



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Local Health District

**April to June 2017**

## Canterbury Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 10,861 patients


Emergency presentations:<sup>2</sup> 10,827 patients

Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,154 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,073 patients

Median time to start treatment<sup>4</sup>  19 minutes  
90th percentile time to start treatment<sup>5</sup>  63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,533 patients

Median time to start treatment<sup>4</sup>  23 minutes  
90th percentile time to start treatment<sup>5</sup>  91 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,038 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
1,139	
7 minutes	8 minutes
15 minutes	26 minutes
3,581	
15 minutes	20 minutes
42 minutes	67 minutes
4,659	
18 minutes	25 minutes
68 minutes	99 minutes
930	
17 minutes	23 minutes
87 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,857 patients

Percentage of patients who spent four hours or less in the ED  78.8%

Same period last year	Change since one year ago
10,414	4.3%
84.5%	

\* 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.

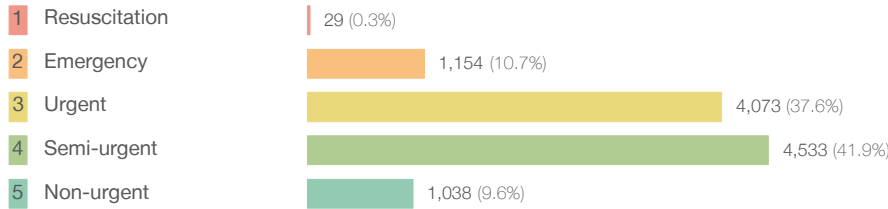
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Canterbury Hospital: Patients presenting to the emergency department April to June 2017

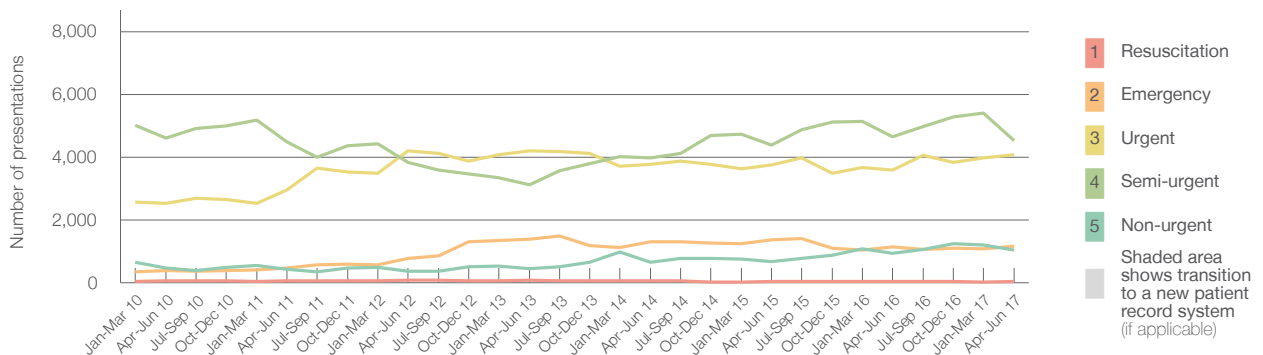
All presentations:<sup>1</sup> 10,861 patients

Emergency presentations<sup>2</sup> by triage category: 10,827 patients



Same period last year	Change since one year ago
10,415	4.3%
10,337	4.7%
28	3.6%
1,139	1.3%
3,581	13.7%
4,659	-2.7%
930	11.6%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	58	50	74	73	49	29	28	29
Emergency	376	463	769	1,379	1,296	1,366	1,139	1,154
Urgent	2,519	2,952	4,202	4,206	3,770	3,761	3,581	4,073
Semi-urgent	4,607	4,477	3,832	3,122	3,983	4,374	4,659	4,533
Non-urgent	474	434	357	439	651	680	930	1,038
All emergency presentations	8,034	8,376	9,234	9,219	9,749	10,210	10,337	10,827

## Canterbury Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,846 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,687	
9 minutes	2 minutes
19 minutes	2 minutes

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

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

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

April to June 2017

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

Number of triage 2 patients: 1,154

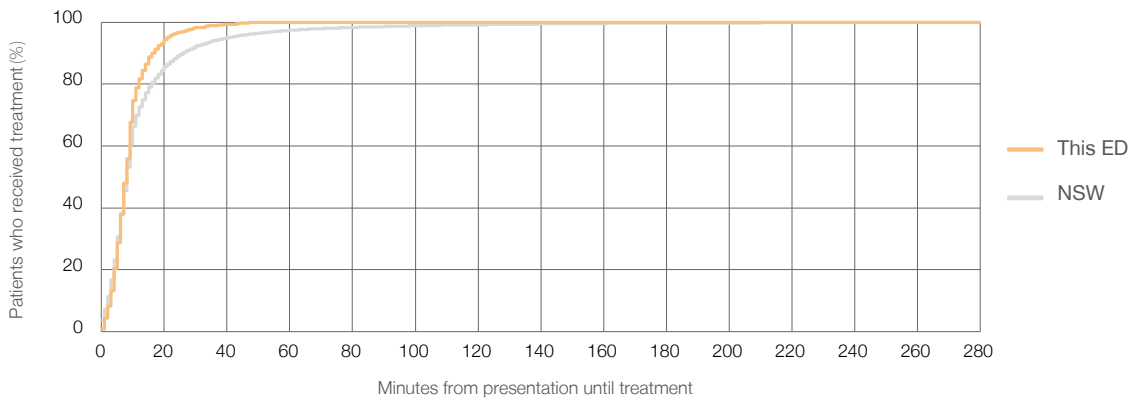
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,154

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

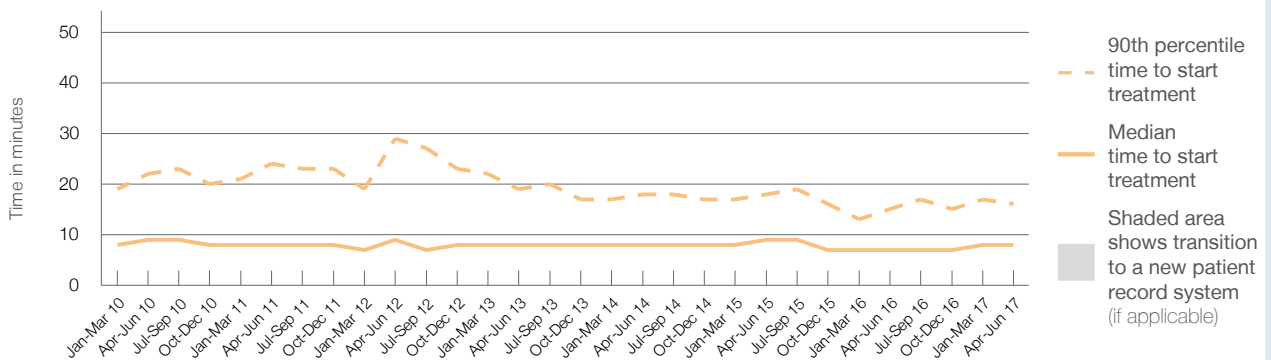
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
1,139	
1,137	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	9	8	8	9	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	24	29	19	18	18	15	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.

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

April to June 2017

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

Number of triage 3 patients: 4,073

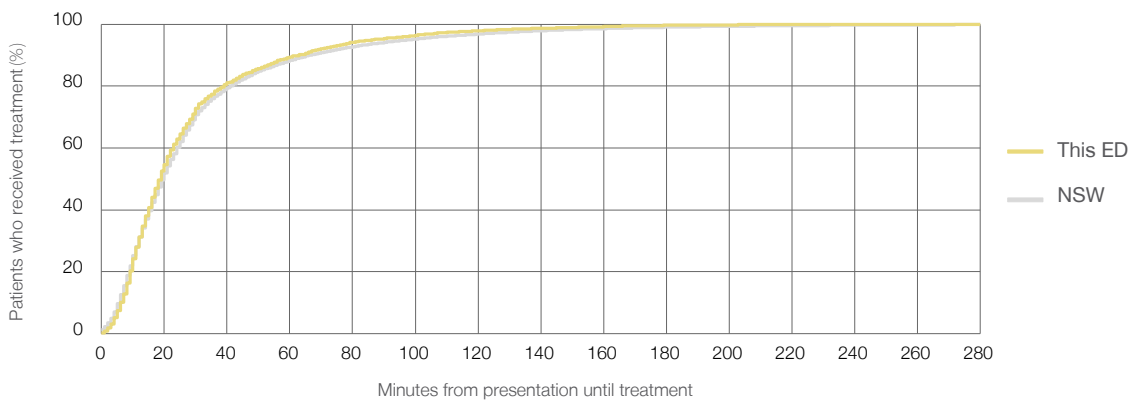
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,987

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

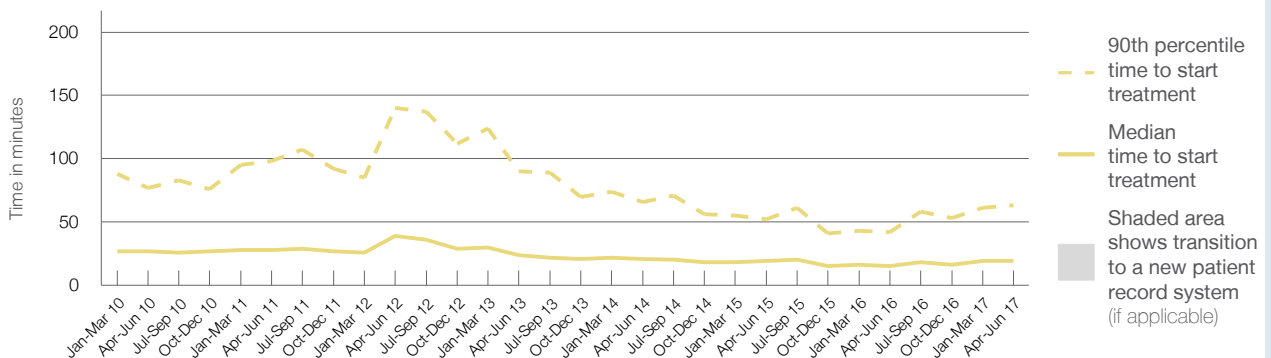
90th percentile time to start treatment<sup>5</sup> 63 minutes

Same period last year	NSW (this period)
3,581	3,543
15 minutes	20 minutes
42 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	28	39	24	21	19	15	19
90th percentile time to start treatment <sup>5</sup> (minutes)	77	98	140	90	66	52	42	63

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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.

