

Healthcare Quarterly

Emergency department

Major hospitals
(B) peer group
Performance Profiles

October to December 2018

Auburn Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,191 patients

Emergency presentations:² 7,051 patients

Same period last year	Change since one year ago
7,178	0%
6,893	2%

Auburn Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 946 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,544 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,024 patients

Median time to start treatment⁴ 44 minutes

90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 518 patients

Median time to start treatment⁴ 37 minutes

90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
20 minutes	26 minutes
2,401	
21 minutes	20 minutes
68 minutes	72 minutes
2,850	
34 minutes	26 minutes
129 minutes	104 minutes
673	
29 minutes	23 minutes
113 minutes	104 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,190 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
7,178	0%
80%	

* 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: October to December 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.

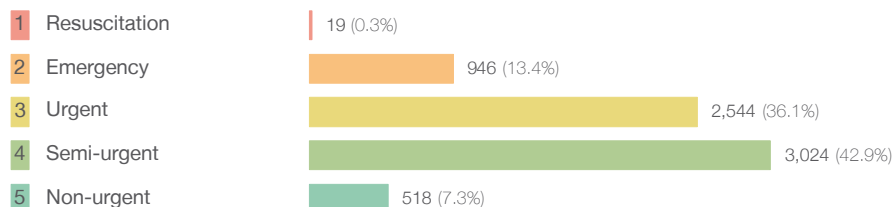
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Auburn Hospital: Patients presenting to the emergency department

October to December 2018

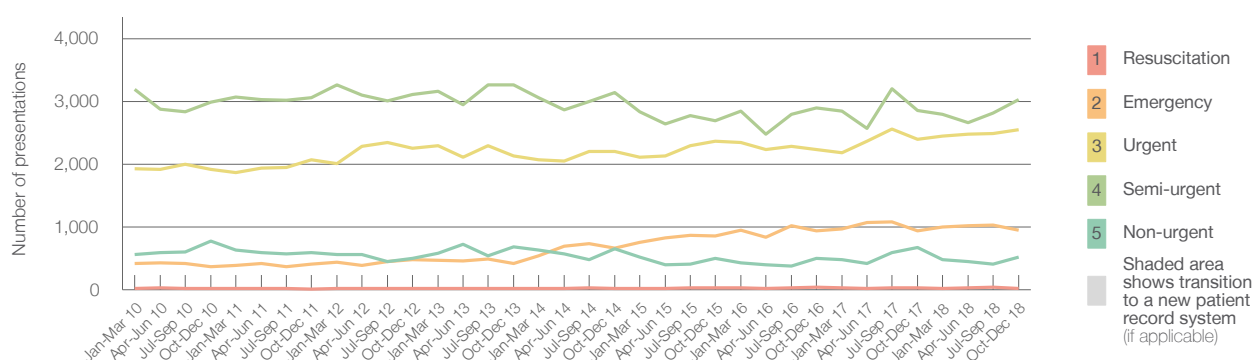
All presentations:¹ 7,191 patients

Emergency presentations² by triage category: 7,051 patients



Same period last year	Change since one year ago
7,178	0%
6,893	2%
32	-40.6%
937	1.0%
2,401	6.0%
2,850	6.1%
673	-23.0%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	14	9	17	14	20	28	36	32	19
Emergency	363	402	476	419	659	856	936	937	946
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401	2,544
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850	3,024
Non-urgent	778	590	497	679	648	499	499	673	518
All emergency presentations	6,057	6,131	6,353	6,508	6,678	6,441	6,595	6,893	7,051

Auburn Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,076 patients

ED Transfer of care time



Same period last year	Change since one year ago
901	
13 minutes	2 minutes
23 minutes	2 minutes

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

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

Auburn Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 946

Number of triage 2 patients used to calculate waiting time:³ 940

Median time to start treatment⁴

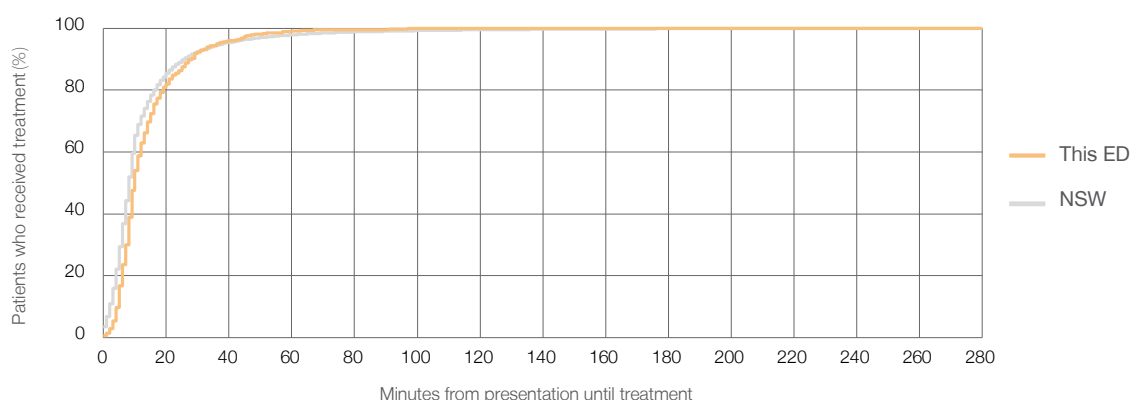
10 minutes

90th percentile time to start treatment⁵

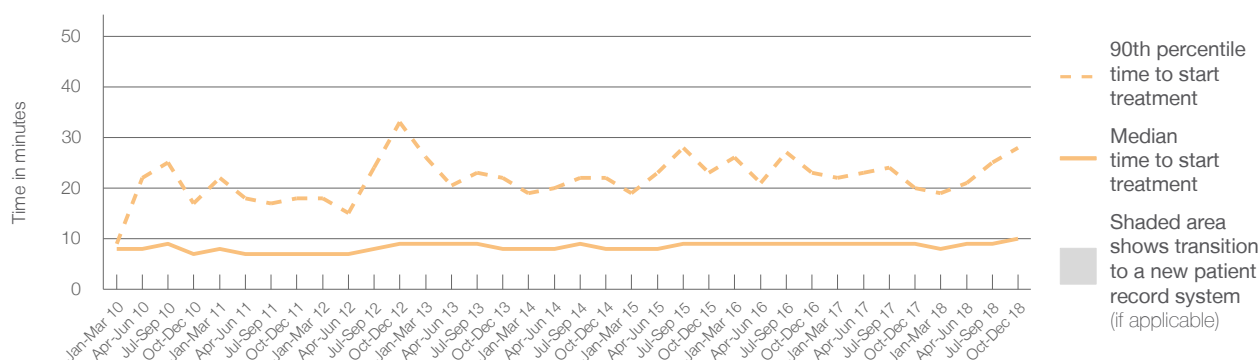
28 minutes

Same period last year	NSW (this period)
937	
933	
9 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	9	8	8	9	9	9	10
90th percentile time to start treatment ⁵ (minutes)	17	18	33	22	22	23	23	20	28

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

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

Auburn Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,544

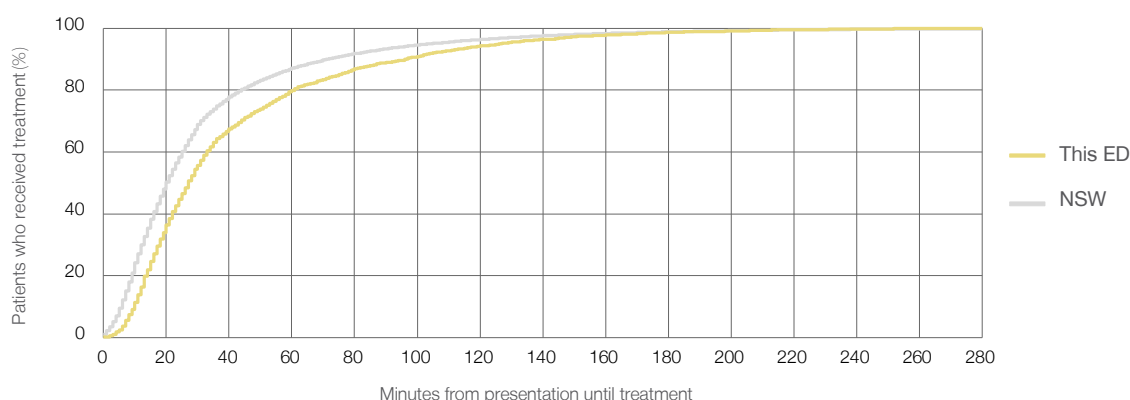
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

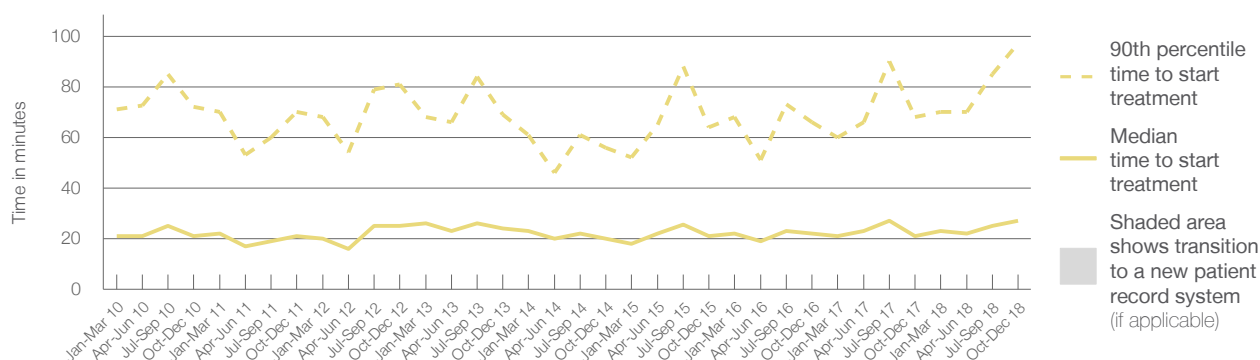
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,401	
2,347	
21 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21	21	25	24	20	21	22	21	27
90th percentile time to start treatment ⁵ (minutes)	72	70	81	69	56	64	66	68	97

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

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Auburn Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,024

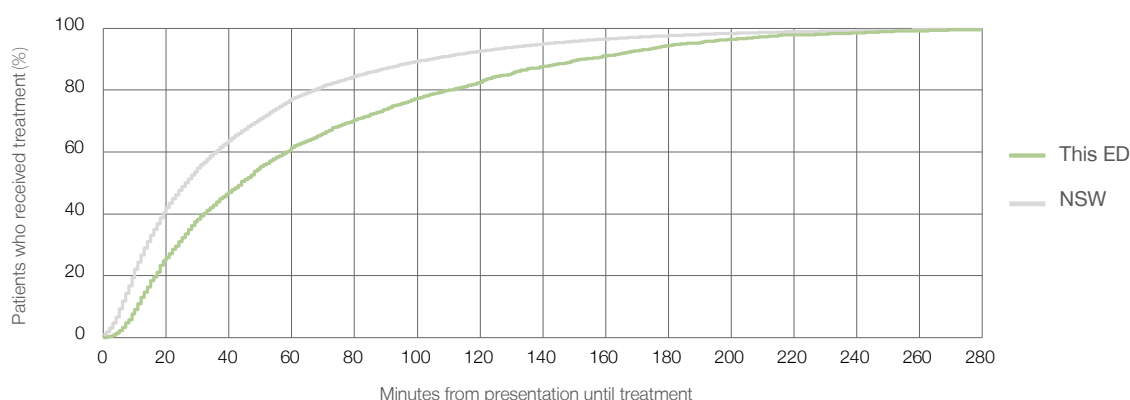
Number of triage 4 patients used to calculate waiting time:³ 2,622

Median time to start treatment⁴ 44 minutes

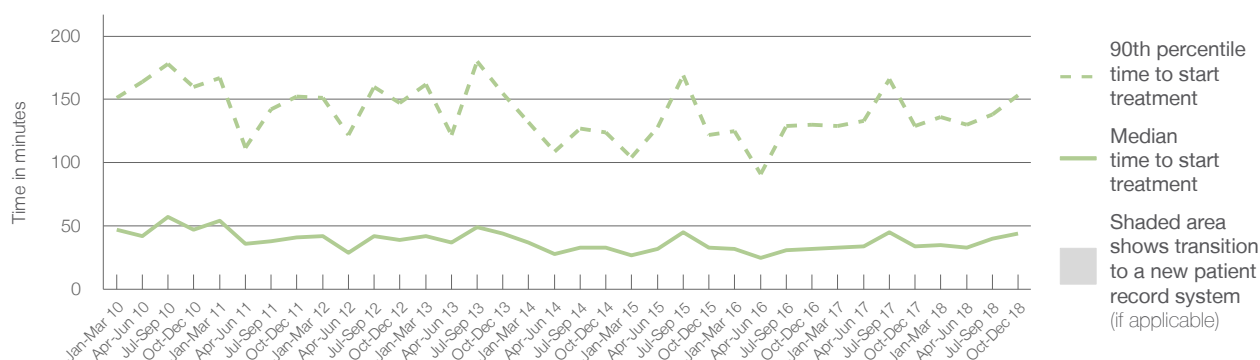
90th percentile time to start treatment⁵ 153 minutes

Same period last year	NSW (this period)
2,850	
2,543	
34 minutes	26 minutes
129 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	47	41	39	44	33	33	32	34	44
90th percentile time to start treatment ⁵ (minutes)	160	152	147	155	124	122	130	129	153

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 518

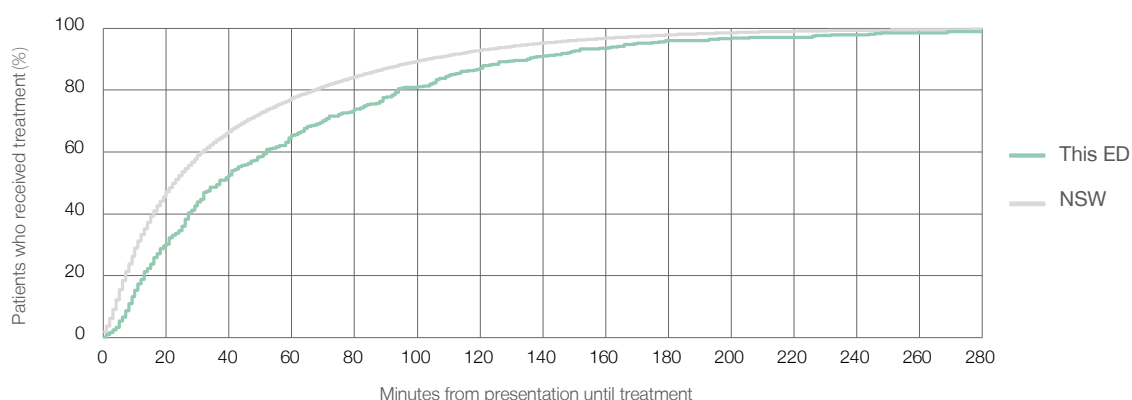
Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴ 37 minutes

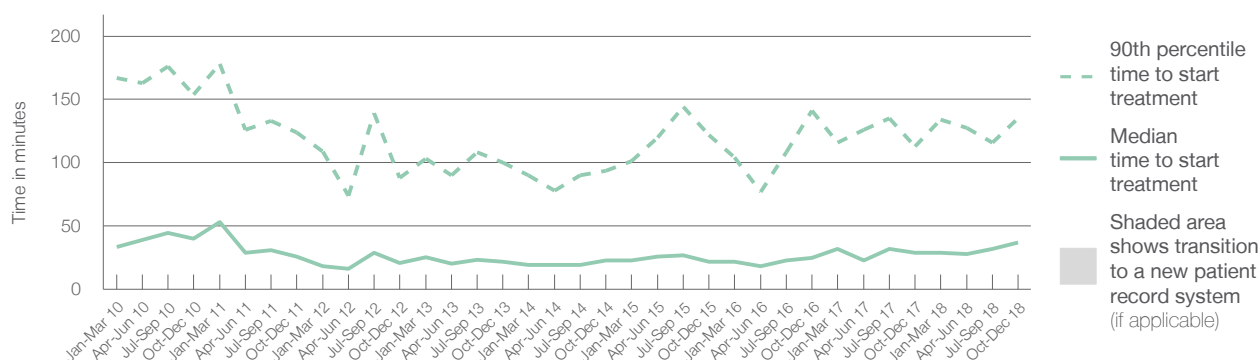
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
673	
517	
29 minutes	23 minutes
113 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	26	21	22	23	22	25	29	37
90th percentile time to start treatment ⁵ (minutes)	154	124	88	100	94	122	141	113	135

(†) 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.

Auburn Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,191 patients

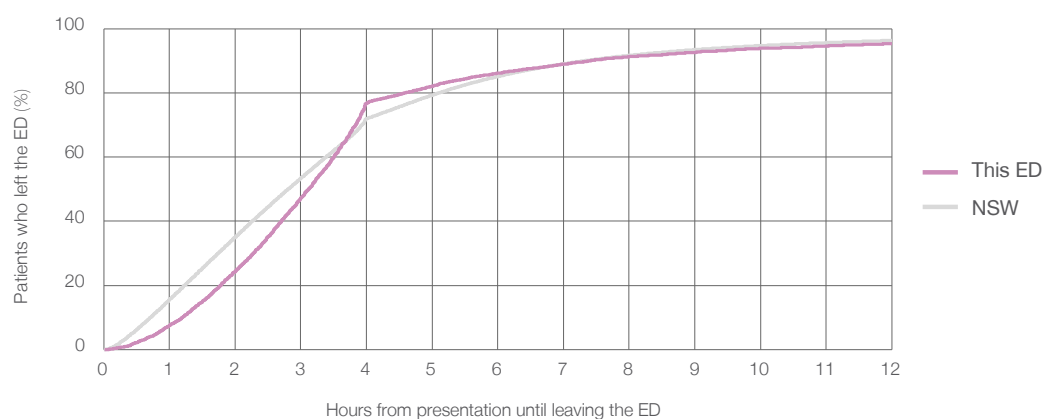
Presentations used to calculate time to leaving the ED:⁶ 7,190 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

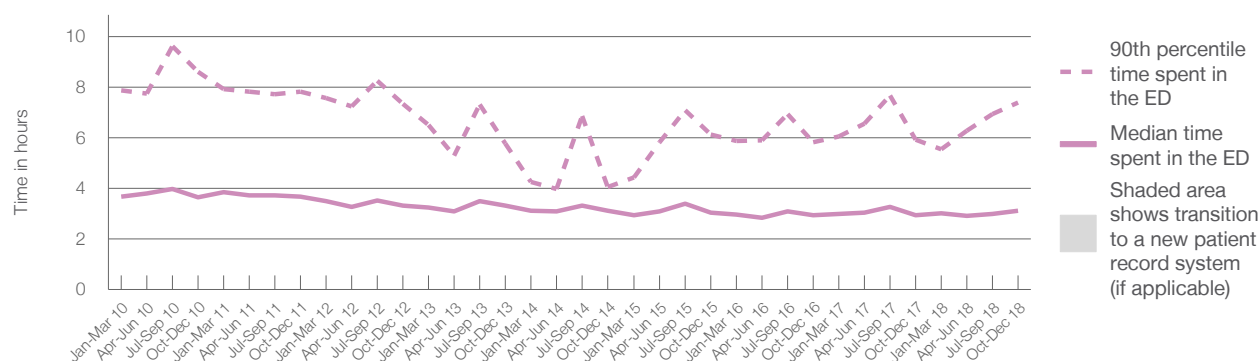
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
7,178	
7,178	
2 hours and 57 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 39m	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 57m	2h 57m	3h 7m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 37m	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m	5h 56m	7h 24m

(†) 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.

Auburn Hospital: Time patients spent in the ED

By mode of separation

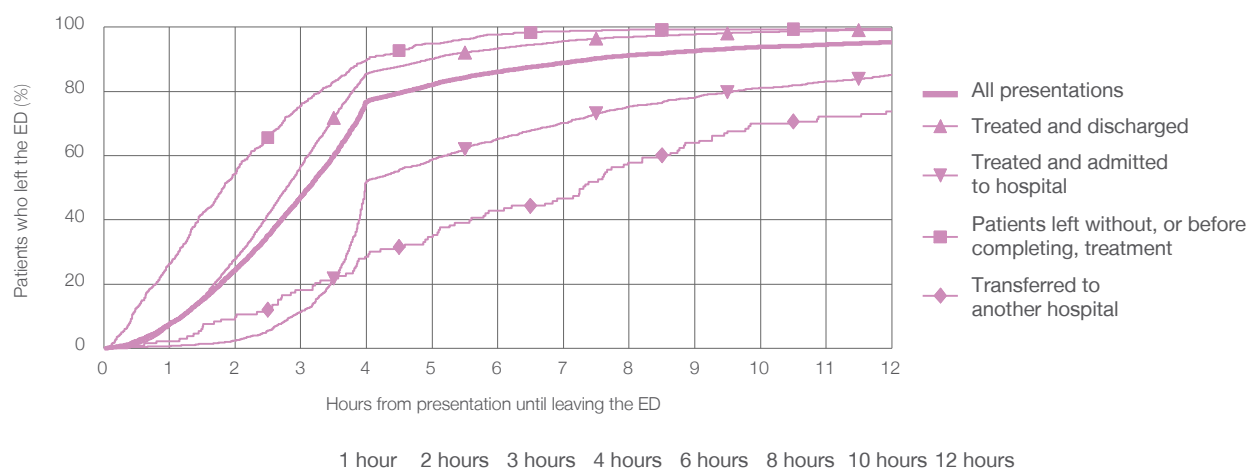
October to December 2018

All presentations:[†] 7,191 patients

Presentations used to calculate time to leaving the ED:[‡] 7,190 patients

		Same period last year	Change since one year ago
		7,178	0%
Treated and discharged	4,519 (62.8%)	4,806	-6.0%
Treated and admitted to hospital	1,729 (24.0%)	1,632	5.9%
Patient left without, or before completing, treatment	793 (11.0%)	580	36.7%
Transferred to another hospital	133 (1.8%)	137	-2.9%
Other	17 (0.2%)	23	-26.1%

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



Treated and discharged	7.1%	27.9%	56.8%	85.5%	93.4%	96.9%	98.5%	99.2%
Treated and admitted to hospital	0.6%	2.4%	11.3%	51.9%	65.2%	75.3%	81.1%	85.2%
Patient left without, or before completing, treatment	26.2%	54.4%	75.7%	89.9%	97.7%	99.2%	99.4%	99.5%
Transferred to another hospital	2.3%	9.8%	18.0%	28.6%	42.9%	57.9%	69.9%	73.7%
All presentations	7.6%	24.5%	47.3%	76.8%	86.2%	91.3%	93.9%	95.4%

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

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

Auburn Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 7,191 patients

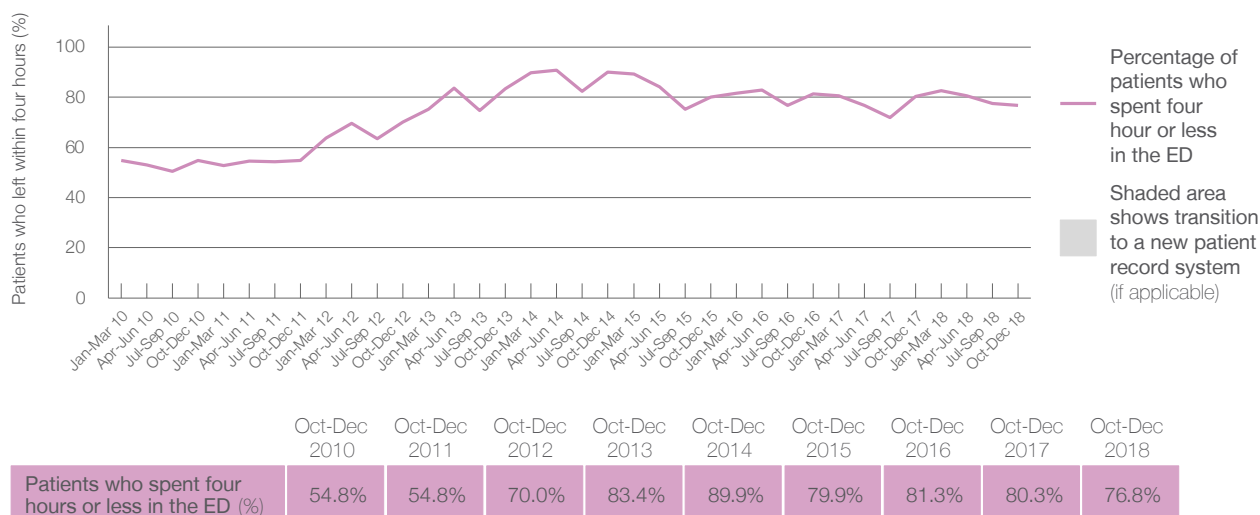
Presentations used to calculate time to leaving the ED: ⁶ 7,190 patients

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



Same period last year	Change since one year ago
7,178	0%
7,178	0%
80.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Blacktown Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,815 patients

Emergency presentations:² 13,728 patients

Same period last year	Change since one year ago
12,712	9%
12,636	9%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,171 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,534 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,893 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 938 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
3,737	
9 minutes	8 minutes
24 minutes	26 minutes
4,392	
26 minutes	20 minutes
92 minutes	72 minutes
3,422	
34 minutes	26 minutes
109 minutes	104 minutes
934	
38 minutes	23 minutes
126 minutes	104 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,815 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,711	9%
65%	

* 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: October to December 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 22 January 2019).

Blacktown Hospital: Patients presenting to the emergency department

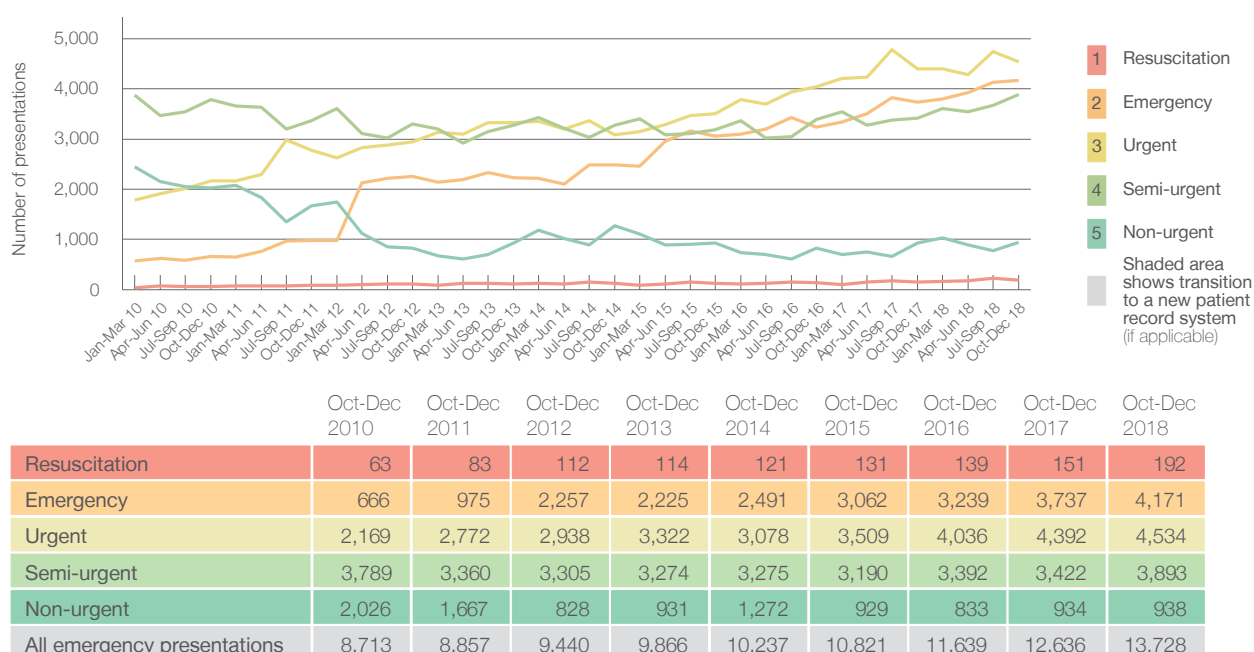
October to December 2018

All presentations:¹ 13,815 patients

Emergency presentations² by triage category: 13,728 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Blacktown Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,336 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.

Blacktown Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

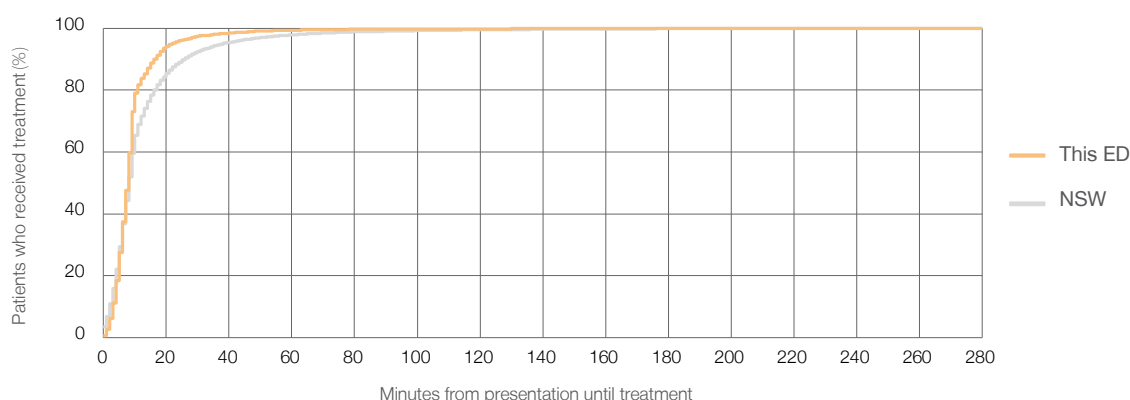
Number of triage 2 patients: 4,171

Number of triage 2 patients used to calculate waiting time:³ 4,122

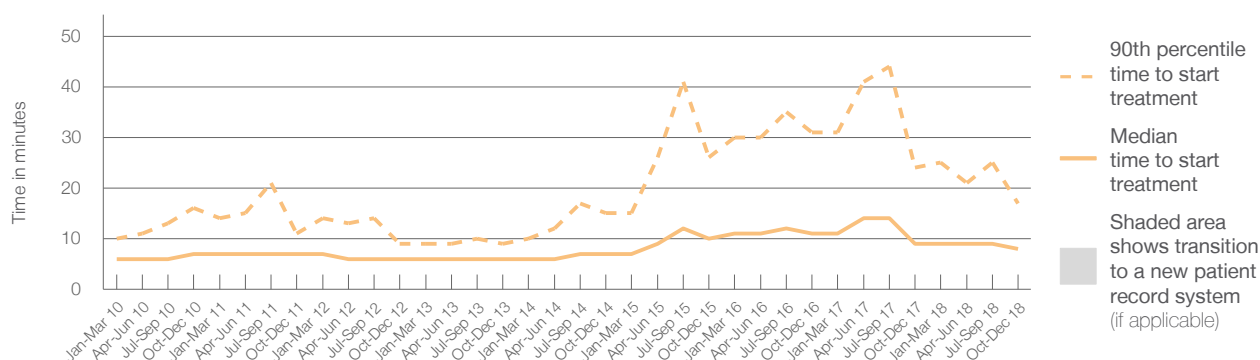
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
3,737	
3,723	
9 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	10	11	9	8
90th percentile time to start treatment ⁵ (minutes)	16	11	9	9	15	26	31	24	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.

Blacktown Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 4,534

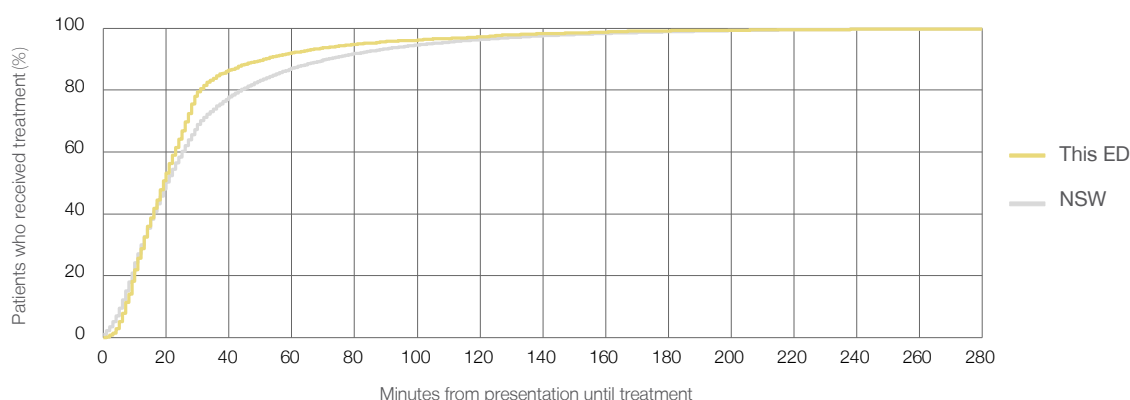
Number of triage 3 patients used to calculate waiting time:³ 4,296

Median time to start treatment⁴ 19 minutes

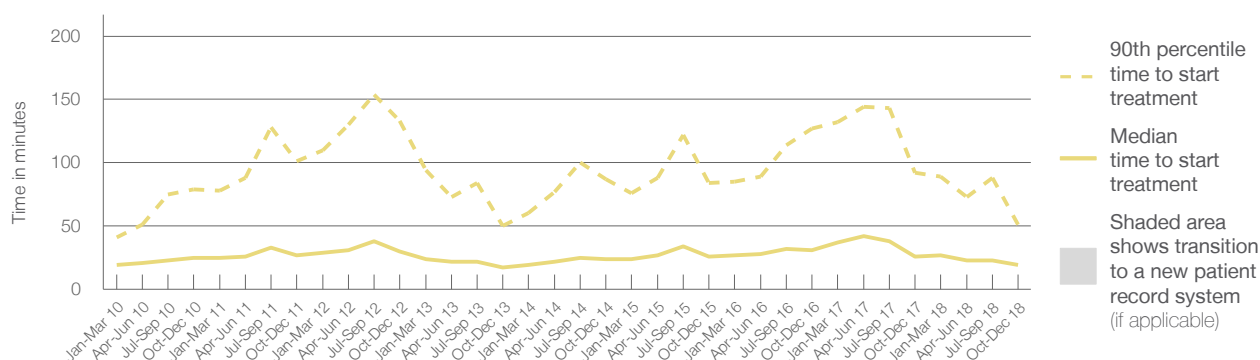
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
4,392	
4,235	
26 minutes	20 minutes
92 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	27	30	17	24	26	31	26	19
90th percentile time to start treatment ⁵ (minutes)	79	101	133	50	87	84	127	92	51

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

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

Blacktown Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,893

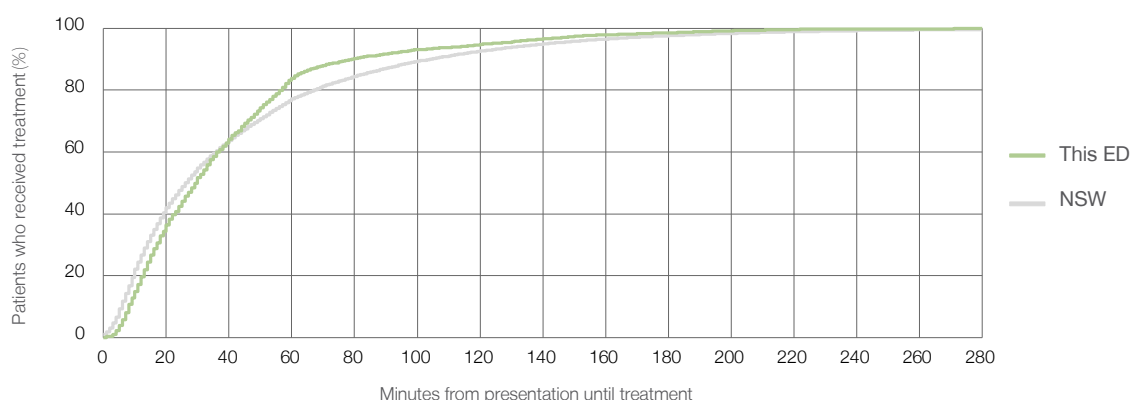
Number of triage 4 patients used to calculate waiting time:³ 3,640

Median time to start treatment⁴ 30 minutes

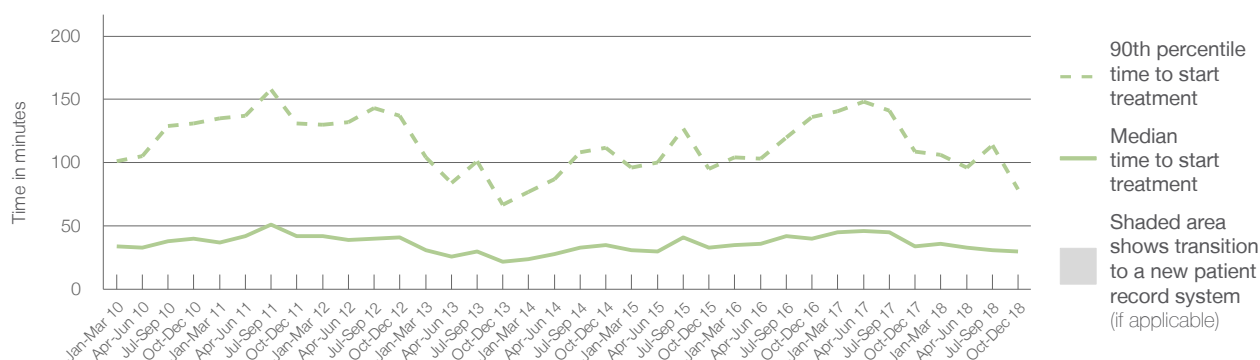
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
3,422	
3,271	
34 minutes	26 minutes
109 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	42	41	22	35	33	40	34	30
90th percentile time to start treatment ⁵ (minutes)	131	131	137	67	112	95	136	109	79

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 938

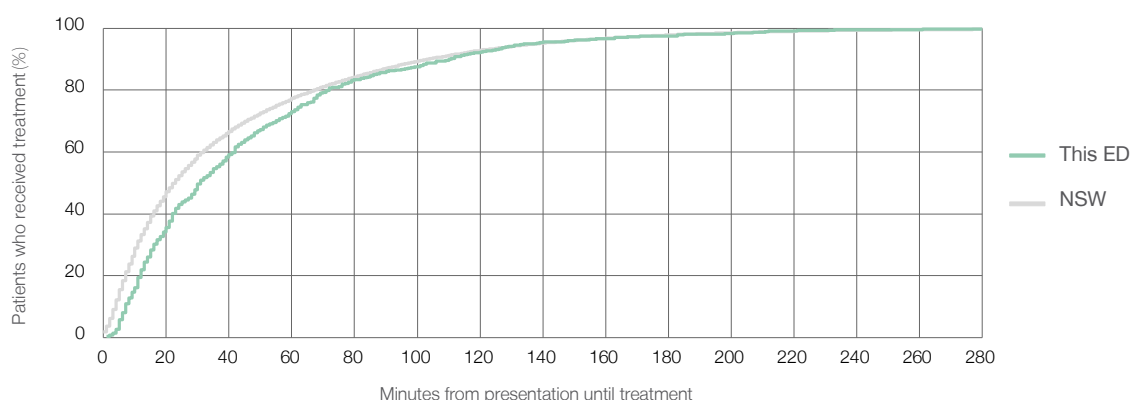
Number of triage 5 patients used to calculate waiting time:³ 803

Median time to start treatment⁴ 31 minutes

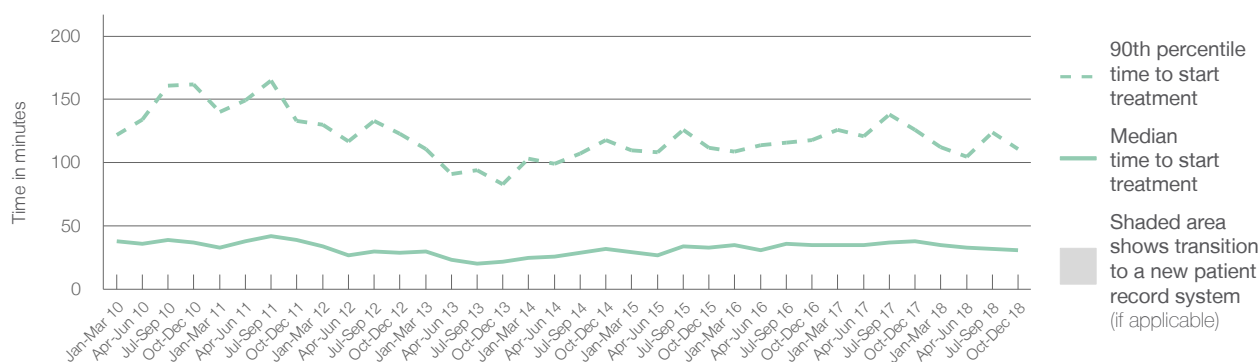
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
934	
762	
38 minutes	23 minutes
126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	39	29	22	32	33	35	38	31
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	126	111

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

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

Blacktown Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,815 patients

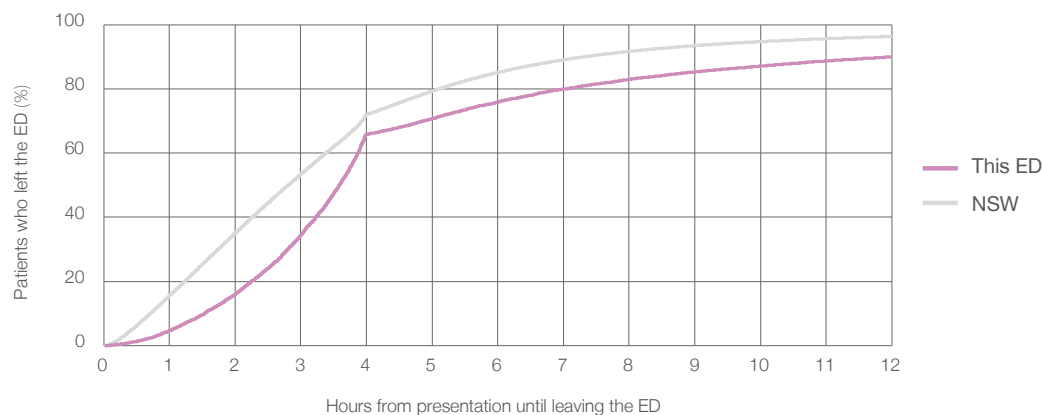
Presentations used to calculate time to leaving the ED:⁶ 13,815 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

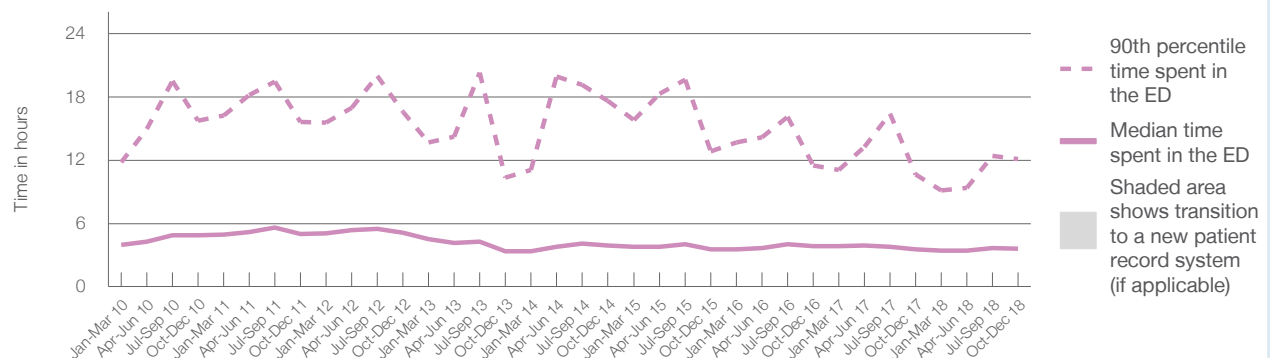
90th percentile time spent in the ED⁹ 12 hours and 6 minutes

Same period last year	NSW (this period)
12,712	
12,711	
3 hours and 33 minutes	2 hours and 49 minutes
10 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 53m	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m	3h 33m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	15h 44m	15h 36m	16h 37m	10h 22m	17h 37m	12h 50m	11h 29m	10h 38m	12h 6m

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

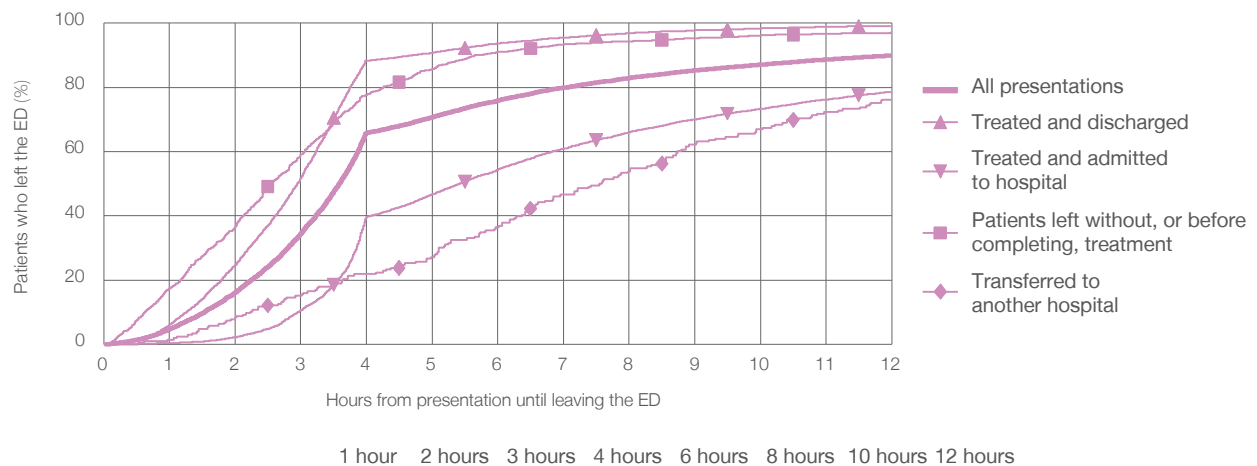
All presentations:[†] 13,815 patients

Presentations used to calculate time to leaving the ED:[‡] 13,815 patients

Treated and discharged	6,559 (47.5%)
Treated and admitted to hospital	5,869 (42.5%)
Patient left without, or before completing, treatment	1,125 (8.1%)
Transferred to another hospital	206 (1.5%)
Other	56 (0.4%)

Same period last year	Change since one year ago
12,711	9%
6,023	8.9%
5,733	2.4%
725	55.2%
195	5.6%
36	55.6%

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



Treated and discharged	6.1%	24.8%	51.9%	88.4%	93.7%	96.9%	98.4%	99.2%
Treated and admitted to hospital	0.3%	2.2%	10.6%	39.7%	54.4%	66.1%	73.3%	78.6%
Patient left without, or before completing, treatment	17.2%	36.7%	59.2%	77.8%	91.1%	94.3%	96.1%	97.2%
Transferred to another hospital	1.5%	8.3%	15.0%	21.8%	36.4%	53.9%	67.0%	76.2%
All presentations	4.7%	16.1%	34.5%	65.8%	76.0%	82.9%	87.1%	89.9%

(†) 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.

Blacktown Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 13,815 patients

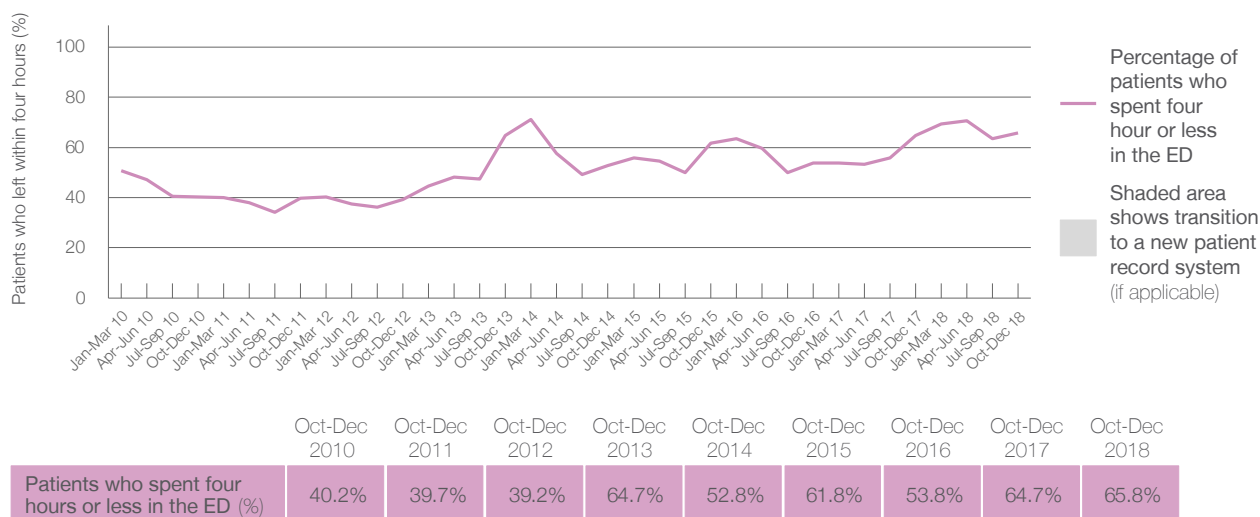
Presentations used to calculate time to leaving the ED: ⁶ 13,815 patients

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



Same period last year	Change since one year ago
12,712	9%
12,711	9%
64.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Campbelltown Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 19,791 patients

Emergency presentations:² 19,456 patients

Same period last year	Change since one year ago
17,912	10%
17,745	10%

Campbelltown Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,895 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,345 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,208 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,886 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,861	
7 minutes	8 minutes
20 minutes	26 minutes
7,375	
16 minutes	20 minutes
73 minutes	72 minutes
6,389	
24 minutes	26 minutes
114 minutes	104 minutes
2,019	
25 minutes	23 minutes
110 minutes	104 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 19,790 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
17,912	10%
60%	

* 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: October to December 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.

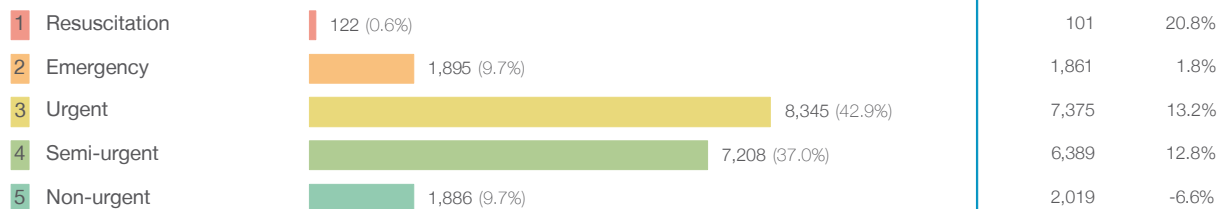
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Campbelltown Hospital: Patients presenting to the emergency department

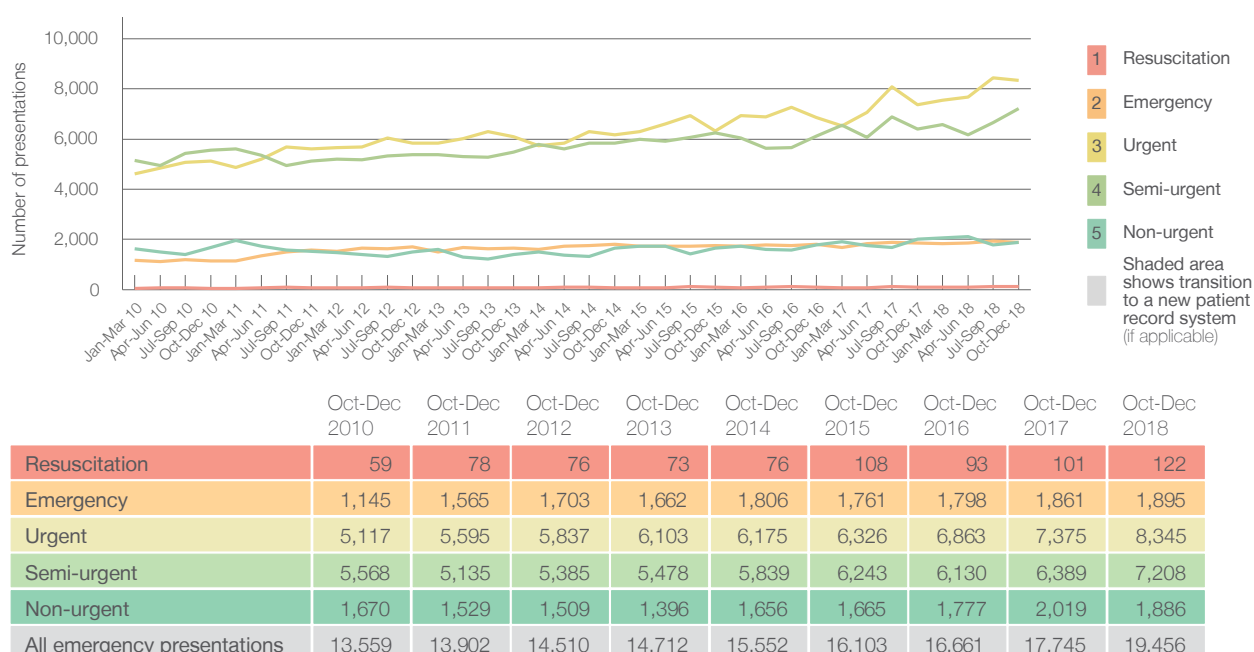
October to December 2018

All presentations:¹ 19,791 patients

Emergency presentations² by triage category: 19,456 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Campbelltown Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 5,048 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.

Campbelltown Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,895

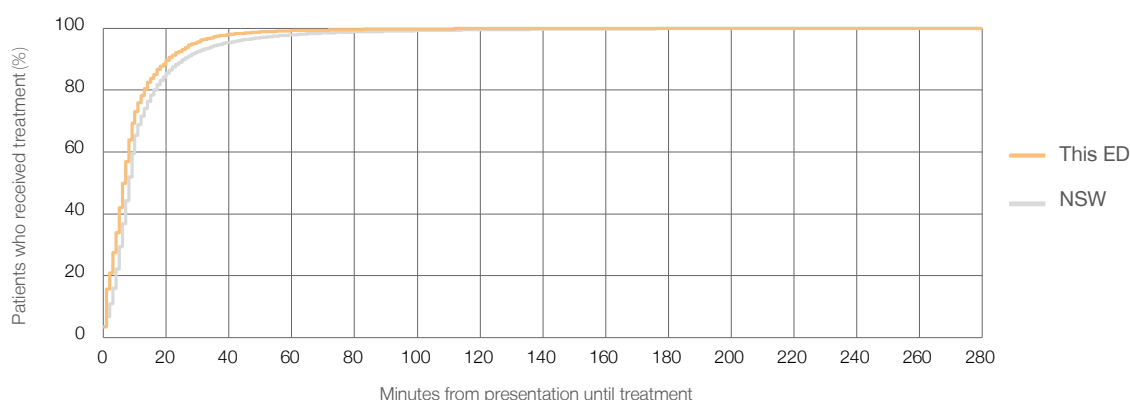
Number of triage 2 patients used to calculate waiting time: ³ 1,891

Median time to start treatment ⁴ 7 minutes

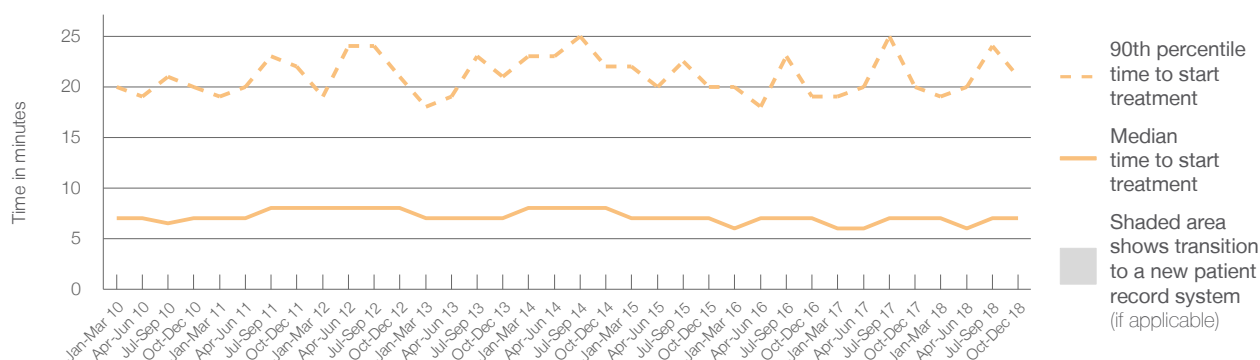
90th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
1,861	
1,860	
7 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	7	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	20	22	21	21	22	20	19	20	21

(†) 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.

Campbelltown Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 8,345

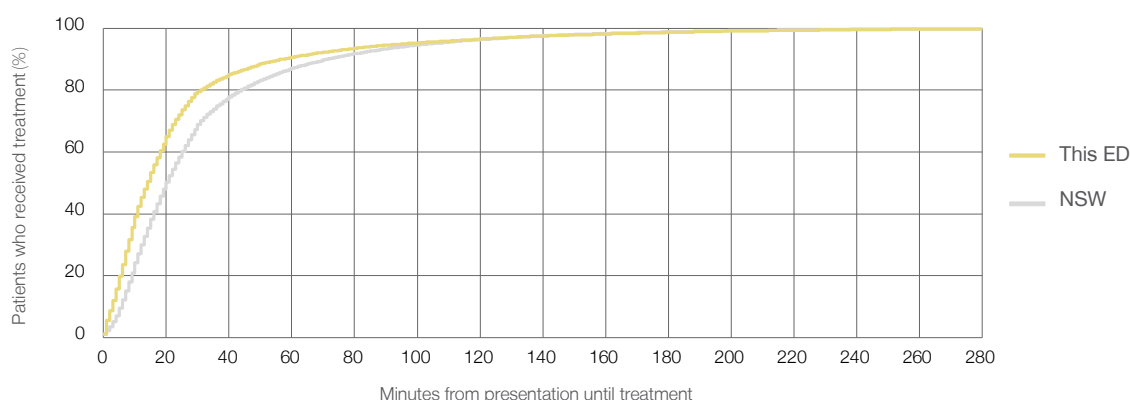
Number of triage 3 patients used to calculate waiting time:³ 8,184

Median time to start treatment⁴ 14 minutes

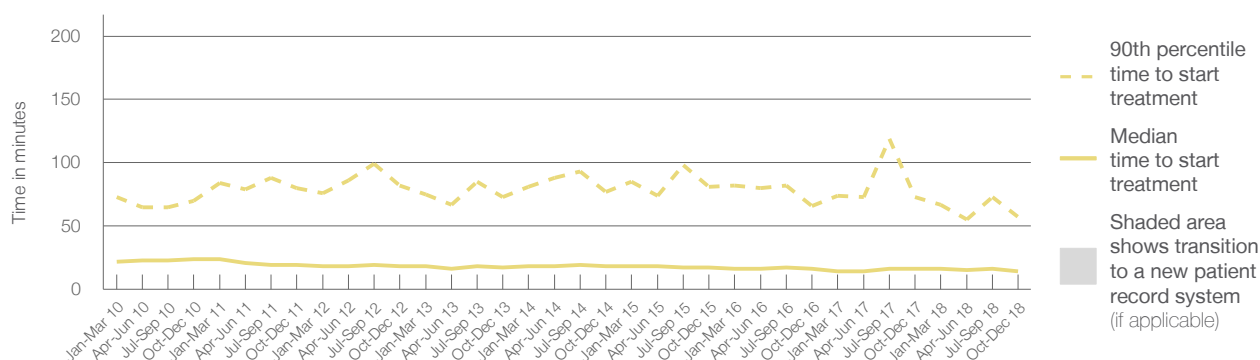
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
7,375	
7,205	
16 minutes	20 minutes
73 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	19	18	17	18	17	16	16	14
90th percentile time to start treatment ⁵ (minutes)	70	80	82	73	77	81	66	73	57

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 7,208

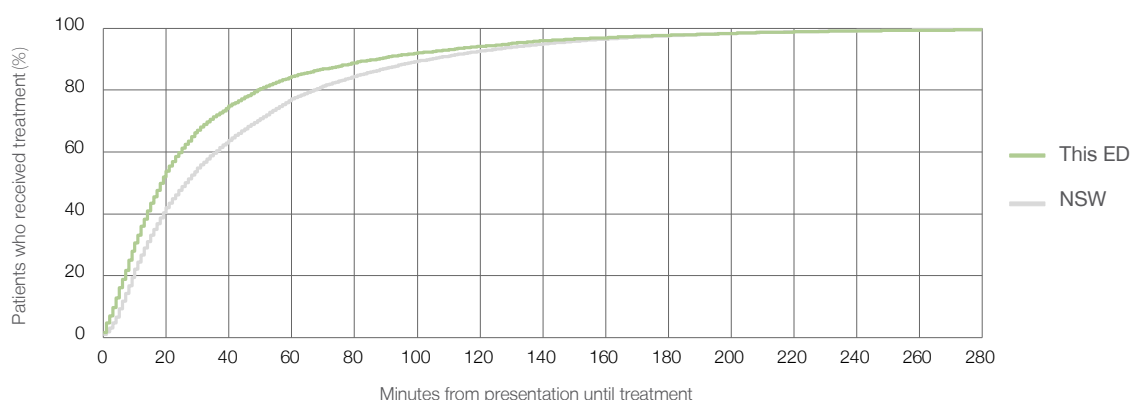
Number of triage 4 patients used to calculate waiting time:³ 6,890

Median time to start treatment⁴ 19 minutes

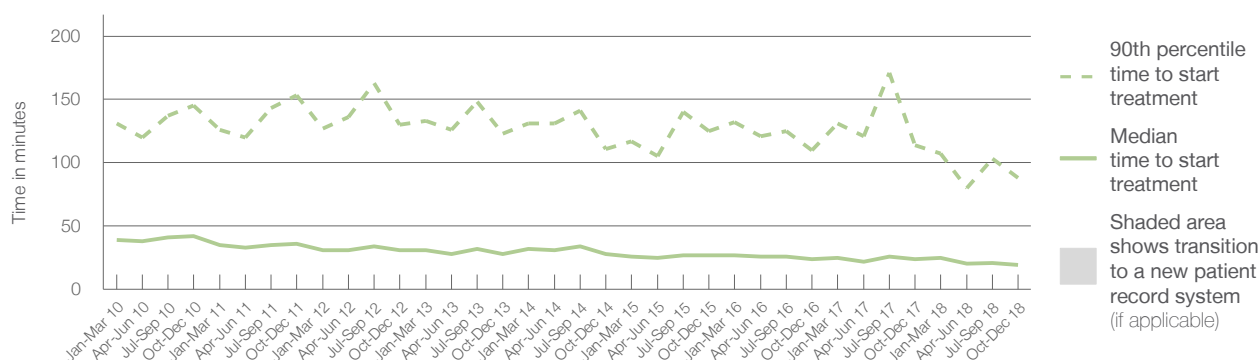
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
6,389	
5,975	
24 minutes	26 minutes
114 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	42	36	31	28	28	27	24	24	19
90th percentile time to start treatment ⁵ (minutes)	145	153	130	123	111	125	110	114	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.

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

October to December 2018

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

Number of triage 5 patients: 1,886

Number of triage 5 patients used to calculate waiting time: ³ 1,683

Median time to start treatment ⁴

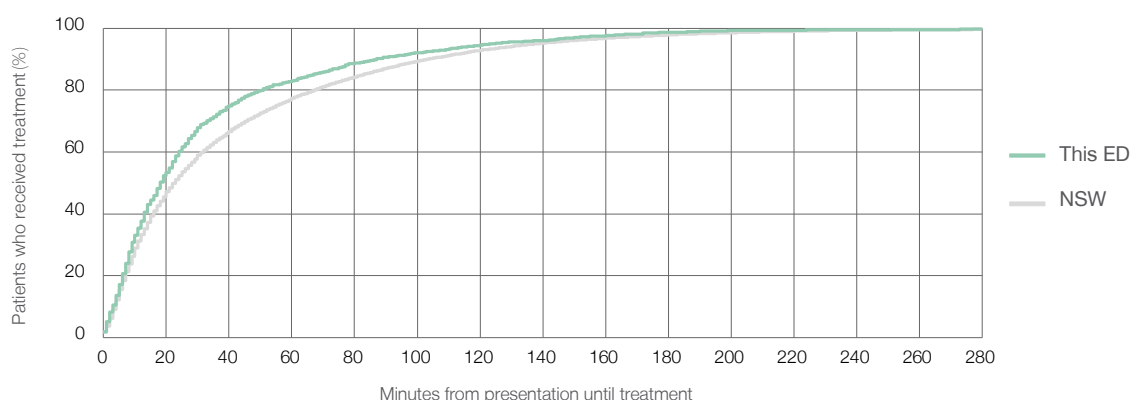
18 minutes

90th percentile time to start treatment ⁵

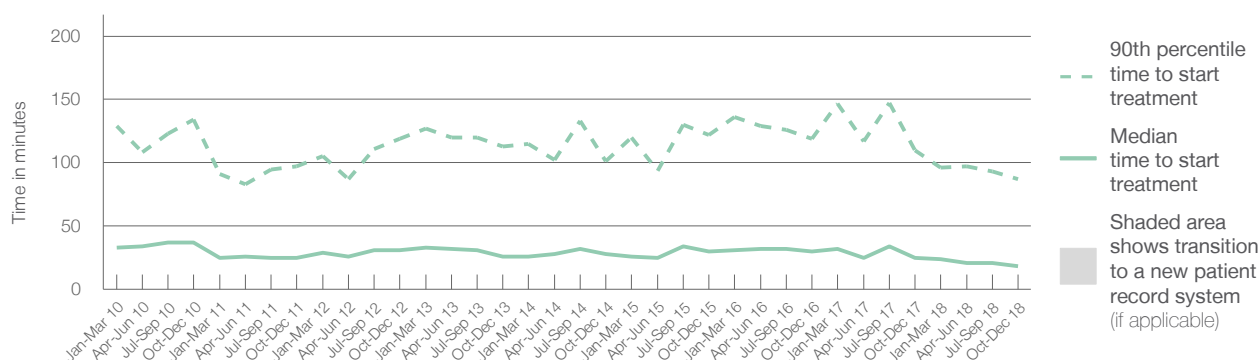
87 minutes

Same period last year	NSW (this period)
2,019	
1,759	
25 minutes	23 minutes
110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	25	31	26	28	30	30	25	18
90th percentile time to start treatment ⁵ (minutes)	134	97	119	113	101	122	119	110	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.

