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

Liverpool Hospital: Emergency department (ED) overview
October to December 2018

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

Liverpool Hospital: Time patients waited to start treatment [3]
October to December 2018

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

Liverpool Hospital: Time from presentation until leaving the ED
October to December 2018

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

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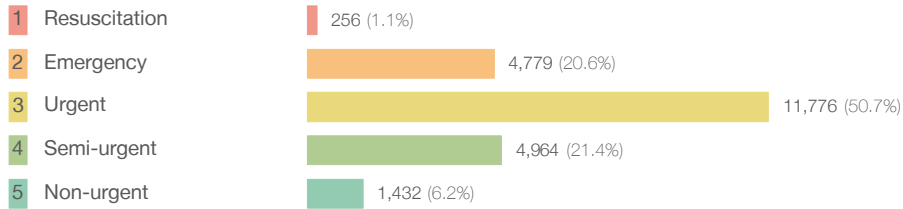6. All presentations that have a departure time.

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

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

Liverpool Hospital: Patients presenting to the emergency department
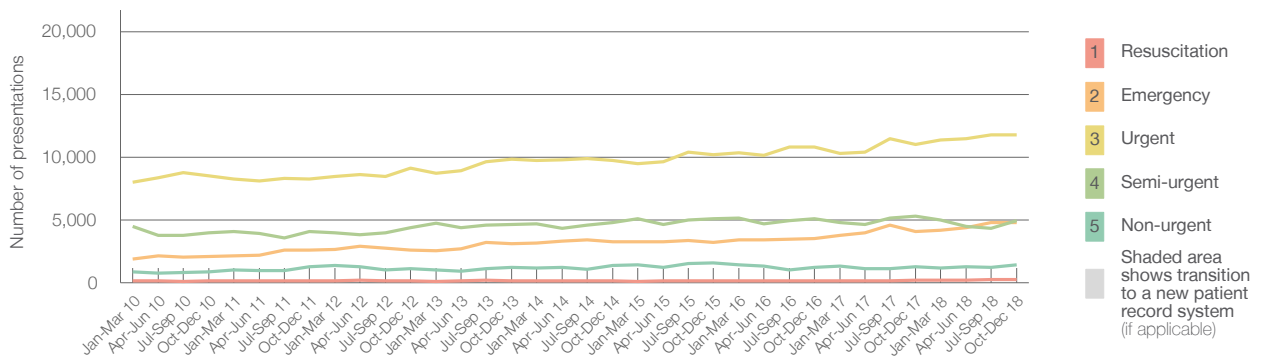### October to December 2018

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

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

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

Liverpool Hospital: Patients arriving by ambulance
October to December 2018

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

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

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

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

Liverpool Hospital: Time patients waited to start treatment, triage 2
October to December 2018

