



Healthcare Quarterly

# Performance Profiles

## Emergency Department

Principal referral hospitals  
(A1) peer group

April to June 2017

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

April to June 2017

All presentations:<sup>1</sup> 13,221 patients

Emergency presentations:<sup>2</sup> 13,042 patients

Same period last year	Change since one year ago
13,037	1.4%
12,929	0.9%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,445 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,883 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 507 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 98 minutes

Same period last year	NSW (this period)
2,635	
9 minutes	8 minutes
32 minutes	26 minutes
5,815	
19 minutes	20 minutes
62 minutes	67 minutes
3,922	
20 minutes	25 minutes
70 minutes	99 minutes
447	
21 minutes	23 minutes
57 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Percentage of patients who spent four hours or less in the ED 72.8%

Same period last year	Change since one year ago
13,037	1.4%
77.7%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

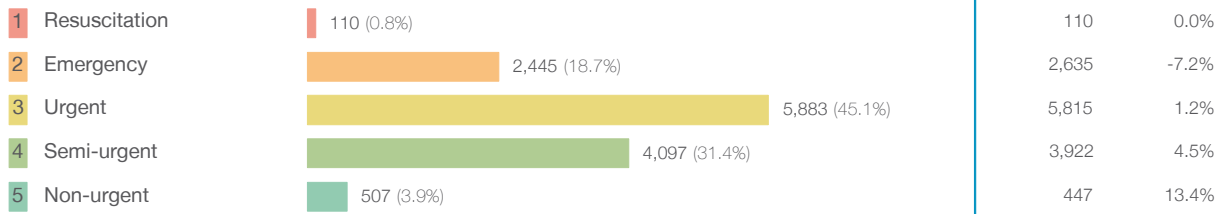
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

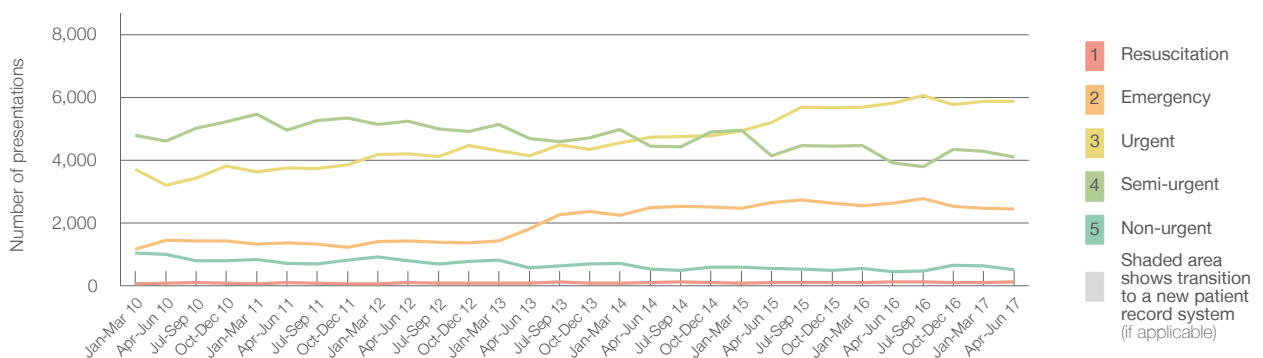
April to June 2017

All presentations:<sup>1</sup> 13,221 patients

Emergency presentations<sup>2</sup> by triage category: 13,042 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	86	89	96	83	96	92	110	110
Emergency	1,445	1,364	1,417	1,816	2,482	2,643	2,635	2,445
Urgent	3,196	3,757	4,208	4,145	4,728	5,193	5,815	5,883
Semi-urgent	4,605	4,953	5,242	4,694	4,438	4,144	3,922	4,097
Non-urgent	991	709	794	575	534	549	447	507
All emergency presentations	10,323	10,872	11,757	11,313	12,278	12,621	12,929	13,042

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,764 patients

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 2,445

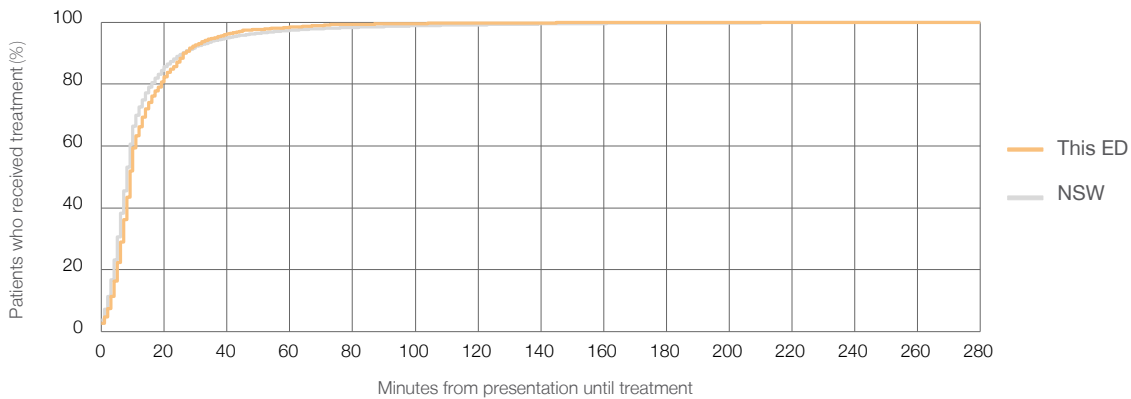
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,441

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

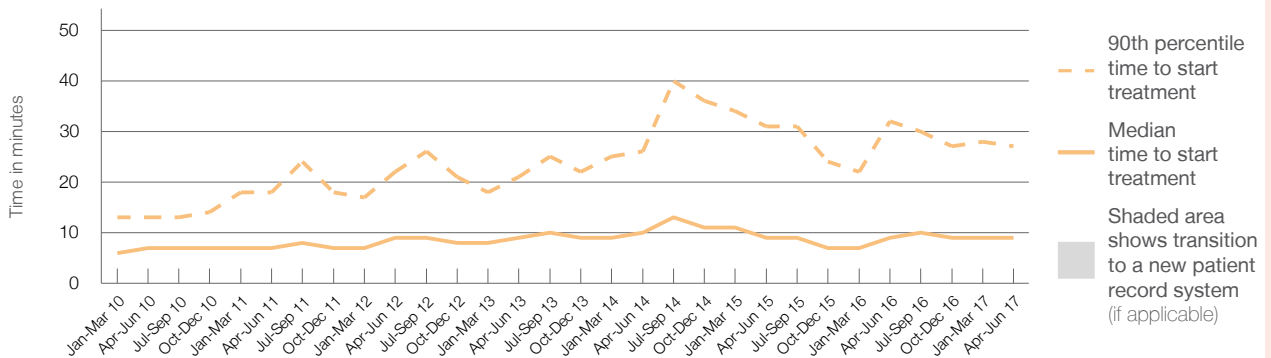
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
2,635	2,627
9 minutes	8 minutes
32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	9	10	9	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	13	18	22	21	26	31	32	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.

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

April to June 2017

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

Number of triage 3 patients: 5,883

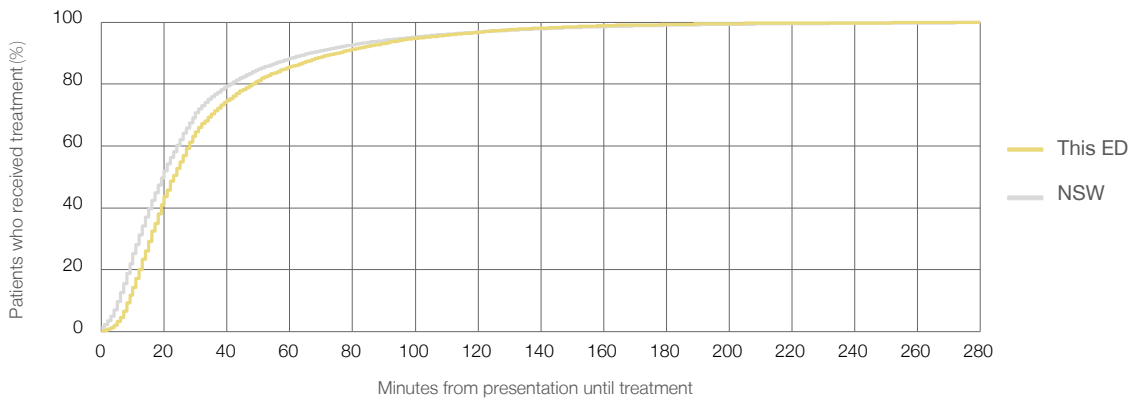
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,801

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

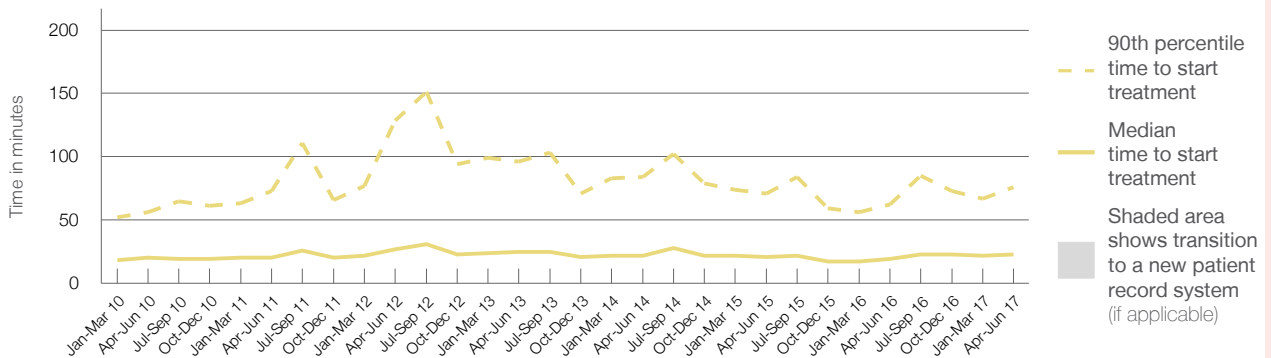
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
5,815	5,713
19 minutes	20 minutes
62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	20	27	25	22	21	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	56	73	129	96	84	71	62	76

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

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

April to June 2017

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

Number of triage 4 patients: 4,097

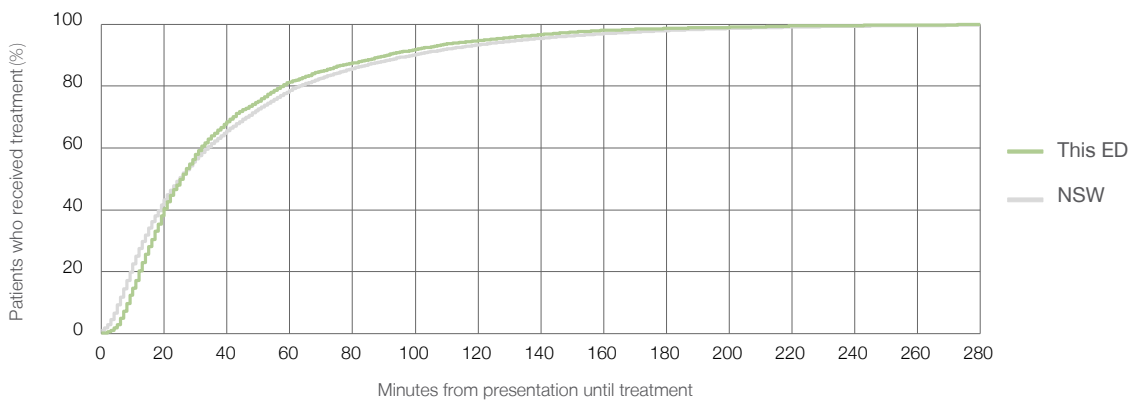
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,956

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

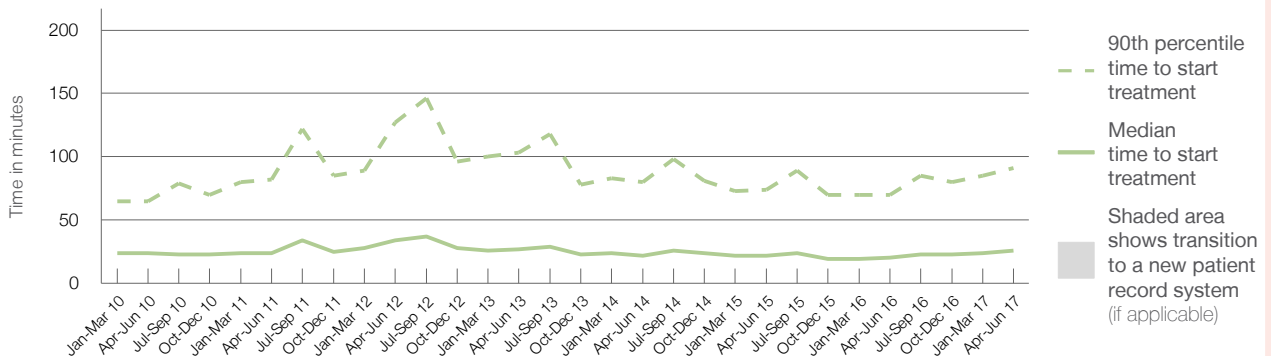
90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
3,922	3,781
20 minutes	25 minutes
70 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	24	34	27	22	22	20	26
90th percentile time to start treatment <sup>5</sup> (minutes)	65	82	127	103	80	74	70	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.

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

April to June 2017

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

Number of triage 5 patients: 507

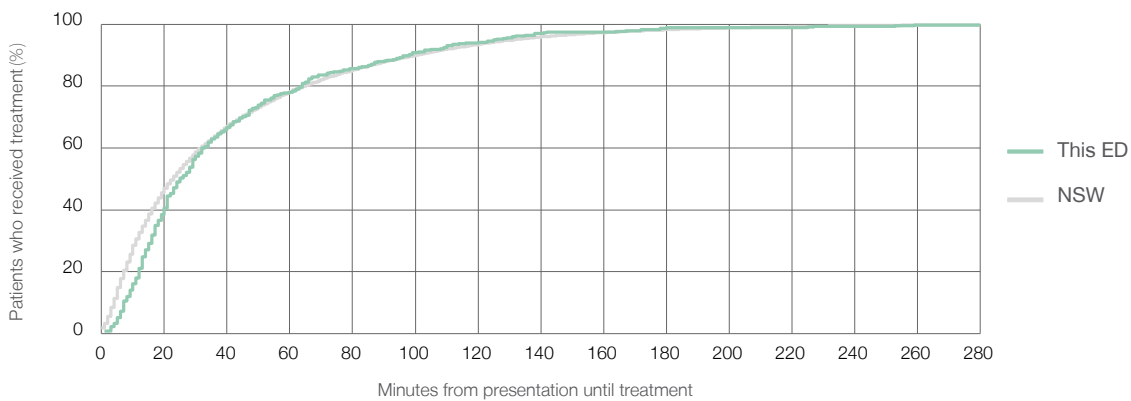
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 428

Median time to start treatment<sup>4</sup>  25 minutes

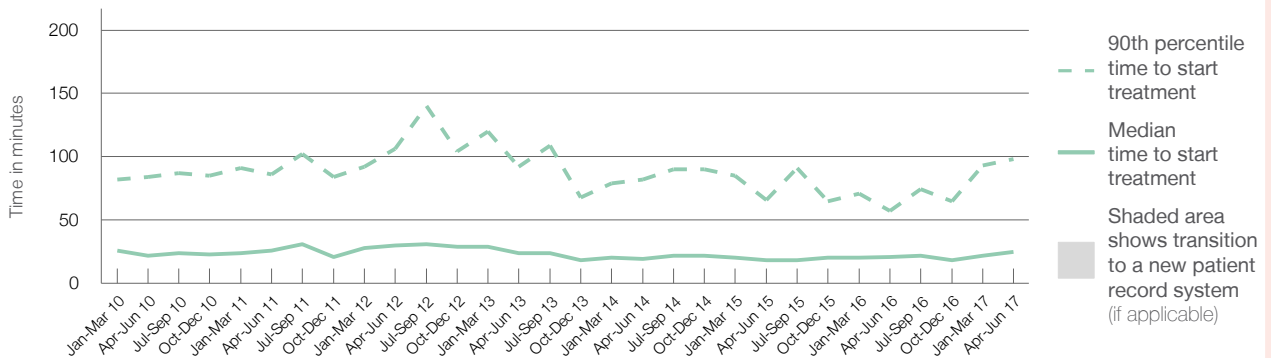
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
447	371
21 minutes	23 minutes
57 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	26	30	24	19	18	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)	84	86	106	92	82	66	57	98

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

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

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

April to June 2017

All presentations:<sup>1</sup> 13,221 patients

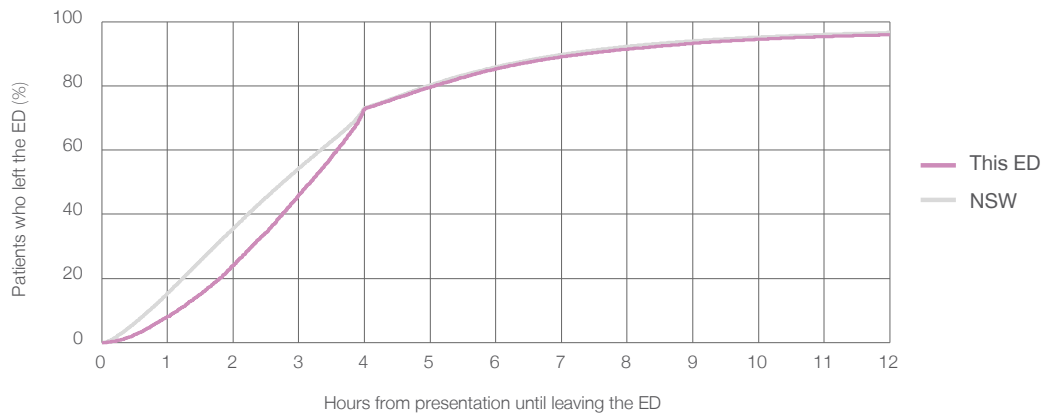
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

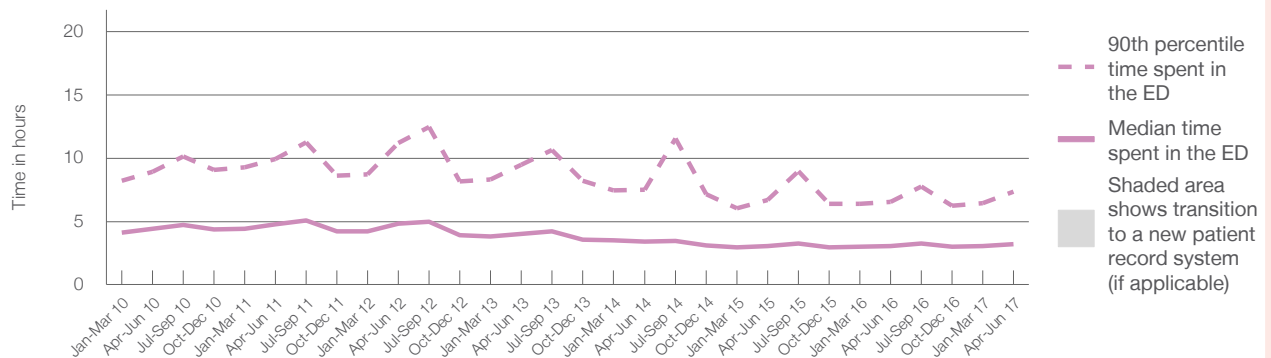
90th percentile time spent in the ED<sup>9</sup> 7 hours and 22 minutes

Same period last year	NSW (this period)
13,037	13,037
3 hours and 2 minutes	2 hours and 46 minutes
6 hours and 34 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 24m	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m	3h 11m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 54m	9h 57m	11h 13m	9h 29m	7h 30m	6h 42m	6h 34m	7h 22m

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

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

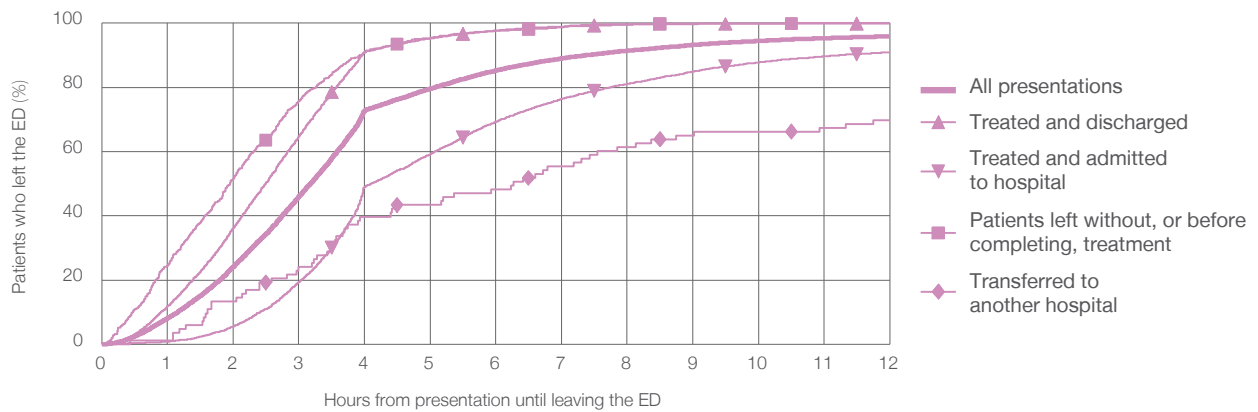
All presentations:<sup>1</sup> 13,221 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

Treated and discharged	6,556 (49.6%)
Treated and admitted to hospital	5,638 (42.6%)
Patient left without, or before completing, treatment	907 (6.9%)
Transferred to another hospital	83 (0.6%)
Other	37 (0.3%)

Same period last year	Change since one year ago
13,037	1.4%
6,551	0.1%
5,538	1.8%
844	7.5%
66	25.8%
38	-2.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.9%	36.2%	64.7%	91.0%	97.7%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.8%	5.6%	19.4%	49.0%	69.4%	81.1%	87.8%	91.0%
Patient left without, or before completing, treatment	24.6%	51.6%	75.7%	91.2%	97.7%	99.8%	99.9%	100%
Transferred to another hospital	1.2%	13.3%	24.1%	39.8%	48.2%	61.4%	66.3%	69.9%
All presentations	8.1%	24.2%	46.0%	72.8%	85.3%	91.4%	94.5%	95.9%

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## Bankstown / Lidcombe Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 13,221 patients

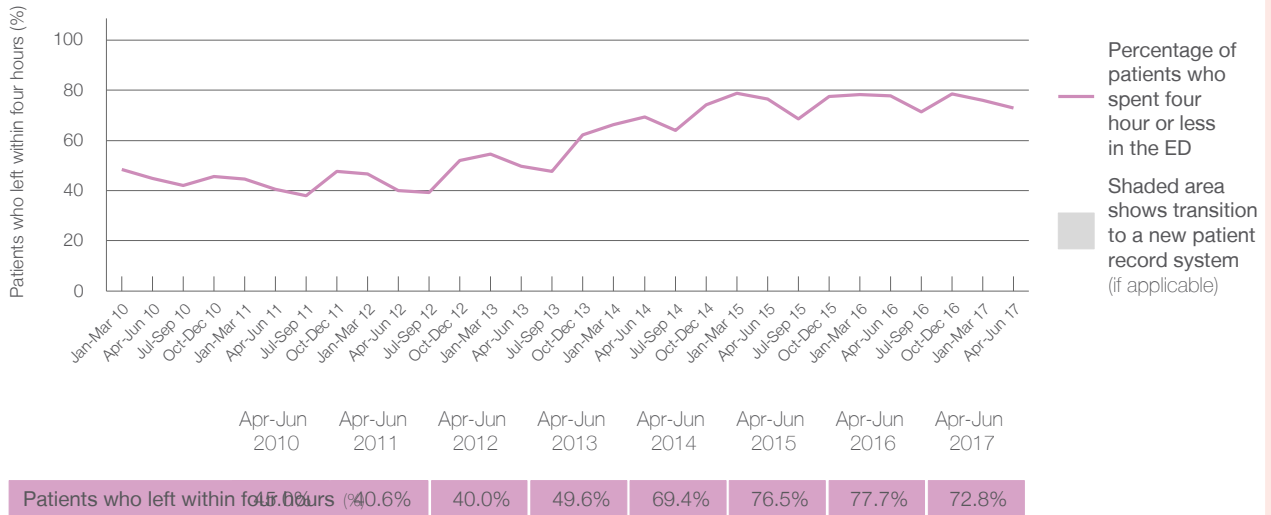
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,221 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	13,037	1.4%
Presentations used to calculate time to leaving the ED	13,037	1.4%
Percentage of patients who spent four hours or less in the ED	77.7%	

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



Patients who left within four hours	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Percentage	40.6%	40.0%	49.6%	69.4%	76.5%	77.7%	77.7%	72.8%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Concord Hospital: Emergency department (ED) overview

April to June 2017



All presentations:<sup>1</sup> 9,661 patients  
 Emergency presentations:<sup>2</sup> 9,636 patients

Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%



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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,173 patients

Median time to start treatment<sup>4</sup>  8 minutes  
 90th percentile time to start treatment<sup>5</sup>  15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,090 patients

Median time to start treatment<sup>4</sup>  18 minutes  
 90th percentile time to start treatment<sup>5</sup>  45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,905 patients

Median time to start treatment<sup>4</sup>  21 minutes  
 90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 411 patients

Median time to start treatment<sup>4</sup>  17 minutes  
 90th percentile time to start treatment<sup>5</sup>  75 minutes

Same period last year	NSW (this period)
968	
8 minutes	8 minutes
14 minutes	26 minutes
3,123	
20 minutes	20 minutes
48 minutes	67 minutes
4,674	
28 minutes	25 minutes
84 minutes	99 minutes
430	
24 minutes	23 minutes
83 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

Percentage of patients who spent four hours or less in the ED  75.6%

Same period last year	Change since one year ago
9,267	4.2%
76.3%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

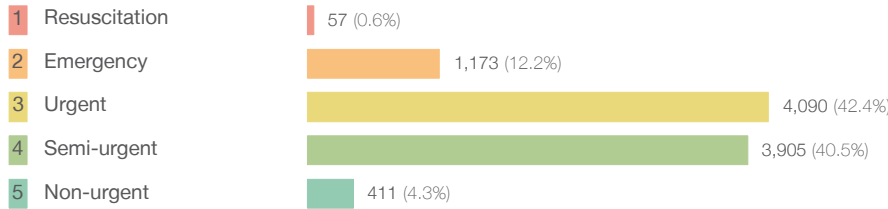
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Concord Hospital: Patients presenting to the emergency department

April to June 2017

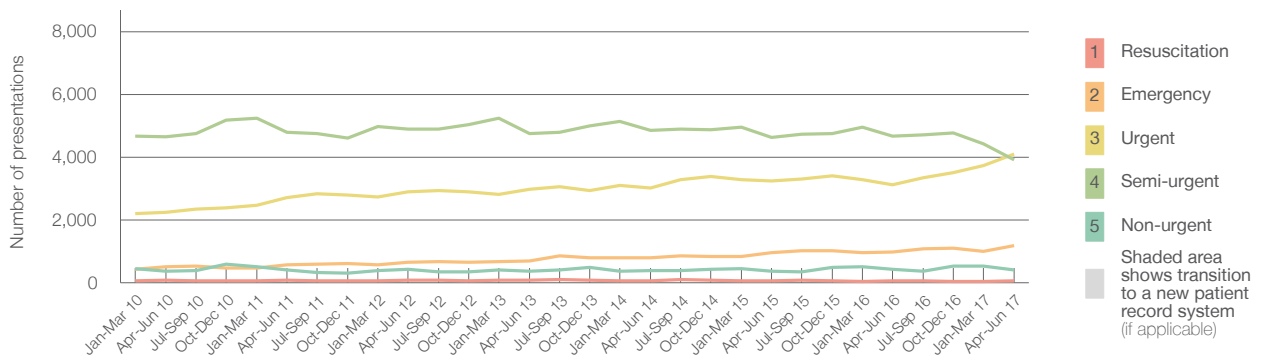
All presentations:<sup>1</sup> 9,661 patients

Emergency presentations<sup>2</sup> by triage category: 9,636 patients



Same period last year	Change since one year ago
9,268	4.2%
9,246	4.2%
51	11.8%
968	21.2%
3,123	31.0%
4,674	-16.5%
430	-4.4%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	70	77	78	87	50	63	51	57
Emergency	509	560	648	700	792	965	968	1,173
Urgent	2,238	2,709	2,904	2,979	3,020	3,235	3,123	4,090
Semi-urgent	4,643	4,801	4,890	4,755	4,856	4,631	4,674	3,905
Non-urgent	361	405	432	369	393	357	430	411
All emergency presentations	7,821	8,552	8,952	8,890	9,111	9,251	9,246	9,636

## Concord Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,345 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,048	
11 minutes	1 minute
20 minutes	1 minute

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

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

## Concord Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 1,173

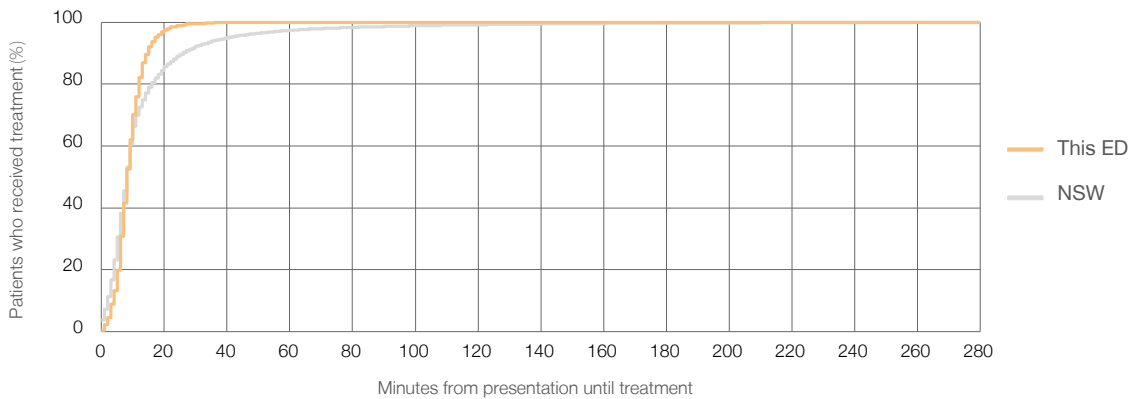
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,166

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

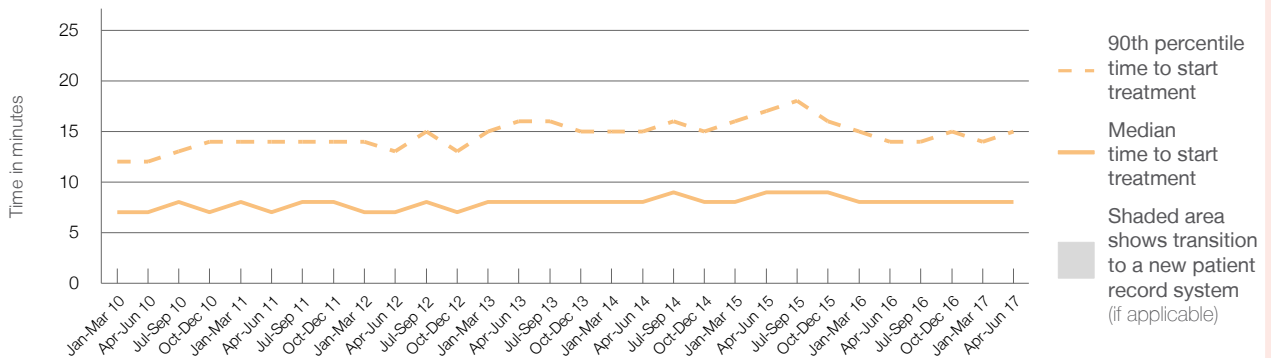
90th percentile time to start treatment<sup>5</sup> ■ 15 minutes

Same period last year	NSW (this period)
968	
964	
8 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	8	8	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	12	14	13	16	15	17	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.

## Concord Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 4,090

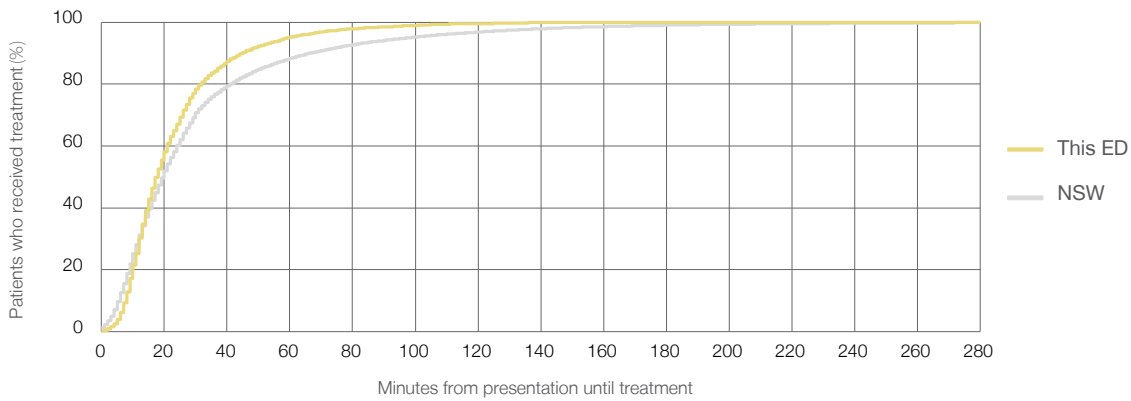
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,995

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

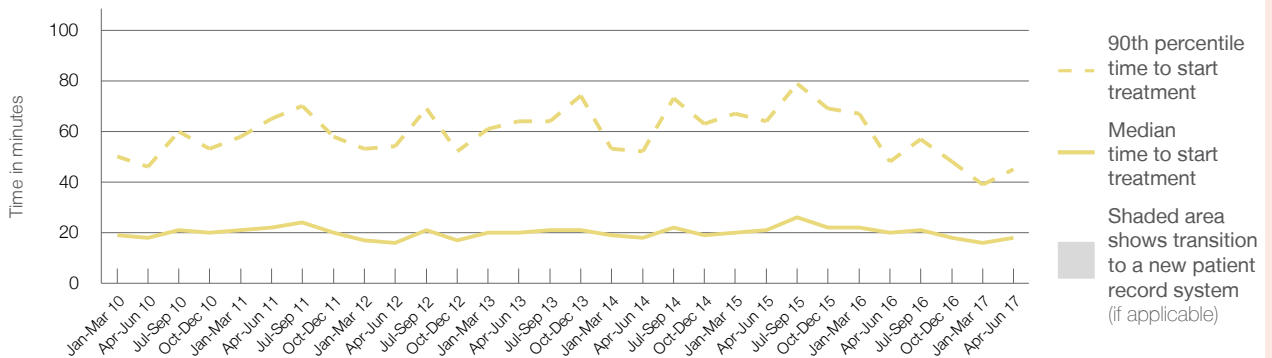
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
3,123	3,076
20 minutes	20 minutes
48 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	22	16	20	18	21	20	18
90th percentile time to start treatment <sup>5</sup> (minutes)	46	65	54	64	52	64	48	45

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

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

## Concord Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,905

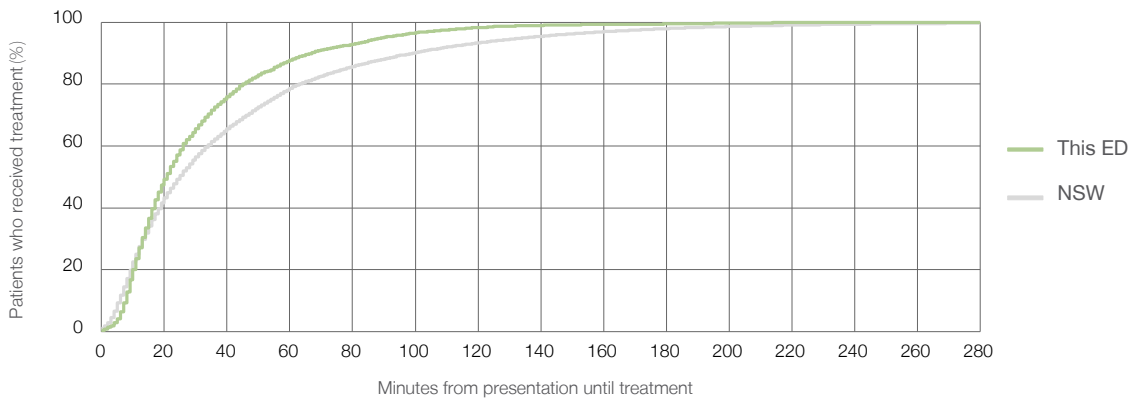
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,730

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

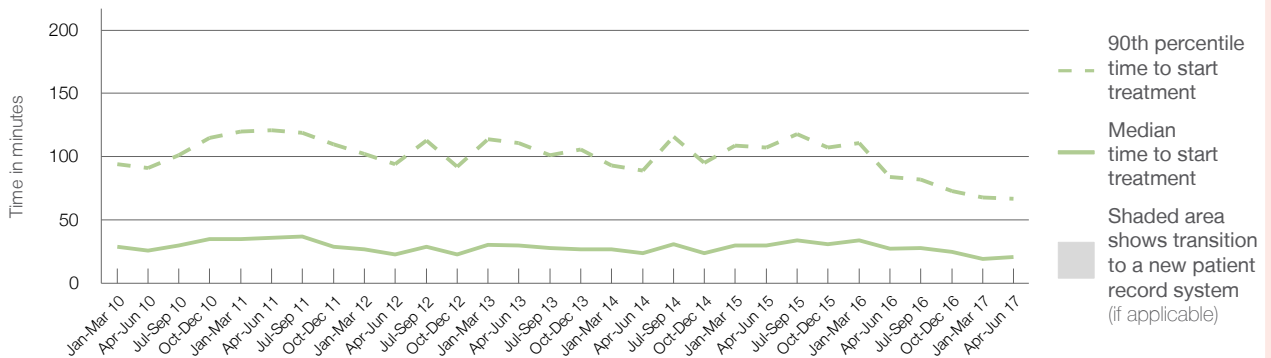
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
4,674	4,494
28 minutes	25 minutes
84 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	36	23	30	24	30	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)	91	121	94	111	89	107	84	67

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

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

## Concord Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 411

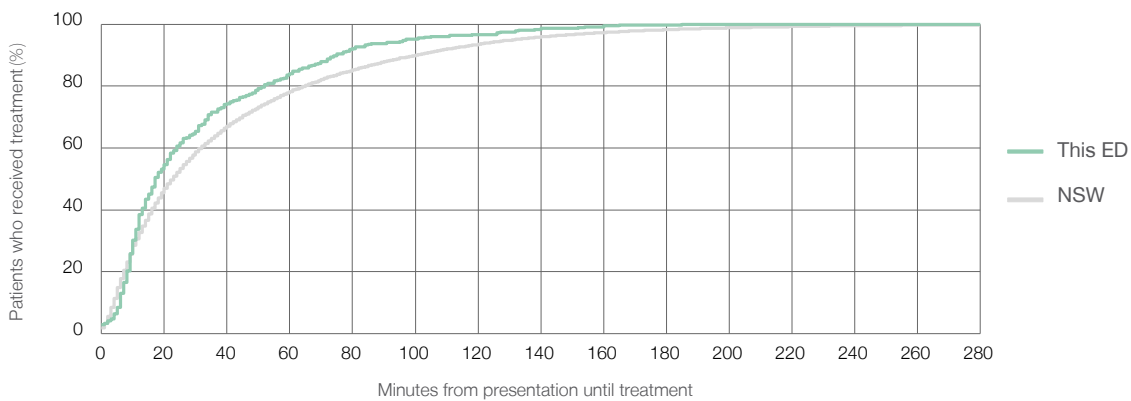
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 355

