



Healthcare Quarterly

Performance Profiles

Emergency Department

Principal referral hospitals
(A1) peer group

October to December 2017

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 13,745 patients

Emergency presentations:² 13,661 patients

Same period last year	Change since one year ago
13,519	1.7%
13,392	2.0%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,397 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,095 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
2,521	
9 minutes	8 minutes
27 minutes	23 minutes
5,764	
23 minutes	20 minutes
73 minutes	65 minutes
4,351	
23 minutes	26 minutes
80 minutes	99 minutes
653	
18 minutes	23 minutes
65 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 13,745 patients

Percentage of patients who spent four hours or less in the ED 73.5%

Same period last year	Change since one year ago
13,519	1.7%
78.5%	

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

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

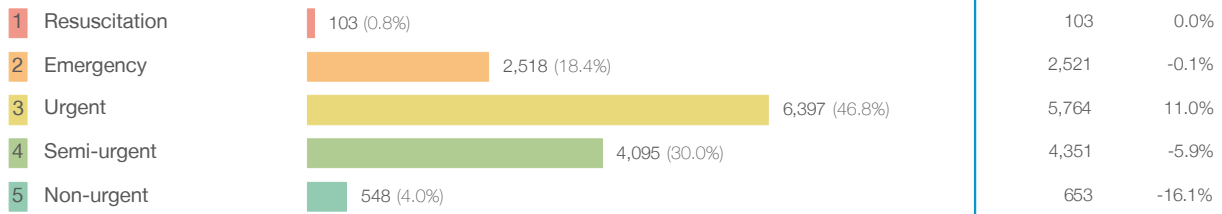
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department October to December 2017

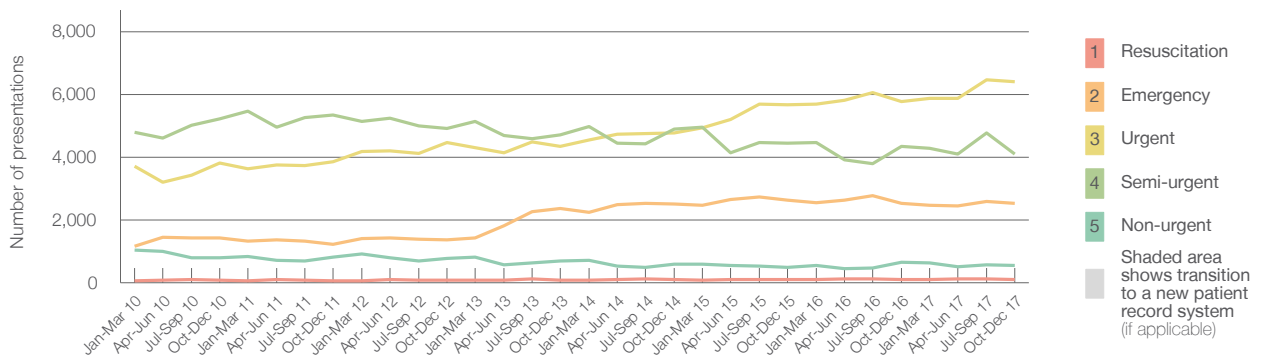
All presentations:¹ 13,745 patients

Emergency presentations² by triage category: 13,661 patients



	Same period last year	Change since one year ago
All presentations	13,519	1.7%
Emergency presentations	13,392	2.0%
Resuscitation	103	0.0%
Emergency	2,521	-0.1%
Urgent	5,764	11.0%
Semi-urgent	4,351	-5.9%
Non-urgent	653	-16.1%

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	88	57	71	78	94	94	103	103
Emergency	1,424	1,227	1,359	2,371	2,509	2,629	2,521	2,518
Urgent	3,820	3,846	4,474	4,333	4,762	5,662	5,764	6,397
Semi-urgent	5,221	5,340	4,918	4,708	4,895	4,454	4,351	4,095
Non-urgent	785	822	773	682	594	479	653	548
All emergency presentations	11,338	11,292	11,595	12,172	12,854	13,318	13,392	13,661

Bankstown / Lidcombe Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,035 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,527	
Median time	13 minutes	0 minutes
90th percentile time	24 minutes	2 minutes

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

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

Bankstown / Lidcombe 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: 2,518

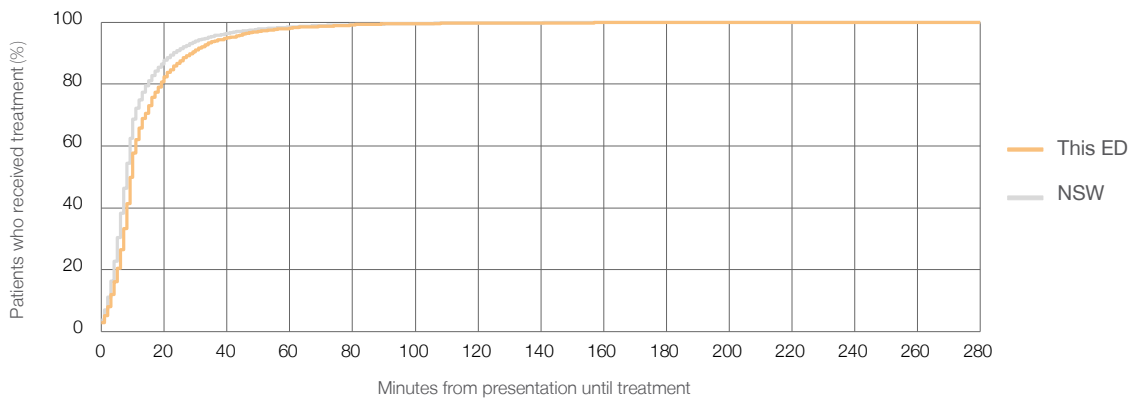
Number of triage 2 patients used to calculate waiting time:³ 2,511

Median time to start treatment⁴ 10 minutes

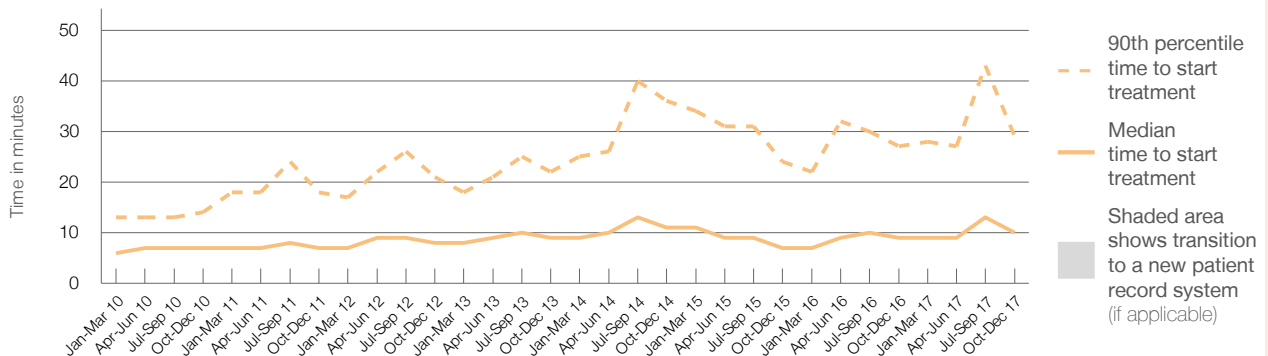
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
2,521	2,514
9 minutes	8 minutes
27 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)	7	7	8	9	11	7	9	10
90th percentile time to start treatment ⁵ (minutes)	14	18	21	22	36	24	27	29

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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,397

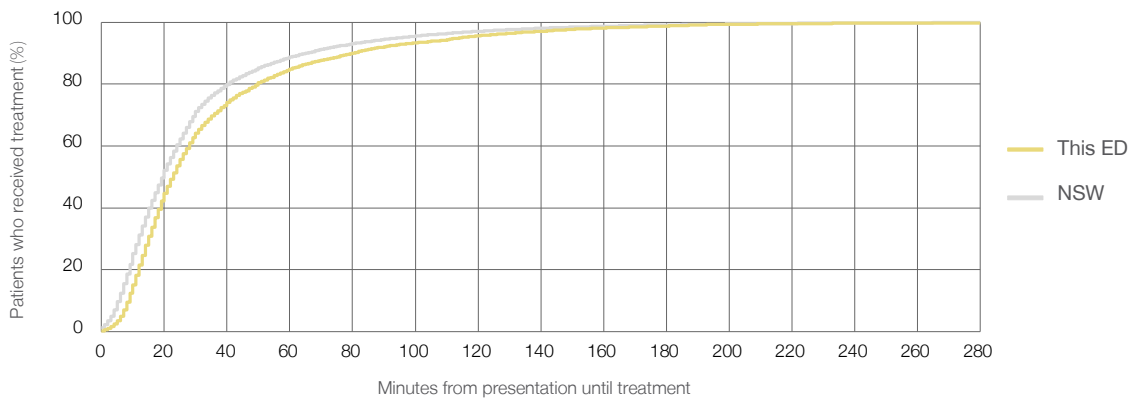
Number of triage 3 patients used to calculate waiting time:³ 6,289

Median time to start treatment⁴ 23 minutes

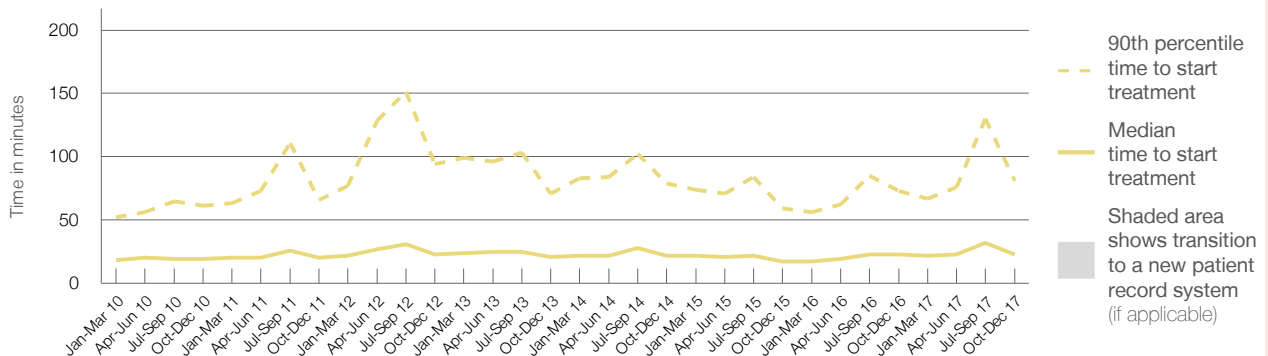
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
5,764	5,661
23 minutes	20 minutes
73 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)	19	20	23	21	22	17	23	23
90th percentile time to start treatment ⁵ (minutes)	61	66	94	71	79	59	73	81

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

Bankstown / Lidcombe 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: 4,095

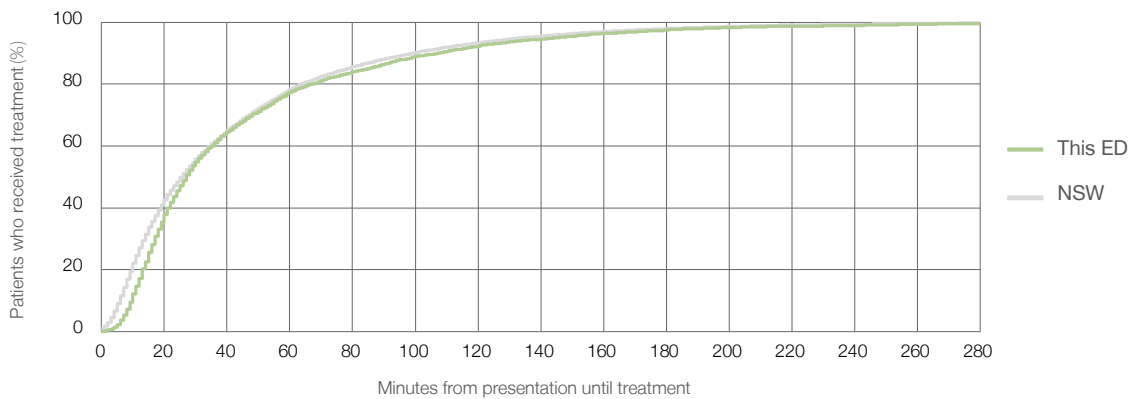
Number of triage 4 patients used to calculate waiting time:³ 3,935

Median time to start treatment⁴ 27 minutes

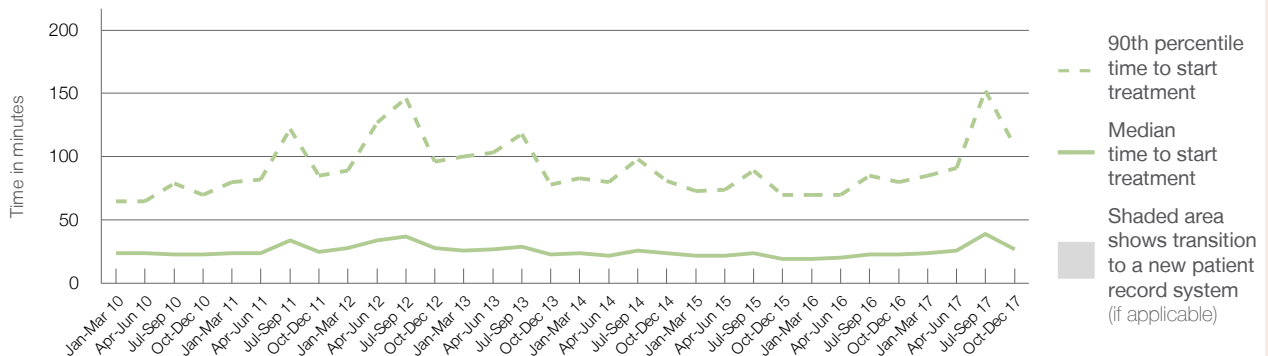
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
4,351	4,185
23 minutes	26 minutes
80 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)	23	25	28	23	24	19	23	27
90th percentile time to start treatment ⁵ (minutes)	70	85	96	78	81	70	80	108

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

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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 548

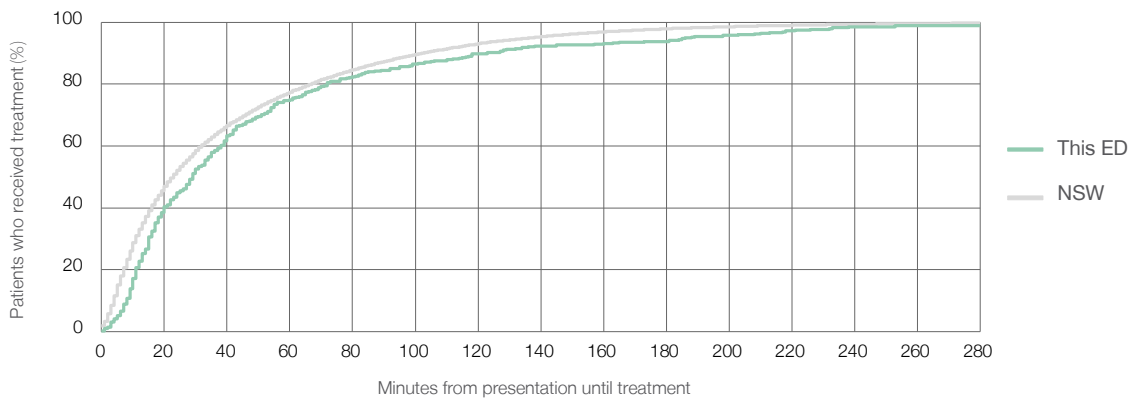
Number of triage 5 patients used to calculate waiting time:³ 419

Median time to start treatment⁴ 29 minutes

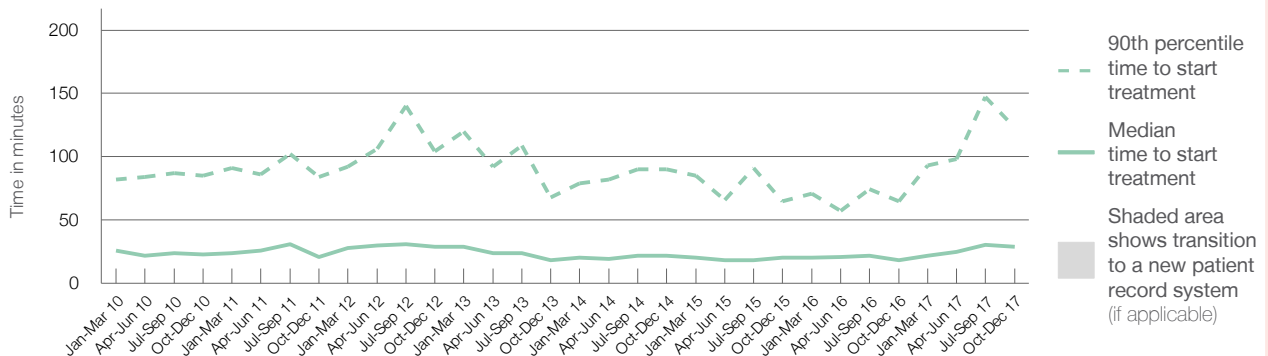
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
653	544
18 minutes	23 minutes
65 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)	23	21	29	18	22	20	18	29
90th percentile time to start treatment ⁵ (minutes)	85	84	104	68	90	65	65	123

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

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Bankstown / Lidcombe Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 13,745 patients

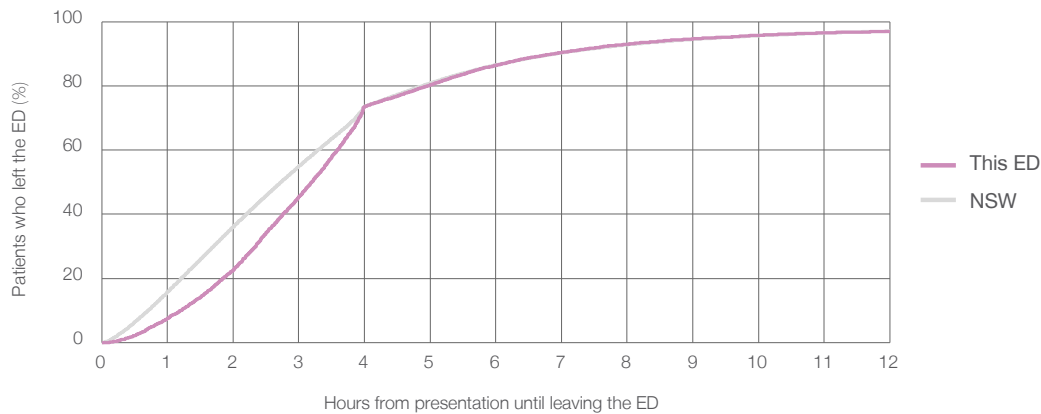
Presentations used to calculate time to leaving the ED:⁶ 13,745 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

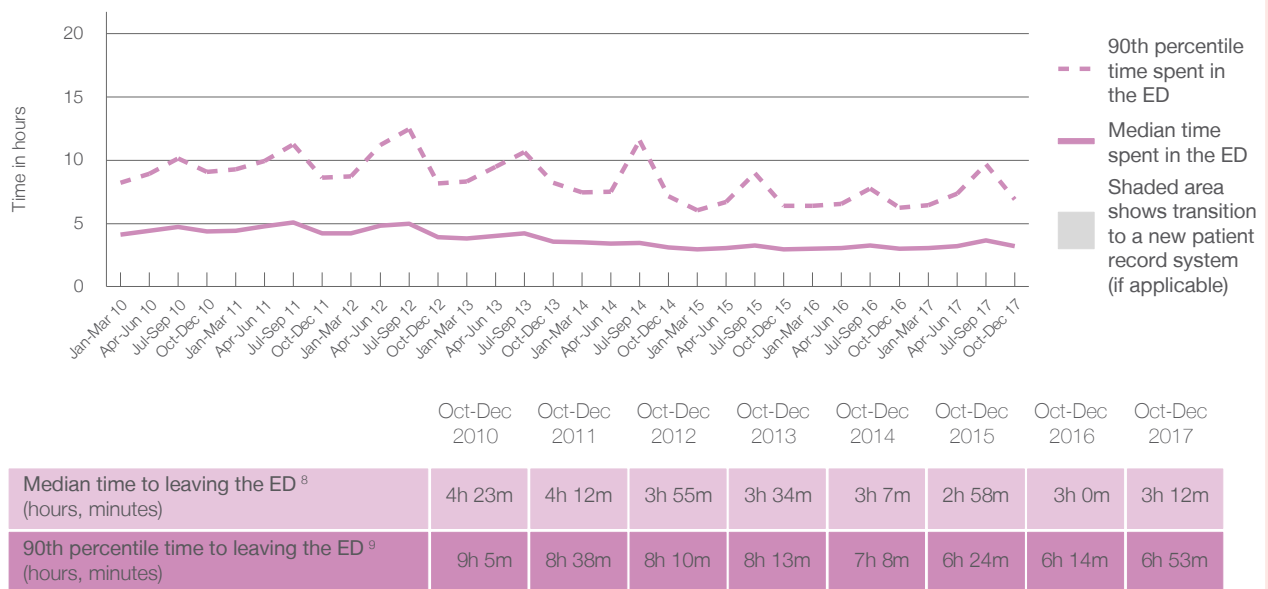
90th percentile time spent in the ED⁹ 6 hours and 53 minutes

Same period last year	NSW (this period)
13,519	13,519
3 hours and 0 minutes	2 hours and 44 minutes
6 hours and 14 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^{†‡}



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

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

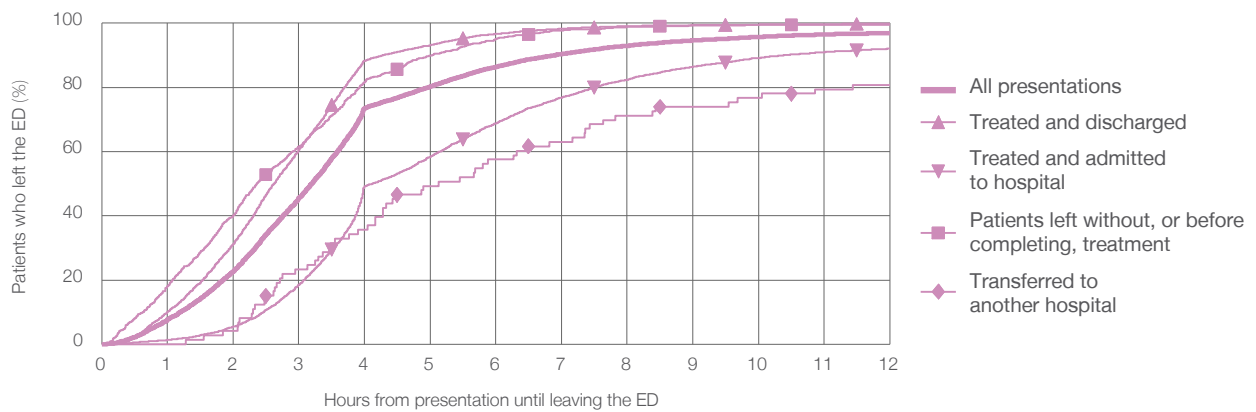
All presentations:¹ 13,745 patients

Presentations used to calculate time to leaving the ED:⁶ 13,745 patients

Treated and discharged	7,537 (54.8%)
Treated and admitted to hospital	4,897 (35.6%)
Patient left without, or before completing, treatment	1,222 (8.9%)
Transferred to another hospital	73 (0.5%)
Other	16 (0.1%)

Same period last year	Change since one year ago
13,519	1.7%
6,900	9.2%
5,515	-11.2%
975	25.3%
100	-27.0%
29	-44.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	31.2%	60.6%	88.3%	96.7%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.3%	5.5%	18.6%	49.2%	68.8%	82.4%	89.2%	92.1%
Patient left without, or before completing, treatment	18.2%	40.2%	61.7%	81.8%	95.1%	98.9%	99.5%	99.6%
Transferred to another hospital	0%	4.1%	23.3%	35.6%	57.5%	71.2%	76.7%	80.8%
All presentations	7.7%	22.7%	45.6%	73.5%	86.4%	93.0%	95.7%	97.0%

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

Bankstown / Lidcombe 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 13,745 patients

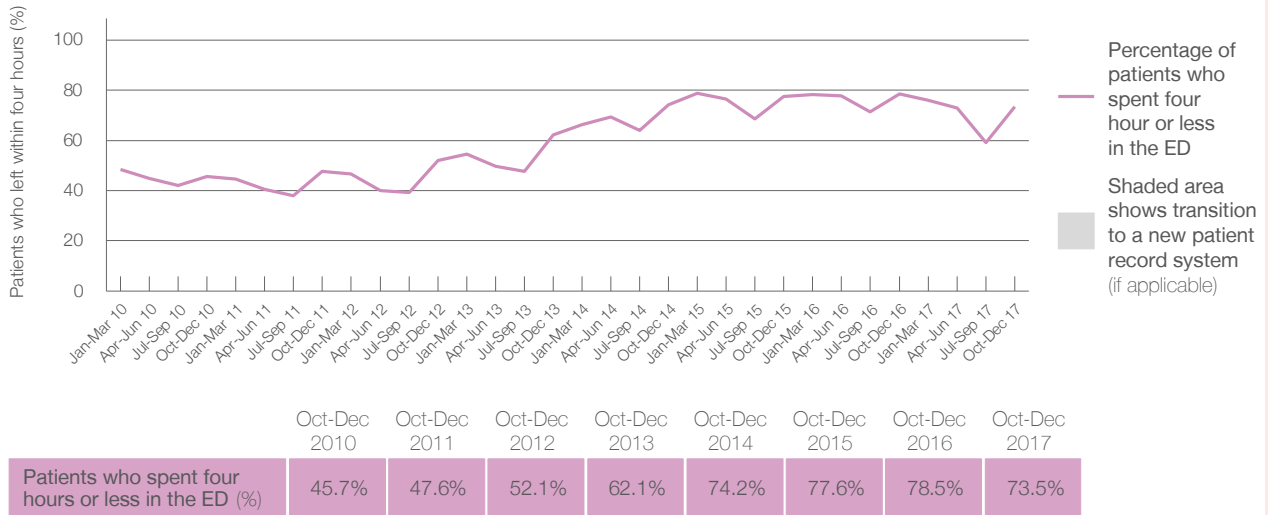
Presentations used to calculate time to leaving the ED: ⁶ 13,745 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 13,745 patients	13,519	1.7%
Presentations used to calculate time to leaving the ED: ⁶ 13,745 patients	13,519	1.7%
Percentage of patients who spent four hours or less in the ED	78.5%	

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).

Concord Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,220 patients

Emergency presentations:² 10,194 patients

Same period last year	Change since one year ago
9,980	2.4%
9,959	2.4%

Concord Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,159 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,431 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,107 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,101	
8 minutes	8 minutes
15 minutes	23 minutes
3,511	
18 minutes	20 minutes
48 minutes	65 minutes
4,779	
25 minutes	26 minutes
73 minutes	99 minutes
525	
30 minutes	23 minutes
94 minutes	103 minutes

Concord Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,217 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
9,979	2.4%
75.9%	

* 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.

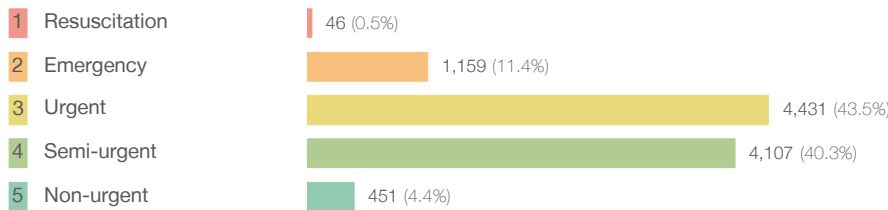
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Concord Hospital: Patients presenting to the emergency department October to December 2017

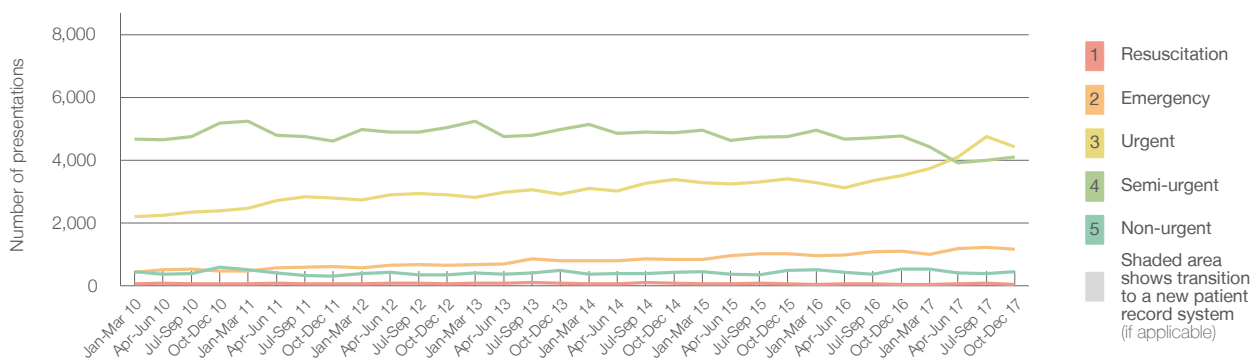
All presentations:¹ 10,220 patients

Emergency presentations² by triage category: 10,194 patients



Same period last year	Change since one year ago
9,980	2.4%
9,959	2.4%
43	7.0%
1,101	5.3%
3,511	26.2%
4,779	-14.1%
525	-14.1%

Emergency presentations² by quarter, January 2010 to December 2017 †

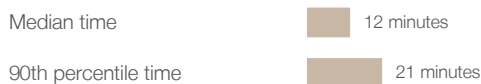


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	57	60	68	85	76	56	43	46
Emergency	462	619	658	802	828	1,010	1,101	1,159
Urgent	2,392	2,785	2,891	2,924	3,393	3,408	3,511	4,431
Semi-urgent	5,179	4,618	5,042	4,985	4,867	4,751	4,779	4,107
Non-urgent	593	298	353	496	429	478	525	451
All emergency presentations	8,683	8,380	9,012	9,292	9,593	9,703	9,959	10,194

Concord Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,210 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,251	
11 minutes	1 minute
19 minutes	2 minutes

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

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

Concord 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: 1,159

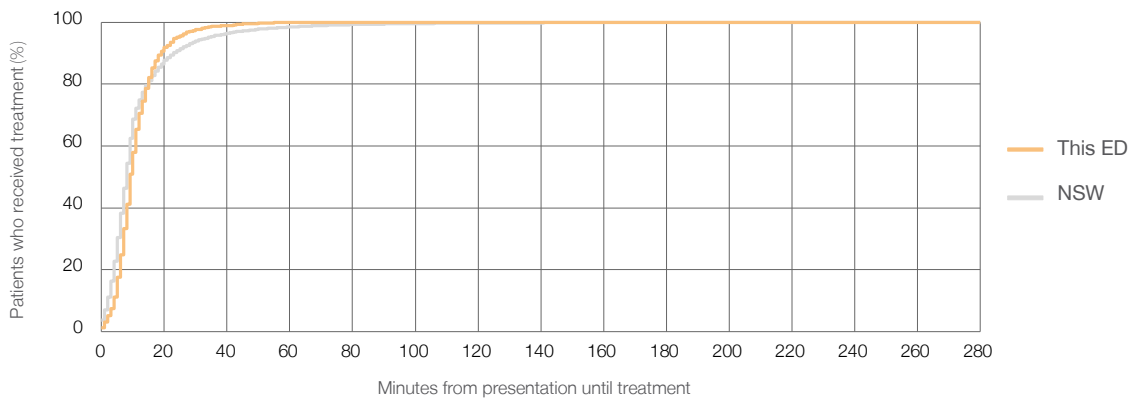
Number of triage 2 patients used to calculate waiting time:³ 1,155

Median time to start treatment⁴ 9 minutes

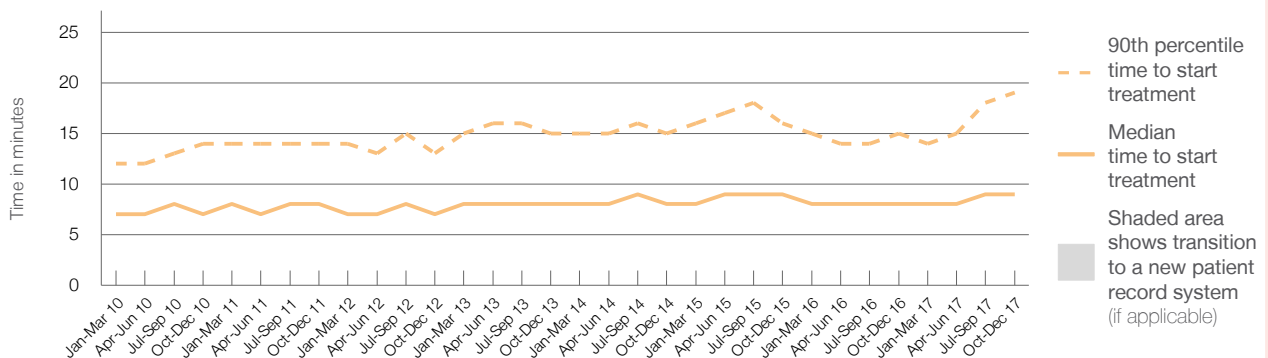
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,101	
1,098	
8 minutes	8 minutes
15 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)	7	8	7	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	14	14	13	15	15	16	15	19

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

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

Concord 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: 4,431

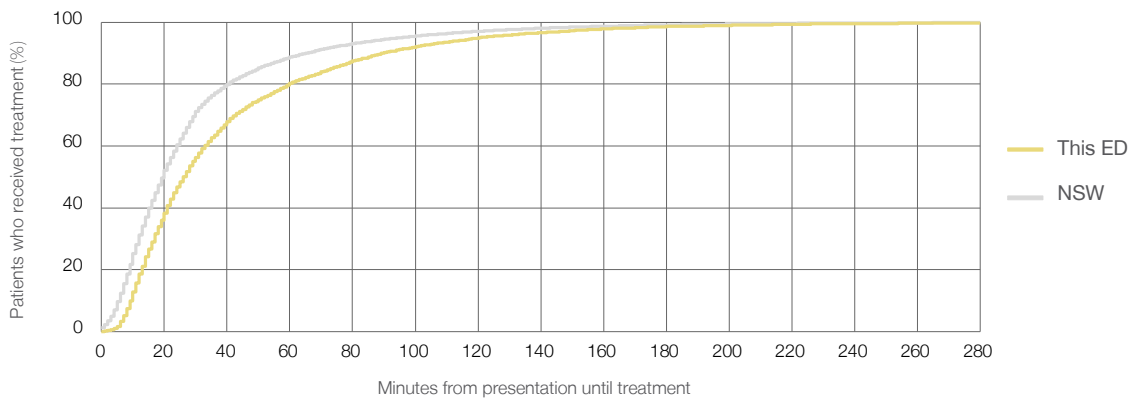
Number of triage 3 patients used to calculate waiting time:³ 4,271

Median time to start treatment⁴ 26 minutes

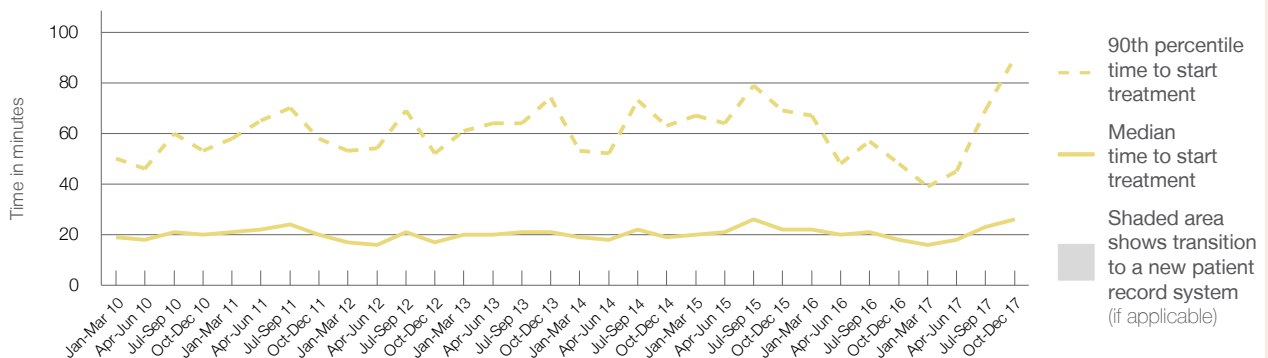
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,511	
3,415	
18 minutes	20 minutes
48 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)	20	20	17	21	19	22	18	26
90th percentile time to start treatment ⁵ (minutes)	53	58	52	74	63	69	48	90

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

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

Concord 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: 4,107

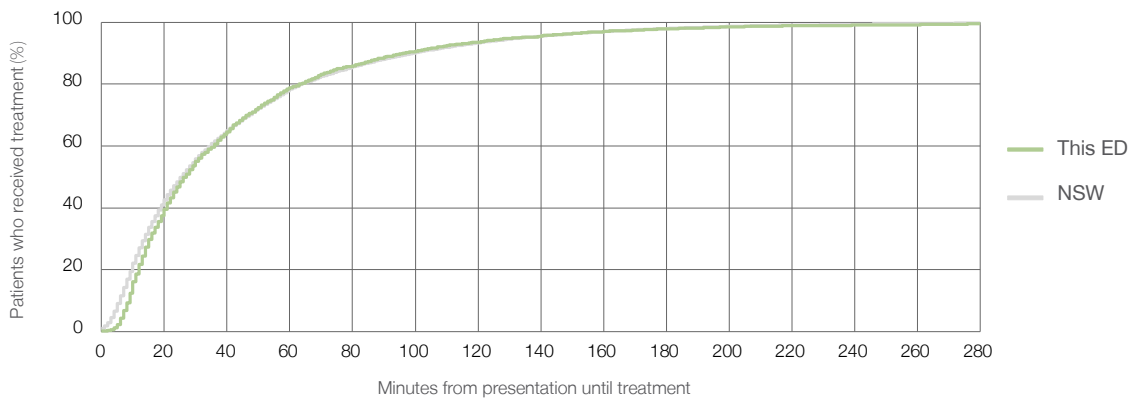
Number of triage 4 patients used to calculate waiting time:³ 3,817

Median time to start treatment⁴ 27 minutes

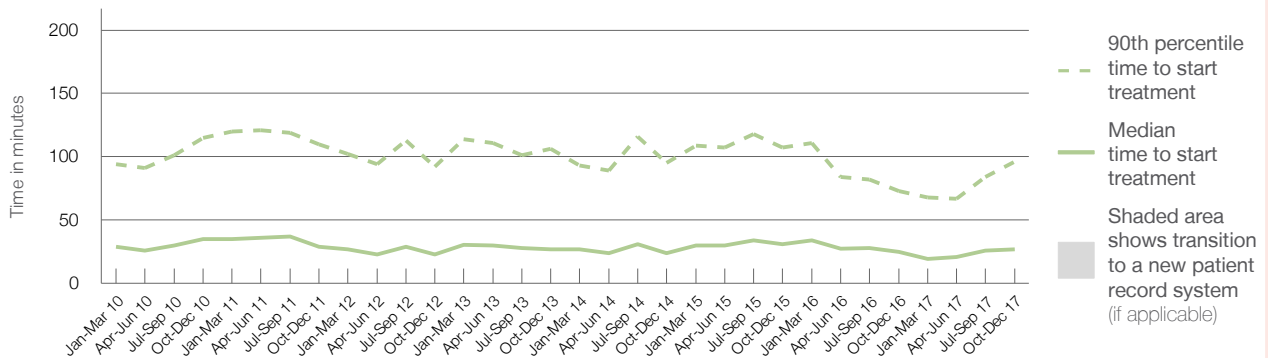
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,779	4,506
25 minutes	26 minutes
73 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)	35	29	23	27	24	31	25	27
90th percentile time to start treatment ⁵ (minutes)	115	110	92	106	95	107	73	96

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

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

Concord 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: 451

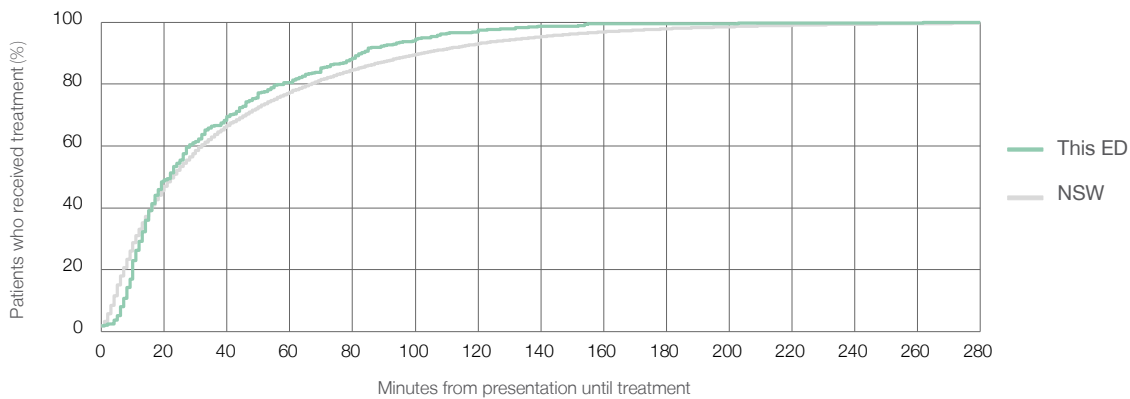
Number of triage 5 patients used to calculate waiting time:³ 384