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

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

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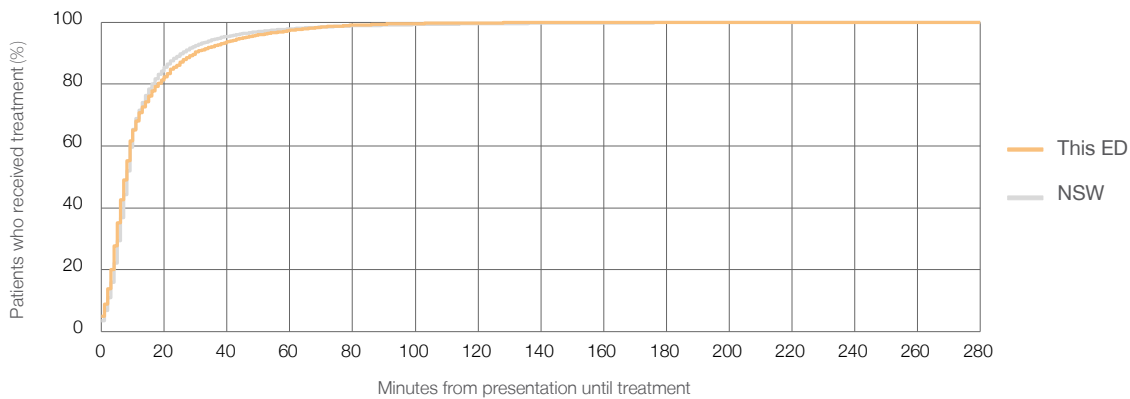
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡]
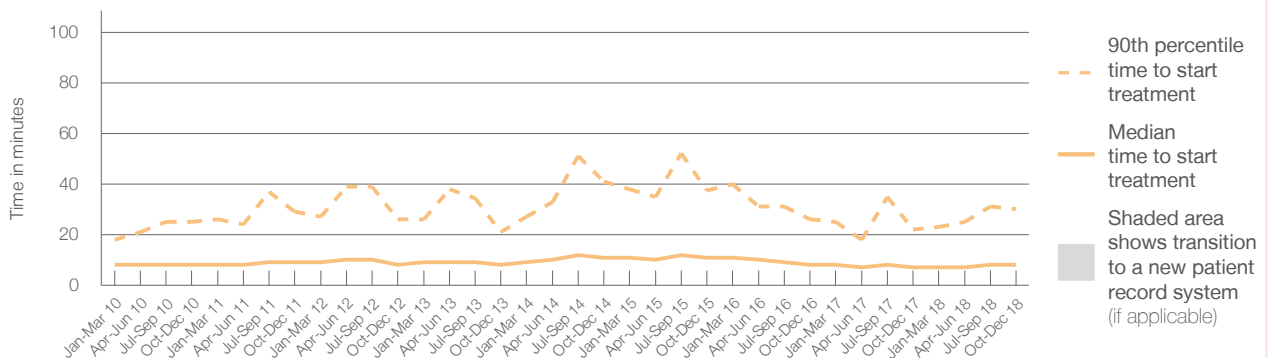
- - - 90th percentile time to start treatment
— Median time to start treatment

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

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

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

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

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

Liverpool Hospital: Time patients waited to start treatment, triage 3
October to December 2018

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

Percentage of triage 3 patients who received treatment by time, October to December 2018
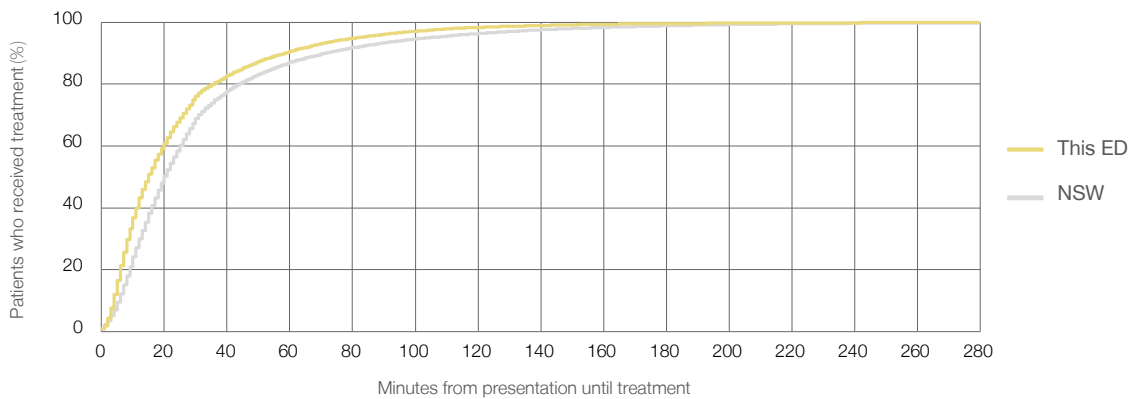
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
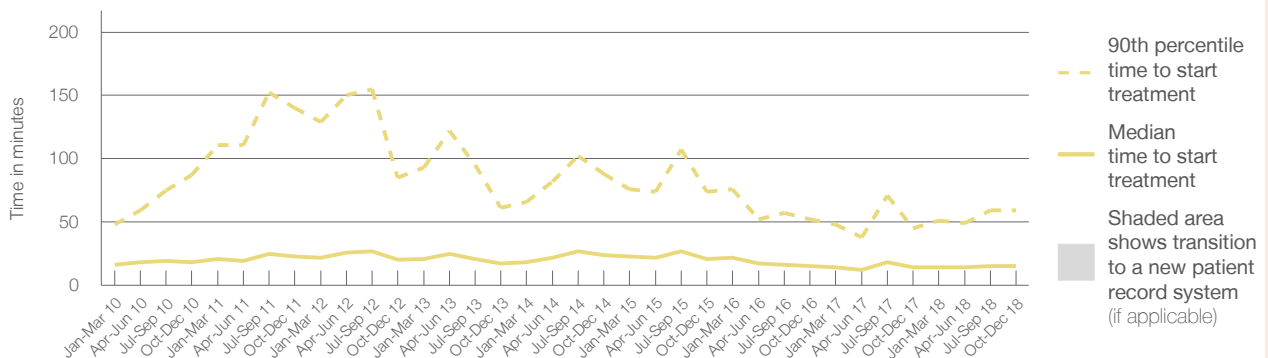
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	18	23	20	17	24	21	15	14	15
90th percentile time to start treatment [5] (minutes)	87	140	85	61	88	74	52	45	59

