

Emergency Departments

Hospital Quarterly: Performance of NSW public hospitals

January to March 2011

More than half a million patients attended public hospital emergency departments (EDs) during January to March 2011, 4% more than during the same quarter last year and 8% more than two years ago. Attendances were slightly lower than the previous quarter, when more patients attended NSW EDs than at the peak of the 2009 swine flu pandemic.

Despite this small drop, attendances were still 8,000 higher than the swine flu peak, suggesting a six-month trend of higher patient numbers compared with the past two years.

Hospital ED performance varies across NSW. State-wide, however, patients were seen within recommended time frames for all triage

categories, except those with potentially life-threatening conditions (triage 3), where 71%, rather than the target 75%, were seen within 30 minutes. This is unchanged from last quarter and compares with 73% a year ago. This *Hospital Quarterly* report shows 66% of patients were transferred from an ambulance into ED care within 30 minutes of arriving at hospital (66% last quarter and 71% last year). The target is 90%.

A total of 64% of patients were admitted to hospital from the ED within the recommended eight hours, compared with 65% last quarter and 68% last year. The target is 80%.

This is one of three *Hospital Quarterly* modules. For the Elective Surgery and Admitted Patients modules visit www.bhi.nsw.gov.au

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From January to March 2011...	Same period last year...	The difference...
There were 526,005 visits to NSW emergency departments	508,174 visits	17,831 (+4%)
124,729 people travelled to the emergency department by ambulance	122,268 people	2,461 (+2%)
66% of people arriving by ambulance were transferred into the care of ED staff within the 30-minute target	71%	5 percentage point decrease
There were 117,071 admissions to hospital from emergency departments	106,323 admissions	10,748 (+10%)
64% of people admitted from the emergency department arrived on the ward within the target of eight hours of being triaged	68%	4 percentage point decrease
71% of patients with potentially life-threatening conditions were seen within the recommended 30 minutes compared with the 75% target	73%	2 percentage point decrease

Emergency department journeys

When a person needs care in a public hospital emergency department (ED) they begin what is called a 'patient journey'. These journeys can involve many different pathways, but most follow a similar pattern, regardless of whether or not the patient arrives in an ambulance.

First, patients are triaged.* Next, they are given a more detailed assessment and then they are treated. After treatment they leave the ED or are admitted to hospital.

Hospital staff record the times when each of these events occur and these times are used to measure how long it takes to complete care.

Figure 1 summarises patient journeys through NSW EDs during the January to March 2011 quarter and Figure 2 examines attendances and patient journeys by triage category.

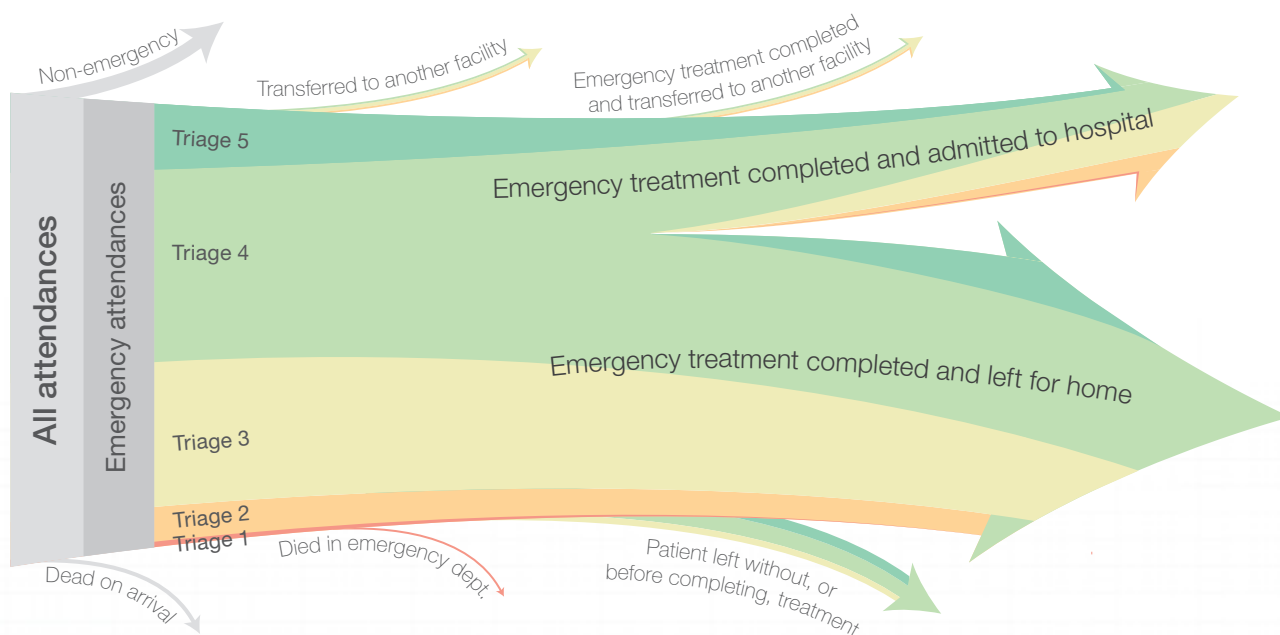
There were more than half a million attendances at NSW public hospital EDs during the quarter.

The majority of these were considered 'emergency attendances' and the remaining 14,510 patients arrived for planned or prearranged visits. Among this latter group, 1,671 were admitted to hospital via the ED.

Figure 1: Summary of patient journeys through NSW emergency departments

The thickness of each arrow is approximately proportional to the number of NSW emergency department patients in each category. The arrows are coloured by triage level.

