

Healthcare Quarterly

Emergency department

Principal referral hospitals
(A1) peer group
Performance Profiles

October to December 2018

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,331 patients

Emergency presentations:² 14,249 patients

Same period last year	Change since one year ago
13,750	4%
13,666	4%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,574 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,434 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 85 minutes

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

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 512 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
2,517	
10 minutes	8 minutes
29 minutes	26 minutes
6,399	
23 minutes	20 minutes
80 minutes	72 minutes
4,099	
27 minutes	26 minutes
108 minutes	104 minutes
548	
29 minutes	23 minutes
123 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,331 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
13,750	4%
74%	

* 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: October to December 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.

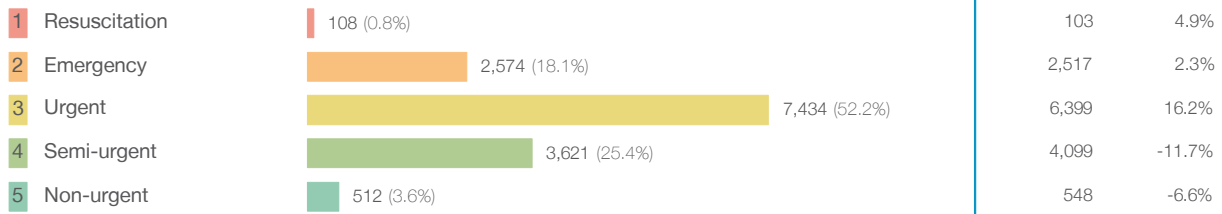
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

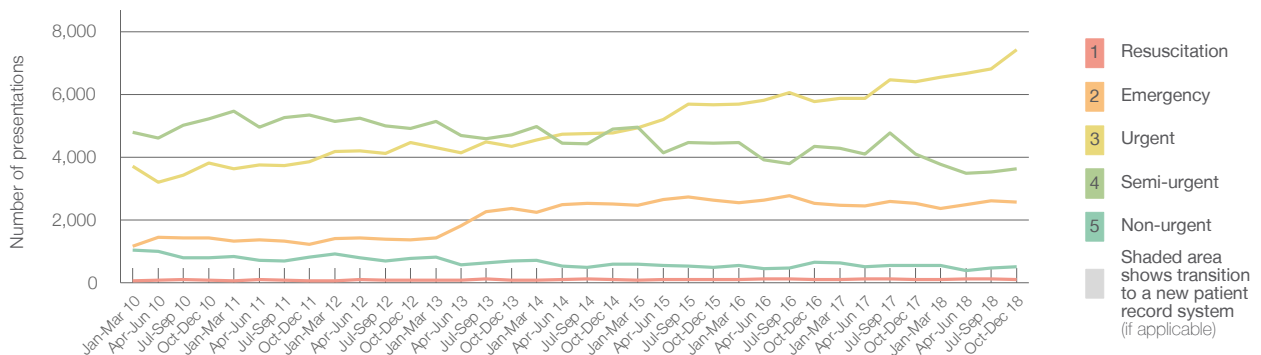
Bankstown-Lidcombe Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 14,331 patients

Emergency presentations² by triage category: 14,249 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



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

Bankstown-Lidcombe Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,347 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.

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

October to December 2018

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

Number of triage 2 patients: 2,574

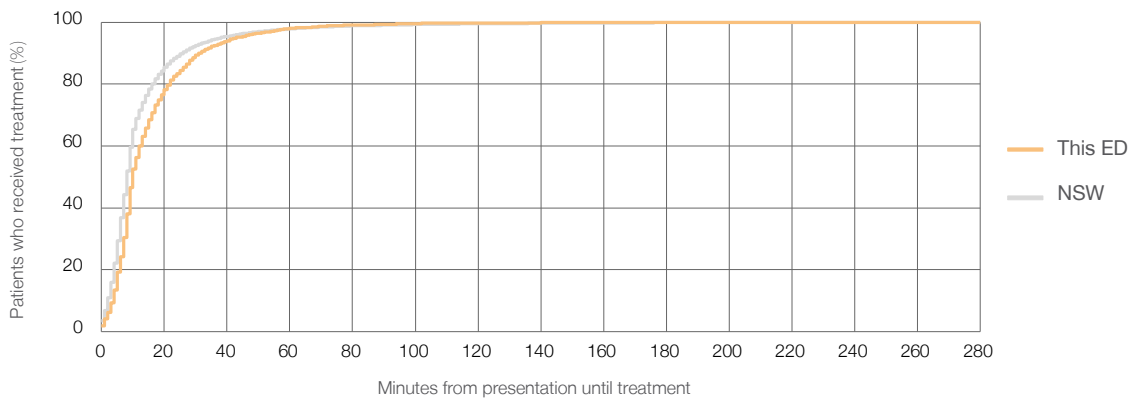
Number of triage 2 patients used to calculate waiting time:³ 2,571

Median time to start treatment⁴ 10 minutes

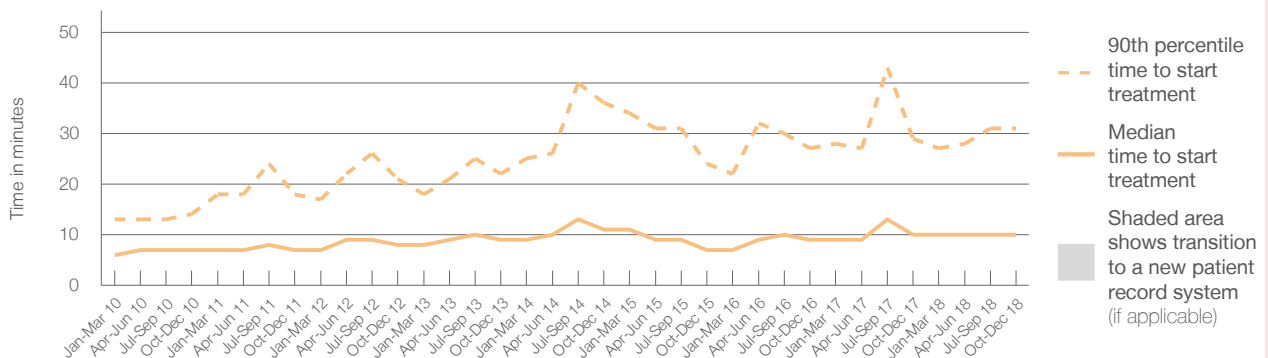
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
2,517	2,511
10 minutes	8 minutes
29 minutes	26 minutes

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



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



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

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

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 7,434

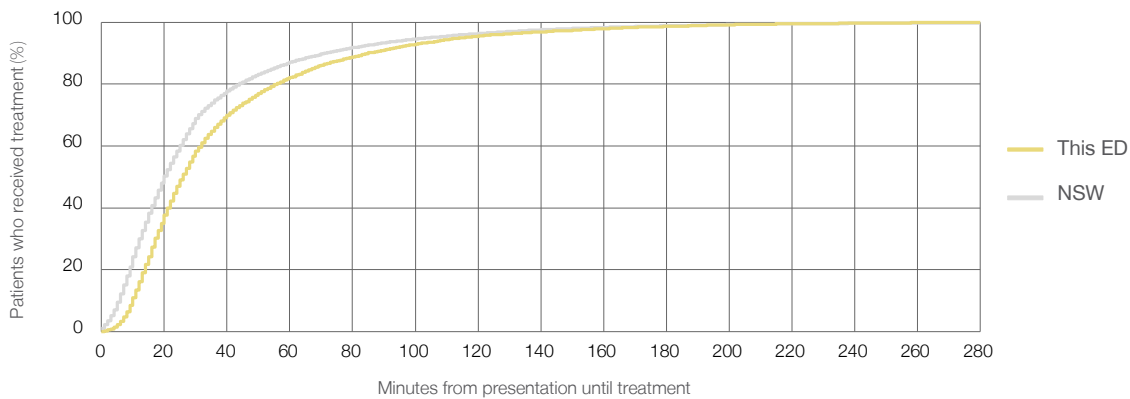
Number of triage 3 patients used to calculate waiting time:³ 7,335

Median time to start treatment⁴ 26 minutes

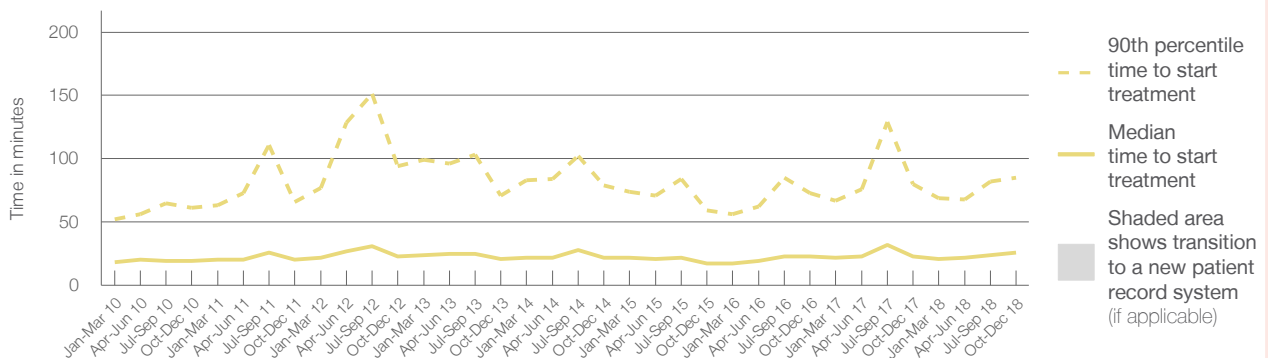
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
6,399	
6,292	
23 minutes	20 minutes
80 minutes	72 minutes

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



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



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

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 3,621

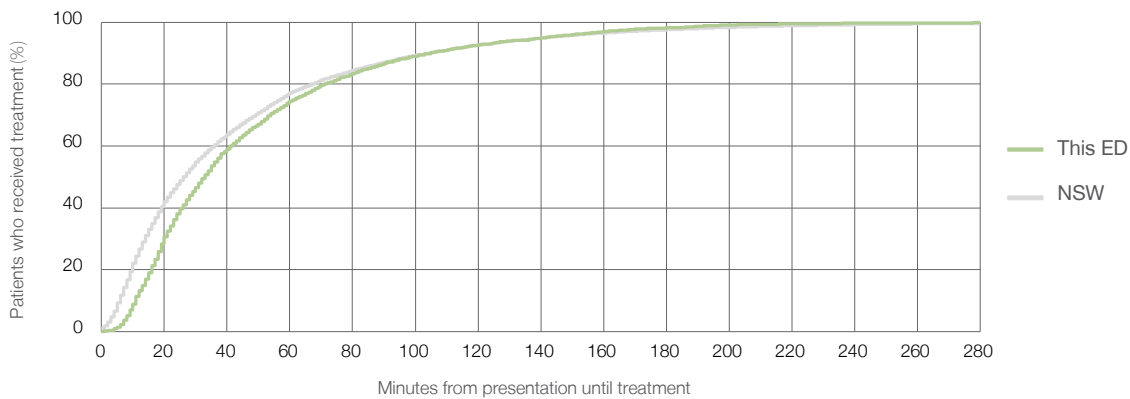
Number of triage 4 patients used to calculate waiting time:³ 3,517

Median time to start treatment⁴ 33 minutes

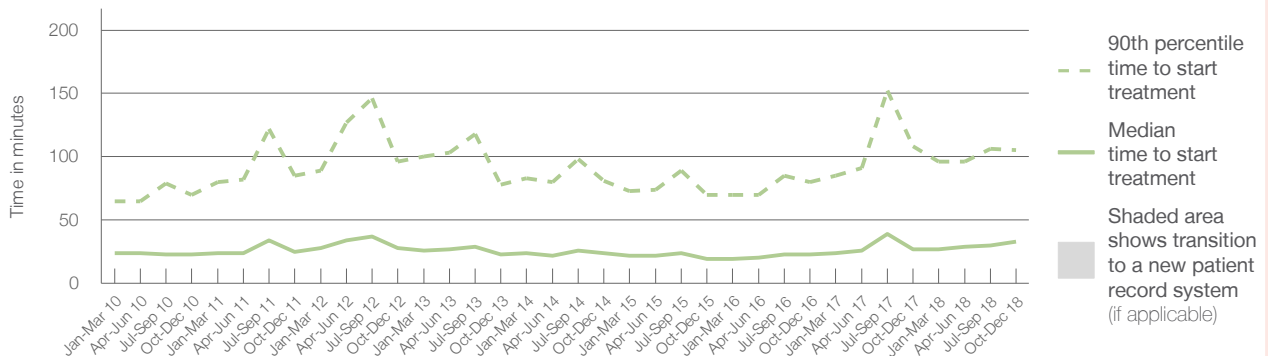
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
4,099	3,939
27 minutes	26 minutes
108 minutes	104 minutes

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



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



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

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 512

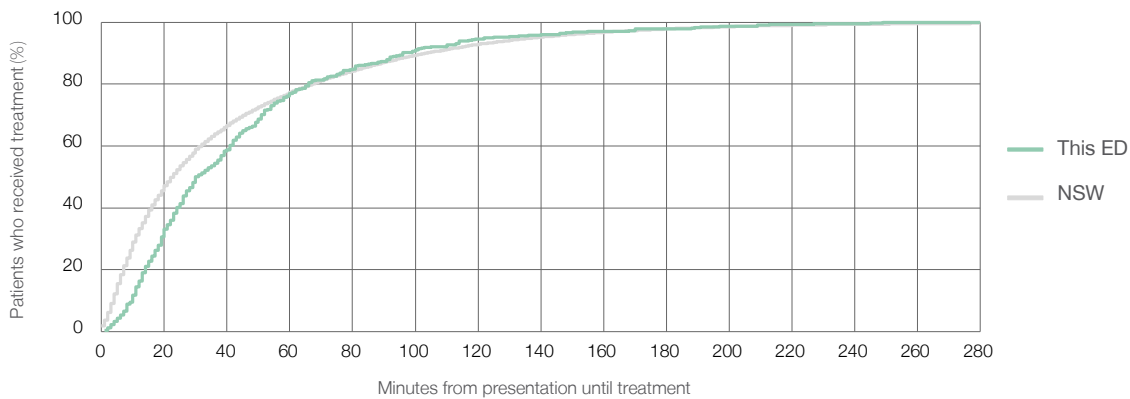
Number of triage 5 patients used to calculate waiting time:³ 408

Median time to start treatment⁴ 31 minutes

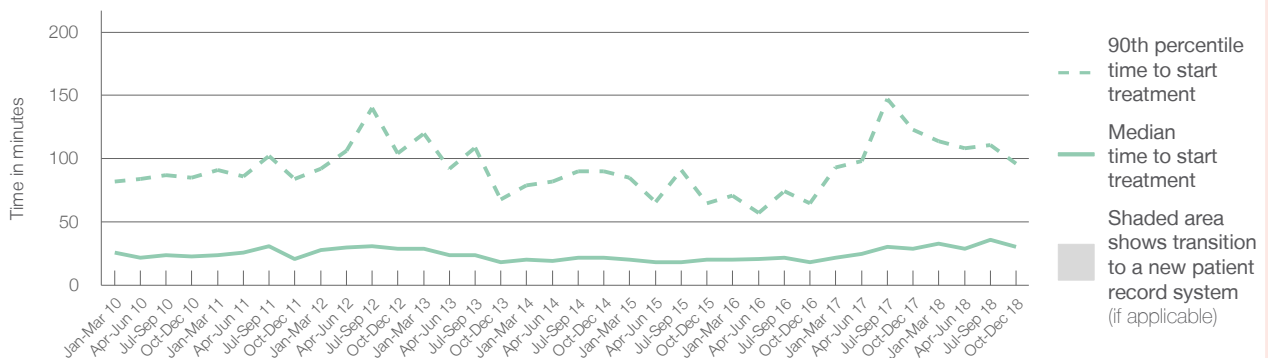
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
548	420
29 minutes	23 minutes
123 minutes	104 minutes

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



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



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

(†) 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

October to December 2018

All presentations:¹ 14,331 patients

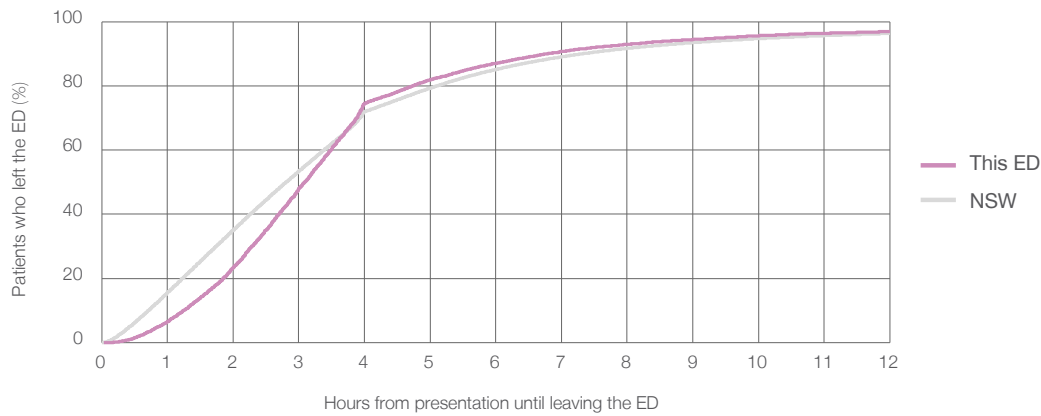
Presentations used to calculate time to leaving the ED:⁶ 14,331 patients

Median time spent in the ED⁸ 3 hours and 6 minutes

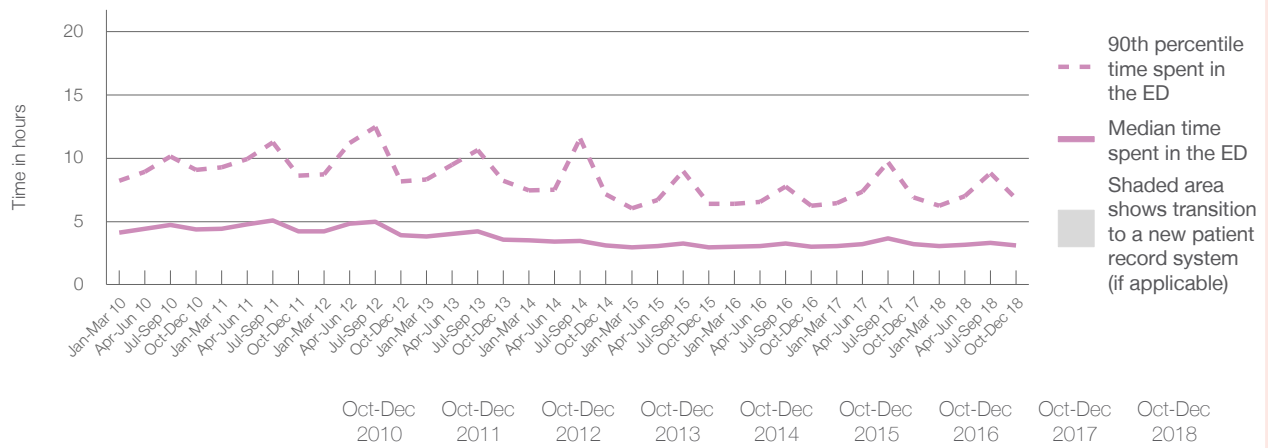
90th percentile time spent in the ED⁹ 6 hours and 47 minutes

Same period last year	NSW (this period)
13,750	13,750
3 hours and 12 minutes	2 hours and 49 minutes
6 hours and 53 minutes	7 hours and 19 minutes

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



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



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

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

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

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

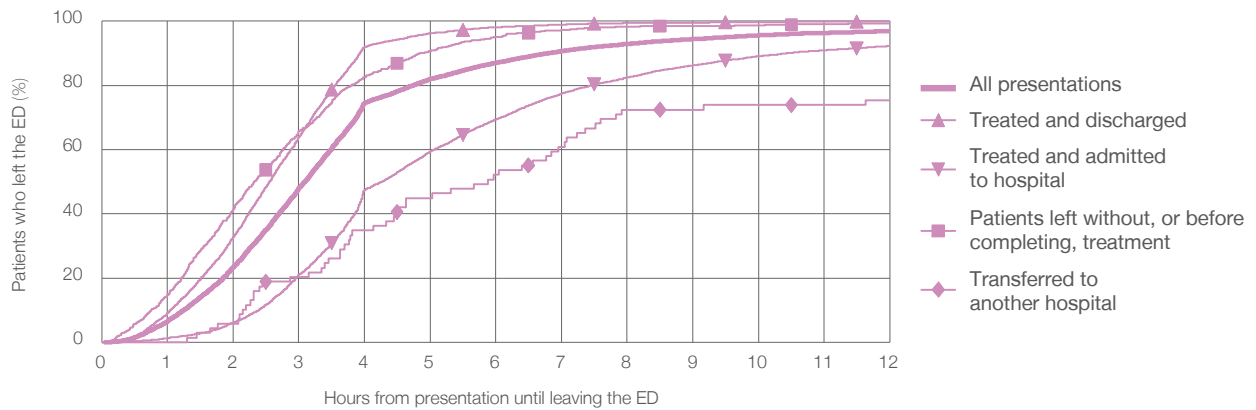
All presentations:¹ 14,331 patients

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

Treated and discharged	7,900 (55.1%)
Treated and admitted to hospital	5,311 (37.1%)
Patient left without, or before completing, treatment	1,036 (7.2%)
Transferred to another hospital	69 (0.5%)
Other	15 (0.1%)

Same period last year	Change since one year ago
13,750	4%
7,539	4.8%
4,898	8.4%
1,225	-15.4%
73	-5.5%
15	0.0%

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



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

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

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

All presentations at the emergency department: ¹ 14,331 patients

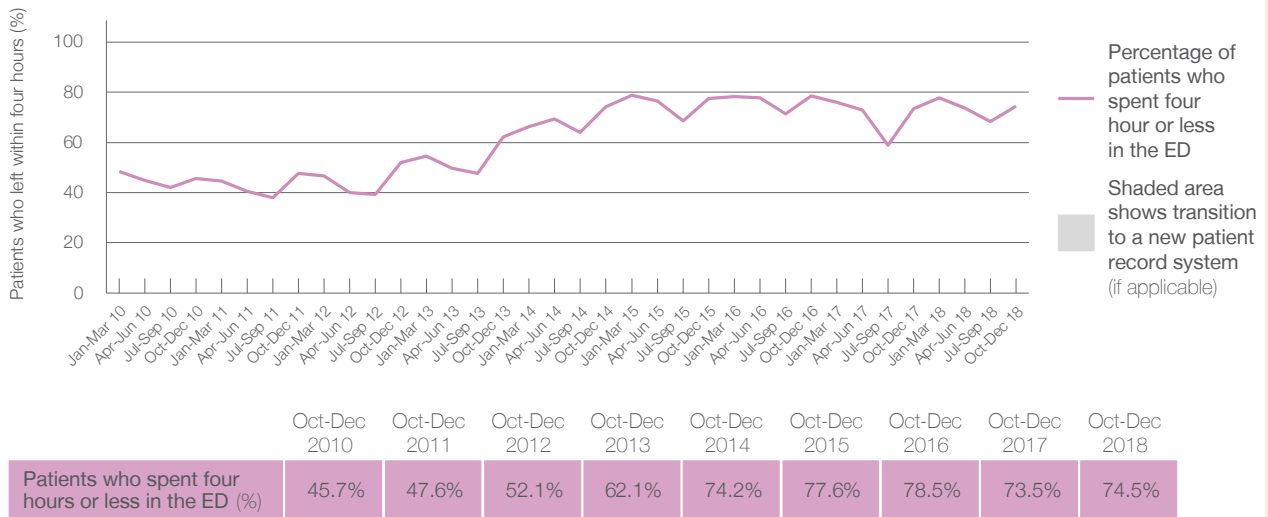
Presentations used to calculate time to leaving the ED: ⁶ 14,331 patients

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 14,331 patients	13,750	4%
Presentations used to calculate time to leaving the ED: ⁶ 14,331 patients	13,750	4%
Percentage of patients who spent four hours or less in the ED	73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Concord Repatriation General Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,662 patients

Emergency presentations:² 10,608 patients

	Same period last year	Change since one year ago
All presentations: ¹	10,220	4%
Emergency presentations: ²	10,196	4%

Concord Repatriation General Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,310 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,740 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,054 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 426 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 101 minutes

	Same period last year	NSW (this period)
Triage 2	1,159	
Median time to start treatment ⁴	9 minutes	8 minutes
90th percentile time to start treatment ⁵	19 minutes	26 minutes
Triage 3	4,431	
Median time to start treatment ⁴	26 minutes	20 minutes
90th percentile time to start treatment ⁵	89 minutes	72 minutes
Triage 4	4,107	
Median time to start treatment ⁴	27 minutes	26 minutes
90th percentile time to start treatment ⁵	96 minutes	104 minutes
Triage 5	453	
Median time to start treatment ⁴	22 minutes	23 minutes
90th percentile time to start treatment ⁵	83 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,659 patients

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

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶	10,217	4%
Percentage of patients who spent four hours or less in the ED	75%	

* 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: October to December 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.

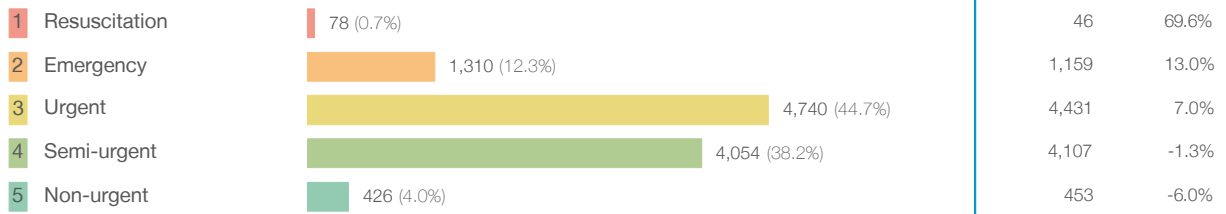
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

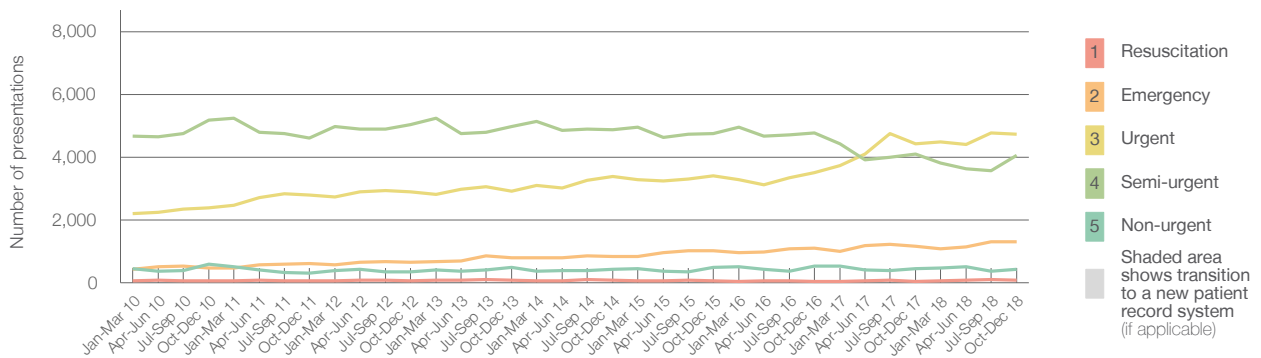
Concord Repatriation General Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 10,662 patients

Emergency presentations² by triage category: 10,608 patients



Emergency presentations² by quarter, January 2010 to December 2018 †

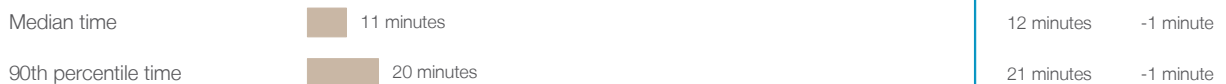


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	57	60	68	85	76	56	43	46	78
Emergency	462	619	658	802	828	1,010	1,101	1,159	1,310
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431	4,740
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107	4,054
Non-urgent	593	298	353	496	429	478	525	453	426
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,196	10,608

Concord Repatriation General Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,391 patients

ED Transfer of care time



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

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Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,310

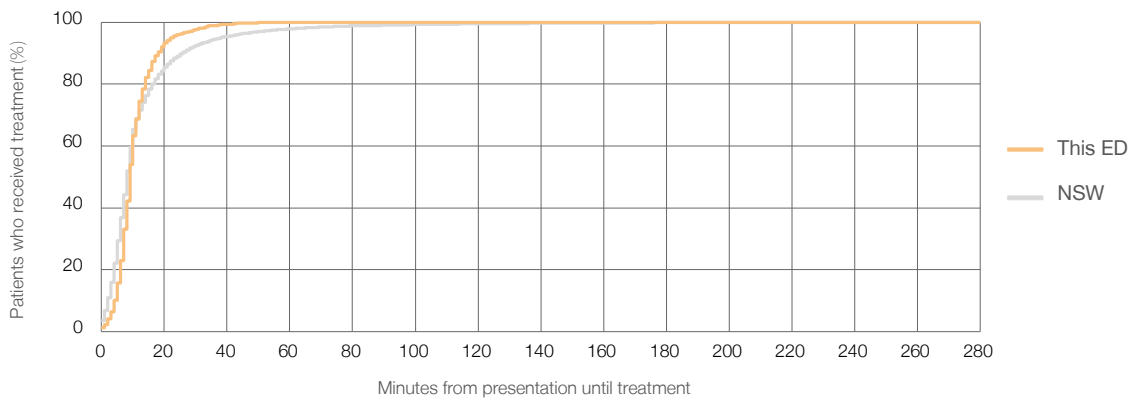
Number of triage 2 patients used to calculate waiting time:³ 1,290

Median time to start treatment⁴ 9 minutes

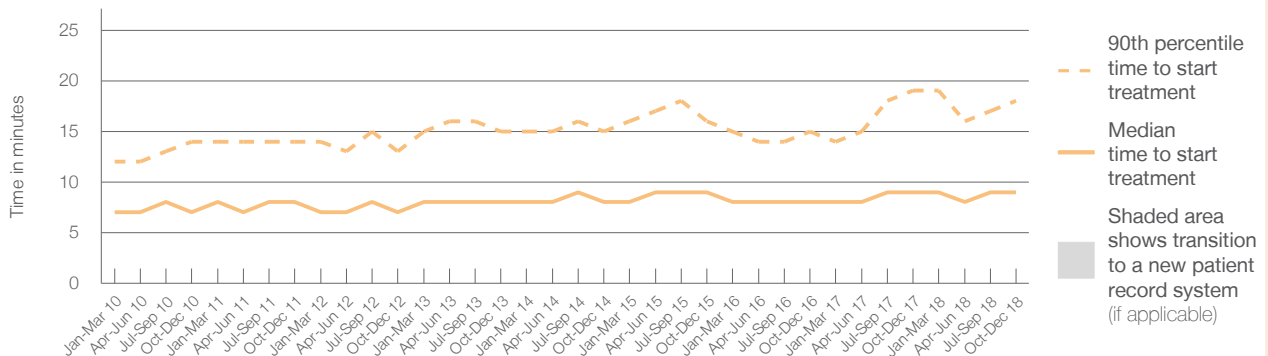
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,159	1,154
9 minutes	8 minutes
19 minutes	26 minutes

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



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



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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 4,740

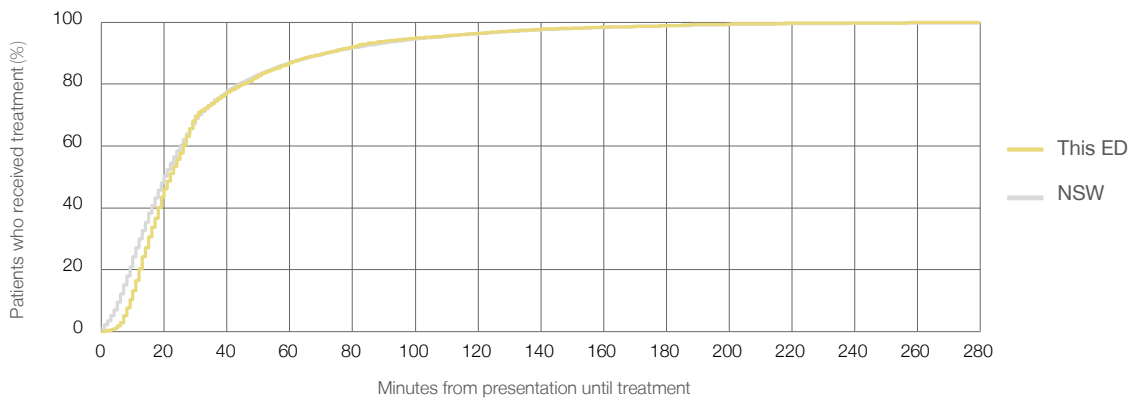
Number of triage 3 patients used to calculate waiting time:³ 4,614

Median time to start treatment⁴ 22 minutes

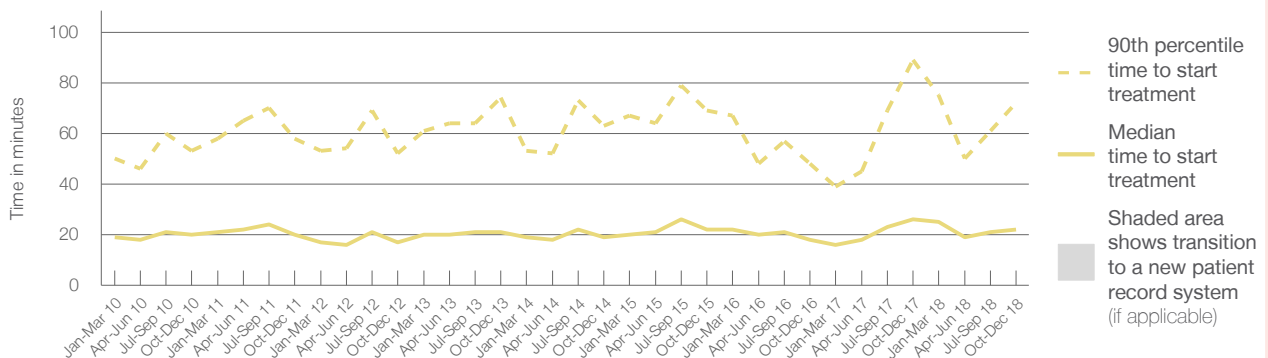
90th percentile time to start treatment⁵ 72 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	4,431	
Number of triage 3 patients used to calculate waiting time: ³	4,271	
Median time to start treatment ⁴	26 minutes	20 minutes
90th percentile time to start treatment ⁵	89 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)	20	20	17	21	19	22	18	26	22
90th percentile time to start treatment ⁵ (minutes)	53	58	52	74	63	69	48	89	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 waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,054

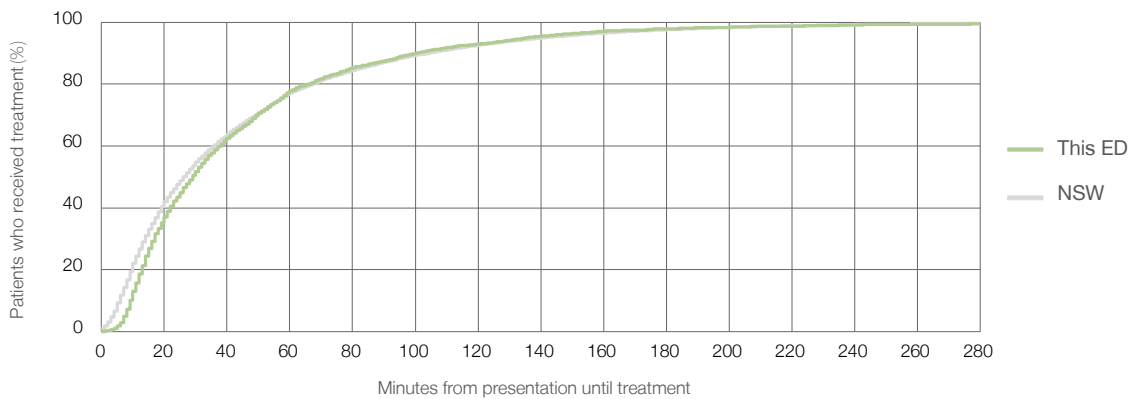
Number of triage 4 patients used to calculate waiting time:³ 3,788

Median time to start treatment⁴ 29 minutes

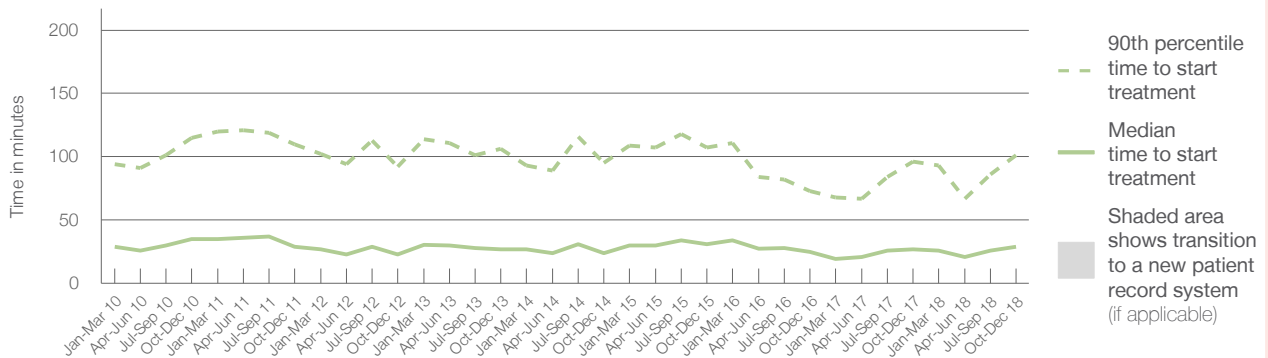
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
4,107	
3,817	
27 minutes	26 minutes
96 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)	35	29	23	27	24	31	25	27	29
90th percentile time to start treatment ⁵ (minutes)	115	110	92	106	95	107	73	96	101

(†) 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 October to December 2018

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

Number of triage 5 patients: 426

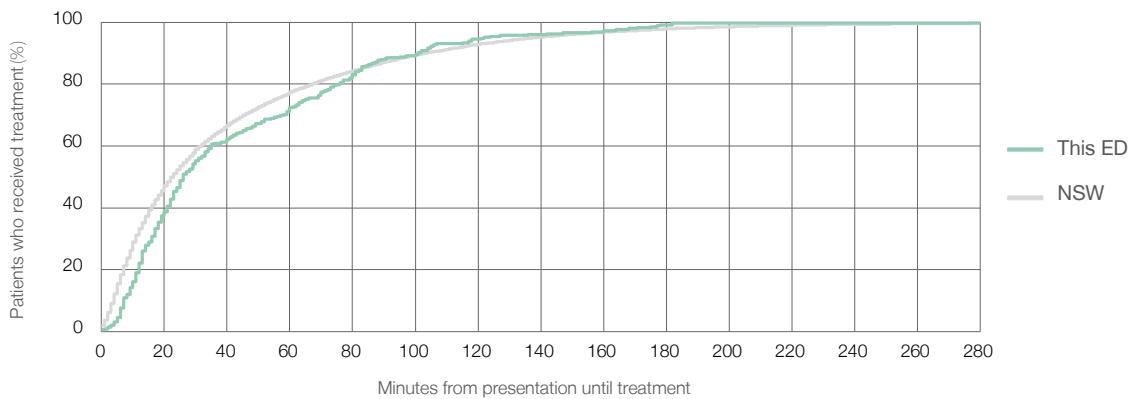
Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴ 26 minutes

