

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Principal referral hospitals  
(A1) peer group

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 13,463 patients

Emergency presentations:<sup>2</sup> 13,356 patients

Same period last year	Change since one year ago
13,481	-0.1%
13,363	-0.1%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,468 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,880 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,279 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
2,548	
7 minutes	8 minutes
22 minutes	26 minutes
5,692	
17 minutes	20 minutes
56 minutes	69 minutes
4,463	
19 minutes	26 minutes
70 minutes	101 minutes
554	
20 minutes	23 minutes
71 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Percentage of patients who spent four hours or less in the ED 75.9%

Same period last year	Change since one year ago
13,481	-0.1%
78.3%	

\* 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.

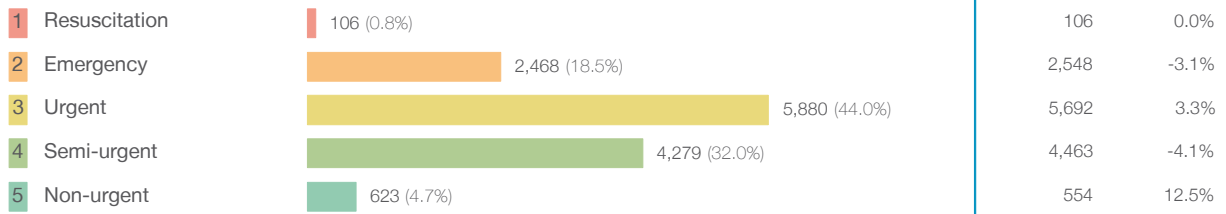
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

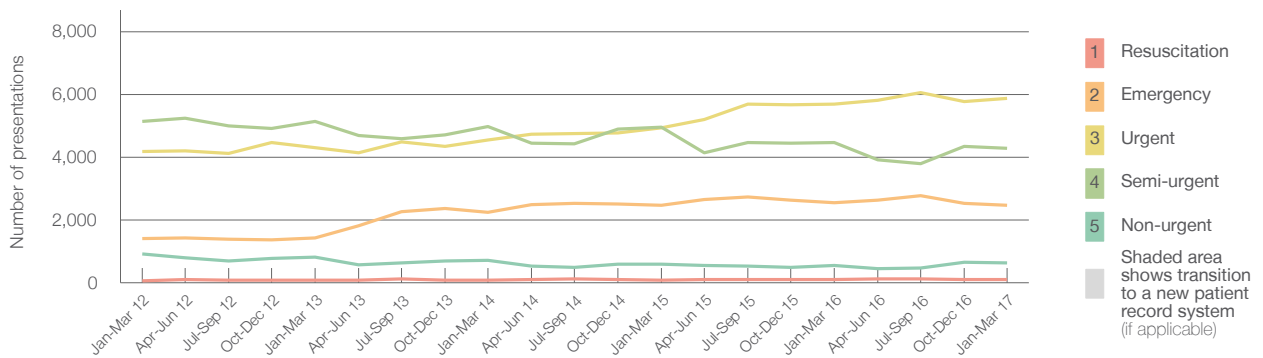
## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 13,463 patients

Emergency presentations<sup>2</sup> by triage category: 13,356 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	65	73	83	87	106	106
Emergency	1,401	1,430	2,242	2,456	2,548	2,468
Urgent	4,184	4,295	4,556	4,934	5,692	5,880
Semi-urgent	5,130	5,145	4,984	4,949	4,463	4,279
Non-urgent	913	814	711	581	554	623
All emergency presentations	11,693	11,757	12,576	13,007	13,363	13,356

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,800 patients

ED Transfer of care time



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

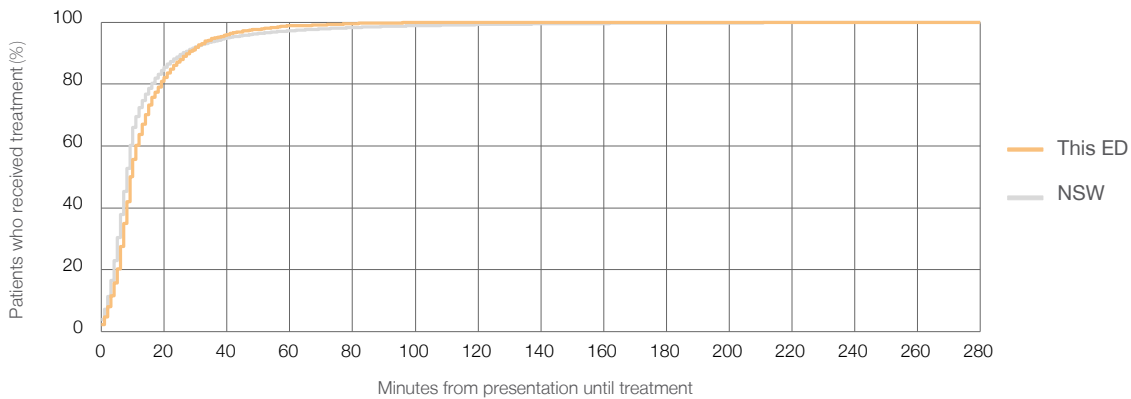
Number of triage 2 patients: 2,468

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,463

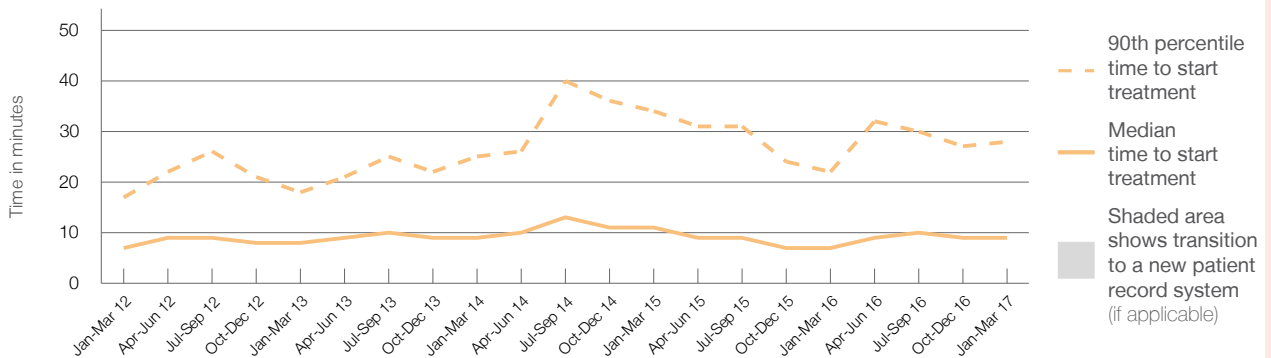
Median time to start treatment<sup>4</sup> ■ 9 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 28 minutes

Same period last year	NSW (this period)
2,548	2,540
7 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	9	11	7	9
90th percentile time to start treatment <sup>5</sup> (minutes)	17	18	25	34	22	28

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,880

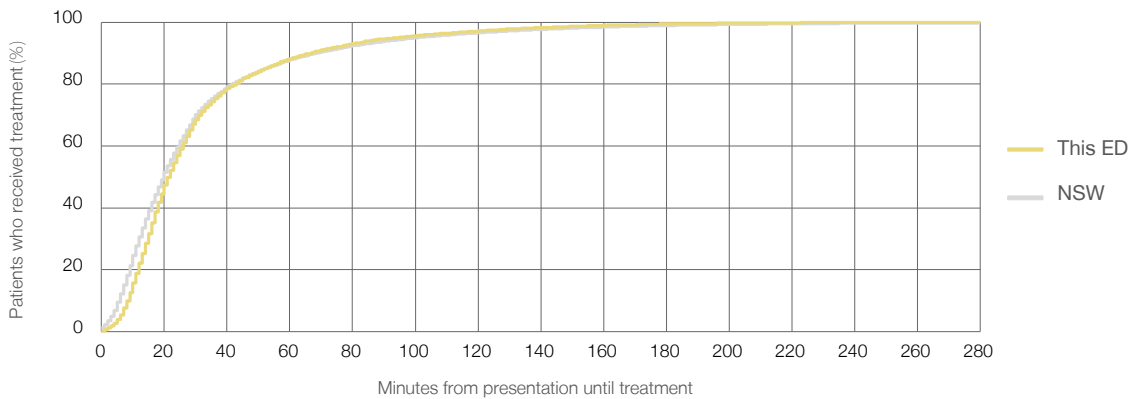
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,794

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

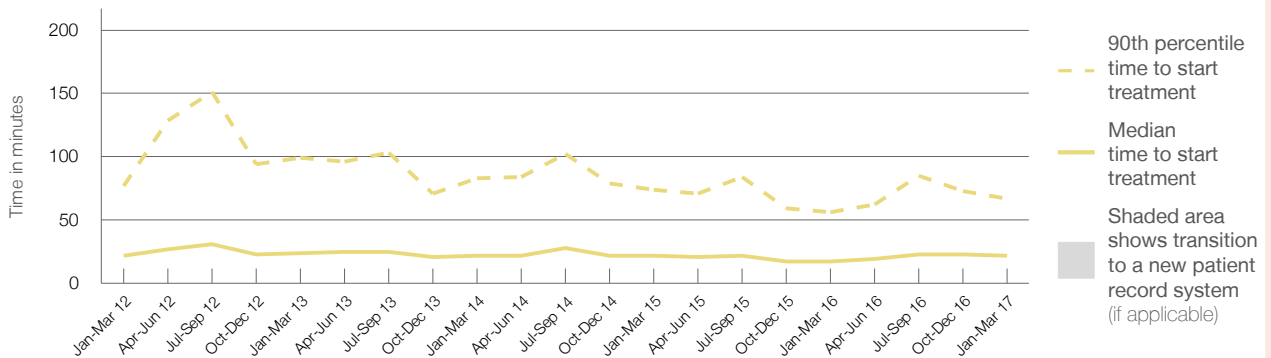
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
5,692	
5,595	
17 minutes	20 minutes
56 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	24	22	22	17	22
90th percentile time to start treatment <sup>5</sup> (minutes)	77	99	83	74	56	67

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,279

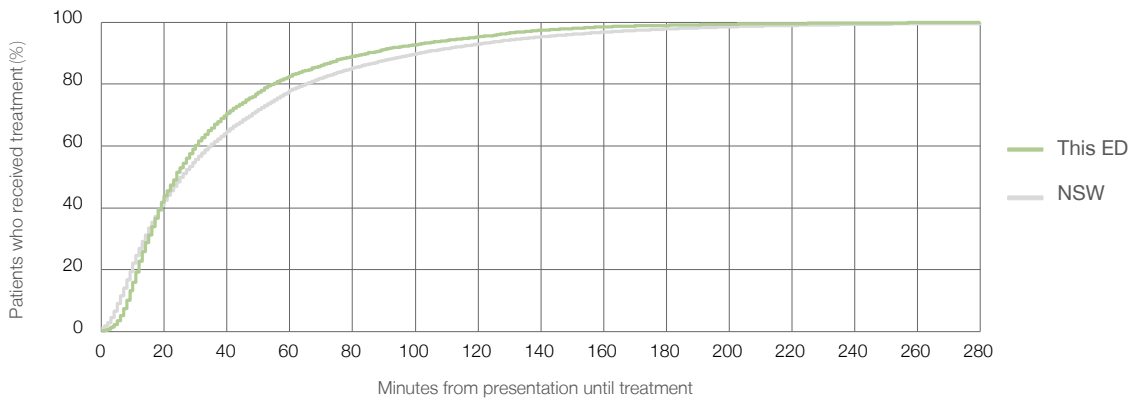
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,121

Median time to start treatment<sup>4</sup>  24 minutes

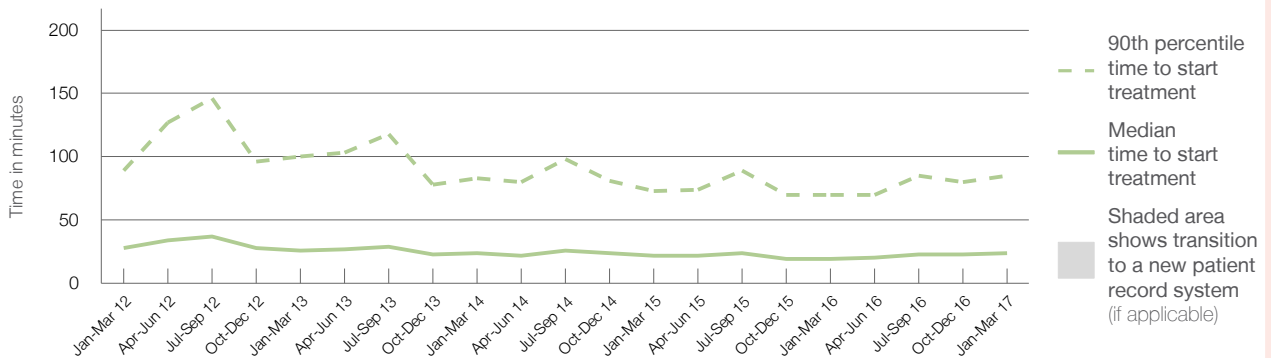
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
4,463	4,317
19 minutes	26 minutes
70 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	26	24	22	19	24
90th percentile time to start treatment <sup>5</sup> (minutes)	89	100	83	73	70	85

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 623

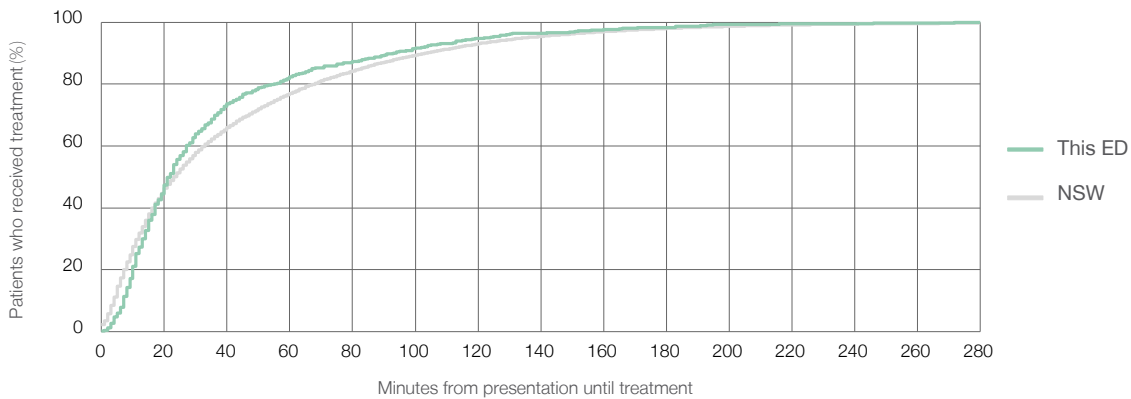
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 514

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

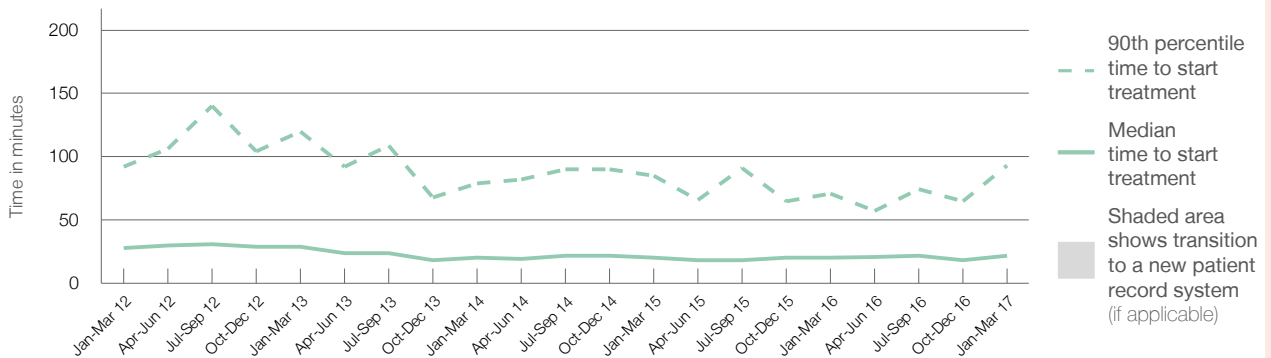
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
554	
475	
20 minutes	23 minutes
71 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	29	20	20	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	92	120	79	85	71	93

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 13,463 patients

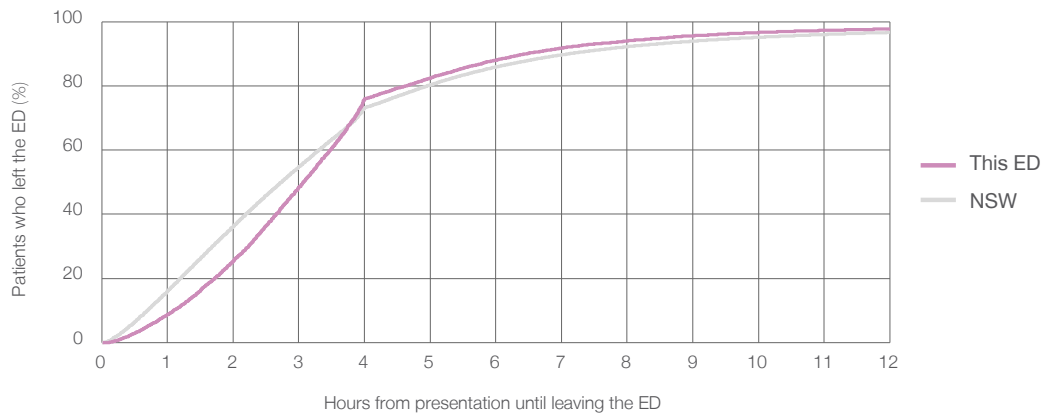
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Median time spent in the ED<sup>8</sup> 3 hours and 4 minutes

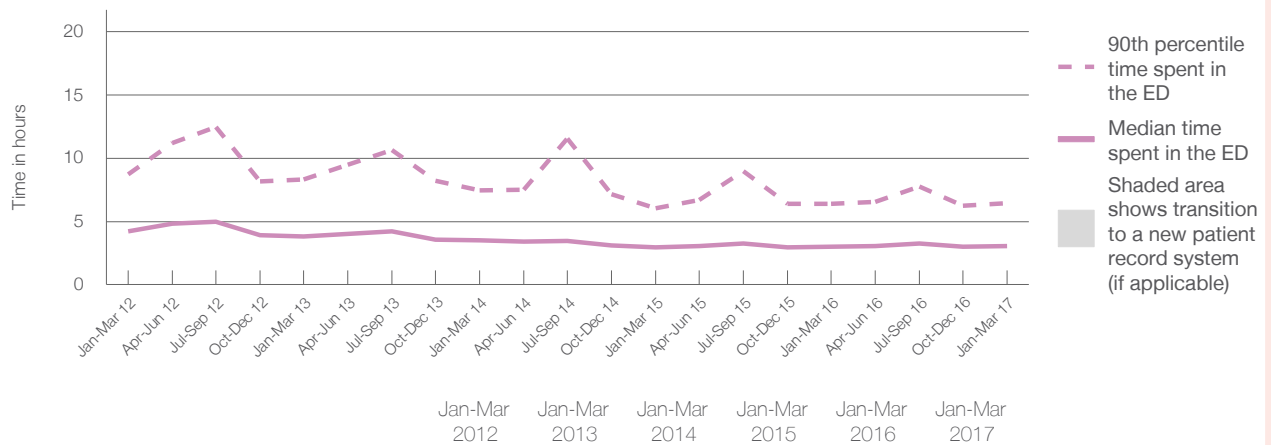
90th percentile time spent in the ED<sup>9</sup> 6 hours and 28 minutes

Same period last year	NSW (this period)
13,481	13,481
3 hours and 0 minutes	2 hours and 44 minutes
6 hours and 24 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m

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## Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

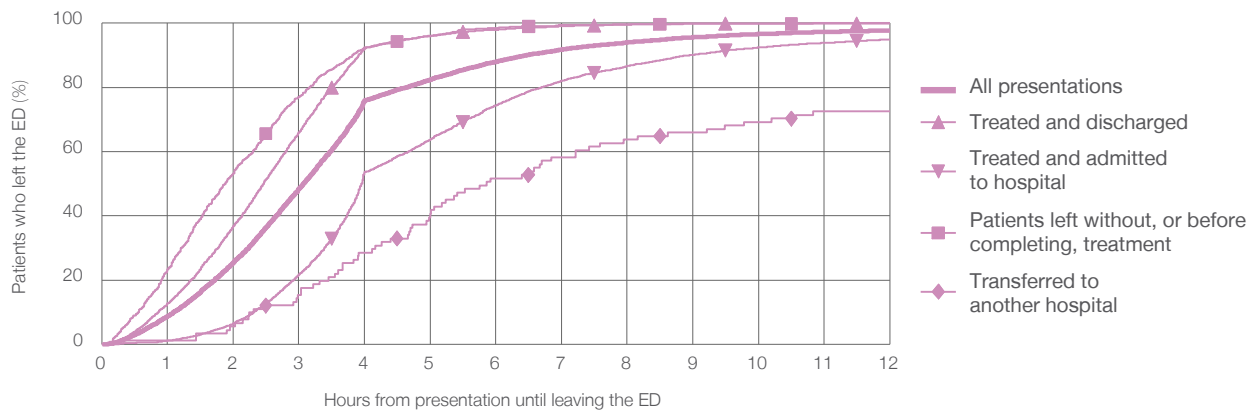
All presentations:<sup>1</sup> 13,463 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Treated and discharged	6,755 (50.2%)
Treated and admitted to hospital	5,543 (41.2%)
Patient left without, or before completing, treatment	1,038 (7.7%)
Transferred to another hospital	91 (0.7%)
Other	36 (0.3%)

Same period last year	Change since one year ago
13,481	-0.1%
6,926	-2.5%
5,531	0.2%
883	17.6%
86	5.8%
55	-34.5%

Percentage of patients who left the ED by time and mode of separation, January to March 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	12.6%	36.9%	66.0%	92.1%	98.0%	99.6%	99.9%	100%
Treated and admitted to hospital	1.1%	6.5%	21.8%	53.7%	74.4%	86.7%	92.5%	95.0%
Patient left without, or before completing, treatment	23.3%	53.3%	77.0%	92.5%	98.6%	99.6%	99.8%	100%
Transferred to another hospital	1.1%	5.5%	15.4%	28.6%	51.6%	63.7%	69.2%	72.5%
All presentations	8.8%	25.6%	48.4%	75.9%	88.0%	94.0%	96.6%	97.7%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:<sup>1</sup> 13,463 patients

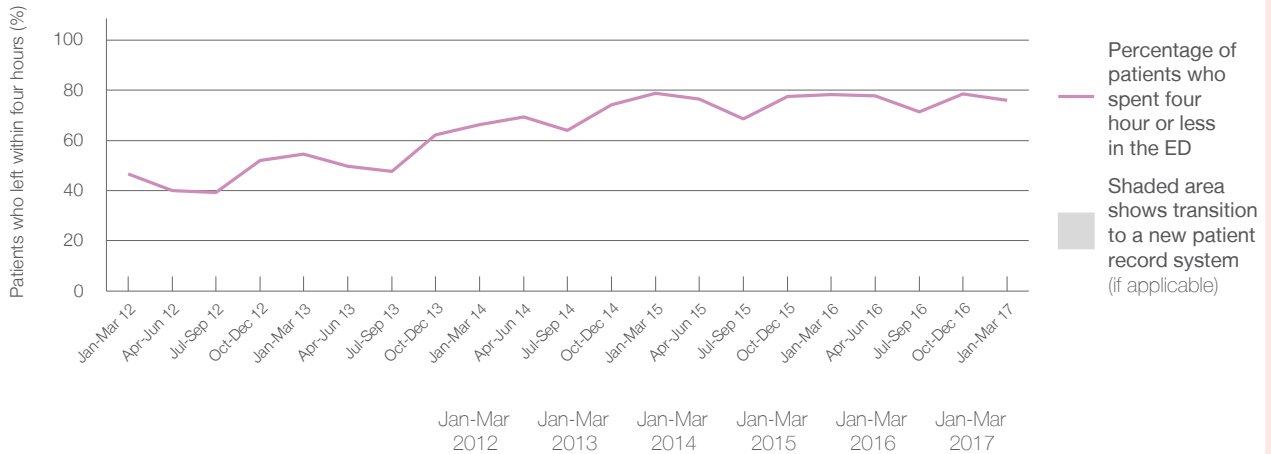
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

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: <sup>1</sup> 13,463 patients	13,481	-0.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,463 patients	13,481	-0.1%
Percentage of patients who spent four hours or less in the ED	78.3%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	46.6%	54.7%	66.3%	78.9%	78.3%	75.9%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,756 patients  
Emergency presentations:<sup>2</sup> 9,729 patients

Same period last year	Change since one year ago
9,760	-0.0%
9,739	-0.1%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 996 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,724 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,432 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
957	
8 minutes	8 minutes
15 minutes	26 minutes
3,284	
22 minutes	20 minutes
67 minutes	69 minutes
4,953	
34 minutes	26 minutes
111 minutes	101 minutes
511	
24 minutes	23 minutes
94 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
9,760	-0.0%
70.8%	

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

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

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

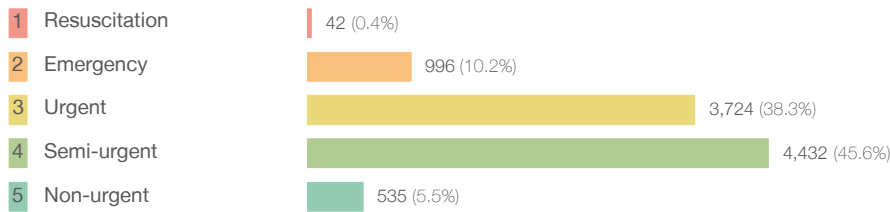
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Concord Hospital: Patients presenting to the emergency department January to March 2017

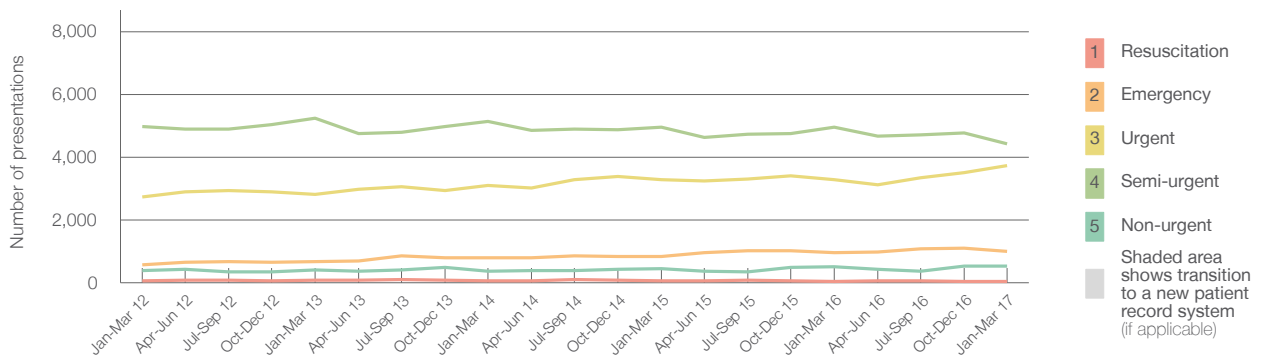
All presentations:<sup>1</sup> 9,756 patients

Emergency presentations<sup>2</sup> by triage category: 9,729 patients



Same period last year	Change since one year ago
9,760	-0.0%
9,739	-0.1%
34	23.5%
957	4.1%
3,284	13.4%
4,953	-10.5%
511	4.7%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	63	69	66	62	34	42
Emergency	572	666	795	832	957	996
Urgent	2,736	2,816	3,097	3,279	3,284	3,724
Semi-urgent	4,985	5,233	5,135	4,948	4,953	4,432
Non-urgent	388	406	372	444	511	535
All emergency presentations	8,744	9,190	9,465	9,565	9,739	9,729

## Concord Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,115 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,087	
12 minutes	-1 minute
20 minutes	0 minutes

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 996

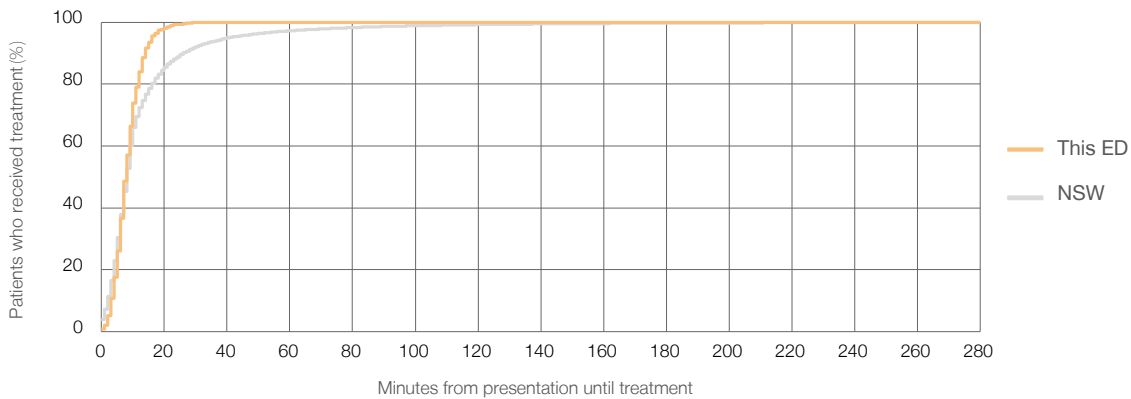
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 994

Median time to start treatment<sup>4</sup> 8 minutes

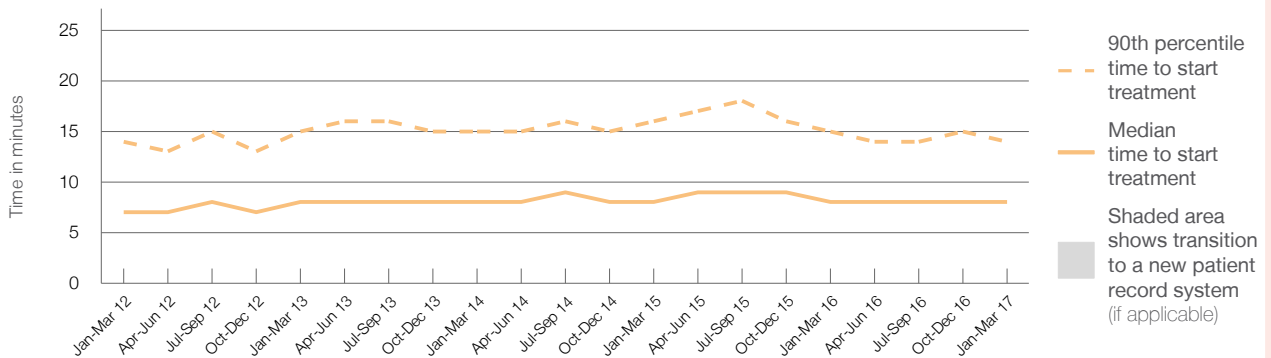
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
957	
955	
8 minutes	8 minutes
15 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	14	15	15	16	15	14

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,724

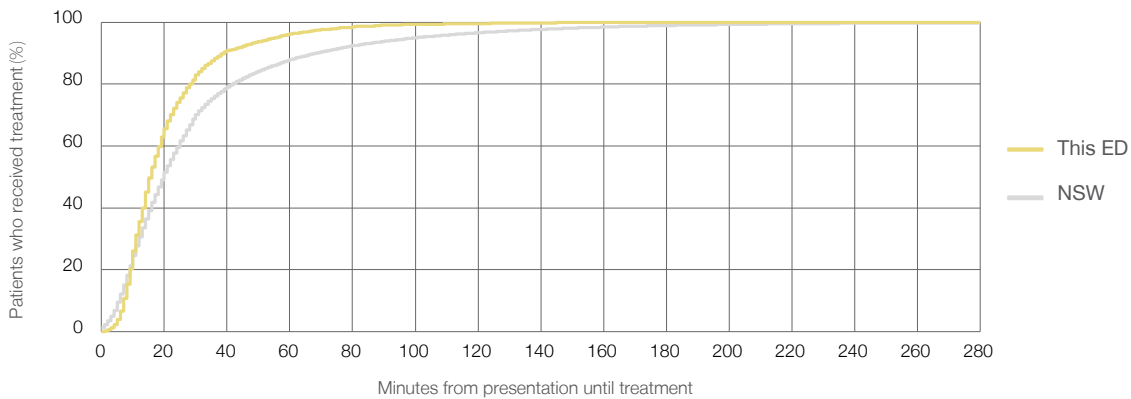
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,657

Median time to start treatment<sup>4</sup> 16 minutes

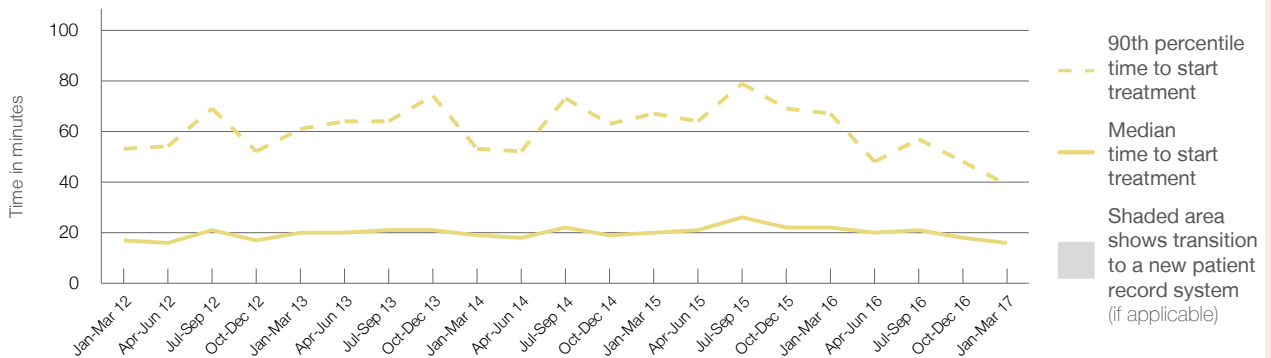
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
3,284	
3,221	
22 minutes	20 minutes
67 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	17	20	19	20	22	16
90th percentile time to start treatment <sup>5</sup> (minutes)	53	61	53	67	67	39

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,432

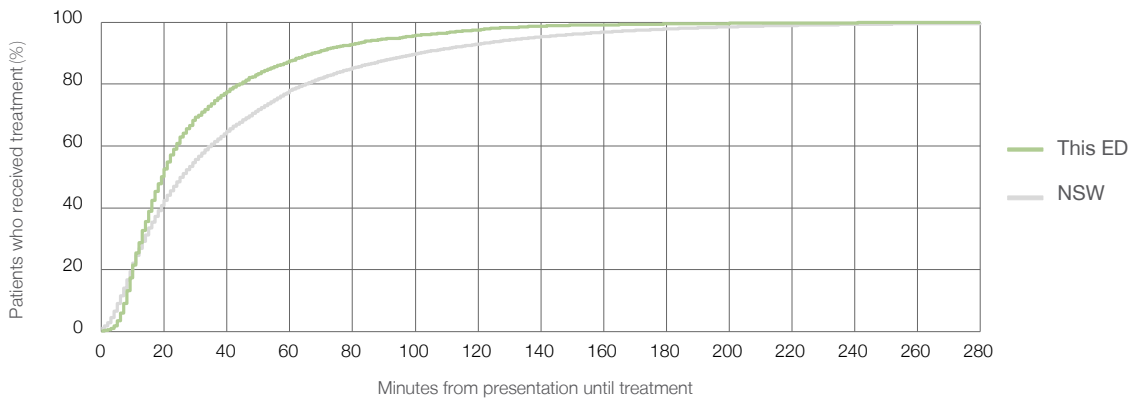
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,208

Median time to start treatment<sup>4</sup>  19 minutes

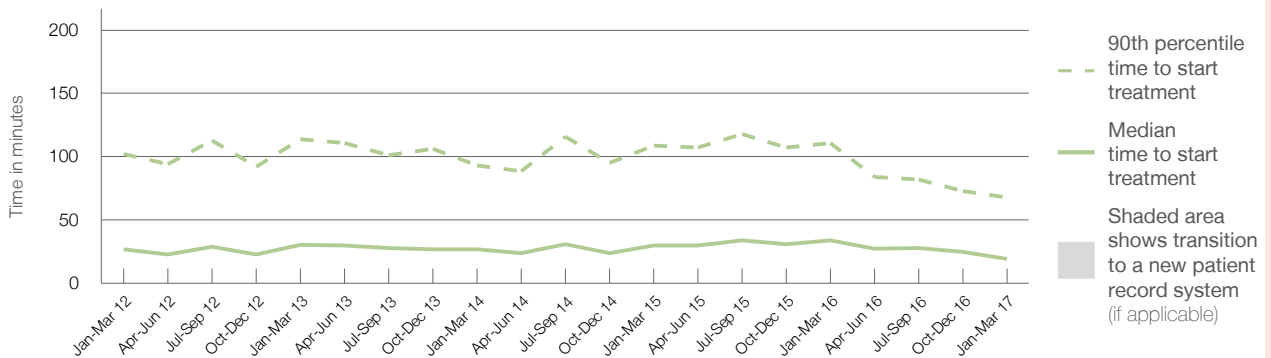
90th percentile time to start treatment<sup>5</sup>  68 minutes

Same period last year	NSW (this period)
4,953	
4,730	
34 minutes	26 minutes
111 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	31	27	30	34	19
90th percentile time to start treatment <sup>5</sup> (minutes)	102	114	93	109	111	68

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 535

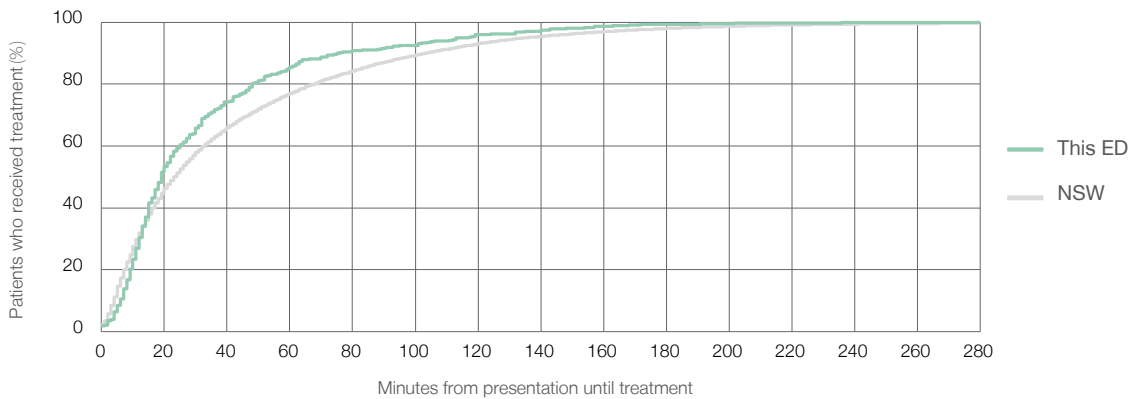
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 457