Triage 1	Immediately life threatening
Triage 2	Imminently life threatening
Triage 3	Potentially life threatening
Triage 4	Potentially serious
Triage 5	Less urgent

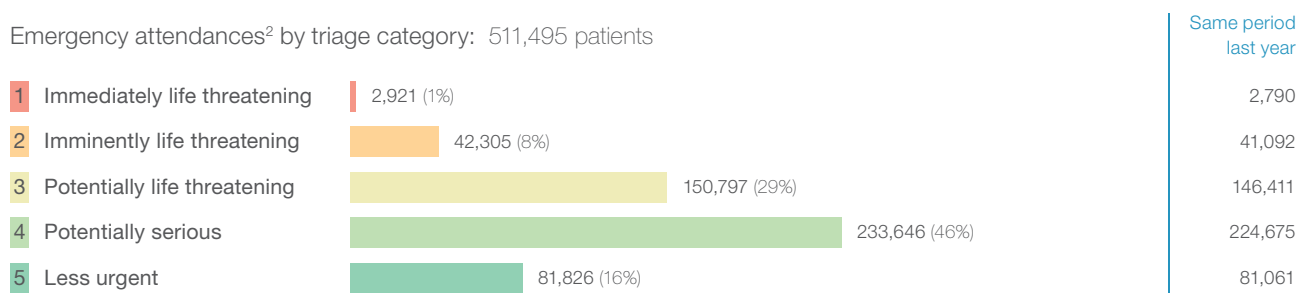


* A registered nurse assigns people to a 'triage category' when they arrive in the emergency department depending on how urgently they require care. Triage is a five-point scale where category 1 is most urgent and category 5 is least urgent.

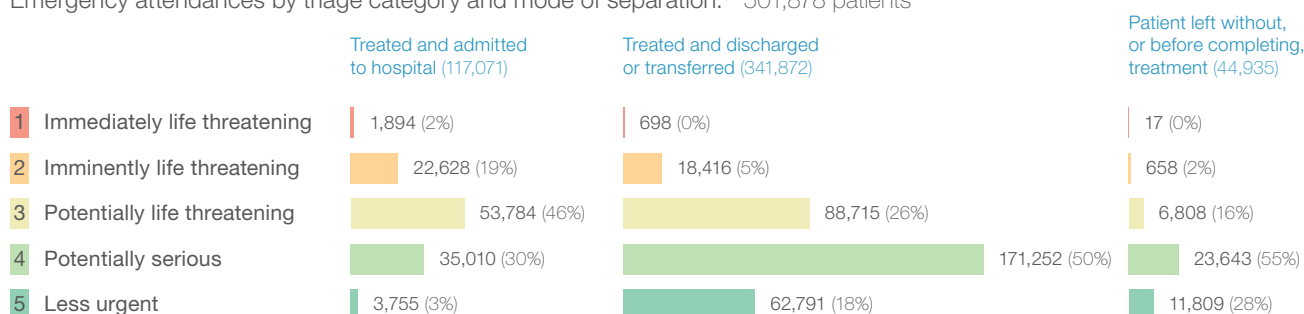
Figure 2: Attendances at NSW emergency departments, January to March 2011

All attendances:¹ 526,005 patients

Emergency attendances² by triage category: 511,495 patients



Emergency attendances by triage category and mode of separation:³ 501,878 patients



1. All attendances at the emergency department including emergency and non-emergency.
 2. All emergency attendances (emergency presentation and pre-arranged admissions) with a recorded triage category.
 3. All emergency attendances with a recorded triage category, excluding attendances with a mode of separation of 'transferred prior to treatment', 'dead on arrival' or 'died in ED'.
- Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.
- Note: Emergency department activity includes 87 facilities for which electronic data is reported. This covers approximately 85% of NSW emergency department activity.
- Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

A breakdown of emergency attendance figures shows that almost half of all emergency attendances (46%) were categorised as potentially serious (triage 4), 29% were categorised as potentially life threatening (triage 3), 16% were in the lowest urgency category (triage 5) and 8% were imminently life threatening (triage 2).

Immediately life threatening (triage 1), the most urgent category, represents less than 1% of all people triaged in emergency departments.

The three main ED journeys

Almost seven in 10 patients (67%) who were triaged during the quarter received treatment in the ED but were not subsequently admitted to hospital. They were most likely to come from the potentially serious category (triage 4).

More than two in 10 (23%) were treated in ED and admitted to the same hospital, and were most likely to have a potentially life-threatening condition (triage 3). Nearly one in 10 (9%) left the ED without, or before completing, treatment and these

people were most likely to come from the least urgent categories (triage 4 and 5). Patients have a number of reasons for leaving before completing treatment, including being dissatisfied with the care they received or their reason for visiting resolved without treatment from staff.

Arrivals by ambulance

When a patient arrives at the ED by ambulance, the ambulance crew waits with them until ED staff can accept that patient into their care.

The time taken for this to occur is called transfer time or off-stretcher time. Transfer time targets in NSW require 90% of patients arriving by ambulance to be accepted by the ED within 30 minutes of arrival.

In the January to March 2011 quarter, 124,729 patients (24% of all attendances) arrived at hospital by ambulance and 66% of these patients were transferred within the 30-minute target time (Figure 3). This compares with 66% last quarter and 71% a year ago.

From triage to treatment

Targets have also been set for the time interval between when a patient is triaged and when they are treated by ED staff.

In 1993, the Australasian College for Emergency Medicine recommended a series of triage to start-of-treatment times for each triage category.

These waiting times were endorsed nationally for public hospitals in 1999. Each triage category has a maximum recommended time in which the patient should wait to be seen by a healthcare professional and treatment should begin.

The guidelines are as follows:

Emergency department guidelines	
Category 1	Immediately life threatening: 100% seen in 2 minutes
Category 2	Imminently life threatening: 80% seen in 10 minutes
Category 3	Potentially life threatening: 75% seen in 30 minutes
Category 4	Potentially serious: 70% seen in 60 minutes
Category 5	Less urgent: 70% seen in 120 minutes

In the January to March 2011 quarter, electronic patient records showed almost all patients across NSW in triage 1 (rounding to 100%) were seen within the recommended two minutes.

When data were extracted on 18 April 2011, electronic patient records showed that Port Macquarie Base Hospital did not achieve the triage 1 target, with two patients recorded as waiting longer than two minutes.