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(‡) 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

Principal referral hospitals (A1)
South Western Sydney Local Health District

Liverpool Hospital: Time patients waited to start treatment, triage 4
October to December 2018

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

Percentage of triage 4 patients who received treatment by time, October to December 2018
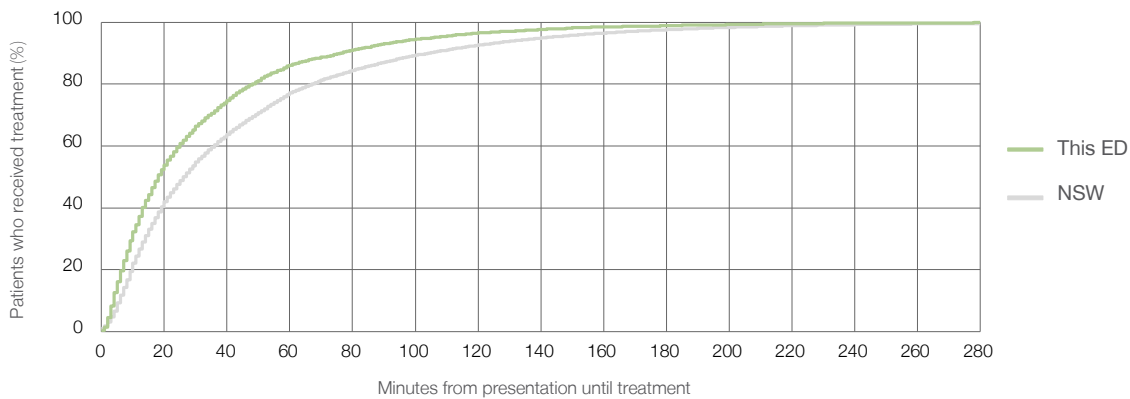
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
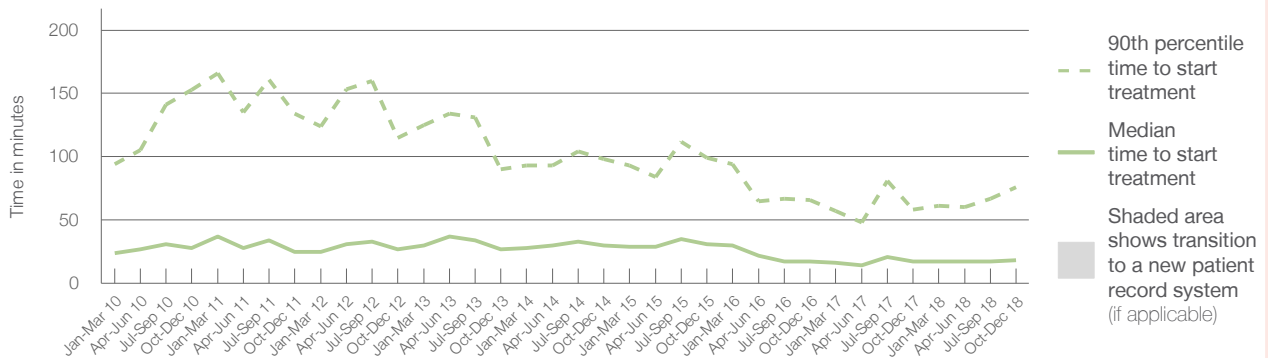
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	28	25	27	27	30	31	17	17	18
90th percentile time to start treatment [5] (minutes)	153	134	115	90	98	99	66	58	76

