

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

South Eastern Sydney Local Health District

**January to March 2018**

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

January to March 2018

All presentations:<sup>1</sup> 15,877 patients

Emergency presentations:<sup>2</sup> 14,895 patients

Same period last year	Change since one year ago
15,061	5%
14,171	5%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,462 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): 7,916 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

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

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 558 patients

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

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

Same period last year	NSW (this period)
1,201	
8 minutes	8 minutes
23 minutes	23 minutes
6,872	
20 minutes	20 minutes
60 minutes	65 minutes
5,342	
18 minutes	25 minutes
88 minutes	98 minutes
575	
19 minutes	22 minutes
122 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,875 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
15,060	5%
71%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

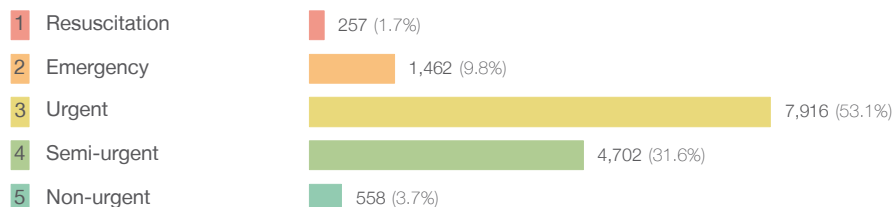
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

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

January to March 2018

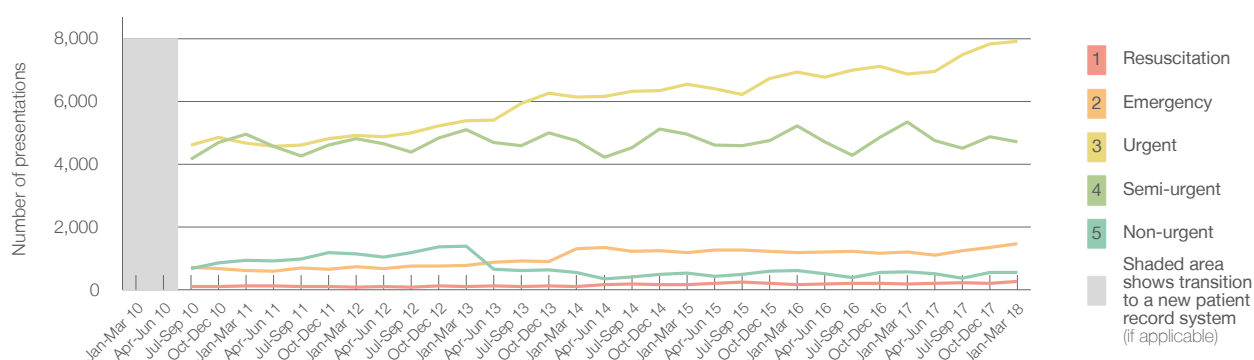
All presentations:<sup>1</sup> 15,877 patients

Emergency presentations<sup>2</sup> by triage category: 14,895 patients



Same period last year	Change since one year ago
15,061	5%
14,171	5%
181	42.0%
1,201	21.7%
6,872	15.2%
5,342	-12.0%
575	-3.0%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		113	77	109	91	163	155	181	257
Emergency		619	740	770	1,296	1,180	1,185	1,201	1,462
Urgent		4,669	4,916	5,381	6,140	6,544	6,938	6,872	7,916
Semi-urgent		4,956	4,803	5,104	4,748	4,950	5,225	5,342	4,702
Non-urgent		940	1,143	1,388	545	521	605	575	558
All emergency presentations		11,297	11,679	12,752	12,820	13,358	14,108	14,171	14,895

## Prince of Wales Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 3,697 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,349	
10 minutes	0 minutes
22 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.

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

January to March 2018

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

Number of triage 2 patients: 1,462

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,436

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

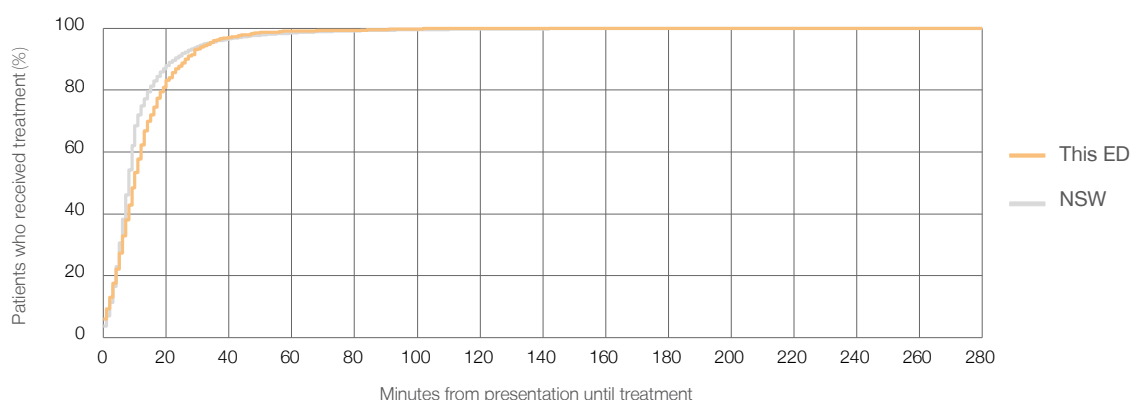
10 minutes

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

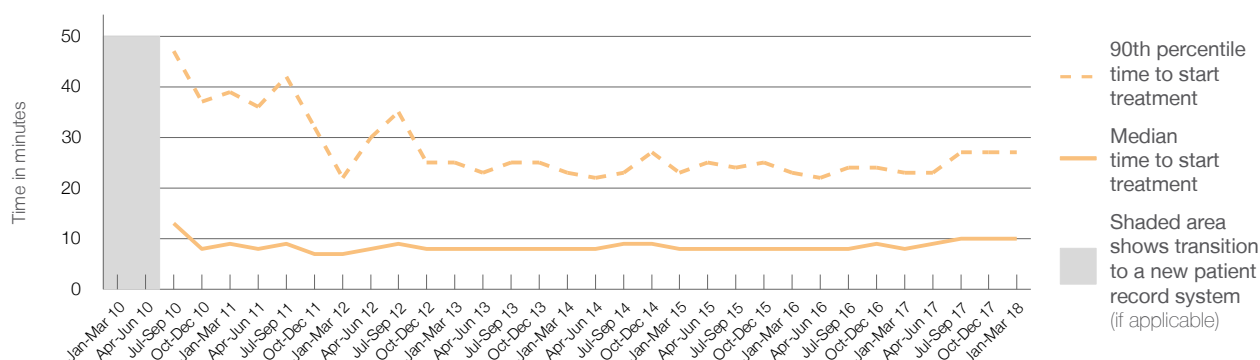
27 minutes

Same period last year	NSW (this period)
1,201	
1,176	
8 minutes	8 minutes
23 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		9	7	8	8	8	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)		39	22	25	23	23	23	23	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

January to March 2018

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

Number of triage 3 patients: 7,916

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,794

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

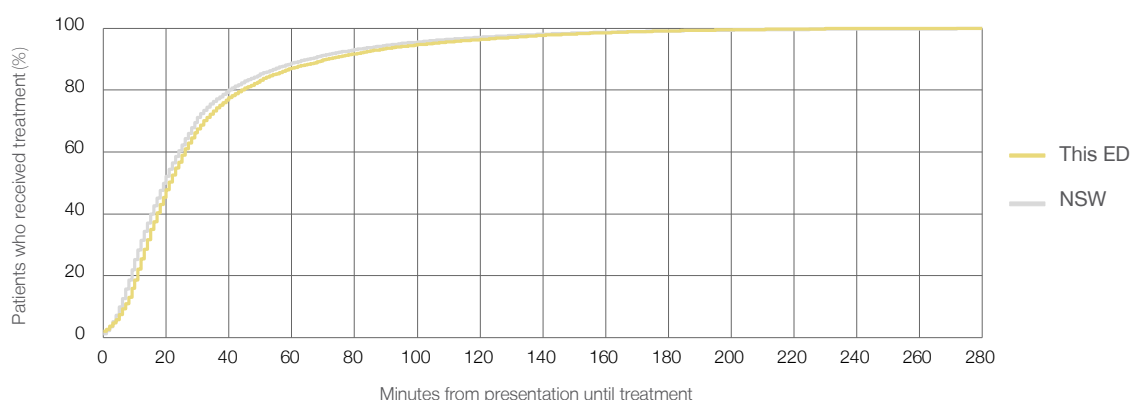
21 minutes

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

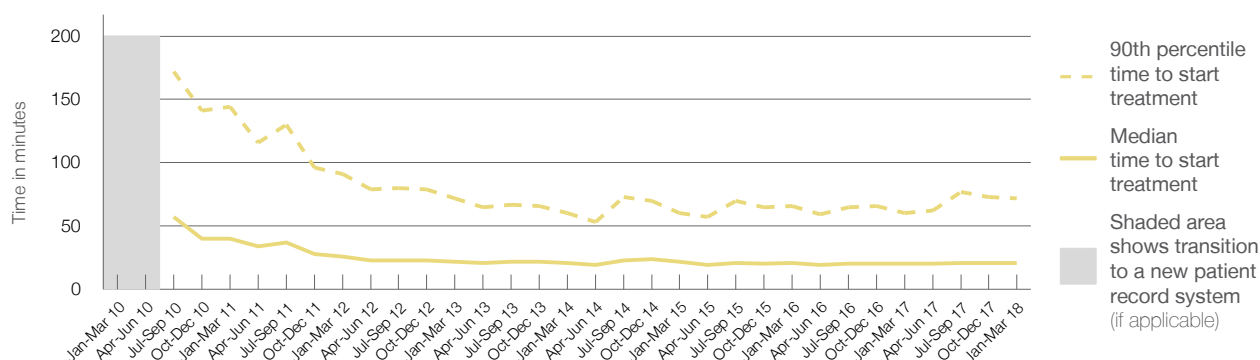
72 minutes

Same period last year	NSW (this period)
6,872	
6,764	
20 minutes	20 minutes
60 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		40	26	22	21	22	21	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)		144	91	72	60	60	66	60	72

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

January to March 2018

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

Number of triage 4 patients: 4,702

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,567

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

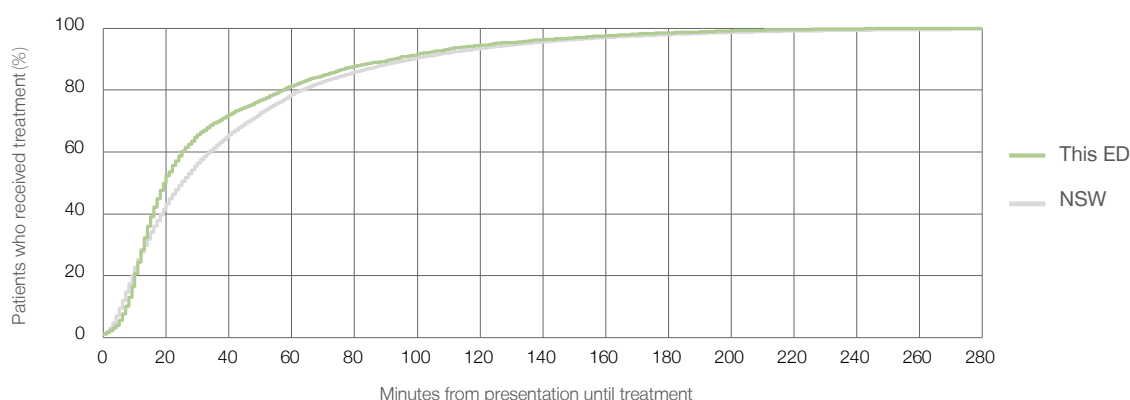
20 minutes

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

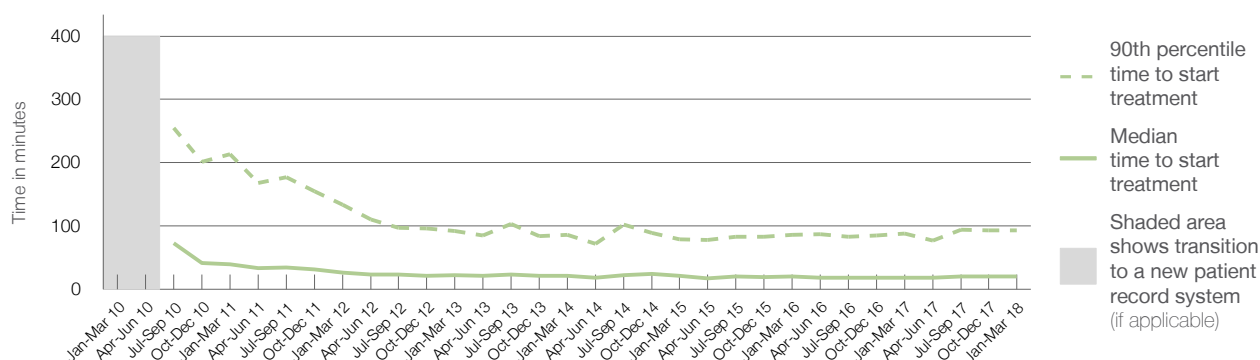
93 minutes

Same period last year	NSW (this period)
5,342	
5,187	
18 minutes	25 minutes
88 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		39	26	22	21	21	20	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)		213	134	92	86	79	86	88	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.