Campbelltown Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 19,791 patients

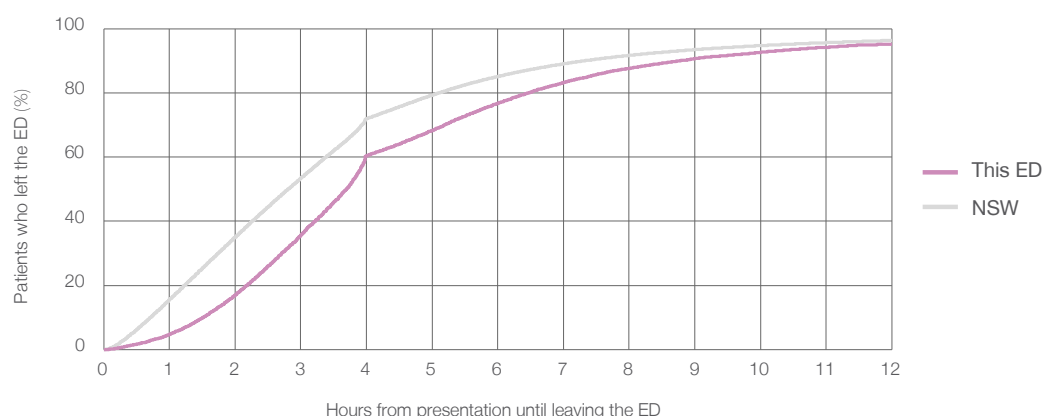
Presentations used to calculate time to leaving the ED:⁶ 19,790 patients

Median time spent in the ED⁸ 3 hours and 42 minutes

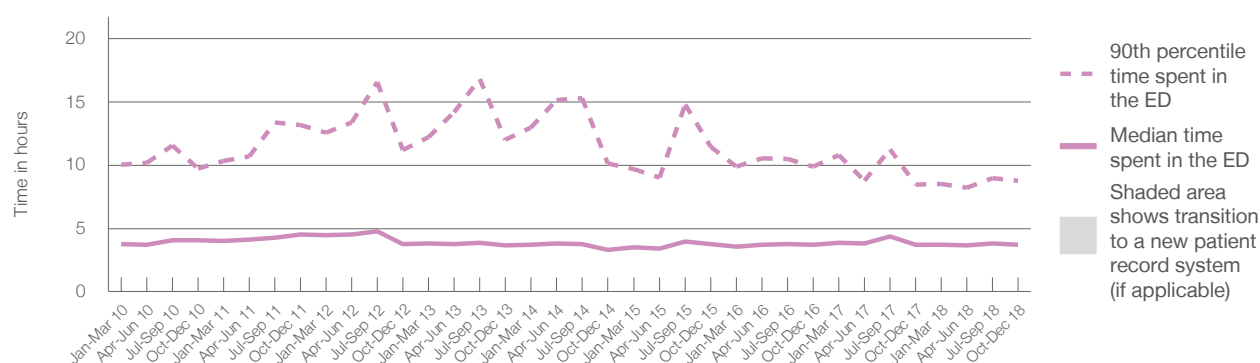
90th percentile time spent in the ED⁹ 8 hours and 46 minutes

Same period last year	NSW (this period)
17,912	
17,912	
3 hours and 43 minutes	2 hours and 49 minutes
8 hours and 28 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m	3h 42m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 59m	10h 9m	11h 27m	9h 52m	8h 28m	8h 46m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[†] 19,791 patients

Presentations used to calculate time to leaving the ED:[‡] 19,790 patients

Treated and discharged 11,023 (55.7%)

Treated and admitted to hospital 6,873 (34.7%)

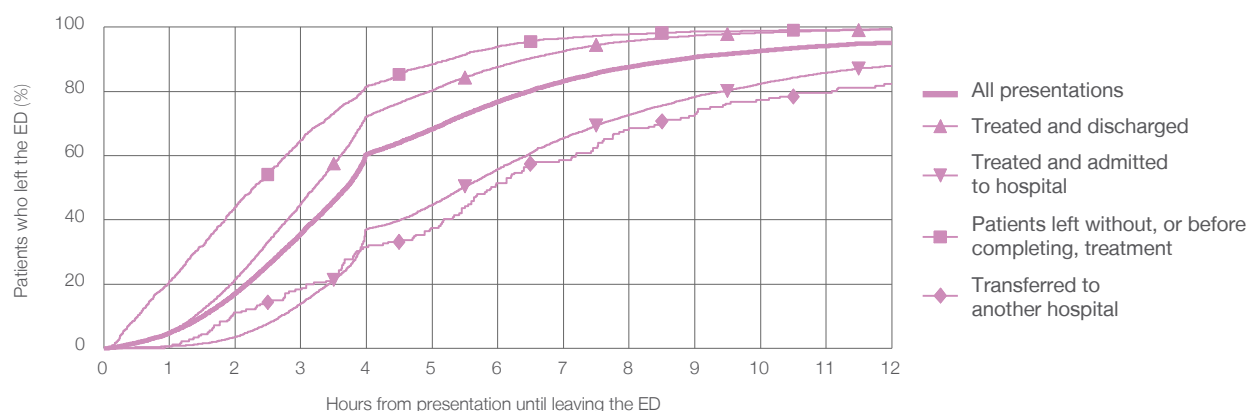
Patient left without, or before completing, treatment 1,705 (8.6%)

Transferred to another hospital 181 (0.9%)

Other 9 (0%)

Same period last year	Change since one year ago
17,912	10%
9,289	18.7%
6,864	0.1%
1,549	10.1%
195	-7.2%
15	-40.0%

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



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

Treated and discharged	4.9%	21.4%	45.0%	72.2%	87.7%	95.6%	98.3%	99.3%
Treated and admitted to hospital	0.6%	3.5%	13.9%	37.1%	55.8%	72.7%	82.4%	88.0%
Patient left without, or before completing, treatment	20.8%	44.0%	64.8%	81.5%	94.0%	97.8%	98.9%	99.5%
Transferred to another hospital	0.6%	11.0%	18.2%	31.5%	51.4%	68.5%	77.3%	82.3%
All presentations	4.8%	17.1%	35.7%	60.5%	76.8%	87.6%	92.6%	95.2%

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

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

Campbelltown Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 19,791 patients

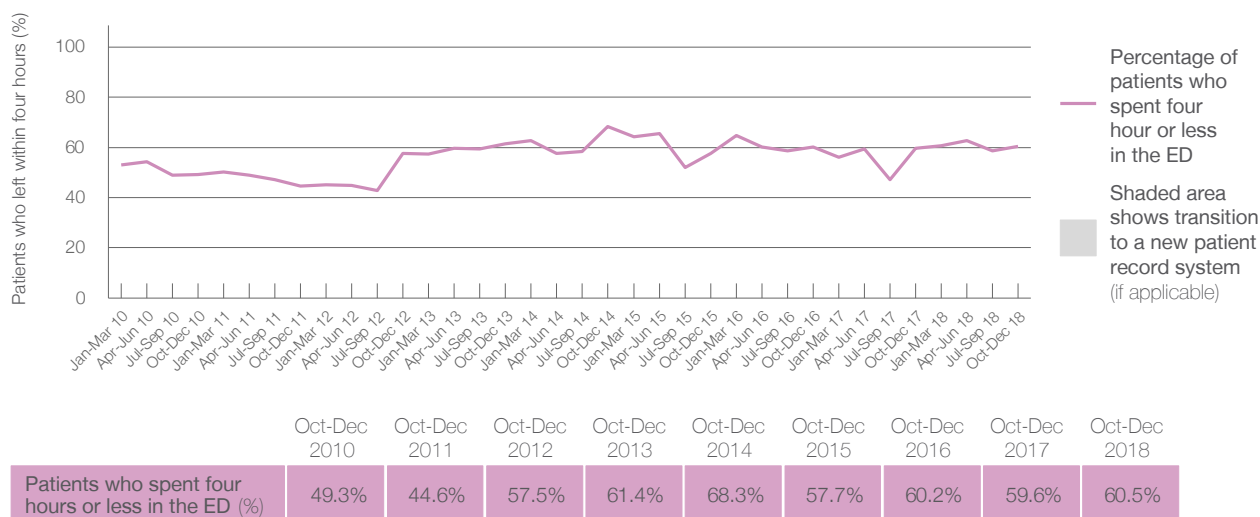
Presentations used to calculate time to leaving the ED: ⁶ 19,790 patients

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



Same period last year	Change since one year ago
17,912	10%
17,912	10%
59.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Canterbury Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 11,598 patients

Emergency presentations:² 11,558 patients

Same period last year	Change since one year ago
11,209	3%
11,172	3%

Canterbury Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,125 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): 4,203 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,314 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 881 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,168	
7 minutes	8 minutes
16 minutes	26 minutes
4,095	
17 minutes	20 minutes
59 minutes	72 minutes
4,689	
21 minutes	26 minutes
90 minutes	104 minutes
1,180	
22 minutes	23 minutes
107 minutes	104 minutes

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 11,597 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
11,208	3%
79%	

* 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: October to December 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.

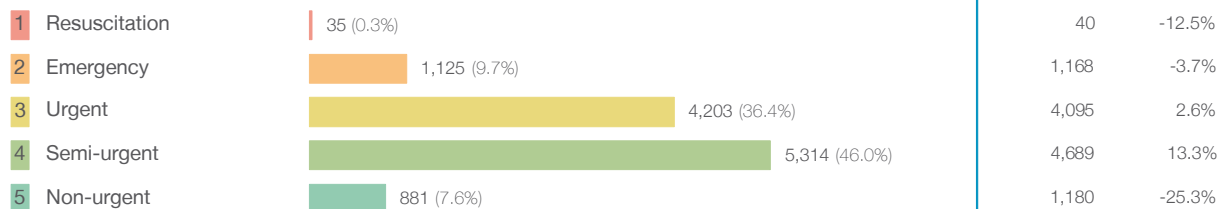
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Canterbury Hospital: Patients presenting to the emergency department

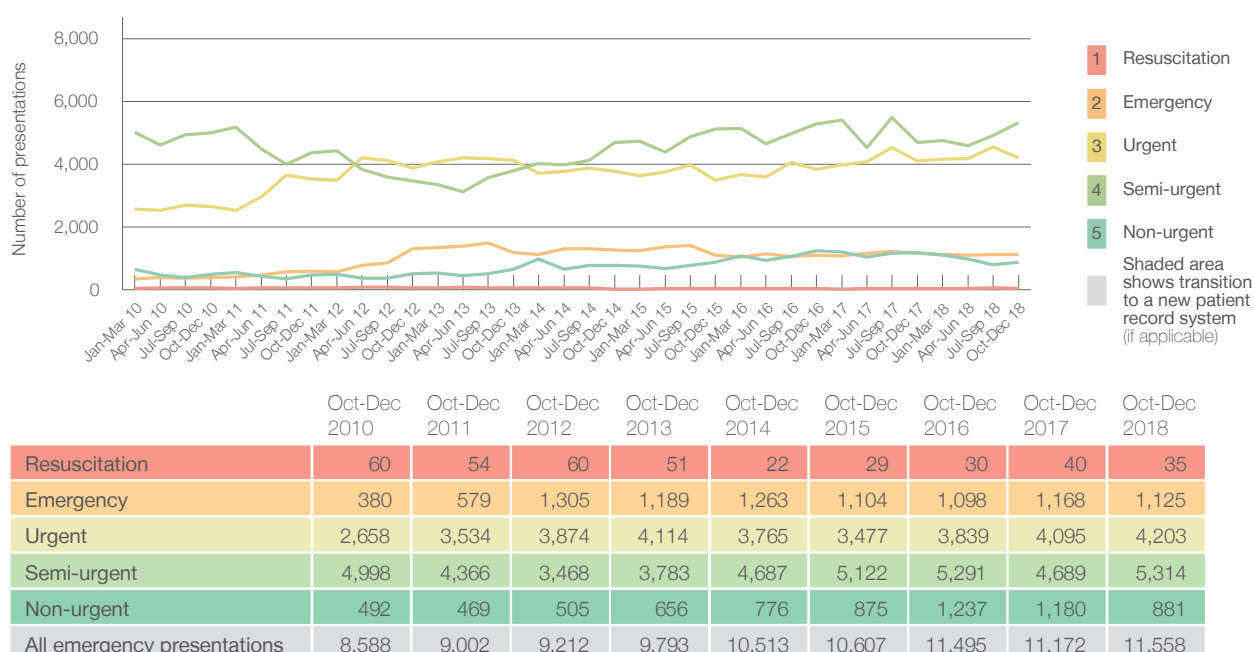
October to December 2018

All presentations:¹ 11,598 patients

Emergency presentations² by triage category: 11,558 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Canterbury Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,965 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.

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

October to December 2018

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

Number of triage 2 patients: 1,125

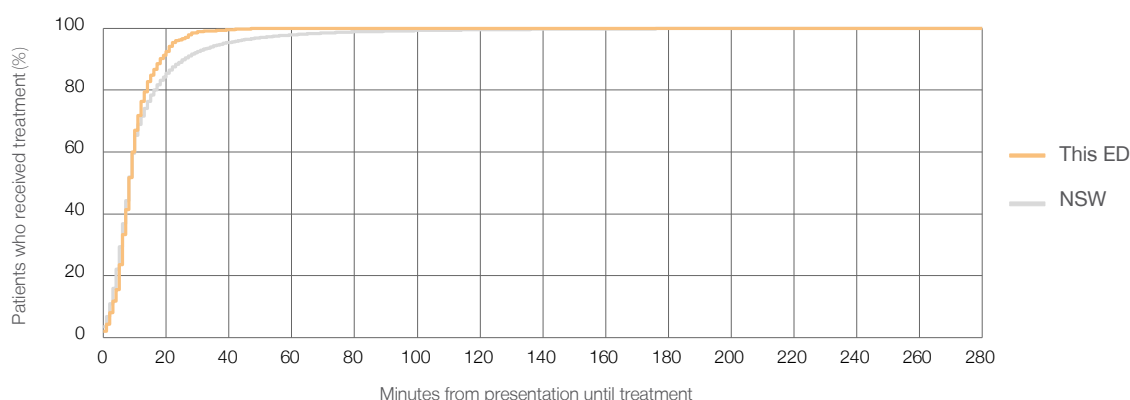
Number of triage 2 patients used to calculate waiting time: ³ 1,123

Median time to start treatment ⁴ 8 minutes

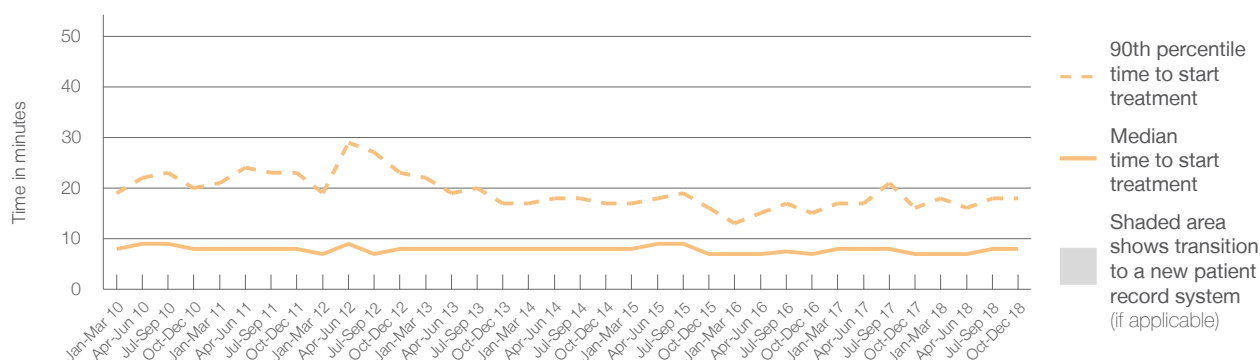
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,168	
1,167	
7 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	23	23	17	17	16	15	16	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

October to December 2018

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

Number of triage 3 patients: 4,203

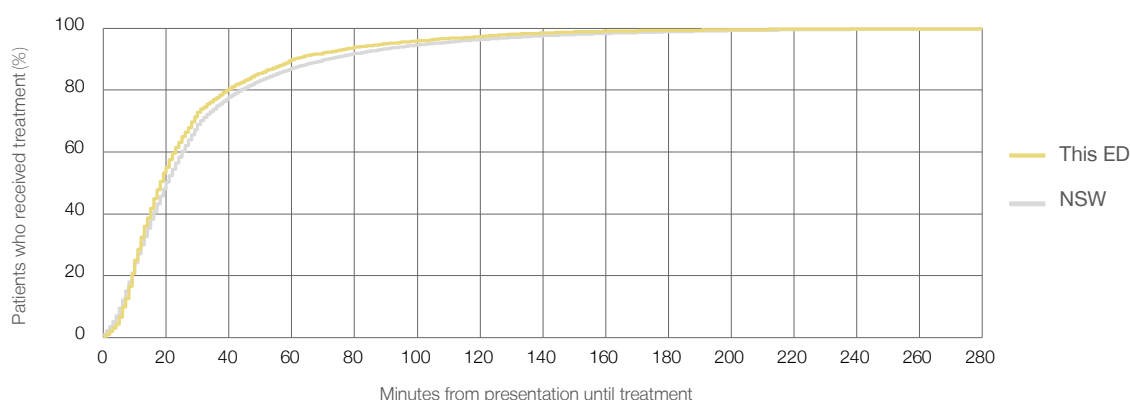
Number of triage 3 patients used to calculate waiting time:³ 4,142

Median time to start treatment⁴ 18 minutes

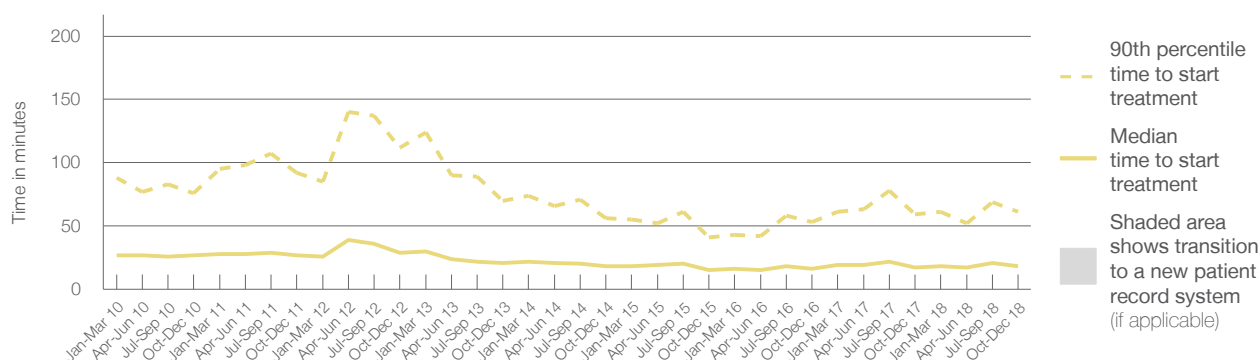
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,095	
4,032	
17 minutes	20 minutes
59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	27	29	21	18	15	16	17	18
90th percentile time to start treatment ⁵ (minutes)	76	92	112	70	56	41	53	59	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.

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

October to December 2018

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

Number of triage 4 patients: 5,314

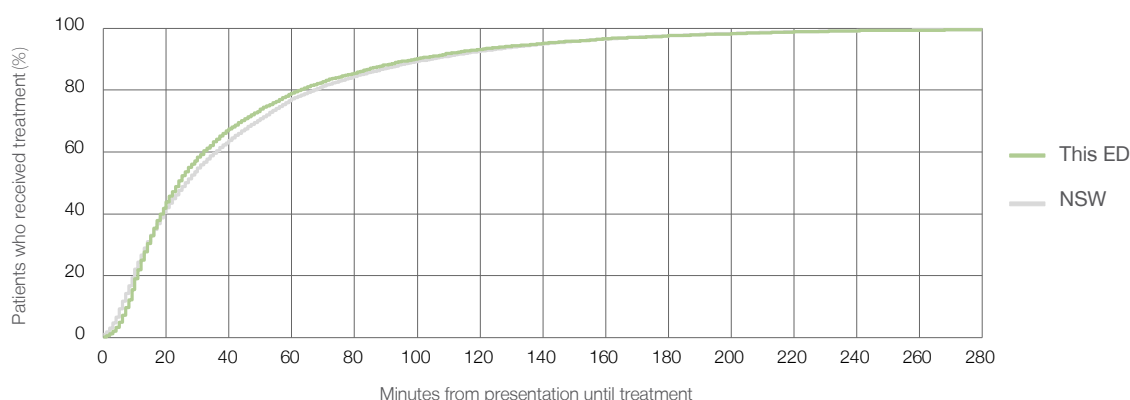
Number of triage 4 patients used to calculate waiting time:³ 4,936

Median time to start treatment⁴ 24 minutes

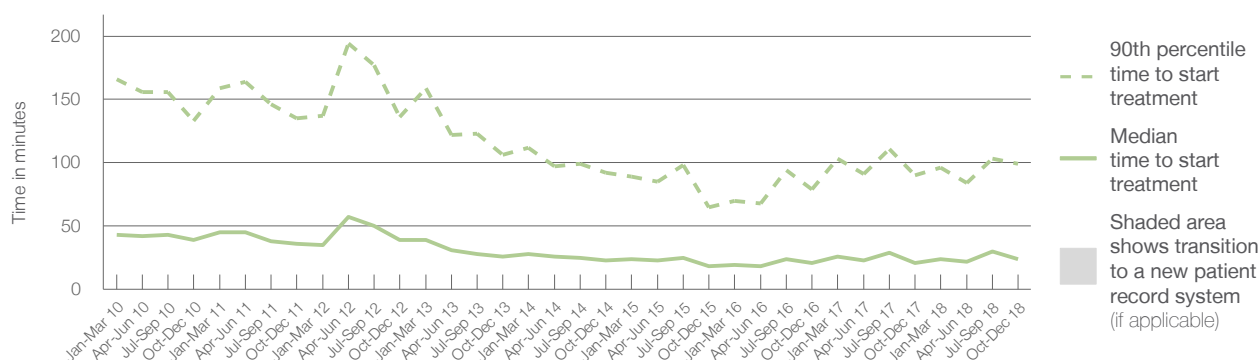
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
4,689	
4,380	
21 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	36	39	26	23	18	21	21	24
90th percentile time to start treatment ⁵ (minutes)	133	135	136	106	92	65	79	90	99

(†) 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

October to December 2018

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

Number of triage 5 patients: 881

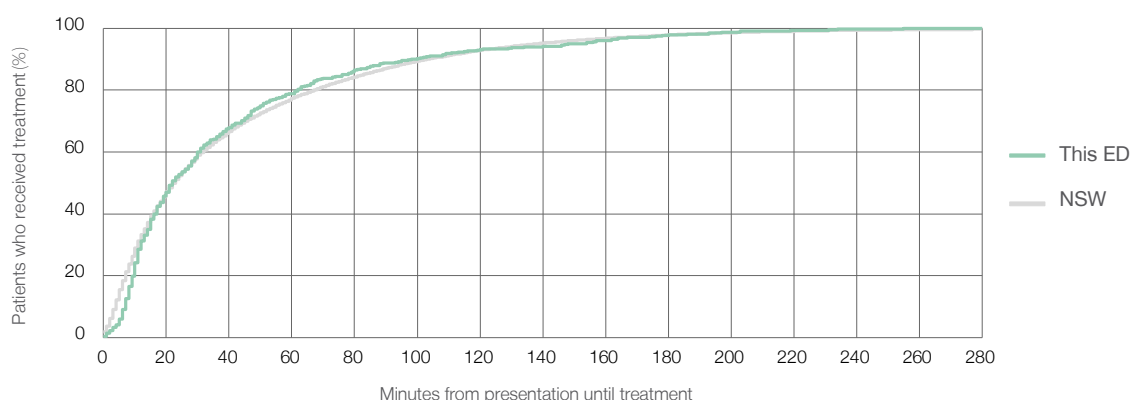
Number of triage 5 patients used to calculate waiting time:³ 706

Median time to start treatment⁴ 22 minutes

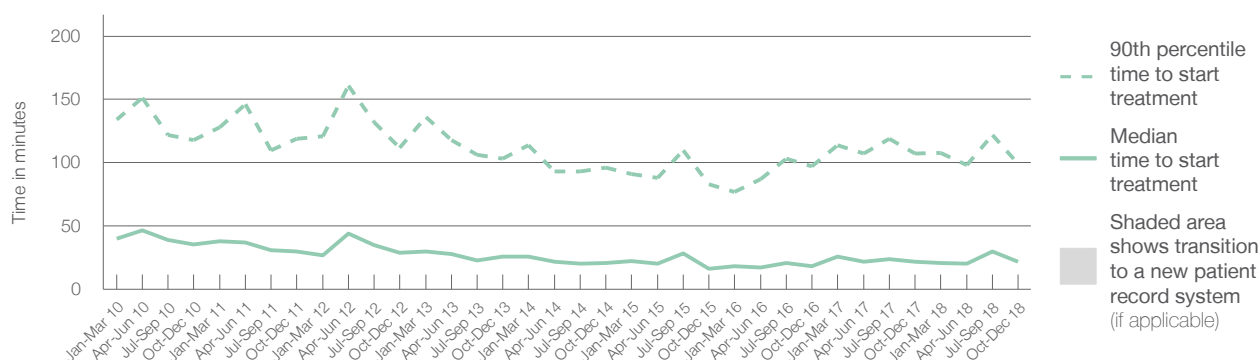
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,180	
982	
22 minutes	23 minutes
107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	30	29	26	21	16	18	22	22
90th percentile time to start treatment ⁵ (minutes)	118	119	112	103	96	83	97	107	99

(†) 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

October to December 2018

All presentations:¹ 11,598 patients

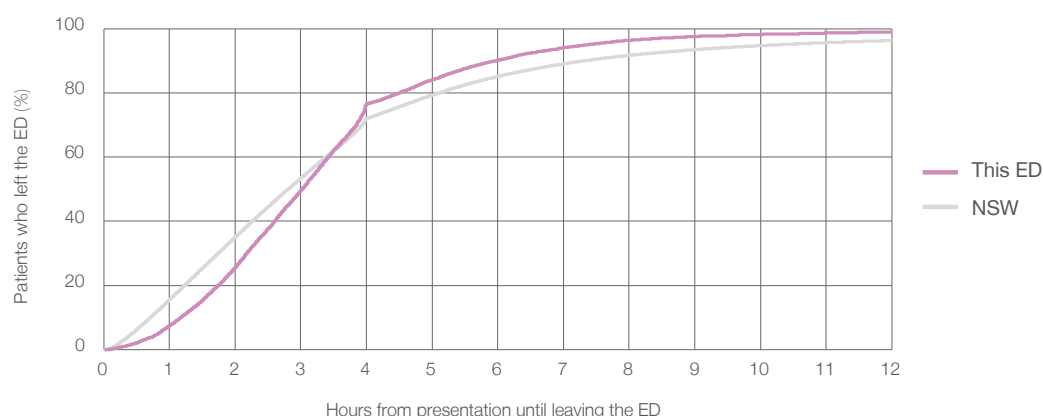
Presentations used to calculate time to leaving the ED:⁶ 11,597 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

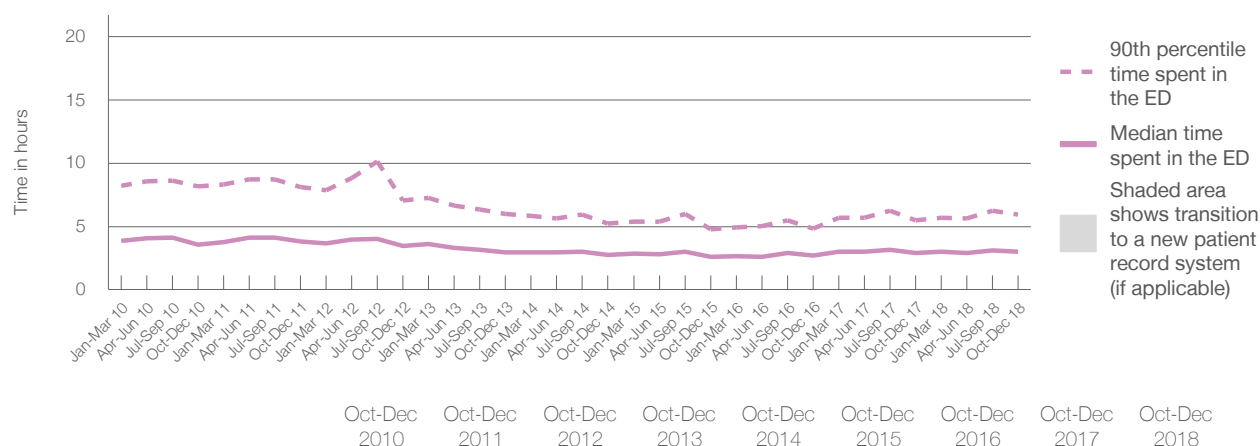
90th percentile time spent in the ED⁹ 5 hours and 57 minutes

Same period last year	NSW (this period)
11,209	
11,208	
2 hours and 53 minutes	2 hours and 49 minutes
5 hours and 30 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m	3h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m	5h 57m

(†) 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

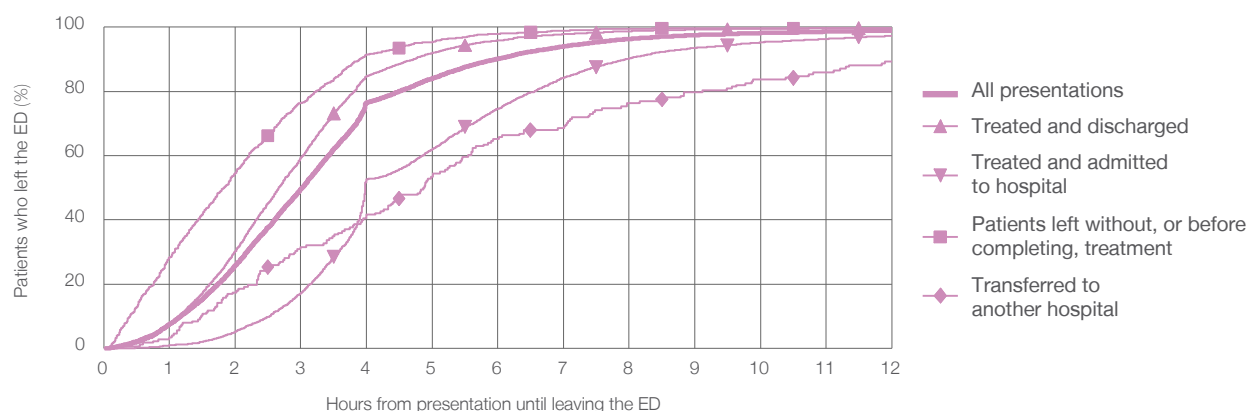
October to December 2018

All presentations:[†] 11,598 patients

Presentations used to calculate time to leaving the ED:[‡] 11,597 patients

		Same period last year	Change since one year ago
		11,208	3%
Treated and discharged	7,531 (64.9%)	7,434	1.3%
Treated and admitted to hospital	2,940 (25.3%)	2,729	7.7%
Patient left without, or before completing, treatment	924 (8.0%)	892	3.6%
Transferred to another hospital	178 (1.5%)	122	45.9%
Other	25 (0.2%)	32	-21.9%

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



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

Treated and discharged	7.4%	30.4%	59.4%	84.8%	95.8%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.9%	5.1%	17.2%	52.6%	74.7%	90.3%	95.3%	97.3%
Patient left without, or before completing, treatment	28.2%	54.7%	76.4%	91.5%	97.8%	99.6%	99.7%	99.8%
Transferred to another hospital	3.4%	17.4%	31.5%	41.6%	65.2%	76.4%	83.7%	89.3%
All presentations	7.5%	25.8%	49.7%	76.5%	90.2%	96.4%	98.2%	98.9%

(†) 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

October to December 2018

All presentations at the emergency department: ¹ 11,598 patients

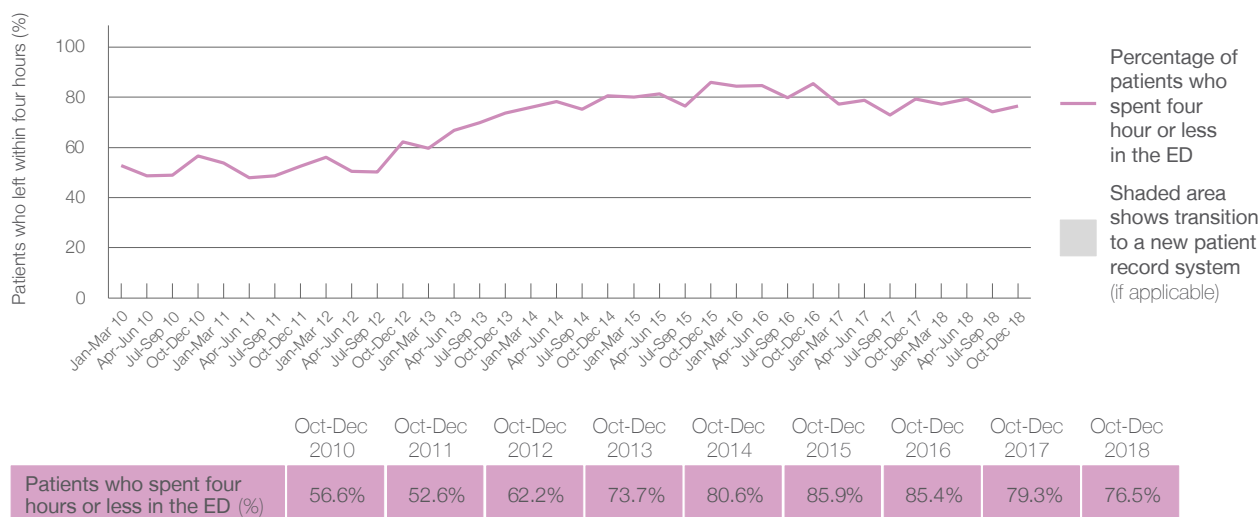
Presentations used to calculate time to leaving the ED: ⁶ 11,597 patients

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



Same period last year	Change since one year ago
11,209	3%
11,208	3%
79.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Coffs Harbour Health Campus: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,775 patients

Emergency presentations:² 10,047 patients

Same period last year	Change since one year ago
10,261	5%
10,031	0%

Coffs Harbour Health Campus: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,105 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,247 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,345 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,092	
7 minutes	8 minutes
12 minutes	26 minutes
3,243	
17 minutes	20 minutes
62 minutes	72 minutes
4,210	
28 minutes	26 minutes
123 minutes	104 minutes
1,407	
29 minutes	23 minutes
129 minutes	104 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,775 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
10,261	5%
72%	

* 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: October to December 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.

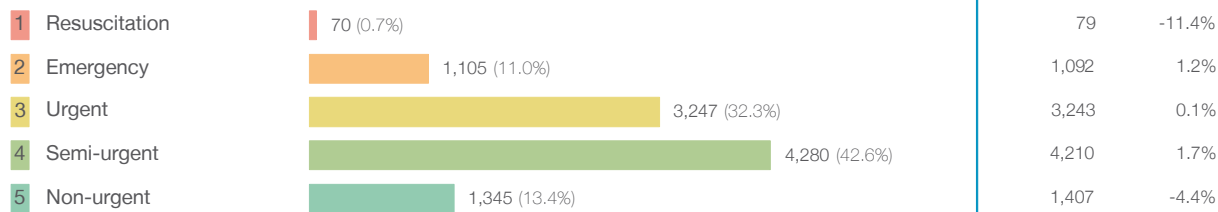
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Coffs Harbour Health Campus: Patients presenting to the emergency department

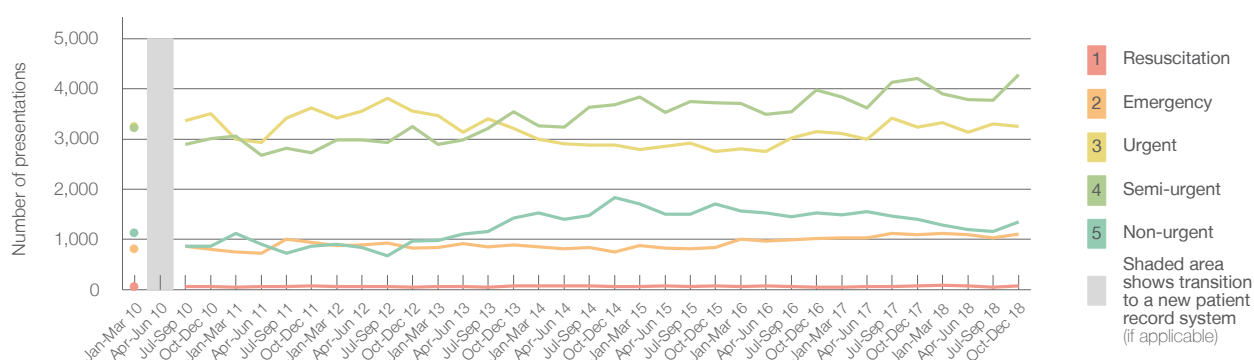
October to December 2018

All presentations:¹ 10,775 patients

Emergency presentations² by triage category: 10,047 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	65	69	51	72	66	70	54	79	70
Emergency	805	937	825	886	748	845	1,019	1,092	1,105
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,243	3,247
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,973	4,210	4,280
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407	1,345
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,727	10,031	10,047

Coffs Harbour Health Campus: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,419 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,105

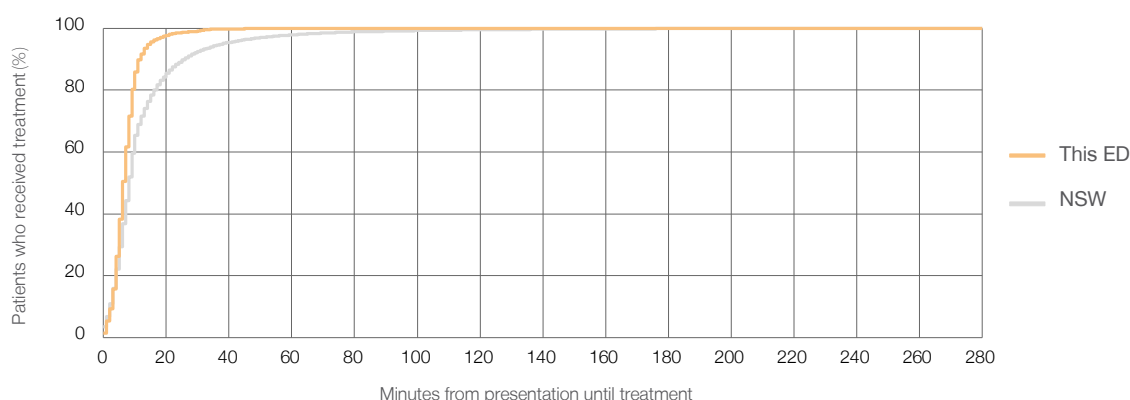
Number of triage 2 patients used to calculate waiting time: ³ 1,105

Median time to start treatment ⁴ 6 minutes

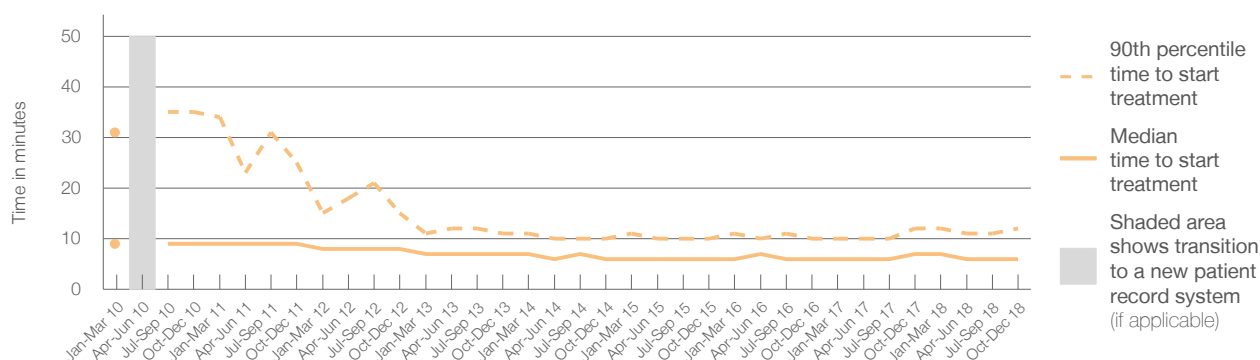
90th percentile time to start treatment ⁵ 12 minutes

Same period last year	NSW (this period)
1,092	
1,091	
7 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	8	7	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	35	25	15	11	10	10	10	12	12

(†) 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.

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,247

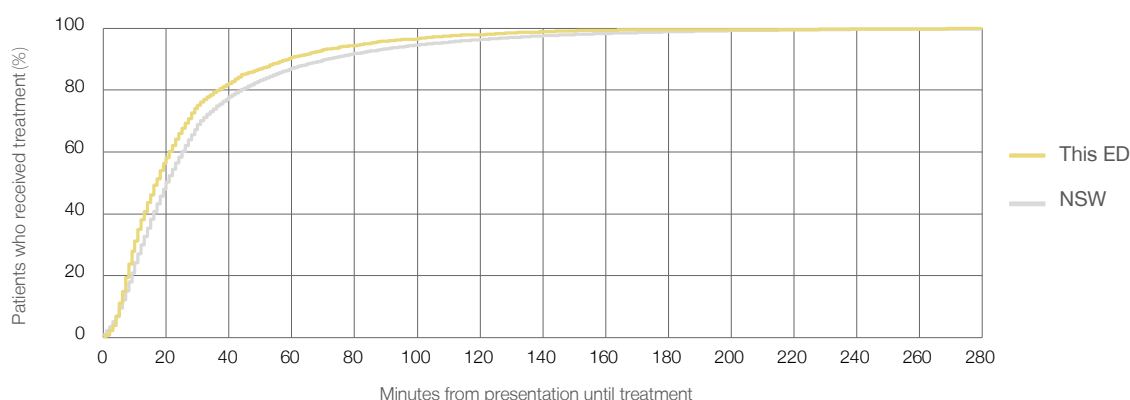
Number of triage 3 patients used to calculate waiting time:³ 3,196

Median time to start treatment⁴ 17 minutes

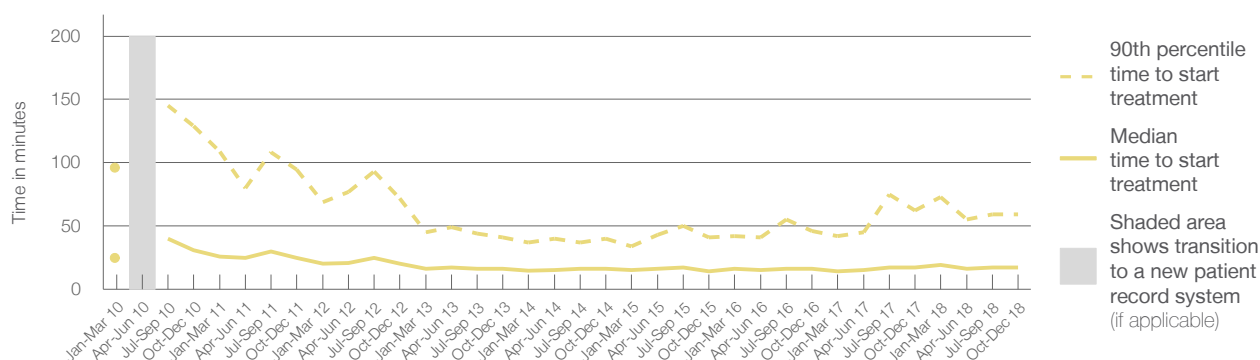
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,243	
3,167	
17 minutes	20 minutes
62 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	31	25	20	16	16	14	16	17	17
90th percentile time to start treatment ⁵ (minutes)	129	95	72	41	40	41	46	62	59

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,280

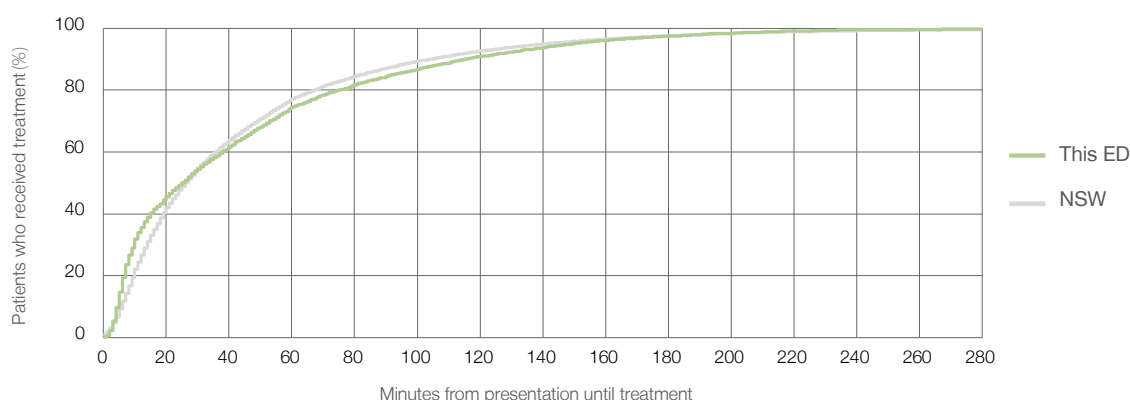
Number of triage 4 patients used to calculate waiting time:³ 3,918

Median time to start treatment⁴ 25 minutes

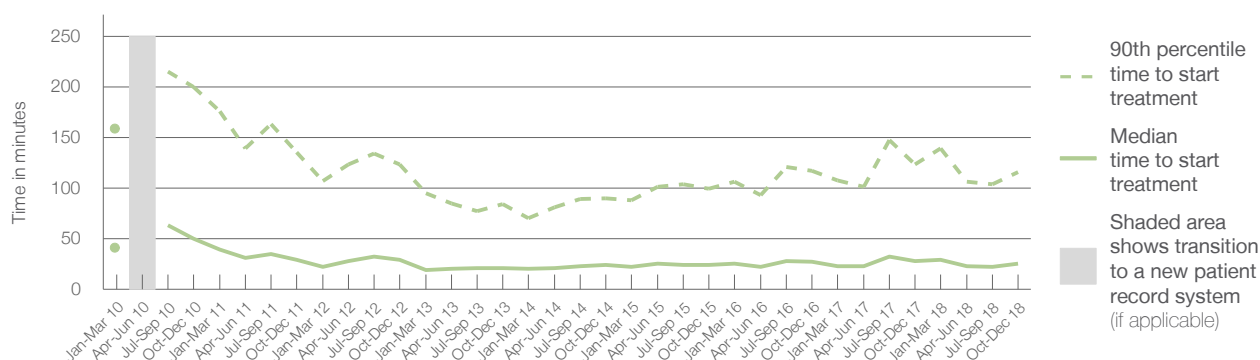
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
4,210	
3,831	
28 minutes	26 minutes
123 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	50	29	29	21	24	24	27	28	25
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	117	123	116

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,345

Number of triage 5 patients used to calculate waiting time:³ 1,217

Median time to start treatment⁴

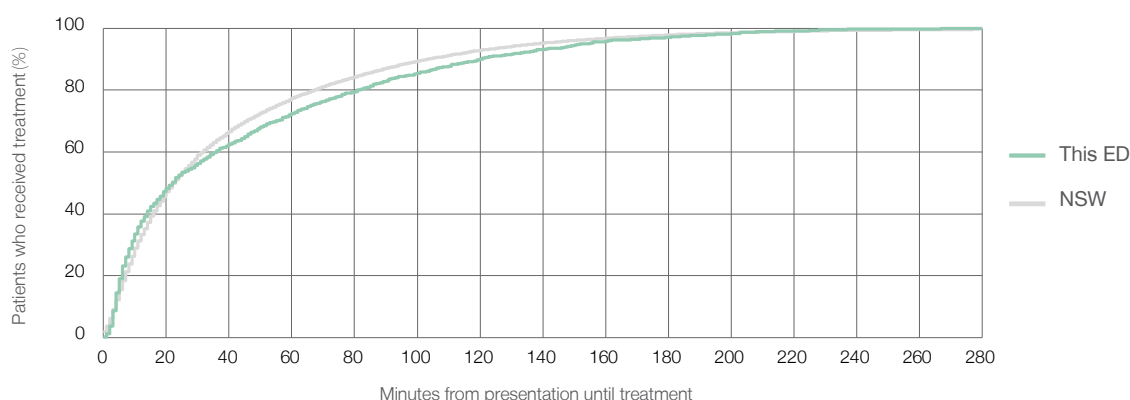
22 minutes

90th percentile time to start treatment⁵

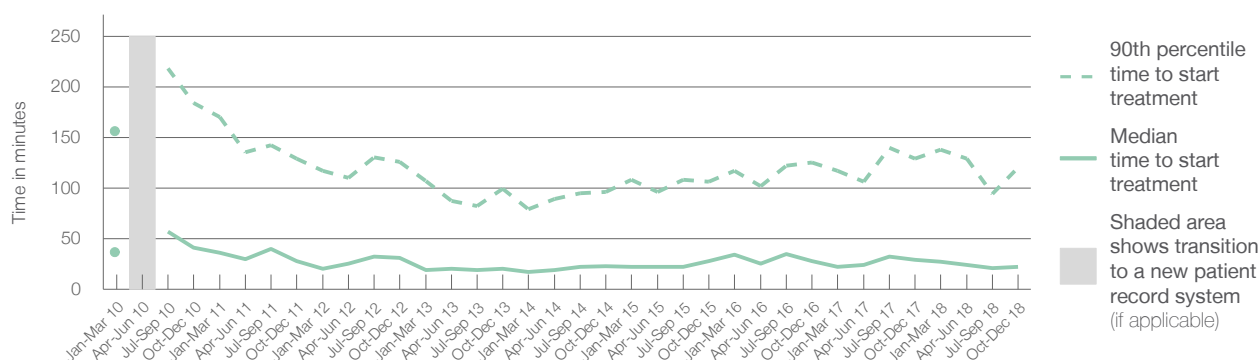
120 minutes

Same period last year	NSW (this period)
1,407	
1,275	
29 minutes	23 minutes
129 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	41	28	31	20	23	28	28	29	22
90th percentile time to start treatment ⁵ (minutes)	184	129	126	99	96	106	125	129	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.

Coffs Harbour Health Campus: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,775 patients

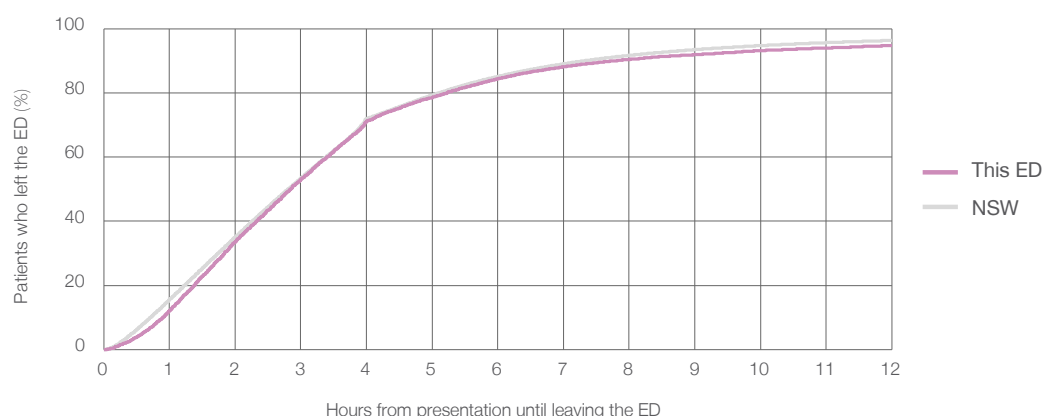
Presentations used to calculate time to leaving the ED:⁶ 10,775 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

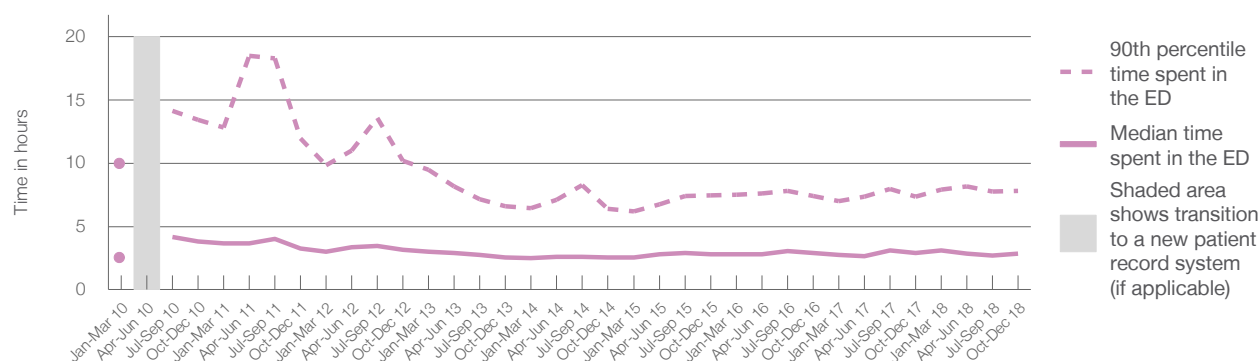
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
10,261	
10,261	
2 hours and 54 minutes	2 hours and 49 minutes
7 hours and 21 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 49m	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m	2h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 21m	7h 48m

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

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

Coffs Harbour Health Campus: Time patients spent in the ED

By mode of separation

October to December 2018

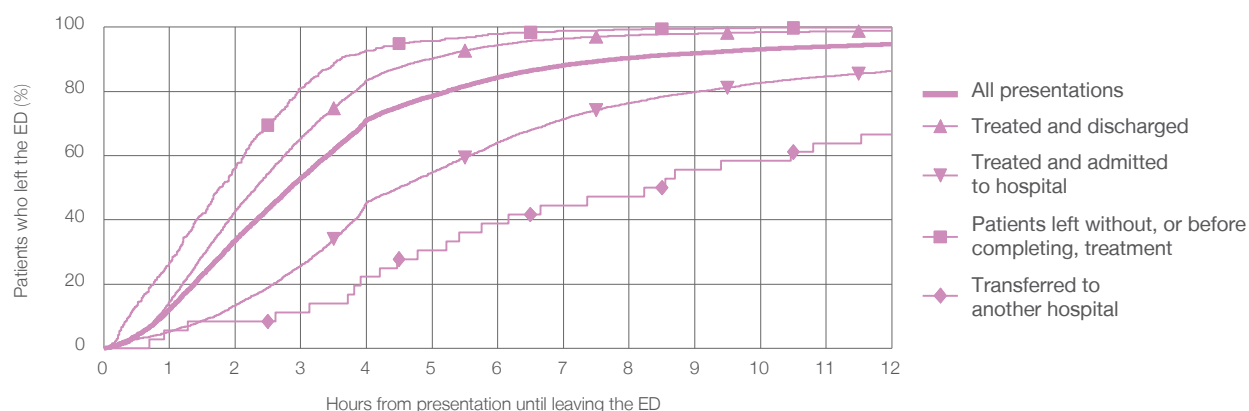
All presentations:[†] 10,775 patients

Presentations used to calculate time to leaving the ED:[‡] 10,775 patients

Treated and discharged	6,560 (60.9%)
Treated and admitted to hospital	3,576 (33.2%)
Patient left without, or before completing, treatment	570 (5.3%)
Transferred to another hospital	36 (0.3%)
Other	33 (0.3%)

Same period last year	Change since one year ago
10,261	5%
6,241	5.1%
3,348	6.8%
606	-5.9%
36	0.0%
30	10.0%

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



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

Treated and discharged	14.5%	42.8%	65.5%	83.4%	94.5%	97.5%	98.4%	99.0%
Treated and admitted to hospital	5.1%	13.4%	25.8%	45.4%	64.1%	76.4%	82.7%	86.4%
Patient left without, or before completing, treatment	26.7%	56.3%	81.1%	92.8%	97.9%	99.3%	99.8%	99.8%
Transferred to another hospital	5.6%	8.3%	11.1%	22.2%	38.9%	47.2%	58.3%	66.7%
All presentations	12.2%	33.8%	53.0%	71.2%	84.4%	90.4%	93.2%	94.7%

(†) 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.

Coffs Harbour Health Campus: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,775 patients

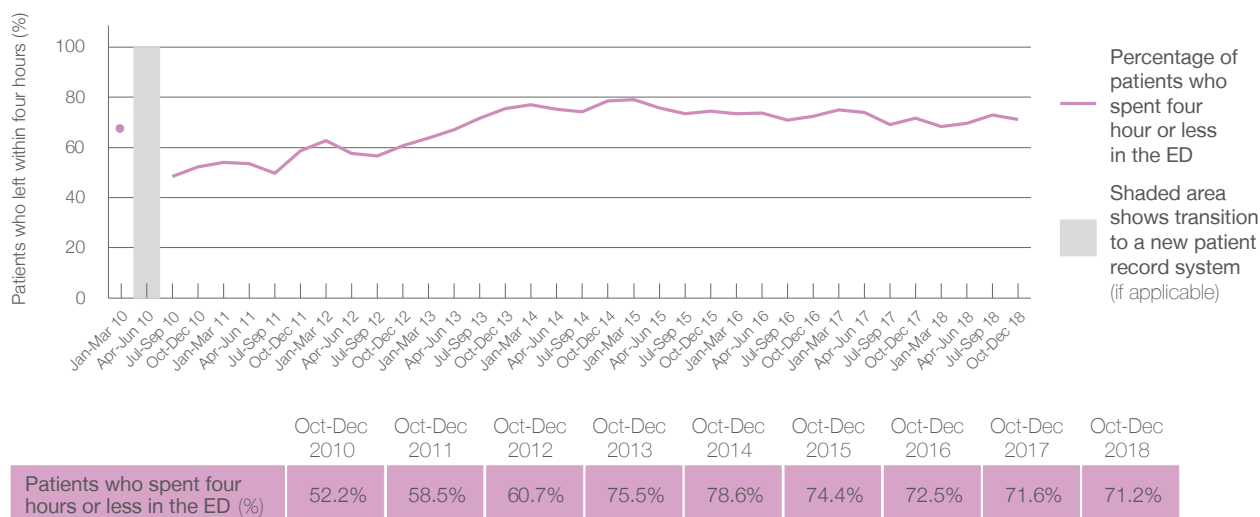
Presentations used to calculate time to leaving the ED: ⁶ 10,775 patients

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



Same period last year	Change since one year ago
10,261	5%
10,261	5%
71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,755 patients

Emergency presentations:² 8,338 patients

Same period last year	Change since one year ago
8,591	2%
8,210	2%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 978 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,635 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): 3,787 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 906 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
999	
6 minutes	8 minutes
14 minutes	26 minutes
2,857	
16 minutes	20 minutes
52 minutes	72 minutes
3,603	
17 minutes	26 minutes
78 minutes	104 minutes
730	
13 minutes	23 minutes
90 minutes	104 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,751 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
8,590	2%
74%	

* 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: October to December 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.

