Performance Profiles

Emergency Department
Nepean Blue Mountains Local Health District

October to December 2017
Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview
October to December 2017

All presentations: 4,364 patients
Emergency presentations: 4,203 patients

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment
October to December 2017

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns): 632 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>7 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>18 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration): 1,067 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>17 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>57 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache): 2,141 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>26 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>112 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions): 432 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>25 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>132 minutes</td>
</tr>
</tbody>
</table>

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED
October to December 2017

Attendances used to calculate time to leaving the ED: 4,364 patients

Percentage of patients who spent four hours or less in the ED: 82.8%

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

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

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department
October to December 2017

All presentations: 4,364 patients

Emergency presentations by triage category: 4,293 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Number of Presentations</th>
<th>Change since last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>21</td>
<td>22</td>
<td>-4.5%</td>
</tr>
<tr>
<td>Emergency</td>
<td>632</td>
<td>623</td>
<td>1.4%</td>
</tr>
<tr>
<td>Urgent</td>
<td>1,067</td>
<td>949</td>
<td>12.4%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>2,141</td>
<td>2,076</td>
<td>3.1%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>432</td>
<td>536</td>
<td>-19.4%</td>
</tr>
</tbody>
</table>

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance
October to December 2017

Arrivals used to calculate transfer of care time: 744 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Metric</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time</td>
<td>12 minutes</td>
</tr>
<tr>
<td>90th percentile time</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

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.
Blue Mountains District Anzac Memorial 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: 632
- Number of triage 2 patients used to calculate waiting time: 629
- Median time to start treatment: 7 minutes
- 90th percentile time to start treatment: 18 minutes

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

- This ED
- NSW

**Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017**

- Median time to start treatment: 8 minutes
- 90th percentile time to start treatment: 25 minutes

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Blue Mountains District Anzac Memorial 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: 1,067
Number of triage 3 patients used to calculate waiting time: 1,050

Median time to start treatment: 17 minutes
90th percentile time to start treatment: 57 minutes

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

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>NSW</th>
<th>This ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
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<td>30</td>
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<td>40</td>
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<td>50</td>
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<tr>
<td>60</td>
<td></td>
<td></td>
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<tr>
<td>70</td>
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<tr>
<td>80</td>
<td></td>
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<tr>
<td>90</td>
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<td>100</td>
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<tr>
<td>110</td>
<td></td>
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<tr>
<td>120</td>
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<td>130</td>
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<td>140</td>
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<td>150</td>
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<tr>
<td>160</td>
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<td>170</td>
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<td>180</td>
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<tr>
<td>190</td>
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<td>200</td>
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<td>210</td>
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<td>220</td>
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<td>230</td>
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<td>240</td>
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<td>250</td>
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<tr>
<td>260</td>
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<tr>
<td>270</td>
<td></td>
<td></td>
</tr>
<tr>
<td>280</td>
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</tr>
</tbody>
</table>

Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (minutes)</td>
<td>20</td>
<td>19</td>
<td>18</td>
<td>16</td>
<td>18</td>
<td>20</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>90th percentile time to start treatment (minutes)</td>
<td>76</td>
<td>71</td>
<td>92</td>
<td>63</td>
<td>63</td>
<td>88</td>
<td>62</td>
<td>57</td>
</tr>
</tbody>
</table>

>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.
Blue Mountains District Anzac Memorial 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: 2,141
Number of triage 4 patients used to calculate waiting time: 2,037

<table>
<thead>
<tr>
<th></th>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>26 minutes</td>
<td>28 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>112 minutes</td>
<td>99 minutes</td>
</tr>
</tbody>
</table>

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

![Graph showing percentage of patients treated by time]

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>31</td>
<td>35</td>
<td>39</td>
<td>30</td>
<td>34</td>
<td>27</td>
<td>28</td>
<td>26</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>127</td>
<td>124</td>
<td>166</td>
<td>138</td>
<td>130</td>
<td>126</td>
<td>119</td>
<td>112</td>
</tr>
</tbody>
</table>

(†) 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.
More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5
October to December 2017

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions)</th>
</tr>
</thead>
</table>

Number of triage 5 patients: 432
Number of triage 5 patients used to calculate waiting time: 367

Median time to start treatment 4
90th percentile time to start treatment 5

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last year</td>
<td></td>
</tr>
<tr>
<td>536</td>
<td>463</td>
</tr>
<tr>
<td>32 minutes</td>
<td>23 minutes</td>
</tr>
<tr>
<td>140 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