Median time to start treatment⁴ 22 minutes

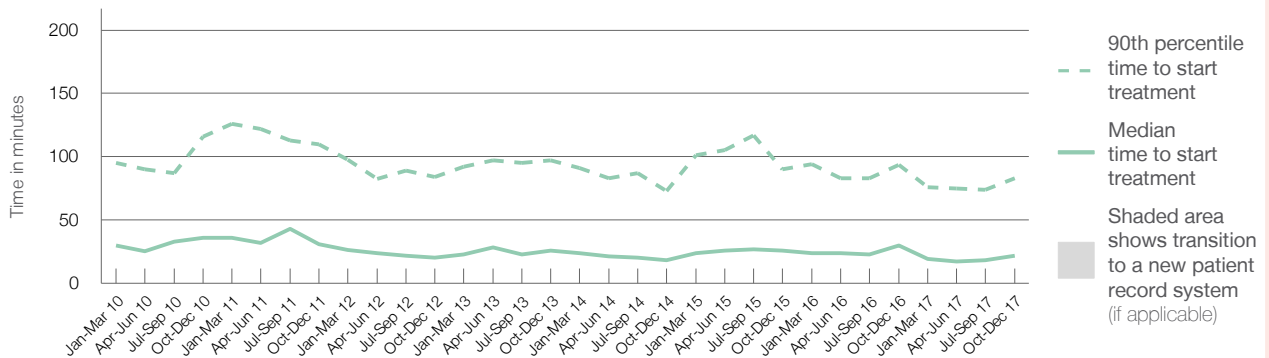
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
525	430
30 minutes	23 minutes
94 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)	36	31	20	26	18	26	30	22
90th percentile time to start treatment ⁵ (minutes)	116	110	84	97	73	90	94	83

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

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

Concord Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 10,220 patients

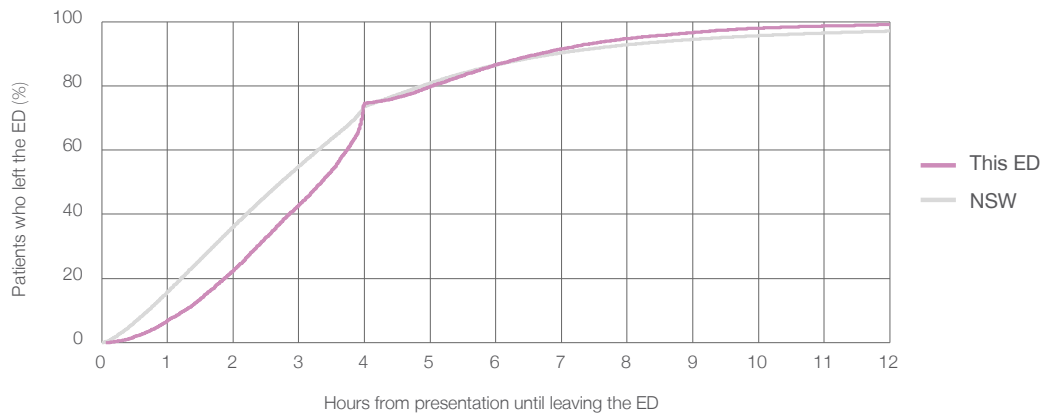
Presentations used to calculate time to leaving the ED:⁶ 10,217 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

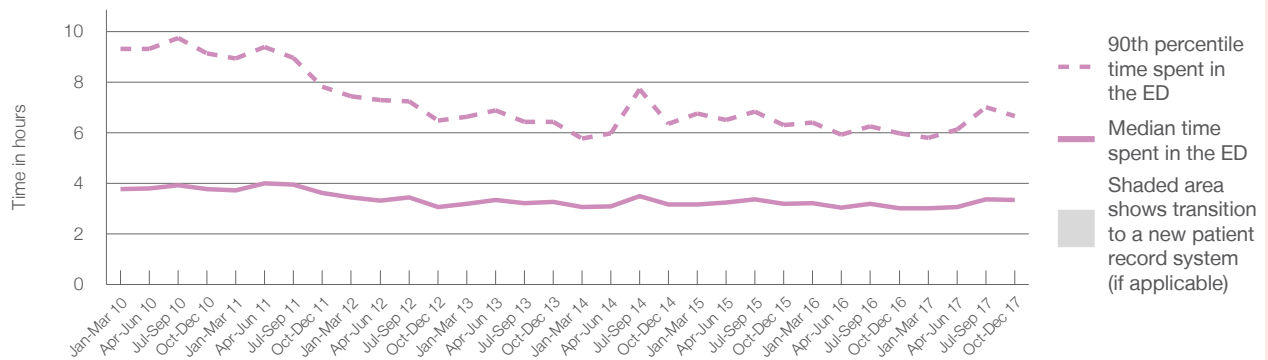
90th percentile time spent in the ED⁹ 6 hours and 40 minutes

Same period last year	NSW (this period)
9,980	
9,979	
3 hours and 1 minutes	2 hours and 44 minutes
5 hours and 59 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)	3h 46m	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m	3h 21m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 9m	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m	6h 40m

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

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

Concord Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

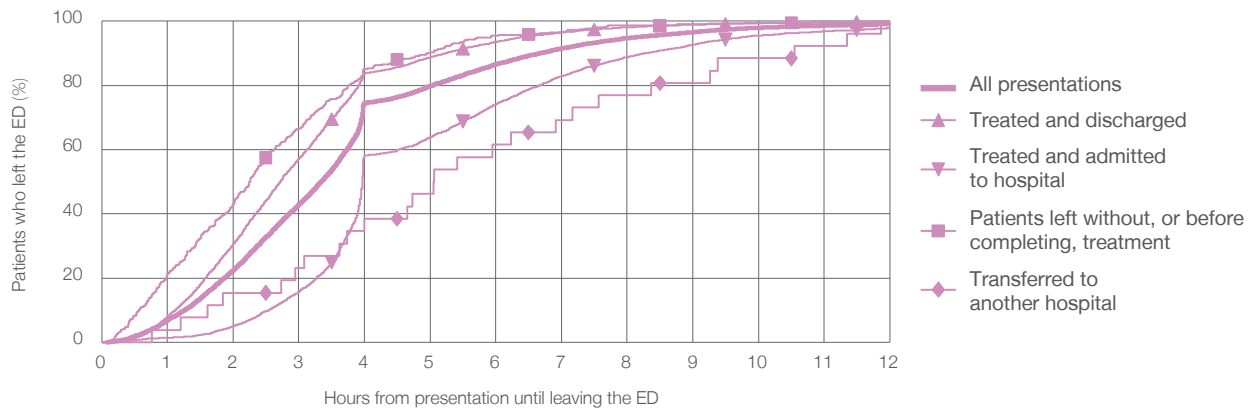
All presentations:¹ 10,220 patients

Presentations used to calculate time to leaving the ED:⁶ 10,217 patients

Treated and discharged	5,912 (57.8%)
Treated and admitted to hospital	3,696 (36.2%)
Patient left without, or before completing, treatment	438 (4.3%)
Transferred to another hospital	26 (0.3%)
Other	148 (1.4%)

Same period last year	Change since one year ago
9,979	2.4%
6,397	-7.6%
3,047	21.3%
376	16.5%
23	13.0%
137	8.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.1%	30.7%	57.3%	83.7%	93.6%	98.1%	99.4%	99.8%
Treated and admitted to hospital	1.4%	5.0%	15.8%	58.3%	74.2%	88.8%	95.5%	97.9%
Patient left without, or before completing, treatment	21.2%	43.2%	66.7%	85.2%	95.4%	98.6%	99.5%	99.8%
Transferred to another hospital	3.8%	15.4%	23.1%	38.5%	61.5%	76.9%	88.5%	100%
All presentations	6.9%	22.6%	43.0%	74.6%	86.6%	94.7%	98.0%	99.1%

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

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

Concord 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 10,220 patients

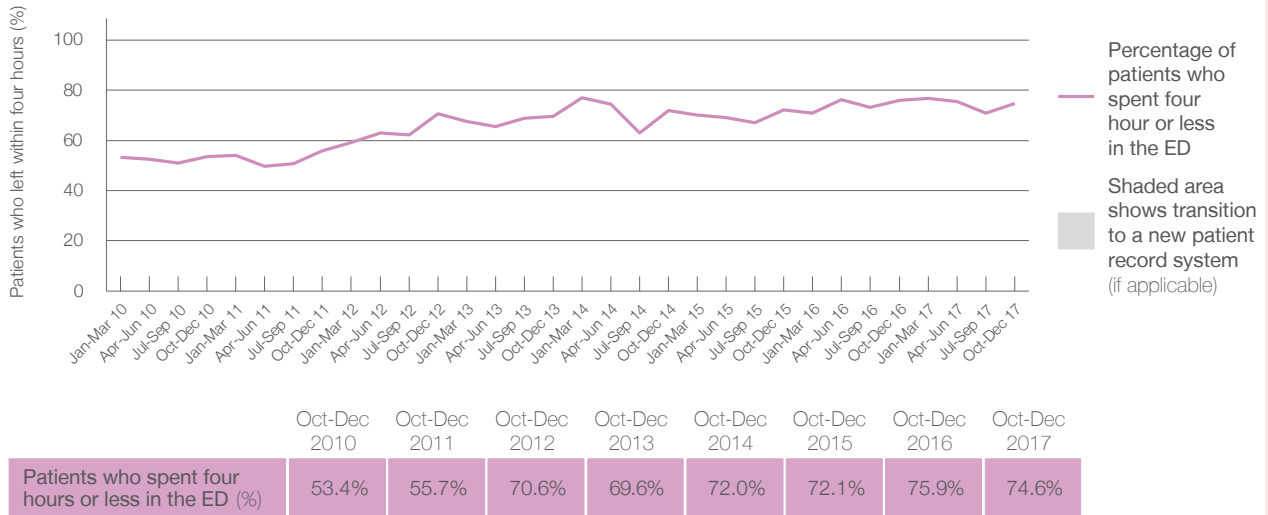
Presentations used to calculate time to leaving the ED: ⁶ 10,217 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,980	2.4%
Presentations used to calculate time to leaving the ED	9,979	2.4%
Percentage of patients who spent four hours or less in the ED	75.9%	

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).

Gosford Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,053 patients



Emergency presentations:² 16,906 patients

Same period last year	Change since one year ago
16,368	4.2%
16,247	4.1%

Gosford Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,076 patients

Median time to start treatment⁴  6 minutes
 90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,435 patients

Median time to start treatment⁴  21 minutes
 90th percentile time to start treatment⁵  79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,616 patients

Median time to start treatment⁴  33 minutes
 90th percentile time to start treatment⁵  110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 592 patients

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

Same period last year	NSW (this period)
1,957	
6 minutes	8 minutes
18 minutes	23 minutes
6,603	
20 minutes	20 minutes
75 minutes	65 minutes
6,967	
30 minutes	26 minutes
98 minutes	99 minutes
509	
26 minutes	23 minutes
93 minutes	103 minutes

Gosford Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,053 patients

Percentage of patients who spent four hours or less in the ED  66.4%

Same period last year	Change since one year ago
16,366	4.2%
68.5%	

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

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

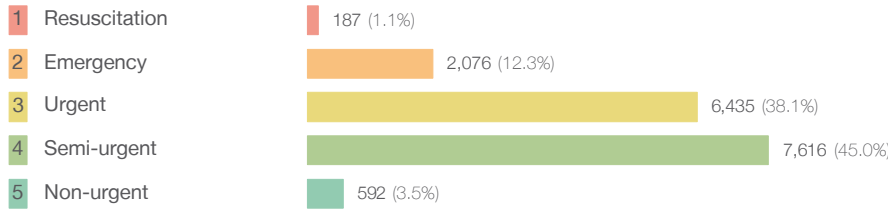
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Gosford Hospital: Patients presenting to the emergency department October to December 2017

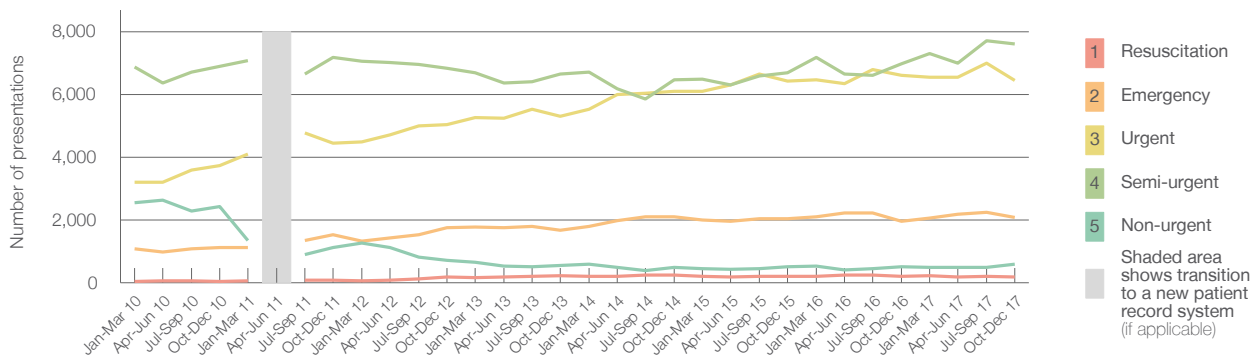
All presentations:¹ 17,053 patients

Emergency presentations² by triage category: 16,906 patients



Same period last year	Change since one year ago
16,368	4.2%
16,247	4.1%
211	-11.4%
1,957	6.1%
6,603	-2.5%
6,967	9.3%
509	16.3%

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	47	82	172	225	247	197	211	187
Emergency	1,126	1,518	1,751	1,664	2,092	2,037	1,957	2,076
Urgent	3,724	4,445	5,042	5,294	6,091	6,419	6,603	6,435
Semi-urgent	6,885	7,173	6,833	6,658	6,475	6,699	6,967	7,616
Non-urgent	2,431	1,112	717	550	486	499	509	592
All emergency presentations	14,213	14,330	14,515	14,391	15,391	15,851	16,247	16,906

Gosford Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,690 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,703	
9 minutes	1 minute
36 minutes	21 minutes

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

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

Gosford Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,076

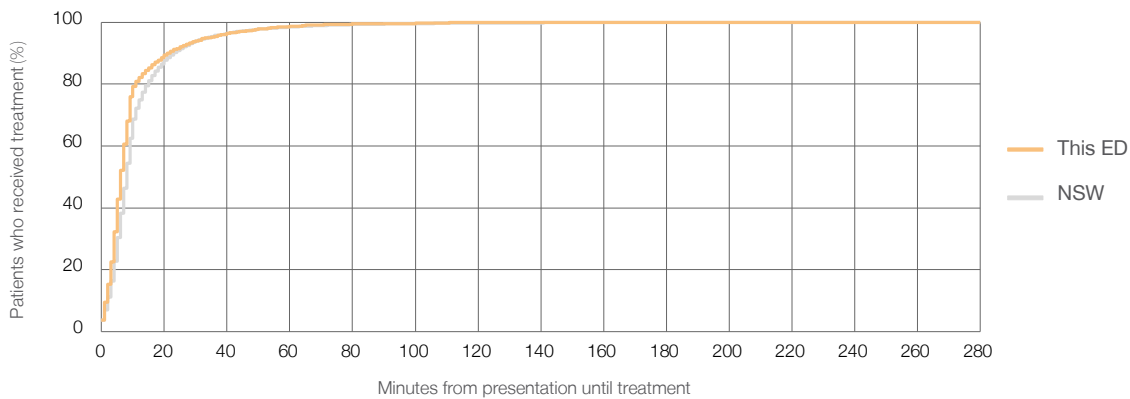
Number of triage 2 patients used to calculate waiting time:³ 2,067

Median time to start treatment⁴ ■ 6 minutes

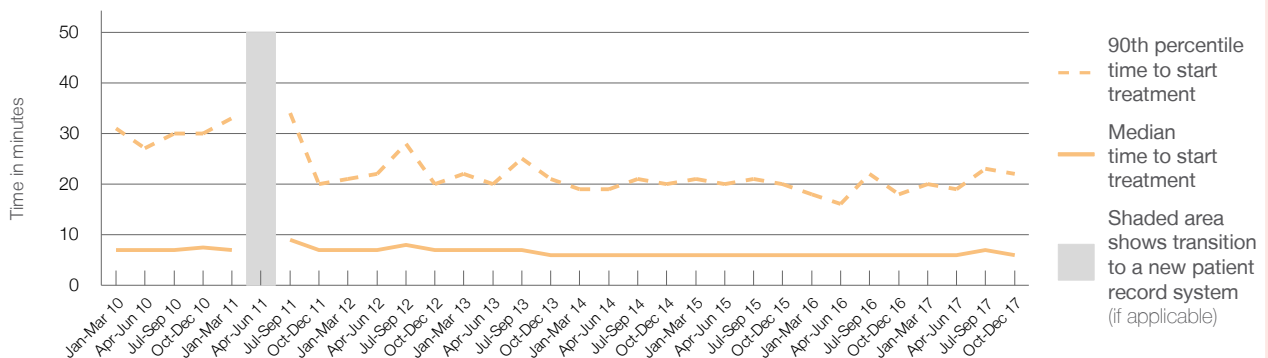
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
1,957	
1,952	
6 minutes	8 minutes
18 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)	8	7	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	30	20	20	21	20	20	18	22

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

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

Gosford Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,435

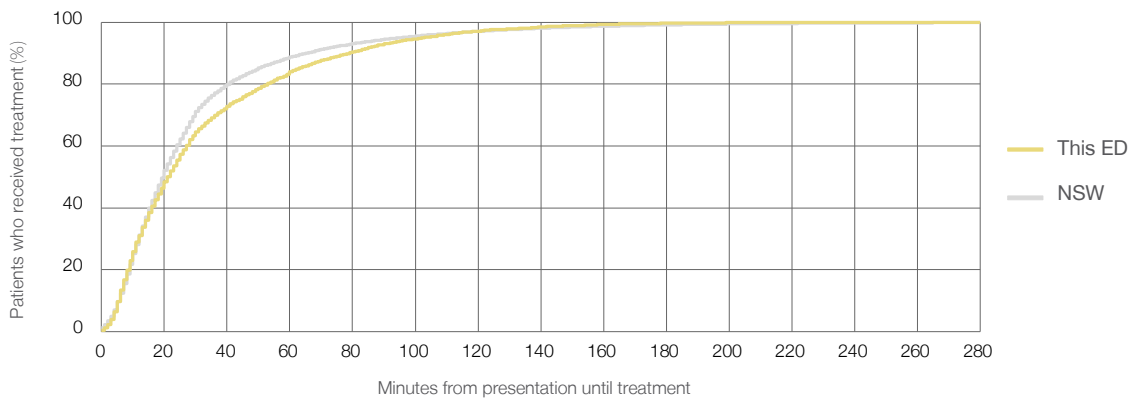
Number of triage 3 patients used to calculate waiting time:³ 6,326

Median time to start treatment⁴ 21 minutes

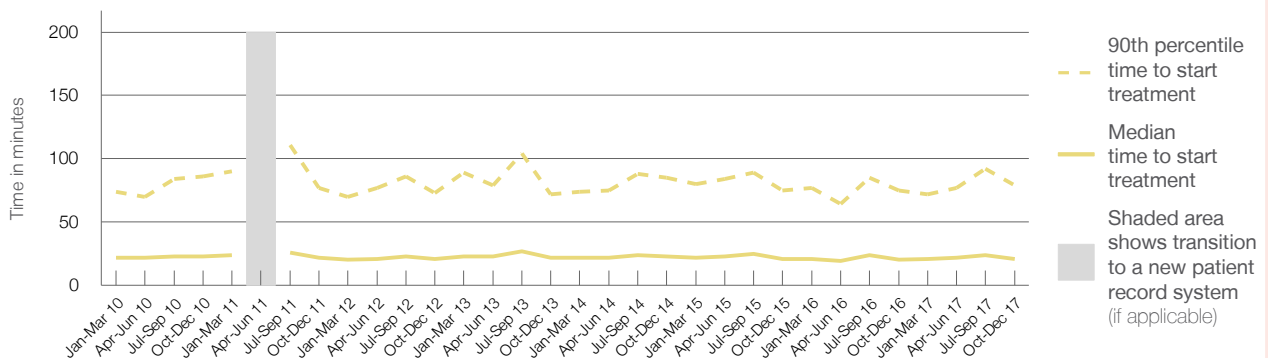
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
6,603	
6,478	
20 minutes	20 minutes
75 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)	23	22	21	22	23	21	20	21
90th percentile time to start treatment ⁵ (minutes)	86	77	73	72	85	75	75	79

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

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

Gosford Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 7,616

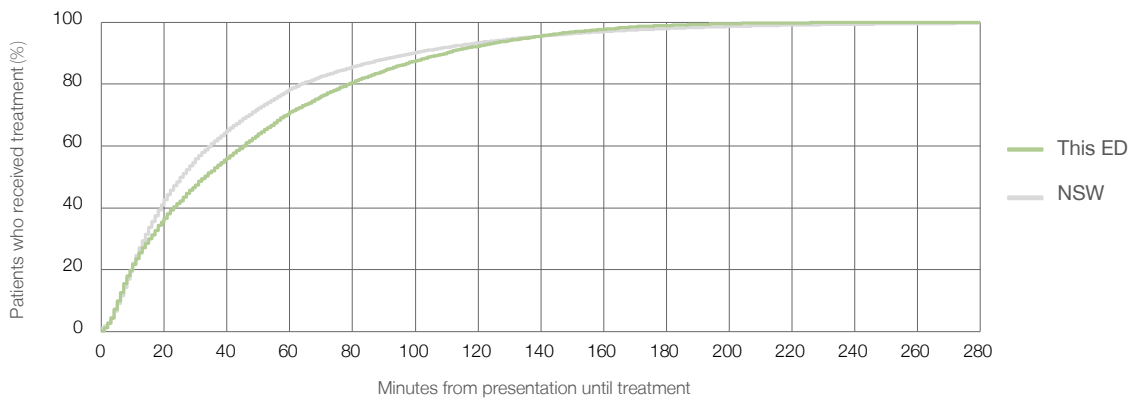
Number of triage 4 patients used to calculate waiting time:³ 7,231

Median time to start treatment⁴ 33 minutes

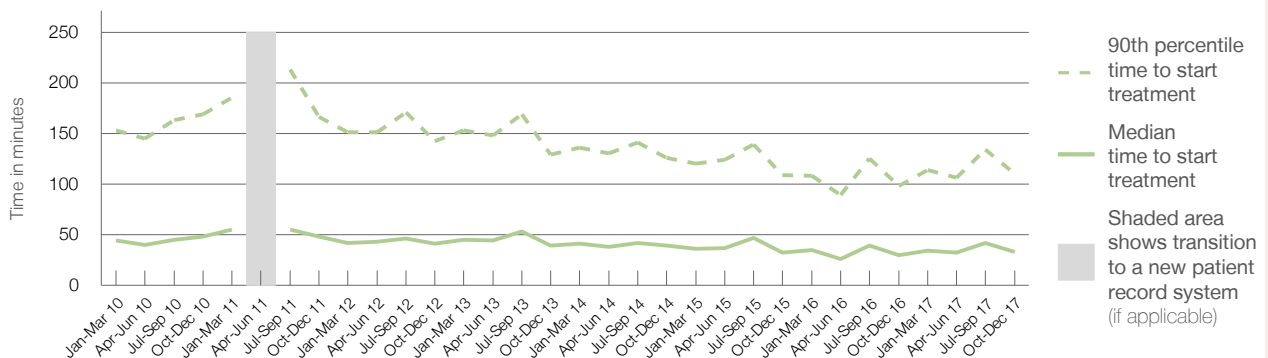
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
6,967	
6,654	
30 minutes	26 minutes
98 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)	48	48	41	39	39	32	30	33
90th percentile time to start treatment ⁵ (minutes)	169	166	142	129	126	109	98	110

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

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

Gosford 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: 592

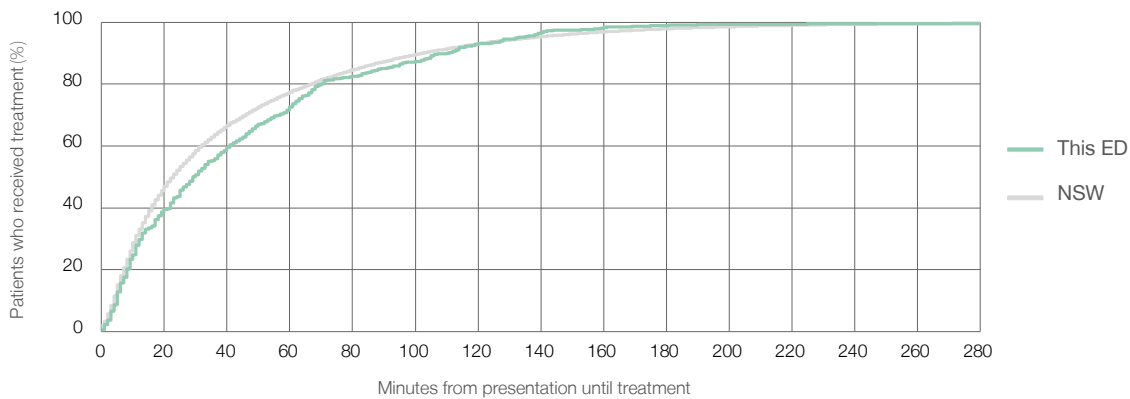
Number of triage 5 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 30 minutes

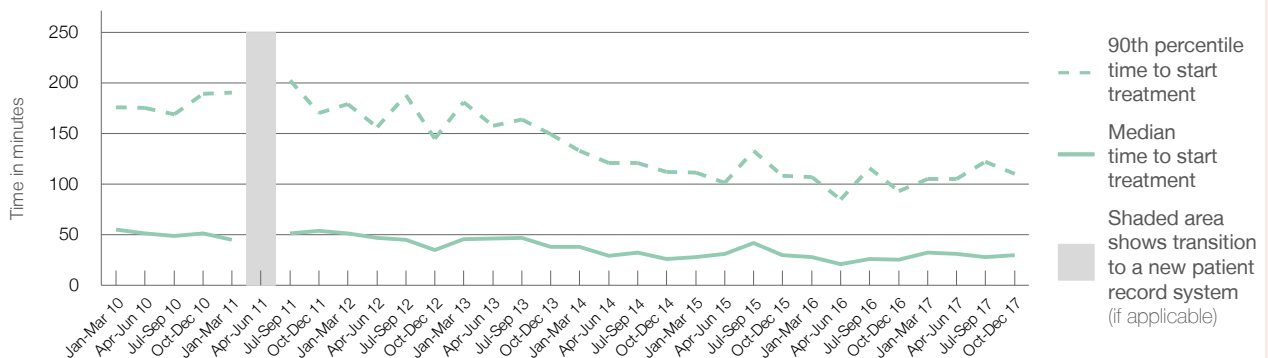
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
509	438
26 minutes	23 minutes
93 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)	51	54	35	38	26	30	26	30
90th percentile time to start treatment ⁵ (minutes)	189	170	145	149	112	108	93	110

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

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Gosford Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,053 patients

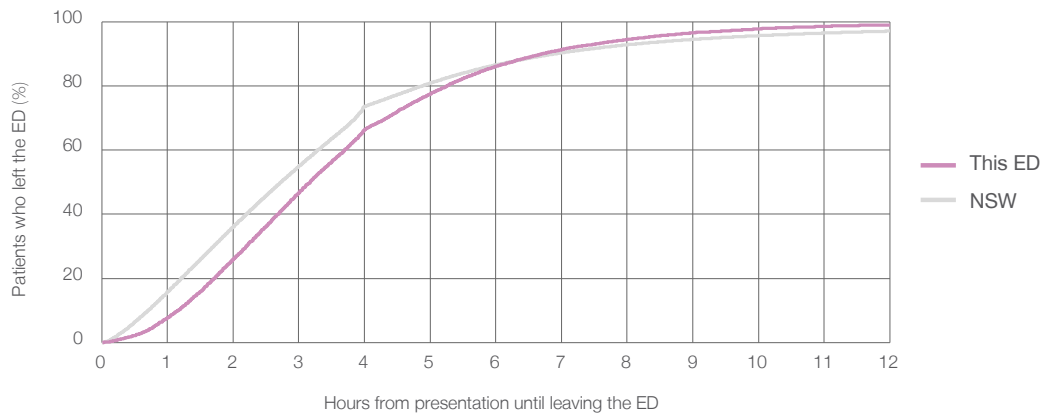
Presentations used to calculate time to leaving the ED:⁶ 17,053 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

90th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
16,368	16,366
3 hours and 3 minutes	2 hours and 44 minutes
6 hours and 19 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)	4h 5m	4h 34m	3h 55m	3h 49m	3h 21m	3h 6m	3h 3m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 46m	10h 14m	8h 58m	8h 43m	7h 16m	6h 29m	6h 19m	6h 43m

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

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

Gosford Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

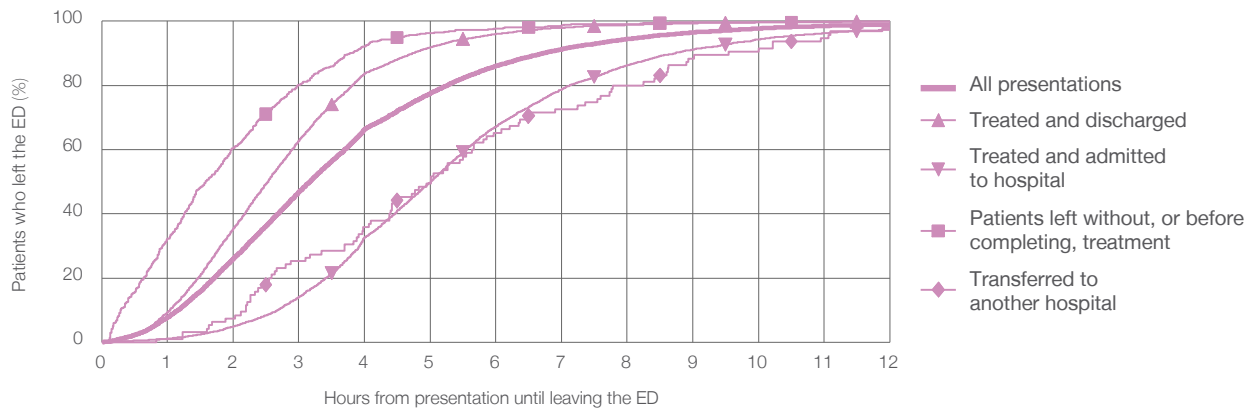
All presentations:¹ 17,053 patients

Presentations used to calculate time to leaving the ED:⁶ 17,053 patients

Treated and discharged	10,359 (60.7%)
Treated and admitted to hospital	5,833 (34.2%)
Patient left without, or before completing, treatment	692 (4.1%)
Transferred to another hospital	95 (0.6%)
Other	74 (0.4%)

Same period last year	Change since one year ago
16,366	4.2%
9,904	4.6%
5,697	2.4%
575	20.3%
131	-27.5%
61	21.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	35.4%	62.8%	83.6%	96.0%	98.8%	99.6%	99.8%
Treated and admitted to hospital	1.1%	4.9%	14.0%	32.7%	67.2%	86.3%	94.4%	97.4%
Patient left without, or before completing, treatment	32.2%	60.4%	80.2%	92.2%	97.7%	99.1%	99.7%	99.9%
Transferred to another hospital	1.1%	7.4%	25.3%	35.8%	65.3%	80.0%	91.6%	97.9%
All presentations	7.8%	26.0%	46.8%	66.4%	86.1%	94.4%	97.8%	99.0%

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

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

Gosford Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 17,053 patients

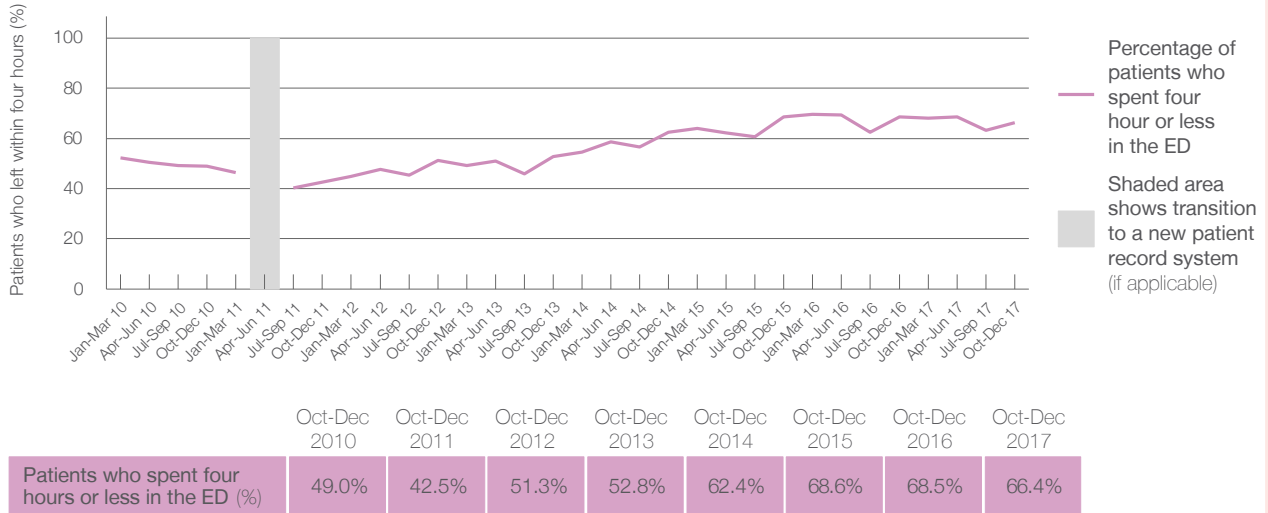
Presentations used to calculate time to leaving the ED: ⁶ 17,053 patients

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	16,368	4.2%
Presentations used to calculate time to leaving the ED	16,366	4.2%
Percentage of patients who spent four hours or less in the ED	68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, 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).

John Hunter Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,789 patients

Emergency presentations:² 19,650 patients

Same period last year	Change since one year ago
19,440	1.8%
19,227	2.2%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,751 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,414 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,320 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 3,065 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,701	
6 minutes	8 minutes
21 minutes	23 minutes
4,764	
23 minutes	20 minutes
80 minutes	65 minutes
9,833	
33 minutes	26 minutes
117 minutes	99 minutes
2,802	
42 minutes	23 minutes
147 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,789 patients

Percentage of patients who spent four hours or less in the ED 61.0%

Same period last year	Change since one year ago
19,440	1.8%
65.0%	

* 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.

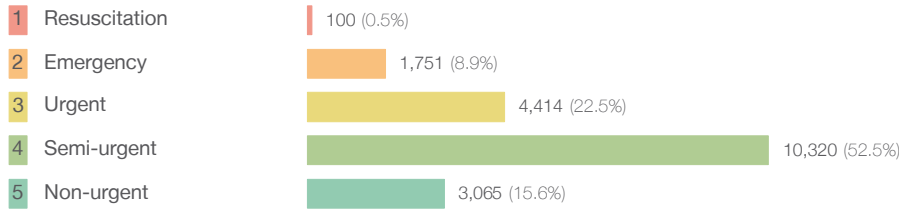
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

John Hunter Hospital: Patients presenting to the emergency department October to December 2017

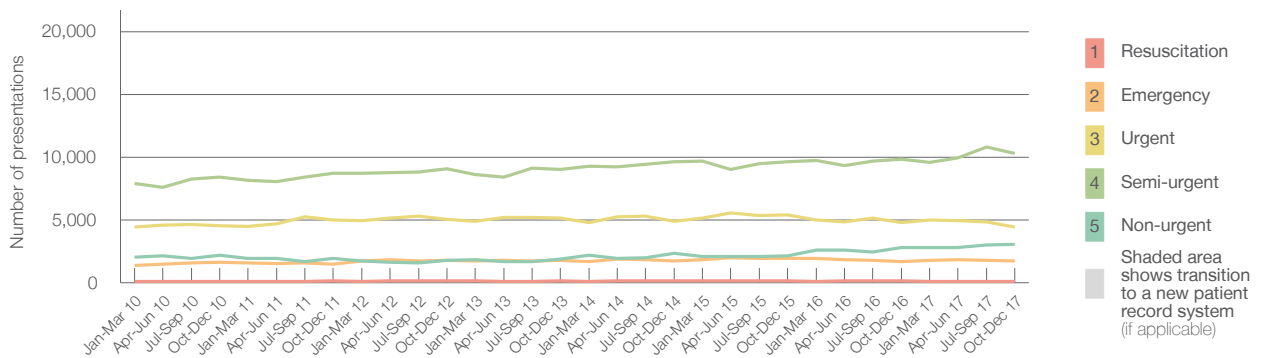
All presentations:¹ 19,789 patients

Emergency presentations² by triage category: 19,650 patients



	Same period last year	Change since one year ago
All presentations	19,440	1.8%
Emergency presentations	19,227	2.2%
1 Resuscitation	127	-21.3%
2 Emergency	1,701	2.9%
3 Urgent	4,764	-7.3%
4 Semi-urgent	9,833	5.0%
5 Non-urgent	2,802	9.4%

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	108	122	122	129	142	159	127	100
Emergency	1,624	1,482	1,763	1,794	1,741	1,930	1,701	1,751
Urgent	4,524	4,968	5,034	5,149	4,907	5,424	4,764	4,414
Semi-urgent	8,423	8,702	9,047	8,997	9,625	9,652	9,833	10,320
Non-urgent	2,169	1,941	1,755	1,892	2,324	2,159	2,802	3,065
All emergency presentations	16,848	17,215	17,721	17,961	18,739	19,324	19,227	19,650

John Hunter Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,978 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,731	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	23 minutes	-2 minutes

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,751

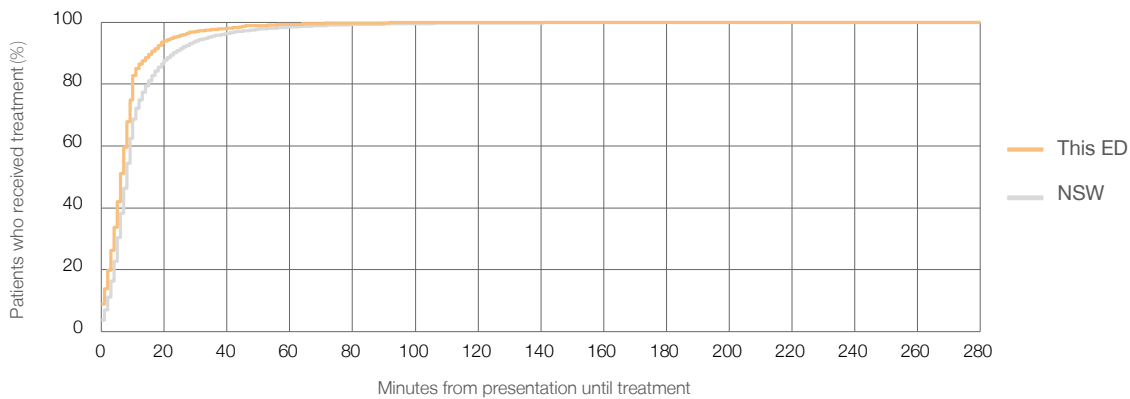
Number of triage 2 patients used to calculate waiting time:³ 1,734

Median time to start treatment⁴ 6 minutes

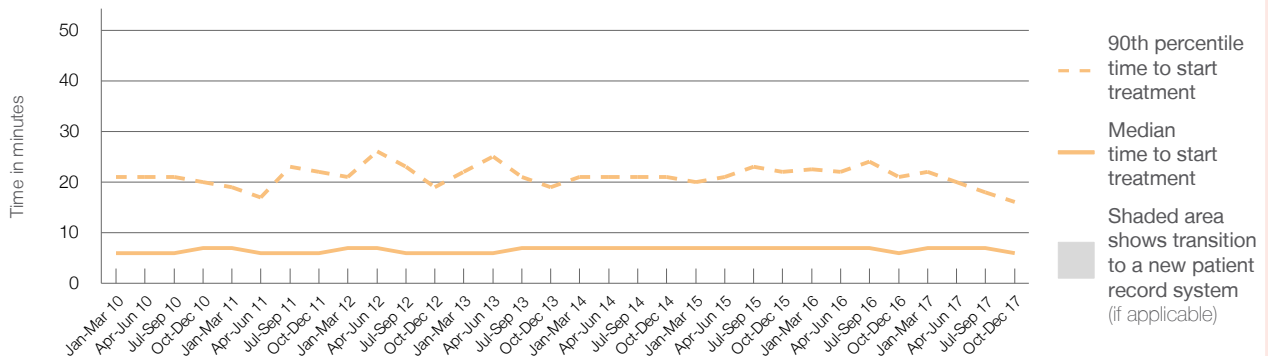
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,701	1,686
6 minutes	8 minutes
21 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)	7	6	6	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	20	22	19	19	21	22	21	16

