



Hospital Quarterly

Performance Profiles

Emergency Department

South Western Sydney Local Health District

July to September 2016

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations:² 13,229 patients

Same period last year	Change since one year ago
13,582	-1.8%
13,481	-1.9%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,781 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,053 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,796 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 22 minutes
 95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,723	
9 minutes	8 minutes
46 minutes	41 minutes
5,680	
22 minutes	21 minutes
121 minutes	103 minutes
4,457	
24 minutes	27 minutes
126 minutes	139 minutes
518	
18 minutes	24 minutes
123 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,333 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
13,582	-1.8%
68.5%	

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

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

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

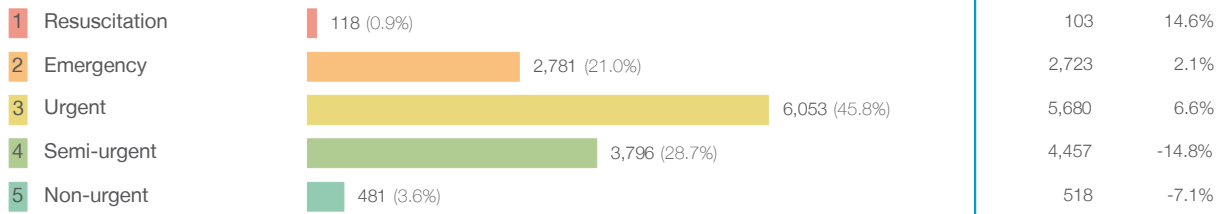
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

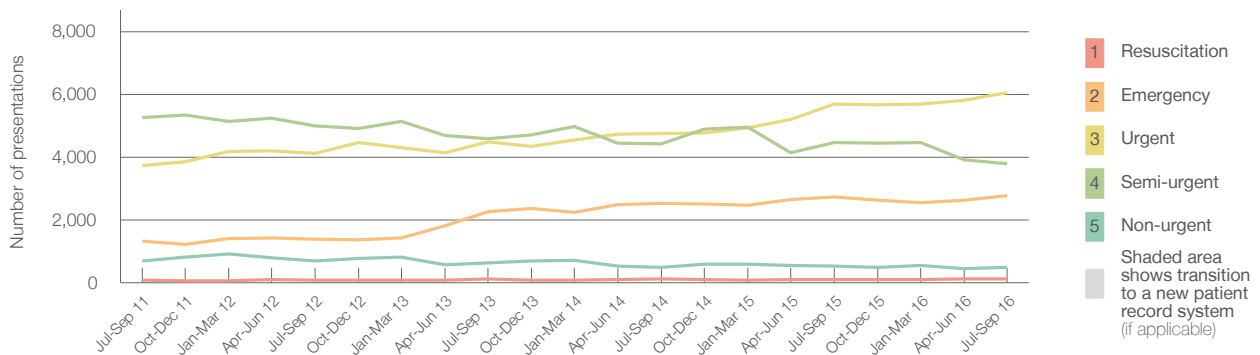
July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations² by triage category: 13,229 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	81	82	112	110	103	118
Emergency	1,325	1,392	2,262	2,535	2,723	2,781
Urgent	3,741	4,125	4,478	4,747	5,680	6,053
Semi-urgent	5,266	5,006	4,589	4,428	4,457	3,796
Non-urgent	689	695	634	478	518	481
All emergency presentations	11,102	11,300	12,075	12,298	13,481	13,229

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,782 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

July to September 2016

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

Number of triage 2 patients: 2,781

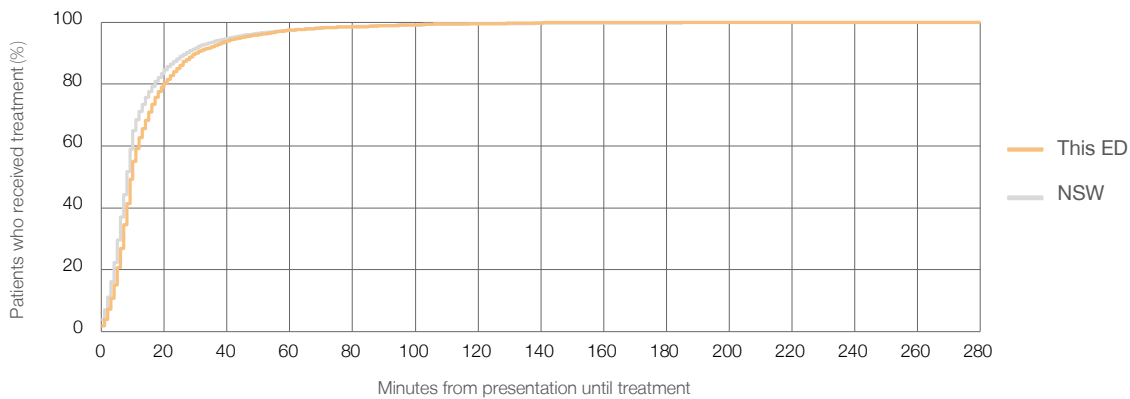
Number of triage 2 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴ 10 minutes

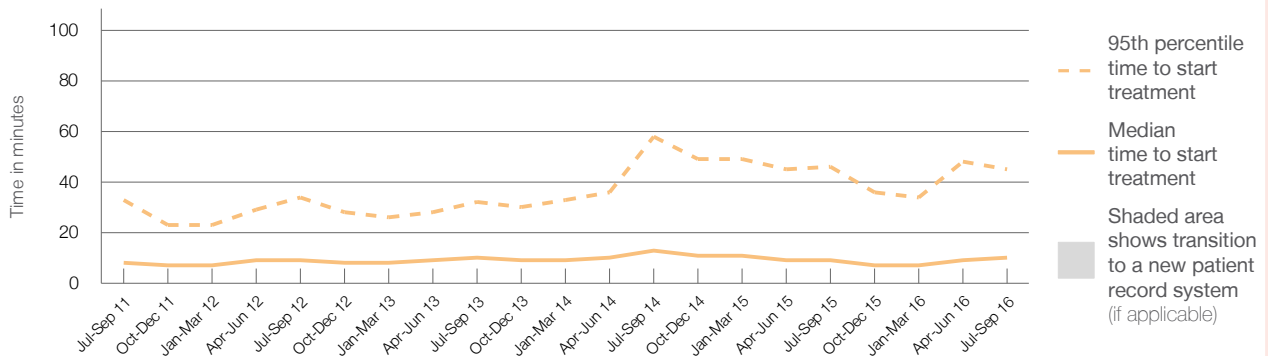
95th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
2,723	2,714
9 minutes	8 minutes
46 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	10	13	9	10
95th percentile time to start treatment ⁵ (minutes)	33	34	32	58	46	45

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

July to September 2016

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

Number of triage 3 patients: 6,053

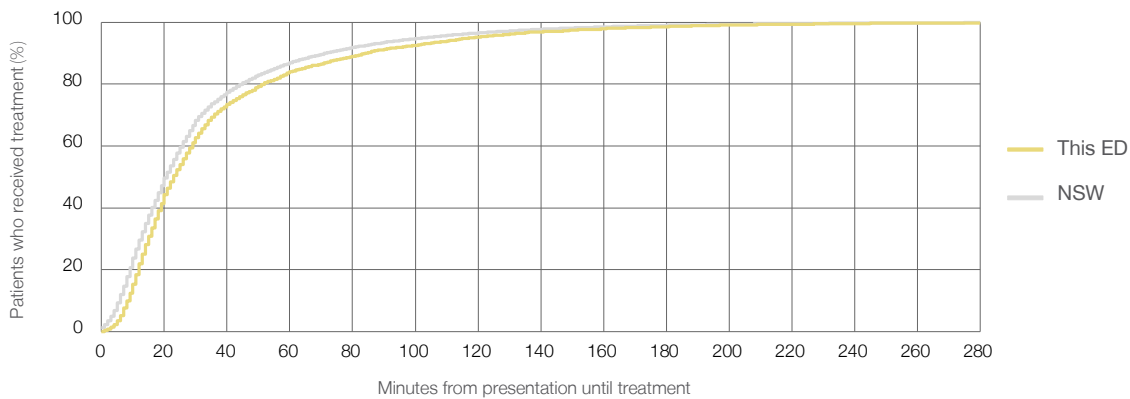
Number of triage 3 patients used to calculate waiting time:³ 5,914

Median time to start treatment⁴ 23 minutes

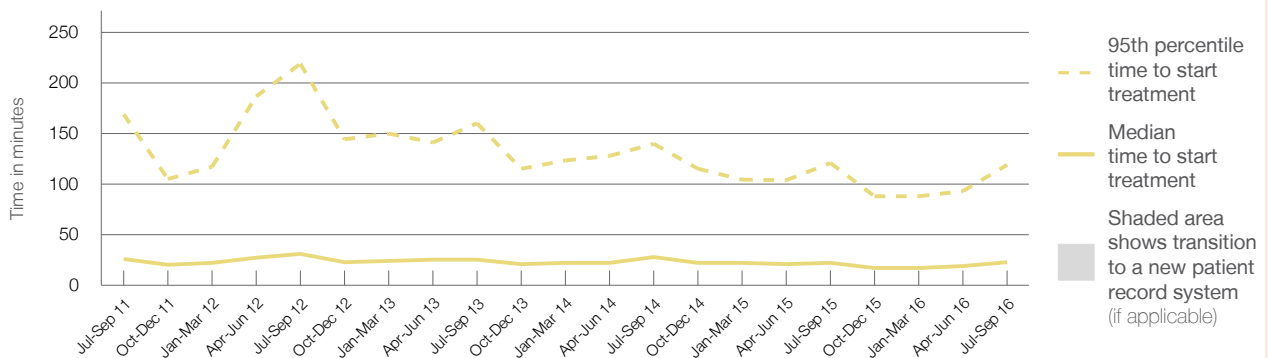
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	5,680	5,569
Median time to start treatment ⁴	22 minutes	21 minutes
95th percentile time to start treatment ⁵	121 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	31	25	28	22	23
95th percentile time to start treatment ⁵ (minutes)	169	219	160	140	121	119

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

July to September 2016

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

Number of triage 4 patients: 3,796

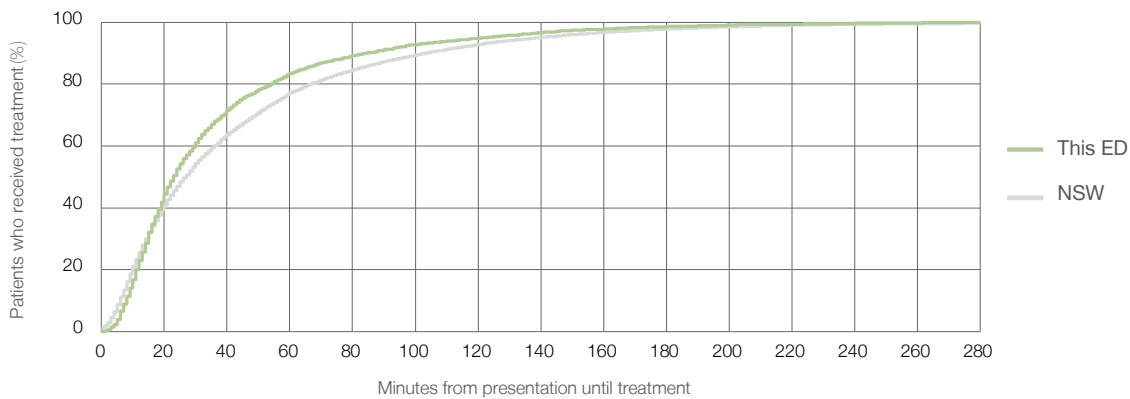
Number of triage 4 patients used to calculate waiting time:³ 3,618

Median time to start treatment⁴ 23 minutes

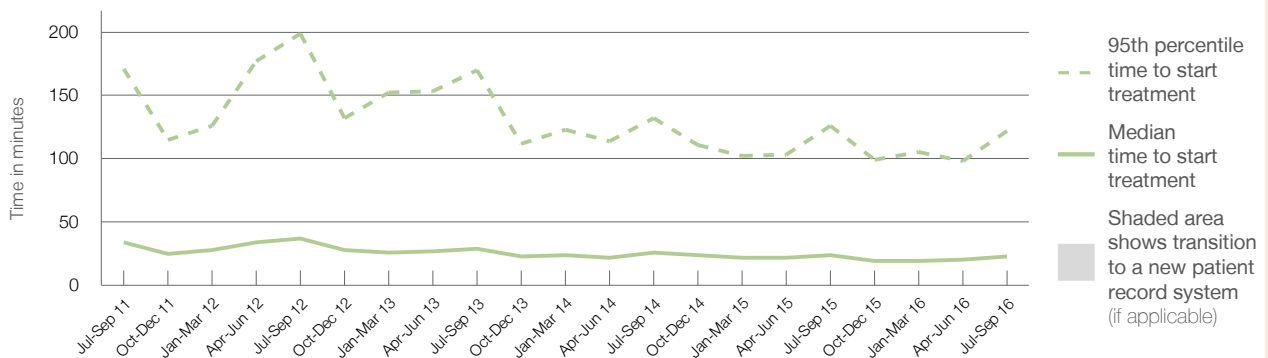
95th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
4,457	4,264
24 minutes	27 minutes
126 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	37	29	26	24	23
95th percentile time to start treatment ⁵ (minutes)	171	199	170	132	126	122

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

July to September 2016

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

Number of triage 5 patients: 481

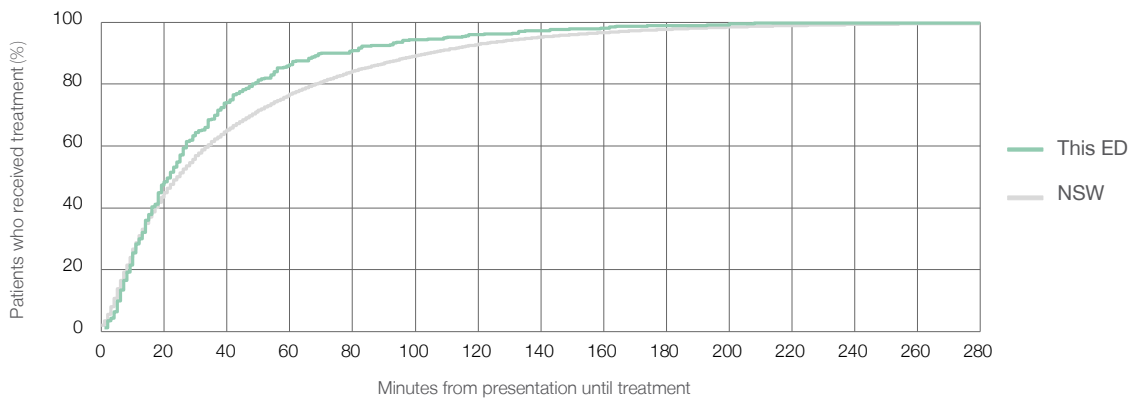
Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴ 22 minutes

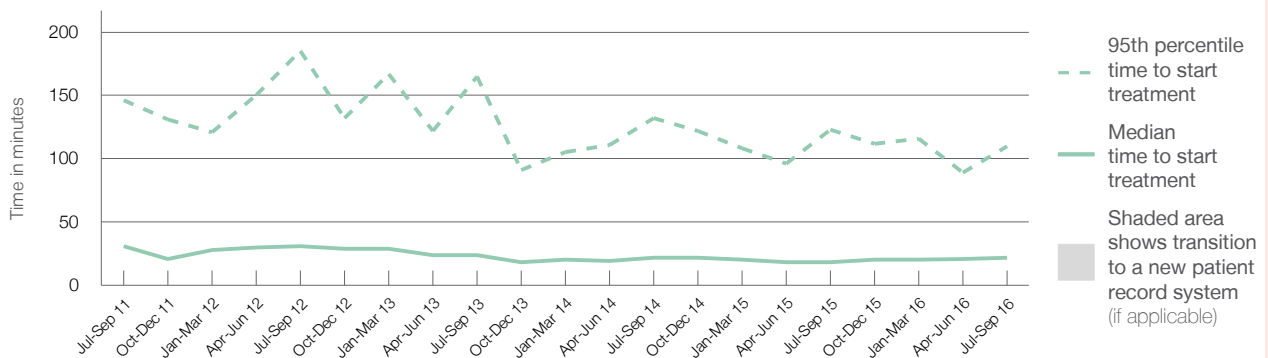
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
518	
397	
18 minutes	24 minutes
123 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	31	24	22	18	22
95th percentile time to start treatment ⁵ (minutes)	146	185	165	132	123	110

