

Hospital Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

April to June 2015

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2015

All attendances:¹ 13,729 patients

Emergency attendances:² 12,923 patients

Same period last year	Change since one year ago
13,091	5%
12,232	6%

Prince of Wales Hospital: Time from presentation to treatment³

April to June 2015

Triage 2 Emergency (e.g. chest pain, severe burns): 1,263 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,326 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,473 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 348 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,348	
8 minutes	8 minutes
28 minutes	37 minutes
6,079	
19 minutes	21 minutes
77 minutes	102 minutes
4,092	
18 minutes	26 minutes
104 minutes	140 minutes
260	
21 minutes	23 minutes
160 minutes	133 minutes

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

April to June 2015

Attendances used to calculate time to leaving the ED:⁶ 13,729 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
13,091	5%
75%	

* 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, January to March 2015*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

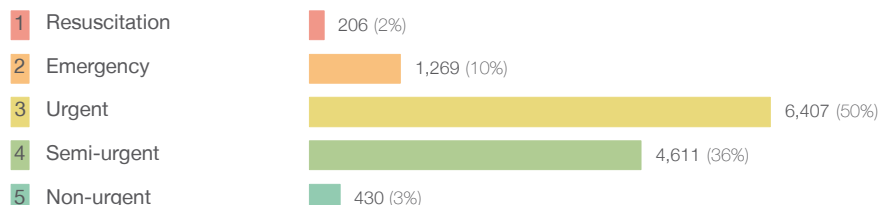
Source: Health Information Exchange, NSW Health (extracted 17 July 2015).

Prince of Wales Hospital: Patients attending the emergency department

April to June 2015

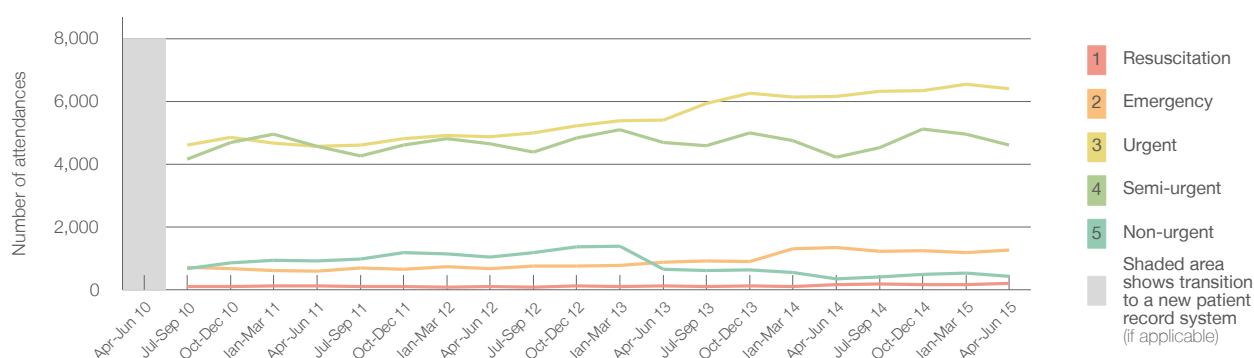
All attendances:¹ 13,729 patients

Emergency attendances² by triage category: 12,923 patients



Same period last year	Change since one year ago
13,091	5%
12,232	6%
155	33%
1,353	-6%
6,161	4%
4,218	9%
345	25%

Emergency attendances² by quarter, April 2010 to June 2015 *



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Resuscitation		121	107	113	155	206
Emergency		589	679	875	1,353	1,269
Urgent		4,576	4,870	5,401	6,161	6,407
Semi-urgent		4,576	4,649	4,685	4,218	4,611
Non-urgent		916	1,029	649	345	430
All emergency attendances		10,778	11,334	11,723	12,232	12,923

Prince of Wales Hospital: Patients arriving by ambulance

April to June 2015

Arrivals used to calculate transfer of care time:⁷ 3,258 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,060	
12 minutes	1 minute
55 minutes	17 minutes

(†) 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 from presentation to treatment, triage 2

April to June 2015

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

Number of triage 2 patients: 1,269

Number of triage 2 patients used to calculate waiting time:³ 1,263

Median time to start treatment⁴

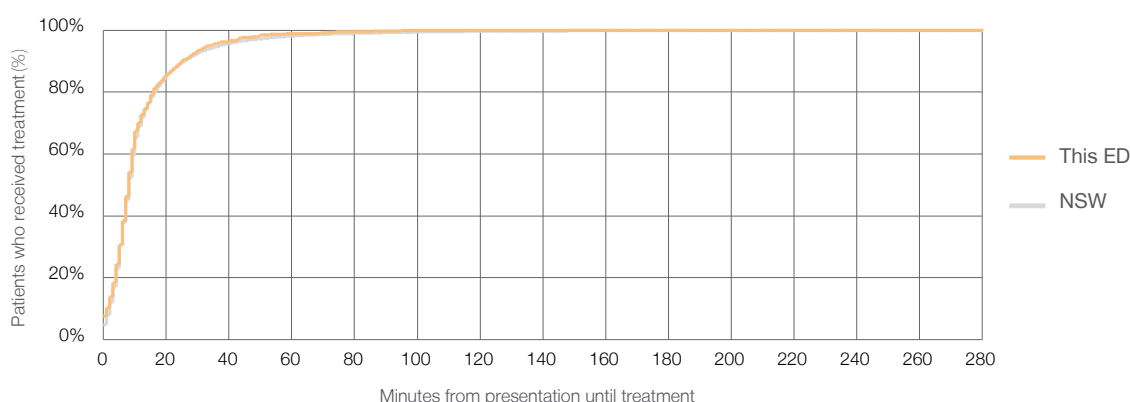
8 minutes

95th percentile time to start treatment⁵

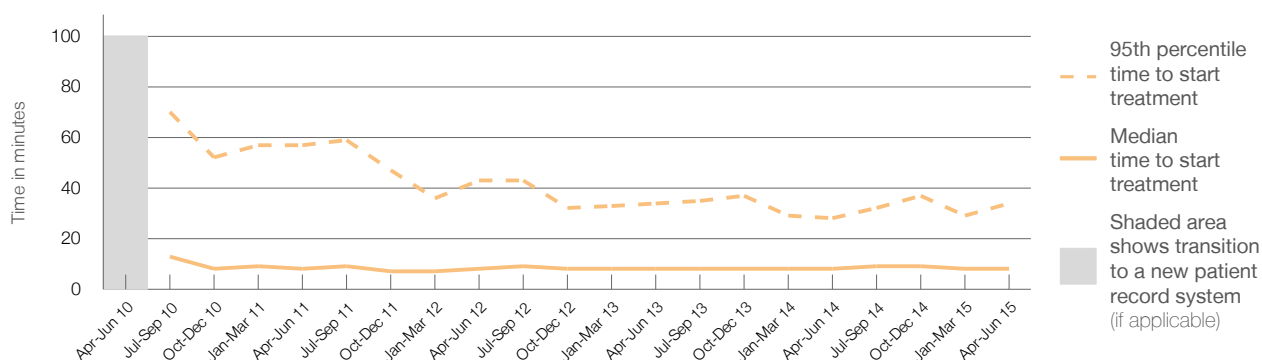
34 minutes

Same period last year	NSW (this period)
1,353	
1,348	
8 minutes	8 minutes
28 minutes	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 2 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)		8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)		57	43	34	28	34

(†) 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 from presentation to treatment, triage 3

April to June 2015

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

Number of triage 3 patients: 6,407

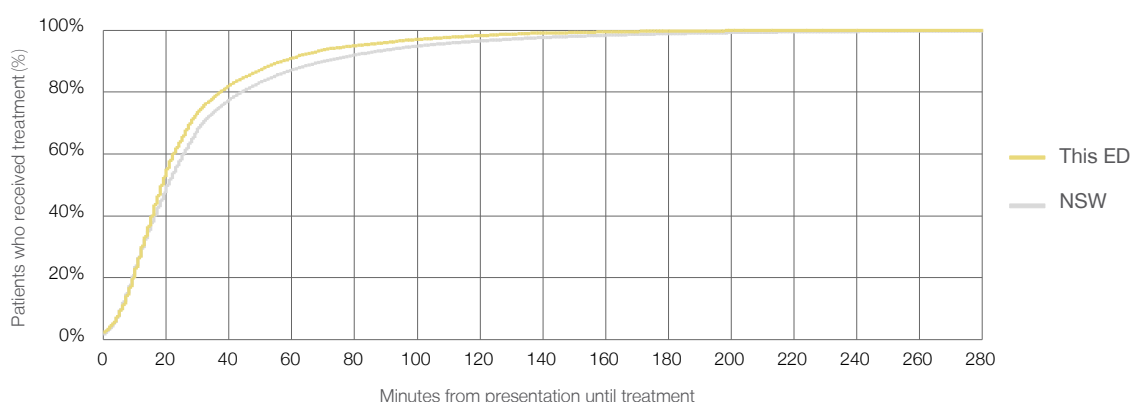
Number of triage 3 patients used to calculate waiting time:³ 6,326

Median time to start treatment⁴ 19 minutes

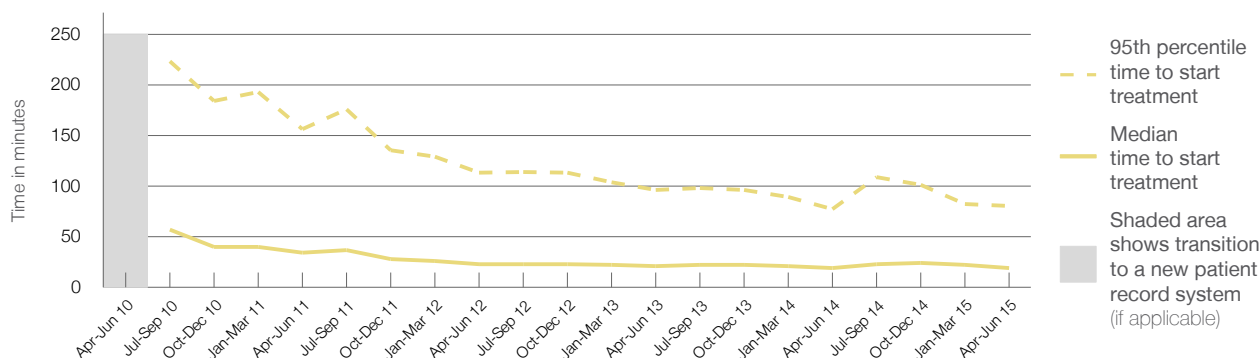
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
6,161	
6,079	
19 minutes	21 minutes
77 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 3 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)		34	23	21	19	19
95th percentile time to start treatment ⁵ (minutes)		156	113	96	77	80

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

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Prince of Wales Hospital: Time from presentation to treatment, triage 4

April to June 2015

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

Number of triage 4 patients: 4,611

Number of triage 4 patients used to calculate waiting time:³ 4,473

Median time to start treatment⁴

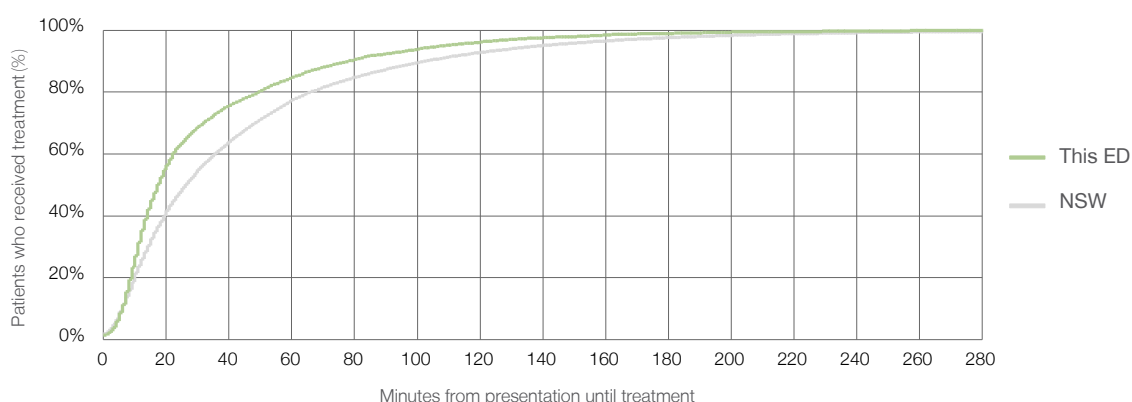
17 minutes

95th percentile time to start treatment⁵

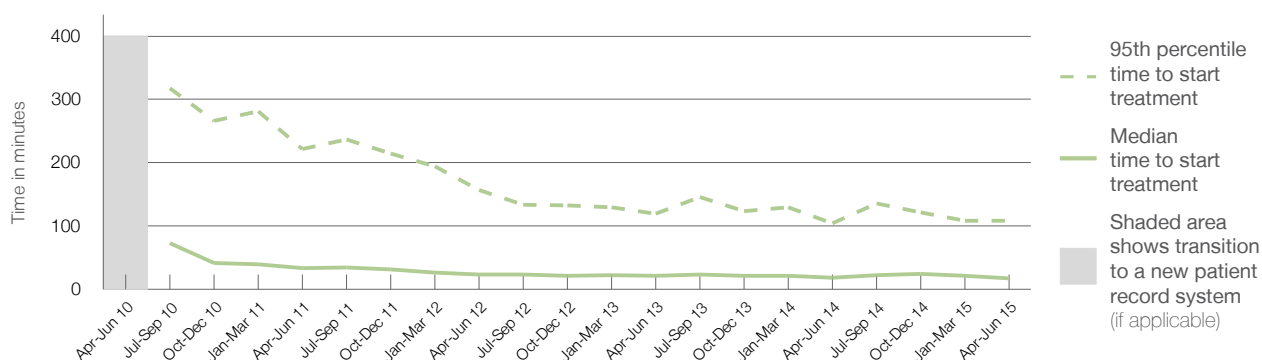
108 minutes

Same period last year	NSW (this period)
4,218	
4,092	
18 minutes	26 minutes
104 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 4 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)		33	23	21	18	17
95th percentile time to start treatment ⁵ (minutes)		222	157	119	104	108

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

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

Prince of Wales Hospital: Time from presentation to treatment, triage 5

April to June 2015

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

Number of triage 5 patients: 430

Number of triage 5 patients used to calculate waiting time:³ 348

Median time to start treatment⁴

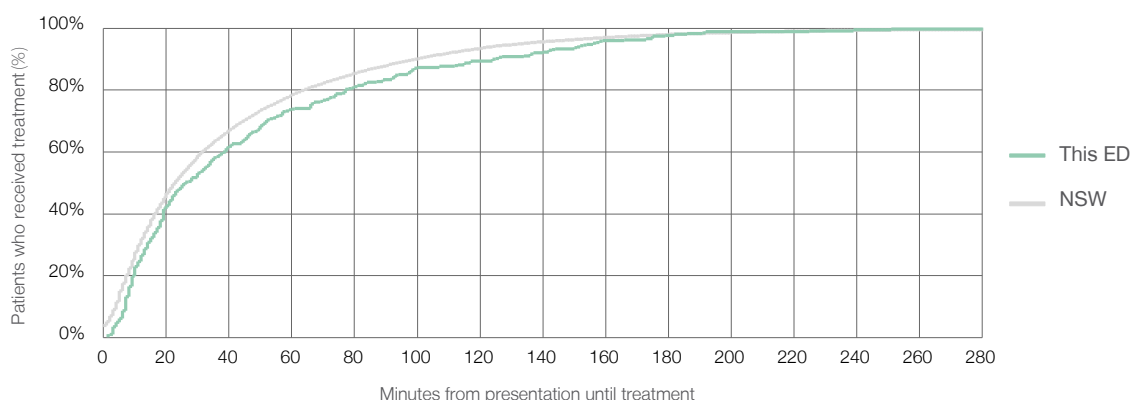
26 minutes

95th percentile time to start treatment⁵

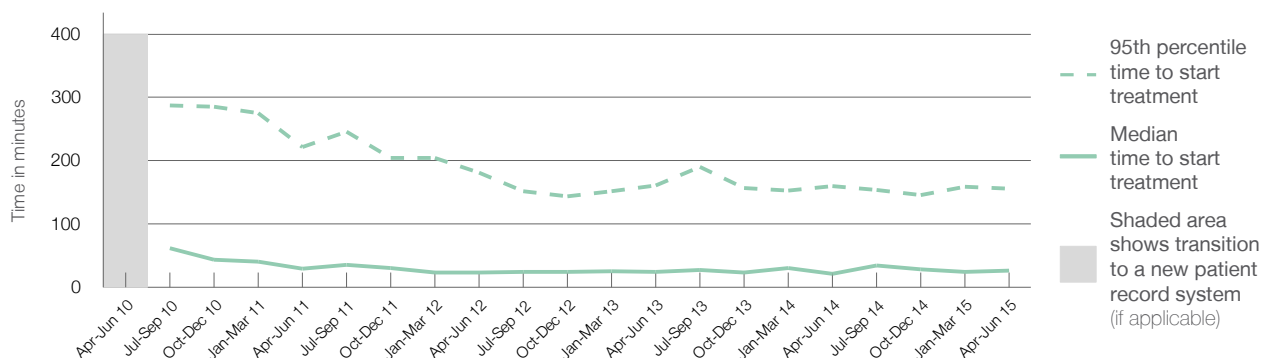
156 minutes

Same period last year	NSW (this period)
345	
260	
21 minutes	23 minutes
160 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 5 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)		29	23	24	21	26
95th percentile time to start treatment ⁵ (minutes)		222	181	161	160	156

