



Healthcare Quarterly

# Performance Profiles

## Emergency Department

Principal referral hospitals  
(A1) peer group

July to September 2017

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

July to September 2017

All presentations:<sup>1</sup> 14,572 patients

Emergency presentations:<sup>2</sup> 14,492 patients

Same period last year	Change since one year ago
13,336	9.3%
13,227	9.6%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,585 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 43 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,475 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 130 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,762 patients

Median time to start treatment<sup>4</sup> 39 minutes  
 90th percentile time to start treatment<sup>5</sup> 152 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 559 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
2,782	
10 minutes	9 minutes
30 minutes	29 minutes
6,054	
23 minutes	23 minutes
85 minutes	83 minutes
3,799	
23 minutes	30 minutes
85 minutes	121 minutes
474	
22 minutes	26 minutes
75 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,572 patients

Percentage of patients who spent four hours or less in the ED 59.0%

Same period last year	Change since one year ago
13,336	9.3%
71.4%	

\* 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.

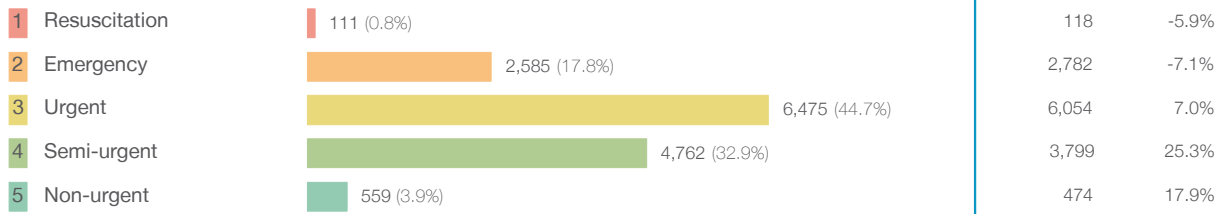
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

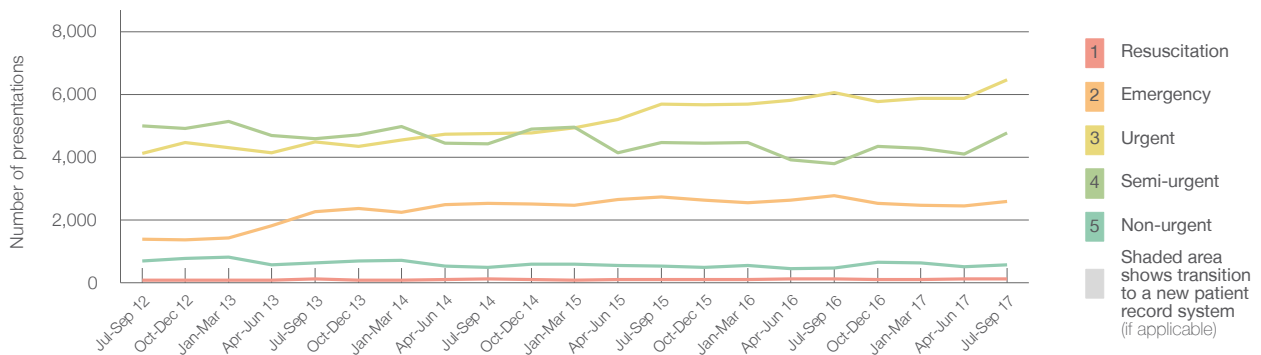
## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 14,572 patients

Emergency presentations<sup>2</sup> by triage category: 14,492 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	82	112	110	103	118	111
Emergency	1,392	2,262	2,535	2,723	2,782	2,585
Urgent	4,125	4,478	4,747	5,680	6,054	6,475
Semi-urgent	5,006	4,589	4,428	4,457	3,799	4,762
Non-urgent	695	634	478	518	474	559
All emergency presentations	11,300	12,075	12,298	13,481	13,227	14,492

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,338 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.

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

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

Number of triage 2 patients: 2,585

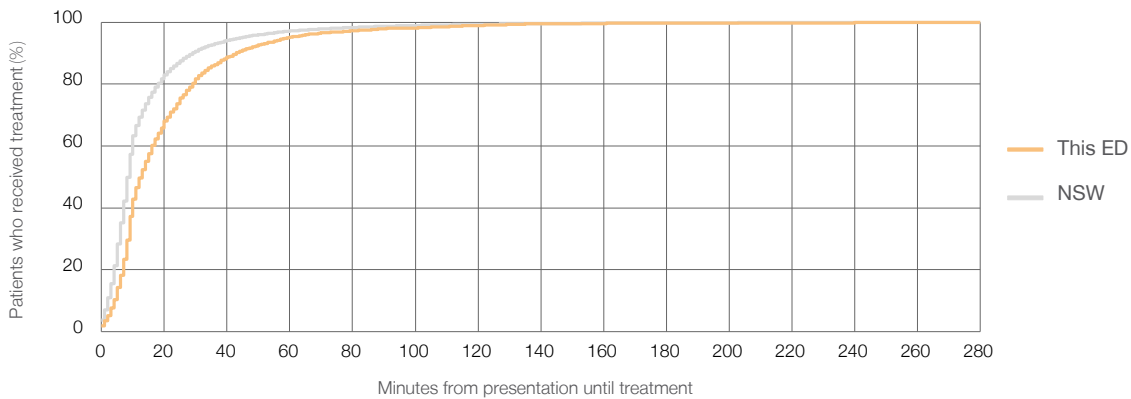
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,576

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

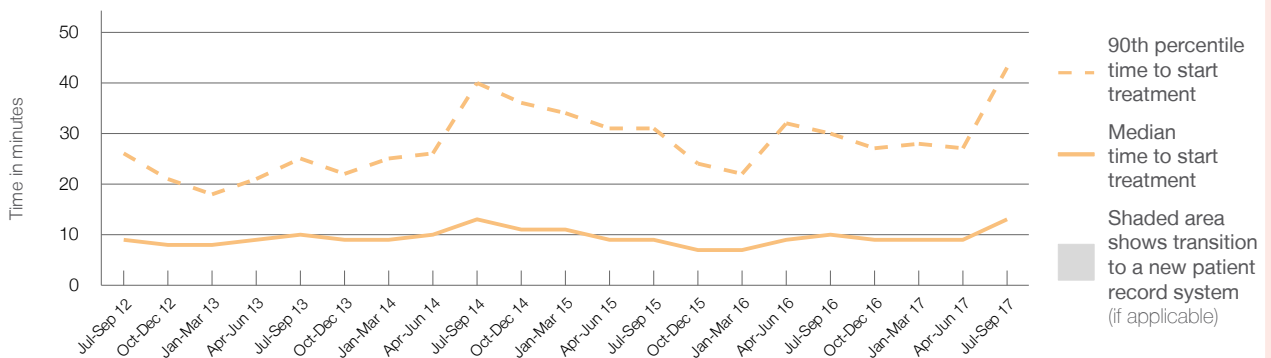
90th percentile time to start treatment<sup>5</sup>  43 minutes

Same period last year	NSW (this period)
2,782	
2,774	
10 minutes	9 minutes
30 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	10	13	9	10	13
90th percentile time to start treatment <sup>5</sup> (minutes)	26	25	40	31	30	43

(†) 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.

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

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

Number of triage 3 patients: 6,475

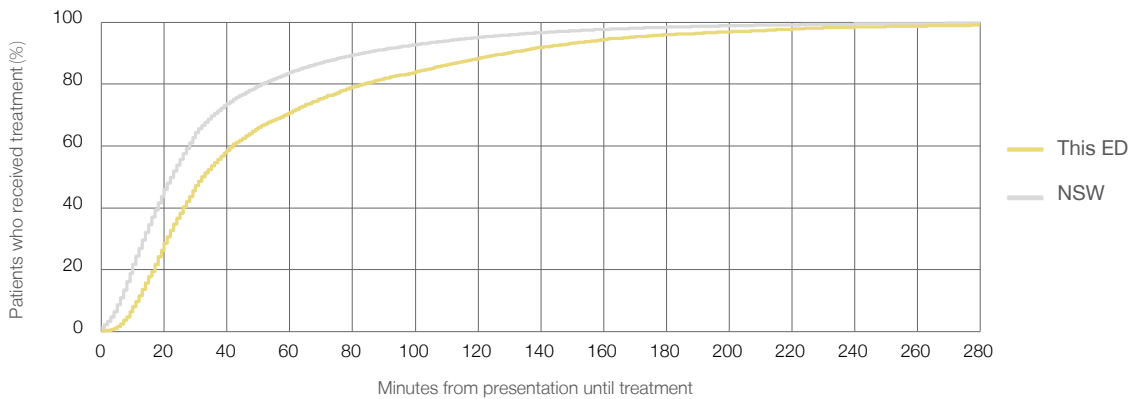
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,277

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

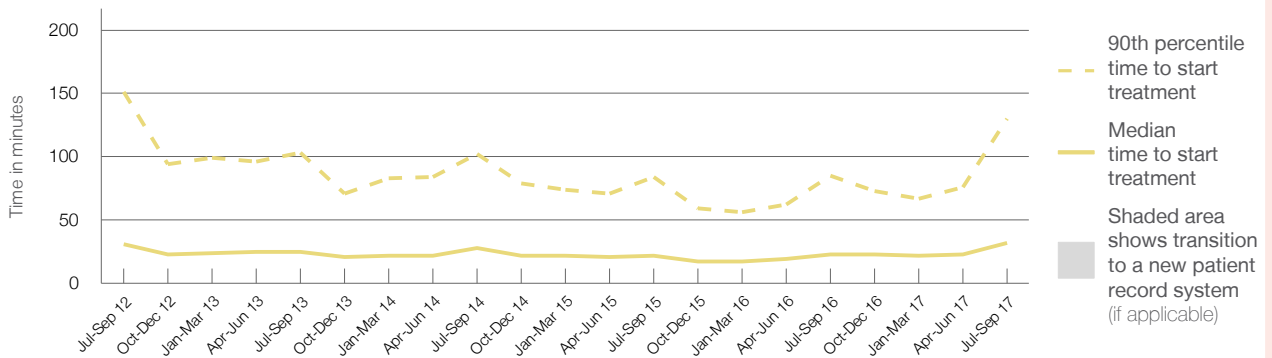
90th percentile time to start treatment<sup>5</sup> 130 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	6,054	
Number of triage 3 patients used to calculate waiting time: <sup>3</sup>	5,916	
Median time to start treatment <sup>4</sup>	23 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	85 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	25	28	22	23	32
90th percentile time to start treatment <sup>5</sup> (minutes)	151	103	102	84	85	130

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

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

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

Number of triage 4 patients: 4,762

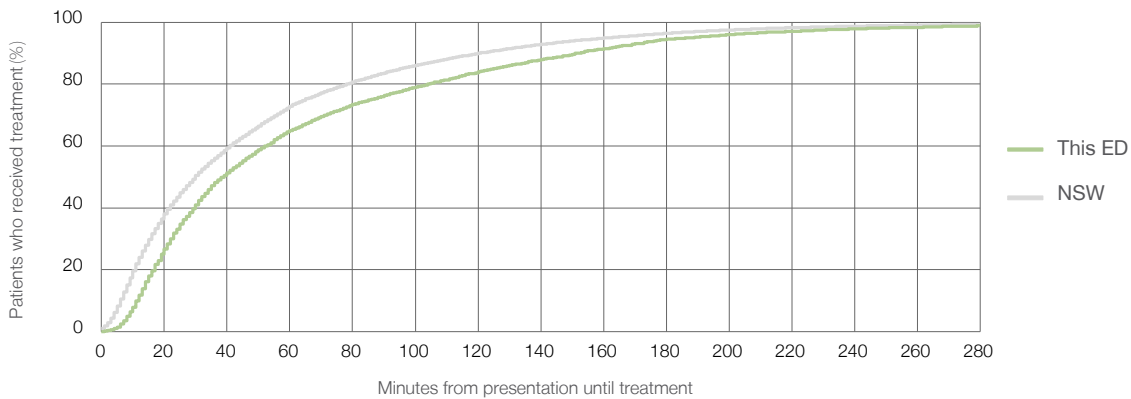
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,479

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

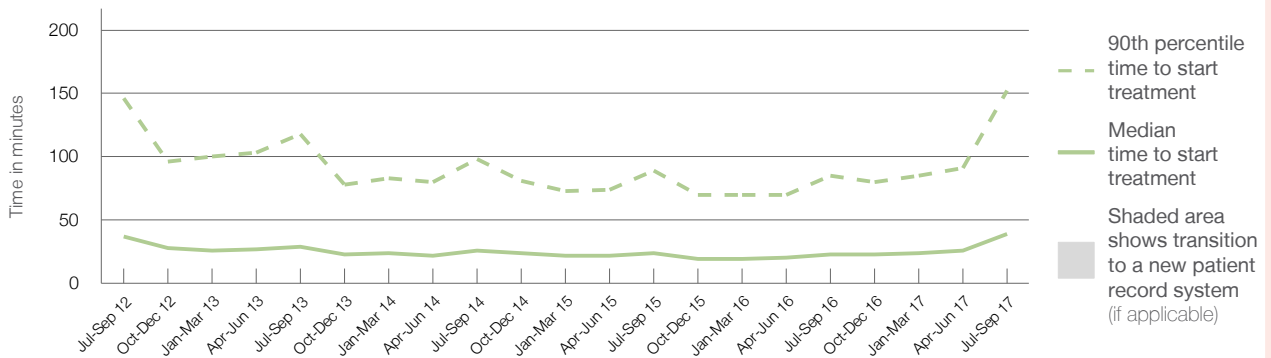
90th percentile time to start treatment<sup>5</sup>  152 minutes

Same period last year	NSW (this period)
3,799	3,621
23 minutes	30 minutes
85 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	37	29	26	24	23	39
90th percentile time to start treatment <sup>5</sup> (minutes)	146	118	98	89	85	152

(†) 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.

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

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

Number of triage 5 patients: 559

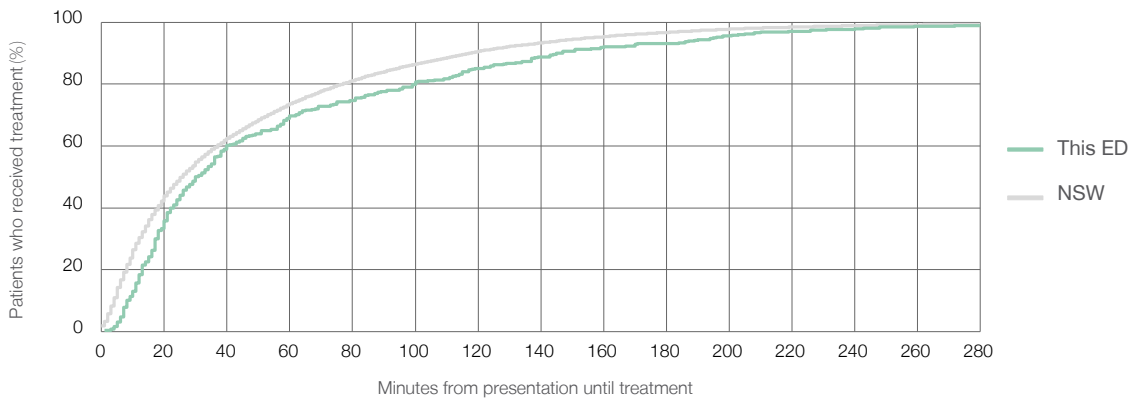
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 376

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

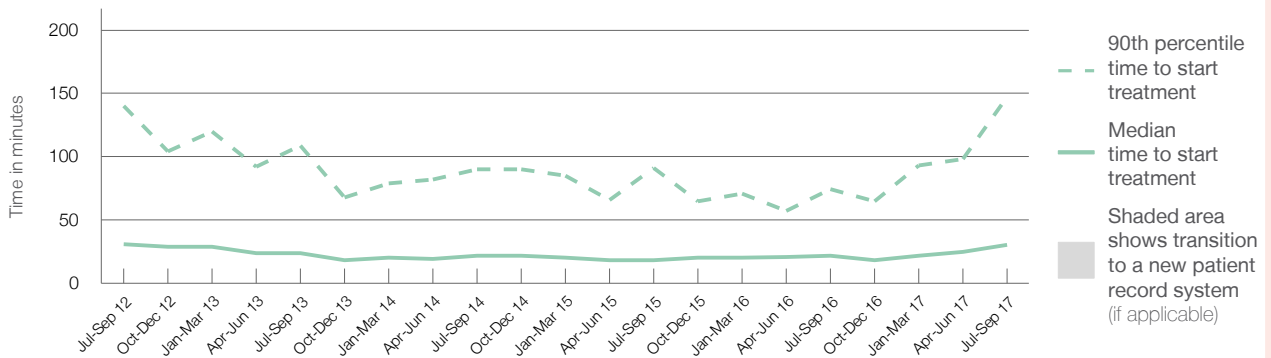
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
474	370
22 minutes	26 minutes
75 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	24	22	18	22	31
90th percentile time to start treatment <sup>5</sup> (minutes)	140	109	90	91	75	147

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

July to September 2017

All presentations:<sup>1</sup> 14,572 patients

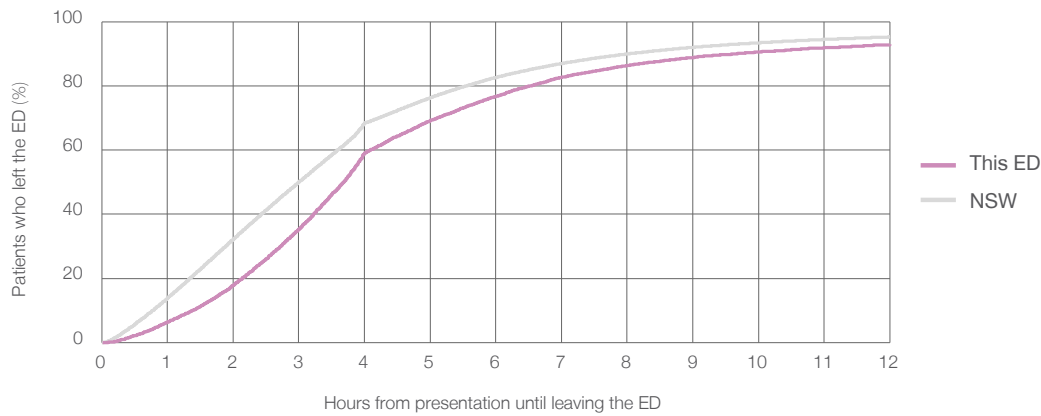
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,572 patients

Median time spent in the ED<sup>8</sup> 3 hours and 41 minutes

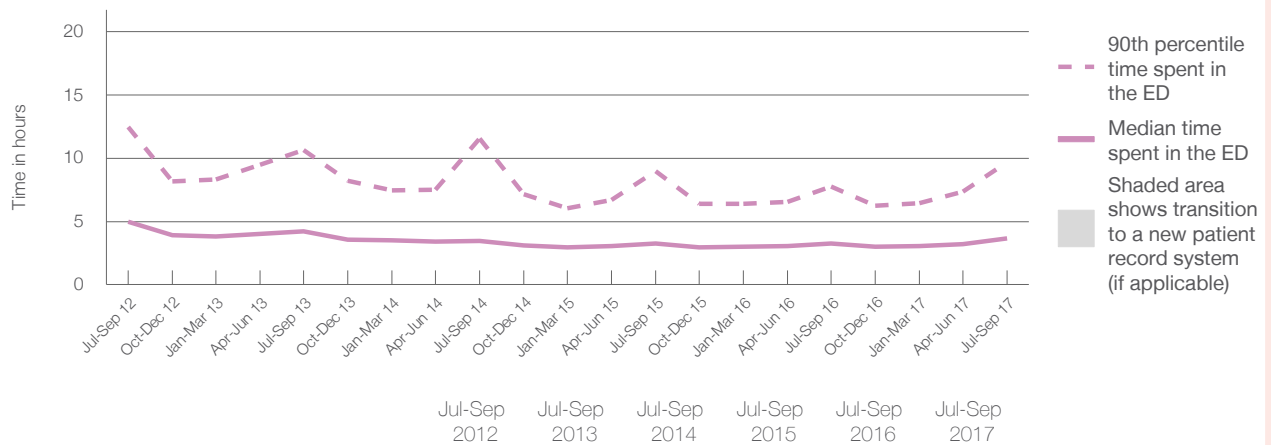
90th percentile time spent in the ED<sup>9</sup> 9 hours and 40 minutes

Same period last year	NSW (this period)
13,336	13,336
3 hours and 15 minutes	3 hours and 0 minutes
7 hours and 46 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m	3h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 28m	10h 39m	11h 32m	8h 58m	7h 46m	9h 40m

(†) 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.



**Bankstown / Lidcombe Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

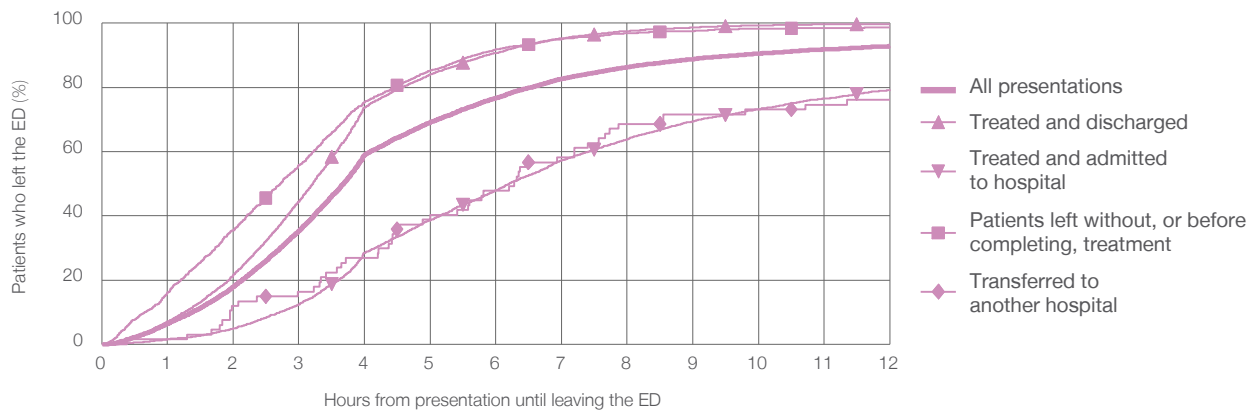
All presentations:<sup>1</sup> 14,572 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,572 patients

Treated and discharged	7,865 (54.0%)
Treated and admitted to hospital	4,759 (32.7%)
Patient left without, or before completing, treatment	1,859 (12.8%)
Transferred to another hospital	67 (0.5%)
Other	22 (0.2%)

Same period last year	Change since one year ago
13,336	9.3%
6,707	17.3%
5,509	-13.6%
981	89.5%
77	-13.0%
62	-64.5%

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



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

Treated and discharged	7.1%	21.6%	44.5%	73.8%	90.7%	97.6%	99.3%	99.8%
Treated and admitted to hospital	1.6%	4.9%	12.4%	28.6%	48.0%	63.9%	73.2%	79.3%
Patient left without, or before completing, treatment	16.0%	35.6%	55.7%	75.5%	91.8%	96.8%	98.3%	98.7%
Transferred to another hospital	1.5%	11.9%	16.4%	26.9%	47.8%	68.7%	73.1%	76.1%
All presentations	6.4%	17.9%	35.3%	59.0%	76.7%	86.3%	90.5%	92.8%

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

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**Bankstown / Lidcombe Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 14,572 patients

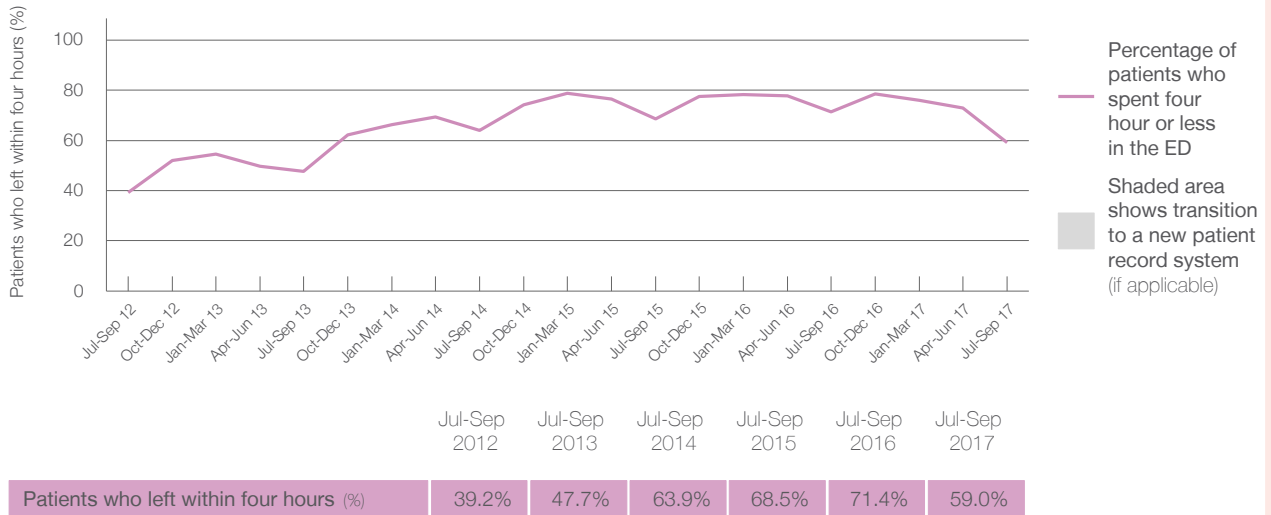
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,572 patients

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	13,336	9.3%
Presentations used to calculate time to leaving the ED	13,336	9.3%
Percentage of patients who spent four hours or less in the ED	71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Concord Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 10,451 patients



Emergency presentations:<sup>2</sup> 10,422 patients

Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,222 patients

Median time to start treatment<sup>4</sup>  9 minutes  
90th percentile time to start treatment<sup>5</sup>  18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,757 patients

Median time to start treatment<sup>4</sup>  23 minutes  
90th percentile time to start treatment<sup>5</sup>  69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,994 patients

Median time to start treatment<sup>4</sup>  26 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 381 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
1,082	
8 minutes	9 minutes
14 minutes	29 minutes
3,348	
21 minutes	23 minutes
57 minutes	83 minutes
4,714	
28 minutes	30 minutes
82 minutes	121 minutes
369	
23 minutes	26 minutes
83 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

Percentage of patients who spent four hours or less in the ED  70.8%

Same period last year	Change since one year ago
9,600	8.9%
73.2%	

\* 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.

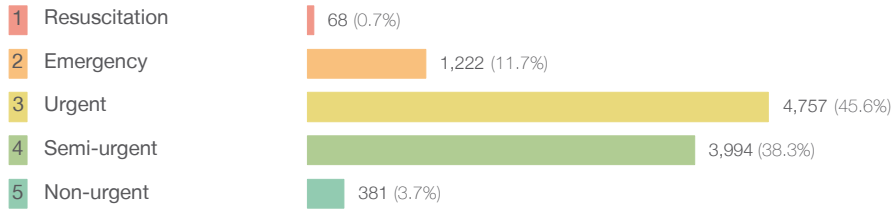
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Concord Hospital: Patients presenting to the emergency department July to September 2017

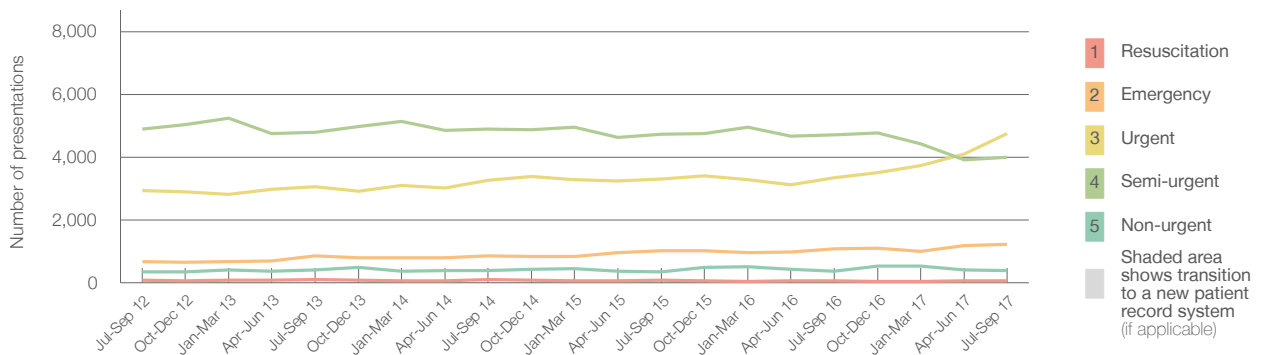
All presentations:<sup>1</sup> 10,451 patients

Emergency presentations<sup>2</sup> by triage category: 10,422 patients



Same period last year	Change since one year ago
9,602	8.8%
9,567	8.9%
54	25.9%
1,082	12.9%
3,348	42.1%
4,714	-15.3%
369	3.3%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †

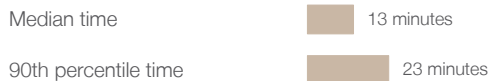


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	93	91	80	54	68
Emergency	662	859	859	1,027	1,082	1,222
Urgent	2,938	3,052	3,270	3,294	3,348	4,757
Semi-urgent	4,903	4,783	4,885	4,737	4,714	3,994
Non-urgent	343	407	376	341	369	381
All emergency presentations	8,930	9,194	9,481	9,479	9,567	10,422

## Concord Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,631 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,327	
11 minutes	2 minutes
19 minutes	4 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.

## Concord Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,222

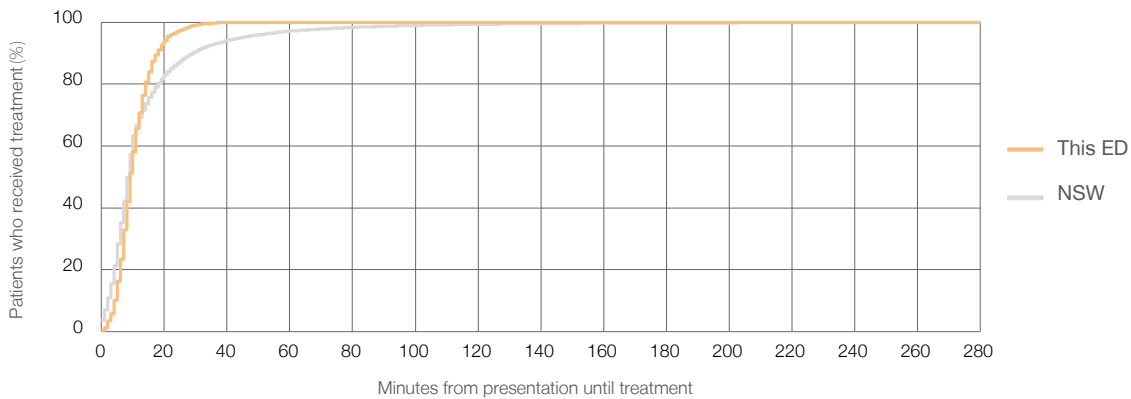
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,212

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

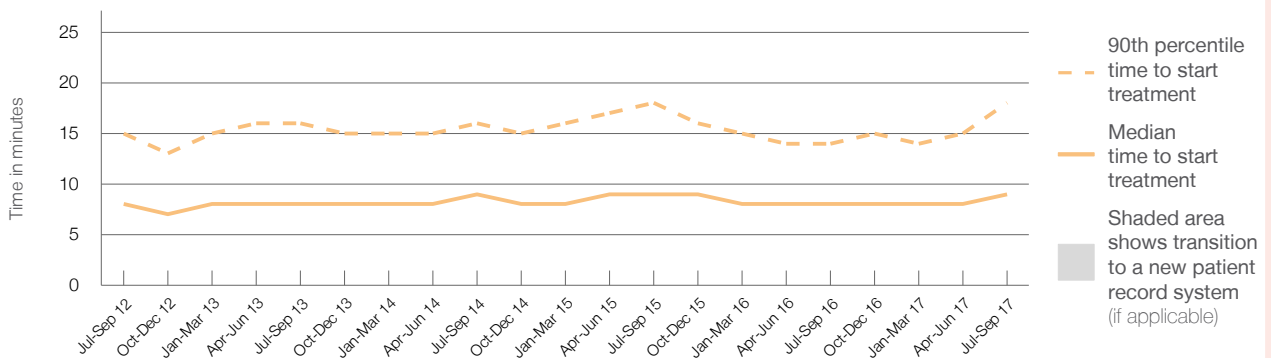
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
1,082	1,076
8 minutes	9 minutes
14 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	9	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	15	16	16	18	14	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.

## Concord Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,757

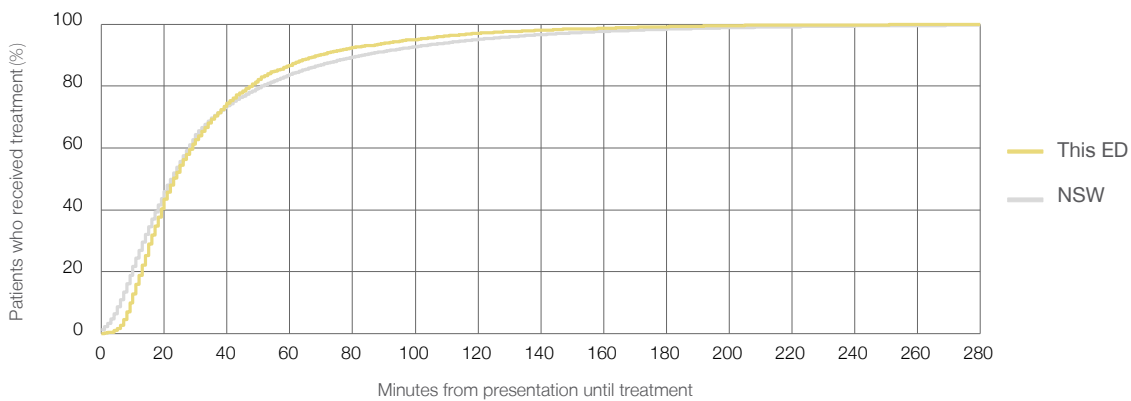
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,591

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

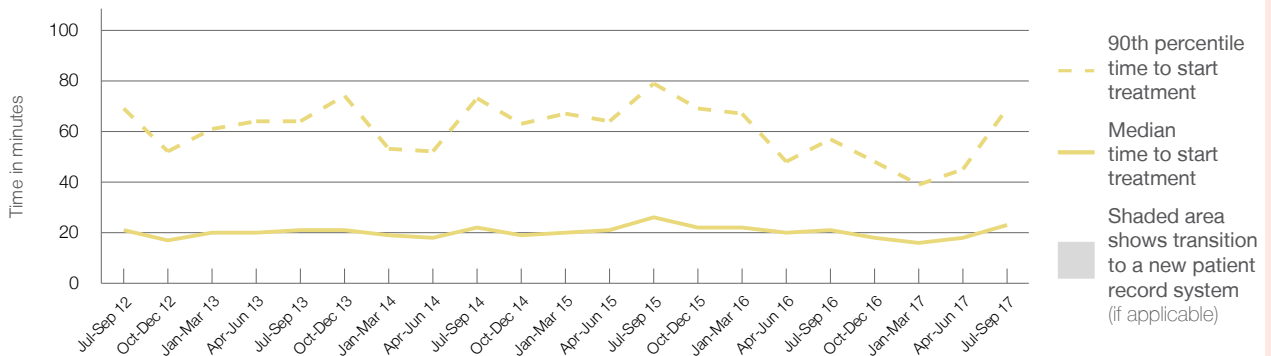
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
3,348	
3,276	
21 minutes	23 minutes
57 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	22	26	21	23
90th percentile time to start treatment <sup>5</sup> (minutes)	69	64	73	79	57	69

(†) 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 July to September 2017

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

Number of triage 4 patients: 3,994

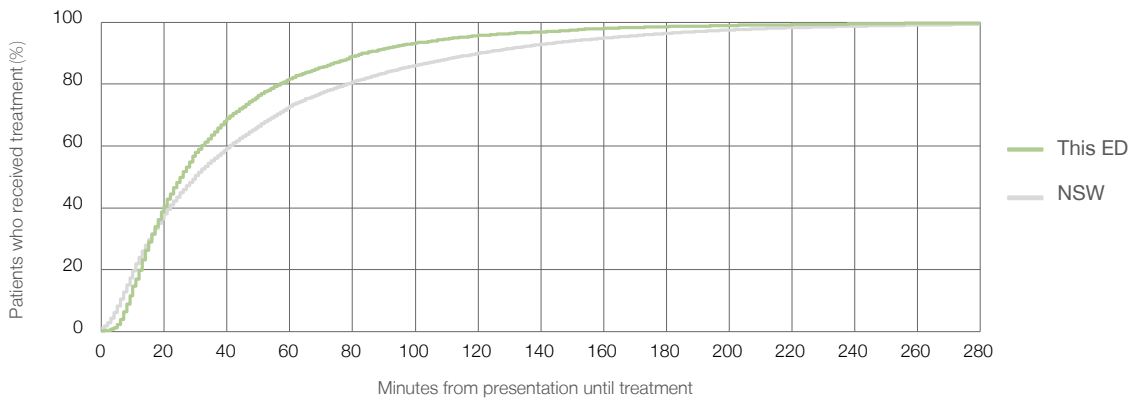
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,730

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

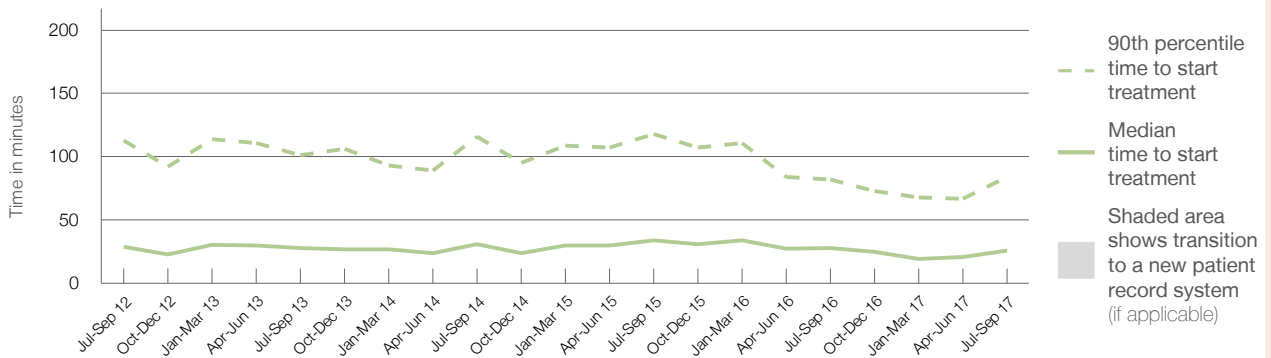
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
4,714	
4,454	
28 minutes	30 minutes
82 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	29	28	31	34	28	26
90th percentile time to start treatment <sup>5</sup> (minutes)	113	101	116	118	82	84

(†) 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 July to September 2017

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

Number of triage 5 patients: 381

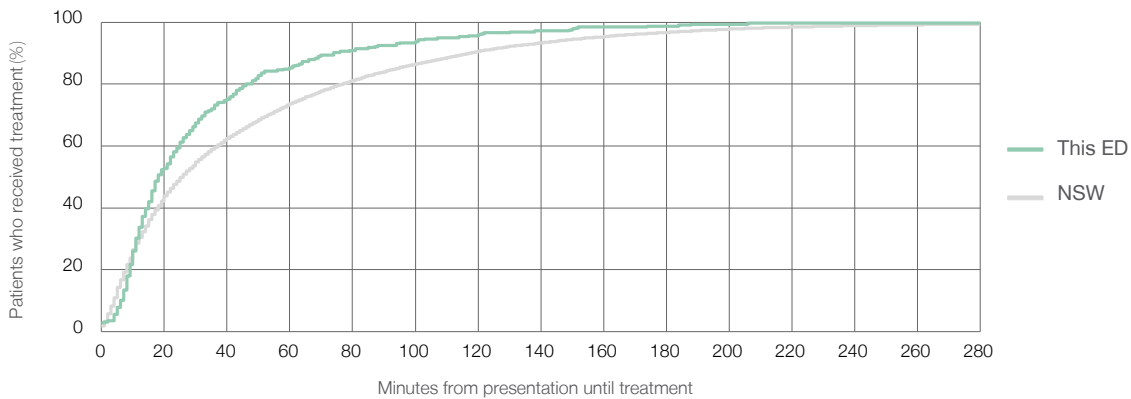
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 317

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

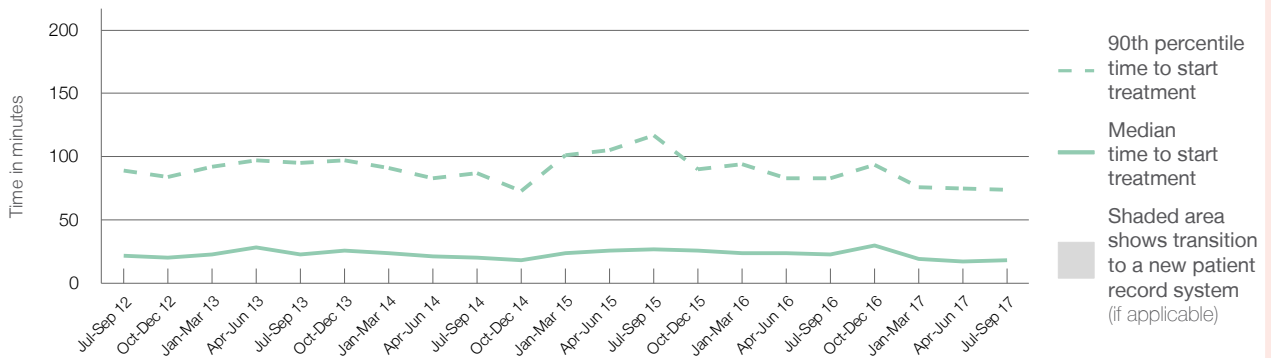
90th percentile time to start treatment<sup>5</sup>  74 minutes

Same period last year	NSW (this period)
369	307
23 minutes	26 minutes
83 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	23	20	27	23	18
90th percentile time to start treatment <sup>5</sup> (minutes)	89	95	87	117	83	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.



