



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

South Eastern Sydney Local Health District

October to December 2017

## Prince of Wales Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 15,708 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

October to December 2017

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

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

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

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

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

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

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

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 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
4,852	
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:<sup>6</sup> 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.

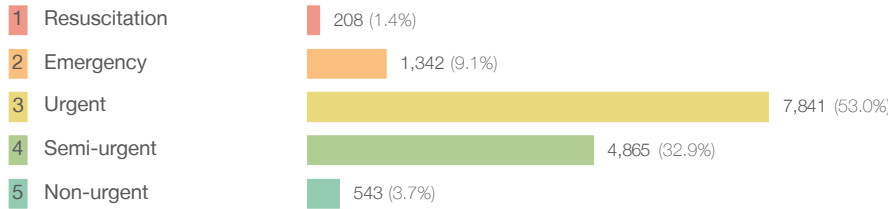
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

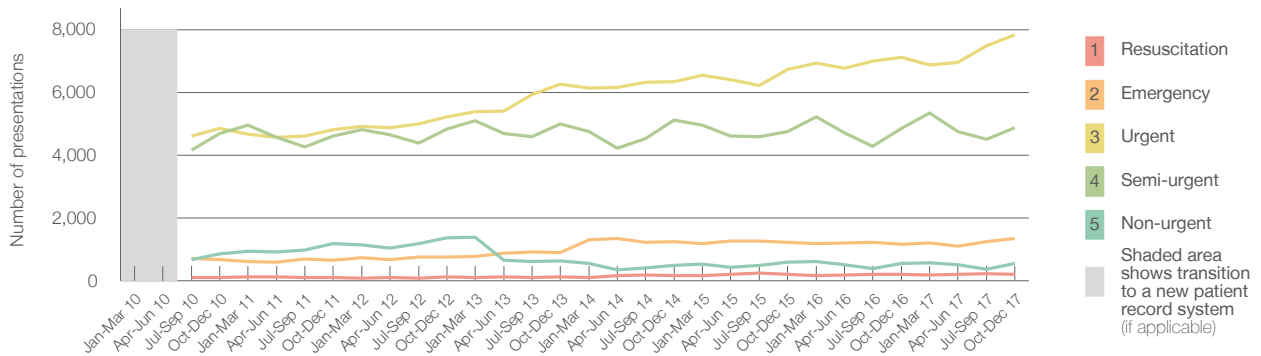
All presentations:<sup>1</sup> 15,708 patients

Emergency presentations<sup>2</sup> 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 presentations<sup>2</sup> 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:<sup>7</sup> 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)

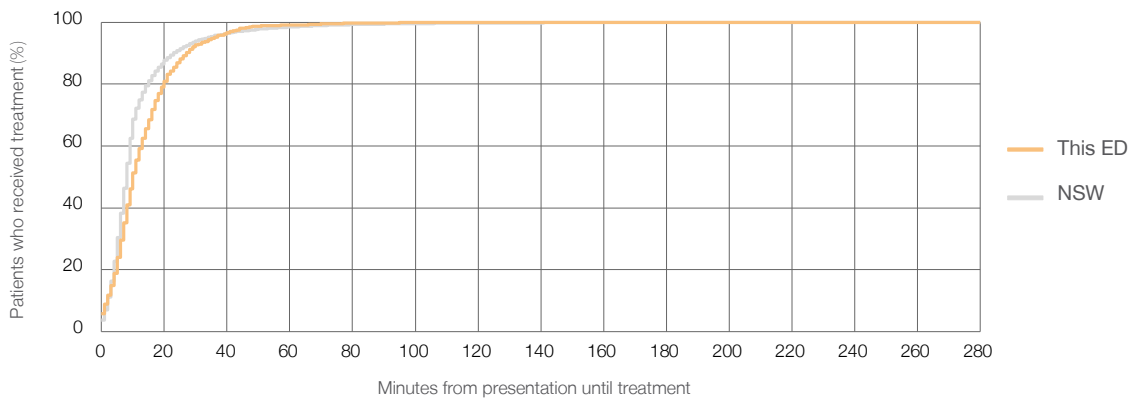
Number of triage 2 patients: 1,342

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,311

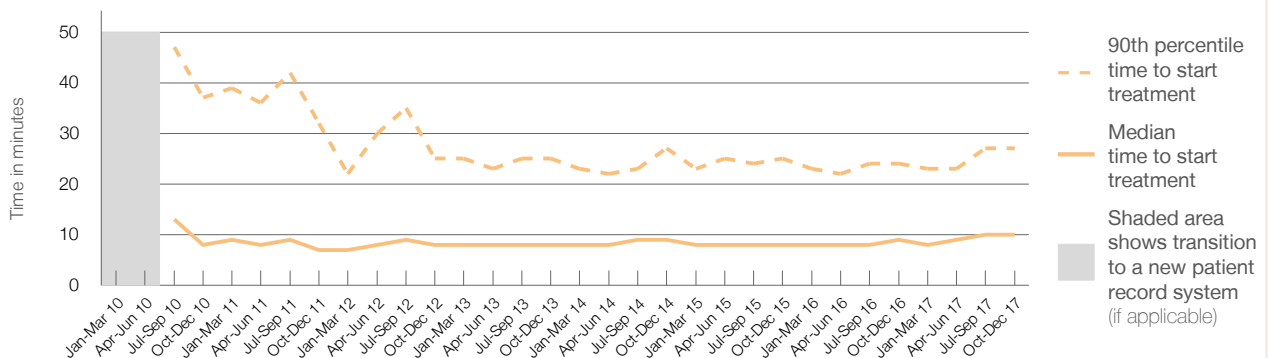
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 27 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	8	7	8	8	9	8	9	10
90th percentile time to start treatment <sup>5</sup> (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

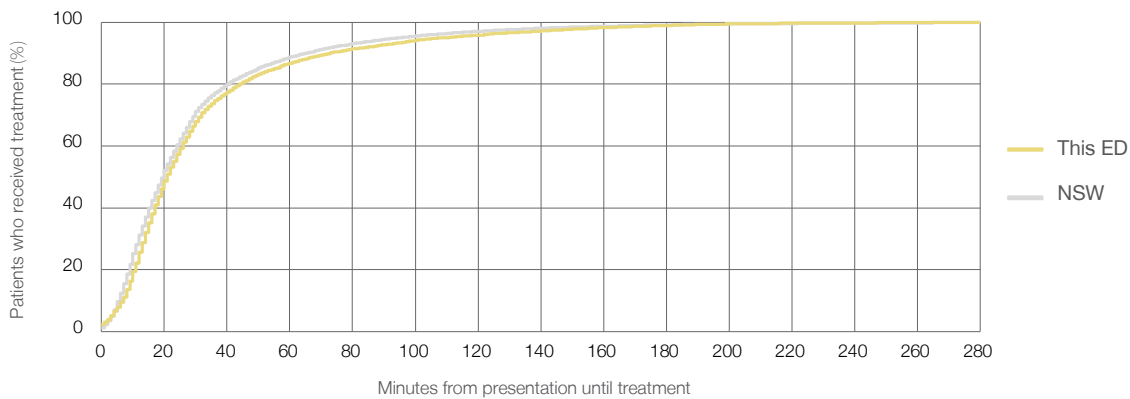
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,680

Median time to start treatment<sup>4</sup> 21 minutes

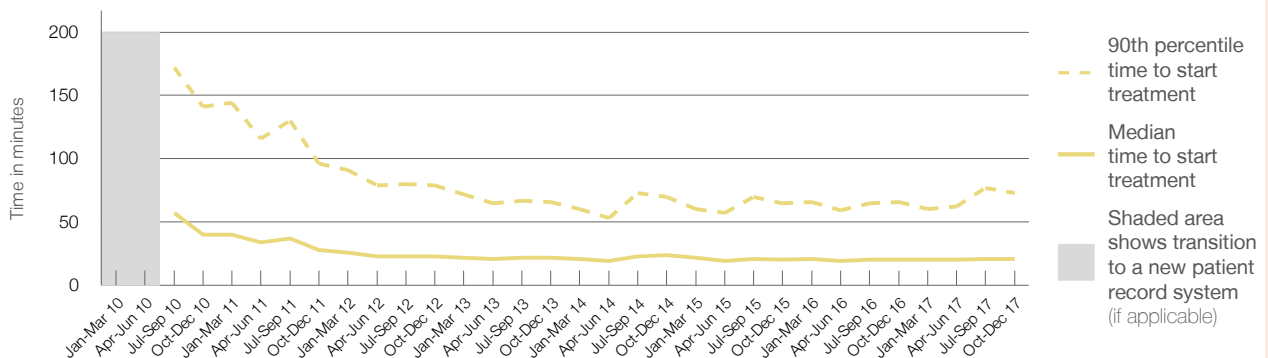
90th percentile time to start treatment<sup>5</sup> 73 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	40	28	23	22	24	20	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	141	96	79	66	70	65	66	73

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## 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

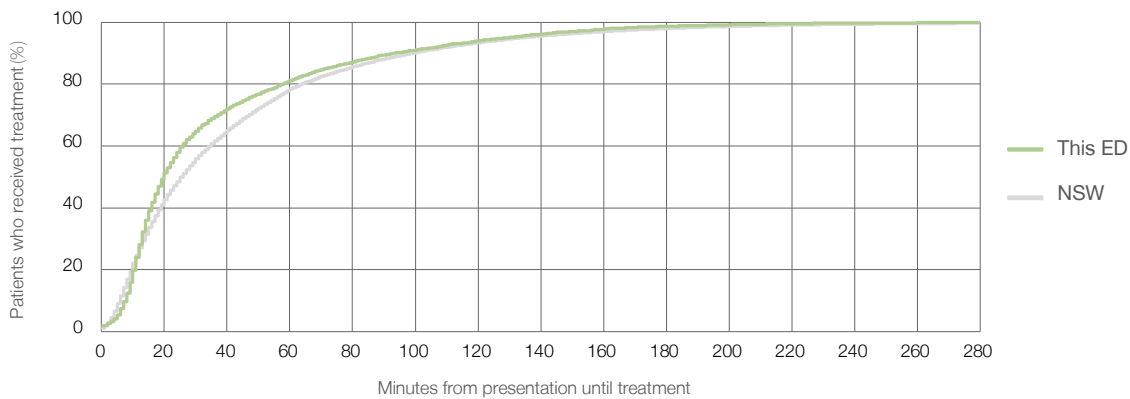
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,697

Median time to start treatment<sup>4</sup>  20 minutes

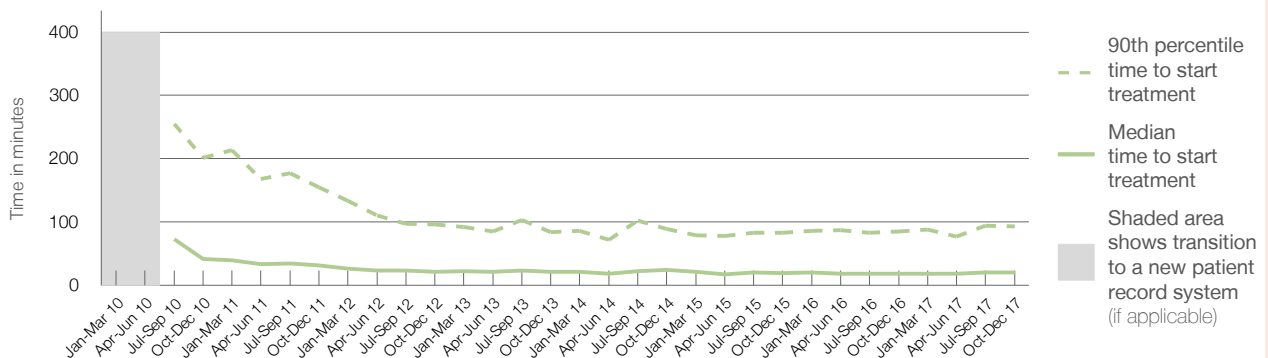
90th percentile time to start treatment<sup>5</sup>  93 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,852	4,675
Median time to start treatment <sup>4</sup>	18 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	42	31	21	21	24	19	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	201	155	96	84	89	83	85	93