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

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

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

April to June 2015

All attendances:¹ 13,729 patients

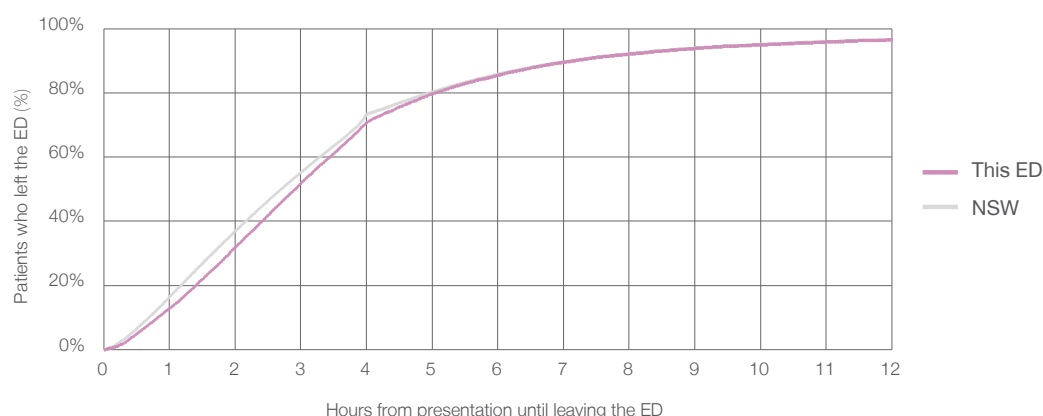
Attendances used to calculate time to leaving the ED:⁶ 13,729 patients

Median time to leaving the ED⁸ 2 hours and 55 minutes

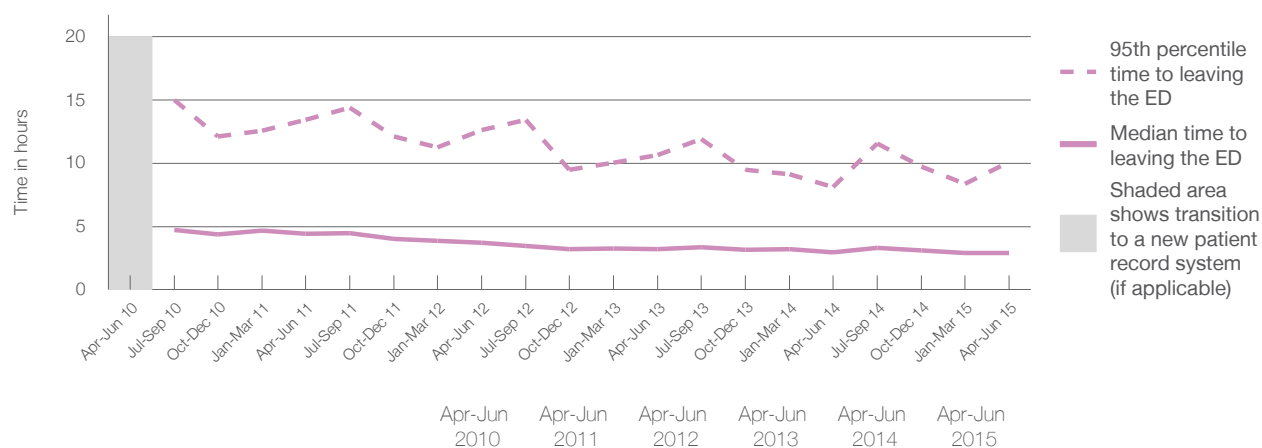
95th percentile time to leaving the ED⁹ 10 hours and 4 minutes

Same period last year	NSW (this period)
13,091	13,091
2 hours and 56 minutes	2 hours and 42 minutes
8 hours and 7 minutes	9 hours and 58 minutes

Percentage of patients who left the ED by time, April to June 2015



Time from presentation until leaving the ED, by quarter, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to leaving the ED ⁸ (hours, minutes)		4h 24m	3h 43m	3h 14m	2h 56m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)		13h 26m	12h 36m	10h 40m	8h 7m	10h 4m

(†) 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 from presentation until leaving the ED

By mode of separation

April to June 2015

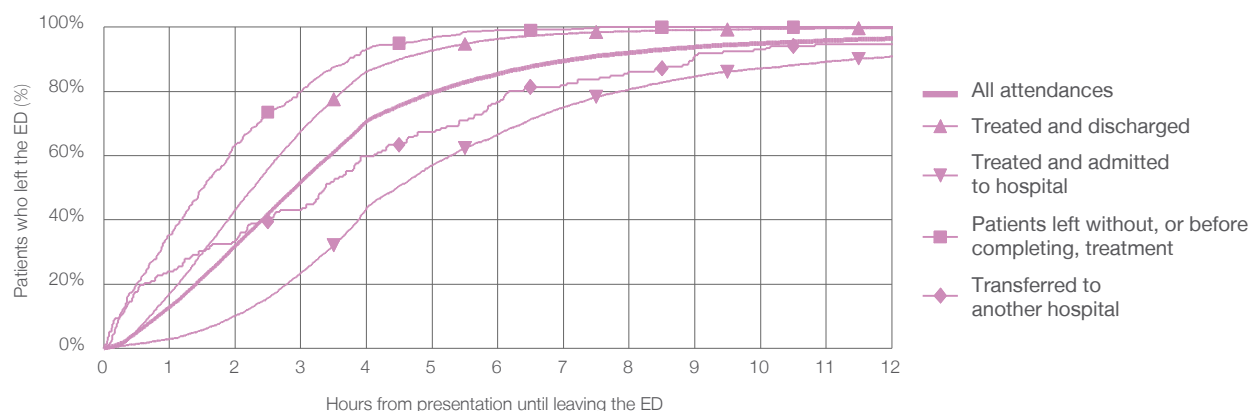
All attendances:[†] 13,729 patients

Attendances used to calculate time to leaving the ED:[‡] 13,729 patients

Treated and discharged	8,096 (59%)
Treated and admitted to hospital	4,969 (36%)
Patient left without, or before completing, treatment	439 (3%)
Transferred to another hospital	172 (1%)
Other	53 (0%)

Same period last year	Change since one year ago
13,091	5%
7,211	12%
5,210	-5%
517	-15%
110	56%
43	23%

Percentage of patients who left the ED by time and mode of separation, April to June 2015^{†‡}



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

Treated and discharged	17%	43%	68%	86%	96%	99%	99%	100%
Treated and admitted to hospital	3%	10%	24%	44%	67%	81%	87%	91%
Patient left without, or before completing, treatment	35%	64%	80%	93%	99%	100%	100%	100%
Transferred to another hospital	24%	34%	43%	60%	77%	86%	93%	95%
All attendances	13%	32%	52%	71%	85%	92%	95%	97%

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Prince of Wales Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation April to June 2015

All attendances: ¹ 13,729 patients

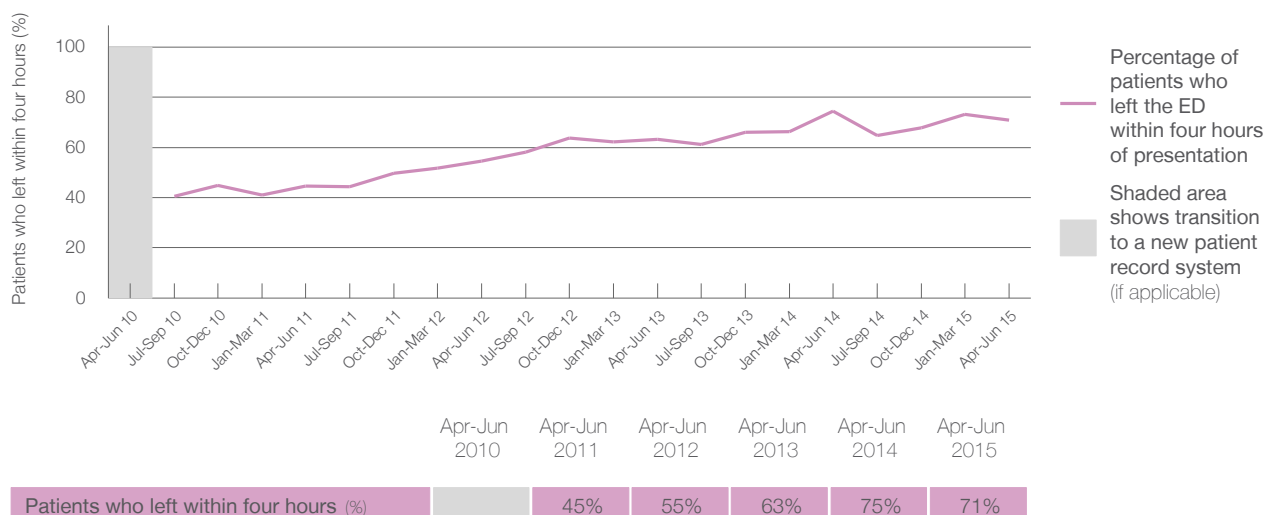
Attendances used to calculate time to leaving the ED: ⁶ 13,729 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
13,091	5%
13,091	5%
75%	

Percentage of patients who left the ED within four hours of presentation, by quarter, April 2010 to June 2015^{†‡}



* 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*.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 17 July 2015).

Transfer of care data from Transfer of Care Reporting System(extracted 17 July 2015).

St George Hospital: Emergency department (ED) overview

April to June 2015

All attendances:¹ 18,296 patients

Emergency attendances:² 18,125 patients

Same period last year	Change since one year ago
17,069	7%
16,832	8%

St George Hospital: Time from presentation to treatment³

April to June 2015

Triage 2 Emergency (e.g. chest pain, severe burns): 2,505 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,249 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 94 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,818 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,176 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
2,410	
10 minutes	8 minutes
40 minutes	37 minutes
6,216	
26 minutes	21 minutes
109 minutes	102 minutes
6,693	
32 minutes	26 minutes
131 minutes	140 minutes
1,080	
27 minutes	23 minutes
142 minutes	133 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2015

Attendances used to calculate time to leaving the ED:⁶ 18,295 patients

Percentage of patients who left the ED within four hours 65%

Same period last year	Change since one year ago
17,069	7%
68%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances 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.

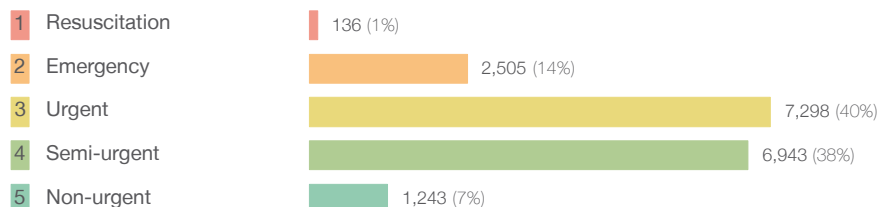
Source: Health Information Exchange, NSW Health (extracted 17 July 2015).

St George Hospital: Patients attending the emergency department

April to June 2015

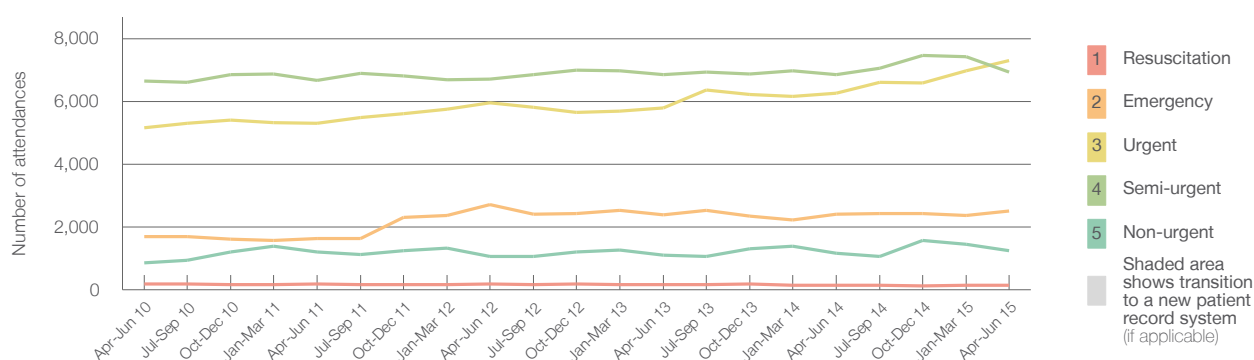
All attendances:¹ 18,296 patients

Emergency attendances² by triage category: 18,125 patients



Same period last year	Change since one year ago
17,069	7%
16,832	8%
141	-4%
2,411	4%
6,265	16%
6,849	1%
1,166	7%

Emergency attendances² by quarter, April 2010 to June 2015[‡]



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Resuscitation	175	183	173	152	141	136
Emergency	1,688	1,627	2,707	2,390	2,411	2,505
Urgent	5,169	5,301	5,965	5,800	6,265	7,298
Semi-urgent	6,640	6,661	6,711	6,852	6,849	6,943
Non-urgent	850	1,203	1,062	1,097	1,166	1,243
All emergency attendances	14,522	14,975	16,618	16,291	16,832	18,125

St George Hospital: Patients arriving by ambulance

April to June 2015

Arrivals used to calculate transfer of care time:⁷ 5,156 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,929	
13 minutes	-2 minutes
44 minutes	-16 minutes

(‡) 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 from presentation to treatment, triage 2

April to June 2015

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

Number of triage 2 patients: 2,505

Number of triage 2 patients used to calculate waiting time:³ 2,505

Median time to start treatment⁴

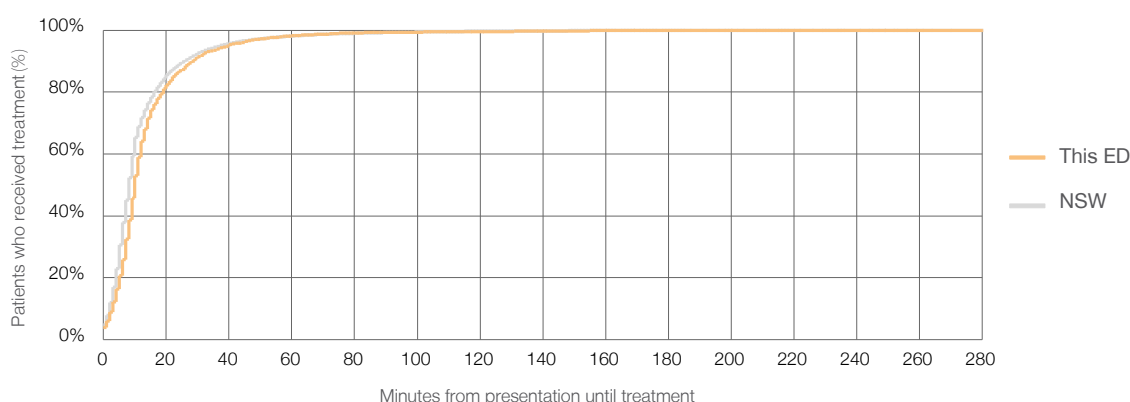
10 minutes

95th percentile time to start treatment⁵

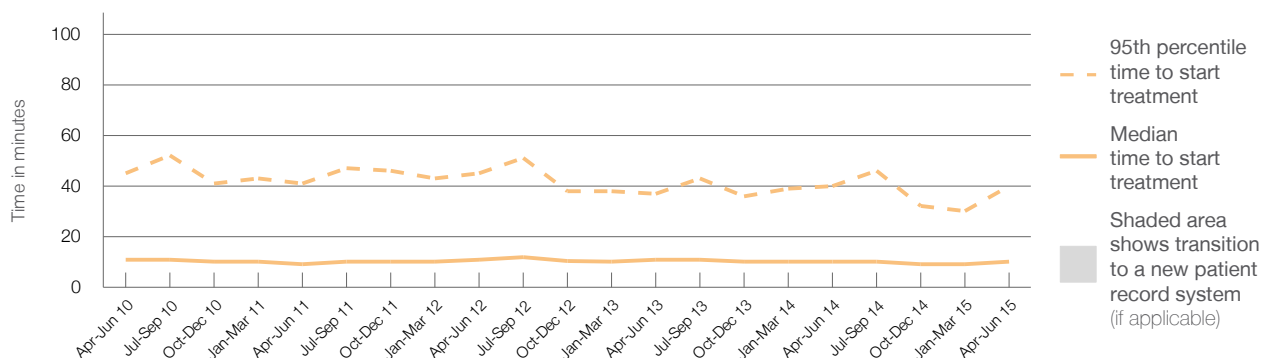
40 minutes

Same period last year	NSW (this period)
2,411	
2,410	
10 minutes	8 minutes
40 minutes	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 2 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	11	9	11	11	10	10
95th percentile time to start treatment ⁵ (minutes)	45	41	45	37	40	40