## Concord Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 10,451 patients

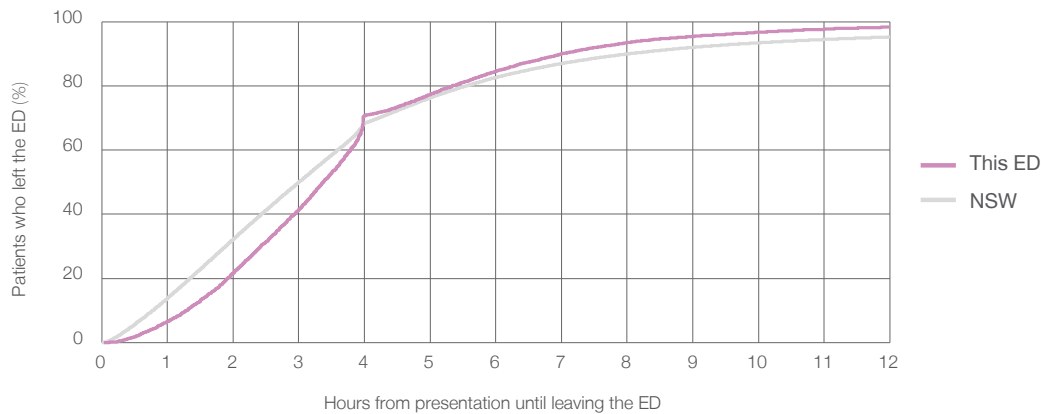
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

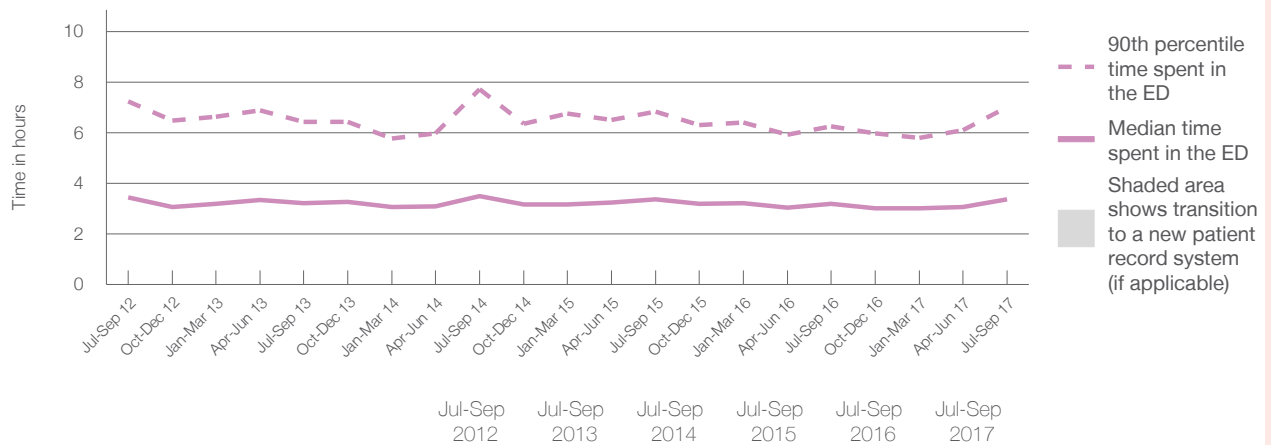
90th percentile time spent in the ED<sup>9</sup> 7 hours and 1 minutes

Same period last year	NSW (this period)
9,602	
9,600	
3 hours and 12 minutes	3 hours and 0 minutes
6 hours and 15 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m

(†) 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  
July to September 2017

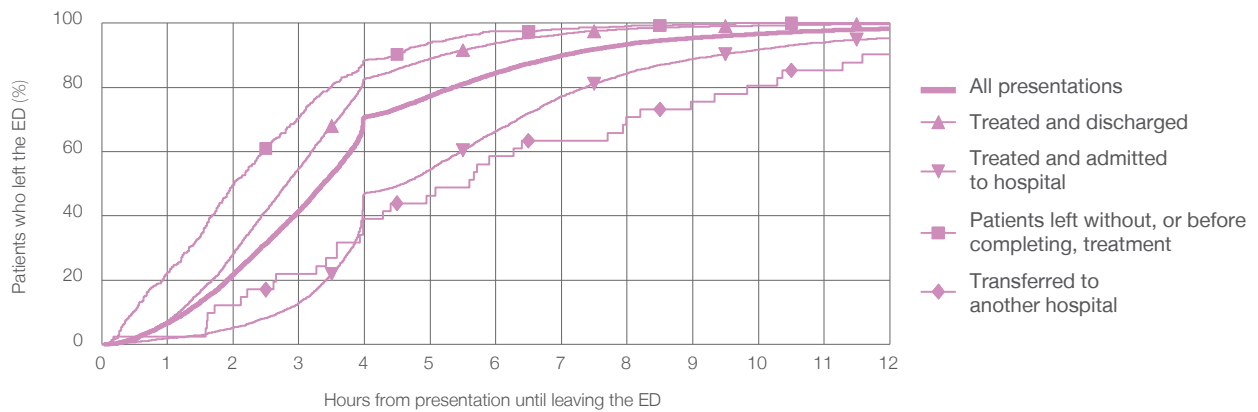
All presentations:<sup>†</sup> 10,451 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,451 patients

Treated and discharged	6,270 (60.0%)
Treated and admitted to hospital	3,556 (34.0%)
Patient left without, or before completing, treatment	467 (4.5%)
Transferred to another hospital	41 (0.4%)
Other	117 (1.1%)

Same period last year	Change since one year ago
9,600	8.9%
5,825	7.6%
3,327	6.9%
301	55.1%
18	127.8%
131	-10.7%

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



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

Treated and discharged	7.2%	28.2%	54.9%	82.7%	93.8%	98.2%	99.3%	99.8%
Treated and admitted to hospital	1.9%	5.1%	12.9%	47.1%	66.4%	84.4%	91.8%	95.4%
Patient left without, or before completing, treatment	22.3%	49.7%	70.7%	88.4%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.4%	12.2%	22.0%	39.0%	58.5%	70.7%	80.5%	90.2%
All presentations	6.6%	21.8%	41.6%	70.8%	84.6%	93.4%	96.7%	98.3%

(†) 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.

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

All presentations at the emergency department:<sup>1</sup> 10,451 patients

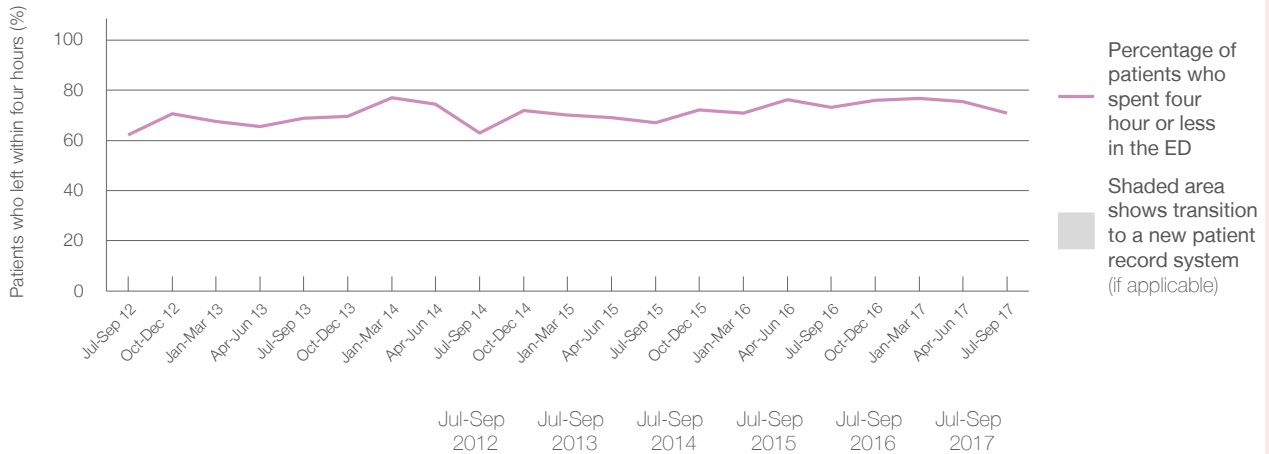
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,451 patients

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> 10,451 patients	9,602	8.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,451 patients	9,600	8.9%
Percentage of patients who spent four hours or less in the ED	73.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	62.1%	68.8%	62.9%	67.0%	73.2%	70.8%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Gosford Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 17,749 patients

Emergency presentations:<sup>2</sup> 17,631 patients

Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,238 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,986 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,700 patients

Median time to start treatment<sup>4</sup> 42 minutes  
 90th percentile time to start treatment<sup>5</sup> 134 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 496 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
2,230	
6 minutes	9 minutes
22 minutes	29 minutes
6,799	
24 minutes	23 minutes
85 minutes	83 minutes
6,614	
39 minutes	30 minutes
125 minutes	121 minutes
447	
26 minutes	26 minutes
116 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Percentage of patients who spent four hours or less in the ED 63.2%

Same period last year	Change since one year ago
16,429	7.9%
62.4%	

\* 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.

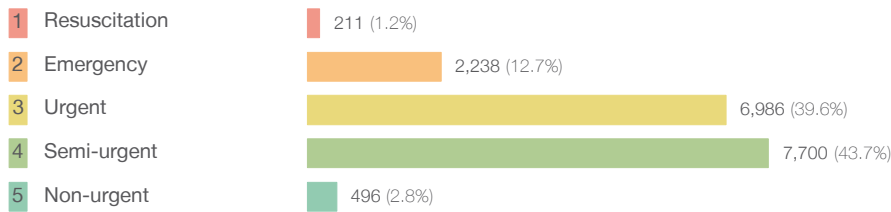
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Gosford Hospital: Patients presenting to the emergency department July to September 2017

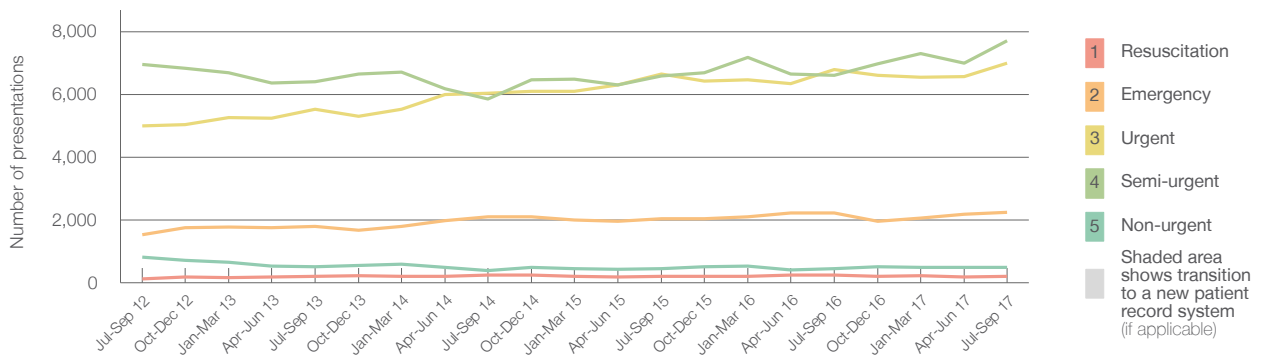
All presentations:<sup>1</sup> 17,749 patients

Emergency presentations<sup>2</sup> by triage category: 17,631 patients



Same period last year	Change since one year ago
16,429	8.0%
16,324	8.0%
234	-9.8%
2,230	0.4%
6,799	2.8%
6,614	16.4%
447	11.0%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	113	191	233	193	234	211
Emergency	1,530	1,789	2,107	2,034	2,230	2,238
Urgent	4,994	5,525	6,028	6,648	6,799	6,986
Semi-urgent	6,958	6,399	5,853	6,596	6,614	7,700
Non-urgent	804	511	389	451	447	496
All emergency presentations	14,399	14,415	14,610	15,922	16,324	17,631

## Gosford Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,207 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,835	
10 minutes	1 minute
72 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.

## Gosford Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,238

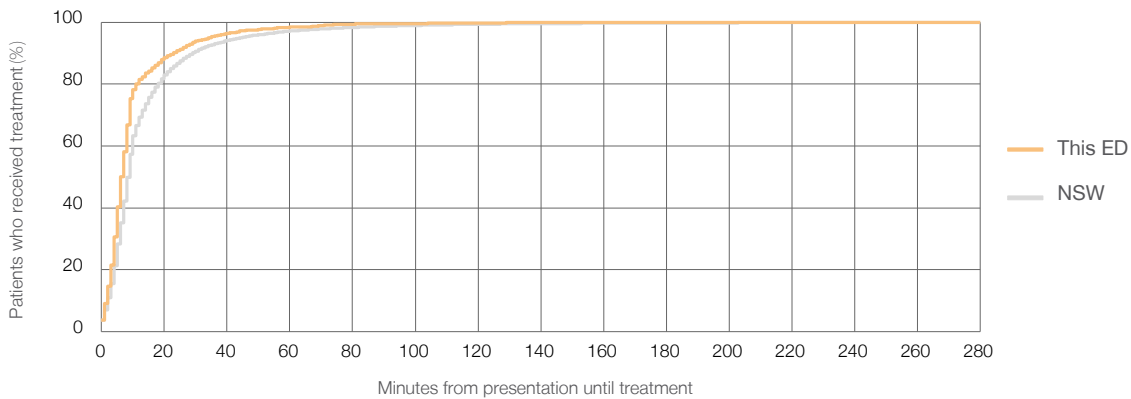
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,233

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

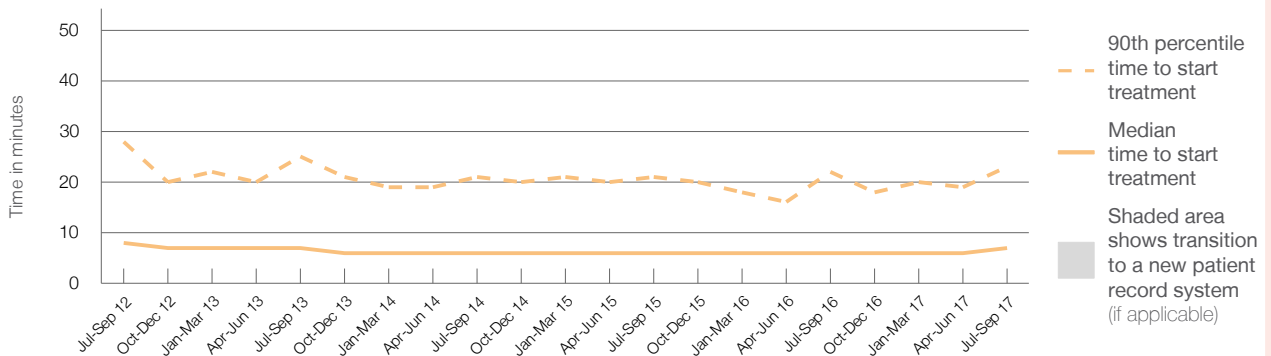
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
2,230	
2,224	
6 minutes	9 minutes
22 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	28	25	21	21	22	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.

## Gosford Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,986

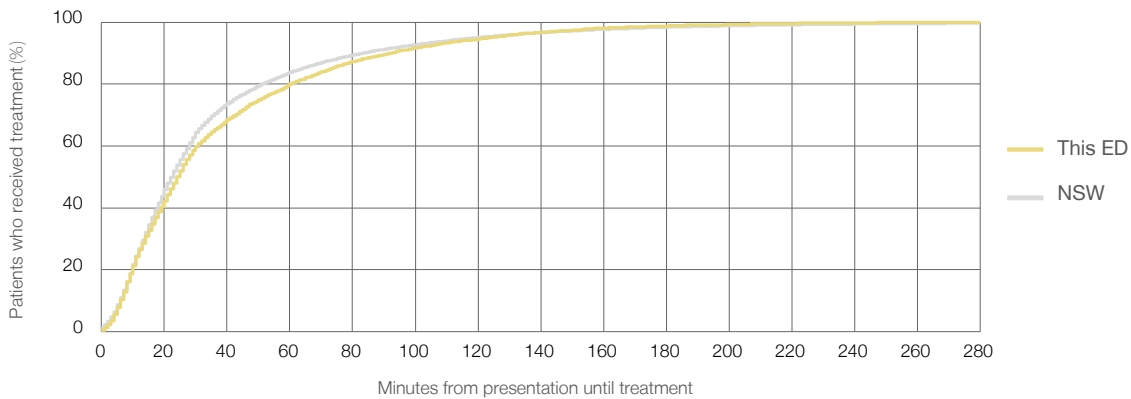
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,866

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

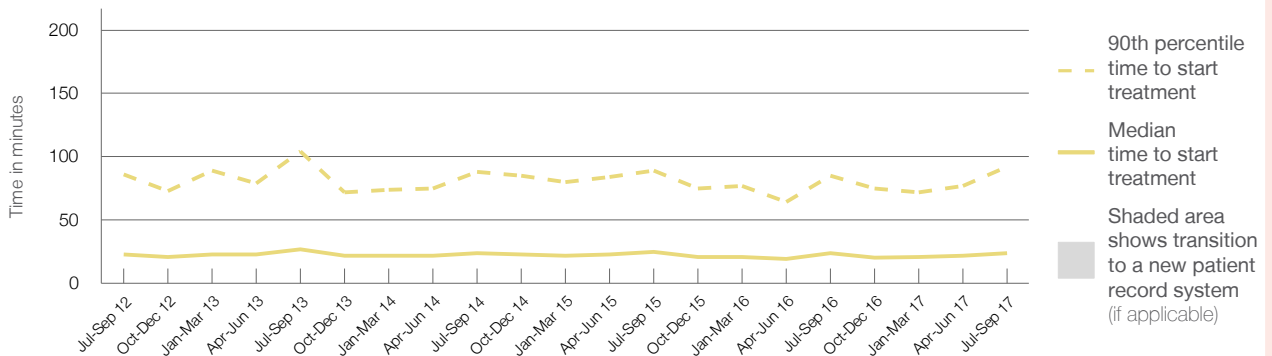
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
6,799	
6,678	
24 minutes	23 minutes
85 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	27	24	25	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	86	104	88	89	85	92

(†) 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.

## Gosford Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 7,700

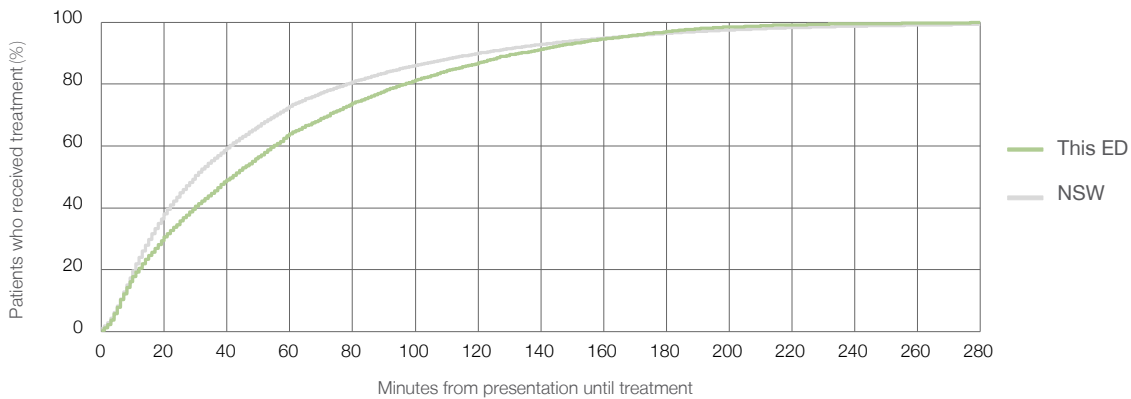
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,208

Median time to start treatment<sup>4</sup>  42 minutes

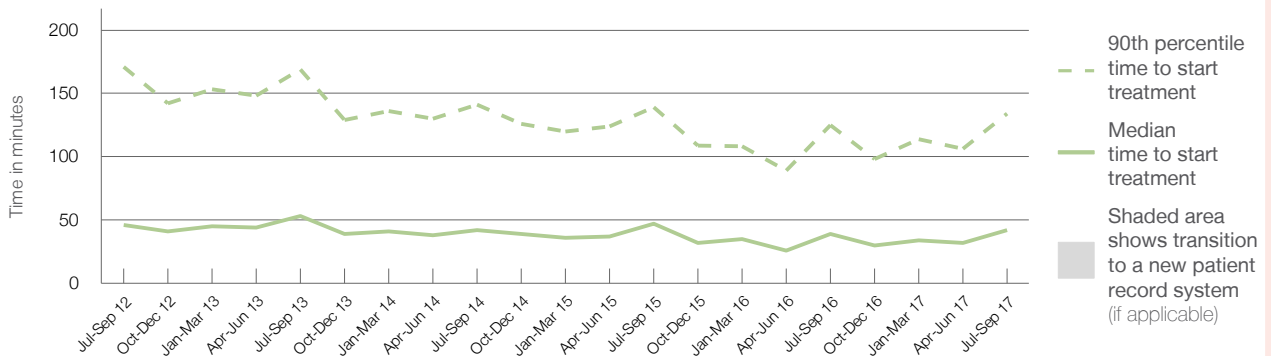
90th percentile time to start treatment<sup>5</sup>  134 minutes

Same period last year	NSW (this period)
6,614	
6,265	
39 minutes	30 minutes
125 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	53	42	47	39	42
90th percentile time to start treatment <sup>5</sup> (minutes)	171	169	141	139	125	134

(†) 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.



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

July to September 2017

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

Number of triage 5 patients: 496

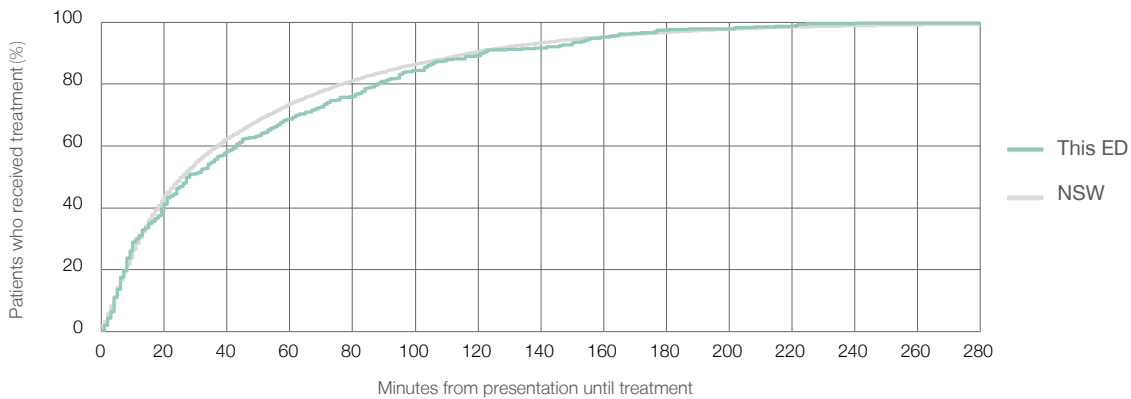
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 387

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

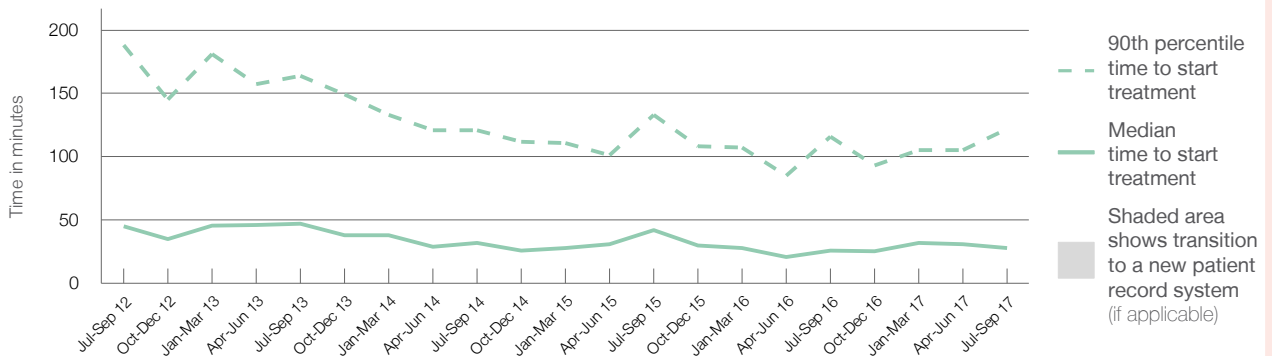
90th percentile time to start treatment<sup>5</sup> 122 minutes

Same period last year	NSW (this period)
447	
366	
26 minutes	26 minutes
116 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	45	47	32	42	26	28
90th percentile time to start treatment <sup>5</sup> (minutes)	188	164	121	133	116	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.

## Gosford Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 17,749 patients

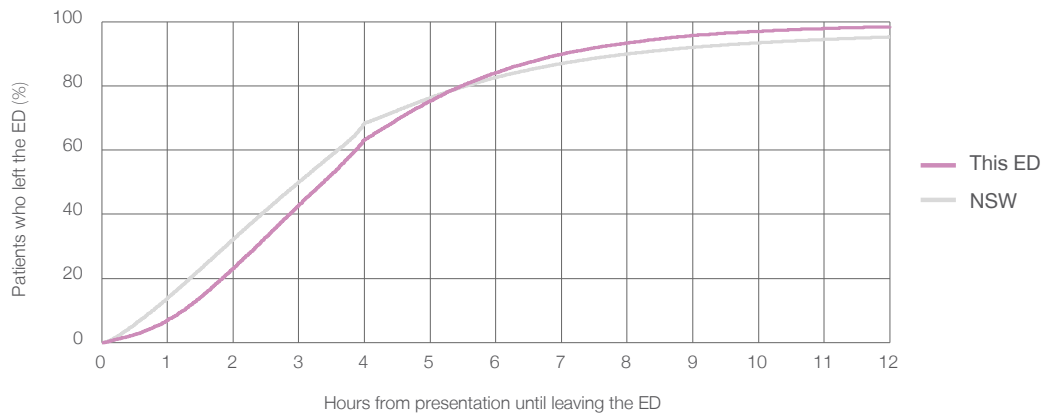
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

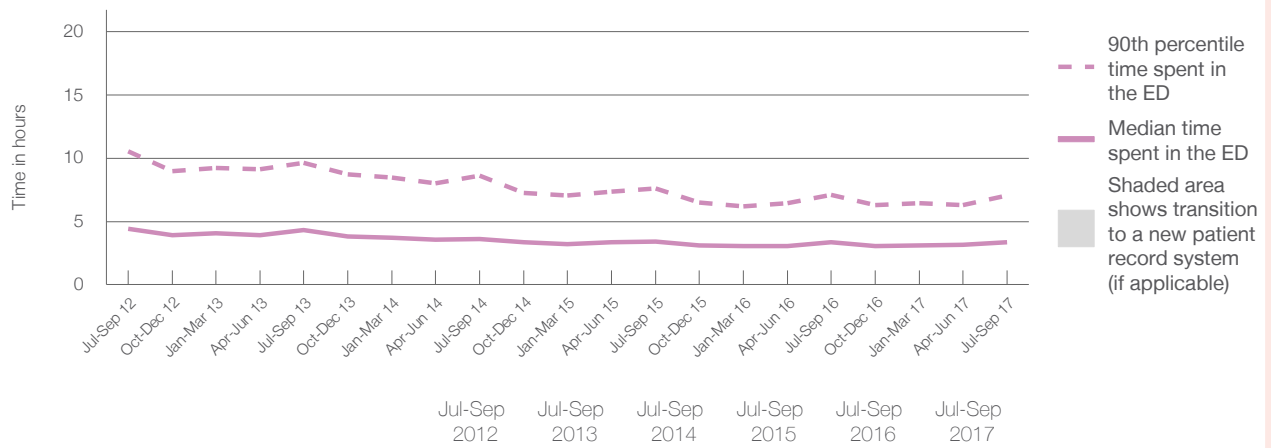
90th percentile time spent in the ED<sup>9</sup> 7 hours and 2 minutes

Same period last year	NSW (this period)
16,429	16,429
3 hours and 21 minutes	3 hours and 0 minutes
7 hours and 5 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m	3h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 33m	9h 39m	8h 36m	7h 37m	7h 5m	7h 2m

(†) 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.

## Gosford Hospital: Time patients spent in the ED

### By mode of separation

July to September 2017

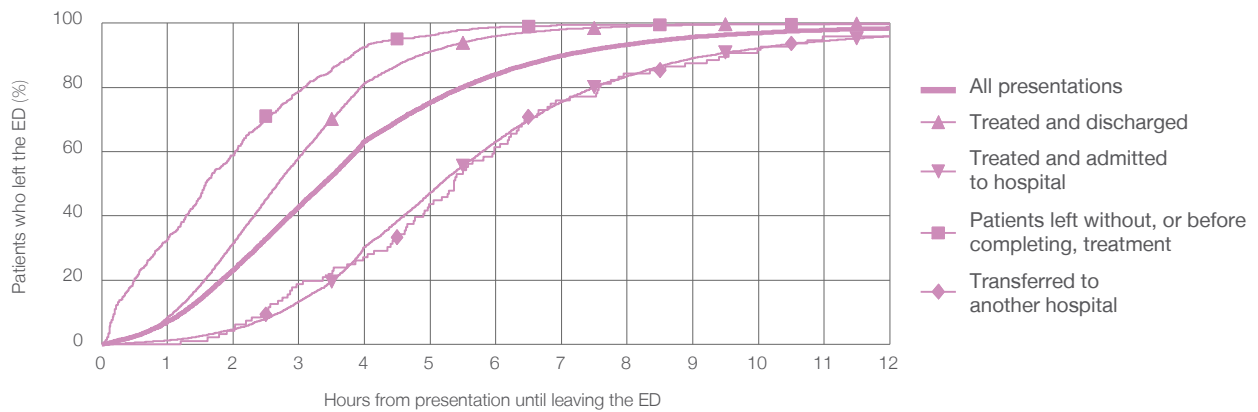
All presentations:<sup>1</sup> 17,749 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

Treated and discharged	10,412 (58.7%)
Treated and admitted to hospital	6,386 (36.0%)
Patient left without, or before completing, treatment	784 (4.4%)
Transferred to another hospital	96 (0.5%)
Other	71 (0.4%)

Same period last year	Change since one year ago
16,429	7.9%
9,327	11.6%
6,322	1.0%
616	27.3%
110	-12.7%
54	31.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	8.4%	31.6%	58.2%	81.3%	96.0%	99.0%	99.7%	99.8%
Treated and admitted to hospital	1.2%	4.6%	13.3%	30.3%	63.2%	83.5%	92.2%	96.0%
Patient left without, or before completing, treatment	32.7%	58.8%	78.8%	92.6%	98.7%	99.5%	99.6%	99.7%
Transferred to another hospital	0%	4.2%	18.8%	27.1%	61.5%	84.4%	91.7%	95.8%
All presentations	7.1%	23.1%	42.9%	63.2%	84.1%	93.4%	97.0%	98.4%

(†) 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.

**Gosford Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 17,749 patients

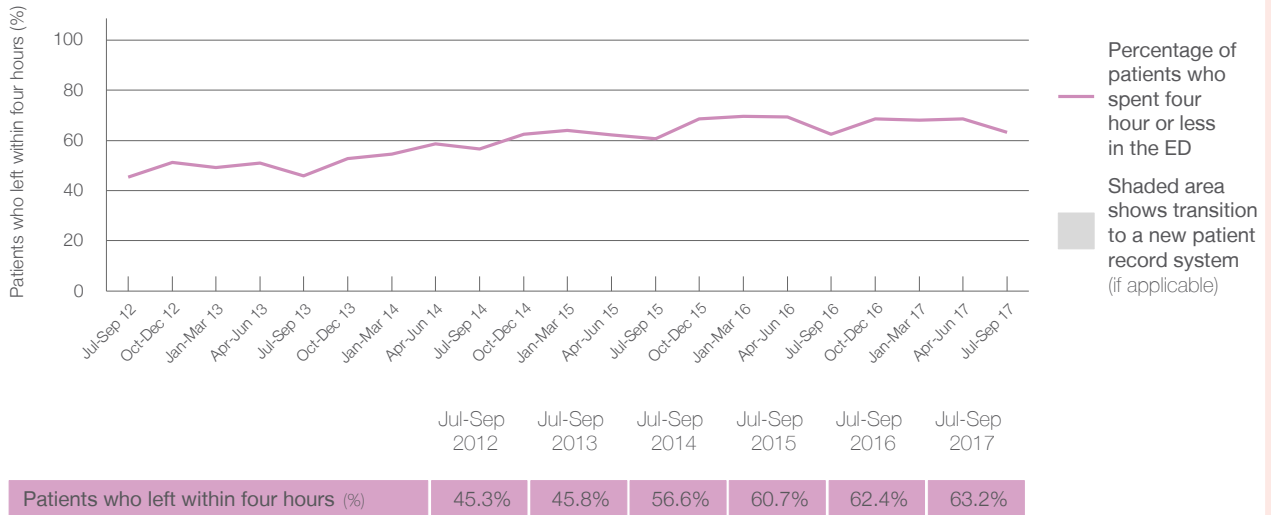
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,735 patients

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	16,429	8.0%
Presentations used to calculate time to leaving the ED	16,429	7.9%
Percentage of patients who spent four hours or less in the ED	62.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## John Hunter Hospital: Emergency department (ED) overview July to September 2017

All presentations:<sup>1</sup> 20,698 patients

Emergency presentations:<sup>2</sup> 20,527 patients

Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%

## John Hunter Hospital: Time patients waited to start treatment<sup>3</sup> July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,861 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 10,803 patients

Median time to start treatment<sup>4</sup> 43 minutes  
90th percentile time to start treatment<sup>5</sup> 148 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,980 patients

Median time to start treatment<sup>4</sup> 48 minutes  
90th percentile time to start treatment<sup>5</sup> 169 minutes

Same period last year	NSW (this period)
1,792	
7 minutes	9 minutes
24 minutes	29 minutes
5,170	
24 minutes	23 minutes
86 minutes	83 minutes
9,699	
36 minutes	30 minutes
122 minutes	121 minutes
2,431	
33 minutes	26 minutes
120 minutes	118 minutes

## John Hunter Hospital: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,698 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
19,453	6.4%
64.3%	

\* 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.

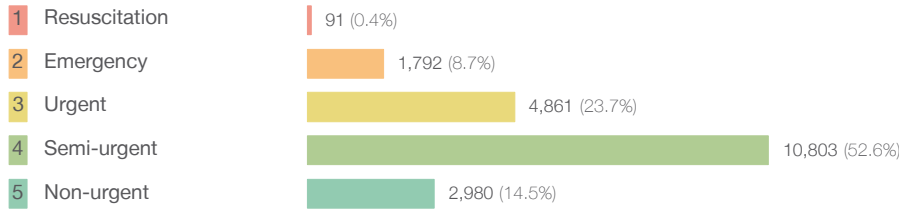
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## John Hunter Hospital: Patients presenting to the emergency department July to September 2017

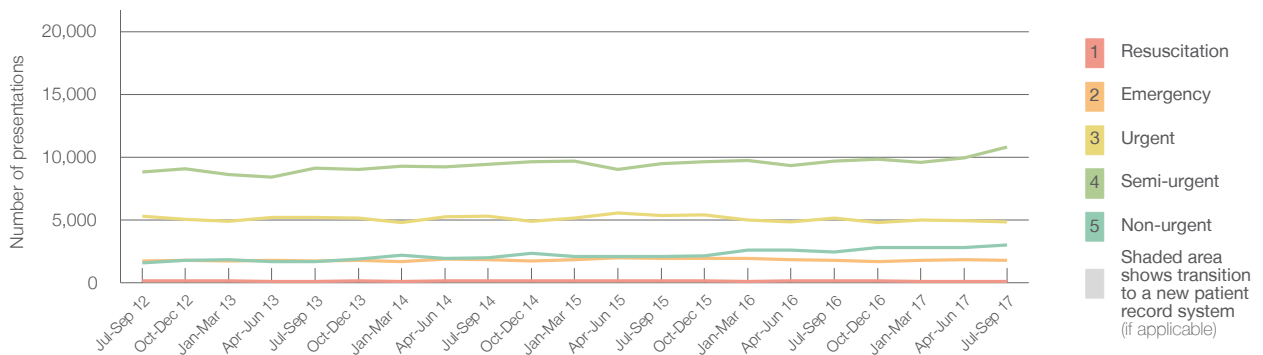
All presentations:<sup>1</sup> 20,698 patients

Emergency presentations<sup>2</sup> by triage category: 20,527 patients



Same period last year	Change since one year ago
19,453	6.4%
19,233	6.7%
141	-35.5%
1,792	0.0%
5,170	-6.0%
9,699	11.4%
2,431	22.6%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	155	118	142	170	141	91
Emergency	1,719	1,722	1,821	1,951	1,792	1,792
Urgent	5,276	5,188	5,309	5,349	5,170	4,861
Semi-urgent	8,824	9,102	9,429	9,455	9,699	10,803
Non-urgent	1,550	1,680	1,982	2,084	2,431	2,980
All emergency presentations	17,524	17,810	18,683	19,009	19,233	20,527

## John Hunter Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,193 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,816	
11 minutes	1 minute
24 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.

## John Hunter Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,792

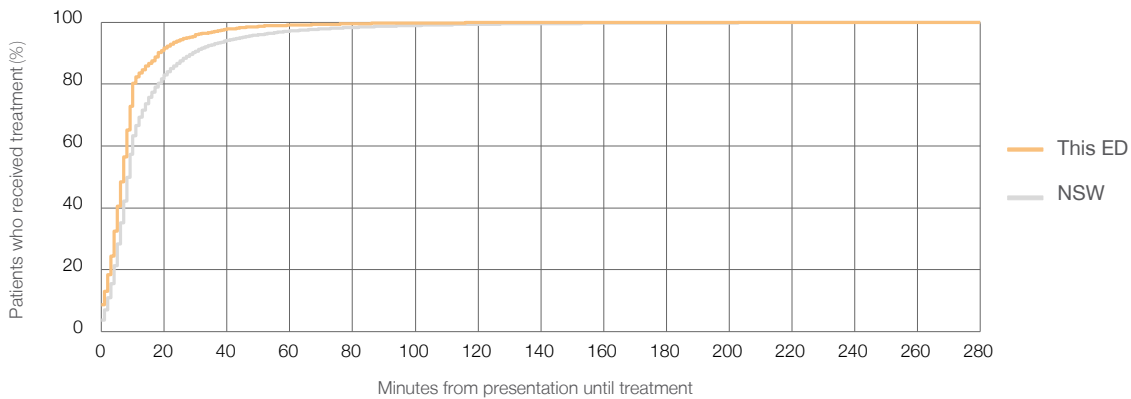
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,779

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

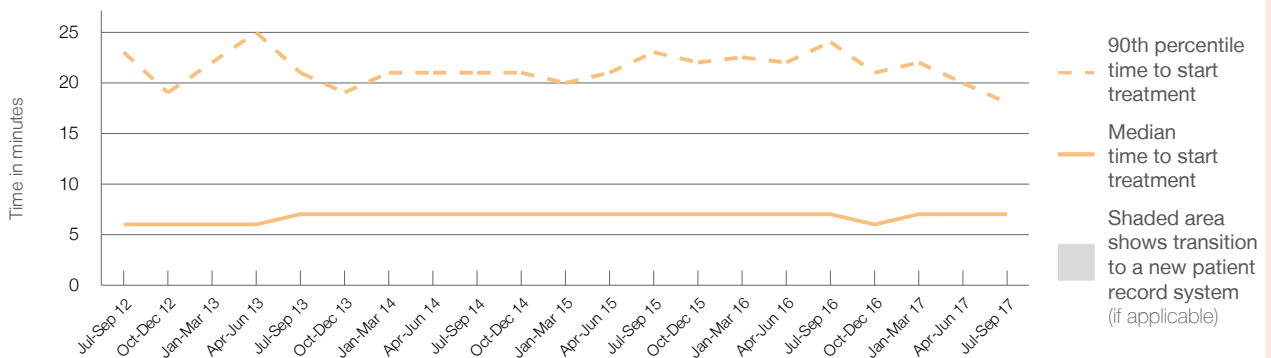
90th percentile time to start treatment<sup>5</sup> 18 minutes

Same period last year	NSW (this period)
1,792	1,784
7 minutes	9 minutes
24 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	23	21	21	23	24	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.