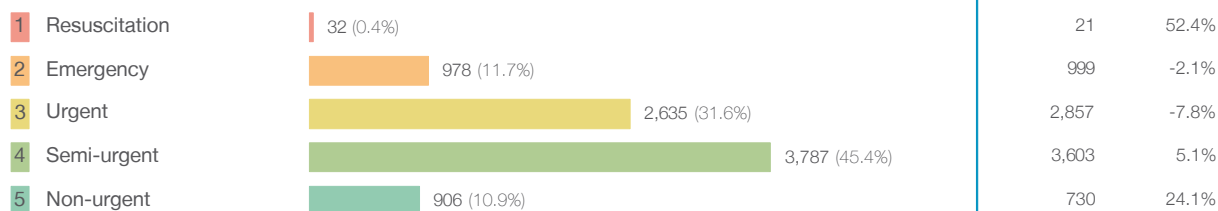
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Dubbo Base Hospital: Patients presenting to the emergency department

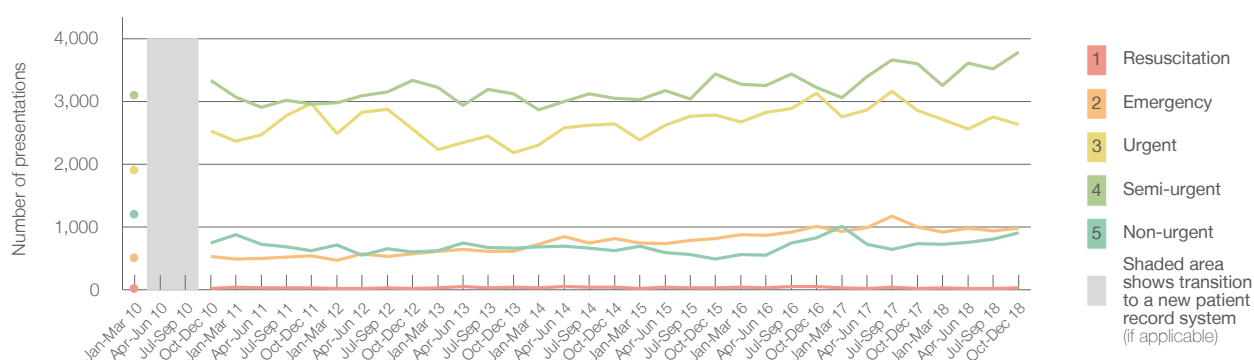
October to December 2018

All presentations:¹ 8,755 patients

Emergency presentations² by triage category: 8,338 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	16	32	22	37	35	32	47	21	32
Emergency	527	543	566	610	813	811	1,007	999	978
Urgent	2,526	2,965	2,559	2,179	2,637	2,779	3,132	2,857	2,635
Semi-urgent	3,331	2,957	3,333	3,124	3,048	3,438	3,225	3,603	3,787
Non-urgent	748	617	596	666	624	485	823	730	906
All emergency presentations	7,148	7,114	7,076	6,616	7,157	7,545	8,234	8,210	8,338

Dubbo Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,747 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 978

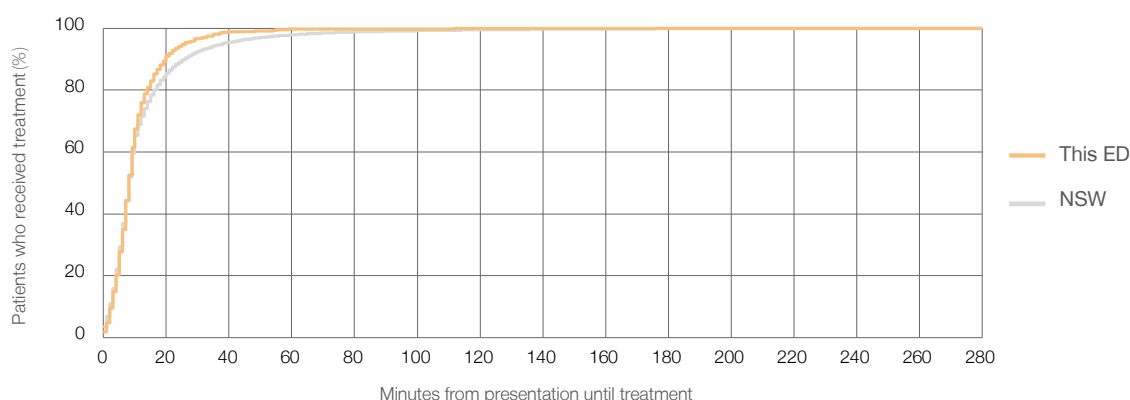
Number of triage 2 patients used to calculate waiting time:³ 969

Median time to start treatment⁴ 8 minutes

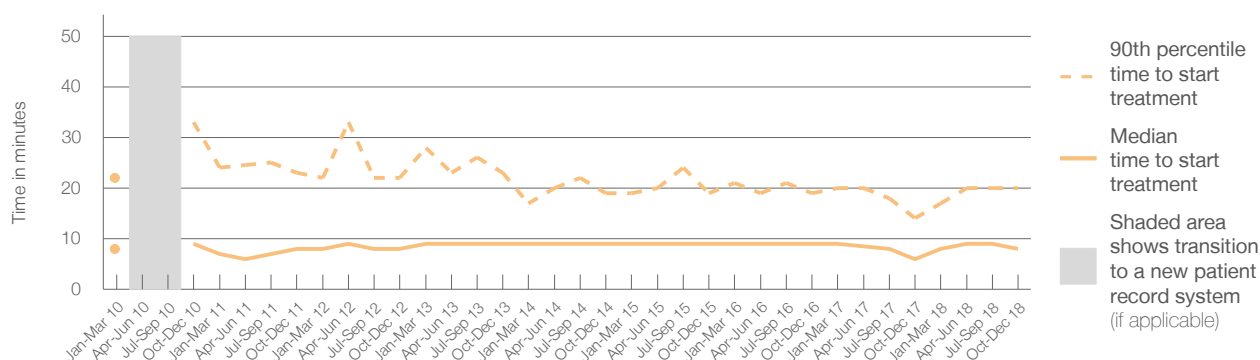
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
999	
991	
6 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	8	8	9	9	9	9	6	8
90th percentile time to start treatment ⁵ (minutes)	33	23	22	23	19	19	19	14	20

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,635

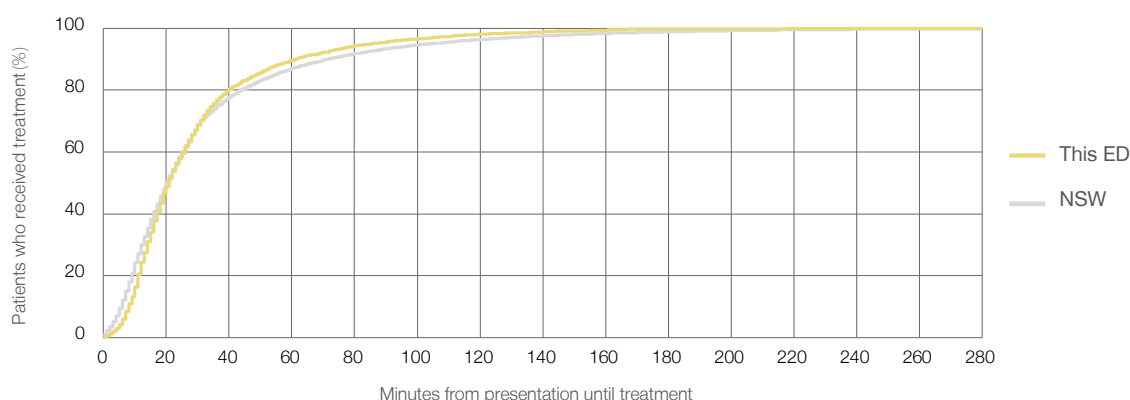
Number of triage 3 patients used to calculate waiting time:³ 2,575

Median time to start treatment⁴ 21 minutes

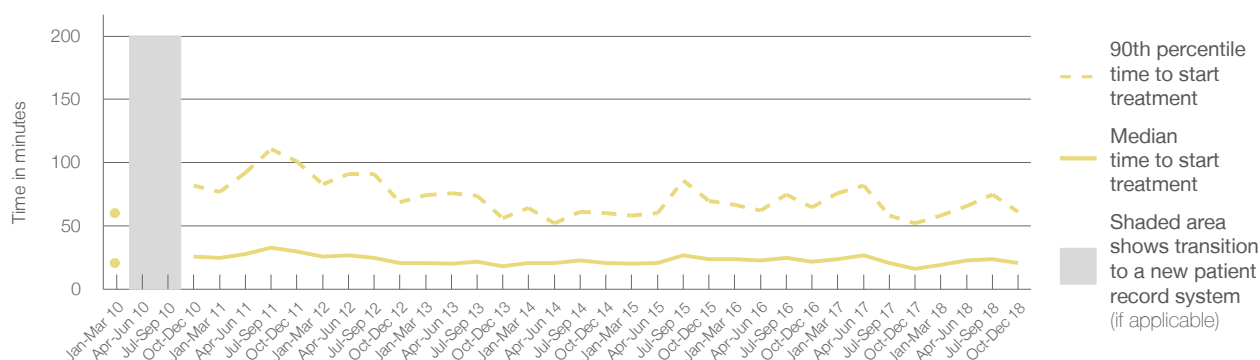
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,857	
2,814	
16 minutes	20 minutes
52 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	30	21	18	21	24	22	16	21
90th percentile time to start treatment ⁵ (minutes)	82	101	69	56	60	70	65	52	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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,787

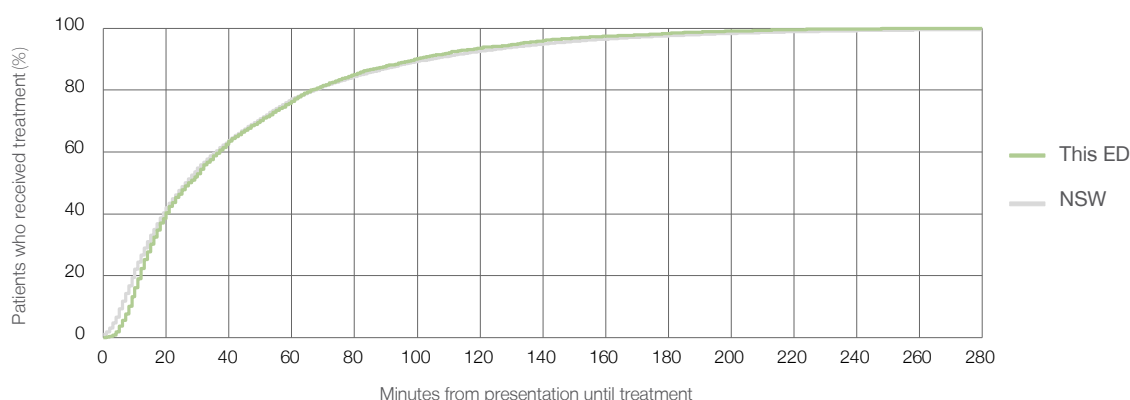
Number of triage 4 patients used to calculate waiting time:³ 3,551

Median time to start treatment⁴ 27 minutes

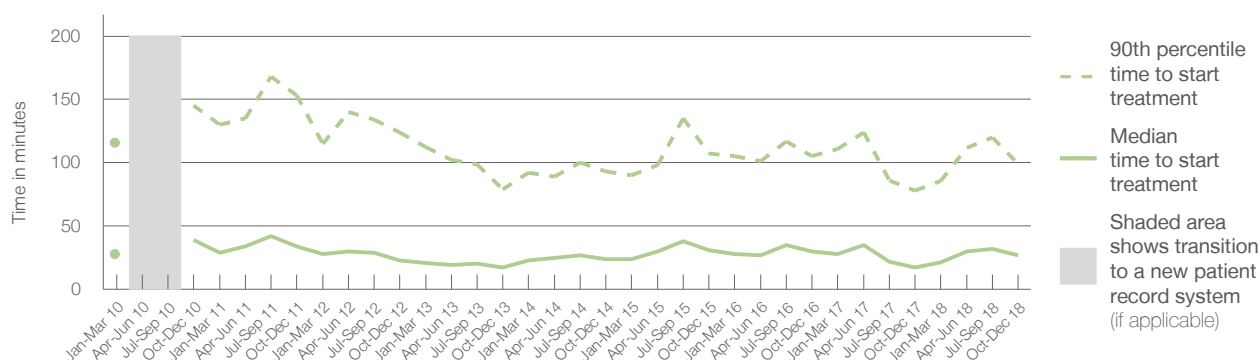
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,603	
3,450	
17 minutes	26 minutes
78 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	34	23	17	24	31	30	17	27
90th percentile time to start treatment ⁵ (minutes)	145	153	124	79	93	107	105	78	99

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 906

Number of triage 5 patients used to calculate waiting time:³ 831

Median time to start treatment⁴

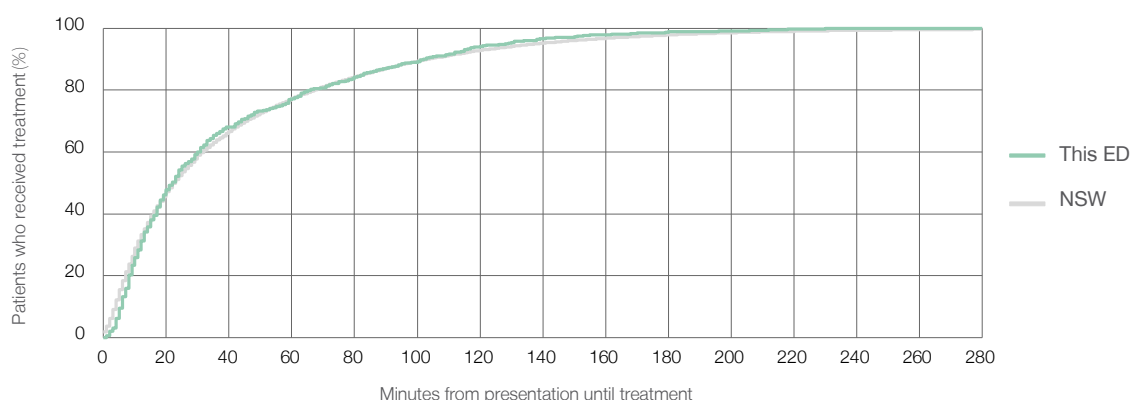
22 minutes

90th percentile time to start treatment⁵

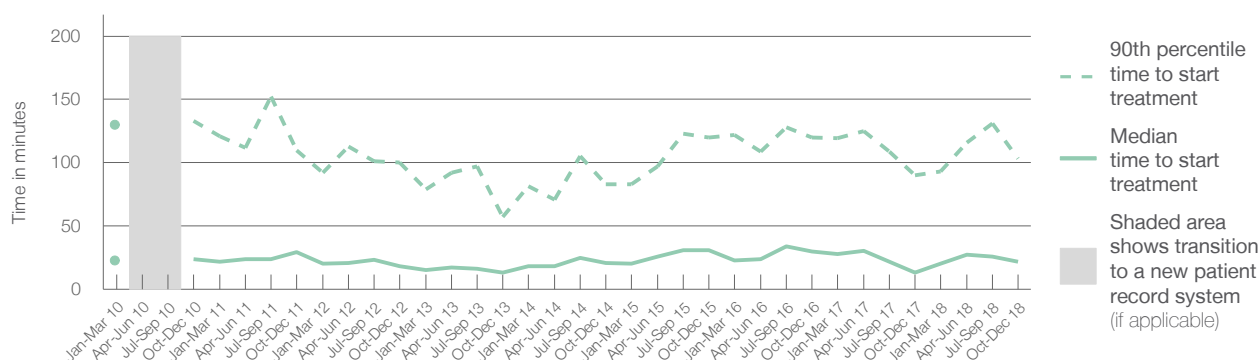
103 minutes

Same period last year	NSW (this period)
730	
660	
13 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	30	18	13	21	31	30	13	22
90th percentile time to start treatment ⁵ (minutes)	133	110	100	57	83	120	120	90	103

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

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Dubbo Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,755 patients

Presentations used to calculate time to leaving the ED:⁶ 8,751 patients

Median time spent in the ED⁸

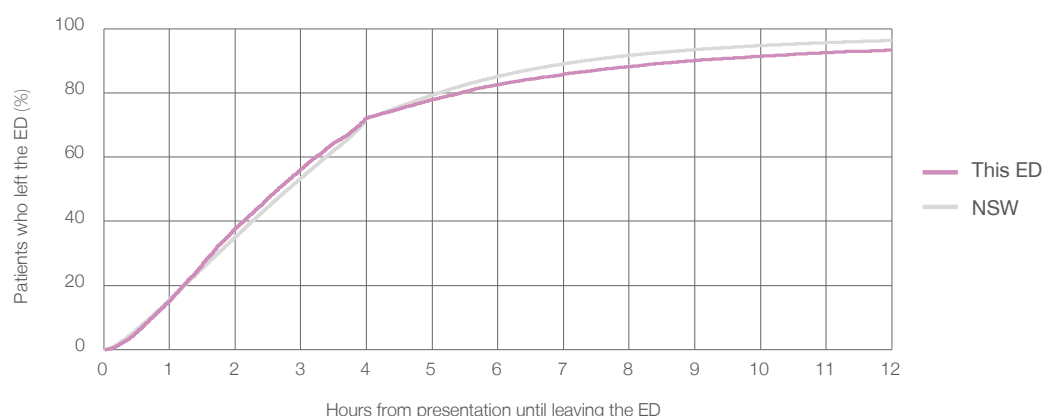
2 hours and 39 minutes

90th percentile time spent in the ED⁹

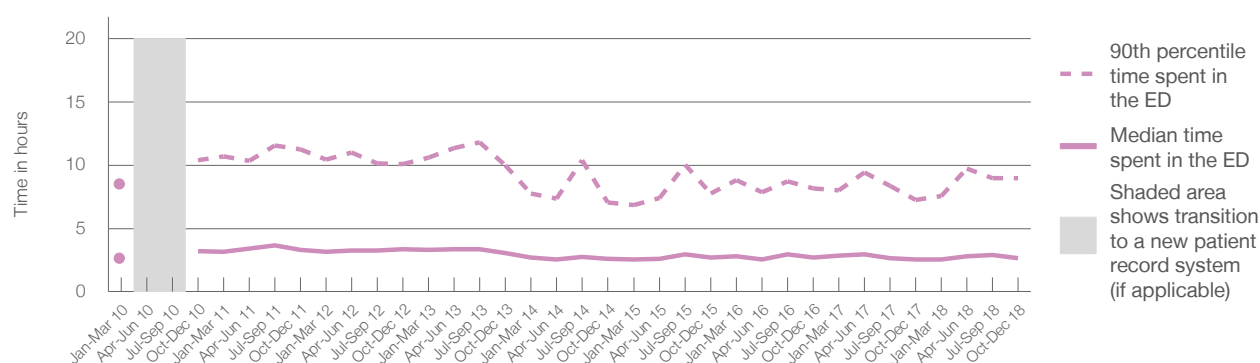
8 hours and 58 minutes

Same period last year	NSW (this period)
8,591	
8,590	
2 hours and 32 minutes	2 hours and 49 minutes
7 hours and 16 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 14m	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m	2h 32m	2h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 22m	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m	7h 16m	8h 58m

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

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

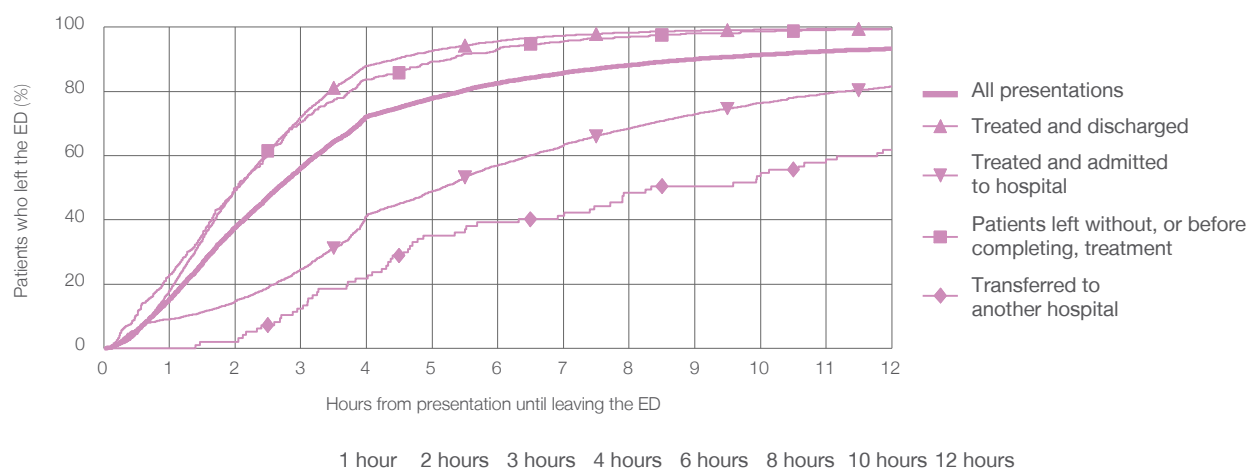
October to December 2018

All presentations:[†] 8,755 patients

Presentations used to calculate time to leaving the ED:[‡] 8,751 patients

		Same period last year	Change since one year ago
Treated and discharged	5,364 (61.3%)	8,590	2%
Treated and admitted to hospital	2,747 (31.4%)	6,062	-11.5%
Patient left without, or before completing, treatment	501 (5.7%)	2,017	36.2%
Transferred to another hospital	97 (1.1%)	368	36.1%
Other	46 (0.5%)	101	-4.0%
		43	7.0%

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



Treated and discharged	18.0%	49.2%	71.9%	88.0%	95.6%	98.3%	99.2%	99.5%
Treated and admitted to hospital	9.0%	14.7%	24.6%	41.3%	57.0%	68.5%	76.4%	81.5%
Patient left without, or before completing, treatment	23.0%	50.1%	70.7%	83.8%	93.2%	97.0%	98.6%	99.4%
Transferred to another hospital	0%	2.1%	12.4%	21.6%	39.2%	48.5%	54.6%	61.9%
All presentations	15.2%	37.8%	56.2%	72.2%	82.5%	88.2%	91.4%	93.3%

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

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Dubbo Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,755 patients

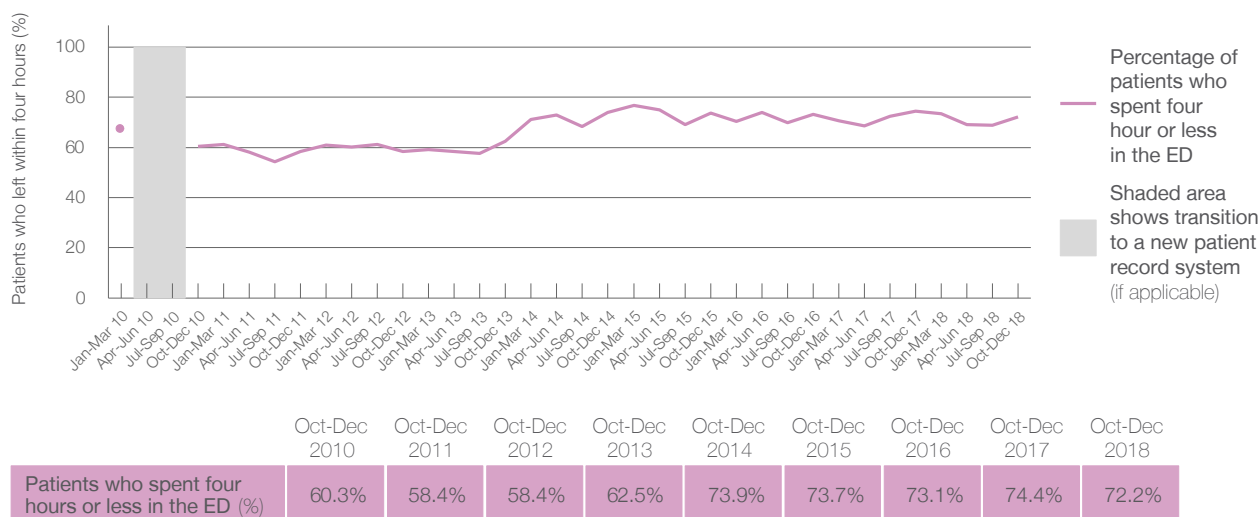
Presentations used to calculate time to leaving the ED: ⁶ 8,751 patients

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



Same period last year	Change since one year ago
8,591	2%
8,590	2%
74.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 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*.
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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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Fairfield Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,158 patients

Emergency presentations:² 9,133 patients

Same period last year	Change since one year ago
8,878	3%
8,861	3%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 941 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,509 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,154 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 512 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
814	
10 minutes	8 minutes
30 minutes	26 minutes
3,238	
20 minutes	20 minutes
83 minutes	72 minutes
4,029	
25 minutes	26 minutes
148 minutes	104 minutes
753	
20 minutes	23 minutes
142 minutes	104 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 9,158 patients

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

Same period last year	Change since one year ago
8,878	3%
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: October to December 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.

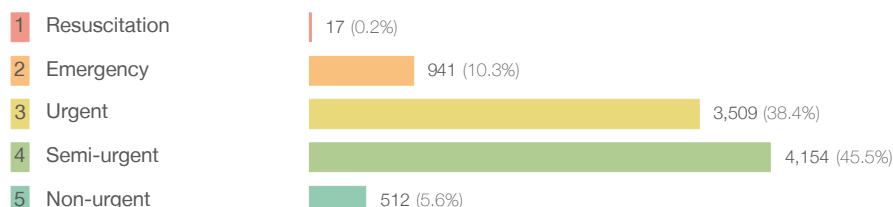
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Fairfield Hospital: Patients presenting to the emergency department

October to December 2018

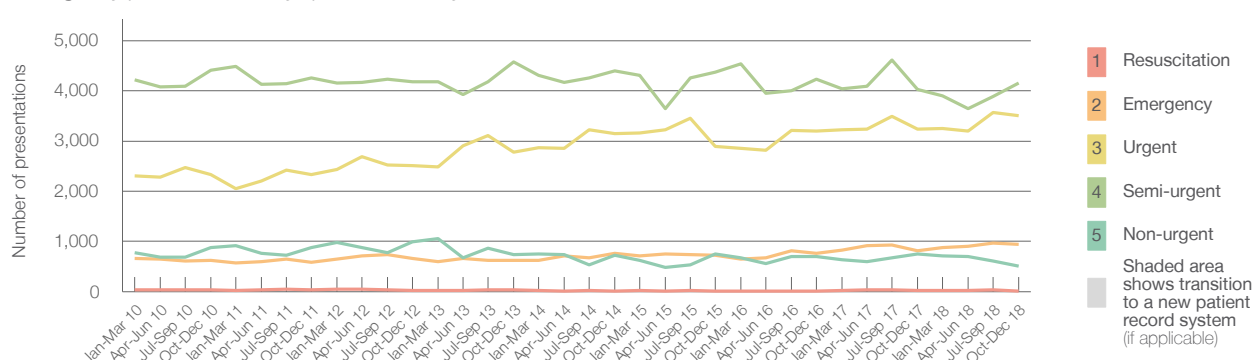
All presentations:¹ 9,158 patients

Emergency presentations² by triage category: 9,133 patients



Same period last year	Change since one year ago
8,878	3%
8,861	3%
27	-37.0%
814	15.6%
3,238	8.4%
4,029	3.1%
753	-32.0%

Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	42	39	25	36	17	15	17	27	17
Emergency	622	591	658	627	764	727	759	814	941
Urgent	2,333	2,332	2,504	2,782	3,147	2,893	3,193	3,238	3,509
Semi-urgent	4,410	4,257	4,175	4,581	4,403	4,374	4,232	4,029	4,154
Non-urgent	878	876	997	741	723	756	704	753	512
All emergency presentations	8,285	8,095	8,359	8,767	9,054	8,765	8,905	8,861	9,133

Fairfield Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,845 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,558	
13 minutes	0 minutes
31 minutes	-4 minutes

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 941

Number of triage 2 patients used to calculate waiting time: ³ 936

Median time to start treatment ⁴

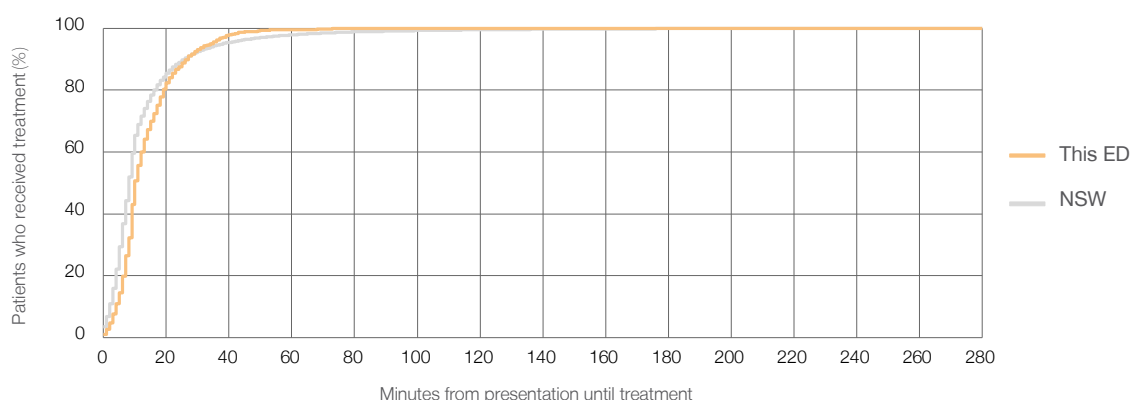
10 minutes

90th percentile time to start treatment ⁵

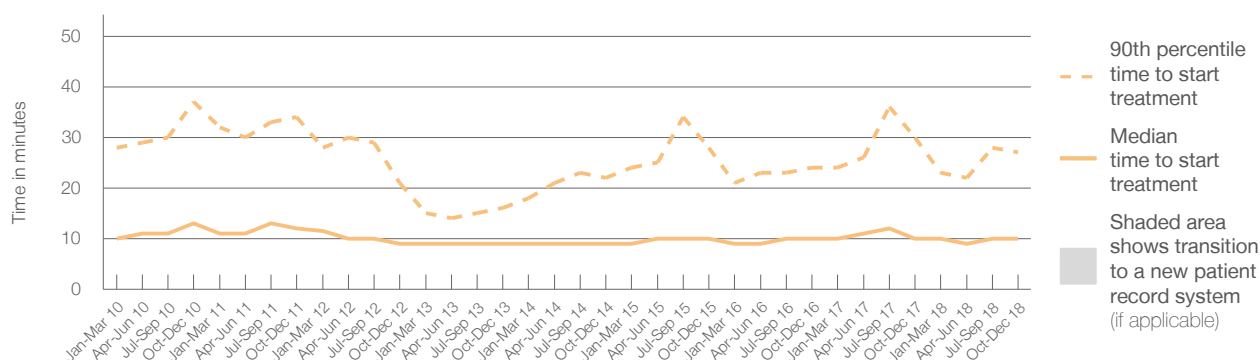
27 minutes

Same period last year	NSW (this period)
814	
812	
10 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	12	9	9	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	37	34	21	16	22	28	24	30	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.

Fairfield Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,509

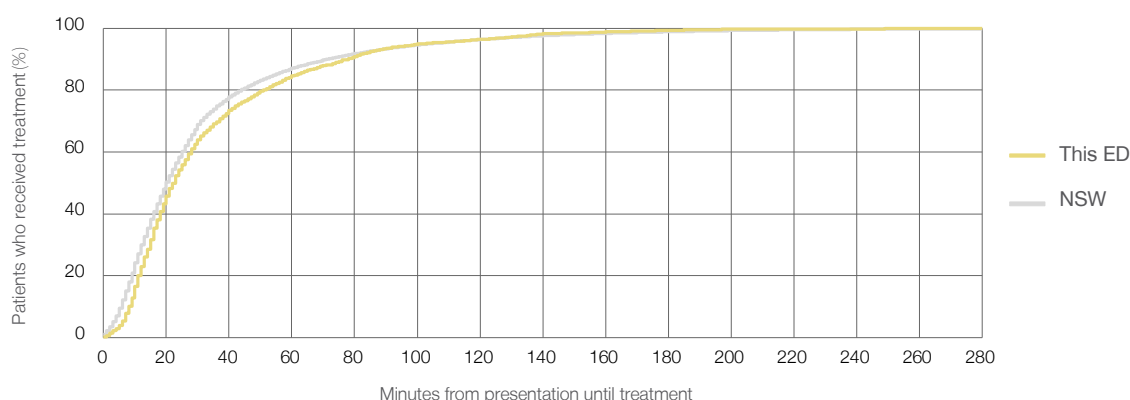
Number of triage 3 patients used to calculate waiting time: ³ 3,423

Median time to start treatment ⁴ 23 minutes

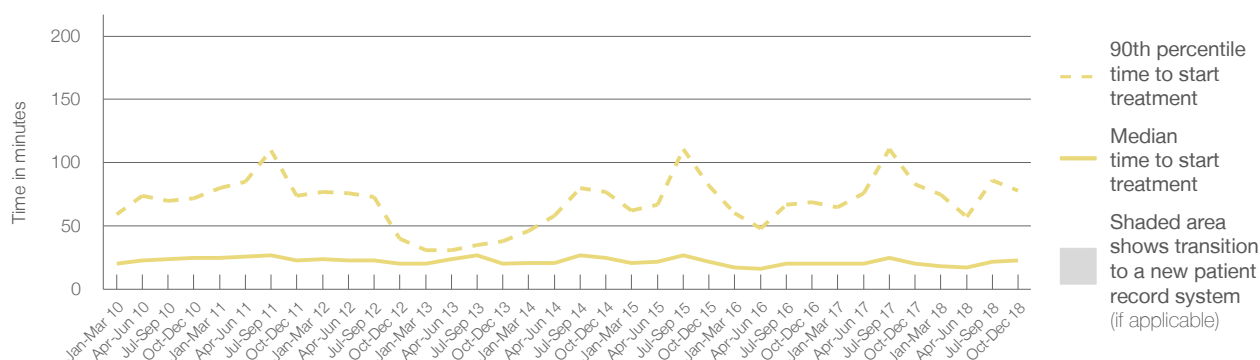
90th percentile time to start treatment ⁵ 78 minutes

Same period last year	NSW (this period)
3,238	
3,123	
20 minutes	20 minutes
83 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	23	20	20	25	22	20	20	23
90th percentile time to start treatment ⁵ (minutes)	72	74	40	38	77	82	69	83	78

(†) 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.

Fairfield Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,154

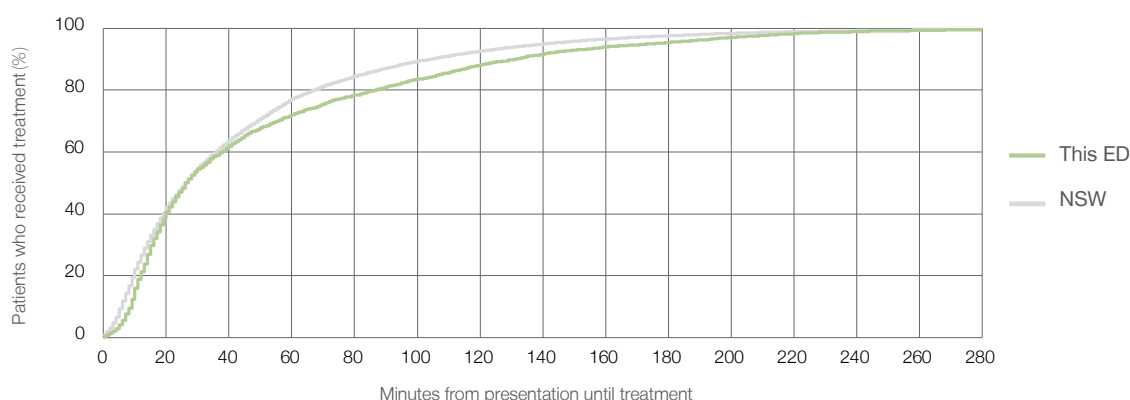
Number of triage 4 patients used to calculate waiting time:³ 3,722

Median time to start treatment⁴ 26 minutes

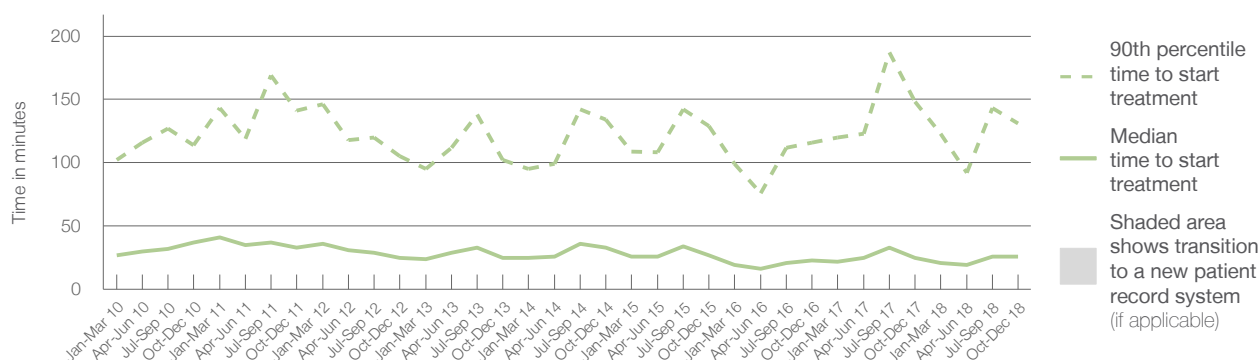
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
4,029	
3,483	
25 minutes	26 minutes
148 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	33	25	25	33	27	23	25	26
90th percentile time to start treatment ⁵ (minutes)	114	141	105	102	134	129	116	148	131

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 512

Number of triage 5 patients used to calculate waiting time:³ 339

Median time to start treatment⁴

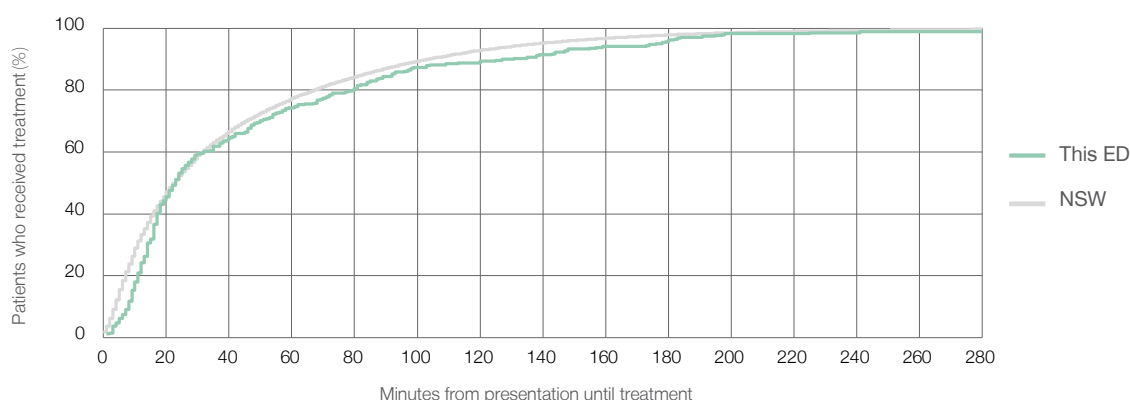
23 minutes

90th percentile time to start treatment⁵

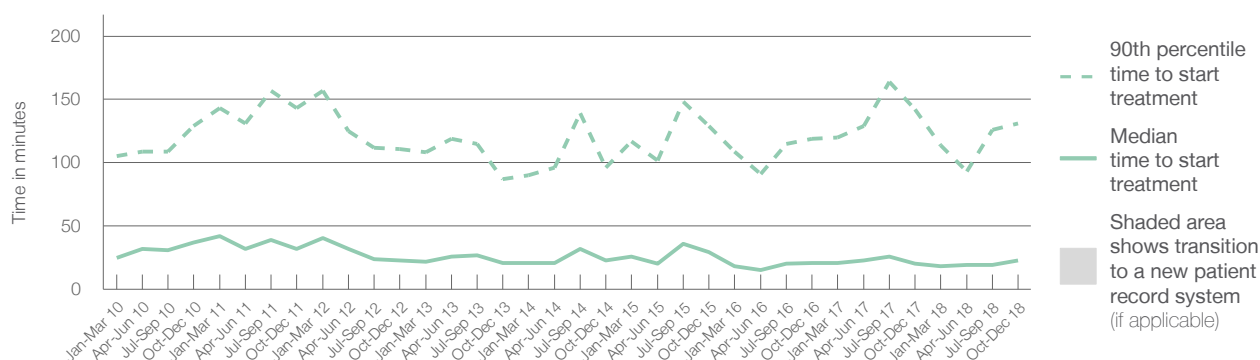
131 minutes

Same period last year	NSW (this period)
753	
532	
20 minutes	23 minutes
142 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	37	32	23	21	23	30	21	20	23
90th percentile time to start treatment ⁵ (minutes)	129	143	111	87	96	129	119	142	131

(†) 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.

Fairfield Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,158 patients

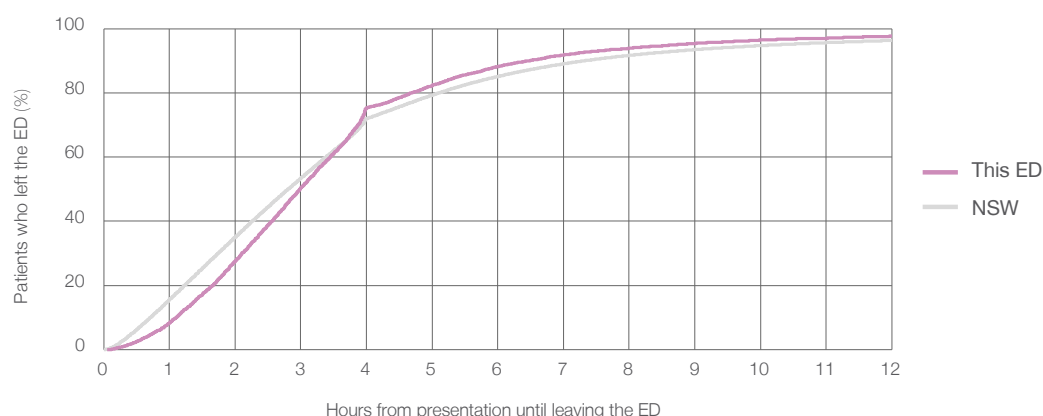
Presentations used to calculate time to leaving the ED:⁶ 9,158 patients

Median time spent in the ED⁸ 2 hours and 60 minutes

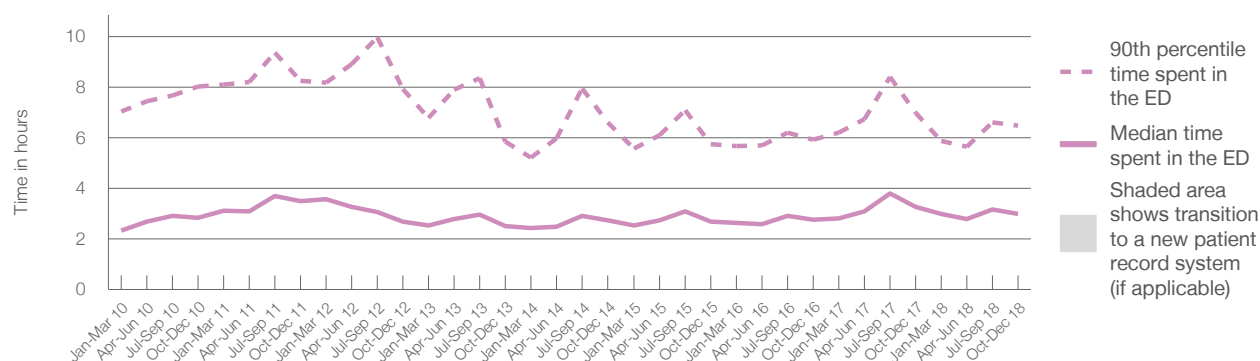
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
8,878	
8,878	
3 hours and 17 minutes	2 hours and 49 minutes
6 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 50m	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m	3h 17m	2h 60m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 2m	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m	6h 59m	6h 29m

(†) 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.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

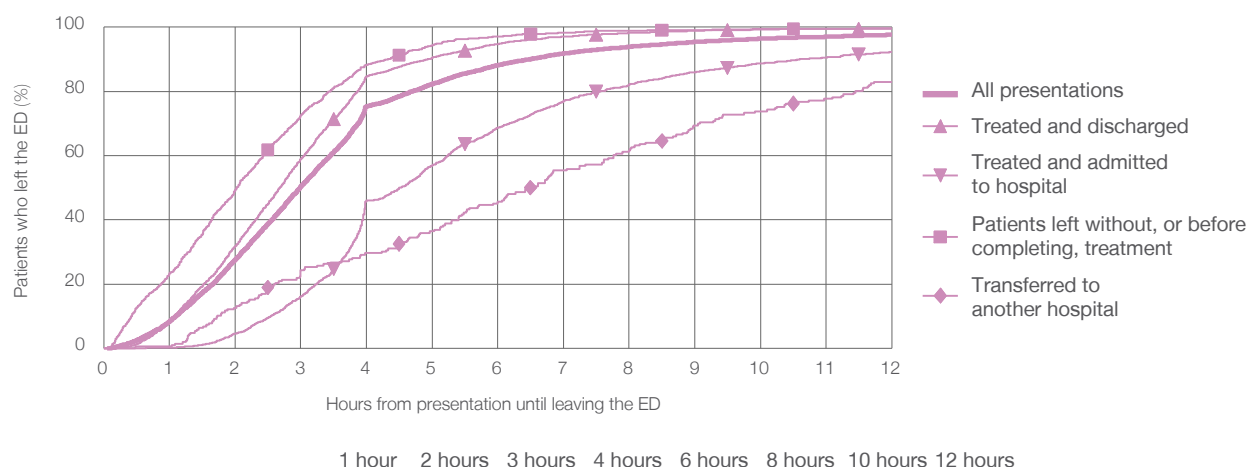
October to December 2018

All presentations:[†] 9,158 patients

Presentations used to calculate time to leaving the ED:[‡] 9,158 patients

		Same period last year	Change since one year ago
Treated and discharged	5,861 (64.0%)	8,878	3%
Treated and admitted to hospital	2,023 (22.1%)	5,250	11.6%
Patient left without, or before completing, treatment	1,000 (10.9%)	2,156	-6.2%
Transferred to another hospital	206 (2.2%)	1,211	-17.4%
Other	68 (0.7%)	184	12.0%
		77	-11.7%

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



Treated and discharged	8.4%	31.8%	58.9%	84.7%	94.8%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.1%	4.6%	16.1%	46.0%	68.8%	82.1%	88.8%	92.3%
Patient left without, or before completing, treatment	23.3%	49.4%	72.6%	88.3%	97.1%	99.0%	99.5%	99.5%
Transferred to another hospital	0.5%	12.6%	24.3%	29.6%	45.6%	61.7%	73.8%	83.0%
All presentations	8.4%	27.7%	50.4%	75.4%	88.2%	93.9%	96.5%	97.6%

(†) 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.

Fairfield Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 9,158 patients

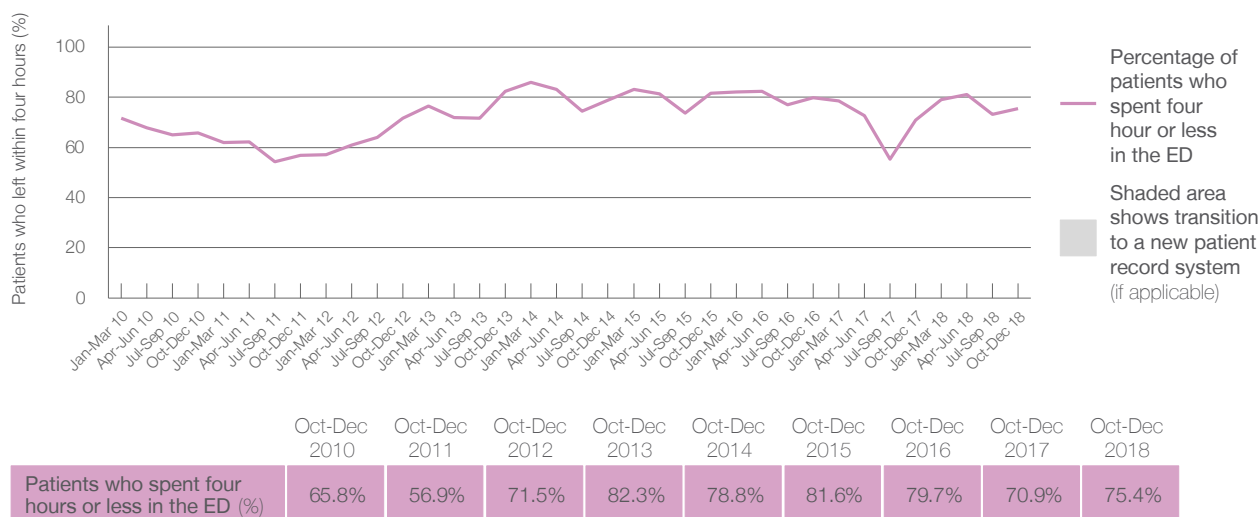
Presentations used to calculate time to leaving the ED: ⁶ 9,158 patients

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



Same period last year	Change since one year ago
8,878	3%
8,878	3%
70.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,296 patients

Emergency presentations:² 10,250 patients

Same period last year	Change since one year ago
10,292	0%
10,222	0%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,469 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,264 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,590 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,871 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,445	
5 minutes	8 minutes
11 minutes	26 minutes
2,322	
12 minutes	20 minutes
38 minutes	72 minutes
4,744	
15 minutes	26 minutes
68 minutes	104 minutes
1,679	
11 minutes	23 minutes
84 minutes	104 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,296 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
10,292	0%
75%	

* 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: October to December 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.

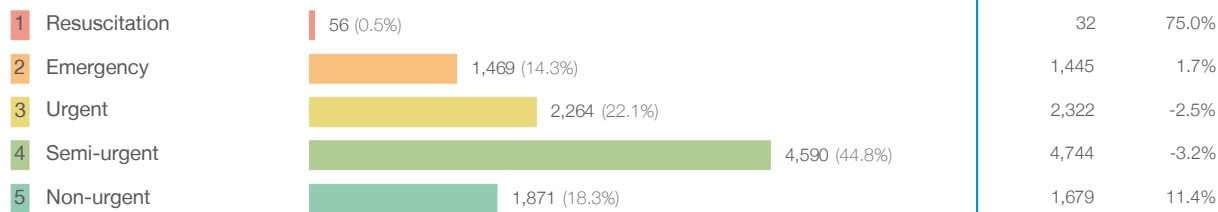
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

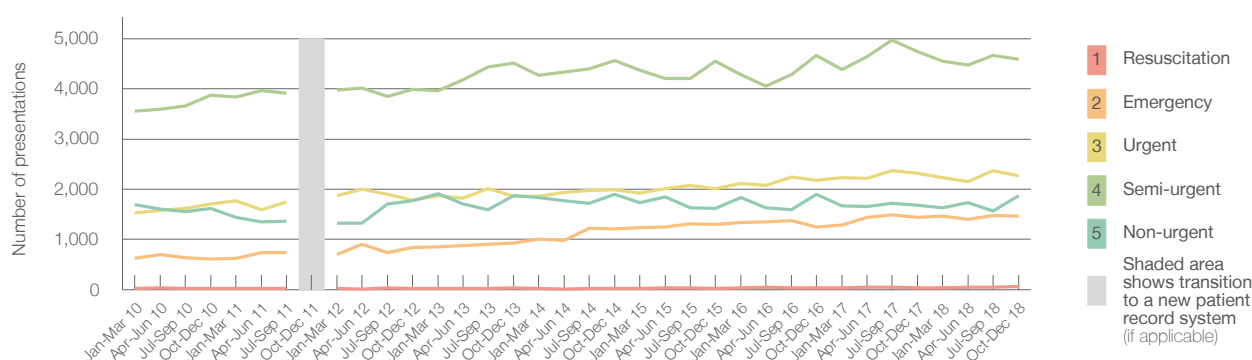
October to December 2018

All presentations:¹ 10,296 patients

Emergency presentations² by triage category: 10,250 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



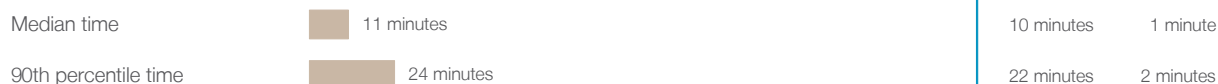
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	19		25	38	23	26	35	32	56
Emergency	614		839	930	1,210	1,298	1,250	1,445	1,469
Urgent	1,702		1,784	1,857	1,987	2,018	2,176	2,322	2,264
Semi-urgent	3,870		3,987	4,517	4,558	4,547	4,670	4,744	4,590
Non-urgent	1,620		1,774	1,867	1,892	1,624	1,903	1,679	1,871
All emergency presentations	7,825		8,409	9,209	9,670	9,513	10,034	10,222	10,250

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,976 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.

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,469

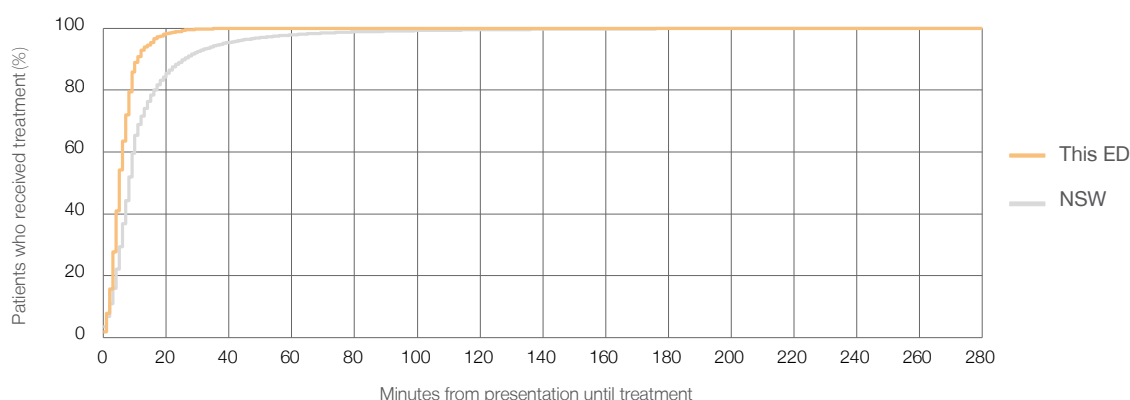
Number of triage 2 patients used to calculate waiting time: ³ 1,469

Median time to start treatment ⁴ 5 minutes

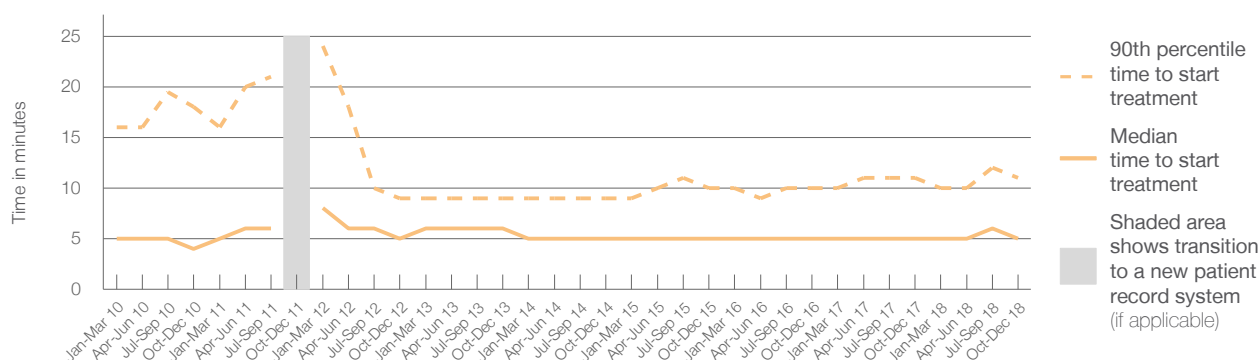
90th percentile time to start treatment ⁵ 11 minutes

Same period last year	NSW (this period)
1,445	
1,444	
5 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		5	6	5	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	18		9	9	9	10	10	11	11

(†) 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.

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,264

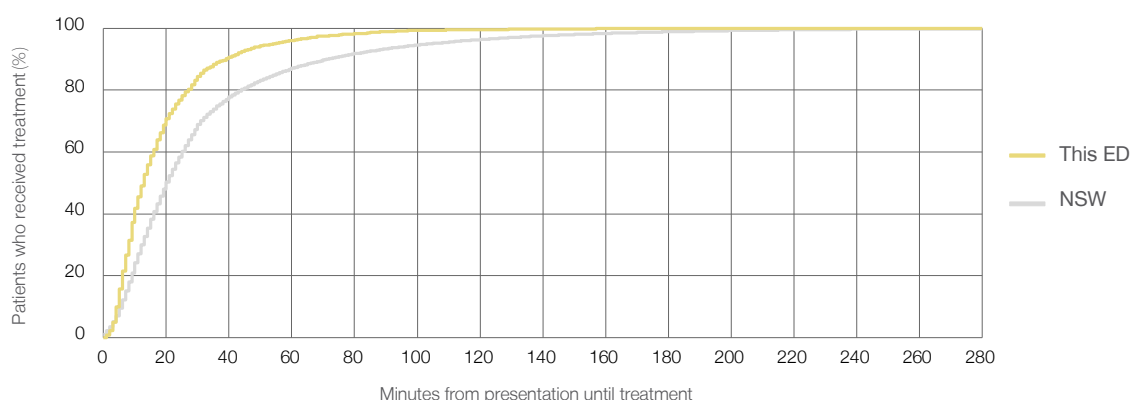
Number of triage 3 patients used to calculate waiting time:³ 2,254

Median time to start treatment⁴ 13 minutes

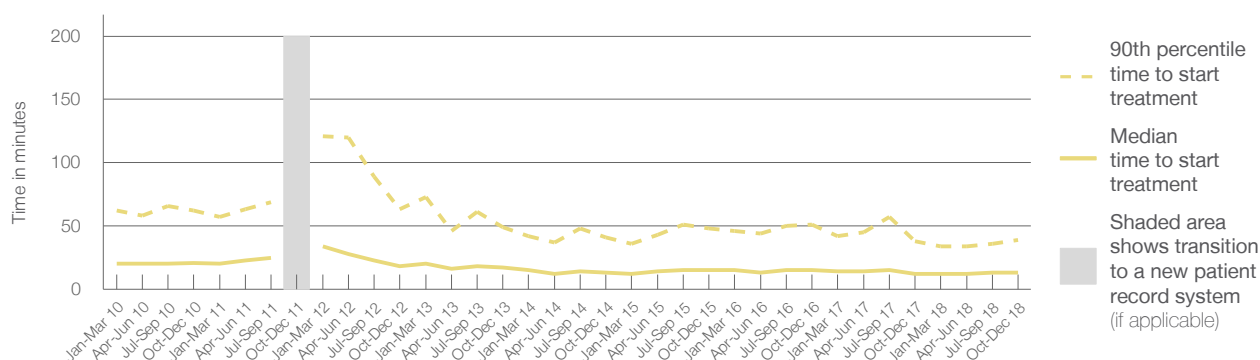
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
2,322	
2,312	
12 minutes	20 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21		18	17	13	15	15	12	13
90th percentile time to start treatment ⁵ (minutes)	62		63	49	41	48	51	38	39

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

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,590

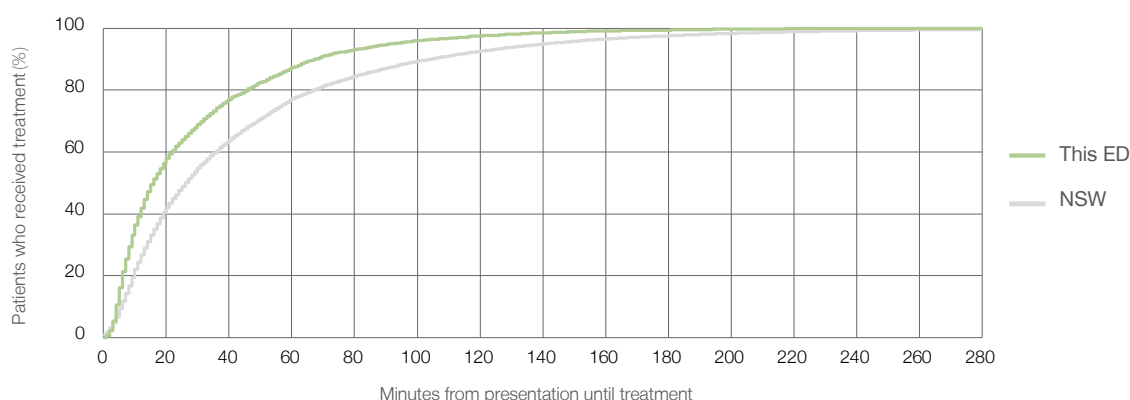
Number of triage 4 patients used to calculate waiting time:³ 4,470

Median time to start treatment⁴ 16 minutes

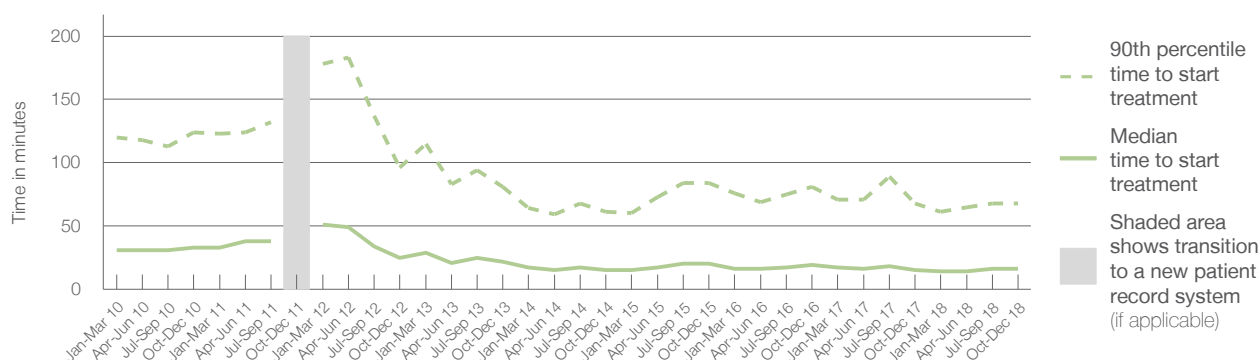
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,744	
4,608	
15 minutes	26 minutes
68 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33		25	22	15	20	19	15	16
90th percentile time to start treatment ⁵ (minutes)	124		96	81	61	84	81	68	68

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

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,871

Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴

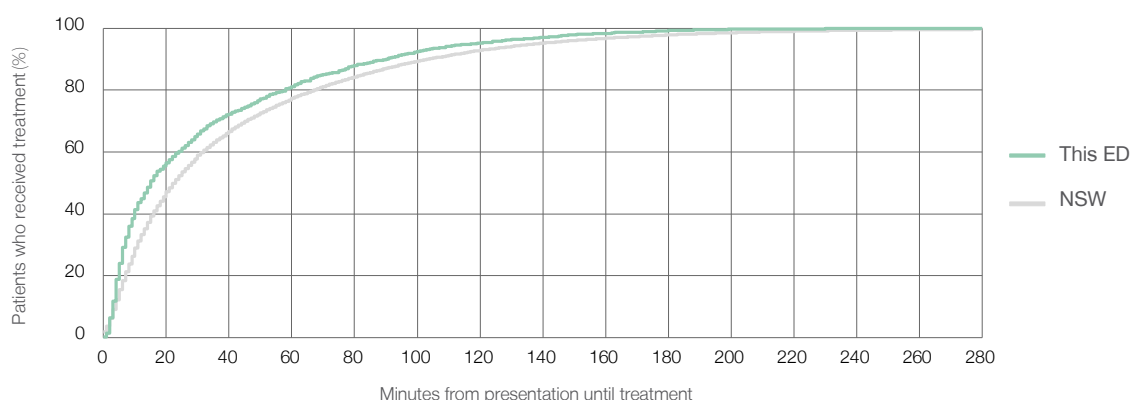
15 minutes

90th percentile time to start treatment⁵

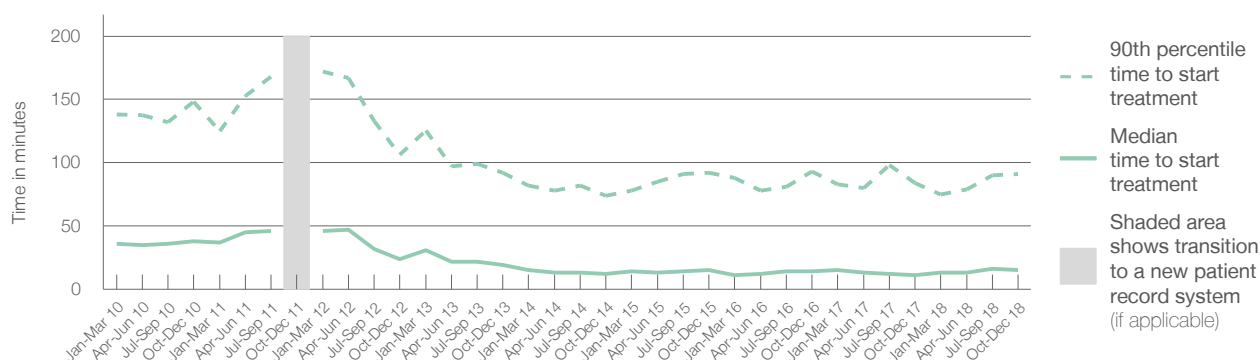
91 minutes

Same period last year	NSW (this period)
1,679	
1,591	
11 minutes	23 minutes
84 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38		24	19	12	15	14	11	15
90th percentile time to start treatment ⁵ (minutes)	148		106	92	74	92	93	84	91

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

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

Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,296 patients

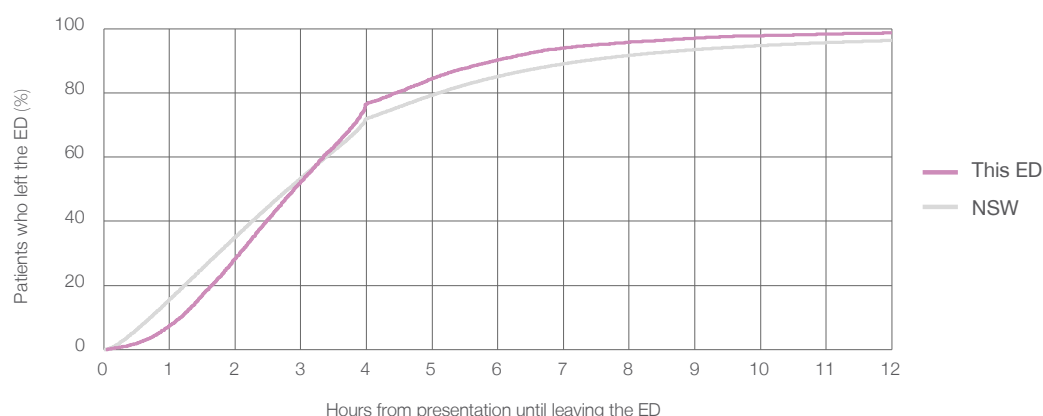
Presentations used to calculate time to leaving the ED:⁶ 10,292 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

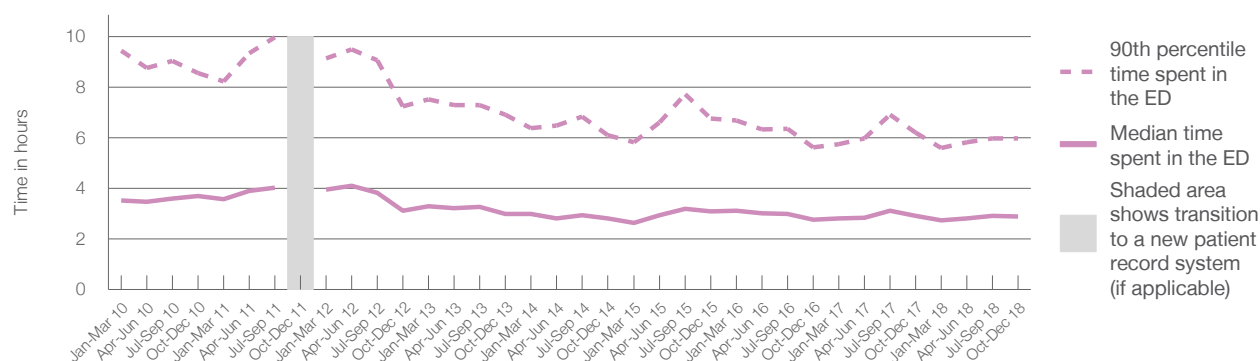
90th percentile time spent in the ED⁹ 5 hours and 58 minutes

Same period last year	NSW (this period)
10,292	10,292
2 hours and 56 minutes	2 hours and 49 minutes
6 hours and 12 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m	2h 54m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 12m	5h 58m

(†) 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.

Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

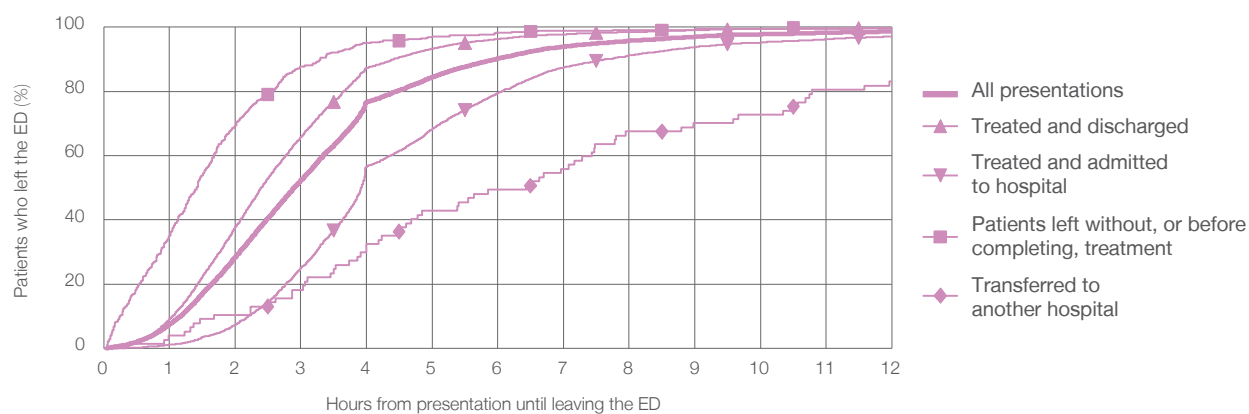
October to December 2018

All presentations:[†] 10,296 patients

Presentations used to calculate time to leaving the ED:[‡] 10,296 patients

		Same period last year	Change since one year ago
		10,292	0%
Treated and discharged	6,214 (60.4%)	6,418	-3.2%
Treated and admitted to hospital	3,550 (34.5%)	3,342	6.2%
Patient left without, or before completing, treatment	454 (4.4%)	455	-0.2%
Transferred to another hospital	77 (0.7%)	72	6.9%
Other	1 (0%)	5	-80.0%

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



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

Treated and discharged	9.1%	37.8%	65.8%	87.3%	96.3%	98.5%	99.4%	99.7%
Treated and admitted to hospital	1.1%	7.3%	25.2%	56.7%	79.5%	91.3%	95.2%	97.0%
Patient left without, or before completing, treatment	35.0%	69.4%	87.7%	95.2%	98.2%	99.1%	99.6%	99.8%
Transferred to another hospital	3.9%	10.4%	18.2%	32.5%	49.4%	67.5%	72.7%	83.1%
All presentations	7.5%	28.5%	52.4%	76.7%	90.3%	95.8%	97.8%	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.

Hornsby Ku-ring-gai Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,296 patients

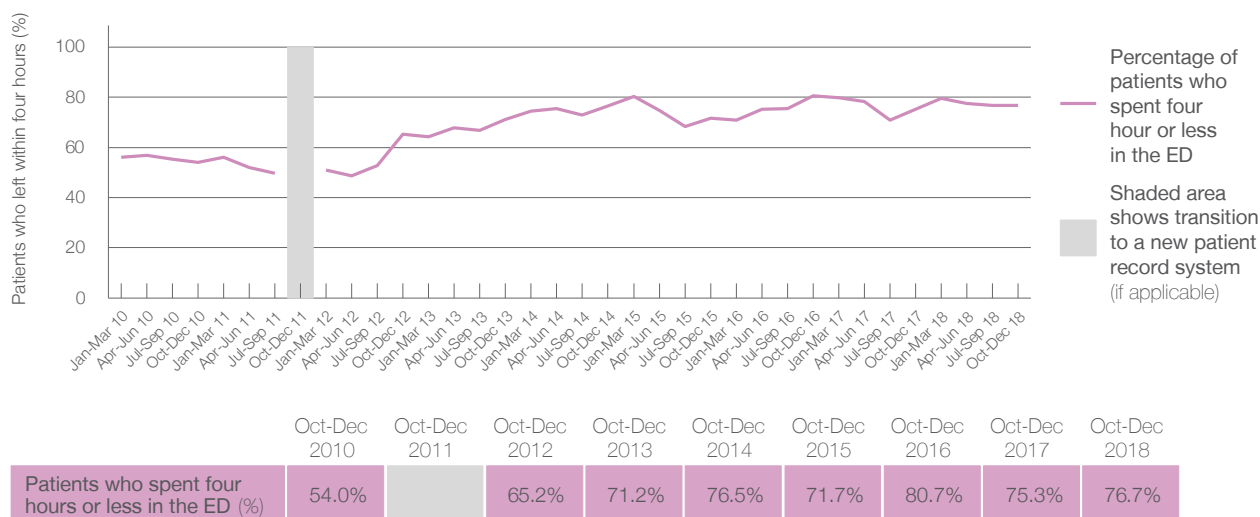
Presentations used to calculate time to leaving the ED: ⁶ 10,296 patients

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



Same period last year	Change since one year ago
10,292	0%
10,292	0%
75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Lismore Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,018 patients

Emergency presentations:² 9,835 patients

Same period last year	Change since one year ago
8,909	12%
8,576	15%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,065 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,251 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,406 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,064 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
883	
7 minutes	8 minutes
14 minutes	26 minutes
2,829	
20 minutes	20 minutes
68 minutes	72 minutes
3,779	
32 minutes	26 minutes
120 minutes	104 minutes
1,039	
35 minutes	23 minutes
126 minutes	104 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,015 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,908	12%
67%	

* 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: October to December 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.