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## 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

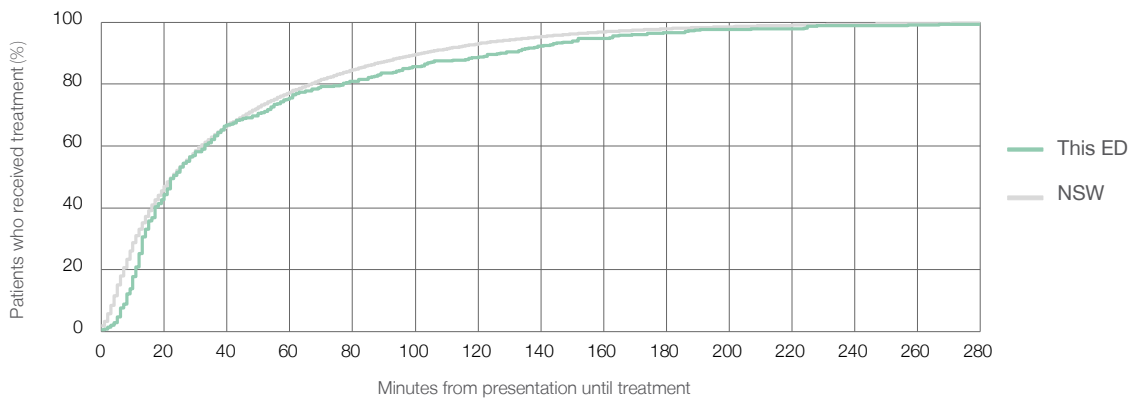
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 434

Median time to start treatment<sup>4</sup> 23 minutes

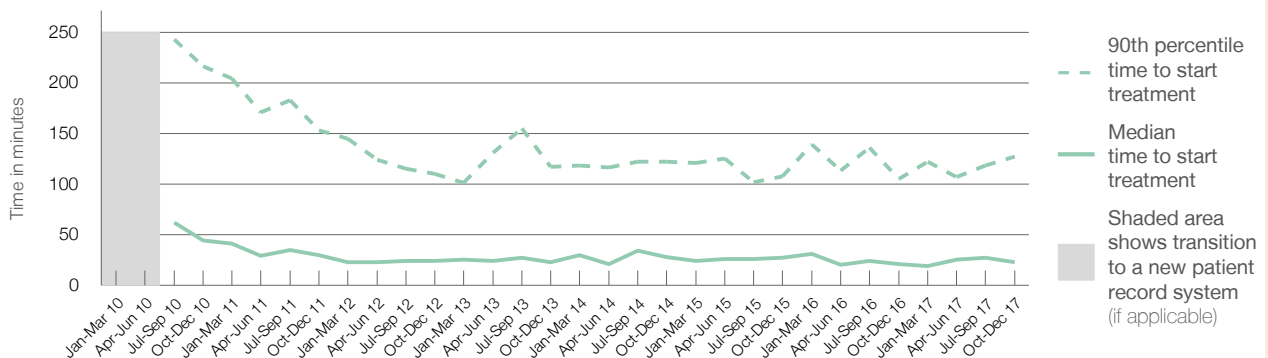
90th percentile time to start treatment<sup>5</sup> 127 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	44	30	24	23	28	27	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	216	153	110	117	122	108	105	127

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## Prince of Wales Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 15,708 patients

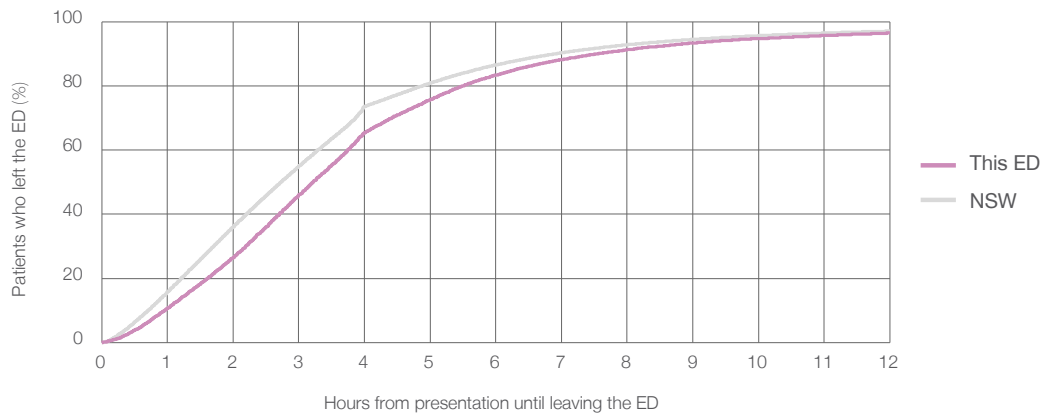
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,707 patients

Median time spent in the ED<sup>8</sup> 3 hours and 13 minutes

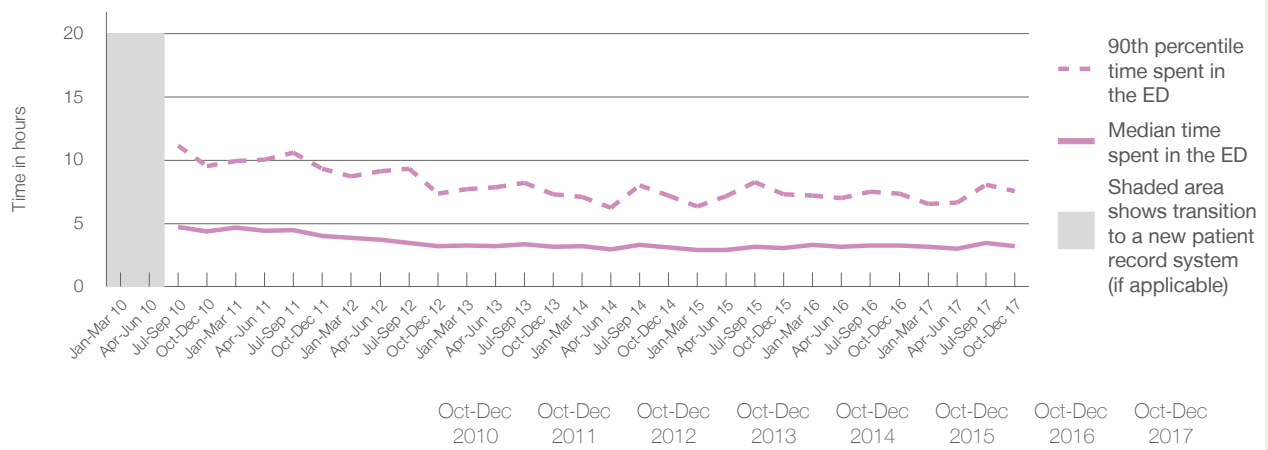
90th percentile time spent in the ED<sup>9</sup> 7 hours and 33 minutes

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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 15m	3h 13m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m

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

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

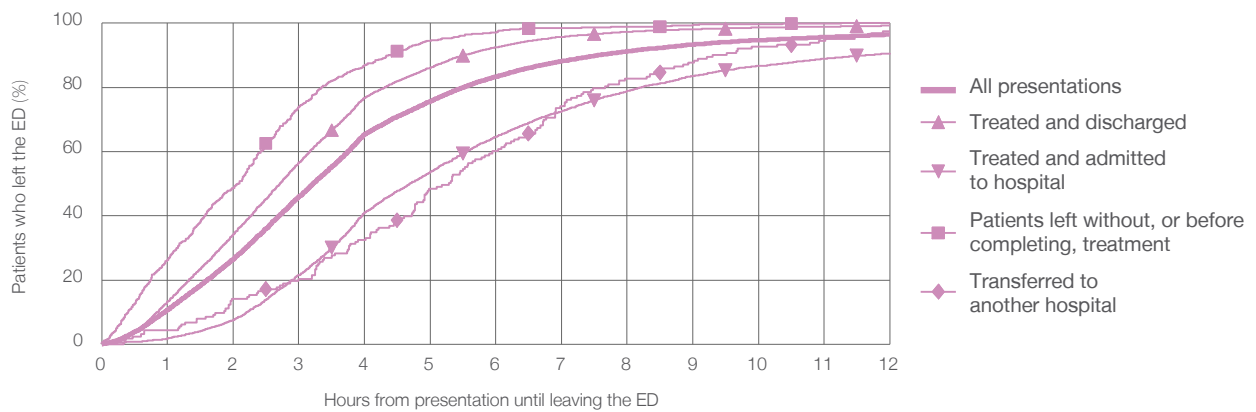
All presentations:<sup>1</sup> 15,708 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>†‡</sup>



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%

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**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: <sup>1</sup> 15,708 patients

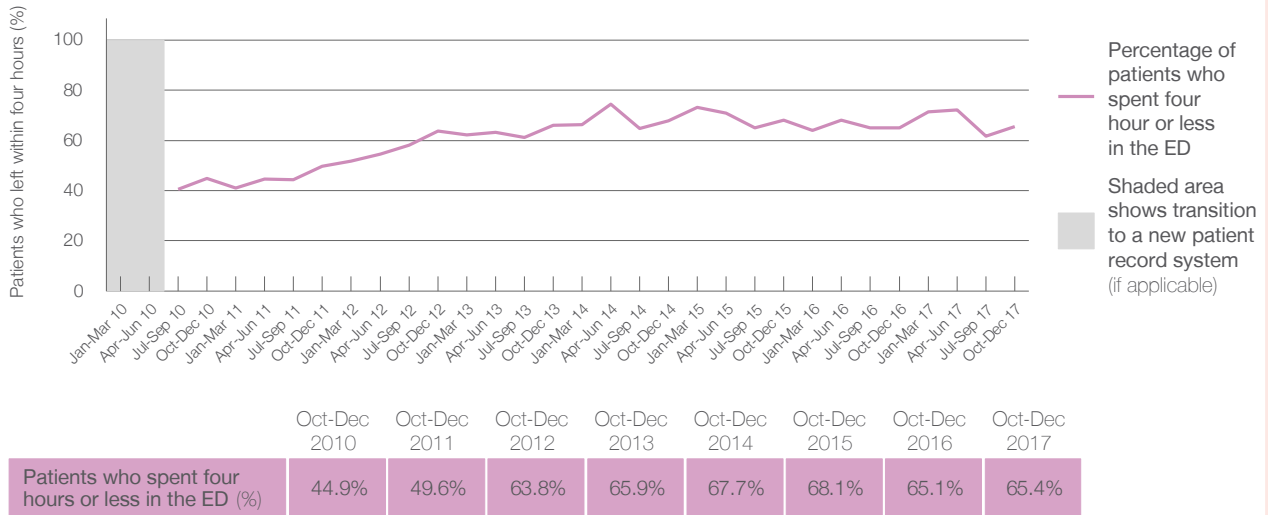
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,707 patients

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 <sup>†‡</sup>



\* 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).