(†) 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 from presentation to treatment, triage 3

April to June 2015

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

Number of triage 3 patients: 7,298

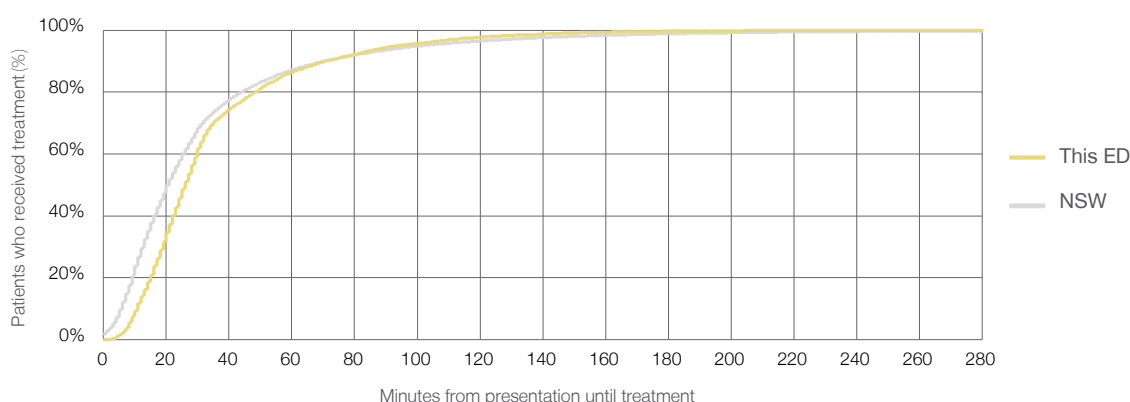
Number of triage 3 patients used to calculate waiting time:³ 7,249

Median time to start treatment⁴ 26 minutes

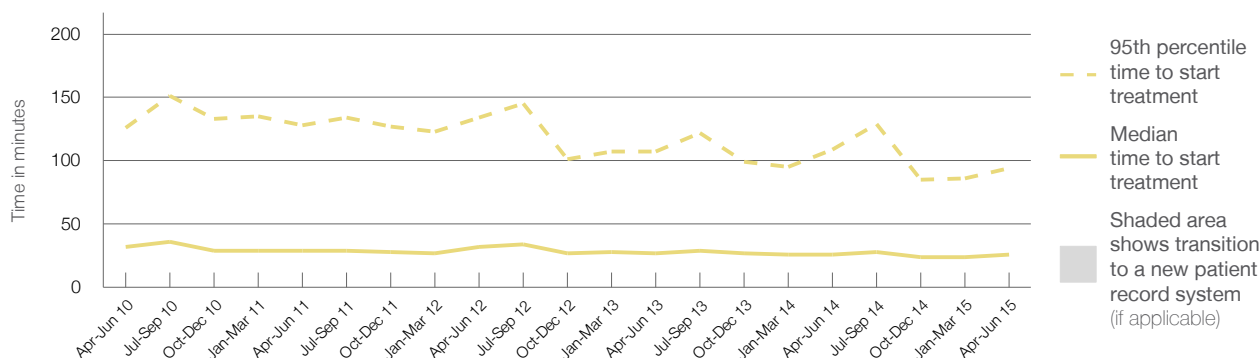
95th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
6,265	
6,216	
26 minutes	21 minutes
109 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 3 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	32	29	32	27	26	26
95th percentile time to start treatment ⁵ (minutes)	126	128	134	107	109	94

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

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St George Hospital: Time from presentation to treatment, triage 4

April to June 2015

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

Number of triage 4 patients: 6,943

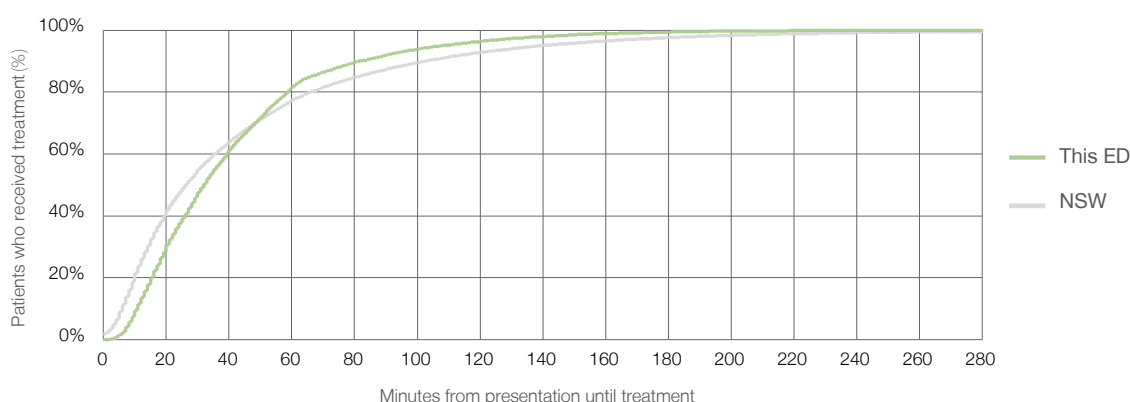
Number of triage 4 patients used to calculate waiting time:³ 6,818

Median time to start treatment⁴ 32 minutes

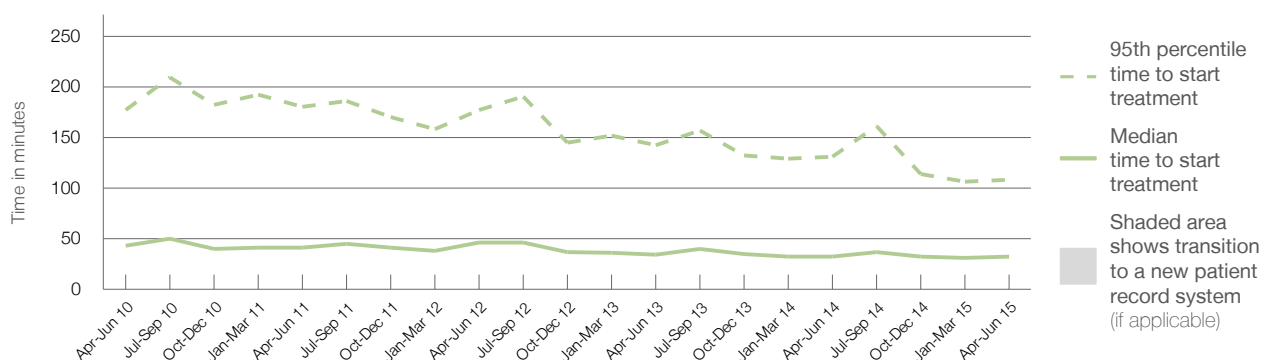
95th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
6,849	
6,693	
32 minutes	26 minutes
131 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 4 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	43	41	46	34	32	32
95th percentile time to start treatment ⁵ (minutes)	177	180	177	142	131	108

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

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

St George Hospital: Time from presentation to treatment, triage 5

April to June 2015

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

Number of triage 5 patients: 1,243

Number of triage 5 patients used to calculate waiting time:³ 1,176

Median time to start treatment⁴

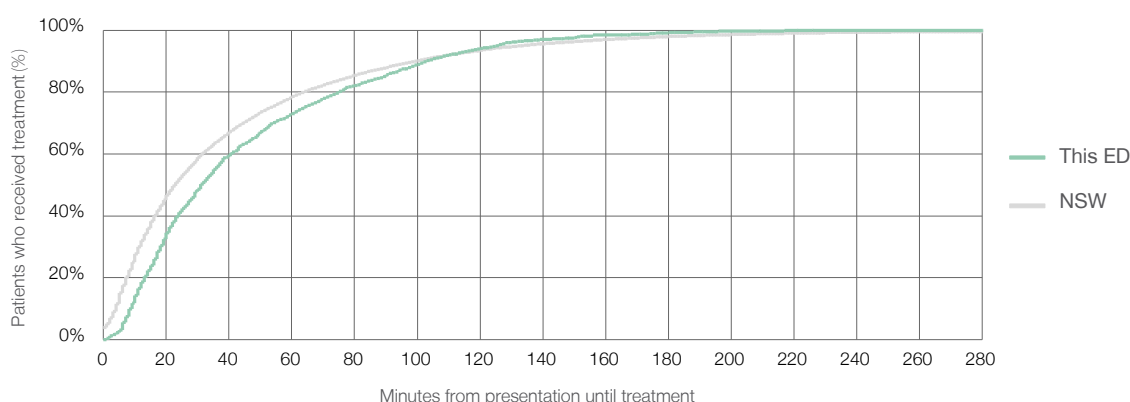
31 minutes

95th percentile time to start treatment⁵

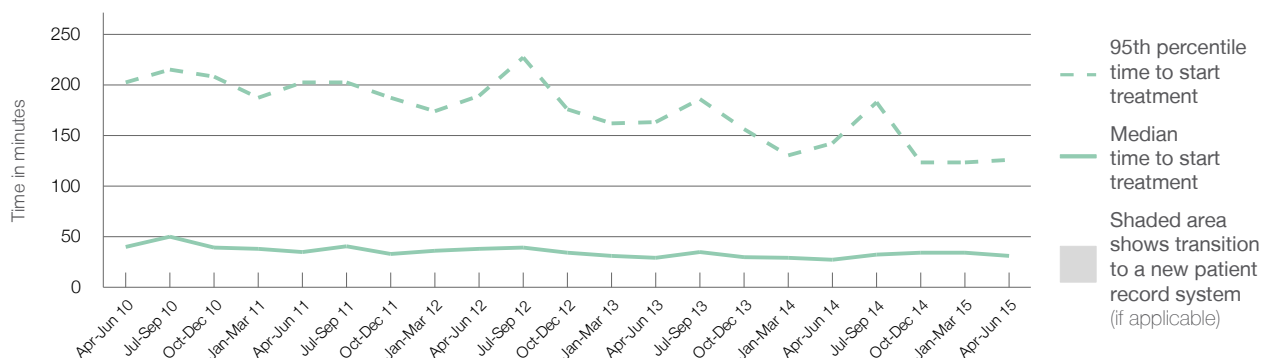
126 minutes

Same period last year	NSW (this period)
1,166	
1,080	
27 minutes	23 minutes
142 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 5 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	40	35	38	29	27	31
95th percentile time to start treatment ⁵ (minutes)	202	202	189	163	142	126

(†) 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 from presentation until leaving the ED

April to June 2015

All attendances:¹ 18,296 patients

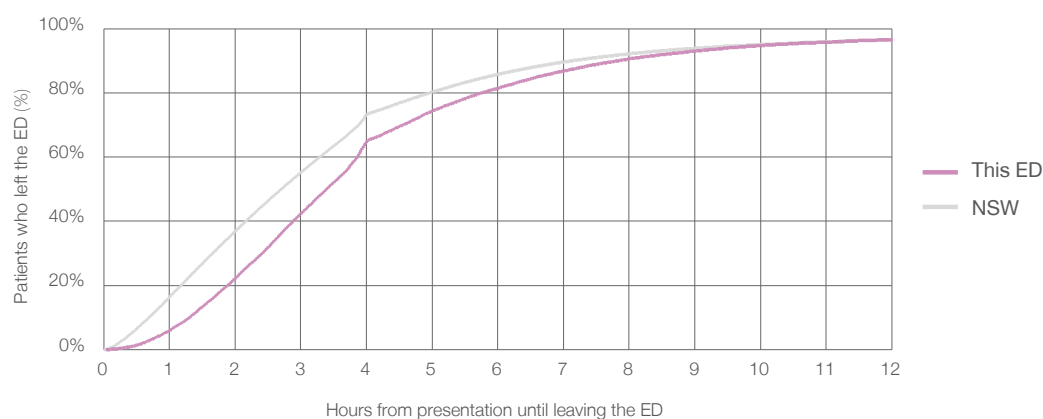
Attendances used to calculate time to leaving the ED:⁶ 18,295 patients

Median time to leaving the ED⁸ 3 hours and 24 minutes

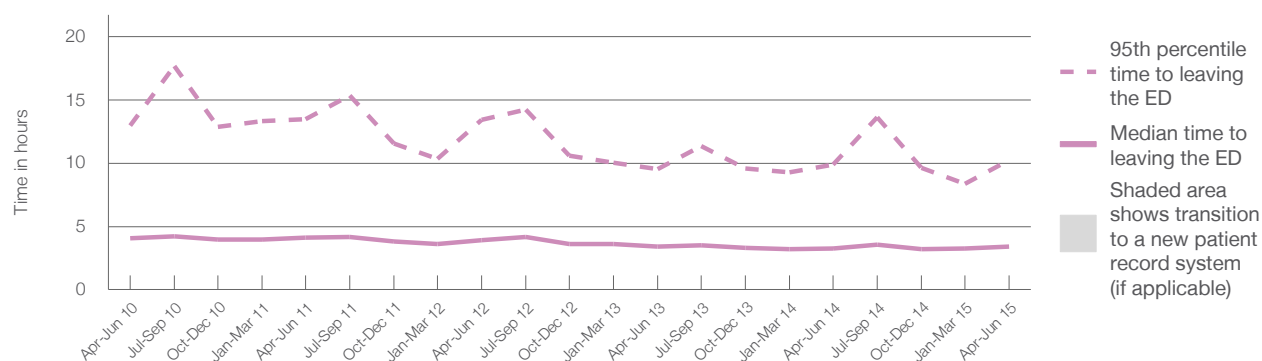
95th percentile time to leaving the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
17,069	17,069
3 hours and 16 minutes	2 hours and 42 minutes
9 hours and 52 minutes	9 hours and 58 minutes

Percentage of patients who left the ED by time, April to June 2015



Time from presentation until leaving the ED, by quarter, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 57m	13h 29m	13h 24m	9h 33m	9h 52m	10h 13m

(†) 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 from presentation until leaving the ED

By mode of separation

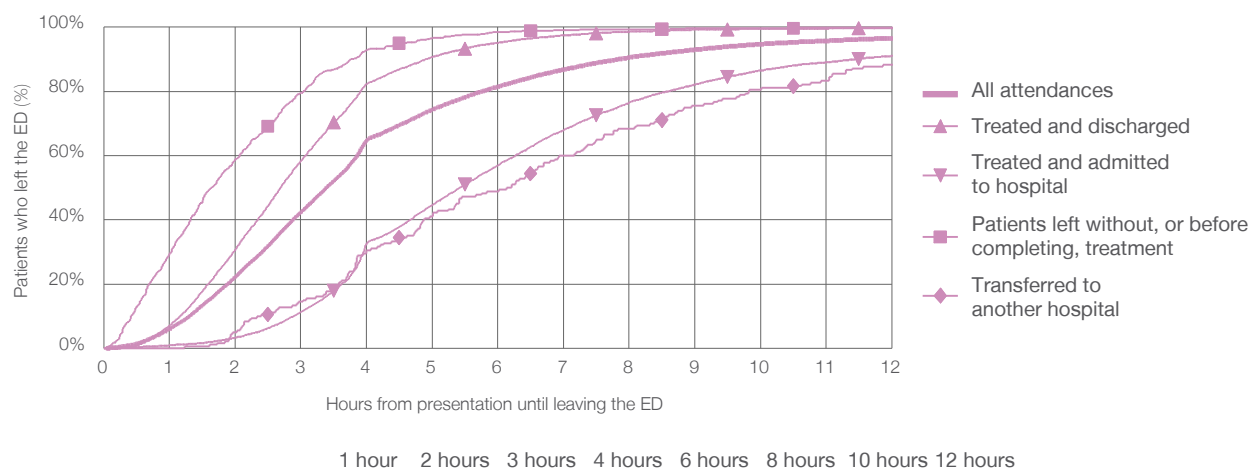
April to June 2015

All attendances:[†] 18,296 patients

Attendances used to calculate time to leaving the ED:[‡] 18,295 patients

		Same period last year	Change since one year ago
Treated and discharged	10,836 (59%)	17,069	7%
Treated and admitted to hospital	6,423 (35%)	9,919	9%
Patient left without, or before completing, treatment	804 (4%)	6,126	5%
Transferred to another hospital	180 (1%)	803	0%
Other	53 (0%)	158	14%
		63	-16%

