

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

October to December 2017

All presentations:¹ 8,614 patients
 Emergency presentations:² 8,331 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,596 | 0.2% |
| 8,251 | 1.0% |

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 133 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,389 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,707 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,102 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 123 | |
| 8 minutes | 8 minutes |
| 20 minutes | 23 minutes |
| 1,181 | |
| 21 minutes | 20 minutes |
| 50 minutes | 65 minutes |
| 4,671 | |
| 29 minutes | 26 minutes |
| 76 minutes | 99 minutes |
| 2,276 | |
| 33 minutes | 23 minutes |
| 99 minutes | 103 minutes |

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,614 patients

Percentage of patients who spent four hours or less in the ED 82.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,596 | 0.2% |
| 90.1% | |

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

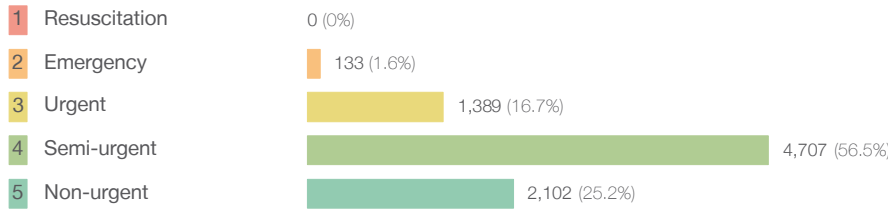
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department October to December 2017

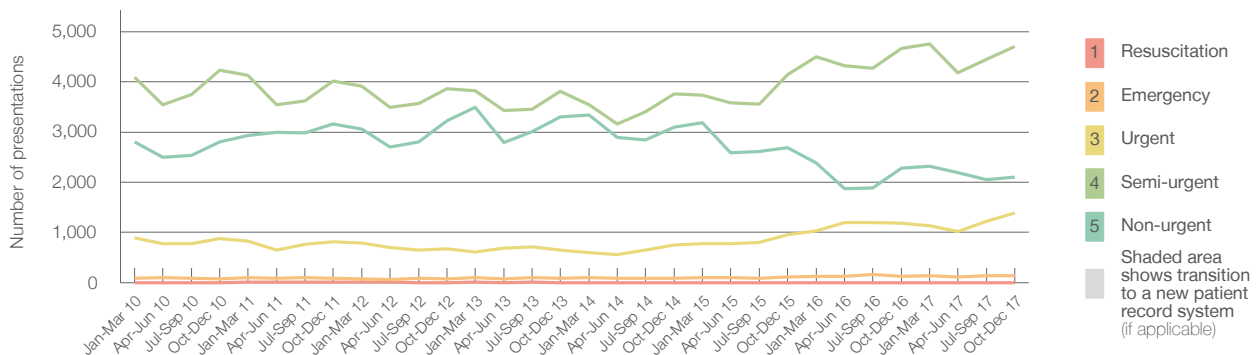
All presentations:¹ 8,614 patients

Emergency presentations² by triage category: 8,331 patients



| | Same period last year | Change since one year ago |
|-------------------------|-----------------------|---------------------------|
| All presentations | 8,596 | 0.2% |
| Emergency presentations | 8,251 | 1.0% |
| 1 Resuscitation | < 5 | * |
| 2 Emergency | 123 | 9.9% |
| 3 Urgent | 1,181 | 17.6% |
| 4 Semi-urgent | 4,671 | 0.8% |
| 5 Non-urgent | 2,276 | -7.6% |

Emergency presentations² by quarter, January 2010 to December 2017 †



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | < 5 | 6 | < 5 | < 5 | < 5 | < 5 | < 5 | 0 |
| Emergency | 73 | 87 | 77 | 94 | 87 | 115 | 123 | 133 |
| Urgent | 878 | 809 | 669 | 645 | 748 | 950 | 1,181 | 1,389 |
| Semi-urgent | 4,230 | 4,014 | 3,865 | 3,812 | 3,757 | 4,137 | 4,671 | 4,707 |
| Non-urgent | 2,808 | 3,159 | 3,230 | 3,305 | 3,093 | 2,692 | 2,276 | 2,102 |
| All emergency presentations | 7,989 | 8,075 | 7,841 | 7,856 | 7,685 | 7,894 | 8,251 | 8,331 |