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,333 patients

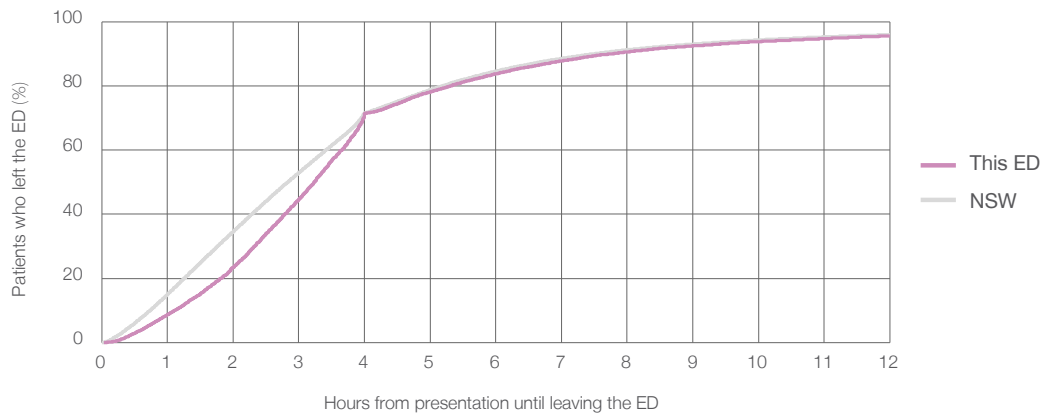
Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

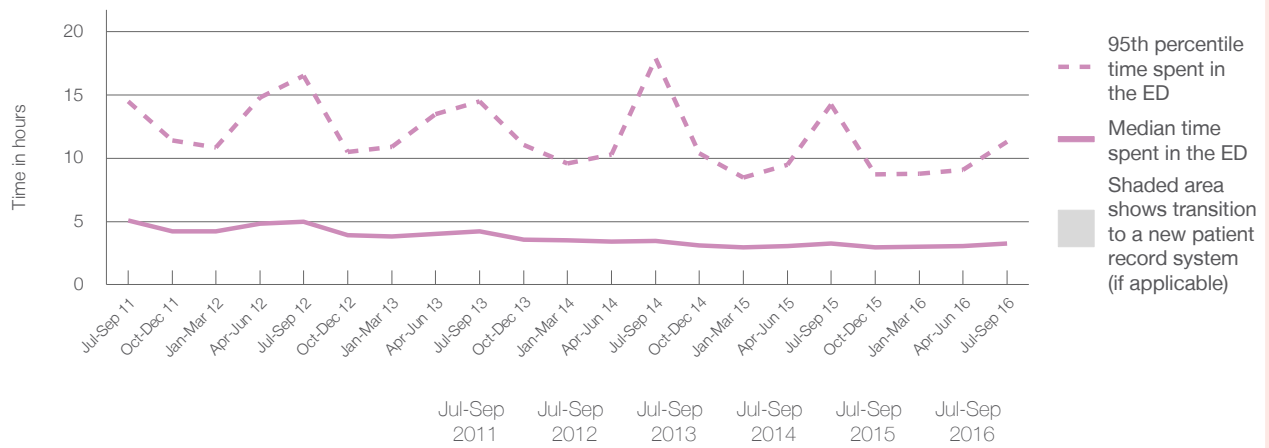
95th percentile time spent in the ED⁹ 11 hours and 19 minutes

Same period last year	NSW (this period)
13,582	13,582
3 hours and 16 minutes	2 hours and 50 minutes
14 hours and 15 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 6m	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	16h 30m	14h 28m	17h 51m	14h 15m	11h 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.

Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

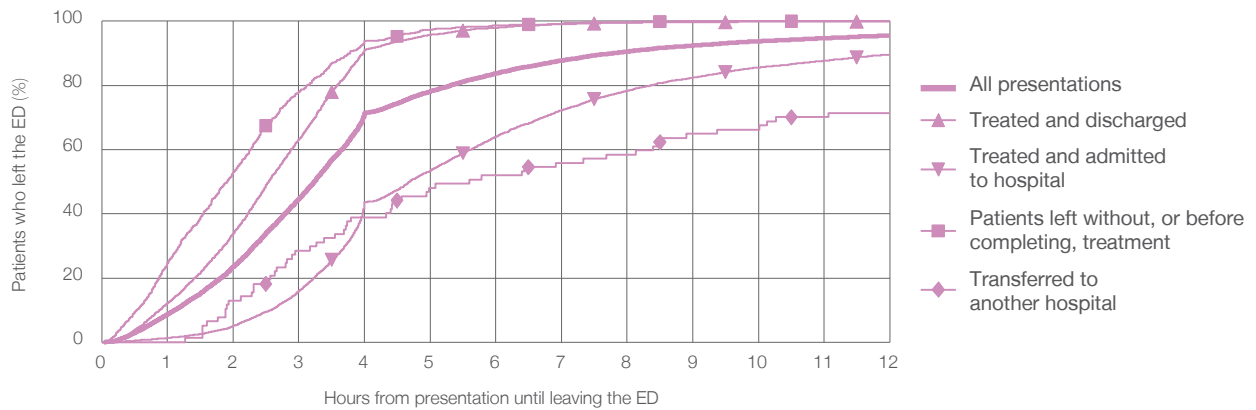
All presentations:¹ 13,333 patients

Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Treated and discharged	6,704 (50.3%)
Treated and admitted to hospital	5,508 (41.3%)
Patient left without, or before completing, treatment	971 (7.3%)
Transferred to another hospital	77 (0.6%)
Other	73 (0.5%)

Same period last year	Change since one year ago
13,582	-1.8%
7,039	-4.8%
5,345	3.0%
1,033	-6.0%
83	-7.2%
82	-11.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	12.2%	33.9%	63.2%	91.1%	98.0%	99.5%	99.8%	100%
Treated and admitted to hospital	1.3%	5.1%	15.9%	43.6%	64.1%	78.3%	85.6%	89.6%
Patient left without, or before completing, treatment	24.6%	53.0%	78.0%	93.8%	98.8%	99.8%	100%	100%
Transferred to another hospital	0%	13.0%	28.6%	39.0%	51.9%	58.4%	66.2%	71.4%
All presentations	8.8%	23.5%	44.7%	71.4%	83.8%	90.6%	93.8%	95.5%

(†) 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.

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

All presentations at the emergency department: ¹ 13,333 patients

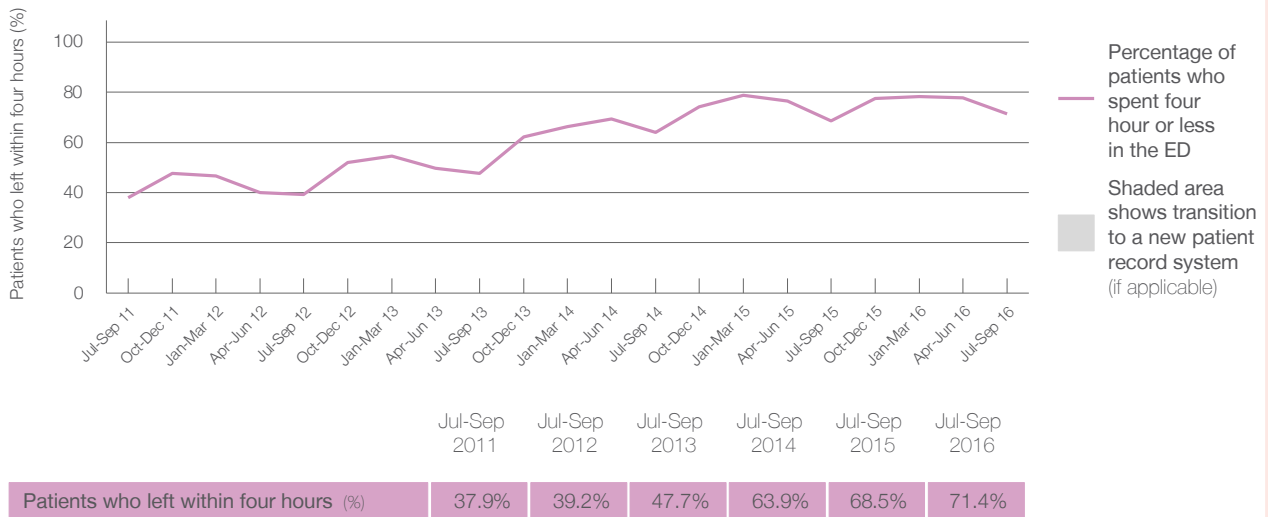
Presentations used to calculate time to leaving the ED: ⁶ 13,333 patients

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	13,582	-1.8%
Presentations used to calculate time to leaving the ED	13,582	-1.8%
Percentage of patients who spent four hours or less in the ED	68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	37.9%	39.2%	47.7%	63.9%	68.5%	71.4%

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,555 patients
 Emergency presentations:² 4,453 patients

Same period last year	Change since one year ago
4,489	1.5%
4,369	1.9%

Bowral and District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 302 patients

Median time to start treatment⁴ 9 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,426 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,131 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
28 minutes	41 minutes
1,538	
19 minutes	21 minutes
103 minutes	103 minutes
1,986	
23 minutes	27 minutes
128 minutes	139 minutes
486	
23 minutes	24 minutes
149 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,555 patients

Percentage of patients who spent four hours or less in the ED 81.3%

Same period last year	Change since one year ago
4,489	1.5%
82.6%	

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

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

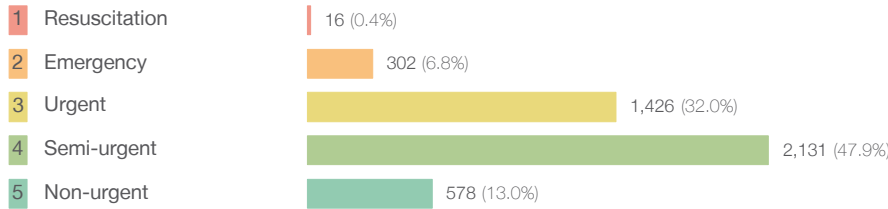
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bowral and District Hospital: Patients presenting to the emergency department July to September 2016

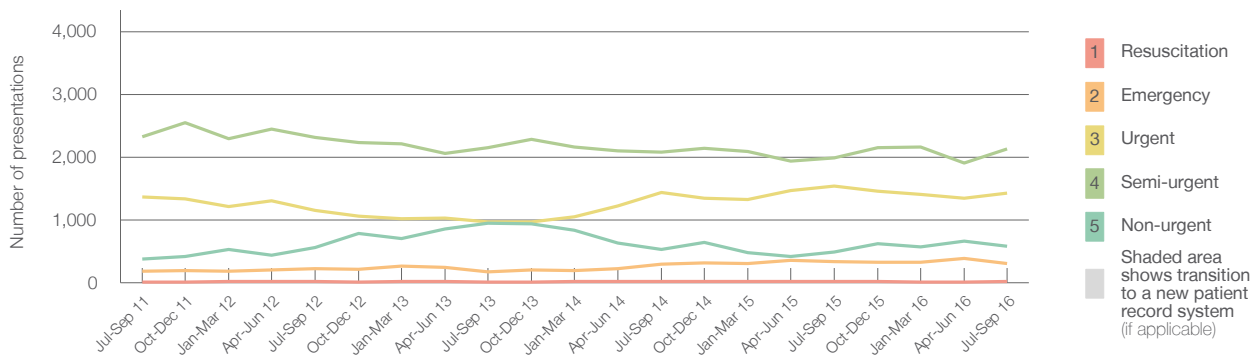
All presentations:¹ 4,555 patients

Emergency presentations² by triage category: 4,453 patients



	Same period last year	Change since one year ago
All presentations	4,489	1.5%
Emergency presentations	4,369	1.9%
1 Resuscitation	20	-20.0%
2 Emergency	339	-10.9%
3 Urgent	1,538	-7.3%
4 Semi-urgent	1,986	7.3%
5 Non-urgent	486	18.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	17	11	15	20	16
Emergency	183	227	175	293	339	302
Urgent	1,369	1,154	972	1,433	1,538	1,426
Semi-urgent	2,321	2,319	2,154	2,080	1,986	2,131
Non-urgent	376	564	948	525	486	578
All emergency presentations	4,255	4,281	4,260	4,346	4,369	4,453

Bowral and District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 879 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	784	
ED Transfer of care time	12 minutes	-1 minute
95th percentile time	39 minutes	-4 minutes

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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.

Bowral and District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 302

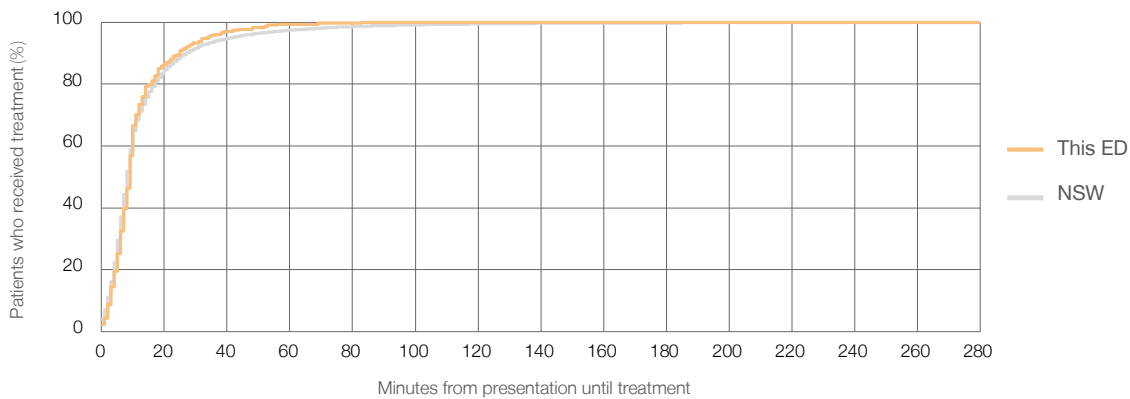
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 9 minutes

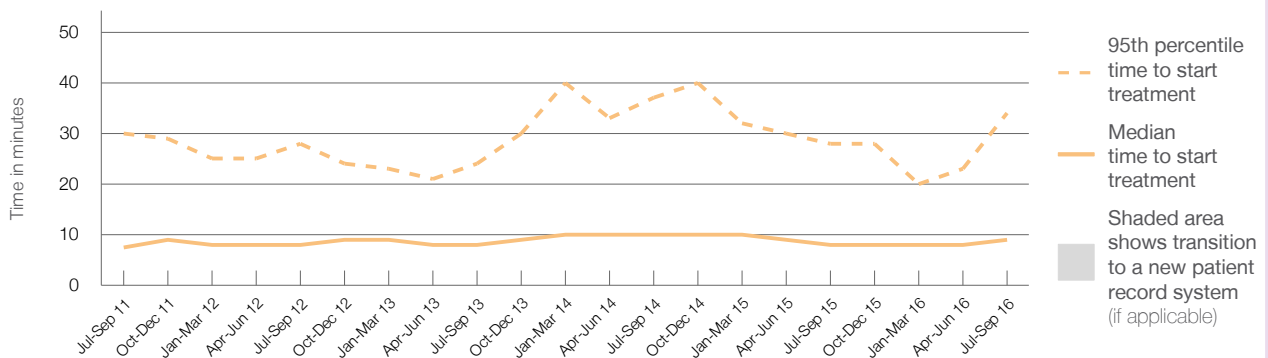
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
339	339
8 minutes	8 minutes
28 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	10	8	9
95th percentile time to start treatment ⁵ (minutes)	30	28	24	37	28	34

