

Healthcare Quarterly

Emergency department

Principal referral hospitals
(A1) peer group
Performance Profiles

April to June 2018

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 13,229 patients

Emergency presentations:² 13,123 patients

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

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

April to June 2018

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

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 28 minutes

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

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 68 minutes

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

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 96 minutes

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

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 108 minutes

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

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 13,229 patients

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

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

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

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

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

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

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

April to June 2018

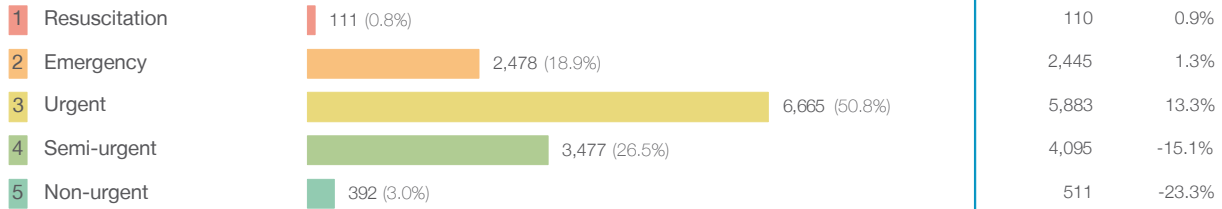
All presentations:¹ 13,229 patients

Same period last year
Change since one year ago

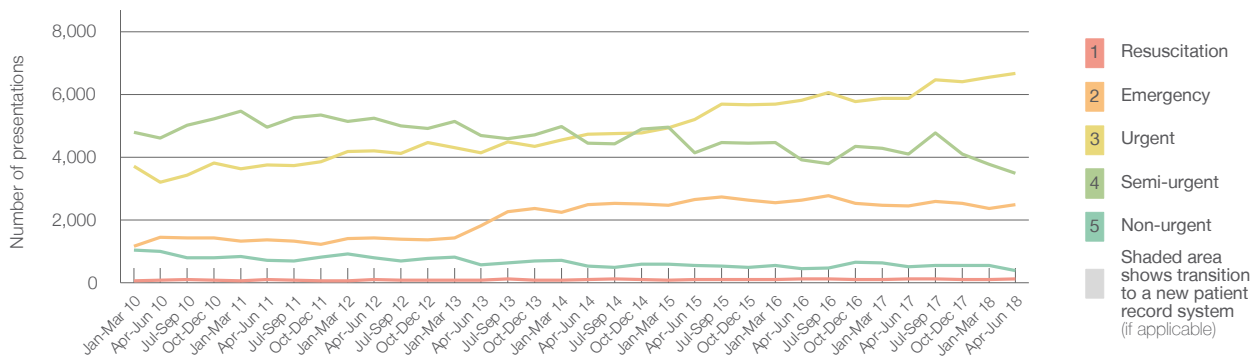
13,220 0%

Emergency presentations² by triage category: 13,123 patients

13,044 1%



Emergency presentations² by quarter, January 2010 to June 2018 †



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

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,900 patients

Same period last year
Change since one year ago

3,732

ED Transfer of care time



13 minutes 0 minutes
28 minutes -3 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 2,478

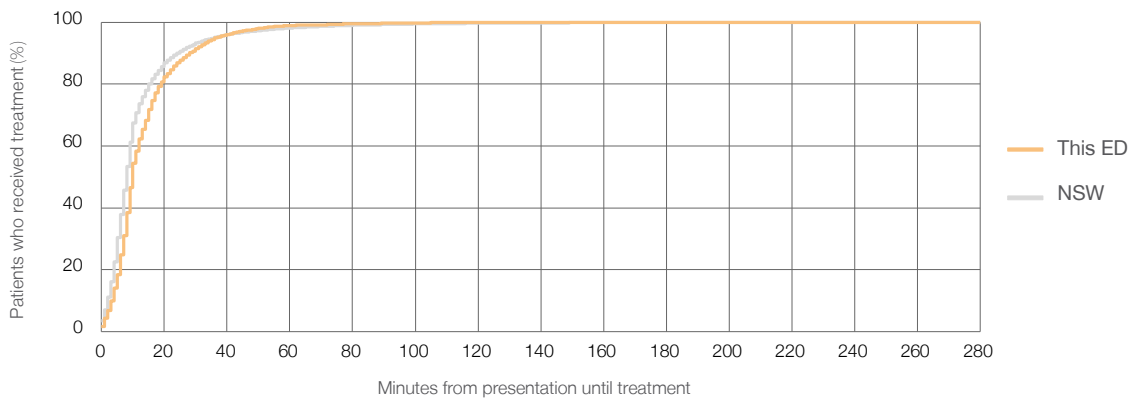
Number of triage 2 patients used to calculate waiting time:³ 2,474

Median time to start treatment⁴ 10 minutes

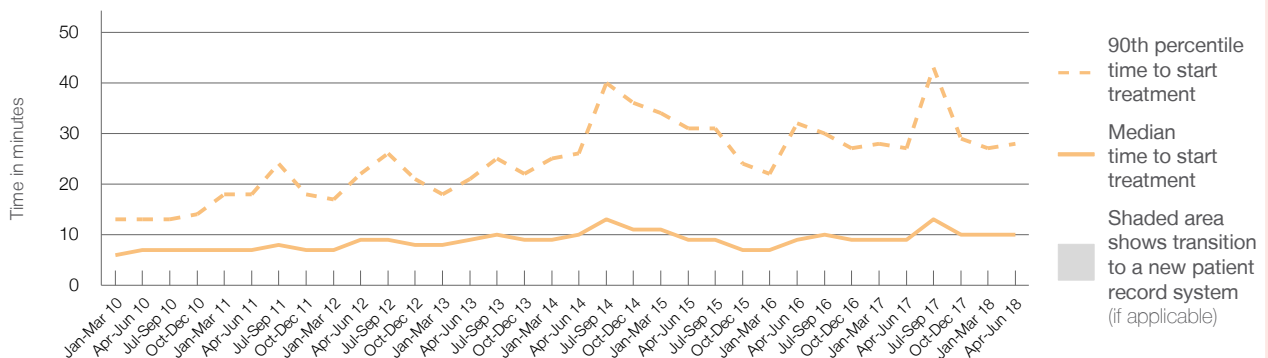
90th percentile time to start treatment⁵ 28 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



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

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

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

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

April to June 2018

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

Number of triage 3 patients: 6,665

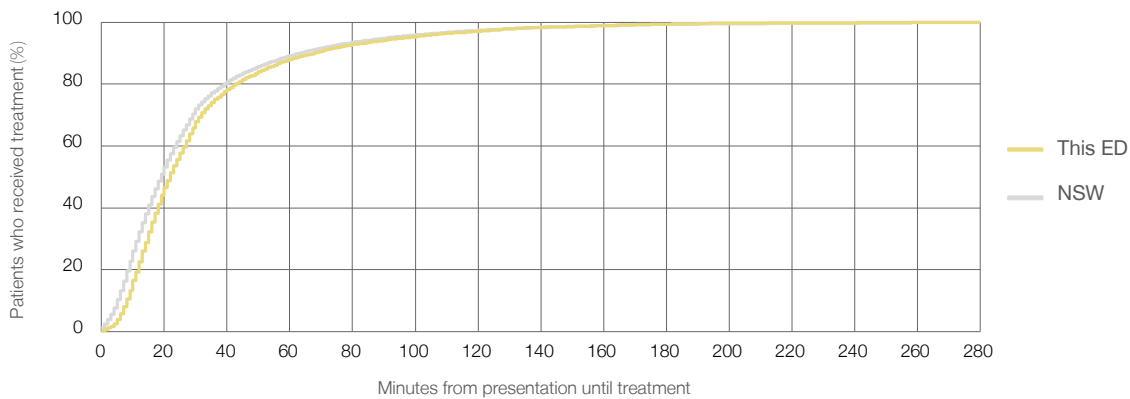
Number of triage 3 patients used to calculate waiting time:³ 6,608

Median time to start treatment⁴ 22 minutes

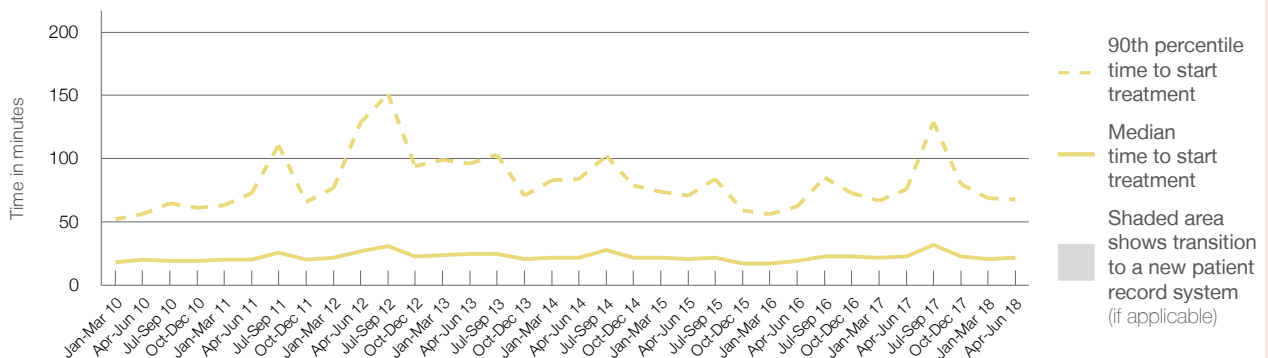
90th percentile time to start treatment⁵ 68 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



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

(†) 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 4

April to June 2018

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

Number of triage 4 patients: 3,477

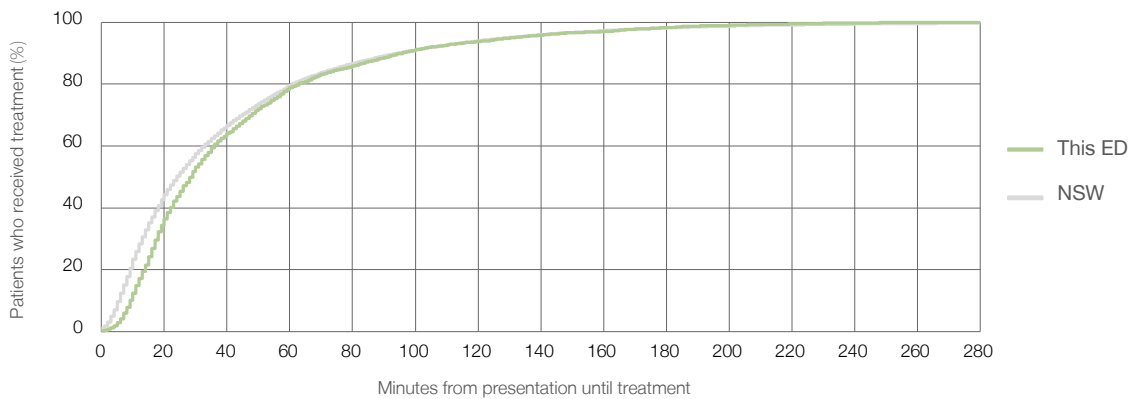
Number of triage 4 patients used to calculate waiting time:³ 3,388

Median time to start treatment⁴ 29 minutes

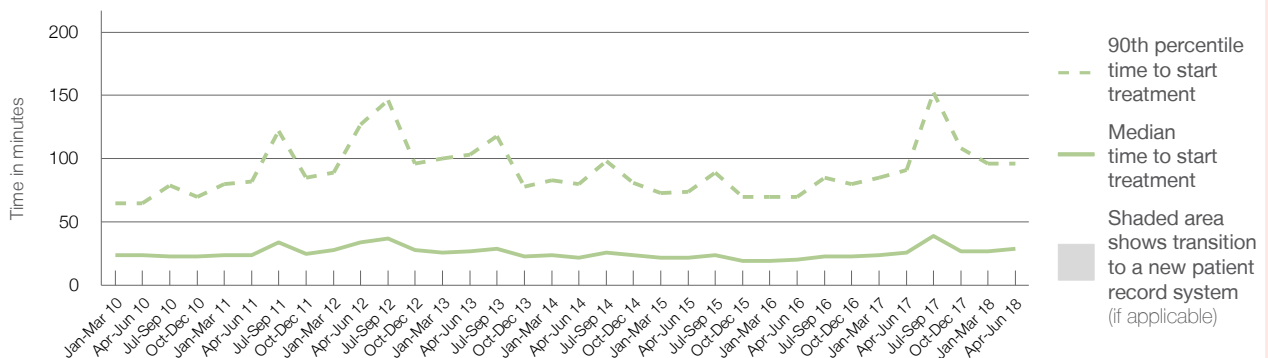
90th percentile time to start treatment⁵ 96 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



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

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

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

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

April to June 2018

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

Number of triage 5 patients: 392

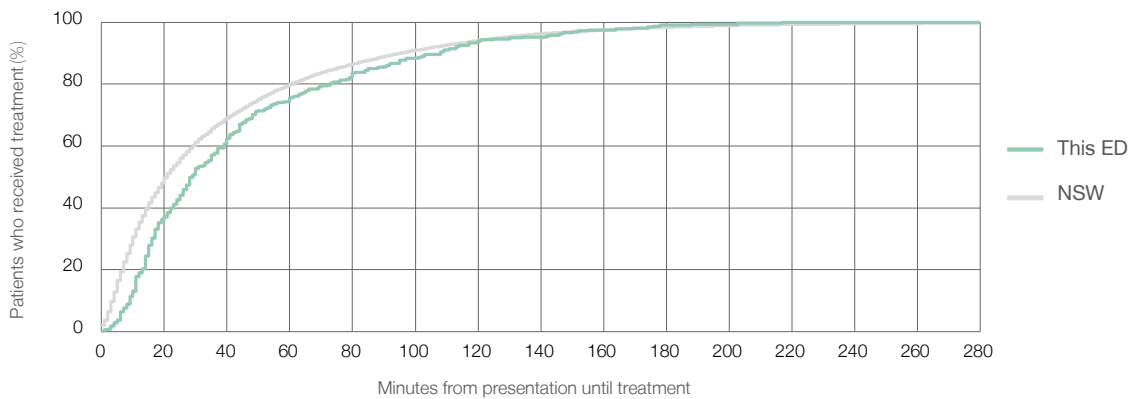
Number of triage 5 patients used to calculate waiting time:³ 315

Median time to start treatment⁴ 29 minutes

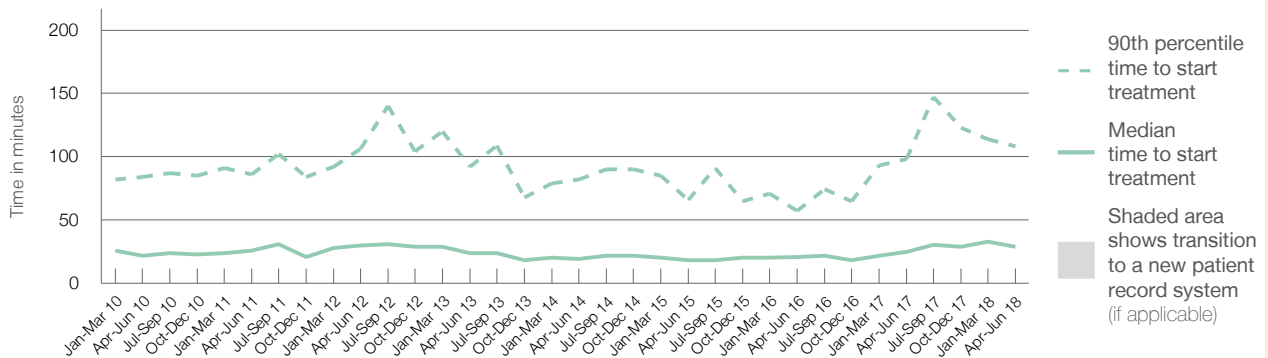
90th percentile time to start treatment⁵ 108 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



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

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

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

Bankstown-Lidcombe Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 13,229 patients

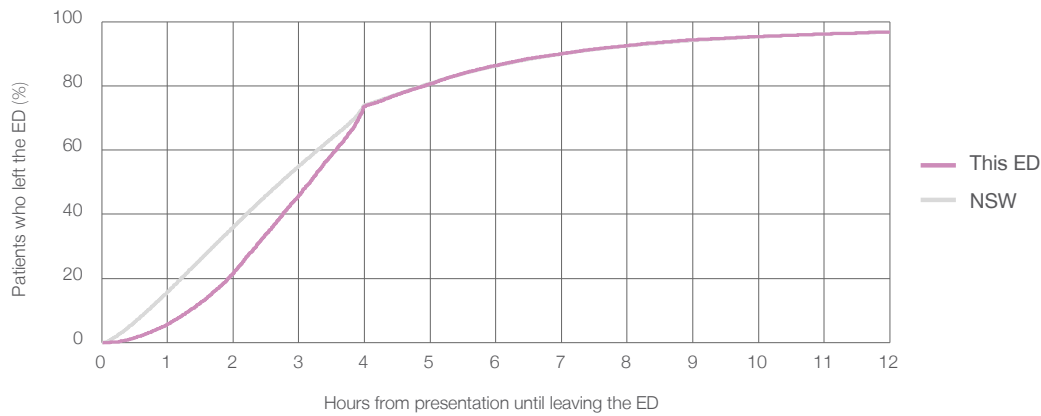
Presentations used to calculate time to leaving the ED:⁶ 13,229 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

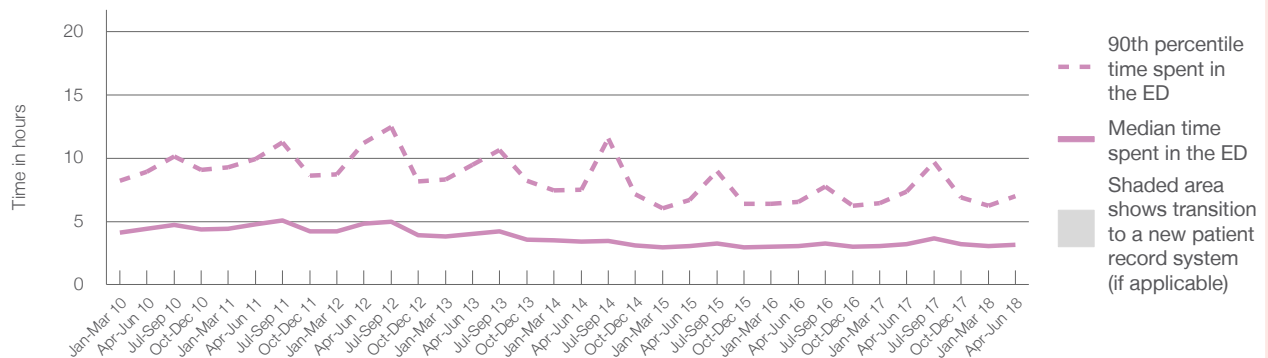
90th percentile time spent in the ED⁹ 7 hours and 0 minutes

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

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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

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

(‡) 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
 April to June 2018

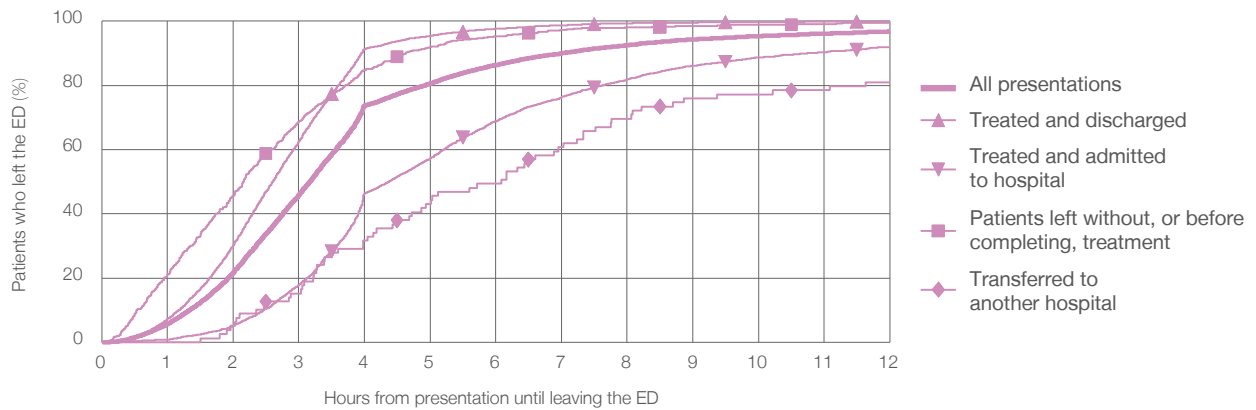
All presentations:¹ 13,229 patients

Presentations used to calculate time to leaving the ED:⁶ 13,229 patients

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

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

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

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

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

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

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

All presentations at the emergency department: ¹ 13,229 patients

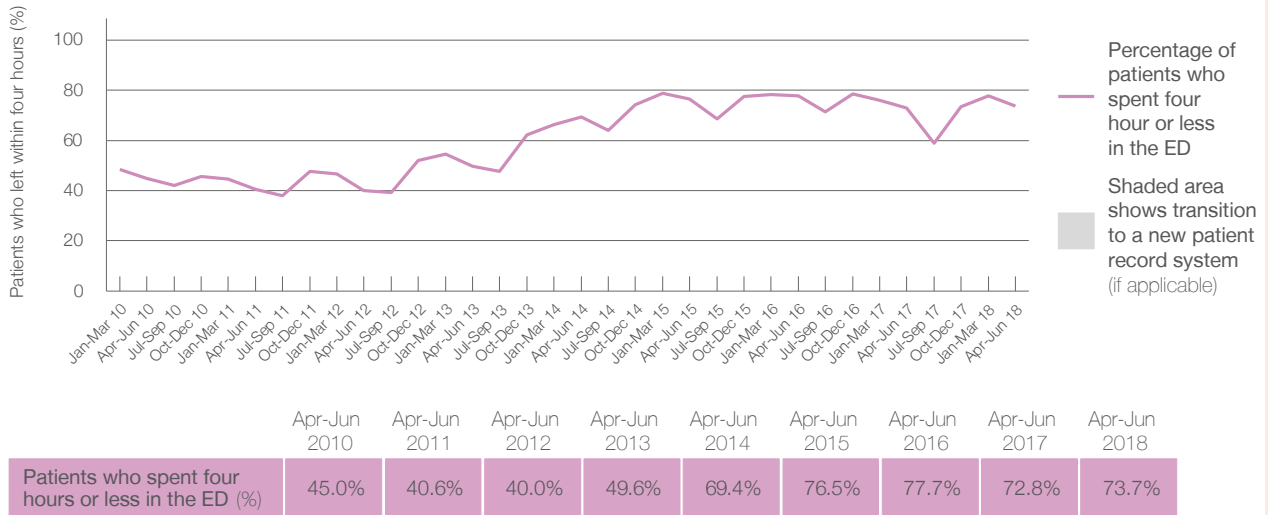
Presentations used to calculate time to leaving the ED: ⁶ 13,229 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 13,229 patients	13,220	0%
Presentations used to calculate time to leaving the ED: ⁶ 13,229 patients	13,220	0%
Percentage of patients who spent four hours or less in the ED	72.8%	

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



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

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

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

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

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

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

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

Concord Repatriation General Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 9,793 patients
 Emergency presentations:² 9,757 patients

Same period last year	Change since one year ago
9,661	1%
9,636	1%



Concord Repatriation General Hospital: Time patients waited to start treatment ³

April to June 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 1,135 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  16 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,413 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,621 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 508 patients

Median time to start treatment⁴  19 minutes
 90th percentile time to start treatment⁵  72 minutes

Same period last year	NSW (this period)
1,173	
8 minutes	8 minutes
15 minutes	24 minutes
4,090	
18 minutes	19 minutes
45 minutes	63 minutes
3,905	
21 minutes	24 minutes
67 minutes	95 minutes
411	
17 minutes	21 minutes
75 minutes	96 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 9,775 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
9,660	1%
76%	

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

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

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

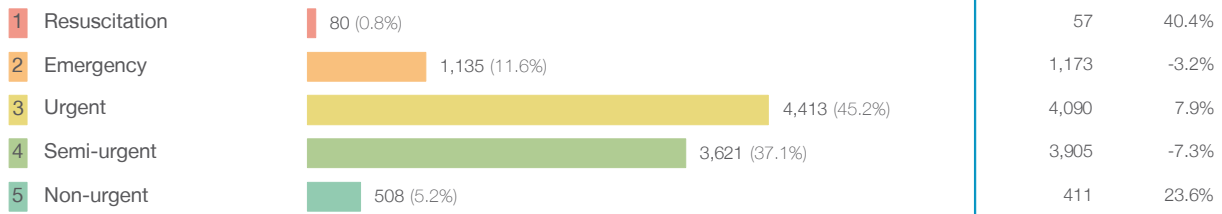
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Concord Repatriation General Hospital: Patients presenting to the emergency department

April to June 2018

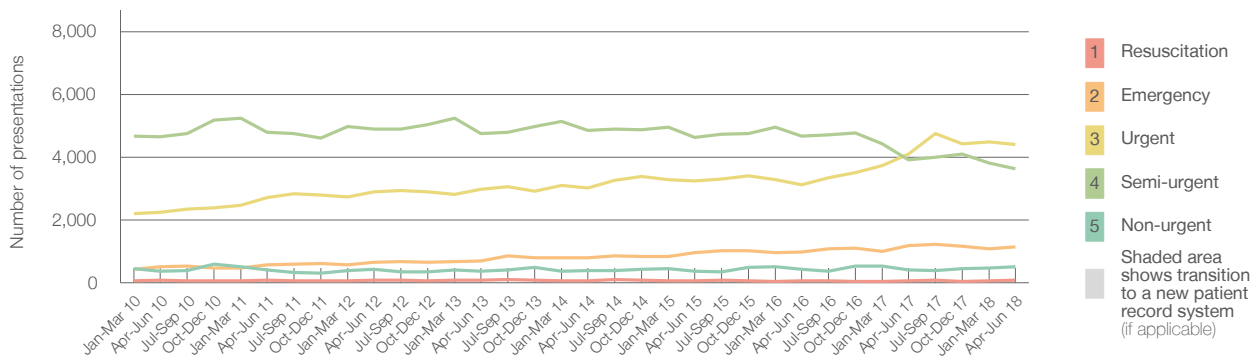
All presentations:¹ 9,793 patients

Emergency presentations² by triage category: 9,757 patients



	Same period last year	Change since one year ago
All presentations	9,661	1%
Emergency presentations	9,636	1%
Resuscitation	57	40.4%
Emergency	1,173	-3.2%
Urgent	4,090	7.9%
Semi-urgent	3,905	-7.3%
Non-urgent	411	23.6%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	70	77	78	87	50	63	51	57	80
Emergency	509	560	648	700	791	963	968	1,173	1,135
Urgent	2,238	2,709	2,904	2,979	3,018	3,234	3,123	4,090	4,413
Semi-urgent	4,643	4,801	4,890	4,755	4,855	4,631	4,674	3,905	3,621
Non-urgent	361	405	432	369	393	357	430	411	508
All emergency presentations	7,821	8,552	8,952	8,890	9,107	9,248	9,246	9,636	9,757

Concord Repatriation General Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 2,286 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,259	
Median time	12 minutes	-1 minute
90th percentile time	21 minutes	-2 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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 1,135

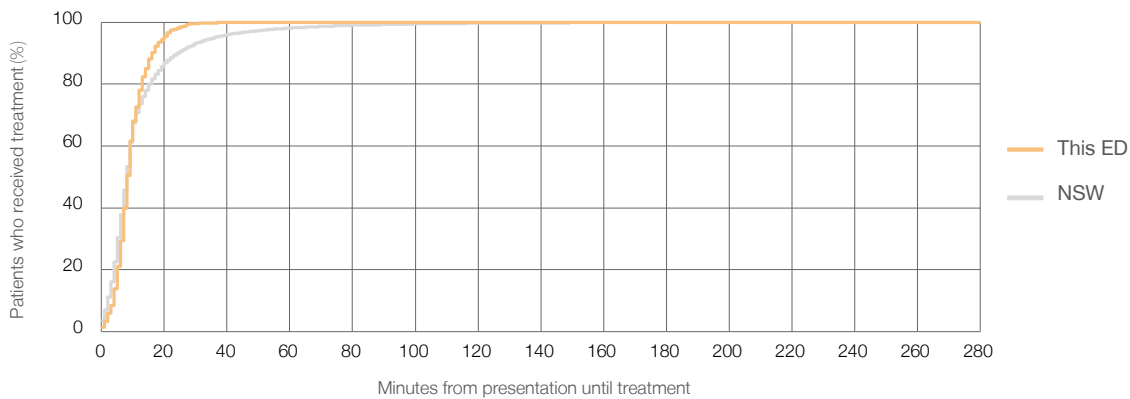
Number of triage 2 patients used to calculate waiting time:³ 1,132

Median time to start treatment⁴ ■ 8 minutes

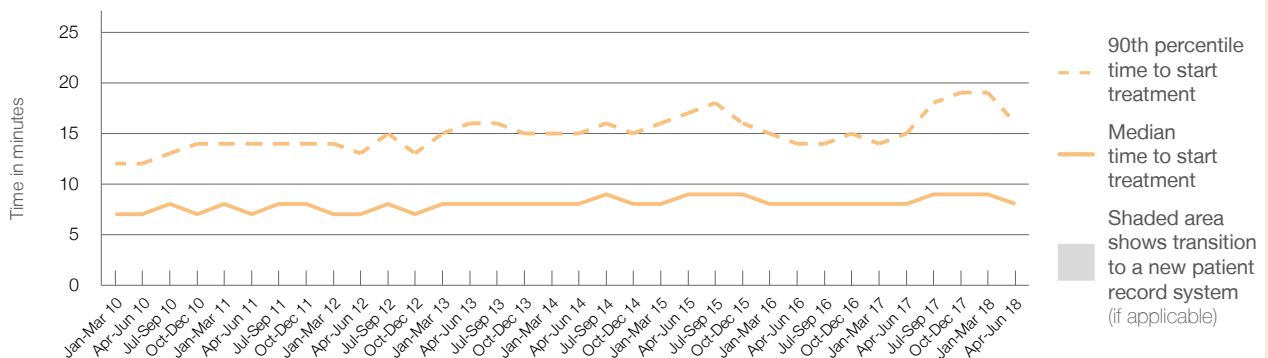
90th percentile time to start treatment⁵ ■ 16 minutes

Same period last year	NSW (this period)
1,173	1,166
8 minutes	8 minutes
15 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	7	7	8	8	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	12	14	13	16	15	17	14	15	16

(†) 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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 4,413

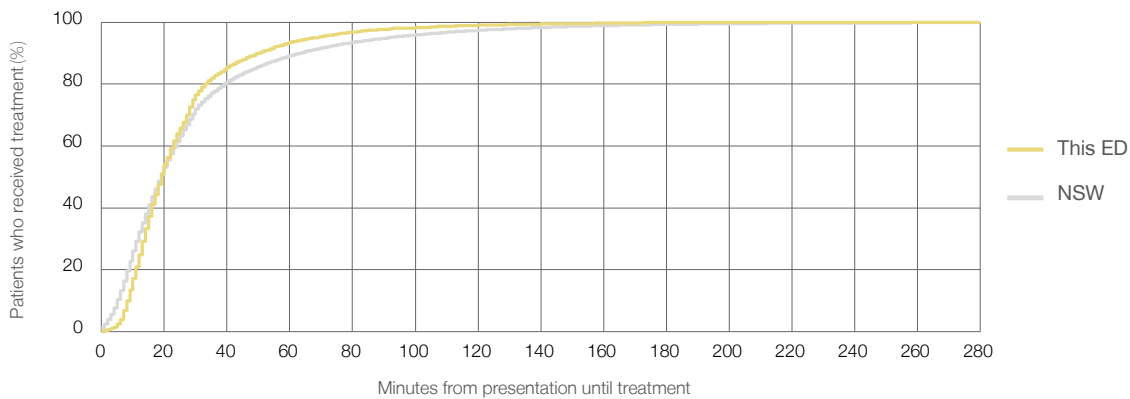
Number of triage 3 patients used to calculate waiting time:³ 4,325

Median time to start treatment⁴ 19 minutes

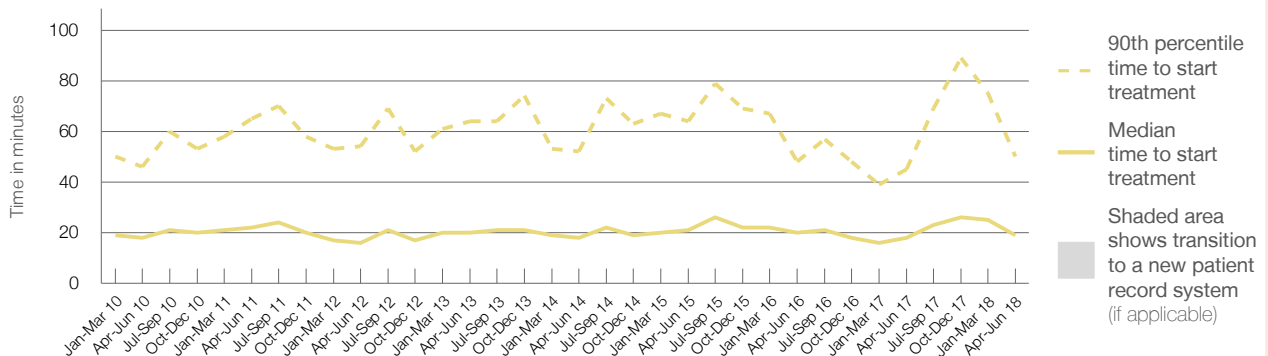
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
4,090	
3,996	
18 minutes	19 minutes
45 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	18	22	16	20	18	21	20	18	19
90th percentile time to start treatment ⁵ (minutes)	46	65	54	64	52	64	48	45	50

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,621

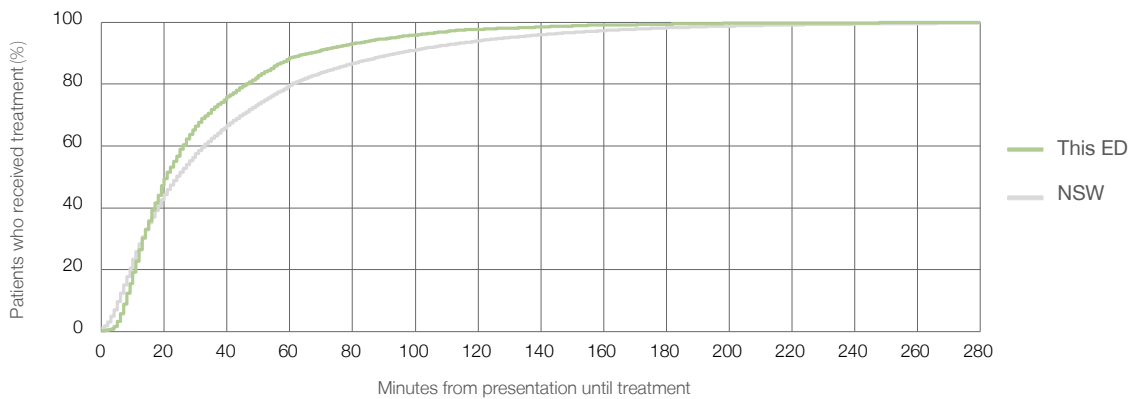
Number of triage 4 patients used to calculate waiting time:³ 3,498

Median time to start treatment⁴ 21 minutes

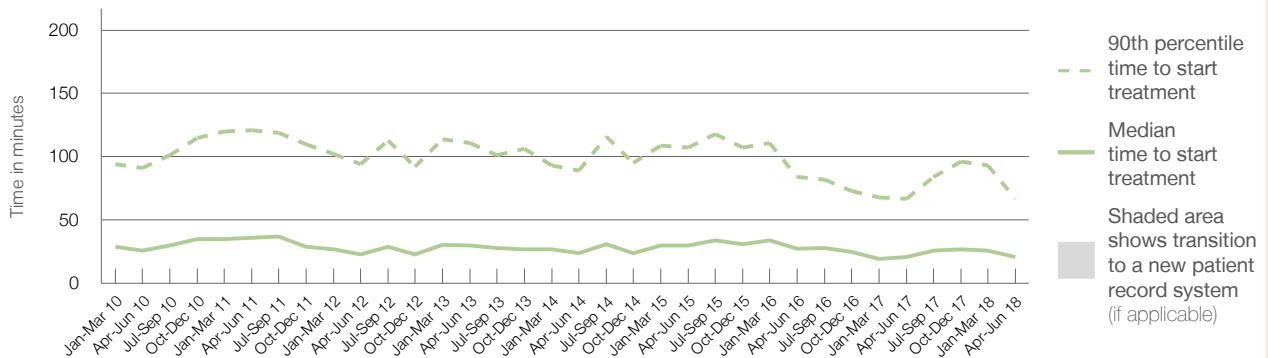
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
3,905	3,730
21 minutes	24 minutes
67 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	26	36	23	30	24	30	28	21	21
90th percentile time to start treatment ⁵ (minutes)	91	121	94	111	89	107	84	67	67

(†) 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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 508

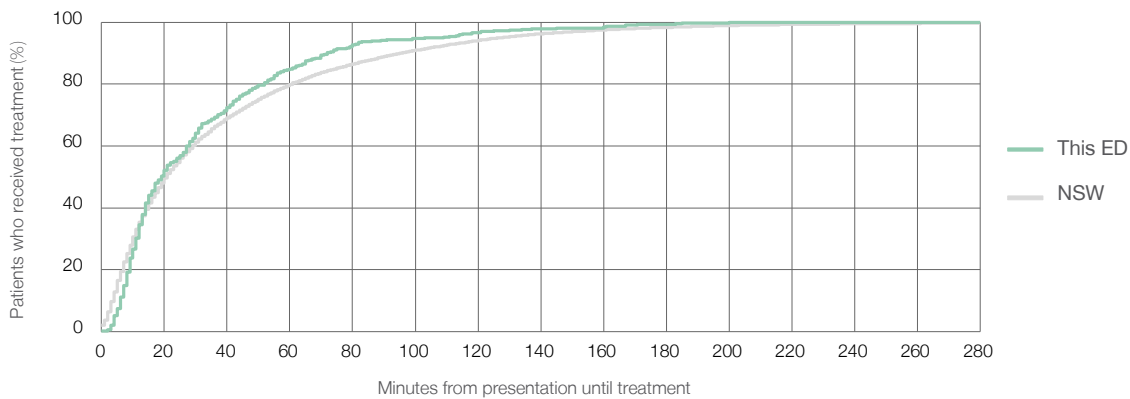
Number of triage 5 patients used to calculate waiting time:³ 431

Median time to start treatment⁴ 19 minutes

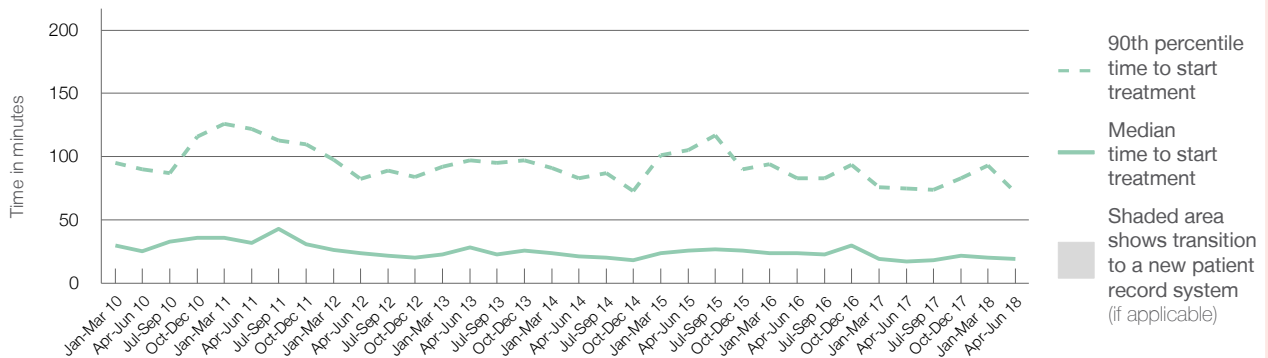
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
411	
355	
17 minutes	21 minutes
75 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	26	32	24	29	22	26	24	17	19
90th percentile time to start treatment ⁵ (minutes)	90	122	83	97	83	105	83	75	72

(†) 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.