Sydney/Sydney Eye Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 120 patients

ED Transfer of care time



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Arrivals used to calculate transfer of care time | 0 | |

| | Same period last year | Change since one year ago |
|----------------------|-----------------------|---------------------------|
| Median time | * | * |
| 90th percentile 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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 133

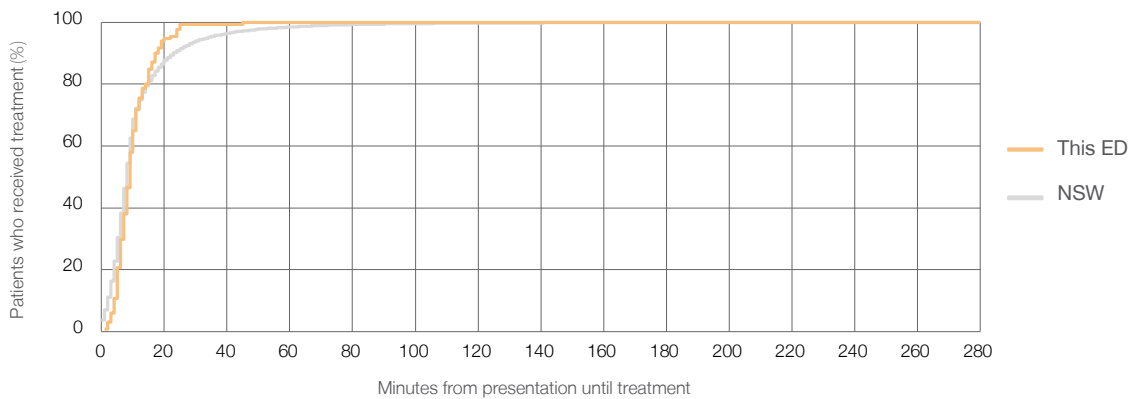
Number of triage 2 patients used to calculate waiting time:³ 131

Median time to start treatment⁴ 9 minutes

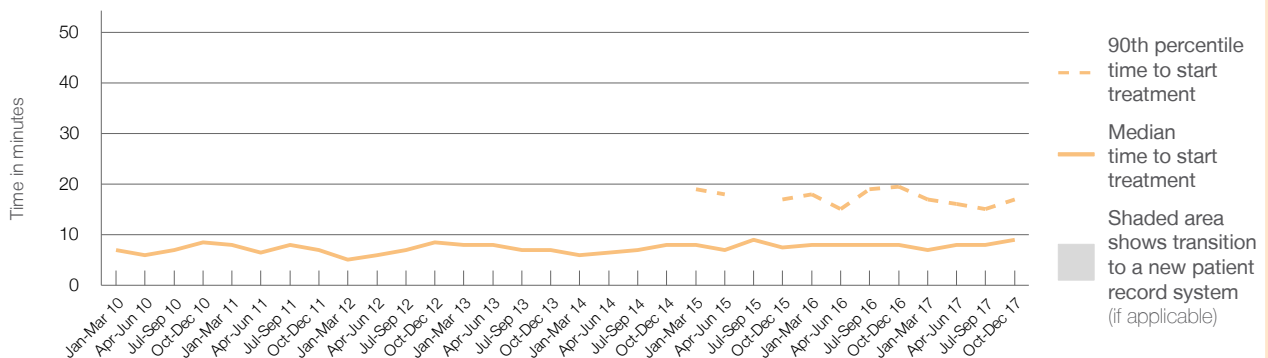
90th percentile time to start treatment⁵ 17 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 123 | |
| 120 | |
| 8 minutes | 8 minutes |
| 20 minutes | 23 minutes |

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 7 | 9 | 7 | 8 | 8 | 8 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | * | * | * | * | * | 17 | 20 | 17 |