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

January to March 2018

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

Number of triage 5 patients: 558

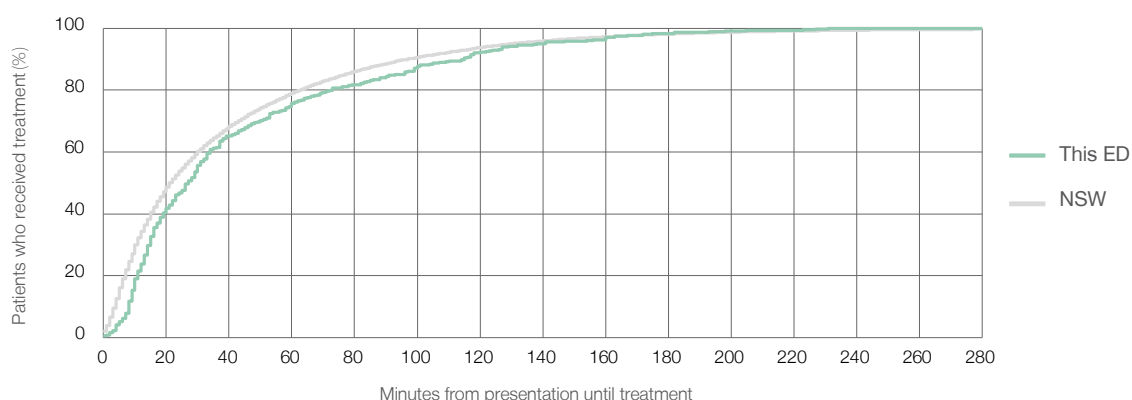
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 423

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

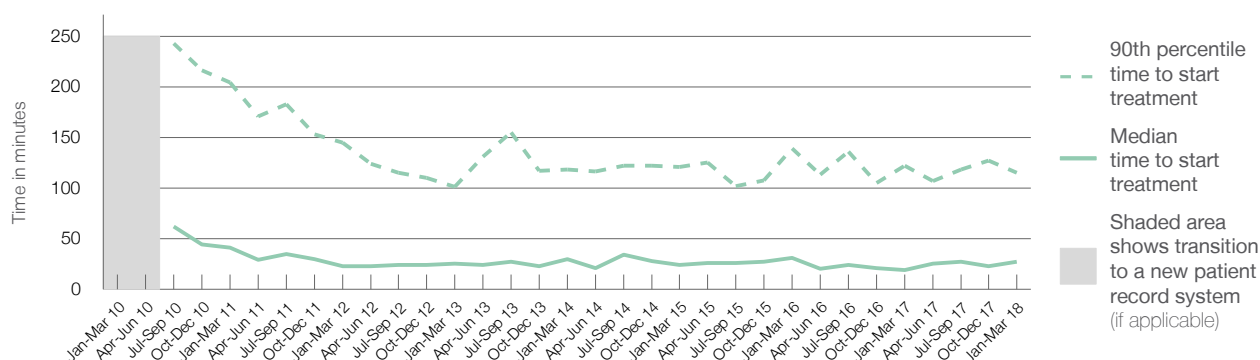
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
575	
447	
19 minutes	22 minutes
122 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)		41	23	25	30	24	31	19	27
90th percentile time to start treatment <sup>5</sup> (minutes)		204	145	101	118	121	139	122	115

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

January to March 2018

All presentations:<sup>1</sup> 15,877 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,875 patients

Median time spent in the ED<sup>8</sup>

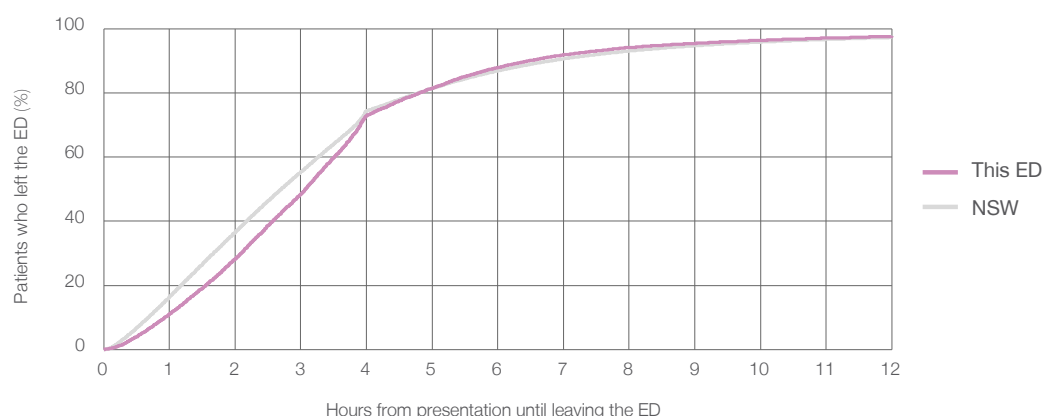
3 hours and 4 minutes

90th percentile time spent in the ED<sup>9</sup>

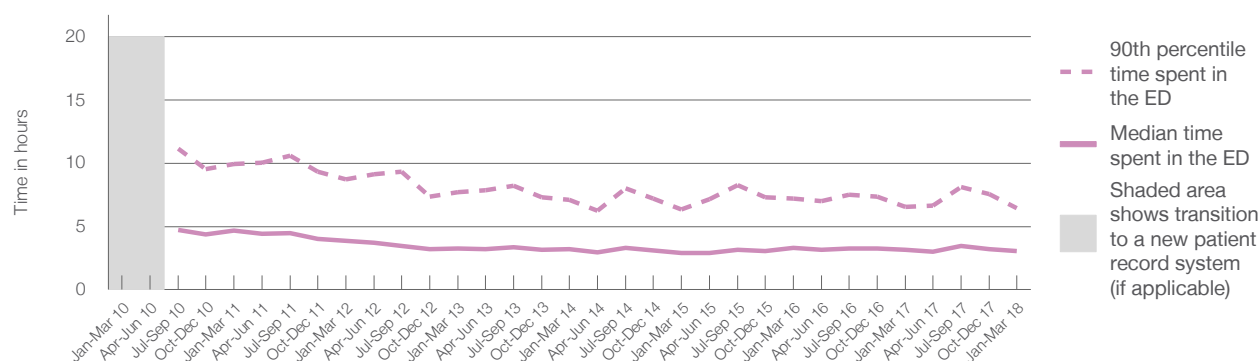
6 hours and 28 minutes

Same period last year	NSW (this period)
15,061	
15,060	
3 hours and 10 minutes	2 hours and 42 minutes
6 hours and 32 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		4h 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m	3h 4m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		9h 55m	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m	6h 28m

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

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

By mode of separation

January to March 2018

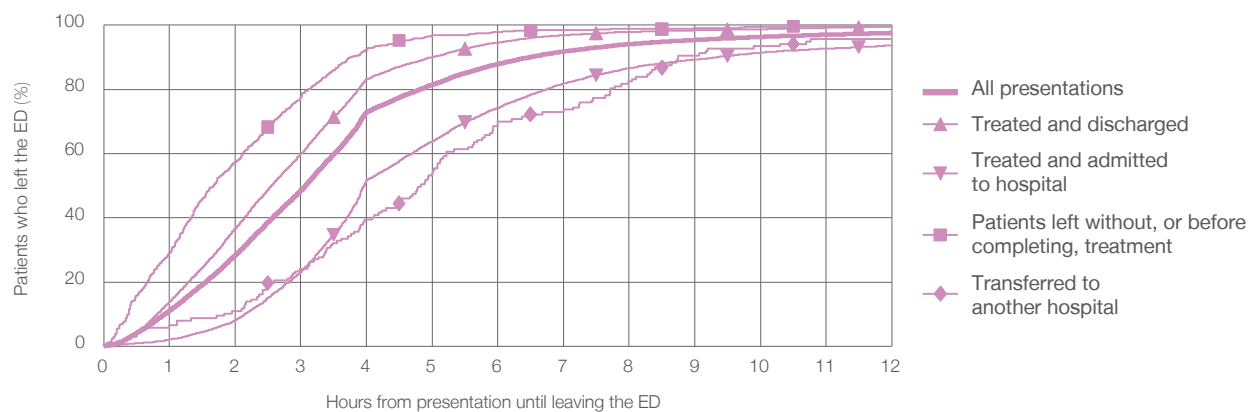
All presentations:<sup>1</sup> 15,877 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,875 patients

Treated and discharged	9,705 (61.1%)
Treated and admitted to hospital	5,231 (32.9%)
Patient left without, or before completing, treatment	697 (4.4%)
Transferred to another hospital	137 (0.9%)
Other	107 (0.7%)

Same period last year	Change since one year ago
15,060	5%
8,720	11.3%
5,323	-1.7%
748	-6.8%
201	-31.8%
69	55.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	13.9%	36.8%	59.9%	83.2%	94.6%	97.9%	98.8%	99.5%
Treated and admitted to hospital	2.1%	8.1%	23.2%	51.8%	74.3%	86.6%	91.5%	93.9%
Patient left without, or before completing, treatment	29.1%	57.4%	77.5%	92.4%	97.8%	98.9%	99.4%	99.7%
Transferred to another hospital	6.6%	10.9%	24.1%	39.4%	70.1%	82.5%	93.4%	95.6%
All presentations	11.1%	28.4%	48.5%	73.0%	87.9%	94.1%	96.4%	97.6%

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

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

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 15,877 patients

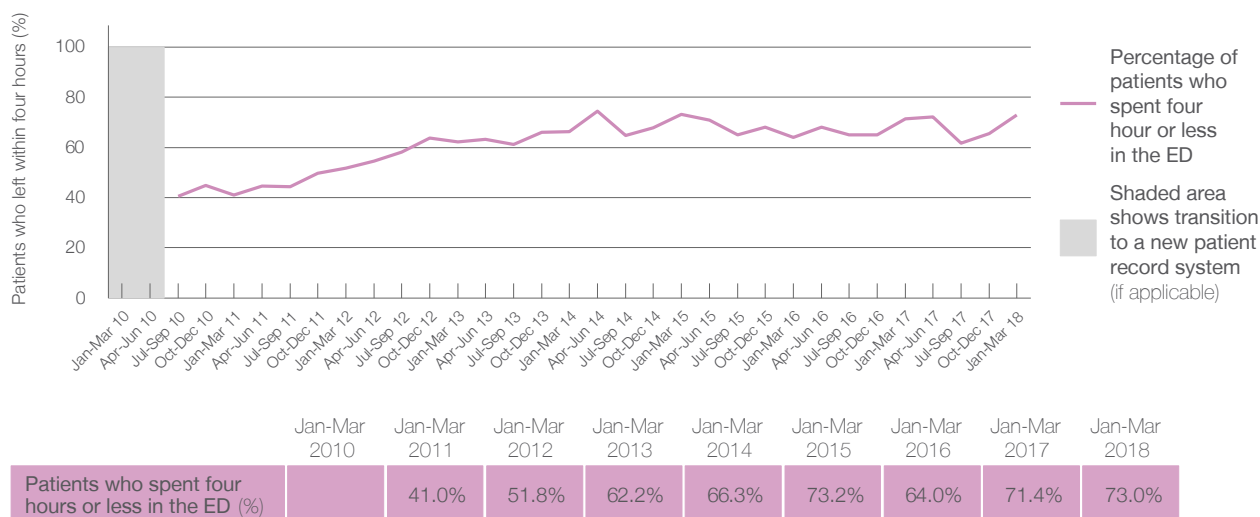
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,875 patients

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



Same period last year	Change since one year ago
15,061	5%
15,060	5%
71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

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

January to March 2018

All presentations:<sup>1</sup> 19,926 patients

Emergency presentations:<sup>2</sup> 19,749 patients

Same period last year	Change since one year ago
19,828	0%
19,726	0%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,092 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,062 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,150 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,330 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

Same period last year	NSW (this period)
2,581	
10 minutes	8 minutes
25 minutes	23 minutes
8,650	
24 minutes	20 minutes
62 minutes	65 minutes
7,176	
32 minutes	25 minutes
75 minutes	98 minutes
1,177	
31 minutes	22 minutes
86 minutes	97 minutes

## St George Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,924 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
19,824	1%
66%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