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(‡) 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
October to December 2018

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

Percentage of triage 5 patients who received treatment by time, October to December 2018
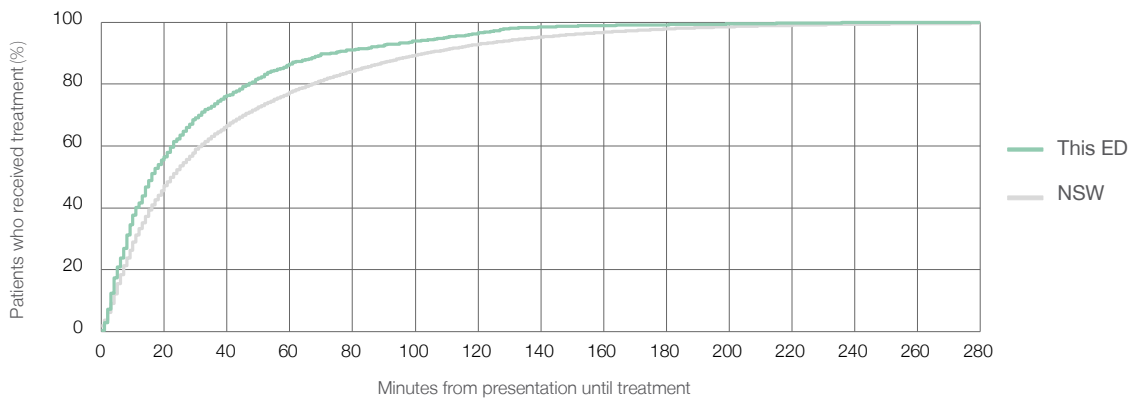
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
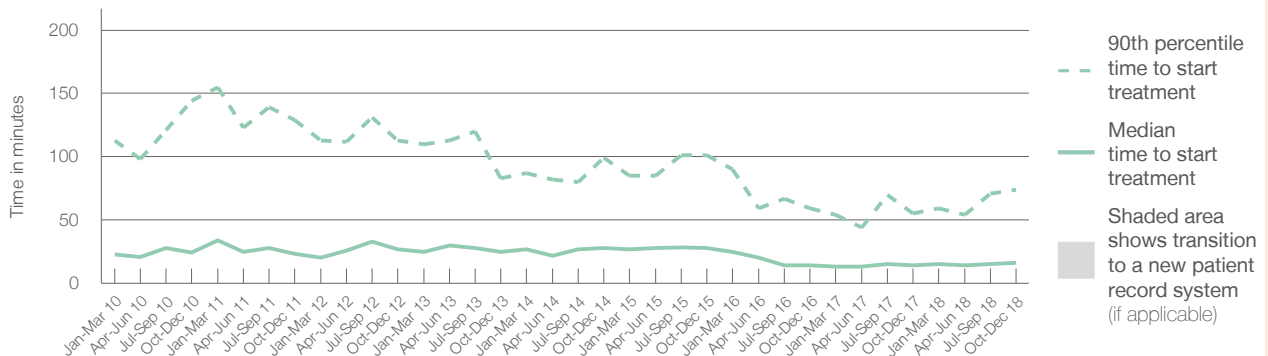
90th percentile time to start treatment

