

## Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Ungrouped acute – tertiary referral hospitals  
(A3) peer group

**July to September 2016**

## Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2016



All presentations:<sup>1</sup> 9,068 patients  
 Emergency presentations:<sup>2</sup> 9,027 patients

Same period last year	Change since one year ago
8,620	5.2%
8,520	6.0%



## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,221 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 95th percentile time to start treatment<sup>5</sup>  38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,474 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 95th percentile time to start treatment<sup>5</sup>  71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,267 patients

Median time to start treatment<sup>4</sup>  26 minutes  
 95th percentile time to start treatment<sup>5</sup>  118 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,007 patients

Median time to start treatment<sup>4</sup>  24 minutes  
 95th percentile time to start treatment<sup>5</sup>  128 minutes

Same period last year	NSW (this period)
1,223	
10 minutes	8 minutes
50 minutes	41 minutes
2,245	
22 minutes	21 minutes
87 minutes	103 minutes
4,093	
28 minutes	27 minutes
130 minutes	139 minutes
906	
29 minutes	24 minutes
153 minutes	138 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,068 patients

Percentage of patients who spent four hours or less in the ED  72.8%

Same period last year	Change since one year ago
8,620	5.2%
70.3%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

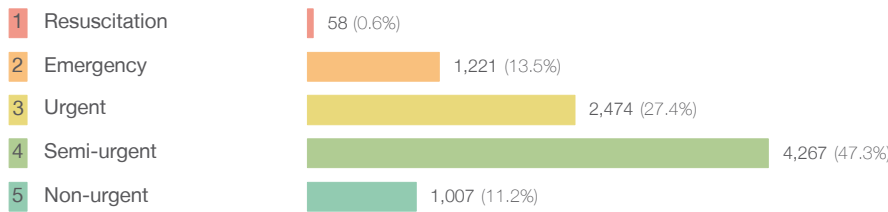
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2016

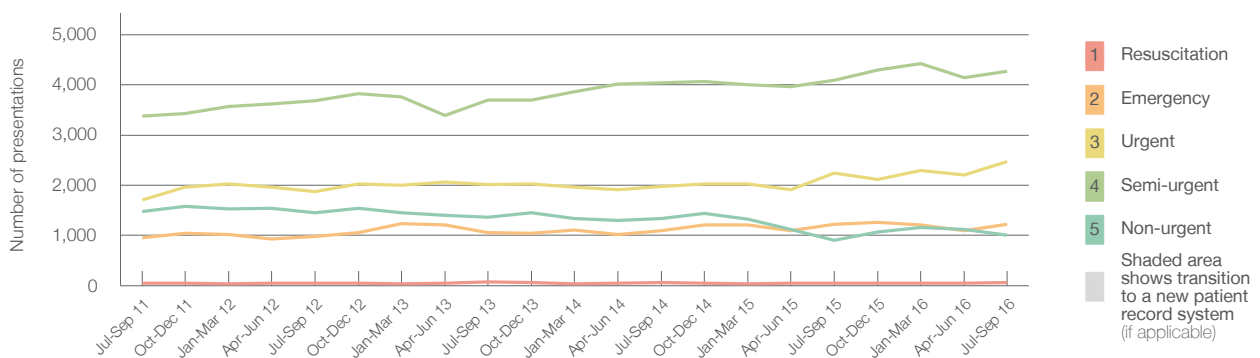
All presentations:<sup>1</sup> 9,068 patients

Emergency presentations<sup>2</sup> by triage category: 9,027 patients



	Same period last year	Change since one year ago
All presentations	8,620	5.2%
Emergency presentations	8,520	6.0%
Resuscitation	53	9.4%
Emergency	1,223	-0.2%
Urgent	2,245	10.2%
Semi-urgent	4,093	4.3%
Non-urgent	906	11.1%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	53	53	70	58	53	58
Emergency	956	982	1,056	1,089	1,223	1,221
Urgent	1,712	1,871	2,016	1,977	2,245	2,474
Semi-urgent	3,377	3,683	3,701	4,045	4,093	4,267
Non-urgent	1,482	1,450	1,366	1,341	906	1,007
All emergency presentations	7,580	8,039	8,209	8,510	8,520	9,027

## Calvary Mater Newcastle: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,811 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals	2,352	
Median time	7 minutes	-3 minutes
95th percentile time	62 minutes	-23 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.

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,221

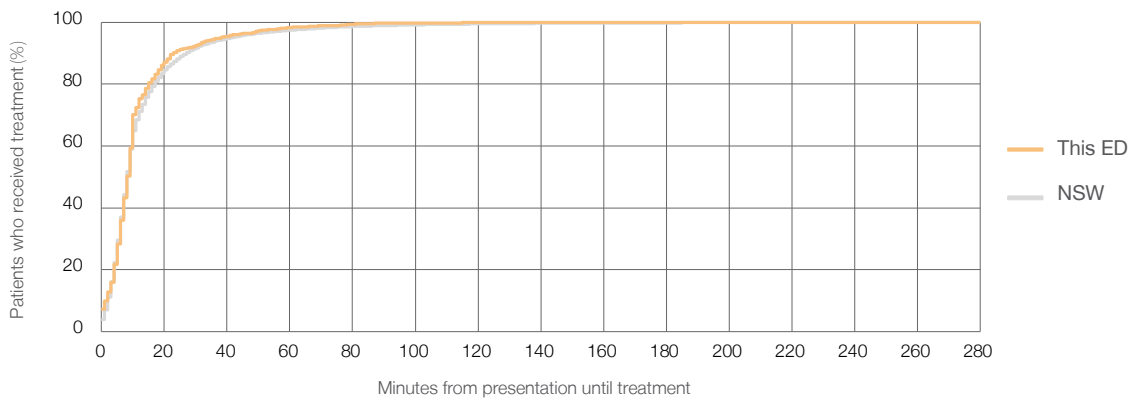
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 951

