



Healthcare Quarterly

Performance Profiles

Emergency Department

South Eastern Sydney Local Health District

July to September 2017

Prince of Wales Hospital: Emergency department (ED) overview July to September 2017

All presentations:¹ 14,498 patients

Emergency presentations:² 13,842 patients

Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%

Prince of Wales Hospital: Time patients waited to start treatment³ July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,246 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,483 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,514 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 94 minutes

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

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	9 minutes
24 minutes	29 minutes
7,000	
20 minutes	23 minutes
65 minutes	83 minutes
4,286	
18 minutes	30 minutes
83 minutes	121 minutes
394	
24 minutes	26 minutes
136 minutes	118 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,491 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
13,917	4.1%
65.0%	

* 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.

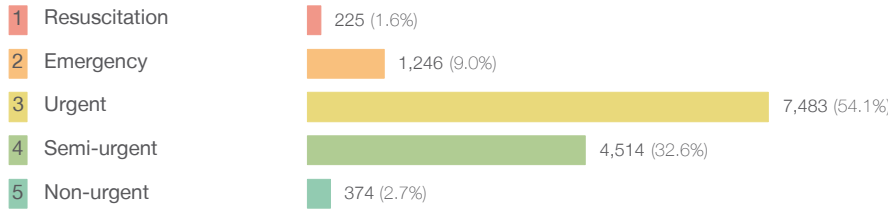
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Prince of Wales Hospital: Patients presenting to the emergency department July to September 2017

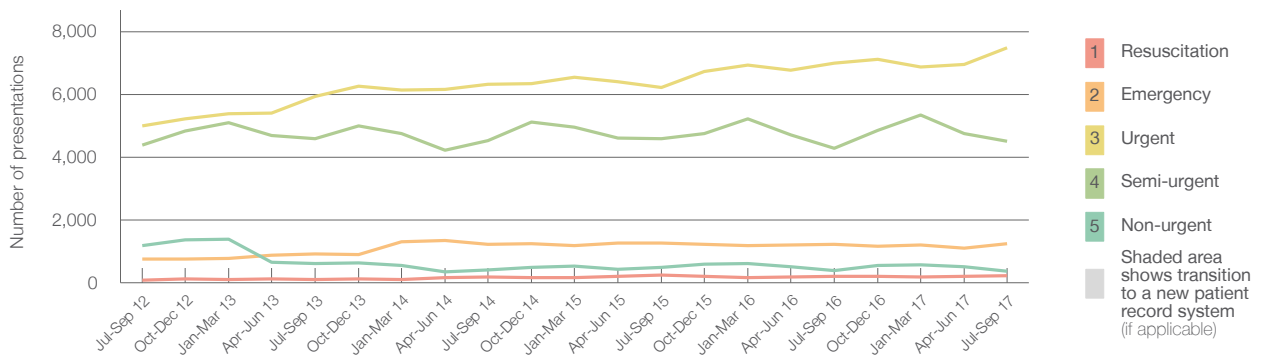
All presentations:¹ 14,498 patients

Emergency presentations² by triage category: 13,842 patients



Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%
206	9.2%
1,222	2.0%
7,000	6.9%
4,286	5.3%
394	-5.1%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	91	182	233	206	225
Emergency	756	923	1,225	1,258	1,222	1,246
Urgent	5,001	5,927	6,329	6,220	7,000	7,483
Semi-urgent	4,389	4,593	4,525	4,593	4,286	4,514
Non-urgent	1,172	611	402	477	394	374
All emergency presentations	11,402	12,145	12,663	12,781	13,108	13,842

Prince of Wales Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,604 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,521	
10 minutes	2 minutes
27 minutes	24 minutes

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,246

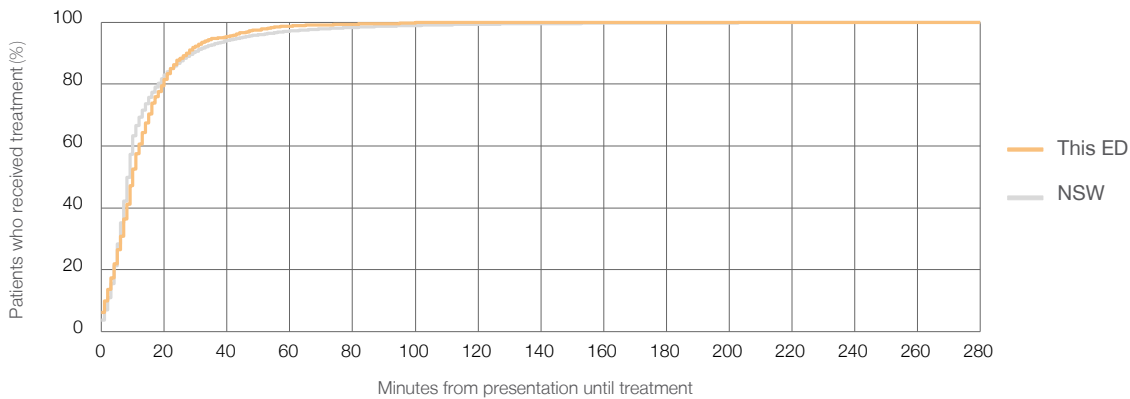
Number of triage 2 patients used to calculate waiting time:³ 1,216

Median time to start treatment⁴ 10 minutes

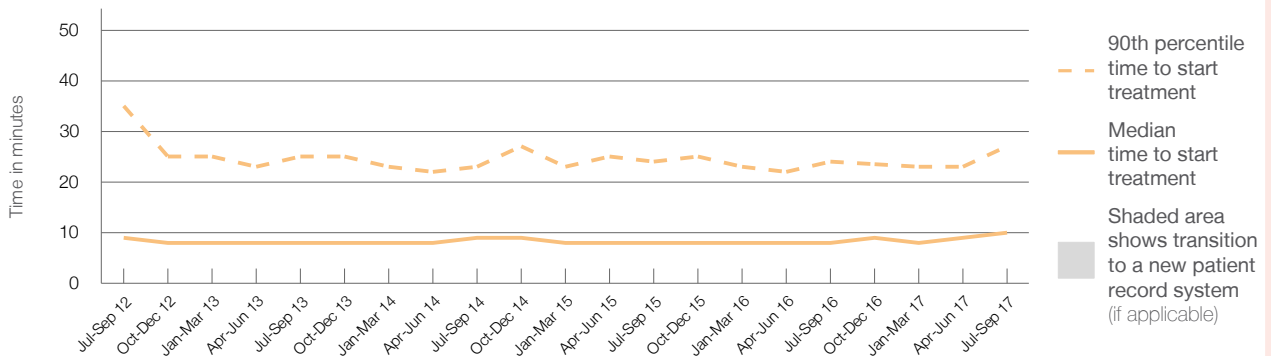
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,222	
1,208	
8 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	9	8	8	10
90th percentile time to start treatment ⁵ (minutes)	35	25	23	24	24	27

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

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 7,483

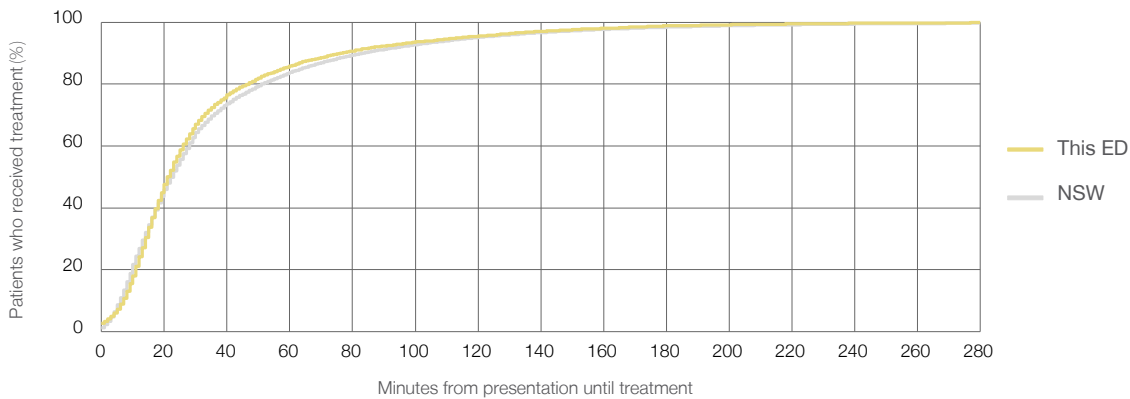
Number of triage 3 patients used to calculate waiting time:³ 7,351

Median time to start treatment⁴ 21 minutes

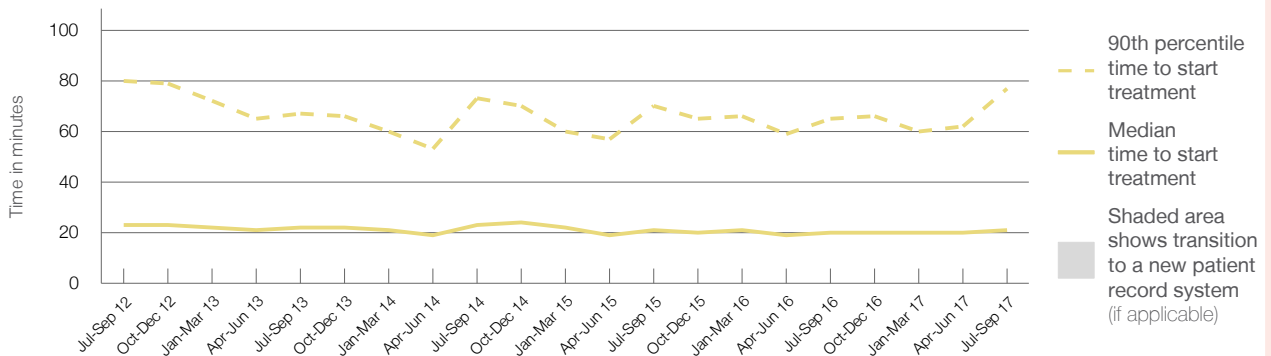
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
7,000	
6,898	
20 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	22	23	21	20	21
90th percentile time to start treatment ⁵ (minutes)	80	67	73	70	65	77

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

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,514

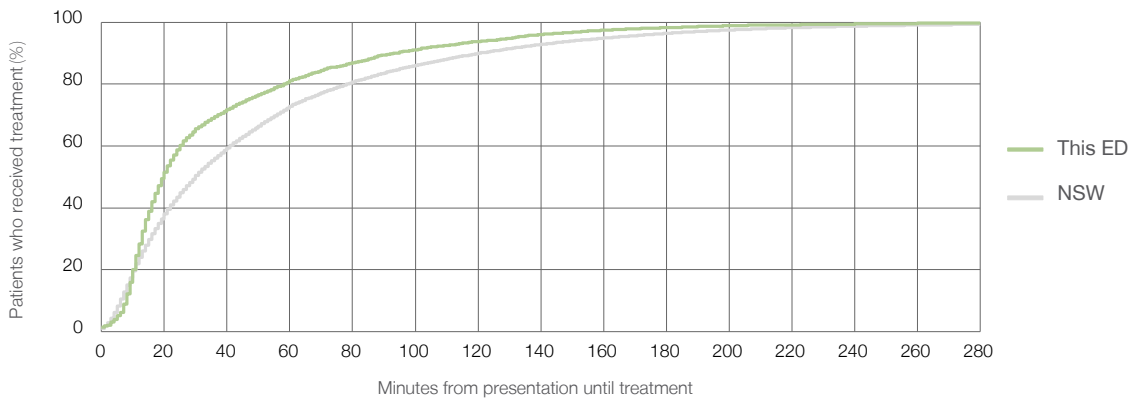
Number of triage 4 patients used to calculate waiting time:³ 4,349

Median time to start treatment⁴ 20 minutes

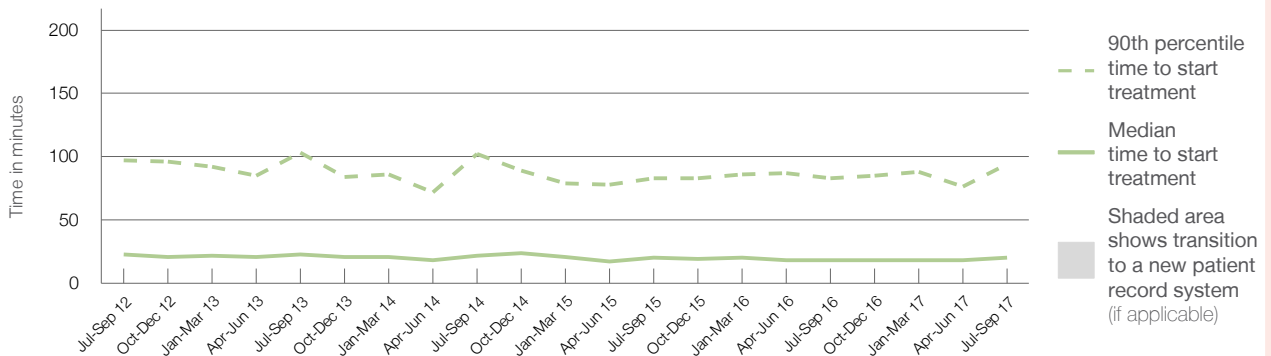
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
4,286	
4,157	
18 minutes	30 minutes
83 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	22	20	18	20
90th percentile time to start treatment ⁵ (minutes)	97	103	102	83	83	94