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

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

John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 4,414

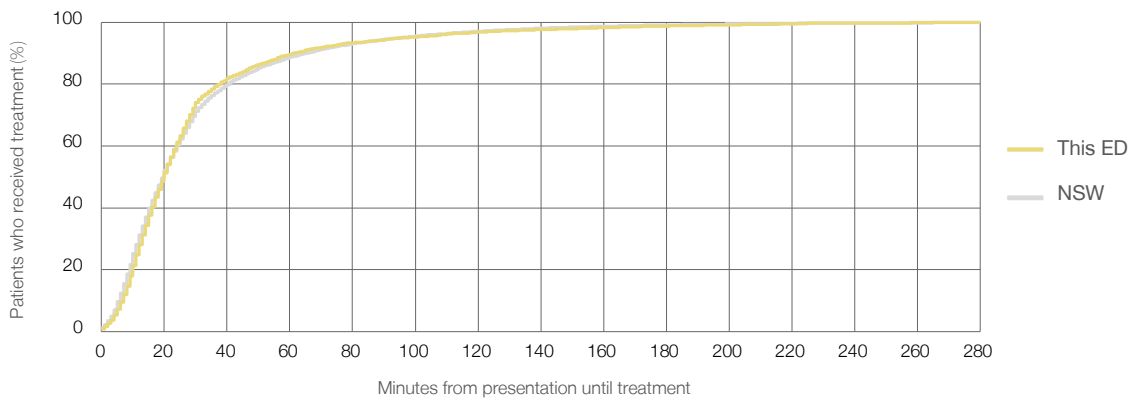
Number of triage 3 patients used to calculate waiting time:³ 4,297

Median time to start treatment⁴ 20 minutes

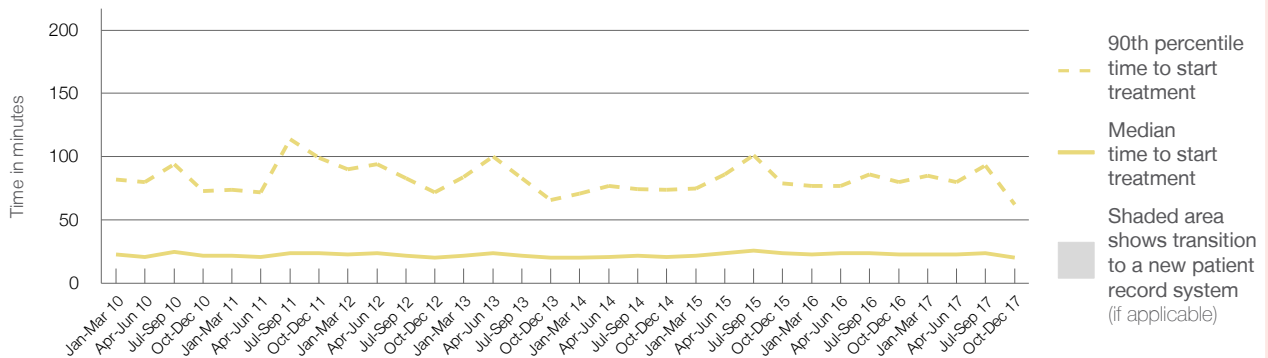
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
4,764	4,645
23 minutes	20 minutes
80 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)	22	24	20	20	21	24	23	20
90th percentile time to start treatment ⁵ (minutes)	73	99	72	66	74	79	80	62

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

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

John Hunter 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: 10,320

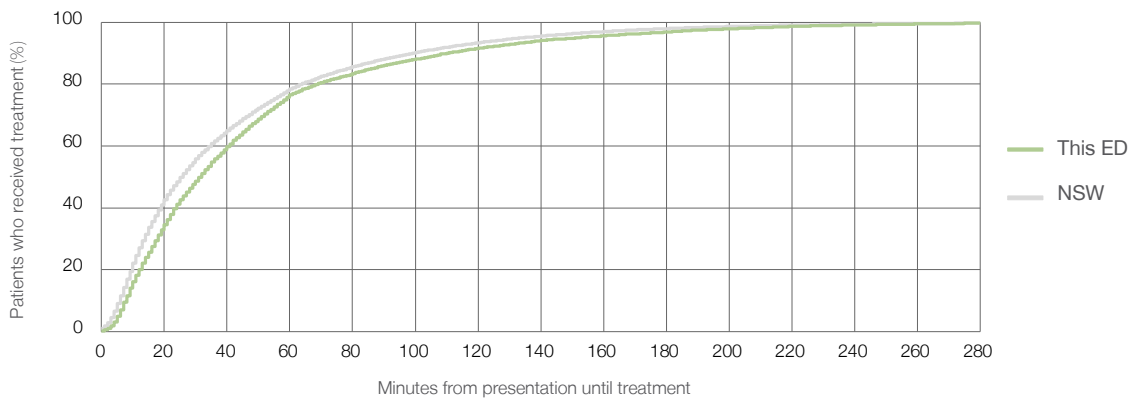
Number of triage 4 patients used to calculate waiting time:³ 9,270

Median time to start treatment⁴ 32 minutes

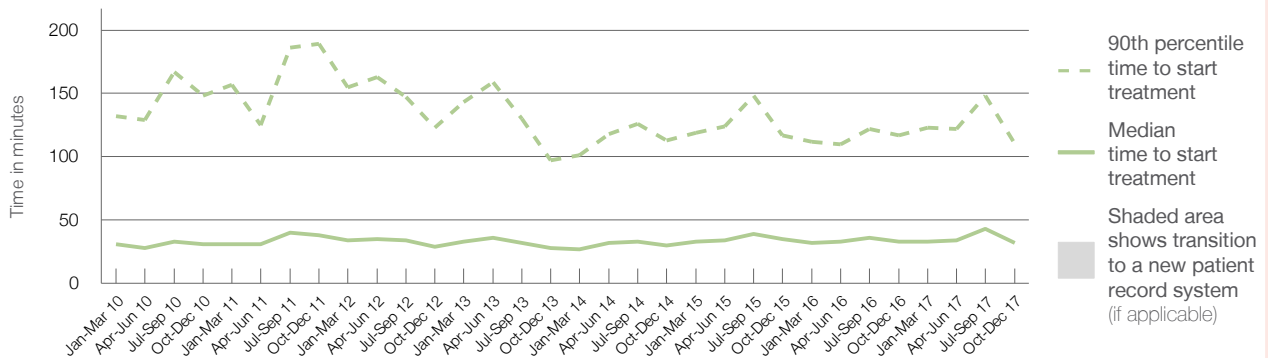
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
9,833	9,074
33 minutes	26 minutes
117 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)	31	38	29	28	30	35	33	32
90th percentile time to start treatment ⁵ (minutes)	148	189	123	97	113	117	117	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.

John Hunter 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: 3,065

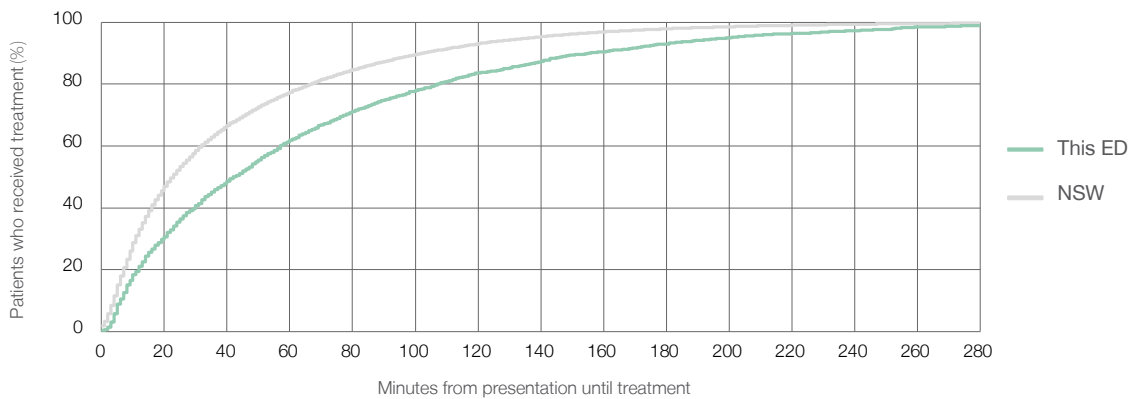
Number of triage 5 patients used to calculate waiting time:³ 2,372

Median time to start treatment⁴ 42 minutes

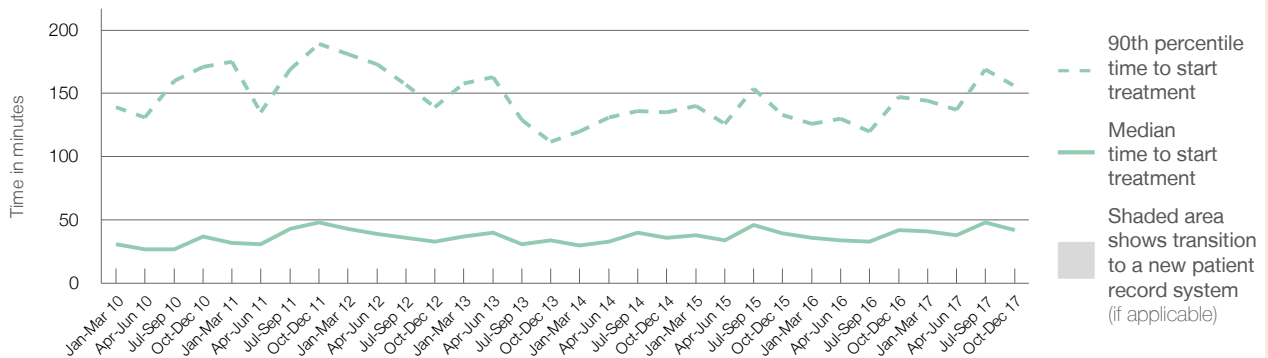
90th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
2,802	2,290
42 minutes	23 minutes
147 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)	37	48	33	34	36	40	42	42
90th percentile time to start treatment ⁵ (minutes)	171	189	139	112	135	133	147	156

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

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

John Hunter Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,789 patients

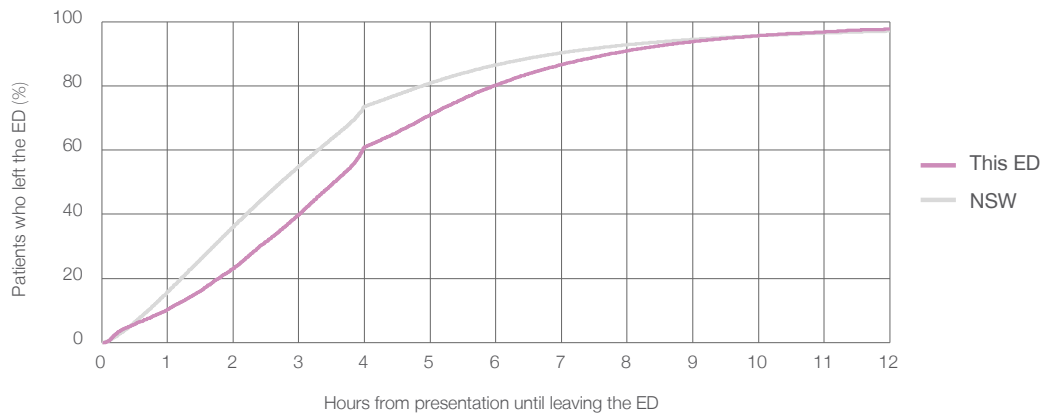
Presentations used to calculate time to leaving the ED:⁶ 19,789 patients

Median time spent in the ED⁸ 3 hours and 33 minutes

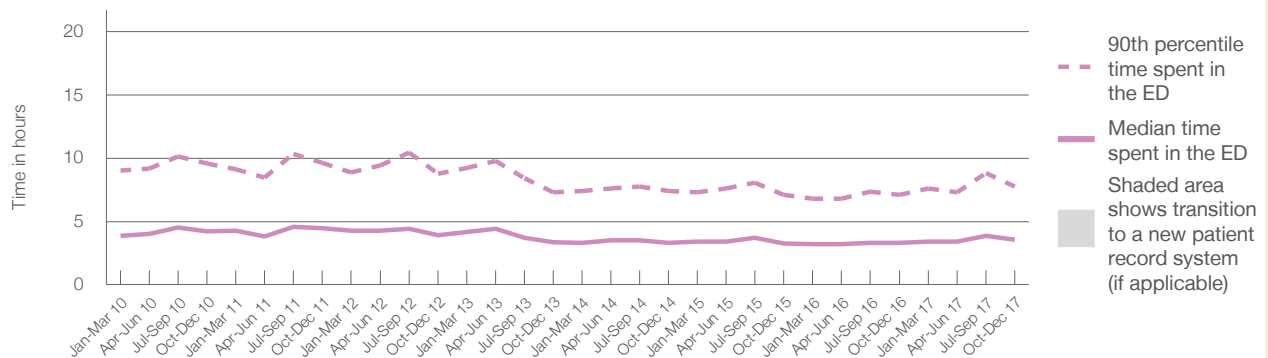
90th percentile time spent in the ED⁹ 7 hours and 45 minutes

Same period last year	NSW (this period)
19,440	19,440
3 hours and 19 minutes	2 hours and 44 minutes
7 hours and 6 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)	4h 12m	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m	3h 33m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 36m	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 6m	7h 45m

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

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

John Hunter Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

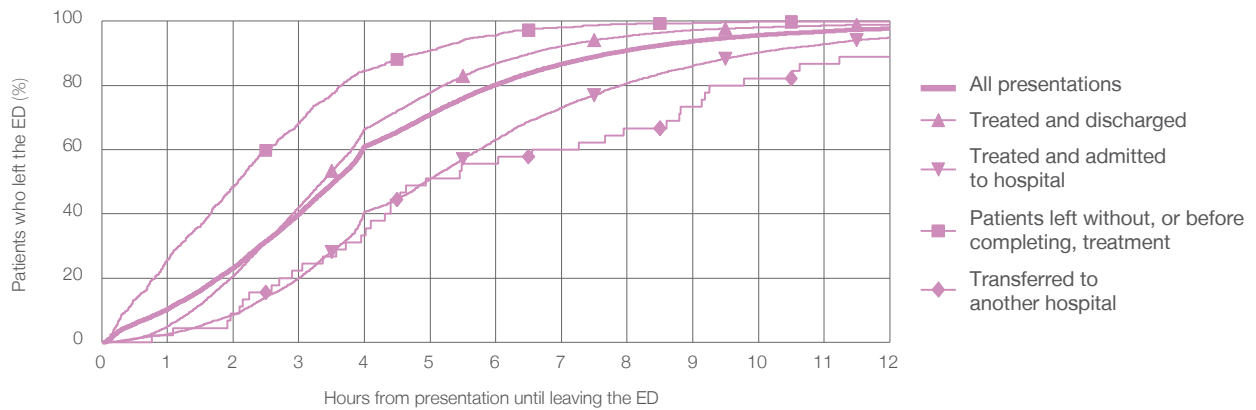
All presentations:¹ 19,789 patients

Presentations used to calculate time to leaving the ED:⁶ 19,789 patients

Treated and discharged	10,742 (54.3%)
Treated and admitted to hospital	6,510 (32.9%)
Patient left without, or before completing, treatment	1,114 (5.6%)
Transferred to another hospital	45 (0.2%)
Other	1,378 (7.0%)

Same period last year	Change since one year ago
19,440	1.8%
10,967	-2.1%
6,658	-2.2%
800	39.3%
48	-6.3%
967	42.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.9%	20.6%	42.1%	66.3%	86.9%	95.4%	98.1%	99.0%
Treated and admitted to hospital	2.5%	8.6%	19.9%	40.7%	63.1%	80.7%	90.2%	94.9%
Patient left without, or before completing, treatment	25.8%	48.5%	68.2%	84.6%	95.5%	99.1%	99.8%	99.8%
Transferred to another hospital	2.2%	8.9%	22.2%	33.3%	55.6%	66.7%	82.2%	88.9%
All presentations	10.3%	23.1%	39.9%	61.0%	80.2%	90.9%	95.6%	97.7%

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

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

John Hunter 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 19,789 patients

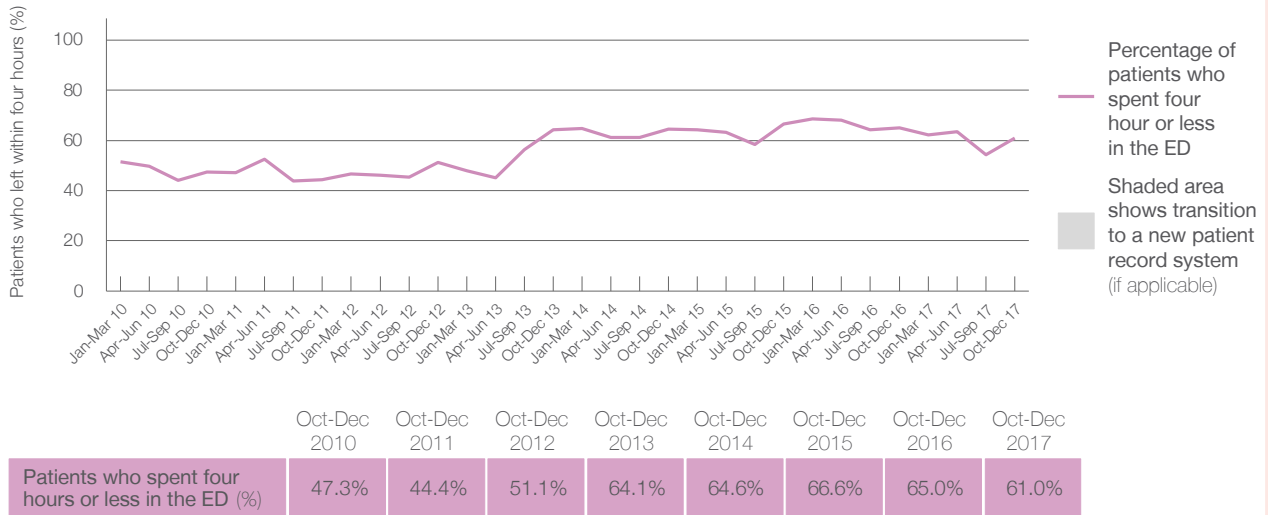
Presentations used to calculate time to leaving the ED: ⁶ 19,789 patients

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	19,440	1.8%
Presentations used to calculate time to leaving the ED	19,440	1.8%
Percentage of patients who spent four hours or less in the ED	65.0%	

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).

Liverpool Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 21,967 patients

Emergency presentations:² 21,861 patients

Same period last year	Change since one year ago
21,173	3.8%
20,799	5.1%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,088 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,005 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,287 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,527	
8 minutes	8 minutes
26 minutes	23 minutes
10,813	
15 minutes	20 minutes
52 minutes	65 minutes
5,092	
17 minutes	26 minutes
66 minutes	99 minutes
1,203	
14 minutes	23 minutes
59 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 21,964 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
21,172	3.7%
51.9%	

* 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.

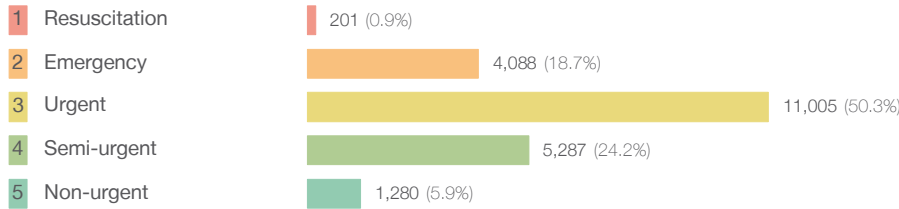
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Liverpool Hospital: Patients presenting to the emergency department October to December 2017

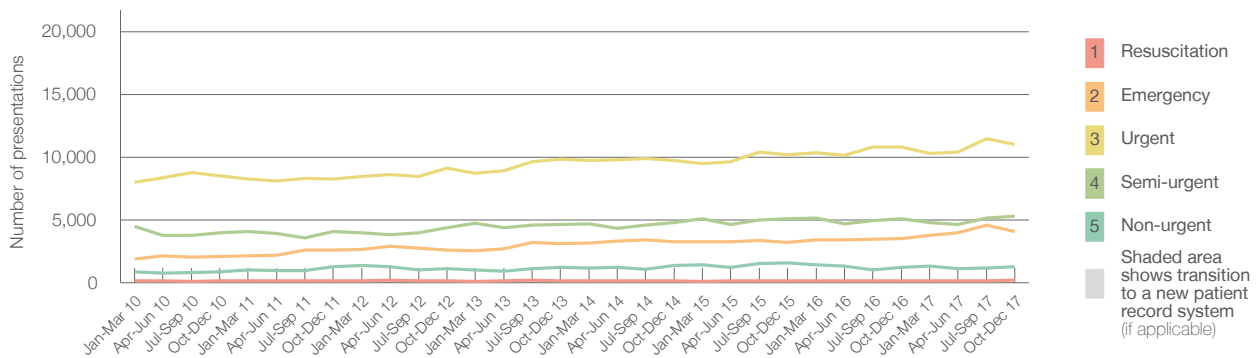
All presentations:¹ 21,967 patients

Emergency presentations² by triage category: 21,861 patients



	Same period last year	Change since one year ago
All presentations	21,173	3.8%
Emergency presentations	20,799	5.1%
Resuscitation	164	22.6%
Emergency	3,527	15.9%
Urgent	10,813	1.8%
Semi-urgent	5,092	3.8%
Non-urgent	1,203	6.4%

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	132	150	155	133	162	147	164	201
Emergency	2,075	2,591	2,593	3,091	3,274	3,203	3,527	4,088
Urgent	8,533	8,269	9,133	9,818	9,746	10,184	10,813	11,005
Semi-urgent	3,996	4,095	4,388	4,638	4,805	5,106	5,092	5,287
Non-urgent	853	1,254	1,103	1,193	1,385	1,598	1,203	1,280
All emergency presentations	15,589	16,359	17,372	18,873	19,372	20,238	20,799	21,861

Liverpool Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 6,463 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,770	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	39 minutes	-4 minutes

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

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

Liverpool 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: 4,088

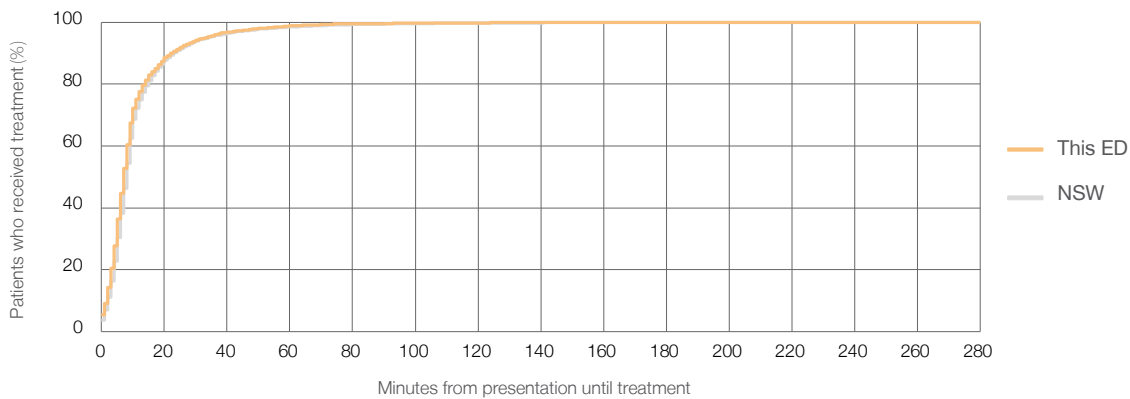
Number of triage 2 patients used to calculate waiting time:³ 4,072

Median time to start treatment⁴ 7 minutes

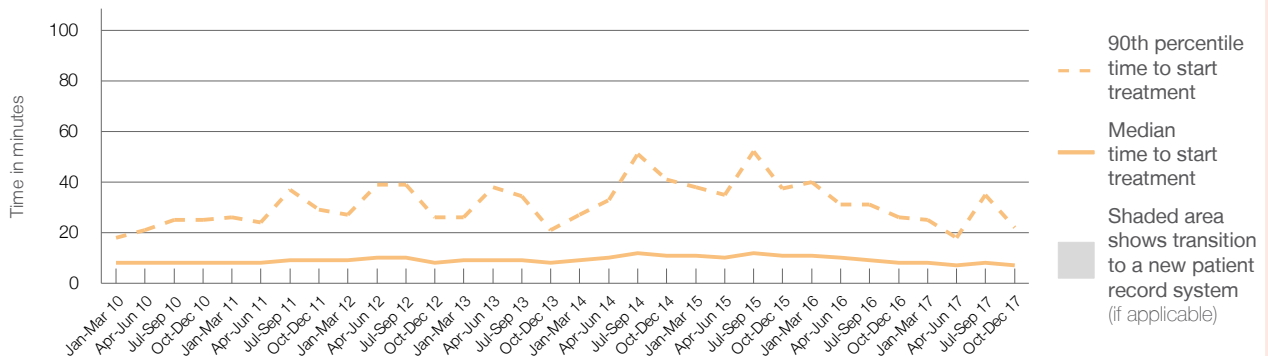
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
3,527	3,501
8 minutes	8 minutes
26 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)	8	9	8	8	11	11	8	7
90th percentile time to start treatment ⁵ (minutes)	25	29	26	21	41	38	26	22

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 11,005

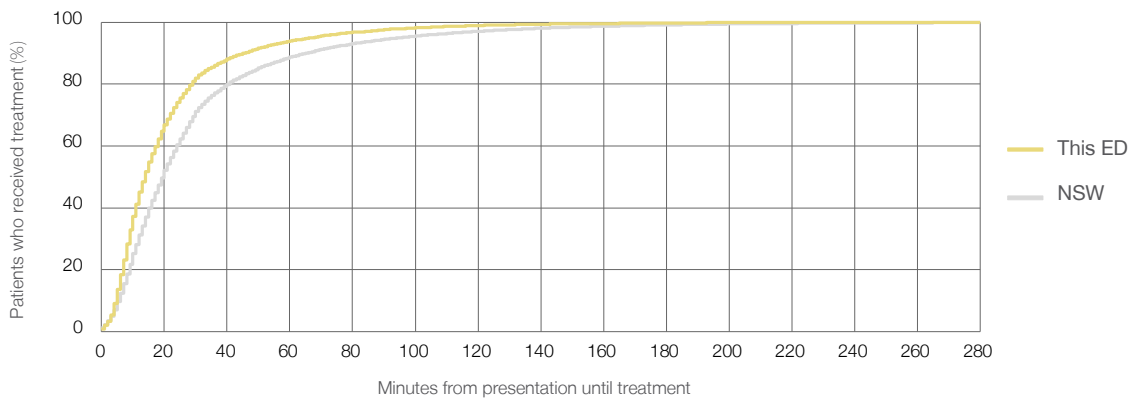
Number of triage 3 patients used to calculate waiting time:³ 10,748

Median time to start treatment⁴ 14 minutes

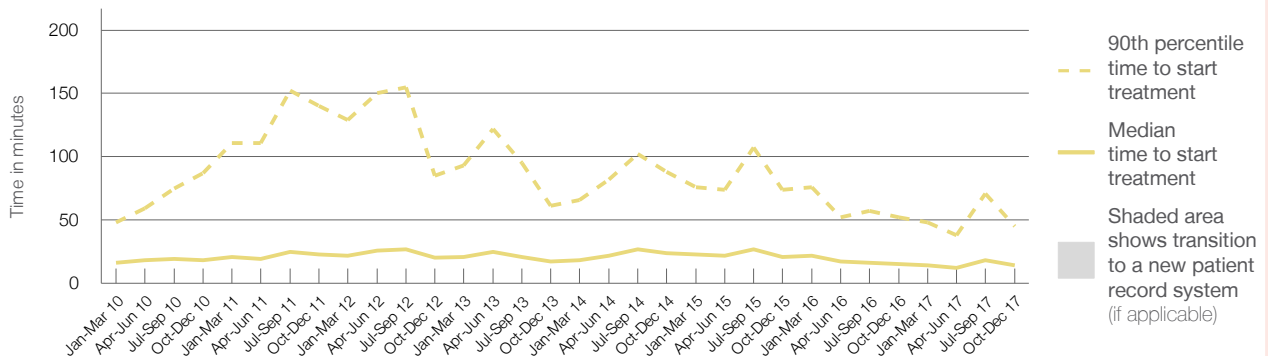
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
10,813	10,414
15 minutes	20 minutes
52 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)	18	23	20	17	24	21	15	14
90th percentile time to start treatment ⁵ (minutes)	87	140	85	61	88	74	52	45

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,287

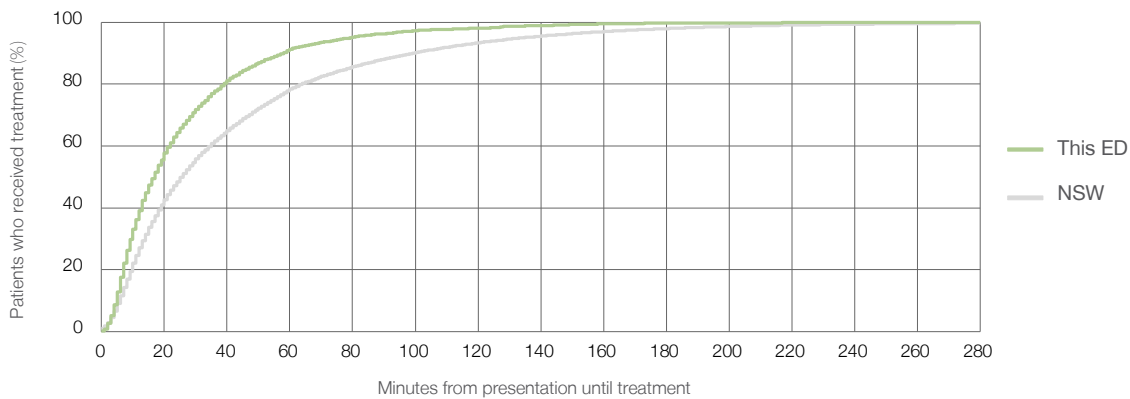
Number of triage 4 patients used to calculate waiting time:³ 4,885

Median time to start treatment⁴ 17 minutes

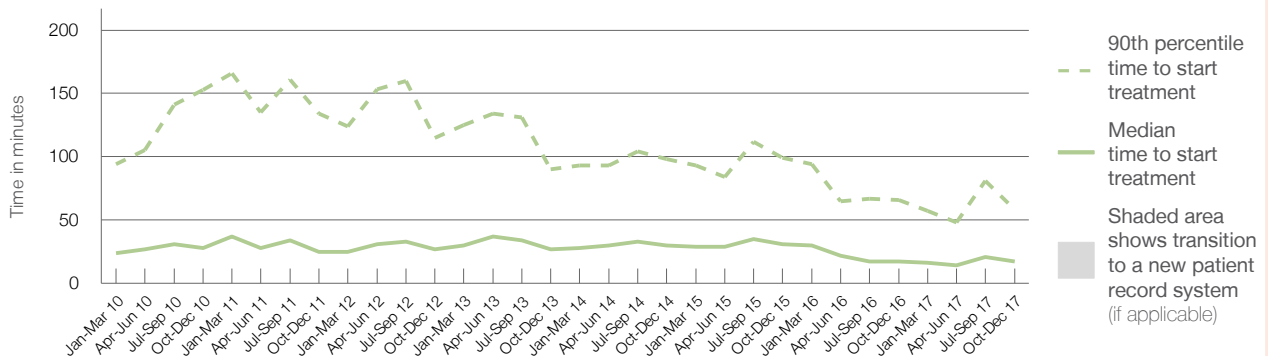
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
5,092	4,540
17 minutes	26 minutes
66 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)	28	25	27	27	30	31	17	17
90th percentile time to start treatment ⁵ (minutes)	153	134	115	90	98	99	66	58

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

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

Liverpool Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,280

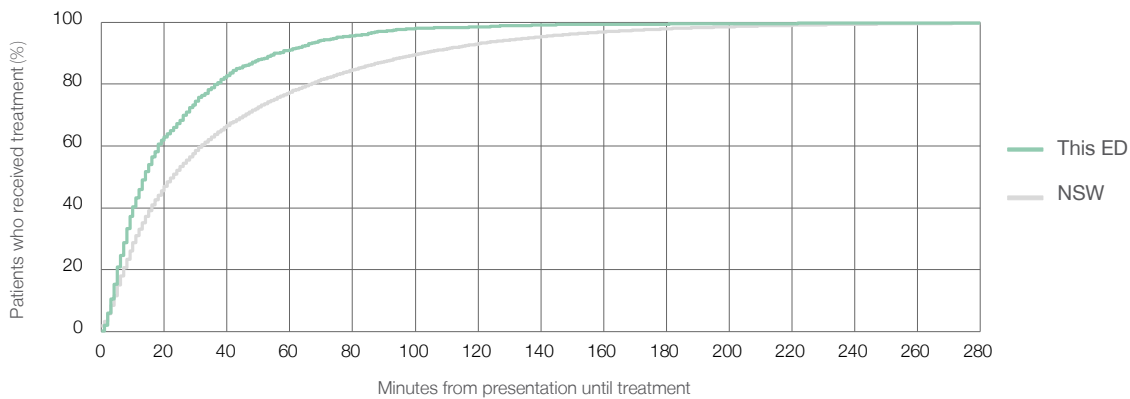
Number of triage 5 patients used to calculate waiting time:³ 1,041

Median time to start treatment⁴ 14 minutes

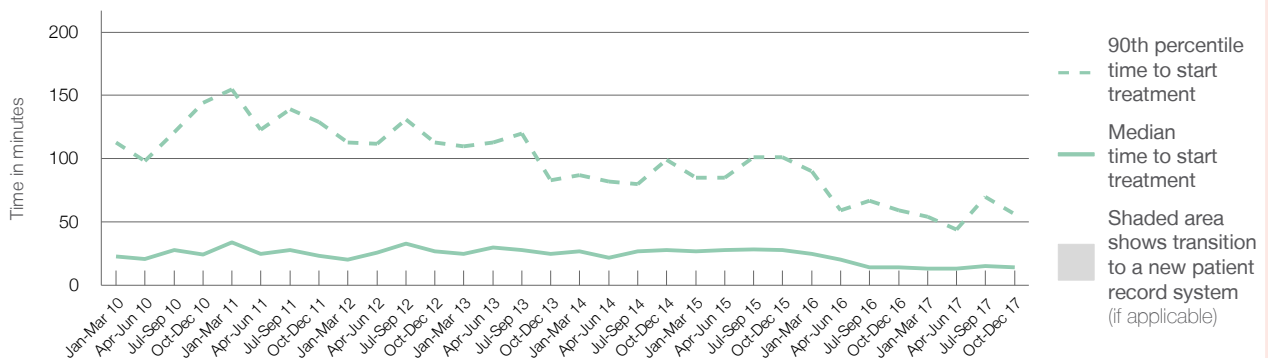
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,203	
942	
14 minutes	23 minutes
59 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)	25	24	27	25	28	28	14	14
90th percentile time to start treatment ⁵ (minutes)	144	129	113	83	99	101	59	56

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

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

Liverpool Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 21,967 patients

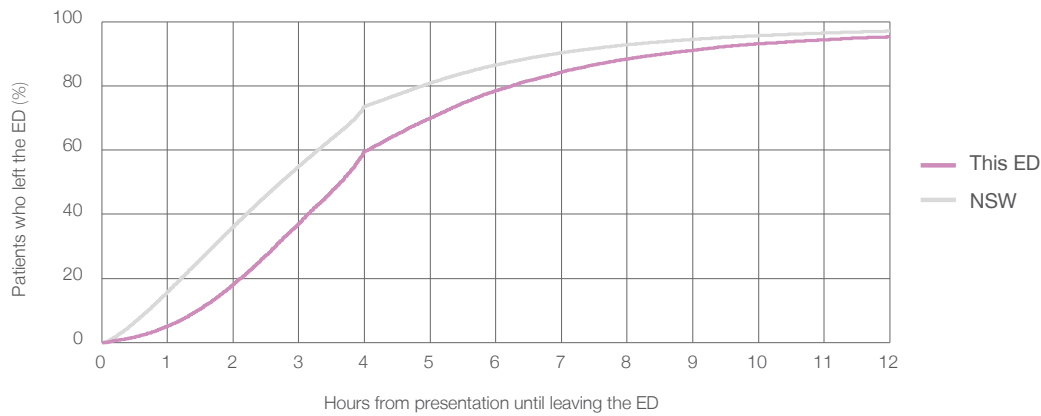
Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

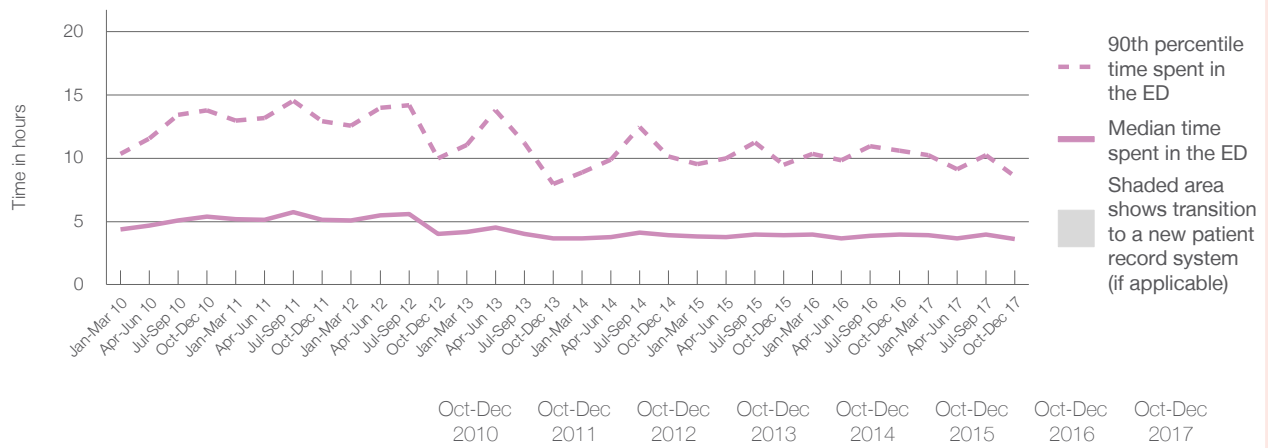
90th percentile time spent in the ED⁹ 8 hours and 34 minutes

Same period last year	NSW (this period)
21,173	21,172
3 hours and 57 minutes	2 hours and 44 minutes
10 hours and 35 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)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m

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

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

Liverpool Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

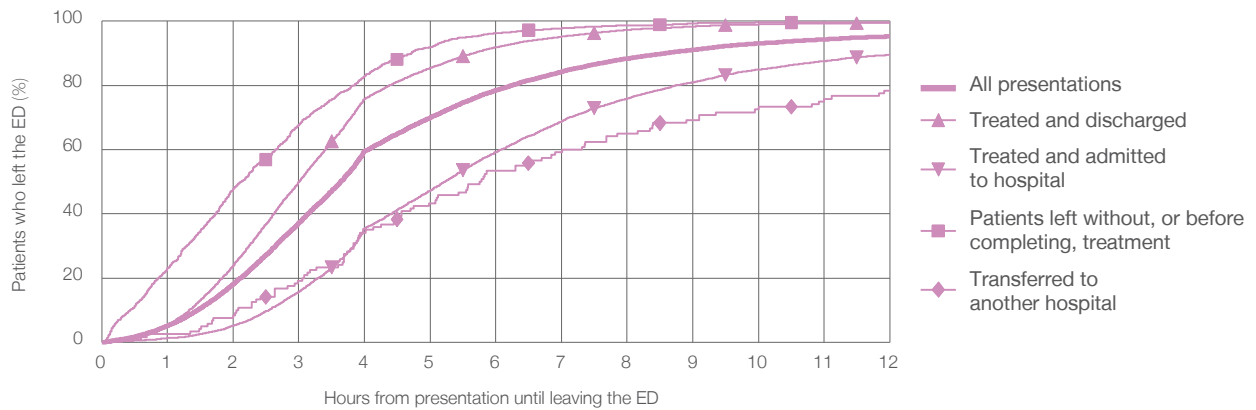
All presentations:¹ 21,967 patients

Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Treated and discharged	11,026 (50.2%)
Treated and admitted to hospital	9,077 (41.3%)
Patient left without, or before completing, treatment	1,589 (7.2%)
Transferred to another hospital	120 (0.5%)
Other	155 (0.7%)

Same period last year	Change since one year ago
21,172	3.7%
8,404	31.2%
10,271	-11.6%
2,224	-28.6%
123	-2.4%
151	2.6%

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	5.3%	24.0%	50.0%	75.8%	91.9%	97.3%	99.0%	99.5%
Treated and admitted to hospital	1.3%	5.2%	15.7%	35.5%	59.3%	75.9%	85.0%	89.6%
Patient left without, or before completing, treatment	23.1%	47.9%	67.7%	82.9%	96.3%	98.7%	99.6%	99.7%
Transferred to another hospital	2.5%	8.3%	19.2%	34.2%	53.3%	65.0%	73.3%	78.3%
All presentations	5.2%	18.2%	37.2%	59.5%	78.5%	88.4%	93.1%	95.3%

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

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

Liverpool Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 21,967 patients

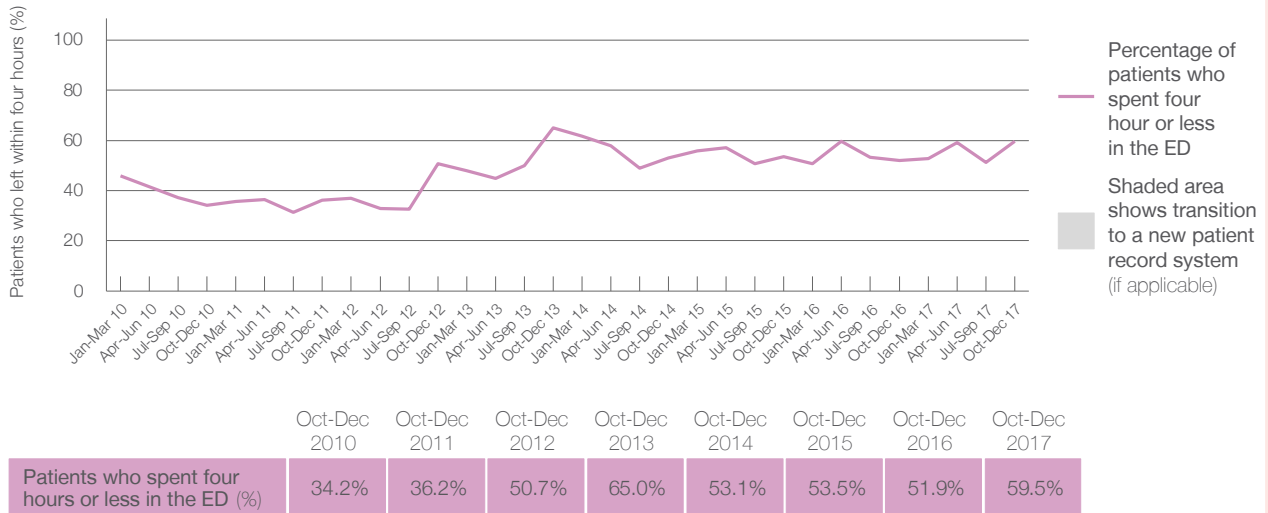
Presentations used to calculate time to leaving the ED: ⁶ 21,964 patients

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	21,173	3.8%
Presentations used to calculate time to leaving the ED	21,172	3.7%
Percentage of patients who spent four hours or less in the ED	51.9%	

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).