Median time to start treatment<sup>4</sup>  8 minutes

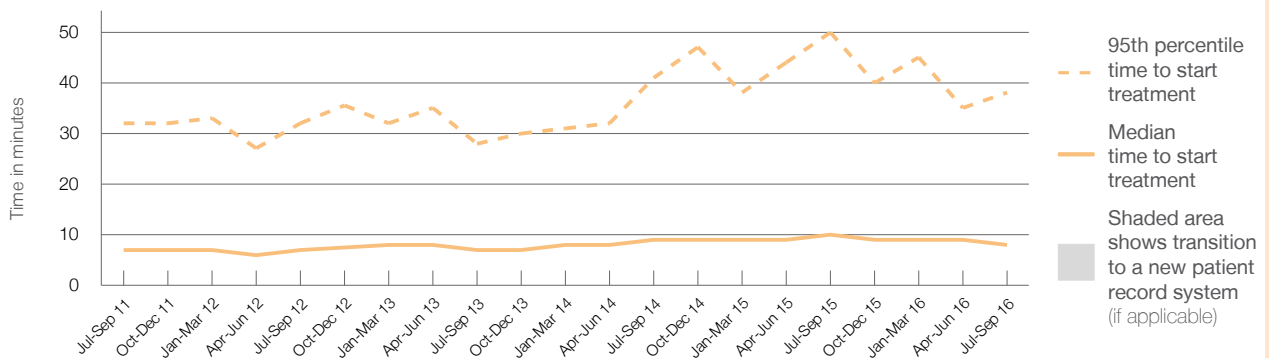
95th percentile time to start treatment<sup>5</sup>  38 minutes

Same period last year	NSW (this period)
1,223	970
10 minutes	8 minutes
50 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	9	10	8
95th percentile time to start treatment <sup>5</sup> (minutes)	32	32	28	41	50	38

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

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 2,474

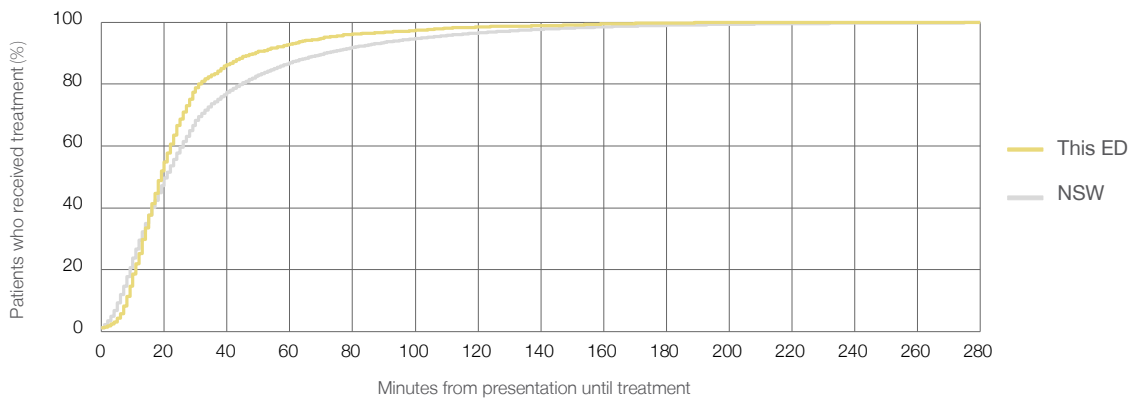
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,143

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

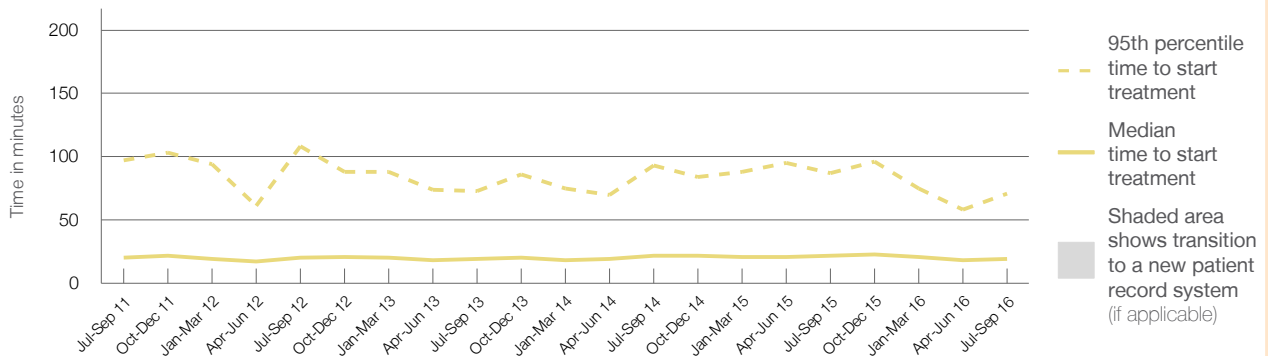
95th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
2,245	1,996
22 minutes	21 minutes
87 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	20	20	19	22	22	19
95th percentile time to start treatment <sup>5</sup> (minutes)	97	108	73	93	87	71

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,267

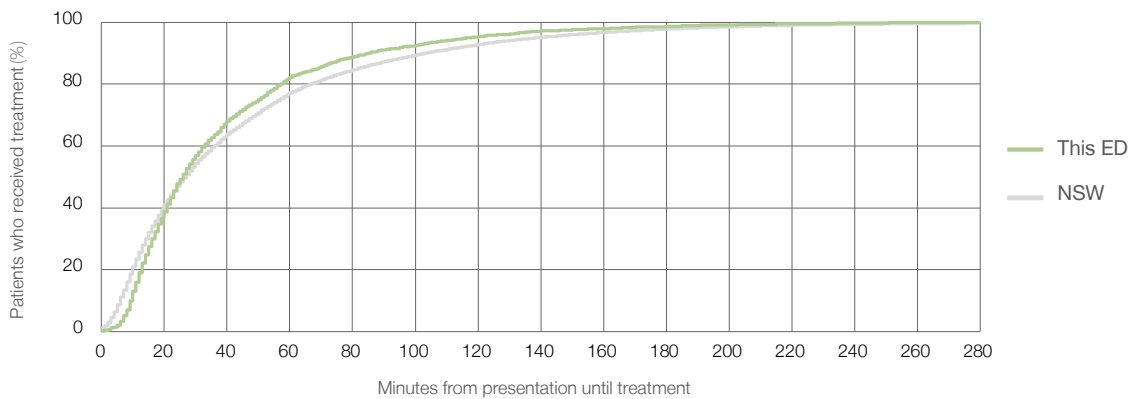
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,846