Concord Repatriation General Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 9,793 patients

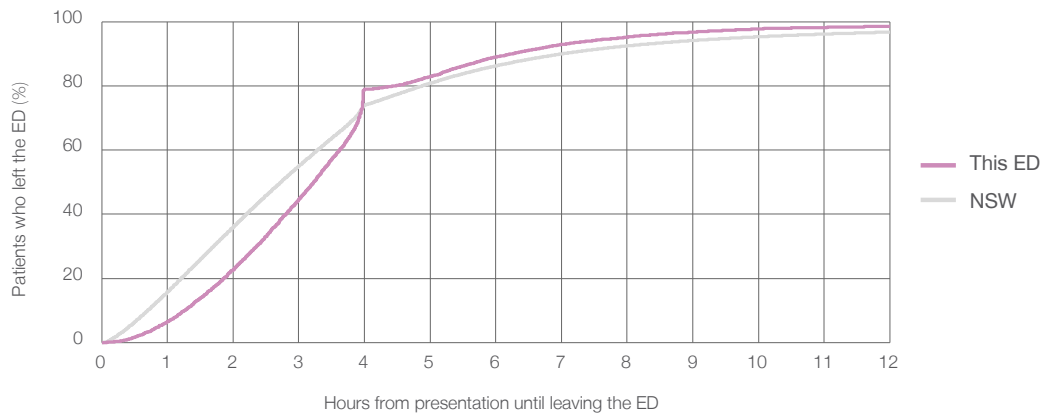
Presentations used to calculate time to leaving the ED:⁶ 9,775 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

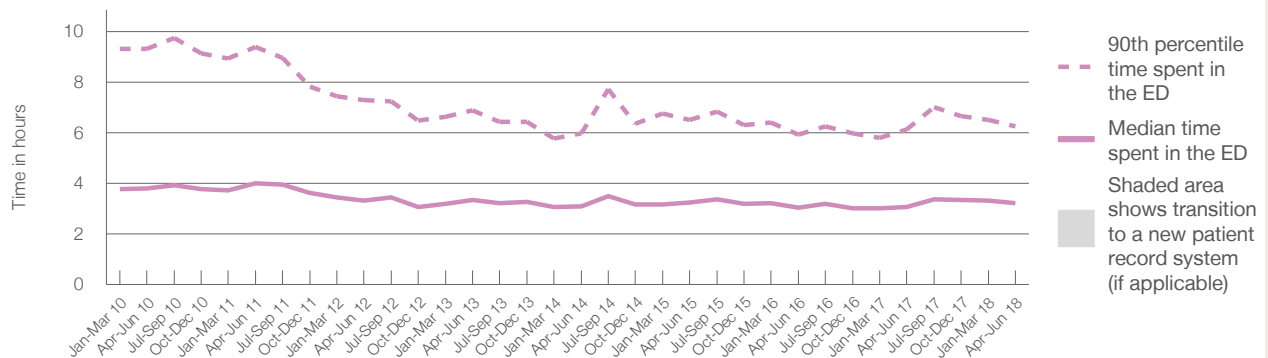
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
9,661	
9,660	
3 hours and 4 minutes	2 hours and 44 minutes
6 hours and 8 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 48m	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m	3h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m	6h 15m

(†) 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.

Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

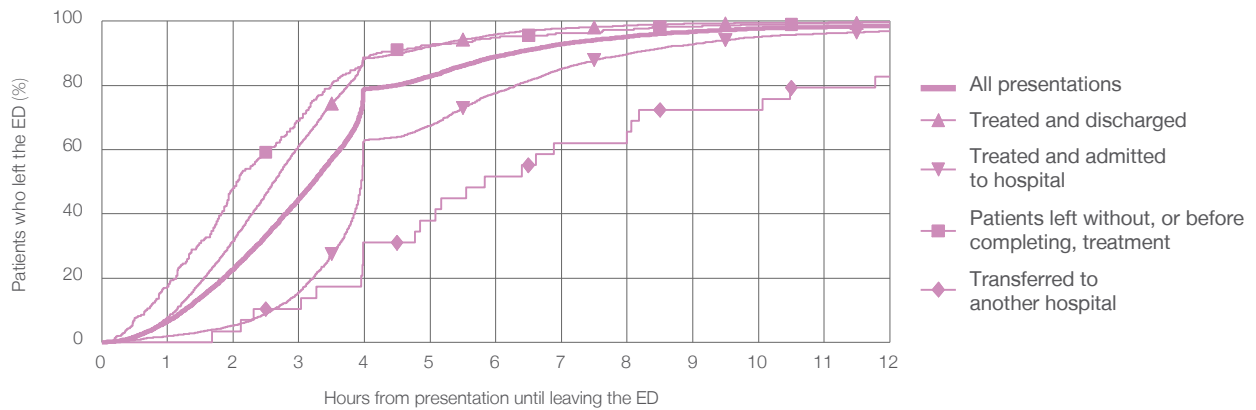
All presentations:¹ 9,793 patients

Presentations used to calculate time to leaving the ED:⁶ 9,775 patients

Treated and discharged	5,713 (58.3%)
Treated and admitted to hospital	3,616 (36.9%)
Patient left without, or before completing, treatment	294 (3.0%)
Transferred to another hospital	29 (0.3%)
Other	141 (1.4%)

Same period last year	Change since one year ago
9,660	1%
6,308	-9.4%
2,922	23.8%
269	9.3%
32	-9.4%
130	8.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.8%	31.5%	61.1%	88.4%	95.9%	98.7%	99.5%	99.6%
Treated and admitted to hospital	1.9%	5.2%	15.5%	63.1%	77.7%	89.8%	95.1%	96.9%
Patient left without, or before completing, treatment	17.3%	48.0%	69.0%	88.8%	94.9%	97.3%	99.0%	99.7%
Transferred to another hospital	0%	3.4%	10.3%	31.0%	51.7%	65.5%	72.4%	82.8%
All presentations	6.5%	22.7%	44.6%	78.9%	89.0%	95.2%	97.7%	98.5%

(†) 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.

Concord Repatriation General Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 9,793 patients

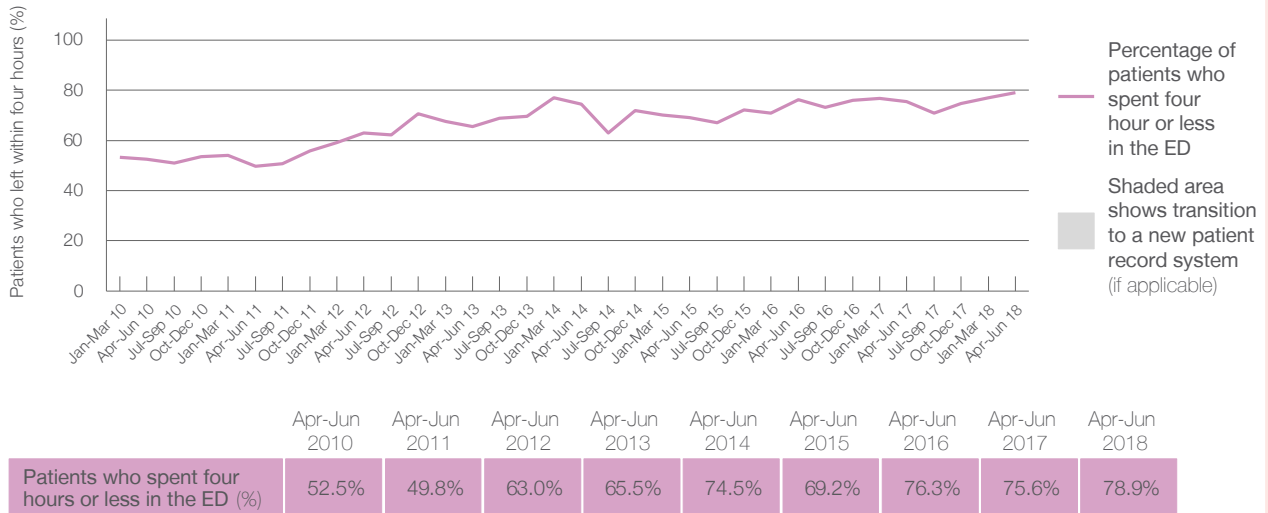
Presentations used to calculate time to leaving the ED: ⁶ 9,775 patients

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	9,661	1%
Presentations used to calculate time to leaving the ED	9,660	1%
Percentage of patients who spent four hours or less in the ED	75.6%	

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



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

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

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

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

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

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

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

Gosford Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 16,576 patients

Emergency presentations:² 16,481 patients

Same period last year	Change since one year ago
16,520	0%
16,393	1%

Gosford Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,282 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,776 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,752 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 477 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
2,175	
6 minutes	8 minutes
19 minutes	24 minutes
6,556	
22 minutes	19 minutes
77 minutes	63 minutes
7,000	
32 minutes	24 minutes
106 minutes	95 minutes
483	
31 minutes	21 minutes
105 minutes	96 minutes

Gosford Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 16,576 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
16,520	0%
69%	

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

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

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

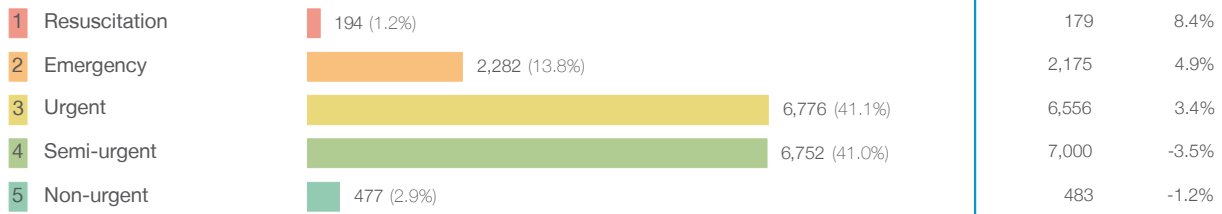
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Gosford Hospital: Patients presenting to the emergency department

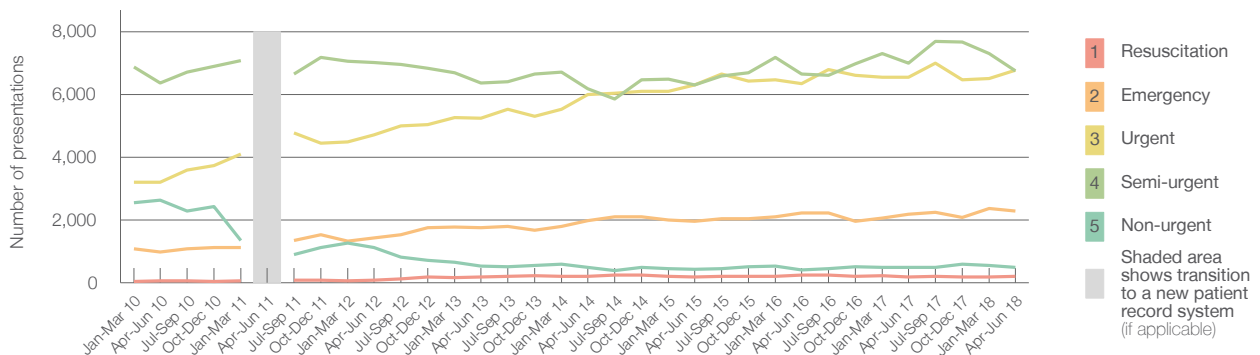
April to June 2018

All presentations:¹ 16,576 patients

Emergency presentations² by triage category: 16,481 patients



Emergency presentations² by quarter, January 2010 to June 2018 ‡



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	51		80	175	192	178	243	179	194
Emergency	979		1,421	1,754	1,986	1,950	2,216	2,175	2,282
Urgent	3,197		4,711	5,245	6,001	6,298	6,350	6,556	6,776
Semi-urgent	6,372		7,018	6,372	6,174	6,304	6,651	7,000	6,752
Non-urgent	2,627		1,114	528	496	420	411	483	477
All emergency presentations	13,226		14,344	14,074	14,849	15,150	15,871	16,393	16,481

Gosford Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,692 patients

ED Transfer of care time



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

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

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

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

Number of triage 2 patients: 2,282

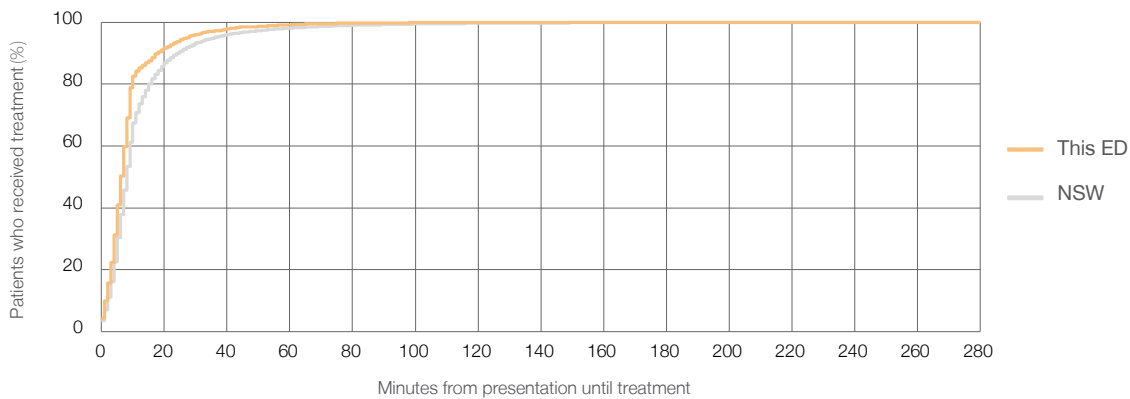
Number of triage 2 patients used to calculate waiting time:³ 2,275

Median time to start treatment⁴ 6 minutes

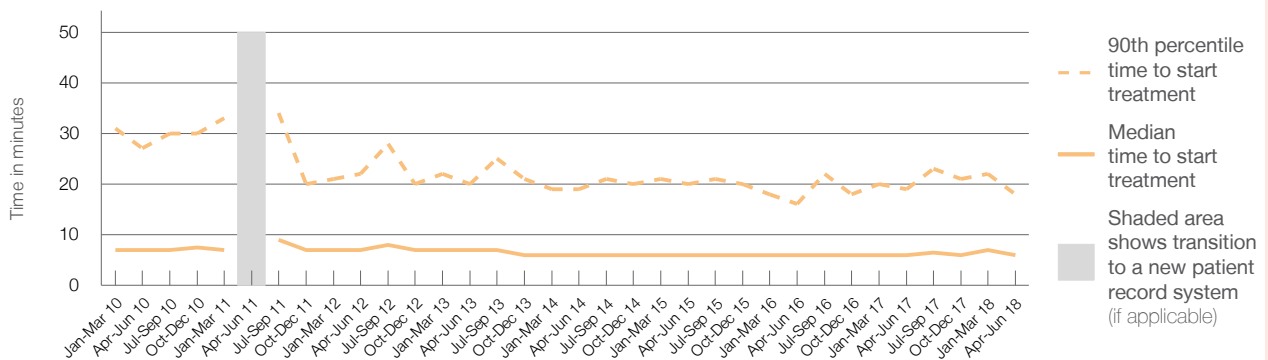
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
2,175	2,169
6 minutes	8 minutes
19 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7		7	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	27		22	20	19	20	16	19	18

(†) 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.

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

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

Number of triage 3 patients: 6,776

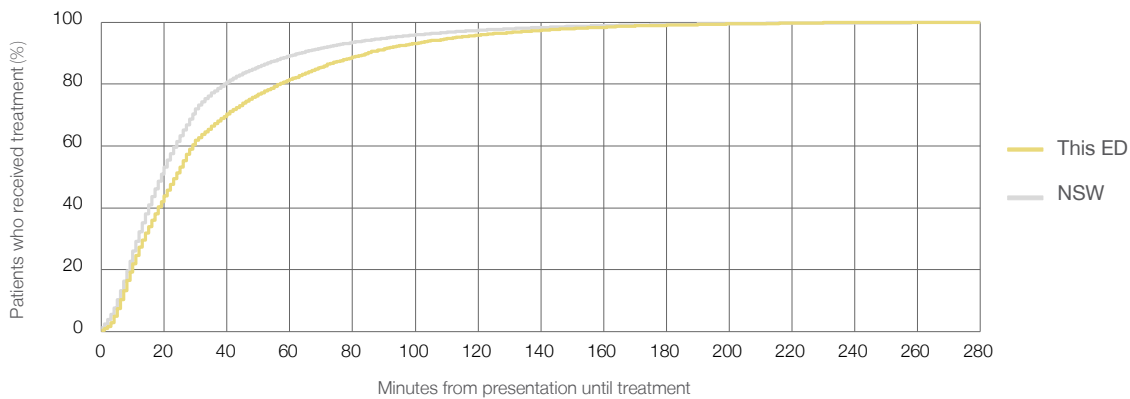
Number of triage 3 patients used to calculate waiting time:³ 6,659

Median time to start treatment⁴ 24 minutes

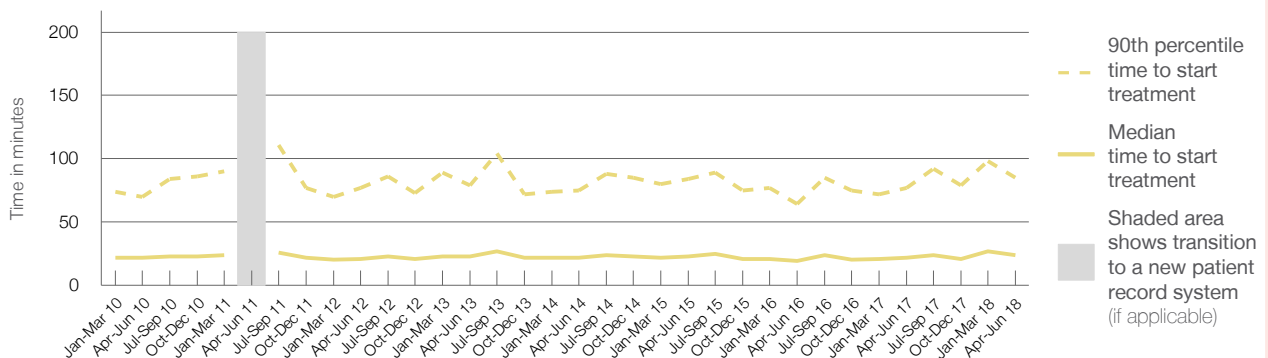
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
6,556	
6,464	
22 minutes	19 minutes
77 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	22		21	23	22	23	19	22	24
90th percentile time to start treatment ⁵ (minutes)	70		77	79	75	84	64	77	85

(†) 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.

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

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

Number of triage 4 patients: 6,752

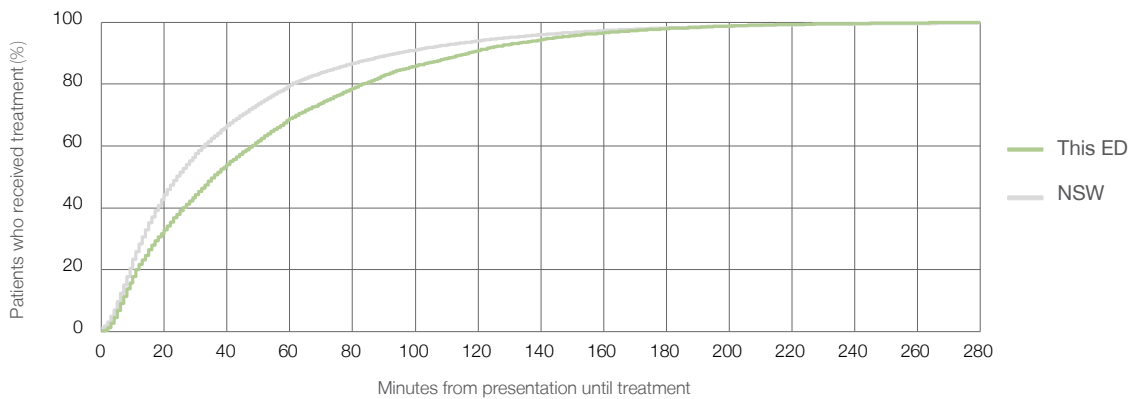
Number of triage 4 patients used to calculate waiting time:³ 6,420

Median time to start treatment⁴ 36 minutes

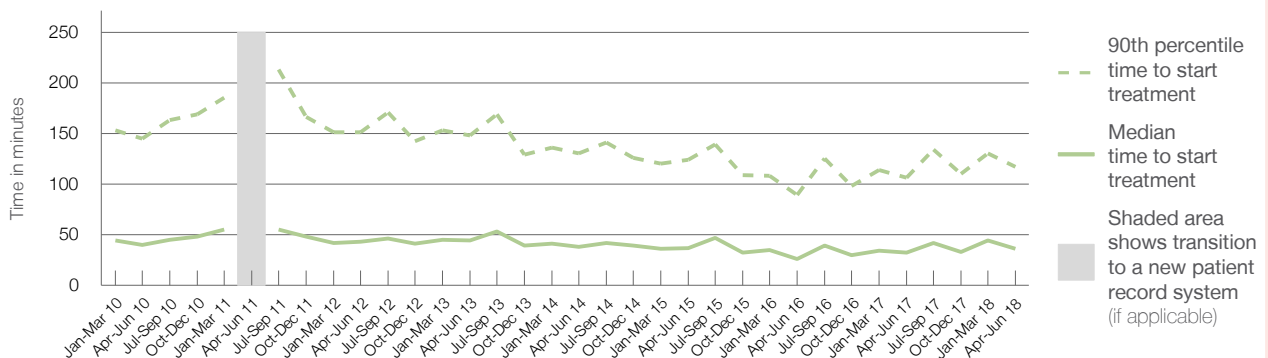
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
7,000	
6,704	
32 minutes	24 minutes
106 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	40		43	44	38	37	26	32	36
90th percentile time to start treatment ⁵ (minutes)	145		151	148	130	124	89	106	117

(†) 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.

Gosford Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 477

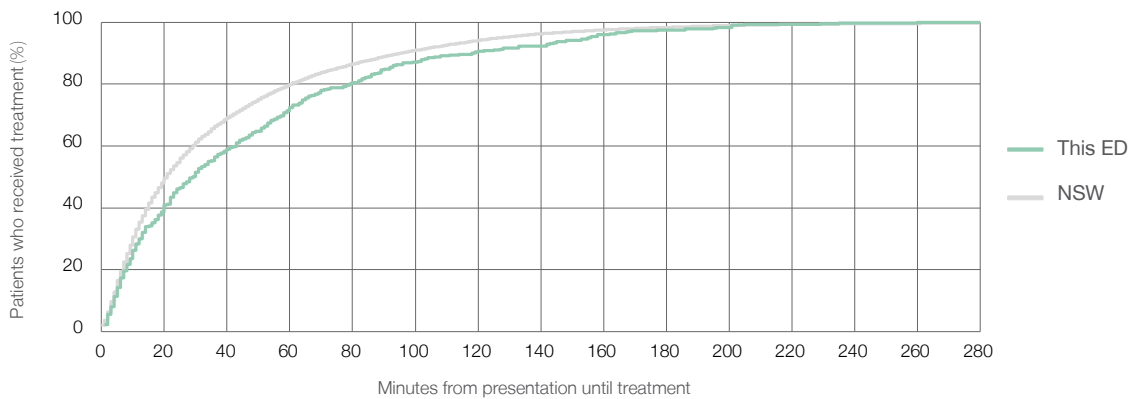
Number of triage 5 patients used to calculate waiting time:³ 403

Median time to start treatment⁴ 29 minutes

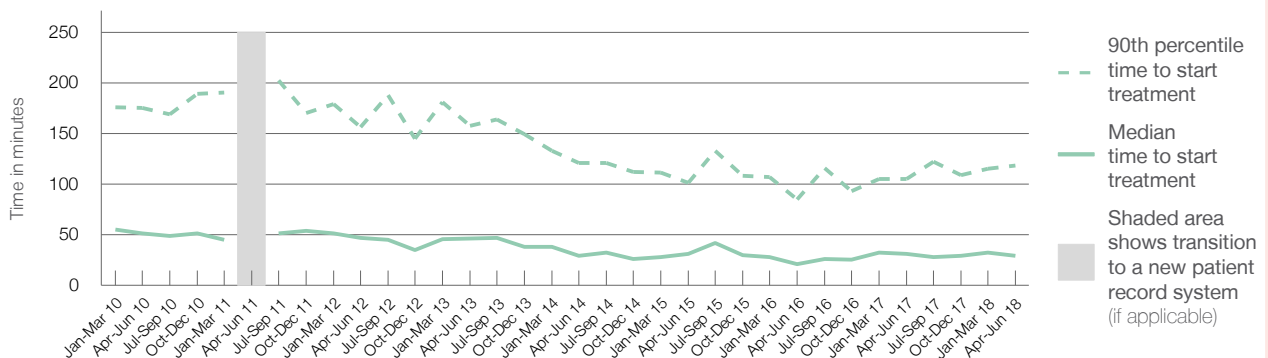
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
483	
419	
31 minutes	21 minutes
105 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	51		47	46	29	31	21	31	29
90th percentile time to start treatment ⁵ (minutes)	175		156	158	121	101	85	105	118

(†) 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.

Gosford Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 16,576 patients

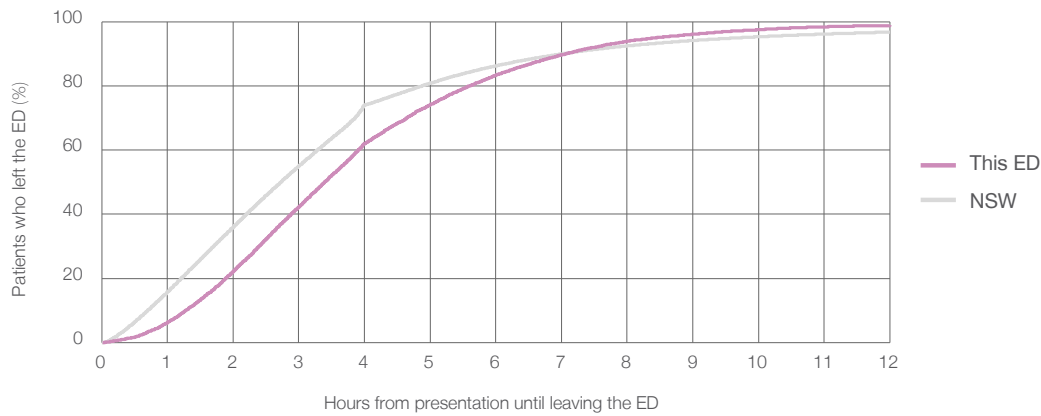
Presentations used to calculate time to leaving the ED:⁶ 16,576 patients

Median time spent in the ED⁸ 3 hours and 24 minutes

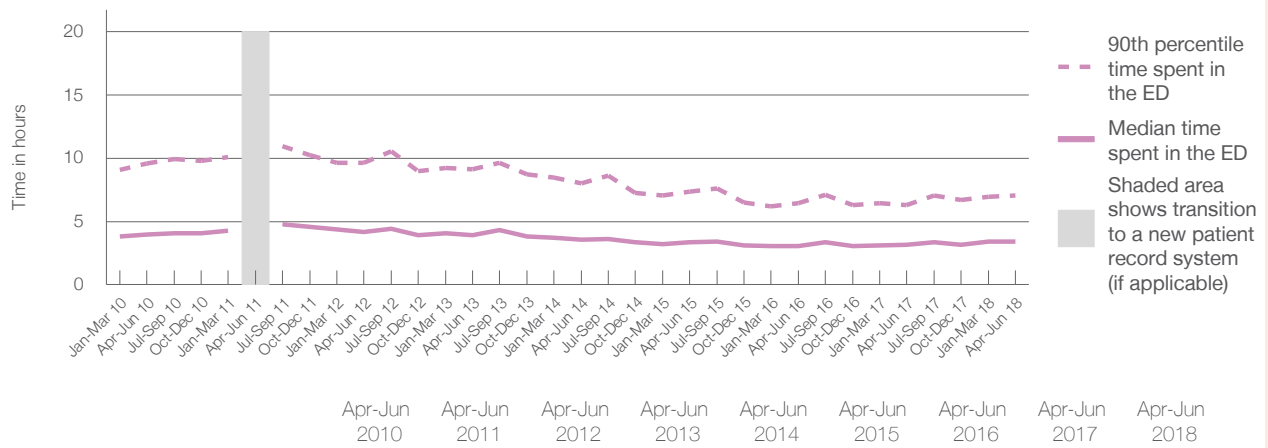
90th percentile time spent in the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
16,520	16,520
3 hours and 8 minutes	2 hours and 44 minutes
6 hours and 19 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 58m		4h 10m	3h 56m	3h 34m	3h 21m	3h 2m	3h 8m	3h 24m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 36m		9h 38m	9h 8m	8h 0m	7h 22m	6h 26m	6h 19m	7h 4m

(†) 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.

Gosford Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

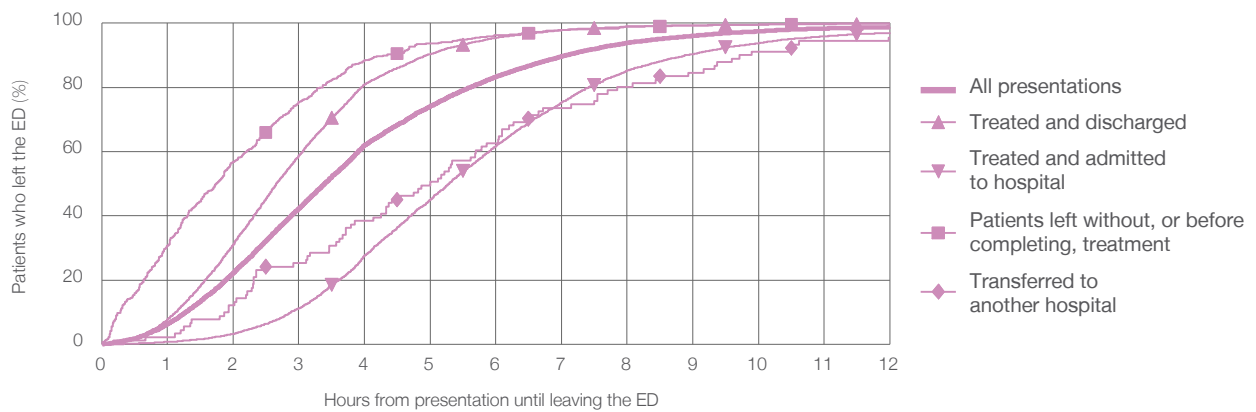
All presentations:¹ 16,576 patients

Presentations used to calculate time to leaving the ED:⁶ 16,576 patients

Treated and discharged	9,916 (59.8%)
Treated and admitted to hospital	5,912 (35.7%)
Patient left without, or before completing, treatment	611 (3.7%)
Transferred to another hospital	91 (0.5%)
Other	46 (0.3%)

Same period last year	Change since one year ago
16,520	0%
9,985	-0.7%
5,859	0.9%
538	13.6%
89	2.2%
49	-6.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.8%	31.2%	58.8%	81.0%	95.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	0.8%	3.2%	11.2%	27.6%	61.8%	85.3%	93.8%	97.0%
Patient left without, or before completing, treatment	30.6%	56.8%	75.6%	88.5%	96.2%	99.0%	99.5%	99.8%
Transferred to another hospital	2.2%	12.1%	25.3%	38.5%	62.6%	80.2%	91.2%	95.6%
All presentations	6.3%	22.2%	42.4%	62.1%	83.3%	93.9%	97.5%	98.8%

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

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

Gosford Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 16,576 patients

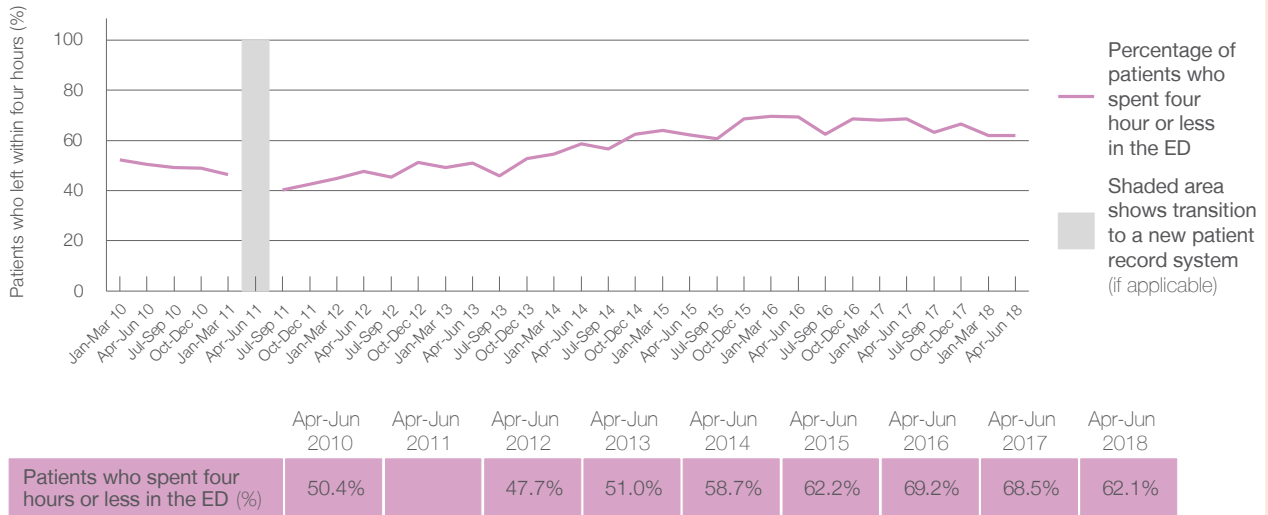
Presentations used to calculate time to leaving the ED: ⁶ 16,576 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	16,520	0%
Presentations used to calculate time to leaving the ED	16,520	0%
Percentage of patients who spent four hours or less in the ED	68.5%	

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



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

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

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

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

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

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

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

John Hunter Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,898 patients


Emergency presentations:² 19,645 patients

Same period last year	Change since one year ago
19,734	1%
19,582	0%


John Hunter Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,933 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,666 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,973 patients

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,939 patients

Median time to start treatment⁴  35 minutes
90th percentile time to start treatment⁵  128 minutes

Same period last year	NSW (this period)
1,806	
7 minutes	8 minutes
20 minutes	24 minutes
4,946	
23 minutes	19 minutes
79 minutes	63 minutes
9,941	
34 minutes	24 minutes
122 minutes	95 minutes
2,794	
38 minutes	21 minutes
137 minutes	96 minutes

John Hunter Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,898 patients

Percentage of patients who spent four hours or less in the ED  62%

Same period last year	Change since one year ago
19,734	1%
63%	

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

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

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

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

John Hunter Hospital: Patients presenting to the emergency department

April to June 2018

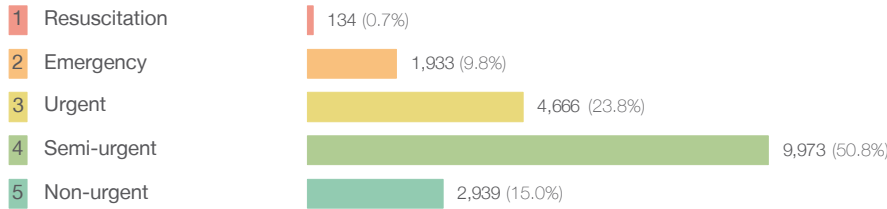
All presentations:¹ 19,898 patients

Same period last year
Change since one year ago

19,734 1%

Emergency presentations² by triage category: 19,645 patients

19,582 0%



95 41.1%

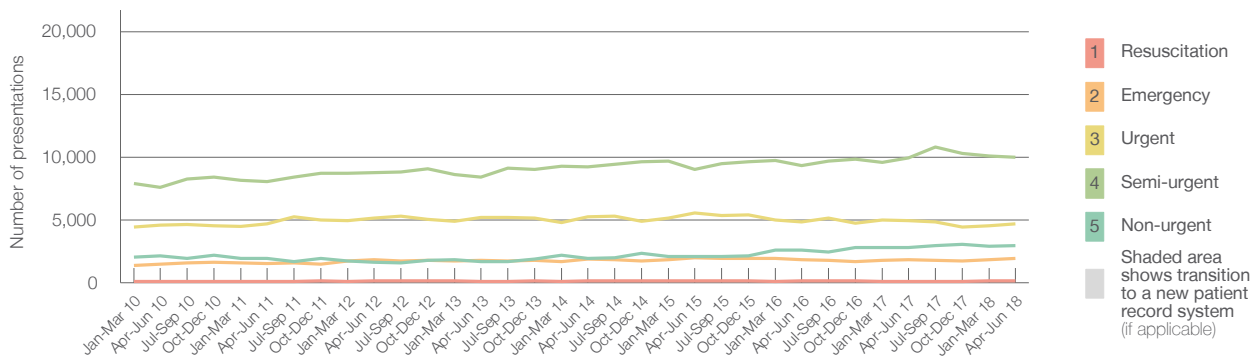
1,806 7.0%

4,946 -5.7%

9,941 0.3%

2,794 5.2%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	117	113	136	117	147	140	148	95	134
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,806	1,933
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,946	4,666
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,941	9,973
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794	2,939
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,582	19,645

John Hunter Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,871 patients

Same period last year
Change since one year ago

4,611

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 24 minutes

23 minutes 1 minute

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,933

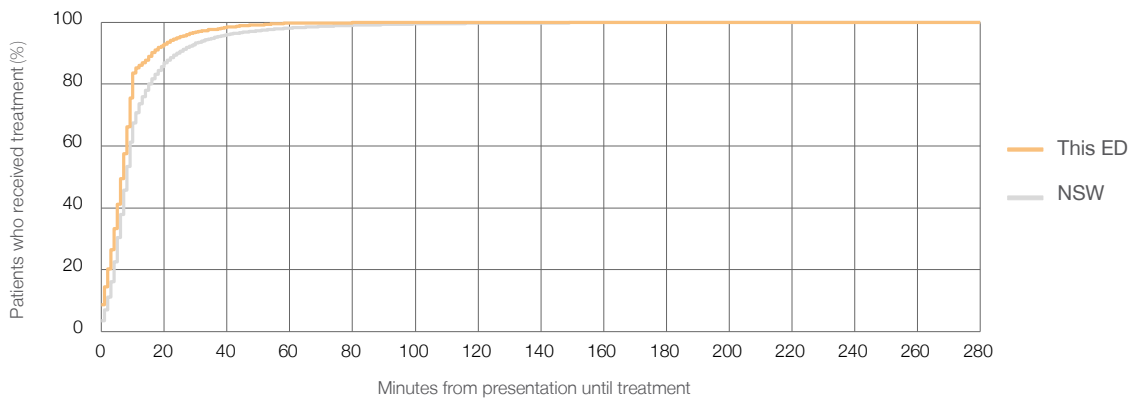
Number of triage 2 patients used to calculate waiting time:³ 1,915

Median time to start treatment⁴ 7 minutes

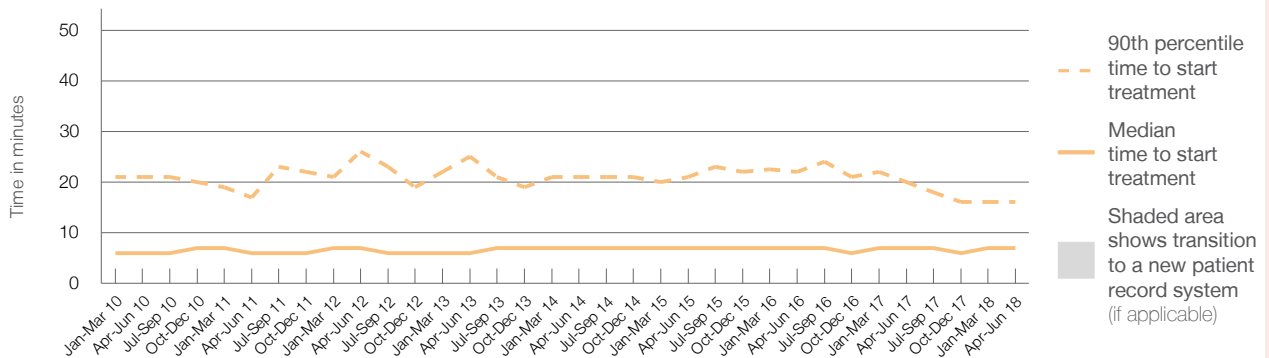
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,806	1,799
7 minutes	8 minutes
20 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	6	6	7	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	17	26	25	21	21	22	20	16

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 4,666

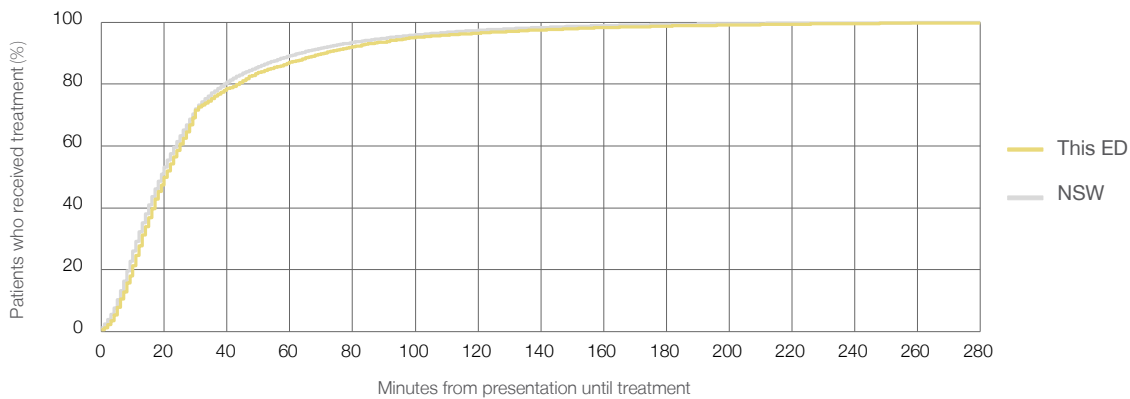
Number of triage 3 patients used to calculate waiting time:³ 4,552

Median time to start treatment⁴ 21 minutes

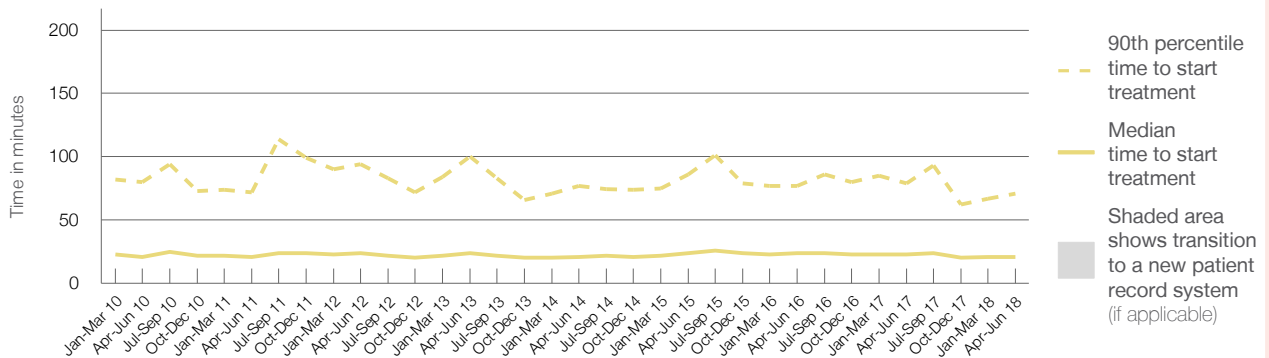
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,946	4,818
23 minutes	19 minutes
79 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	21	21	24	24	21	24	24	23	21
90th percentile time to start treatment ⁵ (minutes)	80	72	94	100	77	86	77	79	71

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 9,973

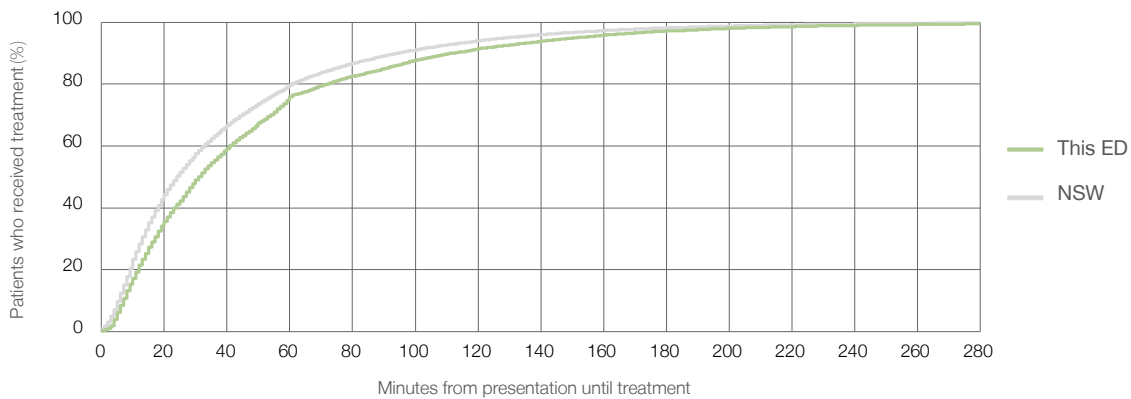
Number of triage 4 patients used to calculate waiting time:³ 8,900

Median time to start treatment⁴ 31 minutes

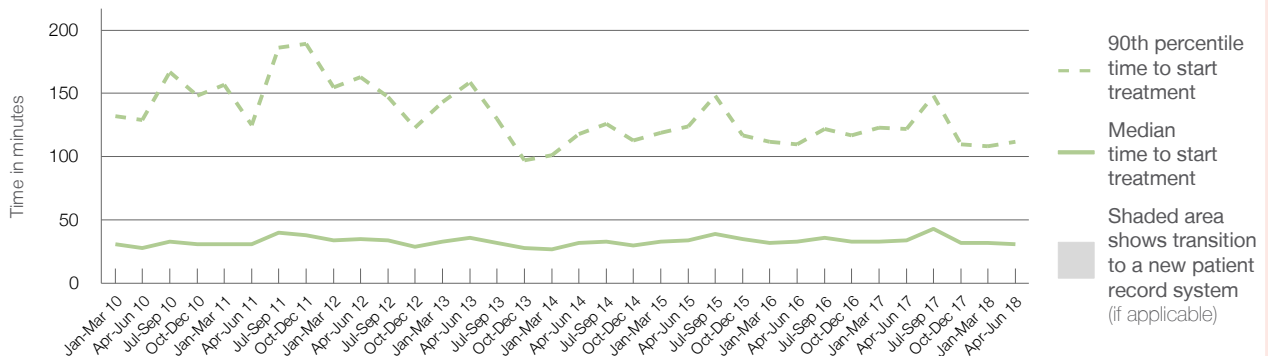
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
9,941	9,037
34 minutes	24 minutes
122 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	28	31	35	36	32	34	33	34	31
90th percentile time to start treatment ⁵ (minutes)	129	125	163	159	118	124	110	122	112

(†) 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.

