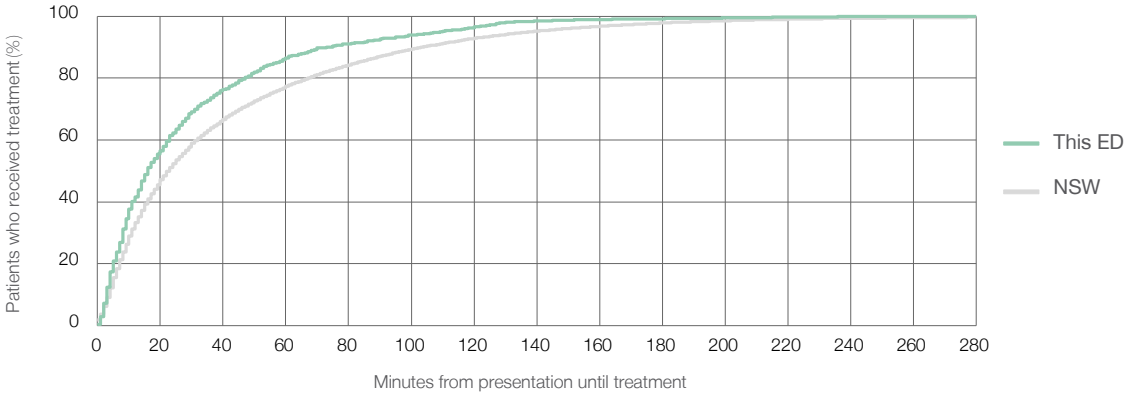
Liverpool Hospital: Time patients waited to start treatment, triage 5

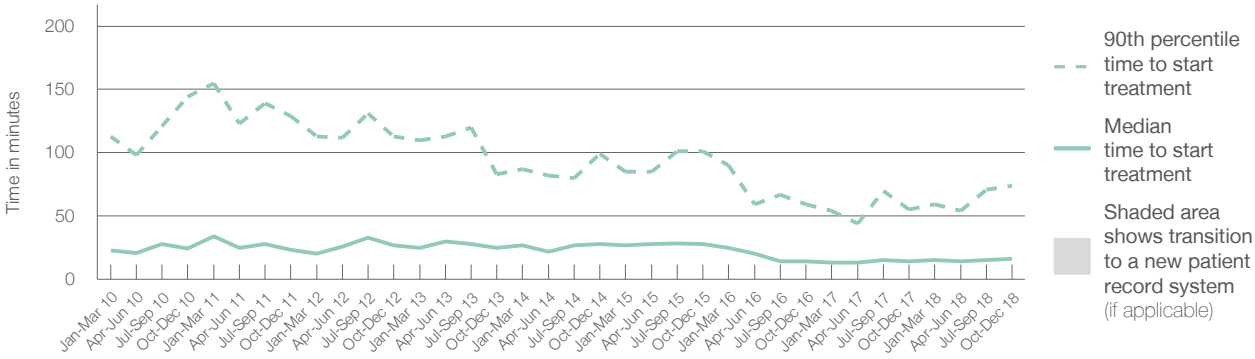
October to December 2018

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 1,432	1,280	
Number of triage 5 patients used to calculate waiting time:[3] 1,126	1,042	
Median time to start treatment[4] 16 minutes	14 minutes	23 minutes
90th percentile time to start treatment[5] 74 minutes	55 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	25	24	27	25	28	28	14	14	16
90th percentile time to start treatment[5] (minutes)	144	129	113	83	99	101	59	55	74