## Canterbury Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 4,533

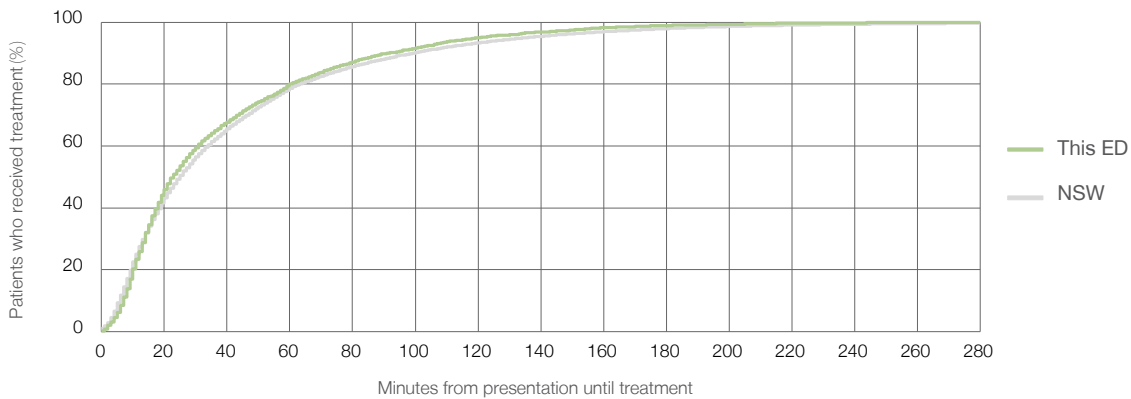
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,265

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

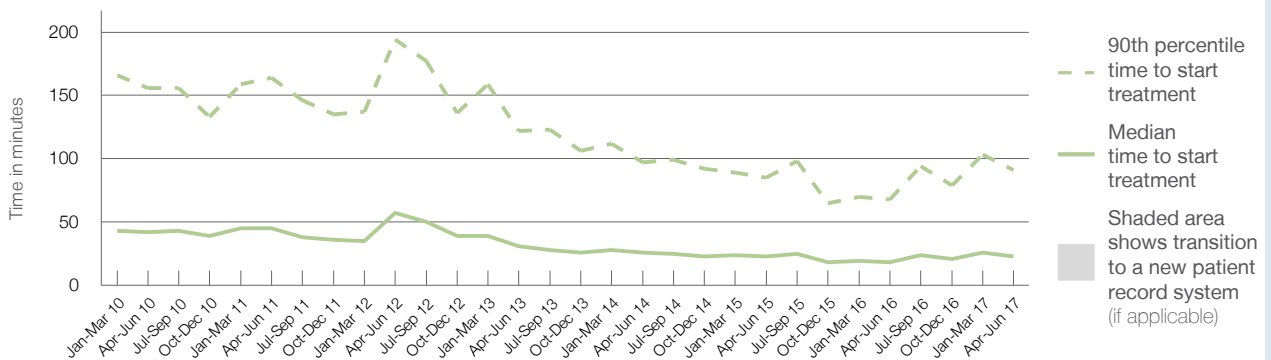
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
4,659	4,442
18 minutes	25 minutes
68 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	42	45	57	31	26	23	18	23
90th percentile time to start treatment <sup>5</sup> (minutes)	156	164	194	122	97	85	68	91

(†) 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.

## Canterbury Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,038

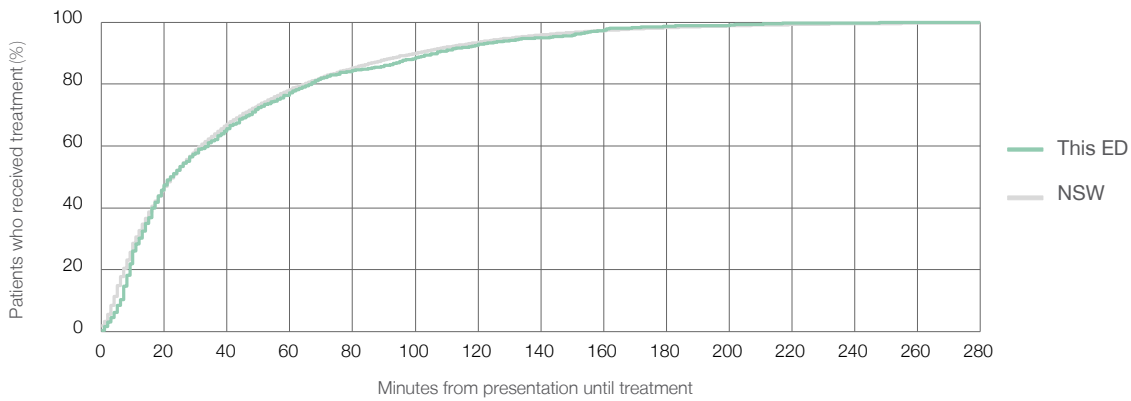
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 848

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

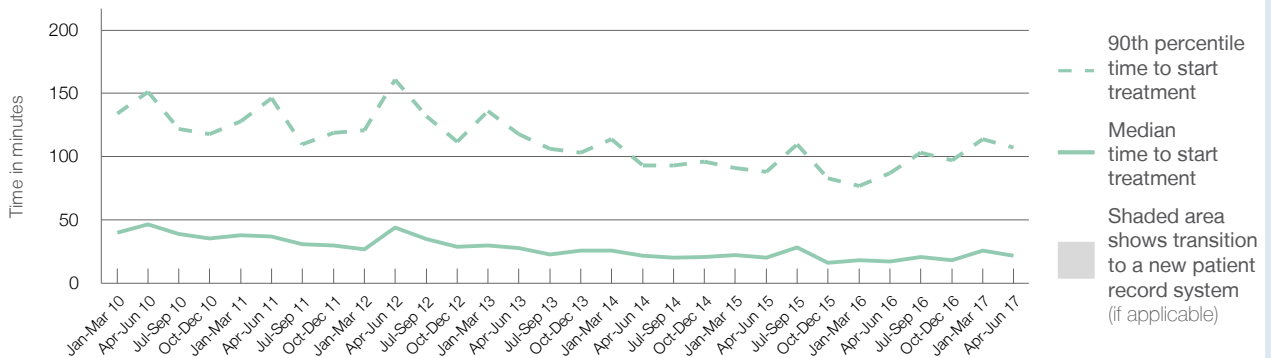
90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
930	785
17 minutes	23 minutes
87 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	47	37	44	28	22	20	17	22
90th percentile time to start treatment <sup>5</sup> (minutes)	151	146	161	118	93	88	87	107

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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.

## Canterbury Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 10,861 patients

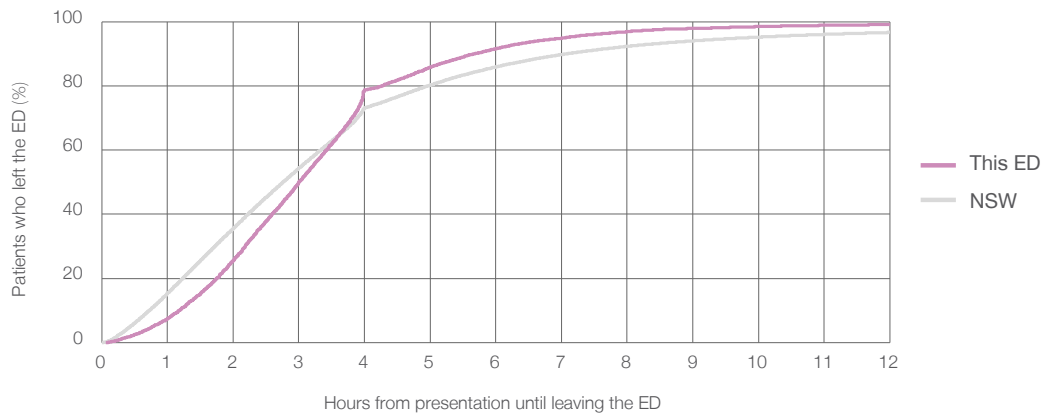
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,857 patients