## John Hunter Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,861

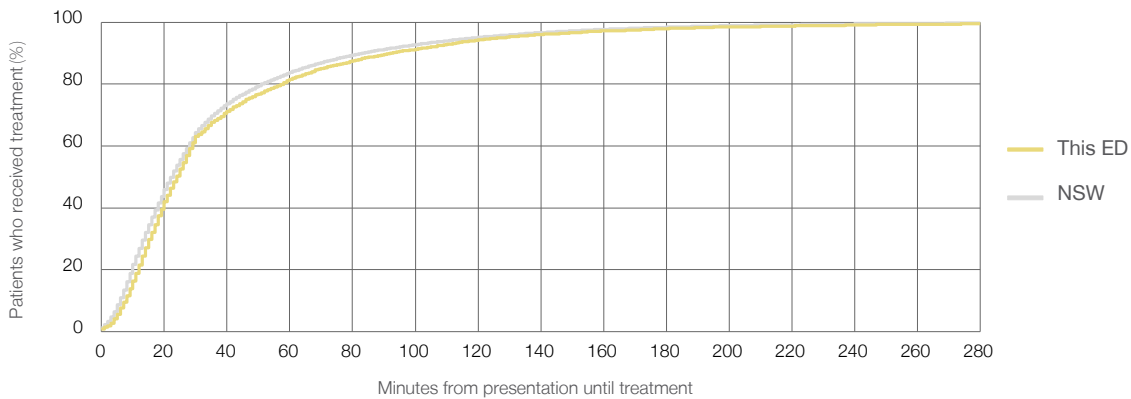
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,708

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

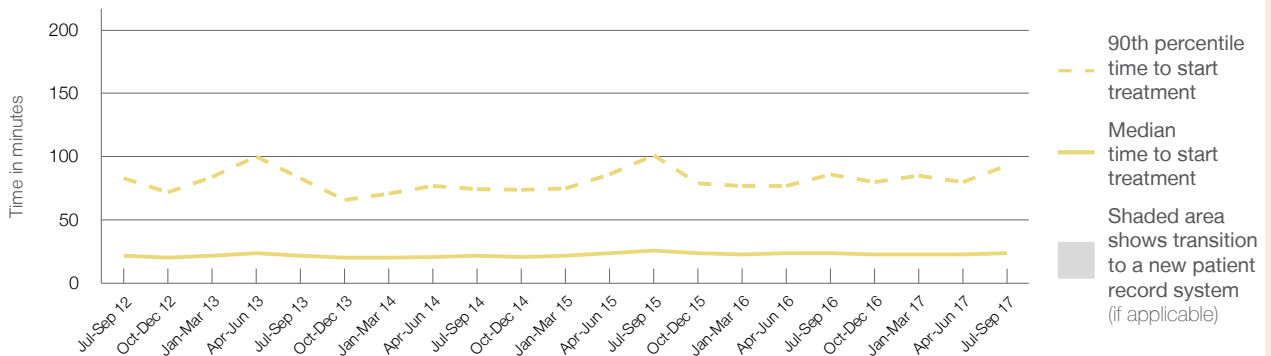
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
5,170	5,067
24 minutes	23 minutes
86 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	22	22	26	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	83	83	75	101	86	93

(†) 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.



## John Hunter Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 10,803

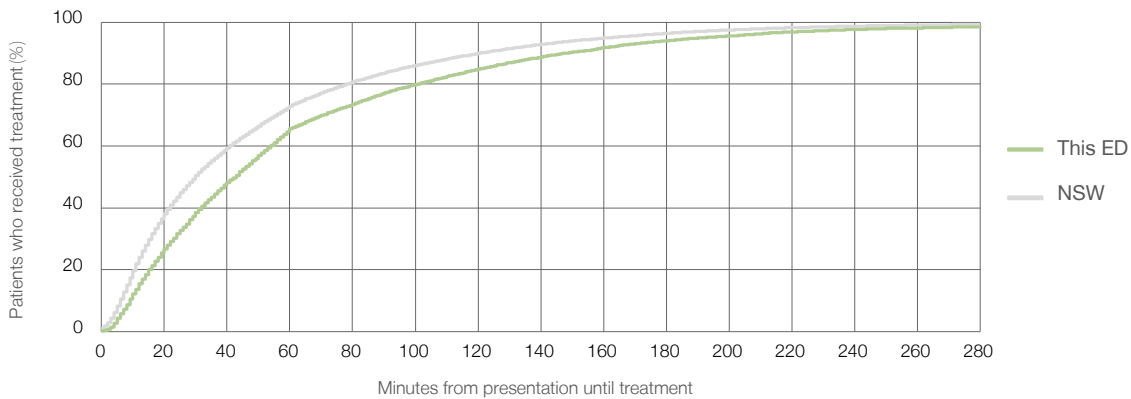
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,495

Median time to start treatment<sup>4</sup> 43 minutes

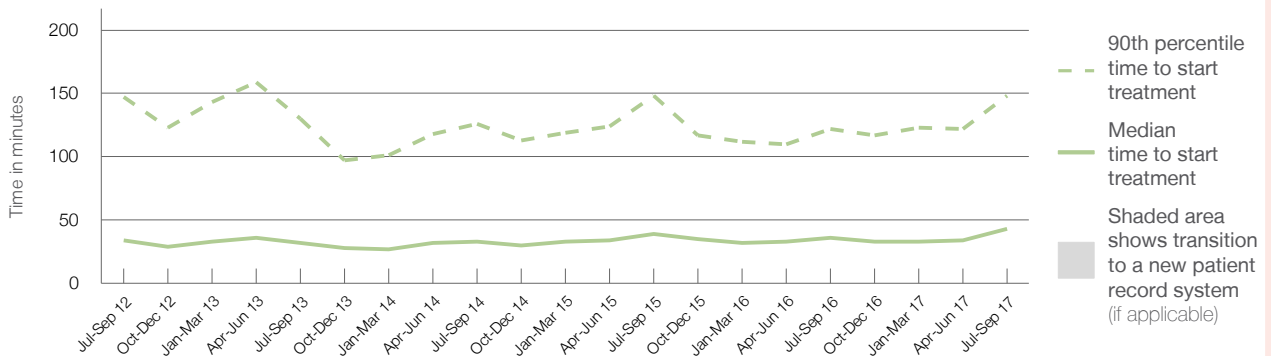
90th percentile time to start treatment<sup>5</sup> 148 minutes

Same period last year	NSW (this period)
9,699	8,993
36 minutes	30 minutes
122 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	32	33	39	36	43
90th percentile time to start treatment <sup>5</sup> (minutes)	147	130	126	148	122	148

(†) 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.

## John Hunter Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,980

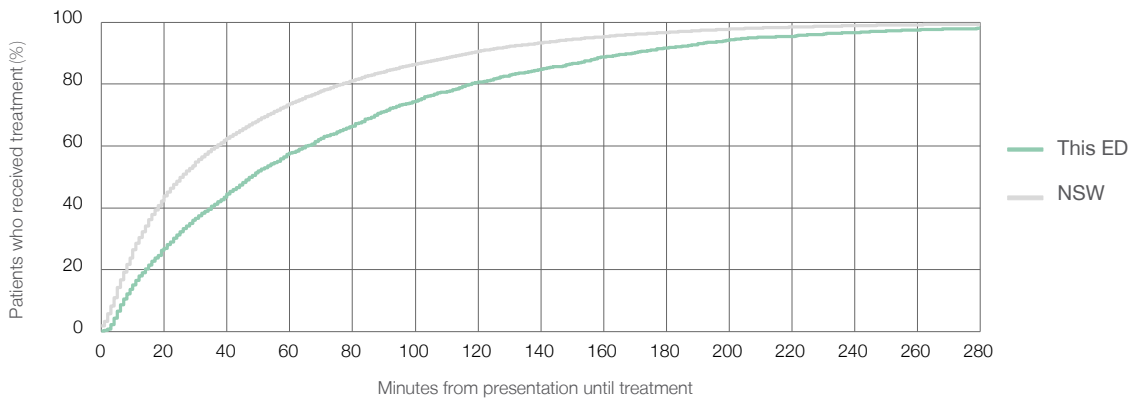
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,320

Median time to start treatment<sup>4</sup>  48 minutes

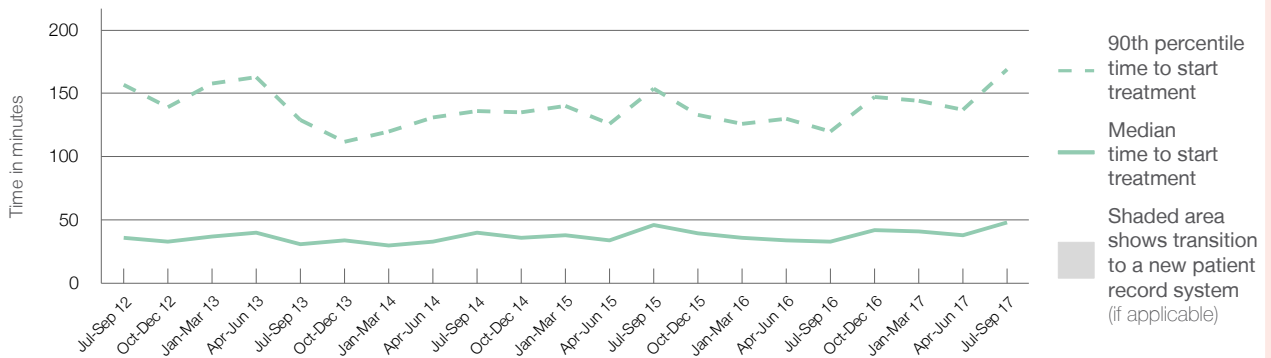
90th percentile time to start treatment<sup>5</sup>  169 minutes

Same period last year	NSW (this period)
2,431	2,054
33 minutes	26 minutes
120 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	36	31	40	46	33	48
90th percentile time to start treatment <sup>5</sup> (minutes)	157	129	136	154	120	169

(†) 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.

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

July to September 2017

All presentations:<sup>1</sup> 20,698 patients

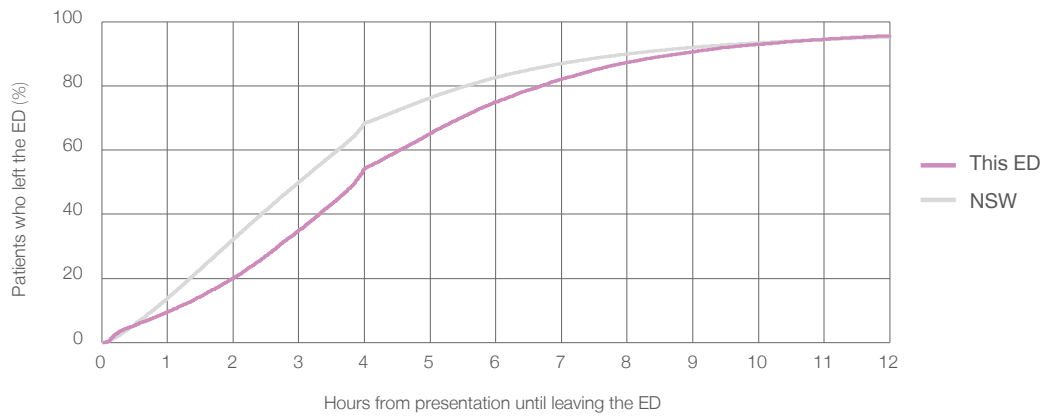
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,698 patients

Median time spent in the ED<sup>8</sup> 3 hours and 52 minutes

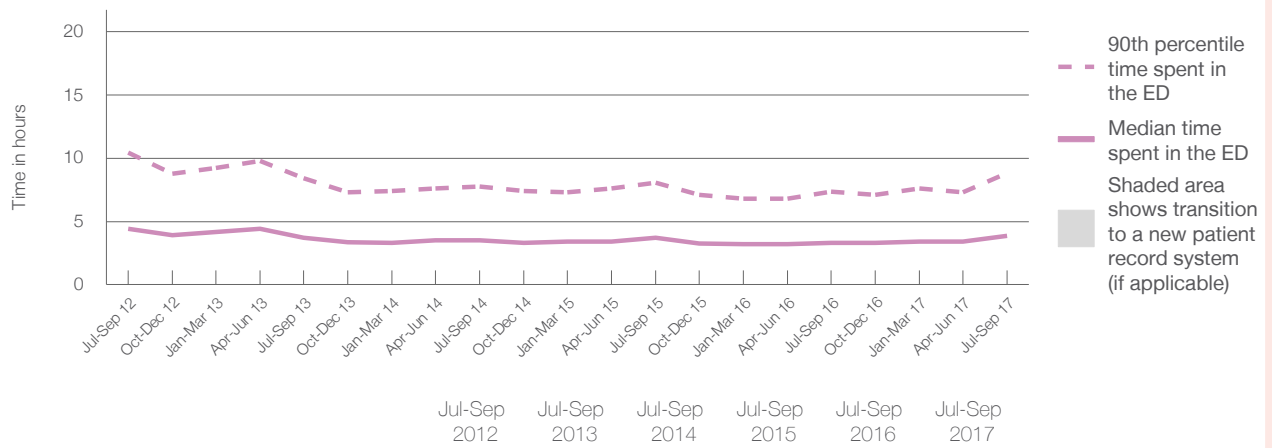
90th percentile time spent in the ED<sup>9</sup> 8 hours and 49 minutes

Same period last year	NSW (this period)
19,453	19,453
3 hours and 19 minutes	3 hours and 0 minutes
7 hours and 21 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m	3h 52m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 26m	8h 25m	7h 45m	8h 5m	7h 21m	8h 49m

(†) 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.

**John Hunter Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

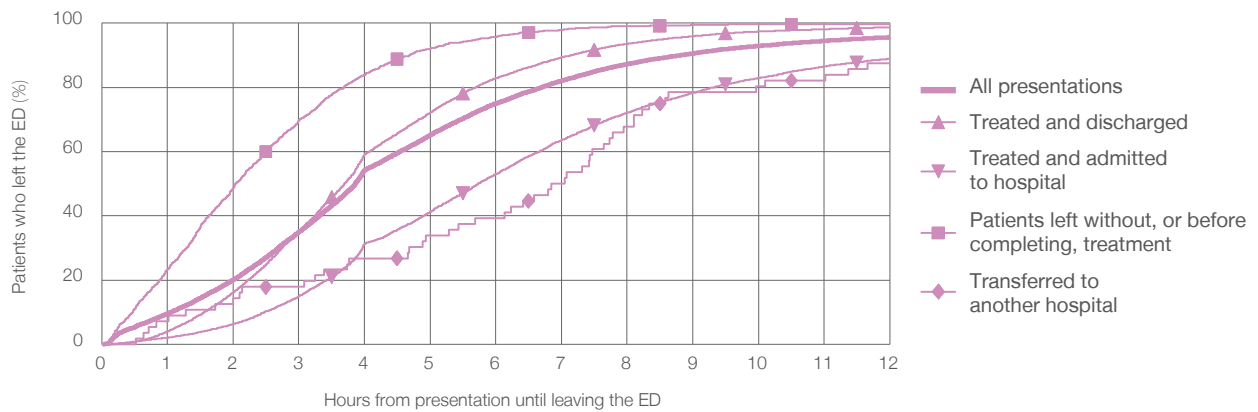
All presentations:<sup>1</sup> 20,698 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,698 patients

Treated and discharged	10,999 (53.1%)
Treated and admitted to hospital	6,778 (32.7%)
Patient left without, or before completing, treatment	1,506 (7.3%)
Transferred to another hospital	56 (0.3%)
Other	1,359 (6.6%)

Same period last year	Change since one year ago
19,453	6.4%
11,052	-0.5%
6,817	-0.6%
681	121.1%
53	5.7%
850	59.9%

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



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

Treated and discharged	4.0%	16.2%	35.1%	59.1%	82.9%	93.6%	97.4%	98.7%
Treated and admitted to hospital	2.1%	6.3%	15.0%	31.3%	53.0%	72.1%	82.9%	89.0%
Patient left without, or before completing, treatment	23.3%	48.9%	69.7%	83.9%	95.8%	99.1%	99.6%	99.7%
Transferred to another hospital	7.1%	14.3%	17.9%	26.8%	39.3%	67.9%	80.4%	87.5%
All presentations	9.6%	20.1%	35.0%	54.3%	75.0%	87.3%	92.9%	95.6%

(†) 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.

## John Hunter Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:<sup>1</sup> 20,698 patients

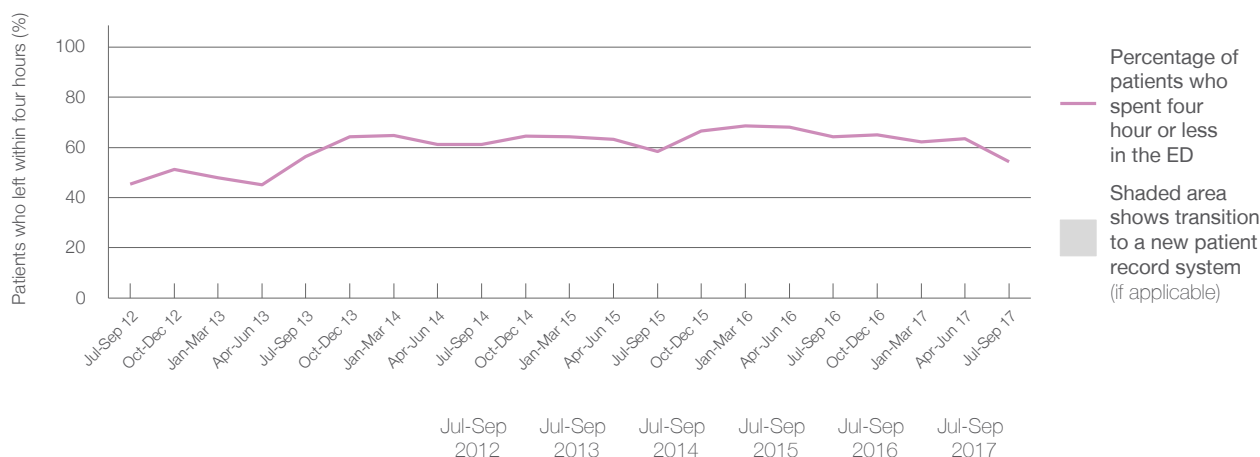
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,698 patients

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



Same period last year	Change since one year ago
19,453	6.4%
19,453	6.4%
64.3%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	45.3%	56.2%	61.2%	58.4%	64.3%	54.3%

\* 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).
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- 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Liverpool Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 22,555 patients


Emergency presentations:<sup>2</sup> 22,453 patients

Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%

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

July to September 2017



**Triage 2** Emergency (e.g. chest pain, severe burns): 4,566 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  35 minutes


**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 11,445 patients

Median time to start treatment<sup>4</sup>  18 minutes  
90th percentile time to start treatment<sup>5</sup>  71 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,143 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  81 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,141 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
3,482	
9 minutes	9 minutes
31 minutes	29 minutes
10,820	
16 minutes	23 minutes
57 minutes	83 minutes
4,946	
17 minutes	30 minutes
67 minutes	121 minutes
1,028	
14 minutes	26 minutes
67 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,553 patients

Percentage of patients who spent four hours or less in the ED  51.2%

Same period last year	Change since one year ago
20,751	8.7%
53.2%	

\* 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.

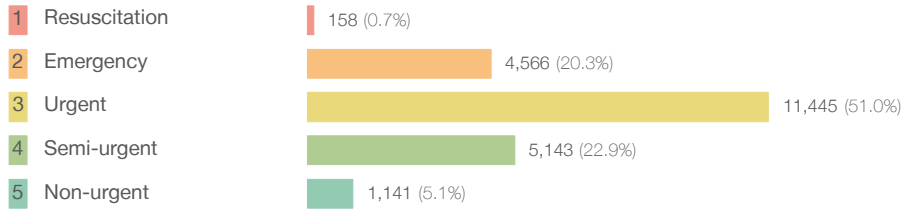
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Liverpool Hospital: Patients presenting to the emergency department July to September 2017

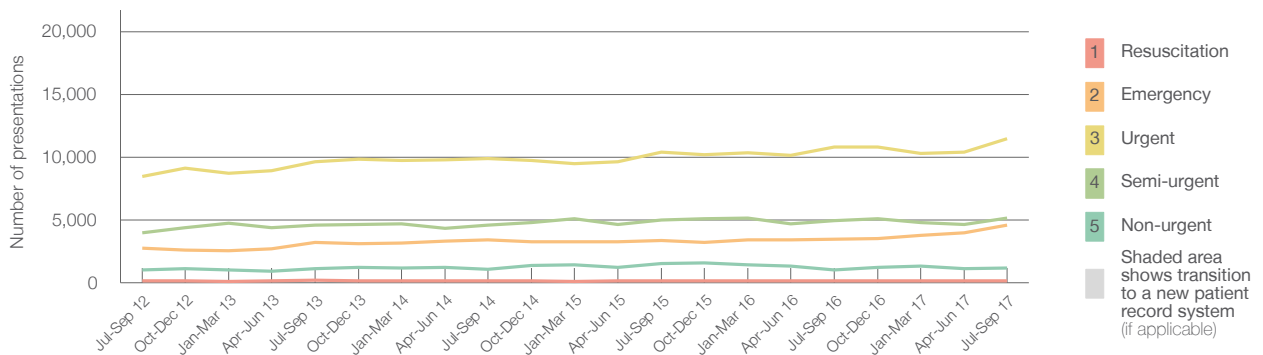
All presentations:<sup>1</sup> 22,555 patients

Emergency presentations<sup>2</sup> by triage category: 22,453 patients



	Same period last year	Change since one year ago
All presentations	20,752	8.7%
Emergency presentations	20,429	9.9%
1 Resuscitation	153	3.3%
2 Emergency	3,482	31.1%
3 Urgent	10,820	5.8%
4 Semi-urgent	4,946	4.0%
5 Non-urgent	1,028	11.0%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	145	176	156	159	153	158
Emergency	2,762	3,183	3,403	3,384	3,482	4,566
Urgent	8,483	9,650	9,869	10,420	10,820	11,445
Semi-urgent	3,947	4,567	4,560	5,006	4,946	5,143
Non-urgent	1,035	1,112	1,072	1,521	1,028	1,141
All emergency presentations	16,372	18,688	19,060	20,490	20,429	22,453

## Liverpool Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,844 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,890	
ED Transfer of care time	13 minutes	4 minutes
90th percentile time	39 minutes	25 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.

## Liverpool Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,566

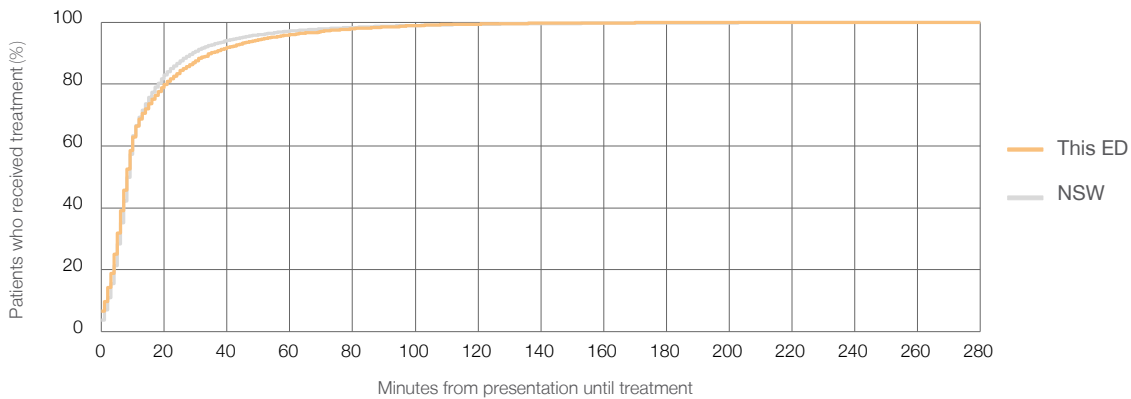
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,538

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

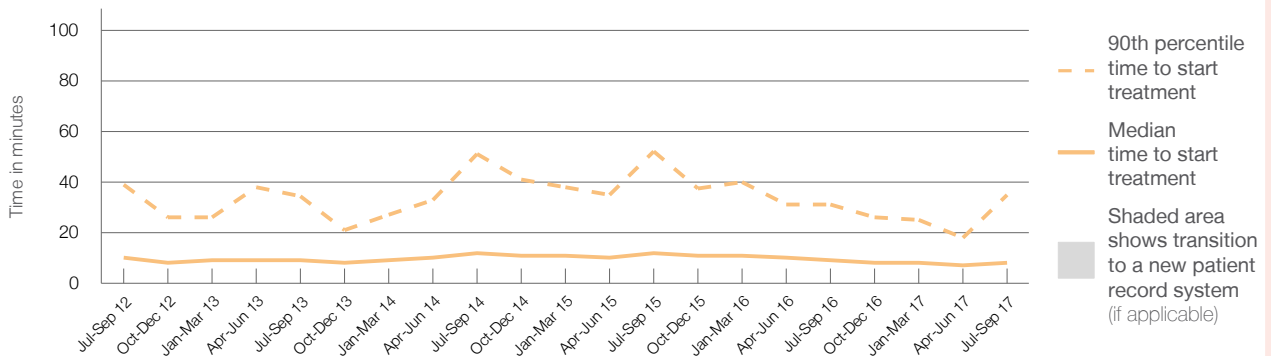
90th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
3,482	
3,455	
9 minutes	9 minutes
31 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	10	9	12	12	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	39	35	51	52	31	35

(†) 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.



## Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 11,445

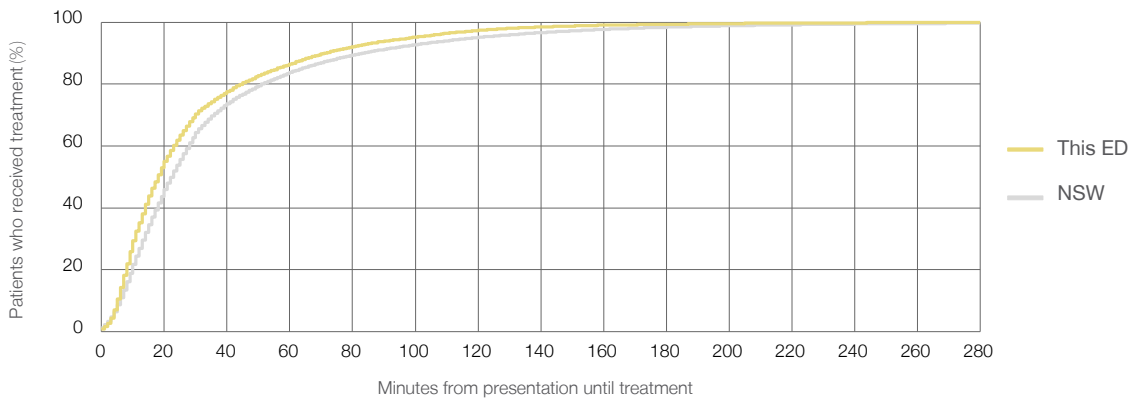
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 11,021

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

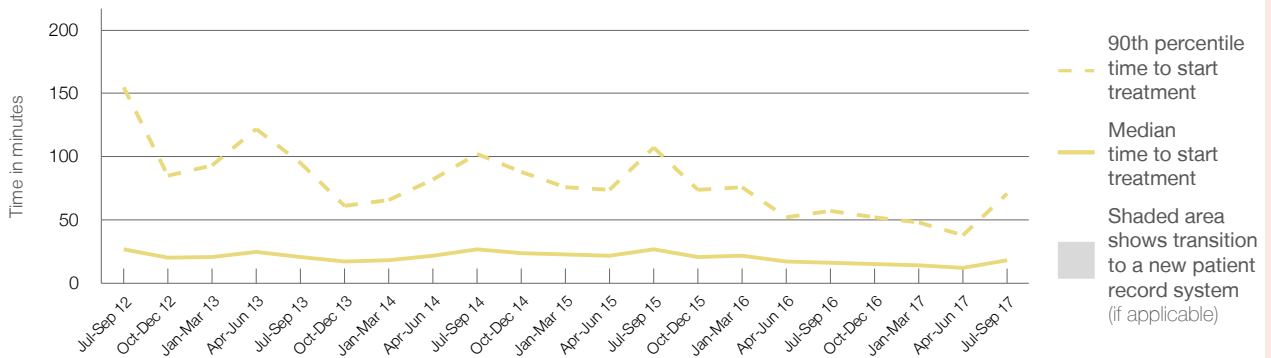
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
10,820	10,500
16 minutes	23 minutes
57 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	27	21	27	27	16	18
90th percentile time to start treatment <sup>5</sup> (minutes)	155	95	102	107	57	71

(†) 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.

## Liverpool Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 5,143

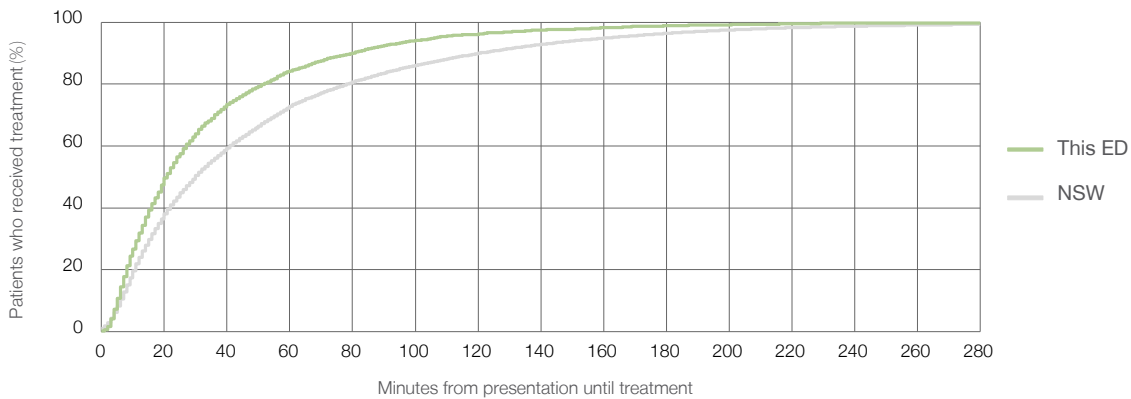
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,663

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

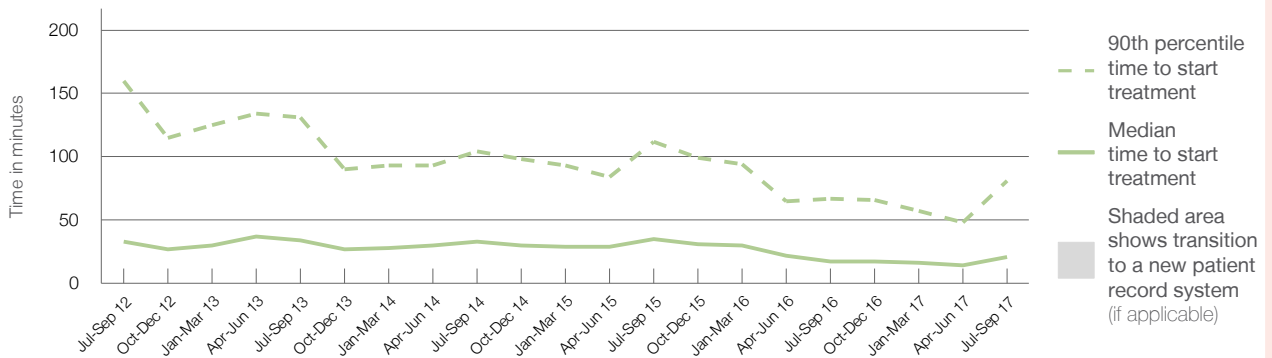
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
4,946	4,477
17 minutes	30 minutes
67 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	33	34	33	35	17	21
90th percentile time to start treatment <sup>5</sup> (minutes)	160	131	104	112	67	81

(†) 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.

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

July to September 2017

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

Number of triage 5 patients: 1,141

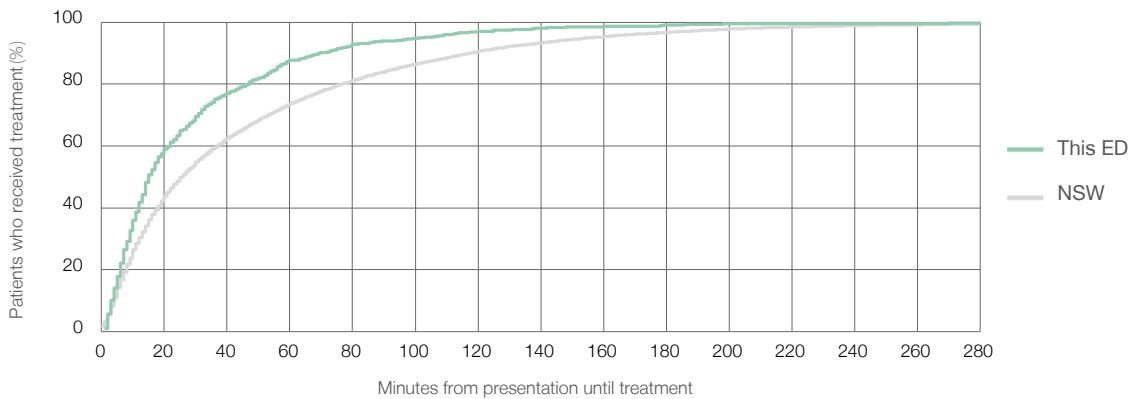
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 900

Median time to start treatment<sup>4</sup> 15 minutes

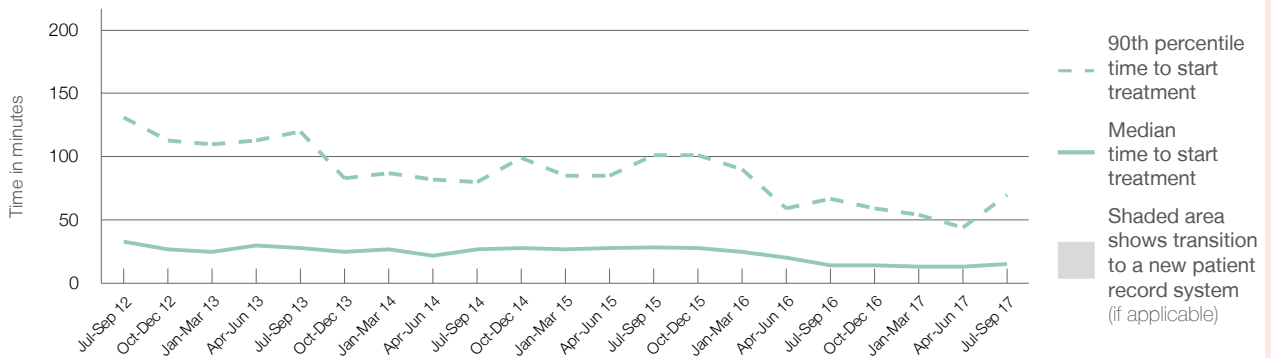
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
1,028	
814	
14 minutes	26 minutes
67 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	33	28	27	29	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)	131	120	80	101	67	70

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

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

## Liverpool Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 22,555 patients

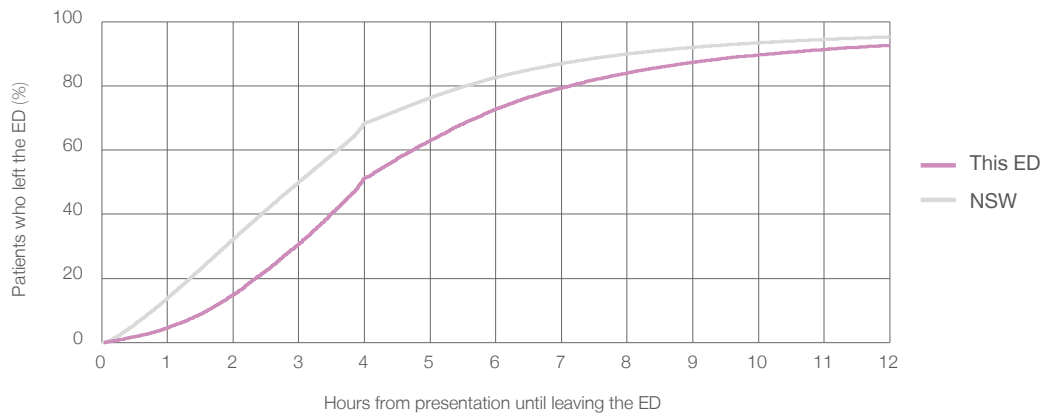
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,553 patients

Median time spent in the ED<sup>8</sup> 3 hours and 58 minutes

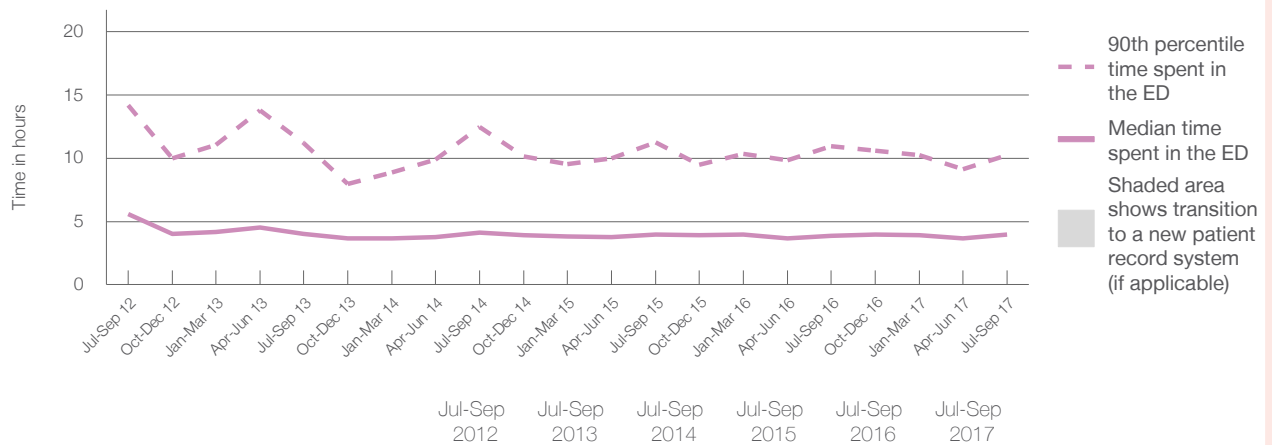
90th percentile time spent in the ED<sup>9</sup> 10 hours and 13 minutes

Same period last year	NSW (this period)
20,752	20,751
3 hours and 53 minutes	3 hours and 0 minutes
10 hours and 56 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m

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

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

**Liverpool Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

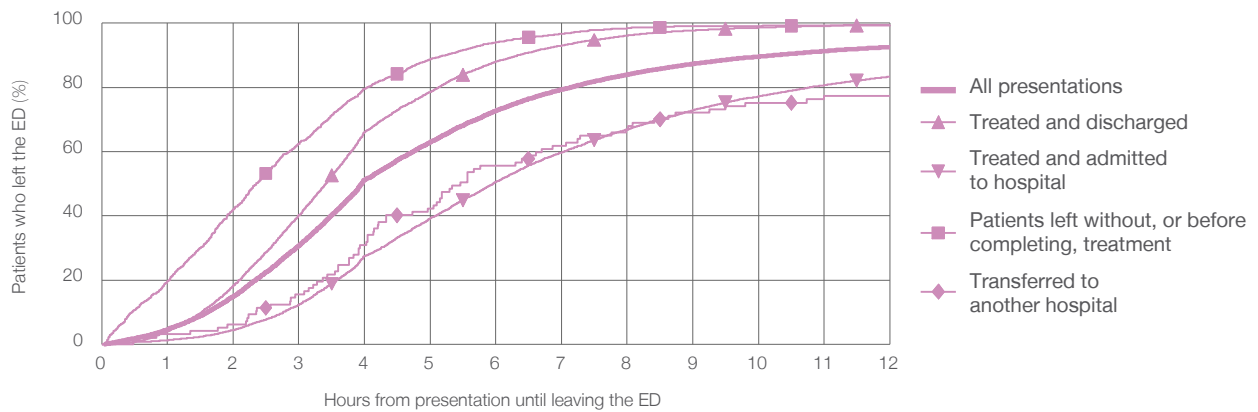
All presentations:<sup>1</sup> 22,555 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,553 patients

Treated and discharged	10,726 (47.6%)
Treated and admitted to hospital	9,459 (41.9%)
Patient left without, or before completing, treatment	2,104 (9.3%)
Transferred to another hospital	97 (0.4%)
Other	169 (0.7%)

Same period last year	Change since one year ago
20,751	8.7%
8,663	23.8%
10,086	-6.2%
1,762	19.4%
81	19.8%
160	5.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.1%	18.3%	40.2%	66.2%	88.1%	96.2%	98.6%	99.4%
Treated and admitted to hospital	1.2%	4.5%	12.4%	27.5%	50.6%	66.9%	77.2%	83.4%
Patient left without, or before completing, treatment	19.6%	42.0%	62.5%	79.6%	94.1%	98.4%	99.2%	99.4%
Transferred to another hospital	3.1%	6.2%	15.5%	30.9%	55.7%	67.0%	75.3%	77.3%
All presentations	4.6%	15.0%	30.8%	51.2%	72.8%	84.0%	89.6%	92.6%

(†) 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.