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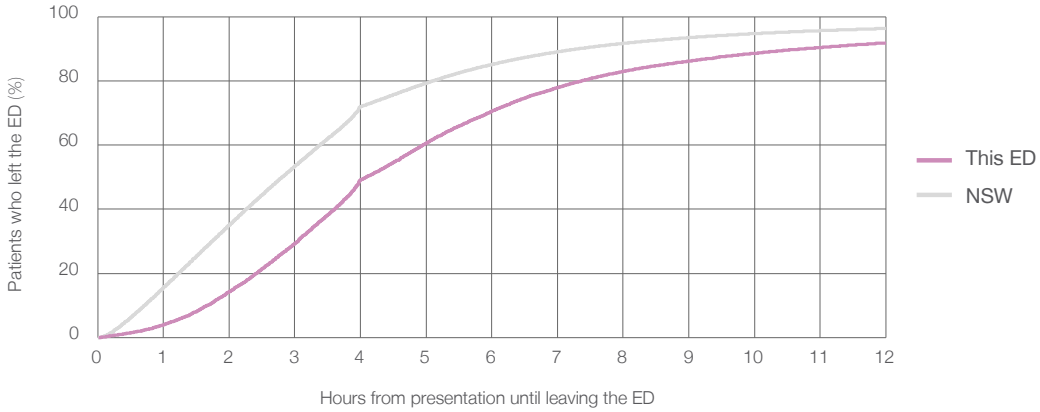
Liverpool Hospital: Time patients spent in the ED

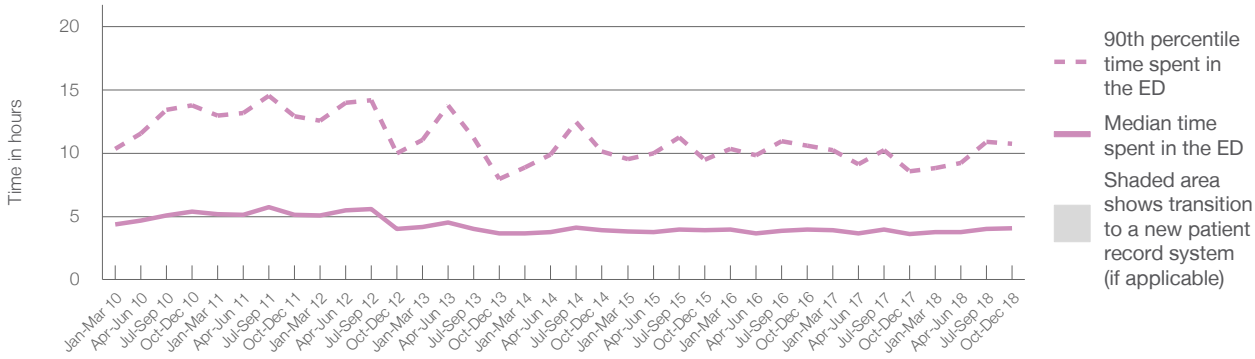
October to December 2018

		Same period last year	NSW (this period)
All presentations:[1]	23,280 patients	21,967	
Presentations used to calculate time to leaving the ED:[6]	23,280 patients	21,966	
Median time spent in the ED[8]	4 hours and 5 minutes	3 hours and 38 minutes	2 hours and 49 minutes
90th percentile time spent in the ED[9]	10 hours and 45 minutes	8 hours and 34 minutes	7 hours and 19 minutes

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



Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED[8] (hours, minutes)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m	4h 5m
90th percentile time spent in the ED[9] (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m	10h 45m

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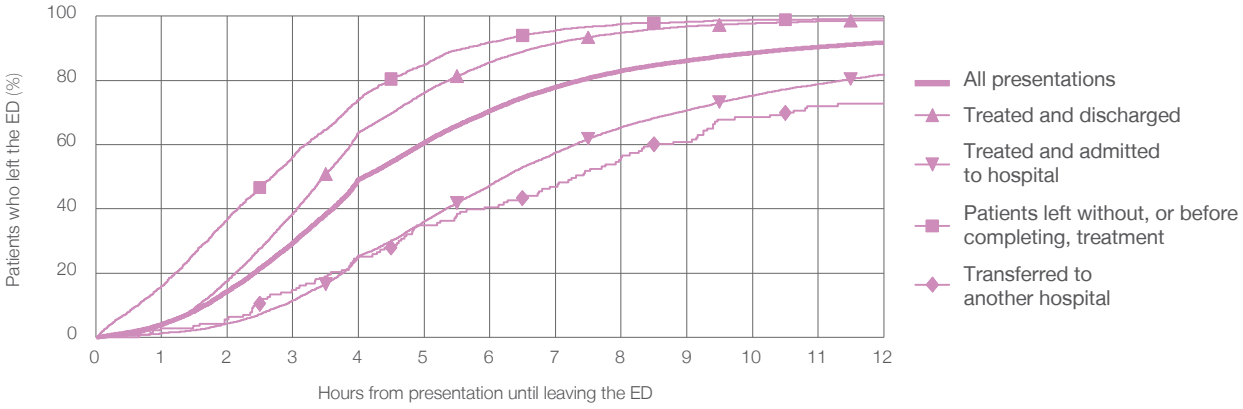
Liverpool Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:[1] 23,280 patients