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

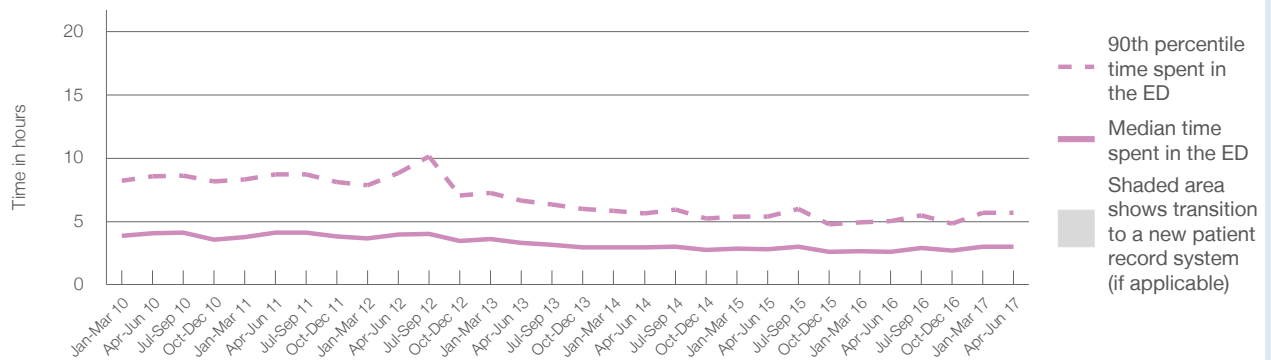
90th percentile time spent in the ED<sup>9</sup> 5 hours and 41 minutes

Same period last year	NSW (this period)
10,415	10,414
2 hours and 37 minutes	2 hours and 46 minutes
5 hours and 1 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 5m	4h 8m	3h 59m	3h 18m	2h 56m	2h 48m	2h 37m	3h 1m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 35m	8h 44m	8h 49m	6h 38m	5h 38m	5h 23m	5h 1m	5h 41m

(†) 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.



**Canterbury Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

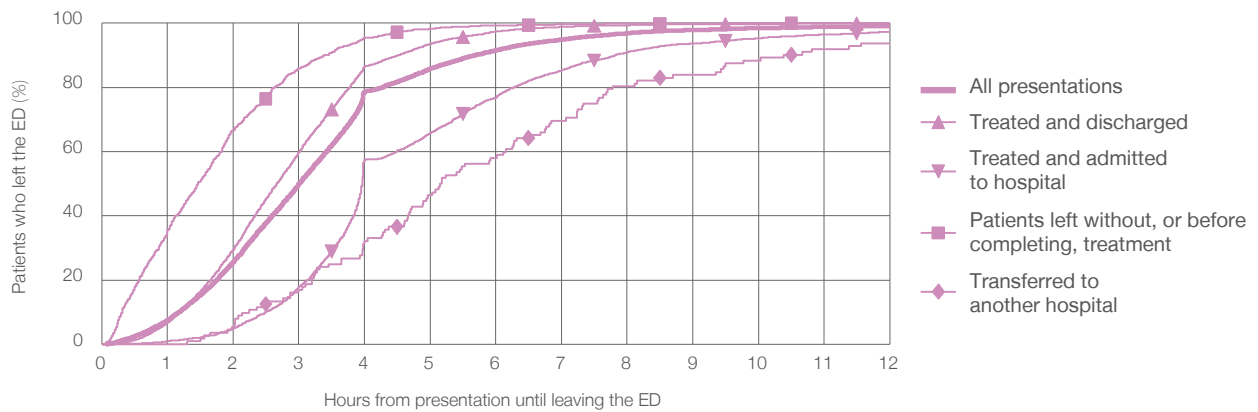
All presentations:<sup>1</sup> 10,861 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,857 patients

Treated and discharged	6,881 (63.4%)
Treated and admitted to hospital	2,988 (27.5%)
Patient left without, or before completing, treatment	837 (7.7%)
Transferred to another hospital	112 (1.0%)
Other	43 (0.4%)

Same period last year	Change since one year ago
10,414	4.3%
6,995	-1.6%
2,661	12.3%
612	36.8%
121	-7.4%
26	65.4%

Percentage of patients who left the ED by time and mode of separation, April to June 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	6.7%	29.6%	59.8%	86.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.9%	5.1%	17.9%	57.5%	76.8%	90.9%	95.3%	97.4%
Patient left without, or before completing, treatment	35.5%	66.7%	85.9%	95.6%	99.3%	99.9%	100%	100%
Transferred to another hospital	0%	5.4%	17.0%	32.1%	58.0%	80.4%	88.4%	93.8%
All presentations	7.5%	25.7%	50.0%	78.8%	91.5%	96.9%	98.4%	99.1%

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

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

## Canterbury Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 10,861 patients

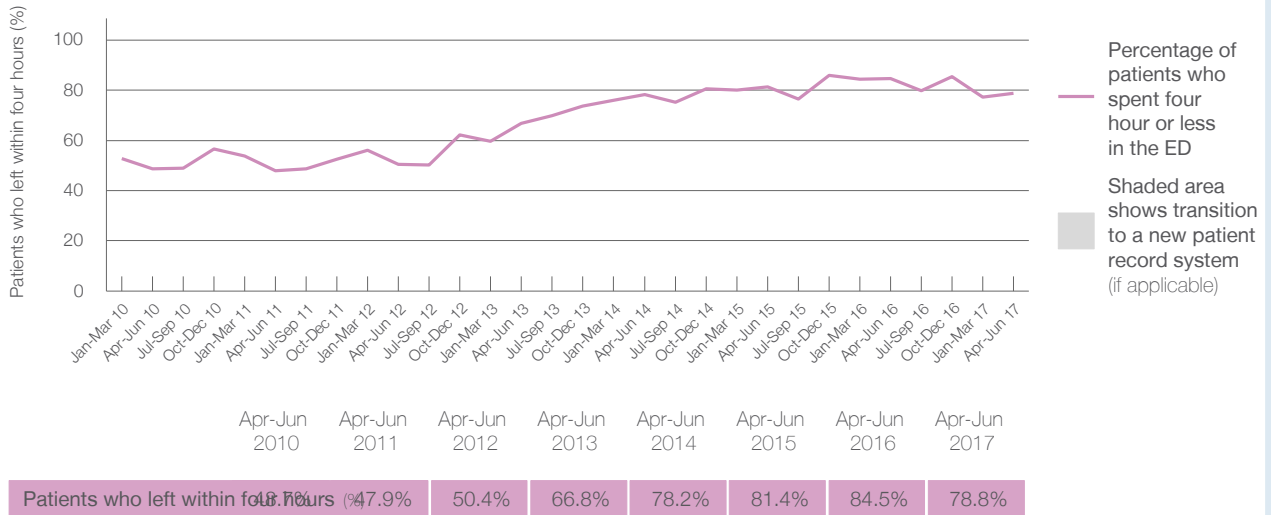
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,857 patients

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



Same period last year	Change since one year ago
10,415	4.3%
10,414	4.3%
84.5%	

### Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Concord Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 9,661 patients  
 Emergency presentations:<sup>2</sup> 9,636 patients

Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%



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

April to June 2017


**Triage 2** Emergency (e.g. chest pain, severe burns): 1,173 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,090 patients

Median time to start treatment<sup>4</sup>  18 minutes  
 90th percentile time to start treatment<sup>5</sup>  45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,905 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
968	
8 minutes	8 minutes
14 minutes	26 minutes
3,123	
20 minutes	20 minutes
48 minutes	67 minutes
4,674	
28 minutes	25 minutes
84 minutes	99 minutes
430	
24 minutes	23 minutes
83 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

Percentage of patients who spent four hours or less in the ED  75.6%

Same period last year	Change since one year ago
9,267	4.2%
76.3%	

\* 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.

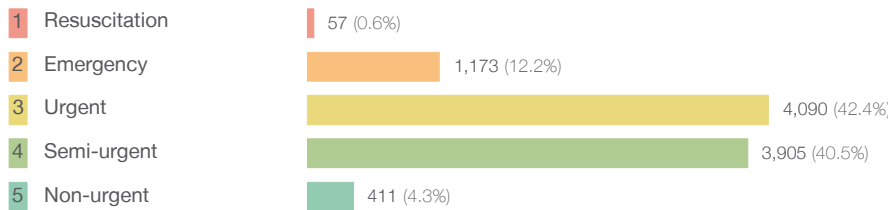
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Concord Hospital: Patients presenting to the emergency department

April to June 2017

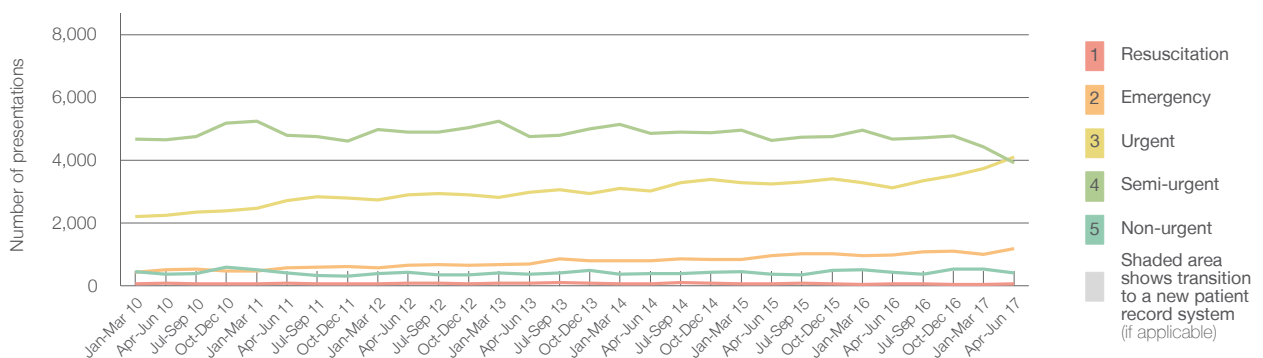
All presentations:<sup>1</sup> 9,661 patients

Emergency presentations<sup>2</sup> by triage category: 9,636 patients



Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%
51	11.8%
968	21.2%
3,123	31.0%
4,674	-16.5%
430	-4.4%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	70	77	78	87	50	63	51	57
Emergency	509	560	648	700	792	965	968	1,173
Urgent	2,238	2,709	2,904	2,979	3,020	3,235	3,123	4,090
Semi-urgent	4,643	4,801	4,890	4,755	4,856	4,631	4,674	3,905
Non-urgent	361	405	432	369	393	357	430	411
All emergency presentations	7,821	8,552	8,952	8,890	9,111	9,251	9,246	9,636

## Concord Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,345 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,048	
11 minutes	1 minute
20 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.