On 24 April 2011, the Bureau contacted the NSW Department of Health* about this result. On 14 May 2011, the Department notified the Bureau that its investigation concluded these records contained data entry errors and all patients received treatment within the target.

* On any occasions where Triage 1 performance is less than 100%, the NSW Department of Health initiates an investigation.

Figure 3: Ambulance attendances and on-time performance, by triage category, in NSW emergency departments, January to March 2011

Attendances arriving by ambulance: 124,729 patients

Transfer time (off stretcher)¹

Target: 90% transferred in 30 min. 66%

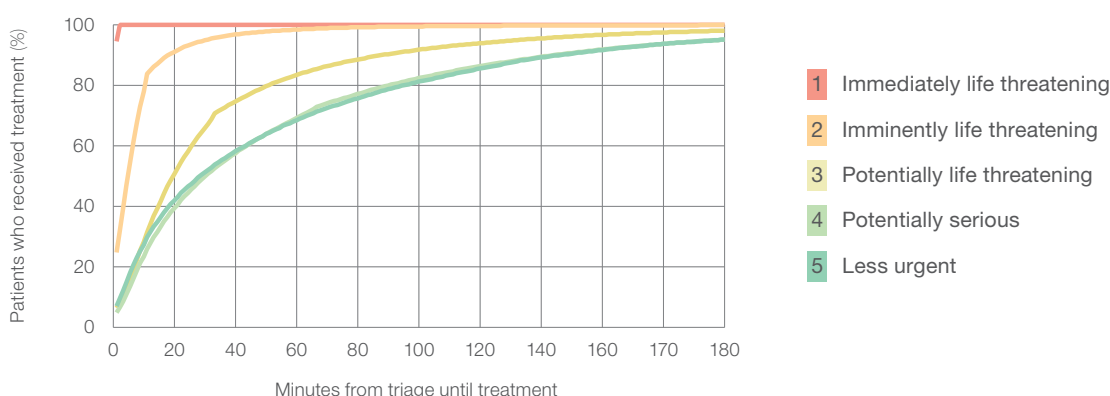
Same period last year

71%

Percentage of patients who received treatment² by target³ time, by triage category



Percentage of patients who received treatment² by time and triage category



1. Transfer time refers to the time between arrival and transfer to the care of the emergency department.
 2. All emergency attendances excluding those without a recorded triage category, triage time, treatment time or with a mode of separation of 'transferred prior to treatment', 'dead on arrival' or 'did not wait for treatment'.
 3. Targets for triage levels are recommended by the Australasian College for Emergency Medicine.
- Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011. Ambulance patient numbers and off-stretcher time data provided by the NSW Ambulance Service on 15 April 2011.

The percentage of patients seen within the recommended time for triage 2, 4 and 5 exceeded targets during the quarter. Specifically, 84% of patients in triage 2, 73% of patients in triage 4 and 88% of patients in triage 5 were seen on time. In triage 3, 71% of patients were seen on time, which is below the target of 75%. **Figure 3** shows the percentage of patients in each triage category seen in different time intervals.

Compared with the same time last year, 100% of patients in triage 1, 84% of patients in triage 2, 73% of patients in triage 3, 75% of patients in triage 4 and 89% of patients in triage 5 were seen within the maximum recommended time. This represents a decline in performance of 1-2 percentage points for categories 3, 4 and 5 compared with the same period one year ago. Triage categories 1 and 2 are unchanged.

Leaving the emergency department

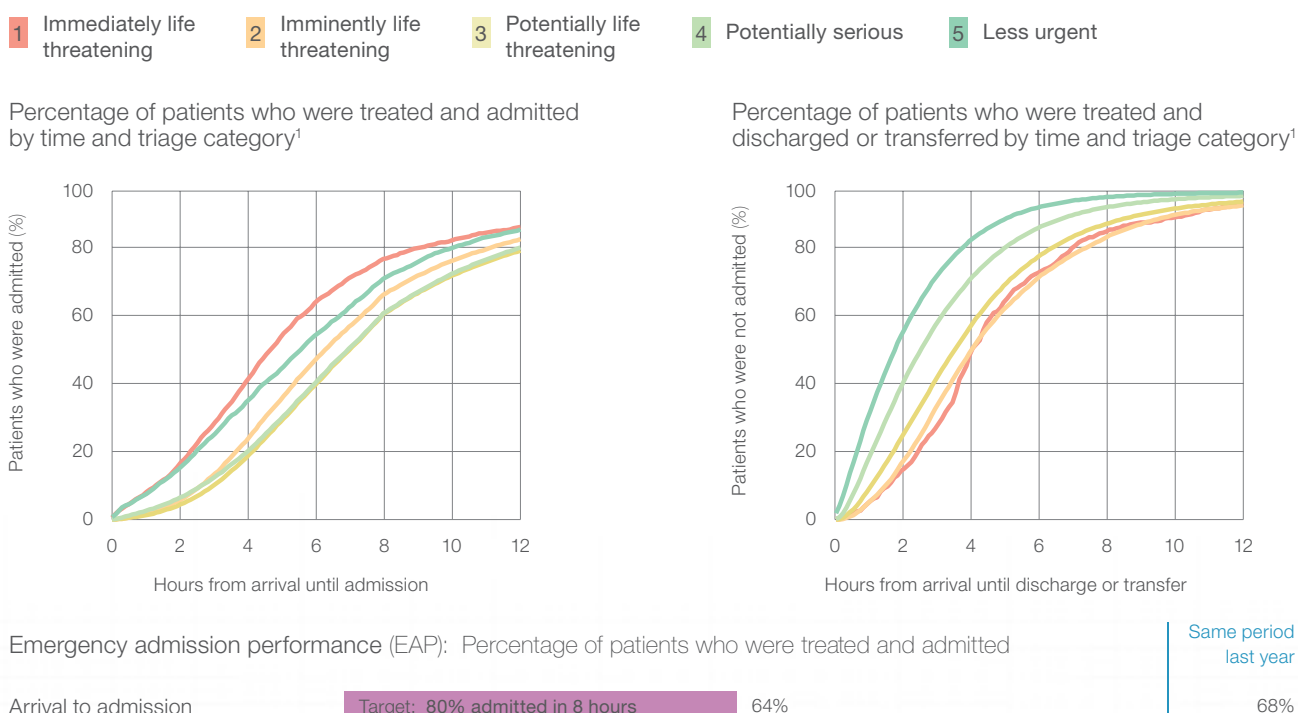
When doctors decide an emergency patient requires admission to hospital, they work to a recommended time frame. Emergency Admission Performance (EAP) is the percentage of patients who leave the ED to go to a ward within eight hours from the time the hospital recorded the patient as being triaged (or their time of arrival in the ED, if triage time is missing).