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

July to September 2017

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

Number of triage 5 patients: 374

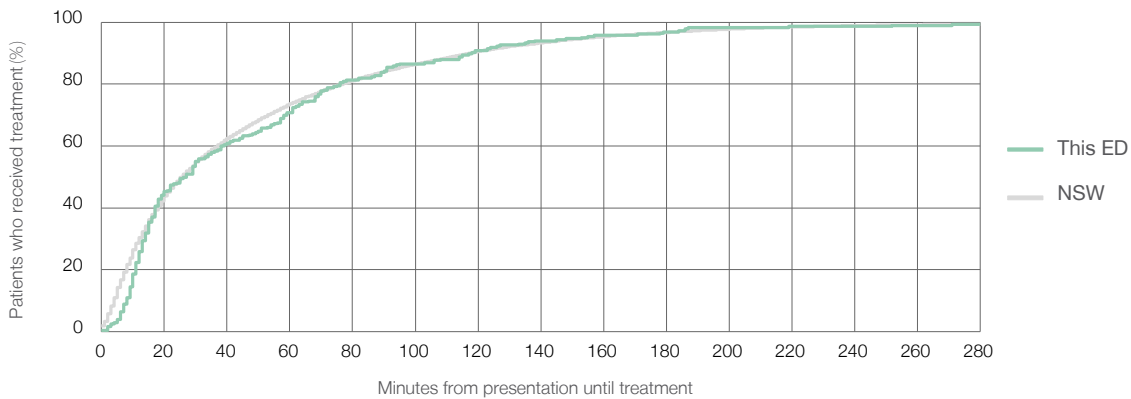
Number of triage 5 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 27 minutes

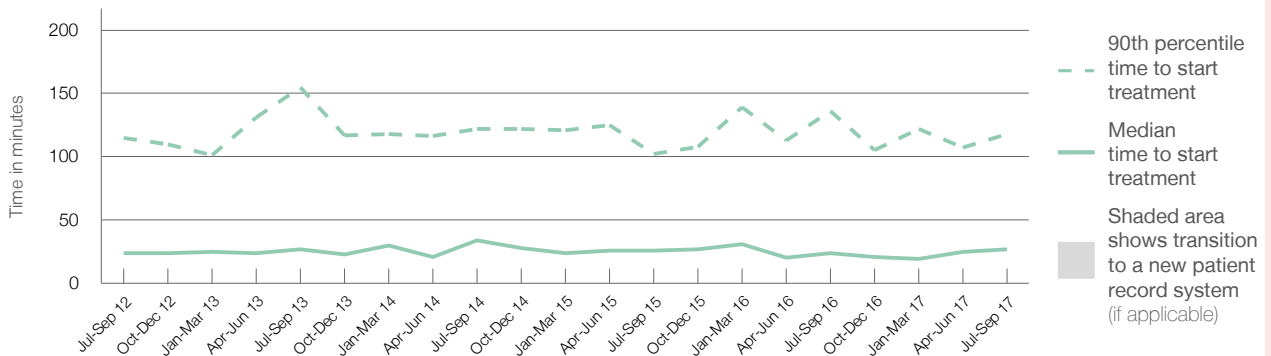
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
394	330
24 minutes	26 minutes
136 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	27	34	26	24	27
90th percentile time to start treatment ⁵ (minutes)	115	155	122	102	136	118

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Prince of Wales Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 14,498 patients

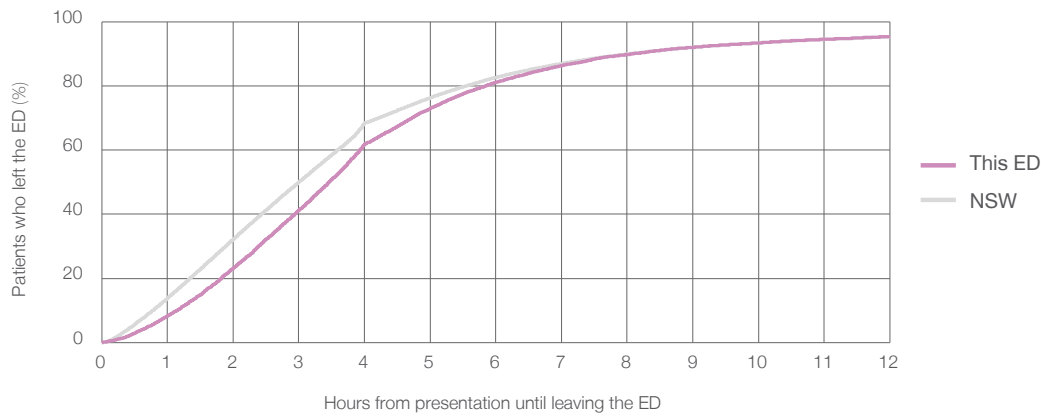
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

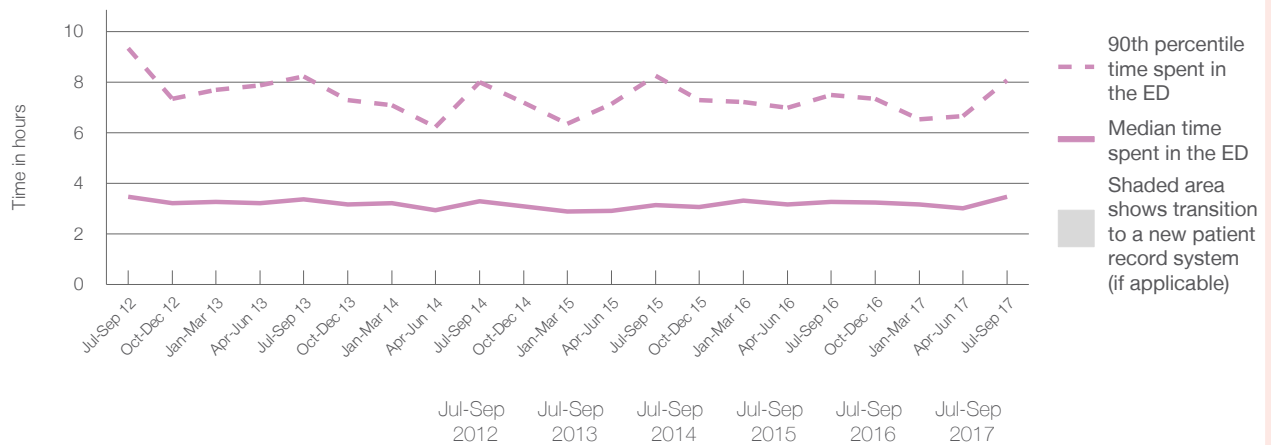
90th percentile time spent in the ED⁹ 8 hours and 5 minutes

Same period last year	NSW (this period)
13,920	
13,917	
3 hours and 16 minutes	3 hours and 0 minutes
7 hours and 29 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 5m

(†) 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
July to September 2017

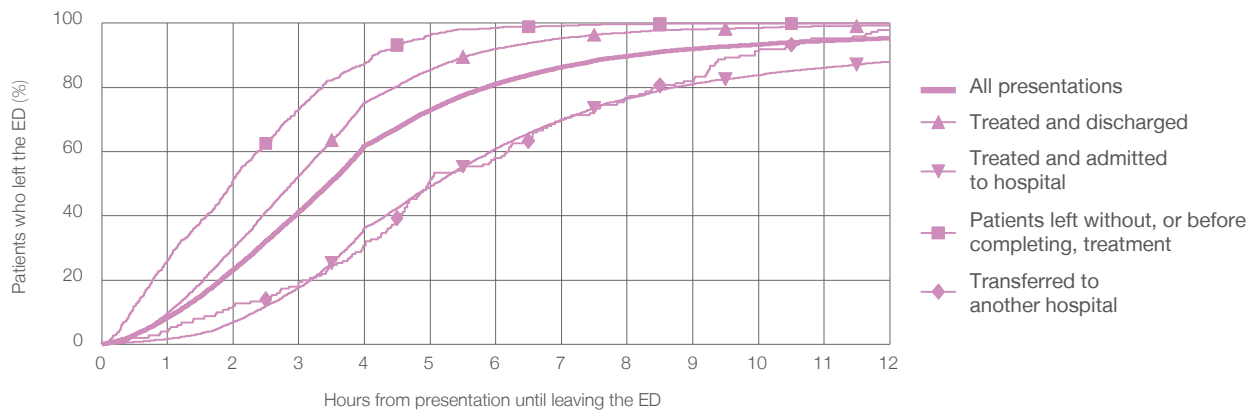
All presentations:¹ 14,498 patients

Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

Treated and discharged	8,396 (57.9%)
Treated and admitted to hospital	5,119 (35.3%)
Patient left without, or before completing, treatment	709 (4.9%)
Transferred to another hospital	150 (1.0%)
Other	124 (0.9%)

Same period last year	Change since one year ago
13,917	4.1%
7,961	5.5%
5,106	0.3%
550	28.9%
235	-36.2%
68	82.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	9.8%	30.1%	52.5%	75.2%	92.0%	97.1%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.9%	17.7%	36.2%	61.1%	76.5%	83.8%	88.0%
Patient left without, or before completing, treatment	26.1%	51.5%	73.2%	87.4%	98.6%	99.7%	99.9%	99.9%
Transferred to another hospital	4.0%	12.0%	19.3%	30.7%	58.0%	76.7%	91.3%	98.0%
All presentations	8.4%	23.3%	41.3%	61.8%	81.1%	89.7%	93.3%	95.3%

(†) 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.

Prince of Wales Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 14,498 patients

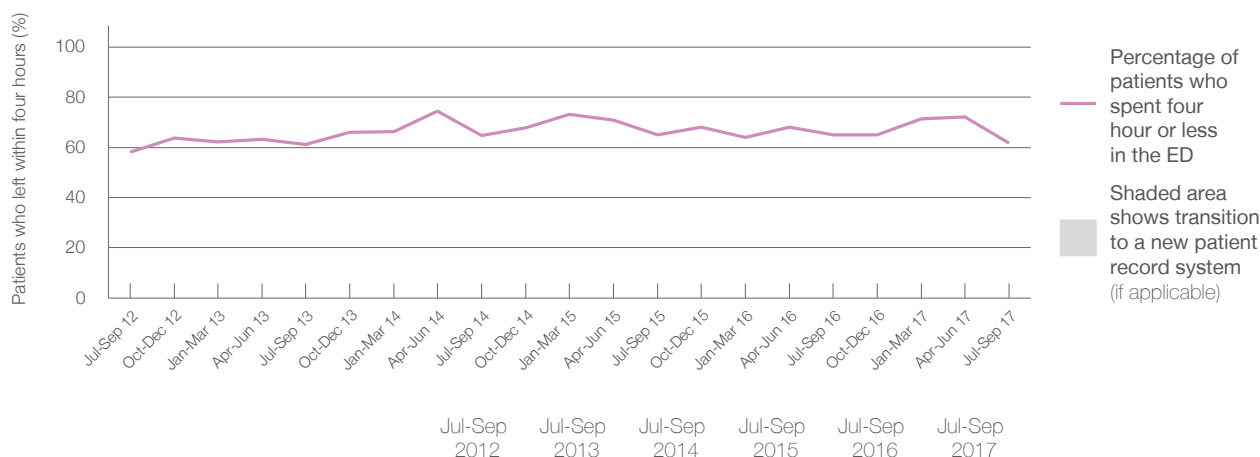
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

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



Same period last year	Change since one year ago
13,920	4.2%
13,917	4.1%
65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017^{†‡}



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	58.0%	61.3%	64.8%	65.1%	65.0%	61.8%

* 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

St George Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 21,178 patients

Emergency presentations:² 21,041 patients

Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%

St George Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,328 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,251 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,105 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 106 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,178 patients

Median time to start treatment⁴ 43 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,565	
10 minutes	9 minutes
27 minutes	29 minutes
8,632	
27 minutes	23 minutes
70 minutes	83 minutes
6,640	
35 minutes	30 minutes
85 minutes	121 minutes
946	
37 minutes	26 minutes
100 minutes	118 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 21,173 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,062	11.1%
60.6%	

* 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.

