

Healthcare Quarterly

Emergency department

Sydney Local Health District
Performance Profiles

July to September 2018

Canterbury Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 11,451 patients



Emergency presentations:² 11,422 patients

Same period last year	Change since one year ago
12,456	-8%
12,428	-8%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,122 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,544 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,913 patients

Median time to start treatment⁴  30 minutes
90th percentile time to start treatment⁵  103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 787 patients

Median time to start treatment⁴  30 minutes
90th percentile time to start treatment⁵  123 minutes

Same period last year	NSW (this period)
1,214	
8 minutes	8 minutes
21 minutes	28 minutes
4,525	
22 minutes	21 minutes
78 minutes	72 minutes
5,483	
29 minutes	26 minutes
111 minutes	105 minutes
1,161	
24 minutes	22 minutes
119 minutes	103 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 11,445 patients

Percentage of patients who spent four hours or less in the ED  74%

Same period last year	Change since one year ago
12,453	-8%
73%	

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

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

Canterbury Hospital: Patients presenting to the emergency department July to September 2018

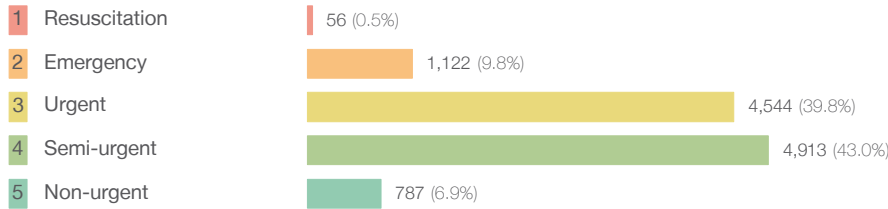
All presentations:¹ 11,451 patients

Same period last year
Change since one year ago

12,456 -8%

Emergency presentations² by triage category: 11,422 patients

12,428 -8%



45 24.4%

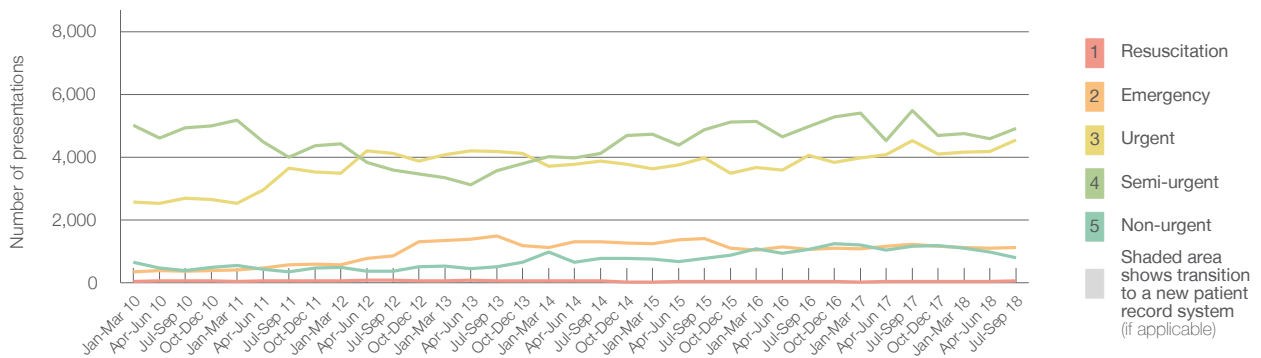
1,214 -7.6%

4,525 0.4%

5,483 -10.4%

1,161 -32.2%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	63	60	71	57	56	45	42	45	56
Emergency	371	565	863	1,493	1,297	1,396	1,061	1,214	1,122
Urgent	2,692	3,640	4,112	4,185	3,865	3,979	4,067	4,525	4,544
Semi-urgent	4,925	3,991	3,593	3,559	4,127	4,875	4,966	5,483	4,913
Non-urgent	375	346	374	506	778	766	1,050	1,161	787
All emergency presentations	8,426	8,602	9,013	9,800	10,123	11,061	11,186	12,428	11,422

Canterbury Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,181 patients

Same period last year
Change since one year ago

2,148

ED Transfer of care time

Median time 12 minutes

12 minutes 0 minutes

90th percentile time 23 minutes

23 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.

Canterbury Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,122

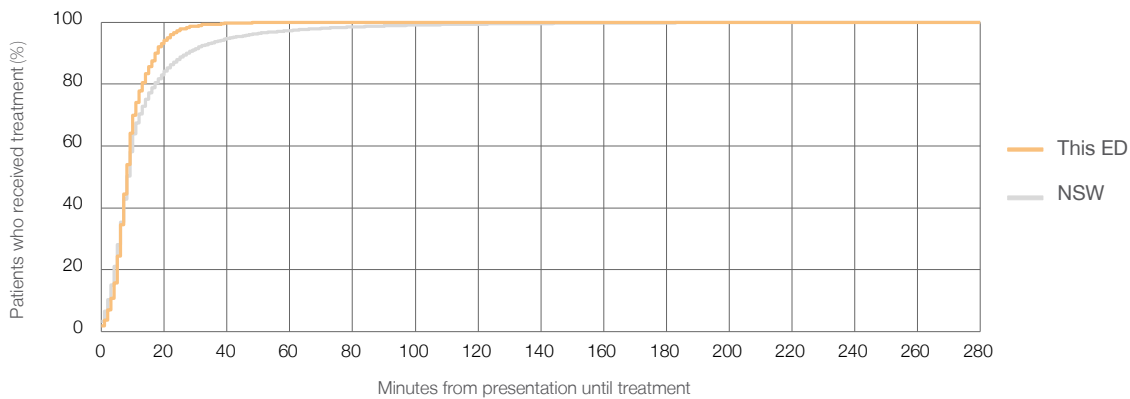
Number of triage 2 patients used to calculate waiting time:³ 1,121

Median time to start treatment⁴ 8 minutes

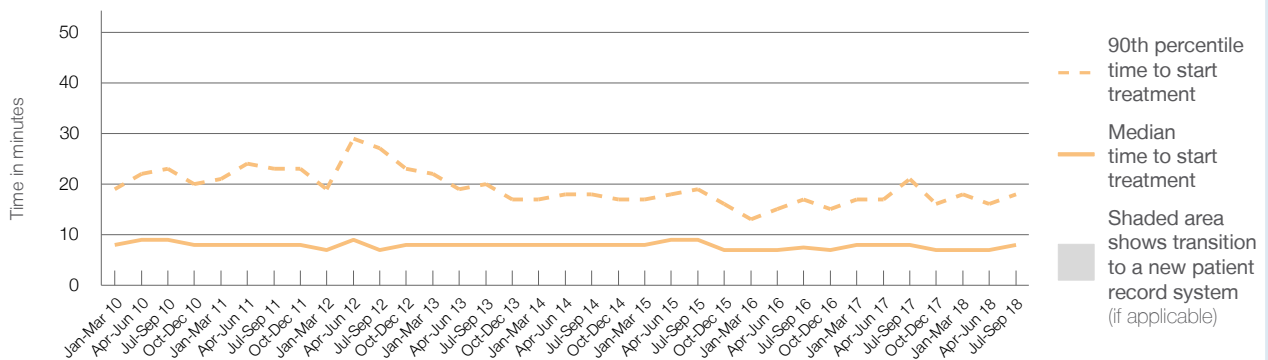
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,214	1,210
8 minutes	8 minutes
21 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9	8	7	8	8	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	23	27	20	18	19	17	21	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.

Canterbury Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,544

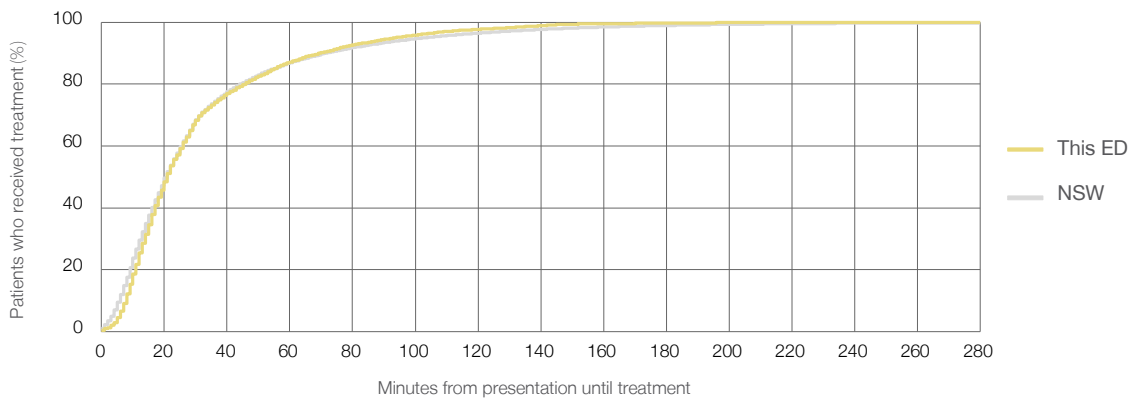
Number of triage 3 patients used to calculate waiting time:³ 4,464

Median time to start treatment⁴ 21 minutes

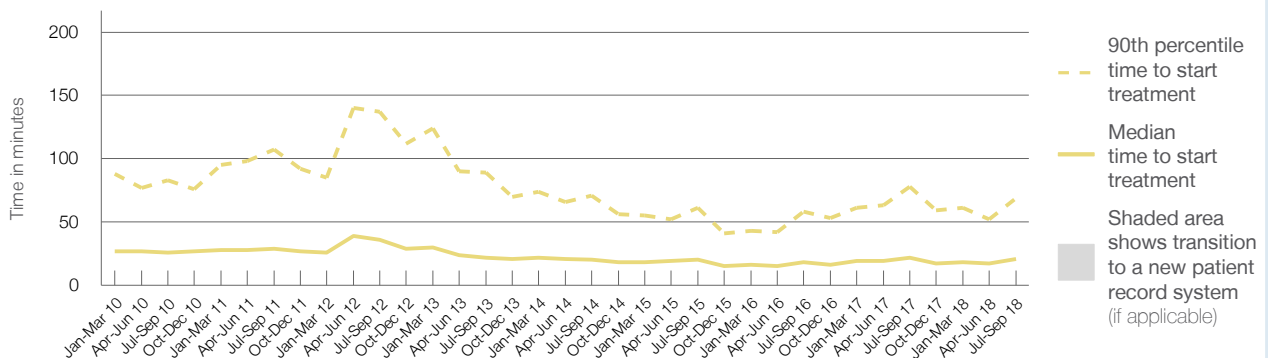
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
4,525	4,396
22 minutes	21 minutes
78 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	26	29	36	22	20	20	18	22	21
90th percentile time to start treatment ⁵ (minutes)	83	107	137	89	71	61	58	78	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.