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

Median time to start treatment 4
90th percentile time to start treatment 5

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED 
October to December 2017

All presentations: 4,364 patients
Presentations used to calculate time to leaving the ED: 4,364 patients

Median time spent in the ED
90th percentile time spent in the ED

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

Same period last year
NSW (this period)

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

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Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations: 4,364 patients
Presentations used to calculate time to leaving the ED: 4,364 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Time in ED (Hours)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>3,264 (74.8%)</td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>687 (15.7%)</td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>195 (4.5%)</td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>206 (4.7%)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>12 (0.3%)</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>1 hour</th>
<th>2 hours</th>
<th>3 hours</th>
<th>4 hours</th>
<th>6 hours</th>
<th>8 hours</th>
<th>10 hours</th>
<th>12 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>15.1%</td>
<td>41.0%</td>
<td>65.8%</td>
<td>86.9%</td>
<td>94.2%</td>
<td>97.1%</td>
<td>98.5%</td>
<td>90.1%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>1.7%</td>
<td>7.3%</td>
<td>19.9%</td>
<td>72.2%</td>
<td>83.7%</td>
<td>93.2%</td>
<td>96.1%</td>
<td>98.0%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>22.6%</td>
<td>60.0%</td>
<td>81.5%</td>
<td>92.8%</td>
<td>96.9%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>1.9%</td>
<td>10.2%</td>
<td>21.8%</td>
<td>43.7%</td>
<td>67.0%</td>
<td>82.5%</td>
<td>92.2%</td>
<td>96.1%</td>
</tr>
<tr>
<td>All presentations</td>
<td>12.8%</td>
<td>35.1%</td>
<td>57.2%</td>
<td>82.8%</td>
<td>91.4%</td>
<td>95.9%</td>
<td>97.9%</td>
<td>98.8%</td>
</tr>
</tbody>
</table>

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.
**Blue Mountains District Anzac Memorial 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: \(^1\) 4,364 patients

Presentations used to calculate time to leaving the ED: \(^5\) 4,364 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>82.8%</strong> * (if applicable)</td>
</tr>
</tbody>
</table>

**Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017** \(^\ddagger\)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 10</td>
<td>77.3%</td>
</tr>
<tr>
<td>Apr-Jun 10</td>
<td>79.0%</td>
</tr>
<tr>
<td>Jul-Sep 10</td>
<td>73.3%</td>
</tr>
<tr>
<td>Oct-Dec 10</td>
<td>80.5%</td>
</tr>
<tr>
<td>Jan-Mar 11</td>
<td>78.7%</td>
</tr>
<tr>
<td>Apr-Jun 11</td>
<td>79.7%</td>
</tr>
<tr>
<td>Jul-Sep 11</td>
<td>78.1%</td>
</tr>
<tr>
<td>Oct-Dec 11</td>
<td>82.8%</td>
</tr>
</tbody>
</table>

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\(\ddagger\) Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

\(^1\) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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\* 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).
**Hawkesbury District Health Services:** Emergency department (ED) overview  
October to December 2017

<table>
<thead>
<tr>
<th>All presentations: 1</th>
<th>6,469 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency presentations: 2</td>
<td>6,185 patients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hawkesbury District Health Services:</th>
<th>Time patients waited to start treatment 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October to December 2017</td>
</tr>
</tbody>
</table>

| Triage 2 | Emergency  
(e.g. chest pain, severe burns): 832 patients |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4</td>
<td>11 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td>26 minutes</td>
</tr>
</tbody>
</table>

| Triage 3 | Urgent  
(e.g. moderate blood loss, dehydration): 1,723 patients |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4</td>
<td>14 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td>51 minutes</td>
</tr>
</tbody>
</table>

| Triage 4 | Semi-urgent  
(e.g. sprained ankle, earache): 3,110 patients |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4</td>
<td>13 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td>66 minutes</td>
</tr>
</tbody>
</table>

| Triage 5 | Non-urgent  
(e.g. small cuts or abrasions): 490 patients |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4</td>
<td>12 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
<td>55 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hawkesbury District Health Services:</th>
<th>Time from presentation until leaving the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October to December 2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attendances used to calculate time to leaving the ED: 6,469 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED: 71.4%</td>
</tr>
</tbody>
</table>

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted on 3rd January 2019).
Hawkesbury District Health Services: Patients presenting to the emergency department
October to December 2017