Median time to start treatment<sup>4</sup> 19 minutes

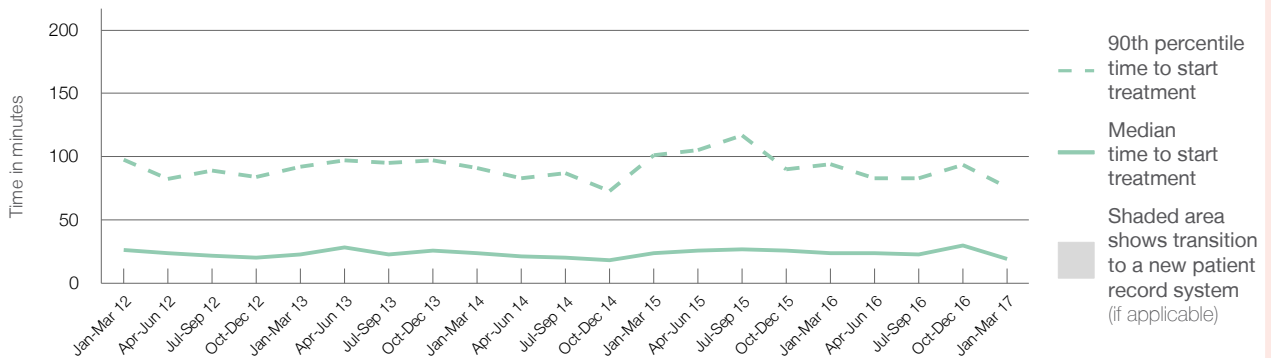
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
511	
435	
24 minutes	23 minutes
94 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	23	24	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	98	92	91	101	94	76

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,756 patients

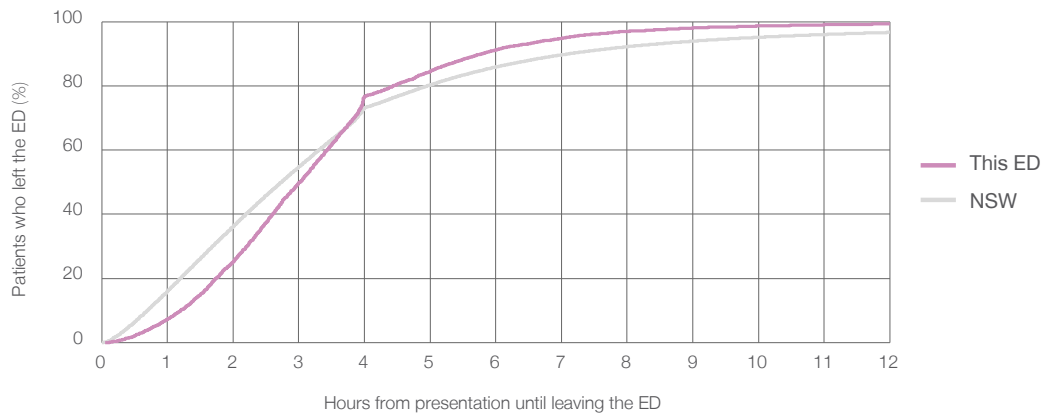
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Median time spent in the ED<sup>8</sup> 3 hours and 1 minutes

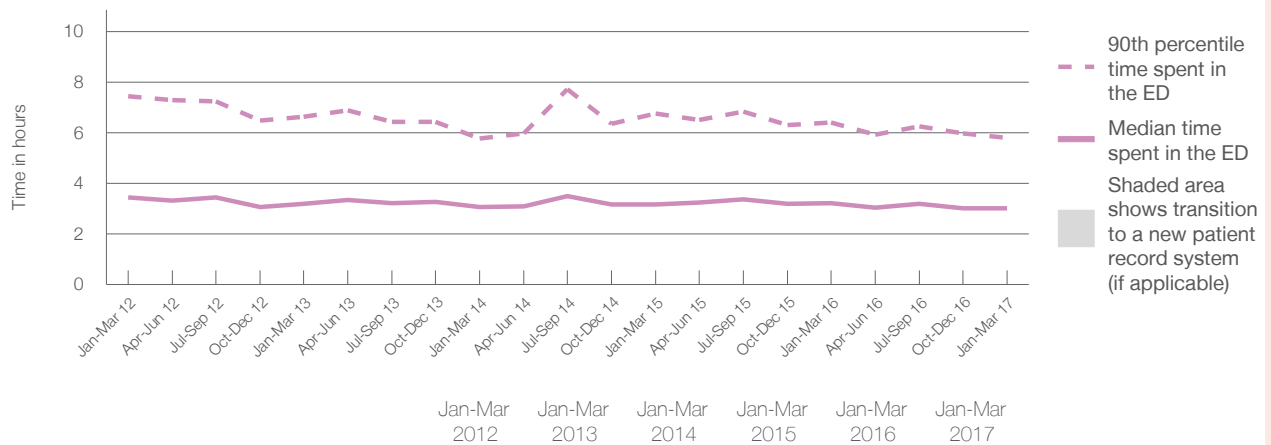
90th percentile time spent in the ED<sup>9</sup> 5 hours and 48 minutes

Same period last year	NSW (this period)
9,760	9,760
3 hours and 13 minutes	2 hours and 44 minutes
6 hours and 25 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m	3h 1m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 26m	6h 38m	5h 46m	6h 46m	6h 25m	5h 48m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time patients spent in the ED By mode of separation January to March 2017

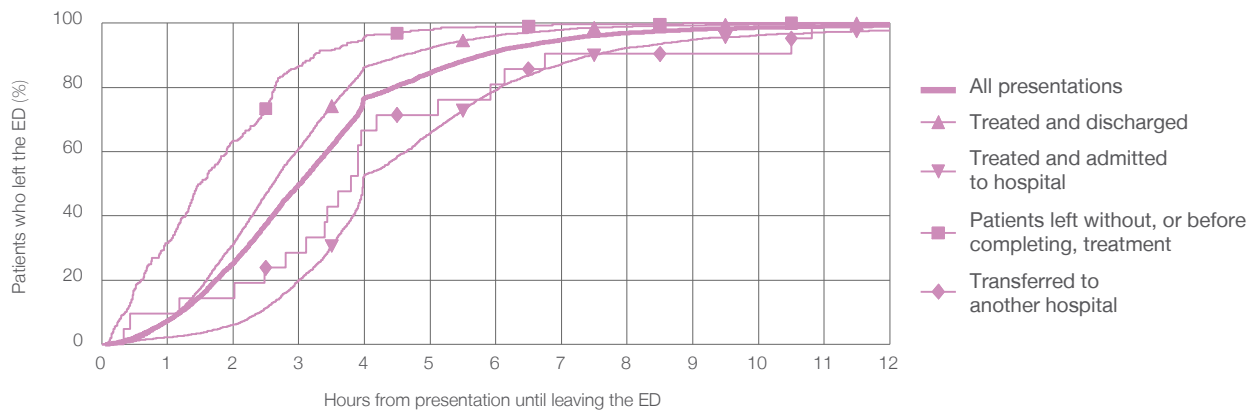
All presentations:<sup>1</sup> 9,756 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Treated and discharged	6,410 (65.7%)
Treated and admitted to hospital	2,913 (29.9%)
Patient left without, or before completing, treatment	293 (3.0%)
Transferred to another hospital	21 (0.2%)
Other	119 (1.2%)

Same period last year	Change since one year ago
9,760	-0.0%
6,310	1.6%
3,039	-4.1%
298	-1.7%
23	-8.7%
90	32.2%

### Percentage of patients who left the ED by time and mode of separation, January to March 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	7.6%	31.4%	61.0%	86.4%	96.1%	99.0%	99.7%	99.9%
Treated and admitted to hospital	2.2%	6.1%	19.9%	52.8%	79.2%	92.3%	96.3%	97.8%
Patient left without, or before completing, treatment	31.4%	63.5%	86.7%	95.9%	99.0%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.3%	28.6%	66.7%	81.0%	90.5%	90.5%	100%
All presentations	7.4%	25.3%	49.8%	76.8%	91.1%	97.0%	98.6%	99.3%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Concord Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 9,756 patients

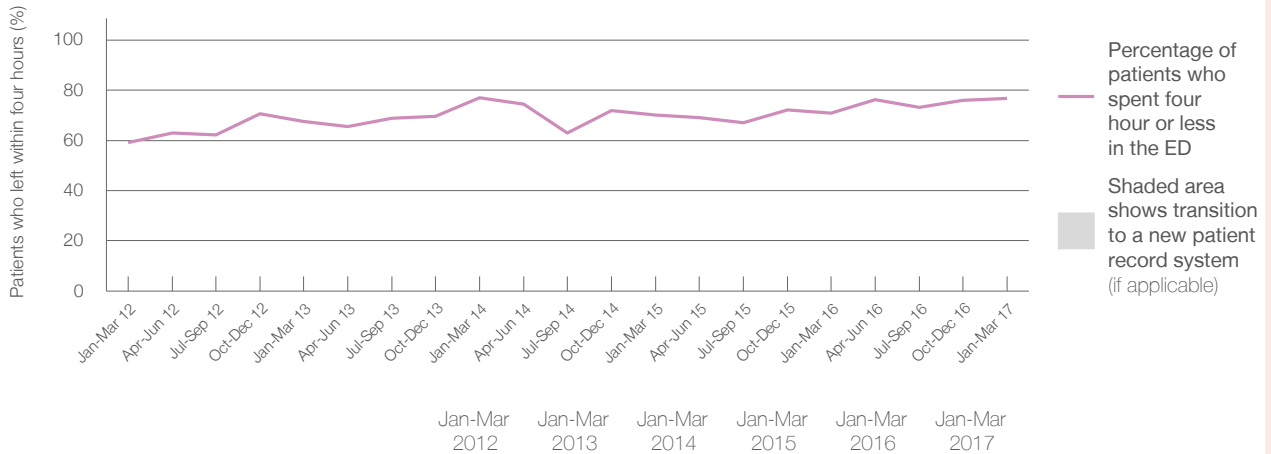
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

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: <sup>1</sup> 9,756 patients	9,760	-0.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,756 patients	9,760	-0.0%
Percentage of patients who spent four hours or less in the ED	70.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	59.1%	67.4%	76.9%	70.0%	70.8%	76.8%

\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 16,704 patients

Emergency presentations:<sup>2</sup> 16,603 patients

Same period last year	Change since one year ago
16,613	0.5%
16,470	0.8%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,055 patients

Median time to start treatment<sup>4</sup> 6 minutes

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,546 patients

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

90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,302 patients

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

90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 480 patients

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

90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
2,091	
6 minutes	8 minutes
18 minutes	26 minutes
6,462	
21 minutes	20 minutes
77 minutes	69 minutes
7,181	
35 minutes	26 minutes
108 minutes	101 minutes
532	
28 minutes	23 minutes
107 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,704 patients

Percentage of patients who spent four hours or less in the ED 68.0%

Same period last year	Change since one year ago
16,613	0.5%
69.7%	

\* 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.

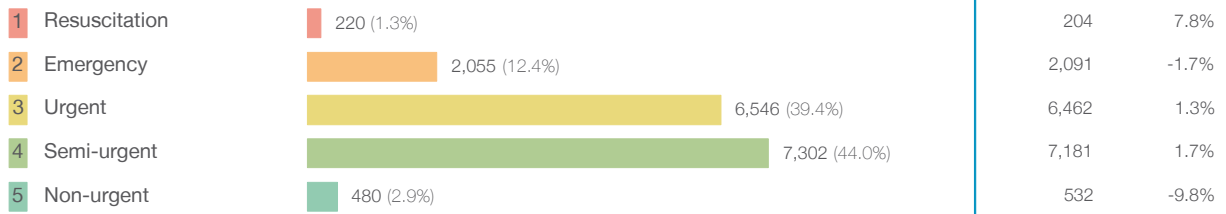
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Patients presenting to the emergency department January to March 2017

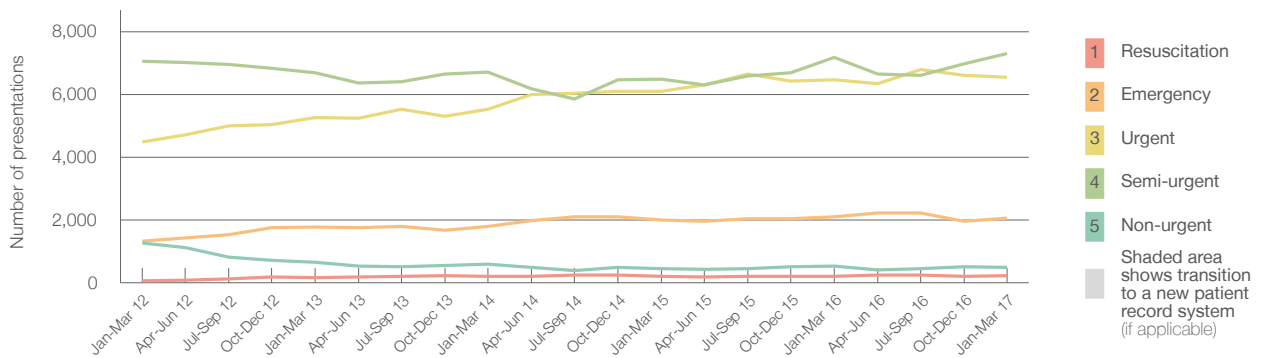
All presentations:<sup>1</sup> 16,704 patients

Emergency presentations<sup>2</sup> by triage category: 16,603 patients



Same period last year	Change since one year ago
16,613	0.5%
16,470	0.8%
204	7.8%
2,091	-1.7%
6,462	1.3%
7,181	1.7%
532	-9.8%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	59	159	200	199	204	220
Emergency	1,314	1,779	1,783	2,004	2,091	2,055
Urgent	4,485	5,257	5,528	6,096	6,462	6,546
Semi-urgent	7,064	6,680	6,716	6,490	7,181	7,302
Non-urgent	1,262	660	589	450	532	480
All emergency presentations	14,184	14,535	14,816	15,239	16,470	16,603

## Gosford Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,675 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,624	
10 minutes	-1 minute
59 minutes	-15 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 2,055

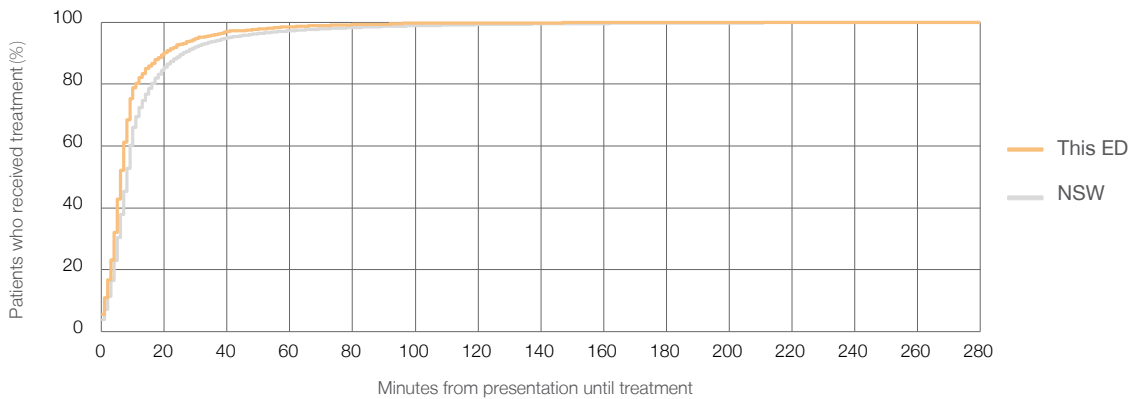
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,048

Median time to start treatment<sup>4</sup> 6 minutes

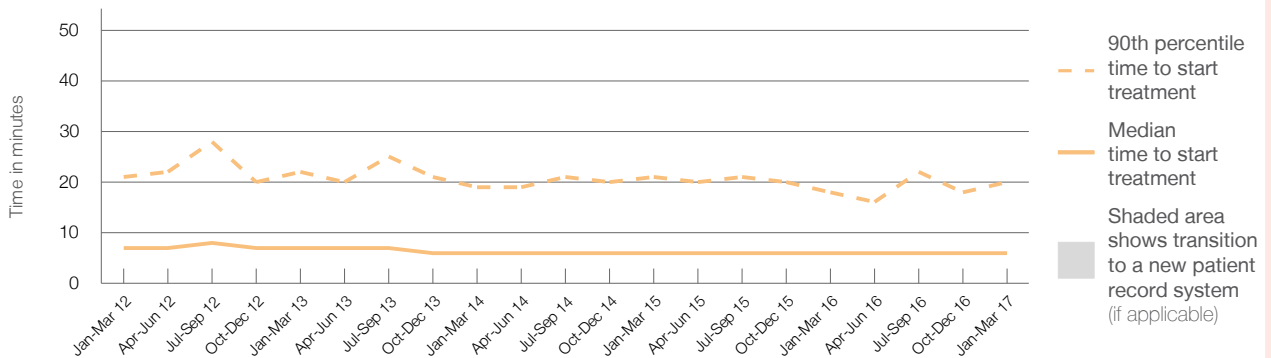
90th percentile time to start treatment<sup>5</sup> 20 minutes

Same period last year	NSW (this period)
2,091	
2,085	
6 minutes	8 minutes
18 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	21	22	19	21	18	20

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,546

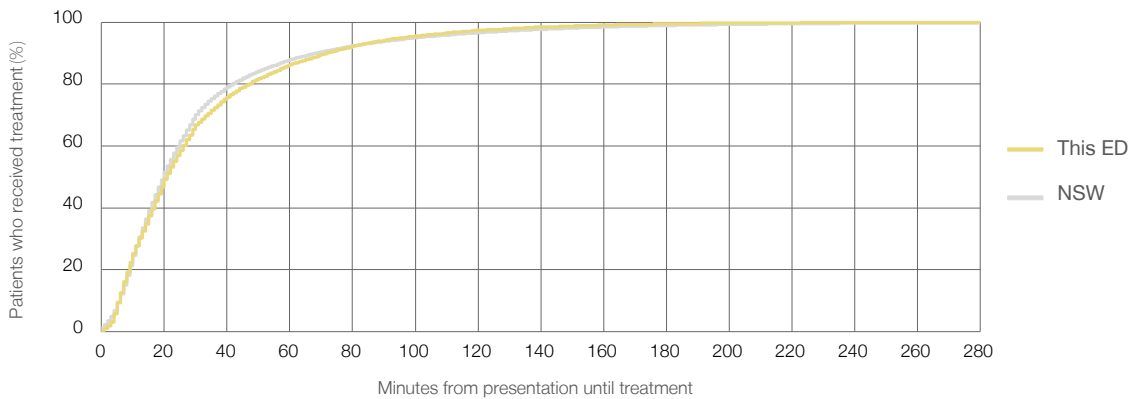
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,448

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

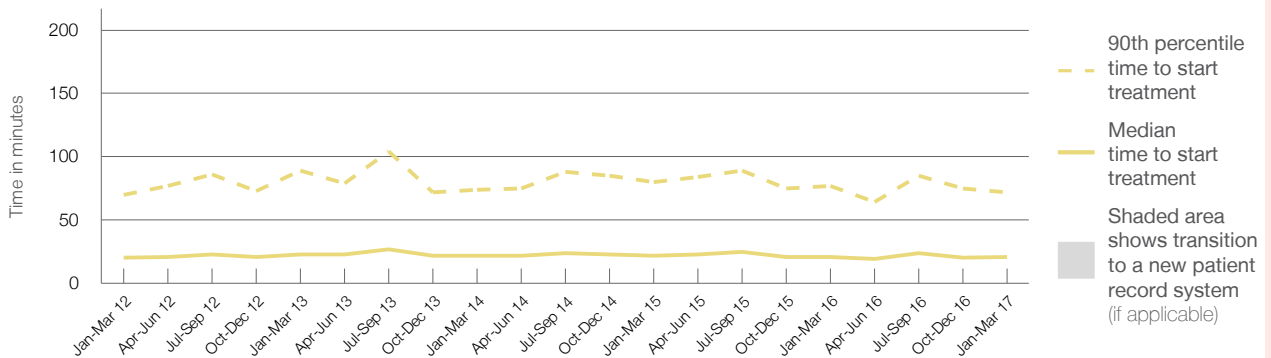
90th percentile time to start treatment<sup>5</sup> 72 minutes

Same period last year	NSW (this period)
6,462	
6,342	
21 minutes	20 minutes
77 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	23	22	22	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	70	89	74	80	77	72

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,302

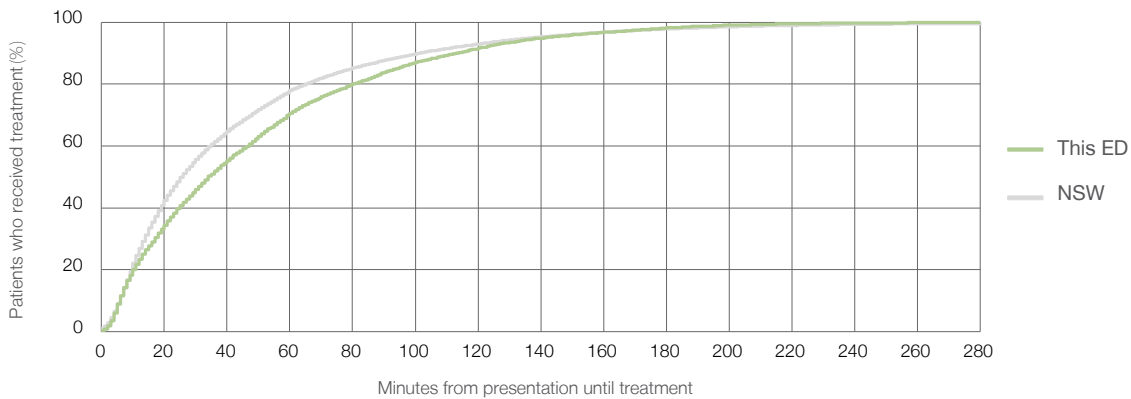
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,913

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

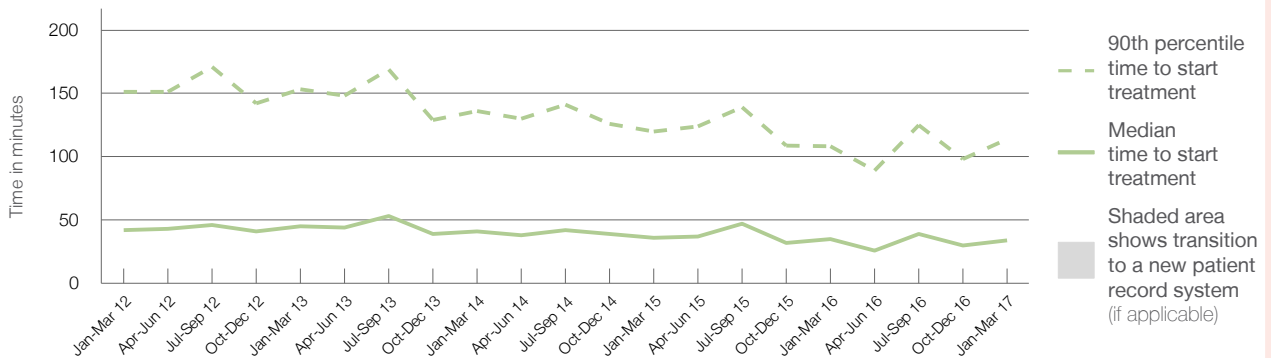
90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
7,181	
6,798	
35 minutes	26 minutes
108 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	42	45	41	36	35	34
90th percentile time to start treatment <sup>5</sup> (minutes)	151	153	136	120	108	114

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 480

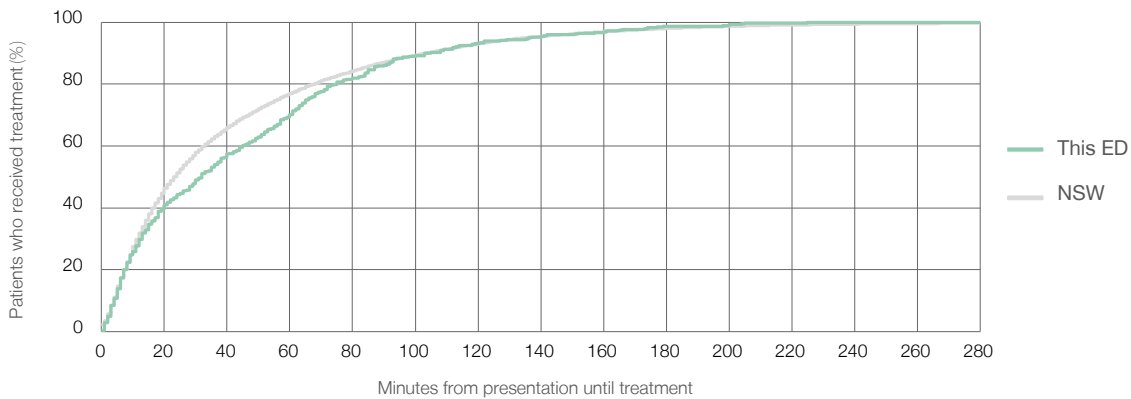
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 389

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

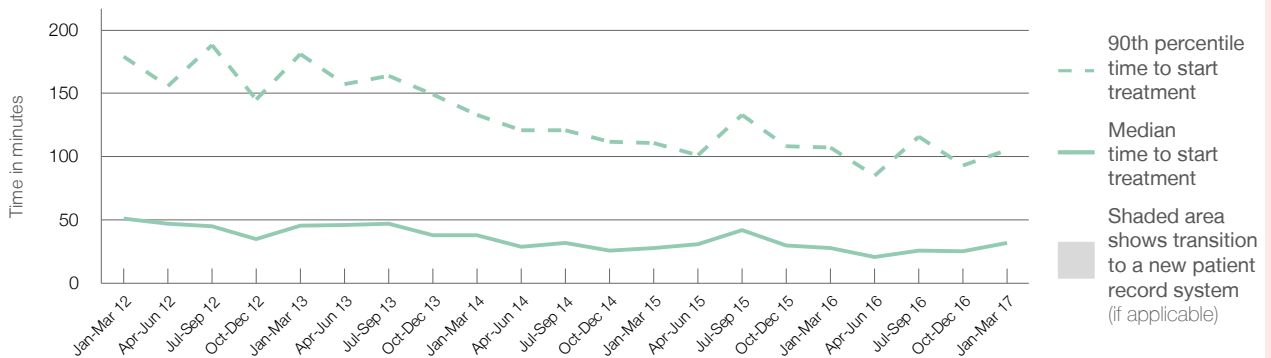
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
532	
440	
28 minutes	23 minutes
107 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	51	46	38	28	28	32
90th percentile time to start treatment <sup>5</sup> (minutes)	179	181	133	111	107	105

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 16,704 patients

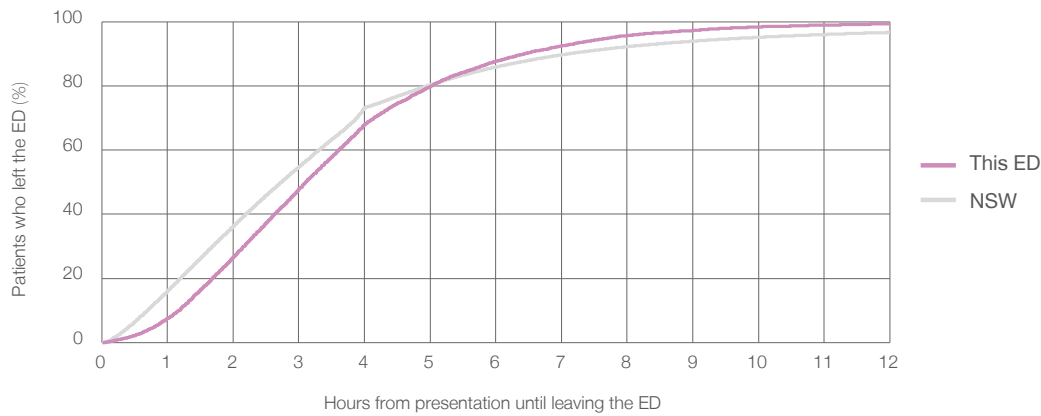
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,704 patients

Median time spent in the ED<sup>8</sup> 3 hours and 6 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 27 minutes

Same period last year	NSW (this period)
16,613	16,613
3 hours and 4 minutes	2 hours and 44 minutes
6 hours and 13 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 22m	4h 5m	3h 44m	3h 14m	3h 4m	3h 6m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 38m	9h 15m	8h 27m	7h 2m	6h 13m	6h 27m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

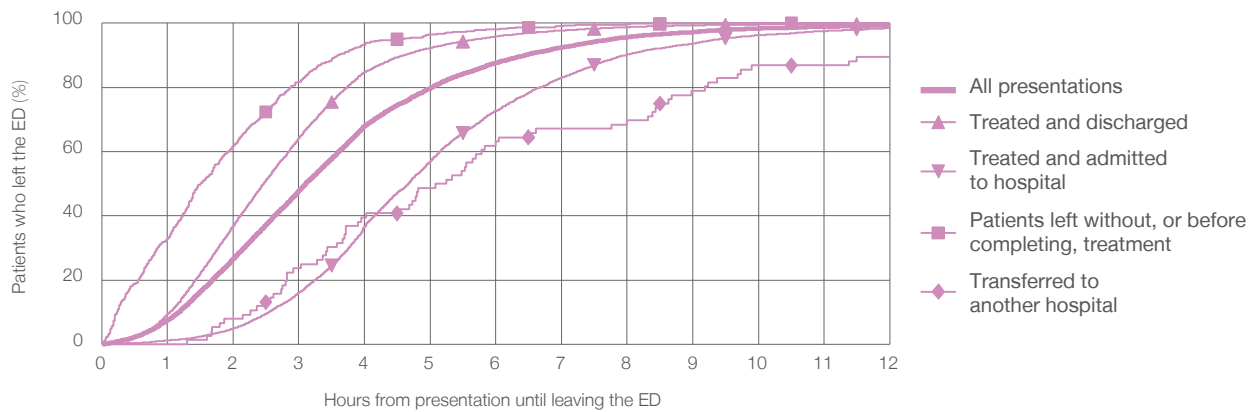
All presentations:<sup>1</sup> 16,704 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,704 patients

Treated and discharged	10,026 (60.0%)
Treated and admitted to hospital	5,897 (35.3%)
Patient left without, or before completing, treatment	648 (3.9%)
Transferred to another hospital	76 (0.5%)
Other	57 (0.3%)

Same period last year	Change since one year ago
16,613	0.5%
9,749	2.8%
6,079	-3.0%
654	-0.9%
78	-2.6%
53	7.5%

Percentage of patients who left the ED by time and mode of separation, January to March 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	9.4%	37.0%	64.3%	84.8%	95.9%	98.8%	99.6%	99.8%
Treated and admitted to hospital	1.2%	4.9%	16.1%	36.7%	72.7%	90.3%	96.3%	98.5%
Patient left without, or before completing, treatment	32.9%	61.7%	81.8%	93.4%	98.1%	99.7%	100%	100%
Transferred to another hospital	0%	7.9%	23.7%	39.5%	63.2%	69.7%	86.8%	89.5%
All presentations	7.6%	26.7%	47.9%	68.0%	87.7%	95.7%	98.4%	99.3%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Gosford Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 16,704 patients

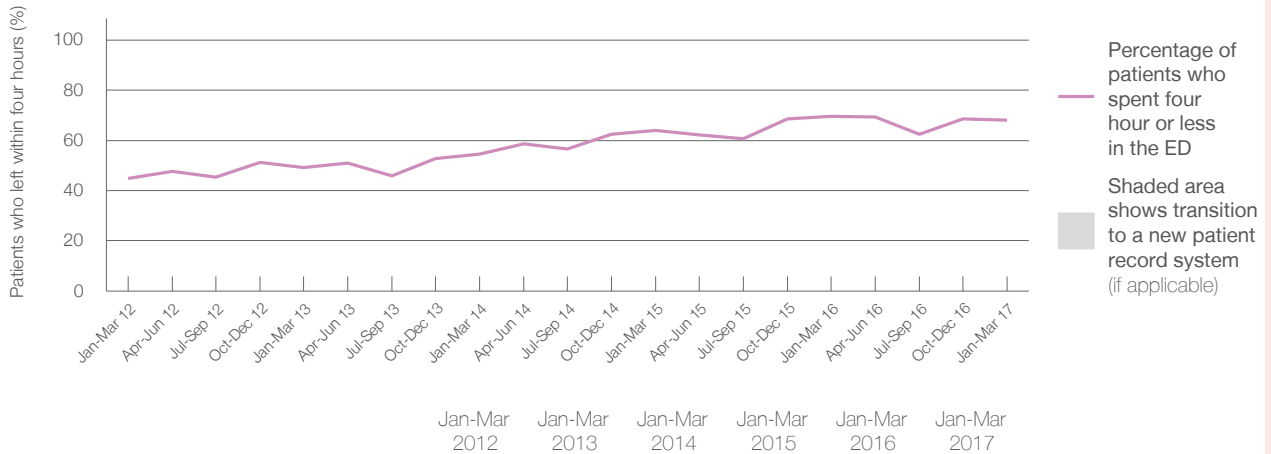
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,704 patients

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: <sup>1</sup>	16,613	0.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	16,613	0.5%
Percentage of patients who spent four hours or less in the ED	69.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	44.9%	49.2%	54.5%	64.0%	69.7%	68.0%

\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 19,437 patients

Emergency presentations:<sup>2</sup> 19,304 patients

Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,786 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,012 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,599 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,822 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 90th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
1,906	
7 minutes	8 minutes
23 minutes	26 minutes
4,978	
23 minutes	20 minutes
77 minutes	69 minutes
9,755	
32 minutes	26 minutes
112 minutes	101 minutes
2,597	
36 minutes	23 minutes
126 minutes	104 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Percentage of patients who spent four hours or less in the ED 62.1%

Same period last year	Change since one year ago
19,359	0.4%
68.5%	

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

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

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

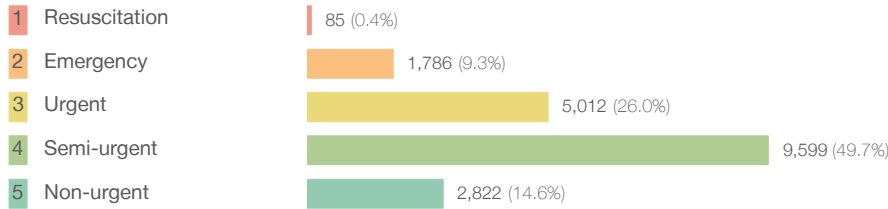
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Patients presenting to the emergency department January to March 2017

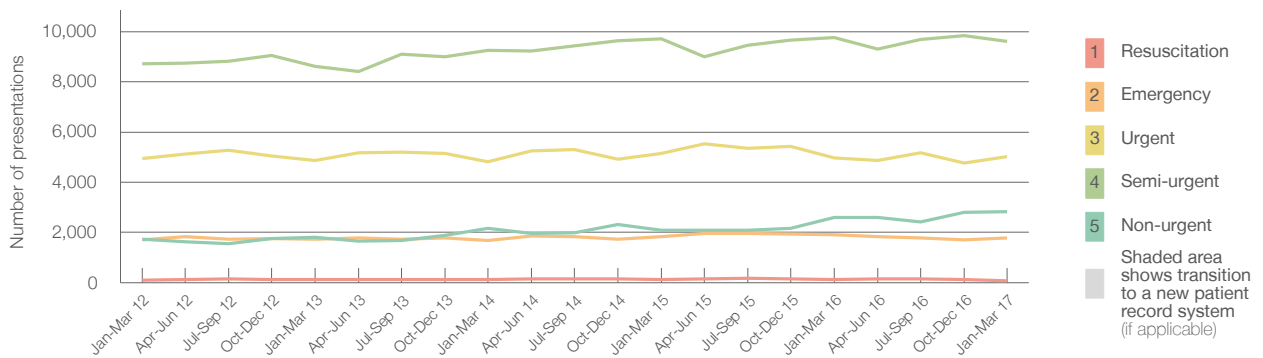
All presentations:<sup>1</sup> 19,437 patients

Emergency presentations<sup>2</sup> by triage category: 19,304 patients



Same period last year	Change since one year ago
19,359	0.4%
19,350	-0.2%
114	-25.4%
1,906	-6.3%
4,978	0.7%
9,755	-1.6%
2,597	8.7%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	96	122	114	132	114	85
Emergency	1,711	1,742	1,669	1,826	1,906	1,786
Urgent	4,952	4,880	4,813	5,137	4,978	5,012
Semi-urgent	8,728	8,614	9,255	9,709	9,755	9,599
Non-urgent	1,734	1,815	2,167	2,089	2,597	2,822
All emergency presentations	17,221	17,173	18,018	18,893	19,350	19,304

## John Hunter Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,803 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,940	
11 minutes	1 minute
22 minutes	3 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,786

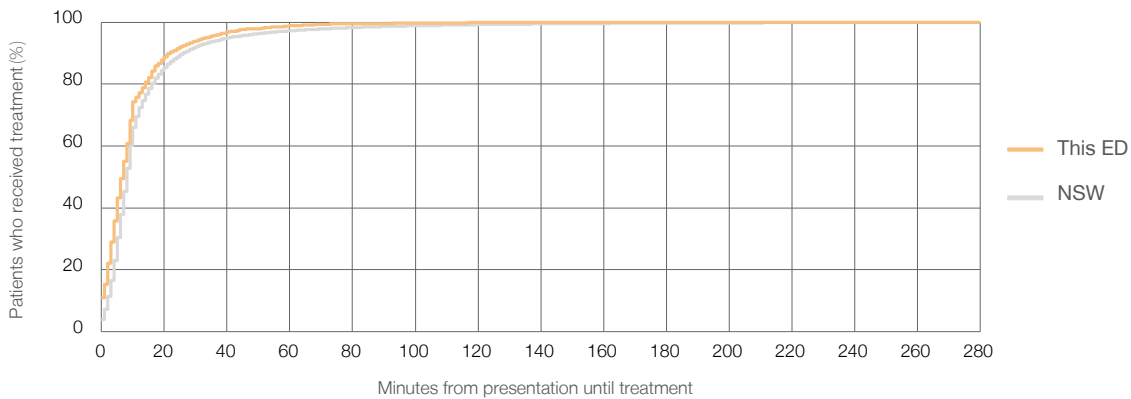
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,772

Median time to start treatment<sup>4</sup> 7 minutes

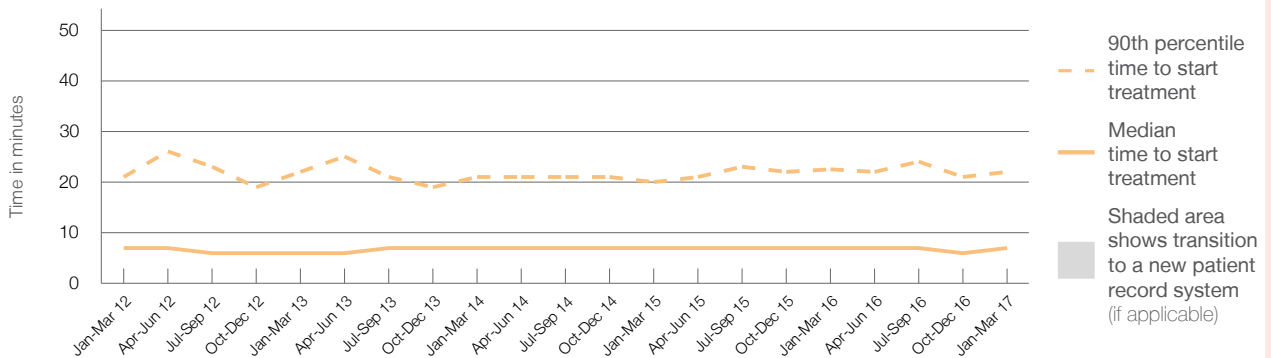
90th percentile time to start treatment<sup>5</sup> 22 minutes