John Hunter Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 2,939

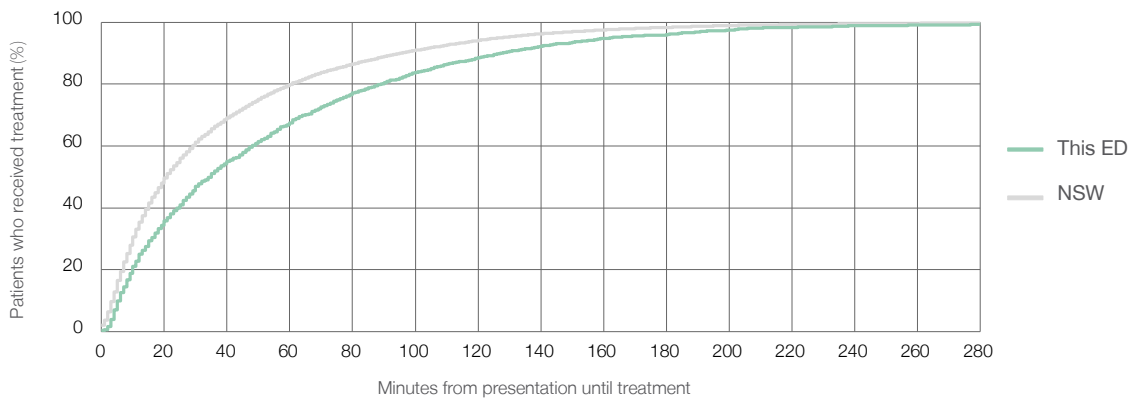
Number of triage 5 patients used to calculate waiting time:³ 2,300

Median time to start treatment⁴ 35 minutes

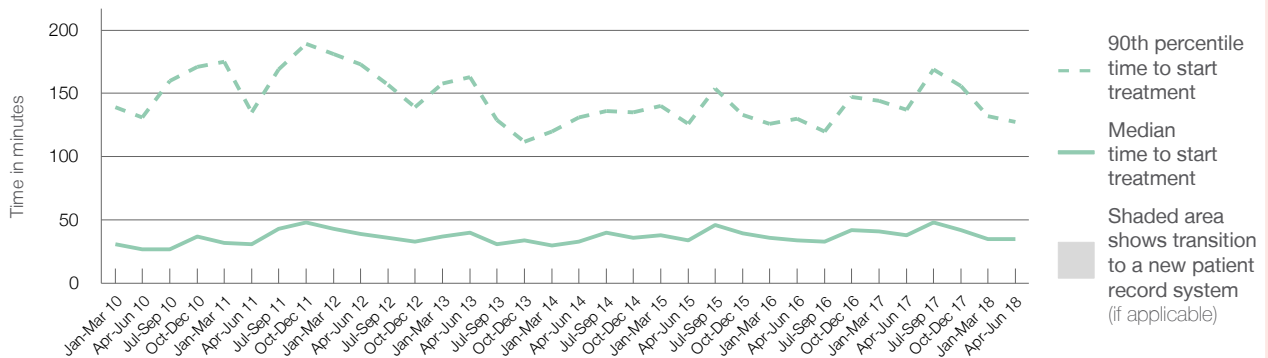
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,794	2,337
38 minutes	21 minutes
137 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	27	31	39	40	33	34	34	38	35
90th percentile time to start treatment ⁵ (minutes)	131	135	173	163	131	126	130	137	128

(†) 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.

John Hunter Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,898 patients

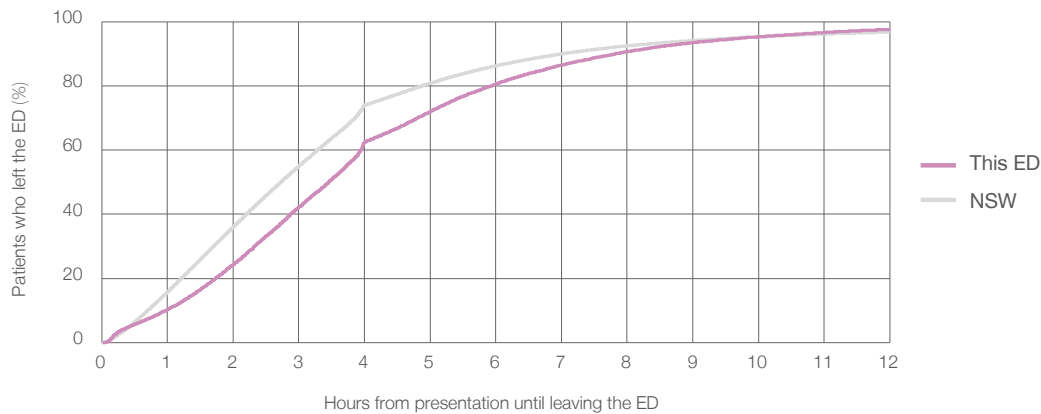
Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

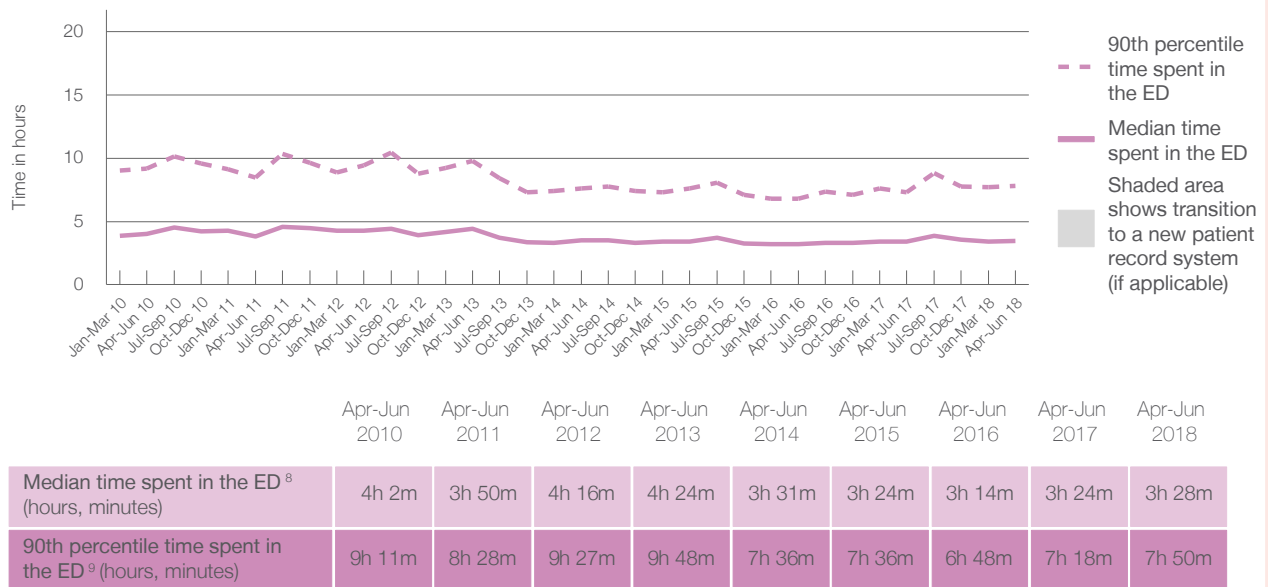
90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
19,734	19,734
3 hours and 24 minutes	2 hours and 44 minutes
7 hours and 18 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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.

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

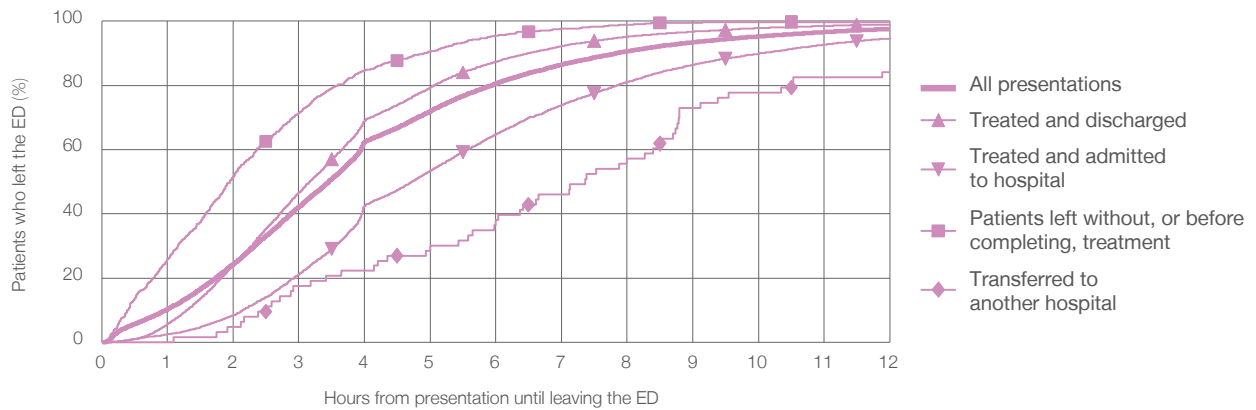
All presentations:¹ 19,898 patients

Presentations used to calculate time to leaving the ED:⁶ 19,898 patients

Treated and discharged	10,636 (53.5%)
Treated and admitted to hospital	6,869 (34.5%)
Patient left without, or before completing, treatment	975 (4.9%)
Transferred to another hospital	63 (0.3%)
Other	1,355 (6.8%)

Same period last year	Change since one year ago
19,734	1%
11,295	-5.8%
6,566	4.6%
733	33.0%
53	18.9%
1,087	24.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	5.7%	24.0%	46.6%	69.0%	87.4%	95.2%	97.9%	99.0%
Treated and admitted to hospital	2.5%	8.4%	21.2%	42.5%	64.9%	81.1%	89.9%	94.6%
Patient left without, or before completing, treatment	25.9%	51.6%	71.4%	84.7%	95.6%	99.0%	99.8%	99.8%
Transferred to another hospital	0%	4.8%	17.5%	22.2%	38.1%	57.1%	77.8%	84.1%
All presentations	10.4%	24.4%	42.2%	62.3%	80.6%	90.7%	95.3%	97.5%

(†) 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.

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

All presentations at the emergency department: ¹ 19,898 patients

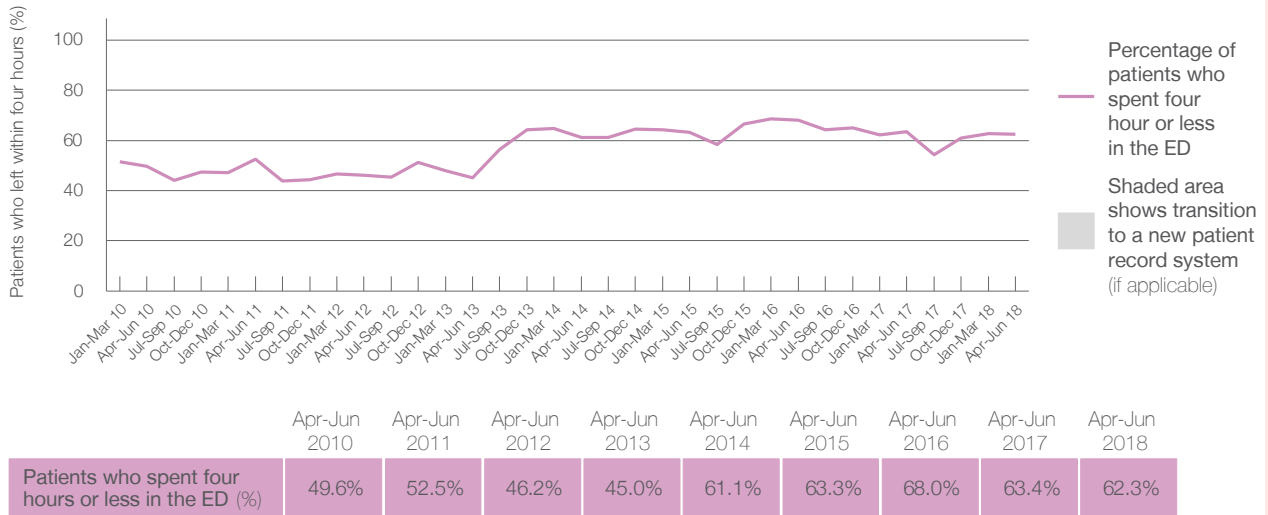
Presentations used to calculate time to leaving the ED: ⁶ 19,898 patients

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



Same period last year	Change since one year ago
19,734	1%
19,734	1%
63.4%	

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



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

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

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

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

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

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

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

Liverpool Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 21,903 patients



Emergency presentations:² 21,828 patients

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



Liverpool Hospital: Time patients waited to start treatment³

April to June 2018


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

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  25 minutes



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

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  49 minutes

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

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  60 minutes

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

Median time to start treatment⁴  14 minutes
90th percentile time to start treatment⁵  54 minutes

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

Liverpool Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 21,902 patients

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

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

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

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

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

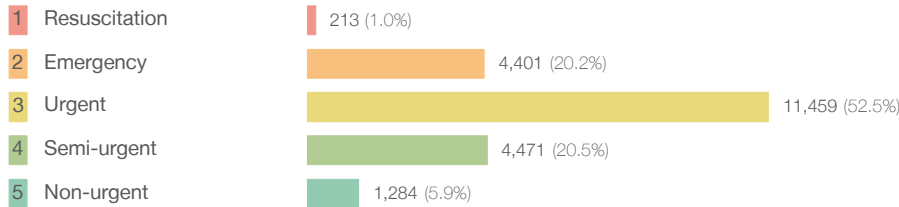
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Liverpool Hospital: Patients presenting to the emergency department

April to June 2018

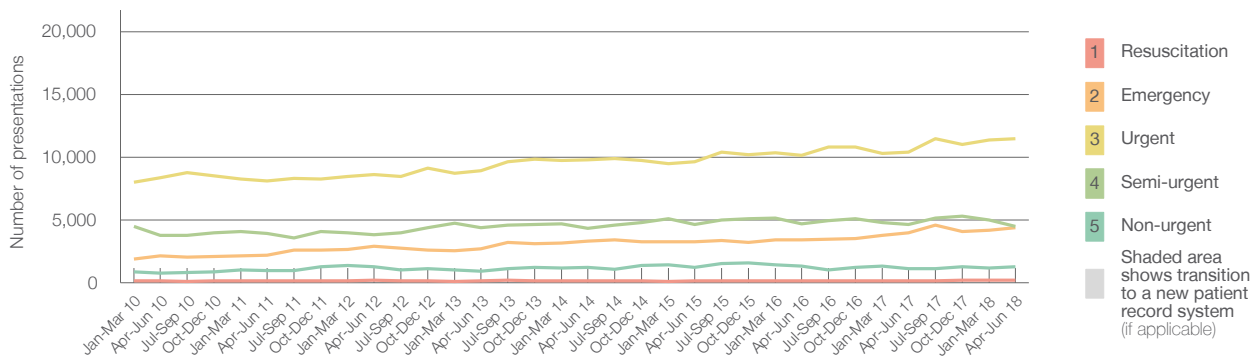
All presentations:¹ 21,903 patients

Emergency presentations² by triage category: 21,828 patients



Same period last year	Change since one year ago
20,492	7%
20,308	7%
150	42.0%
3,994	10.2%
10,421	10.0%
4,644	-3.7%
1,099	16.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



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

Liverpool Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 6,562 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,118	
12 minutes	0 minutes
30 minutes	14 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 4,401

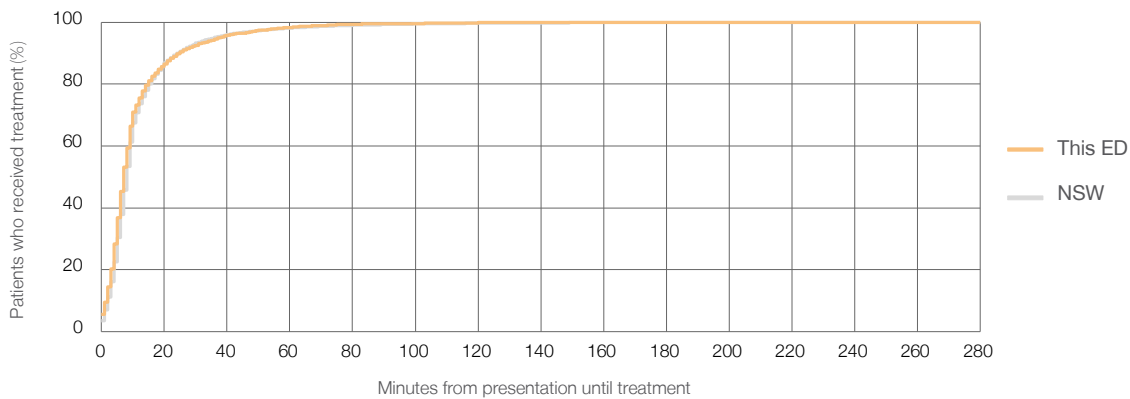
Number of triage 2 patients used to calculate waiting time:³ 4,380

Median time to start treatment⁴ 7 minutes

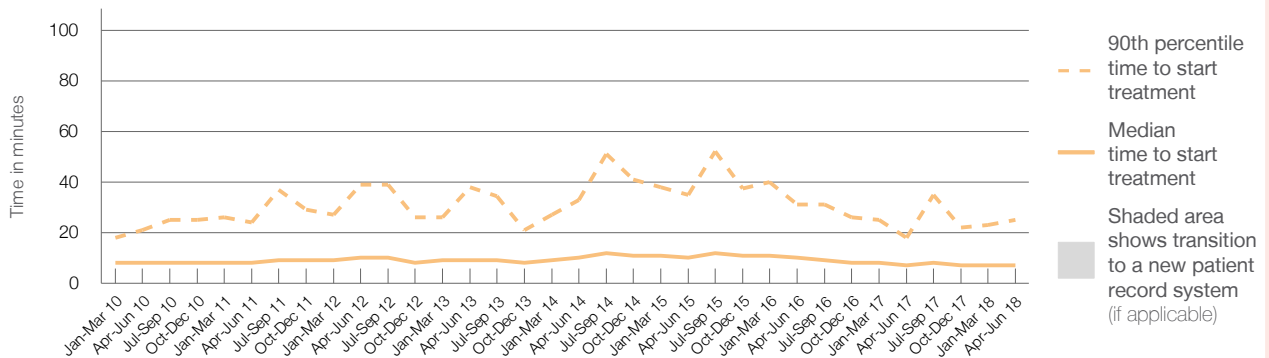
90th percentile time to start treatment⁵ 25 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



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

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

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

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

April to June 2018

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

Number of triage 3 patients: 11,459

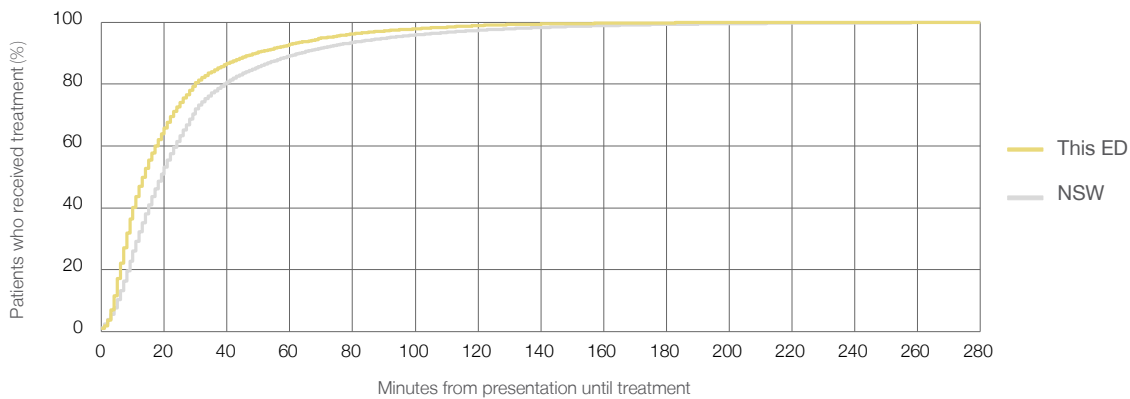
Number of triage 3 patients used to calculate waiting time:³ 11,187

Median time to start treatment⁴ 14 minutes

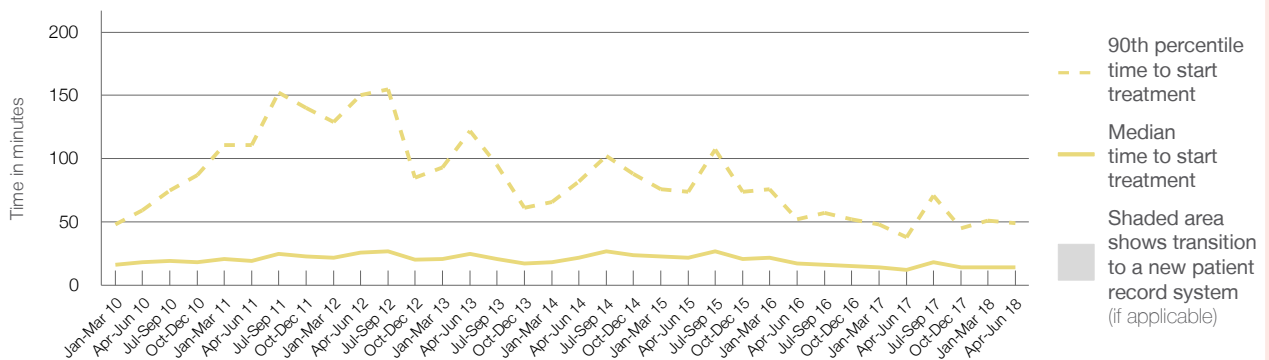
90th percentile time to start treatment⁵ 49 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



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

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

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

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

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

Number of triage 4 patients: 4,471

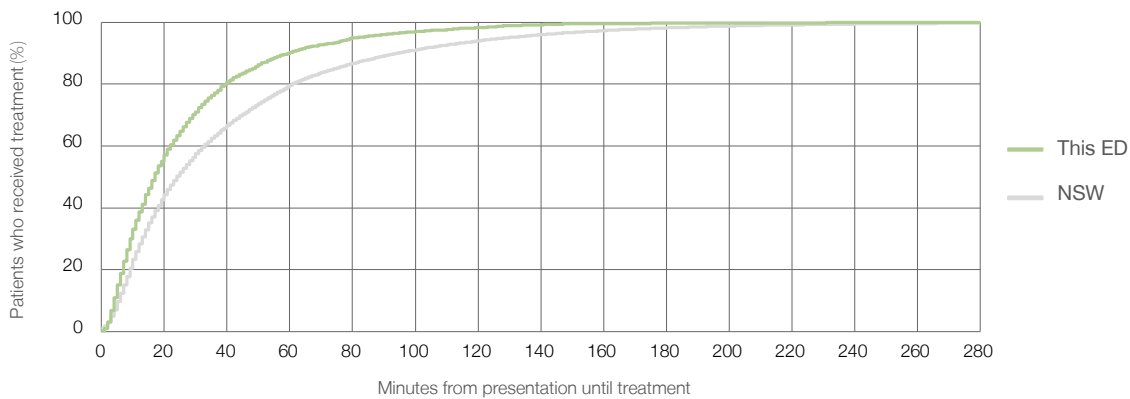
Number of triage 4 patients used to calculate waiting time:³ 4,200

Median time to start treatment⁴ 17 minutes

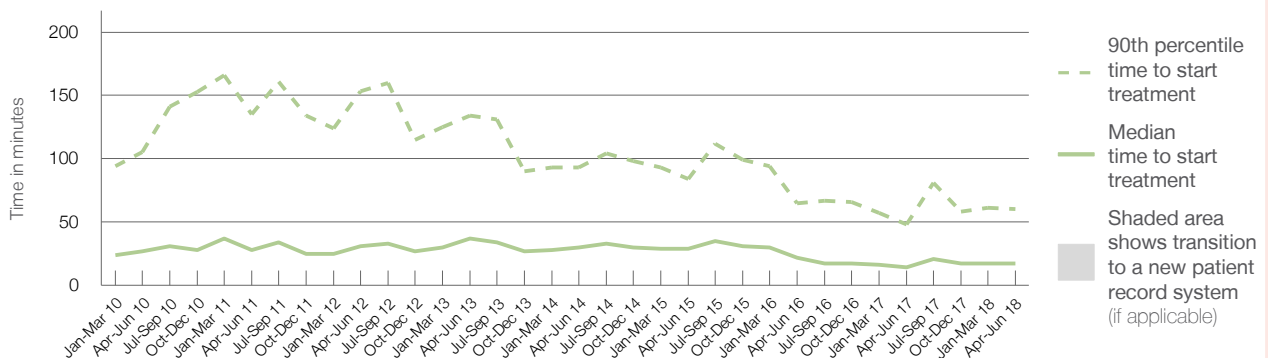
90th percentile time to start treatment⁵ 60 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



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

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

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

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

April to June 2018

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

Number of triage 5 patients: 1,284

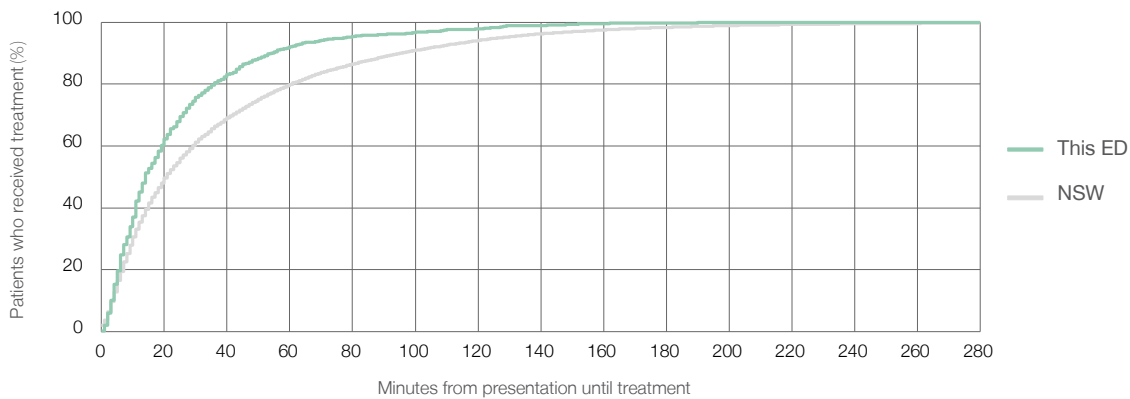
Number of triage 5 patients used to calculate waiting time:³ 1,066

Median time to start treatment⁴ 14 minutes

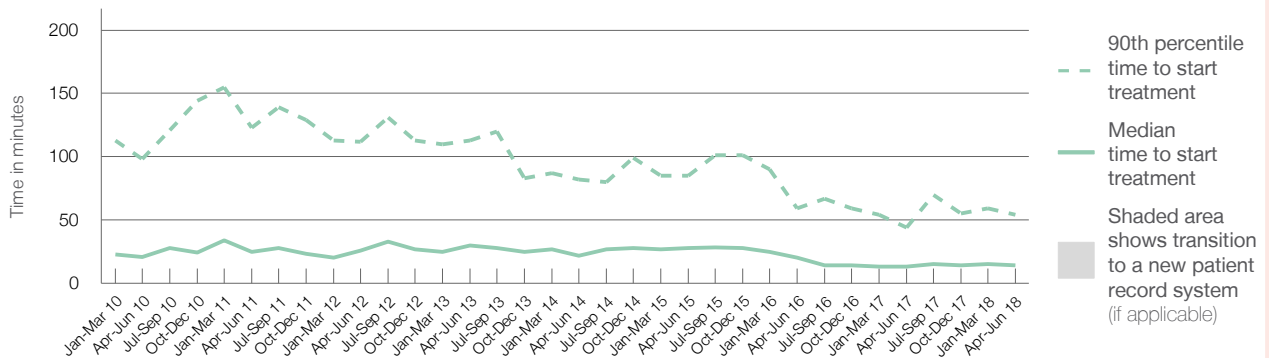
90th percentile time to start treatment⁵ 54 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



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

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

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

Liverpool Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 21,903 patients

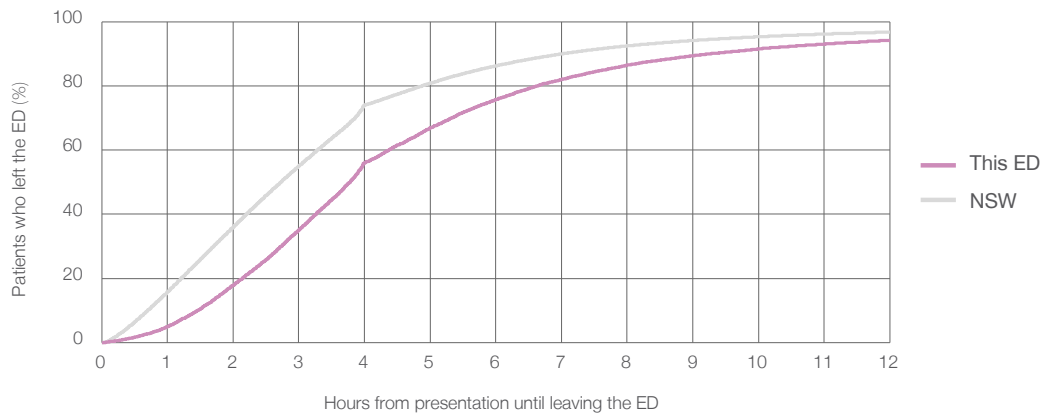
Presentations used to calculate time to leaving the ED:⁶ 21,902 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

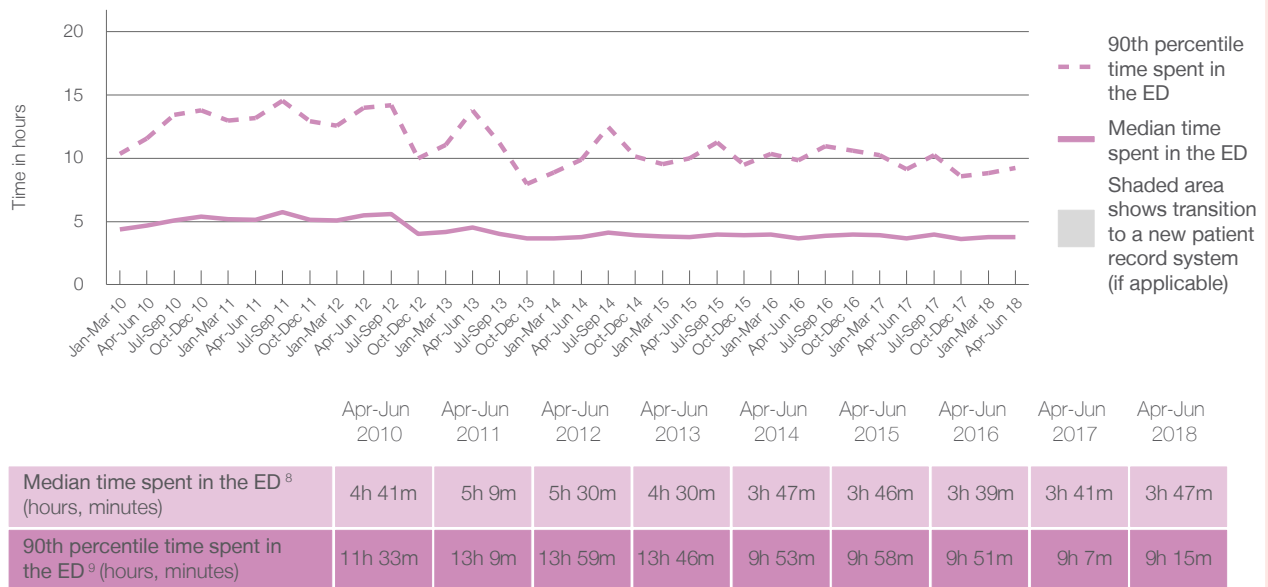
90th percentile time spent in the ED⁹ 9 hours and 15 minutes

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

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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

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

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

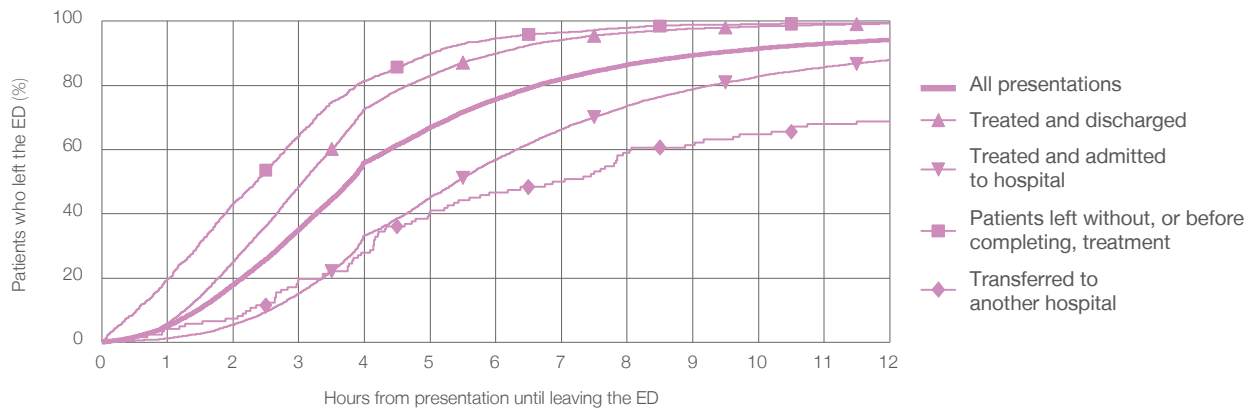
All presentations:¹ 21,903 patients

Presentations used to calculate time to leaving the ED:⁶ 21,902 patients

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

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

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

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

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

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

Liverpool Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 21,903 patients

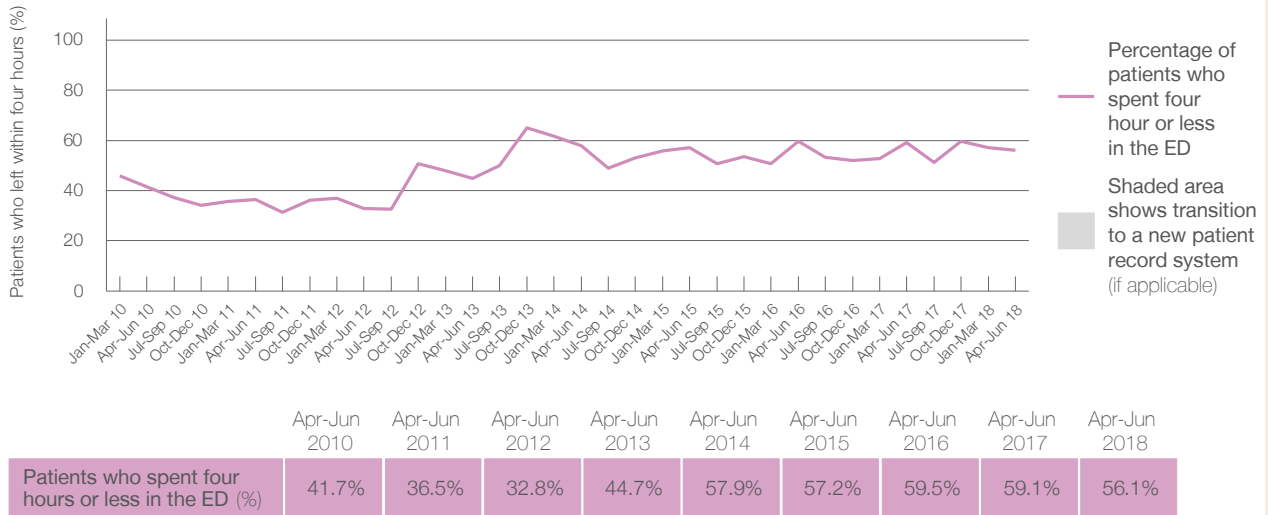
Presentations used to calculate time to leaving the ED: ⁶ 21,902 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	20,492	7%
Presentations used to calculate time to leaving the ED	20,492	7%
Percentage of patients who spent four hours or less in the ED	59.1%	

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



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

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

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

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

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

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

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

Nepean Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 17,714 patients

Emergency presentations:² 17,453 patients

Same period last year	Change since one year ago
17,281	3%
17,156	2%

Nepean Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,332 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,493 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,245 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,285 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
2,754	
9 minutes	8 minutes
32 minutes	24 minutes
4,994	
27 minutes	19 minutes
109 minutes	63 minutes
7,621	
29 minutes	24 minutes
108 minutes	95 minutes
1,686	
27 minutes	21 minutes
110 minutes	96 minutes

Nepean Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 17,706 patients

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

Same period last year	Change since one year ago
17,272	3%
61%	

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

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

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

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

Nepean Hospital: Patients presenting to the emergency department

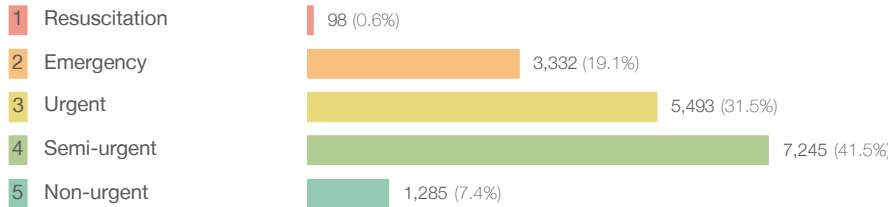
April to June 2018

All presentations:¹ 17,714 patients

Same period last year	Change since one year ago
17,281	3%

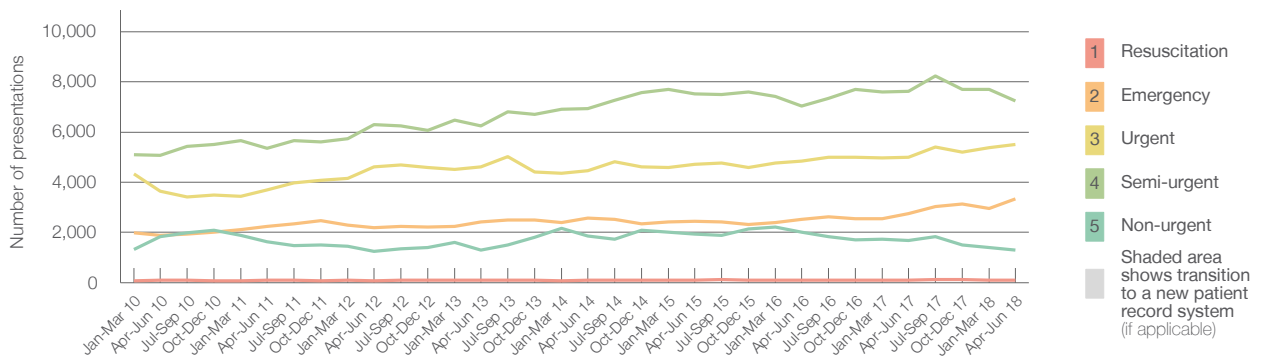
Emergency presentations² by triage category: 17,453 patients

Same period last year	Change since one year ago
17,156	2%



Same period last year	Change since one year ago
101	-3.0%
2,754	21.0%
4,994	10.0%
7,621	-4.9%
1,686	-23.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	90	87	78	105	102	107	98	101	98
Emergency	1,889	2,230	2,181	2,432	2,561	2,439	2,515	2,754	3,332
Urgent	3,644	3,684	4,614	4,611	4,472	4,705	4,843	4,994	5,493
Semi-urgent	5,069	5,352	6,295	6,238	6,932	7,508	7,048	7,621	7,245
Non-urgent	1,831	1,637	1,248	1,286	1,870	1,926	2,021	1,686	1,285
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,525	17,156	17,453

Nepean Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,881 patients

Same period last year	Change since one year ago
4,669	

ED Transfer of care time



Same period last year	Change since one year ago
11 minutes	1 minute
28 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.