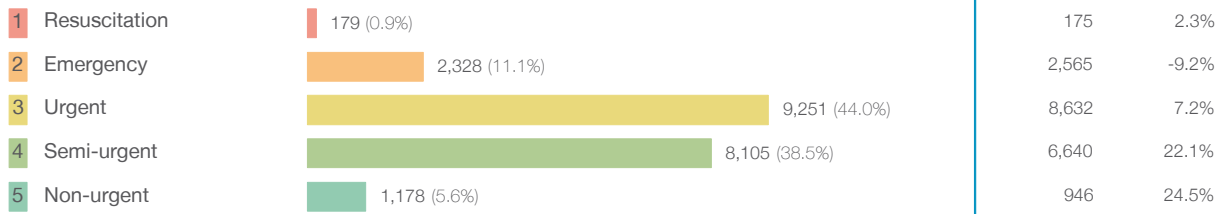
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

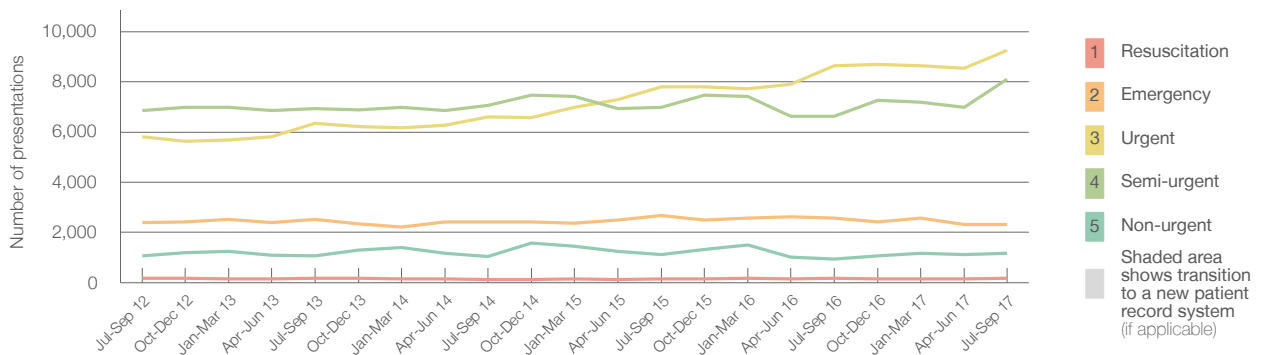
St George Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 21,178 patients

Emergency presentations² by triage category: 21,041 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	164	168	133	150	175	179
Emergency	2,395	2,529	2,417	2,662	2,565	2,328
Urgent	5,805	6,356	6,611	7,792	8,632	9,251
Semi-urgent	6,853	6,932	7,062	6,990	6,640	8,105
Non-urgent	1,060	1,064	1,053	1,116	946	1,178
All emergency presentations	16,277	17,049	17,276	18,710	18,958	21,041

St George Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,533 patients

ED Transfer of care time



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St George Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 2,328

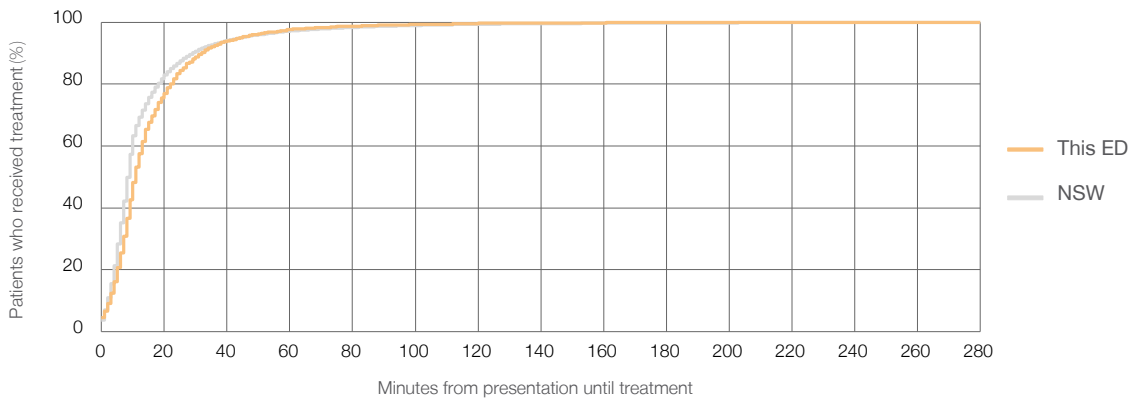
Number of triage 2 patients used to calculate waiting time:³ 2,321

Median time to start treatment⁴ ■ 11 minutes

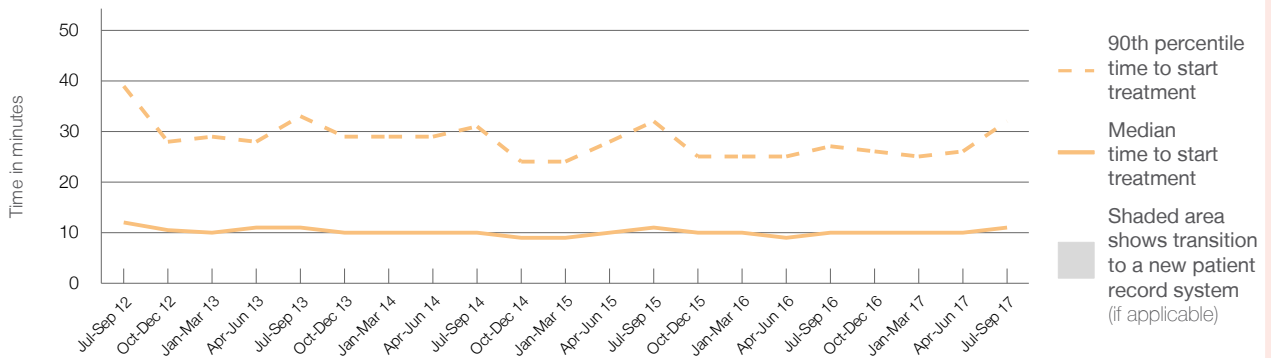
90th percentile time to start treatment⁵ ■ 32 minutes

Same period last year	NSW (this period)
2,565	
2,562	
10 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	12	11	10	11	10	11
90th percentile time to start treatment ⁵ (minutes)	39	33	31	32	27	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.

St George Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 9,251

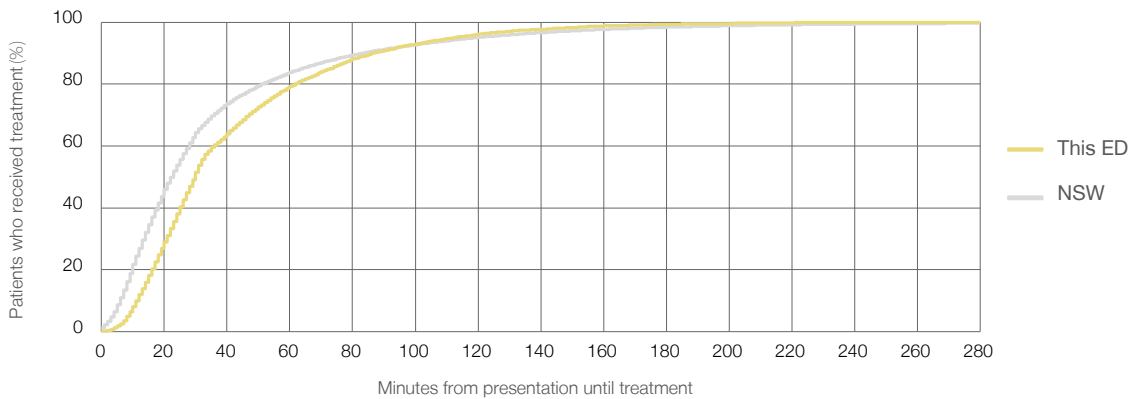
Number of triage 3 patients used to calculate waiting time:³ 9,049

Median time to start treatment⁴ 30 minutes

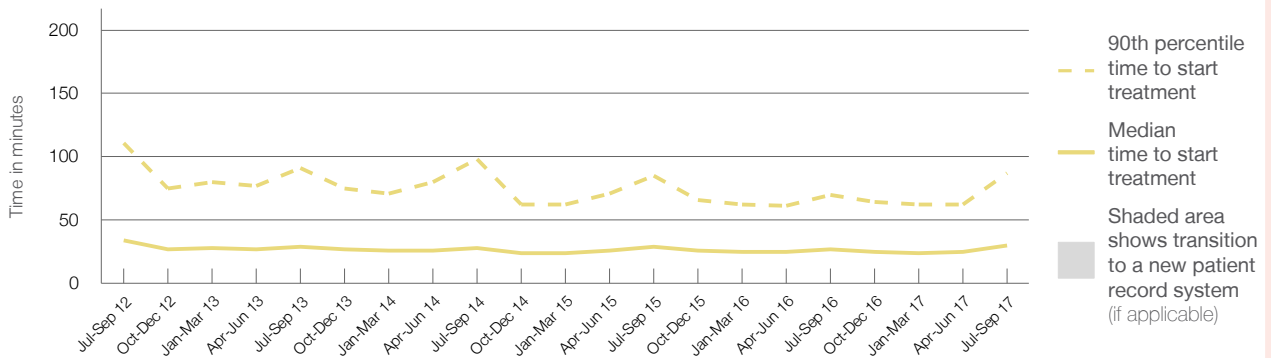
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
8,632	8,531
27 minutes	23 minutes
70 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	29	28	29	27	30
90th percentile time to start treatment ⁵ (minutes)	111	91	98	85	70	87

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

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

St George Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,105

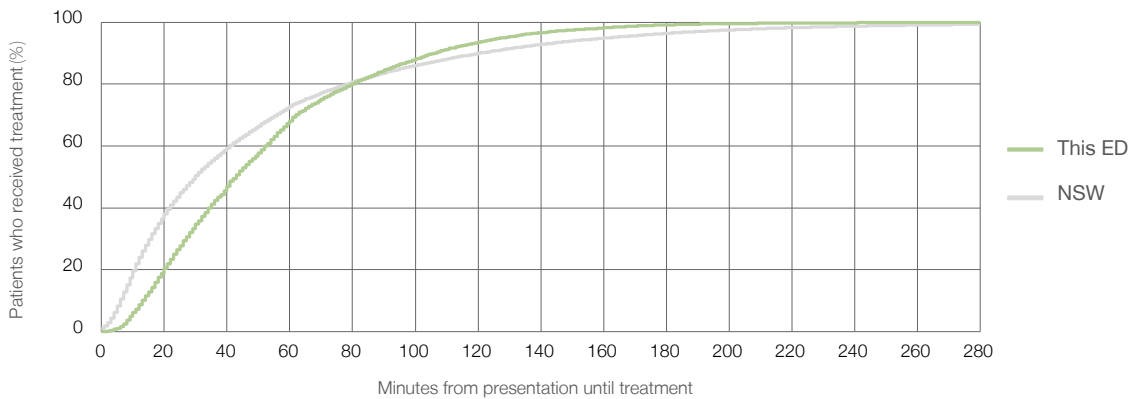
Number of triage 4 patients used to calculate waiting time:³ 7,765

Median time to start treatment⁴ 43 minutes

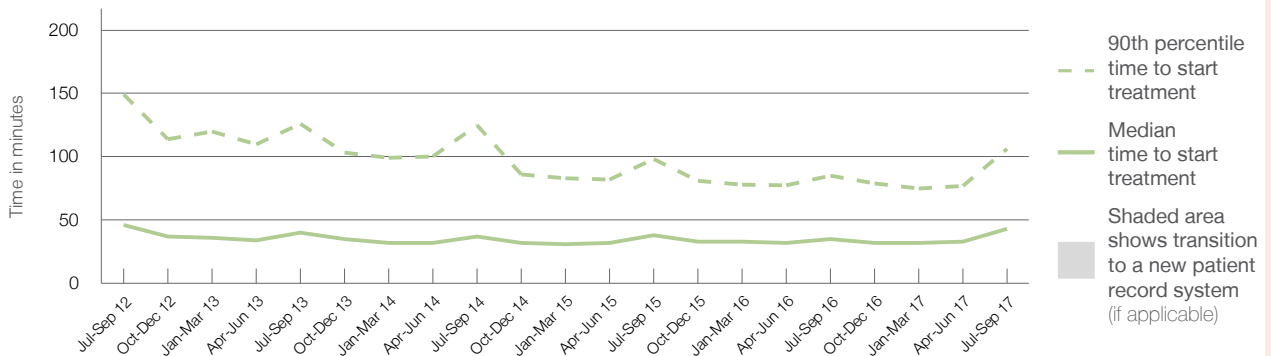
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
6,640	
6,469	
35 minutes	30 minutes
85 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	40	37	38	35	43
90th percentile time to start treatment ⁵ (minutes)	149	126	125	98	85	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.

