

Appendix table 4a: NSW Emergency department performance measures by peer group

Median and 95th percentile times patients waited to start treatment in the emergency department, by NSW, NSW hospitals and hospital peer groups, July to September 2016

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median	95th percentile	Median	95th percentile	Median	95th percentile	Median	95th percentile
New South Wales	8	36	20	92	25	128	23	132
A1 peer group: Principal referral								
Bankstown / Lidcombe Hospital	10	45	23	119	23	122	22	110
Concord Hospital	8	17	21	80	28	113	23	114
Gosford Hospital	6	32	24	115	39	156	26	163
John Hunter Hospital	7	32	24	119	36	158	33	157
Liverpool Hospital	9	47	16	83	17	98	14	90
Nepean Hospital	11	72	30	199	32	199	35	193
Prince of Wales Hospital	8	31	20	96	18	117	24	158
Royal North Shore Hospital	8	25	19	72	28	104	31	125
Royal Prince Alfred Hospital	11	31	24	101	32	142	31	167
St George Hospital	10	38	27	92	35	107	37	119
St Vincent's Health Sydney	4	21	14	86	17	127	13	181
Westmead Hospital	16	113	39	182	40	167	32	159
Wollongong Hospital	9	31	25	119	31	141	30	154
Total A1 peer group	9	55	23	115	29	139	29	144
A2 peer group: Paediatric specialist								
Sydney Children's Hospital	10	27	19	67	37	145	31	121
The Children's Hospital at Westmead	7	21	24	82	51	220	81	*
Total A2 peer group	8	26	22	76	44	194	42	177
A3 peer group: Ungrouped acute - tertiary referral								
Calvary Mater Newcastle	8	38	19	71	26	118	24	128
Sydney/Sydney Eye Hospital	9	24	21	69	27	104	30	124
Total A3 peer group	8	36	20	71	27	111	28	127

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	Triage 2		Triage 3		Triage 4		Triage 5	
	Median	95th percentile	Median	95th percentile	Median	95th percentile	Median	95th percentile
B peer group: Major								
Auburn Hospital	9	33	22	98	30	163	22	147
Blacktown Hospital	12	47	32	151	41	155	35	158
Campbelltown Hospital	7	34	17	125	26	170	32	171
Canterbury Hospital	7	23	18	79	24	123	21	139
Coffs Harbour Base Hospital	6	12	16	81	28	159	35	151
Dubbo Base Hospital	9	27	25	104	35	153	34	197
Fairfield Hospital	10	32	20	93	21	149	20	152
Hornsby and Ku-Ring-Gai Hospital	5	13	15	74	17	111	14	119
Lismore Base Hospital	6	22	25	136	43	181	47	174
Maitland Hospital	8	37	22	104	41	164	55	175
Manly District Hospital	6	14	12	52	13	93	12	119
Manning Base Hospital	7	28	20	128	29	160	29	160
Mona Vale and District Hospital	7	17	16	67	15	107	13	130
Orange Health Service	5	16	16	57	23	110	20	117
Port Macquarie Base Hospital	11	39	22	90	24	119	29	129
Shoalhaven District Memorial Hospital	12	56	30	139	34	148	24	128
Sutherland Hospital	13	44	31	99	35	120	31	120
Tamworth Base Hospital	8	34	22	104	38	129	41	129
The Tweed Hospital	5	20	15	62	13	87	10	87
Wagga Wagga Rural Referral Hospital	7	27	19	89	24	115	19	119
Wyong Hospital	7	46	22	98	28	114	20	97
Total B peer group	8	34	21	102	28	137	26	139
C1 peer group: District group 1								
Armidale and New England Hospital	8	39	22	110	31	189	17	145
Bathurst Base Hospital	6	9	16	83	19	135	14	137
Belmont Hospital	7	18	17	63	22	113	25	143
Bowral and District Hospital	9	34	18	93	20	139	18	115
Broken Hill Base Hospital	8	28	16	72	19	94	19	125
Goulburn Base Hospital	9	27	23	120	32	170	25	183
Grafton Base Hospital	9	41	23	98	32	113	33	120
Griffith Base Hospital	6	33	16	69	21	110	24	118
Hawkesbury District Health Services (public hospital services only)	11	35	18	47	20	96	19	123
Mount Druitt Hospital	11	35	32	150	44	157	39	156
Murwillumbah District Hospital	5	18	11	43	13	72	13	86
Ryde Hospital	7	17	14	55	15	104	23	129
Shellharbour Hospital	7	21	22	128	23	169	18	113
South East Regional Hospital	8	36	27	125	48	206	54	200
Total C1 peer group	8	29	19	100	23	141	25	148