Nepean Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,979 patients

Emergency presentations:² 17,650 patients

Same period last year	Change since one year ago
17,136	4.9%
17,042	3.6%

Nepean Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,130 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,195 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,698 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,506 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
2,544	
9 minutes	8 minutes
34 minutes	23 minutes
4,988	
26 minutes	20 minutes
112 minutes	65 minutes
7,704	
26 minutes	26 minutes
110 minutes	99 minutes
1,717	
26 minutes	23 minutes
115 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

Same period last year	Change since one year ago
17,132	4.9%
61.8%	

* 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.

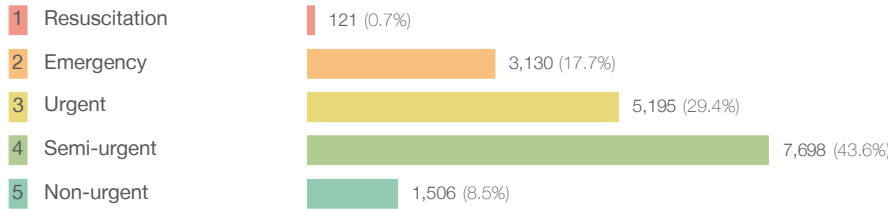
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Nepean Hospital: Patients presenting to the emergency department October to December 2017

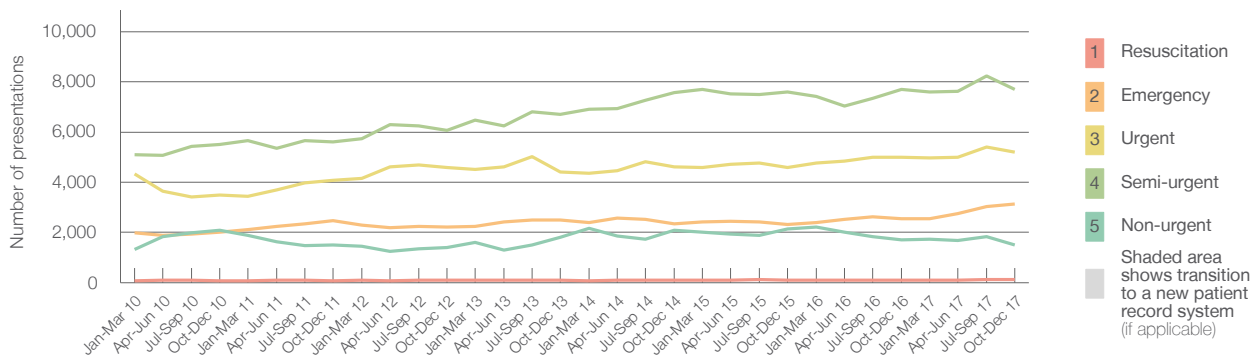
All presentations:¹ 17,979 patients

Emergency presentations² by triage category: 17,650 patients



Same period last year	Change since one year ago
17,136	4.9%
17,042	3.6%
89	36.0%
2,544	23.0%
4,988	4.1%
7,704	-0.1%
1,717	-12.3%

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	84	77	102	88	95	89	89	121
Emergency	2,009	2,482	2,225	2,500	2,352	2,321	2,544	3,130
Urgent	3,498	4,067	4,593	4,397	4,611	4,578	4,988	5,195
Semi-urgent	5,496	5,606	6,066	6,702	7,579	7,586	7,704	7,698
Non-urgent	2,077	1,499	1,387	1,818	2,084	2,147	1,717	1,506
All emergency presentations	13,164	13,731	14,373	15,505	16,721	16,721	17,042	17,650

Nepean Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,982 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,839	
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

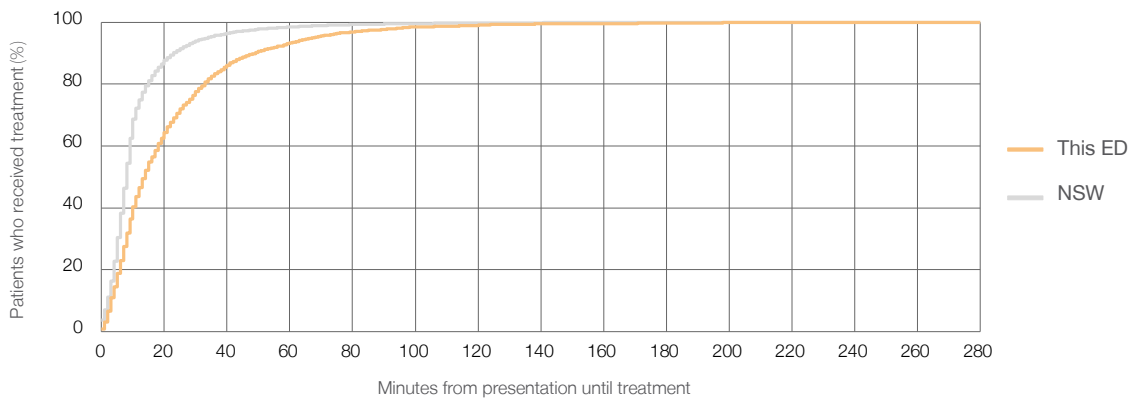
Number of triage 2 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 14 minutes

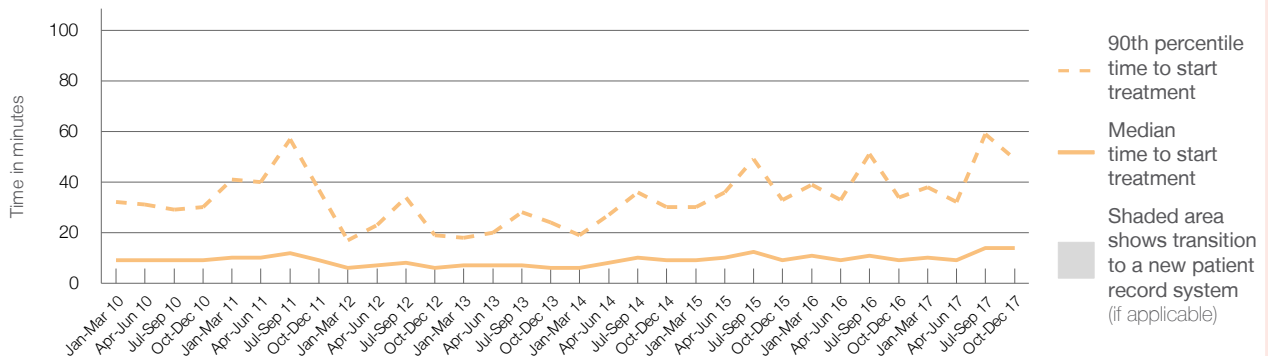
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,544	2,530
9 minutes	8 minutes
34 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	9	6	6	9	9	9	14
90th percentile time to start treatment ⁵ (minutes)	30	37	19	24	30	33	34	49

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

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

Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 5,195

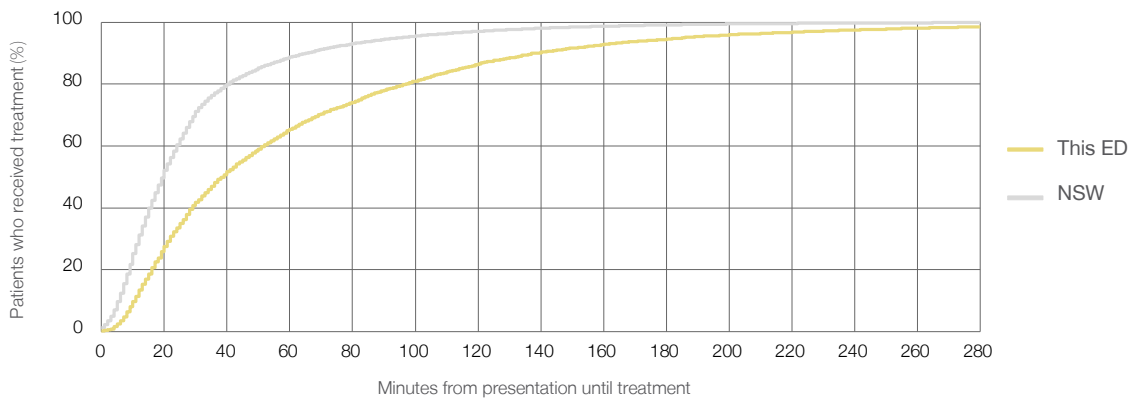
Number of triage 3 patients used to calculate waiting time:³ 4,809

Median time to start treatment⁴ 39 minutes

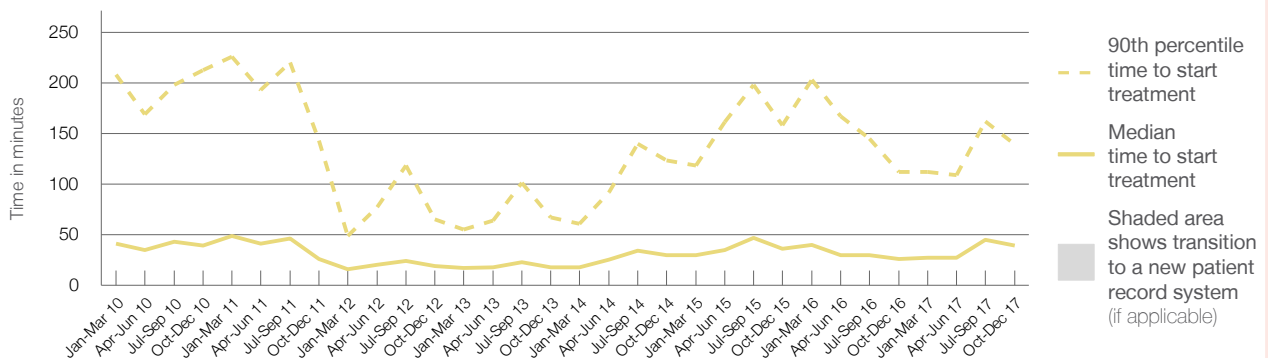
90th percentile time to start treatment⁵ 139 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	4,988	4,797
Median time to start treatment ⁴	26 minutes	20 minutes
90th percentile time to start treatment ⁵	112 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)	39	26	19	18	30	36	26	39
90th percentile time to start treatment ⁵ (minutes)	213	143	65	67	123	158	112	139

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

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

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

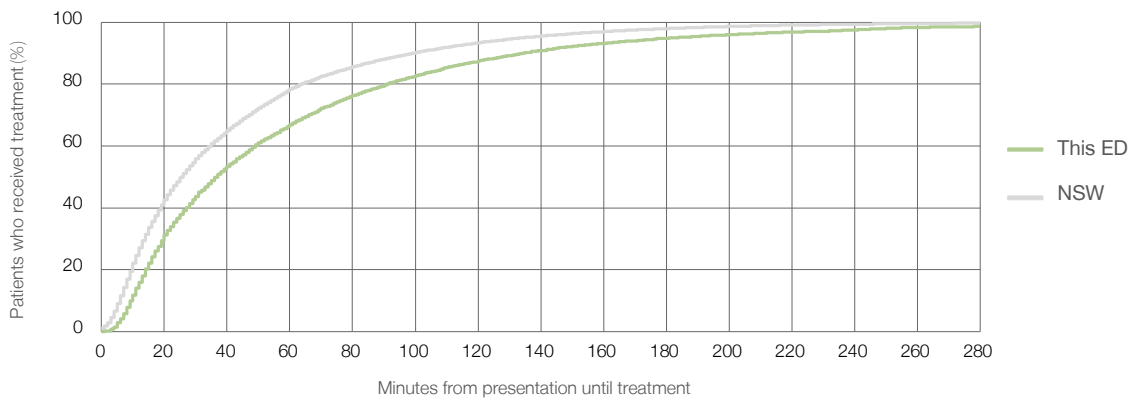
Number of triage 4 patients used to calculate waiting time:³ 6,966

Median time to start treatment⁴ 37 minutes

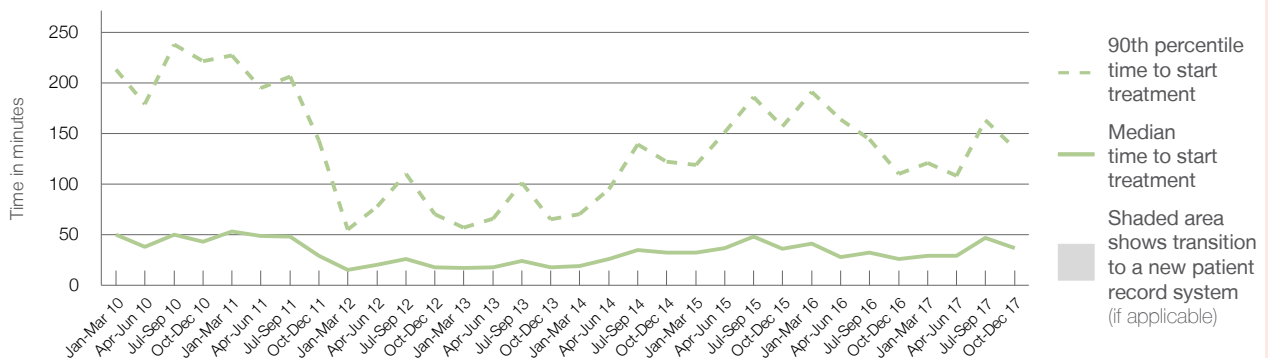
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
7,704	7,214
26 minutes	26 minutes
110 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)	43	29	18	18	32	36	26	37
90th percentile time to start treatment ⁵ (minutes)	221	143	70	65	122	157	110	135

(†) 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

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

Number of triage 5 patients: 1,506

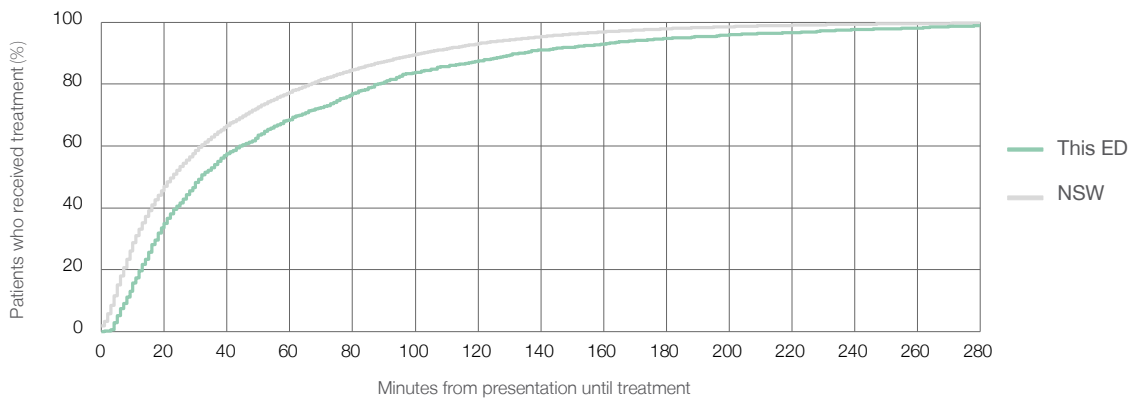
Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴ 32 minutes

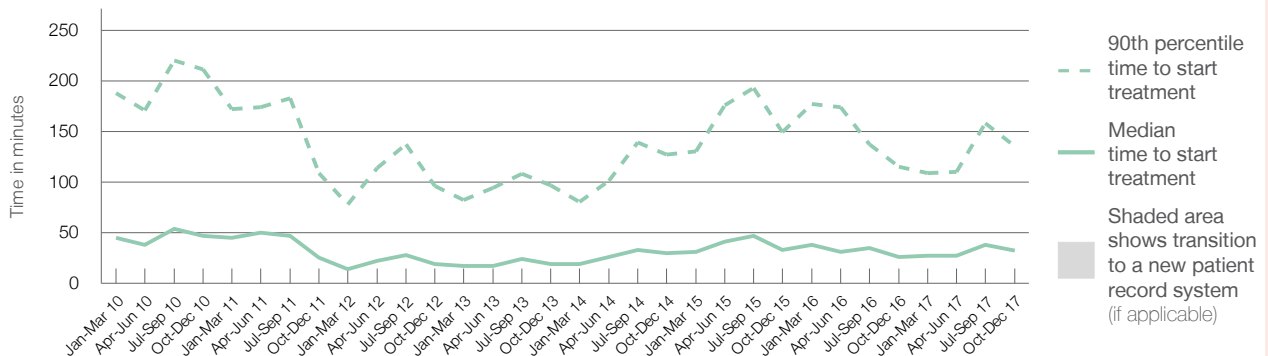
90th percentile time to start treatment⁵ 135 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,717	1,457
Median time to start treatment ⁴	26 minutes	23 minutes
90th percentile time to start treatment ⁵	115 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)	47	25	19	19	30	33	26	32
90th percentile time to start treatment ⁵ (minutes)	211	109	96	97	127	149	115	135

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

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

Nepean Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,979 patients

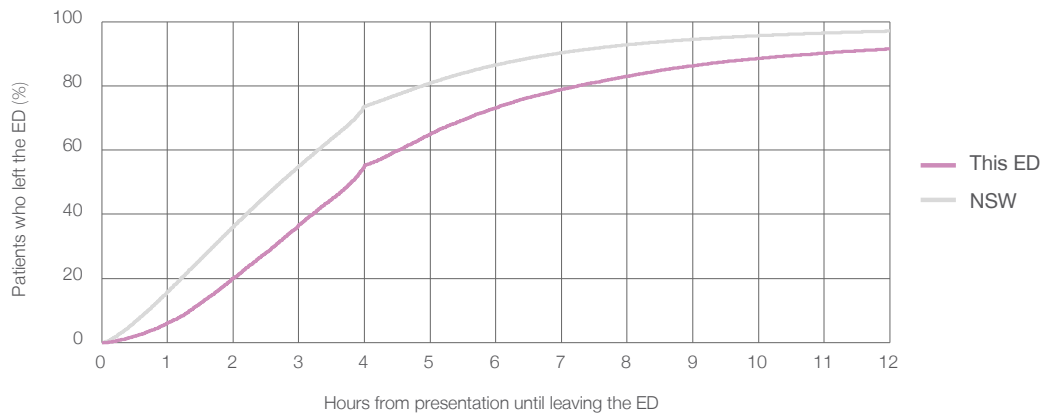
Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

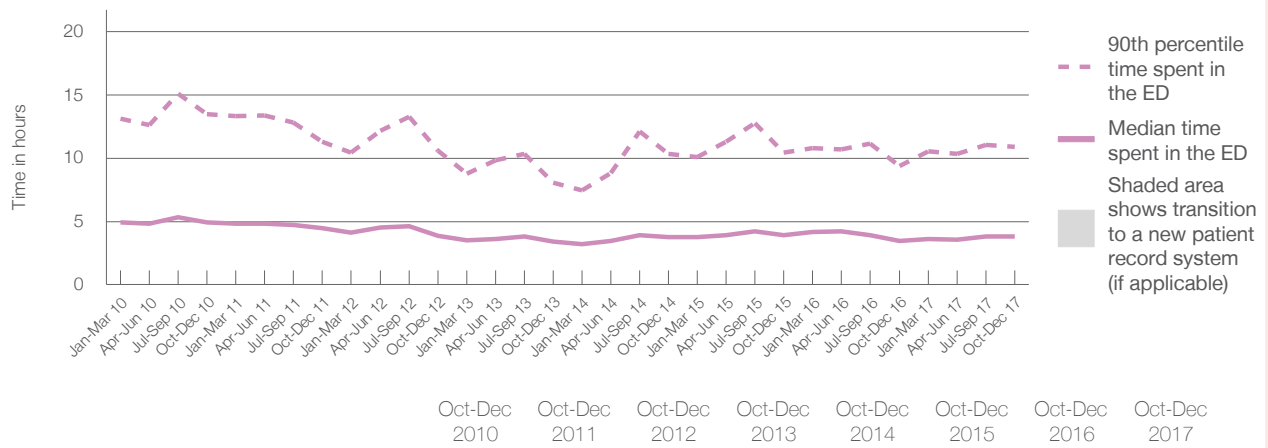
90th percentile time spent in the ED⁹ 10 hours and 53 minutes

Same period last year	NSW (this period)
17,136	17,132
3 hours and 29 minutes	2 hours and 44 minutes
9 hours and 24 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)	4h 55m	4h 28m	3h 53m	3h 26m	3h 46m	3h 54m	3h 29m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 28m	11h 18m	10h 35m	8h 4m	10h 21m	10h 25m	9h 24m	10h 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.

Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

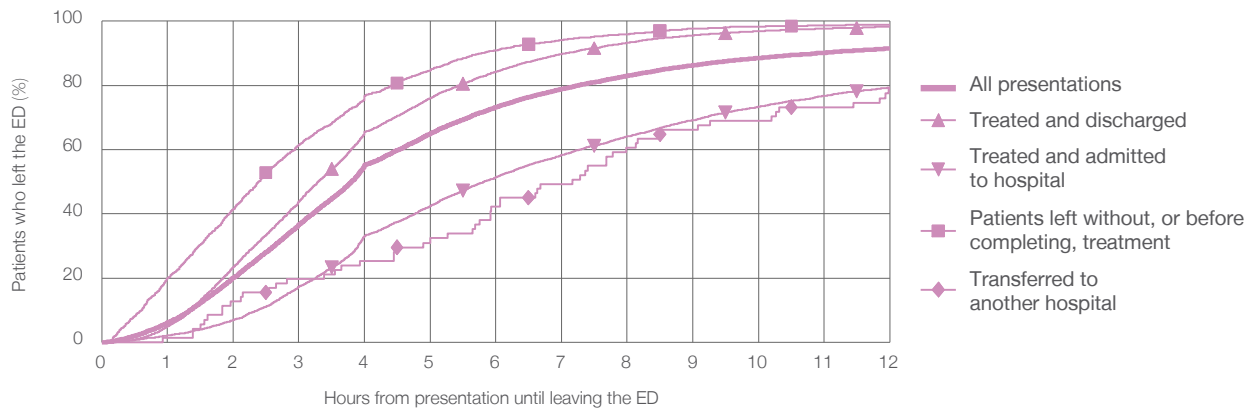
All presentations:¹ 17,979 patients

Presentations used to calculate time to leaving the ED:⁶ 17,972 patients

Treated and discharged	9,303 (51.7%)
Treated and admitted to hospital	6,436 (35.8%)
Patient left without, or before completing, treatment	1,854 (10.3%)
Transferred to another hospital	71 (0.4%)
Other	315 (1.8%)

Same period last year	Change since one year ago
17,132	4.9%
8,344	11.5%
7,277	-11.6%
1,372	35.1%
69	2.9%
74	325.7%

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

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

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

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

Nepean Hospital: Time spent in the ED

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

October to December 2017

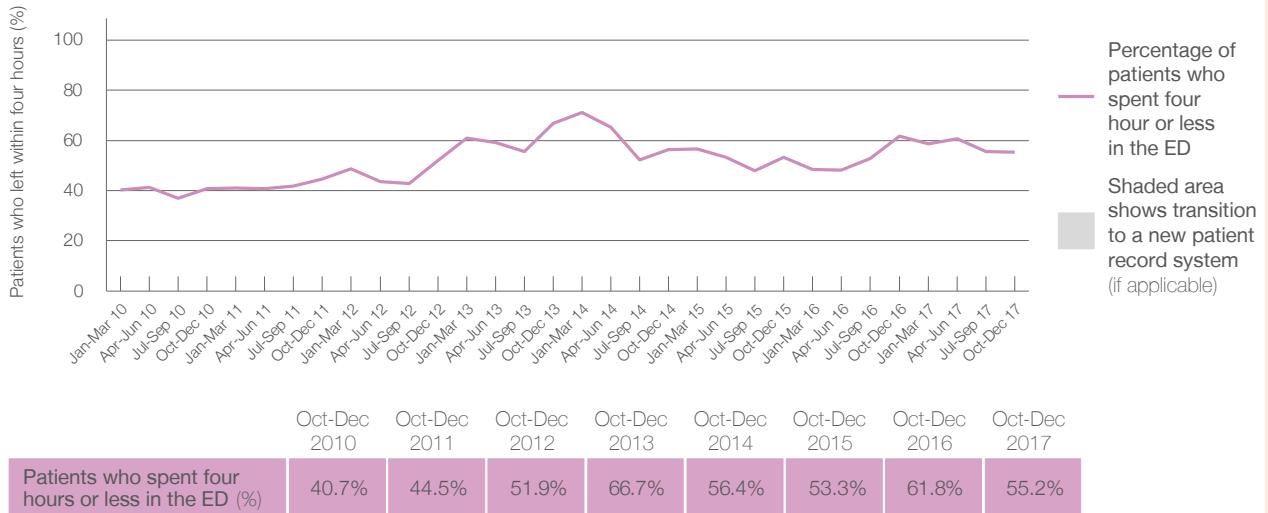
All presentations at the emergency department: ¹ 17,979 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,972 patients

Percentage of patients who spent four hours or less in the ED 55.2%

	Same period last year	Change since one year ago
All presentations at the emergency department	17,136	4.9%
Presentations used to calculate time to leaving the ED	17,132	4.9%
Percentage of patients who spent four hours or less in the ED	61.8%	

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).

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 15,708 patients

Emergency presentations:² 14,799 patients

Same period last year	Change since one year ago
14,880	5.6%
13,865	6.7%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,342 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,841 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,865 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 543 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,159	
9 minutes	8 minutes
24 minutes	23 minutes
7,114	
20 minutes	20 minutes
66 minutes	65 minutes
4,862	
18 minutes	26 minutes
85 minutes	99 minutes
547	
21 minutes	23 minutes
105 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 15,707 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
14,873	5.6%
65.1%	

* 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.

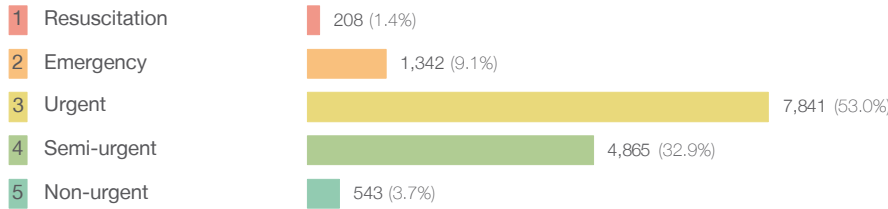
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Prince of Wales Hospital: Patients presenting to the emergency department October to December 2017

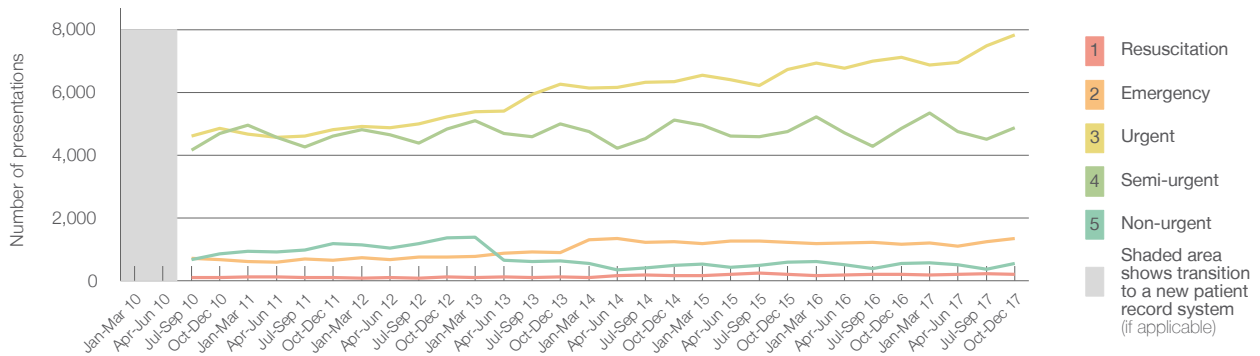
All presentations:¹ 15,708 patients

Emergency presentations² by triage category: 14,799 patients



	Same period last year	Change since one year ago
All presentations	14,880	5.6%
Emergency presentations	13,865	6.7%
1 Resuscitation	193	7.8%
2 Emergency	1,159	15.8%
3 Urgent	7,114	10.2%
4 Semi-urgent	4,852	0.3%
5 Non-urgent	547	-0.7%

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	100	92	111	110	163	197	193	208
Emergency	662	642	754	900	1,249	1,222	1,159	1,342
Urgent	4,860	4,821	5,229	6,253	6,343	6,736	7,114	7,841
Semi-urgent	4,697	4,605	4,824	5,006	5,110	4,759	4,852	4,865
Non-urgent	854	1,174	1,360	627	495	595	547	543
All emergency presentations	11,173	11,334	12,278	12,896	13,360	13,509	13,865	14,799

Prince of Wales Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,724 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,422	
ED Transfer of care time		
Median time	10 minutes	1 minute
90th percentile time	25 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.

Prince of Wales 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: 1,342

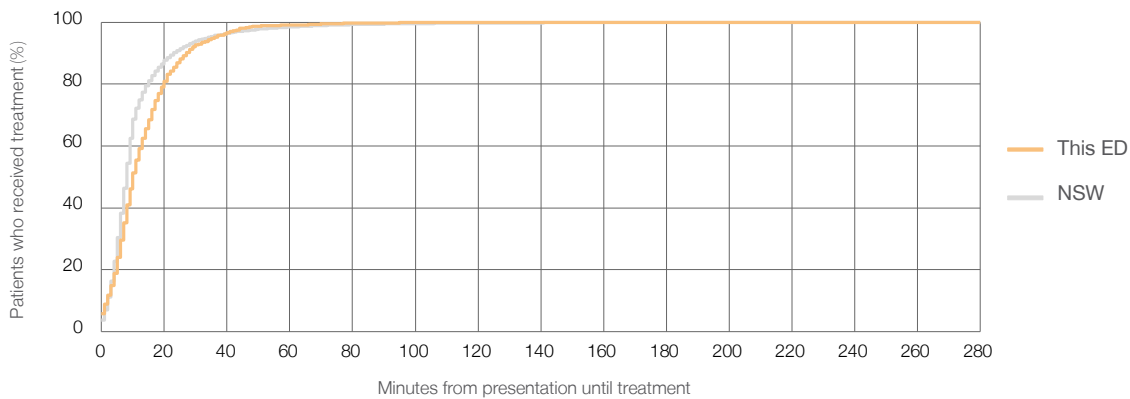
Number of triage 2 patients used to calculate waiting time:³ 1,311

Median time to start treatment⁴ 10 minutes

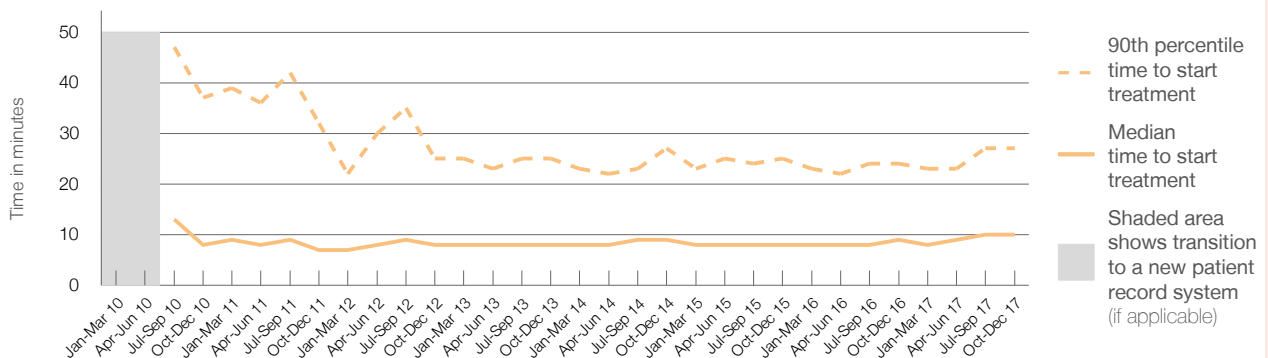
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,159	
1,141	
9 minutes	8 minutes
24 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)	8	7	8	8	9	8	9	10
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 7,841

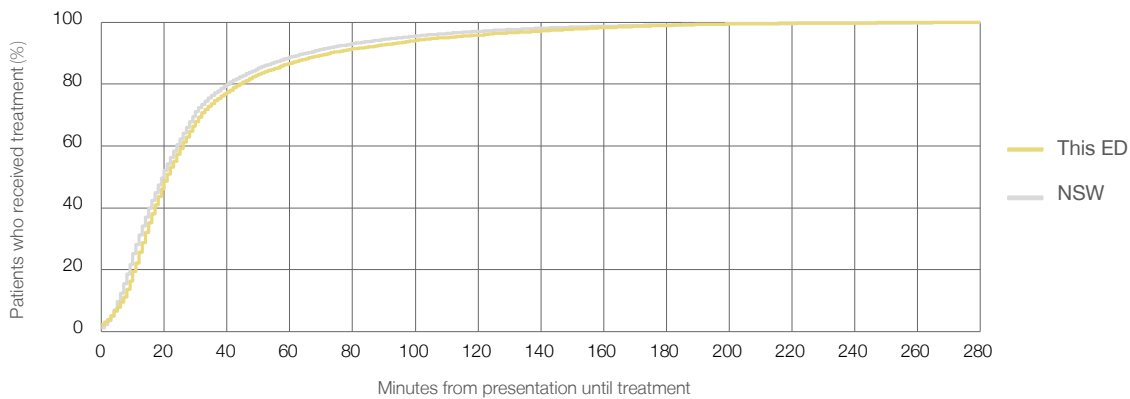
Number of triage 3 patients used to calculate waiting time:³ 7,680

Median time to start treatment⁴ 21 minutes

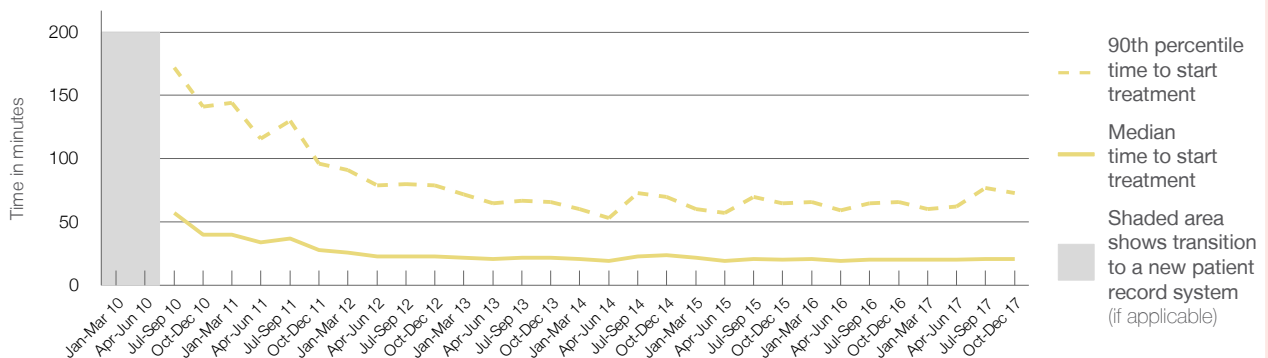
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
7,114	
6,998	
20 minutes	20 minutes
66 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)	40	28	23	22	24	20	20	21
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,865

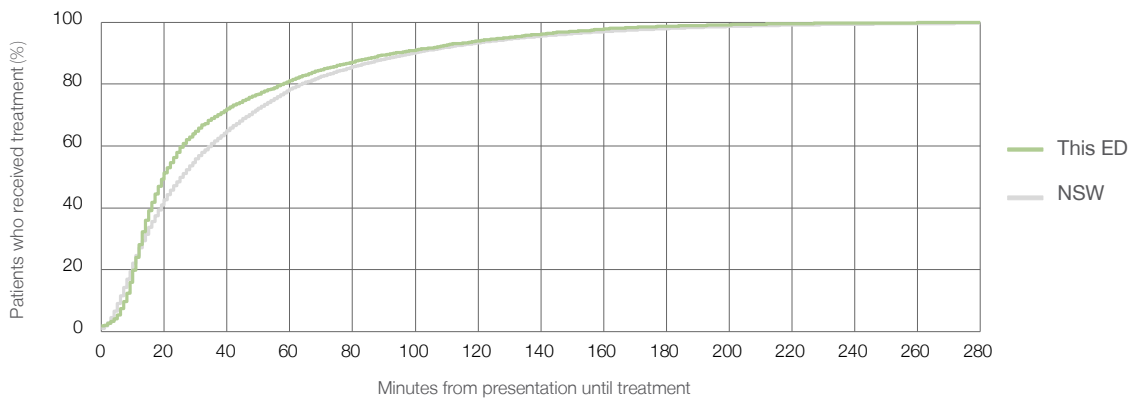
Number of triage 4 patients used to calculate waiting time:³ 4,697

Median time to start treatment⁴ 20 minutes

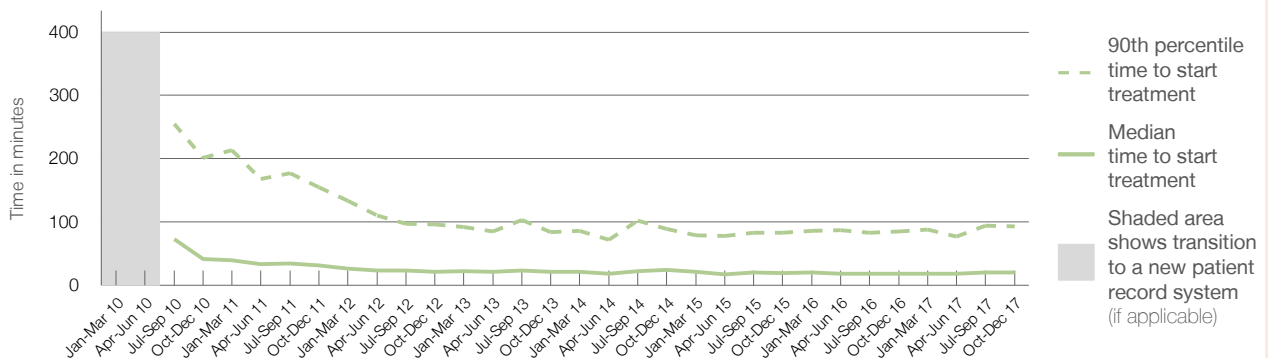
90th percentile time to start treatment⁵ 93 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,852	4,675
Median time to start treatment ⁴	18 minutes	26 minutes
90th percentile time to start treatment ⁵	85 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)	42	31	21	21	24	19	18	20
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93

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

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

Prince of Wales 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: 543

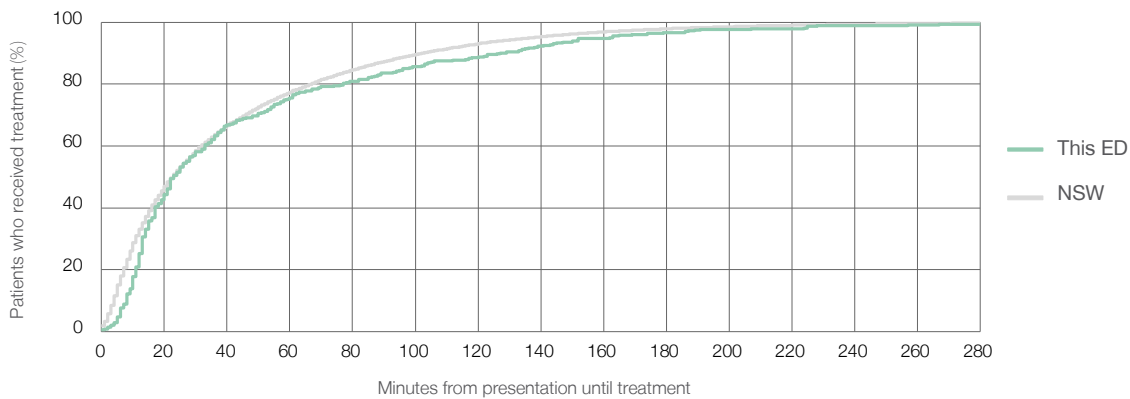
Number of triage 5 patients used to calculate waiting time:³ 434