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 1,426

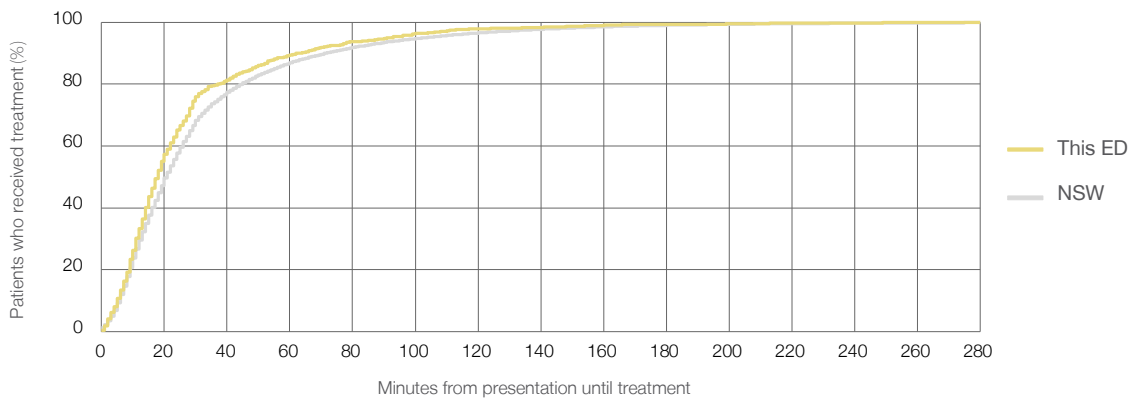
Number of triage 3 patients used to calculate waiting time:³ 1,414

Median time to start treatment⁴ 18 minutes

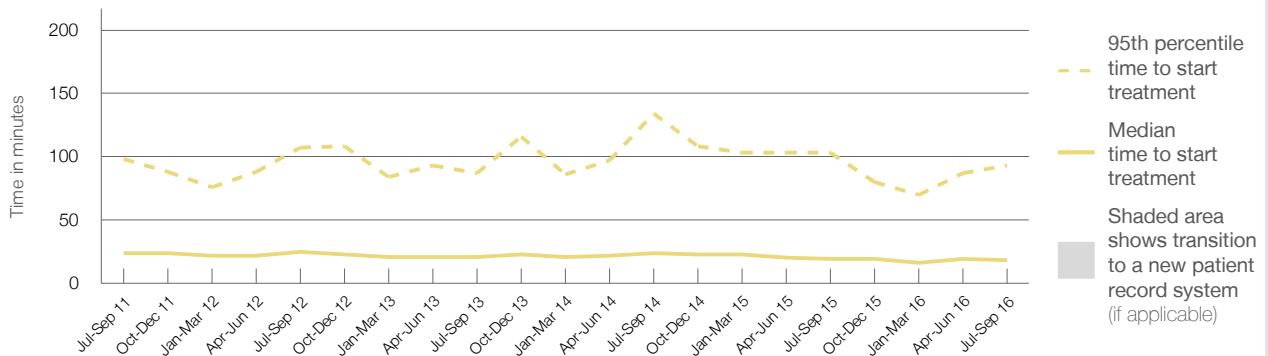
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,538	1,518
19 minutes	21 minutes
103 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	25	21	24	19	18
95th percentile time to start treatment ⁵ (minutes)	98	107	87	134	103	93

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 2,131

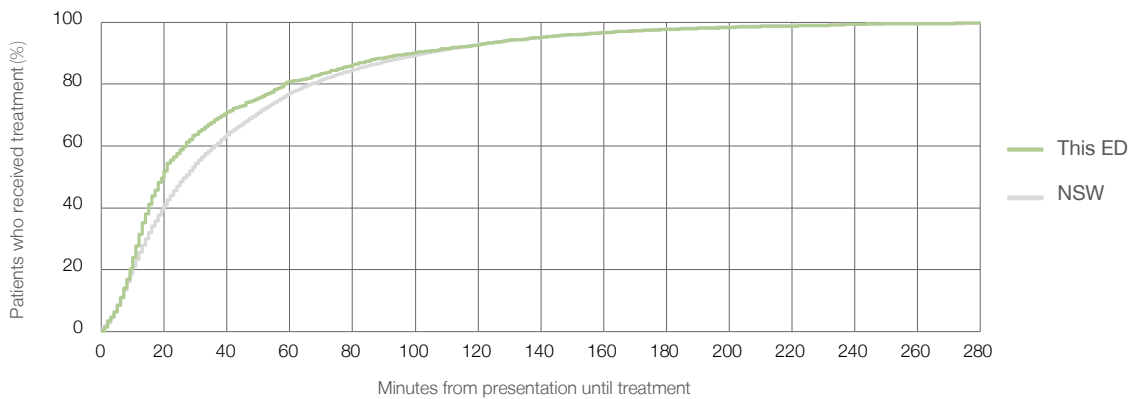
Number of triage 4 patients used to calculate waiting time:³ 2,040

Median time to start treatment⁴ 20 minutes

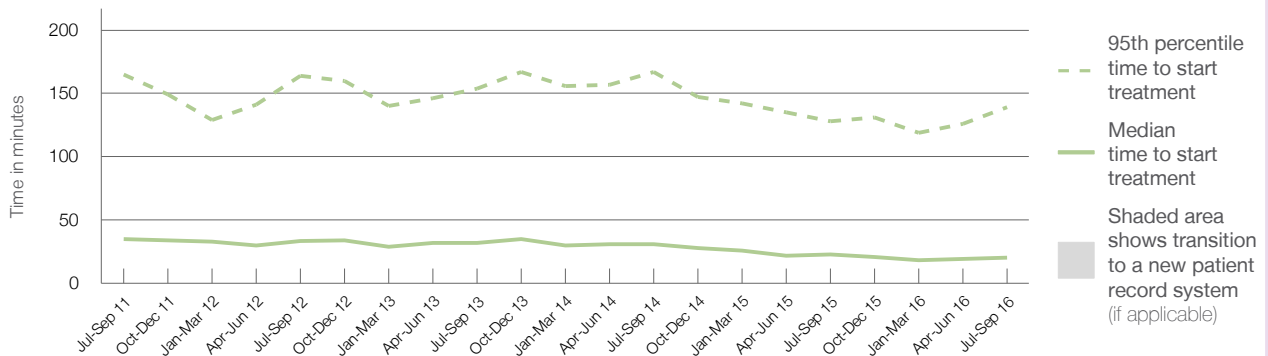
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,986	1,858
23 minutes	27 minutes
128 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	31	23	20
95th percentile time to start treatment ⁵ (minutes)	165	164	154	167	128	139

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 578

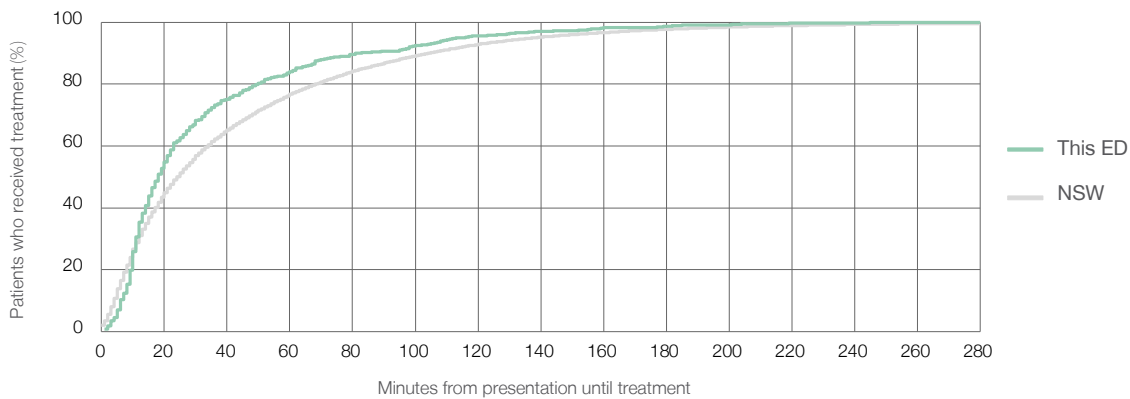
Number of triage 5 patients used to calculate waiting time:³ 525

Median time to start treatment⁴ 18 minutes

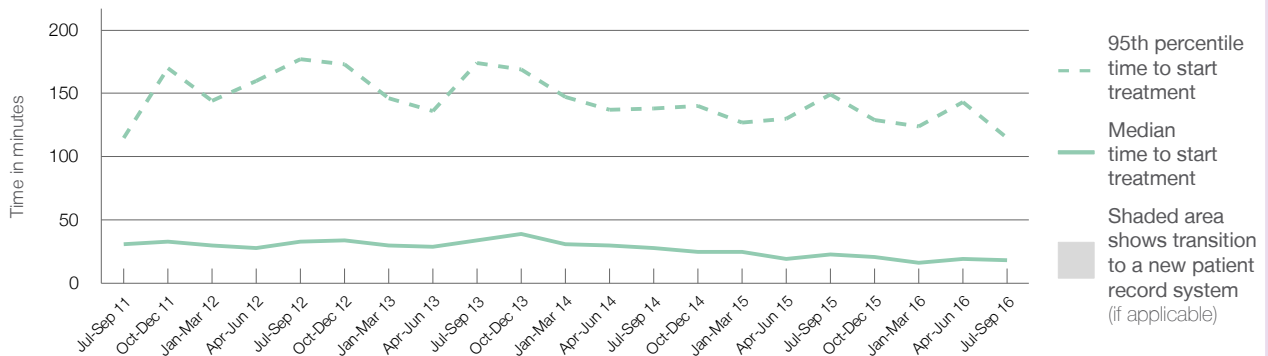
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
486	408
23 minutes	24 minutes
149 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	34	28	23	18
95th percentile time to start treatment ⁵ (minutes)	115	177	174	138	149	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.

Bowral and District Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 4,555 patients

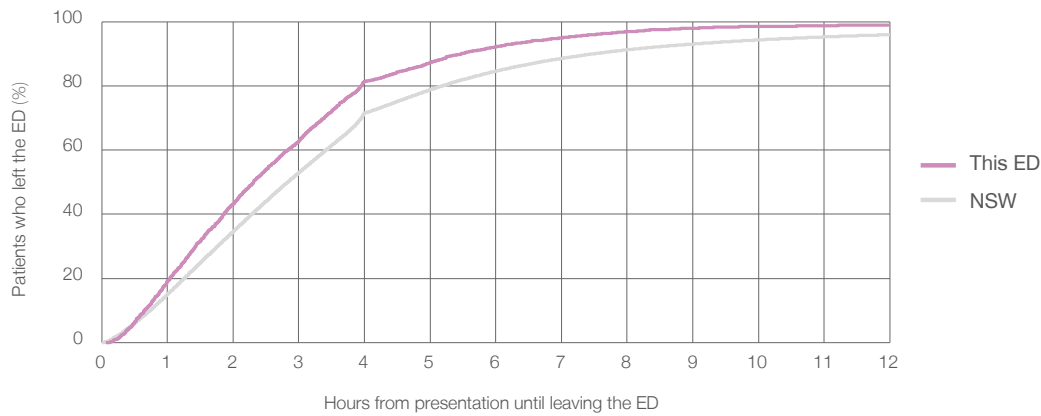
Presentations used to calculate time to leaving the ED:⁶ 4,555 patients

Median time spent in the ED⁸ 2 hours and 19 minutes

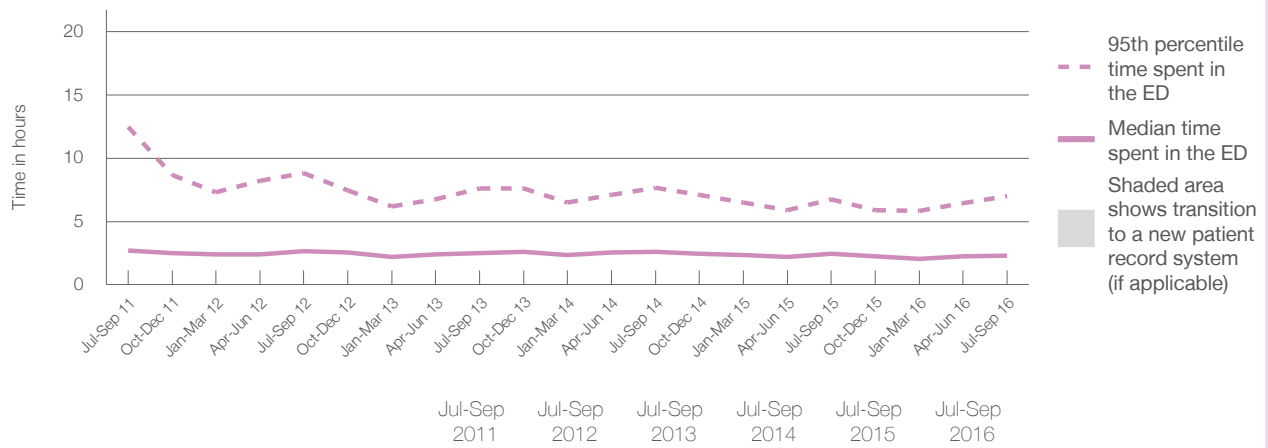
95th percentile time spent in the ED⁹ 7 hours and 0 minutes

Same period last year	NSW (this period)
4,489	4,489
2 hours and 27 minutes	2 hours and 50 minutes
6 hours and 46 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 27m	8h 48m	7h 37m	7h 39m	6h 46m	7h 0m

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

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

Bowral and District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

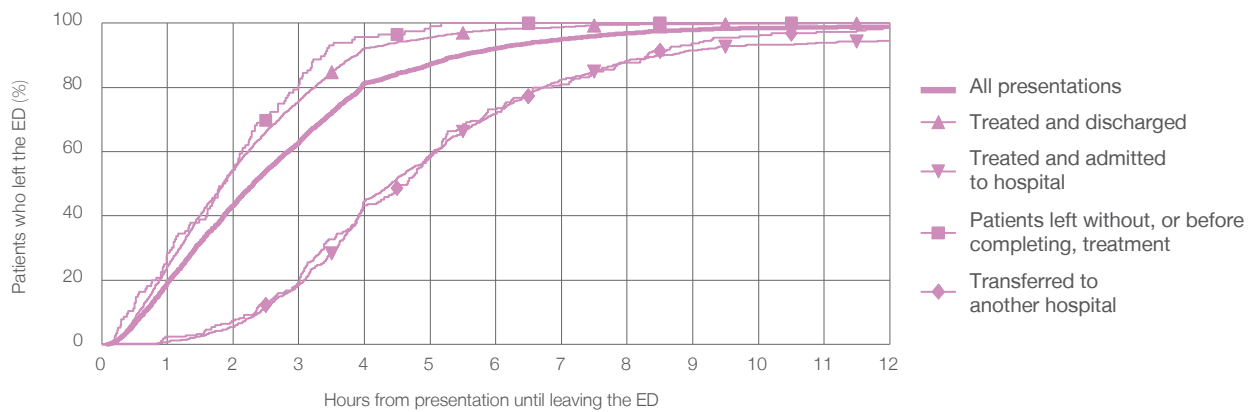
All presentations:¹ 4,555 patients

Presentations used to calculate time to leaving the ED:⁶ 4,555 patients

Treated and discharged	3,371 (74.0%)
Treated and admitted to hospital	828 (18.2%)
Patient left without, or before completing, treatment	116 (2.5%)
Transferred to another hospital	220 (4.8%)
Other	20 (0.4%)