The EAP target requires 80% of emergency patients who require admission to that hospital to leave the ED within eight hours of arrival.

In the January to March 2011 quarter, EAP was 64% across NSW. That is, almost two-thirds of patients were treated in an ED and admitted to a public hospital within eight hours of being triaged (Figure 4, Table 1). This level of performance is similar to last quarter (65%) and down from the same quarter in 2010 (68%).

Across NSW, EAP varied by triage category during the January to March quarter. For example, patients from the most urgent (triage 1) and the least urgent (triage 5) categories were admitted more quickly than patients from the other three groups (Figure 4, Table 1).

Figure 4: Timeliness in NSW emergency departments, by triage category, January to March 2011



1. All emergency attendances excluding those without a recorded triage category, treatment time, departure time, left without, or before completing, treatment, were transferred prior to treatment, or were certified dead in the ED.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

Table 1: Percentage of patients admitted to hospital from NSW emergency departments, by triage level and time interval¹, January to March 2011

	2 hours	4 hours	6 hours	8 hours (EAP)	10 hours	12 hours	14 hours
Triage 1: Immediately life threatening	16%	42%	66%	79%	85%	89%	92%
Triage 2: Imminently life threatening	6%	24%	48%	69%	79%	85%	89%
Triage 3: Potentially life threatening	4%	19%	41%	63%	74%	82%	87%
Triage 4: Potentially serious	6%	20%	41%	63%	75%	83%	88%
Triage 5: Less urgent	15%	36%	56%	73%	83%	88%	92%
All triage categories	6%	21%	43%	64%	76%	83%	88%

1. Time from triage (or arrival in the emergency department if triage time missing) until arrival on the ward for those admitted from the emergency department.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

Table 1 looks at treatment-to-admission times for patients in each triage group in two-hour intervals from the time they were triaged until the time they were admitted to the same hospital. During the quarter, these patients made up nearly a quarter (23%) of all emergency attendances.

Table 2 shows the time taken from being triaged to leaving the ED for those patients who completed treatment but were not admitted to hospital. During the quarter, these patients made up two-thirds (67%) of all emergency attendances.

For this group of patients, the time taken to leave the ED varied according to triage category during the January to March quarter. More than one-third of these patients (38%) left hospital within two hours of being triaged.

Patients with less urgent triage status tended to leave the emergency department soonest. By eight hours, 94% of all patients who were not admitted had left the ED (**Table 2**).

"By examining the numbers presented in our regular reports, we see a story begin to unfold about how the state's hospitals are dealing with demand, how they compare with each other, where they excel, and where there might be opportunities to improve."

Dr Diane Watson

Chief Executive
Bureau of Health Information

Table 2: Percentage of patients discharged or transferred from NSW emergency departments, by triage category and time interval¹, January to March 2011

	2 hours	4 hours	6 hours	8 hours	10 hours	12 hours	14 hours
Triage 1: Immediately life threatening	15%	50%	75%	88%	92%	96%	97%
Triage 2: Imminently life threatening	17%	51%	74%	86%	93%	96%	97%
Triage 3: Potentially life threatening	25%	58%	80%	90%	95%	97%	98%
Triage 4: Potentially serious	40%	73%	89%	95%	98%	99%	99%
Triage 5: Less urgent	56%	85%	95%	98%	99%	100%	100%
All triage categories	38%	71%	87%	94%	97%	98%	99%

1. Time from triage (or arrival in the emergency department if triage time missing) until discharge or transfer from the emergency department.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

Appendix 1 at the end of this document provides specific emergency department performance information for principal referral, paediatric specialist, ungrouped acute – tertiary referral, major metropolitan, major non-metropolitan and district groups 1 and 2 hospitals.

This information is also presented at the local health network level. It includes the number of attendances, the number of admissions, the percentage of emergency attendances that are triaged within the benchmark set by the Australasian College for Emergency Medicine, the off-stretcher time and the emergency admission performance (EAP).

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Trends over time

Emergency attendances

The Bureau's previous *Hospital Quarterly* report showed that at the end of 2010, the traditionally busy Christmas holiday period in NSW public hospital EDs was intense, with the number of patients seen eclipsing the historic high set during the 2009 swine flu pandemic.

ED attendance numbers decreased by almost 10,000 from the previous quarter to 526,005 attendances in January to March 2011.