Median time to start treatment<sup>4</sup>  26 minutes

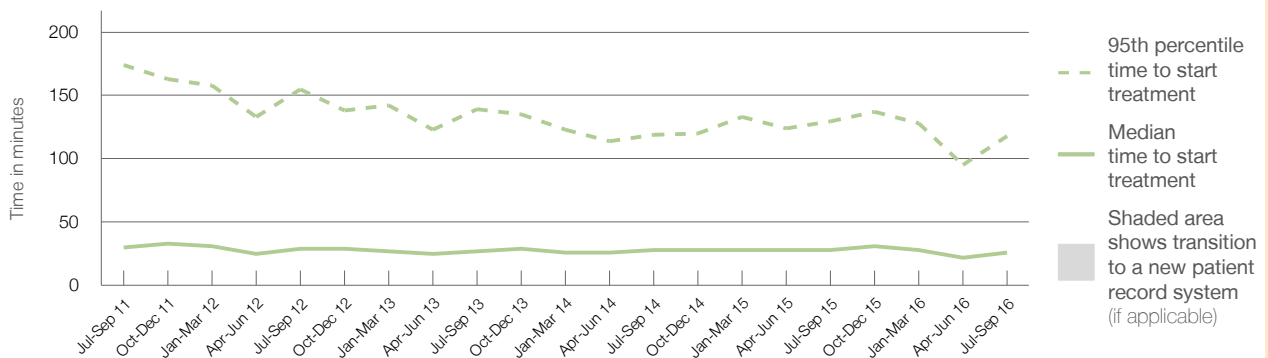
95th percentile time to start treatment<sup>5</sup>  118 minutes

Same period last year	NSW (this period)
4,093	3,720
28 minutes	27 minutes
130 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	30	29	27	28	28	26
95th percentile time to start treatment <sup>5</sup> (minutes)	174	155	139	119	130	118

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

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,007

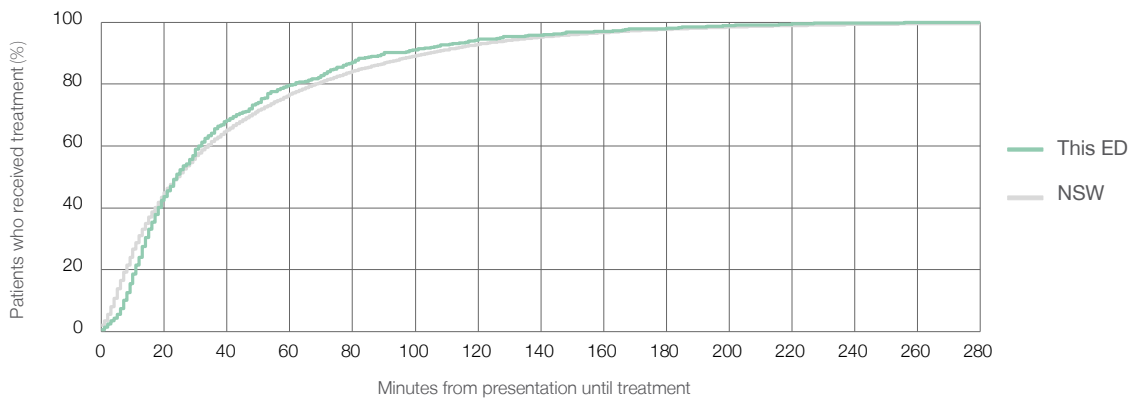
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 809

Median time to start treatment<sup>4</sup> 24 minutes

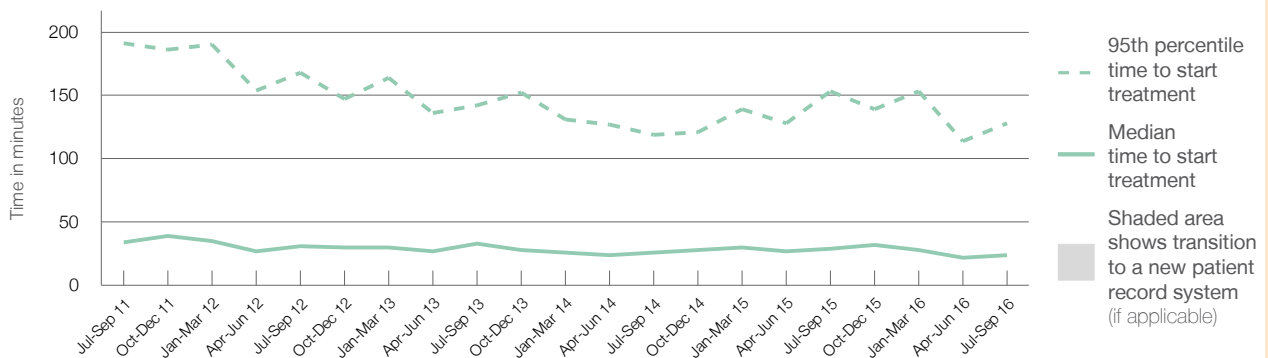
95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year	NSW (this period)
906	762
29 minutes	24 minutes
153 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	34	31	33	26	29	24
95th percentile time to start treatment <sup>5</sup> (minutes)	191	168	142	119	153	128

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## Calvary Mater Newcastle: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 9,068 patients

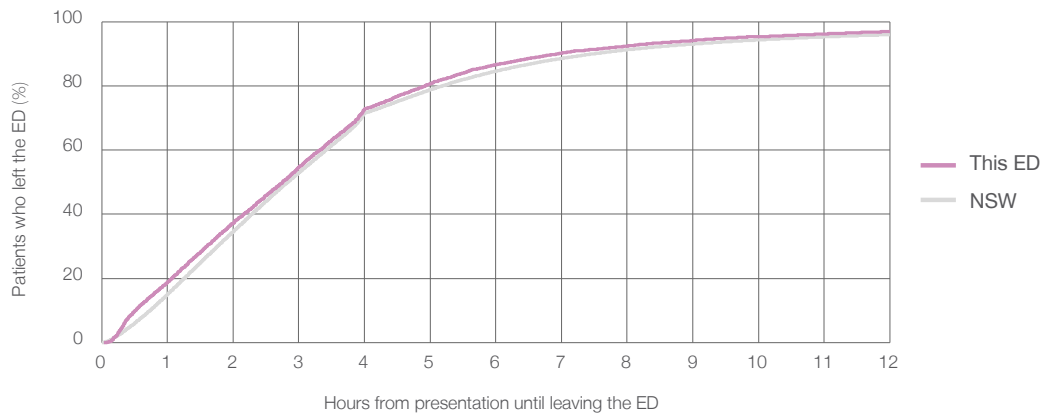
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,068 patients

