

Healthcare Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

October to December 2017

Auburn Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,178 patients

Emergency presentations:² 6,893 patients

Same period last year	Change since one year ago
6,797	5.6%
6,596	4.5%

Auburn Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 937 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,401 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,850 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 673 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
937	
9 minutes	8 minutes
23 minutes	23 minutes
2,233	
22 minutes	20 minutes
66 minutes	65 minutes
2,891	
32 minutes	26 minutes
130 minutes	99 minutes
499	
25 minutes	23 minutes
141 minutes	103 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,178 patients

Percentage of patients who spent four hours or less in the ED 80.3%

Same period last year	Change since one year ago
6,796	5.6%
81.3%	

* 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.

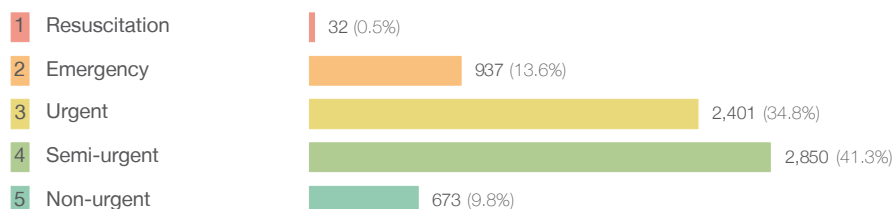
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Auburn Hospital: Patients presenting to the emergency department

October to December 2017

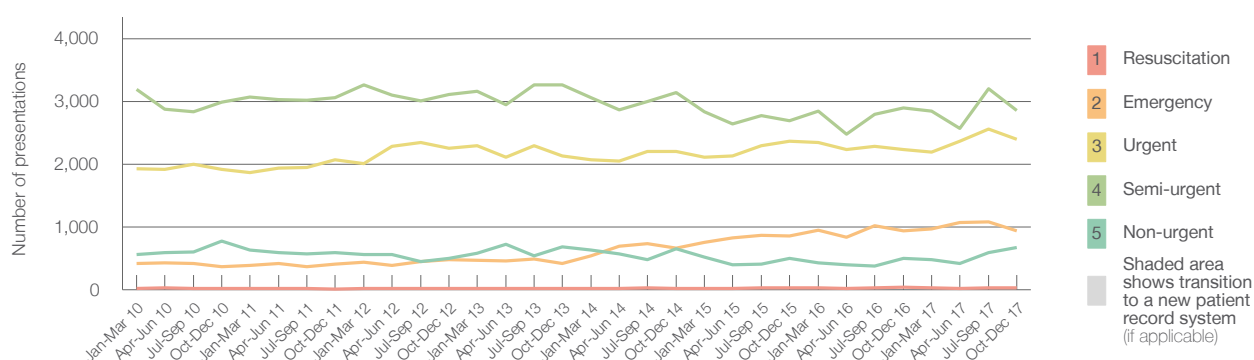
All presentations:¹ 7,178 patients

Emergency presentations² by triage category: 6,893 patients



Same period last year	Change since one year ago
6,797	5.6%
6,596	4.5%
36	-11.1%
937	0.0%
2,233	7.5%
2,891	-1.4%
499	34.9%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	14	9	17	14	20	28	36	32
Emergency	363	402	476	419	658	856	937	937
Urgent	1,917	2,068	2,257	2,129	2,207	2,363	2,233	2,401
Semi-urgent	2,985	3,062	3,106	3,267	3,144	2,695	2,891	2,850
Non-urgent	778	590	497	679	648	499	499	673
All emergency presentations	6,057	6,131	6,353	6,508	6,677	6,441	6,596	6,893

Auburn Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 929 patients

ED Transfer of care time



Same period last year	Change since one year ago
791	
13 minutes	0 minutes
24 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.

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

October to December 2017

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

Number of triage 2 patients: 937

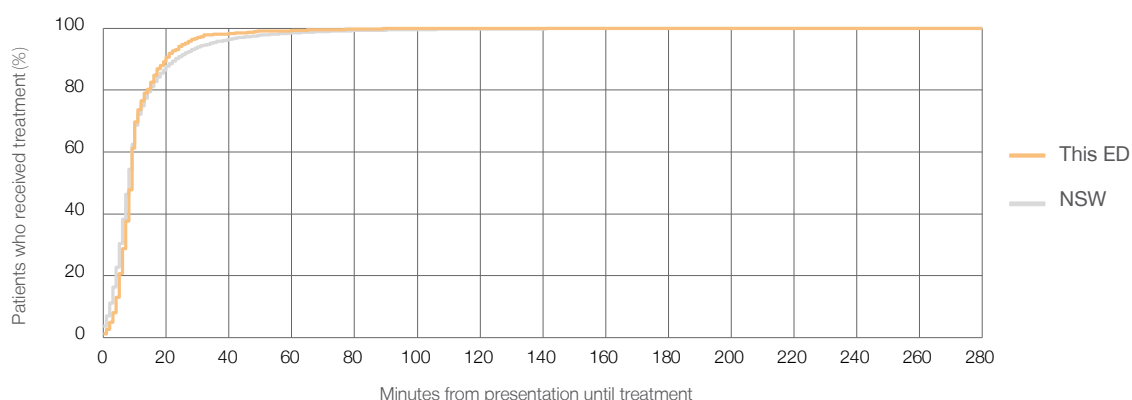
Number of triage 2 patients used to calculate waiting time:³ 933

Median time to start treatment⁴ 9 minutes

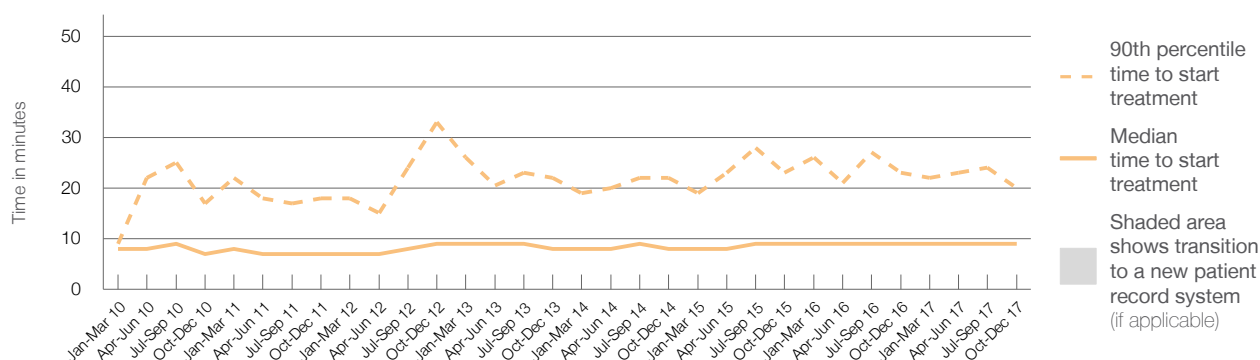
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
937	933
9 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 3 patients: 2,401

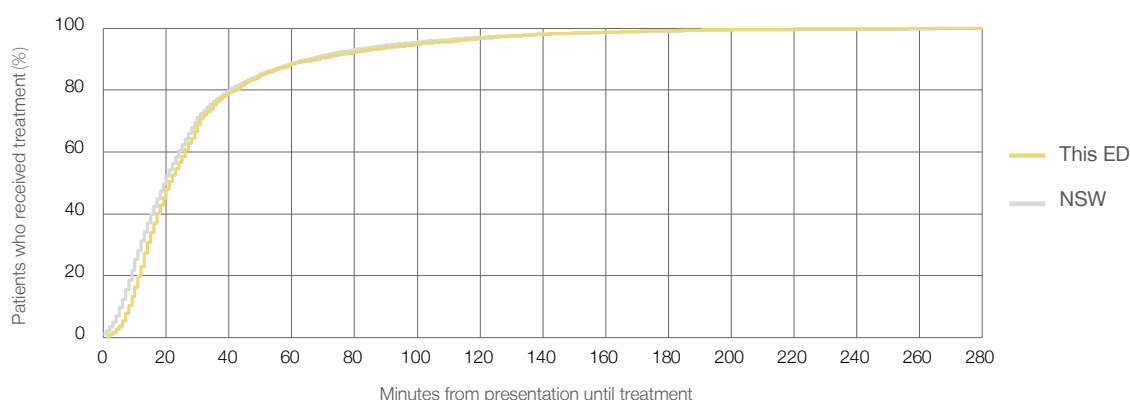
Number of triage 3 patients used to calculate waiting time:³ 2,347

Median time to start treatment⁴ 21 minutes

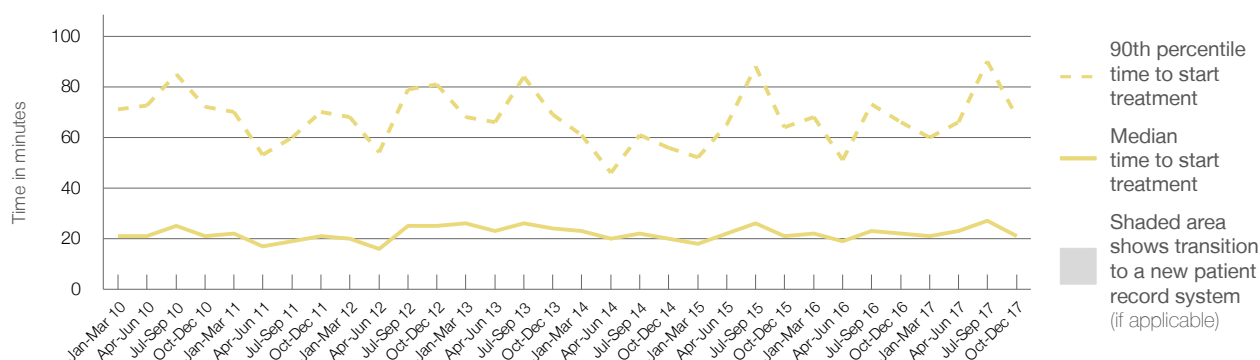
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,233	
2,179	
22 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 4 patients: 2,850

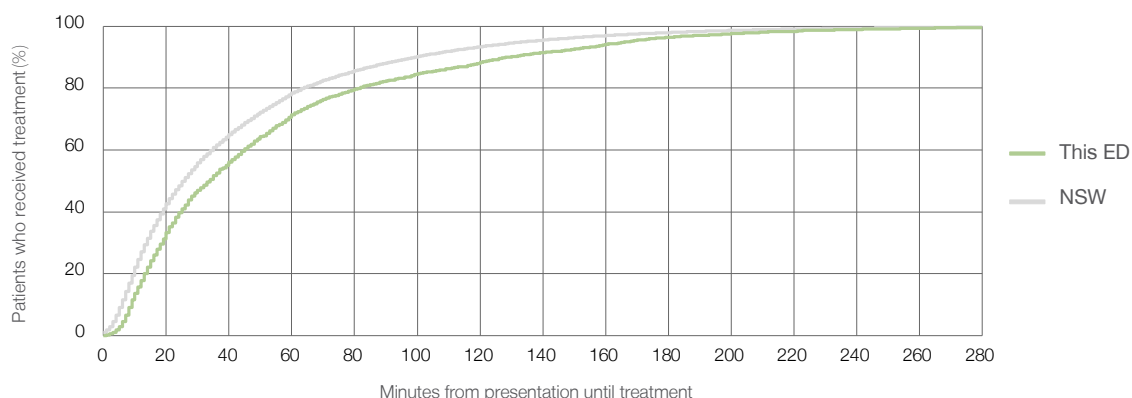
Number of triage 4 patients used to calculate waiting time:³ 2,543

Median time to start treatment⁴ 34 minutes

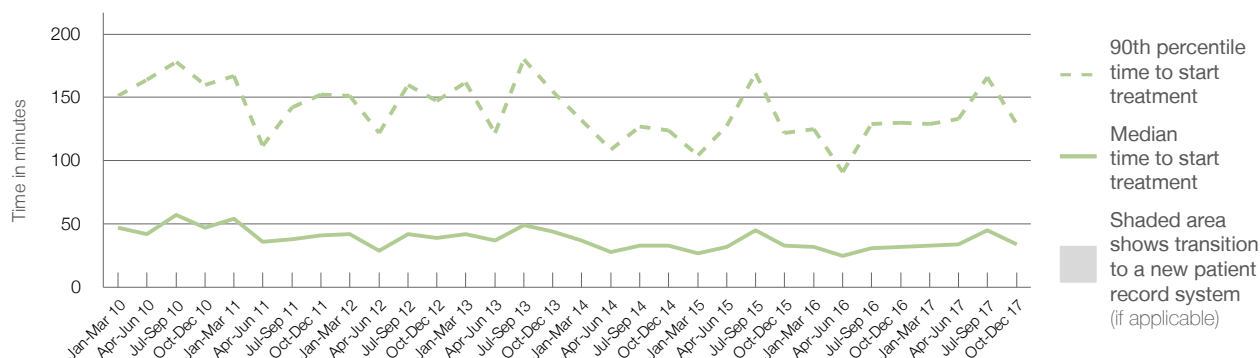
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
2,891	
2,633	
32 minutes	26 minutes
130 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

October to December 2017

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

Number of triage 5 patients: 673

Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴

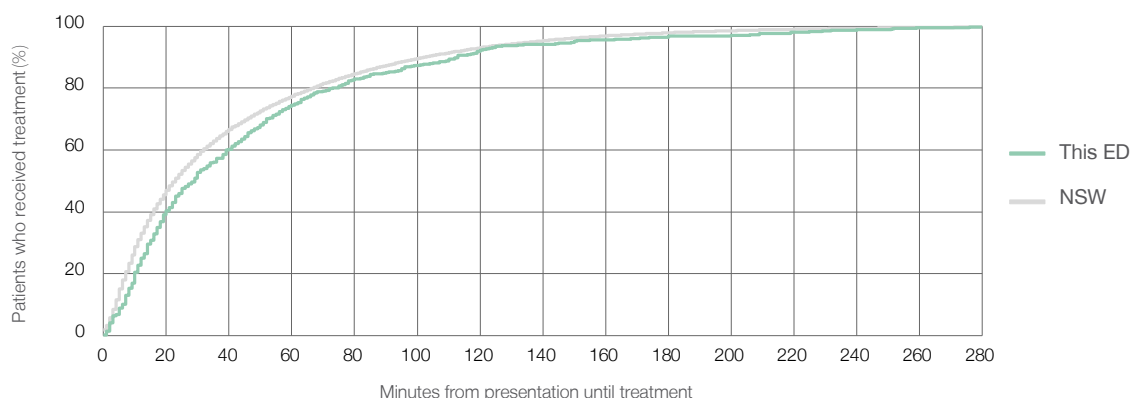
29 minutes

90th percentile time to start treatment⁵

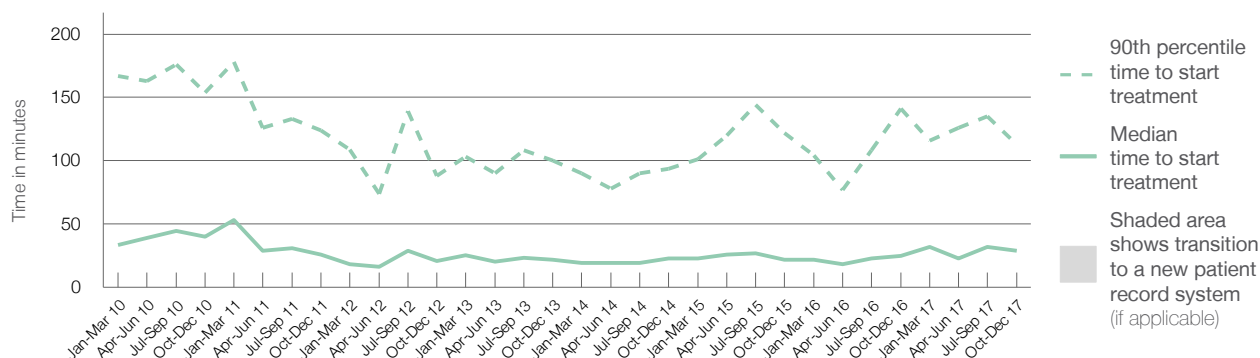
113 minutes

Same period last year	NSW (this period)
499	
387	
25 minutes	23 minutes
141 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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Auburn Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,178 patients

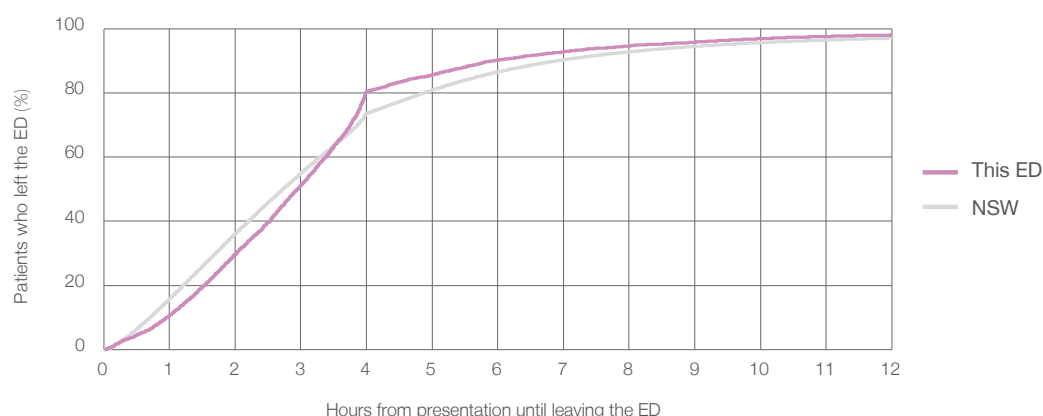
Presentations used to calculate time to leaving the ED:⁶ 7,178 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

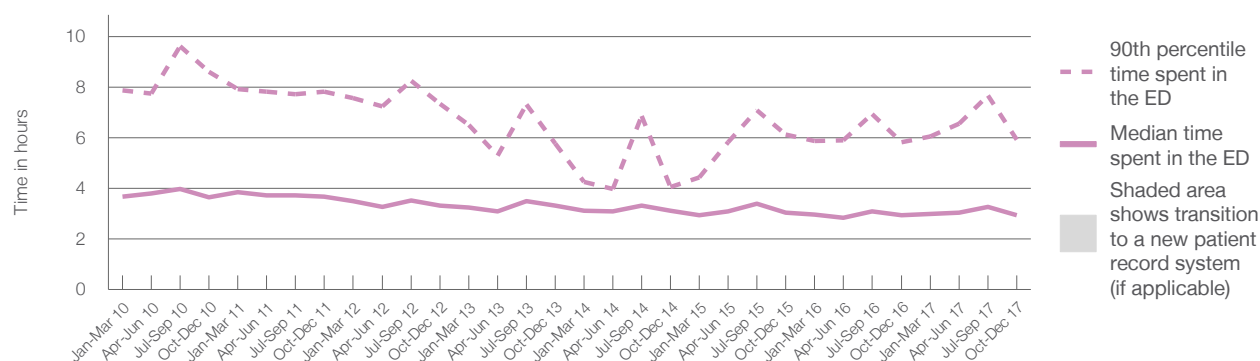
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
6,797	
6,796	
2 hours and 57 minutes	2 hours and 44 minutes
5 hours and 50 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

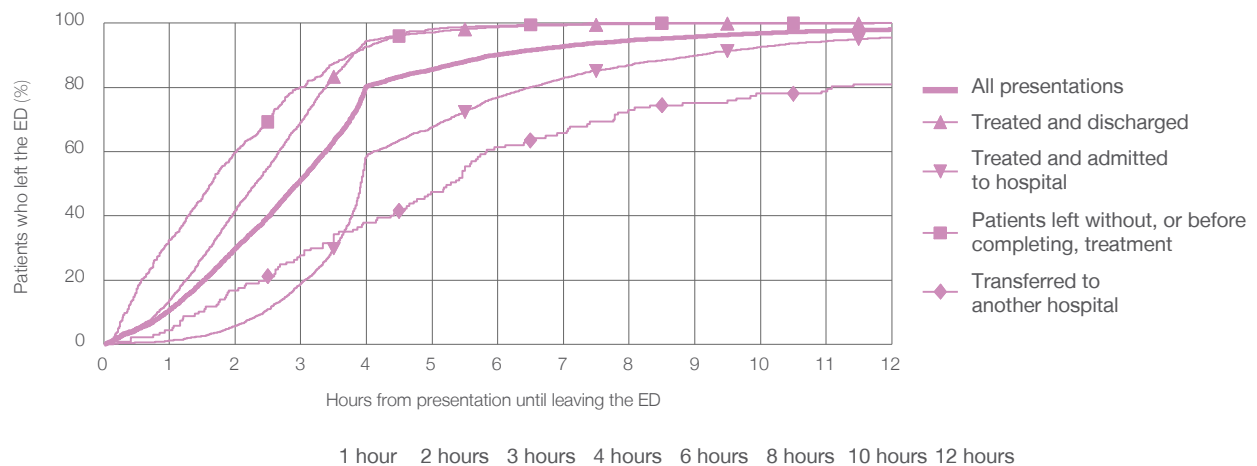
October to December 2017

All presentations:[†] 7,178 patients

Presentations used to calculate time to leaving the ED:[‡] 7,178 patients

		Same period last year	Change since one year ago
Treated and discharged	3,842 (53.5%)	6,796	5.6%
Treated and admitted to hospital	2,596 (36.2%)	3,110	23.5%
Patient left without, or before completing, treatment	580 (8.1%)	3,086	-15.9%
Transferred to another hospital	137 (1.9%)	420	38.1%
Other	23 (0.3%)	152	-9.9%
		29	-20.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.7%	41.7%	69.2%	94.5%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	1.1%	5.7%	18.9%	58.7%	76.9%	86.9%	92.7%	95.6%
Patient left without, or before completing, treatment	32.4%	59.8%	80.2%	92.8%	99.1%	100%	100%	100%
Transferred to another hospital	4.4%	16.8%	27.7%	38.0%	61.3%	73.0%	78.1%	81.0%
All presentations	10.7%	29.8%	51.2%	80.3%	90.2%	94.6%	96.9%	98.0%

(†) 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.

Auburn Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 7,178 patients

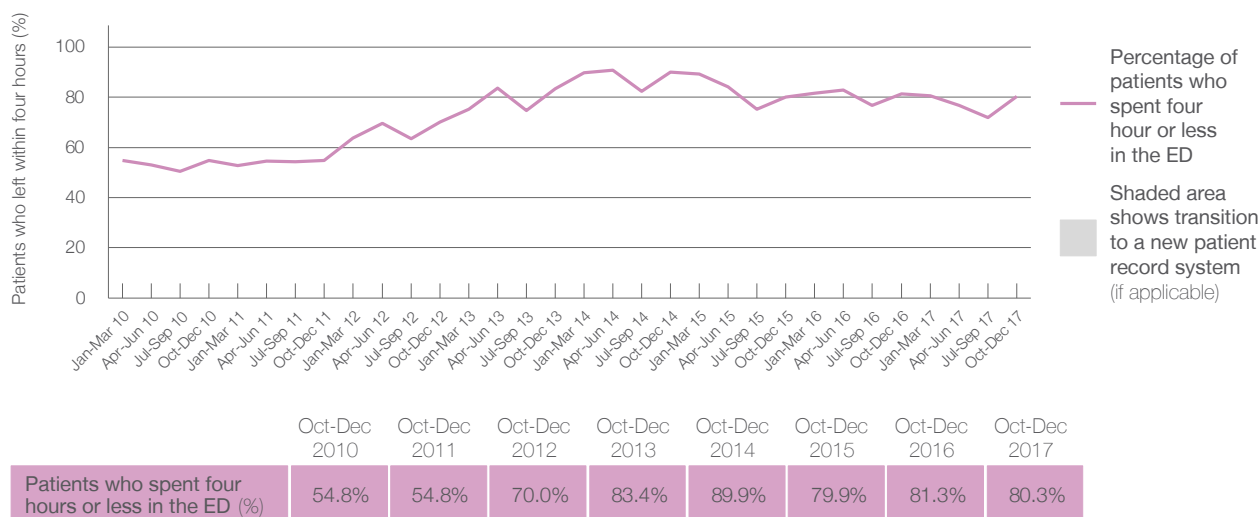
Presentations used to calculate time to leaving the ED: ⁶ 7,178 patients

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



Same period last year	Change since one year ago
6,797	5.6%
6,796	5.6%
81.3%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Blacktown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,712 patients

Emergency presentations:² 12,634 patients

Same period last year	Change since one year ago
11,714	8.5%
11,639	8.5%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,737 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,392 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,422 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 934 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,239	
11 minutes	8 minutes
31 minutes	23 minutes
4,036	
31 minutes	20 minutes
127 minutes	65 minutes
3,392	
40 minutes	26 minutes
136 minutes	99 minutes
833	
35 minutes	23 minutes
118 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,711 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
11,704	8.6%
53.8%	

* 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.