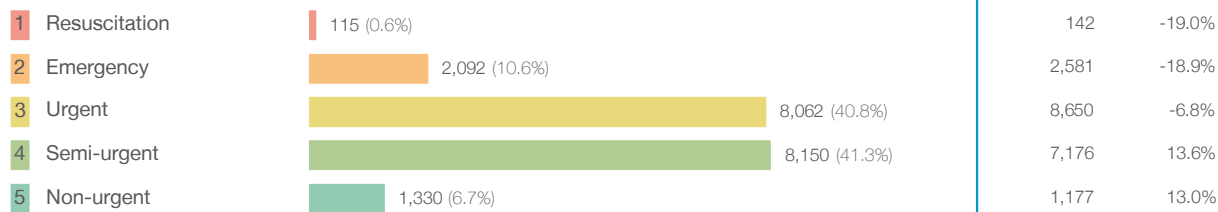
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## St George Hospital: Patients presenting to the emergency department

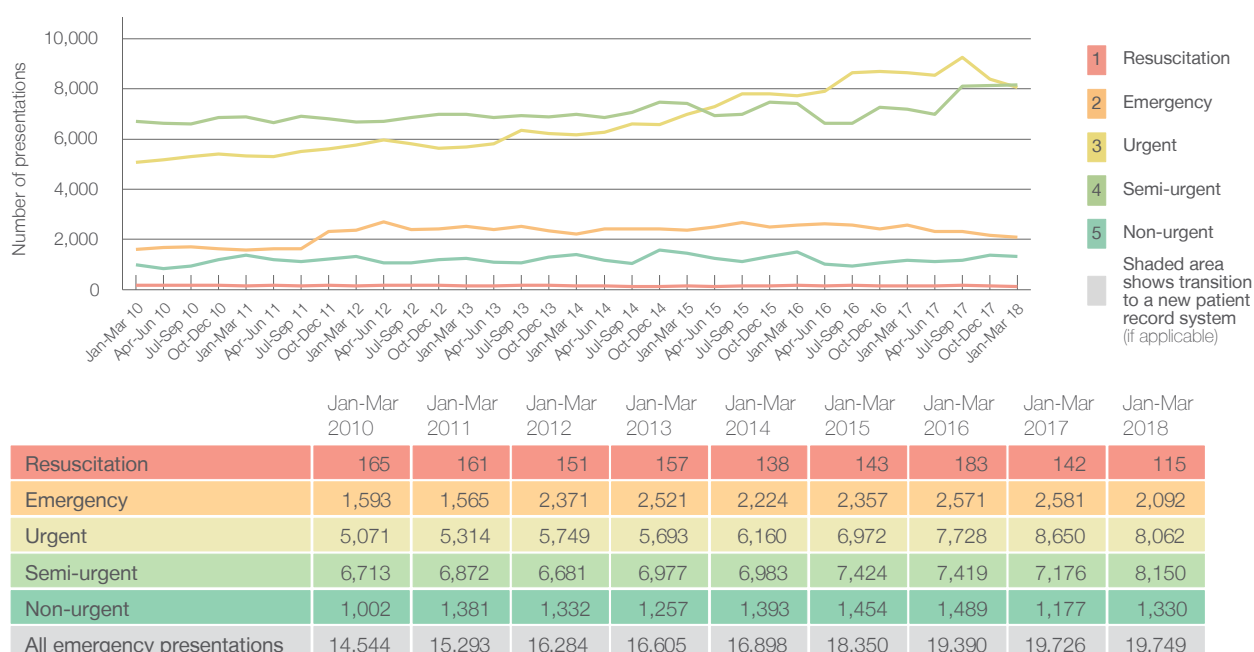
January to March 2018

All presentations:<sup>1</sup> 19,926 patients

Emergency presentations<sup>2</sup> by triage category: 19,749 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## St George Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 4,813 patients

ED Transfer of care time



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

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

January to March 2018

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

Number of triage 2 patients: 2,092

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 2,083

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

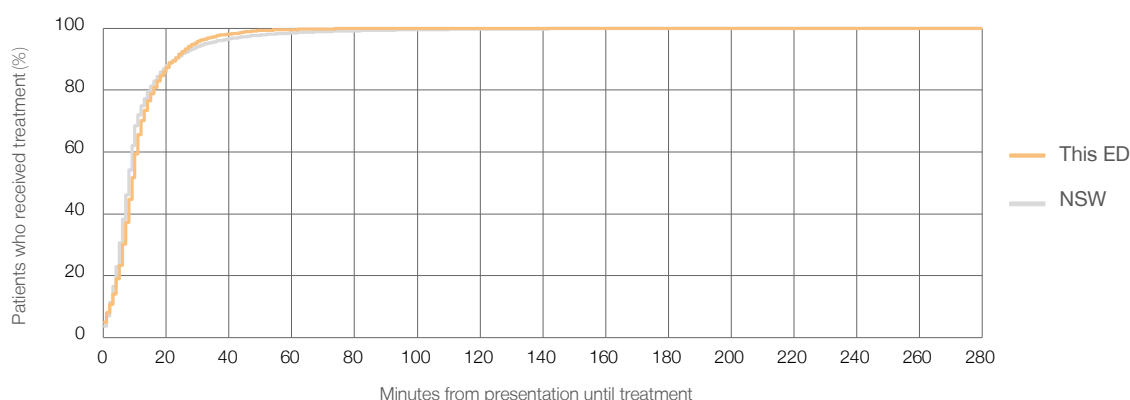
9 minutes

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

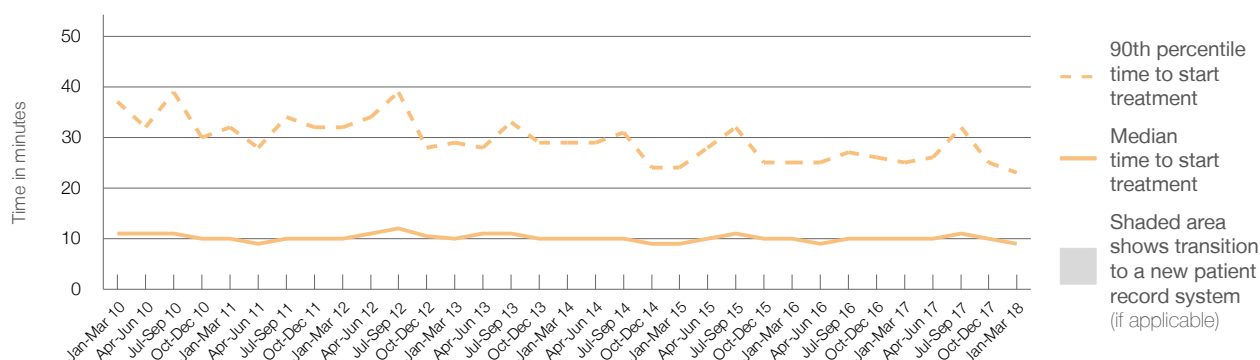
23 minutes

Same period last year	NSW (this period)
2,581	
2,567	
10 minutes	8 minutes
25 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	11	10	10	10	10	9	10	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	37	32	32	29	29	24	25	25	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.

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

January to March 2018

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

Number of triage 3 patients: 8,062

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,904

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

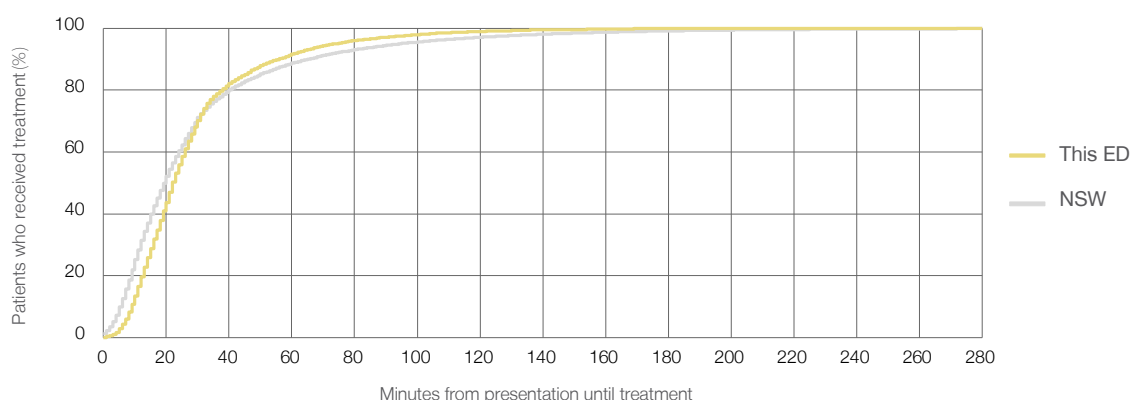
22 minutes

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

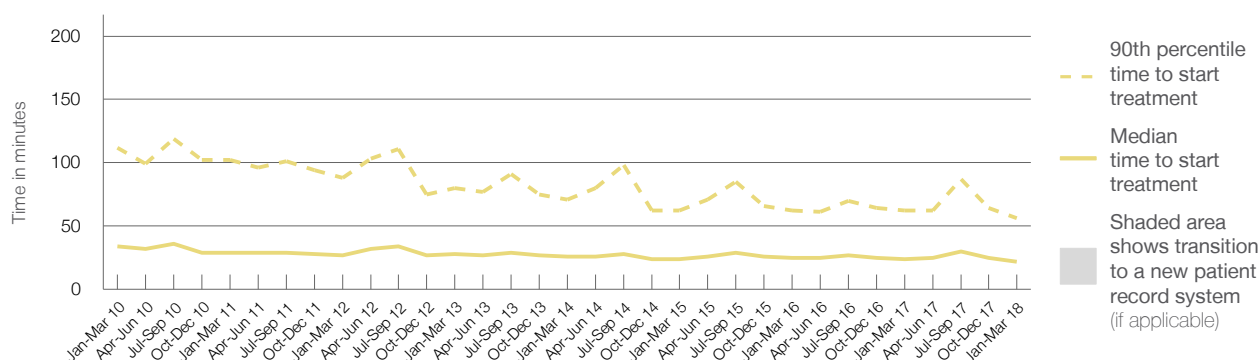
56 minutes

Same period last year	NSW (this period)
8,650	
8,528	
24 minutes	20 minutes
62 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	29	27	28	26	24	25	24	22
90th percentile time to start treatment <sup>5</sup> (minutes)	112	102	88	80	71	62	62	62	56

(†) 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

January to March 2018

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

Number of triage 4 patients: 8,150

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,939

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

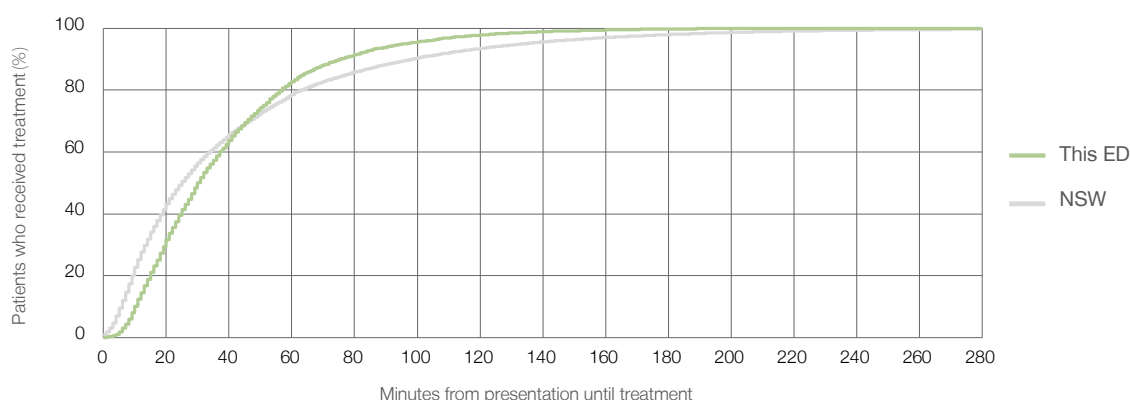
30 minutes

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

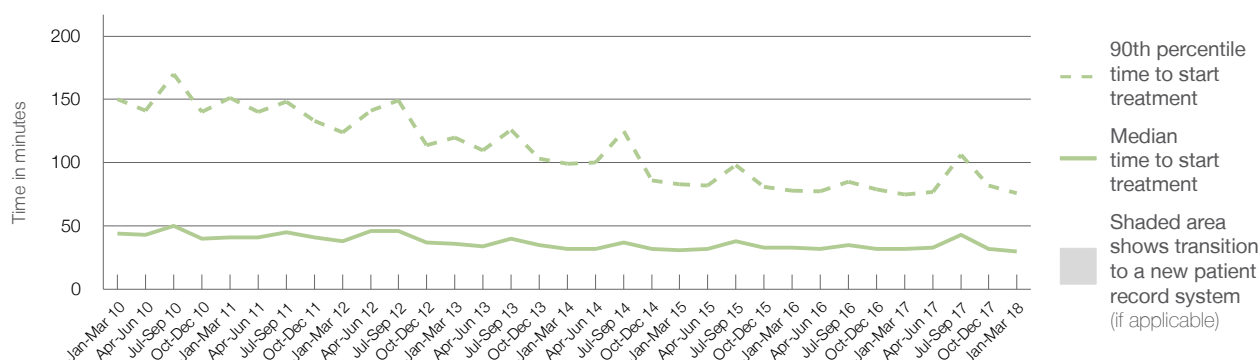
76 minutes

Same period last year	NSW (this period)
7,176	
6,945	
32 minutes	25 minutes
75 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	44	41	38	36	32	31	33	32	30
90th percentile time to start treatment <sup>5</sup> (minutes)	150	151	124	120	99	83	78	75	76