Median time spent in the ED<sup>8</sup> 2 hours and 46 minutes

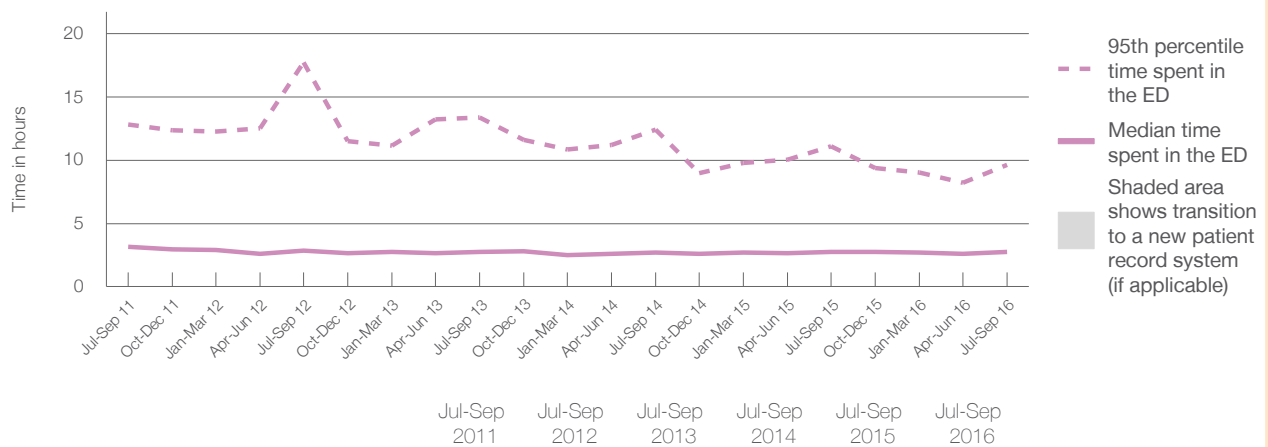
95th percentile time spent in the ED<sup>9</sup> 9 hours and 39 minutes

Same period last year	NSW (this period)
8,620	8,620
2 hours and 45 minutes	2 hours and 50 minutes
11 hours and 6 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 9m	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 49m	17h 42m	13h 23m	12h 26m	11h 6m	9h 39m

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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.



**Calvary Mater Newcastle: Time patients spent in the ED**  
 By mode of separation  
 July to September 2016

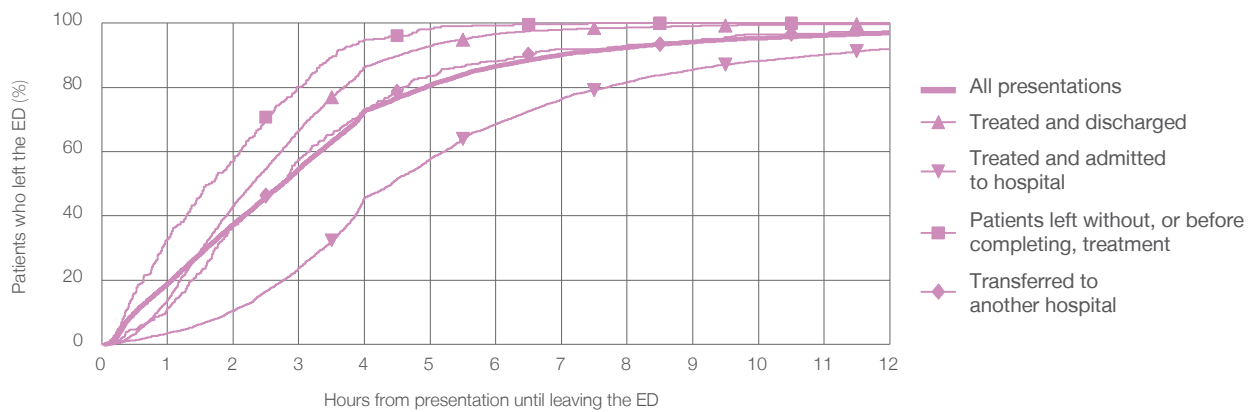
All presentations:<sup>1</sup> 9,068 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,068 patients

Treated and discharged	4,086 (45.1%)
Treated and admitted to hospital	3,285 (36.2%)
Patient left without, or before completing, treatment	312 (3.4%)
Transferred to another hospital	371 (4.1%)
Other	1,014 (11.2%)

Same period last year	Change since one year ago
8,620	5.2%
4,159	-1.8%
2,872	14.4%
340	-8.2%
410	-9.5%
839	20.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.8%	43.0%	66.6%	86.4%	96.7%	98.6%	99.5%	99.8%
Treated and admitted to hospital	3.5%	10.4%	23.7%	45.7%	68.5%	81.6%	88.2%	92.0%
Patient left without, or before completing, treatment	32.7%	57.1%	80.1%	94.9%	99.4%	100%	100%	100%
Transferred to another hospital	11.1%	36.9%	57.4%	72.8%	88.1%	93.3%	96.5%	97.6%
All presentations	18.8%	37.4%	54.6%	72.8%	86.6%	92.4%	95.3%	96.9%

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**Calvary Mater Newcastle: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 9,068 patients

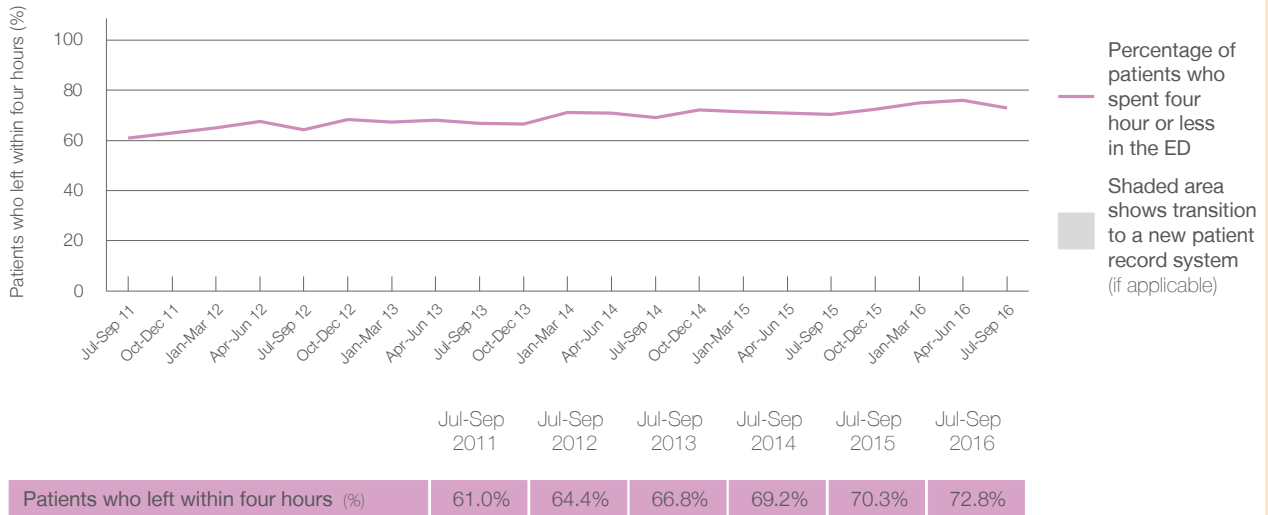
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,068 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,620	5.2%
Presentations used to calculate time to leaving the ED	8,620	5.2%
Percentage of patients who spent four hours or less in the ED	70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