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

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Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,389

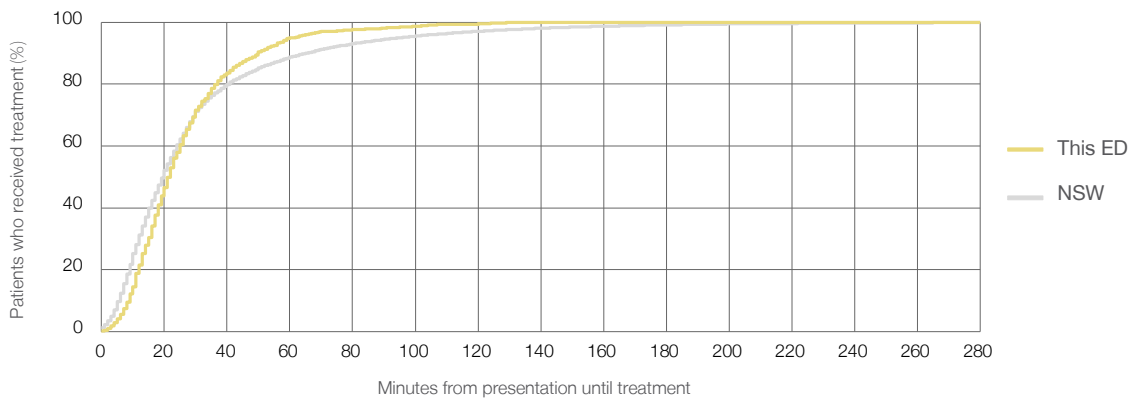
Number of triage 3 patients used to calculate waiting time:³ 1,370

Median time to start treatment⁴ 22 minutes

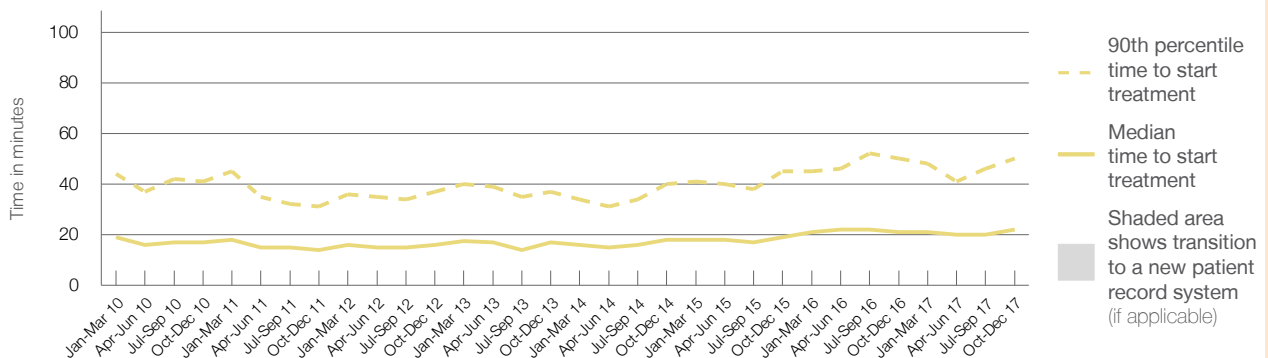
90th percentile time to start treatment⁵ 50 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,181 | 1,164 |
| 21 minutes | 20 minutes |
| 50 minutes | 65 minutes |

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 17 | 14 | 16 | 17 | 18 | 19 | 21 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 41 | 31 | 37 | 37 | 40 | 45 | 50 | 50 |

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Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,707