Same period last year	NSW (this period)
1,906	1,890
7 minutes	8 minutes
23 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	22	21	20	23	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,012

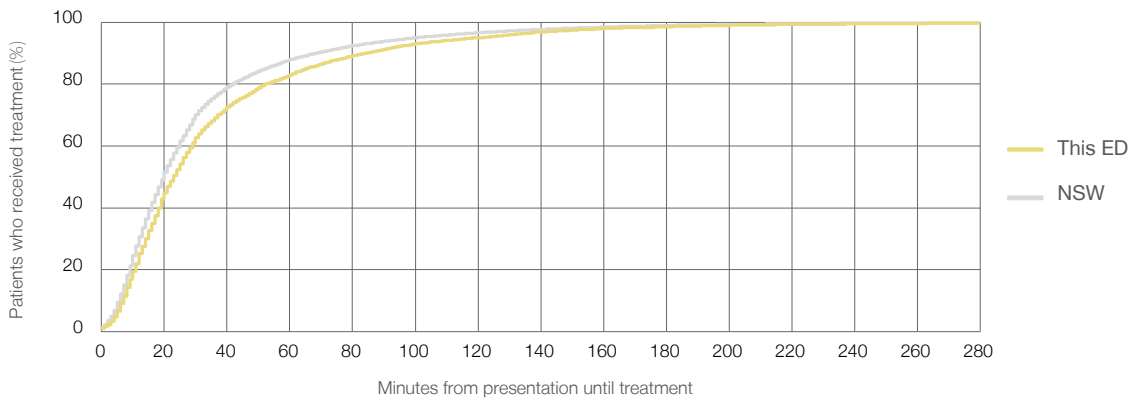
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,897

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

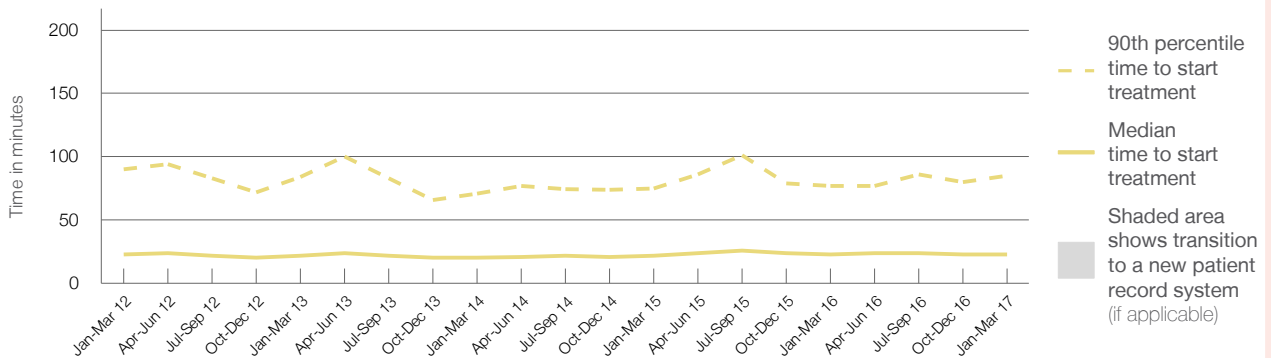
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
4,978	4,874
23 minutes	20 minutes
77 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	22	20	22	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	90	84	71	75	77	85

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



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 9,599

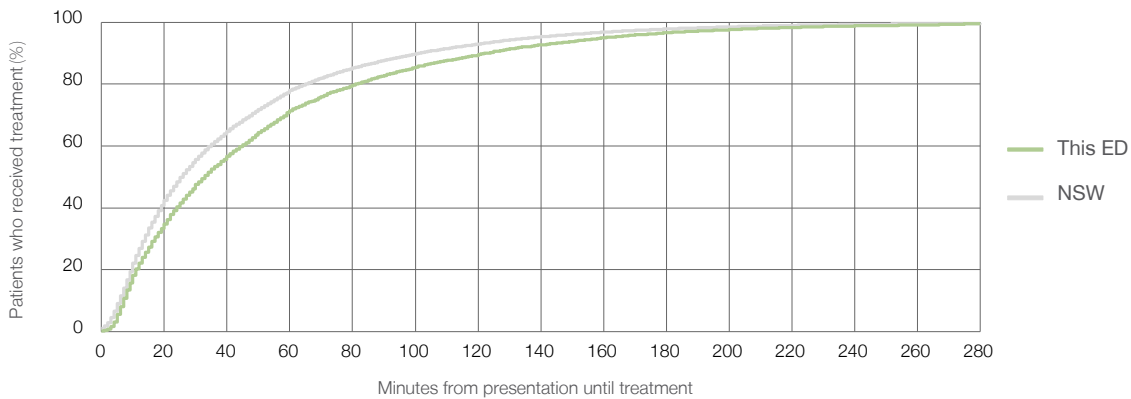
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,839

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

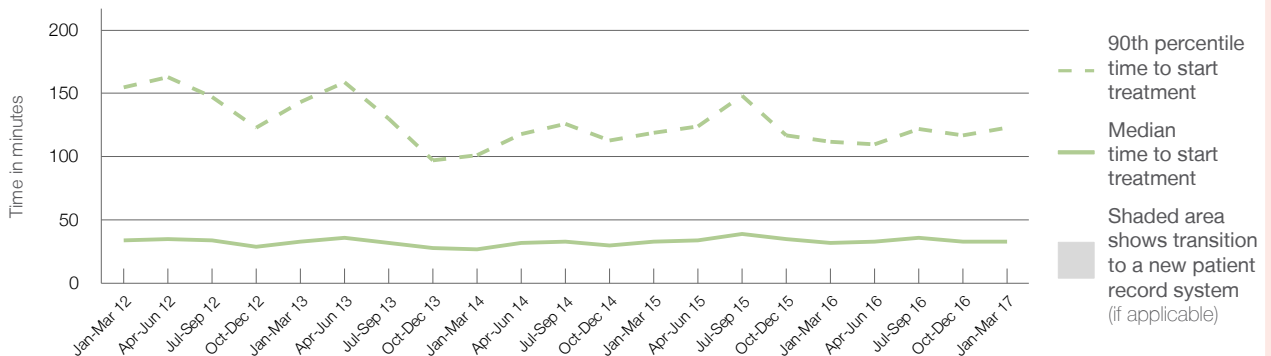
90th percentile time to start treatment<sup>5</sup>  123 minutes

Same period last year	NSW (this period)
9,755	9,094
32 minutes	26 minutes
112 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	34	33	27	33	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	155	143	101	119	112	123

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 2,822

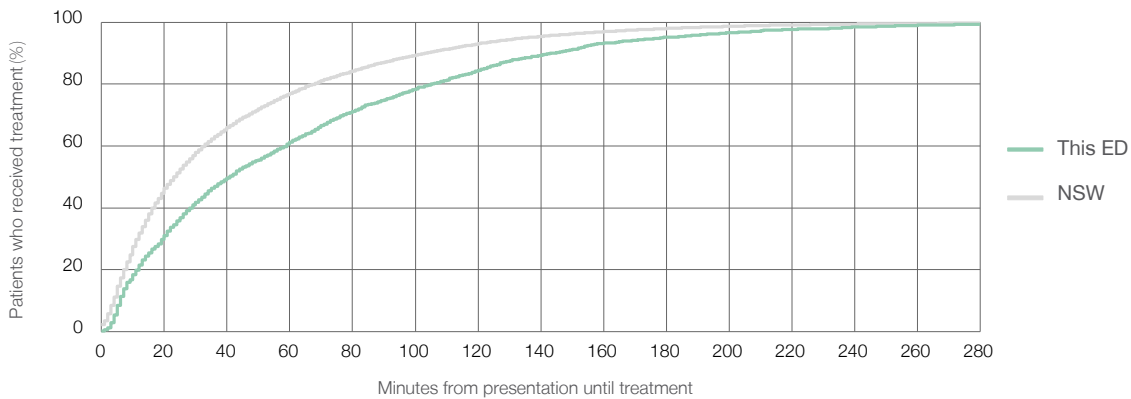
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,317

Median time to start treatment<sup>4</sup> 41 minutes

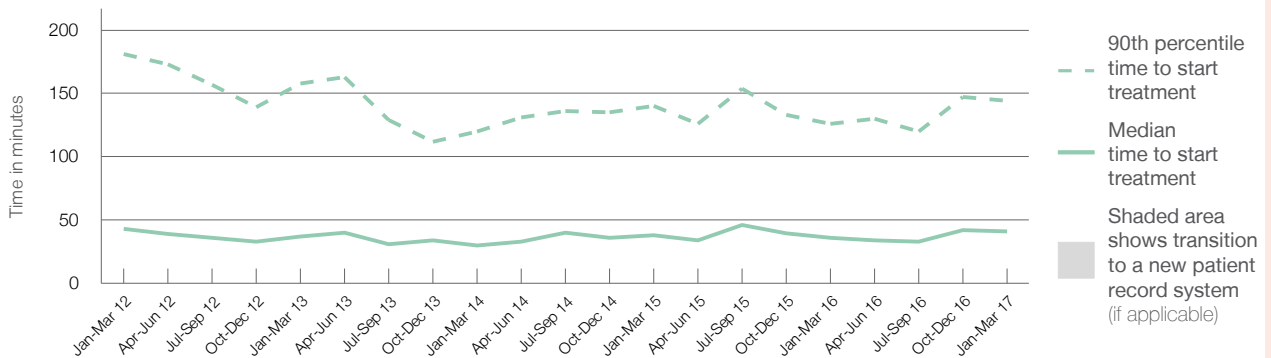
90th percentile time to start treatment<sup>5</sup> 144 minutes

Same period last year	NSW (this period)
2,597	2,163
36 minutes	23 minutes
126 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	43	37	30	38	36	41
90th percentile time to start treatment <sup>5</sup> (minutes)	181	158	120	140	126	144

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 19,437 patients

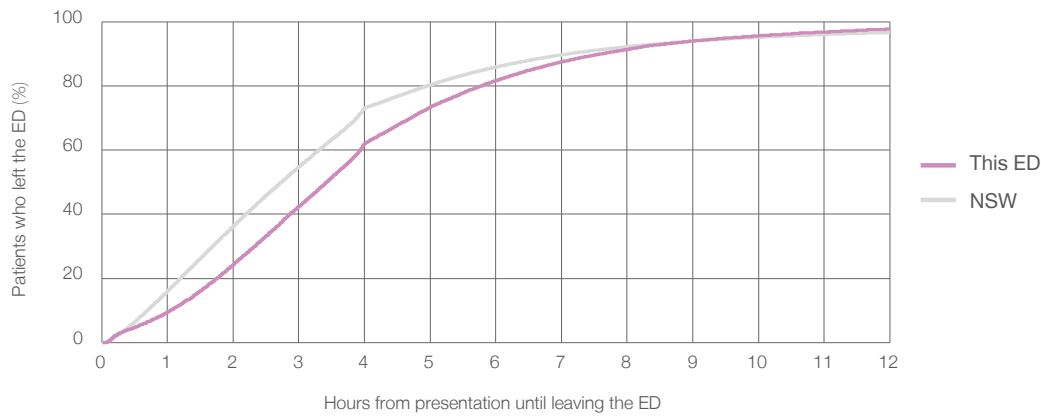
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Median time spent in the ED<sup>8</sup> 3 hours and 26 minutes

90th percentile time spent in the ED<sup>9</sup> 7 hours and 37 minutes

Same period last year	NSW (this period)
19,359	19,359
3 hours and 11 minutes	2 hours and 44 minutes
6 hours and 47 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

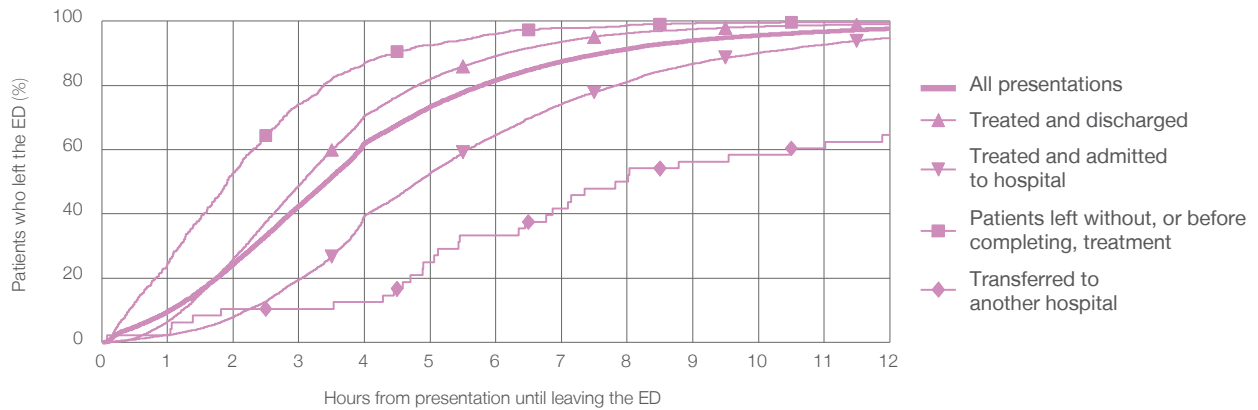
All presentations:<sup>1</sup> 19,437 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

Treated and discharged	11,068 (56.9%)
Treated and admitted to hospital	6,482 (33.3%)
Patient left without, or before completing, treatment	872 (4.5%)
Transferred to another hospital	48 (0.2%)
Other	967 (5.0%)

Same period last year	Change since one year ago
19,359	0.4%
11,203	-1.2%
6,595	-1.7%
597	46.1%
56	-14.3%
908	6.5%

Percentage of patients who left the ED by time and mode of separation, January to March 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	6.5%	26.0%	48.9%	70.5%	89.2%	96.2%	98.3%	99.2%
Treated and admitted to hospital	2.3%	7.8%	19.5%	39.4%	64.6%	81.1%	90.2%	94.8%
Patient left without, or before completing, treatment	24.5%	52.9%	74.2%	87.0%	96.1%	98.6%	99.5%	99.8%
Transferred to another hospital	2.1%	10.4%	10.4%	12.5%	33.3%	50.0%	58.3%	64.6%
All presentations	9.5%	24.4%	42.4%	62.1%	81.6%	91.3%	95.6%	97.7%

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## John Hunter Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 19,437 patients

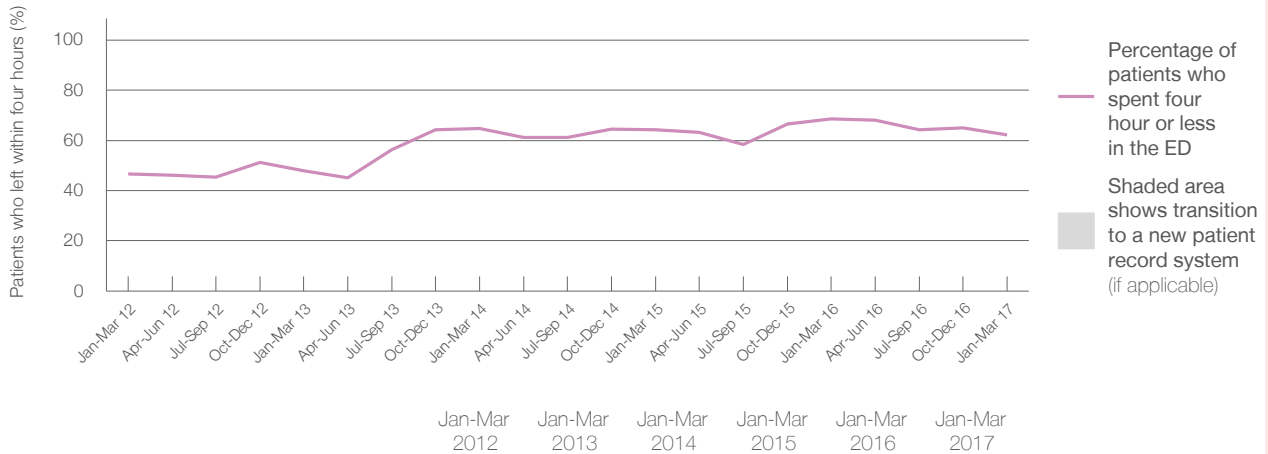
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,437 patients

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



Same period last year	Change since one year ago
19,359	0.4%
19,359	0.4%
68.5%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	46.6%	48.0%	64.7%	64.2%	68.5%	62.1%

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 20,701 patients



Emergency presentations:<sup>2</sup> 20,332 patients

Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%



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

January to March 2017



**Triage 2** Emergency (e.g. chest pain, severe burns): 3,749 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  25 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,321 patients

Median time to start treatment<sup>4</sup>  14 minutes  
90th percentile time to start treatment<sup>5</sup>  48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,811 patients

Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  57 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,297 patients

Median time to start treatment<sup>4</sup>  13 minutes  
90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
3,403	
11 minutes	8 minutes
40 minutes	26 minutes
10,362	
22 minutes	20 minutes
76 minutes	69 minutes
5,133	
30 minutes	26 minutes
94 minutes	101 minutes
1,445	
25 minutes	23 minutes
90 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Percentage of patients who spent four hours or less in the ED  52.6%

Same period last year	Change since one year ago
20,777	-0.4%
50.7%	

\* 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.

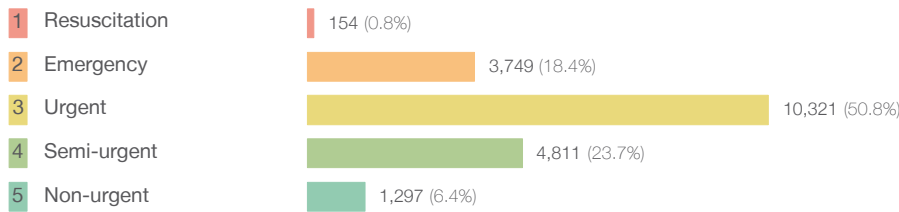
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Patients presenting to the emergency department January to March 2017

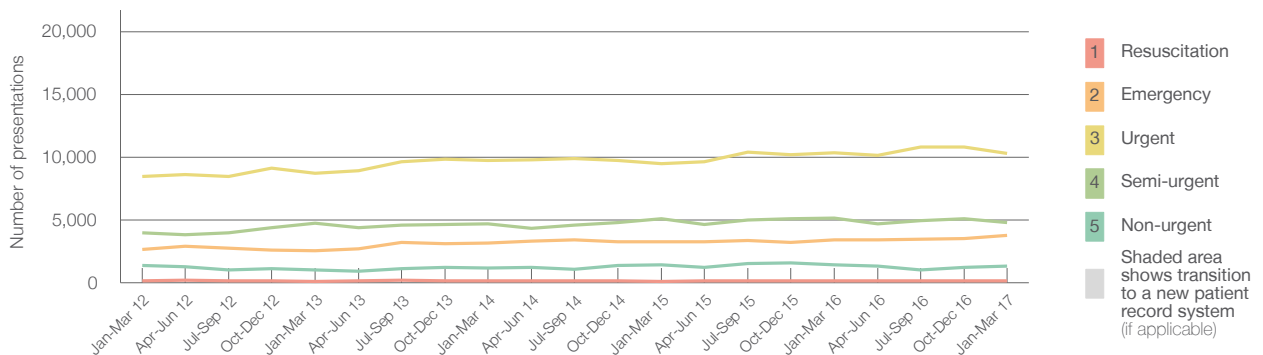
All presentations:<sup>1</sup> 20,701 patients

Emergency presentations<sup>2</sup> by triage category: 20,332 patients



Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%
126	22.2%
3,403	10.2%
10,362	-0.4%
5,133	-6.3%
1,445	-10.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	145	101	153	104	126	154
Emergency	2,649	2,545	3,138	3,278	3,403	3,749
Urgent	8,438	8,726	9,722	9,490	10,362	10,321
Semi-urgent	3,996	4,740	4,662	5,098	5,133	4,811
Non-urgent	1,393	999	1,144	1,422	1,445	1,297
All emergency presentations	16,621	17,111	18,819	19,392	20,469	20,332

## Liverpool Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,291 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,765	
13 minutes	0 minutes
30 minutes	10 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

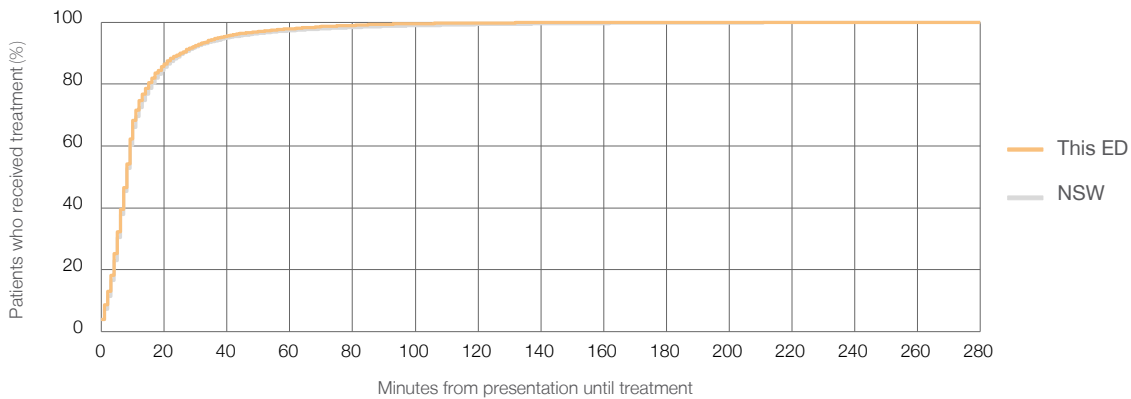
Number of triage 2 patients: 3,749

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,723

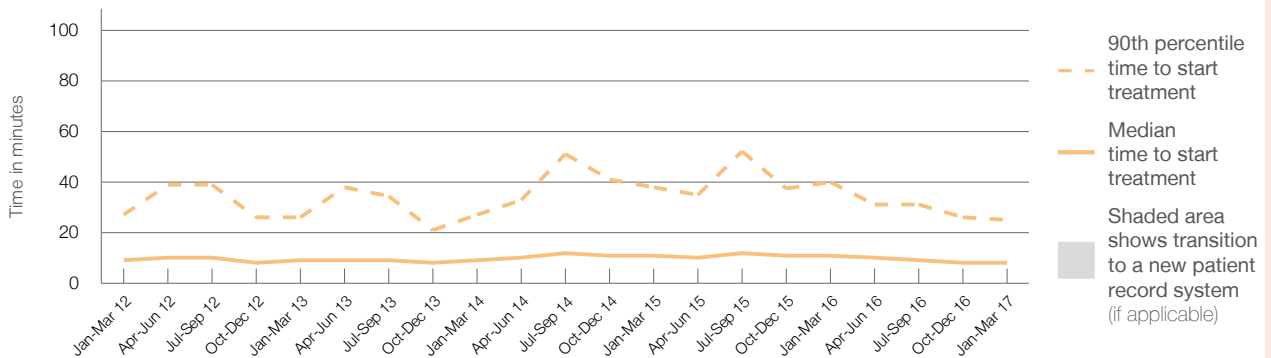
Median time to start treatment<sup>4</sup> ■ 8 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 25 minutes

Same period last year	NSW (this period)
3,403	
3,385	
11 minutes	8 minutes
40 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	11	11	8
90th percentile time to start treatment <sup>5</sup> (minutes)	27	26	27	38	40	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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 10,321

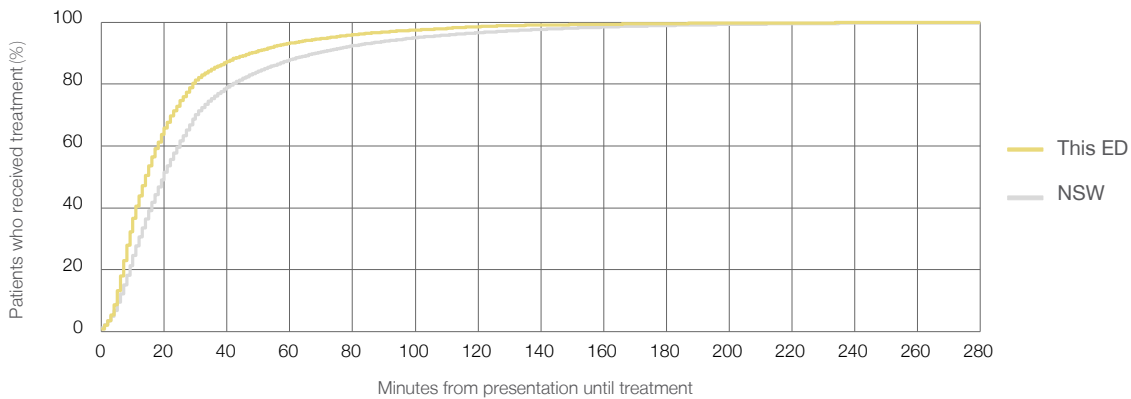
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,014

Median time to start treatment<sup>4</sup> 14 minutes

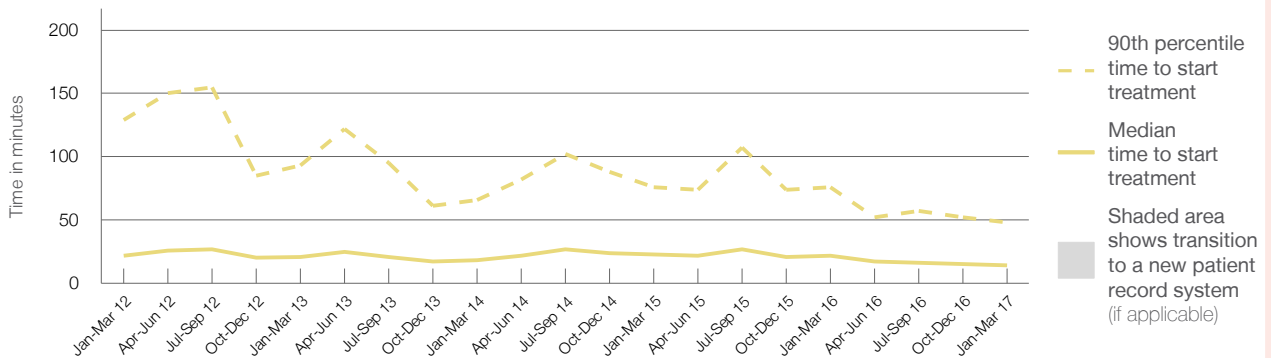
90th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
10,362	
10,007	
22 minutes	20 minutes
76 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	21	18	23	22	14
90th percentile time to start treatment <sup>5</sup> (minutes)	129	93	66	76	76	48

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,811

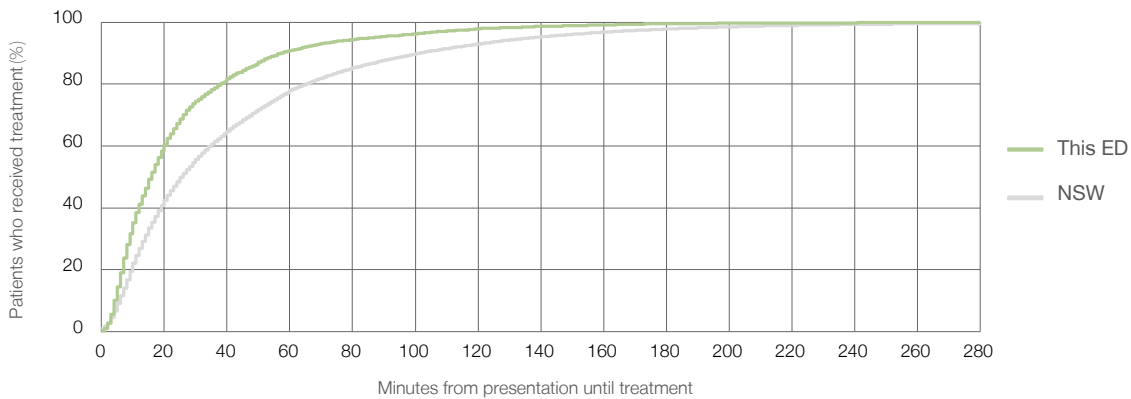
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,395

Median time to start treatment<sup>4</sup>  16 minutes

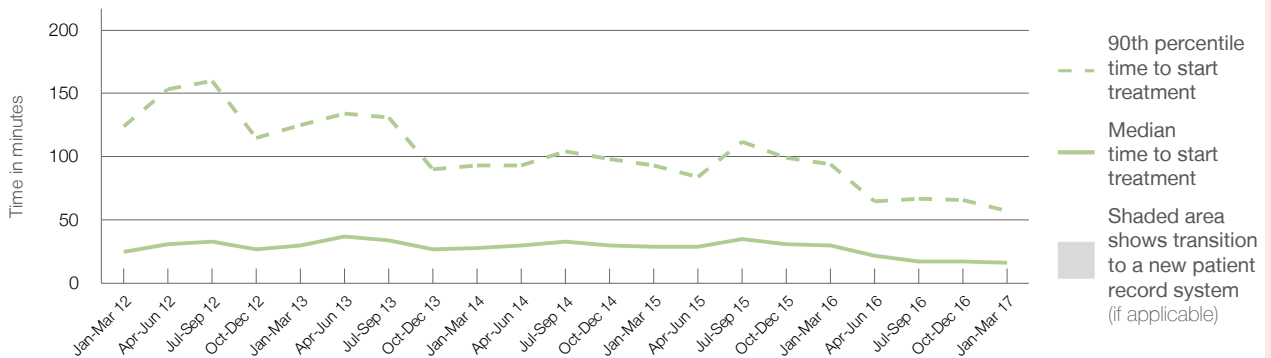
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
5,133	
4,596	
30 minutes	26 minutes
94 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	25	30	28	29	30	16
90th percentile time to start treatment <sup>5</sup> (minutes)	124	125	93	93	94	57

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,297

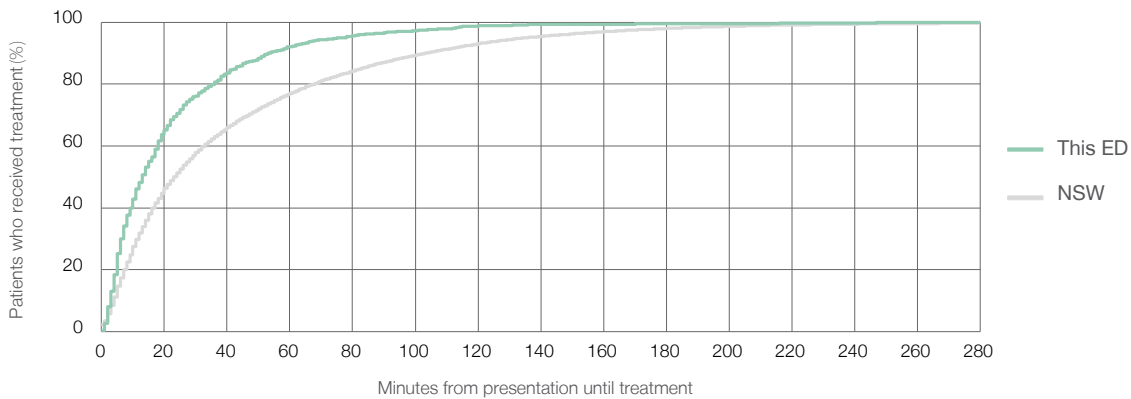
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,069

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

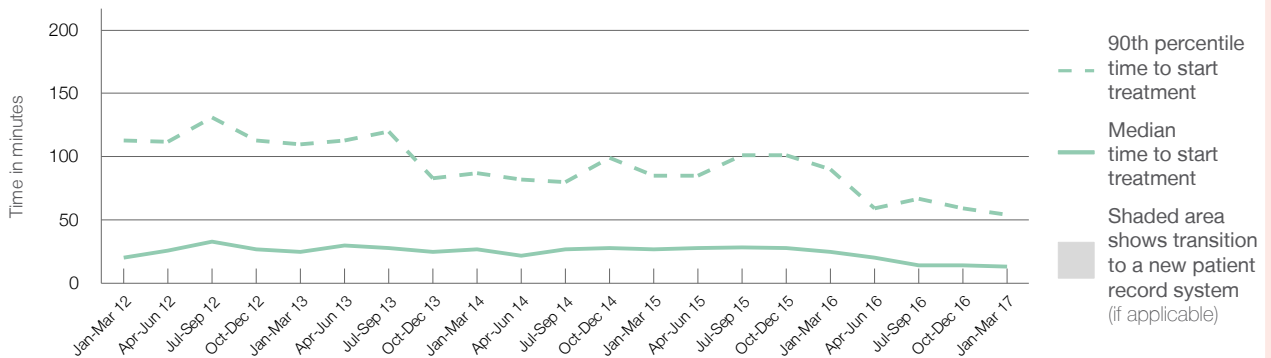
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
1,445	988
25 minutes	23 minutes
90 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	25	27	27	25	13
90th percentile time to start treatment <sup>5</sup> (minutes)	113	110	87	85	90	54

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 20,701 patients

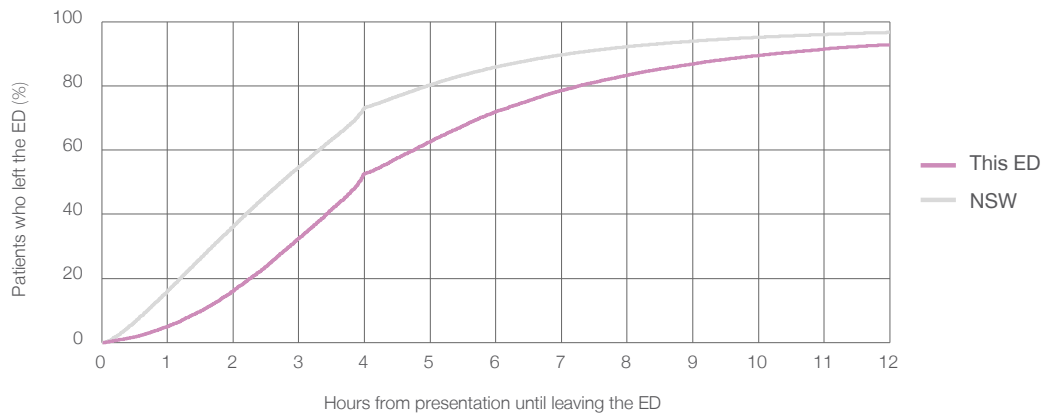
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Median time spent in the ED<sup>8</sup> 3 hours and 55 minutes

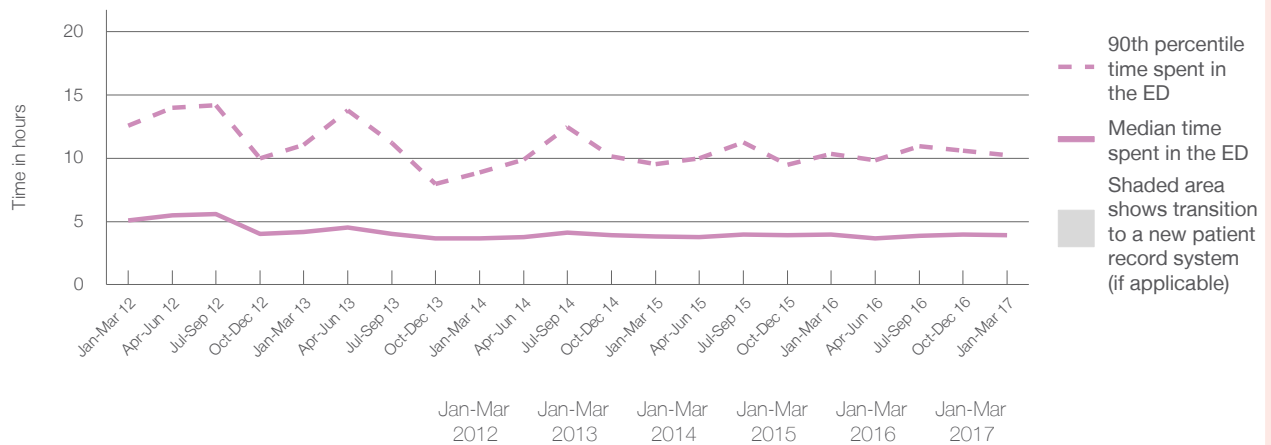
90th percentile time spent in the ED<sup>9</sup> 10 hours and 15 minutes

Same period last year	NSW (this period)
20,777	20,777
3 hours and 59 minutes	2 hours and 44 minutes
10 hours and 19 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 15m

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

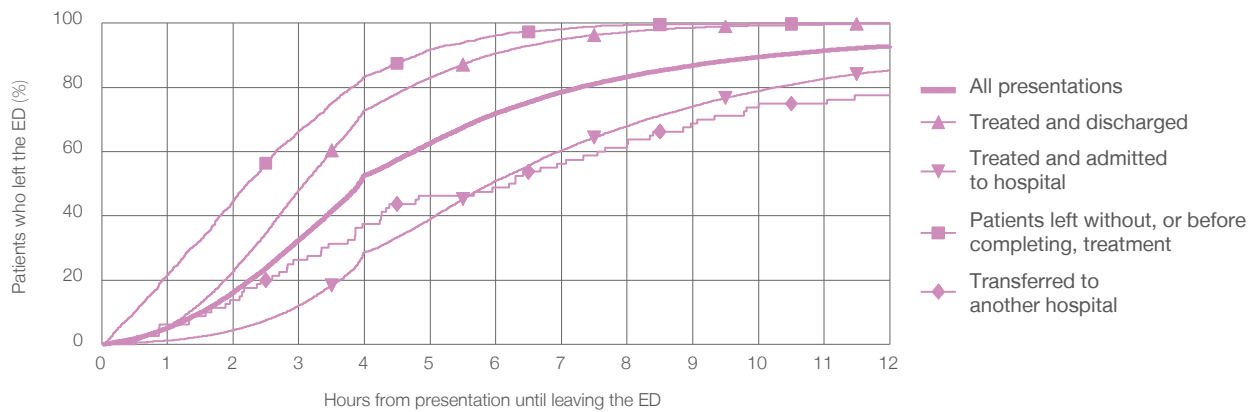
All presentations:<sup>1</sup> 20,701 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Treated and discharged	8,774 (42.4%)
Treated and admitted to hospital	9,911 (47.9%)
Patient left without, or before completing, treatment	1,778 (8.6%)
Transferred to another hospital	80 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,777	-0.4%
8,998	-2.5%
9,467	4.7%
2,028	-12.3%
73	9.6%
211	-25.1%

Percentage of patients who left the ED by time and mode of separation, January to March 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	5.4%	22.7%	48.0%	72.9%	90.6%	97.3%	99.3%	99.9%
Treated and admitted to hospital	1.1%	4.4%	12.1%	28.7%	51.0%	68.0%	78.9%	85.3%
Patient left without, or before completing, treatment	21.6%	44.7%	66.4%	83.4%	96.2%	99.4%	99.8%	99.8%
Transferred to another hospital	6.3%	13.8%	26.3%	37.5%	48.8%	62.5%	75.0%	77.5%
All presentations	5.1%	16.1%	32.6%	52.6%	72.0%	83.3%	89.4%	92.8%