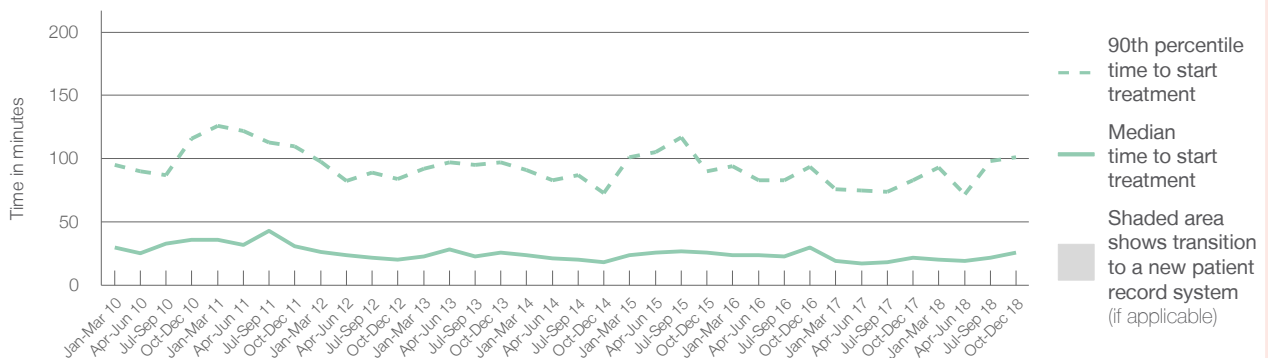
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
453	
384	
22 minutes	23 minutes
83 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	31	20	26	18	26	30	22	26
90th percentile time to start treatment ⁵ (minutes)	116	110	84	97	73	90	94	83	101

(†) 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

October to December 2018

All presentations:¹ 10,662 patients

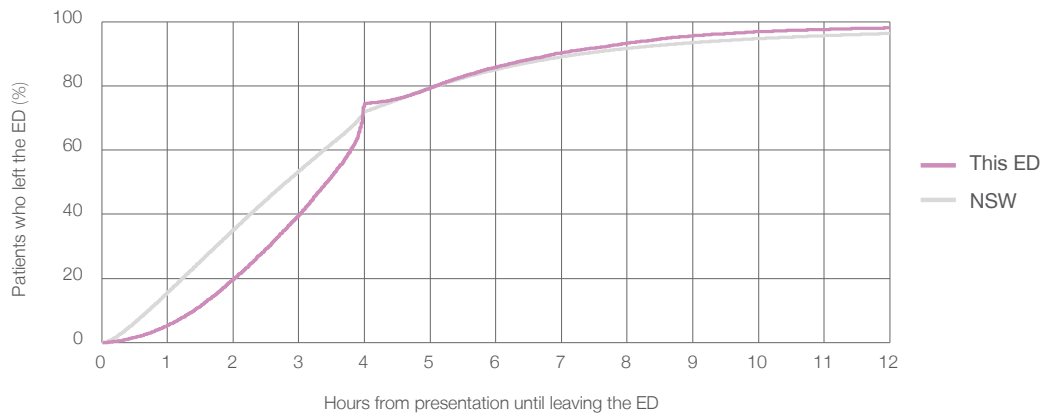
Presentations used to calculate time to leaving the ED:⁶ 10,659 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

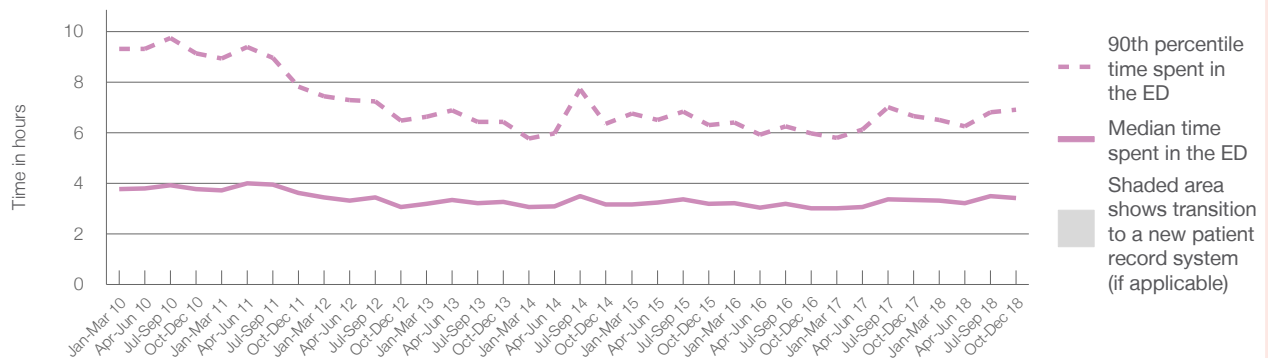
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
10,220	10,217
3 hours and 21 minutes	2 hours and 49 minutes
6 hours and 40 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)	3h 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m	6h 55m

(†) 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

October to December 2018

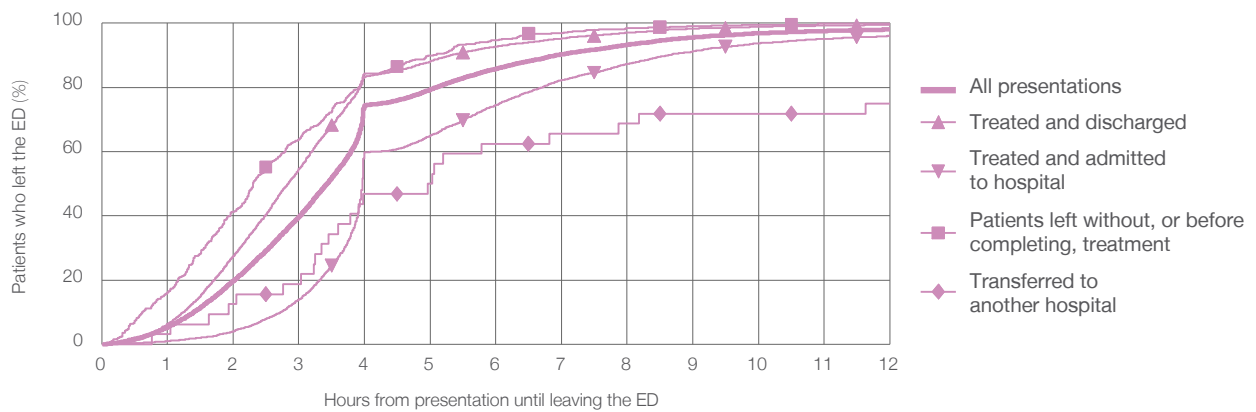
All presentations:¹ 10,662 patients

Presentations used to calculate time to leaving the ED:⁶ 10,659 patients

Treated and discharged	5,926 (55.6%)
Treated and admitted to hospital	4,067 (38.1%)
Patient left without, or before completing, treatment	500 (4.7%)
Transferred to another hospital	32 (0.3%)
Other	137 (1.3%)

Same period last year	Change since one year ago
10,217	4%
6,049	-2.0%
3,557	14.3%
439	13.9%
26	23.1%
149	-8.1%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	27.5%	54.6%	83.3%	92.7%	97.0%	98.9%	99.5%
Treated and admitted to hospital	1.0%	4.1%	13.9%	59.8%	74.5%	87.3%	93.7%	96.1%
Patient left without, or before completing, treatment	16.2%	41.2%	63.8%	84.4%	94.8%	98.6%	99.6%	99.8%
Transferred to another hospital	3.1%	12.5%	18.8%	46.9%	62.5%	68.8%	71.9%	75.0%
All presentations	5.4%	19.7%	39.8%	74.4%	85.8%	93.3%	96.9%	98.1%

(†) 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.

Concord Repatriation General Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,662 patients

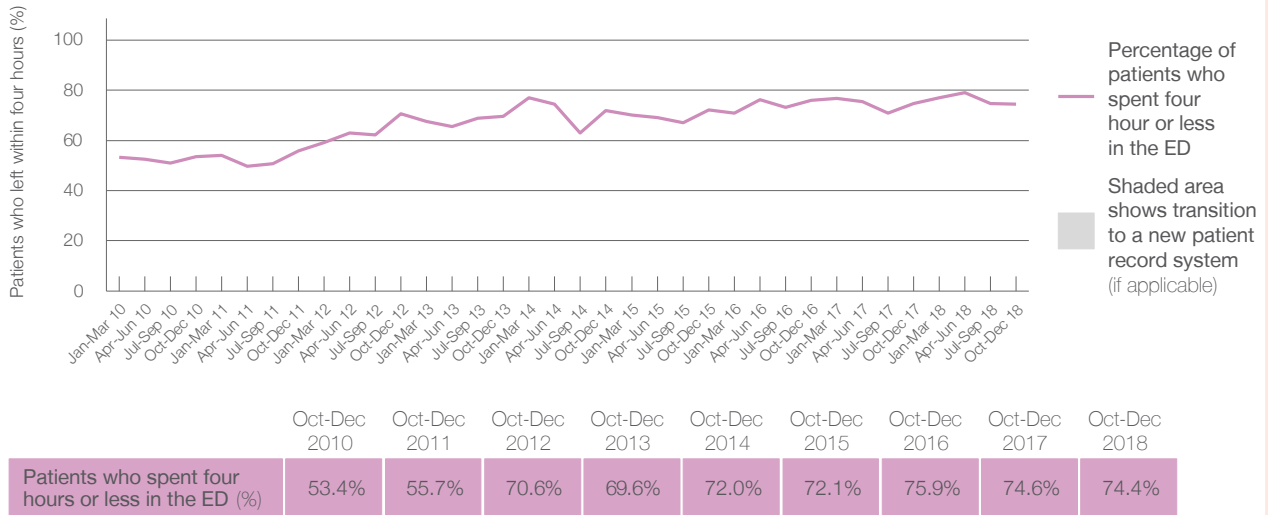
Presentations used to calculate time to leaving the ED: ⁶ 10,659 patients

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	10,220	4%
Presentations used to calculate time to leaving the ED	10,217	4%
Percentage of patients who spent four hours or less in the ED	74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Gosford Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 18,166 patients

Emergency presentations:² 18,065 patients

Same period last year	Change since one year ago
17,135	6%
16,990	6%

Gosford Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,647 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,179 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,402 patients

Median time to start treatment⁴ 41 minutes

90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 621 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,081	
6 minutes	8 minutes
21 minutes	26 minutes
6,458	
21 minutes	20 minutes
79 minutes	72 minutes
7,667	
33 minutes	26 minutes
110 minutes	104 minutes
598	
29 minutes	23 minutes
107 minutes	104 minutes

Gosford Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 18,166 patients

Percentage of patients who spent four hours or less in the ED 59%

Same period last year	Change since one year ago
17,135	6%
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: October to December 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.

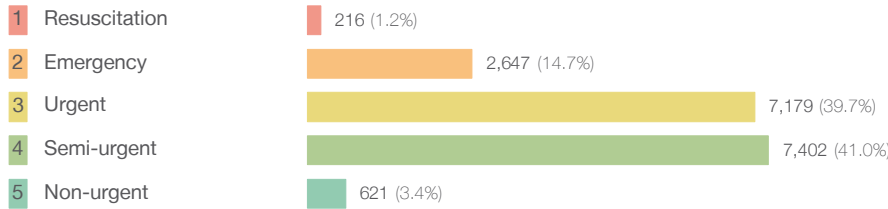
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Gosford Hospital: Patients presenting to the emergency department October to December 2018

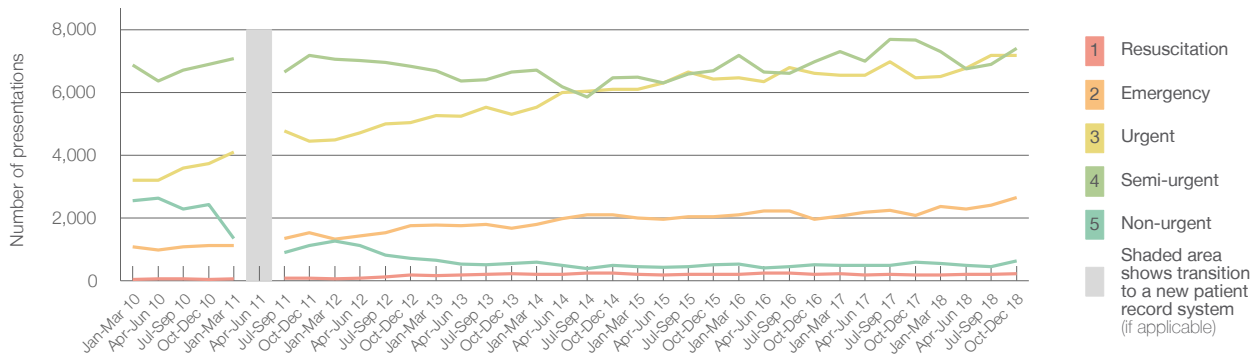
All presentations:¹ 18,166 patients

Emergency presentations² by triage category: 18,065 patients



Same period last year	Change since one year ago
17,135	6%
16,990	6%
186	16.1%
2,081	27.2%
6,458	11.2%
7,667	-3.5%
598	3.8%

Emergency presentations² 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	47	82	172	225	247	197	211	186	216
Emergency	1,126	1,518	1,751	1,664	2,092	2,037	1,957	2,081	2,647
Urgent	3,724	4,445	5,042	5,294	6,091	6,419	6,603	6,458	7,179
Semi-urgent	6,885	7,173	6,833	6,658	6,475	6,699	6,967	7,667	7,402
Non-urgent	2,431	1,112	717	550	486	499	509	598	621
All emergency presentations	14,213	14,330	14,515	14,391	15,391	15,851	16,247	16,990	18,065

Gosford Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,100 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,573	
10 minutes	0 minutes
57 minutes	10 minutes

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

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

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

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

Number of triage 2 patients: 2,647

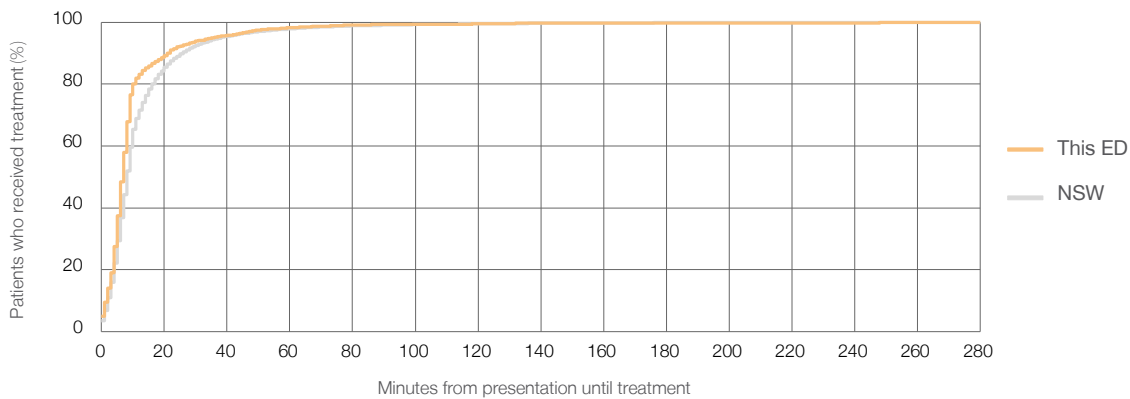
Number of triage 2 patients used to calculate waiting time:³ 2,632

Median time to start treatment⁴ 7 minutes

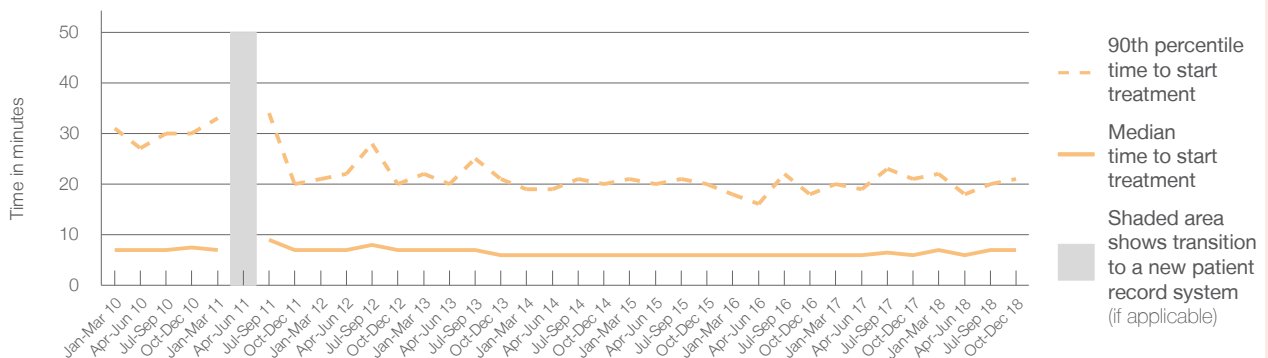
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
2,081	
2,073	
6 minutes	8 minutes
21 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	30	20	20	21	20	20	18	21	21

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

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

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

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

Number of triage 3 patients: 7,179

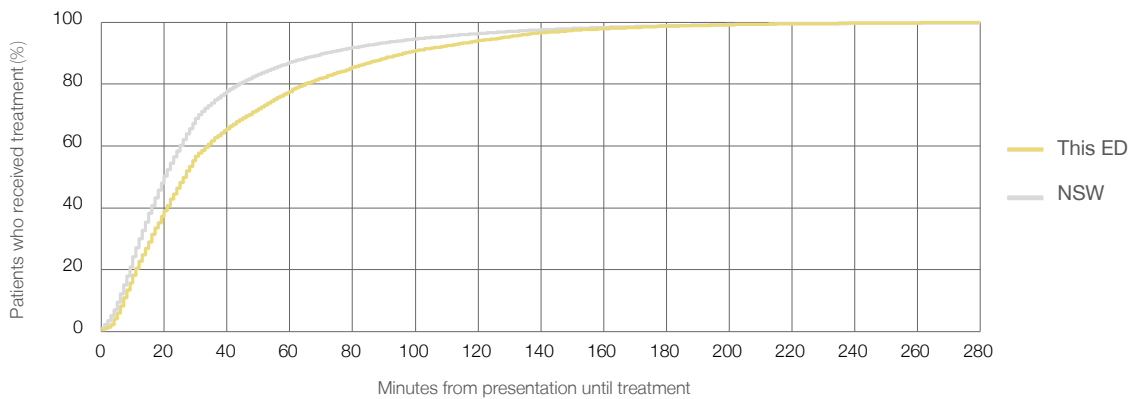
Number of triage 3 patients used to calculate waiting time:³ 7,039

Median time to start treatment⁴ 27 minutes

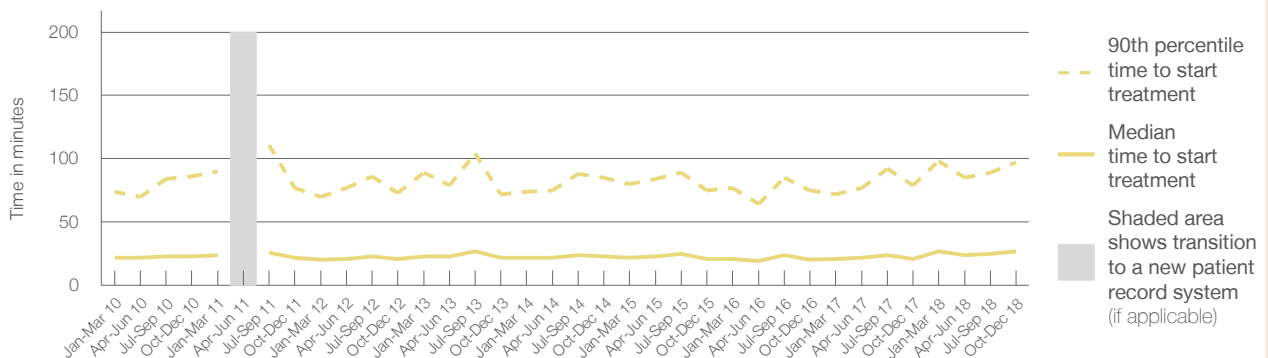
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
6,458	
6,353	
21 minutes	20 minutes
79 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)	23	22	21	22	23	21	20	21	27
90th percentile time to start treatment ⁵ (minutes)	86	77	73	72	85	75	75	79	97

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

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

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

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

Number of triage 4 patients: 7,402

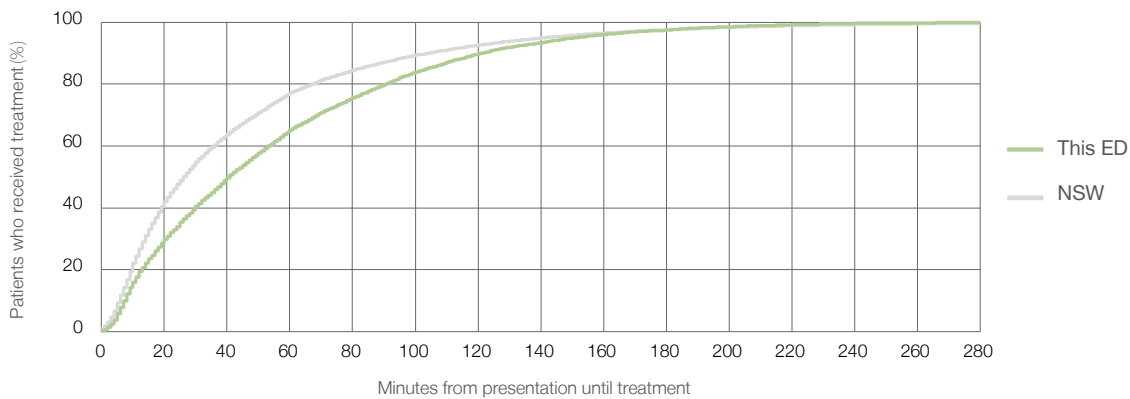
Number of triage 4 patients used to calculate waiting time:³ 7,012

Median time to start treatment⁴ 41 minutes

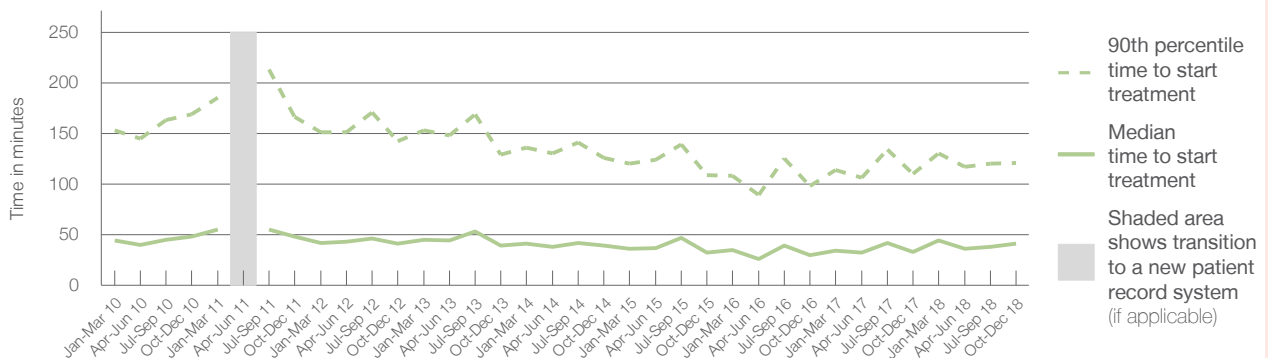
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
7,667	
7,282	
33 minutes	26 minutes
110 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	48	41	39	39	32	30	33	41
90th percentile time to start treatment ⁵ (minutes)	169	166	142	129	126	109	98	110	121

(†) 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 October to December 2018

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

Number of triage 5 patients: 621

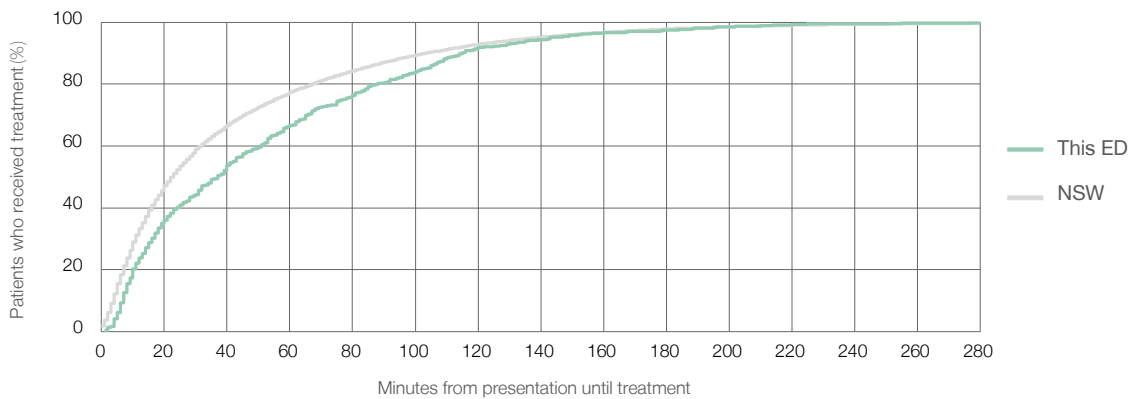
Number of triage 5 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ 37 minutes

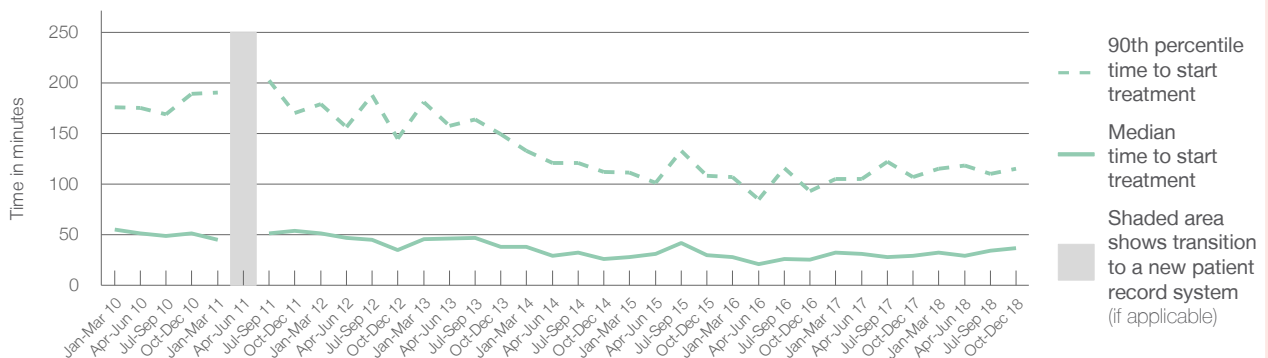
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
598	500
29 minutes	23 minutes
107 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	51	54	35	38	26	30	26	29	37
90th percentile time to start treatment ⁵ (minutes)	189	170	145	149	112	108	93	107	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.

Gosford Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 18,166 patients

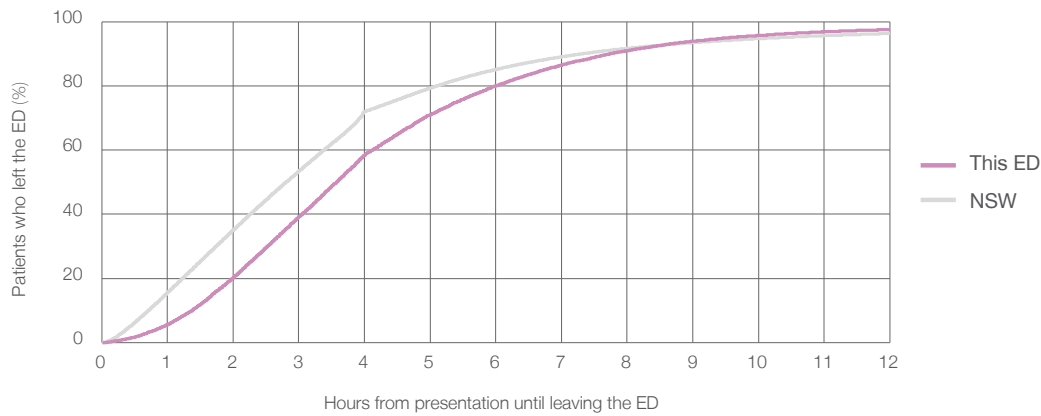
Presentations used to calculate time to leaving the ED:⁶ 18,166 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

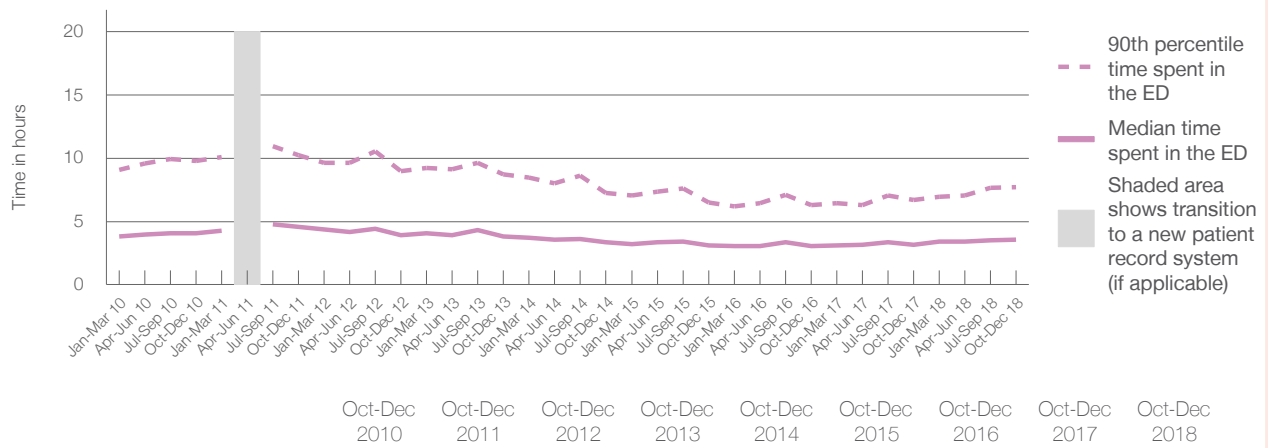
90th percentile time spent in the ED⁹ 7 hours and 44 minutes

Same period last year	NSW (this period)
17,135	17,135
3 hours and 10 minutes	2 hours and 49 minutes
6 hours and 42 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 34m	3h 55m	3h 49m	3h 21m	3h 6m	3h 3m	3h 10m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 46m	10h 14m	8h 58m	8h 43m	7h 16m	6h 29m	6h 19m	6h 42m	7h 44m

(†) 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
October to December 2018

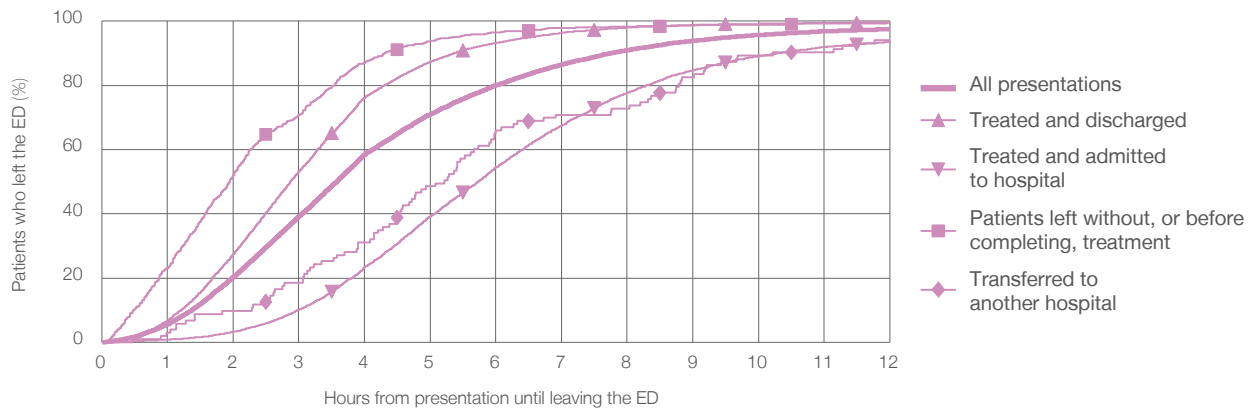
All presentations:¹ 18,166 patients

Presentations used to calculate time to leaving the ED:⁶ 18,166 patients

Treated and discharged	11,058 (60.9%)
Treated and admitted to hospital	6,182 (34.0%)
Patient left without, or before completing, treatment	767 (4.2%)
Transferred to another hospital	103 (0.6%)
Other	56 (0.3%)

Same period last year	Change since one year ago
17,135	6%
10,587	4.4%
5,691	8.6%
697	10.0%
96	7.3%
64	-12.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	27.5%	53.2%	76.2%	93.2%	98.0%	99.2%	99.7%
Treated and admitted to hospital	0.8%	3.3%	10.2%	23.4%	54.5%	77.7%	89.1%	93.6%
Patient left without, or before completing, treatment	23.1%	52.0%	70.8%	87.1%	96.5%	98.3%	99.0%	99.5%
Transferred to another hospital	2.9%	9.7%	18.4%	31.1%	66.0%	72.8%	89.3%	94.2%
All presentations	5.6%	20.4%	39.2%	58.5%	80.1%	91.0%	95.7%	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.

Gosford Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 18,166 patients

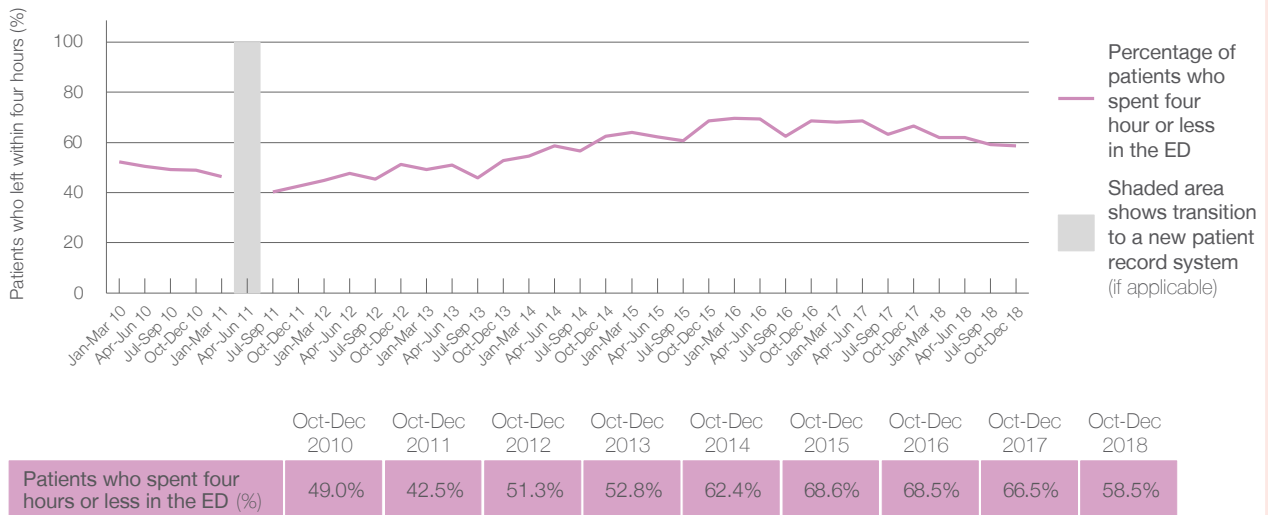
Presentations used to calculate time to leaving the ED: ⁶ 18,166 patients

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



Same period last year	Change since one year ago
17,135	6%
17,135	6%
66.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

John Hunter Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 21,151 patients

Emergency presentations:² 20,987 patients

Same period last year	Change since one year ago
19,789	7%
19,493	8%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,255 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,331 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,484 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,797 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,751	
6 minutes	8 minutes
16 minutes	26 minutes
4,409	
20 minutes	20 minutes
62 minutes	72 minutes
10,252	
32 minutes	26 minutes
111 minutes	104 minutes
2,981	
42 minutes	23 minutes
157 minutes	104 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 21,151 patients

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

Same period last year	Change since one year ago
19,789	7%
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: October to December 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.

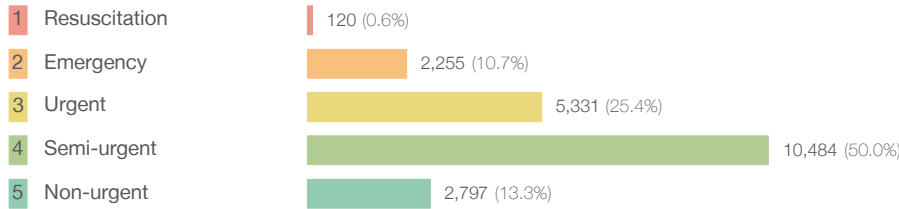
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients presenting to the emergency department October to December 2018

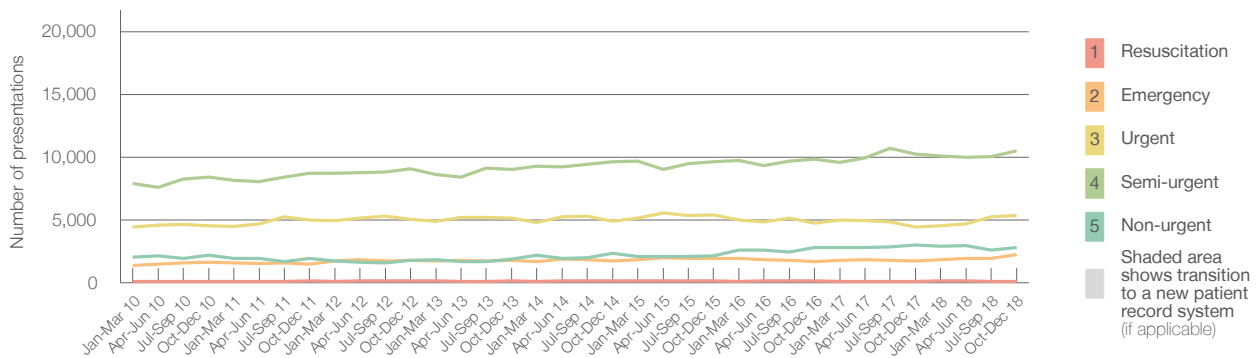
All presentations:¹ 21,151 patients

Emergency presentations² by triage category: 20,987 patients



Same period last year	Change since one year ago
19,789	7%
19,493	8%
100	20.0%
1,751	28.8%
4,409	20.9%
10,252	2.3%
2,981	-6.2%

Emergency presentations² 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	108	122	122	129	142	159	127	100	120
Emergency	1,624	1,482	1,763	1,794	1,741	1,930	1,689	1,751	2,255
Urgent	4,524	4,968	5,034	5,149	4,907	5,424	4,745	4,409	5,331
Semi-urgent	8,423	8,702	9,047	8,997	9,625	9,652	9,821	10,252	10,484
Non-urgent	2,169	1,941	1,755	1,892	2,324	2,159	2,802	2,981	2,797
All emergency presentations	16,848	17,215	17,721	17,961	18,739	19,324	19,184	19,493	20,987

John Hunter Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,885 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,646	
11 minutes	1 minute
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.