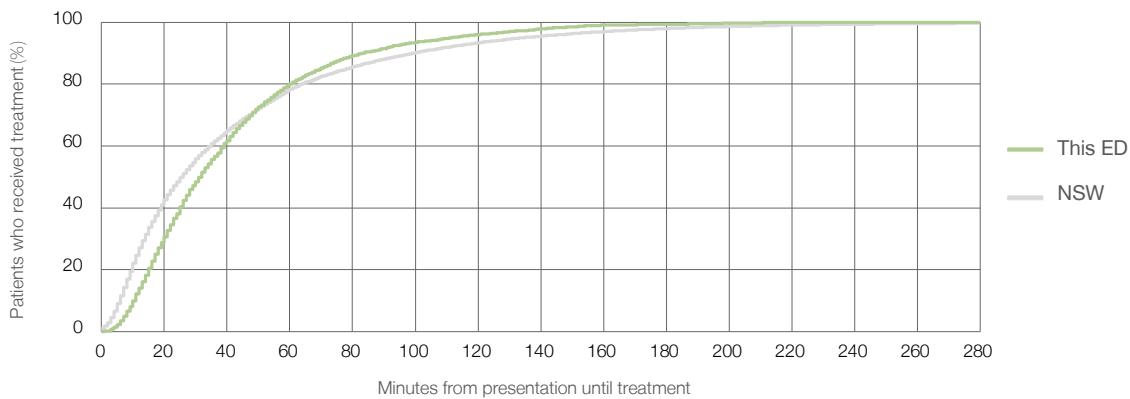
Number of triage 4 patients used to calculate waiting time:³ 4,595

Median time to start treatment⁴ 32 minutes

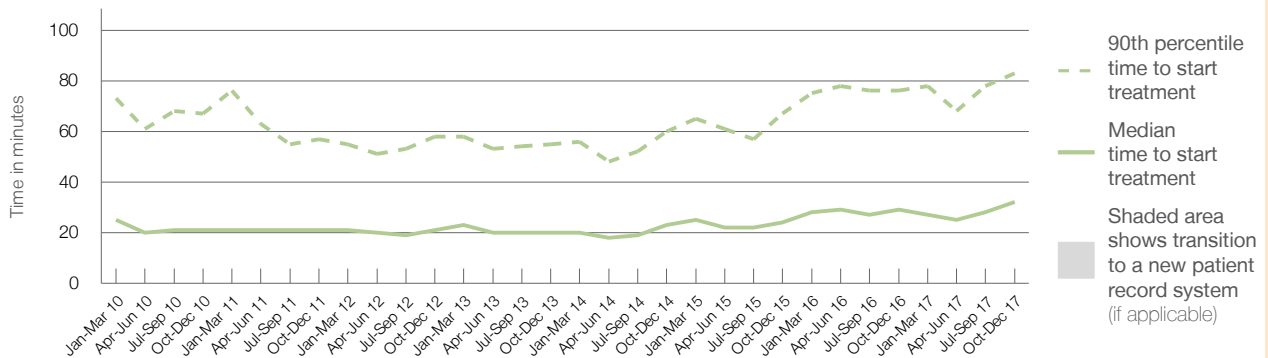
90th percentile time to start treatment⁵ 83 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,671 | 4,543 |
| 29 minutes | 26 minutes |
| 76 minutes | 99 minutes |

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 21 | 21 | 21 | 20 | 23 | 24 | 29 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 67 | 57 | 58 | 55 | 60 | 67 | 76 | 83 |

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Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 2,102

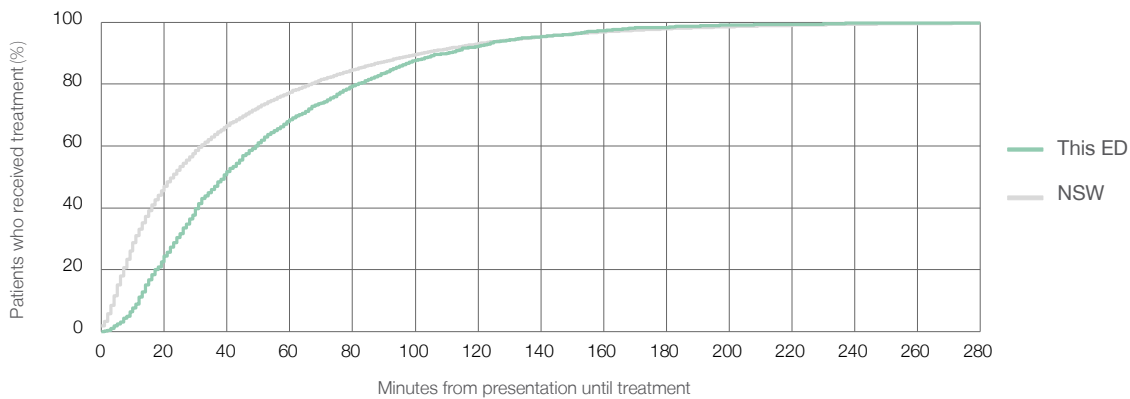
Number of triage 5 patients used to calculate waiting time:³ 1,956