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time spent in the ED

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

#### January to March 2017

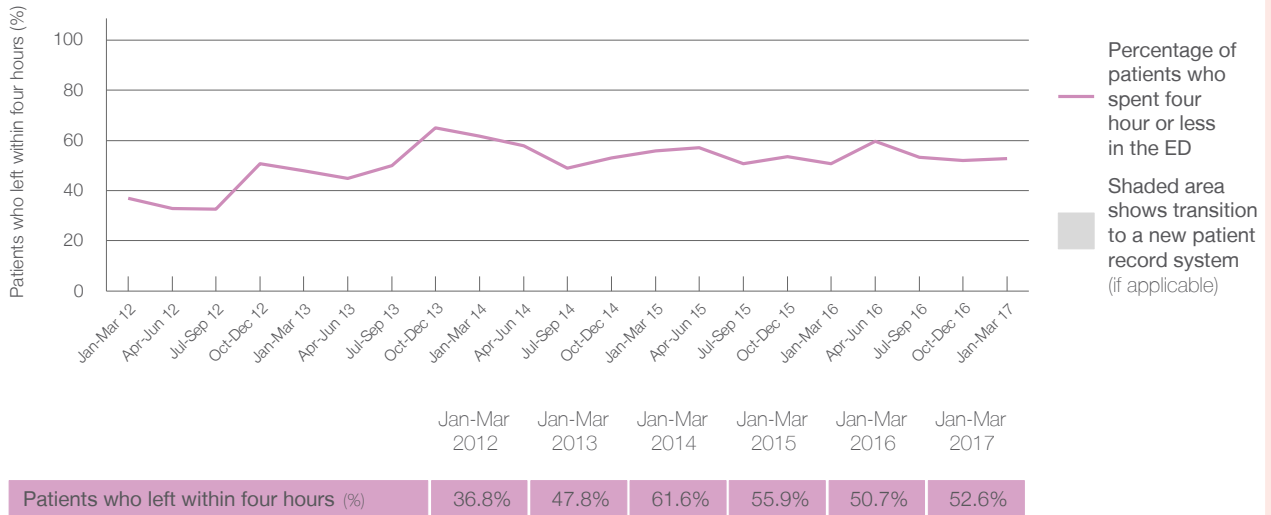
All presentations at the emergency department:<sup>1</sup> 20,701 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Percentage of patients who spent four hours or less in the ED  52.6%

Same period last year	Change since one year ago
20,777	-0.4%
20,777	-0.4%
50.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 17,075 patients

Emergency presentations:<sup>2</sup> 16,973 patients

Same period last year	Change since one year ago
17,011	0.4%
16,895	0.5%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,558 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,968 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,596 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 121 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,752 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
2,399	
10 minutes	8 minutes
39 minutes	26 minutes
4,777	
40 minutes	20 minutes
203 minutes	69 minutes
7,408	
41 minutes	26 minutes
190 minutes	101 minutes
2,224	
38 minutes	23 minutes
177 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,063 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
17,011	0.3%
48.5%	

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

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

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

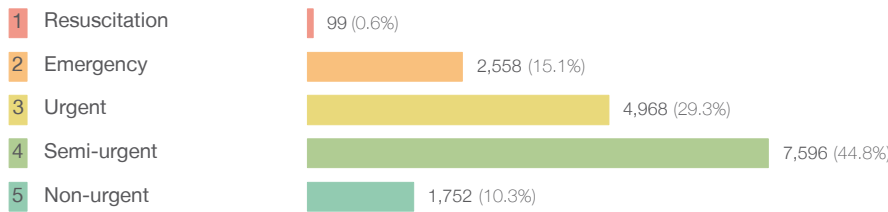
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Patients presenting to the emergency department January to March 2017

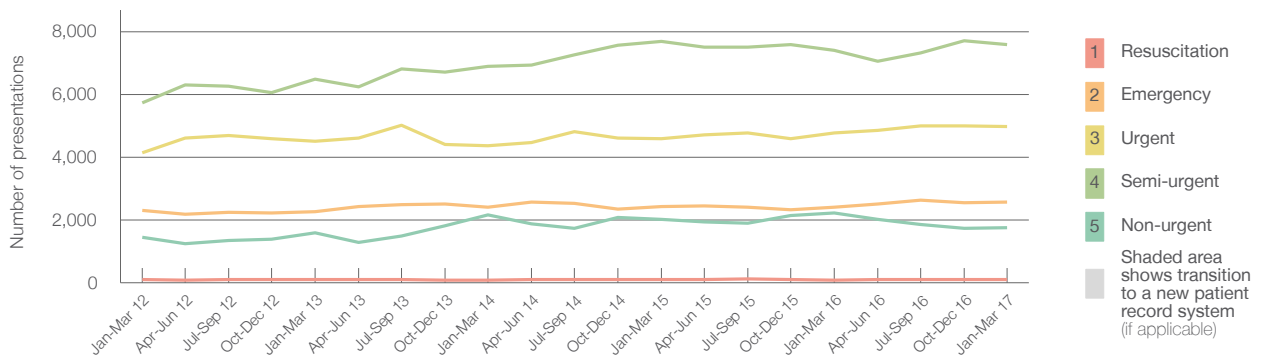
All presentations:<sup>1</sup> 17,075 patients

Emergency presentations<sup>2</sup> by triage category: 16,973 patients



	Same period last year	Change since one year ago
All presentations	17,011	0.4%
Emergency presentations	16,895	0.5%
Resuscitation	87	13.8%
Emergency	2,399	6.6%
Urgent	4,777	4.0%
Semi-urgent	7,408	2.5%
Non-urgent	2,224	-21.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	93	92	83	97	87	99
Emergency	2,305	2,253	2,403	2,428	2,399	2,558
Urgent	4,145	4,503	4,367	4,587	4,777	4,968
Semi-urgent	5,736	6,478	6,896	7,691	7,408	7,596
Non-urgent	1,447	1,596	2,153	2,007	2,224	1,752
All emergency presentations	13,726	14,922	15,902	16,810	16,895	16,973

## Nepean Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,833 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,739	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	33 minutes	-8 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

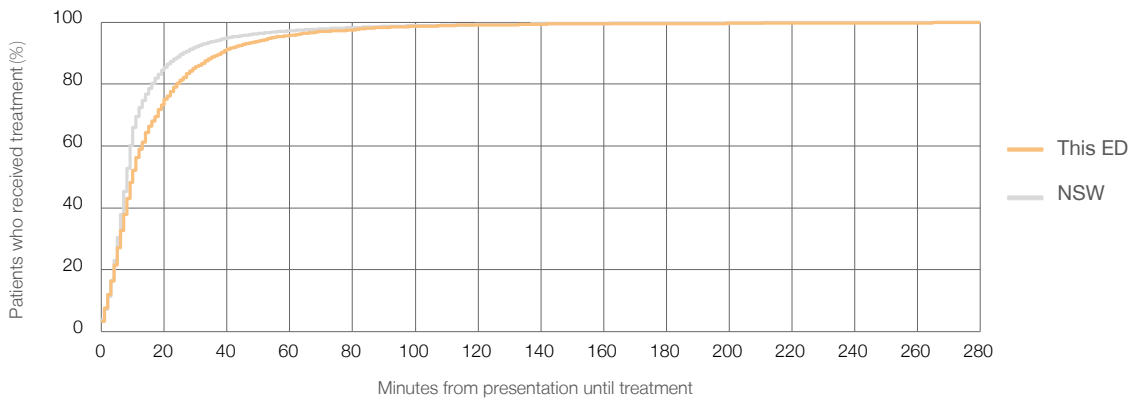
Number of triage 2 patients: 2,558

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,541

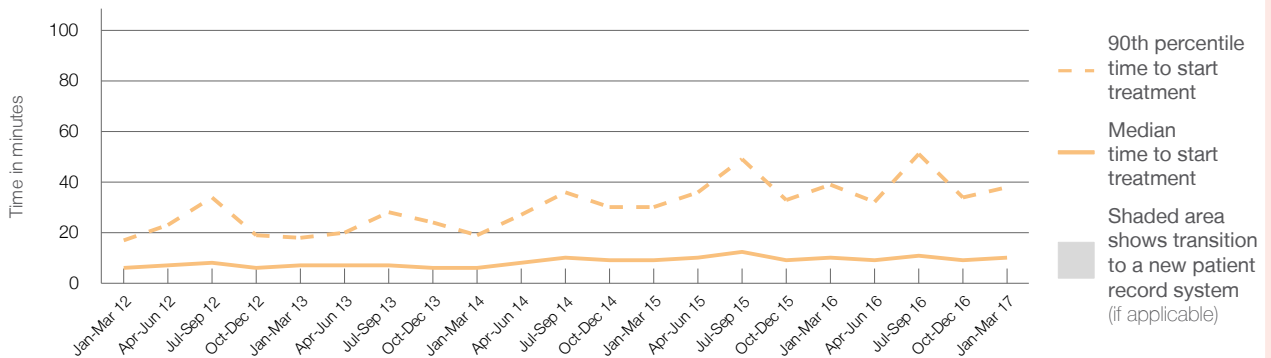
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  38 minutes

Same period last year	NSW (this period)
2,399	
2,335	
10 minutes	8 minutes
39 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	6	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	17	18	19	30	39	38

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 4,968

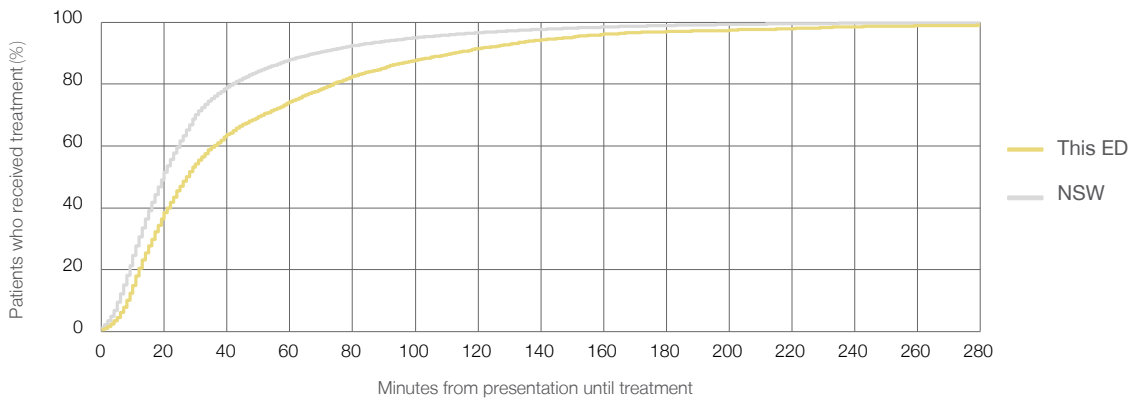
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,686

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

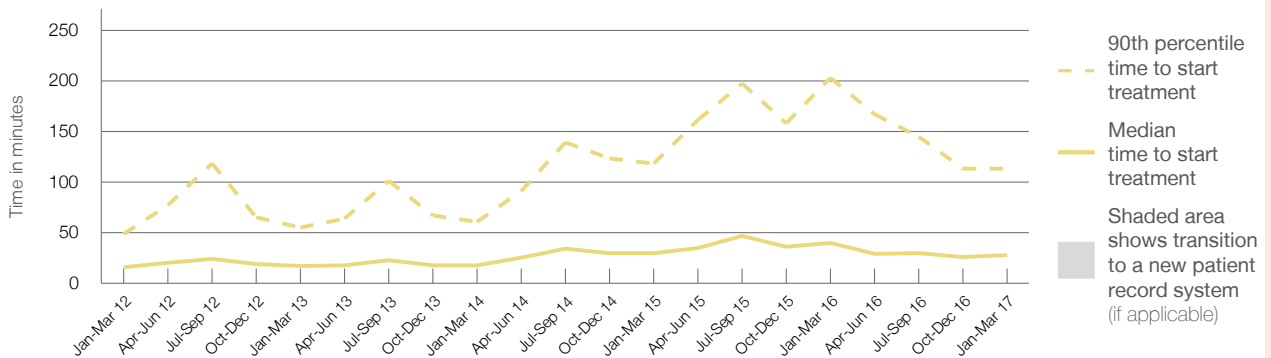
90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
4,777	
4,244	
40 minutes	20 minutes
203 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	17	18	30	40	28
90th percentile time to start treatment <sup>5</sup> (minutes)	49	55	61	118	203	113

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,596

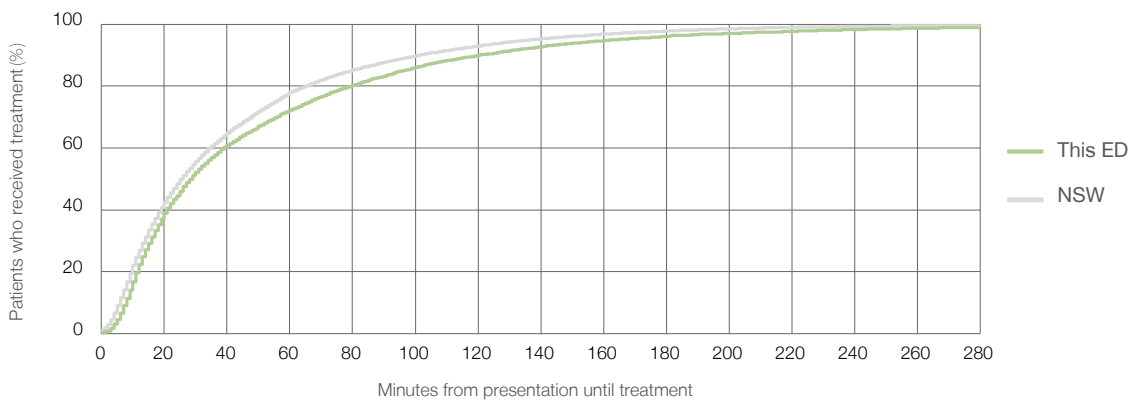
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,006

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

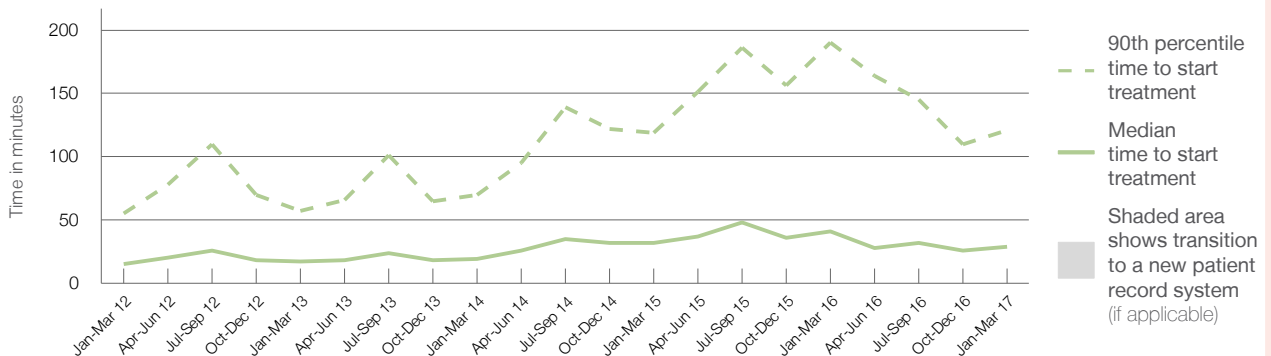
90th percentile time to start treatment<sup>5</sup>  121 minutes

Same period last year	NSW (this period)
7,408	
6,405	
41 minutes	26 minutes
190 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	15	17	19	32	41	29
90th percentile time to start treatment <sup>5</sup> (minutes)	55	57	70	119	190	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,752

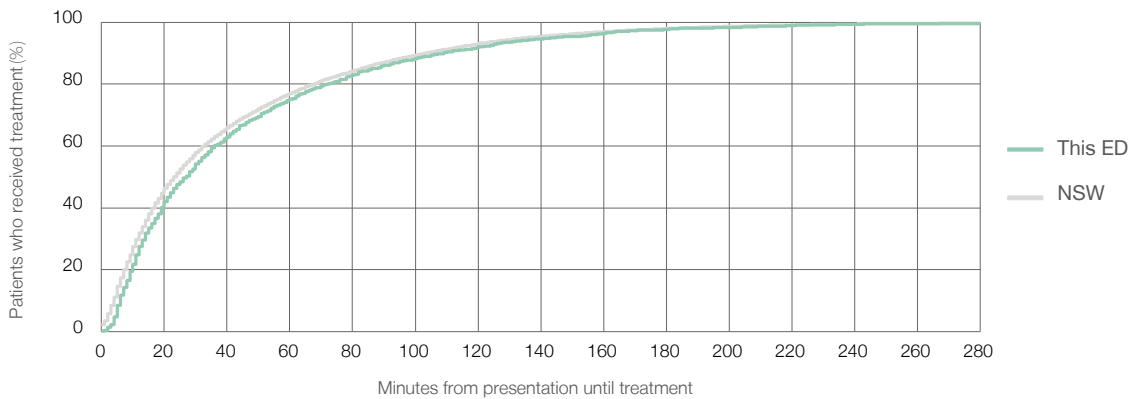
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,499

Median time to start treatment<sup>4</sup> 27 minutes

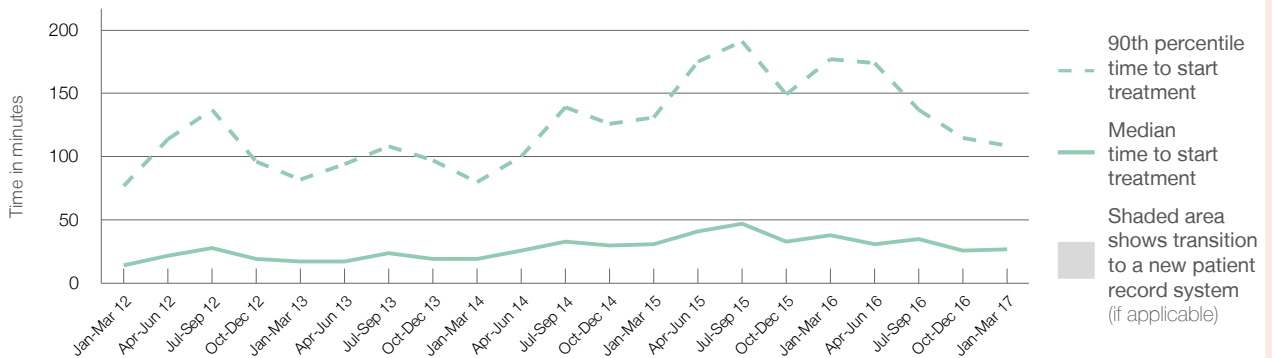
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
2,224	
1,755	
38 minutes	23 minutes
177 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	17	19	31	38	27
90th percentile time to start treatment <sup>5</sup> (minutes)	77	82	80	131	177	109

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 17,075 patients

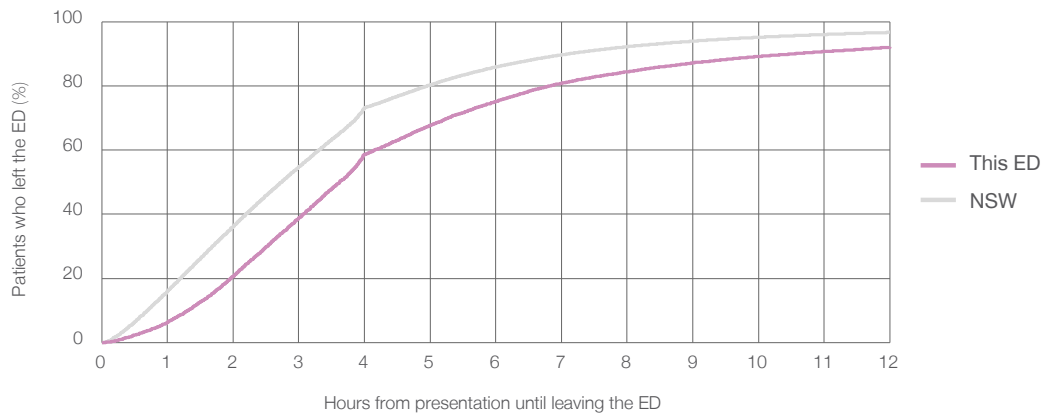
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,063 patients

Median time spent in the ED<sup>8</sup> 3 hours and 37 minutes

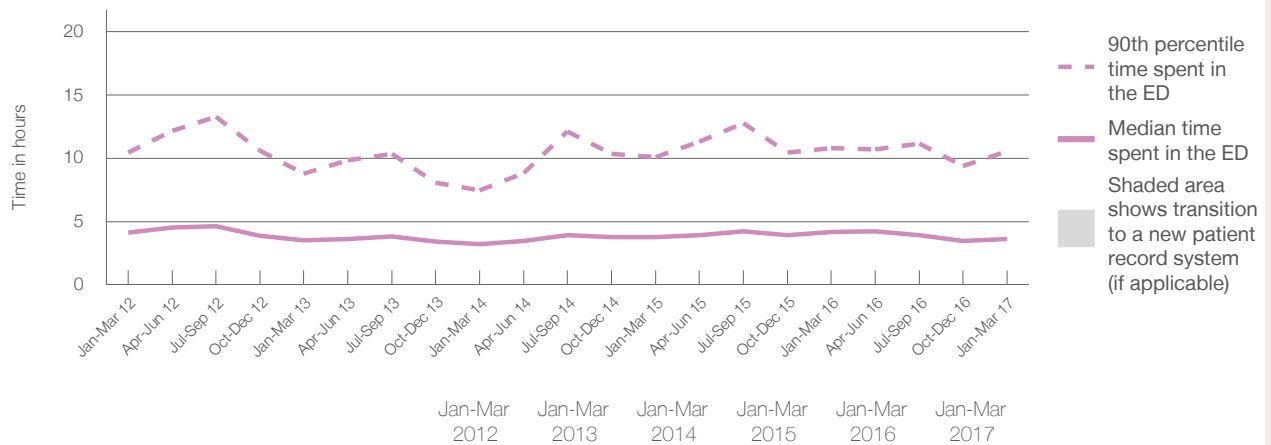
90th percentile time spent in the ED<sup>9</sup> 10 hours and 33 minutes

Same period last year	NSW (this period)
17,011	17,011
4 hours and 10 minutes	2 hours and 44 minutes
10 hours and 47 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

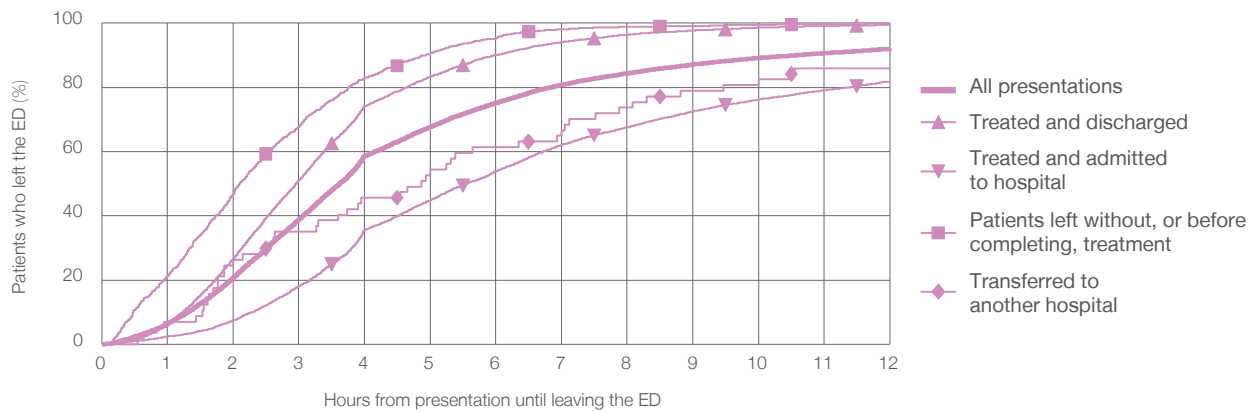
All presentations:<sup>1</sup> 17,075 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,063 patients

Treated and discharged	8,293 (48.6%)
Treated and admitted to hospital	7,212 (42.2%)
Patient left without, or before completing, treatment	1,309 (7.7%)
Transferred to another hospital	57 (0.3%)
Other	204 (1.2%)

Same period last year	Change since one year ago
17,011	0.3%
8,191	1.2%
6,456	11.7%
2,244	-41.7%
53	7.5%
67	204.5%

Percentage of patients who left the ED by time and mode of separation, January to March 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	6.3%	26.7%	51.1%	74.1%	90.1%	96.4%	98.6%	99.5%
Treated and admitted to hospital	2.4%	7.5%	18.0%	35.6%	53.9%	67.6%	76.3%	81.9%
Patient left without, or before completing, treatment	21.3%	46.8%	67.8%	82.9%	95.4%	98.8%	99.5%	99.8%
Transferred to another hospital	7.0%	26.3%	35.1%	45.6%	61.4%	73.7%	82.5%	86.0%
All presentations	6.4%	20.7%	38.8%	58.6%	75.2%	84.4%	89.2%	92.0%

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Nepean Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 17,075 patients

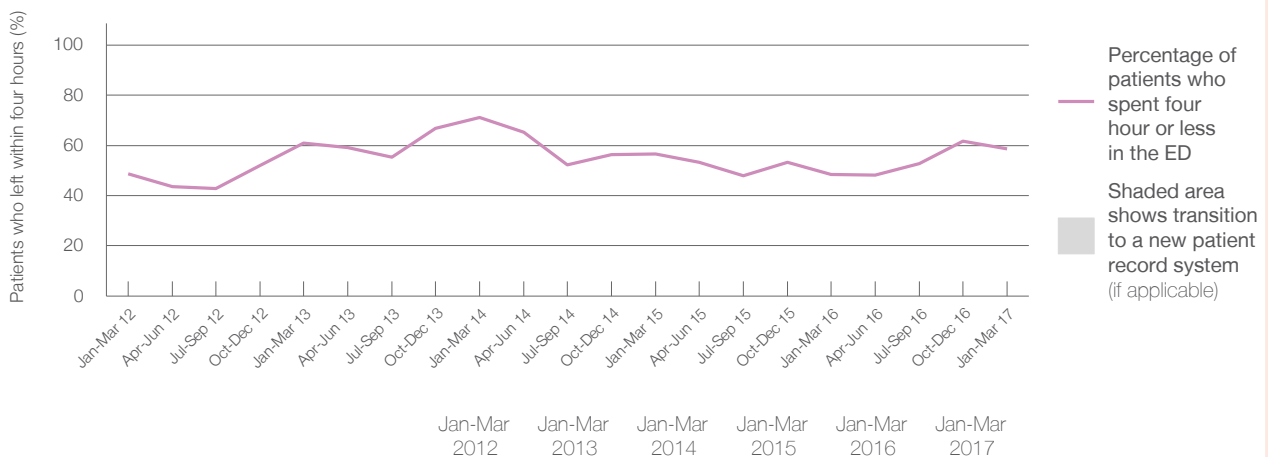
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,063 patients

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: <sup>1</sup> 17,075 patients	17,011	0.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,063 patients	17,011	0.3%
Percentage of patients who spent four hours or less in the ED	48.5%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	48.6%	60.9%	71.2%	56.6%	48.5%	58.6%
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\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 15,061 patients

Emergency presentations:<sup>2</sup> 14,164 patients

Same period last year	Change since one year ago
15,320	-1.7%
14,108	0.4%

## Prince of Wales Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,199 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,870 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,341 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 574 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
1,185	
8 minutes	8 minutes
23 minutes	26 minutes
6,938	
21 minutes	20 minutes
66 minutes	69 minutes
5,225	
20 minutes	26 minutes
86 minutes	101 minutes
605	
31 minutes	23 minutes
139 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,057 patients

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

Same period last year	Change since one year ago
15,306	-1.6%
64.0%	

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

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

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

**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

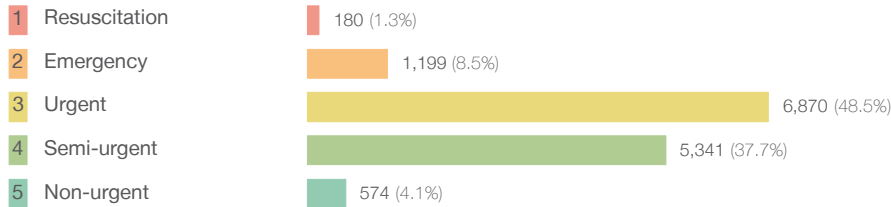


From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Prince of Wales Hospital: Patients presenting to the emergency department January to March 2017

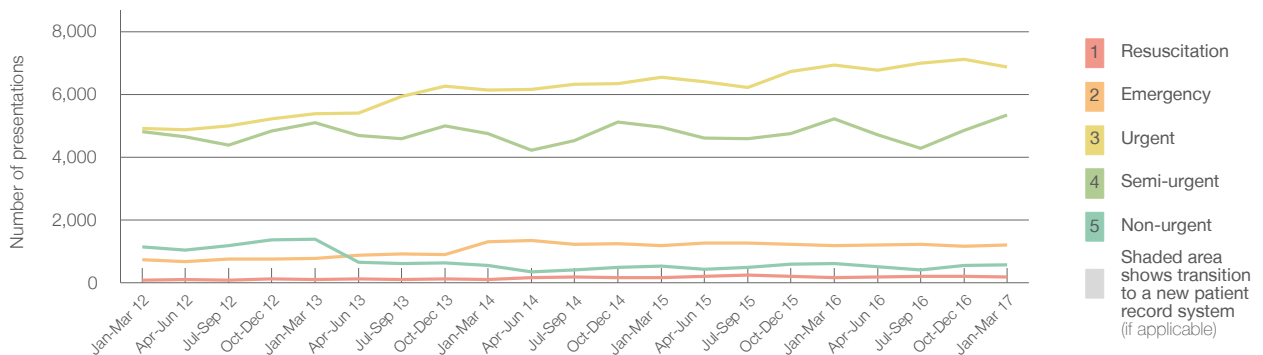
All presentations:<sup>1</sup> 15,061 patients

Emergency presentations<sup>2</sup> by triage category: 14,164 patients



Same period last year	Change since one year ago
15,320	-1.7%
14,108	0.4%
155	16.1%
1,185	1.2%
6,938	-1.0%
5,225	2.2%
605	-5.1%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	77	109	91	163	155	180
Emergency	740	770	1,296	1,180	1,185	1,199
Urgent	4,916	5,381	6,140	6,544	6,938	6,870
Semi-urgent	4,803	5,104	4,748	4,950	5,225	5,341
Non-urgent	1,143	1,388	545	521	605	574
All emergency presentations	11,679	12,752	12,820	13,358	14,108	14,164

## Prince of Wales Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,469 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,262	
10 minutes	-1 minute
24 minutes	-2 minutes

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,199

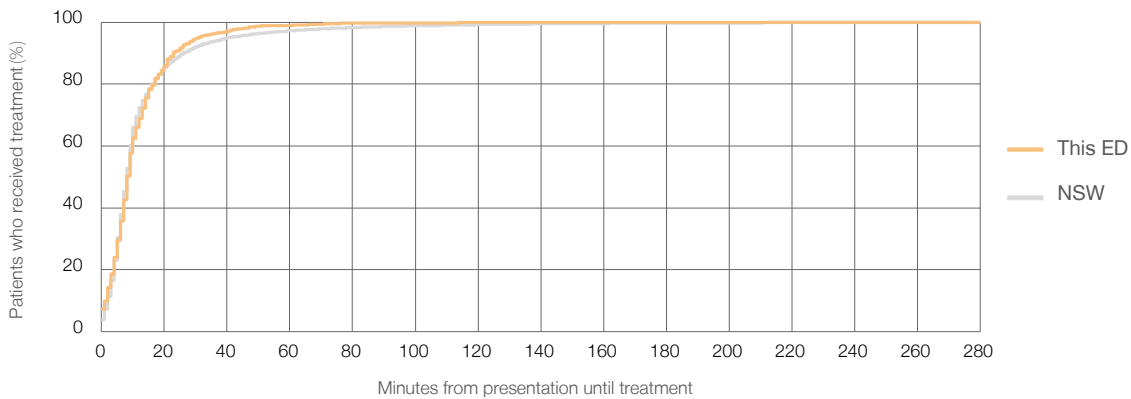
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,176

Median time to start treatment<sup>4</sup> 8 minutes

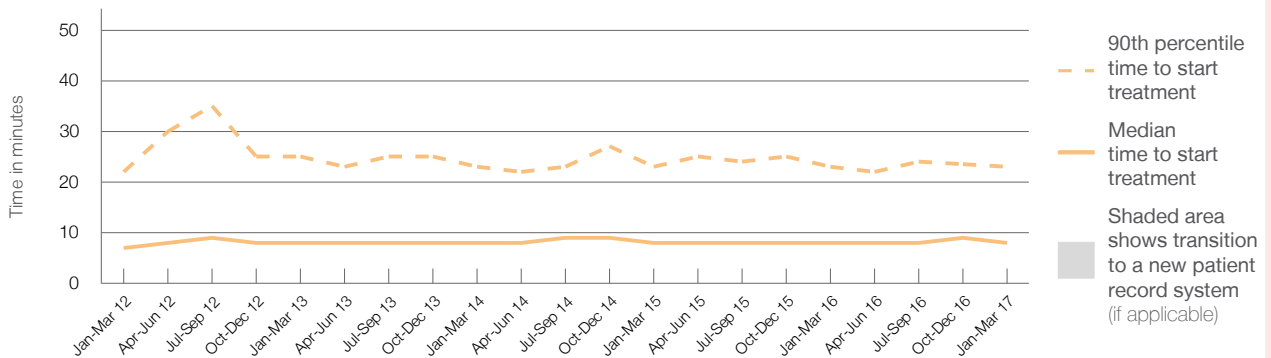
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
1,185	
1,177	
8 minutes	8 minutes
23 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	25	23	23	23	23

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

### Prince of Wales Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,870

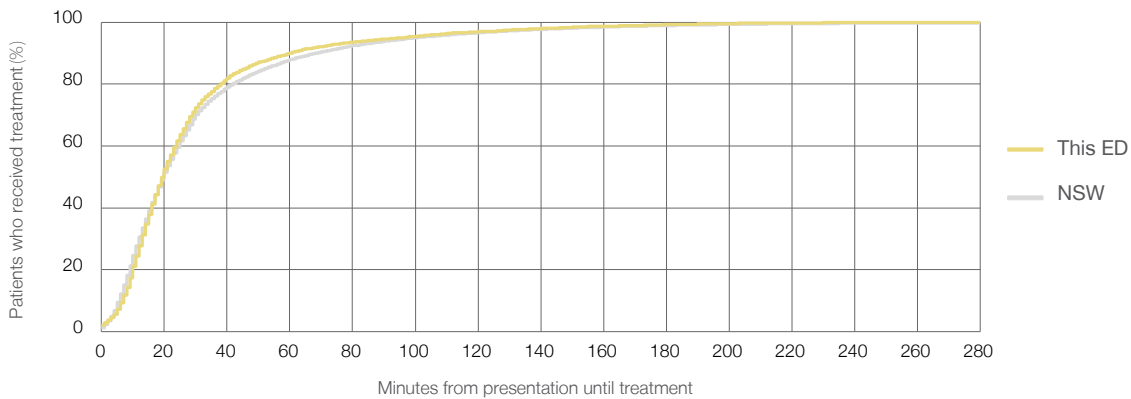
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,762

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

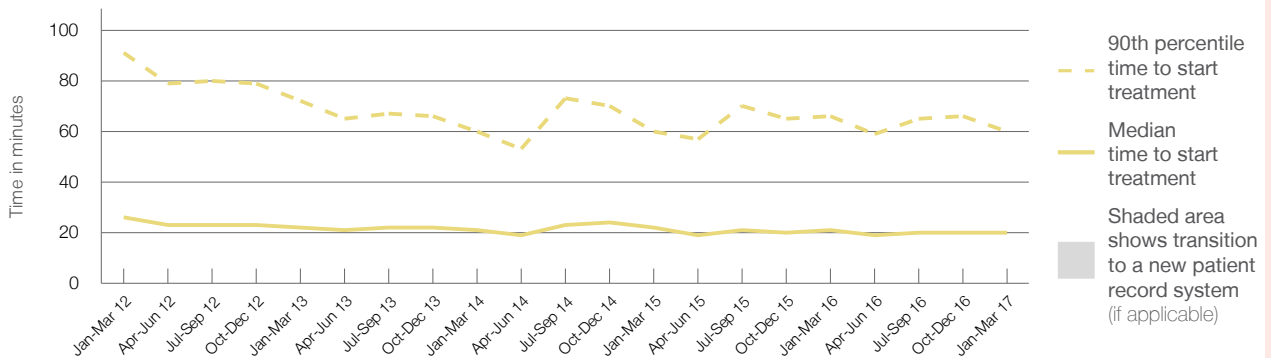
90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
6,938	
6,830	
21 minutes	20 minutes
66 minutes	69 minutes

#### Percentage of triage 3 patients who received treatment by time, January to March 2017



#### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	22	21	22	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	91	72	60	60	66	60

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,341

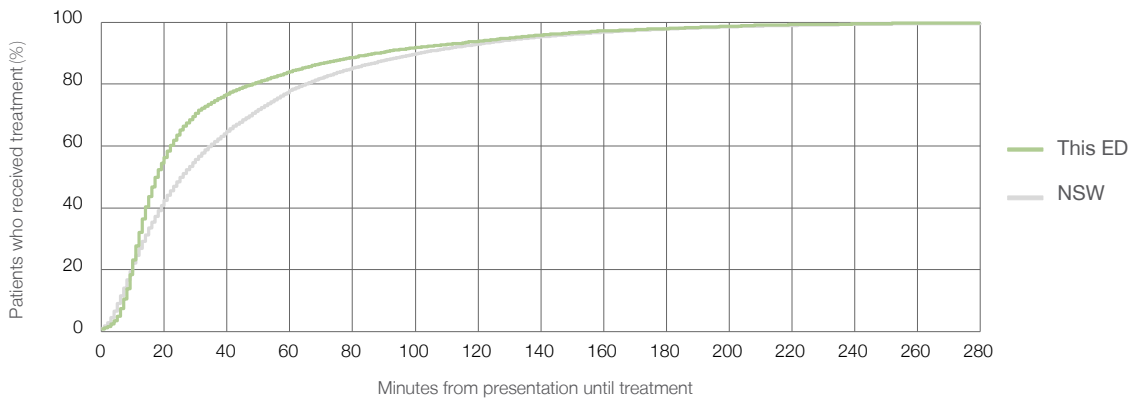
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,183