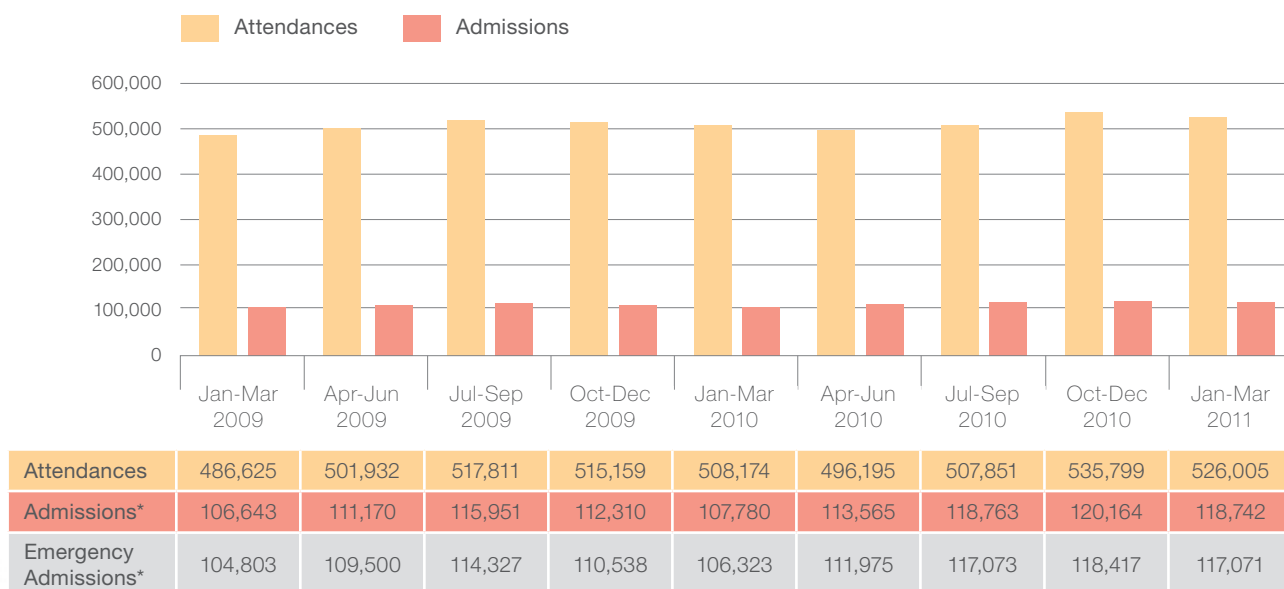
Decreases in ED attendances typically occur during January to March compared with the intensity of the October to December peak (Figure 5, Figure 6).

However, attendances for this quarter were 4% higher than the same quarter one year ago (508,174) and 8% higher than the same period two years ago (486,625). This indicates that some of the increased activity seen in NSW public hospital EDs at the end of 2010 has been sustained.

Arrivals by ambulance

The overall number of ambulance arrivals has increased each January to March quarter but has remained in proportion to the increase in emergency department attendances and the percentage arriving by ambulance is unchanged. Nearly a quarter (24%) of all people who attended

Figure 5: Attendances at, and admissions from, NSW emergency departments, January 2009 to March 2011



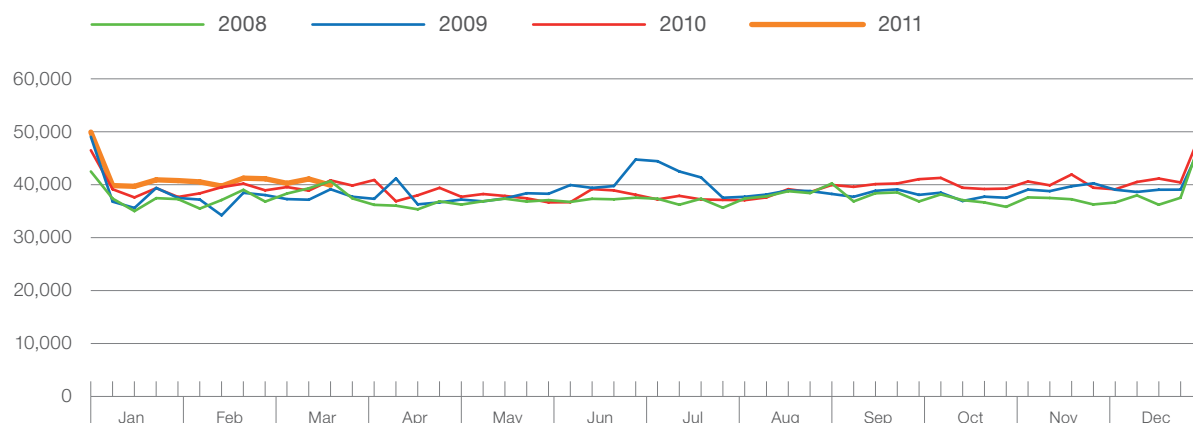
(*) Admissions refers to all admissions through the emergency department. Emergency admissions refers only to those patients attending for an emergency or unplanned presentation, and who have a recorded triage category.

Note: Emergency department activity includes 87 facilities for which electronic data are reported. This covers approximately 85% of NSW emergency department activity.

Note: Numbers might differ slightly from those previously reported by the NSW Department of Health's *Quarterly Hospital Performance Report* due to differences in when data were extracted from the emergency department information system.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

Figure 6: Attendances at NSW emergency departments by week, January 2008 to March 2011



Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

NSW EDs during January to March 2011 were transported there by ambulance (Figure 3), a total of 124,729 patients.

In the January to March 2010 quarter, 24% of patients (122,268) arrived by ambulance and during the same period in 2009, 24% (118,247 patients) arrived this way.

During January to March 2011, NSW did not achieve the state target for ambulance off-stretcher time (also referred to as “transfer time”).

The target requires 90% of patients arriving at hospital by ambulance to be transferred into the care of ED staff within 30 minutes. During the quarter the state-wide figure was 66%. By comparison, 71% of patients met the transfer time target during January to March 2010 and 75% of patients met the target during the same quarter in 2009.

This off-stretcher ambulance target has not been met at a state-wide level for the past two years (Table 3).

Table 3: Percentage of patients accepted into the care of NSW emergency departments from an ambulance within 30 minutes of arrival, January 2009 to March 2011

Jan-Mar 2009	Apr-Jun 2009	Jul-Sep 2009	Oct-Dec 2009	Jan-Mar 2010	Apr-Jun 2010	Jul-Sep 2010	Oct-Dec 2010	Jan-Mar 2011
75%	71%	68%	72%	71%	68%	64%	66%	66%

Target: 90% transferred within 30 min.

Not meeting target

Source: Data provided by NSW Ambulance Service on 15 April 2011.