**Liverpool Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 22,555 patients

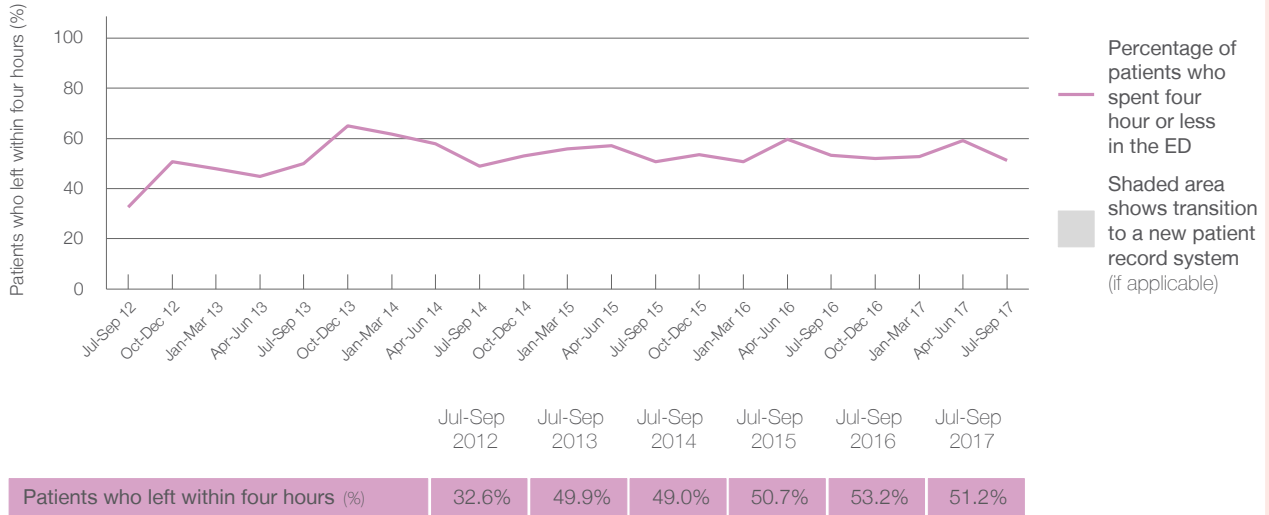
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,553 patients

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	20,752	8.7%
Presentations used to calculate time to leaving the ED	20,751	8.7%
Percentage of patients who spent four hours or less in the ED	53.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

## Nepean Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 18,747 patients

Emergency presentations:<sup>2</sup> 18,603 patients

Same period last year	Change since one year ago
17,046	10.0%
16,905	10.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,028 patients

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

90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,398 patients

Median time to start treatment<sup>4</sup> 45 minutes

90th percentile time to start treatment<sup>5</sup> 162 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,225 patients

Median time to start treatment<sup>4</sup> 47 minutes

90th percentile time to start treatment<sup>5</sup> 163 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,823 patients

Median time to start treatment<sup>4</sup> 38 minutes

90th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
2,633	
11 minutes	9 minutes
51 minutes	29 minutes
5,005	
30 minutes	23 minutes
145 minutes	83 minutes
7,332	
32 minutes	30 minutes
144 minutes	121 minutes
1,836	
35 minutes	26 minutes
137 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
17,018	10.1%
52.7%	

\* 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.

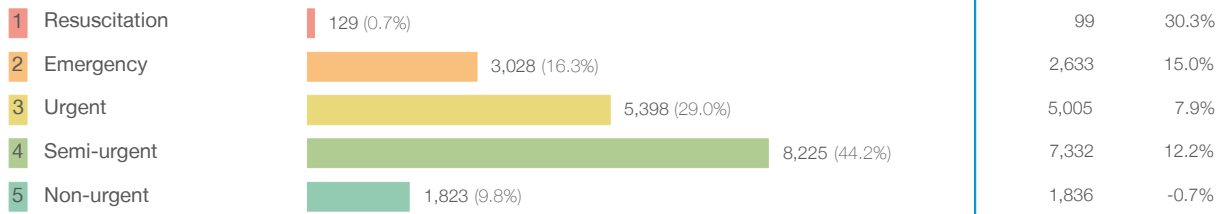
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

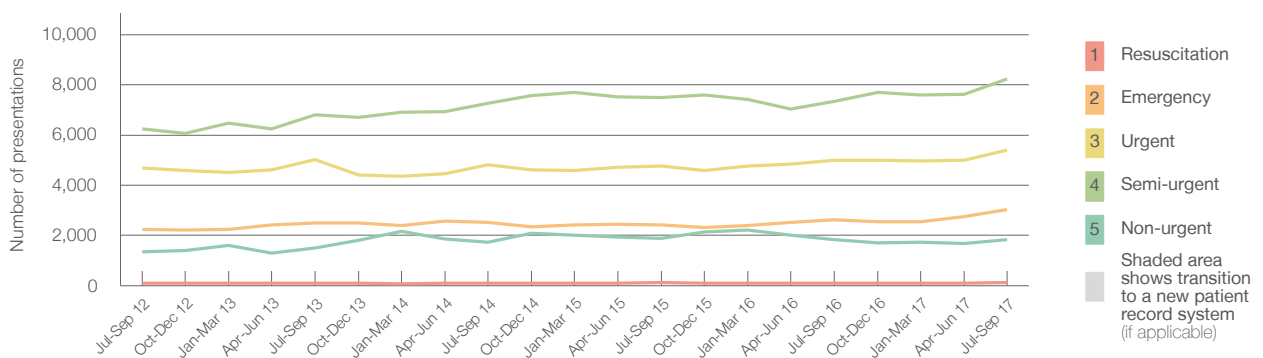
## Nepean Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 18,747 patients

Emergency presentations<sup>2</sup> by triage category: 18,603 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	98	99	94	118	99	129
Emergency	2,234	2,493	2,522	2,414	2,633	3,028
Urgent	4,696	5,019	4,810	4,767	5,005	5,398
Semi-urgent	6,252	6,812	7,268	7,501	7,332	8,225
Non-urgent	1,350	1,489	1,733	1,886	1,836	1,823
All emergency presentations	14,630	15,912	16,427	16,686	16,905	18,603

## Nepean Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,120 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.



## Nepean Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 3,028

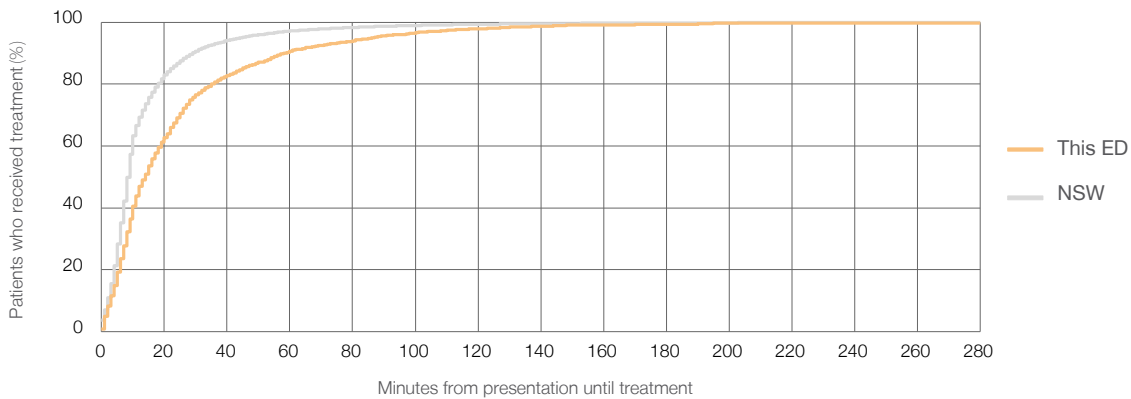
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,990

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

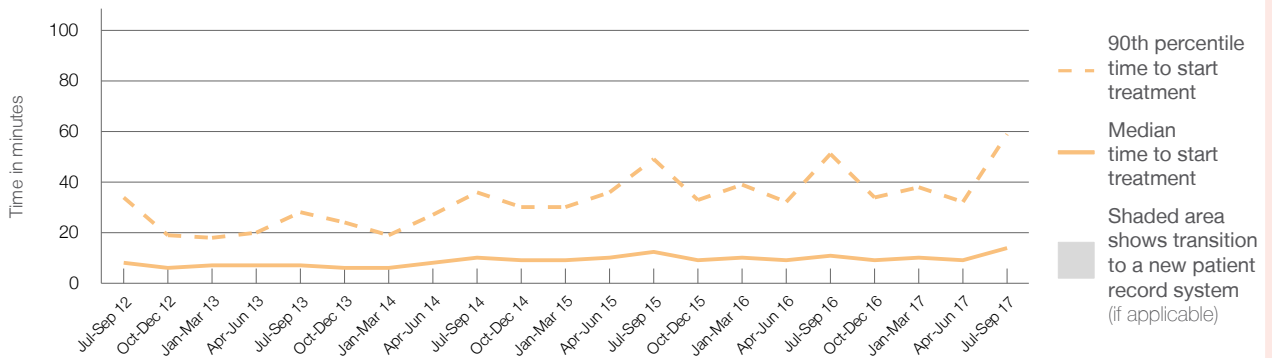
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
2,633	
2,602	
11 minutes	9 minutes
51 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	10	13	11	14
90th percentile time to start treatment <sup>5</sup> (minutes)	34	28	36	49	51	59

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 5,398

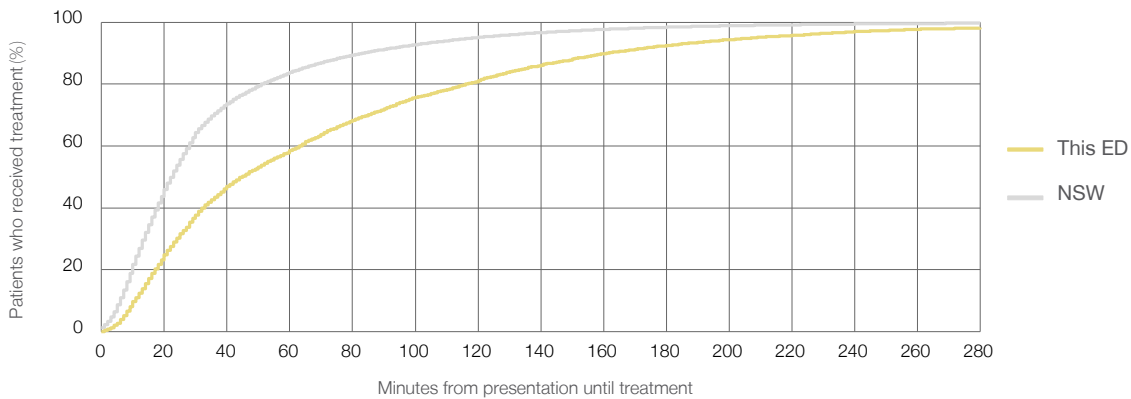
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,983

Median time to start treatment<sup>4</sup> 45 minutes

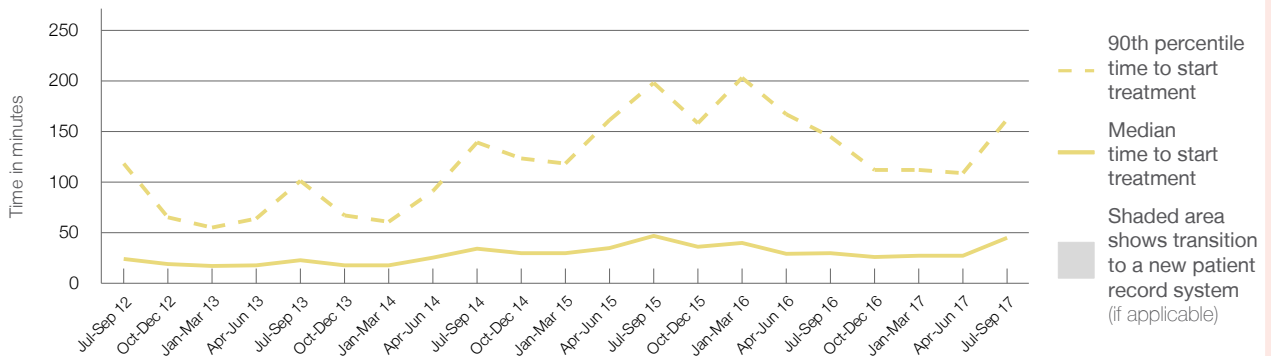
90th percentile time to start treatment<sup>5</sup> 162 minutes

Same period last year	NSW (this period)
5,005	
4,687	
30 minutes	23 minutes
145 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	23	34	47	30	45
90th percentile time to start treatment <sup>5</sup> (minutes)	118	101	139	198	145	162

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,225

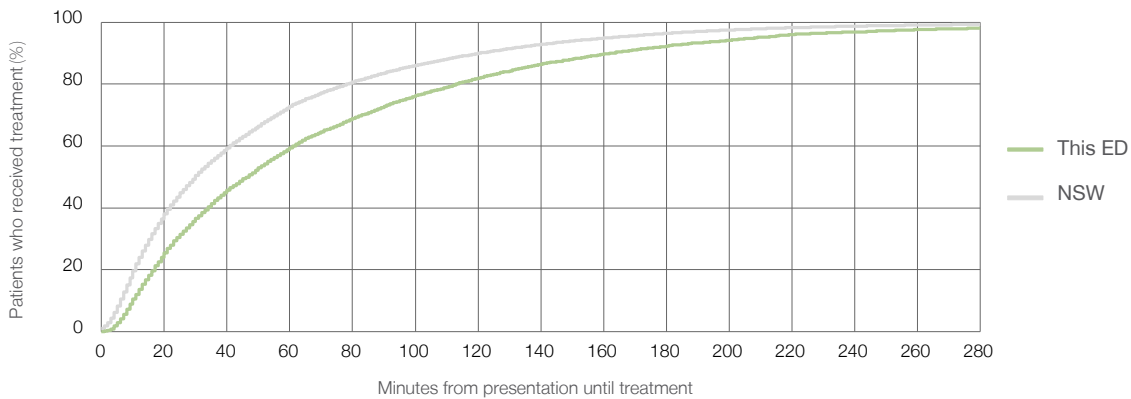
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,379

Median time to start treatment<sup>4</sup> 47 minutes

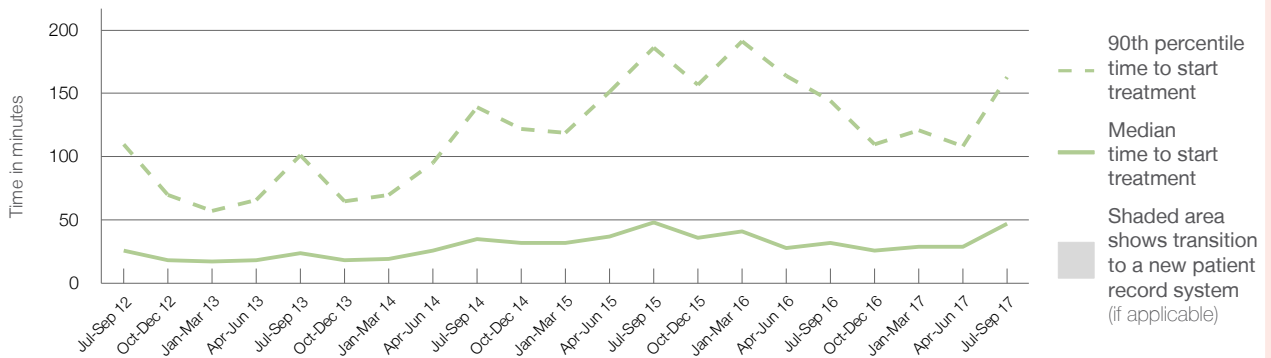
90th percentile time to start treatment<sup>5</sup> 163 minutes

Same period last year	NSW (this period)
7,332	
6,698	
32 minutes	30 minutes
144 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	26	24	35	48	32	47
90th percentile time to start treatment <sup>5</sup> (minutes)	110	101	139	186	144	163

(†) 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.

## Nepean Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,823

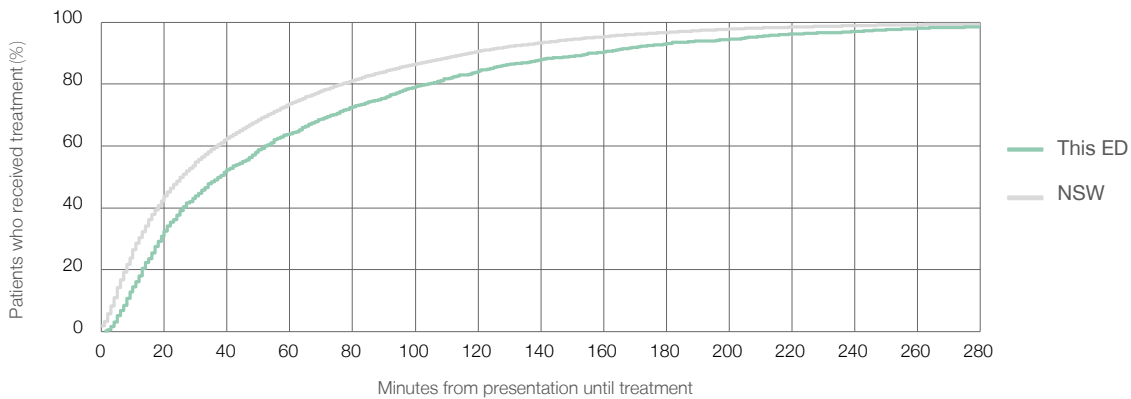
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,488

Median time to start treatment<sup>4</sup> 38 minutes

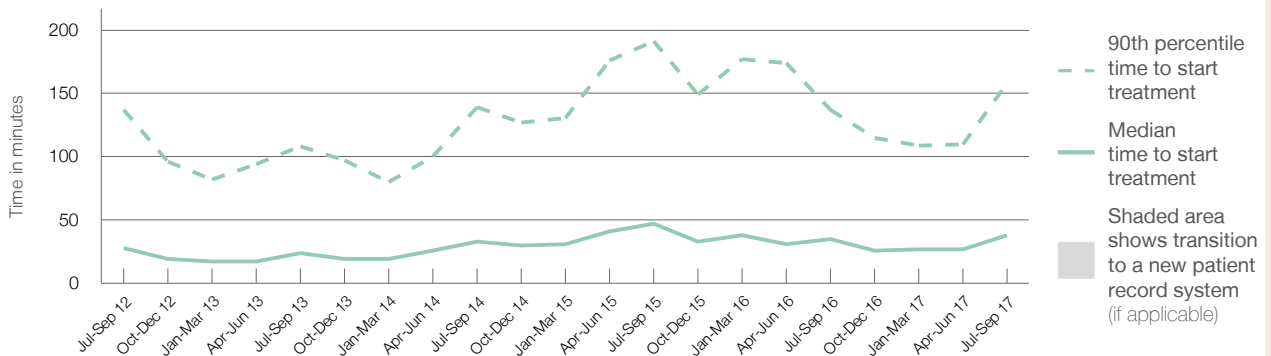
90th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
1,836	1,536
35 minutes	26 minutes
137 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	28	24	33	47	35	38
90th percentile time to start treatment <sup>5</sup> (minutes)	137	108	139	191	137	158

(†) 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.

## Nepean Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 18,747 patients

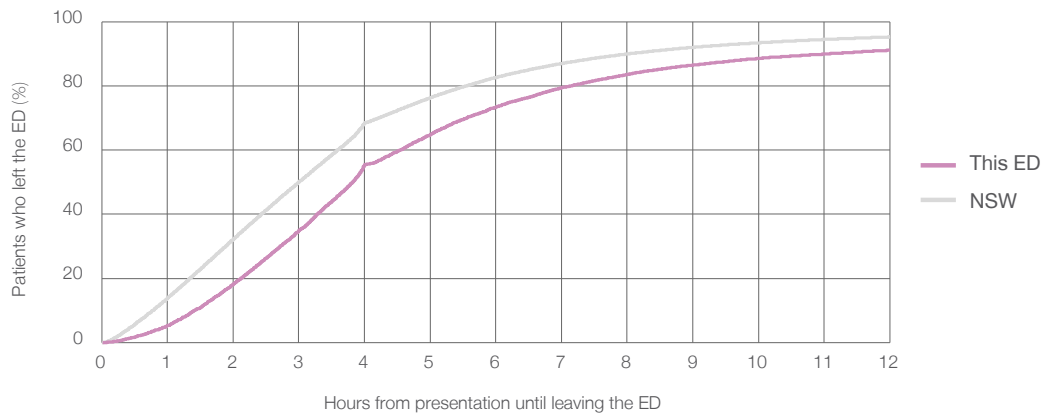
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Median time spent in the ED<sup>8</sup> 3 hours and 49 minutes

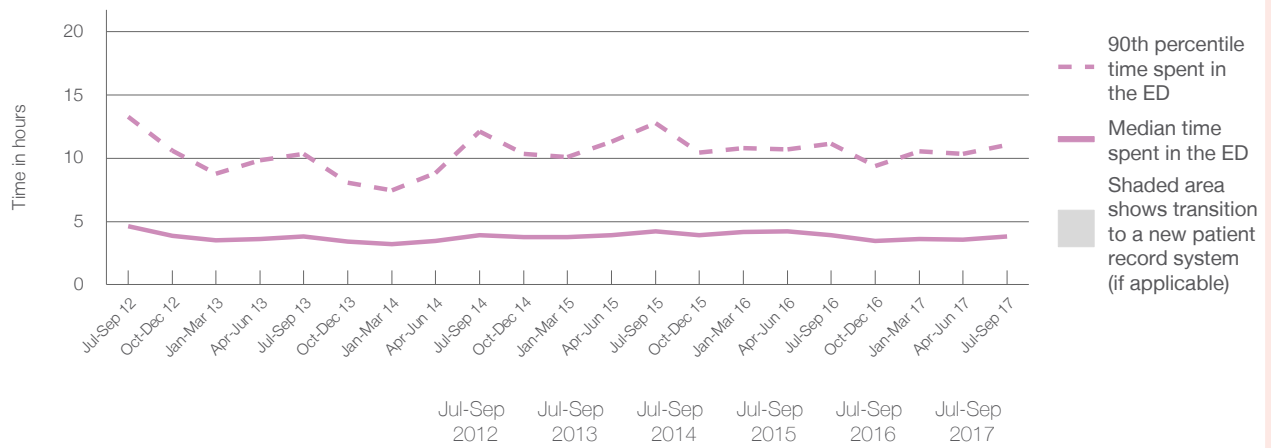
90th percentile time spent in the ED<sup>9</sup> 11 hours and 3 minutes

Same period last year	NSW (this period)
17,046	17,018
3 hours and 55 minutes	3 hours and 0 minutes
11 hours and 8 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m	3h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 17m	10h 21m	12h 5m	12h 47m	11h 8m	11h 3m

(†) 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.

**Nepean Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

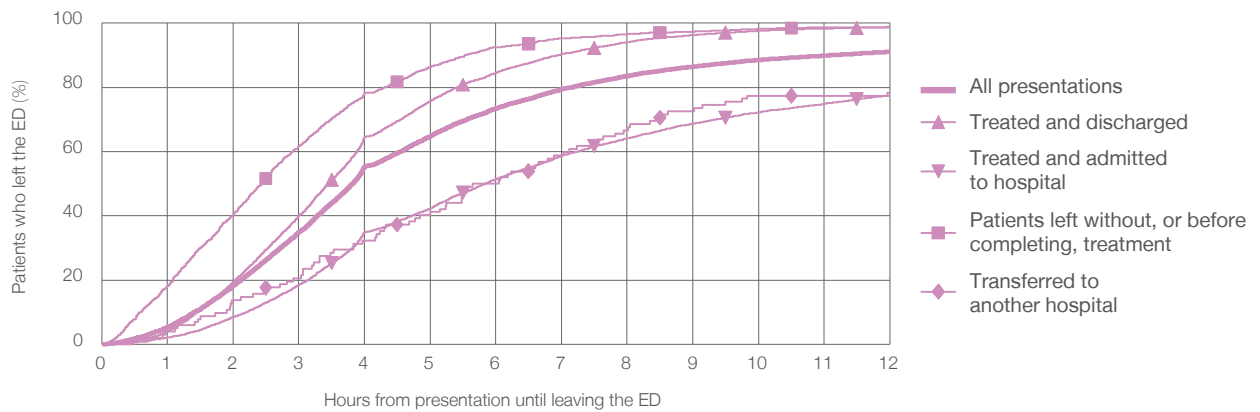
All presentations:<sup>1</sup> 18,747 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

Treated and discharged	9,818 (52.4%)
Treated and admitted to hospital	6,676 (35.6%)
Patient left without, or before completing, treatment	1,838 (9.8%)
Transferred to another hospital	102 (0.5%)
Other	313 (1.7%)

Same period last year	Change since one year ago
17,018	10.1%
8,122	20.9%
7,084	-5.8%
1,683	9.2%
72	41.7%
85	268.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.0%	19.5%	40.0%	64.6%	84.6%	94.1%	97.6%	98.8%
Treated and admitted to hospital	2.1%	8.5%	18.5%	34.8%	51.4%	64.2%	72.2%	77.4%
Patient left without, or before completing, treatment	18.2%	40.7%	61.8%	78.3%	92.4%	96.6%	98.3%	98.8%
Transferred to another hospital	3.9%	13.7%	20.6%	32.4%	50.0%	66.7%	77.5%	78.4%
All presentations	5.4%	18.3%	34.9%	55.4%	73.4%	83.6%	88.5%	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.

**Nepean Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 18,747 patients

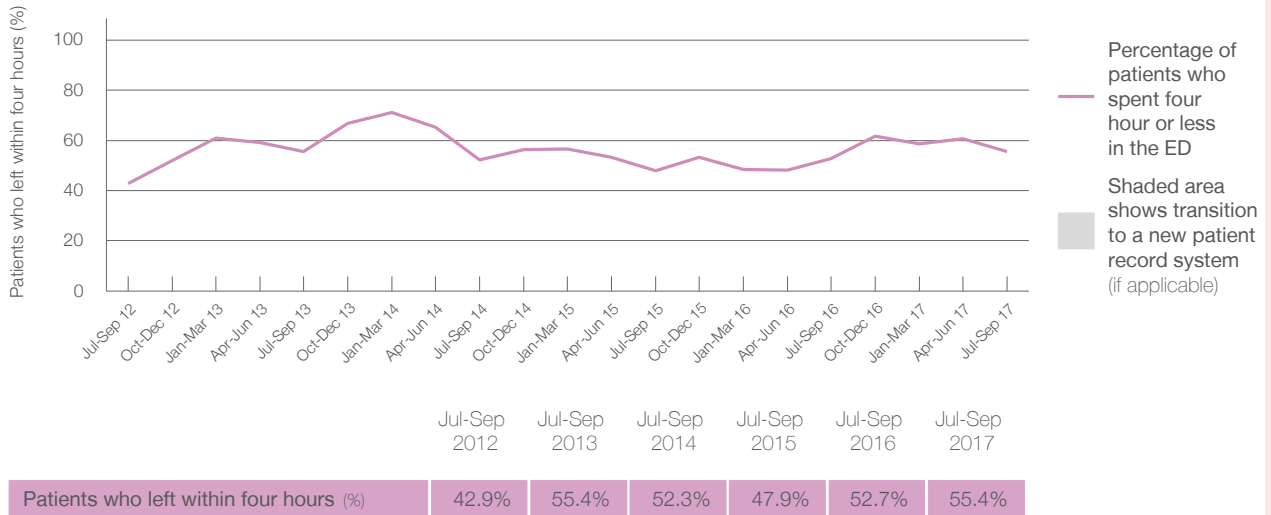
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,745 patients

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>	17,046	10.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	17,018	10.1%
Percentage of patients who spent four hours or less in the ED	52.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:<sup>1</sup> 14,498 patients

Emergency presentations:<sup>2</sup> 13,842 patients

Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,246 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,483 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,514 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	9 minutes
24 minutes	29 minutes
7,000	
20 minutes	23 minutes
65 minutes	83 minutes
4,286	
18 minutes	30 minutes
83 minutes	121 minutes
394	
24 minutes	26 minutes
136 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,491 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
13,917	4.1%
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.

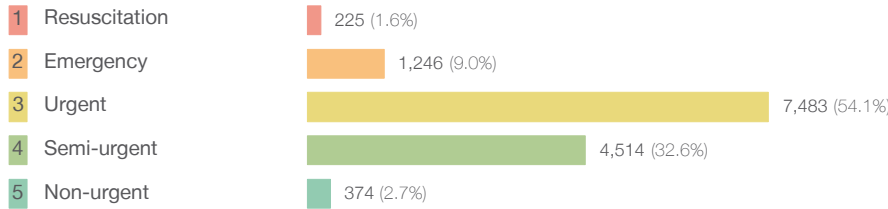
**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).



## Prince of Wales Hospital: Patients presenting to the emergency department July to September 2017

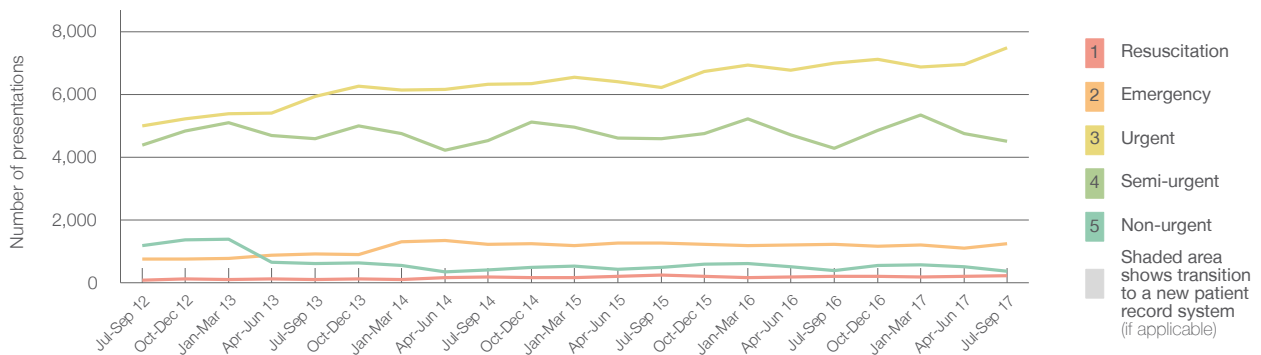
All presentations:<sup>1</sup> 14,498 patients

Emergency presentations<sup>2</sup> by triage category: 13,842 patients



Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%
206	9.2%
1,222	2.0%
7,000	6.9%
4,286	5.3%
394	-5.1%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	91	182	233	206	225
Emergency	756	923	1,225	1,258	1,222	1,246
Urgent	5,001	5,927	6,329	6,220	7,000	7,483
Semi-urgent	4,389	4,593	4,525	4,593	4,286	4,514
Non-urgent	1,172	611	402	477	394	374
All emergency presentations	11,402	12,145	12,663	12,781	13,108	13,842

## Prince of Wales Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,604 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,521	
10 minutes	2 minutes
27 minutes	24 minutes

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

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

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

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

Number of triage 2 patients: 1,246

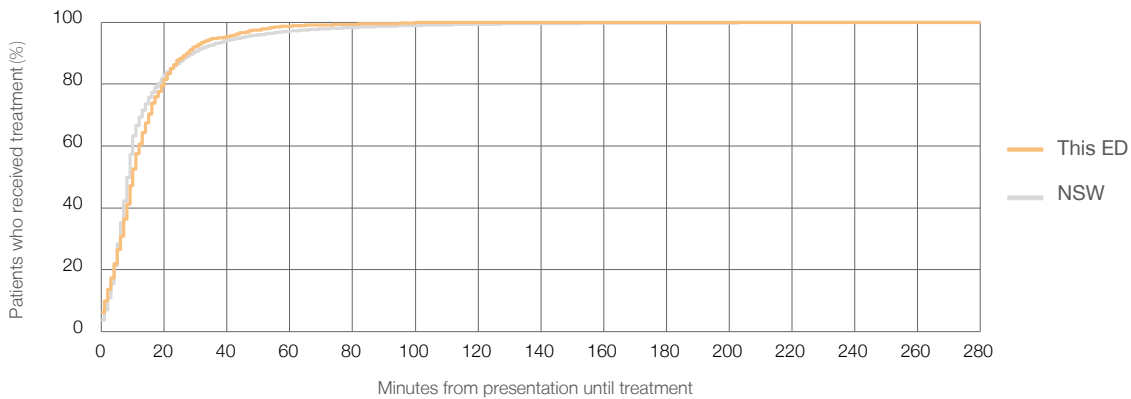
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,216

Median time to start treatment<sup>4</sup>  10 minutes

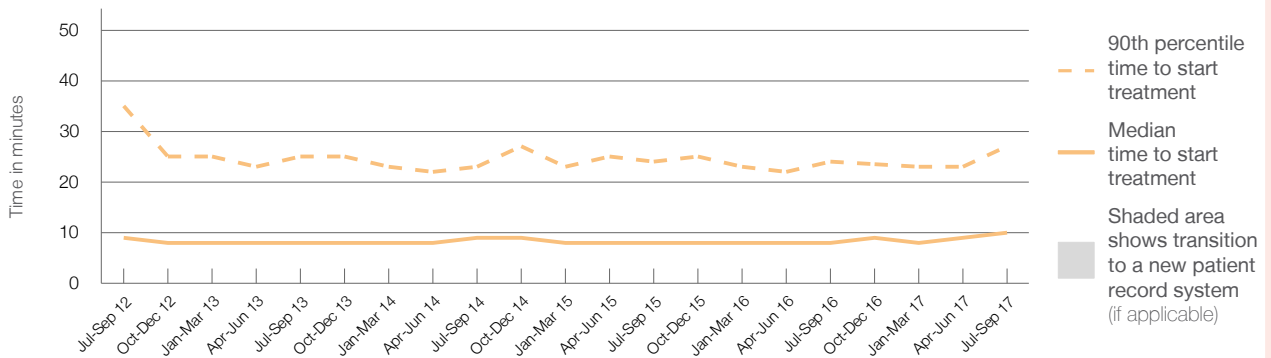
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
1,222	
1,208	
8 minutes	9 minutes
24 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	9	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	35	25	23	24	24	27

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

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

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

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

Number of triage 3 patients: 7,483

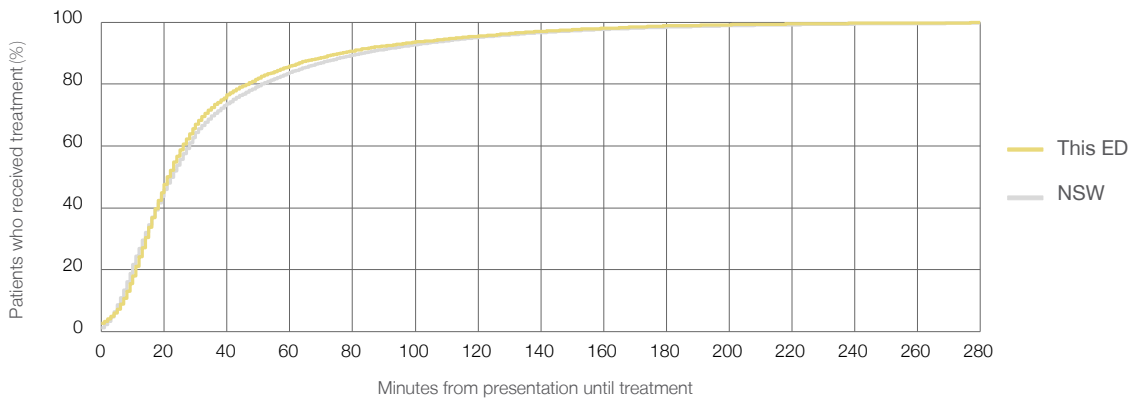
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,351

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

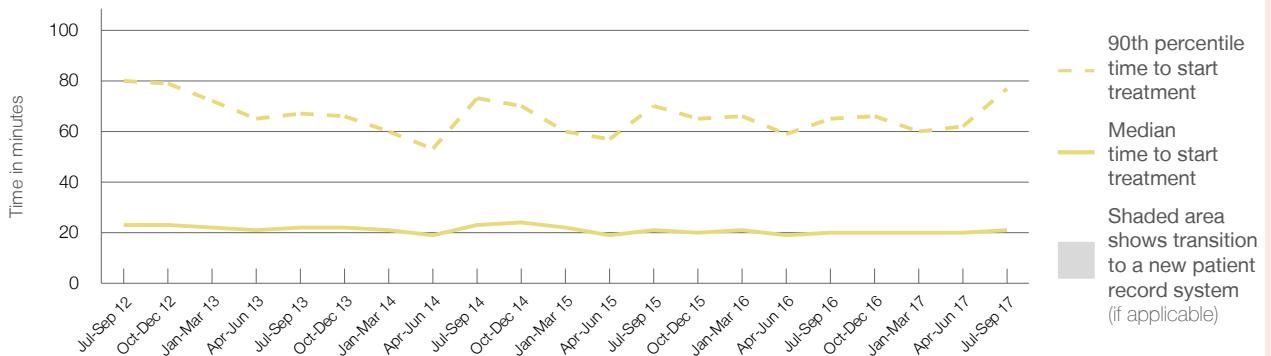
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
7,000	
6,898	
20 minutes	23 minutes
65 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	22	23	21	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	80	67	73	70	65	77

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

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

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

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

Number of triage 4 patients: 4,514

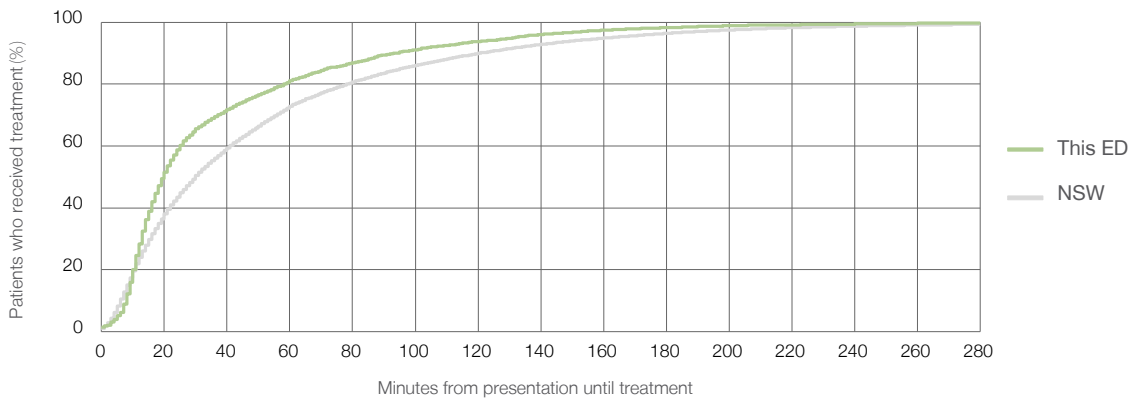
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,349