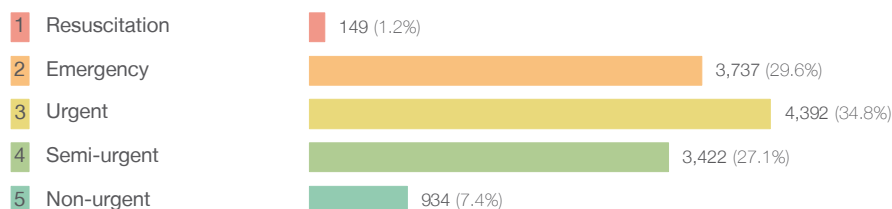
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Blacktown Hospital: Patients presenting to the emergency department

October to December 2017

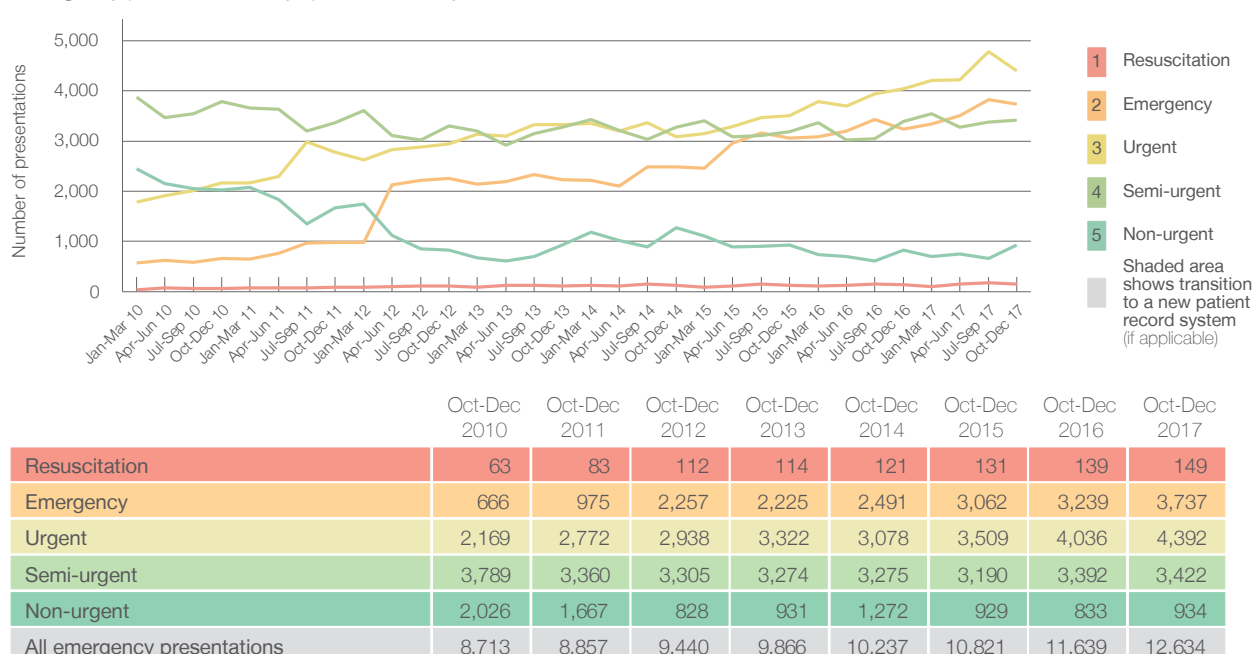
All presentations:¹ 12,712 patients

Emergency presentations² by triage category: 12,634 patients



Same period last year	Change since one year ago
11,714	8.5%
11,639	8.5%
139	7.2%
3,239	15.4%
4,036	8.8%
3,392	0.9%
833	12.1%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



Blacktown Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,837 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,310	
15 minutes	-1 minute
31 minutes	-4 minutes

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

October to December 2017

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

Number of triage 2 patients: 3,737

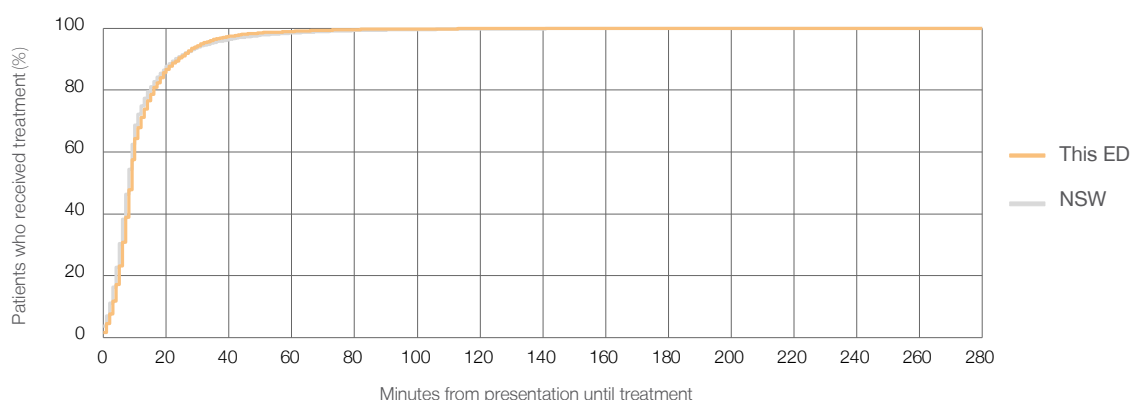
Number of triage 2 patients used to calculate waiting time: ³ 3,716

Median time to start treatment ⁴ 9 minutes

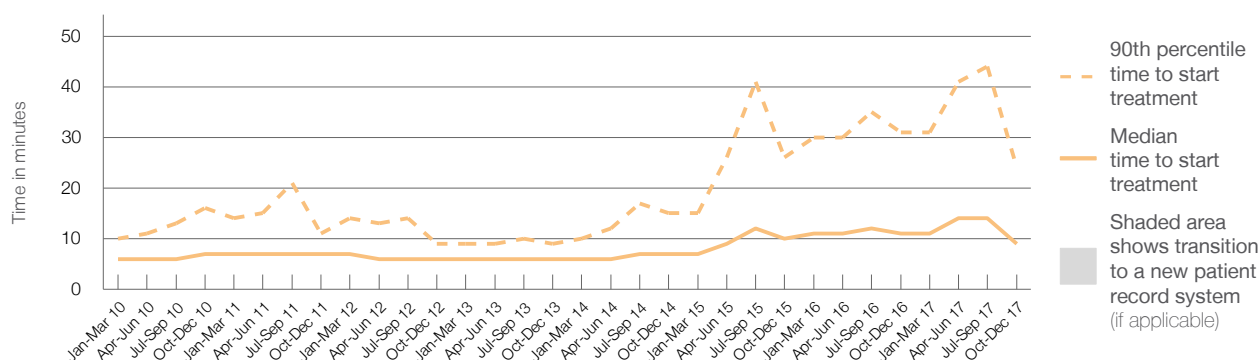
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
3,239	
3,221	
11 minutes	8 minutes
31 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



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

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

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

October to December 2017

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

Number of triage 3 patients: 4,392

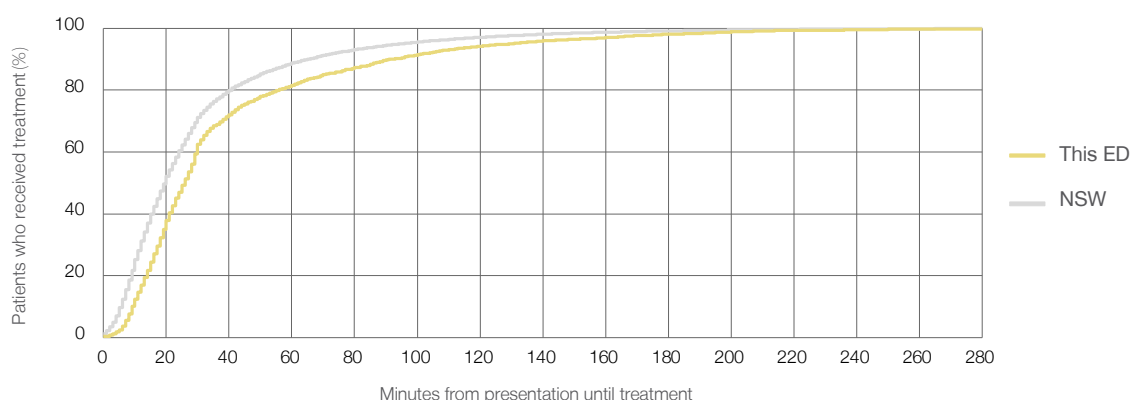
Number of triage 3 patients used to calculate waiting time:³ 4,232

Median time to start treatment⁴ 26 minutes

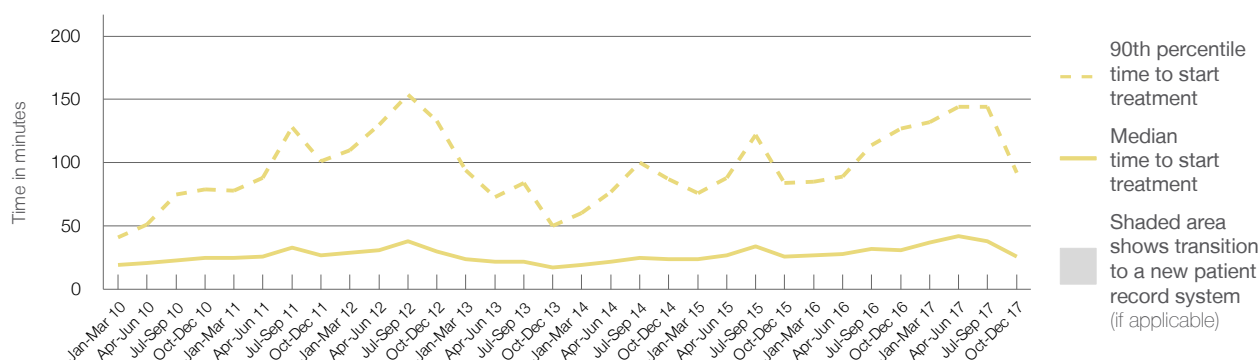
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
4,036	
3,830	
31 minutes	20 minutes
127 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

October to December 2017

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

Number of triage 4 patients: 3,422

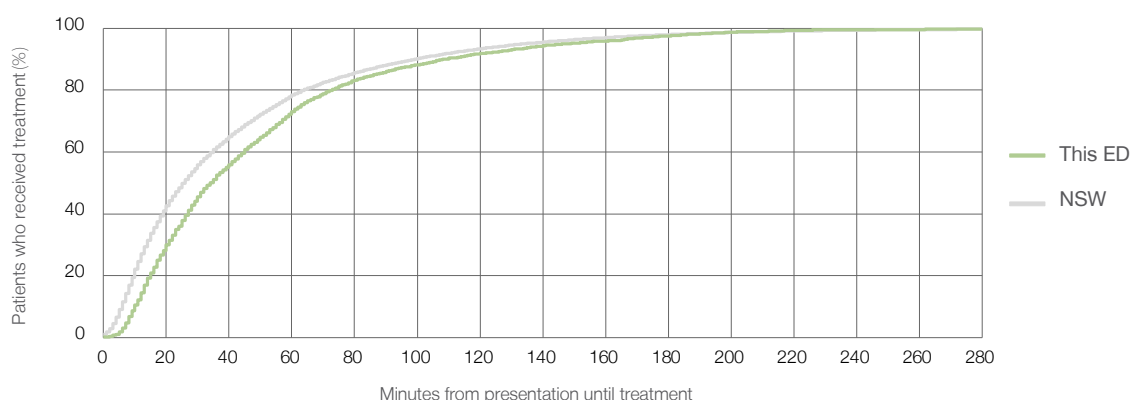
Number of triage 4 patients used to calculate waiting time:³ 3,269

Median time to start treatment⁴ 34 minutes

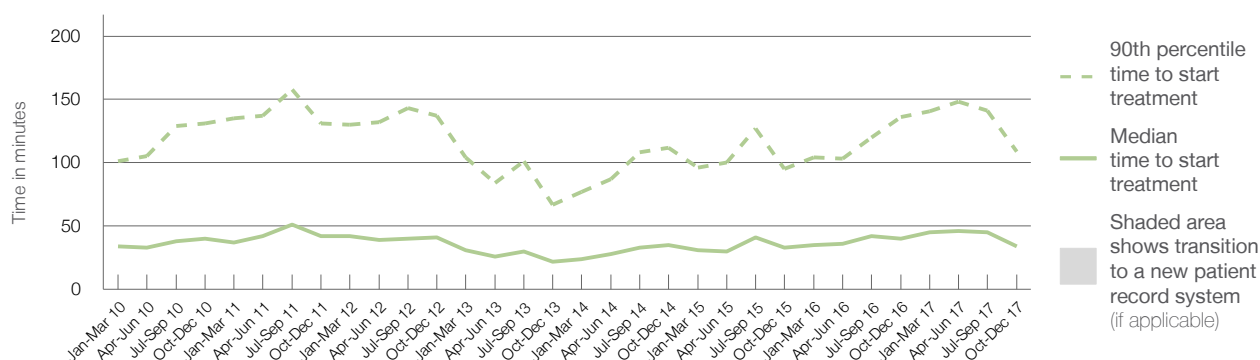
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
3,392	
3,194	
40 minutes	26 minutes
136 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 5 patients: 934

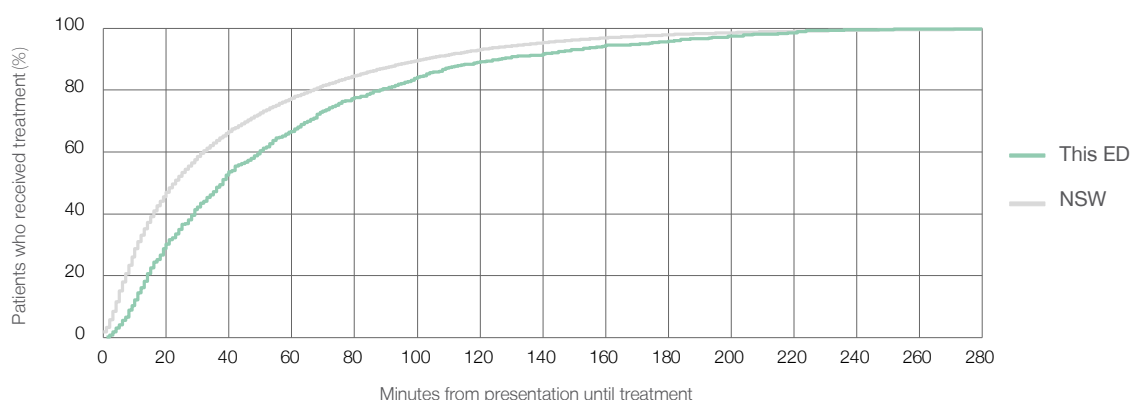
Number of triage 5 patients used to calculate waiting time:³ 760

Median time to start treatment⁴ 38 minutes

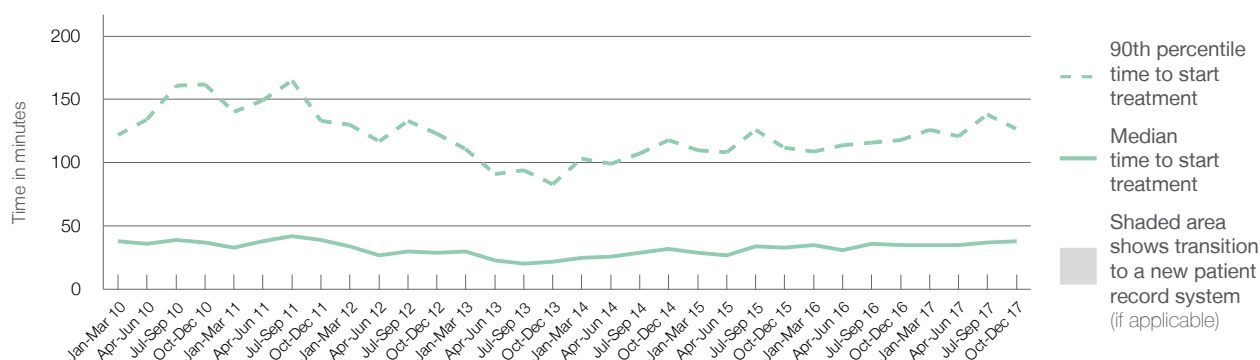
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
833	
686	
35 minutes	23 minutes
118 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	39	29	22	32	33	35	38
90th percentile time to start treatment ⁵ (minutes)	162	133	123	83	118	112	118	127

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

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

Blacktown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,712 patients

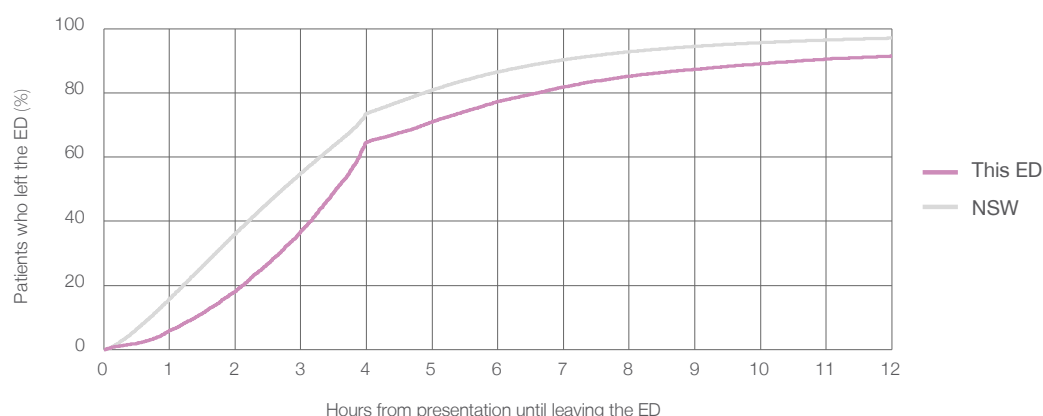
Presentations used to calculate time to leaving the ED:⁶ 12,711 patients

Median time spent in the ED⁸ 3 hours and 33 minutes

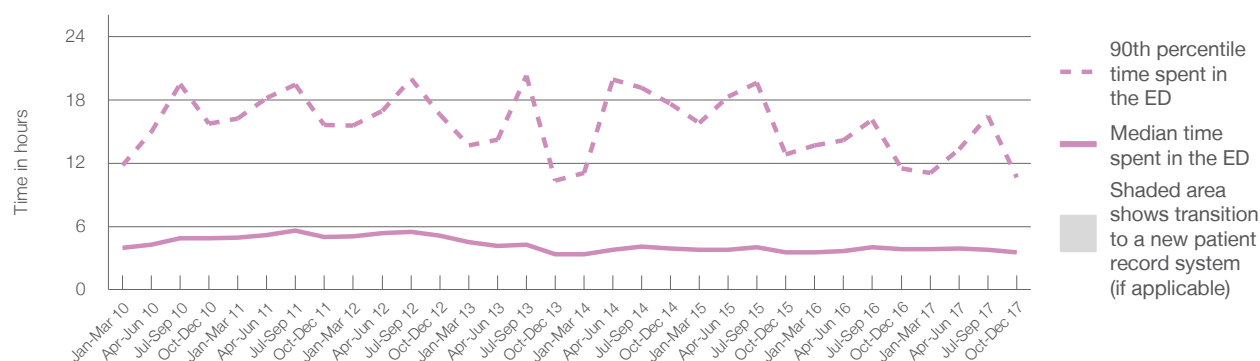
90th percentile time spent in the ED⁹ 10 hours and 38 minutes

Same period last year	NSW (this period)
11,714	
11,704	
3 hours and 51 minutes	2 hours and 44 minutes
11 hours and 29 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

All presentations:[†] 12,712 patients

Presentations used to calculate time to leaving the ED:[‡] 12,711 patients

Treated and discharged 5,193 (40.9%)

Treated and admitted to hospital 6,561 (51.6%)

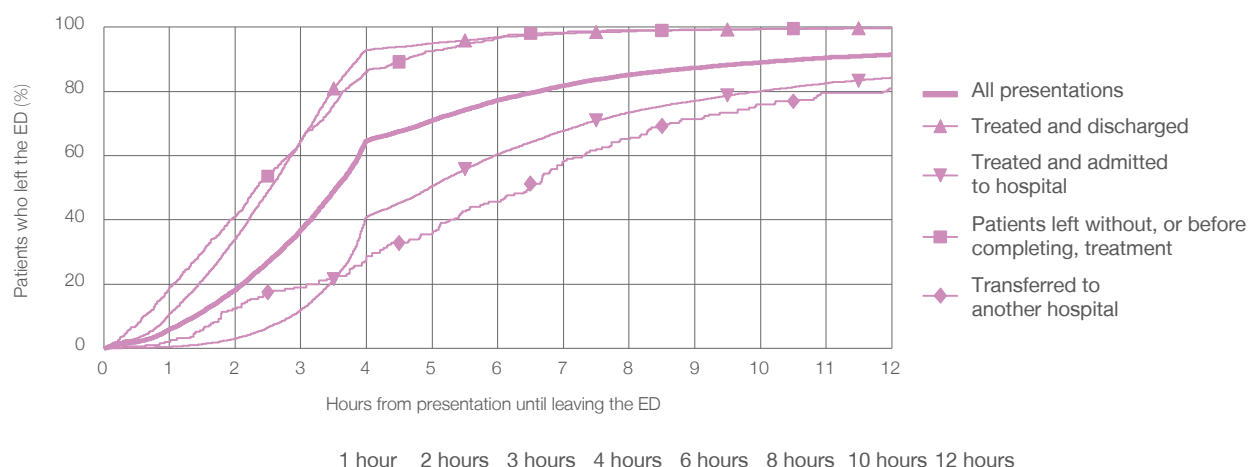
Patient left without, or before completing, treatment 726 (5.7%)

Transferred to another hospital 195 (1.5%)

Other 37 (0.3%)

Same period last year	Change since one year ago
11,704	8.6%
4,494	15.6%
6,107	7.4%
823	-11.8%
233	-16.3%
57	-35.1%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.7%	34.1%	64.8%	92.9%	96.9%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.4%	3.0%	11.9%	40.9%	60.5%	73.5%	80.1%	84.3%
Patient left without, or before completing, treatment	18.9%	41.0%	64.6%	86.2%	96.7%	99.0%	99.3%	99.7%
Transferred to another hospital	2.1%	12.3%	19.0%	28.7%	45.6%	65.1%	75.9%	81.0%
All presentations	5.9%	18.2%	36.8%	64.7%	77.3%	85.2%	89.0%	91.4%

(†) 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.

Blacktown Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 12,712 patients

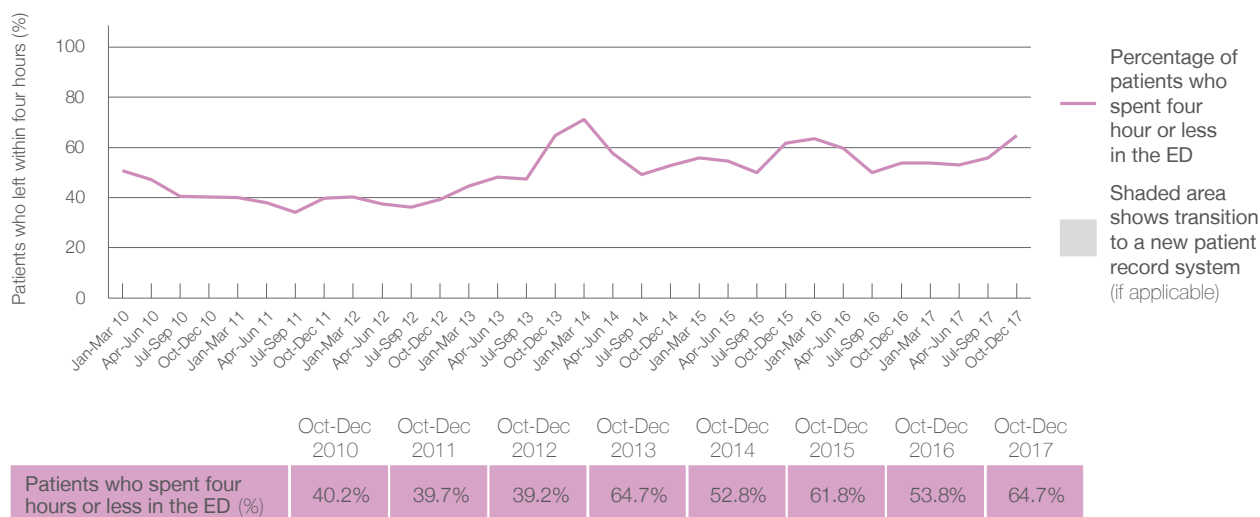
Presentations used to calculate time to leaving the ED: ⁶ 12,711 patients

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



Same period last year	Change since one year ago
11,714	8.5%
11,704	8.6%
53.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Campbelltown Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 17,904 patients

Emergency presentations:² 17,739 patients

Same period last year	Change since one year ago
16,810	6.5%
16,661	6.5%

Campbelltown Hospital: Time patients waited to start treatment ³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,861 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,370 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,386 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,021 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,798	
7 minutes	8 minutes
19 minutes	23 minutes
6,863	
16 minutes	20 minutes
66 minutes	65 minutes
6,130	
24 minutes	26 minutes
110 minutes	99 minutes
1,777	
30 minutes	23 minutes
119 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
60.2%	

* 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.

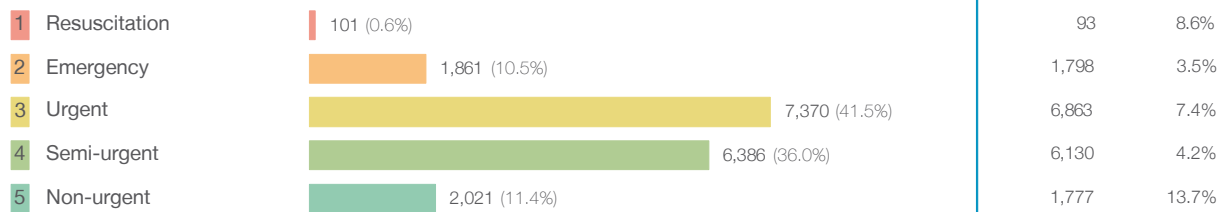
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Campbelltown Hospital: Patients presenting to the emergency department

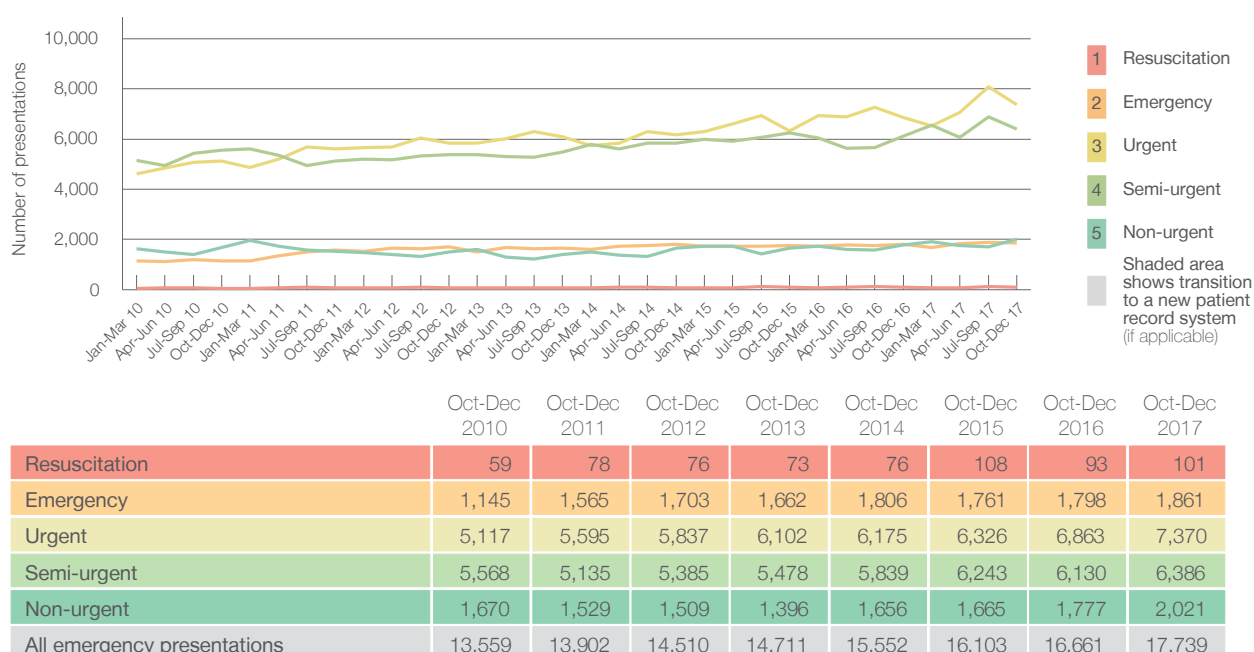
October to December 2017

All presentations:¹ 17,904 patients

Emergency presentations² by triage category: 17,739 patients



Emergency presentations² by quarter, January 2010 to December 2017 [‡]



Campbelltown Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 4,092 patients

ED Transfer of care time



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

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

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

October to December 2017

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

Number of triage 2 patients: 1,861

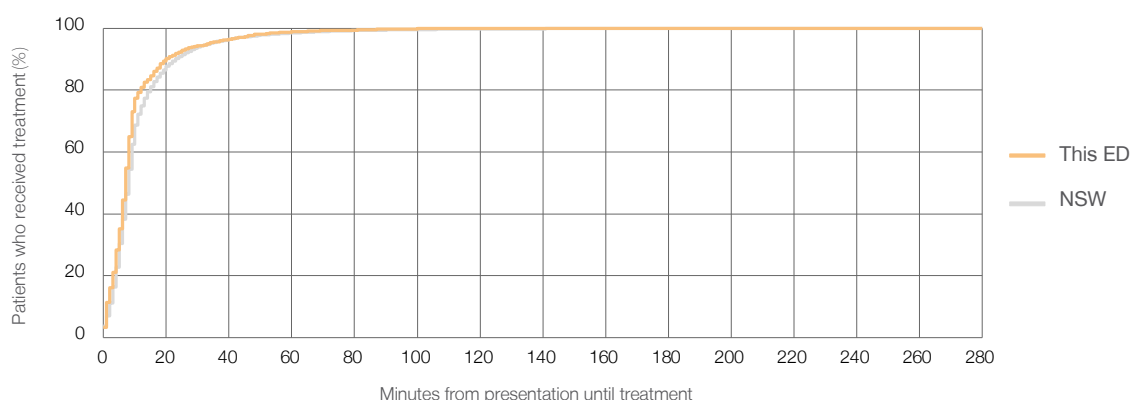
Number of triage 2 patients used to calculate waiting time:³ 1,858

Median time to start treatment⁴ 7 minutes

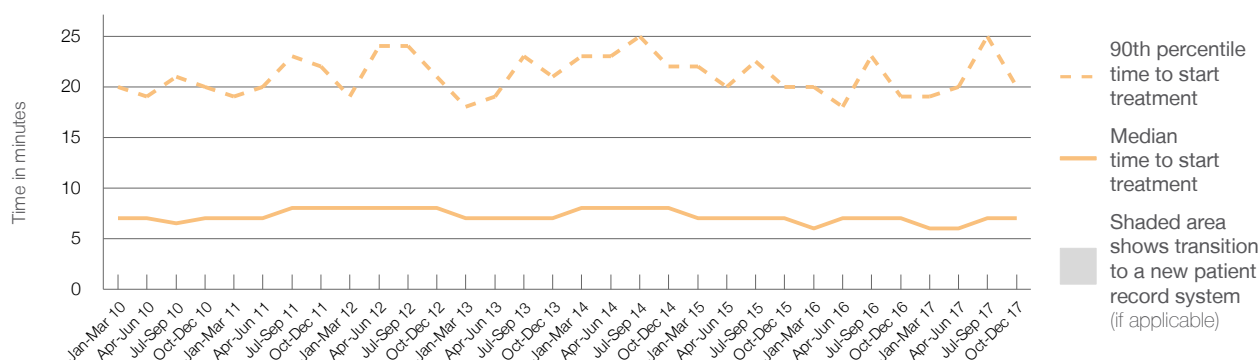
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,798	
1,793	
7 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 3 patients: 7,370