All presentations: 6,469 patients

Emergency presentations by triage category: 6,185 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Resuscitation</td>
<td>30 (0.5%)</td>
<td>7 (0.2%)</td>
</tr>
<tr>
<td>2. Emergency</td>
<td>832 (13.5%)</td>
<td>286 (4.5%)</td>
</tr>
<tr>
<td>3. Urgent</td>
<td>1,723 (27.9%)</td>
<td>737 (12.2%)</td>
</tr>
<tr>
<td>4. Semi-urgent</td>
<td>3,110 (50.3%)</td>
<td>1,420 (23.5%)</td>
</tr>
<tr>
<td>5. Non-urgent</td>
<td>490 (7.9%)</td>
<td>210 (3.5%)</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to December 2017

Hawkesbury District Health Services: Patients arriving by ambulance
October to December 2017

Arrivals used to calculate transfer of care time: 970 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time Measure</th>
<th>Median time</th>
<th>90th percentile time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12 minutes</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

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

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

This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: 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: 832
Number of triage 2 patients used to calculate waiting time: 831

**Median time to start treatment**

<table>
<thead>
<tr>
<th></th>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>last year</td>
<td>633</td>
<td>633</td>
</tr>
<tr>
<td>this period</td>
<td>9 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td></td>
<td>25 minutes</td>
<td>23 minutes</td>
</tr>
</tbody>
</table>

**90th percentile time to start treatment**

<table>
<thead>
<tr>
<th></th>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>last year</td>
<td>11 minutes</td>
<td>9 minutes</td>
</tr>
<tr>
<td>this period</td>
<td>26 minutes</td>
<td>26 minutes</td>
</tr>
</tbody>
</table>

---

**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**

---

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>18</td>
<td>17</td>
<td>17</td>
<td>11</td>
<td>11</td>
<td>12</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>39</td>
<td>42</td>
<td>38</td>
<td>23</td>
<td>30</td>
<td>27</td>
<td>25</td>
<td>26</td>
</tr>
</tbody>
</table>

---

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

(2) 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.

(3) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: 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: 1,723
Number of triage 3 patients used to calculate waiting time: 1,702
Median time to start treatment 4 14 minutes
90th percentile time to start treatment 5 51 minutes

Same period last year NSW (this period)
1,700 1,698
18 minutes 20 minutes
41 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

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4 (minutes)</td>
<td>28</td>
<td>29</td>
<td>27</td>
<td>17</td>
<td>19</td>
<td>20</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5 (minutes)</td>
<td>64</td>
<td>79</td>
<td>67</td>
<td>42</td>
<td>42</td>
<td>40</td>
<td>41</td>
<td>51</td>
</tr>
</tbody>
</table>

Notes:
4 Data points are not shown in graphs for quarters when patient numbers are too small.
5 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.
6 This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: 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: 3,110
Number of triage 4 patients used to calculate waiting time: 3,036
Median time to start treatment: 13 minutes
90th percentile time to start treatment: 66 minutes

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>last year</td>
<td></td>
</tr>
<tr>
<td>3,093</td>
<td>3,067</td>
</tr>
<tr>
<td>19 minutes</td>
<td>26 minutes</td>
</tr>
<tr>
<td>58 minutes</td>
<td>99 minutes</td>
</tr>
</tbody>
</table>

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

![Graph showing percentage of triage 4 patients who received treatment by time.]

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>30</td>
<td>29</td>
<td>30</td>
<td>20</td>
<td>21</td>
<td>21</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>90th</td>
<td>80</td>
<td>94</td>
<td>87</td>
<td>66</td>
<td>66</td>
<td>58</td>
<td>58</td>
<td>66</td>
</tr>
</tbody>
</table>

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

(g) 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.

(g) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: 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: 490
Number of triage 5 patients used to calculate waiting time: 3 470
Median time to start treatment: 12 minutes
90th percentile time to start treatment: 55 minutes

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

<table>
<thead>
<tr>
<th>Patients who received treatment (%)</th>
<th>This ED</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minutes from presentation until treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>20</td>
<td>40</td>
</tr>
<tr>
<td>0</td>
<td>20</td>
<td>40</td>
</tr>
</tbody>
</table>

Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(minutes)</td>
<td>32</td>
<td>28</td>
<td>30</td>
<td>22</td>
<td>24</td>
<td>22</td>
<td>20</td>
<td>12</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>112</td>
<td>120</td>
<td>94</td>
<td>104</td>
<td>112</td>
<td>76</td>
<td>75</td>
<td>55</td>
</tr>
</tbody>
</table>

(9) Data points are not shown in graphs for quarters when patient numbers are too small.
(8) 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.
(8) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: Time patients spent in the ED
October to December 2017