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,330

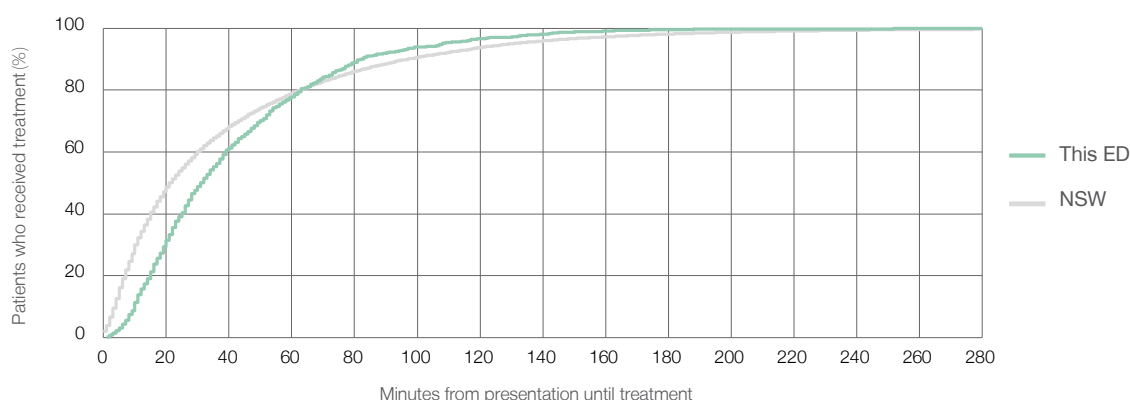
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,138

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

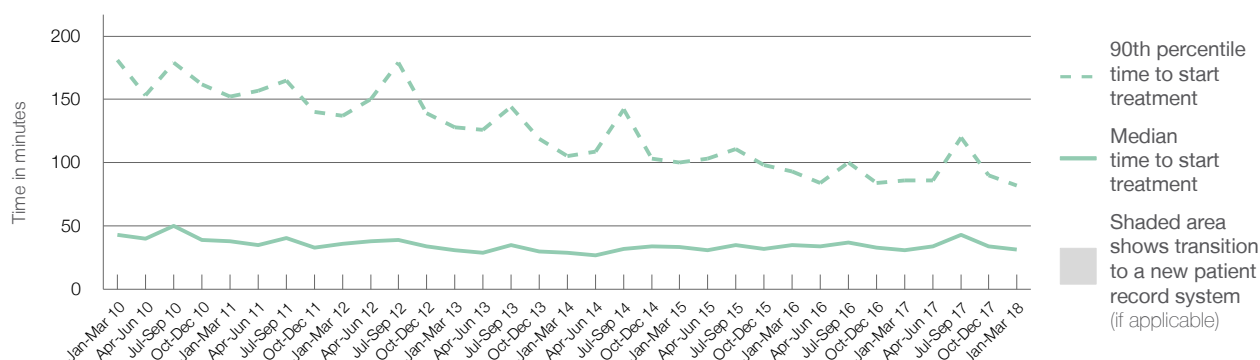
90th percentile time to start treatment <sup>5</sup> 82 minutes

Same period last year	NSW (this period)
1,177	
992	
31 minutes	22 minutes
86 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	43	38	36	31	29	34	35	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	181	152	137	128	105	100	93	86	82

(†) 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

January to March 2018

All presentations:<sup>1</sup> 19,926 patients

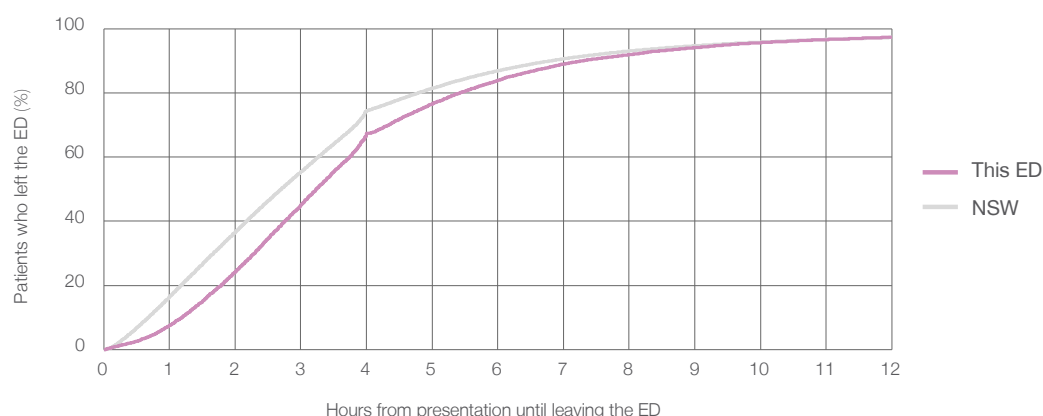
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,924 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

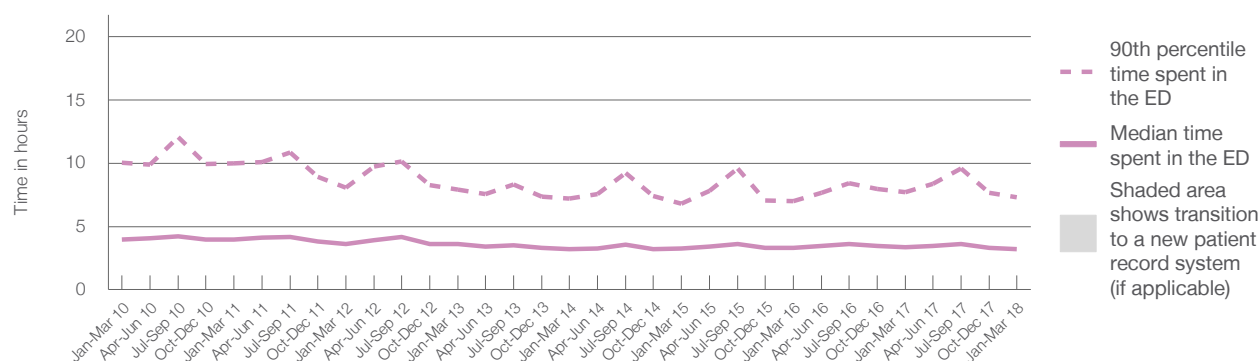
90th percentile time spent in the ED<sup>9</sup> 7 hours and 18 minutes

Same period last year	NSW (this period)
19,828	
19,824	
3 hours and 22 minutes	2 hours and 42 minutes
7 hours and 42 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 57m	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m	3h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 1m	9h 58m	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m	7h 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.

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

By mode of separation

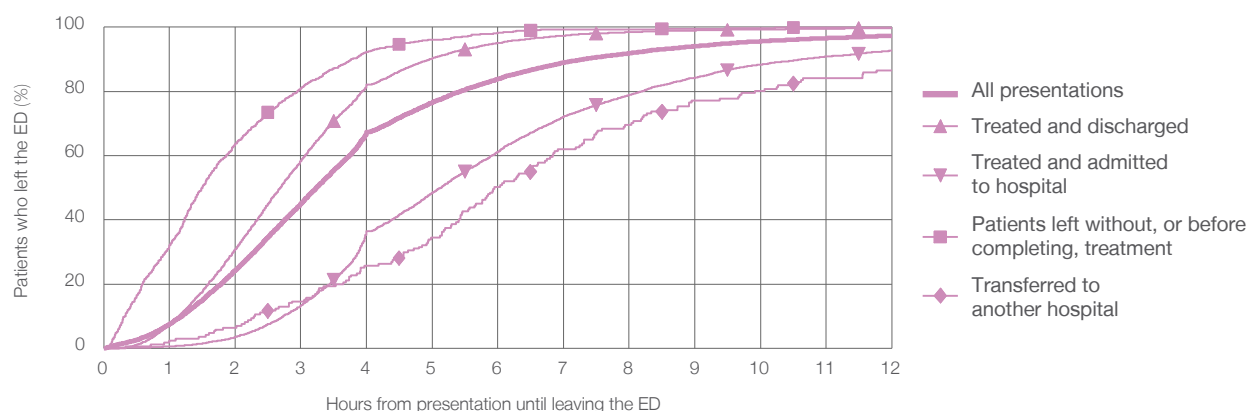
January to March 2018

All presentations:<sup>†</sup> 19,926 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 19,924 patients

		Same period last year	Change since one year ago
		19,824	1%
Treated and discharged	11,911 (59.8%)	11,377	4.7%
Treated and admitted to hospital	6,479 (32.5%)	6,934	-6.6%
Patient left without, or before completing, treatment	1,106 (5.6%)	1,076	2.8%
Transferred to another hospital	171 (0.9%)	182	-6.0%
Other	259 (1.3%)	259	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



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

Treated and discharged	7.5%	30.9%	58.5%	82.1%	95.1%	98.5%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.5%	13.2%	36.4%	61.3%	79.0%	88.3%	92.7%
Patient left without, or before completing, treatment	32.1%	63.7%	80.9%	92.3%	98.3%	99.3%	99.7%	99.9%
Transferred to another hospital	2.3%	6.4%	14.6%	25.7%	50.3%	69.6%	80.1%	86.5%
All presentations	7.6%	24.3%	45.1%	67.4%	83.9%	91.9%	95.6%	97.3%

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

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

## St George Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 19,926 patients

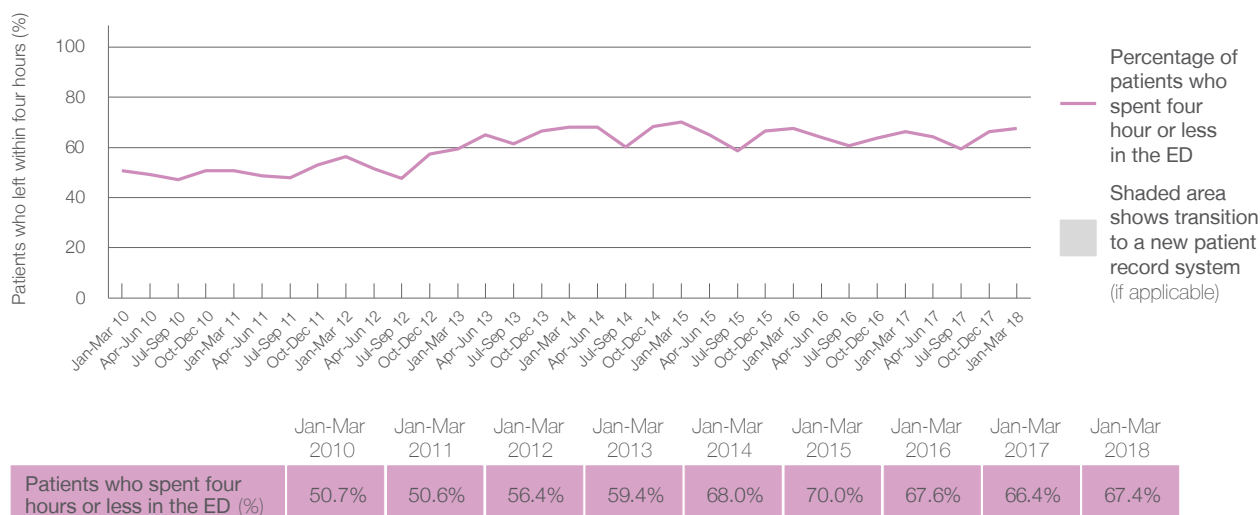
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,924 patients

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



Same period last year	Change since one year ago
19,828	0%
19,824	1%
66.4%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

## Sutherland Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 13,009 patients

Emergency presentations:<sup>2</sup> 12,919 patients

Same period last year	Change since one year ago
12,687	3%
12,560	3%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,835 patients

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

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,091 patients

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

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,090 patients

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

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 842 patients

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

90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
1,697	
13 minutes	8 minutes
31 minutes	23 minutes
5,221	
28 minutes	20 minutes
68 minutes	65 minutes
4,705	
31 minutes	25 minutes
82 minutes	98 minutes
899	
29 minutes	22 minutes
93 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,007 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
12,687	3%
69%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