Median time to start treatment<sup>4</sup> 17 minutes

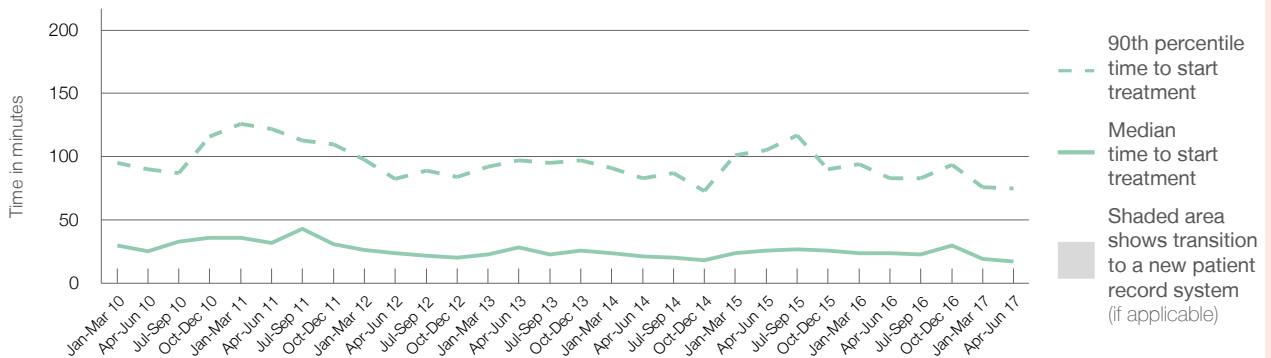
90th percentile time to start treatment<sup>5</sup> 75 minutes

Same period last year	NSW (this period)
430	370
24 minutes	23 minutes
83 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	32	24	29	22	26	24	17
90th percentile time to start treatment <sup>5</sup> (minutes)	90	122	83	97	83	105	83	75

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

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



## Concord Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 9,661 patients

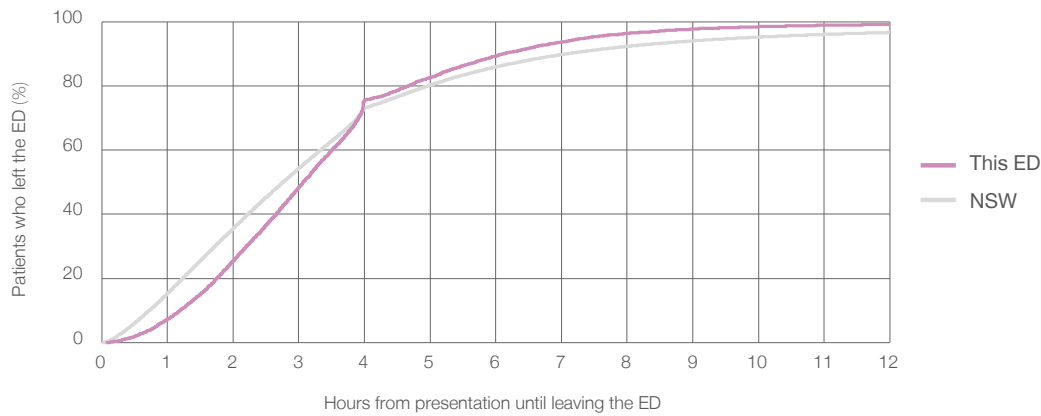
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

Median time spent in the ED<sup>8</sup> 3 hours and 4 minutes

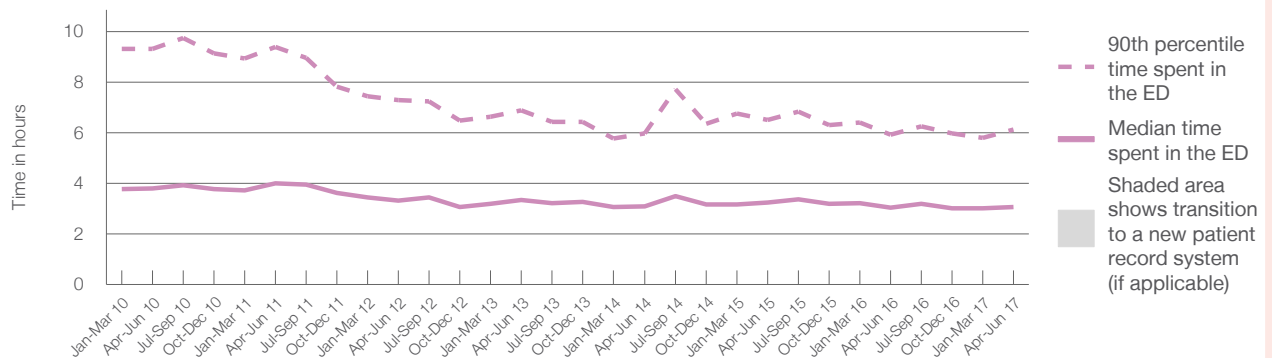
90th percentile time spent in the ED<sup>9</sup> 6 hours and 8 minutes

Same period last year	NSW (this period)
9,268	
9,267	
3 hours and 3 minutes	2 hours and 46 minutes
5 hours and 56 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 48m	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m	3h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 19m	9h 23m	7h 17m	6h 54m	5h 59m	6h 31m	5h 56m	6h 8m

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

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

**Concord Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

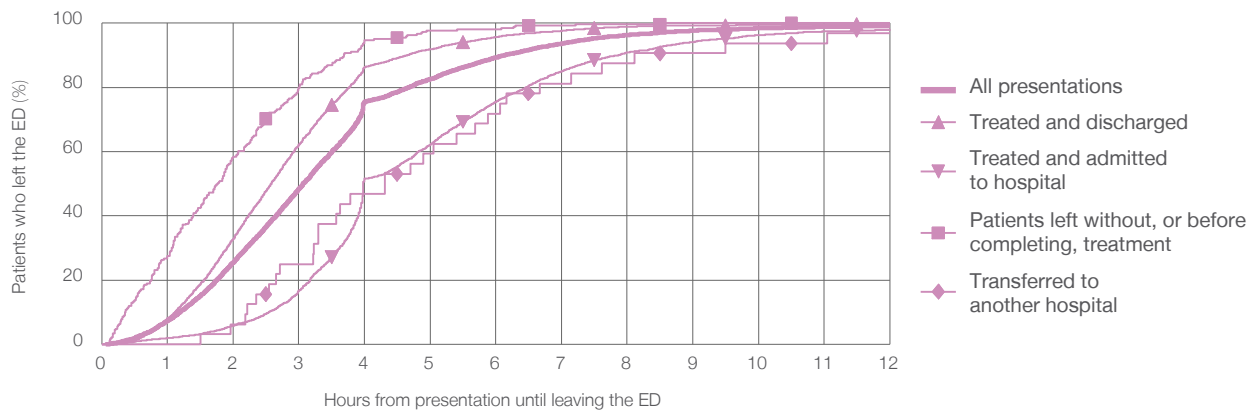
All presentations:<sup>1</sup> 9,661 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

Treated and discharged	6,179 (64.0%)
Treated and admitted to hospital	3,051 (31.6%)
Patient left without, or before completing, treatment	269 (2.8%)
Transferred to another hospital	32 (0.3%)
Other	130 (1.3%)

Same period last year	Change since one year ago
9,267	4.2%
5,916	4.4%
3,012	1.3%
203	32.5%
15	113.3%
122	6.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.1%	33.0%	62.2%	86.3%	95.7%	98.9%	99.4%	99.7%
Treated and admitted to hospital	1.9%	5.8%	16.7%	51.6%	75.5%	90.9%	96.3%	98.0%
Patient left without, or before completing, treatment	27.5%	58.4%	79.9%	94.8%	98.1%	99.6%	100%	100%
Transferred to another hospital	0%	6.3%	25.0%	46.9%	71.9%	87.5%	93.8%	96.9%
All presentations	7.3%	25.6%	48.5%	75.6%	89.3%	96.4%	98.4%	99.2%

(†) 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.

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

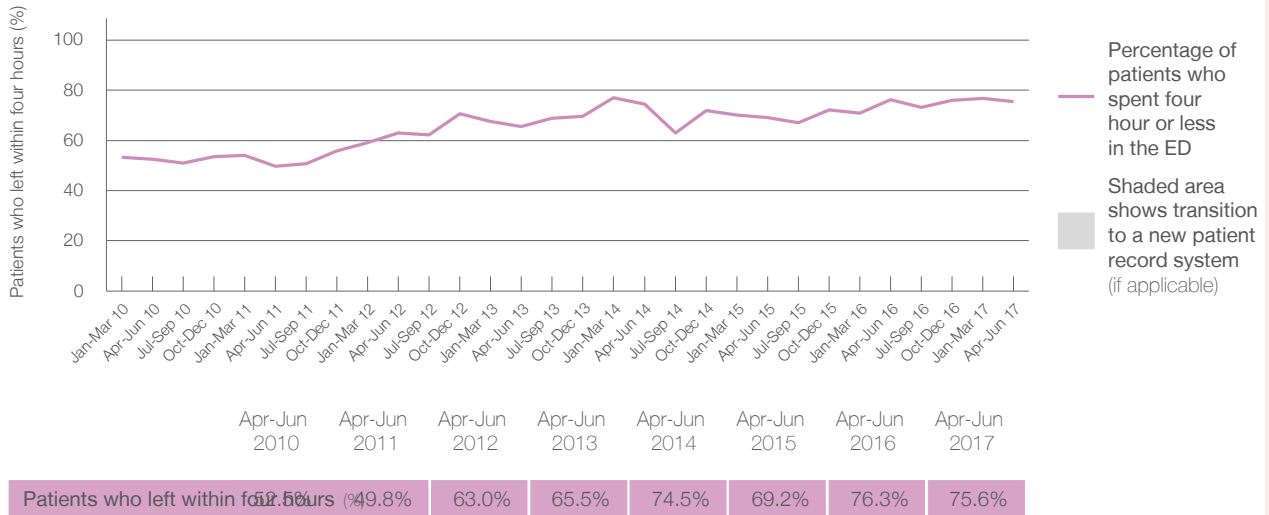
All presentations at the emergency department:<sup>1</sup> 9,661 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,660 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,268	4.2%
Presentations used to calculate time to leaving the ED	9,267	4.2%
Percentage of patients who spent four hours or less in the ED	76.3%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Gosford Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 16,521 patients

Emergency presentations:<sup>2</sup> 16,393 patients

Same period last year	Change since one year ago
15,984	3.4%
15,871	3.3%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,175 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,558 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,998 patients

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

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 483 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
2,216	
6 minutes	8 minutes
16 minutes	26 minutes
6,350	
19 minutes	20 minutes
64 minutes	67 minutes
6,651	
26 minutes	25 minutes
89 minutes	99 minutes
411	
21 minutes	23 minutes
85 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

Percentage of patients who spent four hours or less in the ED 68.5%

Same period last year	Change since one year ago
15,984	3.4%
69.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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.

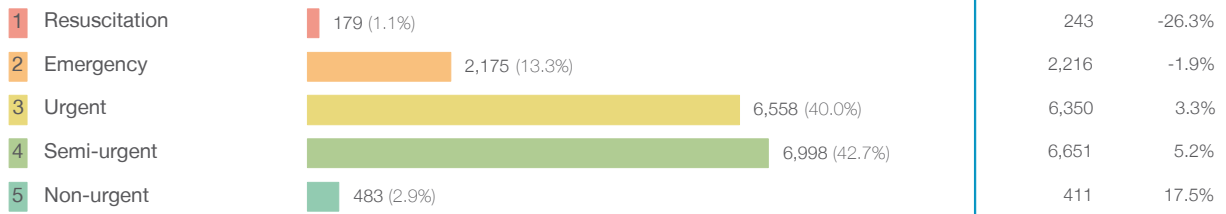
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

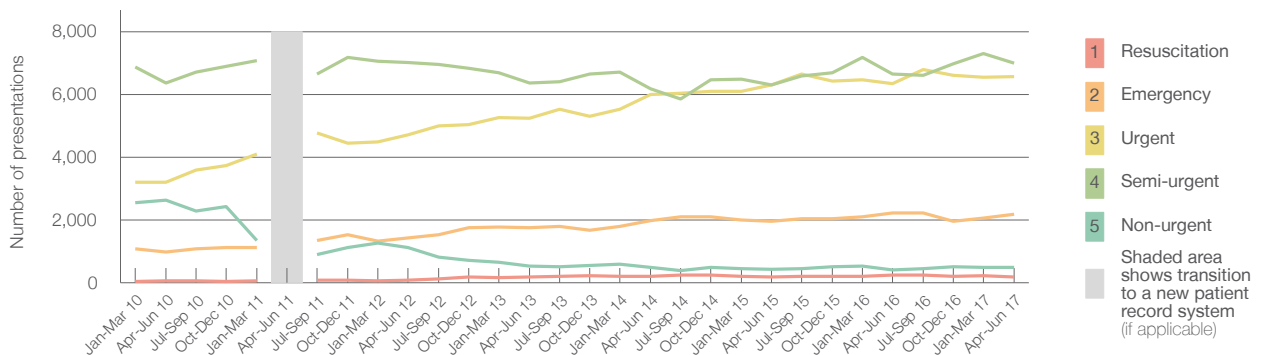
## Gosford Hospital: Patients presenting to the emergency department April to June 2017

All presentations:<sup>1</sup> 16,521 patients

Emergency presentations<sup>2</sup> by triage category: 16,393 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	51		80	175	192	178	243	179
Emergency	979		1,421	1,754	1,986	1,950	2,216	2,175
Urgent	3,197		4,711	5,245	6,001	6,298	6,350	6,558
Semi-urgent	6,372		7,018	6,372	6,174	6,304	6,651	6,998
Non-urgent	2,627		1,114	528	496	420	411	483
All emergency presentations	13,226		14,344	14,074	14,849	15,150	15,871	16,393

## Gosford Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,562 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.

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

April to June 2017

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

Number of triage 2 patients: 2,175

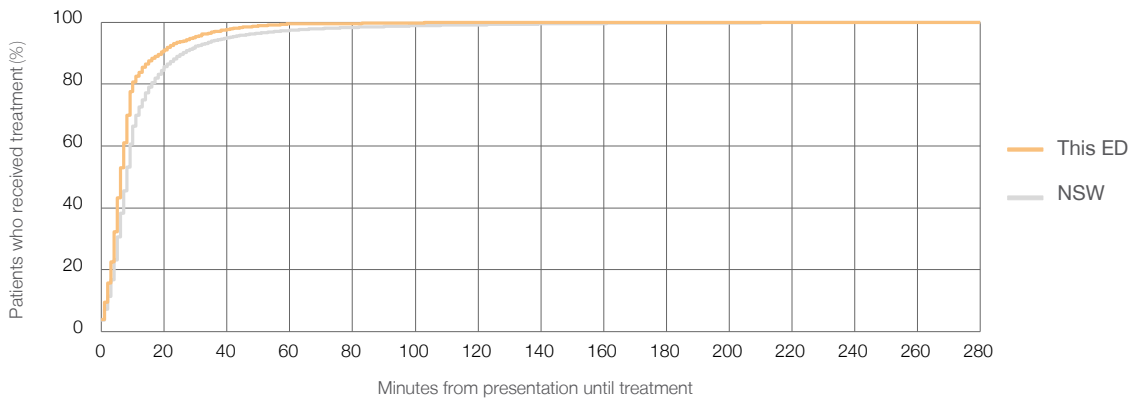
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,169

Median time to start treatment<sup>4</sup> 6 minutes

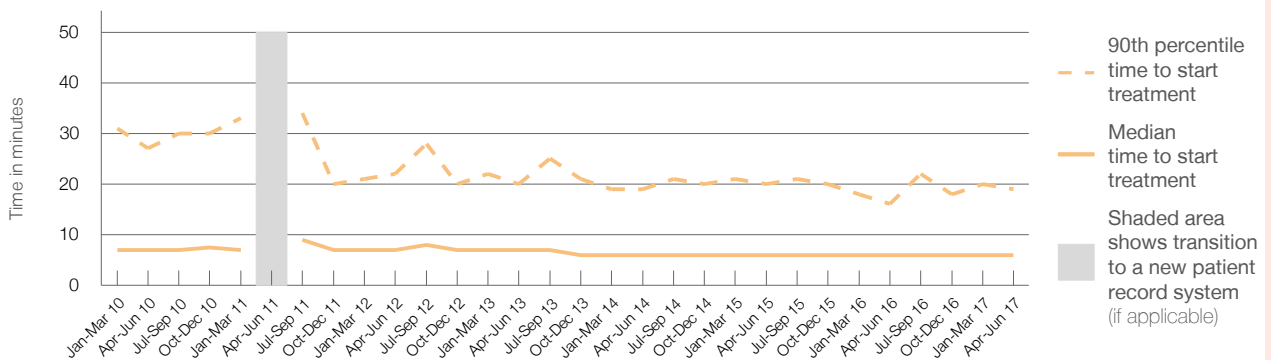
90th percentile time to start treatment<sup>5</sup> 19 minutes

Same period last year	NSW (this period)
2,216	
2,209	
6 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7		7	7	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	27		22	20	19	20	16	19

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

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

## Gosford Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 6,558

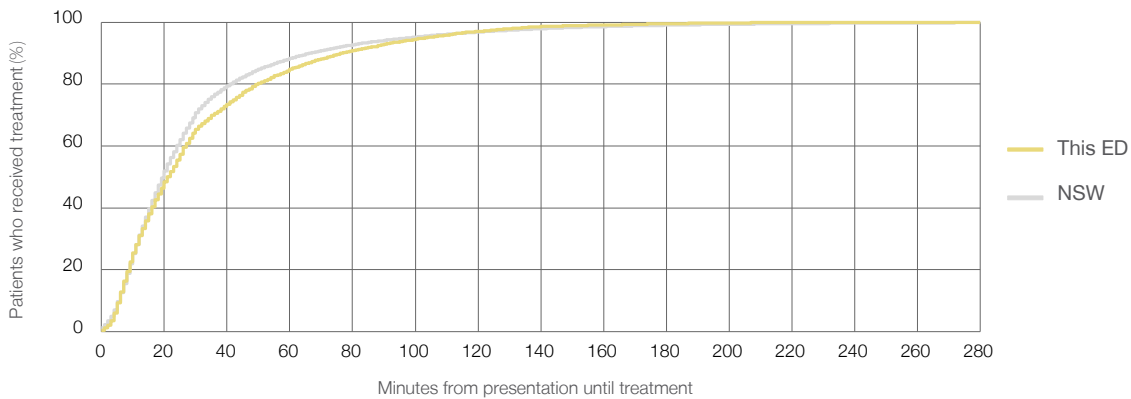
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,464

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

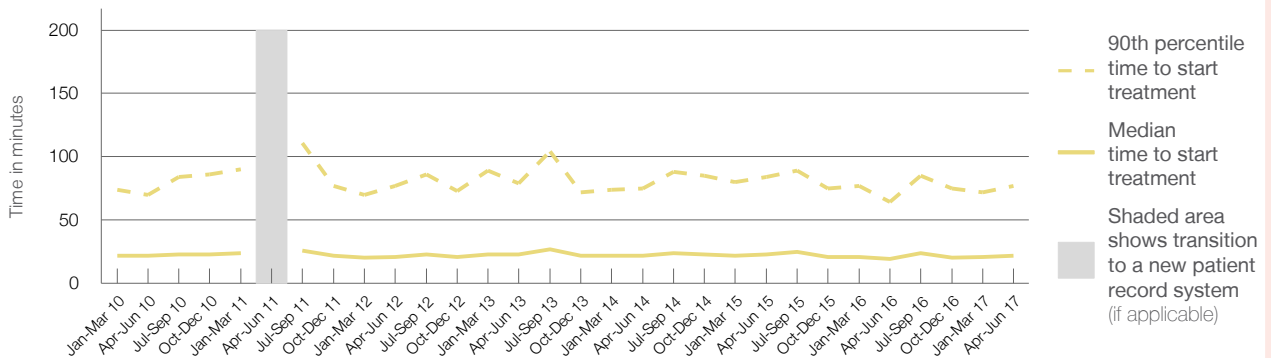
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
6,350	
6,260	
19 minutes	20 minutes
64 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22		21	23	22	23	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	70		77	79	75	84	64	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.

## Gosford Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 6,998

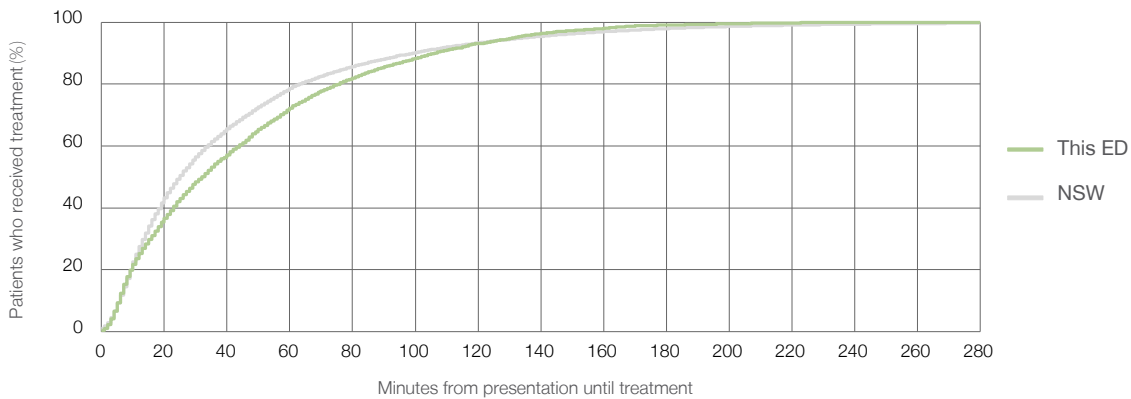
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,703

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

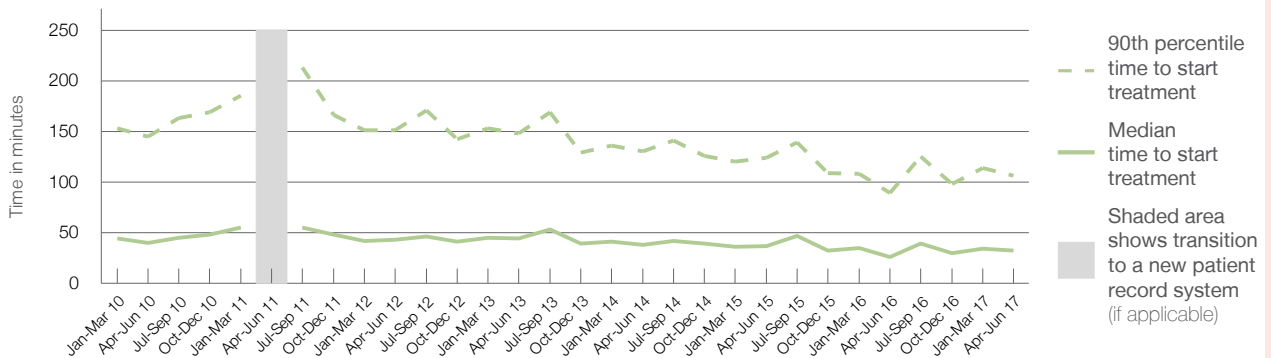
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
6,651	
6,413	
26 minutes	25 minutes
89 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	40		43	44	38	37	26	32
90th percentile time to start treatment <sup>5</sup> (minutes)	145		151	148	130	124	89	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.



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

April to June 2017

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

Number of triage 5 patients: 483

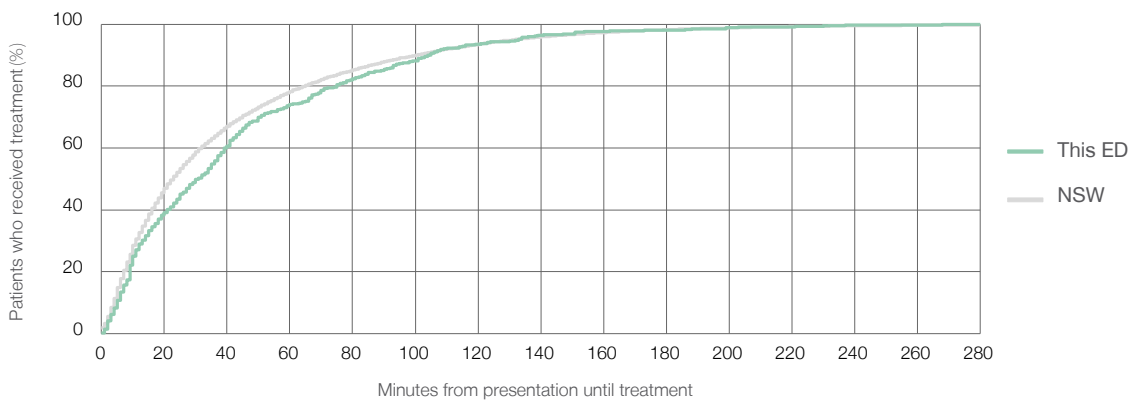
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 419

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

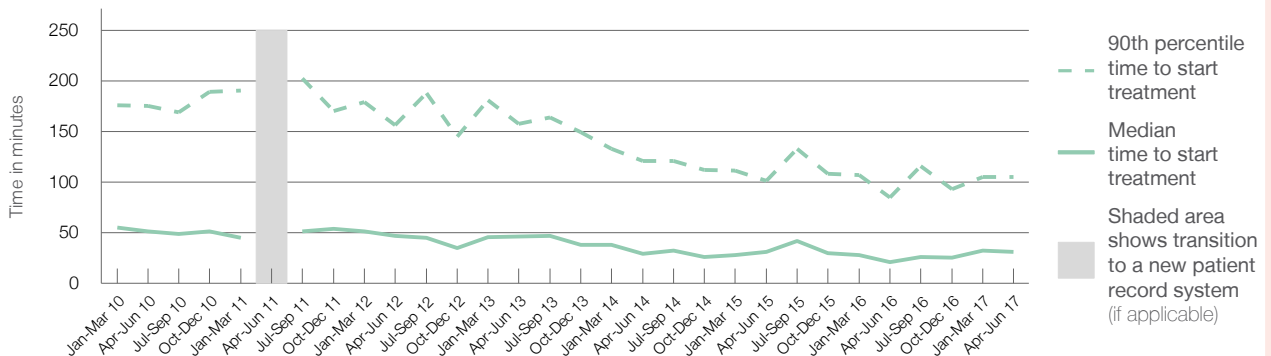
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
411	
364	
21 minutes	23 minutes
85 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	51		47	46	29	31	21	31
90th percentile time to start treatment <sup>5</sup> (minutes)	175		156	158	121	101	85	105

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

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

## Gosford Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 16,521 patients

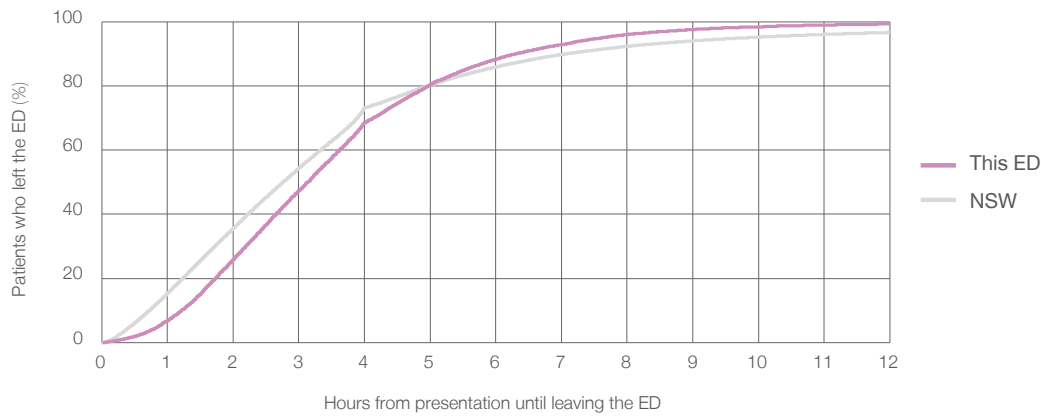
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

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

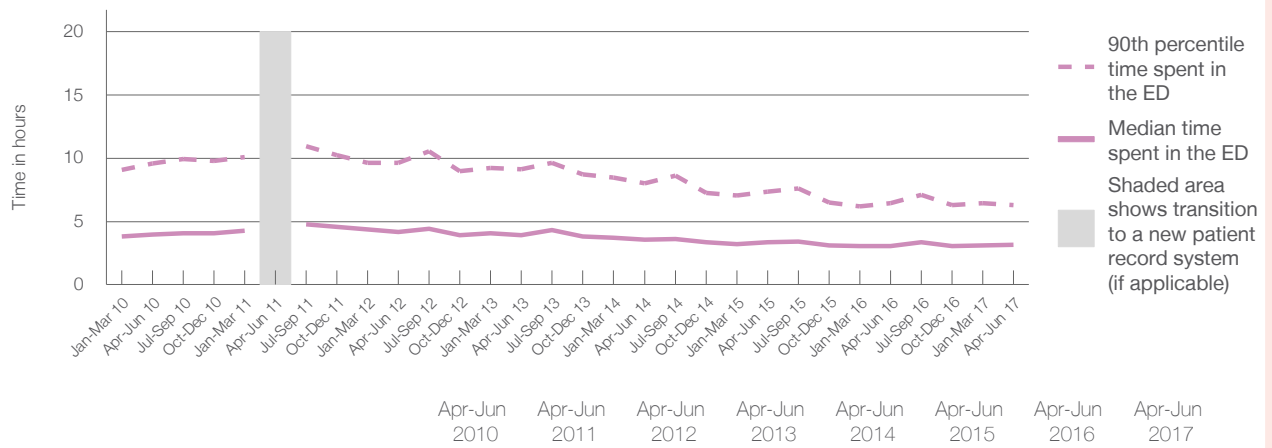
90th percentile time spent in the ED<sup>9</sup> 6 hours and 18 minutes

Same period last year	NSW (this period)
15,984	15,984
3 hours and 2 minutes	2 hours and 46 minutes
6 hours and 26 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 58m		4h 10m	3h 56m	3h 34m	3h 21m	3h 2m	3h 8m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 36m		9h 38m	9h 8m	8h 0m	7h 22m	6h 26m	6h 18m

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

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

**Gosford Hospital: Time patients spent in the ED**  
 By mode of separation  
 April to June 2017

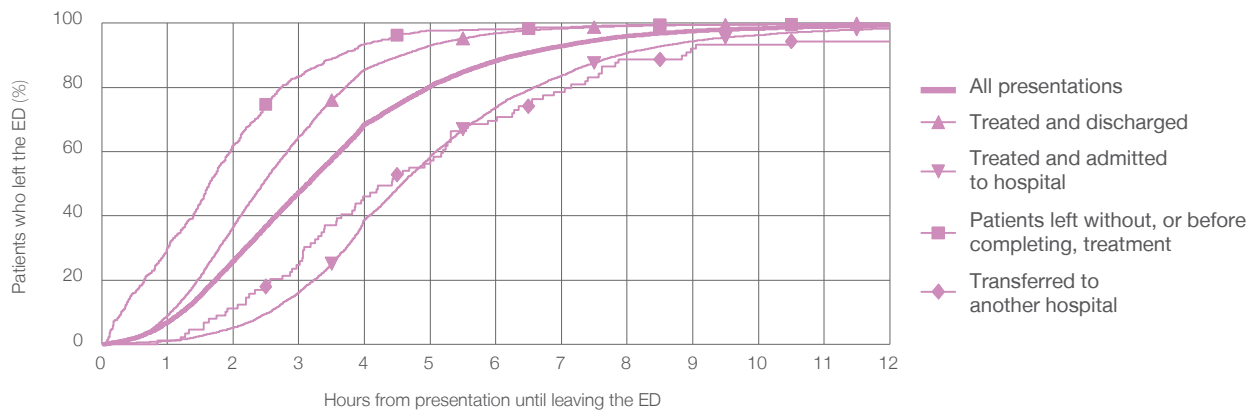
All presentations:<sup>1</sup> 16,521 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

Treated and discharged	9,796 (59.3%)
Treated and admitted to hospital	6,050 (36.6%)
Patient left without, or before completing, treatment	536 (3.2%)
Transferred to another hospital	89 (0.5%)
Other	50 (0.3%)

Same period last year	Change since one year ago
15,984	3.4%
9,320	5.1%
6,110	-1.0%
395	35.7%
91	-2.2%
68	-26.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.9%	36.7%	64.7%	85.6%	96.9%	99.1%	99.7%	99.8%
Treated and admitted to hospital	1.0%	5.2%	16.2%	38.9%	73.7%	90.8%	96.3%	98.4%
Patient left without, or before completing, treatment	30.0%	61.9%	83.4%	93.5%	98.1%	99.4%	99.4%	99.6%
Transferred to another hospital	1.1%	11.2%	24.7%	46.1%	69.7%	88.8%	93.3%	94.4%
All presentations	6.8%	26.0%	47.4%	68.5%	88.3%	96.0%	98.4%	99.3%

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

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

## Gosford Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 16,521 patients

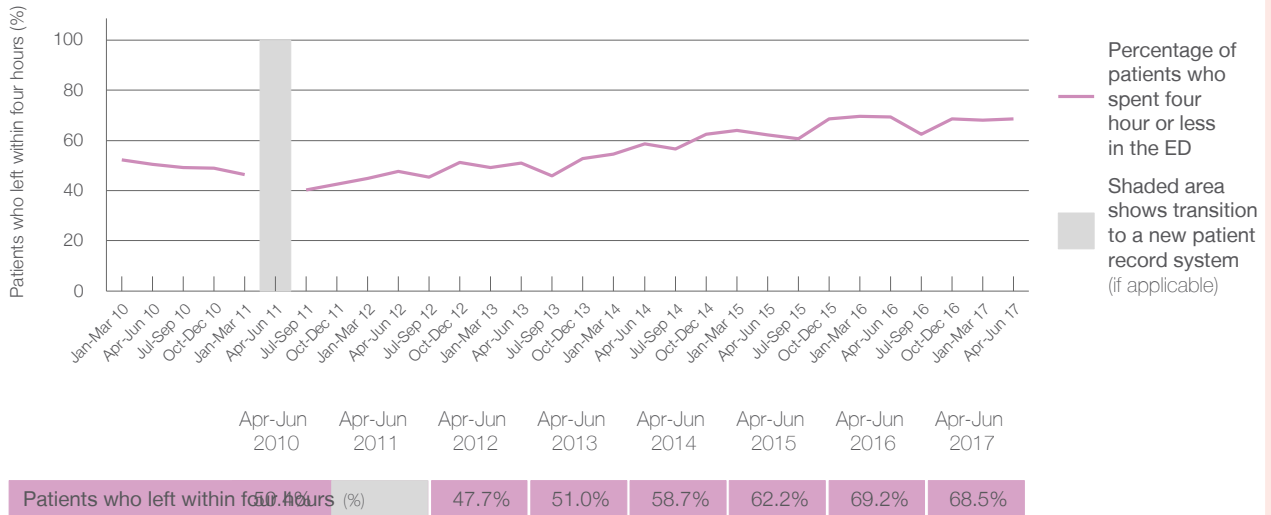
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,521 patients

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



Same period last year	Change since one year ago
15,984	3.4%
15,984	3.4%
69.2%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## John Hunter Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

Emergency presentations:<sup>2</sup> 19,622 patients

Same period last year	Change since one year ago
18,760	5.4%
18,741	4.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,815 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,960 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,957 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 122 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,794 patients

Median time to start treatment<sup>4</sup> 38 minutes  
 90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
1,823	
7 minutes	8 minutes
22 minutes	26 minutes
4,855	
24 minutes	20 minutes
77 minutes	67 minutes
9,311	
33 minutes	25 minutes
110 minutes	99 minutes
2,604	
34 minutes	23 minutes
130 minutes	101 minutes

## John Hunter Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

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

Same period last year	Change since one year ago
18,760	5.4%
68.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

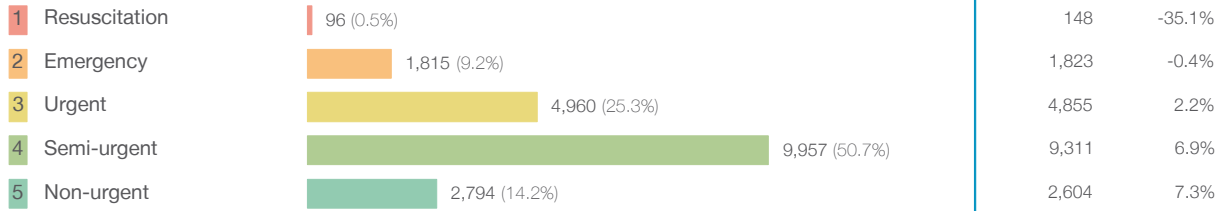
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## John Hunter Hospital: Patients presenting to the emergency department

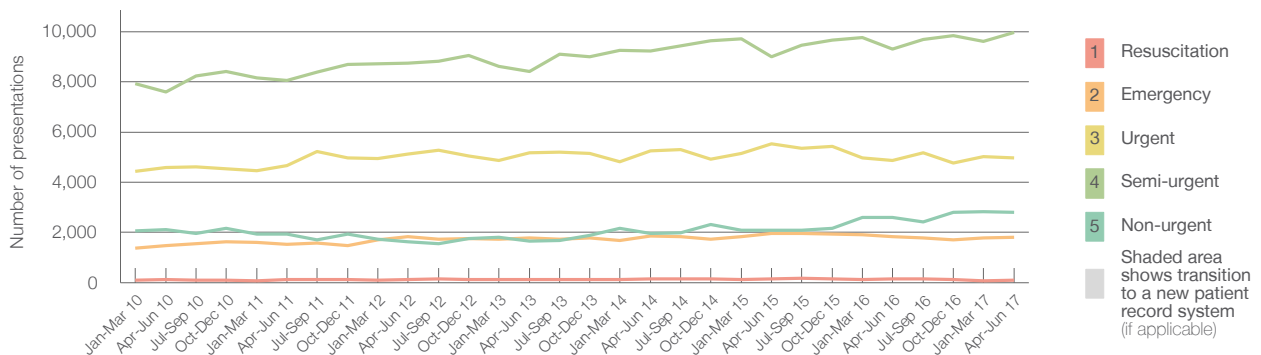
April to June 2017

All presentations:<sup>1</sup> 19,776 patients

Emergency presentations<sup>2</sup> by triage category: 19,622 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	117	113	136	117	147	140	148	96
Emergency	1,488	1,521	1,841	1,786	1,863	1,957	1,823	1,815
Urgent	4,580	4,664	5,123	5,179	5,250	5,537	4,855	4,960
Semi-urgent	7,593	8,065	8,753	8,416	9,233	9,005	9,311	9,957
Non-urgent	2,112	1,925	1,635	1,660	1,955	2,085	2,604	2,794
All emergency presentations	15,890	16,288	17,488	17,158	18,448	18,724	18,741	19,622

## John Hunter Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,908 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.

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

April to June 2017

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

Number of triage 2 patients: 1,815

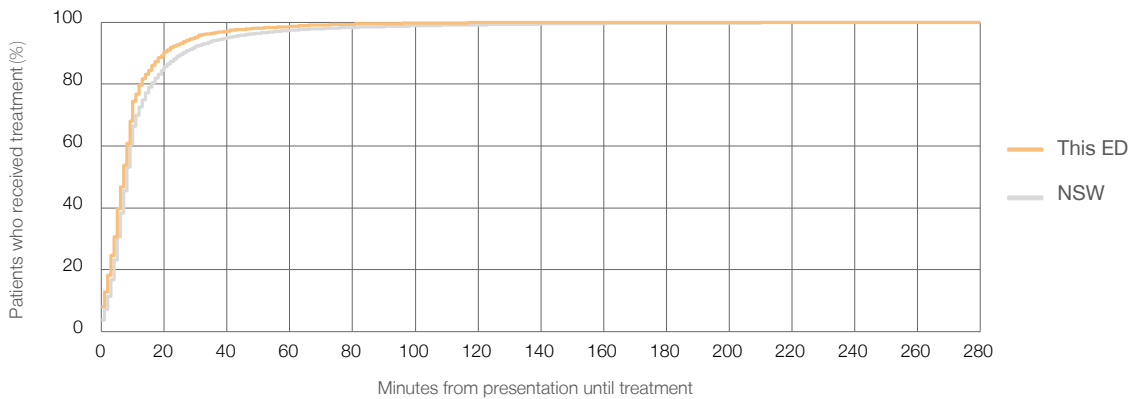
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,808

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

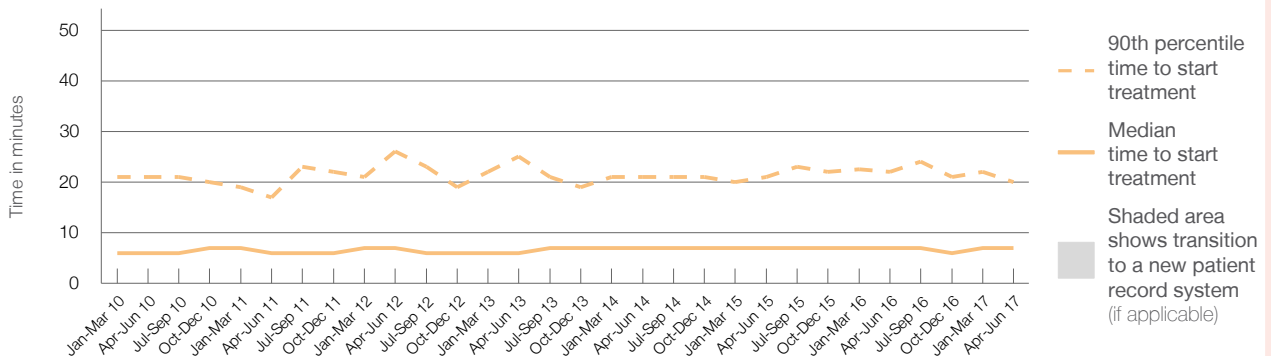
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
1,823	1,811
7 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	6	6	7	6	7	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	17	26	25	21	21	22	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.