## St George Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 20,353 patients

Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

October to December 2017

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

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

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

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 64 minutes

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

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

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

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

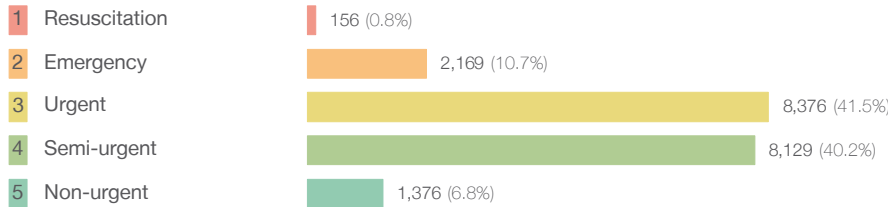
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

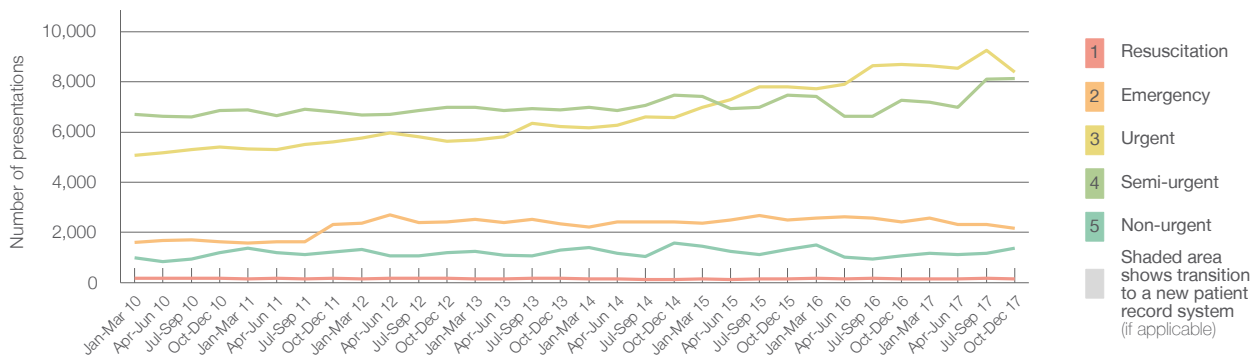
All presentations:<sup>1</sup> 20,353 patients

Emergency presentations<sup>2</sup> 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 presentations<sup>2</sup> 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:<sup>7</sup> 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

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

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

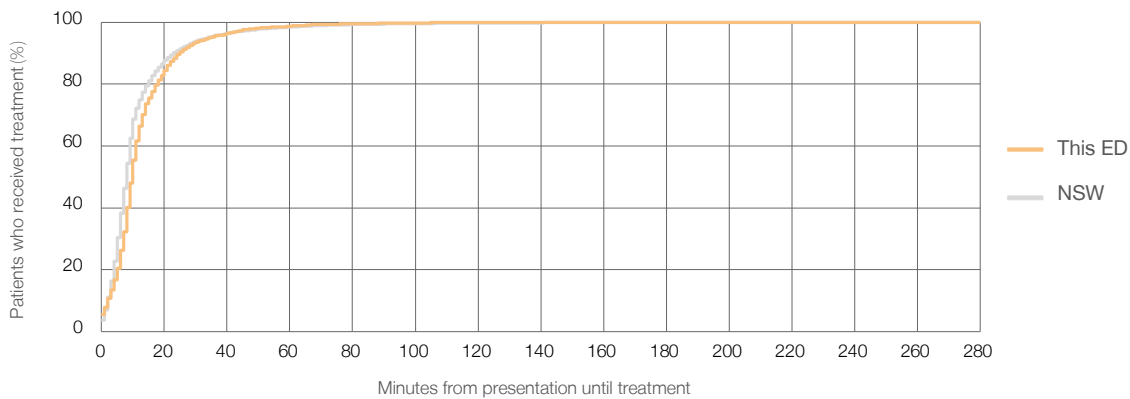
Number of triage 2 patients: 2,169

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,159

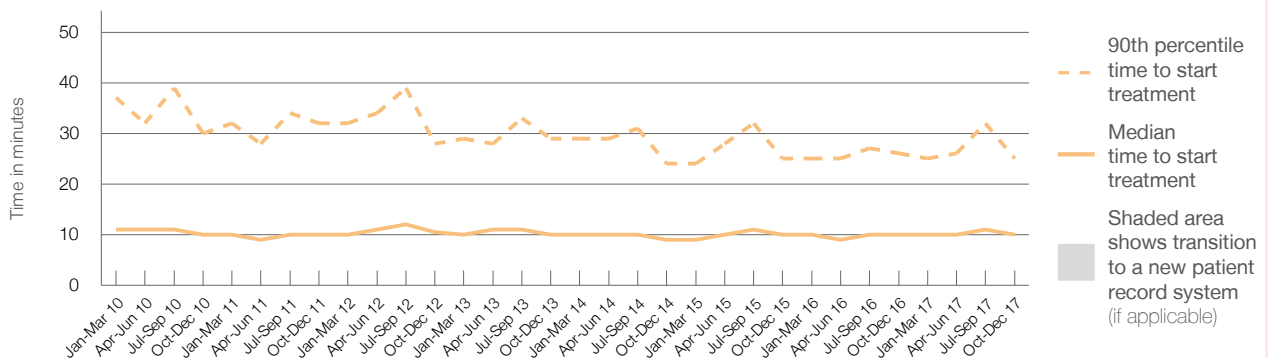
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  25 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	10	10	11	10	9	10	10	10
90th percentile time to start treatment <sup>5</sup> (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

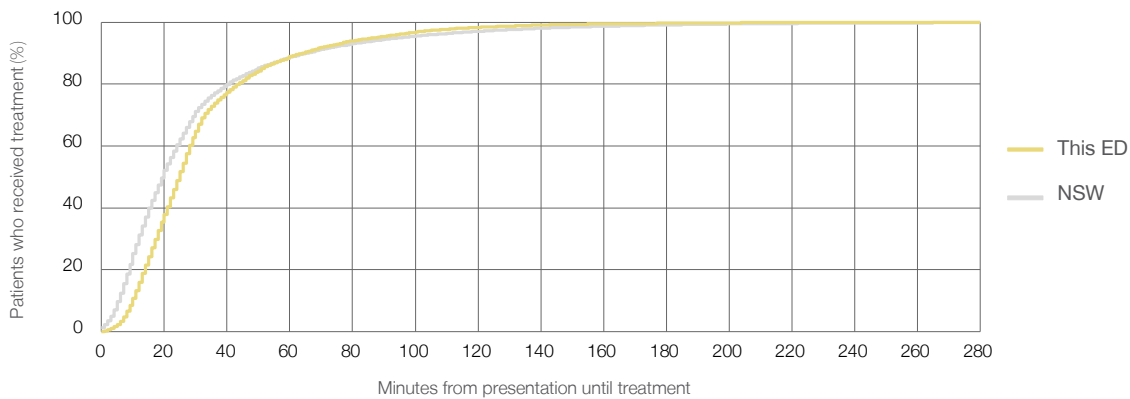
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,245

Median time to start treatment<sup>4</sup>  25 minutes

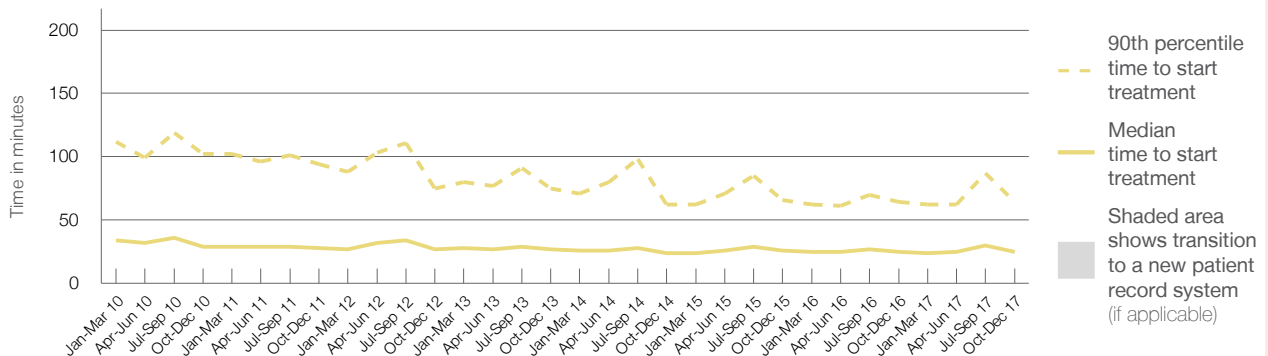
90th percentile time to start treatment<sup>5</sup>  64 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	29	28	27	27	24	26	25	25
90th percentile time to start treatment <sup>5</sup> (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

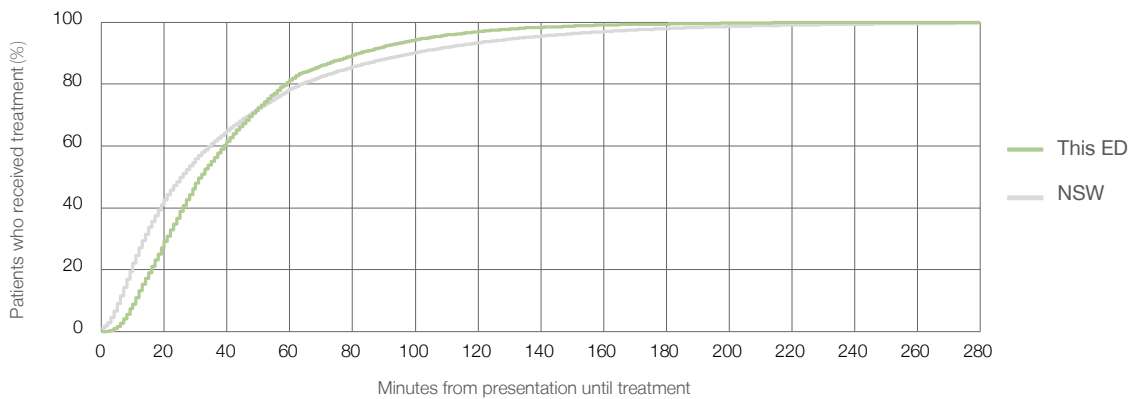
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,880

Median time to start treatment<sup>4</sup>  32 minutes

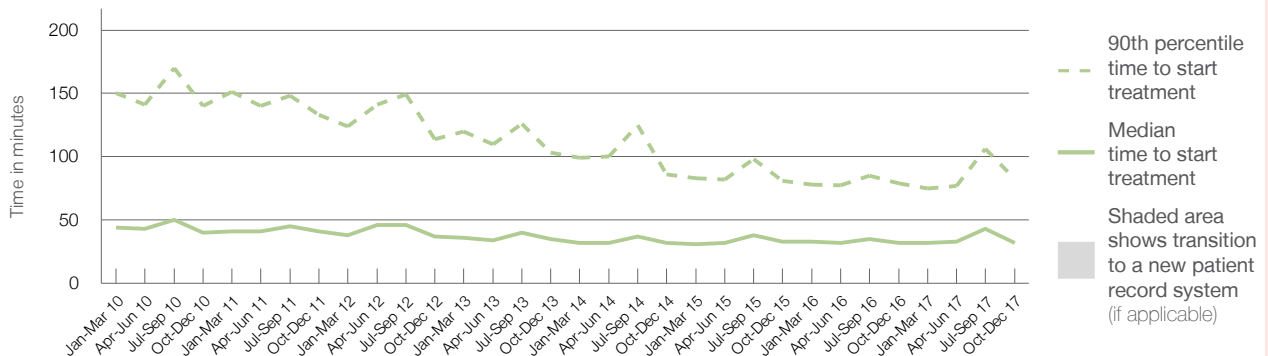
90th percentile time to start treatment<sup>5</sup>  83 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	40	41	37	35	32	33	32	32
90th percentile time to start treatment <sup>5</sup> (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

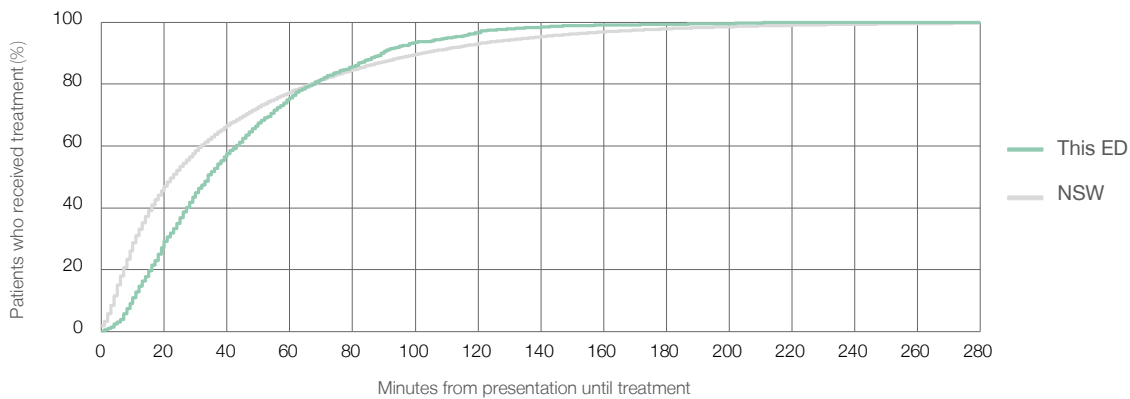
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,151