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

April to June 2018

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

Number of triage 2 patients: 3,332

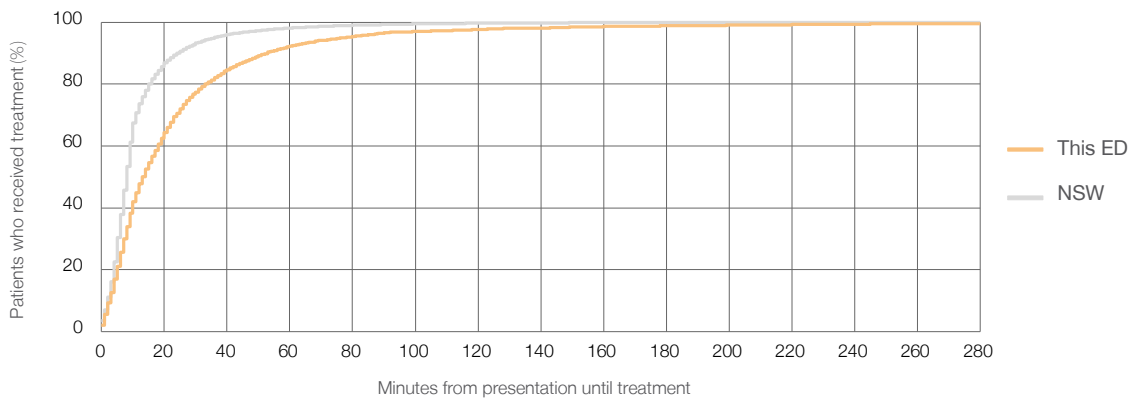
Number of triage 2 patients used to calculate waiting time:³ 3,315

Median time to start treatment⁴ 13 minutes

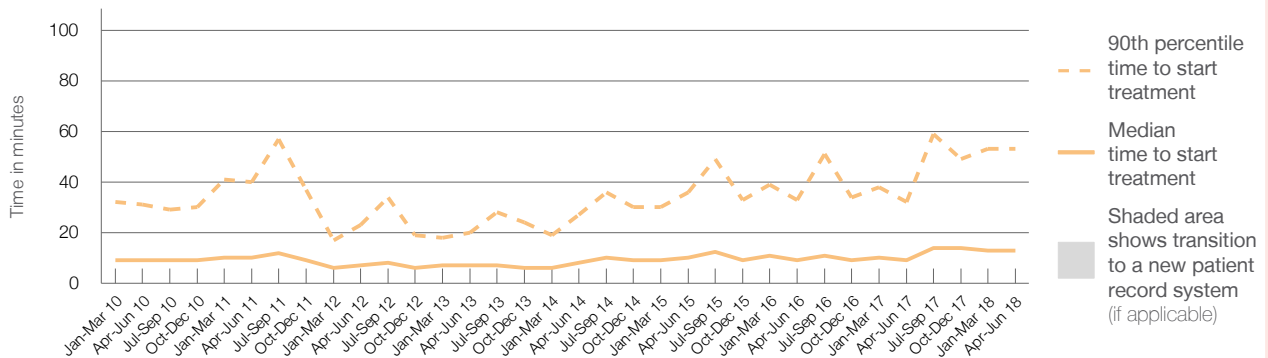
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
2,754	
2,735	
9 minutes	8 minutes
32 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	9	10	7	7	8	10	9	9	13
90th percentile time to start treatment ⁵ (minutes)	31	40	23	20	27	36	33	32	53

(†) 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.

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

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

Number of triage 3 patients: 5,493

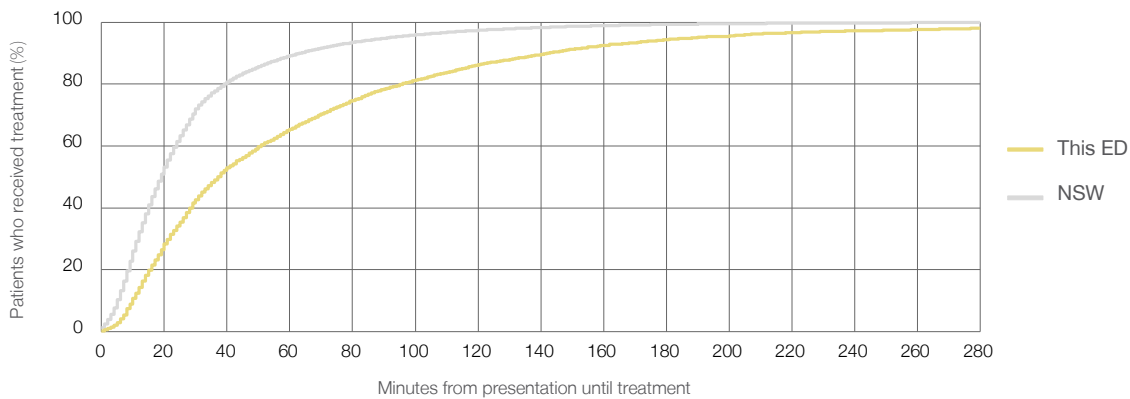
Number of triage 3 patients used to calculate waiting time:³ 5,198

Median time to start treatment⁴ 37 minutes

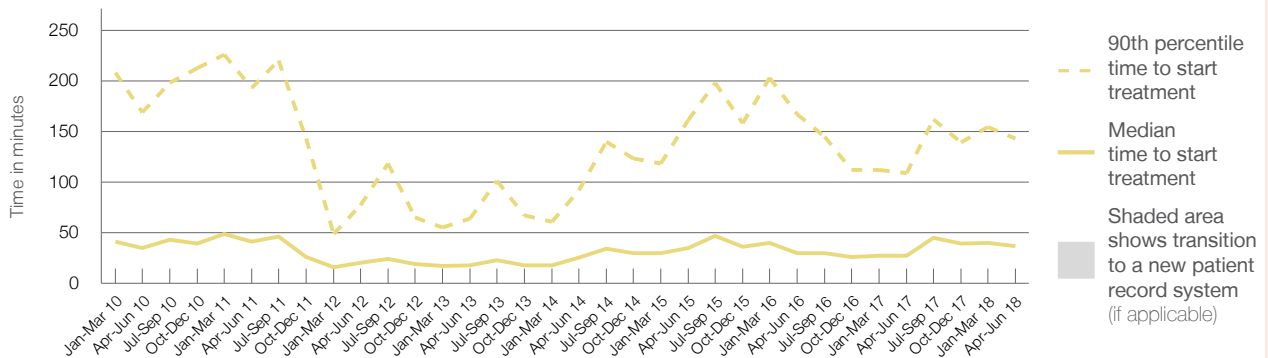
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
4,994	
4,772	
27 minutes	19 minutes
109 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	35	41	20	18	25	35	30	27	37
90th percentile time to start treatment ⁵ (minutes)	169	193	77	64	92	161	167	109	143

(†) 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.

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

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

Number of triage 4 patients: 7,245

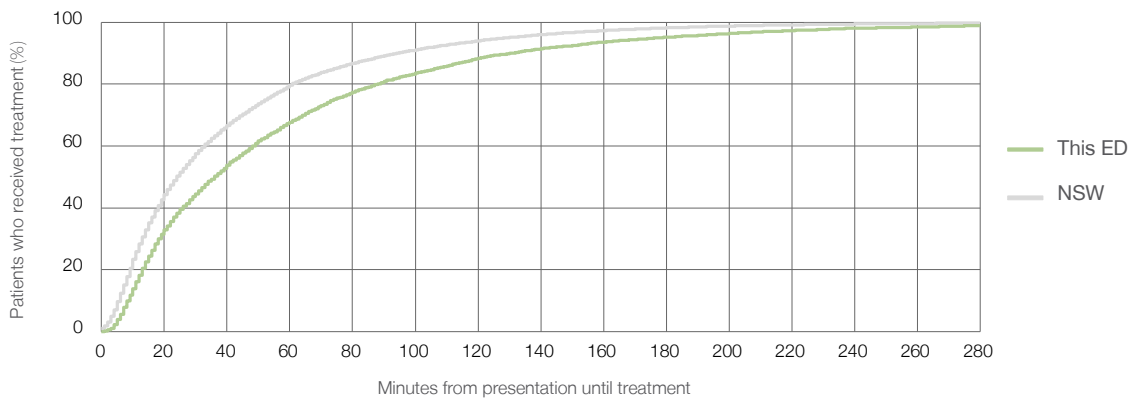
Number of triage 4 patients used to calculate waiting time:³ 6,799

Median time to start treatment⁴ 36 minutes

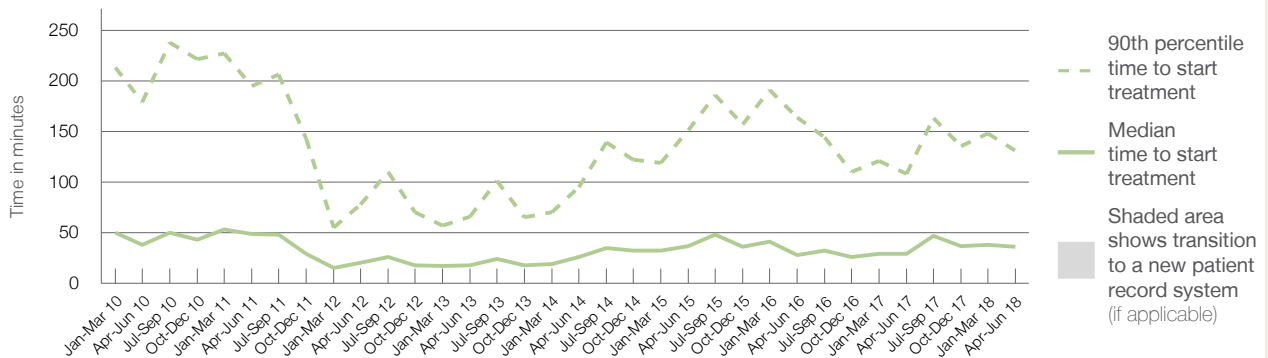
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
7,621	7,139
29 minutes	24 minutes
108 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	38	49	20	18	26	37	28	29	36
90th percentile time to start treatment ⁵ (minutes)	179	195	78	66	95	151	164	108	131

(†) 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.

Nepean Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,285

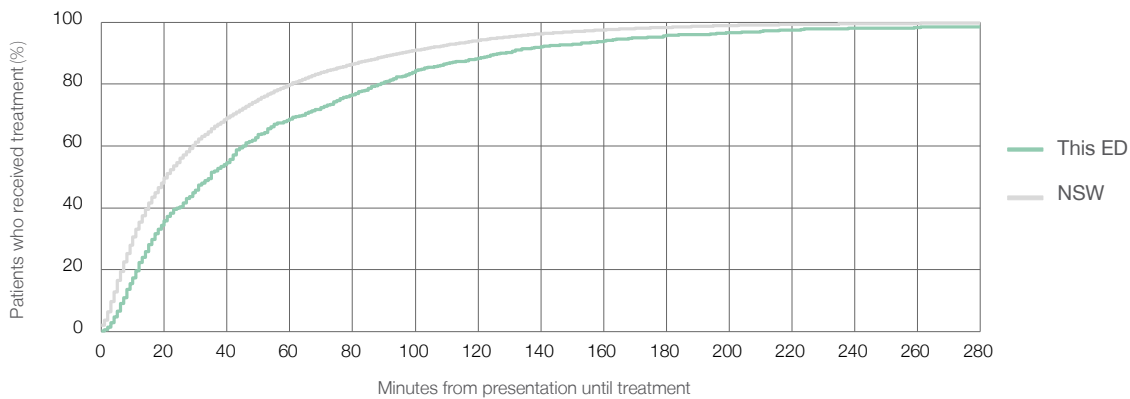
Number of triage 5 patients used to calculate waiting time:³ 1,118

Median time to start treatment⁴ 35 minutes

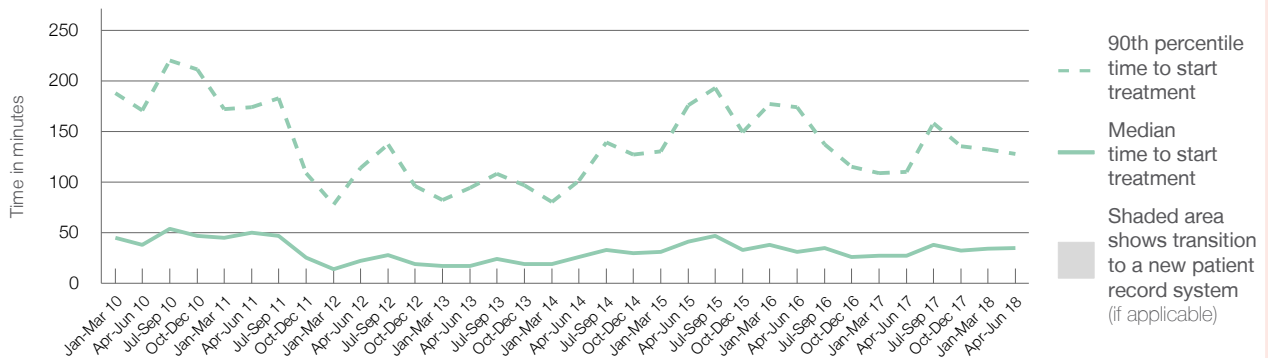
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,686	1,468
27 minutes	21 minutes
110 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	38	50	22	17	26	41	31	27	35
90th percentile time to start treatment ⁵ (minutes)	171	174	114	94	101	176	174	110	128

(†) 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.

Nepean Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 17,714 patients

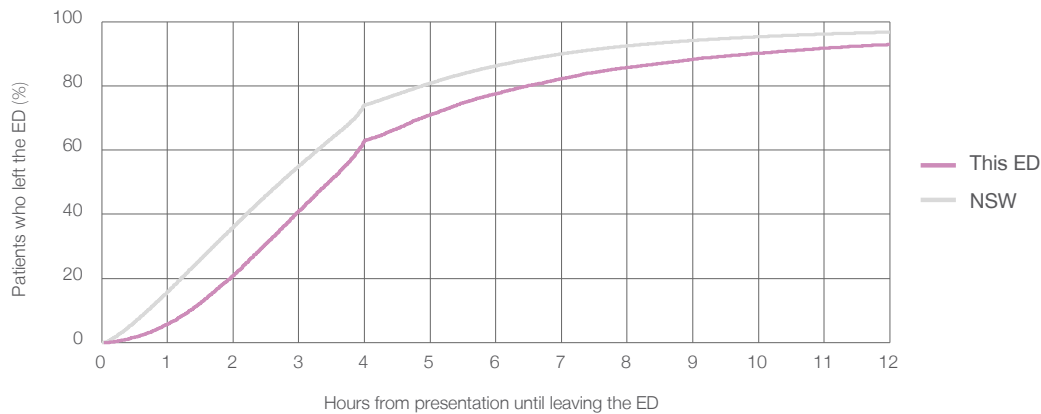
Presentations used to calculate time to leaving the ED:⁶ 17,706 patients

Median time spent in the ED⁸ 3 hours and 27 minutes

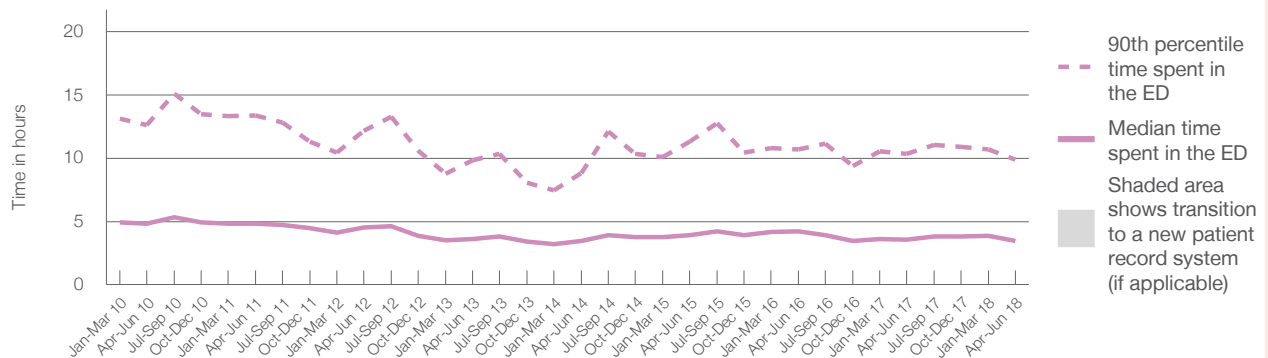
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
17,281	17,272
3 hours and 34 minutes	2 hours and 44 minutes
10 hours and 21 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m	3h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 21m	9h 53m

(†) 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.

Nepean Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

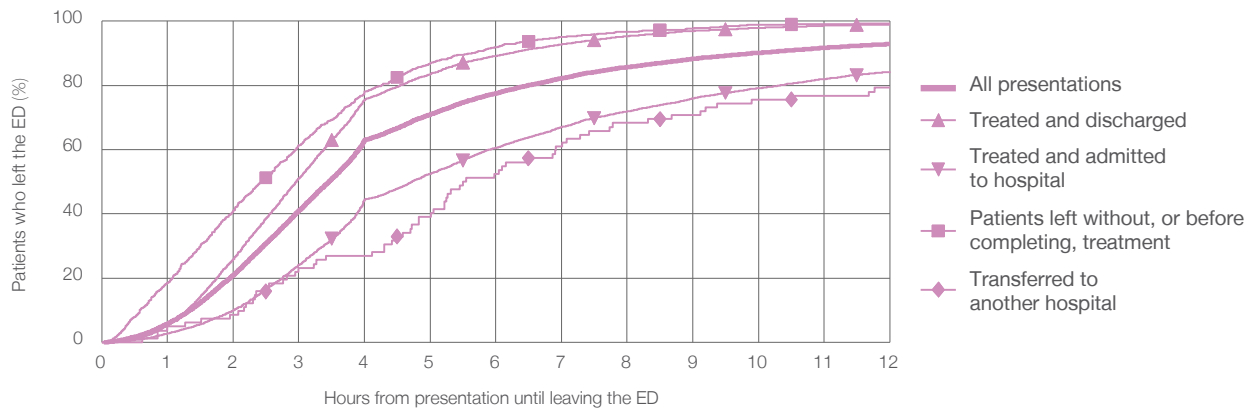
All presentations:¹ 17,714 patients

Presentations used to calculate time to leaving the ED:⁶ 17,706 patients

Treated and discharged	8,956 (50.6%)
Treated and admitted to hospital	7,246 (40.9%)
Patient left without, or before completing, treatment	1,214 (6.9%)
Transferred to another hospital	82 (0.5%)
Other	216 (1.2%)

Same period last year	Change since one year ago
17,272	3%
9,443	-5.2%
6,472	12.0%
1,012	20.0%
77	6.5%
277	-22.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	5.4%	26.0%	51.1%	75.6%	89.2%	95.3%	98.0%	99.0%
Treated and admitted to hospital	2.7%	10.0%	24.1%	44.5%	60.5%	71.9%	79.1%	84.3%
Patient left without, or before completing, treatment	18.5%	41.1%	61.3%	78.1%	91.9%	96.7%	98.8%	99.3%
Transferred to another hospital	4.9%	8.5%	23.2%	26.8%	52.4%	68.3%	75.6%	79.3%
All presentations	5.8%	21.0%	41.0%	63.0%	77.5%	85.7%	90.2%	92.9%

(†) 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.

Nepean Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 17,714 patients

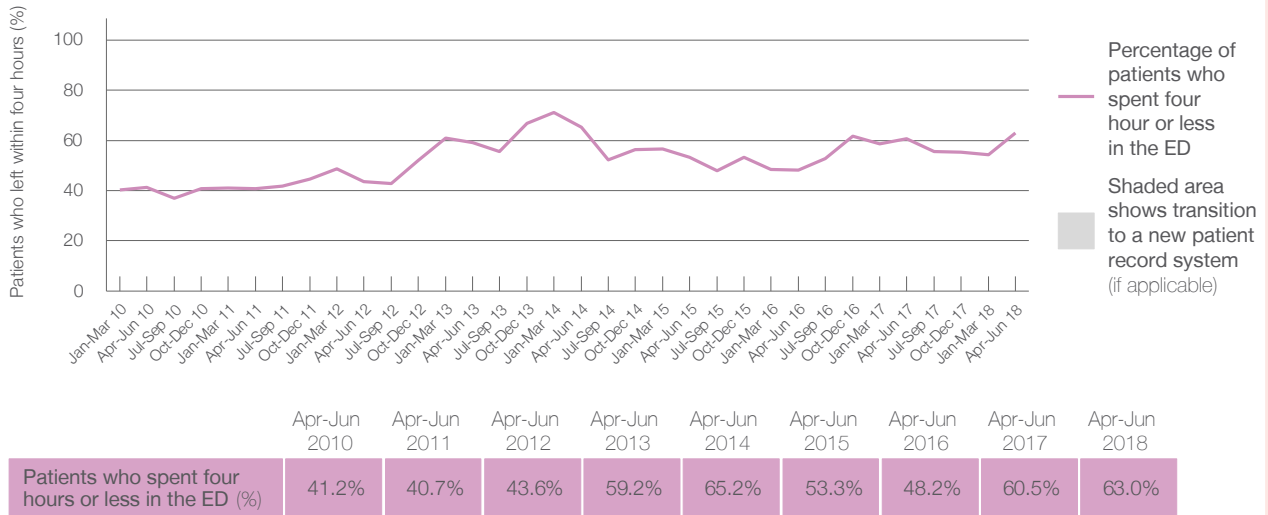
Presentations used to calculate time to leaving the ED: ⁶ 17,706 patients

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



Same period last year	Change since one year ago
17,281	3%
17,272	3%
60.5%	

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



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

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

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

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

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

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

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

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 15,059 patients



Emergency presentations:² 14,270 patients

Same period last year	Change since one year ago
14,288	5%
13,514	6%

Prince of Wales Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,524 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,720 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,264 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 568 patients

Median time to start treatment⁴  22 minutes
90th percentile time to start treatment⁵  92 minutes

Same period last year	NSW (this period)
1,100	
9 minutes	8 minutes
23 minutes	24 minutes
6,957	
20 minutes	19 minutes
62 minutes	63 minutes
4,743	
18 minutes	24 minutes
77 minutes	95 minutes
514	
25 minutes	21 minutes
107 minutes	96 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 15,056 patients

Percentage of patients who spent four hours or less in the ED  73%

Same period last year	Change since one year ago
14,287	5%
72%	

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

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

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

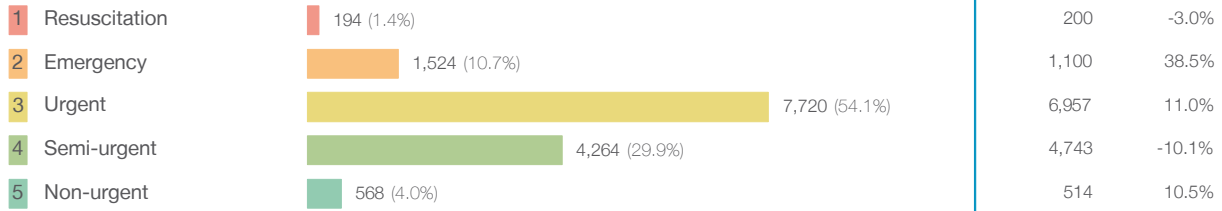
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Prince of Wales Hospital: Patients presenting to the emergency department

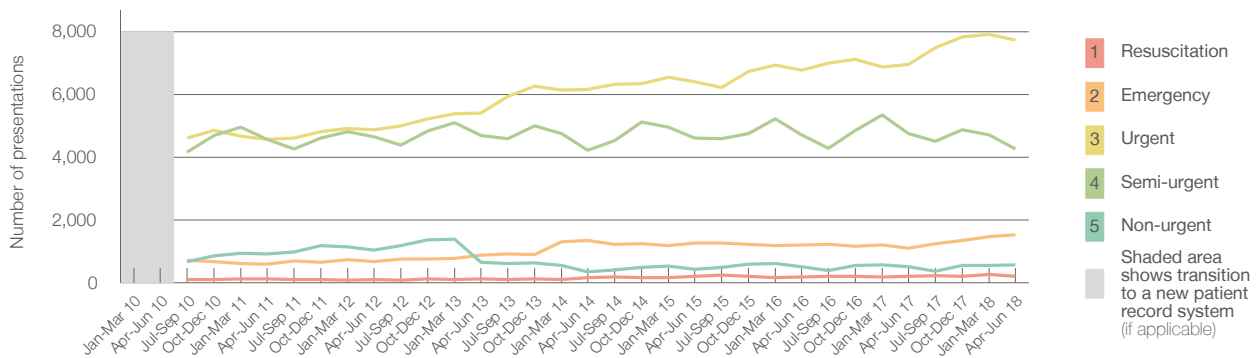
April to June 2018

All presentations:¹ 15,059 patients

Emergency presentations² by triage category: 14,270 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		121	107	113	155	206	184	200	194
Emergency		589	679	875	1,353	1,269	1,194	1,100	1,524
Urgent		4,576	4,870	5,401	6,161	6,407	6,762	6,957	7,720
Semi-urgent		4,576	4,649	4,685	4,218	4,611	4,705	4,743	4,264
Non-urgent		916	1,029	649	345	430	515	514	568
All emergency presentations		10,778	11,334	11,723	12,232	12,923	13,360	13,514	14,270

Prince of Wales Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,695 patients

ED Transfer of care time



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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,524

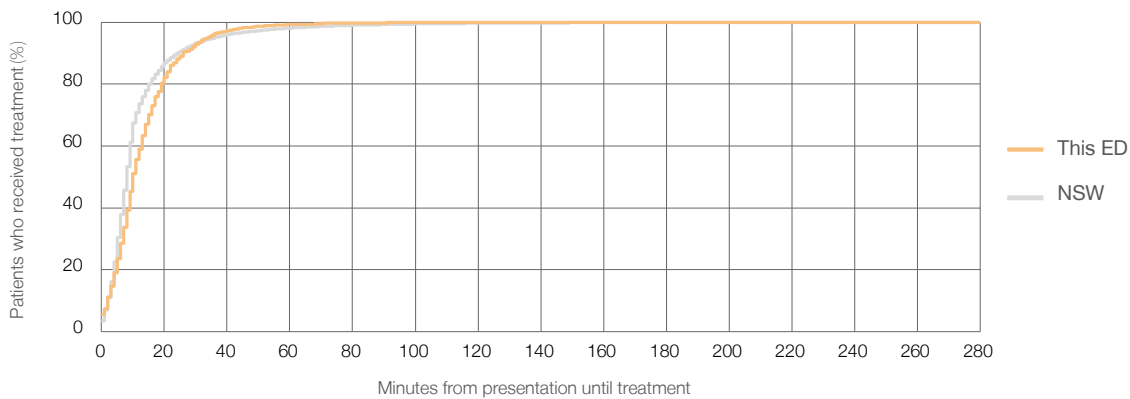
Number of triage 2 patients used to calculate waiting time:³ 1,496

Median time to start treatment⁴ 10 minutes

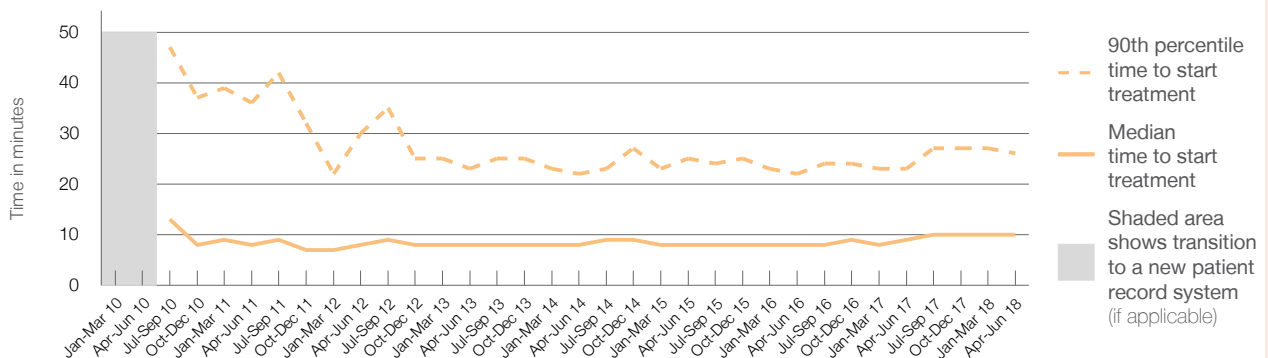
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
1,100	
1,084	
9 minutes	8 minutes
23 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		8	8	8	8	8	8	9	10
90th percentile time to start treatment ⁵ (minutes)		36	30	23	22	25	22	23	26

(†) 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 7,720

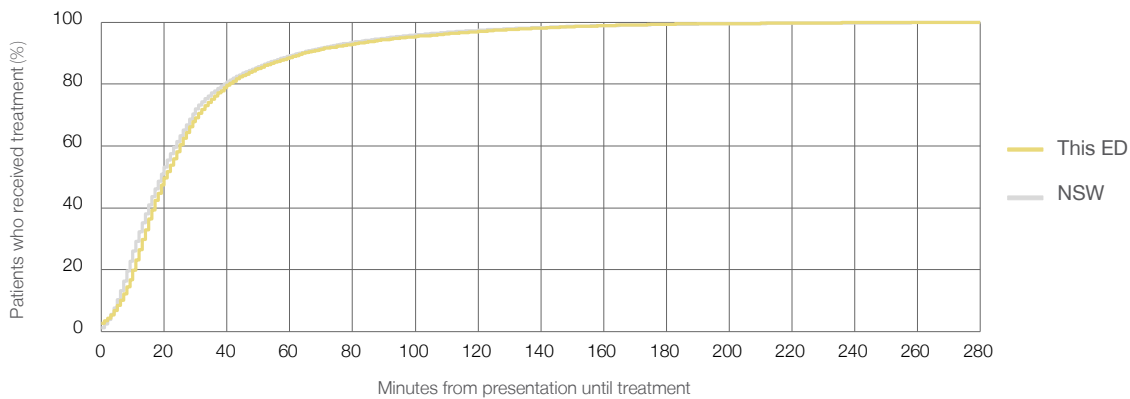
Number of triage 3 patients used to calculate waiting time:³ 7,616

Median time to start treatment⁴ 21 minutes

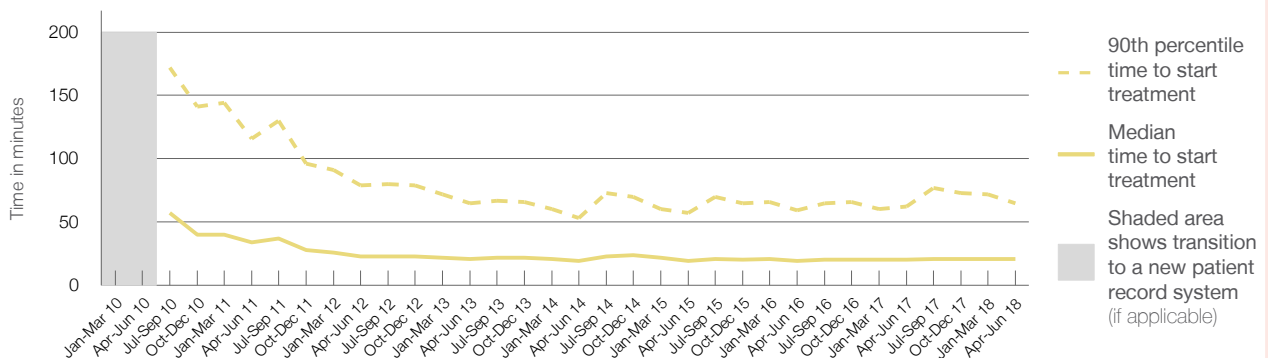
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
6,957	
6,862	
20 minutes	19 minutes
62 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		34	23	21	19	19	19	20	21
90th percentile time to start treatment ⁵ (minutes)		116	79	65	53	57	59	62	65

(†) 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,264

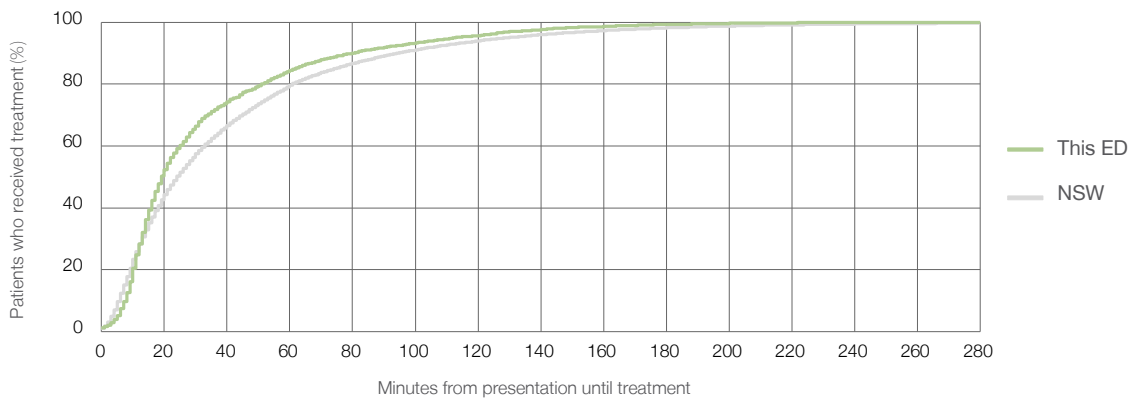
Number of triage 4 patients used to calculate waiting time:³ 4,177

Median time to start treatment⁴ 19 minutes

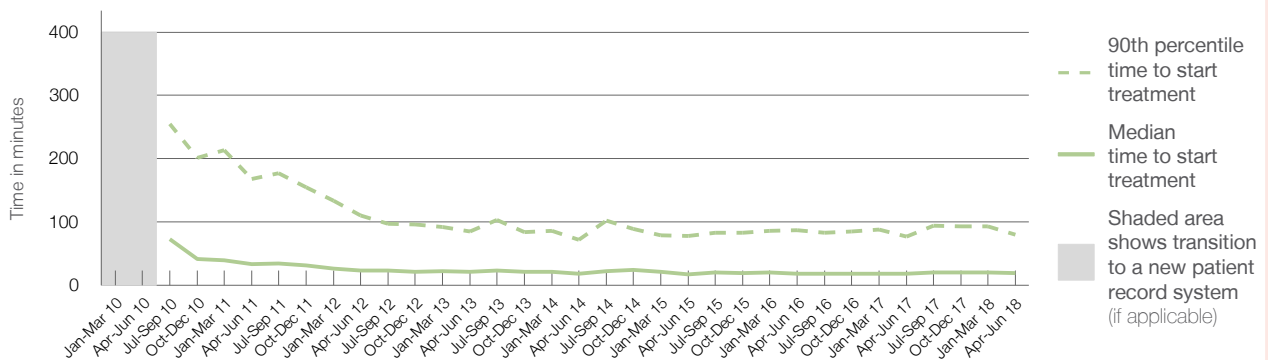
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
4,743	4,640
18 minutes	24 minutes
77 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		33	23	21	18	17	18	18	19
90th percentile time to start treatment ⁵ (minutes)		168	110	85	72	78	87	77	80

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 568

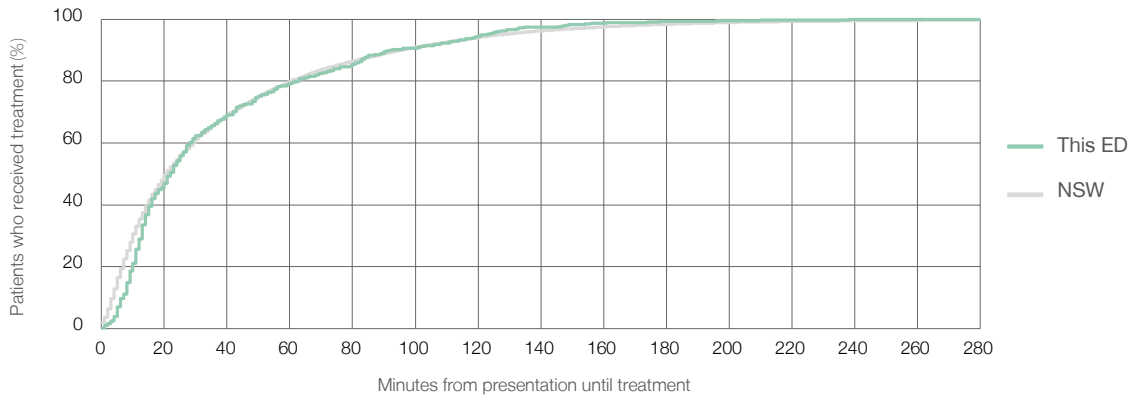
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 22 minutes