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	Triage 2		Triage 3		Triage 4		Triage 5	
	Median	95th percentile	Median	95th percentile	Median	95th percentile	Median	95th percentile
C2 peer group: District group 2								
Ballina District Hospital	8	22	19	71	25	142	27	180
Bateman's Bay District Hospital	8	40	18	86	24	112	21	93
Blue Mountains District Anzac Memorial Hospital	7	43	19	109	28	164	35	197
Casino and District Memorial Hospital	5	24	24	121	39	153	32	185
Cessnock District Hospital	6	25	22	79	37	133	39	145
Deniliquin Health Service	5	*	6	28	7	33	7	50
Forbes District Hospital	5	*	16	96	25	192	31	209
Gunnedah District Hospital	3	*	17	90	34	125	24	157
Inverell District Hospital	5	50	13	72	20	101	15	100
Kempsey Hospital	12	39	24	85	29	137	27	146
Kurri Kurri District Hospital	5	*	9	54	13	73	10	*
Lithgow Health Service	4	18	10	58	11	70	9	83
Macksville District Hospital	9	26	20	71	26	123	26	147
Macleay District Hospital	13	53	26	111	39	163	23	115
Milton and Ulladulla Hospital	8	40	23	92	31	112	31	121
Moree District Hospital	3	33	9	79	9	78	12	*
Moruya District Hospital	7	34	17	76	22	123	22	143
Mudgee District Hospital	7	31	22	80	34	131	35	160
Muswellbrook District Hospital	4	*	19	104	32	118	28	119
Narrabri District Hospital	5	9	14	53	20	75	18	87
Queanbeyan Health Service	9	32	25	103	31	140	32	156
Singleton District Hospital	8	41	23	86	33	116	24	120
Young Health Service	5	26	10	42	11	57	6	73
Total C2 peer group	8	35	19	84	26	128	25	146
Other								
Total Other	5	32	10	59	13	85	11	96

(*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.

Source: NSW Health, Health Information Exchange. Data extracted on 20 October 2016.

Appendix table 4b: NSW Emergency department performance measures by peer group

Presentations, transfer of care time (from ambulance to ED staff) and time patients spent in the emergency department, by hospital and peer group, July to September 2016

	Attendances	Transfer of care			Leaving the ED			
		Median (minutes)	95th percentile (minutes)	% patients transferred in 30 minutes	Presentations used to calculate	Median (hours and minutes)	95th percentile (hours and minutes)	% patients spent 4 hours or less in the ED
New South Wales	652,749	12	45	89.2%	652,473	2h 50m	10h 43m	71.5%
A1 peer group: Principal referral								
Bankstown / Lidcombe Hospital	13,333	14	33	92.7%	13,333	3h 15m	11h 19m	71.4%
Concord Hospital	9,602	11	22	98.5%	9,599	3h 12m	7h 36m	73.2%
Gosford Hospital	16,429	10	103	76.6%	16,429	3h 21m	8h 38m	62.4%
John Hunter Hospital	19,453	11	32	93.6%	19,453	3h 19m	9h 15m	64.2%
Liverpool Hospital	20,752	13	55	84.7%	20,751	3h 53m	15h 41m	53.2%
Nepean Hospital	17,045	12	44	88.9%	17,007	3h 55m	16h 44m	52.6%
Prince of Wales Hospital	13,921	10	44	90.9%	13,917	3h 16m	10h 22m	65.0%
Royal North Shore Hospital	20,114	15	50	84.3%	20,114	3h 34m	11h 37m	59.3%
Royal Prince Alfred Hospital	18,419	14	32	93.1%	18,419	3h 41m	13h 0m	65.2%
St George Hospital	19,061	11	31	93.9%	19,056	3h 37m	11h 21m	60.6%
St Vincent's Health Sydney	11,181	13	59	84.3%	11,181	3h 9m	16h 56m	65.3%
Westmead Hospital	18,661	12	34	92.2%	18,644	3h 40m	17h 42m	56.8%
Wollongong Hospital	15,658	12	41	88.6%	15,654	3h 34m	22h 27m	59.9%
Total A1 peer group	213,629	12	46	89.0%	213,557	3h 32m	13h 19m	61.4%
A2 peer group: Paediatric specialist								
Sydney Children's Hospital	9,444	9	21	97.8%	9,444	2h 18m	10h 16m	77.4%
The Children's Hospital at Westmead	14,743	6	18	99.5%	14,743	3h 7m	10h 25m	66.4%
Total A2 peer group	24,187	7	19	98.9%	24,187	2h 47m	10h 24m	70.7%
A3 peer group: Ungrouped acute - tertiary referral								
Calvary Mater Newcastle	9,068	4	39	90.1%	9,068	2h 46m	9h 39m	72.8%
Sydney/Sydney Eye Hospital	7,217	8	20	98.0%	7,211	2h 15m	5h 20m	88.0%
Total A3 peer group	16,285	5	35	91.7%	16,279	2h 28m	7h 41m	79.5%