Median time to start treatment⁴ 23 minutes

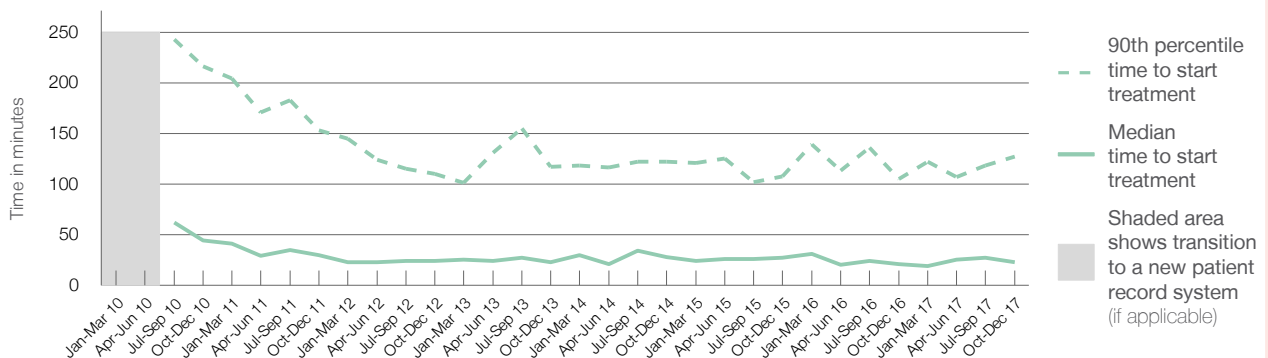
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
547	
417	
21 minutes	23 minutes
105 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)	44	30	24	23	28	27	21	23
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127

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

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

Prince of Wales Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 15,708 patients

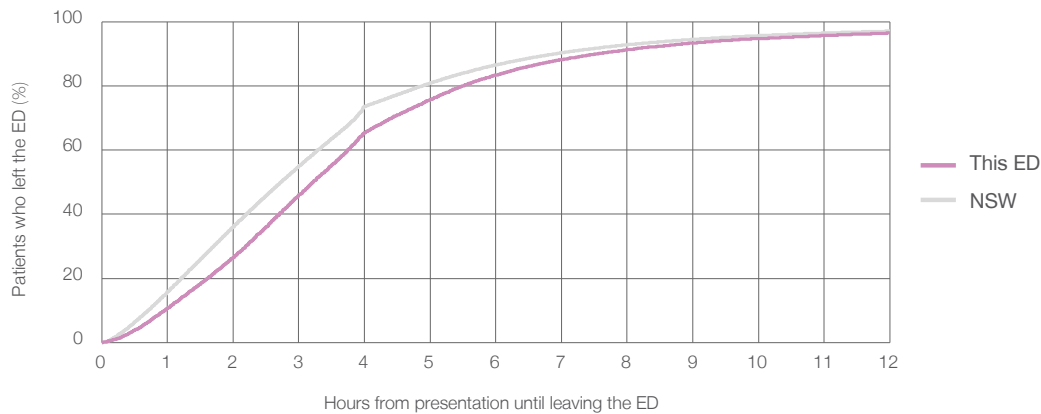
Presentations used to calculate time to leaving the ED:⁶ 15,707 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

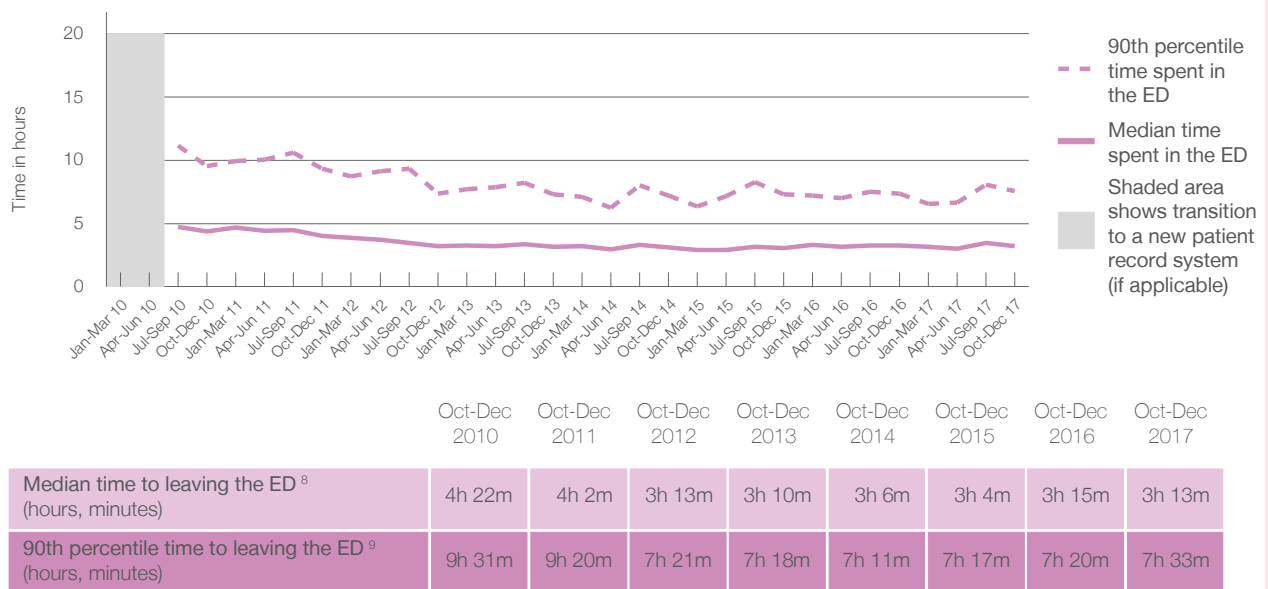
90th percentile time spent in the ED⁹ 7 hours and 33 minutes

Same period last year	NSW (this period)
14,880	14,873
3 hours and 15 minutes	2 hours and 44 minutes
7 hours and 20 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^{†‡}



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

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

Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

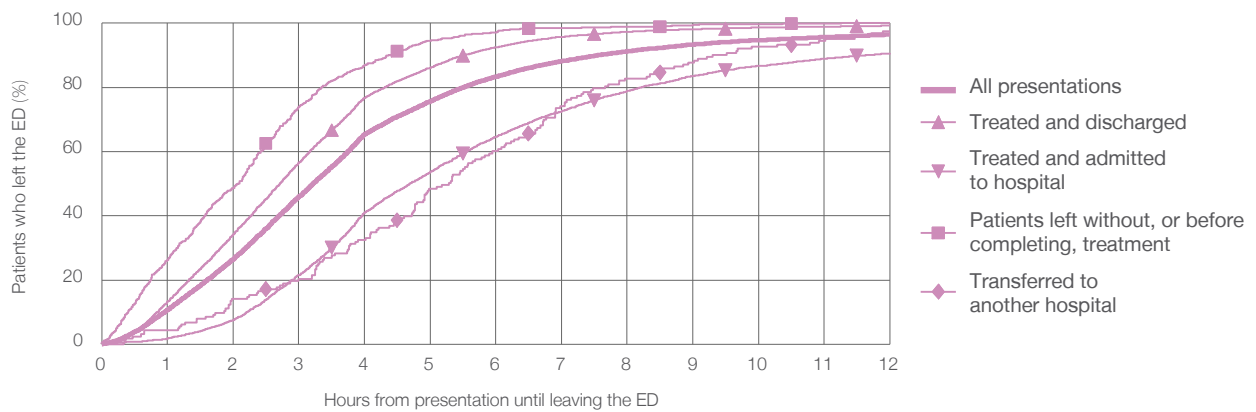
All presentations:¹ 15,708 patients

Presentations used to calculate time to leaving the ED:⁶ 15,707 patients

Treated and discharged	9,539 (60.7%)
Treated and admitted to hospital	5,116 (32.6%)
Patient left without, or before completing, treatment	758 (4.8%)
Transferred to another hospital	163 (1.0%)
Other	132 (0.8%)

Same period last year	Change since one year ago
14,873	5.6%
8,615	10.7%
5,192	-1.5%
765	-0.9%
259	-37.1%
49	169.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	34.2%	56.5%	76.8%	92.5%	97.3%	98.6%	99.2%
Treated and admitted to hospital	1.9%	7.5%	21.6%	41.1%	64.6%	78.9%	86.7%	90.7%
Patient left without, or before completing, treatment	26.4%	48.7%	74.0%	86.9%	97.1%	98.8%	99.7%	100%
Transferred to another hospital	4.3%	14.1%	20.2%	32.5%	60.1%	82.8%	92.6%	97.5%
All presentations	10.7%	26.6%	46.0%	65.4%	83.3%	91.2%	94.7%	96.5%

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

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

Prince of Wales 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 15,708 patients

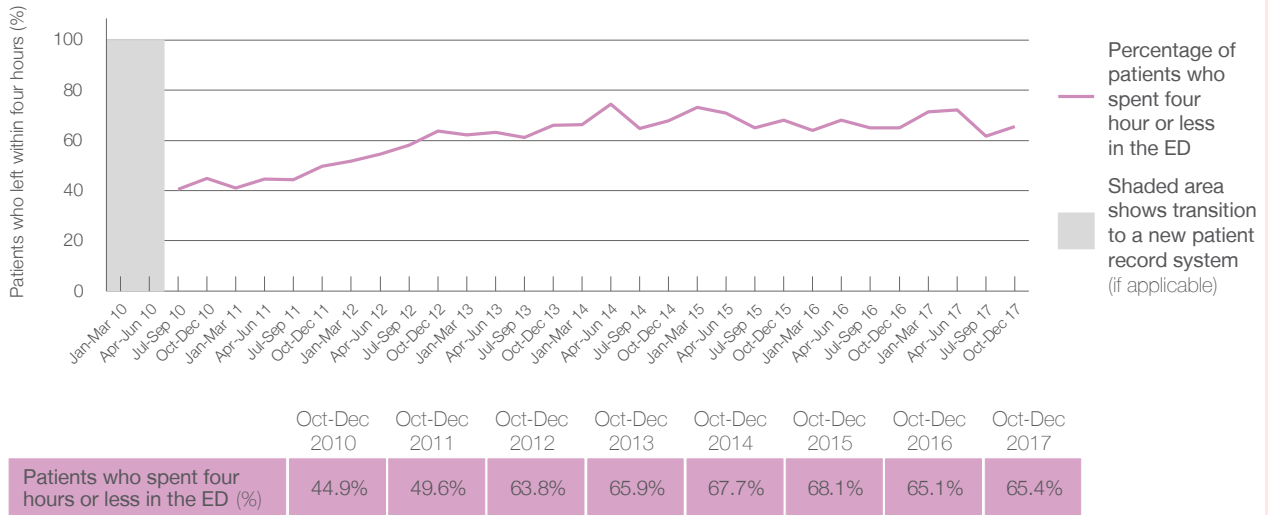
Presentations used to calculate time to leaving the ED: ⁶ 15,707 patients

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	14,880	5.6%
Presentations used to calculate time to leaving the ED	14,873	5.6%
Percentage of patients who spent four hours or less in the ED	65.1%	

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.

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

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 22,609 patients

Emergency presentations:² 22,536 patients

Same period last year	Change since one year ago
21,160	6.8%
21,023	7.2%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,339 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,212 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,535 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 3,074 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
4,335	
8 minutes	8 minutes
18 minutes	23 minutes
5,946	
19 minutes	20 minutes
50 minutes	65 minutes
7,620	
28 minutes	26 minutes
80 minutes	99 minutes
2,714	
34 minutes	23 minutes
113 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 22,609 patients

Percentage of patients who spent four hours or less in the ED 65.8%

Same period last year	Change since one year ago
21,160	6.8%
63.8%	

* 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.

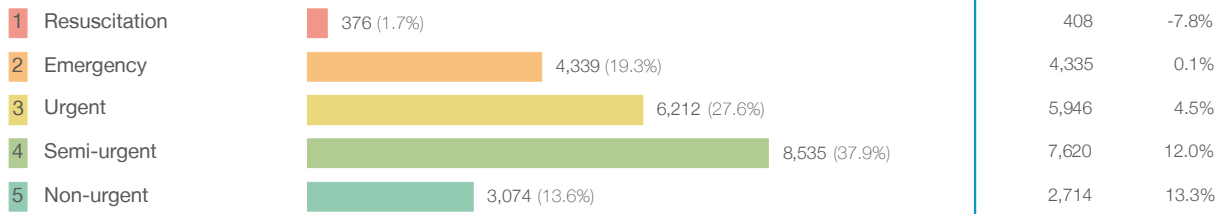
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

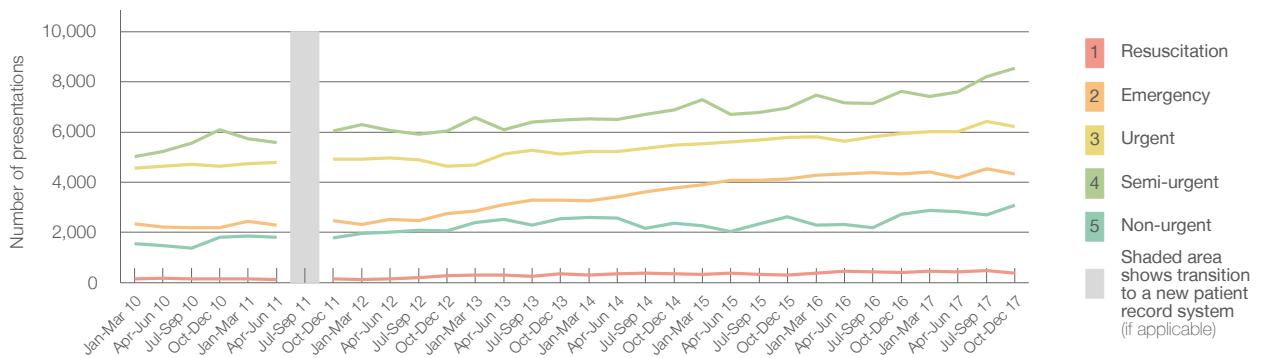
Royal North Shore Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 22,609 patients

Emergency presentations² by triage category: 22,536 patients



Emergency presentations² by quarter, January 2010 to December 2017 †

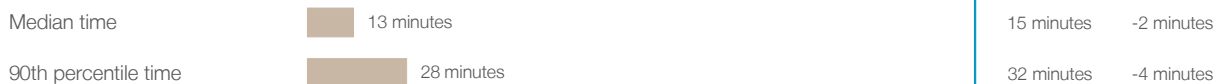


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	143	137	285	354	341	314	408	376
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,339
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,212
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,535
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,074
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,536

Royal North Shore Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,865 patients

ED Transfer of care time



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

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

Royal North Shore 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: 4,339

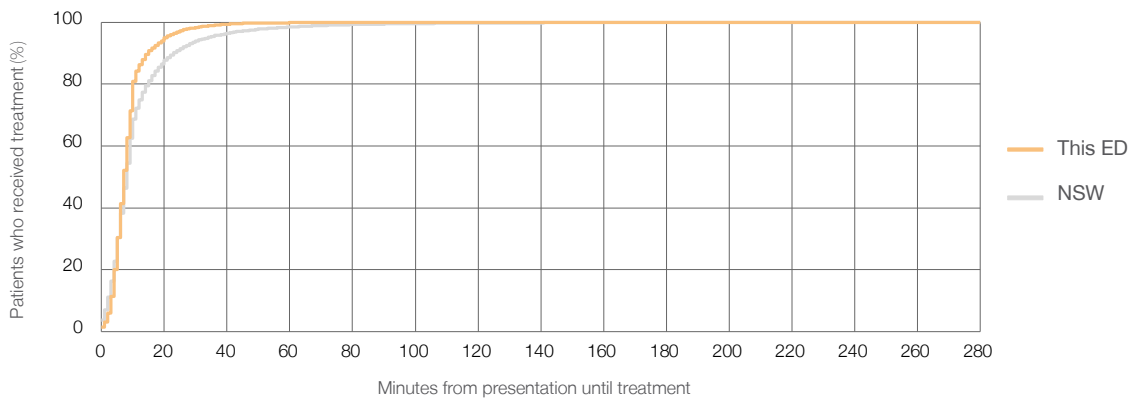
Number of triage 2 patients used to calculate waiting time:³ 4,314

Median time to start treatment⁴ 7 minutes

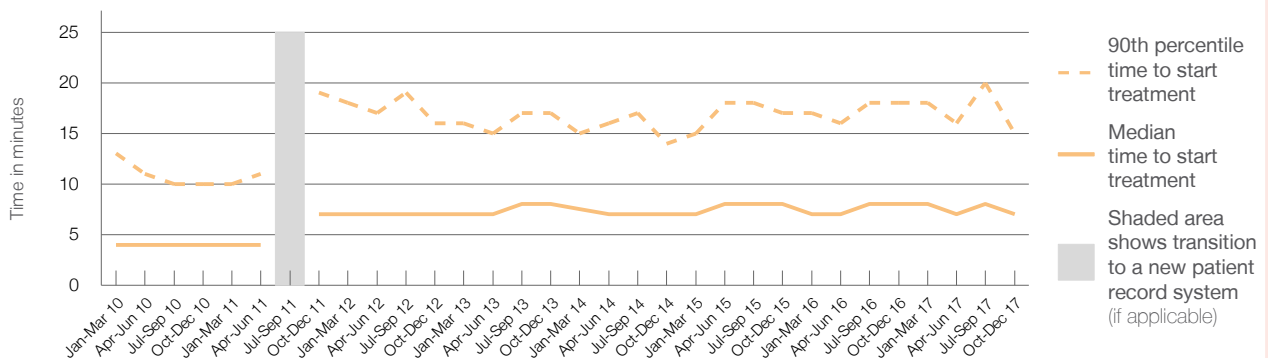
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
4,335	
4,317	
8 minutes	8 minutes
18 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)	4	7	7	8	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	10	19	16	17	14	17	18	15

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,212

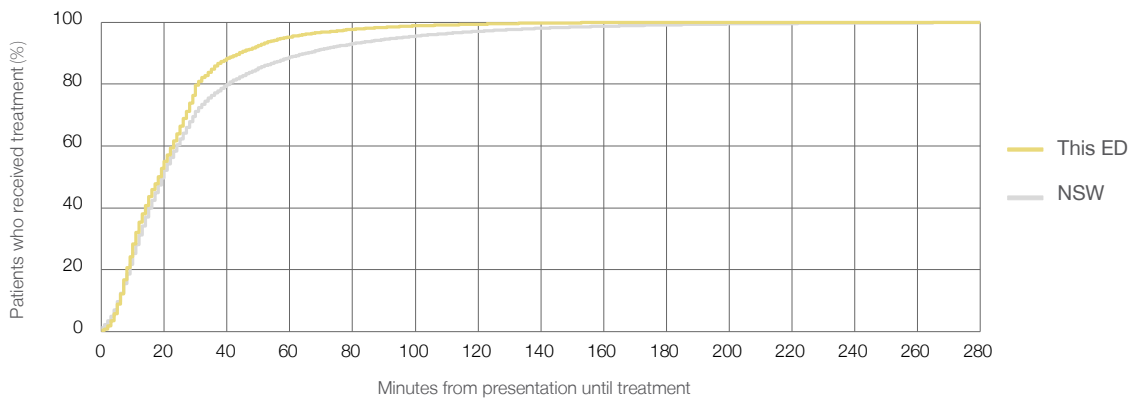
Number of triage 3 patients used to calculate waiting time:³ 6,157

Median time to start treatment⁴ 18 minutes

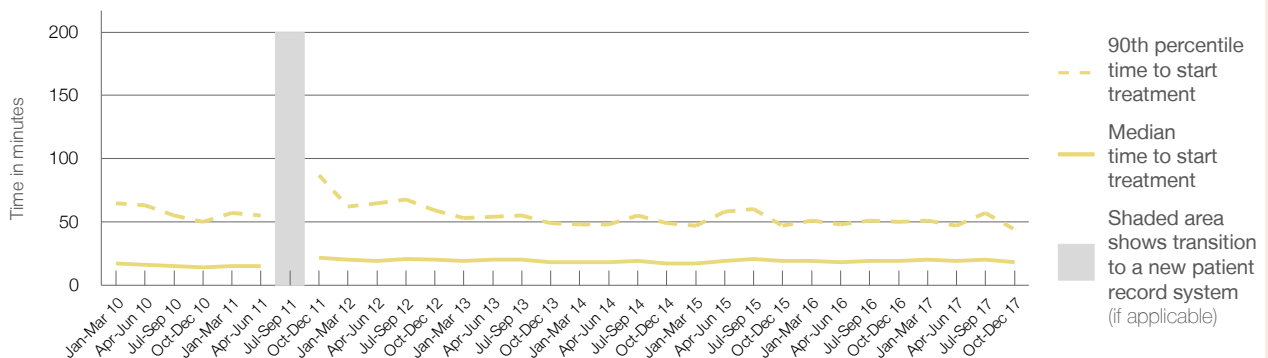
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
5,946	
5,875	
19 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)	14	22	20	18	17	19	19	18
90th percentile time to start treatment ⁵ (minutes)	50	87	59	49	49	47	50	44

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 8,535

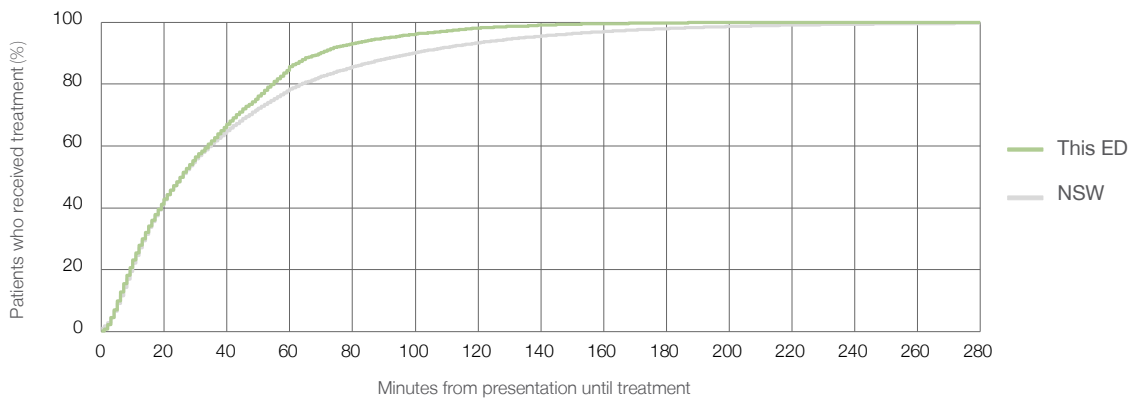
Number of triage 4 patients used to calculate waiting time:³ 8,290

Median time to start treatment⁴ 26 minutes

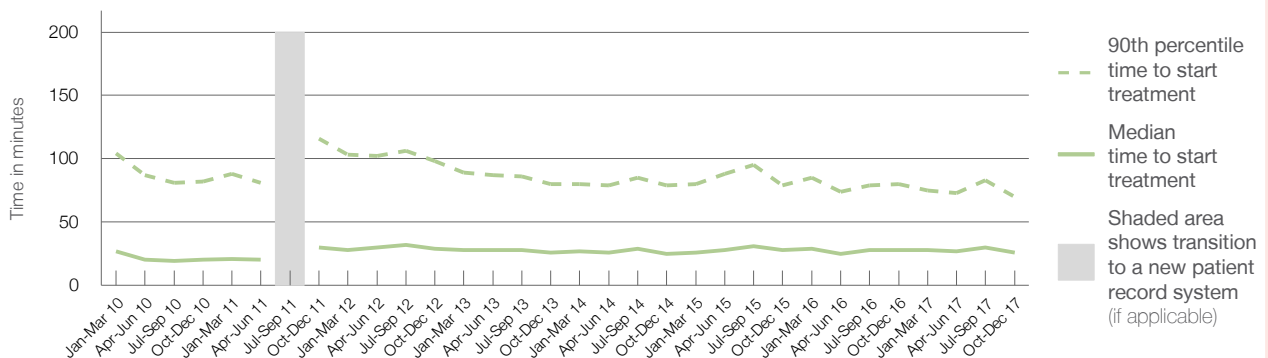
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
7,620	7,373
28 minutes	26 minutes
80 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)	20	30	29	26	25	28	28	26
90th percentile time to start treatment ⁵ (minutes)	82	116	98	80	79	79	80	70

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

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

Royal North Shore 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: 3,074

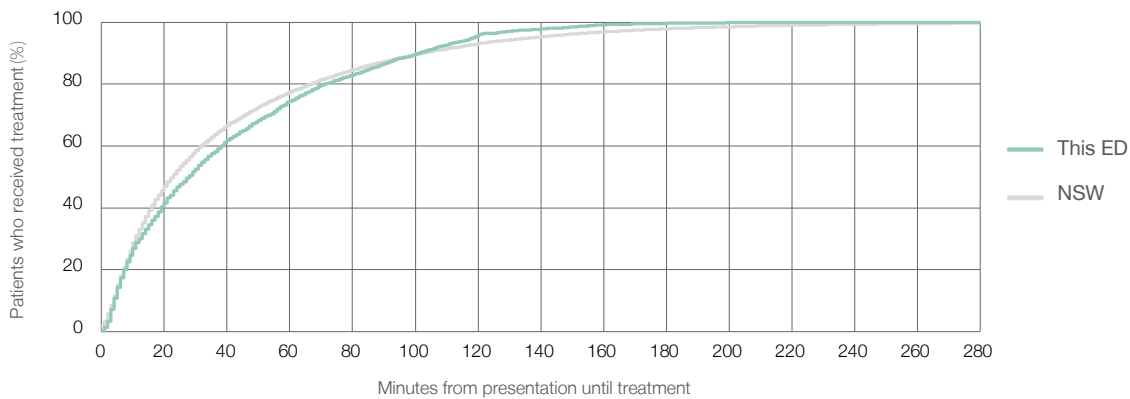
Number of triage 5 patients used to calculate waiting time:³ 2,772

Median time to start treatment⁴ 28 minutes

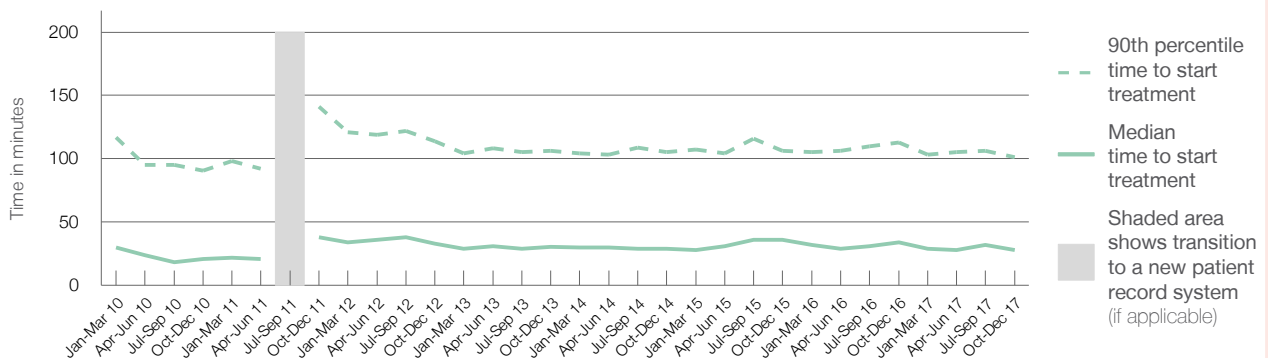
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
2,714	
2,432	
34 minutes	23 minutes
113 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	38	33	31	29	36	34	28
90th percentile time to start treatment ⁵ (minutes)	91	141	114	106	105	106	113	101

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

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

Royal North Shore Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 22,609 patients

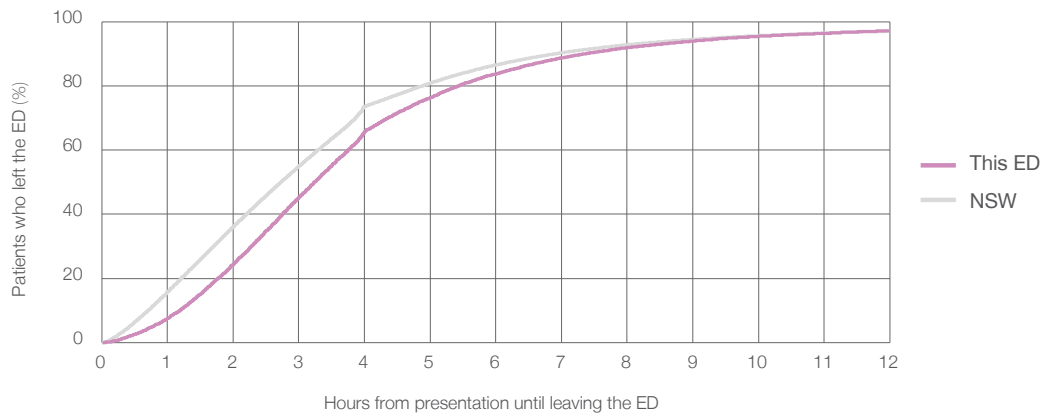
Presentations used to calculate time to leaving the ED:⁶ 22,609 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

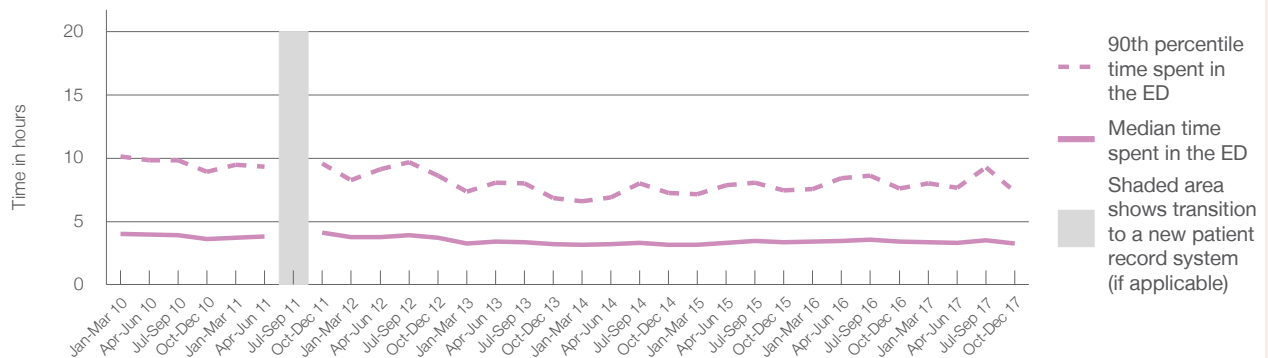
90th percentile time spent in the ED⁹ 7 hours and 22 minutes

Same period last year	NSW (this period)
21,160	21,160
3 hours and 24 minutes	2 hours and 44 minutes
7 hours and 37 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)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 22m

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

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

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

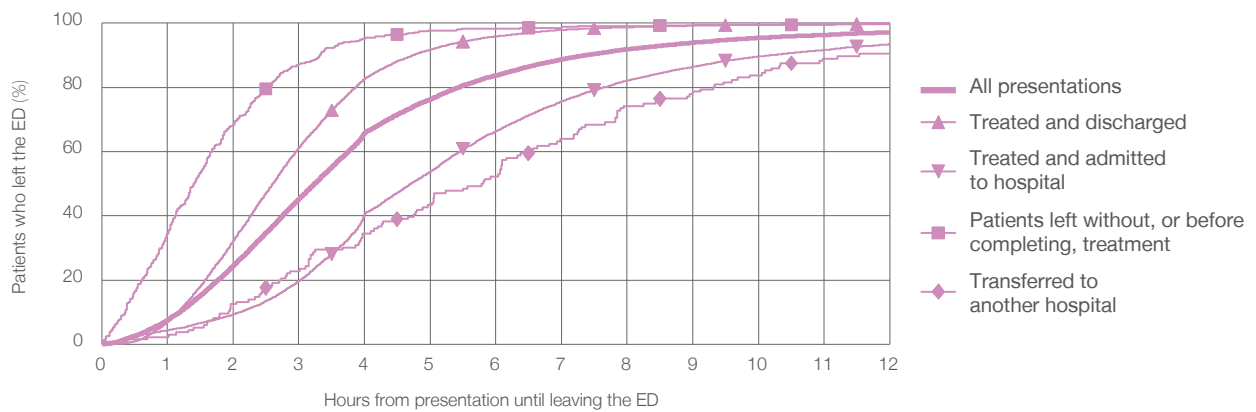
All presentations:¹ 22,609 patients

Presentations used to calculate time to leaving the ED:⁶ 22,609 patients

Treated and discharged	12,468 (55.1%)
Treated and admitted to hospital	9,164 (40.5%)
Patient left without, or before completing, treatment	426 (1.9%)
Transferred to another hospital	136 (0.6%)
Other	415 (1.8%)

Same period last year	Change since one year ago
21,160	6.8%
11,611	7.4%
8,536	7.4%
581	-26.7%
107	27.1%
325	27.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.0%	32.3%	61.3%	82.7%	95.9%	98.7%	99.5%	99.8%
Treated and admitted to hospital	4.4%	9.3%	19.8%	40.6%	66.3%	82.1%	89.7%	93.5%
Patient left without, or before completing, treatment	34.5%	68.3%	87.3%	95.3%	98.4%	99.1%	99.5%	100%
Transferred to another hospital	2.2%	12.5%	22.8%	34.6%	52.2%	74.3%	83.8%	90.4%
All presentations	7.6%	24.5%	45.3%	65.8%	83.8%	91.9%	95.4%	97.2%

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

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

Royal North Shore 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 22,609 patients

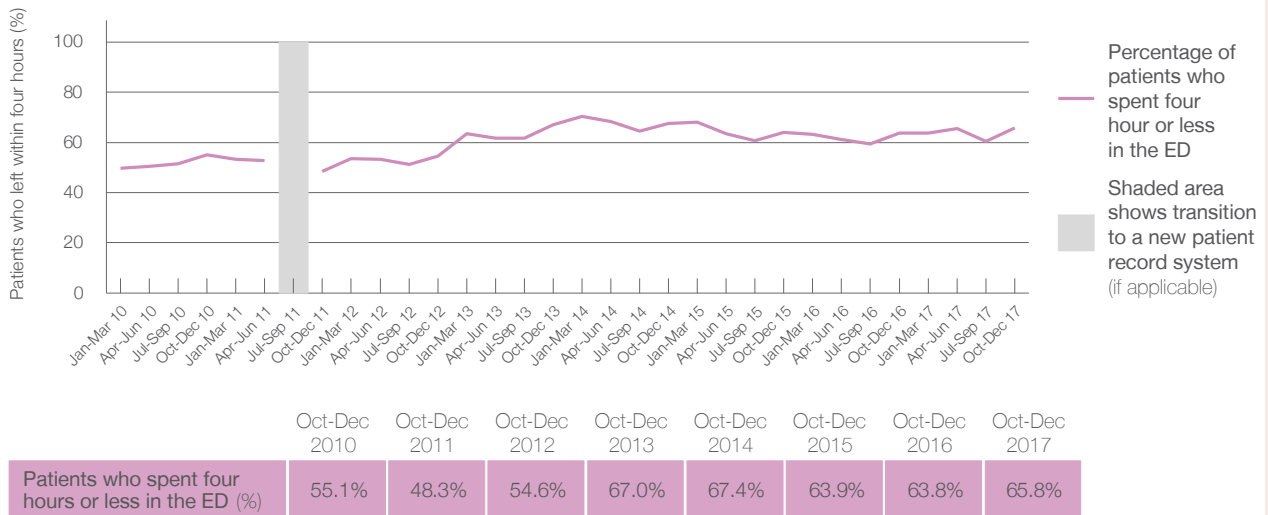
Presentations used to calculate time to leaving the ED: ⁶ 22,609 patients

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	21,160	6.8%
Presentations used to calculate time to leaving the ED	21,160	6.8%
Percentage of patients who spent four hours or less in the ED	63.8%	

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).

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,373 patients

Emergency presentations:² 18,955 patients

Same period last year	Change since one year ago
19,246	0.7%
18,765	1.0%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,154 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,021 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,002 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 640 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,842	
11 minutes	8 minutes
23 minutes	23 minutes
9,965	
24 minutes	20 minutes
75 minutes	65 minutes
5,366	
30 minutes	26 minutes
105 minutes	99 minutes
488	
30 minutes	23 minutes
126 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,373 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
19,246	0.7%
64.0%	

* 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.