Same period last year	Change since one year ago
4,489	1.5%
3,152	6.9%
866	-4.4%
163	-28.8%
276	-20.3%
32	-37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	24.3%	54.3%	75.8%	92.2%	98.0%	99.5%	99.9%	100%
Treated and admitted to hospital	0.8%	5.4%	18.6%	44.7%	71.9%	88.4%	93.2%	94.6%
Patient left without, or before completing, treatment	28.4%	54.3%	81.0%	95.7%	100%	100%	100%	100%
Transferred to another hospital	2.3%	7.3%	19.5%	43.2%	73.2%	87.7%	95.9%	98.6%
All presentations	19.3%	43.3%	62.9%	81.3%	92.1%	96.9%	98.5%	98.9%

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

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

Bowral and District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 4,555 patients

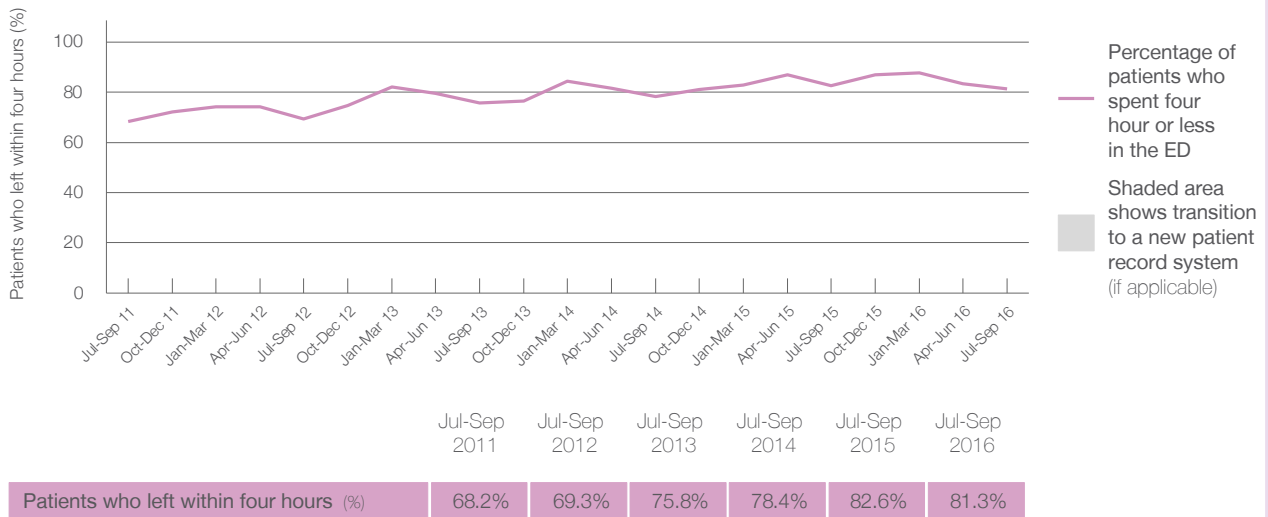
Presentations used to calculate time to leaving the ED: ⁶ 4,555 patients

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	4,489	1.5%
Presentations used to calculate time to leaving the ED	4,489	1.5%
Percentage of patients who spent four hours or less in the ED	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	68.2%	69.3%	75.8%	78.4%	82.6%	81.3%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations:² 16,388 patients

Same period last year	Change since one year ago
16,434	0.6%
16,289	0.6%

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,765 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,265 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,655 patients

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,589 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,737	
7 minutes	8 minutes
34 minutes	41 minutes
6,926	
17 minutes	21 minutes
156 minutes	103 minutes
6,075	
27 minutes	27 minutes
193 minutes	139 minutes
1,421	
34 minutes	24 minutes
177 minutes	138 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
52.1%	

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

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

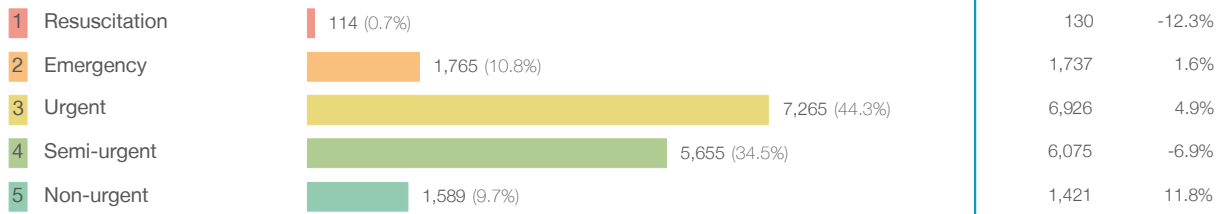
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

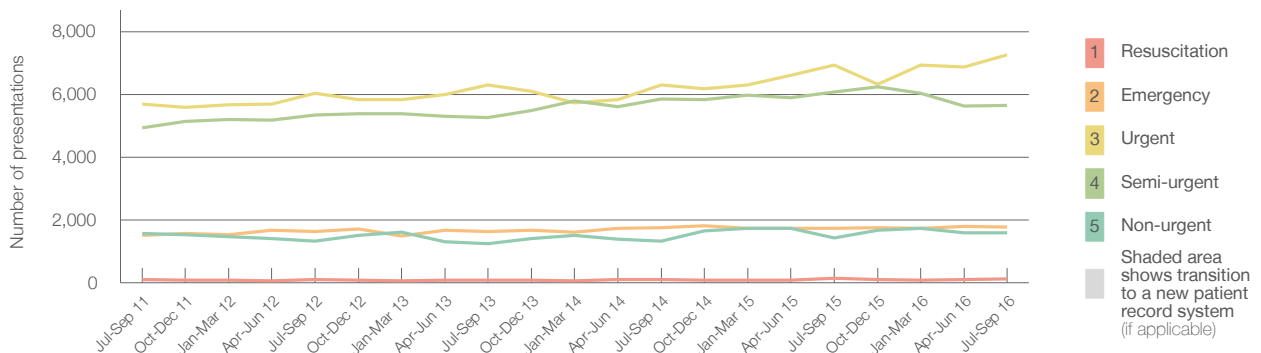
Campbelltown Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations² by triage category: 16,388 patients



Emergency presentations² by quarter, July 2011 to September 2016 †

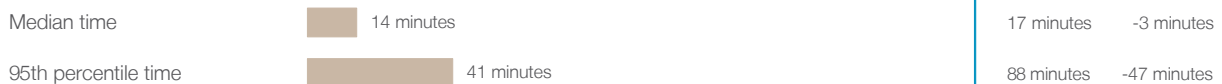


	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	90	94	84	94	130	114
Emergency	1,509	1,631	1,632	1,751	1,737	1,765
Urgent	5,696	6,030	6,307	6,304	6,926	7,265
Semi-urgent	4,942	5,335	5,263	5,844	6,075	5,655
Non-urgent	1,566	1,328	1,233	1,314	1,421	1,589
All emergency presentations	13,803	14,418	14,519	15,307	16,289	16,388

Campbelltown Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,048 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.

Campbelltown Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,765

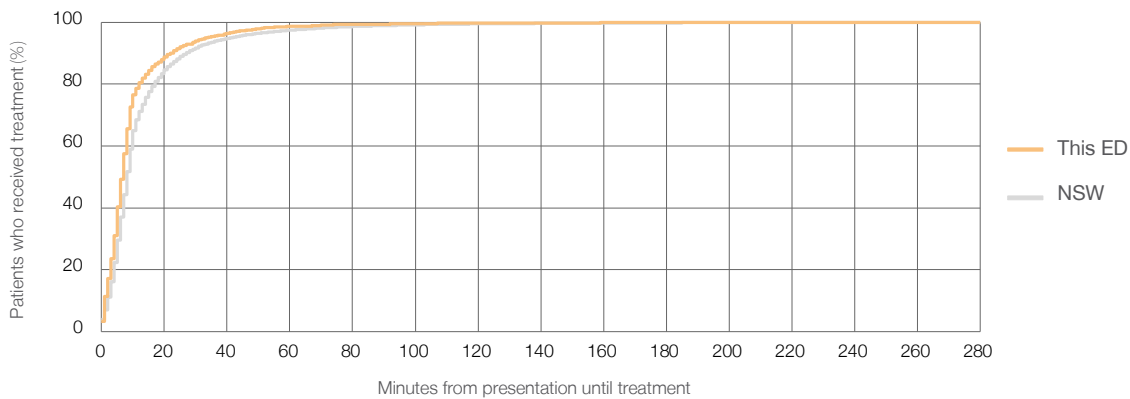
Number of triage 2 patients used to calculate waiting time:³ 1,760

Median time to start treatment⁴ 7 minutes

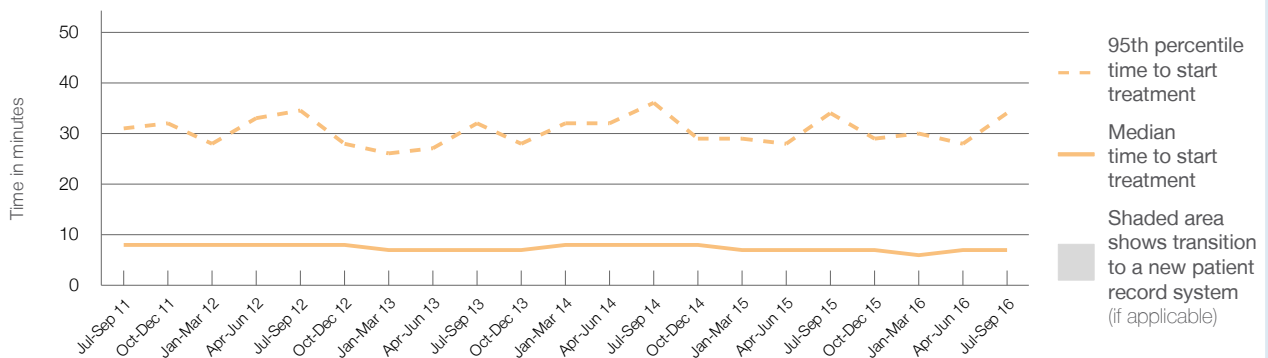
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,737	
1,730	
7 minutes	8 minutes
34 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	31	35	32	36	34	34

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 7,265

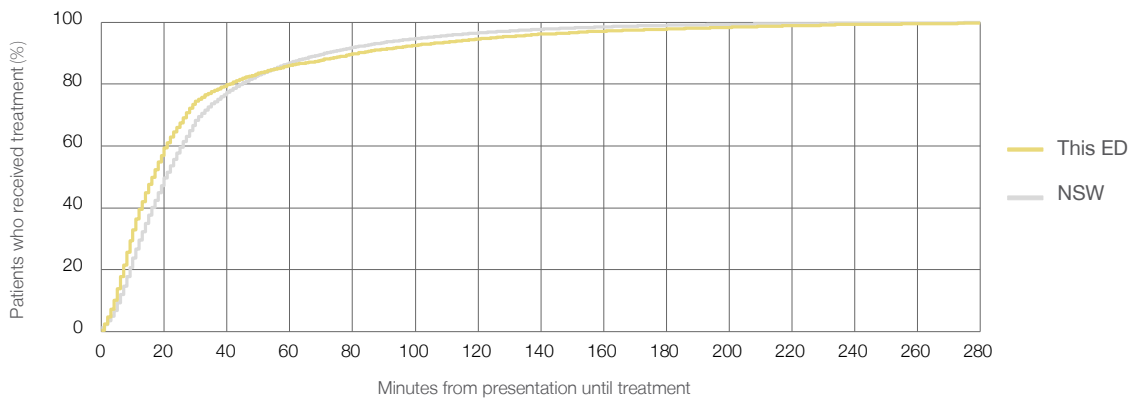
Number of triage 3 patients used to calculate waiting time:³ 7,087

Median time to start treatment⁴ 17 minutes

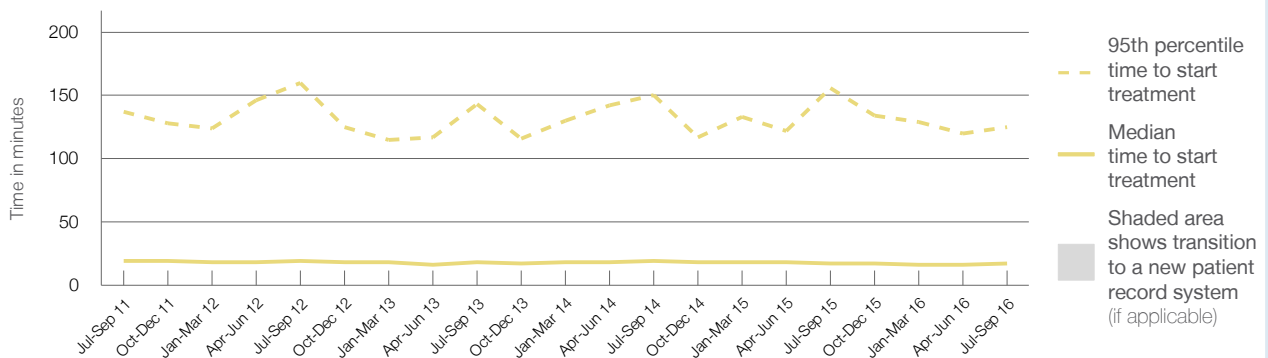
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
6,926	6,678
17 minutes	21 minutes
156 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	19	18	19	17	17
95th percentile time to start treatment ⁵ (minutes)	137	160	143	150	156	125

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 5,655

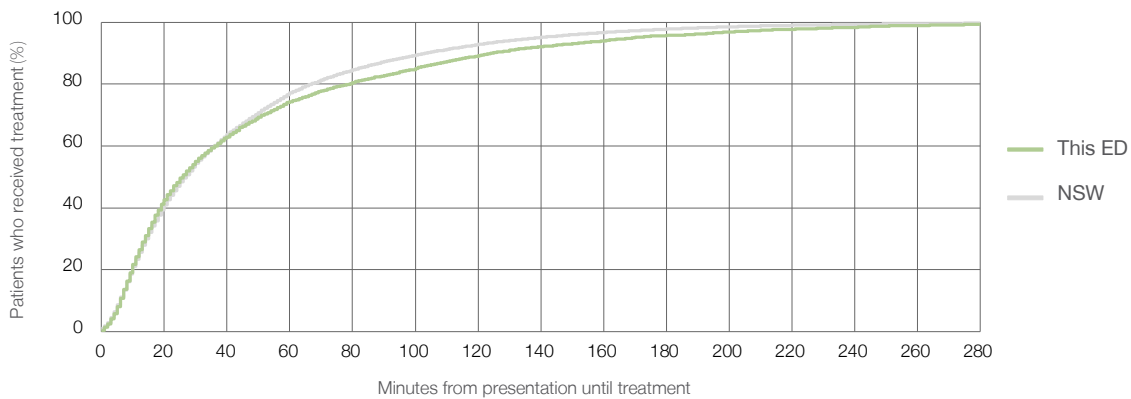
Number of triage 4 patients used to calculate waiting time:³ 5,281

Median time to start treatment⁴ 26 minutes

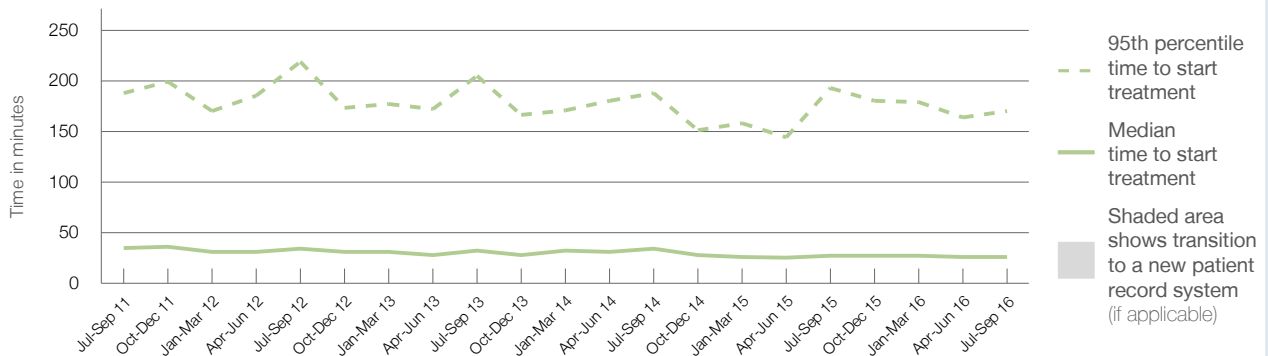
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
6,075	5,603
27 minutes	27 minutes
193 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	34	27	26
95th percentile time to start treatment ⁵ (minutes)	188	219	205	188	193	170