St George Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,178

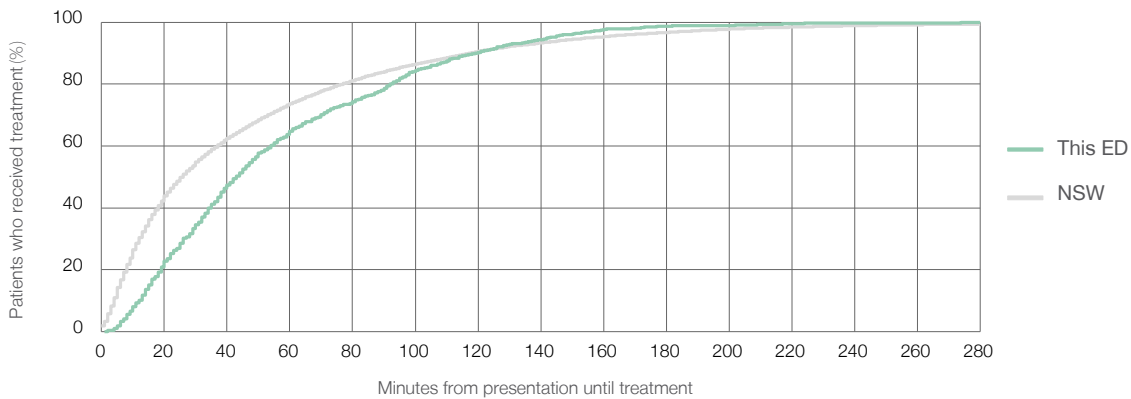
Number of triage 5 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 43 minutes

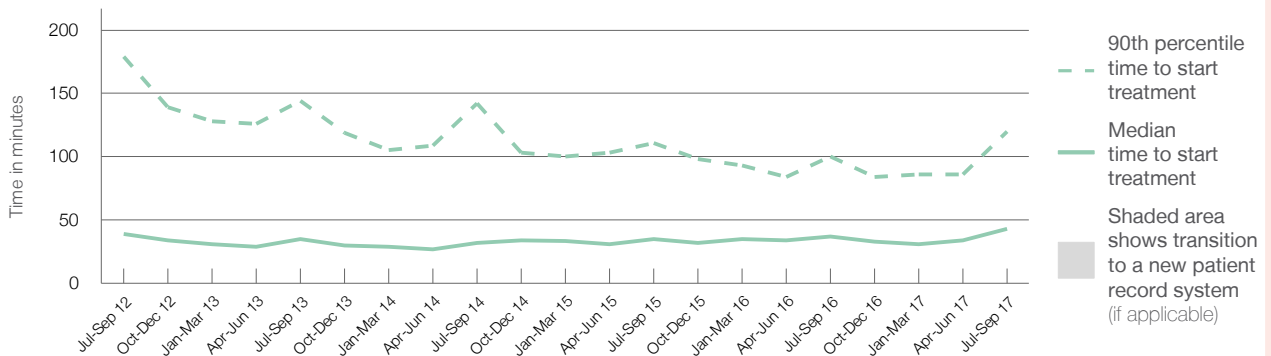
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
946	878
37 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	35	32	35	37	43
90th percentile time to start treatment ⁵ (minutes)	179	144	142	111	100	120

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

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

St George Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 21,178 patients

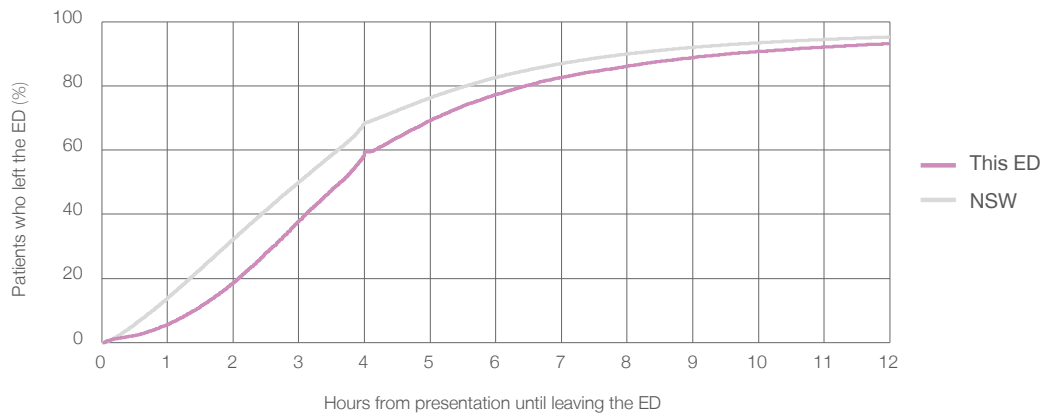
Presentations used to calculate time to leaving the ED:⁶ 21,173 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

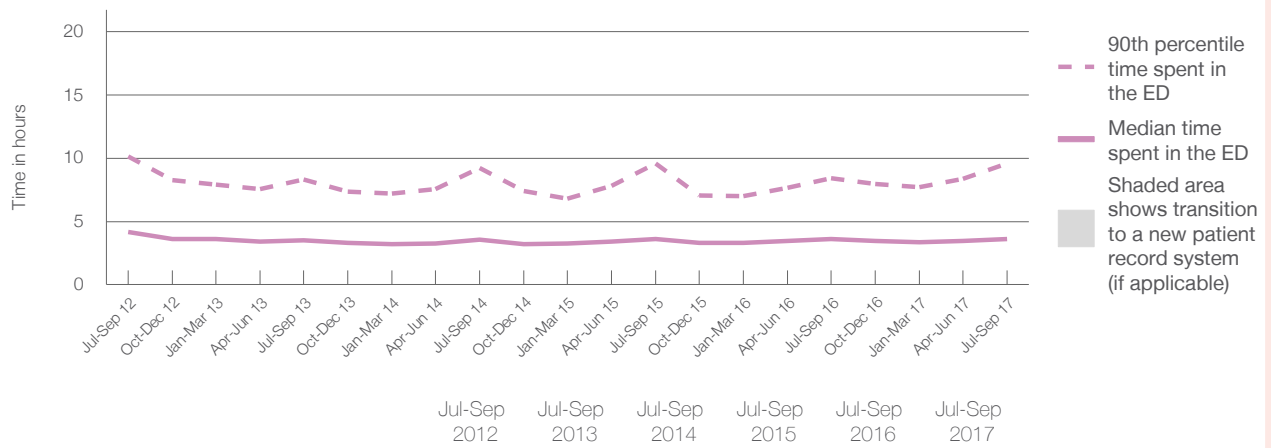
90th percentile time spent in the ED⁹ 9 hours and 34 minutes

Same period last year	NSW (this period)
19,062	19,062
3 hours and 37 minutes	3 hours and 0 minutes
8 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m

(†) 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

July to September 2017

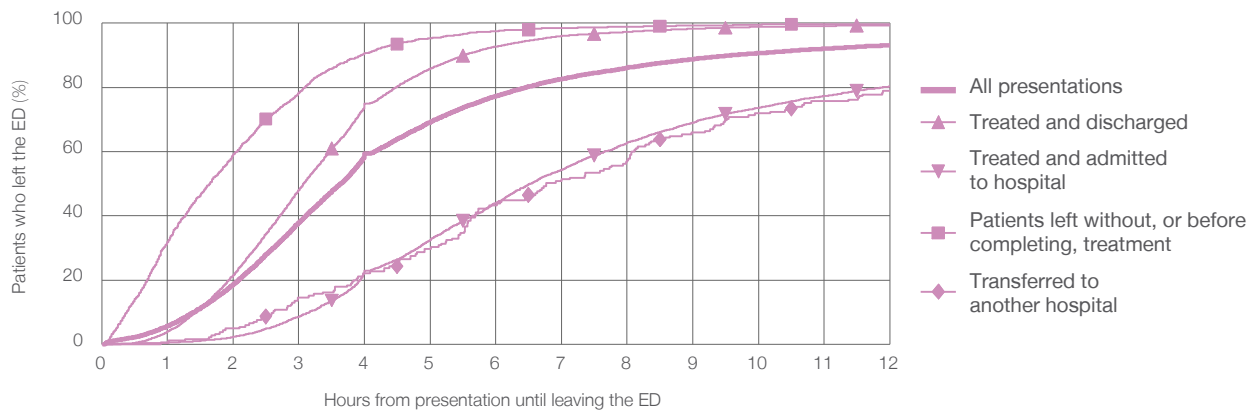
All presentations:¹ 21,178 patients

Presentations used to calculate time to leaving the ED:⁶ 21,173 patients

Treated and discharged	12,587 (59.4%)
Treated and admitted to hospital	6,709 (31.7%)
Patient left without, or before completing, treatment	1,444 (6.8%)
Transferred to another hospital	185 (0.9%)
Other	253 (1.2%)

Same period last year	Change since one year ago
19,062	11.1%
10,918	15.3%
6,910	-2.9%
972	48.6%
219	-15.5%
43	488.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	3.9%	21.5%	48.1%	74.9%	92.7%	97.3%	98.8%	99.3%
Treated and admitted to hospital	0.4%	2.3%	8.6%	23.0%	44.1%	62.8%	73.7%	80.3%
Patient left without, or before completing, treatment	31.9%	59.1%	78.4%	90.7%	97.5%	98.9%	99.6%	99.7%
Transferred to another hospital	0.5%	4.9%	14.6%	22.2%	43.2%	57.3%	71.9%	78.9%
All presentations	5.7%	18.6%	37.9%	59.3%	77.3%	86.2%	90.7%	93.2%

(†) 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.

St George Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 21,178 patients

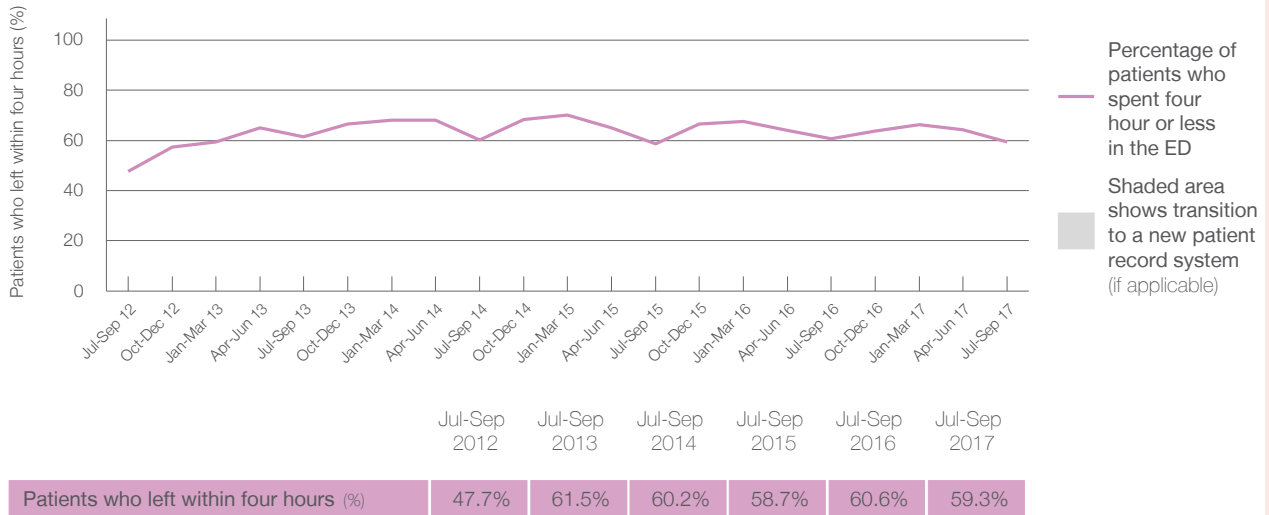
Presentations used to calculate time to leaving the ED:⁶ 21,173 patients

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



Same period last year	Change since one year ago
19,062	11.1%
19,062	11.1%
60.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Sutherland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations:² 13,441 patients

Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,920 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,990 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,733 patients

Median time to start treatment⁴ 40 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 723 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,669	
13 minutes	9 minutes
34 minutes	29 minutes
5,011	
31 minutes	23 minutes
77 minutes	83 minutes
4,706	
35 minutes	30 minutes
91 minutes	121 minutes
922	
31 minutes	26 minutes
97 minutes	118 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
67.5%	

* 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.