All presentations: 6,469 patients
Presentations used to calculate time to leaving the ED: 6,469 patients

Median time spent in the ED
90th percentile time spent in the ED

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

Median time to leaving the ED
90th percentile time to leaving the ED

Data points are not shown in graphs for quarters when patient numbers are too small.
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations: 6,469 patients
Presentations used to calculate time to leaving the ED: 6,469 patients

- **Treated and discharged**: 4,418 (68.3%)
- **Treated and admitted to hospital**: 1,309 (20.2%)
- **Patient left without, or before completing, treatment**: 510 (7.9%)
- **Transferred to another hospital**: 215 (3.3%)
- **Other**: 17 (0.3%)

### Same period last year

- **Treated and discharged**: 6,173
- **Treated and admitted to hospital**: 1,230
- **Patient left without, or before completing, treatment**: 499
- **Transferred to another hospital**: 174
- **Other**: 7

### Change since one year ago

- **Treated and discharged**: 4.8%
- **Treated and admitted to hospital**: 6.4%
- **Patient left without, or before completing, treatment**: 2.2%
- **Transferred to another hospital**: 23.6%
- **Other**: 142.9%

---

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.

This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Hawkesbury District Health Services: 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: 6,469 patients
Presentations used to calculate time to leaving the ED: 6,469 patients

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,173</td>
<td>4.8%</td>
</tr>
<tr>
<td>6,173</td>
<td>4.8%</td>
</tr>
</tbody>
</table>

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

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.
† Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Lithgow Health Service: Emergency department (ED) overview
October to December 2017

All presentations: 3,069 patients
Emergency presentations: 2,964 patients

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Presentations</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns)</td>
<td>369 patients</td>
<td>5 minutes</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration)</td>
<td>1,009 patients</td>
<td>10 minutes</td>
<td>35 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache)</td>
<td>1,271 patients</td>
<td>12 minutes</td>
<td>58 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions)</td>
<td>304 patients</td>
<td>8 minutes</td>
<td>45 minutes</td>
</tr>
</tbody>
</table>

Lithgow Health Service: Time patients waited to start treatment
October to December 2017

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Presentations</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns)</td>
<td>369 patients</td>
<td>325</td>
<td>4 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration)</td>
<td>1,009 patients</td>
<td>1,042</td>
<td>11 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache)</td>
<td>1,271 patients</td>
<td>1,336</td>
<td>11 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>26 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions)</td>
<td>304 patients</td>
<td>450</td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>23 minutes</td>
</tr>
</tbody>
</table>

Lithgow Health Service: Time from presentation until leaving the ED
October to December 2017

Attendances used to calculate time to leaving the ED: 3,069 patients

<table>
<thead>
<tr>
<th>Attendances</th>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,069 patients</td>
<td>85.0%</td>
</tr>
</tbody>
</table>

Same period last year: 3,292
Change since one year ago: -6.8%

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).
Lithgow Health Service: Patients presenting to the emergency department
October to December 2017

All presentations: 3,069 patients

Emergency presentations by triage category: 2,964 patients

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Change since last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>11 (0.4%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>369 (12.4%)</td>
<td>18 (12.4%)</td>
<td>325 (13.5%)</td>
</tr>
<tr>
<td>Urgent</td>
<td>1,009 (34.0%)</td>
<td>1,042 (3.2%)</td>
<td>1,336 (4.9%)</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>1,271 (42.9%)</td>
<td>1,271 (42.9%)</td>
<td>450 (32.4%)</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>304 (10.3%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to December 2017

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>14</td>
<td>16</td>
<td>6</td>
<td>8</td>
<td>16</td>
<td>10</td>
<td>18</td>
<td>11</td>
</tr>
<tr>
<td>Emergency</td>
<td>242</td>
<td>223</td>
<td>266</td>
<td>332</td>
<td>223</td>
<td>386</td>
<td>325</td>
<td>369</td>
</tr>
<tr>
<td>Urgent</td>
<td>664</td>
<td>650</td>
<td>725</td>
<td>906</td>
<td>796</td>
<td>964</td>
<td>1,042</td>
<td>1,009</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>1,593</td>
<td>1,451</td>
<td>1,528</td>
<td>1,287</td>
<td>1,296</td>
<td>1,341</td>
<td>1,336</td>
<td>1,271</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>787</td>
<td>732</td>
<td>706</td>
<td>539</td>
<td>549</td>
<td>434</td>
<td>450</td>
<td>304</td>
</tr>
<tr>
<td>All emergency</td>
<td>3,320</td>
<td>3,081</td>
<td>3,233</td>
<td>3,072</td>
<td>2,880</td>
<td>3,134</td>
<td>3,171</td>
<td>2,964</td>
</tr>
</tbody>
</table>