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,589

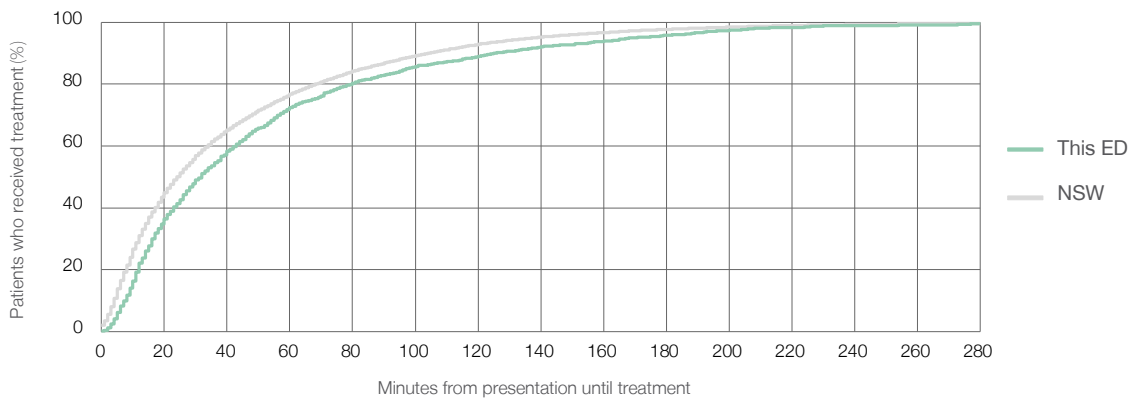
Number of triage 5 patients used to calculate waiting time:³ 1,395

Median time to start treatment⁴ 32 minutes

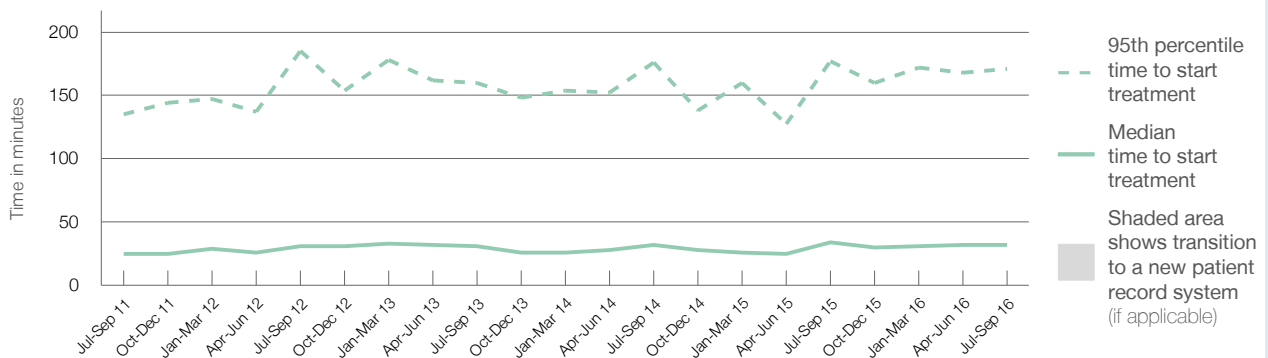
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,421	
1,225	
34 minutes	24 minutes
177 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	31	31	32	34	32
95th percentile time to start treatment ⁵ (minutes)	135	185	160	176	177	171

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

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

Campbelltown Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 16,528 patients

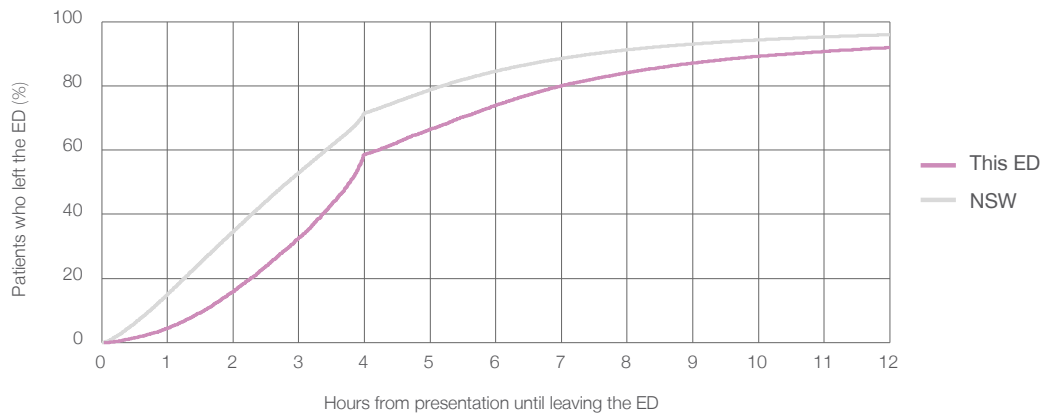
Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

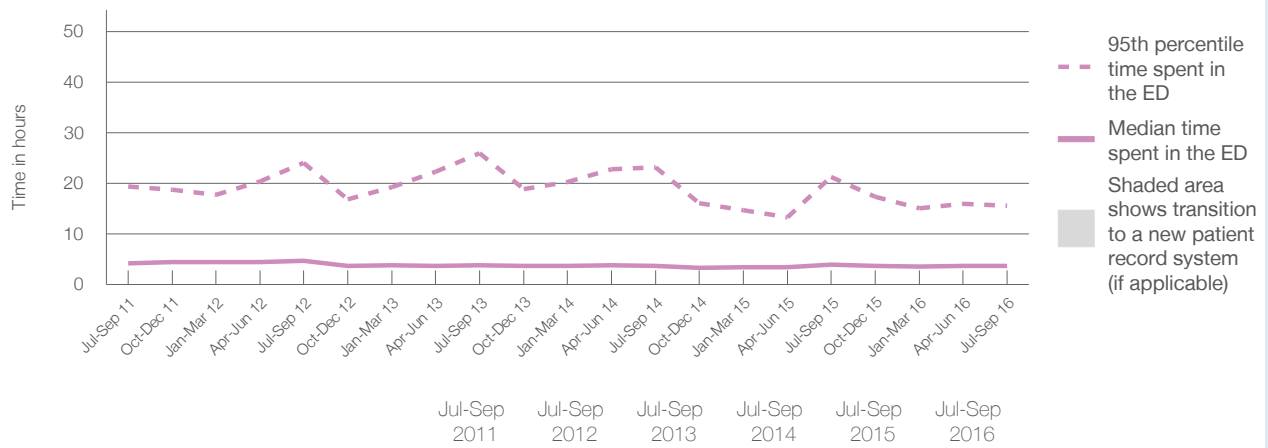
95th percentile time spent in the ED⁹ 15 hours and 38 minutes

Same period last year	NSW (this period)
16,434	16,434
3 hours and 57 minutes	2 hours and 50 minutes
21 hours and 17 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 26m	24h 8m	25h 58m	23h 10m	21h 17m	15h 38m

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

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

Campbelltown Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2016

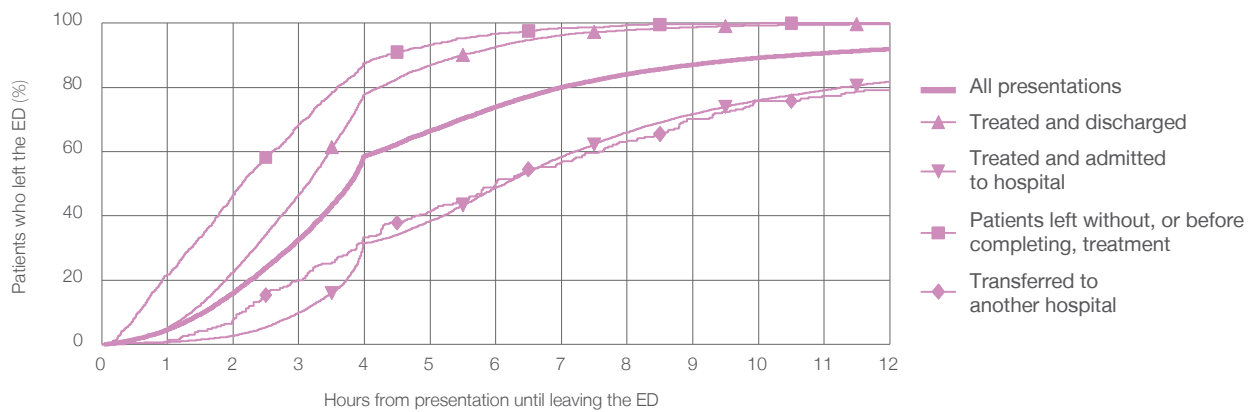
All presentations:¹ 16,528 patients

Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Treated and discharged	7,984 (48.3%)
Treated and admitted to hospital	6,924 (41.9%)
Patient left without, or before completing, treatment	1,365 (8.3%)
Transferred to another hospital	235 (1.4%)
Other	20 (0.1%)

Same period last year	Change since one year ago
16,434	0.6%
9,156	-12.8%
5,102	35.7%
1,877	-27.3%
248	-5.2%
51	-60.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{†‡}



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	5.0%	22.6%	46.6%	77.9%	92.6%	97.9%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.6%	9.9%	31.5%	48.7%	66.0%	76.0%	81.8%
Patient left without, or before completing, treatment	21.8%	46.6%	68.6%	87.5%	96.7%	99.4%	100%	100%
Transferred to another hospital	0.9%	7.7%	20.0%	33.2%	50.2%	63.4%	75.7%	79.1%
All presentations	4.5%	16.0%	32.7%	58.6%	74.0%	84.1%	89.2%	91.9%

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

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

Campbelltown Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

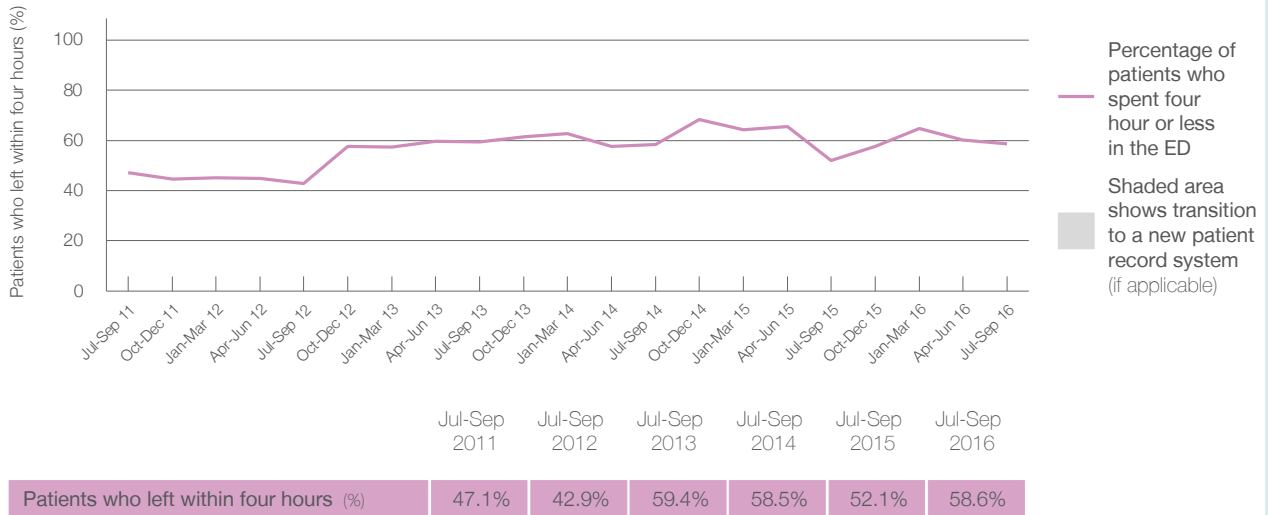
All presentations at the emergency department: ¹ 16,528 patients

Presentations used to calculate time to leaving the ED: ⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
16,434	0.6%
52.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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).
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Fairfield Hospital: Emergency department (ED) overview

July to September 2016



All presentations:¹ 8,763 patients
 Emergency presentations:² 8,742 patients

Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%

Fairfield Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴  10 minutes
 95th percentile time to start treatment⁵  32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,216 patients

Median time to start treatment⁴  20 minutes
 95th percentile time to start treatment⁵  93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,004 patients

Median time to start treatment⁴  21 minutes
 95th percentile time to start treatment⁵  149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 694 patients

Median time to start treatment⁴  20 minutes
 95th percentile time to start treatment⁵  152 minutes

Same period last year	NSW (this period)
741	
10 minutes	8 minutes
51 minutes	41 minutes
3,449	
27 minutes	21 minutes
142 minutes	103 minutes
4,260	
34 minutes	27 minutes
177 minutes	139 minutes
531	
36 minutes	24 minutes
195 minutes	138 minutes

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,763 patients

Percentage of patients who spent four hours or less in the ED  76.9%

Same period last year	Change since one year ago
9,014	-2.8%
73.7%	

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

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

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

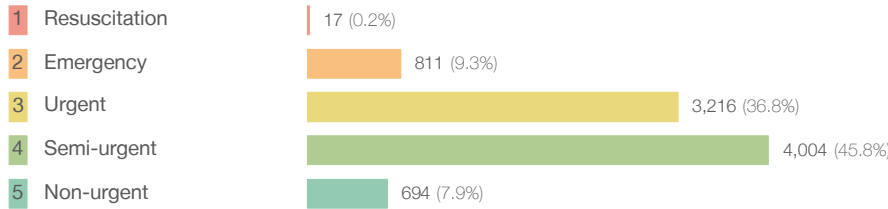
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Fairfield Hospital: Patients presenting to the emergency department

July to September 2016

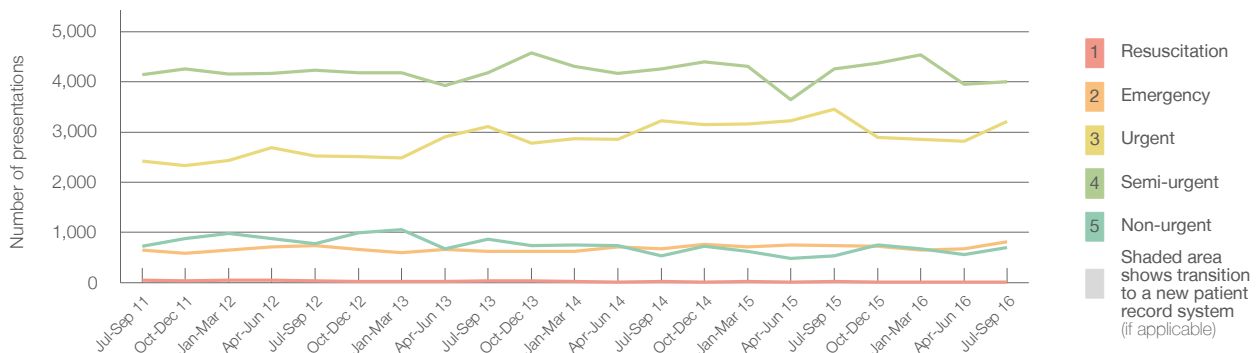
All presentations:¹ 8,763 patients

Emergency presentations² by triage category: 8,742 patients



Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%
22	-22.7%
741	9.4%
3,449	-6.8%
4,260	-6.0%
531	30.7%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	46	32	31	29	22	17
Emergency	650	741	624	669	741	811
Urgent	2,416	2,527	3,115	3,229	3,449	3,216
Semi-urgent	4,139	4,235	4,180	4,261	4,260	4,004
Non-urgent	720	776	863	538	531	694
All emergency presentations	7,971	8,311	8,813	8,726	9,003	8,742