Median time to start treatment⁴ 39 minutes

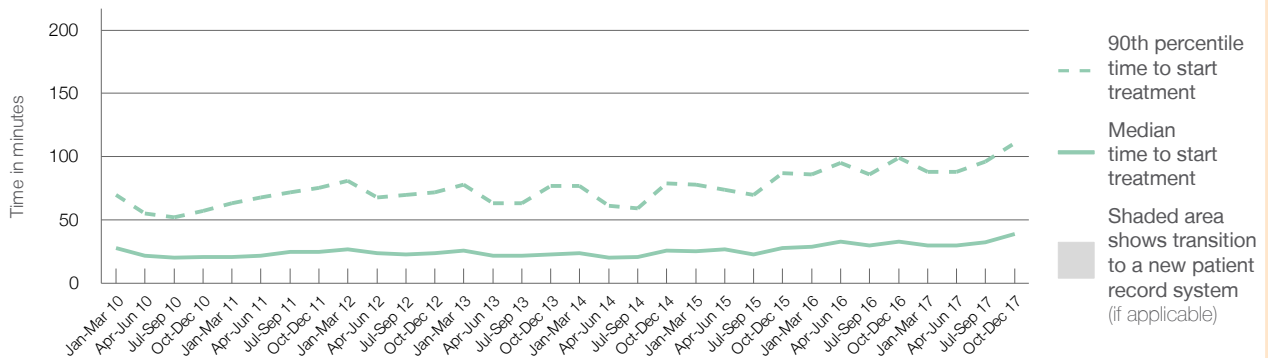
90th percentile time to start treatment⁵ 111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,276 | 2,104 |
| 33 minutes | 23 minutes |
| 99 minutes | 103 minutes |

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 21 | 25 | 24 | 23 | 26 | 28 | 33 | 39 |
| 90th percentile time to start treatment ⁵ (minutes) | 57 | 76 | 72 | 77 | 79 | 87 | 99 | 111 |

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

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

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

October to December 2017

All presentations:¹ 8,614 patients

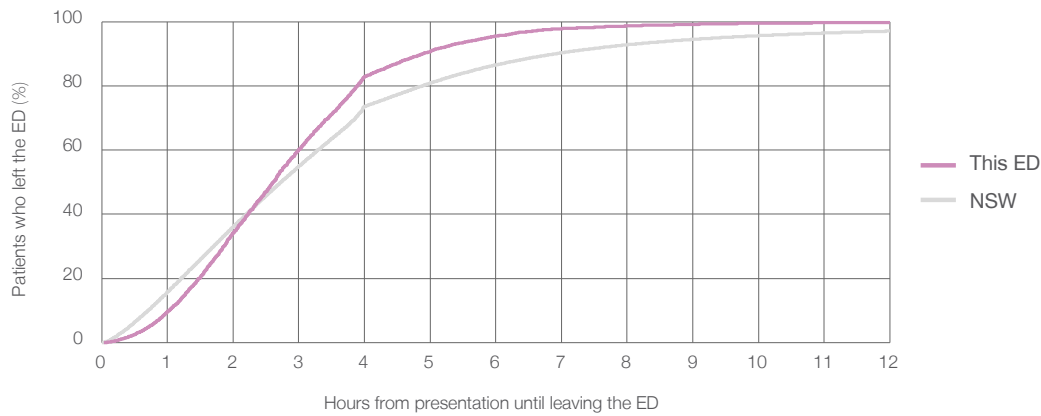
Presentations used to calculate time to leaving the ED:⁶ 8,614 patients