Canterbury Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,913

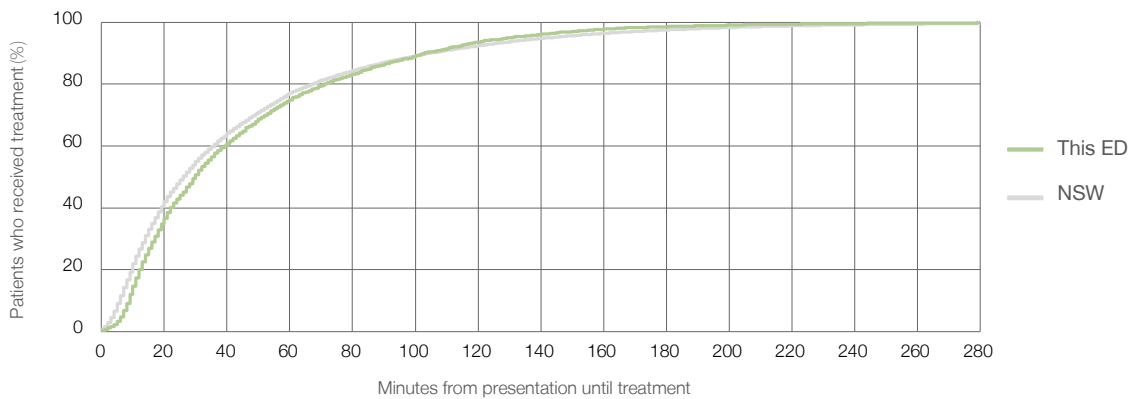
Number of triage 4 patients used to calculate waiting time:³ 4,612

Median time to start treatment⁴ 30 minutes

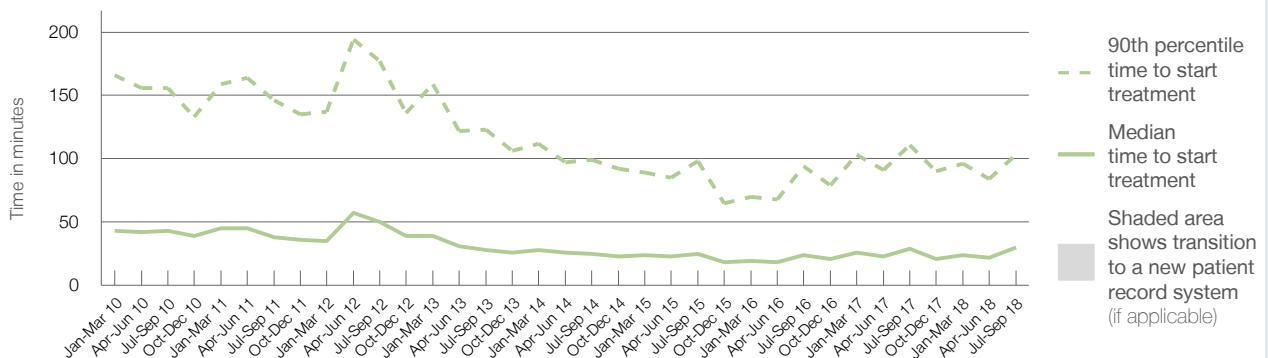
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
5,483	
4,988	
29 minutes	26 minutes
111 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	43	38	50	28	25	25	24	29	30
90th percentile time to start treatment ⁵ (minutes)	156	146	177	123	99	98	94	111	103

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

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

Canterbury Hospital: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 787

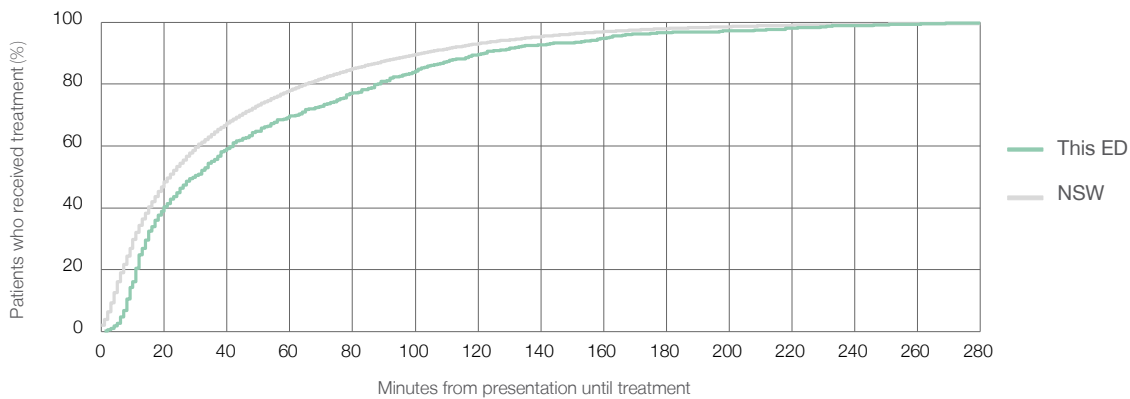
Number of triage 5 patients used to calculate waiting time:³ 620

Median time to start treatment⁴ 30 minutes

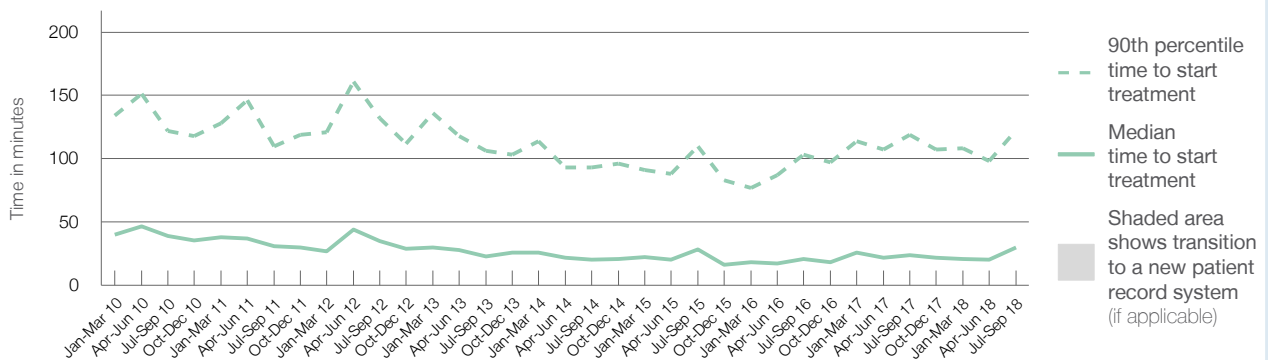
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
1,161	906
24 minutes	22 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	39	31	35	23	20	29	21	24	30
90th percentile time to start treatment ⁵ (minutes)	122	110	132	106	93	110	103	119	123

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

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

Canterbury Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 11,451 patients

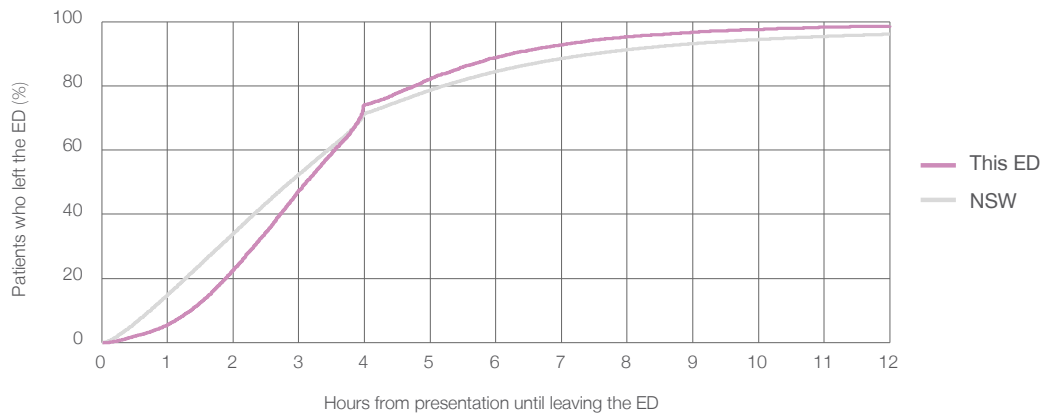
Presentations used to calculate time to leaving the ED:⁶ 11,445 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