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

April to June 2017

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

Number of triage 3 patients: 4,960

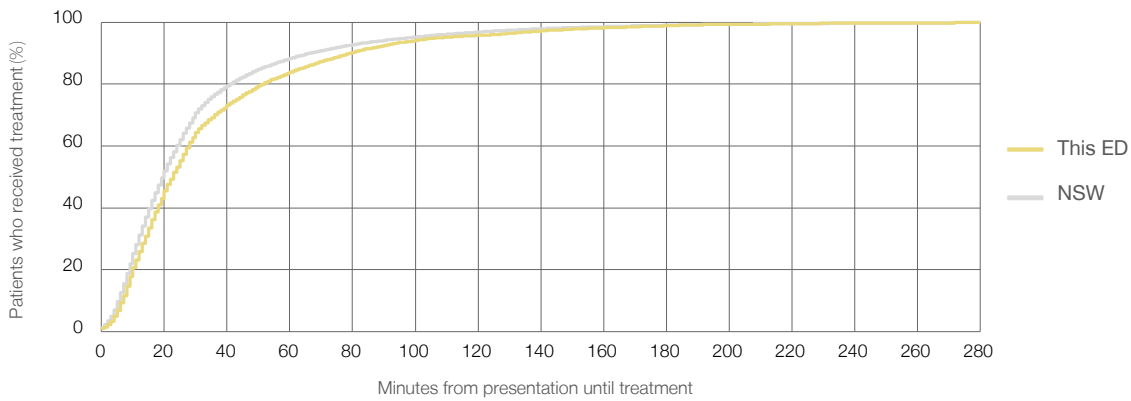
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,832

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

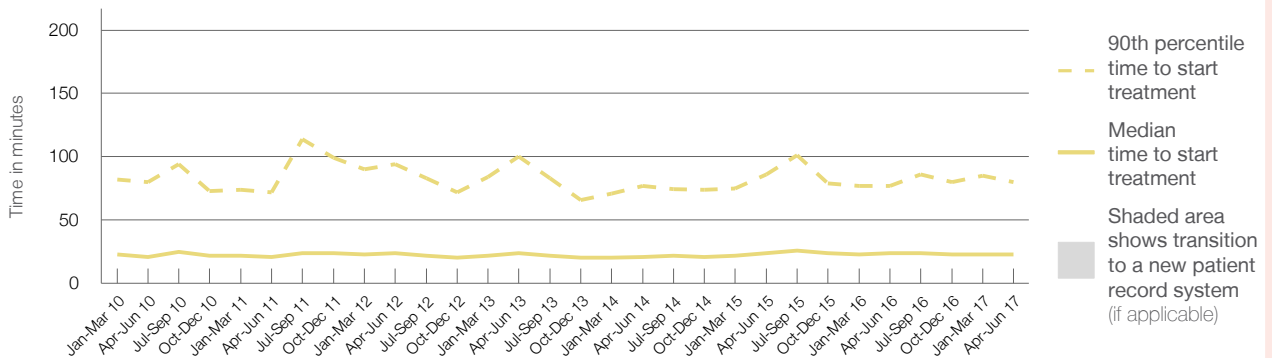
90th percentile time to start treatment<sup>5</sup> 80 minutes

Same period last year	NSW (this period)
4,855	4,777
24 minutes	20 minutes
77 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	21	24	24	21	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	80	72	94	100	77	86	77	80

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

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



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

April to June 2017

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

Number of triage 4 patients: 9,957

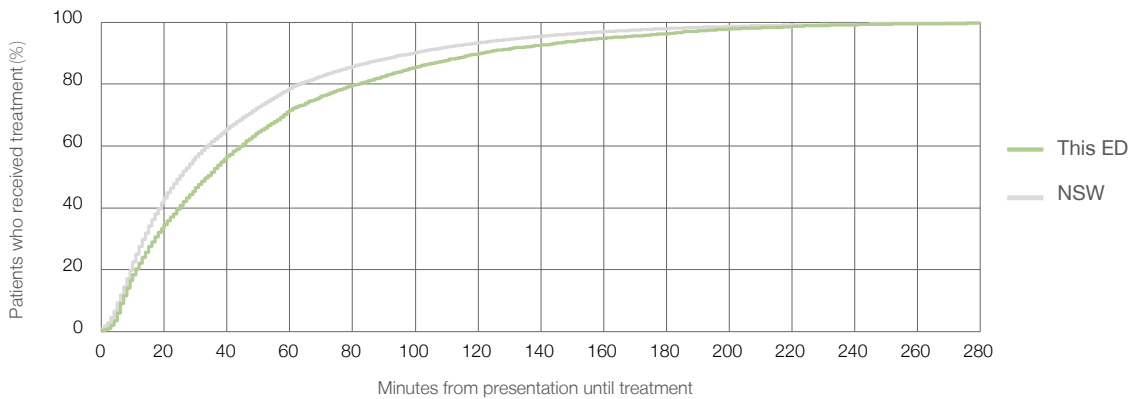
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,053

Median time to start treatment<sup>4</sup>  34 minutes

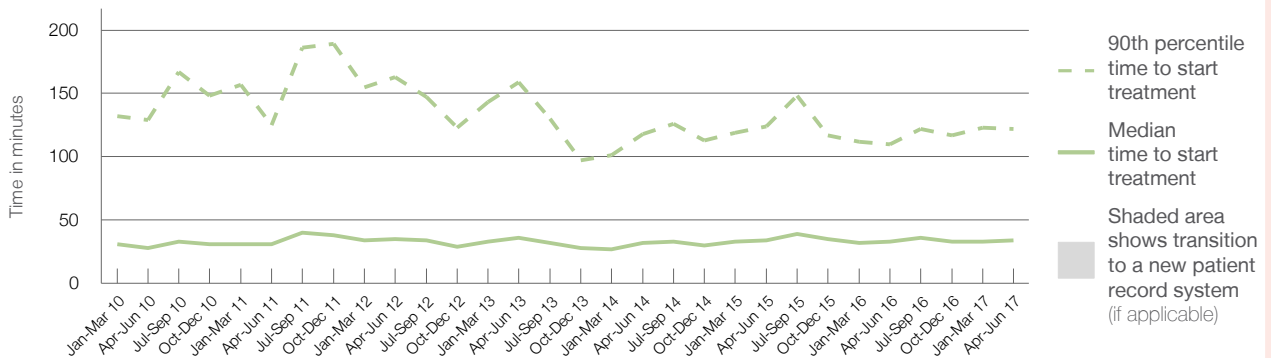
90th percentile time to start treatment<sup>5</sup>  122 minutes

Same period last year	NSW (this period)
9,311	8,667
33 minutes	25 minutes
110 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	28	31	35	36	32	34	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	129	125	163	159	118	124	110	122

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

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

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

April to June 2017

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

Number of triage 5 patients: 2,794

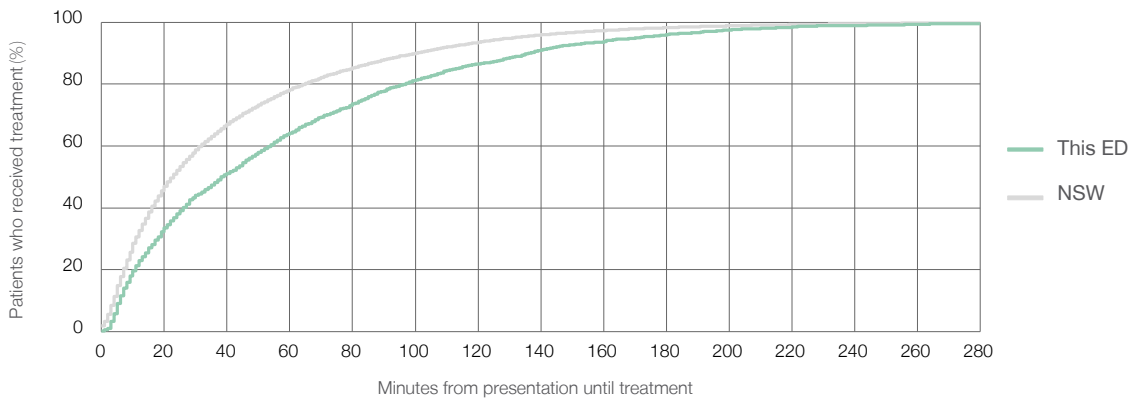
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,337

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

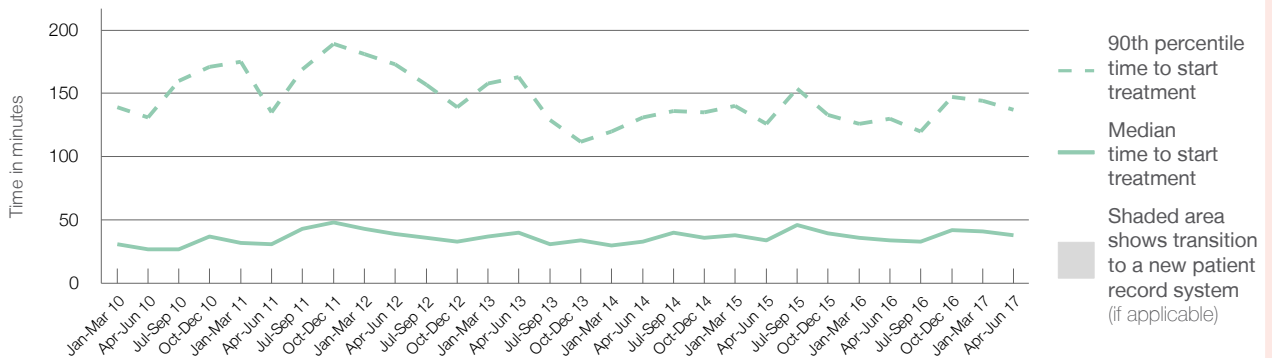
90th percentile time to start treatment<sup>5</sup>  137 minutes

Same period last year	NSW (this period)
2,604	2,178
34 minutes	23 minutes
130 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	31	39	40	33	34	34	38
90th percentile time to start treatment <sup>5</sup> (minutes)	131	135	173	163	131	126	130	137

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

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

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

April to June 2017

All presentations:<sup>1</sup> 19,776 patients

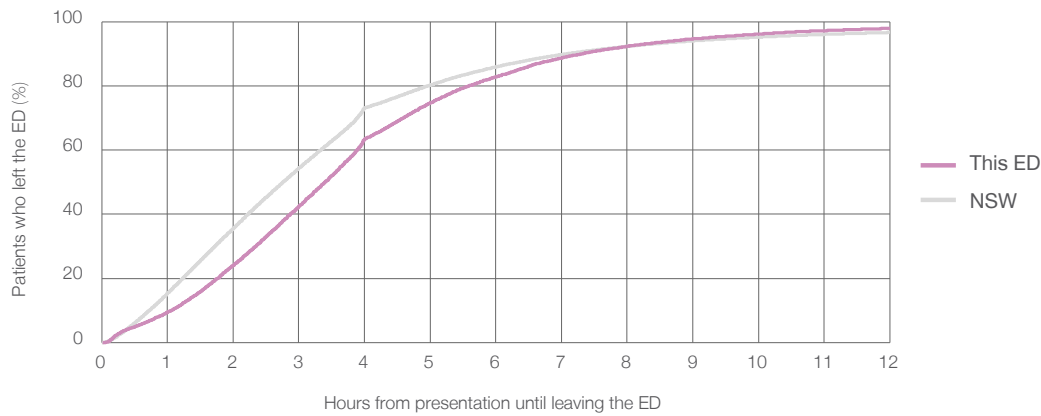
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

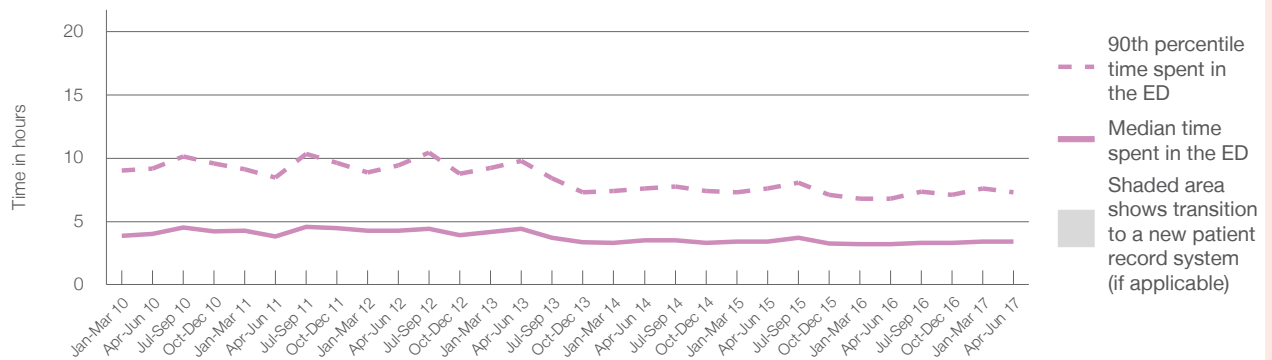
90th percentile time spent in the ED<sup>9</sup> 7 hours and 19 minutes

Same period last year	NSW (this period)
18,760	18,760
3 hours and 14 minutes	2 hours and 46 minutes
6 hours and 48 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 2m	3h 50m	4h 16m	4h 24m	3h 31m	3h 24m	3h 14m	3h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 11m	8h 28m	9h 27m	9h 48m	7h 36m	7h 36m	6h 48m	7h 19m

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

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

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

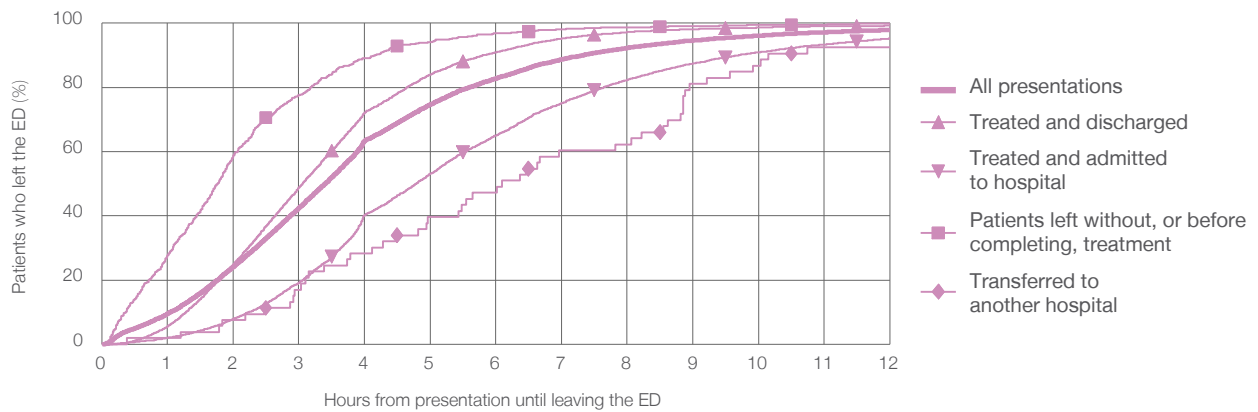
All presentations:<sup>1</sup> 19,776 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

Treated and discharged	11,262 (56.9%)
Treated and admitted to hospital	6,641 (33.6%)
Patient left without, or before completing, treatment	733 (3.7%)
Transferred to another hospital	53 (0.3%)
Other	1,087 (5.5%)

Same period last year	Change since one year ago
18,760	5.4%
10,676	5.5%
6,594	0.7%
576	27.3%
57	-7.0%
857	26.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	24.9%	48.9%	72.2%	90.9%	97.2%	98.6%	99.2%
Treated and admitted to hospital	2.0%	7.9%	19.2%	40.3%	65.1%	82.4%	91.0%	95.2%
Patient left without, or before completing, treatment	27.7%	58.8%	77.5%	89.2%	96.9%	98.6%	99.5%	99.9%
Transferred to another hospital	1.9%	7.5%	17.0%	28.3%	47.2%	62.3%	86.8%	92.5%
All presentations	9.6%	24.1%	42.5%	63.4%	82.8%	92.3%	96.1%	97.9%

(†) 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.

**John Hunter Hospital: Time spent in the ED**  
**Percentage of patients who spent four hours or less in the ED**  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 19,776 patients

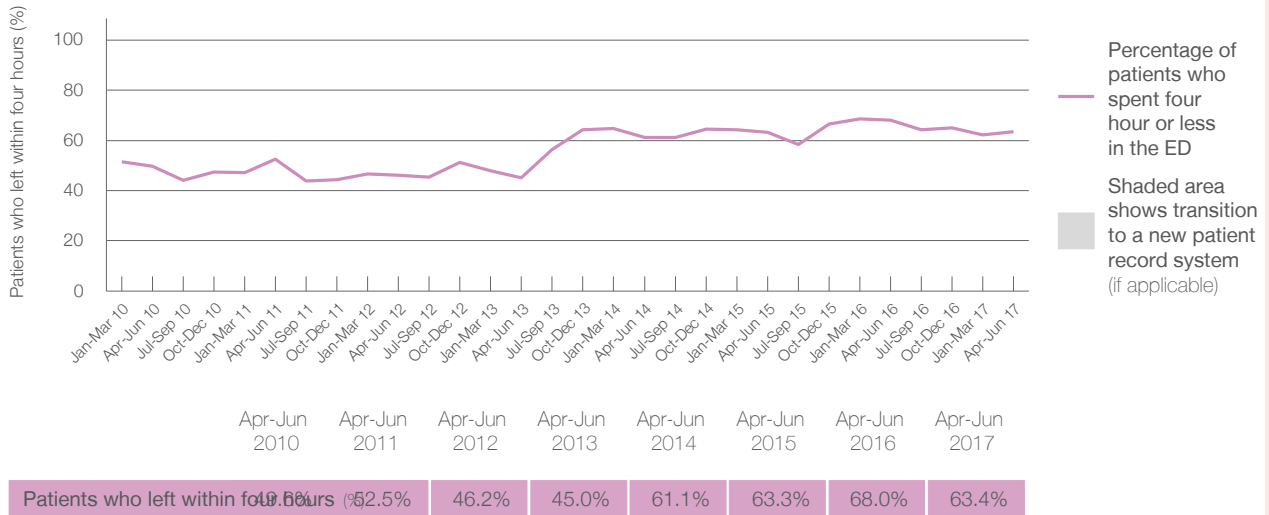
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,776 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	18,760	5.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	18,760	5.4%
Percentage of patients who spent four hours or less in the ED	68.0%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Liverpool Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 20,492 patients

Emergency presentations:<sup>2</sup> 20,307 patients

Same period last year	Change since one year ago
19,974	2.6%
19,716	3.0%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,994 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,420 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 38 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,644 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,099 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
3,409	
10 minutes	8 minutes
31 minutes	26 minutes
10,139	
17 minutes	20 minutes
52 minutes	67 minutes
4,702	
22 minutes	25 minutes
65 minutes	99 minutes
1,320	
20 minutes	23 minutes
59 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Percentage of patients who spent four hours or less in the ED 59.1%

Same period last year	Change since one year ago
19,974	2.6%
59.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

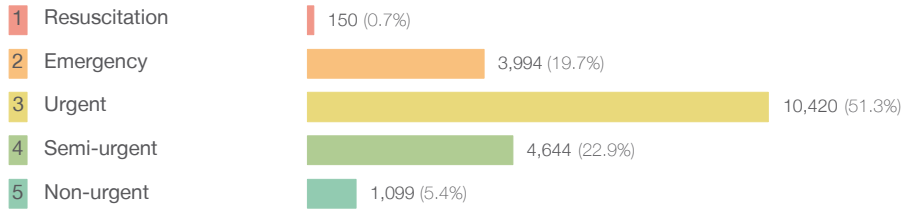
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Liverpool Hospital: Patients presenting to the emergency department

April to June 2017

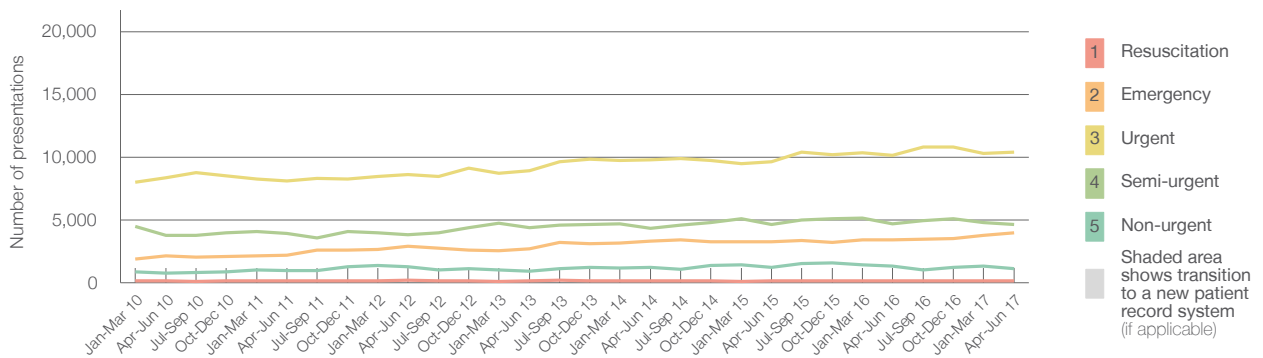
All presentations:<sup>1</sup> 20,492 patients

Emergency presentations<sup>2</sup> by triage category: 20,307 patients



Same period last year	Change since one year ago
19,974	2.6%
19,716	3.0%
146	2.7%
3,409	17.2%
10,139	2.8%
4,702	-1.2%
1,320	-16.7%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	135	147	185	164	137	148	146	150
Emergency	2,115	2,184	2,902	2,709	3,320	3,277	3,409	3,994
Urgent	8,363	8,107	8,614	8,933	9,806	9,622	10,139	10,420
Semi-urgent	3,783	3,907	3,811	4,376	4,345	4,623	4,702	4,644
Non-urgent	778	965	1,256	889	1,205	1,212	1,320	1,099
All emergency presentations	15,174	15,310	16,768	17,071	18,813	18,882	19,716	20,307

## Liverpool Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,234 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,689	
11 minutes	1 minute
22 minutes	8 minutes

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

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

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

April to June 2017

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

Number of triage 2 patients: 3,994

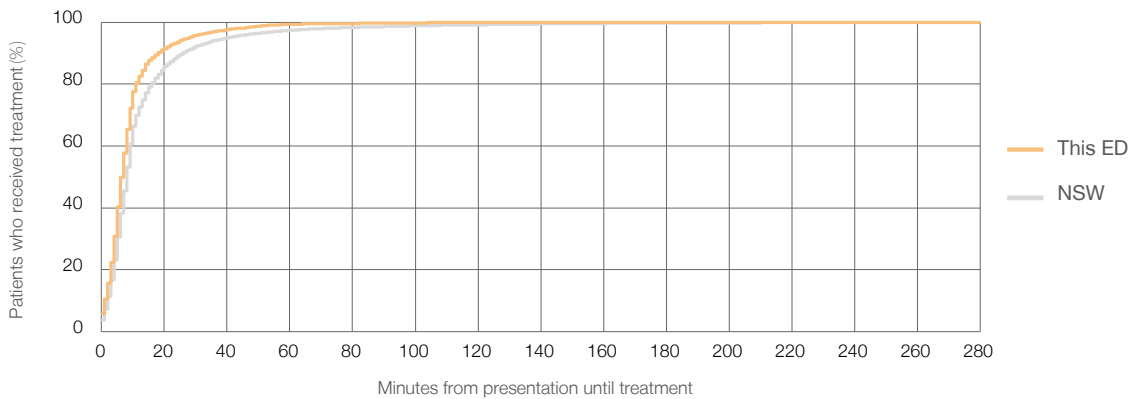
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,968

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

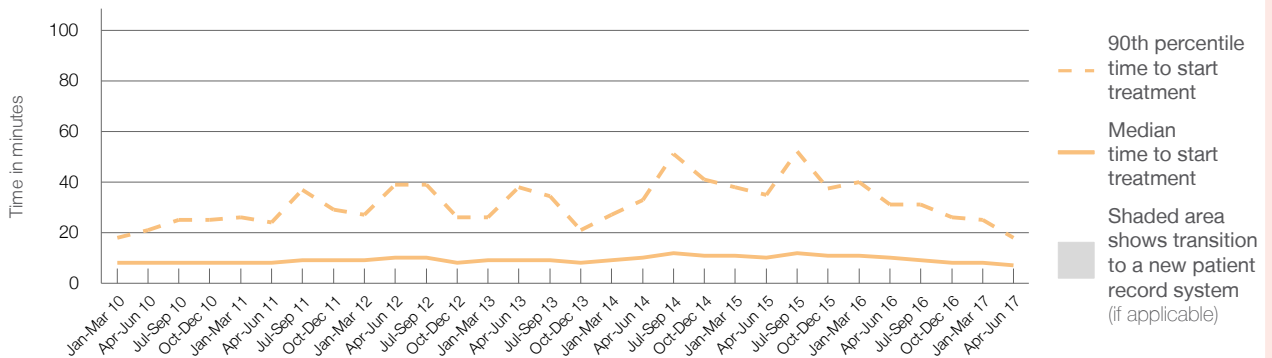
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
3,409	3,389
10 minutes	8 minutes
31 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	8	8	10	9	10	10	10	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	24	39	38	33	35	31	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.



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

April to June 2017

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

Number of triage 3 patients: 10,420

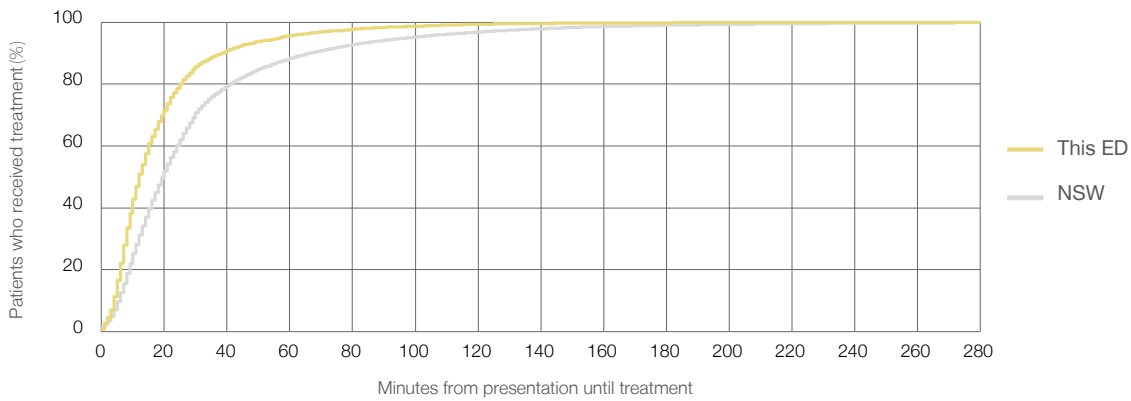
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,189

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

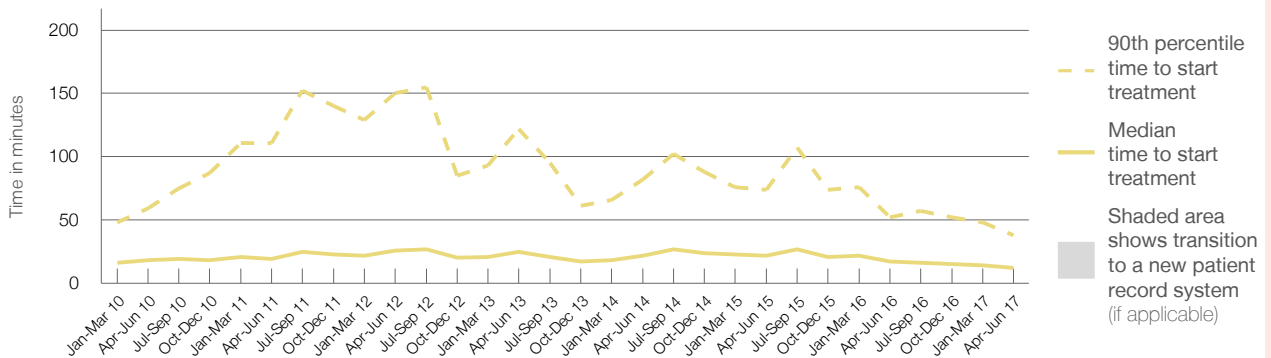
90th percentile time to start treatment<sup>5</sup> 38 minutes

Same period last year	NSW (this period)
10,139	
9,849	
17 minutes	20 minutes
52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	18	19	26	25	22	22	17	12
90th percentile time to start treatment <sup>5</sup> (minutes)	59	111	150	122	82	74	52	38

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

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

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

April to June 2017

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

Number of triage 4 patients: 4,644

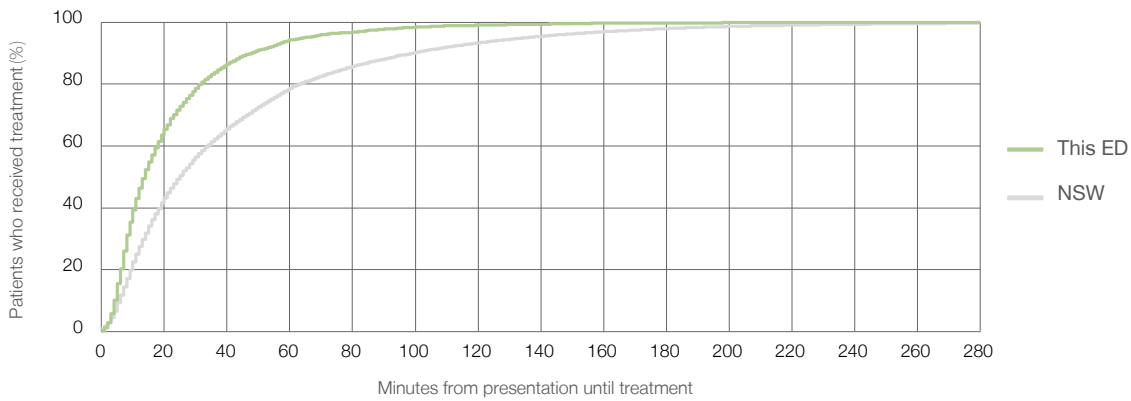
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,374

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

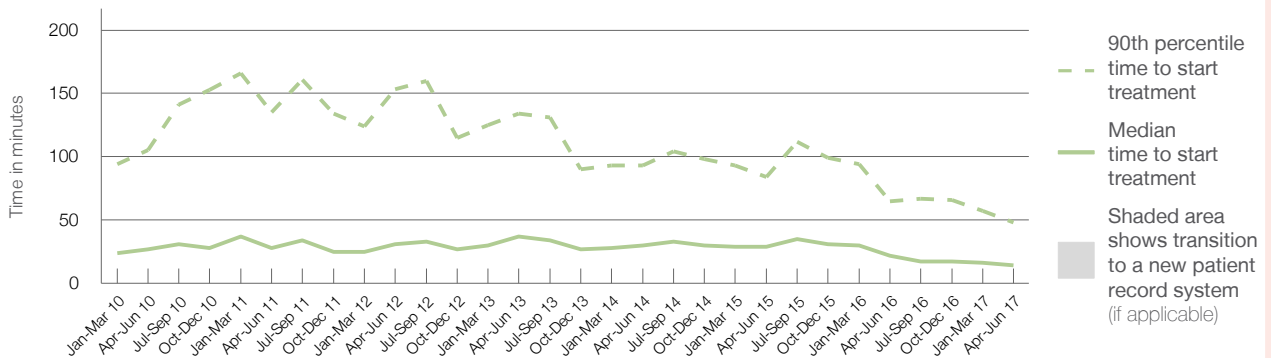
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
4,702	4,329
22 minutes	25 minutes
65 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	27	28	31	37	30	29	22	14
90th percentile time to start treatment <sup>5</sup> (minutes)	105	135	153	134	93	84	65	48

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

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

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

April to June 2017

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

Number of triage 5 patients: 1,099

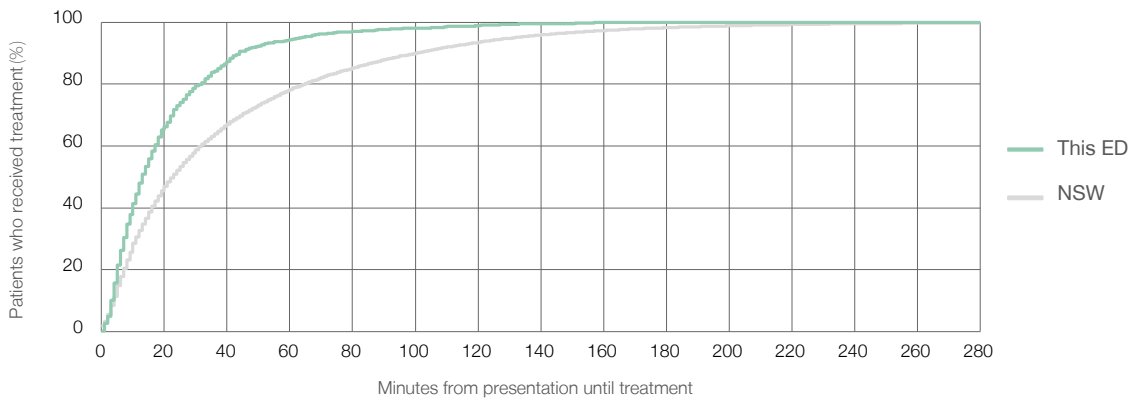
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 914

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

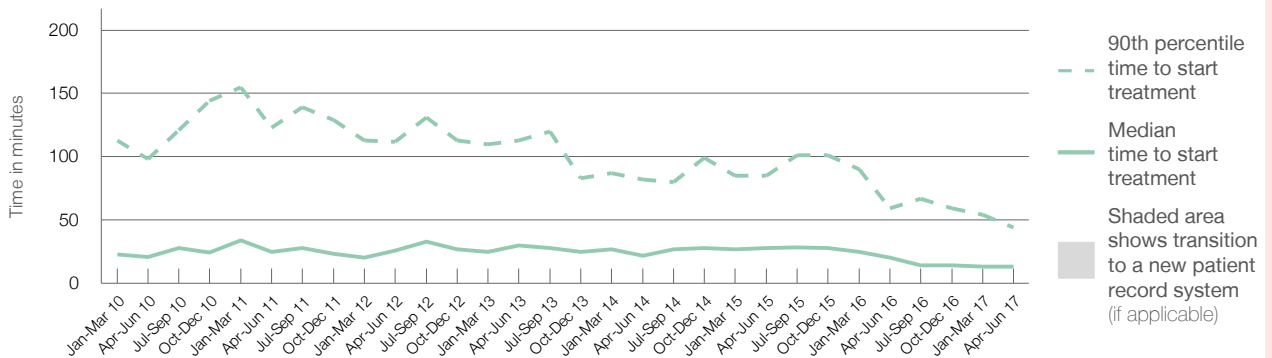
90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
1,320	1,032
20 minutes	23 minutes
59 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	25	26	30	22	28	20	13
90th percentile time to start treatment <sup>5</sup> (minutes)	98	123	112	113	82	85	59	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.

## Liverpool Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 20,492 patients

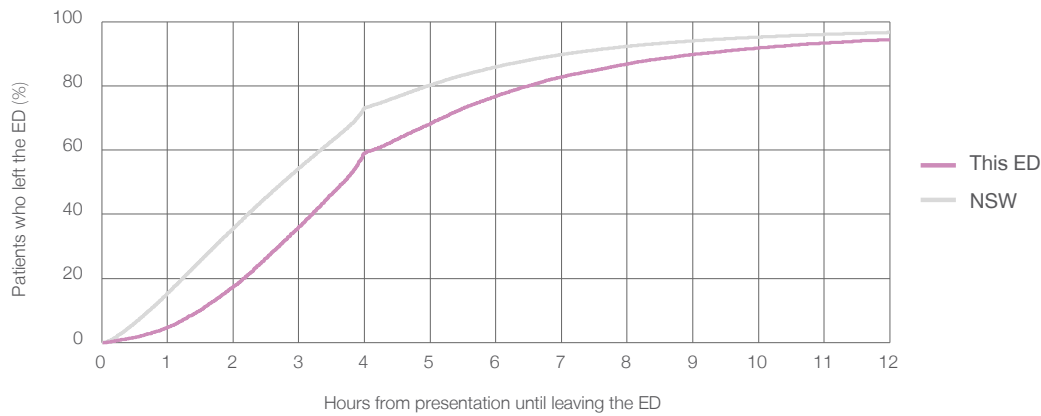
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

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

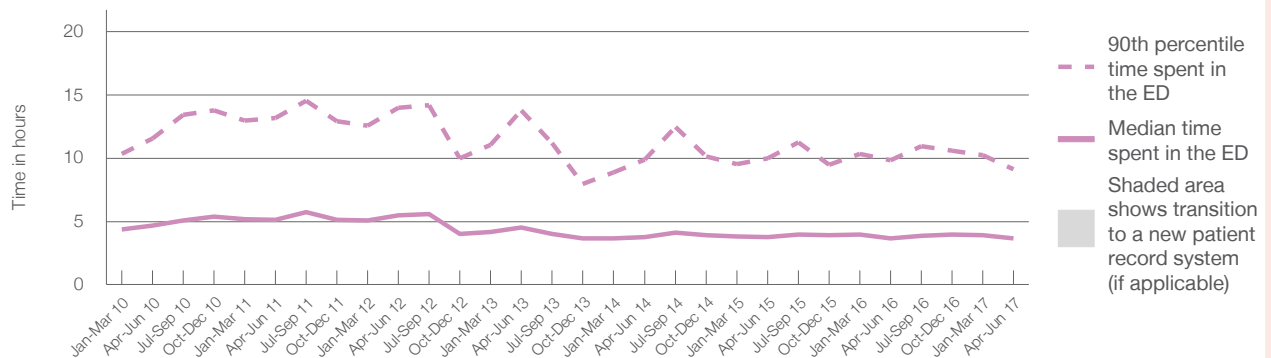
90th percentile time spent in the ED<sup>9</sup> 9 hours and 7 minutes

Same period last year	NSW (this period)
19,974	19,974
3 hours and 39 minutes	2 hours and 46 minutes
9 hours and 51 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 41m	5h 9m	5h 30m	4h 30m	3h 47m	3h 46m	3h 39m	3h 41m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 33m	13h 9m	13h 59m	13h 46m	9h 53m	9h 58m	9h 51m	9h 7m

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

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

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

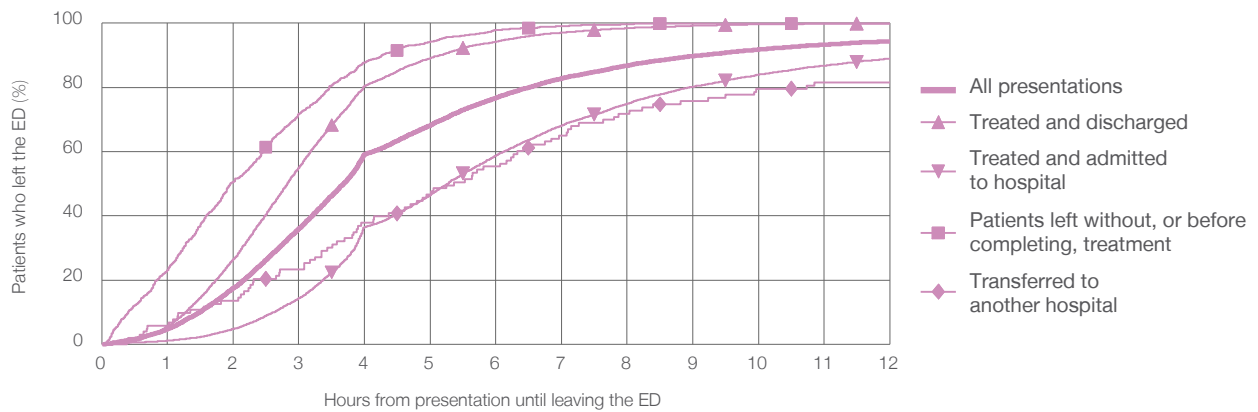
All presentations:<sup>1</sup> 20,492 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Treated and discharged	8,952 (43.7%)
Treated and admitted to hospital	10,091 (49.2%)
Patient left without, or before completing, treatment	1,187 (5.8%)
Transferred to another hospital	103 (0.5%)
Other	159 (0.8%)

Same period last year	Change since one year ago
19,974	2.6%
8,734	2.5%
9,490	6.3%
1,479	-19.7%
85	21.2%
186	-14.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.5%	26.5%	55.0%	80.5%	94.2%	98.5%	99.6%	99.9%
Treated and admitted to hospital	1.1%	4.8%	14.3%	36.5%	58.8%	74.9%	84.0%	89.0%
Patient left without, or before completing, treatment	23.2%	50.7%	71.7%	87.8%	97.8%	99.7%	99.9%	99.9%
Transferred to another hospital	5.8%	13.6%	23.3%	37.9%	55.3%	71.8%	79.6%	81.6%
All presentations	4.7%	17.5%	36.0%	59.1%	76.8%	86.8%	91.8%	94.4%

(†) 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.