## Sydney/Sydney Eye Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 7,217 patients  
Emergency presentations:<sup>2</sup> 6,933 patients

Same period last year	Change since one year ago
8,731	-17.3%
7,067	-1.9%

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

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 132 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 982 patients

Median time to start treatment<sup>4</sup> 21 minutes  
95th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,024 patients

Median time to start treatment<sup>4</sup> 27 minutes  
95th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,795 patients

Median time to start treatment<sup>4</sup> 30 minutes  
95th percentile time to start treatment<sup>5</sup> 124 minutes

Same period last year	NSW (this period)
90	
9 minutes	8 minutes
*	41 minutes
797	
17 minutes	21 minutes
49 minutes	103 minutes
3,562	
22 minutes	27 minutes
73 minutes	139 minutes
2,618	
23 minutes	24 minutes
91 minutes	138 minutes

## Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,211 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
8,731	-17.4%
89.9%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

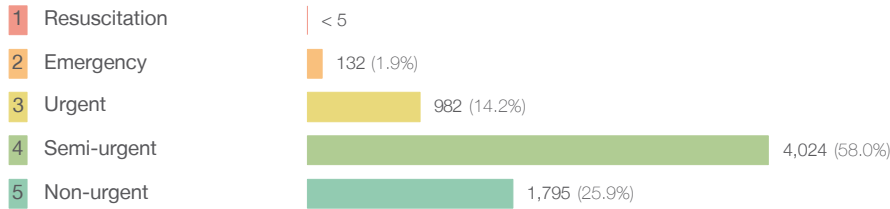
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

July to September 2016

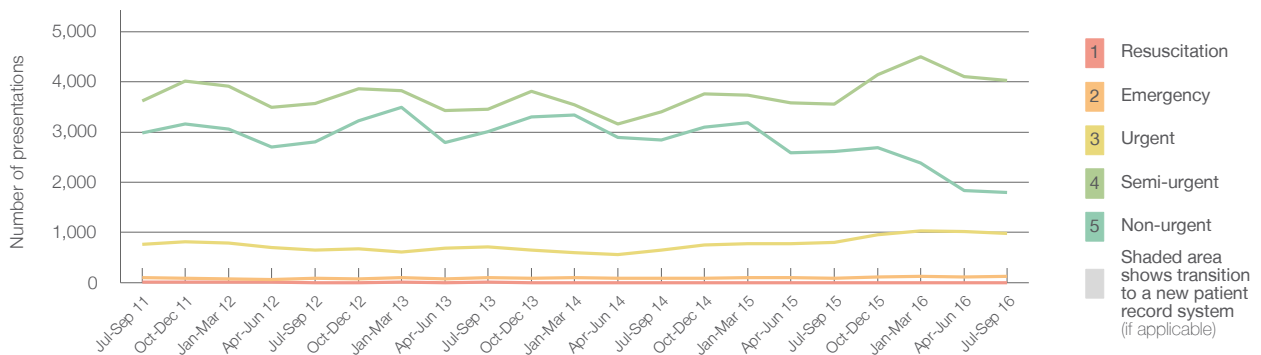
All presentations:<sup>1</sup> 7,217 patients

Emergency presentations<sup>2</sup> by triage category: 6,933 patients



	Same period last year	Change since one year ago
All presentations	8,731	-17.3%
Emergency presentations	7,067	-1.9%
1 Resuscitation	< 5	*
2 Emergency	90	48.9%
3 Urgent	797	23.2%
4 Semi-urgent	3,562	13.0%
5 Non-urgent	2,618	-31.4%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	10	< 5	6	< 5	< 5	< 5
Emergency	101	86	100	85	90	132
Urgent	765	653	715	647	797	982
Semi-urgent	3,616	3,575	3,454	3,405	3,562	4,024
Non-urgent	2,981	2,809	3,009	2,842	2,618	1,795
All emergency presentations	7,473	7,123	7,284	6,979	7,067	6,933

## Sydney/Sydney Eye Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 717 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	714	
ED Transfer of care time		
Median time	10 minutes	-2 minutes
95th percentile time	23 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.

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 132

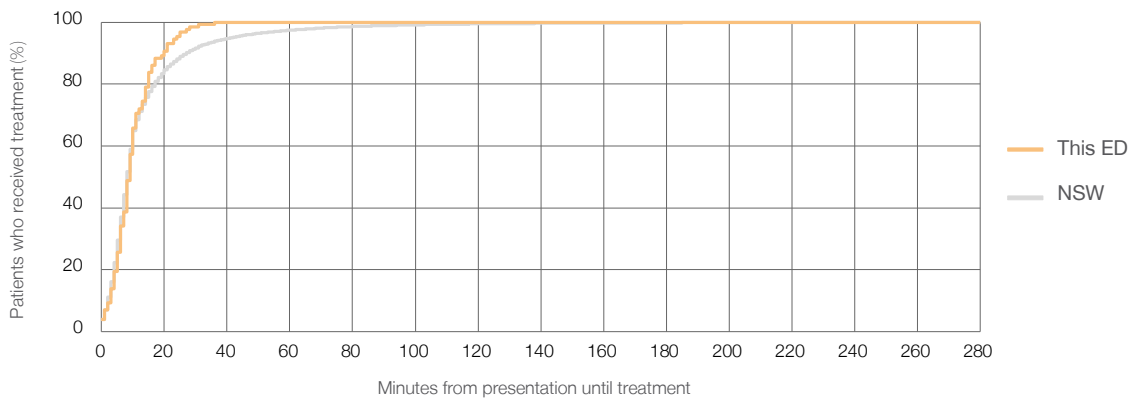
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 129