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

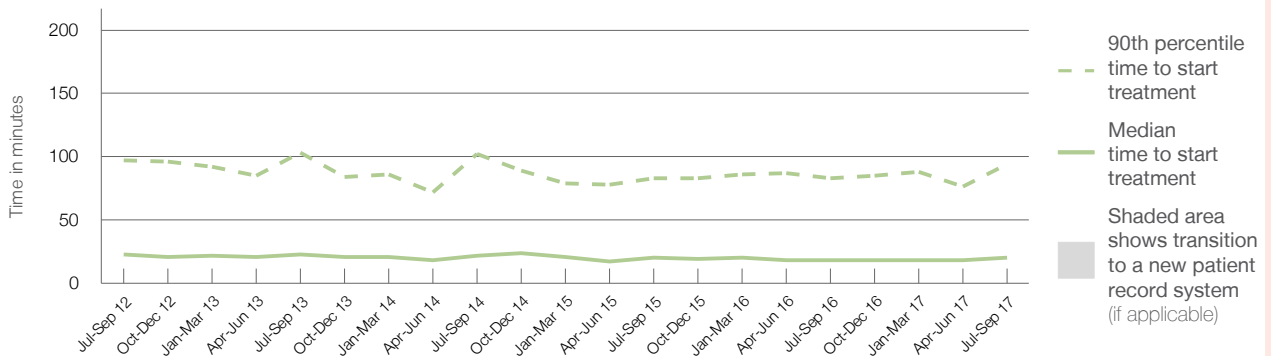
90th percentile time to start treatment<sup>5</sup> 94 minutes

Same period last year	NSW (this period)
4,286	
4,157	
18 minutes	30 minutes
83 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	23	22	20	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	97	103	102	83	83	94

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

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

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

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

Number of triage 5 patients: 374

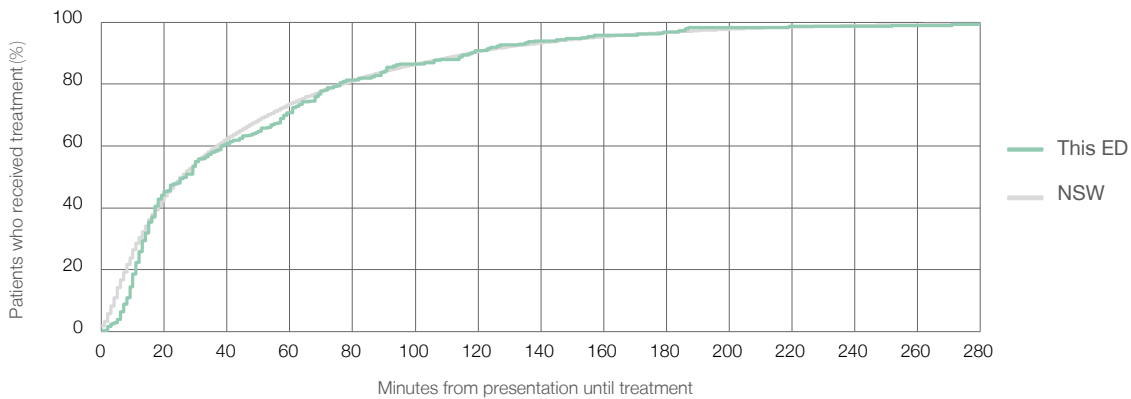
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 283

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

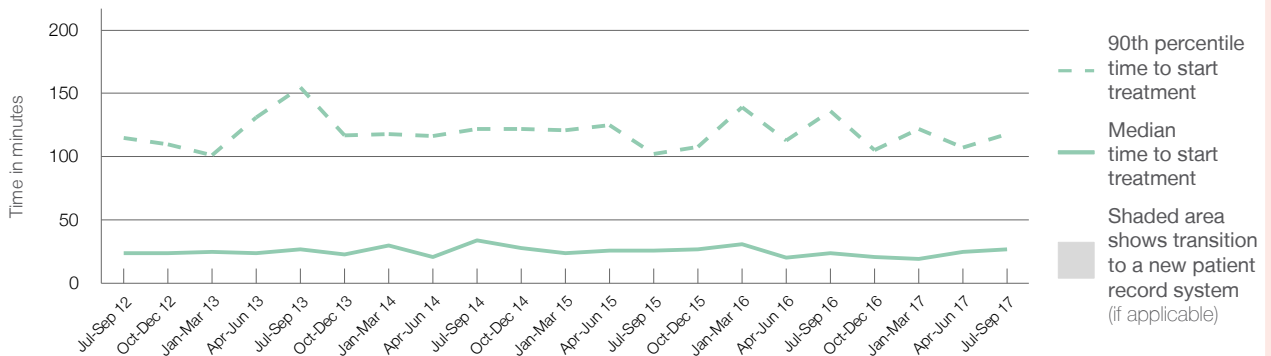
90th percentile time to start treatment<sup>5</sup>  118 minutes

Same period last year	NSW (this period)
394	330
24 minutes	26 minutes
136 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	27	34	26	24	27
90th percentile time to start treatment <sup>5</sup> (minutes)	115	155	122	102	136	118

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

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

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

July to September 2017

All presentations:<sup>1</sup> 14,498 patients

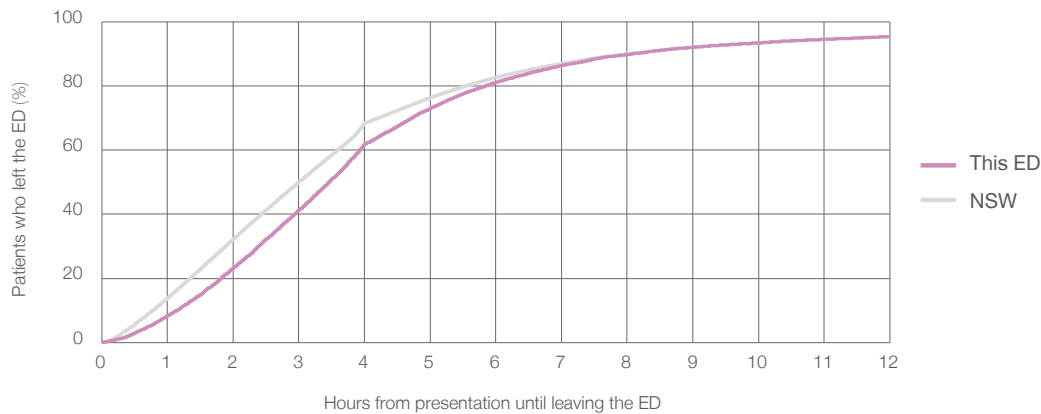
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,491 patients

Median time spent in the ED<sup>8</sup> 3 hours and 28 minutes

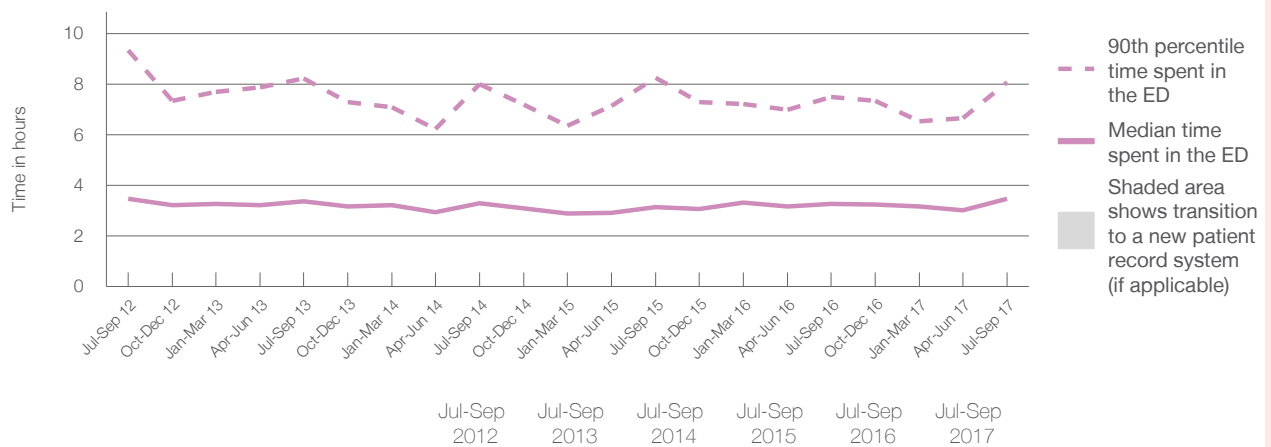
90th percentile time spent in the ED<sup>9</sup> 8 hours and 5 minutes

Same period last year	NSW (this period)
13,920	
13,917	
3 hours and 16 minutes	3 hours and 0 minutes
7 hours and 29 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 5m

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

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

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

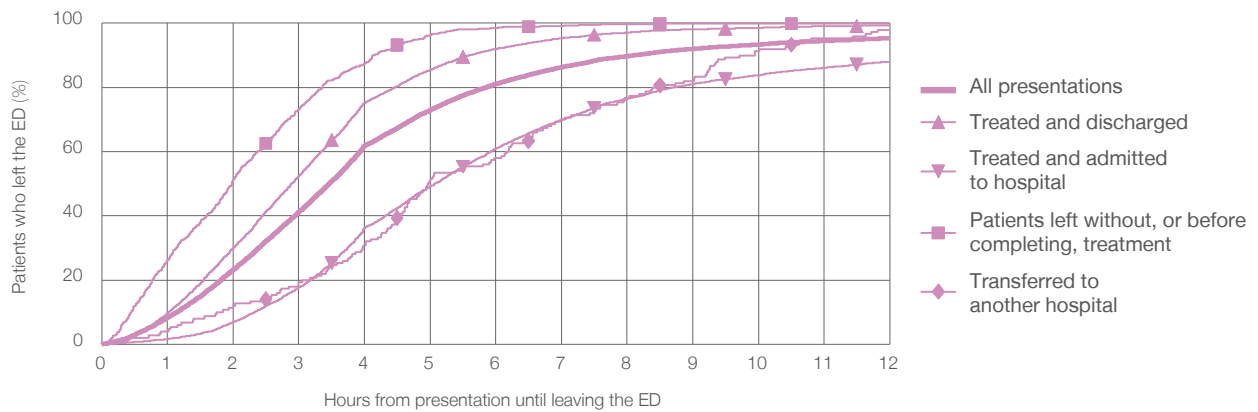
All presentations:<sup>1</sup> 14,498 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,491 patients

Treated and discharged	8,396 (57.9%)
Treated and admitted to hospital	5,119 (35.3%)
Patient left without, or before completing, treatment	709 (4.9%)
Transferred to another hospital	150 (1.0%)
Other	124 (0.9%)

Same period last year	Change since one year ago
13,917	4.1%
7,961	5.5%
5,106	0.3%
550	28.9%
235	-36.2%
68	82.4%

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



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

Treated and discharged	9.8%	30.1%	52.5%	75.2%	92.0%	97.1%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.9%	17.7%	36.2%	61.1%	76.5%	83.8%	88.0%
Patient left without, or before completing, treatment	26.1%	51.5%	73.2%	87.4%	98.6%	99.7%	99.9%	99.9%
Transferred to another hospital	4.0%	12.0%	19.3%	30.7%	58.0%	76.7%	91.3%	98.0%
All presentations	8.4%	23.3%	41.3%	61.8%	81.1%	89.7%	93.3%	95.3%

(†) 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.

**Prince of Wales Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 14,498 patients

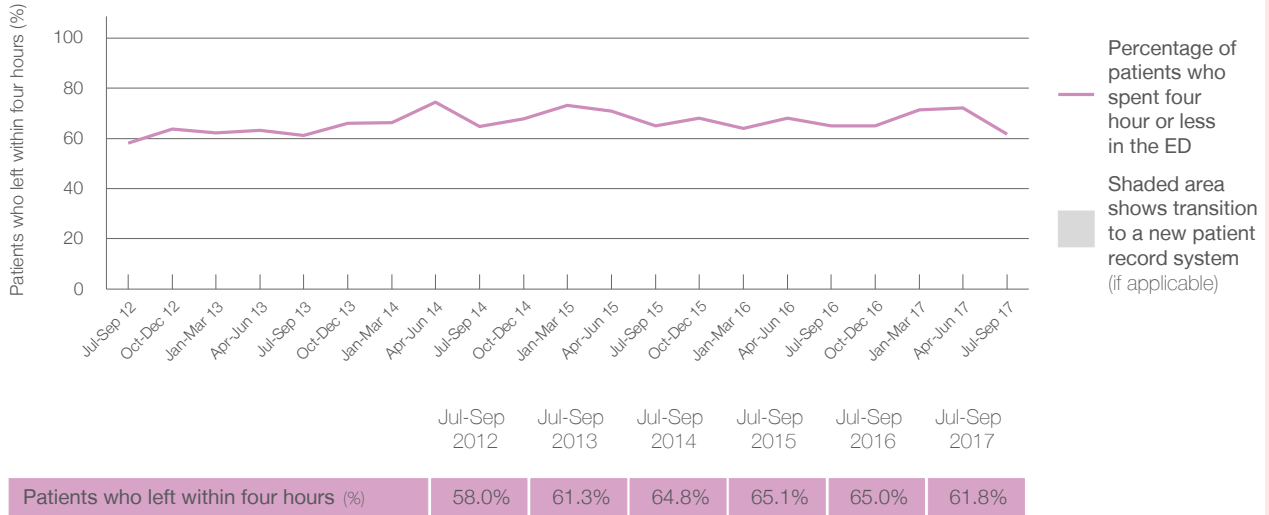
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,491 patients

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	13,920	4.2%
Presentations used to calculate time to leaving the ED	13,917	4.1%
Percentage of patients who spent four hours or less in the ED	65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	58.0%	61.3%	64.8%	65.1%	65.0%	61.8%

\* 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*.
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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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).



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

July to September 2017

All presentations:<sup>1</sup> 22,438 patients



Emergency presentations:<sup>2</sup> 22,350 patients

Same period last year	Change since one year ago
20,111	11.6%
19,944	12.1%



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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,547 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,426 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,199 patients

Median time to start treatment<sup>4</sup>  30 minutes  
90th percentile time to start treatment<sup>5</sup>  83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,701 patients

Median time to start treatment<sup>4</sup>  32 minutes  
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
4,377	
8 minutes	9 minutes
18 minutes	29 minutes
5,824	
19 minutes	23 minutes
51 minutes	83 minutes
7,125	
28 minutes	30 minutes
79 minutes	121 minutes
2,180	
31 minutes	26 minutes
110 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Percentage of patients who spent four hours or less in the ED  60.3%

Same period last year	Change since one year ago
20,111	11.5%
59.3%	

\* 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.

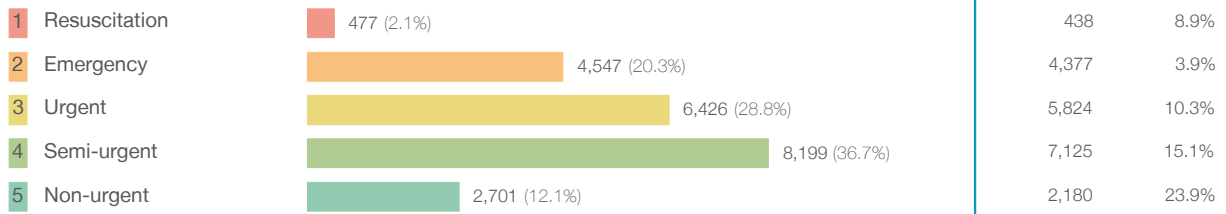
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

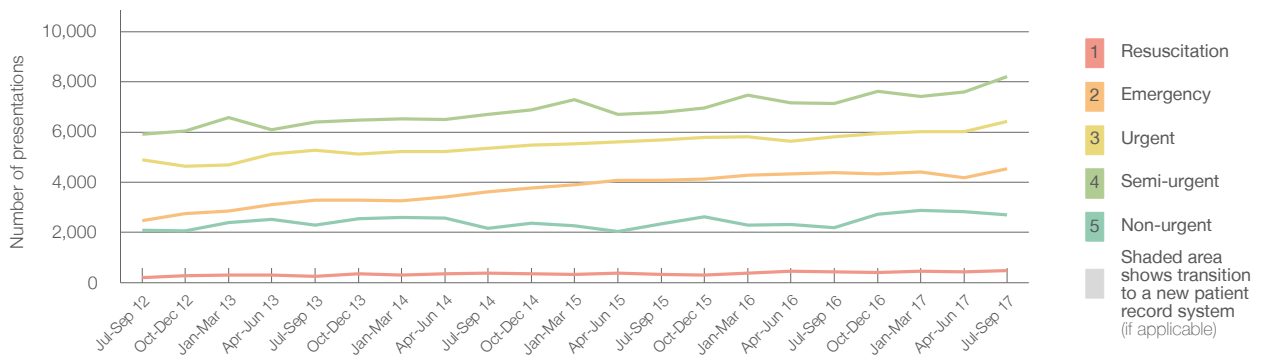
## Royal North Shore Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 22,438 patients

Emergency presentations<sup>2</sup> by triage category: 22,350 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	209	253	368	320	438	477
Emergency	2,480	3,287	3,625	4,069	4,377	4,547
Urgent	4,897	5,268	5,343	5,689	5,824	6,426
Semi-urgent	5,925	6,404	6,700	6,779	7,125	8,199
Non-urgent	2,099	2,291	2,168	2,333	2,180	2,701
All emergency presentations	15,610	17,503	18,204	19,190	19,944	22,350

## Royal North Shore Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,978 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 North Shore Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,547

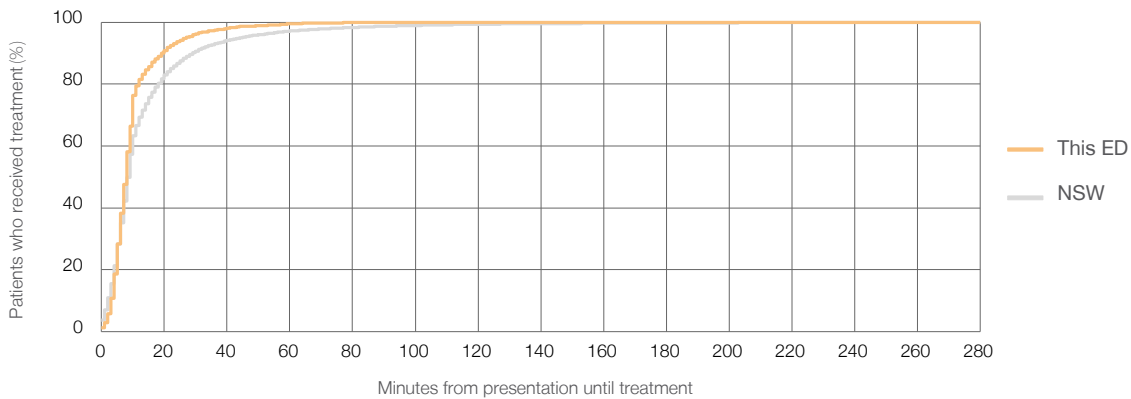
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,525

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

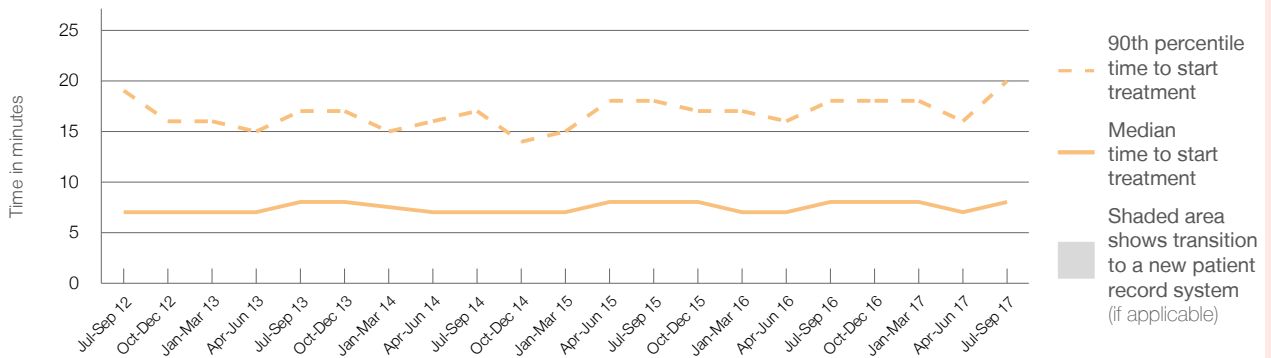
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
4,377	4,362
8 minutes	9 minutes
18 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	19	17	17	18	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.

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

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

Number of triage 3 patients: 6,426

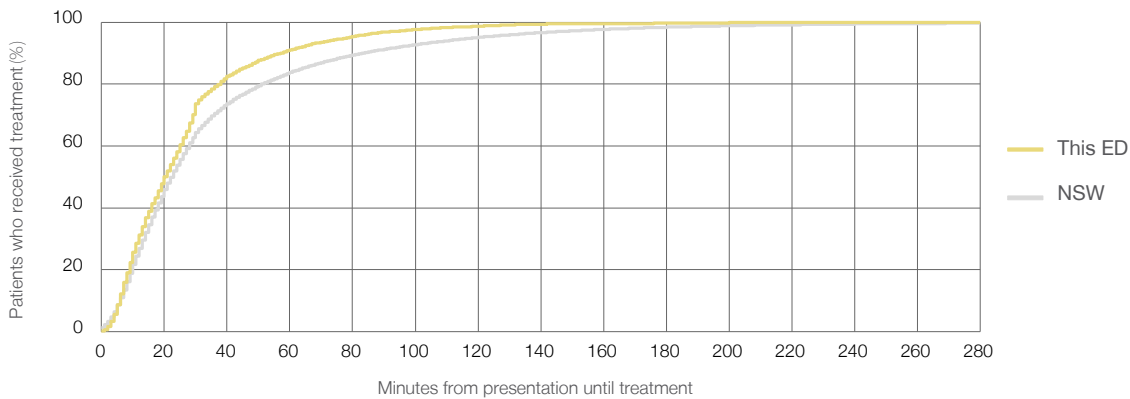
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,328

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

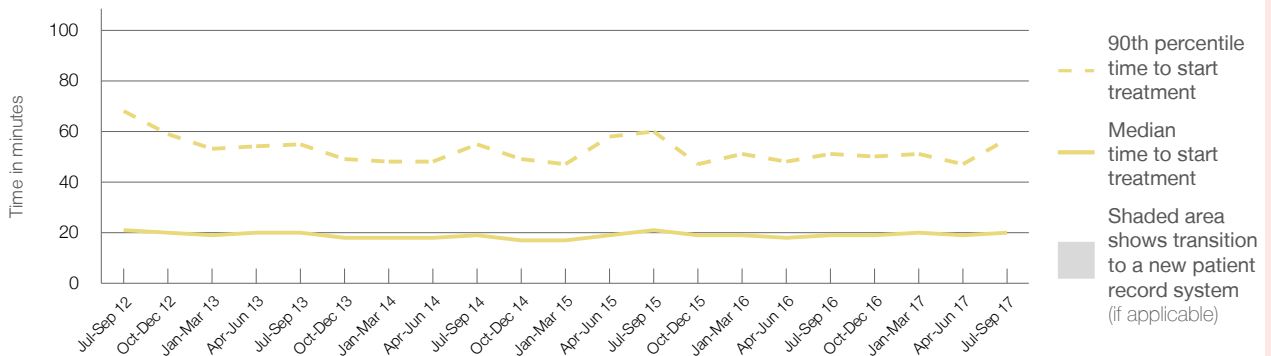
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
5,824	
5,749	
19 minutes	23 minutes
51 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	20	19	21	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	68	55	55	60	51	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.

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

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

Number of triage 4 patients: 8,199

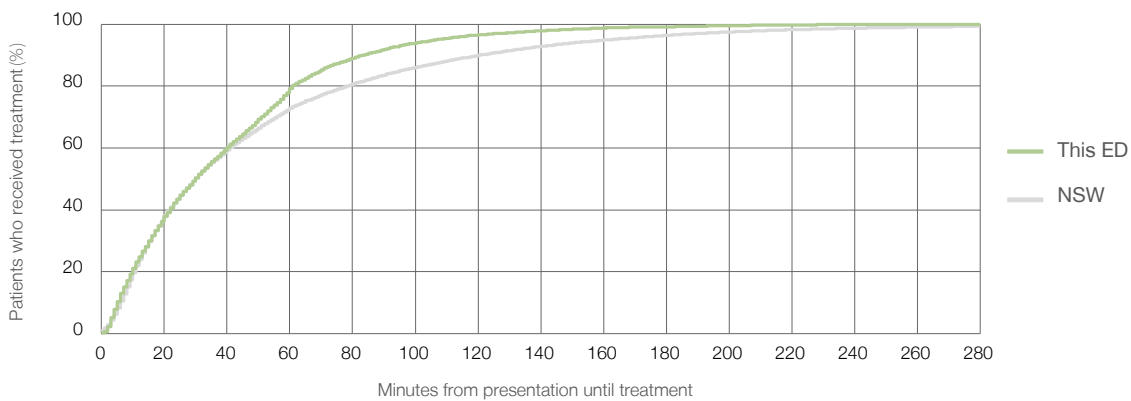
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,924

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

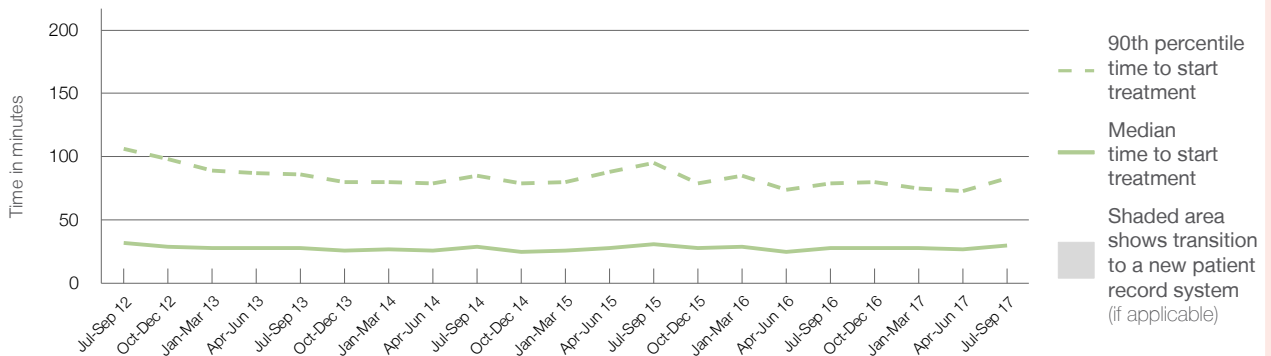
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
7,125	6,888
28 minutes	30 minutes
79 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	32	28	29	31	28	30
90th percentile time to start treatment <sup>5</sup> (minutes)	106	86	85	95	79	83

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

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

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

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

Number of triage 5 patients: 2,701

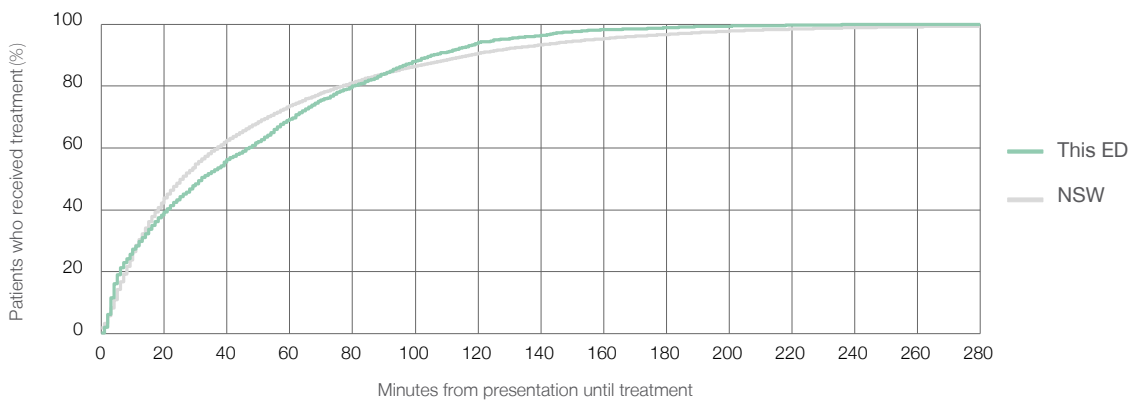
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,413

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

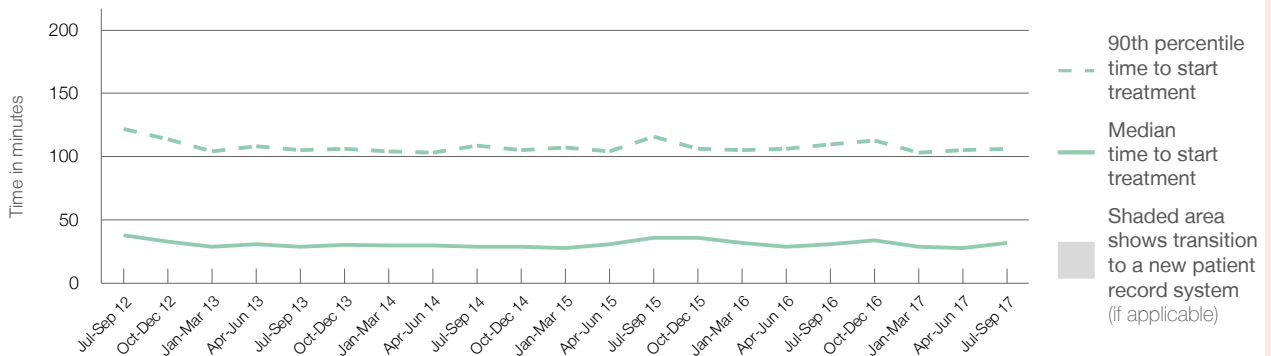
90th percentile time to start treatment<sup>5</sup> 106 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,180	1,951
Median time to start treatment <sup>4</sup>	31 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	110 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	38	29	29	36	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	122	105	109	116	110	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 North Shore Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 22,438 patients

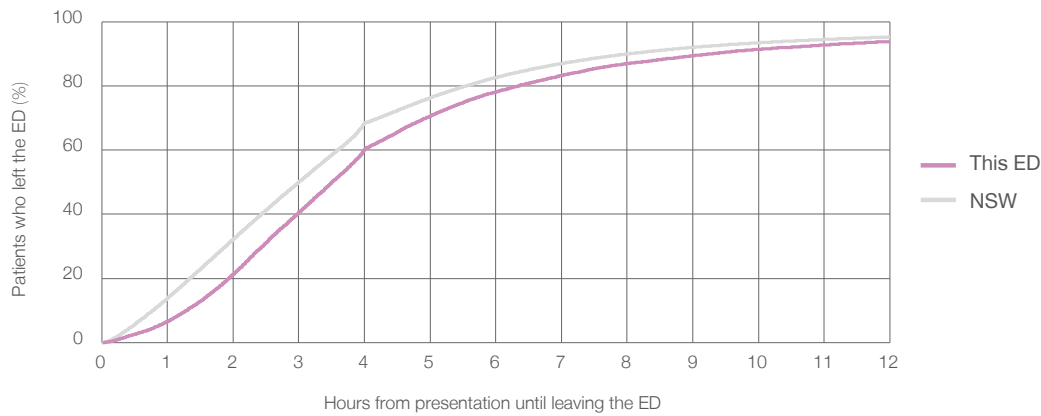
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Median time spent in the ED<sup>8</sup> 3 hours and 31 minutes

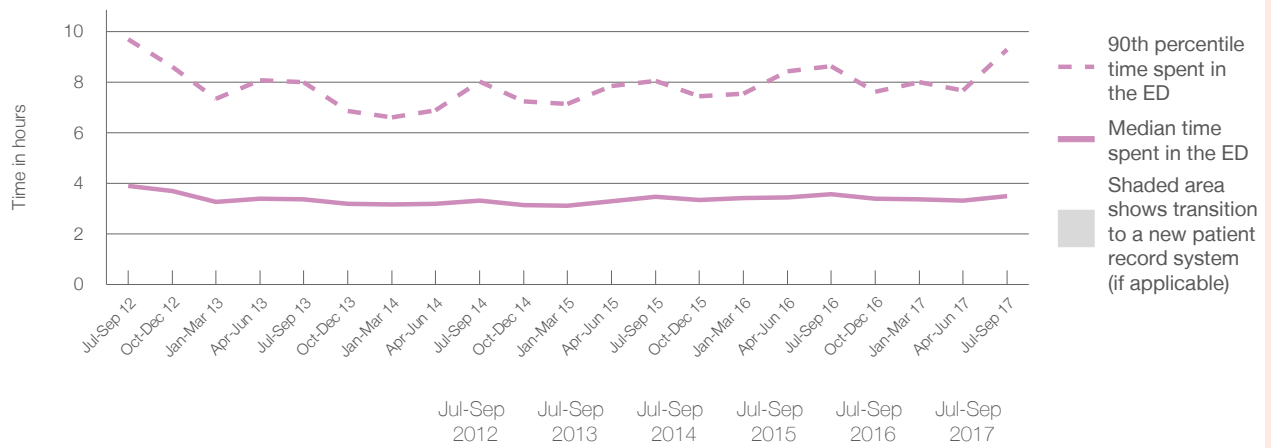
90th percentile time spent in the ED<sup>9</sup> 9 hours and 18 minutes

Same period last year	NSW (this period)
20,111	20,111
3 hours and 34 minutes	3 hours and 0 minutes
8 hours and 38 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m

(†) 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 North Shore Hospital: Time patients spent in the ED

### By mode of separation

July to September 2017

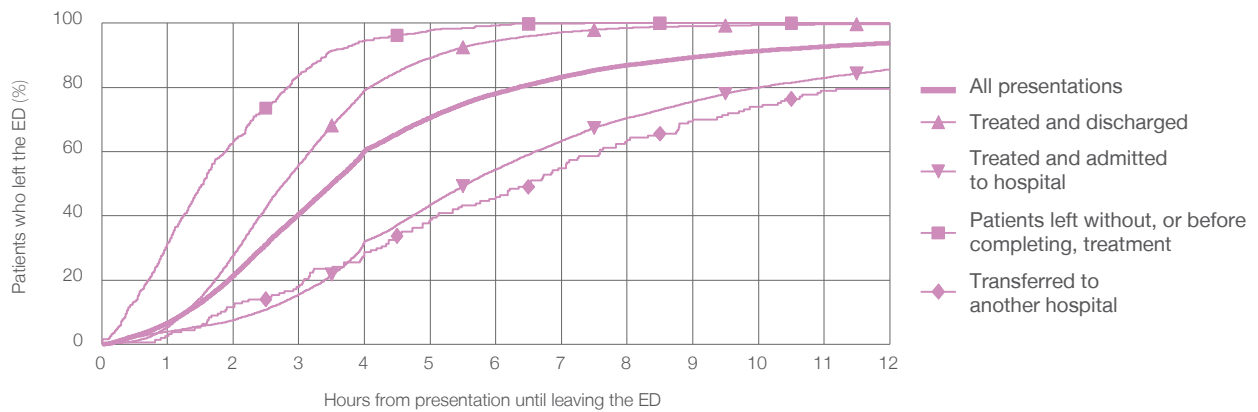
All presentations:<sup>1</sup> 22,438 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Treated and discharged	12,155 (54.2%)
Treated and admitted to hospital	9,121 (40.6%)
Patient left without, or before completing, treatment	613 (2.7%)
Transferred to another hospital	157 (0.7%)
Other	392 (1.7%)

Same period last year	Change since one year ago
20,111	11.5%
10,786	12.7%
8,368	9.0%
478	28.2%
138	13.8%
341	15.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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%	27.8%	56.0%	79.1%	94.6%	98.5%	99.4%	99.7%
Treated and admitted to hospital	4.0%	7.5%	15.6%	32.0%	54.5%	70.5%	80.0%	85.6%
Patient left without, or before completing, treatment	31.5%	63.3%	84.0%	94.5%	99.3%	100%	100%	100%
Transferred to another hospital	2.5%	11.5%	17.8%	28.7%	45.9%	63.7%	73.9%	79.6%
All presentations	6.6%	21.4%	40.7%	60.3%	78.1%	87.0%	91.4%	93.8%

(†) 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 North Shore Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 22,438 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

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



Same period last year	Change since one year ago
20,111	11.6%
20,111	11.5%
59.3%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	51.3%	61.6%	64.4%	60.7%	59.3%	60.3%

\* 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:<sup>1</sup> 19,682 patients

Emergency presentations:<sup>2</sup> 19,160 patients

Same period last year	Change since one year ago
18,420	6.9%
17,894	7.1%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,243 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,367 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 94 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,927 patients

Median time to start treatment<sup>4</sup> 36 minutes  
 90th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 474 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 126 minutes

Same period last year	NSW (this period)
2,744	
11 minutes	9 minutes
24 minutes	29 minutes
9,524	
24 minutes	23 minutes
72 minutes	83 minutes
5,009	
32 minutes	30 minutes
109 minutes	121 minutes
490	
31 minutes	26 minutes
116 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,680 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
18,420	6.8%
65.2%	

\* 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.