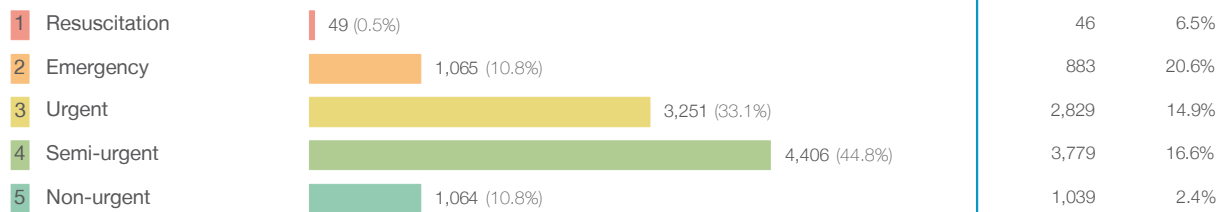
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Lismore Base Hospital: Patients presenting to the emergency department

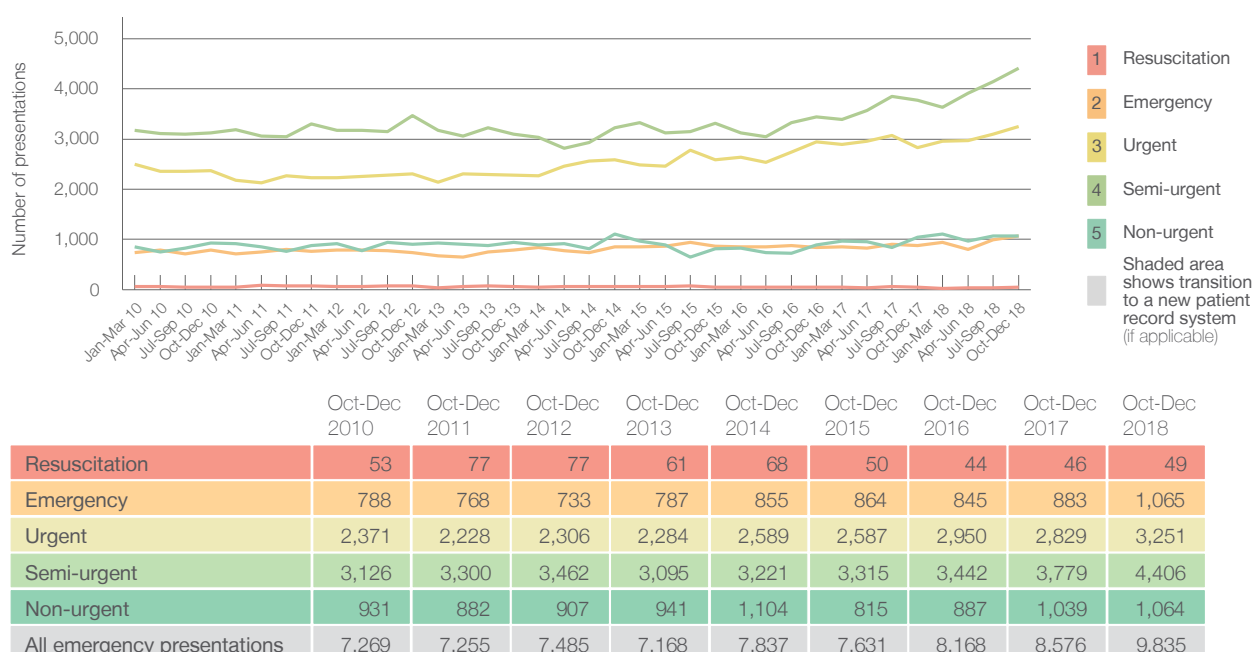
October to December 2018

All presentations:¹ 10,018 patients

Emergency presentations² by triage category: 9,835 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



Lismore Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,967 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,065

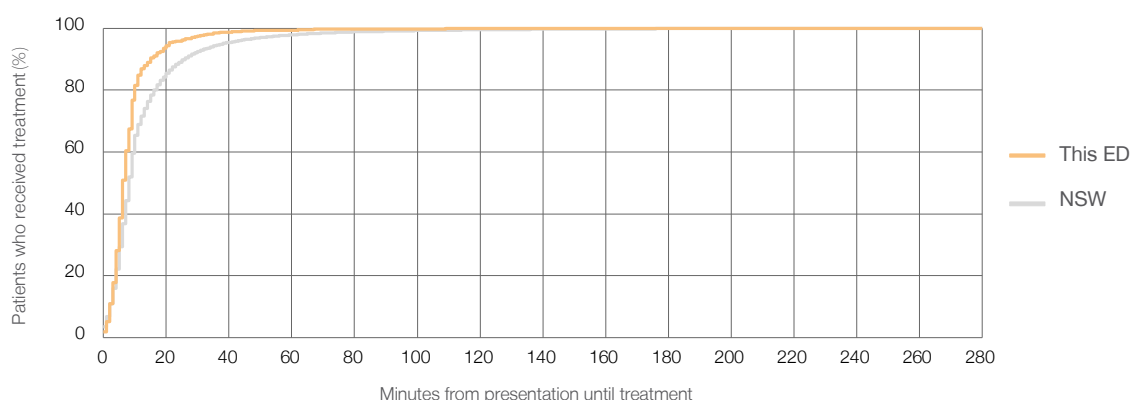
Number of triage 2 patients used to calculate waiting time: ³ 1,061

Median time to start treatment ⁴ 6 minutes

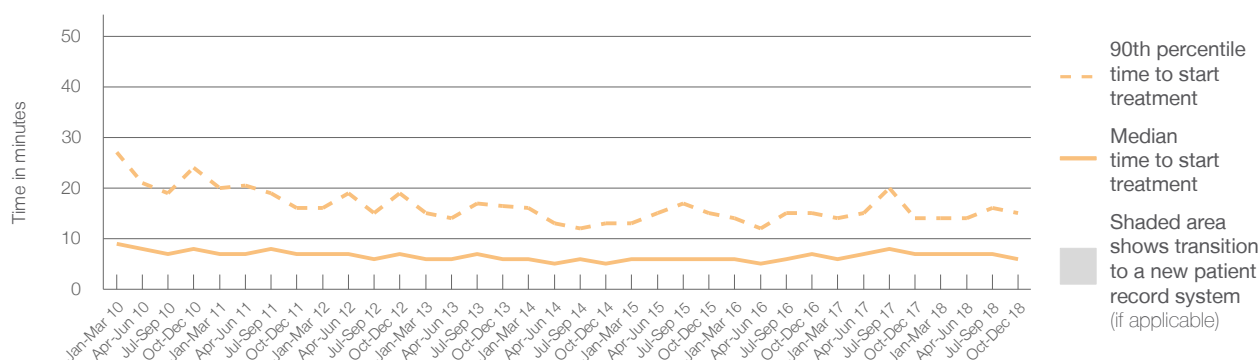
90th percentile time to start treatment ⁵ 15 minutes

Same period last year	NSW (this period)
883	
877	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	7	7	6	5	6	7	7	6
90th percentile time to start treatment ⁵ (minutes)	24	16	19	17	13	15	15	14	15

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,251

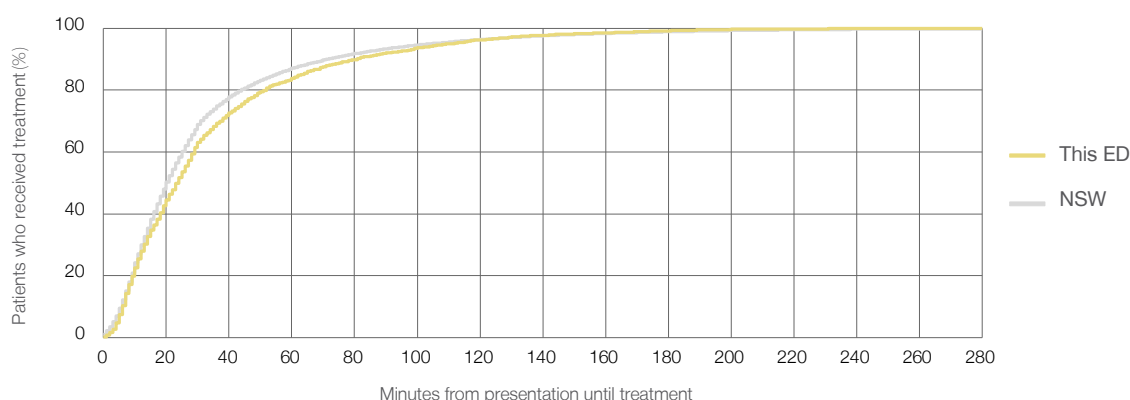
Number of triage 3 patients used to calculate waiting time:³ 3,172

Median time to start treatment⁴ 24 minutes

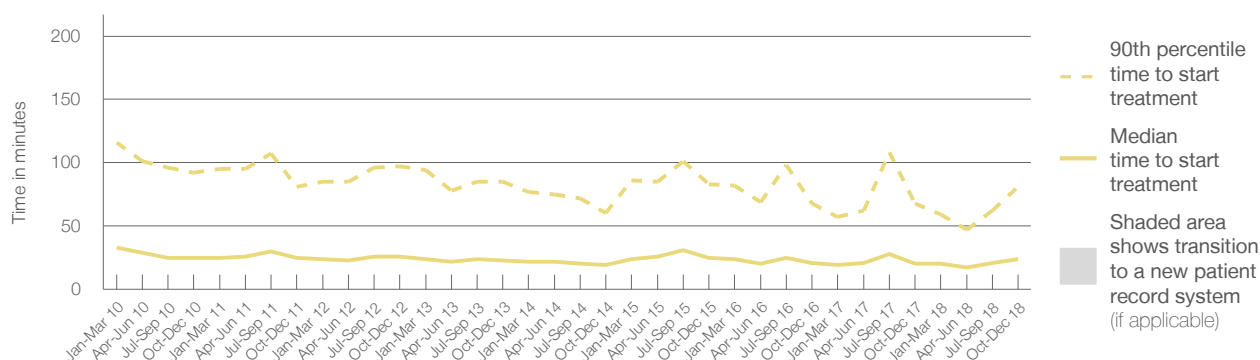
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,829	
2,771	
20 minutes	20 minutes
68 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	25	25	26	23	19	25	21	20	24
90th percentile time to start treatment ⁵ (minutes)	92	81	97	85	60	83	68	68	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.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,406

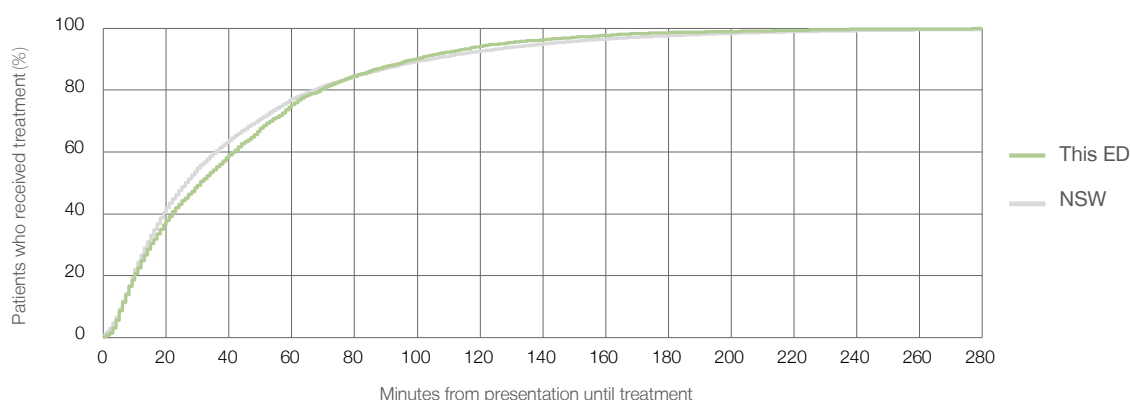
Number of triage 4 patients used to calculate waiting time:³ 4,207

Median time to start treatment⁴ 31 minutes

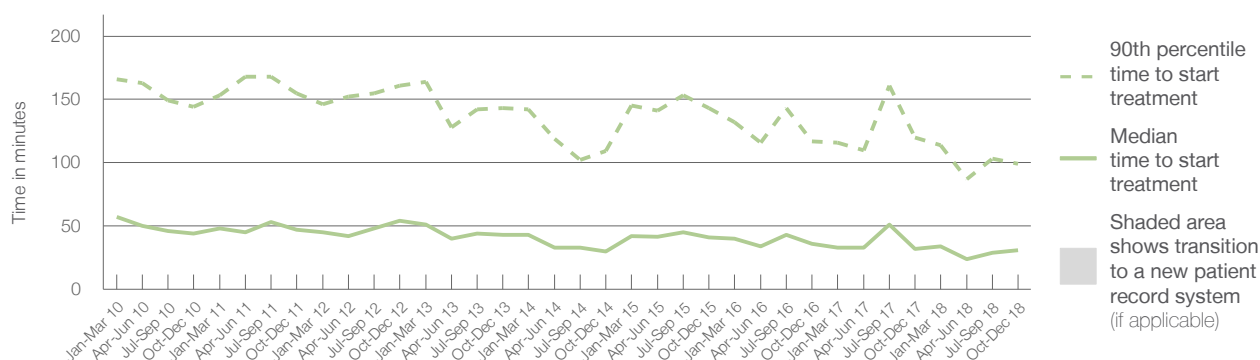
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,779	
3,568	
32 minutes	26 minutes
120 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	44	47	54	43	30	41	36	32	31
90th percentile time to start treatment ⁵ (minutes)	144	155	161	143	110	143	117	120	99

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,064

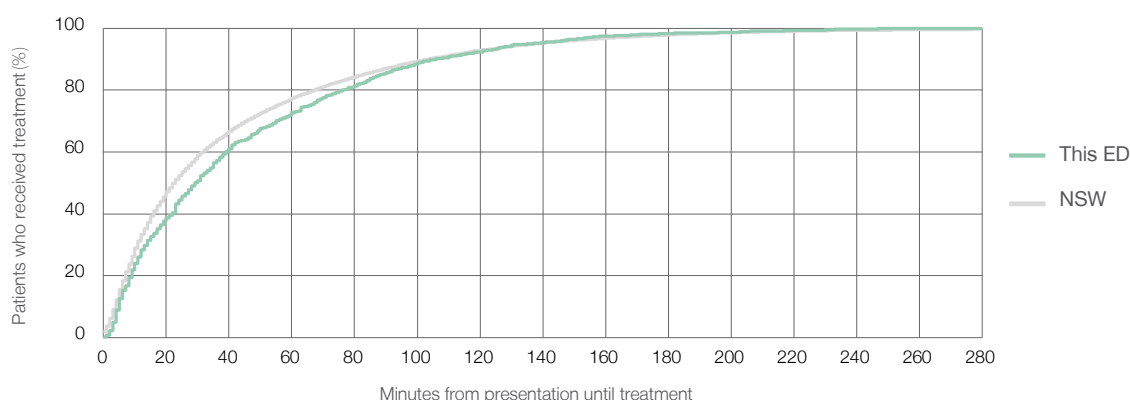
Number of triage 5 patients used to calculate waiting time:³ 971

Median time to start treatment⁴ 29 minutes

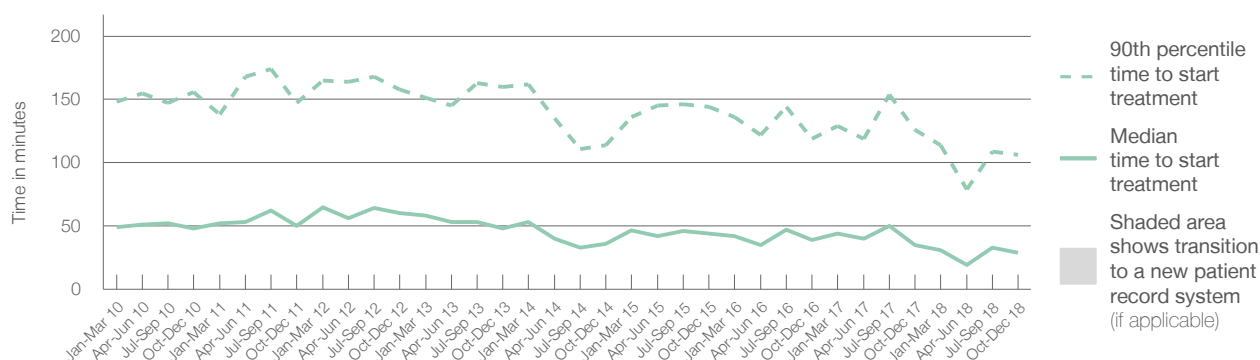
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
1,039	
909	
35 minutes	23 minutes
126 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	50	60	48	36	44	39	35	29
90th percentile time to start treatment ⁵ (minutes)	156	147	158	160	114	144	119	126	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.

Lismore Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,018 patients

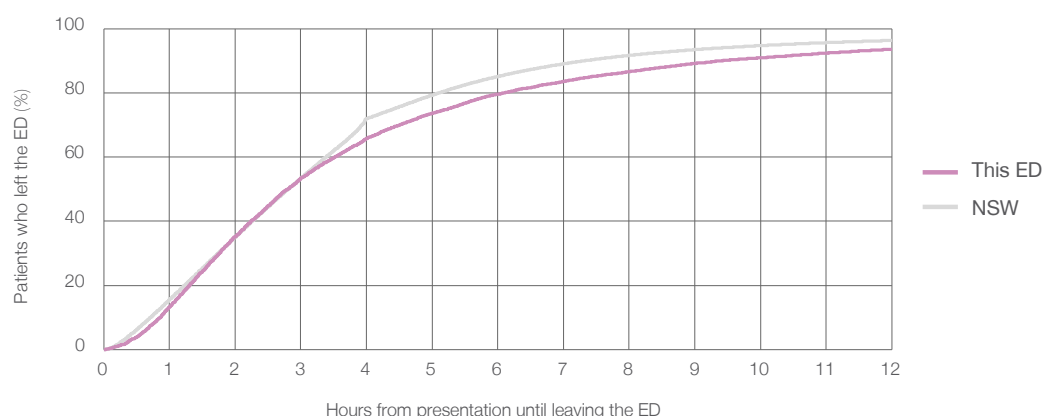
Presentations used to calculate time to leaving the ED:⁶ 10,015 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

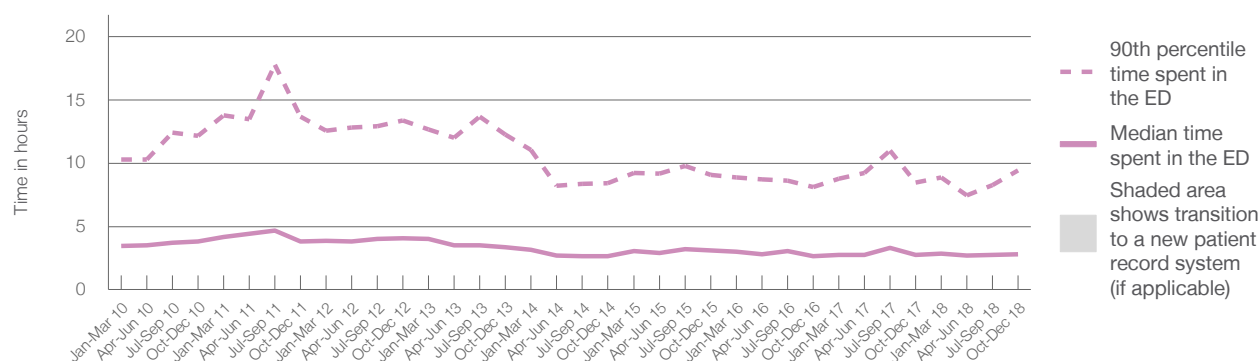
90th percentile time spent in the ED⁹ 9 hours and 26 minutes

Same period last year	NSW (this period)
8,909	
8,908	
2 hours and 46 minutes	2 hours and 49 minutes
8 hours and 29 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m	2h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 29m	9h 26m

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

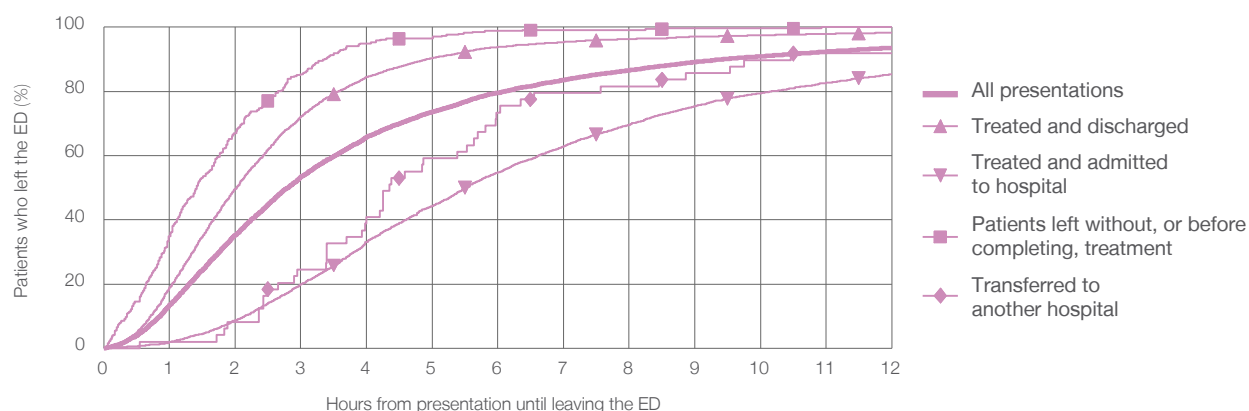
October to December 2018

All presentations:[†] 10,018 patients

Presentations used to calculate time to leaving the ED:[‡] 10,015 patients

		Same period last year	Change since one year ago
Treated and discharged	5,912 (59.0%)	8,908	12%
Treated and admitted to hospital	3,672 (36.7%)	4,711	25.5%
Patient left without, or before completing, treatment	336 (3.4%)	3,804	-3.5%
Transferred to another hospital	49 (0.5%)	307	9.4%
Other	49 (0.5%)	39	25.6%
		48	2.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	49.7%	72.2%	84.5%	93.8%	96.3%	97.5%	98.3%
Treated and admitted to hospital	1.9%	8.7%	20.0%	33.1%	54.7%	69.7%	79.4%	85.4%
Patient left without, or before completing, treatment	34.8%	67.0%	85.4%	94.9%	98.8%	99.1%	99.7%	100%
Transferred to another hospital	2.0%	8.2%	24.5%	40.8%	73.5%	81.6%	89.8%	91.8%
All presentations	13.4%	35.2%	53.4%	65.8%	79.6%	86.6%	90.9%	93.6%

(†) 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.

Lismore Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,018 patients

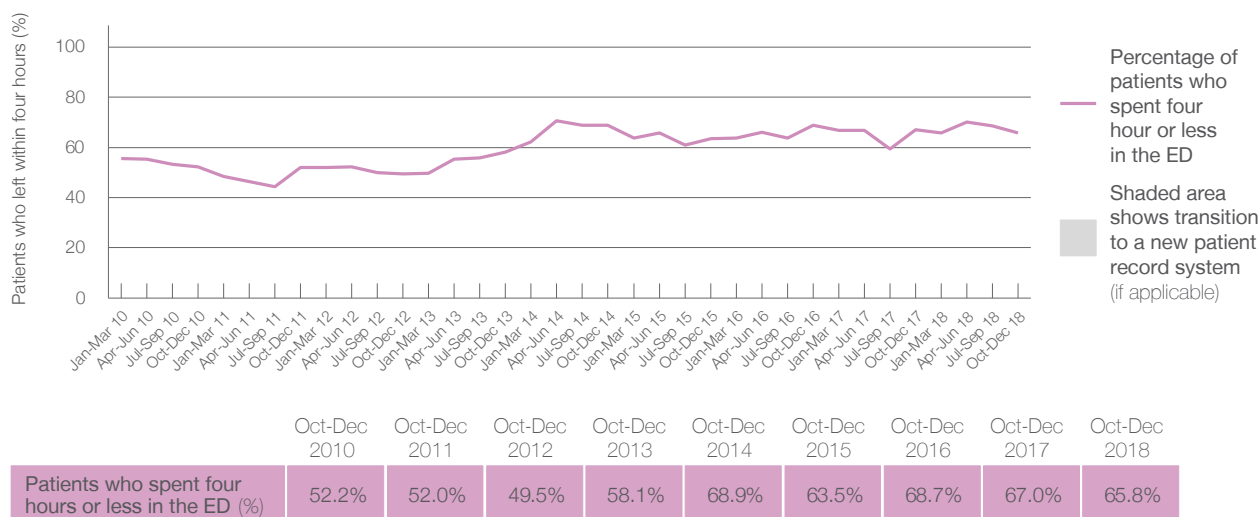
Presentations used to calculate time to leaving the ED: ⁶ 10,015 patients

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



Same period last year	Change since one year ago
8,909	12%
8,908	12%
67.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Maitland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations:² 12,774 patients

Same period last year	Change since one year ago
12,136	6%
12,056	6%

Maitland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,109 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,707 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴ 57 minutes
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
2,109	
8 minutes	8 minutes
33 minutes	26 minutes
3,181	
25 minutes	20 minutes
99 minutes	72 minutes
5,458	
45 minutes	26 minutes
146 minutes	104 minutes
1,283	
57 minutes	23 minutes
167 minutes	104 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 12,841 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
12,136	6%
68%	

* 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: October to December 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.

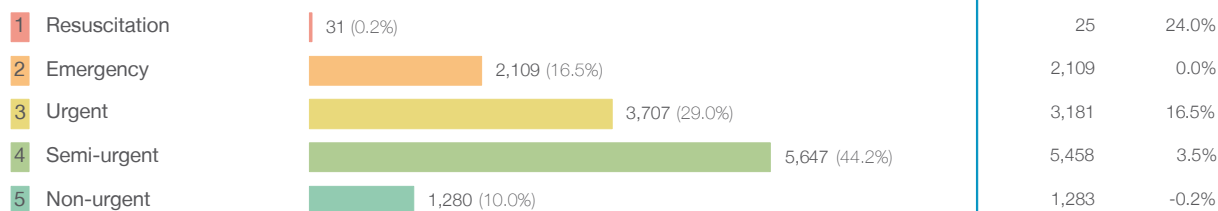
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Maitland Hospital: Patients presenting to the emergency department

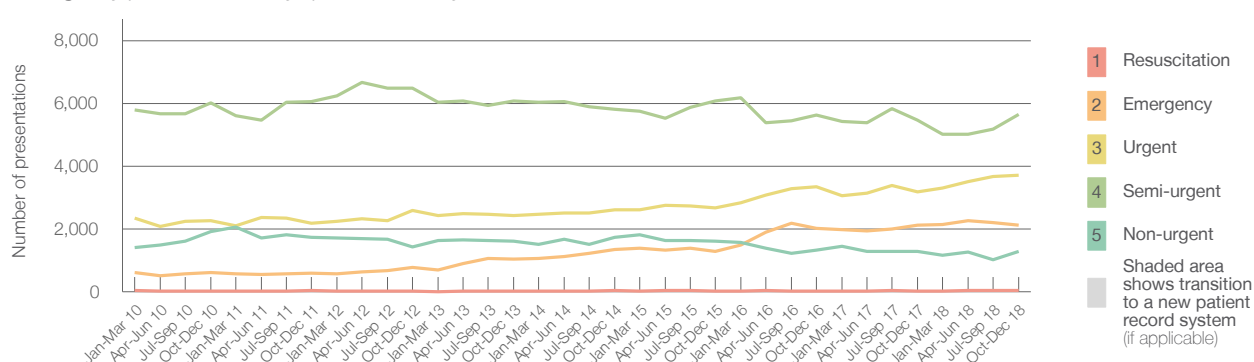
October to December 2018

All presentations:¹ 12,841 patients

Emergency presentations² by triage category: 12,774 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	24	34	22	23	30	18	19	25	31
Emergency	619	579	765	1,040	1,334	1,279	2,021	2,109	2,109
Urgent	2,263	2,175	2,583	2,434	2,610	2,679	3,349	3,181	3,707
Semi-urgent	6,016	6,059	6,485	6,069	5,816	6,070	5,623	5,458	5,647
Non-urgent	1,905	1,722	1,426	1,607	1,737	1,618	1,332	1,283	1,280
All emergency presentations	10,827	10,569	11,281	11,173	11,527	11,664	12,344	12,056	12,774

Maitland Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,420 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.

Maitland Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 2,109

Number of triage 2 patients used to calculate waiting time: ³ 2,069

Median time to start treatment ⁴

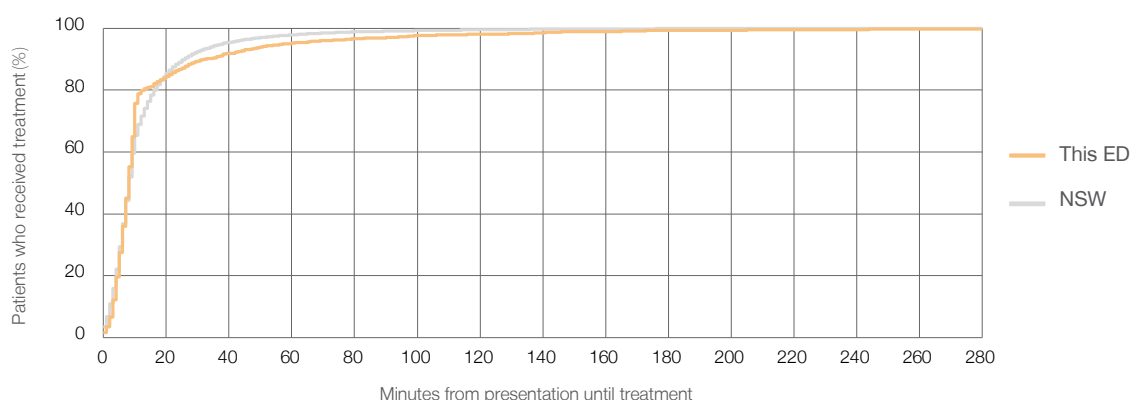
8 minutes

90th percentile time to start treatment ⁵

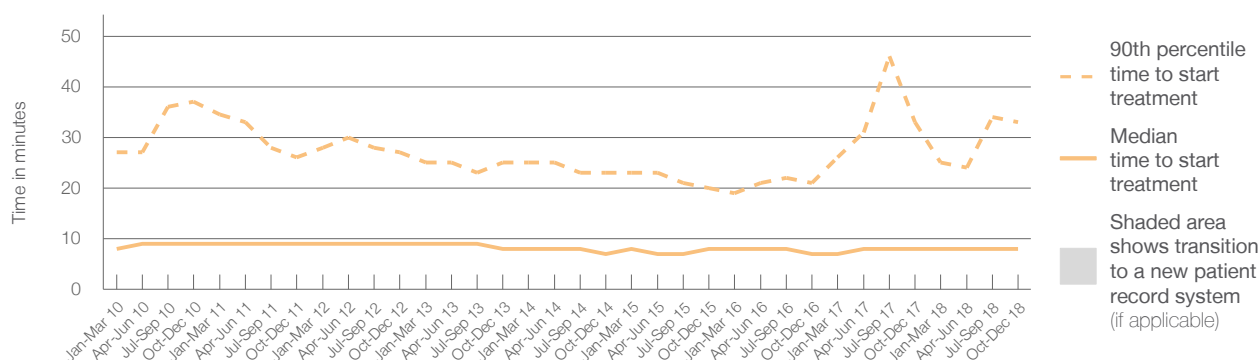
33 minutes

Same period last year	NSW (this period)
2,109	
2,054	
8 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	37	26	27	25	23	20	21	33	33

(†) 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.

Maitland Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,707

Number of triage 3 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴

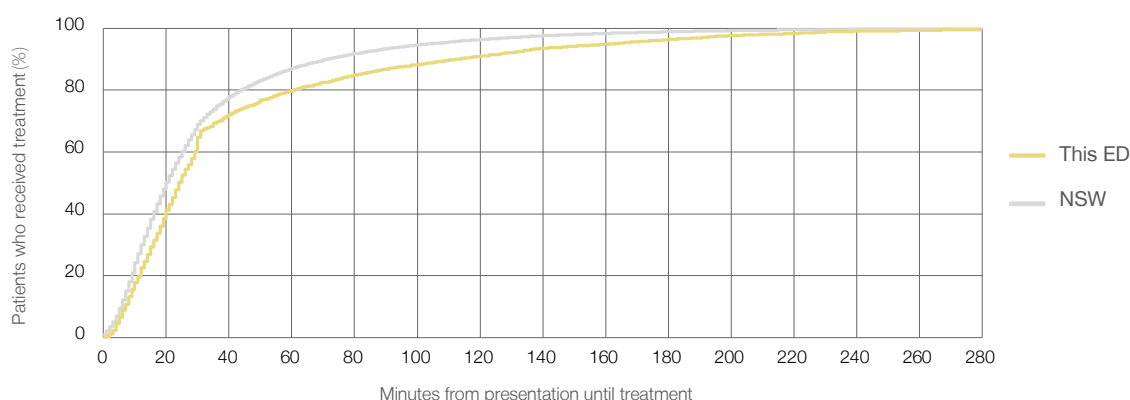
24 minutes

90th percentile time to start treatment⁵

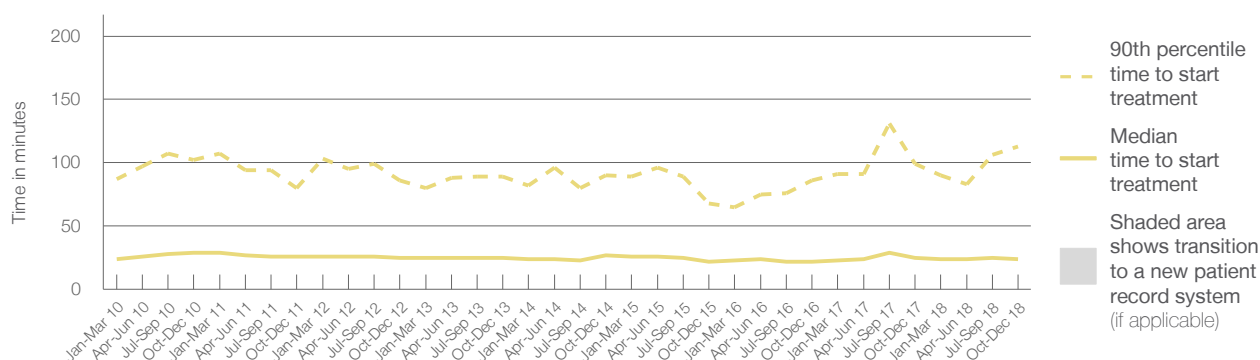
113 minutes

Same period last year	NSW (this period)
3,181	
3,012	
25 minutes	20 minutes
99 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	25	25	27	22	22	25	24
90th percentile time to start treatment ⁵ (minutes)	102	80	86	89	90	68	86	99	113

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

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

Maitland Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 5,647

Number of triage 4 patients used to calculate waiting time:³ 4,520

Median time to start treatment⁴

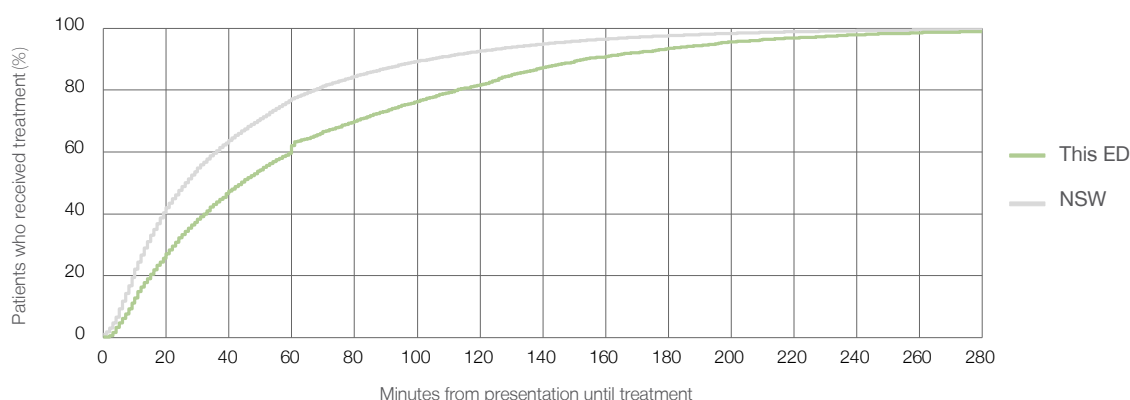
44 minutes

90th percentile time to start treatment⁵

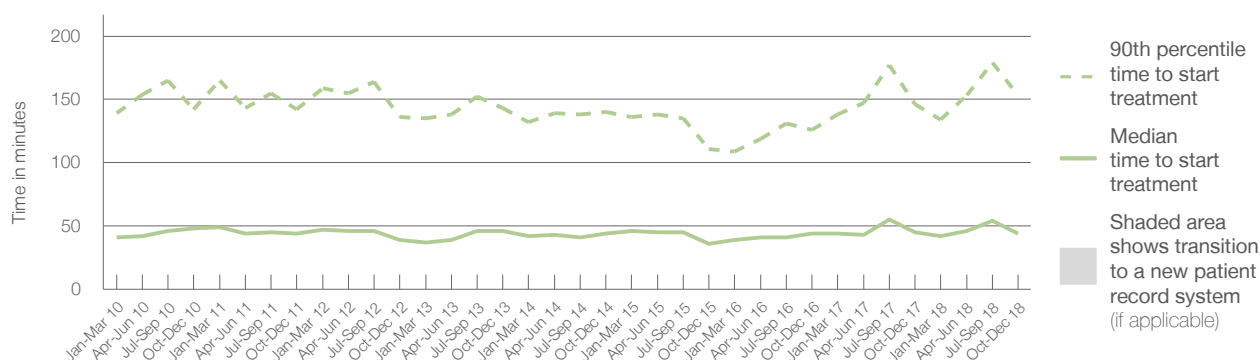
153 minutes

Same period last year	NSW (this period)
5,458	
4,411	
45 minutes	26 minutes
146 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	48	44	39	46	44	36	44	45	44
90th percentile time to start treatment ⁵ (minutes)	142	142	136	143	140	111	126	146	153

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 1,280

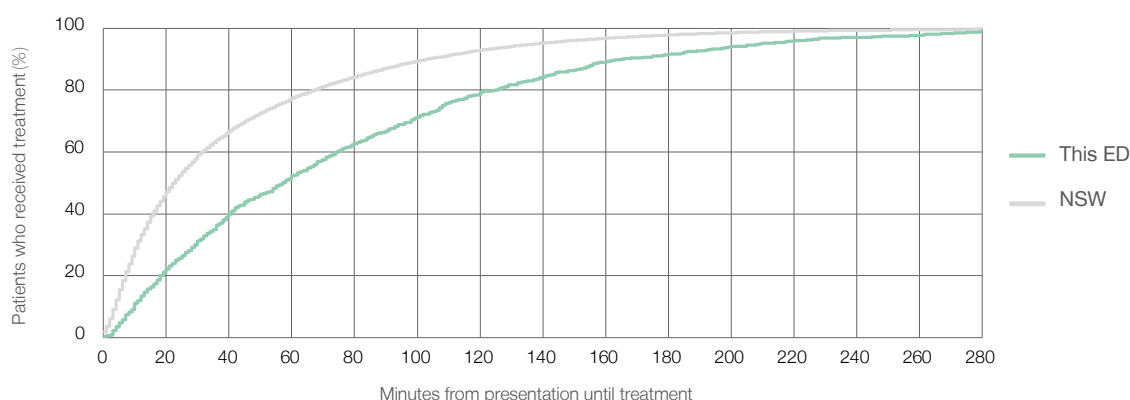
Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴ 57 minutes

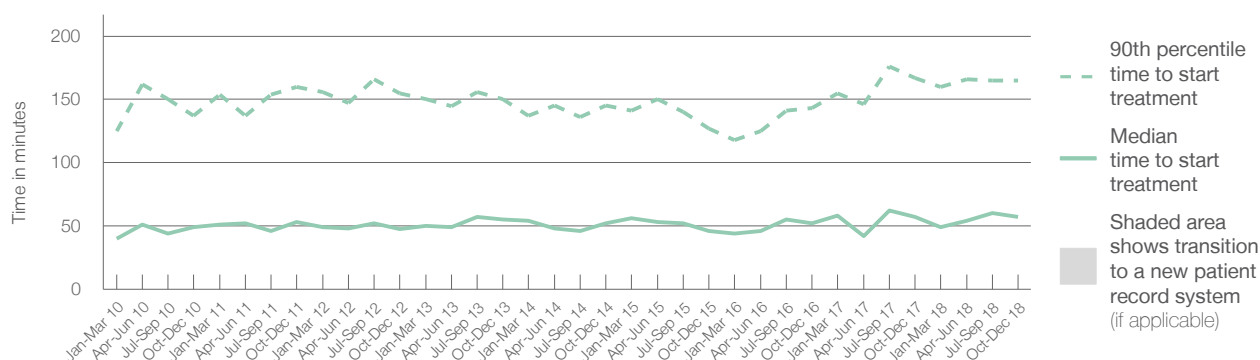
90th percentile time to start treatment⁵ 165 minutes

Same period last year	NSW (this period)
1,283	
872	
57 minutes	23 minutes
167 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	53	48	55	52	46	52	57	57
90th percentile time to start treatment ⁵ (minutes)	137	160	155	150	145	127	143	167	165

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

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Maitland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 12,841 patients

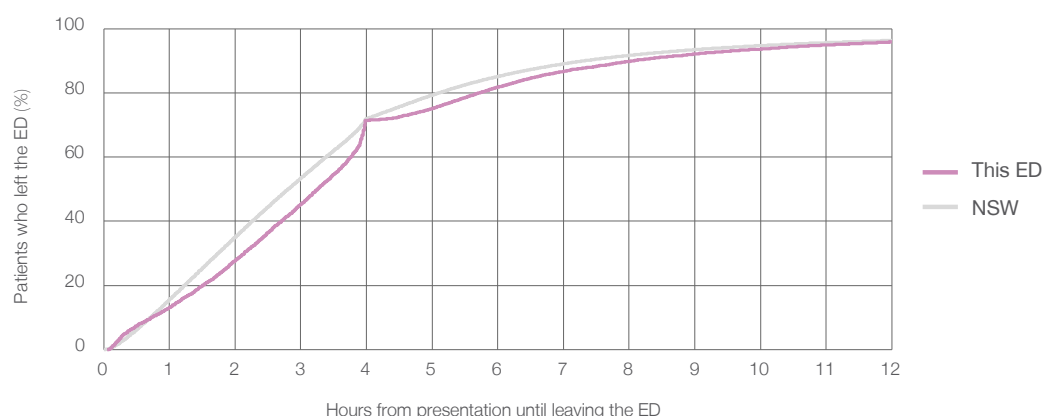
Presentations used to calculate time to leaving the ED:⁶ 12,841 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

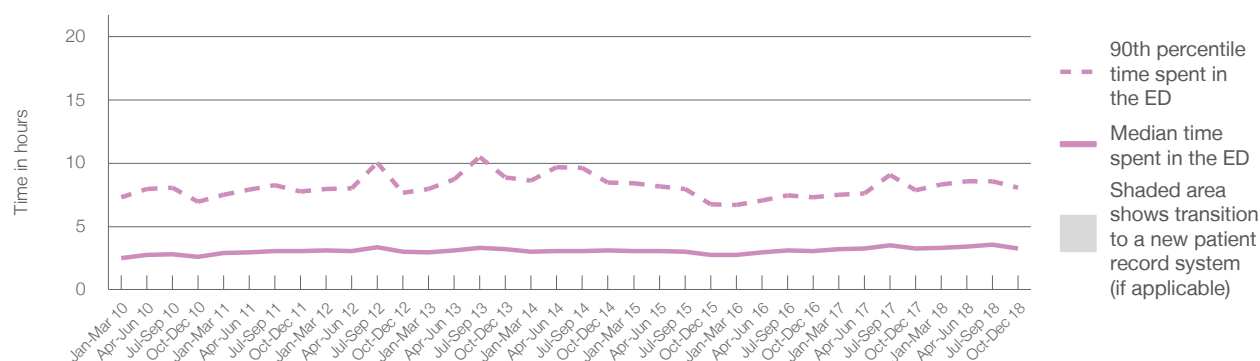
90th percentile time spent in the ED⁹ 8 hours and 4 minutes

Same period last year	NSW (this period)
12,136	
12,136	
3 hours and 17 minutes	2 hours and 49 minutes
7 hours and 51 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 37m	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m	3h 17m	3h 16m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 57m	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m	7h 51m	8h 4m

(†) 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

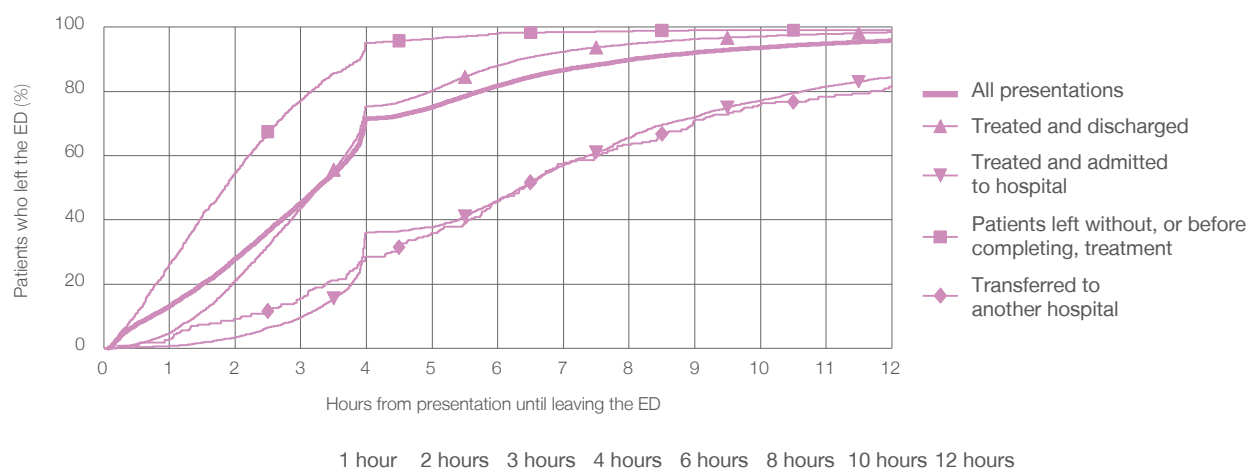
All presentations:[†] 12,841 patients

Presentations used to calculate time to leaving the ED:[‡] 12,841 patients

Treated and discharged	7,960 (62.0%)
Treated and admitted to hospital	2,294 (17.9%)
Patient left without, or before completing, treatment	1,068 (8.3%)
Transferred to another hospital	232 (1.8%)
Other	1,287 (10.0%)

Same period last year	Change since one year ago
12,136	6%
7,403	7.5%
2,363	-2.9%
945	13.0%
229	1.3%
1,196	7.6%

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



Treated and discharged	4.7%	21.1%	43.7%	75.3%	88.1%	94.8%	97.1%	98.5%
Treated and admitted to hospital	0.7%	3.4%	9.6%	36.1%	46.2%	65.6%	77.2%	84.4%
Patient left without, or before completing, treatment	26.3%	54.6%	77.2%	95.0%	98.1%	98.8%	99.2%	99.2%
Transferred to another hospital	3.0%	9.1%	15.5%	28.4%	45.7%	63.4%	75.9%	81.9%
All presentations	13.2%	27.9%	45.3%	71.5%	81.8%	89.8%	93.6%	95.9%

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

Maitland Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 12,841 patients

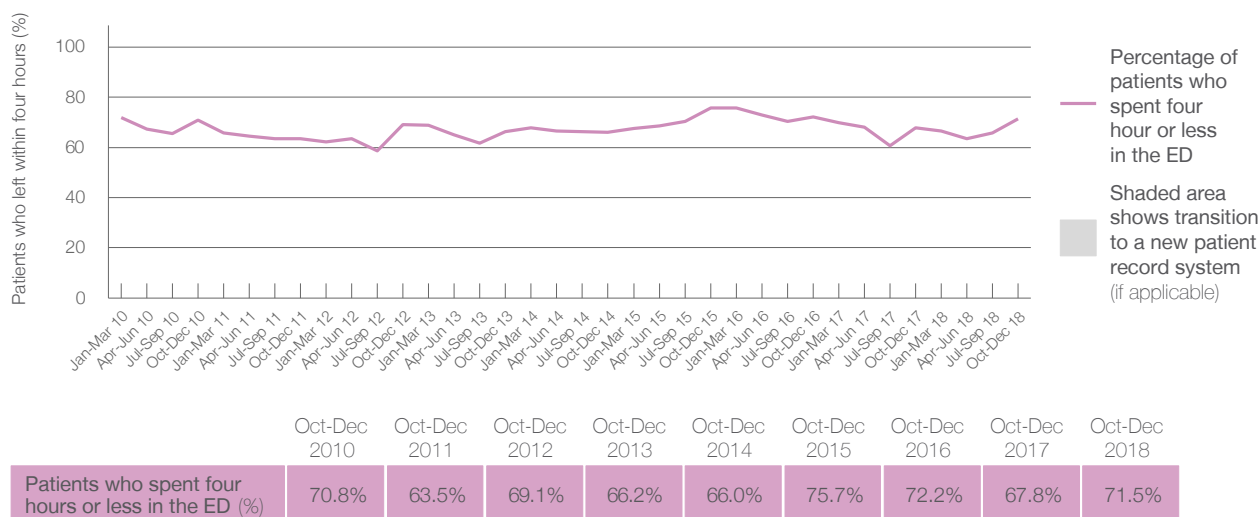
Presentations used to calculate time to leaving the ED: ⁶ 12,841 patients

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



Same period last year	Change since one year ago
12,136	6%
12,136	6%
67.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 1,877 patients

Emergency presentations:² 1,865 patients

Same period
last year

Change since
one year ago

Not applicable

Manly Hospital: Time from presentation to treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 304 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 678 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 29 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 746 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 103 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 64 minutes

Same period
last year

NSW
(this period)

Not applicable

Manly Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 1,877 patients

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

Same period
last year

Change since
one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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: October to December 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 22 January 2019).

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

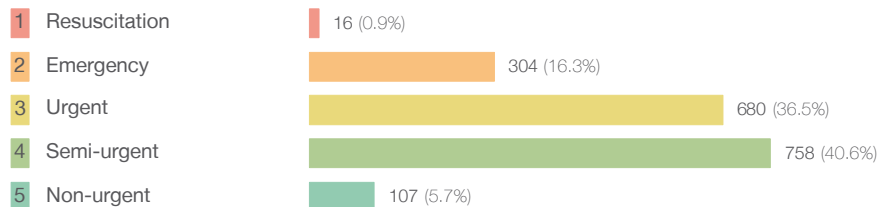
BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Patients presenting to the emergency department

October to December 2018

All presentations:¹ 1,877 patients

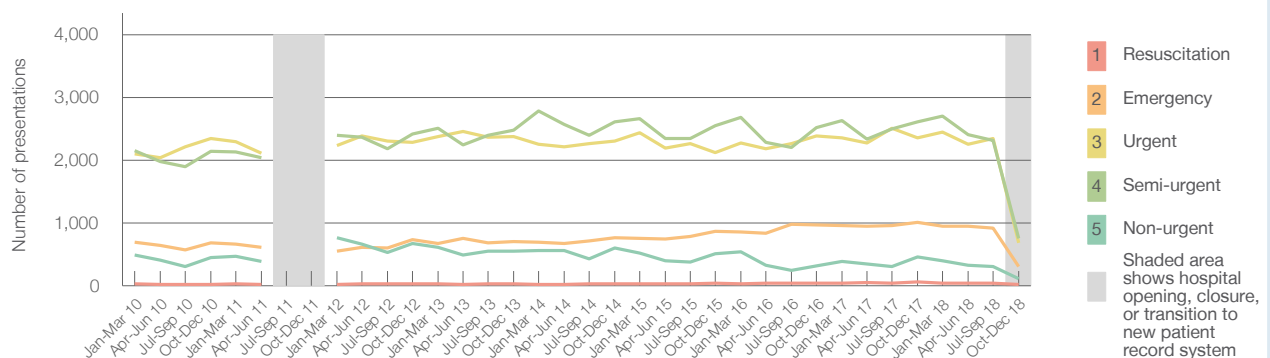
Emergency presentations² by triage category: 1,865 patients



Same period last year Change since one year ago

Not applicable

Emergency presentations² by quarter, January 2010 to December 2018 ^{† ‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	18		31	29	33	43	39	58	16
Emergency	686		729	700	763	867	963	1,006	304
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,357	680
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,607	758
Non-urgent	445		672	549	603	512	312	459	107
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,487	1,865

Manly Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 433 patients

ED Transfer of care time



Same period last year Change since one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

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Manly Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 304

Number of triage 2 patients used to calculate waiting time:³ 304

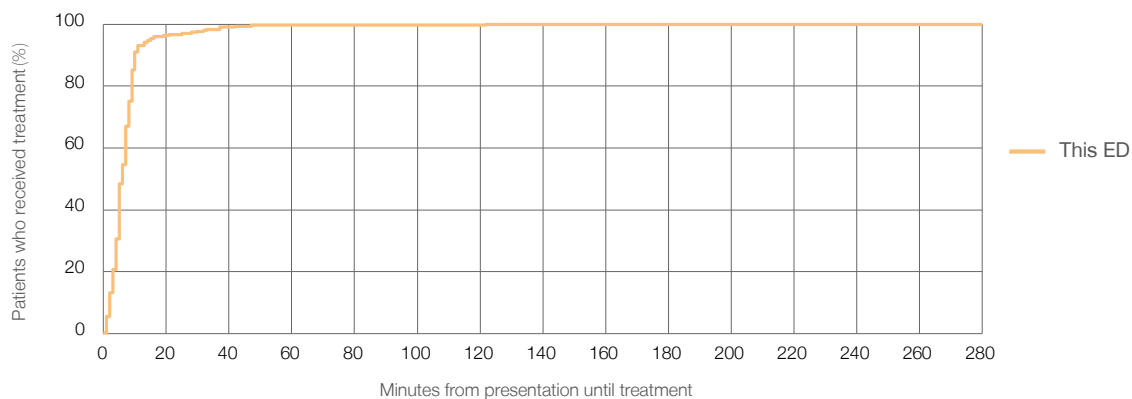
Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

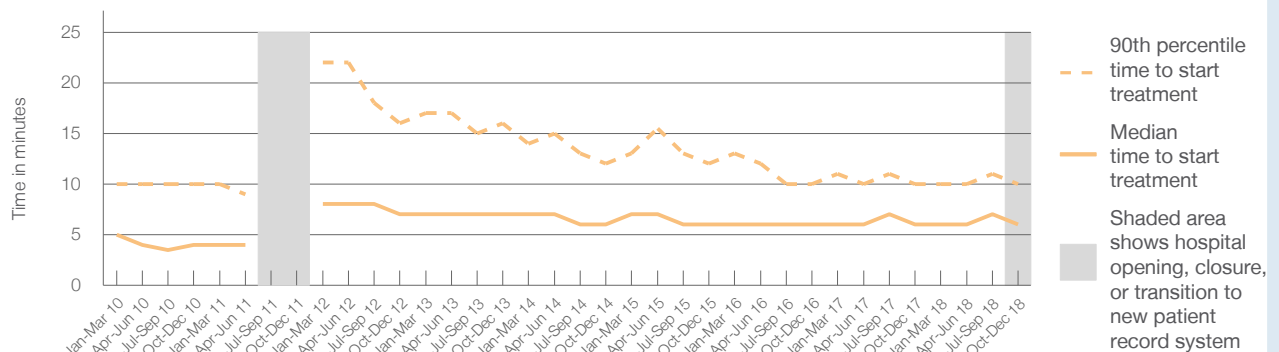
Same period last year NSW (this period)

Not applicable

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10		16	16	12	12	10	10	10

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Manly Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 680

Number of triage 3 patients used to calculate waiting time:³ 678

Median time to start treatment⁴

11 minutes

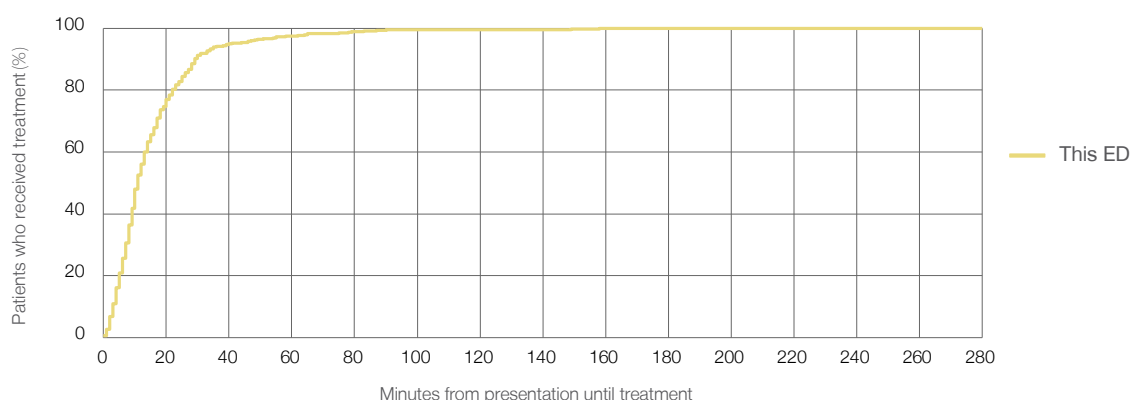
90th percentile time to start treatment⁵

29 minutes

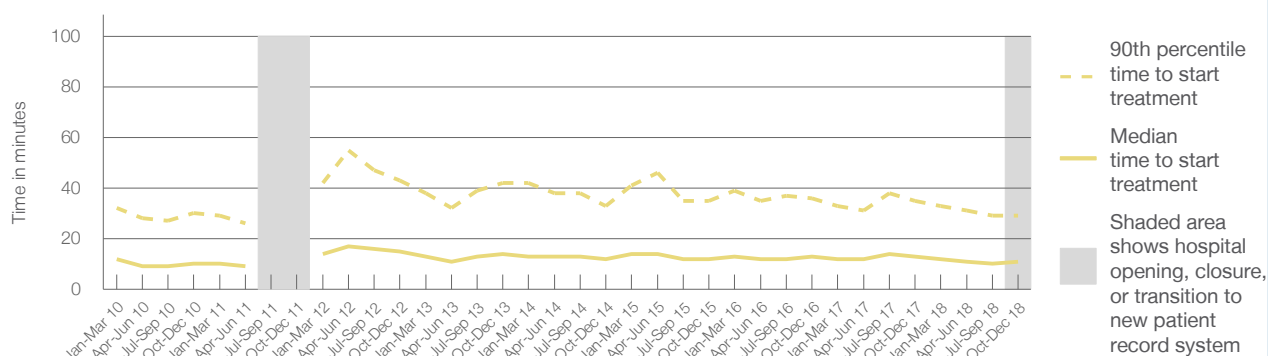
Same period last year NSW (this period)

Not applicable

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10		15	14	12	12	13	13	11
90th percentile time to start treatment ⁵ (minutes)	30		43	42	33	35	36	35	29

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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Manly Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 758

Number of triage 4 patients used to calculate waiting time:³ 746

Median time to start treatment⁴

12 minutes

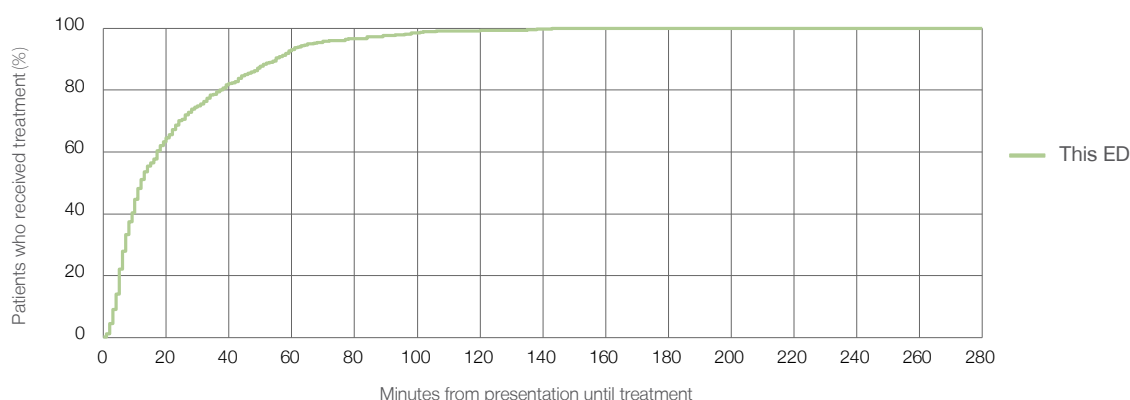
90th percentile time to start treatment⁵

55 minutes

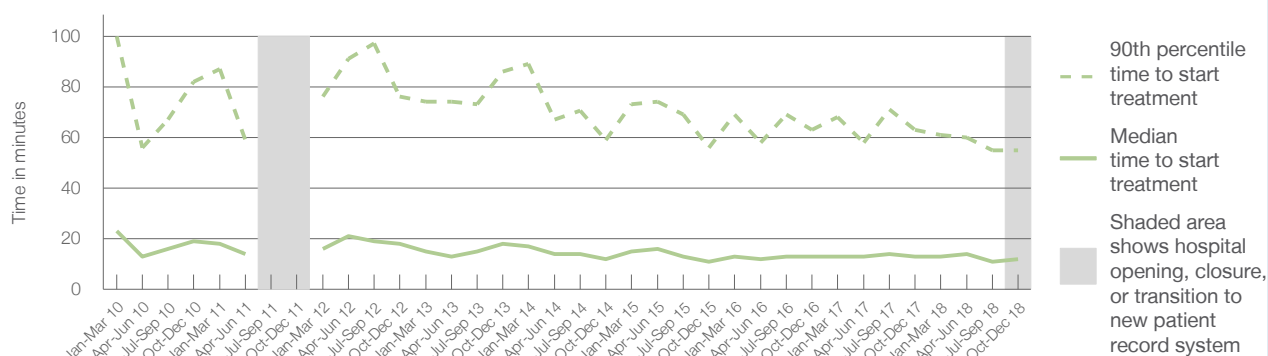
Same period last year NSW (this period)

Not applicable

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19		18	18	12	11	13	13	12
90th percentile time to start treatment ⁵ (minutes)	82		76	86	59	56	63	63	55

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

October to December 2018

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

Number of triage 5 patients: 107

Number of triage 5 patients used to calculate waiting time:³ 103

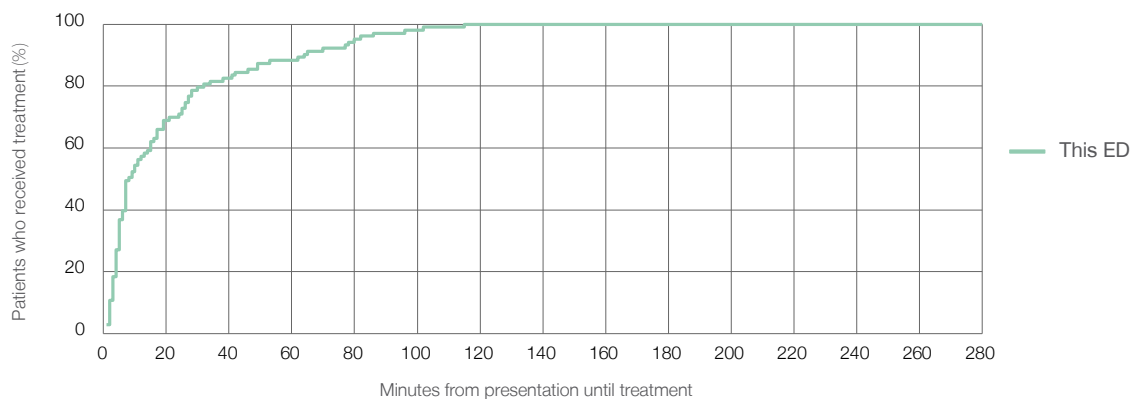
Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 64 minutes

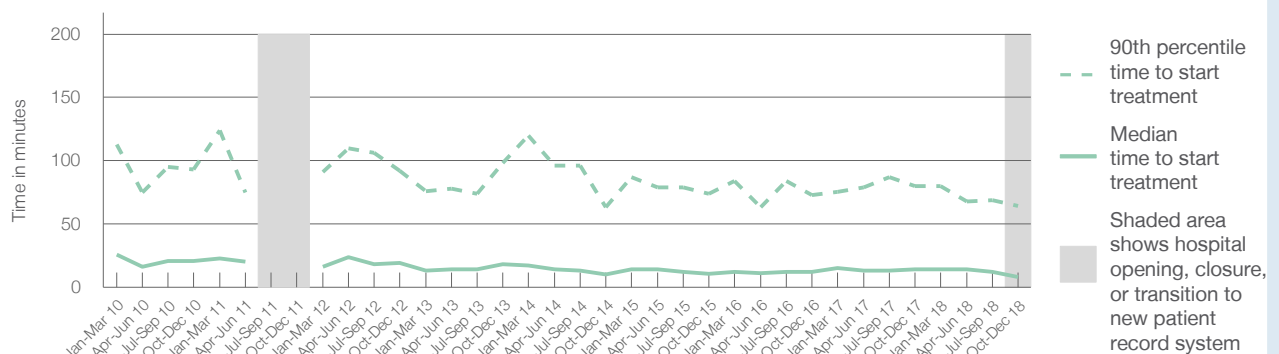
Same period last year NSW (this period)

Not applicable

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	21		19	18	10	11	12	14	8
90th percentile time to start treatment ⁵ (minutes)	93		92	98	63	74	73	80	64

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

(†) 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.