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

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

Number of triage 2 patients: 2,255

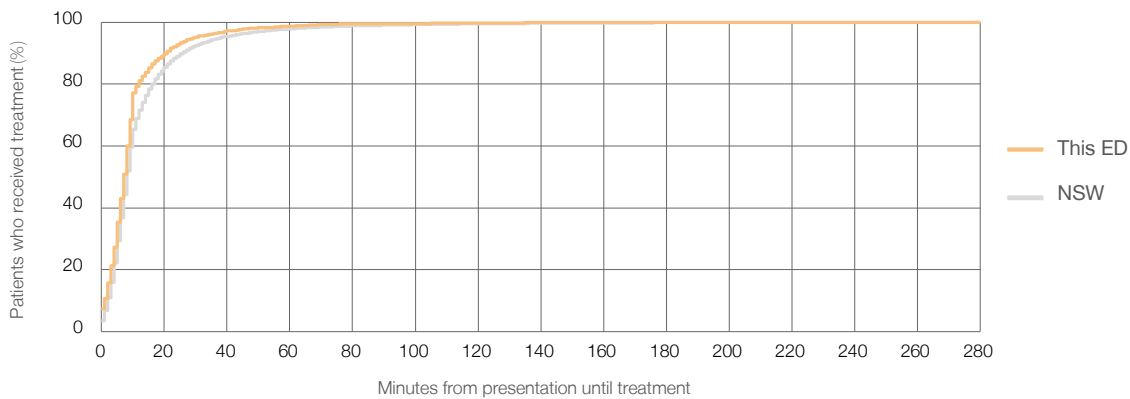
Number of triage 2 patients used to calculate waiting time:³ 2,238

Median time to start treatment⁴ 7 minutes

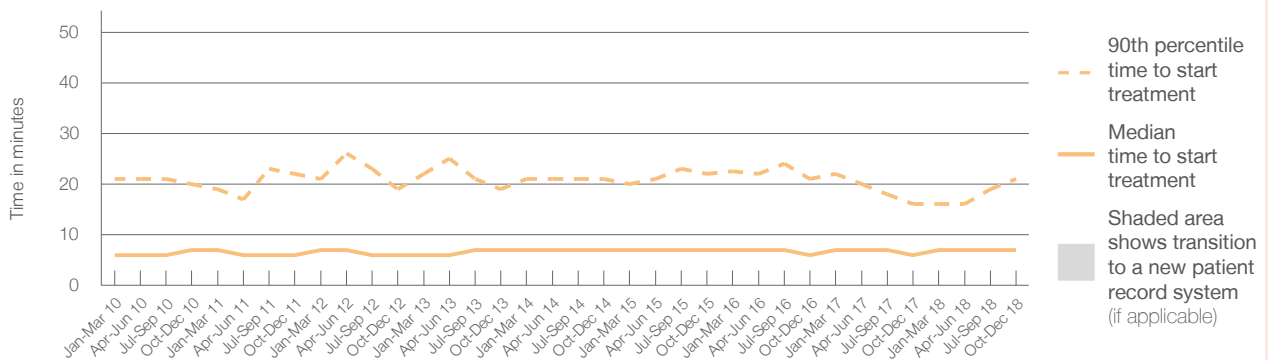
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,751	1,734
6 minutes	8 minutes
16 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	6	6	7	7	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	20	22	19	19	21	22	21	16	21

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

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

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

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

Number of triage 3 patients: 5,331

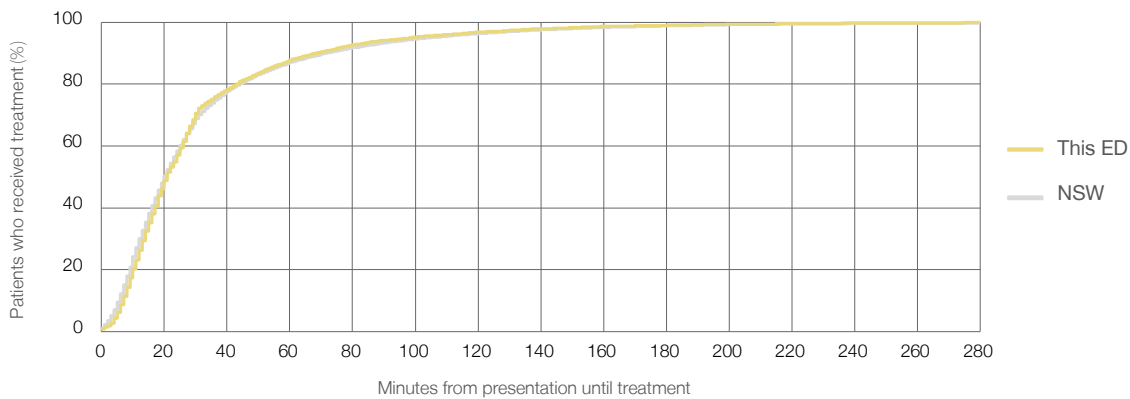
Number of triage 3 patients used to calculate waiting time:³ 5,203

Median time to start treatment⁴ 21 minutes

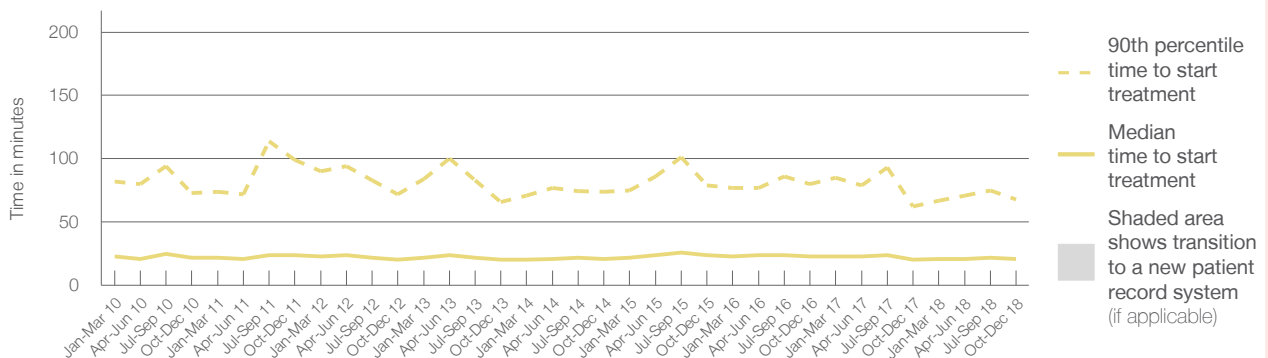
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,409	
4,293	
20 minutes	20 minutes
62 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)	22	24	20	20	21	24	23	20	21
90th percentile time to start treatment ⁵ (minutes)	73	99	72	66	74	79	80	62	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.

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

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

Number of triage 4 patients: 10,484

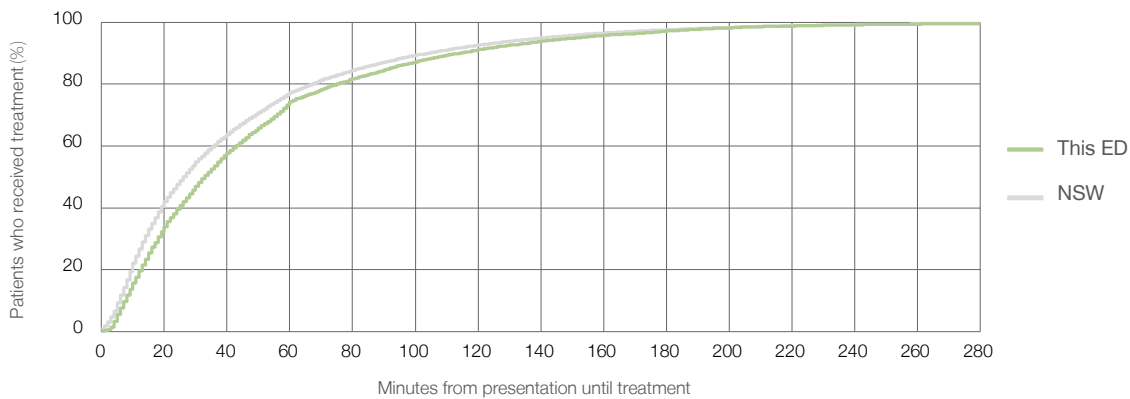
Number of triage 4 patients used to calculate waiting time:³ 9,445

Median time to start treatment⁴ 33 minutes

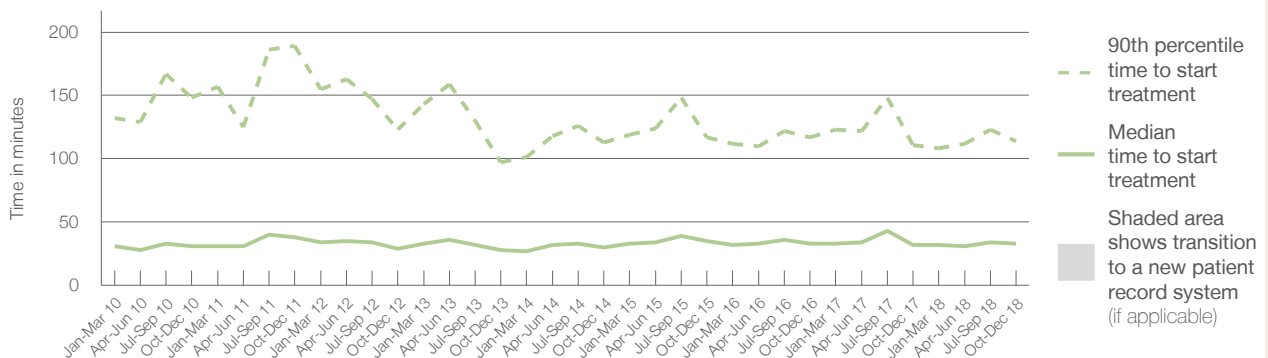
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
10,252	9,206
32 minutes	26 minutes
111 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)	31	38	29	28	30	35	33	32	33
90th percentile time to start treatment ⁵ (minutes)	148	189	123	97	113	117	117	111	114

(†) 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 October to December 2018

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

Number of triage 5 patients: 2,797

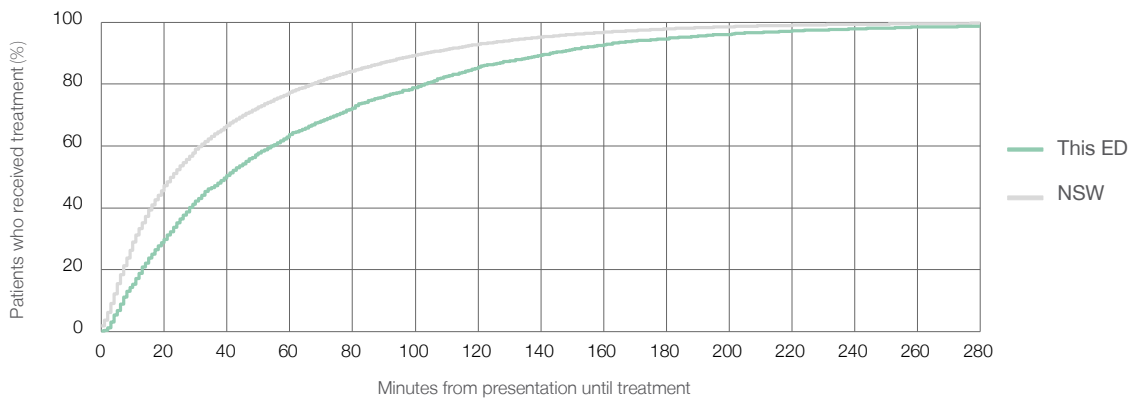
Number of triage 5 patients used to calculate waiting time:³ 2,235

Median time to start treatment⁴ 40 minutes

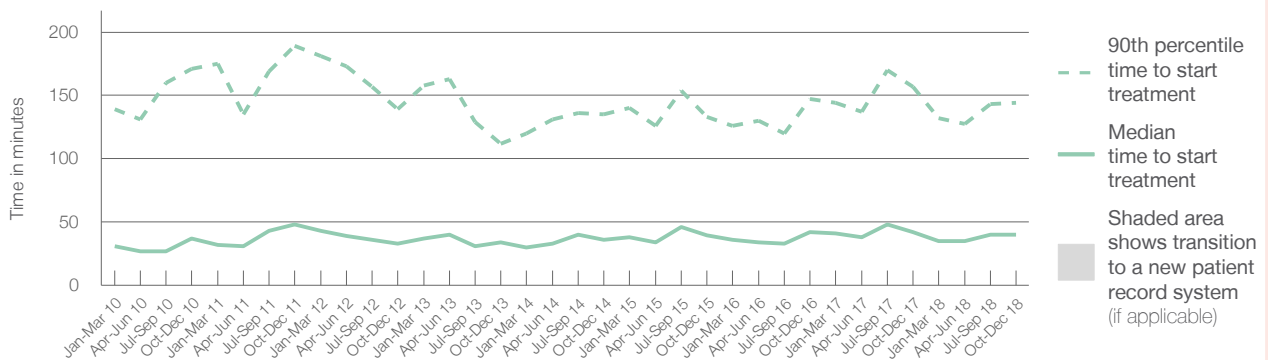
90th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
2,981	2,291
42 minutes	23 minutes
157 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	48	33	34	36	40	42	42	40
90th percentile time to start treatment ⁵ (minutes)	171	189	139	112	135	133	147	157	144

(†) 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

October to December 2018

All presentations:¹ 21,151 patients

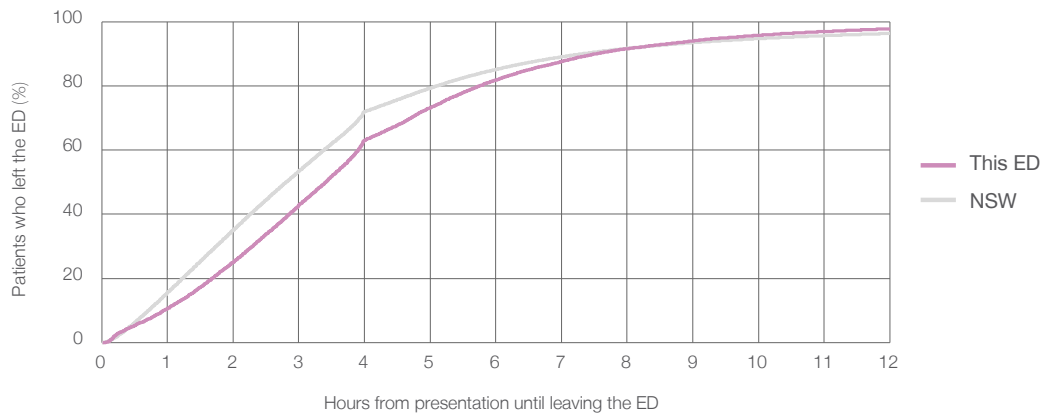
Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

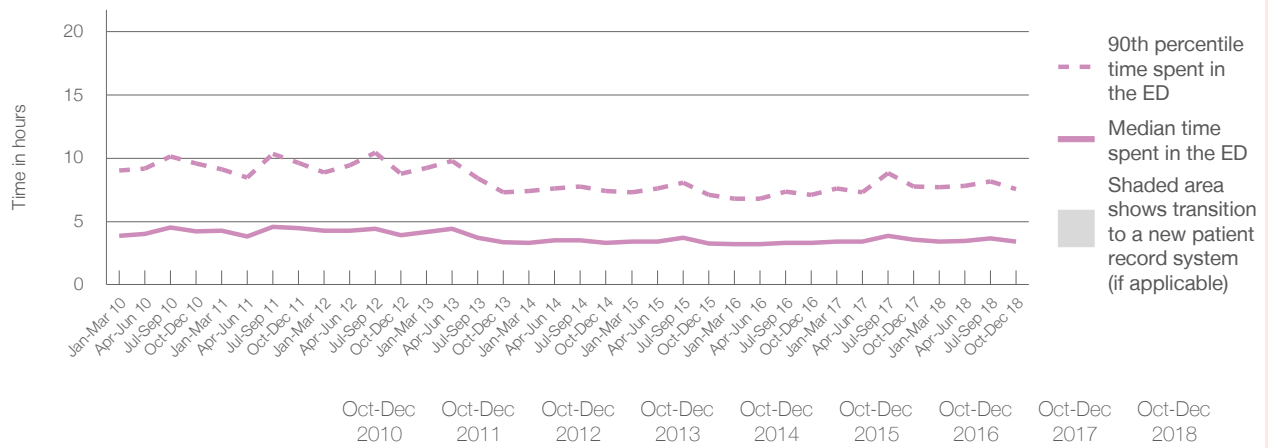
90th percentile time spent in the ED⁹ 7 hours and 32 minutes

Same period last year	NSW (this period)
19,789	19,789
3 hours and 33 minutes	2 hours and 49 minutes
7 hours and 45 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m	3h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 5m	7h 45m	7h 32m

(†) 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

October to December 2018

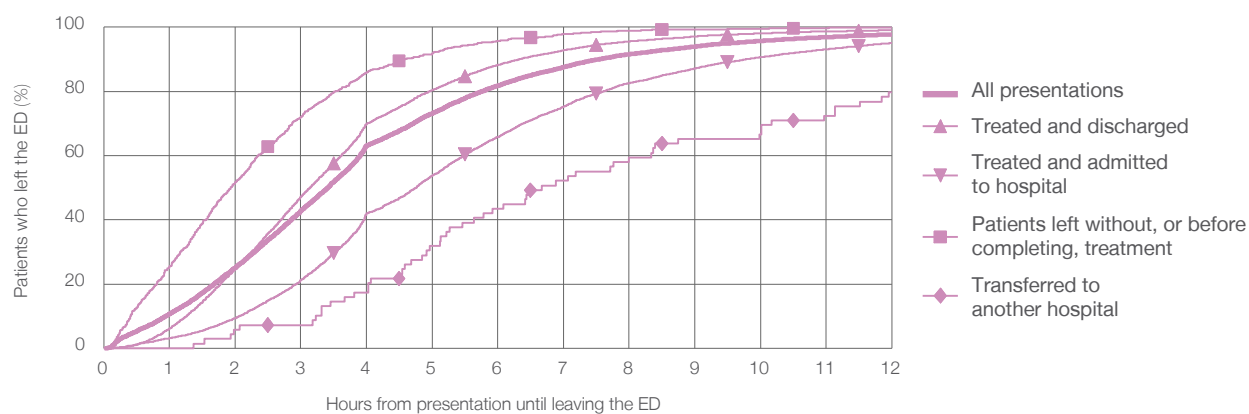
All presentations:¹ 21,151 patients

Presentations used to calculate time to leaving the ED:⁶ 21,151 patients

Treated and discharged	11,653 (55.1%)
Treated and admitted to hospital	6,970 (33.0%)
Patient left without, or before completing, treatment	1,217 (5.8%)
Transferred to another hospital	69 (0.3%)
Other	1,242 (5.9%)

Same period last year	Change since one year ago
19,789	7%
10,764	8.3%
6,490	7.4%
1,114	9.2%
46	50.0%
1,375	-9.7%

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



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

Treated and discharged	6.2%	24.7%	47.3%	69.9%	88.3%	95.6%	98.1%	99.1%
Treated and admitted to hospital	3.1%	9.4%	21.3%	42.0%	65.9%	82.6%	90.7%	95.1%
Patient left without, or before completing, treatment	25.6%	51.8%	72.1%	85.9%	95.6%	98.8%	99.5%	99.9%
Transferred to another hospital	0%	5.8%	7.2%	17.4%	43.5%	59.4%	66.7%	79.7%
All presentations	10.7%	25.1%	42.9%	63.1%	81.8%	91.6%	95.8%	97.8%

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

All presentations at the emergency department: ¹ 21,151 patients

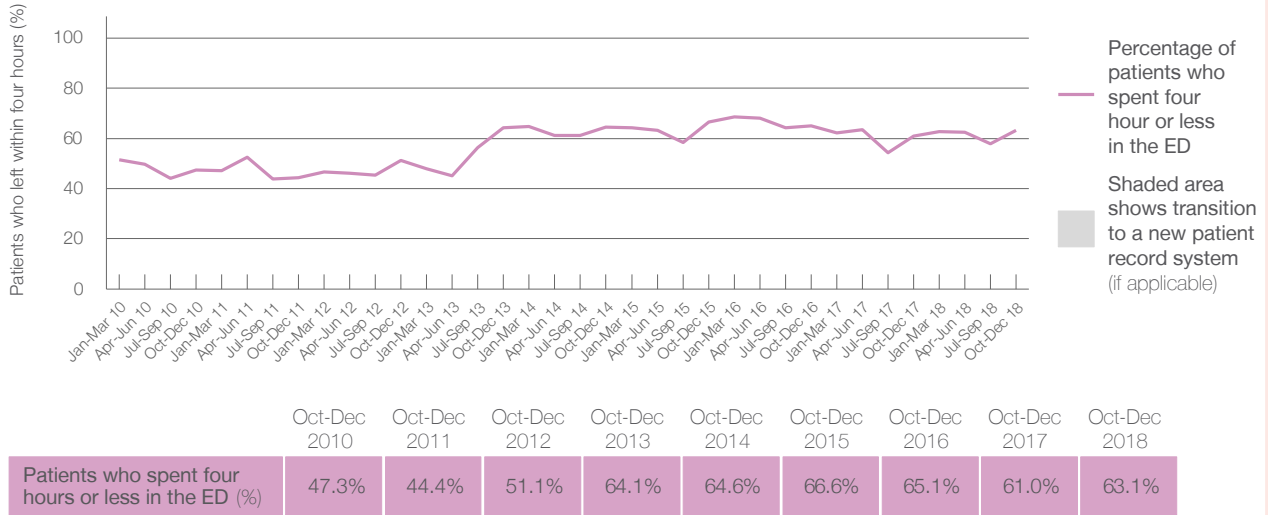
Presentations used to calculate time to leaving the ED: ⁶ 21,151 patients

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



Same period last year	Change since one year ago
19,789	7%
19,789	7%
61.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 2018*.
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- 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Liverpool Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 23,280 patients

Emergency presentations:² 23,207 patients

Same period last year	Change since one year ago
21,967	6%
21,861	6%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,779 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,776 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,964 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,432 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
4,088	
7 minutes	8 minutes
22 minutes	26 minutes
11,005	
14 minutes	20 minutes
45 minutes	72 minutes
5,287	
17 minutes	26 minutes
58 minutes	104 minutes
1,280	
14 minutes	23 minutes
55 minutes	104 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 23,280 patients

Percentage of patients who spent four hours or less in the ED 49%

Same period last year	Change since one year ago
21,966	6%
60%	

* 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: October to December 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.

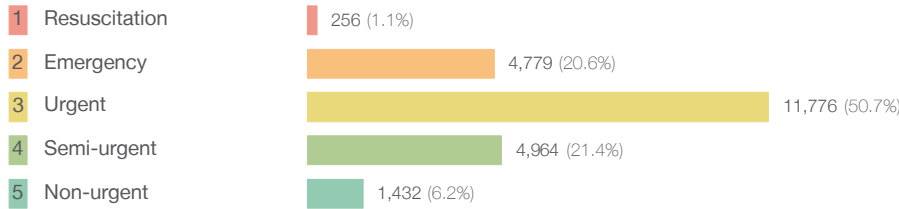
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

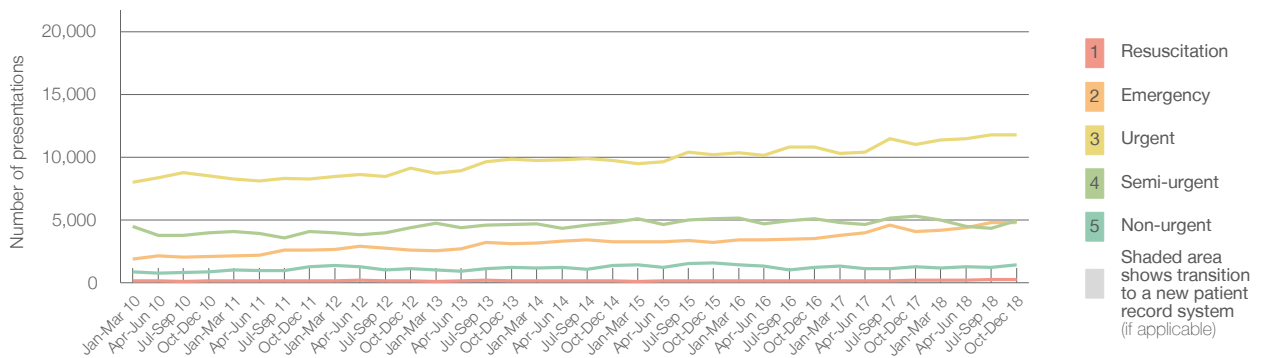
All presentations:¹ 23,280 patients

Emergency presentations² by triage category: 23,207 patients



Same period last year	Change since one year ago
21,967	6%
21,861	6%
201	27.4%
4,088	16.9%
11,005	7.0%
5,287	-6.1%
1,280	11.9%

Emergency presentations² 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

Arrivals used to calculate transfer of care time:⁷ 7,128 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,334	
13 minutes	1 minute
35 minutes	19 minutes

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

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

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

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

Number of triage 2 patients: 4,779

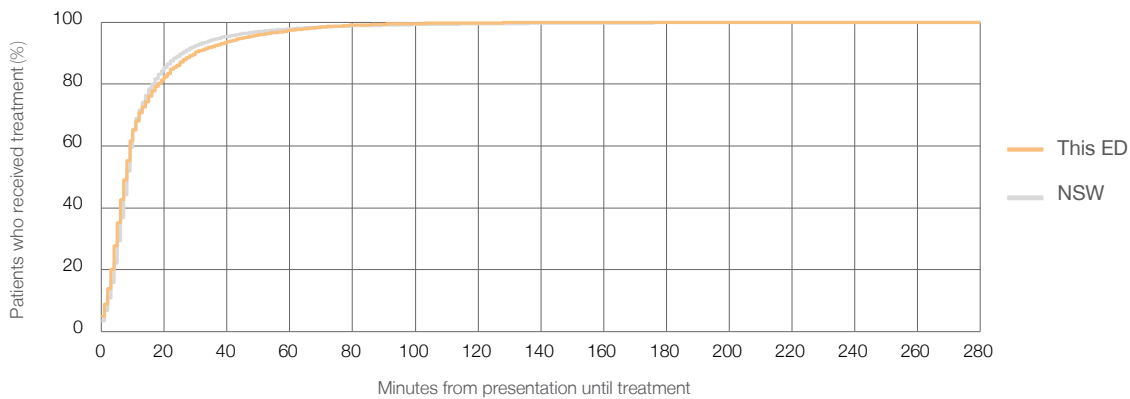
Number of triage 2 patients used to calculate waiting time:³ 4,739

Median time to start treatment⁴ 8 minutes

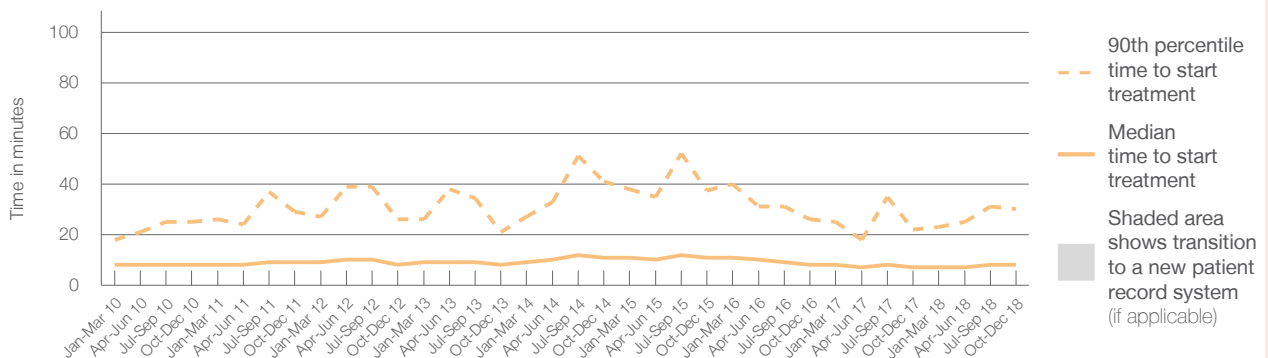
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
4,088	4,072
7 minutes	8 minutes
22 minutes	26 minutes

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



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



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

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

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

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

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

Number of triage 3 patients: 11,776

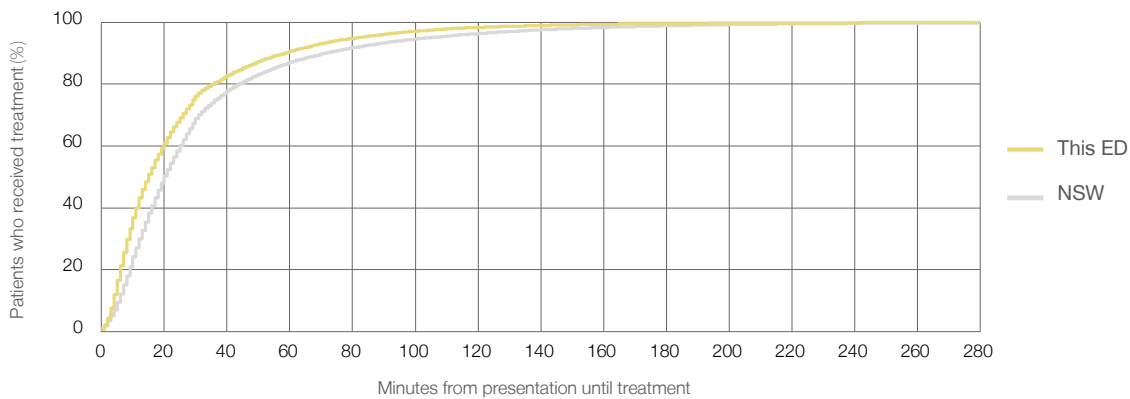
Number of triage 3 patients used to calculate waiting time:³ 11,325

Median time to start treatment⁴ 15 minutes

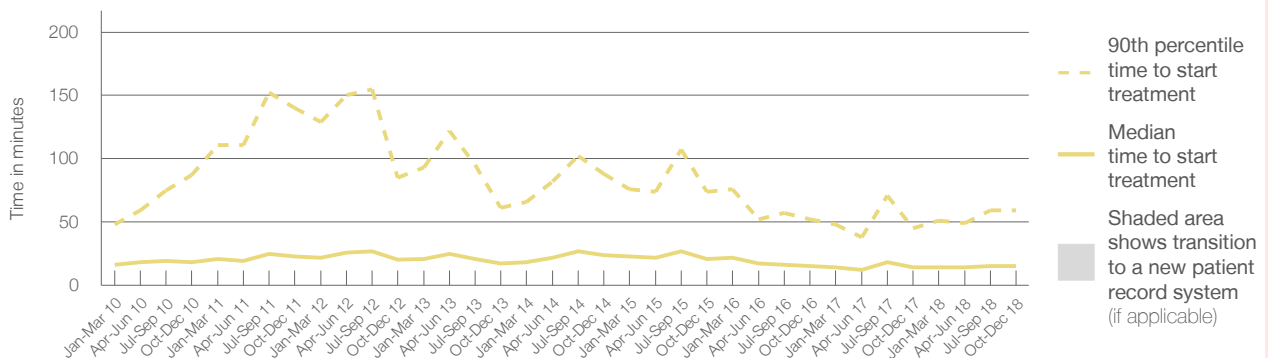
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
11,005	
10,746	
14 minutes	20 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

(†) 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 October to December 2018

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

Number of triage 4 patients: 4,964

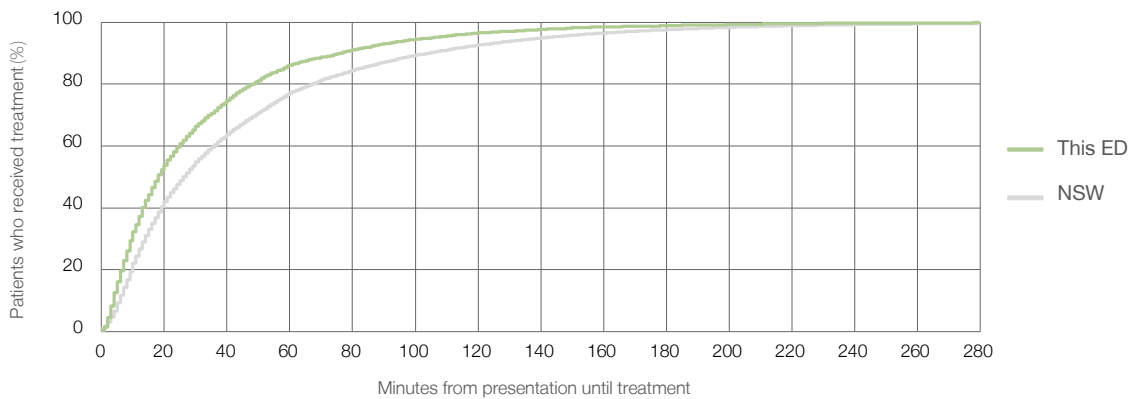
Number of triage 4 patients used to calculate waiting time:³ 4,459

Median time to start treatment⁴ 18 minutes

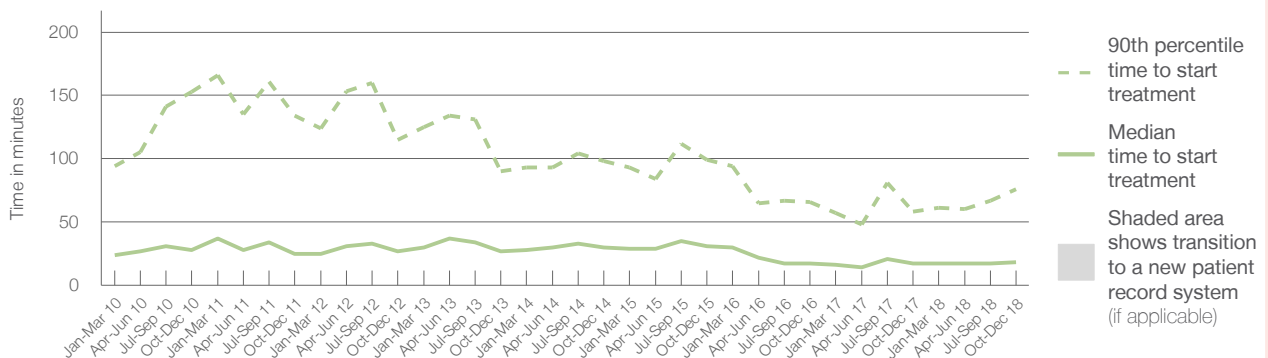
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
5,287	
4,885	
17 minutes	26 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

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,432

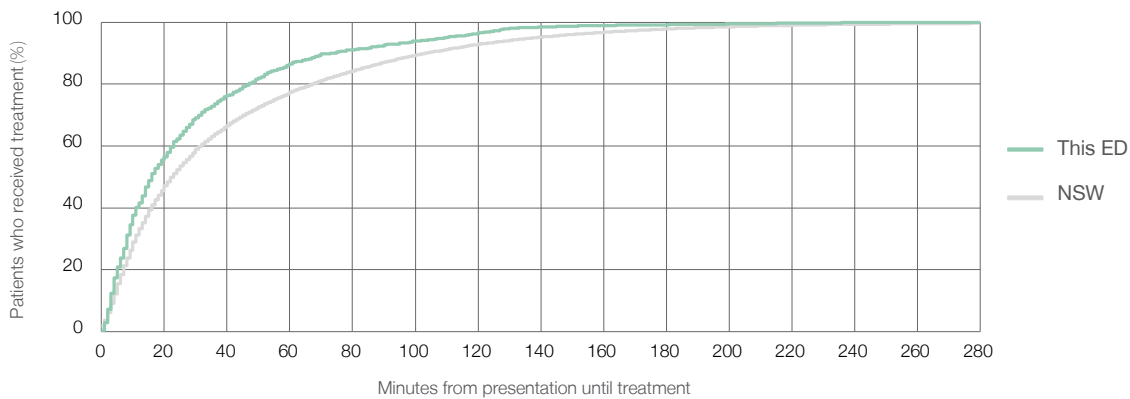
Number of triage 5 patients used to calculate waiting time:³ 1,126

Median time to start treatment⁴ 16 minutes

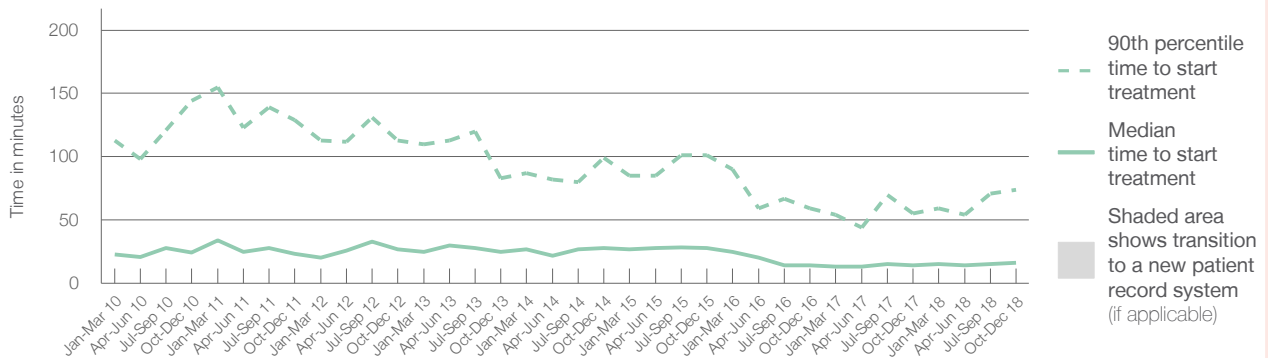
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,280	1,042
14 minutes	23 minutes
55 minutes	104 minutes

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



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



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

(†) 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

October to December 2018

All presentations:¹ 23,280 patients

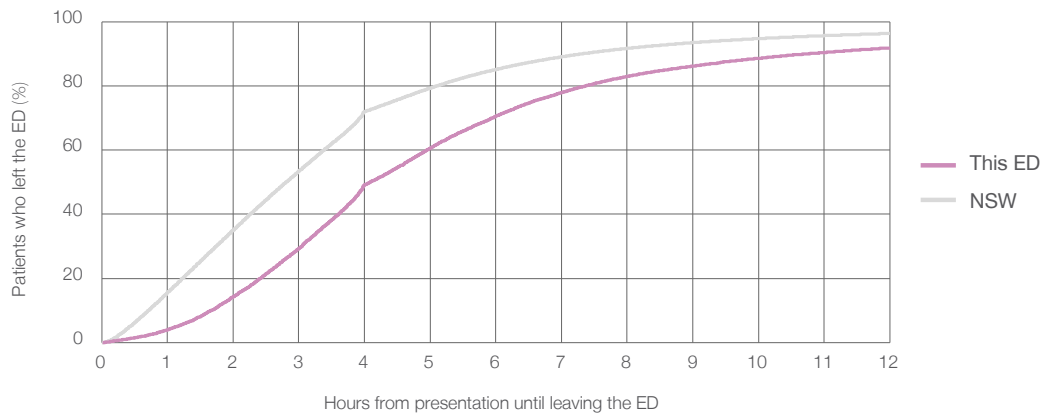
Presentations used to calculate time to leaving the ED:⁶ 23,280 patients

Median time spent in the ED⁸ 4 hours and 5 minutes

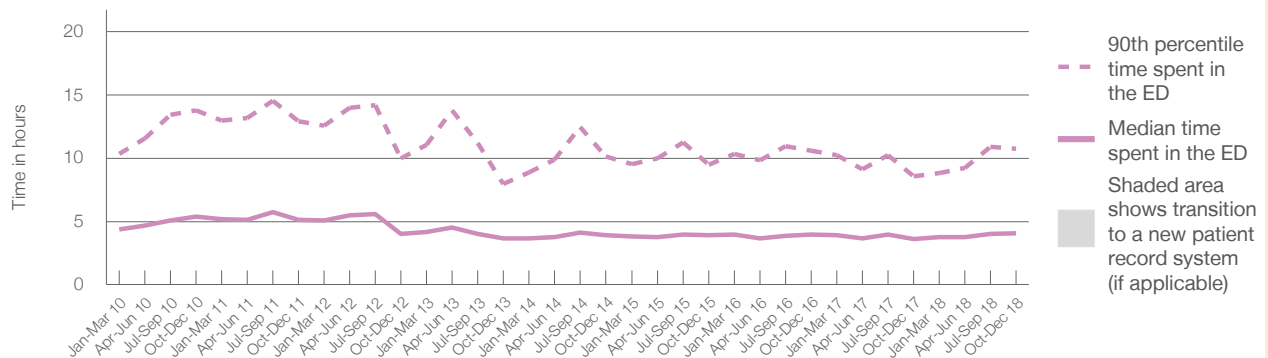
90th percentile time spent in the ED⁹ 10 hours and 45 minutes

Same period last year	NSW (this period)
21,967	
21,966	
3 hours and 38 minutes	2 hours and 49 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

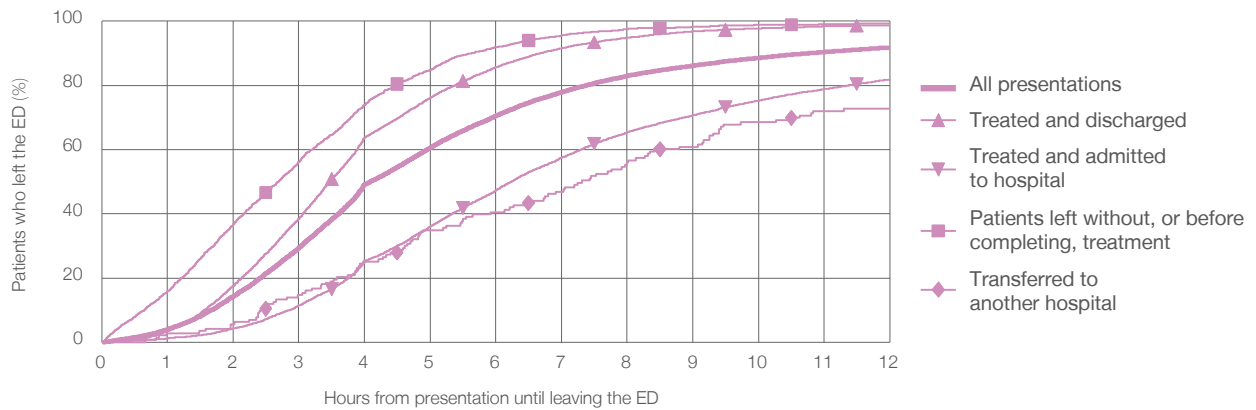
All presentations:¹ 23,280 patients

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

Treated and discharged	11,294 (48.5%)
Treated and admitted to hospital	9,422 (40.5%)
Patient left without, or before completing, treatment	2,300 (9.9%)
Transferred to another hospital	143 (0.6%)
Other	121 (0.5%)

Same period last year	Change since one year ago
21,966	6%
11,027	2.4%
9,074	3.8%
1,589	44.7%
120	19.2%
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

	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: Time spent in the ED

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

October to December 2018

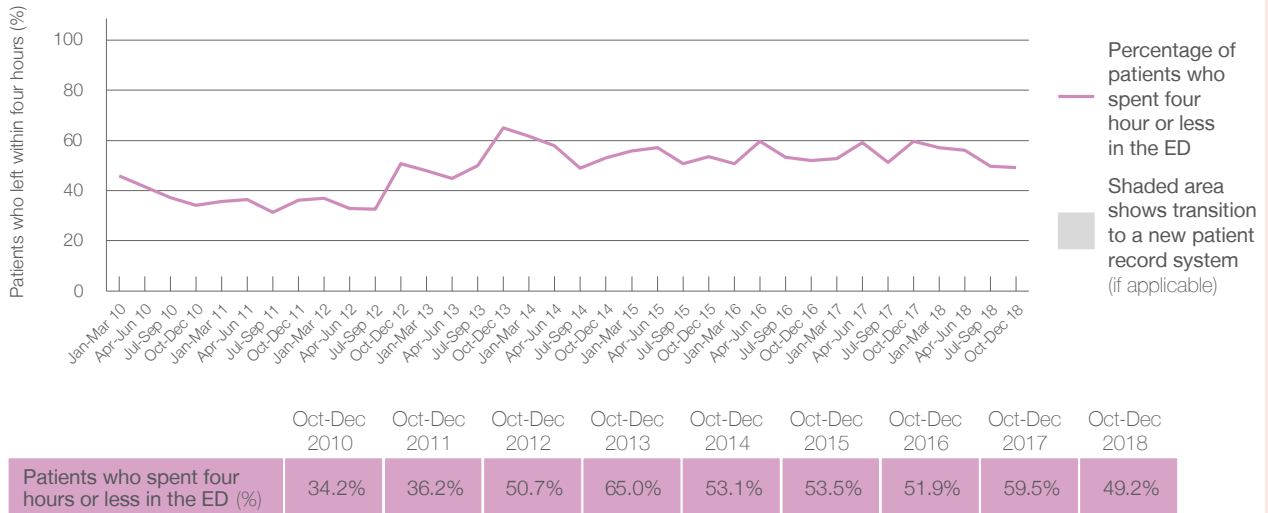
All presentations at the emergency department: ¹ 23,280 patients

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

Percentage of patients who spent four hours or less in the ED 49.2%

Same period last year	Change since one year ago
21,967	6%
21,966	6%
59.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Nepean Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,884 patients

Emergency presentations:² 17,641 patients

Same period last year	Change since one year ago
17,981	-1%
17,651	0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,192 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,734 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 156 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,216 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,405 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
3,131	
14 minutes	8 minutes
49 minutes	26 minutes
5,196	
39 minutes	20 minutes
139 minutes	72 minutes
7,697	
37 minutes	26 minutes
135 minutes	104 minutes
1,506	
32 minutes	23 minutes
135 minutes	104 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,878 patients

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

Same period last year	Change since one year ago
17,974	-1%
55%	

* 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: October to December 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.