Percentage of patients who left the ED by time and mode of separation, April to June 2015^{†‡}



Treated and discharged	7%	31%	58%	82%	95%	99%	99%	100%
Treated and admitted to hospital	1%	3%	11%	33%	57%	77%	87%	91%
Patient left without, or before completing, treatment	29%	59%	79%	93%	99%	99%	100%	100%
Transferred to another hospital	0%	5%	14%	31%	49%	68%	81%	88%
All attendances	6%	22%	42%	65%	81%	91%	95%	97%

(†) 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 from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

April to June 2015

All attendances: ¹ 18,296 patients

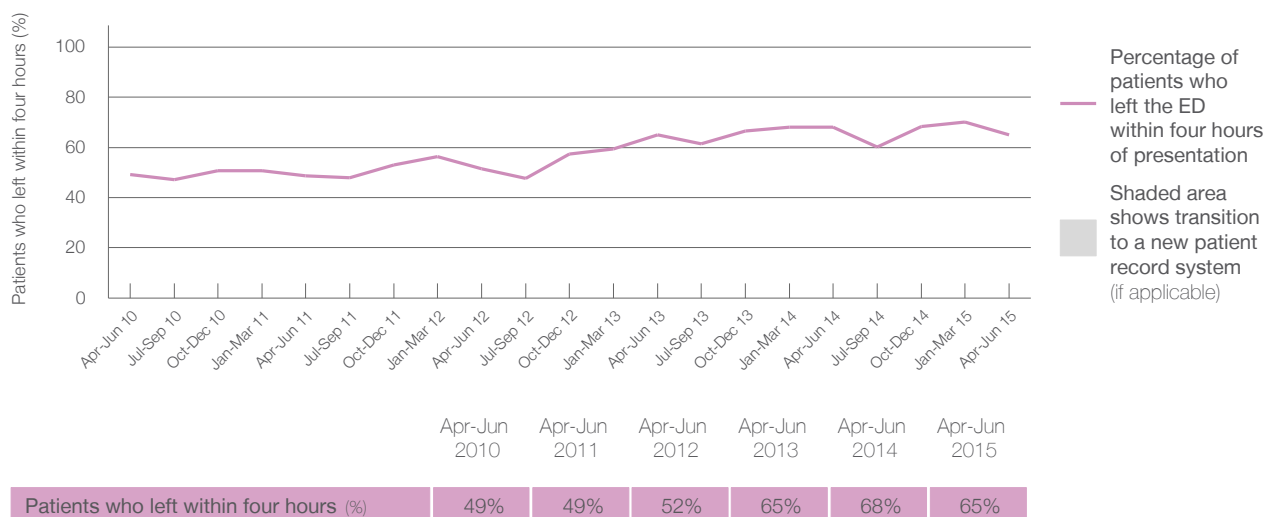
Attendances used to calculate time to leaving the ED: ⁶ 18,295 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
17,069	7%
17,069	7%
68%	

Percentage of patients who left the ED within four hours of presentation, by quarter, April 2010 to June 2015^{†‡}



- * 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*.
1. All emergency and non-emergency attendances at the emergency department (ED).
 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 July 2015).
Transfer of care data from Transfer of Care Reporting System(extracted 17 July 2015).

Sutherland Hospital: Emergency department (ED) overview

April to June 2015

All attendances:¹ 12,223 patients

Emergency attendances:² 12,107 patients

Same period last year	Change since one year ago
12,337	-1%
12,222	-1%

Sutherland Hospital: Time from presentation to treatment³

April to June 2015

Triage 2 Emergency (e.g. chest pain, severe burns): 1,852 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,710 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,453 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 814 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,653	
13 minutes	8 minutes
39 minutes	37 minutes
4,556	
27 minutes	21 minutes
78 minutes	102 minutes
4,770	
30 minutes	26 minutes
88 minutes	140 minutes
960	
25 minutes	23 minutes
93 minutes	133 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2015

Attendances used to calculate time to leaving the ED:⁶ 12,223 patients

Percentage of patients who left the ED within four hours 72%

Same period last year	Change since one year ago
12,336	-1%
74%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances 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.

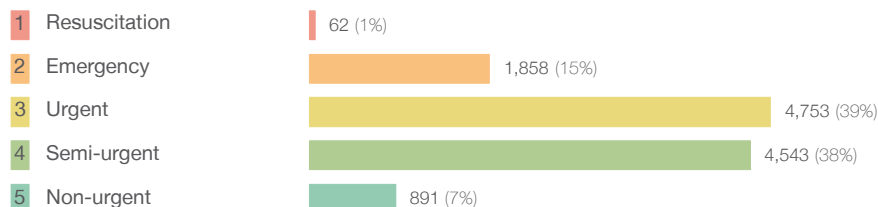
Source: Health Information Exchange, NSW Health (extracted 17 July 2015).

Sutherland Hospital: Patients attending the emergency department

April to June 2015

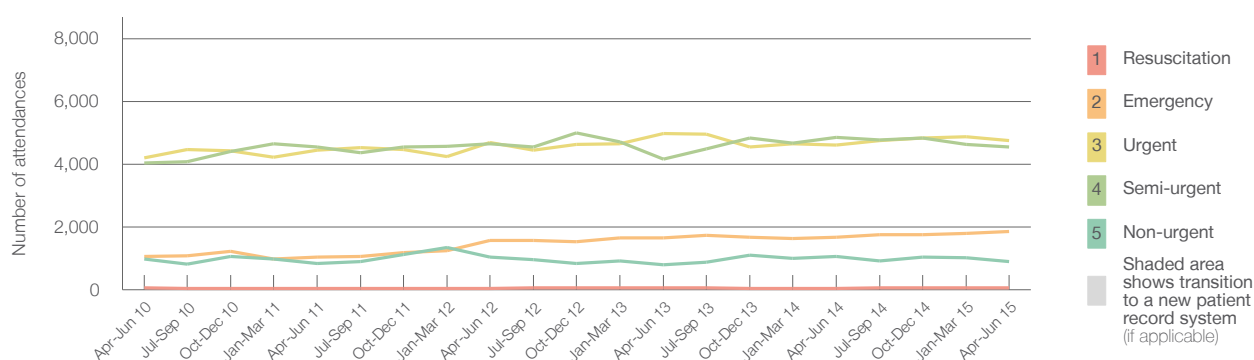
All attendances:¹ 12,223 patients

Emergency attendances² by triage category: 12,107 patients



Same period last year	Change since one year ago
12,337	-1%
12,222	-1%
43	44%
1,661	12%
4,599	3%
4,863	-7%
1,056	-16%

Emergency attendances² by quarter, April 2010 to June 2015 *



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Resuscitation	52	39	43	51	43	62
Emergency	1,063	1,032	1,568	1,644	1,661	1,858
Urgent	4,195	4,453	4,693	4,976	4,599	4,753
Semi-urgent	4,042	4,545	4,644	4,166	4,863	4,543
Non-urgent	968	835	1,040	802	1,056	891
All emergency attendances	10,320	10,904	11,988	11,639	12,222	12,107

Sutherland Hospital: Patients arriving by ambulance

April to June 2015

Arrivals used to calculate transfer of care time:⁷ 3,251 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,280	
14 minutes	0 minutes
45 minutes	2 minutes

(*) 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 from presentation to treatment, triage 2

April to June 2015

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

Number of triage 2 patients: 1,858

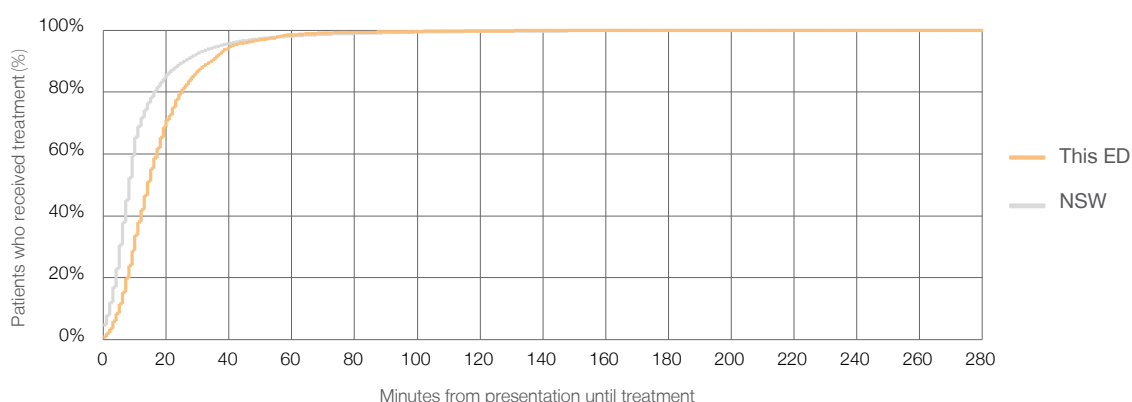
Number of triage 2 patients used to calculate waiting time:³ 1,852

Median time to start treatment⁴ 14 minutes

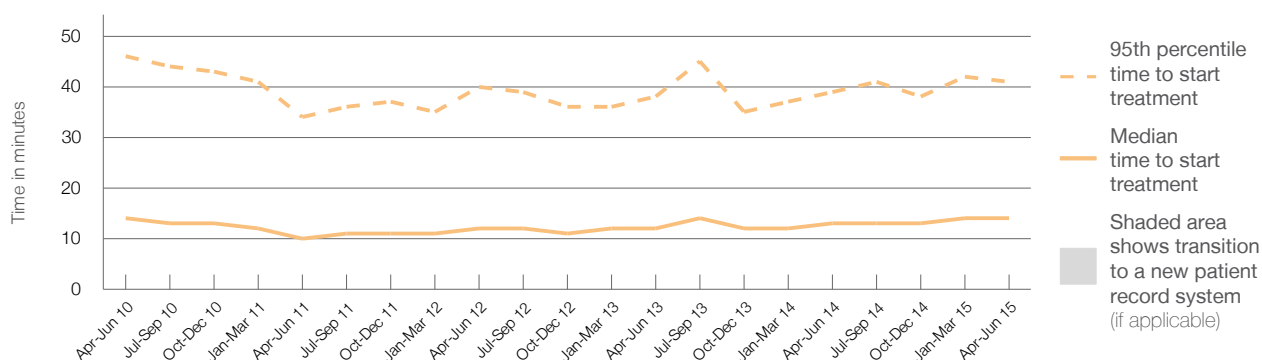
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,661	
1,653	
13 minutes	8 minutes
39 minutes	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 2 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	14	10	12	12	13	14
95th percentile time to start treatment ⁵ (minutes)	46	34	40	38	39	41

(†) 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 from presentation to treatment, triage 3

April to June 2015

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

Number of triage 3 patients: 4,753

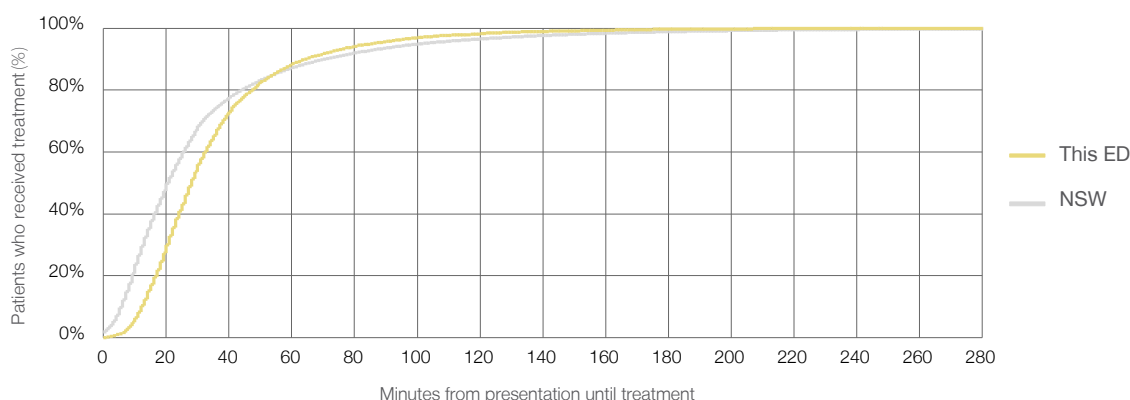
Number of triage 3 patients used to calculate waiting time:³ 4,710

Median time to start treatment⁴ 28 minutes

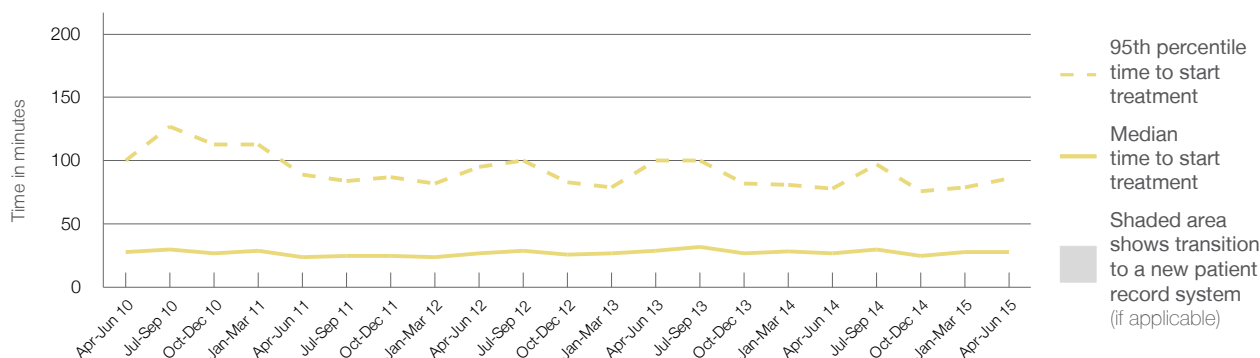
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
4,599	
4,556	
27 minutes	21 minutes
78 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 3 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	28	24	27	29	27	28
95th percentile time to start treatment ⁵ (minutes)	100	89	95	100	78	86

(†) 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 from presentation to treatment, triage 4

April to June 2015

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

Number of triage 4 patients: 4,543

Number of triage 4 patients used to calculate waiting time:³ 4,453

Median time to start treatment⁴

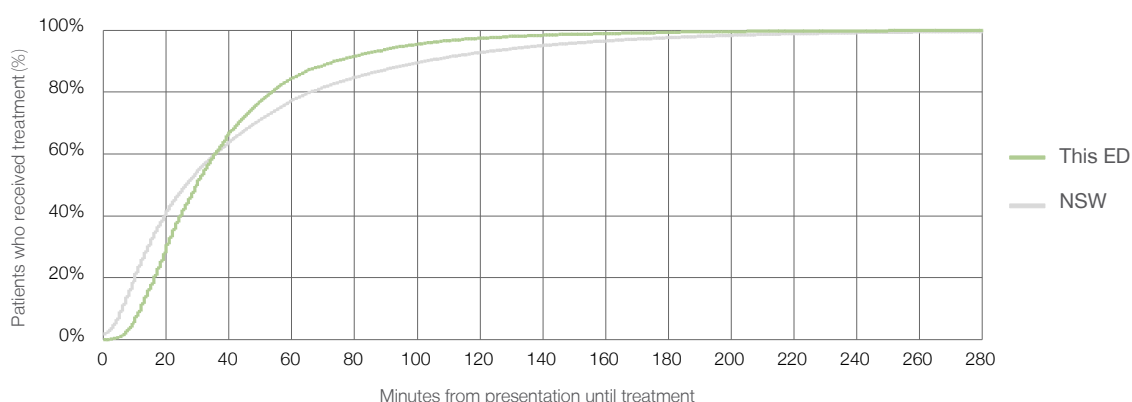
30 minutes

95th percentile time to start treatment⁵

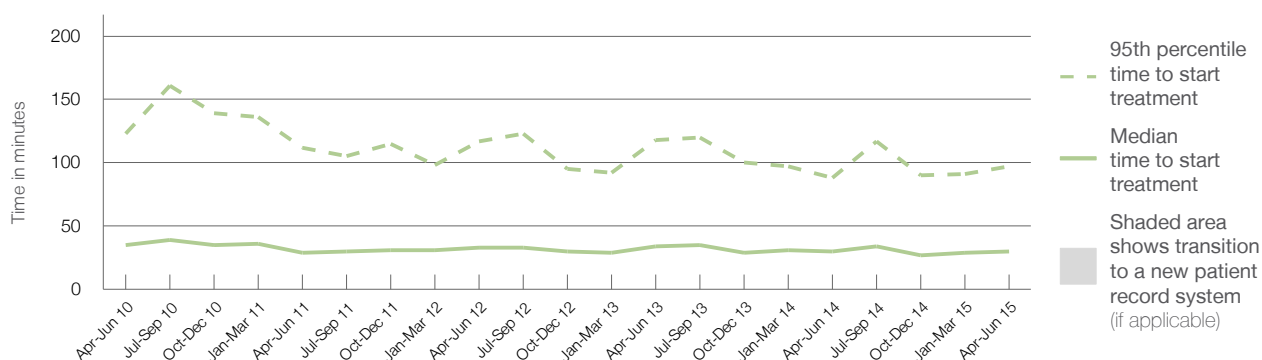
97 minutes

Same period last year	NSW (this period)
4,863	
4,770	
30 minutes	26 minutes
88 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 4 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	35	29	33	34	30	30
95th percentile time to start treatment ⁵ (minutes)	123	112	117	118	88	97