Fairfield Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,350 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,531	
17 minutes	-6 minutes
81 minutes	-48 minutes

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

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

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

July to September 2016

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

Number of triage 2 patients: 811

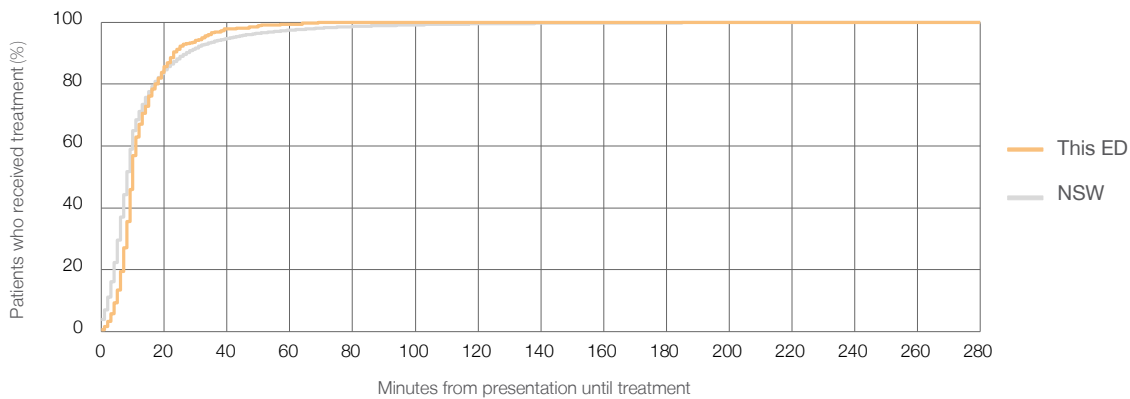
Number of triage 2 patients used to calculate waiting time:³ 808

Median time to start treatment⁴ 10 minutes

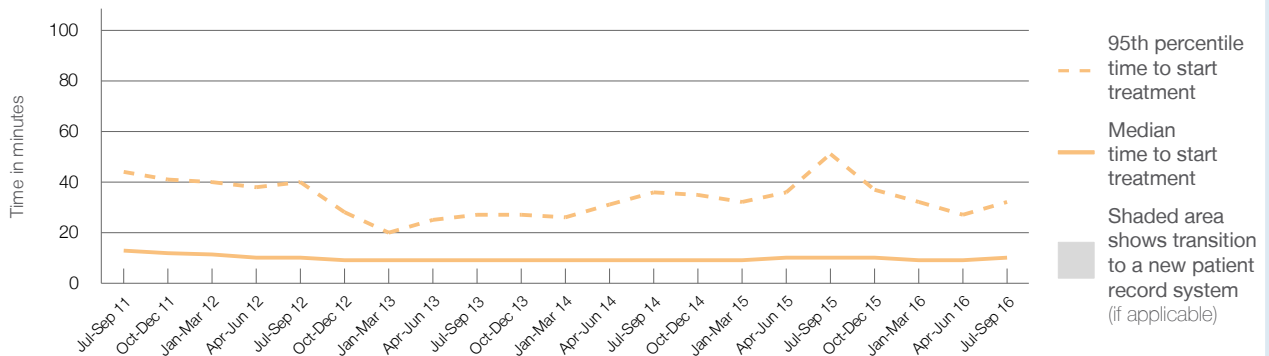
95th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
741	736
10 minutes	8 minutes
51 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	13	10	9	9	10	10
95th percentile time to start treatment ⁵ (minutes)	44	40	27	36	51	32

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,216

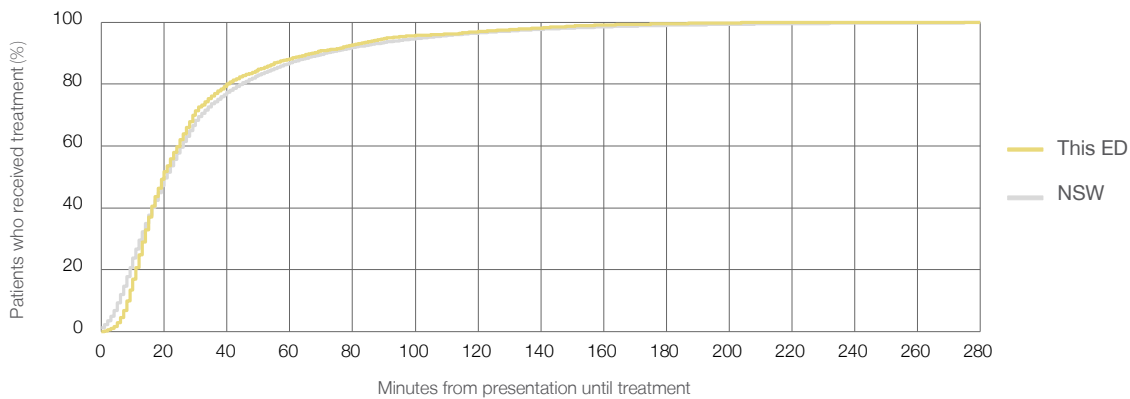
Number of triage 3 patients used to calculate waiting time:³ 3,135

Median time to start treatment⁴ 20 minutes

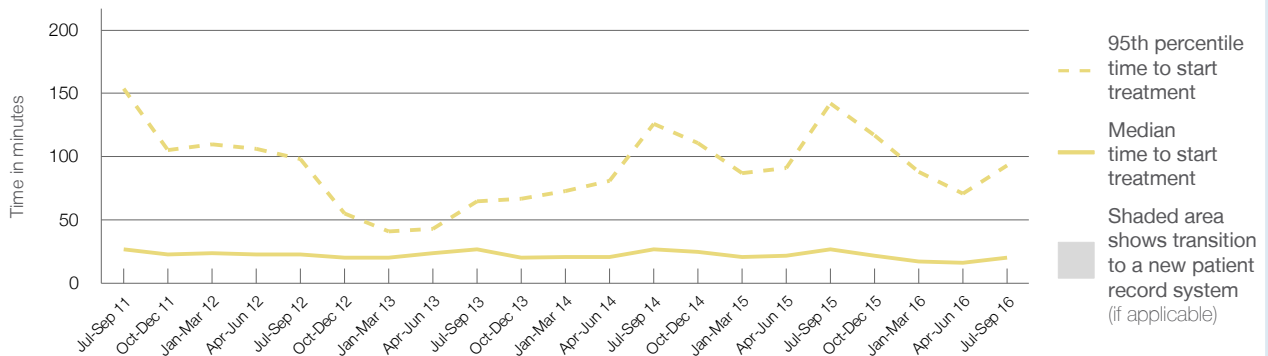
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
3,449	
3,307	
27 minutes	21 minutes
142 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	23	27	27	27	20
95th percentile time to start treatment ⁵ (minutes)	154	98	65	126	142	93

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,004

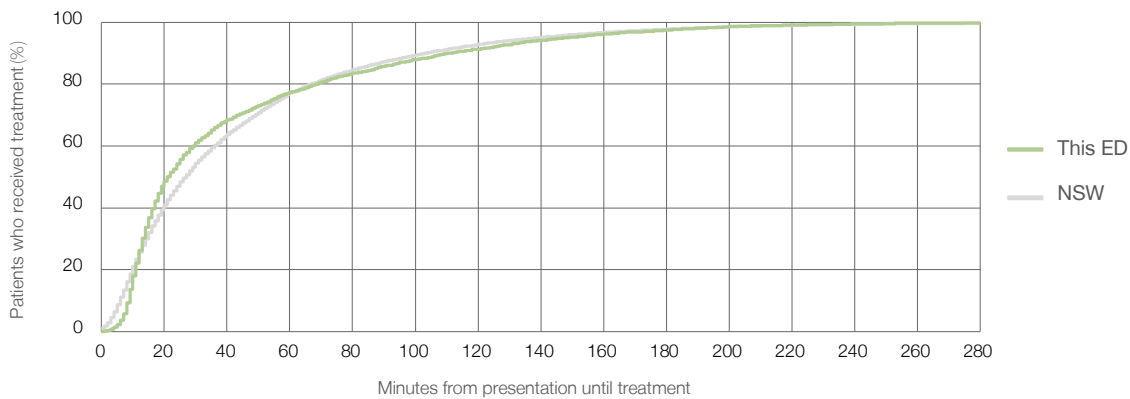
Number of triage 4 patients used to calculate waiting time:³ 3,596

Median time to start treatment⁴ 21 minutes

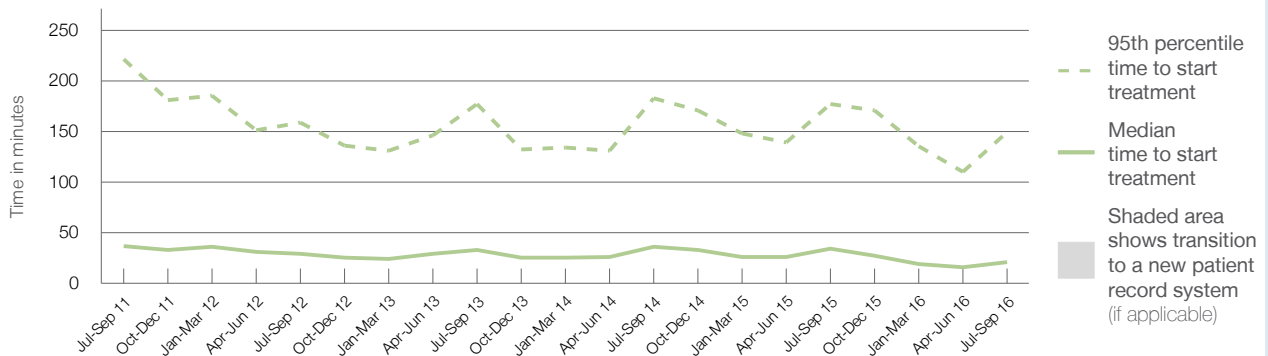
95th percentile time to start treatment⁵ 149 minutes

Same period last year	NSW (this period)
4,260	
3,597	
34 minutes	27 minutes
177 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	33	36	34	21
95th percentile time to start treatment ⁵ (minutes)	221	159	177	183	177	149

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 694

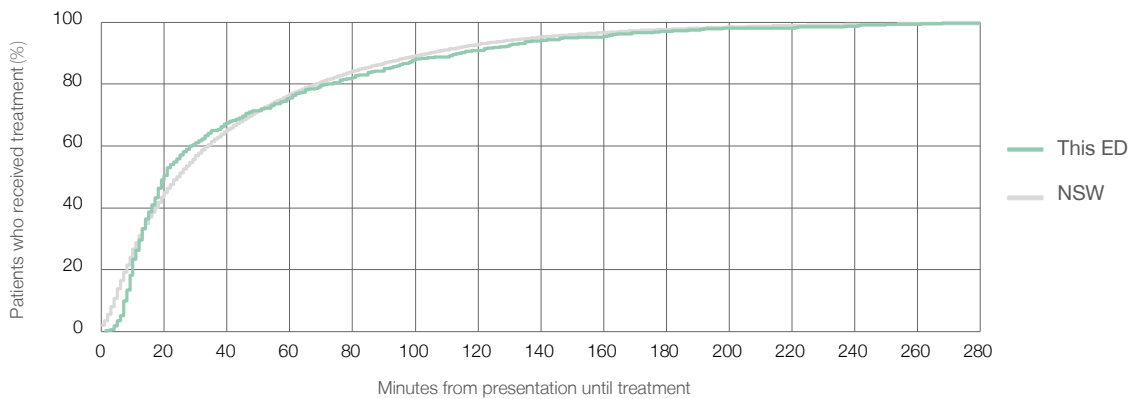
Number of triage 5 patients used to calculate waiting time:³ 486

Median time to start treatment⁴ 20 minutes

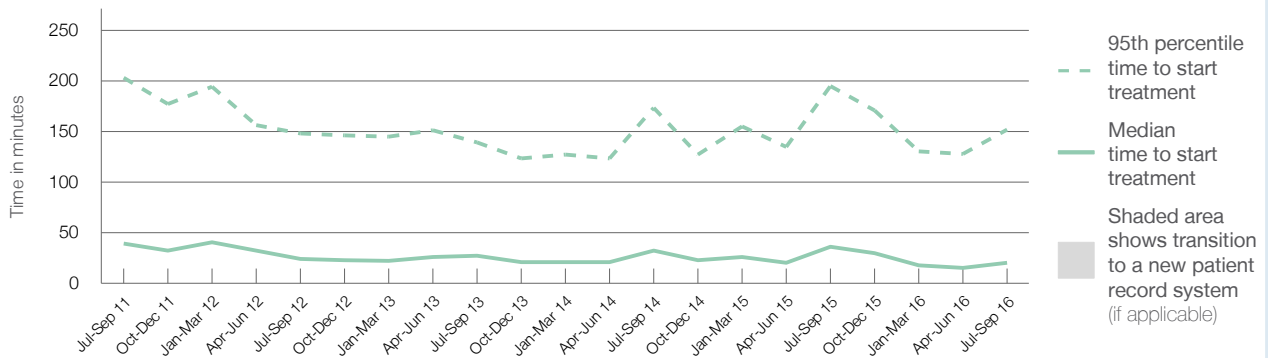
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
531	295
36 minutes	24 minutes
195 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	24	27	32	36	20
95th percentile time to start treatment ⁵ (minutes)	203	148	139	173	195	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.

Fairfield Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,763 patients

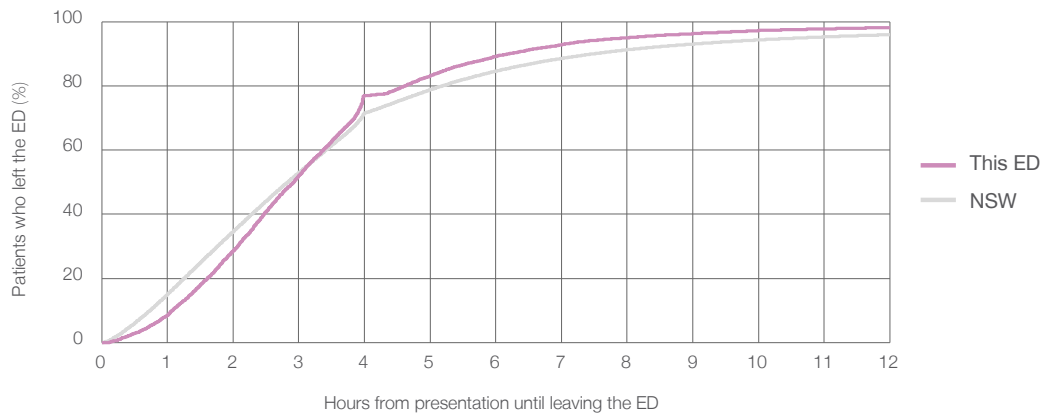
Presentations used to calculate time to leaving the ED:⁶ 8,763 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

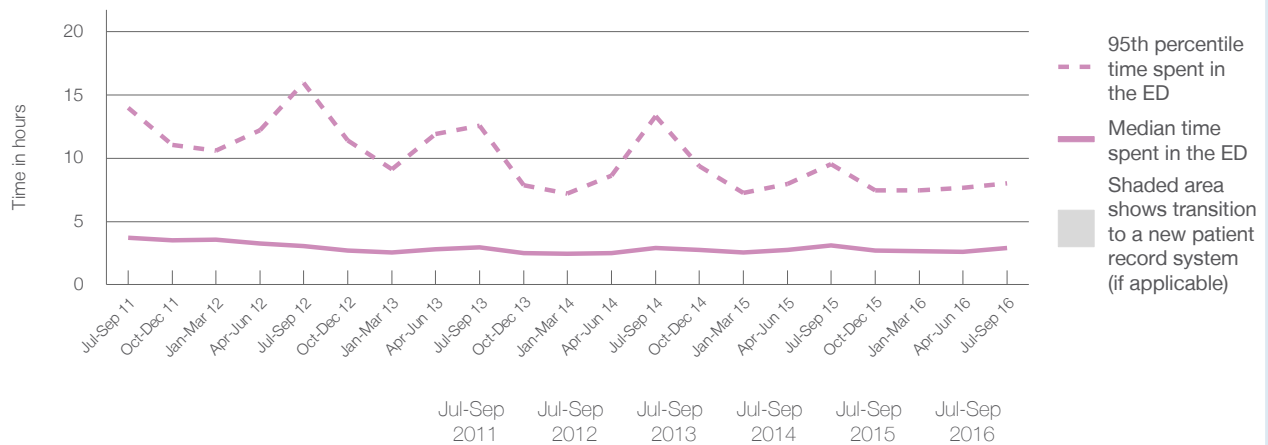
95th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,015	
9,014	
3 hours and 5 minutes	2 hours and 50 minutes
9 hours and 33 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 59m	15h 57m	12h 33m	13h 19m	9h 33m	8h 1m