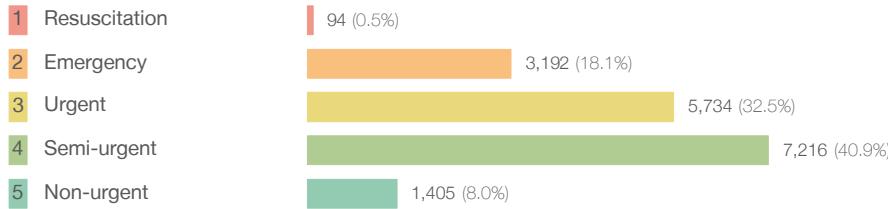
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Nepean Hospital: Patients presenting to the emergency department October to December 2018

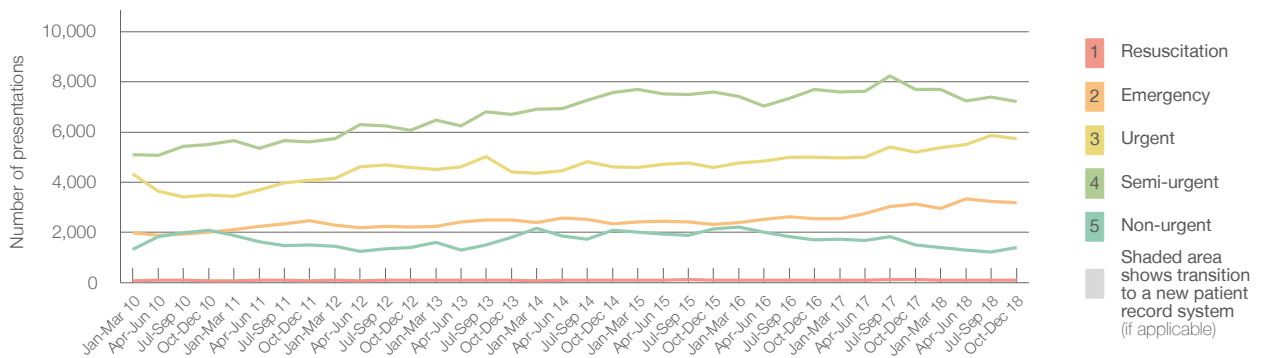
All presentations:¹ 17,884 patients

Emergency presentations² by triage category: 17,641 patients



	Same period last year	Change since one year ago
All presentations	17,981	-1%
Emergency presentations	17,651	0%
1 Resuscitation	121	-22.3%
2 Emergency	3,131	1.9%
3 Urgent	5,196	10.4%
4 Semi-urgent	7,697	-6.2%
5 Non-urgent	1,506	-6.7%

Emergency presentations² by quarter, January 2010 to December 2018 †

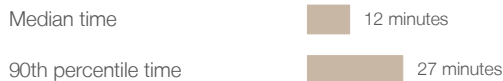


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	84	77	102	88	95	89	89	121	94
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,131	3,192
Urgent	3,498	4,066	4,593	4,397	4,611	4,578	4,988	5,196	5,734
Semi-urgent	5,496	5,607	6,066	6,702	7,579	7,586	7,704	7,697	7,216
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506	1,405
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,651	17,641

Nepean Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,035 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,942	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	33 minutes	-6 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 October to December 2018

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

Number of triage 2 patients: 3,192

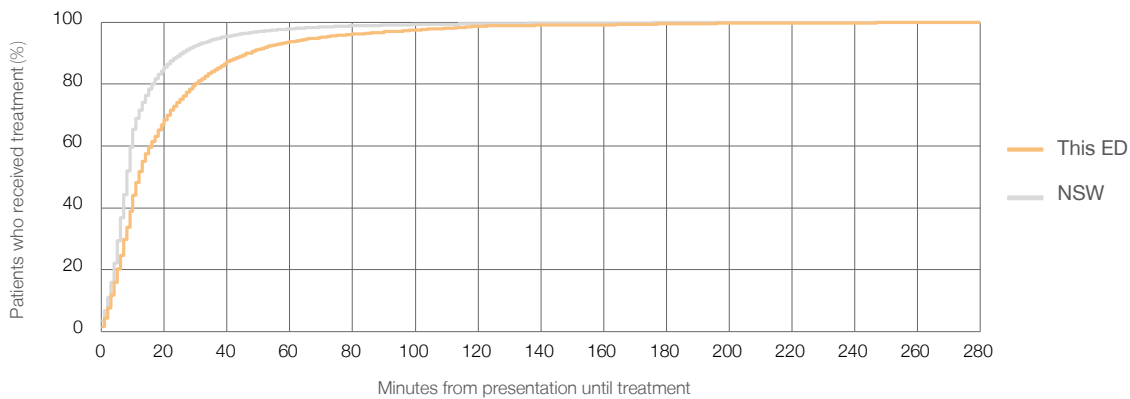
Number of triage 2 patients used to calculate waiting time:³ 3,149

Median time to start treatment⁴ 12 minutes

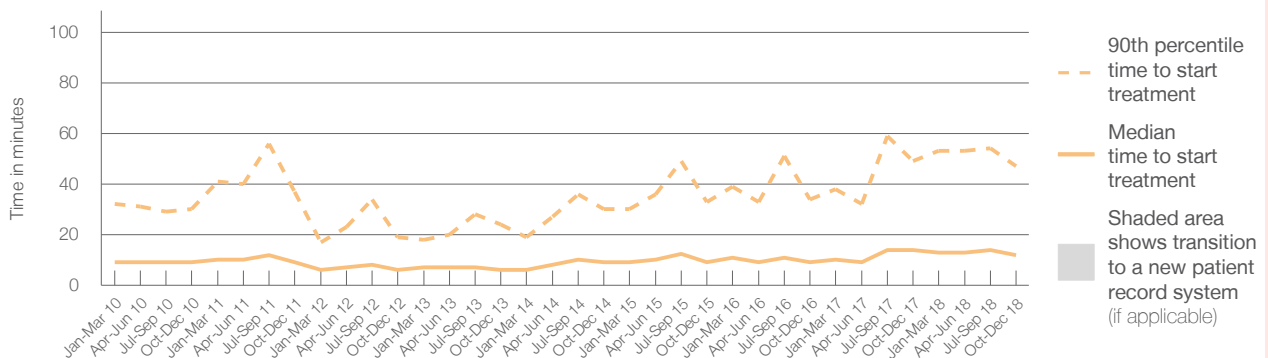
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,131	
3,115	
14 minutes	8 minutes
49 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	6	6	9	9	9	14	12
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49	47

(†) 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 October to December 2018

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

Number of triage 3 patients: 5,734

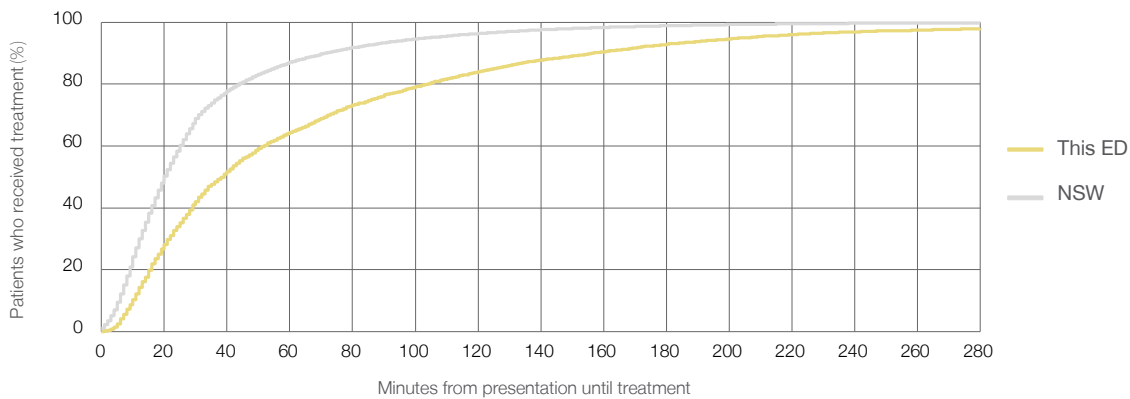
Number of triage 3 patients used to calculate waiting time:³ 5,322

Median time to start treatment⁴ 39 minutes

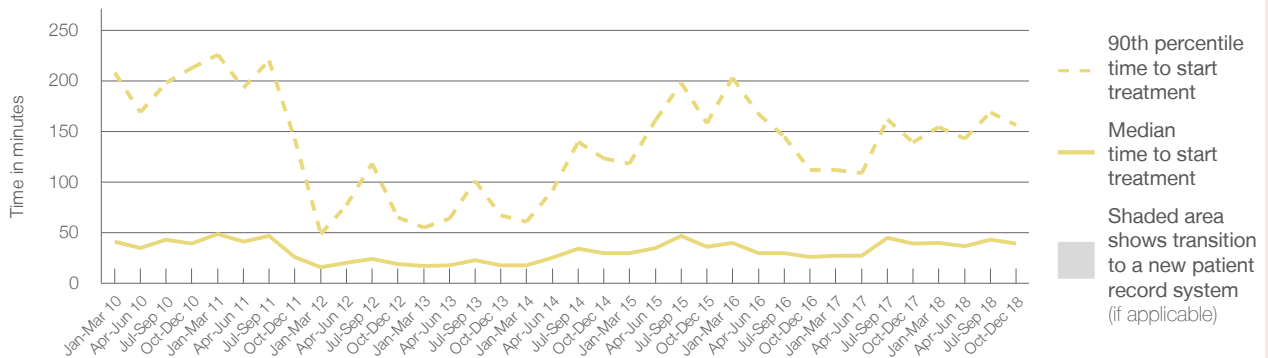
90th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
5,196	4,810
39 minutes	20 minutes
139 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)	39	26	19	18	30	36	26	39	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139	156

(†) 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 October to December 2018

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

Number of triage 4 patients: 7,216

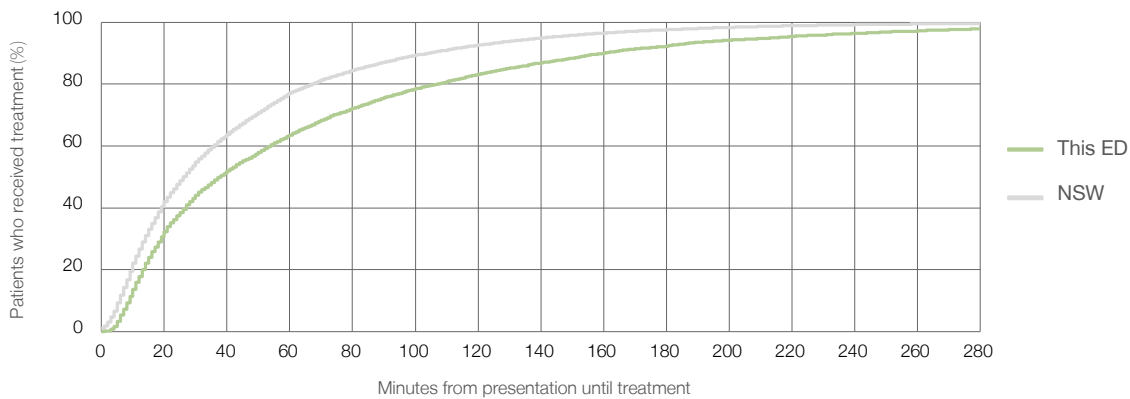
Number of triage 4 patients used to calculate waiting time:³ 6,603

Median time to start treatment⁴ 38 minutes

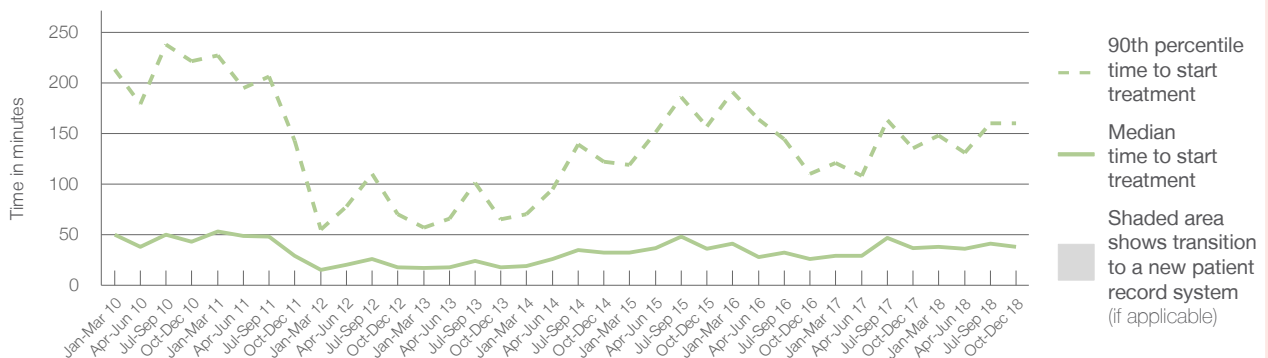
90th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
7,697	
6,966	
37 minutes	26 minutes
135 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)	43	29	18	18	32	36	26	37	38
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135	160

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,405

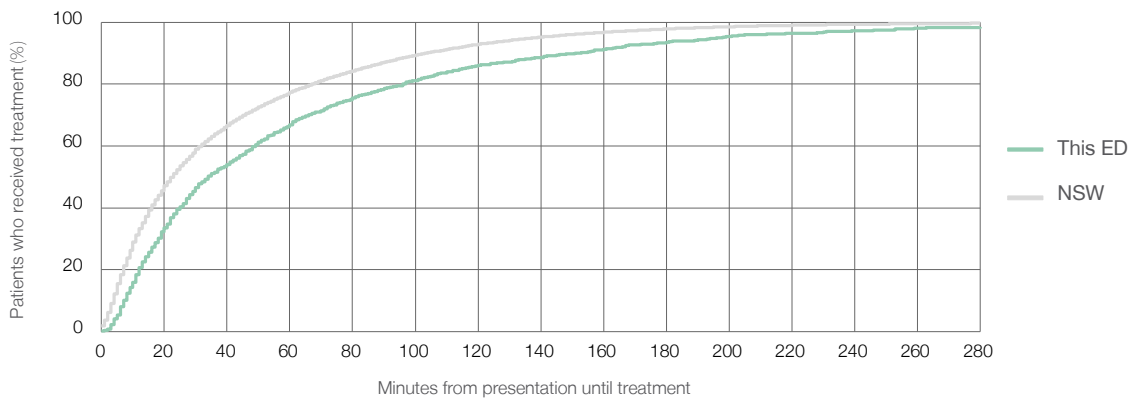
Number of triage 5 patients used to calculate waiting time:³ 1,205

Median time to start treatment⁴ 34 minutes

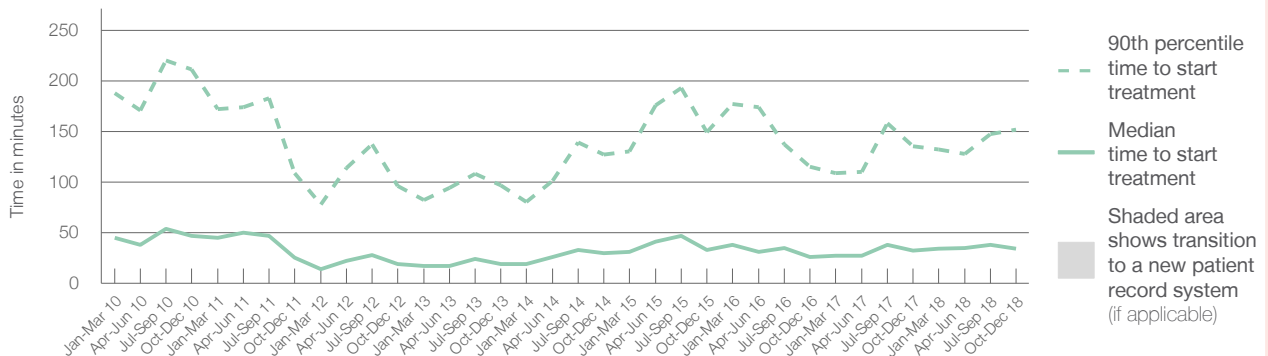
90th percentile time to start treatment⁵ 152 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,506	1,226
Median time to start treatment ⁴	32 minutes	23 minutes
90th percentile time to start treatment ⁵	135 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	25	19	19	30	33	26	32	34
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135	152

(†) 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

October to December 2018

All presentations:¹ 17,884 patients

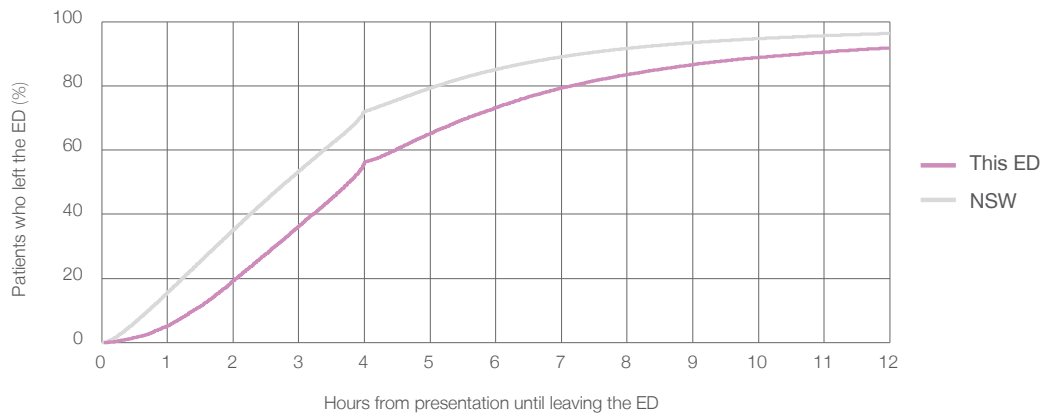
Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

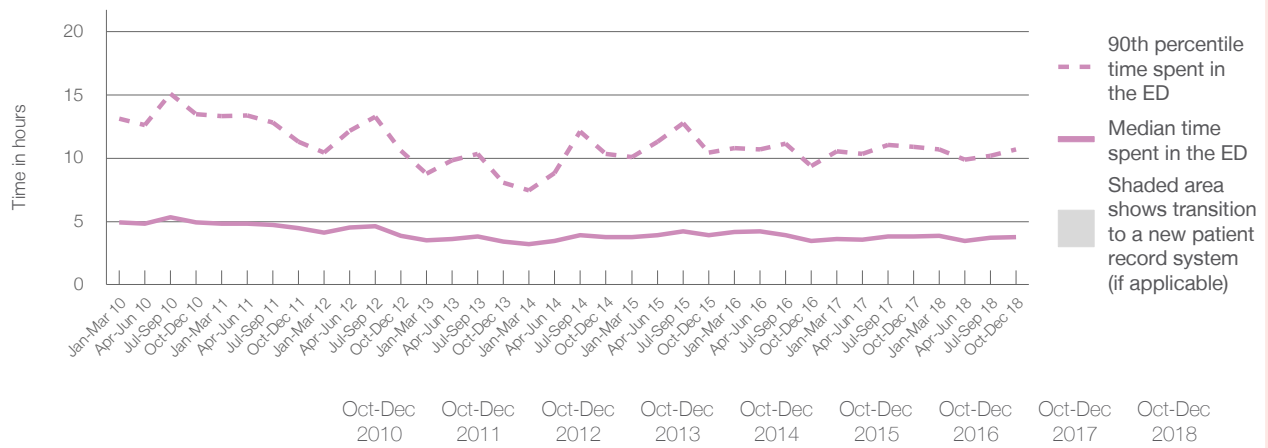
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
17,981	
17,974	
3 hours and 48 minutes	2 hours and 49 minutes
10 hours and 53 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 53m	10h 41m

(†) 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

October to December 2018

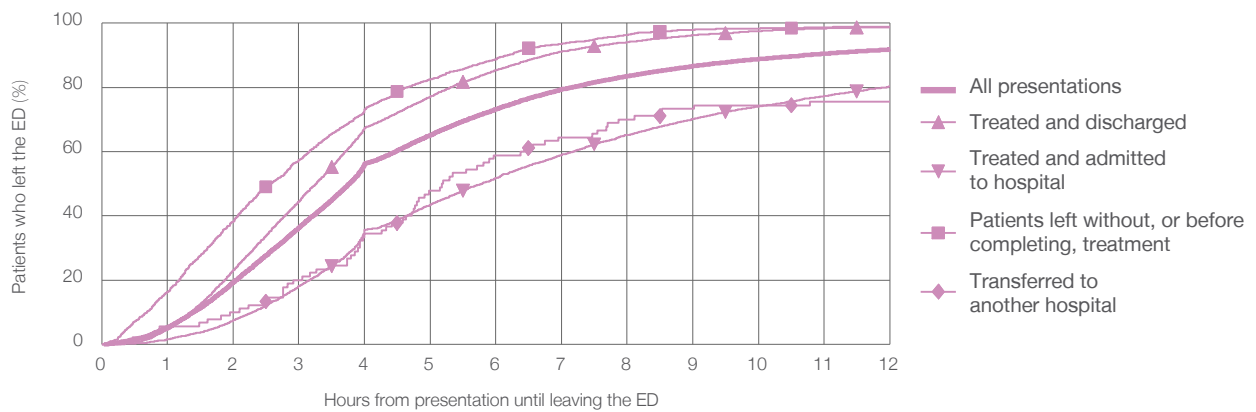
All presentations:¹ 17,884 patients

Presentations used to calculate time to leaving the ED:⁶ 17,878 patients

Treated and discharged	9,255 (51.8%)
Treated and admitted to hospital	6,606 (36.9%)
Patient left without, or before completing, treatment	1,598 (8.9%)
Transferred to another hospital	90 (0.5%)
Other	335 (1.9%)

Same period last year	Change since one year ago
17,974	-1%
9,309	-0.6%
6,435	2.7%
1,854	-13.8%
71	26.8%
312	7.4%

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



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

Treated and discharged	4.5%	23.0%	44.5%	67.5%	85.4%	94.1%	97.6%	98.8%
Treated and admitted to hospital	1.6%	7.5%	18.1%	35.7%	51.8%	65.2%	74.1%	80.3%
Patient left without, or before completing, treatment	16.4%	38.3%	57.3%	73.2%	88.8%	96.4%	98.4%	98.9%
Transferred to another hospital	5.6%	10.0%	20.0%	34.4%	58.9%	70.0%	74.4%	75.6%
All presentations	5.3%	19.3%	36.3%	56.3%	73.2%	83.5%	88.8%	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.

Nepean Hospital: Time spent in the ED

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

October to December 2018

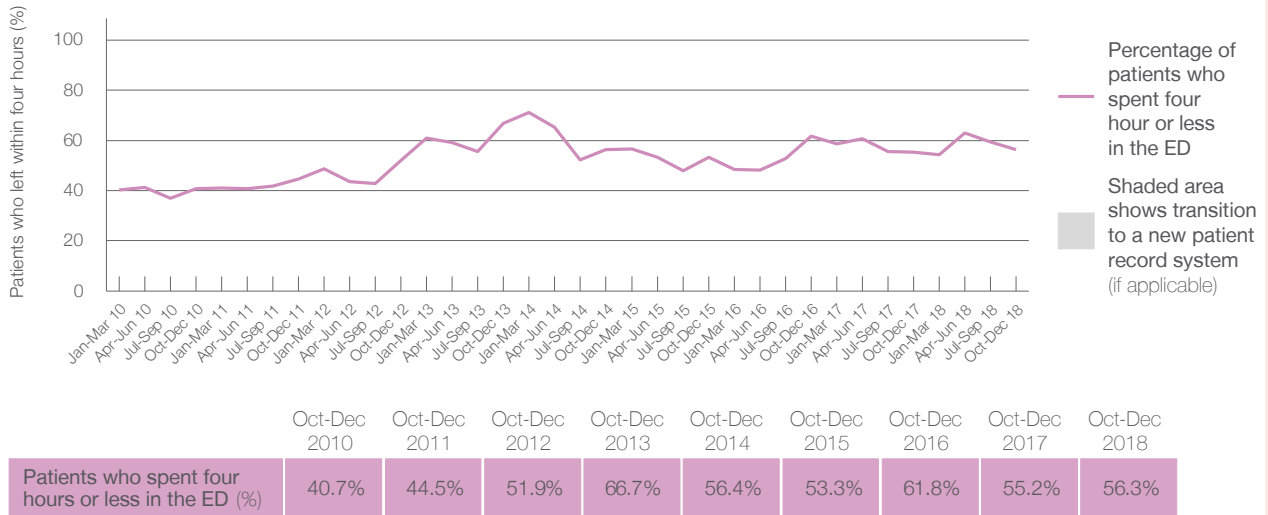
All presentations at the emergency department: ¹ 17,884 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,878 patients

Percentage of patients who spent four hours or less in the ED 56.3%

Same period last year	Change since one year ago
17,981	-1%
17,974	-1%
55.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 15,980 patients
 Emergency presentations:² 15,192 patients

Same period last year	Change since one year ago
15,705	2%
14,800	3%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,555 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,328 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,579 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 495 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,342	
10 minutes	8 minutes
27 minutes	26 minutes
7,842	
21 minutes	20 minutes
73 minutes	72 minutes
4,866	
20 minutes	26 minutes
93 minutes	104 minutes
541	
23 minutes	23 minutes
127 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
15,705	2%
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: October to December 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.

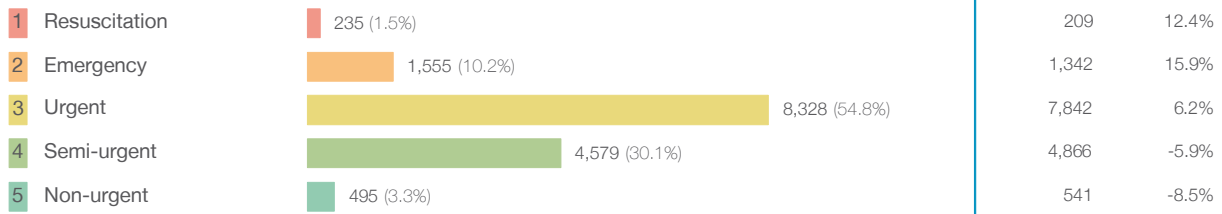
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

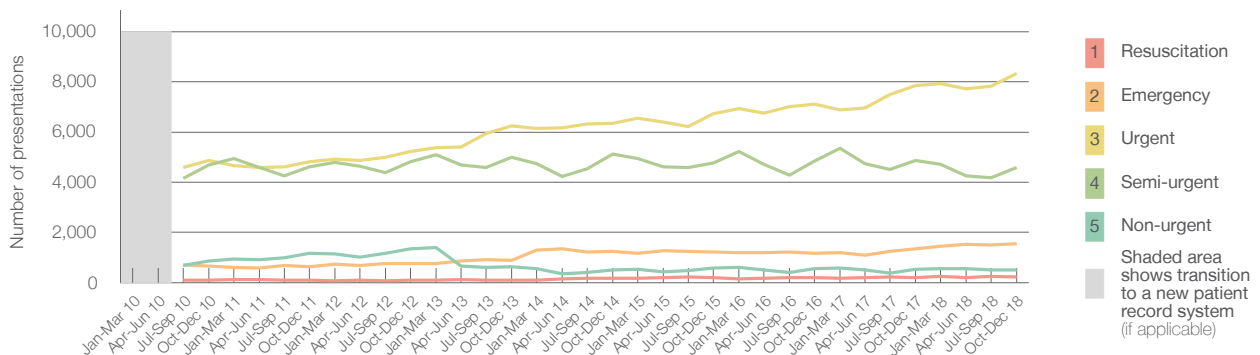
Prince of Wales Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 15,980 patients

Emergency presentations² by triage category: 15,192 patients



Emergency presentations² 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	100	92	111	110	163	197	194	209	235
Emergency	662	642	754	900	1,249	1,222	1,158	1,342	1,555
Urgent	4,860	4,821	5,229	6,253	6,343	6,736	7,115	7,842	8,328
Semi-urgent	4,697	4,605	4,824	5,006	5,110	4,759	4,852	4,866	4,579
Non-urgent	854	1,174	1,360	627	495	595	547	541	495
All emergency presentations	11,173	11,334	12,278	12,896	13,360	13,509	13,866	14,800	15,192

Prince of Wales Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,995 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 October to December 2018

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

Number of triage 2 patients: 1,555

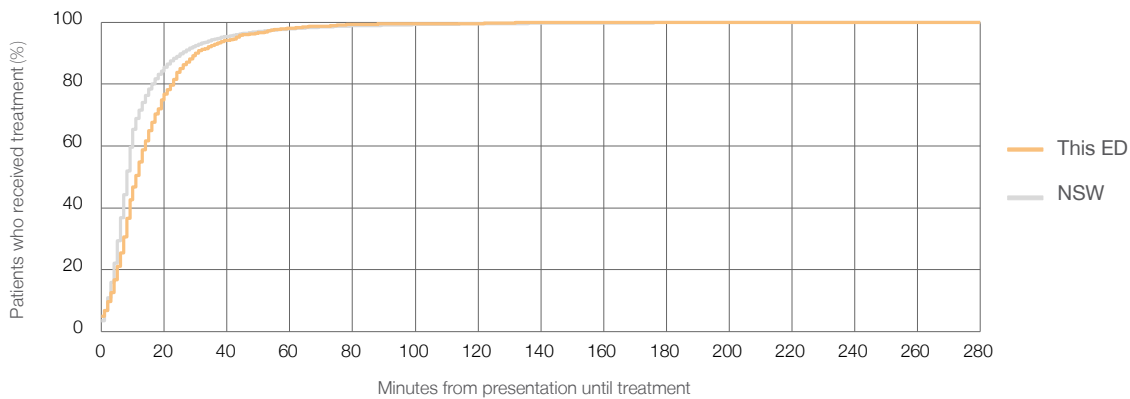
Number of triage 2 patients used to calculate waiting time:³ 1,520

Median time to start treatment⁴ 11 minutes

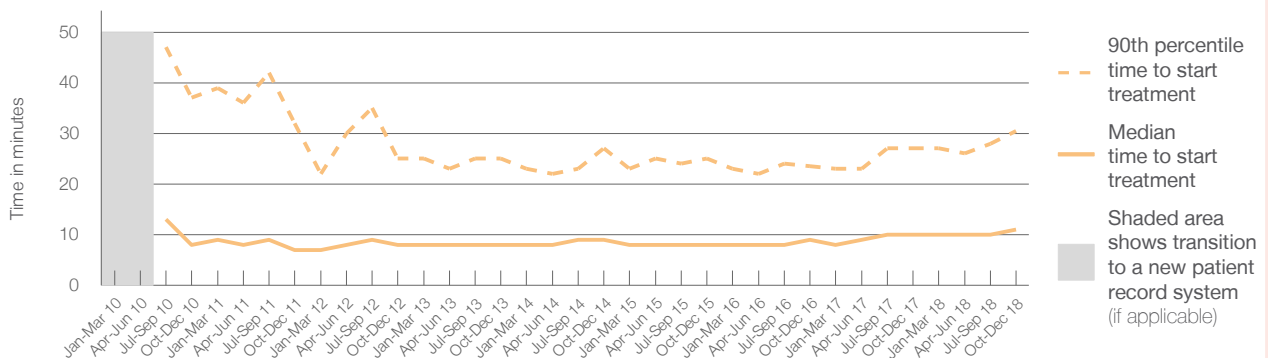
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,342	1,312
10 minutes	8 minutes
27 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27	31

(†) 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 October to December 2018

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

Number of triage 3 patients: 8,328

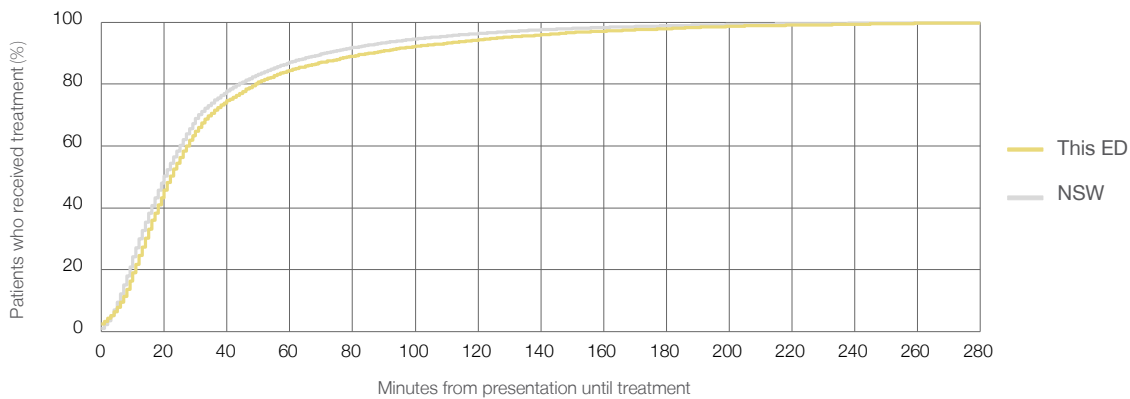
Number of triage 3 patients used to calculate waiting time:³ 8,127

Median time to start treatment⁴ 22 minutes

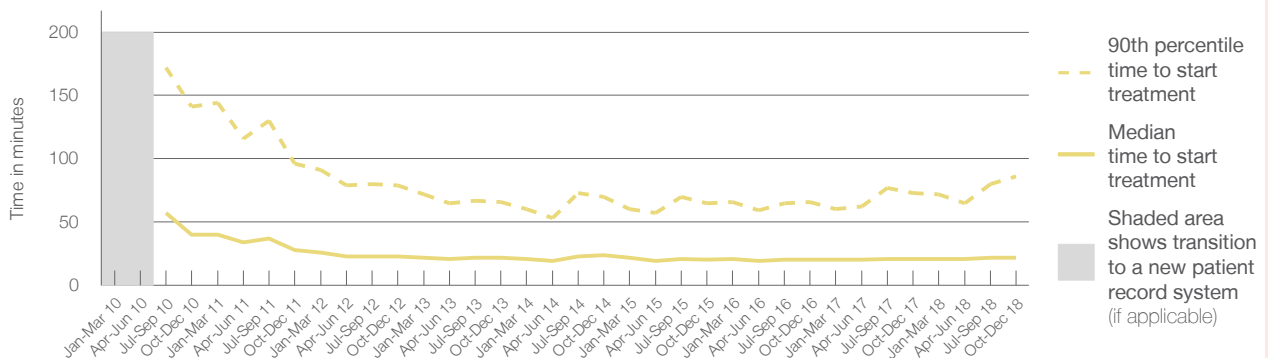
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
7,842	
7,681	
21 minutes	20 minutes
73 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	28	23	22	24	20	20	21	22
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73	86

(†) 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 October to December 2018

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

Number of triage 4 patients: 4,579

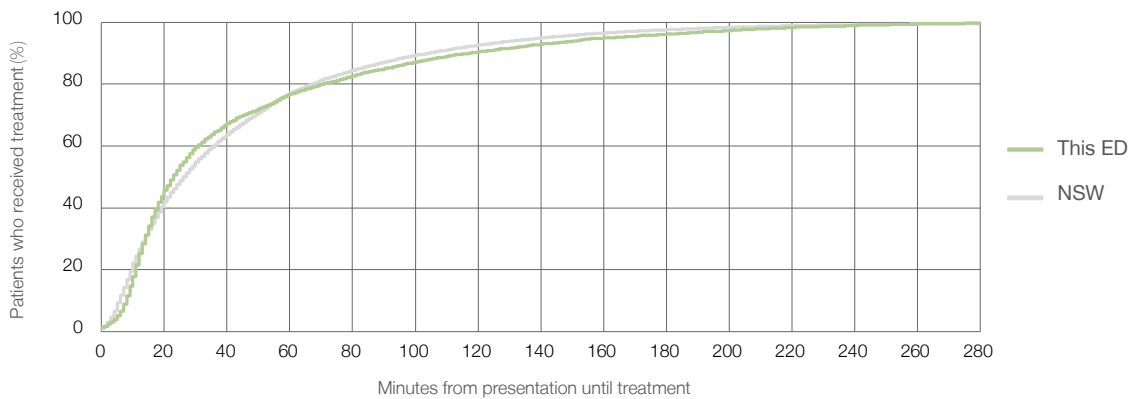
Number of triage 4 patients used to calculate waiting time:³ 4,400