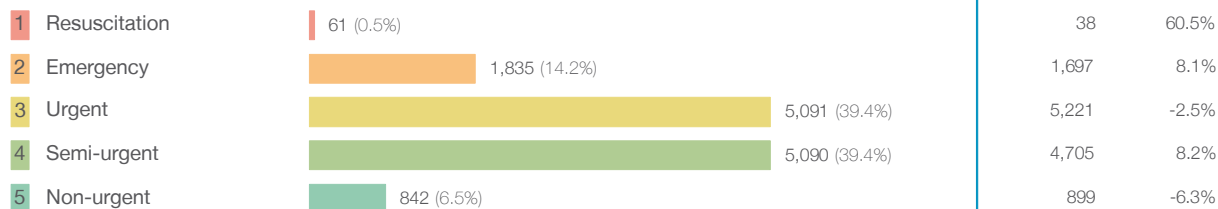
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Sutherland Hospital: Patients presenting to the emergency department

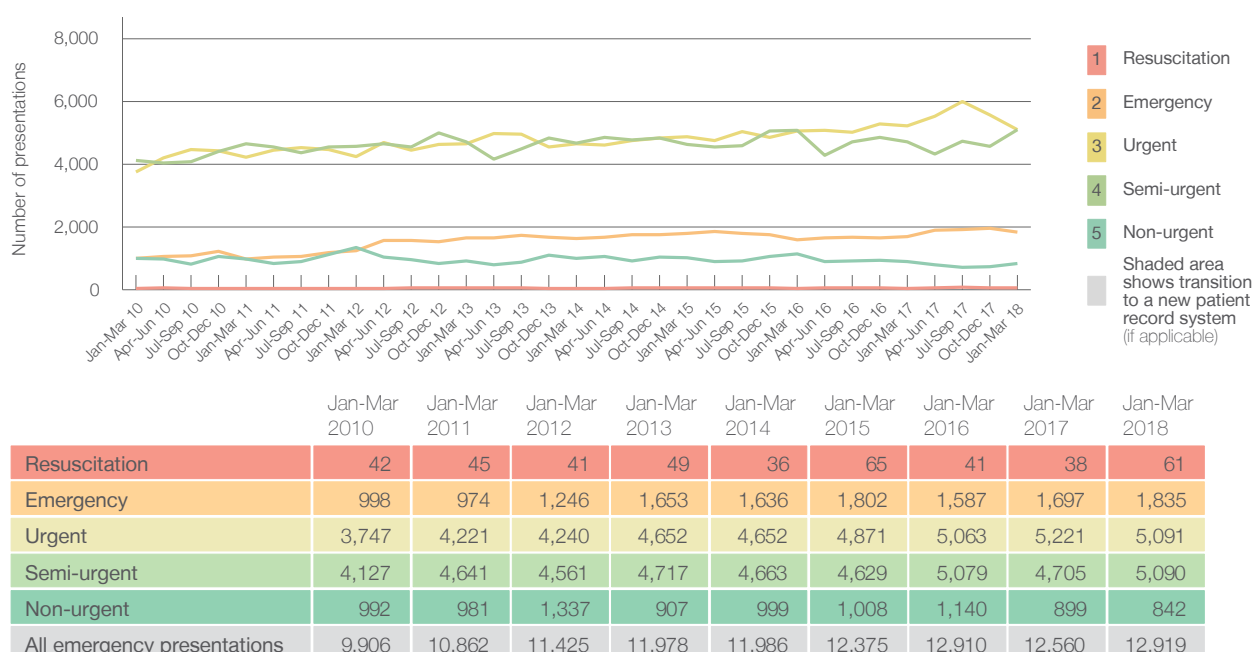
January to March 2018

All presentations:<sup>1</sup> 13,009 patients

Emergency presentations<sup>2</sup> by triage category: 12,919 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Sutherland Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 3,388 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.

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

January to March 2018

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

Number of triage 2 patients: 1,835

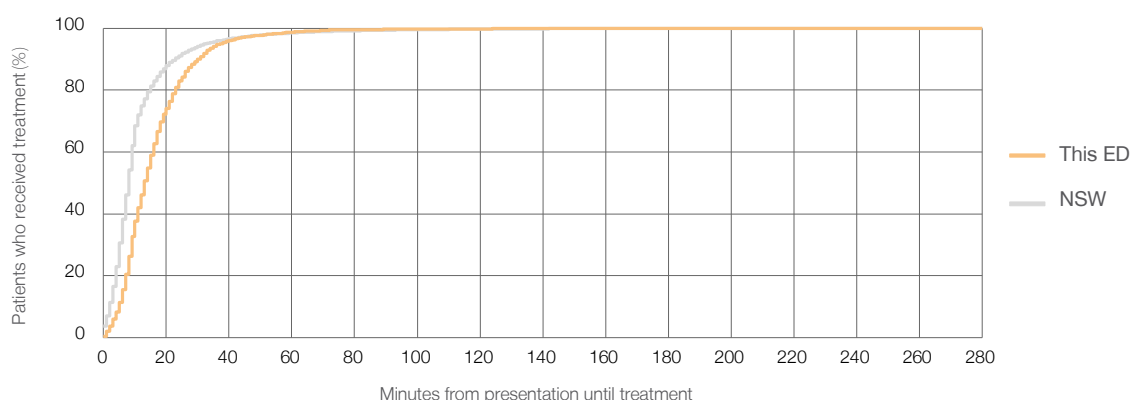
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,831

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

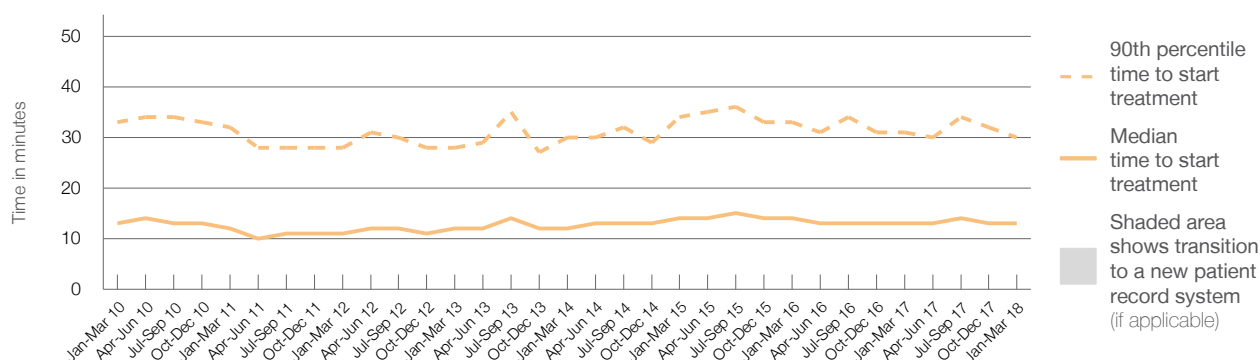
90th percentile time to start treatment <sup>5</sup> 30 minutes

Same period last year	NSW (this period)
1,697	
1,686	
13 minutes	8 minutes
31 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	13	12	11	12	12	14	14	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	33	32	28	28	30	34	33	31	30

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

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

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

January to March 2018

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

Number of triage 3 patients: 5,091

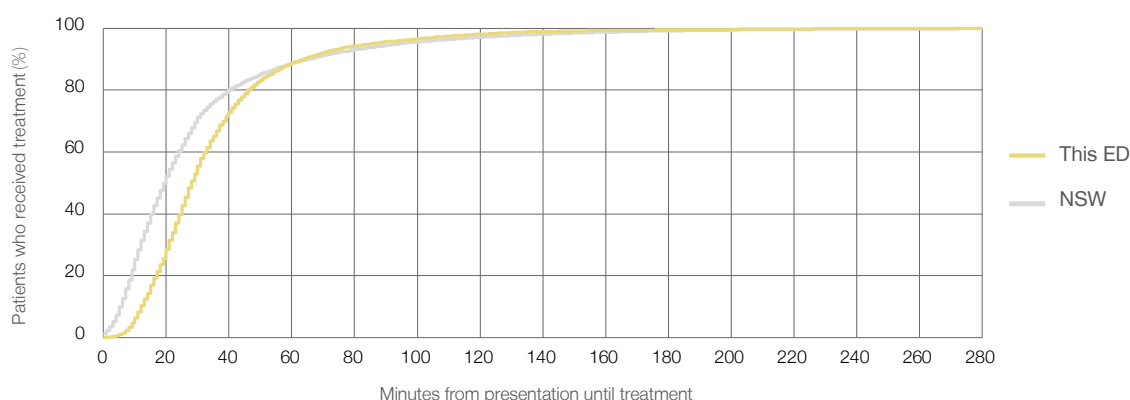
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 5,045

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

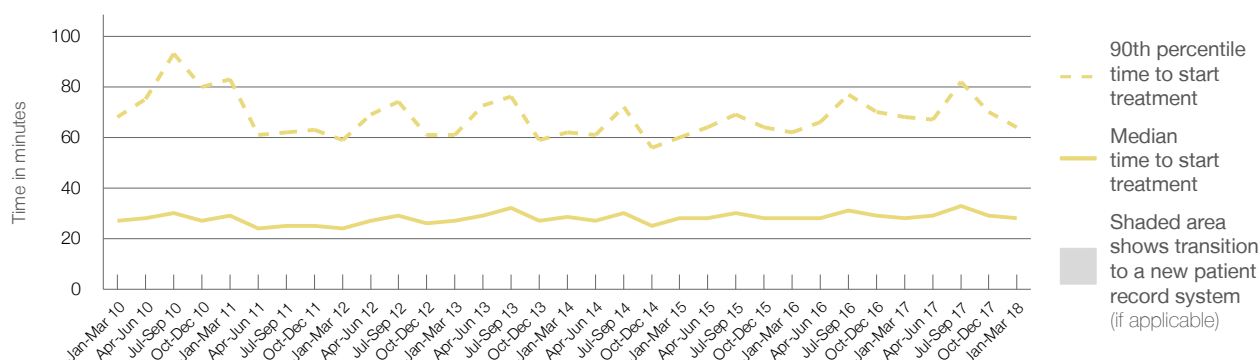
90th percentile time to start treatment <sup>5</sup> 64 minutes

Same period last year	NSW (this period)
5,221	
5,133	
28 minutes	20 minutes
68 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	29	24	27	29	28	28	28	28
90th percentile time to start treatment <sup>5</sup> (minutes)	68	83	59	61	62	60	62	68	64

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

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

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

January to March 2018

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

Number of triage 4 patients: 5,090

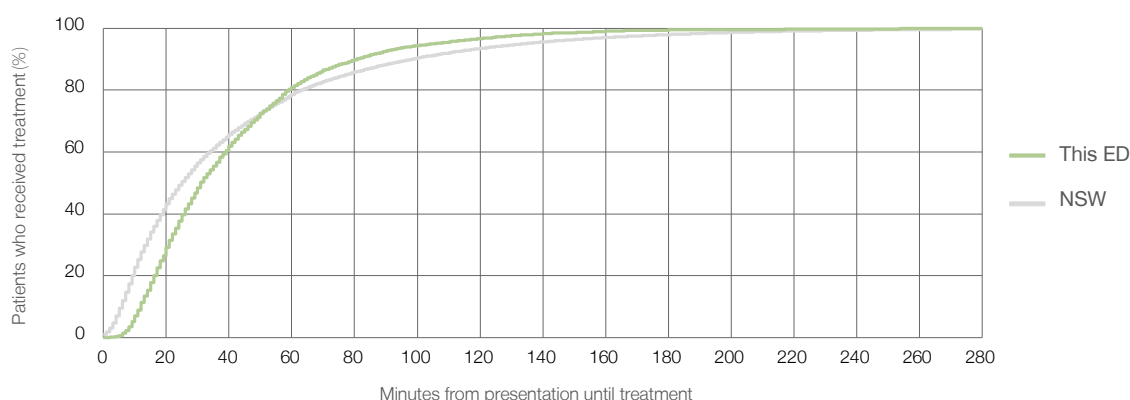
Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 4,953

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

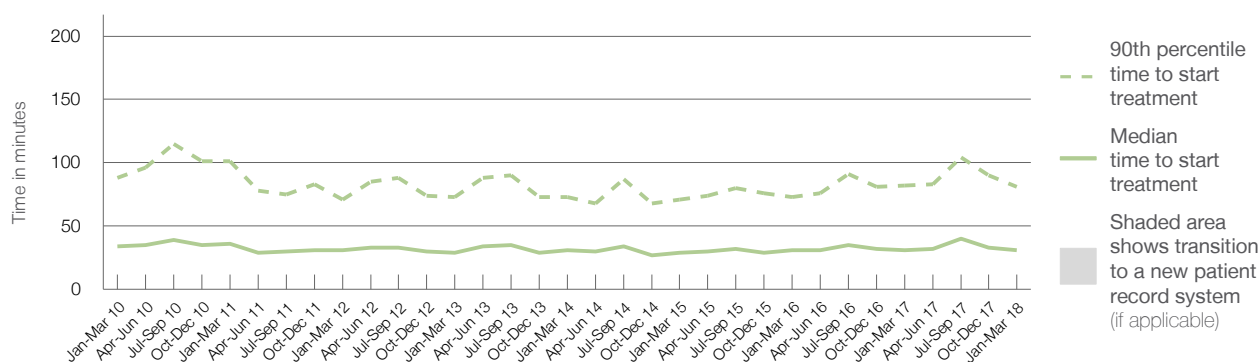
90th percentile time to start treatment <sup>5</sup> 81 minutes

Same period last year	NSW (this period)
4,705	
4,524	
31 minutes	25 minutes
82 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	36	31	29	31	29	31	31	31
90th percentile time to start treatment <sup>5</sup> (minutes)	88	101	71	73	73	71	73	82	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.