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

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

Fairfield Hospital: Time patients spent in the ED
 By mode of separation
 July to September 2016

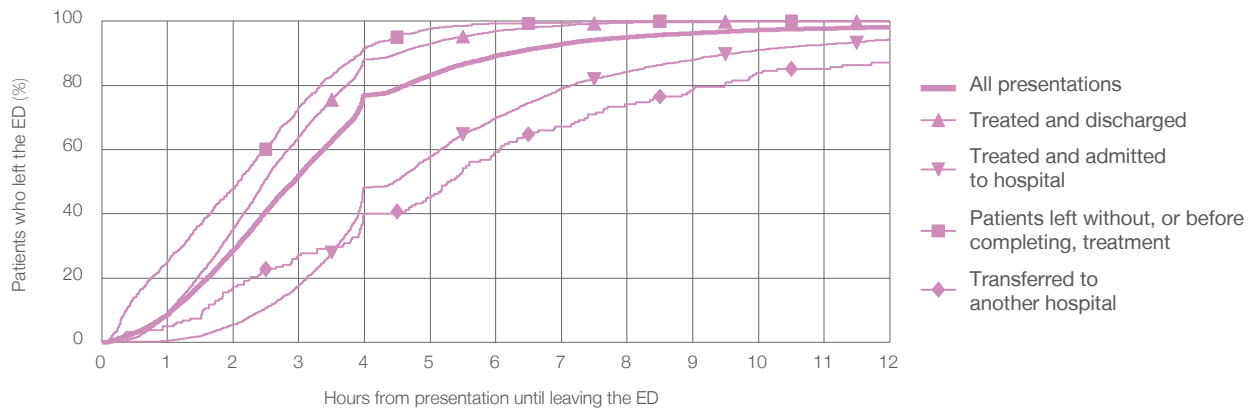
All presentations:¹ 8,763 patients

Presentations used to calculate time to leaving the ED:⁶ 8,763 patients

Treated and discharged	5,259 (60.0%)
Treated and admitted to hospital	2,364 (27.0%)
Patient left without, or before completing, treatment	910 (10.4%)
Transferred to another hospital	162 (1.8%)
Other	68 (0.8%)

Same period last year	Change since one year ago
9,014	-2.8%
5,009	5.0%
2,482	-4.8%
1,226	-25.8%
167	-3.0%
131	-48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.7%	35.4%	64.1%	88.1%	96.9%	99.5%	99.9%	100%
Treated and admitted to hospital	0.5%	5.5%	17.8%	48.2%	69.9%	84.3%	91.1%	94.3%
Patient left without, or before completing, treatment	25.2%	47.8%	73.2%	91.4%	99.2%	100%	100%	100%
Transferred to another hospital	4.9%	17.3%	27.2%	40.1%	59.3%	74.1%	84.0%	87.0%
All presentations	8.6%	28.7%	52.1%	76.9%	89.2%	95.0%	97.2%	98.2%

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

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

Fairfield Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 8,763 patients

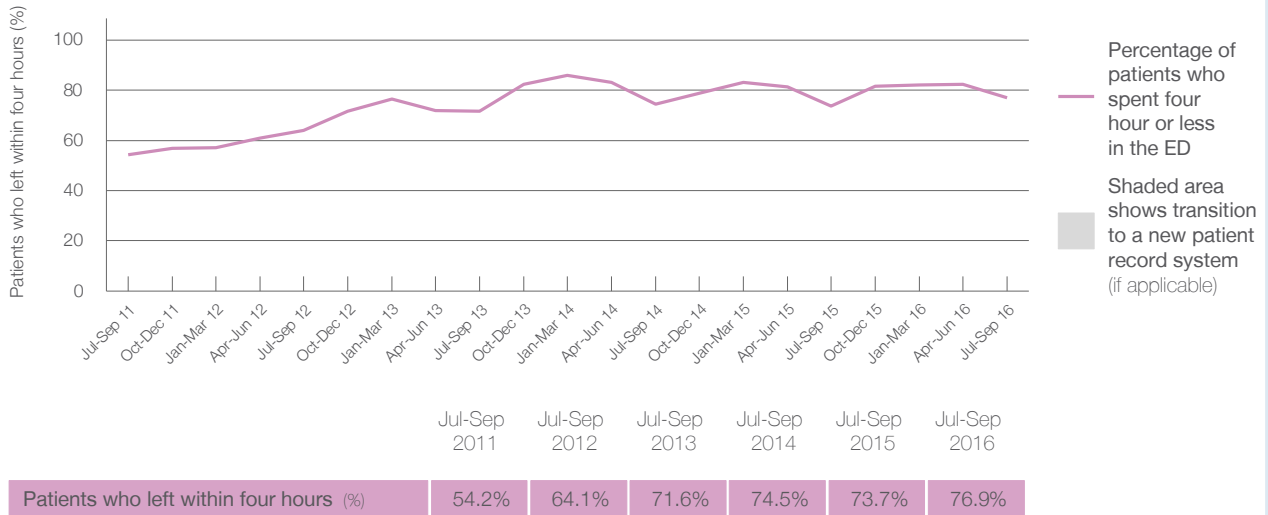
Presentations used to calculate time to leaving the ED: ⁶ 8,763 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,015	-2.8%
Presentations used to calculate time to leaving the ED	9,014	-2.8%
Percentage of patients who spent four hours or less in the ED	73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Liverpool Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,752 patients



Emergency presentations:² 20,428 patients

Same period last year	Change since one year ago
20,759	-0.0%
20,490	-0.3%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,482 patients

Median time to start treatment⁴  9 minutes
 95th percentile time to start treatment⁵  47 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,820 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,946 patients

Median time to start treatment⁴  17 minutes
 95th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,027 patients

Median time to start treatment⁴  14 minutes
 95th percentile time to start treatment⁵  90 minutes

Same period last year	NSW (this period)
3,384	
12 minutes	8 minutes
72 minutes	41 minutes
10,420	
27 minutes	21 minutes
144 minutes	103 minutes
5,006	
35 minutes	27 minutes
149 minutes	139 minutes
1,521	
29 minutes	24 minutes
136 minutes	138 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED  53.2%

Same period last year	Change since one year ago
20,759	-0.0%
50.7%	

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

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

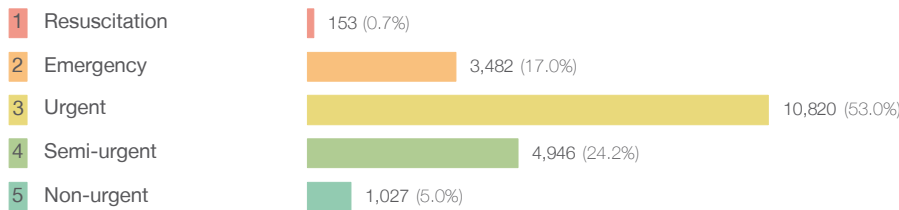
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Liverpool Hospital: Patients presenting to the emergency department July to September 2016

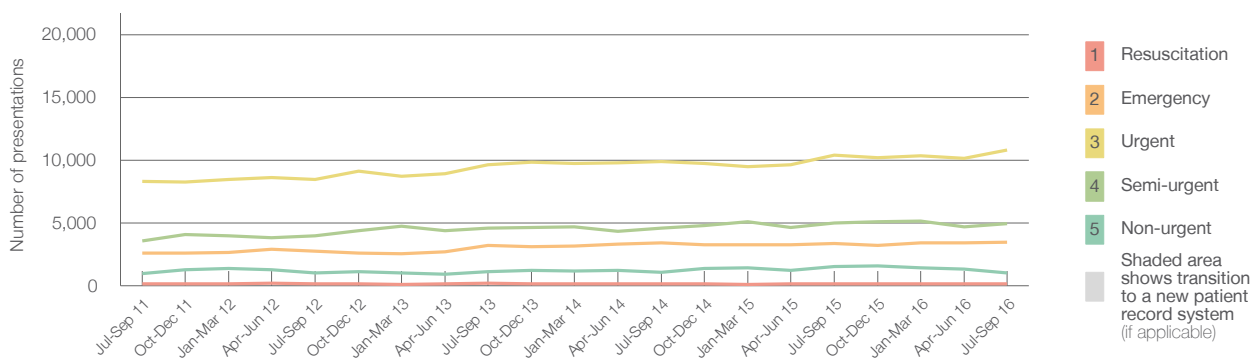
All presentations:¹ 20,752 patients

Emergency presentations² by triage category: 20,428 patients



Same period last year	Change since one year ago
20,759	-0.0%
20,490	-0.3%
159	-3.8%
3,384	2.9%
10,420	3.8%
5,006	-1.2%
1,521	-32.5%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	170	145	176	156	159	153
Emergency	2,602	2,762	3,183	3,403	3,384	3,482
Urgent	8,318	8,483	9,650	9,869	10,420	10,820
Semi-urgent	3,549	3,947	4,567	4,560	5,006	4,946
Non-urgent	956	1,035	1,112	1,072	1,521	1,027
All emergency presentations	15,595	16,372	18,688	19,060	20,490	20,428

Liverpool Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 6,890 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,940	
16 minutes	-3 minutes
85 minutes	-30 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

July to September 2016

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

Number of triage 2 patients: 3,482

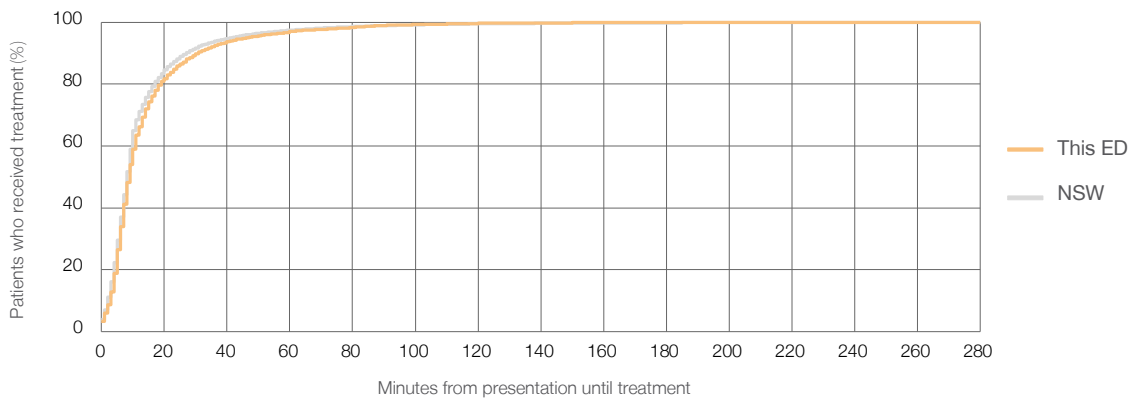
Number of triage 2 patients used to calculate waiting time:³ 3,455

Median time to start treatment⁴ 9 minutes

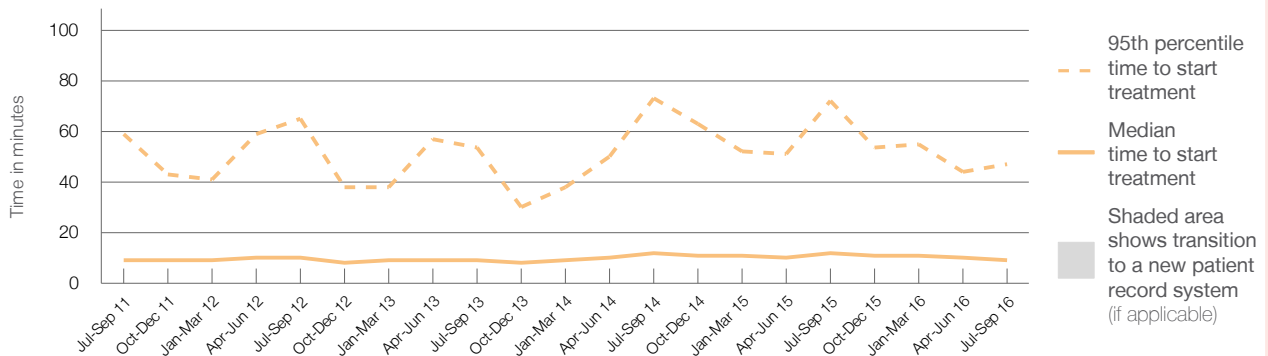
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,384	3,356
12 minutes	8 minutes
72 minutes	41 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	10	9	12	12	9
95th percentile time to start treatment ⁵ (minutes)	59	65	54	73	72	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.

Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 10,820

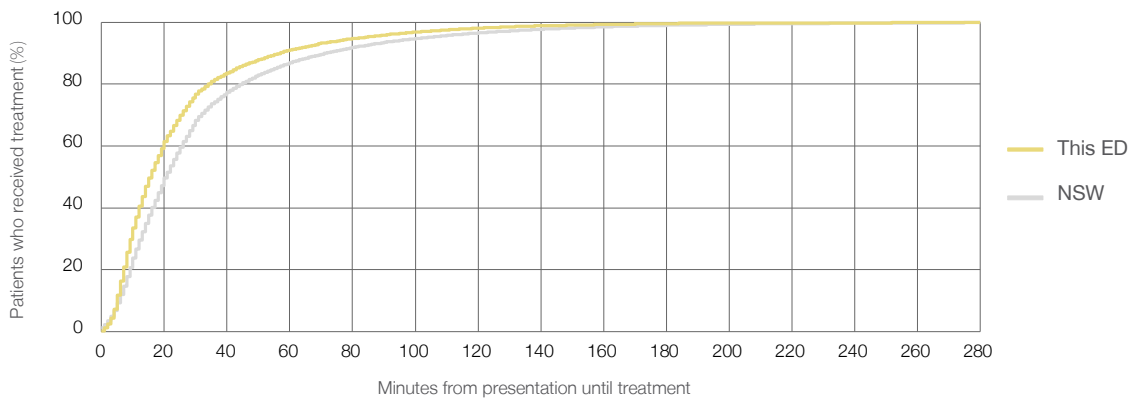
Number of triage 3 patients used to calculate waiting time:³ 10,501

Median time to start treatment⁴ 16 minutes

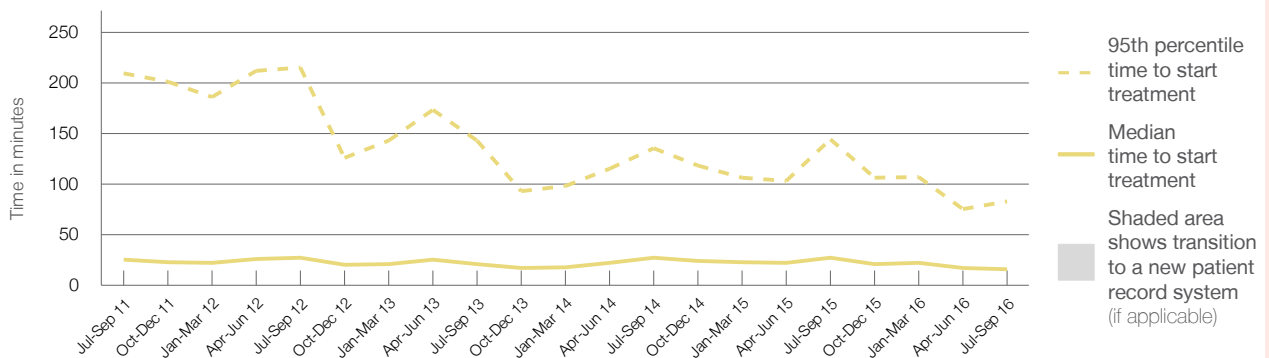
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
10,420	
9,986	
27 minutes	21 minutes
144 minutes	103 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	27	21	27	27	16
95th percentile time to start treatment ⁵ (minutes)	209	215	143	135	144	83