Lithgow Health Service: Patients arriving by ambulance
October to December 2017

Arrivals used to calculate transfer of care time: 567 patients

ED Transfer of care time

- Median time: 11 minutes
- 90th percentile time: 22 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.
Lithgow Health Service: 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: 369
Number of triage 2 patients used to calculate waiting time: 368
Median time to start treatment
5 minutes
90th percentile time to start treatment
15 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

Median time to start treatment
4 minutes
90th percentile time to start treatment
5 minutes

Same period last year
NSW (this period)
325
324
4 minutes
8 minutes
12 minutes
23 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.
Lithgow Health Service: 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: 1,009
Number of triage 3 patients used to calculate waiting time: 995

Median time to start treatment 4

<table>
<thead>
<tr>
<th></th>
<th>This ED</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>10 minutes</td>
<td>11 minutes</td>
</tr>
<tr>
<td>90th percentile</td>
<td>35 minutes</td>
<td>36 minutes</td>
</tr>
</tbody>
</table>

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

![Graph showing percentage of triage 3 patients who received treatment by time]

<table>
<thead>
<tr>
<th>Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 ††</th>
</tr>
</thead>
<tbody>
<tr>
<td>(minutes)</td>
</tr>
<tr>
<td>Median time to start treatment 4</td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5</td>
</tr>
<tr>
<td>62</td>
</tr>
</tbody>
</table>

(†) 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer
Lithgow Health Service: 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: 1,271
Number of triage 4 patients used to calculate waiting time: 1,248
Median time to start treatment 12 minutes
90th percentile time to start treatment 58 minutes

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,366</td>
<td>1,248</td>
</tr>
<tr>
<td>11 minutes</td>
<td>26 minutes</td>
</tr>
<tr>
<td>54 minutes</td>
<td>99 minutes</td>
</tr>
</tbody>
</table>

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

- Median time to start treatment
- 90th percentile time to start treatment

Median time to start treatment
90th percentile time to start treatment

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td></td>
<td>19</td>
<td>15</td>
<td>12</td>
<td>14</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>90th percentile</td>
<td></td>
<td>85</td>
<td>66</td>
<td>57</td>
<td>55</td>
<td>46</td>
<td>50</td>
</tr>
</tbody>
</table>

(1) Data points are not shown in graphs for quarters when patient numbers are too small.
(2) 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.
Lithgow Health Service: 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: 304
Number of triage 5 patients used to calculate waiting time: 204

- Median time to start treatment: 8 minutes
- 90th percentile time to start treatment: 45 minutes

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td>450</td>
<td>434</td>
</tr>
<tr>
<td>10 minutes</td>
<td>23 minutes</td>
</tr>
<tr>
<td>51 minutes</td>
<td>103 minutes</td>
</tr>
</tbody>
</table>

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

- Median time to start treatment: 17 minutes
- 90th percentile time to start treatment: 87 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.
Lithgow Health Service: Time patients spent in the ED
October to December 2017

All presentations: 3,069 patients
Presentations used to calculate time to leaving the ED: 3,069 patients

Median time spent in the ED: 1 hours and 45 minutes
90th percentile time spent in the ED: 4 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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Median time to leaving the ED</th>
<th>90th percentile time to leaving the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec 2010</td>
<td>1h 42m</td>
<td>5h 17m</td>
</tr>
<tr>
<td>Oct-Dec 2011</td>
<td>1h 34m</td>
<td>4h 35m</td>
</tr>
<tr>
<td>Oct-Dec 2012</td>
<td>1h 23m</td>
<td>4h 40m</td>
</tr>
<tr>
<td>Oct-Dec 2013</td>
<td>1h 27m</td>
<td>4h 37m</td>
</tr>
<tr>
<td>Oct-Dec 2014</td>
<td>1h 23m</td>
<td>4h 24m</td>
</tr>
<tr>
<td>Oct-Dec 2015</td>
<td>1h 32m</td>
<td>4h 45m</td>
</tr>
<tr>
<td>Oct-Dec 2016</td>
<td>1h 30m</td>
<td>4h 31m</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>1h 45m</td>
<td>4h 55m</td>
</tr>
</tbody>
</table>