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

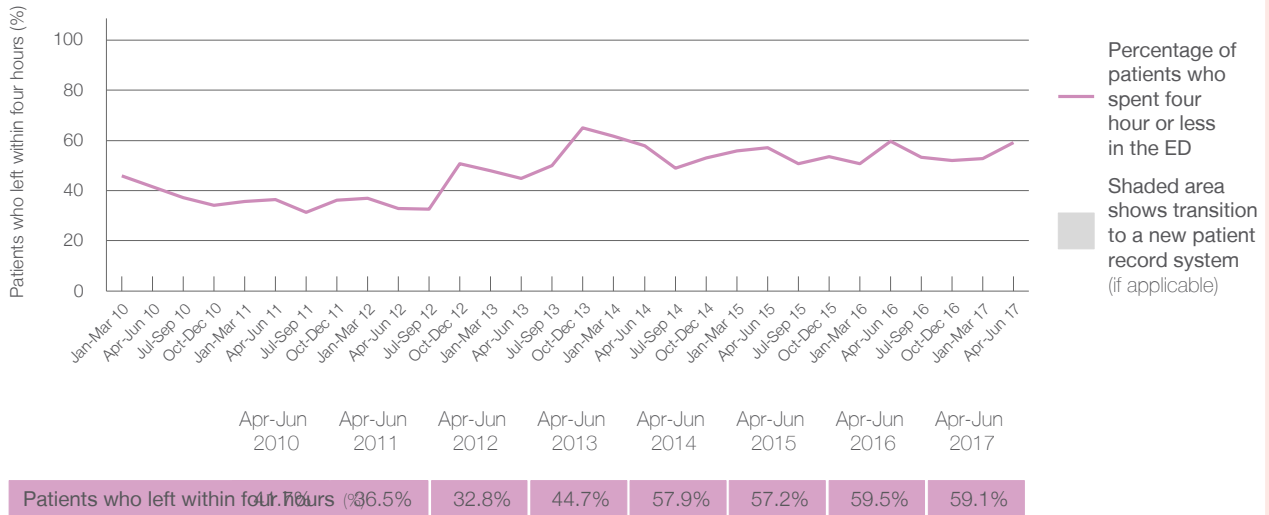
All presentations at the emergency department:<sup>1</sup> 20,492 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,492 patients

Percentage of patients who spent four hours or less in the ED  59.1%

Same period last year	Change since one year ago
19,974	2.6%
19,974	2.6%
59.5%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Nepean Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 17,280 patients

Emergency presentations:<sup>2</sup> 17,154 patients

Same period last year	Change since one year ago
16,671	3.7%
16,524	3.8%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,754 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,993 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,687 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
2,514	
9 minutes	8 minutes
32 minutes	26 minutes
4,843	
29 minutes	20 minutes
167 minutes	67 minutes
7,048	
28 minutes	25 minutes
164 minutes	99 minutes
2,021	
31 minutes	23 minutes
174 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Percentage of patients who spent four hours or less in the ED 60.5%

Same period last year	Change since one year ago
16,671	3.6%
48.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

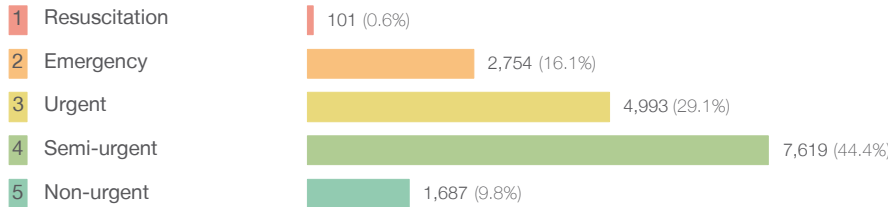
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Nepean Hospital: Patients presenting to the emergency department

April to June 2017

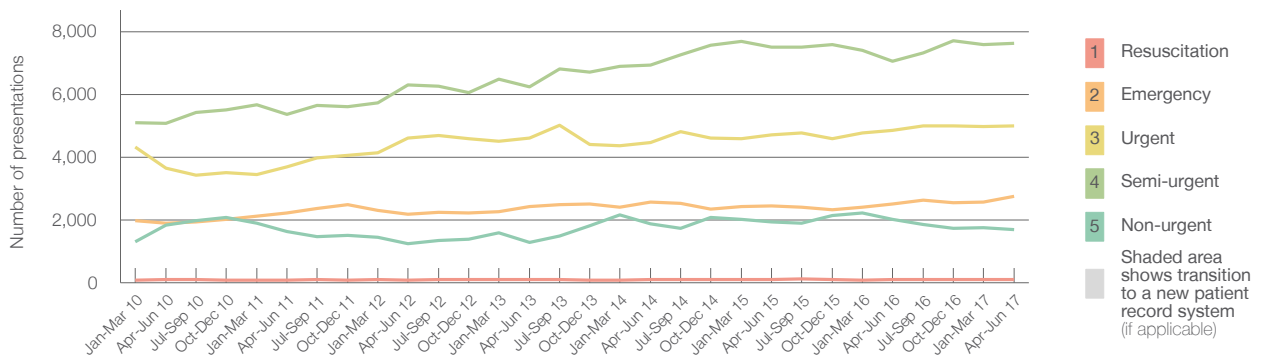
All presentations:<sup>1</sup> 17,280 patients

Emergency presentations<sup>2</sup> by triage category: 17,154 patients



Same period last year	Change since one year ago
16,671	3.7%
16,524	3.8%
98	3.1%
2,514	9.5%
4,843	3.1%
7,048	8.1%
2,021	-16.5%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



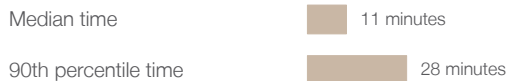
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	90	87	78	105	102	107	98	101
Emergency	1,889	2,231	2,181	2,432	2,561	2,439	2,514	2,754
Urgent	3,644	3,682	4,614	4,611	4,472	4,705	4,843	4,993
Semi-urgent	5,069	5,354	6,295	6,238	6,932	7,508	7,048	7,619
Non-urgent	1,831	1,636	1,248	1,286	1,870	1,926	2,021	1,687
All emergency presentations	12,523	12,990	14,416	14,672	15,937	16,685	16,524	17,154

## Nepean Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,736 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,785	
12 minutes	-1 minute
33 minutes	-5 minutes

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

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



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

April to June 2017

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

Number of triage 2 patients: 2,754

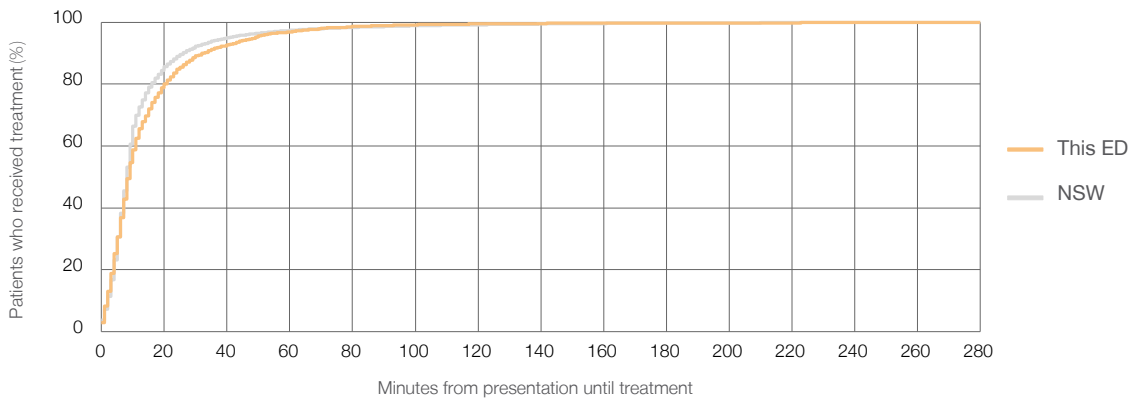
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,735

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

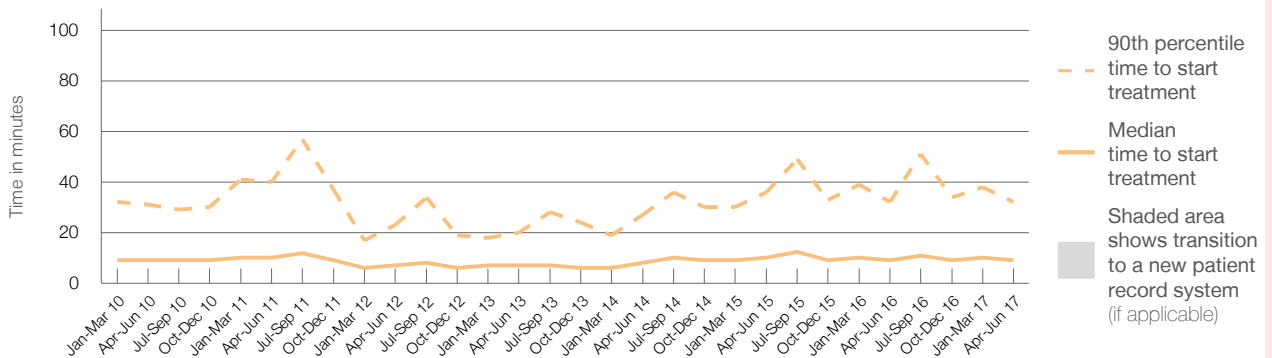
90th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
2,514	
2,461	
9 minutes	8 minutes
32 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	10	7	7	8	10	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)	31	40	23	20	27	36	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.

## Nepean Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 4,993

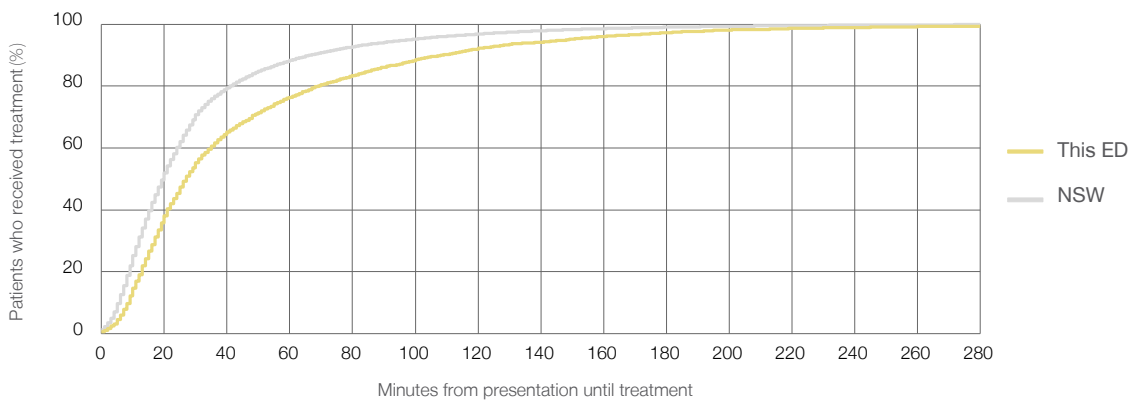
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,771

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

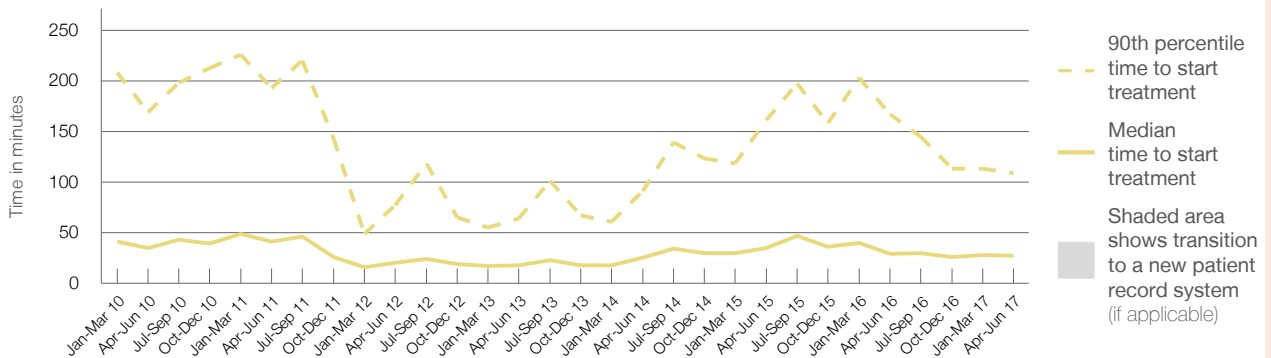
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
4,843	4,410
29 minutes	20 minutes
167 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	35	41	20	18	25	35	29	27
90th percentile time to start treatment <sup>5</sup> (minutes)	169	193	77	64	91	161	167	109

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

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

## Nepean Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 7,619

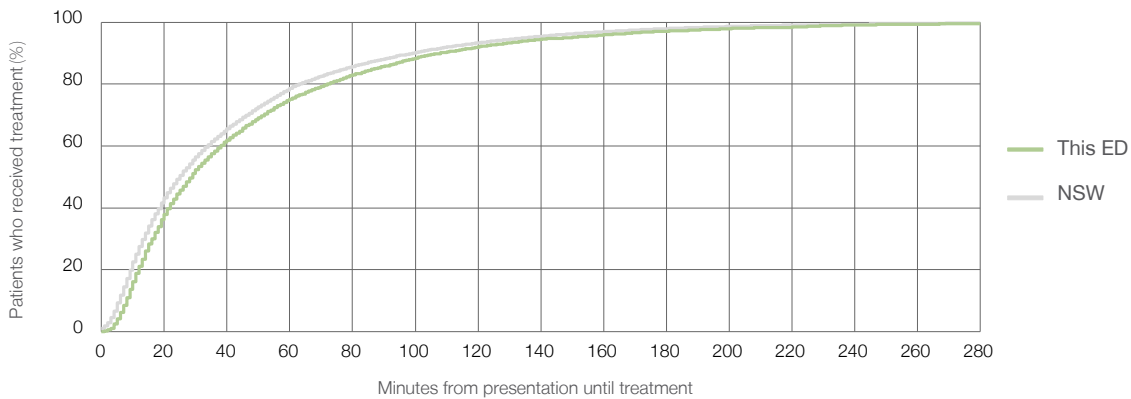
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,137

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

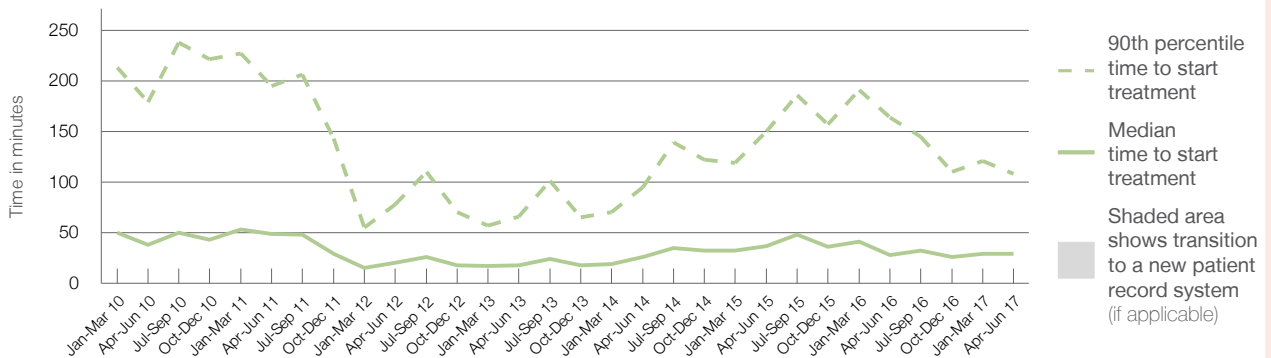
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
7,048	
6,261	
28 minutes	25 minutes
164 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	38	49	20	18	26	37	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	179	195	78	66	95	150	164	108

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

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

## Nepean Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,687

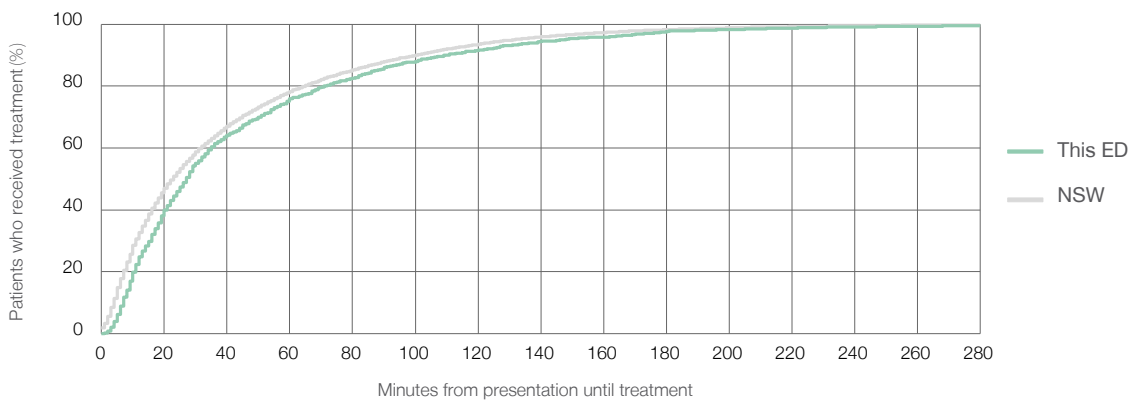
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,465

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

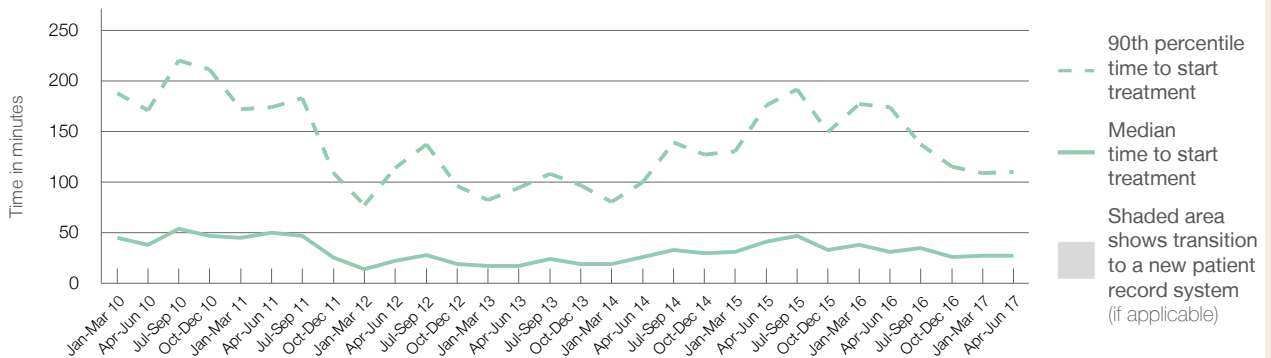
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
2,021	1,613
31 minutes	23 minutes
174 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	38	50	22	17	26	41	31	27
90th percentile time to start treatment <sup>5</sup> (minutes)	171	174	114	94	100	176	174	110

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

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

## Nepean Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 17,280 patients

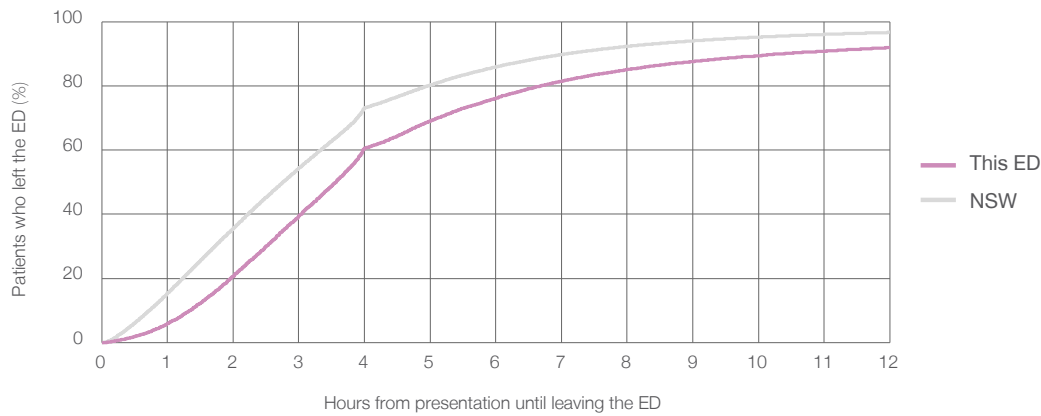
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Median time spent in the ED<sup>8</sup> 3 hours and 34 minutes

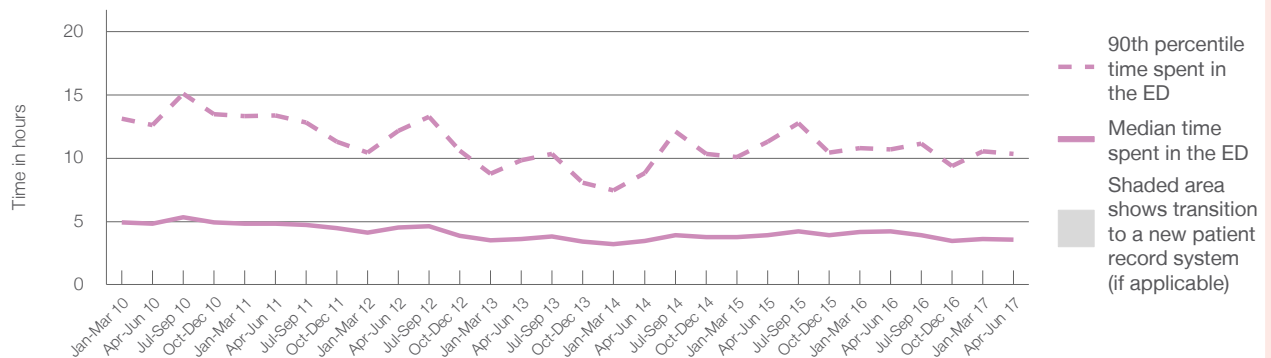
90th percentile time spent in the ED<sup>9</sup> 10 hours and 21 minutes

Same period last year	NSW (this period)
16,671	16,671
4 hours and 12 minutes	2 hours and 46 minutes
10 hours and 43 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 50m	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m	3h 34m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 37m	13h 21m	12h 11m	9h 51m	8h 49m	11h 19m	10h 43m	10h 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.

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

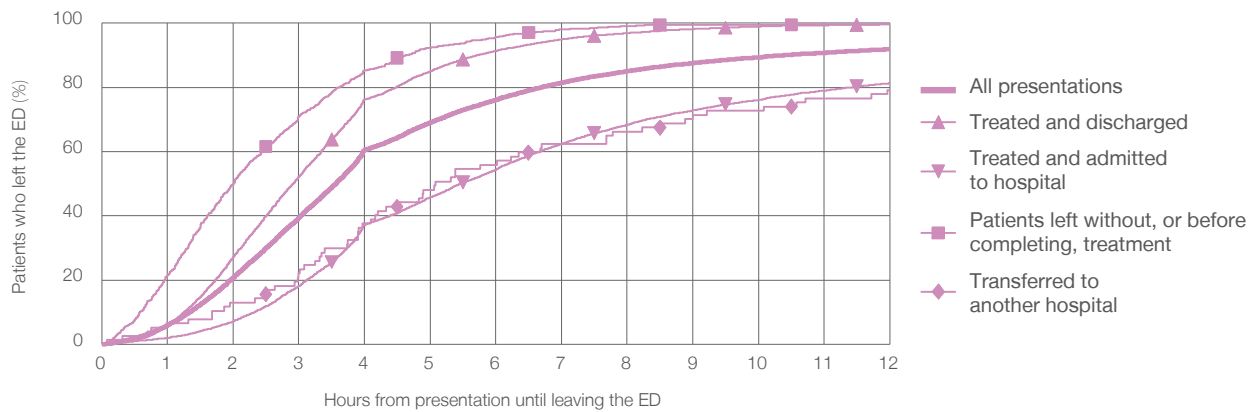
All presentations:<sup>1</sup> 17,280 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

Treated and discharged	8,721 (50.5%)
Treated and admitted to hospital	7,196 (41.6%)
Patient left without, or before completing, treatment	1,009 (5.8%)
Transferred to another hospital	77 (0.4%)
Other	277 (1.6%)

Same period last year	Change since one year ago
16,671	3.6%
8,076	8.0%
6,506	10.6%
1,909	-47.1%
70	10.0%
110	151.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.2%	52.3%	76.3%	91.4%	97.0%	99.0%	99.6%
Treated and admitted to hospital	2.0%	7.1%	18.1%	37.2%	54.4%	68.4%	76.1%	81.3%
Patient left without, or before completing, treatment	21.5%	50.0%	71.0%	85.3%	95.6%	99.1%	99.5%	99.7%
Transferred to another hospital	6.5%	13.0%	22.1%	37.7%	55.8%	66.2%	72.7%	79.2%
All presentations	5.9%	20.8%	39.5%	60.5%	76.1%	85.1%	89.4%	91.9%

(†) 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.

## Nepean Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 17,280 patients

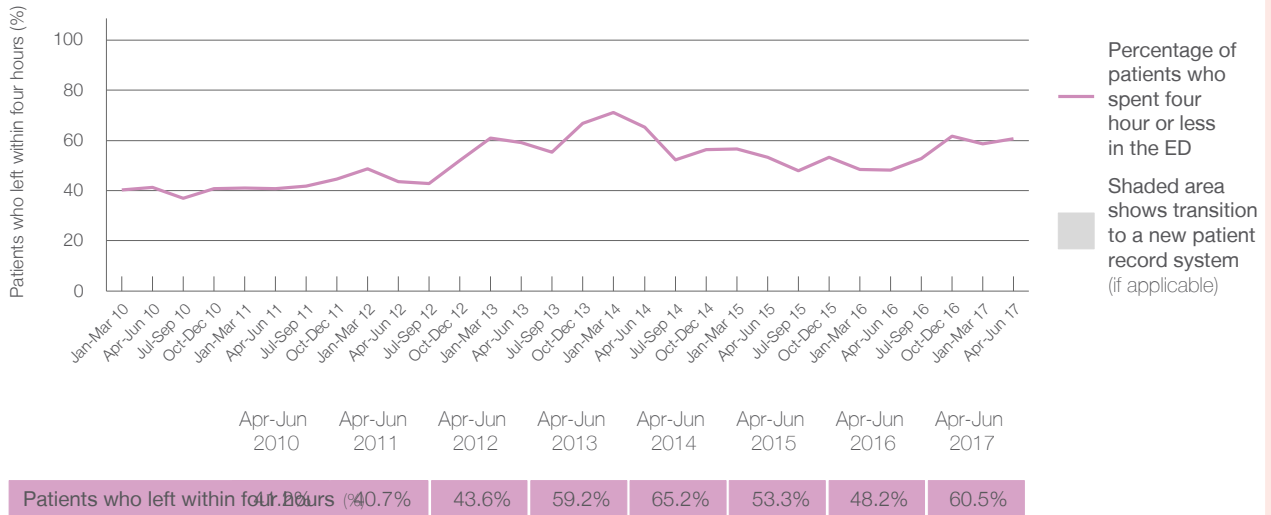
Presentations used to calculate time to leaving the ED:<sup>6</sup> 17,272 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	16,671	3.7%
Presentations used to calculate time to leaving the ED	16,671	3.6%
Percentage of patients who spent four hours or less in the ED	48.2%	

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



Patients who left within four hours	Percentage
Jan-Mar 10	40.7%
Apr-Jun 10	40.7%
Jul-Sep 10	35.0%
Oct-Dec 10	40.7%
Jan-Mar 11	40.7%
Apr-Jun 11	40.7%
Jul-Sep 11	40.7%
Oct-Dec 11	40.7%
Jan-Mar 12	48.2%
Apr-Jun 12	43.6%
Jul-Sep 12	43.6%
Oct-Dec 12	43.6%
Jan-Mar 13	60.5%
Apr-Jun 13	59.2%
Jul-Sep 13	59.2%
Oct-Dec 13	59.2%
Jan-Mar 14	70.0%
Apr-Jun 14	65.2%
Jul-Sep 14	65.2%
Oct-Dec 14	65.2%
Jan-Mar 15	53.3%
Apr-Jun 15	53.3%
Jul-Sep 15	53.3%
Oct-Dec 15	53.3%
Jan-Mar 16	48.2%
Apr-Jun 16	48.2%
Jul-Sep 16	48.2%
Oct-Dec 16	48.2%
Jan-Mar 17	60.5%
Apr-Jun 17	60.5%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:<sup>1</sup> 14,289 patients

Emergency presentations:<sup>2</sup> 13,360 patients

Same period last year	Change since one year ago
14,227	0.4%
13,360	1.1%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,100 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,959 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,742 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 514 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,194	
8 minutes	8 minutes
22 minutes	26 minutes
6,762	
19 minutes	20 minutes
59 minutes	67 minutes
4,705	
18 minutes	25 minutes
87 minutes	99 minutes
515	
21 minutes	23 minutes
113 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Percentage of patients who spent four hours or less in the ED 72.0%

Same period last year	Change since one year ago
14,223	0.4%
68.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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 21 July 2017).

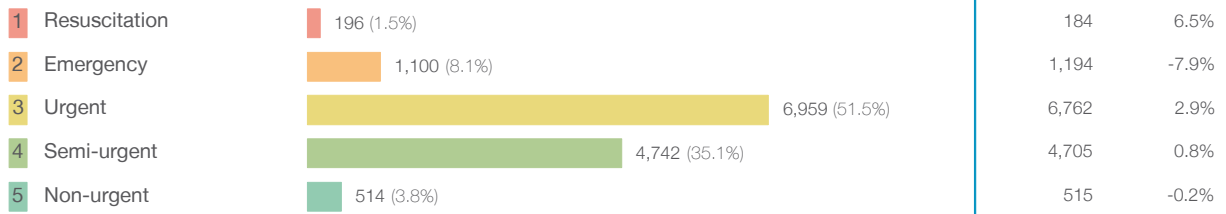


## Prince of Wales Hospital: Patients presenting to the emergency department

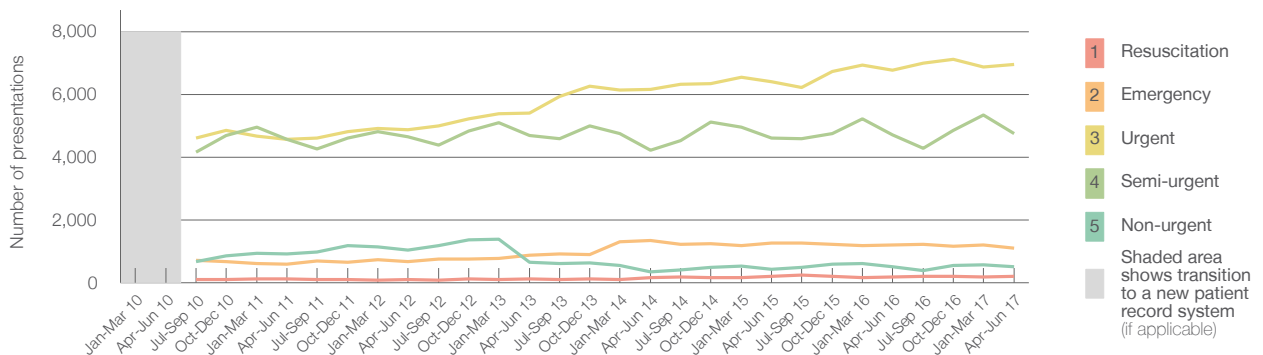
April to June 2017

All presentations:<sup>1</sup> 14,289 patients

Emergency presentations<sup>2</sup> by triage category: 13,511 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		121	107	113	155	206	184	196
Emergency		589	679	875	1,353	1,269	1,194	1,100
Urgent		4,576	4,870	5,401	6,161	6,407	6,762	6,959
Semi-urgent		4,576	4,649	4,685	4,218	4,611	4,705	4,742
Non-urgent		916	1,029	649	345	430	515	514
All emergency presentations		10,778	11,334	11,723	12,232	12,923	13,360	13,511

## Prince of Wales Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,457 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.

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

April to June 2017

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

Number of triage 2 patients: 1,100

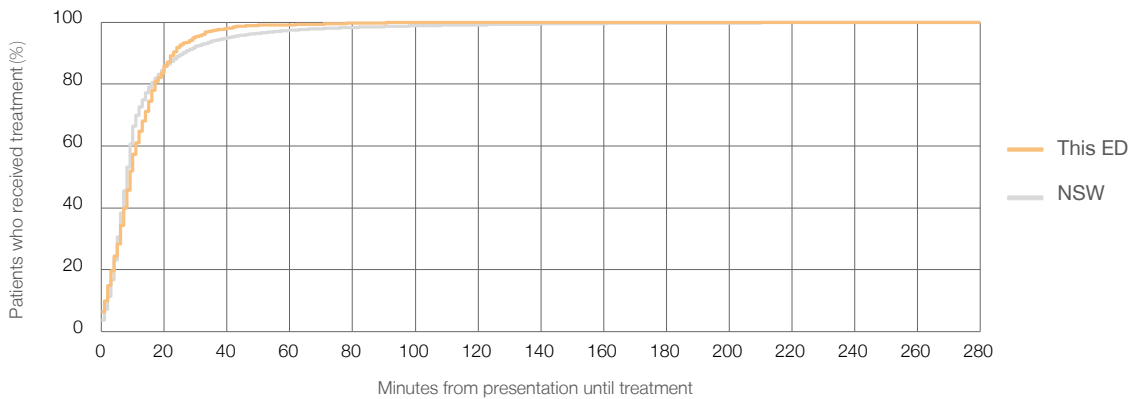
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,083

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

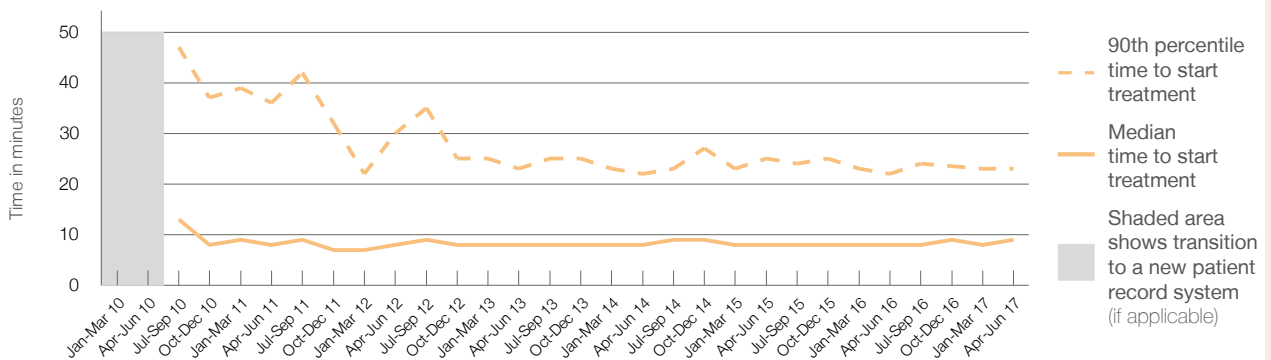
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
1,194	1,186
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		8	8	8	8	8	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		36	30	23	22	25	22	23

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

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

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

April to June 2017

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

Number of triage 3 patients: 6,959

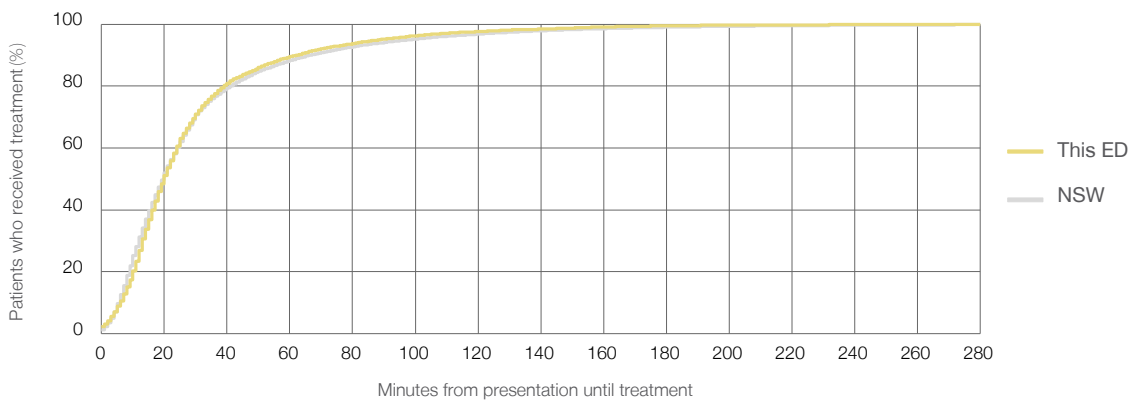
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,855

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

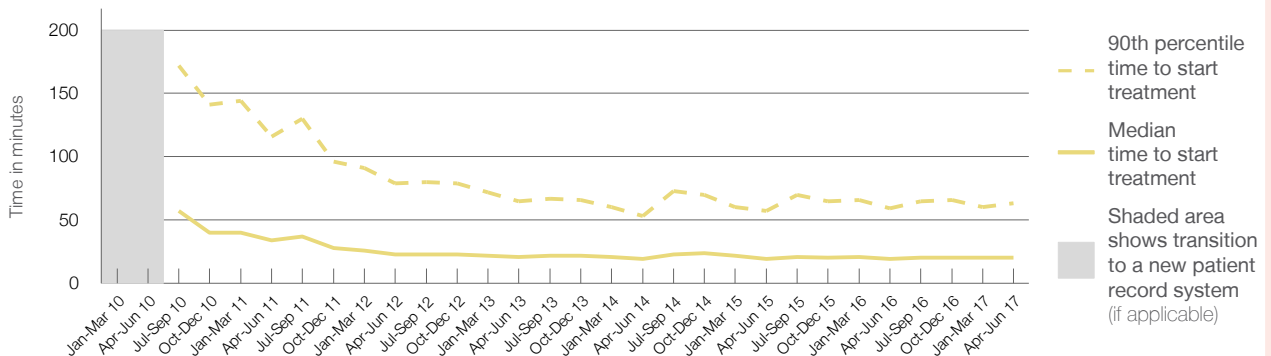
90th percentile time to start treatment<sup>5</sup>  63 minutes

Same period last year	NSW (this period)
6,762	
6,656	
19 minutes	20 minutes
59 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		34	23	21	19	19	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)		116	79	65	53	57	59	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.