Number of triage 3 patients used to calculate waiting time:³ 7,199

Median time to start treatment⁴

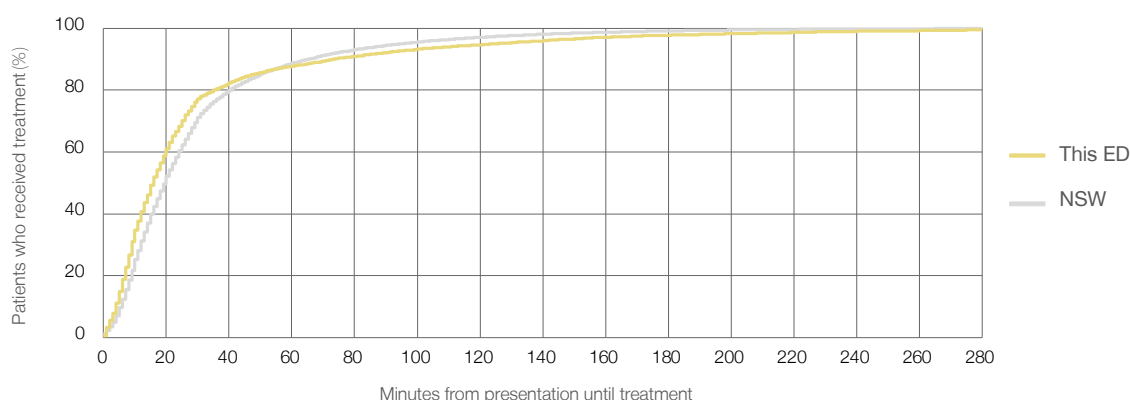
16 minutes

90th percentile time to start treatment⁵

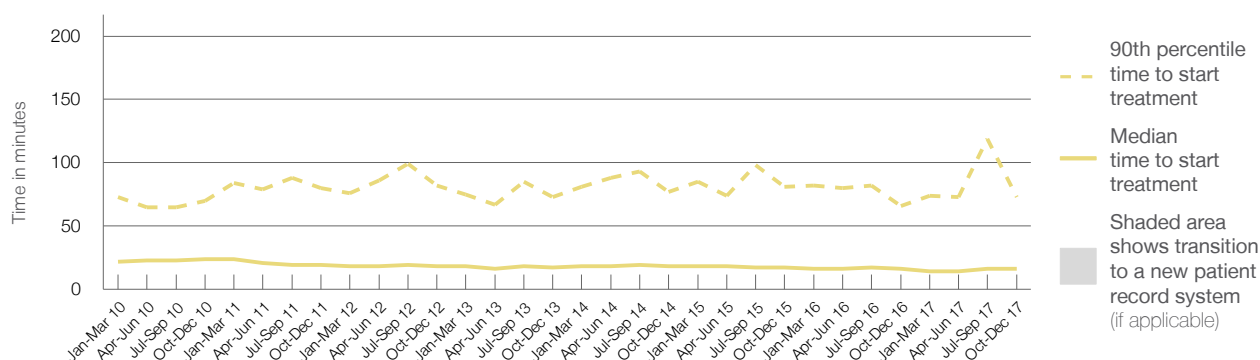
73 minutes

Same period last year	NSW (this period)
6,863	
6,736	
16 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 4 patients: 6,386

Number of triage 4 patients used to calculate waiting time:³ 5,972

Median time to start treatment⁴

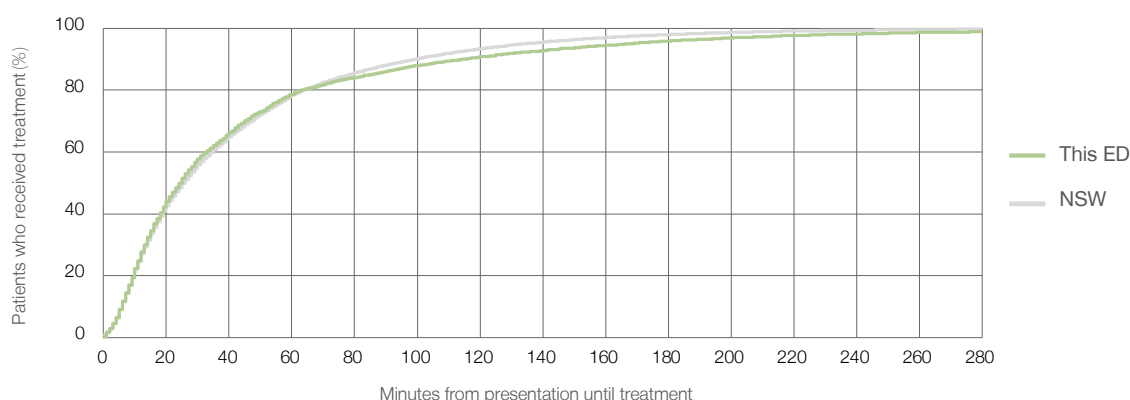
25 minutes

90th percentile time to start treatment⁵

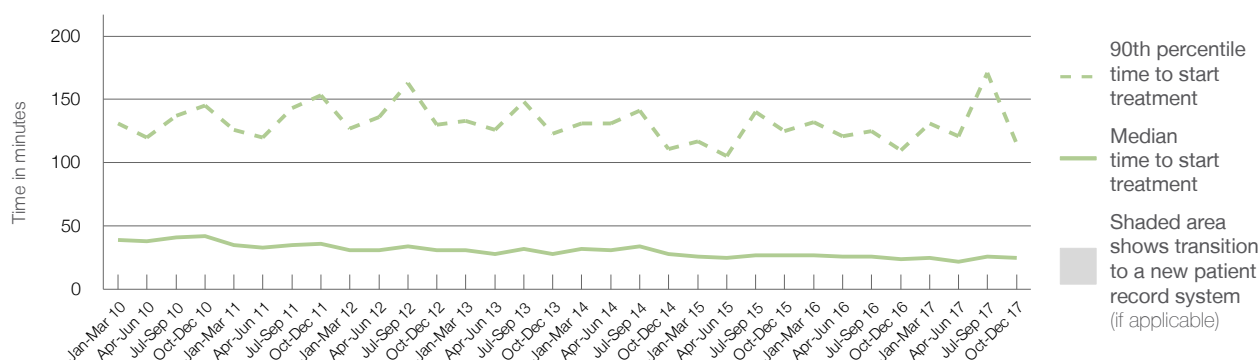
115 minutes

Same period last year	NSW (this period)
6,130	
5,774	
24 minutes	26 minutes
110 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	42	36	31	28	28	27	24	25
90th percentile time to start treatment ⁵ (minutes)	145	153	130	123	111	125	110	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.

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

October to December 2017

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

Number of triage 5 patients: 2,021

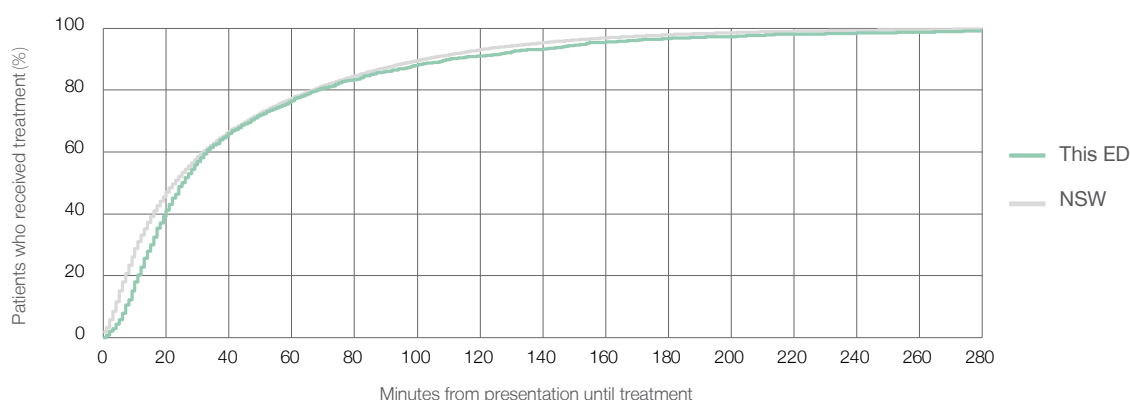
Number of triage 5 patients used to calculate waiting time:³ 1,758

Median time to start treatment⁴ 25 minutes

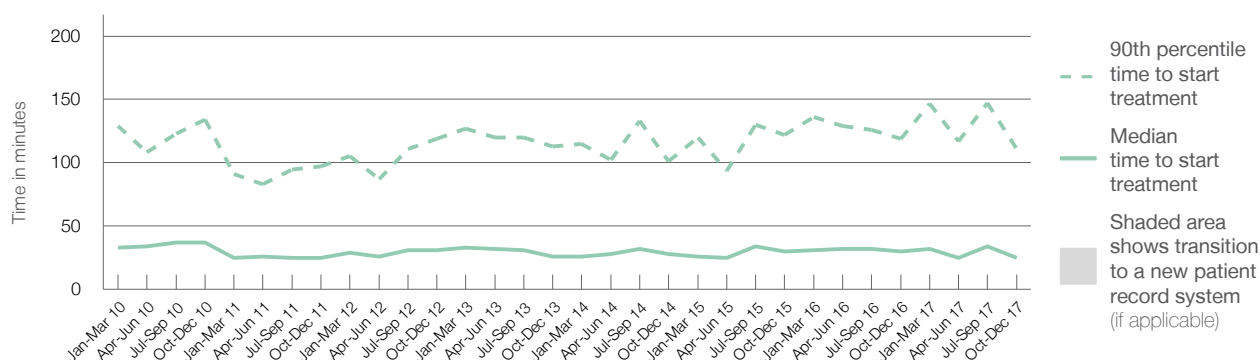
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,777	
1,569	
30 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	37	25	31	26	28	30	30	25
90th percentile time to start treatment ⁵ (minutes)	134	97	119	113	101	122	119	111

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

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

Campbelltown Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 17,904 patients

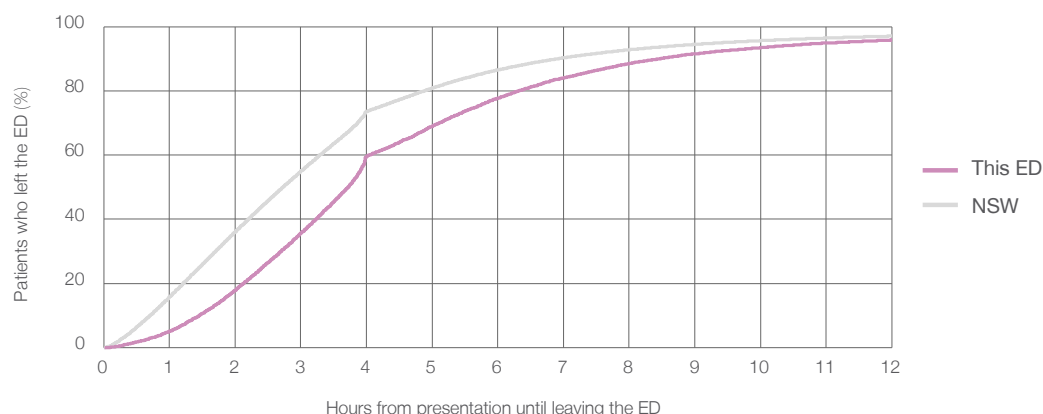
Presentations used to calculate time to leaving the ED:⁶ 17,903 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

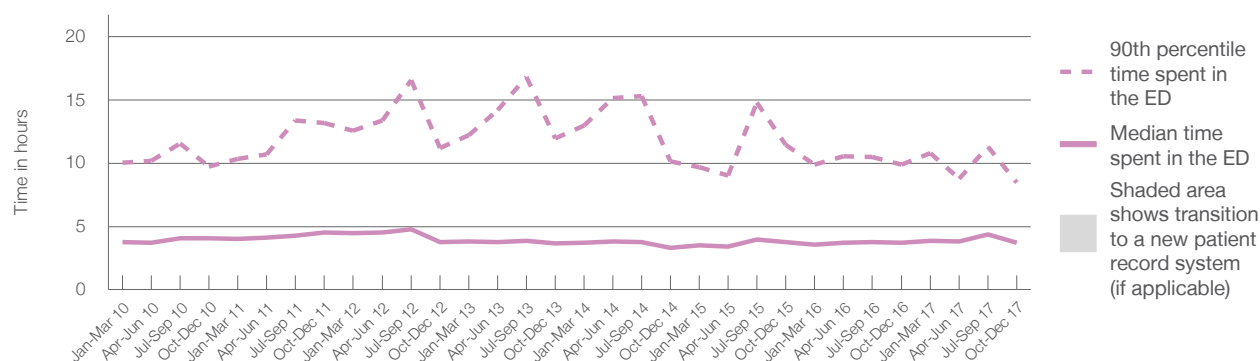
90th percentile time spent in the ED⁹ 8 hours and 28 minutes

Same period last year	NSW (this period)
16,810	
16,810	
3 hours and 43 minutes	2 hours and 44 minutes
9 hours and 52 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 45m	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 52m	8h 28m

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

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

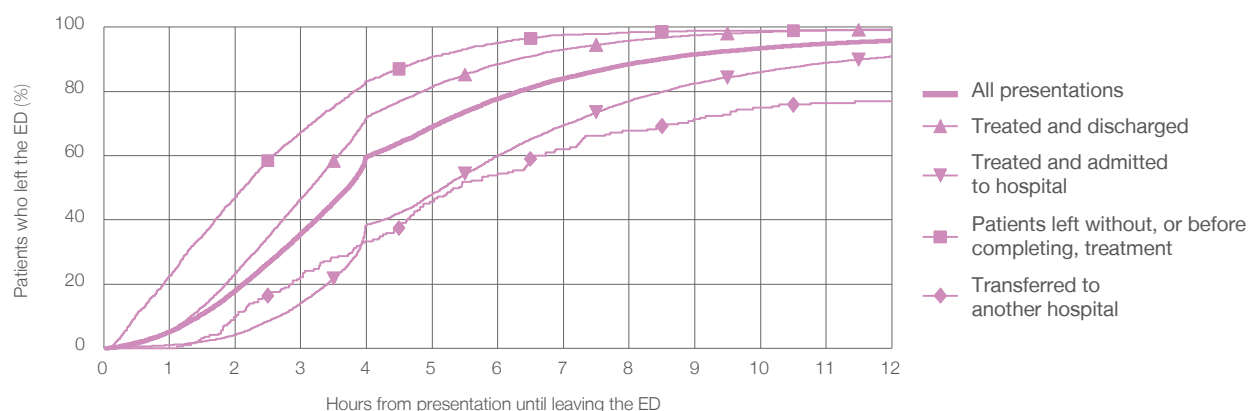
All presentations:[†] 17,904 patients

Presentations used to calculate time to leaving the ED:[‡] 17,903 patients

Treated and discharged	9,267 (51.8%)
Treated and admitted to hospital	6,875 (38.4%)
Patient left without, or before completing, treatment	1,548 (8.6%)
Transferred to another hospital	195 (1.1%)
Other	19 (0.1%)

Same period last year	Change since one year ago
16,810	6.5%
8,263	12.2%
6,941	-1.0%
1,367	13.2%
226	-13.7%
13	46.2%

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



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

Treated and discharged	5.2%	23.3%	46.7%	71.9%	88.5%	95.8%	98.5%	99.4%
Treated and admitted to hospital	1.0%	4.2%	14.2%	38.5%	60.0%	77.0%	86.0%	91.0%
Patient left without, or before completing, treatment	22.5%	47.0%	67.4%	83.1%	95.0%	98.4%	99.0%	99.0%
Transferred to another hospital	0%	9.7%	22.1%	33.3%	54.4%	67.7%	74.9%	76.9%
All presentations	5.1%	17.9%	35.7%	59.6%	77.7%	88.5%	93.5%	95.9%

(†) 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.

Campbelltown Hospital: Time spent in the ED

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

October to December 2017

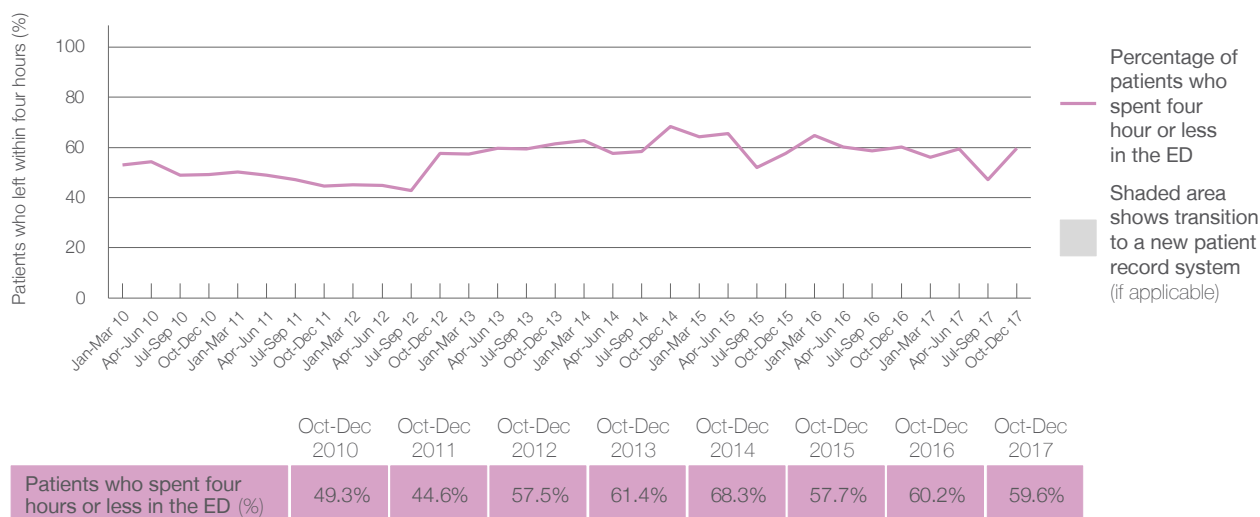
All presentations at the emergency department: ¹ 17,904 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,903 patients

Percentage of patients who spent four hours or less in the ED 59.6%

Same period last year	Change since one year ago
16,810	6.5%
16,810	6.5%
60.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Canterbury Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 11,211 patients

Emergency presentations:² 11,171 patients

Same period last year	Change since one year ago
11,535	-2.8%
11,494	-2.8%

Canterbury Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,168 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,095 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,689 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,180 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
1,098	
7 minutes	8 minutes
15 minutes	23 minutes
3,839	
16 minutes	20 minutes
53 minutes	65 minutes
5,290	
21 minutes	26 minutes
79 minutes	99 minutes
1,237	
18 minutes	23 minutes
97 minutes	103 minutes

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 11,207 patients

Percentage of patients who spent four hours or less in the ED 79.3%

Same period last year	Change since one year ago
11,535	-2.8%
85.4%	

* 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.

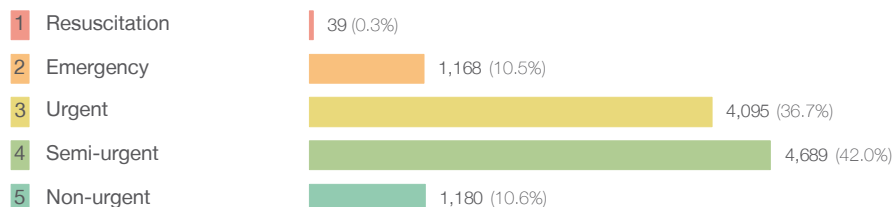
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Canterbury Hospital: Patients presenting to the emergency department

October to December 2017

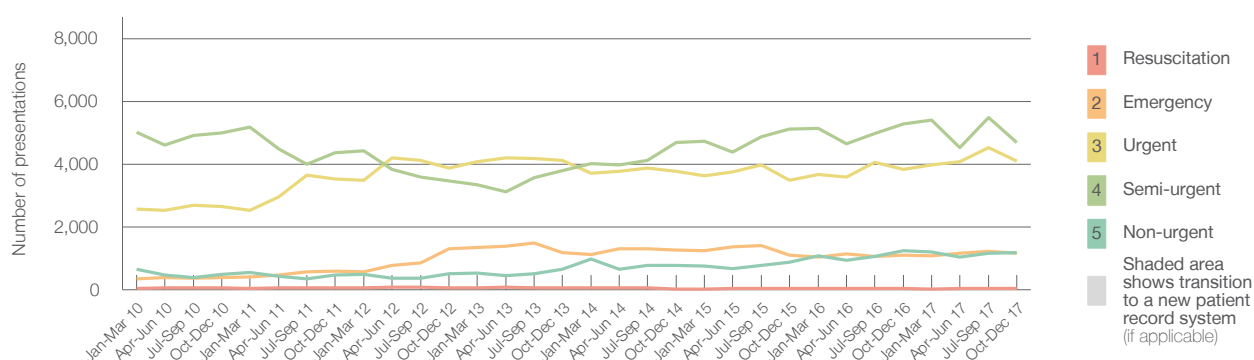
All presentations:¹ 11,211 patients

Emergency presentations² by triage category: 11,171 patients



Same period last year	Change since one year ago
11,535	-2.8%
11,494	-2.8%
30	30.0%
1,098	6.4%
3,839	6.7%
5,290	-11.4%
1,237	-4.6%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	60	54	60	51	22	29	30	39
Emergency	380	579	1,305	1,189	1,263	1,104	1,098	1,168
Urgent	2,658	3,534	3,874	4,114	3,765	3,477	3,839	4,095
Semi-urgent	4,998	4,366	3,468	3,783	4,687	5,122	5,290	4,689
Non-urgent	492	469	505	656	776	875	1,237	1,180
All emergency presentations	8,588	9,002	9,212	9,793	10,513	10,607	11,494	11,171

Canterbury Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,927 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,912	
10 minutes	0 minutes
19 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.

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

October to December 2017

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

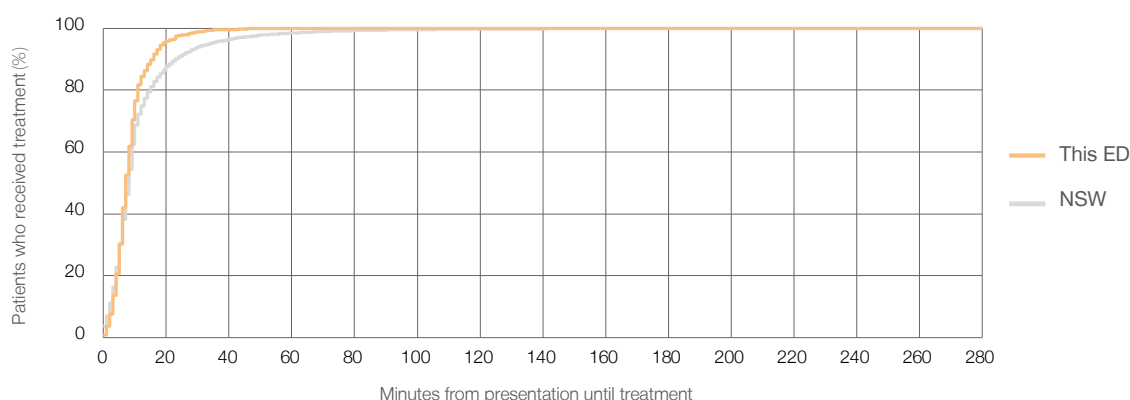
Number of triage 2 patients: 1,168

Number of triage 2 patients used to calculate waiting time:³ 1,167

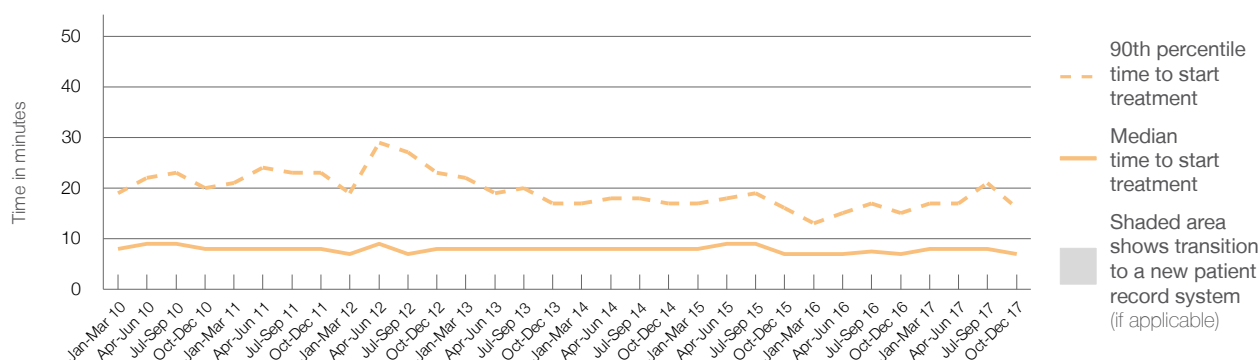
Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,098	
1,096	
7 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 3 patients: 4,095

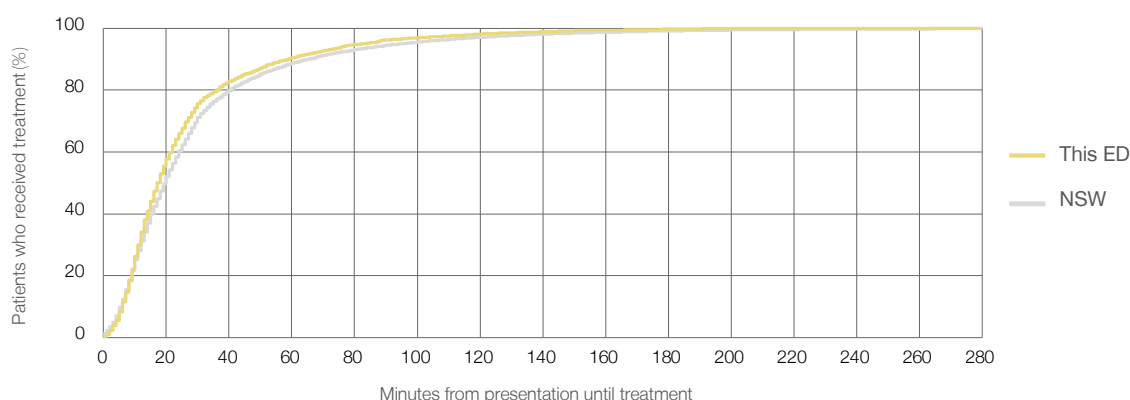
Number of triage 3 patients used to calculate waiting time:³ 4,032

Median time to start treatment⁴ 17 minutes

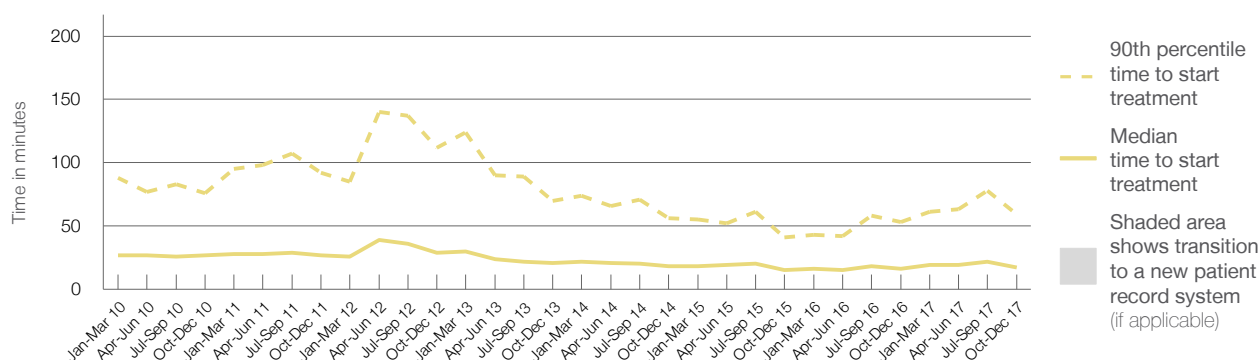
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,839	
3,796	
16 minutes	20 minutes
53 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 4 patients: 4,689

Number of triage 4 patients used to calculate waiting time:³ 4,380

Median time to start treatment⁴

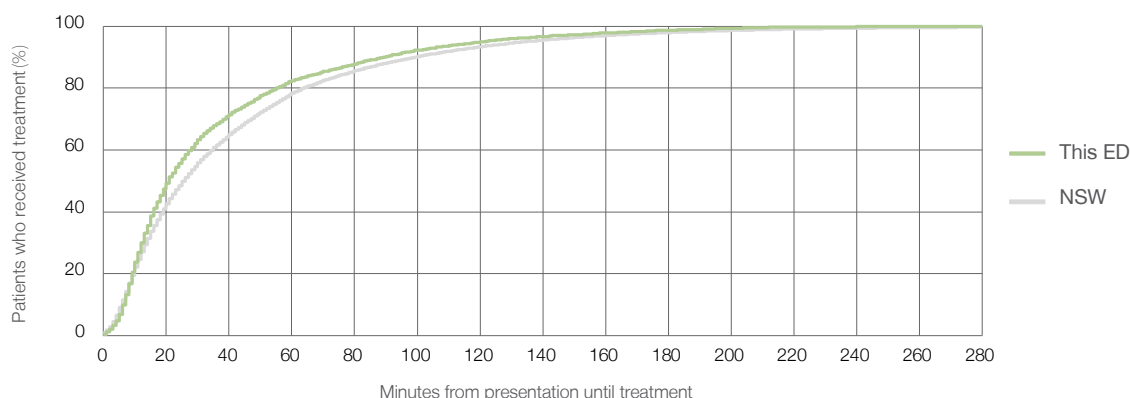
21 minutes

90th percentile time to start treatment⁵

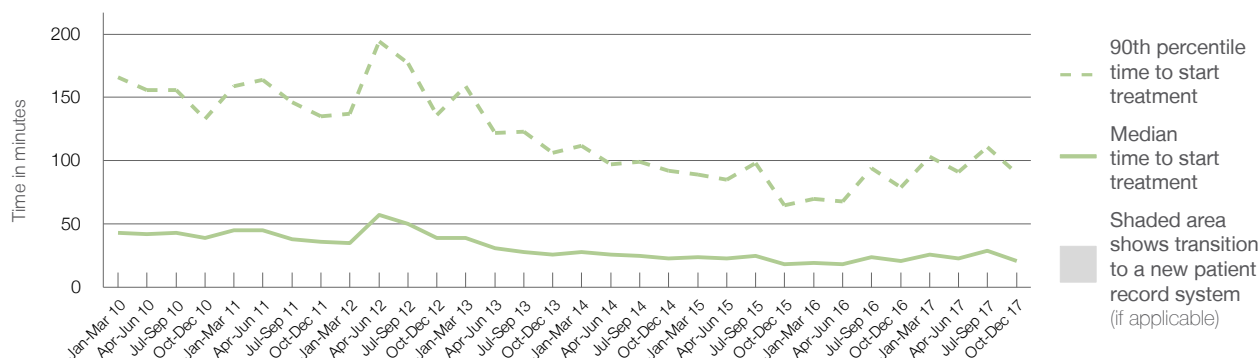
90 minutes

Same period last year	NSW (this period)
5,290	
5,016	
21 minutes	26 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 5 patients: 1,180