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.
Lithgow Health Service: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations: \(^1\) 3,069 patients
Presentations used to calculate time to leaving the ED: \(^2\) 3,069 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>All Presentations</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,069</td>
<td>2,542 (82.8%)</td>
<td>323 (10.5%)</td>
<td>58 (1.9%)</td>
<td>130 (4.2%)</td>
<td>16 (0.5%)</td>
</tr>
</tbody>
</table>

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

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.
Lithgow Health Service: 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: 3,069 patients
Presentations used to calculate time to leaving the ED: 3,069 patients

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

<table>
<thead>
<tr>
<th></th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,294</td>
<td>-6.8%</td>
</tr>
<tr>
<td></td>
<td>3,292</td>
<td>-6.8%</td>
</tr>
</tbody>
</table>

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.
† Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Source:
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).
Nepean Hospital: Emergency department (ED) overview
October to December 2017

All presentations: 17,979 patients
Emergency presentations: 17,650 patients

Nepean Hospital: Time patients waited to start treatment
October to December 2017

<table>
<thead>
<tr>
<th>Triage Level</th>
<th>Category</th>
<th>Patients</th>
<th>Median Time to Start Treatment</th>
<th>90th Percentile Time to Start Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Emergency (e.g. chest pain, severe burns)</td>
<td>3,130</td>
<td>14 minutes</td>
<td>49 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Urgent (e.g. moderate blood loss, dehydration)</td>
<td>5,195</td>
<td>39 minutes</td>
<td>139 minutes</td>
</tr>
<tr>
<td>4</td>
<td>Semi-urgent (e.g. sprained ankle, earache)</td>
<td>7,698</td>
<td>37 minutes</td>
<td>135 minutes</td>
</tr>
<tr>
<td>5</td>
<td>Non-urgent (e.g. small cuts or abrasions)</td>
<td>1,506</td>
<td>32 minutes</td>
<td>135 minutes</td>
</tr>
</tbody>
</table>

Nepean Hospital: Time from presentation until leaving the ED
October to December 2017

Attendances used to calculate time to leaving the ED: 17,972 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
<th>Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17,972</td>
</tr>
</tbody>
</table>

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

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

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient’s presenting problems.
Nepean Hospital: Patients presenting to the emergency department
October to December 2017

All presentations: 17,979 patients

Emergency presentations by triage category: 17,650 patients

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>121</td>
<td>0.7%</td>
</tr>
<tr>
<td>Emergency</td>
<td>3,190</td>
<td>17.7%</td>
</tr>
<tr>
<td>Urgent</td>
<td>5,195</td>
<td>29.4%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>7,698</td>
<td>43.6%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>1,506</td>
<td>8.5%</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to December 2017

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec 2010</td>
<td>84</td>
<td>2,009</td>
<td>3,498</td>
<td>5,496</td>
<td>2,077</td>
</tr>
<tr>
<td>Oct-Dec 2011</td>
<td>77</td>
<td>2,482</td>
<td>4,067</td>
<td>6,066</td>
<td>1,499</td>
</tr>
<tr>
<td>Oct-Dec 2012</td>
<td>102</td>
<td>2,225</td>
<td>4,593</td>
<td>6,702</td>
<td>1,387</td>
</tr>
<tr>
<td>Oct-Dec 2013</td>
<td>88</td>
<td>2,500</td>
<td>4,397</td>
<td>7,579</td>
<td>1,818</td>
</tr>
<tr>
<td>Oct-Dec 2014</td>
<td>95</td>
<td>2,352</td>
<td>4,611</td>
<td>7,586</td>
<td>2,084</td>
</tr>
<tr>
<td>Oct-Dec 2015</td>
<td>89</td>
<td>2,321</td>
<td>4,578</td>
<td>7,704</td>
<td>2,147</td>
</tr>
<tr>
<td>Oct-Dec 2016</td>
<td>99</td>
<td>2,544</td>
<td>4,986</td>
<td>7,704</td>
<td>1,717</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>121</td>
<td>3,130</td>
<td>5,195</td>
<td>7,698</td>
<td>1,506</td>
</tr>
</tbody>
</table>

Nepean Hospital: Patients arriving by ambulance
October to December 2017

Arrivals used to calculate transfer of care time: 4,982 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Type</th>
<th>Median time</th>
<th>90th percentile time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12 minutes</td>
<td>32 minutes</td>
</tr>
</tbody>
</table>

Same period last year | Change since one year ago
4,899                  | 11 minutes 1 minute
23 minutes 9 minutes