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

January to March 2018

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

Number of triage 5 patients: 842

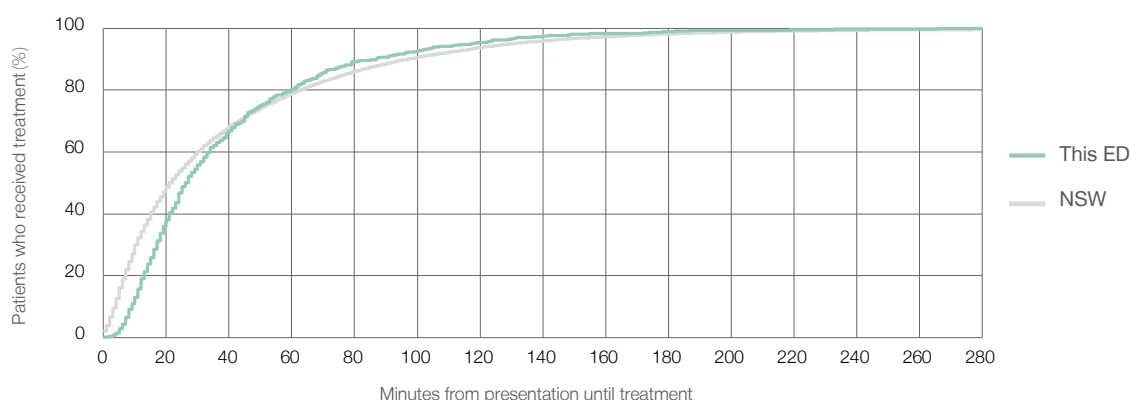
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 794

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

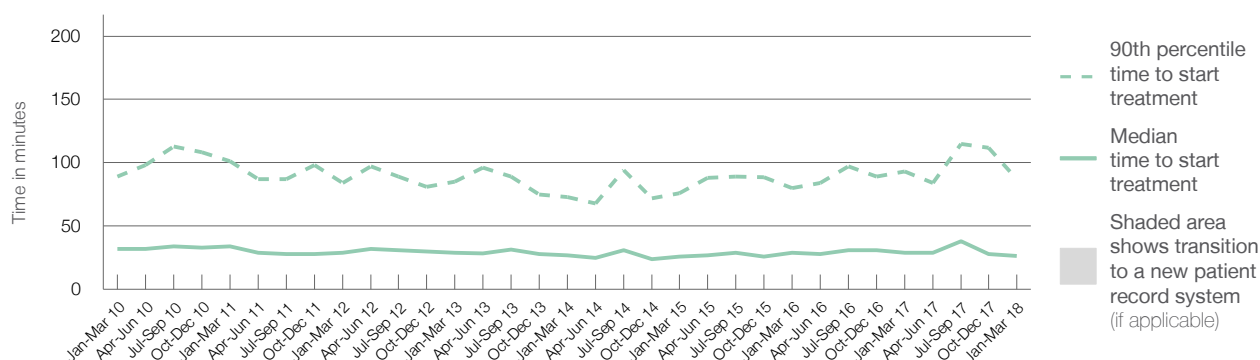
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
899	
792	
29 minutes	22 minutes
93 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	32	34	29	29	27	26	29	29	27
90th percentile time to start treatment <sup>5</sup> (minutes)	89	101	84	85	73	76	80	93	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.

## Sutherland Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 13,009 patients

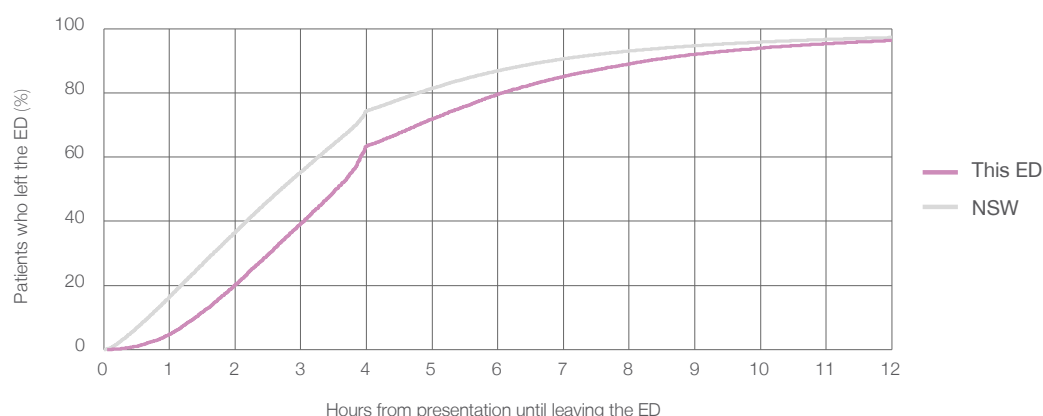
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,007 patients

Median time spent in the ED<sup>8</sup> 3 hours and 32 minutes

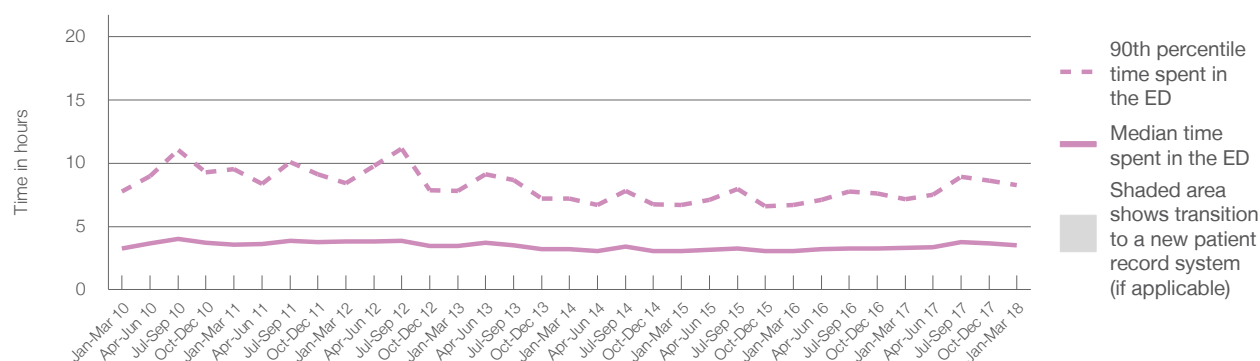
90th percentile time spent in the ED<sup>9</sup> 8 hours and 17 minutes

Same period last year	NSW (this period)
12,687	
12,687	
3 hours and 19 minutes	2 hours and 42 minutes
7 hours and 9 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 17m	3h 34m	3h 48m	3h 27m	3h 12m	3h 4m	3h 3m	3h 19m	3h 32m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 47m	9h 31m	8h 24m	7h 49m	7h 11m	6h 43m	6h 41m	7h 9m	8h 17m

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

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

## Sutherland Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

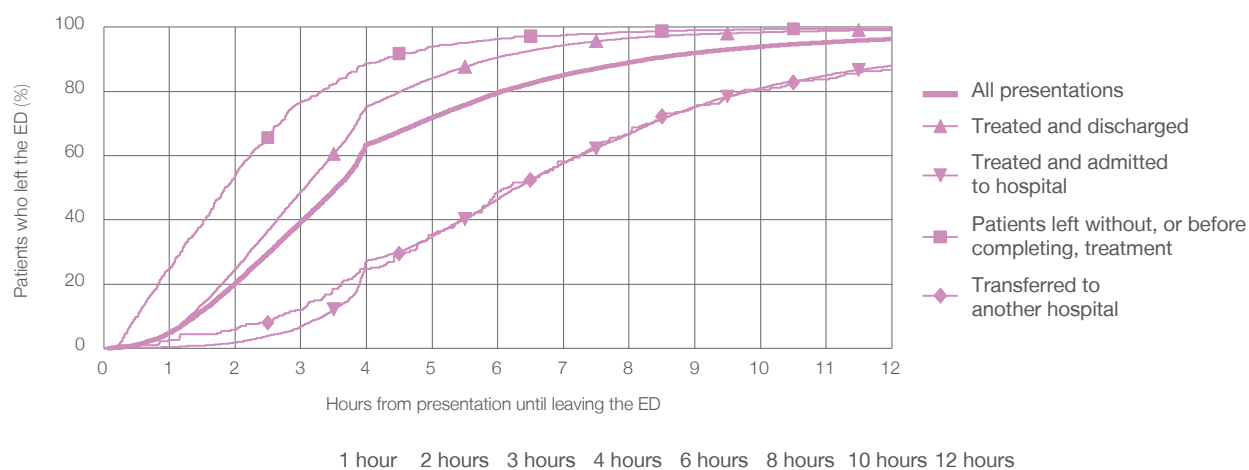
All presentations:<sup>†</sup> 13,009 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 13,007 patients

Treated and discharged	9,038 (69.5%)
Treated and admitted to hospital	3,121 (24.0%)
Patient left without, or before completing, treatment	576 (4.4%)
Transferred to another hospital	227 (1.7%)
Other	47 (0.4%)

Same period last year	Change since one year ago
12,687	3%
8,800	2.7%
2,970	5.1%
657	-12.3%
216	5.1%
44	6.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	5.0%	24.7%	48.8%	75.2%	90.7%	96.6%	98.4%	99.2%
Treated and admitted to hospital	0.4%	1.8%	6.8%	27.2%	46.5%	66.9%	81.1%	88.2%
Patient left without, or before completing, treatment	24.7%	54.0%	76.6%	88.7%	96.4%	98.4%	99.3%	99.5%
Transferred to another hospital	2.6%	5.7%	11.9%	24.7%	48.9%	66.5%	80.6%	86.8%
All presentations	4.8%	20.3%	39.4%	63.4%	79.6%	89.0%	94.0%	96.3%

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

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

## Sutherland Hospital: Time spent in the ED

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

January to March 2018

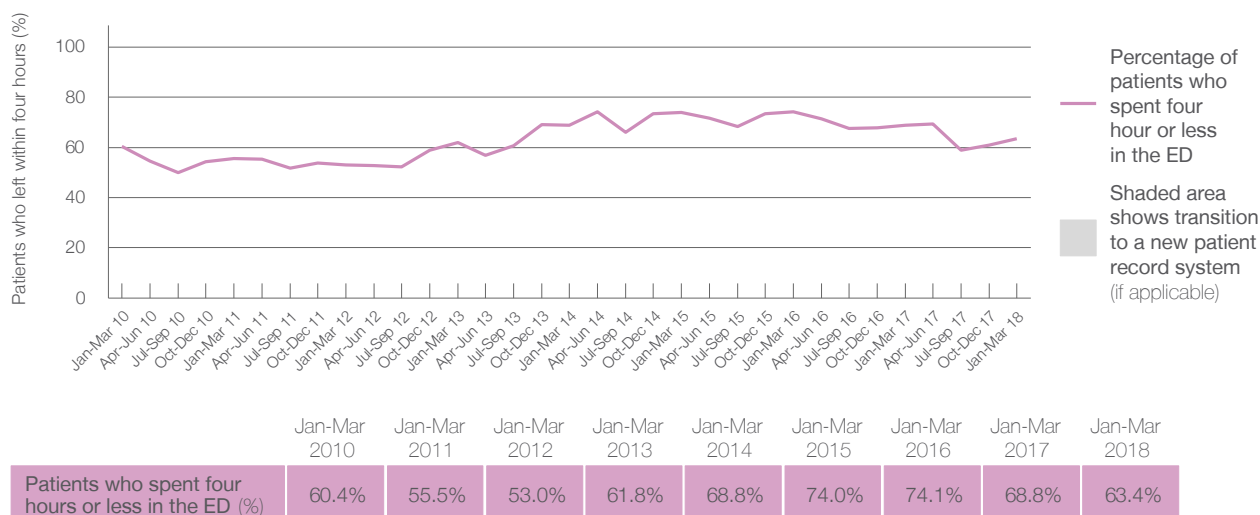
All presentations at the emergency department: <sup>1</sup> 13,009 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,007 patients