(†) 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 from presentation to treatment, triage 5

April to June 2015

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

Number of triage 5 patients: 891

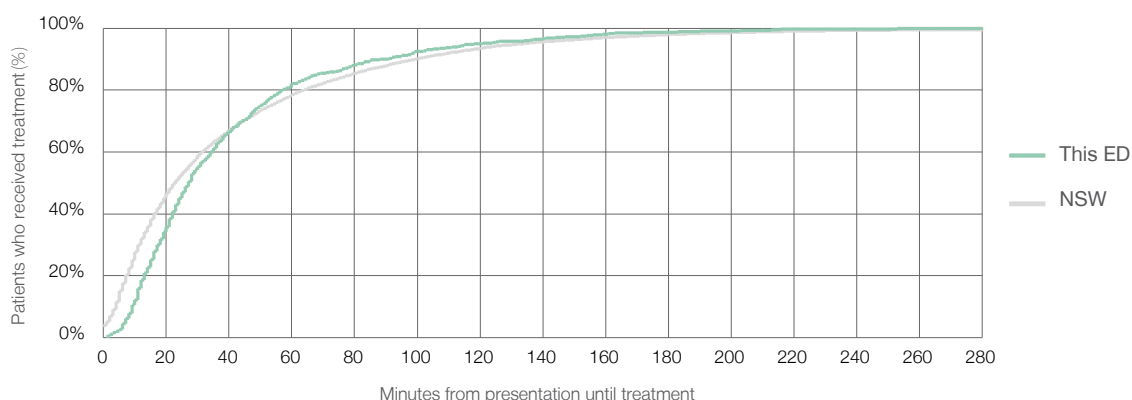
Number of triage 5 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 27 minutes

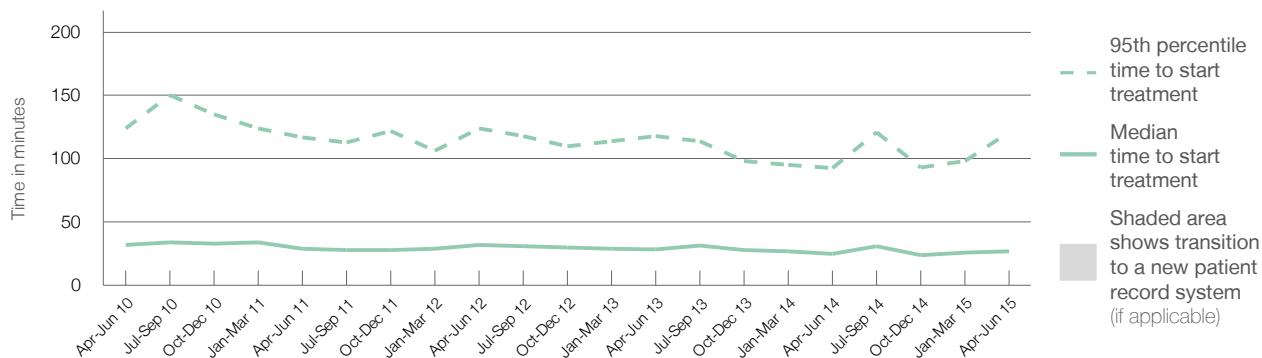
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,056	960
25 minutes	23 minutes
93 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 5 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	32	29	32	29	25	27
95th percentile time to start treatment ⁵ (minutes)	124	117	124	118	93	121

(†) 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 from presentation until leaving the ED

April to June 2015

All attendances:¹ 12,223 patients

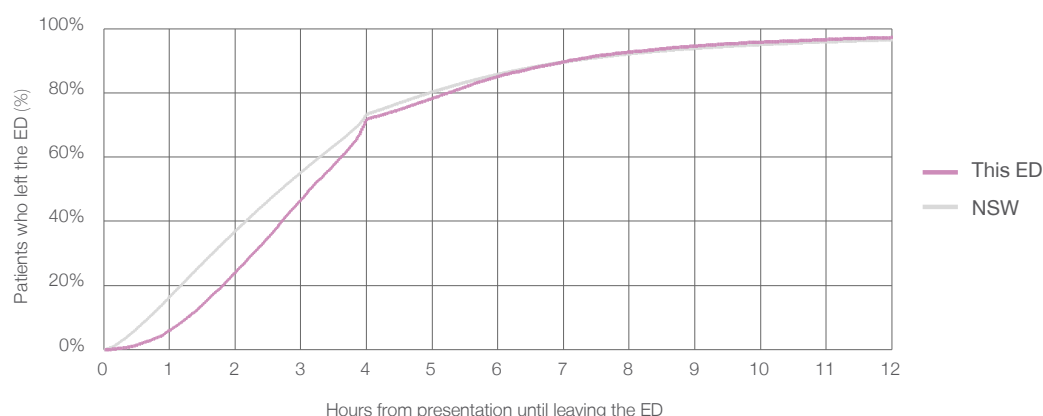
Attendances used to calculate time to leaving the ED:⁶ 12,223 patients

Median time to leaving the ED⁸ 3 hours and 9 minutes

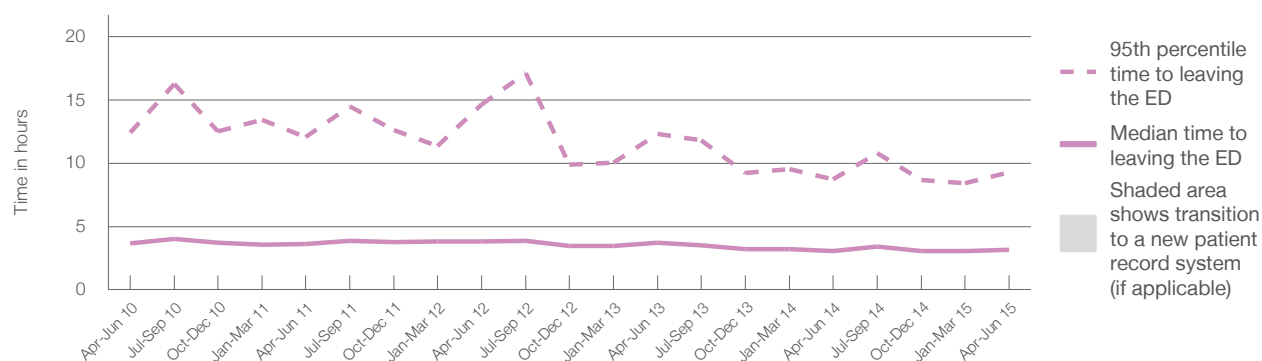
95th percentile time to leaving the ED⁹ 9 hours and 18 minutes

Same period last year	NSW (this period)
12,337	
12,336	
3 hours and 3 minutes	2 hours and 42 minutes
8 hours and 43 minutes	9 hours and 58 minutes

Percentage of patients who left the ED by time, April to June 2015



Time from presentation until leaving the ED, by quarter, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 26m	12h 4m	14h 38m	12h 18m	8h 43m	9h 18m

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

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Sutherland Hospital: Time from presentation until leaving the ED

By mode of separation

April to June 2015

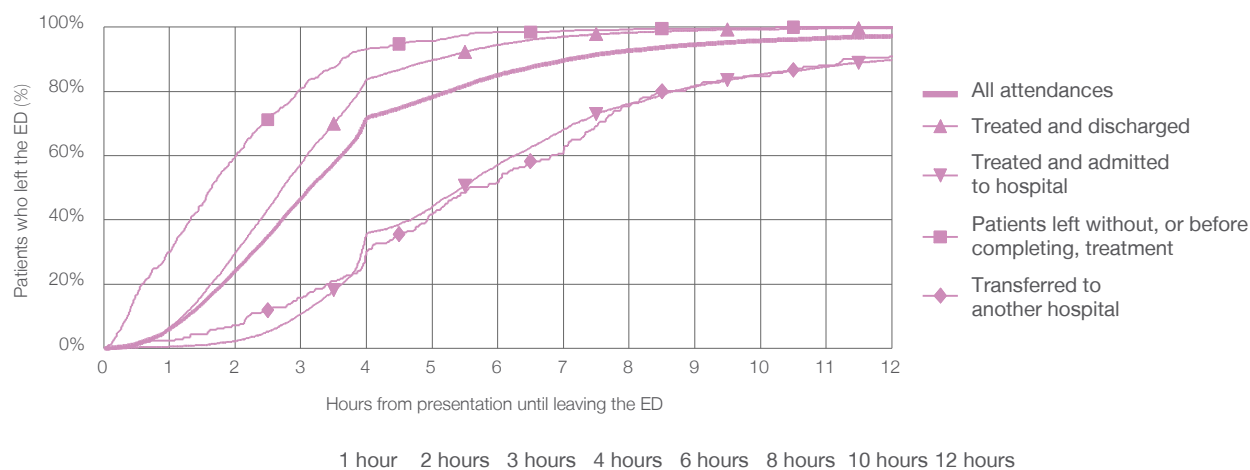
All attendances:[†] 12,223 patients

Attendances used to calculate time to leaving the ED:[‡] 12,223 patients

Treated and discharged	8,576 (70%)
Treated and admitted to hospital	2,903 (24%)
Patient left without, or before completing, treatment	482 (4%)
Transferred to another hospital	211 (2%)
Other	51 (0%)

Same period last year	Change since one year ago
12,336	-1%
8,560	0%
3,021	-4%
437	10%
279	-24%
40	28%

Percentage of patients who left the ED by time and mode of separation, April to June 2015^{†‡}



Treated and discharged	6%	30%	57%	84%	95%	98%	99%	100%
Treated and admitted to hospital	0%	2%	11%	36%	57%	76%	85%	90%
Patient left without, or before completing, treatment	30%	60%	81%	93%	99%	99%	100%	100%
Transferred to another hospital	2%	7%	16%	30%	52%	75%	85%	91%
All attendances	6%	24%	47%	72%	85%	93%	96%	97%

(†) 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 from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

April to June 2015

All attendances: ¹ 12,223 patients

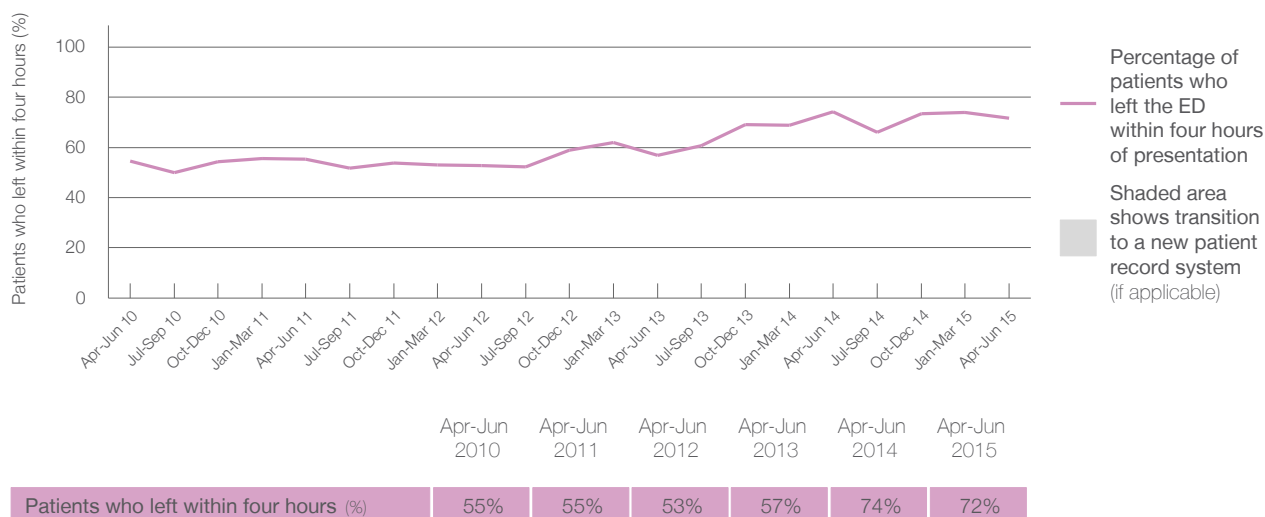
Attendances used to calculate time to leaving the ED: ⁶ 12,223 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
12,337	-1%
12,336	-1%
74%	

Percentage of patients who left the ED within four hours of presentation, by quarter, April 2010 to June 2015^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 July 2015).
Transfer of care data from Transfer of Care Reporting System(extracted 17 July 2015).

Sydney Eye Hospital: Emergency department (ED) overview

April to June 2015

All attendances:¹ 4,722 patients
Emergency attendances:² 3,032 patients

Same period last year	Change since one year ago
4,883	-3%
3,483	-13%

Sydney Eye Hospital: Time from presentation to treatment³

April to June 2015

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

Median time to start treatment⁴ *

95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
7	
*	8 minutes
*	37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 128 patients

Median time to start treatment⁴ 15 minutes

95th percentile time to start treatment⁵ 32 minutes

116	
9 minutes	21 minutes
27 minutes	102 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,185 patients

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 52 minutes

1,489	
17 minutes	26 minutes
46 minutes	140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,581 patients

Median time to start treatment⁴ 27 minutes

95th percentile time to start treatment⁵ 85 minutes

1,772	
19 minutes	23 minutes
58 minutes	133 minutes

Sydney Eye Hospital: Time from presentation until leaving the ED

April to June 2015

Attendances used to calculate time to leaving the ED:⁶ 4,722 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,883	-3%
94%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances 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.

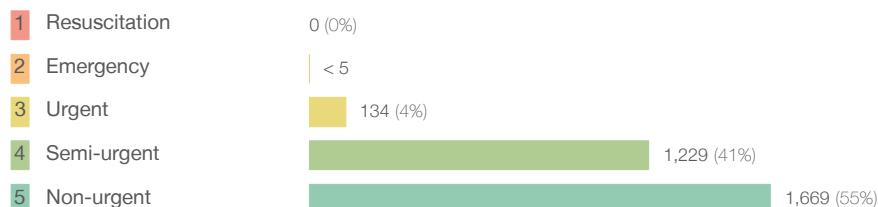
Source: Health Information Exchange, NSW Health (extracted 17 July 2015).