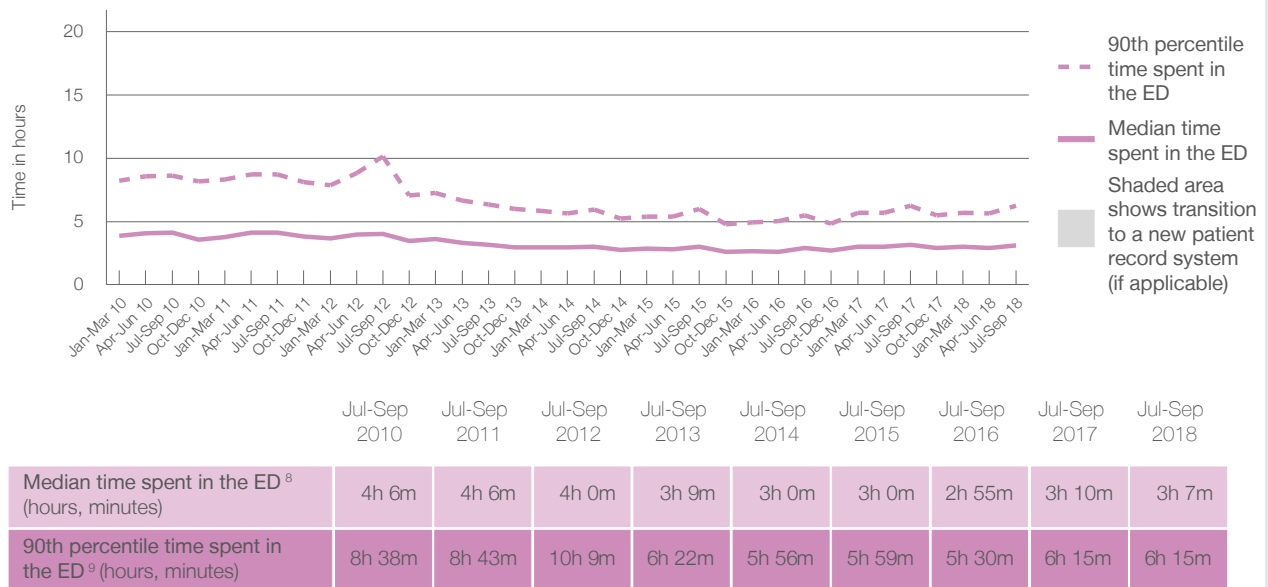
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
12,456	
12,453	
3 hours and 10 minutes	2 hours and 52 minutes
6 hours and 15 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



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

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

Canterbury Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

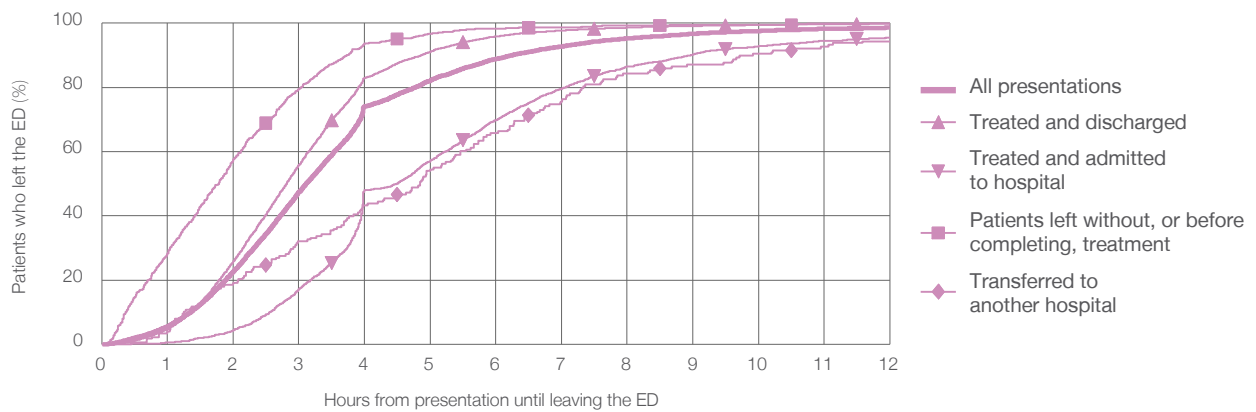
All presentations:¹ 11,451 patients

Presentations used to calculate time to leaving the ED:⁶ 11,445 patients

Treated and discharged	7,400 (64.6%)
Treated and admitted to hospital	2,970 (25.9%)
Patient left without, or before completing, treatment	882 (7.7%)
Transferred to another hospital	178 (1.6%)
Other	21 (0.2%)

Same period last year	Change since one year ago
12,453	-8%
7,850	-5.7%
3,015	-1.5%
1,416	-37.7%
138	29.0%
37	-43.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	4.8%	25.9%	55.9%	83.0%	95.9%	98.6%	99.4%	99.8%
Treated and admitted to hospital	0.5%	4.3%	17.2%	47.9%	69.8%	86.5%	92.8%	95.5%
Patient left without, or before completing, treatment	28.3%	57.6%	79.6%	93.8%	98.3%	99.3%	99.4%	99.9%
Transferred to another hospital	3.9%	19.1%	32.0%	43.3%	65.7%	84.3%	90.4%	94.4%
All presentations	5.6%	22.7%	47.4%	74.2%	88.8%	95.3%	97.6%	98.6%

(†) 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.

Canterbury Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 11,451 patients

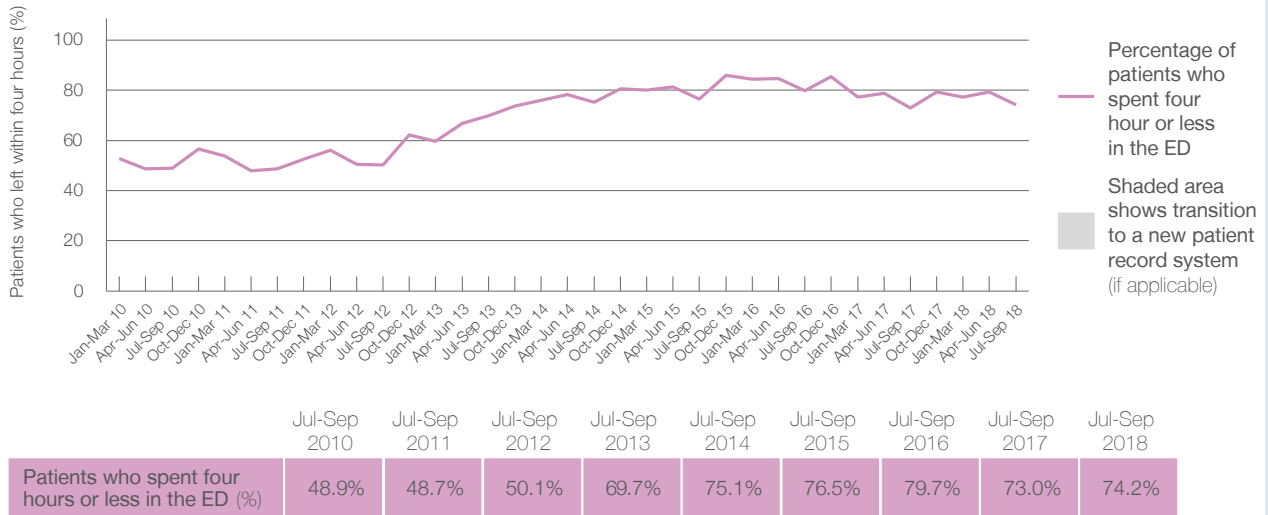
Presentations used to calculate time to leaving the ED: ⁶ 11,445 patients

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	12,456	-8%
Presentations used to calculate time to leaving the ED	12,453	-8%
Percentage of patients who spent four hours or less in the ED	73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Concord Repatriation General Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 10,127 patients

Emergency presentations:² 10,097 patients

Same period last year	Change since one year ago
10,451	-3%
10,425	-3%

Concord Repatriation General Hospital: Time patients waited to start treatment ³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,299 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,777 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,558 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 86 minutes

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

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,222	
9 minutes	8 minutes
18 minutes	28 minutes
4,757	
23 minutes	21 minutes
69 minutes	72 minutes
3,994	
26 minutes	26 minutes
84 minutes	105 minutes
383	
18 minutes	22 minutes
74 minutes	103 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 10,126 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
10,450	-3%
71%	

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

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

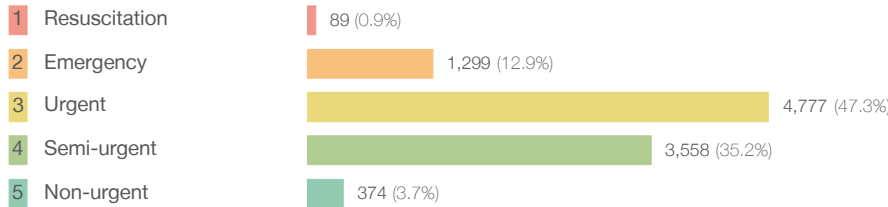
Concord Repatriation General Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 10,127 patients

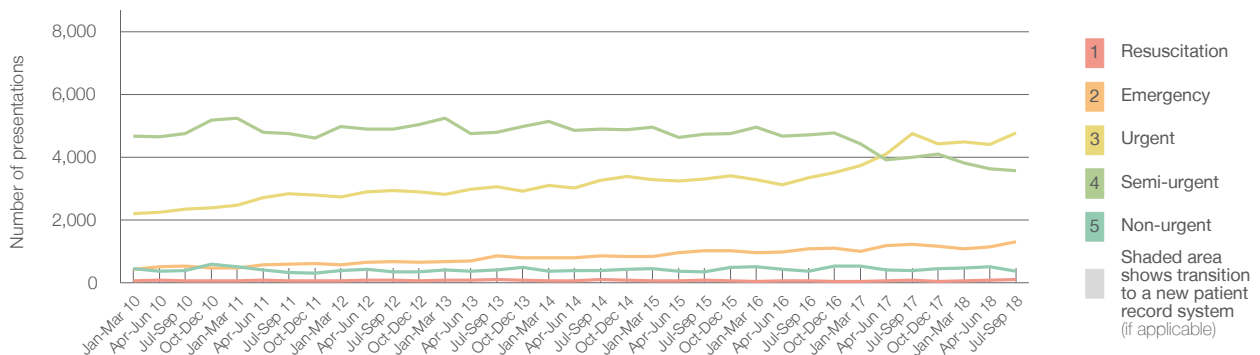
Same period last year	Change since one year ago
10,451	-3%