Median time to start treatment<sup>4</sup>  34 minutes

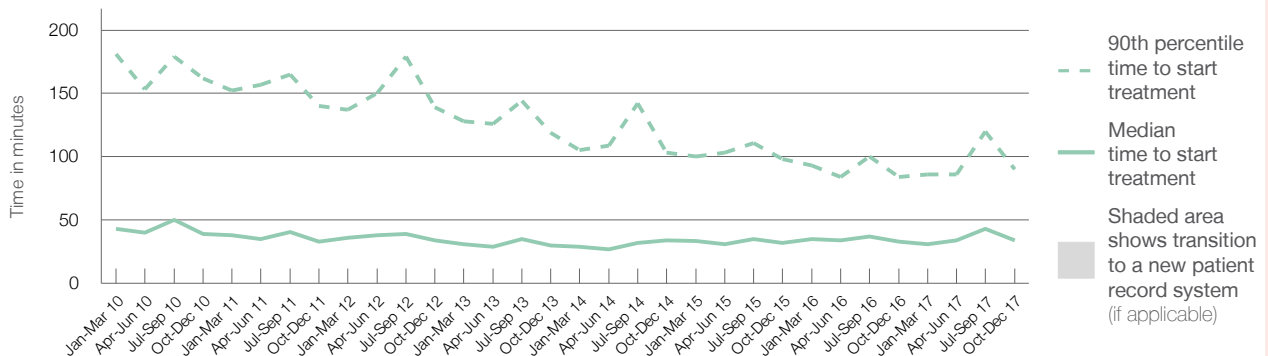
90th percentile time to start treatment<sup>5</sup>  90 minutes

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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	39	33	34	30	34	32	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	162	140	139	119	103	98	84	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.



## St George Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 20,353 patients

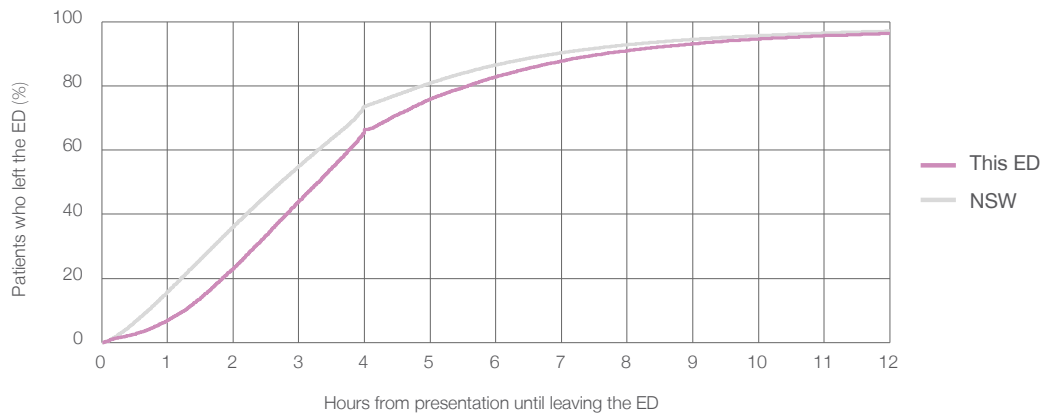
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,350 patients

Median time spent in the ED<sup>8</sup> 3 hours and 18 minutes

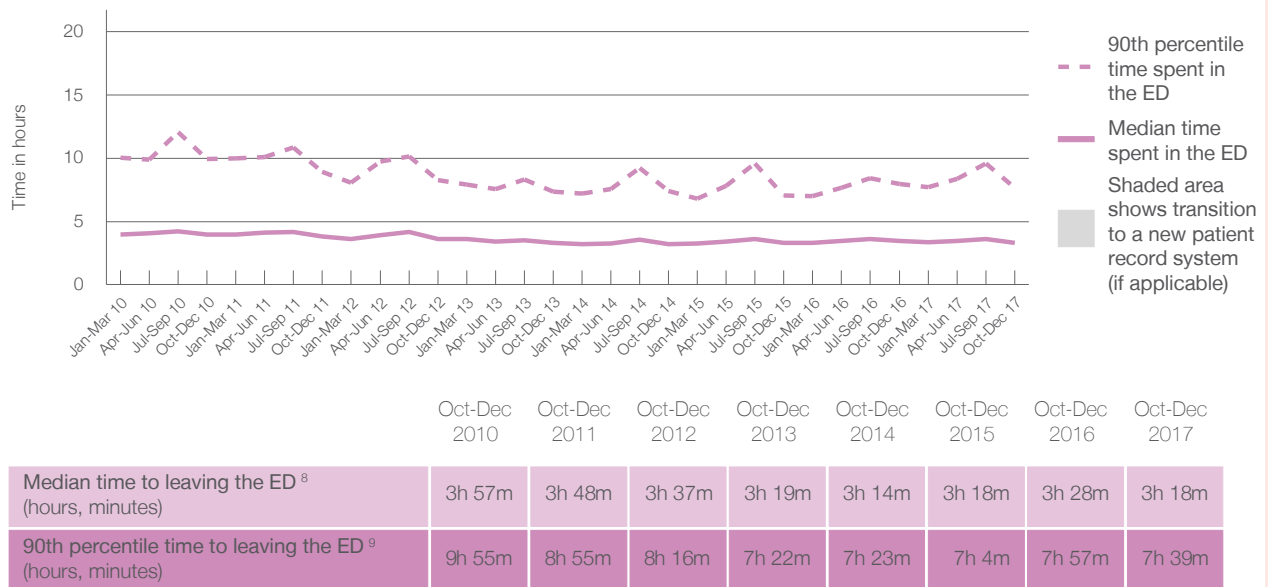
90th percentile time spent in the ED<sup>9</sup> 7 hours and 39 minutes

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<sup>†‡</sup>



(†) 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 spent in the ED By mode of separation October to December 2017

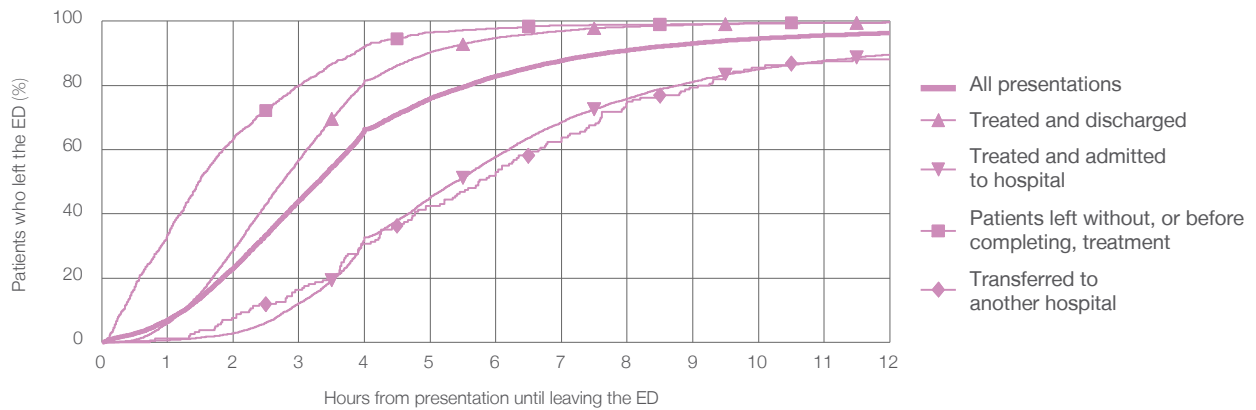
All presentations:<sup>1</sup> 20,353 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>†‡</sup>



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: <sup>1</sup> 20,353 patients

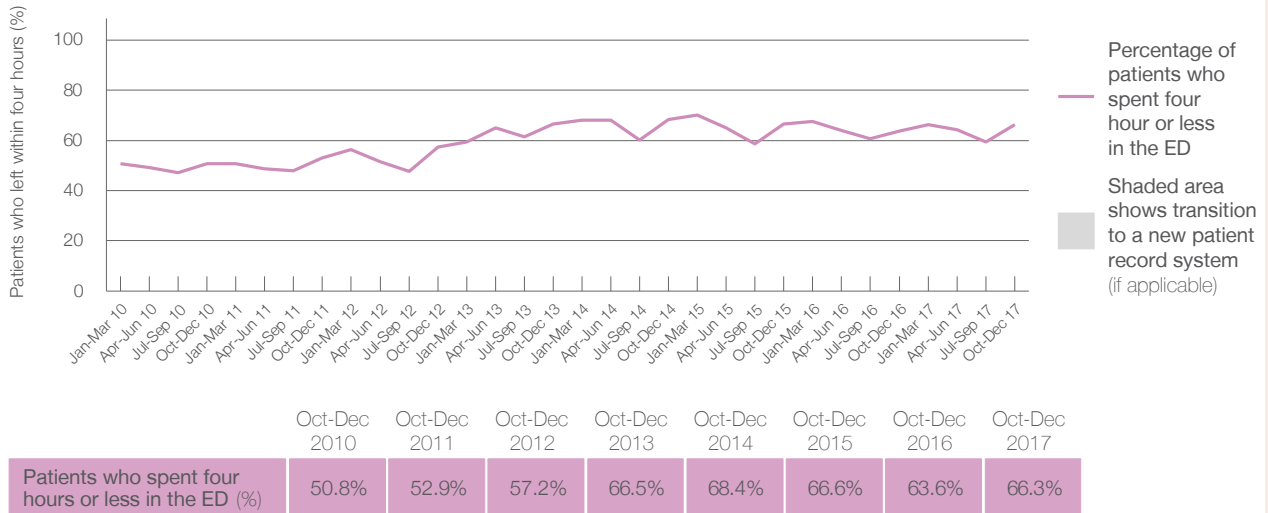
Presentations used to calculate time to leaving the ED: <sup>6</sup> 20,350 patients

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 <sup>†‡</sup>



\* 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).

## Sutherland Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 12,980 patients

Emergency presentations:<sup>2</sup> 12,878 patients

Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%

## Sutherland Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,963 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,565 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,577 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 724 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
1,645	
13 minutes	8 minutes
31 minutes	23 minutes
5,286	
29 minutes	20 minutes
70 minutes	65 minutes
4,858	
32 minutes	26 minutes
81 minutes	99 minutes
936	
31 minutes	23 minutes
89 minutes	103 minutes

## Sutherland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,977 patients

Percentage of patients who spent four hours or less in the ED 60.9%

Same period last year	Change since one year ago
12,934	0.3%
67.9%	

\* 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.