Sydney Eye Hospital: Patients attending the emergency department

April to June 2015

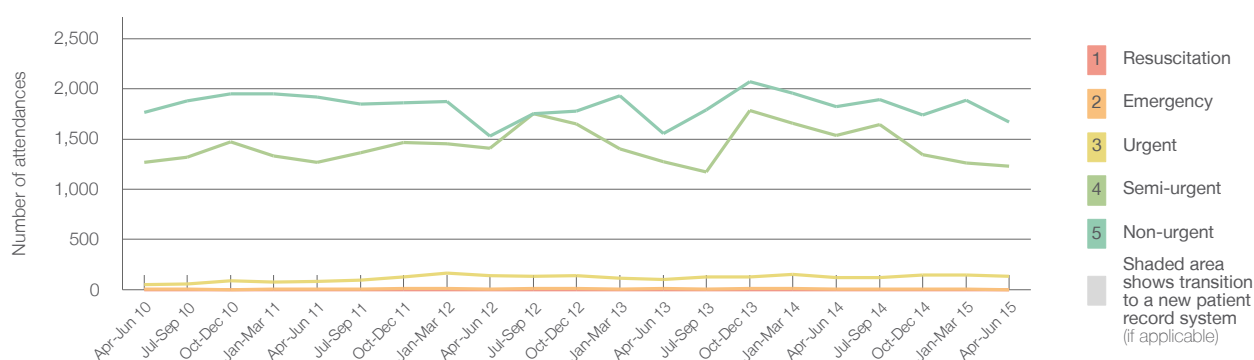
All attendances:¹ 4,722 patients

Emergency attendances² by triage category: 3,032 patients



Same period last year	Change since one year ago
4,883	-3%
3,483	-13%
0	B
7	*
121	10%
1,535	-20%
1,820	-8%

Emergency attendances² by quarter, April 2010 to June 2015 *



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Resuscitation	0	0	0	0	0	0
Emergency	7	< 5	8	9	7	< 5
Urgent	52	83	140	103	121	134
Semi-urgent	1,266	1,270	1,408	1,274	1,535	1,229
Non-urgent	1,763	1,918	1,532	1,553	1,820	1,669
All emergency attendances	3,088	3,271	3,088	2,939	3,483	3,032

Sydney Eye Hospital: Patients arriving by ambulance

April to June 2015

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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 Eye Hospital: Time from presentation to treatment, triage 2

April to June 2015

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

Number of triage 2 patients: < 5

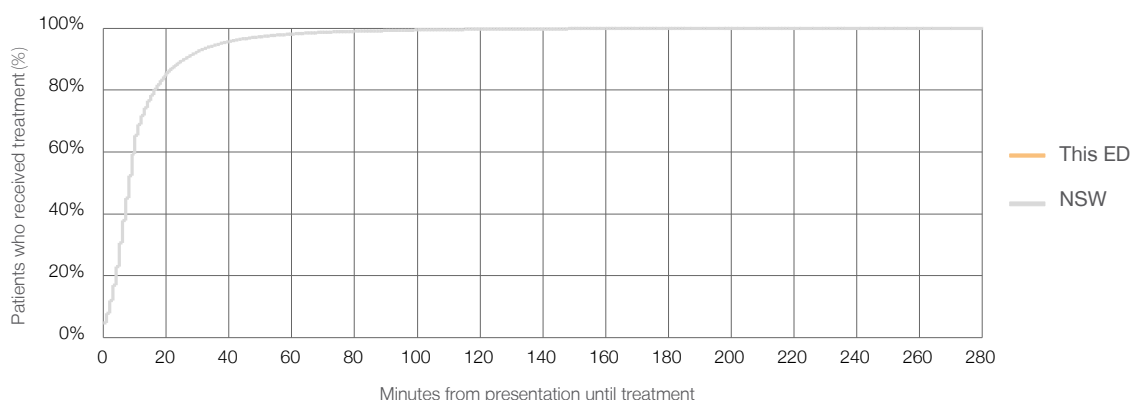
Number of triage 2 patients used to calculate waiting time:³

Median time to start treatment⁴ *

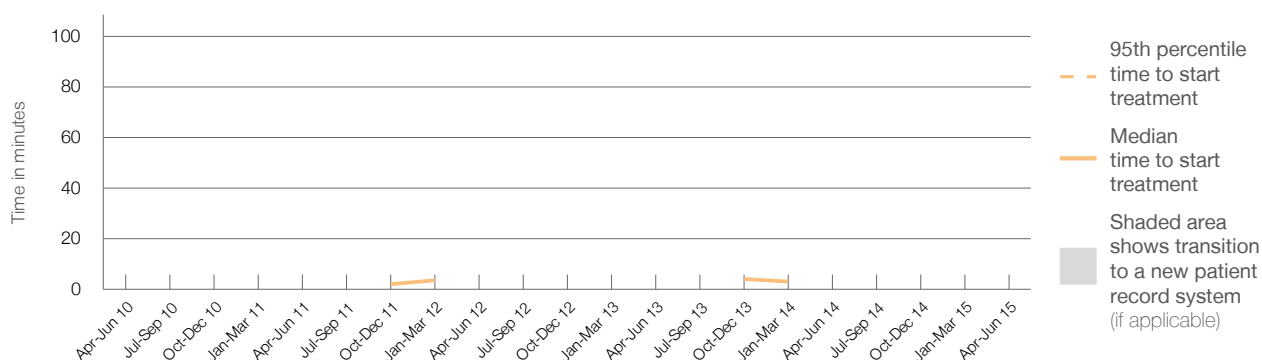
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
7	
7	
*	8 minutes
*	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 2 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	*	*	*	*	*	*
95th percentile time to start treatment ⁵ (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.

Sydney Eye Hospital: Time from presentation to treatment, triage 3

April to June 2015

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

Number of triage 3 patients: 134

Number of triage 3 patients used to calculate waiting time:³ 128

Median time to start treatment⁴

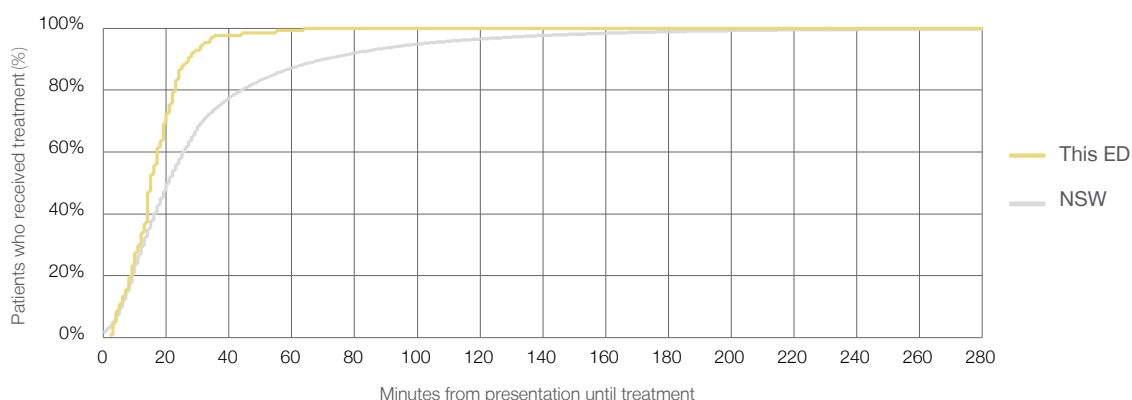
15 minutes

95th percentile time to start treatment⁵

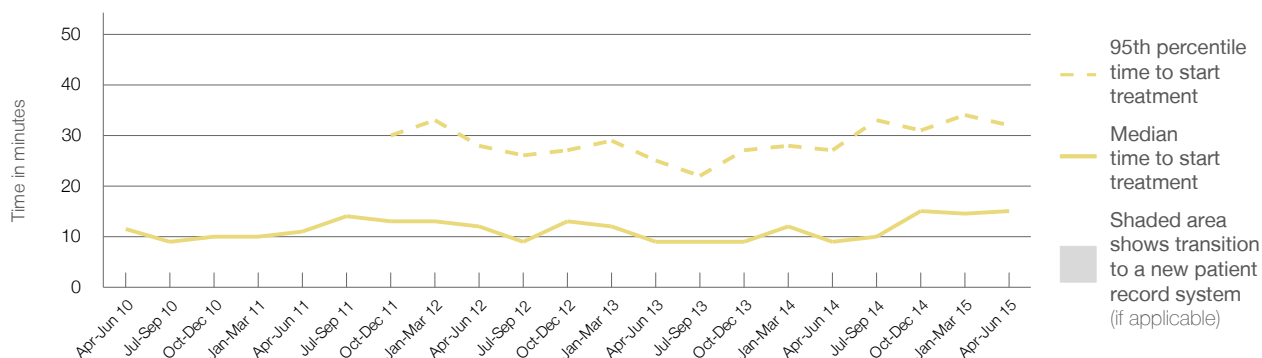
32 minutes

Same period last year	NSW (this period)
121	
116	
9 minutes	21 minutes
27 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 3 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	12	11	12	9	9	15
95th percentile time to start treatment ⁵ (minutes)	*	*	28	25	27	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.

Sydney Eye Hospital: Time from presentation to treatment, triage 4

April to June 2015

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

Number of triage 4 patients: 1,229

Number of triage 4 patients used to calculate waiting time:³ 1,185

Median time to start treatment⁴

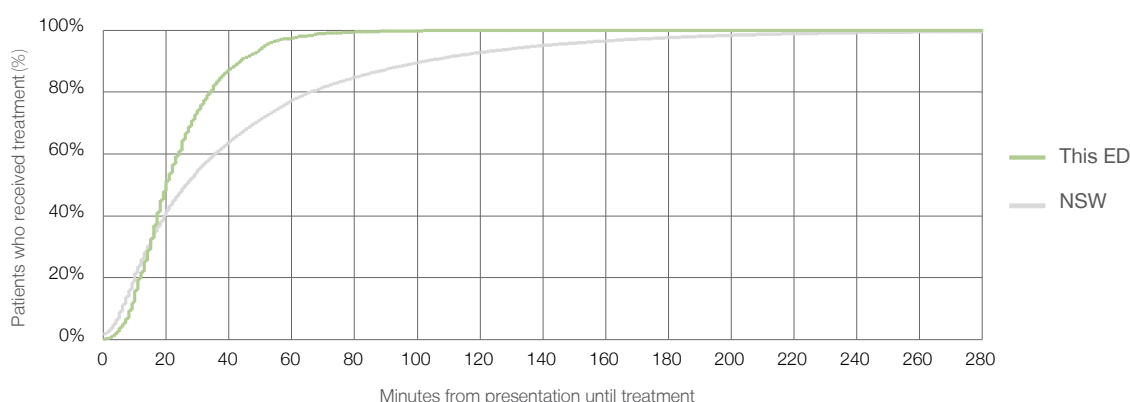
20 minutes

95th percentile time to start treatment⁵

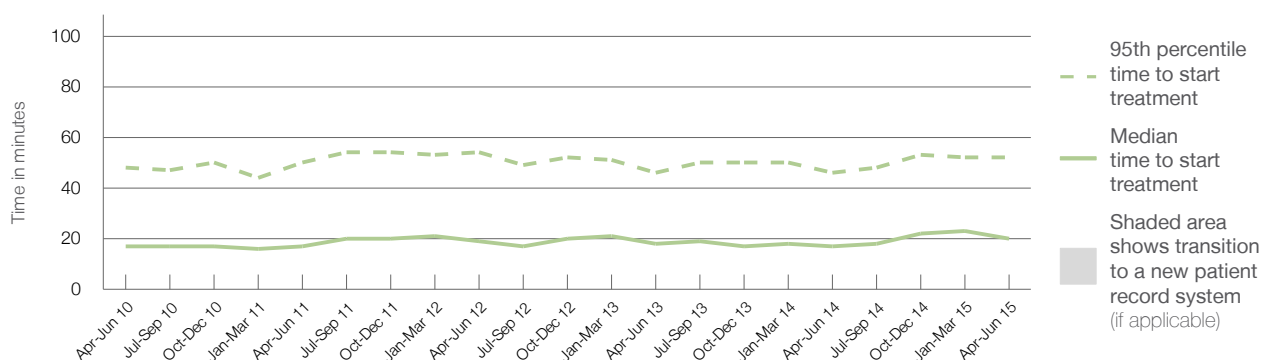
52 minutes

Same period last year	NSW (this period)
1,535	
1,489	
17 minutes	26 minutes
46 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 4 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	17	17	19	18	17	20
95th percentile time to start treatment ⁵ (minutes)	48	50	54	46	46	52

(†) 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 Eye Hospital: Time from presentation to treatment, triage 5

April to June 2015

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

Number of triage 5 patients: 1,669

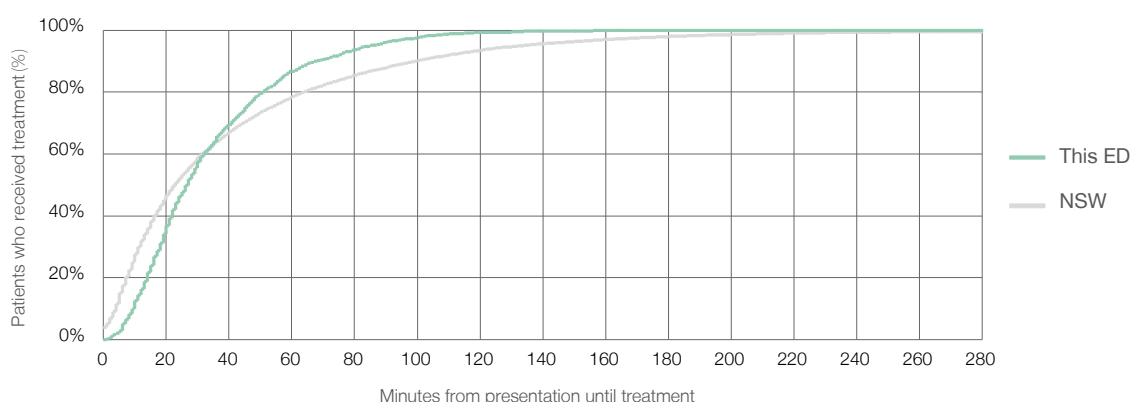
Number of triage 5 patients used to calculate waiting time:³ 1,581

Median time to start treatment⁴ 27 minutes

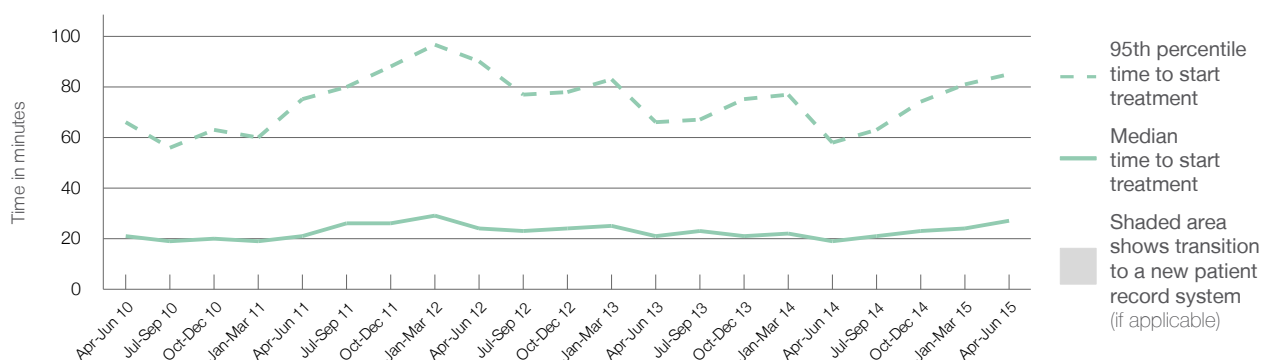
95th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,820	
1,772	
19 minutes	23 minutes
58 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 5 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	21	21	24	21	19	27
95th percentile time to start treatment ⁵ (minutes)	66	75	90	66	58	85

(†) 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 Eye Hospital: Time from presentation until leaving the ED

April to June 2015

All attendances:¹ 4,722 patients

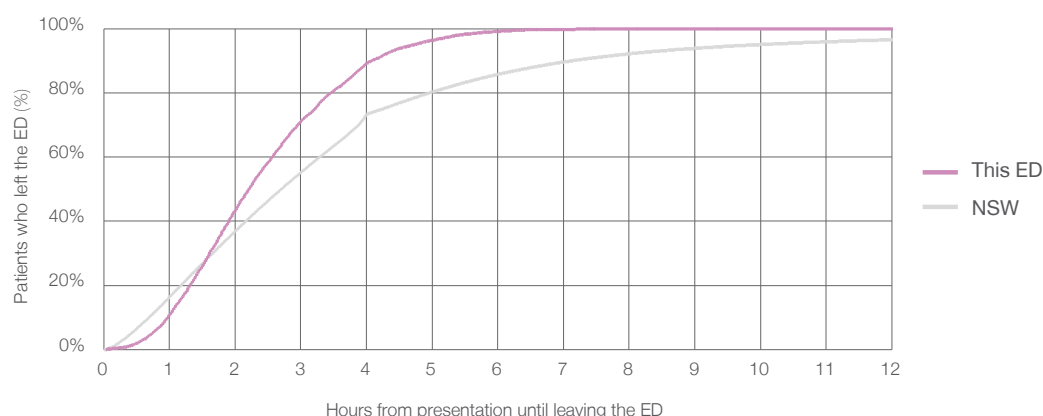
Attendances used to calculate time to leaving the ED:⁶ 4,722 patients

Median time to leaving the ED⁸ 2 hours and 13 minutes

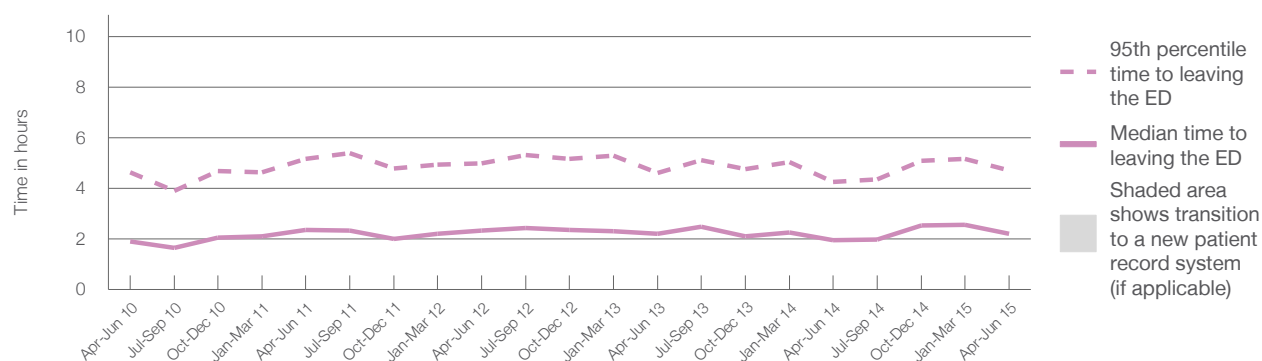
95th percentile time to leaving the ED⁹ 4 hours and 43 minutes