Appendix table 4b: NSW Emergency department performance measures by peer group

Presentations, transfer of care time (from ambulance to ED staff) and time patients spent in the emergency department, by hospital and peer group, July to September 2016

	Attendances	Transfer of care			Leaving the ED			
		Median (minutes)	95th percentile (minutes)	% patients transferred in 30 minutes	Presentations used to calculate	Median (hours and minutes)	95th percentile (hours and minutes)	% patients spent 4 hours or less in the ED
B peer group: Major								
Auburn Hospital	6,654	14	34	93.0%	6,610	3h 5m	10h 24m	76.7%
Blacktown Hospital	11,262	18	78	76.7%	11,241	4h 2m	22h 31m	49.7%
Campbelltown Hospital	16,528	14	41	89.4%	16,528	3h 47m	15h 38m	58.6%
Canterbury Hospital	11,232	11	25	97.1%	11,227	2h 55m	6h 43m	79.7%
Coffs Harbour Base Hospital	9,420	12	36	91.5%	9,413	3h 3m	12h 3m	70.3%
Dubbo Base Hospital	8,287	13	47	88.1%	8,285	2h 56m	14h 2m	69.8%
Fairfield Hospital	8,763	11	33	92.7%	8,763	2h 55m	8h 1m	76.9%
Hornsby and Ku-Ring-Gai Hospital	9,574	12	34	92.9%	9,574	3h 0m	8h 17m	75.5%
Lismore Base Hospital	7,897	15	72	76.6%	7,888	3h 5m	12h 6m	63.5%
Maitland Hospital	12,232	9	25	96.9%	12,232	3h 7m	10h 11m	70.5%
Manly District Hospital	5,800	11	25	97.5%	5,800	2h 57m	7h 11m	83.3%
Manning Base Hospital	6,987	5	31	90.8%	6,987	2h 51m	7h 6m	76.8%
Mona Vale and District Hospital	8,424	10	24	96.5%	8,424	2h 32m	6h 10m	84.5%
Orange Health Service	7,136	10	29	95.1%	7,133	2h 34m	16h 43m	73.9%
Port Macquarie Base Hospital	8,358	12	57	84.1%	8,353	2h 57m	11h 40m	68.8%
Shoalhaven District Memorial Hospital	9,234	17	77	72.3%	9,233	3h 3m	13h 12m	64.7%
Sutherland Hospital	12,462	14	38	90.7%	12,459	3h 17m	10h 5m	67.5%
Tamworth Base Hospital	10,881	9	34	92.1%	10,881	2h 26m	8h 20m	76.6%
The Tweed Hospital	12,626	8	32	92.8%	12,616	2h 12m	8h 27m	79.7%
Wagga Wagga Rural Referral Hospital	10,017	11	64	86.0%	10,017	2h 35m	9h 48m	71.9%
Wyong Hospital	15,972	10	46	89.9%	15,971	2h 50m	9h 32m	69.4%
Total B peer group	209,746	12	46	88.9%	209,635	3h 0m	11h 0m	70.9%
C1 peer group: District group 1								
Armidale and New England Hospital	4,076	3**	41**	91.9%**	4,076	1h 56m	6h 1m	82.4%
Bathurst Base Hospital	6,217	16	60	81.1%	6,217	2h 29m	11h 4m	74.4%
Belmont Hospital	5,902	10	29	94.9%	5,902	2h 47m	9h 38m	73.0%
Bowral and District Hospital	4,555	11	35	93.3%	4,555	2h 19m	7h 0m	81.3%
Broken Hill Base Hospital	5,795	12	34	92.5%	5,795	0h 57m	5h 27m	89.6%
Goulburn Base Hospital	4,309	14	48	87.1%	4,309	2h 38m	6h 32m	77.2%
Grafton Base Hospital	6,248	15**	38**	87.7%**	6,243	2h 11m	10h 18m	75.4%
Griffith Base Hospital	5,186	12	29	95.3%	5,184	1h 59m	6h 29m	84.2%
Hawkesbury District Health Services (public hospital services only)	5,701	19	55	76.7%	5,674	2h 59m	9h 22m	77.8%
Mount Druitt Hospital	8,131	16	50	85.1%	8,125	3h 22m	19h 32m	64.7%
Murwillumbah District Hospital	4,366	11**	26**	98.3%**	4,364	1h 25m	5h 45m	88.5%
Ryde Hospital	6,480	10	25	96.7%	6,479	2h 33m	7h 8m	82.1%
Shellharbour Hospital	7,573	11	39	90.0%	7,572	3h 21m	12h 56m	64.2%
South East Regional Hospital	4,187	14	38	89.3%	4,186	2h 52m	8h 20m	69.1%
Total C1 peer group	78,726	12	40	90.0%	78,681	2h 28m	9h 3m	76.5%