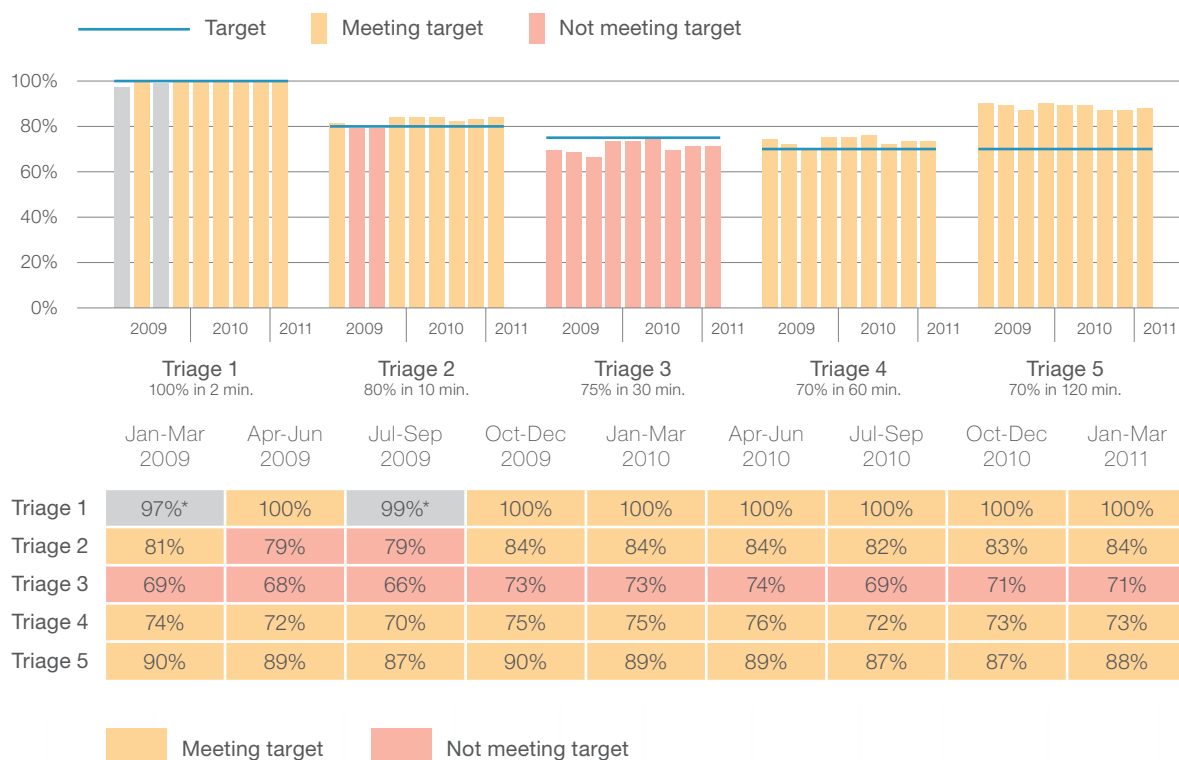
Emergency care targets

NSW met or exceeded national targets for the percentage of patients seen within the recommended time for all triage categories (except triage 3) during the January to March quarter (see [page 4](#) for a full explanation of these triage targets). During the quarter, 71% of triage 3 patients were seen in the recommended 30 minutes compared with the 75% target.

NSW has not met the triage 3 target at a state level in the past two years ([Figure 7](#)). The triage 3 performance figures for January to March 2010 and 2009 were 73% and 69% respectively.

These targets for triage to start-of-treatment times were first recommended by the Australasian College for Emergency Medicine in 1993. They were adopted for use nationally in 1999 and are now used in all public hospital EDs throughout Australia.

Figure 7: Arrival to treatment targets in NSW emergency departments, January 2009 to March 2011



(*) Emergency department electronic records show these periods as having below 100% triage 1 performance (i.e. started to receive treatment within two minutes of being triaged). An investigation by the NSW Department of Health concluded that these electronic patient records contained data entry errors and all patients received treatment within two minutes of being triaged. The Bureau has reported the performance using electronic data available in the NSW Health Information Exchange on 18 April 2011.

Note: Percentages might differ slightly from those in previous *Hospital Quarterly* reports and in the NSW Department of Health's *Quarterly Hospital Performance Report* due to differences in when data were extracted from emergency department information systems and because of changes in the calculation of these measures.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

NSW did not achieve the emergency admission performance (EAP) target during the January to March 2011 quarter nor in any quarter during the previous two years. This target recommends that 80% of patients admitted from the emergency department should leave the ED for a hospital ward, intensive care unit or

operating theatre within eight hours from the time the patient was first triaged.

During the quarter, EAP was 64%. This level of performance is similar to the previous quarter (65%), down from one year ago (68%) and from two years ago (70%), as shown in [Table 4](#).

Table 4: Emergency admission performance (EAP) in NSW emergency departments, January 2009 to March 2011

Jan-Mar 2009	Apr-Jun 2009	Jul-Sep 2009	Oct-Dec 2009	Jan-Mar 2010	Apr-Jun 2010	Jul-Sep 2010	Oct-Dec 2010	Jan-Mar 2011
70%	68%	65%	70%	68%	67%	61%	65%	64%

Target: 80% transferred within 8 hours

Not meeting target

Note: Percentages might differ slightly from those in previous *Hospital Quarterly* reports and in the NSW Department of Health's *Quarterly Hospital Performance Report* due to differences in when data were extracted from the emergency department information systems and because of changes in the calculation of the measure.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011.

Information systems in emergency departments

The Bureau examined the quality of electronic information for hospitals transitioning to a new electronic information system for patients in their ED. We concluded that, other than attendance numbers, information from hospitals transitioning to new electronic information systems are not reliable enough to report in the quarter of transition. Caution is advised when considering results for the subsequent quarter.

From January to March 2011, no hospitals changed to a new electronic information system for patients in their ED.

From September to December 2010, Dubbo Base Hospital, Griffith Base Hospital and Wagga Wagga Base Hospital transitioned to the new electronic information system. Caution is advised when considering results from these hospitals.