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

Median time to start treatment⁴

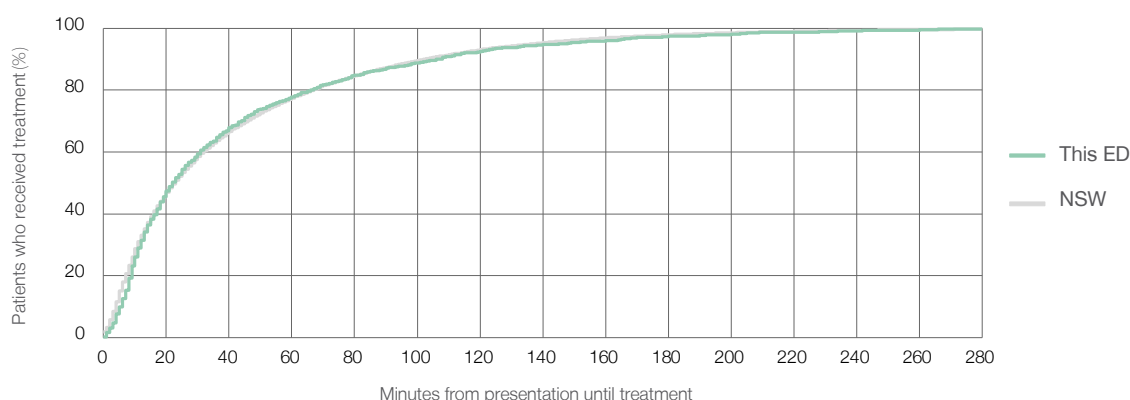
22 minutes

90th percentile time to start treatment⁵

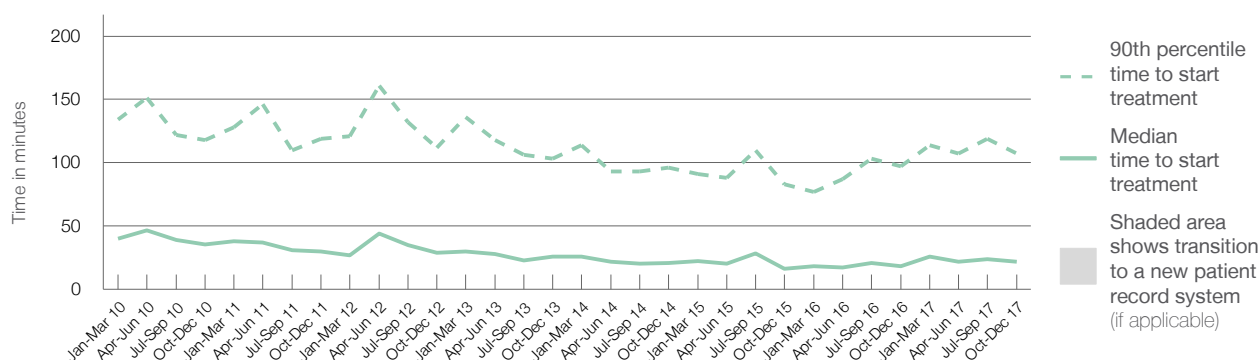
107 minutes

Same period last year	NSW (this period)
1,237	
1,018	
18 minutes	23 minutes
97 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

Canterbury Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 11,211 patients

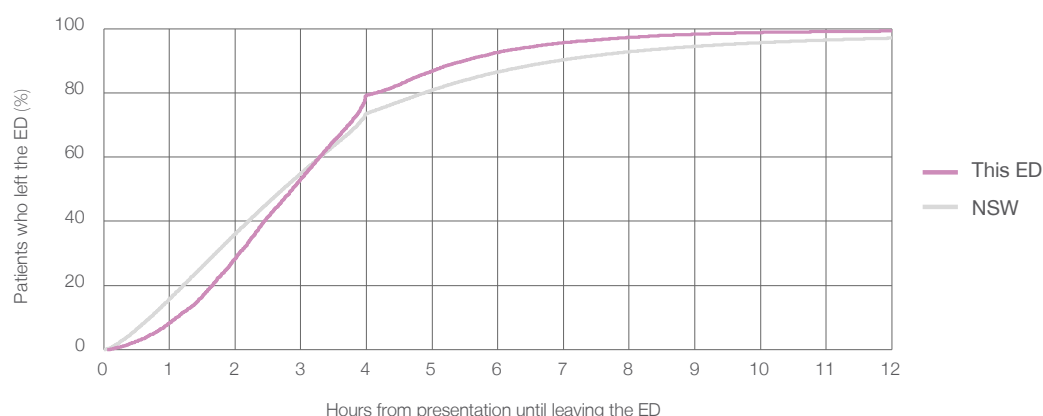
Presentations used to calculate time to leaving the ED:⁶ 11,207 patients

Median time spent in the ED⁸ 2 hours and 53 minutes

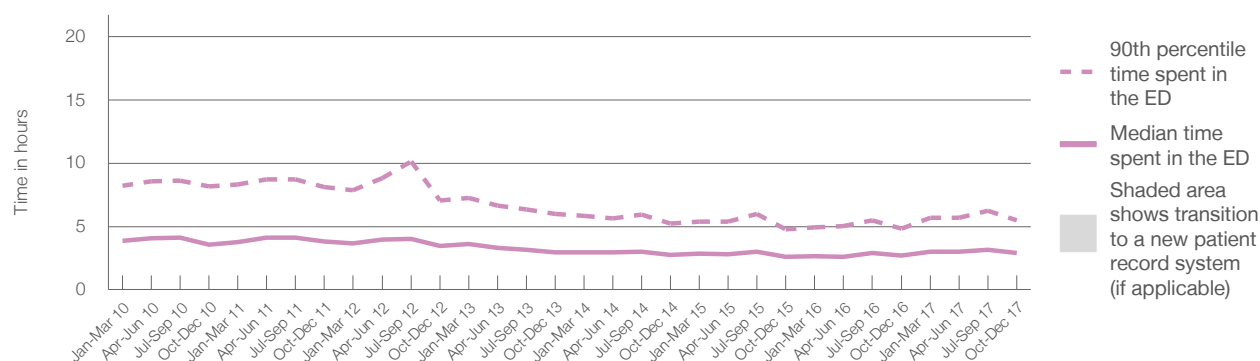
90th percentile time spent in the ED⁹ 5 hours and 30 minutes

Same period last year	NSW (this period)
11,535	
11,535	
2 hours and 41 minutes	2 hours and 44 minutes
4 hours and 50 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

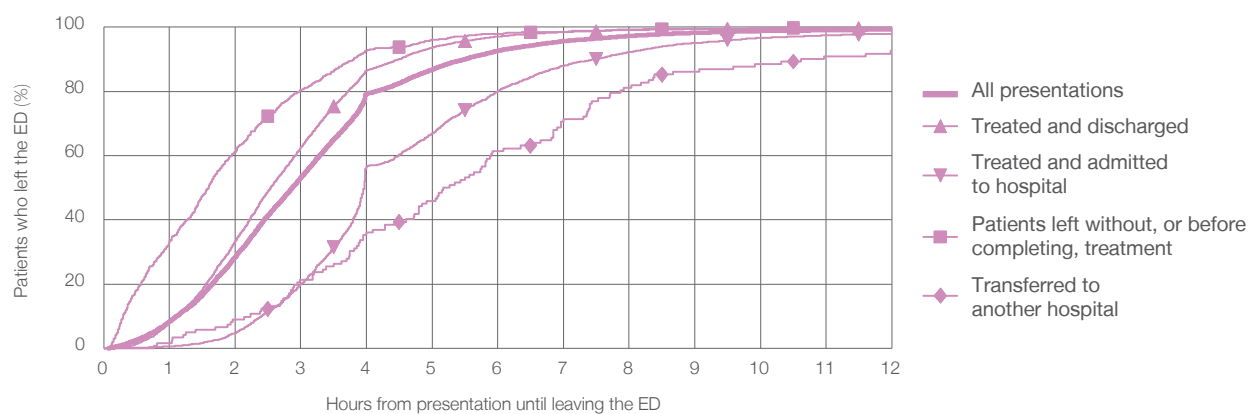
October to December 2017

All presentations:[†] 11,211 patients

Presentations used to calculate time to leaving the ED:[‡] 11,207 patients

		Same period last year	Change since one year ago
		11,535	-2.8%
Treated and discharged	7,434 (66.3%)	7,724	-3.8%
Treated and admitted to hospital	2,728 (24.3%)	2,846	-4.1%
Patient left without, or before completing, treatment	892 (8.0%)	816	9.3%
Transferred to another hospital	122 (1.1%)	115	6.1%
Other	35 (0.3%)	34	2.9%

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



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

Treated and discharged	8.1%	33.4%	62.6%	86.6%	97.1%	99.1%	99.7%	99.8%
Treated and admitted to hospital	0.5%	4.8%	20.0%	56.6%	80.1%	92.3%	96.7%	97.9%
Patient left without, or before completing, treatment	33.2%	61.2%	80.5%	92.7%	98.0%	99.2%	99.7%	99.8%
Transferred to another hospital	1.6%	9.0%	21.3%	36.1%	61.5%	81.1%	88.5%	92.6%
All presentations	8.4%	28.6%	53.3%	79.3%	92.6%	97.3%	98.8%	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.

Canterbury Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 11,211 patients

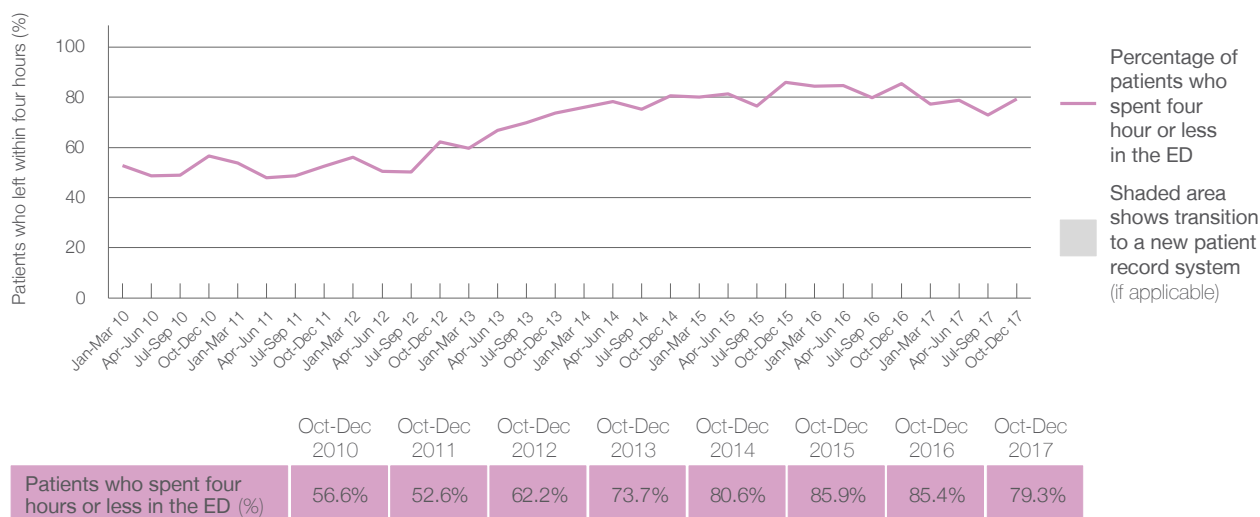
Presentations used to calculate time to leaving the ED: ⁶ 11,207 patients

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



Same period last year	Change since one year ago
11,535	-2.8%
11,535	-2.8%
85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,262 patients

Emergency presentations:² 10,032 patients

Same period last year	Change since one year ago
10,055	2.1%
9,728	3.1%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,092 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,244 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,210 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,407 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,019	
6 minutes	8 minutes
10 minutes	23 minutes
3,154	
16 minutes	20 minutes
46 minutes	65 minutes
3,974	
27 minutes	26 minutes
118 minutes	99 minutes
1,527	
28 minutes	23 minutes
125 minutes	103 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,262 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
10,054	2.1%
72.5%	

* 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.

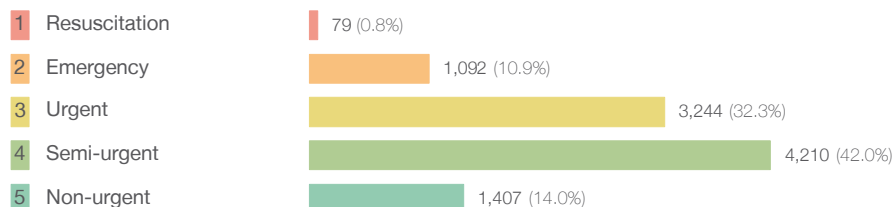
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

October to December 2017

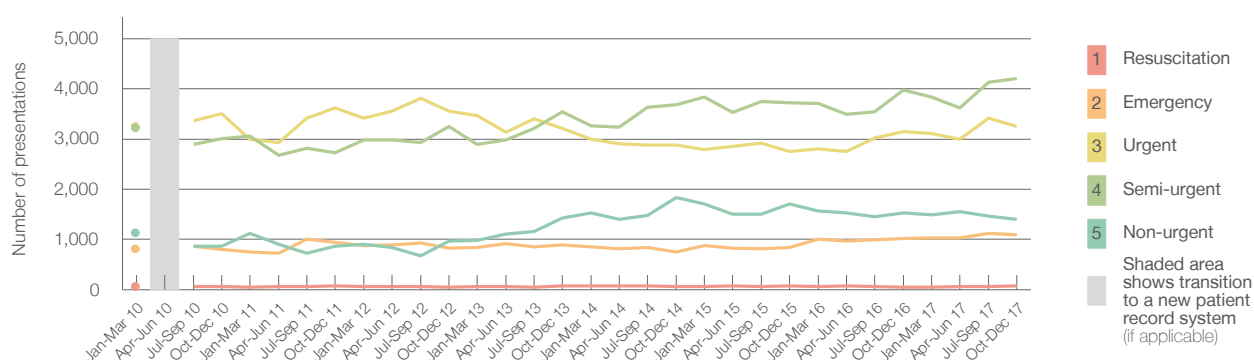
All presentations:¹ 10,262 patients

Emergency presentations² by triage category: 10,032 patients



Same period last year	Change since one year ago
10,055	2.1%
9,728	3.1%
54	46.3%
1,019	7.2%
3,154	2.9%
3,974	5.9%
1,527	-7.9%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	65	69	51	72	66	70	54	79
Emergency	805	937	825	886	748	845	1,019	1,092
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,244
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,974	4,210
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,728	10,032

Coffs Harbour Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,356 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,394	
12 minutes	-1 minute
27 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.

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

October to December 2017

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

Number of triage 2 patients: 1,092

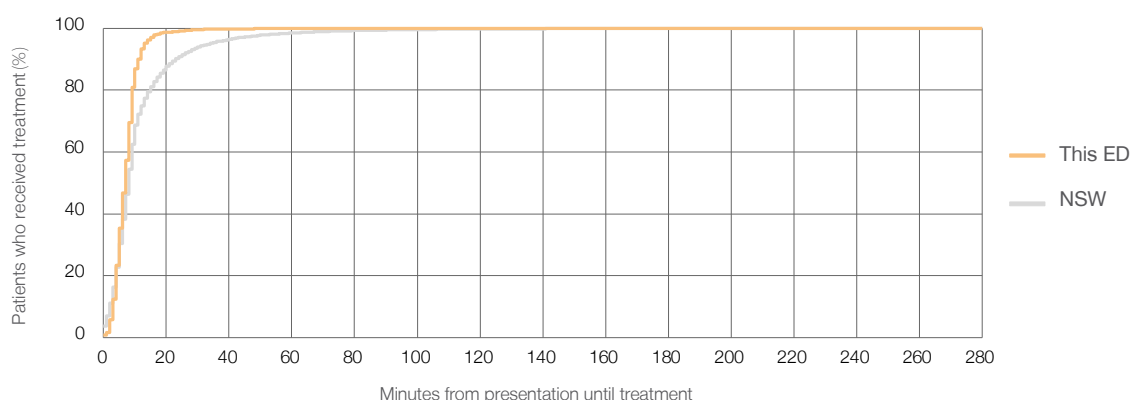
Number of triage 2 patients used to calculate waiting time:³ 1,091

Median time to start treatment⁴ 7 minutes

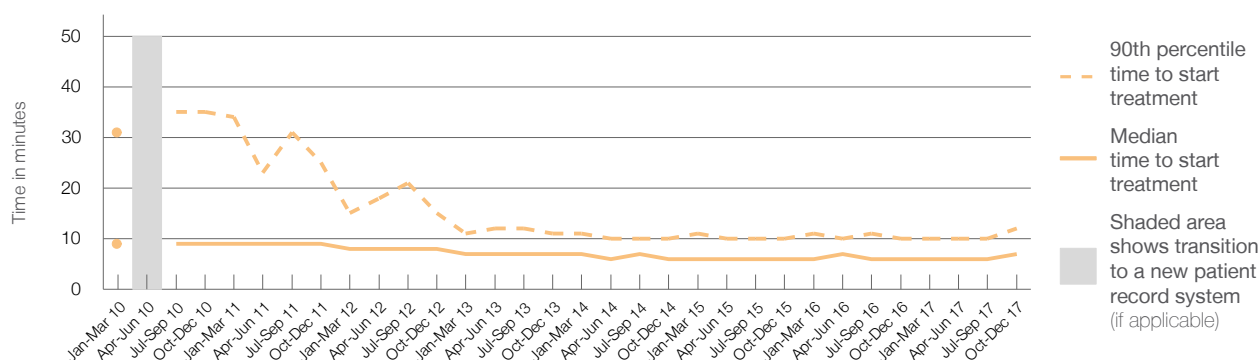
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,019	
1,017	
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 3,244

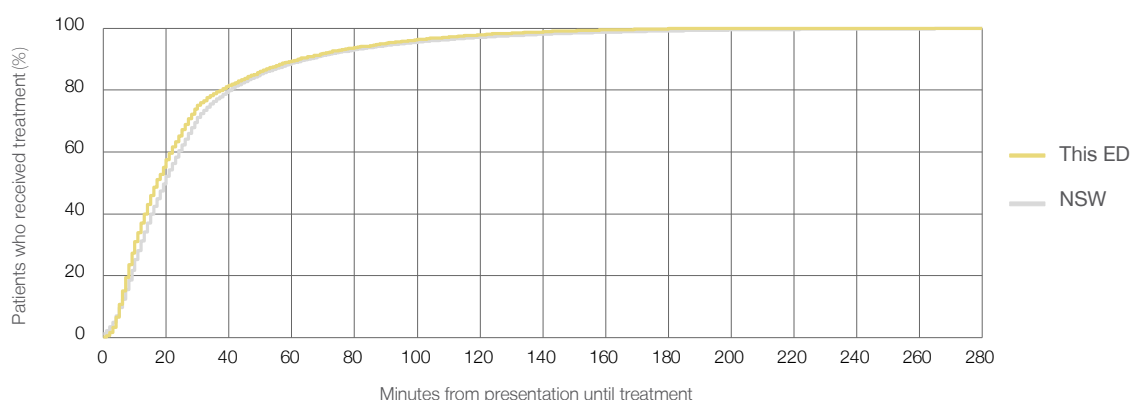
Number of triage 3 patients used to calculate waiting time:³ 3,167

Median time to start treatment⁴ 17 minutes

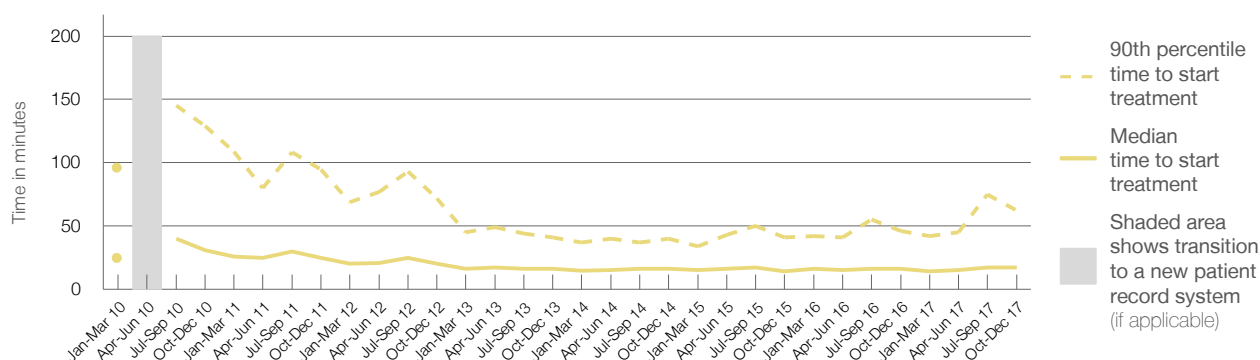
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,154	
3,088	
16 minutes	20 minutes
46 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 4 patients: 4,210

Number of triage 4 patients used to calculate waiting time:³ 3,831

Median time to start treatment⁴

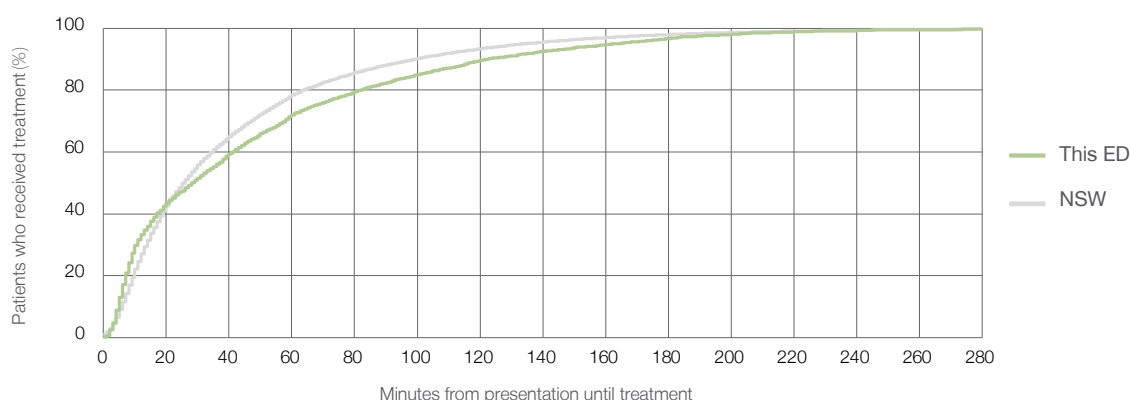
28 minutes

90th percentile time to start treatment⁵

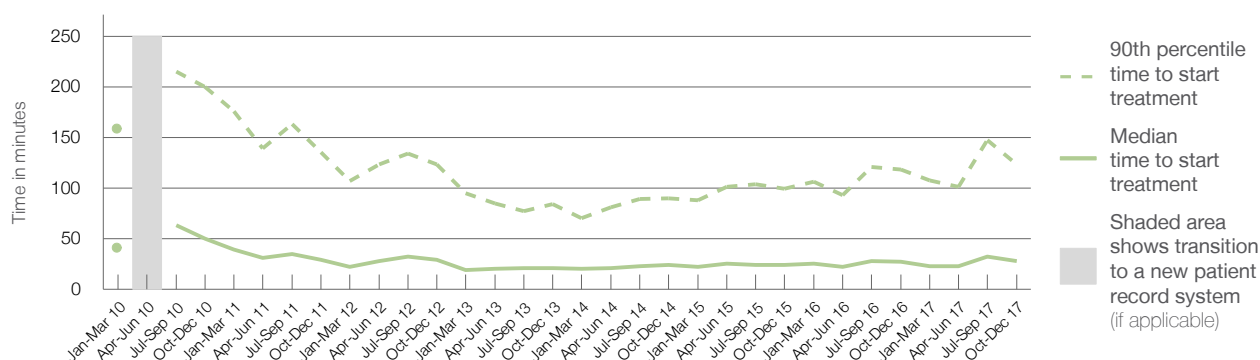
123 minutes

Same period last year	NSW (this period)
3,974	
3,624	
27 minutes	26 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	50	29	29	21	24	24	27	28
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	118	123

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

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

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

October to December 2017

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

Number of triage 5 patients: 1,407

Number of triage 5 patients used to calculate waiting time:³ 1,275

Median time to start treatment⁴

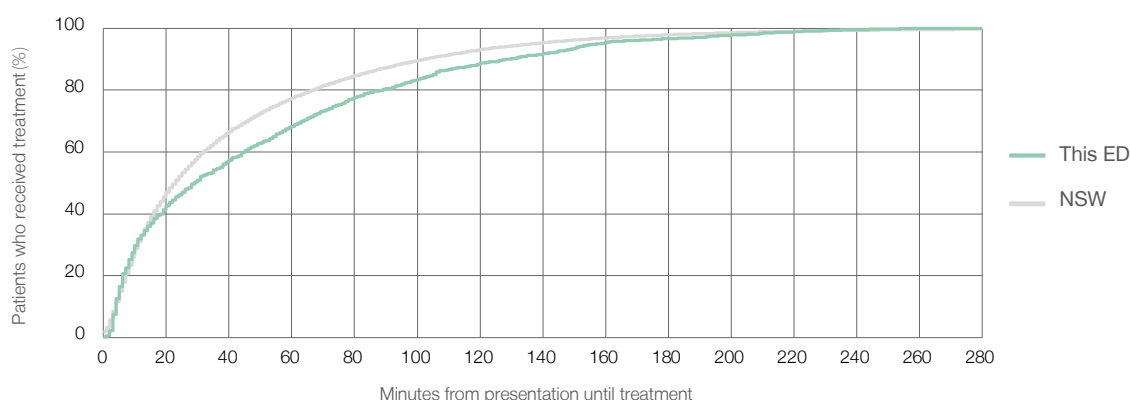
29 minutes

90th percentile time to start treatment⁵

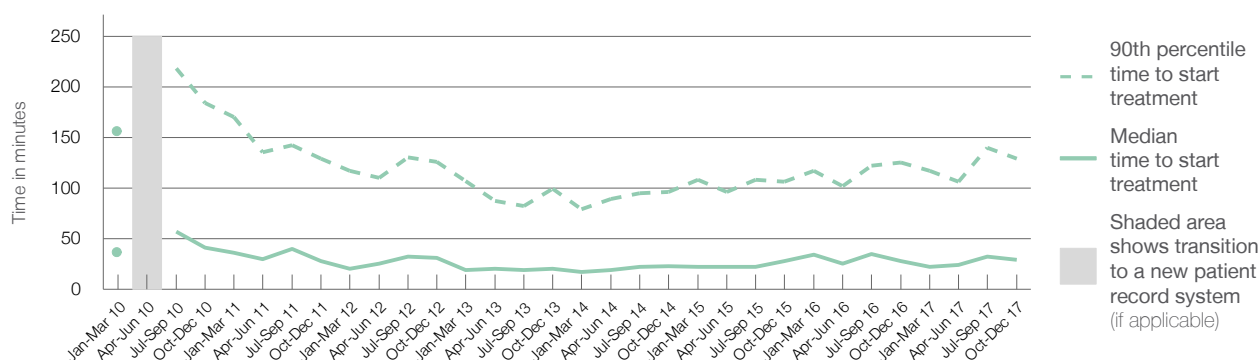
129 minutes

Same period last year	NSW (this period)
1,527	
1,385	
28 minutes	23 minutes
125 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,262 patients

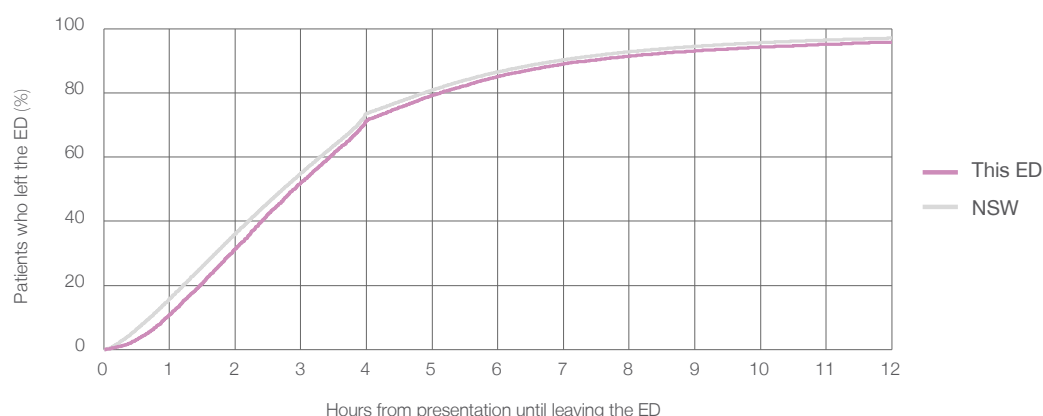
Presentations used to calculate time to leaving the ED:⁶ 10,262 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