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 1,877 patients

Presentations used to calculate time to leaving the ED:⁶ 1,877 patients

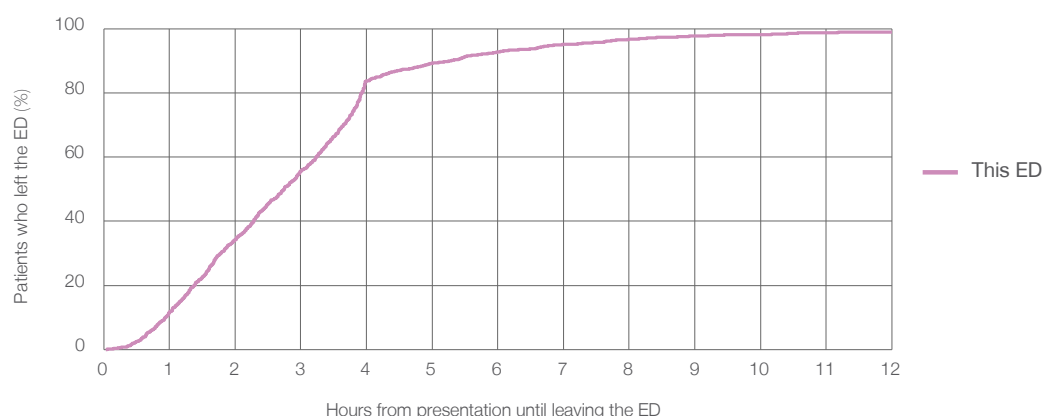
Median time spent in the ED⁸ 2 hours and 45 minutes

90th percentile time spent in the ED⁹ 5 hours and 17 minutes

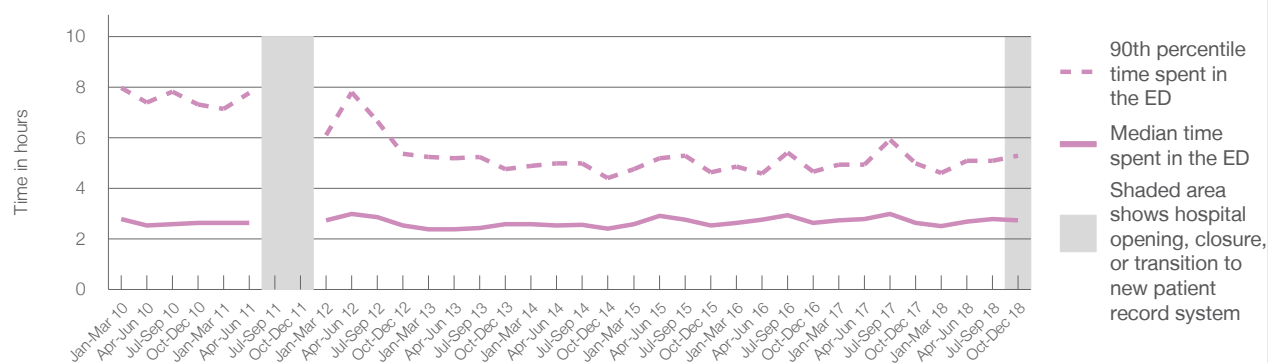
Same period last year
NSW (this period)

Not applicable

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m	2h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	4h 59m	5h 17m

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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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.

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[†] 1,877 patients

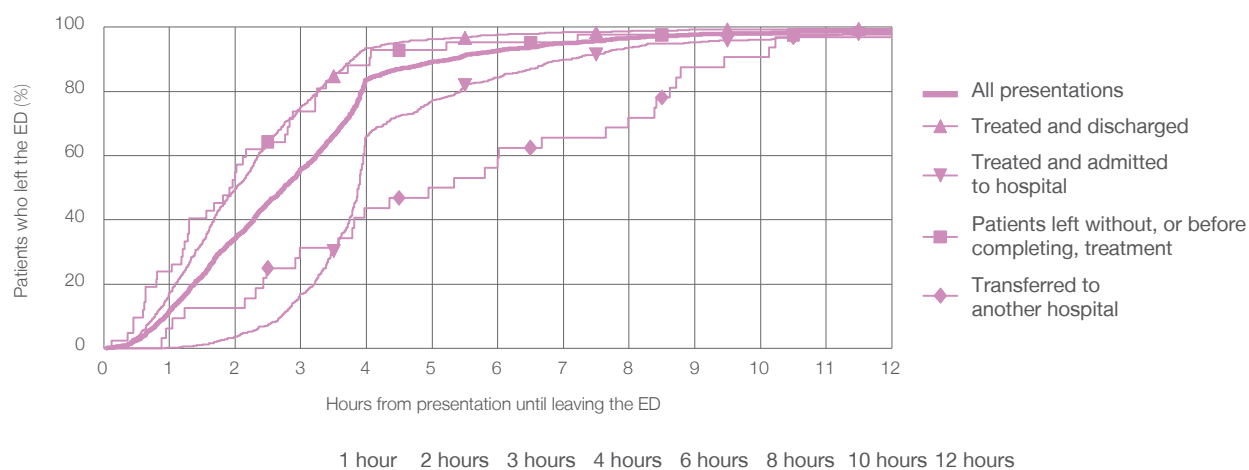
Presentations used to calculate time to leaving the ED:[‡] 1,877 patients

Treated and discharged	1,202 (64.0%)
Treated and admitted to hospital	600 (32.0%)
Patient left without, or before completing, treatment	42 (2.2%)
Transferred to another hospital	32 (1.7%)
Other	1 (0.1%)

Same period last year Change since one year ago

Not applicable

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



Treated and discharged	17.4%	49.7%	75.2%	93.4%	97.8%	98.8%	99.3%	99.6%
Treated and admitted to hospital	0.2%	3.5%	16.8%	66.2%	84.3%	93.7%	96.2%	97.8%
Patient left without, or before completing, treatment	23.8%	54.8%	73.8%	88.1%	95.2%	97.6%	97.6%	97.6%
Transferred to another hospital	6.3%	12.5%	31.3%	43.8%	59.4%	71.9%	90.6%	96.9%
All presentations	11.8%	34.4%	55.7%	83.7%	92.8%	96.6%	98.1%	98.9%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

(†) 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.

Manly Hospital results cover the period between 1 October 2018 and its closure on 30 October 2018

BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

Manly Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 1,877 patients

Presentations used to calculate time to leaving the ED: ⁶ 1,877 patients

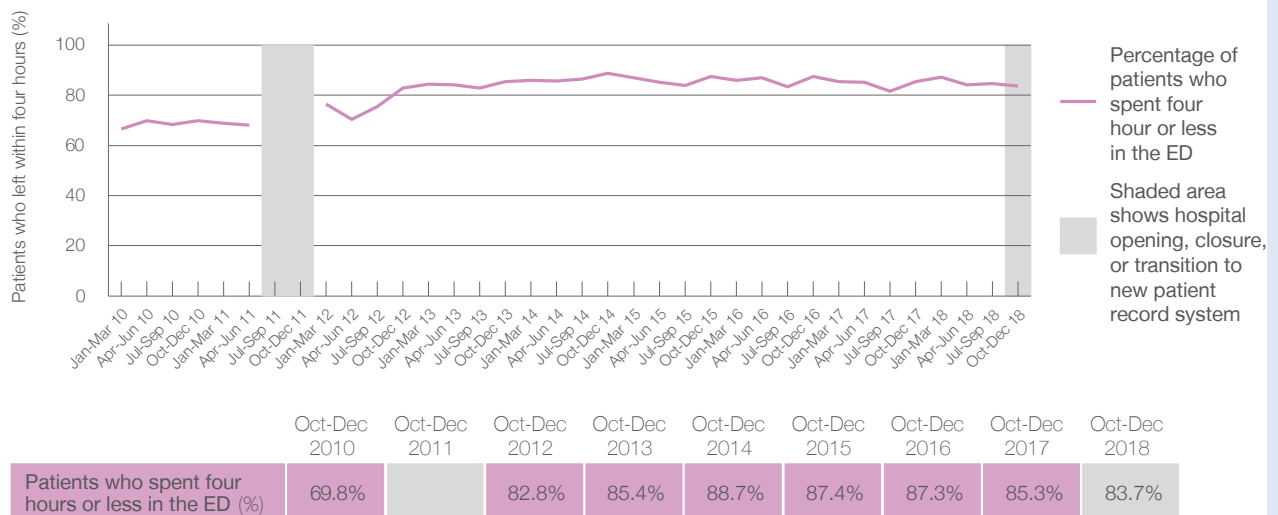
Percentage of patients who spent four hours or less in the ED



Same period last year Change since one year ago

Not applicable

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



More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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.

§ BHI cautions against comparing Manly Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October 2018 and Manly Hospital's closure on 30 October 2018, when services were transferred to Northern Beaches Hospital.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Manning Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 8,671 patients

Emergency presentations:² 8,512 patients

Same period last year	Change since one year ago
8,145	6%
7,992	7%

Manning Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,379 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,642 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,945 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,503 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,284	
7 minutes	8 minutes
22 minutes	26 minutes
2,165	
19 minutes	20 minutes
97 minutes	72 minutes
2,878	
36 minutes	26 minutes
154 minutes	104 minutes
1,625	
32 minutes	23 minutes
137 minutes	104 minutes

Manning Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 8,671 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,145	6%
77%	

* 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: October to December 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.

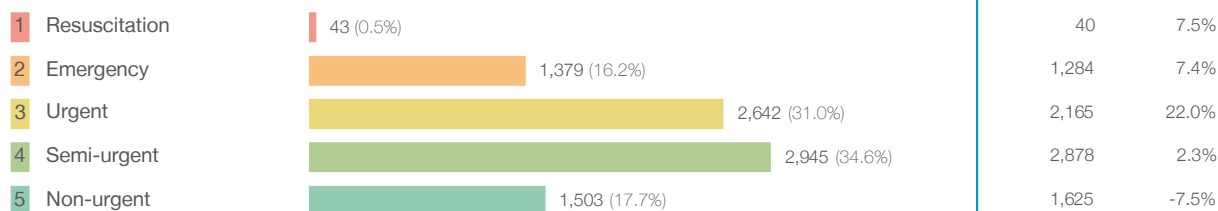
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Manning Hospital: Patients presenting to the emergency department

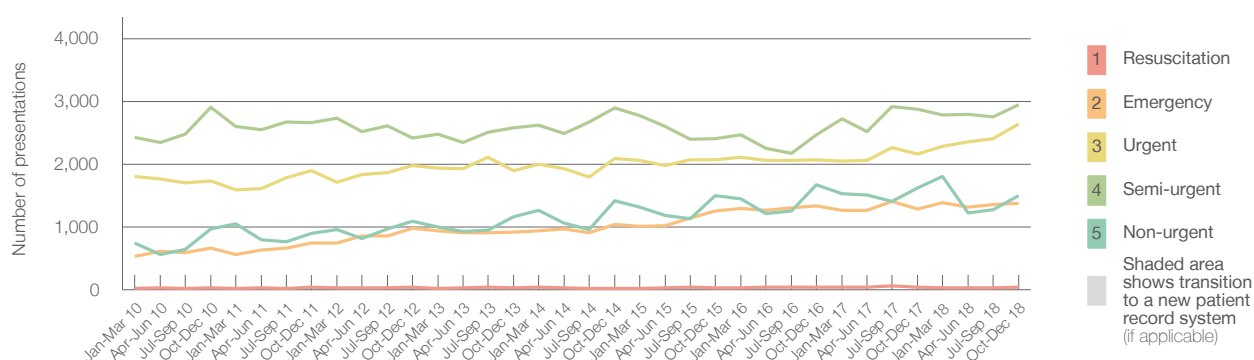
October to December 2018

All presentations:¹ 8,671 patients

Emergency presentations² by triage category: 8,512 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	29	35	40	32	17	34	35	40	43
Emergency	663	739	973	916	1,042	1,255	1,333	1,284	1,379
Urgent	1,729	1,901	1,979	1,899	2,089	2,071	2,072	2,165	2,642
Semi-urgent	2,911	2,659	2,412	2,575	2,900	2,403	2,469	2,878	2,945
Non-urgent	964	892	1,088	1,166	1,413	1,494	1,675	1,625	1,503
All emergency presentations	6,296	6,226	6,492	6,588	7,461	7,257	7,584	7,992	8,512

Manning Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,081 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.

Manning Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,379

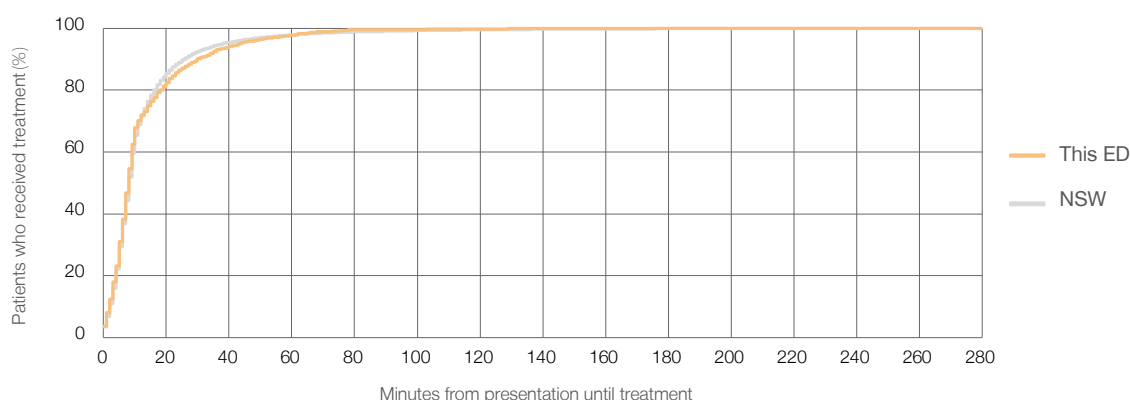
Number of triage 2 patients used to calculate waiting time: ³ 1,371

Median time to start treatment ⁴ 8 minutes

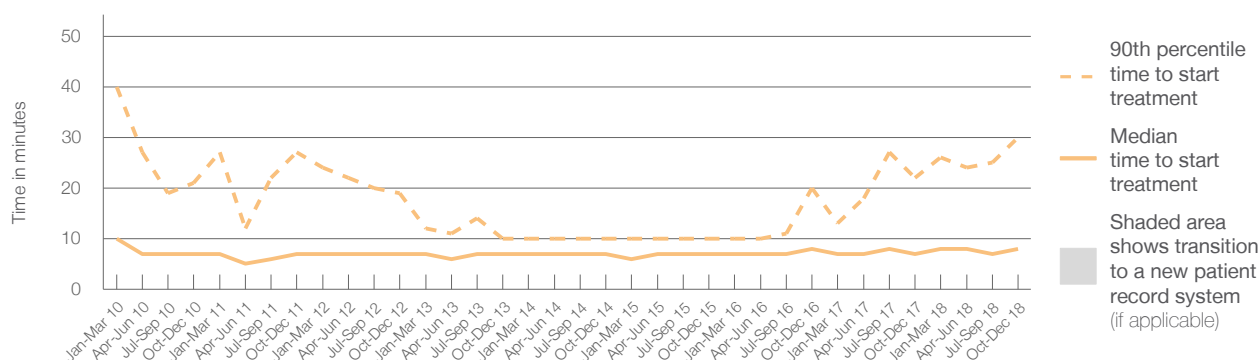
90th percentile time to start treatment ⁵ 30 minutes

Same period last year	NSW (this period)
1,284	
1,274	
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	7	8	7	8
90th percentile time to start treatment ⁵ (minutes)	21	27	19	10	10	10	20	22	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.

Manning Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,642

Number of triage 3 patients used to calculate waiting time:³ 2,545

Median time to start treatment⁴

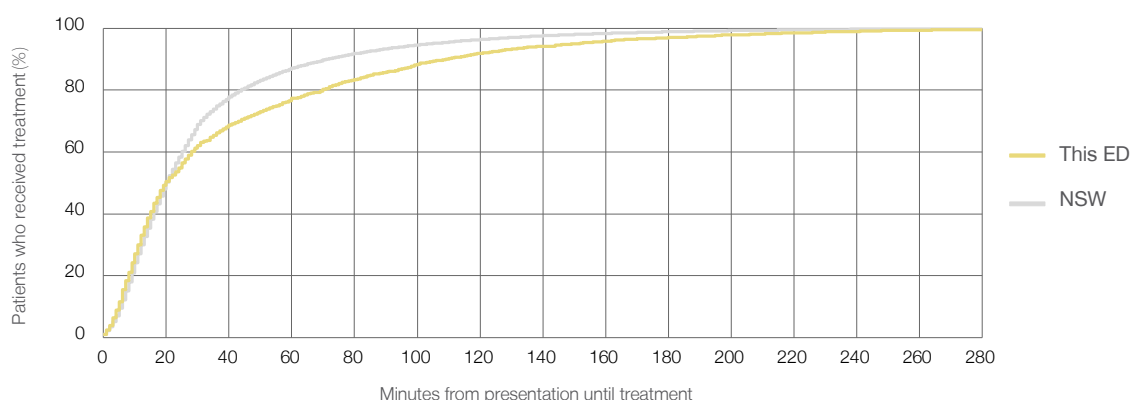
20 minutes

90th percentile time to start treatment⁵

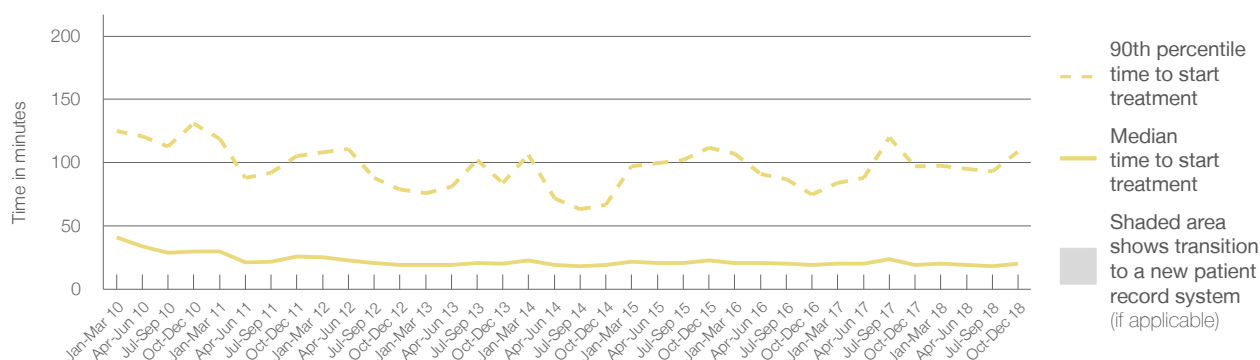
109 minutes

Same period last year	NSW (this period)
2,165	
2,116	
19 minutes	20 minutes
97 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	26	19	20	19	23	19	19	20
90th percentile time to start treatment ⁵ (minutes)	131	105	79	84	67	112	75	97	109

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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.

Manning Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 2,945

Number of triage 4 patients used to calculate waiting time:³ 2,727

Median time to start treatment⁴

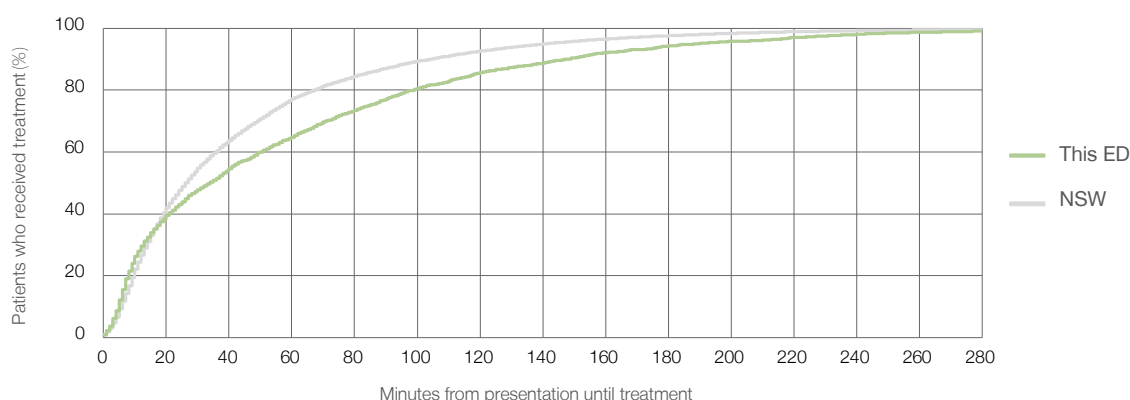
34 minutes

90th percentile time to start treatment⁵

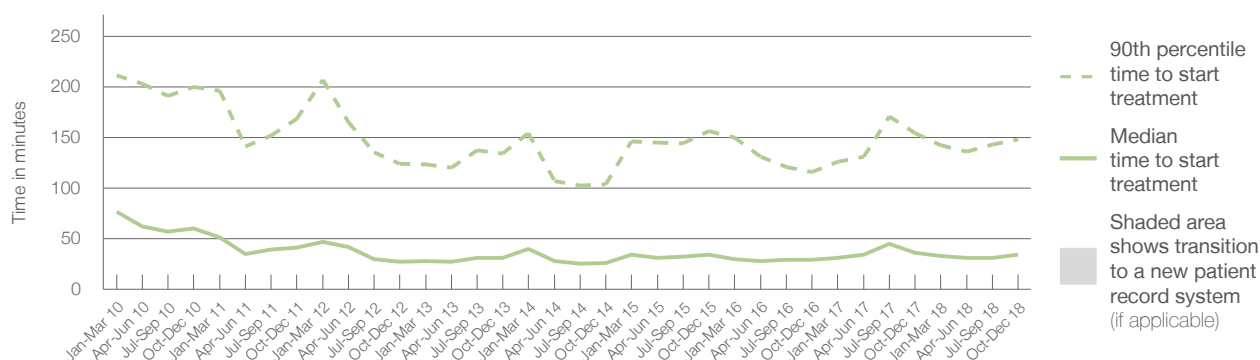
148 minutes

Same period last year	NSW (this period)
2,878	
2,682	
36 minutes	26 minutes
154 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	60	41	27	31	26	34	29	36	34
90th percentile time to start treatment ⁵ (minutes)	200	168	124	134	104	156	116	154	148

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

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

October to December 2018

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

Number of triage 5 patients: 1,503

Number of triage 5 patients used to calculate waiting time: ³ 1,330

Median time to start treatment ⁴

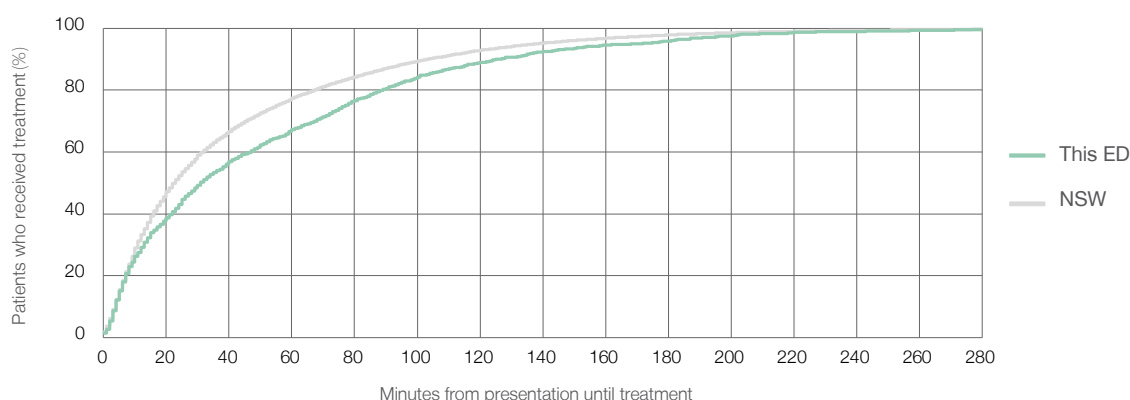
31 minutes

90th percentile time to start treatment ⁵

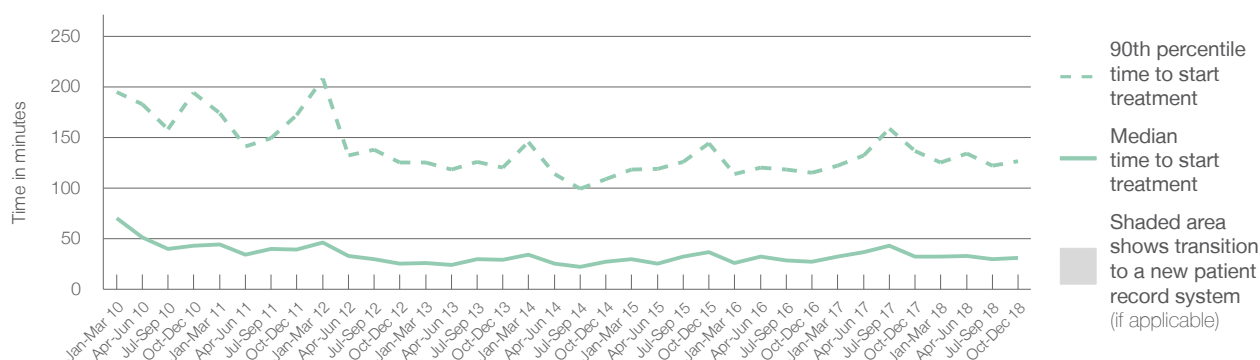
127 minutes

Same period last year	NSW (this period)
1,625	
1,460	
32 minutes	23 minutes
137 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	39	25	29	27	37	27	32	31
90th percentile time to start treatment ⁵ (minutes)	194	172	125	120	109	144	115	137	127

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Manning Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 8,671 patients

Presentations used to calculate time to leaving the ED:⁶ 8,671 patients

Median time spent in the ED⁸

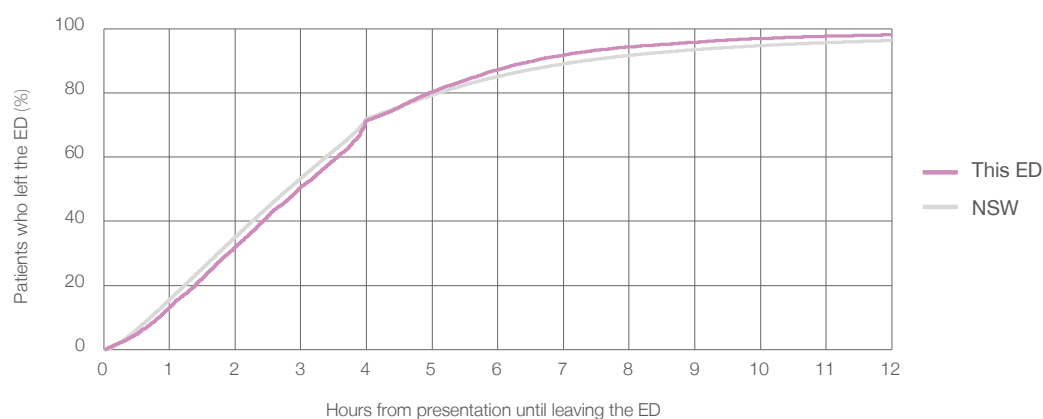
2 hours and 59 minutes

90th percentile time spent in the ED⁹

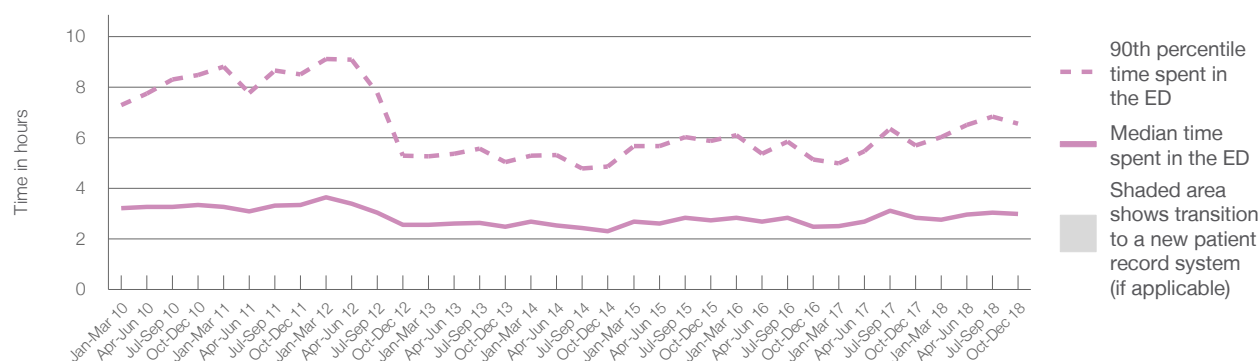
6 hours and 33 minutes

Same period last year	NSW (this period)
8,145	
8,145	
2 hours and 50 minutes	2 hours and 49 minutes
5 hours and 42 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 21m	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m	2h 50m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 29m	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m	5h 42m	6h 33m

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

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

Manning Hospital: Time patients spent in the ED

By mode of separation

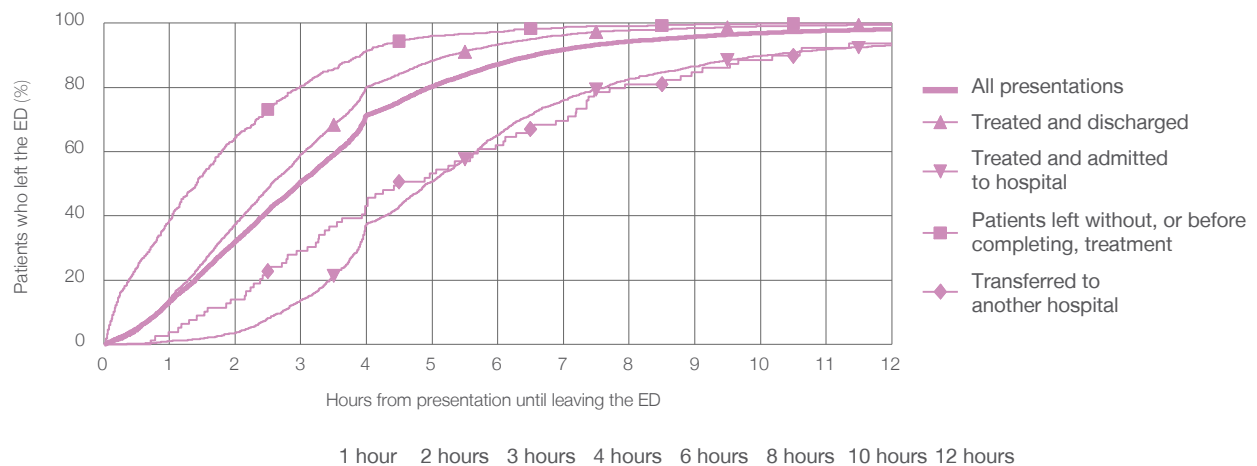
October to December 2018

All presentations:[†] 8,671 patients

Presentations used to calculate time to leaving the ED:[‡] 8,671 patients

		Same period last year	Change since one year ago
		8,145	6%
Treated and discharged	5,877 (67.8%)	5,508	6.7%
Treated and admitted to hospital	1,892 (21.8%)	1,842	2.7%
Patient left without, or before completing, treatment	713 (8.2%)	657	8.5%
Transferred to another hospital	79 (0.9%)	81	-2.5%
Other	110 (1.3%)	57	93.0%

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



Treated and discharged	14.2%	37.4%	59.2%	80.2%	93.4%	97.8%	99.0%	99.5%
Treated and admitted to hospital	1.0%	3.5%	13.7%	37.5%	65.3%	82.7%	89.8%	93.1%
Patient left without, or before completing, treatment	38.7%	64.4%	80.6%	91.6%	97.3%	99.2%	99.9%	99.9%
Transferred to another hospital	3.8%	13.9%	29.1%	43.0%	62.0%	81.0%	88.6%	93.7%
All presentations	13.2%	32.0%	50.7%	71.4%	87.2%	94.4%	96.9%	98.1%

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

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

Manning Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 8,671 patients

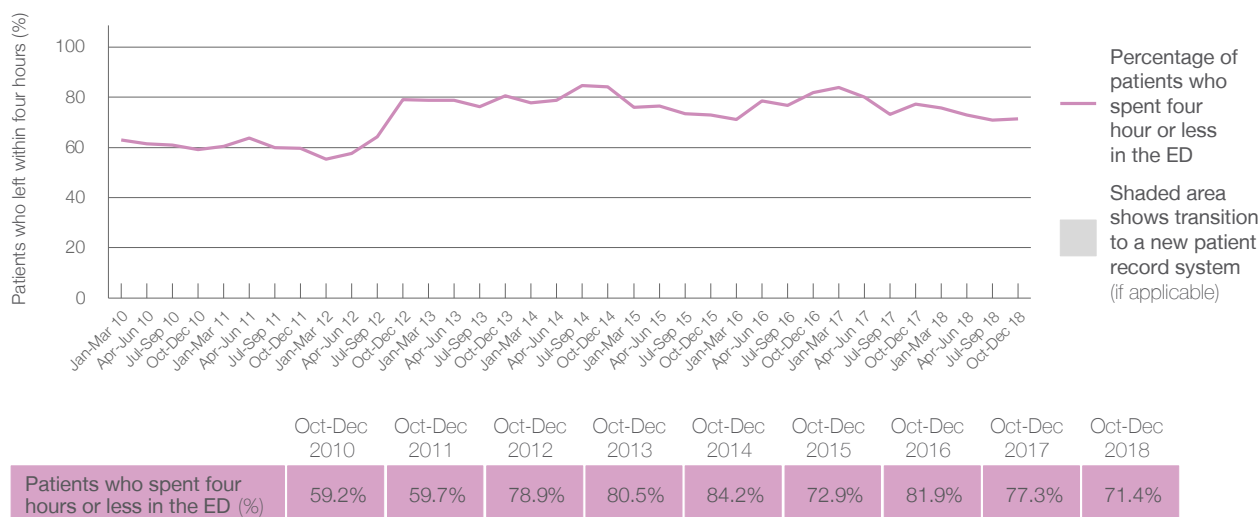
Presentations used to calculate time to leaving the ED: ⁶ 8,671 patients

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



Same period last year	Change since one year ago
8,145	6%
8,145	6%
77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 2,721 patientsEmergency presentations:² 2,705 patientsSame period
last year Change since
one year ago

Not applicable

Mona Vale Hospital: Time from presentation to treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patientsMedian time to start treatment⁴ 6 minutes90th percentile time to start treatment⁵ 11 minutes**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 992 patientsMedian time to start treatment⁴ 16 minutes90th percentile time to start treatment⁵ 36 minutes**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 991 patientsMedian time to start treatment⁴ 12 minutes90th percentile time to start treatment⁵ 66 minutes**Triage 5** Non-urgent (e.g. small cuts or abrasions): 284 patientsMedian time to start treatment⁴ 10 minutes90th percentile time to start treatment⁵ 93 minutesSame period
last year NSW
(this period)

Not applicable

Mona Vale Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,721 patientsPercentage of patients who spent
four hours or less in the ED 85%Same period
last year Change since
one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

* 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: October to December 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 22 January 2019).

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

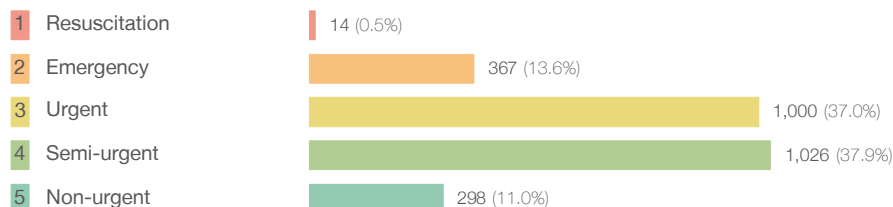
BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, to 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre after 30 October. BHI does not report on Urgent Care Centres.

Mona Vale Hospital: Patients presenting to the emergency department

October to December 2018

All presentations:¹ 2,721 patients

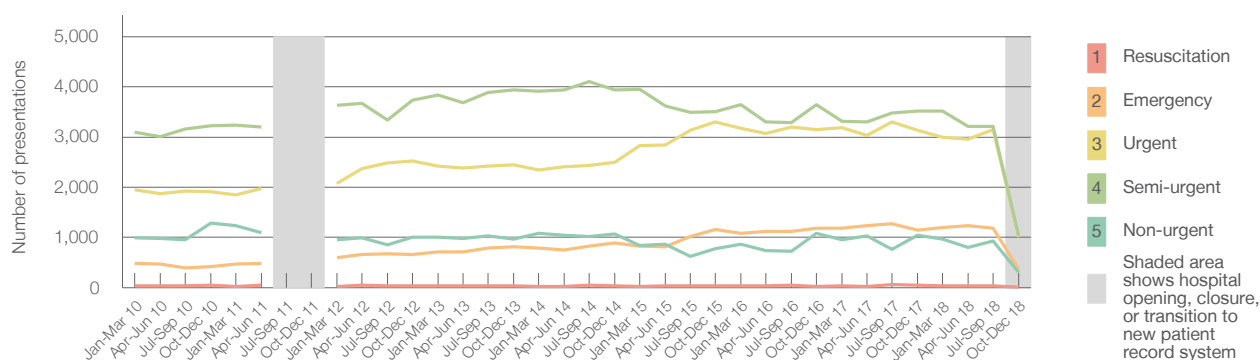
Emergency presentations² by triage category: 2,705 patients



Same period last year Change since one year ago

Not applicable

Emergency presentations² by quarter, January 2010 to December 2018 † ‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	48		39	36	41	37	29	45	14
Emergency	417		665	820	888	1,153	1,189	1,152	367
Urgent	1,905		2,529	2,452	2,495	3,299	3,144	3,130	1,000
Semi-urgent	3,227		3,740	3,941	3,941	3,501	3,646	3,522	1,026
Non-urgent	1,287		1,011	969	1,068	772	1,081	1,048	298
All emergency presentations	6,884		7,984	8,218	8,433	8,762	9,089	8,897	2,705

Mona Vale Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 530 patients

ED Transfer of care time



Same period last year Change since one year ago

Not applicable

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

(†) 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.

Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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Mona Vale Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 367

Number of triage 2 patients used to calculate waiting time:³ 367

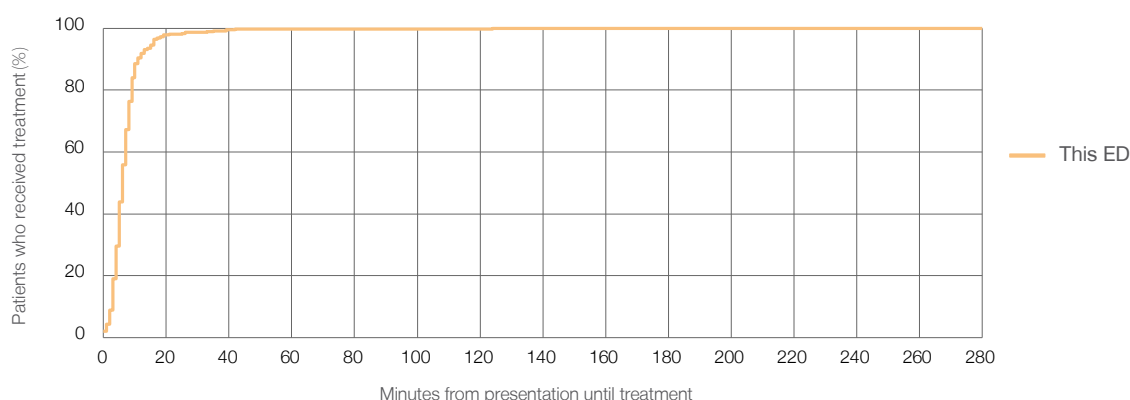
Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 11 minutes

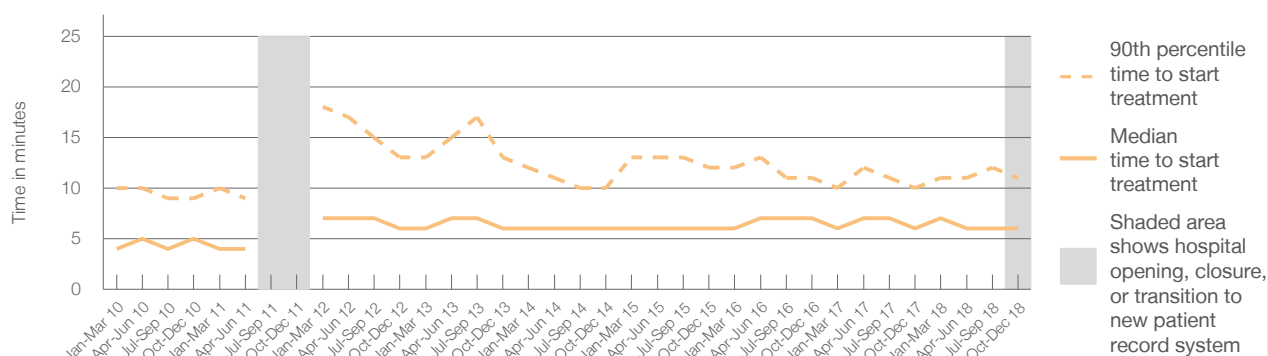
Same period last year NSW (this period)

Not applicable

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	5		6	6	6	6	7	6	6
90th percentile time to start treatment ⁵ (minutes)	9		13	13	10	12	11	10	11

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Mona Vale Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 1,000

Number of triage 3 patients used to calculate waiting time: ³ 992

Median time to start treatment ⁴

16 minutes

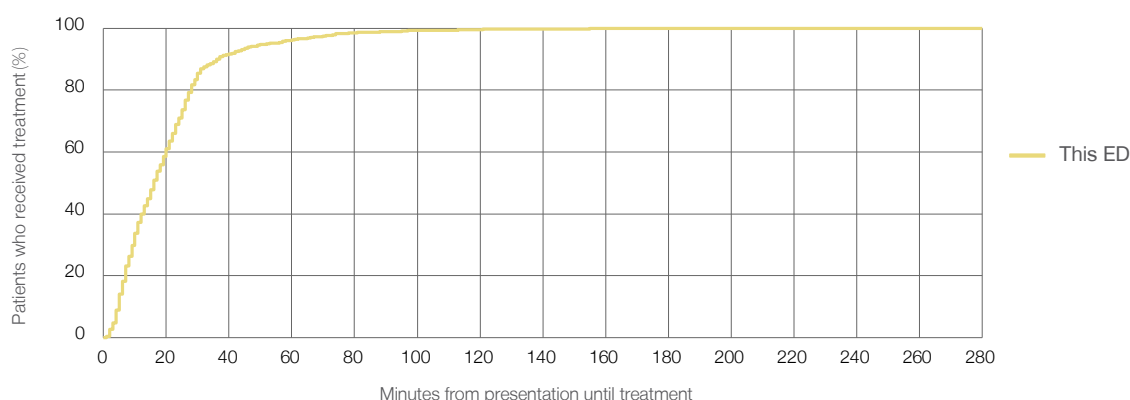
90th percentile time to start treatment ⁵

36 minutes

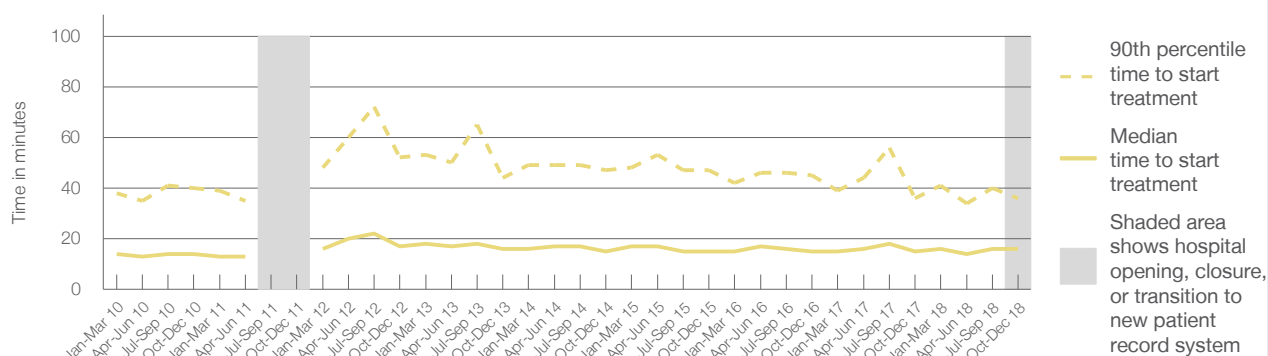
Same period last year NSW (this period)

Not applicable

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14		17	16	15	15	15	15	16
90th percentile time to start treatment ⁵ (minutes)	40		52	44	47	47	45	36	36

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Mona Vale Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 1,026

Number of triage 4 patients used to calculate waiting time:³ 991

Median time to start treatment⁴

12 minutes

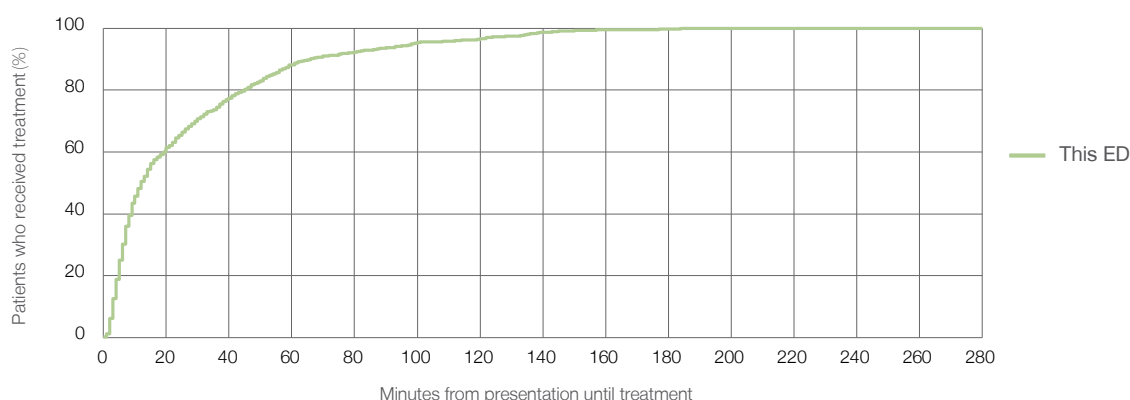
90th percentile time to start treatment⁵

66 minutes

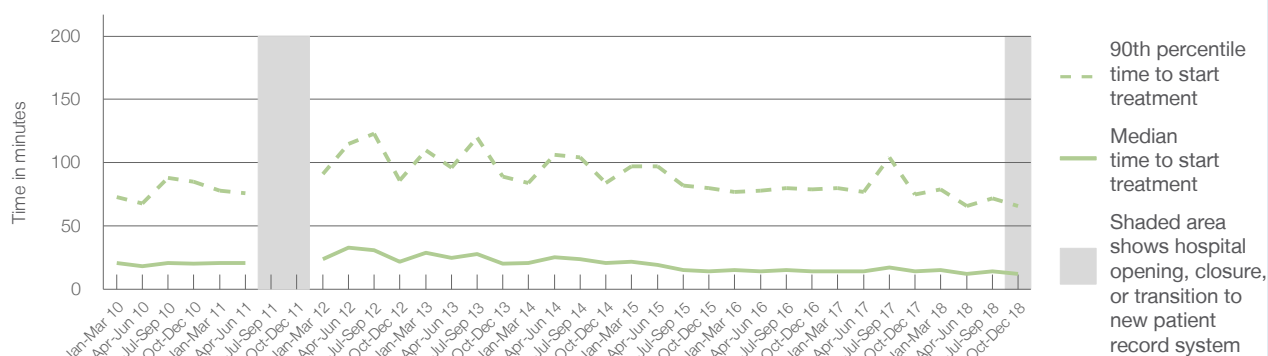
Same period last year NSW (this period)

Not applicable

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20		22	20	21	14	14	14	12
90th percentile time to start treatment ⁵ (minutes)	85		86	89	84	80	79	75	66

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Mona Vale Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 298

Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴

10 minutes

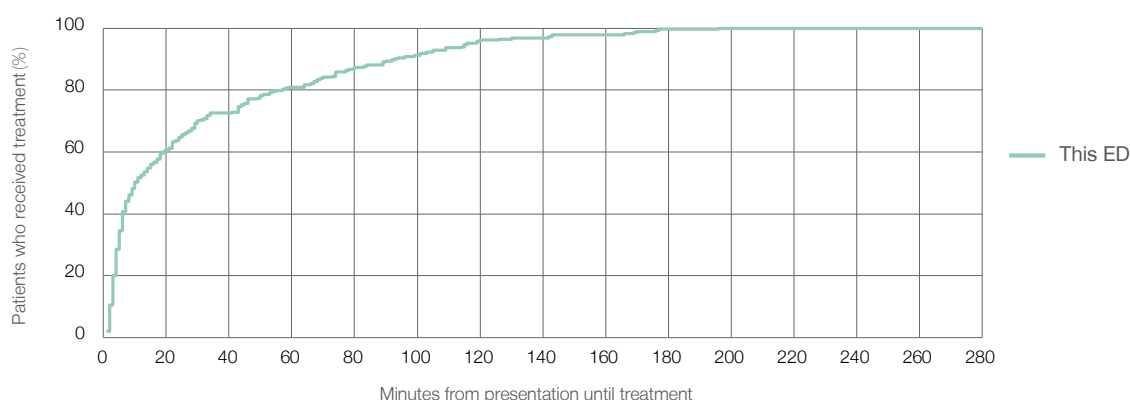
90th percentile time to start treatment⁵

93 minutes

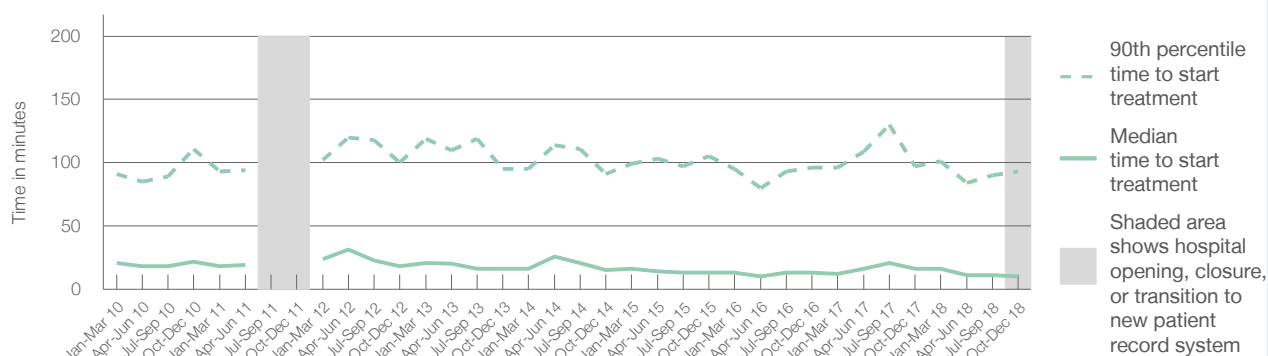
Same period last year NSW (this period)

Not applicable

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	22		18	16	15	13	13	16	10
90th percentile time to start treatment ⁵ (minutes)	111		100	95	91	105	96	97	93

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Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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Mona Vale Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,721 patients

Presentations used to calculate time to leaving the ED:⁶ 2,721 patients

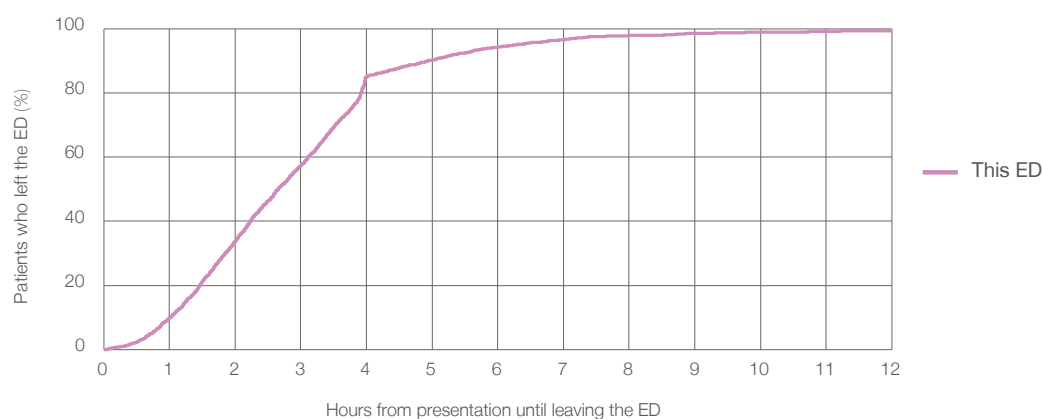
Median time spent in the ED⁸ 2 hours and 40 minutes

90th percentile time spent in the ED⁹ 4 hours and 57 minutes

Same period last year NSW (this period)

Not applicable

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 49m		2h 26m	2h 19m	2h 22m	2h 29m	2h 30m	2h 29m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 10m		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m	4h 29m	4h 57m

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Mona Vale Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:[†] 2,721 patients

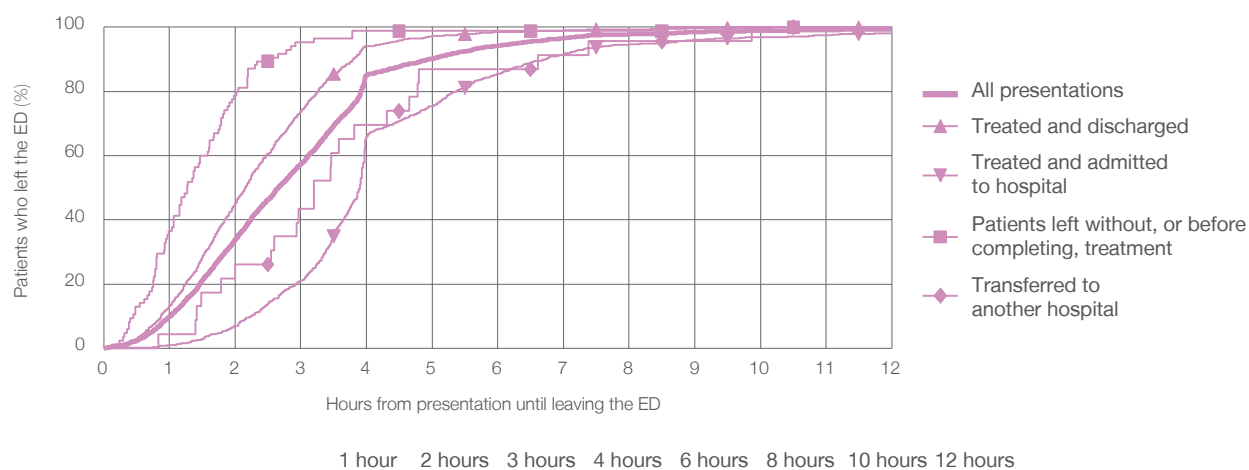
Presentations used to calculate time to leaving the ED:[‡] 2,721 patients

Treated and discharged	1,747 (64.2%)
Treated and admitted to hospital	866 (31.8%)
Patient left without, or before completing, treatment	85 (3.1%)
Transferred to another hospital	23 (0.8%)
Other	0 (0%)

Same period last year Change since one year ago

Not applicable

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	45.3%	73.8%	94.0%	98.5%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	6.9%	21.1%	65.9%	85.6%	94.7%	96.9%	98.2%
Patient left without, or before completing, treatment	36.5%	78.8%	95.3%	98.8%	98.8%	98.8%	100%	100%
Transferred to another hospital	4.3%	26.1%	43.5%	69.6%	87.0%	95.7%	100%	100%
All presentations	9.9%	34.0%	57.5%	85.0%	94.3%	97.8%	98.9%	99.4%

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Mona Vale Hospital results cover the period between 1 October 2018 and 30 October 2018

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Mona Vale Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 2,721 patients

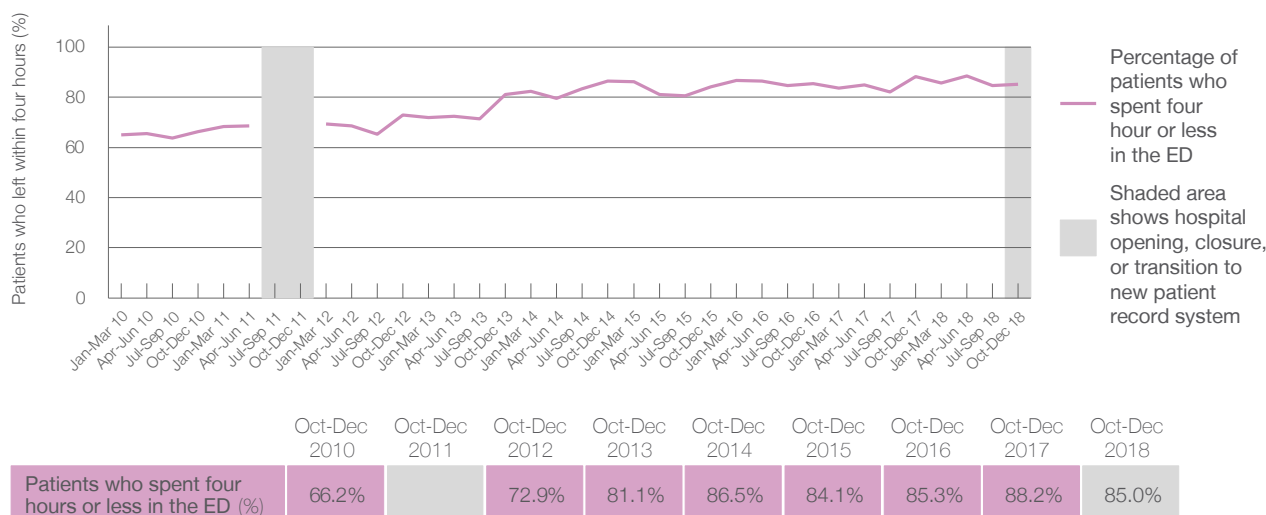
Presentations used to calculate time to leaving the ED: ⁶ 2,721 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year Change since one year ago

Not applicable

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



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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- § BHI cautions against comparing Mona Vale Hospital with other hospitals and previous quarters because the results only cover part of the reporting period, between 1 October and 30 October 2018, when emergency department services were transferred to Northern Beaches Hospital. Emergency care continues to be provided at Mona Vale Hospital through its Urgent Care Centre.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.

Northern Beaches Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,231 patients

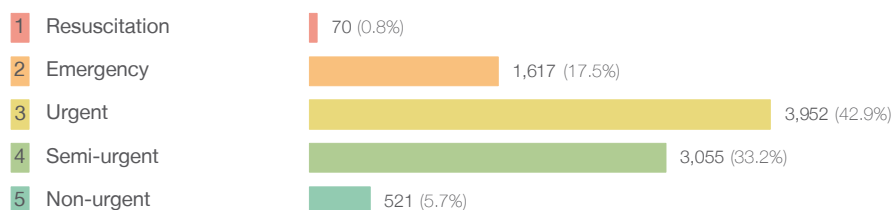
Emergency presentations:² 9,215 patients

Same period
last year

Change since
one year ago

Not applicable

Northern Beaches Hospital: Emergency presentations by triage category³



Same period
last year

NSW
(this period)

Not applicable

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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.

Source: Data file received from NSW Health on Tuesday 22nd January.

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

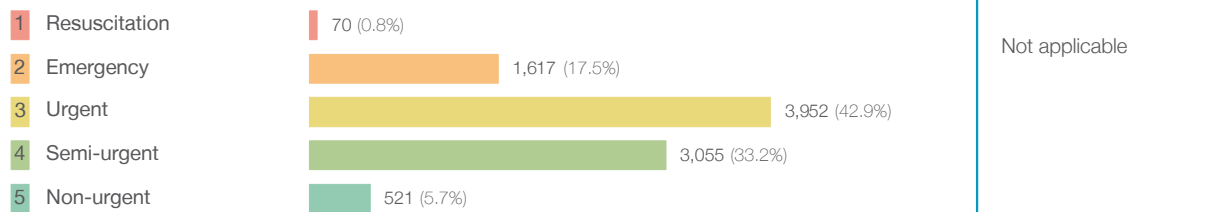
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Northern Beaches Hospital: Patients presenting to the emergency department

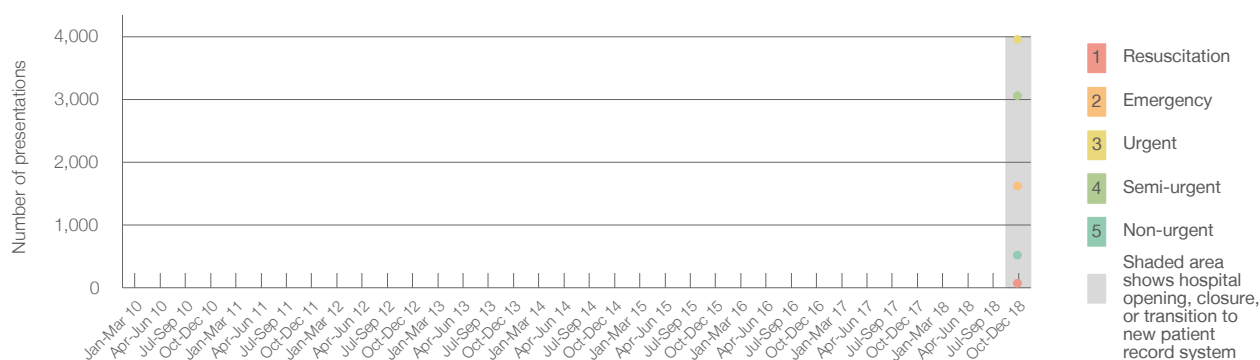
October to December 2018

All presentations:¹ 9,231 patients

Emergency presentations² by triage category: 9,215 patients



Emergency presentations² by quarter, January 2010 to December 2018



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation									70
Emergency									1,617
Urgent									3,952
Semi-urgent									3,055
Non-urgent									521
All emergency presentations									9,215

Northern Beaches Hospital: Patients arriving by ambulance

October to December 2018

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Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 2
October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns)
Number of triage 2 patients: 1,617

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 3
October to December 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)
Number of triage 3 patients: 3,952

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 3,055

Same period
last year

NSW
(this period)

Not applicable

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Healthcare Quarterly only includes data relating to publicly contracted services at Northern Beaches Hospital.

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients waited to start treatment, triage 5
October to December 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)
Number of triage 5 patients: 521

Same period last year	NSW (this period)
Not applicable	

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Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

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Northern Beaches Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,231 patients

Same period
last year

NSW
(this period)

Not applicable

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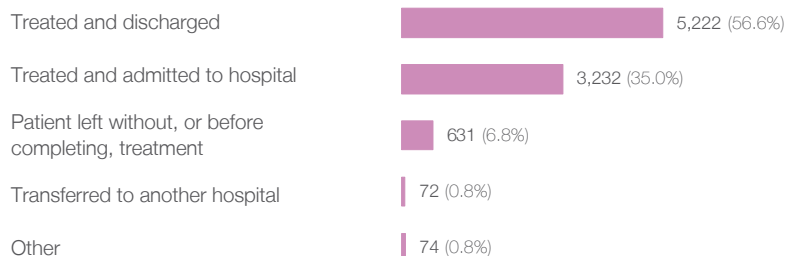
Northern Beaches Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

All presentations:¹ 9,231 patients

Presentations used to calculate time to leaving the ED:⁶ 9,231 patients



Same period
last year

Change since
one year ago

Not applicable

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening. *Healthcare Quarterly* only includes data relating to publicly contracted services at Northern Beaches Hospital.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Northern Beaches Hospital results cover publicly contracted services from its opening on 31 October 2018

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening.

Northern Beaches Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 9,231 patients

Same period
last year

Change since
one year ago

Not applicable

BHI has not reported on the timeliness of care provided in the emergency department for Northern Beaches Hospital for October to December 2018 because of challenges experienced in the implementation of a new information system in Northern Beaches emergency department following its opening. *Healthcare Quarterly* only includes data relating to publicly contracted services at Northern Beaches Hospital.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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.

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

Sources: Data file received from NSW Health on Tuesday 22nd January.

Orange Health Service: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,818 patients

Emergency presentations:² 7,741 patients

Same period last year	Change since one year ago
7,568	3%
7,487	3%

Orange Health Service: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,131 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,859 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,960 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,712 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,057	
5 minutes	8 minutes
10 minutes	26 minutes
1,789	
15 minutes	20 minutes
40 minutes	72 minutes
2,843	
20 minutes	26 minutes
66 minutes	104 minutes
1,711	
17 minutes	23 minutes
85 minutes	104 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,817 patients

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

Same period last year	Change since one year ago
7,567	3%
78%	

* 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: October to December 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.