Appendix table 4b: NSW Emergency department performance measures by peer group

Presentations, transfer of care time (from ambulance to ED staff) and time patients spent in the emergency department, by hospital and peer group, July to September 2016

	Attendances	Transfer of care			Leaving the ED			
		Median (minutes)	95th percentile (minutes)	% patients transferred in 30 minutes	Presentations used to calculate	Median (hours and minutes)	95th percentile (hours and minutes)	% patients spent 4 hours or less in the ED
C2 peer group: District group 2								
Ballina District Hospital	3,882	13**	40**	90.5%**	3,881	2h 15m	8h 16m	74.7%
Bateman's Bay District Hospital	3,567	9	31	92.8%	3,567	1h 7m	6h 16m	84.7%
Blue Mountains District Anzac Memorial Hospital	4,216	13	39	92.2%	4,204	2h 59m	8h 38m	76.0%
Casino and District Memorial Hospital	3,378	18	60	81.9%	3,376	1h 19m	6h 32m	88.9%
Cessnock District Hospital	4,262	10	26	96.1%	4,262	1h 30m	6h 23m	87.2%
Deniliquin Health Service	2,072	9**	50**	84.2%**	2,072	1h 1m	5h 41m	89.1%
Forbes District Hospital	1,856	11	61	88.3%	1,855	1h 22m	5h 35m	88.0%
Gunnedah District Hospital	1,951	9	33	89.4%	1,951	1h 25m	6h 5m	88.6%
Inverell District Hospital	2,082	6**	26**	92.7%**	2,082	1h 35m	6h 0m	86.1%
Kempsey Hospital	6,451	14	51	83.9%	6,448	2h 13m	8h 6m	78.5%
Kurri Kurri District Hospital	969	*	*	*	969	0h 47m	4h 21m	93.6%
Lithgow Health Service	3,099	9	35	92.4%	3,094	1h 34m	6h 43m	87.1%
Macksville District Hospital	2,982	13	45	90.0%	2,980	1h 49m	6h 16m	86.1%
Macleay District Hospital	2,932	12	47	85.3%	2,931	2h 1m	7h 10m	81.1%
Milton and Ulladulla Hospital	3,562	14	39	89.7%	3,562	1h 25m	7h 5m	86.0%
Moree District Hospital	1,961	4	22	93.0%	1,961	1h 14m	6h 45m	87.3%
Moruya District Hospital	2,441	12	40	89.1%	2,441	2h 24m	8h 51m	73.4%
Mudgee District Hospital	2,730	12	44	87.1%	2,730	1h 45m	5h 49m	86.7%
Muswellbrook District Hospital	2,378	8	24	97.1%	2,378	1h 35m	5h 48m	90.2%
Narrabri District Hospital	1,339	4	27	94.2%	1,339	1h 32m	6h 0m	88.2%
Queanbeyan Health Service	4,793	12	32	92.8%	4,793	2h 11m	6h 28m	84.3%
Singleton District Hospital	2,724	5	22	93.8%	2,724	1h 23m	5h 10m	90.0%
Young Health Service	2,698	#	#	#	2,698	1h 6m	3h 30m	97.6%
Total C2 peer group	68,325	11	39	90.3%	68,298	1h 43m	6h 46m	84.7%
Other								
Total Other	41,851	11**	97**	80.8%**	41,836	1h 5m	4h 52m	92.5%