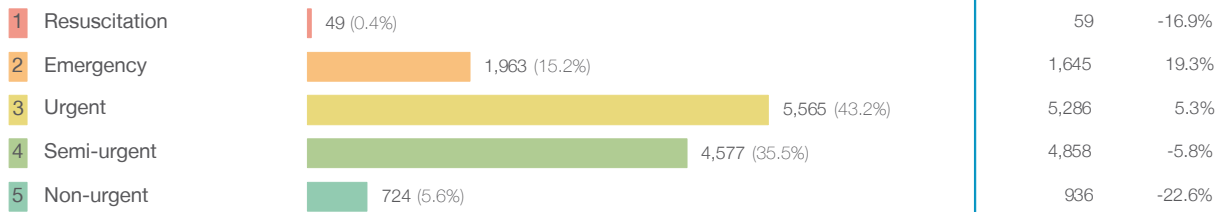
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Sutherland Hospital: Patients presenting to the emergency department October to December 2017

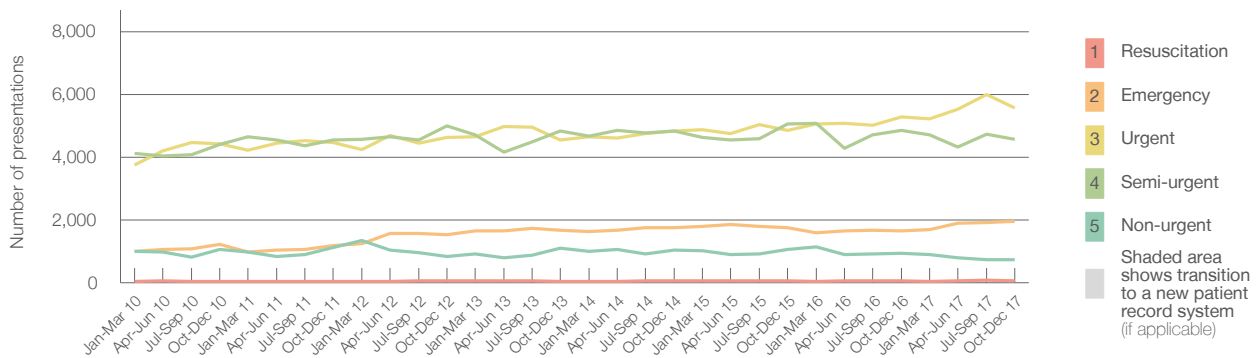
All presentations:<sup>1</sup> 12,980 patients

Emergency presentations<sup>2</sup> by triage category: 12,878 patients



Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%
59	-16.9%
1,645	19.3%
5,286	5.3%
4,858	-5.8%
936	-22.6%

Emergency presentations<sup>2</sup> 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	43	40	60	37	55	63	59	49
Emergency	1,227	1,188	1,528	1,664	1,760	1,745	1,645	1,963
Urgent	4,433	4,463	4,635	4,552	4,828	4,853	5,286	5,565
Semi-urgent	4,401	4,538	5,003	4,834	4,830	5,052	4,858	4,577
Non-urgent	1,051	1,114	837	1,106	1,040	1,065	936	724
All emergency presentations	11,155	11,343	12,063	12,193	12,513	12,778	12,784	12,878

## Sutherland Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,487 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,418	
13 minutes	0 minutes
28 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.

## Sutherland 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: 1,963

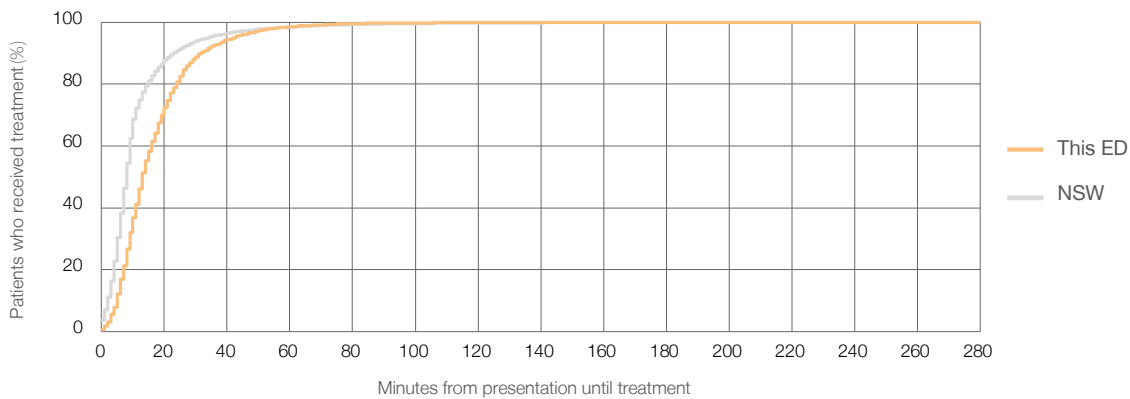
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,954

Median time to start treatment<sup>4</sup>  13 minutes

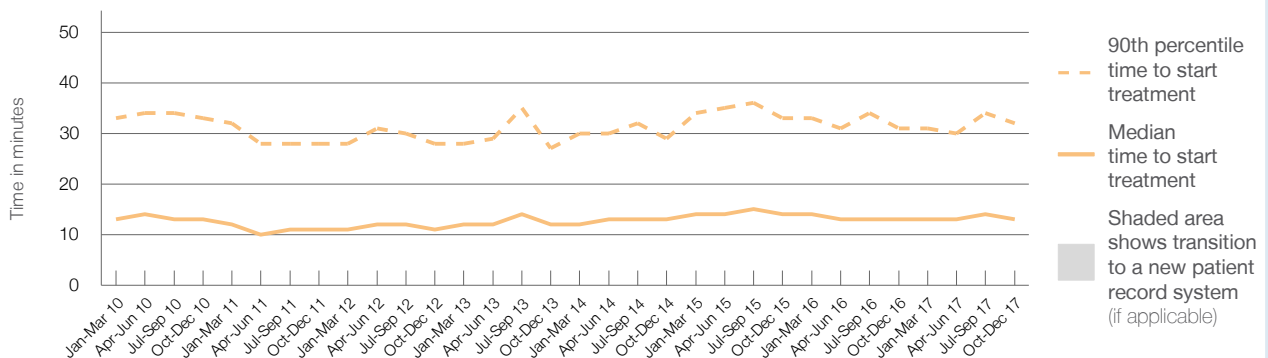
90th percentile time to start treatment<sup>5</sup>  32 minutes

Same period last year	NSW (this period)
1,645	1,641
13 minutes	8 minutes
31 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	13	11	11	12	13	14	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	33	28	28	27	29	33	31	32

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

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

## Sutherland 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: 5,565

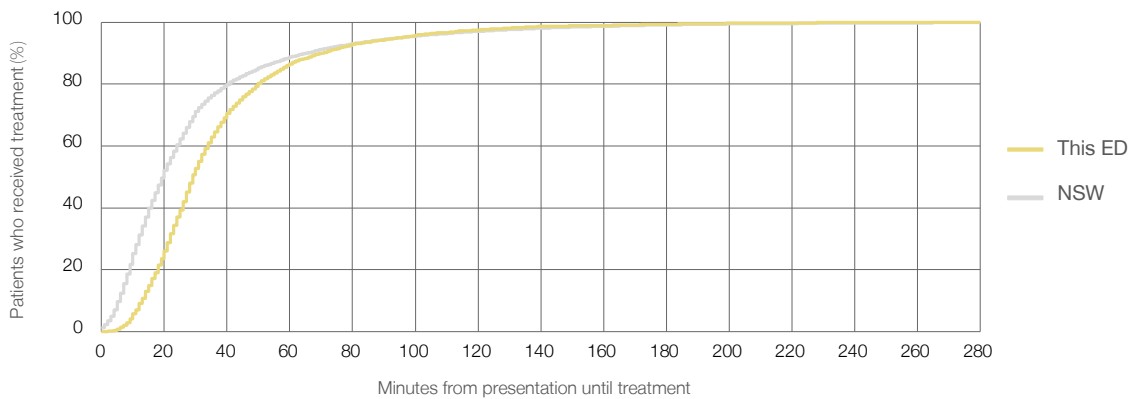
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,477

Median time to start treatment<sup>4</sup> 29 minutes

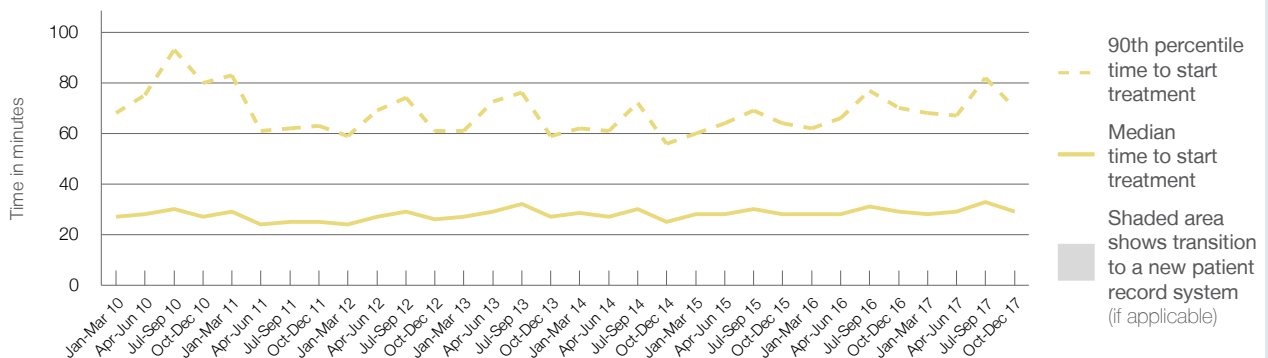
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
5,286	5,194
29 minutes	20 minutes
70 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	27	25	26	27	25	28	29	29
90th percentile time to start treatment <sup>5</sup> (minutes)	80	63	61	59	56	64	70	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.

## Sutherland 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: 4,577

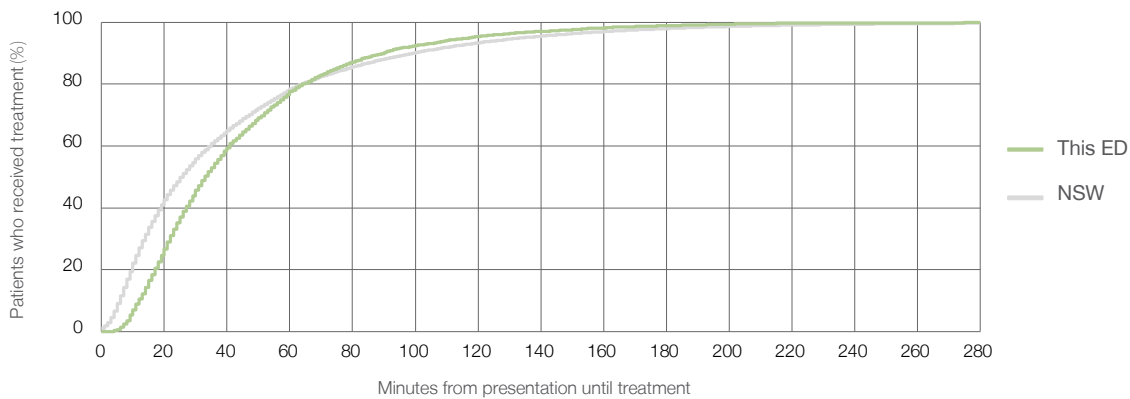
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,424

Median time to start treatment<sup>4</sup> 33 minutes

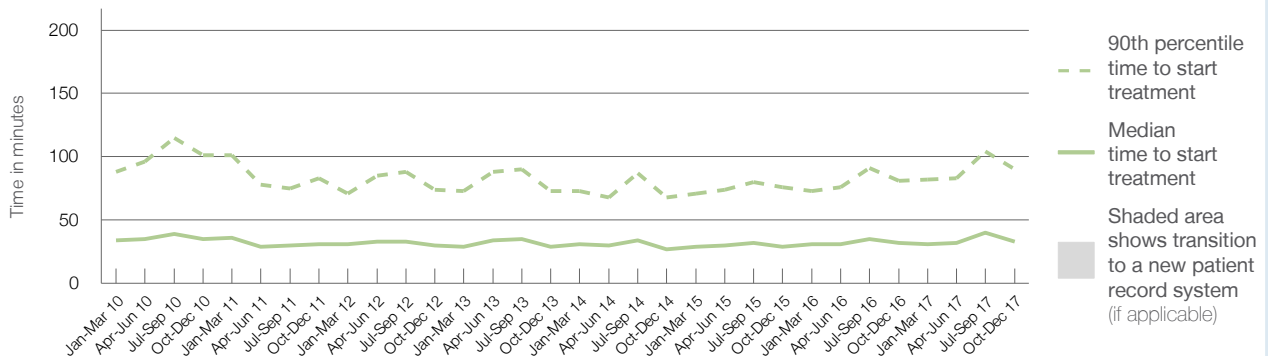
90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
4,858	4,694
32 minutes	26 minutes
81 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	35	31	30	29	27	29	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	101	83	74	73	68	76	81	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.