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients waited to start treatment, triage 2
October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns)
Number of triage 2 patients: 3,130
Number of triage 2 patients used to calculate waiting time: 3,113
Median time to start treatment \(^4\) 14 minutes
90th percentile time to start treatment \(^5\) 49 minutes

Nepean Hospital:

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2,544</td>
<td>2,530</td>
</tr>
<tr>
<td>9 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>34 minutes</td>
<td>23 minutes</td>
</tr>
</tbody>
</table>

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 \(\ddagger\ddagger\)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment (^4) (minutes)</td>
<td>9</td>
<td>9</td>
<td>6</td>
<td>6</td>
<td>9</td>
<td>9</td>
<td>14</td>
</tr>
<tr>
<td>90th percentile time to start treatment (^5) (minutes)</td>
<td>30</td>
<td>37</td>
<td>19</td>
<td>24</td>
<td>30</td>
<td>33</td>
<td>34</td>
</tr>
</tbody>
</table>

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

\(\ddagger\ddagger\) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients waited to start treatment, triage 3
October to December 2017

Triage 3 Urgent (e.g. moderate blood loss, dehydration)
Number of triage 3 patients: 5,195
Number of triage 3 patients used to calculate waiting time: 4,809
Median time to start treatment: 39 minutes
90th percentile time to start treatment: 139 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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(minutes)</td>
<td>39</td>
<td>26</td>
<td>19</td>
<td>18</td>
<td>30</td>
<td>36</td>
<td>26</td>
<td>39</td>
</tr>
<tr>
<td>90th percentile time to start treatment (minutes)</td>
<td>213</td>
<td>143</td>
<td>65</td>
<td>67</td>
<td>123</td>
<td>158</td>
<td>112</td>
<td>139</td>
</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients waited to start treatment, triage 4
October to December 2017

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

Number of triage 4 patients: 7,698
Number of triage 4 patients used to calculate waiting time: 6,966

Median time to start treatment \(^4\) [37 minutes]
90th percentile time to start treatment \(^5\) [135 minutes]

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

<table>
<thead>
<tr>
<th>Minutes from presentation until treatment</th>
<th>Patients who received treatment (%)</th>
<th>This ED</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-10 minutes</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11-20 minutes</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21-30 minutes</td>
<td>50%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>31-40 minutes</td>
<td>90%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Same period last year | NSW (this period)
7,704 | 7,214
26 minutes | 26 minutes
110 minutes | 99 minutes

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 \(\dagger\dagger\)

<table>
<thead>
<tr>
<th>Months</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-Dec 2010</td>
<td>43 (minutes)</td>
<td>221 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2011</td>
<td>29 (minutes)</td>
<td>143 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2012</td>
<td>18 (minutes)</td>
<td>70 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2013</td>
<td>18 (minutes)</td>
<td>65 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2014</td>
<td>32 (minutes)</td>
<td>122 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2015</td>
<td>36 (minutes)</td>
<td>157 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2016</td>
<td>26 (minutes)</td>
<td>110 (minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>37 (minutes)</td>
<td>135 (minutes)</td>
</tr>
</tbody>
</table>

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

Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients waited to start treatment, triage 5
October to December 2017

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 5 patients:</td>
<td>1,506</td>
</tr>
<tr>
<td>Number of triage 5 patients used to calculate waiting time:</td>
<td>1,226</td>
</tr>
<tr>
<td>Median time to start treatment</td>
<td>32 minutes</td>
</tr>
<tr>
<td>90th percentile time to start treatment</td>
<td>135 minutes</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(minutes)</td>
<td>(minutes)</td>
</tr>
<tr>
<td>Oct-Dec 2010</td>
<td>47</td>
</tr>
<tr>
<td>Oct-Dec 2011</td>
<td>25</td>
</tr>
<tr>
<td>Oct-Dec 2012</td>
<td>19</td>
</tr>
<tr>
<td>Oct-Dec 2013</td>
<td>19</td>
</tr>
<tr>
<td>Oct-Dec 2014</td>
<td>30</td>
</tr>
<tr>
<td>Oct-Dec 2015</td>
<td>33</td>
</tr>
<tr>
<td>Oct-Dec 2016</td>
<td>26</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>32</td>
</tr>
</tbody>
</table>

---

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

(2) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients spent in the ED
October to December 2017

All presentations: 17,979 patients
Presentations used to calculate time to leaving the ED: 17,972 patients