Median time to start treatment<sup>4</sup>  18 minutes

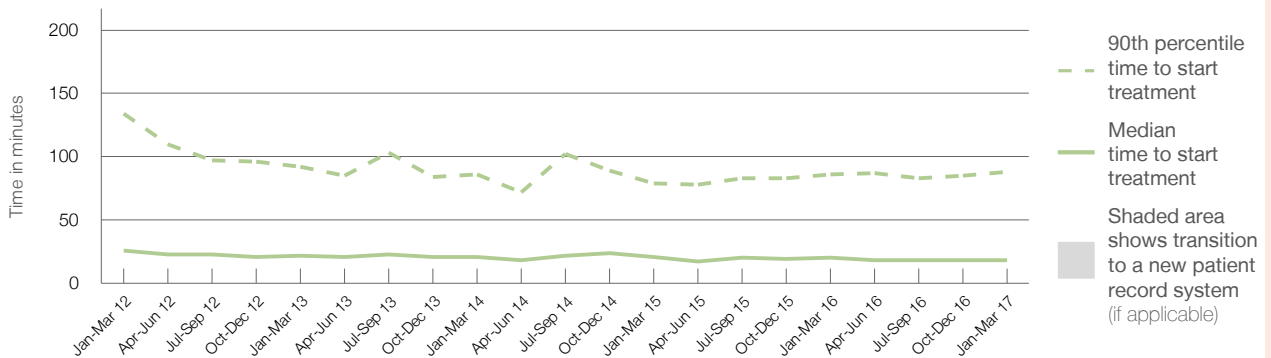
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
5,225	5,024
20 minutes	26 minutes
86 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	22	21	21	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	134	92	86	79	86	88

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 574

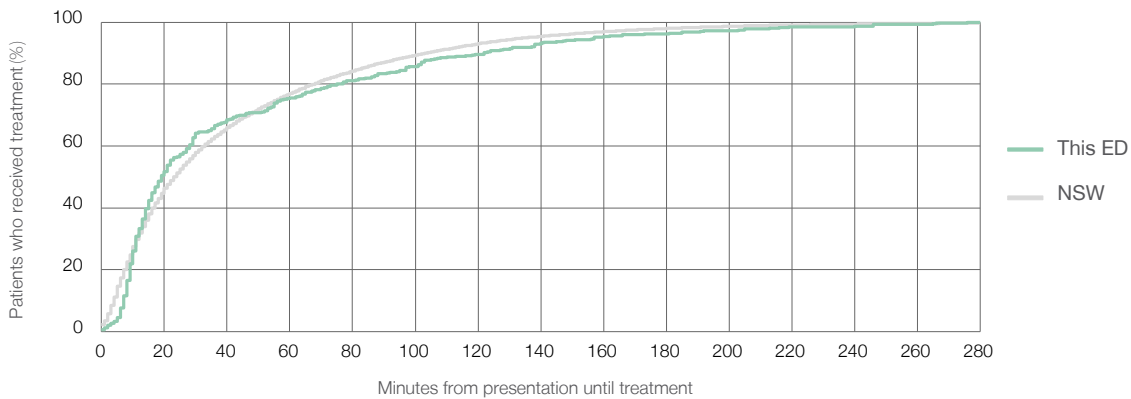
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 445

Median time to start treatment<sup>4</sup> 19 minutes

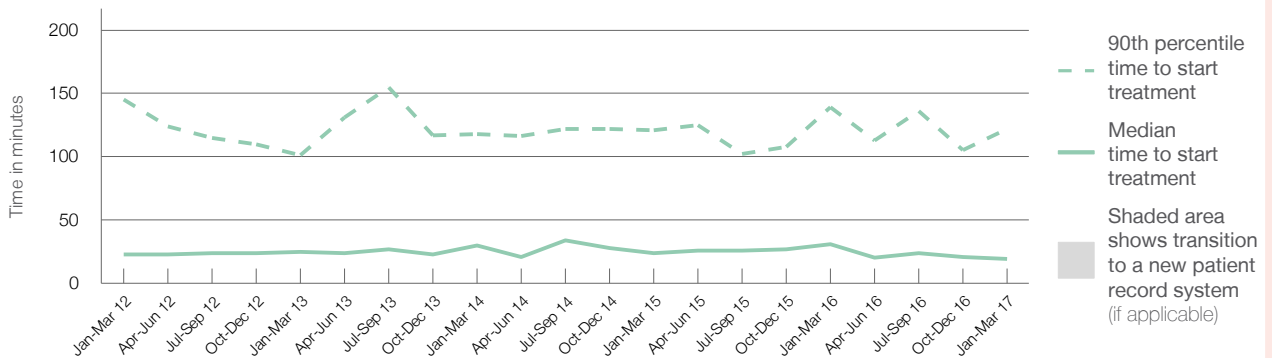
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
605	
465	
31 minutes	23 minutes
139 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	25	30	24	31	19
90th percentile time to start treatment <sup>5</sup> (minutes)	145	101	118	121	139	122

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 15,061 patients

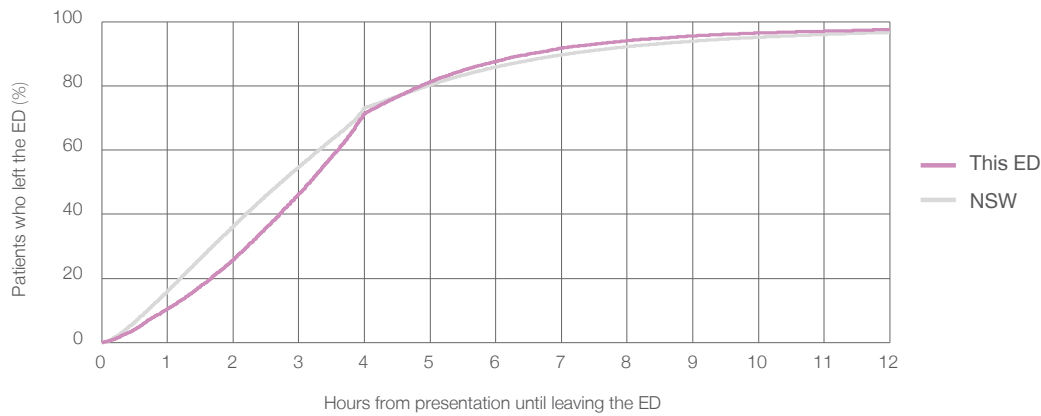
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,057 patients

Median time spent in the ED<sup>8</sup> 3 hours and 10 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 32 minutes

Same period last year	NSW (this period)
15,320	
15,306	
3 hours and 19 minutes	2 hours and 44 minutes
7 hours and 13 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Prince of Wales Hospital: Time patients spent in the ED By mode of separation January to March 2017

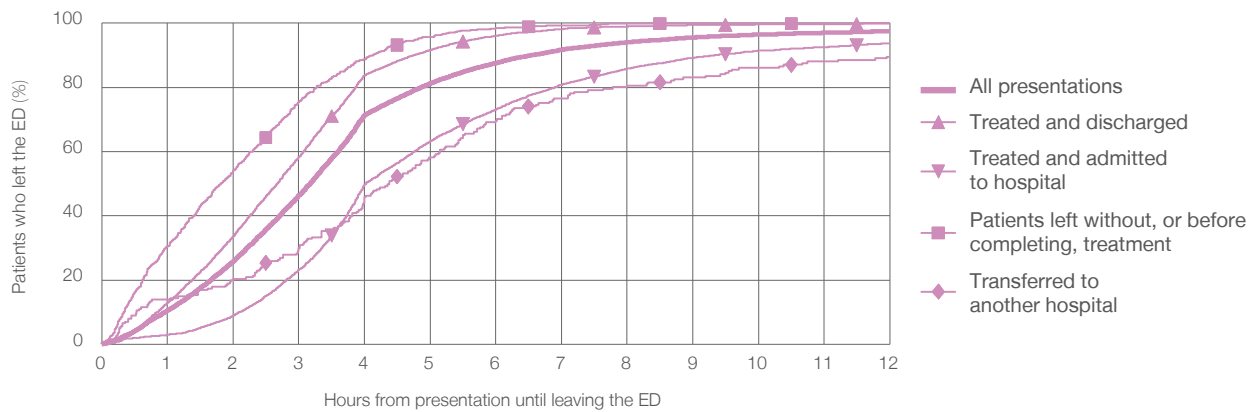
All presentations:<sup>1</sup> 15,061 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,057 patients

Treated and discharged	8,635 (57.3%)
Treated and admitted to hospital	5,419 (36.0%)
Patient left without, or before completing, treatment	739 (4.9%)
Transferred to another hospital	201 (1.3%)
Other	67 (0.4%)

Same period last year	Change since one year ago
15,306	-1.6%
9,029	-4.4%
5,034	7.6%
950	-22.2%
223	-9.9%
84	-20.2%

Percentage of patients who left the ED by time and mode of separation, January to March 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	13.0%	33.6%	58.3%	83.8%	96.1%	99.0%	99.6%	99.9%
Treated and admitted to hospital	3.0%	9.0%	23.3%	49.8%	73.1%	85.9%	91.5%	93.8%
Patient left without, or before completing, treatment	30.4%	54.3%	75.5%	88.8%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	13.9%	20.4%	29.9%	45.8%	69.7%	80.6%	86.1%	89.6%
All presentations	10.6%	25.9%	46.4%	71.4%	87.6%	94.1%	96.5%	97.5%

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 15,061 patients

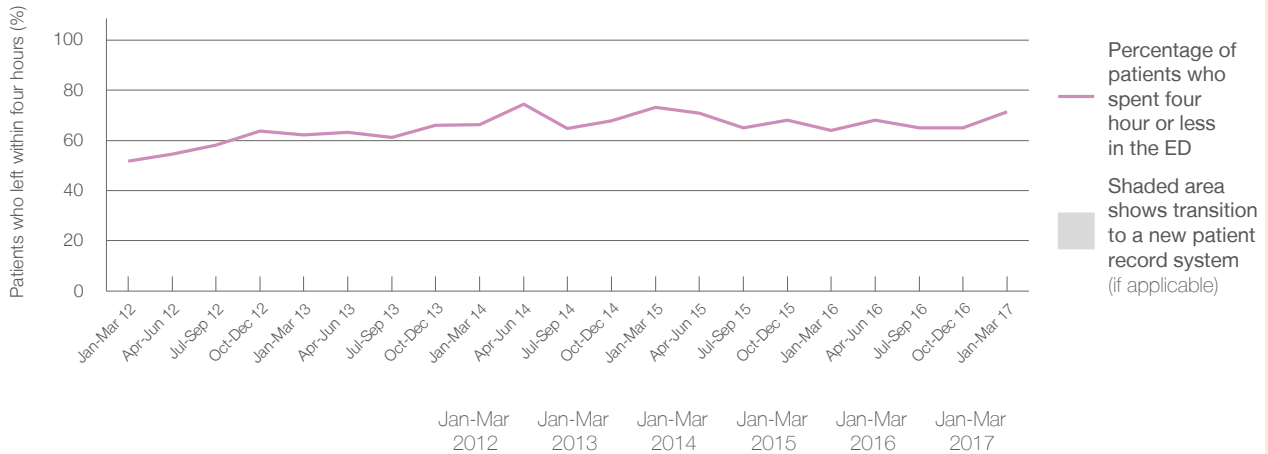
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,057 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	15,320	-1.7%
Presentations used to calculate time to leaving the ED	15,306	-1.6%
Percentage of patients who spent four hours or less in the ED	64.0%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	51.8%	62.2%	66.3%	73.2%	64.0%	71.4%
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\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 21,227 patients

Emergency presentations:<sup>2</sup> 21,151 patients

Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%

## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,404 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,005 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,420 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,877 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
4,275	
7 minutes	8 minutes
17 minutes	26 minutes
5,823	
19 minutes	20 minutes
51 minutes	69 minutes
7,472	
29 minutes	26 minutes
85 minutes	101 minutes
2,293	
32 minutes	23 minutes
105 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
20,329	4.4%
63.1%	

\* 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.

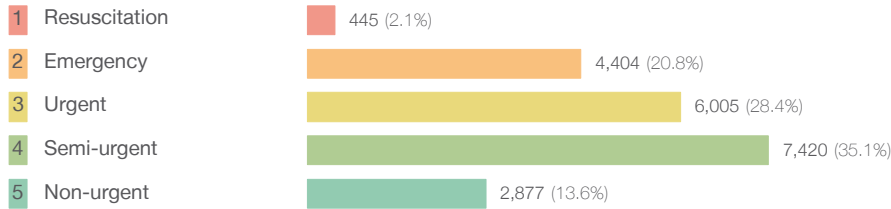
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Patients presenting to the emergency department January to March 2017

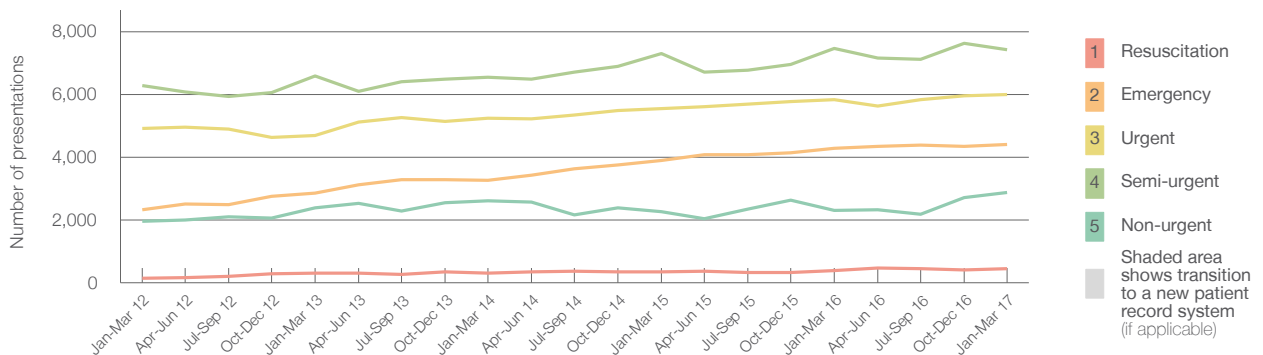
All presentations:<sup>1</sup> 21,227 patients

Emergency presentations<sup>2</sup> by triage category: 21,151 patients



Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%
382	16.5%
4,275	3.0%
5,823	3.1%
7,472	-0.7%
2,293	25.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	136	311	305	339	382	445
Emergency	2,330	2,854	3,252	3,892	4,275	4,404
Urgent	4,914	4,682	5,231	5,537	5,823	6,005
Semi-urgent	6,289	6,582	6,538	7,293	7,472	7,420
Non-urgent	1,963	2,394	2,601	2,264	2,293	2,877
All emergency presentations	15,632	16,823	17,927	19,325	20,245	21,151

## Royal North Shore Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,618 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,260	
15 minutes	-1 minute
35 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 4,404

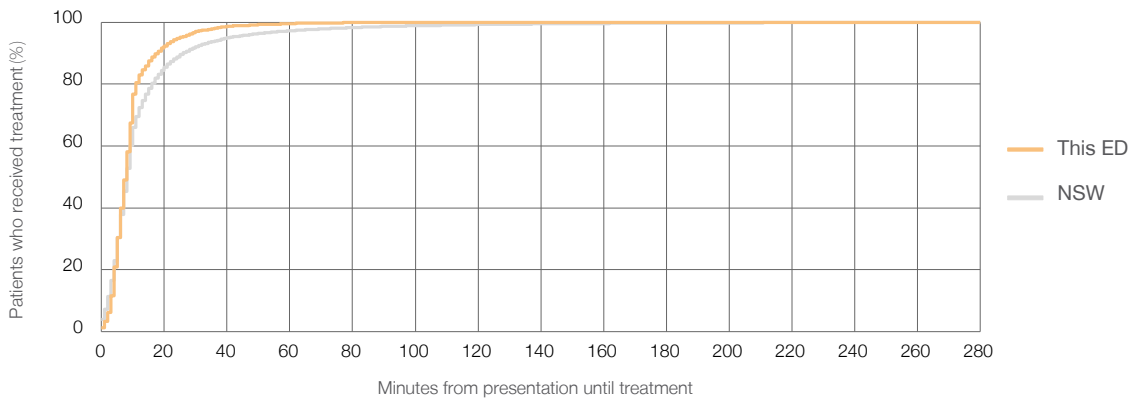
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,386

Median time to start treatment<sup>4</sup> 8 minutes

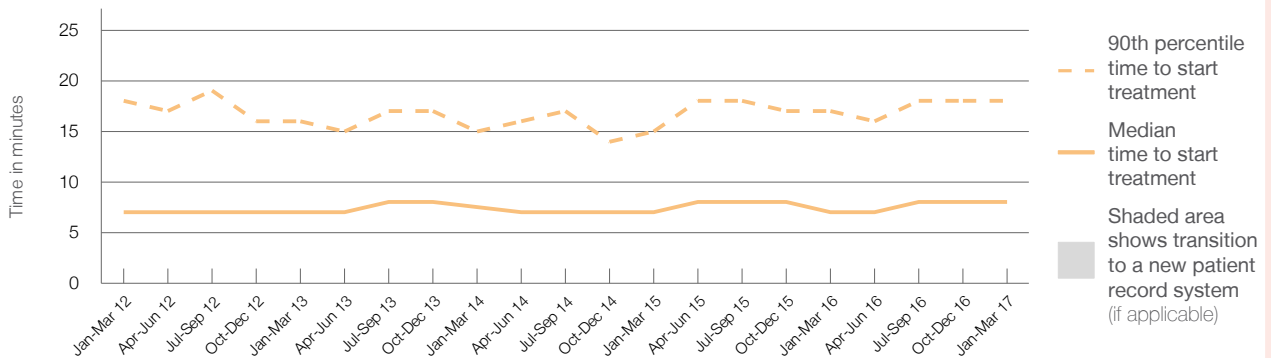
90th percentile time to start treatment<sup>5</sup> 18 minutes

Same period last year	NSW (this period)
4,275	
4,261	
7 minutes	8 minutes
17 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	18	16	15	15	17	18

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,005

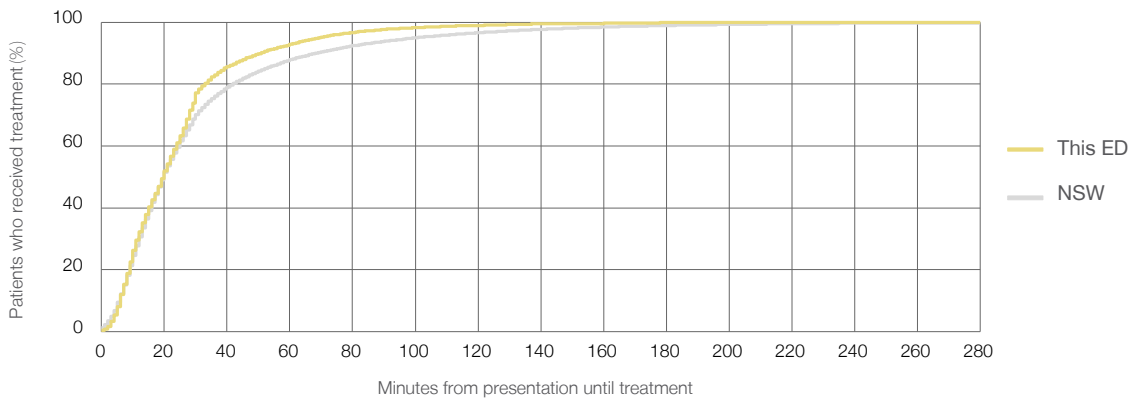
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,931

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

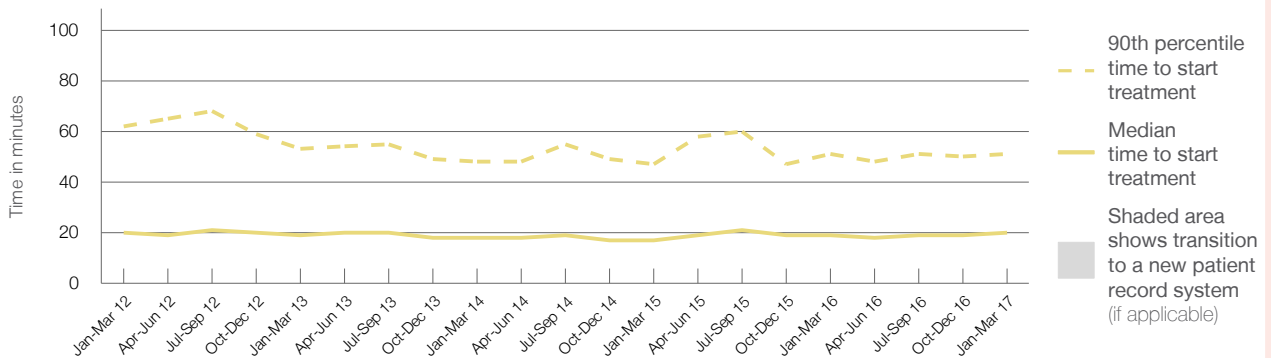
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
5,823	
5,748	
19 minutes	20 minutes
51 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	18	17	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	62	53	48	47	51	51

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,420

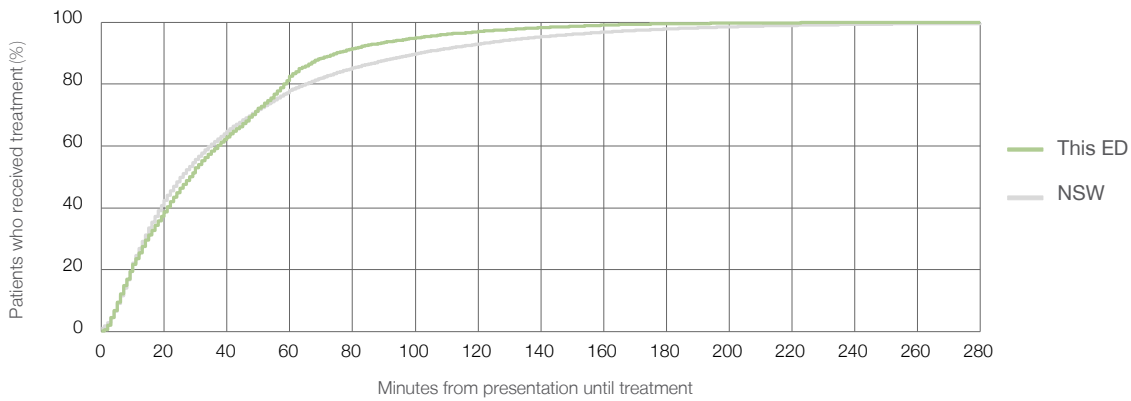
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,144

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

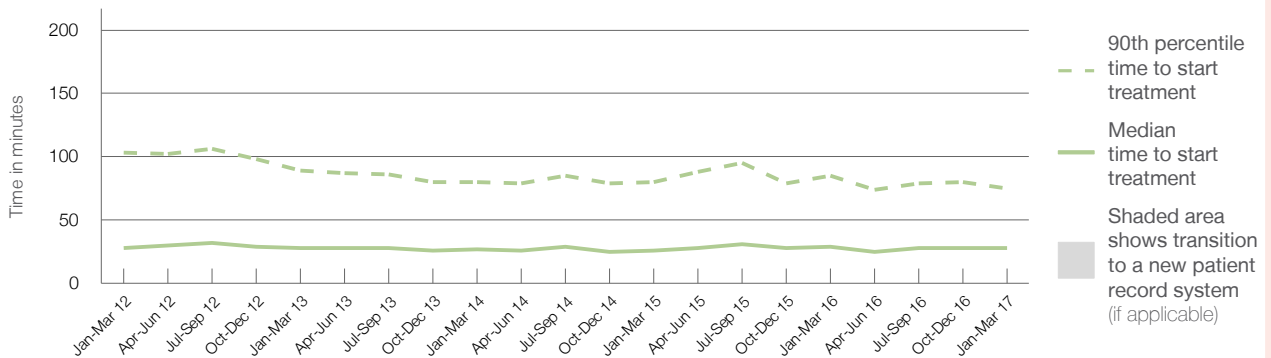
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
7,472	
7,214	
29 minutes	26 minutes
85 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	28	27	26	29	28
90th percentile time to start treatment <sup>5</sup> (minutes)	103	89	80	80	85	75

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 2,877

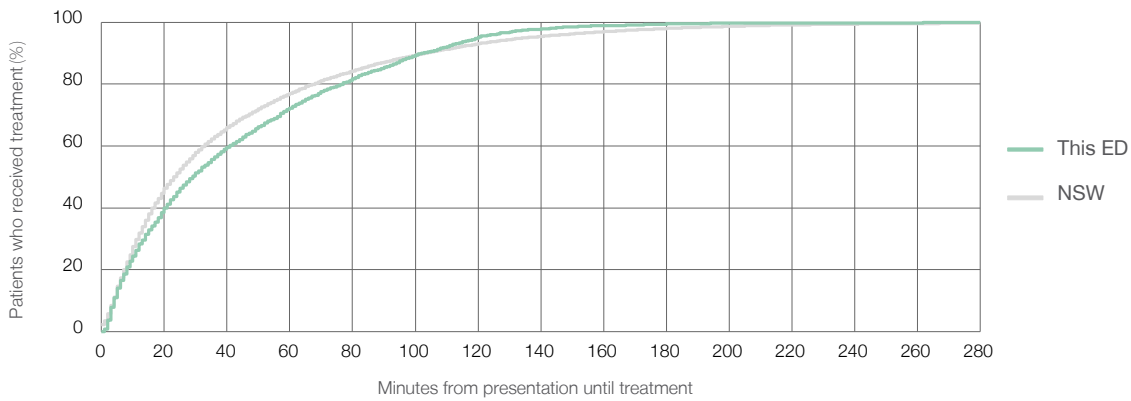
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,606

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

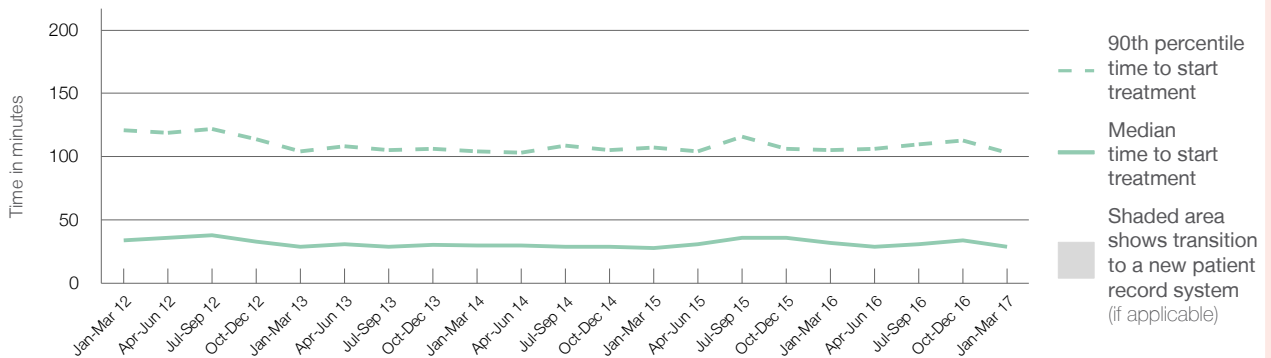
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
2,293	
2,064	
32 minutes	23 minutes
105 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	34	29	30	28	32	29
90th percentile time to start treatment <sup>5</sup> (minutes)	121	104	104	107	105	103

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal North Shore Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 21,227 patients

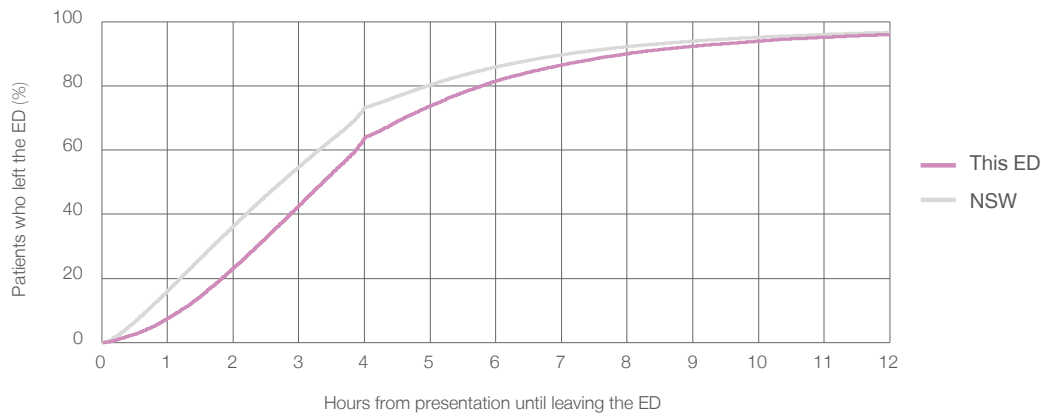
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Median time spent in the ED<sup>8</sup> 3 hours and 22 minutes

90th percentile time spent in the ED<sup>9</sup> 8 hours and 0 minutes

Same period last year	NSW (this period)
20,329	20,329
3 hours and 25 minutes	2 hours and 44 minutes
7 hours and 33 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m

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

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## Royal North Shore Hospital: Time patients spent in the ED

### By mode of separation

#### January to March 2017

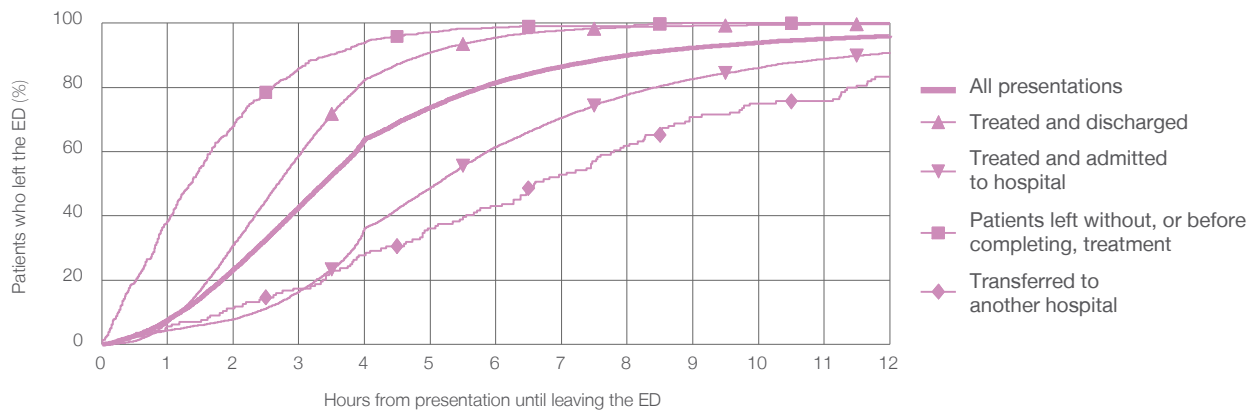
All presentations:<sup>1</sup> 21,227 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

Treated and discharged	11,567 (54.5%)
Treated and admitted to hospital	8,588 (40.5%)
Patient left without, or before completing, treatment	614 (2.9%)
Transferred to another hospital	144 (0.7%)
Other	314 (1.5%)

Same period last year	Change since one year ago
20,329	4.4%
11,575	-0.1%
7,825	9.8%
532	15.4%
156	-7.7%
241	30.3%

Percentage of patients who left the ED by time and mode of separation, January to March 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	6.8%	30.9%	58.9%	82.3%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	4.3%	7.8%	16.4%	36.0%	61.5%	77.7%	86.1%	90.8%
Patient left without, or before completing, treatment	38.3%	68.1%	86.0%	94.0%	98.7%	99.2%	100%	100%
Transferred to another hospital	5.6%	11.1%	17.4%	27.8%	43.1%	61.8%	75.0%	83.3%
All presentations	7.6%	23.3%	42.7%	63.8%	81.5%	90.0%	93.9%	96.0%

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## Royal North Shore Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 21,227 patients

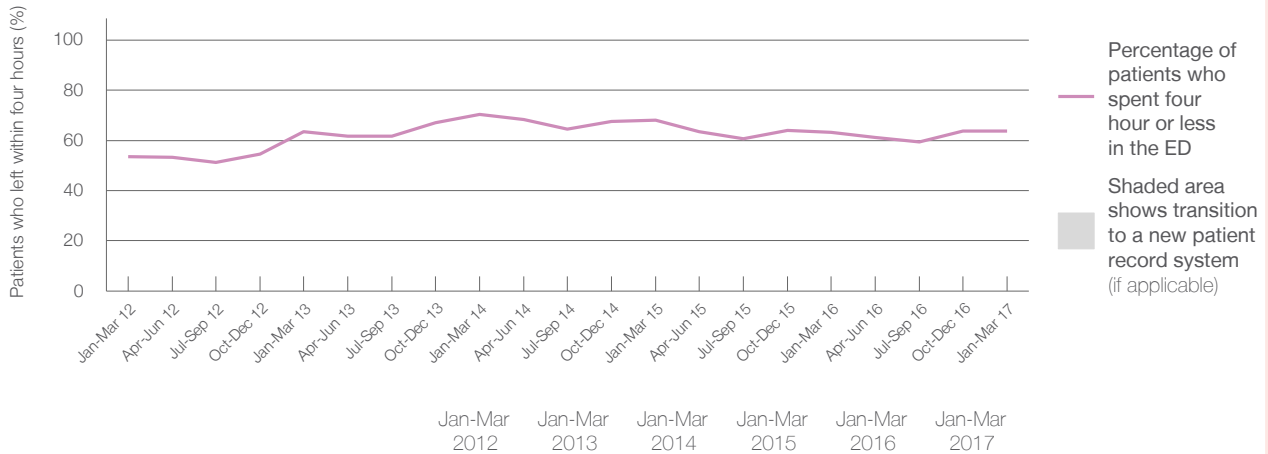
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,227 patients

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: <sup>1</sup>	20,329	4.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	20,329	4.4%
Percentage of patients who spent four hours or less in the ED	63.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	53.5%	63.5%	70.2%	68.0%	63.1%	63.8%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 19,405 patients

Emergency presentations:<sup>2</sup> 18,809 patients

Same period last year	Change since one year ago
19,219	1.0%
18,777	0.2%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,918 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,100 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,145 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 542 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
2,585	
10 minutes	8 minutes
24 minutes	26 minutes
9,284	
24 minutes	20 minutes
74 minutes	69 minutes
5,983	
30 minutes	26 minutes
113 minutes	101 minutes
821	
43 minutes	23 minutes
163 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
19,219	1.0%
61.9%	

\* 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*.
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- 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.