Emergency presentations² by triage category: 10,097 patients

10,425	-3%
69	29.0%
1,222	6.3%
4,757	0.4%
3,994	-10.9%
383	-2.3%



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	55	60	84	93	91	80	54	69	89
Emergency	537	586	662	859	859	1,027	1,082	1,222	1,299
Urgent	2,342	2,843	2,938	3,052	3,270	3,294	3,348	4,757	4,777
Semi-urgent	4,752	4,746	4,903	4,783	4,884	4,737	4,714	3,994	3,558
Non-urgent	381	322	343	407	376	341	369	383	374
All emergency presentations	8,067	8,557	8,930	9,194	9,480	9,479	9,567	10,425	10,097

Concord Repatriation General Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,563 patients

2,538	
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ED Transfer of care time



13 minutes	-2 minutes
23 minutes	-3 minutes

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

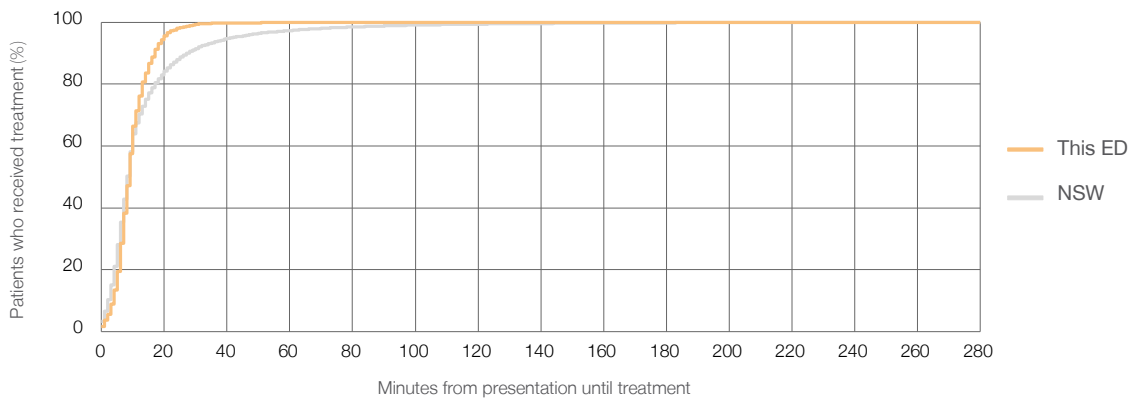
Number of triage 2 patients: 1,299

Number of triage 2 patients used to calculate waiting time:³ 1,288

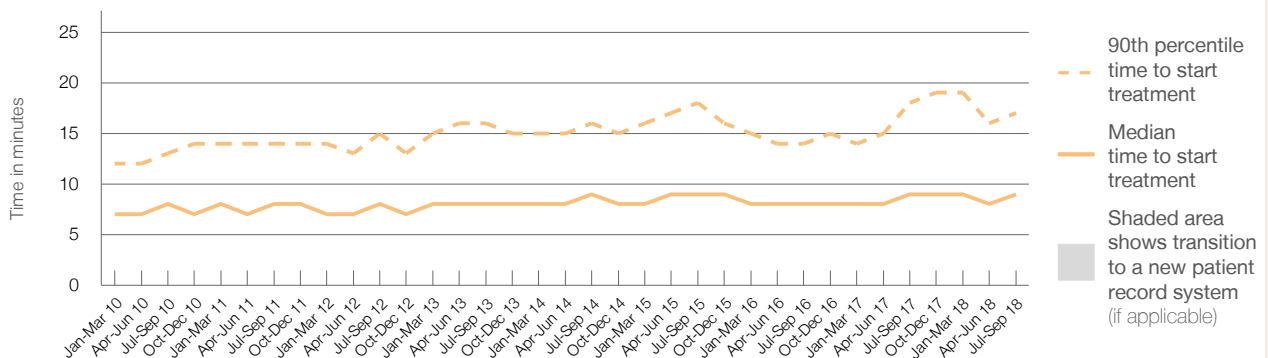
Median time to start treatment⁴ ■ 9 minutes
 90th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
1,222	1,212
9 minutes	8 minutes
18 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	8	8	8	8	9	9	8	9	9
90th percentile time to start treatment ⁵ (minutes)	13	14	15	16	16	18	14	18	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.

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,777

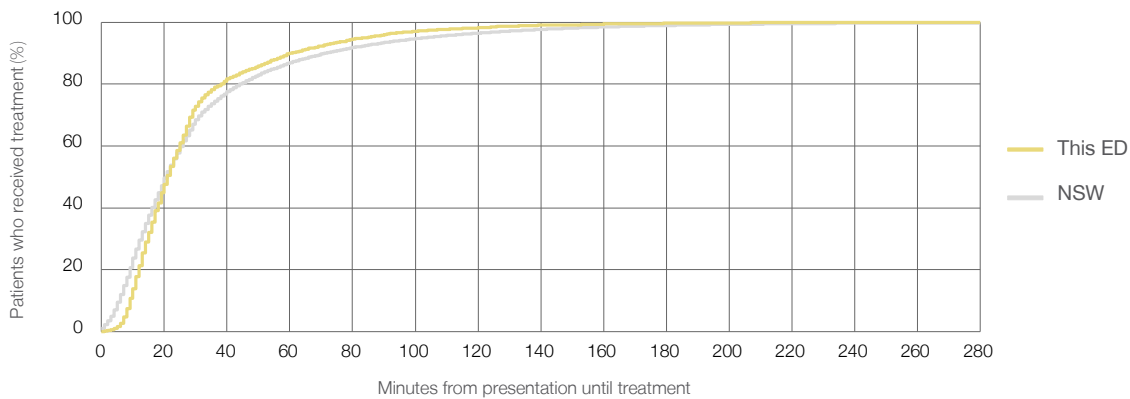
Number of triage 3 patients used to calculate waiting time:³ 4,667

Median time to start treatment⁴ 21 minutes

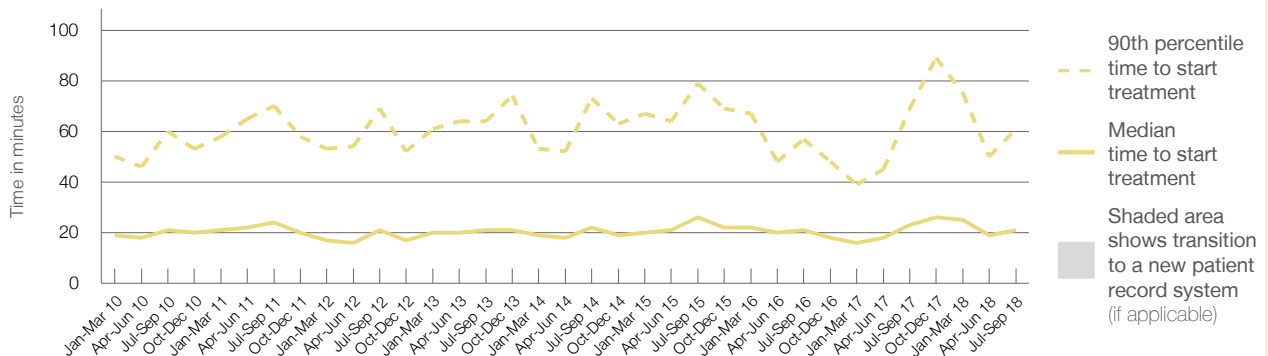
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,757	4,591
23 minutes	21 minutes
69 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21	24	21	21	22	26	21	23	21
90th percentile time to start treatment ⁵ (minutes)	60	70	69	64	73	79	57	69	61

(†) 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 Repatriation General Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,558

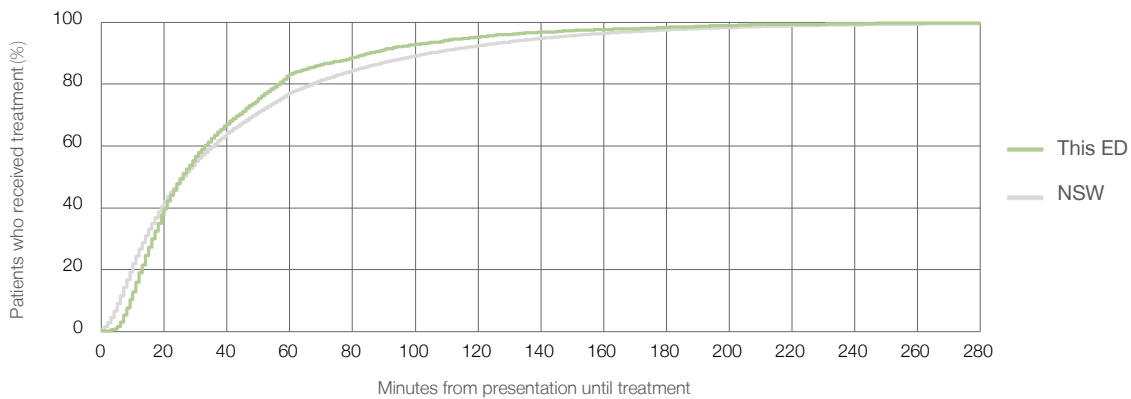
Number of triage 4 patients used to calculate waiting time:³ 3,389