Median time spent in the ED⁸ 2 hours and 37 minutes

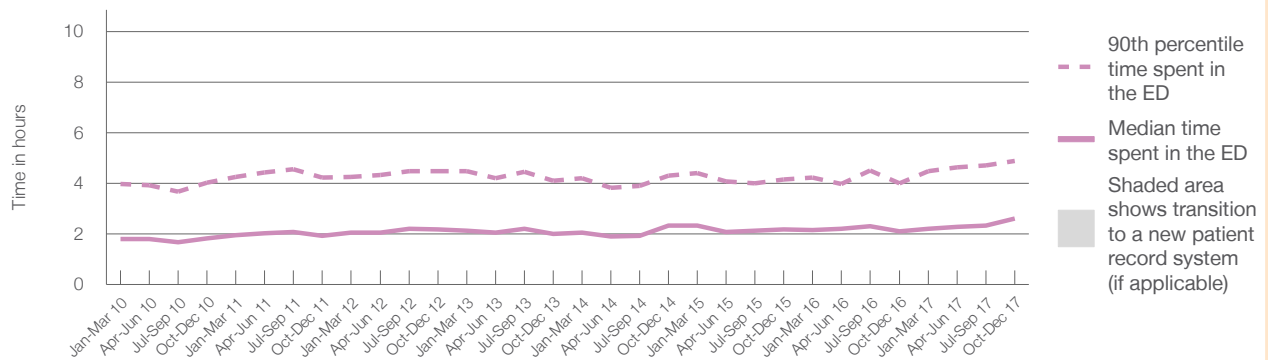
90th percentile time spent in the ED⁹ 4 hours and 53 minutes

| Same period last year | NSW (this period) |
|-----------------------|------------------------|
| 8,596 | 8,596 |
| 2 hours and 7 minutes | 2 hours and 44 minutes |
| 4 hours and 0 minutes | 6 hours and 55 minutes |

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



| | Oct-Dec 2010 | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 | Oct-Dec 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 1h 50m | 1h 56m | 2h 11m | 2h 1m | 2h 20m | 2h 11m | 2h 7m | 2h 37m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 4h 2m | 4h 14m | 4h 29m | 4h 6m | 4h 18m | 4h 10m | 4h 0m | 4h 53m |