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

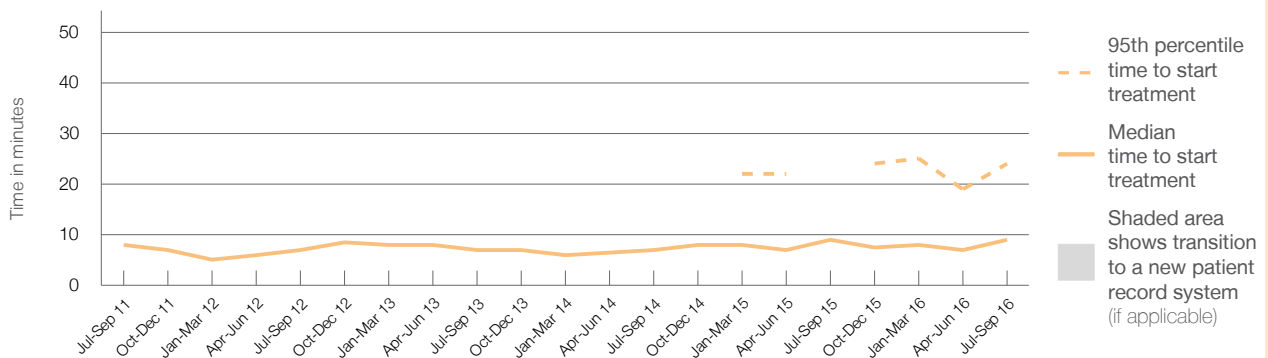
95th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
90	85
9 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	7	9	9
95th percentile time to start treatment <sup>5</sup> (minutes)	25	*	21	*	*	24

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 982

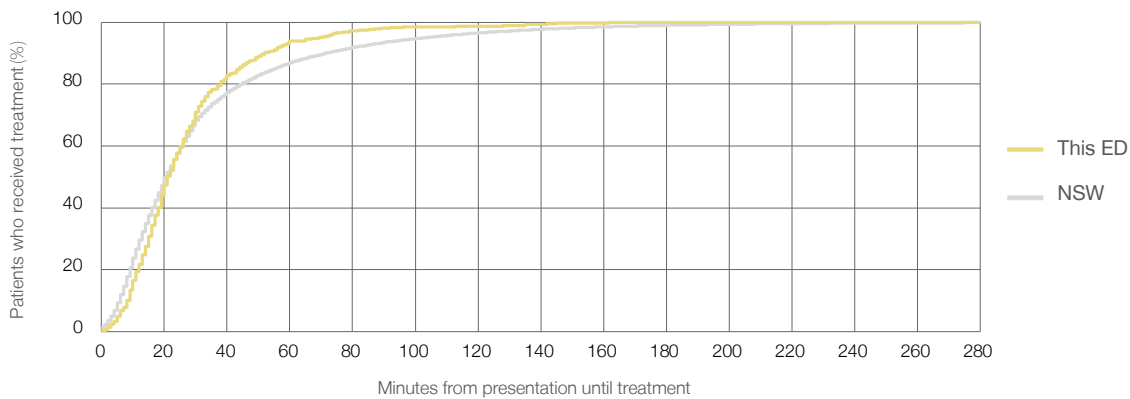
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 964

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

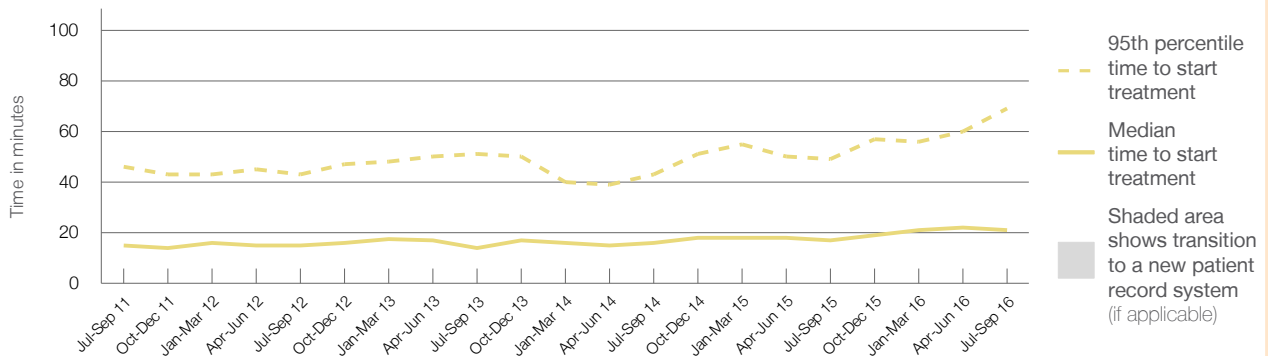
95th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
797	777
17 minutes	21 minutes
49 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	15	15	14	16	17	21
95th percentile time to start treatment <sup>5</sup> (minutes)	46	43	51	43	49	69

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,024

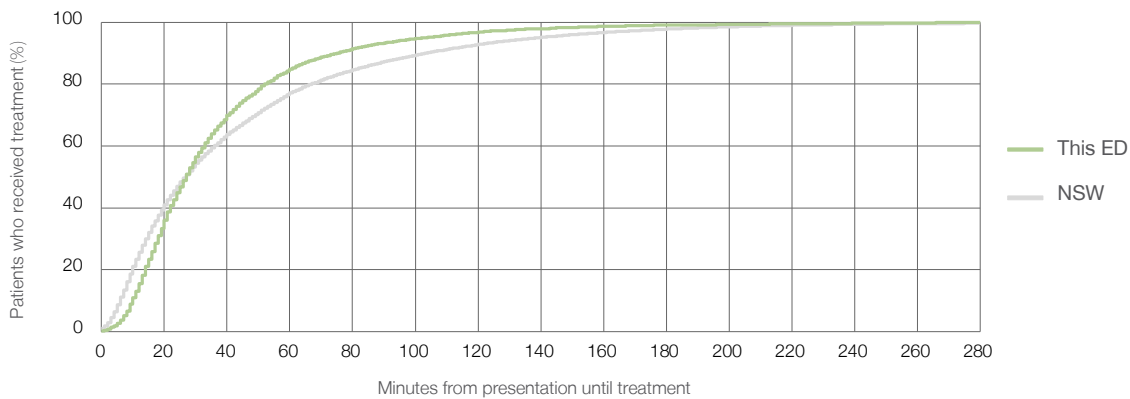
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,924

Median time to start treatment<sup>4</sup> 27 minutes

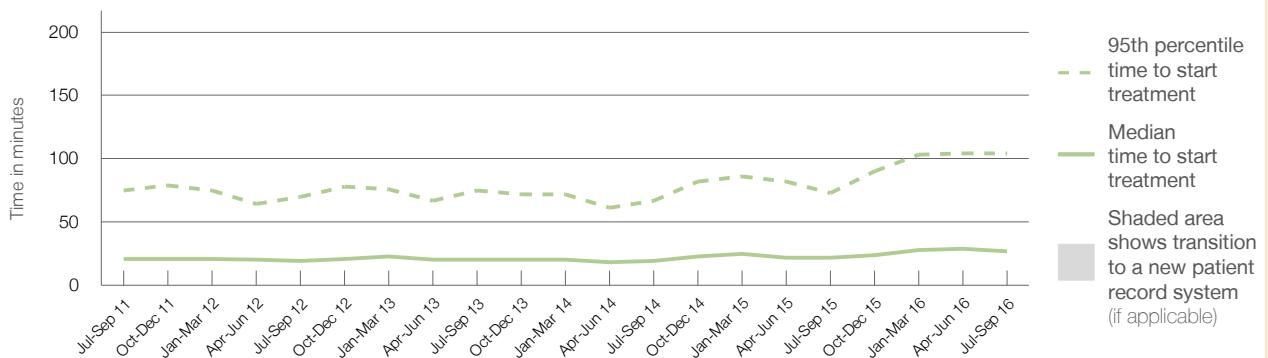
95th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
3,562	3,427
22 minutes	27 minutes
73 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	21	19	20	19	22	27
95th percentile time to start treatment <sup>5</sup> (minutes)	75	70	75	67	73	104