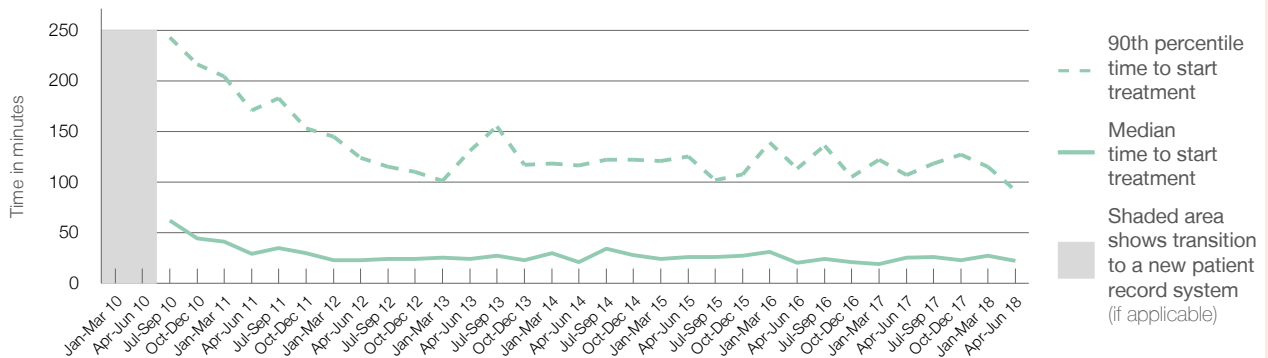
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
514	
423	
25 minutes	21 minutes
107 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)		29	23	24	21	26	21	25	22
90th percentile time to start treatment ⁵ (minutes)		171	124	131	117	125	113	107	92

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

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

Prince of Wales Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 15,059 patients

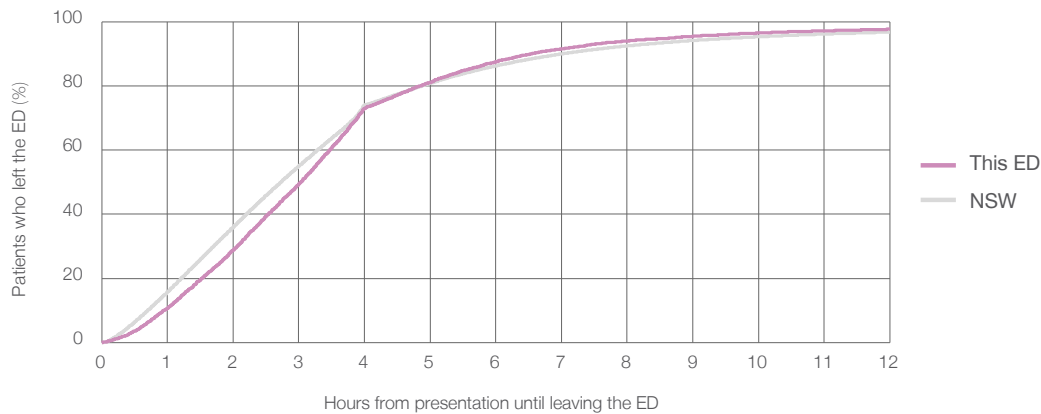
Presentations used to calculate time to leaving the ED:⁶ 15,056 patients

Median time spent in the ED⁸ 3 hours and 2 minutes

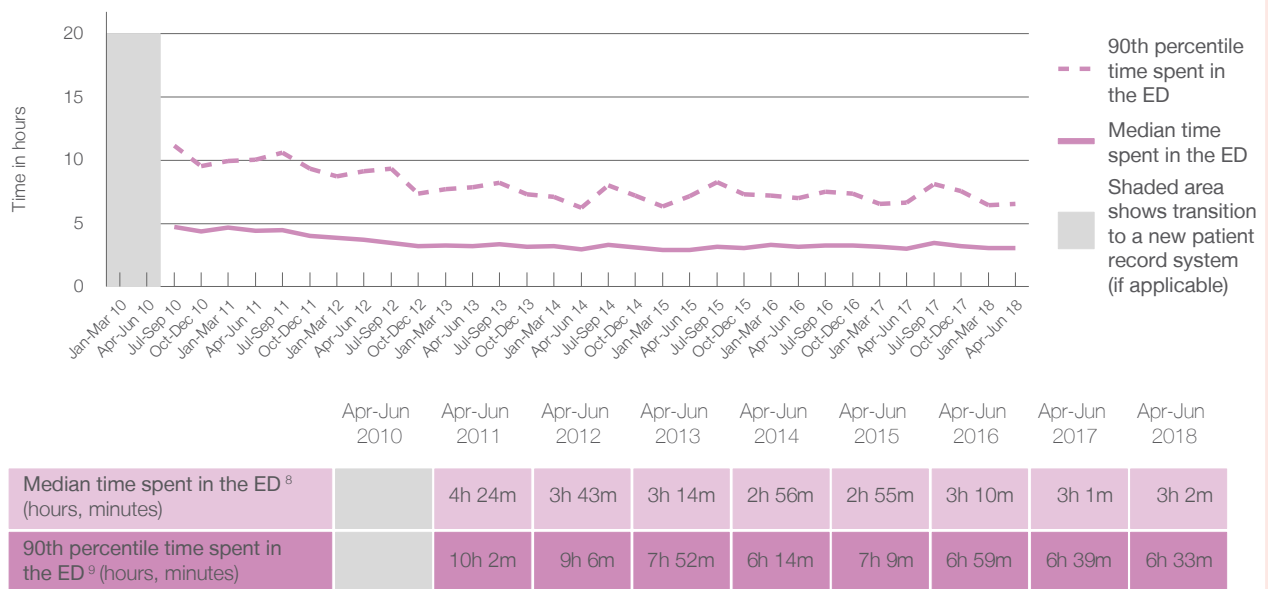
90th percentile time spent in the ED⁹ 6 hours and 33 minutes

Same period last year	NSW (this period)
14,288	
14,287	
3 hours and 1 minutes	2 hours and 44 minutes
6 hours and 39 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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.

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

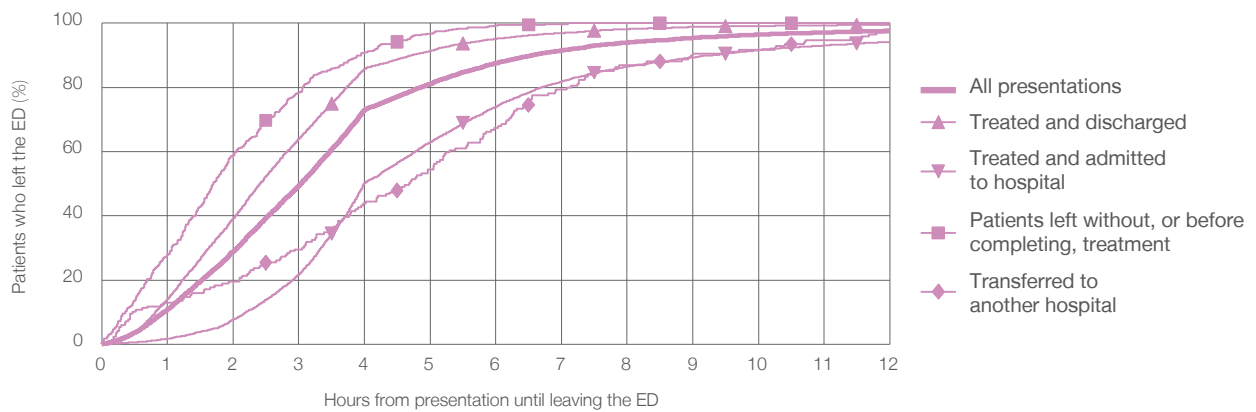
All presentations:¹ 15,059 patients

Presentations used to calculate time to leaving the ED:⁶ 15,056 patients

Treated and discharged	8,995 (59.7%)
Treated and admitted to hospital	5,325 (35.4%)
Patient left without, or before completing, treatment	434 (2.9%)
Transferred to another hospital	169 (1.1%)
Other	136 (0.9%)

Same period last year	Change since one year ago
14,287	5%
8,306	8.3%
5,266	1.1%
497	-12.7%
164	3.0%
55	147.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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	14.1%	39.2%	64.0%	85.7%	95.2%	98.2%	99.2%	99.5%
Treated and admitted to hospital	1.7%	7.7%	21.8%	50.3%	74.0%	86.5%	91.7%	94.2%
Patient left without, or before completing, treatment	27.9%	58.8%	78.3%	91.0%	99.3%	100%	100%	100%
Transferred to another hospital	13.0%	19.5%	29.6%	43.8%	67.5%	87.0%	91.7%	97.0%
All presentations	10.9%	28.9%	49.4%	73.0%	87.5%	94.0%	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.

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

All presentations at the emergency department: ¹ 15,059 patients

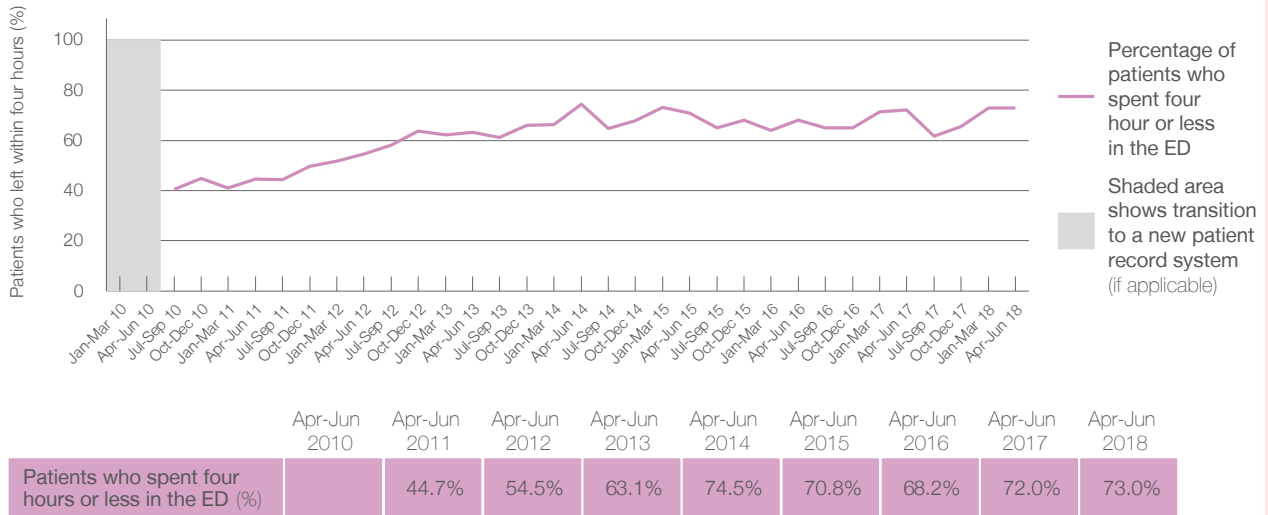
Presentations used to calculate time to leaving the ED: ⁶ 15,056 patients

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	14,288	5%
Presentations used to calculate time to leaving the ED	14,287	5%
Percentage of patients who spent four hours or less in the ED	72.0%	

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



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

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

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

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

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

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

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

Royal North Shore Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 22,074 patients



Emergency presentations:² 22,034 patients

Same period last year	Change since one year ago
21,125	4%
21,060	5%



Royal North Shore Hospital: Time patients waited to start treatment ³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,485 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,193 patients

Median time to start treatment⁴  19 minutes
90th percentile time to start treatment⁵  51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,269 patients

Median time to start treatment⁴  28 minutes
90th percentile time to start treatment⁵  80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,767 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  107 minutes

Same period last year	NSW (this period)
4,174	
7 minutes	8 minutes
16 minutes	24 minutes
6,023	
19 minutes	19 minutes
47 minutes	63 minutes
7,598	
27 minutes	24 minutes
73 minutes	95 minutes
2,832	
28 minutes	21 minutes
105 minutes	96 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 22,074 patients

Percentage of patients who spent four hours or less in the ED  61%

Same period last year	Change since one year ago
21,125	4%
65%	

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

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

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

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

Royal North Shore Hospital: Patients presenting to the emergency department

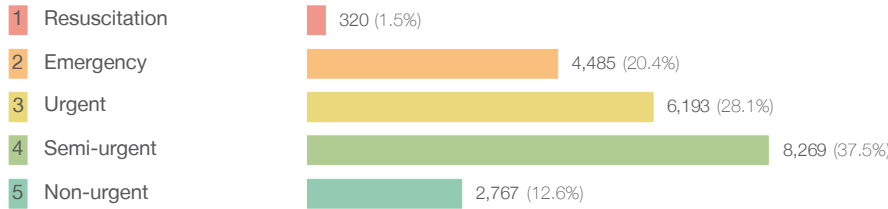
April to June 2018

All presentations:¹ 22,074 patients

Same period last year	Change since one year ago
21,125	4%

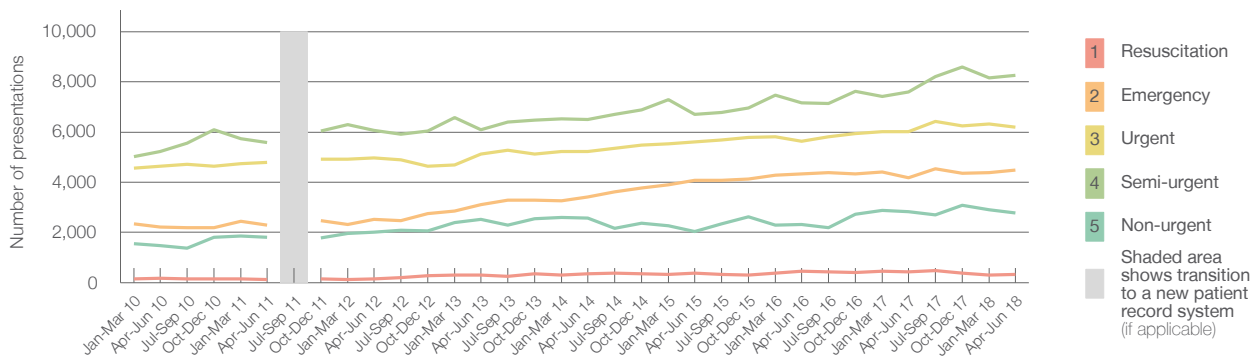
Emergency presentations² by triage category: 22,034 patients

Same period last year	Change since one year ago
21,060	5%



Same period last year	Change since one year ago
433	-26.1%
4,174	7.5%
6,023	2.8%
7,598	8.8%
2,832	-2.3%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	164	130	157	301	341	369	462	433	320
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,174	4,485
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,023	6,193
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,598	8,269
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832	2,767
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,060	22,034

Royal North Shore Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,786 patients

Same period last year	Change since one year ago
4,592	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	1 minute
29 minutes	13 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 4,485

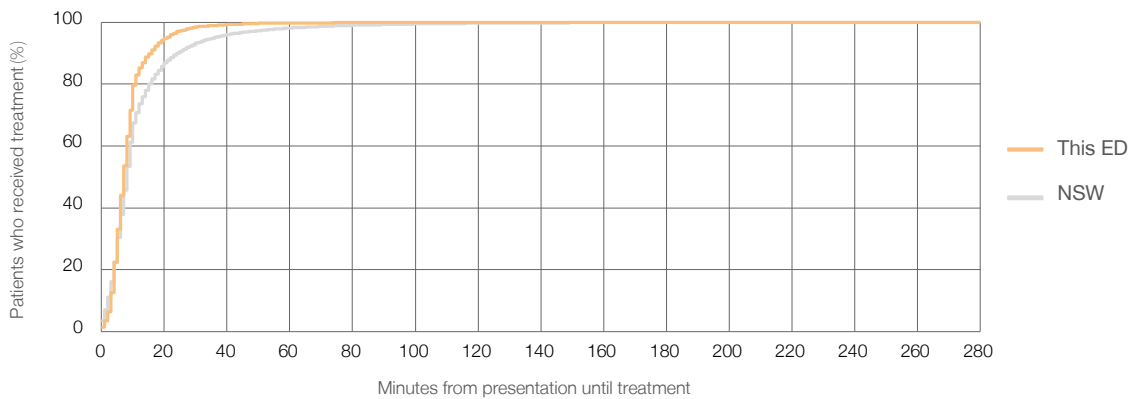
Number of triage 2 patients used to calculate waiting time:³ 4,467

Median time to start treatment⁴ 7 minutes

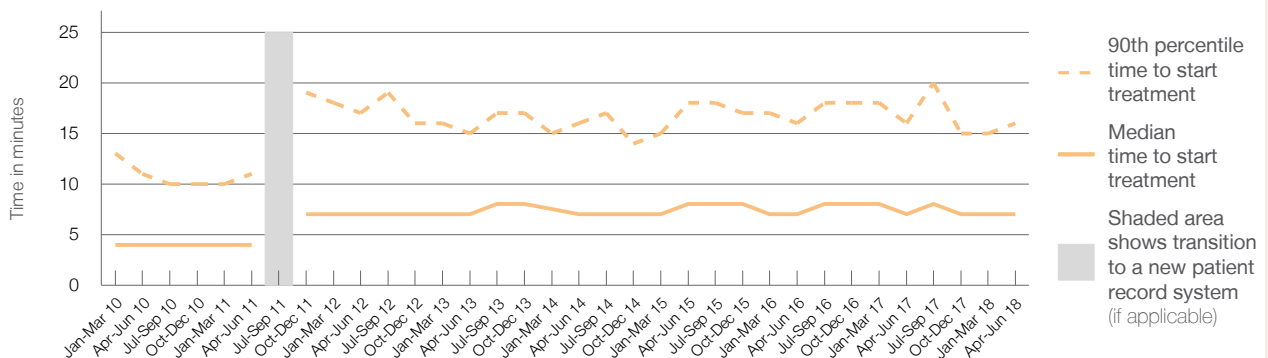
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
4,174	4,167
7 minutes	8 minutes
16 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	4	4	7	7	7	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	11	11	17	15	16	18	16	16	16

(†) 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 6,193

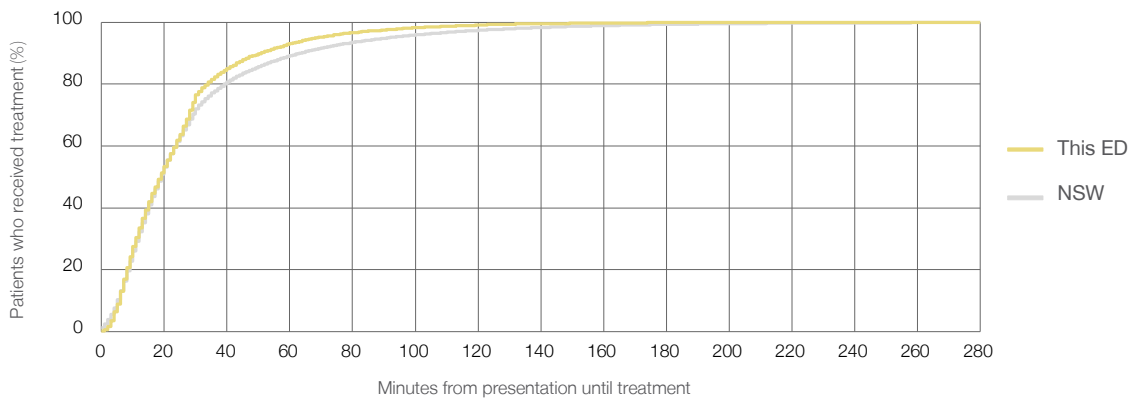
Number of triage 3 patients used to calculate waiting time:³ 6,106

Median time to start treatment⁴ 19 minutes

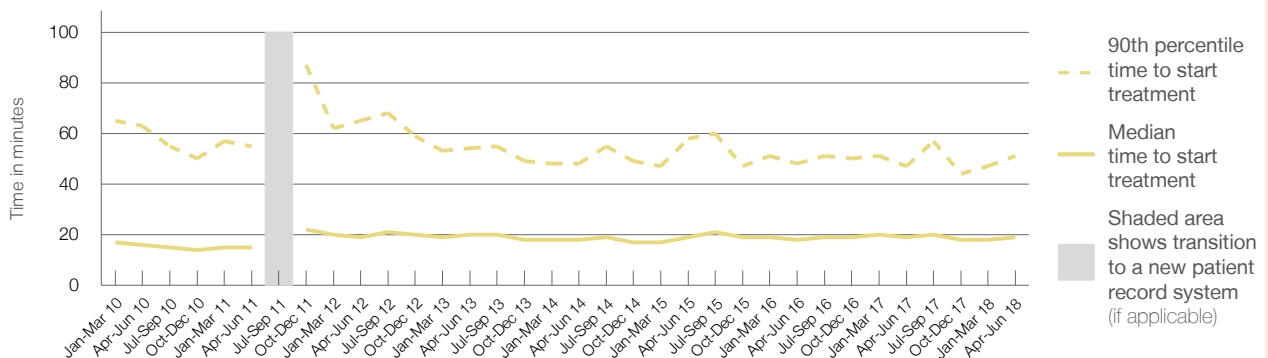
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
6,023	
5,964	
19 minutes	19 minutes
47 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	16	15	19	20	18	19	18	19	19
90th percentile time to start treatment ⁵ (minutes)	63	55	65	54	48	58	48	47	51

(†) 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 8,269

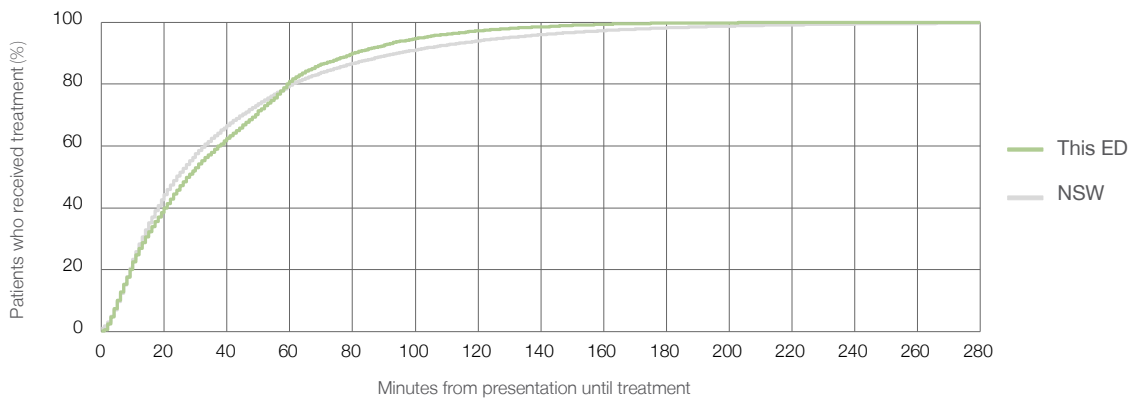
Number of triage 4 patients used to calculate waiting time:³ 8,014

Median time to start treatment⁴ 28 minutes

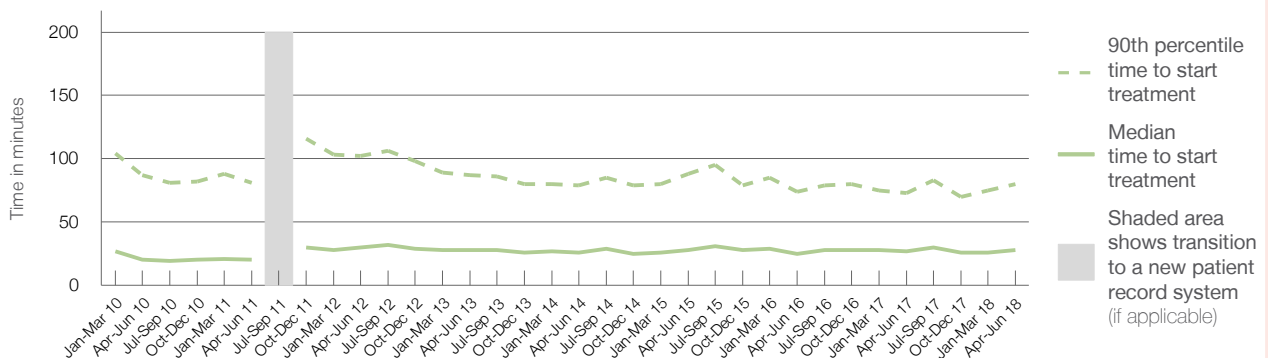
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
7,598	7,391
27 minutes	24 minutes
73 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	20	20	30	28	26	28	25	27	28
90th percentile time to start treatment ⁵ (minutes)	87	81	102	87	79	88	74	73	80

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 2,767

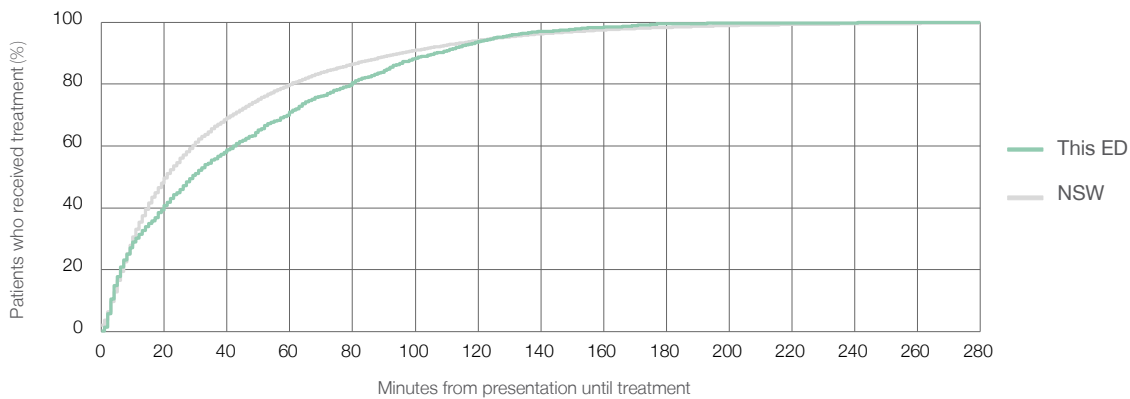
Number of triage 5 patients used to calculate waiting time:³ 2,535

Median time to start treatment⁴ 29 minutes

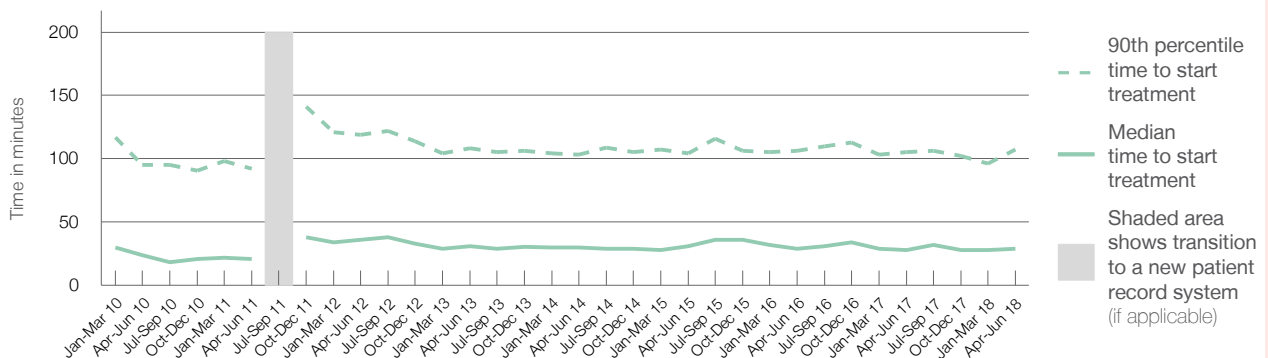
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
2,832	2,617
28 minutes	21 minutes
105 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	24	21	36	31	30	31	29	28	29
90th percentile time to start treatment ⁵ (minutes)	95	92	119	108	103	104	106	105	107

(†) 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.

Royal North Shore Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 22,074 patients

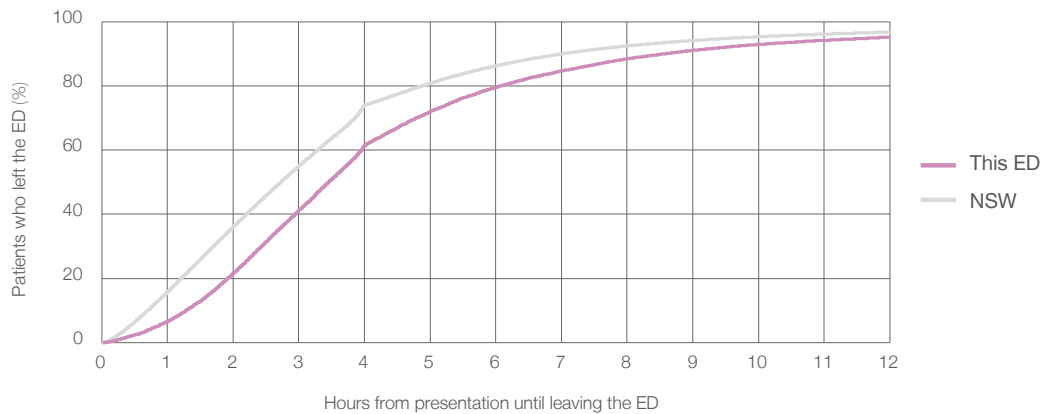
Presentations used to calculate time to leaving the ED:⁶ 22,074 patients

Median time spent in the ED⁸ 3 hours and 27 minutes

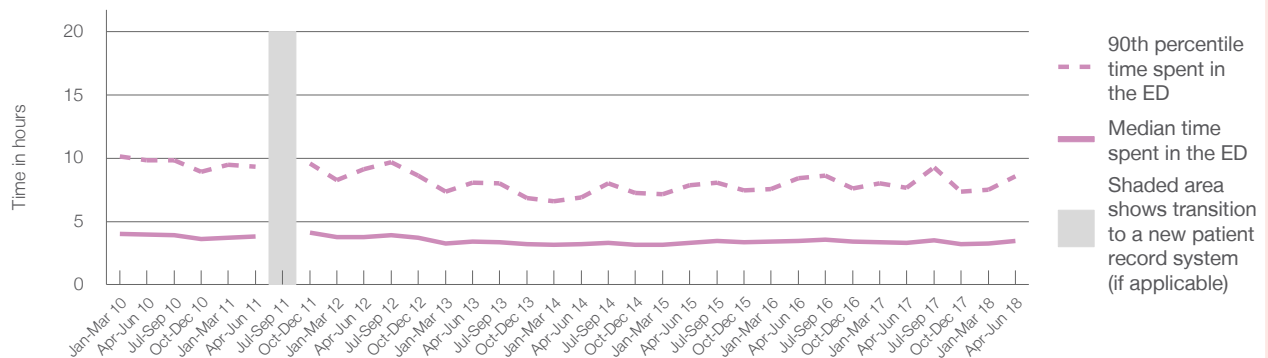
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
21,125	21,125
3 hours and 20 minutes	2 hours and 44 minutes
7 hours and 40 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m	3h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m	8h 35m

(†) 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.

Royal North Shore Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

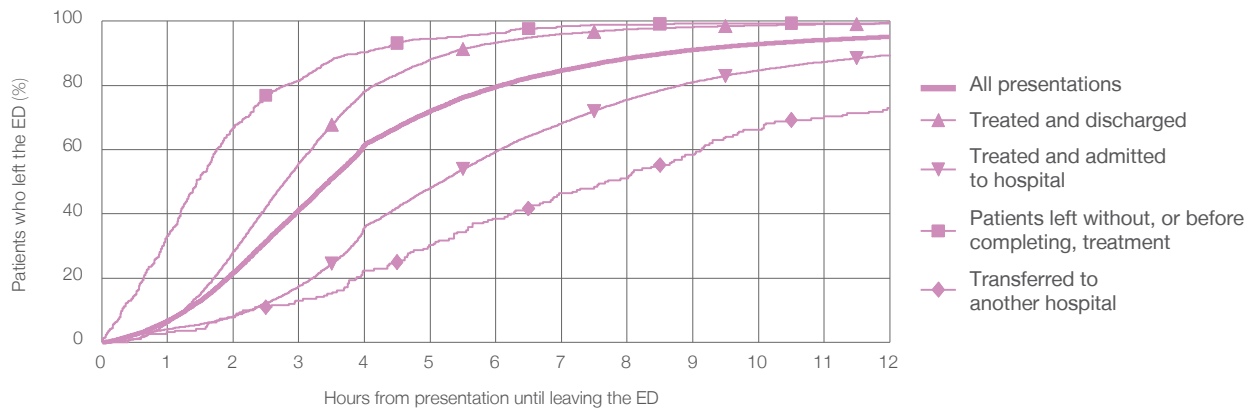
All presentations:¹ 22,074 patients

Presentations used to calculate time to leaving the ED:⁶ 22,074 patients

Treated and discharged	12,308 (55.8%)
Treated and admitted to hospital	8,762 (39.7%)
Patient left without, or before completing, treatment	487 (2.2%)
Transferred to another hospital	192 (0.9%)
Other	325 (1.5%)

Same period last year	Change since one year ago
21,125	4%
11,772	4.6%
8,552	2.5%
409	19.1%
95	102.1%
297	9.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	28.2%	55.7%	78.2%	93.3%	97.5%	98.7%	99.2%
Treated and admitted to hospital	4.0%	8.0%	17.5%	35.8%	59.3%	75.5%	84.7%	89.4%
Patient left without, or before completing, treatment	33.1%	66.7%	81.3%	90.3%	96.3%	99.0%	99.4%	99.8%
Transferred to another hospital	3.1%	7.8%	13.0%	22.4%	38.5%	51.0%	66.1%	72.9%
All presentations	6.7%	21.7%	41.3%	61.4%	79.5%	88.4%	92.9%	95.1%

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

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

Royal North Shore Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 22,074 patients

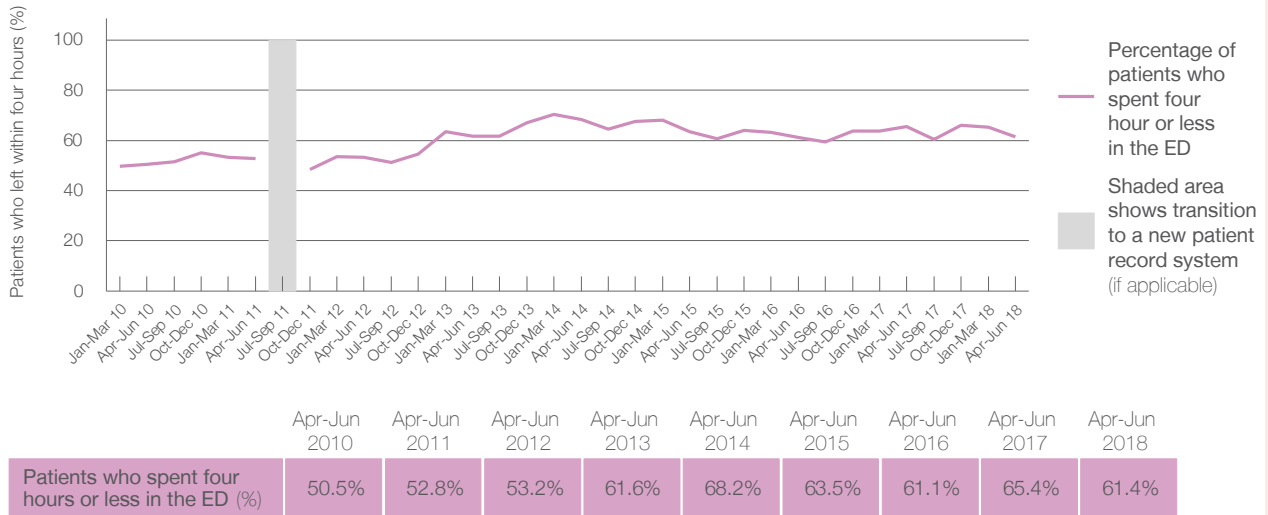
Presentations used to calculate time to leaving the ED: ⁶ 22,074 patients

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	21,125	4%
Presentations used to calculate time to leaving the ED	21,125	4%
Percentage of patients who spent four hours or less in the ED	65.4%	

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



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

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

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

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

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

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

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,495 patients

Emergency presentations:² 19,056 patients

Same period last year	Change since one year ago
18,644	5%
18,116	5%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,160 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,839 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,126 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,910	
11 minutes	8 minutes
24 minutes	24 minutes
9,889	
26 minutes	19 minutes
83 minutes	63 minutes
4,703	
31 minutes	24 minutes
106 minutes	95 minutes
496	
30 minutes	21 minutes
116 minutes	96 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,493 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
18,644	5%
63%	

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

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

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

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department

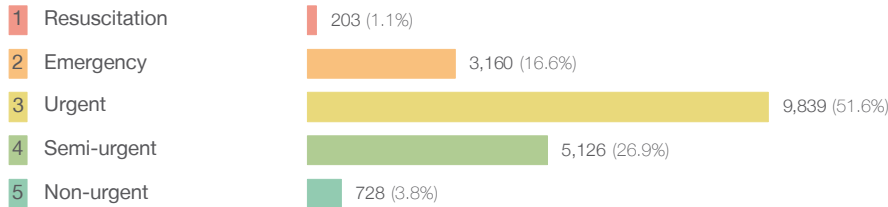
April to June 2018

All presentations:¹ 19,495 patients

Same period last year	Change since one year ago
18,644	5%

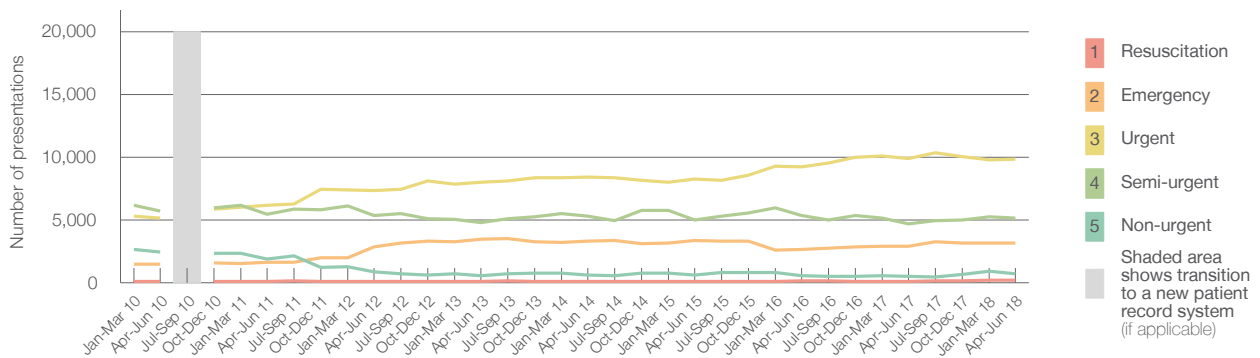
Emergency presentations² by triage category: 19,056 patients

Same period last year	Change since one year ago
18,116	5%



Same period last year	Change since one year ago
118	72.0%
2,910	8.6%
9,889	-0.5%
4,703	9.0%
496	46.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	110	84	90	110	107	91	127	118	203
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910	3,160
Urgent	5,148	6,149	7,326	8,006	8,428	8,259	9,243	9,889	9,839
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703	5,126
Non-urgent	2,435	1,899	877	550	592	582	577	496	728
All emergency presentations	14,898	15,235	16,506	16,901	17,724	17,296	17,907	18,116	19,056

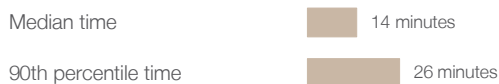
Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,294 patients

Same period last year	Change since one year ago
4,977	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	0 minutes
26 minutes	0 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 3,160