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

April to June 2017

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

Number of triage 2 patients: 1,173

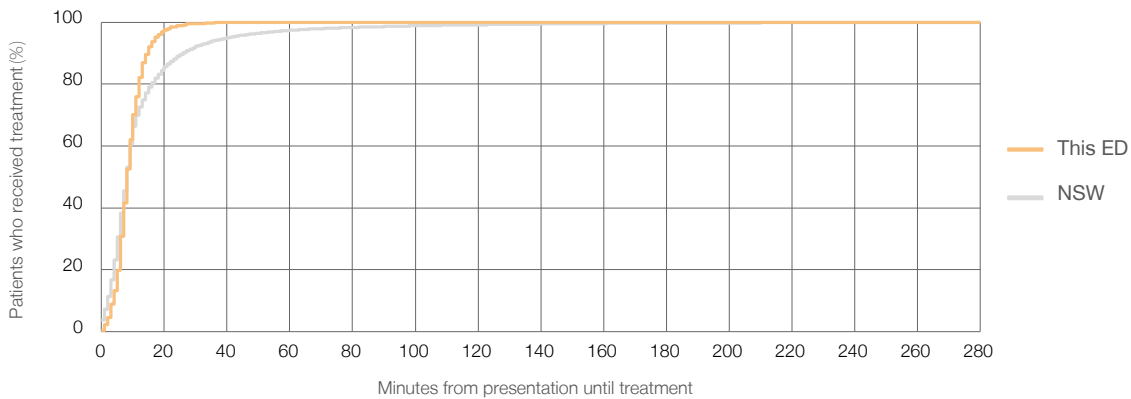
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,166

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

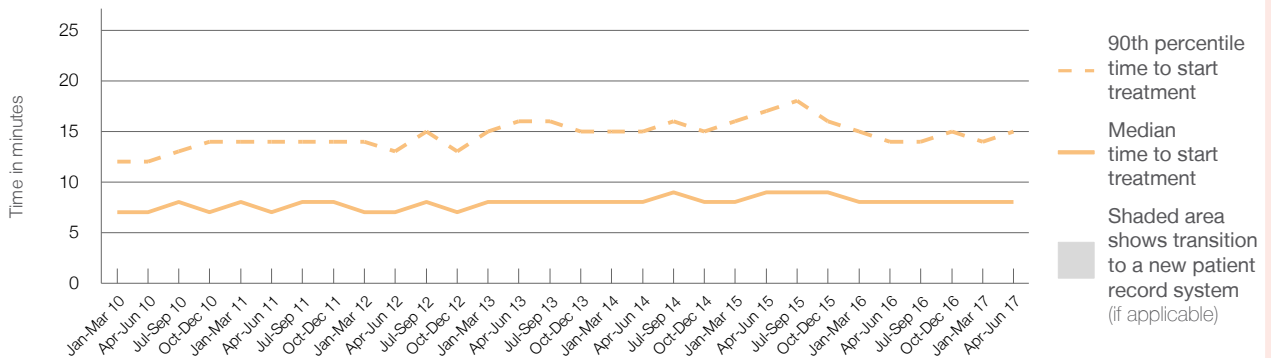
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
968	964
8 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	8	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	12	14	13	16	15	17	14	15

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

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

## Concord Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 4,090

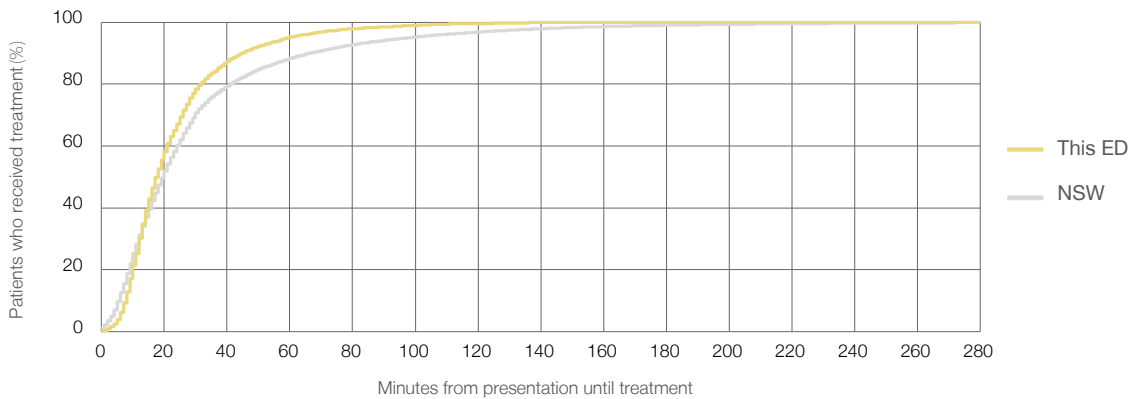
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,995

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

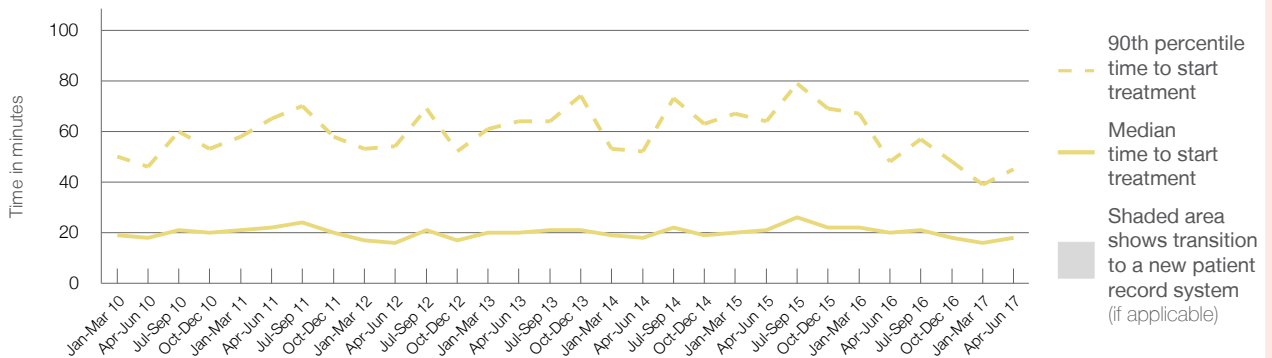
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
3,123	3,076
20 minutes	20 minutes
48 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	22	16	20	18	21	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	46	65	54	64	52	64	48	45

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

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

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

April to June 2017

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

Number of triage 4 patients: 3,905

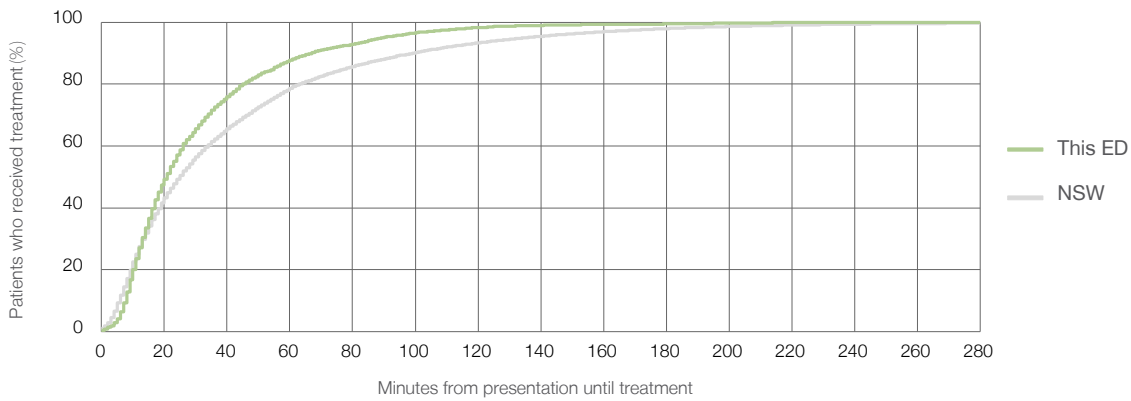
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,730