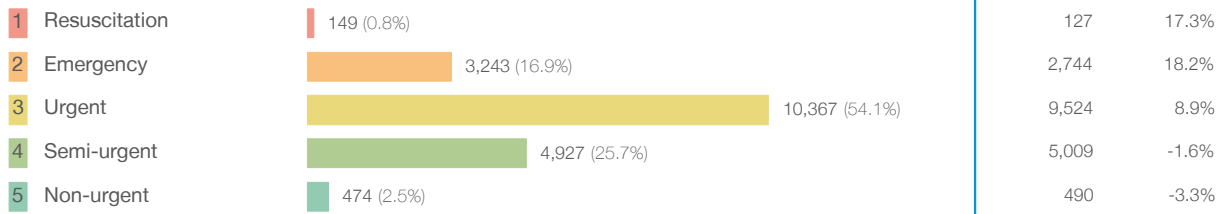
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

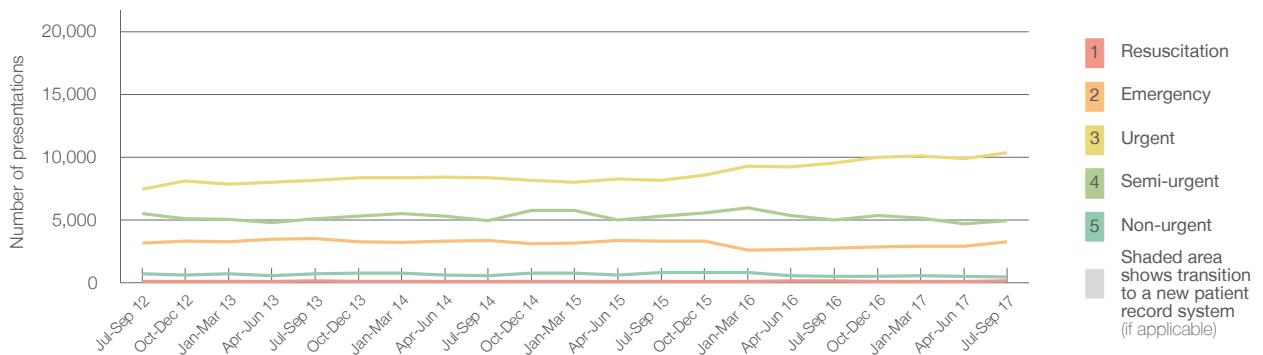
## Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 19,682 patients

Emergency presentations<sup>2</sup> by triage category: 19,160 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †

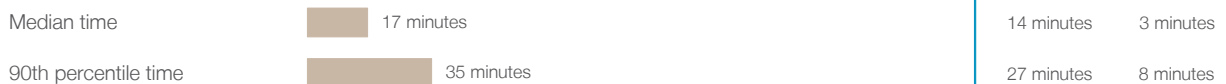


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	118	132	119	102	127	149
Emergency	3,172	3,519	3,338	3,301	2,744	3,243
Urgent	7,455	8,129	8,342	8,167	9,524	10,367
Semi-urgent	5,516	5,100	4,957	5,280	5,009	4,927
Non-urgent	713	687	532	820	490	474
All emergency presentations	16,974	17,567	17,288	17,670	17,894	19,160

## Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,320 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 July to September 2017

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

Number of triage 2 patients: 3,243

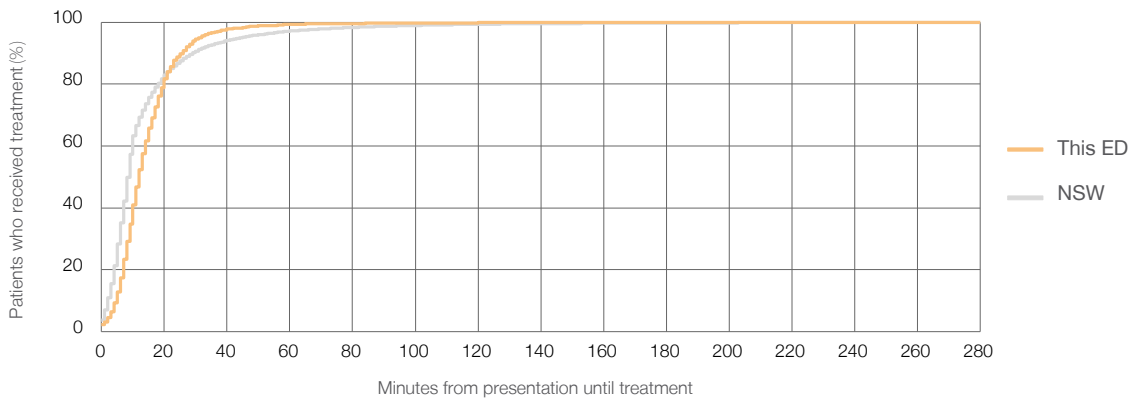
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,233

Median time to start treatment<sup>4</sup>  12 minutes

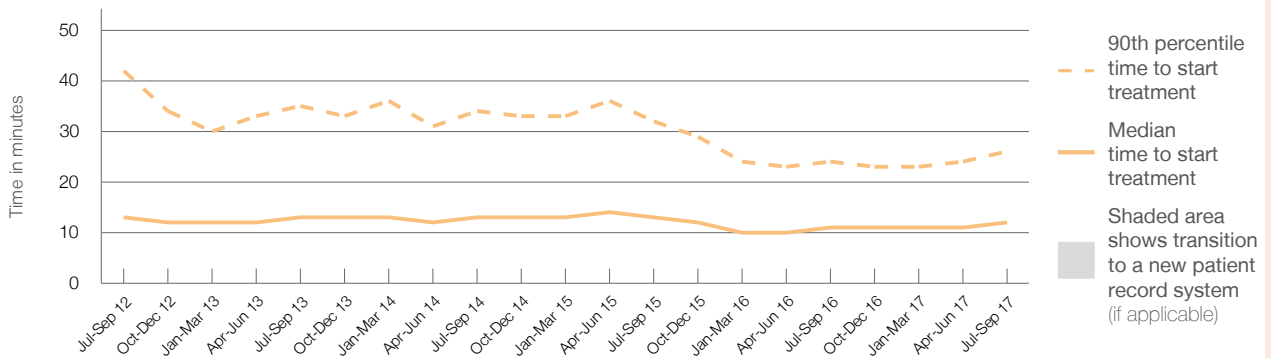
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
2,744	
2,737	
11 minutes	9 minutes
24 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	13	13	13	13	11	12
90th percentile time to start treatment <sup>5</sup> (minutes)	42	35	34	32	24	26

(†) 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 July to September 2017

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

Number of triage 3 patients: 10,367

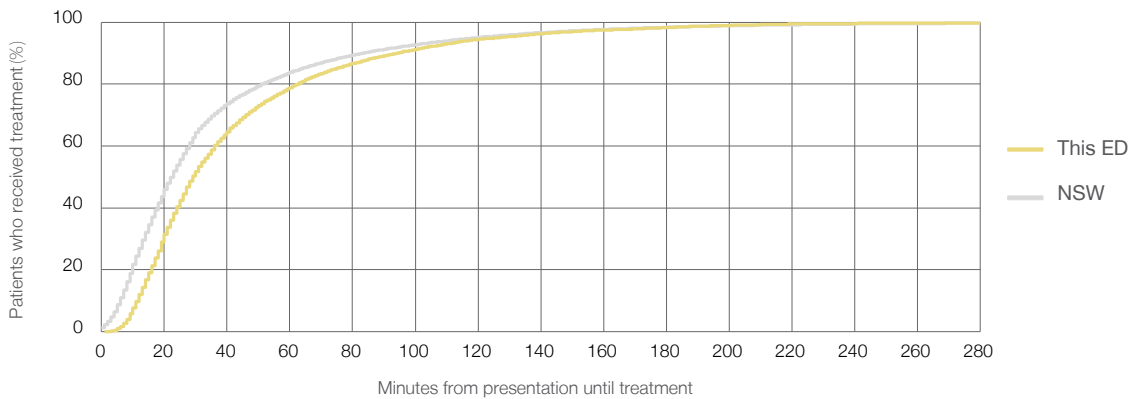
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,138

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

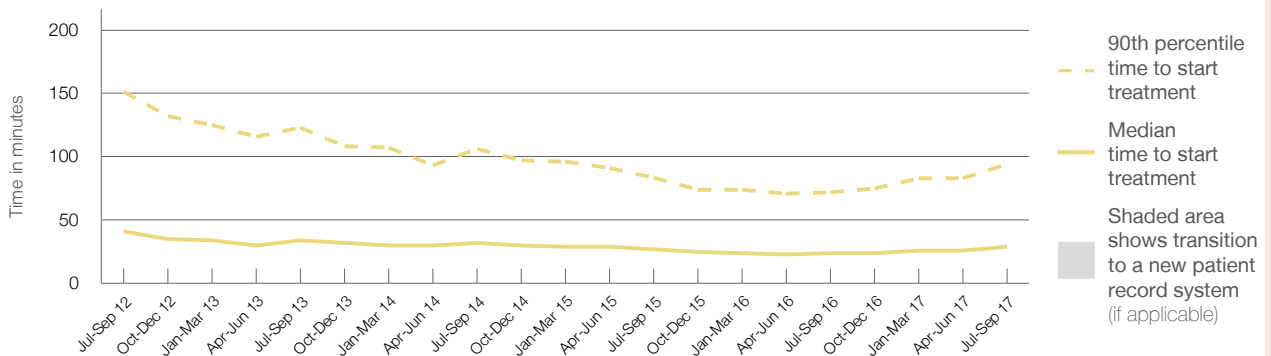
90th percentile time to start treatment<sup>5</sup>  94 minutes

Same period last year	NSW (this period)
9,524	9,365
24 minutes	23 minutes
72 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	41	34	32	27	24	29
90th percentile time to start treatment <sup>5</sup> (minutes)	151	123	106	84	72	94

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

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

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

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

Number of triage 4 patients: 4,927

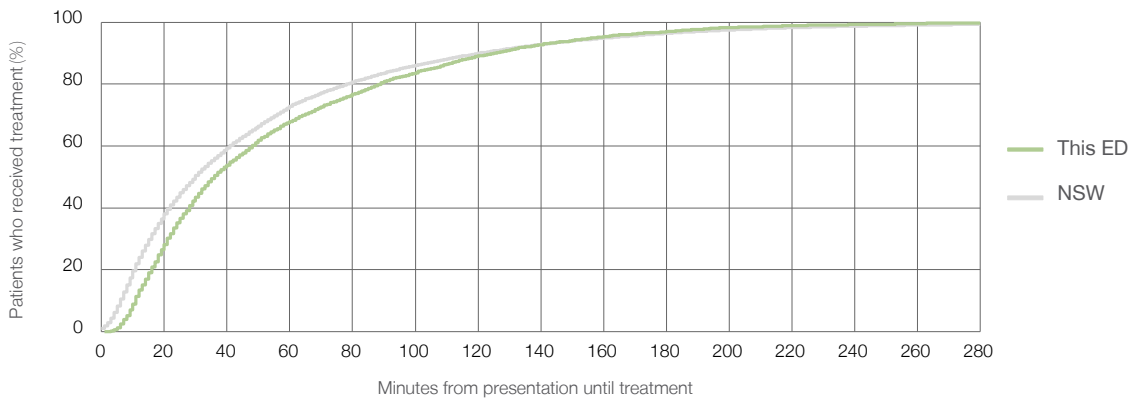
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,652

Median time to start treatment<sup>4</sup> 36 minutes

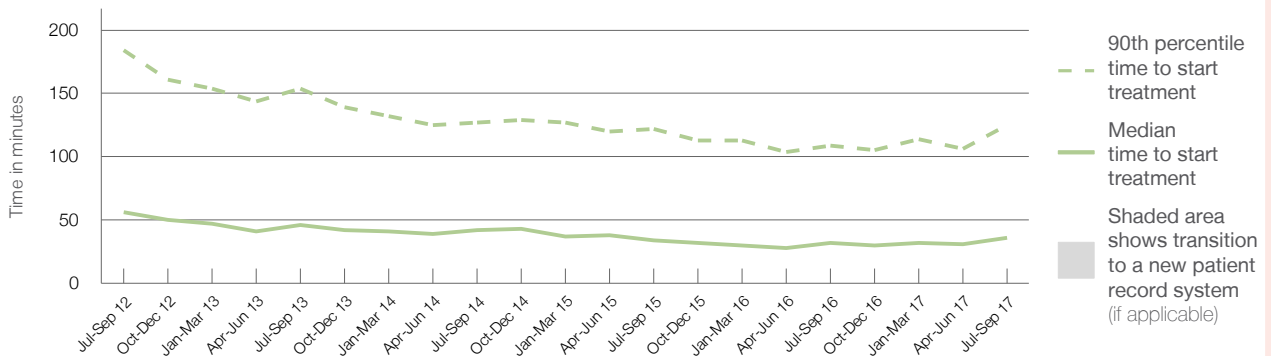
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
5,009	4,755
32 minutes	30 minutes
109 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	56	46	42	34	32	36
90th percentile time to start treatment <sup>5</sup> (minutes)	184	154	127	122	109	125

(†) 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 July to September 2017

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

Number of triage 5 patients: 474

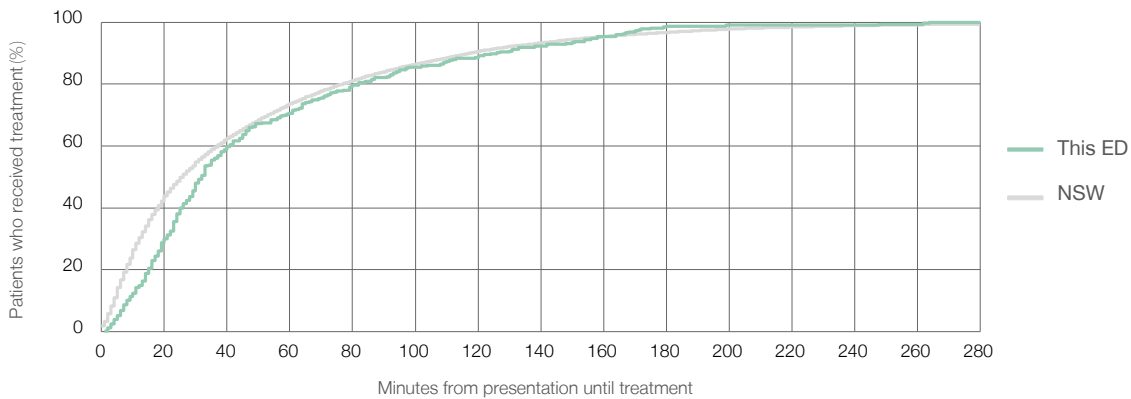
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 323

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

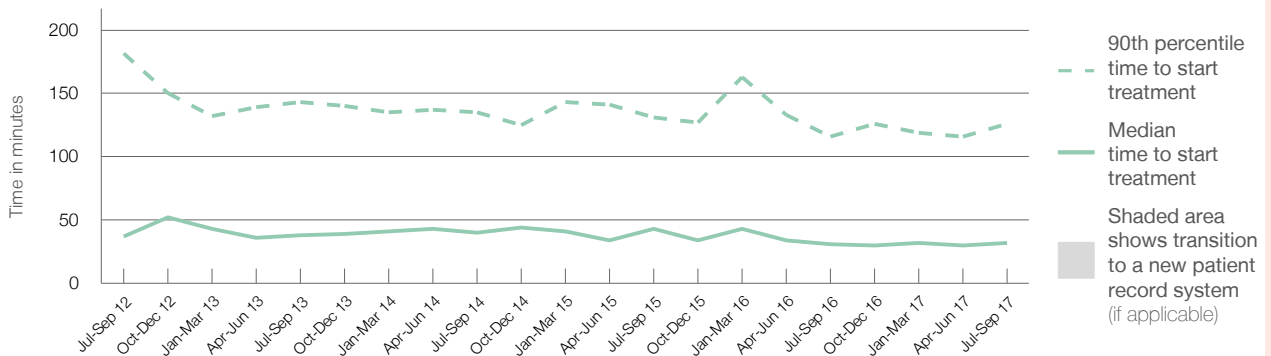
90th percentile time to start treatment<sup>5</sup>  126 minutes

Same period last year	NSW (this period)
490	341
31 minutes	26 minutes
116 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	37	38	40	43	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	182	143	135	131	116	126

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

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

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

July to September 2017

All presentations:<sup>1</sup> 19,682 patients

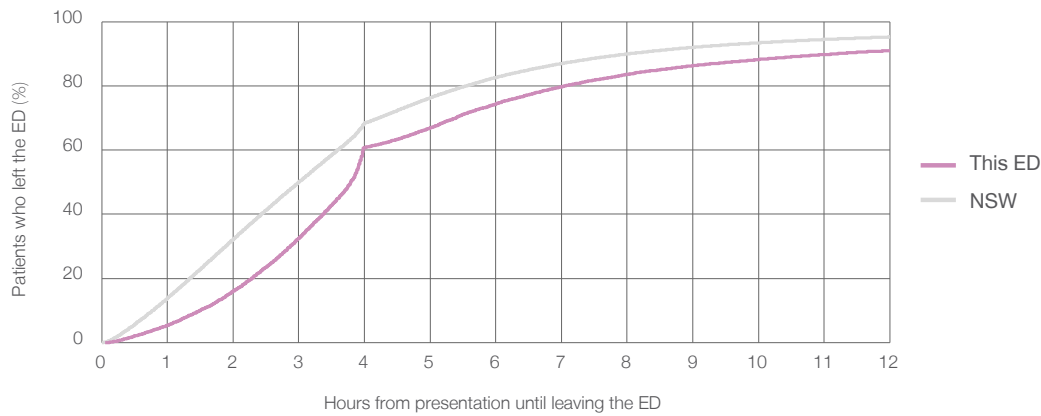
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,680 patients

Median time spent in the ED<sup>8</sup> 3 hours and 48 minutes

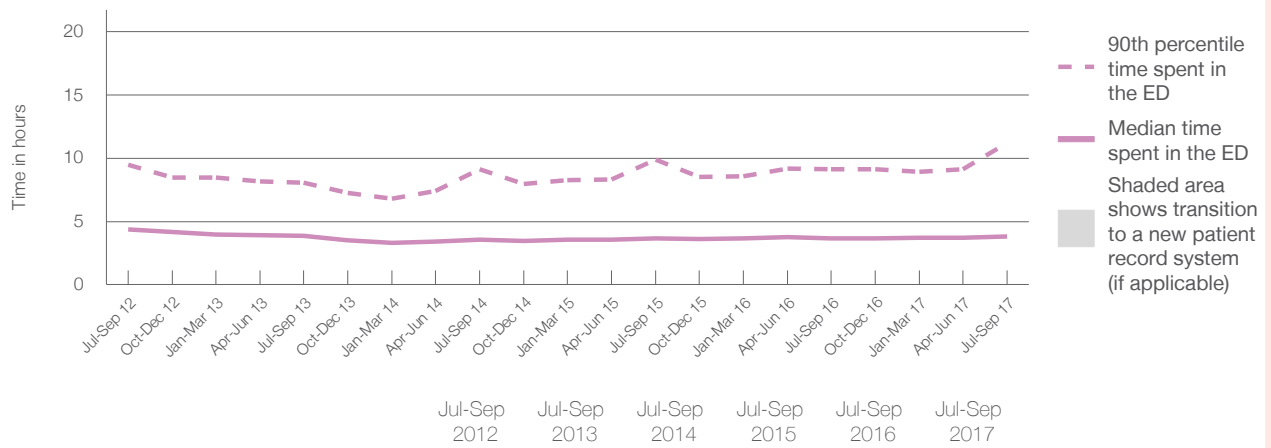
90th percentile time spent in the ED<sup>9</sup> 11 hours and 12 minutes

Same period last year	NSW (this period)
18,420	18,420
3 hours and 41 minutes	3 hours and 0 minutes
9 hours and 6 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m

(†) 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

July to September 2017

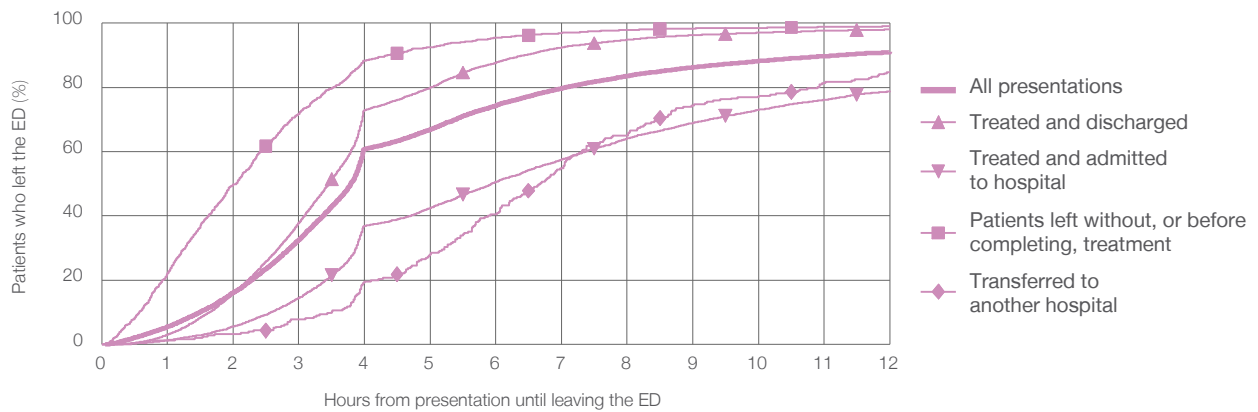
All presentations:<sup>1</sup> 19,682 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,680 patients

Treated and discharged	10,518 (53.4%)
Treated and admitted to hospital	7,163 (36.4%)
Patient left without, or before completing, treatment	1,282 (6.5%)
Transferred to another hospital	257 (1.3%)
Other	462 (2.3%)

Same period last year	Change since one year ago
18,420	6.8%
9,413	11.7%
7,218	-0.8%
1,116	14.9%
255	0.8%
418	10.5%

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



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

Treated and discharged	3.0%	15.9%	37.8%	73.0%	87.7%	94.8%	97.1%	98.0%
Treated and admitted to hospital	1.2%	5.5%	14.4%	36.9%	50.6%	64.1%	73.1%	79.0%
Patient left without, or before completing, treatment	22.2%	49.8%	71.8%	88.4%	95.5%	97.9%	98.6%	99.1%
Transferred to another hospital	1.2%	3.1%	7.8%	19.5%	40.5%	65.0%	77.4%	84.8%
All presentations	5.5%	16.1%	32.6%	60.8%	74.4%	83.6%	88.2%	91.0%

(†) 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  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 19,682 patients

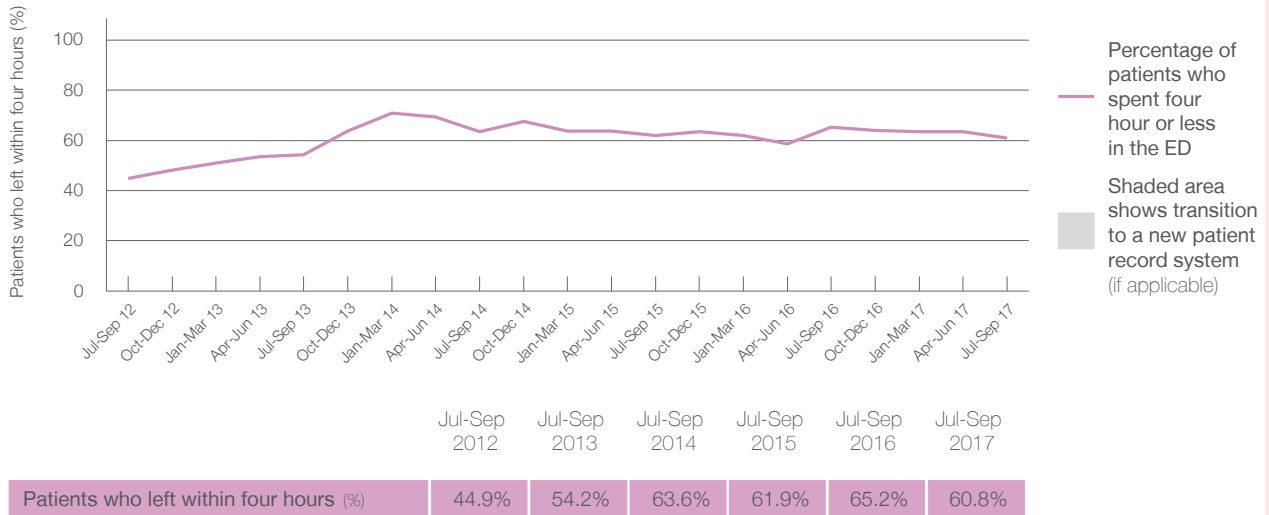
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,680 patients

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	18,420	6.9%
Presentations used to calculate time to leaving the ED	18,420	6.8%
Percentage of patients who spent four hours or less in the ED	65.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

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

July to September 2017

All presentations:<sup>1</sup> 21,178 patients



Emergency presentations:<sup>2</sup> 21,041 patients

Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,328 patients

Median time to start treatment<sup>4</sup>  11 minutes  
 90th percentile time to start treatment<sup>5</sup>  32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,251 patients

Median time to start treatment<sup>4</sup>  30 minutes  
 90th percentile time to start treatment<sup>5</sup>  87 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,105 patients

Median time to start treatment<sup>4</sup>  43 minutes  
 90th percentile time to start treatment<sup>5</sup>  106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,178 patients

Median time to start treatment<sup>4</sup>  43 minutes  
 90th percentile time to start treatment<sup>5</sup>  120 minutes

Same period last year	NSW (this period)
2,565	
10 minutes	9 minutes
27 minutes	29 minutes
8,632	
27 minutes	23 minutes
70 minutes	83 minutes
6,640	
35 minutes	30 minutes
85 minutes	121 minutes
946	
37 minutes	26 minutes
100 minutes	118 minutes

## St George Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Percentage of patients who spent four hours or less in the ED  59.3%

Same period last year	Change since one year ago
19,062	11.1%
60.6%	

\* 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.

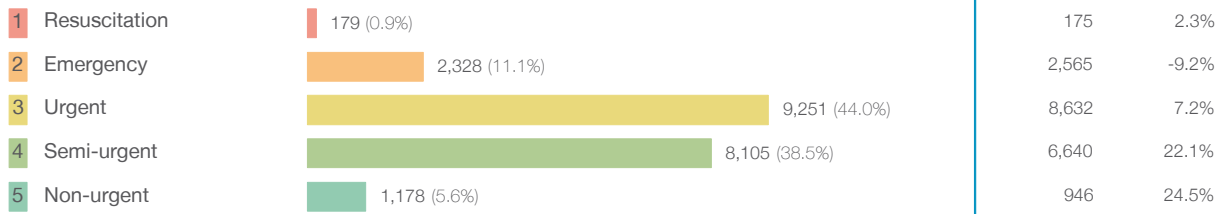
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

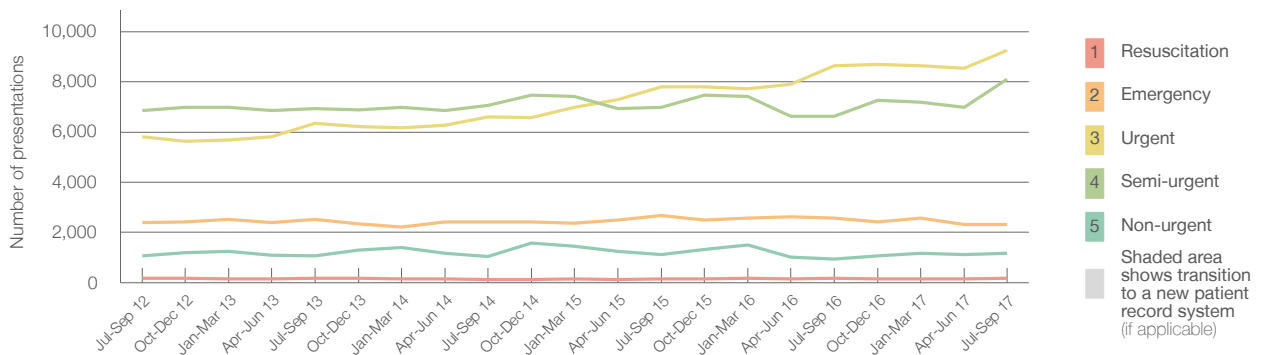
## St George Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 21,178 patients

Emergency presentations<sup>2</sup> by triage category: 21,041 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	164	168	133	150	175	179
Emergency	2,395	2,529	2,417	2,662	2,565	2,328
Urgent	5,805	6,356	6,611	7,792	8,632	9,251
Semi-urgent	6,853	6,932	7,062	6,990	6,640	8,105
Non-urgent	1,060	1,064	1,053	1,116	946	1,178
All emergency presentations	16,277	17,049	17,276	18,710	18,958	21,041

## St George Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,533 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.

## St George Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,328

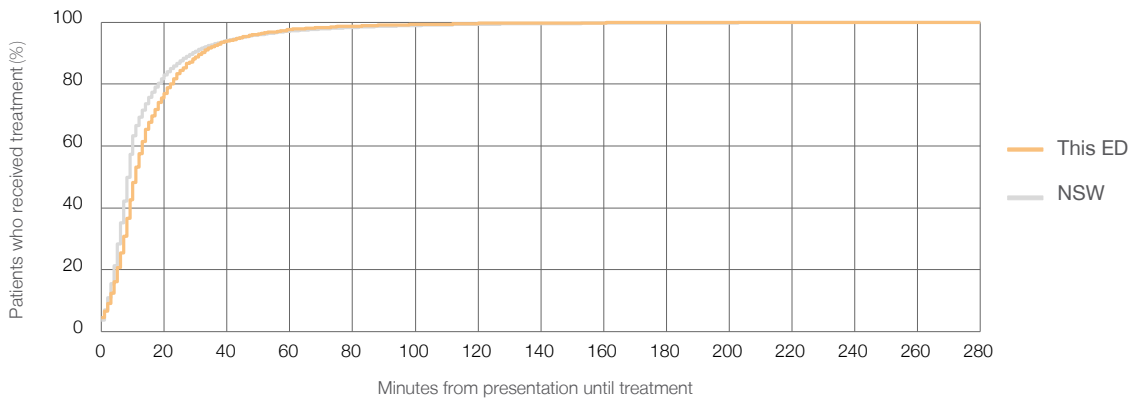
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,321

Median time to start treatment<sup>4</sup> ■ 11 minutes

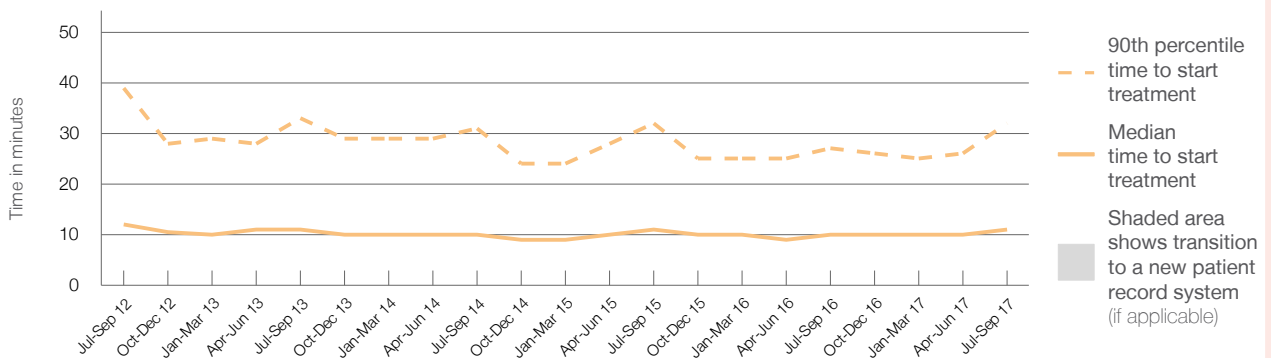
90th percentile time to start treatment<sup>5</sup> ■ 32 minutes

Same period last year	NSW (this period)
2,565	
2,562	
10 minutes	9 minutes
27 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	12	11	10	11	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	39	33	31	32	27	32

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

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

## St George Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 9,251

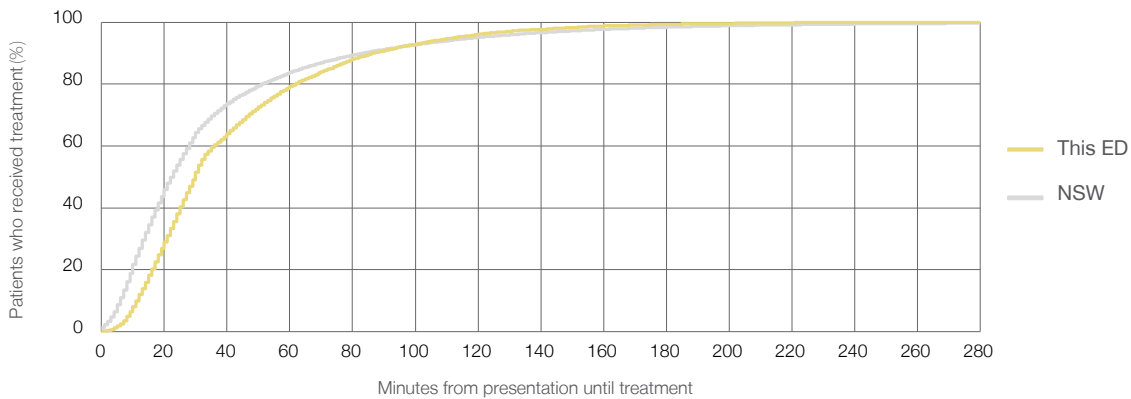
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,049

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

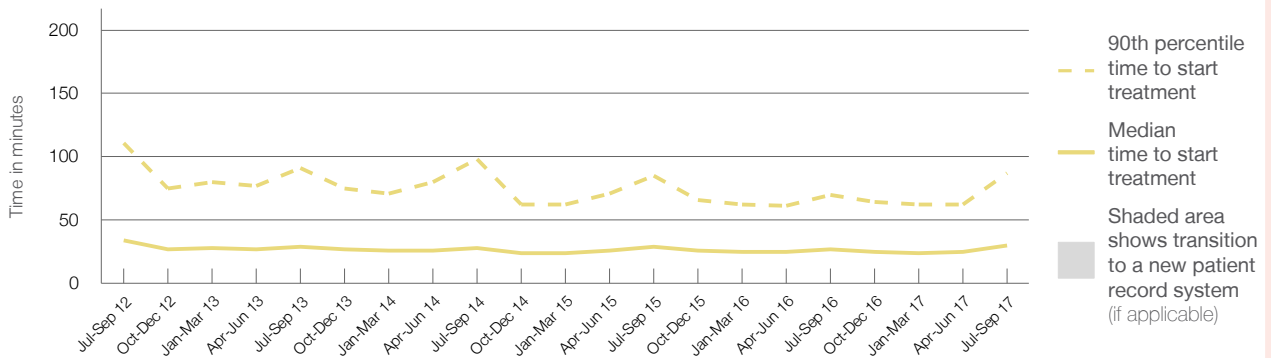
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
8,632	8,531
27 minutes	23 minutes
70 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	29	28	29	27	30
90th percentile time to start treatment <sup>5</sup> (minutes)	111	91	98	85	70	87

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

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

## St George Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,105

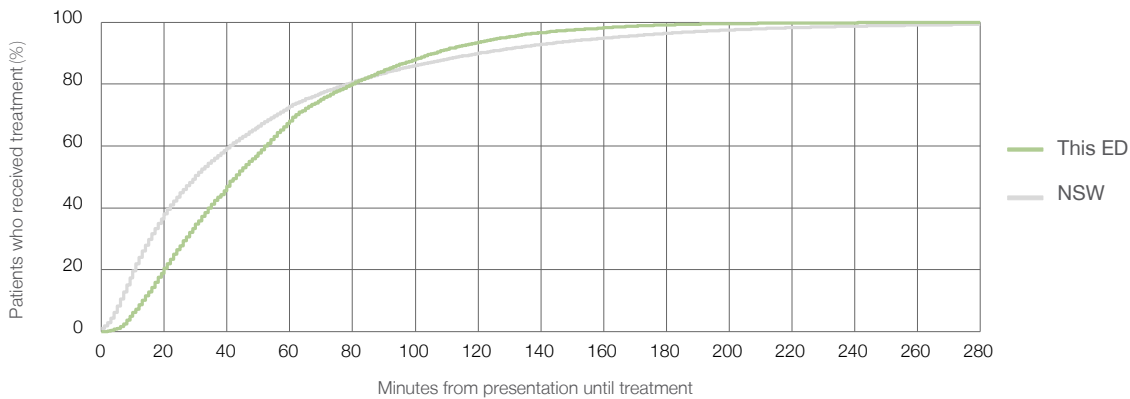
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,765

Median time to start treatment<sup>4</sup> 43 minutes

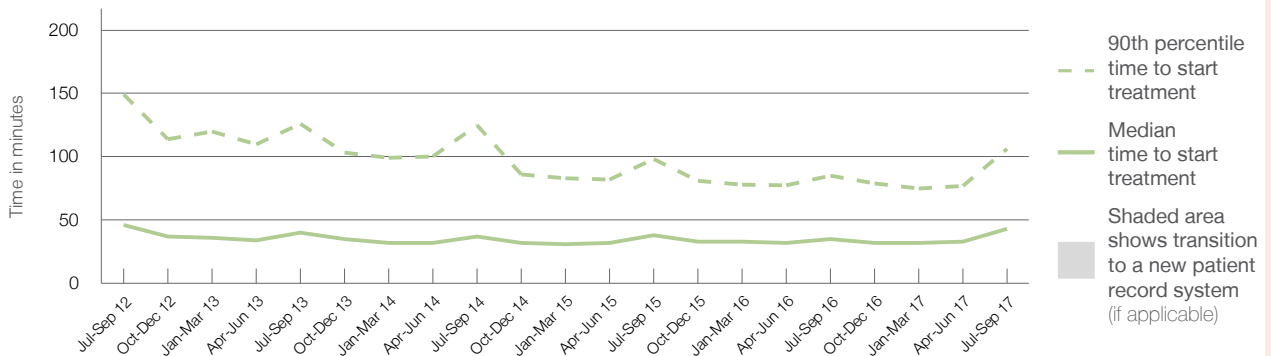
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
6,640	6,469
35 minutes	30 minutes
85 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	40	37	38	35	43
90th percentile time to start treatment <sup>5</sup> (minutes)	149	126	125	98	85	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.

## St George Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,178

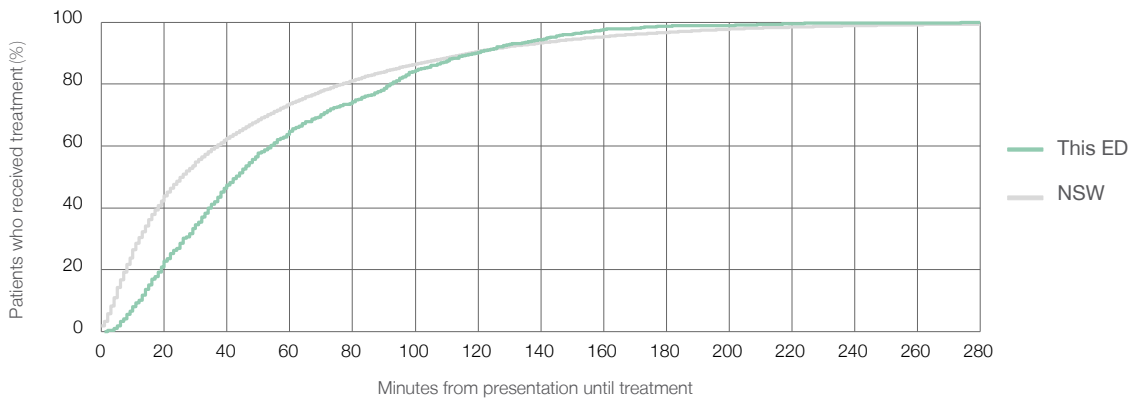
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 982

Median time to start treatment<sup>4</sup> 43 minutes

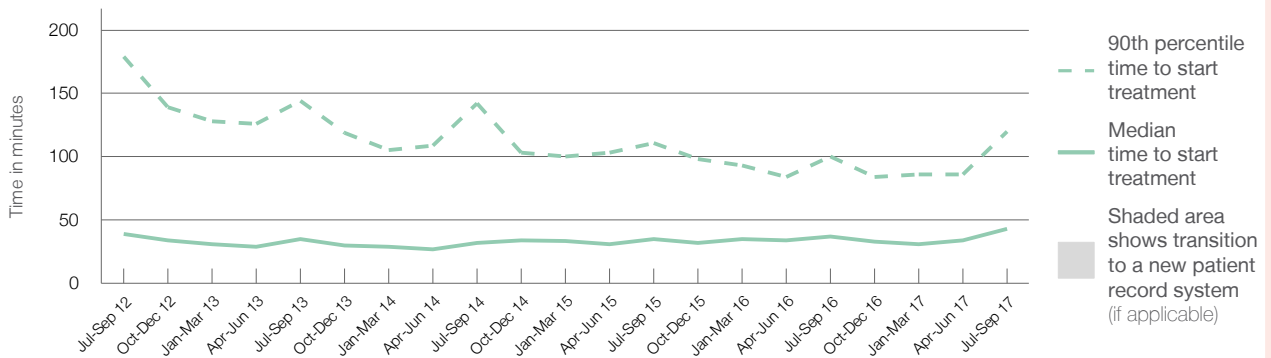
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
946	878
37 minutes	26 minutes
100 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	39	35	32	35	37	43
90th percentile time to start treatment <sup>5</sup> (minutes)	179	144	142	111	100	120

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

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



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

July to September 2017

All presentations:<sup>1</sup> 21,178 patients

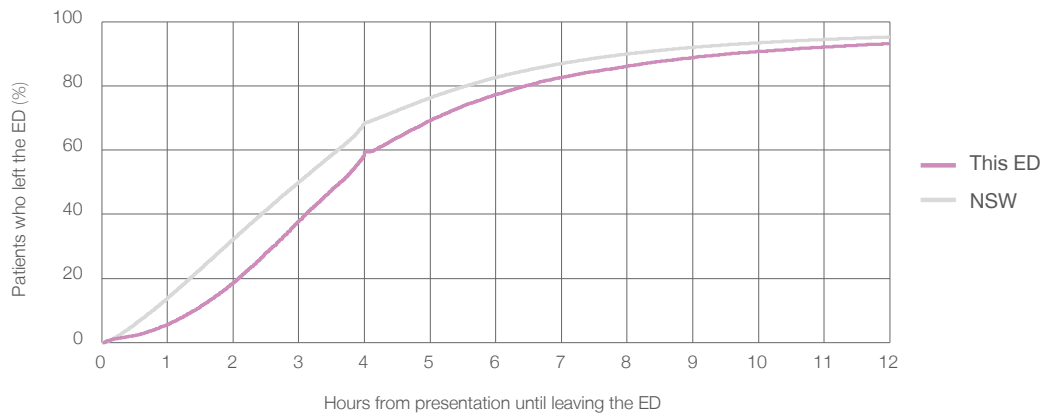
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Median time spent in the ED<sup>8</sup> 3 hours and 38 minutes

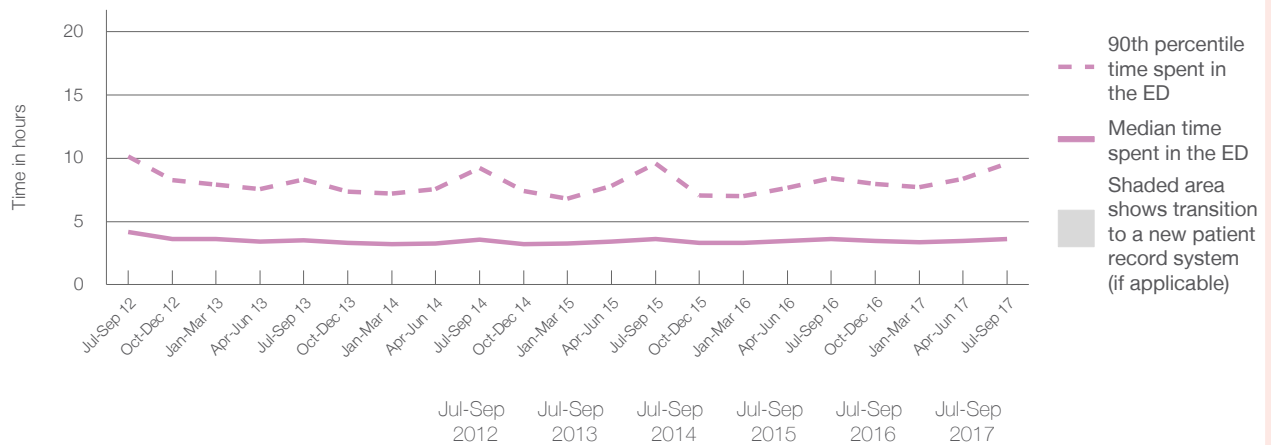
90th percentile time spent in the ED<sup>9</sup> 9 hours and 34 minutes

Same period last year	NSW (this period)
19,062	19,062
3 hours and 37 minutes	3 hours and 0 minutes
8 hours and 26 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m

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

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

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

### By mode of separation

July to September 2017

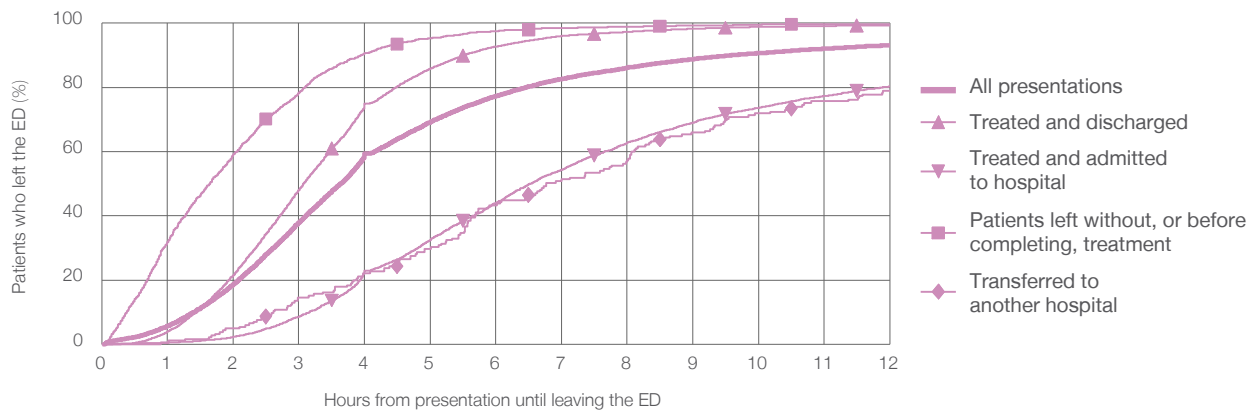
All presentations:<sup>1</sup> 21,178 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Treated and discharged	12,587 (59.4%)
Treated and admitted to hospital	6,709 (31.7%)
Patient left without, or before completing, treatment	1,444 (6.8%)
Transferred to another hospital	185 (0.9%)
Other	253 (1.2%)

Same period last year	Change since one year ago
19,062	11.1%
10,918	15.3%
6,910	-2.9%
972	48.6%
219	-15.5%
43	488.4%

Percentage of patients who left the ED by time and mode of separation, July to September 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	3.9%	21.5%	48.1%	74.9%	92.7%	97.3%	98.8%	99.3%
Treated and admitted to hospital	0.4%	2.3%	8.6%	23.0%	44.1%	62.8%	73.7%	80.3%
Patient left without, or before completing, treatment	31.9%	59.1%	78.4%	90.7%	97.5%	98.9%	99.6%	99.7%
Transferred to another hospital	0.5%	4.9%	14.6%	22.2%	43.2%	57.3%	71.9%	78.9%
All presentations	5.7%	18.6%	37.9%	59.3%	77.3%	86.2%	90.7%	93.2%

(†) 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.