Median time spent in the ED
90th percentile time spent in the ED

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

Median time to leaving the ED
90th percentile time to leaving the ED

Data points are not shown in graphs for quarters when patient numbers are too small.
Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations: \(^1\) 17,979 patients
Presentations used to calculate time to leaving the ED: \(^5\) 17,972 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>1 hour</th>
<th>2 hours</th>
<th>3 hours</th>
<th>4 hours</th>
<th>6 hours</th>
<th>8 hours</th>
<th>10 hours</th>
<th>12 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>4.9%</td>
<td>23.5%</td>
<td>43.8%</td>
<td>65.5%</td>
<td>84.3%</td>
<td>93.3%</td>
<td>96.9%</td>
<td>98.3%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>2.1%</td>
<td>7.0%</td>
<td>17.3%</td>
<td>33.2%</td>
<td>51.4%</td>
<td>64.1%</td>
<td>73.3%</td>
<td>79.4%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>20.0%</td>
<td>41.5%</td>
<td>61.4%</td>
<td>76.8%</td>
<td>90.9%</td>
<td>96.0%</td>
<td>98.4%</td>
<td>98.9%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>1.4%</td>
<td>12.7%</td>
<td>19.7%</td>
<td>25.4%</td>
<td>42.3%</td>
<td>60.6%</td>
<td>69.0%</td>
<td>78.9%</td>
</tr>
<tr>
<td>All presentations</td>
<td>6.2%</td>
<td>20.1%</td>
<td>36.6%</td>
<td>55.2%</td>
<td>73.2%</td>
<td>83.0%</td>
<td>88.5%</td>
<td>91.5%</td>
</tr>
</tbody>
</table>

Same period last year: 17,132
Change since one year ago: 4.9%

1. Data points are not shown in graphs for quarters when patient numbers are too small.
2. Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
Nepean Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: 17,979 patients
Presentations used to calculate time to leaving the ED: 17,972 patients

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Patients who spent four hours or less in the ED (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-Mar 10</td>
<td>40.7%</td>
</tr>
<tr>
<td>Apr-Jun 10</td>
<td>44.5%</td>
</tr>
<tr>
<td>Jul-Sep 10</td>
<td>51.9%</td>
</tr>
<tr>
<td>Oct-Dec 10</td>
<td>66.7%</td>
</tr>
<tr>
<td>Jan-Mar 11</td>
<td>56.4%</td>
</tr>
<tr>
<td>Apr-Jun 11</td>
<td>53.3%</td>
</tr>
<tr>
<td>Jul-Sep 11</td>
<td>61.8%</td>
</tr>
<tr>
<td>Oct-Dec 11</td>
<td>55.2%</td>
</tr>
<tr>
<td>Jan-Mar 12</td>
<td>40.7%</td>
</tr>
<tr>
<td>Apr-Jun 12</td>
<td>44.5%</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>51.9%</td>
</tr>
<tr>
<td>Oct-Dec 12</td>
<td>66.7%</td>
</tr>
<tr>
<td>Jan-Mar 13</td>
<td>56.4%</td>
</tr>
<tr>
<td>Apr-Jun 13</td>
<td>53.3%</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>61.8%</td>
</tr>
<tr>
<td>Oct-Dec 13</td>
<td>55.2%</td>
</tr>
<tr>
<td>Jan-Mar 14</td>
<td>40.7%</td>
</tr>
<tr>
<td>Apr-Jun 14</td>
<td>44.5%</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>51.9%</td>
</tr>
<tr>
<td>Oct-Dec 14</td>
<td>66.7%</td>
</tr>
<tr>
<td>Jan-Mar 15</td>
<td>56.4%</td>
</tr>
<tr>
<td>Apr-Jun 15</td>
<td>53.3%</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>61.8%</td>
</tr>
<tr>
<td>Oct-Dec 15</td>
<td>55.2%</td>
</tr>
<tr>
<td>Jan-Mar 16</td>
<td>40.7%</td>
</tr>
<tr>
<td>Apr-Jun 16</td>
<td>44.5%</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>51.9%</td>
</tr>
<tr>
<td>Oct-Dec 16</td>
<td>66.7%</td>
</tr>
<tr>
<td>Jan-Mar 17</td>
<td>56.4%</td>
</tr>
<tr>
<td>Apr-Jun 17</td>
<td>53.3%</td>
</tr>
<tr>
<td>Jul-Sep 17</td>
<td>61.8%</td>
</tr>
<tr>
<td>Oct-Dec 17</td>
<td>55.2%</td>
</tr>
</tbody>
</table>

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: 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 took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: 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.