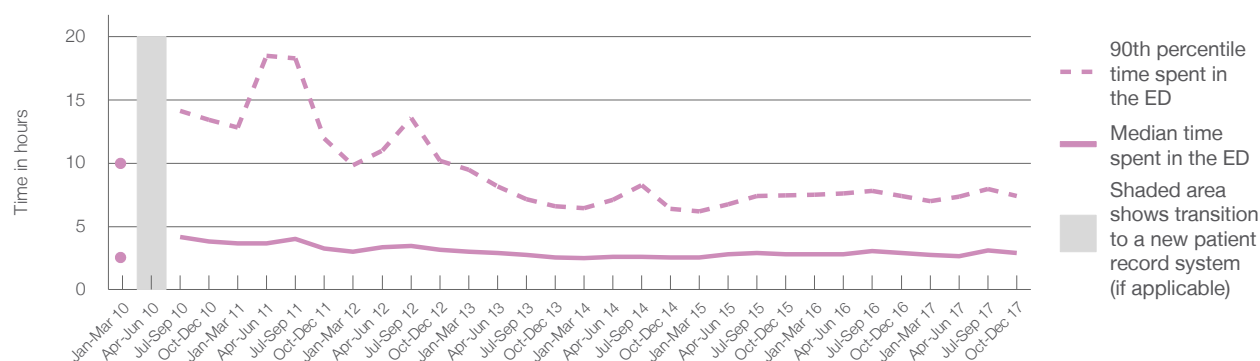
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
10,055	
10,054	
2 hours and 55 minutes	2 hours and 44 minutes
7 hours and 23 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

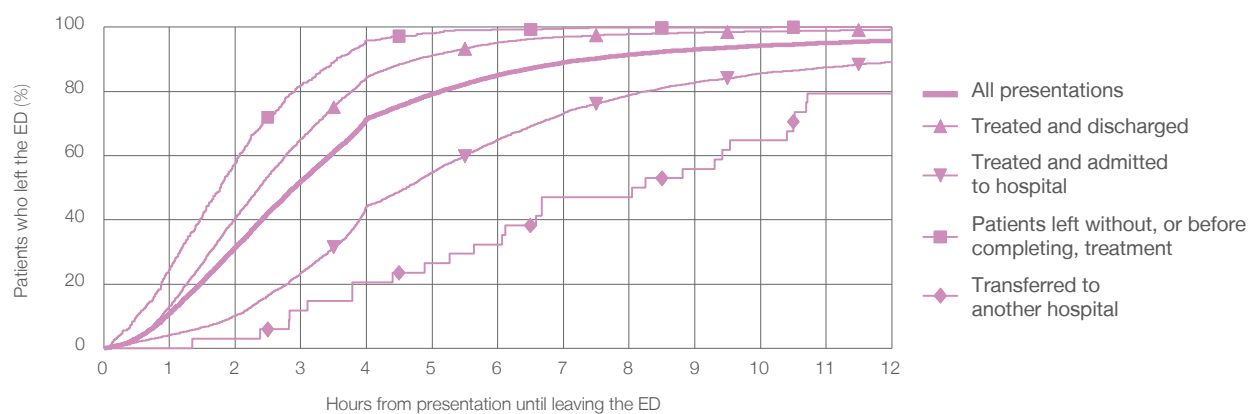
October to December 2017

All presentations:[†] 10,262 patients

Presentations used to calculate time to leaving the ED:[‡] 10,262 patients

		Same period last year	Change since one year ago
Treated and discharged	6,152 (59.9%)	10,054	2.1%
Treated and admitted to hospital	3,439 (33.5%)	5,821	5.7%
Patient left without, or before completing, treatment	606 (5.9%)	3,592	-4.3%
Transferred to another hospital	34 (0.3%)	577	5.0%
Other	31 (0.3%)	46	-26.1%
		19	63.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	40.6%	65.2%	84.4%	95.2%	97.8%	98.7%	99.2%
Treated and admitted to hospital	4.2%	10.2%	23.5%	44.3%	65.0%	78.8%	85.7%	89.1%
Patient left without, or before completing, treatment	24.4%	57.6%	82.0%	95.9%	99.3%	99.8%	99.8%	100%
Transferred to another hospital	0%	2.9%	11.8%	20.6%	32.4%	47.1%	64.7%	79.4%
All presentations	10.9%	31.4%	52.1%	71.4%	85.1%	91.4%	94.3%	95.8%

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

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

Coffs Harbour Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 10,262 patients

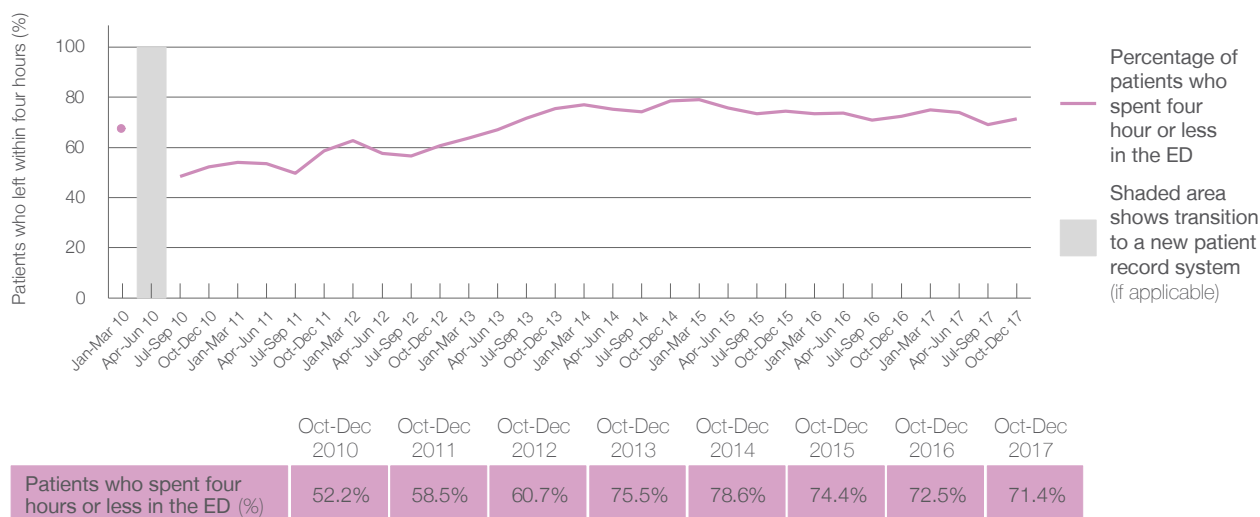
Presentations used to calculate time to leaving the ED: ⁶ 10,262 patients

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



Same period last year	Change since one year ago
10,055	2.1%
10,054	2.1%
72.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,591 patients

Emergency presentations:² 8,210 patients

Same period last year	Change since one year ago
8,656	-0.8%
8,234	-0.3%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 999 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,857 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,603 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 730 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,007	
9 minutes	8 minutes
19 minutes	23 minutes
3,132	
22 minutes	20 minutes
65 minutes	65 minutes
3,225	
30 minutes	26 minutes
105 minutes	99 minutes
823	
30 minutes	23 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,590 patients

Percentage of patients who spent four hours or less in the ED 74.6%

Same period last year	Change since one year ago
8,656	-0.8%
73.1%	

* 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.

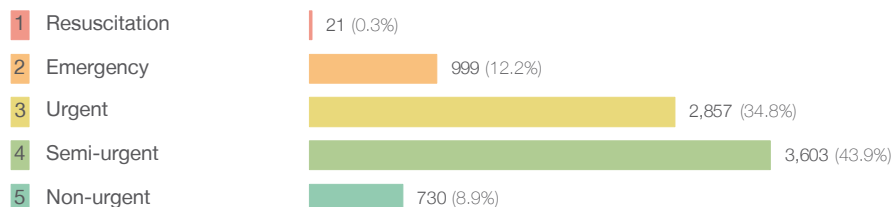
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Dubbo Base Hospital: Patients presenting to the emergency department

October to December 2017

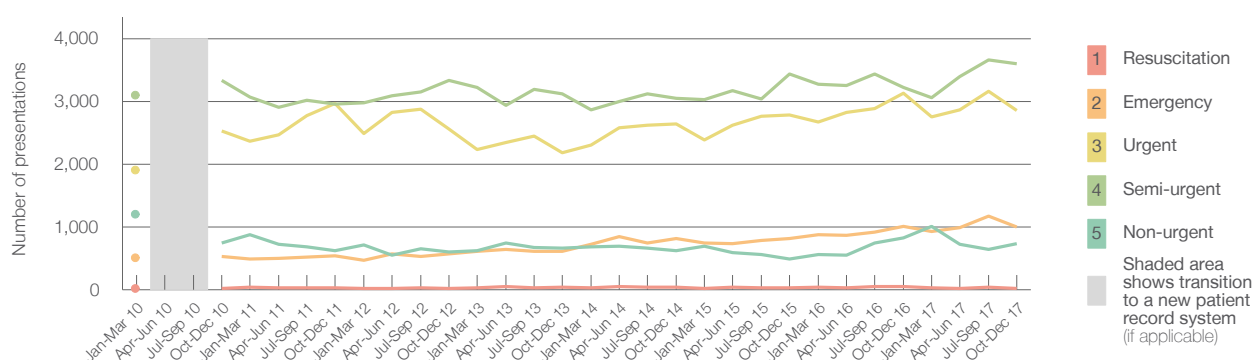
All presentations:¹ 8,591 patients

Emergency presentations² by triage category: 8,210 patients



Same period last year	Change since one year ago
8,656	-0.8%
8,234	-0.3%
47	-55.3%
1,007	-0.8%
3,132	-8.8%
3,225	11.7%
823	-11.3%

Emergency presentations² by quarter, January 2010 to December 2017 [‡]



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

Dubbo Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 1,730 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,706	
12 minutes	-1 minute
28 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.

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

October to December 2017

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

Number of triage 2 patients: 999

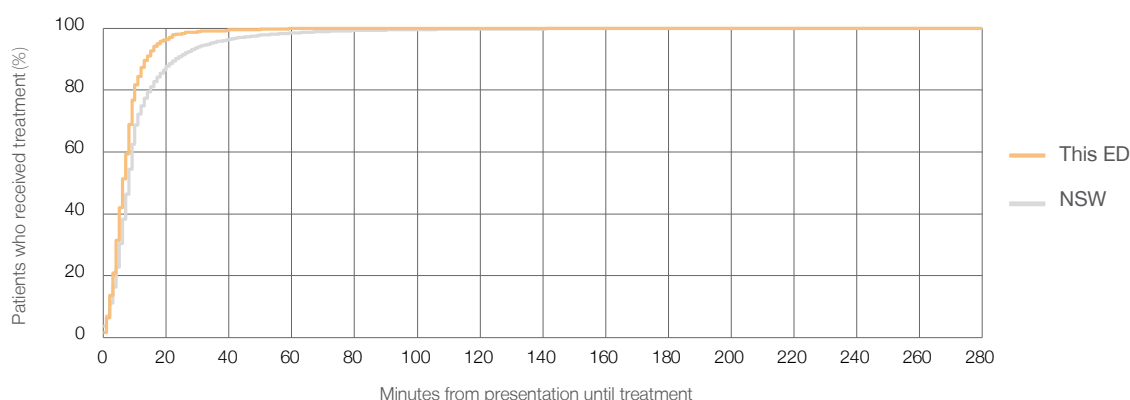
Number of triage 2 patients used to calculate waiting time:³ 990

Median time to start treatment⁴ 6 minutes

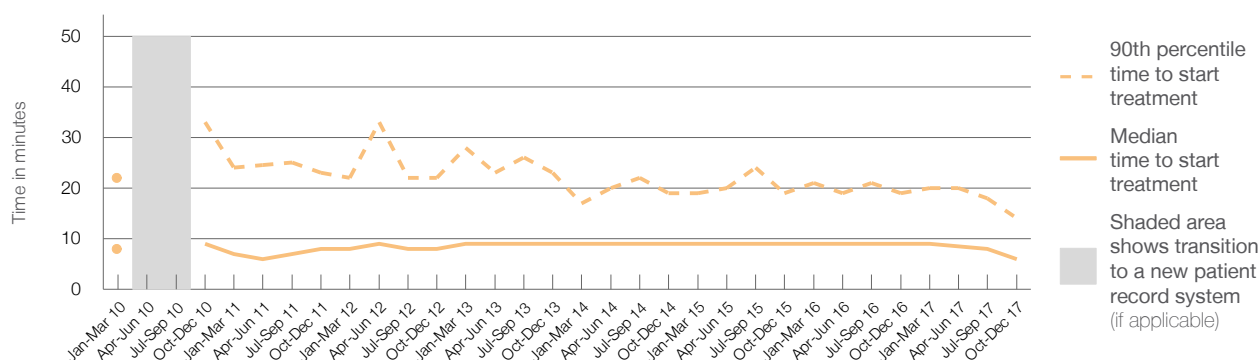
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,007	
1,004	
9 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 2,857

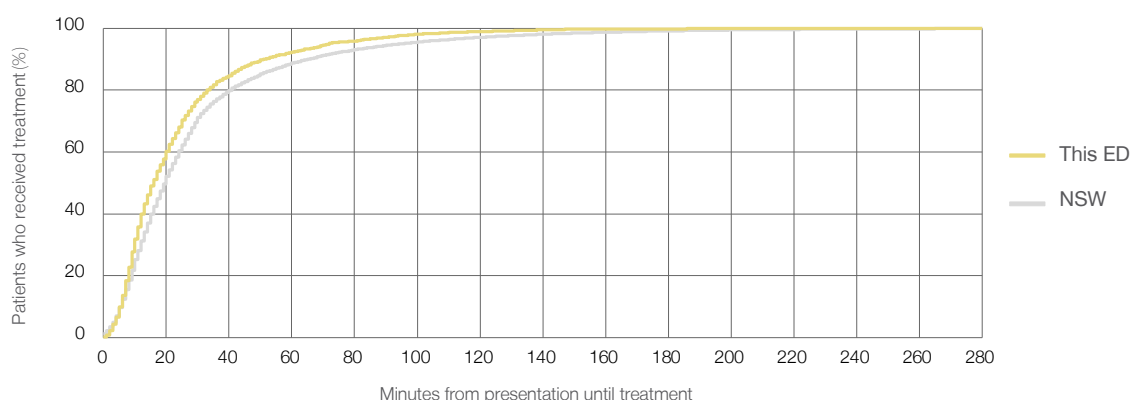
Number of triage 3 patients used to calculate waiting time:³ 2,814

Median time to start treatment⁴ 16 minutes

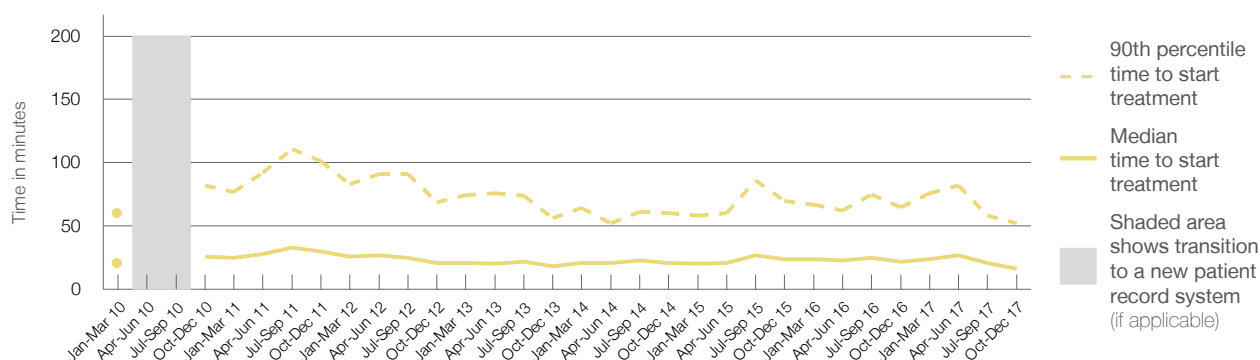
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
3,132	
3,075	
22 minutes	20 minutes
65 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 4 patients: 3,603

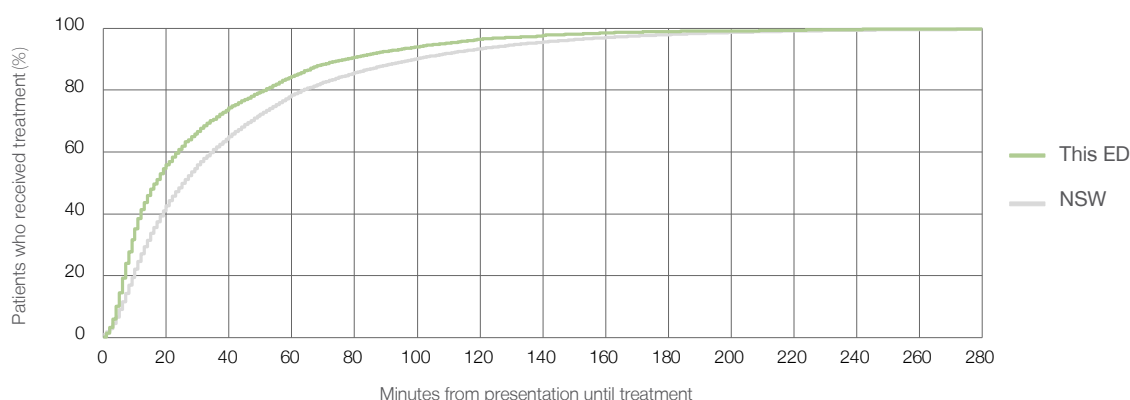
Number of triage 4 patients used to calculate waiting time:³ 3,450

Median time to start treatment⁴ 17 minutes

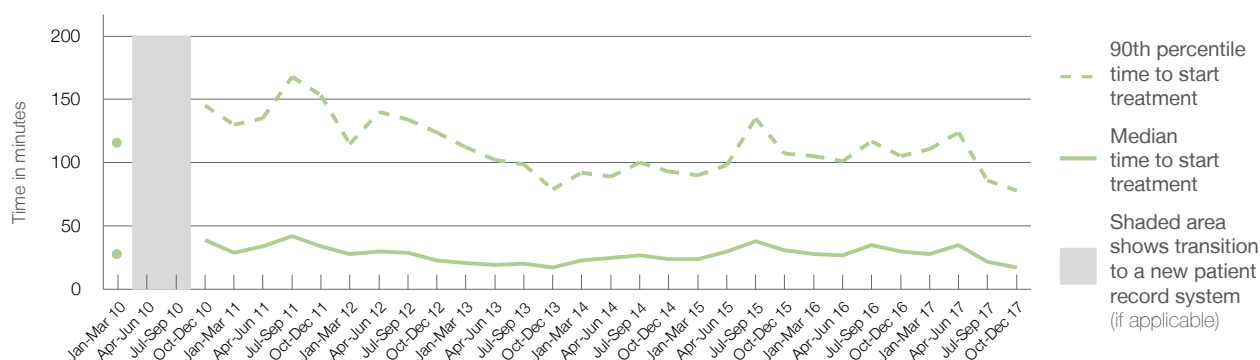
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
3,225	
3,001	
30 minutes	26 minutes
105 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 5 patients: 730

Number of triage 5 patients used to calculate waiting time:³ 659

Median time to start treatment⁴

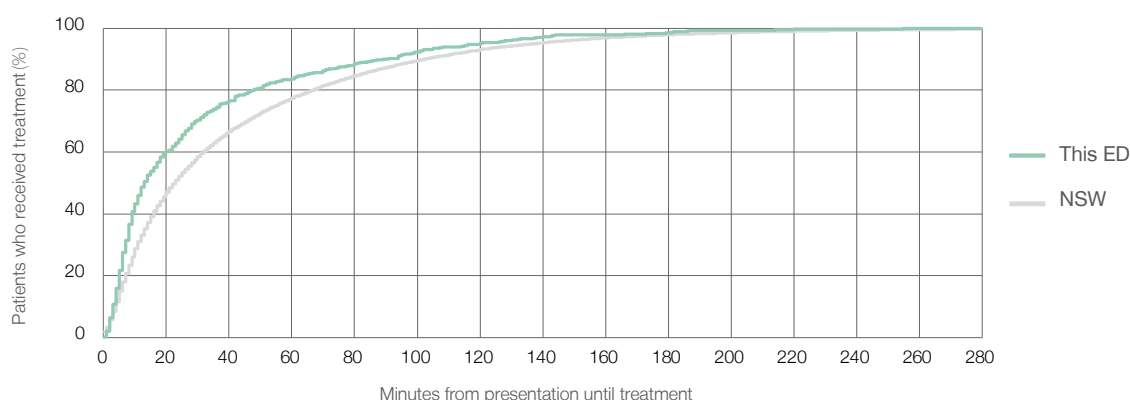
13 minutes

90th percentile time to start treatment⁵

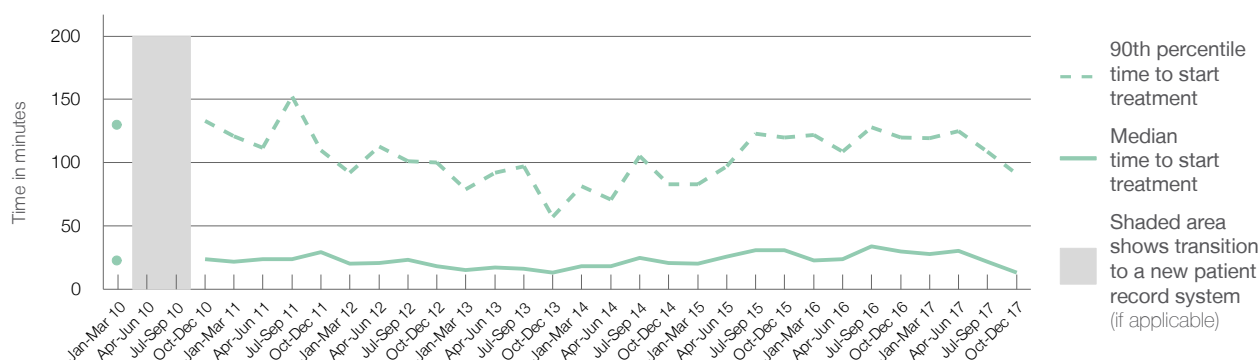
91 minutes

Same period last year	NSW (this period)
823	
670	
30 minutes	23 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

Dubbo Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,591 patients

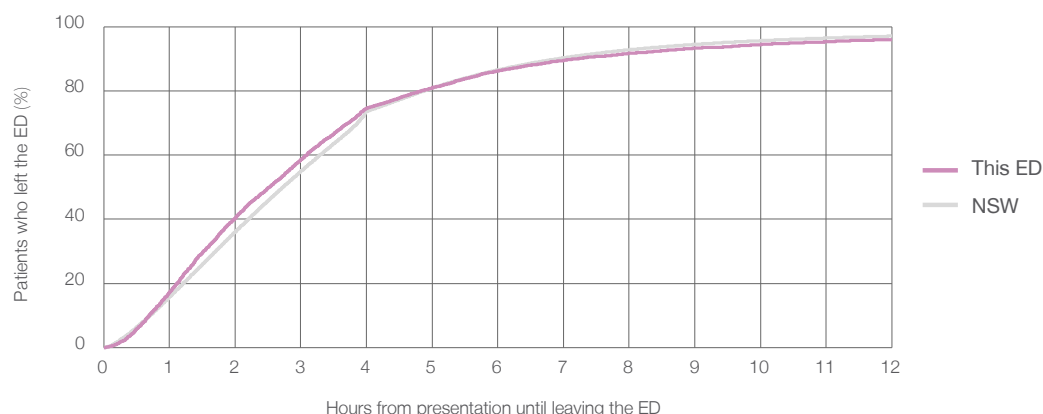
Presentations used to calculate time to leaving the ED:⁶ 8,590 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

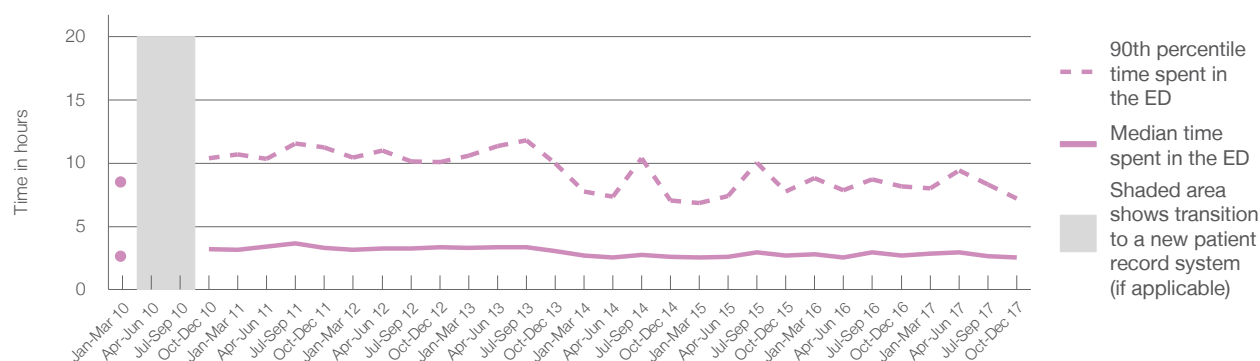
90th percentile time spent in the ED⁹ 7 hours and 12 minutes

Same period last year	NSW (this period)
8,656	
8,656	
2 hours and 43 minutes	2 hours and 44 minutes
8 hours and 10 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 22m	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m	7h 12m

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

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

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

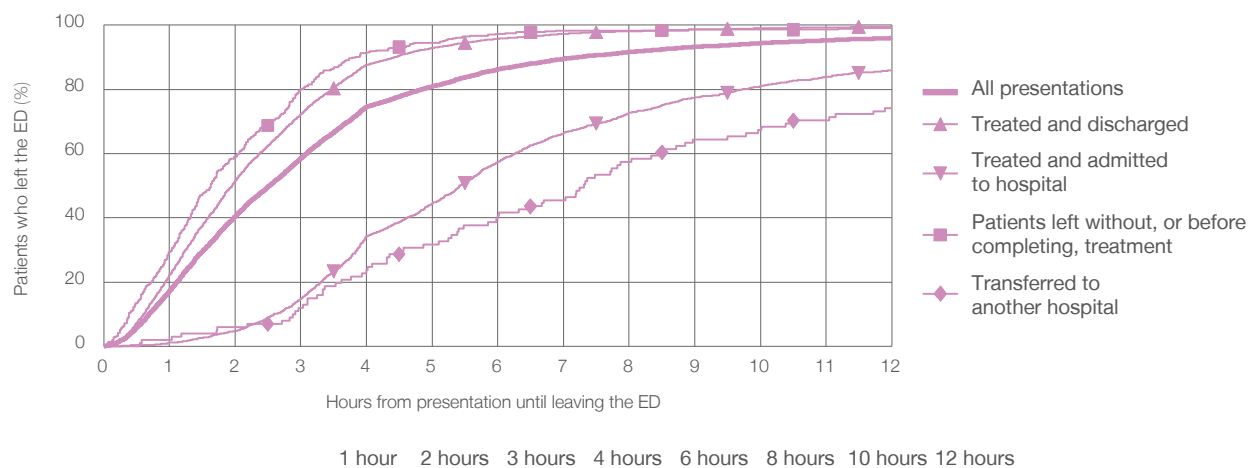
October to December 2017

All presentations:[†] 8,591 patients

Presentations used to calculate time to leaving the ED:[‡] 8,590 patients

		Same period last year	Change since one year ago
		8,656	-0.8%
Treated and discharged	6,118 (71.2%)	5,978	2.3%
Treated and admitted to hospital	1,958 (22.8%)	2,011	-2.6%
Patient left without, or before completing, treatment	368 (4.3%)	526	-30.0%
Transferred to another hospital	101 (1.2%)	118	-14.4%
Other	46 (0.5%)	23	100.0%

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



Treated and discharged	22.2%	51.6%	72.3%	87.6%	95.8%	98.1%	99.1%	99.6%
Treated and admitted to hospital	1.1%	4.7%	14.8%	34.2%	57.5%	72.8%	81.1%	86.0%
Patient left without, or before completing, treatment	29.3%	59.0%	80.2%	91.6%	97.3%	98.4%	98.6%	99.2%
Transferred to another hospital	2.0%	5.9%	11.9%	23.8%	40.6%	57.4%	67.3%	74.3%
All presentations	17.4%	40.5%	58.6%	74.6%	86.3%	91.7%	94.4%	96.0%

(†) 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.