Median time to start treatment⁴ 23 minutes

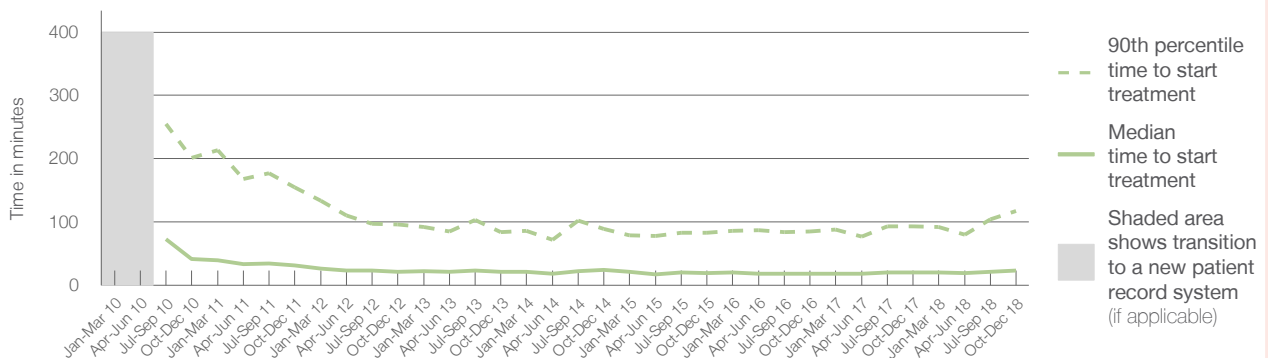
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
4,866	4,698
20 minutes	26 minutes
93 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	31	21	21	24	19	18	20	23
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93	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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 495

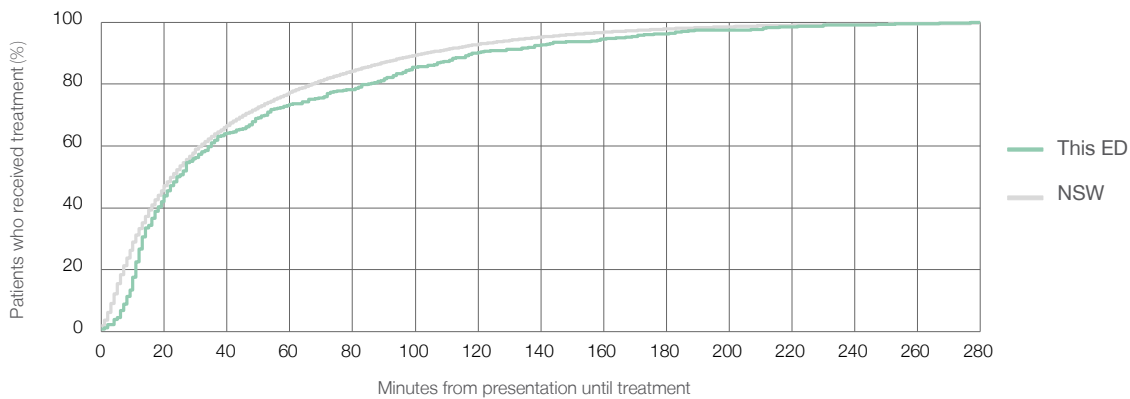
Number of triage 5 patients used to calculate waiting time:³ 396

Median time to start treatment⁴ 25 minutes

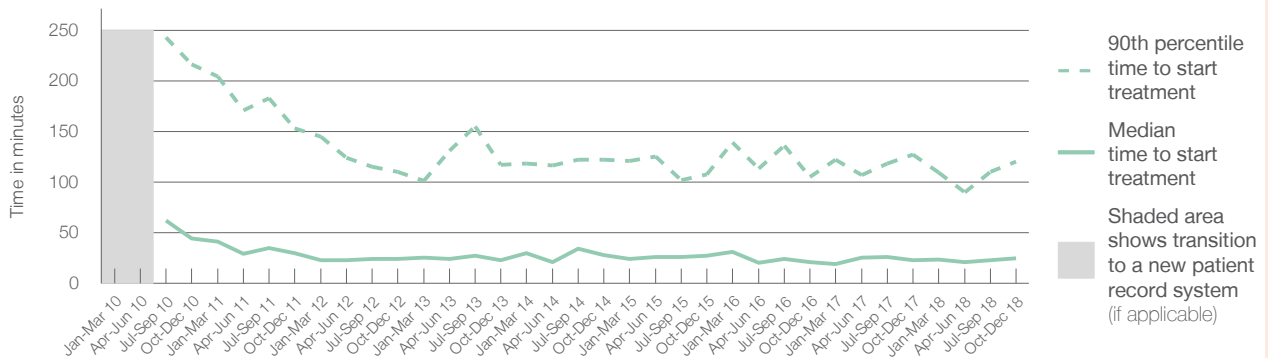
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
541	432
23 minutes	23 minutes
127 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	30	24	23	28	27	21	23	25
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127	120

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Prince of Wales Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 15,980 patients

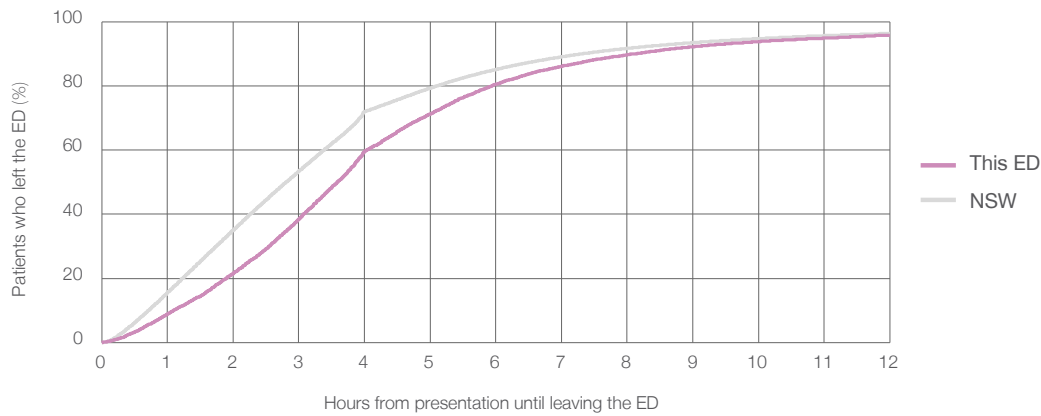
Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

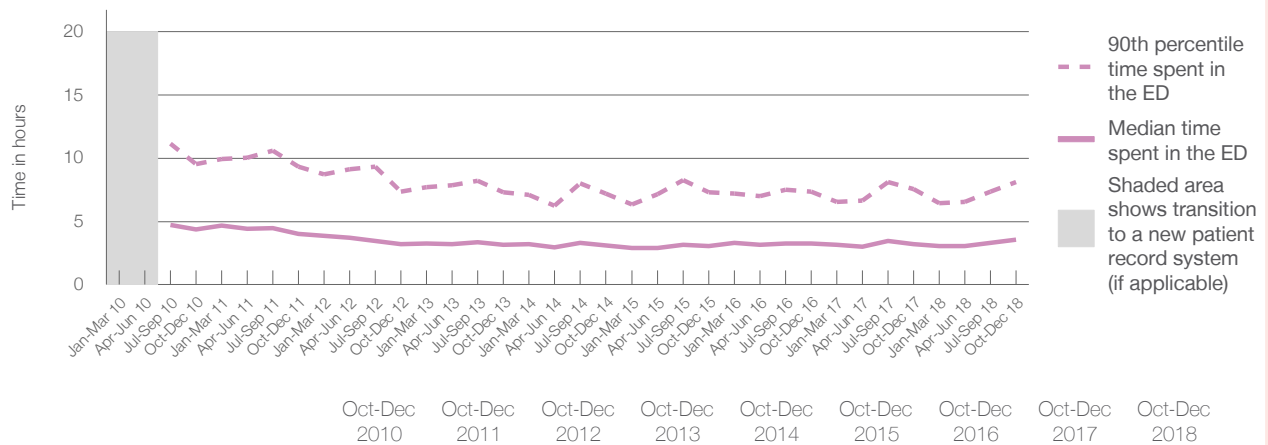
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
15,705	15,705
3 hours and 13 minutes	2 hours and 49 minutes
7 hours and 33 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 16m	3h 13m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m	8h 7m

(†) 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.

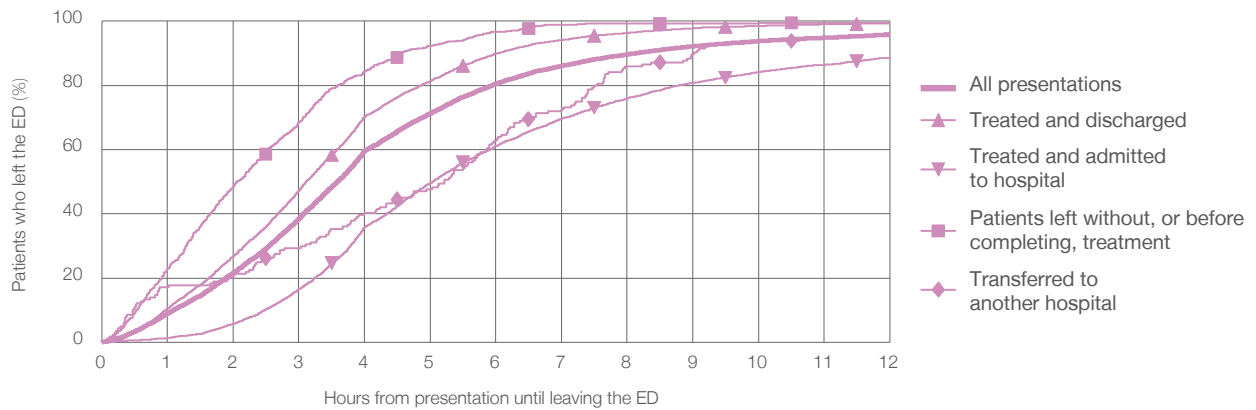
Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 15,980 patients

Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

		Same period last year	Change since one year ago
Treated and discharged	9,433 (59.0%)	9,540	-1.1%
Treated and admitted to hospital	5,307 (33.2%)	5,116	3.7%
Patient left without, or before completing, treatment	928 (5.8%)	754	23.1%
Transferred to another hospital	164 (1.0%)	163	0.6%
Other	148 (0.9%)	132	12.1%

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	10.5%	26.9%	47.3%	70.2%	89.9%	96.4%	98.5%	99.4%
Treated and admitted to hospital	1.4%	5.7%	16.5%	35.8%	61.1%	76.0%	84.1%	88.6%
Patient left without, or before completing, treatment	22.8%	48.5%	68.6%	84.4%	96.7%	99.2%	99.4%	99.5%
Transferred to another hospital	17.1%	20.7%	29.3%	40.2%	62.8%	86.0%	93.9%	96.3%
All presentations	9.0%	21.7%	38.6%	59.6%	80.5%	89.7%	93.8%	95.8%

(†) 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.

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

All presentations at the emergency department: ¹ 15,980 patients

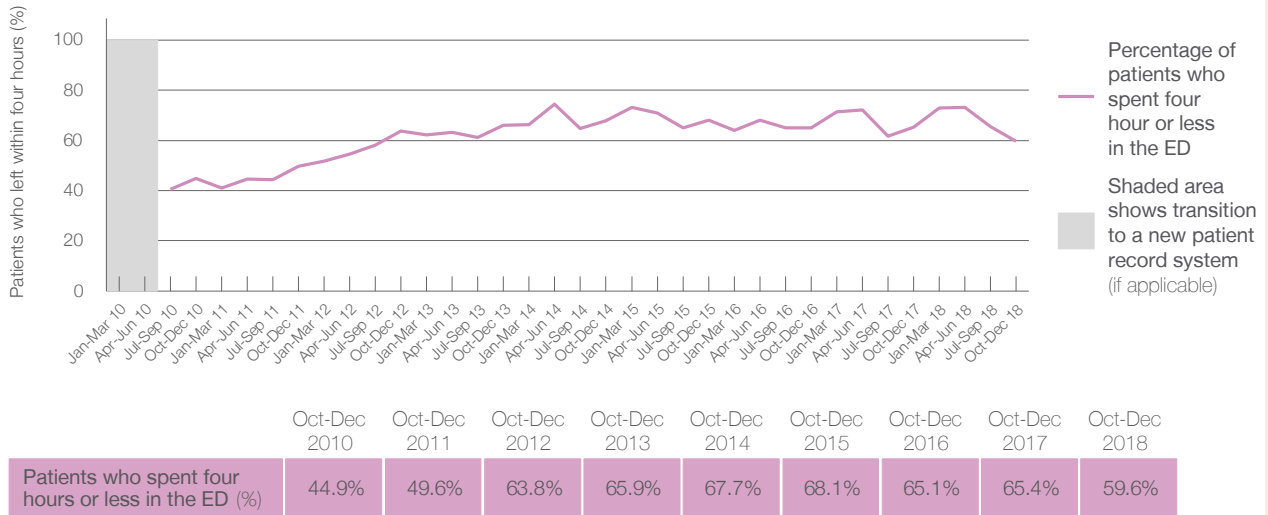
Presentations used to calculate time to leaving the ED: ⁶ 15,972 patients

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	15,705	2%
Presentations used to calculate time to leaving the ED	15,705	2%
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 December 2018 ^{†‡}



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

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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*.

- 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 22,832 patients

Emergency presentations:² 22,774 patients

Same period last year	Change since one year ago
22,732	0%
22,659	1%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,862 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,184 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,518 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,892 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,349	
7 minutes	8 minutes
15 minutes	26 minutes
6,253	
18 minutes	20 minutes
44 minutes	72 minutes
8,591	
26 minutes	26 minutes
70 minutes	104 minutes
3,090	
28 minutes	23 minutes
102 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 22,832 patients

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

Same period last year	Change since one year ago
22,732	0%
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: October to December 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 22 January 2019).

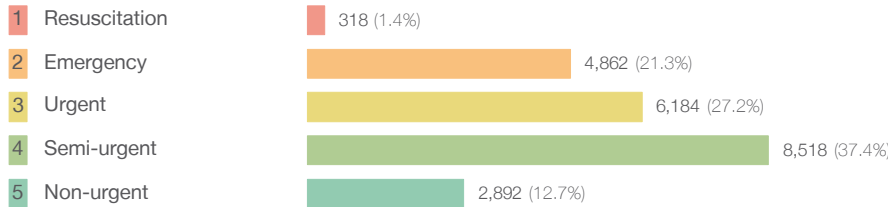
Royal North Shore Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 22,832 patients

Same period last year	Change since one year ago
22,732	0%

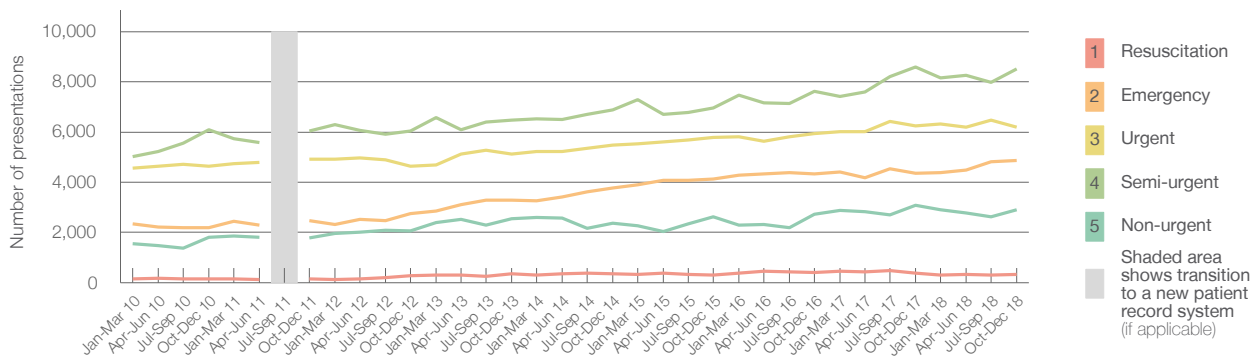
Emergency presentations² by triage category: 22,774 patients

22,659	1%
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376	-15.4%
4,349	11.8%
6,253	-1.1%
8,591	-0.8%
3,090	-6.4%

Emergency presentations² 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	143	137	285	354	341	314	408	376	318
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,349	4,862
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,253	6,184
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,591	8,518
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,090	2,892
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,659	22,774

Royal North Shore Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,968 patients

4,761	
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ED Transfer of care time



13 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 4,862

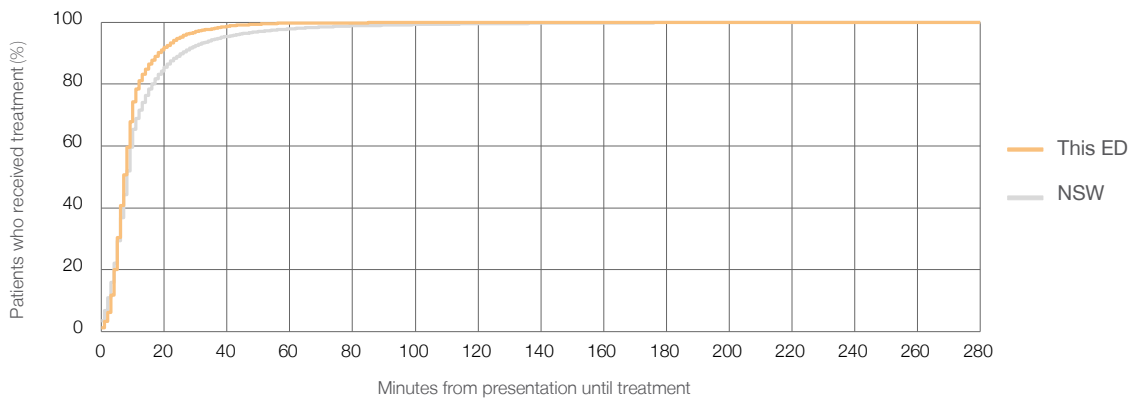
Number of triage 2 patients used to calculate waiting time:³ 4,845

Median time to start treatment⁴ 7 minutes

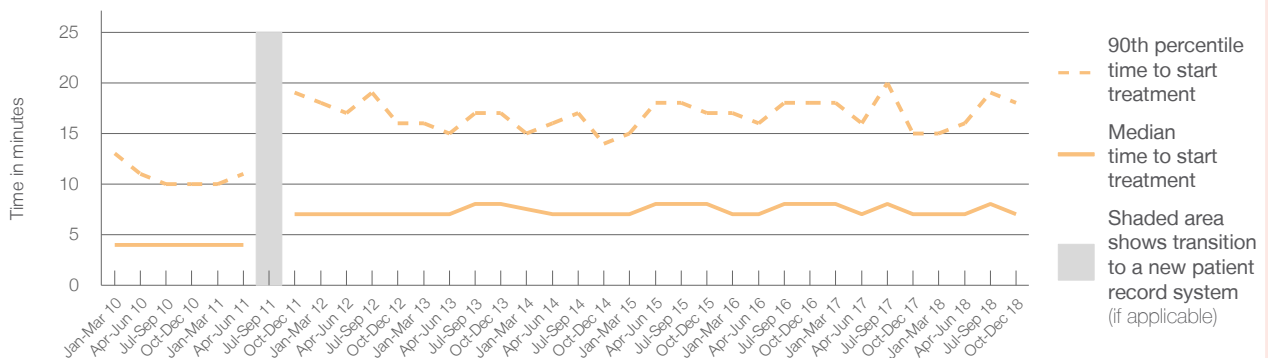
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
4,349	4,324
7 minutes	8 minutes
15 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4	7	7	8	7	8	8	7	7
90th percentile time to start treatment ⁵ (minutes)	10	19	16	17	14	17	18	15	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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 6,184

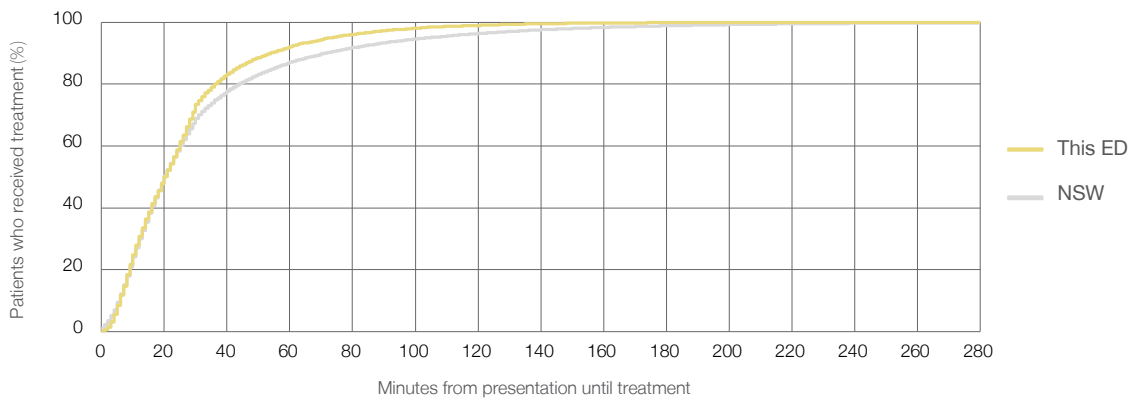
Number of triage 3 patients used to calculate waiting time:³ 6,107

Median time to start treatment⁴ 20 minutes

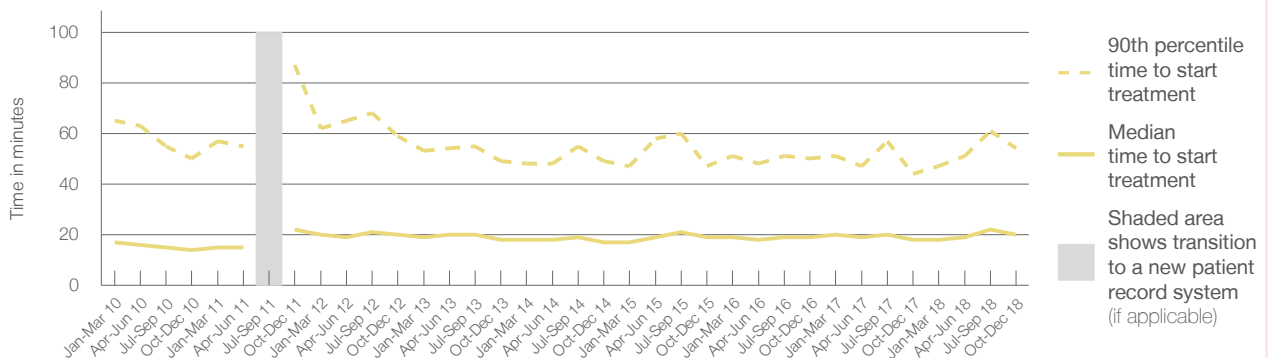
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
6,253	
6,198	
18 minutes	20 minutes
44 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)	14	22	20	18	17	19	19	18	20
90th percentile time to start treatment ⁵ (minutes)	50	87	59	49	49	47	50	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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 8,518

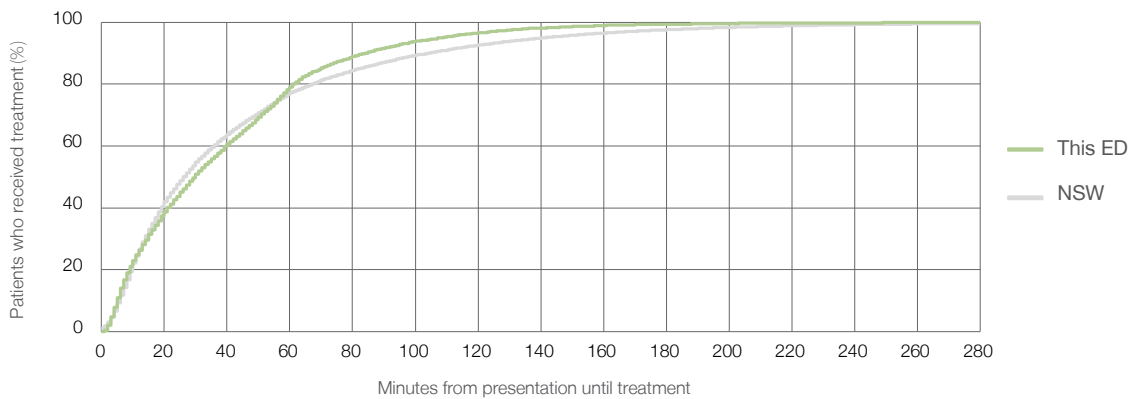
Number of triage 4 patients used to calculate waiting time:³ 8,258

Median time to start treatment⁴ 30 minutes

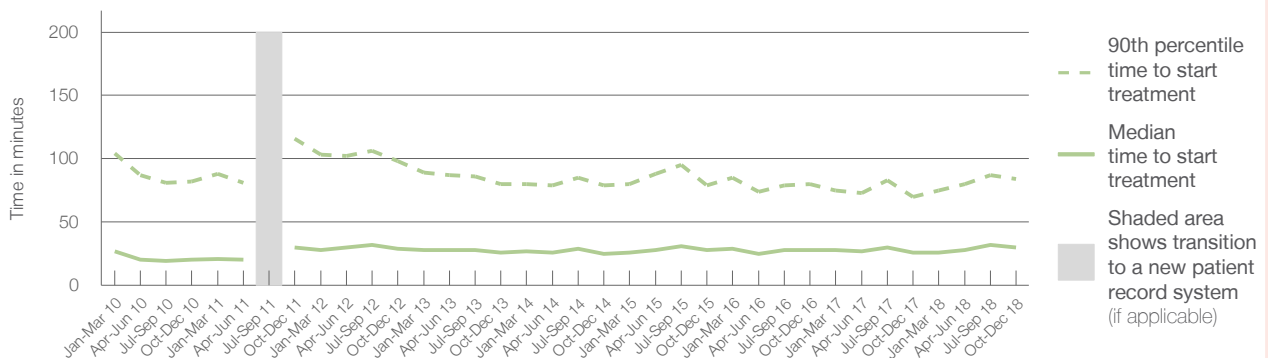
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
8,591	8,346
26 minutes	26 minutes
70 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)	20	30	29	26	25	28	28	26	30
90th percentile time to start treatment ⁵ (minutes)	82	116	98	80	79	79	80	70	84

(†) 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 October to December 2018

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

Number of triage 5 patients: 2,892

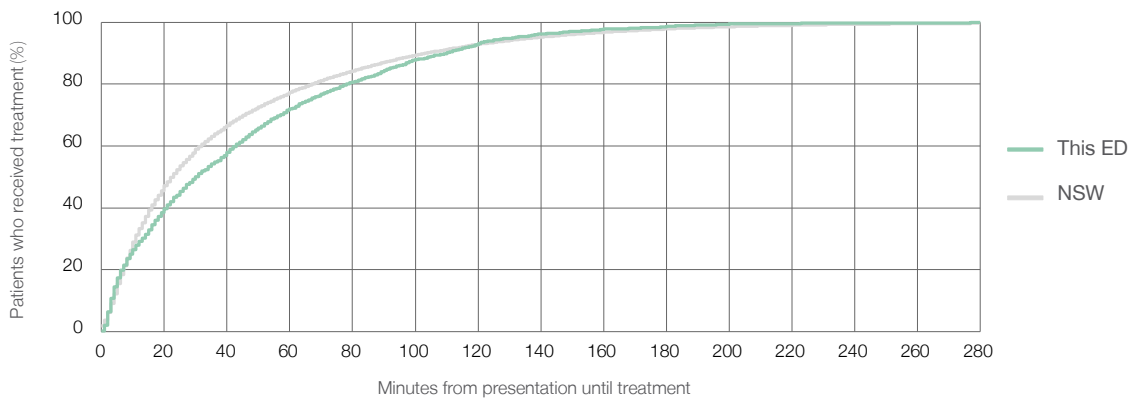
Number of triage 5 patients used to calculate waiting time:³ 2,628

Median time to start treatment⁴ 30 minutes

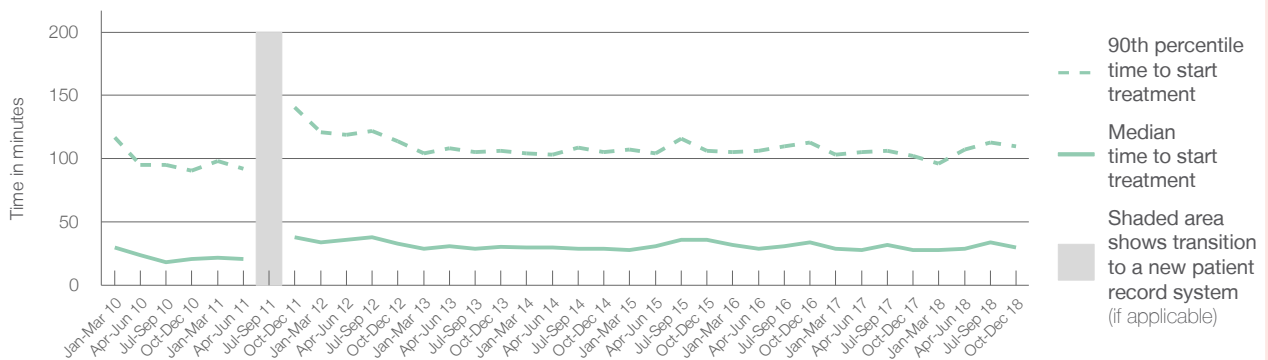
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,090	
2,789	
28 minutes	23 minutes
102 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	38	33	31	29	36	34	28	30
90th percentile time to start treatment ⁵ (minutes)	91	141	114	106	105	106	113	102	110

(†) 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

October to December 2018

All presentations:¹ 22,832 patients

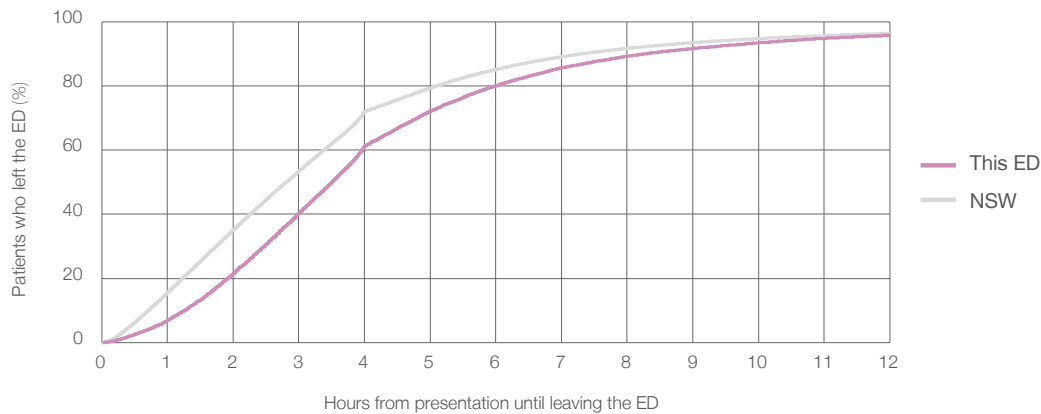
Presentations used to calculate time to leaving the ED:⁶ 22,832 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

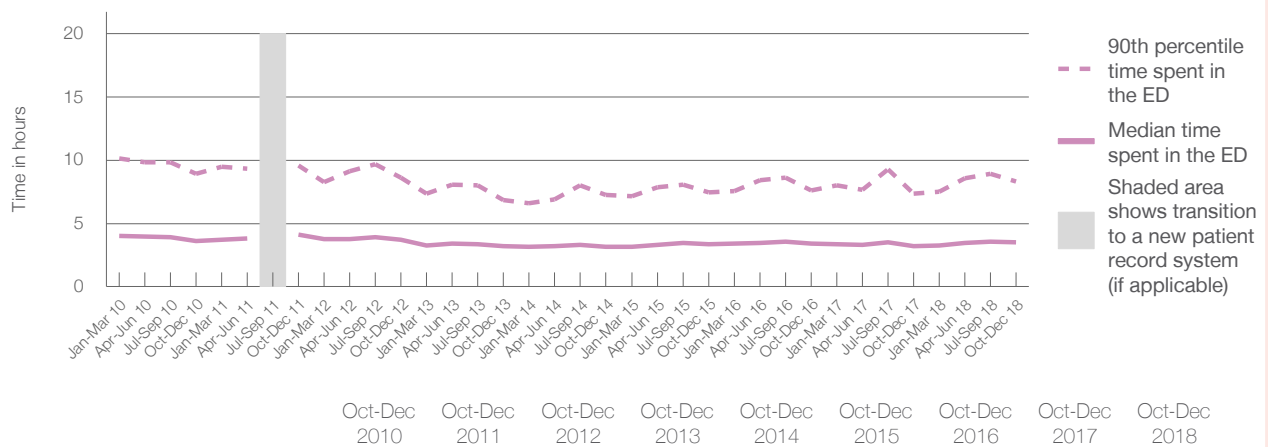
90th percentile time spent in the ED⁹ 8 hours and 18 minutes

Same period last year	NSW (this period)
22,732	22,732
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 20 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)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 14m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 20m	8h 18m

(†) 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 October to December 2018

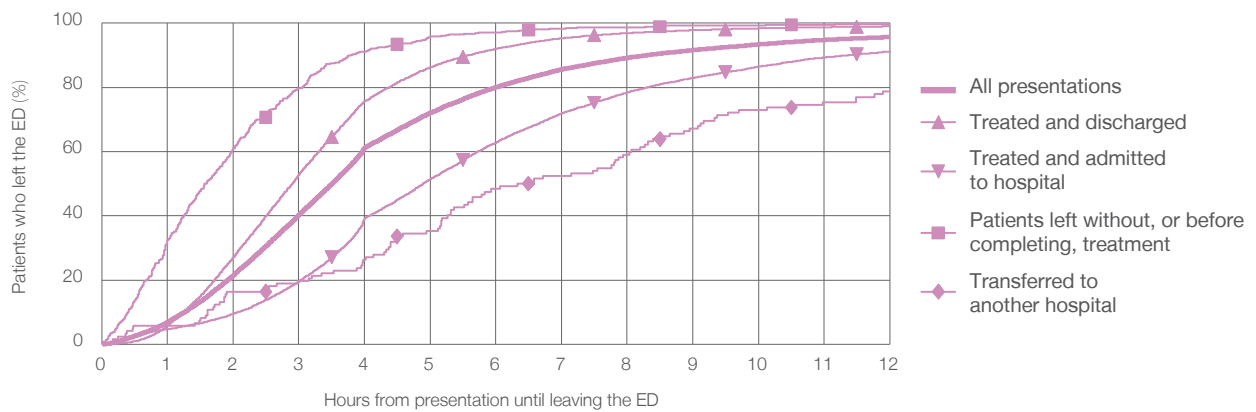
All presentations:¹ 22,832 patients

Presentations used to calculate time to leaving the ED:⁶ 22,832 patients

Treated and discharged	12,407 (54.3%)
Treated and admitted to hospital	9,386 (41.1%)
Patient left without, or before completing, treatment	580 (2.5%)
Transferred to another hospital	122 (0.5%)
Other	337 (1.5%)

Same period last year	Change since one year ago
22,732	0%
13,010	-4.6%
8,726	7.6%
426	36.2%
154	-20.8%
416	-19.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.0%	52.8%	75.7%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	4.8%	9.5%	19.6%	39.2%	62.8%	78.4%	86.5%	91.3%
Patient left without, or before completing, treatment	32.4%	61.0%	79.7%	91.2%	97.1%	98.8%	99.3%	99.7%
Transferred to another hospital	5.7%	16.4%	19.7%	26.2%	48.4%	59.0%	73.0%	78.7%
All presentations	7.0%	21.5%	40.3%	61.1%	80.1%	89.2%	93.4%	95.8%

(†) 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.

Royal North Shore Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 22,832 patients

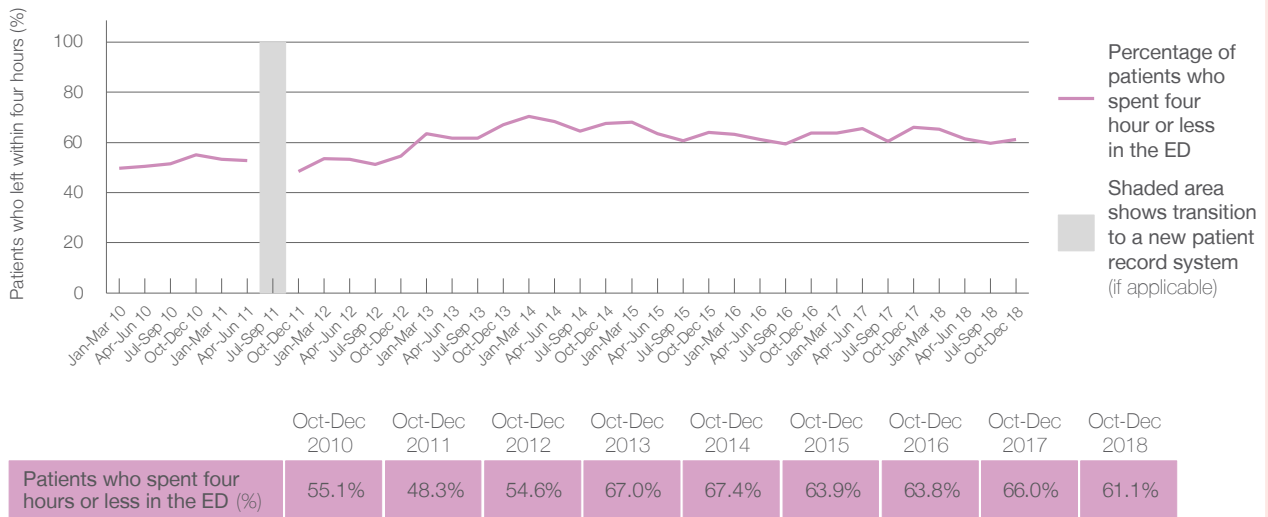
Presentations used to calculate time to leaving the ED: ⁶ 22,832 patients

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



Same period last year	Change since one year ago
22,732	0%
22,732	0%
66.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,664 patients

Emergency presentations:² 20,285 patients

Same period last year	Change since one year ago
19,371	7%
18,960	7%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,538 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,456 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,555 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 529 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
3,155	
11 minutes	8 minutes
23 minutes	26 minutes
10,023	
25 minutes	20 minutes
83 minutes	72 minutes
5,004	
36 minutes	26 minutes
119 minutes	104 minutes
640	
35 minutes	23 minutes
117 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,664 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,371	7%
68%	

* 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: October to December 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.