Median time to start treatment⁴ 26 minutes

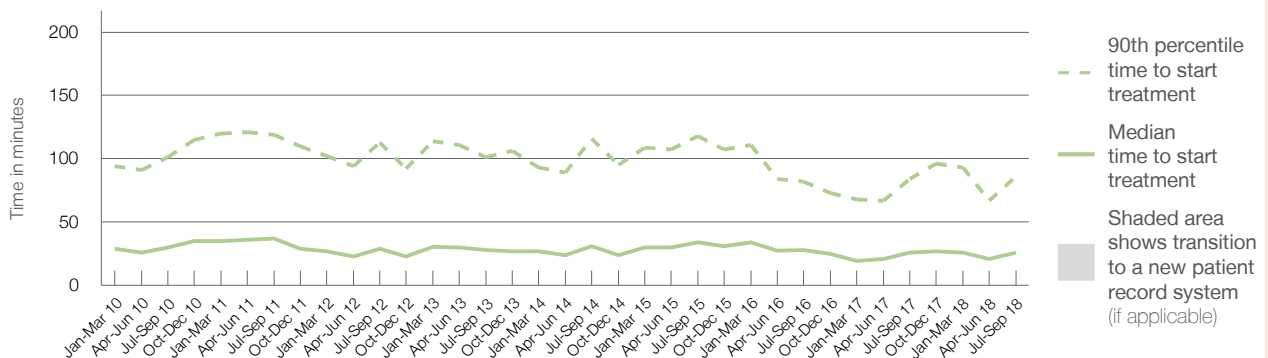
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,994	3,730
26 minutes	26 minutes
84 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	30	37	29	28	31	34	28	26	26
90th percentile time to start treatment ⁵ (minutes)	101	119	113	101	116	118	82	84	86

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 374

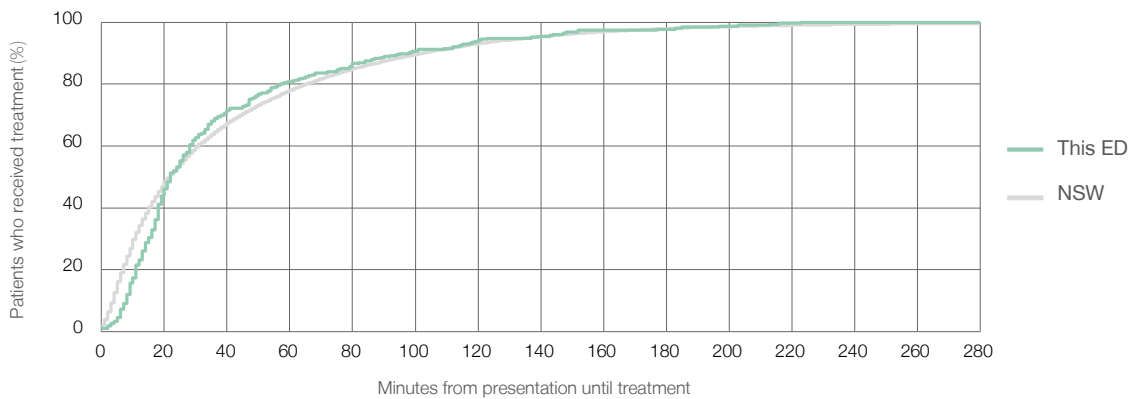
Number of triage 5 patients used to calculate waiting time:³ 306

Median time to start treatment⁴ 22 minutes

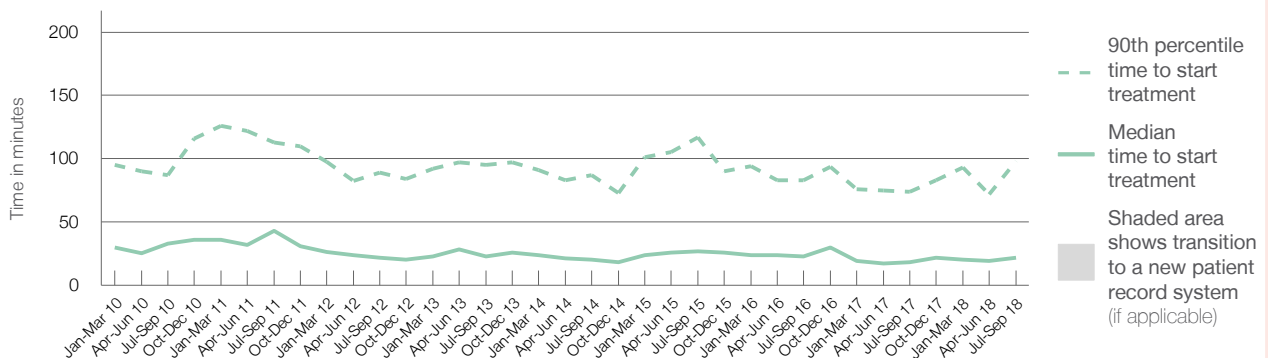
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
383	317
18 minutes	22 minutes
74 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	43	22	23	20	27	23	18	22
90th percentile time to start treatment ⁵ (minutes)	87	113	89	95	87	117	83	74	98

(†) 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 Repatriation General Hospital: Time patients spent in the ED July to September 2018

All presentations:¹ 10,127 patients

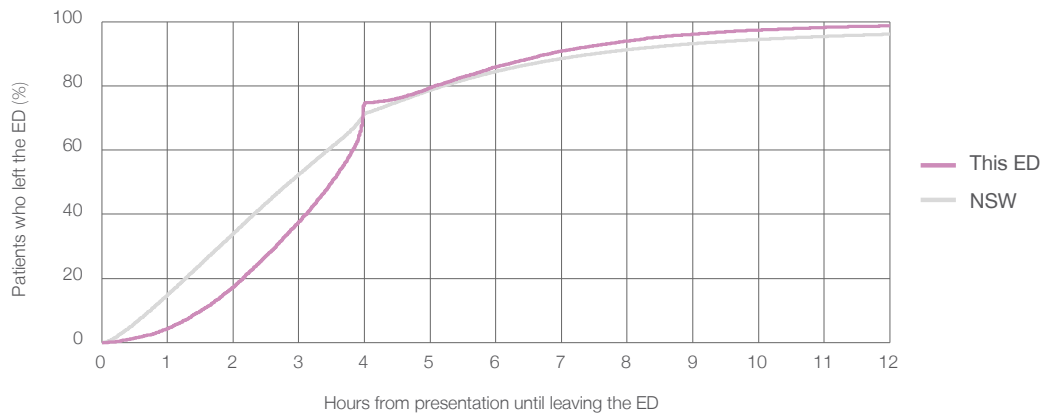
Presentations used to calculate time to leaving the ED:⁶ 10,126 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

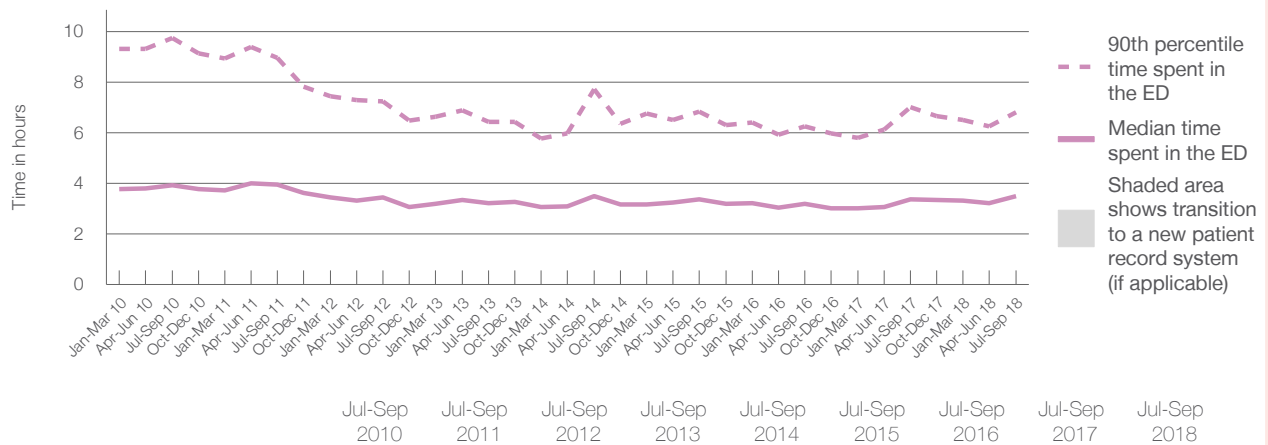
90th percentile time spent in the ED⁹ 6 hours and 49 minutes

Same period last year	NSW (this period)
10,451	10,450
3 hours and 23 minutes	2 hours and 52 minutes
7 hours and 1 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 56m	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m	3h 23m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 45m	8h 58m	7h 14m	6h 26m	7h 43m	6h 51m	6h 15m	7h 1m	6h 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.

Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

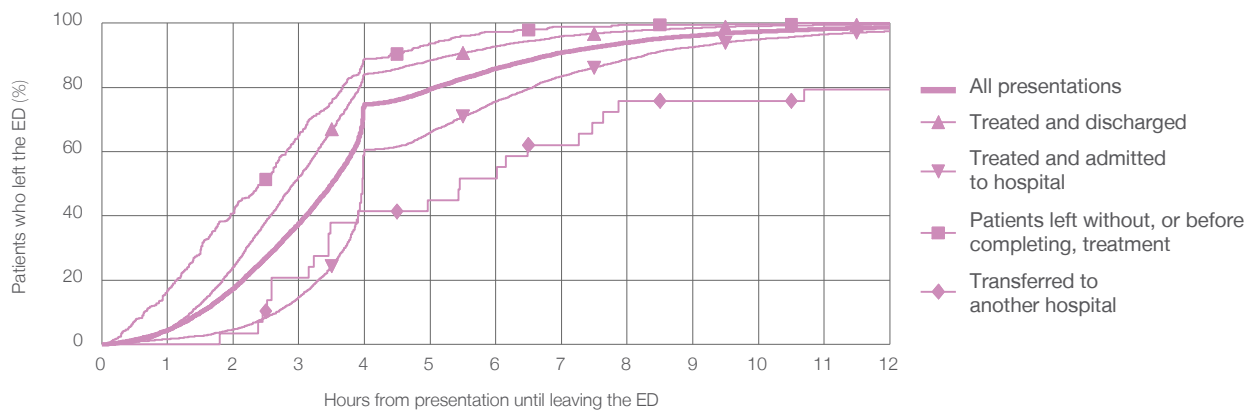
All presentations:¹ 10,127 patients

Presentations used to calculate time to leaving the ED:⁶ 10,126 patients

Treated and discharged	5,469 (54.0%)
Treated and admitted to hospital	4,128 (40.8%)
Patient left without, or before completing, treatment	376 (3.7%)
Transferred to another hospital	29 (0.3%)
Other	125 (1.2%)

Same period last year	Change since one year ago
10,450	-3%
6,317	-13.4%
3,509	17.6%
469	-19.8%
41	-29.3%
115	8.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	4.4%	24.1%	52.1%	84.1%	92.8%	97.5%	99.1%	99.7%
Treated and admitted to hospital	1.6%	4.5%	14.7%	60.6%	75.6%	88.8%	95.0%	97.5%
Patient left without, or before completing, treatment	16.8%	41.0%	65.2%	88.8%	97.3%	99.5%	99.7%	100%
Transferred to another hospital	0%	3.4%	20.7%	41.4%	51.7%	75.9%	75.9%	79.3%
All presentations	4.4%	17.3%	37.7%	74.7%	85.9%	94.0%	97.4%	98.7%

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

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

Concord Repatriation General Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 10,127 patients

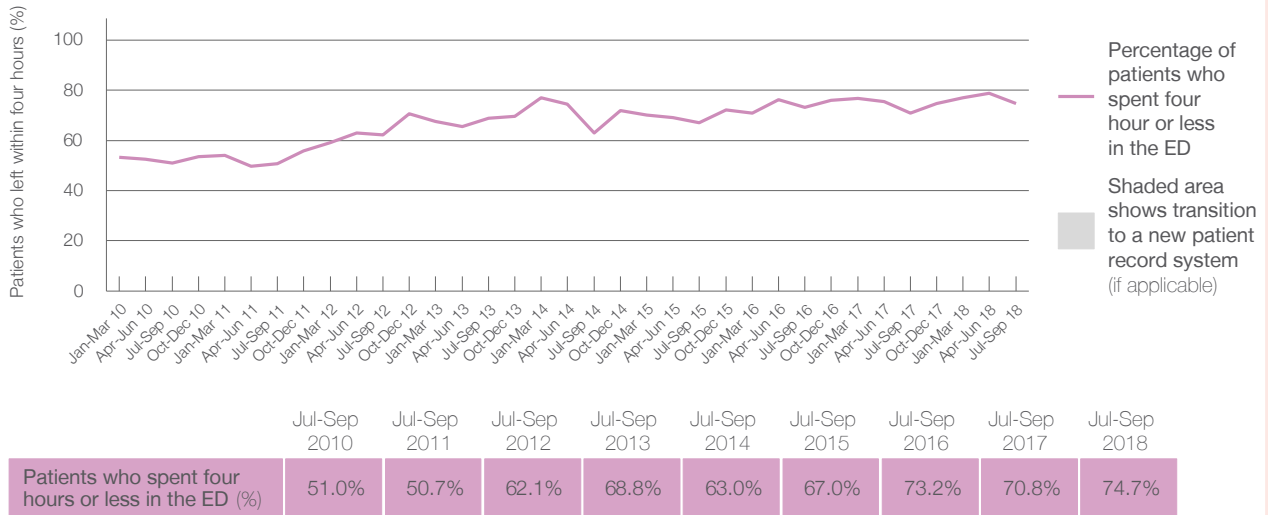
Presentations used to calculate time to leaving the ED: ⁶ 10,126 patients

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	10,451	-3%
Presentations used to calculate time to leaving the ED	10,450	-3%
Percentage of patients who spent four hours or less in the ED	70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 19,584 patients

Emergency presentations:² 19,132 patients

Same period last year	Change since one year ago
19,682	0%
19,158	0%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,293 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,973 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,163 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,243	
12 minutes	8 minutes
26 minutes	28 minutes
10,370	
29 minutes	21 minutes
94 minutes	72 minutes
4,925	
36 minutes	26 minutes
125 minutes	105 minutes
471	
32 minutes	22 minutes
126 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 19,584 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
19,680	0%
61%	

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

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

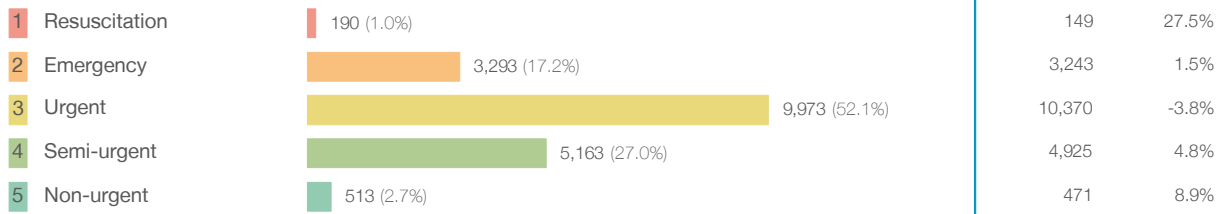
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

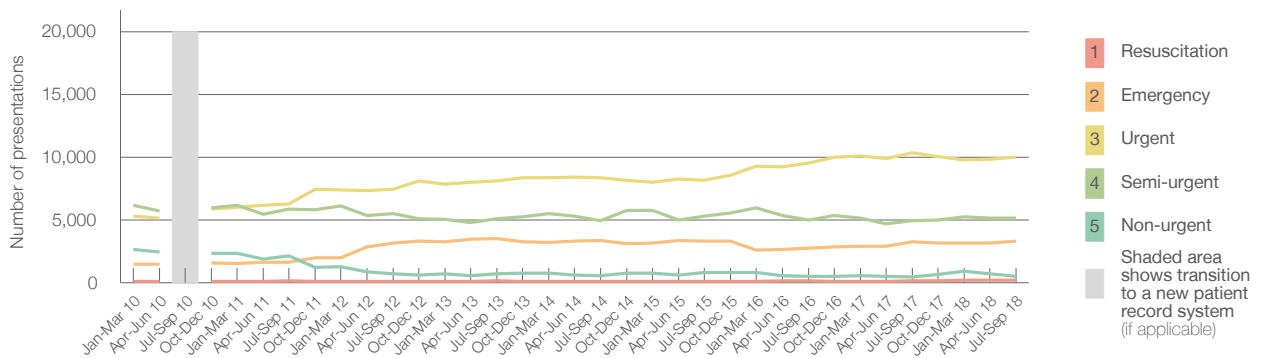
Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 19,584 patients

Emergency presentations² by triage category: 19,132 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		121	118	131	119	102	127	149	190
Emergency		1,635	3,172	3,519	3,338	3,301	2,744	3,243	3,293
Urgent		6,290	7,455	8,125	8,342	8,167	9,524	10,370	9,973
Semi-urgent		5,855	5,516	5,097	4,957	5,280	5,009	4,925	5,163
Non-urgent		2,113	713	687	532	820	490	471	513
All emergency presentations		16,014	16,974	17,559	17,288	17,670	17,894	19,158	19,132

Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,221 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 2018

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

Number of triage 2 patients: 3,293

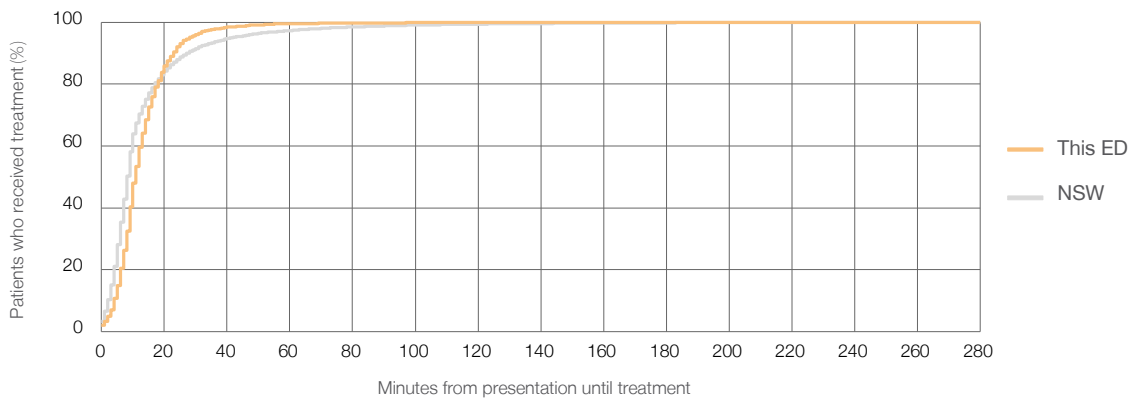
Number of triage 2 patients used to calculate waiting time:³ 3,287

Median time to start treatment⁴ ■ 11 minutes

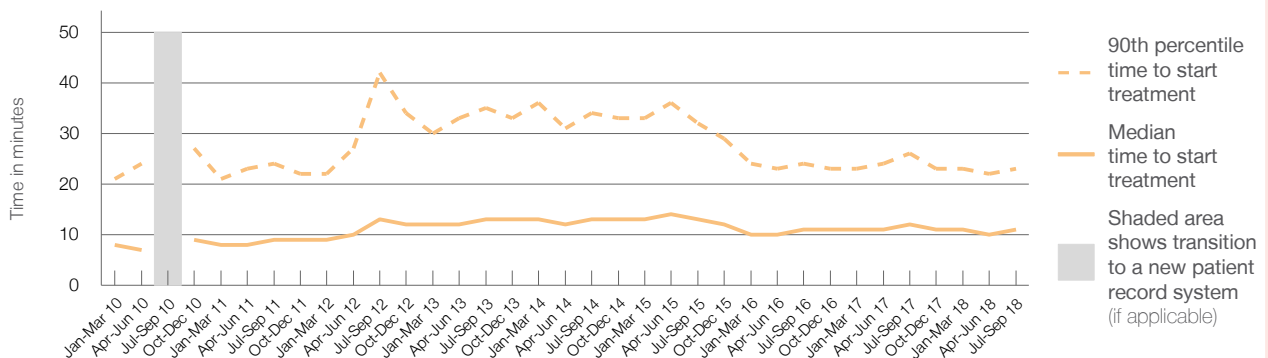
90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
3,243	
3,237	
12 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		9	13	13	13	13	11	12	11
90th percentile time to start treatment ⁵ (minutes)		24	42	35	34	32	24	26	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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 9,973