Median time to start treatment

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

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

(†) 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

Principal referral hospitals (A1)
South Western Sydney Local Health District

Liverpool Hospital: Time patients spent in the ED
October to December 2018

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

Percentage of patients who left the ED by time, October to December 2018
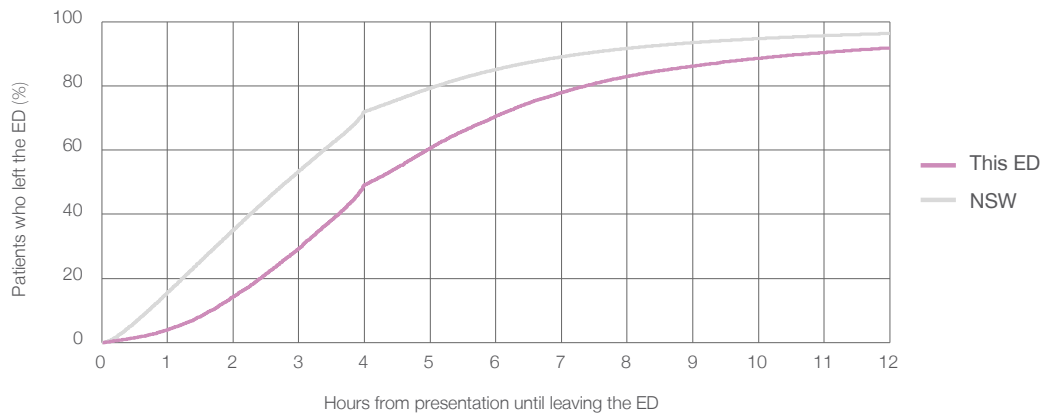
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
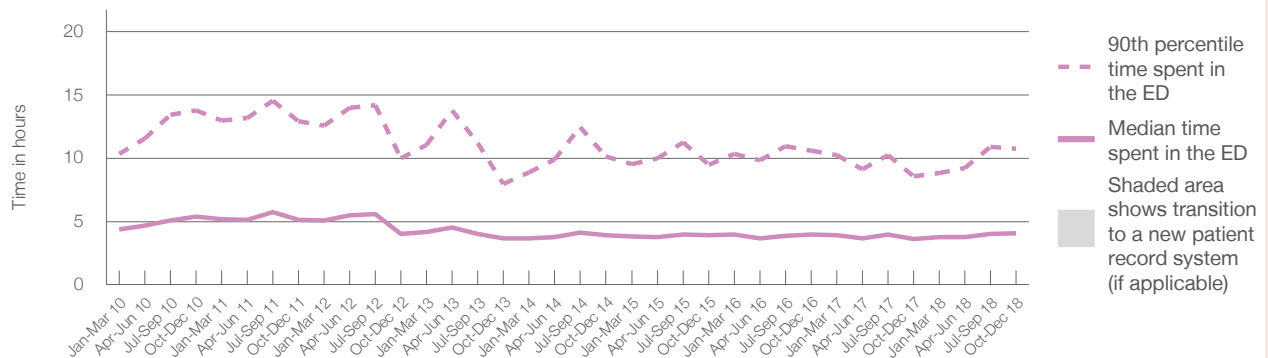
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m	4h 5m
90th percentile time spent in the ED [9] (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m	10h 45m

(†) 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
October to December 2018