(†) 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 July to September 2016

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

Number of triage 4 patients: 4,946

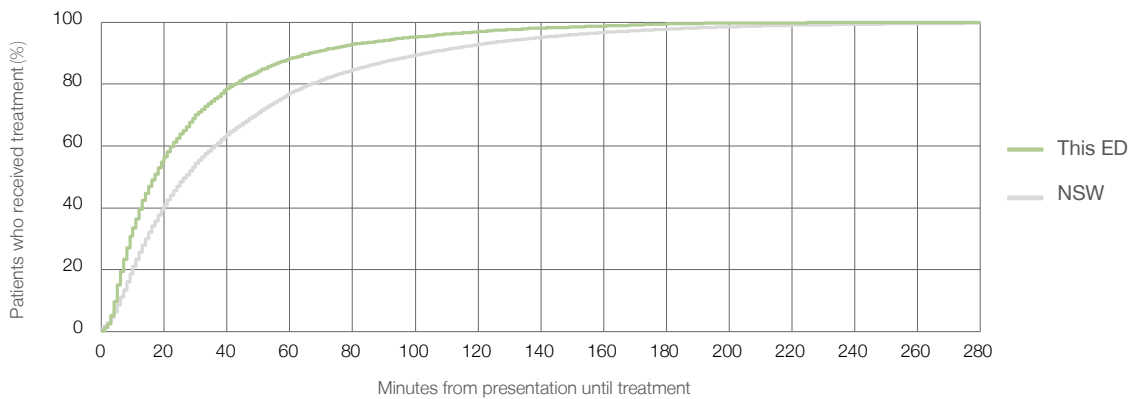
Number of triage 4 patients used to calculate waiting time:³ 4,478

Median time to start treatment⁴ 17 minutes

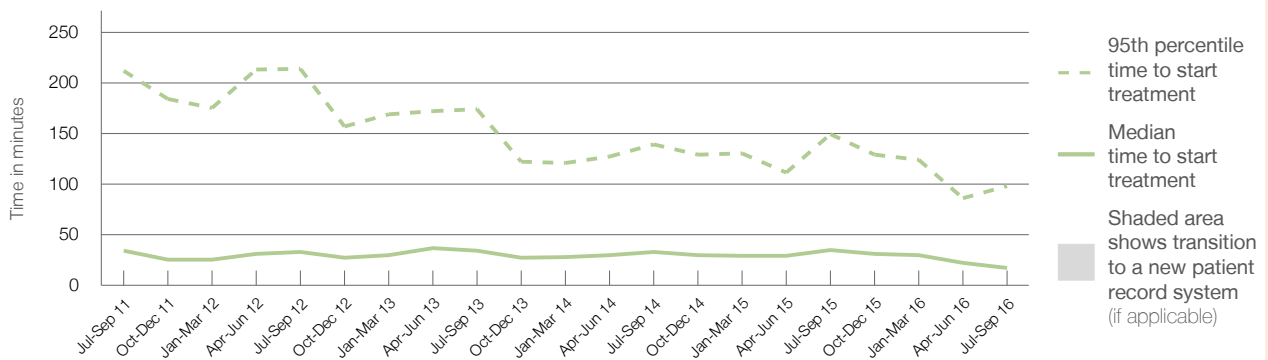
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
5,006	4,462
35 minutes	27 minutes
149 minutes	139 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	34	33	35	17
95th percentile time to start treatment ⁵ (minutes)	212	214	174	139	149	98

(†) 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

July to September 2016

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

Number of triage 5 patients: 1,027

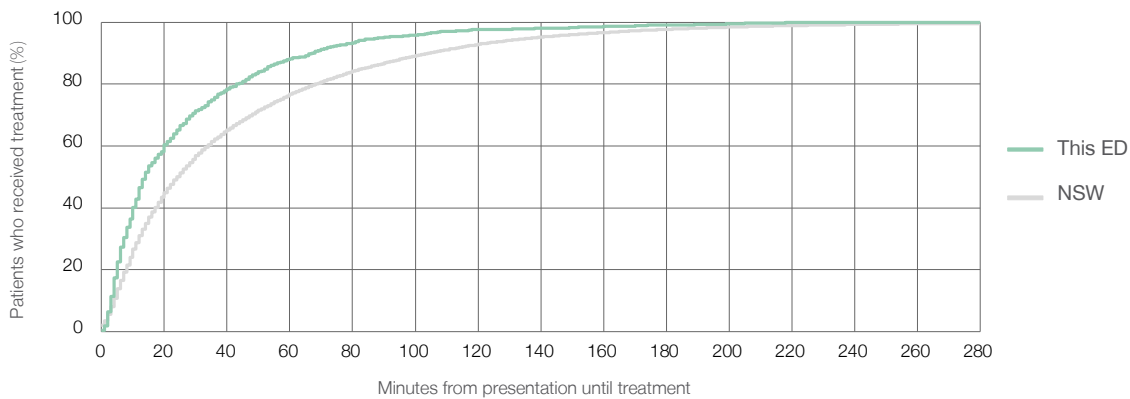
Number of triage 5 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 14 minutes

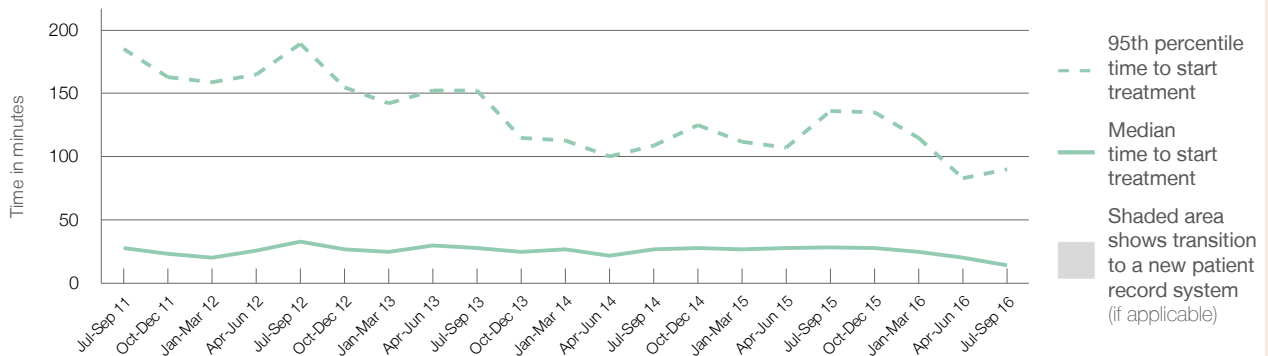
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,521	1,054
29 minutes	24 minutes
136 minutes	138 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	33	28	27	29	14
95th percentile time to start treatment ⁵ (minutes)	185	189	152	109	136	90

(†) 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

July to September 2016

All presentations:¹ 20,752 patients

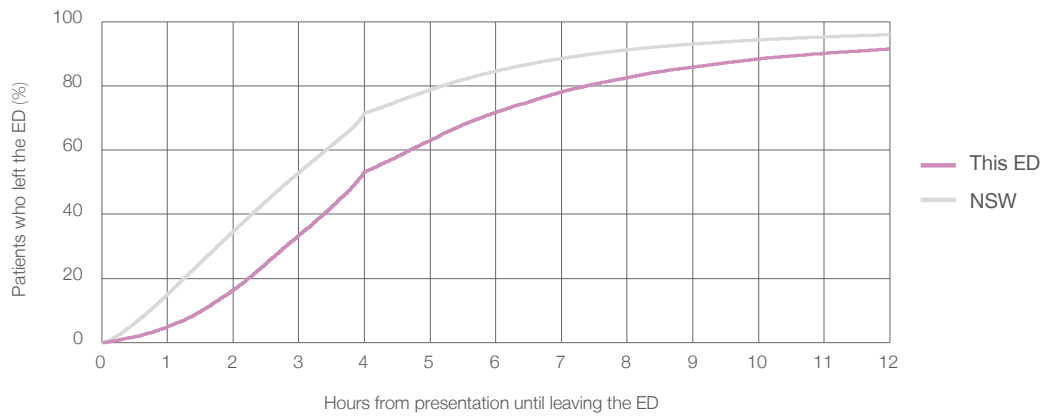
Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

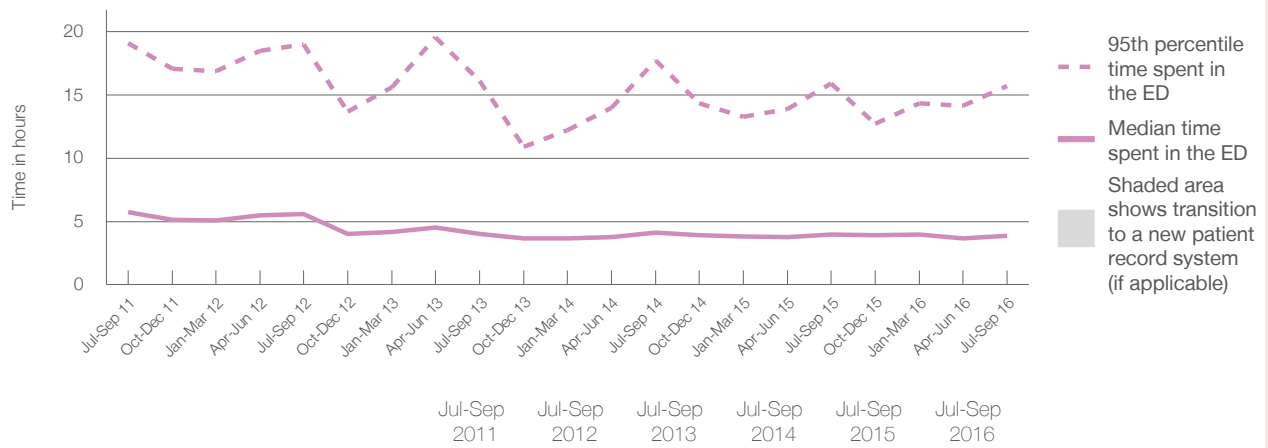
95th percentile time spent in the ED⁹ 15 hours and 41 minutes

Same period last year	NSW (this period)
20,759	20,752
3 hours and 59 minutes	2 hours and 50 minutes
15 hours and 53 minutes	10 hours and 43 minutes

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



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 6m	18h 58m	16h 6m	17h 42m	15h 53m	15h 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.

Liverpool Hospital: Time patients spent in the ED By mode of separation July to September 2016

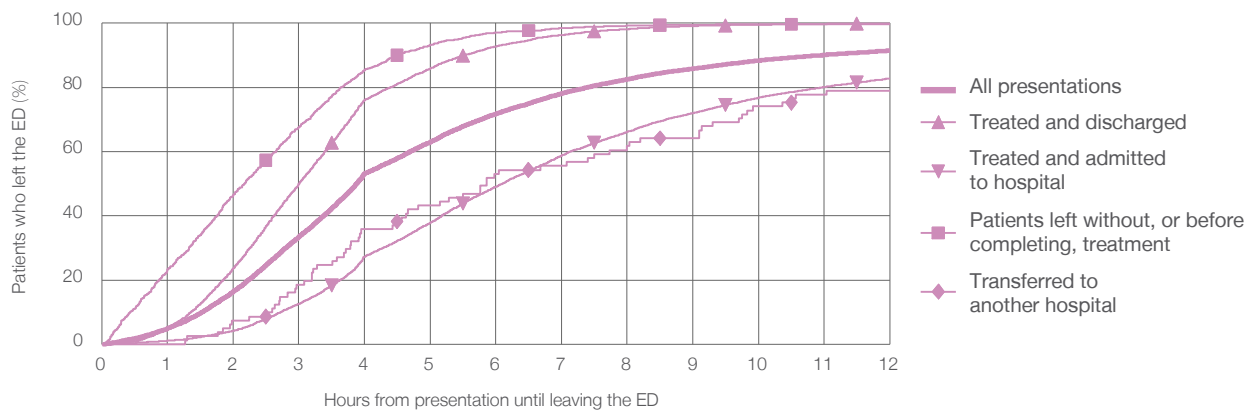
All presentations:¹ 20,752 patients

Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Treated and discharged	8,661 (41.7%)
Treated and admitted to hospital	10,090 (48.6%)
Patient left without, or before completing, treatment	1,762 (8.5%)
Transferred to another hospital	81 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,759	-0.0%
8,801	-1.6%
9,495	6.3%
2,134	-17.4%
79	2.5%
250	-36.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	5.0%	23.7%	50.1%	76.1%	92.8%	98.2%	99.5%	99.9%
Treated and admitted to hospital	1.1%	4.2%	12.6%	27.4%	49.1%	66.2%	76.8%	82.8%
Patient left without, or before completing, treatment	23.2%	46.7%	67.6%	85.5%	97.0%	99.2%	99.7%	99.7%
Transferred to another hospital	0%	7.4%	18.5%	35.8%	53.1%	61.7%	74.1%	79.0%
All presentations	4.9%	16.5%	33.4%	53.2%	71.8%	82.6%	88.4%	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.

Liverpool Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

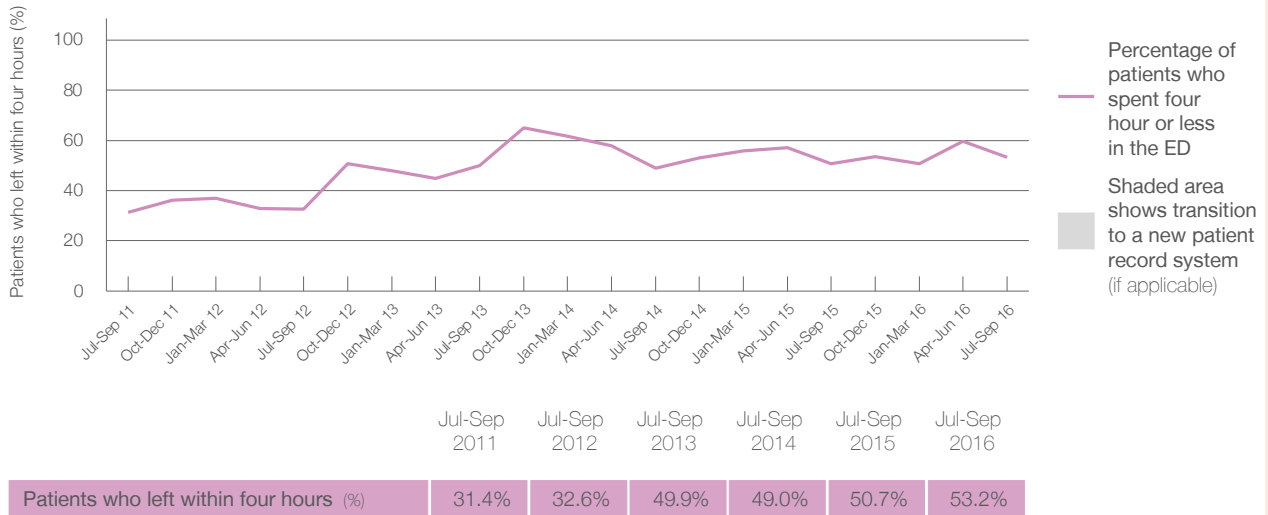
All presentations at the emergency department: ¹ 20,752 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED 53.2%

Same period last year	Change since one year ago
20,759	-0.0%
20,759	-0.0%
50.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).