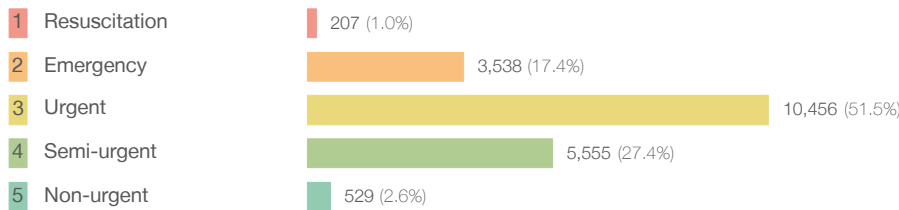
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2018

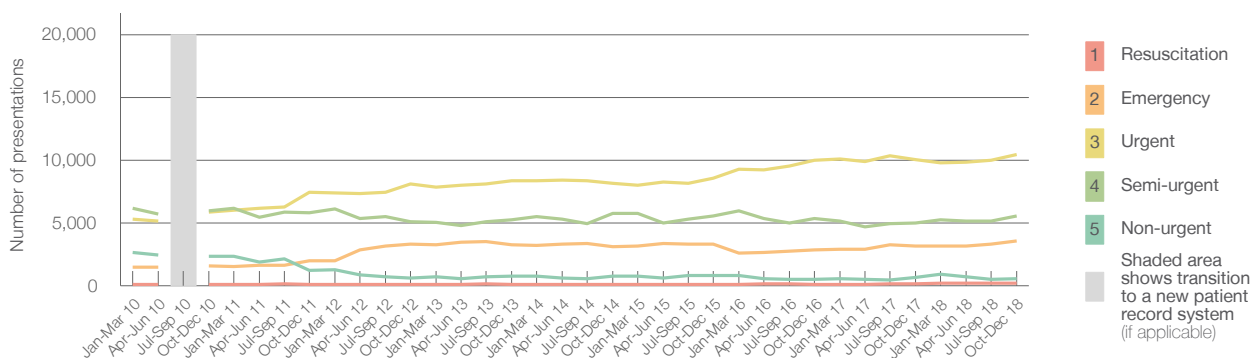
All presentations:¹ 20,664 patients

Emergency presentations² by triage category: 20,285 patients



Same period last year	Change since one year ago
19,371	7%
18,960	7%
138	50.0%
3,155	12.1%
10,023	4.3%
5,004	11.0%
640	-17.3%

Emergency presentations² 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	82	103	119	119	80	78	104	138	207
Emergency	1,599	1,980	3,304	3,236	3,118	3,303	2,842	3,155	3,538
Urgent	5,856	7,449	8,110	8,365	8,177	8,539	9,965	10,023	10,456
Semi-urgent	5,949	5,824	5,119	5,271	5,758	5,559	5,366	5,004	5,555
Non-urgent	2,341	1,233	620	774	739	799	488	640	529
All emergency presentations	15,827	16,589	17,272	17,765	17,872	18,278	18,765	18,960	20,285

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,550 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,007	
15 minutes	0 minutes
29 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 October to December 2018

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

Number of triage 2 patients: 3,538

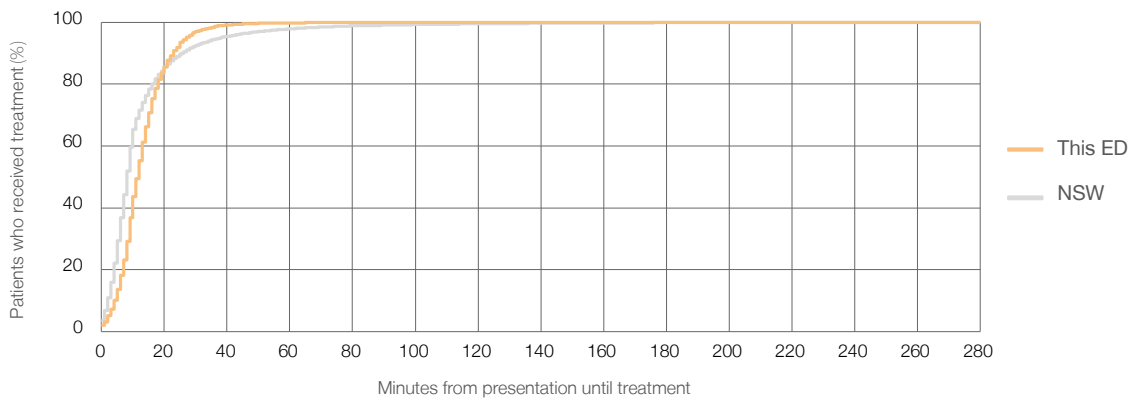
Number of triage 2 patients used to calculate waiting time:³ 3,534

Median time to start treatment⁴ ■ 12 minutes

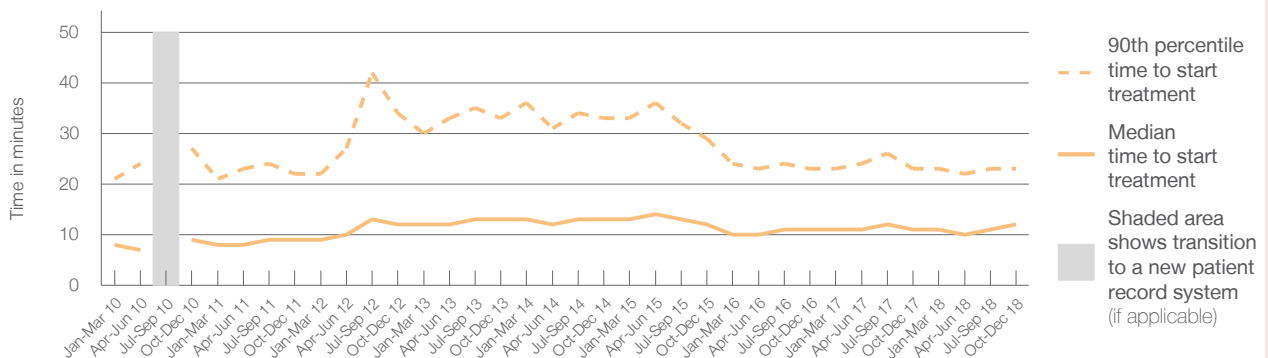
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
3,155	
3,149	
11 minutes	8 minutes
23 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	12	13	13	12	11	11	12
90th percentile time to start treatment ⁵ (minutes)	27	22	34	33	33	29	23	23	23

(†) 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 October to December 2018

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

Number of triage 3 patients: 10,456

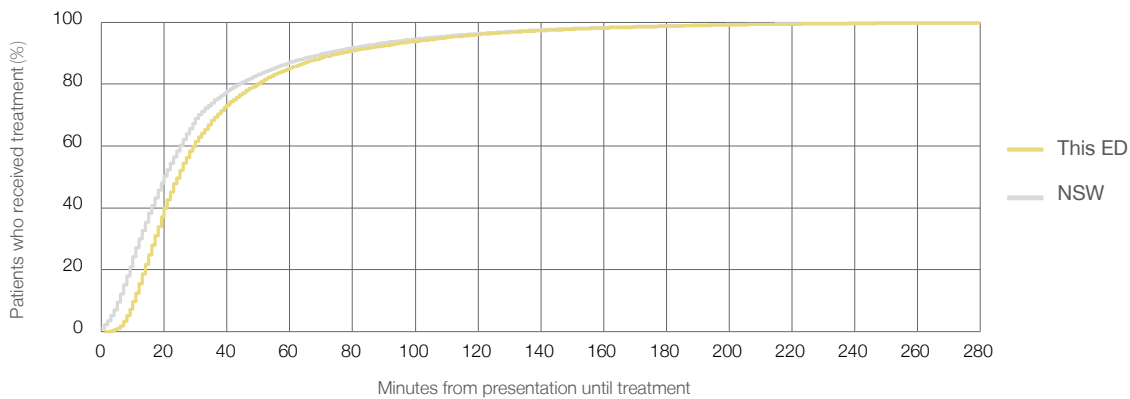
Number of triage 3 patients used to calculate waiting time:³ 10,265

Median time to start treatment⁴ 25 minutes

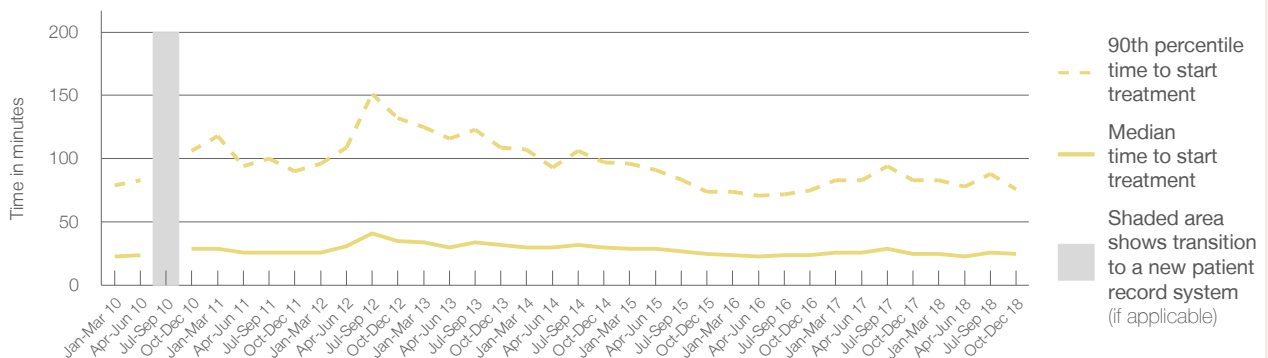
90th percentile time to start treatment⁵ 76 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	10,023	9,818
Median time to start treatment ⁴	25 minutes	20 minutes
90th percentile time to start treatment ⁵	83 minutes	72 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	35	32	30	25	24	25	25
90th percentile time to start treatment ⁵ (minutes)	106	90	132	109	97	74	75	83	76

(†) 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 October to December 2018

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

Number of triage 4 patients: 5,555

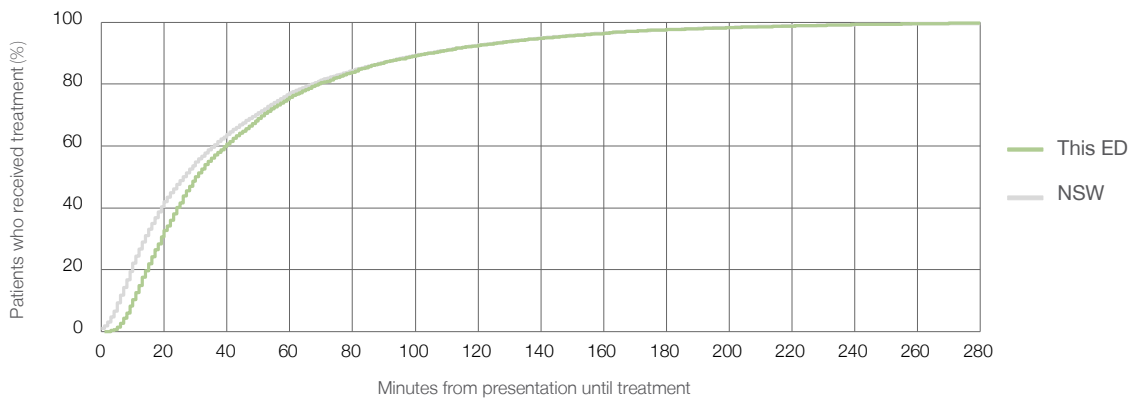
Number of triage 4 patients used to calculate waiting time:³ 5,299

Median time to start treatment⁴ 30 minutes

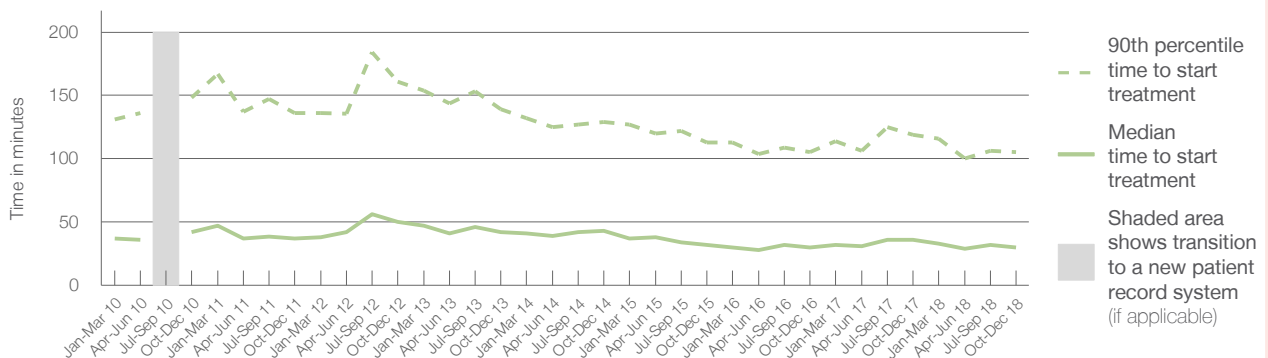
90th percentile time to start treatment⁵ 105 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	5,004	5,555
Number of triage 4 patients used to calculate waiting time: ³	4,729	5,299
Median time to start treatment ⁴	36 minutes	26 minutes
90th percentile time to start treatment ⁵	119 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	37	50	42	43	32	30	36	30
90th percentile time to start treatment ⁵ (minutes)	148	136	161	139	129	113	105	119	105

(†) 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 October to December 2018

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

Number of triage 5 patients: 529

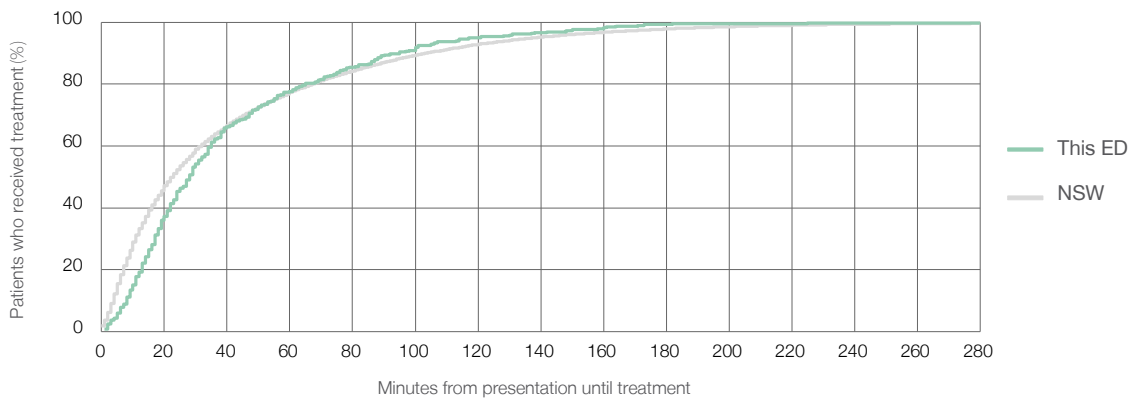
Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴ 28 minutes

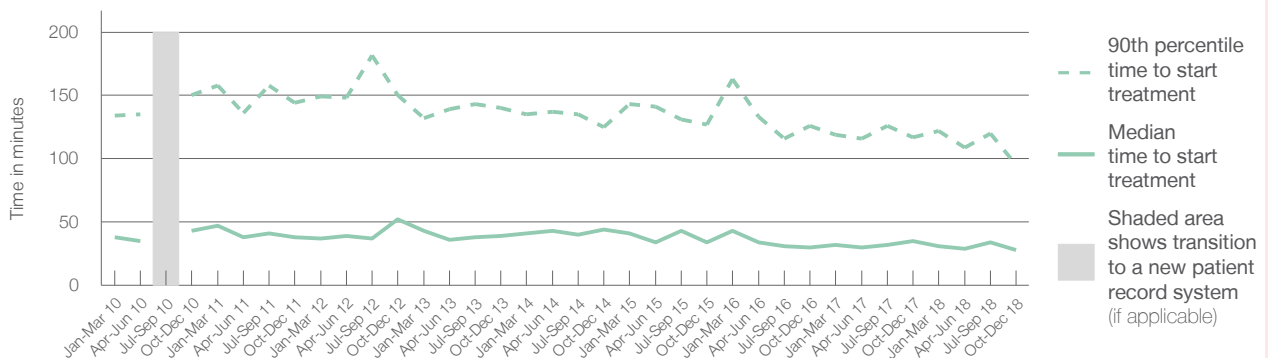
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
640	428
35 minutes	23 minutes
117 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	38	52	39	44	34	30	35	28
90th percentile time to start treatment ⁵ (minutes)	150	144	150	140	125	127	126	117	95

(†) 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

October to December 2018

All presentations:¹ 20,664 patients

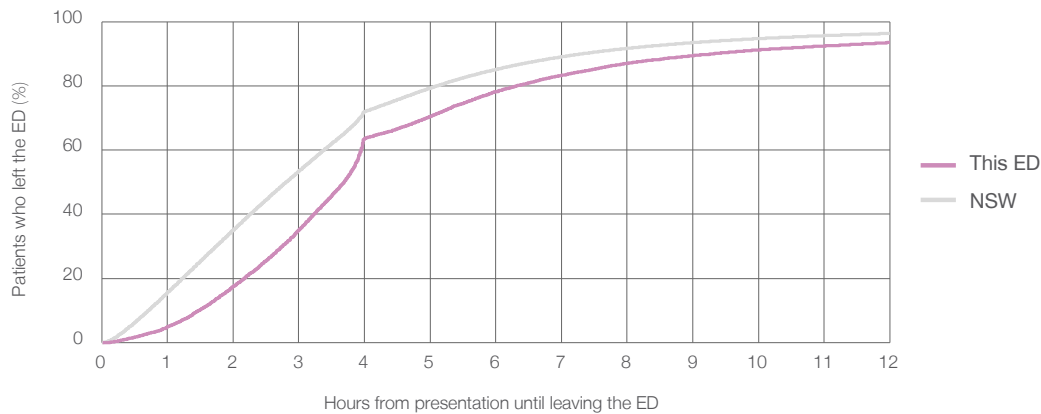
Presentations used to calculate time to leaving the ED:⁶ 20,664 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

90th percentile time spent in the ED⁹ 9 hours and 19 minutes

Same period last year	NSW (this period)
19,371	19,371
3 hours and 36 minutes	2 hours and 49 minutes
8 hours and 49 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m	3h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m	9h 19m

(†) 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 October to December 2018

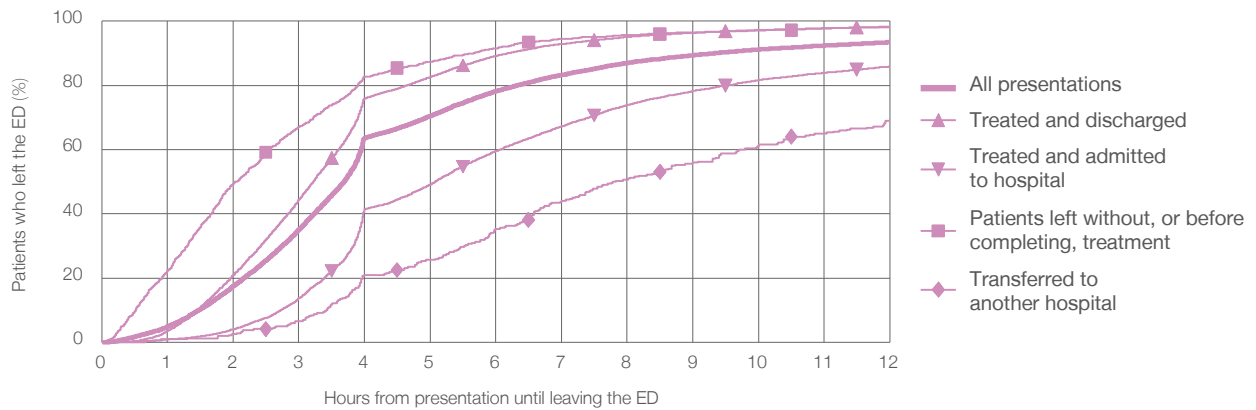
All presentations:¹ 20,664 patients

Presentations used to calculate time to leaving the ED:⁶ 20,664 patients

Treated and discharged	11,450 (55.4%)
Treated and admitted to hospital	7,303 (35.3%)
Patient left without, or before completing, treatment	1,312 (6.3%)
Transferred to another hospital	320 (1.5%)
Other	279 (1.4%)

Same period last year	Change since one year ago
19,371	7%
10,382	10.3%
7,111	2.7%
1,247	5.2%
227	41.0%
404	-30.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.6%	20.9%	44.4%	75.9%	89.2%	95.1%	97.2%	98.3%
Treated and admitted to hospital	0.8%	4.0%	13.7%	41.5%	59.6%	73.9%	81.7%	85.9%
Patient left without, or before completing, treatment	22.3%	49.5%	67.0%	82.7%	91.6%	95.7%	97.1%	98.1%
Transferred to another hospital	0.9%	2.5%	6.6%	20.9%	35.3%	50.6%	61.6%	69.1%
All presentations	4.9%	17.5%	35.1%	63.7%	78.2%	87.0%	91.2%	93.5%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 20,664 patients

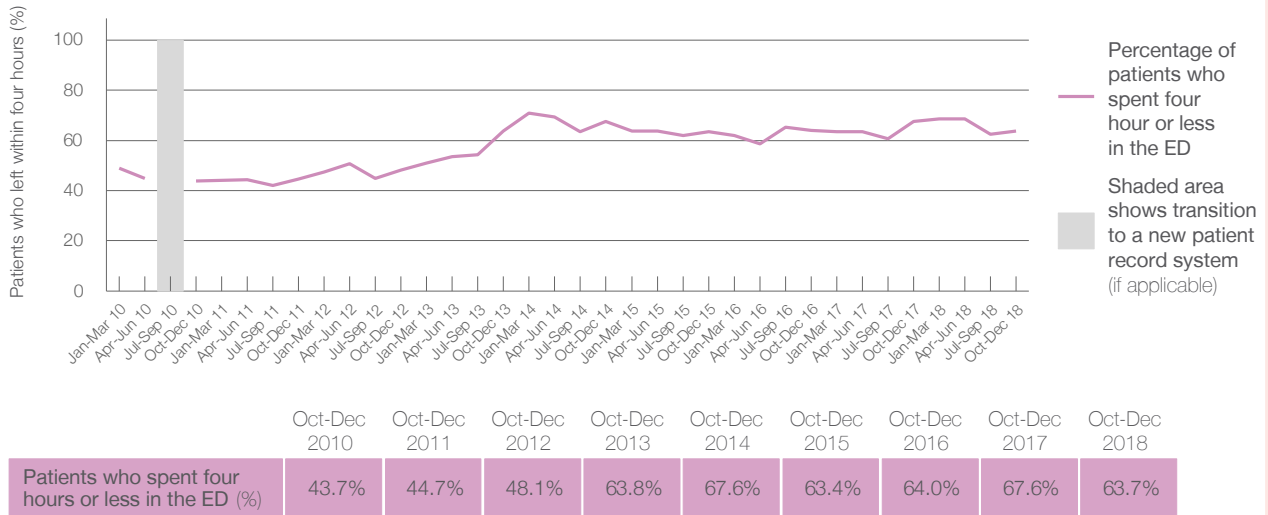
Presentations used to calculate time to leaving the ED: ⁶ 20,664 patients

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



Same period last year	Change since one year ago
19,371	7%
19,371	7%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

St George Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations:² 20,460 patients

Same period last year	Change since one year ago
20,352	1%
20,208	1%

St George Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,438 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): 9,509 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,328 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,015 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
2,169	
10 minutes	8 minutes
25 minutes	26 minutes
8,376	
25 minutes	20 minutes
64 minutes	72 minutes
8,129	
32 minutes	26 minutes
82 minutes	104 minutes
1,376	
34 minutes	23 minutes
90 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,635 patients

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

Same period last year	Change since one year ago
20,352	1%
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: October to December 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.

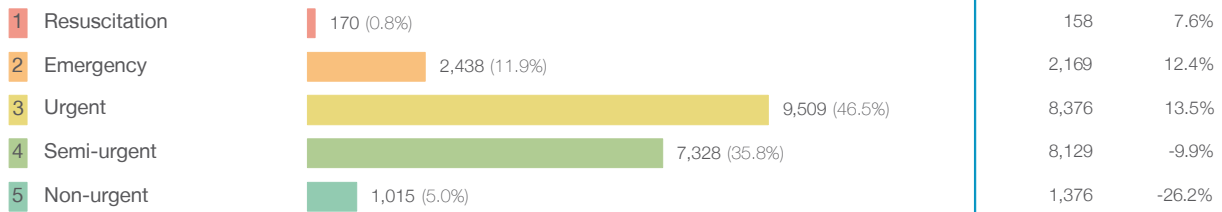
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

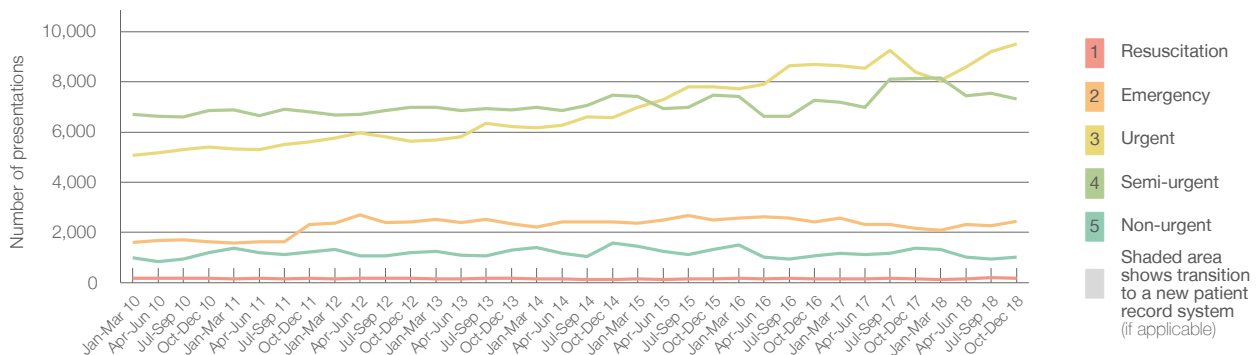
St George Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations² by triage category: 20,460 patients



Emergency presentations² 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	166	164	174	171	128	153	152	158	170
Emergency	1,616	2,307	2,422	2,337	2,420	2,504	2,430	2,169	2,438
Urgent	5,403	5,603	5,642	6,223	6,587	7,804	8,702	8,376	9,509
Semi-urgent	6,851	6,802	6,997	6,872	7,462	7,478	7,255	8,129	7,328
Non-urgent	1,193	1,233	1,191	1,293	1,567	1,330	1,056	1,376	1,015
All emergency presentations	15,229	16,109	16,426	16,896	18,164	19,269	19,595	20,208	20,460

St George Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,044 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.

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

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

Number of triage 2 patients: 2,438

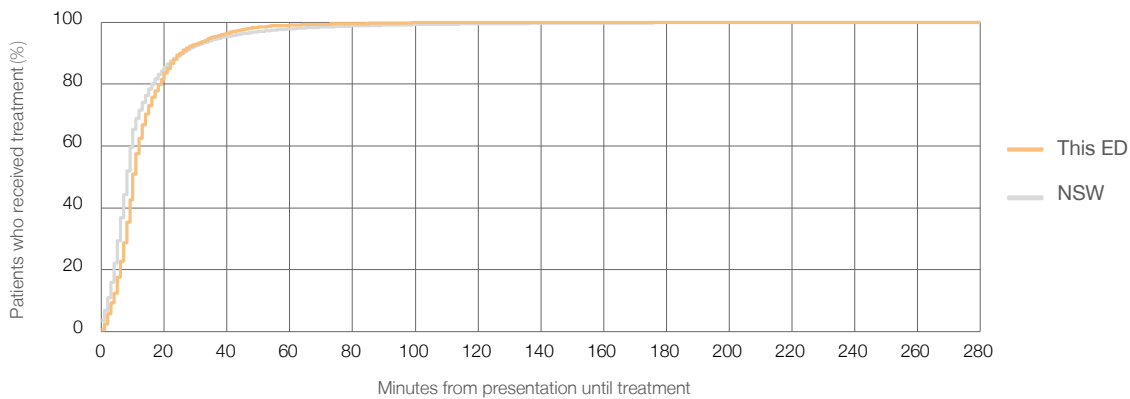
Number of triage 2 patients used to calculate waiting time:³ 2,425

Median time to start treatment⁴ 10 minutes

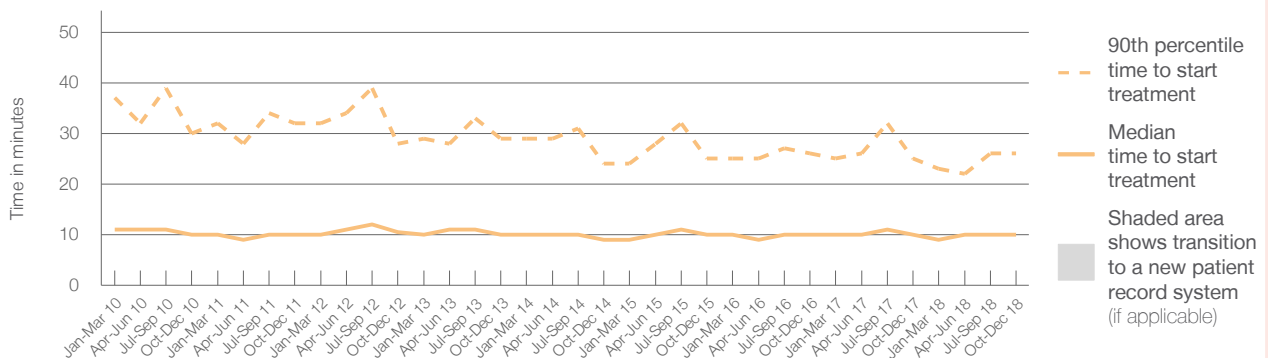
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,169	2,159
10 minutes	8 minutes
25 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	11	10	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	30	32	28	29	24	25	26	25	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.

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

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

Number of triage 3 patients: 9,509

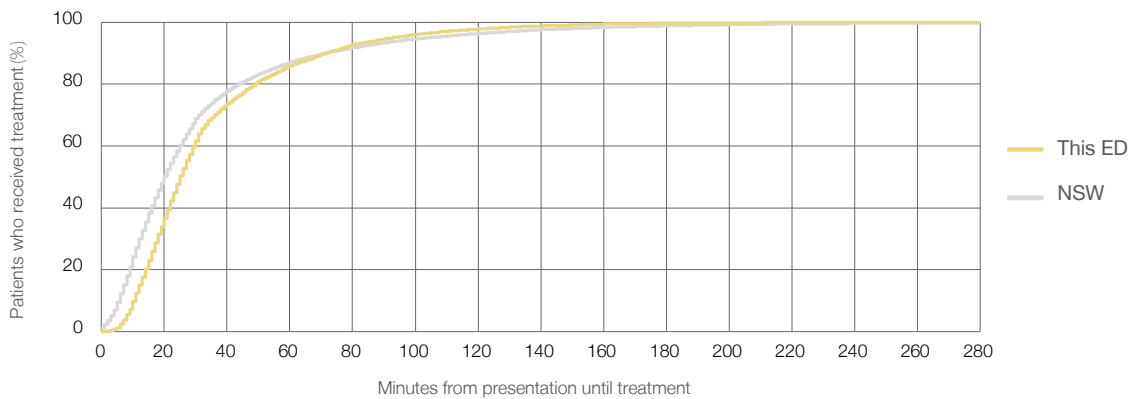
Number of triage 3 patients used to calculate waiting time:³ 9,318

Median time to start treatment⁴ 25 minutes

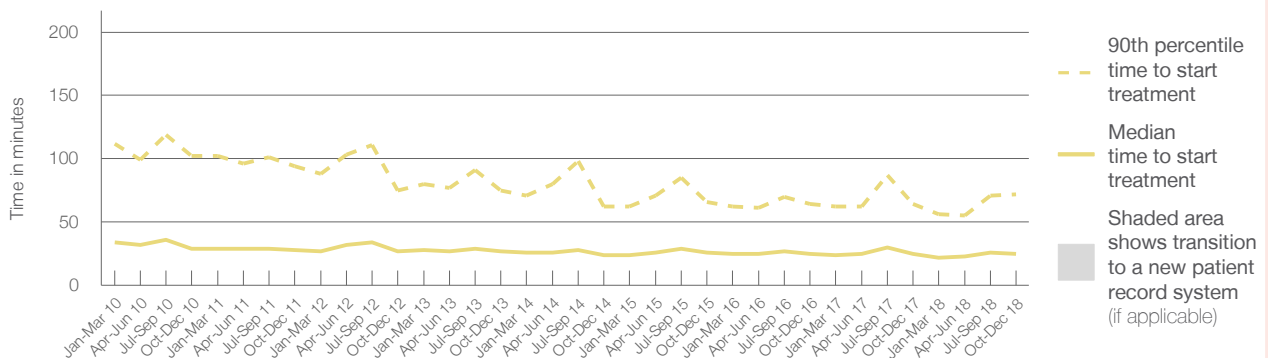
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
8,376	8,247
25 minutes	20 minutes
64 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)	29	28	27	27	24	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)	102	94	75	75	62	66	64	64	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.

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

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

Number of triage 4 patients: 7,328

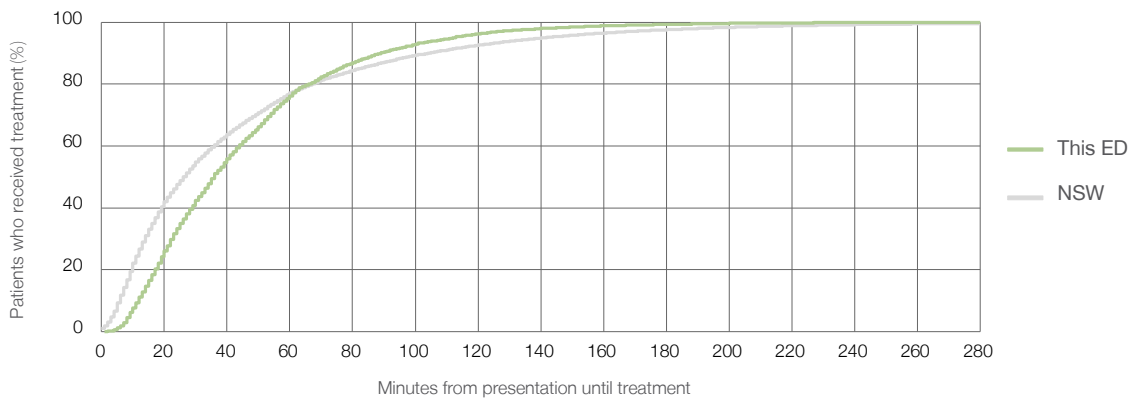
Number of triage 4 patients used to calculate waiting time:³ 7,067

Median time to start treatment⁴ 36 minutes

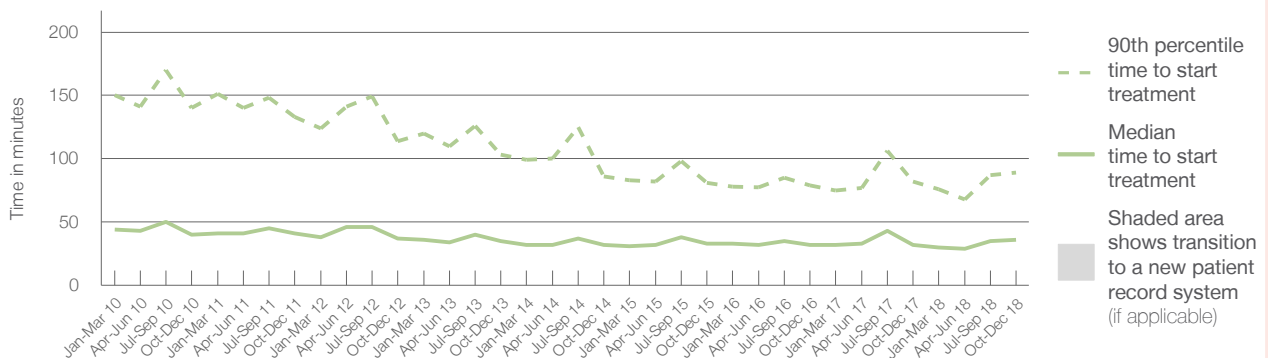
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
8,129	7,881
32 minutes	26 minutes
82 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)	40	41	37	35	32	33	32	32	36
90th percentile time to start treatment ⁵ (minutes)	140	133	114	103	86	81	79	82	89

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,015

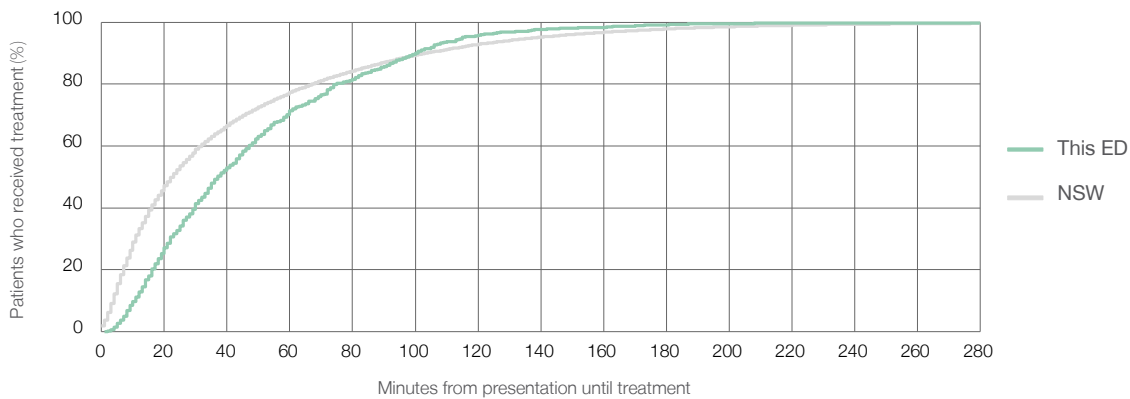
Number of triage 5 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 37 minutes

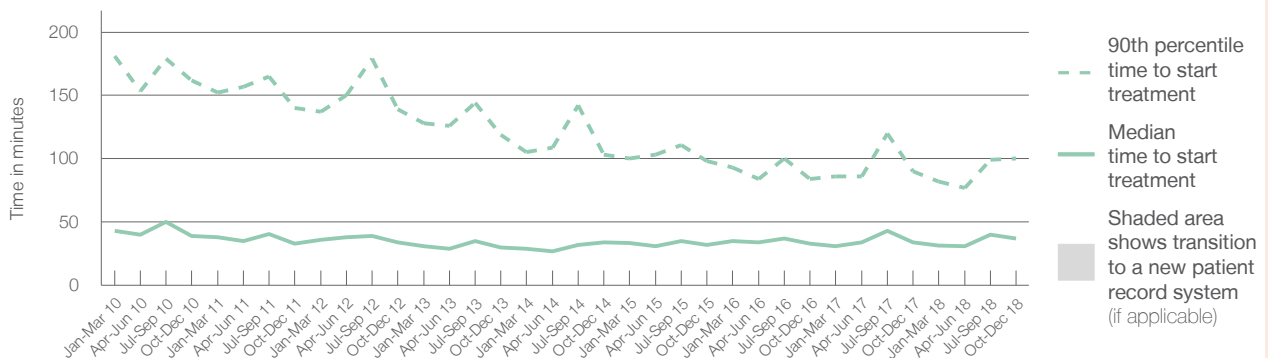
90th percentile time to start treatment⁵ 100 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,376	1,151
Median time to start treatment ⁴	34 minutes	23 minutes
90th percentile time to start treatment ⁵	90 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	33	34	30	34	32	33	34	37
90th percentile time to start treatment ⁵ (minutes)	162	140	139	119	103	98	84	90	100

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St George Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 20,642 patients

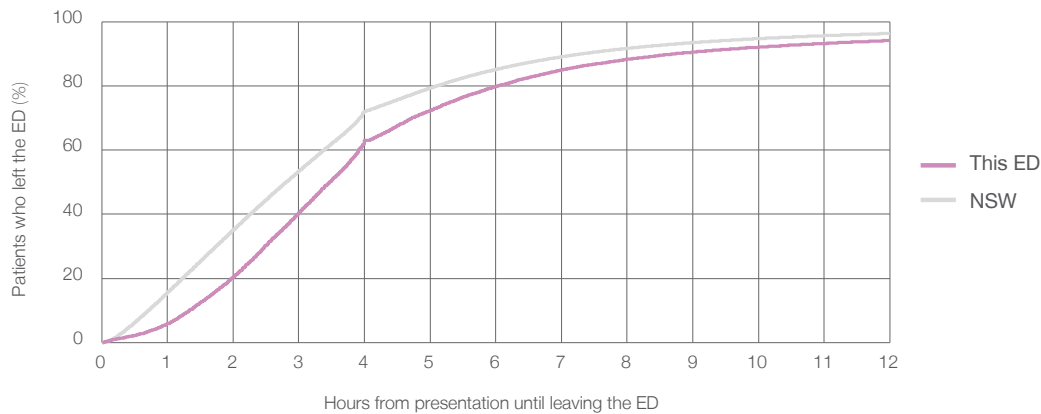
Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

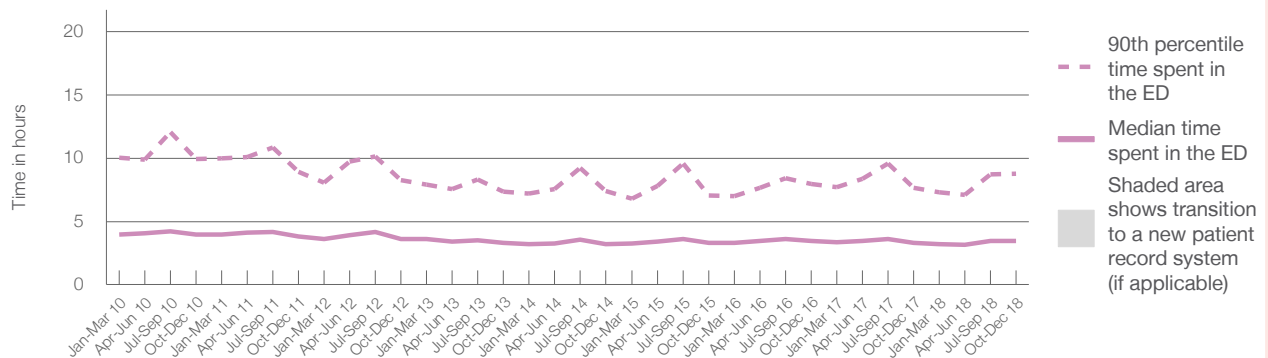
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
20,352	20,352
3 hours and 18 minutes	2 hours and 49 minutes
7 hours and 39 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)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m	3h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m	8h 45m

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

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St George Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

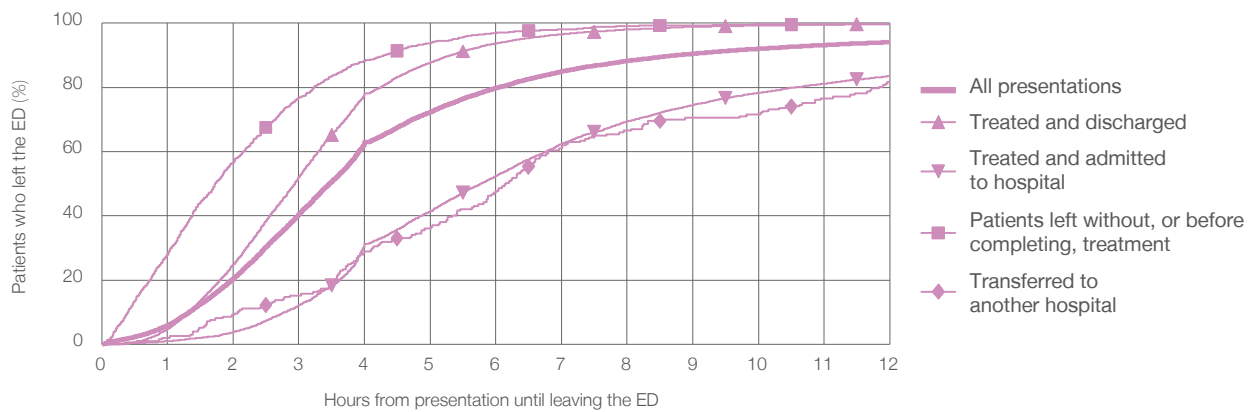
All presentations:¹ 20,642 patients

Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Treated and discharged	12,006 (58.2%)
Treated and admitted to hospital	6,875 (33.3%)
Patient left without, or before completing, treatment	1,332 (6.5%)
Transferred to another hospital	197 (1.0%)
Other	232 (1.1%)

Same period last year	Change since one year ago
20,352	1%
12,207	-1.6%
6,520	5.4%
1,197	11.3%
160	23.1%
268	-13.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	24.8%	52.1%	78.1%	93.8%	98.0%	99.3%	99.7%
Treated and admitted to hospital	1.0%	3.7%	12.1%	31.3%	52.5%	69.4%	78.3%	83.5%
Patient left without, or before completing, treatment	27.9%	56.7%	76.7%	88.4%	97.0%	99.1%	99.6%	99.8%
Transferred to another hospital	2.0%	9.1%	15.2%	28.9%	47.7%	66.5%	71.6%	81.7%
All presentations	5.9%	20.4%	40.5%	62.9%	79.8%	88.3%	92.0%	94.1%

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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.