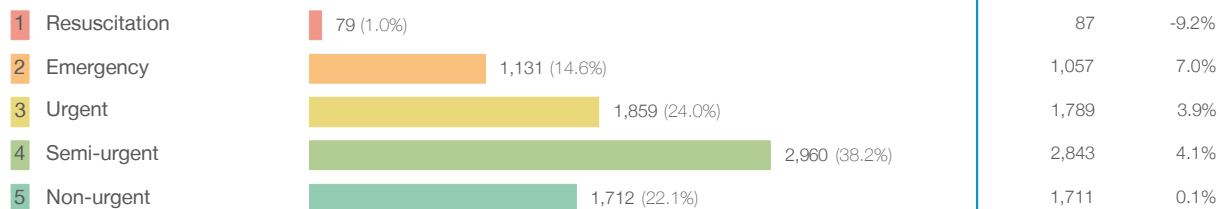
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Orange Health Service: Patients presenting to the emergency department

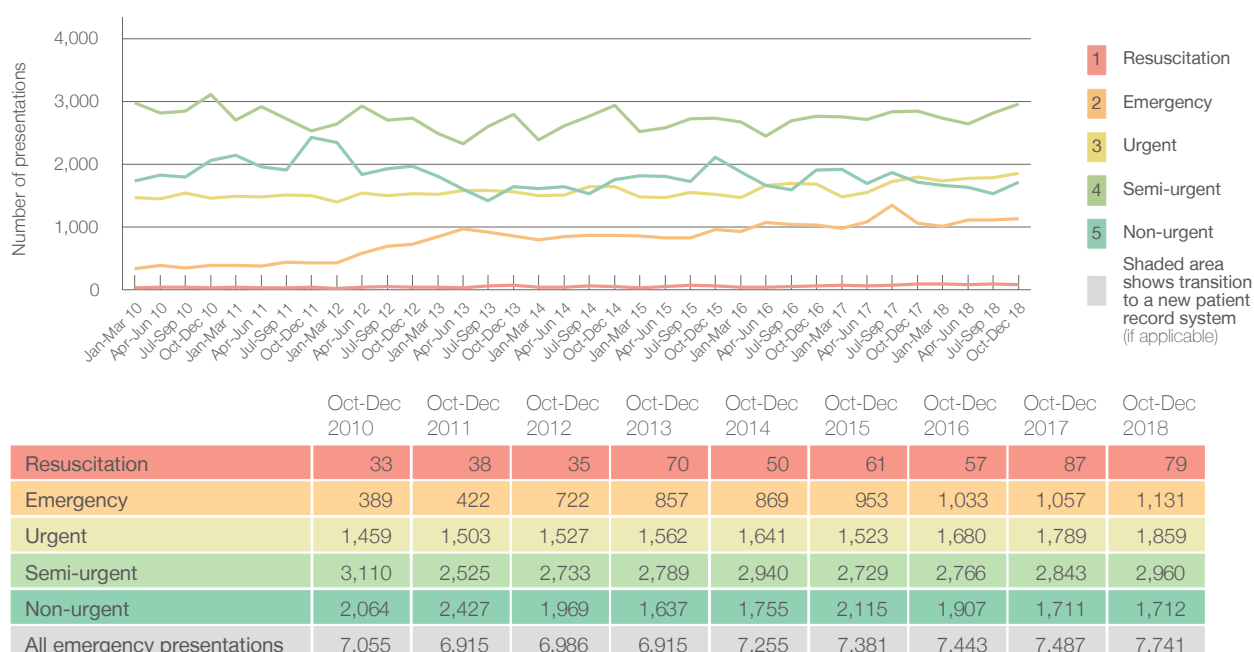
October to December 2018

All presentations:¹ 7,818 patients

Emergency presentations² by triage category: 7,741 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



Orange Health Service: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,472 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.

Orange Health Service: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,131

Number of triage 2 patients used to calculate waiting time: ³ 1,129

Median time to start treatment ⁴

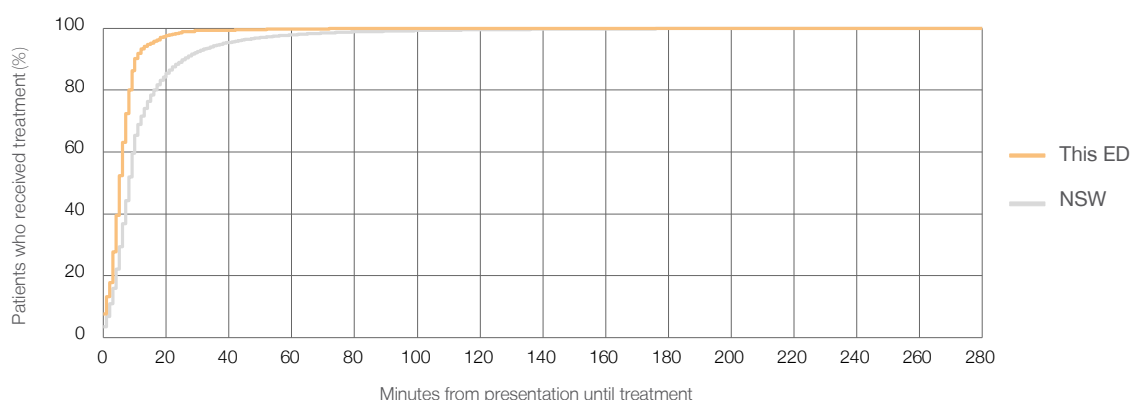
5 minutes

90th percentile time to start treatment ⁵

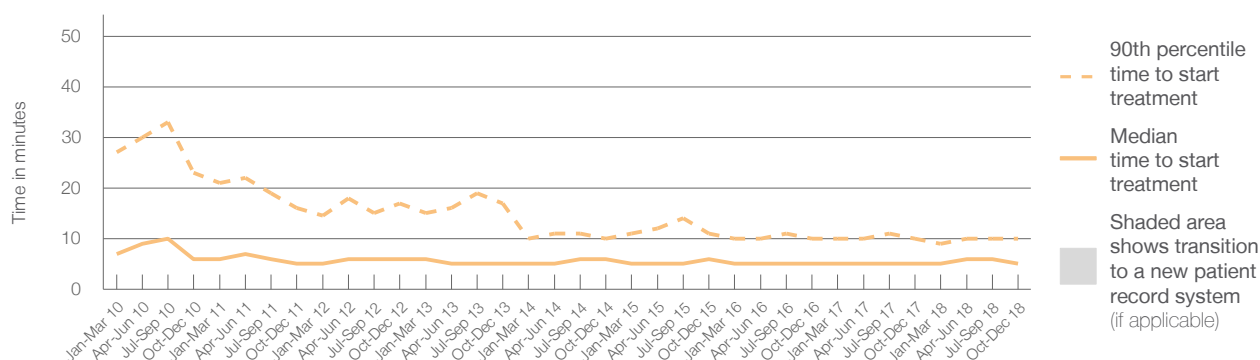
10 minutes

Same period last year	NSW (this period)
1,057	
1,054	
5 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10	10

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 1,859

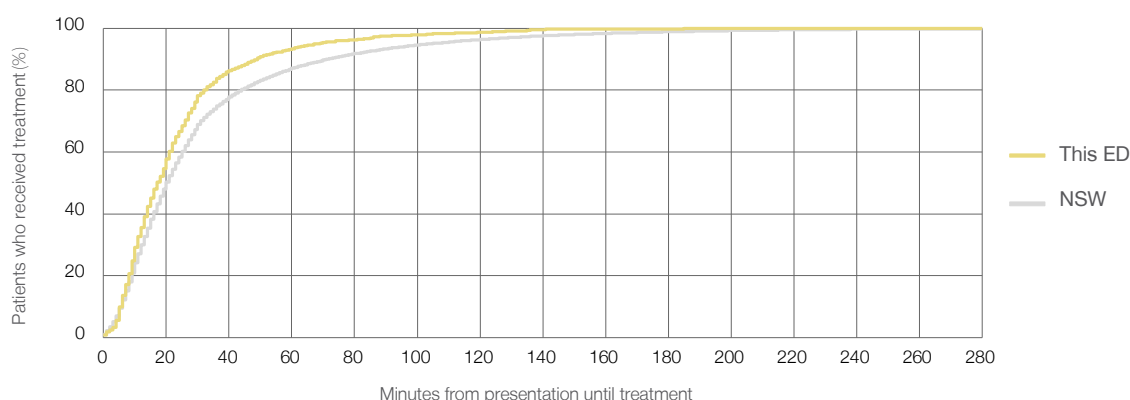
Number of triage 3 patients used to calculate waiting time: ³ 1,847

Median time to start treatment ⁴ 17 minutes

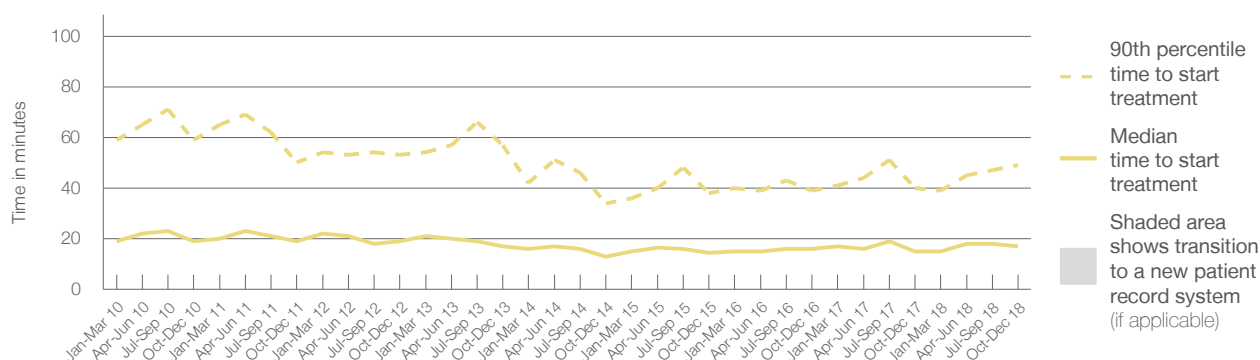
90th percentile time to start treatment ⁵ 49 minutes

Same period last year	NSW (this period)
1,789	
1,776	
15 minutes	20 minutes
40 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	19	19	19	17	13	15	16	15	17
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40	49

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 2,960

Number of triage 4 patients used to calculate waiting time:³ 2,851

Median time to start treatment⁴

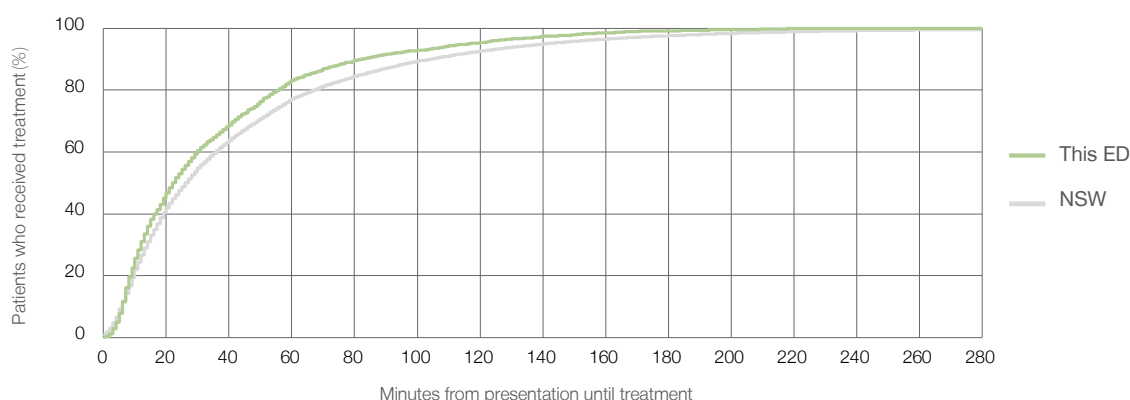
22 minutes

90th percentile time to start treatment⁵

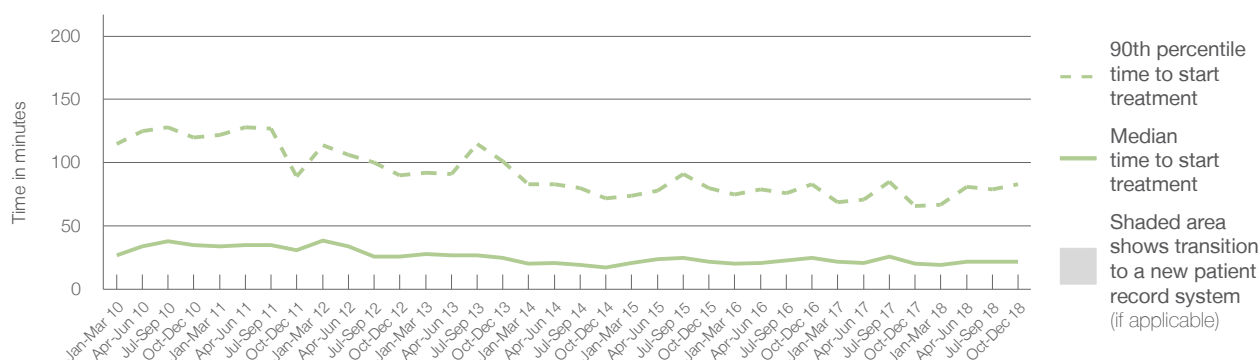
83 minutes

Same period last year	NSW (this period)
2,843	
2,750	
20 minutes	26 minutes
66 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	26	25	17	22	25	20	22
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66	83

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

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

Orange Health Service: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,712

Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴

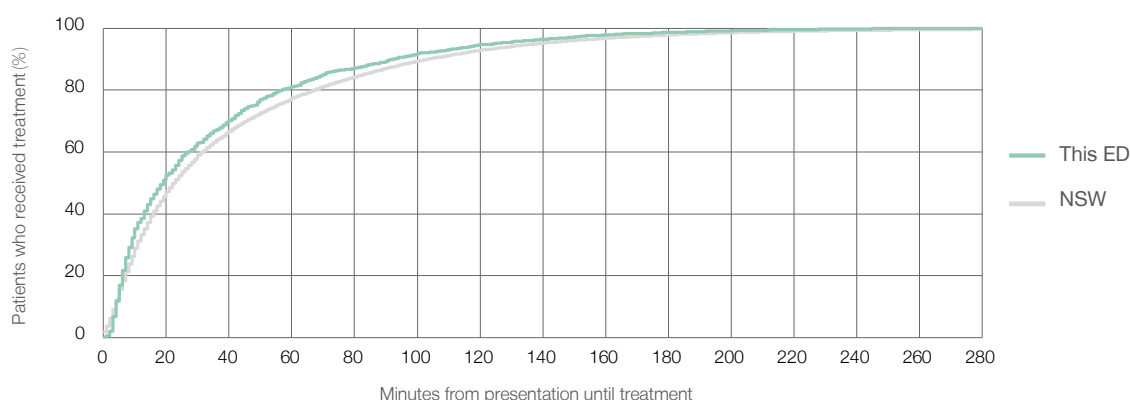
19 minutes

90th percentile time to start treatment⁵

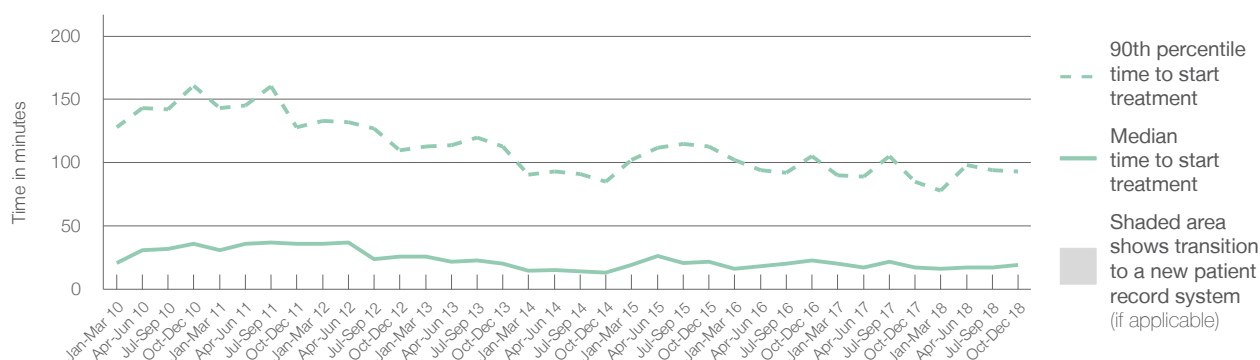
93 minutes

Same period last year	NSW (this period)
1,711	
1,615	
17 minutes	23 minutes
85 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	36	26	20	13	22	23	17	19
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85	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.

Orange Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,818 patients

Presentations used to calculate time to leaving the ED:⁶ 7,817 patients

Median time spent in the ED⁸

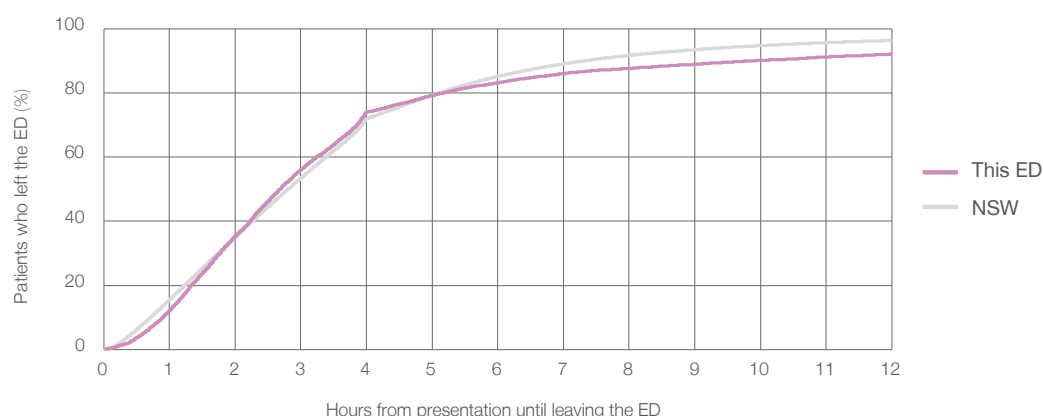
2 hours and 41 minutes

90th percentile time spent in the ED⁹

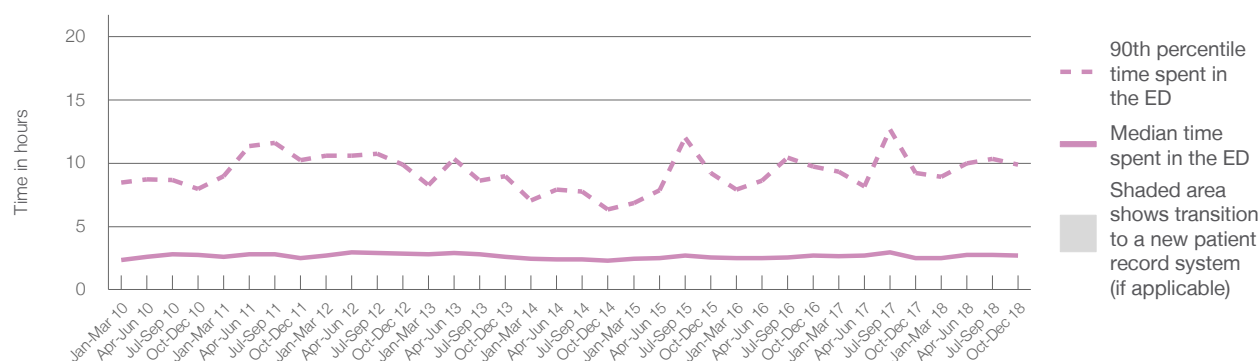
9 hours and 53 minutes

Same period last year	NSW (this period)
7,568	
7,567	
2 hours and 29 minutes	2 hours and 49 minutes
9 hours and 15 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 46m	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m	2h 29m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 58m	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m	9h 15m	9h 53m

(†) 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.

Orange Health Service: Time patients spent in the ED

By mode of separation

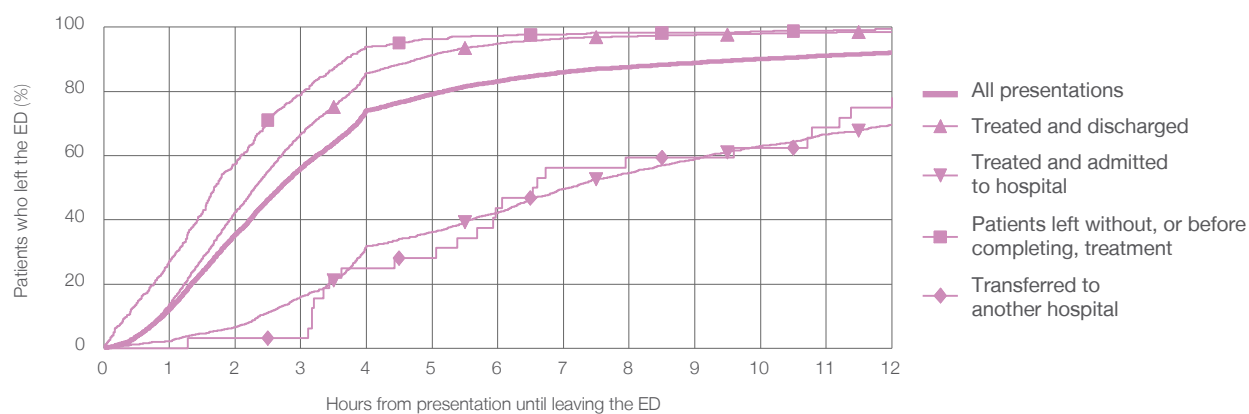
October to December 2018

All presentations:[†] 7,818 patients

Presentations used to calculate time to leaving the ED:[‡] 7,817 patients

		Same period last year	Change since one year ago
Treated and discharged	5,519 (70.6%)	5,396	2.3%
Treated and admitted to hospital	1,735 (22.2%)	1,775	-2.3%
Patient left without, or before completing, treatment	508 (6.5%)	331	53.5%
Transferred to another hospital	32 (0.4%)	31	3.2%
Other	24 (0.3%)	35	-31.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.7%	42.5%	66.7%	85.7%	94.9%	97.1%	98.0%	98.5%
Treated and admitted to hospital	2.1%	6.6%	16.0%	31.9%	42.2%	54.6%	63.0%	69.7%
Patient left without, or before completing, treatment	27.2%	57.5%	78.9%	93.9%	97.2%	98.2%	98.6%	99.4%
Transferred to another hospital	0%	3.1%	3.1%	25.0%	43.8%	59.4%	62.5%	78.1%
All presentations	12.1%	35.4%	56.1%	74.1%	83.2%	87.6%	90.1%	92.1%

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

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

Orange Health Service: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 7,818 patients

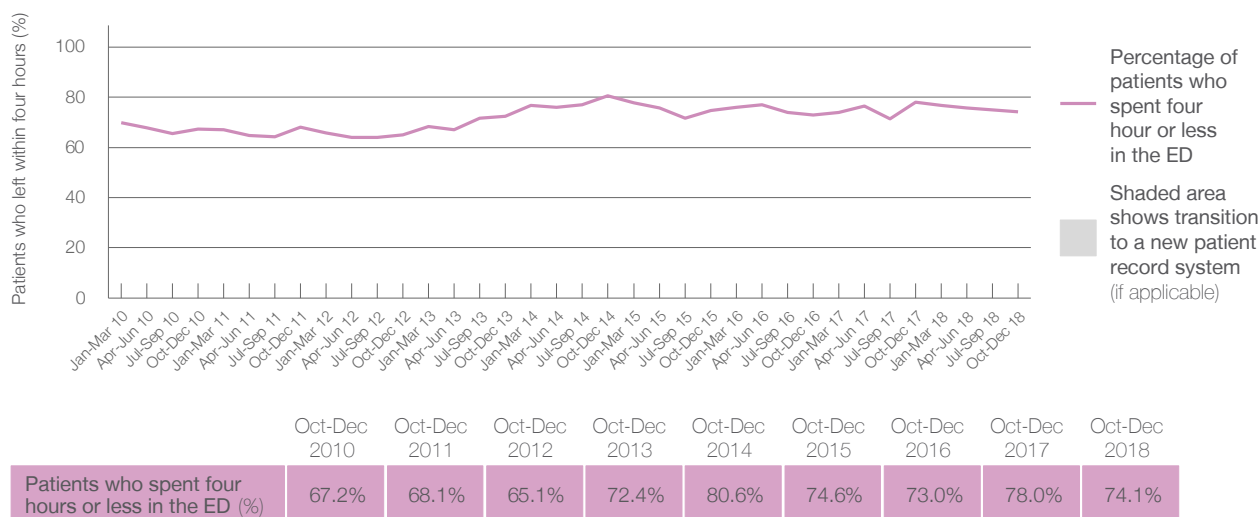
Presentations used to calculate time to leaving the ED: ⁶ 7,817 patients

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



Same period last year	Change since one year ago
7,568	3%
7,567	3%
78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 9,729 patients

Emergency presentations:² 9,634 patients

Same period last year	Change since one year ago
8,620	13%
8,527	13%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,277 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,714 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,051 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): 540 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,089	
8 minutes	8 minutes
21 minutes	26 minutes
3,074	
19 minutes	20 minutes
56 minutes	72 minutes
3,826	
27 minutes	26 minutes
87 minutes	104 minutes
483	
21 minutes	23 minutes
101 minutes	104 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 9,729 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
8,620	13%
72%	

* 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: October to December 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.

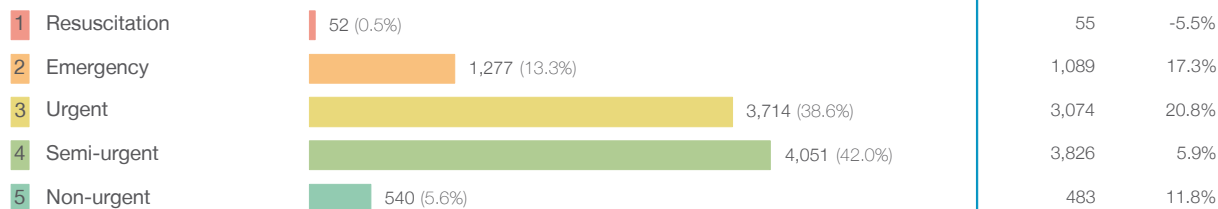
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Port Macquarie Base Hospital: Patients presenting to the emergency department

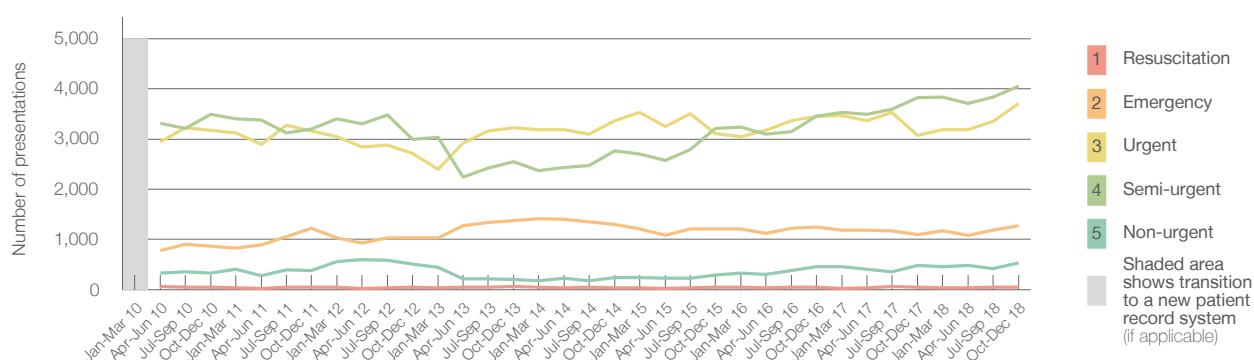
October to December 2018

All presentations:¹ 9,729 patients

Emergency presentations² by triage category: 9,634 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	49	54	43	59	32	44	46	55	52
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,089	1,277
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074	3,714
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,826	4,051
Non-urgent	328	375	505	202	245	297	459	483	540
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,527	9,634

Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,214 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,277

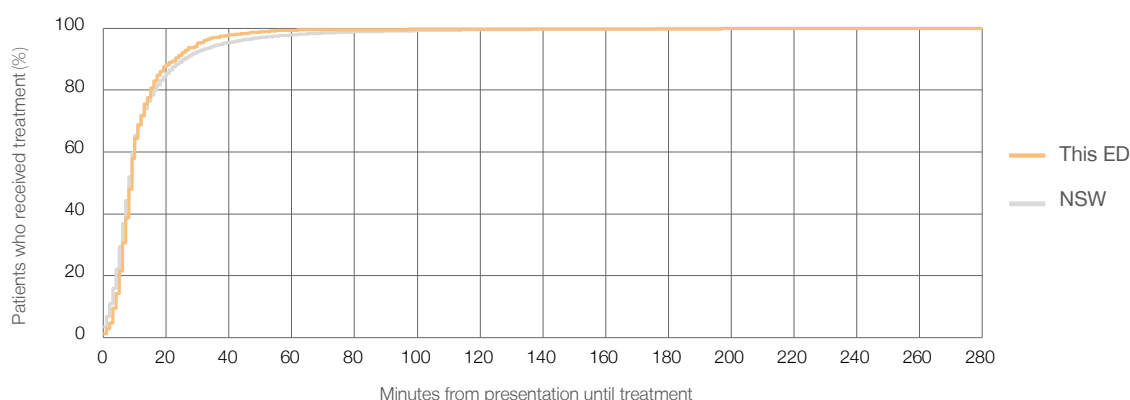
Number of triage 2 patients used to calculate waiting time: ³ 1,271

Median time to start treatment ⁴ 9 minutes

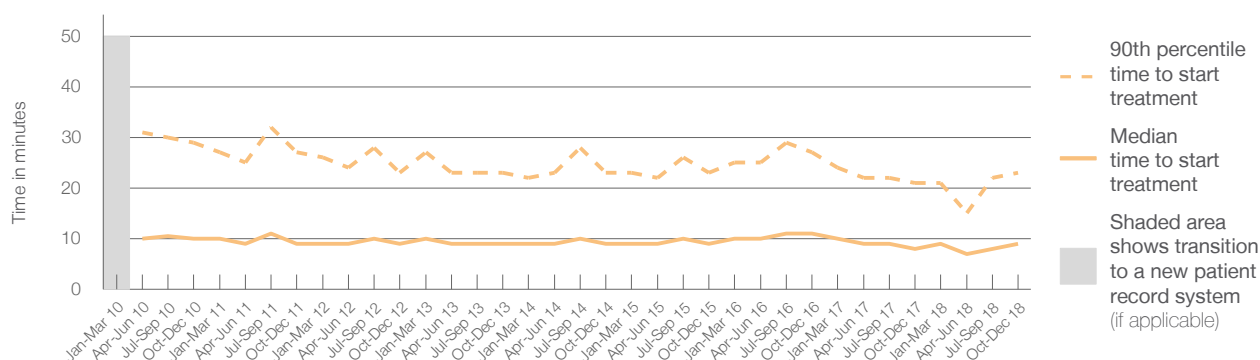
90th percentile time to start treatment ⁵ 23 minutes

Same period last year	NSW (this period)
1,089	
1,086	
8 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	9	9	9	9	9	11	8	9
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	21	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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,714

Number of triage 3 patients used to calculate waiting time:³ 3,635

Median time to start treatment⁴

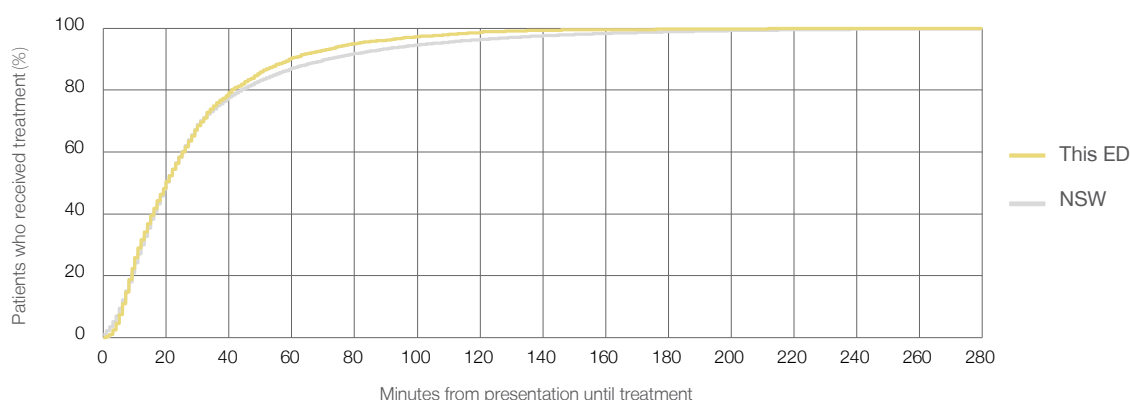
20 minutes

90th percentile time to start treatment⁵

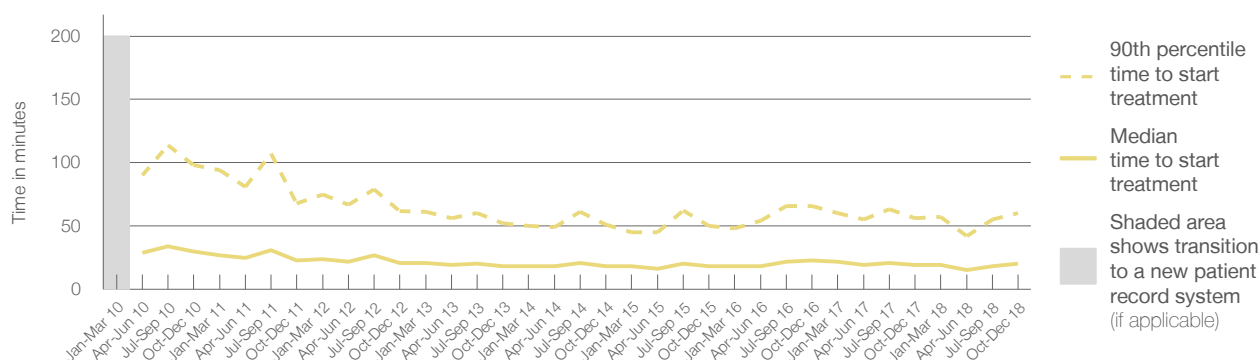
60 minutes

Same period last year	NSW (this period)
3,074	
3,023	
19 minutes	20 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	30	23	21	18	18	18	23	19	20
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56	60

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,051

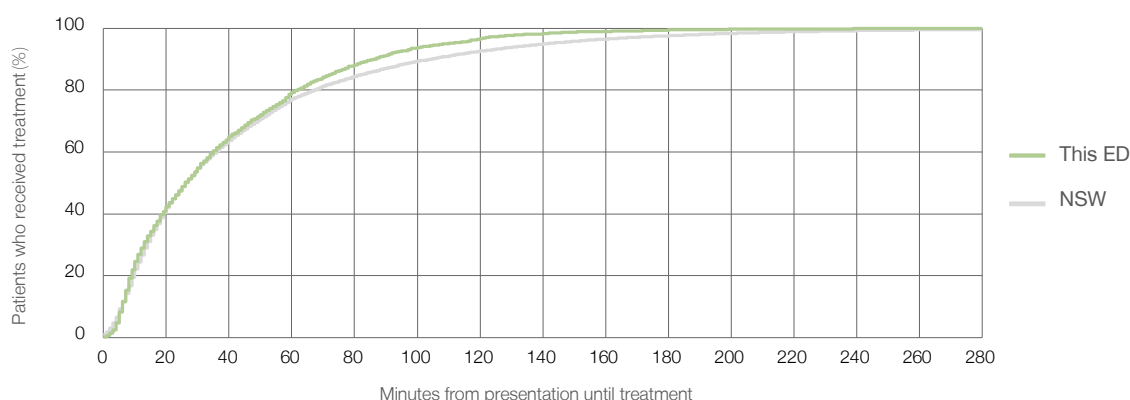
Number of triage 4 patients used to calculate waiting time:³ 3,503

Median time to start treatment⁴ 26 minutes

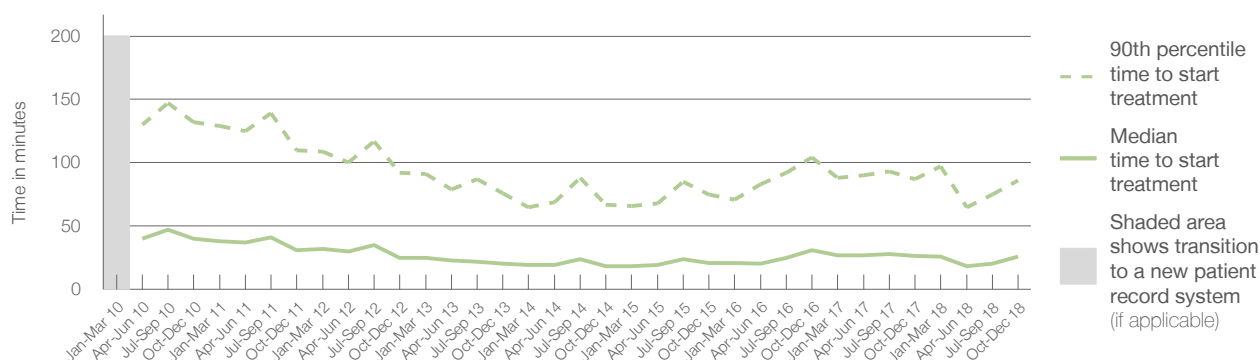
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
3,826	
3,290	
27 minutes	26 minutes
87 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	31	25	20	18	21	31	27	26
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	87	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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 540

Number of triage 5 patients used to calculate waiting time:³ 413

Median time to start treatment⁴

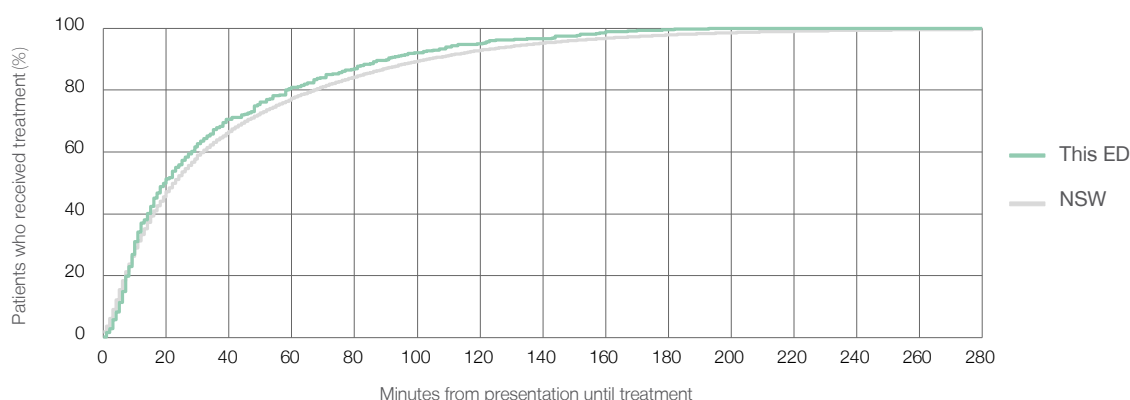
20 minutes

90th percentile time to start treatment⁵

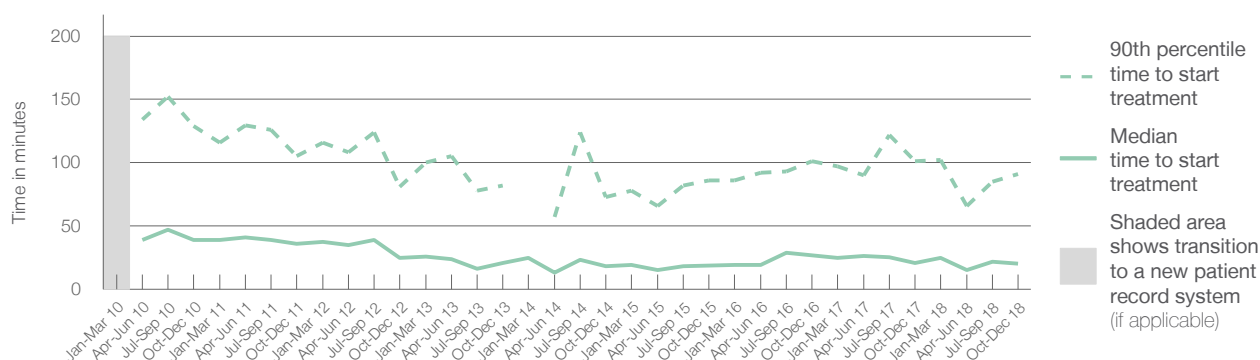
91 minutes

Same period last year	NSW (this period)
483	
321	
21 minutes	23 minutes
101 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	36	25	21	18	19	27	21	20
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101	91

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 9,729 patients

Presentations used to calculate time to leaving the ED:⁶ 9,729 patients

Median time spent in the ED⁸

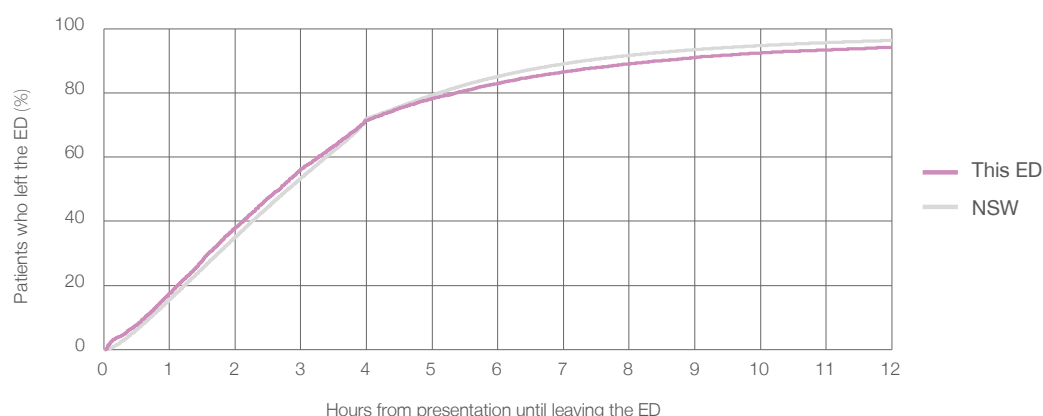
2 hours and 41 minutes

90th percentile time spent in the ED⁹

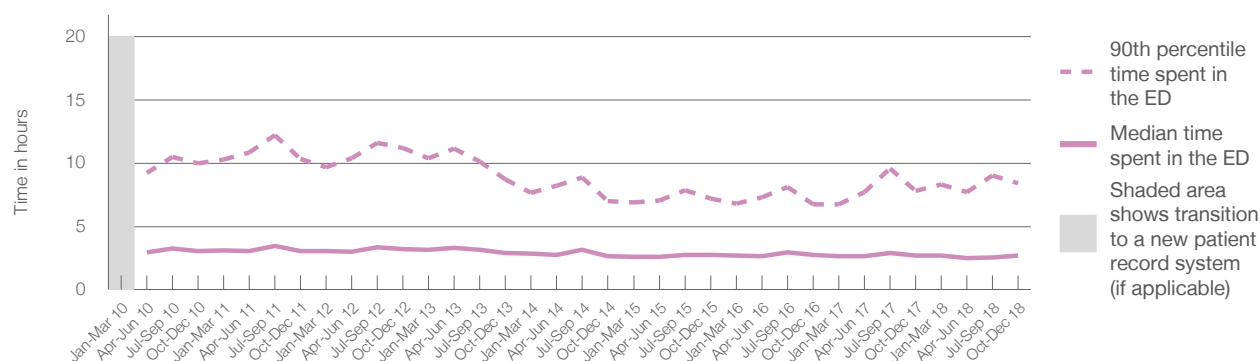
8 hours and 26 minutes

Same period last year	NSW (this period)
8,620	
8,620	
2 hours and 41 minutes	2 hours and 49 minutes
7 hours and 50 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m	8h 26m

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

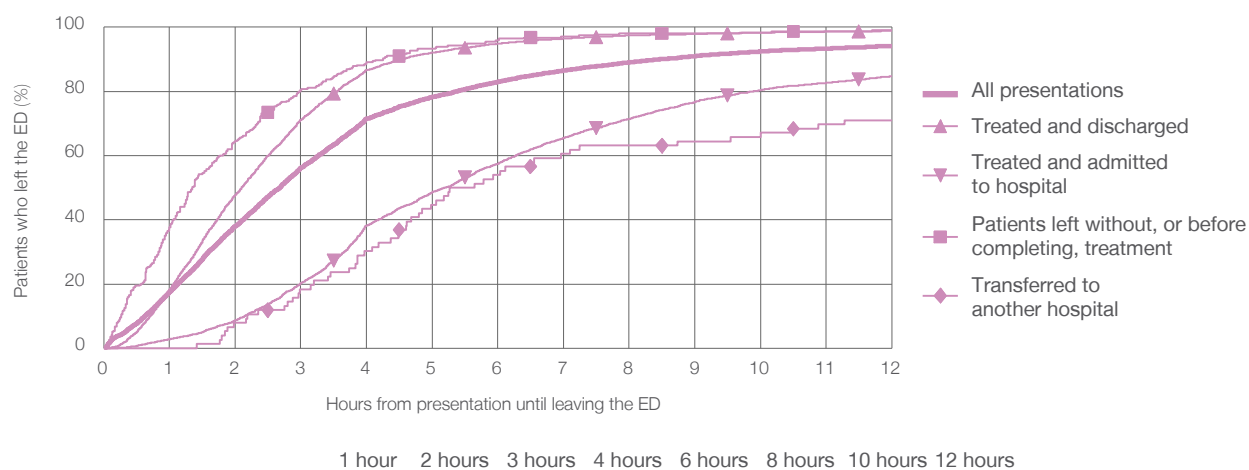
October to December 2018

All presentations:[†] 9,729 patients

Presentations used to calculate time to leaving the ED:[‡] 9,729 patients

		Same period last year	Change since one year ago
Treated and discharged	5,763 (59.2%)	8,620	13%
Treated and admitted to hospital	3,102 (31.9%)	4,939	16.7%
Patient left without, or before completing, treatment	313 (3.2%)	2,860	8.5%
Transferred to another hospital	76 (0.8%)	248	26.2%
Other	475 (4.9%)	79	-3.8%
		494	-3.8%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.3%	47.8%	71.2%	86.7%	94.8%	97.4%	98.3%	98.8%
Treated and admitted to hospital	2.8%	8.7%	20.2%	38.2%	57.5%	71.5%	80.4%	84.8%
Patient left without, or before completing, treatment	37.7%	64.5%	80.5%	89.1%	95.8%	98.1%	98.4%	99.0%
Transferred to another hospital	0%	7.9%	18.4%	30.3%	53.9%	63.2%	67.1%	71.1%
All presentations	17.5%	38.0%	56.2%	71.5%	82.9%	89.0%	92.4%	94.2%

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

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

Port Macquarie Base Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 9,729 patients

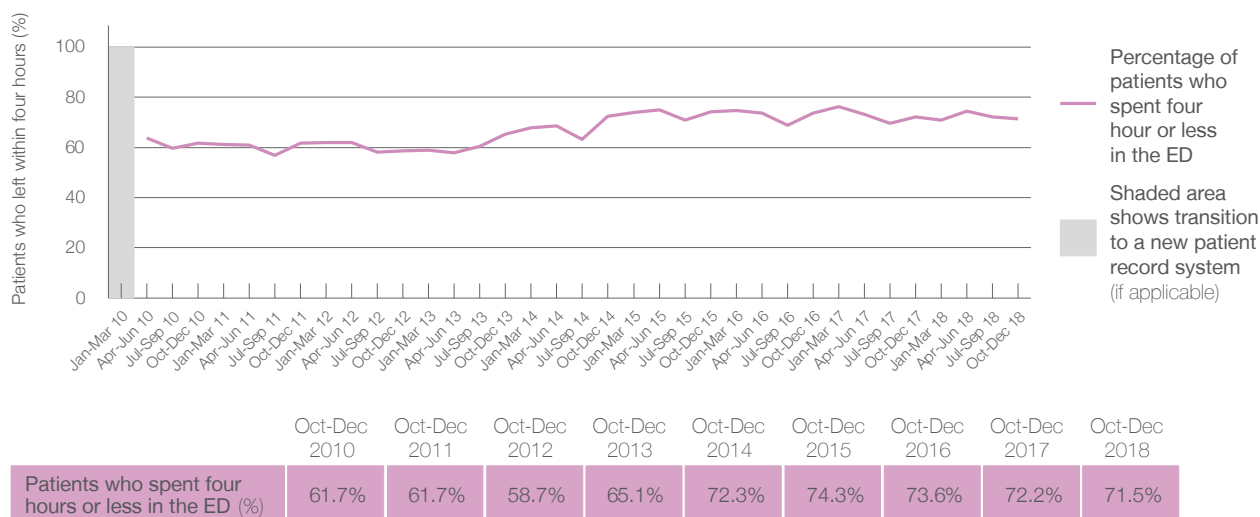
Presentations used to calculate time to leaving the ED: ⁶ 9,729 patients

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



Same period last year	Change since one year ago
8,620	13%
8,620	13%
72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,640 patients

Emergency presentations:² 10,523 patients

Same period last year	Change since one year ago
10,162	5%
10,048	5%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment ³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,186 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,560 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,488 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,042	
11 minutes	8 minutes
33 minutes	26 minutes
3,157	
28 minutes	20 minutes
97 minutes	72 minutes
4,657	
29 minutes	26 minutes
110 minutes	104 minutes
1,134	
25 minutes	23 minutes
95 minutes	104 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,640 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
10,162	5%
68%	

* 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: October to December 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 22 January 2019).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

October to December 2018

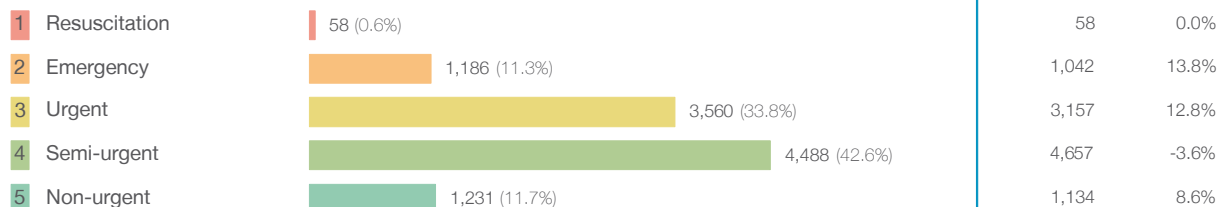
All presentations:¹ 10,640 patients

Same period last year Change since one year ago

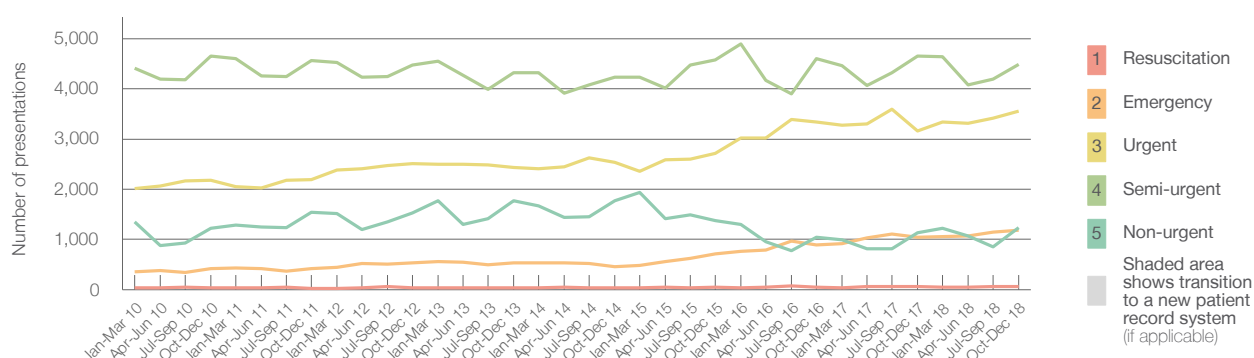
10,162 5%

Emergency presentations² by triage category: 10,523 patients

10,048 5%



Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	36	30	40	31	33	49	50	58	58
Emergency	415	421	536	535	461	718	895	1,042	1,186
Urgent	2,176	2,188	2,506	2,436	2,537	2,720	3,343	3,157	3,560
Semi-urgent	4,647	4,565	4,471	4,326	4,235	4,579	4,601	4,657	4,488
Non-urgent	1,217	1,543	1,533	1,773	1,776	1,374	1,041	1,134	1,231
All emergency presentations	8,491	8,747	9,086	9,101	9,042	9,440	9,930	10,048	10,523

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,684 patients

Same period last year Change since one year ago

2,268

ED Transfer of care time

Median time	12 minutes	13 minutes	-1 minute
90th percentile time	34 minutes	34 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,186

Number of triage 2 patients used to calculate waiting time: ³ 1,184

Median time to start treatment ⁴

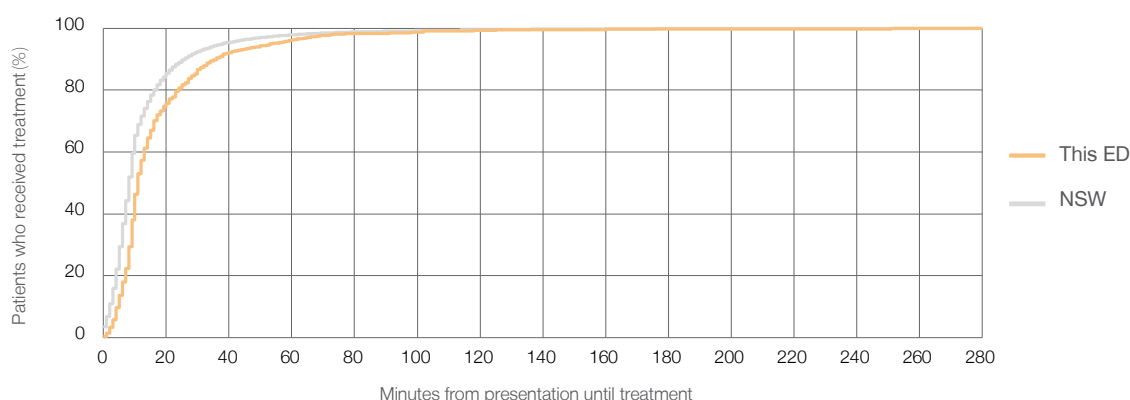
11 minutes

90th percentile time to start treatment ⁵

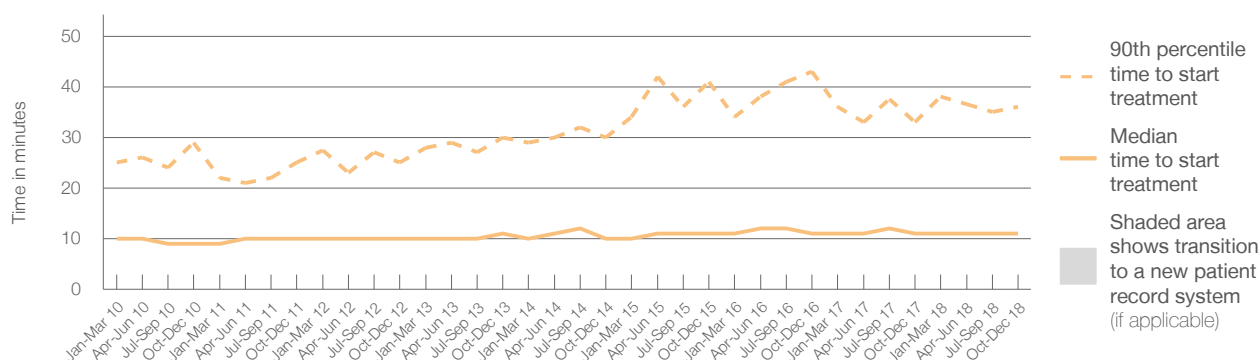
36 minutes

Same period last year	NSW (this period)
1,042	
1,040	
11 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	10	10	11	10	11	11	11	11
90th percentile time to start treatment ⁵ (minutes)	29	25	25	30	30	41	43	33	36

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 3,560

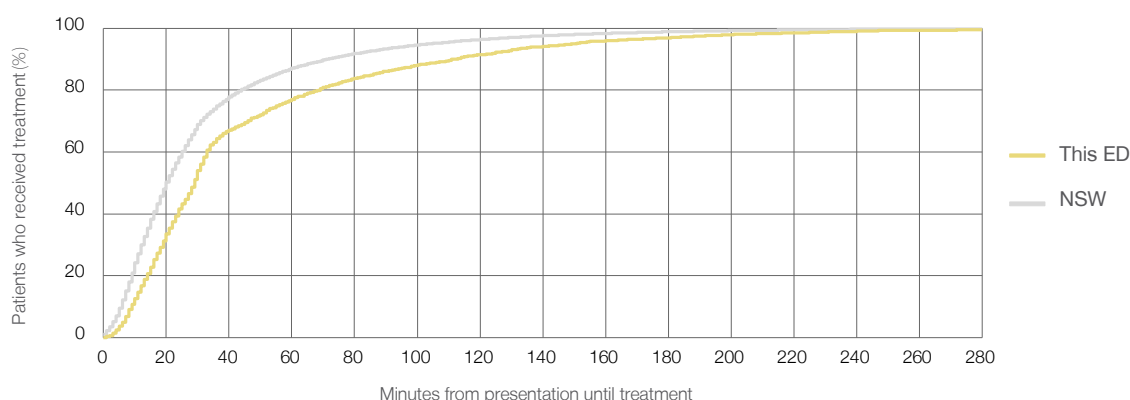
Number of triage 3 patients used to calculate waiting time:³ 3,494

Median time to start treatment⁴ 29 minutes

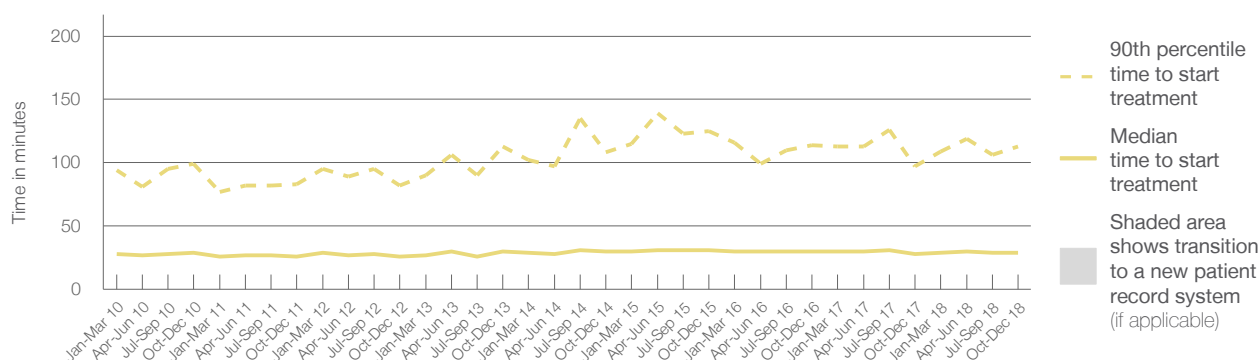
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
3,157	
3,111	
28 minutes	20 minutes
97 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	26	26	30	30	31	30	28	29
90th percentile time to start treatment ⁵ (minutes)	99	83	82	113	108	125	114	97	113

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,488

Number of triage 4 patients used to calculate waiting time:³ 4,215

Median time to start treatment⁴

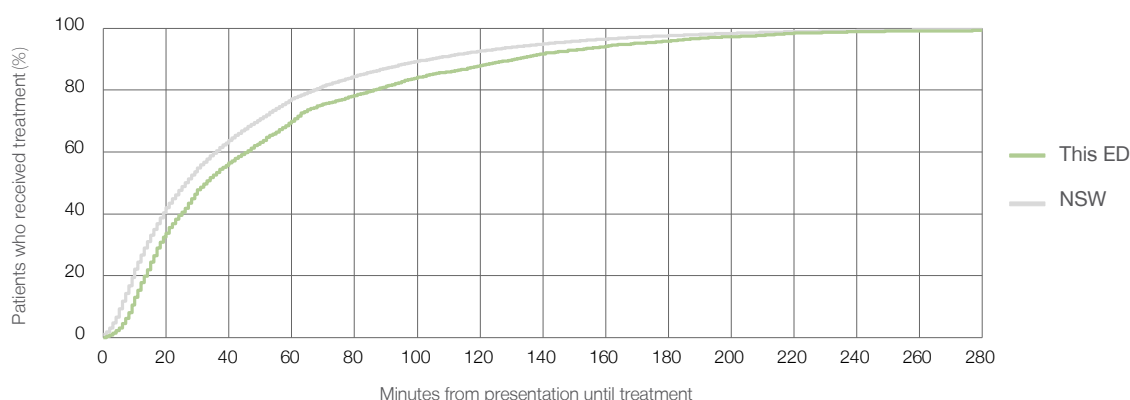
33 minutes

90th percentile time to start treatment⁵

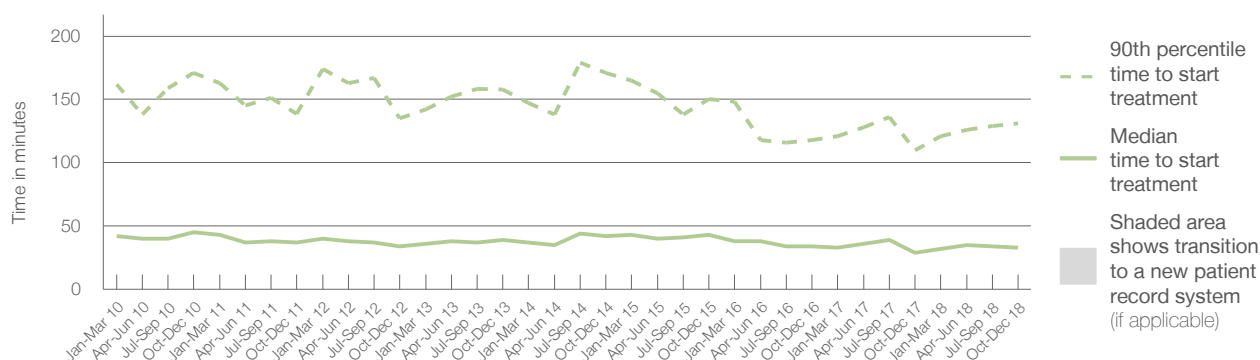
131 minutes

Same period last year	NSW (this period)
4,657	
4,447	
29 minutes	26 minutes
110 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	45	37	34	39	42	43	34	29	33
90th percentile time to start treatment ⁵ (minutes)	171	139	135	158	171	150	118	110	131

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,231

Number of triage 5 patients used to calculate waiting time:³ 1,113

Median time to start treatment⁴

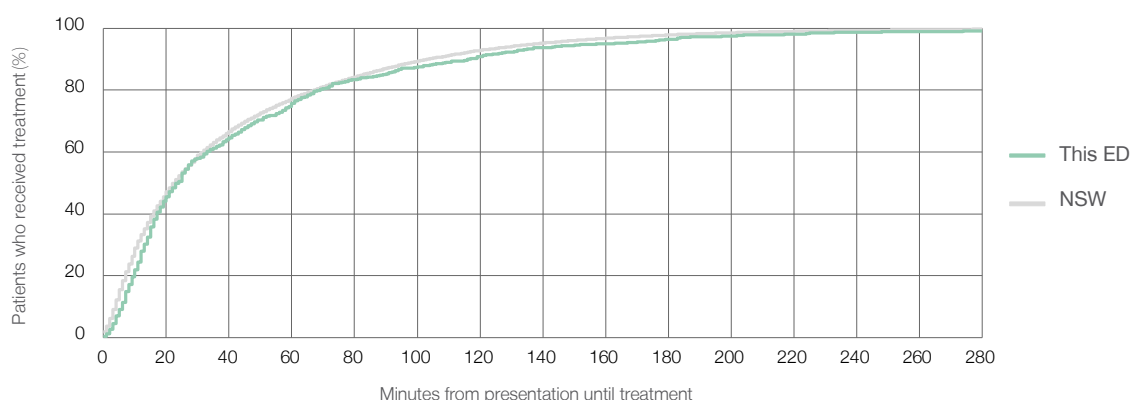
24 minutes

90th percentile time to start treatment⁵

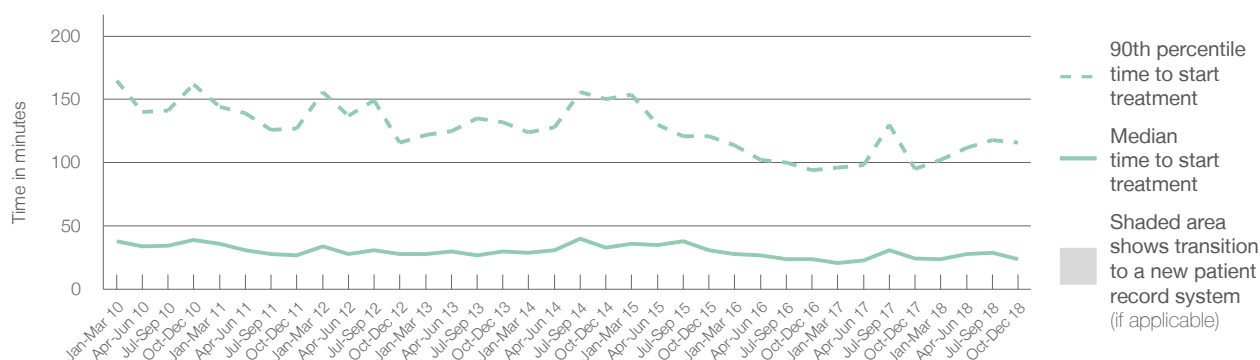
116 minutes

Same period last year	NSW (this period)
1,134	
1,026	
25 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	27	28	30	33	31	24	25	24
90th percentile time to start treatment ⁵ (minutes)	162	127	116	132	150	121	94	95	116

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,640 patients

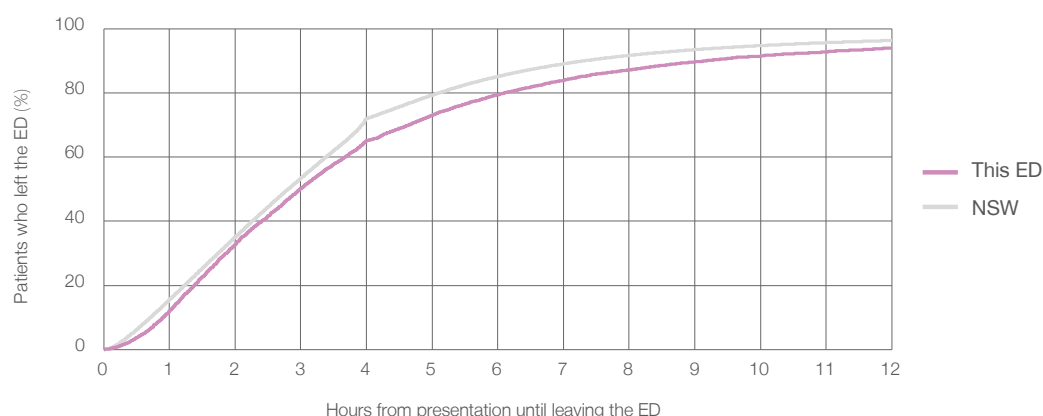
Presentations used to calculate time to leaving the ED:⁶ 10,640 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

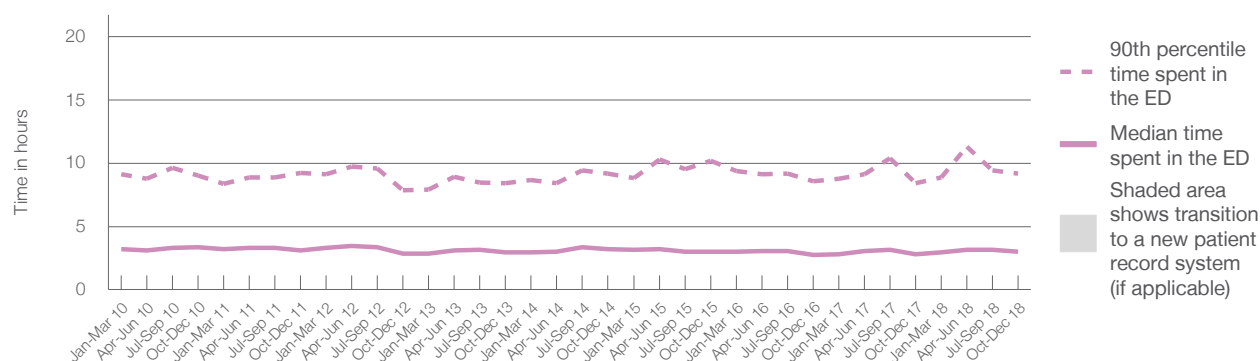
90th percentile time spent in the ED⁹ 9 hours and 11 minutes

Same period last year	NSW (this period)
10,162	10,162
2 hours and 48 minutes	2 hours and 49 minutes
8 hours and 24 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m	2h 59m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 24m	9h 11m

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

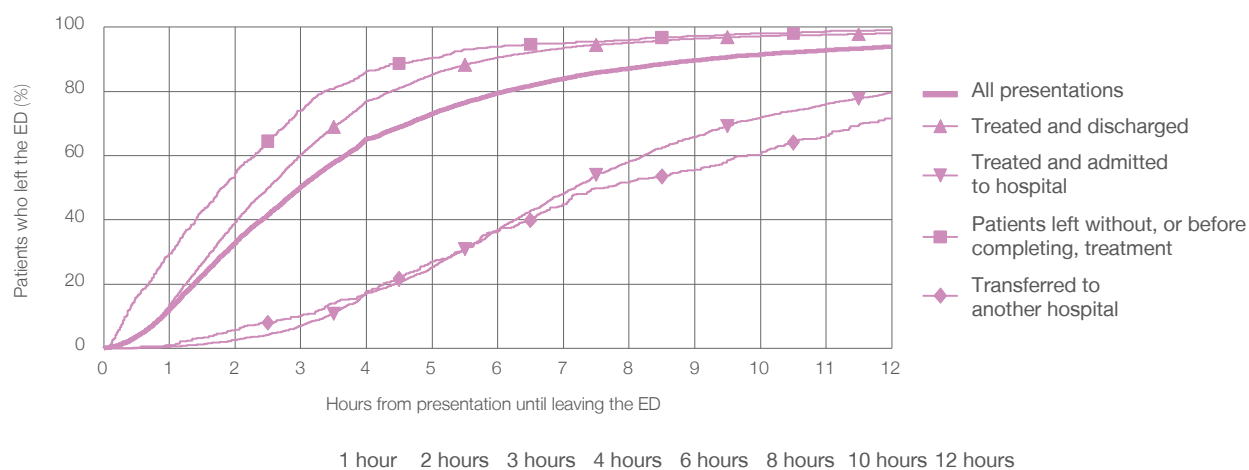
October to December 2018

All presentations:[†] 10,640 patients

Presentations used to calculate time to leaving the ED:[‡] 10,640 patients

		Same period last year	Change since one year ago
Treated and discharged	7,595 (71.4%)	7,372	3.0%
Treated and admitted to hospital	1,866 (17.5%)	1,817	2.7%
Patient left without, or before completing, treatment	761 (7.2%)	630	20.8%
Transferred to another hospital	379 (3.6%)	301	25.9%
Other	39 (0.4%)	42	-7.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.5%	39.2%	60.2%	77.1%	90.6%	95.1%	97.2%	98.1%
Treated and admitted to hospital	0.4%	2.6%	7.0%	17.2%	36.8%	58.2%	71.9%	79.6%
Patient left without, or before completing, treatment	29.4%	54.5%	74.0%	86.3%	94.0%	95.9%	98.0%	99.1%
Transferred to another hospital	1.1%	5.8%	10.0%	17.7%	36.4%	51.7%	60.4%	71.5%
All presentations	12.1%	32.9%	50.2%	65.2%	79.5%	87.2%	91.5%	94.0%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,640 patients

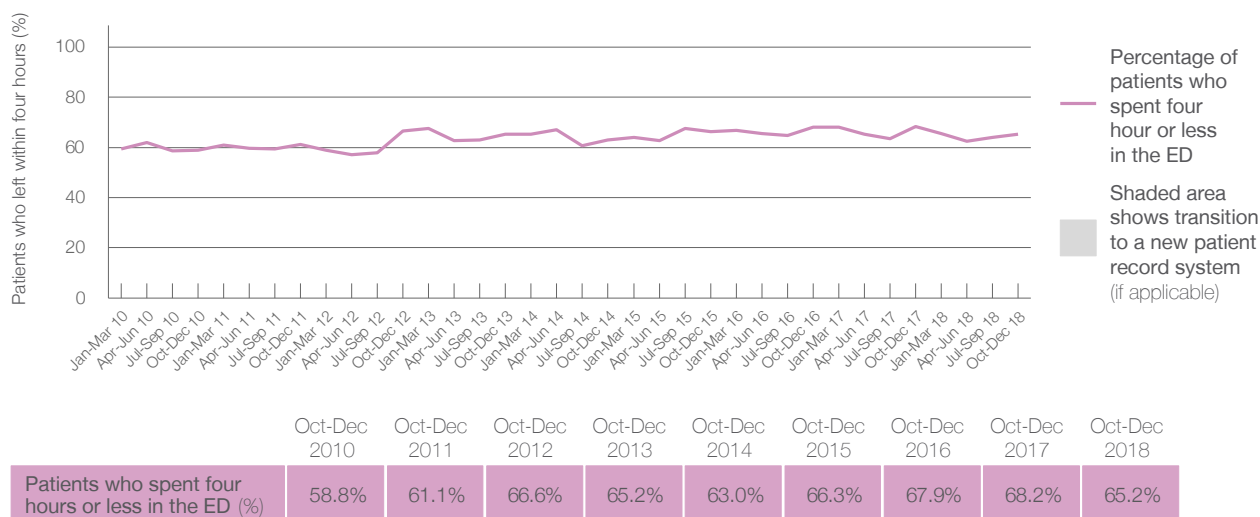
Presentations used to calculate time to leaving the ED: ⁶ 10,640 patients

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



Same period last year	Change since one year ago
10,162	5%
10,162	5%
68.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Sutherland Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 14,295 patients

Emergency presentations:² 14,210 patients

Same period last year	Change since one year ago
12,982	10%
12,880	10%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,886 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,826 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,647 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 782 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,963	
13 minutes	8 minutes
32 minutes	26 minutes
5,566	
29 minutes	20 minutes
70 minutes	72 minutes
4,578	
33 minutes	26 minutes
90 minutes	104 minutes
724	
28 minutes	23 minutes
112 minutes	104 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 14,294 patients

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

Same period last year	Change since one year ago
12,982	10%
61%	

* 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: October to December 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.