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

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

Number of triage 4 patients: 4,742

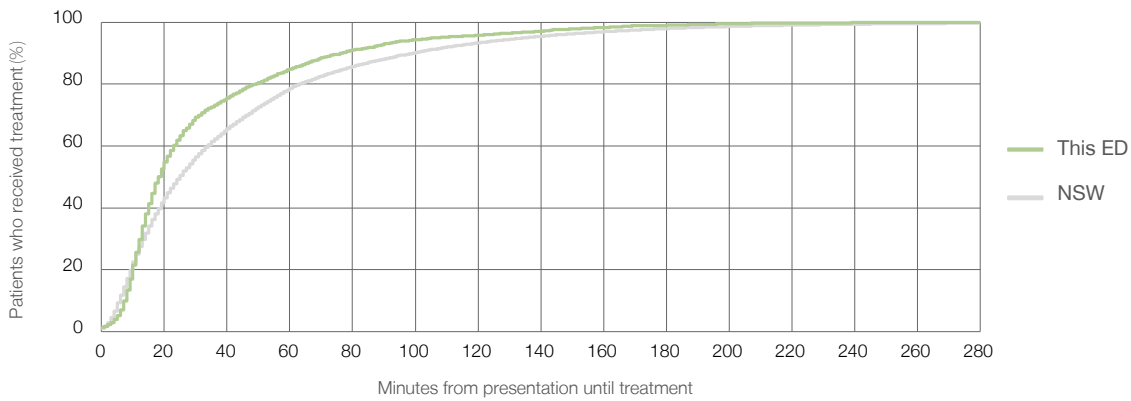
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,626

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

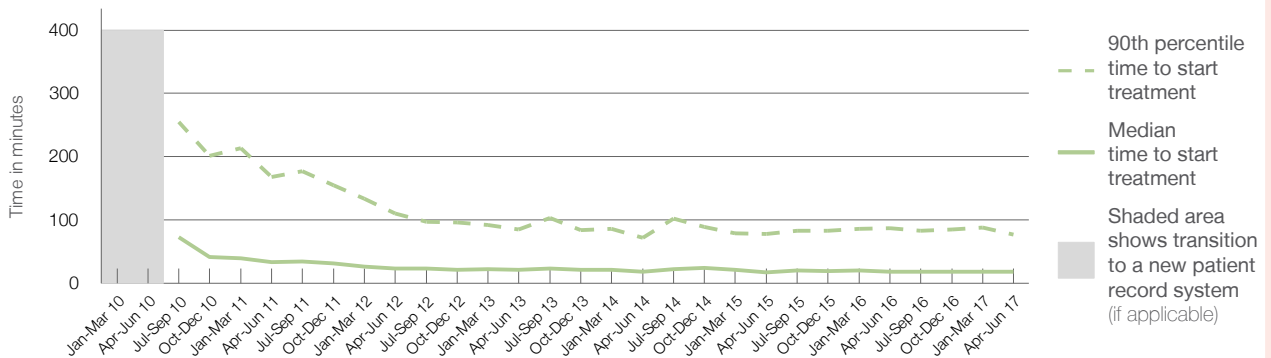
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
4,705	4,560
18 minutes	25 minutes
87 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		33	23	21	18	17	18	18
90th percentile time to start treatment <sup>5</sup> (minutes)		168	110	85	72	78	87	77

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

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

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

April to June 2017

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

Number of triage 5 patients: 514

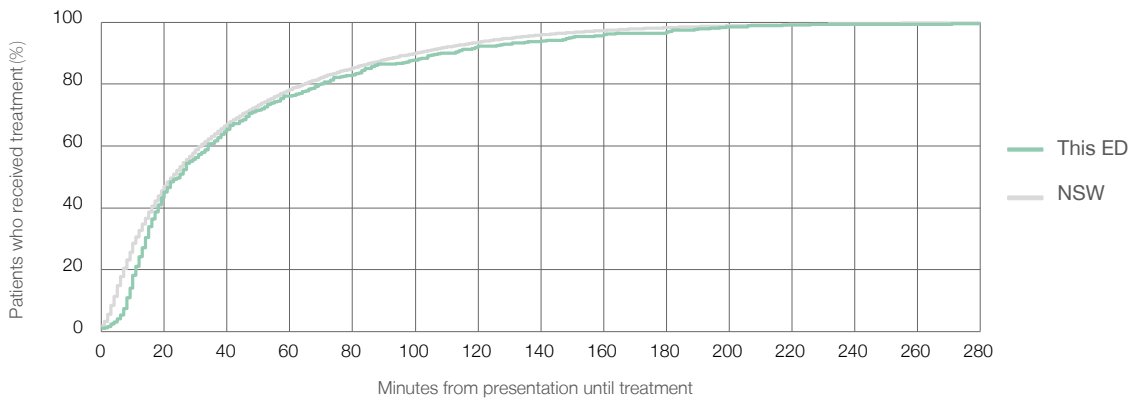
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 413

Median time to start treatment<sup>4</sup> 25 minutes

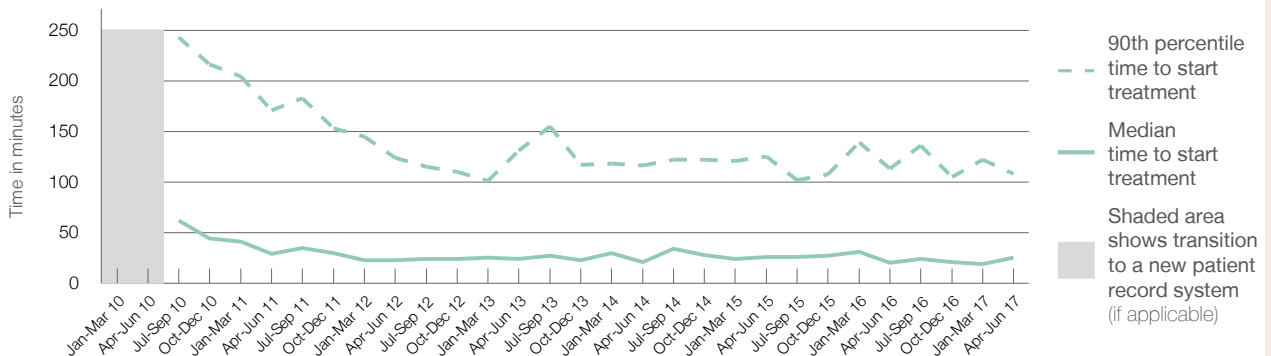
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
515	408
21 minutes	23 minutes
113 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		29	23	24	21	26	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)		171	124	131	117	125	113	108

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

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

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

April to June 2017

All presentations:<sup>1</sup> 14,289 patients

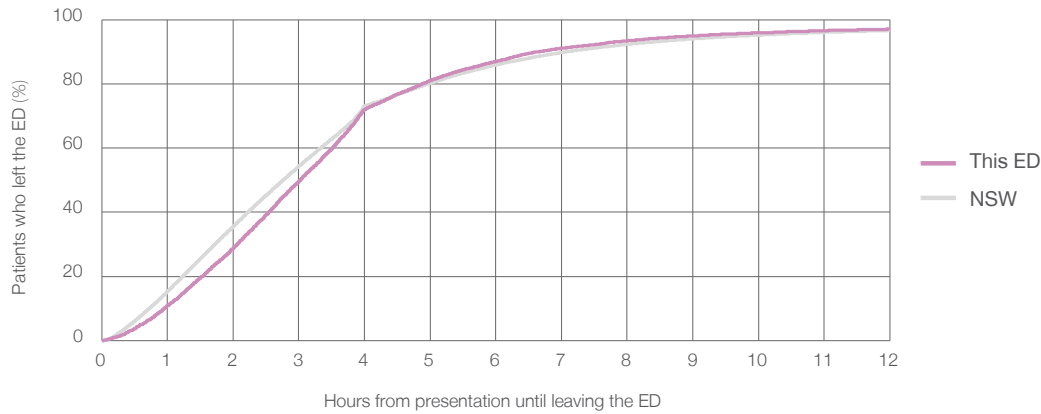
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Median time spent in the ED<sup>8</sup> 3 hours and 1 minutes

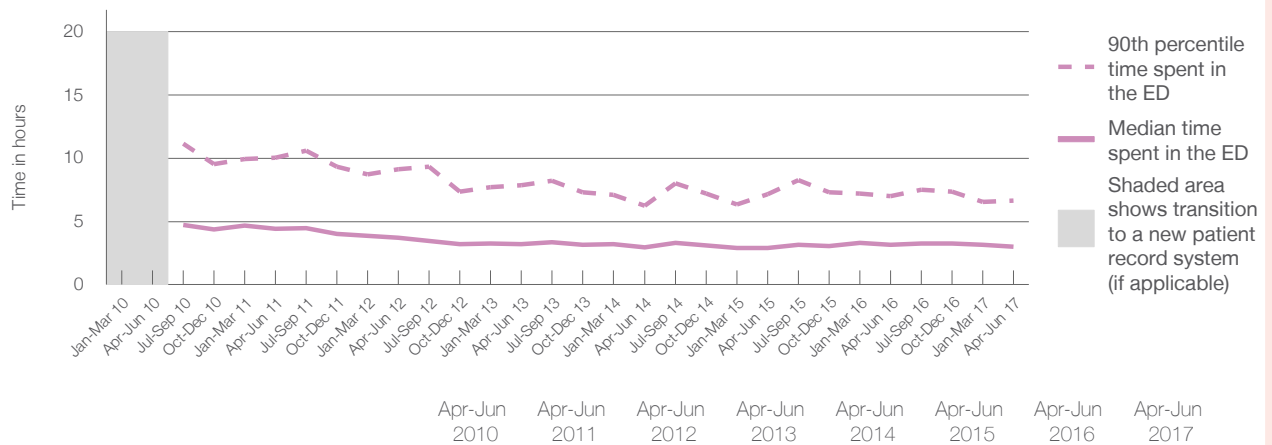
90th percentile time spent in the ED<sup>9</sup> 6 hours and 39 minutes

Same period last year	NSW (this period)
14,227	14,223
3 hours and 10 minutes	2 hours and 46 minutes
6 hours and 59 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m	3h 1m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		10h 2m	9h 6m	7h 52m	6h 14m	7h 9m	6h 59m	6h 39m

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

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

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

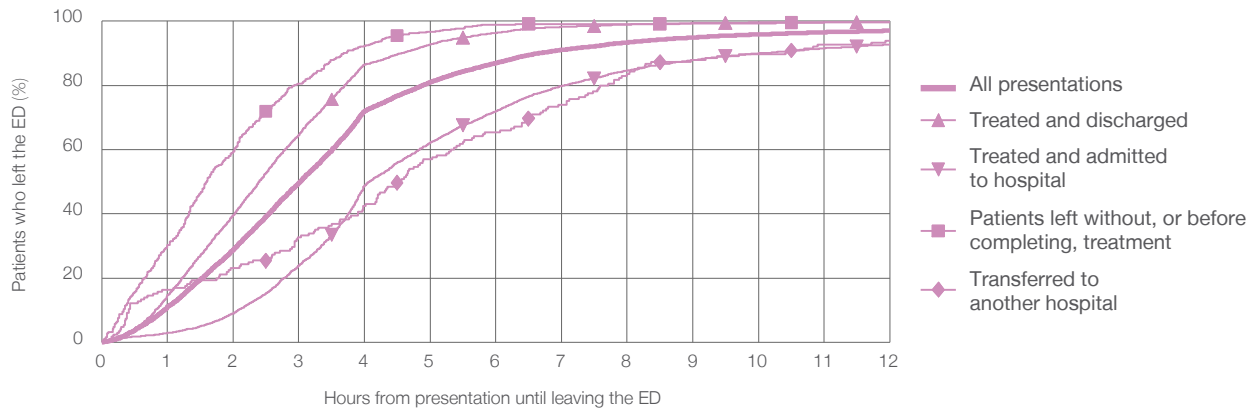
All presentations:<sup>1</sup> 14,289 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Treated and discharged	8,219 (57.5%)
Treated and admitted to hospital	5,370 (37.6%)
Patient left without, or before completing, treatment	485 (3.4%)
Transferred to another hospital	165 (1.2%)
Other	50 (0.3%)

Same period last year	Change since one year ago
14,223	0.4%
8,124	1.2%
5,195	3.4%
630	-23.0%
213	-22.5%
65	-23.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.6%	39.6%	64.7%	86.4%	96.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.9%	9.0%	23.9%	48.8%	72.0%	84.6%	90.0%	92.7%
Patient left without, or before completing, treatment	30.3%	59.4%	80.6%	92.4%	99.0%	99.2%	99.4%	99.8%
Transferred to another hospital	16.4%	23.0%	32.7%	42.4%	65.5%	83.6%	89.7%	93.9%
All presentations	11.0%	28.8%	49.6%	72.0%	87.0%	93.4%	95.9%	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.





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

April to June 2017

All presentations:<sup>1</sup> 21,126 patients

Emergency presentations:<sup>2</sup> 21,059 patients

Same period last year	Change since one year ago
20,009	5.6%
19,918	5.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,175 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,024 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,597 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,832 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
4,341	
7 minutes	8 minutes
16 minutes	26 minutes
5,627	
18 minutes	20 minutes
48 minutes	67 minutes
7,161	
25 minutes	25 minutes
74 minutes	99 minutes
2,327	
29 minutes	23 minutes
106 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,125 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
20,009	5.6%
61.1%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

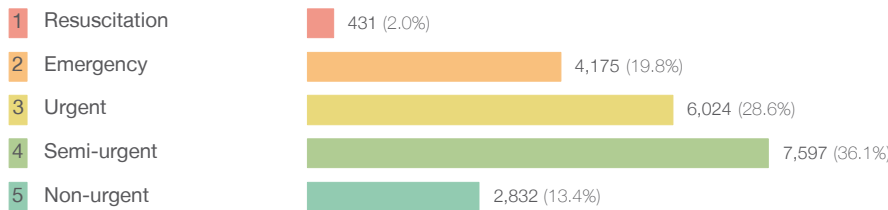
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

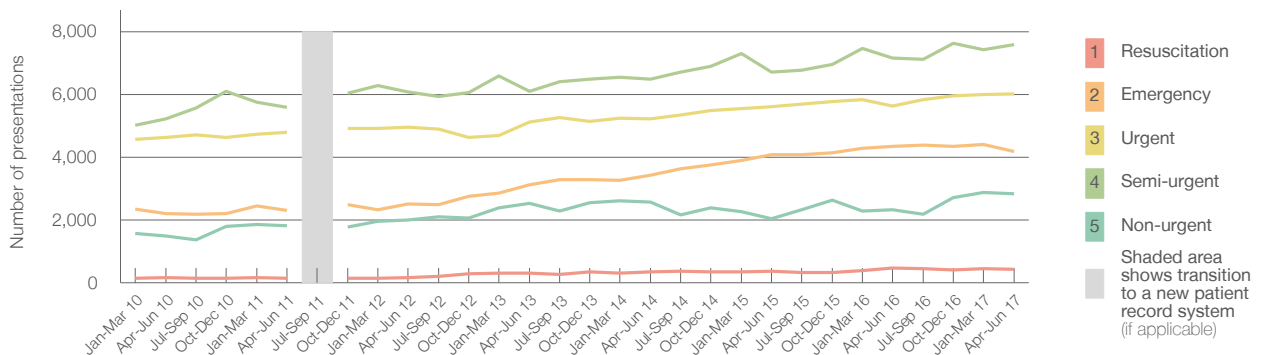
All presentations:<sup>1</sup> 21,126 patients

Emergency presentations<sup>2</sup> by triage category: 21,059 patients



Same period last year	Change since one year ago
20,009	5.6%
19,918	5.7%
462	-6.7%
4,341	-3.8%
5,627	7.1%
7,161	6.1%
2,327	21.7%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	164	130	157	301	341	369	462	431
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,175
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,024
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,597
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,059

## Royal North Shore Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,714 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,386	
14 minutes	-1 minute
35 minutes	-6 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 4,175

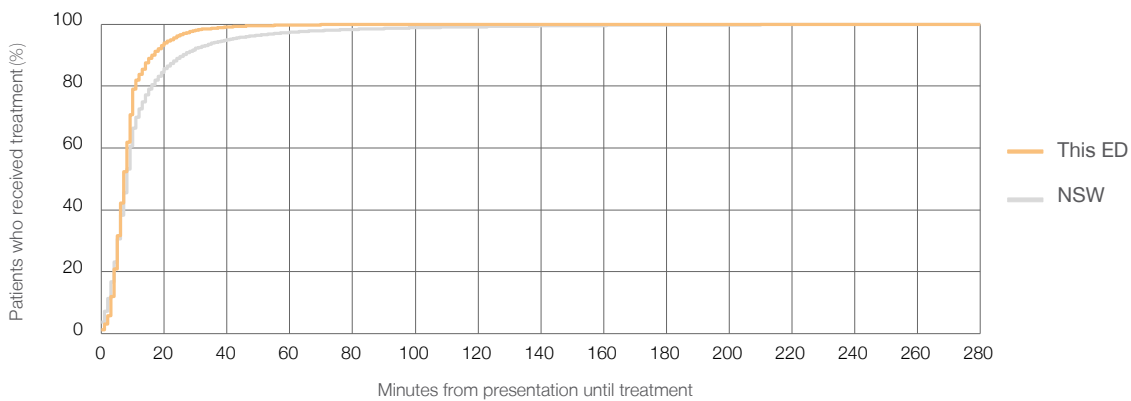
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,167

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

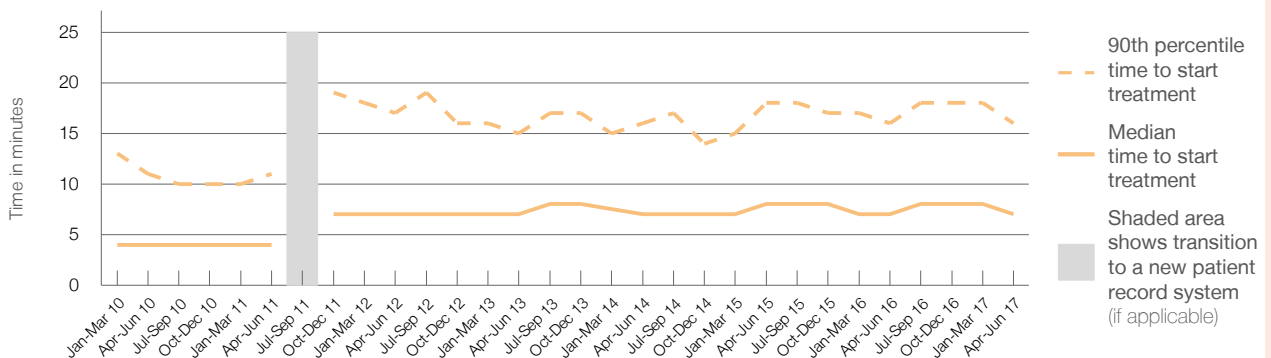
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
4,341	4,330
7 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	4	7	7	7	8	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	11	11	17	15	16	18	16	16

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

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

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

April to June 2017

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

Number of triage 3 patients: 6,024

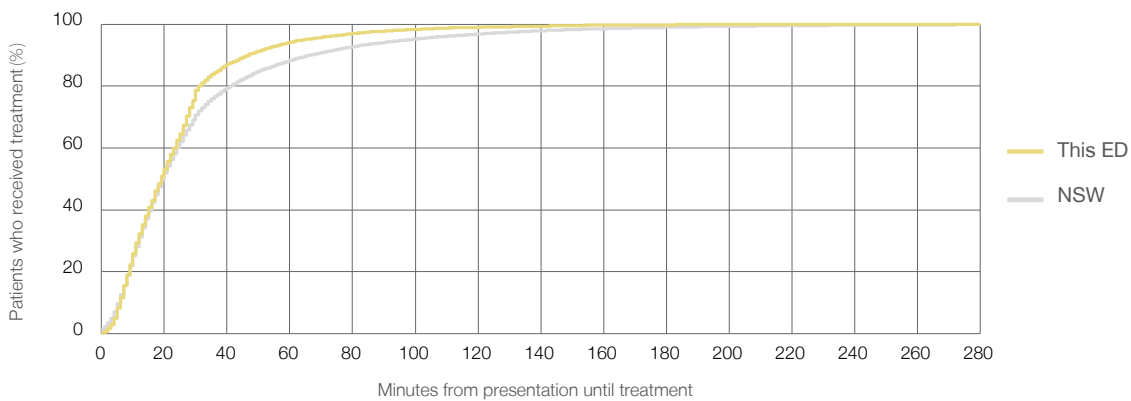
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,964

Median time to start treatment<sup>4</sup> 19 minutes

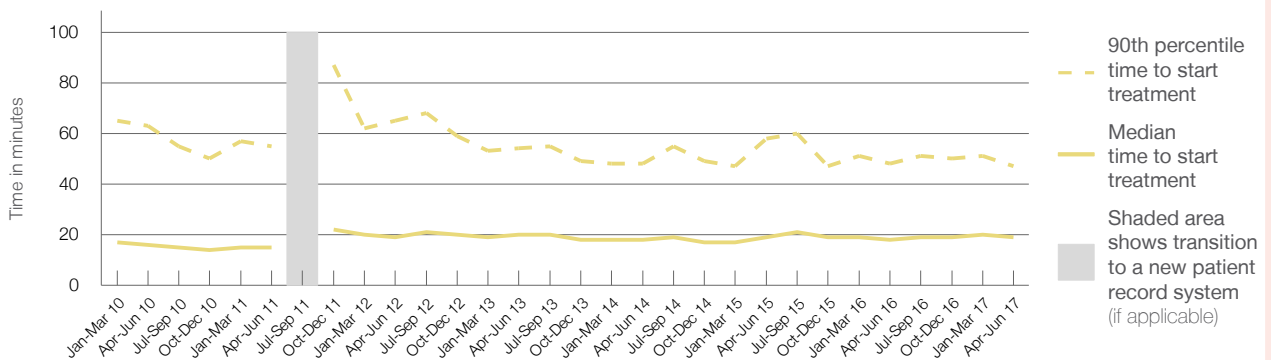
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
5,627	
5,556	
18 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	16	15	19	20	18	19	18	19
90th percentile time to start treatment <sup>5</sup> (minutes)	63	55	65	54	48	58	48	47

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

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

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

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

Number of triage 4 patients: 7,597

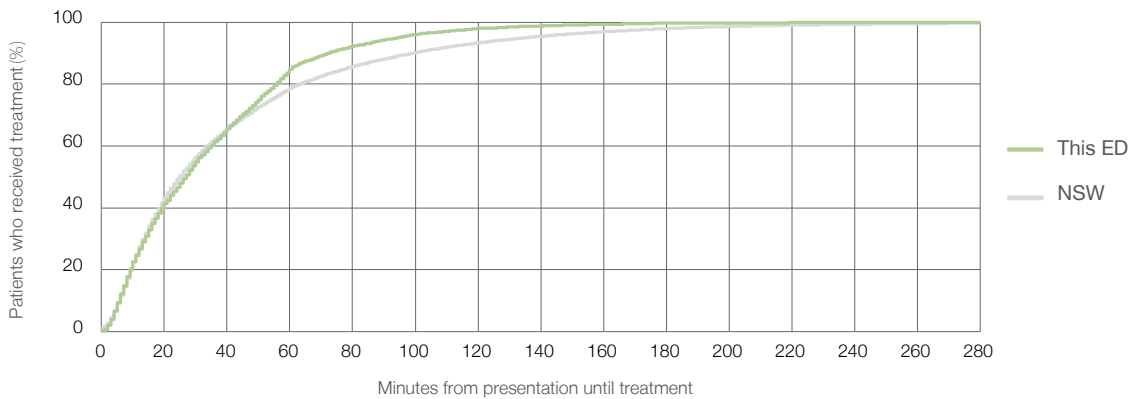
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,389

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

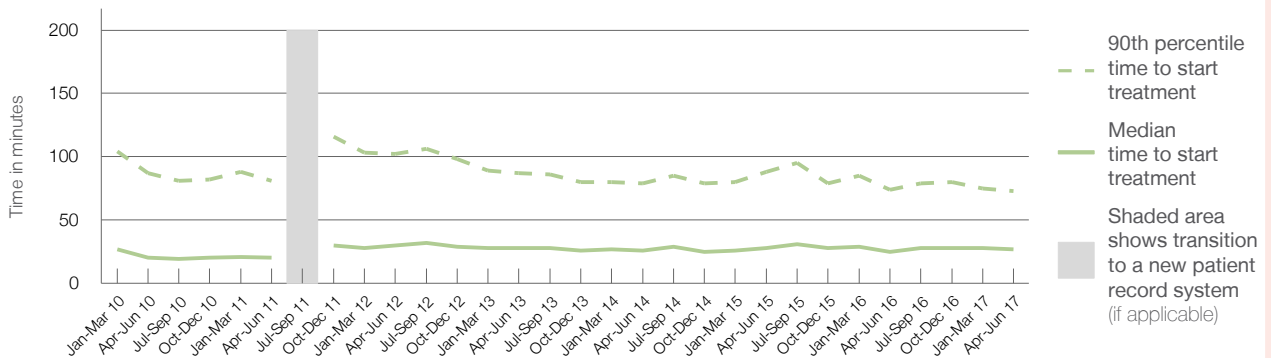
90th percentile time to start treatment<sup>5</sup>  73 minutes

Same period last year	NSW (this period)
7,161	7,597
6,937	7,389
25 minutes	27 minutes
74 minutes	73 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	20	30	28	26	28	25	27
90th percentile time to start treatment <sup>5</sup> (minutes)	87	81	102	87	79	88	74	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.

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

April to June 2017

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

Number of triage 5 patients: 2,832

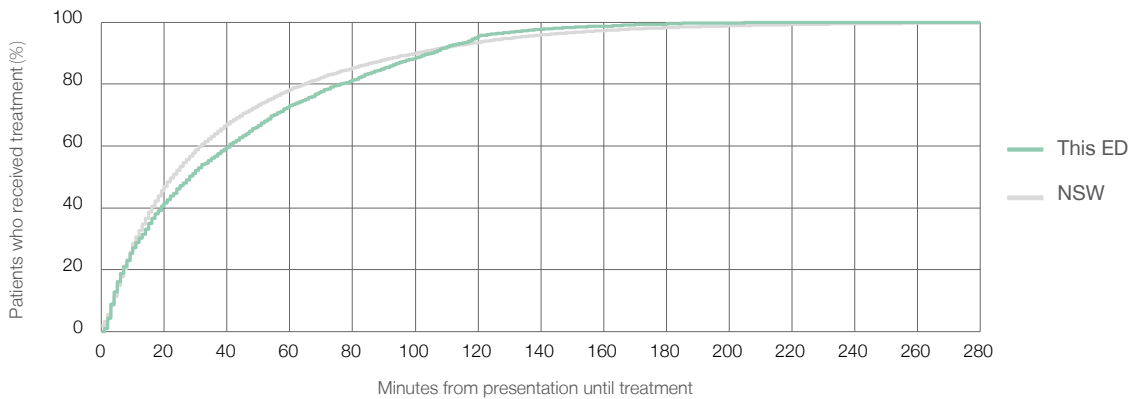
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,617

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

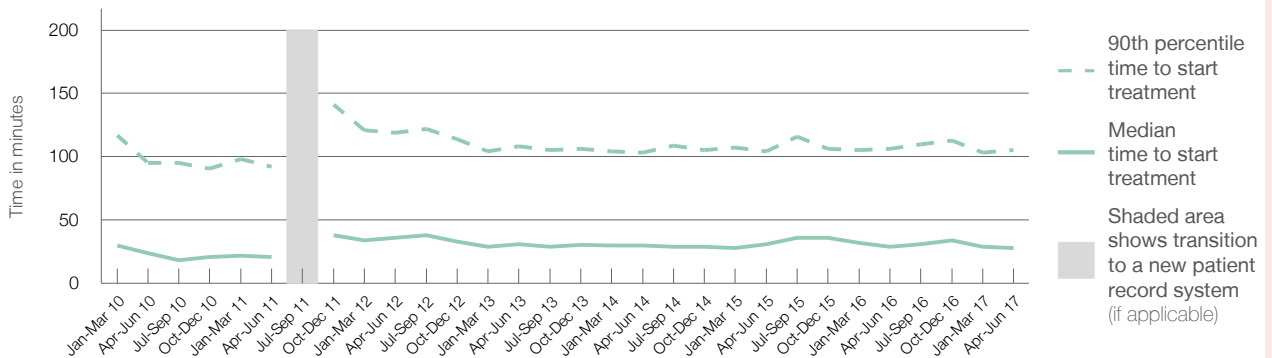
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
2,327	2,111
29 minutes	23 minutes
106 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	21	36	31	30	31	29	28
90th percentile time to start treatment <sup>5</sup> (minutes)	95	92	119	108	103	104	106	105

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

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

## Royal North Shore Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 21,126 patients

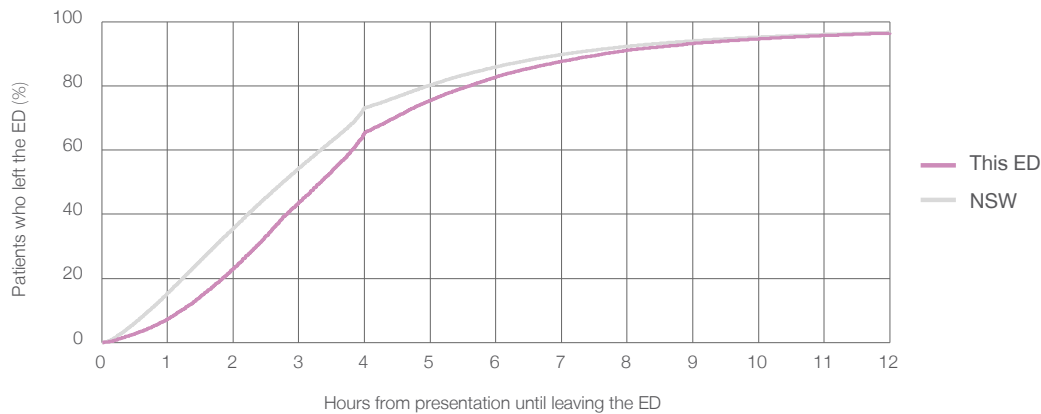
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,125 patients

Median time spent in the ED<sup>8</sup> 3 hours and 20 minutes

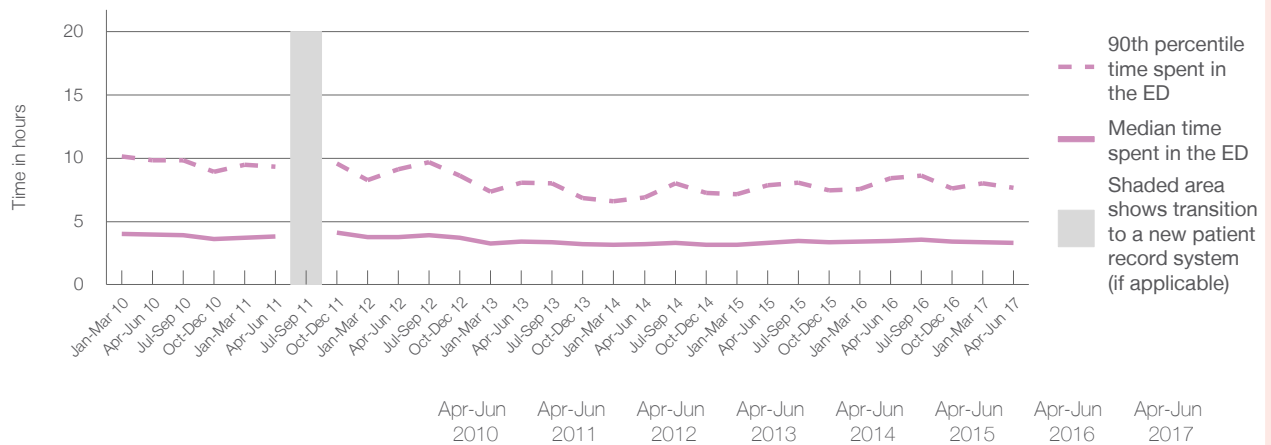
90th percentile time spent in the ED<sup>9</sup> 7 hours and 40 minutes

Same period last year	NSW (this period)
20,009	20,009
3 hours and 27 minutes	2 hours and 46 minutes
8 hours and 26 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
 (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Royal North Shore Hospital: Time patients spent in the ED By mode of separation April to June 2017

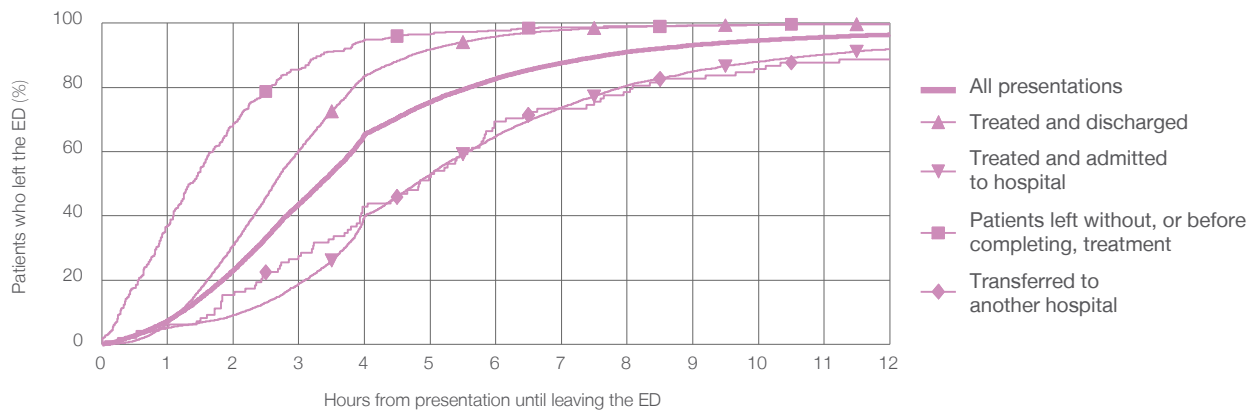
All presentations:<sup>1</sup> 21,126 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,125 patients

Treated and discharged	11,427 (54.1%)
Treated and admitted to hospital	8,897 (42.1%)
Patient left without, or before completing, treatment	406 (1.9%)
Transferred to another hospital	98 (0.5%)
Other	298 (1.4%)

Same period last year	Change since one year ago
20,009	5.6%
11,098	3.0%
8,054	10.5%
402	1.0%
139	-29.5%
316	-5.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	60.4%	83.6%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	5.1%	9.0%	18.9%	39.9%	64.9%	80.6%	88.0%	92.0%
Patient left without, or before completing, treatment	36.9%	68.7%	85.5%	94.8%	97.8%	99.0%	99.5%	99.8%
Transferred to another hospital	5.1%	15.3%	27.6%	42.9%	69.4%	78.6%	85.7%	88.8%
All presentations	7.4%	23.1%	43.7%	65.4%	82.8%	91.1%	94.6%	96.4%

(†) 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.



## Royal North Shore Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 21,126 patients

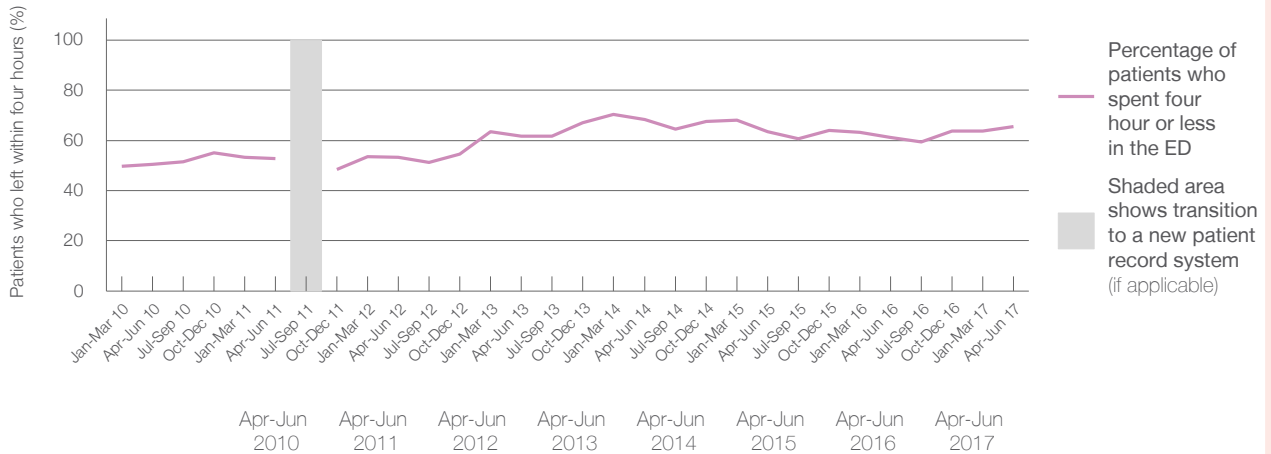
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,125 patients

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



Same period last year	Change since one year ago
20,009	5.6%
20,009	5.6%
61.1%	

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



Patients who left within four hours	Percentage
50.5%	50.5%
52.7%	52.7%
53.2%	53.2%
61.6%	61.6%
68.2%	68.2%
63.5%	63.5%
61.1%	61.1%
65.4%	65.4%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:<sup>1</sup> 18,644 patients

Emergency presentations:<sup>2</sup> 18,115 patients

Same period last year	Change since one year ago
18,443	1.1%
17,907	1.2%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,910 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,887 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,703 patients

Median time to start treatment<sup>4</sup> 31 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
2,625	
10 minutes	8 minutes
23 minutes	26 minutes
9,243	
23 minutes	20 minutes
71 minutes	67 minutes
5,335	
28 minutes	25 minutes
104 minutes	99 minutes
577	
34 minutes	23 minutes
133 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

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

Same period last year	Change since one year ago
18,443	1.1%
58.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

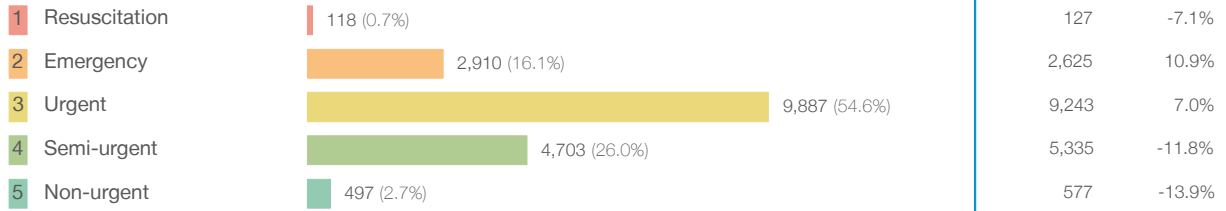
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

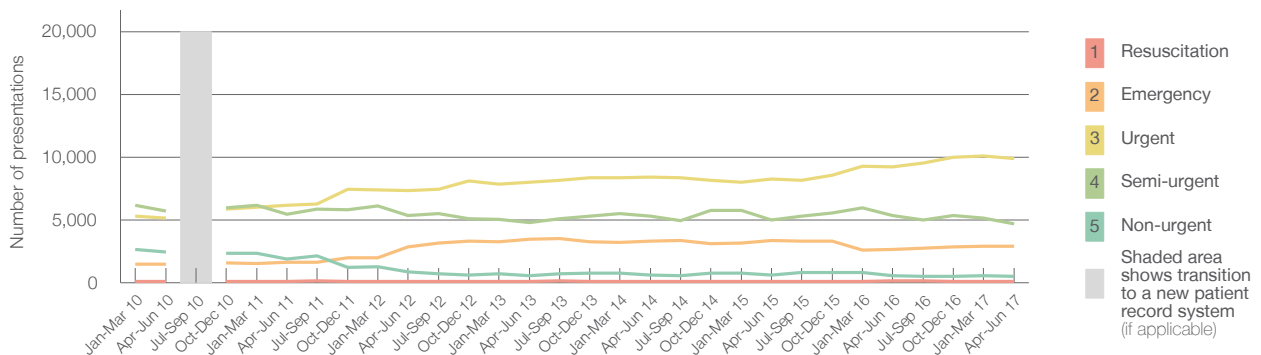
April to June 2017

All presentations:<sup>1</sup> 18,644 patients

Emergency presentations<sup>2</sup> by triage category: 18,115 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	110	84	90	110	107	91	127	118
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910
Urgent	5,147	6,149	7,326	8,006	8,428	8,259	9,243	9,887
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703
Non-urgent	2,435	1,899	877	550	592	582	577	497
All emergency presentations	14,897	15,235	16,506	16,901	17,724	17,296	17,907	18,115

## Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,146 patients

ED Transfer of care time



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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