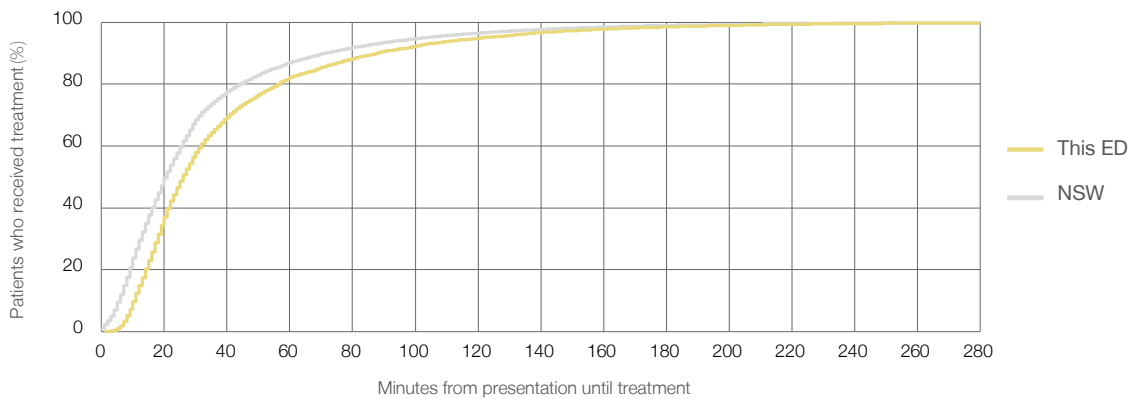
Number of triage 3 patients used to calculate waiting time:³ 9,787

Median time to start treatment⁴ 26 minutes

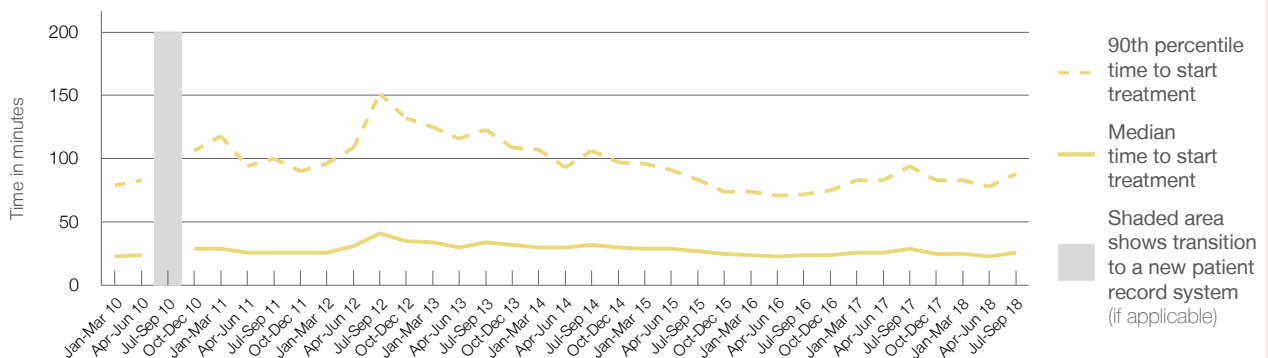
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
10,370	10,145
29 minutes	21 minutes
94 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		26	41	34	32	27	24	29	26
90th percentile time to start treatment ⁵ (minutes)		100	151	123	106	84	72	94	88

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 5,163

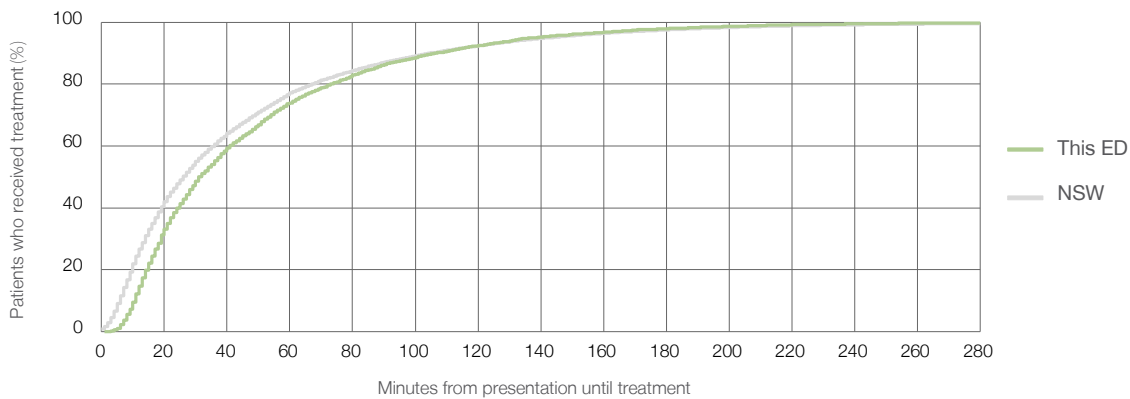
Number of triage 4 patients used to calculate waiting time:³ 4,910

Median time to start treatment⁴ 32 minutes

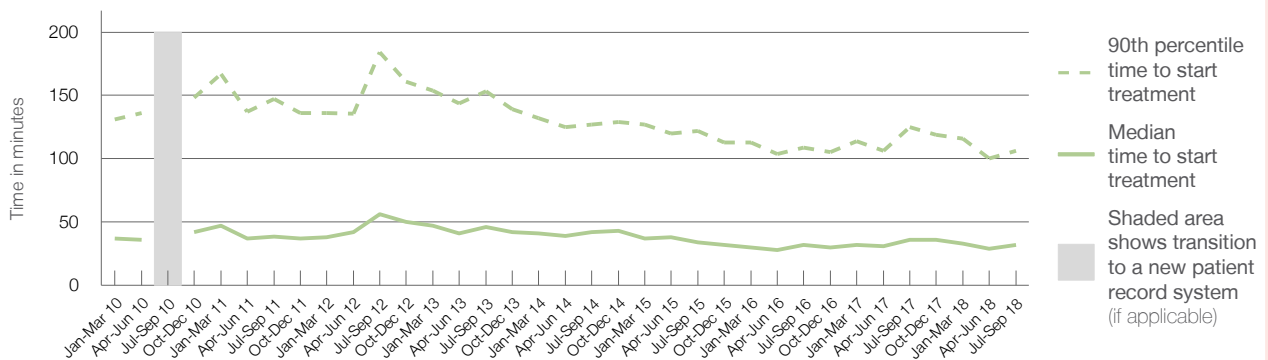
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
4,925	4,652
36 minutes	26 minutes
125 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		39	56	46	42	34	32	36	32
90th percentile time to start treatment ⁵ (minutes)		147	184	153	127	122	109	125	106

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 513

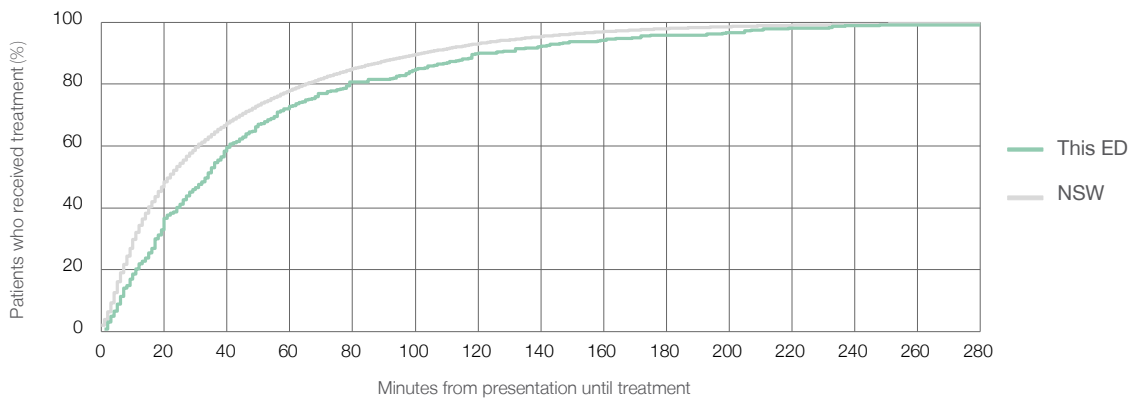
Number of triage 5 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 34 minutes

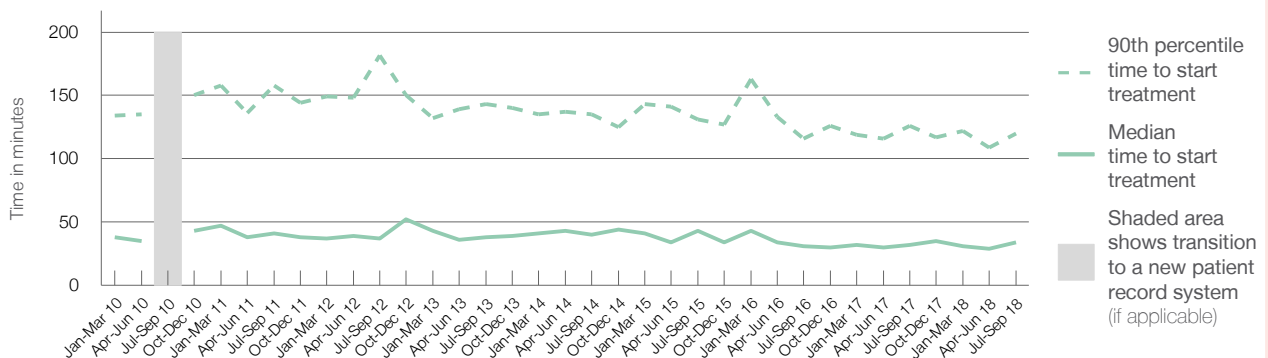
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
471	322
32 minutes	22 minutes
126 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		41	37	38	40	43	31	32	34
90th percentile time to start treatment ⁵ (minutes)		158	182	143	135	131	116	126	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.

Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 19,584 patients

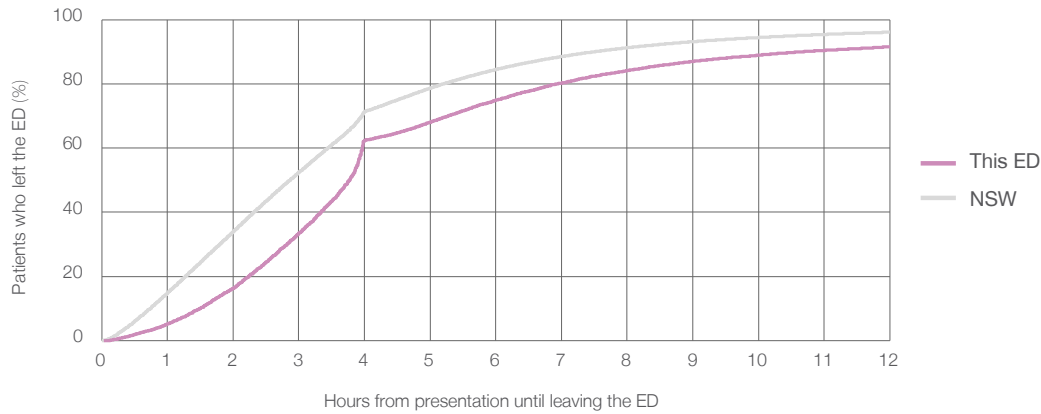
Presentations used to calculate time to leaving the ED:⁶ 19,584 patients

Median time spent in the ED⁸ 3 hours and 46 minutes

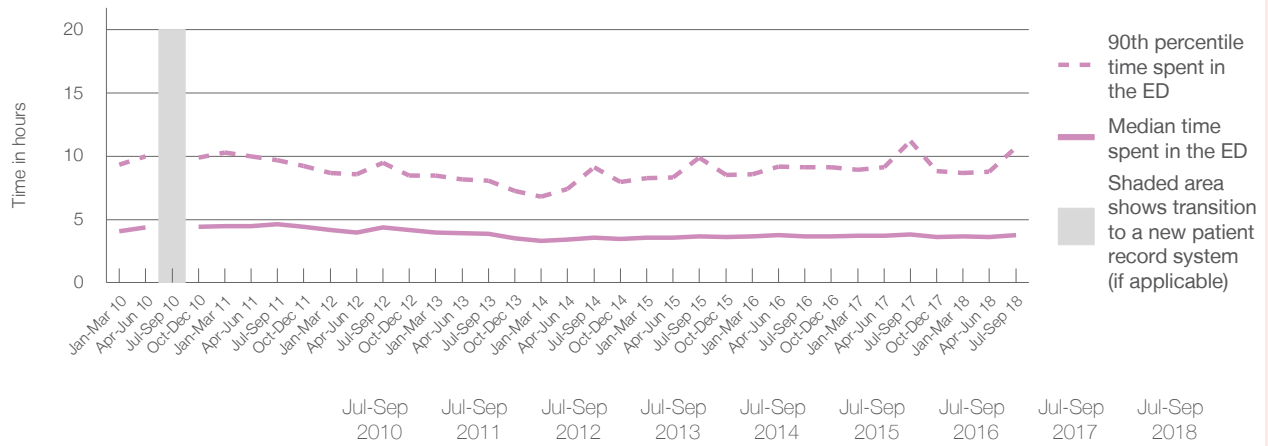
90th percentile time spent in the ED⁹ 10 hours and 41 minutes

Same period last year	NSW (this period)
19,682	19,680
3 hours and 48 minutes	2 hours and 52 minutes
11 hours and 12 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		4h 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m	3h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)		9h 40m	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m	10h 41m

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

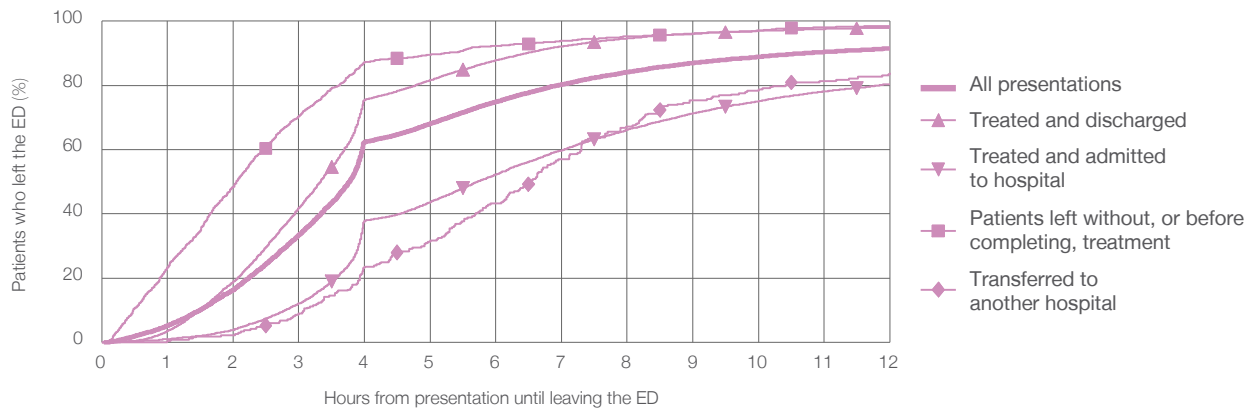
All presentations:¹ 19,584 patients

Presentations used to calculate time to leaving the ED:⁶ 19,584 patients

Treated and discharged	10,707 (54.7%)
Treated and admitted to hospital	7,052 (36.0%)
Patient left without, or before completing, treatment	1,218 (6.2%)
Transferred to another hospital	268 (1.4%)
Other	339 (1.7%)

Same period last year	Change since one year ago
19,680	0%
10,517	1.8%
7,163	-1.5%
1,282	-5.0%
258	3.9%
462	-26.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	3.6%	18.9%	41.9%	75.5%	87.8%	94.6%	97.0%	98.0%
Treated and admitted to hospital	1.0%	3.9%	12.1%	37.9%	52.3%	66.2%	75.1%	80.4%
Patient left without, or before completing, treatment	23.3%	48.5%	70.4%	87.3%	92.4%	95.4%	97.0%	98.5%
Transferred to another hospital	0.4%	2.2%	9.0%	23.5%	43.3%	67.2%	78.7%	84.0%
All presentations	5.2%	16.4%	33.5%	62.4%	74.9%	84.2%	88.9%	91.6%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 19,584 patients

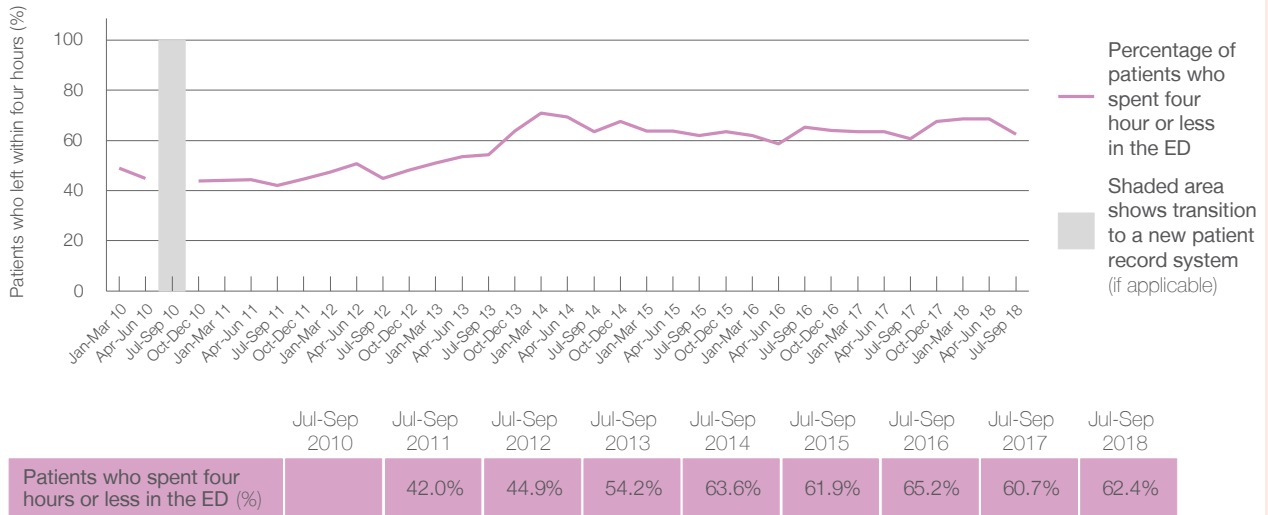
Presentations used to calculate time to leaving the ED: ⁶ 19,584 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	19,682	0%
Presentations used to calculate time to leaving the ED	19,680	0%
Percentage of patients who spent four hours or less in the ED	60.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- The 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).