## St George Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 21,178 patients

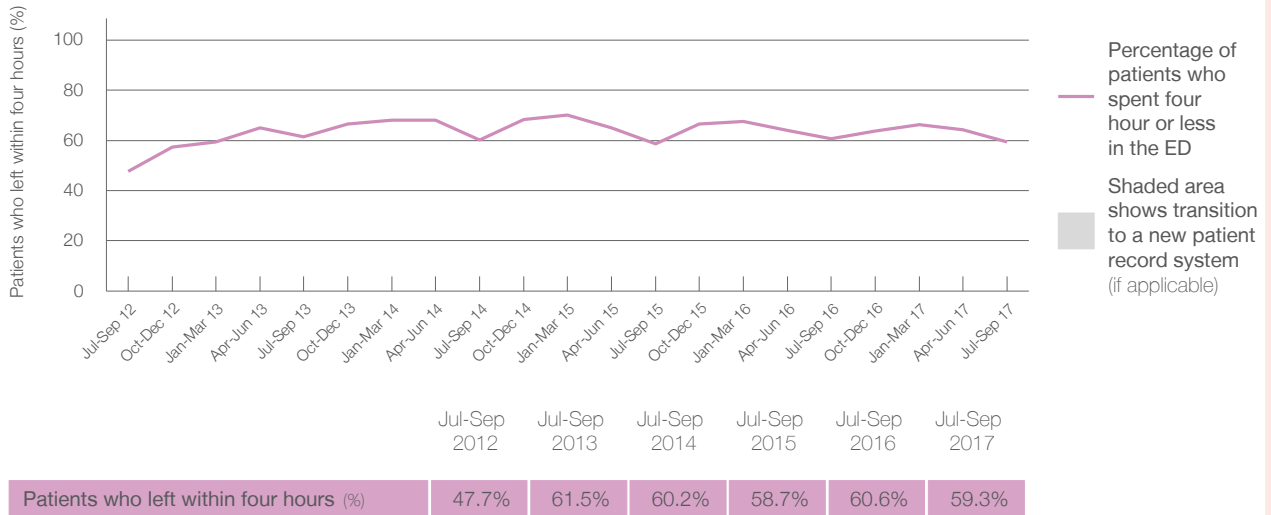
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

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>	19,062	11.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	19,062	11.1%
Percentage of patients who spent four hours or less in the ED	60.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 11,834 patients

Emergency presentations:<sup>2</sup> 11,684 patients

Same period last year	Change since one year ago
11,181	5.8%
11,049	5.7%

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,533 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,829 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,596 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,361	
4 minutes	9 minutes
14 minutes	29 minutes
5,338	
14 minutes	23 minutes
60 minutes	83 minutes
3,605	
17 minutes	30 minutes
89 minutes	121 minutes
484	
13 minutes	26 minutes
107 minutes	118 minutes

## St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,833 patients

Percentage of patients who spent four hours or less in the ED 64.0%

Same period last year	Change since one year ago
11,181	5.8%
65.3%	

\* 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.

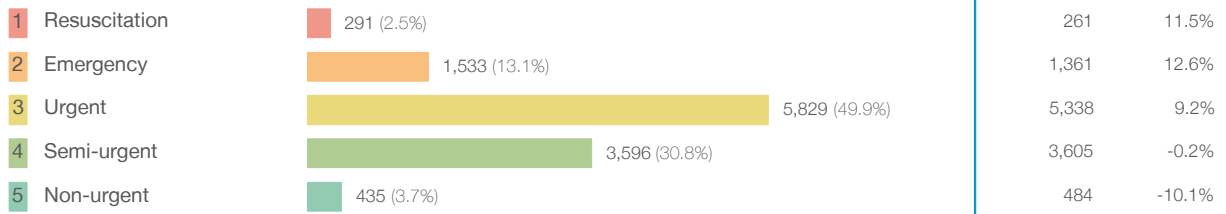
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department July to September 2017

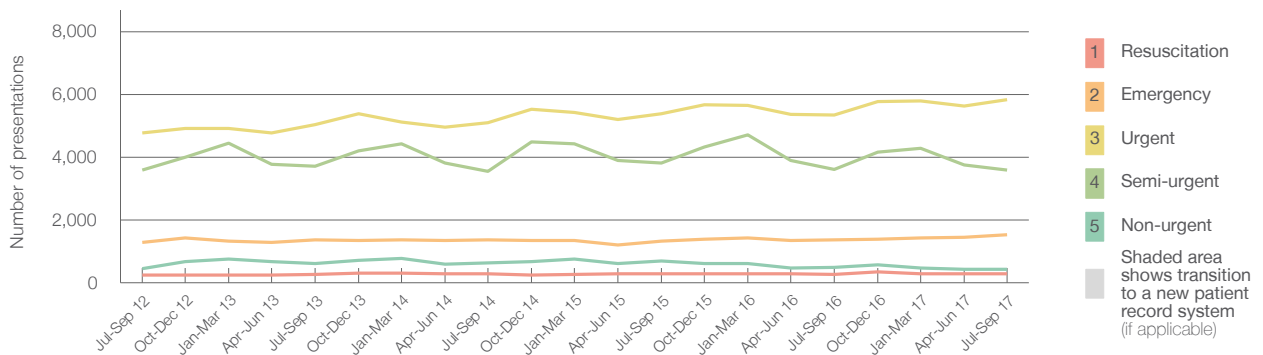
All presentations:<sup>1</sup> 11,834 patients

Emergency presentations<sup>2</sup> by triage category: 11,684 patients



Same period last year	Change since one year ago
11,181	5.8%
11,049	5.7%
261	11.5%
1,361	12.6%
5,338	9.2%
3,605	-0.2%
484	-10.1%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 † §



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	239	255	282	277	261	291
Emergency	1,273	1,373	1,369	1,333	1,361	1,533
Urgent	4,766	5,027	5,088	5,382	5,338	5,829
Semi-urgent	3,591	3,701	3,547	3,806	3,605	3,596
Non-urgent	448	608	621	695	484	435
All emergency presentations	10,317	10,964	10,907	11,493	11,049	11,684

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,624 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,439	
13 minutes	1 minute
38 minutes	0 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.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,533

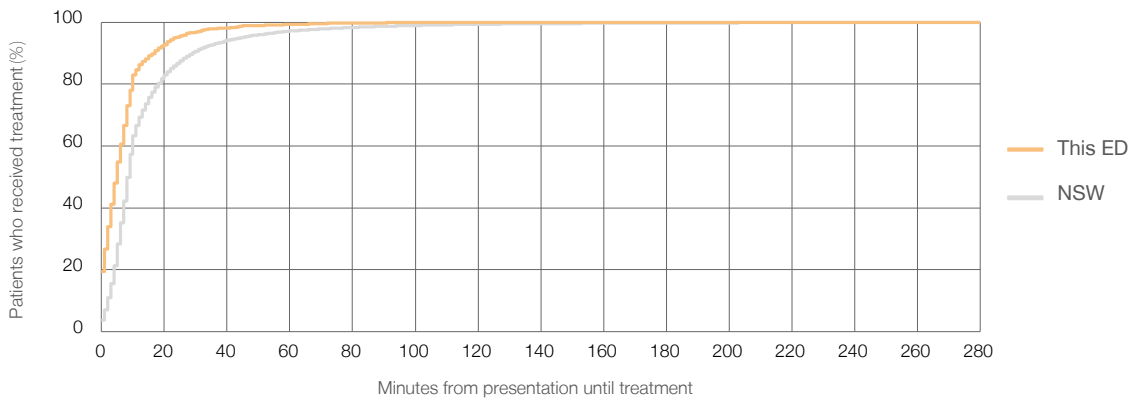
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,526

Median time to start treatment<sup>4</sup> 5 minutes

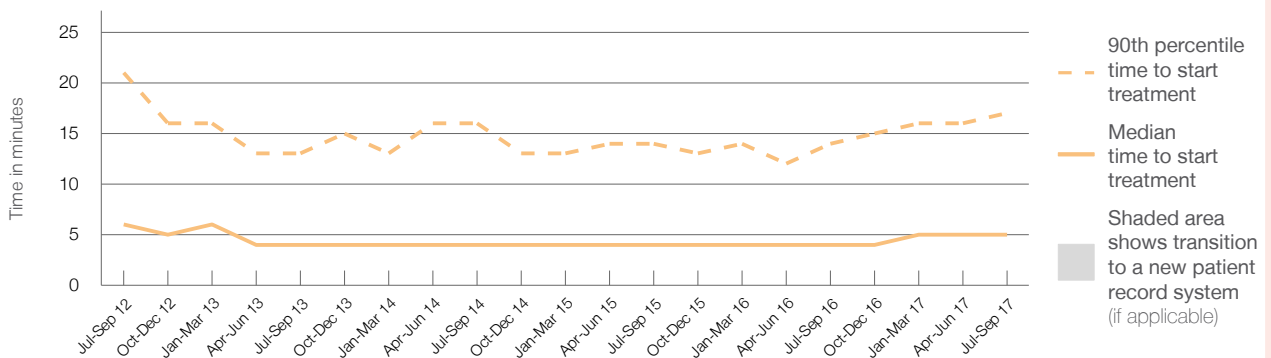
90th percentile time to start treatment<sup>5</sup> 17 minutes

Same period last year	NSW (this period)
1,361	1,357
4 minutes	9 minutes
14 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	6	4	4	4	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	21	13	16	14	14	17

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

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

(§) 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.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 5,829

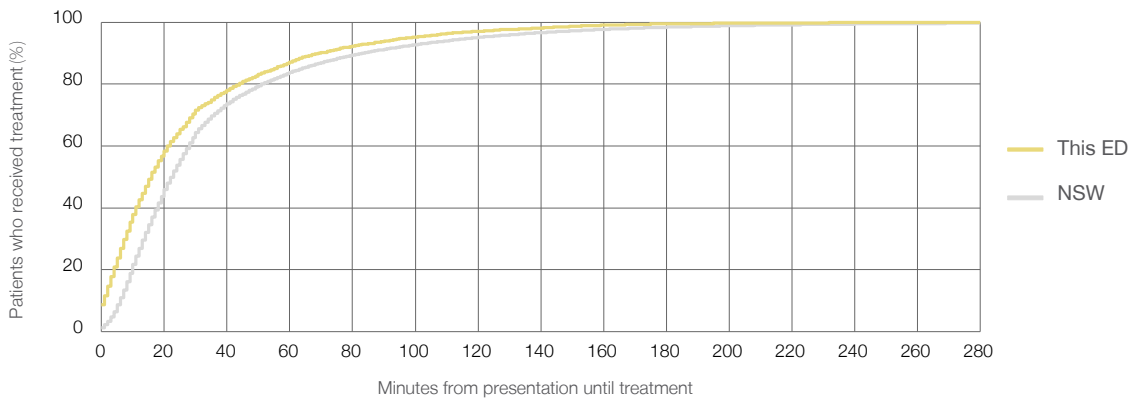
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,646

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

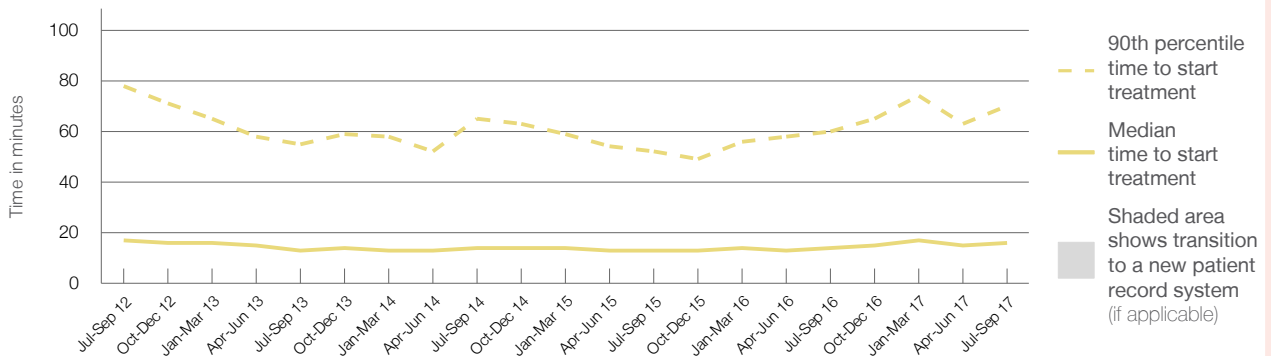
90th percentile time to start treatment<sup>5</sup> 70 minutes

Same period last year	NSW (this period)
5,338	
5,162	
14 minutes	23 minutes
60 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	17	13	14	13	14	16
90th percentile time to start treatment <sup>5</sup> (minutes)	78	55	65	52	60	70

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

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(§) 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.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 3,596

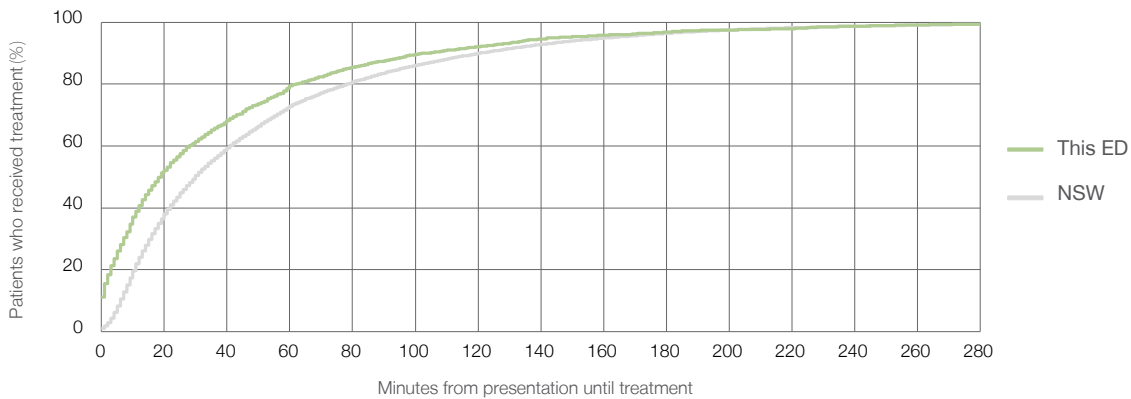
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,107

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

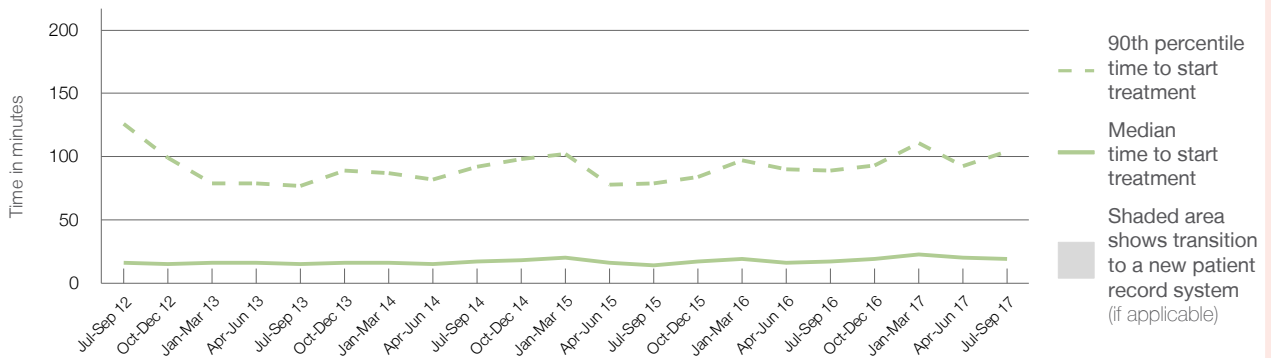
90th percentile time to start treatment<sup>5</sup> 104 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,605	3,176
Median time to start treatment <sup>4</sup>	17 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup>	89 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	16	15	17	14	17	19
90th percentile time to start treatment <sup>5</sup> (minutes)	126	77	92	79	89	104

(†) 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.



## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 435

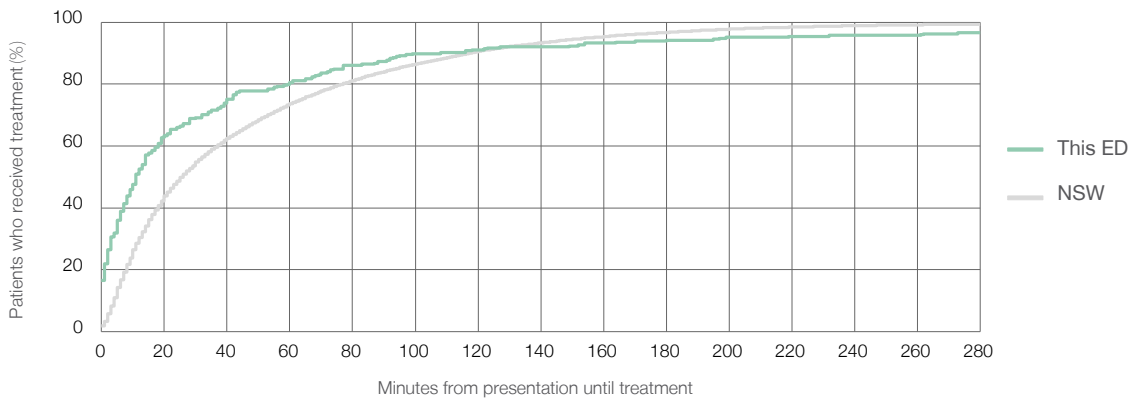
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 324

Median time to start treatment<sup>4</sup> 11 minutes

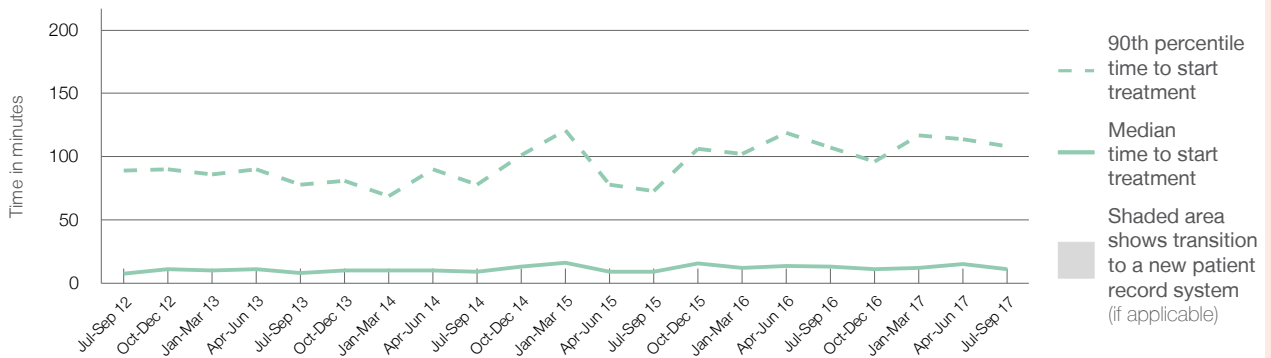
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
484	
388	
13 minutes	26 minutes
107 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	9	9	13	11
90th percentile time to start treatment <sup>5</sup> (minutes)	89	78	78	73	107	108

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

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## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 11,834 patients

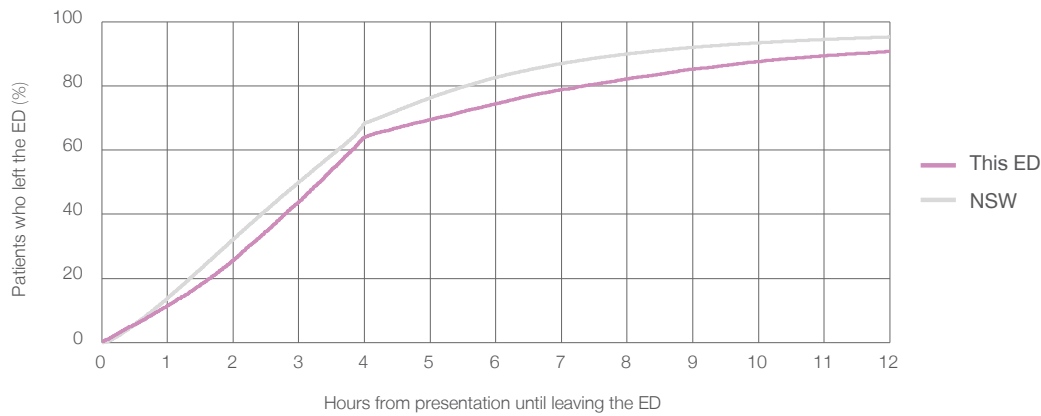
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,833 patients

Median time spent in the ED<sup>8</sup> 3 hours and 19 minutes

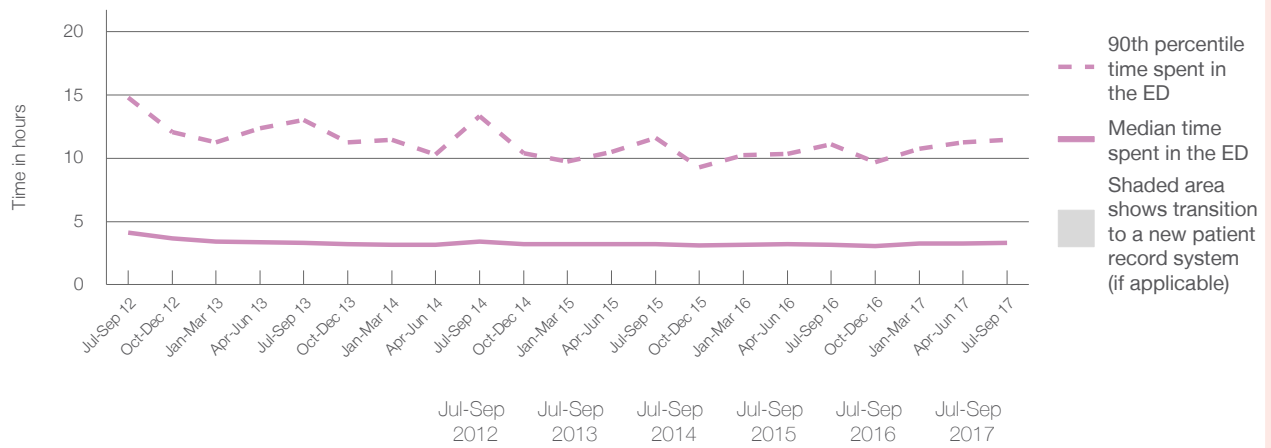
90th percentile time spent in the ED<sup>9</sup> 11 hours and 26 minutes

Same period last year	NSW (this period)
11,181	11,181
3 hours and 9 minutes	3 hours and 0 minutes
11 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m	3h 19m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 47m	13h 2m	13h 19m	11h 36m	11h 6m	11h 26m

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

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## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

July to September 2017

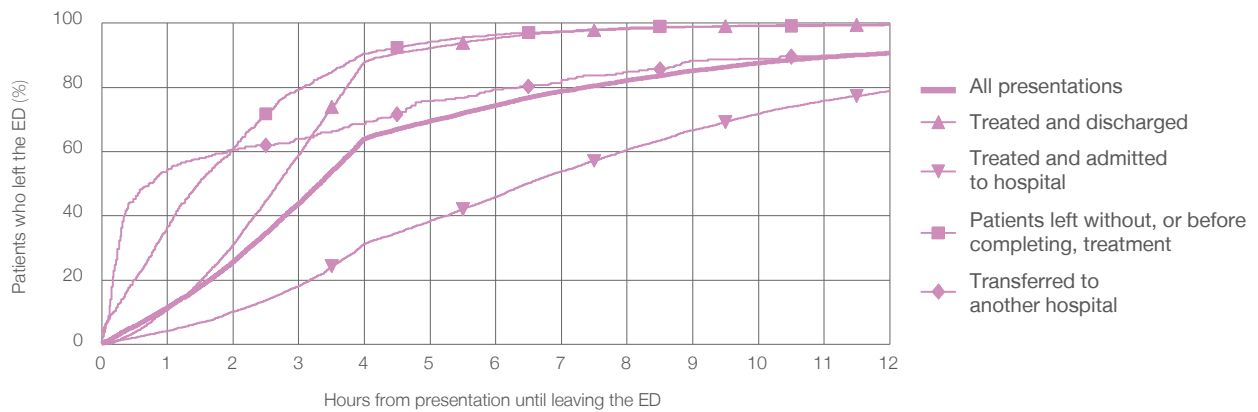
All presentations:<sup>1</sup> 11,834 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,833 patients

Treated and discharged	5,566 (47.0%)
Treated and admitted to hospital	4,937 (41.7%)
Patient left without, or before completing, treatment	983 (8.3%)
Transferred to another hospital	300 (2.5%)
Other	48 (0.4%)

Same period last year	Change since one year ago
11,181	5.8%
5,145	8.2%
4,663	5.9%
932	5.5%
375	-20.0%
66	-27.3%

Percentage of patients who left the ED by time and mode of separation, July to September 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	10.8%	31.1%	59.0%	87.9%	95.3%	98.2%	99.4%	99.6%
Treated and admitted to hospital	4.1%	10.1%	18.2%	31.3%	45.9%	60.5%	71.8%	79.0%
Patient left without, or before completing, treatment	36.6%	61.0%	79.5%	90.5%	96.4%	98.6%	99.1%	99.5%
Transferred to another hospital	54.3%	60.7%	64.0%	68.7%	79.3%	85.0%	89.0%	90.3%
All presentations	11.5%	25.8%	43.9%	64.0%	74.4%	82.2%	87.6%	90.7%

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(§) 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.

**St Vincent's Hospital, Darlinghurst: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 11,834 patients

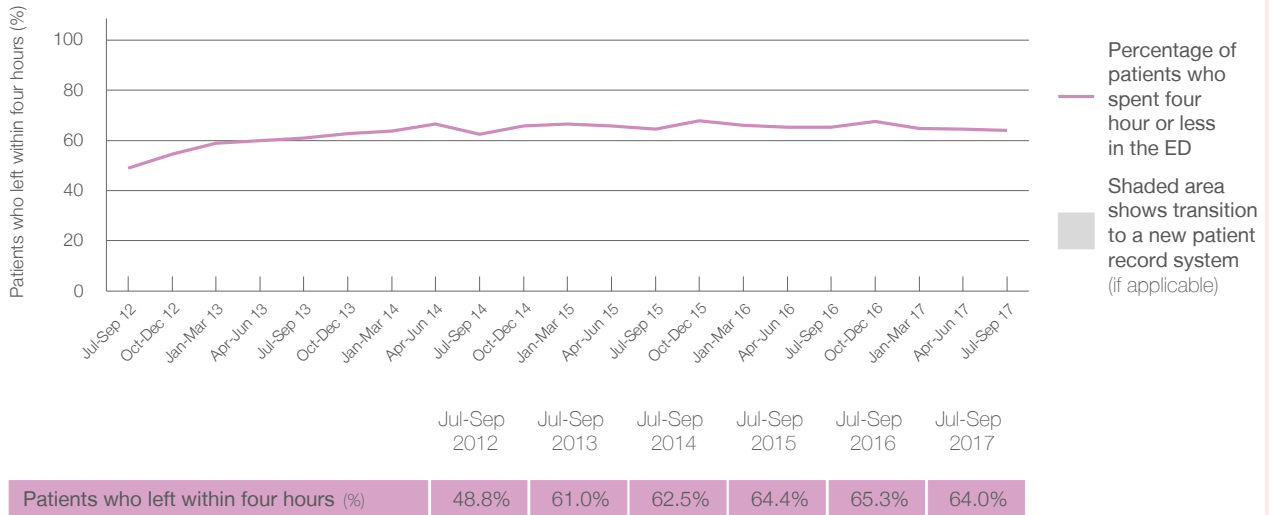
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,833 patients

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	11,181	5.8%
Presentations used to calculate time to leaving the ED	11,181	5.8%
Percentage of patients who spent four hours or less in the ED	65.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Westmead Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 19,292 patients

Emergency presentations:<sup>2</sup> 19,093 patients

Same period last year	Change since one year ago
18,660	3.4%
18,511	3.1%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,299 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,960 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 138 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,200 patients

Median time to start treatment<sup>4</sup> 47 minutes  
 90th percentile time to start treatment<sup>5</sup> 145 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,118 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
6,106	
15 minutes	9 minutes
80 minutes	29 minutes
6,982	
39 minutes	23 minutes
144 minutes	83 minutes
3,846	
40 minutes	30 minutes
126 minutes	121 minutes
1,067	
33 minutes	26 minutes
118 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,288 patients

Percentage of patients who spent four hours or less in the ED 50.9%

Same period last year	Change since one year ago
18,647	3.4%
56.8%	

\* 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.

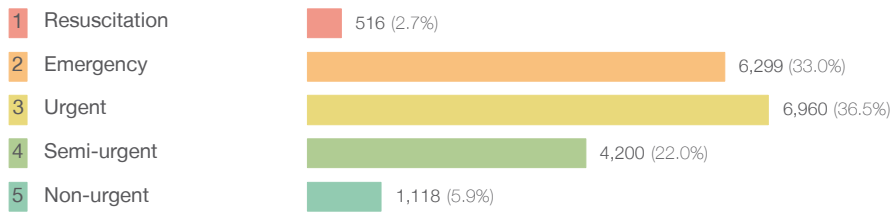
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Westmead Hospital: Patients presenting to the emergency department July to September 2017

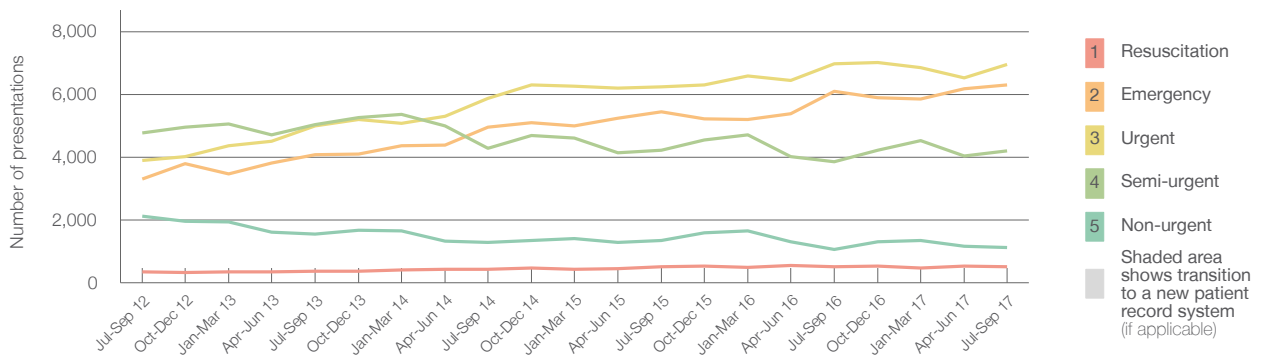
All presentations:<sup>1</sup> 19,292 patients

Emergency presentations<sup>2</sup> by triage category: 19,093 patients



Same period last year	Change since one year ago
18,660	3.4%
18,511	3.1%
510	1.2%
6,106	3.2%
6,982	-0.3%
3,846	9.2%
1,067	4.8%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	337	367	424	506	510	516
Emergency	3,304	4,075	4,949	5,450	6,106	6,299
Urgent	3,895	5,000	5,882	6,233	6,982	6,960
Semi-urgent	4,770	5,041	4,284	4,230	3,846	4,200
Non-urgent	2,112	1,551	1,288	1,343	1,067	1,118
All emergency presentations	14,418	16,034	16,827	17,762	18,511	19,093

## Westmead Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,941 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,925	
12 minutes	1 minute
27 minutes	0 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.

## Westmead Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 6,299

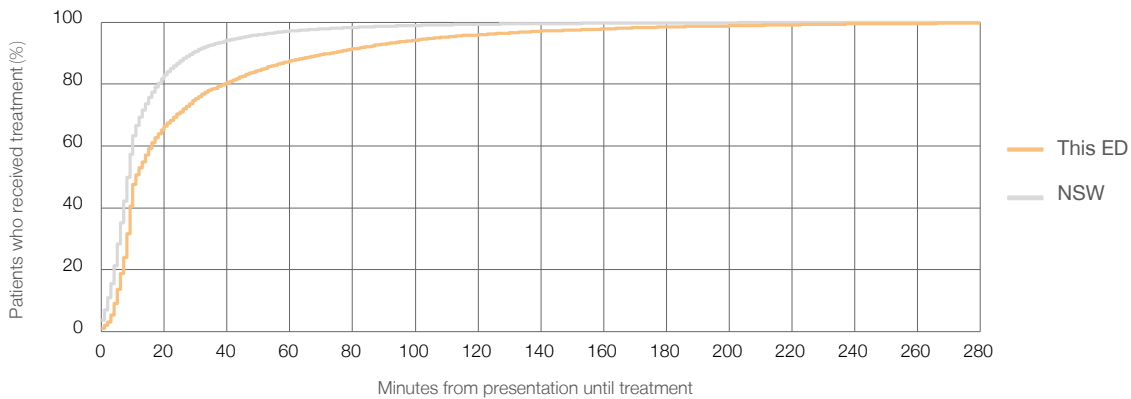
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 6,135

Median time to start treatment<sup>4</sup> 11 minutes

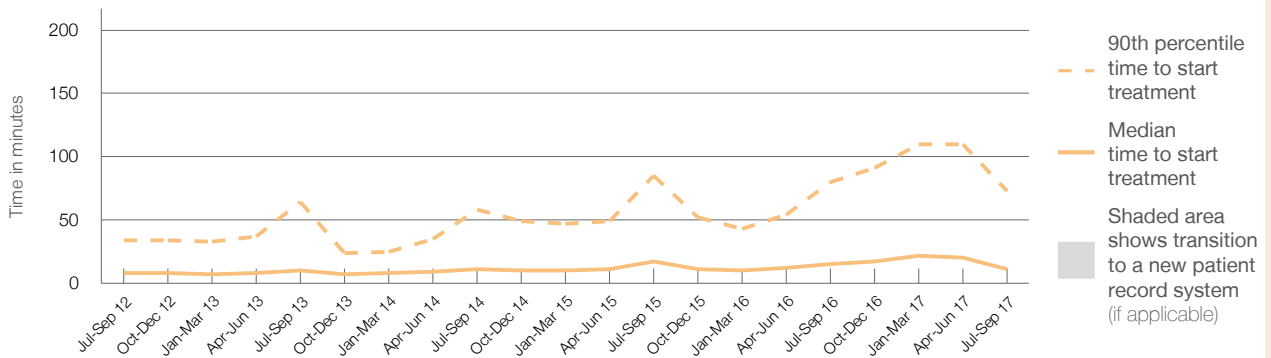
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
6,106	5,971
15 minutes	9 minutes
80 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	8	10	11	17	15	11
90th percentile time to start treatment <sup>5</sup> (minutes)	34	64	58	85	80	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.

## Westmead Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,960

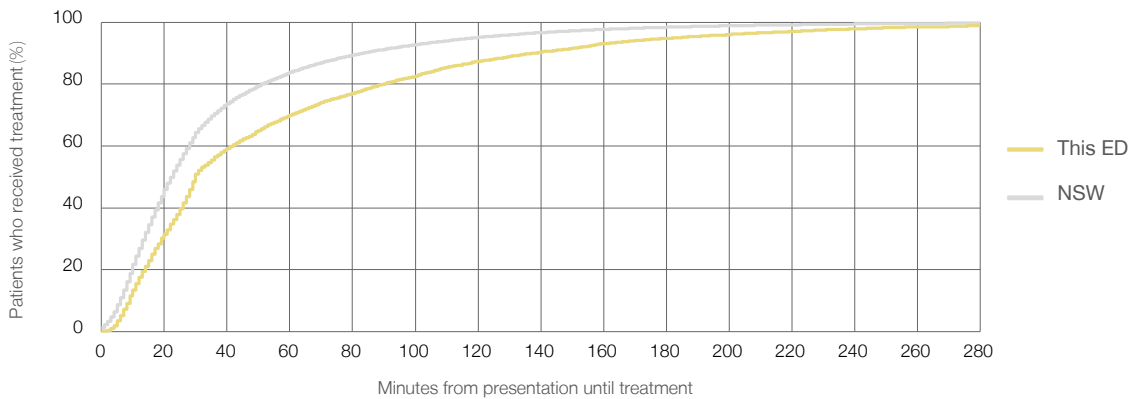
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,435

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

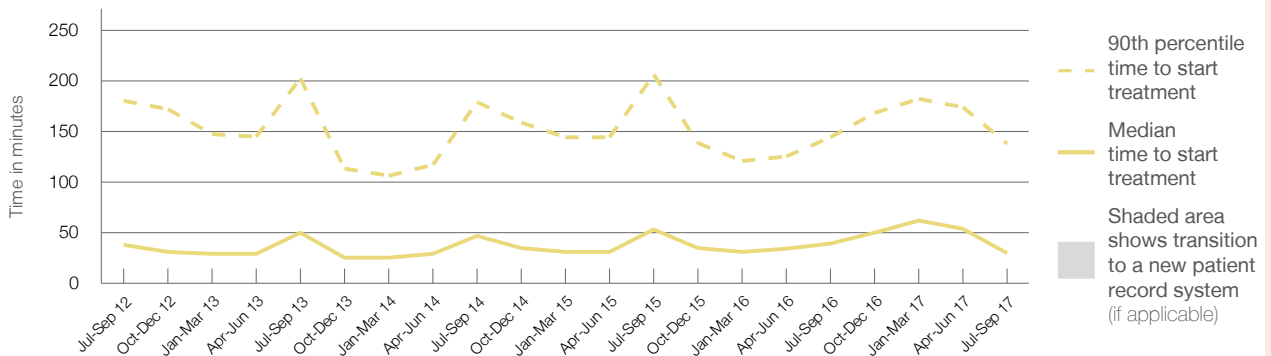
90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
6,982	
6,404	
39 minutes	23 minutes
144 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	38	50	47	53	39	30
90th percentile time to start treatment <sup>5</sup> (minutes)	180	202	179	206	144	138

(†) 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.