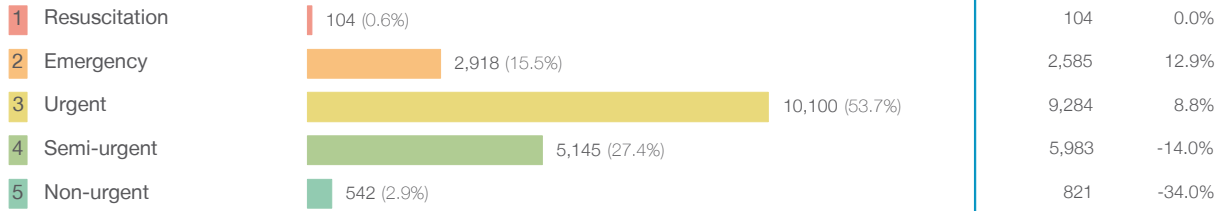
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Patients presenting to the emergency department January to March 2017

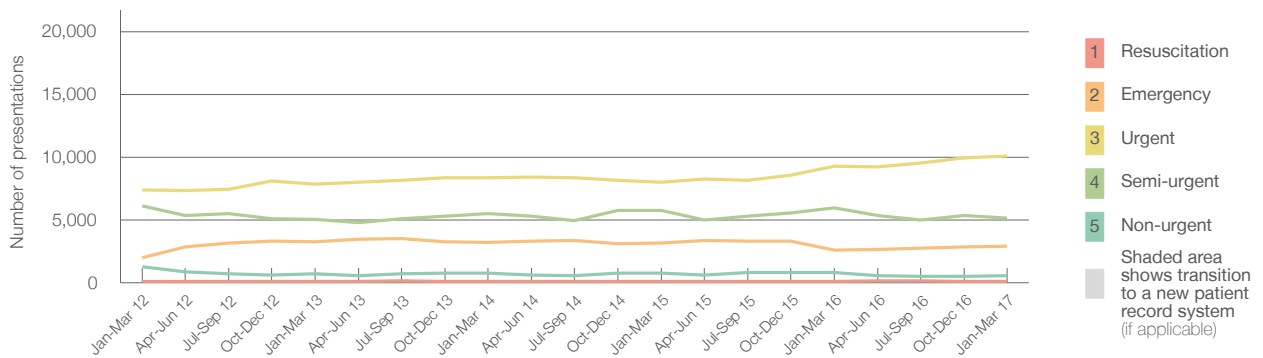
All presentations:<sup>1</sup> 19,405 patients

Emergency presentations<sup>2</sup> by triage category: 18,809 patients



Same period last year	Change since one year ago
19,219	1.0%
18,777	0.2%
104	0.0%
2,585	12.9%
9,284	8.8%
5,983	-14.0%
821	-34.0%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	74	119	92	105	104	104
Emergency	2,000	3,239	3,199	3,159	2,585	2,918
Urgent	7,410	7,850	8,348	8,018	9,284	10,100
Semi-urgent	6,137	5,064	5,496	5,764	5,983	5,145
Non-urgent	1,246	719	763	768	821	542
All emergency presentations	16,867	16,991	17,898	17,814	18,777	18,809

## Royal Prince Alfred Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,191 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,123	
14 minutes	-1 minute
26 minutes	-1 minute

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

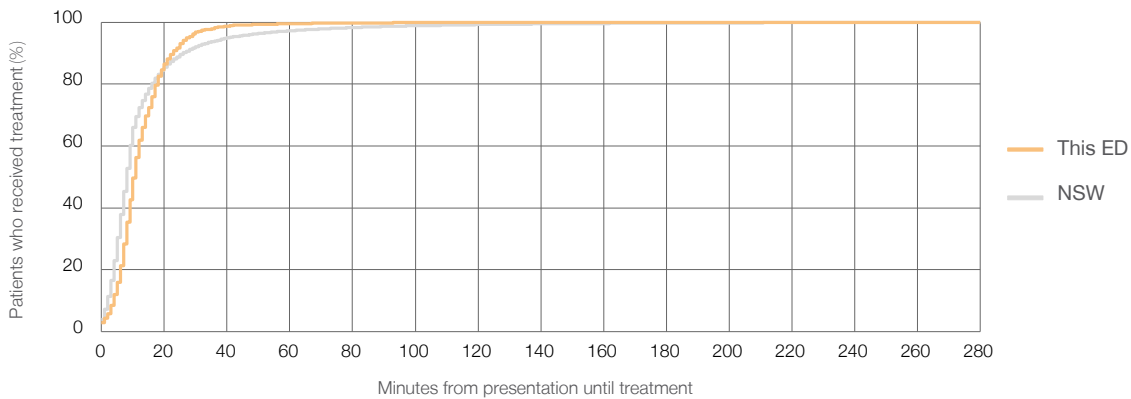
Number of triage 2 patients: 2,918

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,913

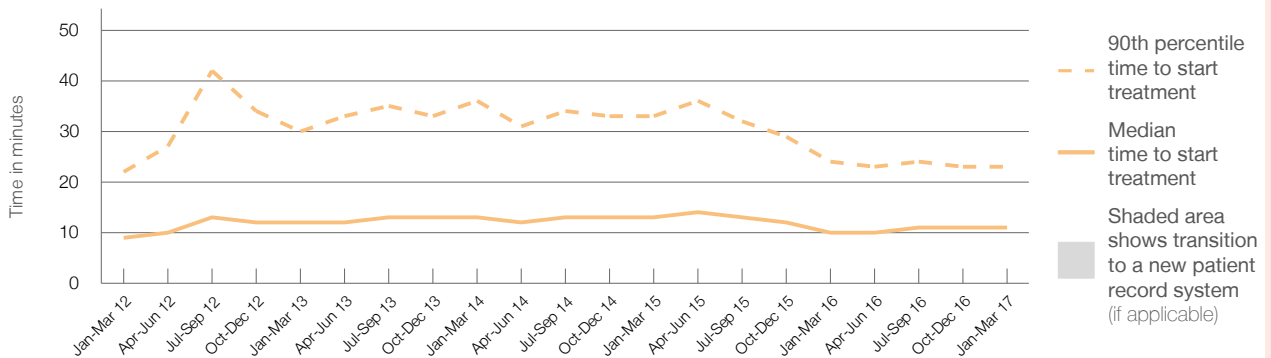
Median time to start treatment<sup>4</sup>  11 minutes  
 90th percentile time to start treatment<sup>5</sup>  23 minutes

Same period last year	NSW (this period)
2,585	
2,579	
10 minutes	8 minutes
24 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	12	13	13	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	22	30	36	33	24	23

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 10,100

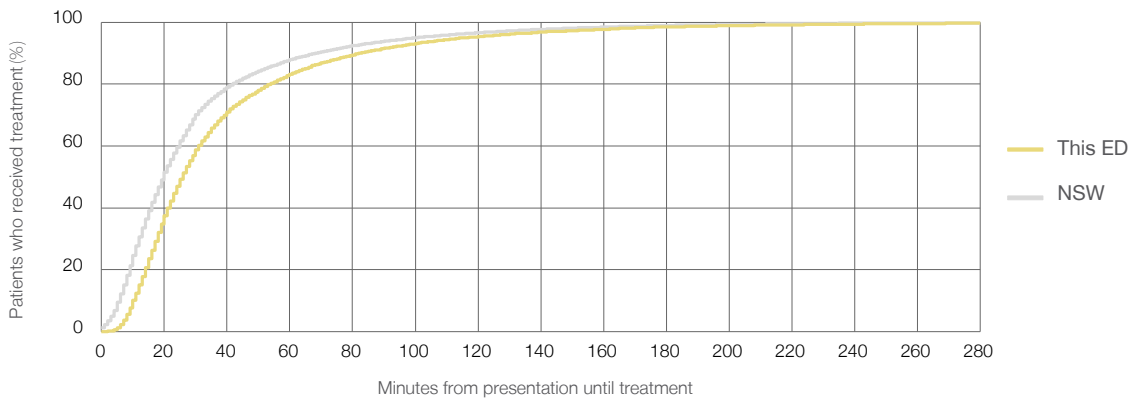
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,857

Median time to start treatment<sup>4</sup>  26 minutes

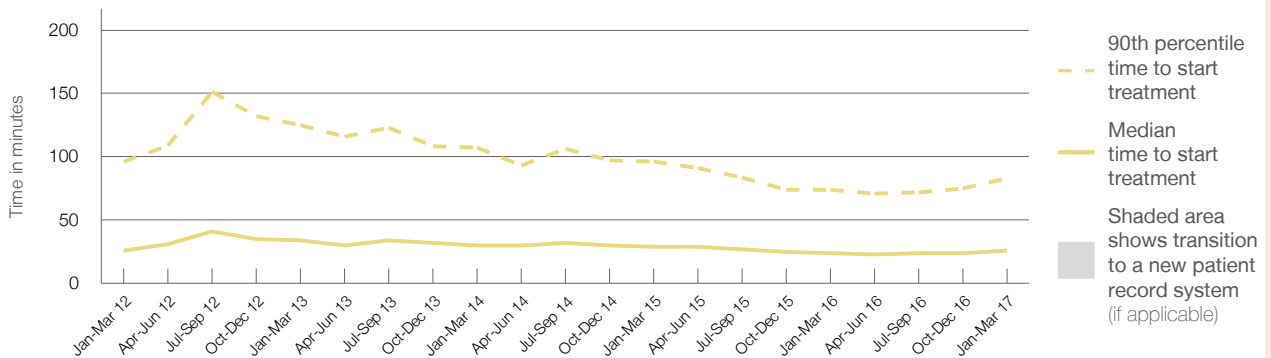
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
9,284	
9,109	
24 minutes	20 minutes
74 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	34	30	29	24	26
90th percentile time to start treatment <sup>5</sup> (minutes)	96	125	107	96	74	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,145

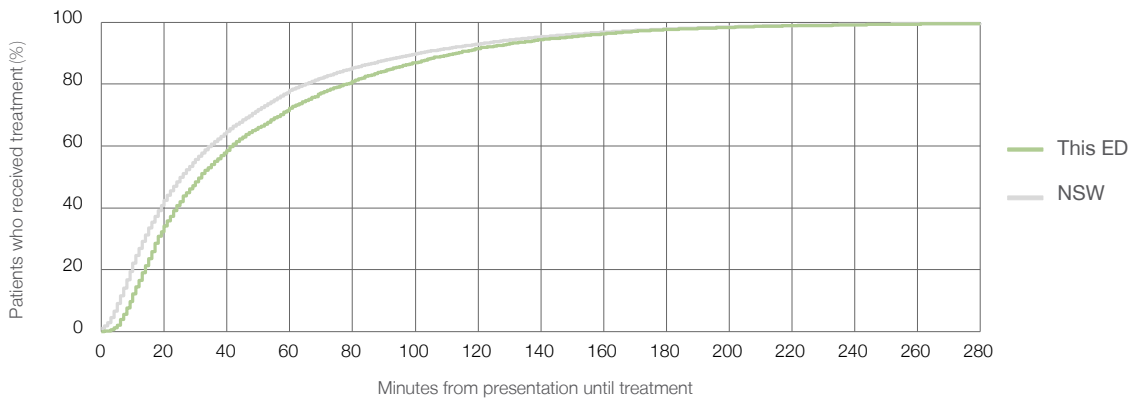
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,779

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

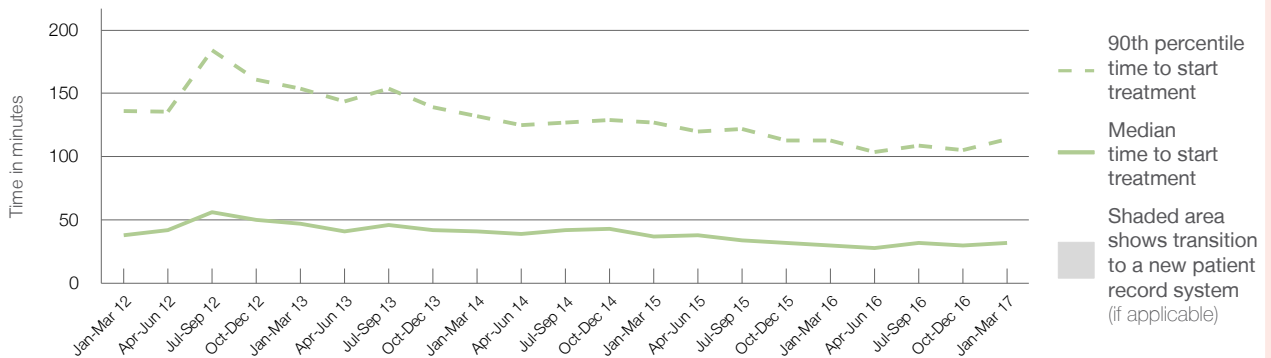
90th percentile time to start treatment<sup>5</sup>  114 minutes

Same period last year	NSW (this period)
5,983	5,596
30 minutes	26 minutes
113 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	38	47	41	37	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	136	154	132	127	113	114

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 542

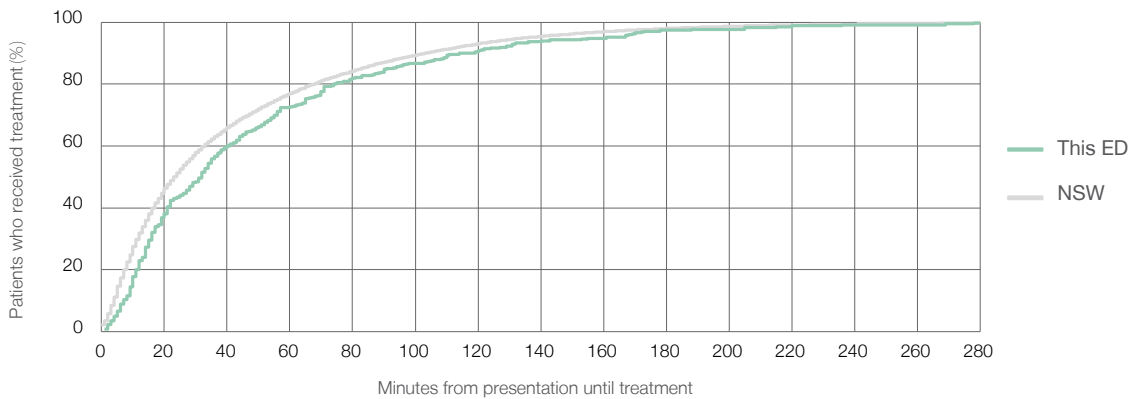
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 347

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

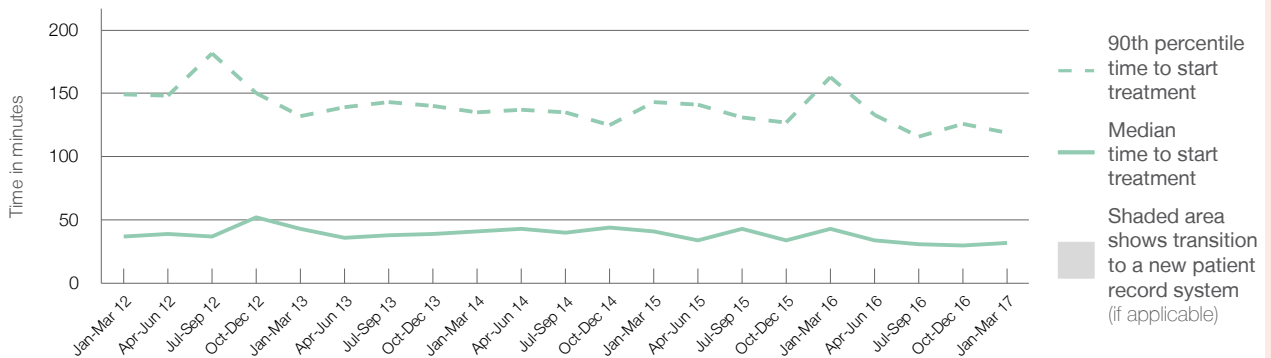
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
821	
566	
43 minutes	23 minutes
163 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	37	43	41	41	43	32
90th percentile time to start treatment <sup>5</sup> (minutes)	149	132	135	143	163	119

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 19,405 patients

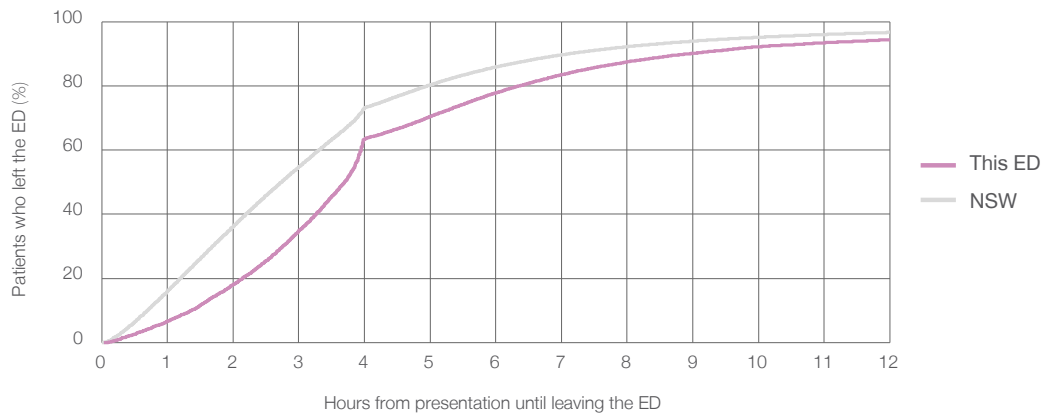
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Median time spent in the ED<sup>8</sup> 3 hours and 42 minutes

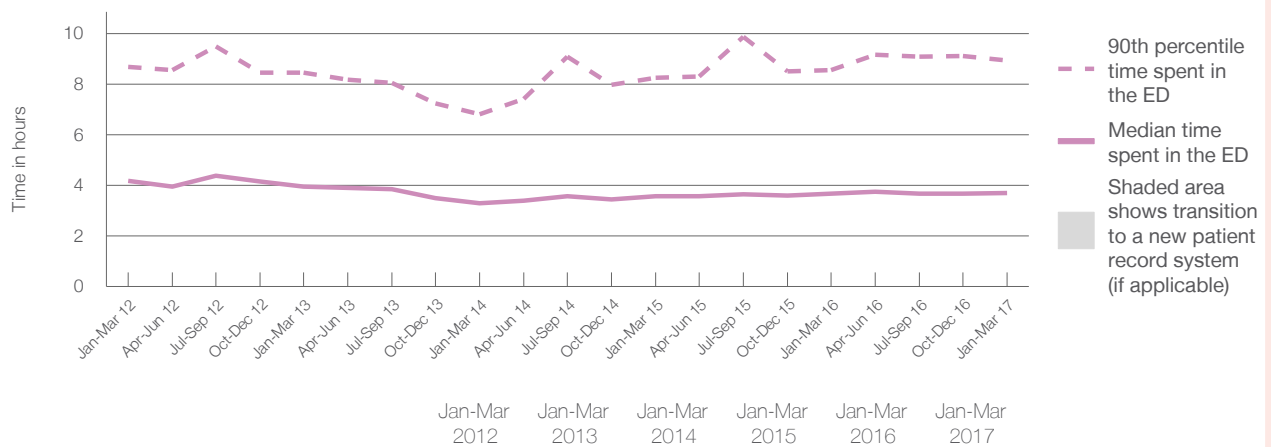
90th percentile time spent in the ED<sup>9</sup> 8 hours and 56 minutes

Same period last year	NSW (this period)
19,219	19,219
3 hours and 41 minutes	2 hours and 44 minutes
8 hours and 34 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m	3h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 41m	8h 27m	6h 49m	8h 16m	8h 34m	8h 56m

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

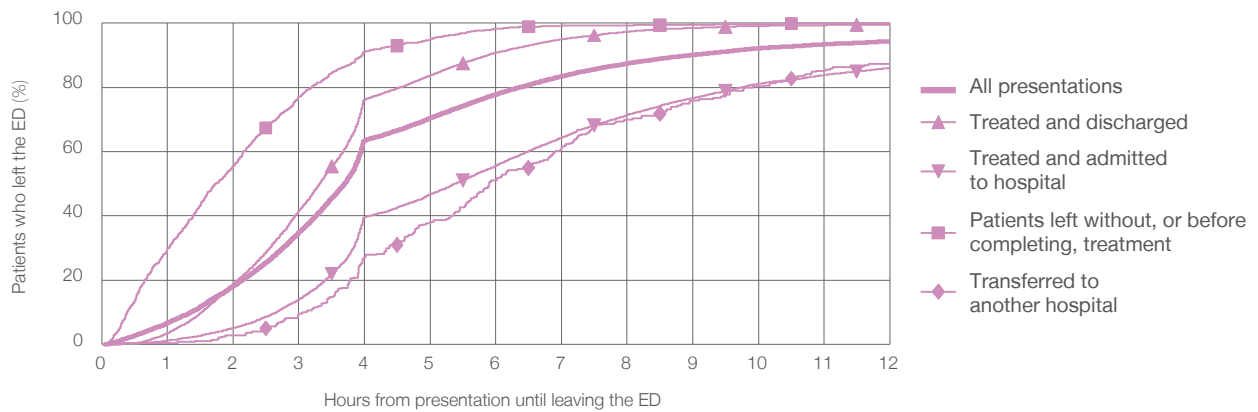
All presentations:<sup>1</sup> 19,405 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Treated and discharged	9,919 (51.1%)
Treated and admitted to hospital	7,266 (37.4%)
Patient left without, or before completing, treatment	1,453 (7.5%)
Transferred to another hospital	284 (1.5%)
Other	483 (2.5%)

Same period last year	Change since one year ago
19,219	1.0%
10,103	-1.8%
6,886	5.5%
1,551	-6.3%
328	-13.4%
351	37.6%

Percentage of patients who left the ED by time and mode of separation, January to March 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	3.5%	18.7%	41.6%	76.2%	90.8%	97.3%	99.2%	99.6%
Treated and admitted to hospital	1.2%	5.1%	14.0%	39.6%	55.6%	71.4%	81.1%	86.1%
Patient left without, or before completing, treatment	29.9%	55.6%	77.2%	91.1%	98.2%	99.4%	99.8%	99.9%
Transferred to another hospital	0.4%	2.8%	9.5%	27.1%	51.1%	70.1%	80.3%	87.3%
All presentations	6.7%	18.1%	34.9%	63.5%	77.9%	87.5%	92.2%	94.4%

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Royal Prince Alfred Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 19,405 patients

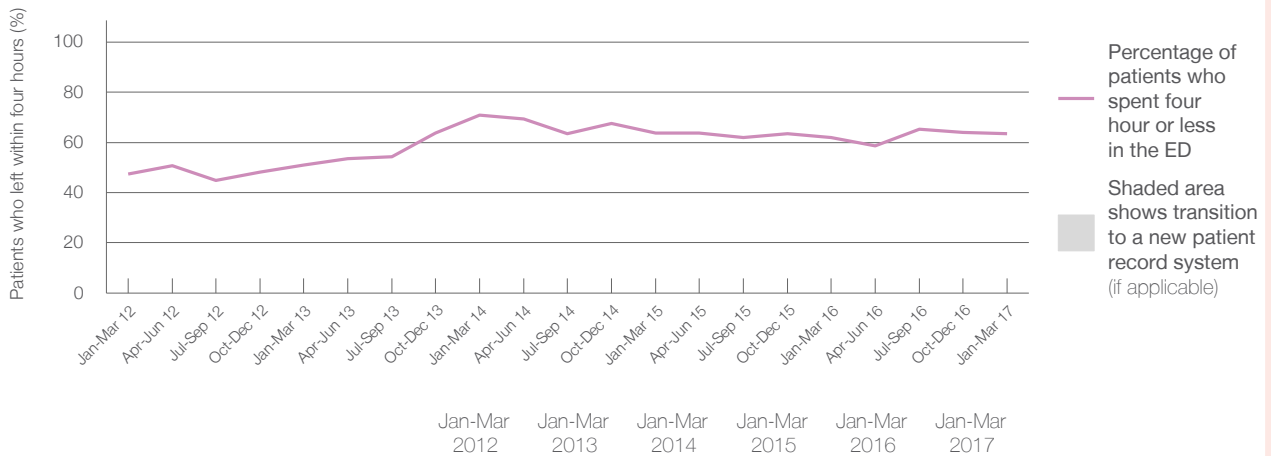
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	19,219	1.0%
Presentations used to calculate time to leaving the ED	19,219	1.0%
Percentage of patients who spent four hours or less in the ED	61.9%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	47.4%	51.0%	70.8%	63.6%	61.9%	63.5%

\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 19,828 patients

Emergency presentations:<sup>2</sup> 19,725 patients

Same period last year	Change since one year ago
19,524	1.6%
19,390	1.7%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,581 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): 8,649 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,176 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 75 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,177 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
2,571	
10 minutes	8 minutes
25 minutes	26 minutes
7,728	
25 minutes	20 minutes
62 minutes	69 minutes
7,419	
33 minutes	26 minutes
78 minutes	101 minutes
1,489	
35 minutes	23 minutes
93 minutes	104 minutes

## St George Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,822 patients

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

Same period last year	Change since one year ago
19,524	1.5%
67.6%	

\* 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.

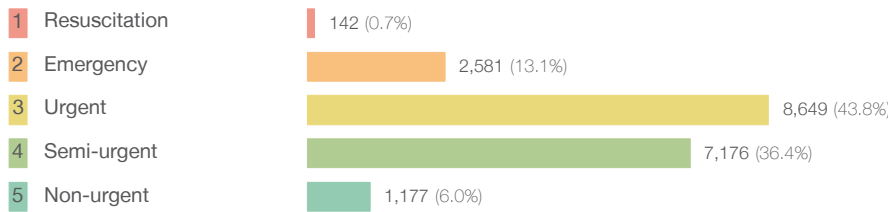
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Patients presenting to the emergency department January to March 2017

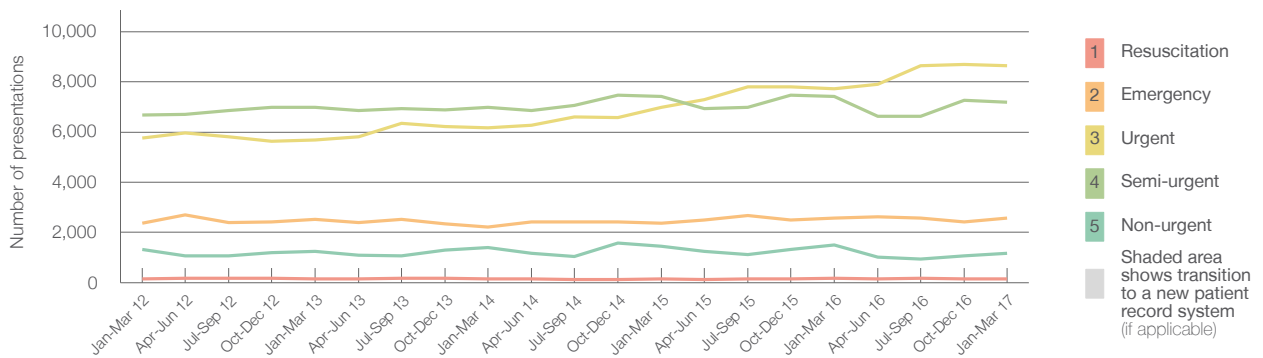
All presentations:<sup>1</sup> 19,828 patients

Emergency presentations<sup>2</sup> by triage category: 19,725 patients



Same period last year	Change since one year ago
19,524	1.6%
19,390	1.7%
183	-22.4%
2,571	0.4%
7,728	11.9%
7,419	-3.3%
1,489	-21.0%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>

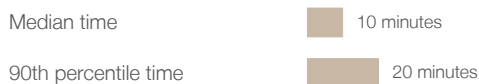


	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	151	157	138	143	183	142
Emergency	2,371	2,521	2,224	2,357	2,571	2,581
Urgent	5,749	5,693	6,160	6,972	7,728	8,649
Semi-urgent	6,681	6,977	6,983	7,424	7,419	7,176
Non-urgent	1,332	1,257	1,393	1,454	1,489	1,177
All emergency presentations	16,284	16,605	16,898	18,350	19,390	19,725

## St George Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,031 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,816	
10 minutes	0 minutes
18 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

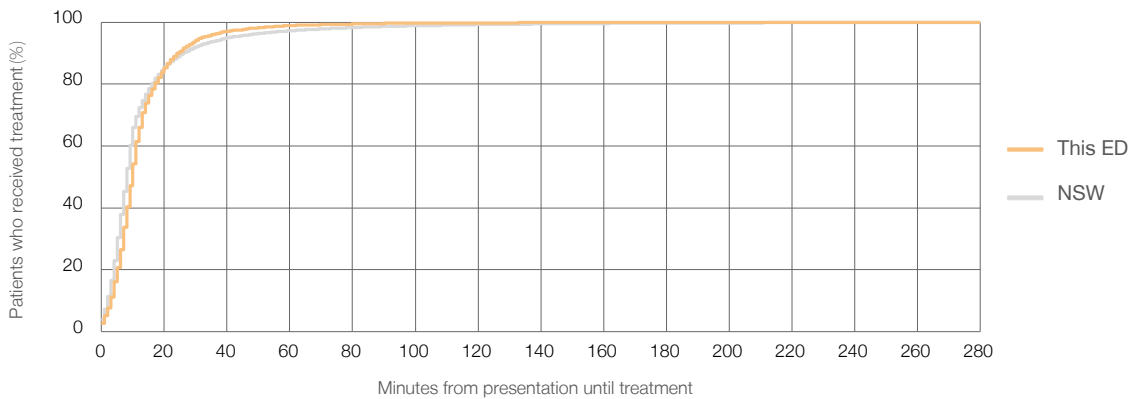
Number of triage 2 patients: 2,581

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,566

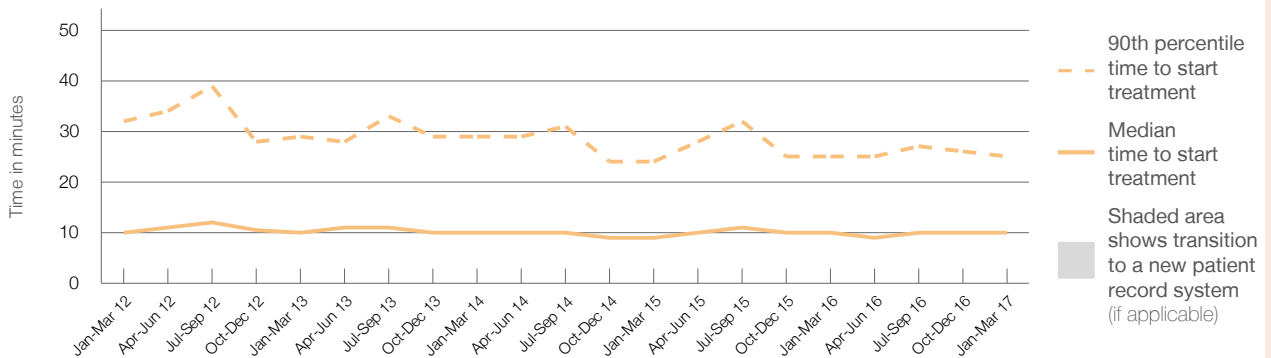
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 25 minutes

Same period last year	NSW (this period)
2,571	
2,566	
10 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	10	10	10	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	32	29	29	24	25	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 8,649

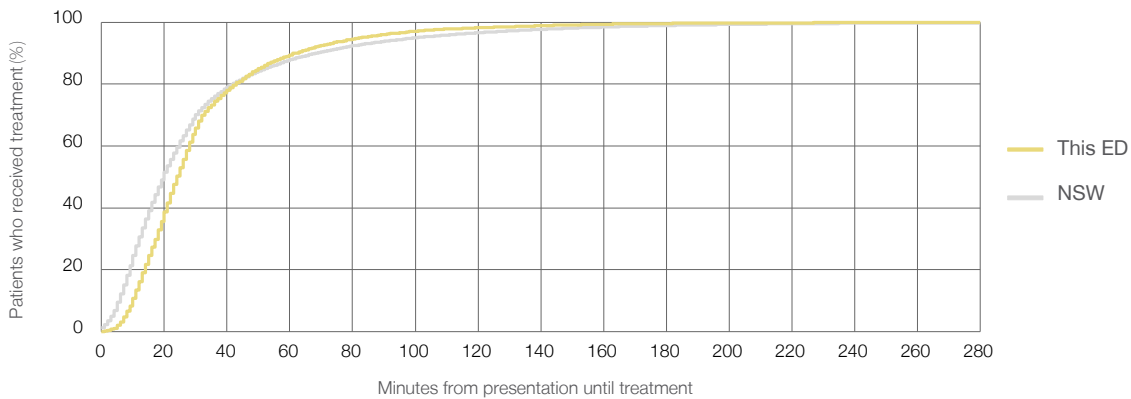
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,526

Median time to start treatment<sup>4</sup>  24 minutes

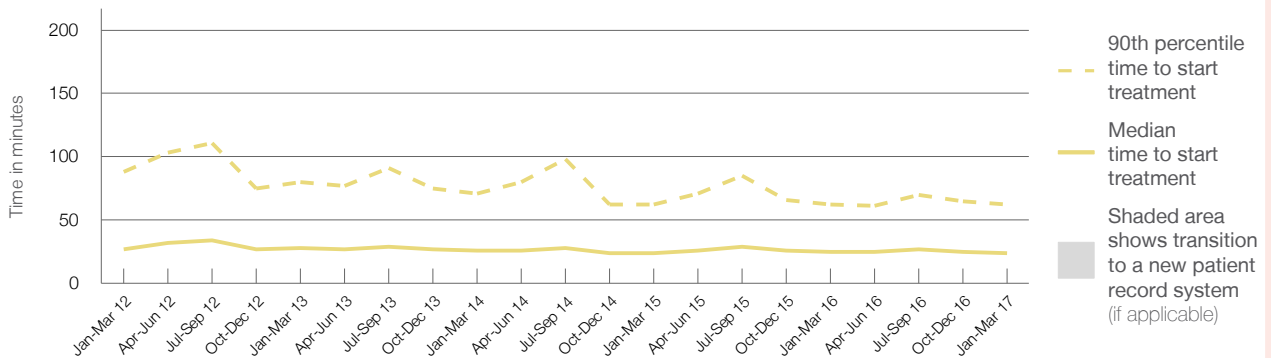
90th percentile time to start treatment<sup>5</sup>  62 minutes

Same period last year	NSW (this period)
7,728	
7,660	
25 minutes	20 minutes
62 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	28	26	24	25	24
90th percentile time to start treatment <sup>5</sup> (minutes)	88	80	71	62	62	62

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,176

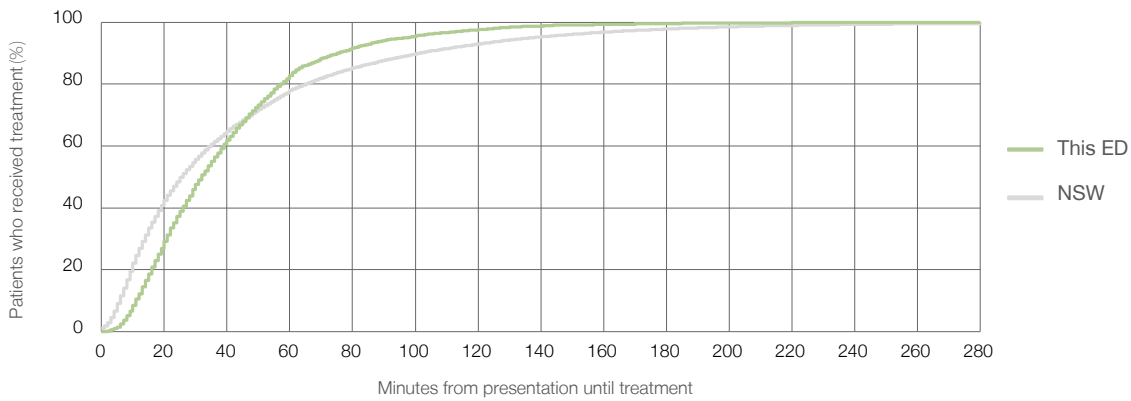
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,945

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

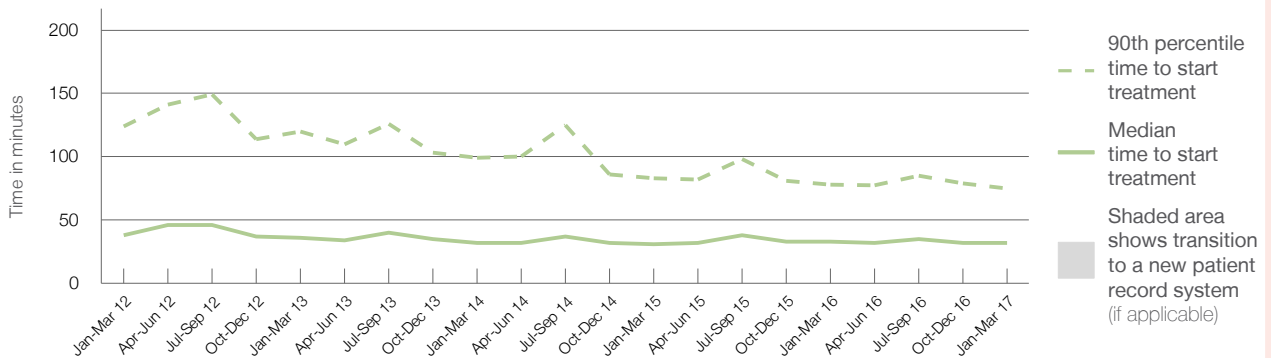
90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
7,419	
7,254	
33 minutes	26 minutes
78 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	38	36	32	31	33	32
90th percentile time to start treatment <sup>5</sup> (minutes)	124	120	99	83	78	75

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,177

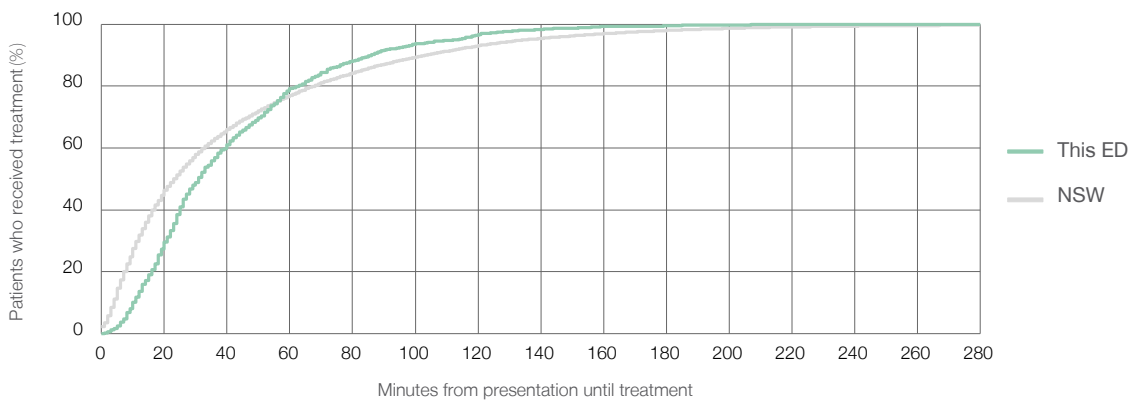
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 992

Median time to start treatment<sup>4</sup> 31 minutes

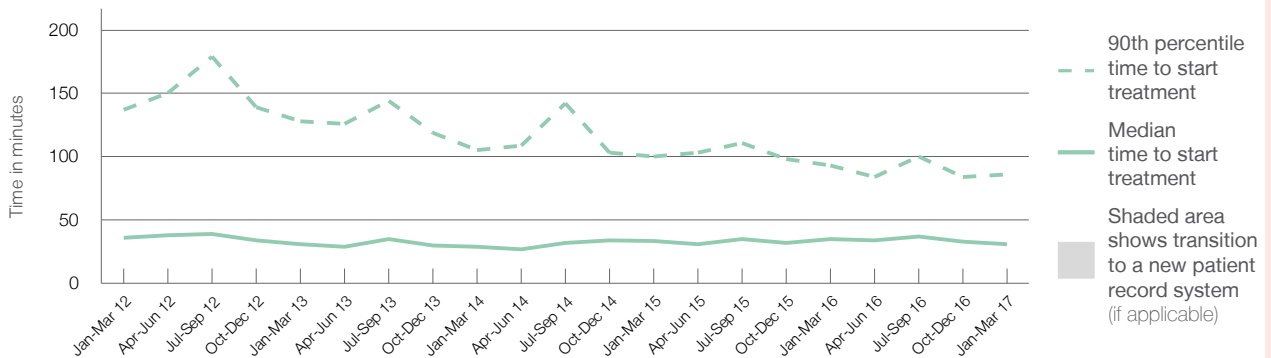
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
1,489	
1,365	
35 minutes	23 minutes
93 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	36	31	29	34	35	31
90th percentile time to start treatment <sup>5</sup> (minutes)	137	128	105	100	93	86

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



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 19,828 patients

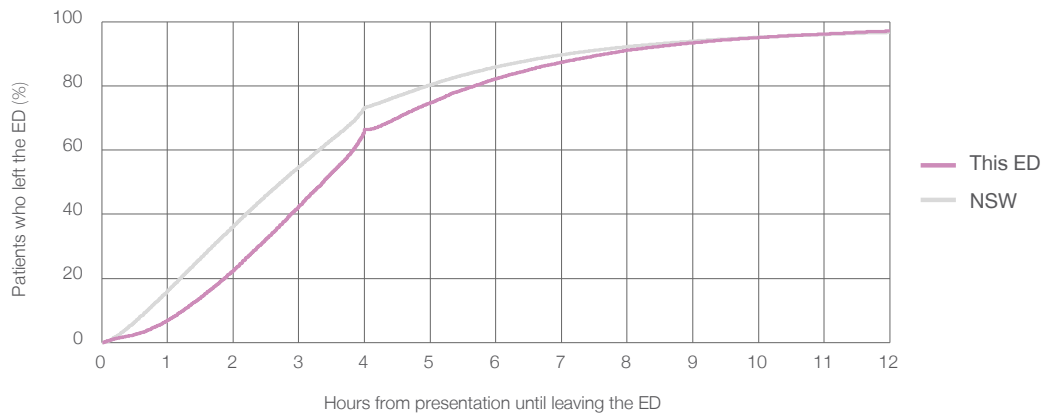
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,822 patients

Median time spent in the ED<sup>8</sup> 3 hours and 22 minutes

90th percentile time spent in the ED<sup>9</sup> 7 hours and 42 minutes

Same period last year	NSW (this period)
19,524	19,524
3 hours and 19 minutes	2 hours and 44 minutes
6 hours and 59 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

By mode of separation

January to March 2017

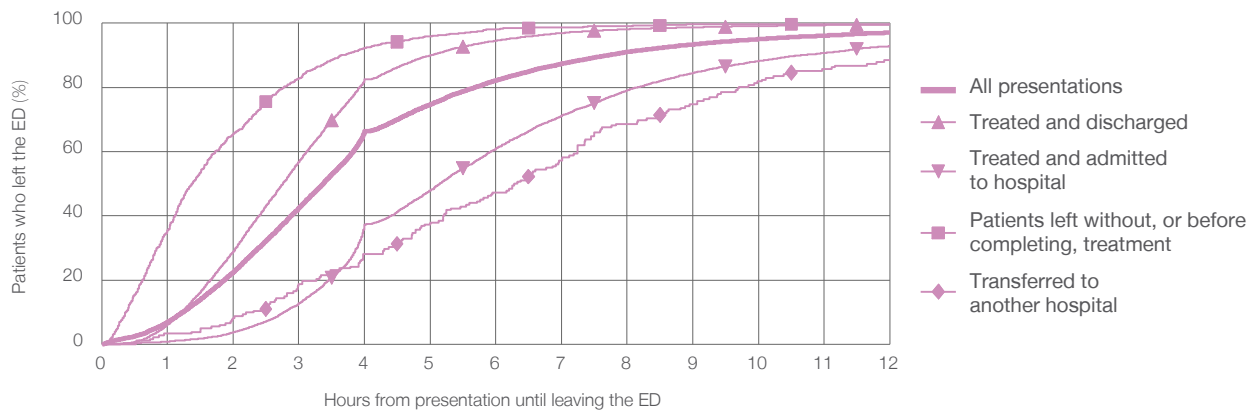
All presentations:<sup>1</sup> 19,828 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,822 patients

Treated and discharged	11,124 (56.1%)
Treated and admitted to hospital	7,187 (36.2%)
Patient left without, or before completing, treatment	1,076 (5.4%)
Transferred to another hospital	182 (0.9%)
Other	259 (1.3%)

Same period last year	Change since one year ago
19,524	1.5%
11,638	-4.4%
6,577	9.3%
1,120	-3.9%
144	26.4%
45	475.6%

Percentage of patients who left the ED by time and mode of separation, January to March 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	6.1%	29.0%	56.9%	82.5%	94.6%	98.2%	99.1%	99.6%
Treated and admitted to hospital	0.8%	3.7%	12.7%	37.3%	61.0%	79.1%	88.2%	92.9%
Patient left without, or before completing, treatment	35.5%	65.6%	82.8%	92.4%	98.1%	99.2%	99.7%	99.7%
Transferred to another hospital	3.3%	8.2%	18.7%	28.0%	47.3%	68.7%	81.9%	88.5%
All presentations	6.9%	22.5%	42.5%	66.4%	82.2%	91.1%	95.1%	97.1%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St George Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 19,828 patients

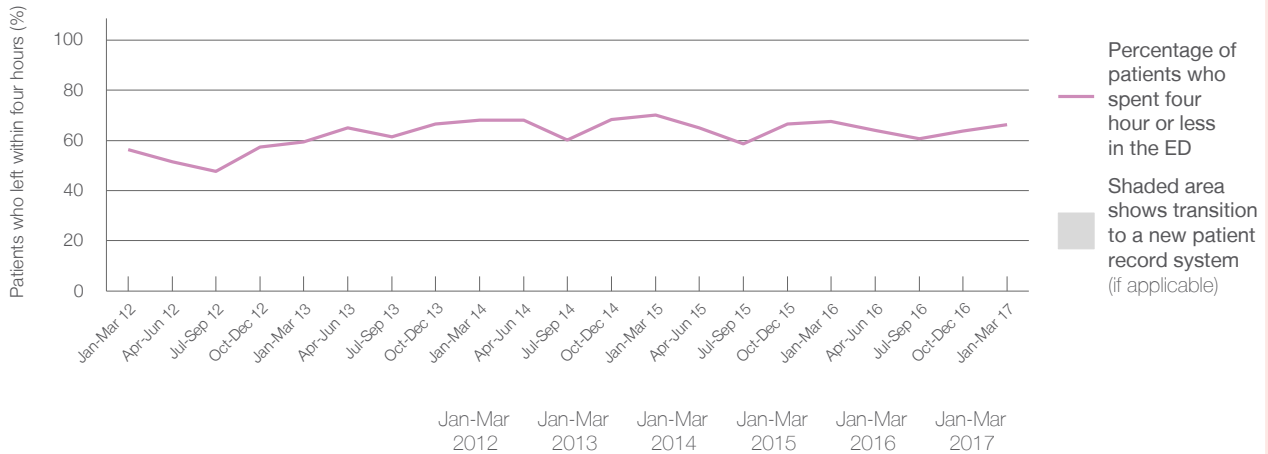
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,822 patients

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: <sup>1</sup>	19,524	1.6%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	19,524	1.5%
Percentage of patients who spent four hours or less in the ED	67.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	56.4%	59.4%	68.0%	70.0%	67.6%	66.4%

\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 12,377 patients

Emergency presentations:<sup>2</sup> 12,246 patients

Same period last year	Change since one year ago
12,812	-3.4%
12,686	-3.5%

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,430 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,792 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 74 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,272 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 467 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,423	
4 minutes	8 minutes
14 minutes	26 minutes
5,659	
14 minutes	20 minutes
56 minutes	69 minutes
4,712	
19 minutes	26 minutes
97 minutes	101 minutes
616	
12 minutes	23 minutes
102 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

Percentage of patients who spent four hours or less in the ED 64.8%

Same period last year	Change since one year ago
12,812	-3.4%
66.1%	

\* 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.