Same period last year	NSW (this period)
4,883	
4,883	
1 hours and 57 minutes	2 hours and 42 minutes
4 hours and 16 minutes	9 hours and 58 minutes

Percentage of patients who left the ED by time, April to June 2015



Time from presentation until leaving the ED, by quarter, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to leaving the ED ⁸ (hours, minutes)	1h 54m	2h 22m	2h 20m	2h 13m	1h 57m	2h 13m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 38m	5h 10m	4h 59m	4h 37m	4h 16m	4h 43m

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

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

Sydney Eye Hospital: Time from presentation until leaving the ED

By mode of separation

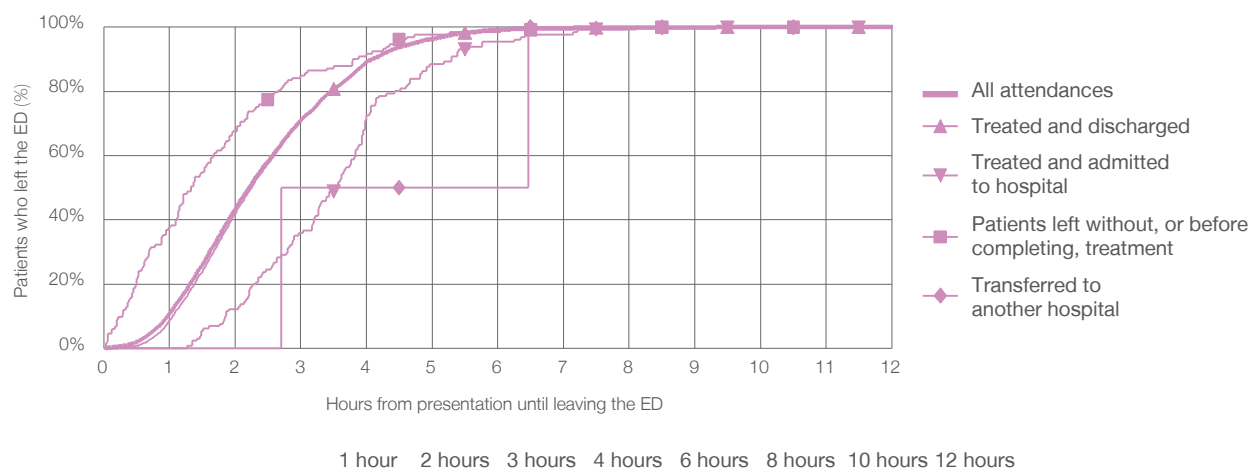
April to June 2015

All attendances:[†] 4,722 patients

Attendances used to calculate time to leaving the ED:[‡] 4,722 patients

		Same period last year	Change since one year ago
Treated and discharged	4,251 (90%)	4,883	-3%
Treated and admitted to hospital	131 (3%)	4,484	-5%
Patient left without, or before completing, treatment	135 (3%)	166	-21%
Transferred to another hospital	< 5	139	-2%
Other	205 (4%)	*	*
		94	118%

Percentage of patients who left the ED by time and mode of separation, April to June 2015^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9%	42%	71%	89%	99%	100%	100%	100%
Treated and admitted to hospital	0%	12%	36%	73%	95%	100%	100%	100%
Patient left without, or before completing, treatment	38%	68%	85%	92%	98%	99%	100%	100%
Transferred to another hospital	*	*	*	*	*	*	*	*
All attendances	11%	44%	71%	89%	99%	100%	100%	100%

(†) 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 Eye Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

April to June 2015

All attendances: ¹ 4,722 patients

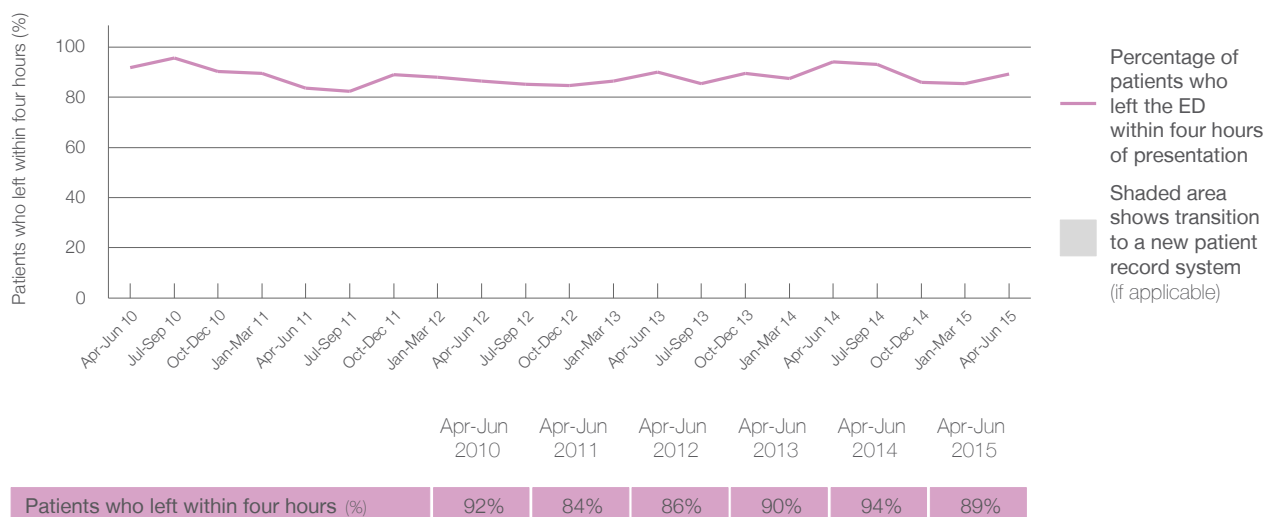
Attendances used to calculate time to leaving the ED: ⁶ 4,722 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,883	-3%
4,883	-3%
94%	

Percentage of patients who left the ED within four hours of presentation, by quarter, April 2010 to June 2015^{†‡}



- * 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*.
1. All emergency and non-emergency attendances at the emergency department (ED).
 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 July 2015).
Transfer of care data from Transfer of Care Reporting System(extracted 17 July 2015).

Sydney Hospital: Emergency department (ED) overview

April to June 2015

All attendances:¹ 4,304 patients
Emergency attendances:² 4,011 patients

Same period last year	Change since one year ago
3,621	19%
3,225	24%

Sydney Hospital: Time from presentation to treatment³

April to June 2015

Triage 2 Emergency (e.g. chest pain, severe burns): 104 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 624 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,293 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 850 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
84	
7 minutes	8 minutes
*	37 minutes
429	
16 minutes	21 minutes
42 minutes	102 minutes
1,574	
19 minutes	26 minutes
79 minutes	140 minutes
989	
24 minutes	23 minutes
122 minutes	133 minutes

Sydney Hospital: Time from presentation until leaving the ED

April to June 2015

Attendances used to calculate time to leaving the ED:⁶ 4,304 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
3,621	19%
92%	

* 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, January to March 2015*.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

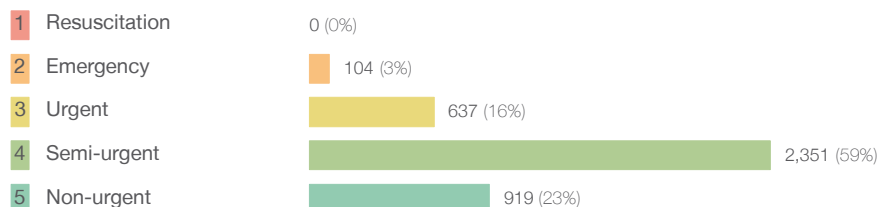
Source: Health Information Exchange, NSW Health (extracted 17 July 2015).

Sydney Hospital: Patients attending the emergency department

April to June 2015

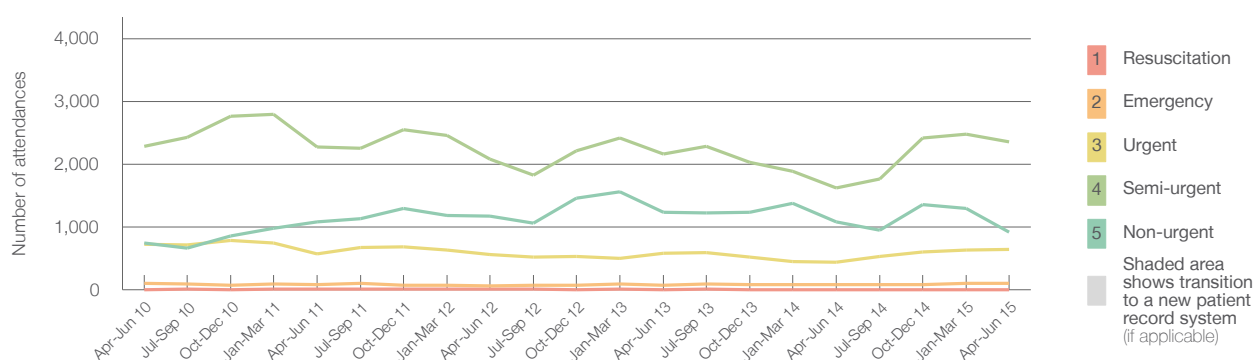
All attendances:¹ 4,304 patients

Emergency attendances² by triage category: 4,011 patients



Same period last year	Change since one year ago
3,621	19%
3,225	24%
< 5	*
86	25%
436	46%
1,625	45%
1,078	-15%

Emergency attendances² by quarter, April 2010 to June 2015 *



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Resuscitation	< 5	7	5	< 5	< 5	0
Emergency	100	82	60	67	86	104
Urgent	725	569	556	580	436	637
Semi-urgent	2,280	2,273	2,082	2,159	1,625	2,351
Non-urgent	740	1,075	1,169	1,236	1,078	919
All emergency attendances	3,845	4,006	3,872	4,042	3,225	4,011

Sydney Hospital: Patients arriving by ambulance

April to June 2015

Arrivals used to calculate transfer of care time:⁷ 677 patients

ED Transfer of care time



Same period last year	Change since one year ago
608	
9 minutes	2 minutes
23 minutes	7 minutes

(‡) 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 Hospital: Time from presentation to treatment, triage 2

April to June 2015

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

Number of triage 2 patients: 104

Number of triage 2 patients used to calculate waiting time:³ 104

Median time to start treatment⁴

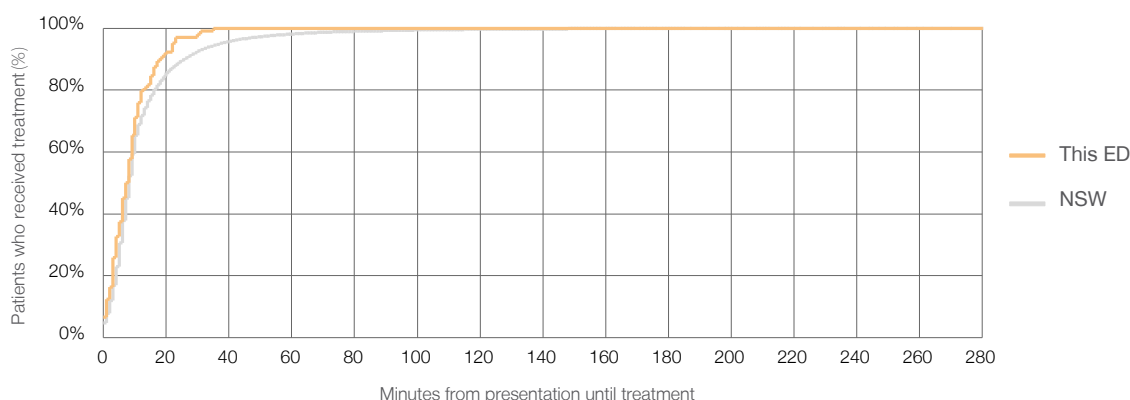
8 minutes

95th percentile time to start treatment⁵

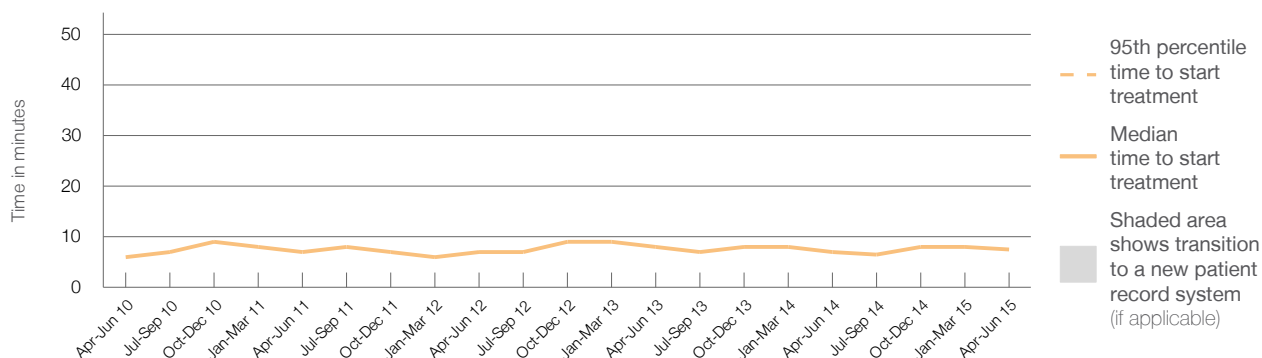
22 minutes

Same period last year	NSW (this period)
86	
84	
7 minutes	8 minutes
*	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 2 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	6	7	7	8	7	8
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	22

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

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

Sydney Hospital: Time from presentation to treatment, triage 3

April to June 2015

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

Number of triage 3 patients: 637

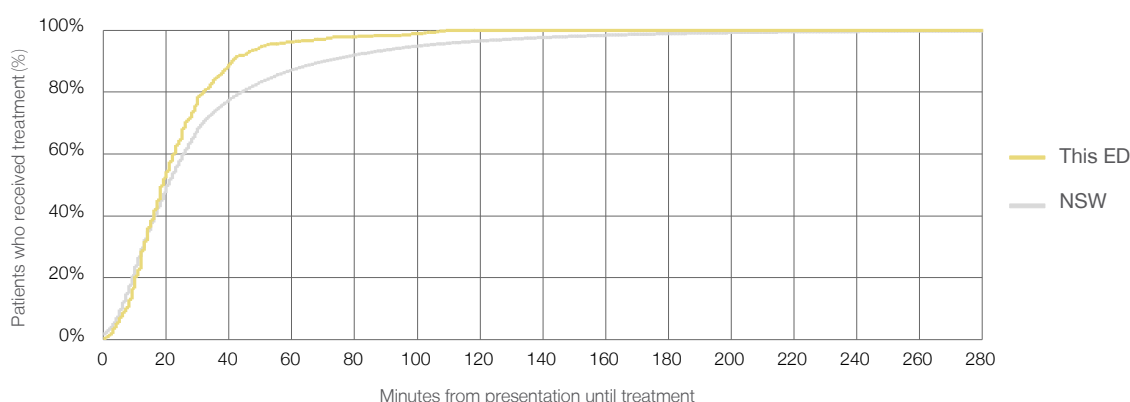
Number of triage 3 patients used to calculate waiting time:³ 624

Median time to start treatment⁴ 19 minutes

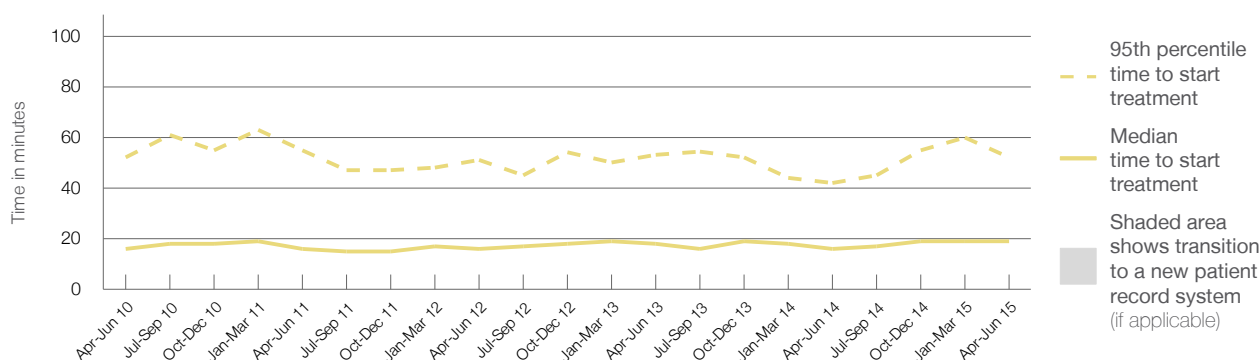
95th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
436	
429	
16 minutes	21 minutes
42 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 3 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	16	16	16	18	16	19
95th percentile time to start treatment ⁵ (minutes)	52	55	51	53	42	52