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,795

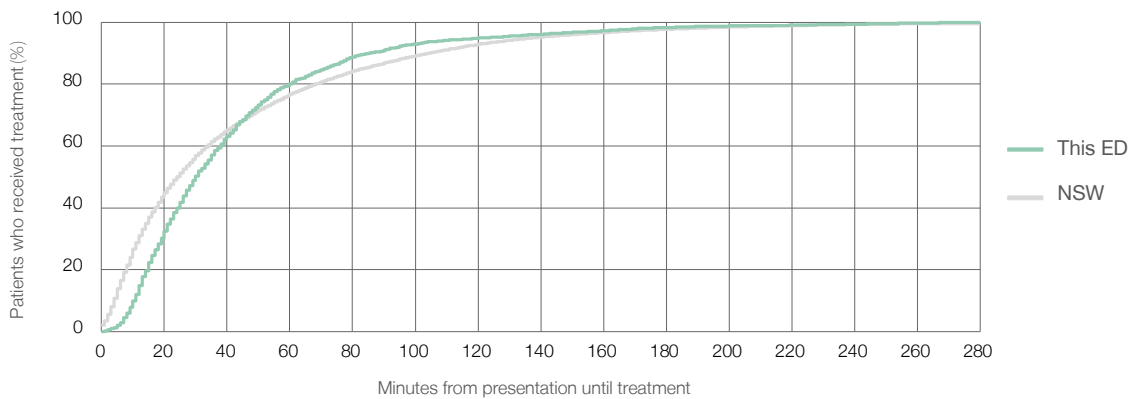
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,630

Median time to start treatment<sup>4</sup>  30 minutes

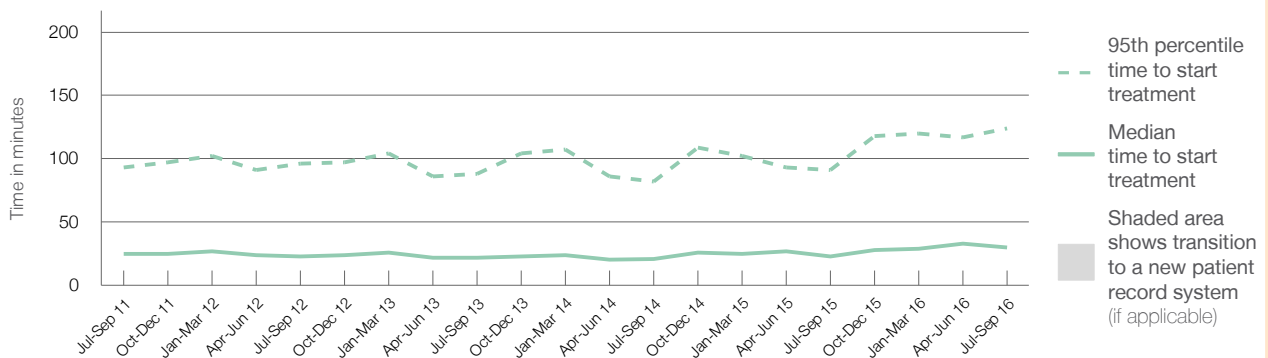
95th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
2,618	2,458
23 minutes	24 minutes
91 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	25	23	22	21	23	30
95th percentile time to start treatment <sup>5</sup> (minutes)	93	96	88	82	91	124

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

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



## Sydney/Sydney Eye Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 7,217 patients

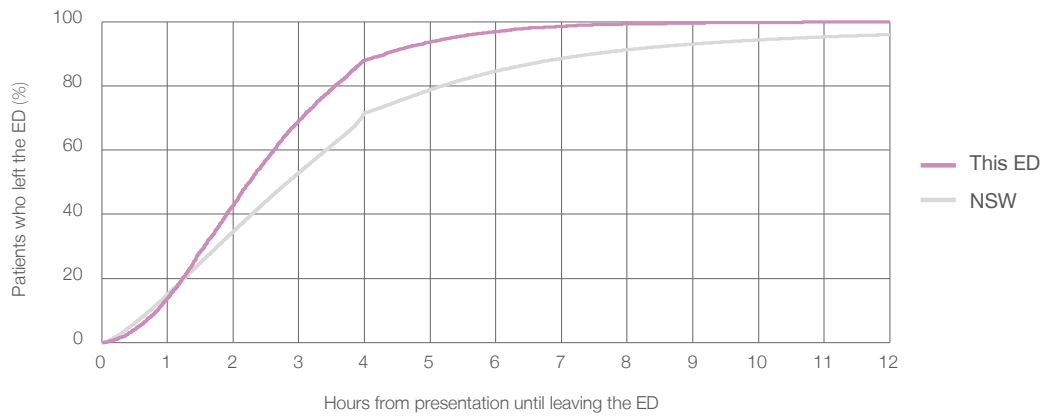
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,211 patients

Median time spent in the ED<sup>8</sup>  2 hours and 15 minutes

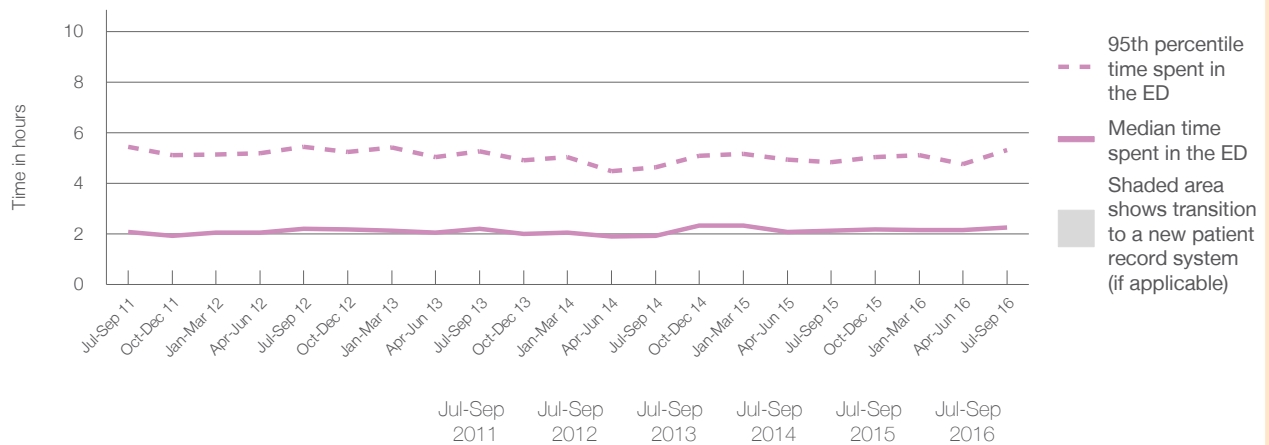
95th percentile time spent in the ED<sup>9</sup>  5 hours and 20 minutes