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

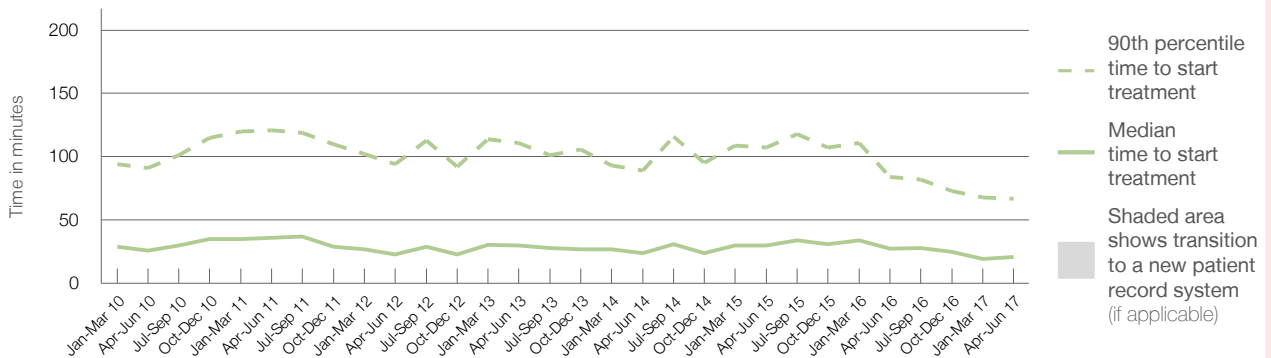
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
4,674	
4,494	
28 minutes	25 minutes
84 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	36	23	30	24	30	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	121	94	111	89	107	84	67

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

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

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

April to June 2017

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

Number of triage 5 patients: 411

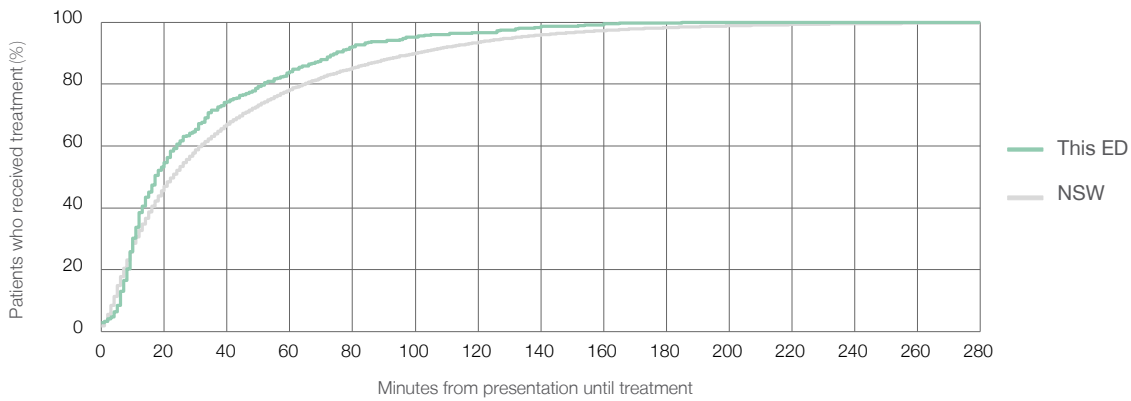
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 355

Median time to start treatment<sup>4</sup>  17 minutes

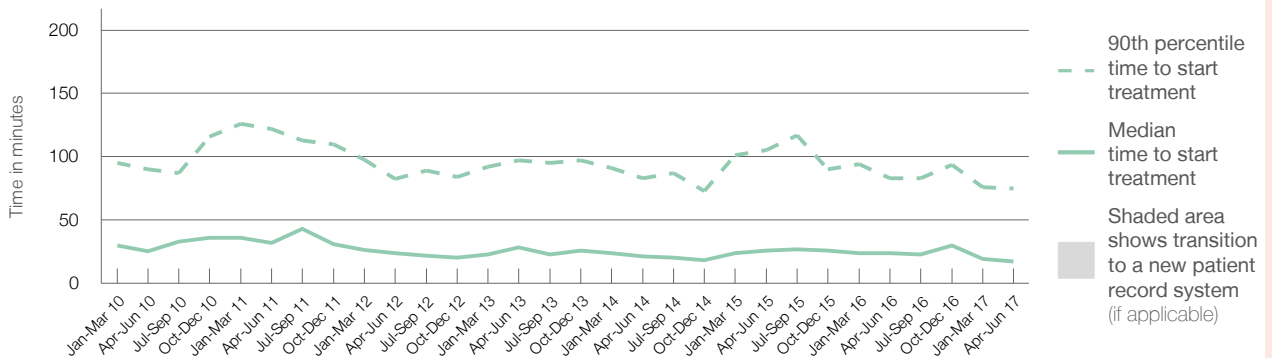
90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
430	370
24 minutes	23 minutes
83 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	32	24	29	22	26	24	17
90th percentile time to start treatment <sup>5</sup> (minutes)	90	122	83	97	83	105	83	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.



## Concord Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 9,661 patients

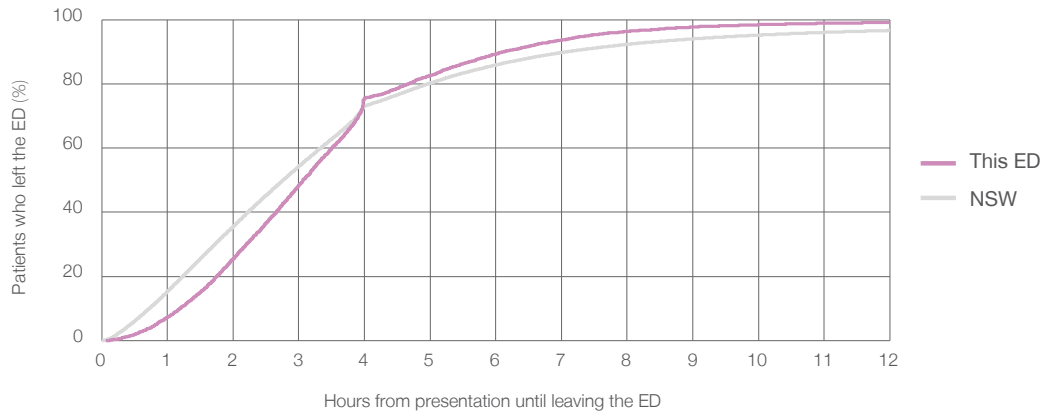
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

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

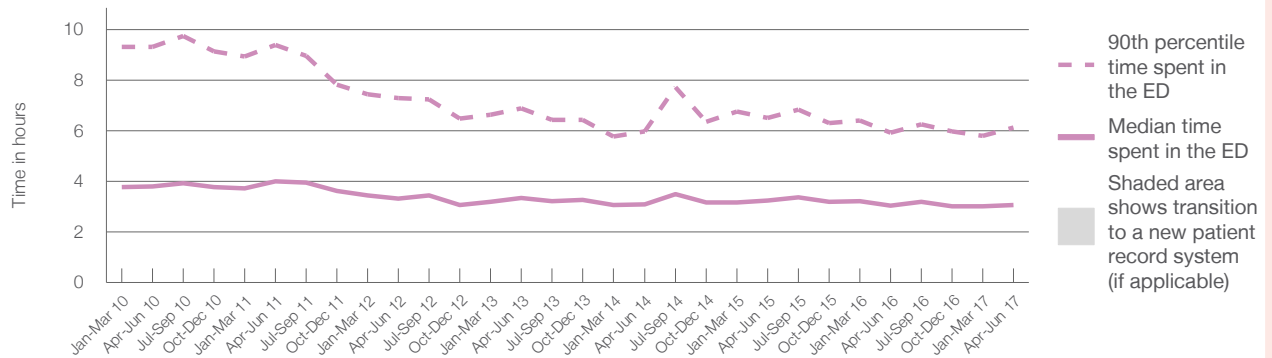
90th percentile time spent in the ED<sup>9</sup> 6 hours and 8 minutes

Same period last year	NSW (this period)
9,268	
9,267	
3 hours and 3 minutes	2 hours and 46 minutes
5 hours and 56 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 48m	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m

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

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

**Concord Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

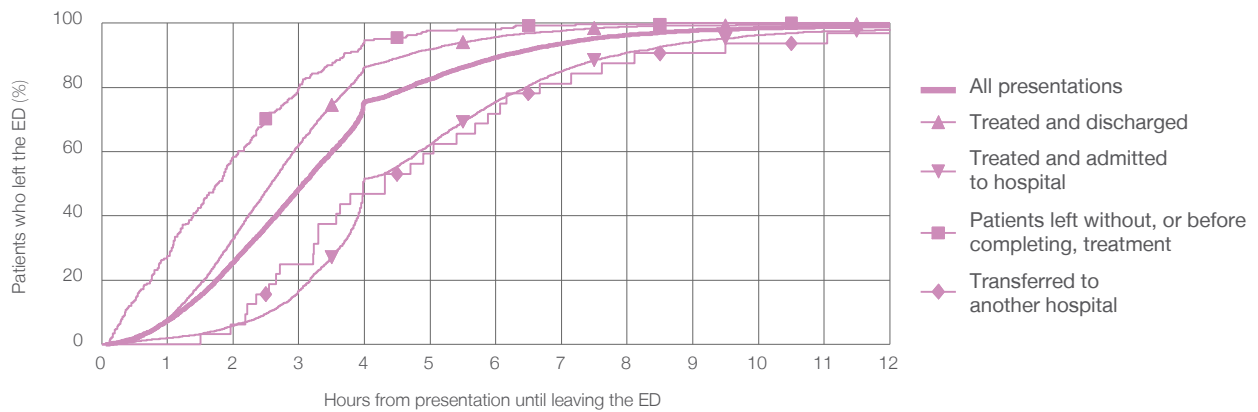
All presentations:<sup>1</sup> 9,661 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

Treated and discharged	6,179 (64.0%)
Treated and admitted to hospital	3,051 (31.6%)
Patient left without, or before completing, treatment	269 (2.8%)
Transferred to another hospital	32 (0.3%)
Other	130 (1.3%)

Same period last year	Change since one year ago
9,267	4.2%
5,916	4.4%
3,012	1.3%
203	32.5%
15	113.3%
122	6.6%