Appendix 1: Activity and select performance measures for NSW emergency departments, January to March 2011

Activity			Performance							
			Triage 1	Triage 2	Triage 3	Triage 4	Triage 5	Off stretcher	EAP	
	Meeting target		100% in 2 min.	80% in 10 min.	75% in 30 min.	70% in 60 min.	70% in 120 min.	90% in 30 min.	80% in 8 hours	
	Not meeting target									
New South Wales										
Total	New South Wales	526,005	118,742	100%	84%	71%	73%	88%	66%	64%
Central Coast Local Health Network (CCLHN)										
	Gosford Hospital	13,867	3,957	100%	67%	60%	54%	79%	64%	57%
	Wyong Hospital	13,744	2,260	100%	72%	74%	75%	84%	73%	57%
Total	CCLHN	27,611	6,217	100%	70%	66%	63%	83%	68%	57%
Far West Local Health Network (FWLHN)										
	Broken Hill Base Hospital	6,381	470	*	96%	82%	82%	96%	93%	79%
Total	FWLHN	6,381	470	*	96%	82%	82%	96%	93%	79%
Hunter New England Local Health Network (HNELHN)										
	Armidale and New England Hospital	3,985	691	*	85%	81%	87%	97%	93%	97%
	Belmont Hospital	6,066	851	100%	88%	81%	77%	91%	75%	80%
	Calvary Mater Newcastle	7,972	2,376	100%	90%	81%	77%	87%	61%	69%
	Cessnock District Hospital	4,434	379	100%	89%	80%	84%	97%	92%	78%
	Gunnedah District Hospital	2,476	199	*	64%	69%	70%	89%	98%	99%
	Inverell District Hospital	2,392	338	*	78%	54%	66%	93%	92%	98%
	John Hunter Hospital	16,377	5,237	100%	87%	79%	72%	84%	58%	72%
	Kurri Kurri District Hospital	2,021	80	n/a [§]	89%	93%	87%	99%	92%	100%
	Maitland Hospital	10,480	1,866	100%	76%	65%	65%	85%	54%	79%
	Manning Base Hospital	5,985	1,289	100%	72%	54%	58%	82%	69%	63%
	Moree District Hospital	2,411	260	*	88%	79%	88%	98%	96%	97%
	Muswellbrook District Hospital	2,018	221	*	81%	69%	76%	96%	85%	95%
	Narrabri District Hospital	1,262	191	n/a [§]	100%	92%	96%	99%	97%	99%
	Singleton District Hospital	3,097	294	*	81%	74%	80%	96%	97%	98%
	Tamworth Base Hospital	10,497	1,759	100%	79%	70%	62%	78%	83%	69%
	Other HNELHN	13,041	1,300	100%	72%	82%	90%	98%	92%	94%
Total	HNELHN	94,514	17,331	100%	82%	75%	75%	89%	71%	77%
Illawarra Shoalhaven Local Health Network (ISLHN)										
	Bulli District Hospital	2,036	0	n/a [§]	100%	97%	97%	98%	100%	n/a ^o
	Milton and Ulladulla Hospital	4,039	314	100%	98%	91%	87%	93%	81%	89%
	Shellharbour Hospital	6,970	756	100%	90%	73%	69%	93%	69%	61%
	Shoalhaven and District Memorial Hospital	8,864	1,319	100%	96%	78%	71%	88%	74%	70%
	Wollongong Hospital	13,781	4,598	100%	91%	68%	66%	81%	57%	59%
Total	ISLHN	35,690	6,987	100%	93%	74%	72%	90%	64%	63%
Mid North Coast Local Health Network (MNCLHN)										
	Coffs Harbour Base Hospital	8,317	2,012	100%	65%	59%	64%	82%	70%	42%
	Kempsey Hospital	5,350	585	100%	74%	68%	77%	95%	85%	85%
	Port Macquarie Base Hospital	7,978	1,842	95% ⁺	74%	63%	71%	92%	58%	53%
Total	MNCLHN	21,645	4,439	98%	71%	63%	70%	86%	67%	56%