Number of triage 2 patients used to calculate waiting time:³ 3,155

Median time to start treatment⁴

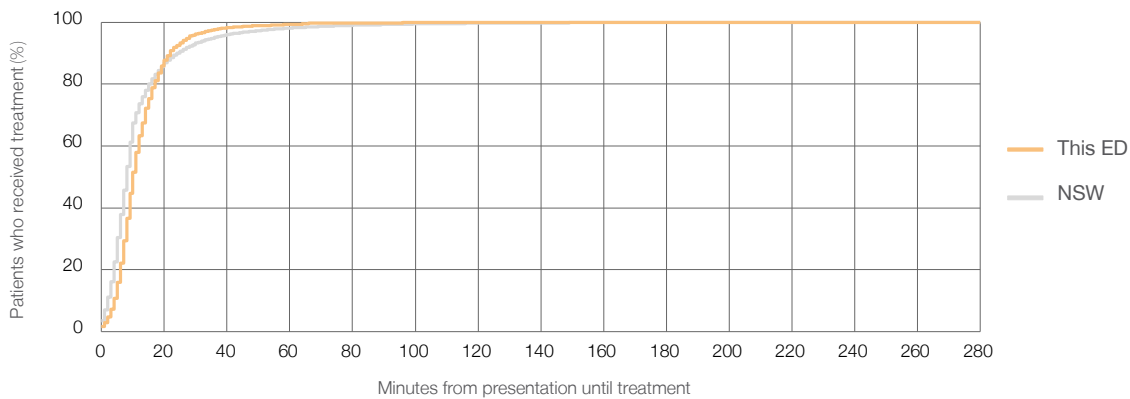
10 minutes

90th percentile time to start treatment⁵

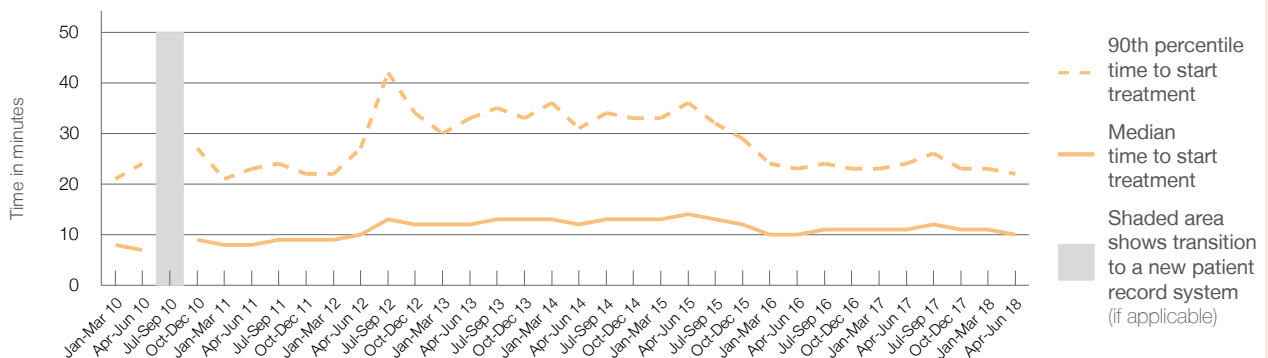
22 minutes

Same period last year	NSW (this period)
2,910	2,904
11 minutes	8 minutes
24 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	8	10	12	12	14	10	11	10
90th percentile time to start treatment ⁵ (minutes)	24	23	27	33	31	36	23	24	22

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 9,839

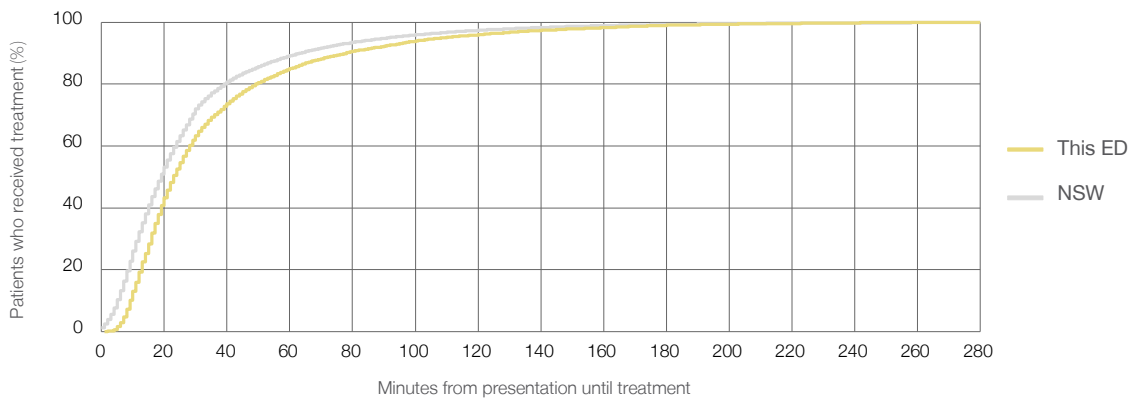
Number of triage 3 patients used to calculate waiting time:³ 9,682

Median time to start treatment⁴ 23 minutes

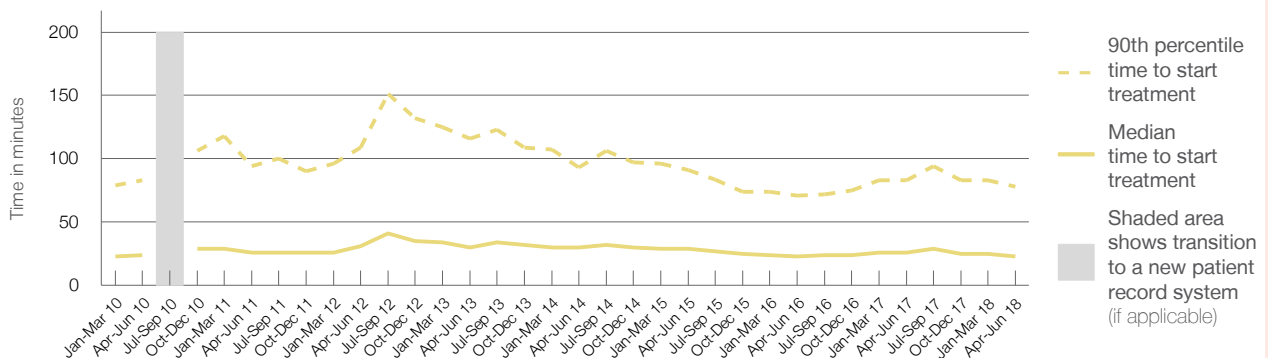
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
9,889	9,736
26 minutes	19 minutes
83 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	24	26	31	30	30	29	23	26	23
90th percentile time to start treatment ⁵ (minutes)	83	94	109	116	93	91	71	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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 5,126

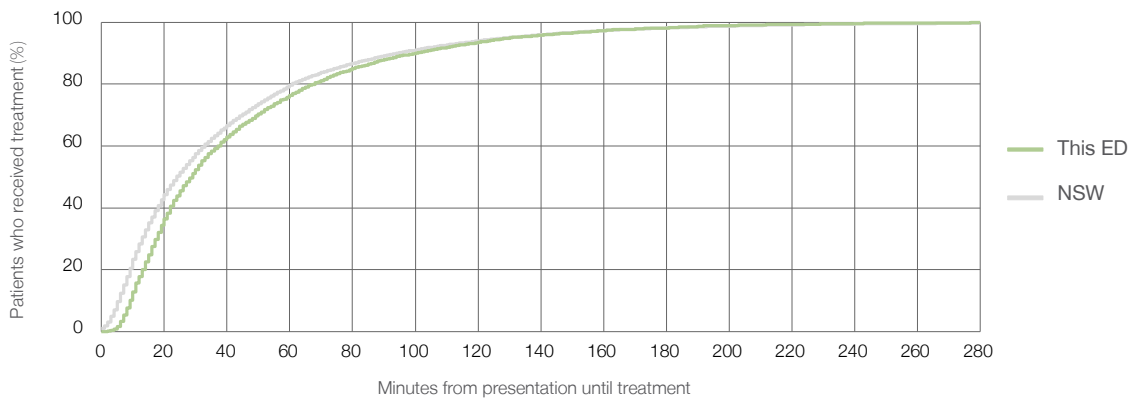
Number of triage 4 patients used to calculate waiting time:³ 4,958

Median time to start treatment⁴ 29 minutes

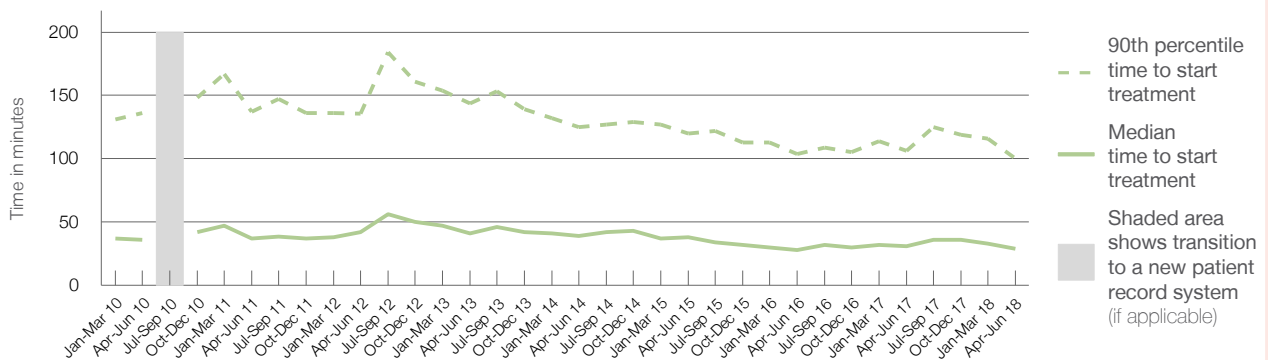
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
4,703	4,450
31 minutes	24 minutes
106 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	36	37	42	41	39	38	28	31	29
90th percentile time to start treatment ⁵ (minutes)	136	137	136	144	125	120	104	106	100

(†) 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 728

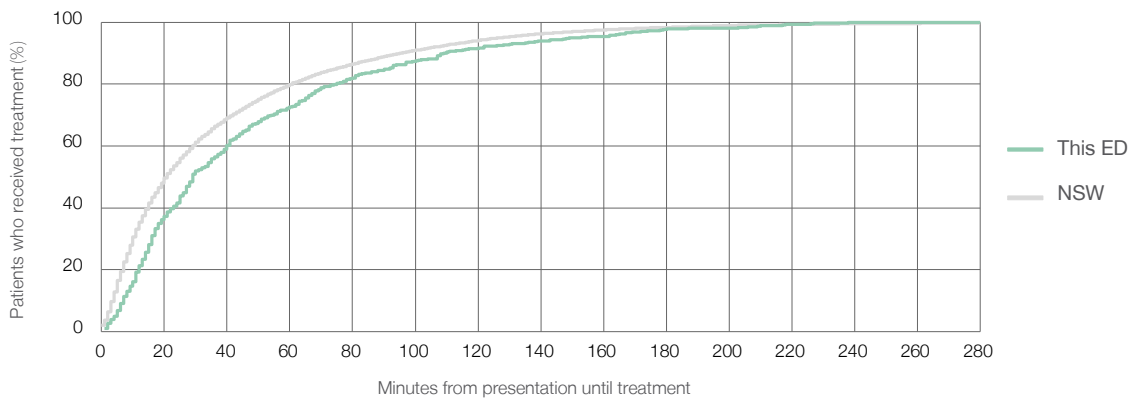
Number of triage 5 patients used to calculate waiting time:³ 593

Median time to start treatment⁴ 29 minutes

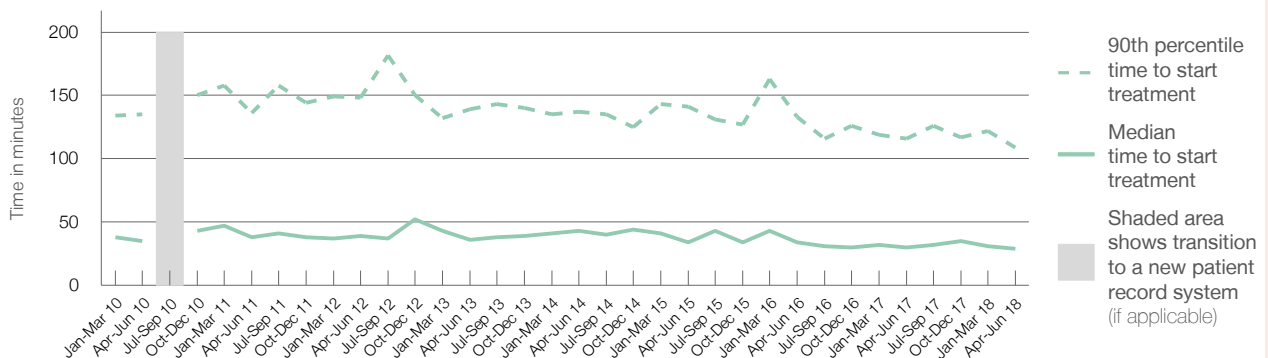
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
496	353
30 minutes	21 minutes
116 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	35	38	39	36	43	34	34	30	29
90th percentile time to start treatment ⁵ (minutes)	135	136	148	139	137	141	133	116	109

(†) 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.

Royal Prince Alfred Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,495 patients

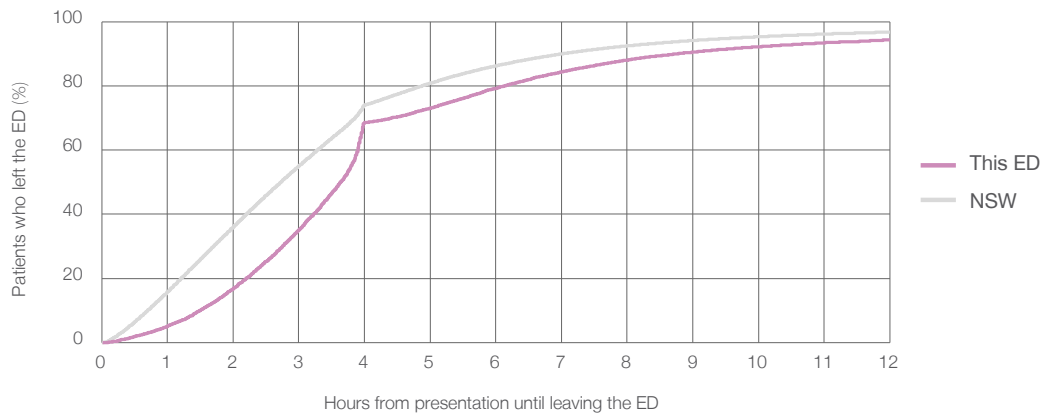
Presentations used to calculate time to leaving the ED:⁶ 19,493 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

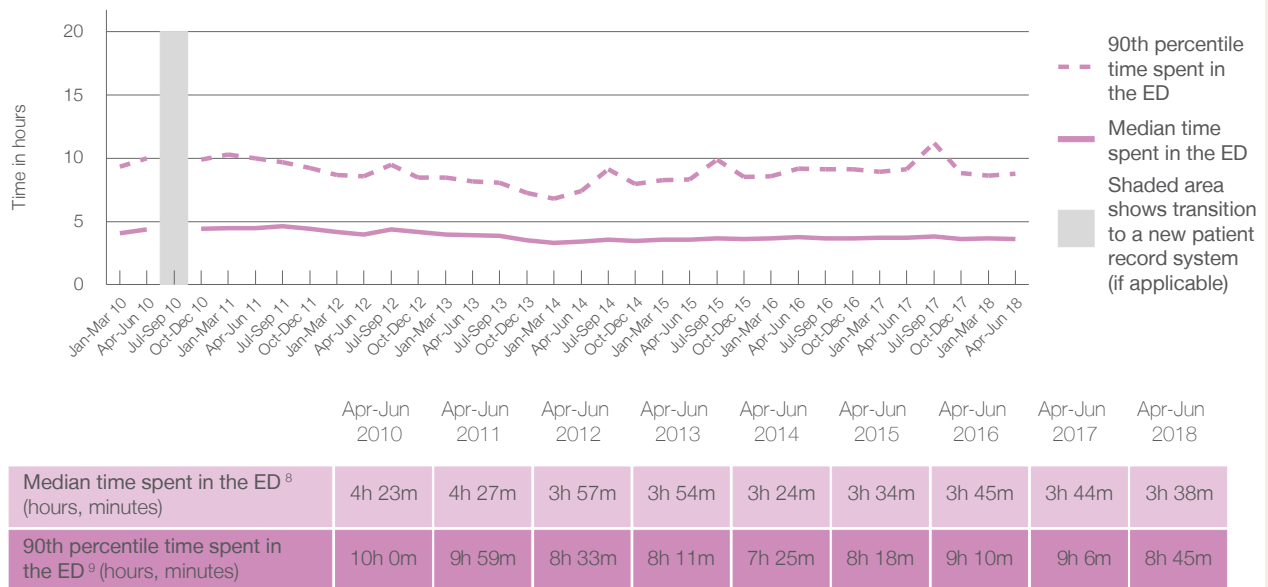
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
18,644	18,644
3 hours and 44 minutes	2 hours and 44 minutes
9 hours and 6 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



(†) 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.

Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation April to June 2018

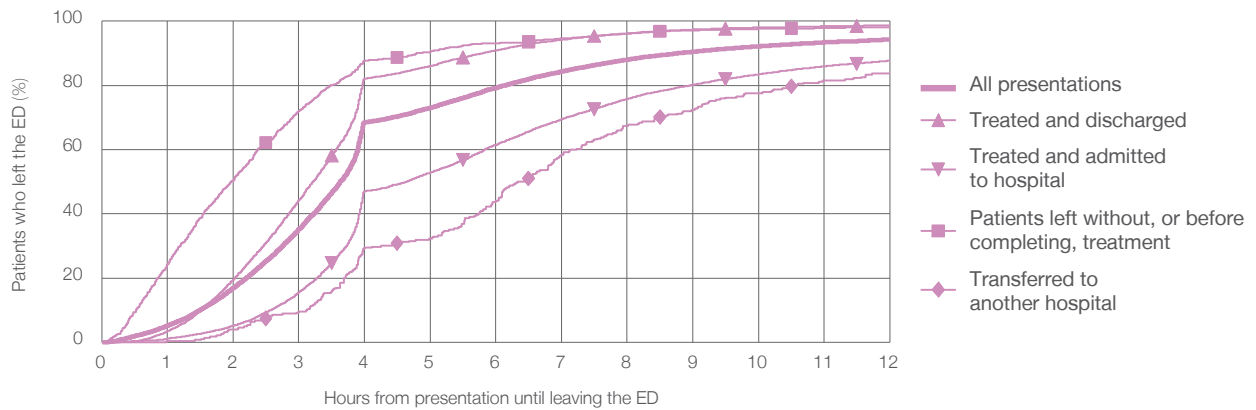
All presentations:¹ 19,495 patients

Presentations used to calculate time to leaving the ED:⁶ 19,493 patients

Treated and discharged	10,365 (53.2%)
Treated and admitted to hospital	7,462 (38.3%)
Patient left without, or before completing, treatment	1,038 (5.3%)
Transferred to another hospital	282 (1.4%)
Other	348 (1.8%)

Same period last year	Change since one year ago
18,644	5%
10,110	2.5%
6,770	10.2%
1,081	-4.0%
260	8.5%
423	-17.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

Treated and discharged	3.5%	19.5%	44.2%	82.1%	90.9%	96.2%	98.0%	98.8%
Treated and admitted to hospital	1.1%	5.2%	15.5%	47.1%	61.5%	75.8%	83.5%	87.7%
Patient left without, or before completing, treatment	24.4%	50.5%	72.1%	87.7%	93.2%	96.1%	97.7%	98.2%
Transferred to another hospital	0.4%	3.9%	9.6%	29.4%	44.0%	67.4%	77.7%	83.7%
All presentations	5.2%	16.8%	35.2%	68.5%	79.2%	88.0%	92.2%	94.3%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 19,495 patients

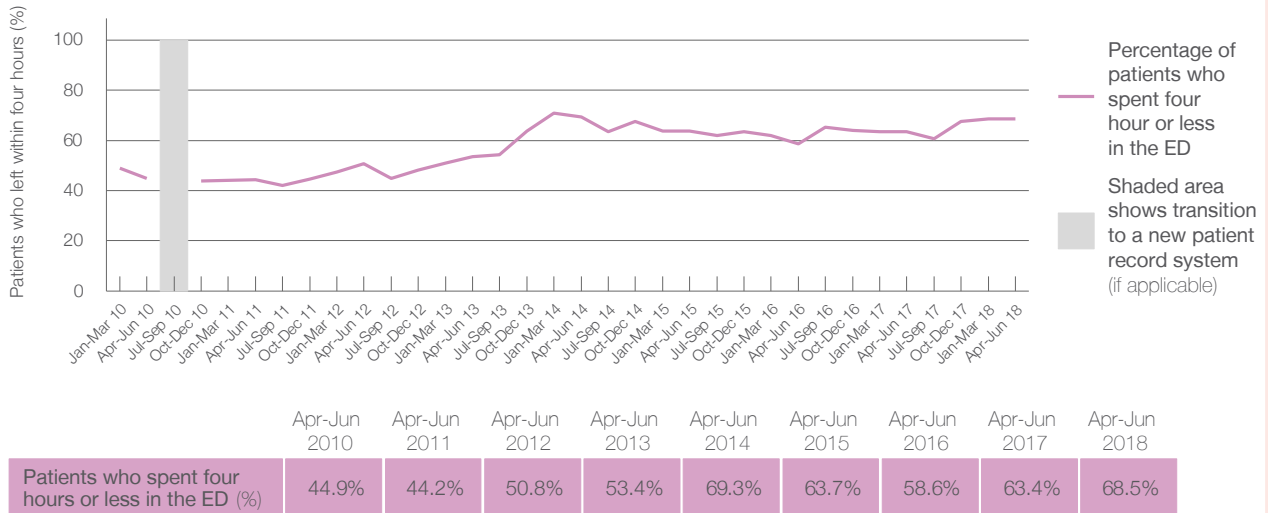
Presentations used to calculate time to leaving the ED: ⁶ 19,493 patients

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	18,644	5%
Presentations used to calculate time to leaving the ED	18,644	5%
Percentage of patients who spent four hours or less in the ED	63.4%	

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



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

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

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

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

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

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

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

St George Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,707 patients

Emergency presentations:² 19,548 patients

Same period last year	Change since one year ago
19,248	2%
19,134	2%

St George Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,324 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,602 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,441 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,028 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
2,312	
10 minutes	8 minutes
26 minutes	24 minutes
8,543	
25 minutes	19 minutes
62 minutes	63 minutes
6,996	
33 minutes	24 minutes
77 minutes	95 minutes
1,126	
34 minutes	21 minutes
86 minutes	96 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,702 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
19,247	2%
64%	

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

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

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

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

St George Hospital: Patients presenting to the emergency department

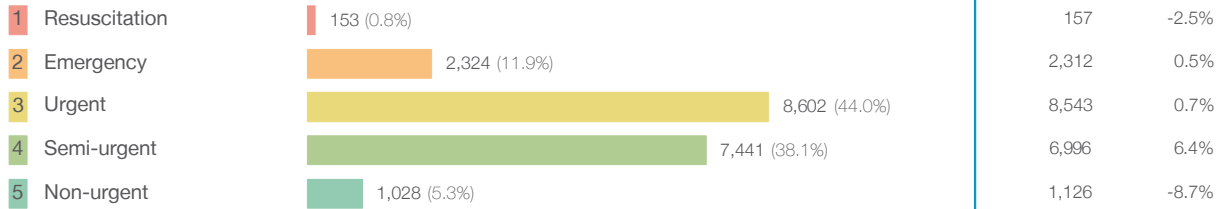
April to June 2018

All presentations:¹ 19,707 patients

Same period last year	Change since one year ago
19,248	2%

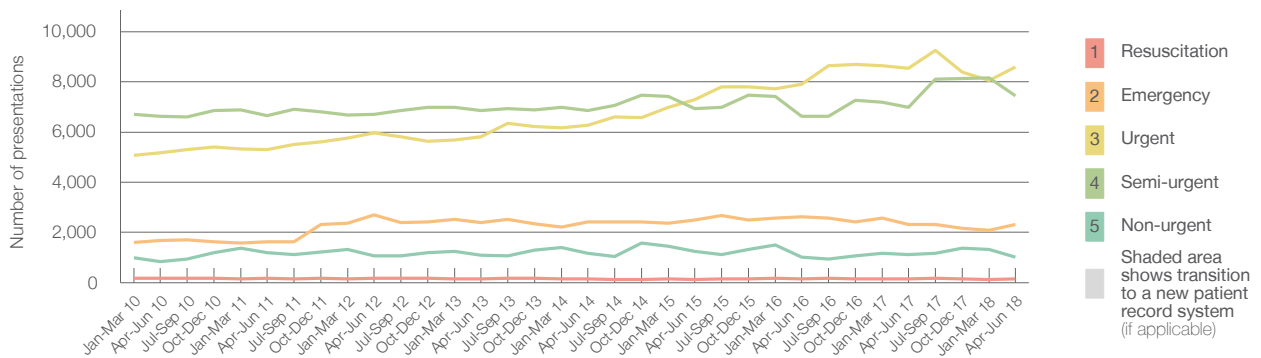
Emergency presentations² by triage category: 19,548 patients

Same period last year	Change since one year ago
19,134	2%



Same period last year	Change since one year ago
157	-2.5%
2,312	0.5%
8,543	0.7%
6,996	6.4%
1,126	-8.7%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	175	183	173	152	141	136	146	157	153
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,312	2,324
Urgent	5,169	5,302	5,965	5,800	6,265	7,298	7,890	8,543	8,602
Semi-urgent	6,640	6,660	6,711	6,852	6,849	6,943	6,627	6,996	7,441
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126	1,028
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,134	19,548

St George Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 4,970 patients

Same period last year	Change since one year ago
4,810	

ED Transfer of care time



Same period last year	Change since one year ago
11 minutes	0 minutes
21 minutes	2 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.

St George Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 2,324

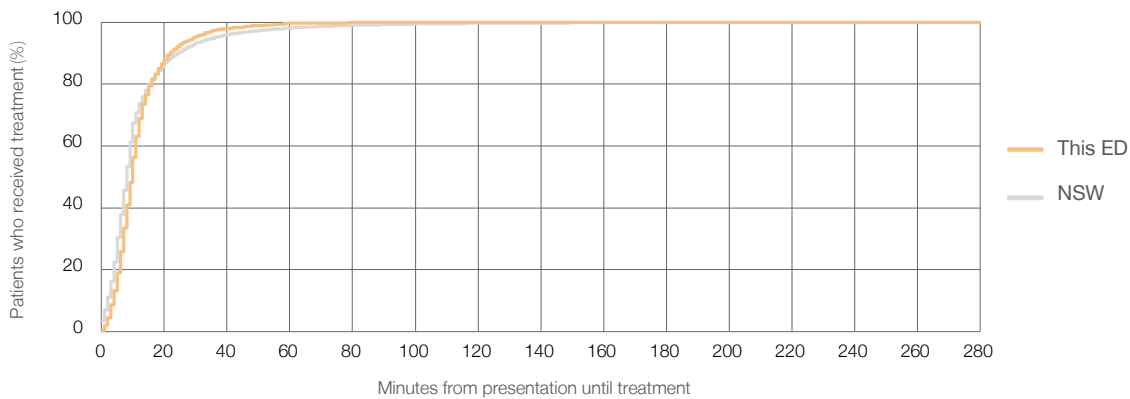
Number of triage 2 patients used to calculate waiting time:³ 2,317

Median time to start treatment⁴ 10 minutes

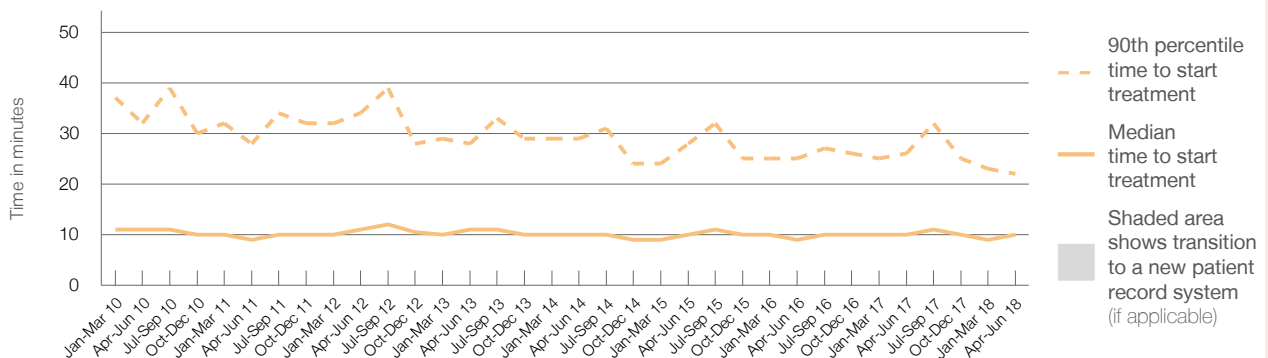
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
2,312	
2,307	
10 minutes	8 minutes
26 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	11	9	11	11	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	28	34	28	29	28	25	26	22

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

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

St George Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 8,602

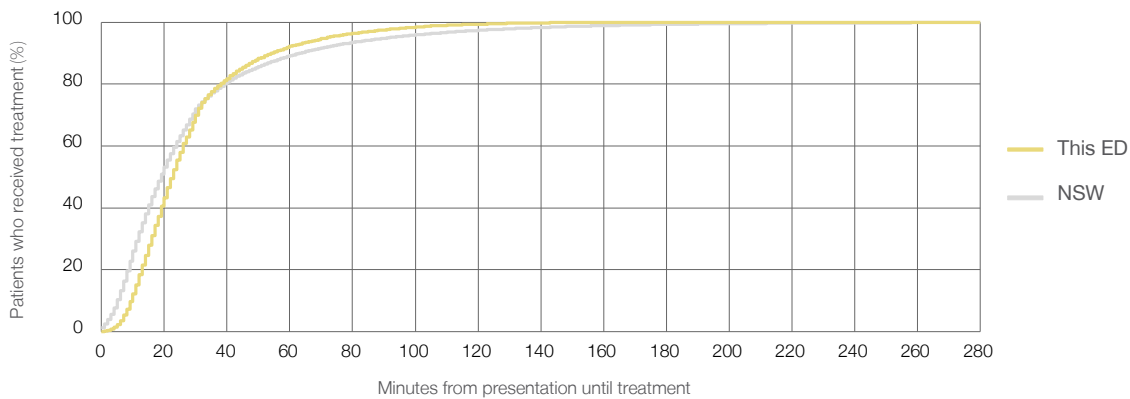
Number of triage 3 patients used to calculate waiting time:³ 8,462

Median time to start treatment⁴ 23 minutes

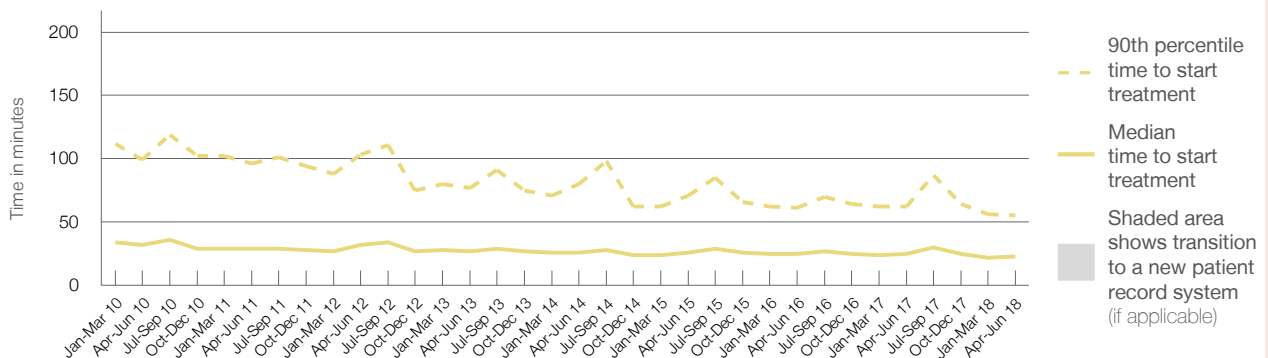
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
8,543	
8,429	
25 minutes	19 minutes
62 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	32	29	32	27	26	26	25	25	23
90th percentile time to start treatment ⁵ (minutes)	99	96	103	77	80	71	61	62	55

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

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

St George Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 7,441

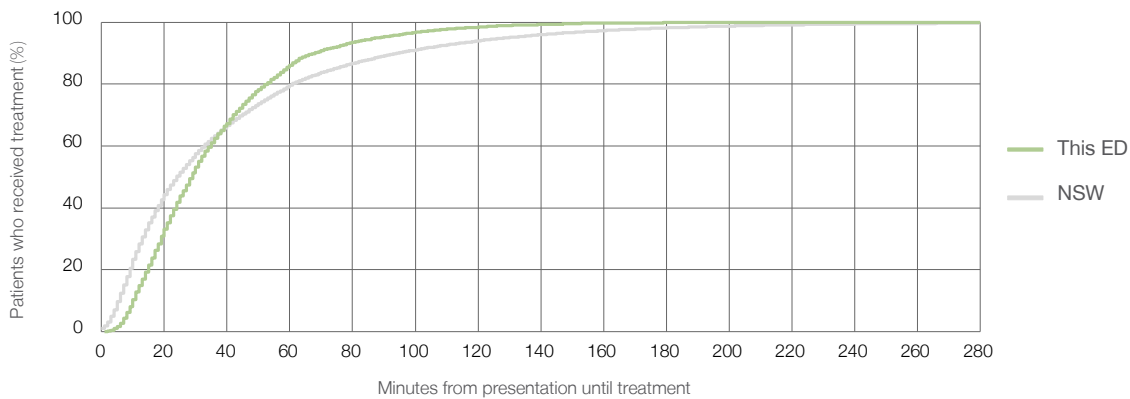
Number of triage 4 patients used to calculate waiting time:³ 7,259

Median time to start treatment⁴ 29 minutes

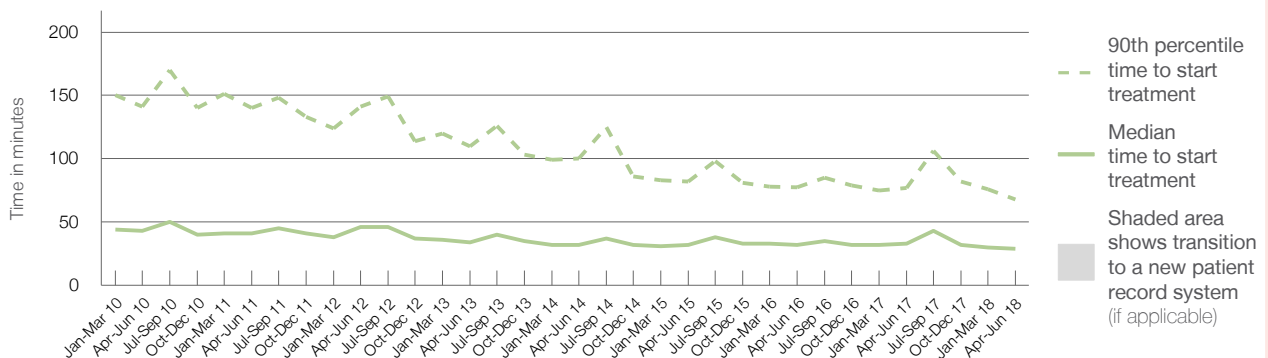
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,996	
6,791	
33 minutes	24 minutes
77 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	43	41	46	34	32	32	32	33	29
90th percentile time to start treatment ⁵ (minutes)	141	140	141	110	100	82	78	77	68

(†) 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.

St George Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,028

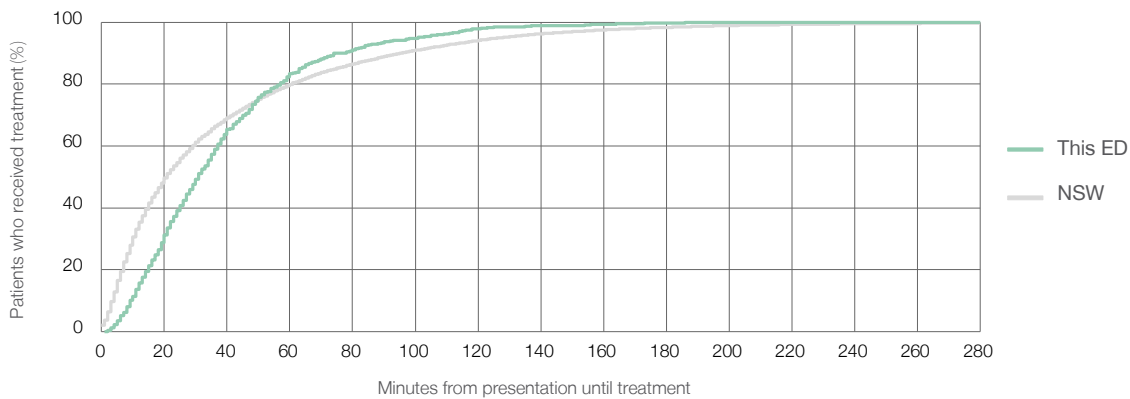
Number of triage 5 patients used to calculate waiting time:³ 880

Median time to start treatment⁴ 31 minutes

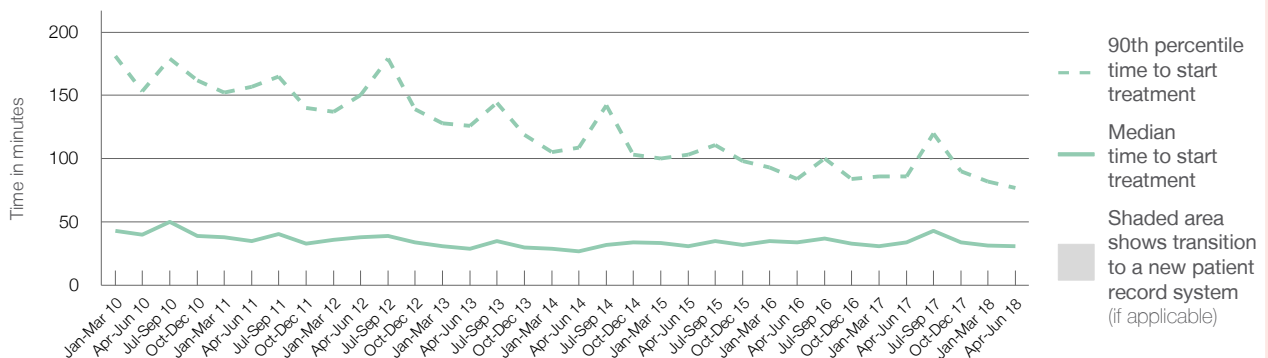
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,126	952
34 minutes	21 minutes
86 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	40	35	38	29	27	31	34	34	31
90th percentile time to start treatment ⁵ (minutes)	153	157	150	126	109	103	84	86	77

(†) 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.

St George Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,707 patients

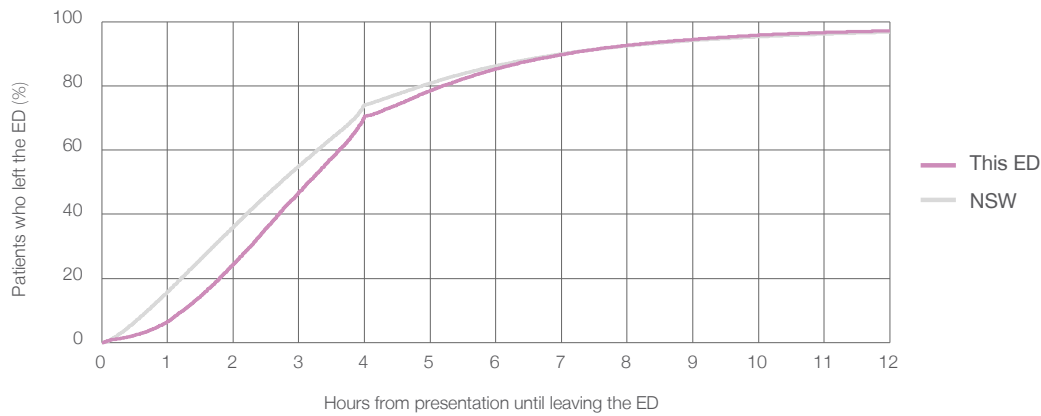
Presentations used to calculate time to leaving the ED:⁶ 19,702 patients

Median time spent in the ED⁸ 3 hours and 9 minutes

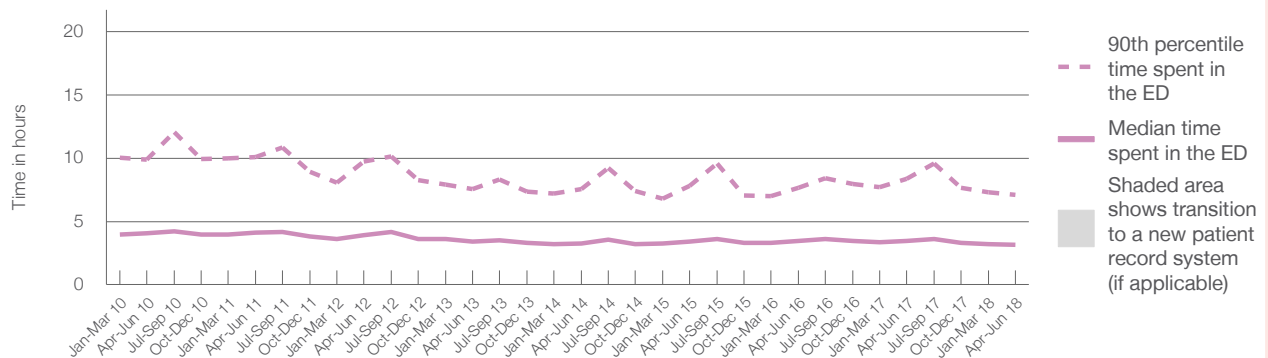
90th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
19,248	
19,247	
3 hours and 28 minutes	2 hours and 44 minutes
8 hours and 22 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m	3h 9m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 22m	7h 6m

(†) 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.