Percentage of patients who left the ED by time and mode of separation, April to June 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	8.1%	33.0%	62.2%	86.3%	95.7%	98.9%	99.4%	99.7%
Treated and admitted to hospital	1.9%	5.8%	16.7%	51.6%	75.5%	90.9%	96.3%	98.0%
Patient left without, or before completing, treatment	27.5%	58.4%	79.9%	94.8%	98.1%	99.6%	100%	100%
Transferred to another hospital	0%	6.3%	25.0%	46.9%	71.9%	87.5%	93.8%	96.9%
All presentations	7.3%	25.6%	48.5%	75.6%	89.3%	96.4%	98.4%	99.2%

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

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

**Concord Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2017

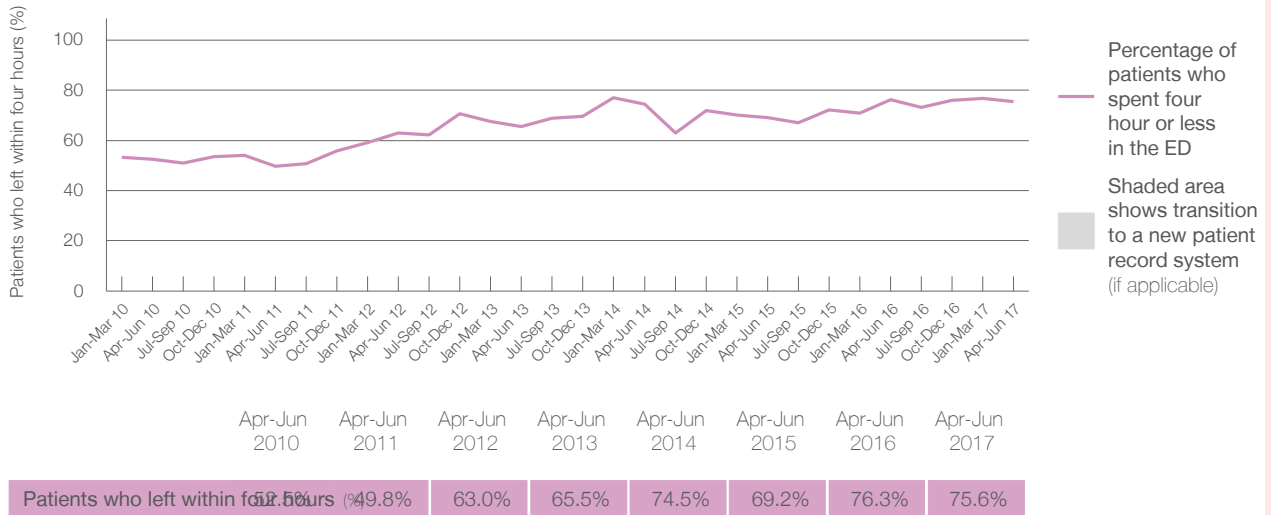
All presentations at the emergency department:<sup>1</sup> 9,661 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,268	4.2%
Presentations used to calculate time to leaving the ED	9,267	4.2%
Percentage of patients who spent four hours or less in the ED	76.3%	

**Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 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.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:<sup>1</sup> 18,644 patients

Emergency presentations:<sup>2</sup> 18,115 patients

Same period last year	Change since one year ago
18,443	1.1%
17,907	1.2%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,910 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,887 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): 4,703 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
2,625	
10 minutes	8 minutes
23 minutes	26 minutes
9,243	
23 minutes	20 minutes
71 minutes	67 minutes
5,335	
28 minutes	25 minutes
104 minutes	99 minutes
577	
34 minutes	23 minutes
133 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

Percentage of patients who spent four hours or less in the ED 63.4%

Same period last year	Change since one year ago
18,443	1.1%
58.6%	

\* 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.

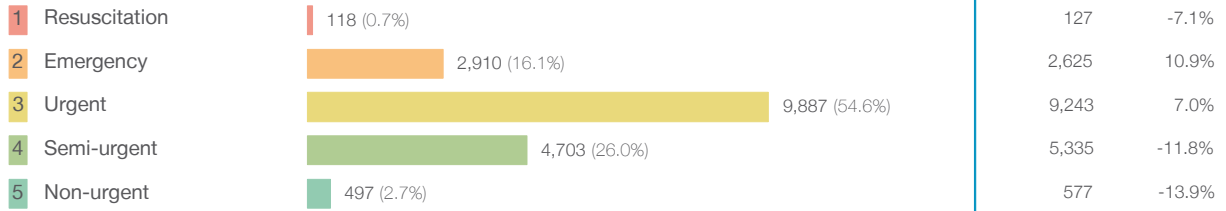
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Royal Prince Alfred Hospital: Patients presenting to the emergency department

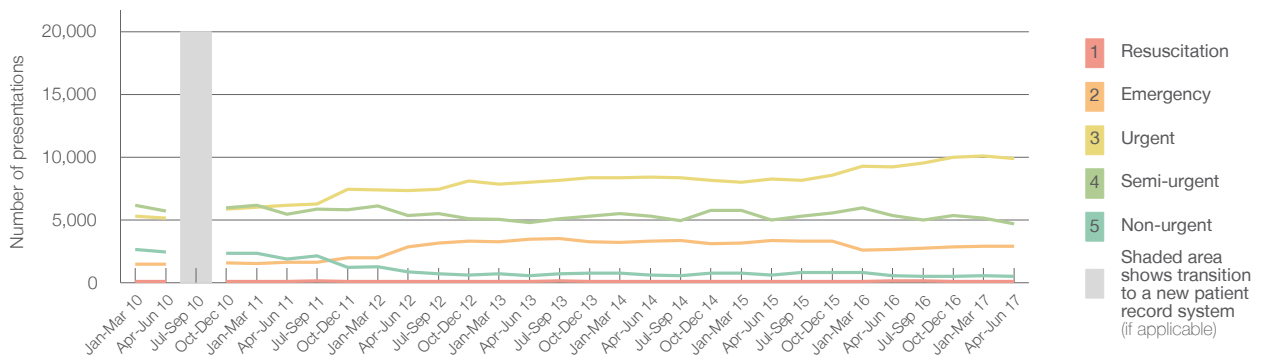
April to June 2017

All presentations:<sup>1</sup> 18,644 patients

Emergency presentations<sup>2</sup> by triage category: 18,115 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	110	84	90	110	107	91	127	118
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910
Urgent	5,147	6,149	7,326	8,006	8,428	8,259	9,243	9,887
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703
Non-urgent	2,435	1,899	877	550	592	582	577	497
All emergency presentations	14,897	15,235	16,506	16,901	17,724	17,296	17,907	18,115

## Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,146 patients

ED Transfer of care time



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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

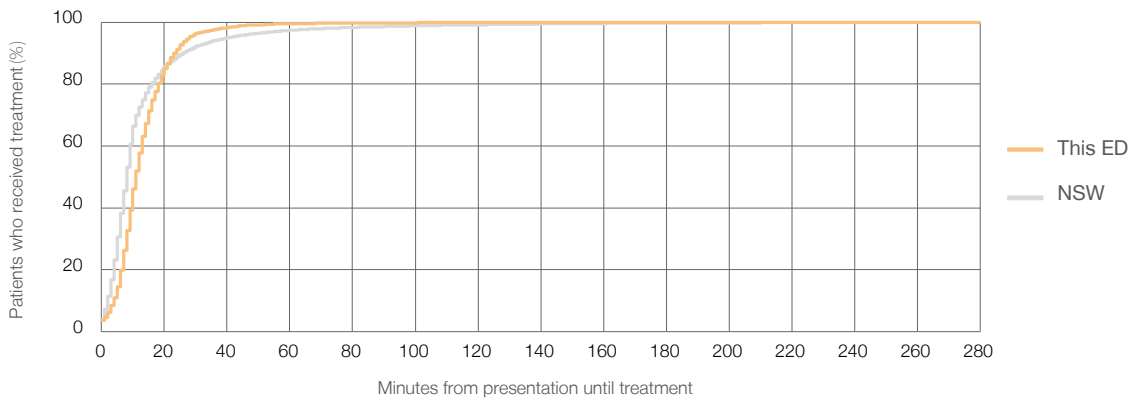
Number of triage 2 patients: 2,910

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,904

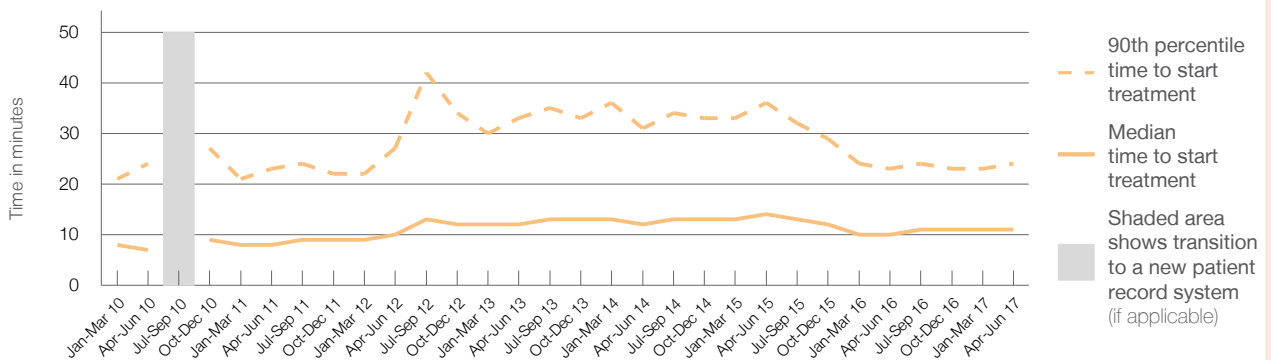
Median time to start treatment<sup>4</sup> ■ 11 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 24 minutes