(*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.

(**) Use caution when interpreting these results - more than 30% of total records where transfer of care cannot be calculated.

(#) ED Transfer of care time is not currently available for this hospital.

Source: NSW Health, Health Information Exchange. Data extracted on 20 October 2016.

Appendix table 4c: NSW Emergency department performance measures by peer group

Percentage of patients whose treatment started within clinically recommended timeframes, by hospital and peer group, July to September 2016

	Triage 2 (%)	Triage 3 (%)	Triage 4 (%)	Triage 5 (%)
New South Wales	64.9	68.2	77.1	92.9
A1 peer group: Principal referral				
Bankstown / Lidcombe Hospital	55.1	62.6	83.4	95.9
Concord Hospital	73.7	70.8	82.5	96.1
Gosford Hospital	78.1	61.4	65.6	90.4
John Hunter Hospital	71.5	61.1	69.5	90.0
Liverpool Hospital	58.9	76.7	88.3	97.5
Nepean Hospital	47.5	50.4	69.3	85.8
Prince of Wales Hospital	63.8	70.4	84.3	87.0
Royal North Shore Hospital	77.1	76.6	82.0	94.1
Royal Prince Alfred Hospital	49.0	61.0	73.7	90.3
St George Hospital	55.1	60.6	79.2	95.6
St Vincent's Health Sydney	85.1	76.1	83.1	91.8
Westmead Hospital	36.7	40.3	65.9	90.6
Wollongong Hospital	58.5	61.8	75.7	91.6
Total A1 peer group	58.7	64.1	76.2	91.7
A2 peer group: Paediatric specialist				
Sydney Children's Hospital	53.9	73.6	67.1	94.7
The Children's Hospital at Westmead	88.7	63.6	55.3	65.1
Total A2 peer group	73.6	66.9	60.5	87.4
A3 peer group: Ungrouped acute - tertiary referral				
Calvary Mater Newcastle	70.1	78.8	82.2	94.4
Sydney/Sydney Eye Hospital	65.9	71.1	84.9	94.9
Total A3 peer group	69.6	76.4	83.5	94.8

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Percentage of patients whose treatment started within clinically recommended timeframes, by hospital and peer group, July to September 2016