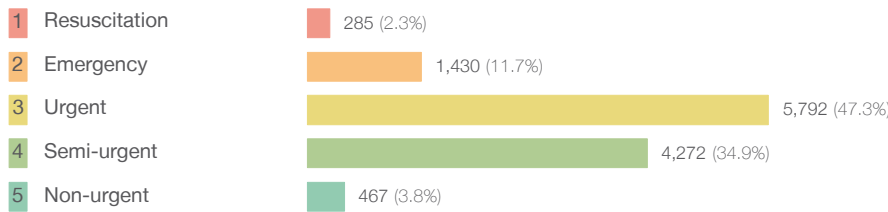
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department January to March 2017

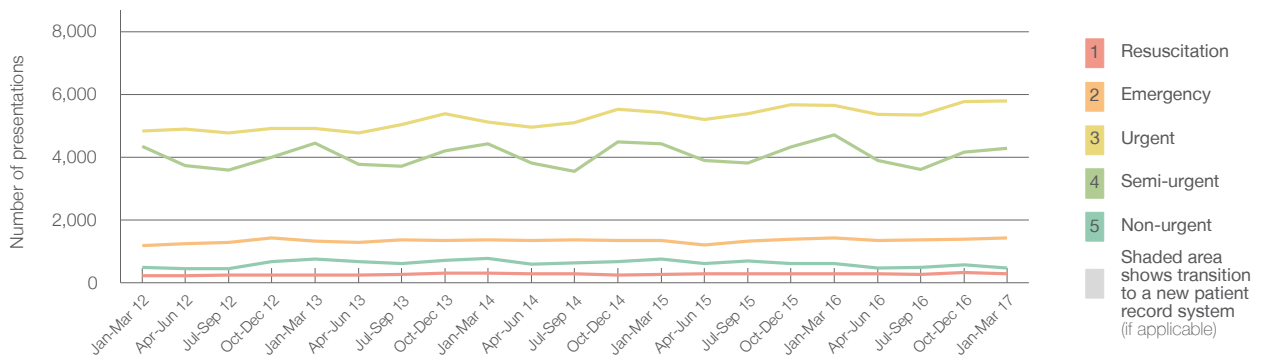
All presentations:<sup>1</sup> 12,377 patients

Emergency presentations<sup>2</sup> by triage category: 12,246 patients



	Same period last year	Change since one year ago
All presentations	12,812	-3.4%
Emergency presentations	12,686	-3.5%
Resuscitation	276	3.3%
Emergency	1,423	0.5%
Urgent	5,659	2.4%
Semi-urgent	4,712	-9.3%
Non-urgent	616	-24.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	219	248	297	256	276	285
Emergency	1,183	1,331	1,355	1,340	1,423	1,430
Urgent	4,838	4,919	5,121	5,416	5,659	5,792
Semi-urgent	4,351	4,437	4,434	4,426	4,712	4,272
Non-urgent	485	759	767	756	616	467
All emergency presentations	11,076	11,694	11,974	12,194	12,686	12,246

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,606 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,741	
Median time	13 minutes	1 minute
90th percentile time	36 minutes	8 minutes

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

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,430

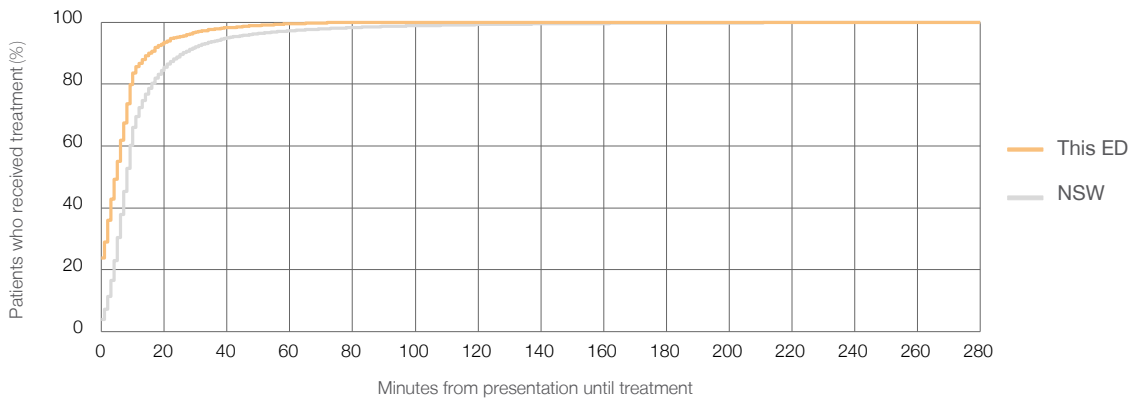
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,427

Median time to start treatment<sup>4</sup> 5 minutes

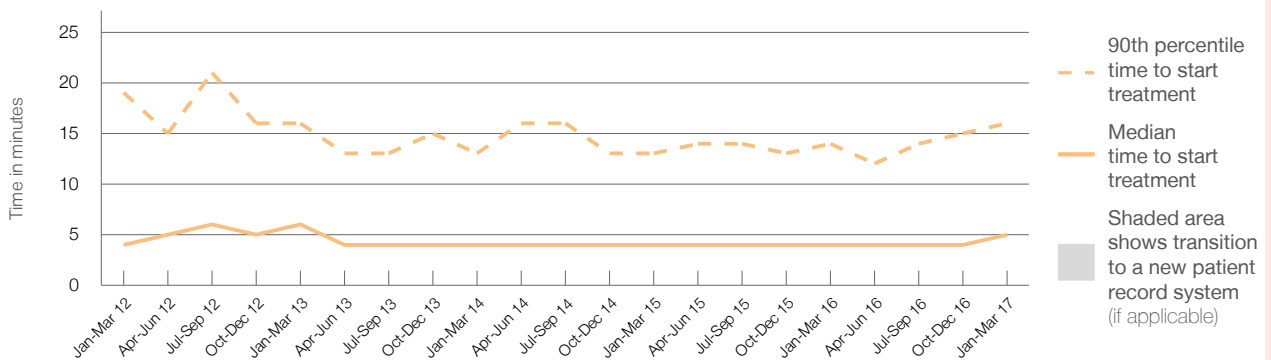
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
1,423	
1,420	
4 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	4	6	4	4	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	19	16	13	13	14	16

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

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,792

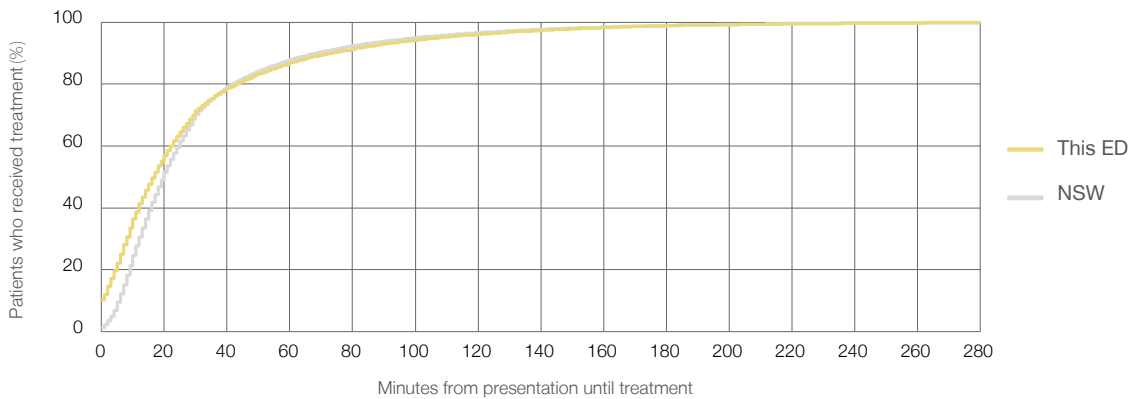
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,559

Median time to start treatment<sup>4</sup> 17 minutes

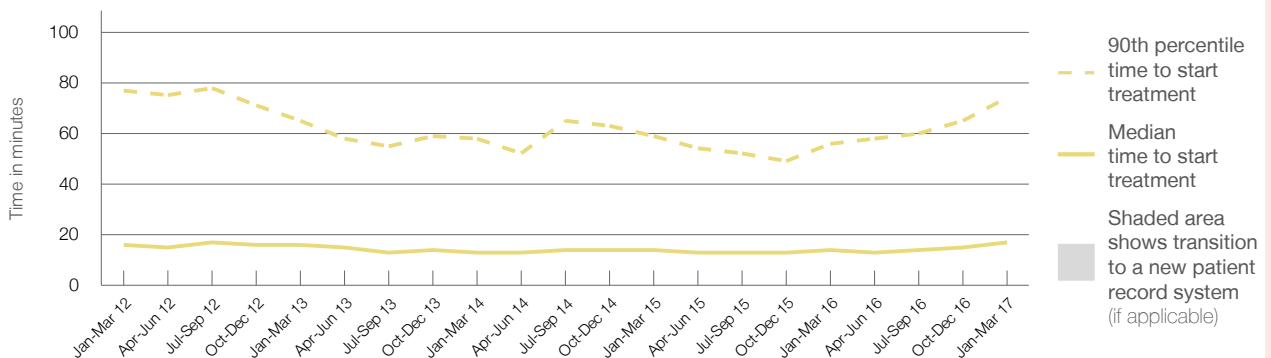
90th percentile time to start treatment<sup>5</sup> 74 minutes

	Same period last year	NSW (this period)
	5,659	
	5,519	
	14 minutes	20 minutes
	56 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	16	13	14	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	77	65	58	59	56	74

(†) 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.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,272

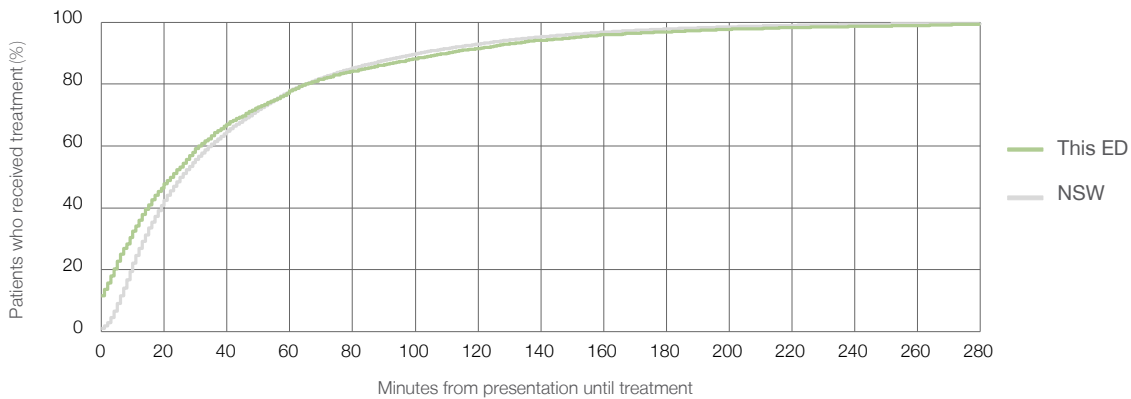
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,636

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

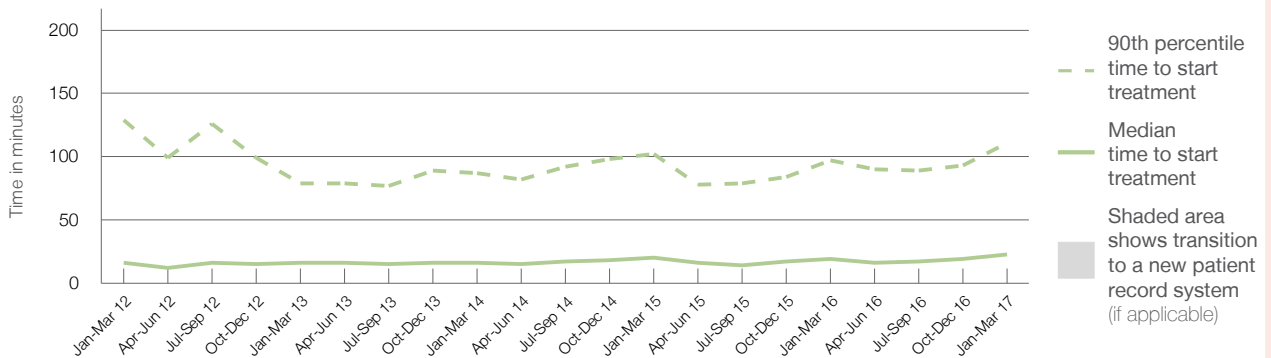
90th percentile time to start treatment<sup>5</sup> 111 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,712	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	4,237	
Median time to start treatment <sup>4</sup>	19 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	97 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	16	16	20	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	129	79	87	102	97	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.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 467

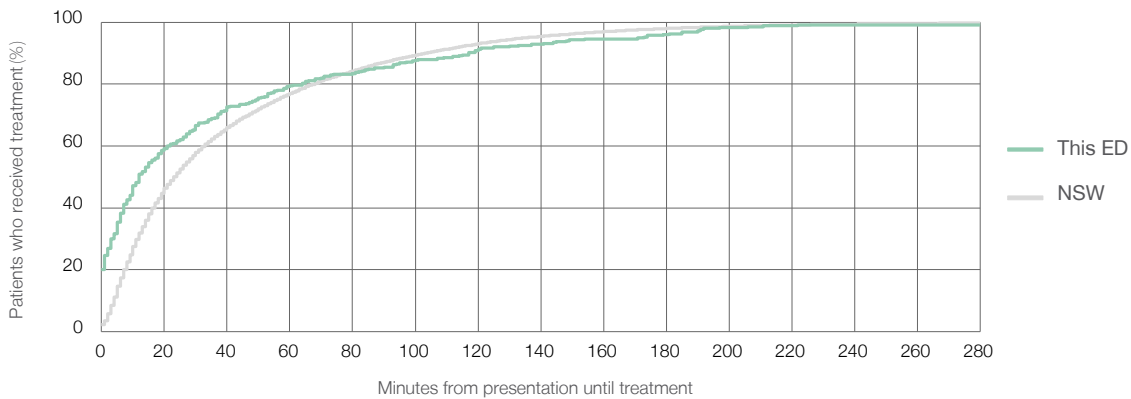
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 350

Median time to start treatment<sup>4</sup> 12 minutes

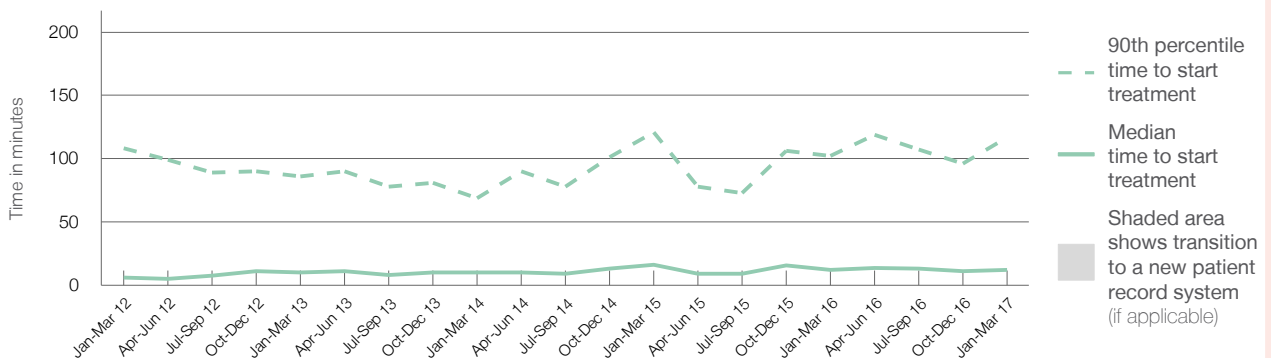
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
616	487
12 minutes	23 minutes
102 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	6	10	10	16	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	108	86	69	121	102	117

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

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 12,377 patients

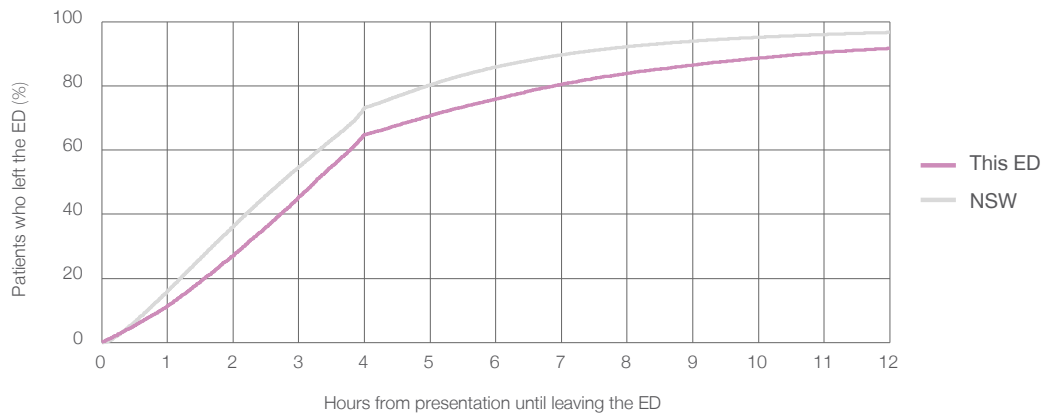
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

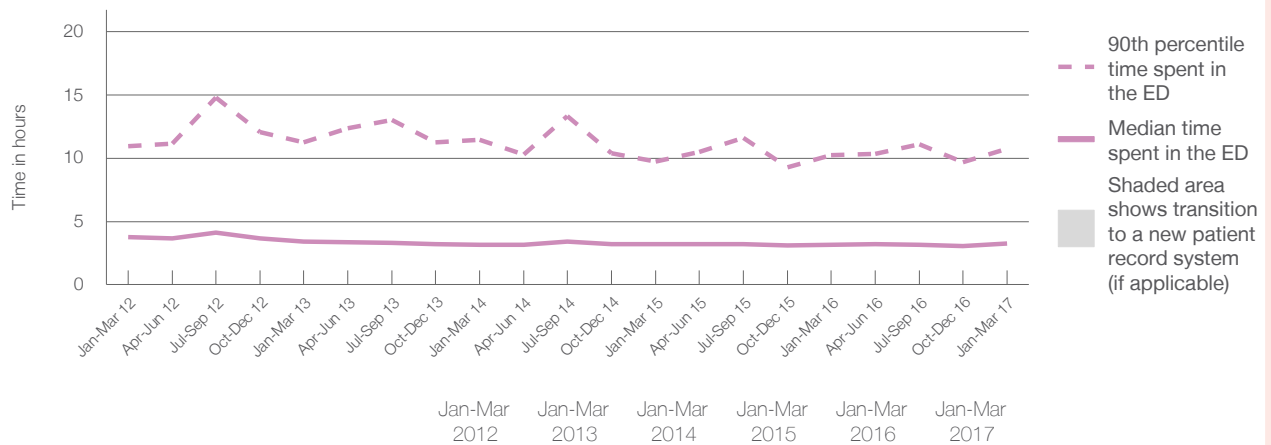
90th percentile time spent in the ED<sup>9</sup> 10 hours and 45 minutes

Same period last year	NSW (this period)
12,812	12,812
3 hours and 8 minutes	2 hours and 44 minutes
10 hours and 13 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 58m	11h 16m	11h 27m	9h 44m	10h 13m	10h 45m

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

By mode of separation

January to March 2017

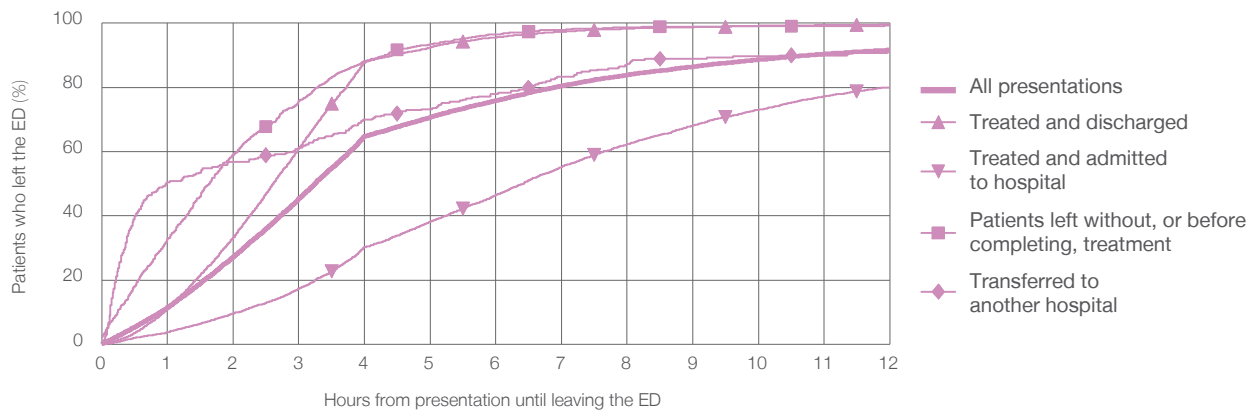
All presentations:<sup>1</sup> 12,377 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

Treated and discharged	5,919 (47.8%)
Treated and admitted to hospital	4,881 (39.4%)
Patient left without, or before completing, treatment	1,237 (10.0%)
Transferred to another hospital	299 (2.4%)
Other	41 (0.3%)

Same period last year	Change since one year ago
12,812	-3.4%
6,212	-4.7%
5,084	-4.0%
1,159	6.7%
235	27.2%
122	-66.4%

Percentage of patients who left the ED by time and mode of separation, January to March 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	10.9%	33.2%	61.0%	87.8%	95.6%	98.4%	99.2%	99.6%
Treated and admitted to hospital	3.9%	9.6%	17.4%	30.3%	46.5%	62.3%	73.1%	80.0%
Patient left without, or before completing, treatment	32.8%	59.1%	75.8%	88.2%	96.6%	98.6%	99.1%	99.3%
Transferred to another hospital	50.5%	56.9%	61.2%	69.9%	77.9%	87.3%	89.6%	91.0%
All presentations	11.5%	27.2%	45.4%	64.8%	75.9%	83.9%	88.7%	91.7%

(†) 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.

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 12,377 patients

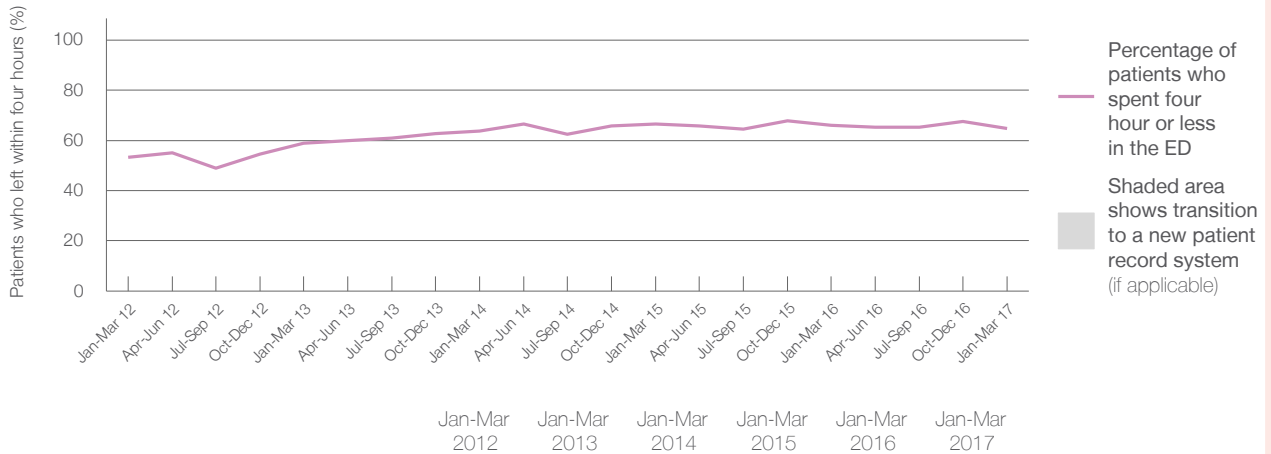
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

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: <sup>1</sup> 12,377 patients	12,812	-3.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,377 patients	12,812	-3.4%
Percentage of patients who spent four hours or less in the ED	66.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	53.2%	59.0%	63.7%	66.6%	66.1%	64.8%

\* 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 19,206 patients

Emergency presentations:<sup>2</sup> 19,031 patients

Same period last year	Change since one year ago
18,853	1.9%
18,622	2.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 5,847 patients

Median time to start treatment<sup>4</sup>  22 minutes  
 90th percentile time to start treatment<sup>5</sup>  110 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,859 patients

Median time to start treatment<sup>4</sup>  62 minutes  
 90th percentile time to start treatment<sup>5</sup>  182 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,534 patients

Median time to start treatment<sup>4</sup>  63 minutes  
 90th percentile time to start treatment<sup>5</sup>  177 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,324 patients

Median time to start treatment<sup>4</sup>  53 minutes  
 90th percentile time to start treatment<sup>5</sup>  146 minutes

Same period last year	NSW (this period)
5,209	
10 minutes	8 minutes
43 minutes	26 minutes
6,588	
31 minutes	20 minutes
121 minutes	69 minutes
4,706	
40 minutes	26 minutes
120 minutes	101 minutes
1,641	
30 minutes	23 minutes
113 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,199 patients

Percentage of patients who spent four hours or less in the ED  51.1%

Same period last year	Change since one year ago
18,853	1.8%
65.0%	

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

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

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

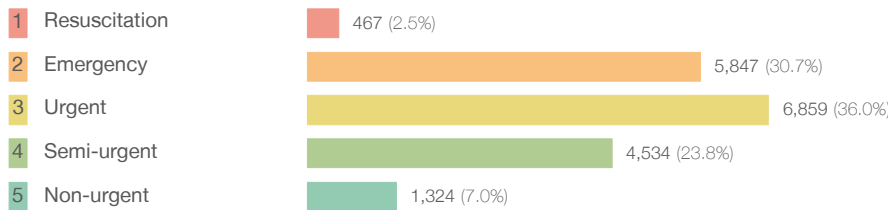
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Patients presenting to the emergency department January to March 2017

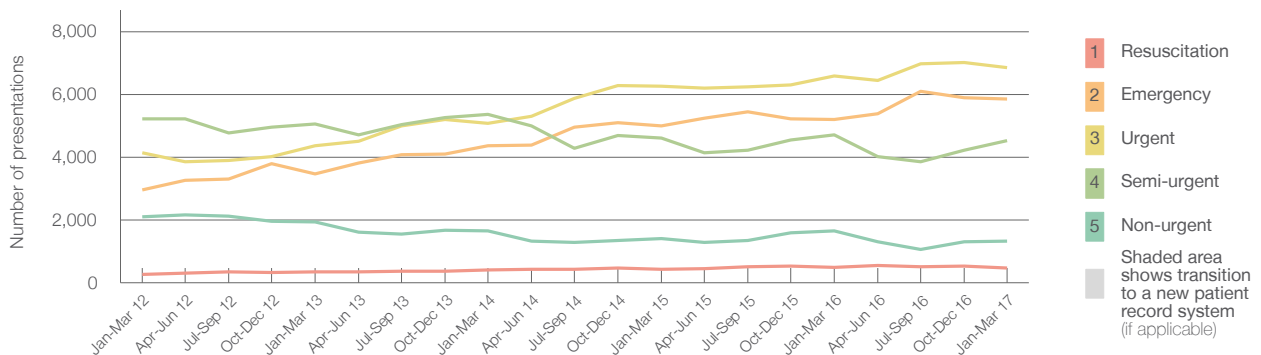
All presentations:<sup>1</sup> 19,206 patients

Emergency presentations<sup>2</sup> by triage category: 19,031 patients



	Same period last year	Change since one year ago
All presentations	18,853	1.9%
Emergency presentations	18,622	2.2%
Resuscitation	478	-2.3%
Emergency	5,209	12.2%
Urgent	6,588	4.1%
Semi-urgent	4,706	-3.7%
Non-urgent	1,641	-19.3%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	264	335	401	433	478	467
Emergency	2,954	3,473	4,359	4,994	5,209	5,847
Urgent	4,132	4,357	5,073	6,251	6,588	6,859
Semi-urgent	5,228	5,066	5,355	4,599	4,706	4,534
Non-urgent	2,107	1,945	1,652	1,404	1,641	1,324
All emergency presentations	14,685	15,176	16,840	17,681	18,622	19,031

## Westmead Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,885 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,629	
ED Transfer of care time	11 minutes	2 minutes
90th percentile time	23 minutes	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 5,847

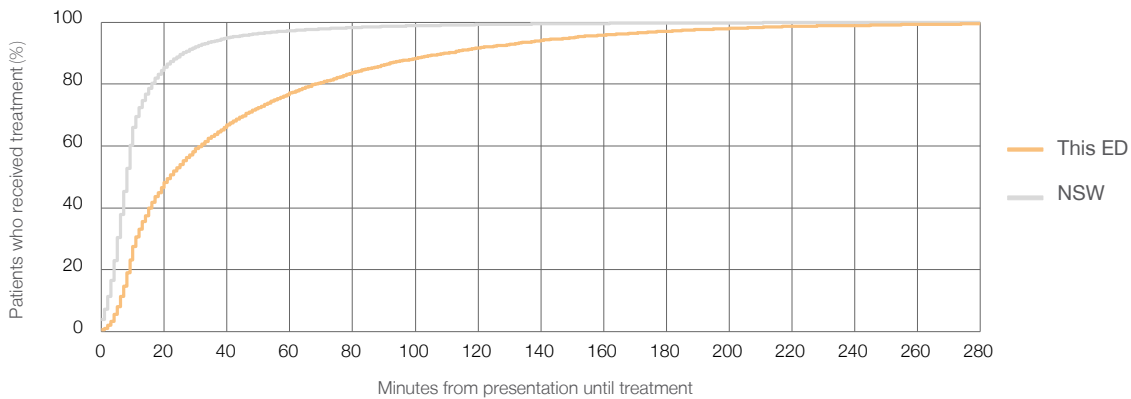
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,655

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

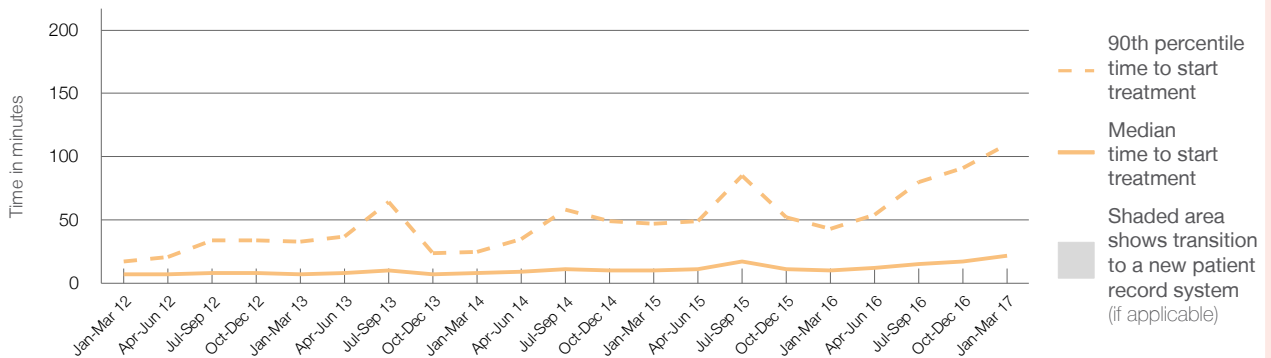
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
5,209	5,131
10 minutes	8 minutes
43 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	10	10	22
90th percentile time to start treatment <sup>5</sup> (minutes)	17	33	25	47	43	110

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,859

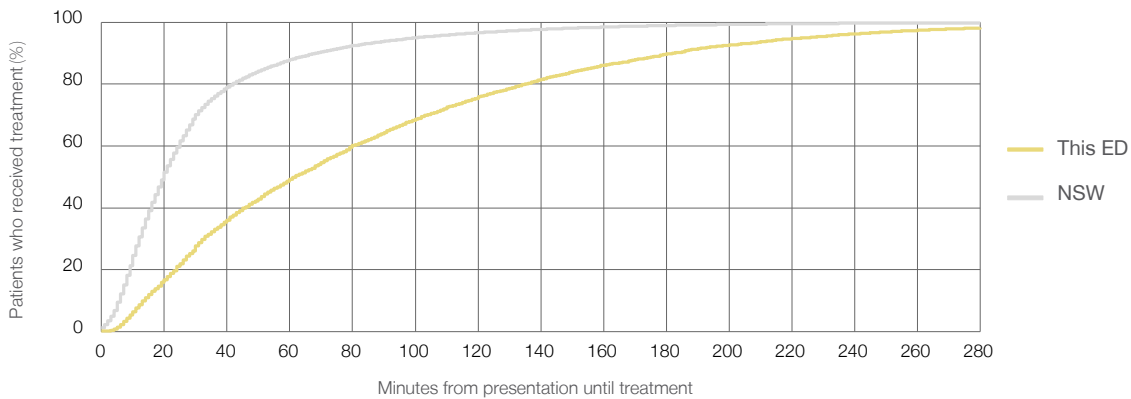
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,077

Median time to start treatment<sup>4</sup> 62 minutes

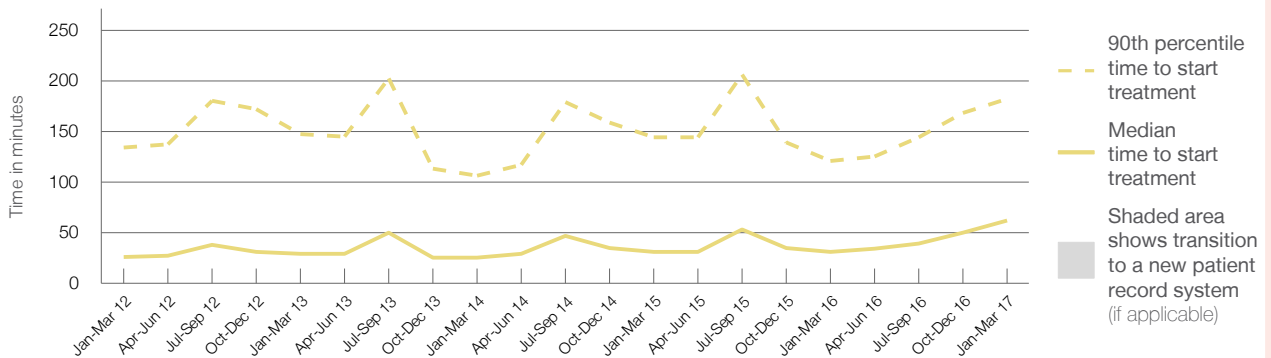
90th percentile time to start treatment<sup>5</sup> 182 minutes

Same period last year	NSW (this period)
6,588	
6,127	
31 minutes	20 minutes
121 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	29	25	31	31	62
90th percentile time to start treatment <sup>5</sup> (minutes)	134	147	106	144	121	182

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,534

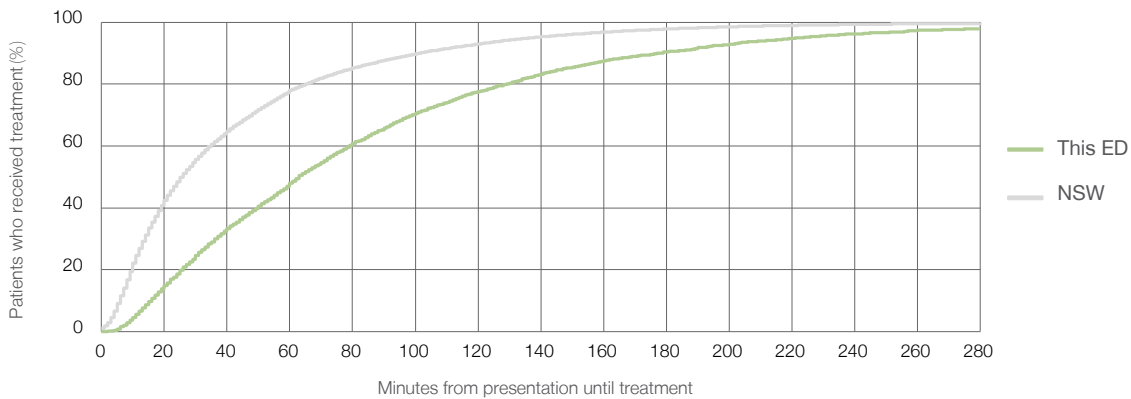
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,939