Same period last year	NSW (this period)
2,625	2,621
10 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	10	12	12	14	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	27	33	31	36	23	24

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 9,887

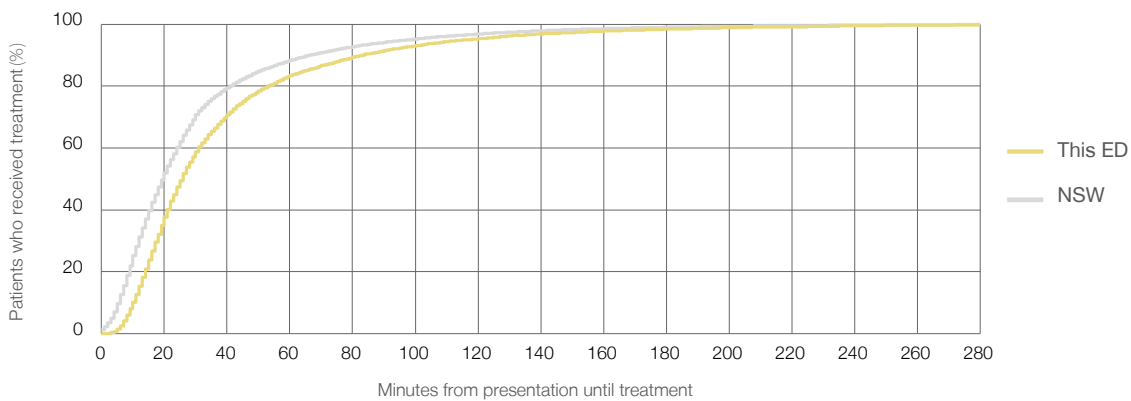
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,731

Median time to start treatment<sup>4</sup> 26 minutes

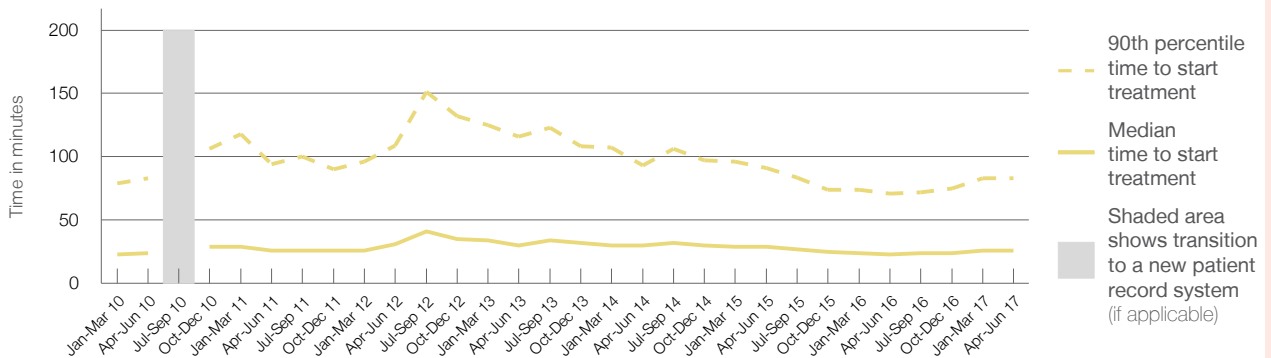
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
9,243	9,072
23 minutes	20 minutes
71 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	26	31	30	30	29	23	26
90th percentile time to start treatment <sup>5</sup> (minutes)	83	94	109	116	93	91	71	83

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 4,703

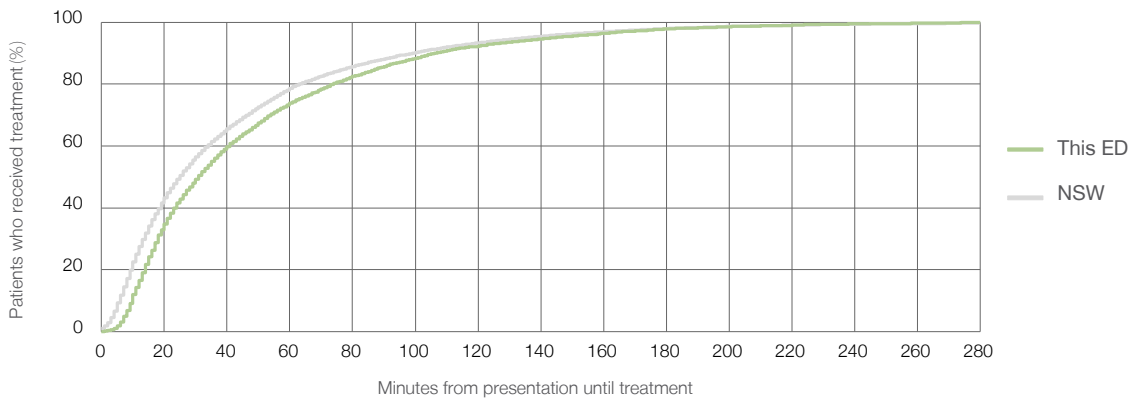
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,449

Median time to start treatment<sup>4</sup>  31 minutes

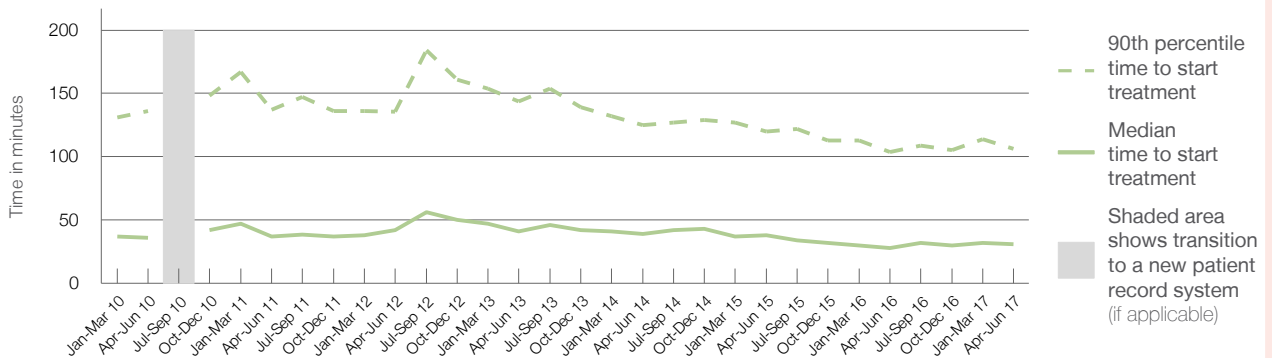
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
5,335	5,050
28 minutes	25 minutes
104 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	36	37	42	41	39	38	28	31
90th percentile time to start treatment <sup>5</sup> (minutes)	136	137	136	144	125	120	104	106

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

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



## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 497

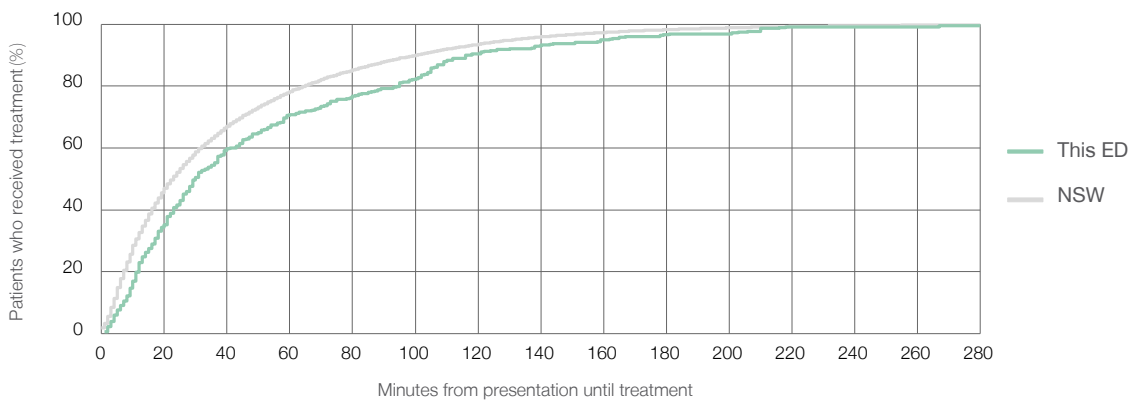
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 353

Median time to start treatment<sup>4</sup>  30 minutes

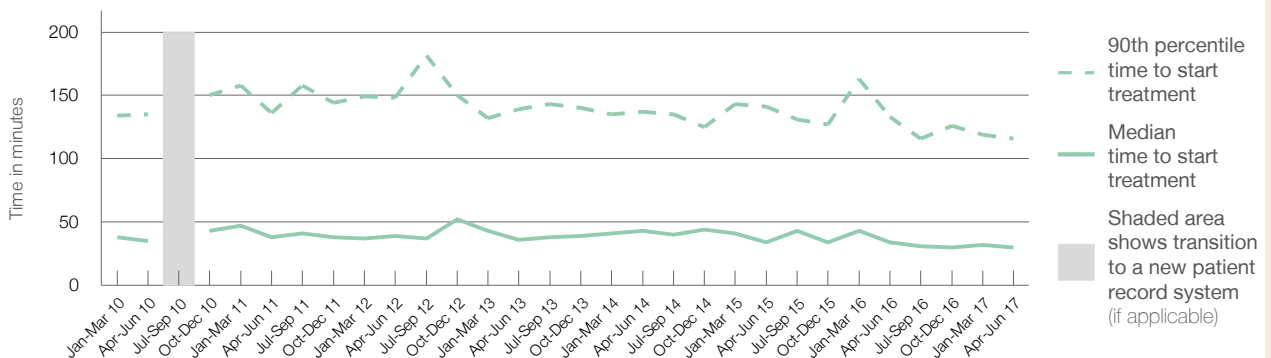
90th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
577	
401	
34 minutes	23 minutes
133 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	35	38	39	36	43	34	34	30
90th percentile time to start treatment <sup>5</sup> (minutes)	135	136	148	139	137	141	133	116