Same period last year	NSW (this period)
8,731	8,731
2 hours and 8 minutes	2 hours and 50 minutes
4 hours and 51 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 5m	2h 12m	2h 13m	1h 56m	2h 8m	2h 15m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 27m	5h 27m	5h 16m	4h 38m	4h 51m	5h 20m

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

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

## Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

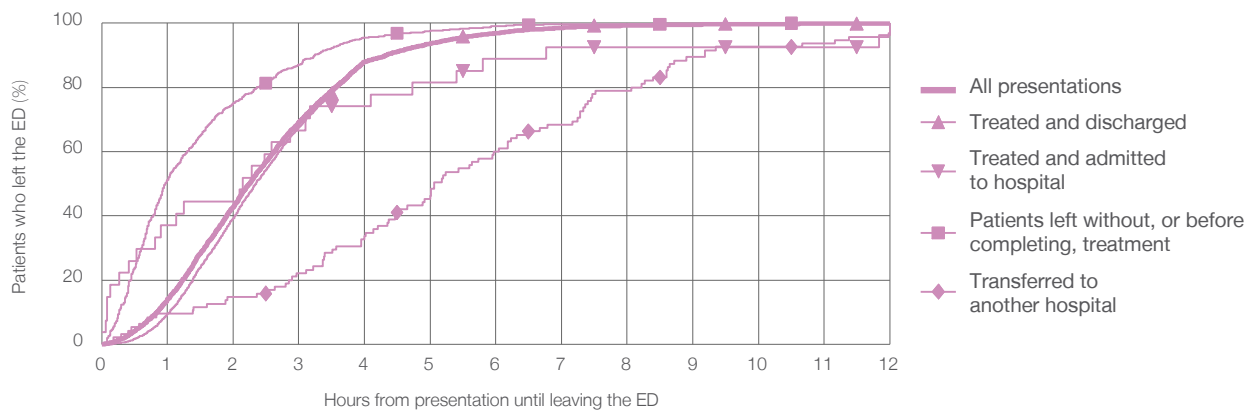
July to September 2016

All presentations:<sup>1</sup> 7,217 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,211 patients

		Same period last year	Change since one year ago
Treated and discharged	6,345 (87.9%)	7,438	-14.7%
Treated and admitted to hospital	27 (0.4%)	528	-94.9%
Patient left without, or before completing, treatment	637 (8.8%)	352	81.0%
Transferred to another hospital	95 (1.3%)	64	48.4%
Other	113 (1.6%)	349	-67.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡</sup>



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

Treated and discharged	9.5%	39.3%	67.7%	87.9%	97.2%	99.6%	99.9%	100%
Treated and admitted to hospital	37.0%	44.4%	66.7%	74.1%	88.9%	92.6%	92.6%	100%
Patient left without, or before completing, treatment	51.2%	75.2%	87.1%	95.6%	99.1%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.7%	22.1%	33.7%	60.0%	78.9%	92.6%	96.8%
All presentations	14.0%	42.9%	69.2%	88.0%	96.9%	99.3%	99.8%	99.9%

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

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

**Sydney/Sydney Eye Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2016

All presentations at the emergency department: <sup>1</sup> 7,217 patients

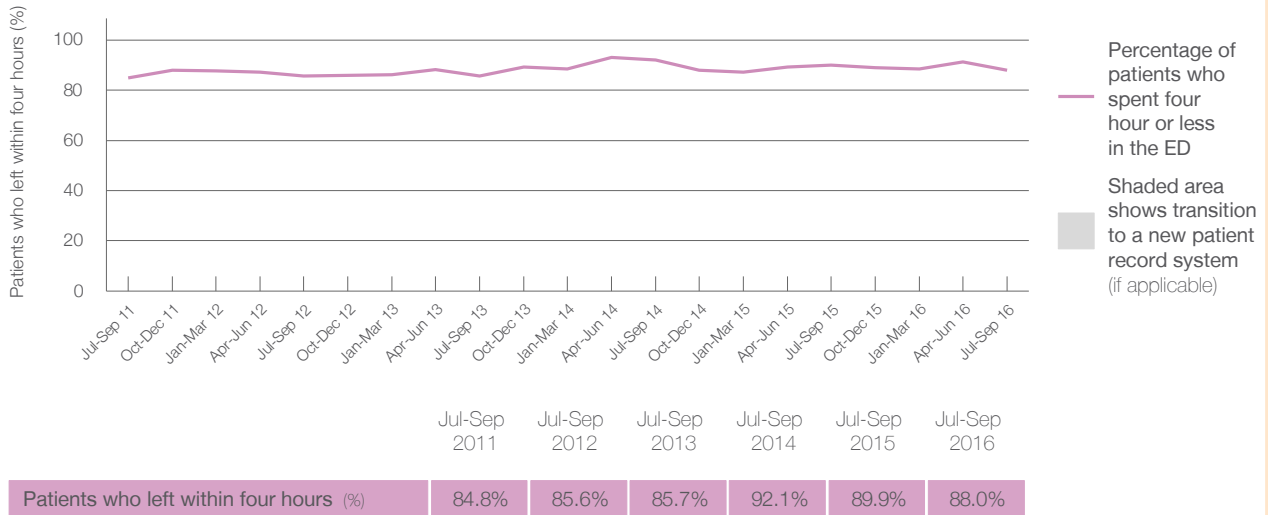
Presentations used to calculate time to leaving the ED: <sup>6</sup> 7,211 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,731	-17.3%
Presentations used to calculate time to leaving the ED	8,731	-17.4%
Percentage of patients who spent four hours or less in the ED	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.8%	85.6%	85.7%	92.1%	89.9%	88.0%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).