Activity			Performance						
	Attendants	Admissions	Triage 1 100% in 2 min.	Triage 2 80% in 10 min.	Triage 3 75% in 30 min.	Triage 4 70% in 60 min.	Triage 5 70% in 120 min.	Off stretcher 90% in 30 min.	EAP 80% in 8 hours
Meeting target									
Not meeting target									
Murrumbidgee Local Health Network (MLHN)									
Griffith Base Hospital†	5,040	673	100%	83%	78%	77%	89%	90%	96%
Wagga Wagga Base Hospital†	8,202	2,032	100%	80%	74%	70%	86%	64%	60%
Total MLHN	13,242	2,705	100%	81%	76%	73%	87%	70%	66%
Nepean Blue Mountains Local Health Network (NBMLHN)									
Blue Mountains District Anzac Memorial Hospital	4,354	452	100%	83%	72%	74%	94%	92%	95%
Hawkesbury District Health Service	5,136	1,168	100%	89%	91%	91%	97%	47%	83%
Lithgow Health Service	3,550	287	100%	81%	77%	86%	97%	90%	91%
Nepean Hospital	13,279	4,481	100%	77%	44%	59%	84%	50%	51%
Total NBMLHN	26,319	6,388	100%	79%	67%	72%	90%	58%	61%
Northern NSW Local Health Network (NNSWLHN)									
Grafton Base Hospital	5,815	936	100%	68%	49%	56%	81%	84%	75%
Lismore Base Hospital	7,310	2,103	100%	83%	61%	61%	87%	68%	44%
Murwillumbah District Hospital	3,842	425	*	96%	82%	84%	96%	90%	94%
The Tweed Hospital	10,465	3,239	100%	73%	62%	69%	90%	69%	55%
Total NNSWLHN	27,432	6,703	100%	77%	61%	68%	89%	72%	56%
Northern Sydney Local Health Network (NSLHN)									
Hornsby and Ku-Ring-Gai Hospital	7,804	1,774	100%	98%	86%	82%	92%	79%	75%
Manly District Hospital	5,767	1,422	100%	95%	93%	85%	90%	93%	76%
Mona Vale and District Hospital	6,912	1,578	100%	97%	86%	85%	94%	95%	72%
Royal North Shore Hospital	14,953	5,477	100%	91%	77%	83%	94%	67%	68%
Ryde Hospital	6,147	1,494	100%	97%	87%	79%	87%	93%	74%
Total NSLHN	41,583	11,745	100%	94%	84%	83%	93%	81%	72%
Sydney Children's Hospitals Network (SCHN)									
Sydney Children's Hospital	8,904	1,309	100%	84%	79%	74%	94%	94%	76%
The Children's Hospital at Westmead	11,411	2,779	100%	100%	68%	68%	79%	90%	67%
Total SCHN	20,315	4,088	100%	92%	72%	72%	81%	91%	71%
South Eastern Sydney Local Health Network (SESLHN)									
Prince of Wales Hospital	11,703	3,491	100%	68%	50%	65%	78%	50%	62%
St George Hospital	16,441	5,181	100%	85%	69%	72%	88%	61%	66%
Sutherland Hospital	11,399	2,661	100%	89%	77%	85%	96%	66%	64%
Sydney Eye Hospital	4,705	163	n/a [§]	*	96%	99%	100%	80%	99%
Sydney Hospital	5,054	373	*	92%	86%	83%	91%	88%	93%
Total SESLHN	49,302	11,869	100%	83%	66%	77%	93%	62%	66%
South Western Sydney Local Health Network (SWSLHN)									
Bankstown / Lidcombe Hospital	11,318	3,238	100%	90%	78%	86%	96%	74%	68%
Bowral and District Hospital	4,477	713	100%	80%	73%	79%	95%	82%	78%
Camden Hospital	3,079	0	*	93%	88%	88%	97%	91%	n/a ^o
Campbelltown Hospital	13,711	3,550	100%	89%	76%	75%	95%	71%	65%

	Activity		Performance						
	Attendances	Admissions	Triage 1	Triage 2	Triage 3	Triage 4	Triage 5	Off stretcher	EAP
			100% in 2 min.	80% in 10 min.	75% in 30 min.	70% in 60 min.	70% in 120 min.	90% in 30 min.	80% in 8 hours
	Meeting target								
	Not meeting target								
Fairfield Hospital	8,074	1,537	100%	78%	74%	69%	89%	76%	67%
Liverpool Hospital	15,667	5,793	100%	86%	75%	70%	87%	50%	53%
Total SWSLHN	56,326	14,831	100%	87%	76%	77%	94%	66%	62%
Southern NSW Local Health Network (SNSWLHN)									
Goulburn Base Hospital	4,646	846	100%	56%	67%	77%	93%	80%	86%
Total SNSWLHN	4,646	846	100%	56%	67%	77%	93%	80%	86%
St Vincent's Health Network (SVHN)									
St Vincent's Hospital, Darlinghurst	11,013	3,072	100%	100%	71%	74%	89%	51%	57%
Total SVHN	11,013	3,072	100%	100%	71%	74%	89%	51%	57%
Sydney Local Health Network (SYDLHN)									
Canterbury Hospital	8,756	1,585	100%	86%	70%	69%	91%	72%	61%
Concord Hospital	8,756	2,295	100%	94%	75%	72%	90%	74%	71%
Royal Prince Alfred Hospital	16,450	4,781	100%	83%	59%	62%	85%	56%	58%
Total SYDLHN	33,962	8,661	100%	86%	65%	67%	86%	64%	63%
Western NSW Local Health Network (WNSWLHN)									
Bathurst Base Hospital	5,906	882	100%	75%	68%	71%	90%	71%	67%
Dubbo Base Hospital ^(†)	6,920	1,603	100%	80%	66%	73%	91%	77%	59%
Orange Base Hospital	6,831	1,479	100%	77%	68%	71%	86%	77%	59%
Total WNSWLHN	19,657	3,964	100%	77%	67%	72%	88%	76%	60%
Western Sydney Local Health Network (WSLHN)									
Auburn Hospital	5,986	904	100%	69%	68%	54%	77%	57%	80%
Blacktown Hospital	8,699	2,154	100%	86%	65%	70%	85%	44%	38%
Mount Druitt Hospital	7,774	720	100%	85%	78%	72%	86%	61%	69%
Westmead Hospital (all units)	13,908	4,648	100%	89%	57%	58%	72%	45%	52%
Total WSLHN	36,367	8,426	100%	86%	66%	64%	81%	49%	56%

(*) Values suppressed due to small numbers and to protect privacy.

(†) Due to the implementation of a new electronic information system in this emergency department in the previous quarter (October to December 2010), caution is advised when considering this hospital's results (see page 12 for more information).

(§) This hospital had no patients classified as triage 1 during January to March 2011.

(‡) Data in the HIE at the time of extraction for this report, and therefore reported here, recorded that this hospital had below 100% triage 1 performance. The NSW Department of Health has advised that these records contained data entry errors and all patients received treatment within two minutes of being triaged.

(Ω) This hospital had no patients admitted to hospital from the emergency department during January to March 2011 and therefore there is no EAP value.

Note: Emergency department activity includes 87 facilities for which electronic data are reported. These facilities account for approximately 85% of NSW emergency department activity.

Note: Admissions refers to all admissions through the emergency department, not just emergency patient admissions.

Source: Health Information Exchange, NSW Health. Data extracted on 18 April 2011. Ambulance off-stretcher time data provided by the NSW Ambulance Service on 15 April 2011.

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The report, *Hospital Quarterly: Performance of NSW public hospitals, January to March 2011* and related reports are available at www.bhi.nsw.gov.au

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- *Performance Profiles: Emergency department care* (performance and activity reports for EDs in more than 60 hospitals and NSW as a whole)
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The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at www.bhi.nsw.gov.au for any amendments.