Dubbo Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,591 patients

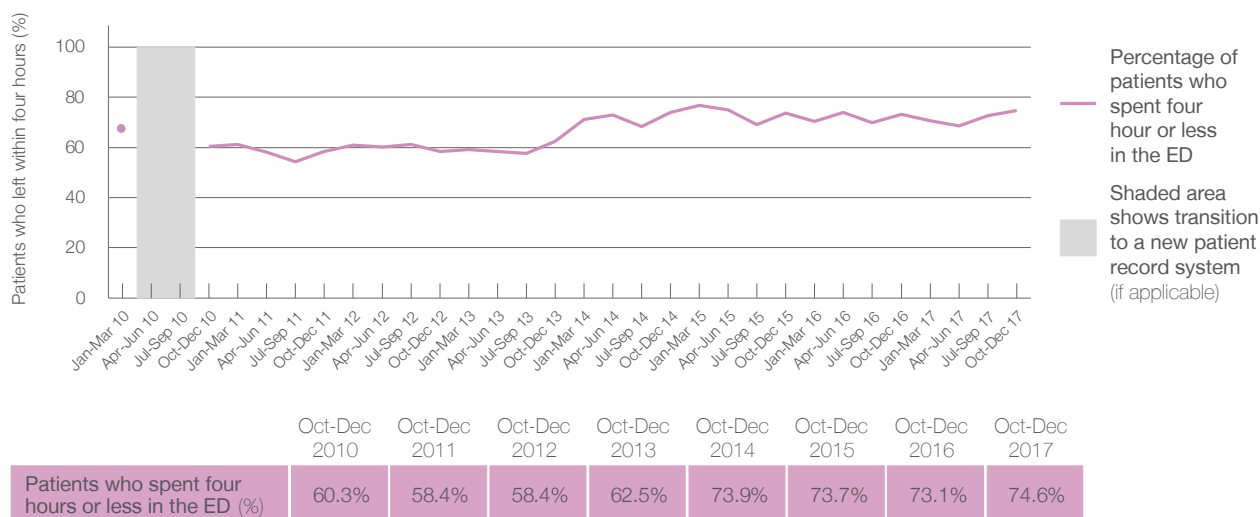
Presentations used to calculate time to leaving the ED: ⁶ 8,590 patients

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



Same period last year	Change since one year ago
8,656	-0.8%
8,656	-0.8%
73.1%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Fairfield Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,871 patients

Emergency presentations:² 8,854 patients

Same period last year	Change since one year ago
8,934	-0.7%
8,905	-0.6%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 813 patients

Median time to start treatment⁴ 10 minutes

90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,234 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,028 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 752 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
759	
10 minutes	8 minutes
24 minutes	23 minutes
3,193	
20 minutes	20 minutes
69 minutes	65 minutes
4,232	
23 minutes	26 minutes
116 minutes	99 minutes
704	
21 minutes	23 minutes
119 minutes	103 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,871 patients

Percentage of patients who spent four hours or less in the ED 70.9%

Same period last year	Change since one year ago
8,934	-0.7%
79.7%	

* 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.

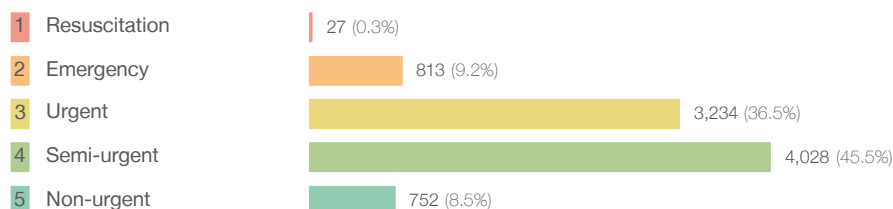
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Fairfield Hospital: Patients presenting to the emergency department

October to December 2017

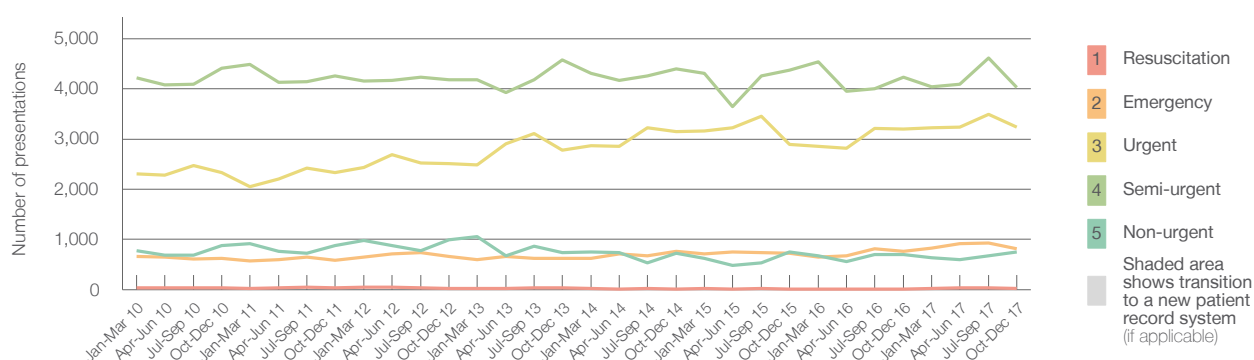
All presentations:¹ 8,871 patients

Emergency presentations² by triage category: 8,854 patients



Same period last year	Change since one year ago
8,934	-0.7%
8,905	-0.6%
17	58.8%
759	7.1%
3,193	1.3%
4,232	-4.8%
704	6.8%

Emergency presentations² by quarter, January 2010 to December 2017 [‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	42	39	25	36	17	15	17	27
Emergency	622	591	658	627	764	727	759	813
Urgent	2,333	2,332	2,504	2,782	3,147	2,893	3,193	3,234
Semi-urgent	4,410	4,257	4,175	4,581	4,403	4,374	4,232	4,028
Non-urgent	878	876	997	741	723	756	704	752
All emergency presentations	8,285	8,095	8,359	8,767	9,054	8,765	8,905	8,854

Fairfield Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 1,574 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,297	
12 minutes	1 minute
28 minutes	3 minutes

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

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

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

October to December 2017

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

Number of triage 2 patients: 813

Number of triage 2 patients used to calculate waiting time:³ 811

Median time to start treatment⁴

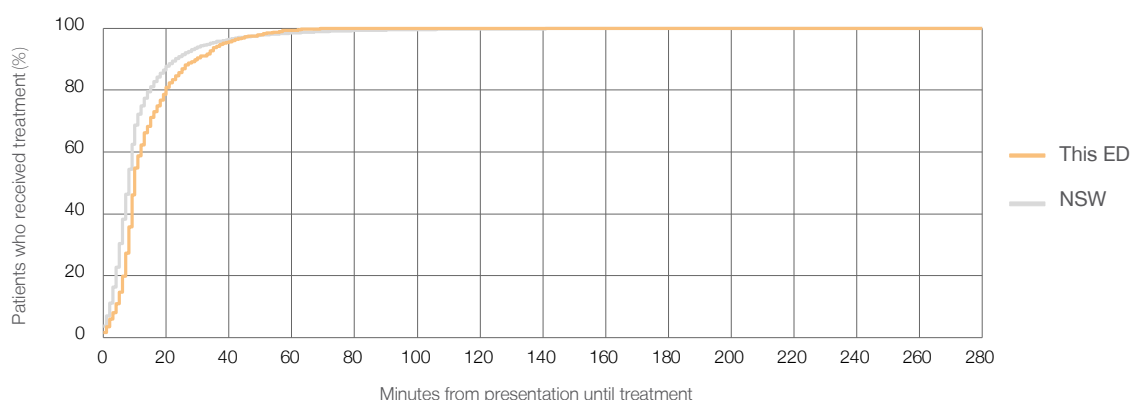
10 minutes

90th percentile time to start treatment⁵

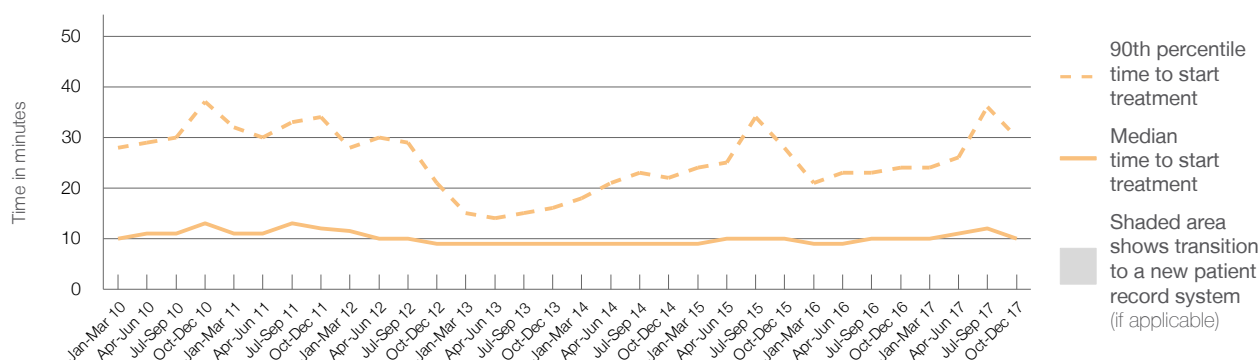
30 minutes

Same period last year	NSW (this period)
759	
753	
10 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 3,234

Number of triage 3 patients used to calculate waiting time: ³ 3,119

Median time to start treatment ⁴

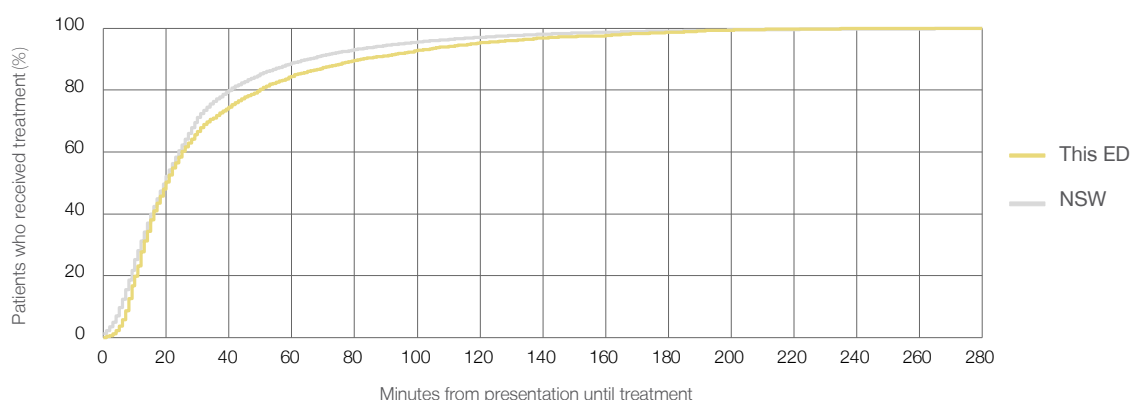
20 minutes

90th percentile time to start treatment ⁵

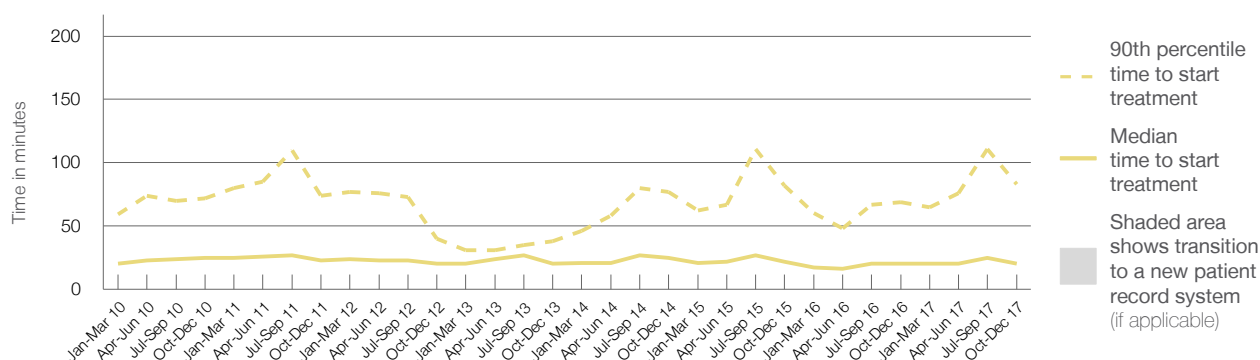
83 minutes

Same period last year	NSW (this period)
3,193	
3,121	
20 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 ^{†‡}



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

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

October to December 2017

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

Number of triage 4 patients: 4,028

Number of triage 4 patients used to calculate waiting time:³ 3,482

Median time to start treatment⁴

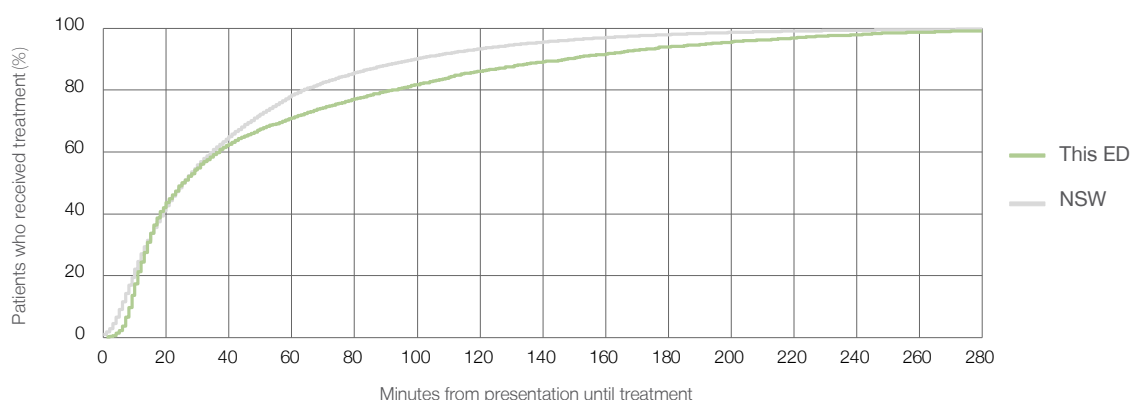
25 minutes

90th percentile time to start treatment⁵

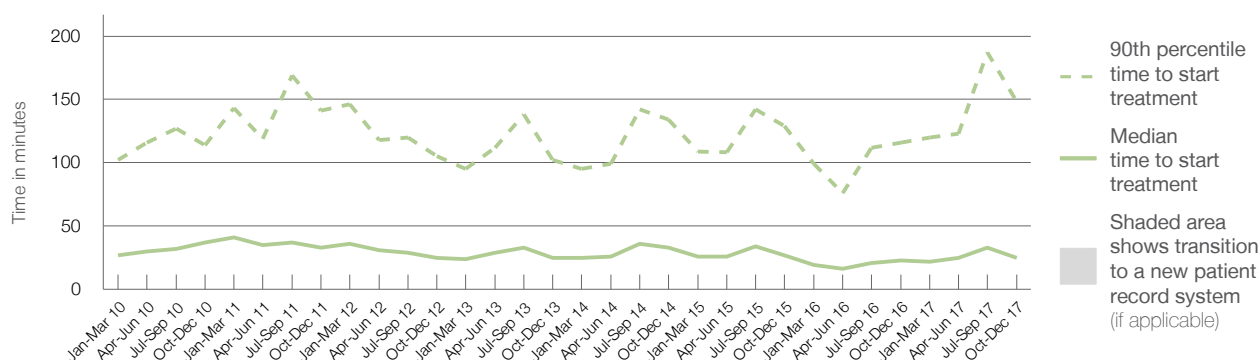
148 minutes

Same period last year	NSW (this period)
4,232	
3,816	
23 minutes	26 minutes
116 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 5 patients: 752

Number of triage 5 patients used to calculate waiting time:³ 532

Median time to start treatment⁴

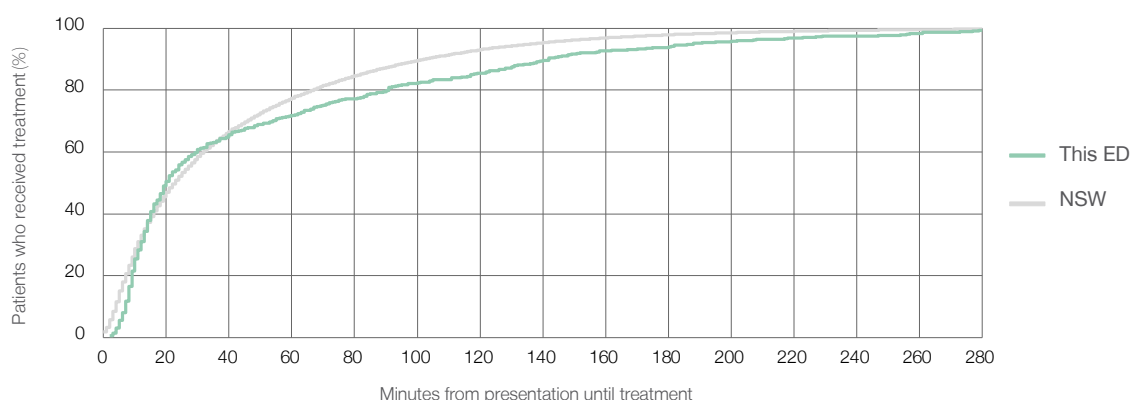
20 minutes

90th percentile time to start treatment⁵

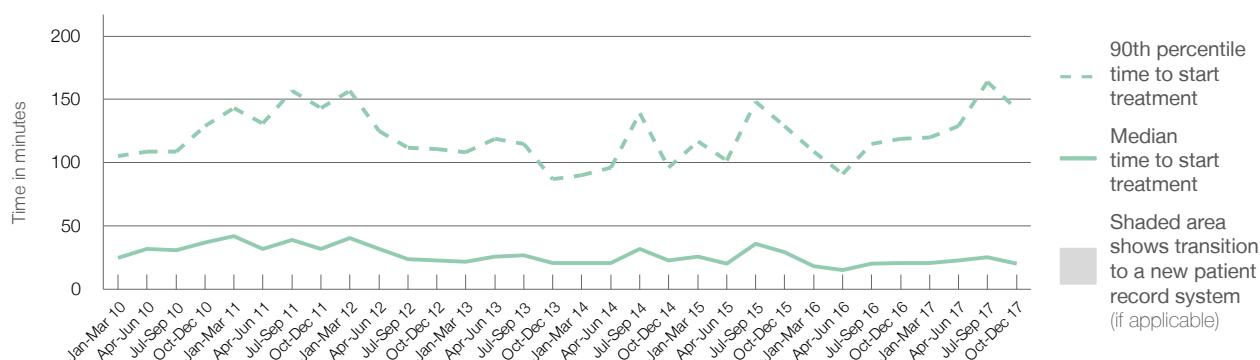
142 minutes

Same period last year	NSW (this period)
704	
518	
21 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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

Fairfield Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,871 patients

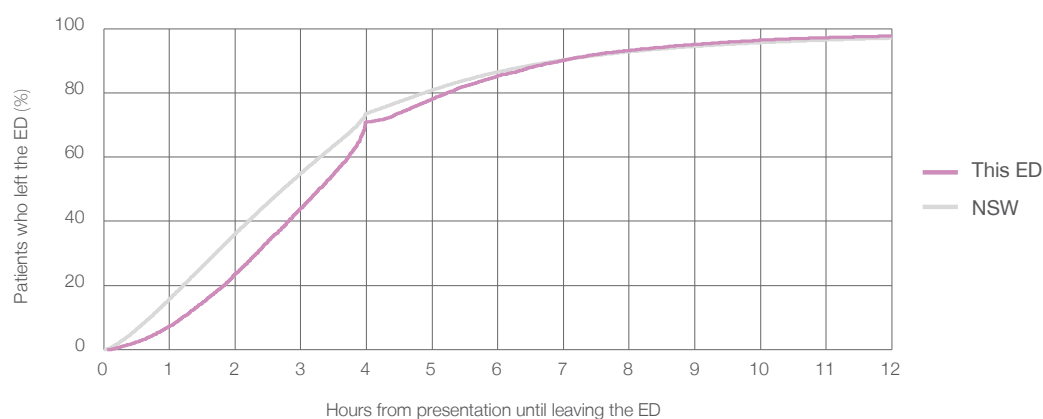
Presentations used to calculate time to leaving the ED:⁶ 8,871 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

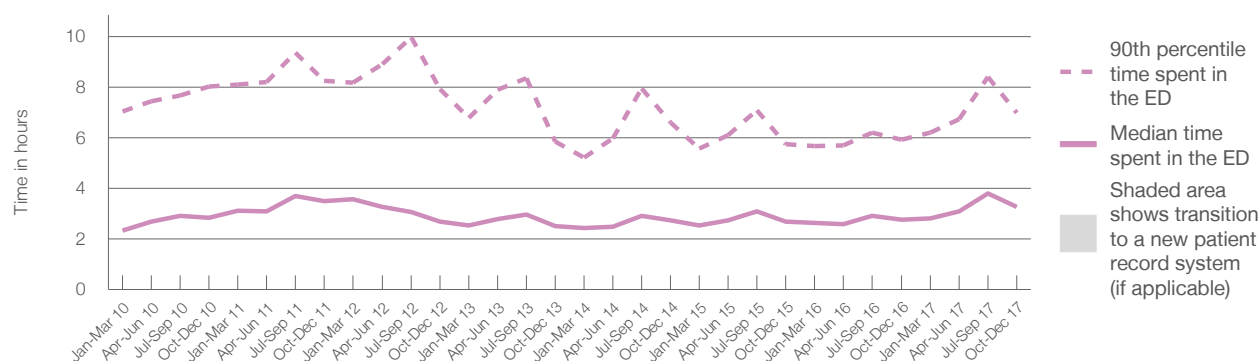
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
8,934	
8,934	
2 hours and 46 minutes	2 hours and 44 minutes
5 hours and 56 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

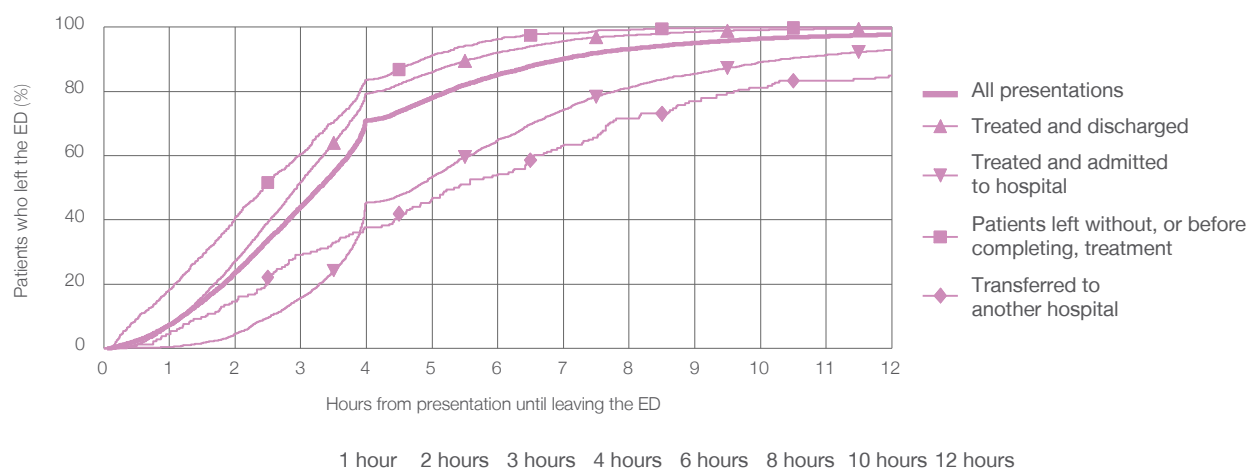
October to December 2017

All presentations:[†] 8,871 patients

Presentations used to calculate time to leaving the ED:[‡] 8,871 patients

		Same period last year	Change since one year ago
		8,934	-0.7%
Treated and discharged	5,241 (59.1%)	5,538	-5.4%
Treated and admitted to hospital	2,157 (24.3%)	2,275	-5.2%
Patient left without, or before completing, treatment	1,211 (13.7%)	876	38.2%
Transferred to another hospital	186 (2.1%)	181	2.8%
Other	76 (0.9%)	64	18.8%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.1%	27.2%	51.9%	79.4%	92.1%	97.5%	99.2%	99.6%
Treated and admitted to hospital	0.4%	4.6%	15.7%	45.4%	65.0%	81.1%	89.2%	93.0%
Patient left without, or before completing, treatment	18.4%	40.8%	60.7%	83.6%	96.3%	99.2%	99.8%	99.9%
Transferred to another hospital	4.3%	14.5%	29.0%	37.6%	54.3%	71.5%	81.2%	84.9%
All presentations	7.4%	23.7%	44.1%	70.9%	85.3%	93.2%	96.4%	97.7%

(†) 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.

Fairfield Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,871 patients

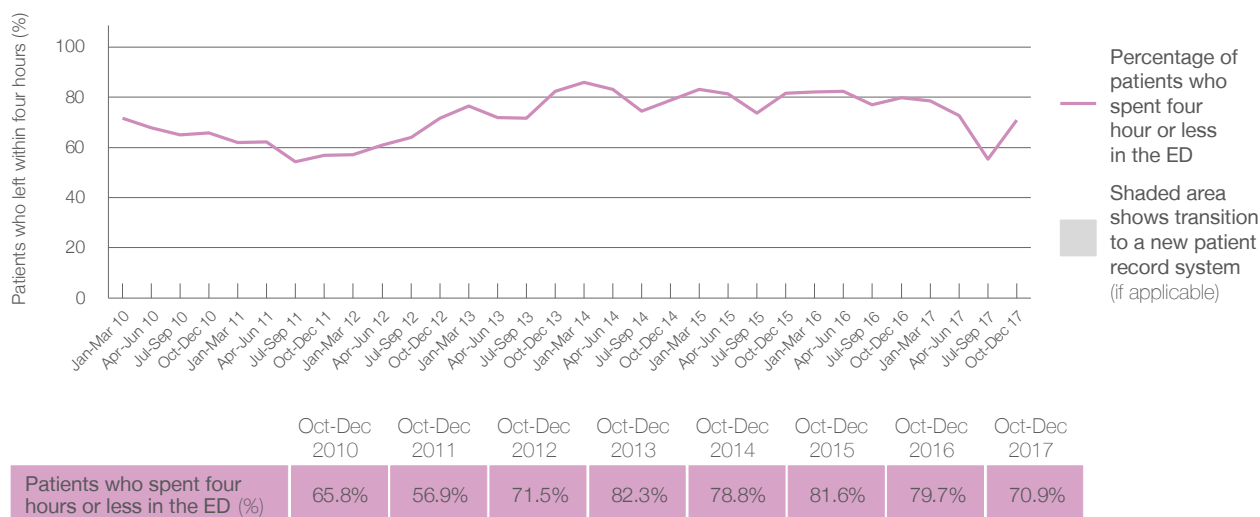
Presentations used to calculate time to leaving the ED: ⁶ 8,871 patients

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



Same period last year	Change since one year ago
8,934	-0.7%
8,934	-0.7%
79.7%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,224 patients

Emergency presentations:² 10,153 patients

Same period last year	Change since one year ago
10,088	1.3%
10,034	1.2%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,436 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,311 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,716 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,658 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,250	
5 minutes	8 minutes
10 minutes	23 minutes
2,176	
15 minutes	20 minutes
51 minutes	65 minutes
4,670	
19 minutes	26 minutes
81 minutes	99 minutes
1,903	
14 minutes	23 minutes
93 minutes	103 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,224 patients

Percentage of patients who spent four hours or less in the ED 75.1%

Same period last year	Change since one year ago
10,088	1.3%
80.7%	

* 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.