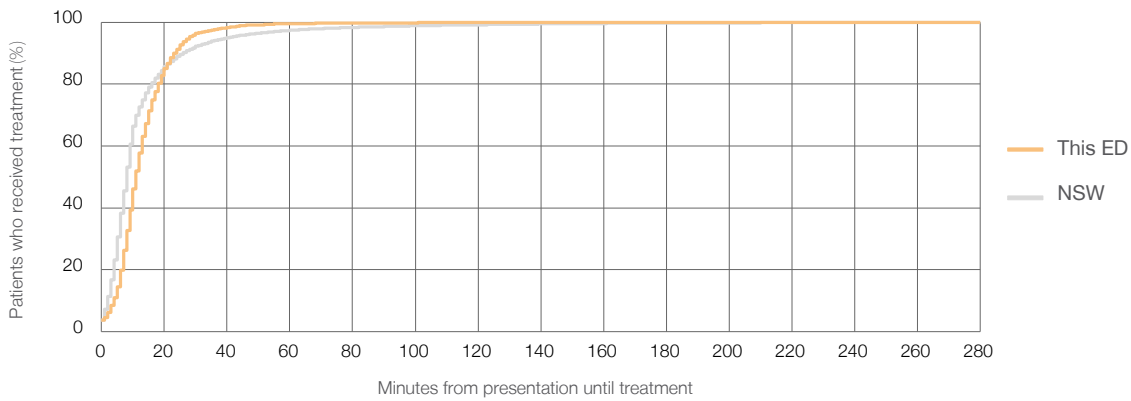
Number of triage 2 patients: 2,910

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,904

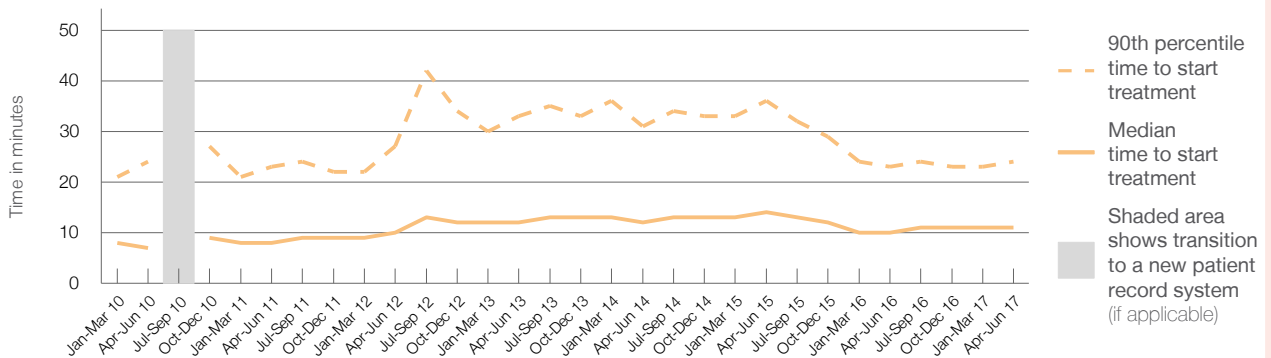
Median time to start treatment<sup>4</sup> ■ 11 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 24 minutes

Same period last year	NSW (this period)
2,625	2,621
10 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	10	12	12	14	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	27	33	31	36	23	24

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 9,887

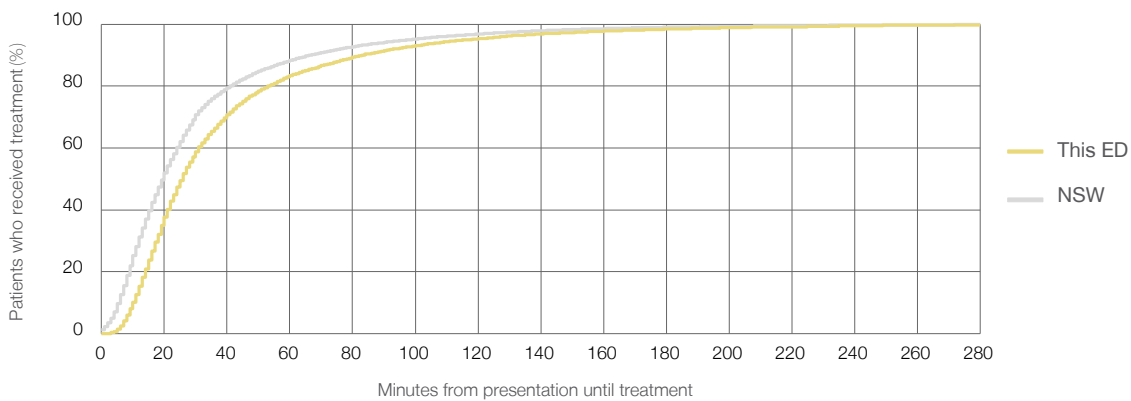
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,731

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

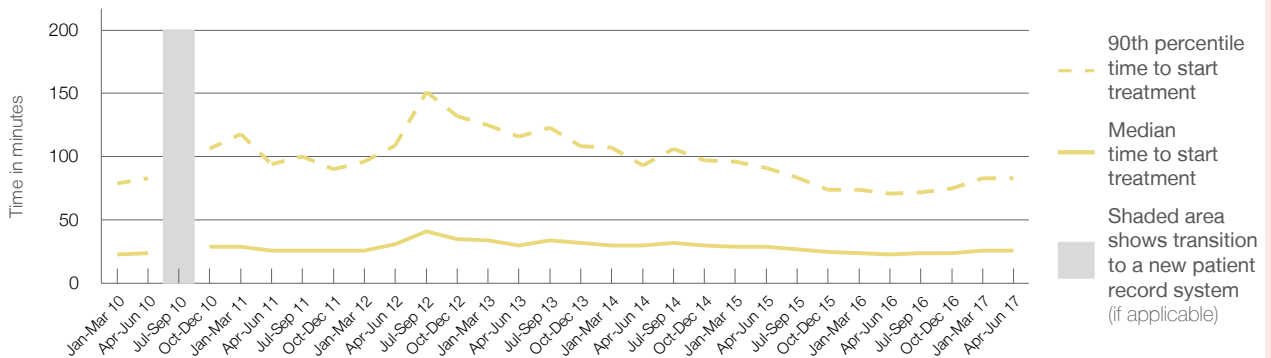
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
9,243	9,072
23 minutes	20 minutes
71 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	24	26	31	30	30	29	23	26
90th percentile time to start treatment <sup>5</sup> (minutes)	83	94	109	116	93	91	71	83

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

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

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

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

Number of triage 4 patients: 4,703

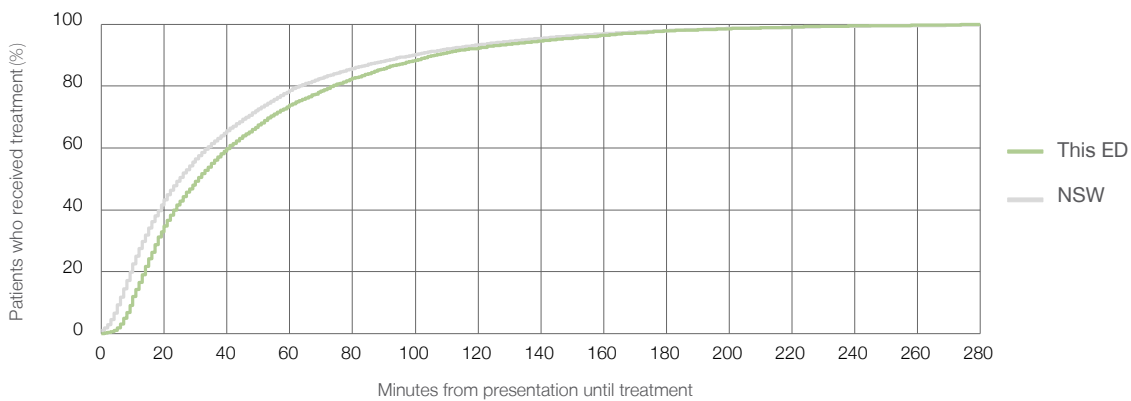
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,449

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

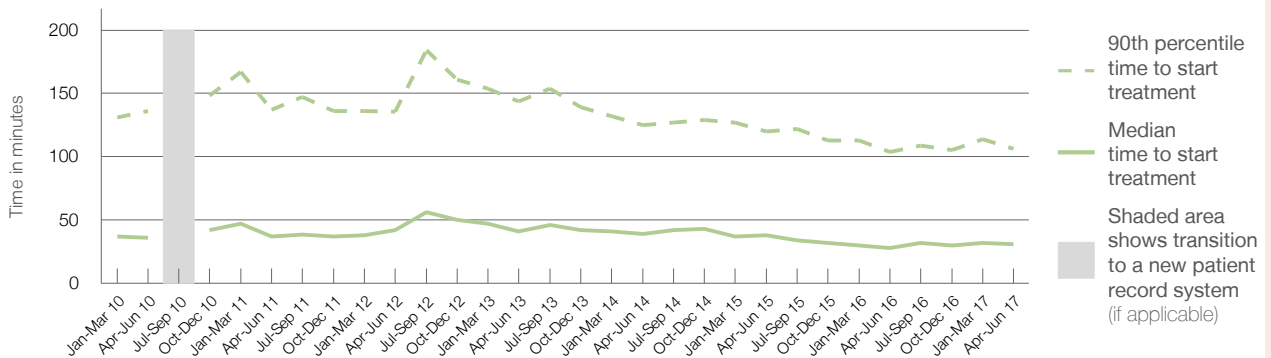
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
5,335	5,050
28 minutes	25 minutes
104 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	36	37	42	41	39	38	28	31
90th percentile time to start treatment <sup>5</sup> (minutes)	136	137	136	144	125	120	104	106

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

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 497

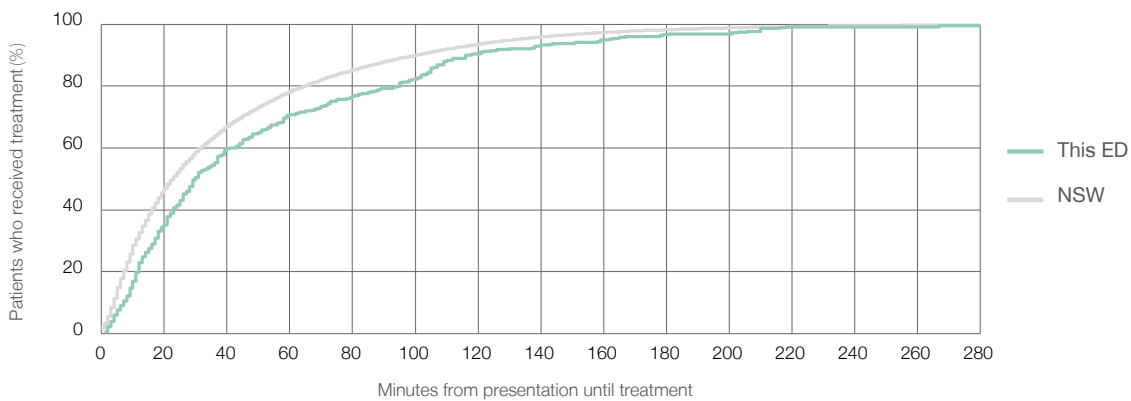
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 353

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

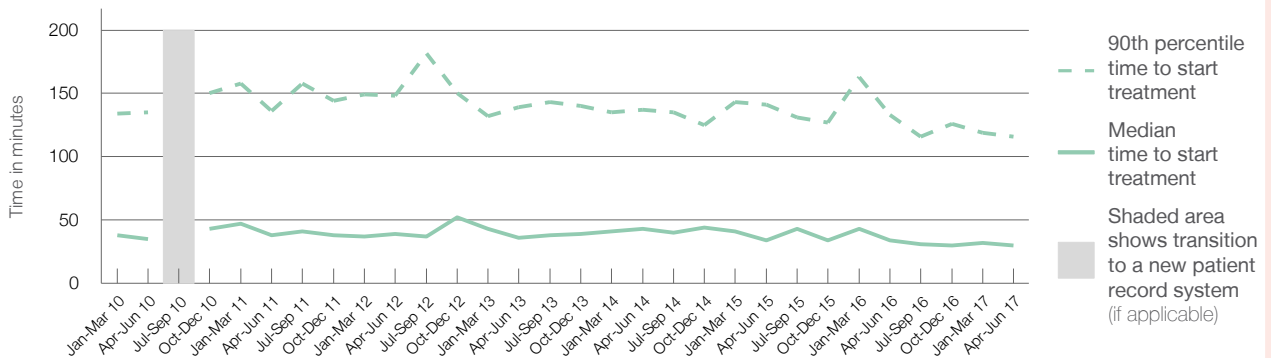
90th percentile time to start treatment<sup>5</sup>  116 minutes

Same period last year	NSW (this period)
577	401
34 minutes	23 minutes
133 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	35	38	39	36	43	34	34	30
90th percentile time to start treatment <sup>5</sup> (minutes)	135	136	148	139	137	141	133	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.

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

April to June 2017

All presentations:<sup>1</sup> 18,644 patients

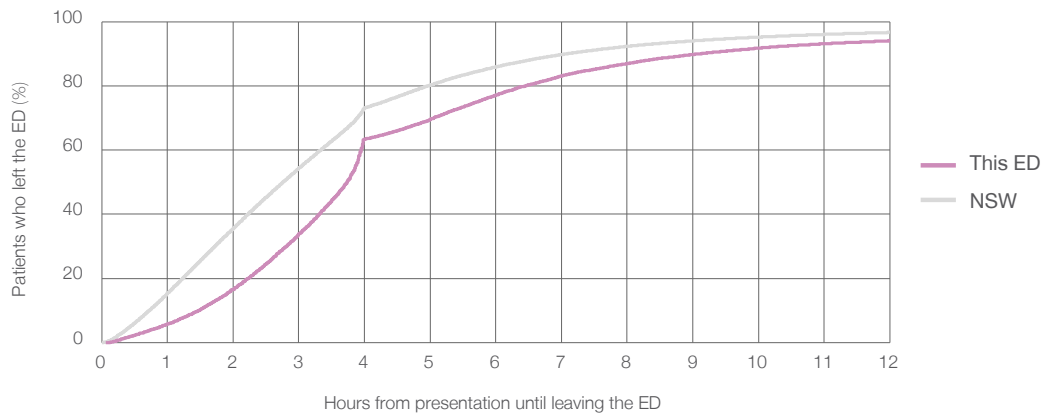
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

Median time spent in the ED<sup>8</sup> 3 hours and 44 minutes

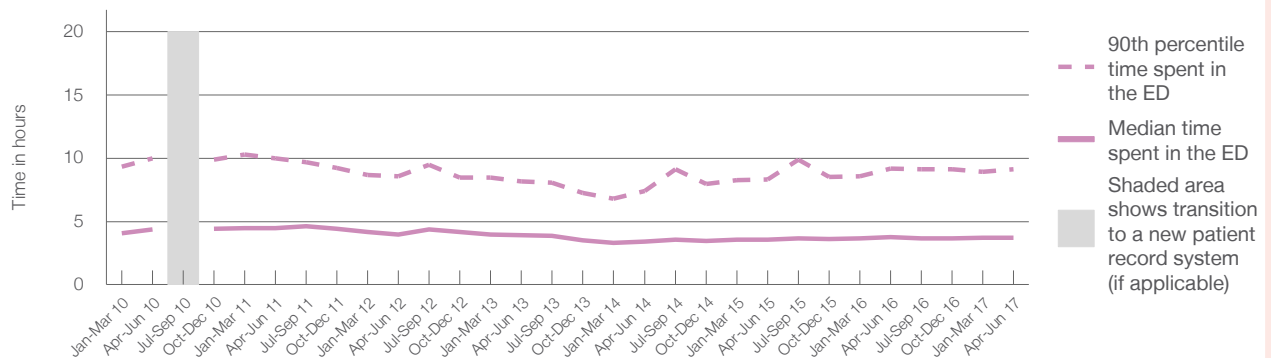
90th percentile time spent in the ED<sup>9</sup> 9 hours and 6 minutes

Same period last year	NSW (this period)
18,443	18,443
3 hours and 45 minutes	2 hours and 46 minutes
9 hours and 10 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 23m	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m	3h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 0m	9h 59m	8h 33m	8h 11m	7h 25m	8h 18m	9h 10m	9h 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.



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

By mode of separation

April to June 2017

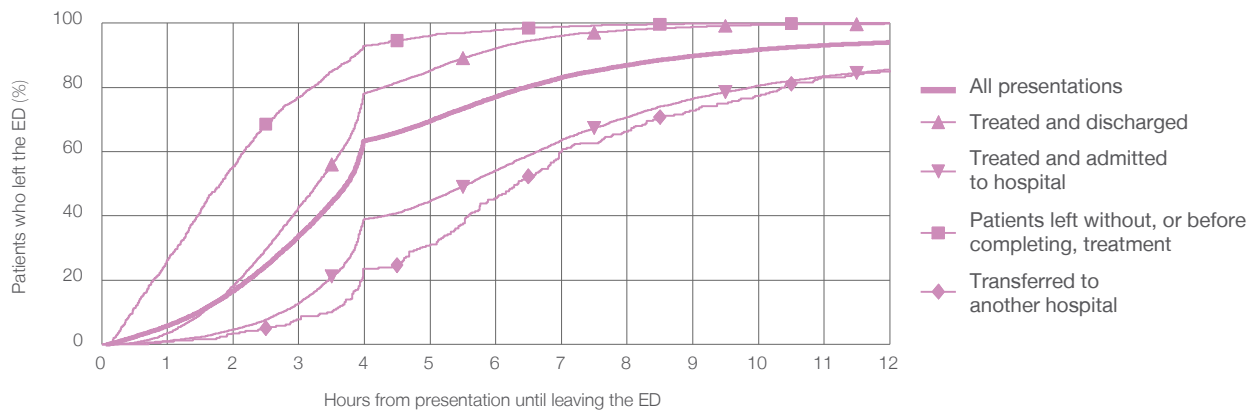
All presentations:<sup>1</sup> 18,644 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

Treated and discharged	9,573 (51.3%)
Treated and admitted to hospital	7,308 (39.2%)
Patient left without, or before completing, treatment	1,081 (5.8%)
Transferred to another hospital	260 (1.4%)
Other	422 (2.3%)

Same period last year	Change since one year ago
18,443	1.1%
9,695	-1.3%
6,769	8.0%
1,296	-16.6%
295	-11.9%
388	8.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	18.2%	42.8%	78.2%	92.2%	97.9%	99.4%	99.8%
Treated and admitted to hospital	1.0%	4.5%	12.8%	39.0%	54.1%	70.7%	80.6%	85.6%
Patient left without, or before completing, treatment	26.4%	55.4%	77.1%	92.9%	98.0%	99.4%	99.9%	100%
Transferred to another hospital	0.8%	3.5%	7.7%	23.5%	45.4%	66.2%	77.3%	85.4%
All presentations	5.8%	16.6%	33.8%	63.4%	77.1%	86.9%	91.8%	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.

**Royal Prince Alfred Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

All presentations at the emergency department:<sup>1</sup> 18,644 patients

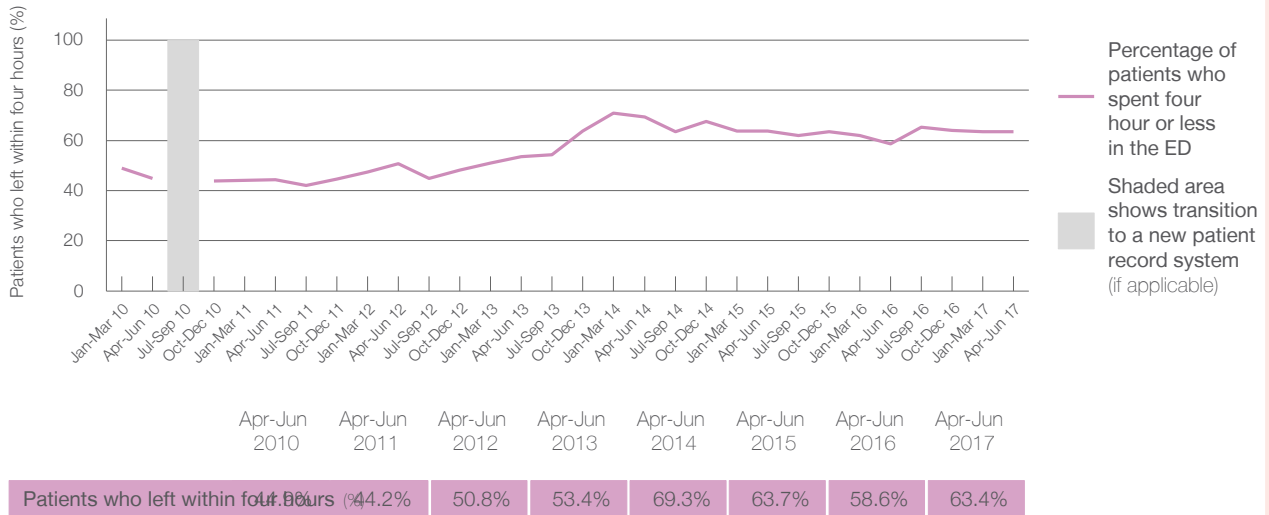
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,643 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	18,443	1.1%
Presentations used to calculate time to leaving the ED	18,443	1.1%
Percentage of patients who spent four hours or less in the ED	58.6%	

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



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.  
 † Data points are not shown in graphs for quarters when patient numbers were too small.  
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017

All presentations:<sup>1</sup> 19,249 patients

Emergency presentations:<sup>2</sup> 19,133 patients

Same period last year	Change since one year ago
18,395	4.6%
18,298	4.6%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,313 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,543 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,995 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,126 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
2,617	
9 minutes	8 minutes
25 minutes	26 minutes
7,890	
25 minutes	20 minutes
61 minutes	67 minutes
6,627	
32 minutes	25 minutes
78 minutes	99 minutes
1,018	
34 minutes	23 minutes
84 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
18,393	4.6%
64.1%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

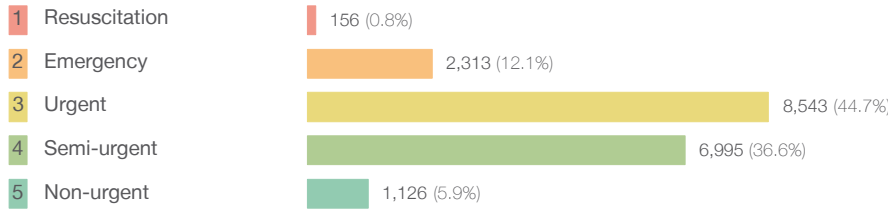
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

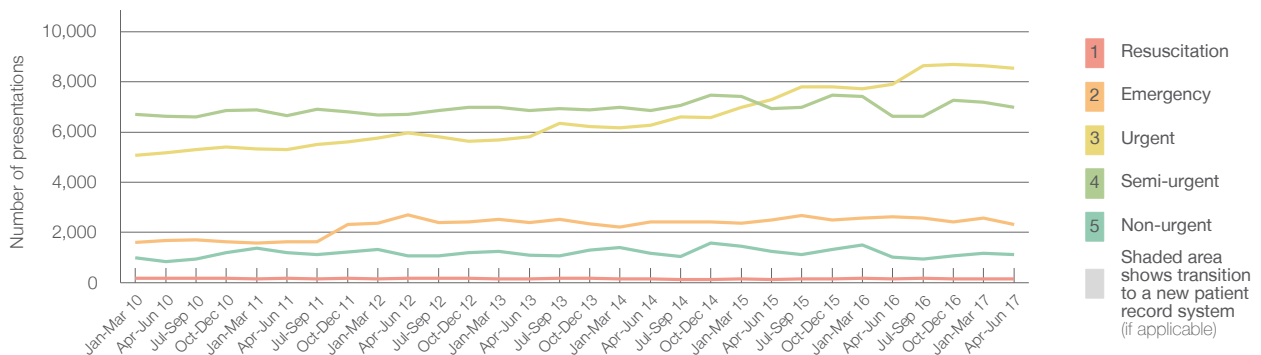
All presentations:<sup>1</sup> 19,249 patients

Emergency presentations<sup>2</sup> by triage category: 19,133 patients



	Same period last year	Change since one year ago
All presentations	18,395	4.6%
Emergency presentations	18,298	4.6%
1 Resuscitation	146	6.8%
2 Emergency	2,617	-11.6%
3 Urgent	7,890	8.3%
4 Semi-urgent	6,627	5.6%
5 Non-urgent	1,018	10.6%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	175	183	173	152	141	136	146	156
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,313
Urgent	5,169	5,301	5,965	5,800	6,265	7,298	7,890	8,543
Semi-urgent	6,640	6,661	6,711	6,852	6,849	6,943	6,627	6,995
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,133

## St George Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,969 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,938	
Median time	10 minutes	0 minutes
90th percentile time	19 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.

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

April to June 2017

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

Number of triage 2 patients: 2,313

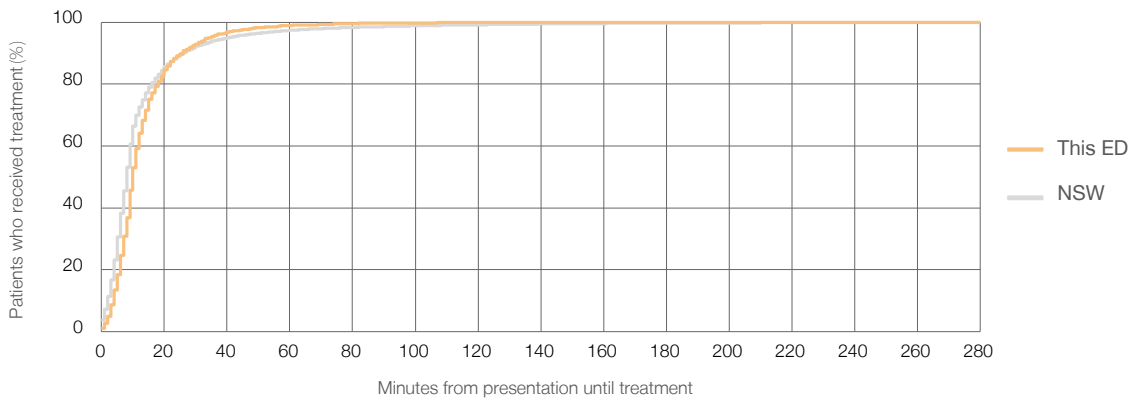
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,305

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

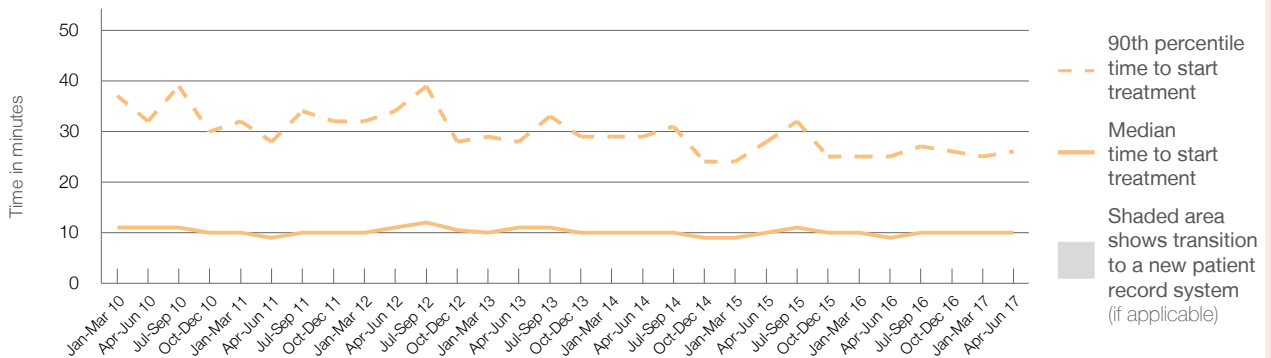
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
2,617	2,615
9 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	11	9	11	11	10	10	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	32	28	34	28	29	28	25	26

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

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

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

April to June 2017

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

Number of triage 3 patients: 8,543

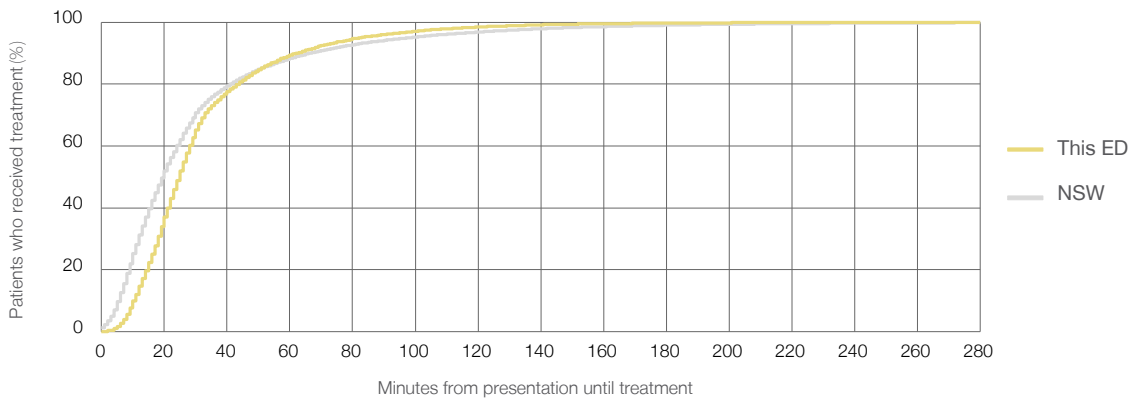
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,426

Median time to start treatment<sup>4</sup> 25 minutes

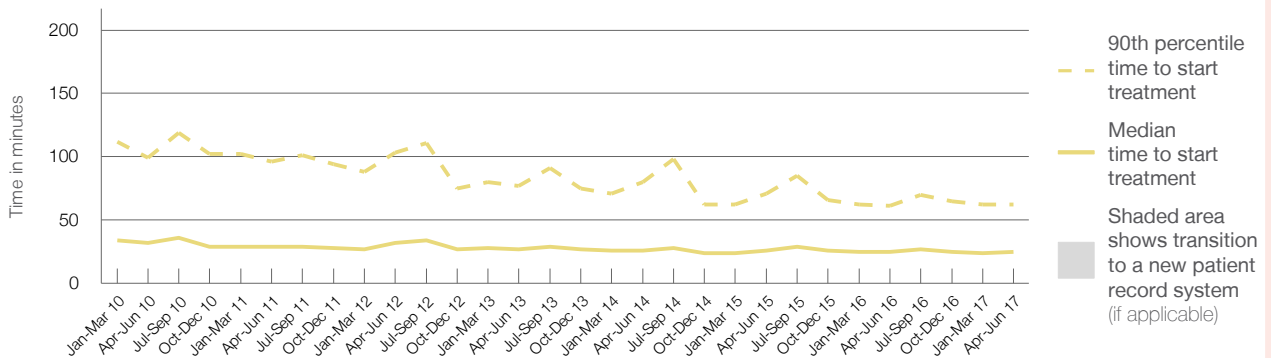
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
7,890	7,826
25 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	32	29	32	27	26	26	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	99	96	103	77	80	71	61	62

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

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

## St George Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 6,995

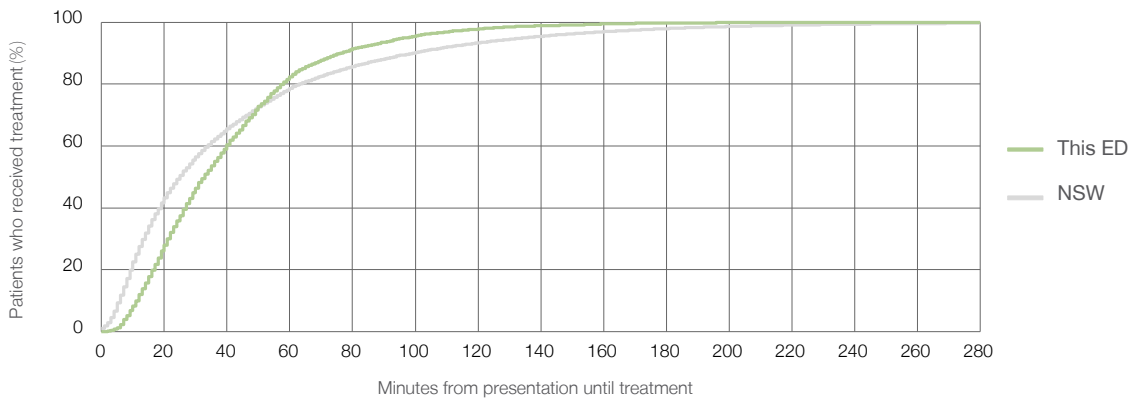
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,790

Median time to start treatment<sup>4</sup> 33 minutes

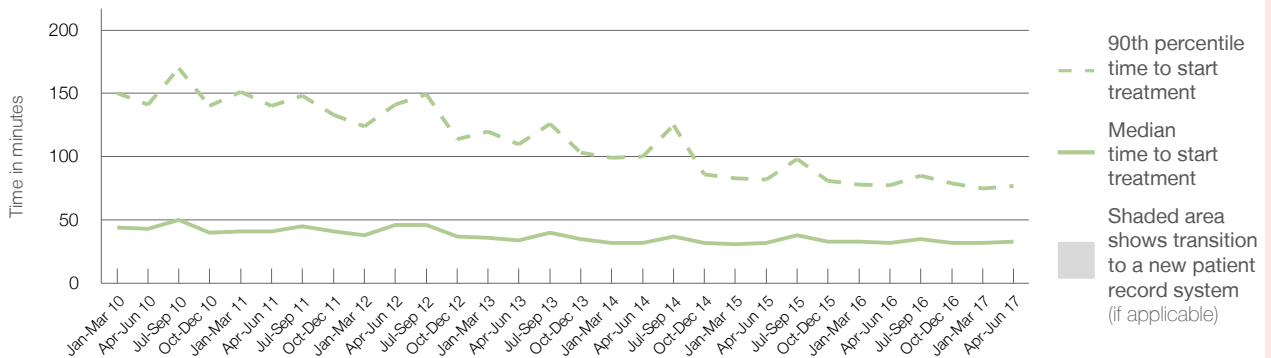
90th percentile time to start treatment<sup>5</sup> 77 minutes

Same period last year	NSW (this period)
6,627	
6,480	
32 minutes	25 minutes
78 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	43	41	46	34	32	32	32	33
90th percentile time to start treatment <sup>5</sup> (minutes)	141	140	141	110	100	82	78	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.

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

April to June 2017

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

Number of triage 5 patients: 1,126

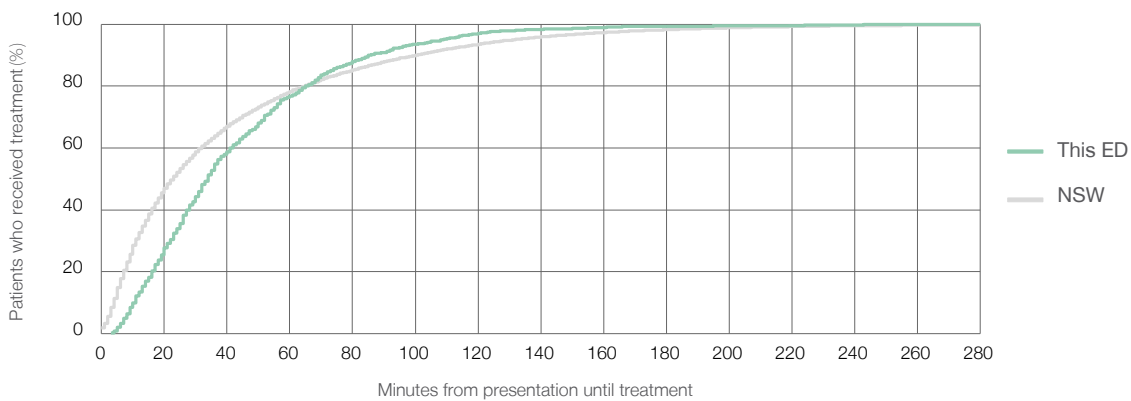
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 952

Median time to start treatment<sup>4</sup> 34 minutes

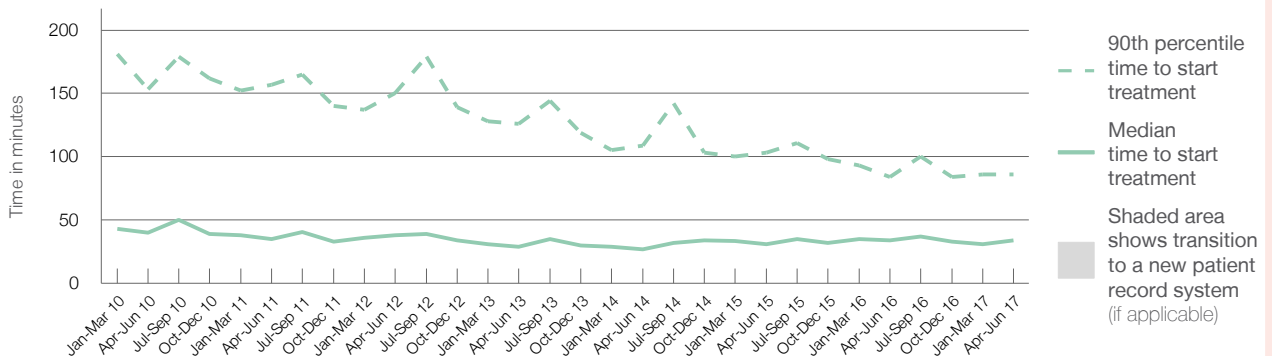
90th percentile time to start treatment<sup>5</sup> 86 minutes

Same period last year	NSW (this period)
1,018	946
34 minutes	23 minutes
84 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	40	35	38	29	27	31	34	34
90th percentile time to start treatment <sup>5</sup> (minutes)	153	157	150	126	109	103	84	86

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

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



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

April to June 2017

All presentations:<sup>1</sup> 19,249 patients

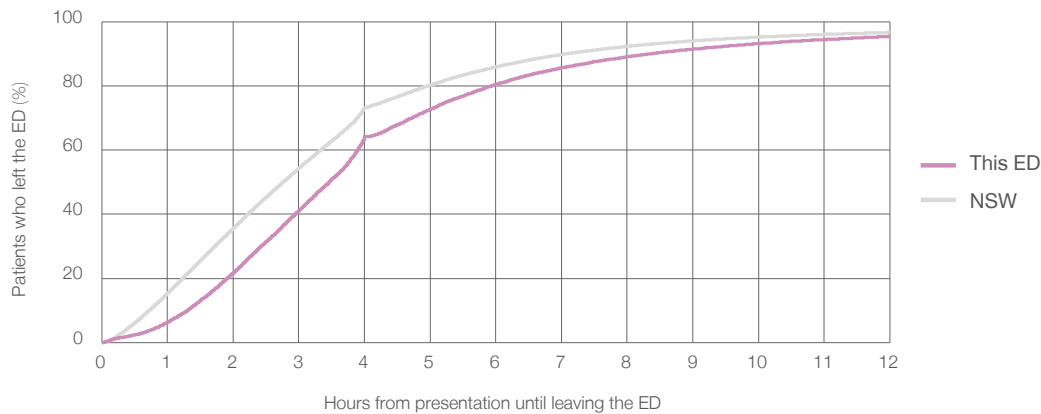
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,243 patients

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

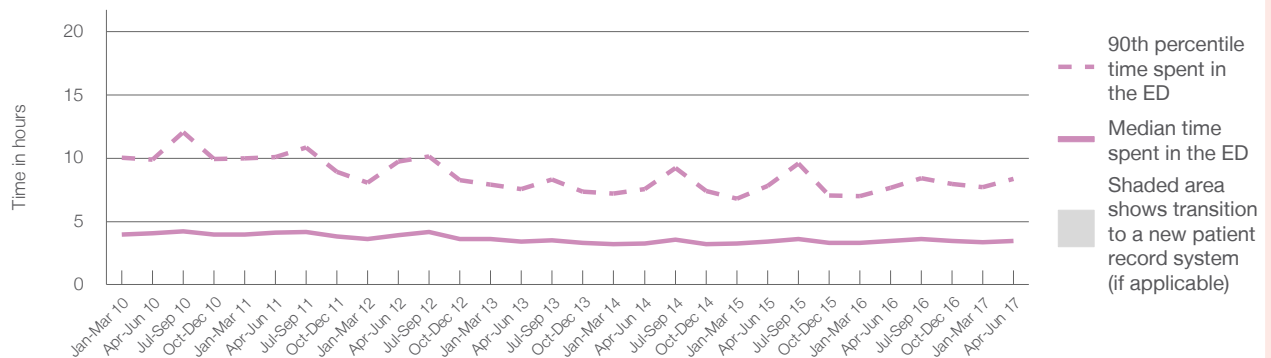
90th percentile time spent in the ED<sup>9</sup> 8 hours and 21 minutes

Same period last year	NSW (this period)
18,395	18,393
3 hours and 27 minutes	2 hours and 46 minutes
7 hours and 38 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 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.