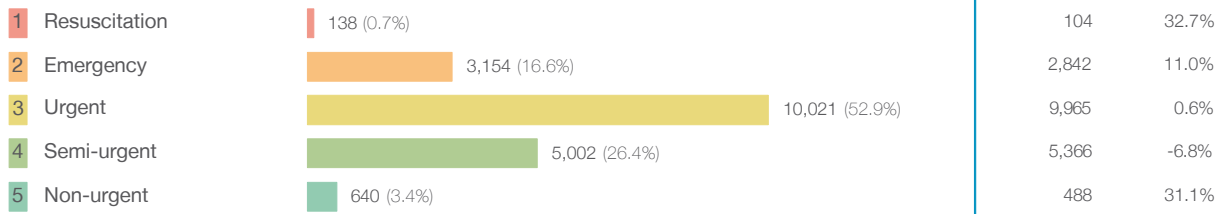
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

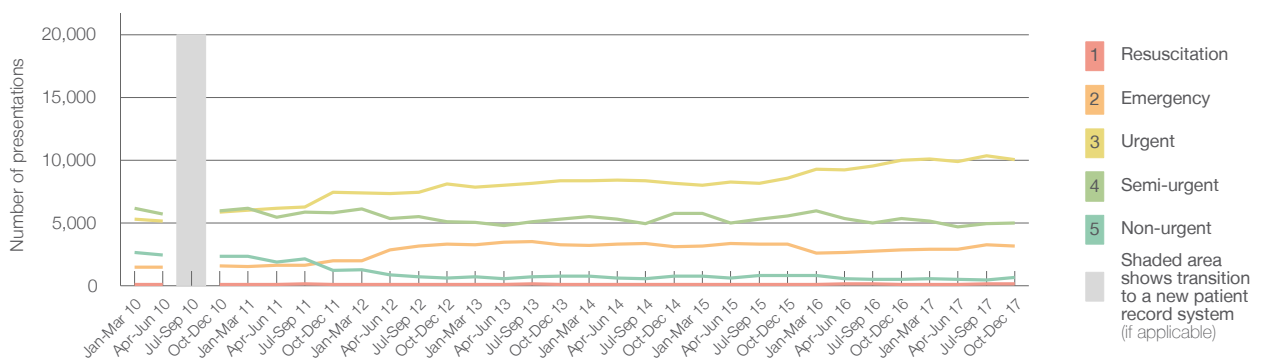
Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 19,373 patients

Emergency presentations² by triage category: 18,955 patients



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	82	103	119	120	80	78	104	138
Emergency	1,599	1,980	3,304	3,239	3,118	3,303	2,842	3,154
Urgent	5,856	7,449	8,110	8,369	8,177	8,539	9,965	10,021
Semi-urgent	5,949	5,824	5,119	5,273	5,759	5,559	5,366	5,002
Non-urgent	2,341	1,233	620	774	739	799	488	640
All emergency presentations	15,827	16,589	17,272	17,775	17,873	18,278	18,765	18,955

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,186 patients

ED Transfer of care time



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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

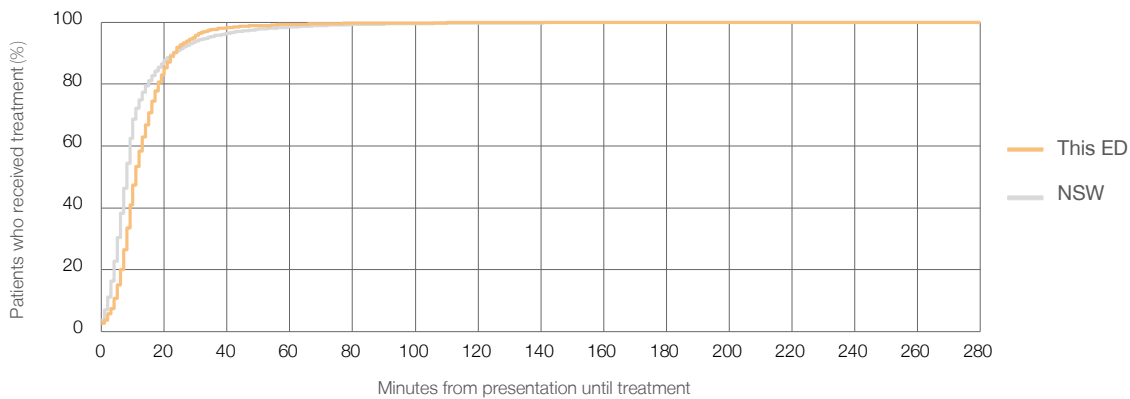
Number of triage 2 patients: 3,154

Number of triage 2 patients used to calculate waiting time:³ 3,146

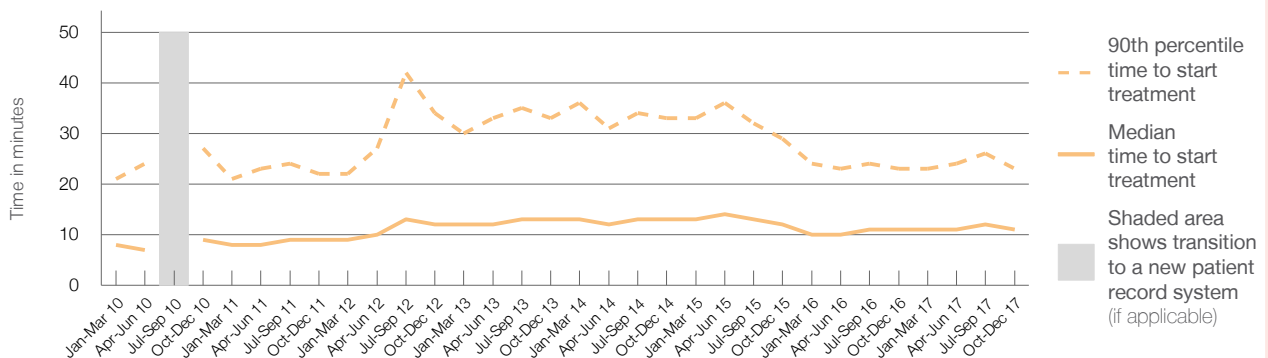
Median time to start treatment⁴ ■ 11 minutes
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
2,842	2,837
11 minutes	8 minutes
23 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	9	12	13	13	12	11	11
90th percentile time to start treatment ⁵ (minutes)	27	22	34	33	33	29	23	23

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 10,021

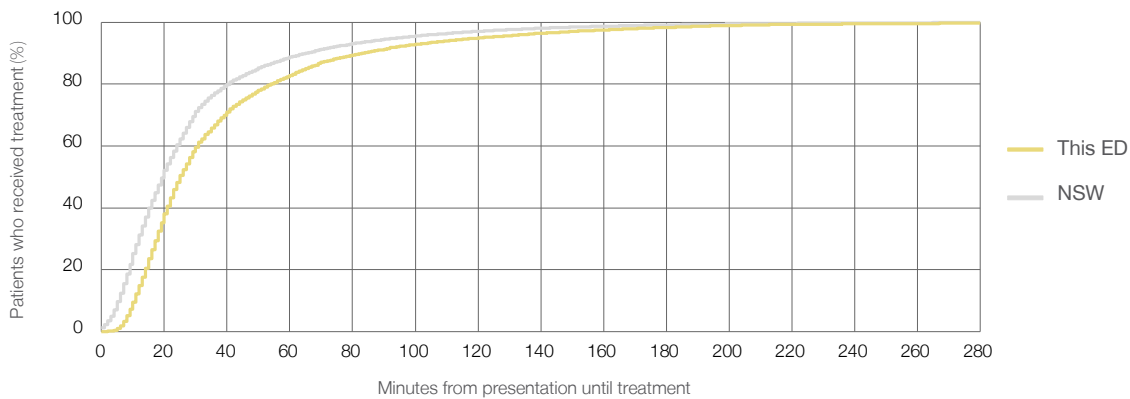
Number of triage 3 patients used to calculate waiting time:³ 9,805

Median time to start treatment⁴ 25 minutes

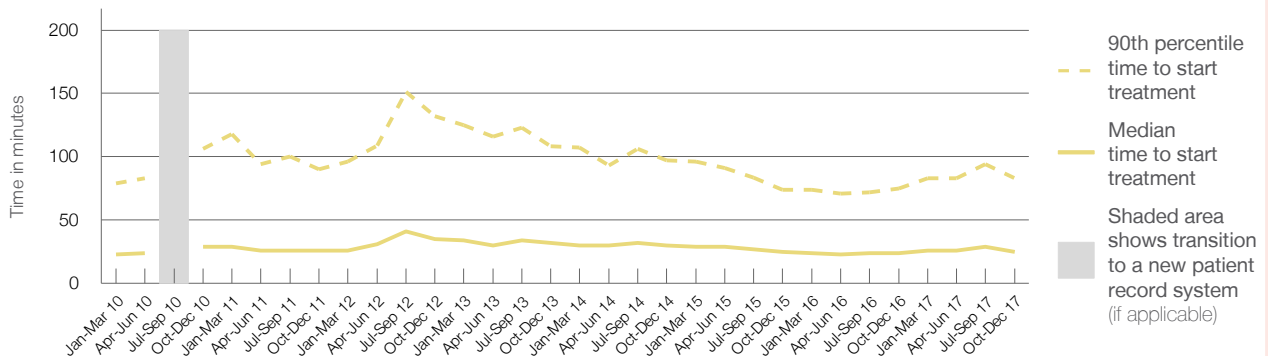
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
9,965	9,774
24 minutes	20 minutes
75 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)	29	26	35	32	30	25	24	25
90th percentile time to start treatment ⁵ (minutes)	106	90	132	108	97	74	75	83

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

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

Royal Prince Alfred 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: 5,002

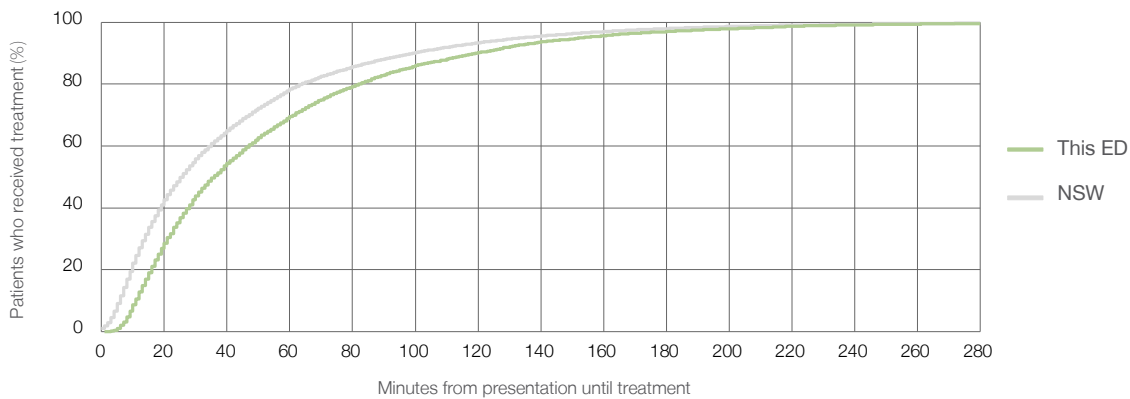
Number of triage 4 patients used to calculate waiting time:³ 4,722

Median time to start treatment⁴ 36 minutes

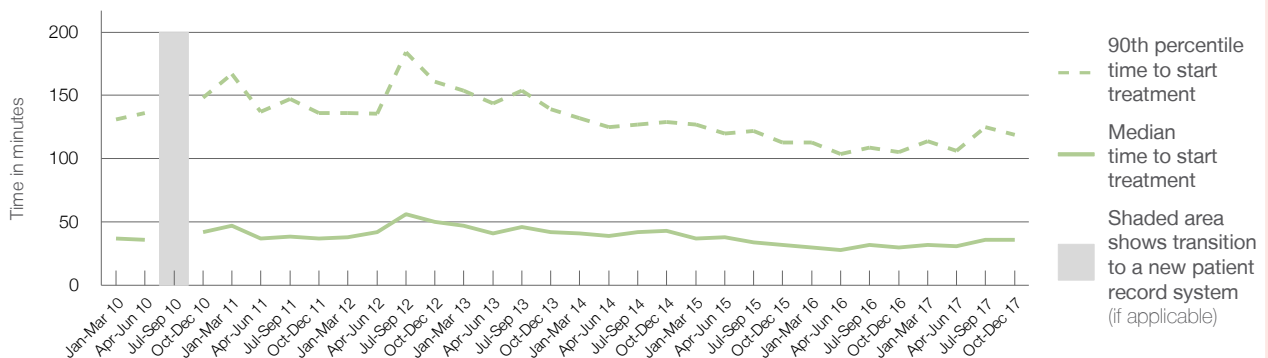
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,366	5,042
30 minutes	26 minutes
105 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)	42	37	50	42	43	32	30	36
90th percentile time to start treatment ⁵ (minutes)	148	136	161	139	129	113	105	119

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 640

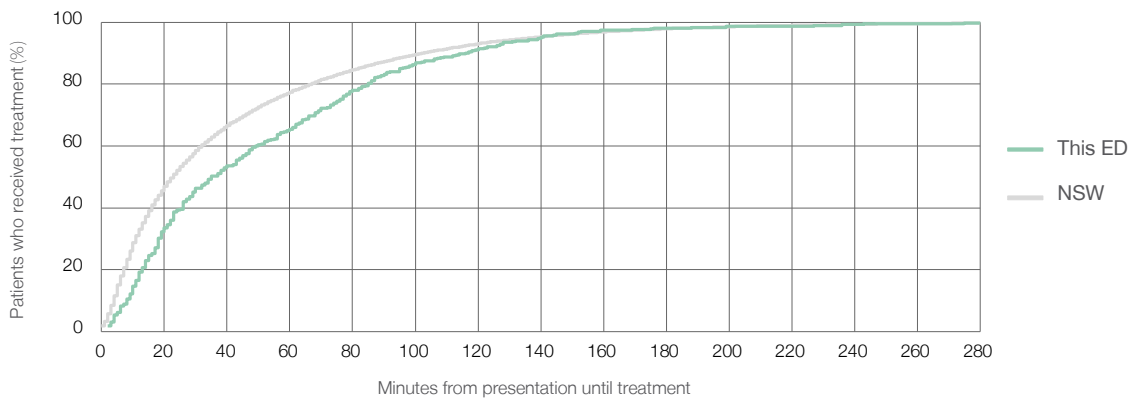
Number of triage 5 patients used to calculate waiting time:³ 427

Median time to start treatment⁴ 35 minutes

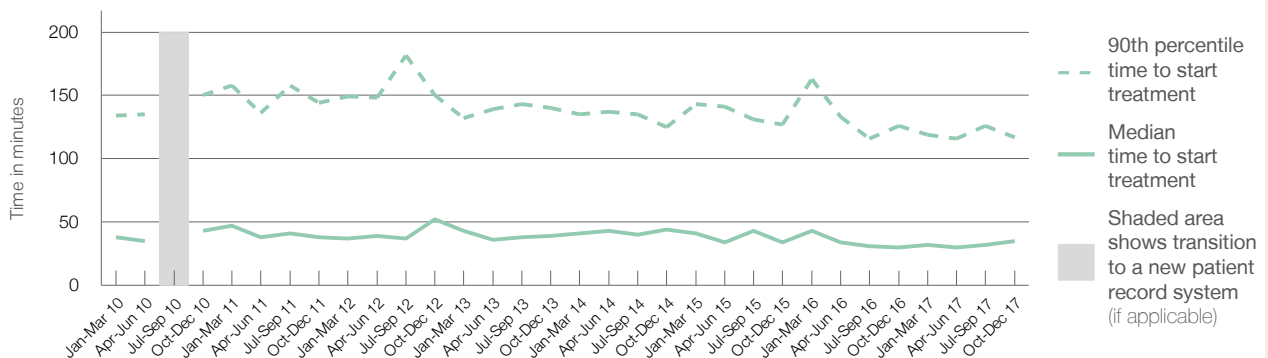
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
488	329
30 minutes	23 minutes
126 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)	43	38	52	39	44	34	30	35
90th percentile time to start treatment ⁵ (minutes)	150	144	150	140	125	127	126	117

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,373 patients

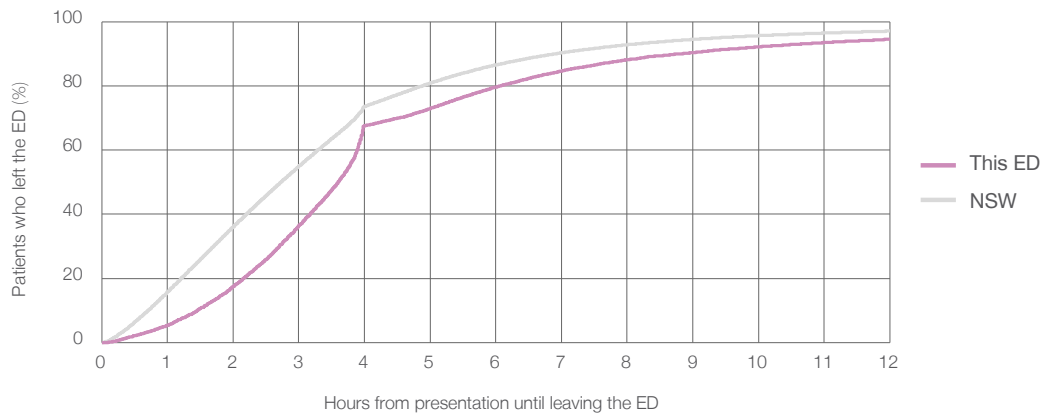
Presentations used to calculate time to leaving the ED:⁶ 19,373 patients

Median time spent in the ED⁸ 3 hours and 36 minutes

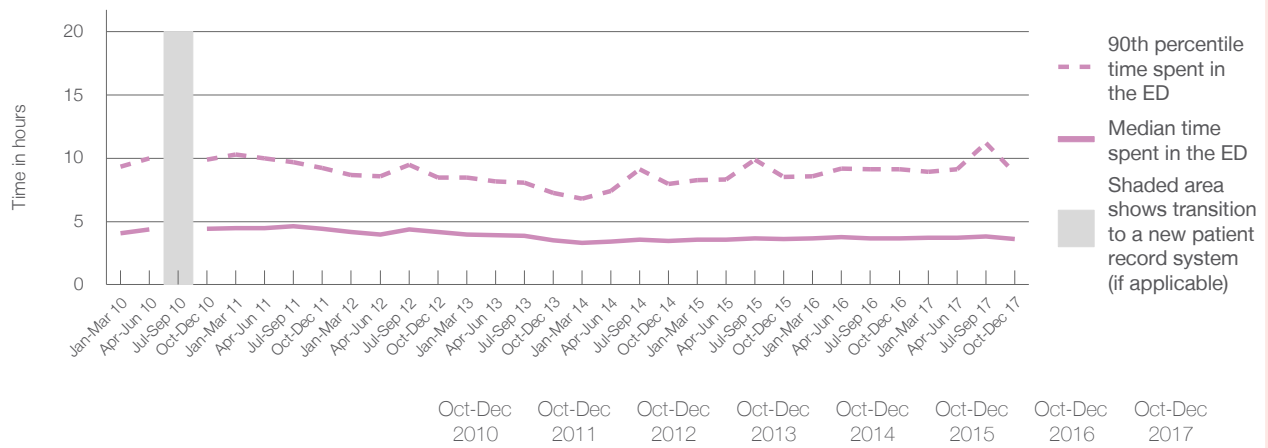
90th percentile time spent in the ED⁹ 8 hours and 49 minutes

Same period last year	NSW (this period)
19,246	19,246
3 hours and 41 minutes	2 hours and 44 minutes
9 hours and 7 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)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation October to December 2017

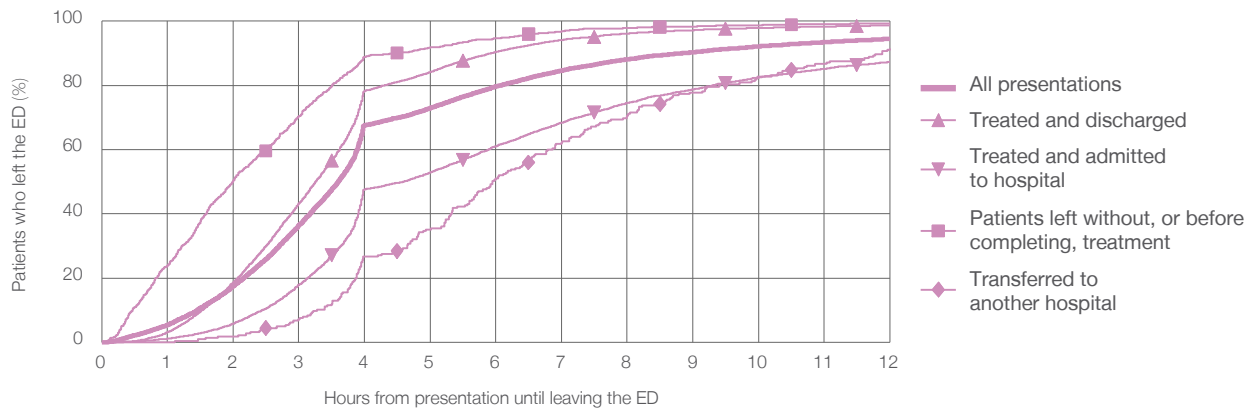
All presentations:¹ 19,373 patients

Presentations used to calculate time to leaving the ED:⁶ 19,373 patients

Treated and discharged	10,373 (53.5%)
Treated and admitted to hospital	7,113 (36.7%)
Patient left without, or before completing, treatment	1,247 (6.4%)
Transferred to another hospital	225 (1.2%)
Other	415 (2.1%)

Same period last year	Change since one year ago
19,246	0.7%
9,912	4.7%
7,338	-3.1%
1,322	-5.7%
288	-21.9%
386	7.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.1%	18.8%	43.3%	78.3%	90.4%	96.2%	97.9%	98.7%
Treated and admitted to hospital	1.1%	5.8%	17.9%	47.6%	61.1%	74.6%	82.5%	87.3%
Patient left without, or before completing, treatment	23.9%	50.5%	70.3%	88.9%	94.6%	98.0%	98.8%	99.3%
Transferred to another hospital	0%	1.8%	7.1%	26.7%	51.1%	70.7%	82.7%	91.6%
All presentations	5.4%	17.5%	36.5%	67.6%	79.7%	88.1%	92.2%	94.5%

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

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

Royal Prince Alfred Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 19,373 patients

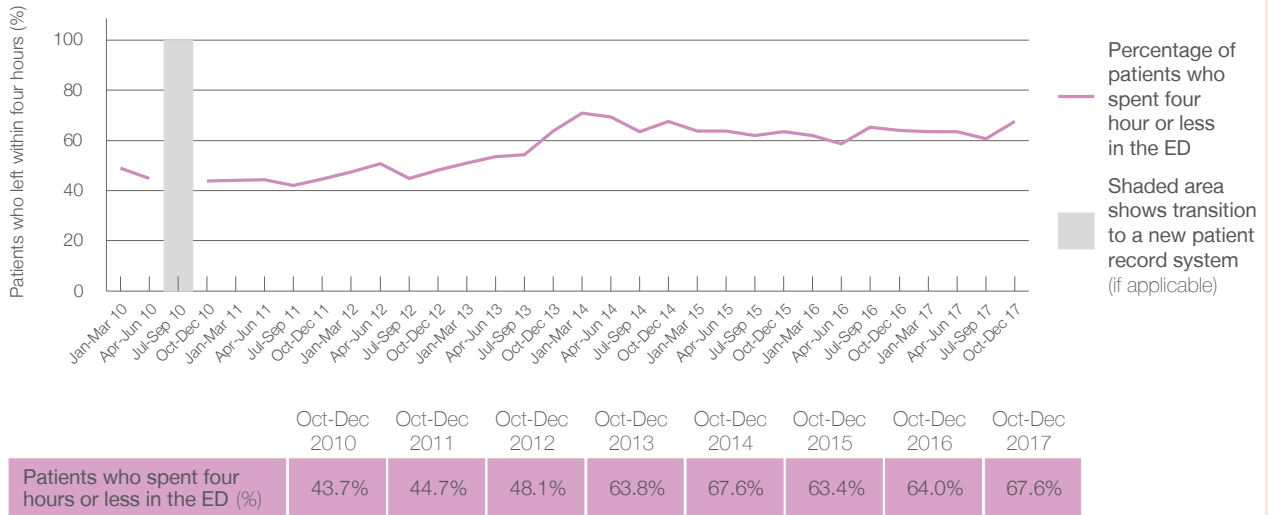
Presentations used to calculate time to leaving the ED: ⁶ 19,373 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 19,373 patients	19,246	0.7%
Presentations used to calculate time to leaving the ED: ⁶ 19,373 patients	19,246	0.7%
Percentage of patients who spent four hours or less in the ED	64.0%	

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.

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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).

St George Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 20,353 patients

Emergency presentations:² 20,206 patients

Same period last year	Change since one year ago
19,717	3.2%
19,595	3.1%

St George Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,169 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,376 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 64 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,129 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): 1,376 patients

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

Same period last year	NSW (this period)
2,430	
10 minutes	8 minutes
26 minutes	23 minutes
8,702	
25 minutes	20 minutes
64 minutes	65 minutes
7,255	
32 minutes	26 minutes
79 minutes	99 minutes
1,056	
33 minutes	23 minutes
84 minutes	103 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 20,350 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
19,714	3.2%
63.6%	

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

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

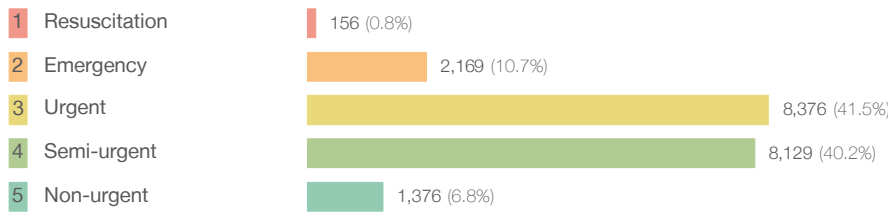
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St George Hospital: Patients presenting to the emergency department October to December 2017

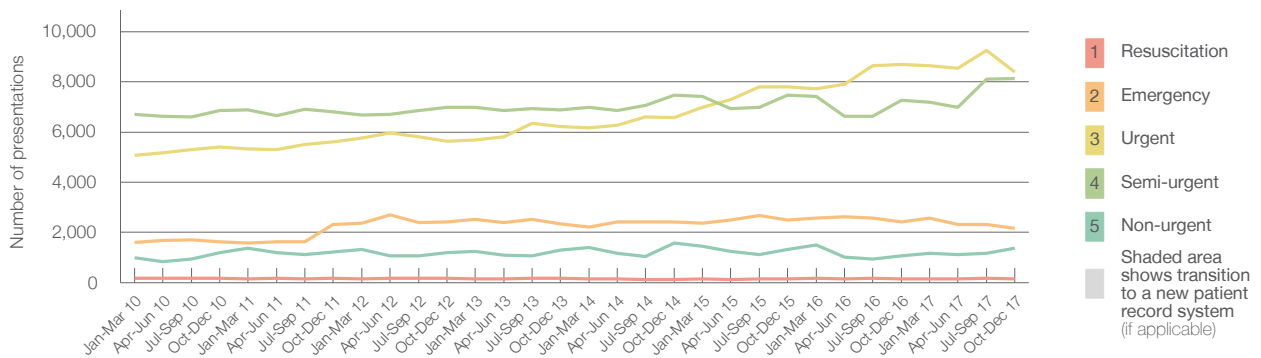
All presentations:¹ 20,353 patients

Emergency presentations² by triage category: 20,206 patients



Same period last year	Change since one year ago
19,717	3.2%
19,595	3.1%
152	2.6%
2,430	-10.7%
8,702	-3.7%
7,255	12.0%
1,056	30.3%

Emergency presentations² by quarter, January 2010 to December 2017 †

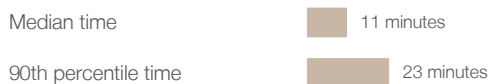


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	166	164	174	171	128	153	152	156
Emergency	1,616	2,307	2,422	2,337	2,420	2,504	2,430	2,169
Urgent	5,403	5,603	5,642	6,223	6,587	7,804	8,702	8,376
Semi-urgent	6,851	6,802	6,997	6,872	7,462	7,478	7,255	8,129
Non-urgent	1,193	1,233	1,191	1,293	1,567	1,330	1,056	1,376
All emergency presentations	15,229	16,109	16,426	16,896	18,164	19,269	19,595	20,206

St George Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,006 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,053	
11 minutes	0 minutes
21 minutes	2 minutes

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

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

St George Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

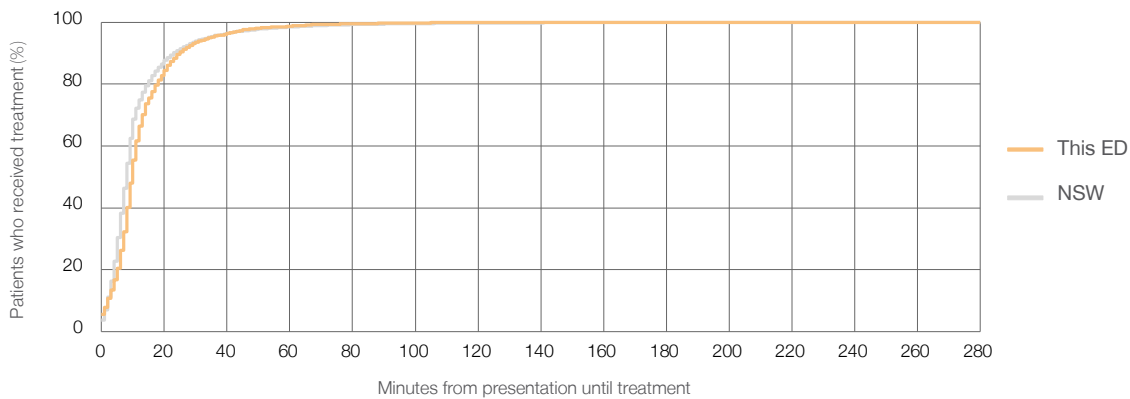
Number of triage 2 patients: 2,169

Number of triage 2 patients used to calculate waiting time:³ 2,159

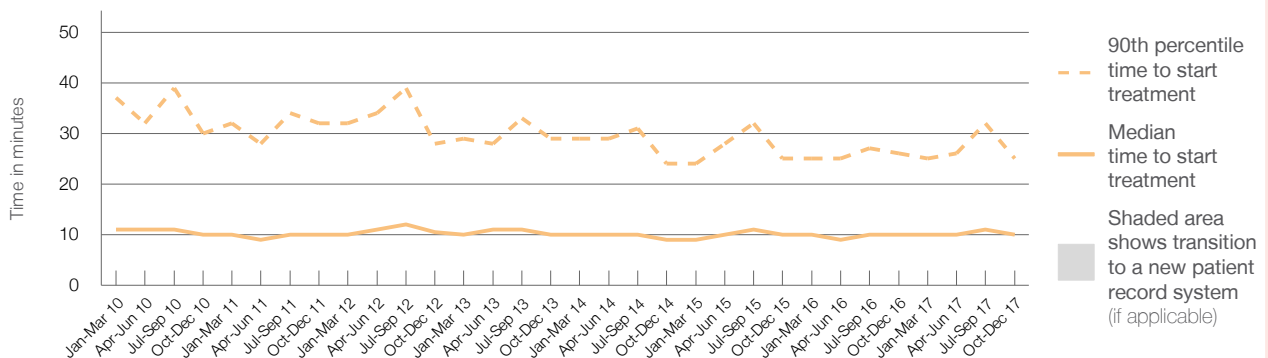
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
2,430	2,425
10 minutes	8 minutes
26 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)	10	10	11	10	9	10	10	10
90th percentile time to start treatment ⁵ (minutes)	30	32	28	29	24	25	26	25

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

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

St George Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 8,376

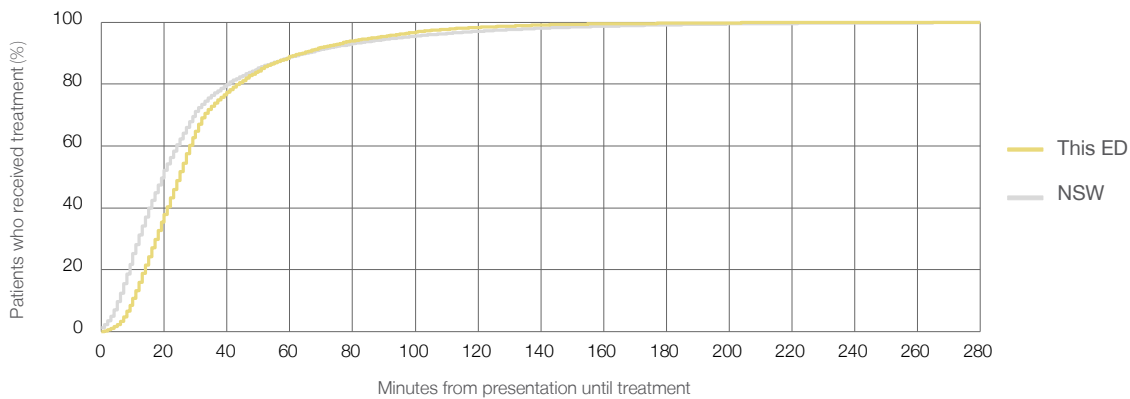
Number of triage 3 patients used to calculate waiting time:³ 8,245

Median time to start treatment⁴ 25 minutes

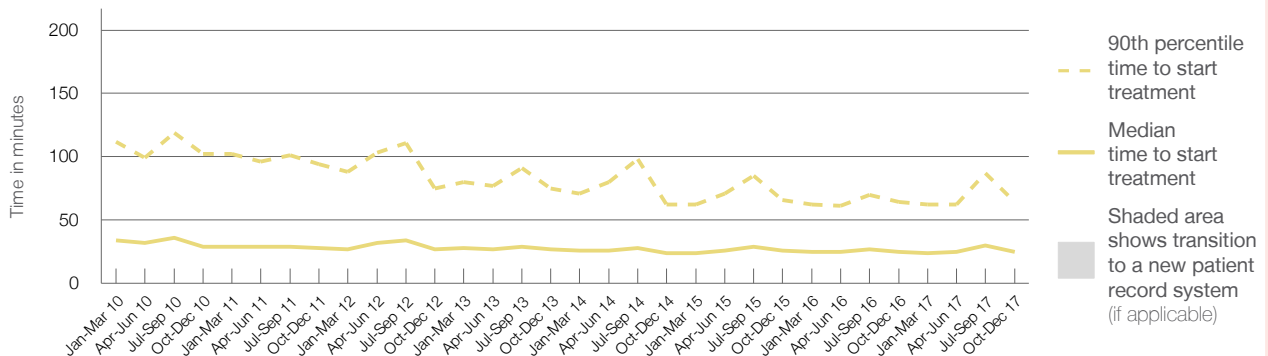
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
8,702	8,579
25 minutes	20 minutes
64 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)	29	28	27	27	24	26	25	25
90th percentile time to start treatment ⁵ (minutes)	102	94	75	75	62	66	64	64

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

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

St George Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 8,129

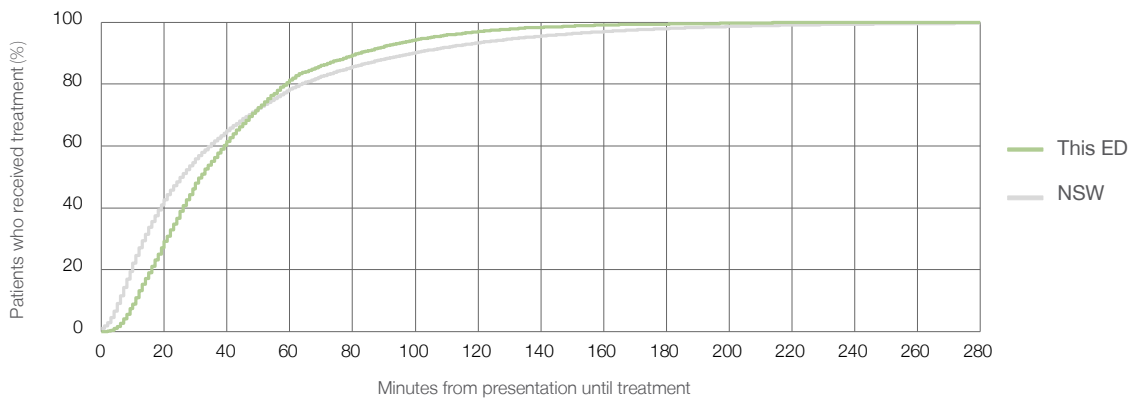
Number of triage 4 patients used to calculate waiting time:³ 7,880

Median time to start treatment⁴ 32 minutes

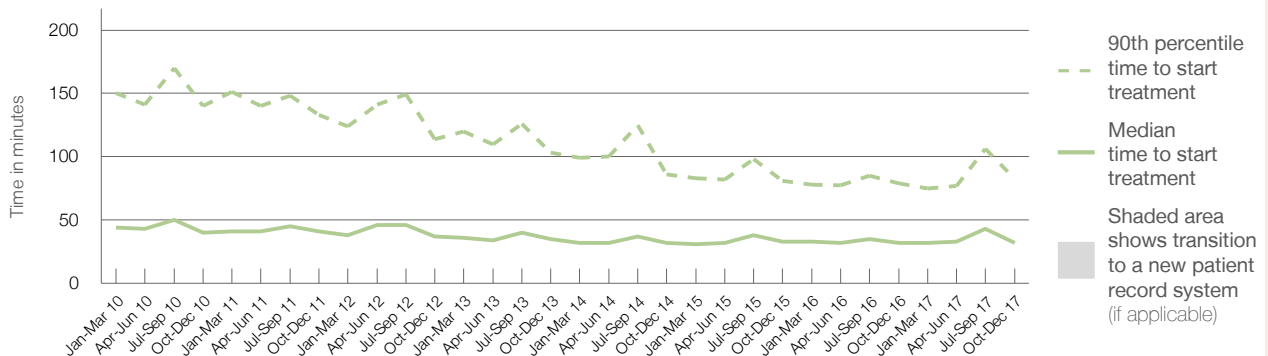
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
7,255	7,067
32 minutes	26 minutes
79 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)	40	41	37	35	32	33	32	32
90th percentile time to start treatment ⁵ (minutes)	140	133	114	103	86	81	79	83

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

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

St George 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: 1,376

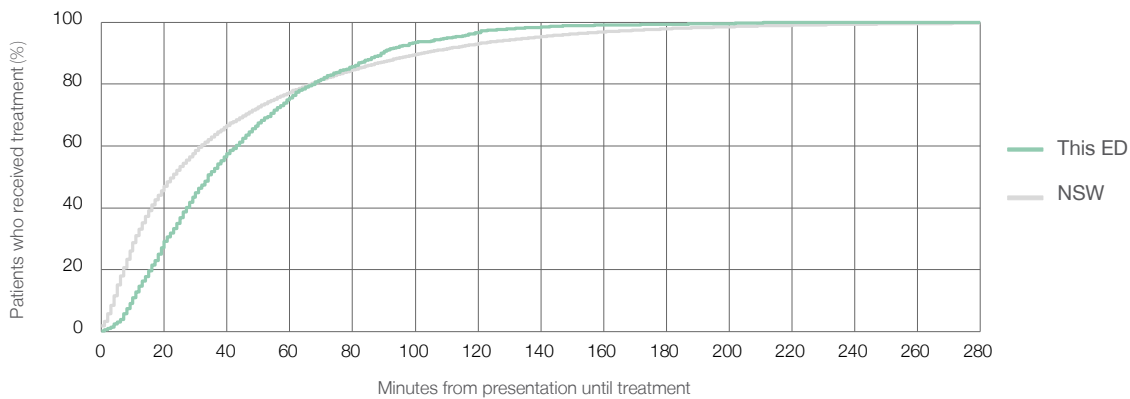
Number of triage 5 patients used to calculate waiting time:³ 1,151

Median time to start treatment⁴ 34 minutes

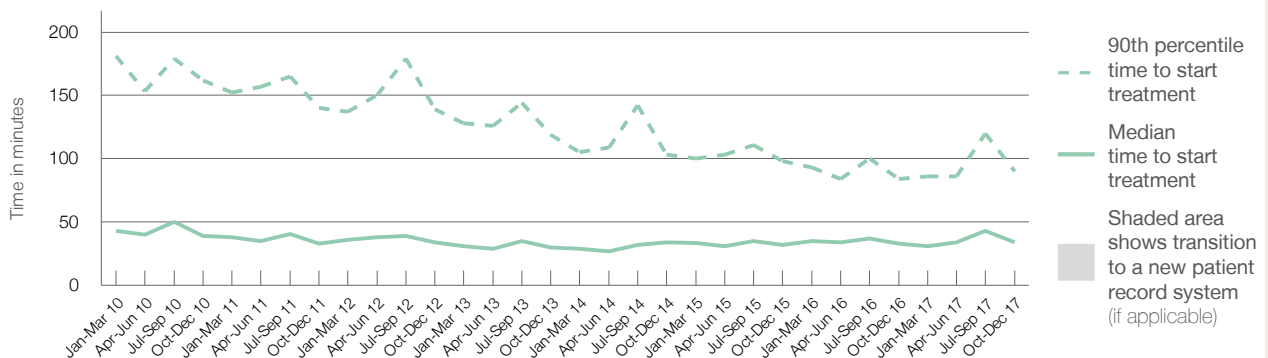
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,056	950
33 minutes	23 minutes
84 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)	39	33	34	30	34	32	33	34
90th percentile time to start treatment ⁵ (minutes)	162	140	139	119	103	98	84	90

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

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St George Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 20,353 patients

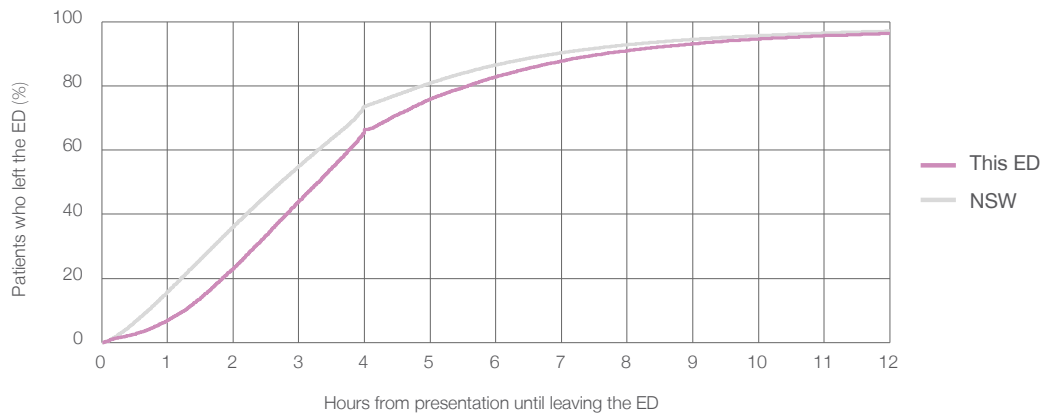
Presentations used to calculate time to leaving the ED:⁶ 20,350 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

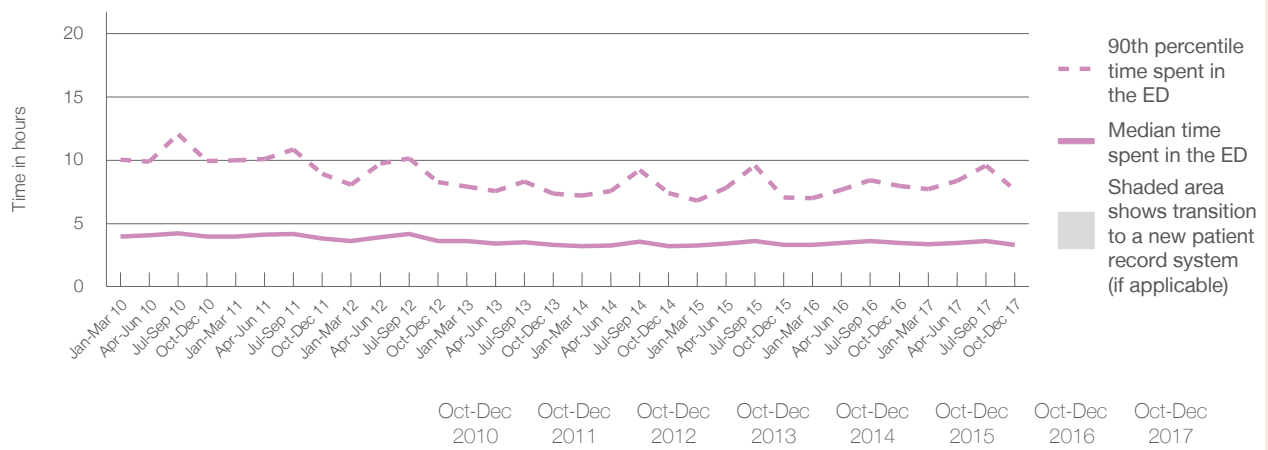
90th percentile time spent in the ED⁹ 7 hours and 39 minutes

Same period last year	NSW (this period)
19,717	
19,714	
3 hours and 28 minutes	2 hours and 44 minutes
7 hours and 57 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)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m