Median time to start treatment<sup>4</sup> 63 minutes

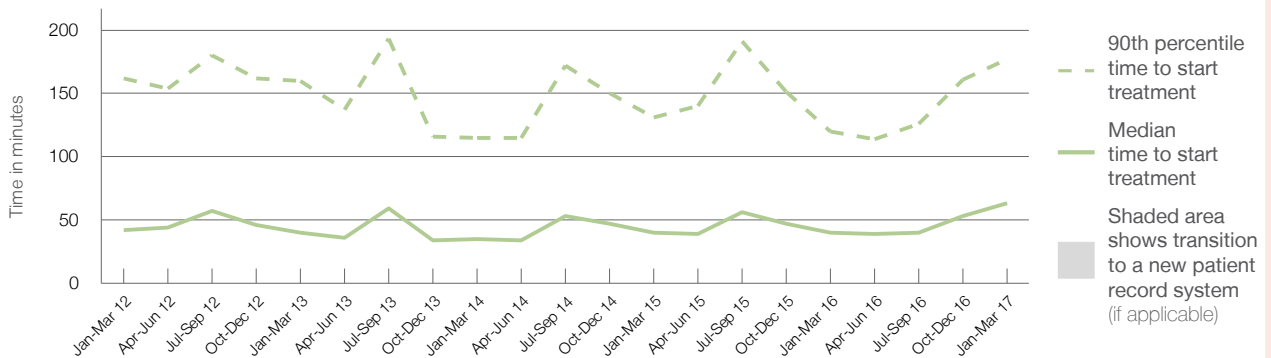
90th percentile time to start treatment<sup>5</sup> 177 minutes

Same period last year	NSW (this period)
4,706	4,239
40 minutes	26 minutes
120 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	42	40	35	40	40	63
90th percentile time to start treatment <sup>5</sup> (minutes)	162	160	115	131	120	177

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,324

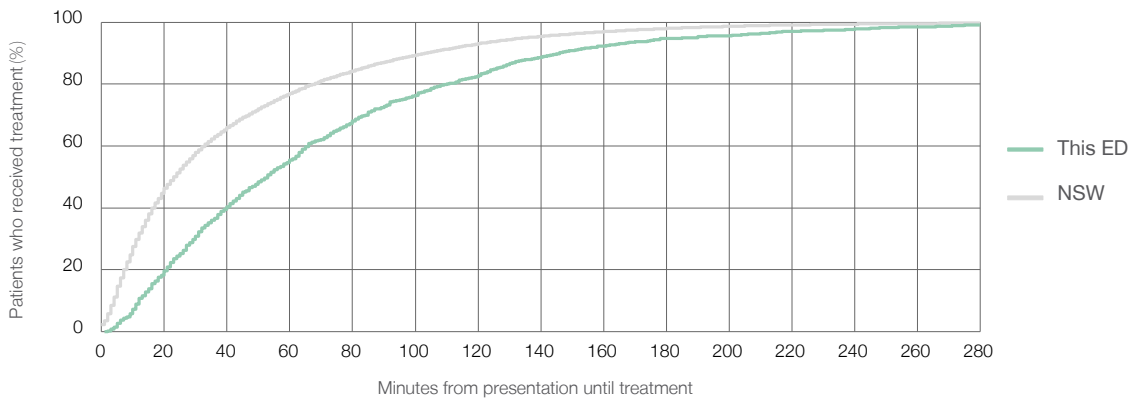
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,046

Median time to start treatment<sup>4</sup> 53 minutes

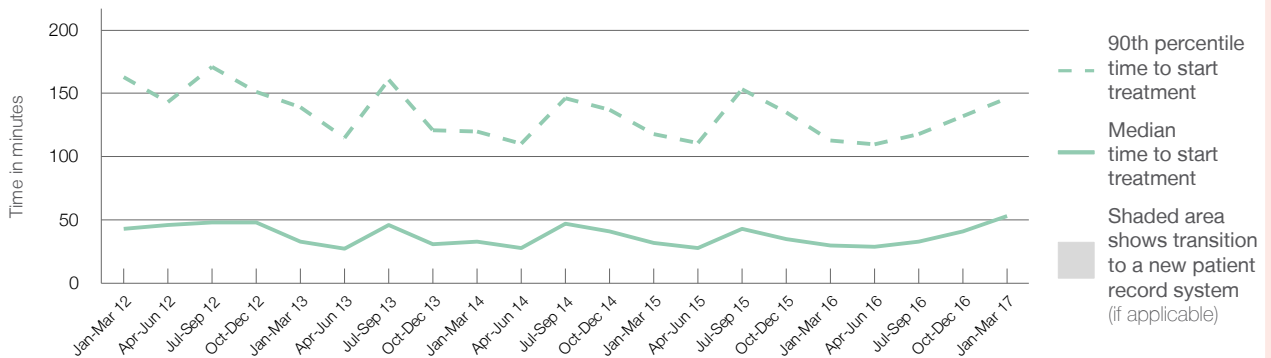
90th percentile time to start treatment<sup>5</sup> 146 minutes

Same period last year	NSW (this period)
1,641	1,406
30 minutes	23 minutes
113 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	43	33	33	32	30	53
90th percentile time to start treatment <sup>5</sup> (minutes)	163	139	120	118	113	146

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Westmead Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 19,206 patients

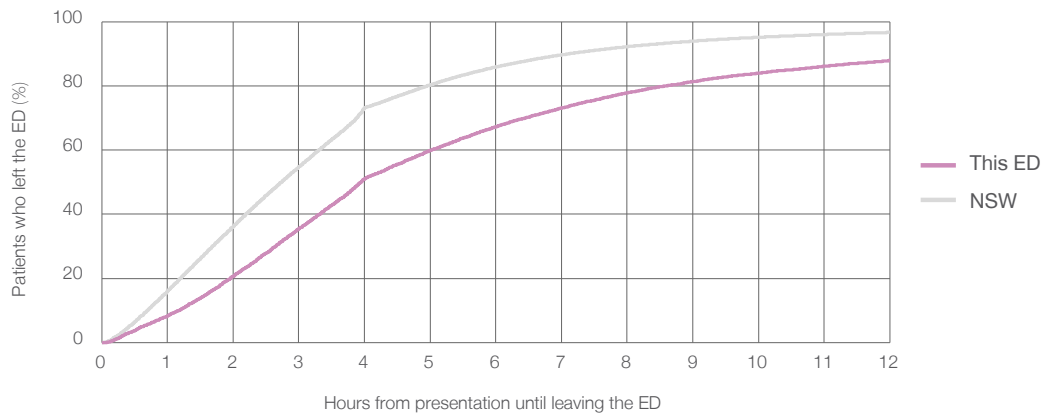
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,199 patients

Median time spent in the ED<sup>8</sup> 3 hours and 57 minutes

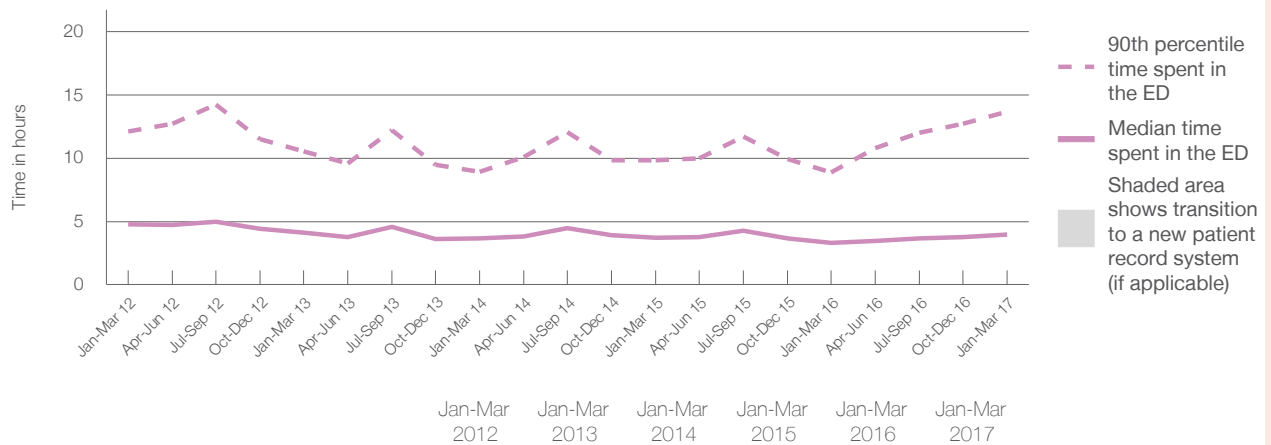
90th percentile time spent in the ED<sup>9</sup> 13 hours and 41 minutes

Same period last year	NSW (this period)
18,853	18,853
3 hours and 19 minutes	2 hours and 44 minutes
8 hours and 52 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 41m

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## Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

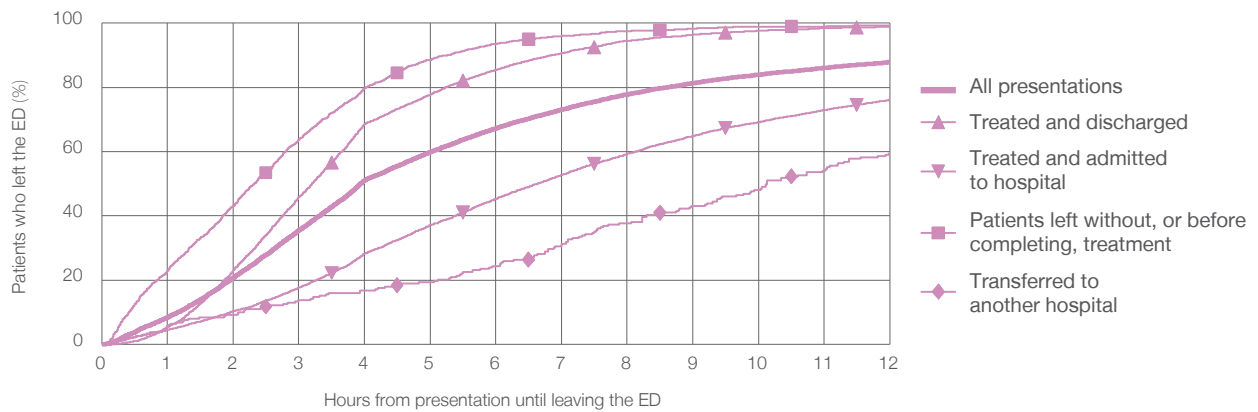
All presentations:<sup>1</sup> 19,206 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,199 patients

Treated and discharged	7,347 (38.3%)
Treated and admitted to hospital	8,957 (46.6%)
Patient left without, or before completing, treatment	2,090 (10.9%)
Transferred to another hospital	239 (1.2%)
Other	573 (3.0%)

Same period last year	Change since one year ago
18,853	1.8%
7,910	-7.1%
9,235	-3.0%
1,083	93.0%
189	26.5%
436	31.4%

Percentage of patients who left the ED by time and mode of separation, January to March 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	5.4%	23.0%	45.8%	68.5%	85.5%	94.5%	97.6%	98.9%
Treated and admitted to hospital	4.5%	10.3%	17.6%	28.2%	45.3%	59.3%	69.2%	76.1%
Patient left without, or before completing, treatment	23.0%	43.0%	63.7%	79.7%	93.6%	97.6%	98.9%	99.4%
Transferred to another hospital	5.9%	9.2%	13.8%	16.7%	24.3%	37.7%	48.1%	59.4%
All presentations	8.4%	20.8%	35.5%	51.1%	67.3%	77.9%	83.9%	87.9%

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

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## Westmead Hospital: Time spent in the ED

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

#### January to March 2017

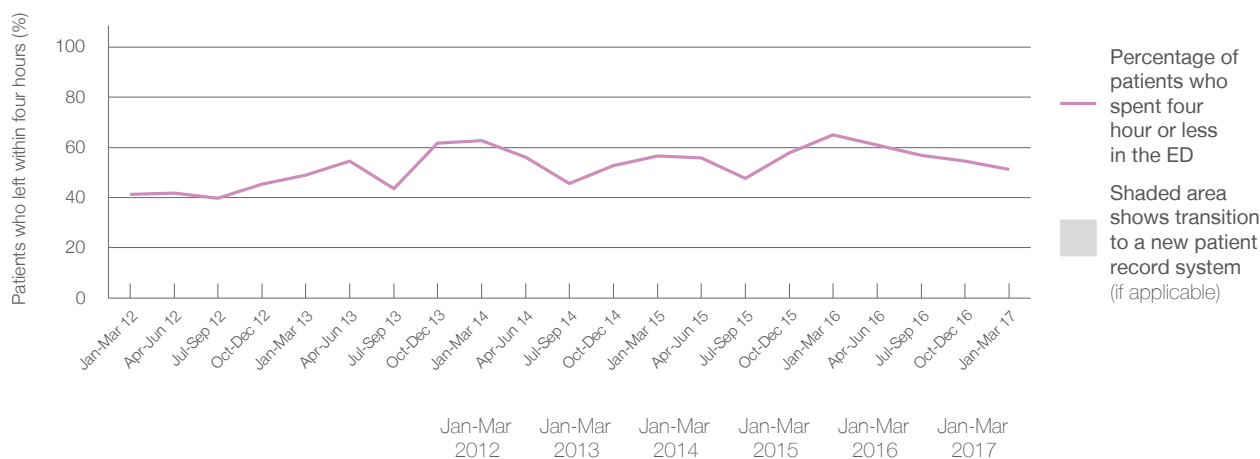
All presentations at the emergency department:<sup>1</sup> 19,206 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,199 patients

Percentage of patients who spent four hours or less in the ED  51.1%

Same period last year	Change since one year ago
18,853	1.9%
18,853	1.8%
65.0%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	41.3%	48.8%	62.7%	56.5%	65.0%	51.1%
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\* 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.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 16,008 patients

Emergency presentations:<sup>2</sup> 15,716 patients

Same period last year	Change since one year ago
15,986	0.1%
15,617	0.6%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,089 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,631 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,186 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
1,845	
10 minutes	8 minutes
27 minutes	26 minutes
6,484	
27 minutes	20 minutes
83 minutes	69 minutes
6,586	
34 minutes	26 minutes
119 minutes	101 minutes
576	
32 minutes	23 minutes
122 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,008 patients

Percentage of patients who spent four hours or less in the ED 63.9%

Same period last year	Change since one year ago
15,986	0.1%
64.8%	

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

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

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

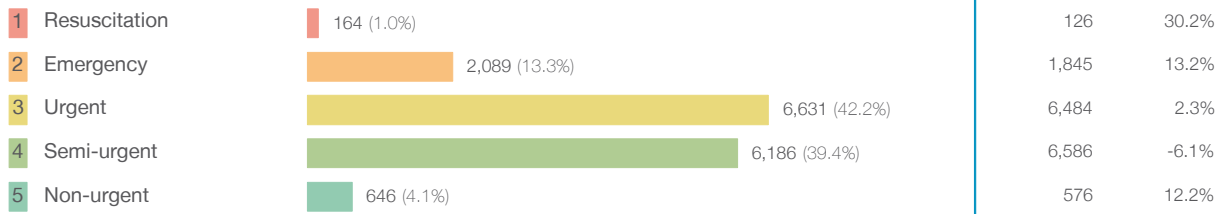
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Patients presenting to the emergency department January to March 2017

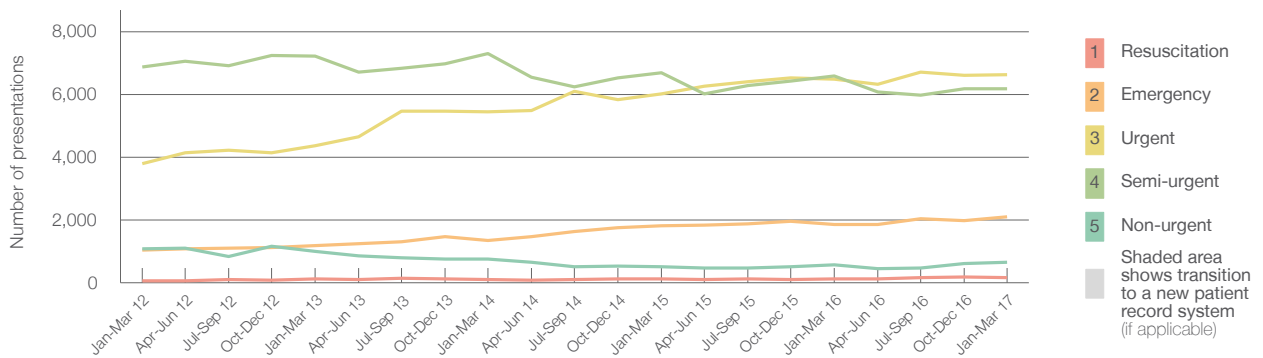
All presentations:<sup>1</sup> 16,008 patients

Emergency presentations<sup>2</sup> by triage category: 15,716 patients



Same period last year	Change since one year ago
15,986	0.1%
15,617	0.6%
126	30.2%
1,845	13.2%
6,484	2.3%
6,586	-6.1%
576	12.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	51	113	109	119	126	164
Emergency	1,035	1,173	1,350	1,809	1,845	2,089
Urgent	3,783	4,357	5,446	6,012	6,484	6,631
Semi-urgent	6,878	7,211	7,301	6,684	6,586	6,186
Non-urgent	1,070	1,004	754	507	576	646
All emergency presentations	12,817	13,858	14,960	15,131	15,617	15,716

## Wollongong Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,343 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,301	
12 minutes	-1 minute
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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 2,089

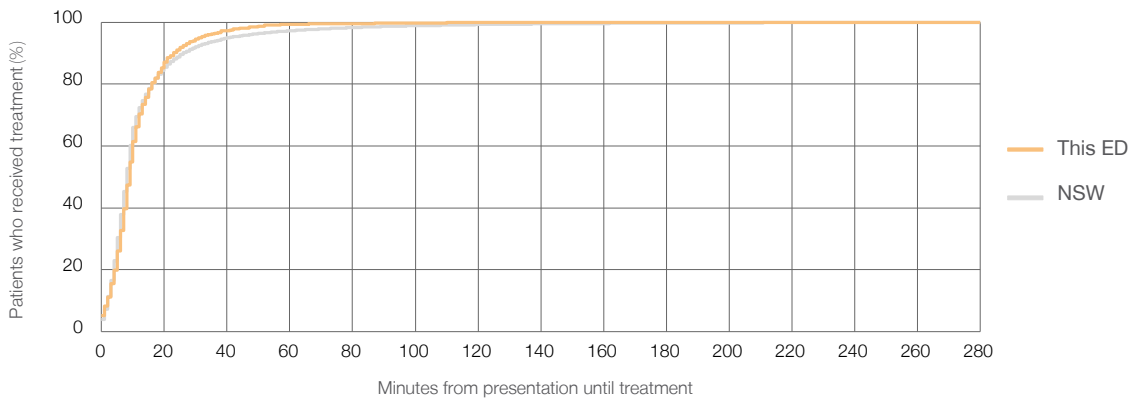
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,084

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

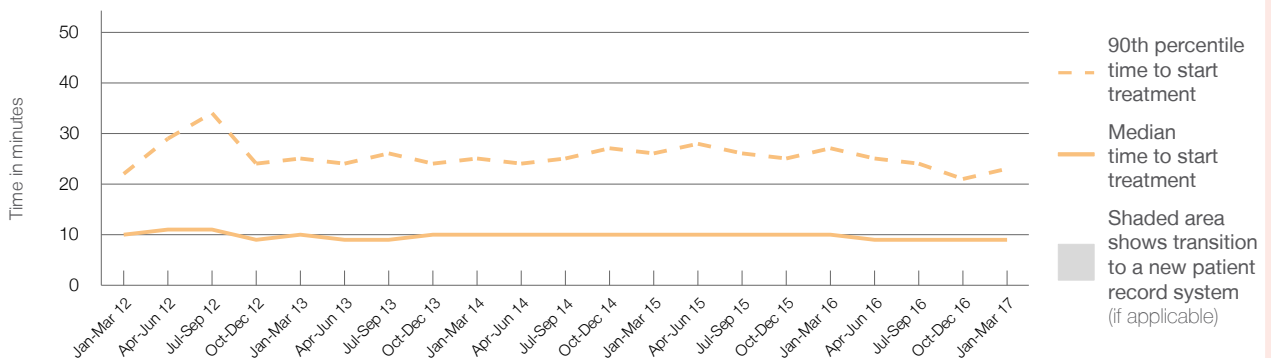
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
1,845	1,845
10 minutes	8 minutes
27 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	10	10	10	10	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	22	25	25	26	27	23

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

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



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,631

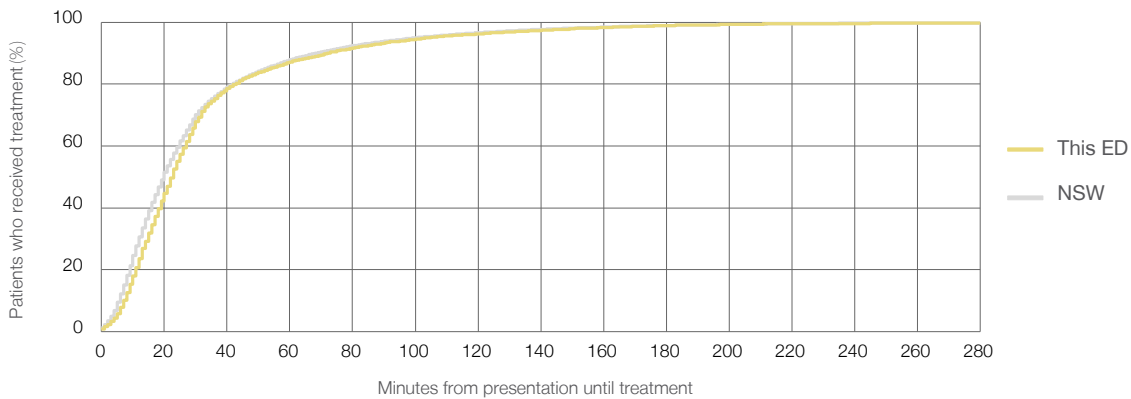
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,508

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

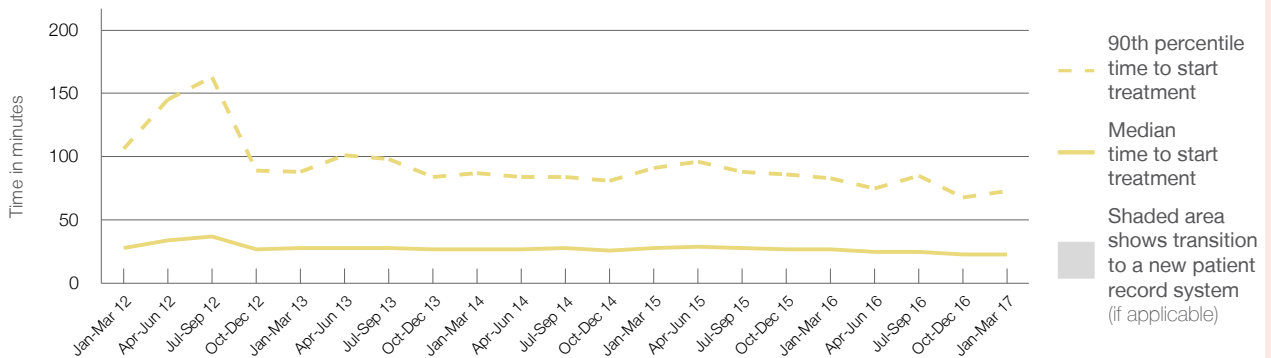
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
6,484	
6,364	
27 minutes	20 minutes
83 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	28	27	28	27	23
90th percentile time to start treatment <sup>5</sup> (minutes)	106	88	87	91	83	73

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 6,186

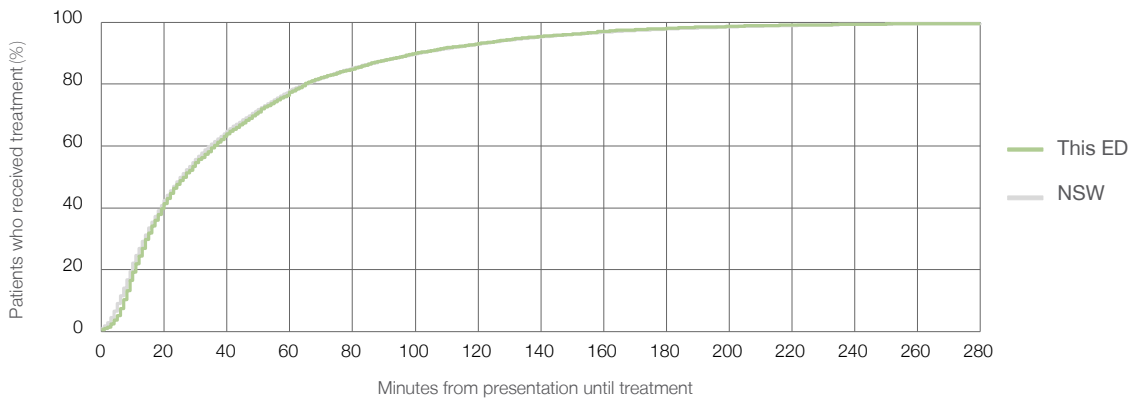
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,891

Median time to start treatment<sup>4</sup> 27 minutes

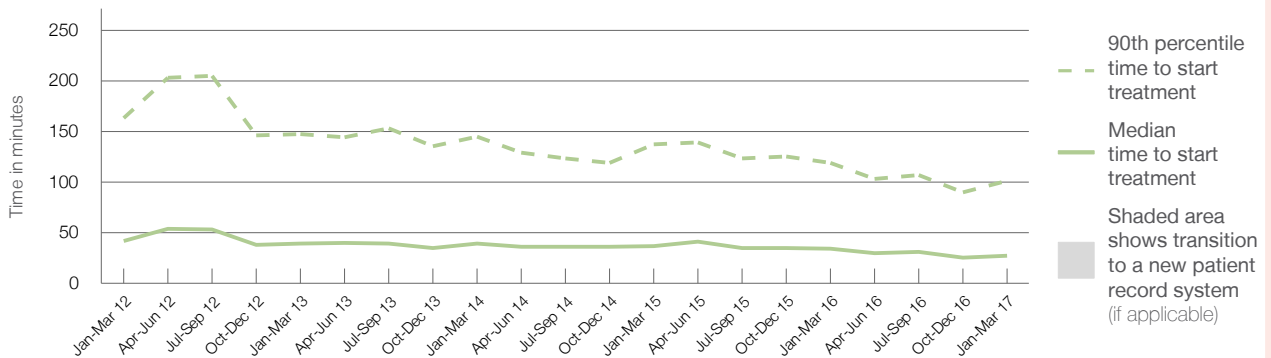
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
6,586	
6,205	
34 minutes	26 minutes
119 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	42	39	39	37	34	27
90th percentile time to start treatment <sup>5</sup> (minutes)	163	147	145	137	119	101

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 646

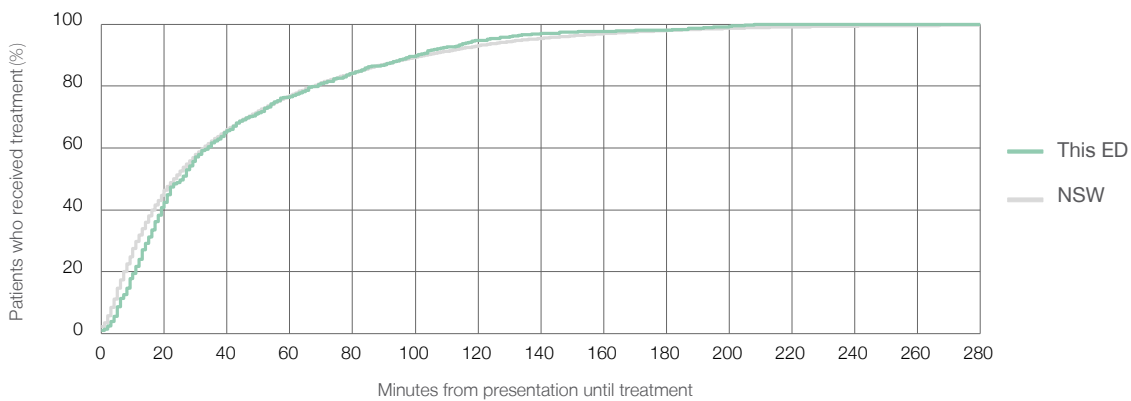
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 581

Median time to start treatment<sup>4</sup> 26 minutes

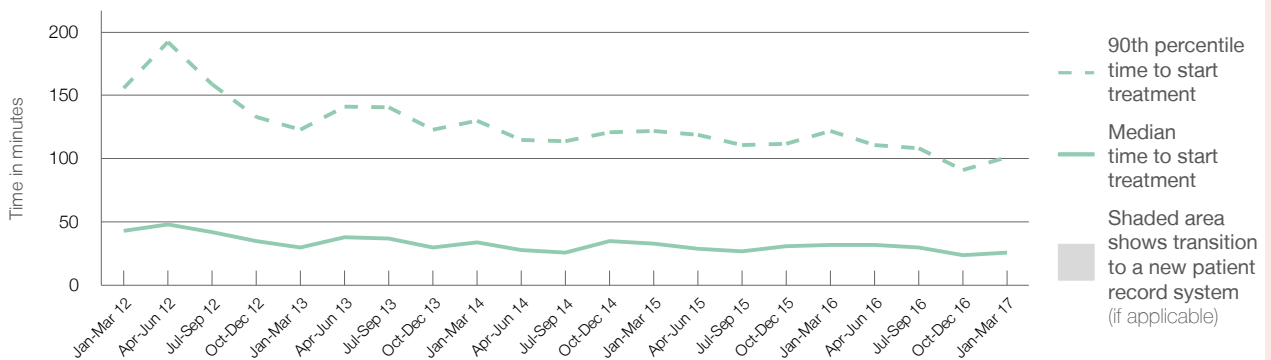
90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year	NSW (this period)
576	503
32 minutes	23 minutes
122 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	43	30	34	33	32	26
90th percentile time to start treatment <sup>5</sup> (minutes)	156	123	130	122	122	101

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 16,008 patients

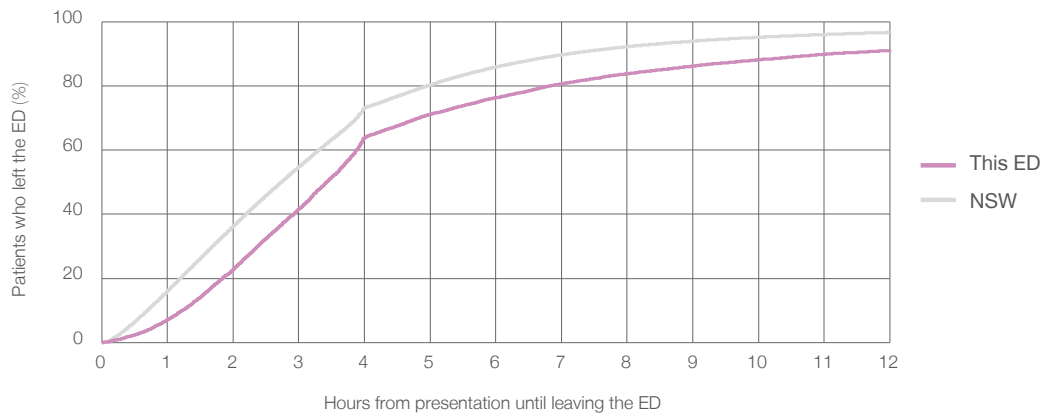
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,008 patients

Median time spent in the ED<sup>8</sup> 3 hours and 26 minutes

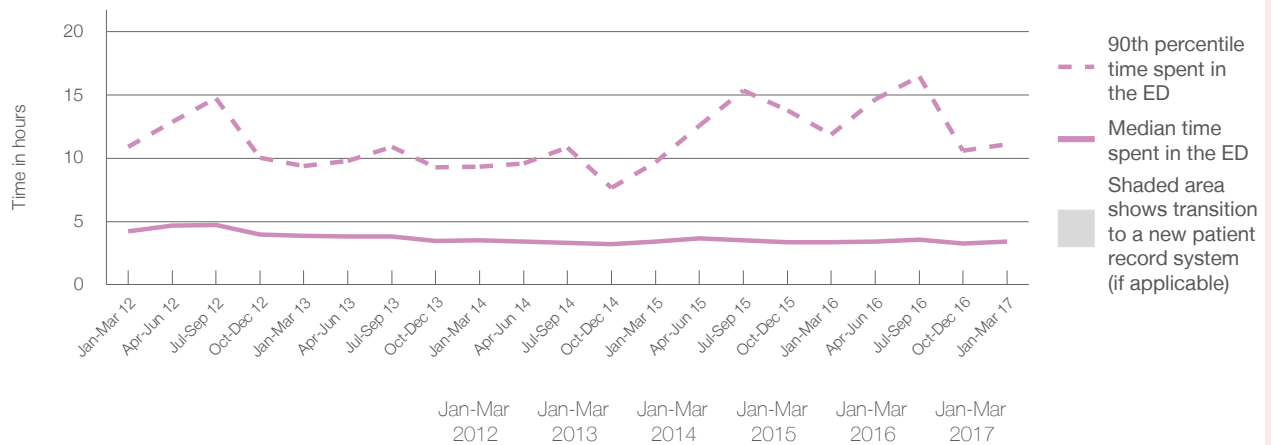
90th percentile time spent in the ED<sup>9</sup> 11 hours and 7 minutes

Same period last year	NSW (this period)
15,986	15,986
3 hours and 22 minutes	2 hours and 44 minutes
11 hours and 52 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m	3h 26m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 54m	9h 24m	9h 21m	9h 42m	11h 52m	11h 7m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:<sup>1</sup> 16,008 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,008 patients

Treated and discharged  8,381 (52.4%)

Treated and admitted to hospital  6,239 (39.0%)

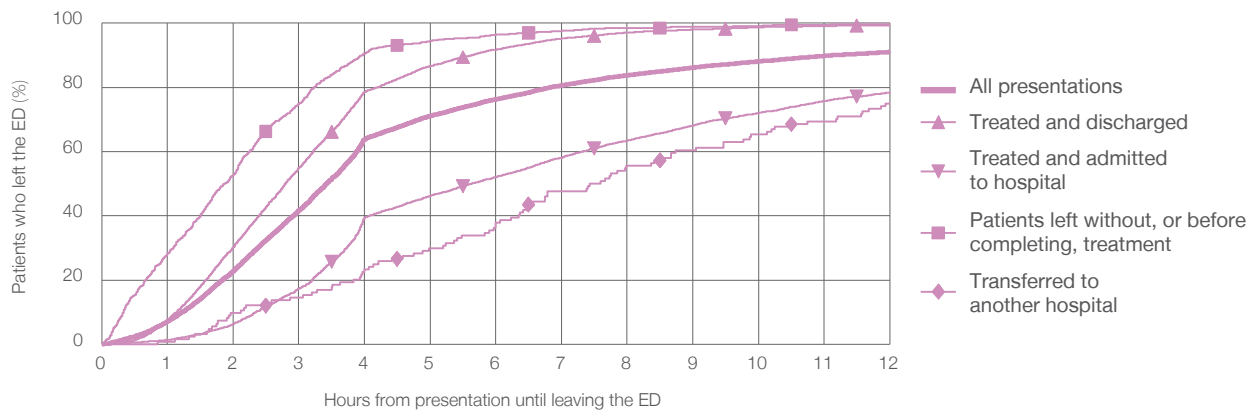
Patient left without, or before completing, treatment  1,170 (7.3%)

Transferred to another hospital  124 (0.8%)

Other  94 (0.6%)

	Same period last year	Change since one year ago
Presentations used to calculate time to leaving the ED: <sup>6</sup>	15,986	0.1%
Treated and discharged	8,841	-5.2%
Treated and admitted to hospital	5,809	7.4%
Patient left without, or before completing, treatment	1,135	3.1%
Transferred to another hospital	94	31.9%
Other	107	-12.1%

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



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

Treated and discharged	7.6%	30.3%	54.9%	78.5%	91.8%	97.1%	98.7%	99.3%
Treated and admitted to hospital	1.4%	6.3%	17.3%	39.4%	52.1%	63.4%	72.1%	78.5%
Patient left without, or before completing, treatment	28.3%	52.7%	75.0%	90.5%	96.4%	98.5%	99.1%	99.7%
Transferred to another hospital	0.8%	9.7%	14.5%	23.4%	37.9%	55.6%	65.3%	75.0%
All presentations	7.1%	22.8%	41.7%	63.9%	76.3%	83.8%	88.1%	91.1%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Wollongong Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 16,008 patients

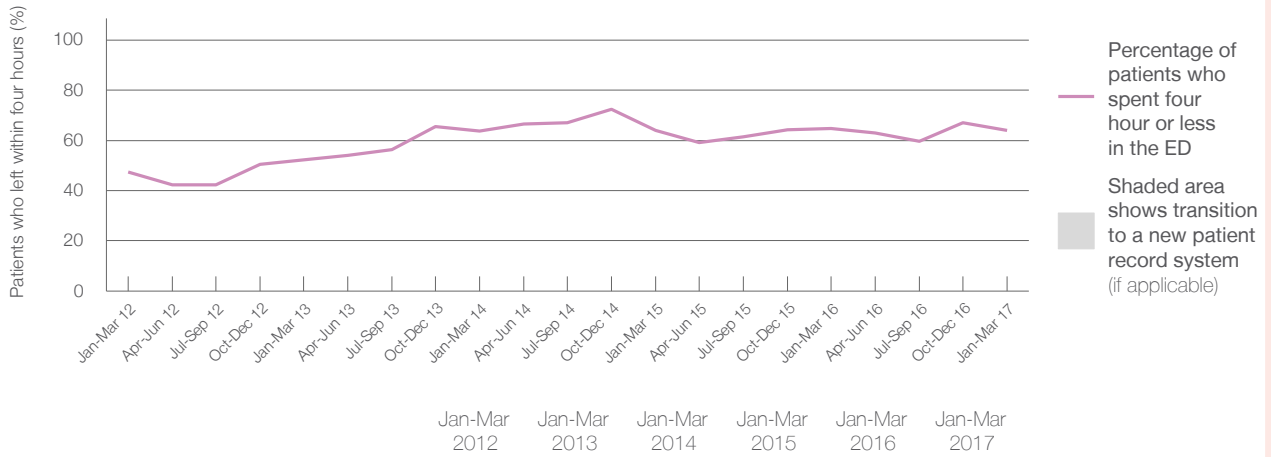
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,008 patients

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: <sup>1</sup> 16,008 patients	15,986	0.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 16,008 patients	15,986	0.1%
Percentage of patients who spent four hours or less in the ED	64.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	47.5%	52.4%	63.7%	64.0%	64.8%	63.9%

\* 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 18 April 2017). Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).