## Westmead Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,200

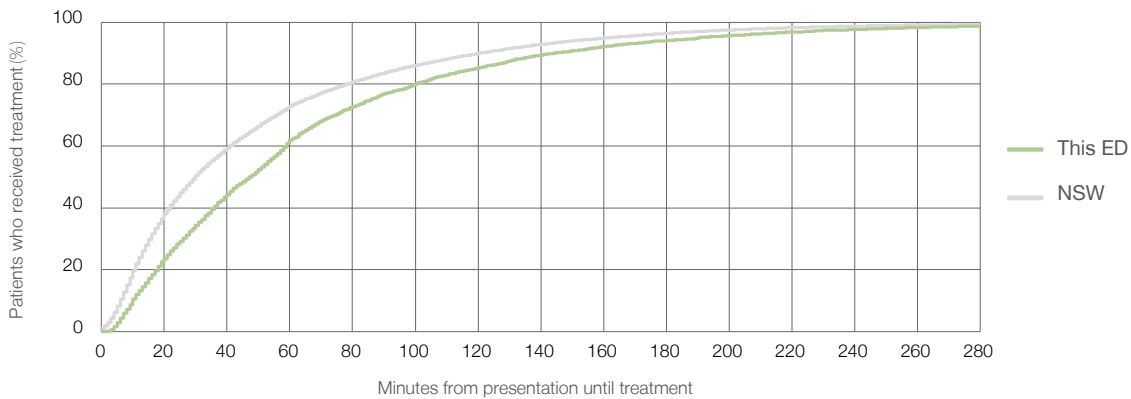
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,729

Median time to start treatment<sup>4</sup> 47 minutes

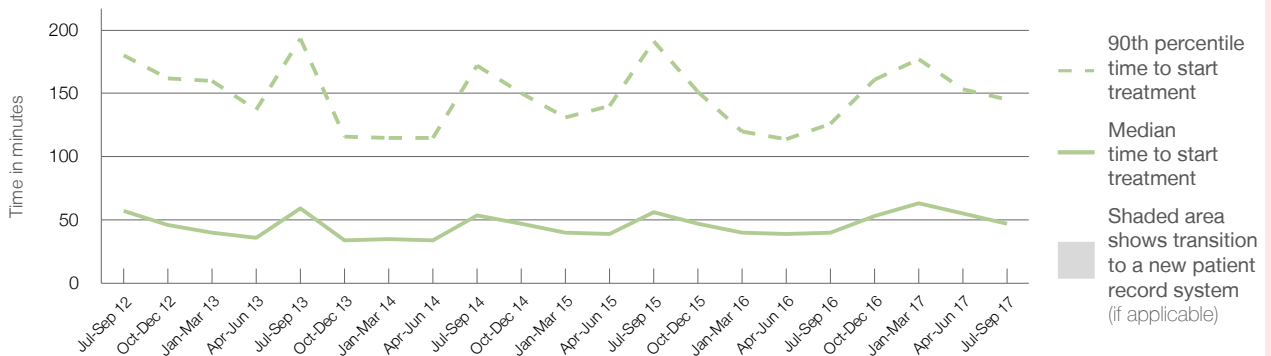
90th percentile time to start treatment<sup>5</sup> 145 minutes

Same period last year	NSW (this period)
3,846	3,453
40 minutes	30 minutes
126 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	57	59	54	56	40	47
90th percentile time to start treatment <sup>5</sup> (minutes)	180	193	172	191	126	145

(†) 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.

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

July to September 2017

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

Number of triage 5 patients: 1,118

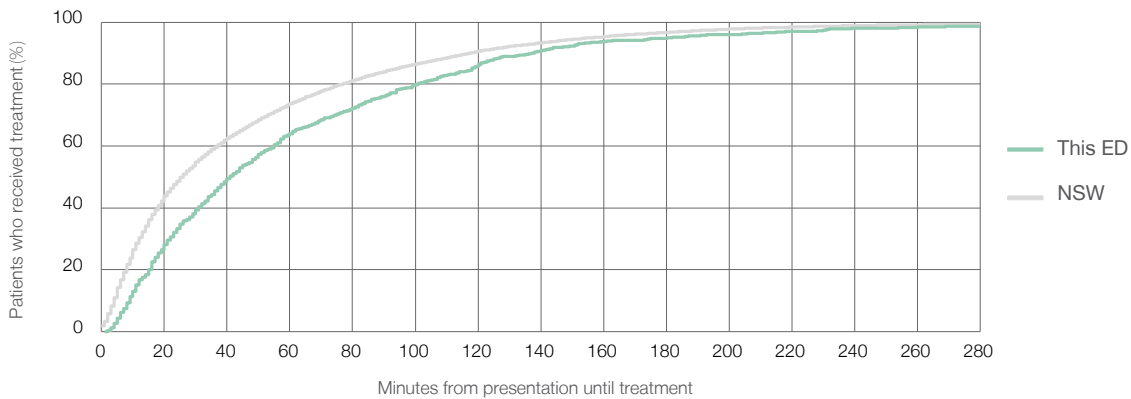
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 934

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

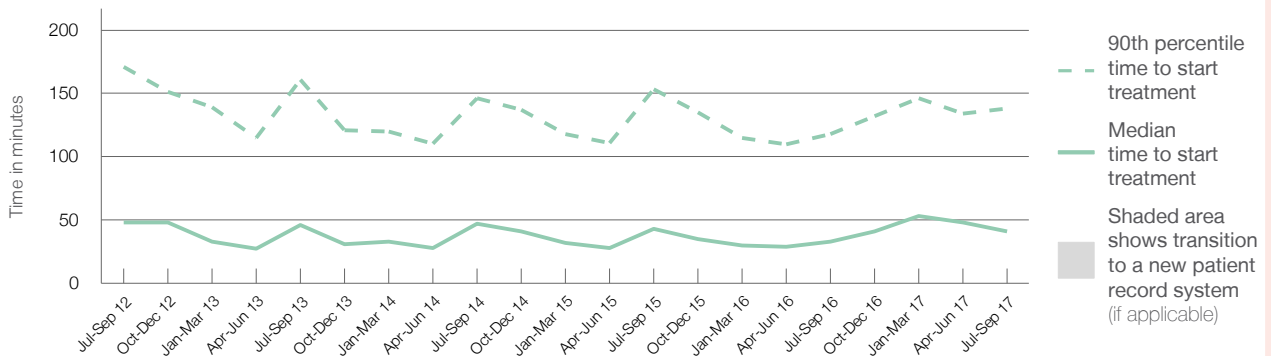
90th percentile time to start treatment<sup>5</sup> 138 minutes

Same period last year	NSW (this period)
1,067	926
33 minutes	26 minutes
118 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	48	46	47	43	33	41
90th percentile time to start treatment <sup>5</sup> (minutes)	171	161	146	153	118	138

(†) 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.

## Westmead Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 19,292 patients

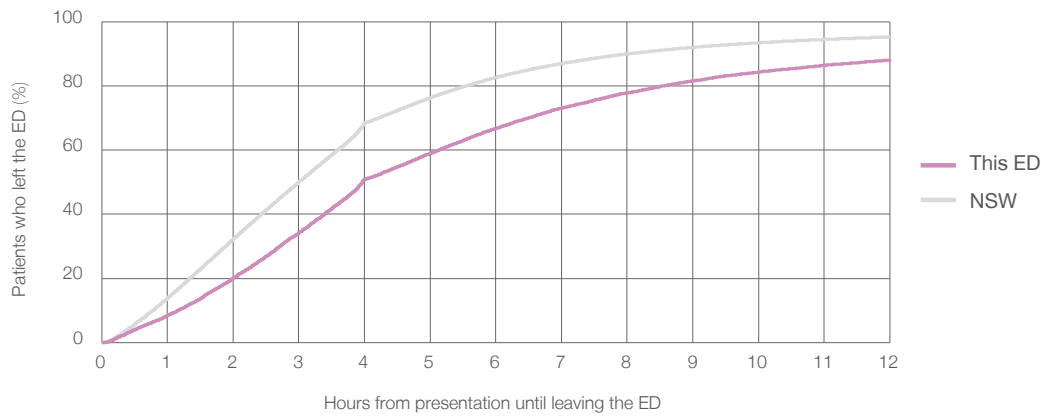
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,288 patients

Median time spent in the ED<sup>8</sup> 3 hours and 58 minutes

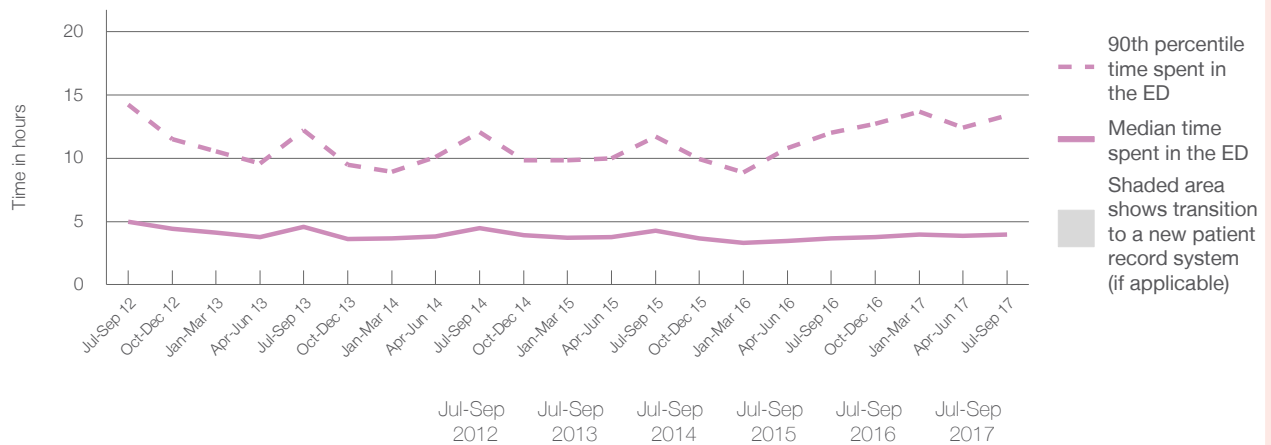
90th percentile time spent in the ED<sup>9</sup> 13 hours and 23 minutes

Same period last year	NSW (this period)
18,660	
18,647	
3 hours and 40 minutes	3 hours and 0 minutes
12 hours and 0 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m	3h 58m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 13m	12h 13m	12h 2m	11h 41m	12h 0m	13h 23m

(†) 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.

## Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

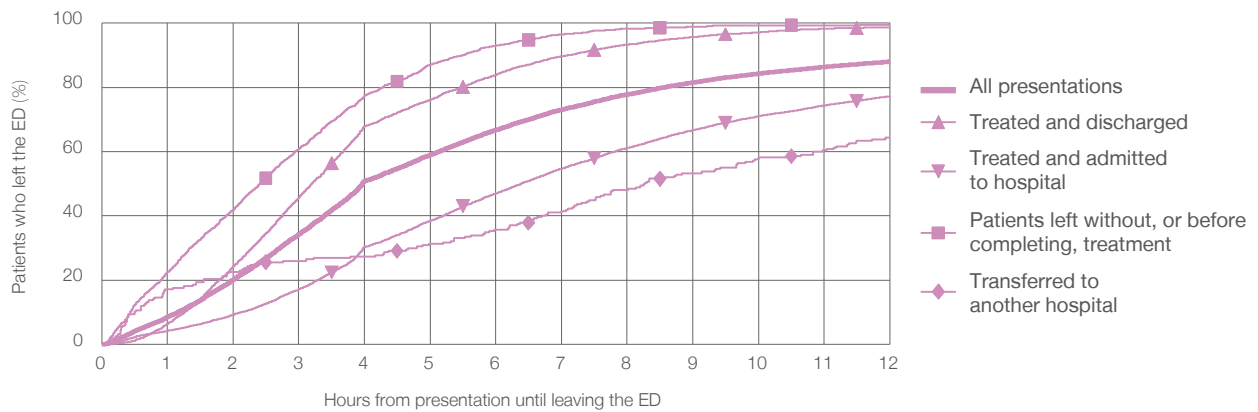
All presentations:<sup>1</sup> 19,292 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,288 patients

Treated and discharged	7,203 (37.3%)
Treated and admitted to hospital	9,364 (48.5%)
Patient left without, or before completing, treatment	1,980 (10.3%)
Transferred to another hospital	227 (1.2%)
Other	518 (2.7%)

Same period last year	Change since one year ago
18,647	3.4%
7,090	1.6%
9,653	-3.0%
1,245	59.0%
150	51.3%
522	-0.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	6.4%	24.3%	45.7%	67.9%	84.0%	93.3%	97.2%	98.8%
Treated and admitted to hospital	4.2%	9.2%	17.2%	30.3%	47.0%	61.2%	71.0%	77.3%
Patient left without, or before completing, treatment	22.5%	41.9%	60.9%	77.5%	93.1%	98.2%	99.3%	99.6%
Transferred to another hospital	17.2%	22.5%	26.0%	27.3%	35.7%	48.0%	58.1%	64.3%
All presentations	8.5%	20.1%	34.3%	50.9%	66.7%	77.8%	84.3%	88.0%

(†) 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.

## Westmead Hospital: Time spent in the ED

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

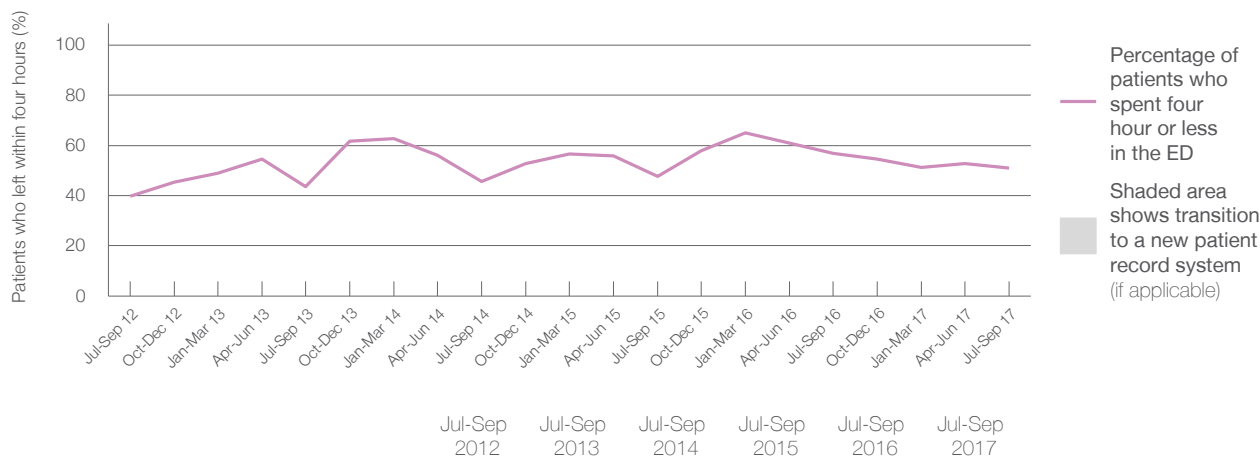
July to September 2017

All presentations at the emergency department:<sup>1</sup> 19,292 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,288 patients

Percentage of patients who spent four hours or less in the ED  50.9%

Same period last year	Change since one year ago
18,660	3.4%
18,647	3.4%
56.8%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	39.7%	43.7%	45.7%	47.7%	56.8%	50.9%

\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Wollongong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 17,561 patients

Emergency presentations:<sup>2</sup> 17,271 patients

Same period last year	Change since one year ago
15,656	12.2%
15,339	12.6%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,471 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): 7,610 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,493 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 506 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 133 minutes

Same period last year	NSW (this period)
2,038	
9 minutes	9 minutes
24 minutes	29 minutes
6,711	
25 minutes	23 minutes
85 minutes	83 minutes
5,967	
31 minutes	30 minutes
107 minutes	121 minutes
465	
29 minutes	26 minutes
104 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,561 patients

Percentage of patients who spent four hours or less in the ED 56.2%

Same period last year	Change since one year ago
15,656	12.2%
59.7%	

\* 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.

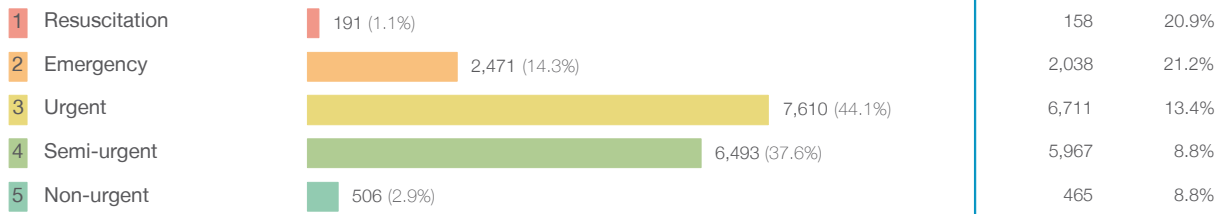
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

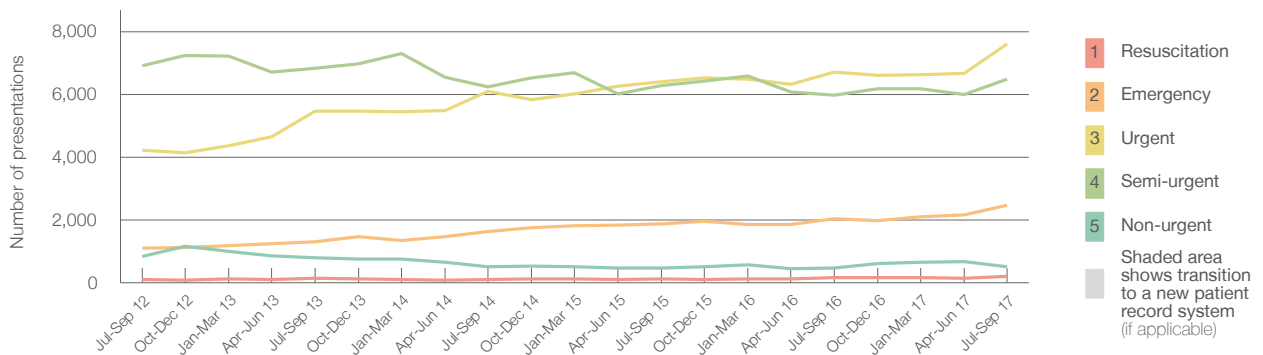
## Wollongong Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 17,561 patients

Emergency presentations<sup>2</sup> by triage category: 17,271 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	101	130	96	114	158	191
Emergency	1,098	1,297	1,639	1,865	2,038	2,471
Urgent	4,223	5,468	6,099	6,411	6,711	7,610
Semi-urgent	6,910	6,824	6,233	6,286	5,967	6,493
Non-urgent	832	793	507	473	465	506
All emergency presentations	13,164	14,512	14,574	15,149	15,339	17,271

## Wollongong Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,136 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,471

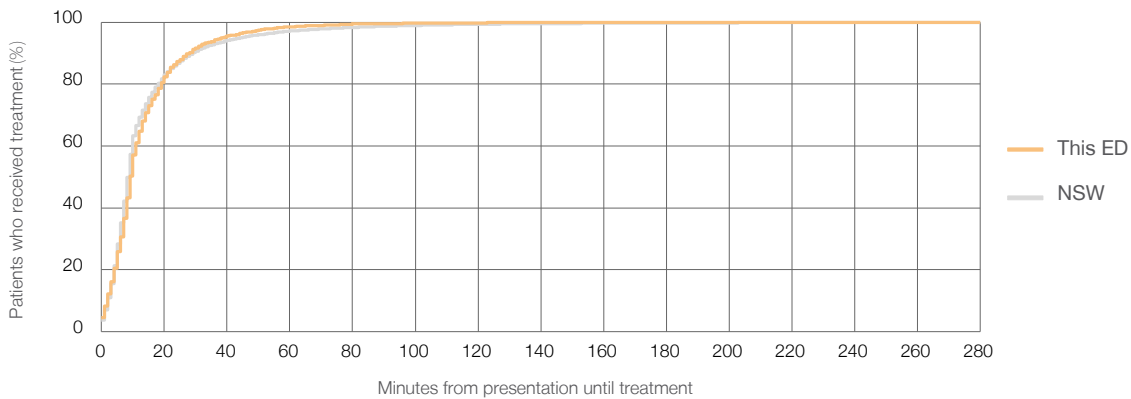
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,462

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

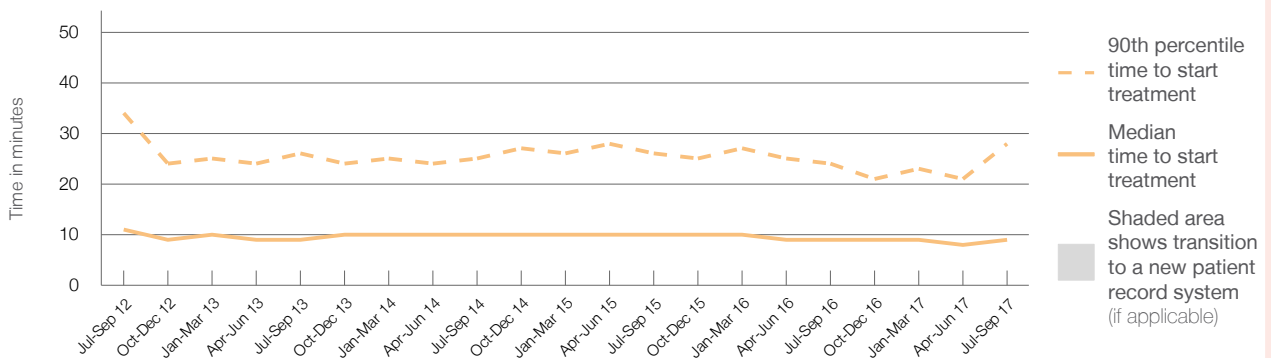
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
2,038	2,036
9 minutes	9 minutes
24 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	11	9	10	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	34	26	25	26	24	28

(†) 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.



## Wollongong Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 7,610

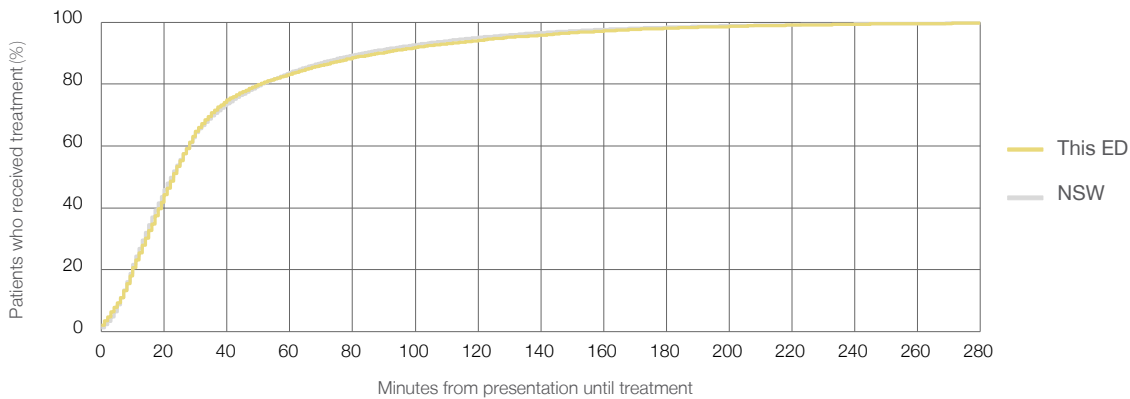
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,375

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

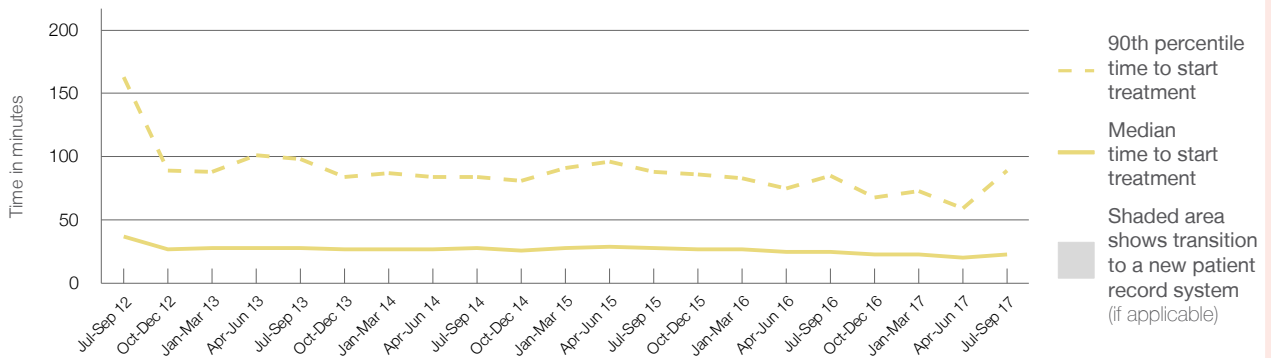
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
6,711	6,572
25 minutes	23 minutes
85 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	37	28	28	28	25	23
90th percentile time to start treatment <sup>5</sup> (minutes)	163	98	84	88	85	89

(†) 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.

## Wollongong Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 6,493

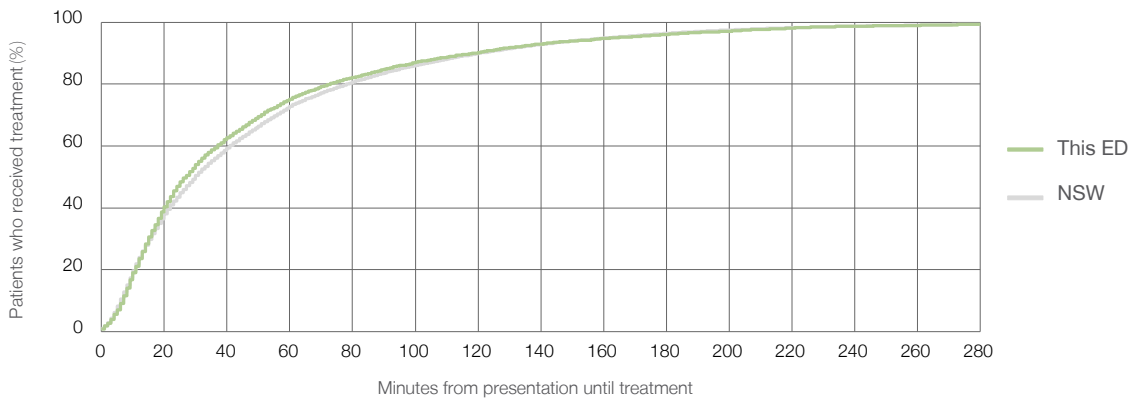
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,031

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

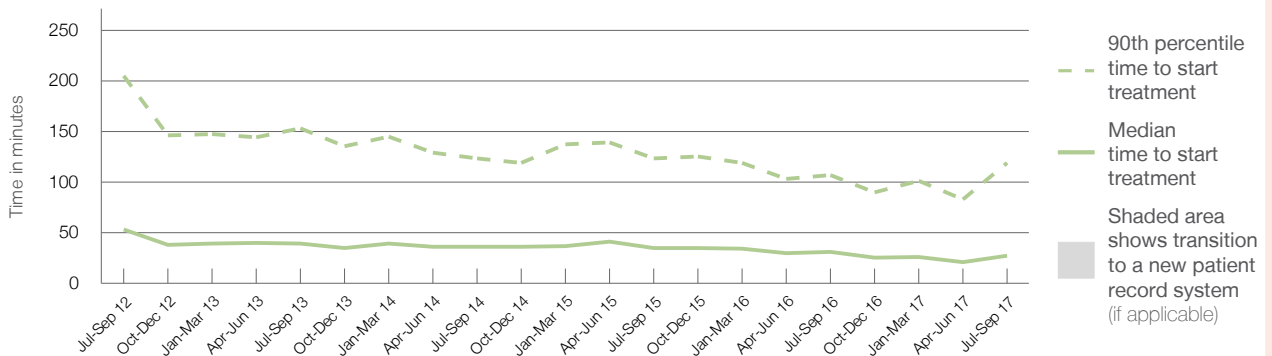
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
5,967	5,622
31 minutes	30 minutes
107 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	53	39	36	35	31	27
90th percentile time to start treatment <sup>5</sup> (minutes)	205	153	123	123	107	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.

## Wollongong Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 506

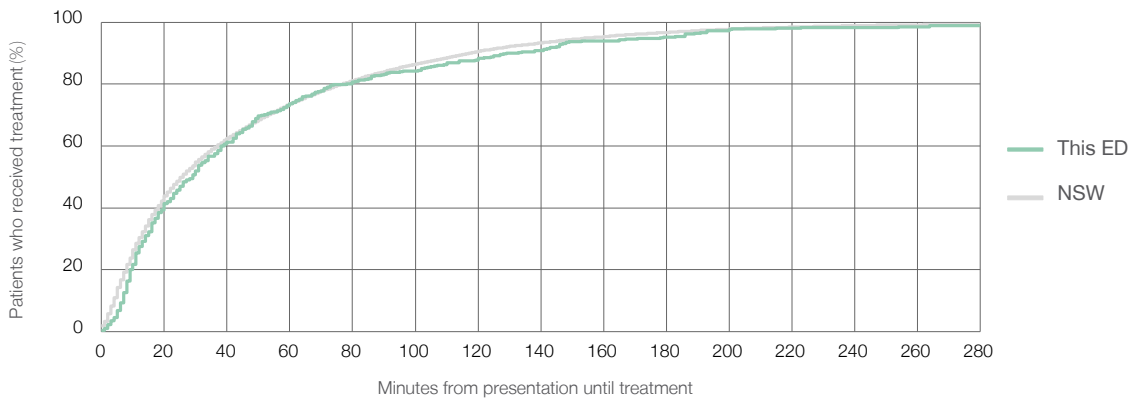
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 418

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

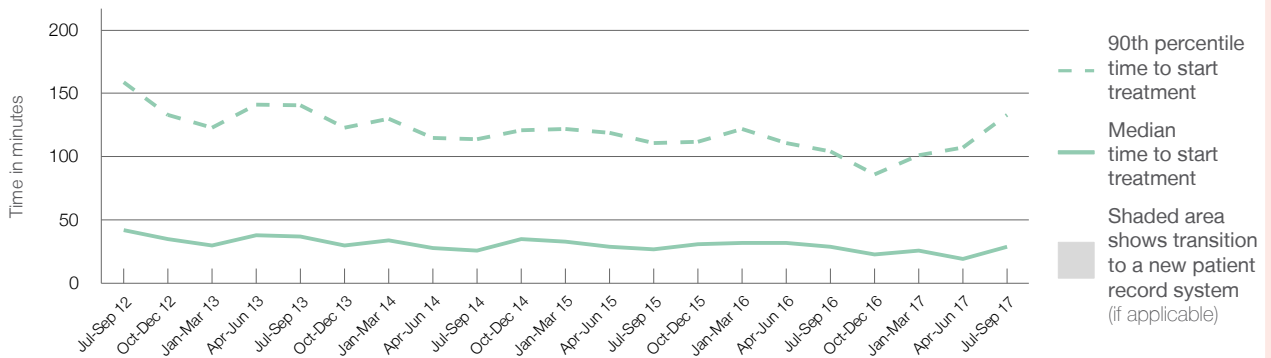
90th percentile time to start treatment<sup>5</sup>  133 minutes

Same period last year	NSW (this period)
465	394
29 minutes	26 minutes
104 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	42	37	26	27	29	29
90th percentile time to start treatment <sup>5</sup> (minutes)	159	141	114	111	104	133

(†) 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.

## Wollongong Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 17,561 patients

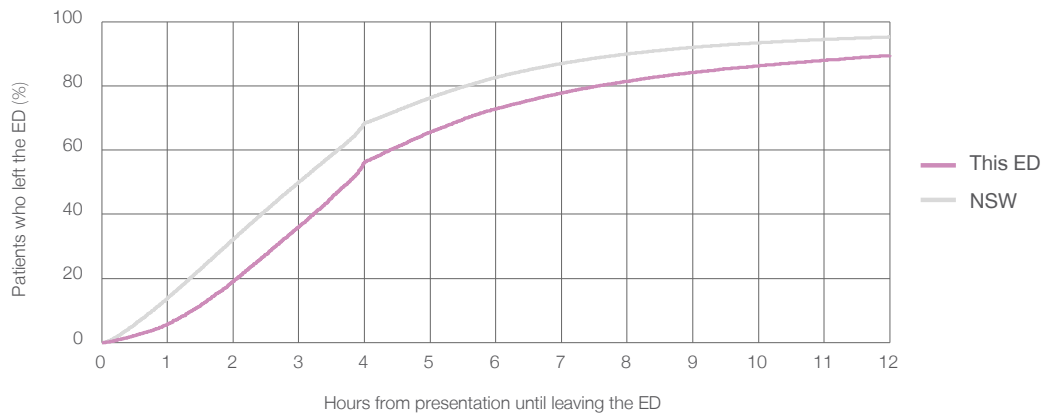
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,561 patients

Median time spent in the ED<sup>8</sup> 3 hours and 46 minutes

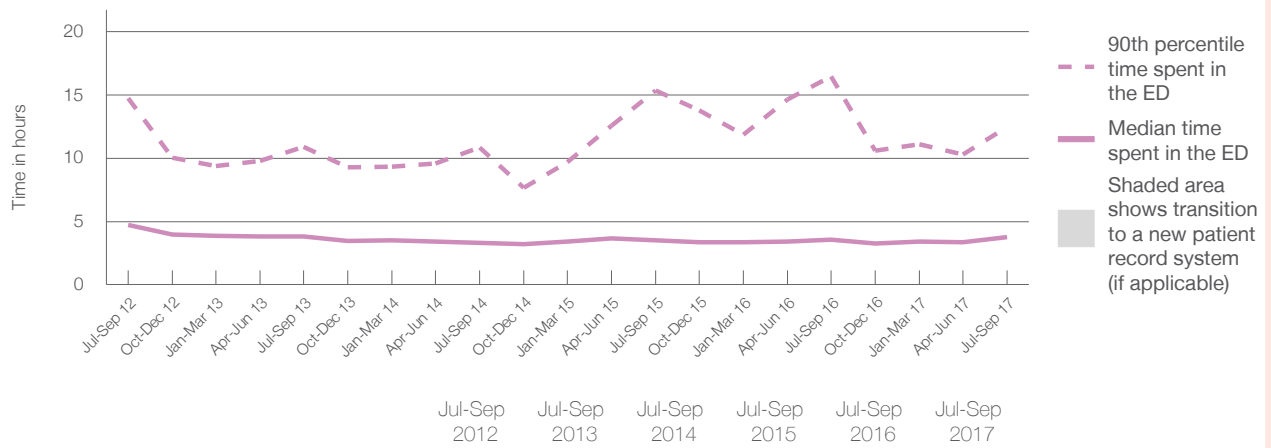
90th percentile time spent in the ED<sup>9</sup> 12 hours and 27 minutes

Same period last year	NSW (this period)
15,656	15,656
3 hours and 34 minutes	3 hours and 0 minutes
16 hours and 28 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m	3h 46m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 44m	10h 55m	10h 52m	15h 22m	16h 28m	12h 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.

## Wollongong Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

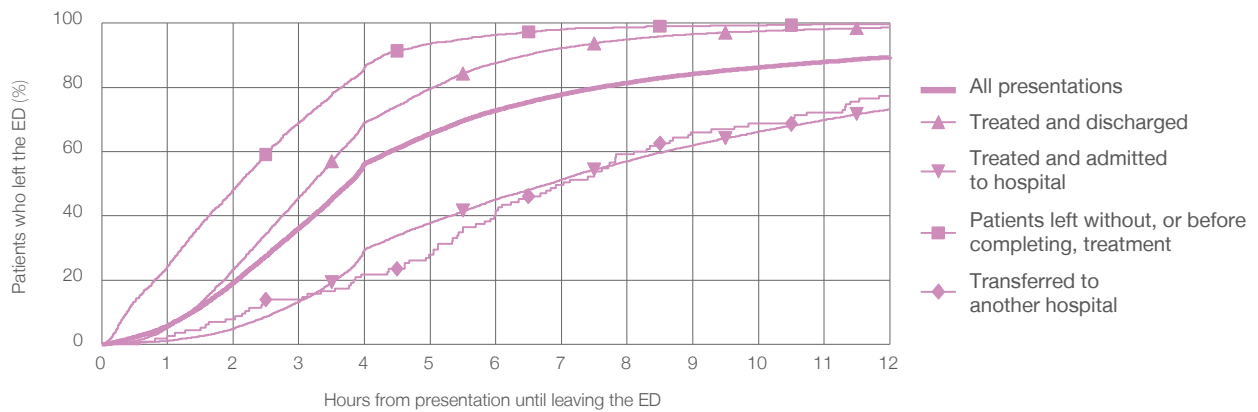
All presentations:<sup>1</sup> 17,561 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,561 patients

Treated and discharged	9,451 (53.8%)
Treated and admitted to hospital	6,327 (36.0%)
Patient left without, or before completing, treatment	1,566 (8.9%)
Transferred to another hospital	115 (0.7%)
Other	102 (0.6%)

Same period last year	Change since one year ago
15,656	12.2%
8,429	12.1%
5,808	8.9%
1,146	36.6%
164	-29.9%
109	-6.4%

Percentage of patients who left the ED by time and mode of separation, July to September 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	5.2%	23.4%	45.7%	69.1%	87.6%	94.9%	97.5%	98.7%
Treated and admitted to hospital	1.1%	4.9%	13.2%	29.4%	45.1%	57.1%	66.2%	73.2%
Patient left without, or before completing, treatment	24.3%	48.2%	69.0%	86.3%	96.4%	98.7%	99.3%	99.7%
Transferred to another hospital	2.6%	7.8%	13.9%	21.7%	41.7%	59.1%	68.7%	77.4%
All presentations	5.8%	19.2%	36.2%	56.2%	72.8%	81.4%	86.2%	89.5%

(†) 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.

**Wollongong Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 17,561 patients

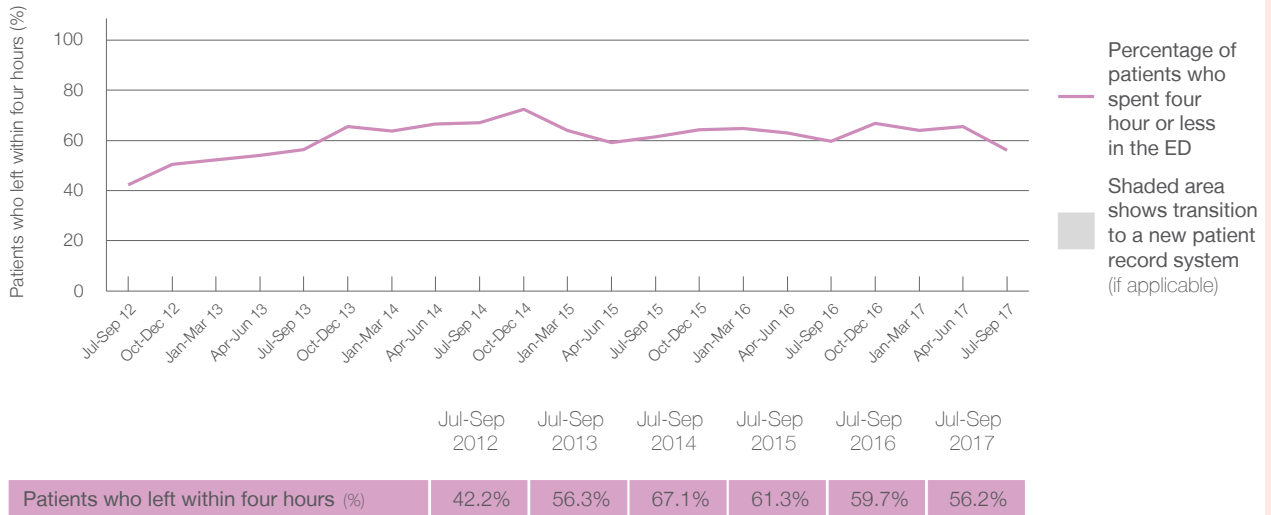
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,561 patients

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> 17,561 patients	15,656	12.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 17,561 patients	15,656	12.2%
Percentage of patients who spent four hours or less in the ED	59.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).