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

### By mode of separation

April to June 2017

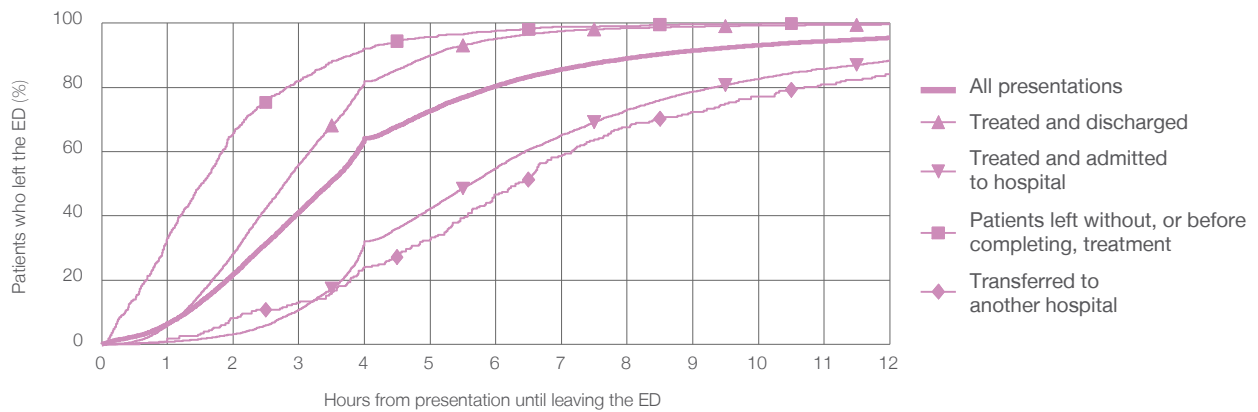
All presentations:<sup>1</sup> 19,249 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,243 patients

Treated and discharged	10,992 (57.1%)
Treated and admitted to hospital	6,837 (35.5%)
Patient left without, or before completing, treatment	950 (4.9%)
Transferred to another hospital	232 (1.2%)
Other	238 (1.2%)

Same period last year	Change since one year ago
18,393	4.6%
10,741	2.3%
6,659	2.7%
810	17.3%
147	57.8%
38	526.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	28.4%	56.0%	81.9%	95.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	0.8%	3.1%	10.7%	32.1%	54.8%	73.1%	82.6%	88.4%
Patient left without, or before completing, treatment	33.1%	65.8%	82.0%	92.1%	97.7%	99.2%	99.8%	99.9%
Transferred to another hospital	1.7%	8.2%	12.9%	24.1%	46.6%	67.7%	77.2%	84.1%
All presentations	6.5%	21.8%	41.1%	64.2%	80.4%	89.1%	93.1%	95.5%

(†) 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.

## St George Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 19,249 patients

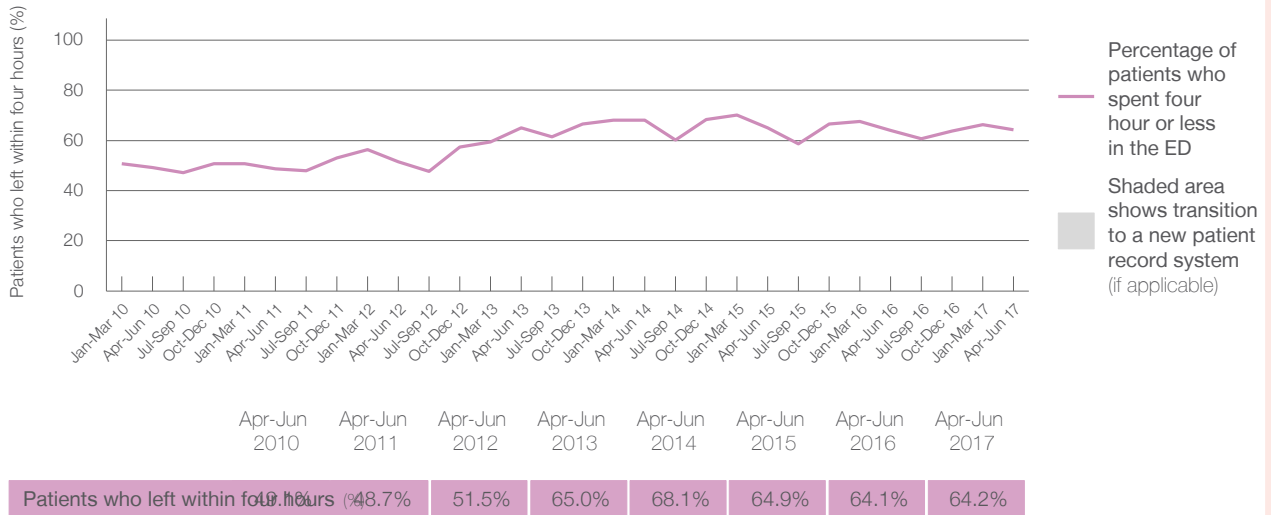
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,243 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	18,395	4.6%
Presentations used to calculate time to leaving the ED	18,393	4.6%
Percentage of patients who spent four hours or less in the ED	64.1%	

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



Patients who left within four hours (%)
48.7%
51.5%
65.0%
68.1%
64.9%
64.1%
64.2%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

April to June 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 11,219 patients	11,504	-2.5%
Emergency presentations: <sup>2</sup> 11,063 patients	11,368	-2.7%

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment<sup>3</sup>

April to June 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 1,387 patients	1,353	
Median time to start treatment <sup>4</sup> 4 minutes	4 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 16 minutes	12 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 5,401 patients	5,371	
Median time to start treatment <sup>4</sup> 15 minutes	13 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 62 minutes	58 minutes	67 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 3,601 patients	3,893	
Median time to start treatment <sup>4</sup> 19 minutes	16 minutes	25 minutes
90th percentile time to start treatment <sup>5</sup> 89 minutes	90 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 413 patients	464	
Median time to start treatment <sup>4</sup> 16 minutes	14 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 116 minutes	119 minutes	101 minutes

## St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 11,219 patients	11,504	-2.5%
Percentage of patients who spent four hours or less in the ED 64.7%	65.3%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

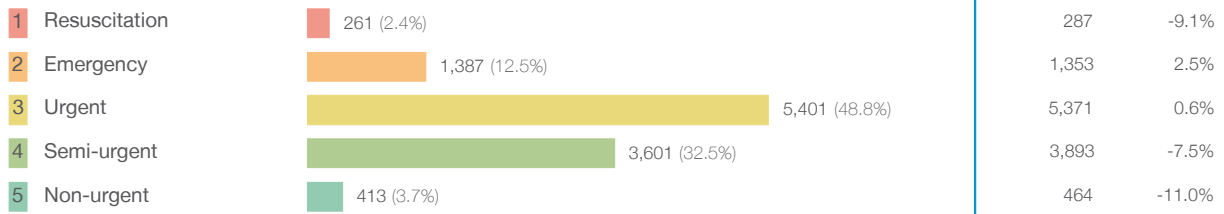
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

April to June 2017

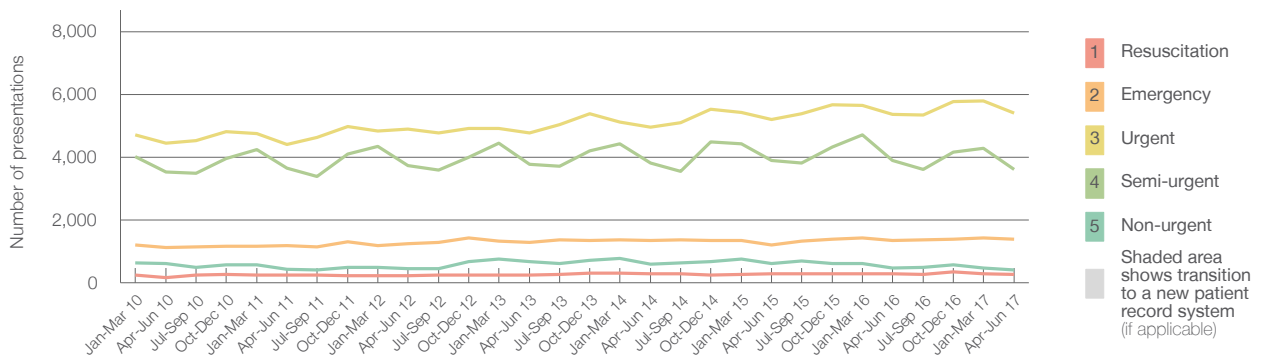
All presentations:<sup>1</sup> 11,219 patients

Emergency presentations<sup>2</sup> by triage category: 11,063 patients



Same period last year	Change since one year ago
11,504	-2.5%
11,368	-2.7%
287	-9.1%
1,353	2.5%
5,371	0.6%
3,893	-7.5%
464	-11.0%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	168	237	221	250	274	277	287	261
Emergency	1,114	1,174	1,238	1,284	1,348	1,196	1,353	1,387
Urgent	4,450	4,403	4,903	4,779	4,952	5,207	5,371	5,401
Semi-urgent	3,522	3,658	3,738	3,771	3,816	3,895	3,893	3,601
Non-urgent	604	422	438	676	595	606	464	413
All emergency presentations	9,858	9,894	10,538	10,760	10,985	11,181	11,368	11,063

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,516 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,423	
14 minutes	-1 minute
41 minutes	-6 minutes

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,387

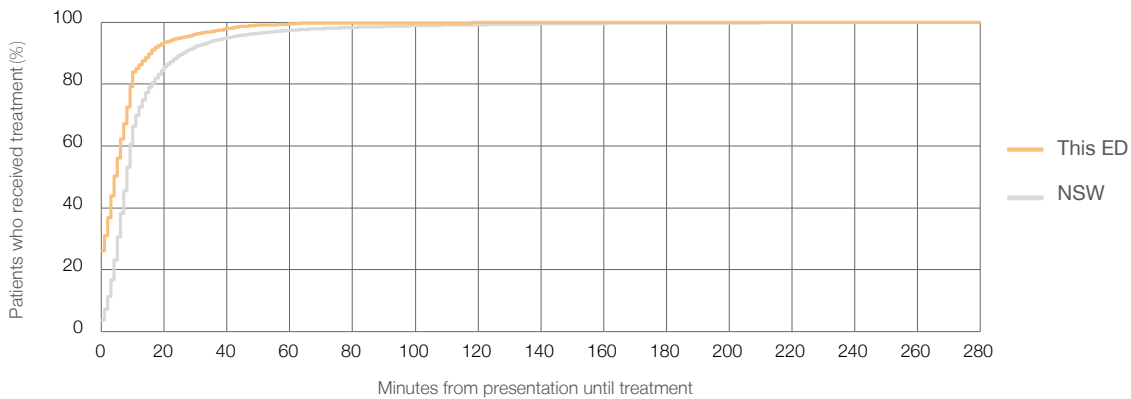
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,384

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

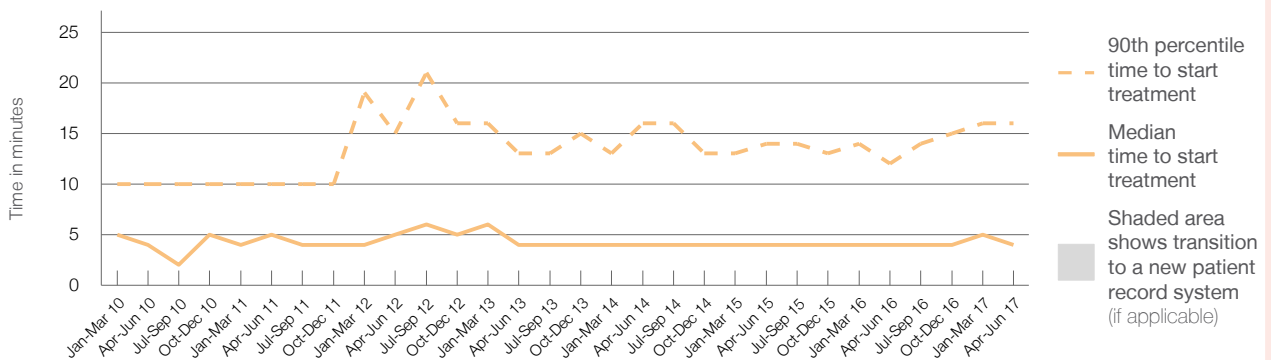
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
1,353	
1,351	
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	4	4	4	4	4
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	15	13	16	14	12	16

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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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 5,401

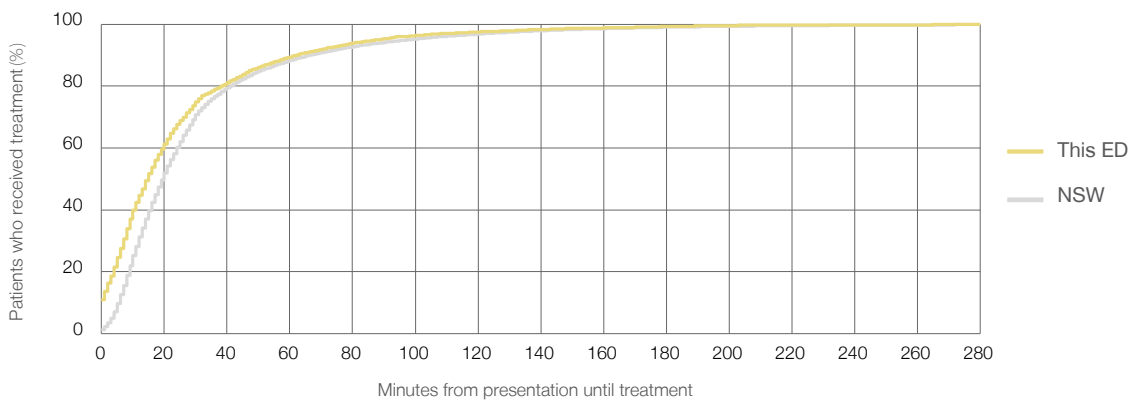
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,208

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

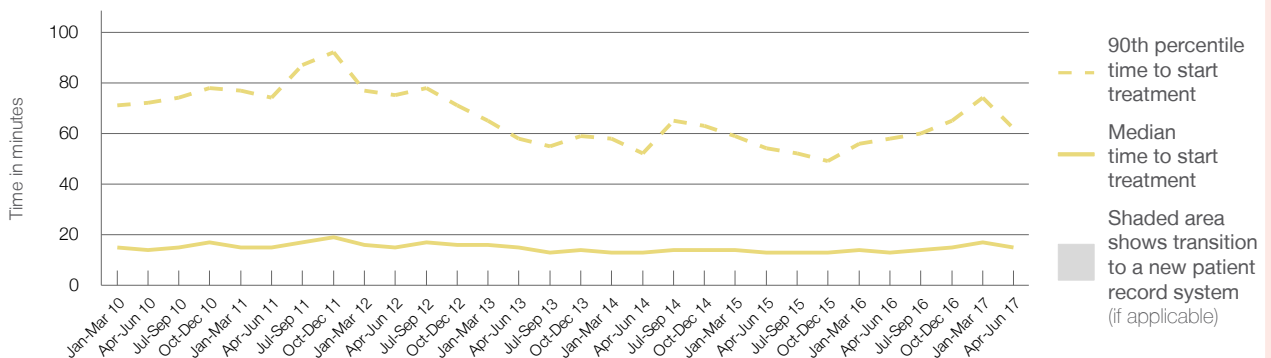
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
5,371	
5,211	
13 minutes	20 minutes
58 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	14	15	15	15	13	13	13	15
90th percentile time to start treatment <sup>5</sup> (minutes)	72	74	75	58	52	54	58	62

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,601

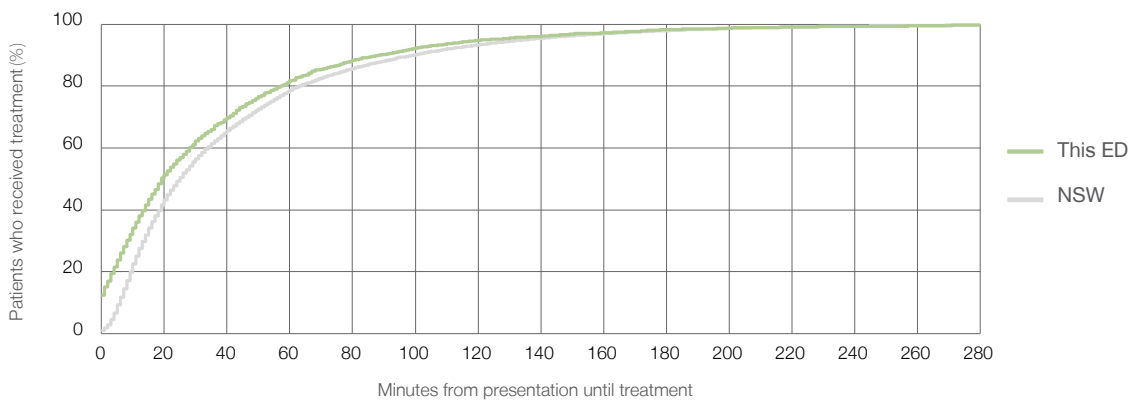
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,121

Median time to start treatment<sup>4</sup>  19 minutes

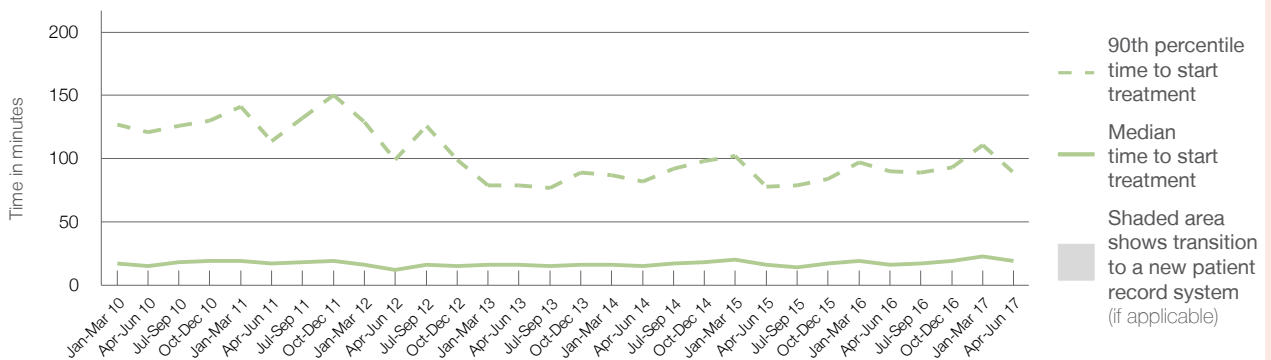
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
3,893	
3,478	
16 minutes	25 minutes
90 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	15	17	12	16	15	16	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	121	114	99	79	82	78	90	89

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 413

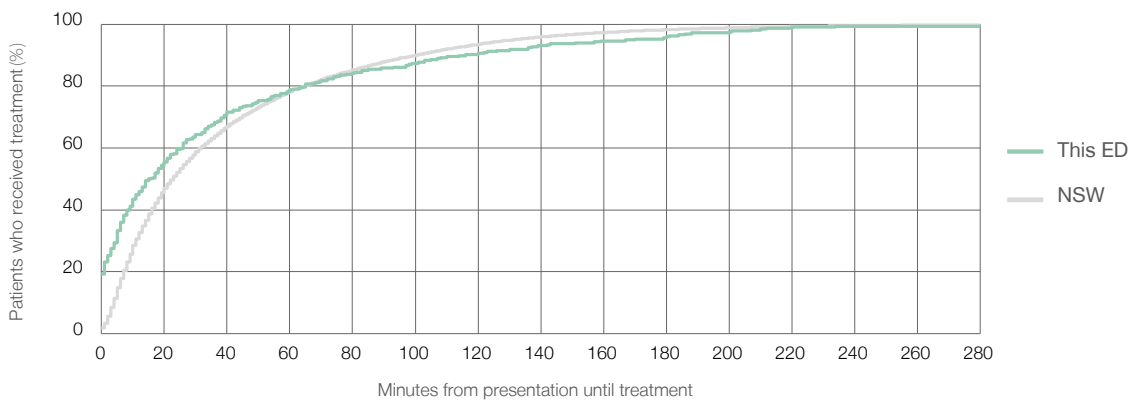
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 316

Median time to start treatment<sup>4</sup> 16 minutes

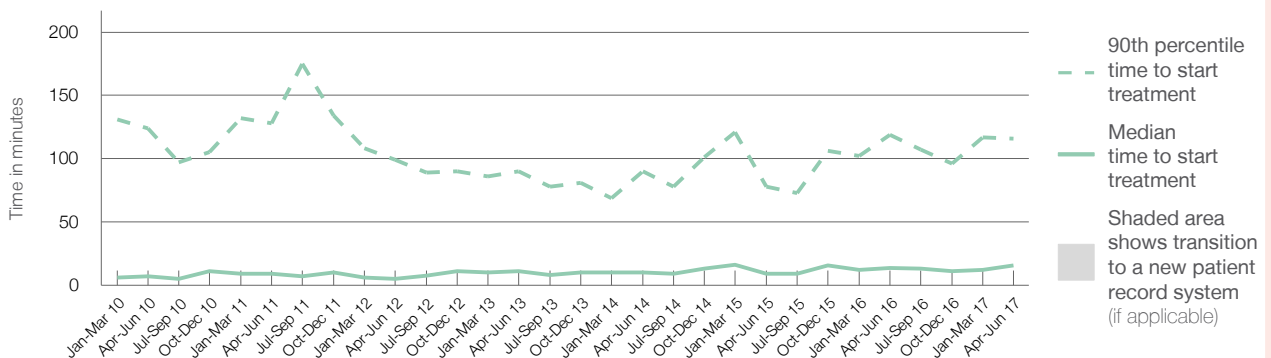
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
464	
386	
14 minutes	23 minutes
119 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	9	5	11	10	9	14	16
90th percentile time to start treatment <sup>5</sup> (minutes)	124	128	99	90	90	78	119	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.

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## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 11,219 patients

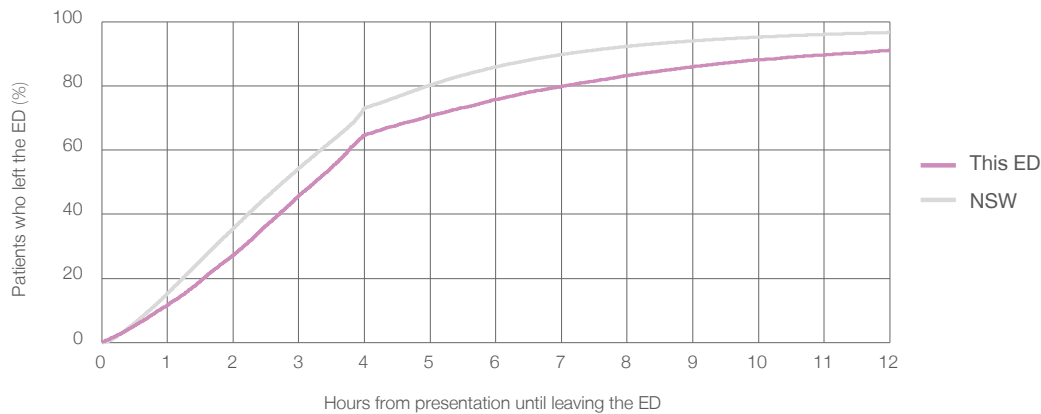
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

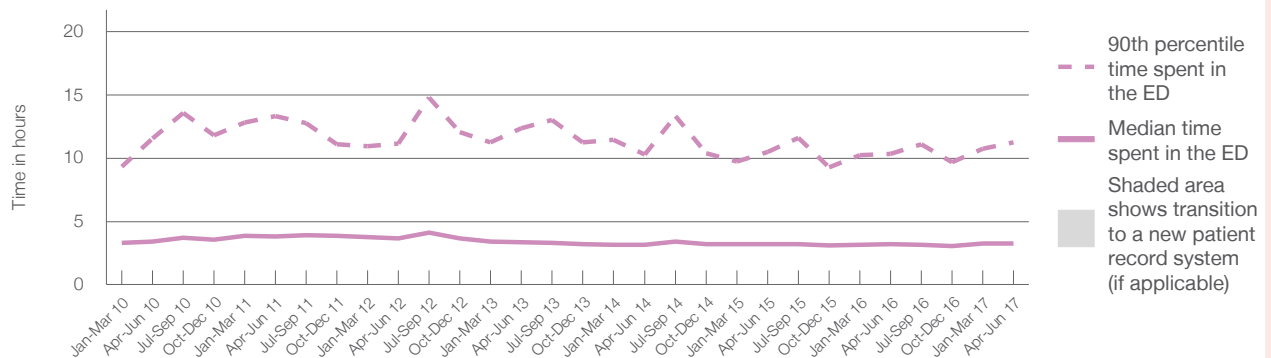
90th percentile time spent in the ED<sup>9</sup> 11 hours and 15 minutes

Same period last year	NSW (this period)
11,504	11,504
3 hours and 11 minutes	2 hours and 46 minutes
10 hours and 19 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 25m	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 32m	13h 18m	11h 10m	12h 21m	10h 17m	10h 30m	10h 19m	11h 15m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

April to June 2017

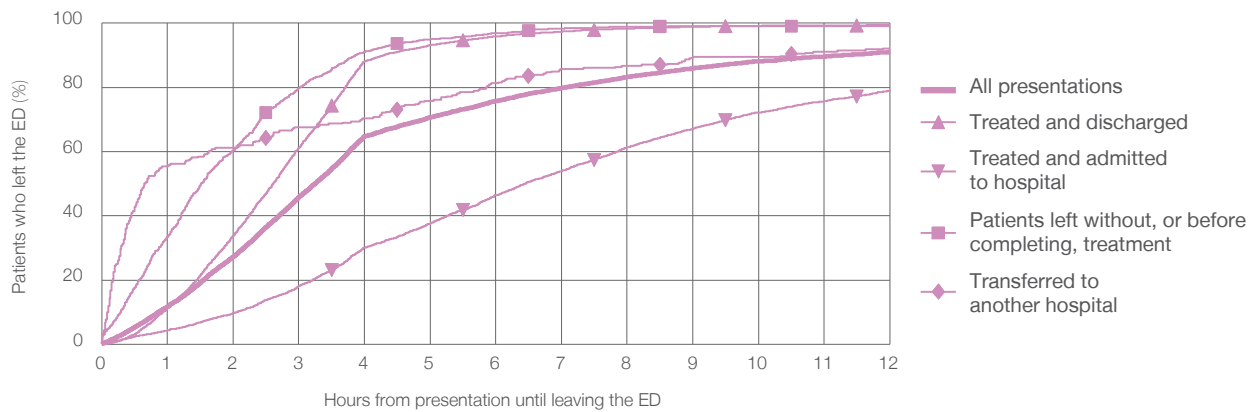
All presentations:<sup>1</sup> 11,219 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

Treated and discharged	5,420 (48.3%)
Treated and admitted to hospital	4,492 (40.0%)
Patient left without, or before completing, treatment	986 (8.8%)
Transferred to another hospital	294 (2.6%)
Other	27 (0.2%)

	Same period last year	Change since one year ago
	11,504	-2.5%
	5,423	-0.1%
	4,764	-5.7%
	918	7.4%
	317	-7.3%
	82	-67.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.4%	33.9%	61.2%	88.1%	95.9%	98.3%	99.2%	99.5%
Treated and admitted to hospital	4.4%	9.7%	18.1%	30.1%	46.5%	61.4%	72.2%	79.1%
Patient left without, or before completing, treatment	33.6%	60.4%	79.8%	91.1%	97.0%	98.9%	99.1%	99.1%
Transferred to another hospital	55.4%	61.2%	67.7%	70.4%	81.3%	86.7%	89.5%	92.2%
All presentations	11.8%	27.4%	45.8%	64.7%	75.8%	83.3%	88.1%	91.1%

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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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## St Vincent's Hospital, Darlinghurst: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 11,219 patients

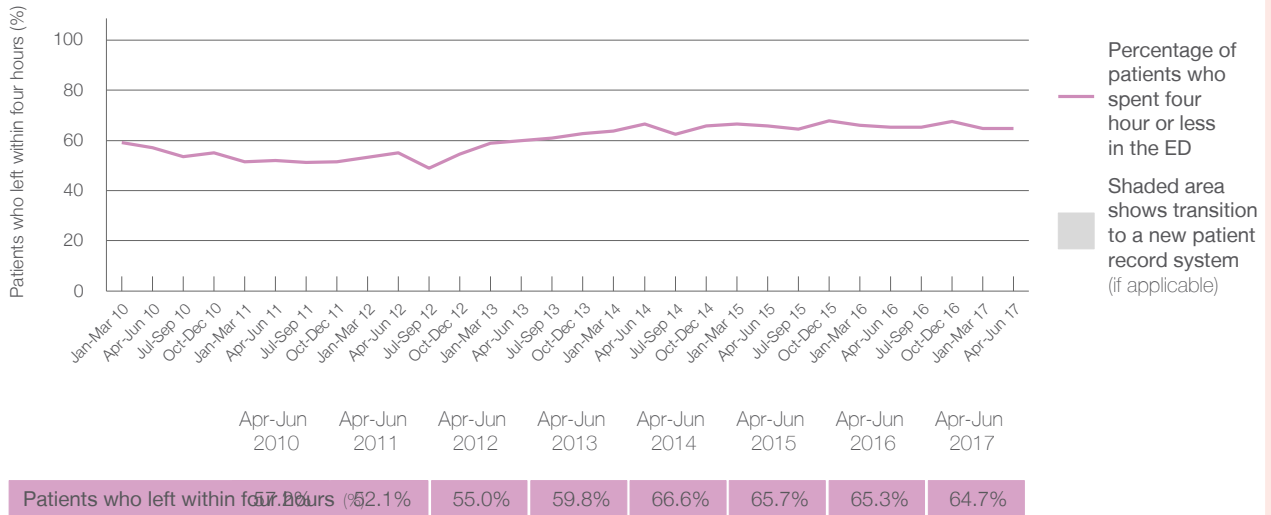
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	11,504	-2.5%
Presentations used to calculate time to leaving the ED	11,504	-2.5%
Percentage of patients who spent four hours or less in the ED	65.3%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Westmead Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 18,621 patients

Emergency presentations:<sup>2</sup> 18,429 patients

Same period last year	Change since one year ago
18,054	3.1%
17,693	4.2%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 6,171 patients

Median time to start treatment<sup>4</sup>  20 minutes  
 90th percentile time to start treatment<sup>5</sup>  110 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,527 patients

Median time to start treatment<sup>4</sup>  54 minutes  
 90th percentile time to start treatment<sup>5</sup>  174 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,040 patients

Median time to start treatment<sup>4</sup>  55 minutes  
 90th percentile time to start treatment<sup>5</sup>  153 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,168 patients

Median time to start treatment<sup>4</sup>  48 minutes  
 90th percentile time to start treatment<sup>5</sup>  134 minutes

Same period last year	NSW (this period)
5,379	
12 minutes	8 minutes
54 minutes	26 minutes
6,441	
34 minutes	20 minutes
125 minutes	67 minutes
4,022	
39 minutes	25 minutes
114 minutes	99 minutes
1,296	
29 minutes	23 minutes
110 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Percentage of patients who spent four hours or less in the ED  52.7%

Same period last year	Change since one year ago
18,054	3.1%
61.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

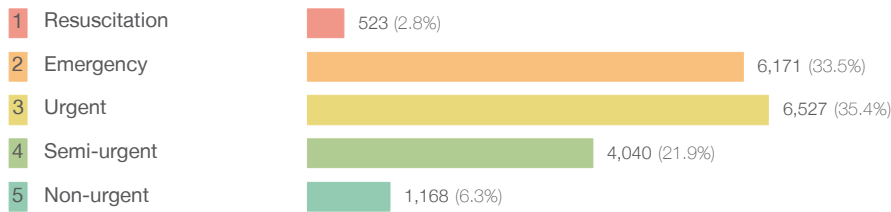
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Westmead Hospital: Patients presenting to the emergency department April to June 2017

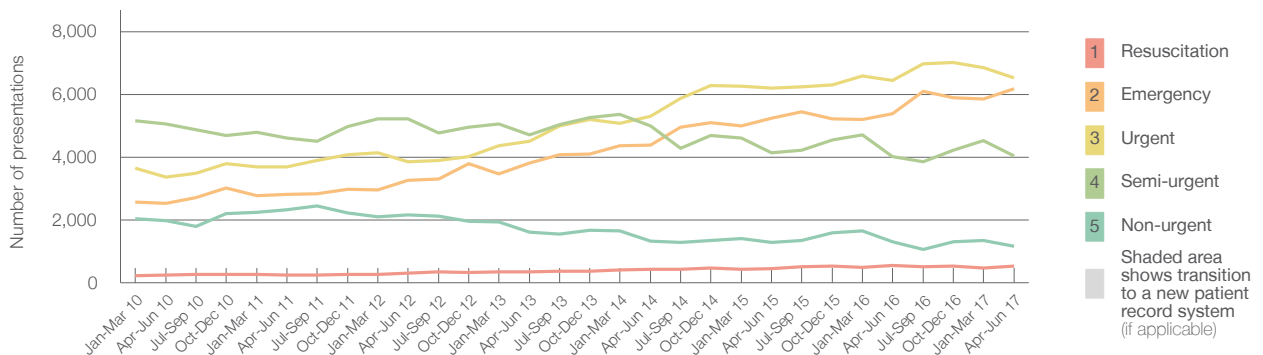
All presentations:<sup>1</sup> 18,621 patients

Emergency presentations<sup>2</sup> by triage category: 18,429 patients



	Same period last year	Change since one year ago
All presentations	18,054	3.1%
Emergency presentations	17,693	4.2%
1 Resuscitation	555	-5.8%
2 Emergency	5,379	14.7%
3 Urgent	6,441	1.3%
4 Semi-urgent	4,022	0.4%
5 Non-urgent	1,296	-9.9%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	240	240	305	335	434	436	555	523
Emergency	2,530	2,811	3,264	3,817	4,390	5,249	5,379	6,171
Urgent	3,371	3,686	3,857	4,502	5,299	6,199	6,441	6,527
Semi-urgent	5,054	4,605	5,216	4,719	4,986	4,142	4,022	4,040
Non-urgent	1,981	2,321	2,170	1,603	1,325	1,278	1,296	1,168
All emergency presentations	13,176	13,663	14,812	14,976	16,434	17,304	17,693	18,429

## Westmead Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,500 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,583	
ED Transfer of care time		
Median time	11 minutes	2 minutes
90th percentile time	24 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.

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

April to June 2017

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

Number of triage 2 patients: 6,171

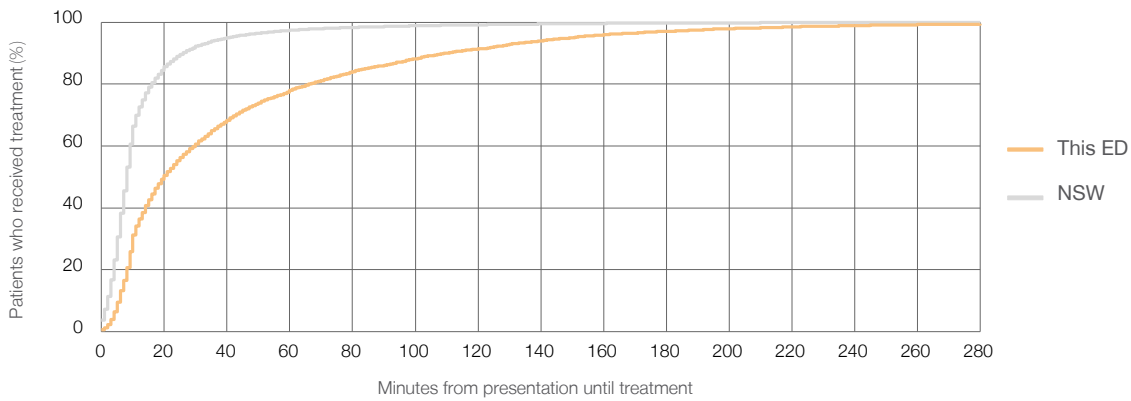
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 5,951

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

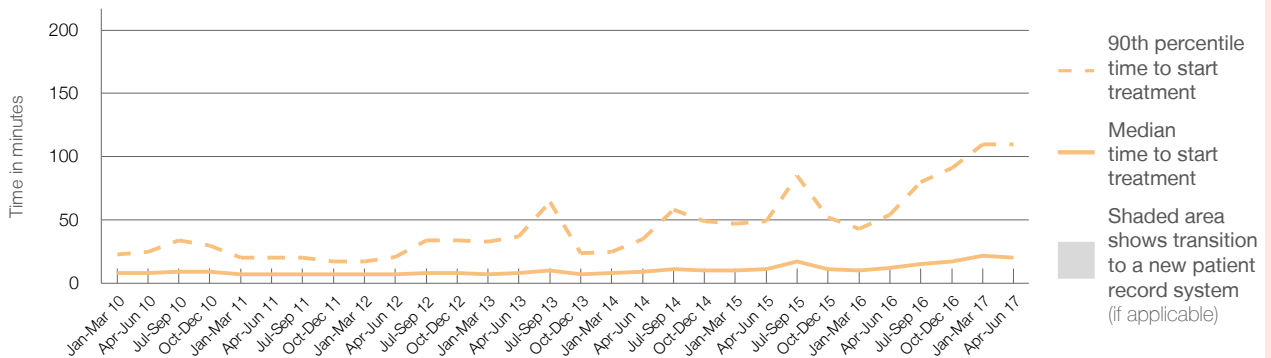
90th percentile time to start treatment<sup>5</sup> 110 minutes

Same period last year	NSW (this period)
5,379	
5,297	
12 minutes	8 minutes
54 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	8	9	11	12	20
90th percentile time to start treatment <sup>5</sup> (minutes)	25	20	21	37	35	49	54	110

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

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

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

April to June 2017

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

Number of triage 3 patients: 6,527

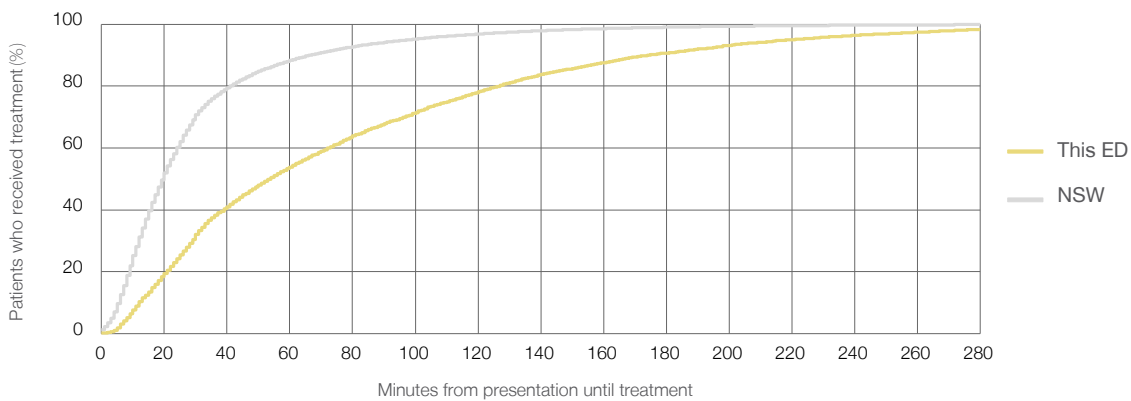
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,893

Median time to start treatment<sup>4</sup> 54 minutes

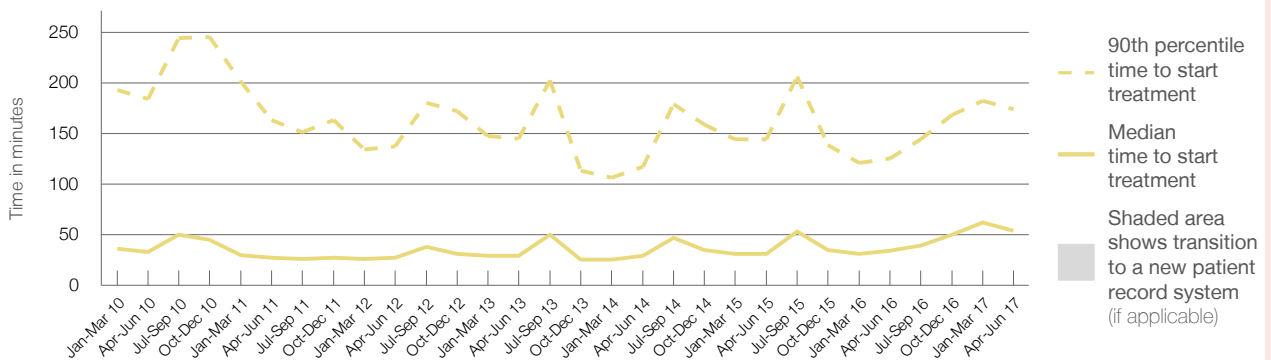
90th percentile time to start treatment<sup>5</sup> 174 minutes

Same period last year	NSW (this period)
6,441	
5,967	
34 minutes	20 minutes
125 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	33	27	27	29	29	31	34	54
90th percentile time to start treatment <sup>5</sup> (minutes)	184	163	137	145	117	144	125	174

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

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



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

April to June 2017

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

Number of triage 4 patients: 4,040

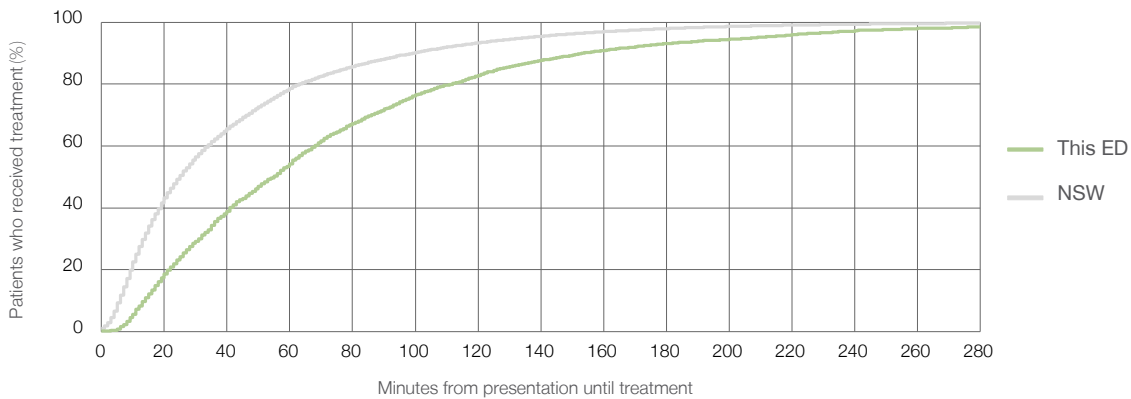
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,587

Median time to start treatment<sup>4</sup> 55 minutes

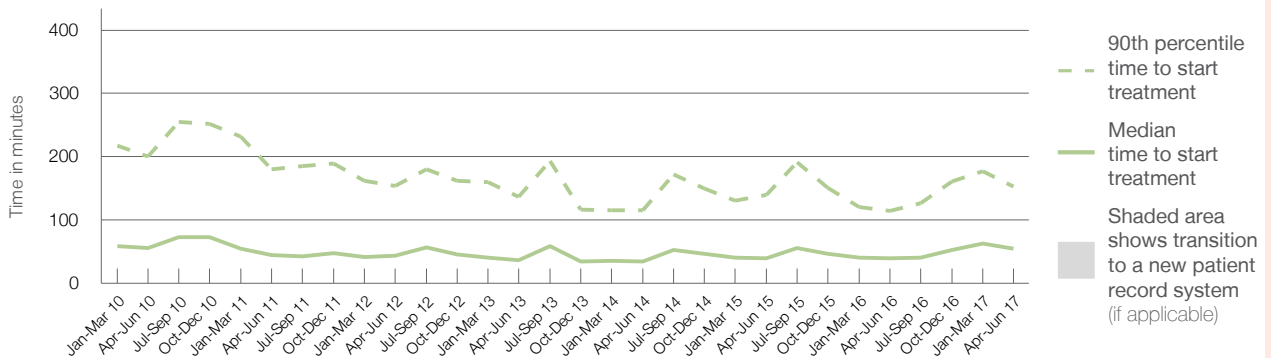
90th percentile time to start treatment<sup>5</sup> 153 minutes

Same period last year	NSW (this period)
4,022	3,616
39 minutes	25 minutes
114 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	56	45	44	36	34	39	39	55
90th percentile time to start treatment <sup>5</sup> (minutes)	200	180	154	137	115	140	114	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.