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

Same period last year	Change since one year ago
12,687	3%
12,687	3%
68.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
  4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
  5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
  6. All presentations that have a departure time.
  7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
  8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
  9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

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

January to March 2018

All presentations:<sup>1</sup> 8,280 patients

Emergency presentations:<sup>2</sup> 8,022 patients

Same period last year	Change since one year ago
8,688	-5%
8,351	-4%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 132 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,291 patients

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

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,348 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,251 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
144	
7 minutes	8 minutes
17 minutes	23 minutes
1,138	
21 minutes	20 minutes
48 minutes	65 minutes
4,755	
27 minutes	25 minutes
78 minutes	98 minutes
2,314	
30 minutes	22 minutes
88 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,280 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
8,688	-5%
87%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

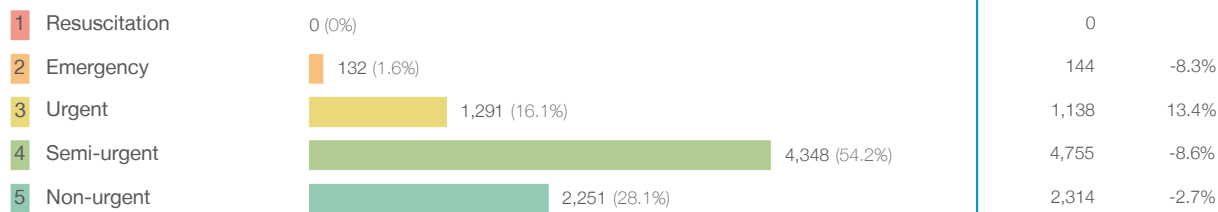
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department

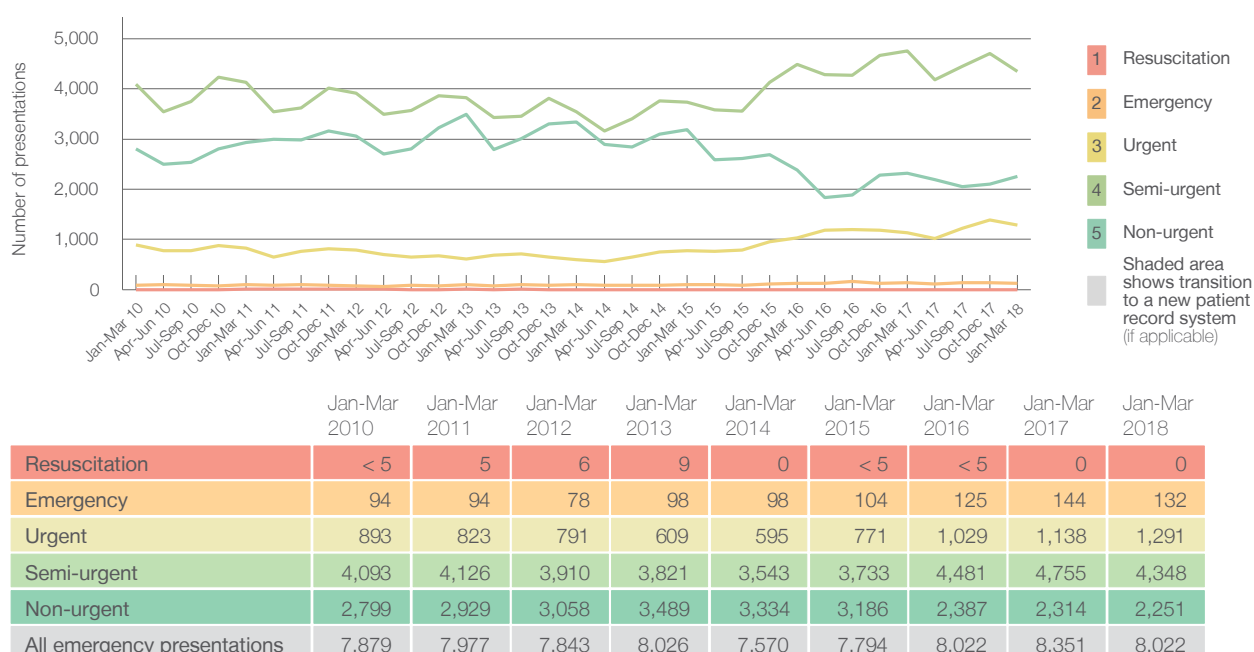
January to March 2018

All presentations:<sup>1</sup> 8,280 patients

Emergency presentations<sup>2</sup> by triage category: 8,022 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 258 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	-
Median time	*	*
90th percentile time	*	*

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

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

## Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 132

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 132

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

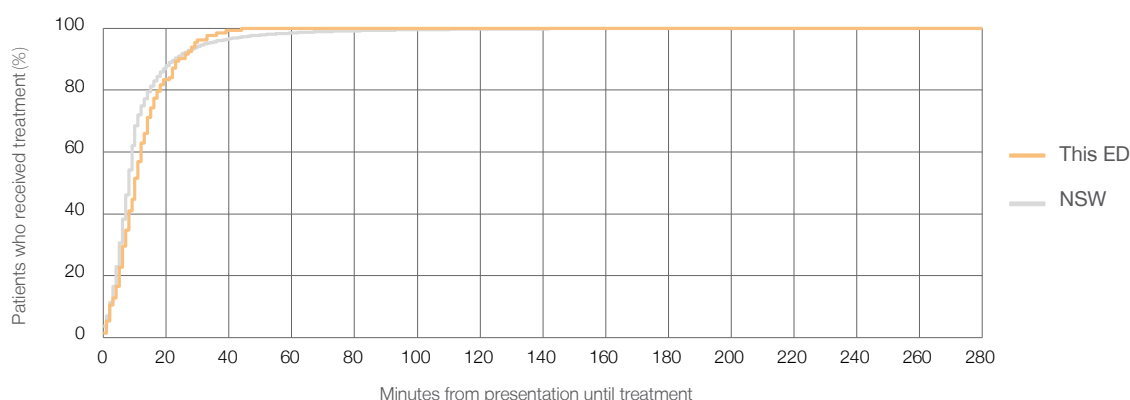
10 minutes

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

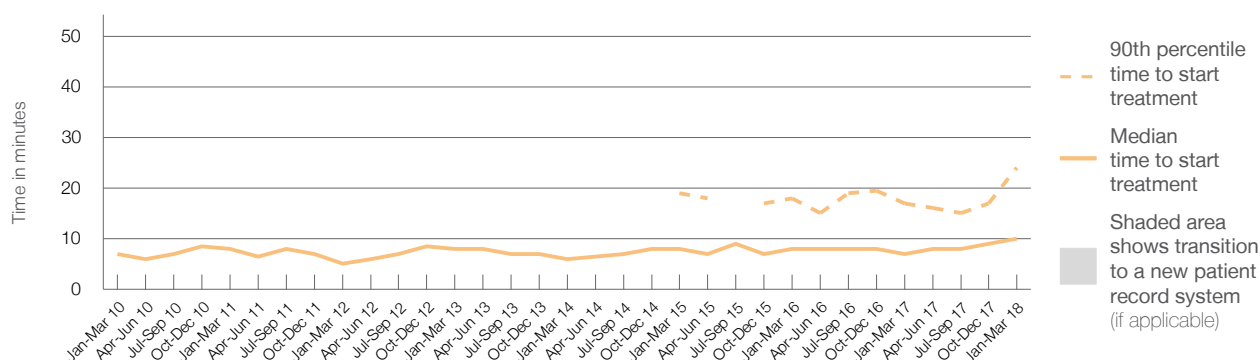
24 minutes

Same period last year	NSW (this period)
144	
143	
7 minutes	8 minutes
17 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	7	8	5	8	6	8	8	7	10
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	*	*	*	19	18	17	24

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

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

## Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 1,291

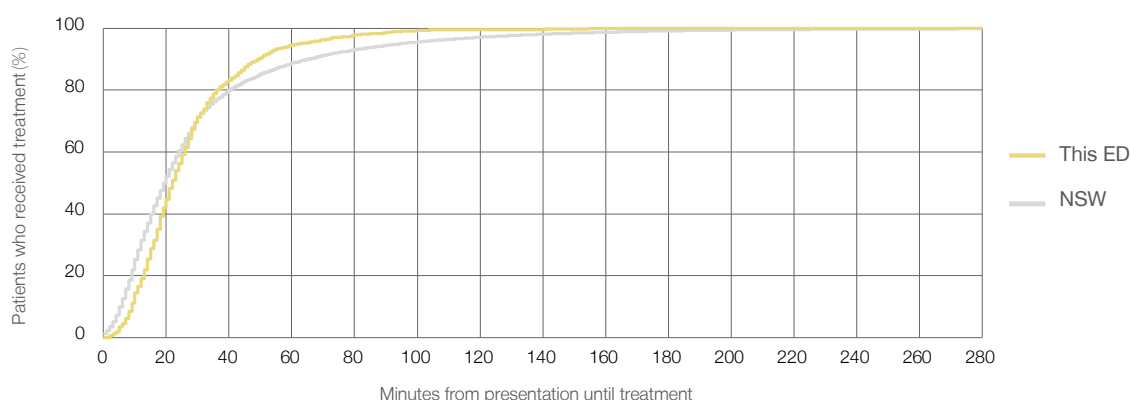
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,269

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

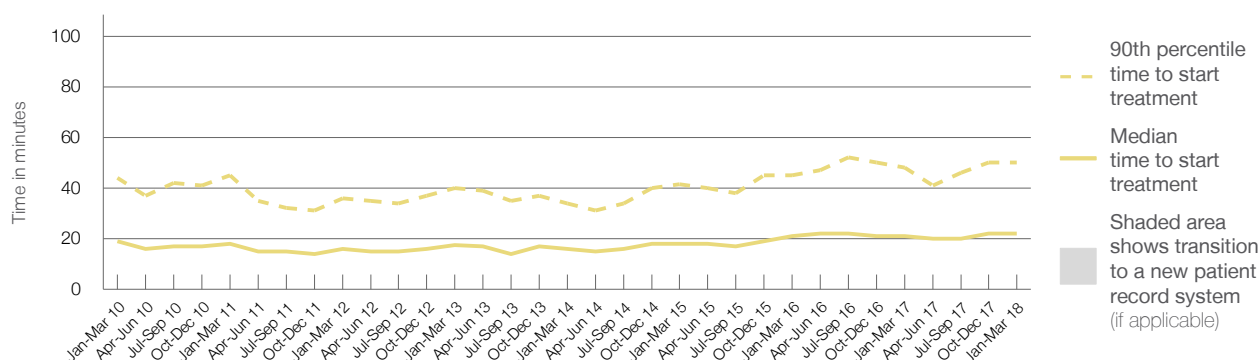
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
1,138	
1,122	
21 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	19	18	16	18	16	18	21	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	44	45	36	40	34	42	45	48	50

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

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



## Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,348

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,253

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

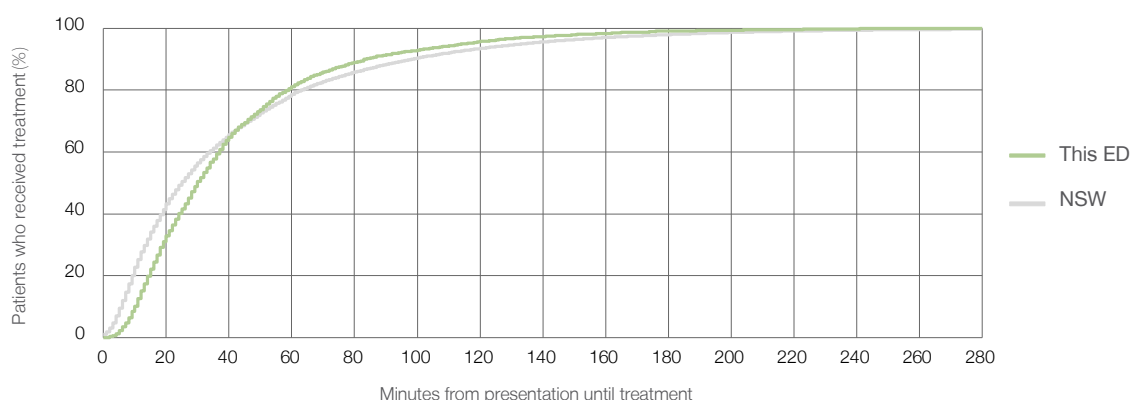
30 minutes

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

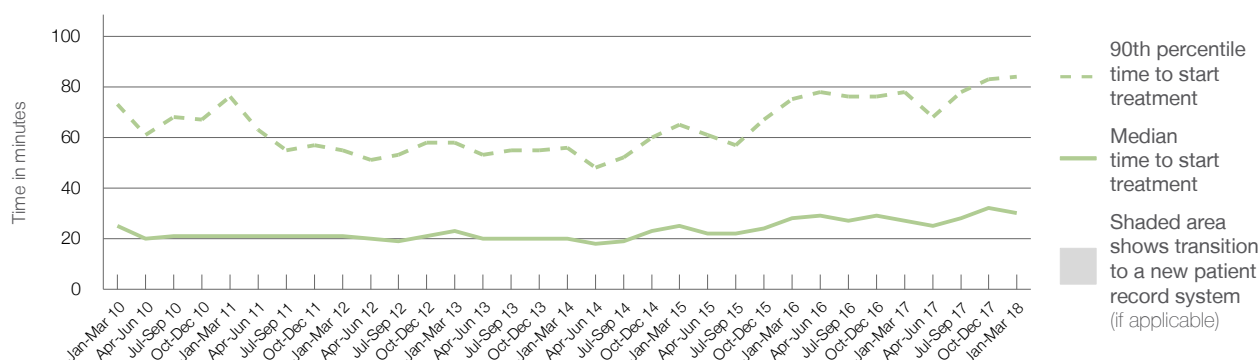
84 minutes

Same period last year	NSW (this period)
4,755	
4,657	
27 minutes	25 minutes
78 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	21	21	23	20	25	28	27	30
90th percentile time to start treatment <sup>5</sup> (minutes)	73	76	55	58	56	65	75	78	84