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

St George Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

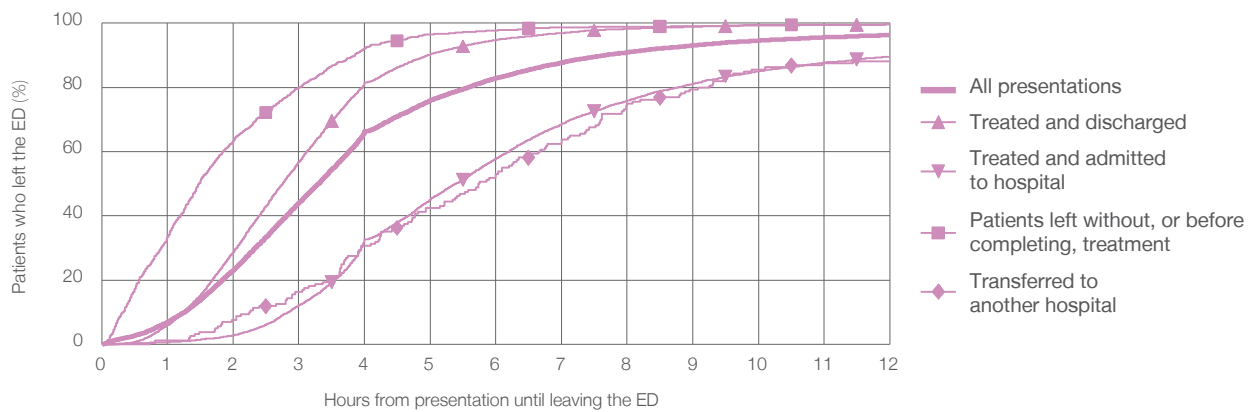
All presentations:¹ 20,353 patients

Presentations used to calculate time to leaving the ED:⁶ 20,350 patients

Treated and discharged	12,207 (60.0%)
Treated and admitted to hospital	6,521 (32.0%)
Patient left without, or before completing, treatment	1,197 (5.9%)
Transferred to another hospital	160 (0.8%)
Other	268 (1.3%)

Same period last year	Change since one year ago
19,714	3.2%
11,234	8.7%
7,199	-9.4%
1,016	17.8%
152	5.3%
116	131.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	28.8%	56.8%	81.6%	94.8%	98.3%	99.3%	99.6%
Treated and admitted to hospital	0.7%	2.8%	12.1%	32.7%	57.9%	75.9%	85.0%	89.6%
Patient left without, or before completing, treatment	33.4%	63.3%	79.9%	92.1%	97.7%	99.0%	99.4%	99.7%
Transferred to another hospital	1.3%	7.5%	16.3%	30.6%	53.1%	75.0%	85.6%	88.1%
All presentations	6.9%	23.1%	44.1%	66.3%	82.9%	91.0%	94.6%	96.3%

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

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

St George Hospital: Time 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 20,353 patients

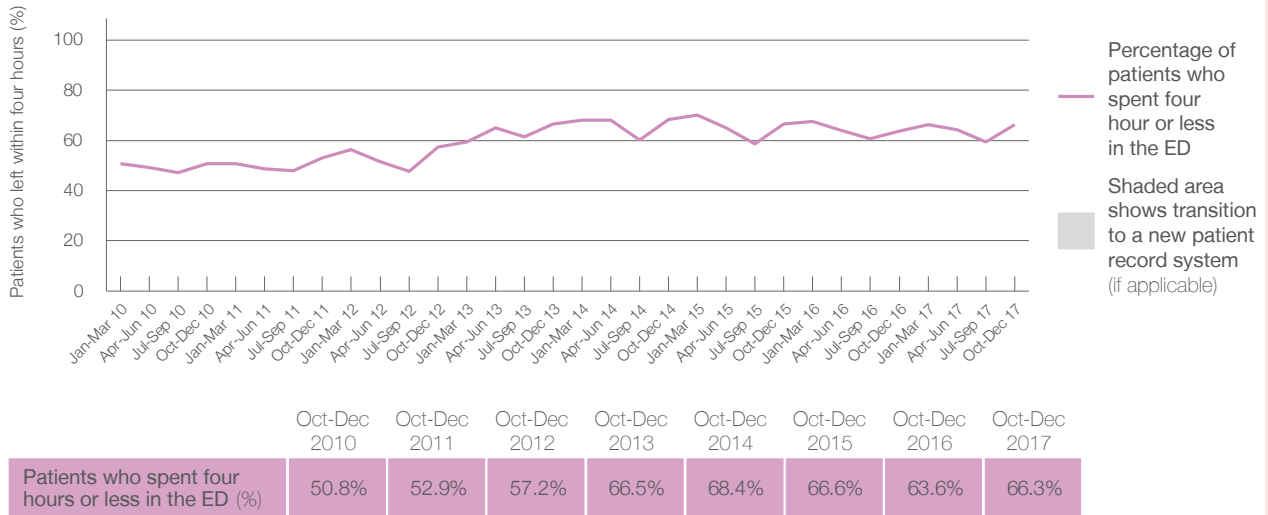
Presentations used to calculate time to leaving the ED: ⁶ 20,350 patients

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



Same period last year	Change since one year ago
19,717	3.2%
19,714	3.2%
63.6%	

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.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

October to December 2017

All presentations:¹ 12,516 patients

Emergency presentations:² 12,307 patients

Same period last year	Change since one year ago
12,418	0.8%
12,220	0.7%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment ³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,464 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,875 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,156 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 520 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,386	
4 minutes	8 minutes
15 minutes	23 minutes
5,773	
15 minutes	20 minutes
65 minutes	65 minutes
4,163	
19 minutes	26 minutes
93 minutes	99 minutes
562	
11 minutes	23 minutes
96 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,516 patients

Percentage of patients who spent four hours or less in the ED 67.2%

Same period last year	Change since one year ago
12,418	0.8%
67.5%	

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

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

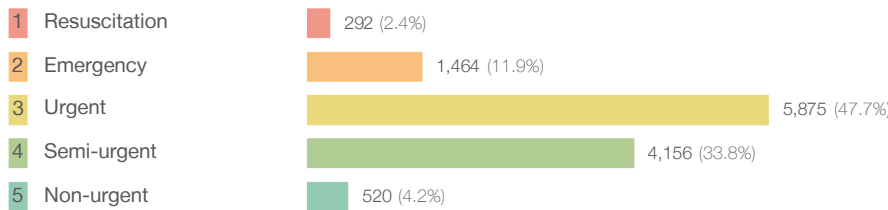
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department October to December 2017

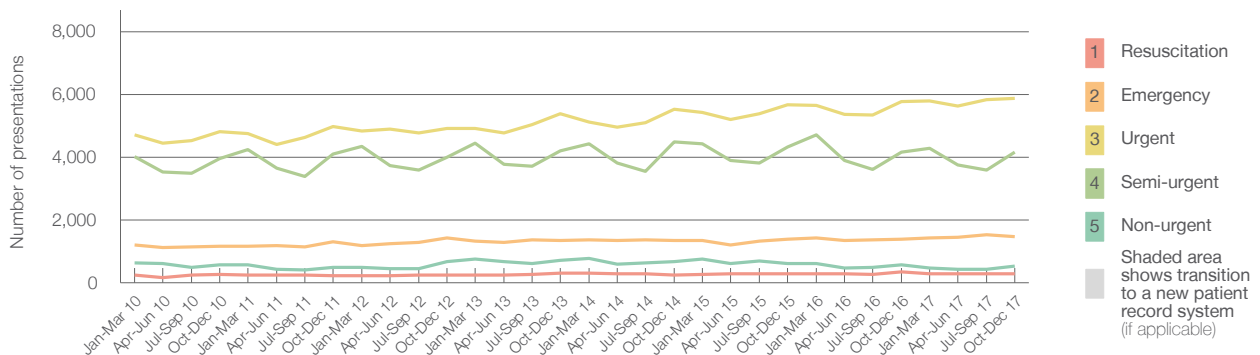
All presentations:¹ 12,516 patients

Emergency presentations² by triage category: 12,307 patients



	Same period last year	Change since one year ago
All presentations	12,418	0.8%
Emergency presentations	12,220	0.7%
1 Resuscitation	336	-13.1%
2 Emergency	1,386	5.6%
3 Urgent	5,773	1.8%
4 Semi-urgent	4,163	-0.2%
5 Non-urgent	562	-7.5%

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	271	229	242	293	246	284	336	292
Emergency	1,157	1,312	1,421	1,337	1,338	1,376	1,386	1,464
Urgent	4,812	4,970	4,924	5,393	5,536	5,675	5,773	5,875
Semi-urgent	3,949	4,107	4,003	4,209	4,480	4,315	4,163	4,156
Non-urgent	565	481	672	718	671	615	562	520
All emergency presentations	10,754	11,099	11,262	11,950	12,271	12,265	12,220	12,307

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,712 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,728	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	36 minutes	-2 minutes

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 1,464

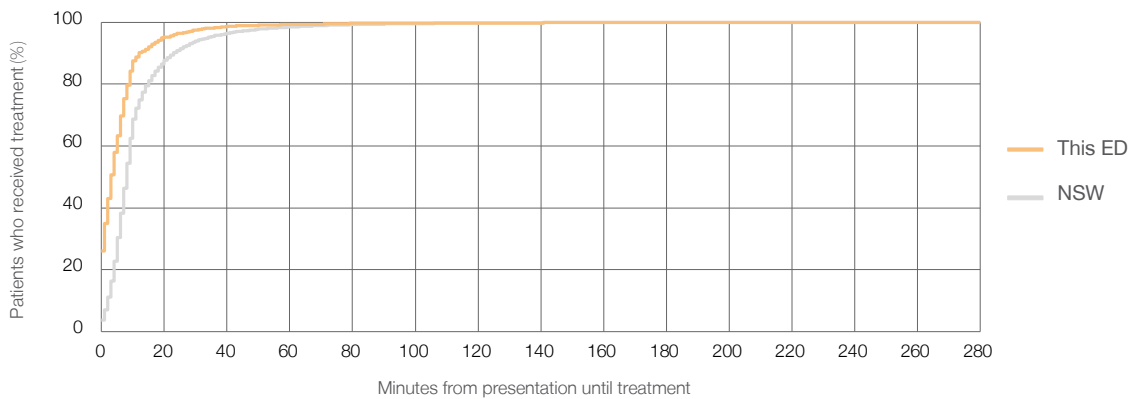
Number of triage 2 patients used to calculate waiting time:³ 1,456

Median time to start treatment⁴ 3 minutes

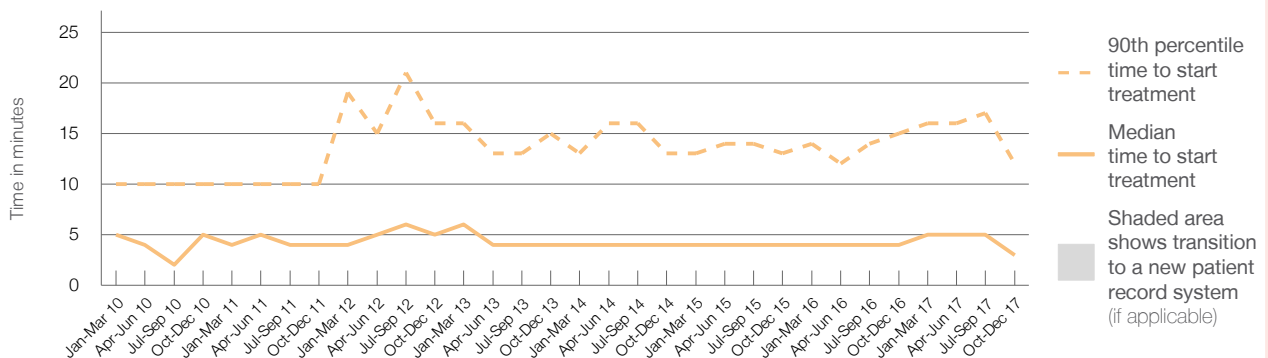
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,386	
1,381	
4 minutes	8 minutes
15 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)	5	4	5	4	4	4	4	3
90th percentile time to start treatment ⁵ (minutes)	10	10	16	15	13	13	15	12

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 5,875

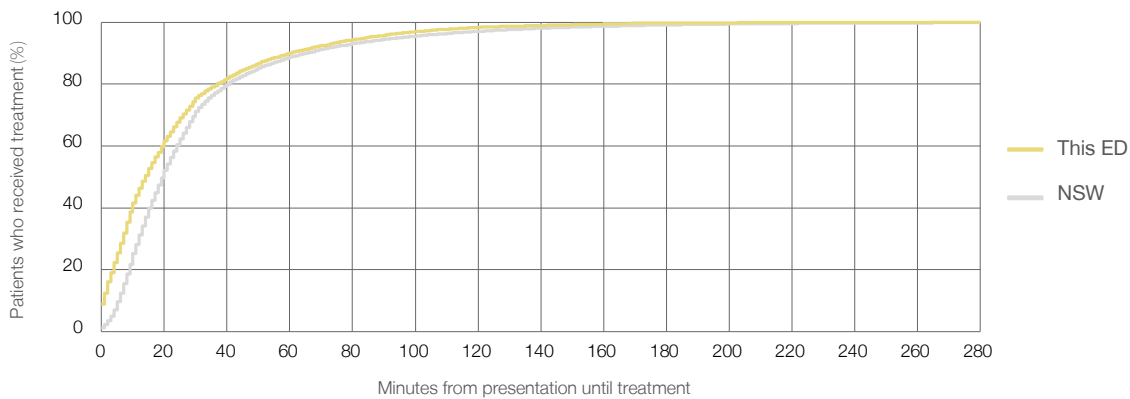
Number of triage 3 patients used to calculate waiting time:³ 5,649

Median time to start treatment⁴ 14 minutes

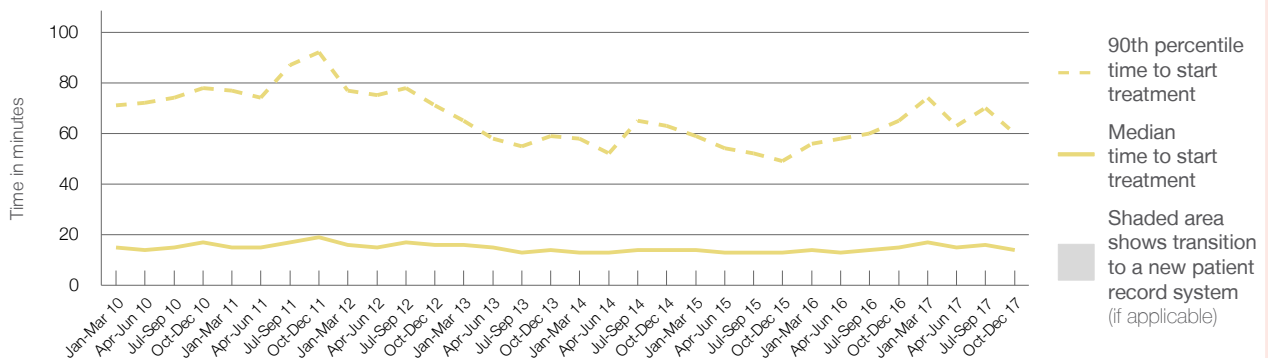
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
5,773	
5,603	
15 minutes	20 minutes
65 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	19	16	14	14	13	15	14
90th percentile time to start treatment ⁵ (minutes)	78	92	71	59	63	49	65	60

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 4,156

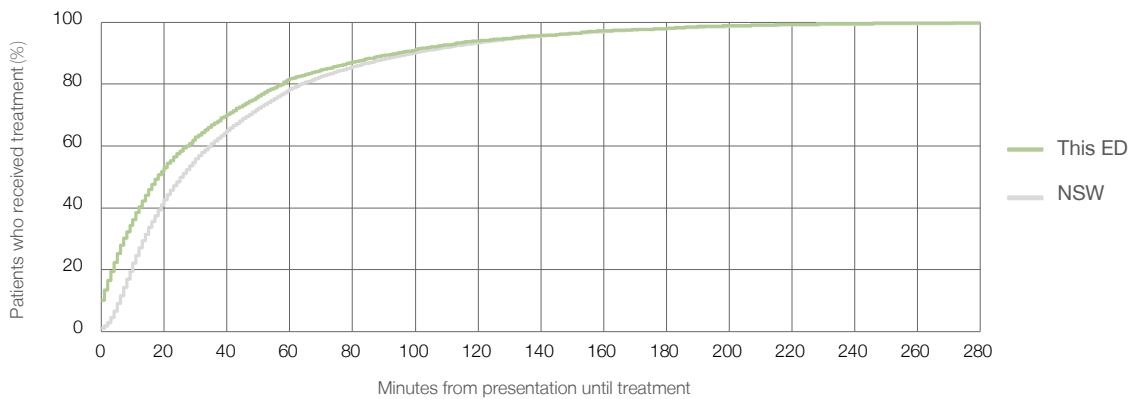
Number of triage 4 patients used to calculate waiting time:³ 3,609

Median time to start treatment⁴ 18 minutes

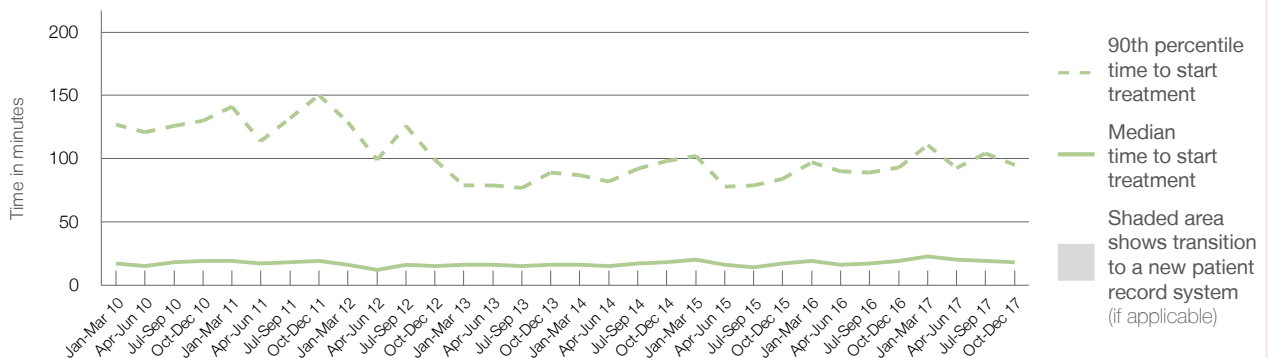
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
4,163	
3,566	
19 minutes	26 minutes
93 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)	19	19	15	16	18	17	19	18
90th percentile time to start treatment ⁵ (minutes)	130	150	99	89	98	84	93	95

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: 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: 520

Number of triage 5 patients used to calculate waiting time:³ 398

Median time to start treatment⁴

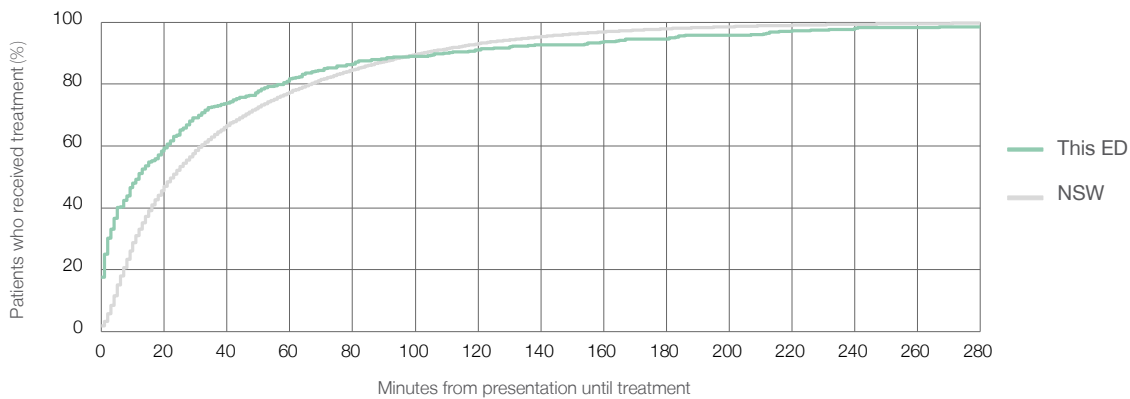
12 minutes

90th percentile time to start treatment⁵

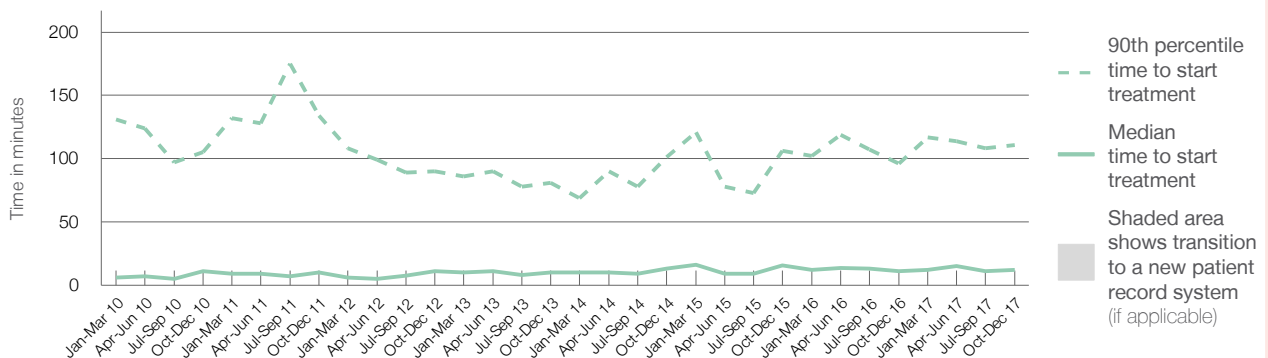
111 minutes

Same period last year	NSW (this period)
562	
452	
11 minutes	23 minutes
96 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)	11	10	11	10	13	16	11	12
90th percentile time to start treatment ⁵ (minutes)	105	134	90	81	101	106	96	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,516 patients

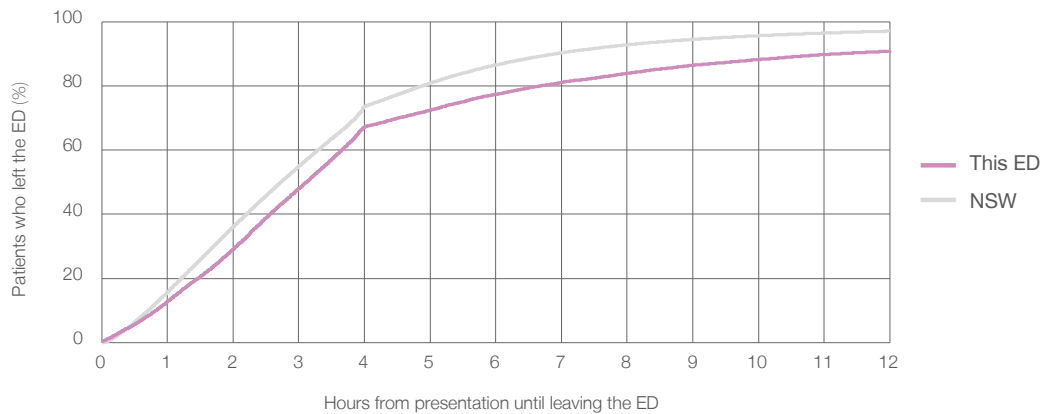
Presentations used to calculate time to leaving the ED:⁶ 12,516 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

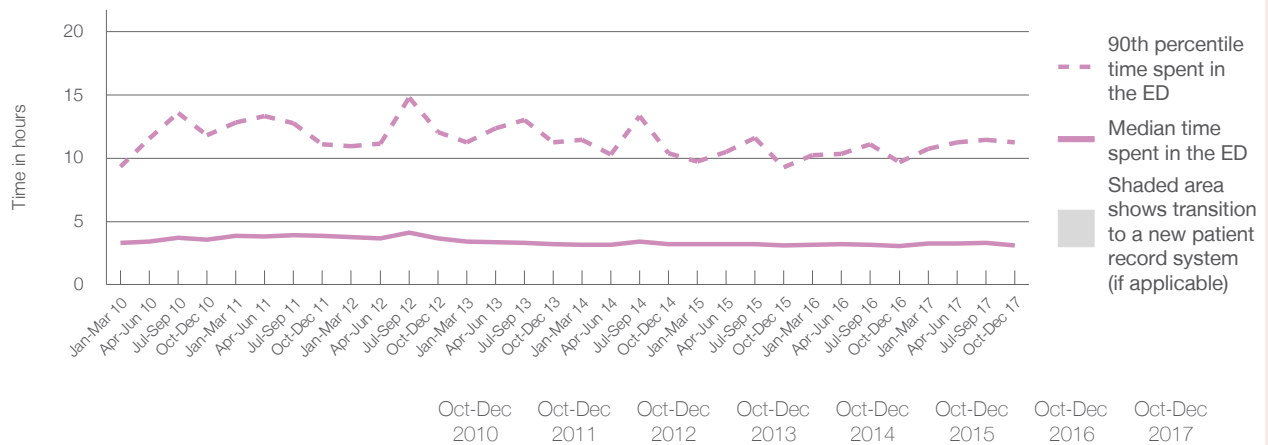
90th percentile time spent in the ED⁹ 11 hours and 15 minutes

Same period last year	NSW (this period)
12,418	12,418
3 hours and 4 minutes	2 hours and 44 minutes
9 hours and 41 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)	3h 35m	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 49m	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m	11h 15m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED
 By mode of separation
 October to December 2017

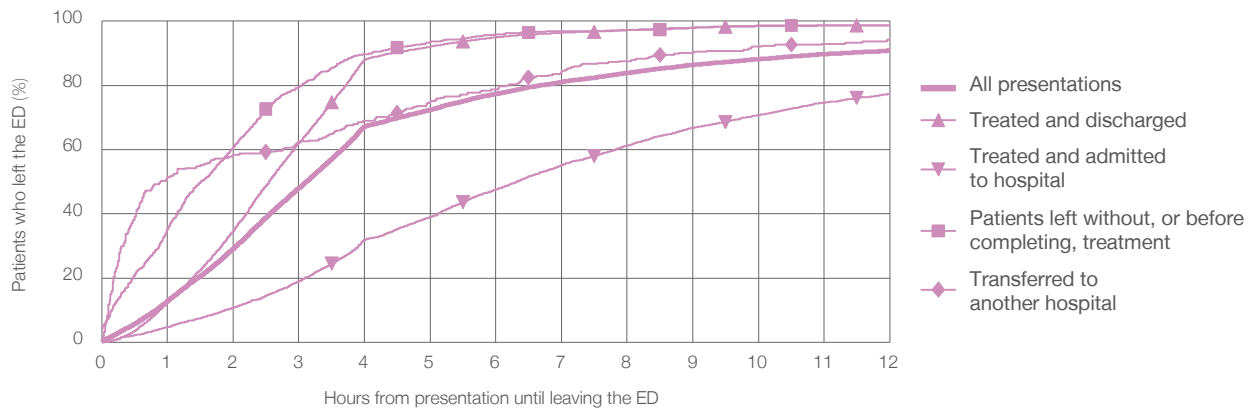
All presentations:¹ 12,516 patients

Presentations used to calculate time to leaving the ED:⁶ 12,516 patients

Treated and discharged	6,430 (51.4%)
Treated and admitted to hospital	4,566 (36.5%)
Patient left without, or before completing, treatment	1,161 (9.3%)
Transferred to another hospital	315 (2.5%)
Other	44 (0.4%)

Same period last year	Change since one year ago
12,418	0.8%
5,970	7.7%
4,926	-7.3%
1,144	1.5%
332	-5.1%
46	-4.3%

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	12.4%	34.7%	62.1%	87.9%	95.0%	97.3%	98.4%	98.8%
Treated and admitted to hospital	4.7%	10.8%	19.0%	31.9%	47.6%	61.3%	70.7%	77.4%
Patient left without, or before completing, treatment	35.2%	60.9%	79.5%	89.8%	96.0%	97.2%	98.6%	98.8%
Transferred to another hospital	51.4%	58.4%	62.5%	68.9%	78.7%	87.6%	92.1%	94.3%
All presentations	12.9%	29.2%	48.1%	67.2%	77.4%	83.9%	88.2%	90.9%

(†) 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.

St Vincent's Hospital, Darlinghurst: 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 12,516 patients

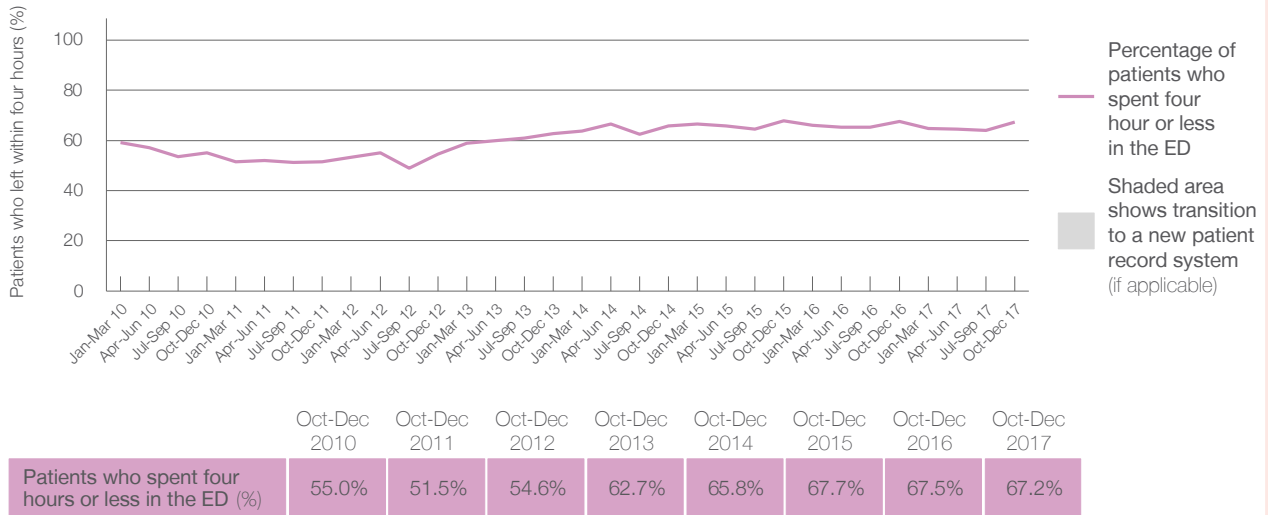
Presentations used to calculate time to leaving the ED: ⁶ 12,516 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 12,516 patients	12,418	0.8%
Presentations used to calculate time to leaving the ED: ⁶ 12,516 patients	12,418	0.8%
Percentage of patients who spent four hours or less in the ED	67.5%	

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).

Westmead Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,295 patients

Emergency presentations:² 19,146 patients

Same period last year	Change since one year ago
19,143	0.8%
18,981	0.9%

Westmead Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 5,871 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,866 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,508 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,896	
17 minutes	8 minutes
91 minutes	23 minutes
7,025	
50 minutes	20 minutes
168 minutes	65 minutes
4,223	
53 minutes	26 minutes
161 minutes	99 minutes
1,305	
41 minutes	23 minutes
132 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,291 patients

Percentage of patients who spent four hours or less in the ED 58.3%

Same period last year	Change since one year ago
19,129	0.8%
54.5%	

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

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

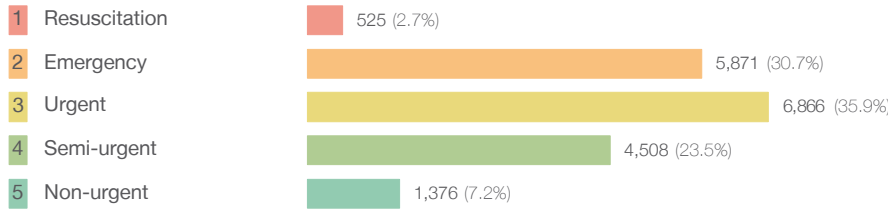
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Westmead Hospital: Patients presenting to the emergency department October to December 2017

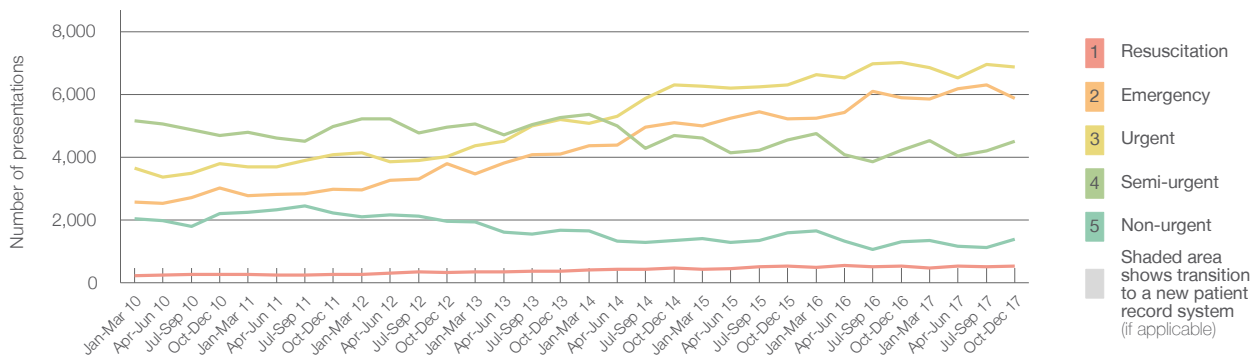
All presentations:¹ 19,295 patients

Emergency presentations² by triage category: 19,146 patients



	Same period last year	Change since one year ago
All presentations	19,143	0.8%
Emergency presentations	18,981	0.9%
1 Resuscitation	532	-1.3%
2 Emergency	5,896	-0.4%
3 Urgent	7,025	-2.3%
4 Semi-urgent	4,223	6.7%
5 Non-urgent	1,305	5.4%

Emergency presentations² by quarter, January 2010 to December 2017 †

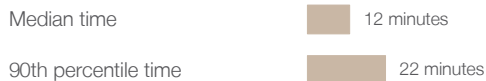


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	269	270	315	370	472	527	532	525
Emergency	3,019	2,967	3,802	4,089	5,103	5,219	5,896	5,871
Urgent	3,798	4,083	4,022	5,207	6,292	6,310	7,025	6,866
Semi-urgent	4,697	4,977	4,955	5,269	4,681	4,542	4,223	4,508
Non-urgent	2,204	2,225	1,961	1,676	1,343	1,591	1,305	1,376
All emergency presentations	13,987	14,522	15,055	16,611	17,891	18,189	18,981	19,146

Westmead Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,503 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,732	
ED Transfer of care time		
Median time	13 minutes	-1 minutes
90th percentile time	26 minutes	-4 minutes

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

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

Westmead 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: 5,871

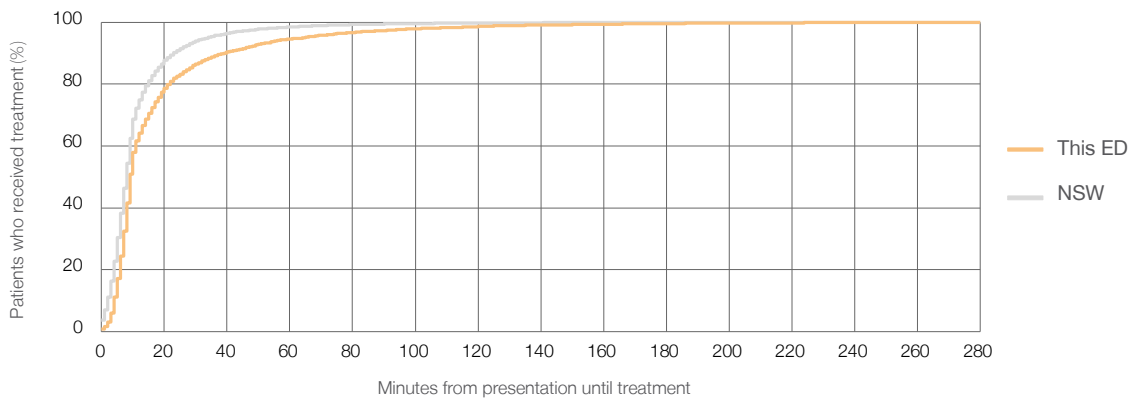
Number of triage 2 patients used to calculate waiting time:³ 5,799

Median time to start treatment⁴ 9 minutes

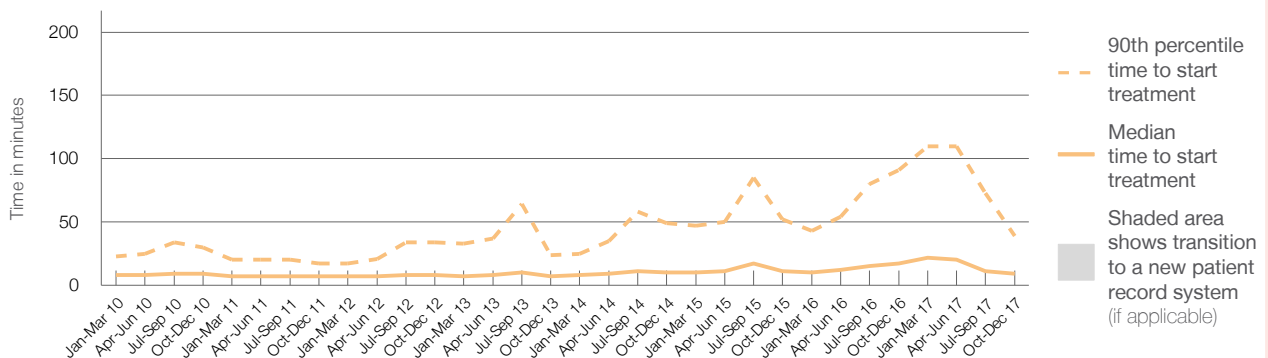
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
5,896	5,743
17 minutes	8 minutes
91 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	8	7	10	11	17	9
90th percentile time to start treatment ⁵ (minutes)	30	17	34	24	49	52	91	39

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

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

Westmead Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 6,866

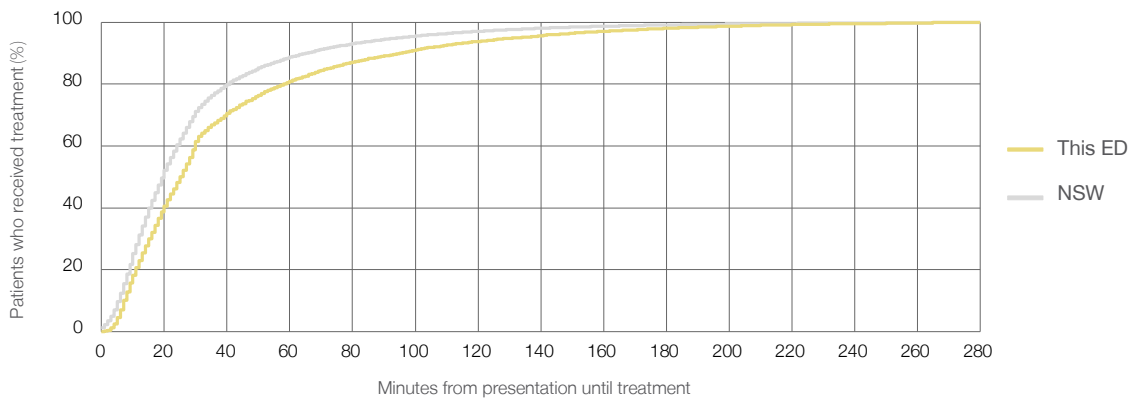
Number of triage 3 patients used to calculate waiting time:³ 6,562

Median time to start treatment⁴ 25 minutes

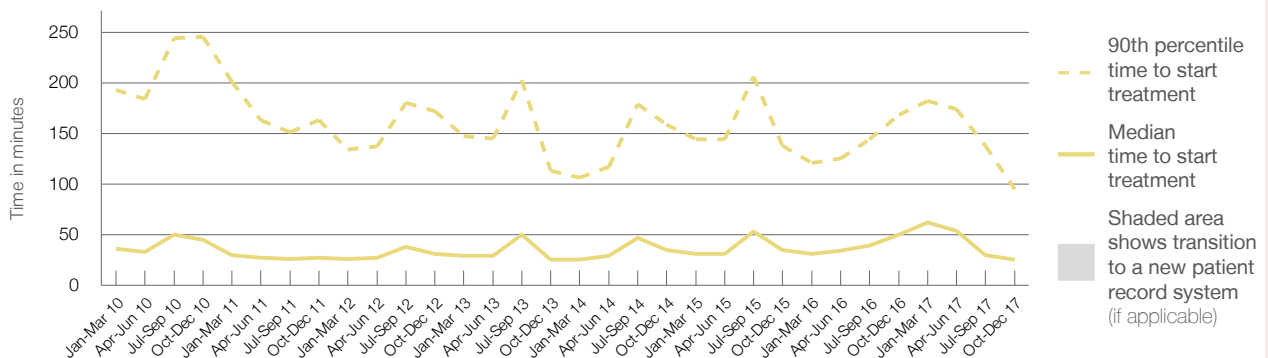
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
7,025	6,354
50 minutes	20 minutes
168 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)	45	27	31	25	35	35	50	25
90th percentile time to start treatment ⁵ (minutes)	245	163	172	113	159	138	168	95