St George Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,642 patients

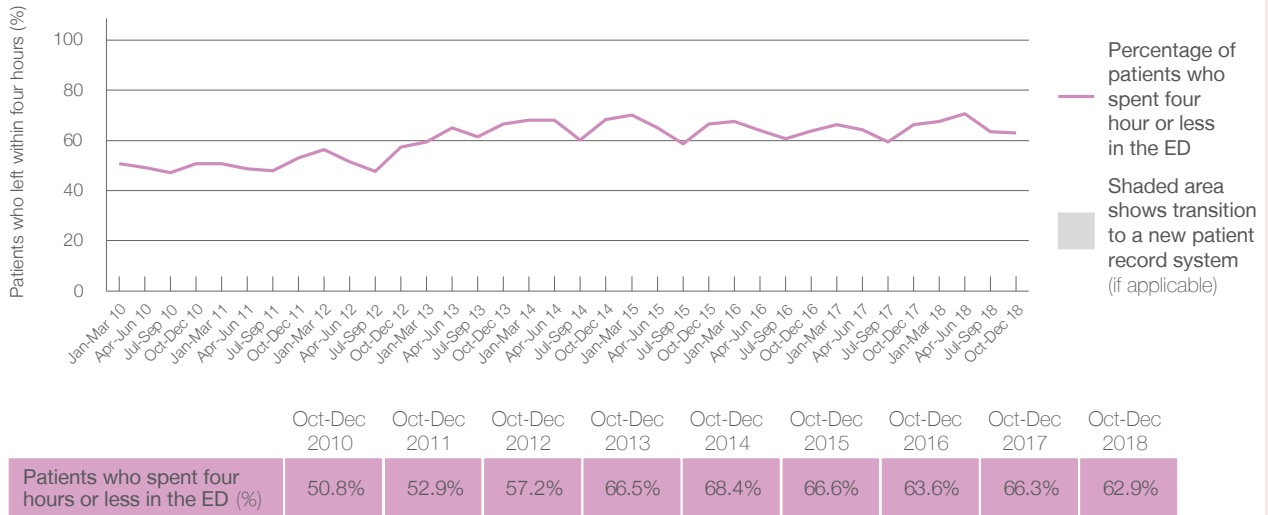
Presentations used to calculate time to leaving the ED: ⁶ 20,635 patients

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



Same period last year	Change since one year ago
20,352	1%
20,352	1%
66.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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- 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: October to December 2018*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:¹ 13,086 patients

Emergency presentations:² 12,948 patients

Same period last year	Change since one year ago
12,516	5%
12,308	5%

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

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,711 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): 6,046 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,410 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
1,464	
3 minutes	8 minutes
12 minutes	26 minutes
5,875	
14 minutes	20 minutes
60 minutes	72 minutes
4,156	
18 minutes	26 minutes
95 minutes	104 minutes
520	
12 minutes	23 minutes
111 minutes	104 minutes

St Vincent's Hospital Sydney: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,086 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,516	5%
67%	

* 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: October to December 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.

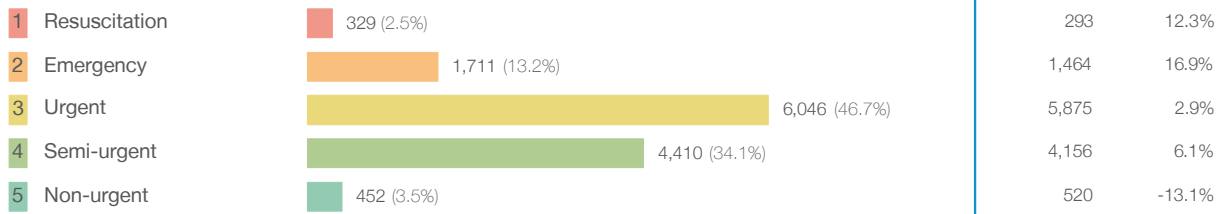
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

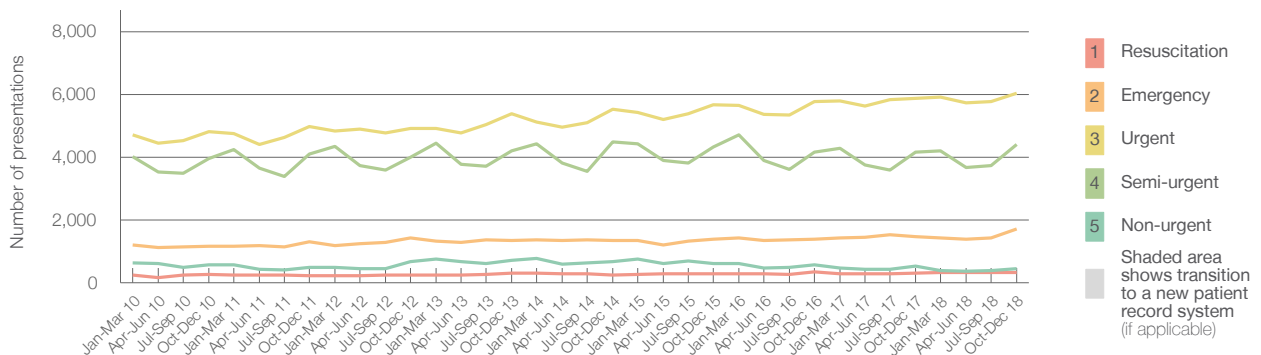
St Vincent's Hospital Sydney: Patients presenting to the emergency department October to December 2018

All presentations:¹ 13,086 patients

Emergency presentations² by triage category: 12,948 patients



Emergency presentations² 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	271	229	242	293	246	284	336	293	329
Emergency	1,157	1,312	1,421	1,337	1,338	1,376	1,386	1,464	1,711
Urgent	4,812	4,970	4,924	5,393	5,536	5,675	5,773	5,875	6,046
Semi-urgent	3,949	4,107	4,003	4,209	4,480	4,315	4,163	4,156	4,410
Non-urgent	565	481	672	718	671	615	562	520	452
All emergency presentations	10,754	11,099	11,262	11,950	12,271	12,265	12,220	12,308	12,948

St Vincent's Hospital Sydney: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,902 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.

(§) 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 October to December 2018

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

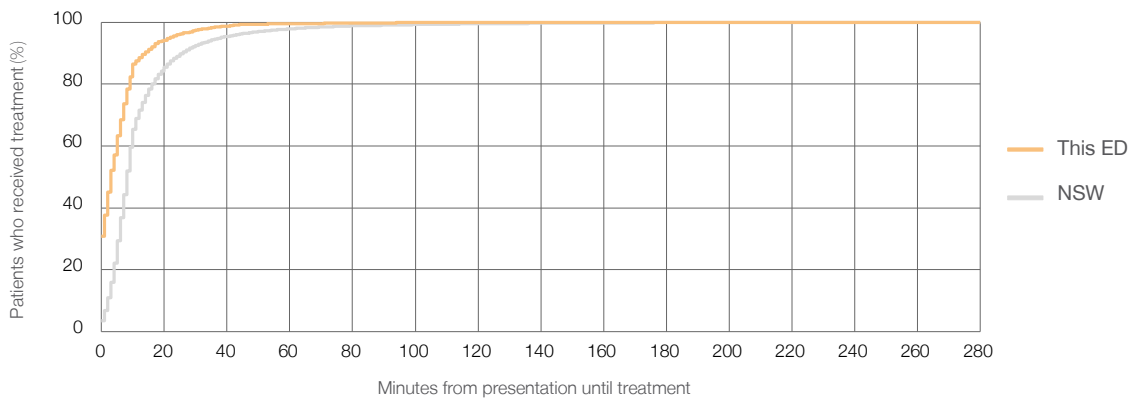
Number of triage 2 patients: 1,711

Number of triage 2 patients used to calculate waiting time:³ 1,708

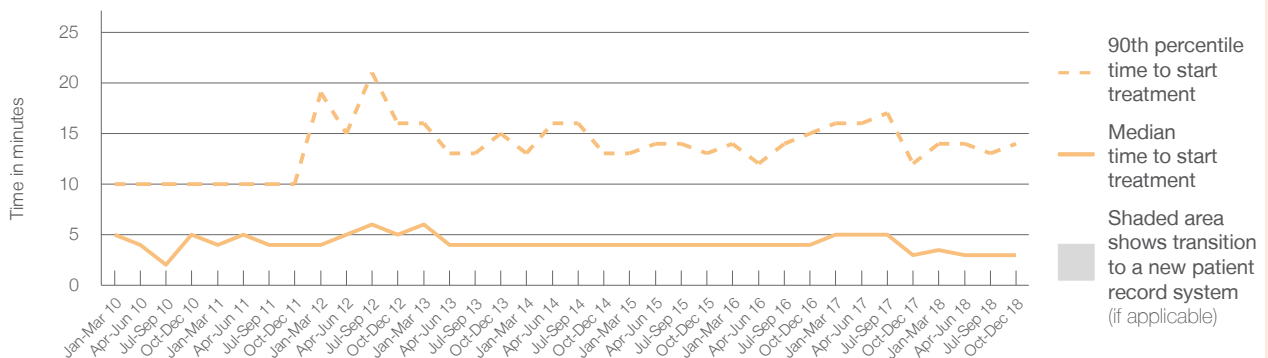
Median time to start treatment⁴ █ 3 minutes
90th percentile time to start treatment⁵ █ 14 minutes

Same period last year	NSW (this period)
1,464	1,456
3 minutes	8 minutes
12 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5	4	5	4	4	4	4	3	3
90th percentile time to start treatment ⁵ (minutes)	10	10	16	15	13	13	15	12	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 October to December 2018

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

Number of triage 3 patients: 6,046

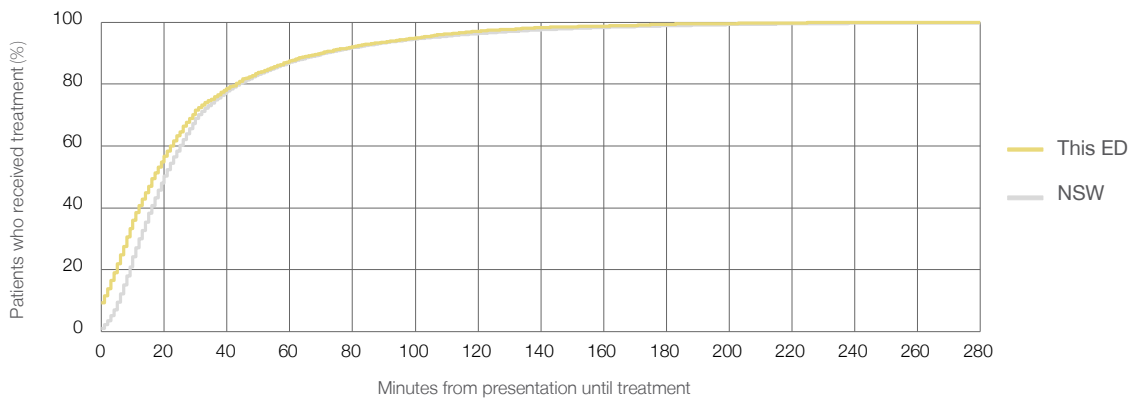
Number of triage 3 patients used to calculate waiting time:³ 5,781

Median time to start treatment⁴ 17 minutes

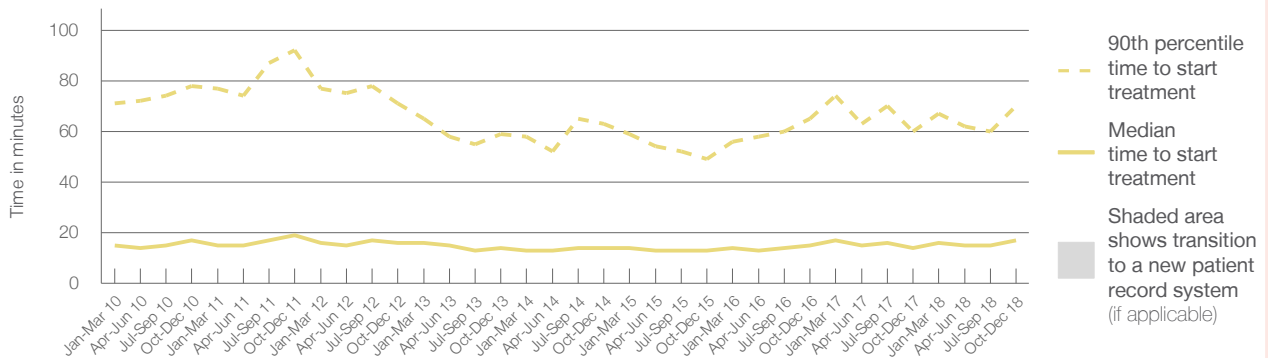
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
5,875	
5,649	
14 minutes	20 minutes
60 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)	17	19	16	14	14	13	15	14	17
90th percentile time to start treatment ⁵ (minutes)	78	92	71	59	63	49	65	60	70

(†) 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 October to December 2018

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

Number of triage 4 patients: 4,410

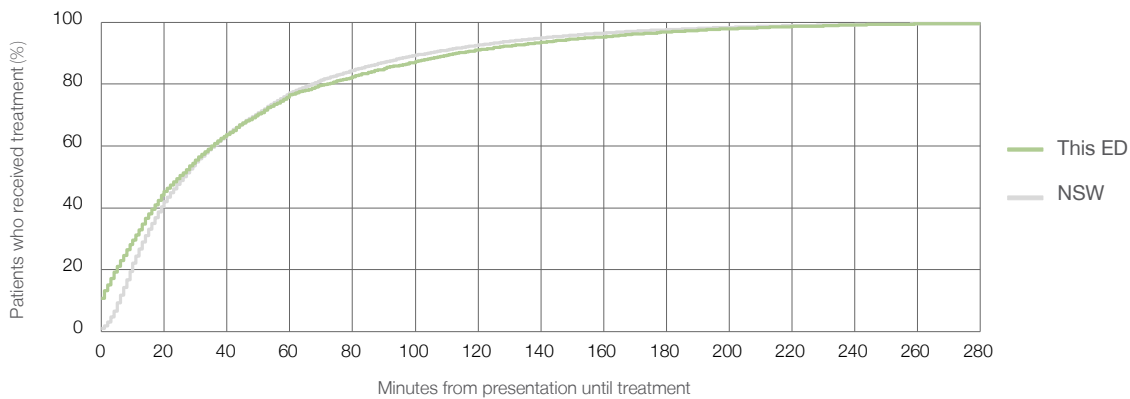
Number of triage 4 patients used to calculate waiting time:³ 3,772

Median time to start treatment⁴ 25 minutes

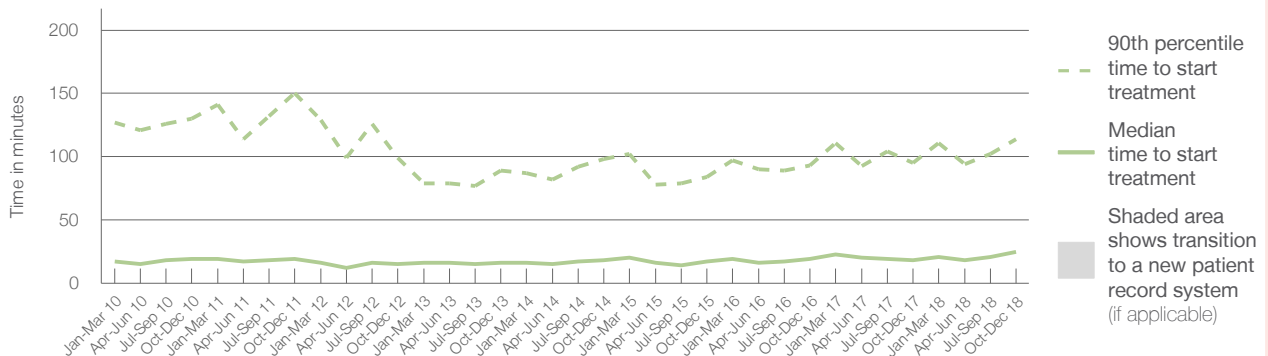
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
4,156	3,609
18 minutes	26 minutes
95 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)	19	19	15	16	18	17	19	18	25
90th percentile time to start treatment ⁵ (minutes)	130	150	99	89	98	84	93	95	114

(†) 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 October to December 2018

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

Number of triage 5 patients: 452

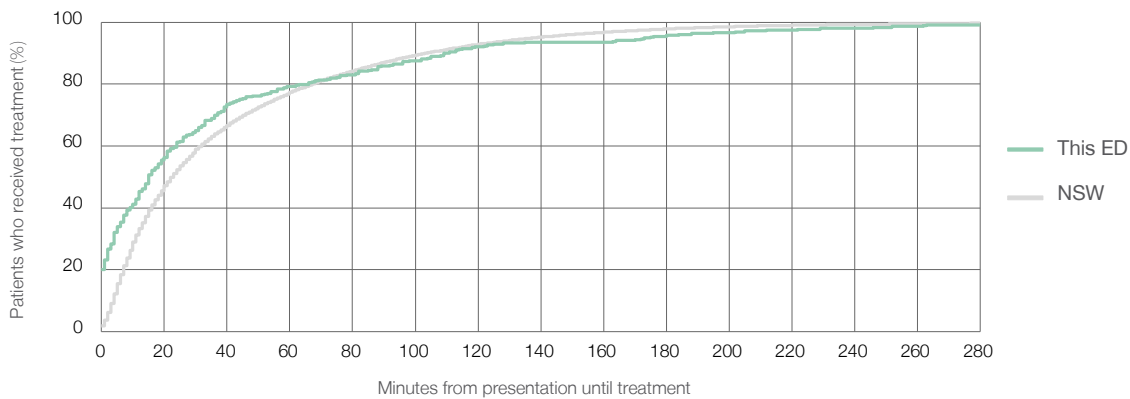
Number of triage 5 patients used to calculate waiting time:³ 353

Median time to start treatment⁴ 15 minutes

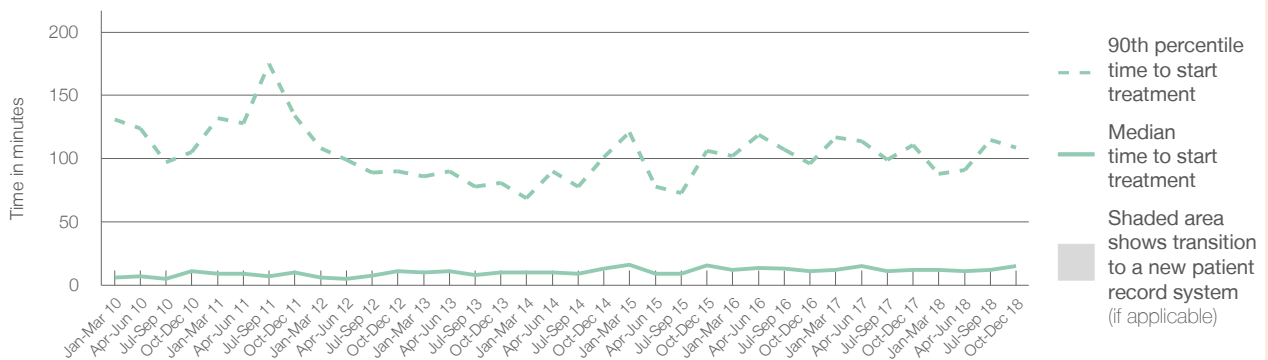
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
520	398
12 minutes	23 minutes
111 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	11	10	11	10	13	16	11	12	15
90th percentile time to start treatment ⁵ (minutes)	105	134	90	81	101	106	96	111	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.

(§) 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

October to December 2018

All presentations:¹ 13,086 patients

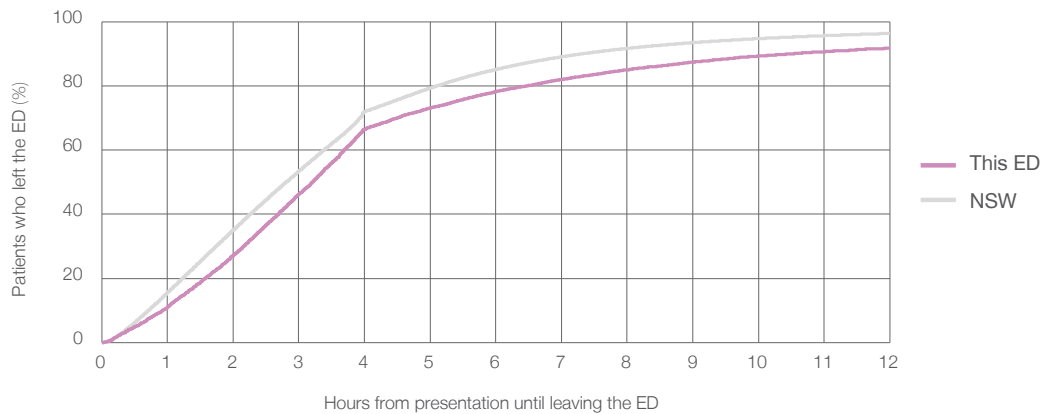
Presentations used to calculate time to leaving the ED:⁶ 13,086 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

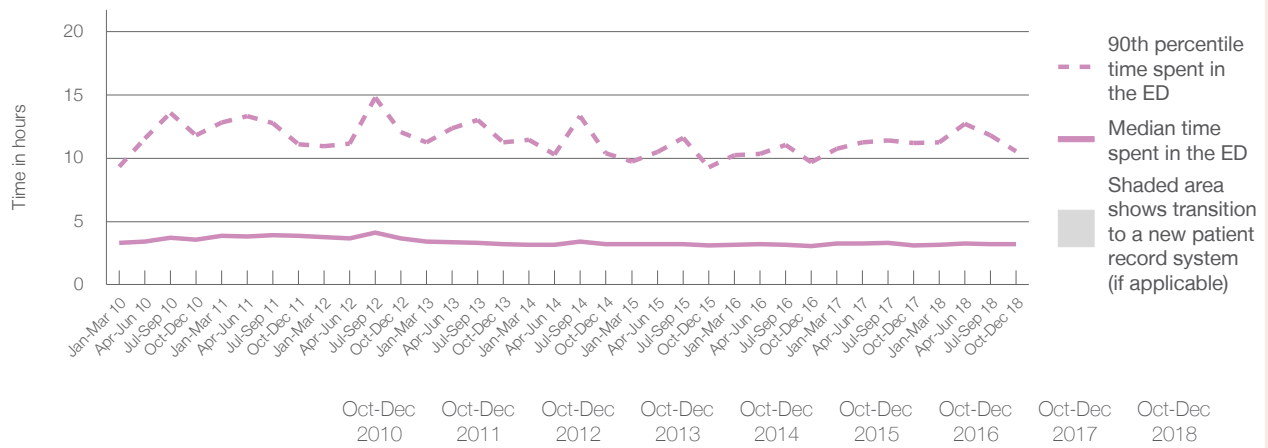
90th percentile time spent in the ED⁹ 10 hours and 31 minutes

Same period last year	NSW (this period)
12,516	12,516
3 hours and 7 minutes	2 hours and 49 minutes
11 hours and 12 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)	3h 35m	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m	3h 7m	3h 13m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 49m	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m	11h 12m	10h 31m

(†) 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
 October to December 2018

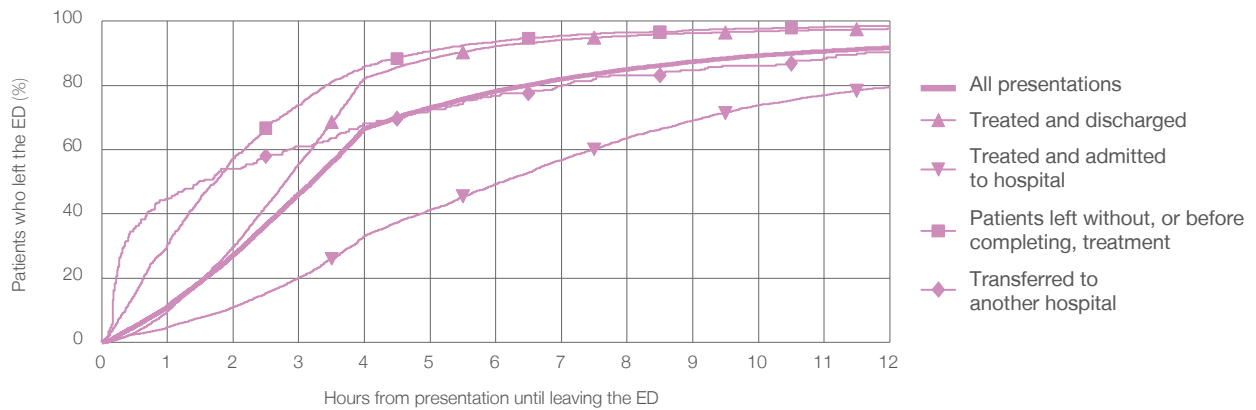
All presentations:¹ 13,086 patients

Presentations used to calculate time to leaving the ED:⁶ 13,086 patients

Treated and discharged	7,167 (54.8%)
Treated and admitted to hospital	4,221 (32.3%)
Patient left without, or before completing, treatment	1,395 (10.7%)
Transferred to another hospital	267 (2.0%)
Other	36 (0.3%)

Same period last year	Change since one year ago
12,516	5%
6,833	4.9%
4,161	1.4%
1,163	19.9%
316	-15.5%
43	-16.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.8%	29.8%	55.7%	82.2%	92.2%	95.4%	96.8%	97.6%
Treated and admitted to hospital	4.7%	10.9%	20.1%	33.1%	49.3%	63.6%	73.8%	79.5%
Patient left without, or before completing, treatment	30.5%	57.2%	73.9%	85.9%	93.6%	96.4%	97.8%	98.5%
Transferred to another hospital	44.6%	53.9%	61.0%	68.2%	76.8%	83.1%	86.1%	90.3%
All presentations	11.2%	27.2%	46.3%	66.5%	78.2%	85.0%	89.3%	91.7%

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

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

(§) 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

October to December 2018

All presentations at the emergency department: ¹ 13,086 patients

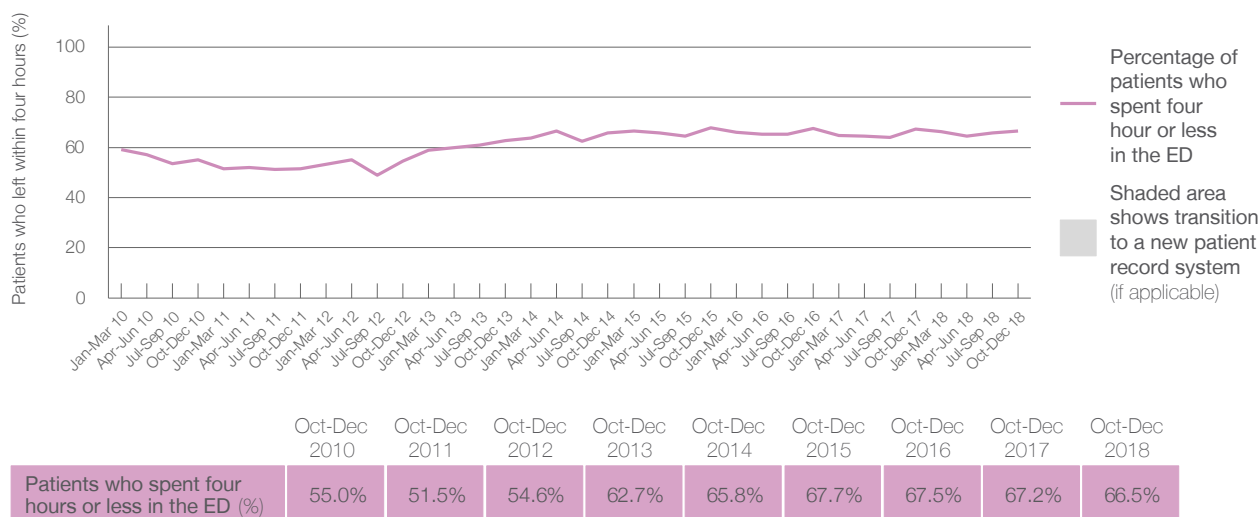
Presentations used to calculate time to leaving the ED: ⁶ 13,086 patients

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



Same period last year	Change since one year ago
12,516	5%
12,516	5%
67.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Westmead Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,318 patients

Emergency presentations:² 20,168 patients

Same period last year	Change since one year ago
19,296	5%
19,151	5%

Westmead Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,310 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 62 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,452 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,475 patients

Median time to start treatment⁴ 47 minutes

90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,356 patients

Median time to start treatment⁴ 40 minutes

90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
5,872	
9 minutes	8 minutes
39 minutes	26 minutes
6,866	
25 minutes	20 minutes
95 minutes	72 minutes
4,508	
42 minutes	26 minutes
122 minutes	104 minutes
1,376	
46 minutes	23 minutes
132 minutes	104 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,316 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,294	5%
58%	

* 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: October to December 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.

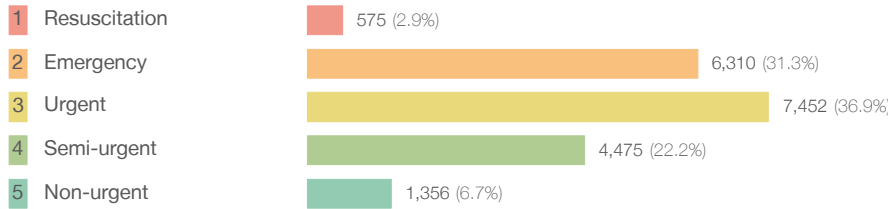
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Westmead Hospital: Patients presenting to the emergency department October to December 2018

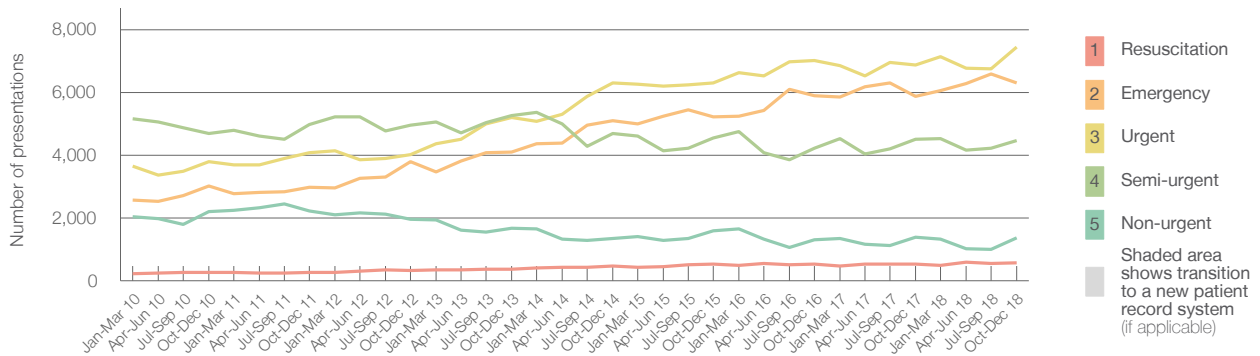
All presentations:¹ 20,318 patients

Emergency presentations² by triage category: 20,168 patients



Same period last year	Change since one year ago
19,296	5%
19,151	5%
529	8.7%
5,872	7.5%
6,866	8.5%
4,508	-0.7%
1,376	-1.5%

Emergency presentations² 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	269	270	315	370	472	527	532	529	575
Emergency	3,020	2,967	3,802	4,089	5,104	5,219	5,894	5,872	6,310
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866	7,452
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508	4,475
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376	1,356
All emergency presentations	13,988	14,522	15,055	16,611	17,892	18,189	18,979	19,151	20,168

Westmead Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,972 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,378	
12 minutes	1 minute
23 minutes	3 minutes

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

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

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

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

Number of triage 2 patients: 6,310

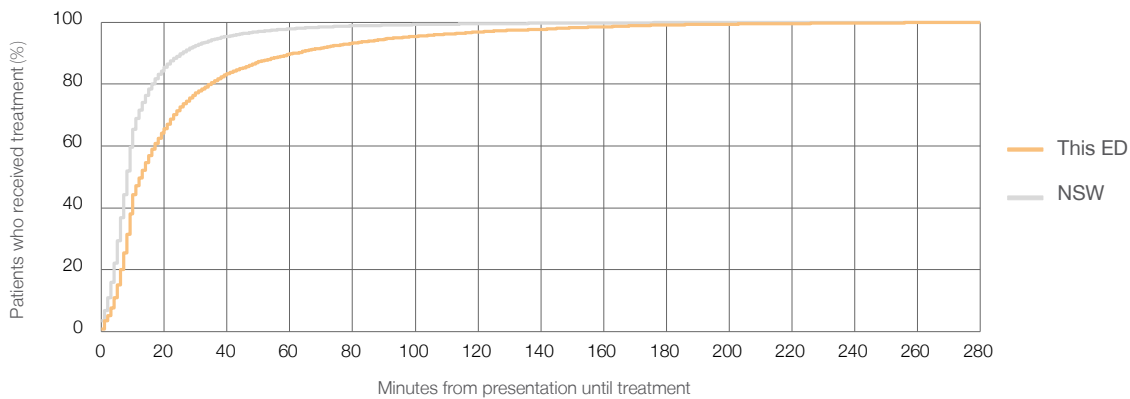
Number of triage 2 patients used to calculate waiting time:³ 6,195

Median time to start treatment⁴ 13 minutes

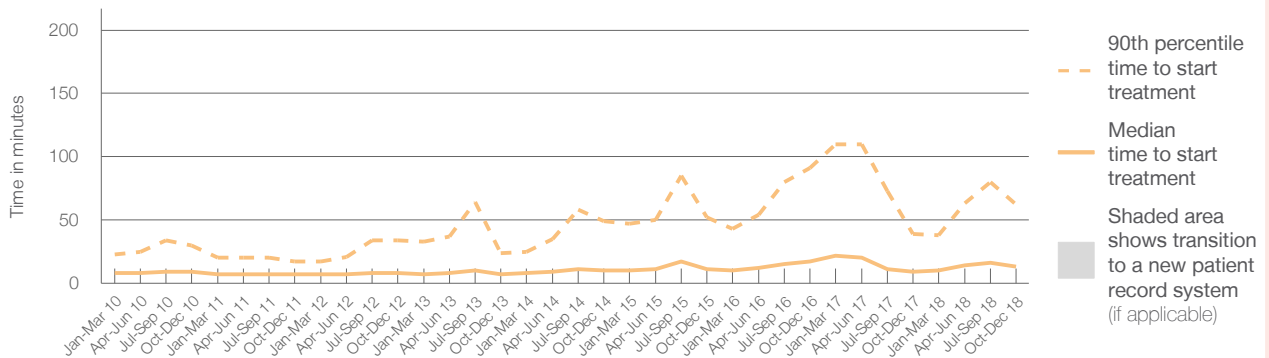
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
5,872	
5,800	
9 minutes	8 minutes
39 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	7	8	7	10	11	17	9	13
90th percentile time to start treatment ⁵ (minutes)	30	17	34	24	49	52	91	39	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.