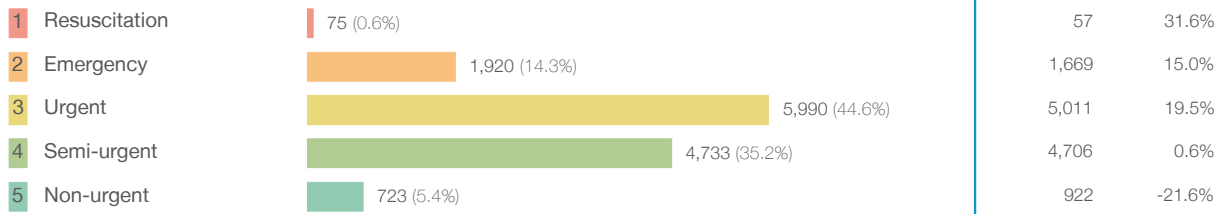
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

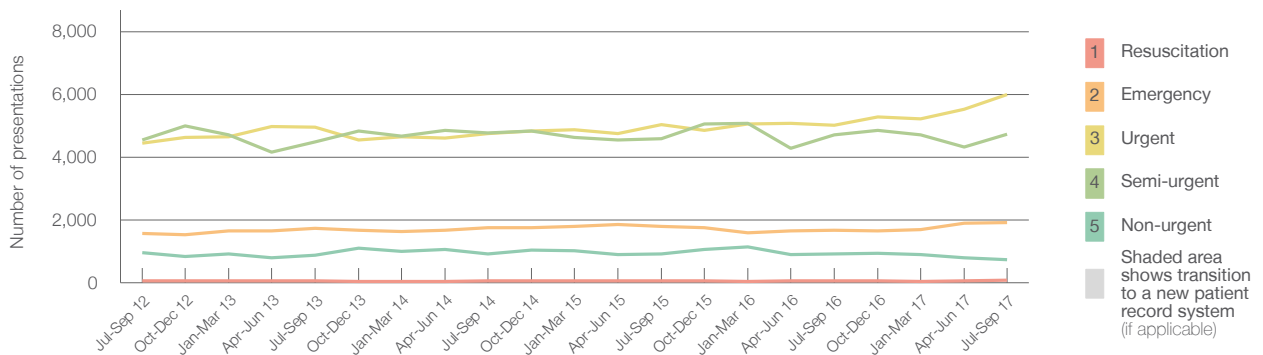
Sutherland Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations² by triage category: 13,441 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	53	62	58	60	57	75
Emergency	1,569	1,727	1,754	1,783	1,669	1,920
Urgent	4,440	4,945	4,760	5,029	5,011	5,990
Semi-urgent	4,557	4,476	4,776	4,582	4,706	4,733
Non-urgent	964	881	910	919	922	723
All emergency presentations	11,583	12,091	12,258	12,373	12,365	13,441

Sutherland Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,814 patients

ED Transfer of care time



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

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

Sutherland Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,920

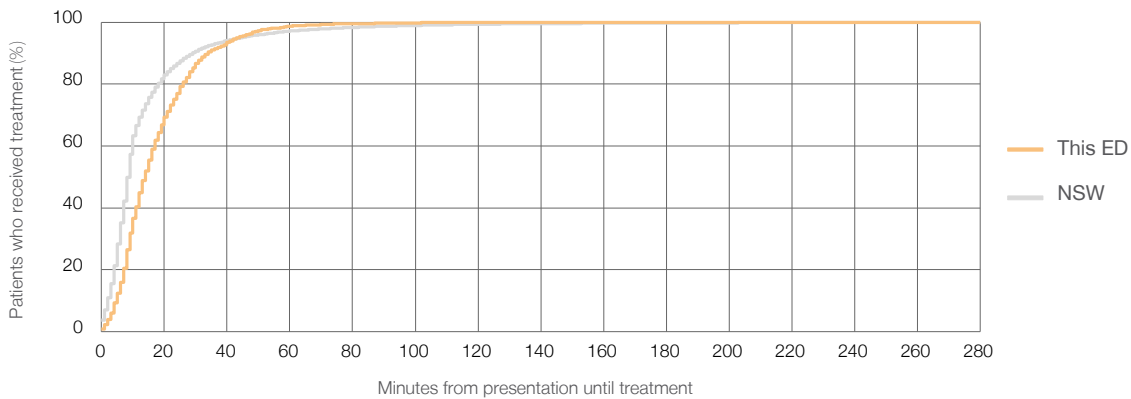
Number of triage 2 patients used to calculate waiting time:³ 1,913

Median time to start treatment⁴ 14 minutes

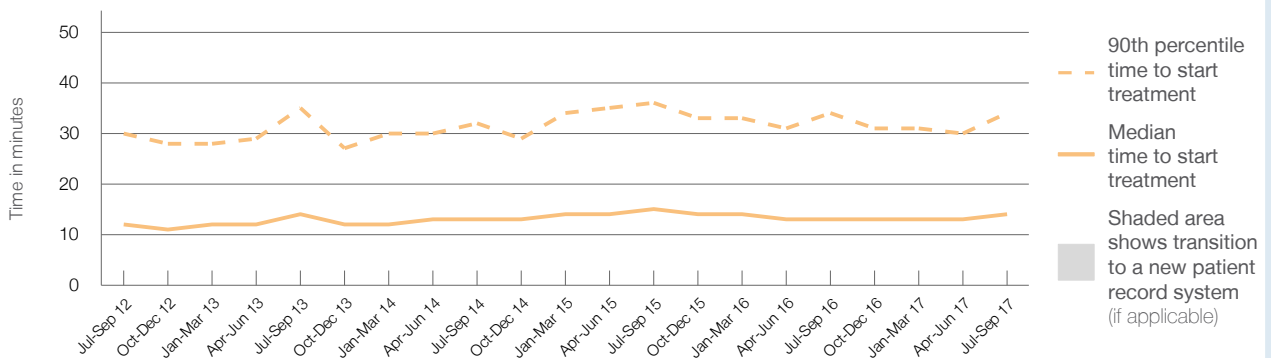
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,669	
1,666	
13 minutes	9 minutes
34 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	12	14	13	15	13	14
90th percentile time to start treatment ⁵ (minutes)	30	35	32	36	34	34

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 5,990

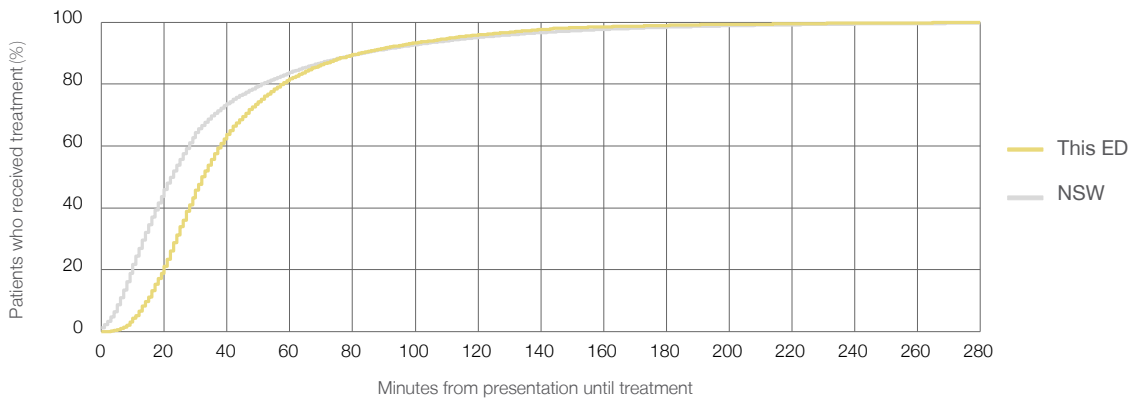
Number of triage 3 patients used to calculate waiting time:³ 5,877

Median time to start treatment⁴ 33 minutes

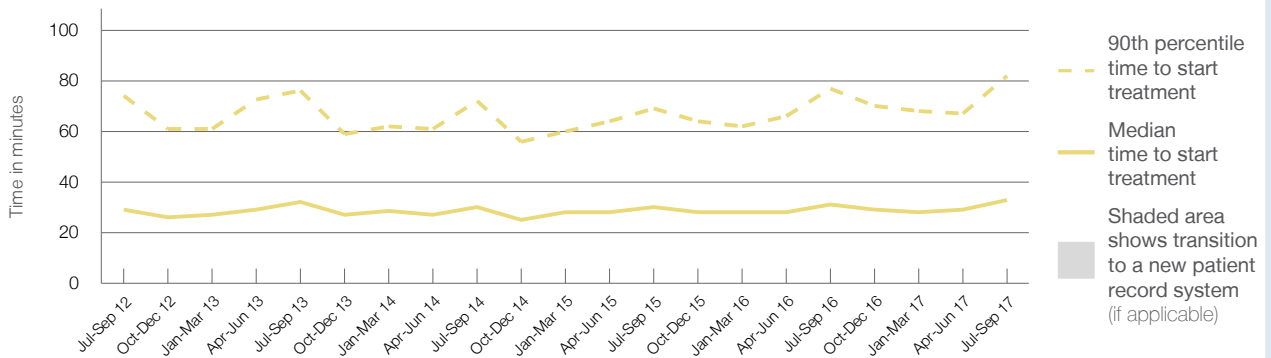
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
5,011	
4,952	
31 minutes	23 minutes
77 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	32	30	30	31	33
90th percentile time to start treatment ⁵ (minutes)	74	76	72	69	77	82

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,733

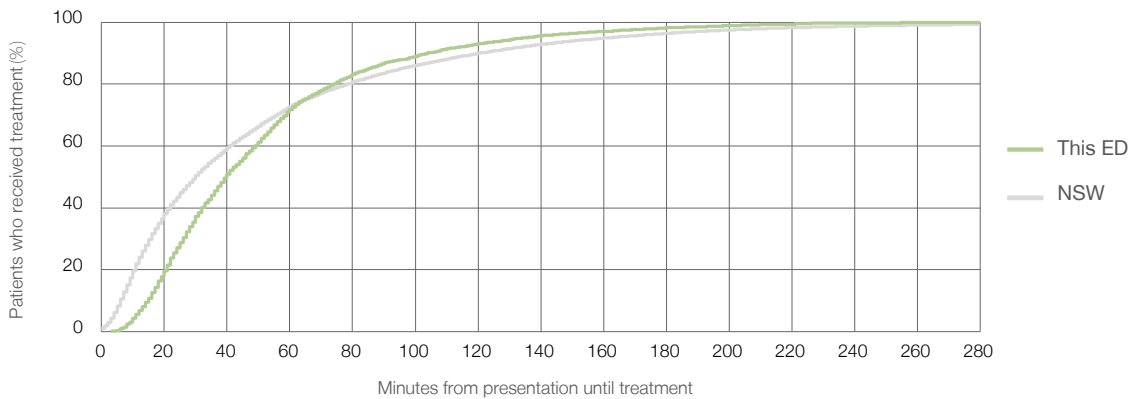
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 40 minutes

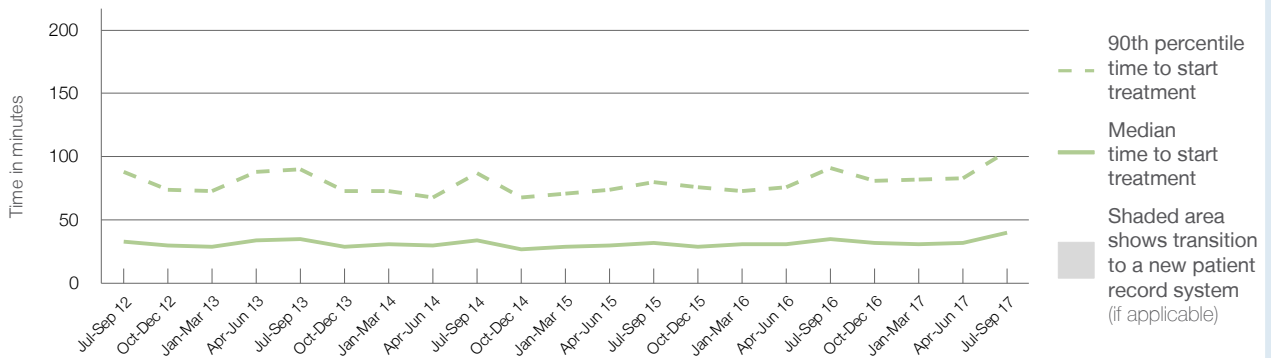
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
4,706	4,593
35 minutes	30 minutes
91 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	35	34	32	35	40
90th percentile time to start treatment ⁵ (minutes)	88	90	87	80	91	104