St George Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

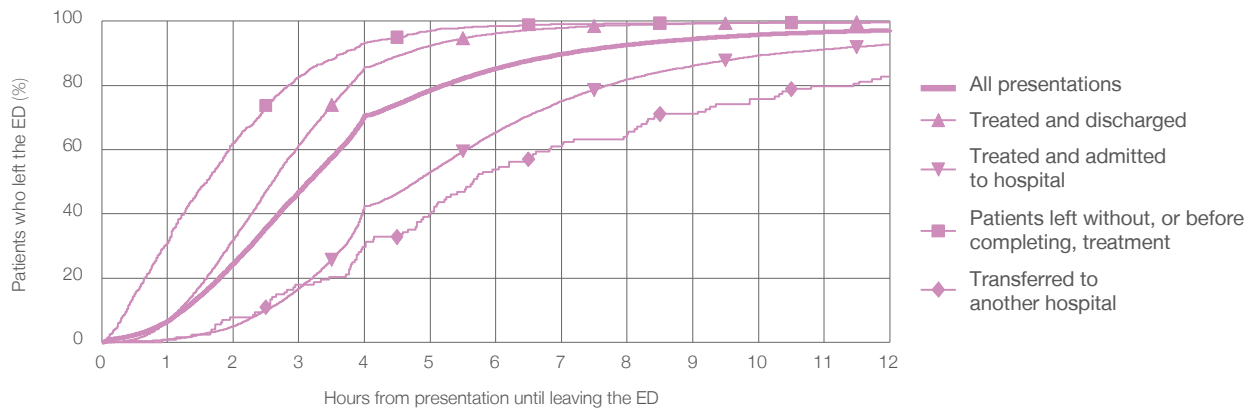
All presentations:¹ 19,707 patients

Presentations used to calculate time to leaving the ED:⁶ 19,702 patients

Treated and discharged	11,468 (58.2%)
Treated and admitted to hospital	6,893 (35.0%)
Patient left without, or before completing, treatment	965 (4.9%)
Transferred to another hospital	128 (0.6%)
Other	253 (1.3%)

Same period last year	Change since one year ago
19,247	2%
11,252	1.9%
6,577	4.8%
950	1.6%
232	-44.8%
237	6.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	31.9%	61.3%	85.7%	96.2%	98.8%	99.6%	99.8%
Treated and admitted to hospital	0.8%	5.0%	16.8%	42.4%	65.4%	81.9%	89.4%	92.8%
Patient left without, or before completing, treatment	30.9%	62.1%	82.6%	93.3%	98.4%	99.4%	99.6%	99.7%
Transferred to another hospital	0.8%	7.8%	18.0%	29.7%	53.9%	64.8%	75.8%	82.8%
All presentations	6.5%	24.4%	46.8%	70.7%	85.3%	92.7%	95.8%	97.2%

(†) 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.

St George Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 19,707 patients

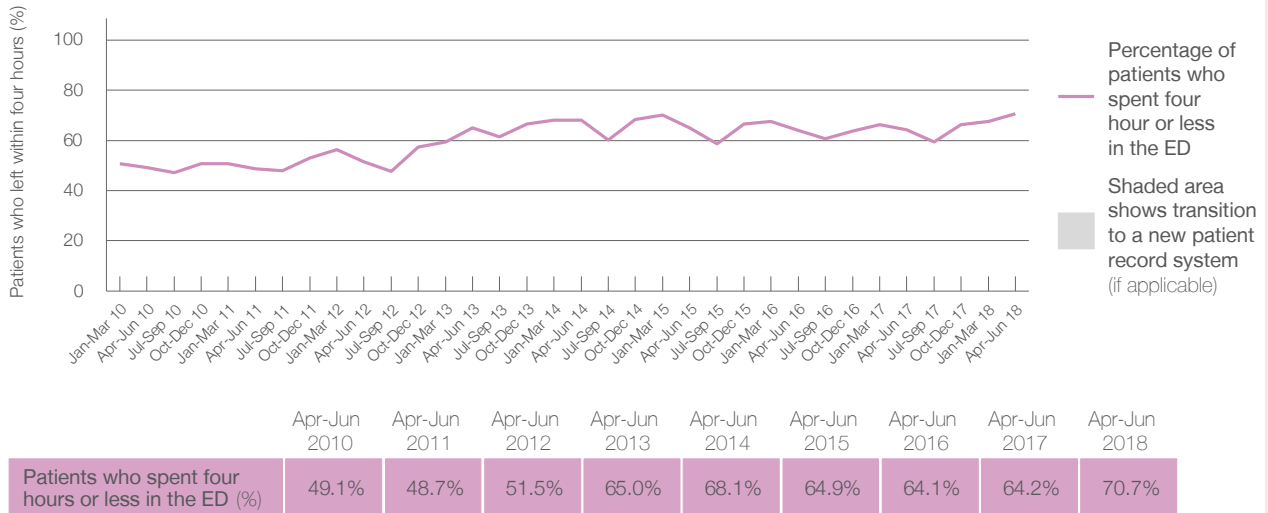
Presentations used to calculate time to leaving the ED: ⁶ 19,702 patients

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	19,248	2%
Presentations used to calculate time to leaving the ED	19,247	2%
Percentage of patients who spent four hours or less in the ED	64.2%	

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



* 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.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

St Vincent's Hospital Sydney: Emergency department (ED) overview

April to June 2018

All presentations:¹ 11,647 patients

Emergency presentations:² 11,481 patients

Same period last year	Change since one year ago
11,676	0%
11,521	0%

St Vincent's Hospital Sydney: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,383 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,733 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,667 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,444	
5 minutes	8 minutes
16 minutes	24 minutes
5,624	
15 minutes	19 minutes
63 minutes	63 minutes
3,751	
20 minutes	24 minutes
93 minutes	95 minutes
426	
15 minutes	21 minutes
114 minutes	96 minutes

St Vincent's Hospital Sydney: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 11,647 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
11,676	0%
65%	

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

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

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

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

St Vincent's Hospital Sydney: Patients presenting to the emergency department

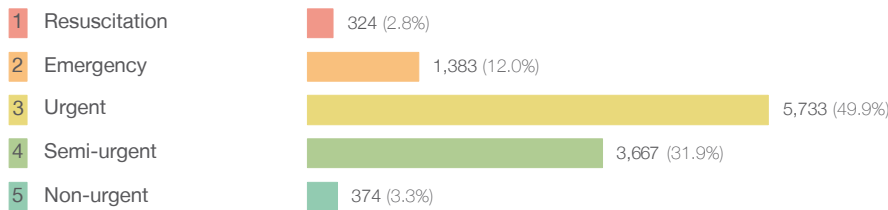
April to June 2018

All presentations:¹ 11,647 patients

Same period last year: 11,676
Change since one year ago: 0%

Emergency presentations² by triage category: 11,481 patients

11,521
0%



276
17.4%

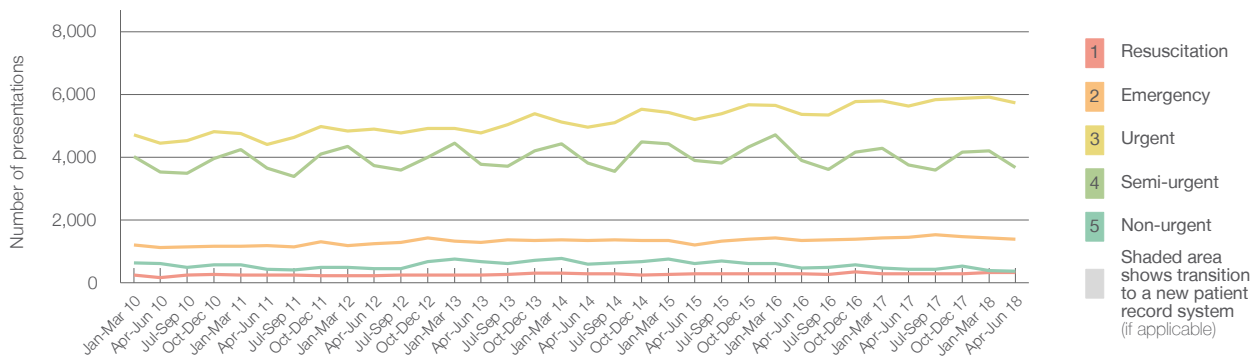
1,444
-4.2%

5,624
1.9%

3,751
-2.2%

426
-12.2%

Emergency presentations² by quarter, January 2010 to June 2018 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	168	237	221	250	274	277	287	276	324
Emergency	1,114	1,174	1,238	1,284	1,348	1,196	1,353	1,444	1,383
Urgent	4,450	4,403	4,903	4,779	4,952	5,207	5,371	5,624	5,733
Semi-urgent	3,522	3,658	3,738	3,771	3,816	3,895	3,893	3,751	3,667
Non-urgent	604	422	438	676	595	606	464	426	374
All emergency presentations	9,858	9,894	10,538	10,760	10,985	11,181	11,368	11,521	11,481

St Vincent's Hospital Sydney: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 3,408 patients

Same period last year: 3,390
Change since one year ago:

ED Transfer of care time



13 minutes
2 minutes

35 minutes
21 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 1,383

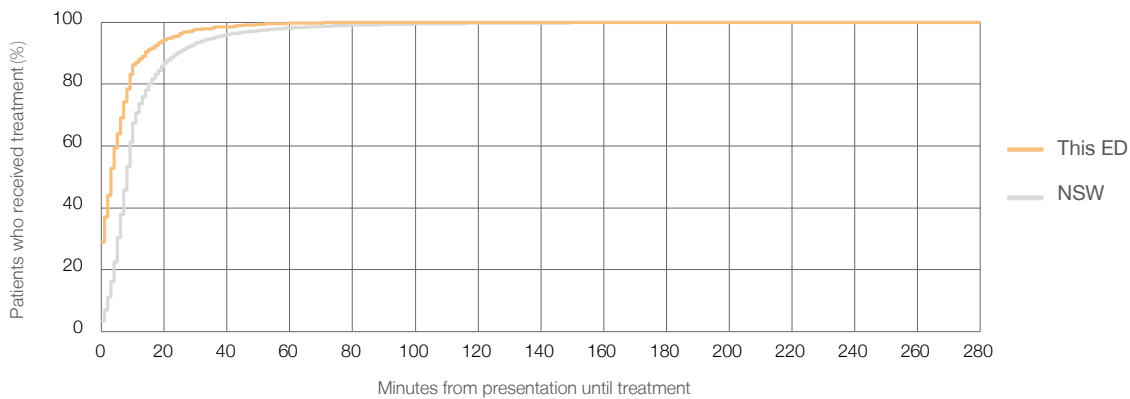
Number of triage 2 patients used to calculate waiting time:³ 1,383

Median time to start treatment⁴ 3 minutes

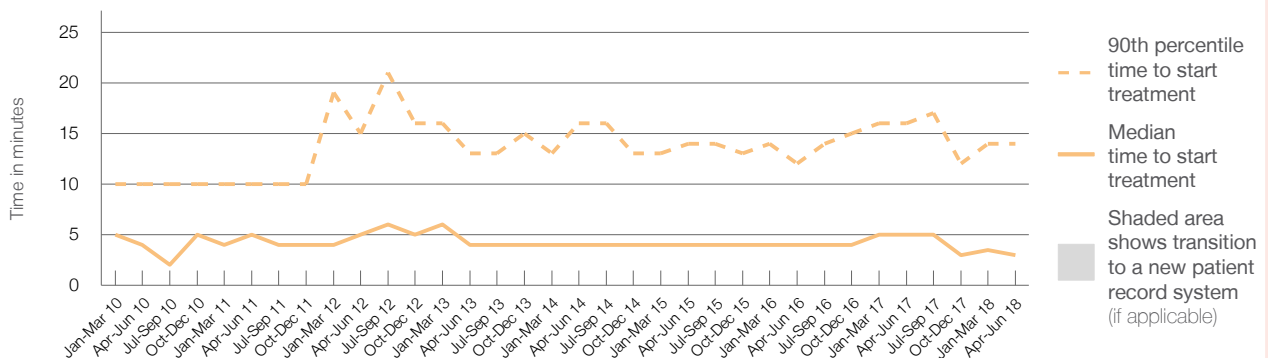
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,444	1,441
5 minutes	8 minutes
16 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	4	5	5	4	4	4	4	5	3
90th percentile time to start treatment ⁵ (minutes)	10	10	15	13	16	14	12	16	14

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 5,733

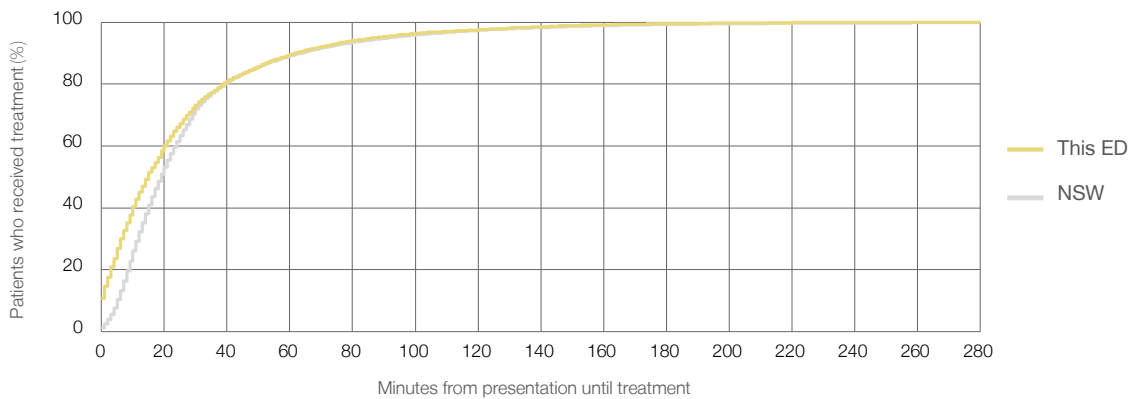
Number of triage 3 patients used to calculate waiting time:³ 5,569

Median time to start treatment⁴ 15 minutes

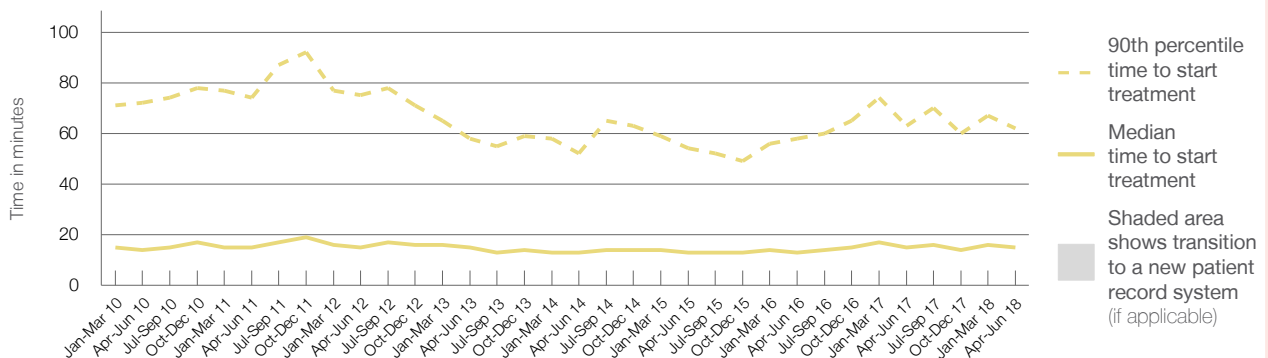
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
5,624	5,417
15 minutes	19 minutes
63 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	14	15	15	15	13	13	13	15	15
90th percentile time to start treatment ⁵ (minutes)	72	74	75	58	52	54	58	63	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,667

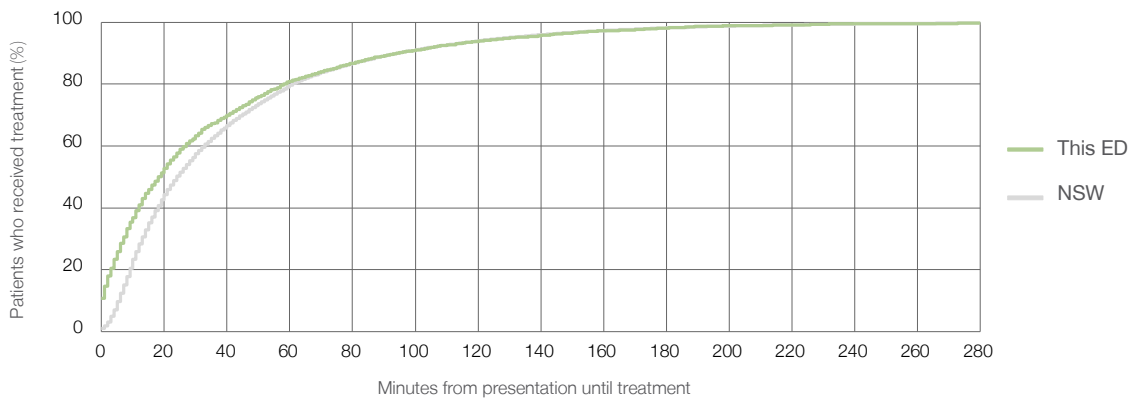
Number of triage 4 patients used to calculate waiting time:³ 3,225

Median time to start treatment⁴ 18 minutes

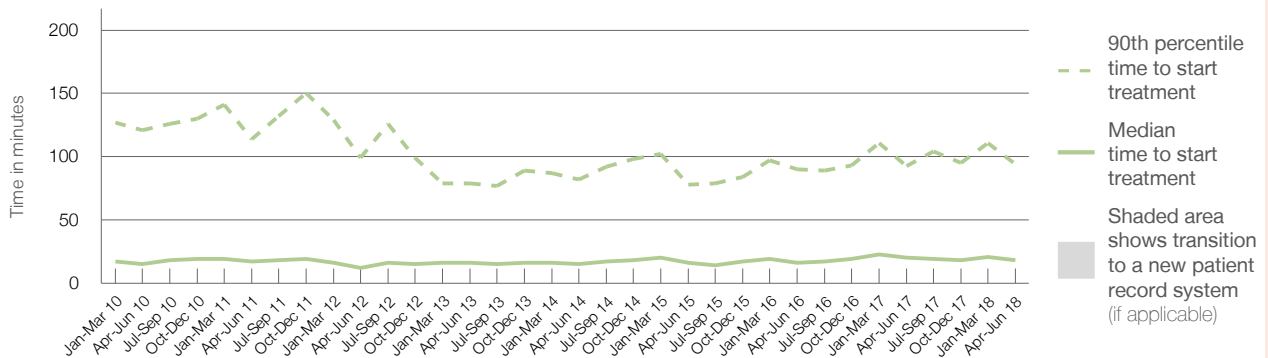
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
3,751	3,240
20 minutes	24 minutes
93 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	15	17	12	16	15	16	16	20	18
90th percentile time to start treatment ⁵ (minutes)	121	114	99	79	82	78	90	93	94

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 374

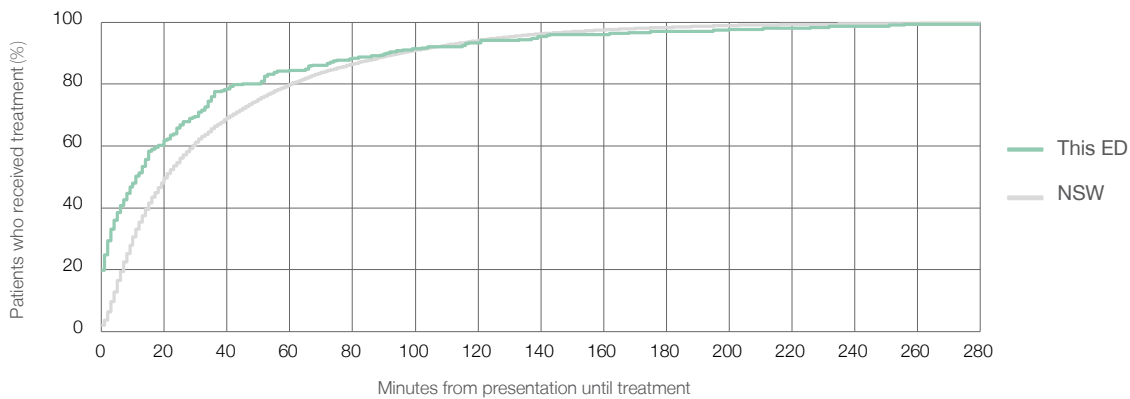
Number of triage 5 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 11 minutes

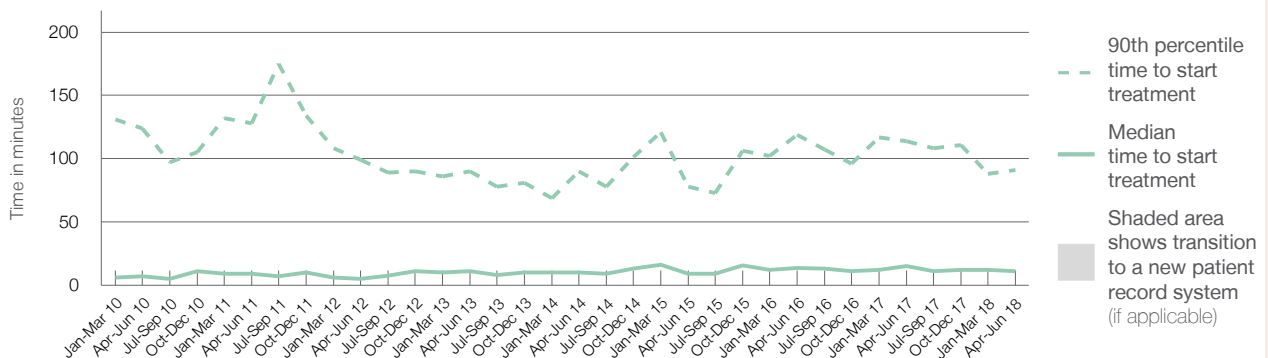
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
426	
327	
15 minutes	21 minutes
114 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	9	5	11	10	9	14	15	11
90th percentile time to start treatment ⁵ (minutes)	124	128	99	90	90	78	119	114	91

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED

April to June 2018

All presentations:¹ 11,647 patients

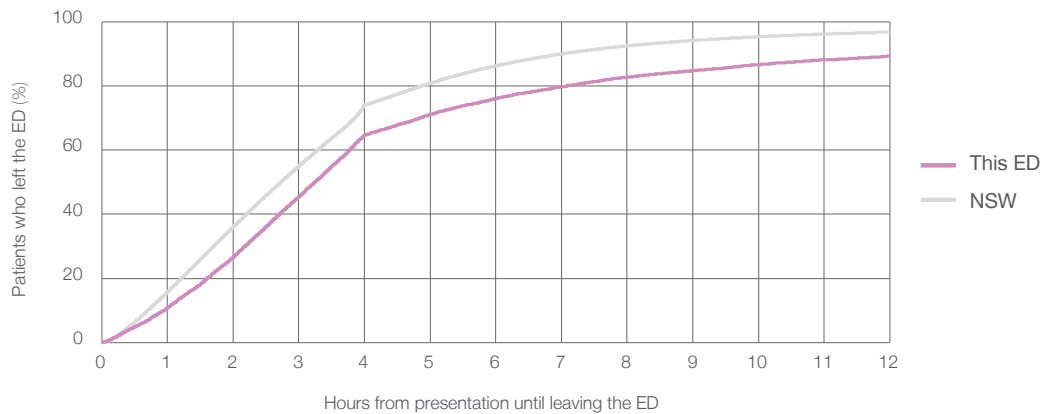
Presentations used to calculate time to leaving the ED:⁶ 11,647 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

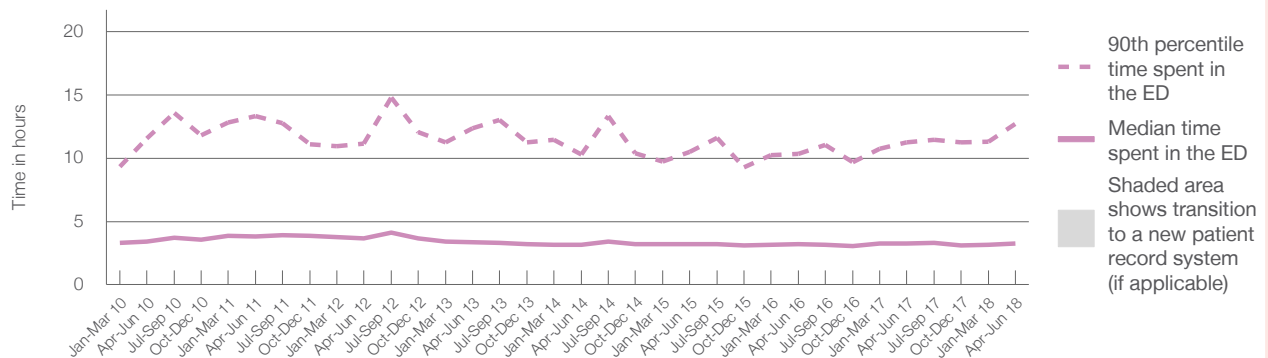
90th percentile time spent in the ED⁹ 12 hours and 43 minutes

Same period last year	NSW (this period)
11,676	11,676
3 hours and 16 minutes	2 hours and 44 minutes
11 hours and 15 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 25m	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m	3h 16m	3h 15m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 32m	13h 18m	11h 10m	12h 21m	10h 17m	10h 30m	10h 19m	11h 15m	12h 43m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED
 By mode of separation
 April to June 2018

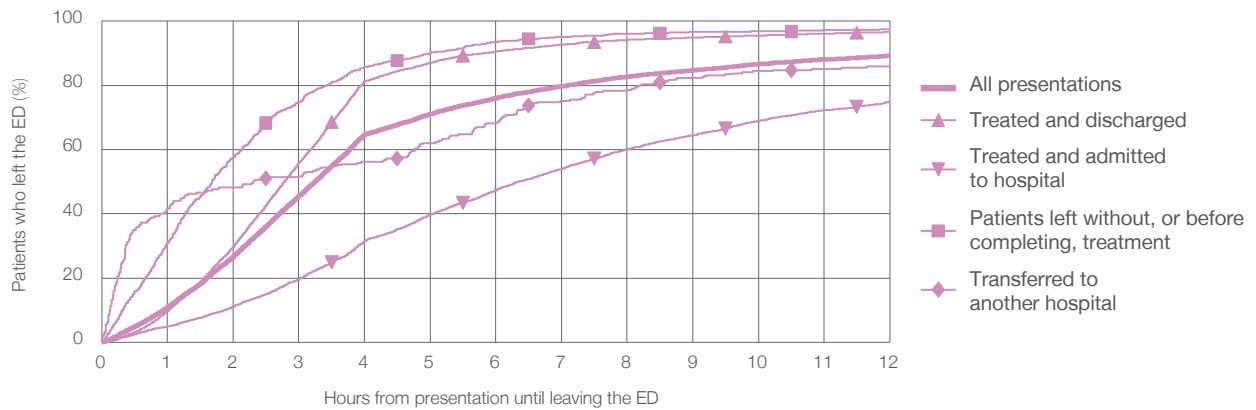
All presentations:¹ 11,647 patients

Presentations used to calculate time to leaving the ED:⁶ 11,647 patients

Treated and discharged	6,442 (55.3%)
Treated and admitted to hospital	3,847 (33.0%)
Patient left without, or before completing, treatment	1,047 (9.0%)
Transferred to another hospital	290 (2.5%)
Other	21 (0.2%)

Same period last year	Change since one year ago
11,676	0%
6,153	4.7%
4,146	-7.2%
1,046	0.1%
304	-4.6%
27	-22.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018 ^{†† §}



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

Treated and discharged	9.8%	29.8%	55.9%	81.2%	90.6%	94.2%	95.5%	96.7%
Treated and admitted to hospital	4.9%	11.1%	19.5%	31.5%	47.3%	60.0%	69.0%	74.9%
Patient left without, or before completing, treatment	30.9%	57.6%	74.8%	85.7%	93.6%	96.1%	96.8%	97.4%
Transferred to another hospital	41.7%	48.3%	51.7%	56.2%	68.3%	78.6%	84.5%	85.9%
All presentations	11.0%	26.7%	45.5%	64.6%	76.0%	82.7%	86.6%	89.3%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 11,647 patients

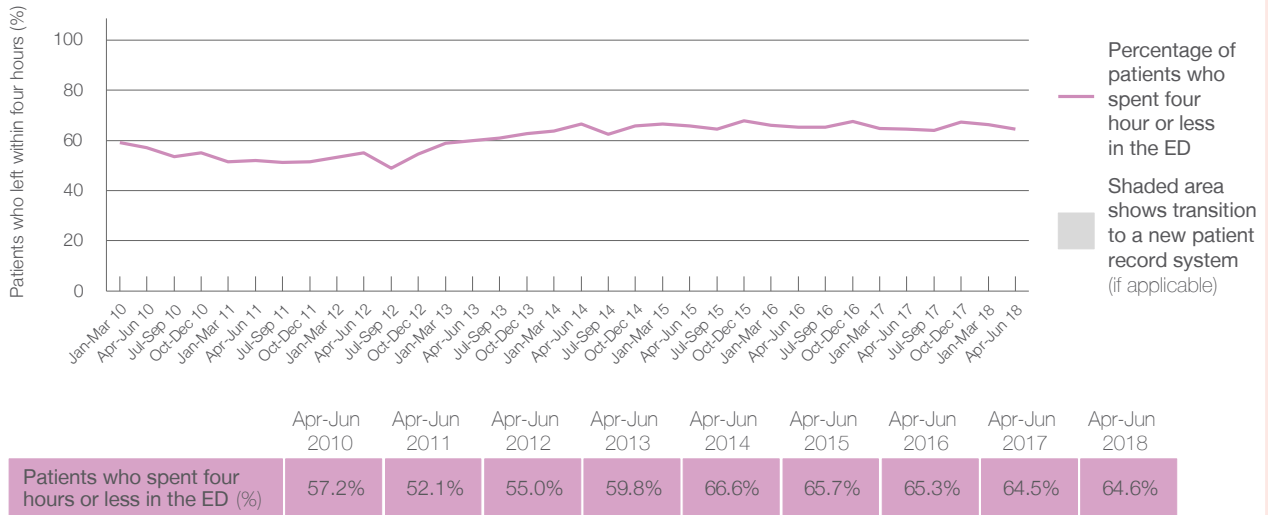
Presentations used to calculate time to leaving the ED: ⁶ 11,647 patients

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: ¹ 11,647 patients	11,676	0%
Presentations used to calculate time to leaving the ED: ⁶ 11,647 patients	11,676	0%
Percentage of patients who spent four hours or less in the ED	64.5%	

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



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

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

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

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

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

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

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

Westmead Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 18,988 patients

Emergency presentations:² 18,799 patients

Same period last year	Change since one year ago
18,621	2%
18,434	2%

Westmead Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,282 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,761 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 118 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,150 patients

Median time to start treatment⁴ 42 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,019 patients

Median time to start treatment⁴ 35 minutes

90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
6,171	
20 minutes	8 minutes
110 minutes	24 minutes
6,531	
54 minutes	19 minutes
174 minutes	63 minutes
4,041	
55 minutes	24 minutes
153 minutes	95 minutes
1,168	
48 minutes	21 minutes
134 minutes	96 minutes

Westmead Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 18,981 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
18,613	2%
53%	

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

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

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

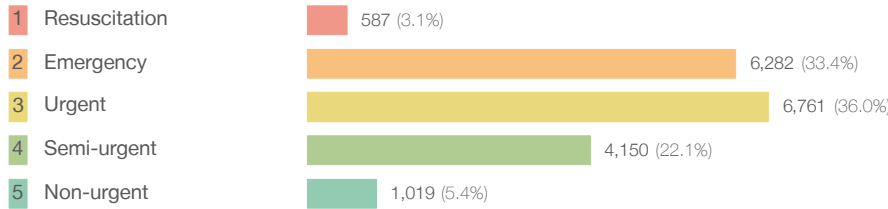
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Westmead Hospital: Patients presenting to the emergency department

April to June 2018

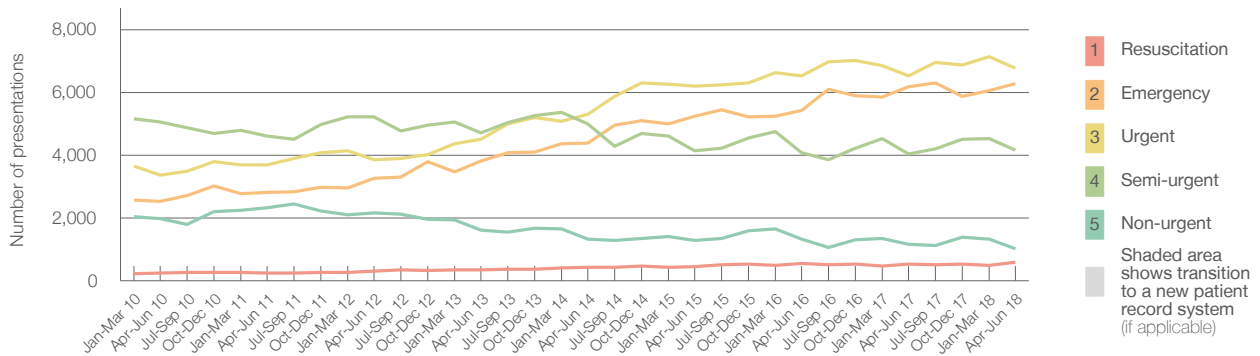
All presentations:¹ 18,988 patients

Emergency presentations² by triage category: 18,799 patients



Same period last year	Change since one year ago
18,621	2%
18,434	2%
523	12.2%
6,171	1.8%
6,531	3.5%
4,041	2.7%
1,168	-12.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	240	240	305	335	434	436	555	523	587
Emergency	2,529	2,809	3,262	3,817	4,390	5,249	5,417	6,171	6,282
Urgent	3,372	3,687	3,859	4,502	5,299	6,199	6,521	6,531	6,761
Semi-urgent	5,054	4,606	5,216	4,719	4,986	4,142	4,085	4,041	4,150
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,323	1,168	1,019
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,901	18,434	18,799

Westmead Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,429 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,384	
13 minutes	1 minute
28 minutes	-1 minute

(†) 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.

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

April to June 2018

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

Number of triage 2 patients: 6,282

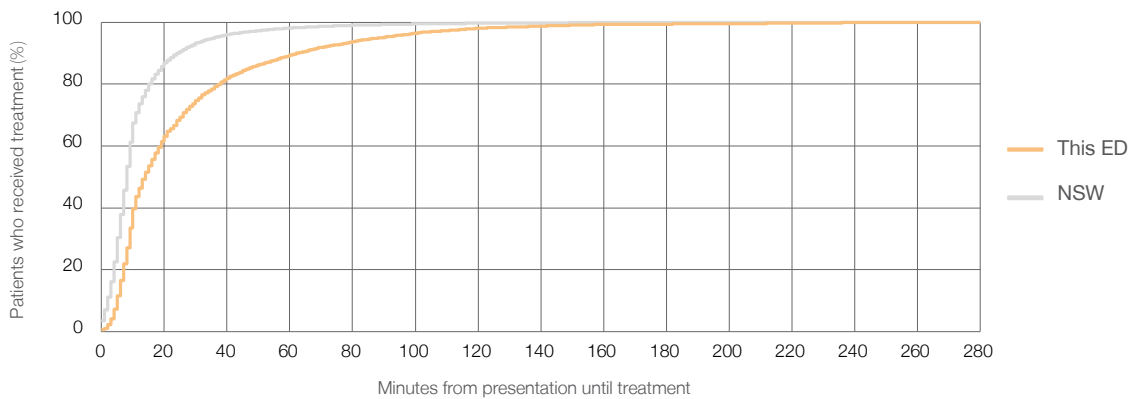
Number of triage 2 patients used to calculate waiting time:³ 6,161

Median time to start treatment⁴ 14 minutes

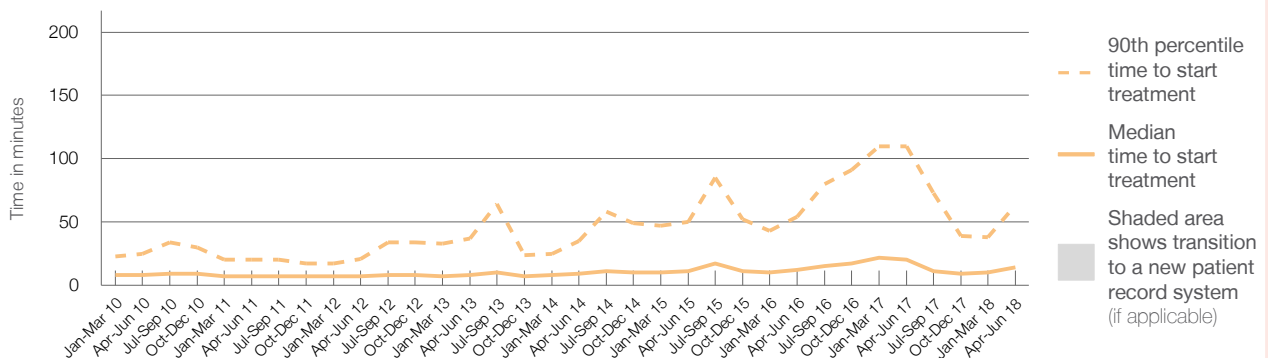
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
6,171	
5,953	
20 minutes	8 minutes
110 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	8	7	7	8	9	11	12	20	14
90th percentile time to start treatment ⁵ (minutes)	25	20	21	37	35	50	54	110	63

(†) 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.

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

April to June 2018

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

Number of triage 3 patients: 6,761

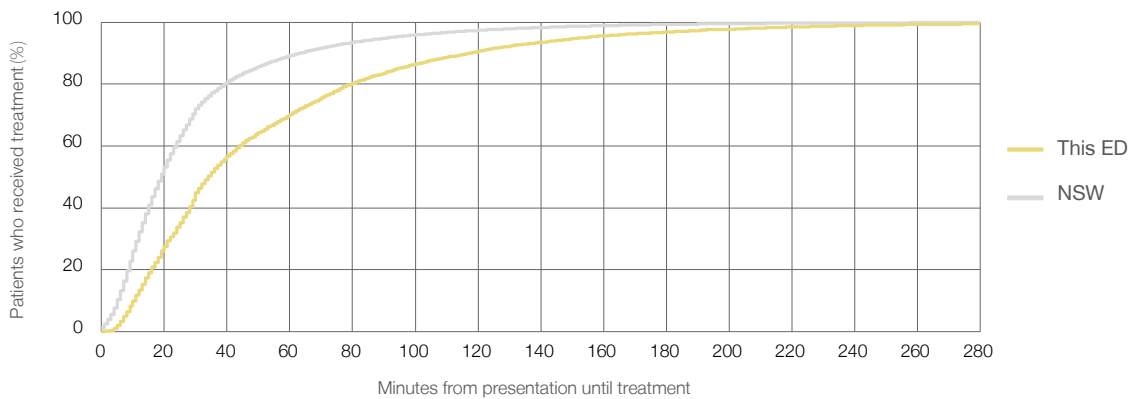
Number of triage 3 patients used to calculate waiting time:³ 6,396

Median time to start treatment⁴ 34 minutes

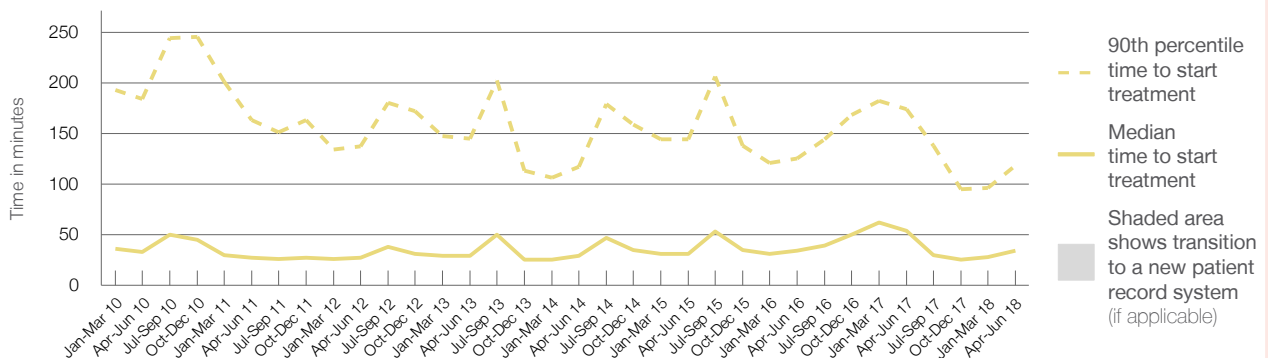
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
6,531	
5,901	
54 minutes	19 minutes
174 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	33	27	27	29	29	31	34	54	34
90th percentile time to start treatment ⁵ (minutes)	184	163	137	145	117	144	125	174	118

(†) 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.