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

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

## Royal Prince Alfred Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 18,644 patients

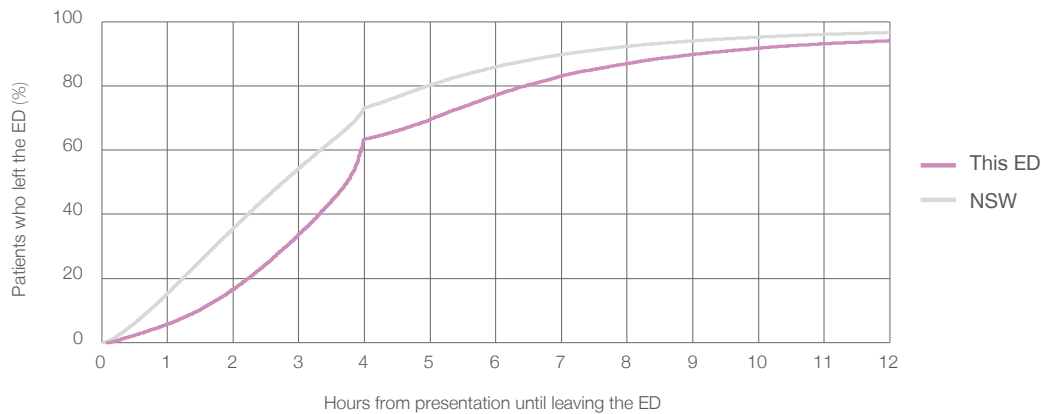
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

Median time spent in the ED<sup>8</sup> 3 hours and 44 minutes

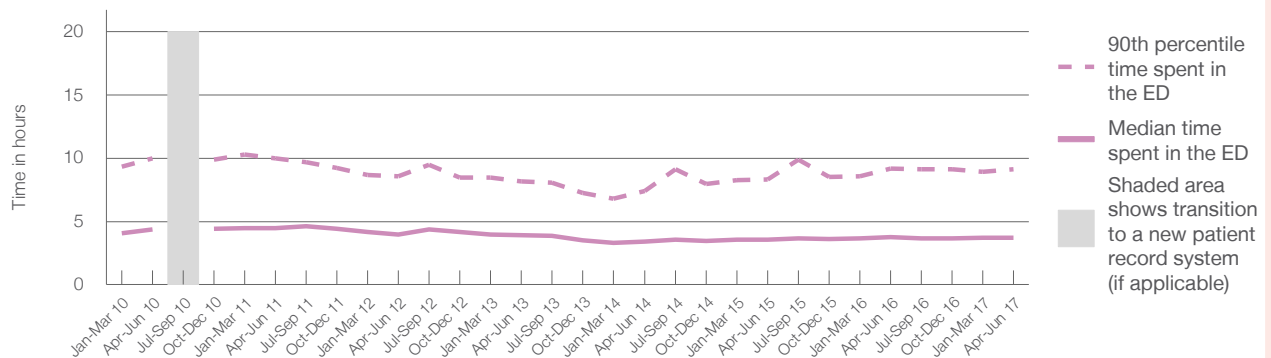
90th percentile time spent in the ED<sup>9</sup> 9 hours and 6 minutes

Same period last year	NSW (this period)
18,443	18,443
3 hours and 45 minutes	2 hours and 46 minutes
9 hours and 10 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 23m	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m	3h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 0m	9h 59m	8h 33m	8h 11m	7h 25m	8h 18m	9h 10m	9h 6m

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

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

## Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

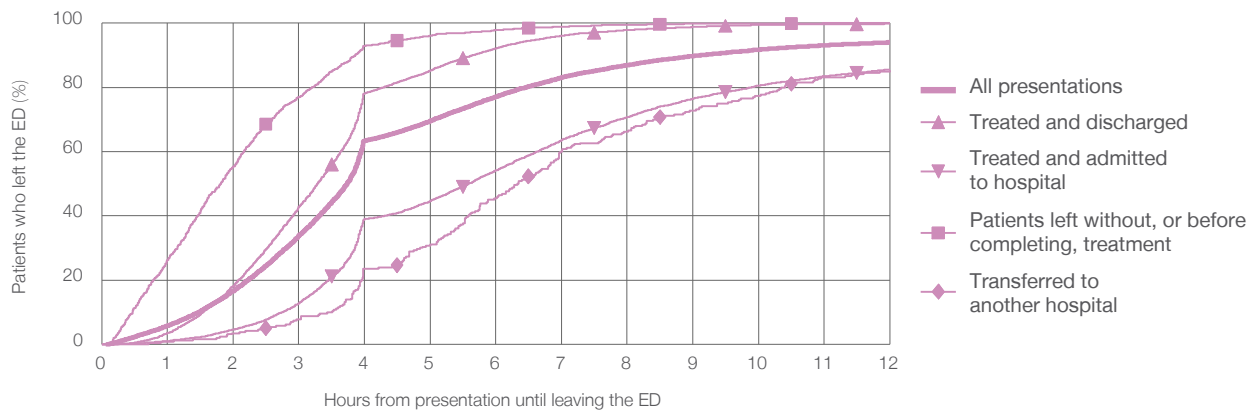
All presentations:<sup>1</sup> 18,644 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

Treated and discharged	9,573 (51.3%)
Treated and admitted to hospital	7,308 (39.2%)
Patient left without, or before completing, treatment	1,081 (5.8%)
Transferred to another hospital	260 (1.4%)
Other	422 (2.3%)

Same period last year	Change since one year ago
18,443	1.1%
9,695	-1.3%
6,769	8.0%
1,296	-16.6%
295	-11.9%
388	8.8%

Percentage of patients who left the ED by time and mode of separation, April to June 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%	18.2%	42.8%	78.2%	92.2%	97.9%	99.4%	99.8%
Treated and admitted to hospital	1.0%	4.5%	12.8%	39.0%	54.1%	70.7%	80.6%	85.6%
Patient left without, or before completing, treatment	26.4%	55.4%	77.1%	92.9%	98.0%	99.4%	99.9%	100%
Transferred to another hospital	0.8%	3.5%	7.7%	23.5%	45.4%	66.2%	77.3%	85.4%
All presentations	5.8%	16.6%	33.8%	63.4%	77.1%	86.9%	91.8%	94.0%

(†) 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.

## Royal Prince Alfred Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 18,644 patients

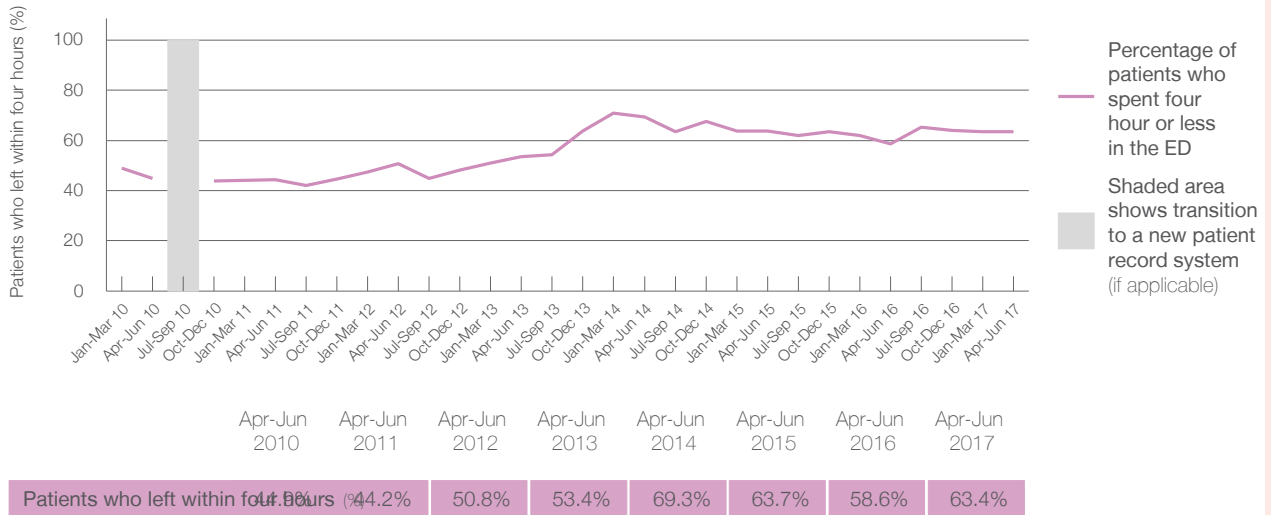
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

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	18,443	1.1%
Presentations used to calculate time to leaving the ED	18,443	1.1%
Percentage of patients who spent four hours or less in the ED	58.6%	

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



Patients who left within four hours	44.2%	50.8%	53.4%	69.3%	63.7%	58.6%	63.4%
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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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).