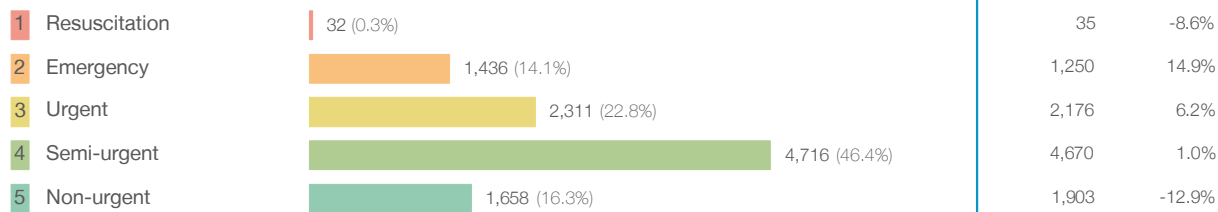
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

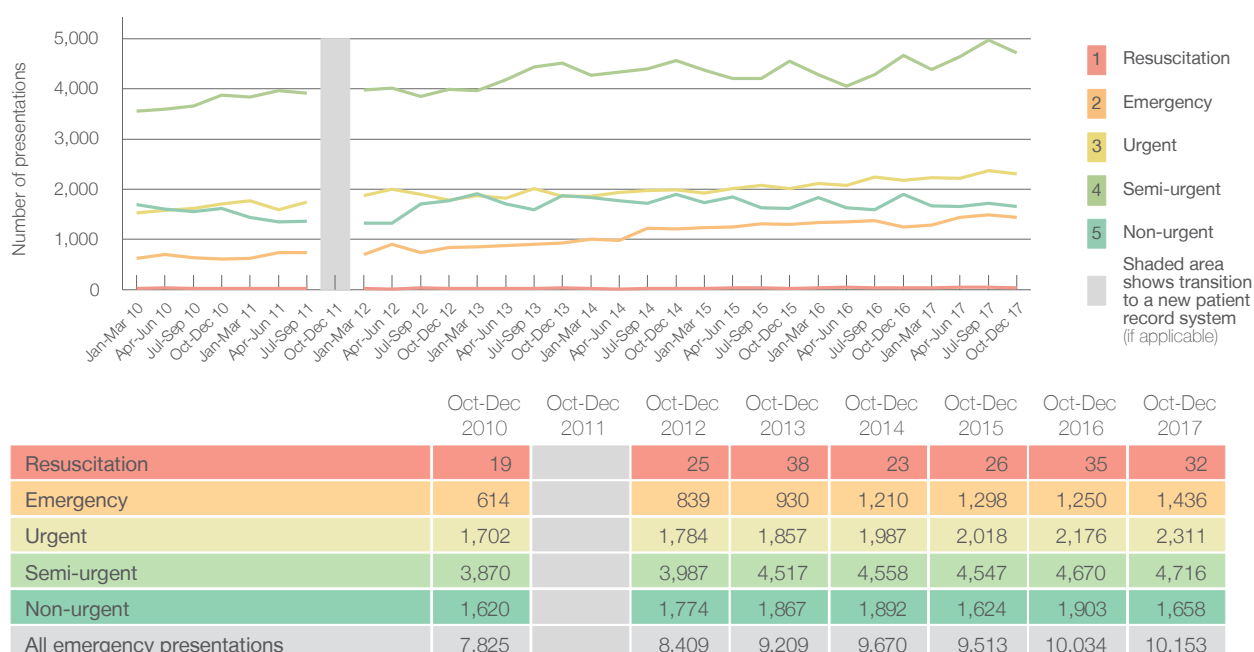
October to December 2017

All presentations:¹ 10,224 patients

Emergency presentations² by triage category: 10,153 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,088 patients

ED Transfer of care time



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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 1,436

Number of triage 2 patients used to calculate waiting time: ³ 1,435

Median time to start treatment ⁴

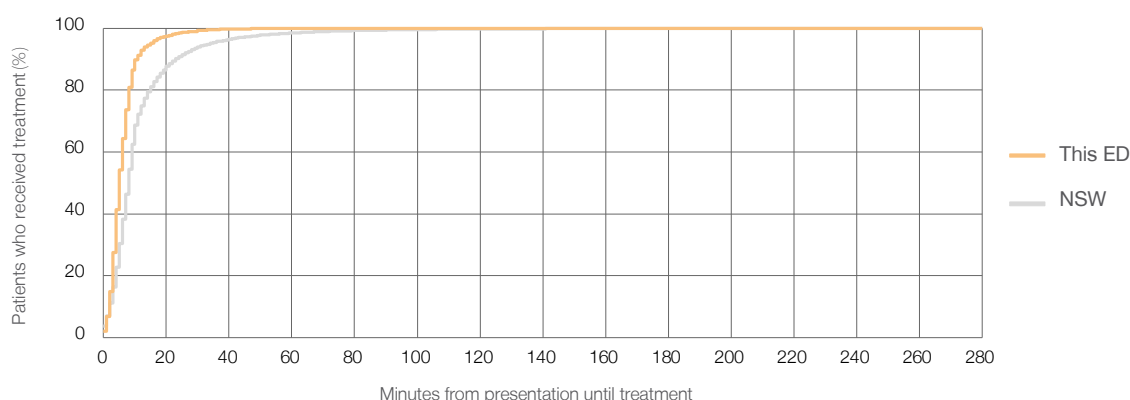
5 minutes

90th percentile time to start treatment ⁵

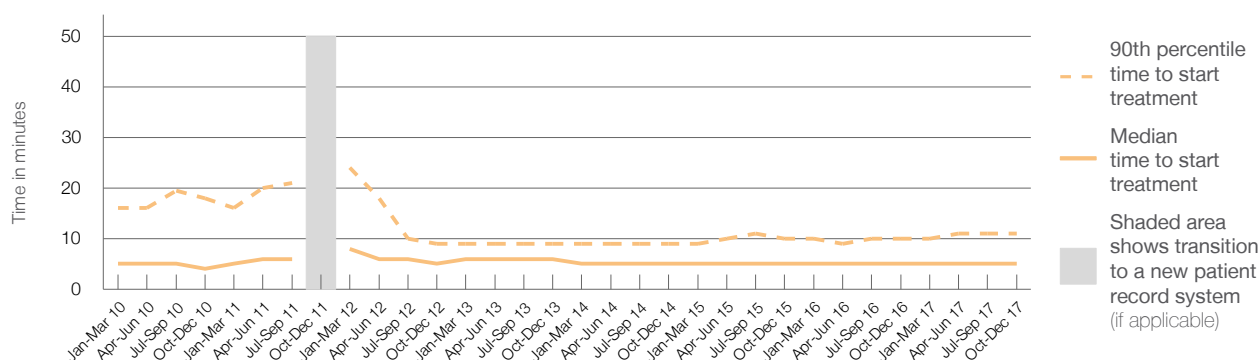
11 minutes

Same period last year	NSW (this period)
1,250	1,250
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



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

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 2,311

Number of triage 3 patients used to calculate waiting time:³ 2,301

Median time to start treatment⁴

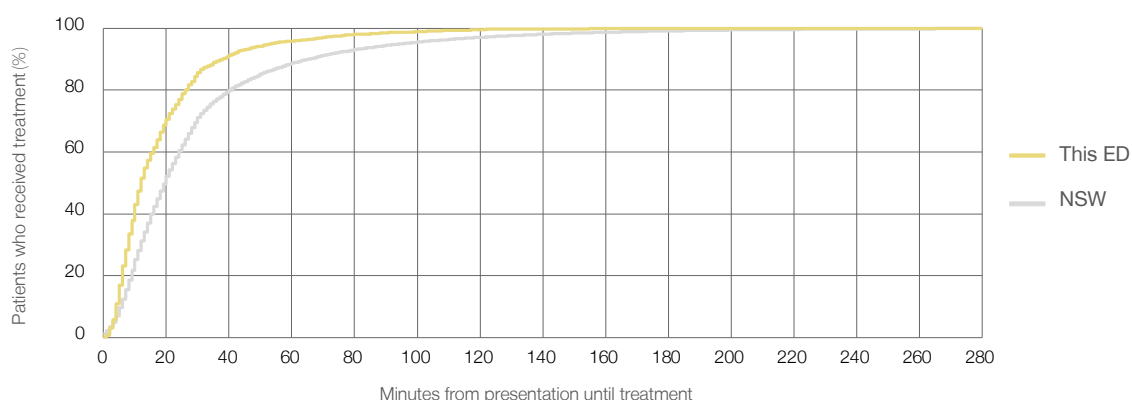
12 minutes

90th percentile time to start treatment⁵

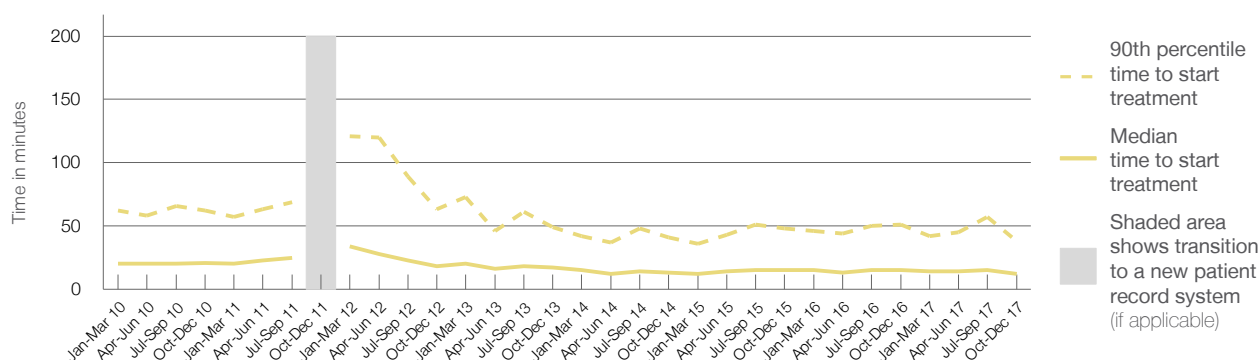
38 minutes

Same period last year	NSW (this period)
2,176	
2,151	
15 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 4,716

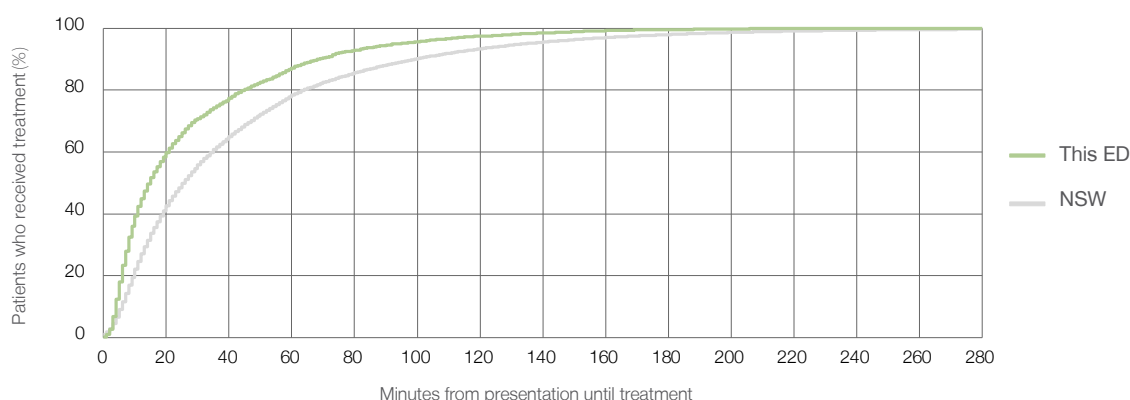
Number of triage 4 patients used to calculate waiting time:³ 4,582

Median time to start treatment⁴ 15 minutes

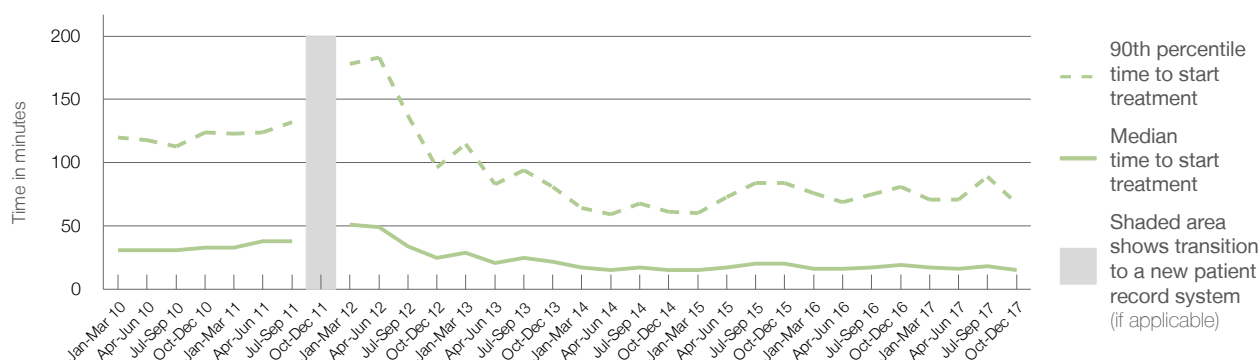
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,670	
4,529	
19 minutes	26 minutes
81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,658

Number of triage 5 patients used to calculate waiting time:³ 1,571

Median time to start treatment⁴

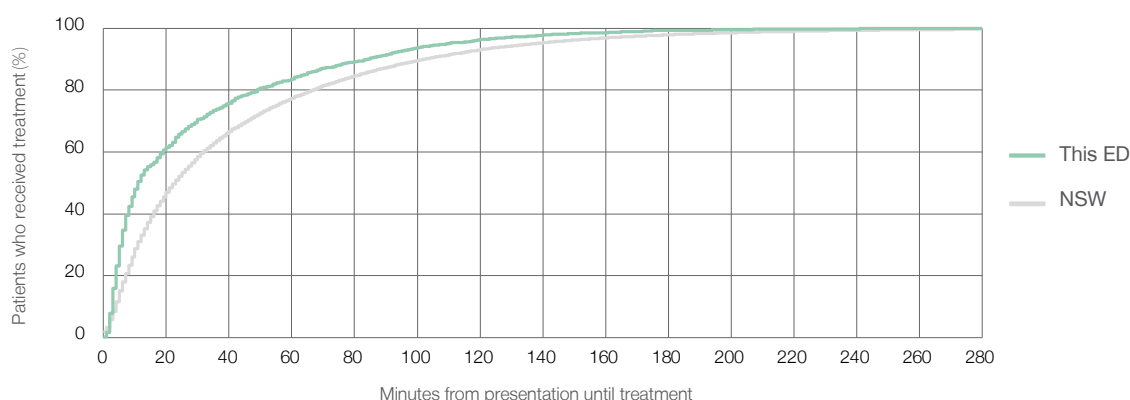
11 minutes

90th percentile time to start treatment⁵

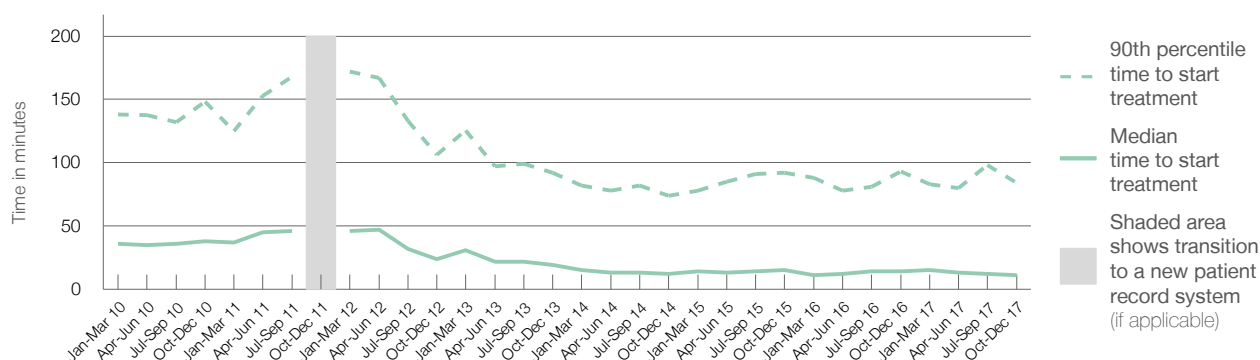
84 minutes

Same period last year	NSW (this period)
1,903	
1,787	
14 minutes	23 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,224 patients

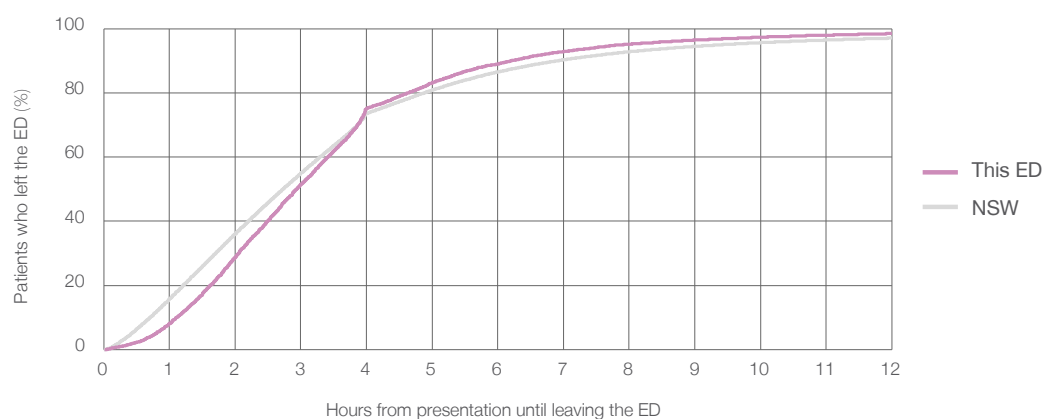
Presentations used to calculate time to leaving the ED:⁶ 10,224 patients

Median time spent in the ED⁸ 2 hours and 56 minutes

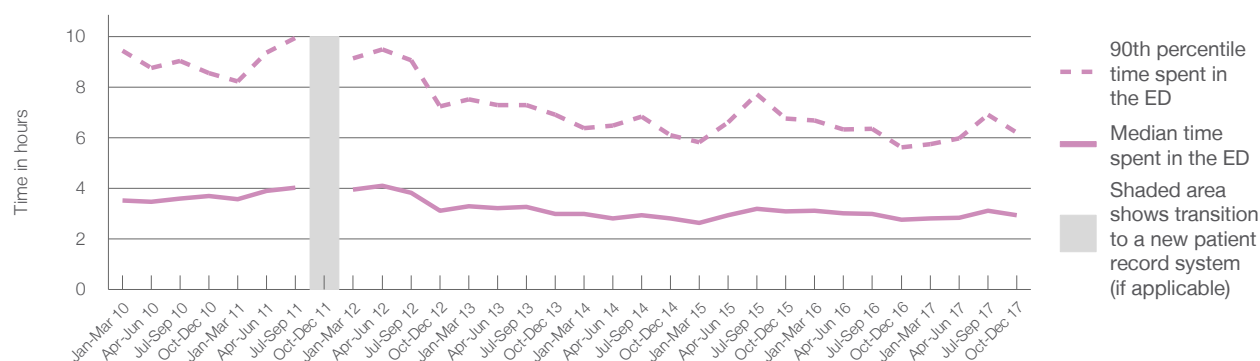
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

Same period last year	NSW (this period)
10,088	
10,088	
2 hours and 46 minutes	2 hours and 44 minutes
5 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m		3h 8m	3h 0m	2h 49m	3h 5m	2h 46m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 34m		7h 14m	6h 55m	6h 7m	6h 46m	5h 37m	6h 13m

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

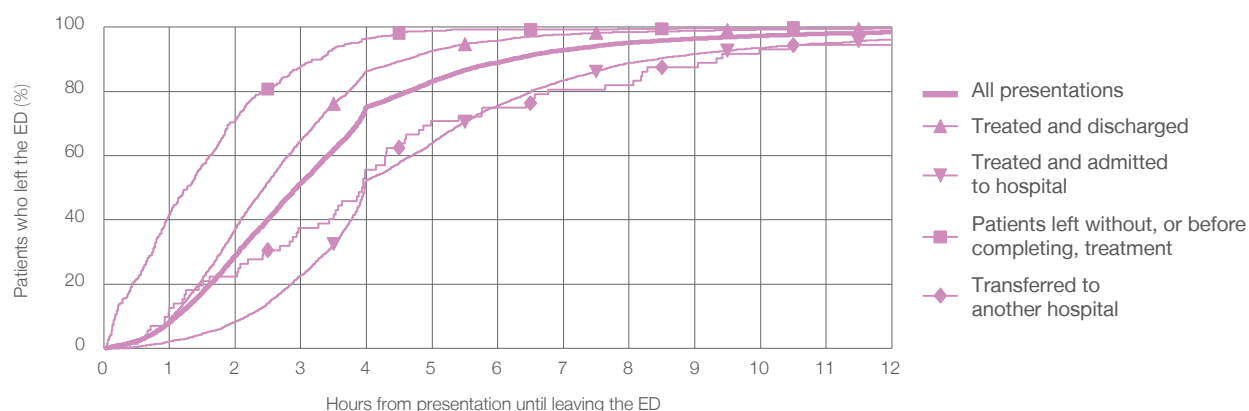
October to December 2017

All presentations:[†] 10,224 patients

Presentations used to calculate time to leaving the ED:[‡] 10,224 patients

		Same period last year	Change since one year ago
		10,088	1.3%
Treated and discharged	6,255 (61.2%)	6,040	3.6%
Treated and admitted to hospital	3,439 (33.6%)	3,467	-0.8%
Patient left without, or before completing, treatment	453 (4.4%)	508	-10.8%
Transferred to another hospital	72 (0.7%)	69	4.3%
Other	5 (0%)	4	25.0%

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



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

Treated and discharged	9.0%	37.3%	64.7%	86.3%	95.8%	98.5%	99.3%	99.6%
Treated and admitted to hospital	2.1%	8.3%	22.7%	52.5%	75.5%	88.9%	93.6%	96.1%
Patient left without, or before completing, treatment	41.7%	71.1%	87.9%	96.5%	99.3%	99.6%	99.8%	99.8%
Transferred to another hospital	12.5%	22.2%	37.5%	55.6%	75.0%	81.9%	93.1%	94.4%
All presentations	8.2%	28.9%	51.4%	75.1%	89.0%	95.2%	97.4%	98.4%

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 10,224 patients

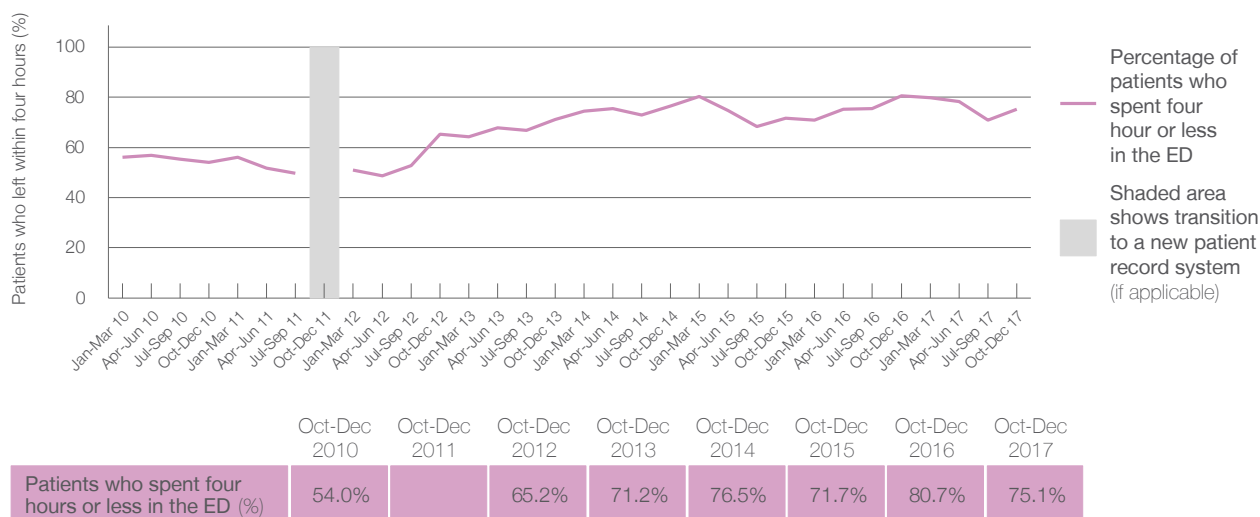
Presentations used to calculate time to leaving the ED: ⁶ 10,224 patients

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



Same period last year	Change since one year ago
10,088	1.3%
10,088	1.3%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Lismore Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,877 patients

Emergency presentations:² 8,546 patients

Same period last year	Change since one year ago
8,441	5.2%
8,168	4.6%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,809 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,771 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,041 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
845	
7 minutes	8 minutes
15 minutes	23 minutes
2,950	
21 minutes	20 minutes
68 minutes	65 minutes
3,442	
36 minutes	26 minutes
117 minutes	99 minutes
887	
39 minutes	23 minutes
119 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,876 patients

Percentage of patients who spent four hours or less in the ED 67.1%

Same period last year	Change since one year ago
8,441	5.2%
68.7%	

* 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.

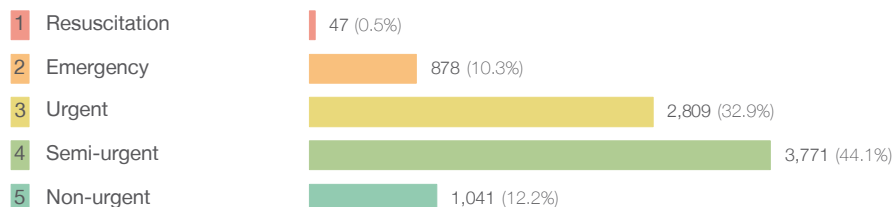
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Lismore Base Hospital: Patients presenting to the emergency department

October to December 2017

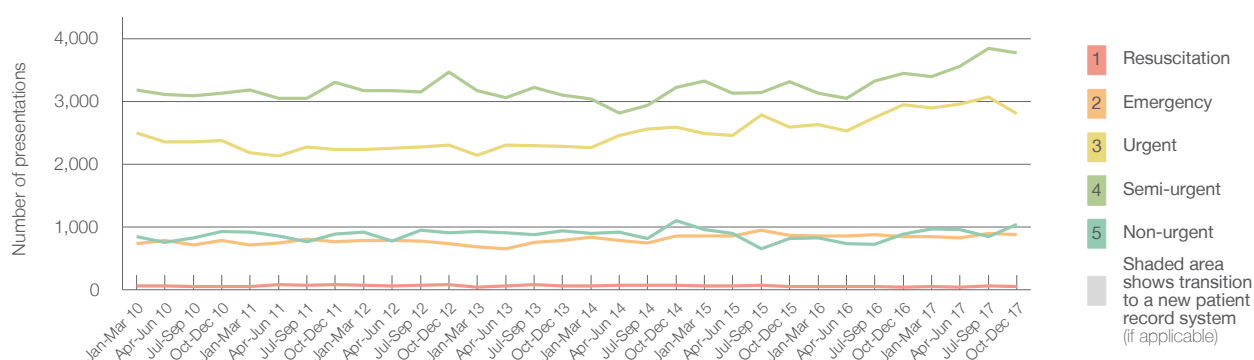
All presentations:¹ 8,877 patients

Emergency presentations² by triage category: 8,546 patients



Same period last year	Change since one year ago
8,441	5.2%
8,168	4.6%
44	6.8%
845	3.9%
2,950	-4.8%
3,442	9.6%
887	17.4%

Emergency presentations² by quarter, January 2010 to December 2017 [†]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	53	77	77	61	68	50	44	47
Emergency	788	768	733	787	855	864	845	878
Urgent	2,371	2,228	2,306	2,284	2,589	2,587	2,950	2,809
Semi-urgent	3,126	3,300	3,462	3,095	3,221	3,315	3,442	3,771
Non-urgent	931	882	907	941	1,104	815	887	1,041
All emergency presentations	7,269	7,255	7,485	7,168	7,837	7,631	8,168	8,546

Lismore Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 1,752 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,752	
13 minutes	-1 minute
37 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.