## Sutherland 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: 724

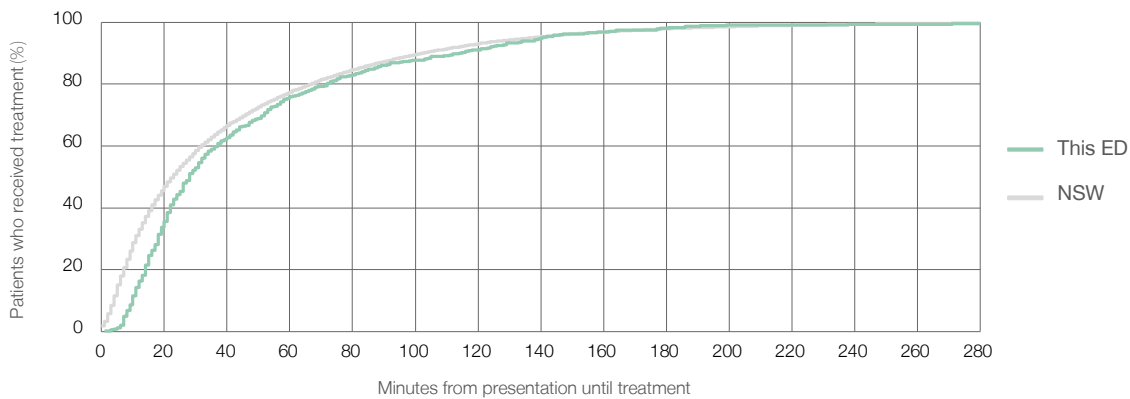
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 648

Median time to start treatment<sup>4</sup>  28 minutes

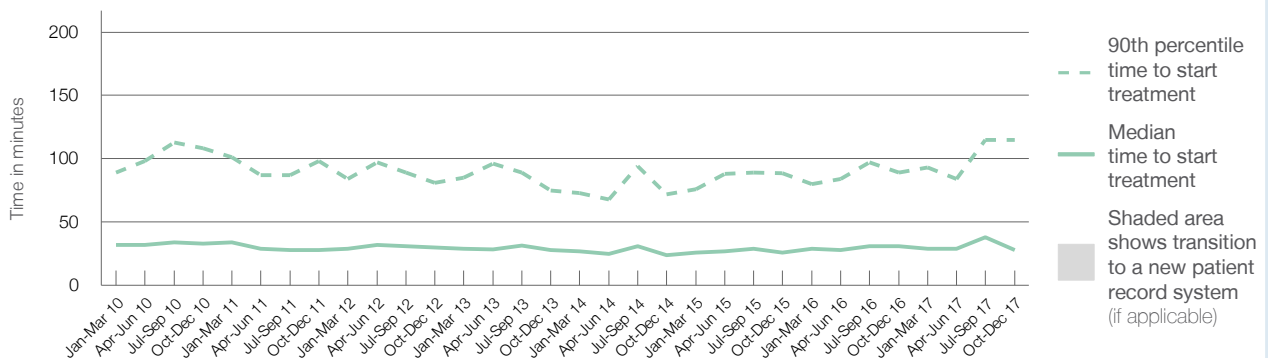
90th percentile time to start treatment<sup>5</sup>  115 minutes

Same period last year	NSW (this period)
936	834
31 minutes	23 minutes
89 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	33	28	30	28	24	26	31	28
90th percentile time to start treatment <sup>5</sup> (minutes)	108	98	81	75	72	89	89	115

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

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

## Sutherland Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 12,980 patients

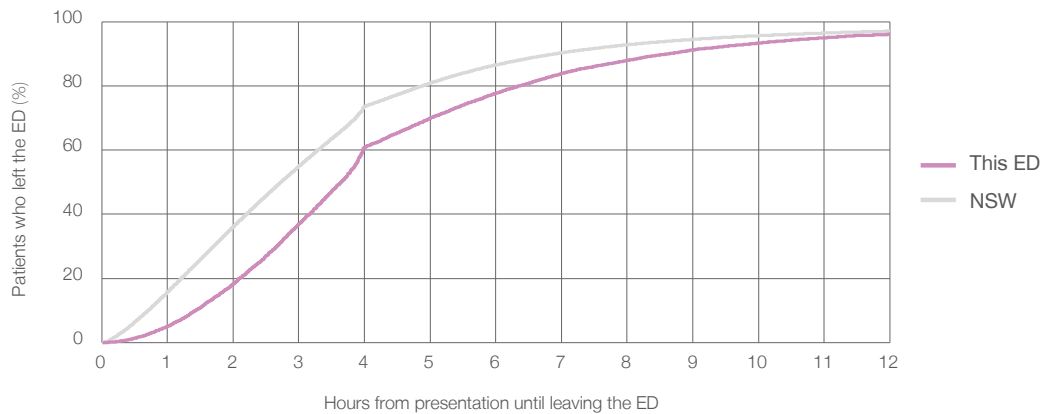
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,977 patients

Median time spent in the ED<sup>8</sup> 3 hours and 39 minutes

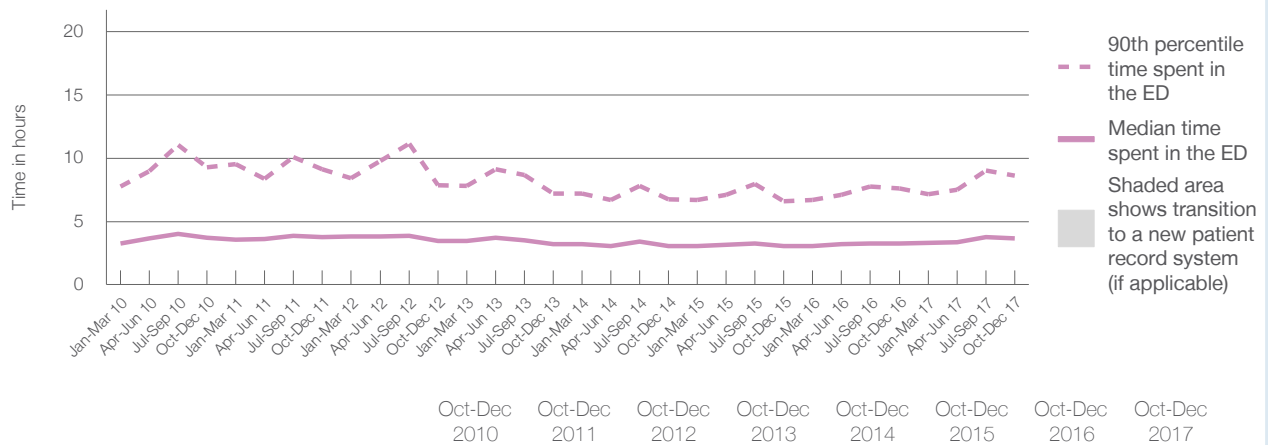
90th percentile time spent in the ED<sup>9</sup> 8 hours and 38 minutes

Same period last year	NSW (this period)
12,935	
12,934	
3 hours and 15 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m

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

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

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

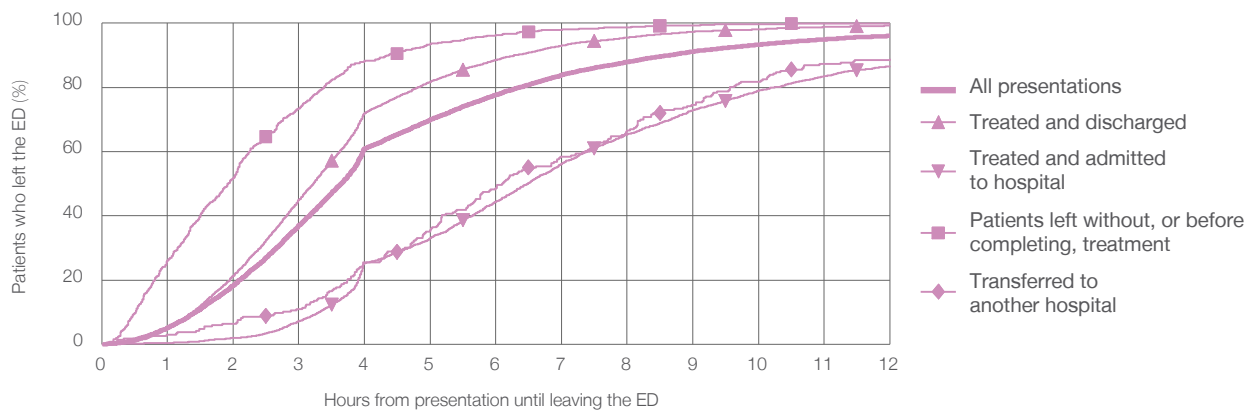
All presentations:<sup>1</sup> 12,980 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,977 patients

Treated and discharged	8,836 (68.1%)
Treated and admitted to hospital	3,114 (24.0%)
Patient left without, or before completing, treatment	742 (5.7%)
Transferred to another hospital	236 (1.8%)
Other	52 (0.4%)

Same period last year	Change since one year ago
12,934	0.3%
8,965	-1.4%
3,025	2.9%
635	16.9%
257	-8.2%
53	-1.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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	4.8%	21.4%	45.0%	72.0%	88.6%	95.5%	98.1%	99.3%
Treated and admitted to hospital	0.5%	2.0%	7.2%	25.2%	44.4%	65.4%	79.0%	86.7%
Patient left without, or before completing, treatment	26.0%	51.9%	73.5%	88.3%	96.2%	98.8%	99.7%	99.9%
Transferred to another hospital	3.0%	6.4%	11.0%	25.4%	48.7%	66.5%	81.8%	89.0%
All presentations	5.1%	18.4%	37.0%	60.9%	77.7%	88.0%	93.3%	96.1%

(†) 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.

## Sutherland 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: <sup>1</sup> 12,980 patients

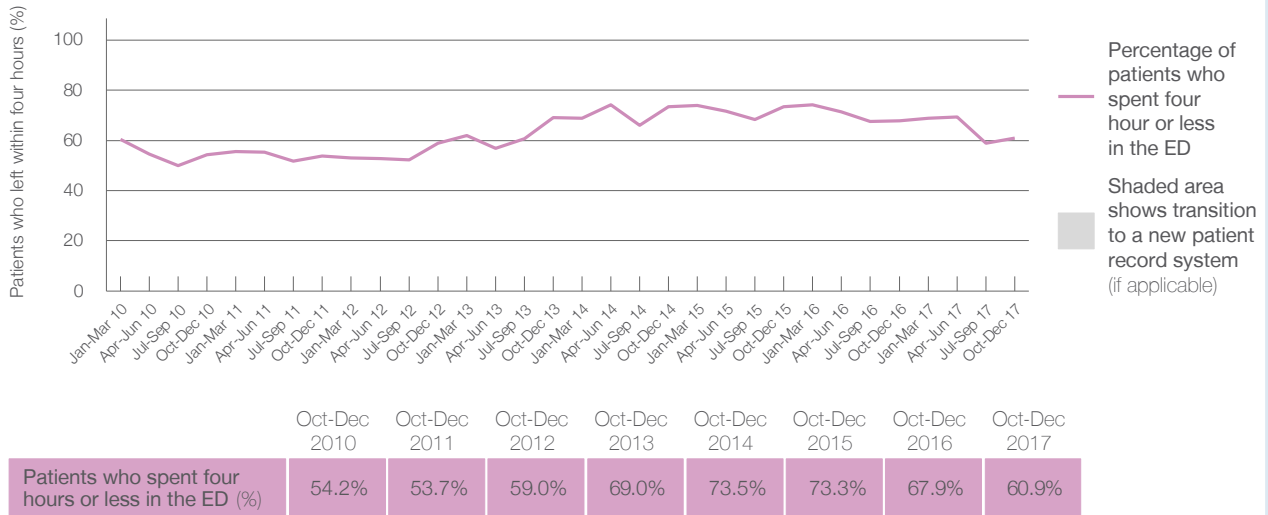
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,977 patients

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	12,935	0.3%
Presentations used to calculate time to leaving the ED	12,934	0.3%
Percentage of patients who spent four hours or less in the ED	67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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).