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

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

Number of triage 3 patients: 7,452

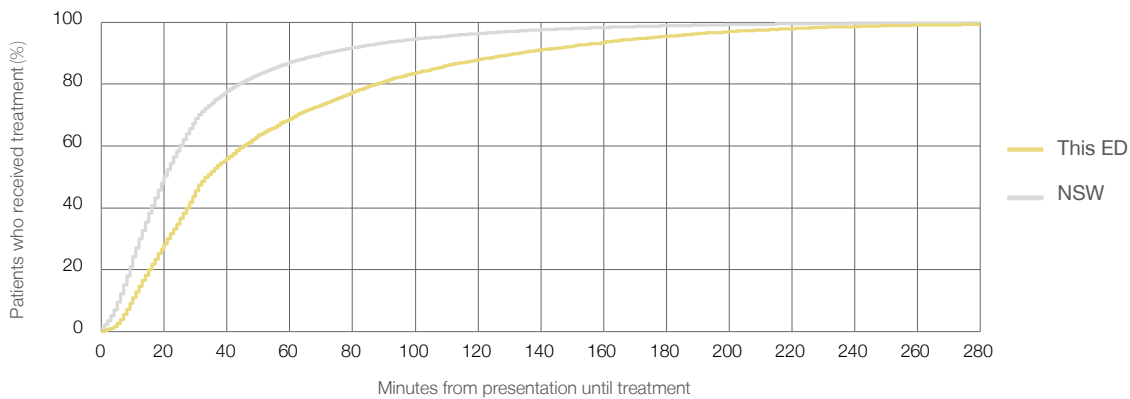
Number of triage 3 patients used to calculate waiting time:³ 7,036

Median time to start treatment⁴ 34 minutes

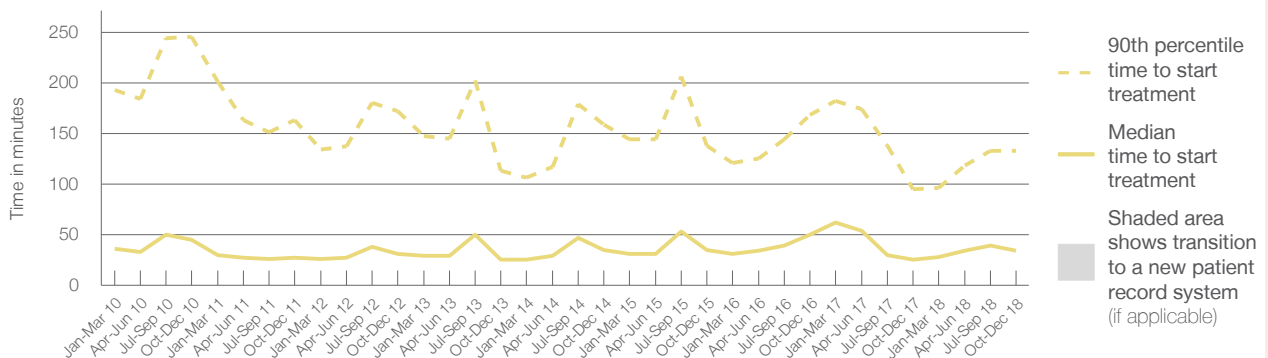
90th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
6,866	
6,562	
25 minutes	20 minutes
95 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)	45	27	31	25	35	35	50	25	34
90th percentile time to start treatment ⁵ (minutes)	245	163	172	113	159	138	168	95	133

(†) 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 October to December 2018

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

Number of triage 4 patients: 4,475

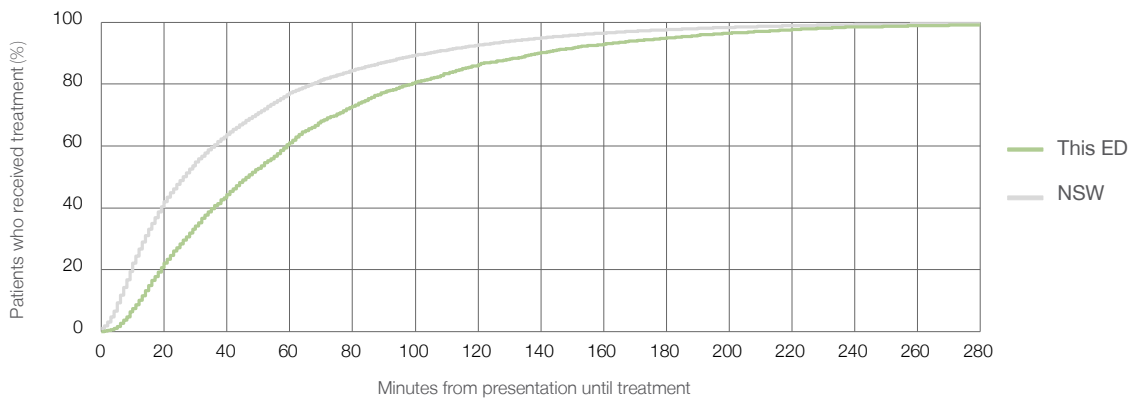
Number of triage 4 patients used to calculate waiting time:³ 4,155

Median time to start treatment⁴ 47 minutes

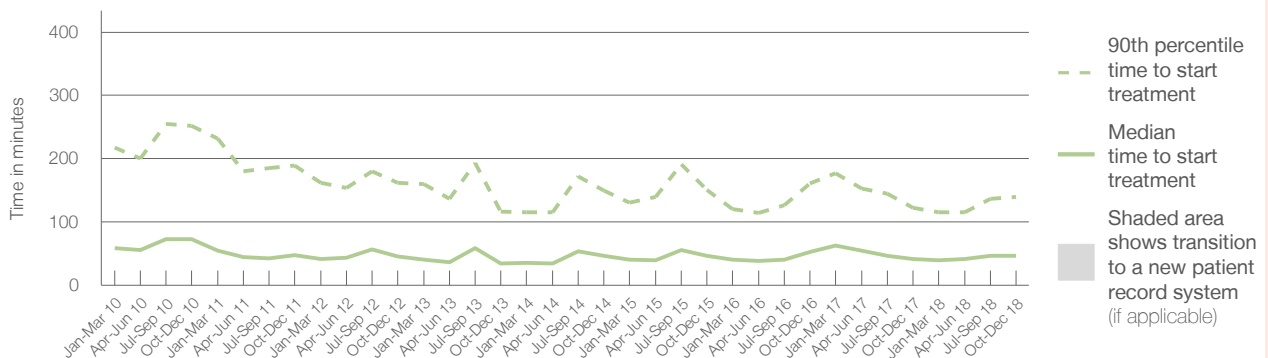
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
4,508	4,221
42 minutes	26 minutes
122 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)	73	48	46	34	47	47	53	42	47
90th percentile time to start treatment ⁵ (minutes)	252	189	162	116	150	151	161	122	140

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,356

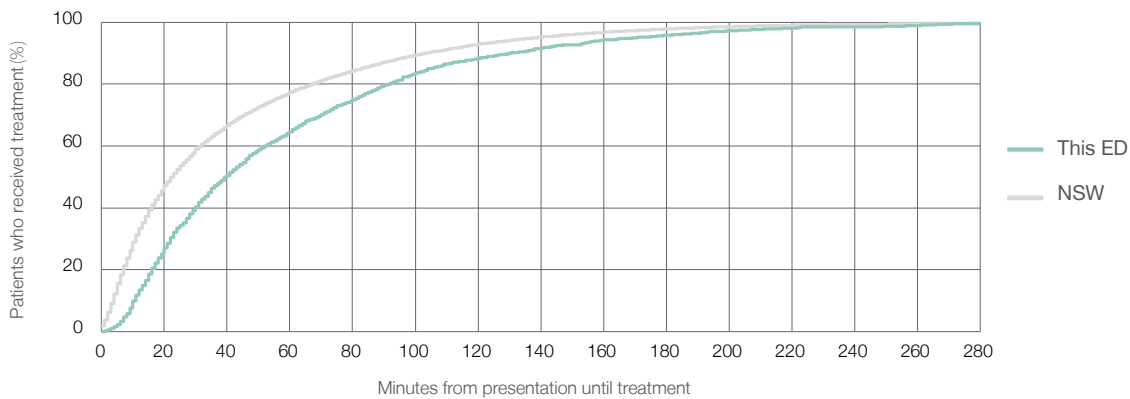
Number of triage 5 patients used to calculate waiting time:³ 1,228

Median time to start treatment⁴ 40 minutes

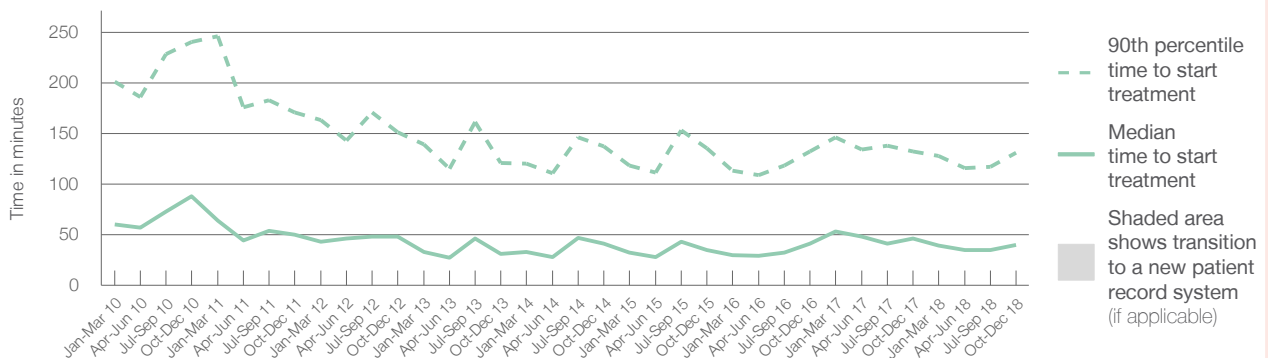
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
1,376	1,238
46 minutes	23 minutes
132 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	88	50	48	31	41	35	41	46	40
90th percentile time to start treatment ⁵ (minutes)	240	171	151	121	137	135	132	132	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.

Westmead Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 20,318 patients

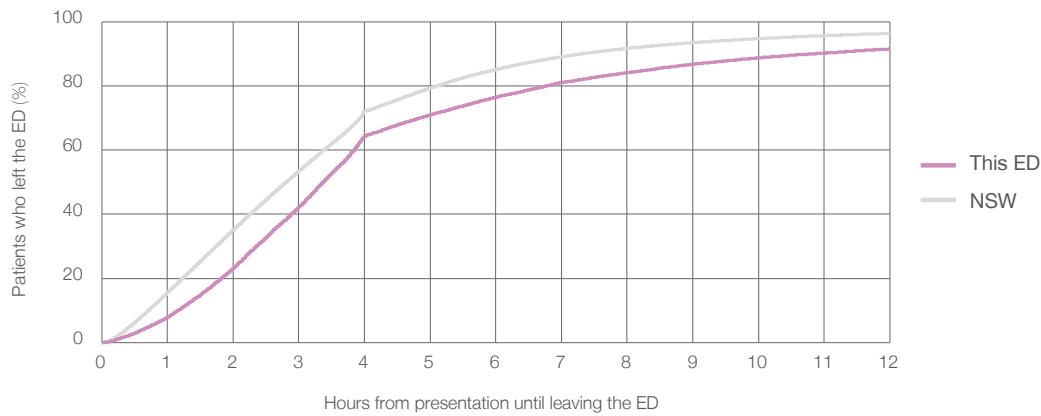
Presentations used to calculate time to leaving the ED:⁶ 20,316 patients

Median time spent in the ED⁸ 3 hours and 23 minutes

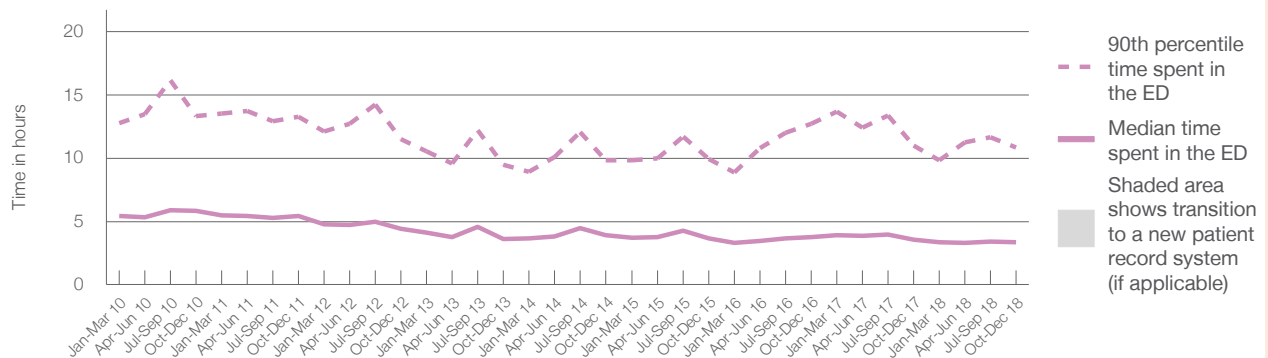
90th percentile time spent in the ED⁹ 10 hours and 51 minutes

Same period last year	NSW (this period)
19,296	19,294
3 hours and 35 minutes	2 hours and 49 minutes
11 hours and 1 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 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m	3h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m	10h 51m

(†) 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
October to December 2018

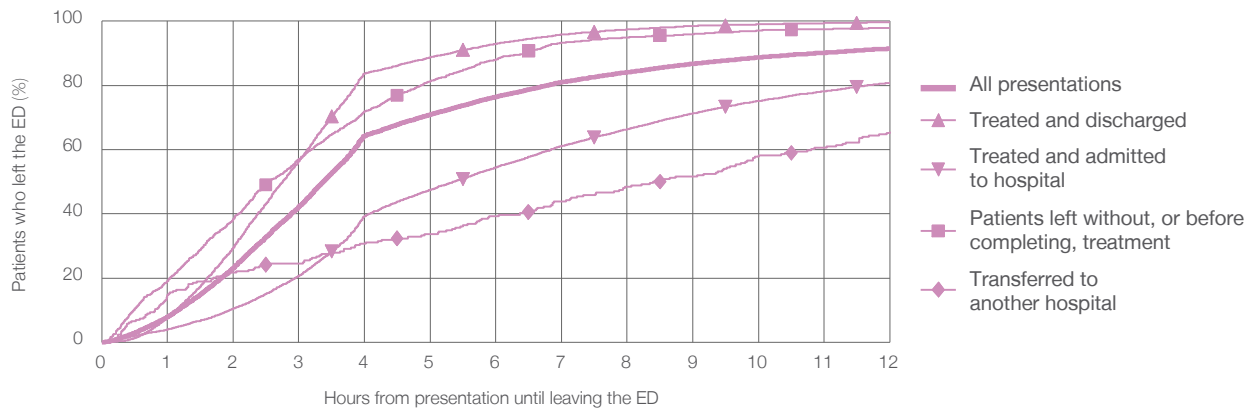
All presentations:¹ 20,318 patients

Presentations used to calculate time to leaving the ED:⁶ 20,316 patients

Treated and discharged	9,865 (48.6%)
Treated and admitted to hospital	8,142 (40.1%)
Patient left without, or before completing, treatment	1,729 (8.5%)
Transferred to another hospital	244 (1.2%)
Other	338 (1.7%)

Same period last year	Change since one year ago
19,294	5%
9,074	8.7%
8,209	-0.8%
1,356	27.5%
250	-2.4%
407	-17.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.7%	29.4%	56.4%	83.7%	93.0%	97.5%	99.0%	99.6%
Treated and admitted to hospital	4.1%	10.5%	20.8%	39.3%	54.4%	66.3%	75.1%	80.8%
Patient left without, or before completing, treatment	19.2%	38.5%	57.0%	71.9%	88.1%	95.0%	97.1%	98.0%
Transferred to another hospital	14.8%	21.7%	24.6%	30.7%	39.3%	48.4%	58.2%	65.6%
All presentations	8.0%	23.1%	42.2%	64.3%	76.5%	84.1%	88.7%	91.5%

(†) 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.

Westmead Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,318 patients

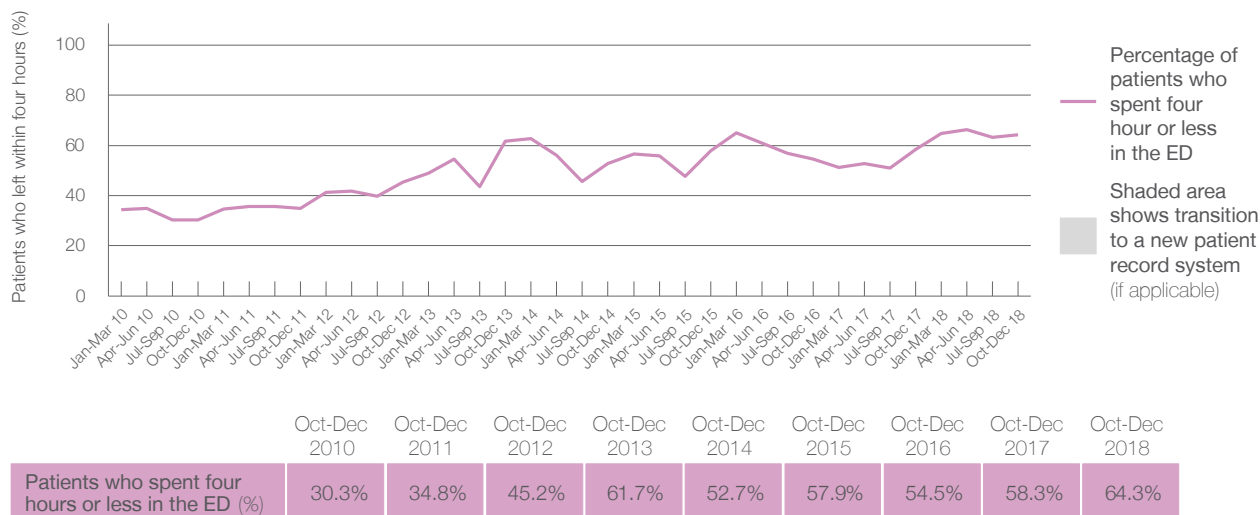
Presentations used to calculate time to leaving the ED: ⁶ 20,316 patients

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



Same period last year	Change since one year ago
19,296	5%
19,294	5%
58.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wollongong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations:² 17,699 patients

Same period last year	Change since one year ago
16,765	8%
16,501	7%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,509 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,275 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,813 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 109 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 109 minutes

Same period last year	NSW (this period)
2,258	
9 minutes	8 minutes
23 minutes	26 minutes
6,992	
22 minutes	20 minutes
70 minutes	72 minutes
6,442	
24 minutes	26 minutes
102 minutes	104 minutes
657	
26 minutes	23 minutes
102 minutes	104 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
16,762	8%
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: October to December 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.

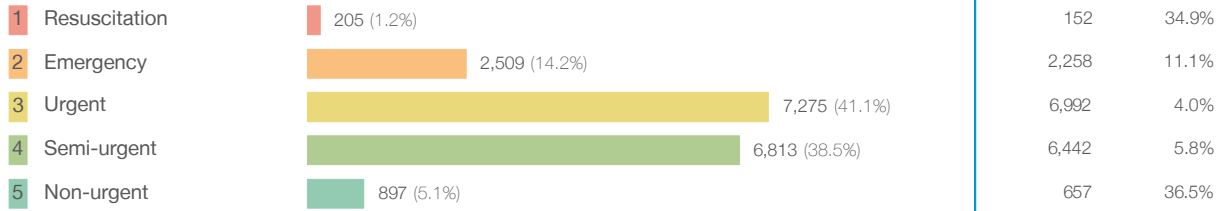
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

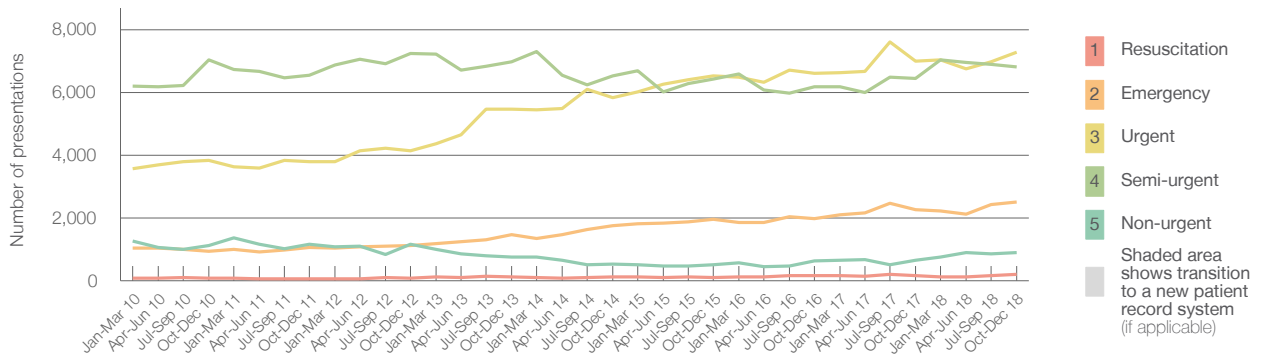
Wollongong Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 18,053 patients

Emergency presentations² by triage category: 17,699 patients



Emergency presentations² 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	71	50	83	114	111	109	170	152	205
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,258	2,509
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,610	6,992	7,275
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,442	6,813
Non-urgent	1,126	1,153	1,160	755	533	501	620	657	897
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,570	16,501	17,699

Wollongong Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,634 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 October to December 2018

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

Number of triage 2 patients: 2,509

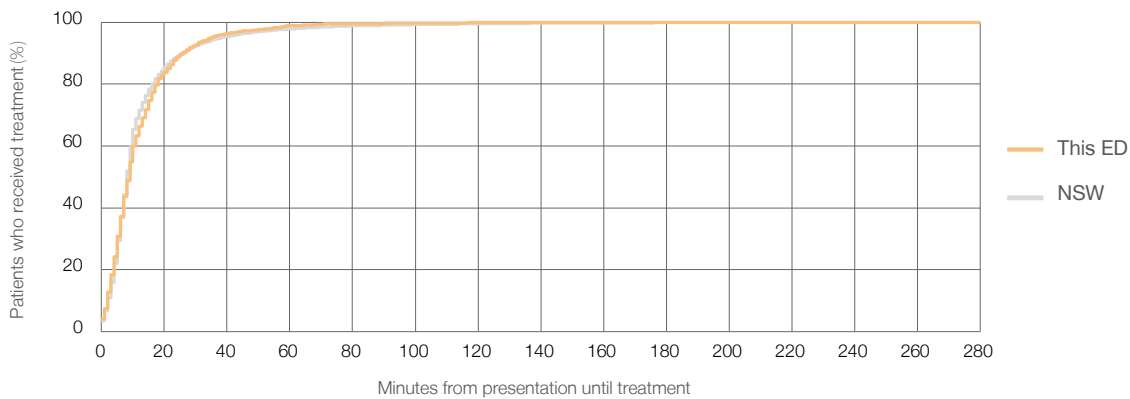
Number of triage 2 patients used to calculate waiting time:³ 2,506

Median time to start treatment⁴ 9 minutes

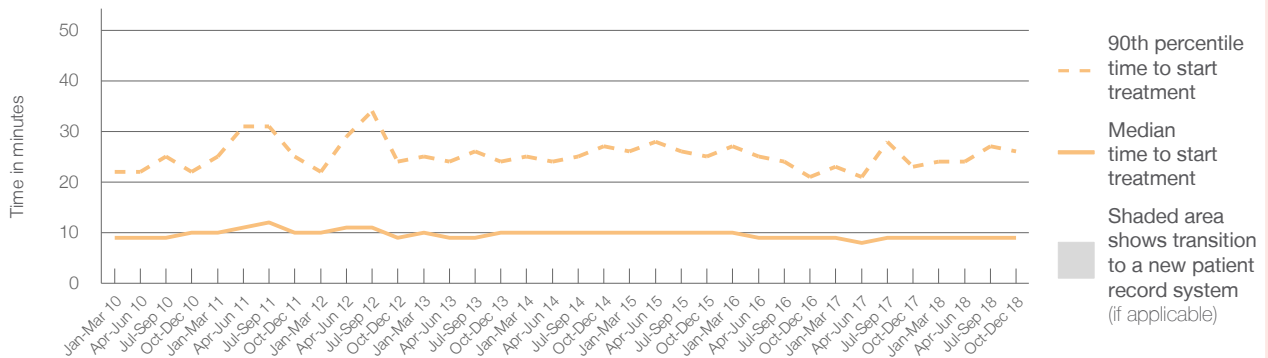
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,258	2,253
9 minutes	8 minutes
23 minutes	26 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	9	10	10	10	9	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	24	24	27	25	21	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.

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

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

Number of triage 3 patients: 7,275

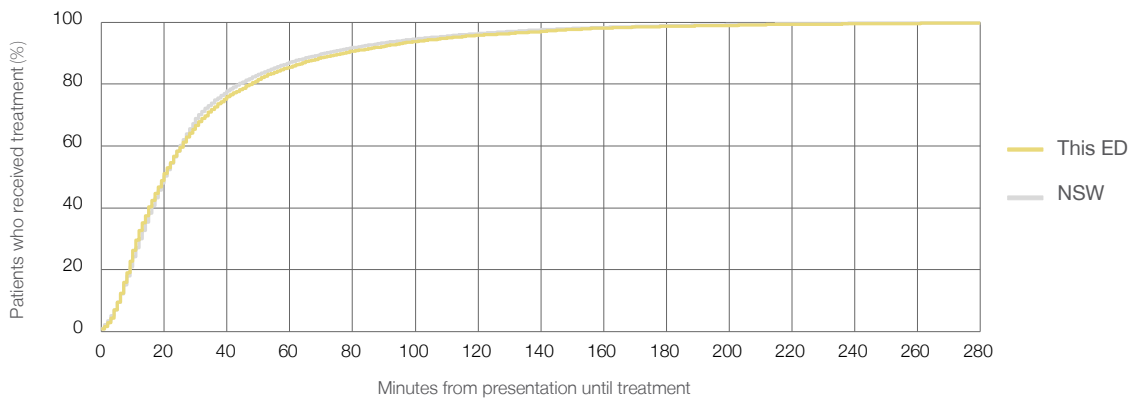
Number of triage 3 patients used to calculate waiting time:³ 7,102

Median time to start treatment⁴ 20 minutes

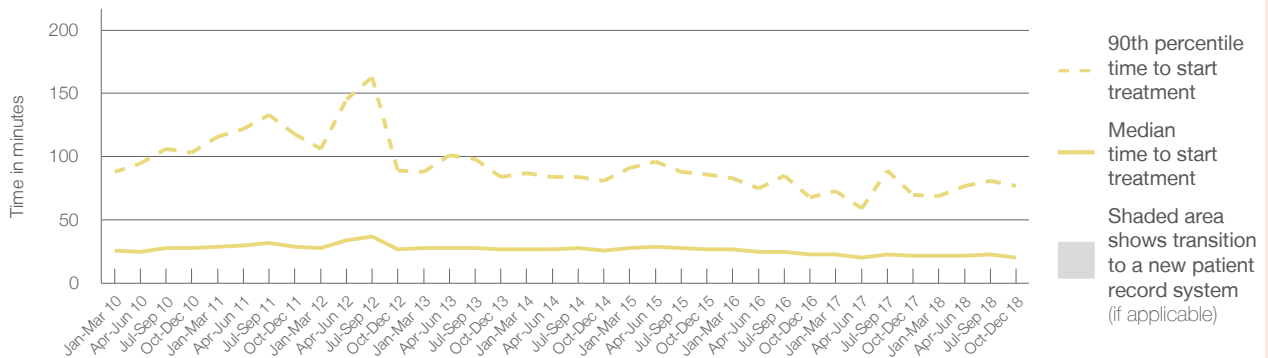
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,992	
6,855	
22 minutes	20 minutes
70 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)	28	29	27	27	26	27	23	22	20
90th percentile time to start treatment ⁵ (minutes)	103	118	89	84	81	86	68	70	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.

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

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

Number of triage 4 patients: 6,813

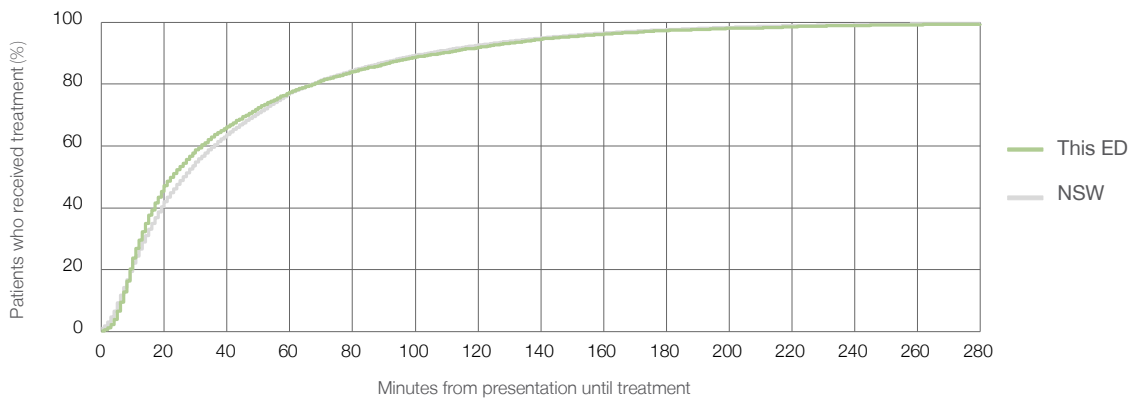
Number of triage 4 patients used to calculate waiting time:³ 6,387

Median time to start treatment⁴ 23 minutes

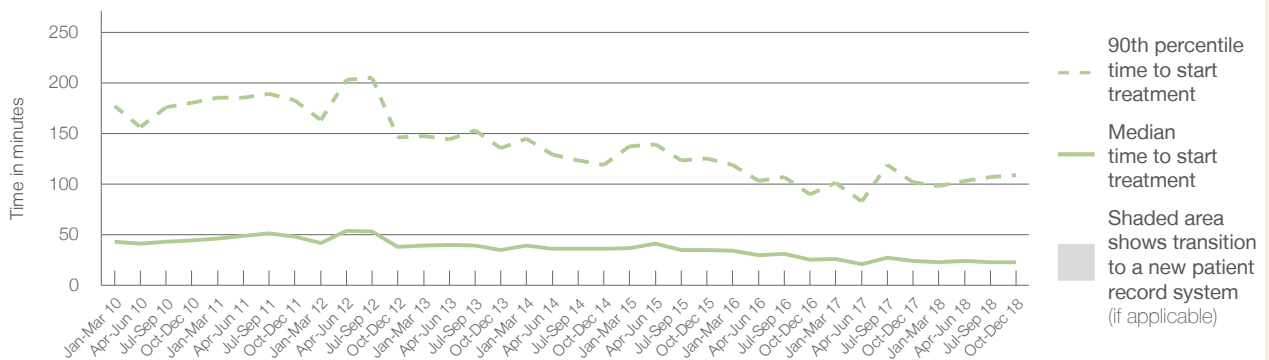
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
6,442	6,090
24 minutes	26 minutes
102 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	48	38	35	36	35	25	24	23
90th percentile time to start treatment ⁵ (minutes)	180	183	146	135	119	125	90	102	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.

Wollongong Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 897

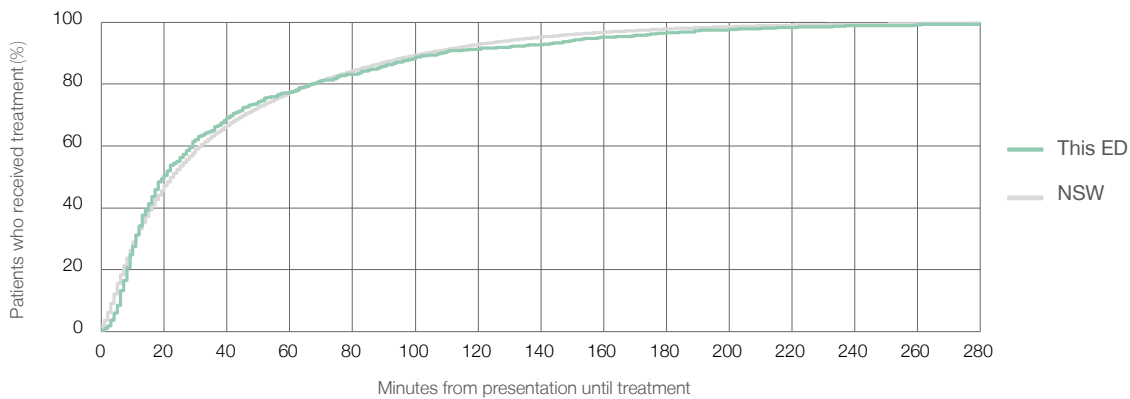
Number of triage 5 patients used to calculate waiting time:³ 769

Median time to start treatment⁴ 20 minutes

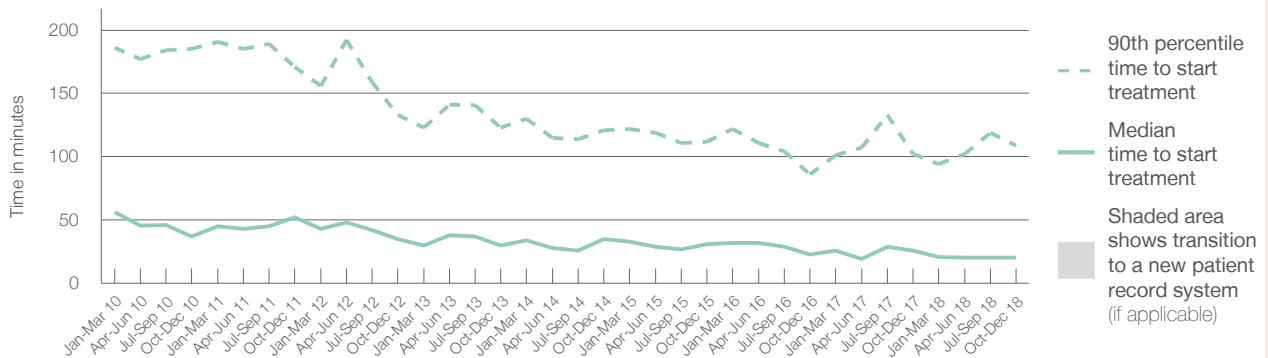
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
657	571
26 minutes	23 minutes
102 minutes	104 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	52	35	30	35	31	23	26	20
90th percentile time to start treatment ⁵ (minutes)	185	171	133	123	121	112	86	102	109

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

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Wollongong Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 18,053 patients

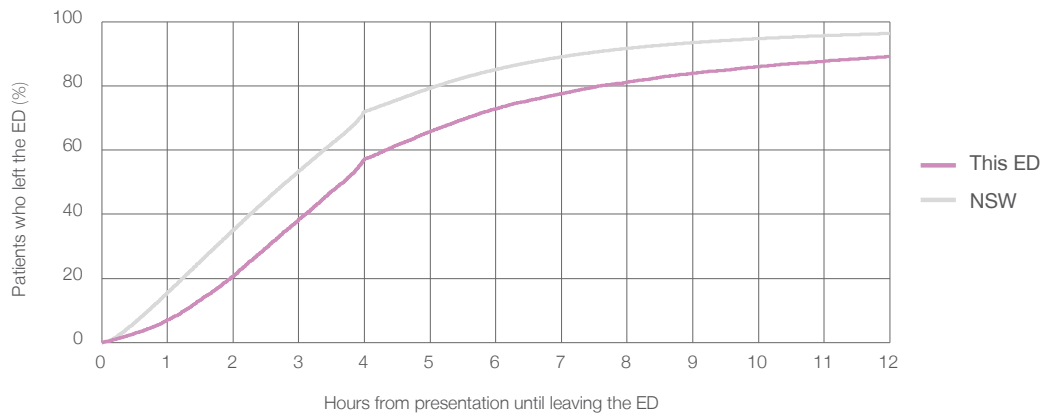
Presentations used to calculate time to leaving the ED:⁶ 18,051 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

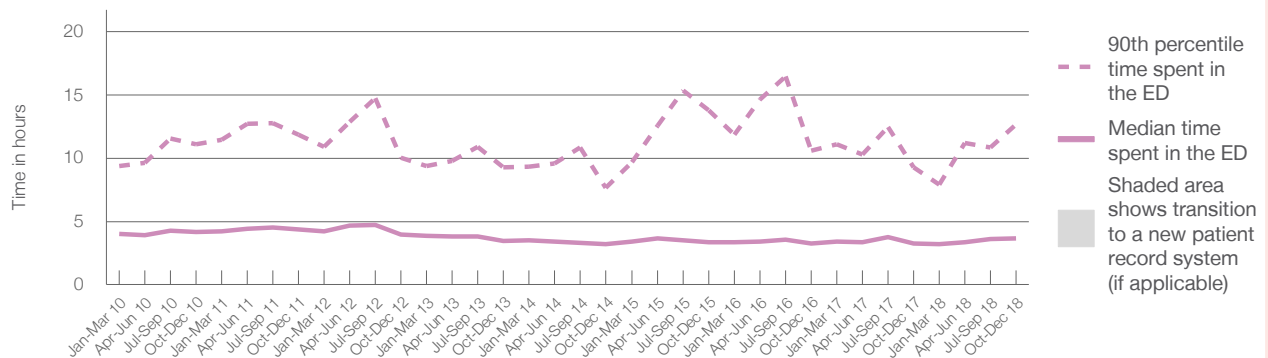
90th percentile time spent in the ED⁹ 12 hours and 40 minutes

Same period last year	NSW (this period)
16,765	
16,762	
3 hours and 17 minutes	2 hours and 49 minutes
9 hours and 17 minutes	7 hours and 19 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 11m	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m	3h 17m	3h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	11h 5m	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 35m	9h 17m	12h 40m

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

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

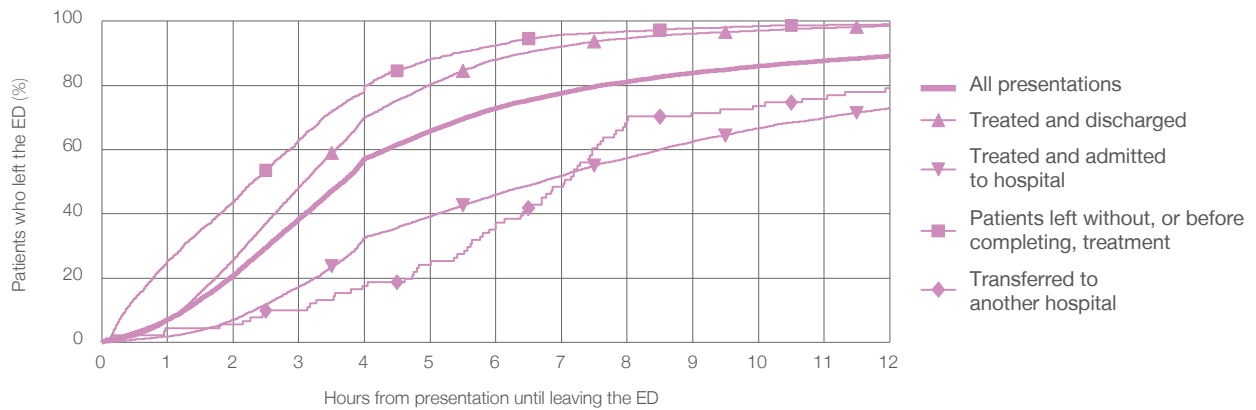
All presentations:¹ 18,053 patients

Presentations used to calculate time to leaving the ED:⁶ 18,051 patients

Treated and discharged	9,599 (53.2%)
Treated and admitted to hospital	6,592 (36.5%)
Patient left without, or before completing, treatment	1,669 (9.2%)
Transferred to another hospital	91 (0.5%)
Other	102 (0.6%)

Same period last year	Change since one year ago
16,762	8%
8,987	6.8%
6,349	3.8%
1,196	39.5%
128	-28.9%
105	-2.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.9%	25.7%	48.3%	70.1%	88.0%	94.7%	97.1%	98.5%
Treated and admitted to hospital	1.8%	7.0%	17.3%	32.6%	46.0%	57.4%	66.7%	72.9%
Patient left without, or before completing, treatment	25.3%	43.7%	63.1%	79.9%	92.5%	96.8%	98.5%	99.1%
Transferred to another hospital	4.4%	5.5%	9.9%	17.6%	37.4%	69.2%	73.6%	79.1%
All presentations	7.1%	20.8%	38.4%	57.1%	72.9%	81.2%	86.0%	89.1%

(†) 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.

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

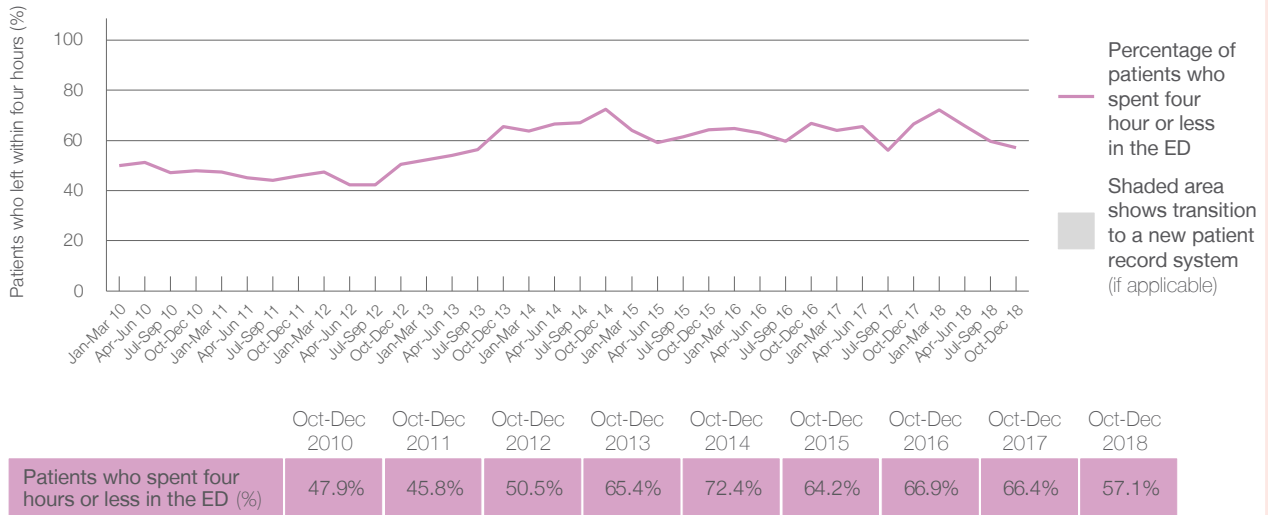
All presentations at the emergency department: ¹ 18,053 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,051 patients

Percentage of patients who spent four hours or less in the ED 57.1%

Same period last year	Change since one year ago
16,765	8%
16,762	8%
66.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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- 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: October to December 2018*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).