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

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

Sutherland Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 723

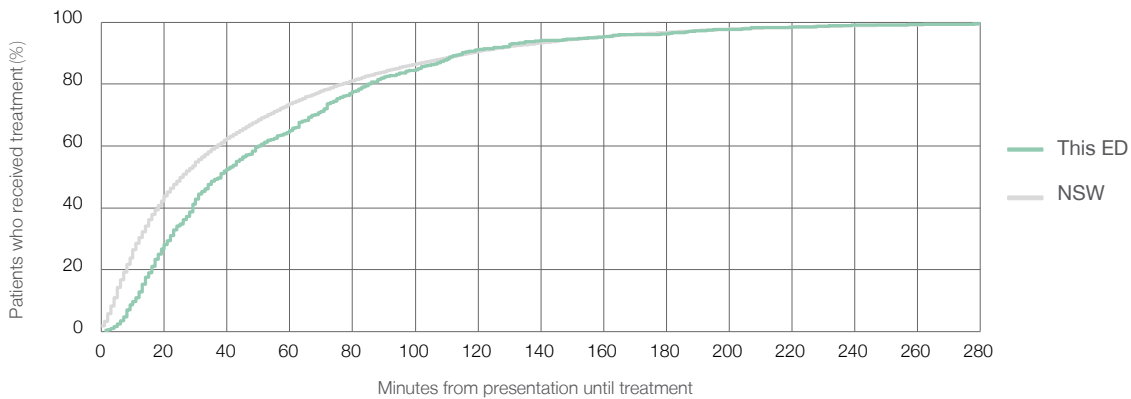
Number of triage 5 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 38 minutes

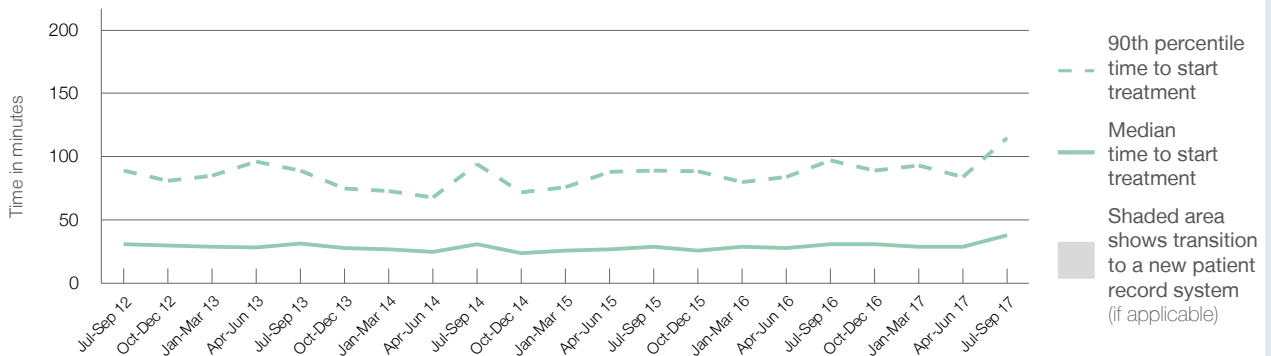
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
922	828
31 minutes	26 minutes
97 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	32	31	29	31	38
90th percentile time to start treatment ⁵ (minutes)	89	89	94	89	97	115

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

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

Sutherland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,552 patients

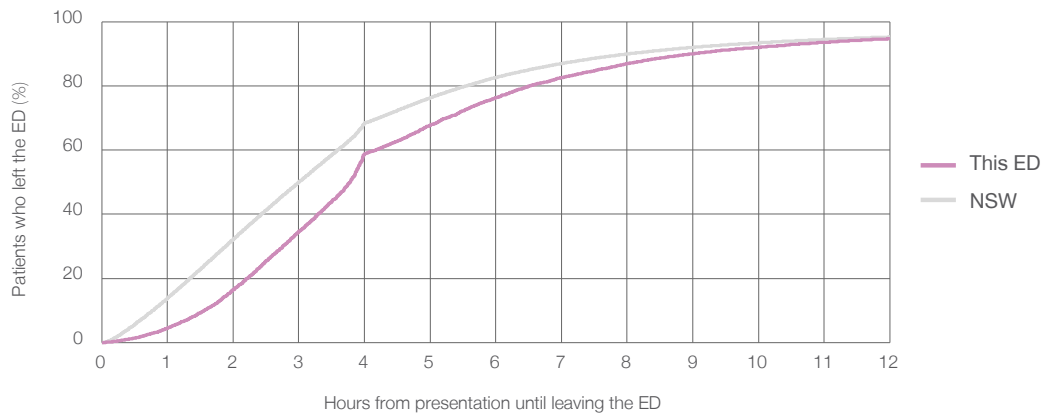
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

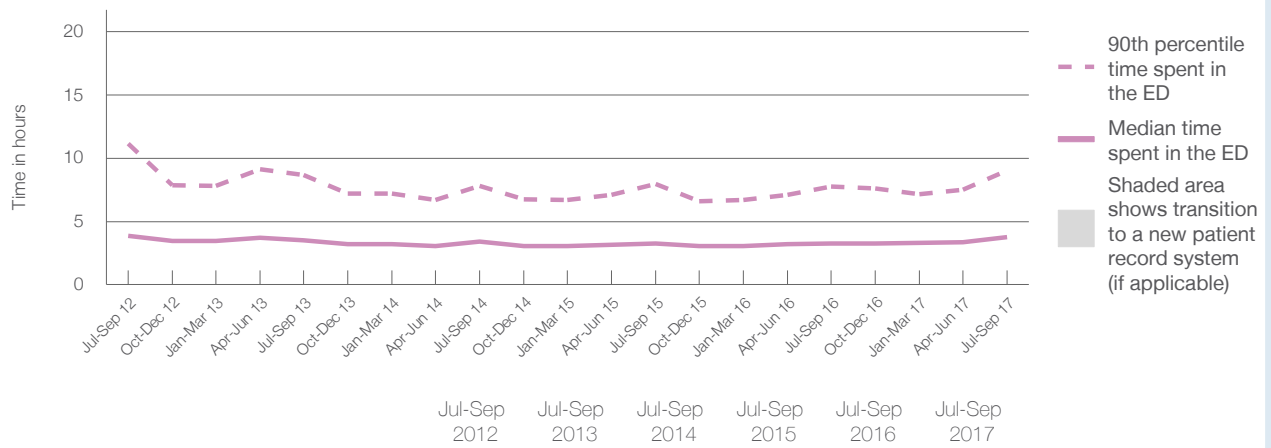
90th percentile time spent in the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
12,463	12,463
3 hours and 17 minutes	3 hours and 0 minutes
7 hours and 47 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m	3h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 9m	8h 39m	7h 50m	7h 57m	7h 47m	9h 1m

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

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

Sutherland Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

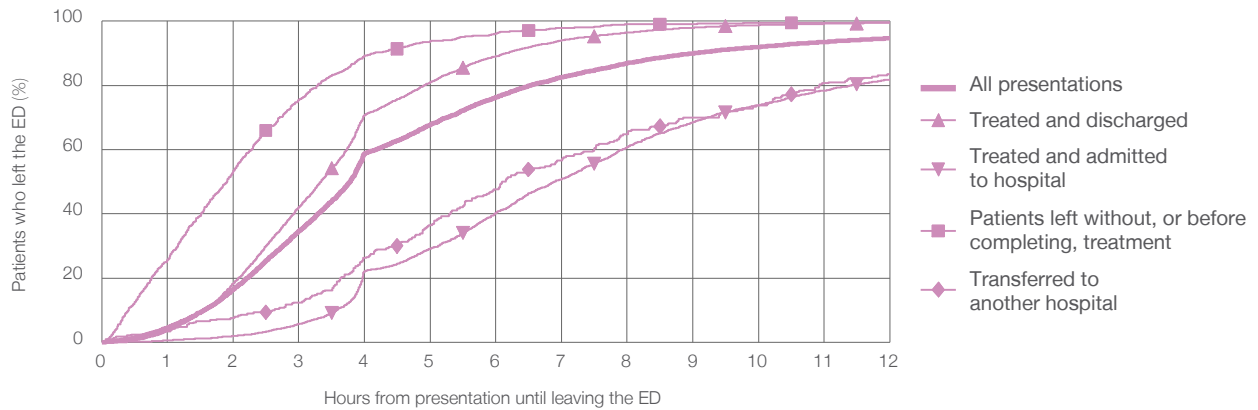
All presentations:¹ 13,552 patients

Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Treated and discharged	8,852 (65.3%)
Treated and admitted to hospital	3,443 (25.4%)
Patient left without, or before completing, treatment	924 (6.8%)
Transferred to another hospital	290 (2.1%)
Other	43 (0.3%)

Same period last year	Change since one year ago
12,463	8.7%
8,551	3.5%
3,145	9.5%
499	85.2%
217	33.6%
51	-15.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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	3.6%	18.4%	42.1%	70.7%	89.1%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.6%	1.9%	5.7%	22.2%	40.4%	60.8%	73.8%	81.8%
Patient left without, or before completing, treatment	25.6%	53.5%	75.5%	89.3%	96.1%	99.0%	99.6%	99.7%
Transferred to another hospital	3.4%	7.6%	12.4%	26.2%	47.6%	64.8%	73.8%	83.4%
All presentations	4.6%	16.6%	34.7%	58.8%	76.3%	86.9%	92.0%	94.7%

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

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

Sutherland Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 13,552 patients

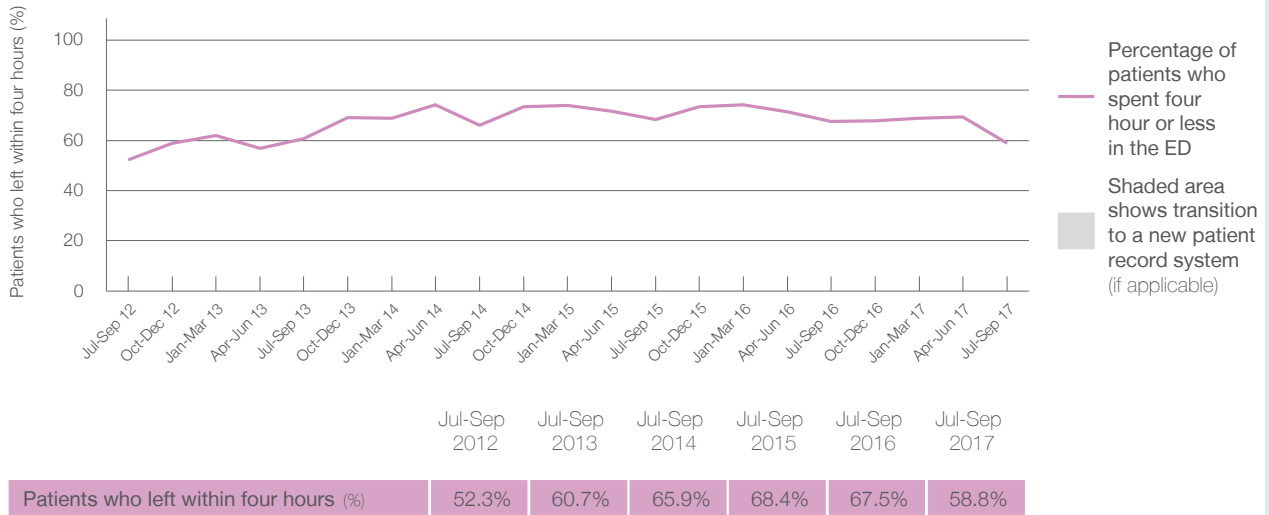
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

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



Same period last year	Change since one year ago
12,463	8.7%
12,463	8.7%
67.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* 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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- 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,124 patients
 Emergency presentations:² 7,850 patients

Same period last year	Change since one year ago
7,814	4.0%
7,500	4.7%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 136 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,224 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,444 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,046 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
160	
8 minutes	9 minutes
19 minutes	29 minutes
1,192	
22 minutes	23 minutes
52 minutes	83 minutes
4,267	
27 minutes	30 minutes
76 minutes	121 minutes
1,881	
30 minutes	26 minutes
86 minutes	118 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,124 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
7,814	4.0%
86.5%	

* 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.