Presentations used to calculate time to leaving the ED:[6] 23,280 patients

		Same period last year	Change since one year ago
Treated and discharged	11,294 (48.5%)	11,027	2.4%
Treated and admitted to hospital	9,422 (40.5%)	9,074	3.8%
Patient left without, or before completing, treatment	2,300 (9.9%)	1,589	44.7%
Transferred to another hospital	143 (0.6%)	120	19.2%
Other	121 (0.5%)	157	-22.9%
All presentations	23,280	21,966	6%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	17.6%	38.6%	63.8%	85.7%	94.9%	97.8%	98.8%
Treated and admitted to hospital	1.2%	4.3%	11.5%	25.4%	47.4%	65.4%	75.3%	81.9%
Patient left without, or before completing, treatment	15.9%	36.9%	56.3%	74.0%	92.0%	97.6%	98.8%	99.2%
Transferred to another hospital	2.8%	5.6%	14.7%	25.2%	40.6%	55.9%	68.5%	72.7%
All presentations	4.0%	14.3%	29.4%	49.2%	70.6%	83.0%	88.6%	91.8%

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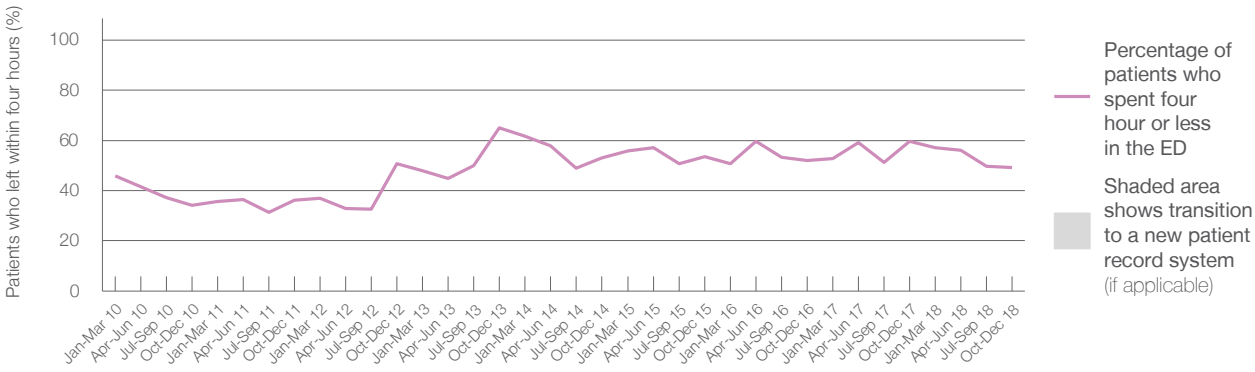
Liverpool Hospital: Time spent in the ED

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

October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	23,280 patients	21,967	6%
Presentations used to calculate time to leaving the ED: [6]	23,280 patients	21,966	6%
Percentage of patients who spent four hours or less in the ED	49.2%	59.5%	

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	34.2%	36.2%	50.7%	65.0%	53.1%	53.5%	51.9%	59.5%	49.2%

* 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.*

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2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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