	Triage 2 (%)	Triage 3 (%)	Triage 4 (%)	Triage 5 (%)
B peer group: Major				
Auburn Hospital	61.8	66.4	71.9	91.6
Blacktown Hospital	42.8	48.0	67.3	91.5
Campbelltown Hospital	76.6	74.4	74.3	89.0
Canterbury Hospital	73.7	74.5	79.2	92.7
Coffs Harbour Base Hospital	89.7	80.5	74.4	89.6
Dubbo Base Hospital	59.8	62.4	71.2	88.1
Fairfield Hospital	56.9	71.4	77.4	90.7
Hornsby and Ku-Ring-Gai Hospital	91.5	79.5	86.0	95.3
Lismore Base Hospital	80.8	57.8	61.6	86.4
Maitland Hospital	79.0	69.5	65.0	85.1
Manly District Hospital	90.8	85.8	87.3	95.6
Manning Base Hospital	89.4	72.7	74.2	91.2
Mona Vale and District Hospital	87.3	79.7	84.4	94.2
Orange Health Service	89.8	82.5	85.1	95.2
Port Macquarie Base Hospital	46.3	65.7	78.9	92.4
Shoalhaven District Memorial Hospital	42.9	51.2	71.7	93.7
Sutherland Hospital	37.5	48.8	76.3	95.2
Tamworth Base Hospital	72.3	66.5	72.7	93.5
The Tweed Hospital	82.6	78.6	88.7	97.8
Wagga Wagga Rural Referral Hospital	73.5	70.0	79.1	95.0
Wyong Hospital	72.9	65.8	80.8	96.9
Total B peer group	69.4	68.6	76.6	92.5
C1 peer group: District group 1				
Armidale and New England Hospital	67.7	61.8	71.1	92.2
Bathurst Base Hospital	99.0	79.8	83.9	93.1
Belmont Hospital	78.1	84.1	83.9	92.3
Bowral and District Hospital	66.6	76.0	80.8	95.6
Broken Hill Base Hospital	65.4	76.1	86.2	94.2
Goulburn Base Hospital	63.3	66.0	69.1	88.7
Grafton Base Hospital	58.1	63.1	75.6	95.2
Griffith Base Hospital	81.3	76.5	82.6	95.3
Hawkesbury District Health Services (public hospital services only)	47.1	81.3	90.2	94.8
Mount Druitt Hospital	47.8	47.3	60.5	88.1
Murwillumbah District Hospital	80.0	90.2	92.9	98.8
Ryde Hospital	84.5	86.8	87.5	94.1
Shellharbour Hospital	84.1	67.4	73.9	95.2
South East Regional Hospital	71.1	55.5	57.2	79.1
Total C1 peer group	70.4	71.2	78.8	92.0

Appendix table 4c: NSW Emergency department performance measures by peer group

Percentage of patients whose treatment started within clinically recommended timeframes, by hospital and peer group, July to September 2016

	Triage 2 (%)	Triage 3 (%)	Triage 4 (%)	Triage 5 (%)
C2 peer group: District group 2				
Ballina District Hospital	73.0	78.0	78.2	89.5
Bateman's Bay District Hospital	60.4	73.2	82.2	96.6
Blue Mountains District Anzac Memorial Hospital	78.5	74.9	74.6	83.7
Casino and District Memorial Hospital	76.8	61.9	66.8	88.1
Cessnock District Hospital	74.7	68.4	70.4	89.4
Deniliquin Health Service	77.8	97.4	99.1	99.6
Forbes District Hospital	87.4	80.2	78.0	86.7
Gunnedah District Hospital	79.6	73.8	72.6	92.1
Inverell District Hospital	79.9	79.7	86.0	97.0
Kempsey Hospital	42.5	62.6	74.7	90.5
Kurri Kurri District Hospital	85.5	92.6	93.2	98.6
Lithgow Health Service	86.3	88.0	93.4	98.8
Macksville District Hospital	57.9	72.5	80.5	93.6
Maclean District Hospital	37.8	56.6	67.0	95.4
Milton and Ulladulla Hospital	64.5	63.0	78.8	95.0
Moree District Hospital	78.3	81.5	91.7	100.0
Moruya District Hospital	69.1	73.2	80.3	92.6
Mudgee District Hospital	65.8	67.6	76.4	91.4
Muswellbrook District Hospital	87.8	76.5	80.5	95.2
Narrabri District Hospital	98.1	87.0	90.6	98.7
Queanbeyan Health Service	64.3	61.6	74.4	88.5
Singleton District Hospital	72.0	65.5	78.6	95.4
Young Health Service	81.5	90.9	95.8	97.8
Total C2 peer group	66.9	72.2	78.9	91.8
Other				
Total Other	75.6	85.2	90.1	97.1

(*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from Peer totals.
Source: NSW Health, Health Information Exchange. Data extracted on 20 October 2016.