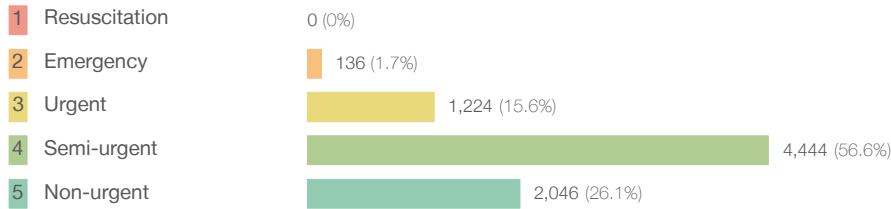
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department July to September 2017

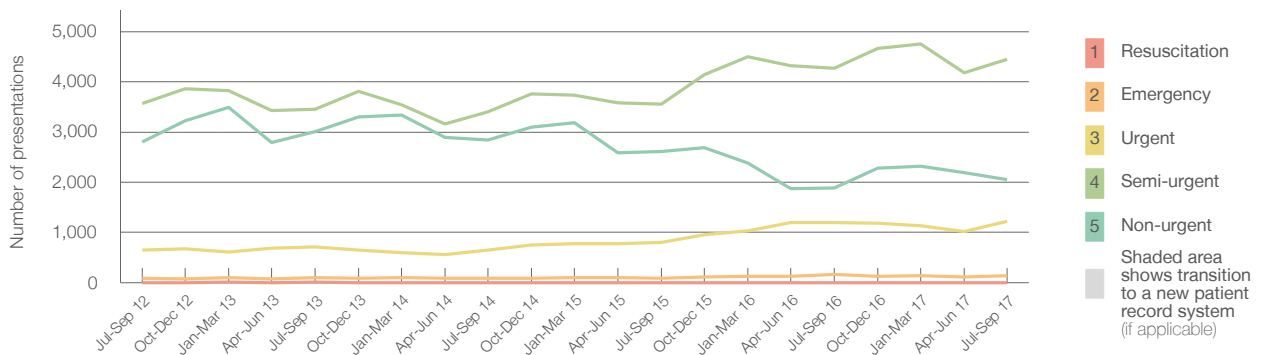
All presentations:¹ 8,124 patients

Emergency presentations² by triage category: 7,850 patients



	Same period last year	Change since one year ago
All presentations	7,814	4.0%
Emergency presentations	7,500	4.7%
Resuscitation	< 5	*
Emergency	160	-13.9%
Urgent	1,192	2.7%
Semi-urgent	4,267	4.1%
Non-urgent	1,881	8.8%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	6	< 5	< 5	< 5	0
Emergency	86	100	85	90	160	136
Urgent	653	715	647	797	1,192	1,224
Semi-urgent	3,575	3,454	3,405	3,562	4,267	4,444
Non-urgent	2,809	3,010	2,842	2,618	1,881	2,046
All emergency presentations	7,123	7,285	6,979	7,067	7,500	7,850

Sydney/Sydney Eye Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 84 patients

ED Transfer of care time

Median time: 8 minutes

90th percentile time: *

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 136

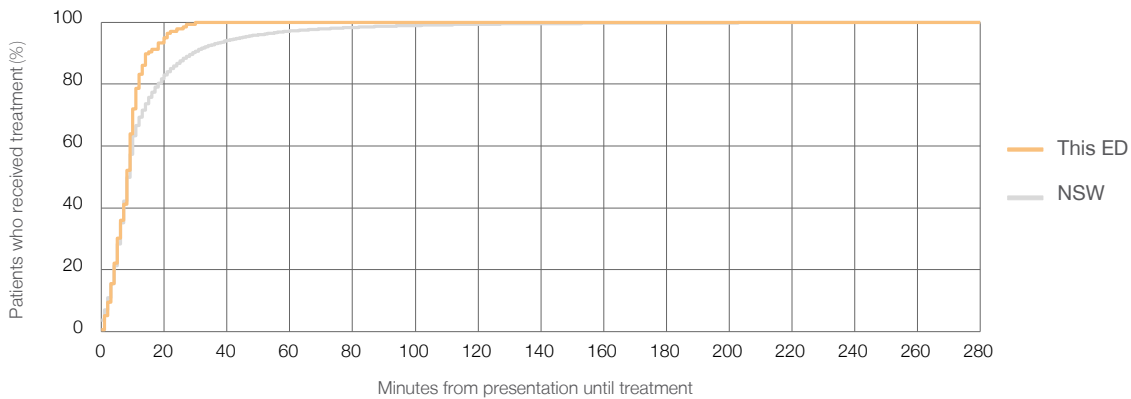
Number of triage 2 patients used to calculate waiting time:³ 136

Median time to start treatment⁴ ■ 8 minutes

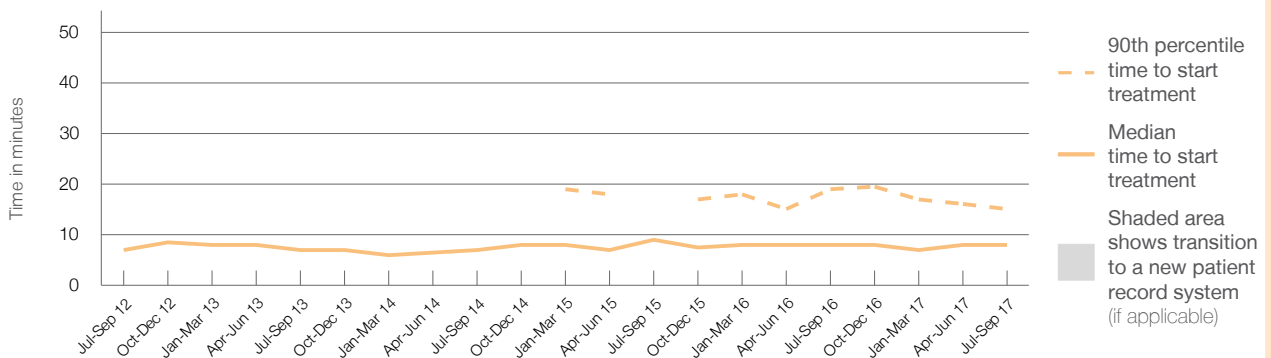
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
160	157
8 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	9	8	8
90th percentile time to start treatment ⁵ (minutes)	*	17	*	*	19	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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,224

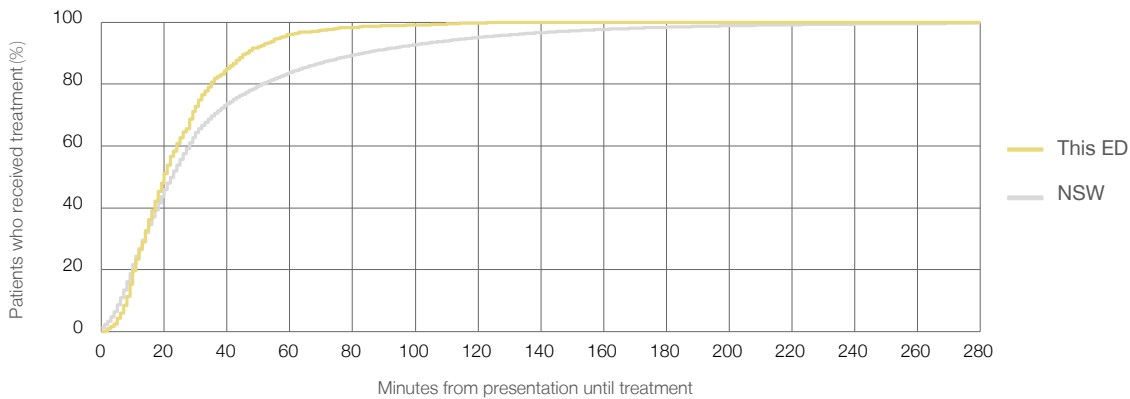
Number of triage 3 patients used to calculate waiting time:³ 1,211

Median time to start treatment⁴ 20 minutes

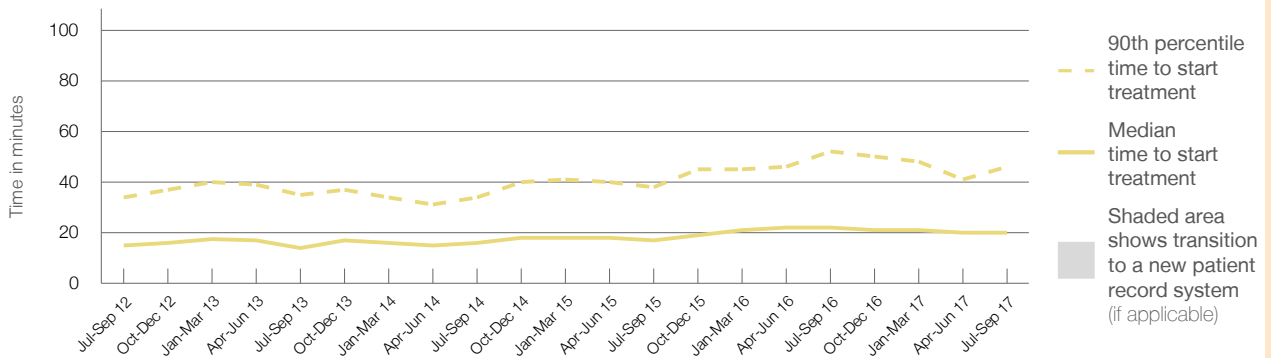
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,192	1,175
22 minutes	23 minutes
52 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	15	14	16	17	22	20
90th percentile time to start treatment ⁵ (minutes)	34	35	34	38	52	46

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,444

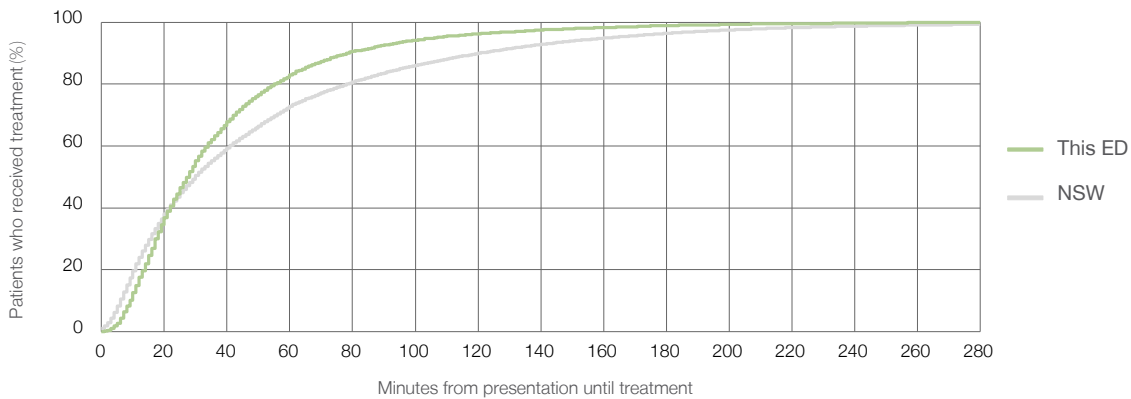
Number of triage 4 patients used to calculate waiting time:³ 4,328

Median time to start treatment⁴ 28 minutes

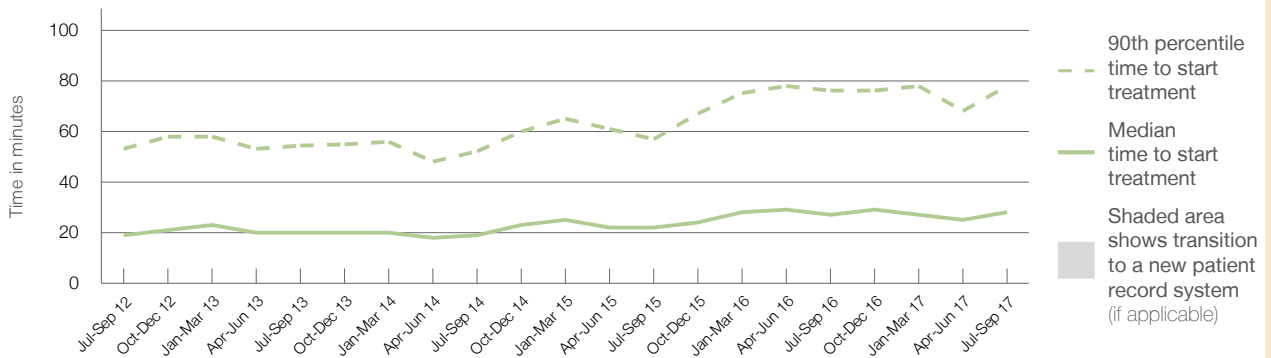
90th percentile time to start treatment⁵ 78 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,267	4,172
Median time to start treatment ⁴	27 minutes	30 minutes
90th percentile time to start treatment ⁵	76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	20	19	22	27	28
90th percentile time to start treatment ⁵ (minutes)	53	55	52	57	76	78