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

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

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

By mode of separation

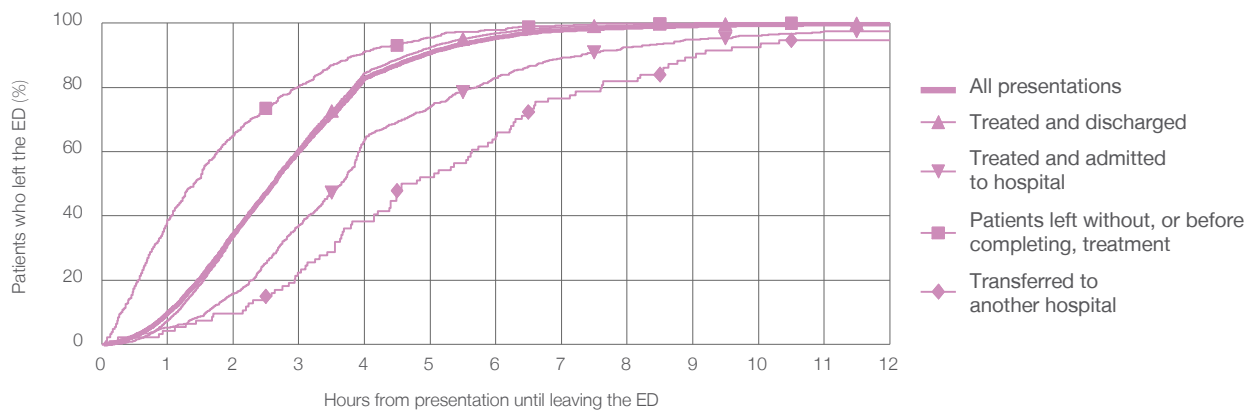
October to December 2017

All presentations:¹ 8,614 patients

Presentations used to calculate time to leaving the ED:⁶ 8,614 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 7,168 (83.2%) | 7,247 | -1.1% |
| Treated and admitted to hospital | 695 (8.1%) | 603 | 15.3% |
| Patient left without, or before completing, treatment | 570 (6.6%) | 542 | 5.2% |
| Transferred to another hospital | 94 (1.1%) | 92 | 2.2% |
| Other | 87 (1.0%) | 112 | -22.3% |

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 7.4% | 33.5% | 61.1% | 84.5% | 96.9% | 99.3% | 99.9% | 99.9% |
| Treated and admitted to hospital | 5.2% | 15.8% | 37.1% | 63.7% | 83.0% | 92.5% | 96.1% | 97.6% |
| Patient left without, or before completing, treatment | 38.6% | 65.1% | 80.2% | 91.1% | 97.9% | 99.8% | 100% | 100% |
| Transferred to another hospital | 4.3% | 9.6% | 22.3% | 38.3% | 64.9% | 81.9% | 92.6% | 94.7% |
| All presentations | 9.7% | 34.3% | 60.2% | 82.9% | 95.5% | 98.6% | 99.5% | 99.7% |

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Sydney/Sydney Eye Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,614 patients

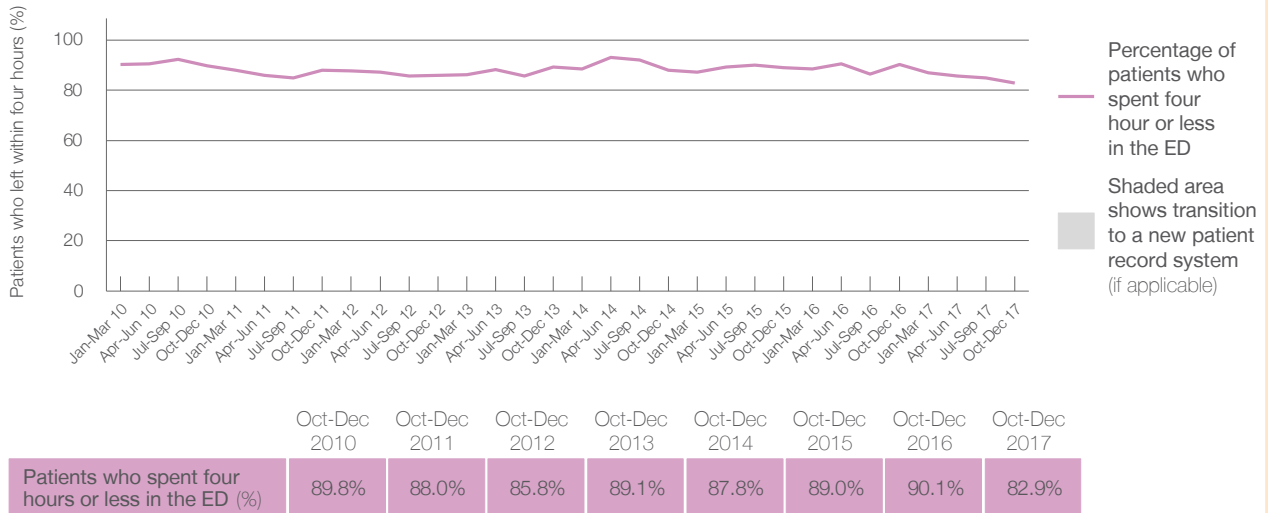
Presentations used to calculate time to leaving the ED: ⁶ 8,614 patients

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



| | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations at the emergency department | 8,596 | 0.2% |
| Presentations used to calculate time to leaving the ED | 8,596 | 0.2% |
| Percentage of patients who spent four hours or less in the ED | 90.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).