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## Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 2,251

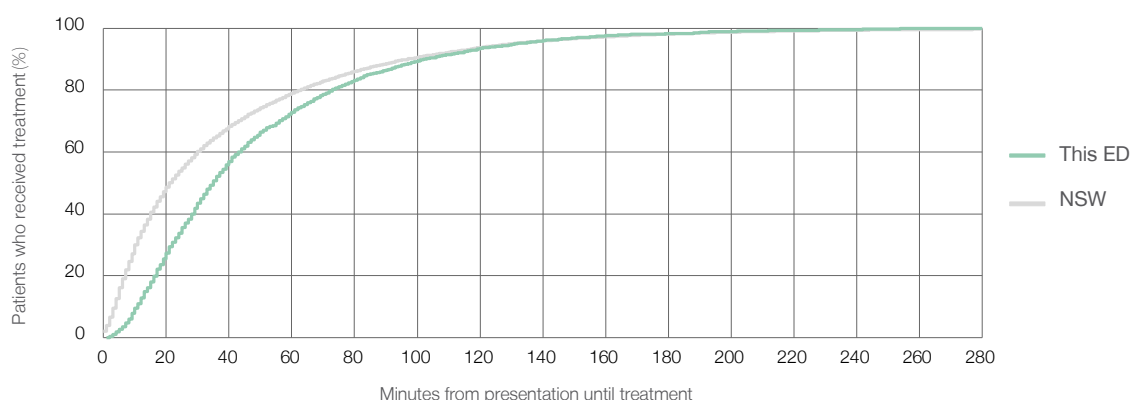
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 2,093

Median time to start treatment <sup>4</sup> 35 minutes

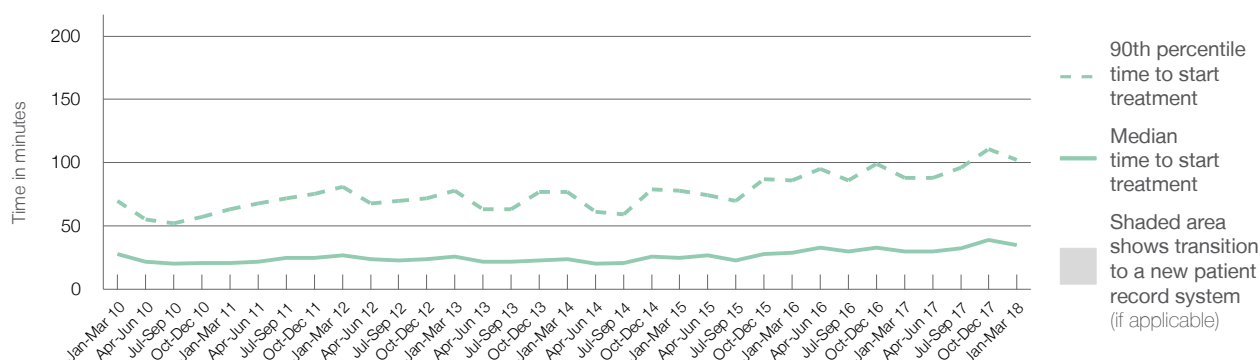
90th percentile time to start treatment <sup>5</sup> 102 minutes

Same period last year	NSW (this period)
2,314	
2,142	
30 minutes	22 minutes
88 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	28	21	27	26	24	25	29	30	35
90th percentile time to start treatment <sup>5</sup> (minutes)	70	63	81	78	77	78	86	88	102

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

January to March 2018

All presentations:<sup>1</sup> 8,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,280 patients

Median time spent in the ED<sup>8</sup>

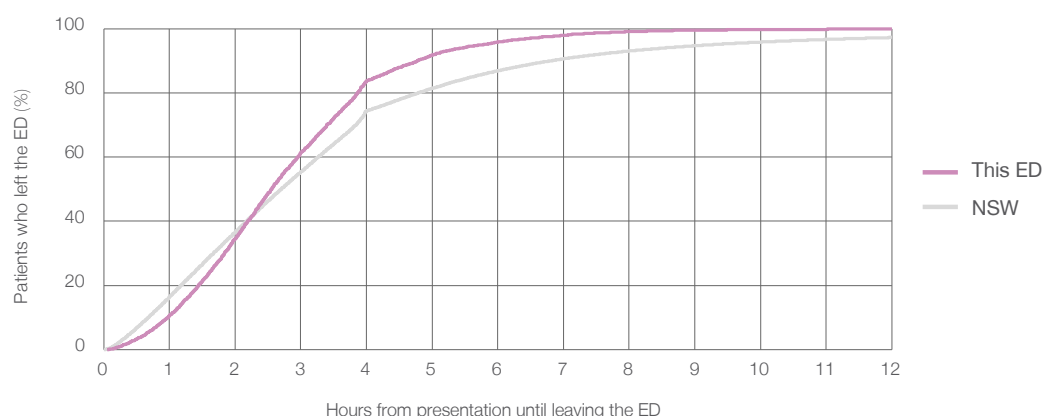
2 hours and 33 minutes

90th percentile time spent in the ED<sup>9</sup>

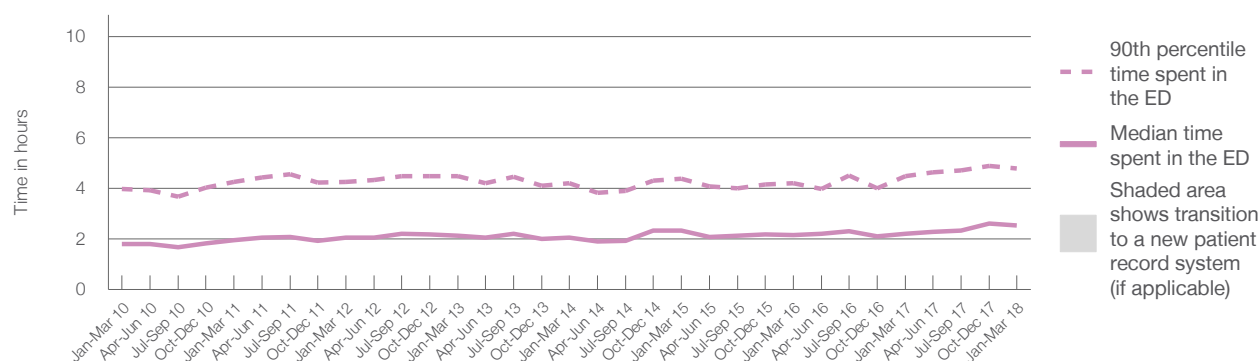
4 hours and 47 minutes

Same period last year	NSW (this period)
8,688	
8,688	
2 hours and 13 minutes	2 hours and 42 minutes
4 hours and 29 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 48m	1h 58m	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m	2h 13m	2h 33m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 59m	4h 15m	4h 16m	4h 29m	4h 12m	4h 23m	4h 13m	4h 29m	4h 47m

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

By mode of separation

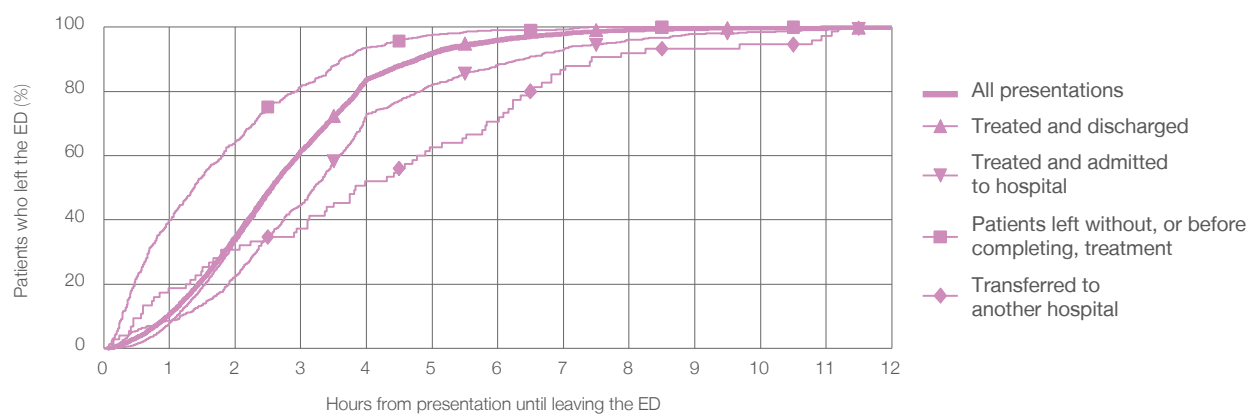
January to March 2018

All presentations:<sup>†</sup> 8,280 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 8,280 patients

		Same period last year	Change since one year ago
Treated and discharged	6,930 (83.7%)	7,229	-4.1%
Treated and admitted to hospital	654 (7.9%)	647	1.1%
Patient left without, or before completing, treatment	561 (6.8%)	633	-11.4%
Transferred to another hospital	75 (0.9%)	85	-11.8%
Other	60 (0.7%)	94	-36.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	33.2%	61.3%	84.2%	96.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	8.6%	22.5%	44.6%	72.9%	88.4%	96.0%	98.5%	99.7%
Patient left without, or before completing, treatment	39.9%	64.3%	81.6%	93.8%	99.1%	100%	100%	100%
Transferred to another hospital	18.7%	30.7%	37.3%	52.0%	70.7%	92.0%	94.7%	100%
All presentations	10.7%	34.8%	61.3%	83.8%	95.8%	99.1%	99.7%	99.9%

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## Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 8,280 patients

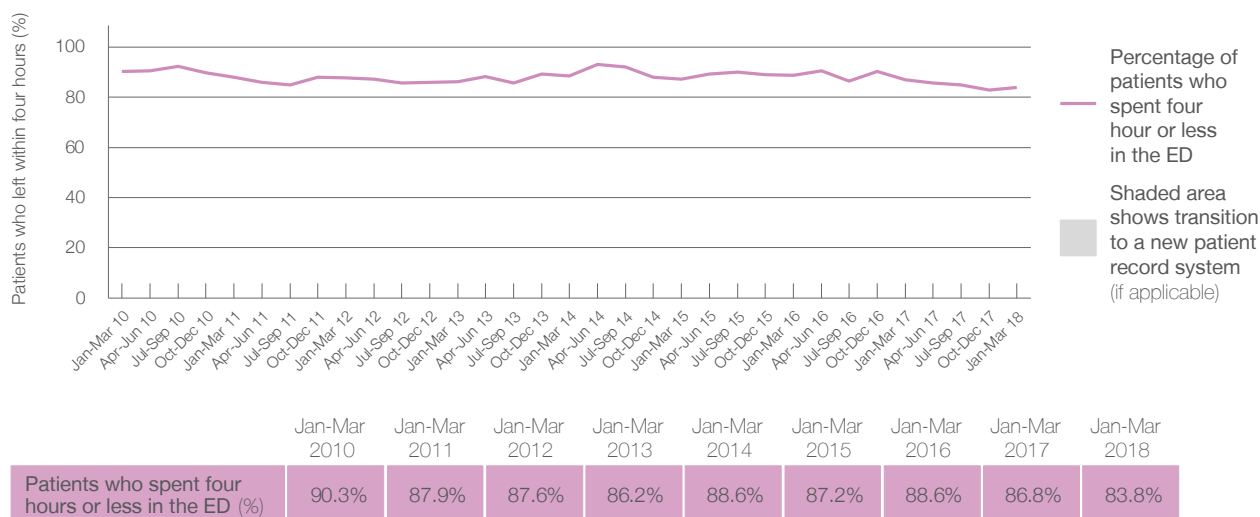
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,280 patients

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



Same period last year	Change since one year ago
8,688	-5%
8,688	-5%
86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).