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,046

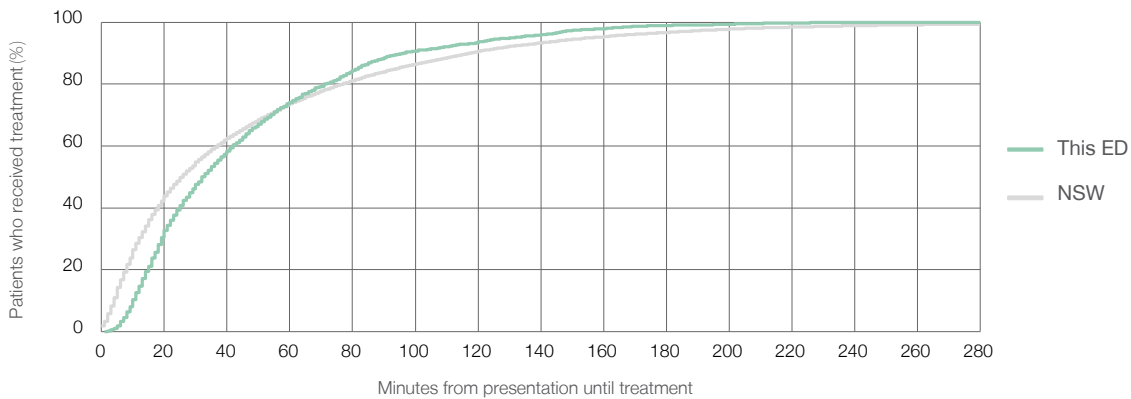
Number of triage 5 patients used to calculate waiting time:³ 1,914

Median time to start treatment⁴ 33 minutes

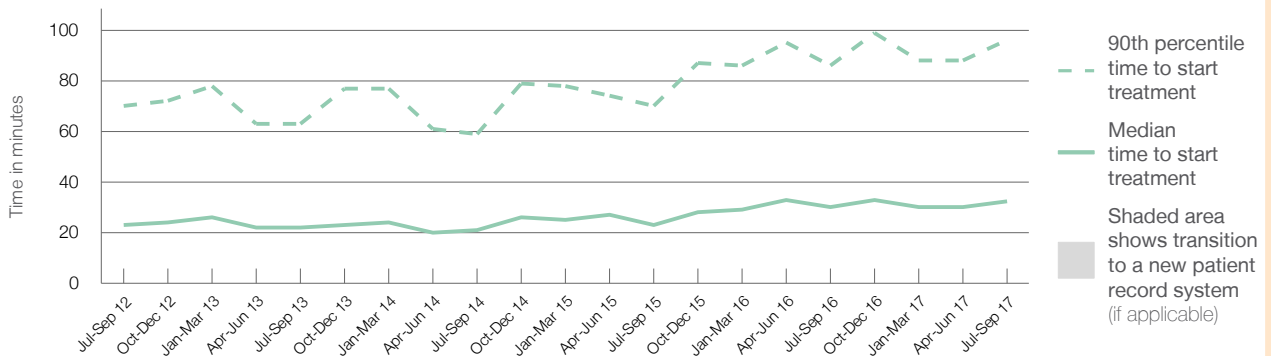
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,881	1,718
30 minutes	26 minutes
86 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	22	21	23	30	33
90th percentile time to start treatment ⁵ (minutes)	70	63	59	70	86	96

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

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Sydney/Sydney Eye Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,124 patients

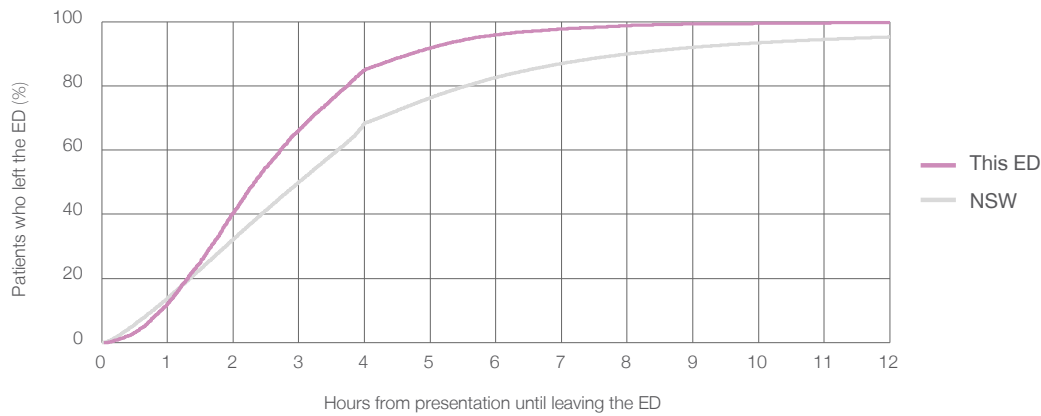
Presentations used to calculate time to leaving the ED:⁶ 8,124 patients

Median time spent in the ED⁸ 2 hours and 20 minutes

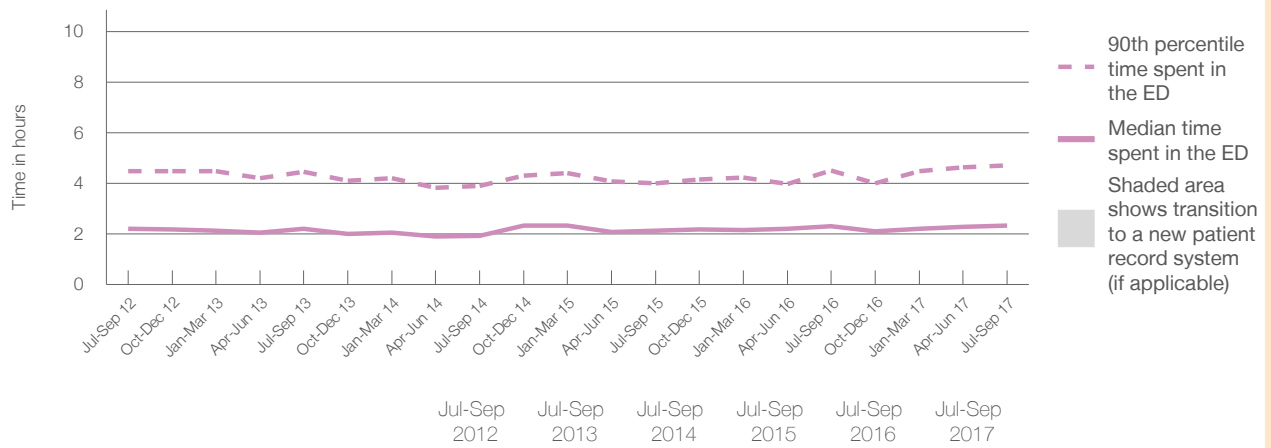
90th percentile time spent in the ED⁹ 4 hours and 43 minutes

Same period last year	NSW (this period)
7,814	7,814
2 hours and 19 minutes	3 hours and 0 minutes
4 hours and 31 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	2h 13m	1h 56m	2h 8m	2h 19m	2h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 29m	4h 27m	3h 54m	4h 1m	4h 31m	4h 43m

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

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

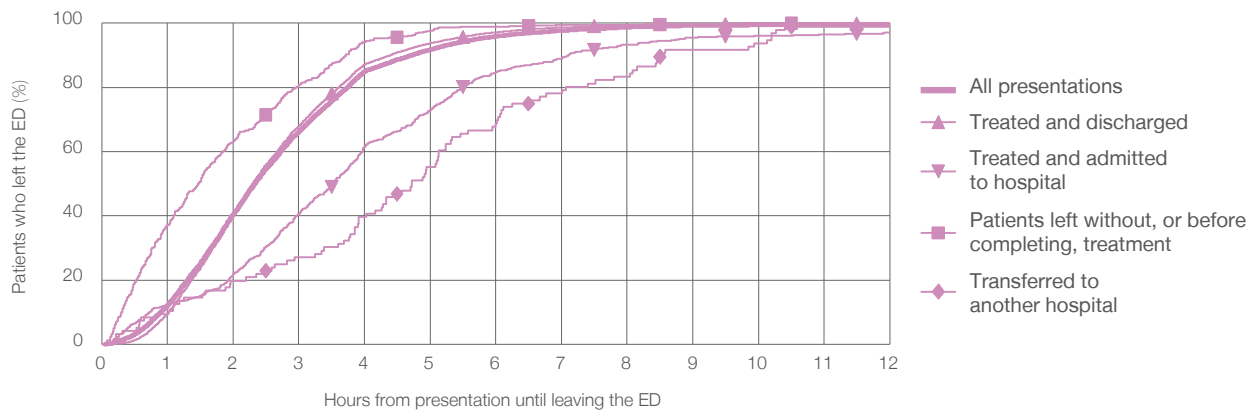
All presentations:¹ 8,124 patients

Presentations used to calculate time to leaving the ED:⁶ 8,124 patients

Treated and discharged	6,765 (83.3%)
Treated and admitted to hospital	683 (8.4%)
Patient left without, or before completing, treatment	481 (5.9%)
Transferred to another hospital	96 (1.2%)
Other	99 (1.2%)

Same period last year	Change since one year ago
7,814	4.0%
6,343	6.7%
631	8.2%
640	-24.8%
94	2.1%
106	-6.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	9.7%	40.4%	68.0%	87.2%	97.2%	99.5%	99.9%	99.9%
Treated and admitted to hospital	12.4%	21.8%	40.7%	61.6%	84.8%	93.4%	96.0%	97.1%
Patient left without, or before completing, treatment	37.0%	63.2%	80.7%	94.2%	99.0%	99.6%	100%	100%
Transferred to another hospital	9.4%	19.8%	27.1%	39.6%	68.8%	83.3%	93.8%	99.0%
All presentations	12.2%	40.5%	66.2%	85.0%	95.9%	98.8%	99.5%	99.7%

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

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

Sydney/Sydney Eye Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 8,124 patients

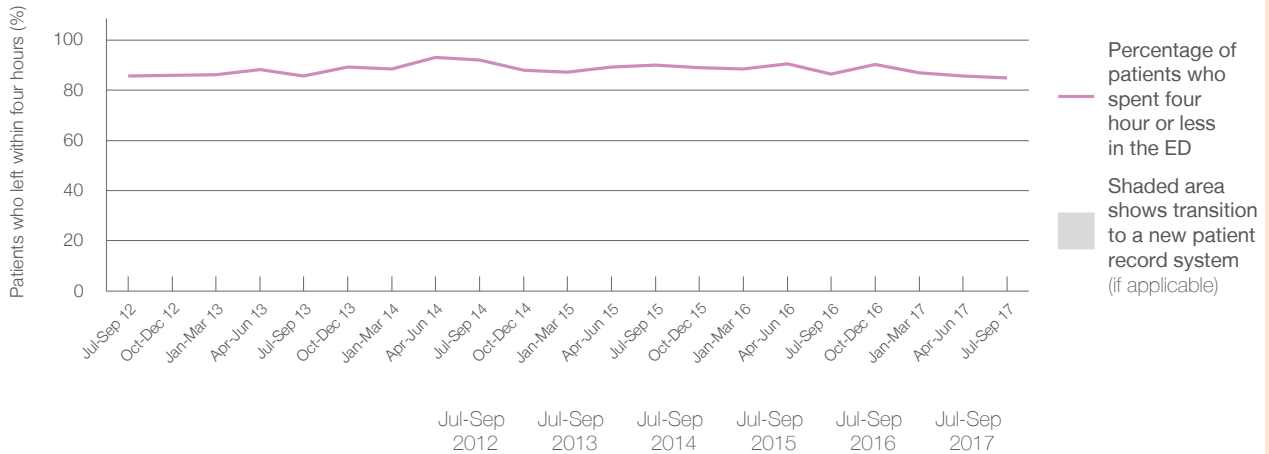
Presentations used to calculate time to leaving the ED:⁶ 8,124 patients

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	7,814	4.0%
Presentations used to calculate time to leaving the ED	7,814	4.0%
Percentage of patients who spent four hours or less in the ED	86.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	85.6%	85.7%	92.1%	89.9%	86.5%	85.0%

* 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).