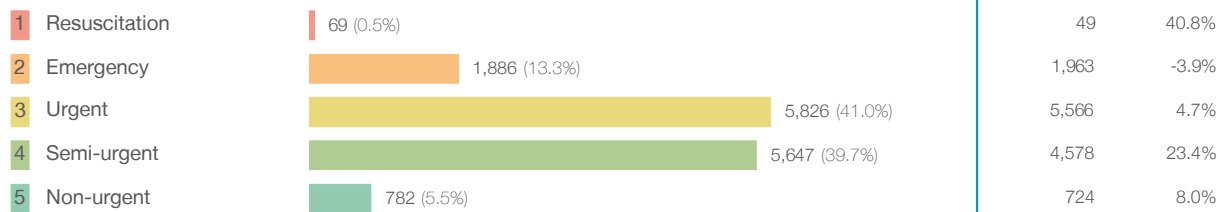
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Sutherland Hospital: Patients presenting to the emergency department

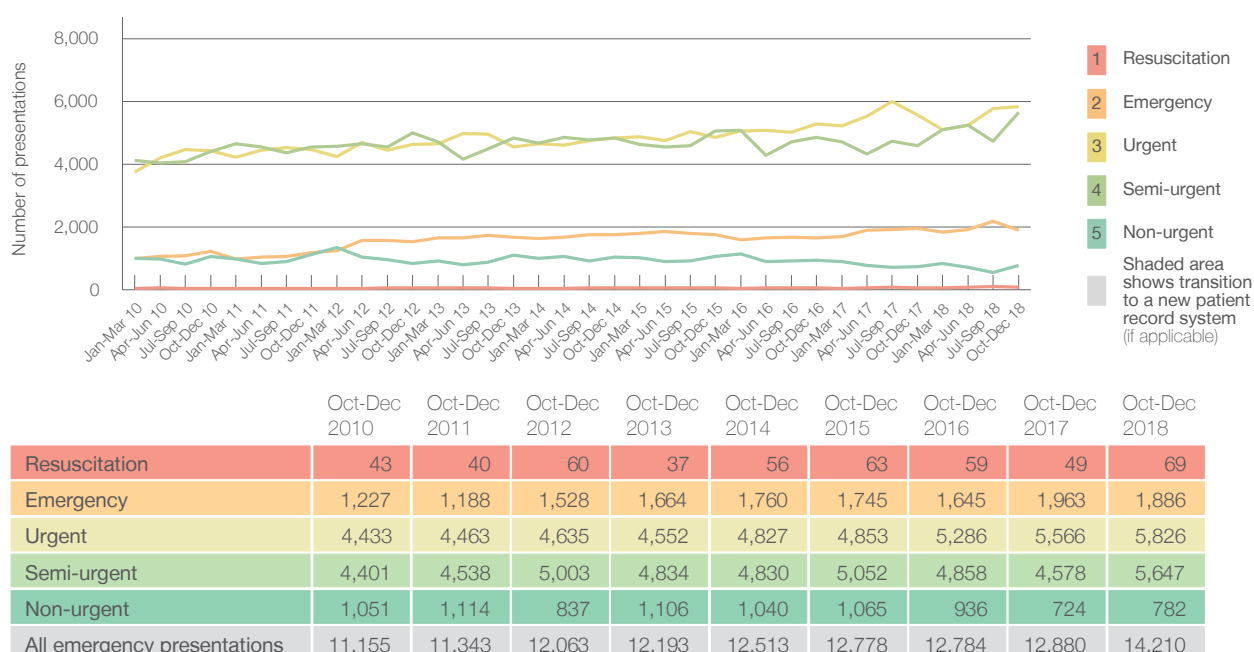
October to December 2018

All presentations:¹ 14,295 patients

Emergency presentations² by triage category: 14,210 patients



Emergency presentations² by quarter, January 2010 to December 2018[‡]



Sutherland Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,628 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

October to December 2018

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

Number of triage 2 patients: 1,886

Number of triage 2 patients used to calculate waiting time: ³ 1,877

Median time to start treatment ⁴

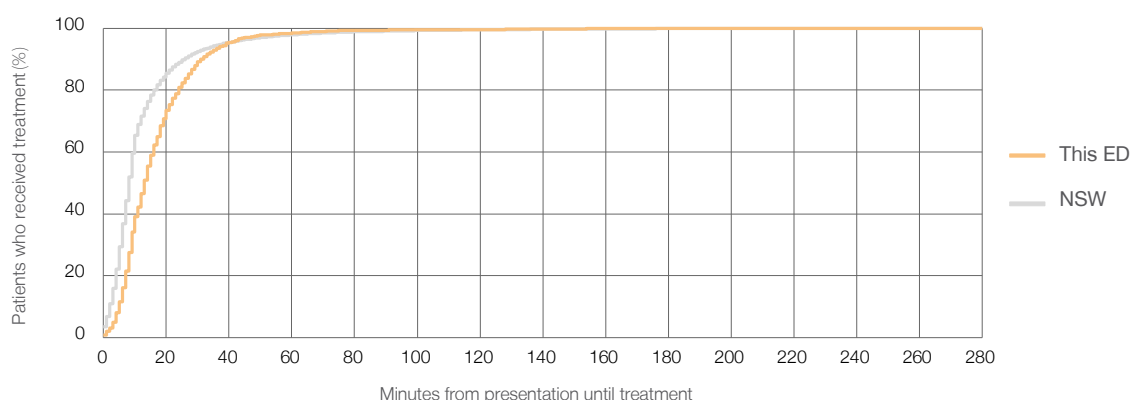
13 minutes

90th percentile time to start treatment ⁵

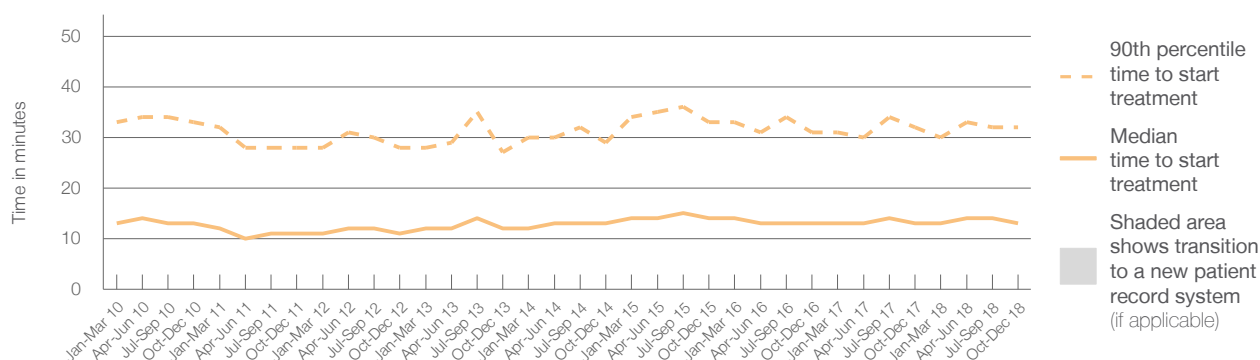
32 minutes

Same period last year	NSW (this period)
1,963	
1,955	
13 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	13	11	11	12	13	14	13	13	13
90th percentile time to start treatment ⁵ (minutes)	33	28	28	27	29	33	31	32	32

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

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

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

October to December 2018

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

Number of triage 3 patients: 5,826

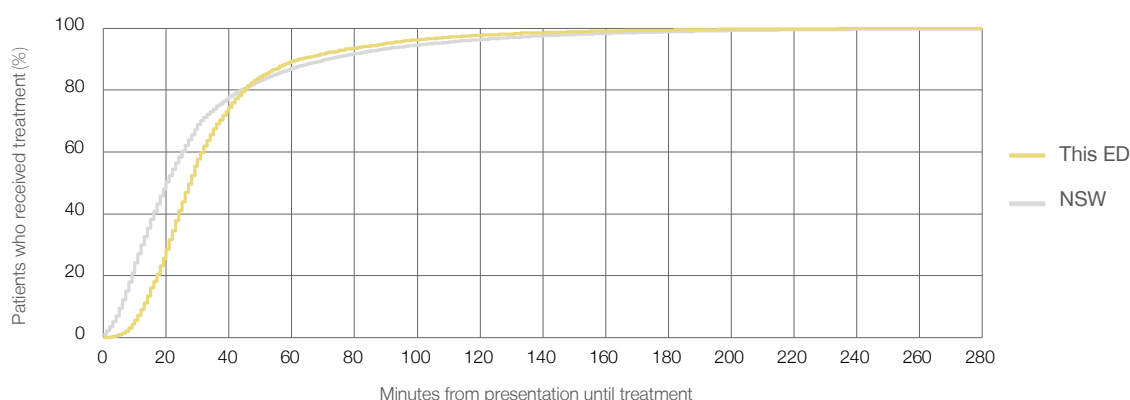
Number of triage 3 patients used to calculate waiting time:³ 5,642

Median time to start treatment⁴ 28 minutes

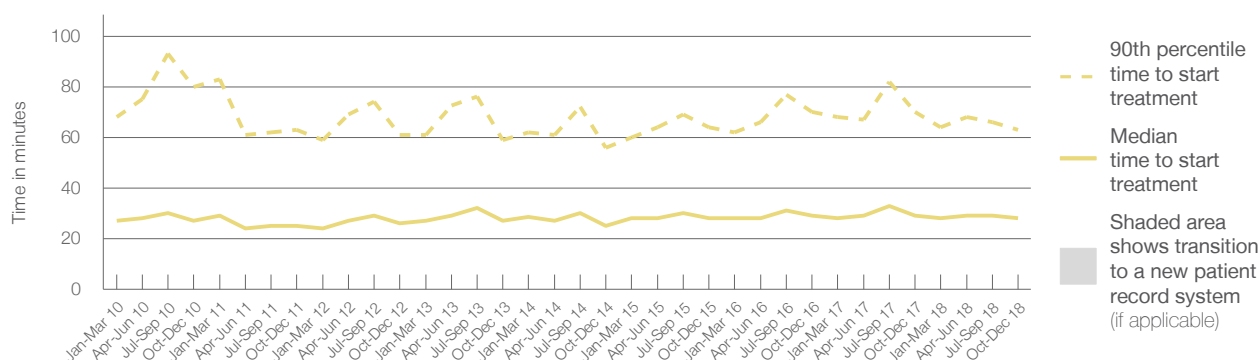
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
5,566	
5,479	
29 minutes	20 minutes
70 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	25	26	27	25	28	29	29	28
90th percentile time to start treatment ⁵ (minutes)	80	63	61	59	56	64	70	70	63

(†) 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

October to December 2018

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

Number of triage 4 patients: 5,647

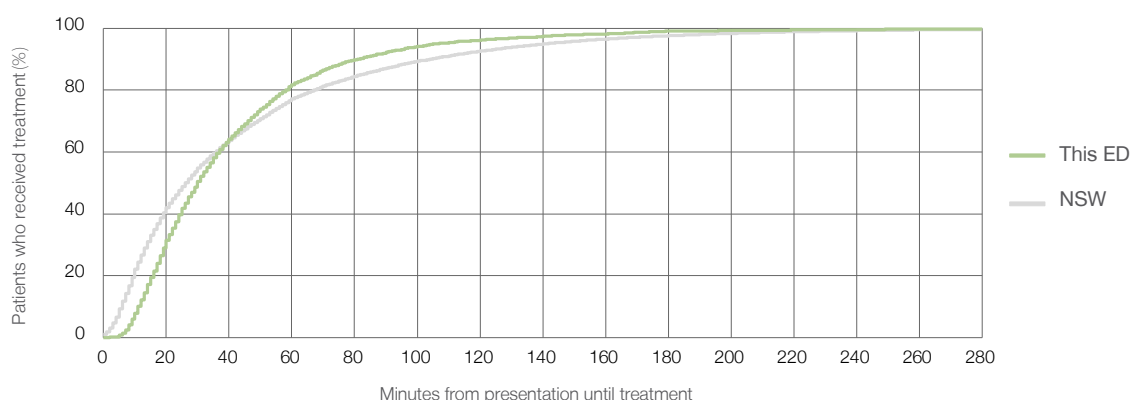
Number of triage 4 patients used to calculate waiting time: ³ 5,288

Median time to start treatment ⁴ 30 minutes

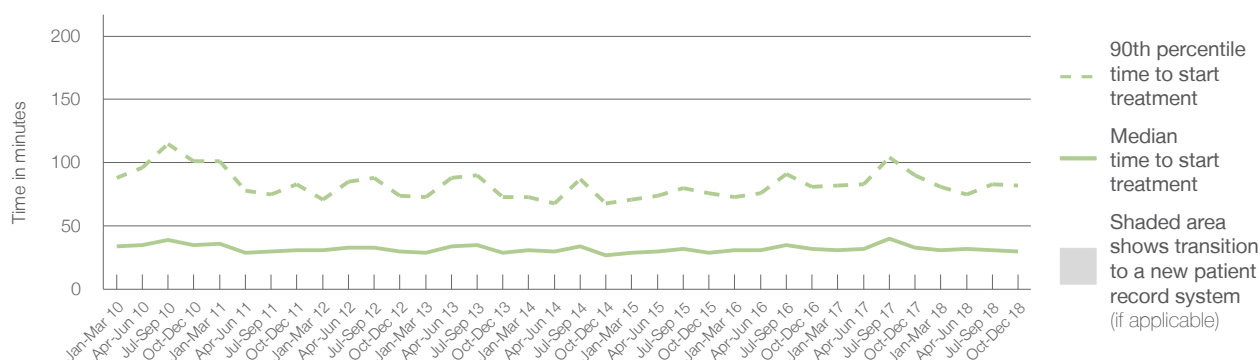
90th percentile time to start treatment ⁵ 82 minutes

Same period last year	NSW (this period)
4,578	
4,426	
33 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	35	31	30	29	27	29	32	33	30
90th percentile time to start treatment ⁵ (minutes)	101	83	74	73	68	76	81	90	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.

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

October to December 2018

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

Number of triage 5 patients: 782

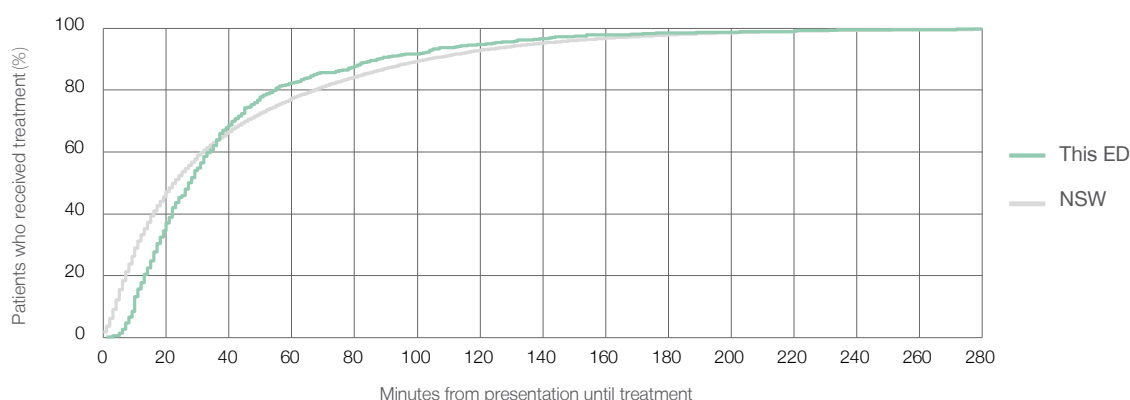
Number of triage 5 patients used to calculate waiting time:³ 676

Median time to start treatment⁴ 28 minutes

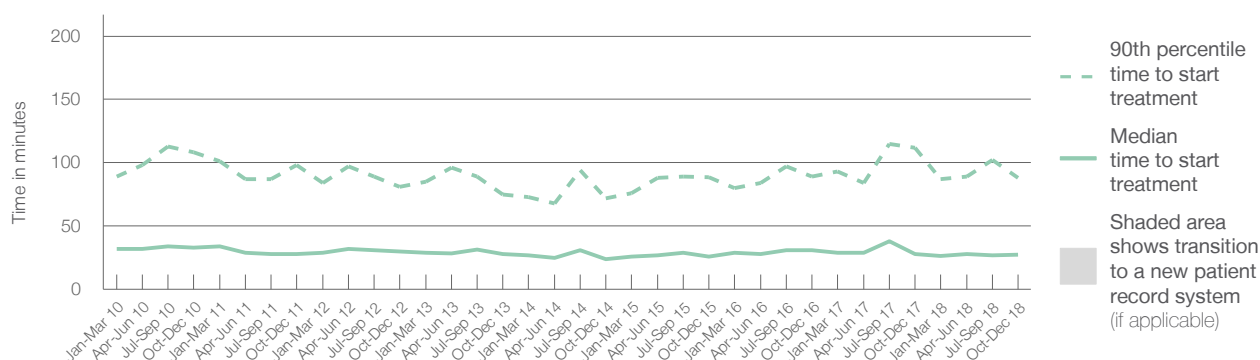
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
724	
649	
28 minutes	23 minutes
112 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	33	28	30	28	24	26	31	28	28
90th percentile time to start treatment ⁵ (minutes)	108	98	81	75	72	89	89	112	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.

Sutherland Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 14,295 patients

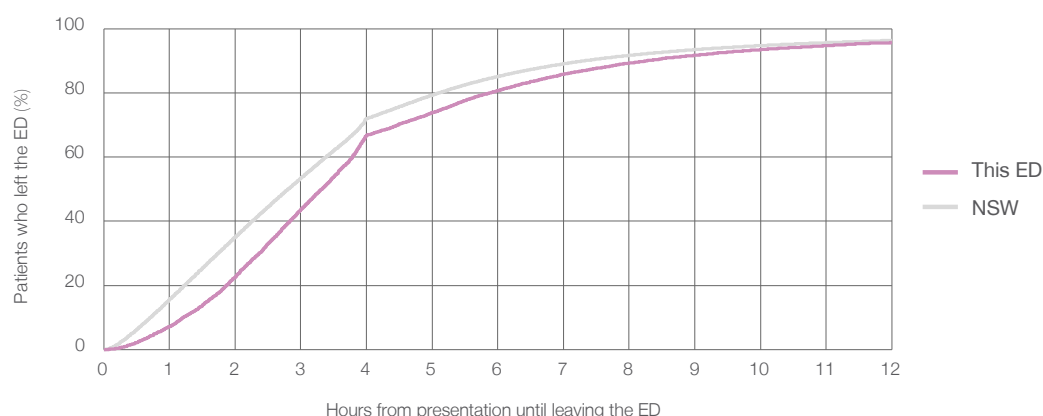
Presentations used to calculate time to leaving the ED:⁶ 14,294 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

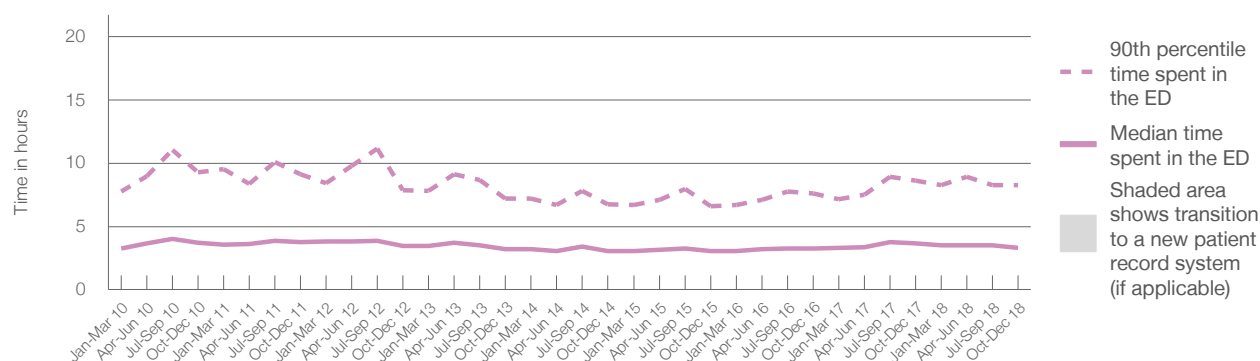
90th percentile time spent in the ED⁹ 8 hours and 16 minutes

Same period last year	NSW (this period)
12,982	
12,982	
3 hours and 39 minutes	2 hours and 49 minutes
8 hours and 38 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m	8h 16m

(†) 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

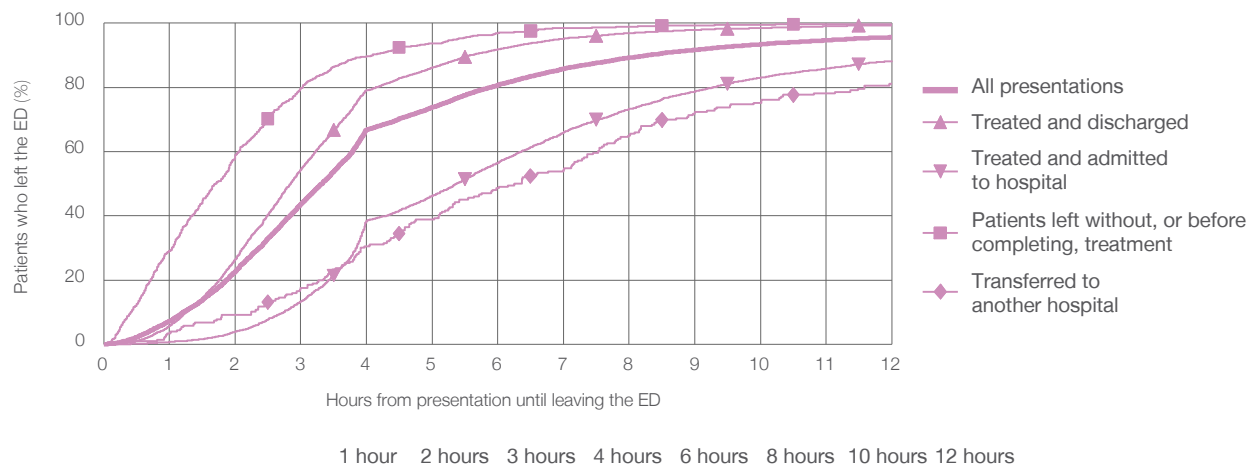
October to December 2018

All presentations:[†] 14,295 patients

Presentations used to calculate time to leaving the ED:[‡] 14,294 patients

		Same period last year	Change since one year ago
		12,982	10%
Treated and discharged	8,430 (59.0%)	8,837	-4.6%
Treated and admitted to hospital	4,443 (31.1%)	3,114	42.7%
Patient left without, or before completing, treatment	882 (6.2%)	743	18.7%
Transferred to another hospital	206 (1.4%)	236	-12.7%
Other	334 (2.3%)	52	542.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	26.5%	54.5%	79.1%	91.9%	96.9%	98.5%	99.4%
Treated and admitted to hospital	0.7%	3.9%	13.3%	38.5%	56.5%	73.3%	83.0%	88.2%
Patient left without, or before completing, treatment	29.0%	59.0%	79.7%	89.8%	96.9%	99.0%	99.5%	99.8%
Transferred to another hospital	3.4%	9.2%	17.5%	30.6%	48.5%	65.0%	75.2%	81.1%
All presentations	7.2%	22.8%	43.7%	66.8%	80.7%	89.3%	93.4%	95.7%

(†) 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.

Sutherland Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 14,295 patients

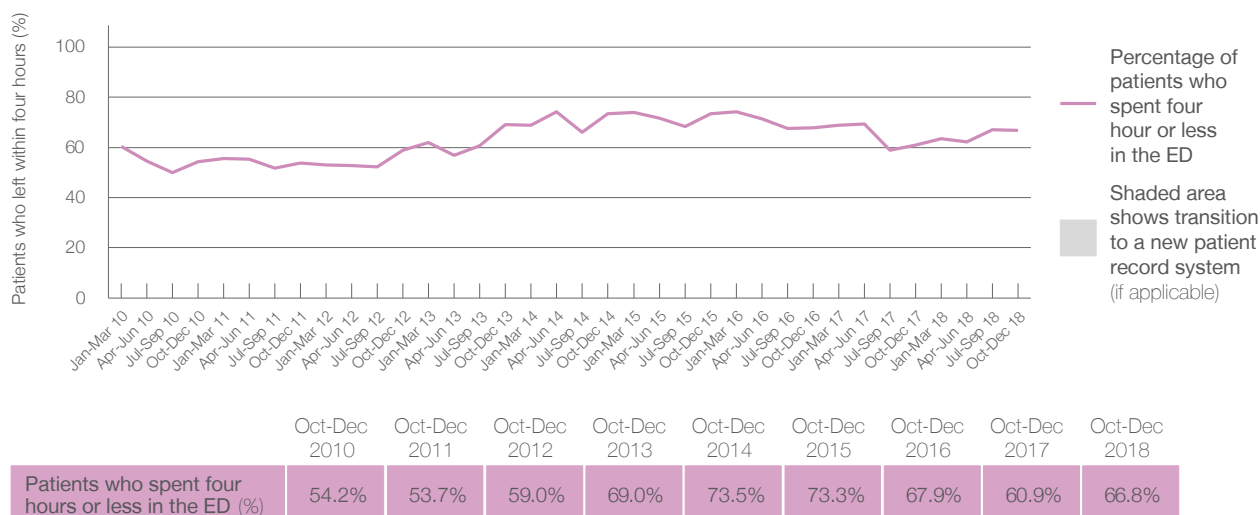
Presentations used to calculate time to leaving the ED: ⁶ 14,294 patients

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



Same period last year	Change since one year ago
12,982	10%
12,982	10%
60.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Tamworth Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations:² 10,247 patients

Same period last year	Change since one year ago
11,018	-2%
10,525	-3%

Tamworth Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,684 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,138 patients

Median time to start treatment⁴ 39 minutes

90th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,456 patients

Median time to start treatment⁴ 46 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
916	
8 minutes	8 minutes
28 minutes	26 minutes
2,510	
24 minutes	20 minutes
81 minutes	72 minutes
5,607	
41 minutes	26 minutes
133 minutes	104 minutes
1,456	
45 minutes	23 minutes
124 minutes	104 minutes

Tamworth Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 10,827 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
11,018	-2%
74%	

* 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: October to December 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.

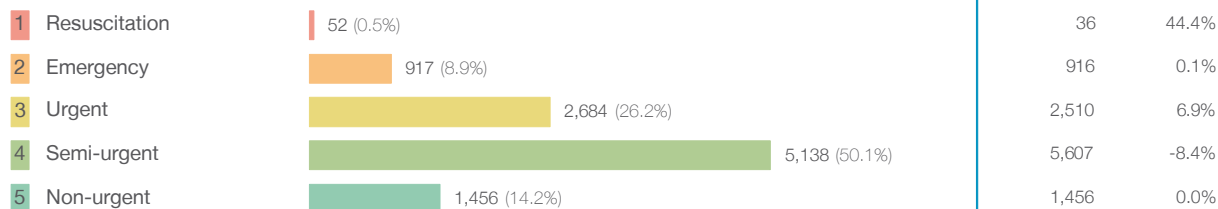
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Tamworth Hospital: Patients presenting to the emergency department

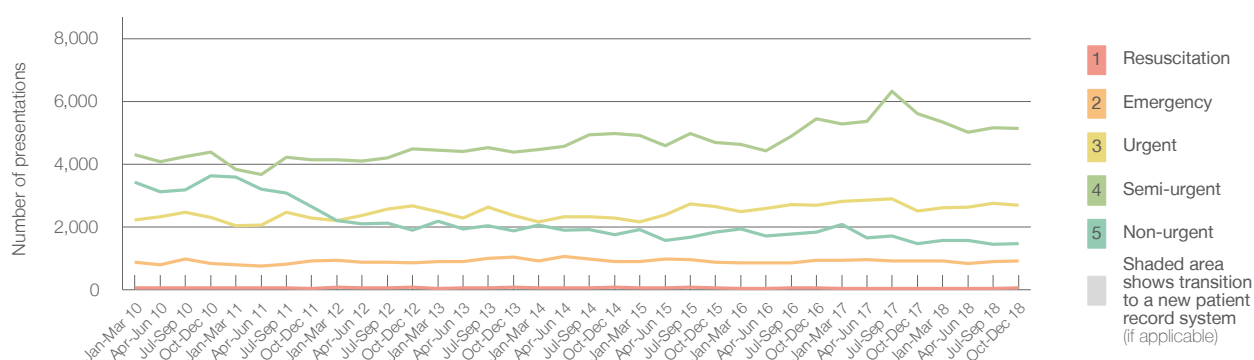
October to December 2018

All presentations:¹ 10,827 patients

Emergency presentations² by triage category: 10,247 patients



Emergency presentations² by quarter, January 2010 to December 2018 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	63	48	69	74	76	65	59	36	52
Emergency	826	911	859	1,035	885	871	932	916	917
Urgent	2,299	2,291	2,673	2,360	2,280	2,645	2,699	2,510	2,684
Semi-urgent	4,387	4,140	4,487	4,383	4,970	4,684	5,438	5,607	5,138
Non-urgent	3,634	2,659	1,890	1,884	1,748	1,827	1,836	1,456	1,456
All emergency presentations	11,209	10,049	9,978	9,736	9,959	10,092	10,964	10,525	10,247

Tamworth Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 1,912 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.

Tamworth Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 917

Number of triage 2 patients used to calculate waiting time: ³ 905

Median time to start treatment ⁴

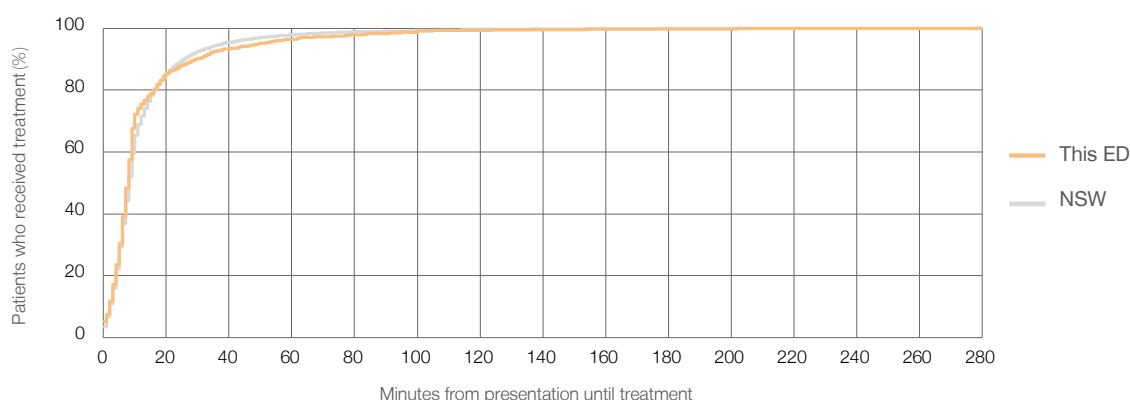
8 minutes

90th percentile time to start treatment ⁵

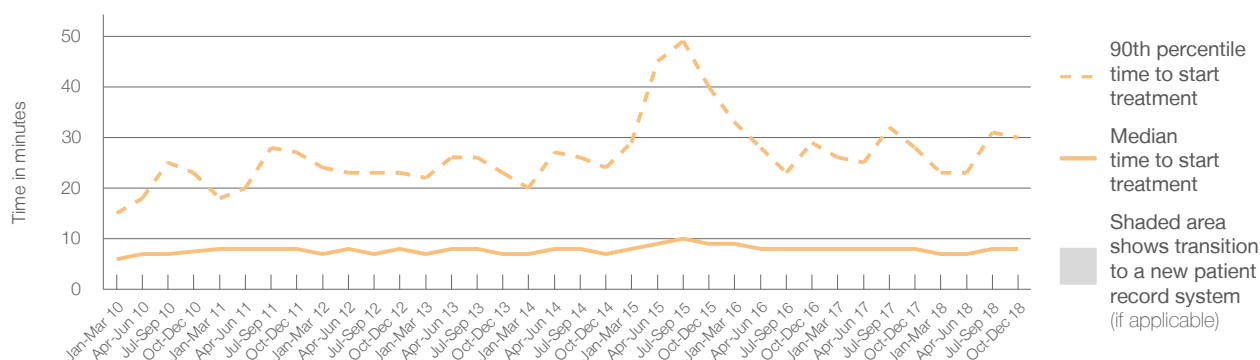
30 minutes

Same period last year	NSW (this period)
916	
909	
8 minutes	8 minutes
28 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28	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.

Tamworth Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 2,684

Number of triage 3 patients used to calculate waiting time:³ 2,600

Median time to start treatment⁴

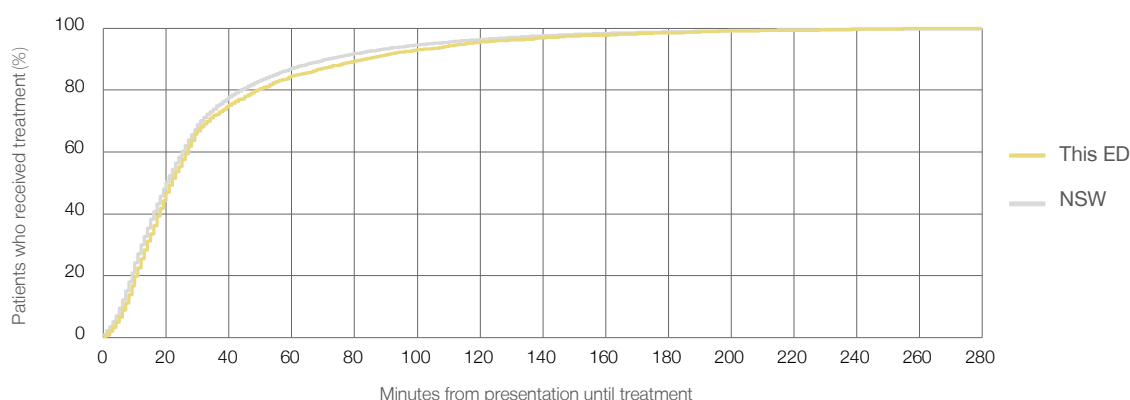
22 minutes

90th percentile time to start treatment⁵

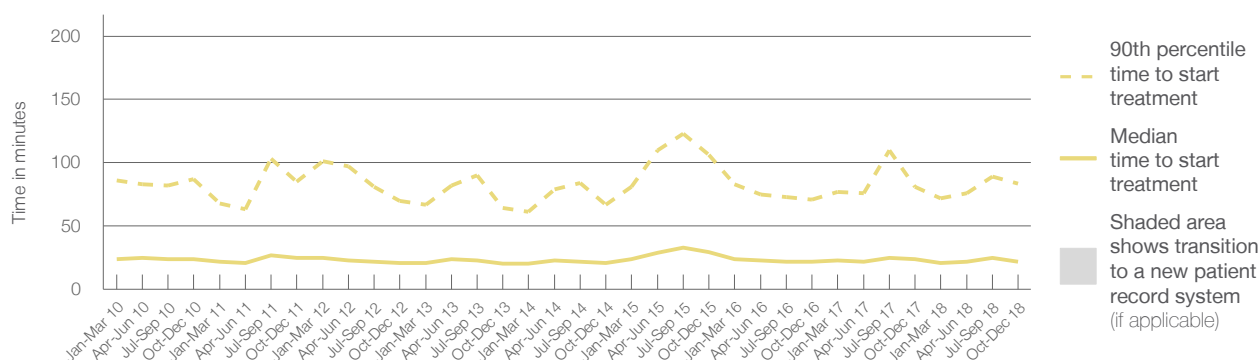
84 minutes

Same period last year	NSW (this period)
2,510	
2,454	
24 minutes	20 minutes
81 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	24	25	21	20	21	30	22	24	22
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81	84

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

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

Tamworth Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 5,138

Number of triage 4 patients used to calculate waiting time:³ 4,746

Median time to start treatment⁴

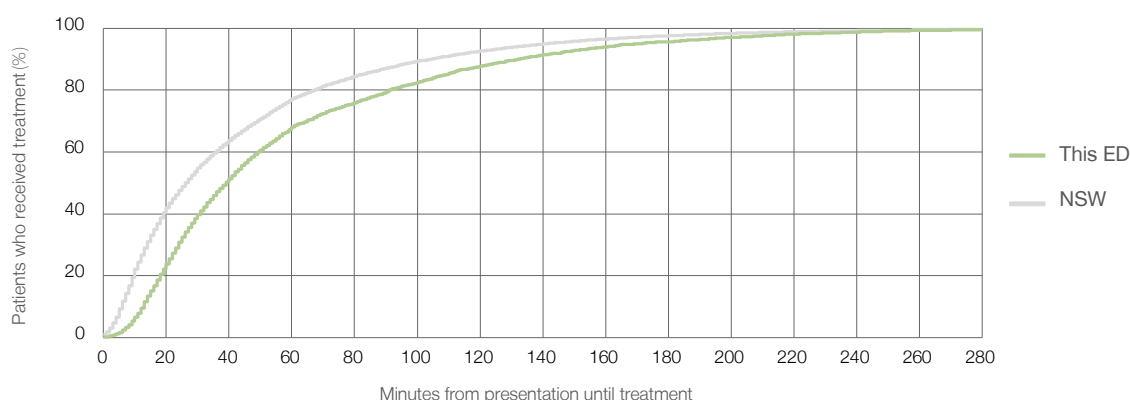
39 minutes

90th percentile time to start treatment⁵

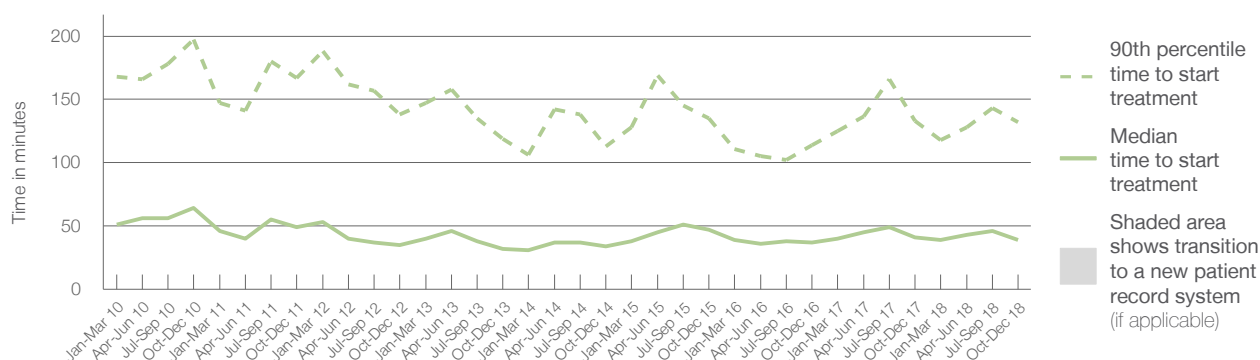
132 minutes

Same period last year	NSW (this period)
5,607	
5,335	
41 minutes	26 minutes
133 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	64	49	35	32	34	47	37	41	39
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133	132

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 1,456

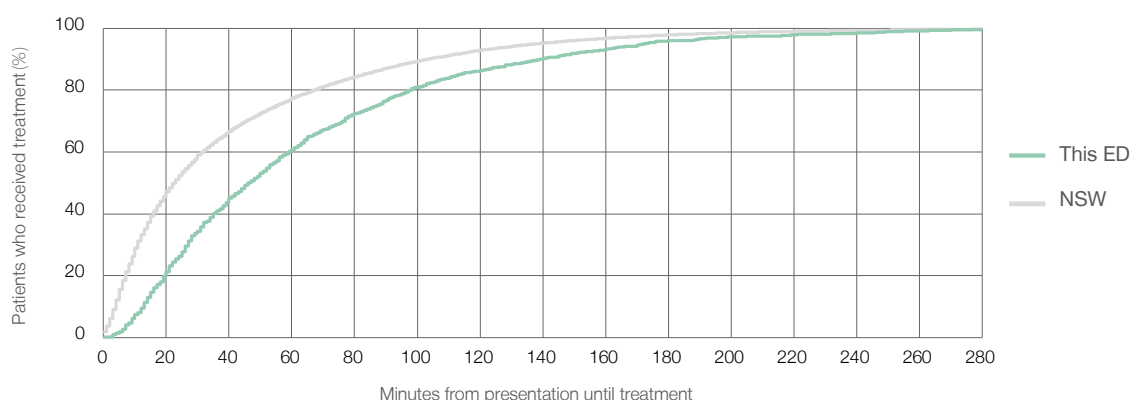
Number of triage 5 patients used to calculate waiting time:³ 1,297

Median time to start treatment⁴ 46 minutes

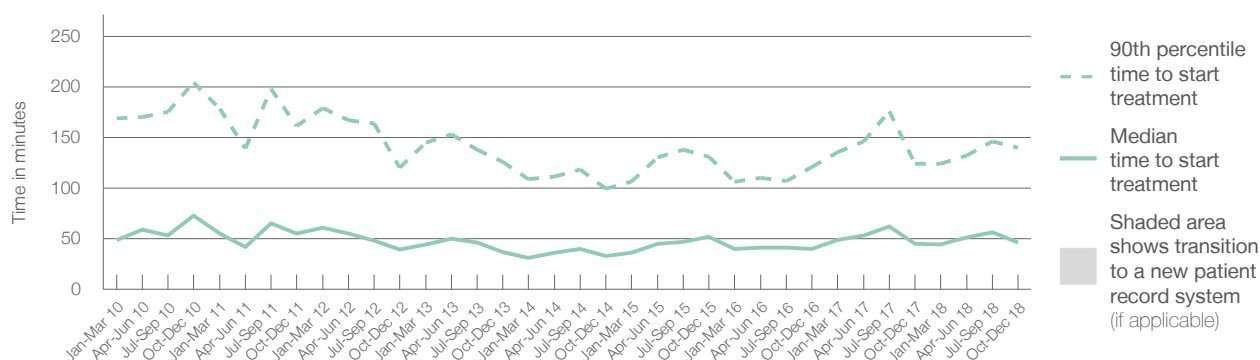
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
1,456	
1,353	
45 minutes	23 minutes
124 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	73	55	39	37	33	52	40	45	46
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124	140

(†) 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.

Tamworth Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 10,827 patients

Presentations used to calculate time to leaving the ED:⁶ 10,827 patients

Median time spent in the ED⁸

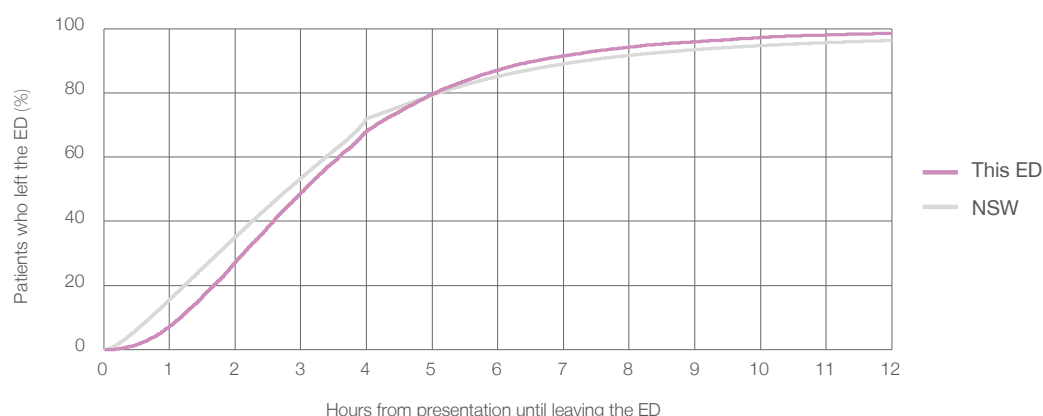
3 hours and 4 minutes

90th percentile time spent in the ED⁹

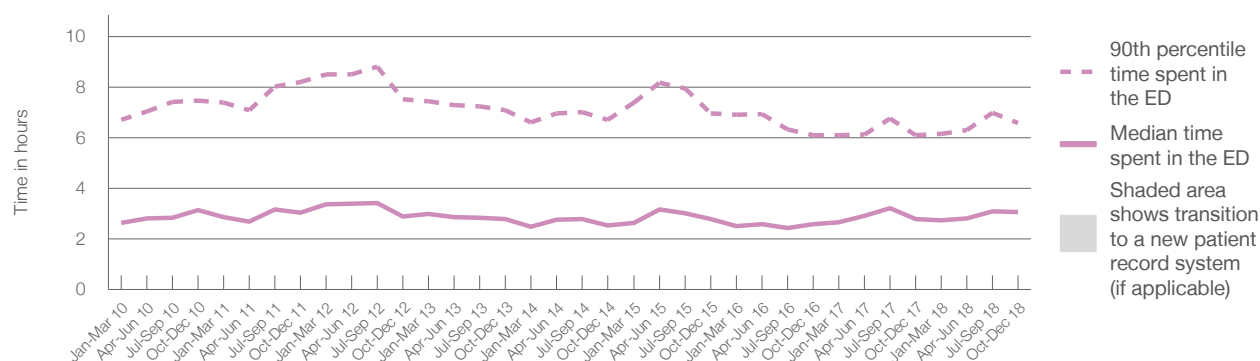
6 hours and 35 minutes

Same period last year	NSW (this period)
11,018	
11,018	
2 hours and 48 minutes	2 hours and 49 minutes
6 hours and 7 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m	6h 35m

(†) 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.

Tamworth Hospital: Time patients spent in the ED

By mode of separation

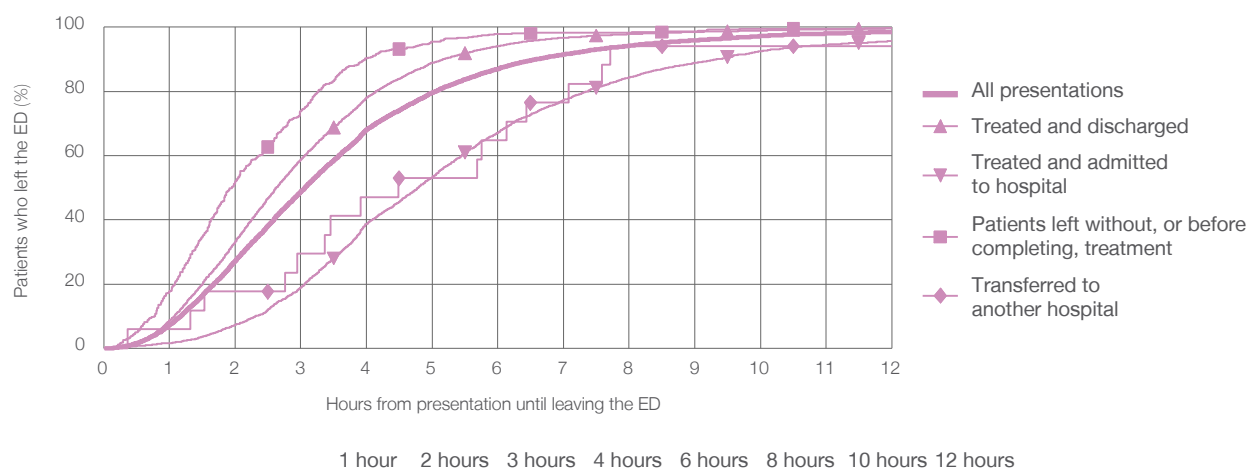
October to December 2018

All presentations:[†] 10,827 patients

Presentations used to calculate time to leaving the ED:[‡] 10,827 patients

		Same period last year	Change since one year ago
		11,018	-2%
Treated and discharged	7,193 (66.4%)	7,666	-6.2%
Treated and admitted to hospital	2,909 (26.9%)	2,826	2.9%
Patient left without, or before completing, treatment	475 (4.4%)	359	32.3%
Transferred to another hospital	17 (0.2%)	34	-50.0%
Other	233 (2.2%)	133	75.2%

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



Treated and discharged	8.7%	33.4%	58.9%	78.1%	94.1%	97.9%	99.0%	99.6%
Treated and admitted to hospital	1.6%	7.3%	19.0%	38.7%	67.1%	84.4%	92.5%	95.8%
Patient left without, or before completing, treatment	17.7%	52.0%	73.9%	90.3%	97.9%	98.3%	99.6%	99.8%
Transferred to another hospital	5.9%	17.6%	29.4%	47.1%	64.7%	94.1%	94.1%	94.1%
All presentations	7.3%	27.3%	48.9%	68.1%	87.0%	94.3%	97.2%	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.

Tamworth Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 10,827 patients

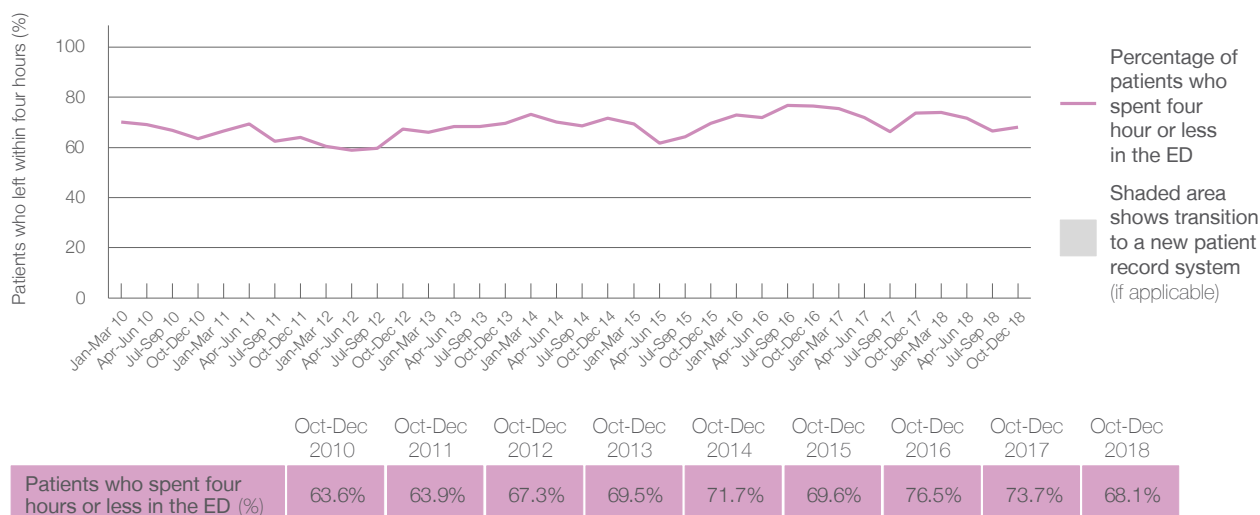
Presentations used to calculate time to leaving the ED: ⁶ 10,827 patients

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



Same period last year	Change since one year ago
11,018	-2%
11,018	-2%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

The Tweed Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,726 patients

Emergency presentations:² 13,328 patients

Same period last year	Change since one year ago
13,661	0%
13,192	1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,772 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,141 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,361 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 976 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,738	
5 minutes	8 minutes
13 minutes	26 minutes
5,820	
15 minutes	20 minutes
42 minutes	72 minutes
4,360	
16 minutes	26 minutes
70 minutes	104 minutes
1,218	
11 minutes	23 minutes
62 minutes	104 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,725 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
13,661	0%
83%	

* 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: October to December 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.

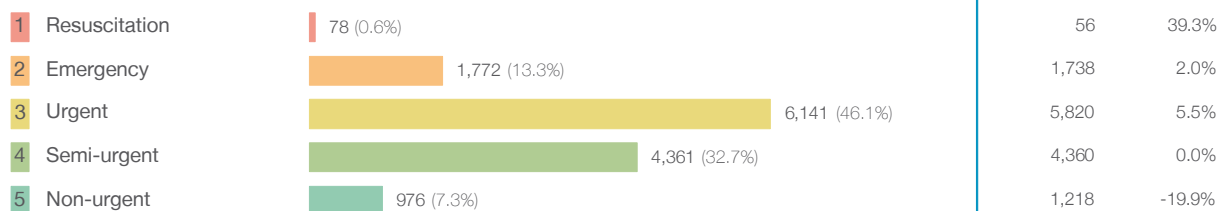
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

The Tweed Hospital: Patients presenting to the emergency department

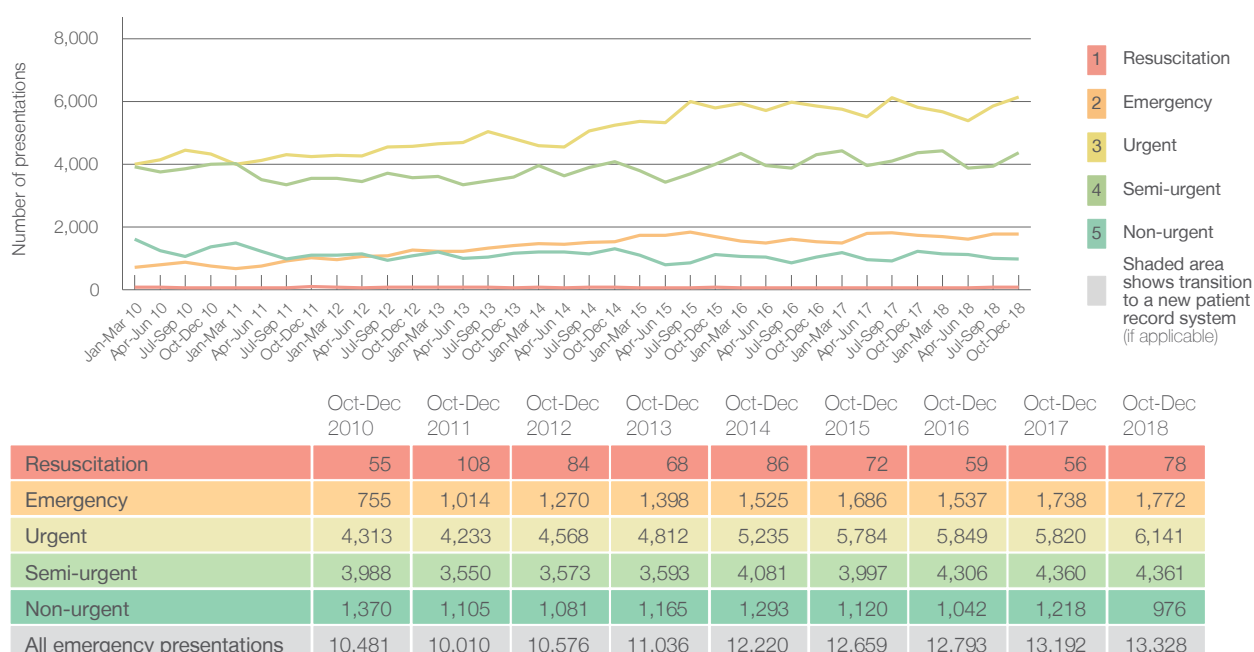
October to December 2018

All presentations:¹ 13,726 patients

Emergency presentations² by triage category: 13,328 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



The Tweed Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,008 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,772

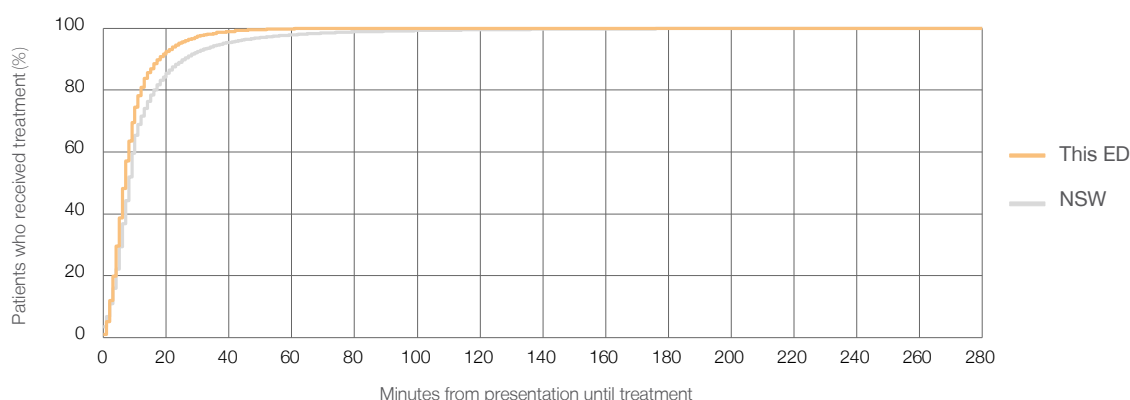
Number of triage 2 patients used to calculate waiting time: ³ 1,768

Median time to start treatment ⁴ 7 minutes

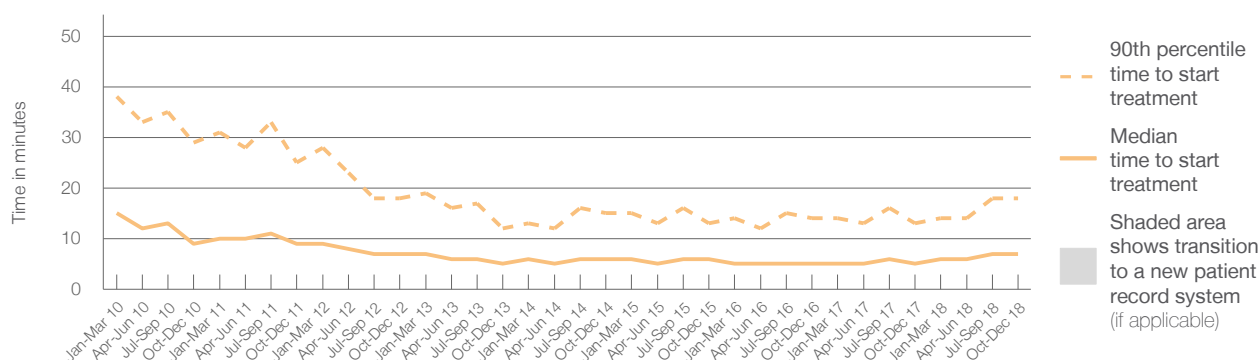
90th percentile time to start treatment ⁵ 18 minutes

Same period last year	NSW (this period)
1,738	
1,733	
5 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	9	9	7	5	6	6	5	5	7
90th percentile time to start treatment ⁵ (minutes)	29	25	18	12	15	13	14	13	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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 6,141

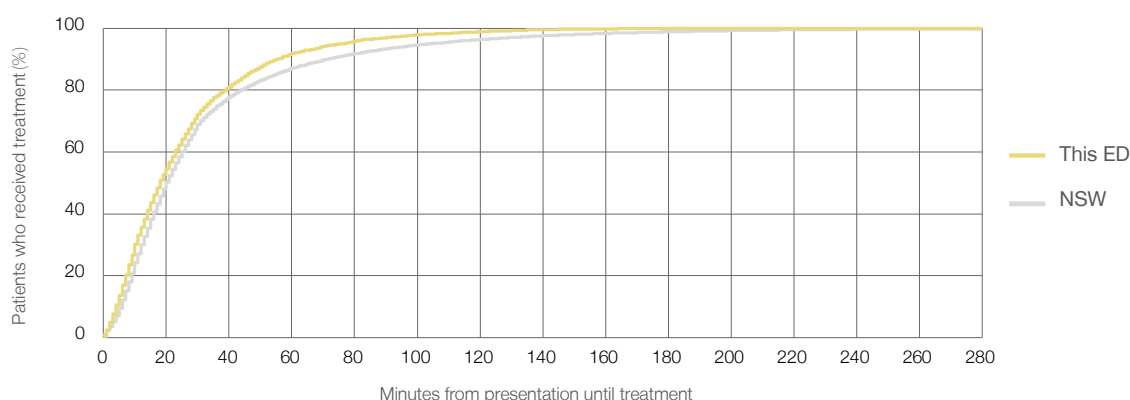
Number of triage 3 patients used to calculate waiting time:³ 6,034

Median time to start treatment⁴ 18 minutes

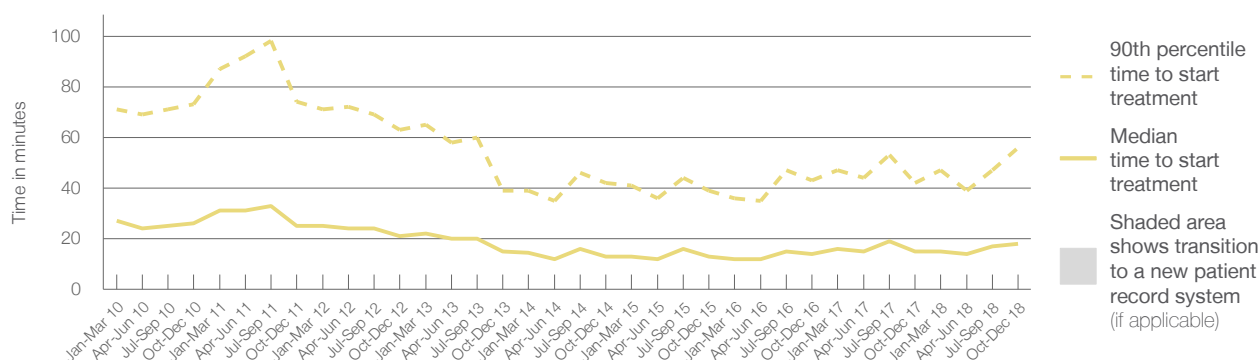
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
5,820	
5,764	
15 minutes	20 minutes
42 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	26	25	21	15	13	13	14	15	18
90th percentile time to start treatment ⁵ (minutes)	73	74	63	39	42	39	43	42	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.