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

October to December 2017

All presentations:<sup>1</sup> 8,614 patients  
Emergency presentations:<sup>2</sup> 8,331 patients

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

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

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 17 minutes

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

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

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

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 83 minutes

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

Median time to start treatment<sup>4</sup> 39 minutes  
90th percentile time to start treatment<sup>5</sup> 111 minutes

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

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,614 patients

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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

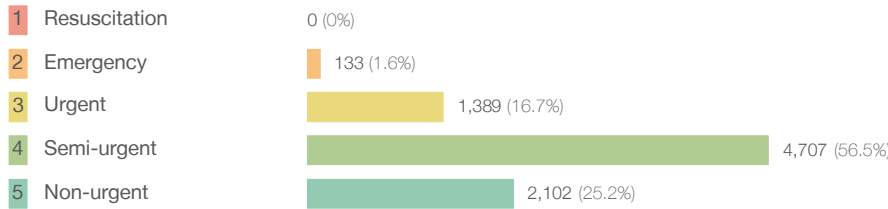
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

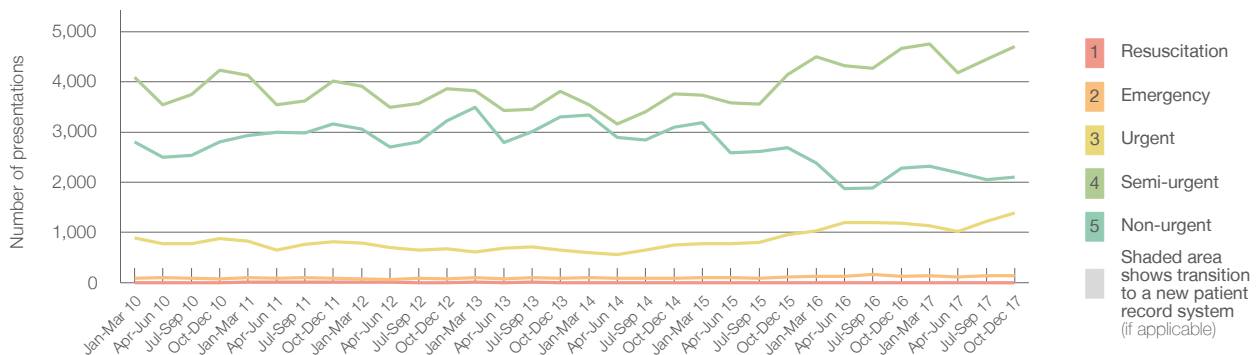
All presentations:<sup>1</sup> 8,614 patients

Emergency presentations<sup>2</sup> by triage category: 8,331 patients



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

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



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

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 120 patients

ED Transfer of care time



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

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

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

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

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

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

Number of triage 2 patients: 133

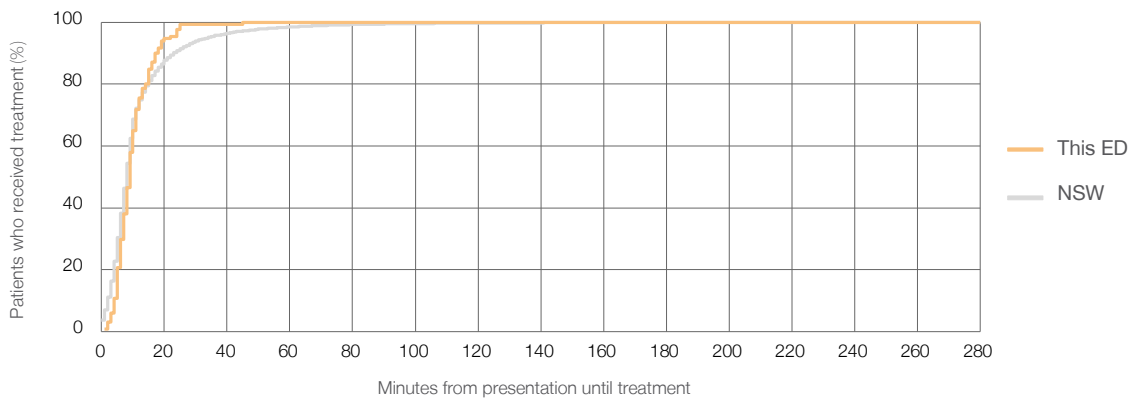
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 131

Median time to start treatment<sup>4</sup>  9 minutes

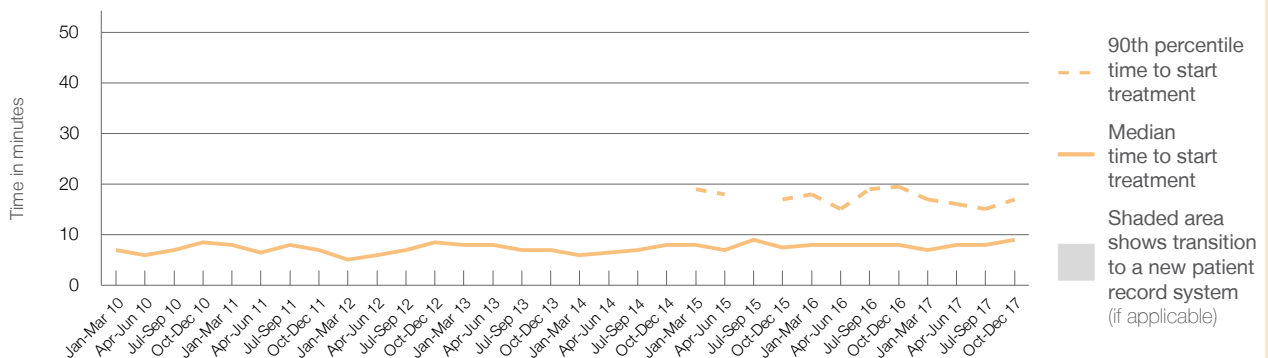
90th percentile time to start treatment<sup>5</sup>  17 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	9	7	9	7	8	8	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	*	17	20	17

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

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

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

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

Number of triage 3 patients: 1,389

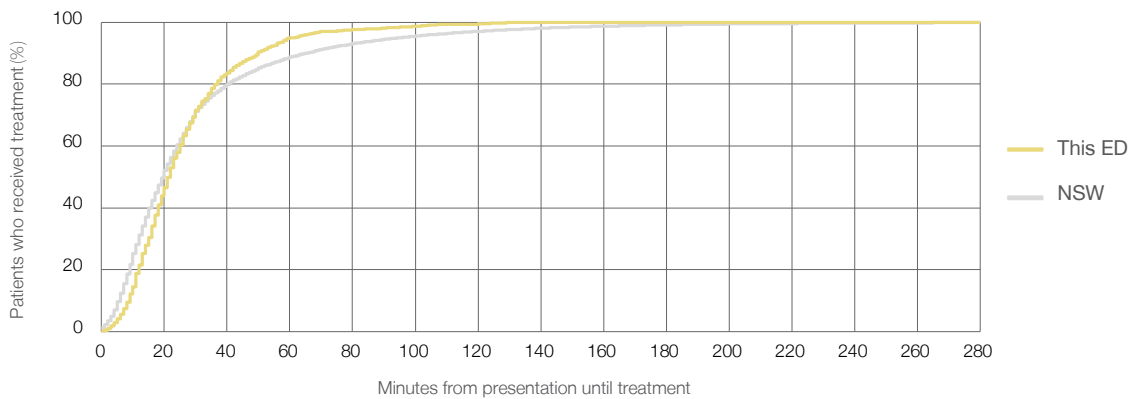
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,370

Median time to start treatment<sup>4</sup> 22 minutes

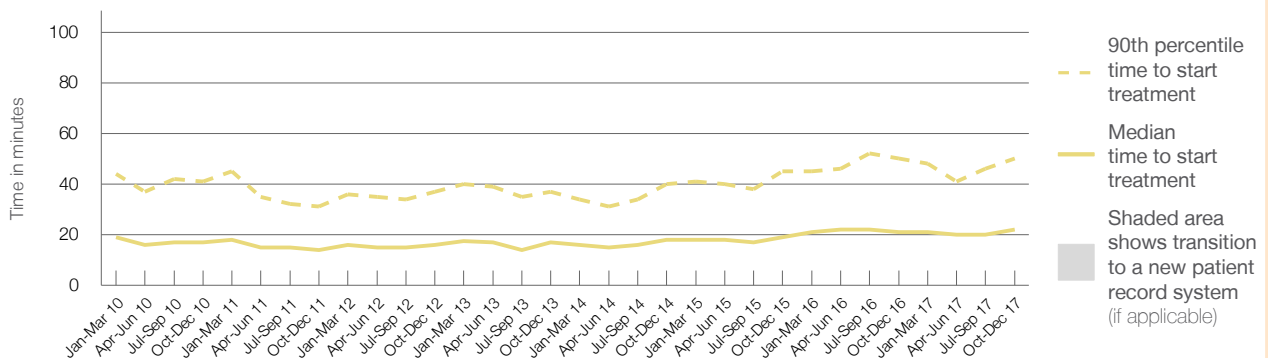
90th percentile time to start treatment<sup>5</sup> 50 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	17	14	16	17	18	19	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	41	31	37	37	40	45	50	50

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

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



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

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

Number of triage 4 patients: 4,707

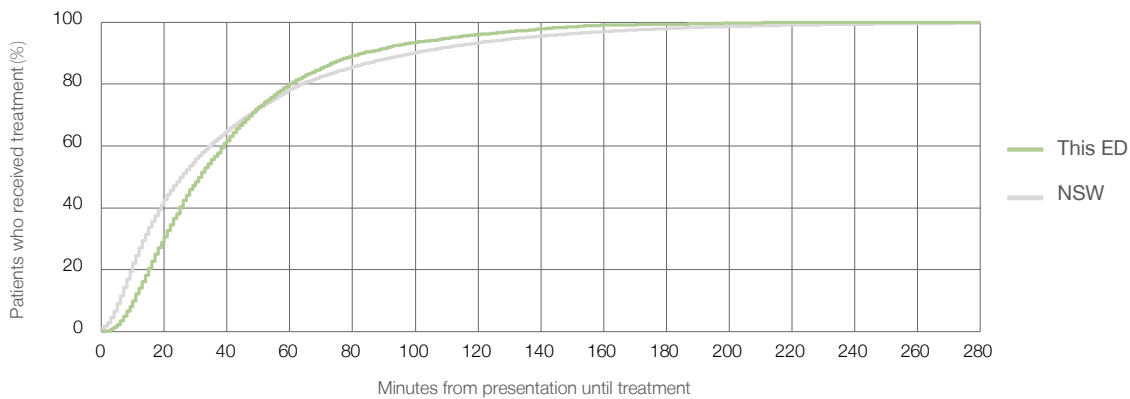
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,595

Median time to start treatment<sup>4</sup> 32 minutes

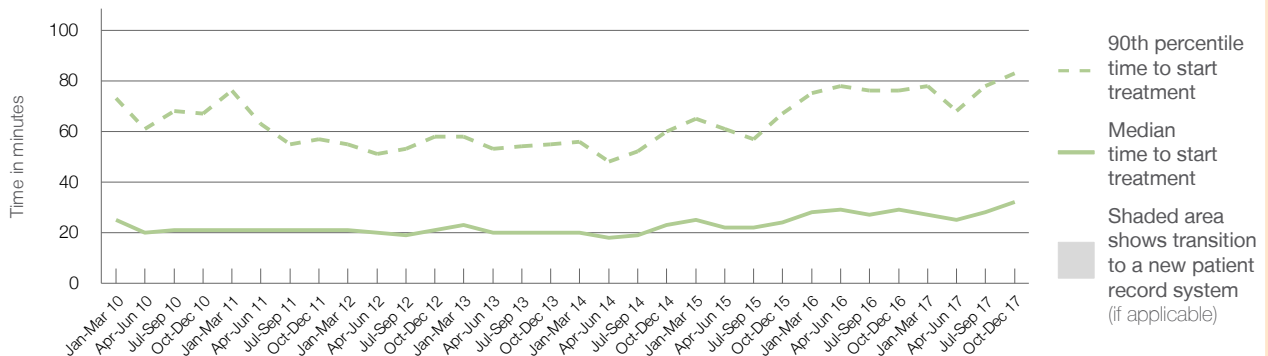
90th percentile time to start treatment<sup>5</sup> 83 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	21	21	21	20	23	24	29	32
90th percentile time to start treatment <sup>5</sup> (minutes)	67	57	58	55	60	67	76	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.