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

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

Westmead 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: 4,508

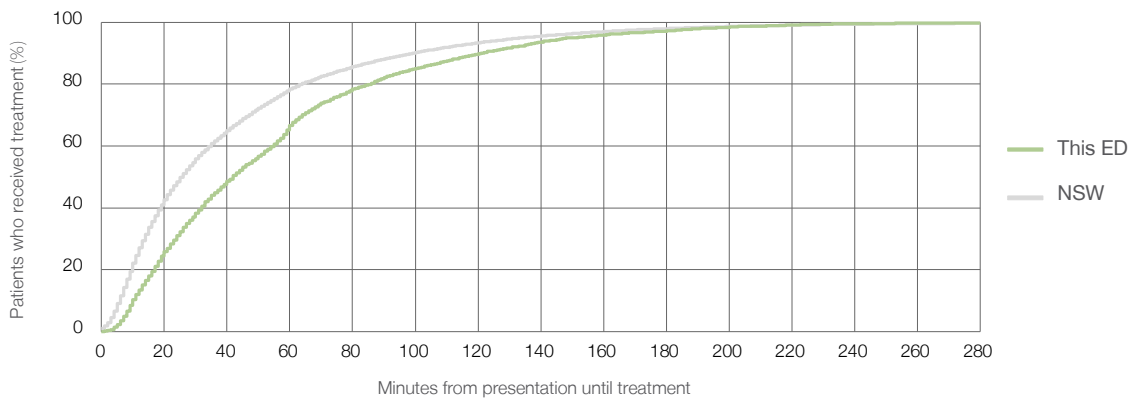
Number of triage 4 patients used to calculate waiting time:³ 4,221

Median time to start treatment⁴ 42 minutes

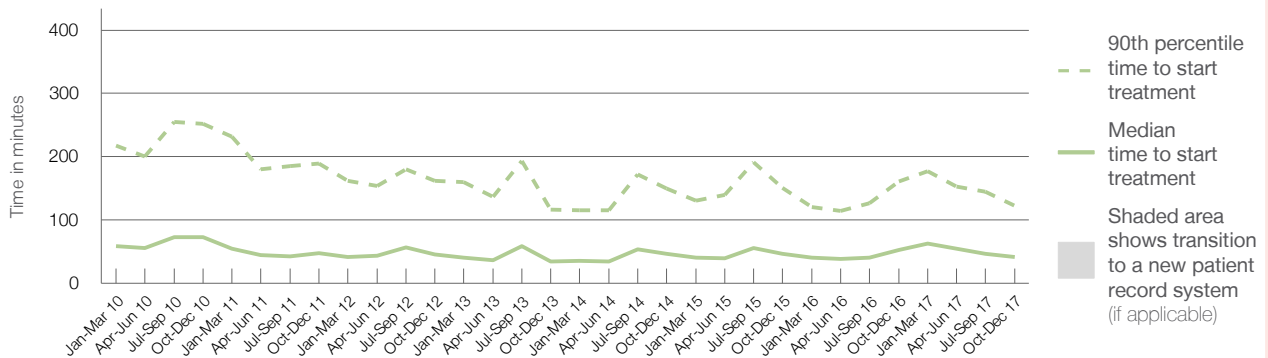
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
4,223	
3,671	
53 minutes	26 minutes
161 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)	73	48	46	34	47	47	53	42
90th percentile time to start treatment ⁵ (minutes)	252	189	162	116	150	151	161	122

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

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

Westmead Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,376

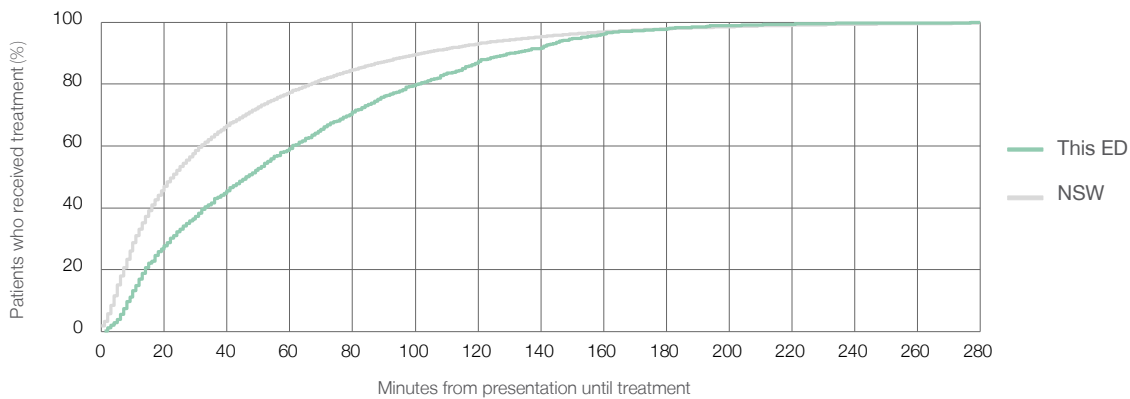
Number of triage 5 patients used to calculate waiting time:³ 1,239

Median time to start treatment⁴ 46 minutes

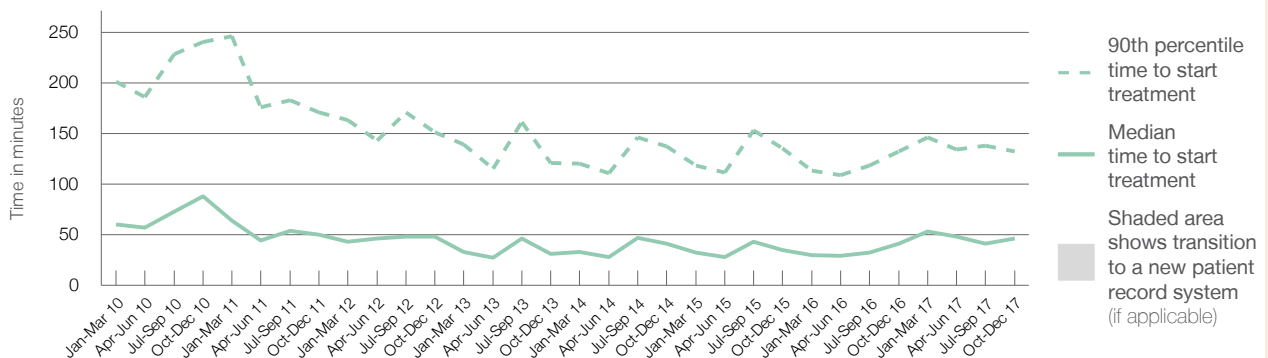
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,305	
1,059	
41 minutes	23 minutes
132 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)	88	50	48	31	41	35	41	46
90th percentile time to start treatment ⁵ (minutes)	240	171	151	121	137	135	132	132

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

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

Westmead Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,295 patients

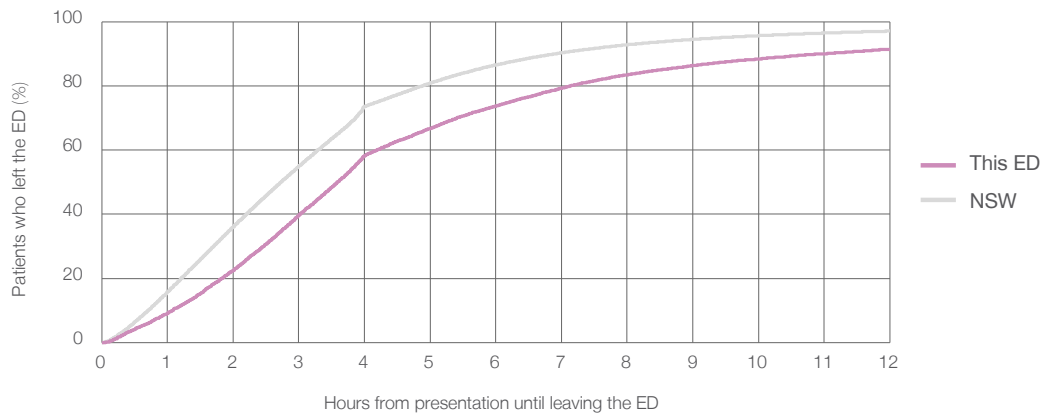
Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

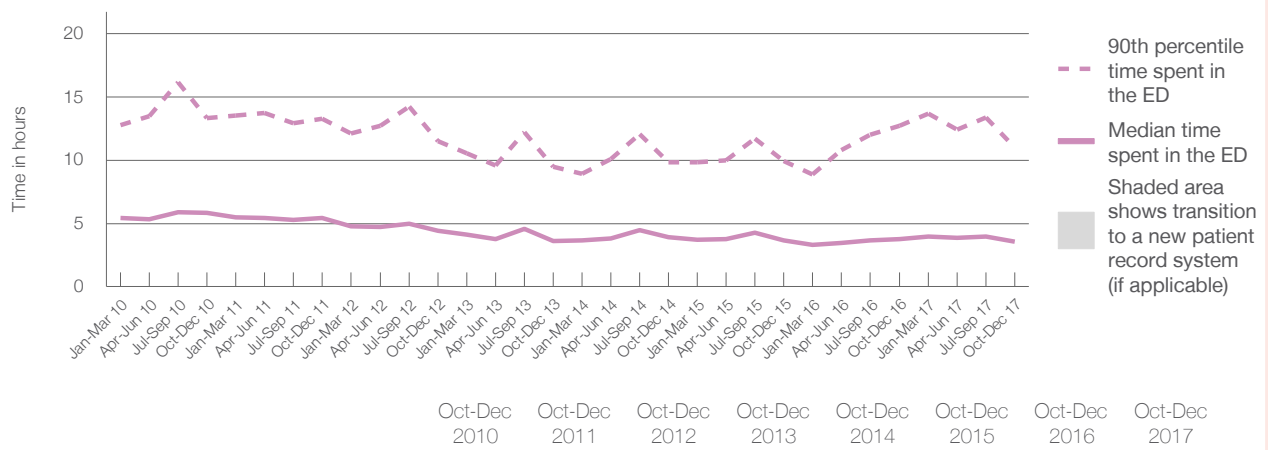
90th percentile time spent in the ED⁹ 11 hours and 1 minutes

Same period last year	NSW (this period)
19,143	19,129
3 hours and 45 minutes	2 hours and 44 minutes
12 hours and 44 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)	5h 51m	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m	3h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m	11h 1m

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

Westmead Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

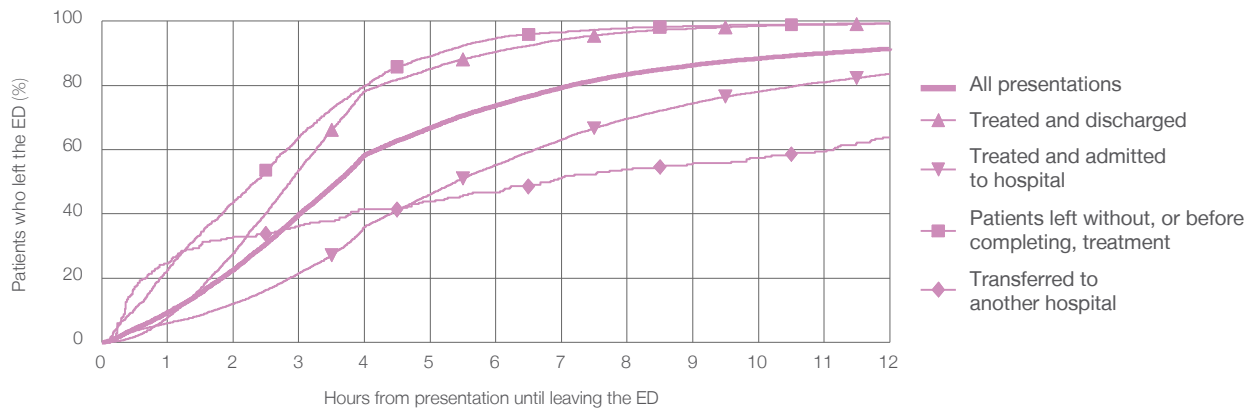
All presentations:¹ 19,295 patients

Presentations used to calculate time to leaving the ED:⁶ 19,291 patients

Treated and discharged	8,200 (42.5%)
Treated and admitted to hospital	9,084 (47.1%)
Patient left without, or before completing, treatment	1,355 (7.0%)
Transferred to another hospital	249 (1.3%)
Other	407 (2.1%)

Same period last year	Change since one year ago
19,129	0.8%
7,182	14.2%
9,475	-4.1%
1,762	-23.1%
249	0.0%
475	-14.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.7%	27.7%	53.7%	78.1%	90.5%	96.6%	98.5%	99.3%
Treated and admitted to hospital	6.0%	12.0%	21.6%	36.0%	55.2%	69.6%	78.1%	83.6%
Patient left without, or before completing, treatment	22.6%	43.6%	63.9%	79.8%	94.8%	97.9%	98.9%	99.3%
Transferred to another hospital	24.5%	32.9%	36.1%	41.4%	46.6%	53.8%	57.4%	63.9%
All presentations	9.3%	22.6%	39.8%	58.3%	73.8%	83.5%	88.4%	91.4%

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

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

Westmead Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 19,295 patients

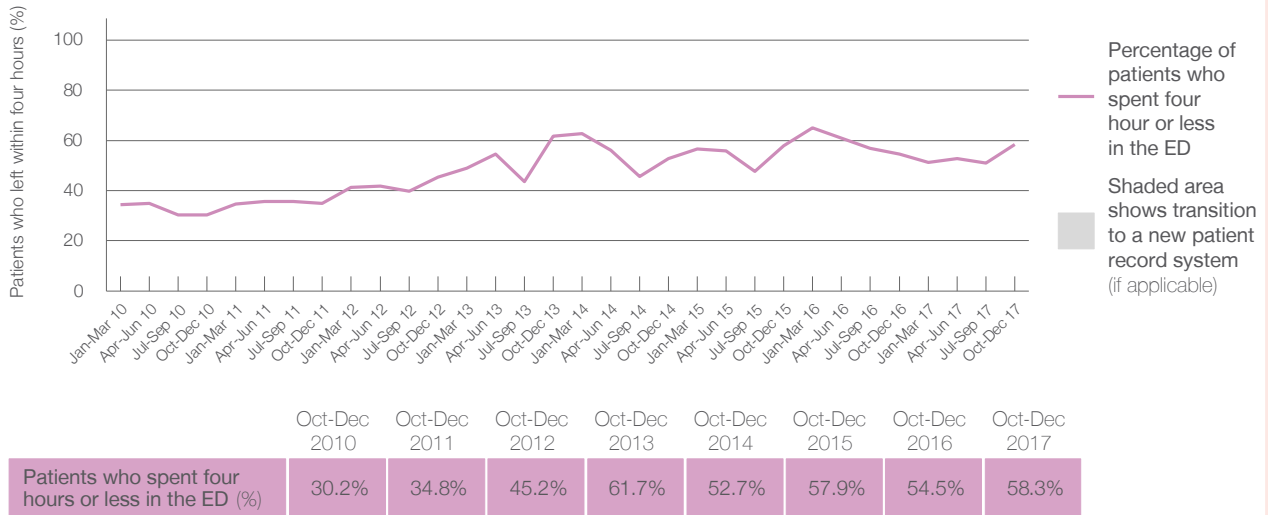
Presentations used to calculate time to leaving the ED: ⁶ 19,291 patients

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	19,143	0.8%
Presentations used to calculate time to leaving the ED	19,129	0.8%
Percentage of patients who spent four hours or less in the ED	54.5%	

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).

Wollongong Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 16,787 patients


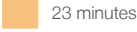
Emergency presentations:² 16,523 patients

Same period last year	Change since one year ago
15,861	5.8%
15,569	6.1%



Wollongong Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,261 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,003 patients

Median time to start treatment⁴  22 minutes
 90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,449 patients

Median time to start treatment⁴  24 minutes
 90th percentile time to start treatment⁵  102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 658 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  103 minutes

Same period last year	NSW (this period)
1,981	
9 minutes	8 minutes
21 minutes	23 minutes
6,609	
23 minutes	20 minutes
68 minutes	65 minutes
6,189	
25 minutes	26 minutes
90 minutes	99 minutes
620	
23 minutes	23 minutes
86 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 16,787 patients

Percentage of patients who spent four hours or less in the ED  66.4%

Same period last year	Change since one year ago
15,860	5.8%
66.9%	

* 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.

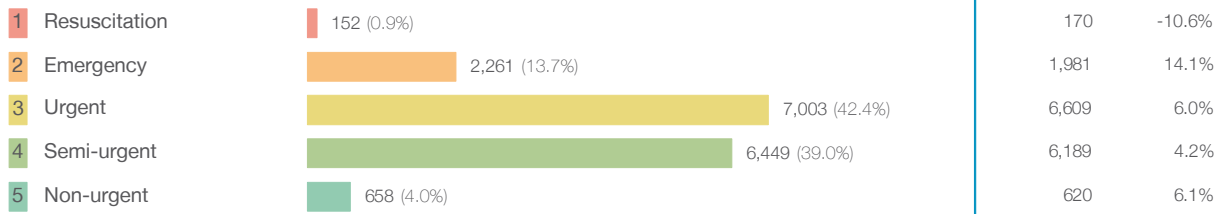
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

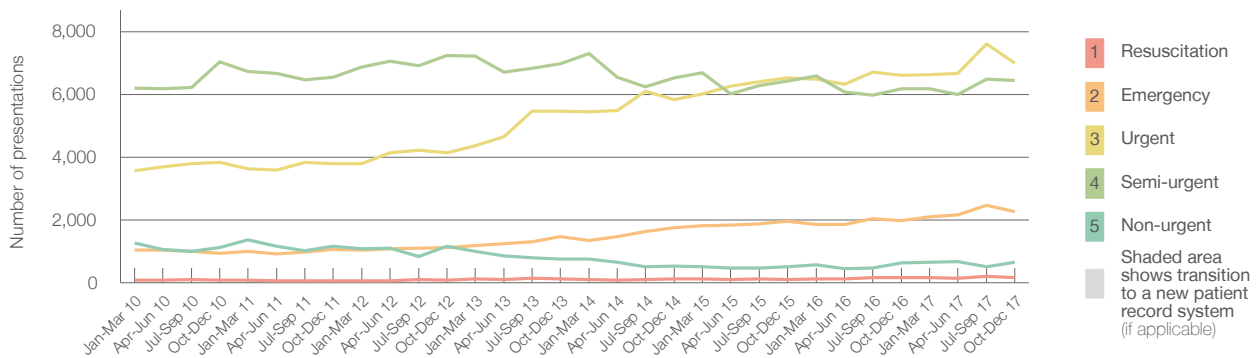
Wollongong Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 16,787 patients

Emergency presentations² by triage category: 16,523 patients



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	71	50	83	114	111	109	170	152
Emergency	935	1,068	1,121	1,475	1,756	1,964	1,981	2,261
Urgent	3,828	3,782	4,136	5,457	5,833	6,525	6,609	7,003
Semi-urgent	7,035	6,543	7,247	6,981	6,533	6,423	6,189	6,449
Non-urgent	1,126	1,153	1,160	755	533	501	620	658
All emergency presentations	12,995	12,596	13,747	14,782	14,766	15,522	15,569	16,523

Wollongong Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,580 patients

ED Transfer of care time



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

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

Wollongong Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,261

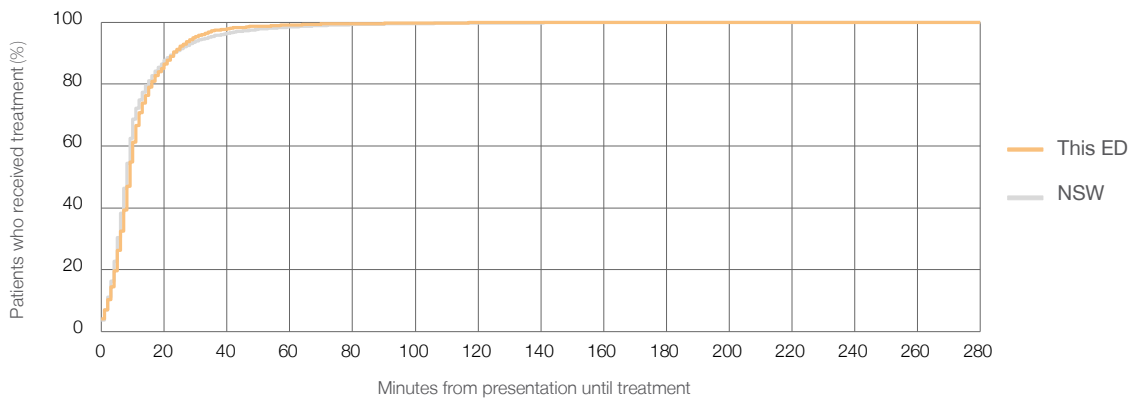
Number of triage 2 patients used to calculate waiting time:³ 2,256

Median time to start treatment⁴ 9 minutes

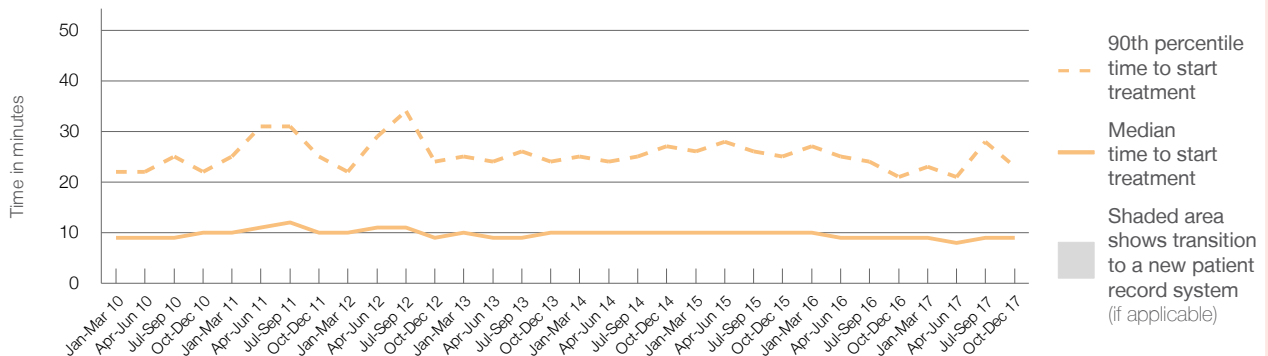
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
1,981	1,980
9 minutes	8 minutes
21 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)	10	10	9	10	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	24	24	27	25	21	23

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

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

Wollongong 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: 7,003

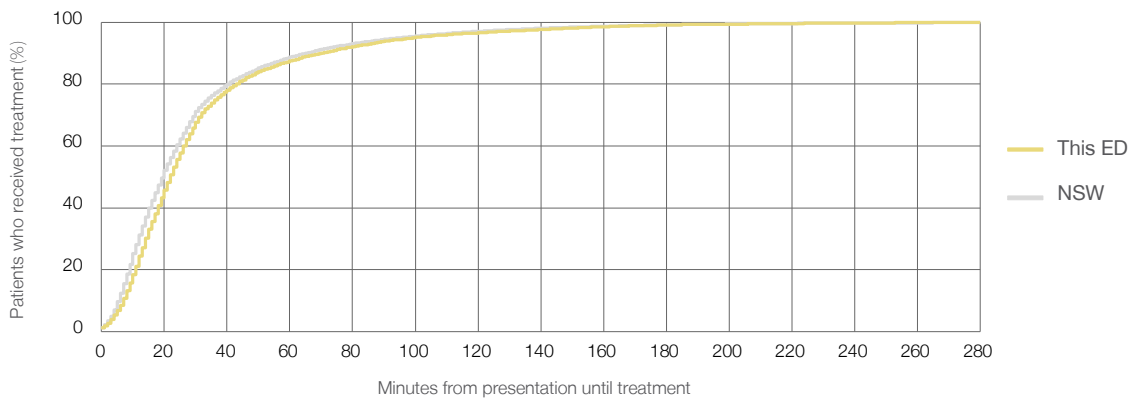
Number of triage 3 patients used to calculate waiting time:³ 6,865

Median time to start treatment⁴ 22 minutes

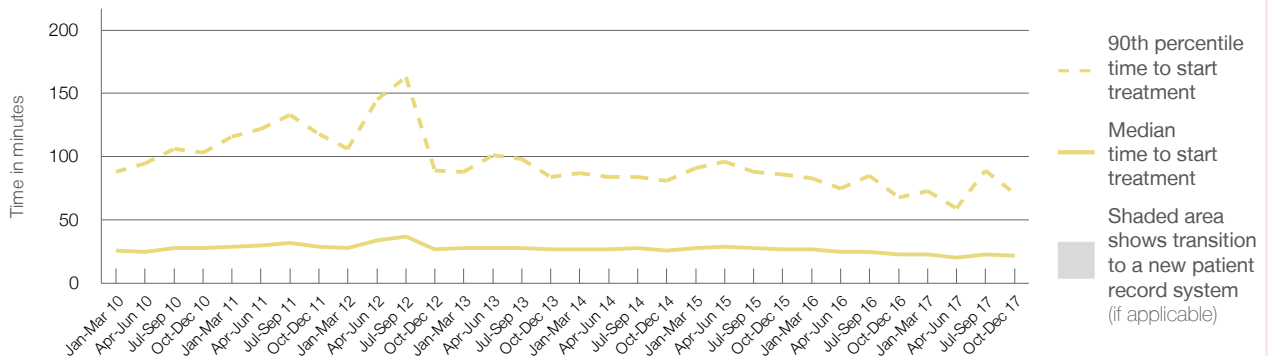
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
6,609	6,506
23 minutes	20 minutes
68 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)	28	29	27	27	26	27	23	22
90th percentile time to start treatment ⁵ (minutes)	103	118	89	84	81	86	68	71

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

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

Wollongong Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,449

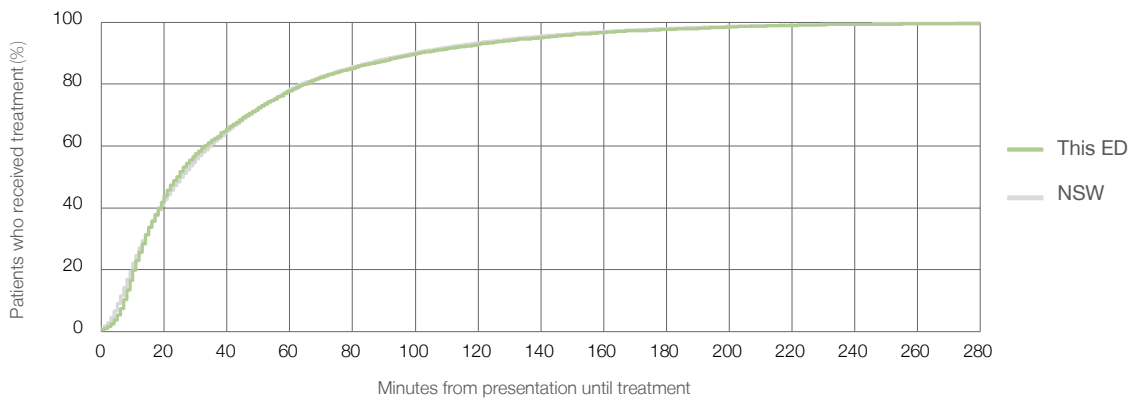
Number of triage 4 patients used to calculate waiting time:³ 6,096

Median time to start treatment⁴ 24 minutes

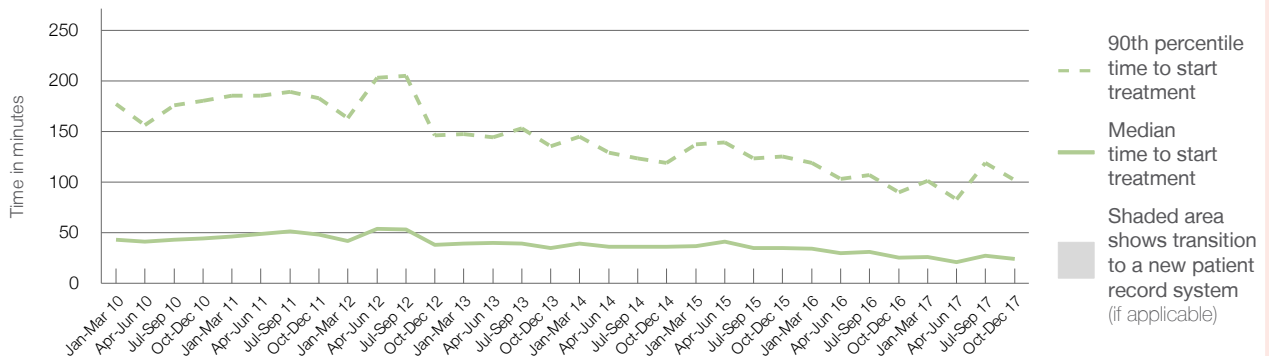
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
6,189	5,914
25 minutes	26 minutes
90 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)	44	48	38	35	36	35	25	24
90th percentile time to start treatment ⁵ (minutes)	180	183	146	135	119	125	90	102

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

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

Wollongong Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 658

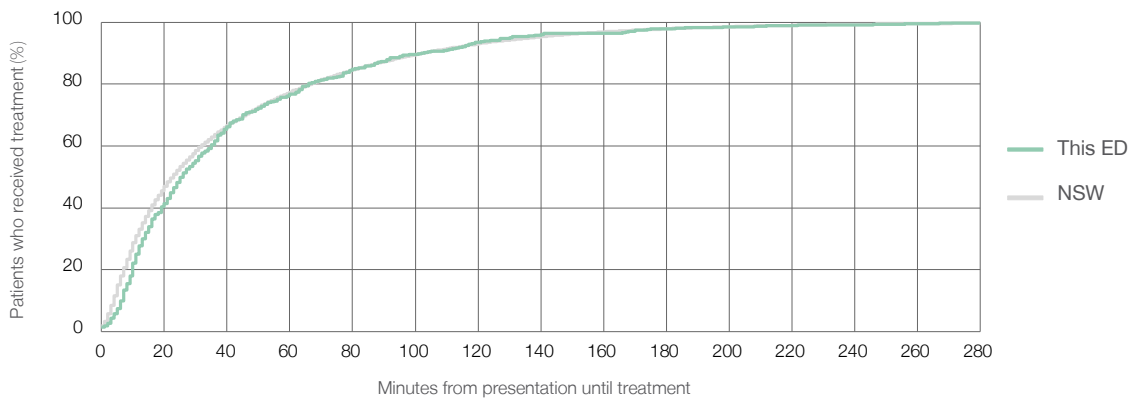
Number of triage 5 patients used to calculate waiting time:³ 570

Median time to start treatment⁴ 26 minutes

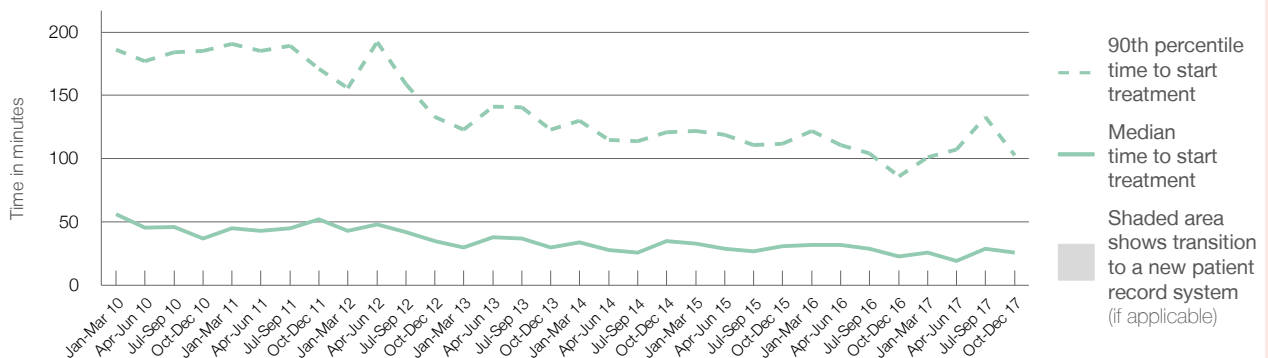
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
620	534
23 minutes	23 minutes
86 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)	37	52	35	30	35	31	23	26
90th percentile time to start treatment ⁵ (minutes)	185	171	133	123	121	112	86	103

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

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

Wollongong Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 16,787 patients

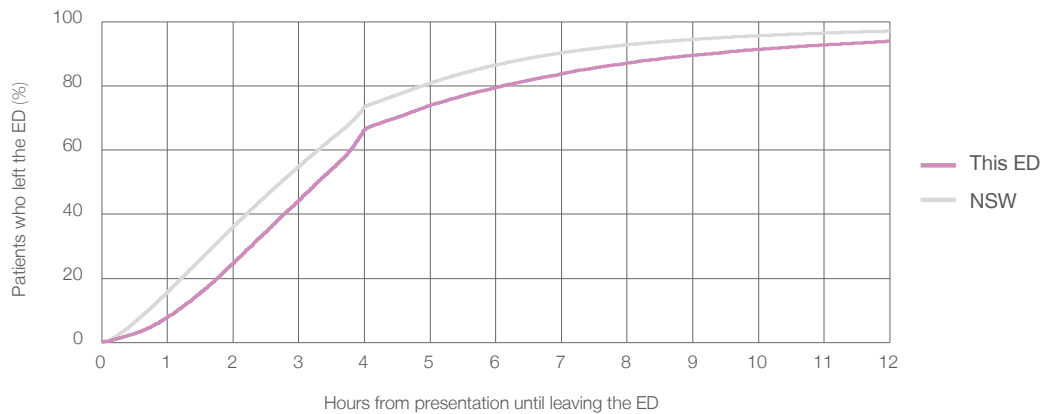
Presentations used to calculate time to leaving the ED:⁶ 16,787 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

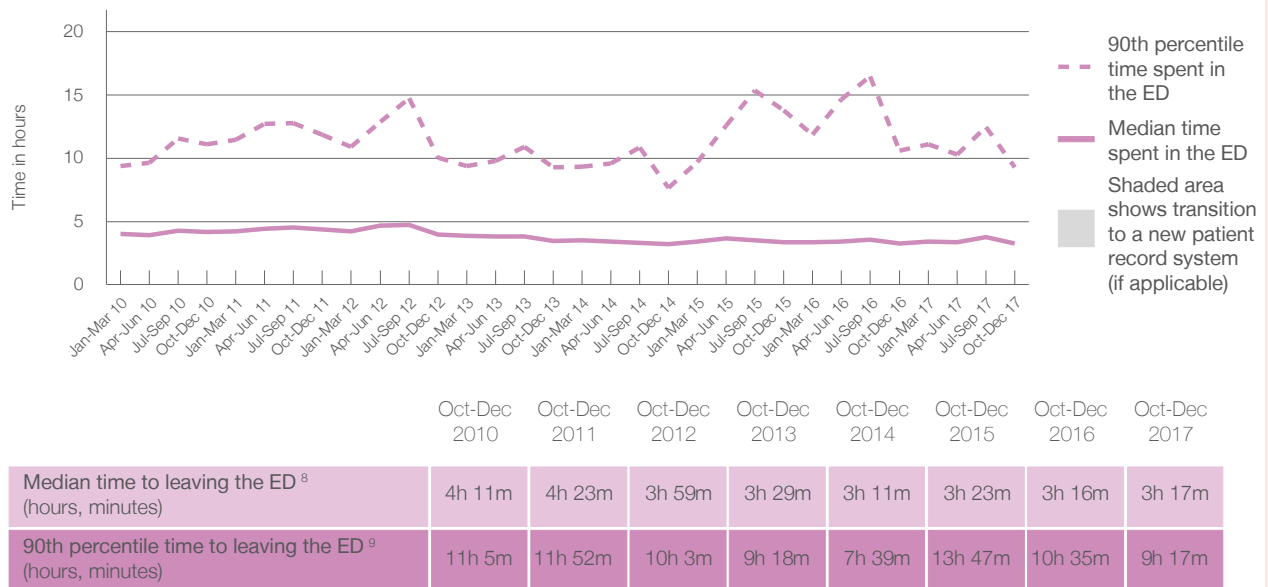
90th percentile time spent in the ED⁹ 9 hours and 17 minutes

Same period last year	NSW (this period)
15,861	15,860
3 hours and 16 minutes	2 hours and 44 minutes
10 hours and 35 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^{†‡}



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

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

Wollongong Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

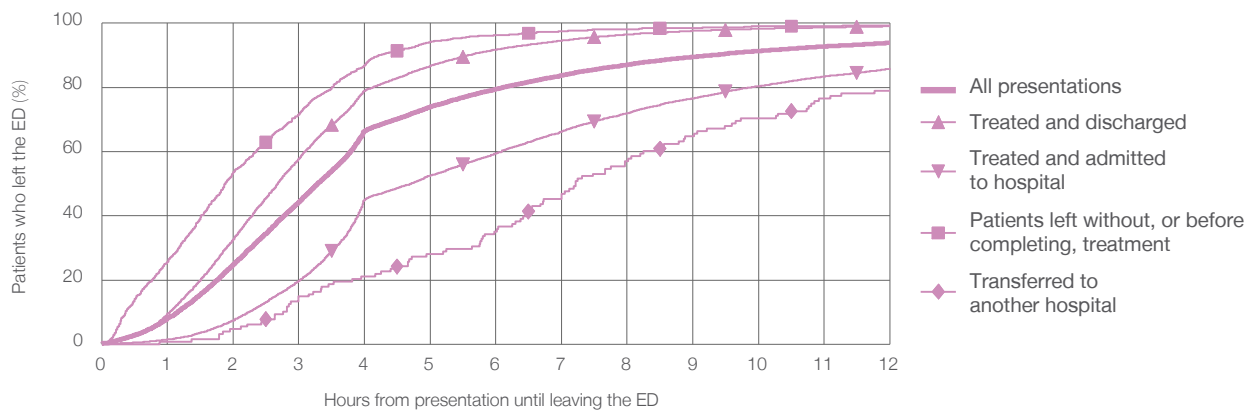
All presentations:¹ 16,787 patients

Presentations used to calculate time to leaving the ED:⁶ 16,787 patients

Treated and discharged	9,007 (53.7%)
Treated and admitted to hospital	6,354 (37.9%)
Patient left without, or before completing, treatment	1,194 (7.1%)
Transferred to another hospital	128 (0.8%)
Other	104 (0.6%)

Same period last year	Change since one year ago
15,860	5.8%
8,498	6.0%
5,984	6.2%
1,193	0.1%
93	37.6%
93	11.8%

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	9.6%	32.7%	57.8%	79.0%	91.8%	96.5%	98.3%	99.1%
Treated and admitted to hospital	1.5%	7.4%	19.8%	45.1%	59.5%	72.0%	80.4%	85.9%
Patient left without, or before completing, treatment	25.6%	53.6%	71.6%	86.9%	96.2%	98.1%	99.1%	99.2%
Transferred to another hospital	0.8%	4.7%	14.8%	21.1%	35.2%	57.0%	70.3%	78.9%
All presentations	8.1%	24.8%	44.3%	66.4%	79.5%	87.1%	91.4%	93.9%

(†) 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.

Wollongong 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 16,787 patients

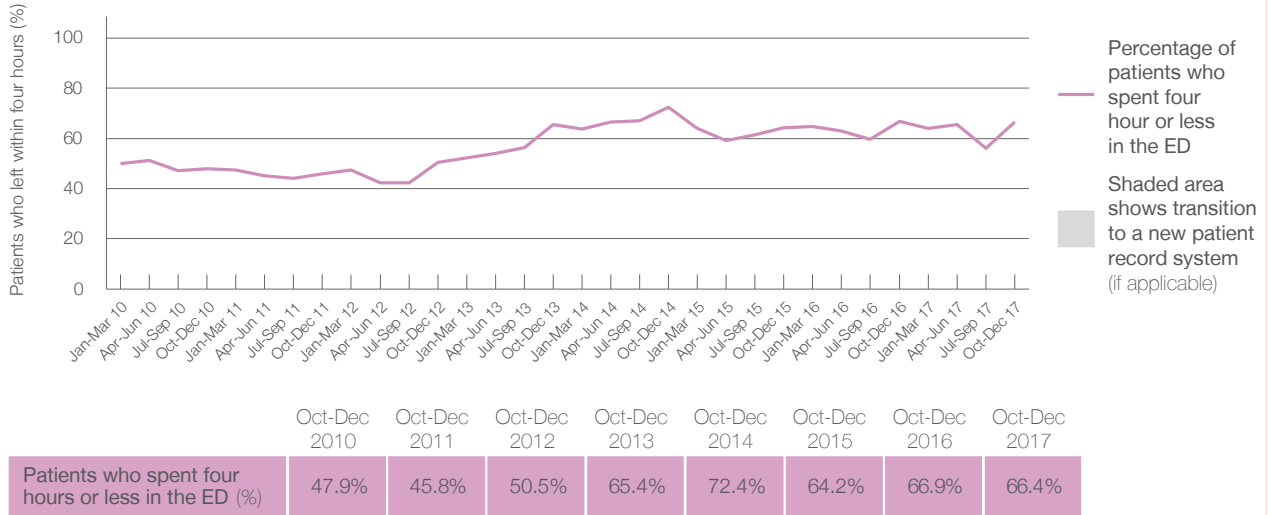
Presentations used to calculate time to leaving the ED: ⁶ 16,787 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	15,861	5.8%
Presentations used to calculate time to leaving the ED	15,860	5.8%
Percentage of patients who spent four hours or less in the ED	66.9%	

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*.

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- 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).