The Tweed Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,361

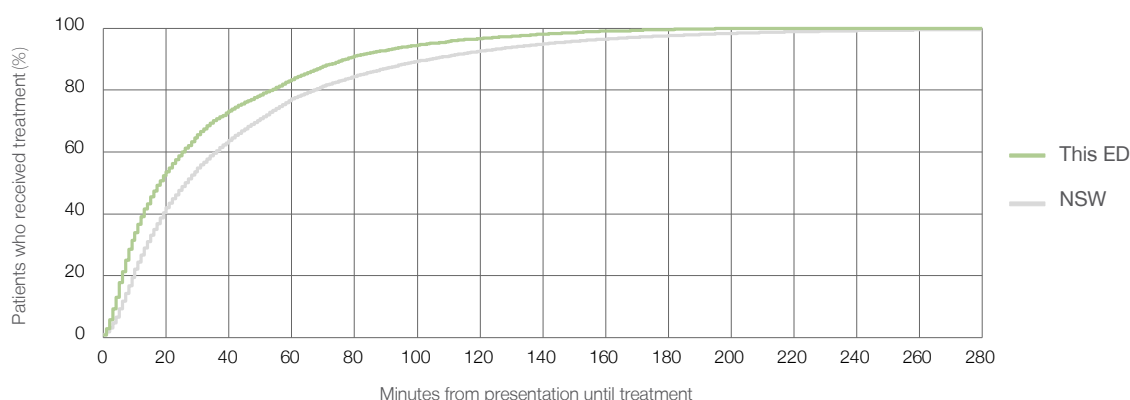
Number of triage 4 patients used to calculate waiting time:³ 4,187

Median time to start treatment⁴ 18 minutes

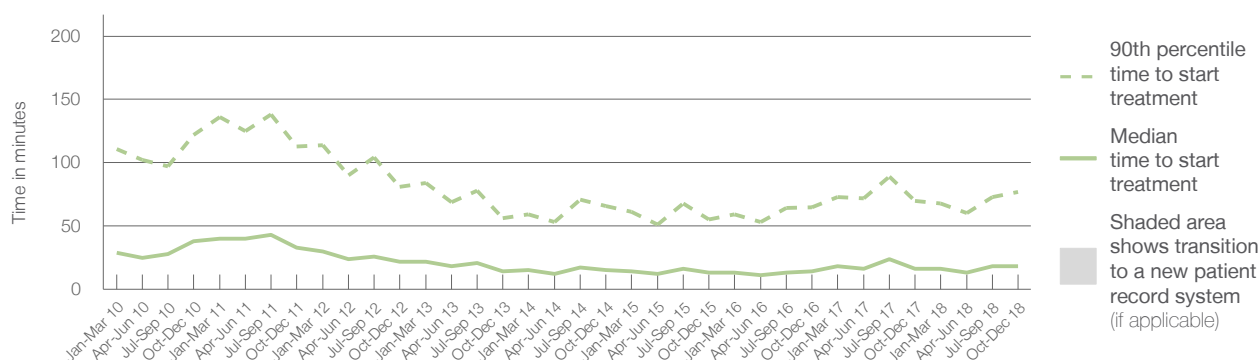
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,360	
4,190	
16 minutes	26 minutes
70 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	38	33	22	14	15	13	14	16	18
90th percentile time to start treatment ⁵ (minutes)	122	113	81	56	66	55	65	70	77

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 976

Number of triage 5 patients used to calculate waiting time:³ 914

Median time to start treatment⁴

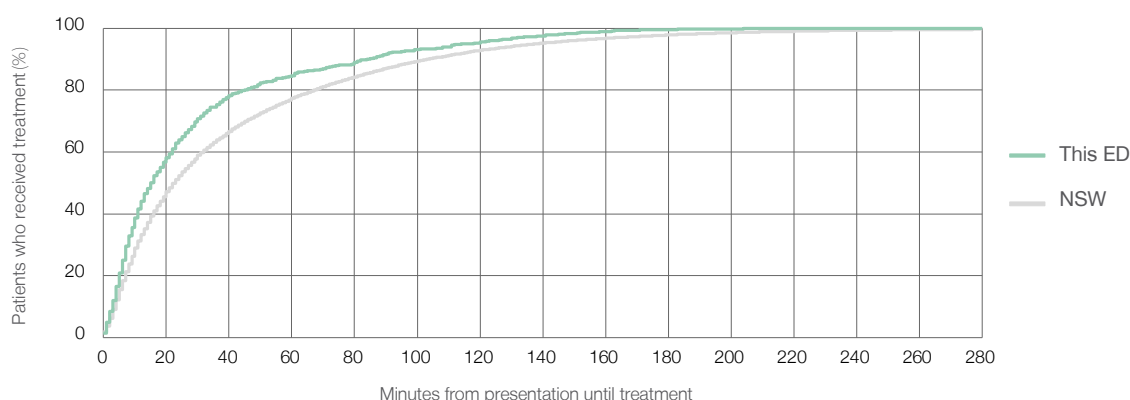
15 minutes

90th percentile time to start treatment⁵

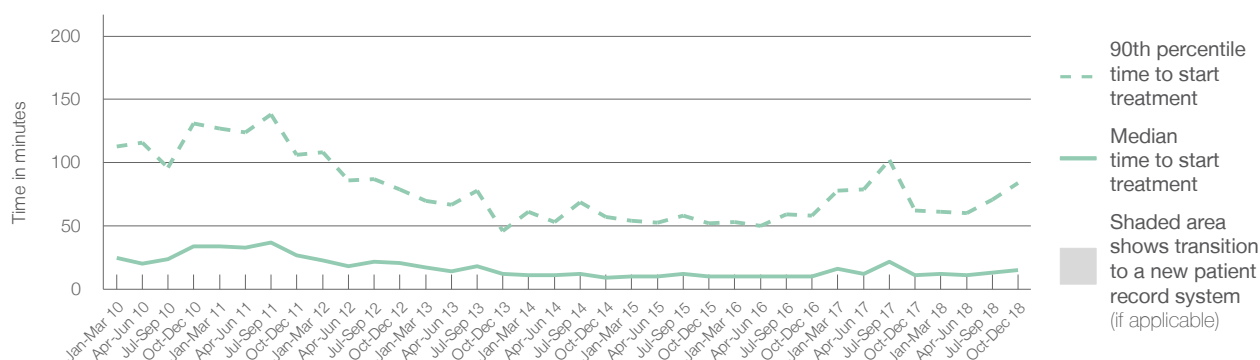
84 minutes

Same period last year	NSW (this period)
1,218	
1,129	
11 minutes	23 minutes
62 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	27	21	12	9	10	10	11	15
90th percentile time to start treatment ⁵ (minutes)	131	106	79	46	57	52	58	62	84

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

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

The Tweed Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,726 patients

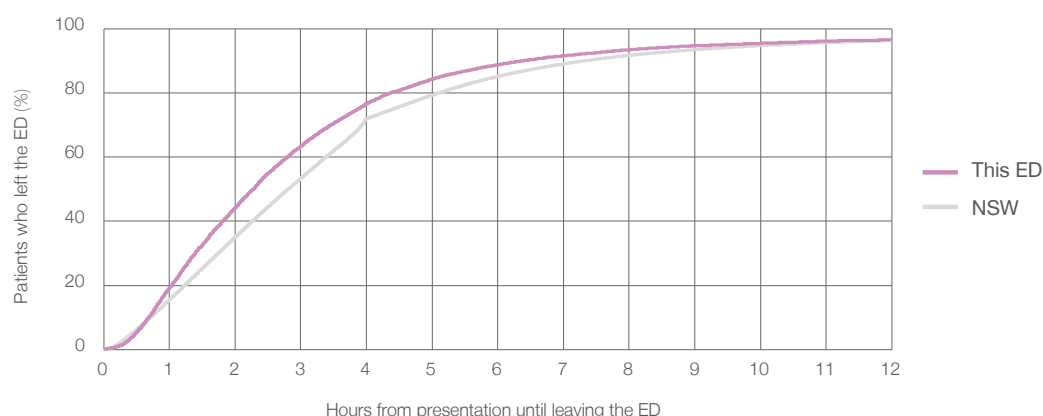
Presentations used to calculate time to leaving the ED:⁶ 13,725 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

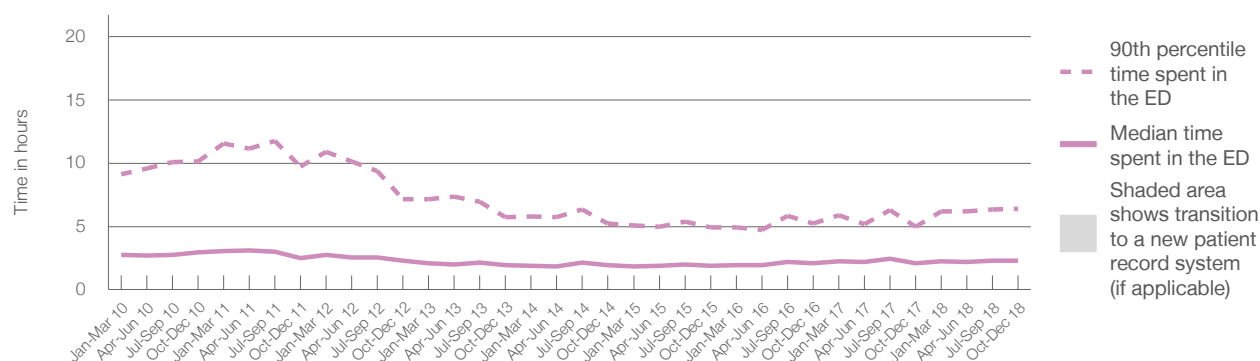
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
13,661	13,661
2 hours and 7 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m	2h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m	6h 23m

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

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

The Tweed Hospital: Time patients spent in the ED

By mode of separation

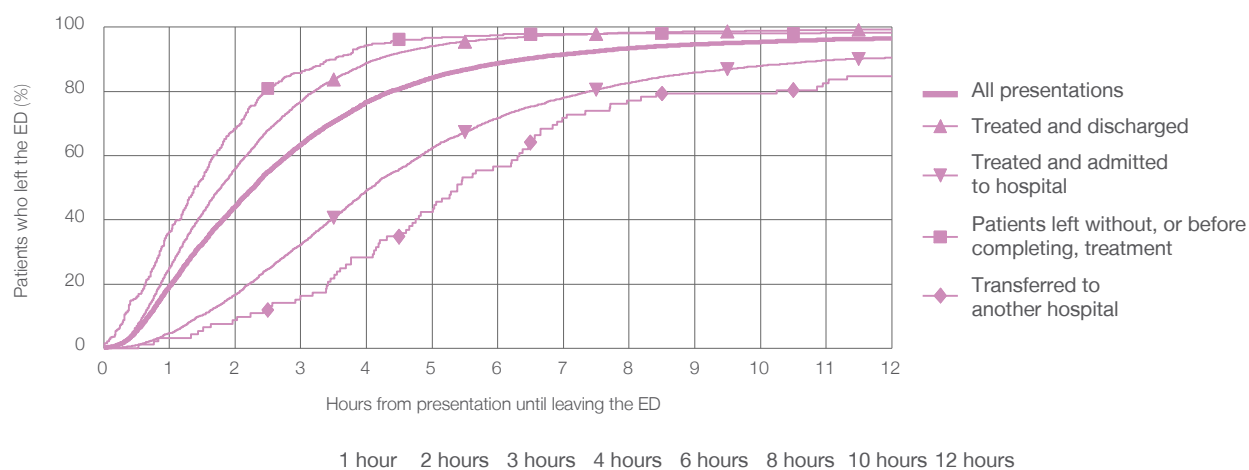
October to December 2018

All presentations:[†] 13,726 patients

Presentations used to calculate time to leaving the ED:[‡] 13,725 patients

		Same period last year	Change since one year ago
		13,661	0%
Treated and discharged	9,090 (66.2%)	9,070	0.2%
Treated and admitted to hospital	4,138 (30.1%)	4,194	-1.3%
Patient left without, or before completing, treatment	367 (2.7%)	279	31.5%
Transferred to another hospital	92 (0.7%)	87	5.7%
Other	39 (0.3%)	31	25.8%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.1%	56.1%	76.9%	88.9%	96.4%	98.3%	98.9%	99.3%
Treated and admitted to hospital	4.7%	16.7%	32.3%	49.2%	71.7%	82.6%	88.0%	90.5%
Patient left without, or before completing, treatment	36.2%	68.4%	85.8%	94.3%	97.5%	98.1%	98.1%	98.4%
Transferred to another hospital	3.3%	8.7%	16.3%	28.3%	56.5%	77.2%	79.3%	84.8%
All presentations	19.3%	44.3%	63.4%	76.7%	88.7%	93.4%	95.4%	96.5%

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

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

The Tweed Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 13,726 patients

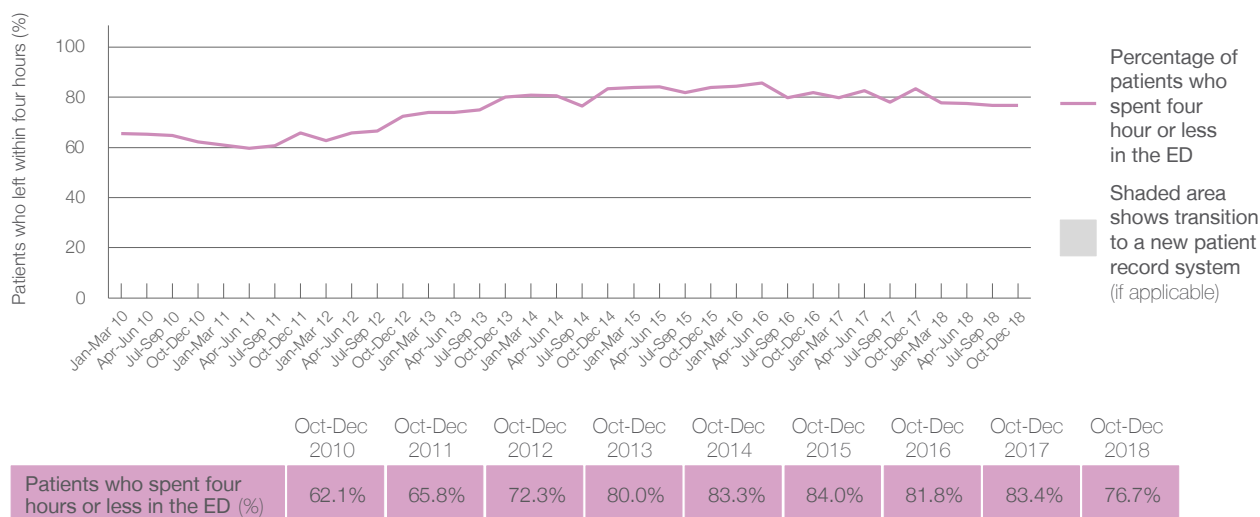
Presentations used to calculate time to leaving the ED: ⁶ 13,725 patients

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



Same period last year	Change since one year ago
13,661	0%
13,661	0%
83.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations:² 11,324 patients

Same period last year	Change since one year ago
10,494	12%
9,918	14%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,036 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,513 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,438 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,290 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
793	
6 minutes	8 minutes
13 minutes	26 minutes
4,011	
15 minutes	20 minutes
43 minutes	72 minutes
3,878	
20 minutes	26 minutes
73 minutes	104 minutes
1,195	
17 minutes	23 minutes
86 minutes	104 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 11,725 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
10,493	12%
70%	

* 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: October to December 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.

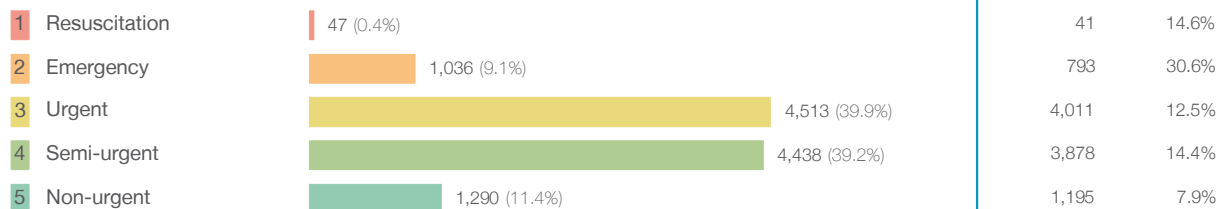
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

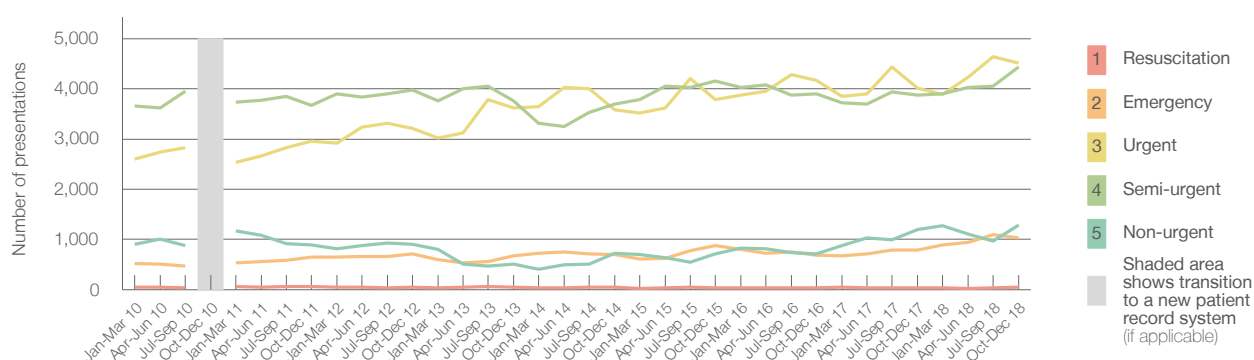
October to December 2018

All presentations:¹ 11,728 patients

Emergency presentations² by triage category: 11,324 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		60	54	49	51	37	37	41	47
Emergency		653	713	675	695	884	688	793	1,036
Urgent		2,958	3,208	3,617	3,579	3,785	4,169	4,011	4,513
Semi-urgent		3,665	3,981	3,766	3,690	4,159	3,894	3,878	4,438
Non-urgent		896	899	508	730	716	712	1,195	1,290
All emergency presentations		8,232	8,855	8,615	8,745	9,581	9,500	9,918	11,324

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 2,668 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,036

Number of triage 2 patients used to calculate waiting time:³ 1,032

Median time to start treatment⁴

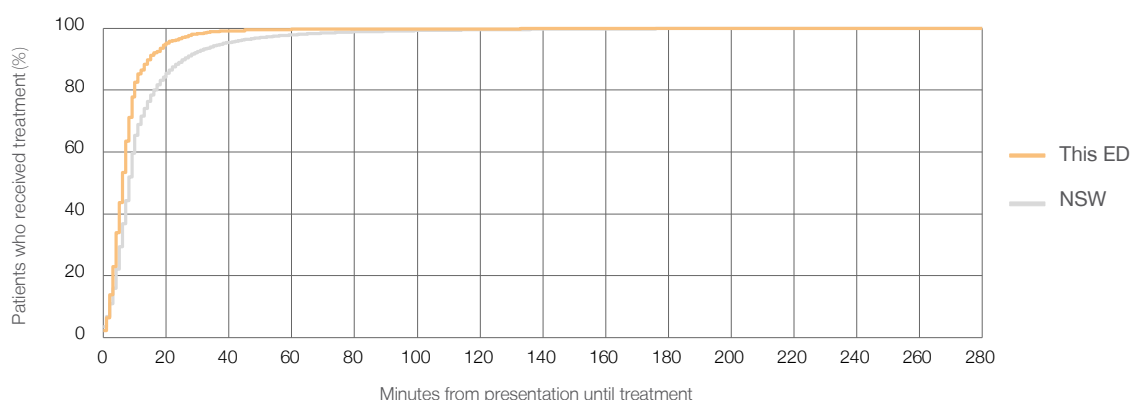
6 minutes

90th percentile time to start treatment⁵

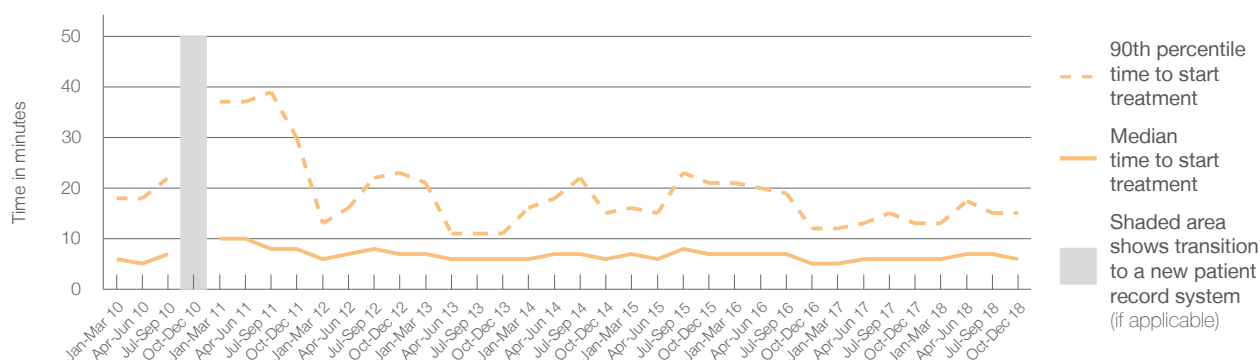
15 minutes

Same period last year	NSW (this period)
793	
792	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		8	7	6	6	7	5	6	6
90th percentile time to start treatment ⁵ (minutes)		30	23	11	15	21	12	13	15

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 4,513

Number of triage 3 patients used to calculate waiting time:³ 4,462

Median time to start treatment⁴

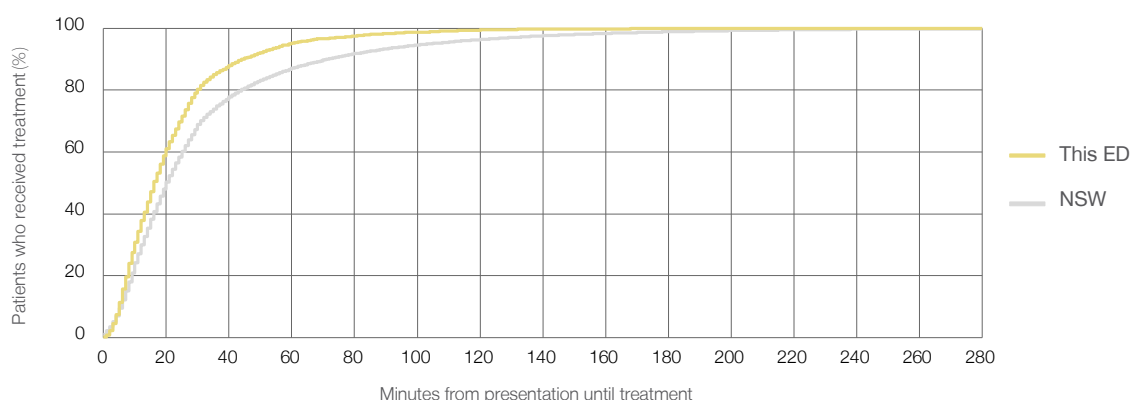
16 minutes

90th percentile time to start treatment⁵

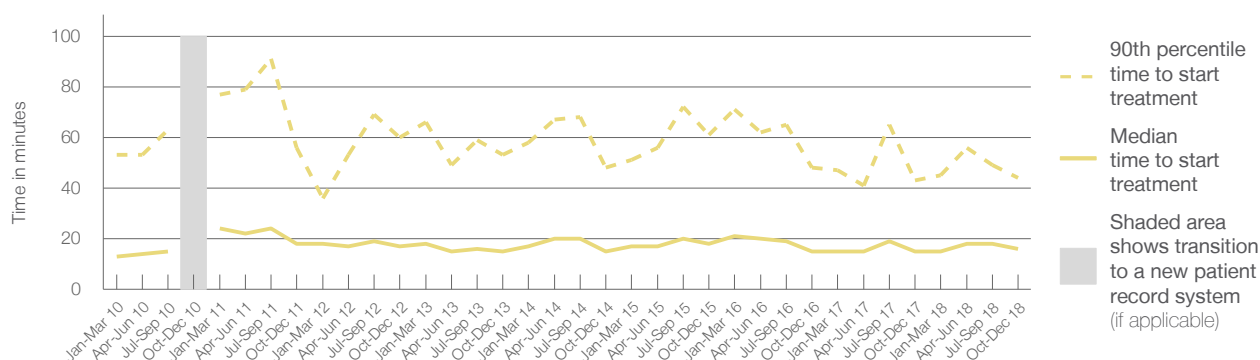
44 minutes

Same period last year	NSW (this period)
4,011	
3,968	
15 minutes	20 minutes
43 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	17	15	15	18	15	15	16
90th percentile time to start treatment ⁵ (minutes)		56	60	53	48	61	48	43	44

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 4,438

Number of triage 4 patients used to calculate waiting time:³ 4,261

Median time to start treatment⁴

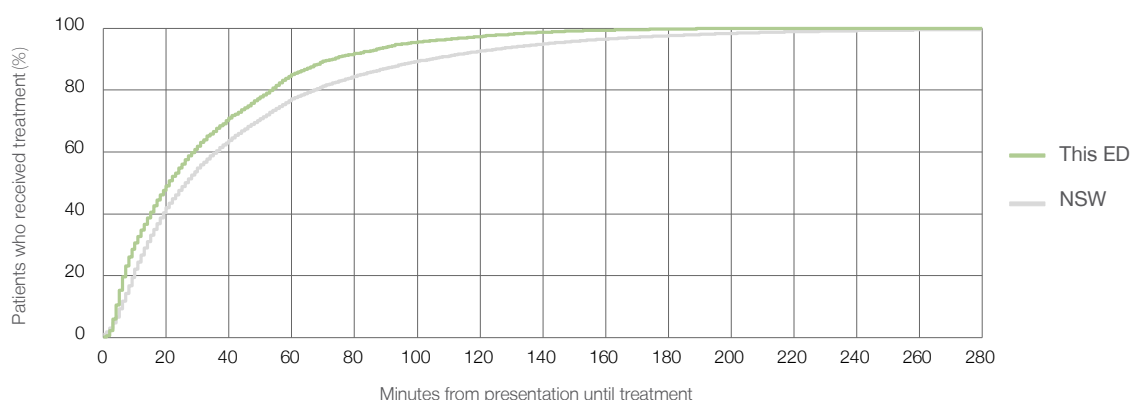
21 minutes

90th percentile time to start treatment⁵

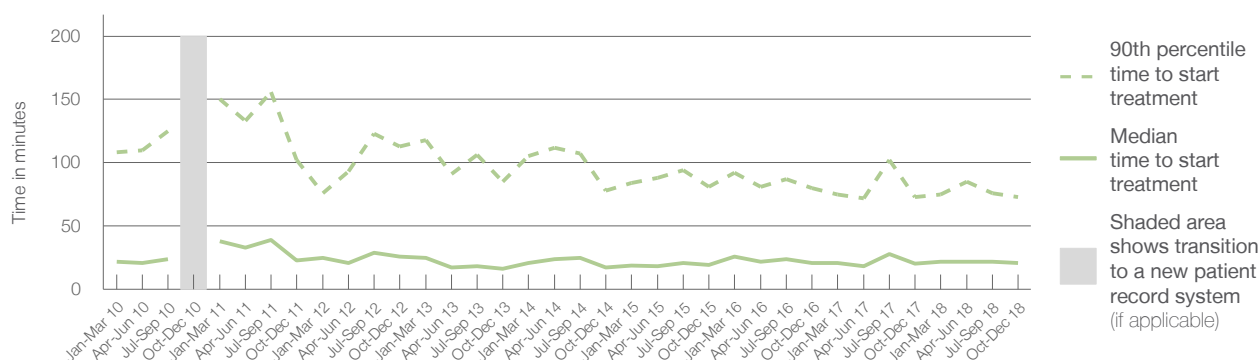
73 minutes

Same period last year	NSW (this period)
3,878	
3,759	
20 minutes	26 minutes
73 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		23	26	16	17	19	21	20	21
90th percentile time to start treatment ⁵ (minutes)		102	113	85	78	81	80	73	73

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

October to December 2018

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

Number of triage 5 patients: 1,290

Number of triage 5 patients used to calculate waiting time: ³ 1,195

Median time to start treatment ⁴

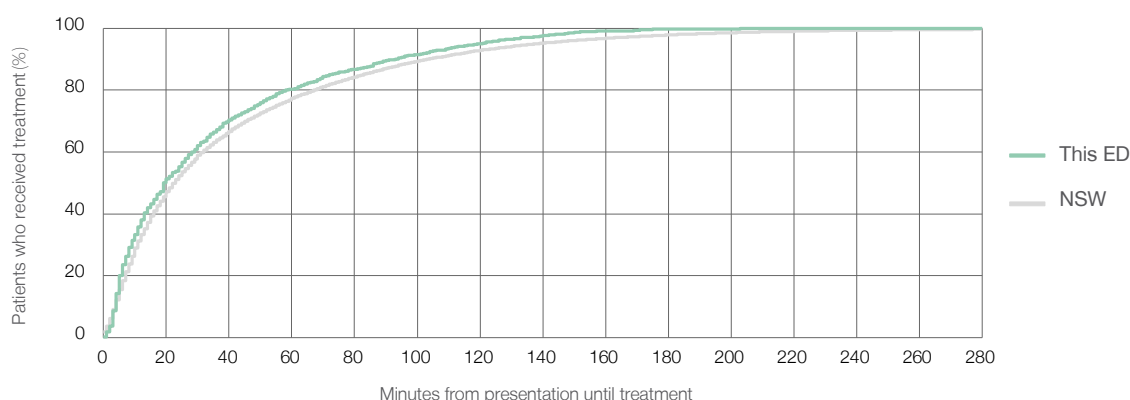
19 minutes

90th percentile time to start treatment ⁵

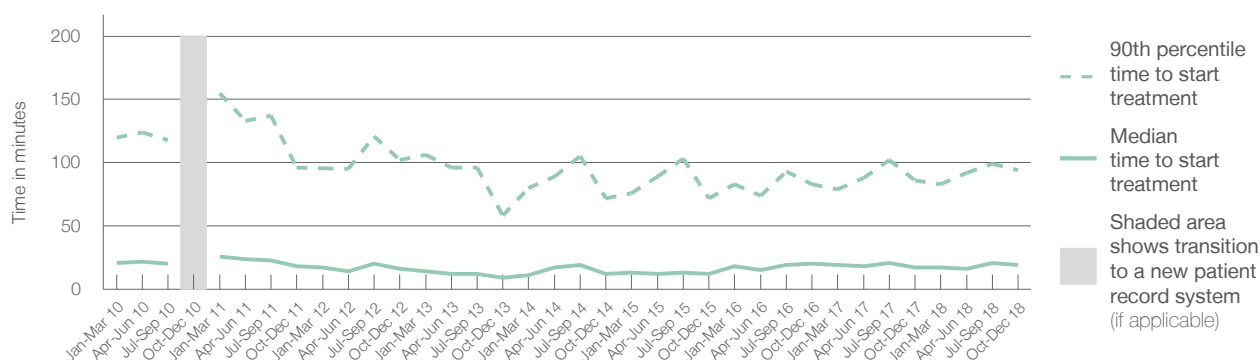
94 minutes

Same period last year	NSW (this period)
1,195	
1,129	
17 minutes	23 minutes
86 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)		18	16	9	12	12	20	17	19
90th percentile time to start treatment ⁵ (minutes)		96	102	58	72	72	83	86	94

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

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 11,728 patients

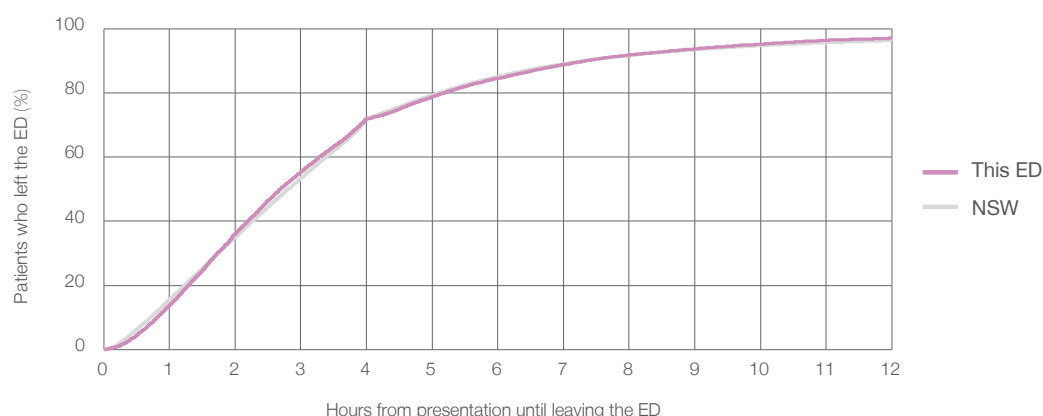
Presentations used to calculate time to leaving the ED:⁶ 11,725 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

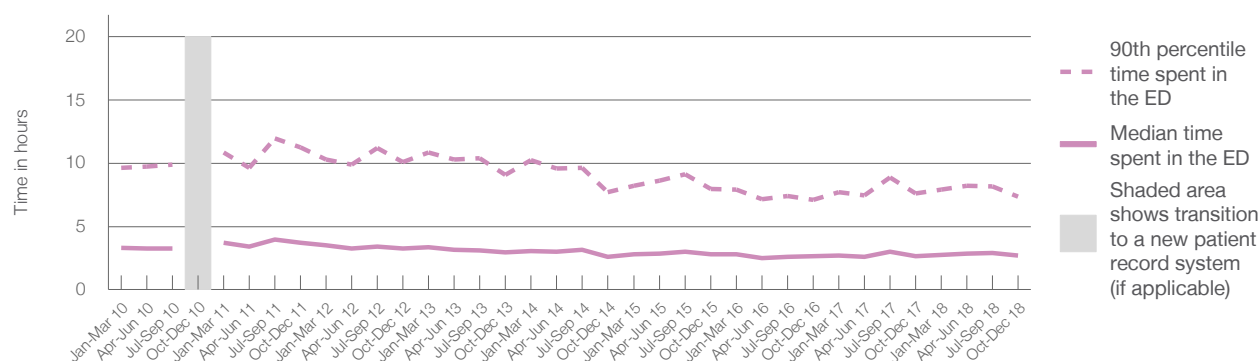
90th percentile time spent in the ED⁹ 7 hours and 21 minutes

Same period last year	NSW (this period)
10,494	
10,493	
2 hours and 38 minutes	2 hours and 49 minutes
7 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)		3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m	7h 21m

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

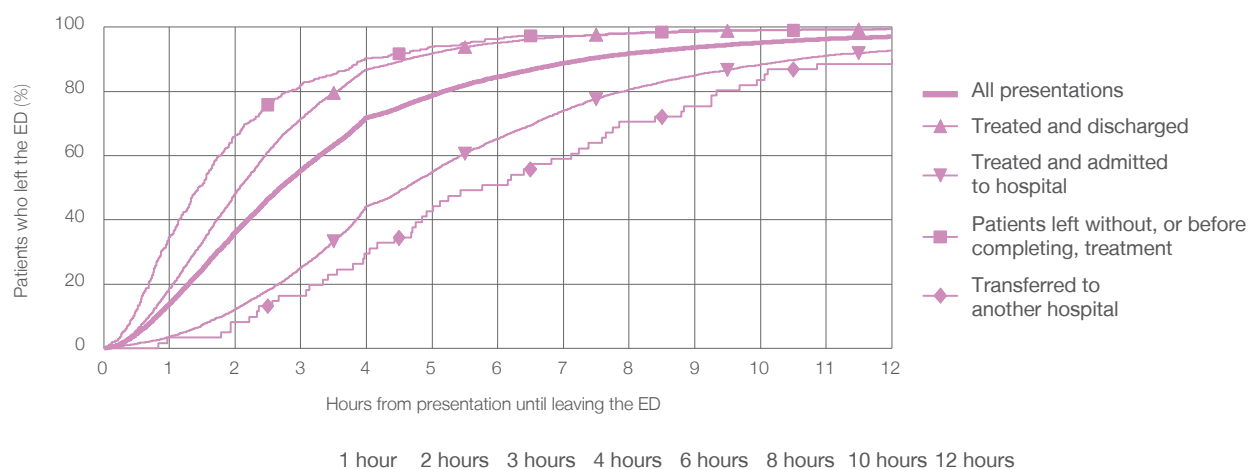
October to December 2018

All presentations:[†] 11,728 patients

Presentations used to calculate time to leaving the ED:[‡] 11,725 patients

		Same period last year	Change since one year ago
Treated and discharged	7,133 (60.8%)	10,493	12%
Treated and admitted to hospital	4,090 (34.9%)	6,304	13.2%
Patient left without, or before completing, treatment	410 (3.5%)	3,822	7.0%
Transferred to another hospital	61 (0.5%)	291	40.9%
Other	34 (0.3%)	52	17.3%
		25	36.0%

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



Treated and discharged	18.6%	48.3%	71.5%	86.8%	95.1%	98.1%	99.0%	99.5%
Treated and admitted to hospital	3.5%	12.1%	25.2%	44.3%	65.3%	80.7%	88.4%	92.8%
Patient left without, or before completing, treatment	34.6%	66.3%	82.0%	90.2%	96.3%	98.0%	99.0%	99.5%
Transferred to another hospital	3.3%	8.2%	16.4%	29.5%	50.8%	70.5%	83.6%	90.2%
All presentations	14.0%	36.2%	55.4%	71.8%	84.5%	91.8%	95.2%	97.1%

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

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 11,728 patients

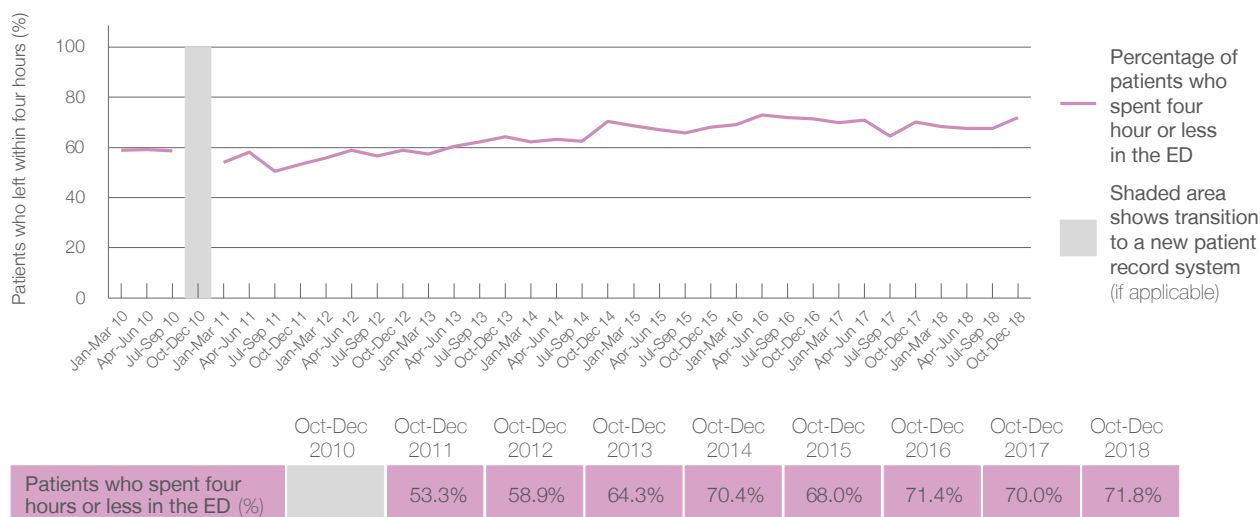
Presentations used to calculate time to leaving the ED: ⁶ 11,725 patients

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



Same period last year	Change since one year ago
10,494	12%
10,493	12%
70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

Wyong Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 17,903 patients

Emergency presentations:² 17,806 patients

Same period last year	Change since one year ago
17,000	5%
16,881	5%

Wyong Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,921 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,775 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,865 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,127 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
1,690	
7 minutes	8 minutes
24 minutes	26 minutes
4,595	
21 minutes	20 minutes
65 minutes	72 minutes
9,342	
26 minutes	26 minutes
80 minutes	104 minutes
1,166	
22 minutes	23 minutes
68 minutes	104 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
17,000	5%
73%	

* 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: October to December 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.

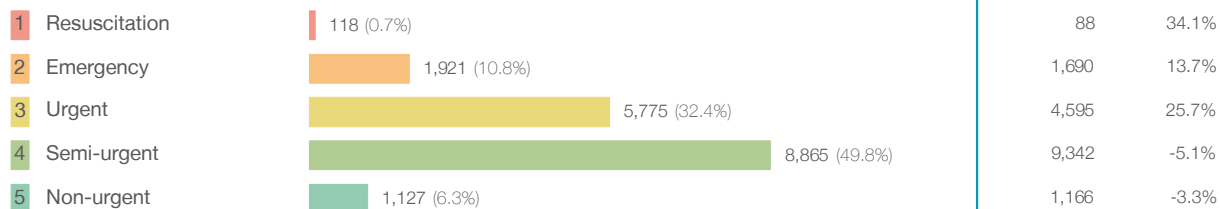
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Wyong Hospital: Patients presenting to the emergency department

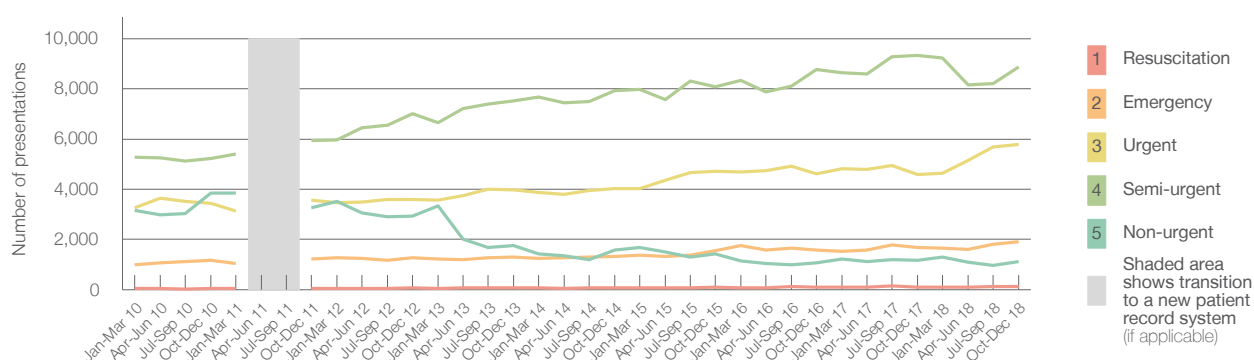
October to December 2018

All presentations:¹ 17,903 patients

Emergency presentations² by triage category: 17,806 patients



Emergency presentations² by quarter, January 2010 to December 2018 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	60	38	61	71	66	86	87	88	118
Emergency	1,182	1,222	1,280	1,296	1,329	1,562	1,590	1,690	1,921
Urgent	3,431	3,579	3,586	3,967	4,025	4,708	4,615	4,595	5,775
Semi-urgent	5,224	5,936	7,012	7,515	7,939	8,070	8,776	9,342	8,865
Non-urgent	3,850	3,271	2,921	1,757	1,568	1,412	1,079	1,166	1,127
All emergency presentations	13,747	14,046	14,860	14,606	14,927	15,838	16,147	16,881	17,806

Wyong Hospital: Patients arriving by ambulance

October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 4,521 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.

Wyong Hospital: Time patients waited to start treatment, triage 2

October to December 2018

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

Number of triage 2 patients: 1,921

Number of triage 2 patients used to calculate waiting time: ³ 1,909

Median time to start treatment ⁴

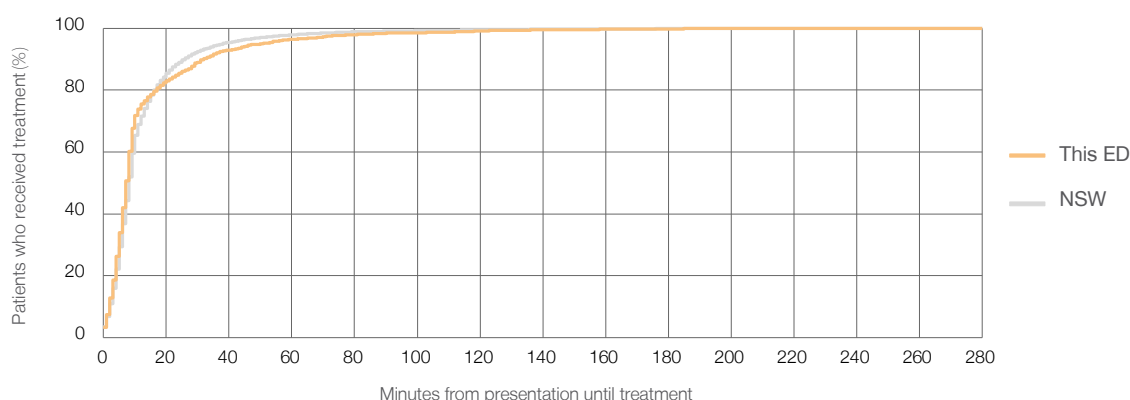
7 minutes

90th percentile time to start treatment ⁵

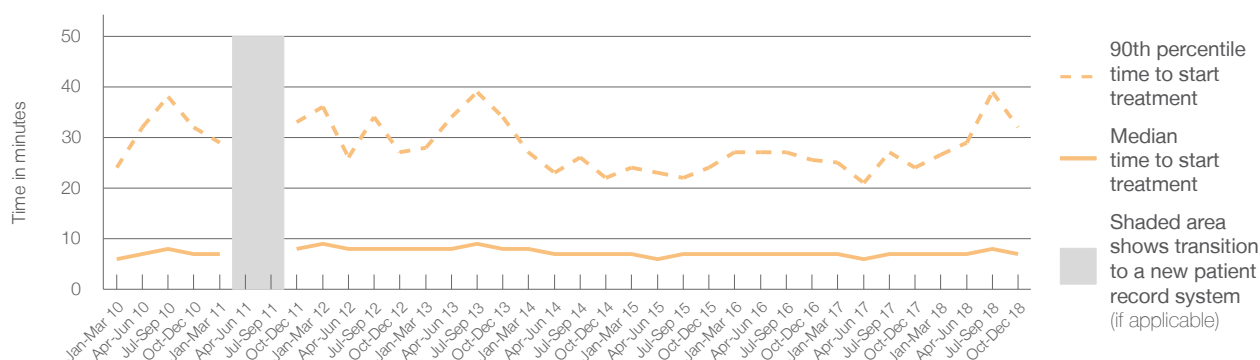
32 minutes

Same period last year	NSW (this period)
1,690	
1,684	
7 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	7	8	8	8	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	32	33	27	34	22	24	26	24	32

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

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

Wyong Hospital: Time patients waited to start treatment, triage 3

October to December 2018

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

Number of triage 3 patients: 5,775

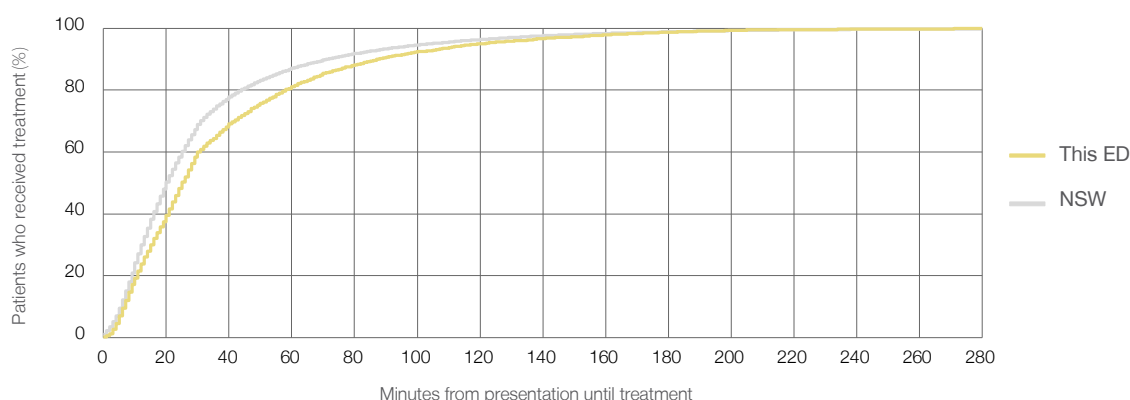
Number of triage 3 patients used to calculate waiting time:³ 5,688

Median time to start treatment⁴ 25 minutes

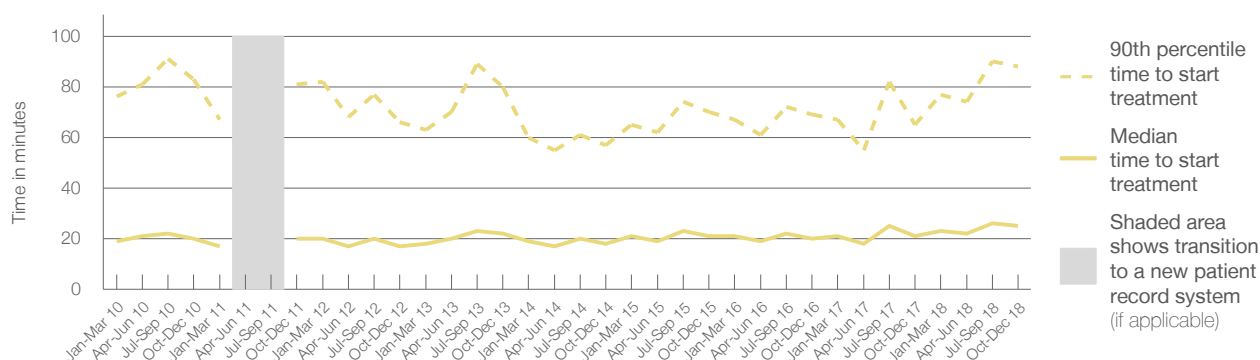
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
4,595	
4,564	
21 minutes	20 minutes
65 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	20	20	17	22	18	21	20	21	25
90th percentile time to start treatment ⁵ (minutes)	83	81	66	80	57	70	69	65	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.

Wyong Hospital: Time patients waited to start treatment, triage 4

October to December 2018

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

Number of triage 4 patients: 8,865

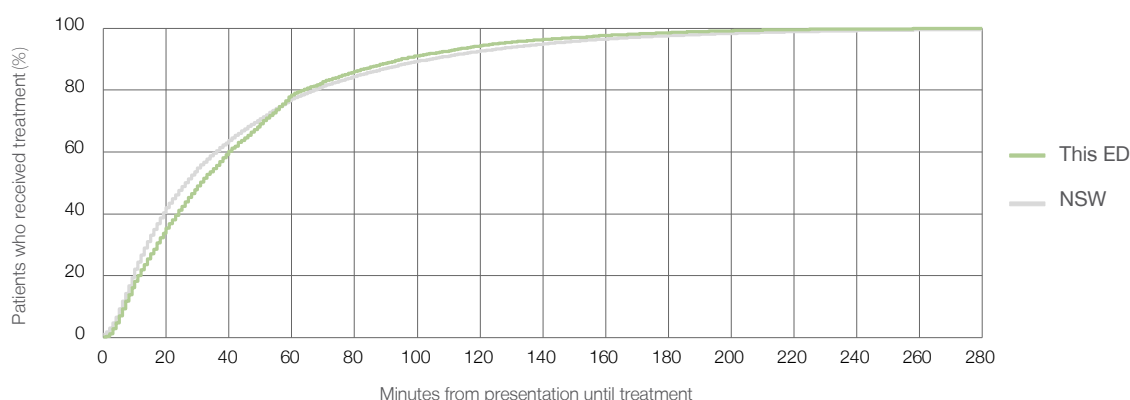
Number of triage 4 patients used to calculate waiting time:³ 8,500

Median time to start treatment⁴ 31 minutes

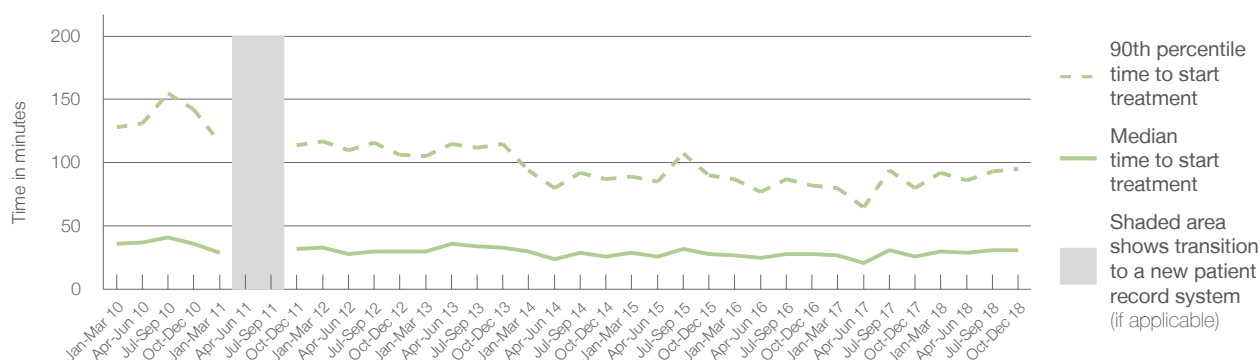
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
9,342	
9,120	
26 minutes	26 minutes
80 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	36	32	30	33	26	28	28	26	31
90th percentile time to start treatment ⁵ (minutes)	142	114	106	115	87	90	82	80	95

(†) 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.

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

October to December 2018

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

Number of triage 5 patients: 1,127

Number of triage 5 patients used to calculate waiting time:³ 1,055

Median time to start treatment⁴

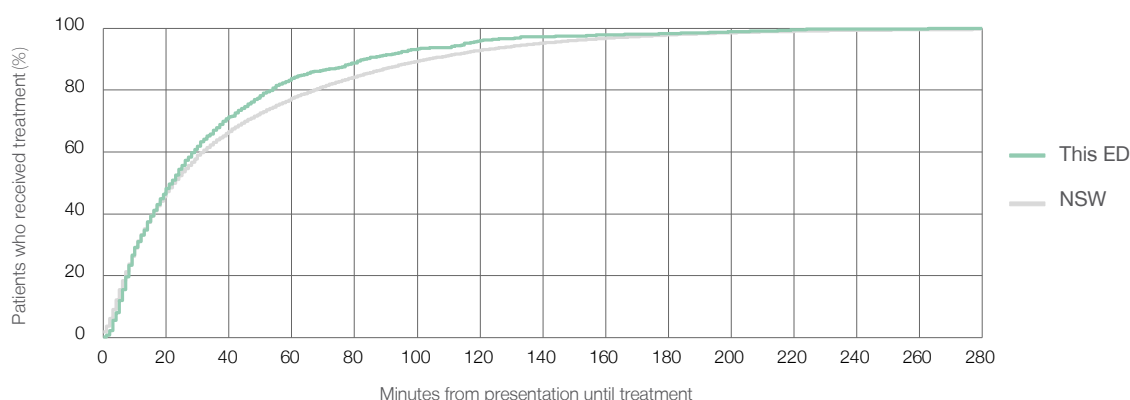
22 minutes

90th percentile time to start treatment⁵

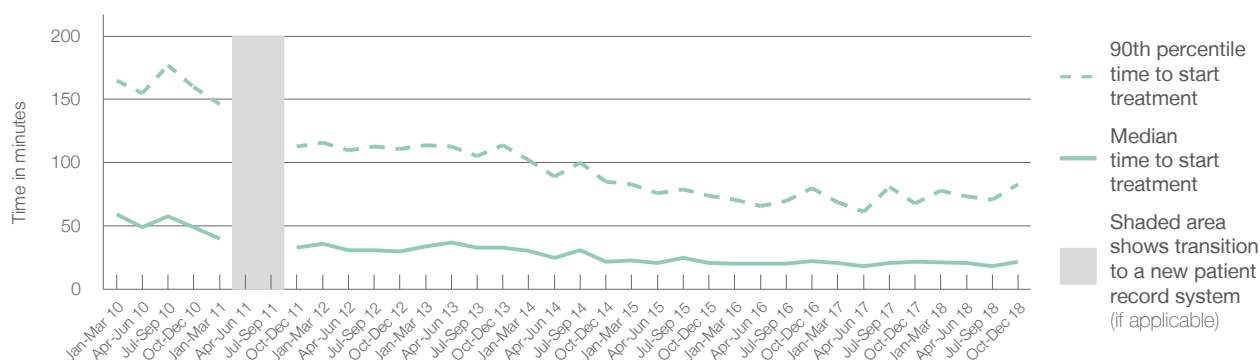
83 minutes

Same period last year	NSW (this period)
1,166	
1,127	
22 minutes	23 minutes
68 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	49	33	30	33	22	21	23	22	22
90th percentile time to start treatment ⁵ (minutes)	160	113	111	114	85	74	80	68	83

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

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

Wyong Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 17,903 patients

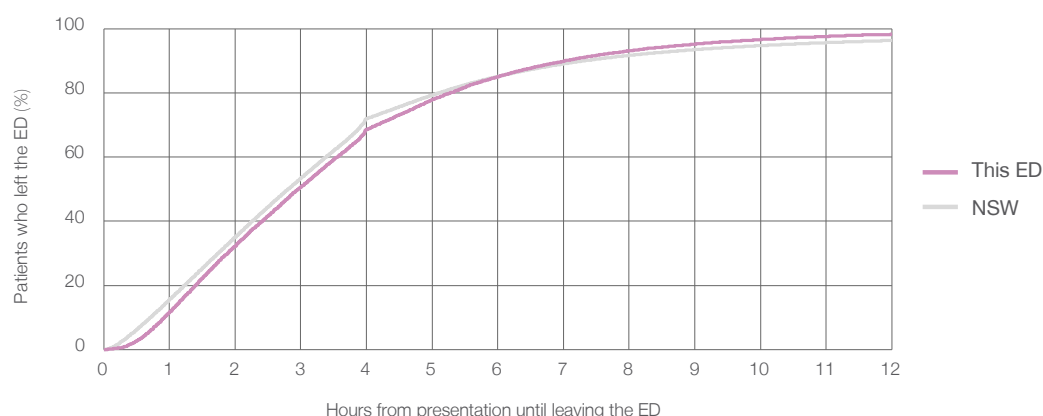
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

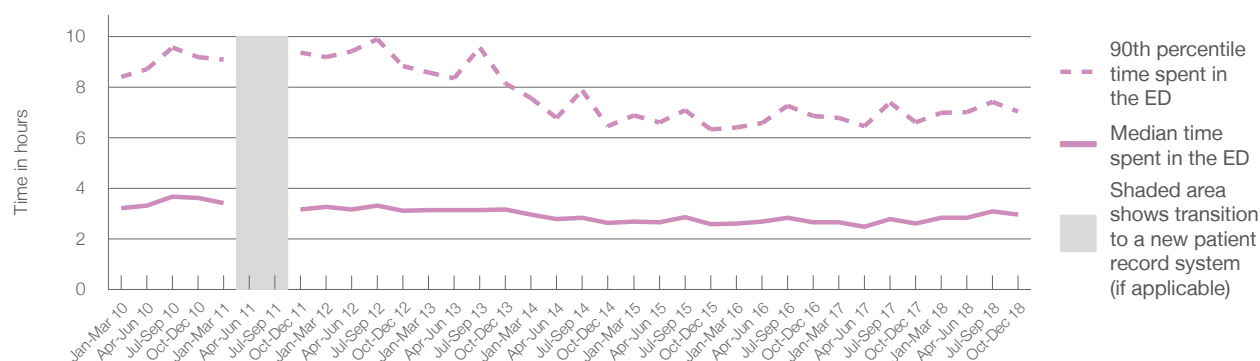
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
17,000	17,000
2 hours and 37 minutes	2 hours and 49 minutes
6 hours and 37 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 38m	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m	2h 37m	2h 58m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 11m	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m	6h 37m	7h 2m

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

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

Wyong Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

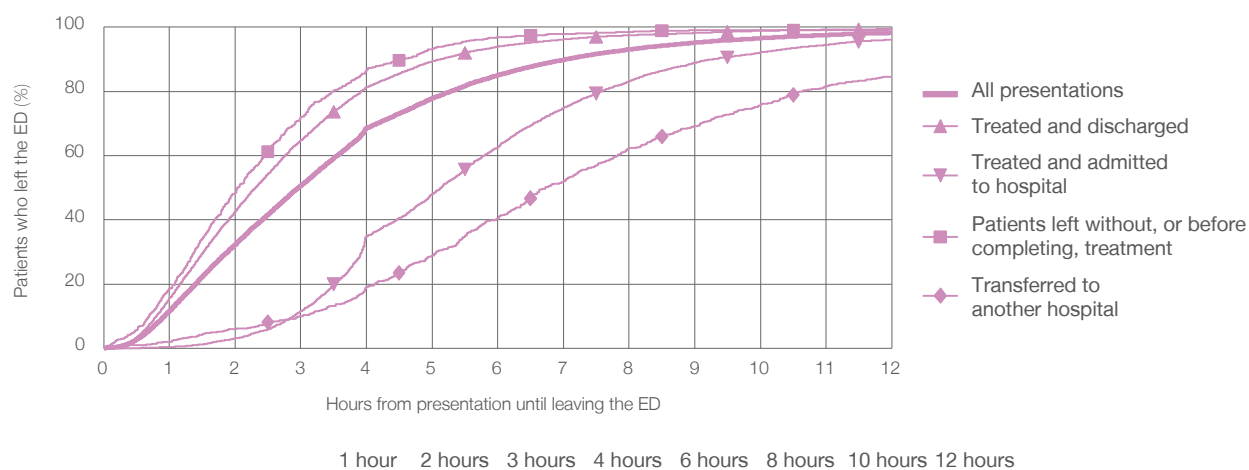
All presentations:[†] 17,903 patients

Presentations used to calculate time to leaving the ED:[‡] 17,903 patients

Treated and discharged	12,219 (68.3%)
Treated and admitted to hospital	4,318 (24.1%)
Patient left without, or before completing, treatment	831 (4.6%)
Transferred to another hospital	514 (2.9%)
Other	21 (0.1%)

Same period last year	Change since one year ago
17,000	5%
12,042	1.5%
3,837	12.5%
439	89.3%
674	-23.7%
8	162.5%

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



Treated and discharged	15.6%	42.6%	64.7%	81.3%	94.0%	97.5%	98.9%	99.5%
Treated and admitted to hospital	0.4%	3.1%	11.6%	34.8%	62.7%	83.2%	92.1%	96.2%
Patient left without, or before completing, treatment	18.5%	48.5%	72.0%	86.6%	96.9%	98.6%	99.2%	99.3%
Transferred to another hospital	1.9%	6.0%	9.9%	19.1%	40.5%	62.5%	75.9%	84.6%
All presentations	11.8%	32.4%	50.7%	68.5%	85.0%	93.1%	96.6%	98.2%

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

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

Wyong Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 17,903 patients

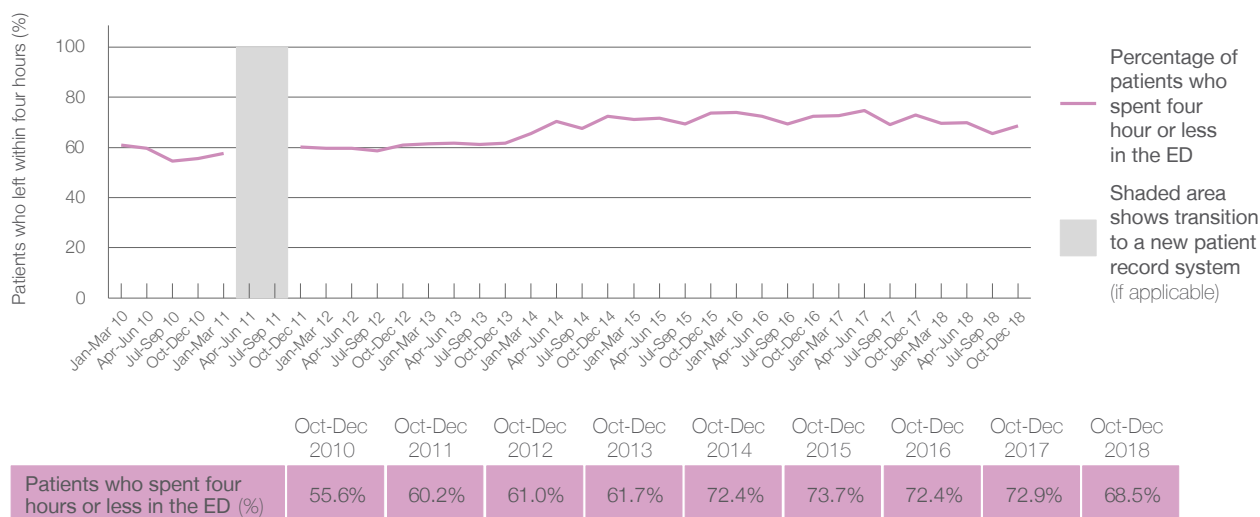
Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

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



Same period last year	Change since one year ago
17,000	5%
17,000	5%
72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.

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: October to December 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 22 January 2019).

Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).