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

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

Number of triage 5 patients: 2,102

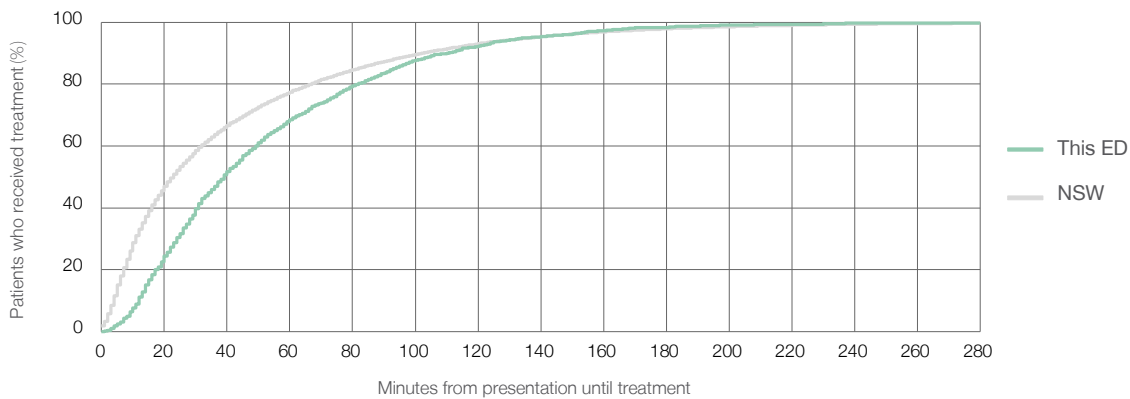
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,956

Median time to start treatment<sup>4</sup>  39 minutes

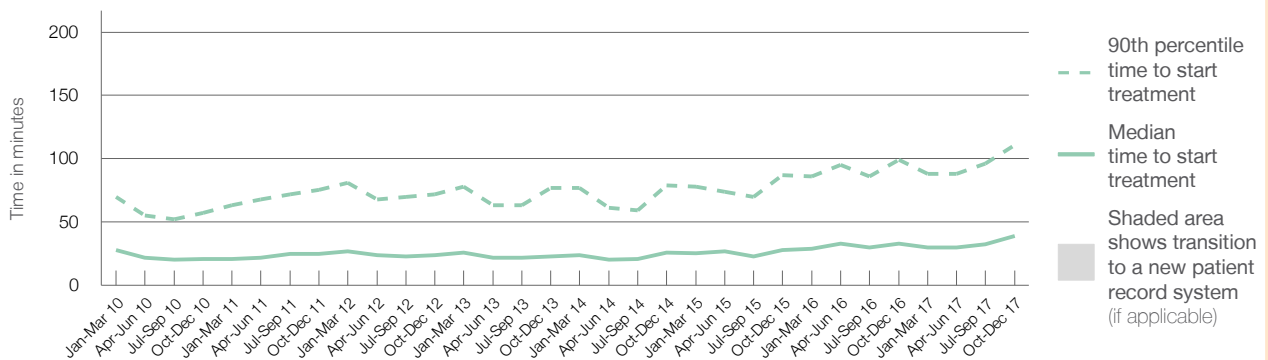
90th percentile time to start treatment<sup>5</sup>  111 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	21	25	24	23	26	28	33	39
90th percentile time to start treatment <sup>5</sup> (minutes)	57	76	72	77	79	87	99	111

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

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

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

October to December 2017

All presentations:<sup>1</sup> 8,614 patients

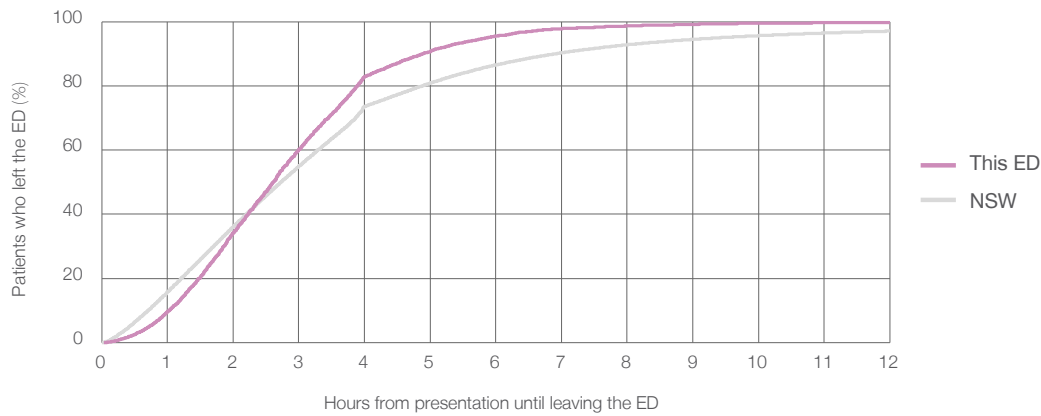
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,614 patients

Median time spent in the ED<sup>8</sup>  2 hours and 37 minutes

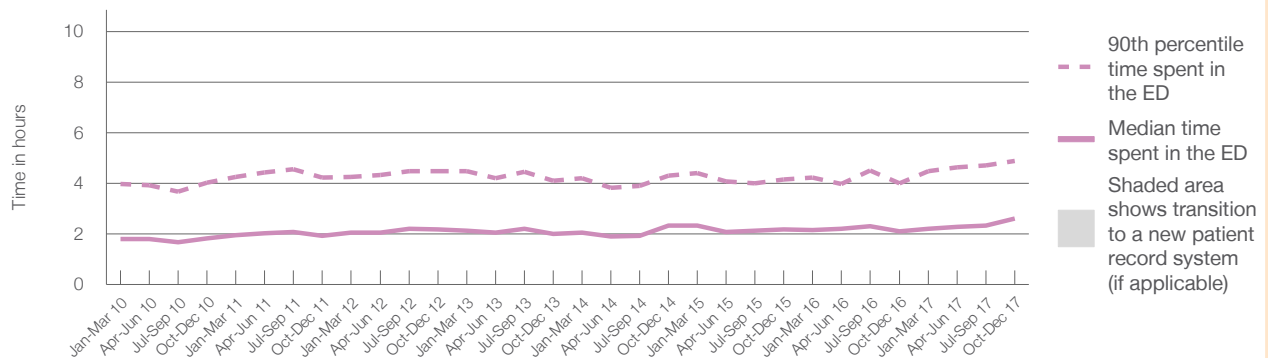
90th percentile time spent in the ED<sup>9</sup>  4 hours and 53 minutes

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

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



Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	1h 50m	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 7m	2h 37m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 2m	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	4h 0m	4h 53m

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

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

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

By mode of separation

October to December 2017

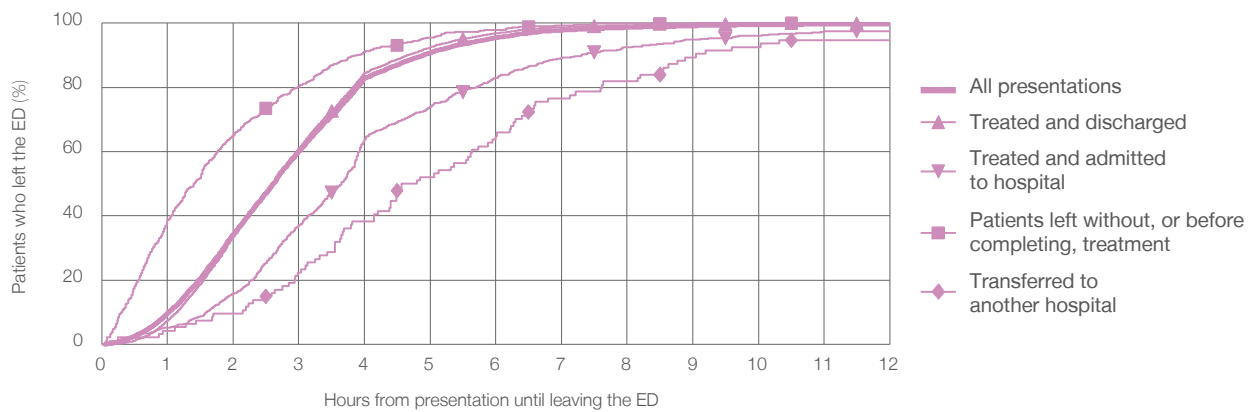
All presentations:<sup>1</sup> 8,614 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,614 patients

Mode of separation	Count	Percentage
Treated and discharged	7,168	83.2%
Treated and admitted to hospital	695	8.1%
Patient left without, or before completing, treatment	570	6.6%
Transferred to another hospital	94	1.1%
Other	87	1.0%

Mode of separation	Same period last year	Change since one year ago
All presentations	8,596	0.2%
Treated and discharged	7,247	-1.1%
Treated and admitted to hospital	603	15.3%
Patient left without, or before completing, treatment	542	5.2%
Transferred to another hospital	92	2.2%
Other	112	-22.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡</sup>



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.4%	33.5%	61.1%	84.5%	96.9%	99.3%	99.9%	99.9%
Treated and admitted to hospital	5.2%	15.8%	37.1%	63.7%	83.0%	92.5%	96.1%	97.6%
Patient left without, or before completing, treatment	38.6%	65.1%	80.2%	91.1%	97.9%	99.8%	100%	100%
Transferred to another hospital	4.3%	9.6%	22.3%	38.3%	64.9%	81.9%	92.6%	94.7%
All presentations	9.7%	34.3%	60.2%	82.9%	95.5%	98.6%	99.5%	99.7%

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

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

## Sydney/Sydney Eye Hospital: Time 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: <sup>1</sup> 8,614 patients

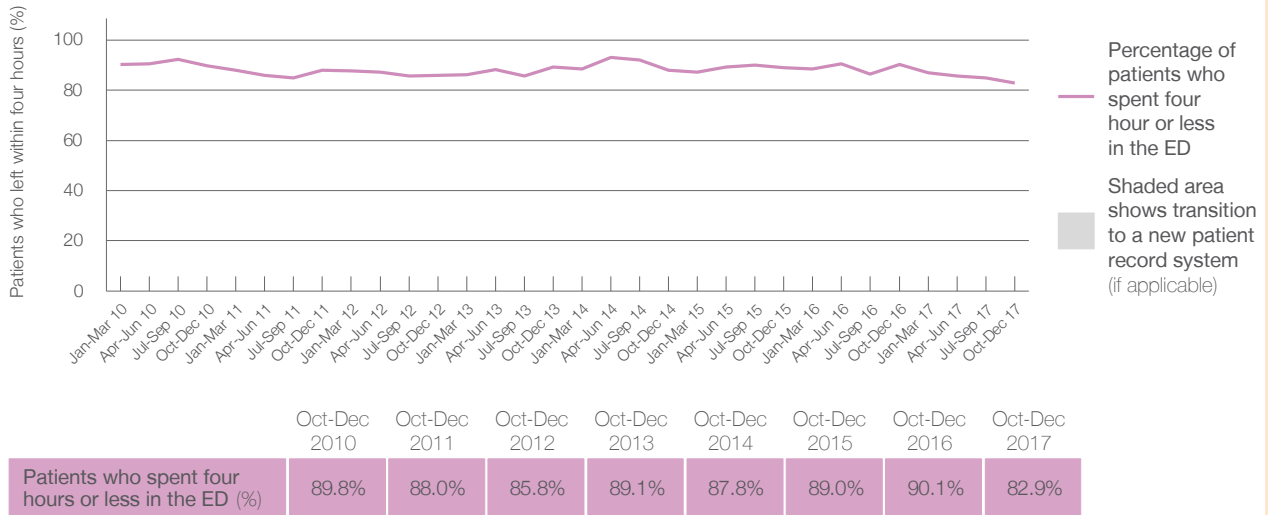
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,614 patients

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



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

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <sup>†‡</sup>



\* 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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**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).