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

April to June 2018

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

Number of triage 4 patients: 4,150

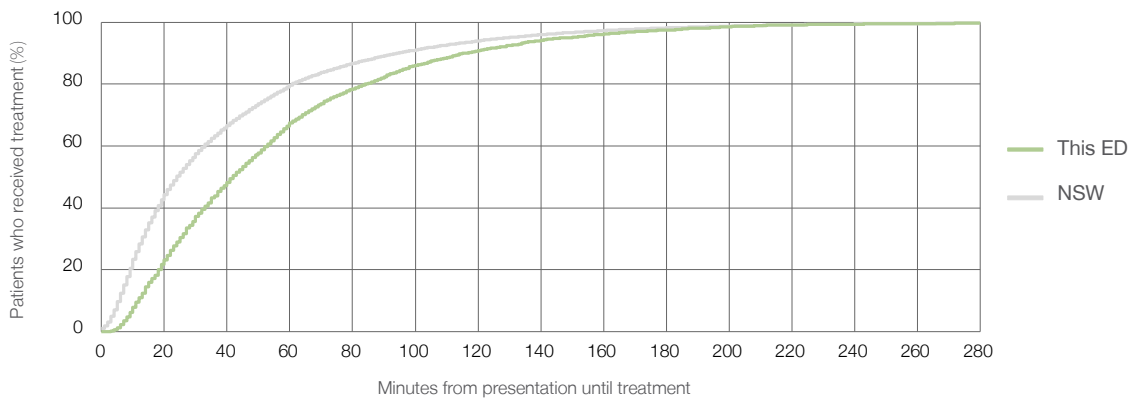
Number of triage 4 patients used to calculate waiting time:³ 3,925

Median time to start treatment⁴ 42 minutes

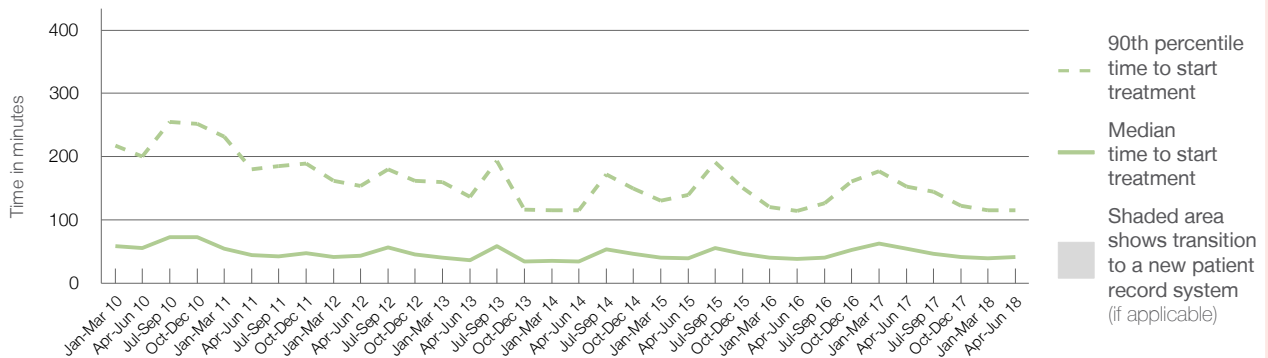
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,041	
3,587	
55 minutes	24 minutes
153 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	56	45	44	36	34	39	39	55	42
90th percentile time to start treatment ⁵ (minutes)	200	180	154	137	115	140	114	153	115

(†) 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.

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

April to June 2018

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

Number of triage 5 patients: 1,019

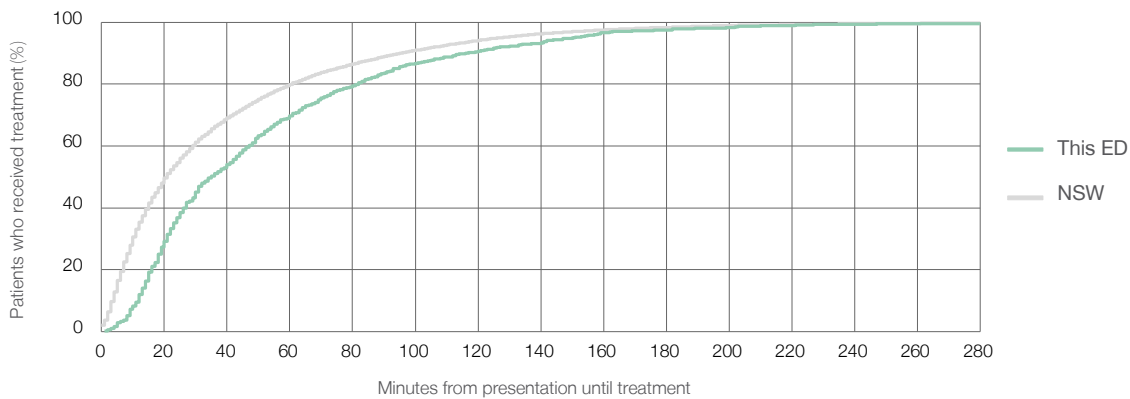
Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ 35 minutes

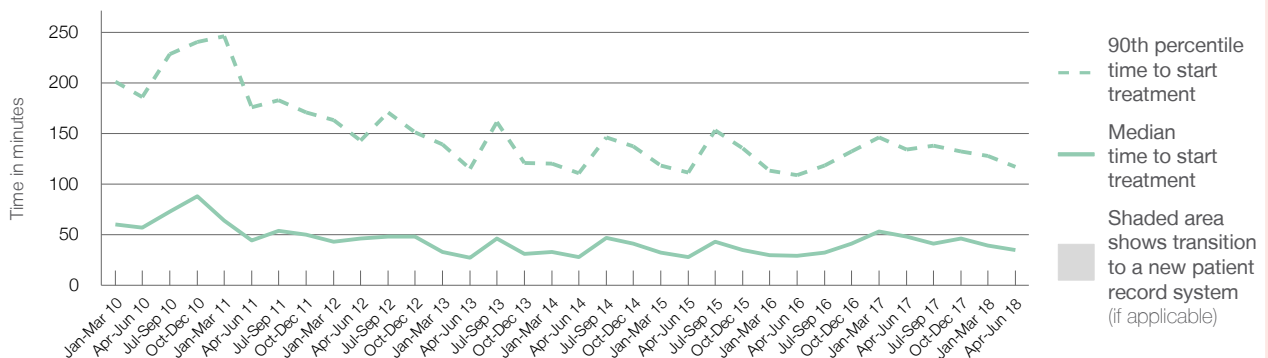
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,168	1,000
48 minutes	21 minutes
134 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	57	44	46	28	28	28	29	48	35
90th percentile time to start treatment ⁵ (minutes)	186	176	143	115	111	111	109	134	117

(†) 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.

Westmead Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 18,988 patients

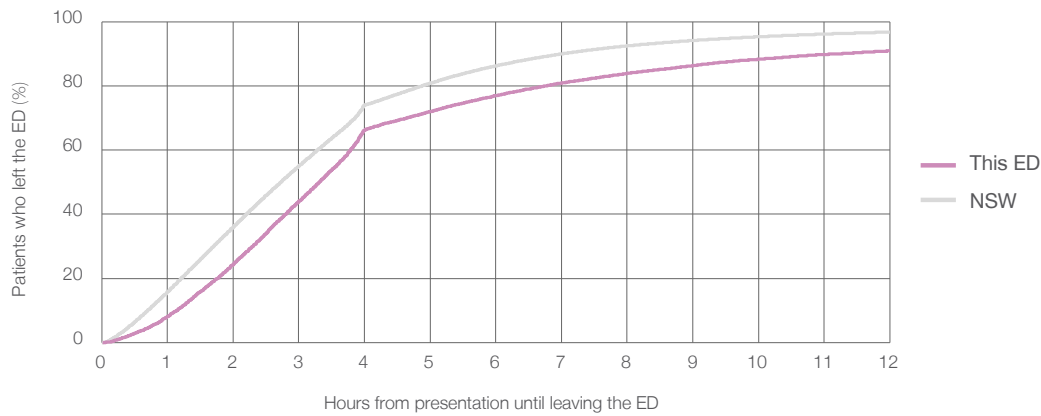
Presentations used to calculate time to leaving the ED:⁶ 18,981 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

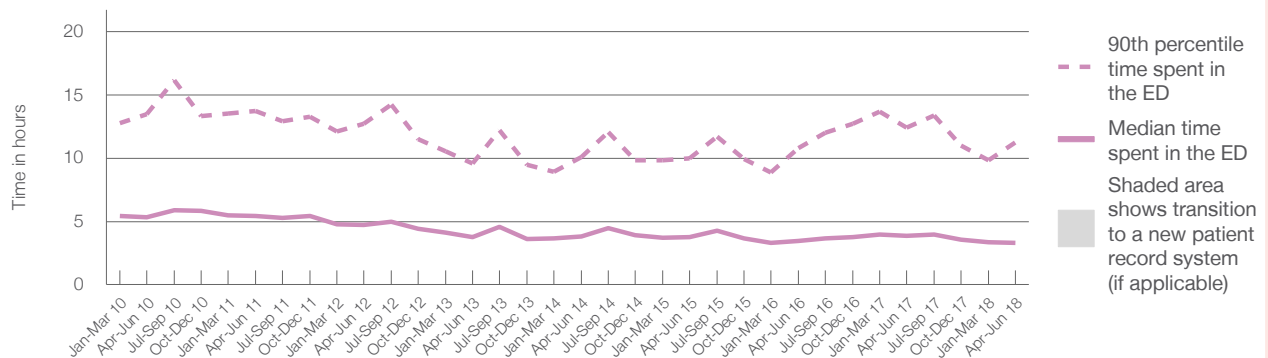
90th percentile time spent in the ED⁹ 11 hours and 14 minutes

Same period last year	NSW (this period)
18,621	18,613
3 hours and 53 minutes	2 hours and 44 minutes
12 hours and 25 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 25m	11h 14m

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

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

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

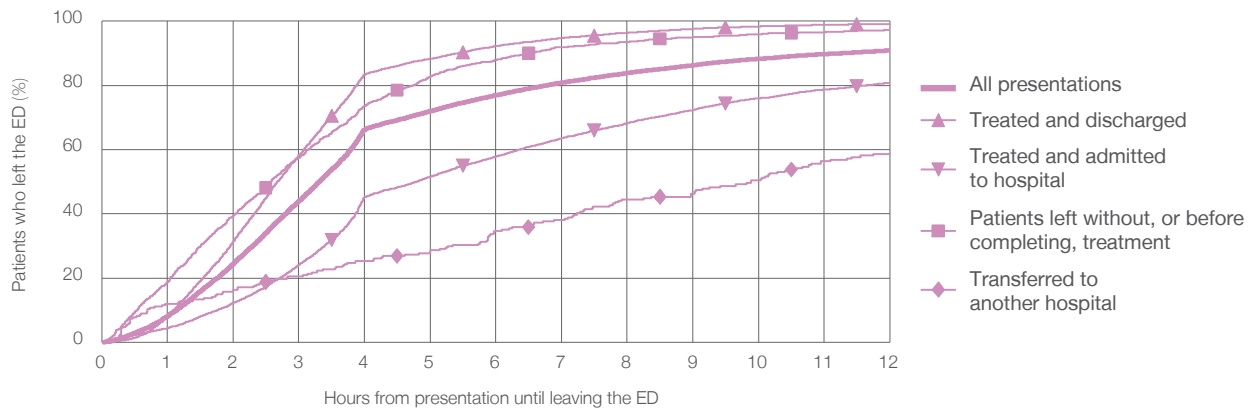
All presentations:¹ 18,988 patients

Presentations used to calculate time to leaving the ED:⁶ 18,981 patients

Treated and discharged	9,256 (48.7%)
Treated and admitted to hospital	7,879 (41.5%)
Patient left without, or before completing, treatment	1,249 (6.6%)
Transferred to another hospital	234 (1.2%)
Other	370 (1.9%)

Same period last year	Change since one year ago
18,613	2%
8,191	13.0%
8,064	-2.3%
1,604	-22.1%
272	-14.0%
490	-24.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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	8.3%	31.5%	58.3%	83.4%	92.2%	96.4%	98.4%	99.2%
Treated and admitted to hospital	4.5%	12.3%	24.2%	45.2%	57.9%	68.3%	76.0%	80.8%
Patient left without, or before completing, treatment	18.7%	39.5%	57.4%	73.5%	87.9%	93.6%	96.0%	97.3%
Transferred to another hospital	12.0%	16.2%	20.5%	25.2%	34.6%	44.4%	50.4%	59.0%
All presentations	8.2%	24.6%	44.1%	66.3%	77.0%	83.9%	88.3%	90.9%

(†) 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.

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

All presentations at the emergency department: ¹ 18,988 patients

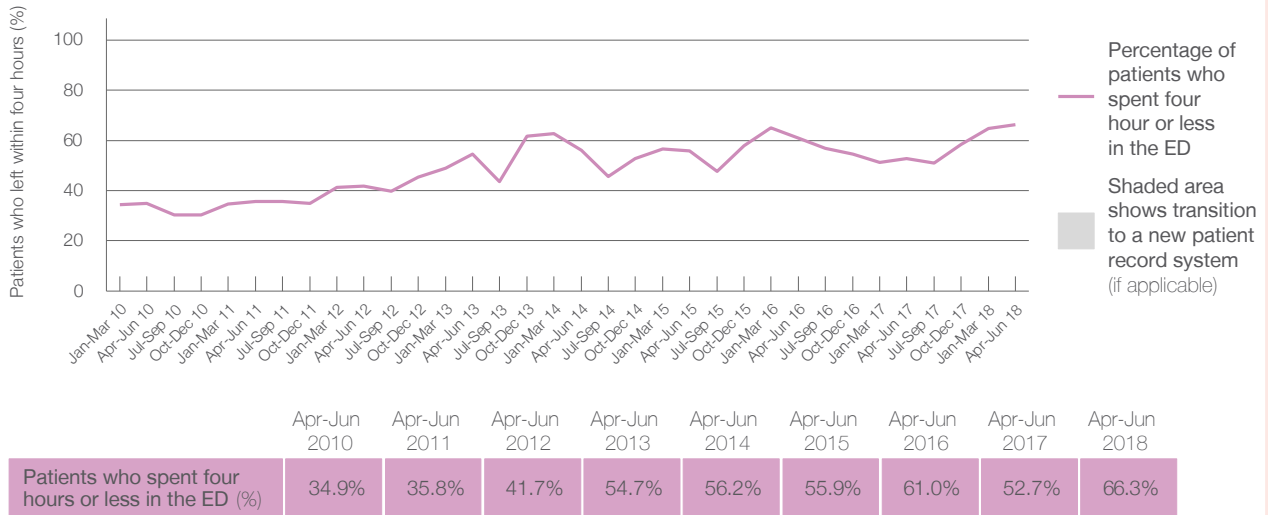
Presentations used to calculate time to leaving the ED: ⁶ 18,981 patients

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	18,621	2%
Presentations used to calculate time to leaving the ED	18,613	2%
Percentage of patients who spent four hours or less in the ED	52.7%	

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



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

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

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

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

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

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

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

Wollongong Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations:² 16,844 patients

Same period last year	Change since one year ago
15,918	7%
15,656	8%

Wollongong Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,118 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,753 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,951 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 897 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,157	
8 minutes	8 minutes
21 minutes	24 minutes
6,673	
20 minutes	19 minutes
59 minutes	63 minutes
6,002	
21 minutes	24 minutes
83 minutes	95 minutes
674	
19 minutes	21 minutes
107 minutes	96 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 17,067 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
15,918	7%
66%	

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

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

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

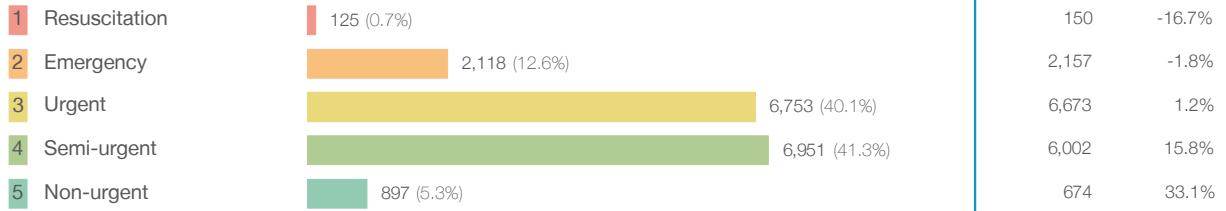
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Wollongong Hospital: Patients presenting to the emergency department

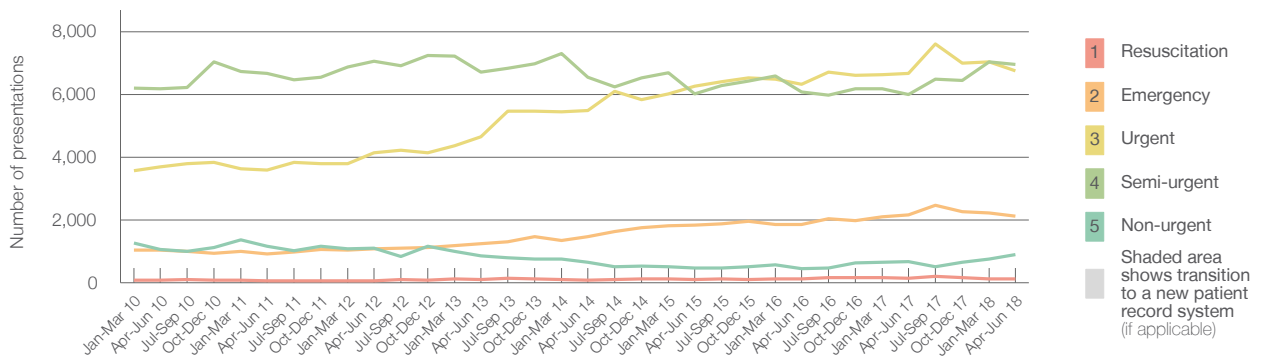
April to June 2018

All presentations:¹ 17,067 patients

Emergency presentations² by triage category: 16,844 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	73	65	65	89	87	101	120	150	125
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157	2,118
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673	6,753
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002	6,951
Non-urgent	1,062	1,168	1,099	863	651	459	443	674	897
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656	16,844

Wollongong Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,292 patients

ED Transfer of care time



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

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

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

April to June 2018

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

Number of triage 2 patients: 2,118

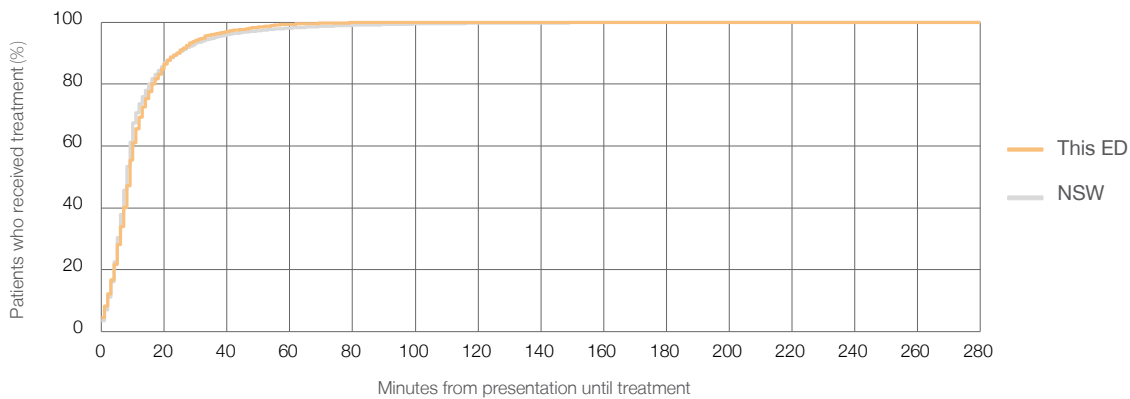
Number of triage 2 patients used to calculate waiting time:³ 2,115

Median time to start treatment⁴ 9 minutes

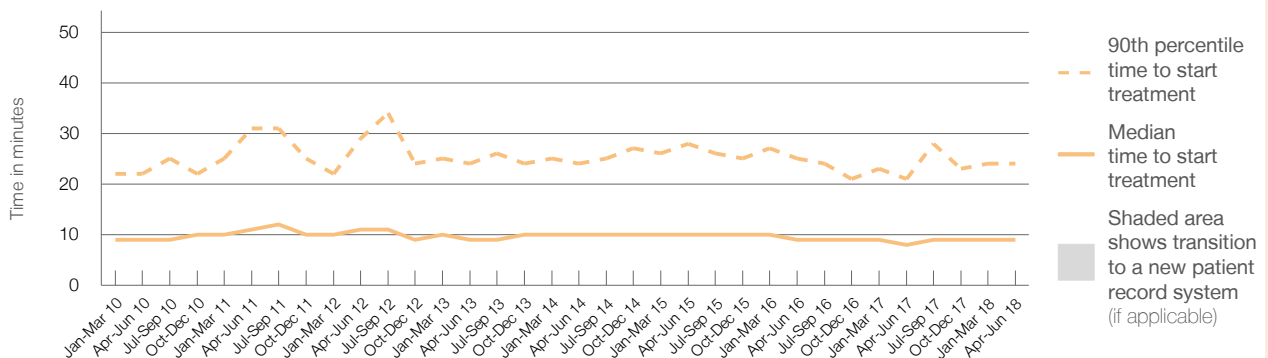
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
2,157	
2,156	
8 minutes	8 minutes
21 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	9	11	11	9	10	10	9	8	9
90th percentile time to start treatment ⁵ (minutes)	22	31	29	24	24	28	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.

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

April to June 2018

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

Number of triage 3 patients: 6,753

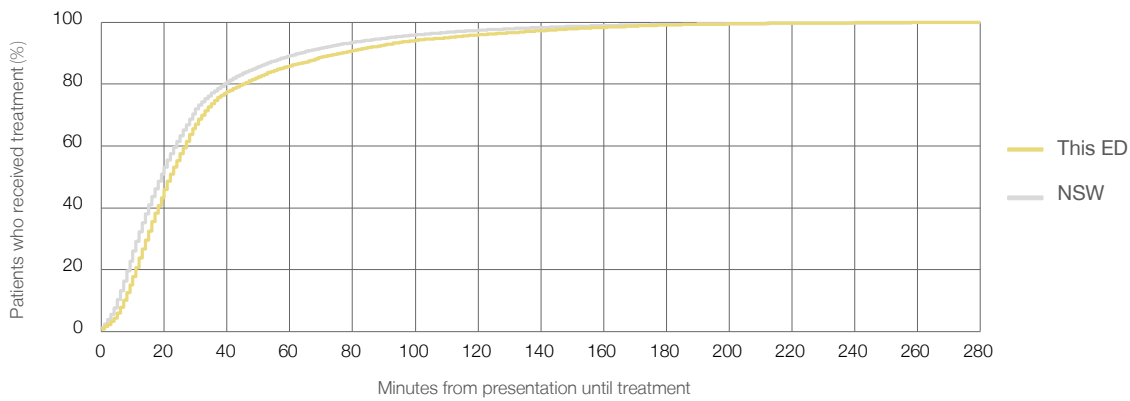
Number of triage 3 patients used to calculate waiting time:³ 6,648

Median time to start treatment⁴ 22 minutes

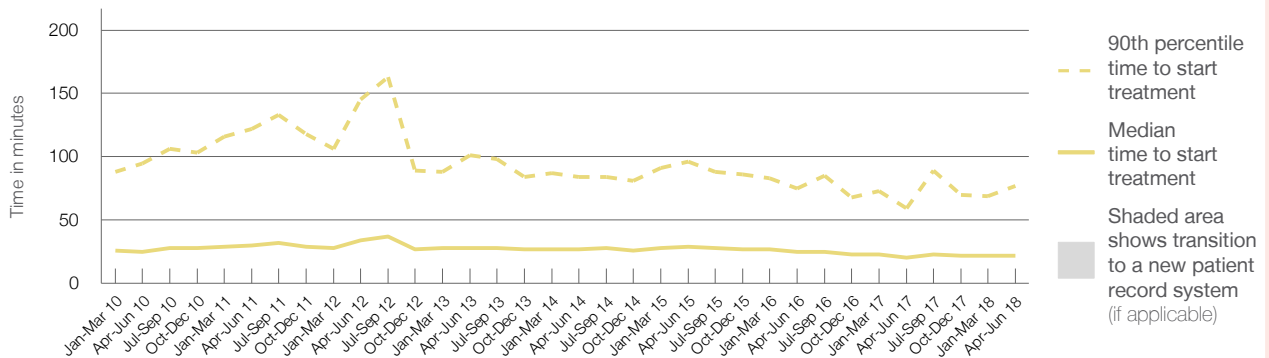
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,673	6,584
20 minutes	19 minutes
59 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	25	30	34	28	27	29	25	20	22
90th percentile time to start treatment ⁵ (minutes)	95	122	145	101	84	96	75	59	77

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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.

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

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

Number of triage 4 patients: 6,951

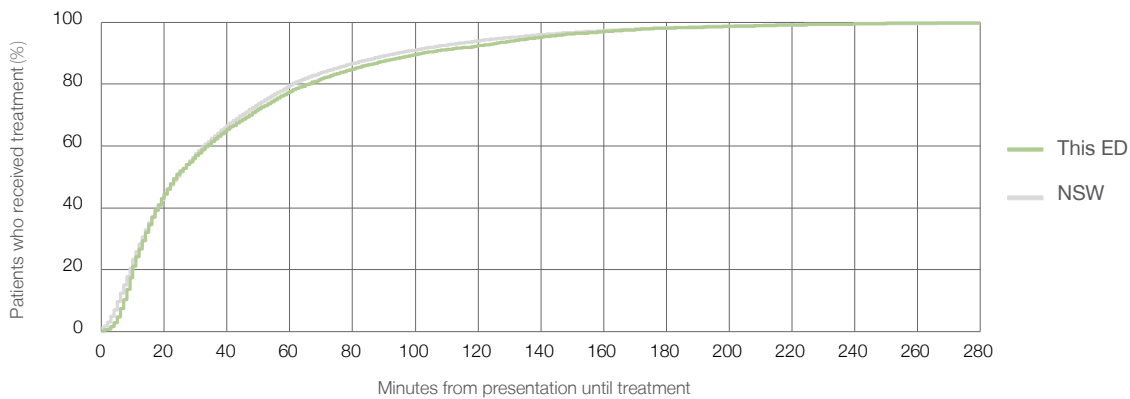
Number of triage 4 patients used to calculate waiting time:³ 6,711

Median time to start treatment⁴ 24 minutes

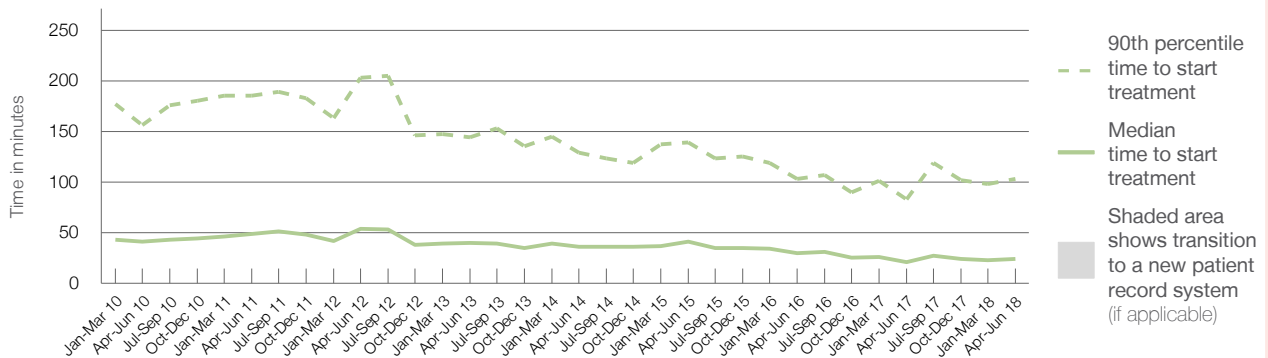
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
6,002	5,787
21 minutes	24 minutes
83 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	41	49	54	40	36	41	30	21	24
90th percentile time to start treatment ⁵ (minutes)	156	185	203	144	129	139	103	83	103

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

April to June 2018

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

Number of triage 5 patients: 897

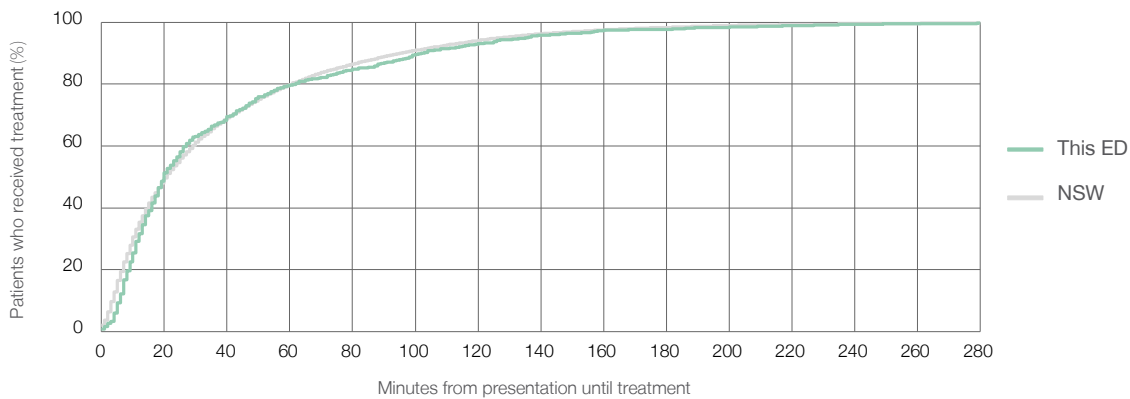
Number of triage 5 patients used to calculate waiting time:³ 787

Median time to start treatment⁴ 20 minutes

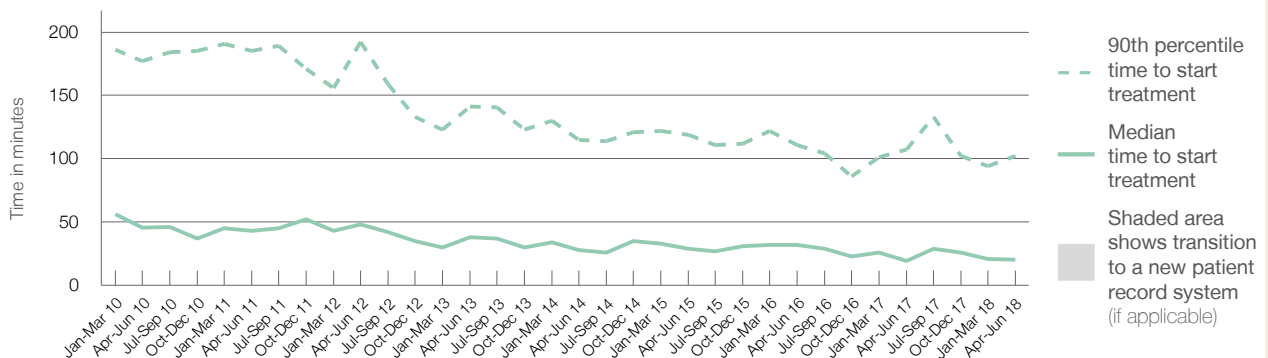
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
674	577
19 minutes	21 minutes
107 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	46	43	48	38	28	29	32	19	20
90th percentile time to start treatment ⁵ (minutes)	177	185	192	141	115	119	111	107	102

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Wollongong Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 17,067 patients

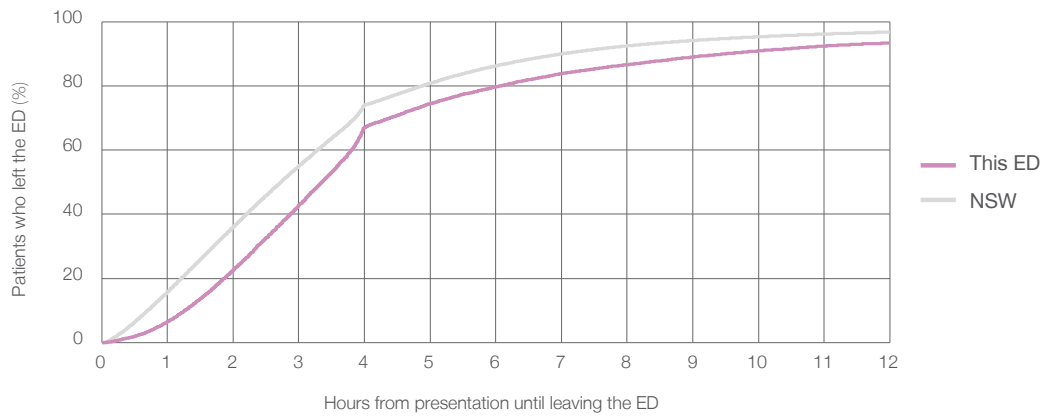
Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

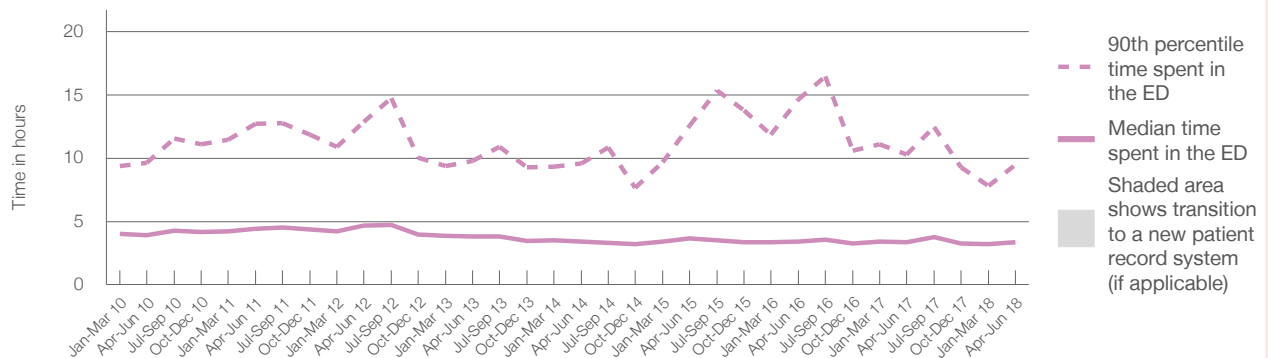
90th percentile time spent in the ED⁹ 9 hours and 30 minutes

Same period last year	NSW (this period)
15,918	15,918
3 hours and 21 minutes	2 hours and 44 minutes
10 hours and 17 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m	9h 30m

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

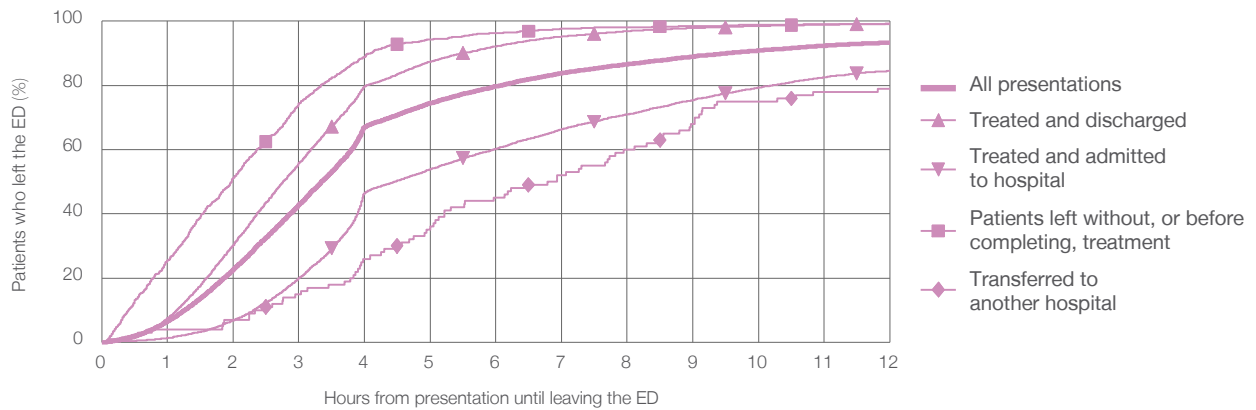
All presentations:¹ 17,067 patients

Presentations used to calculate time to leaving the ED:⁶ 17,067 patients

Treated and discharged	9,085 (53.2%)
Treated and admitted to hospital	6,690 (39.2%)
Patient left without, or before completing, treatment	1,112 (6.5%)
Transferred to another hospital	100 (0.6%)
Other	80 (0.5%)

Same period last year	Change since one year ago
15,918	7%
8,513	6.7%
6,233	7.3%
940	18.3%
121	-17.4%
111	-27.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.6%	30.4%	55.8%	79.7%	92.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	1.3%	6.8%	19.9%	46.5%	60.3%	71.0%	79.3%	84.5%
Patient left without, or before completing, treatment	25.4%	51.2%	74.3%	88.9%	96.3%	98.2%	98.8%	99.1%
Transferred to another hospital	4.0%	7.0%	15.0%	26.0%	45.0%	60.0%	75.0%	79.0%
All presentations	6.6%	22.6%	42.9%	67.0%	79.7%	86.6%	90.9%	93.3%

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

All presentations at the emergency department: ¹ 17,067 patients

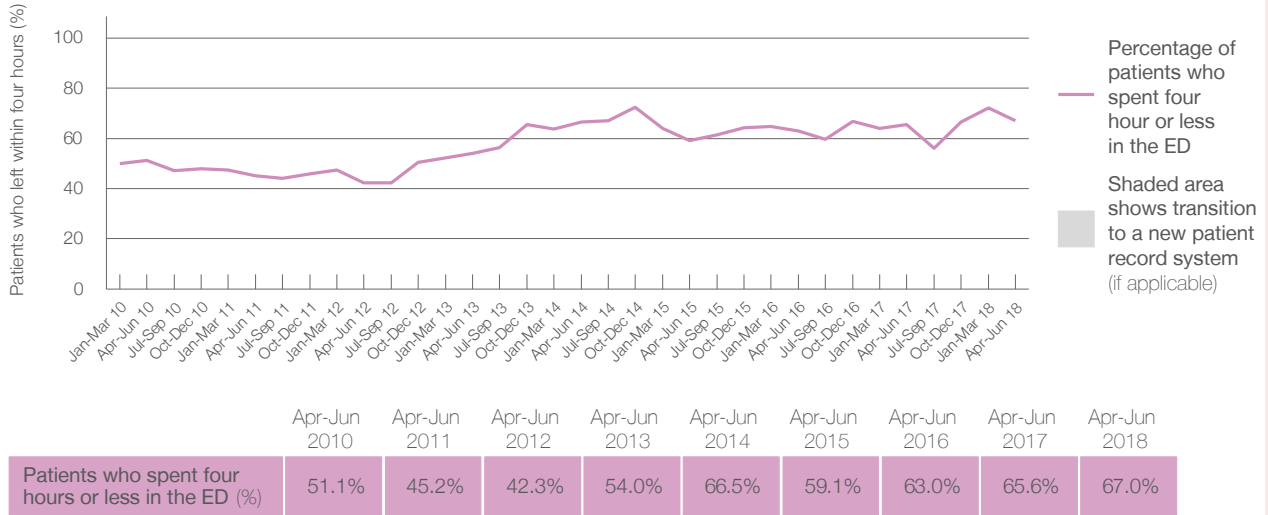
Presentations used to calculate time to leaving the ED: ⁶ 17,067 patients

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	15,918	7%
Presentations used to calculate time to leaving the ED	15,918	7%
Percentage of patients who spent four hours or less in the ED	65.6%	

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



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

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 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).