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

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]
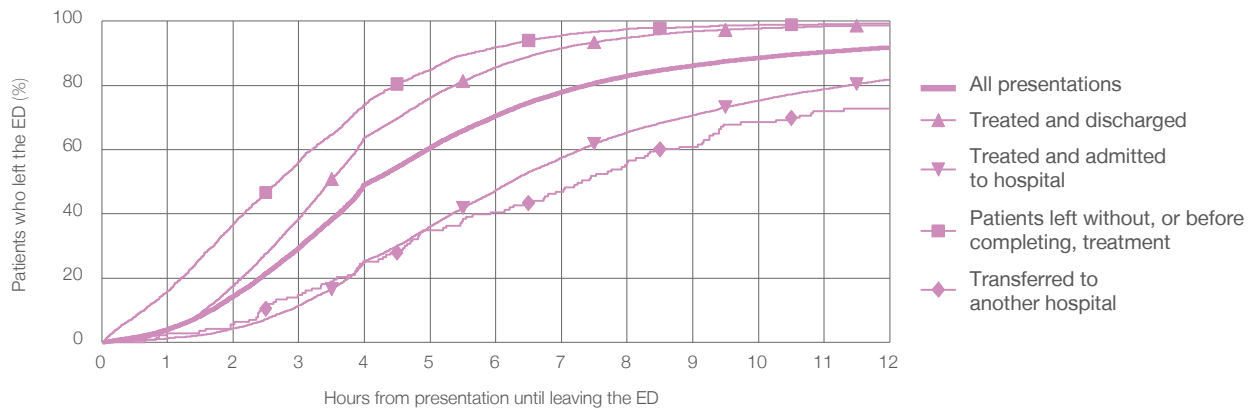
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	17.6%	38.6%	63.8%	85.7%	94.9%	97.8%	98.8%
Treated and admitted to hospital	1.2%	4.3%	11.5%	25.4%	47.4%	65.4%	75.3%	81.9%
Patient left without, or before completing, treatment	15.9%	36.9%	56.3%	74.0%	92.0%	97.6%	98.8%	99.2%
Transferred to another hospital	2.8%	5.6%	14.7%	25.2%	40.6%	55.9%	68.5%	72.7%
All presentations	4.0%	14.3%	29.4%	49.2%	70.6%	83.0%	88.6%	91.8%

(†)　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

Principal referral hospitals (A1)
South Western Sydney Local Health District

Liverpool Hospital: Time spent in the ED
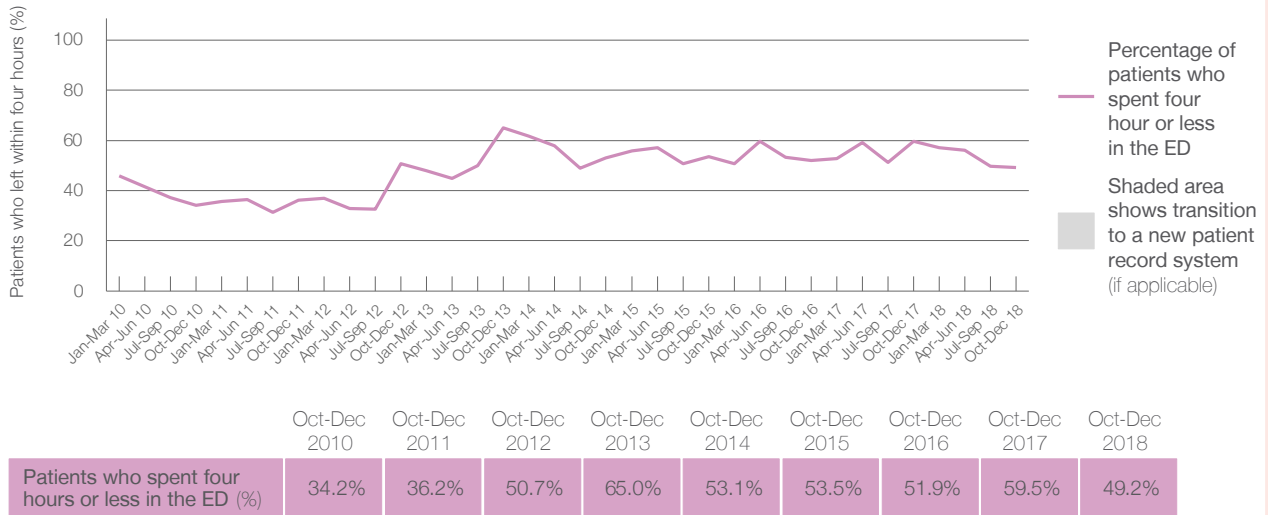### Percentage of patients who spent four hours or less in the ED
October to December 2018

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

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

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

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

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

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).