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

April to June 2017

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

Number of triage 5 patients: 1,168

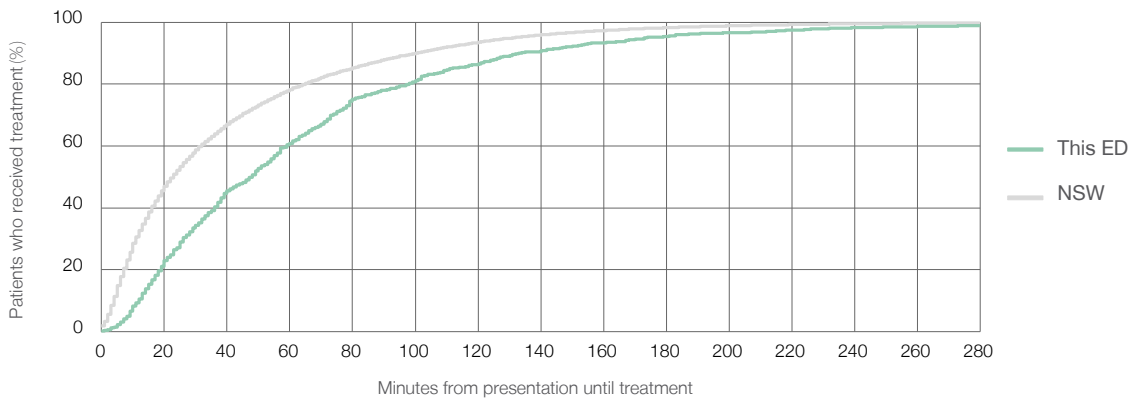
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,000

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

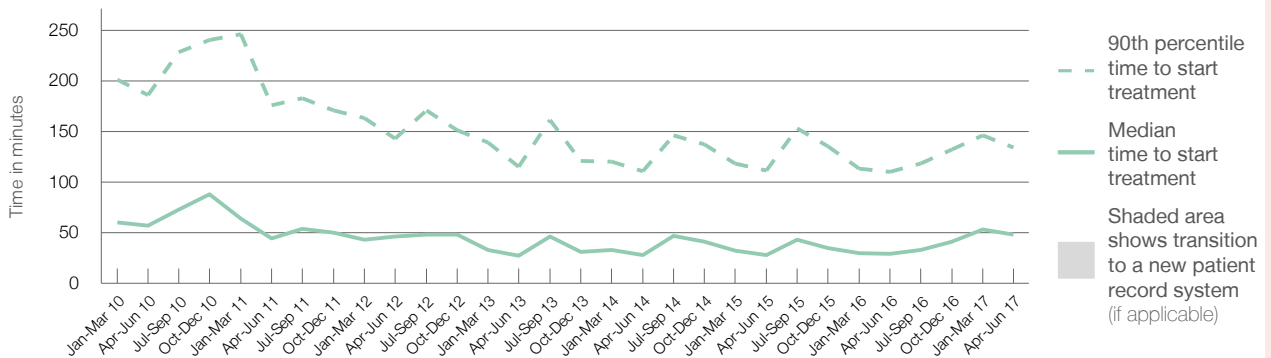
90th percentile time to start treatment<sup>5</sup> 134 minutes

Same period last year	NSW (this period)
1,296	1,119
29 minutes	23 minutes
110 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	57	44	46	28	28	28	29	48
90th percentile time to start treatment <sup>5</sup> (minutes)	186	176	143	115	111	111	110	134

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

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

## Westmead Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 18,621 patients

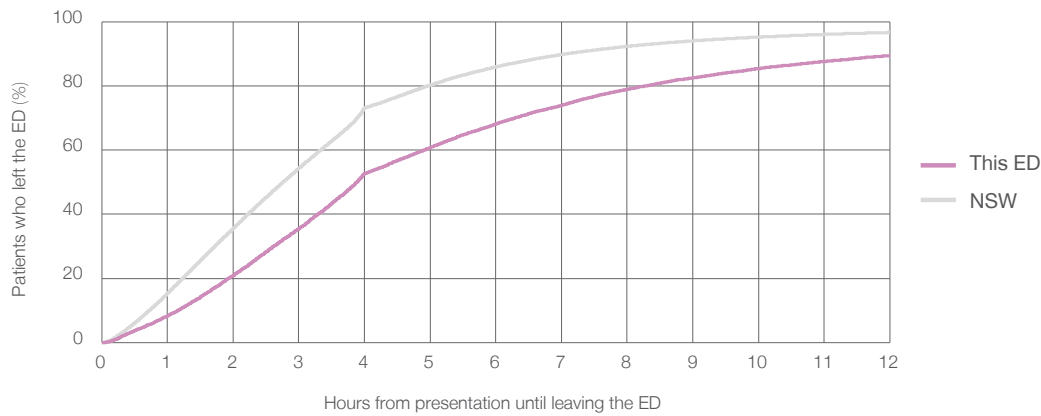
Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Median time spent in the ED<sup>8</sup> 3 hours and 53 minutes

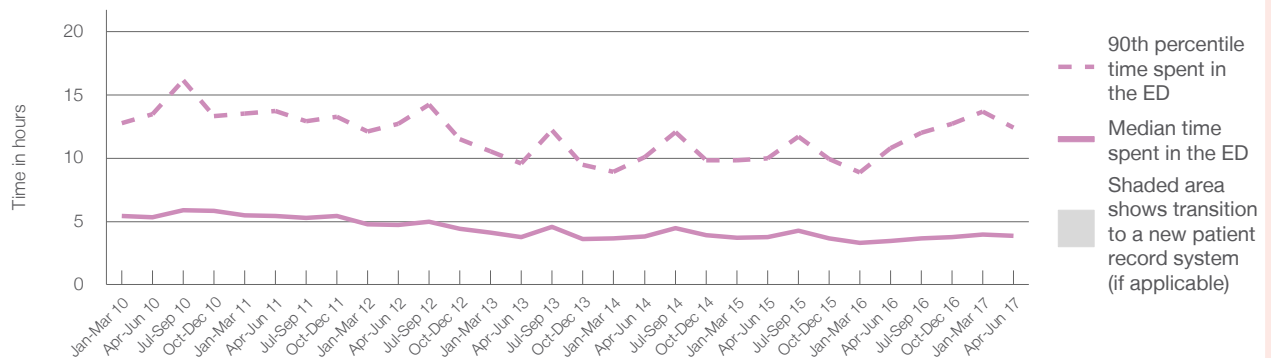
90th percentile time spent in the ED<sup>9</sup> 12 hours and 26 minutes

Same period last year	NSW (this period)
18,054	18,054
3 hours and 28 minutes	2 hours and 46 minutes
10 hours and 48 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 21m	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m	3h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	13h 27m	13h 43m	12h 43m	9h 36m	10h 5m	9h 59m	10h 48m	12h 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.

**Westmead Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

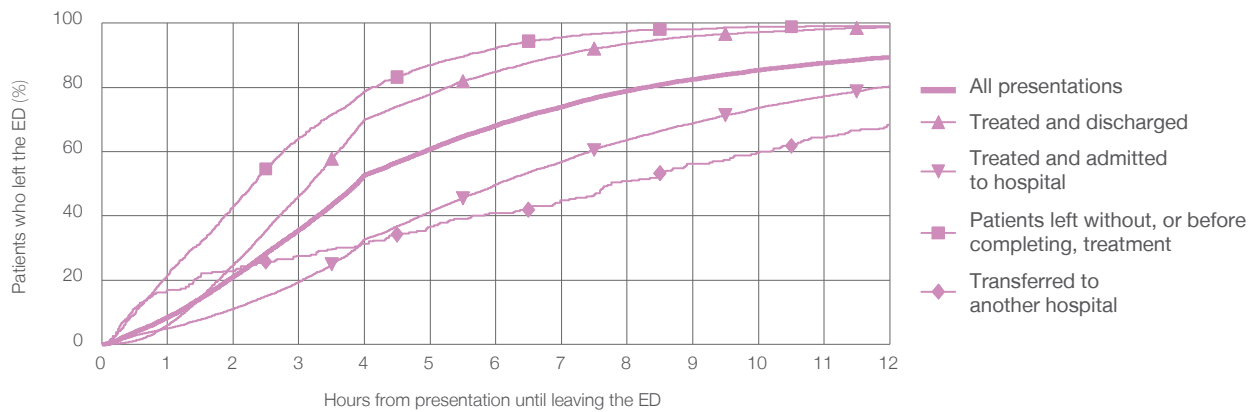
All presentations:<sup>1</sup> 18,621 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Treated and discharged	7,221 (38.8%)
Treated and admitted to hospital	9,036 (48.5%)
Patient left without, or before completing, treatment	1,604 (8.6%)
Transferred to another hospital	272 (1.5%)
Other	488 (2.6%)

Same period last year	Change since one year ago
18,054	3.1%
7,195	0.4%
9,250	-2.3%
988	62.3%
206	32.0%
415	17.6%

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



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

Treated and discharged	6.1%	24.7%	46.2%	70.0%	84.8%	93.7%	97.2%	98.7%
Treated and admitted to hospital	5.0%	11.0%	19.5%	32.6%	49.8%	63.7%	73.7%	80.3%
Patient left without, or before completing, treatment	21.5%	43.0%	64.3%	78.8%	92.2%	97.5%	98.8%	99.2%
Transferred to another hospital	16.9%	22.8%	27.6%	31.3%	40.8%	50.7%	59.6%	68.4%
All presentations	8.4%	21.0%	35.6%	52.7%	68.1%	78.9%	85.4%	89.4%

(†) 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.

**Westmead Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

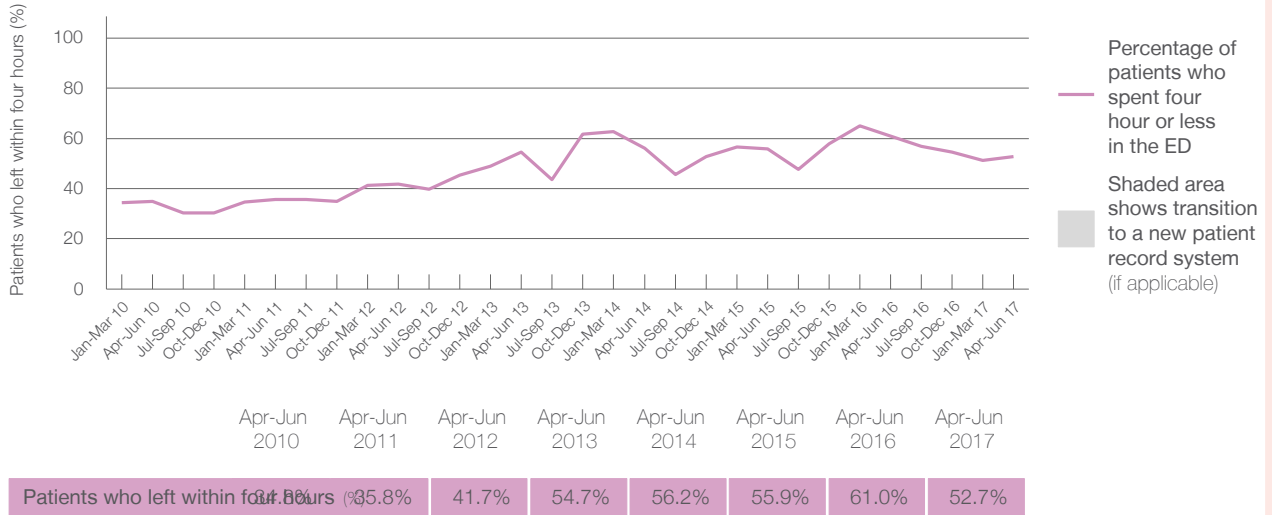
All presentations at the emergency department:<sup>1</sup> 18,621 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 18,614 patients

Percentage of patients who spent four hours or less in the ED 52.7%

Same period last year	Change since one year ago
18,054	3.1%
18,054	3.1%
61.0%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

## Wollongong Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 15,918 patients

Emergency presentations:<sup>2</sup> 15,656 patients

Same period last year	Change since one year ago
15,163	5.0%
14,822	5.6%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,157 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,673 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,002 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 674 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
1,859	
9 minutes	8 minutes
25 minutes	26 minutes
6,321	
25 minutes	20 minutes
75 minutes	67 minutes
6,079	
30 minutes	25 minutes
103 minutes	99 minutes
443	
32 minutes	23 minutes
111 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Percentage of patients who spent four hours or less in the ED 65.6%

Same period last year	Change since one year ago
15,155	5.0%
63.0%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

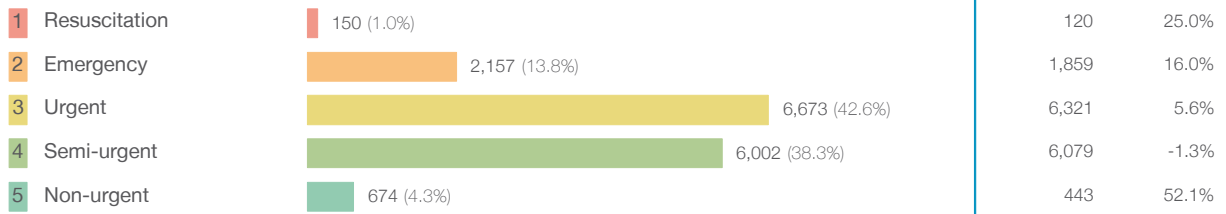
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Wollongong Hospital: Patients presenting to the emergency department

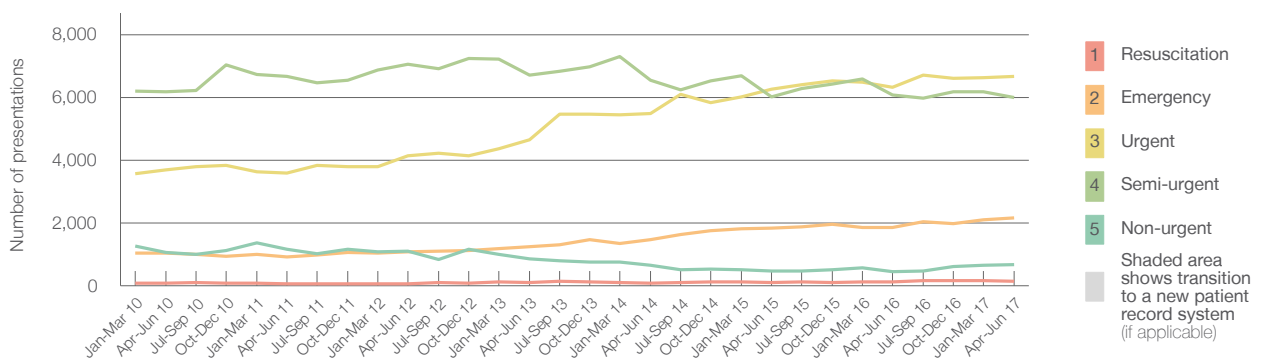
April to June 2017

All presentations:<sup>1</sup> 15,918 patients

Emergency presentations<sup>2</sup> by triage category: 15,656 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	73	65	65	89	87	101	120	150
Emergency	1,042	915	1,075	1,243	1,469	1,824	1,859	2,157
Urgent	3,691	3,589	4,147	4,653	5,480	6,270	6,321	6,673
Semi-urgent	6,180	6,678	7,052	6,718	6,540	6,008	6,079	6,002
Non-urgent	1,062	1,168	1,099	863	651	459	443	674
All emergency presentations	12,048	12,415	13,438	13,566	14,227	14,662	14,822	15,656

## Wollongong Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,371 patients

ED Transfer of care time



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

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

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

April to June 2017

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

Number of triage 2 patients: 2,157

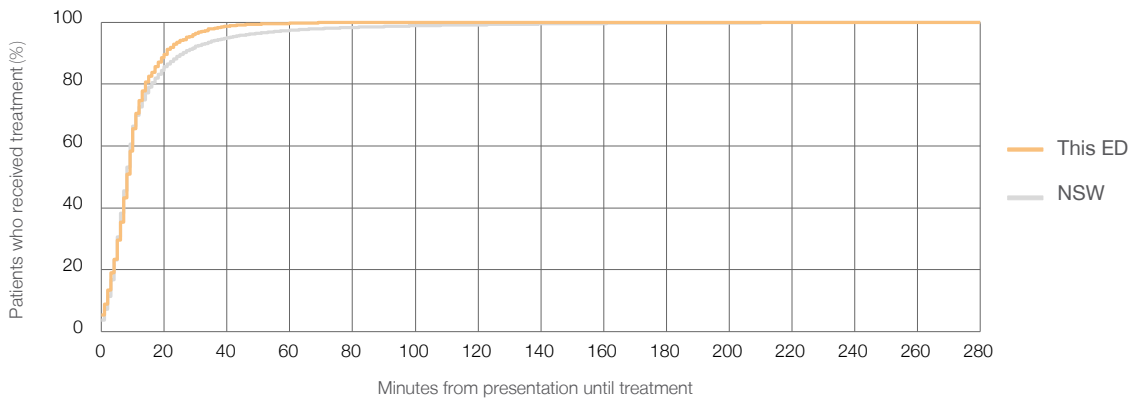
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,156

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

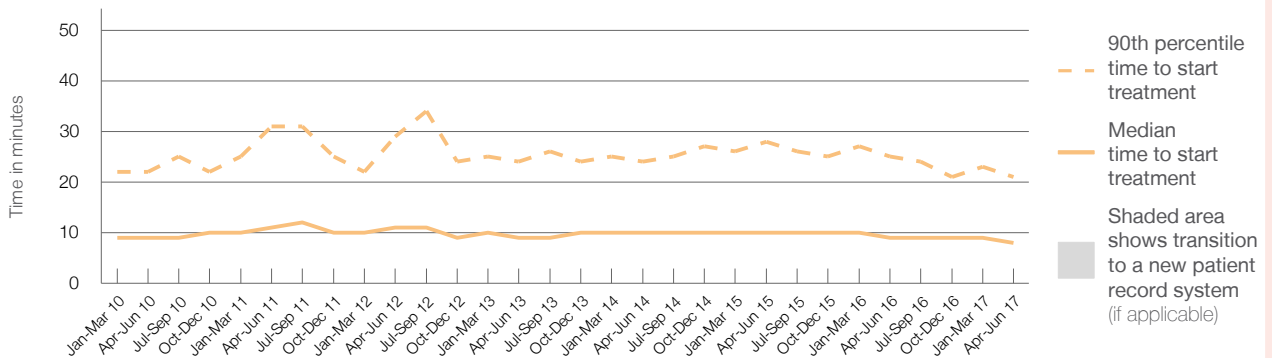
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
1,859	
1,852	
9 minutes	8 minutes
25 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	11	11	9	10	10	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	31	29	24	24	28	25	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.



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

April to June 2017

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

Number of triage 3 patients: 6,673

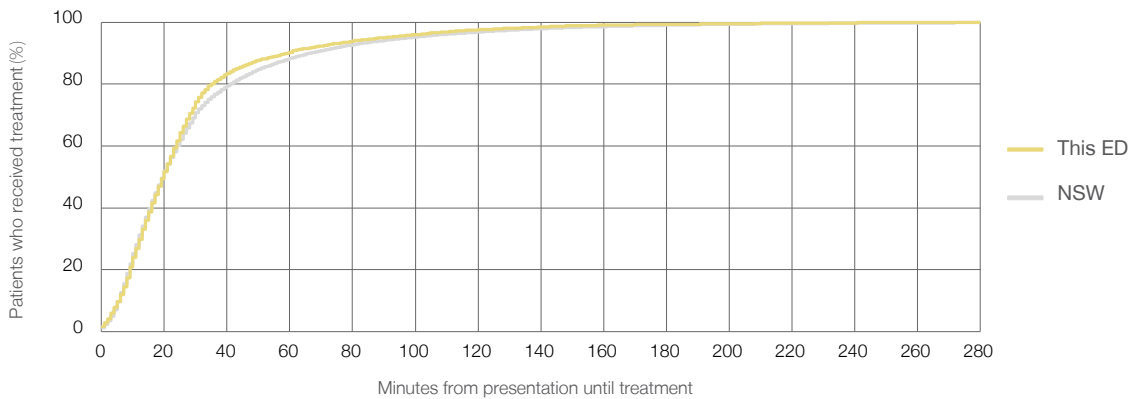
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,583

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

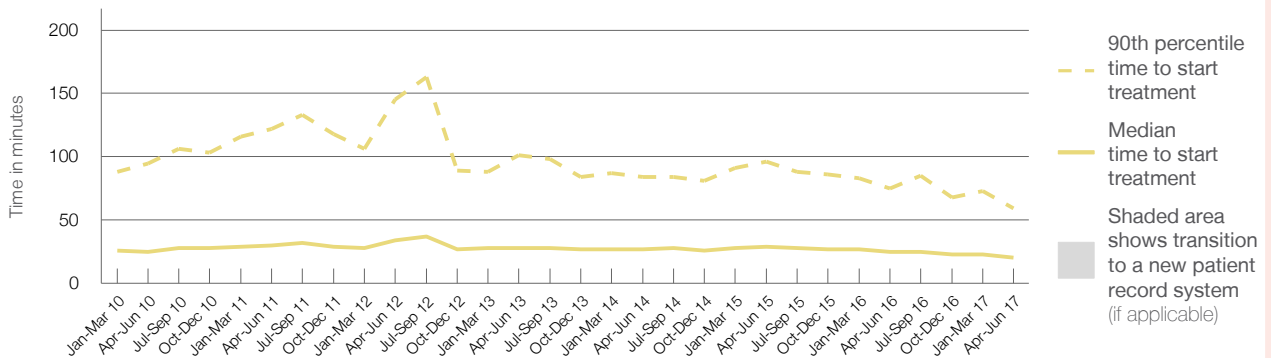
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
6,321	6,225
25 minutes	20 minutes
75 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	25	30	34	28	27	29	25	20
90th percentile time to start treatment <sup>5</sup> (minutes)	95	122	145	101	84	96	75	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.

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

April to June 2017

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

Number of triage 4 patients: 6,002

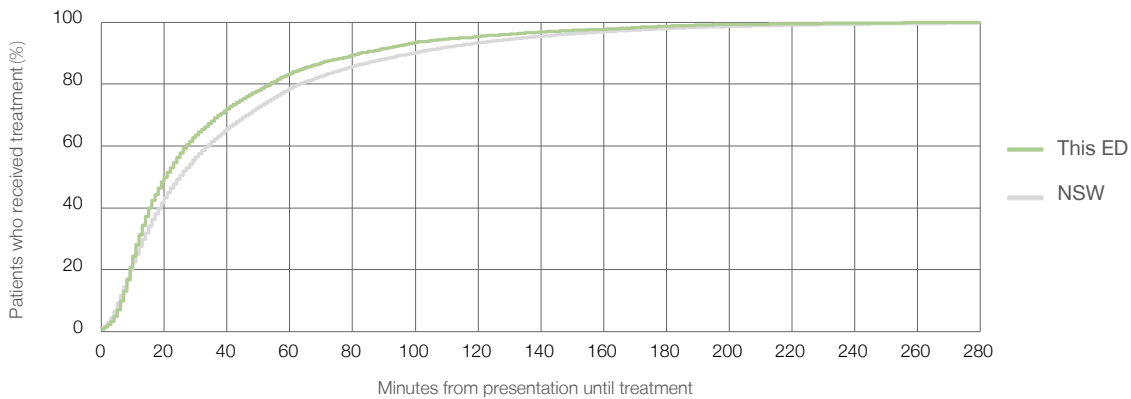
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,787

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

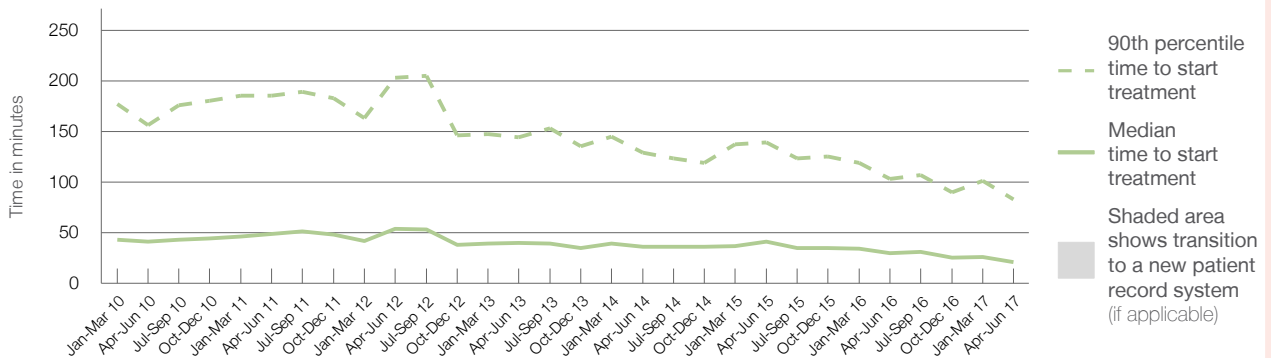
90th percentile time to start treatment<sup>5</sup> 83 minutes

Same period last year	NSW (this period)
6,079	5,788
30 minutes	25 minutes
103 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	41	49	54	40	36	41	30	21
90th percentile time to start treatment <sup>5</sup> (minutes)	156	185	203	144	129	139	103	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.

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

April to June 2017

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

Number of triage 5 patients: 674

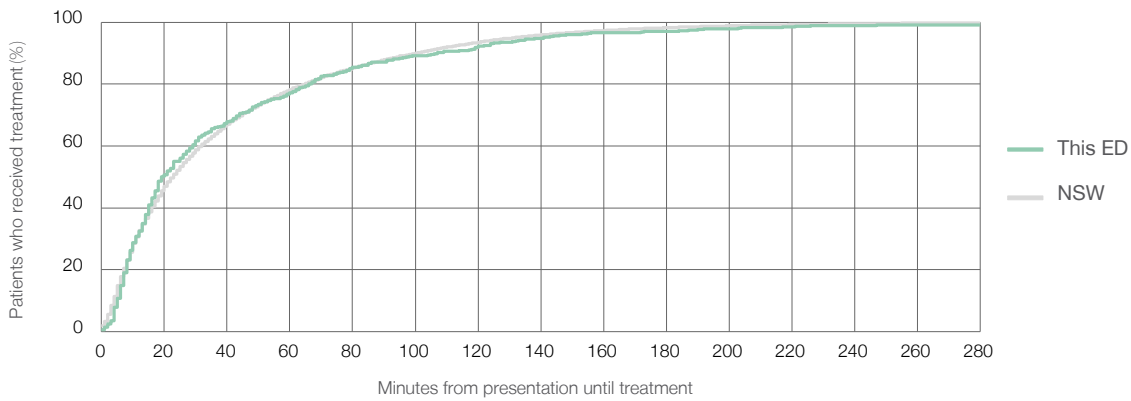
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 577

Median time to start treatment<sup>4</sup> 19 minutes

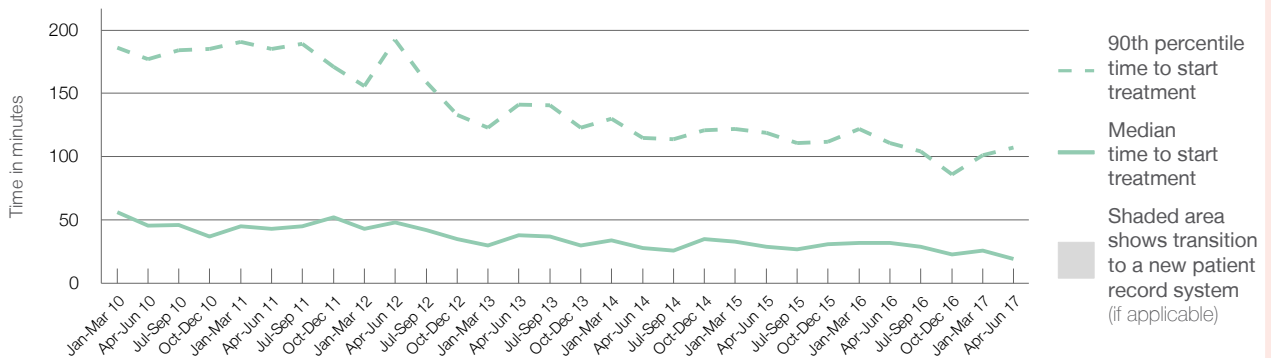
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
443	
368	
32 minutes	23 minutes
111 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	46	43	48	38	28	29	32	19
90th percentile time to start treatment <sup>5</sup> (minutes)	177	185	192	141	115	119	111	107

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

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

## Wollongong Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 15,918 patients

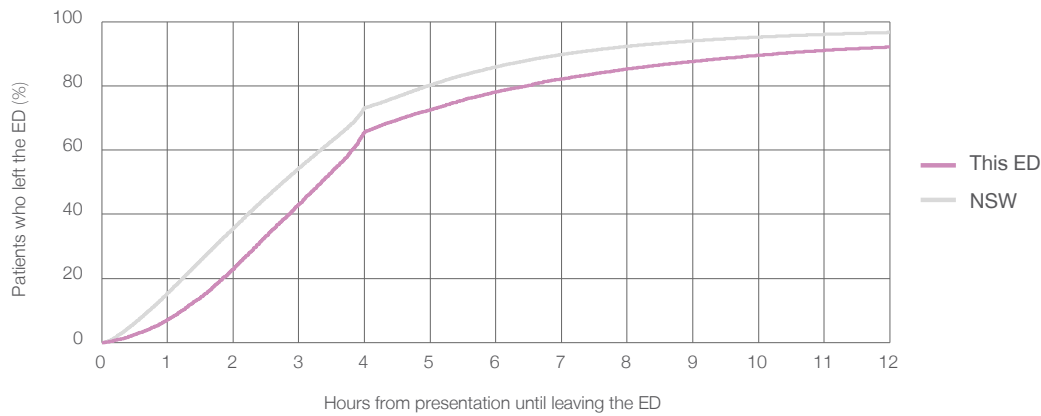
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Median time spent in the ED<sup>8</sup> 3 hours and 21 minutes

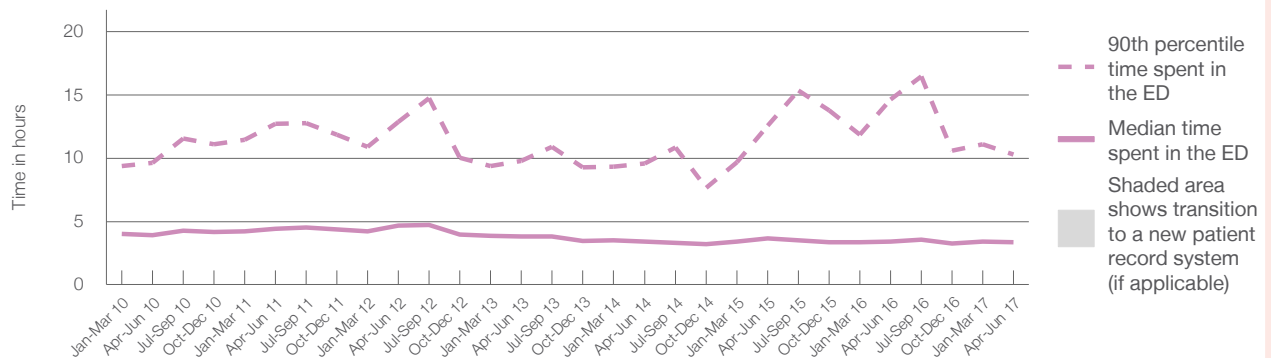
90th percentile time spent in the ED<sup>9</sup> 10 hours and 17 minutes

Same period last year	NSW (this period)
15,163	
15,155	
3 hours and 25 minutes	2 hours and 46 minutes
14 hours and 37 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 55m	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m	3h 21m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 38m	12h 44m	12h 52m	9h 48m	9h 36m	12h 33m	14h 37m	10h 17m

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

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

## Wollongong Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

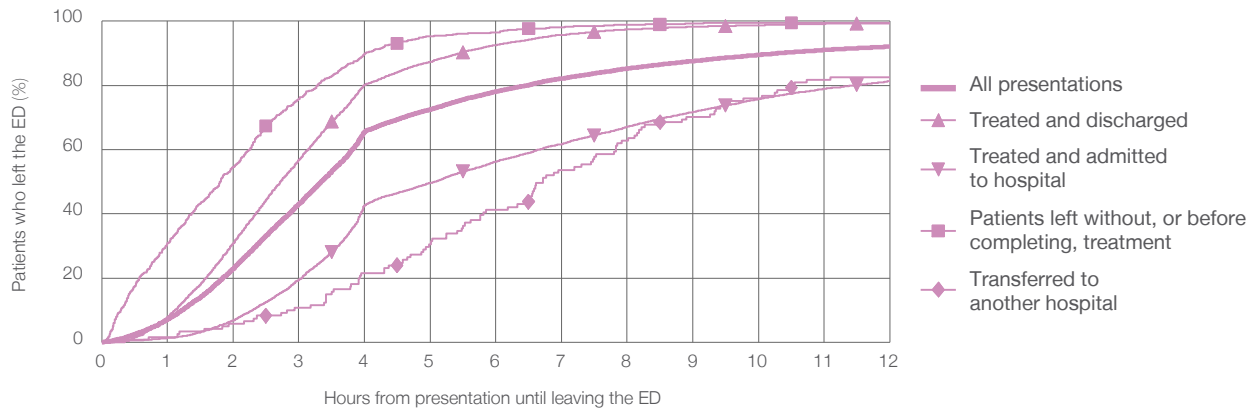
All presentations:<sup>1</sup> 15,918 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

Treated and discharged	8,437 (53.0%)
Treated and admitted to hospital	6,309 (39.6%)
Patient left without, or before completing, treatment	940 (5.9%)
Transferred to another hospital	121 (0.8%)
Other	111 (0.7%)

Same period last year	Change since one year ago
15,155	5.0%
8,345	1.1%
5,667	11.3%
905	3.9%
143	-15.4%
103	7.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.9%	30.9%	56.9%	80.1%	92.6%	97.5%	98.8%	99.4%
Treated and admitted to hospital	1.3%	6.8%	19.5%	42.8%	56.3%	67.1%	75.8%	81.4%
Patient left without, or before completing, treatment	31.0%	54.6%	75.9%	89.9%	96.6%	98.9%	99.5%	99.6%
Transferred to another hospital	1.7%	5.8%	10.7%	21.5%	41.3%	62.8%	76.0%	82.6%
All presentations	7.1%	23.0%	43.1%	65.6%	78.1%	85.3%	89.6%	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.

## Wollongong Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2017

All presentations at the emergency department:<sup>1</sup> 15,918 patients

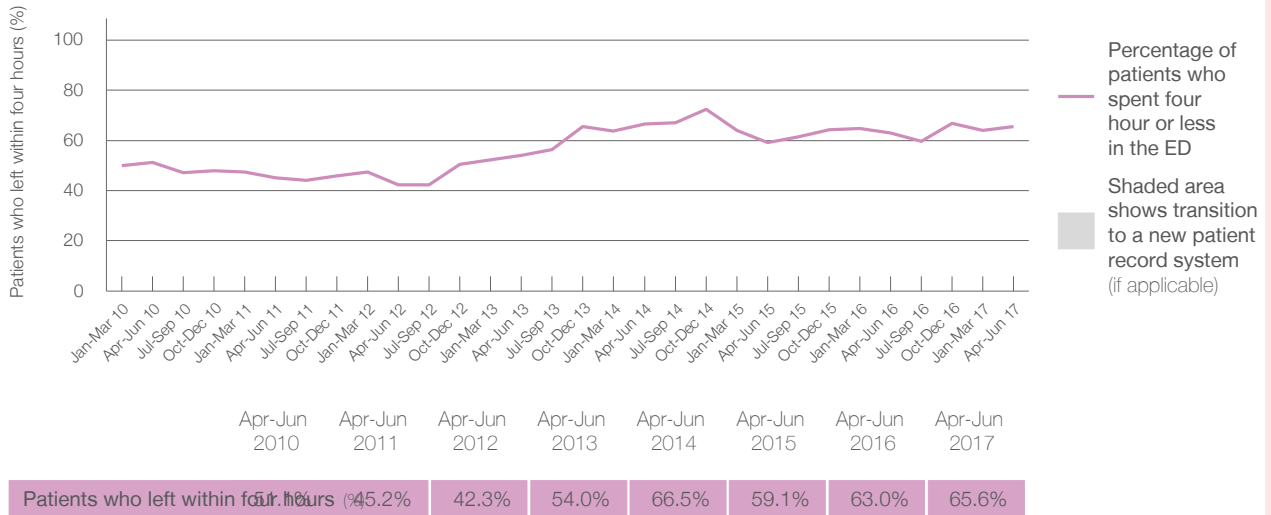
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,917 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	15,163	5.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	15,155	5.0%
Percentage of patients who spent four hours or less in the ED	63.0%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	45.2%
Apr-Jun 2011	42.3%
Apr-Jun 2012	54.0%
Apr-Jun 2013	66.5%
Apr-Jun 2014	59.1%
Apr-Jun 2015	63.0%
Apr-Jun 2016	65.6%
Apr-Jun 2017	65.6%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).