(†) 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 Hospital: Time from presentation to treatment, triage 4

April to June 2015

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

Number of triage 4 patients: 2,351

Number of triage 4 patients used to calculate waiting time:³ 2,293

Median time to start treatment⁴

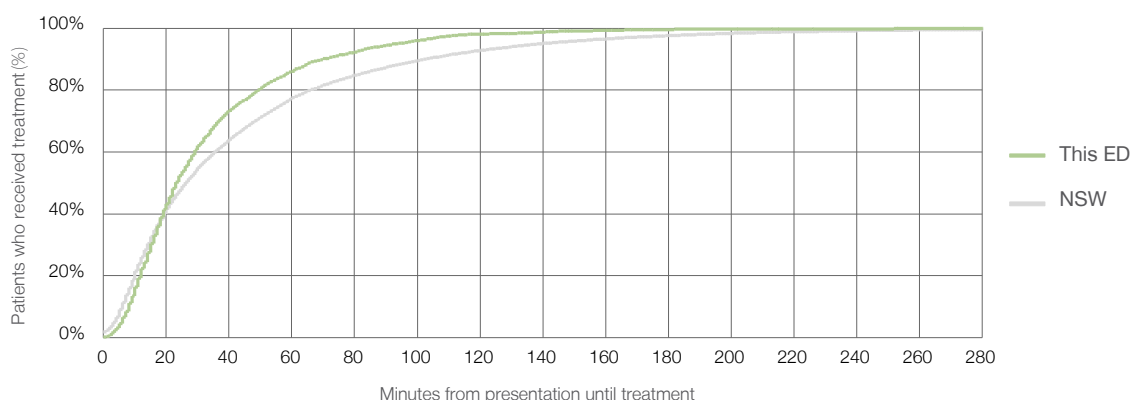
23 minutes

95th percentile time to start treatment⁵

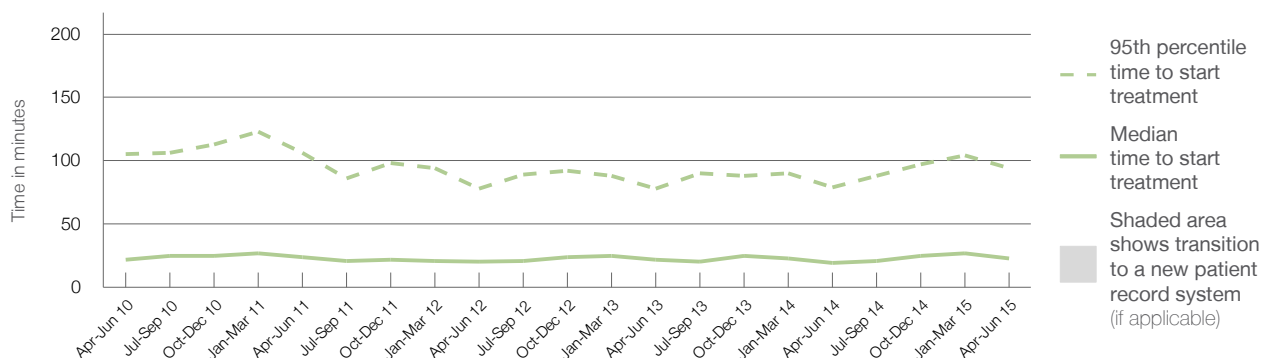
94 minutes

Same period last year	NSW (this period)
1,625	
1,574	
19 minutes	26 minutes
79 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 4 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	22	24	20	22	19	23
95th percentile time to start treatment ⁵ (minutes)	105	106	78	78	79	94

(†) 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 Hospital: Time from presentation to treatment, triage 5

April to June 2015

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

Number of triage 5 patients: 919

Number of triage 5 patients used to calculate waiting time:³ 850

Median time to start treatment⁴

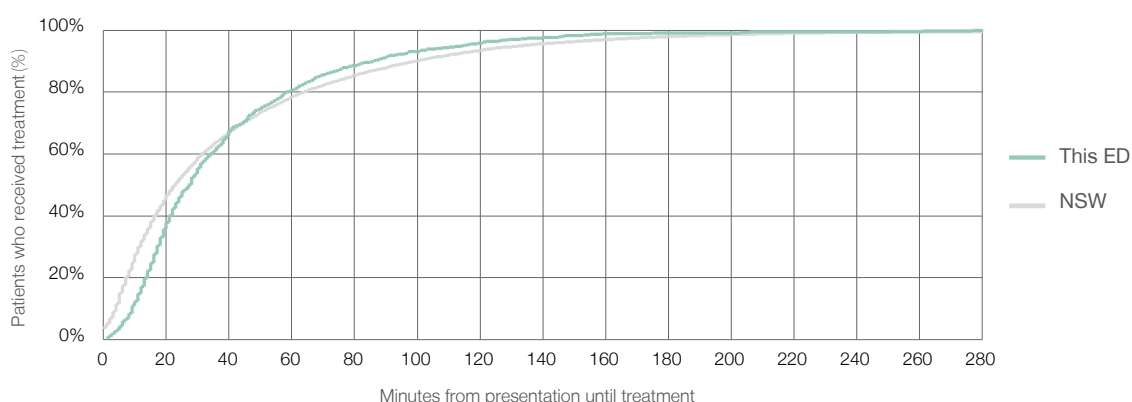
28 minutes

95th percentile time to start treatment⁵

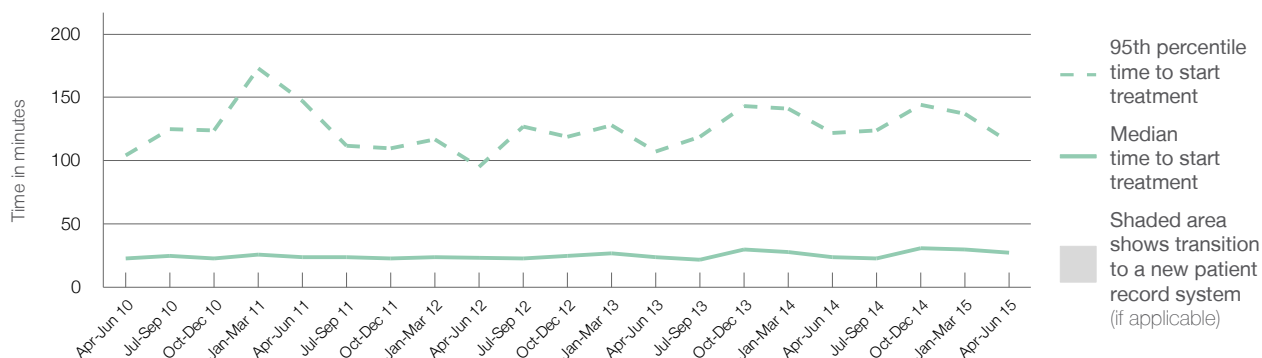
115 minutes

Same period last year	NSW (this period)
1,078	
989	
24 minutes	23 minutes
122 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2015



Time from presentation until treatment (minutes) for triage 5 patients, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to start treatment ⁴ (minutes)	23	24	24	24	24	28
95th percentile time to start treatment ⁵ (minutes)	104	147	95	107	122	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.

Sydney Hospital: Time from presentation until leaving the ED

April to June 2015

All attendances:¹ 4,304 patients

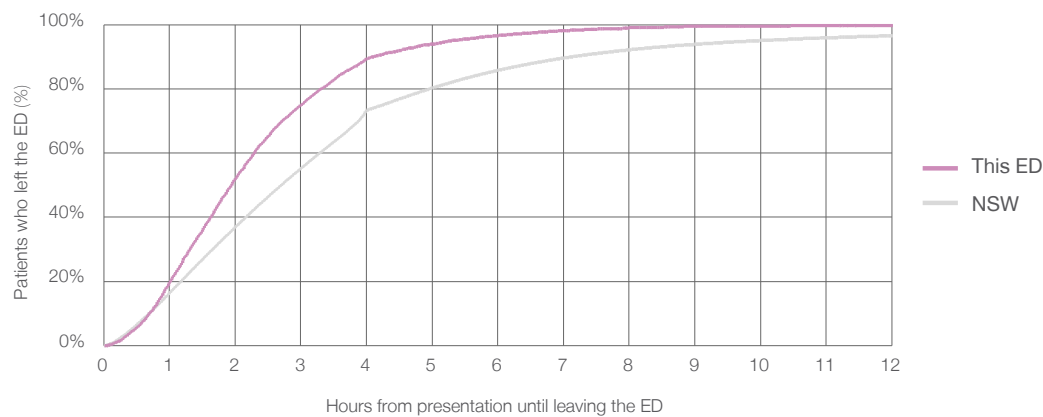
Attendances used to calculate time to leaving the ED:⁶ 4,304 patients

Median time to leaving the ED⁸ 1 hours and 57 minutes

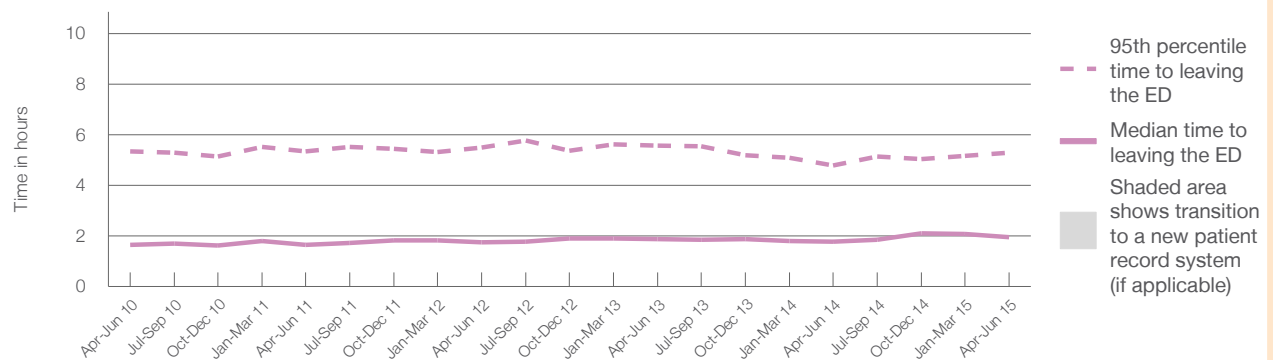
95th percentile time to leaving the ED⁹ 5 hours and 17 minutes

Same period last year	NSW (this period)
3,621	
3,621	
1 hours and 47 minutes	2 hours and 42 minutes
4 hours and 48 minutes	9 hours and 58 minutes

Percentage of patients who left the ED by time, April to June 2015



Time from presentation until leaving the ED, by quarter, April 2010 to June 2015^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 40m	1h 45m	1h 53m	1h 47m	1h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 21m	5h 21m	5h 30m	5h 34m	4h 48m	5h 17m

(†) 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 Hospital: Time from presentation until leaving the ED

By mode of separation

April to June 2015

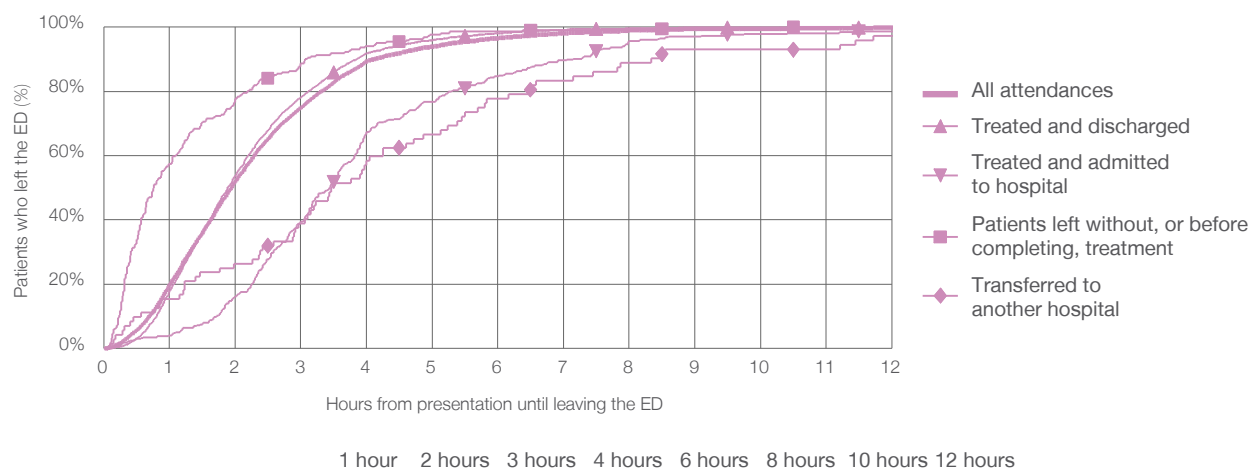
All attendances:[†] 4,304 patients

Attendances used to calculate time to leaving the ED:[‡] 4,304 patients

Treated and discharged	3,542 (82%)
Treated and admitted to hospital	378 (9%)
Patient left without, or before completing, treatment	221 (5%)
Transferred to another hospital	72 (2%)
Other	91 (2%)

Same period last year	Change since one year ago
3,621	19%
2,916	21%
329	15%
261	-15%
72	0%
43	112%

Percentage of patients who left the ED by time and mode of separation, April to June 2015^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18%	54%	78%	92%	98%	100%	100%	100%
Treated and admitted to hospital	4%	16%	39%	67%	85%	96%	98%	99%
Patient left without, or before completing, treatment	57%	78%	89%	94%	99%	99%	100%	100%
Transferred to another hospital	15%	26%	39%	58%	78%	89%	93%	97%
All attendances	20%	52%	75%	89%	97%	99%	100%	100%

(†) 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 Hospital: Time from presentation until leaving the ED

Percentage of patients who left the ED within four hours of presentation

April to June 2015

All attendances: ¹ 4,304 patients

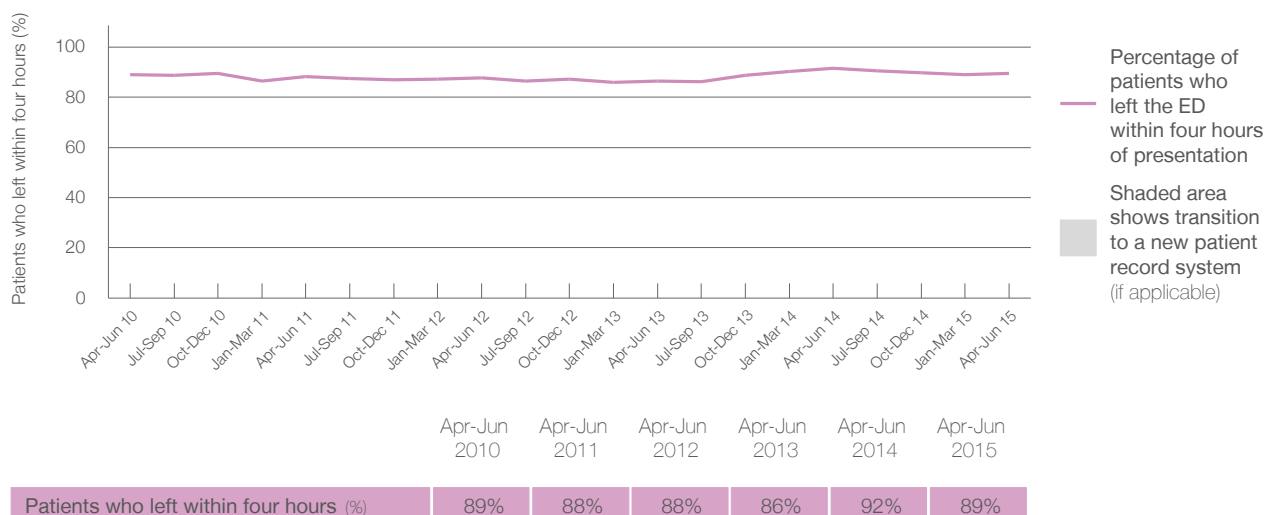
Attendances used to calculate time to leaving the ED: ⁶ 4,304 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,621	19%
3,621	19%
92%	

Percentage of patients who left the ED within four hours of presentation, by quarter, April 2010 to June 2015^{†‡}



- * 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*.
1. All emergency and non-emergency attendances at the emergency department (ED).
 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2015*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 July 2015).
Transfer of care data from Transfer of Care Reporting System(extracted 17 July 2015).