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

October to December 2017

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

Number of triage 2 patients: 878

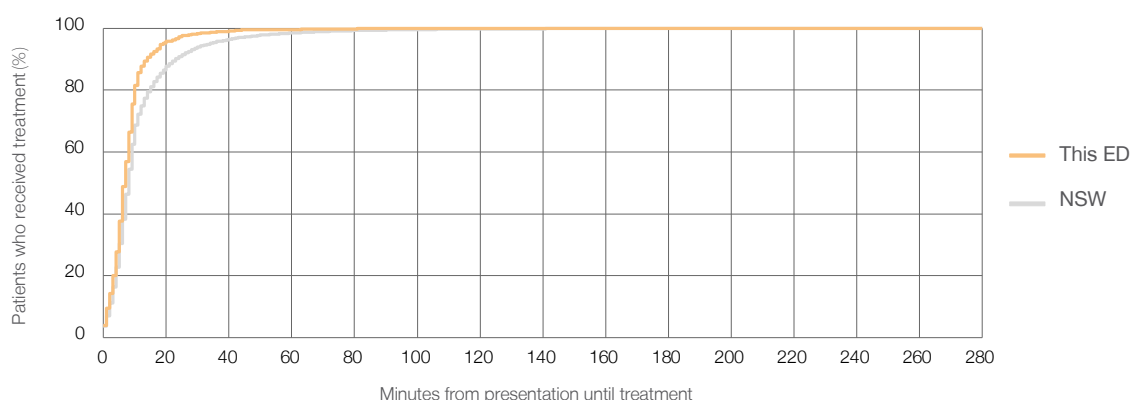
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 7 minutes

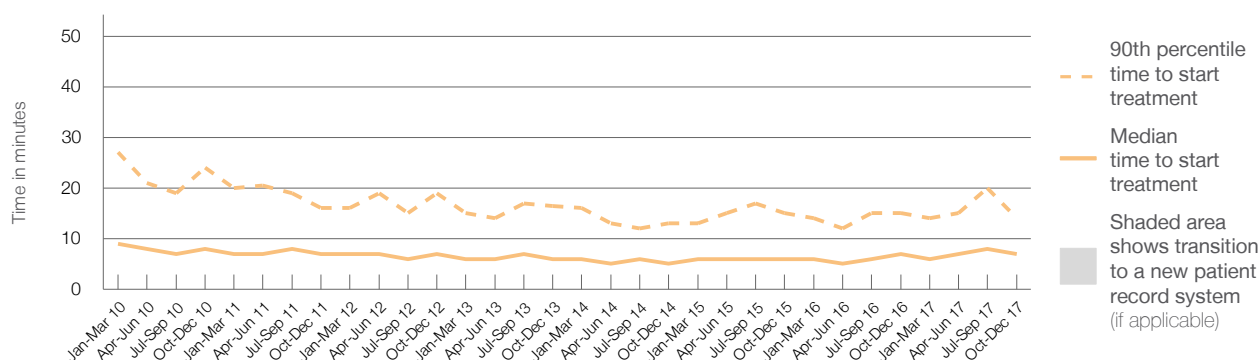
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
845	
842	
7 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 2,809

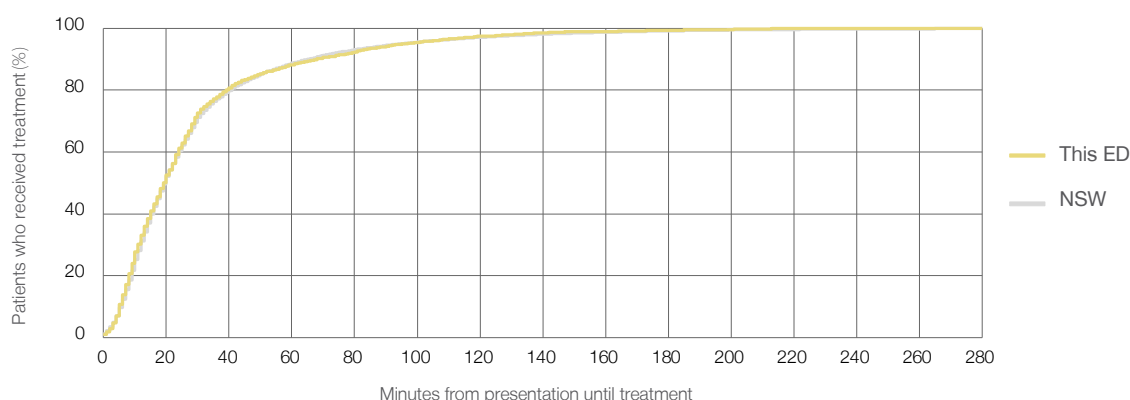
Number of triage 3 patients used to calculate waiting time:³ 2,751

Median time to start treatment⁴ 19 minutes

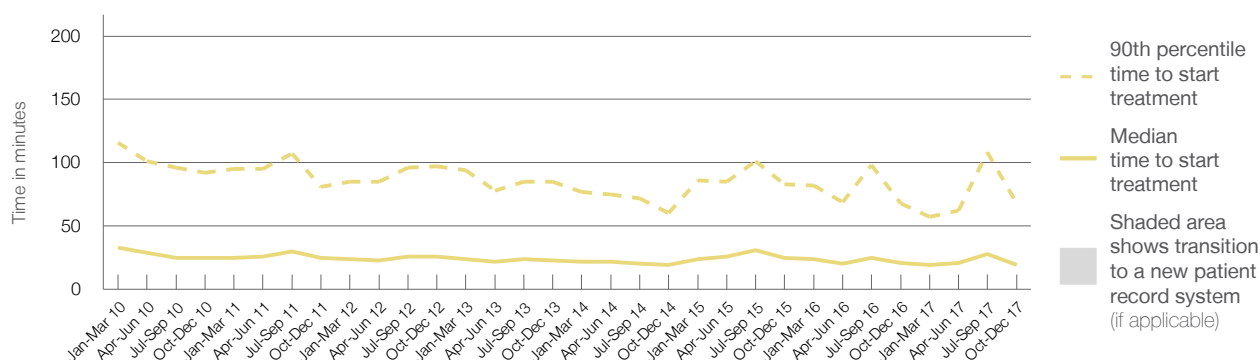
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,950	
2,895	
21 minutes	20 minutes
68 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 4 patients: 3,771

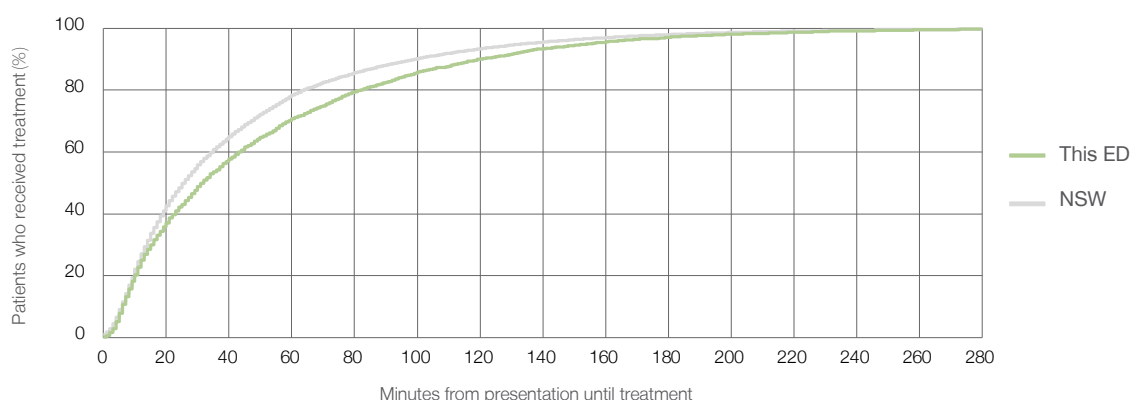
Number of triage 4 patients used to calculate waiting time:³ 3,560

Median time to start treatment⁴ 32 minutes

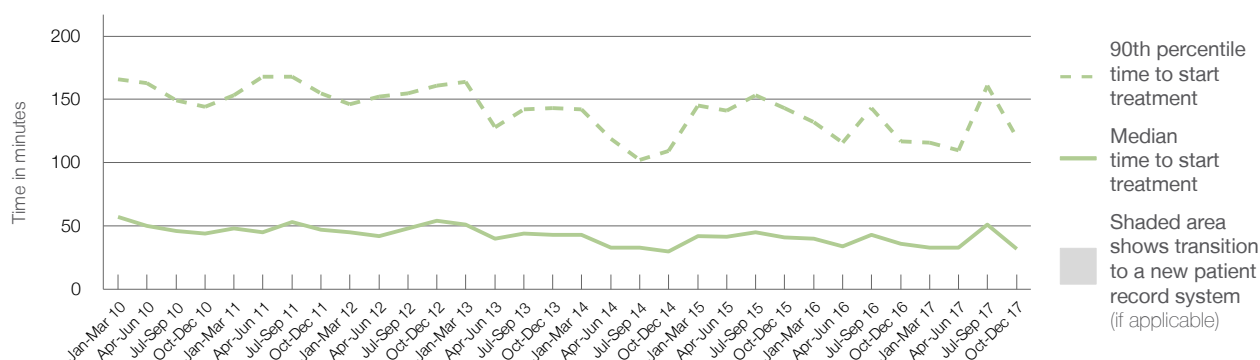
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,442	
3,237	
36 minutes	26 minutes
117 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 5 patients: 1,041

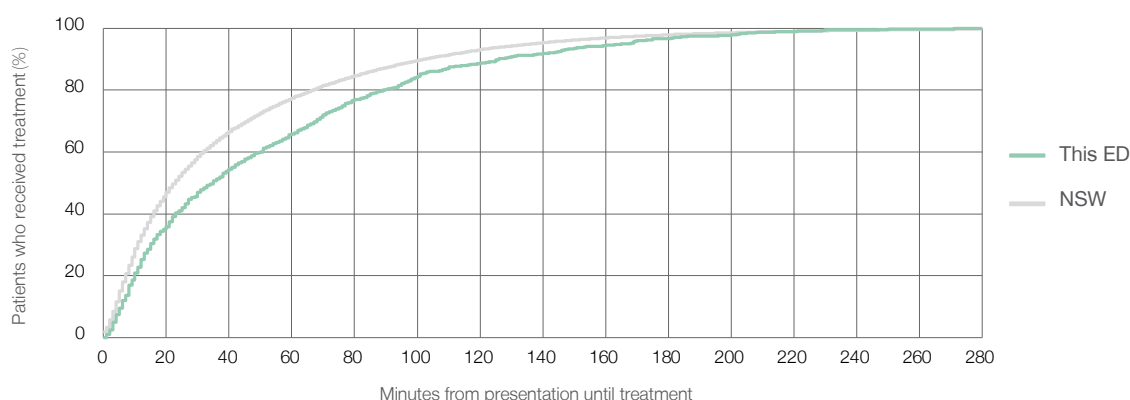
Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 35 minutes

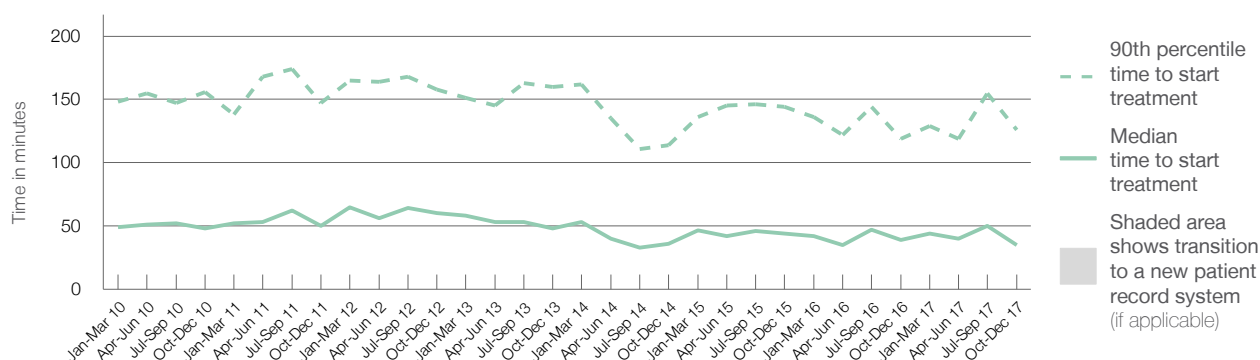
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
887	
788	
39 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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

Lismore Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,877 patients

Presentations used to calculate time to leaving the ED:⁶ 8,876 patients

Median time spent in the ED⁸

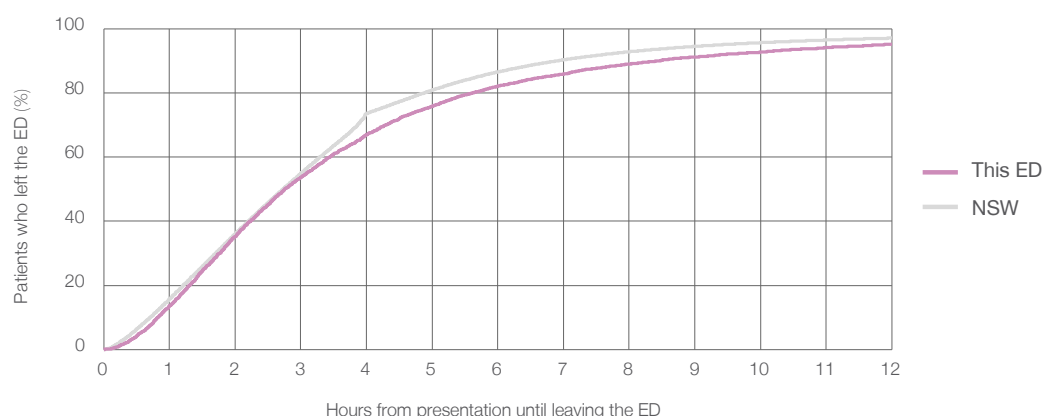
2 hours and 46 minutes

90th percentile time spent in the ED⁹

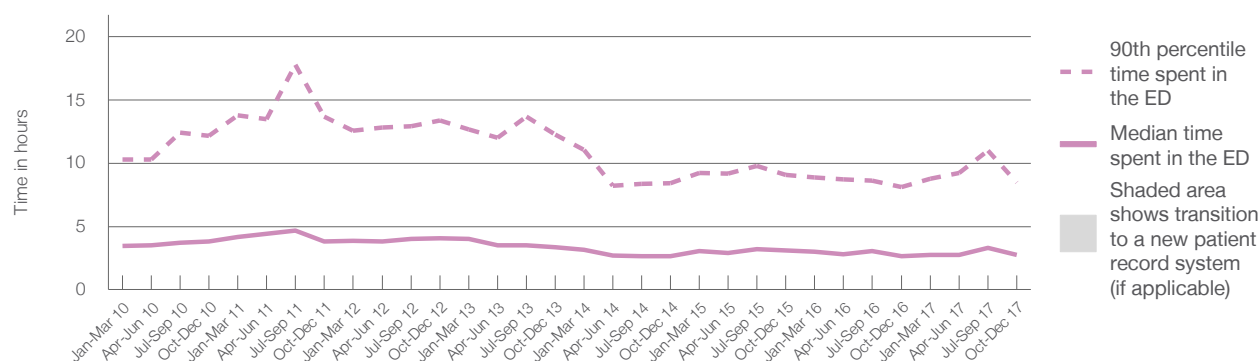
8 hours and 27 minutes

Same period last year	NSW (this period)
8,441	
8,441	
2 hours and 39 minutes	2 hours and 44 minutes
8 hours and 7 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 27m

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

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

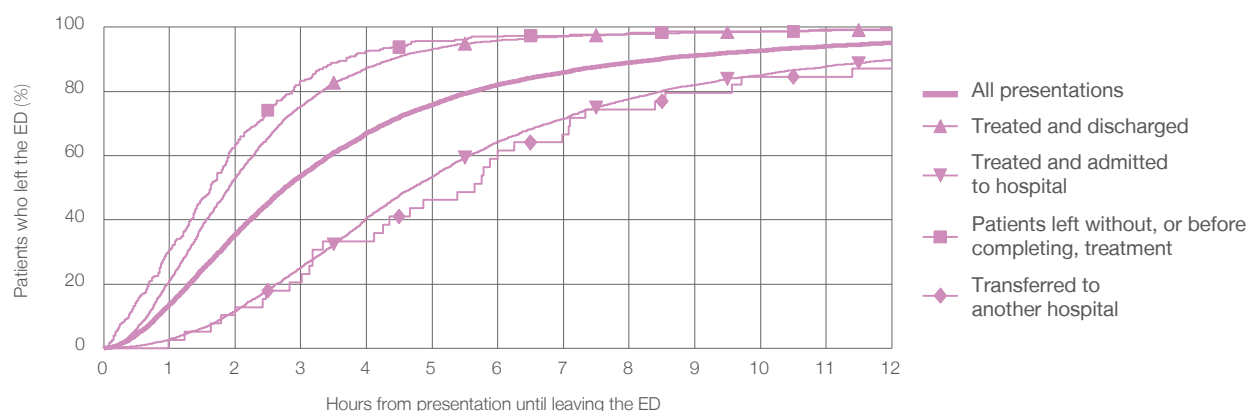
October to December 2017

All presentations:[†] 8,877 patients

Presentations used to calculate time to leaving the ED:[‡] 8,876 patients

		Same period last year	Change since one year ago
Treated and discharged	4,641 (52.3%)	8,441	5.2%
Treated and admitted to hospital	3,842 (43.3%)	4,571	1.5%
Patient left without, or before completing, treatment	306 (3.4%)	3,492	10.0%
Transferred to another hospital	39 (0.4%)	295	3.7%
Other	49 (0.6%)	28	39.3%
		55	-10.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.1%	53.1%	75.3%	87.4%	95.9%	97.8%	98.6%	99.2%
Treated and admitted to hospital	2.8%	11.5%	25.2%	40.6%	64.3%	77.7%	85.1%	89.8%
Patient left without, or before completing, treatment	30.4%	63.4%	83.3%	92.5%	97.1%	98.0%	98.7%	99.7%
Transferred to another hospital	2.6%	12.8%	20.5%	33.3%	61.5%	74.4%	84.6%	87.2%
All presentations	13.7%	35.4%	53.7%	67.1%	82.1%	89.0%	92.7%	95.1%

(†) 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.

Lismore Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,877 patients

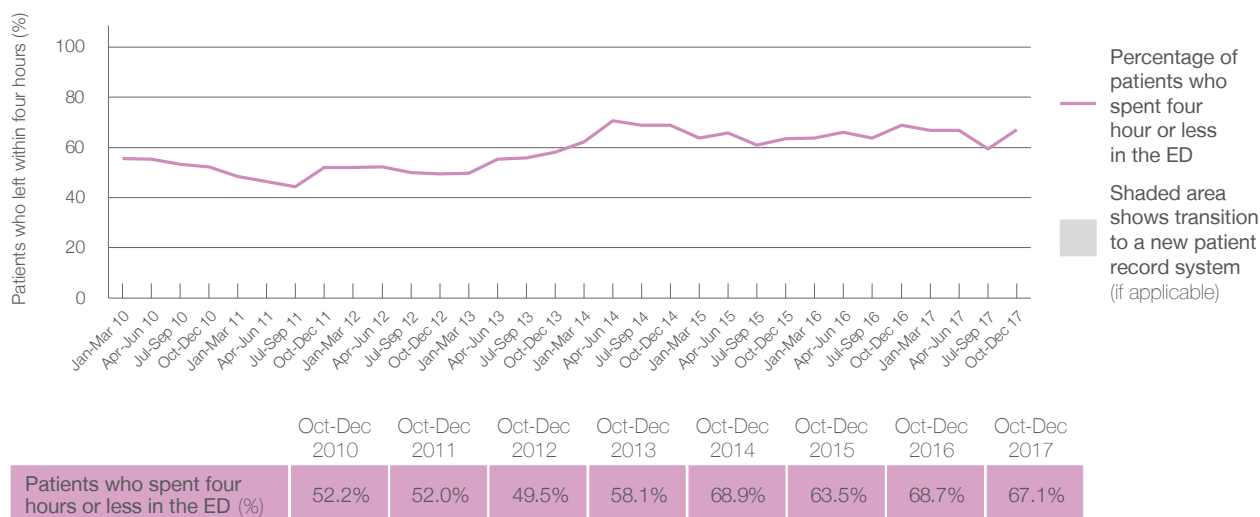
Presentations used to calculate time to leaving the ED: ⁶ 8,876 patients

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



Same period last year	Change since one year ago
8,441	5.2%
8,441	5.2%
68.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Maitland Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,136 patients

Emergency presentations:² 12,056 patients

Same period last year	Change since one year ago
12,446	-2.5%
12,344	-2.3%

Maitland Hospital: Time patients waited to start treatment³

October to December 2017

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

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,181 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,459 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 146 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,282 patients

Median time to start treatment⁴ 57 minutes
90th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
2,021	
7 minutes	8 minutes
21 minutes	23 minutes
3,349	
22 minutes	20 minutes
86 minutes	65 minutes
5,623	
44 minutes	26 minutes
126 minutes	99 minutes
1,332	
52 minutes	23 minutes
143 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,136 patients

Percentage of patients who spent four hours or less in the ED 67.8%

Same period last year	Change since one year ago
12,446	-2.5%
72.2%	

* 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.

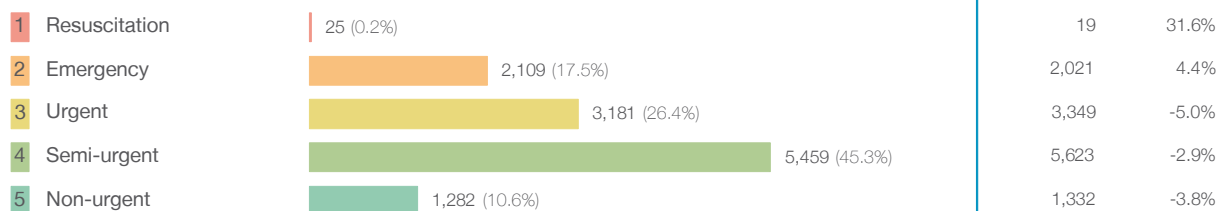
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Maitland Hospital: Patients presenting to the emergency department

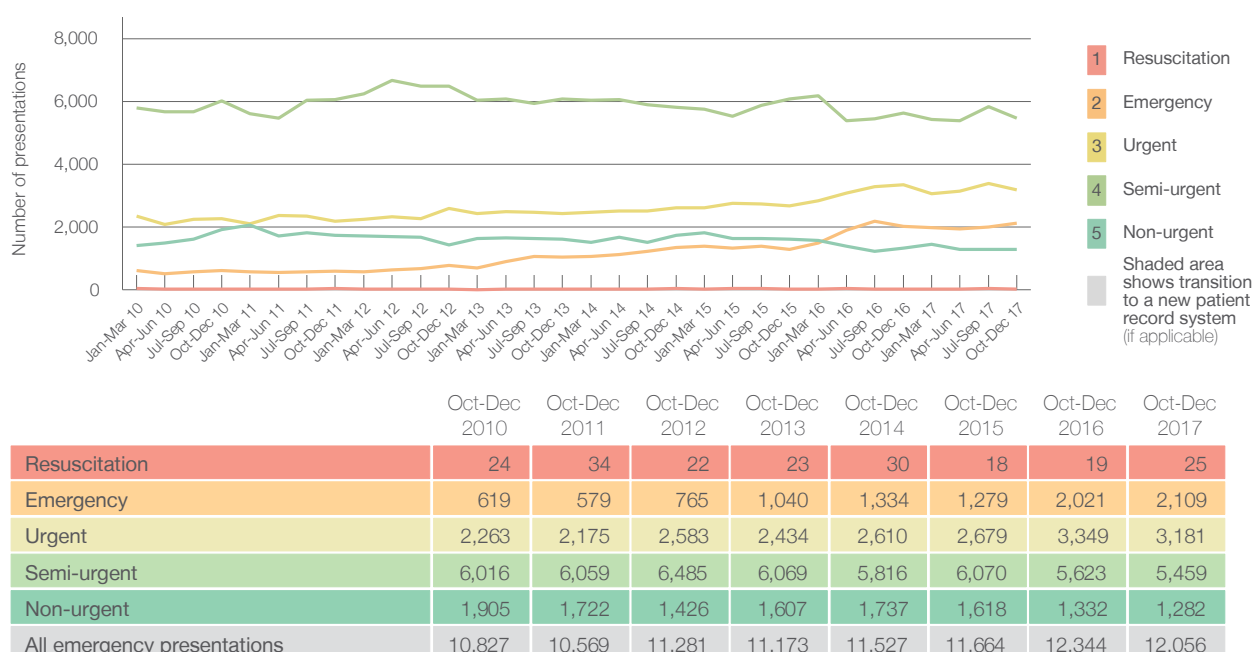
October to December 2017

All presentations:¹ 12,136 patients

Emergency presentations² by triage category: 12,056 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Maitland Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,238 patients

ED Transfer of care time



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

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

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

October to December 2017

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

Number of triage 2 patients: 2,109

Number of triage 2 patients used to calculate waiting time:³ 2,054

Median time to start treatment⁴

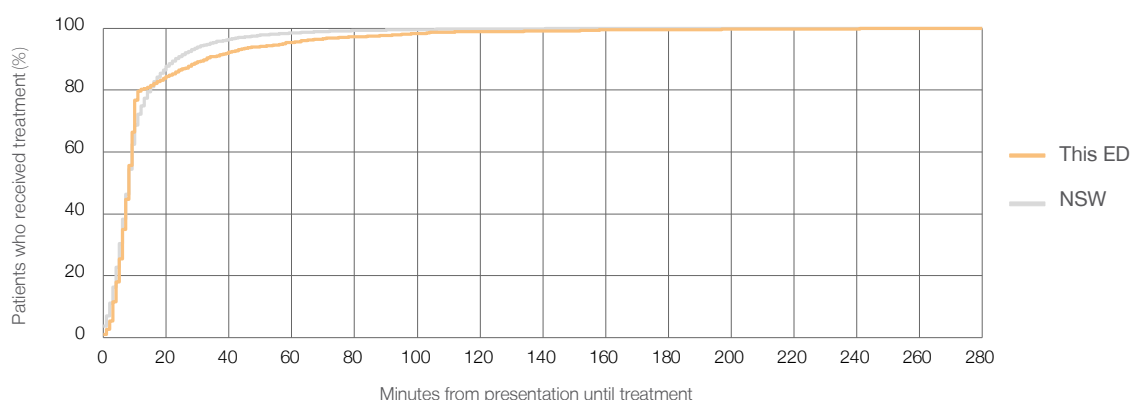
8 minutes

90th percentile time to start treatment⁵

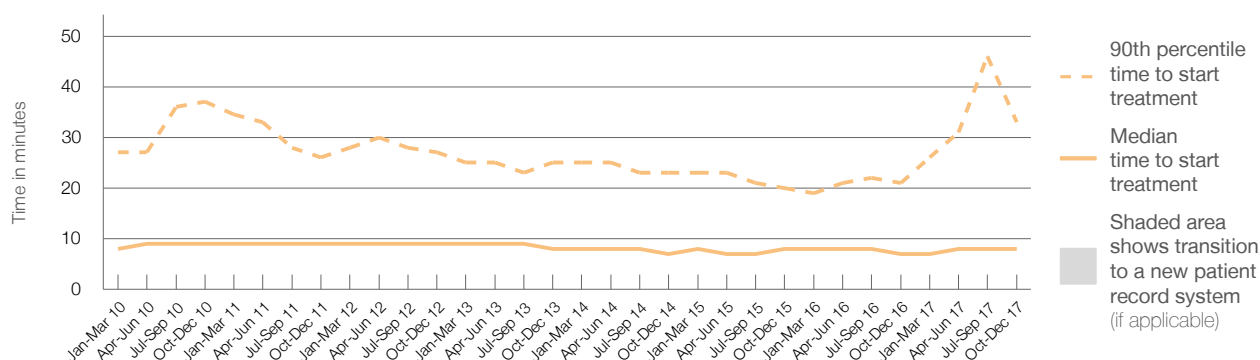
33 minutes

Same period last year	NSW (this period)
2,021	
1,986	
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 3,181

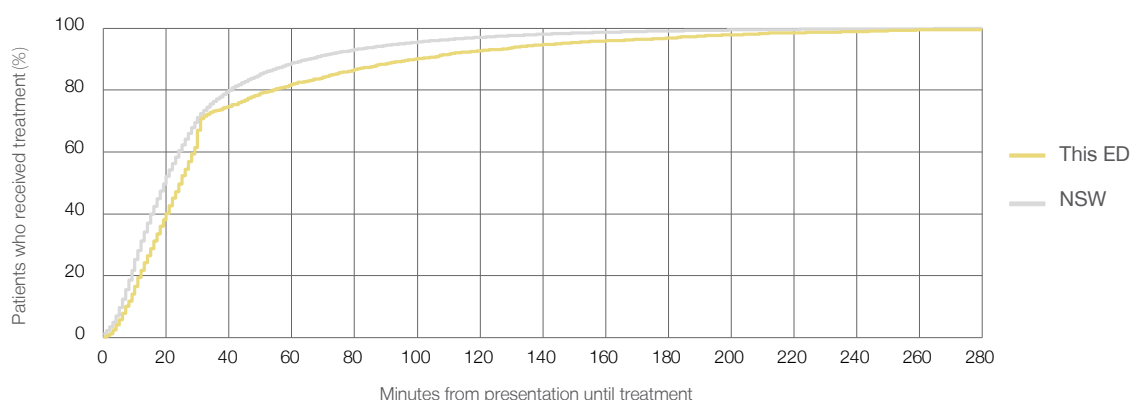
Number of triage 3 patients used to calculate waiting time:³ 3,012

Median time to start treatment⁴ 25 minutes

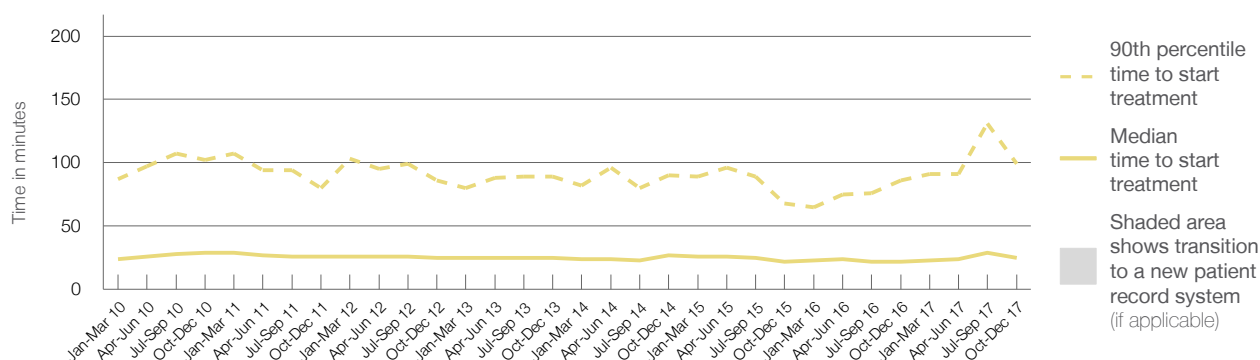
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
3,349	
3,211	
22 minutes	20 minutes
86 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 4 patients: 5,459

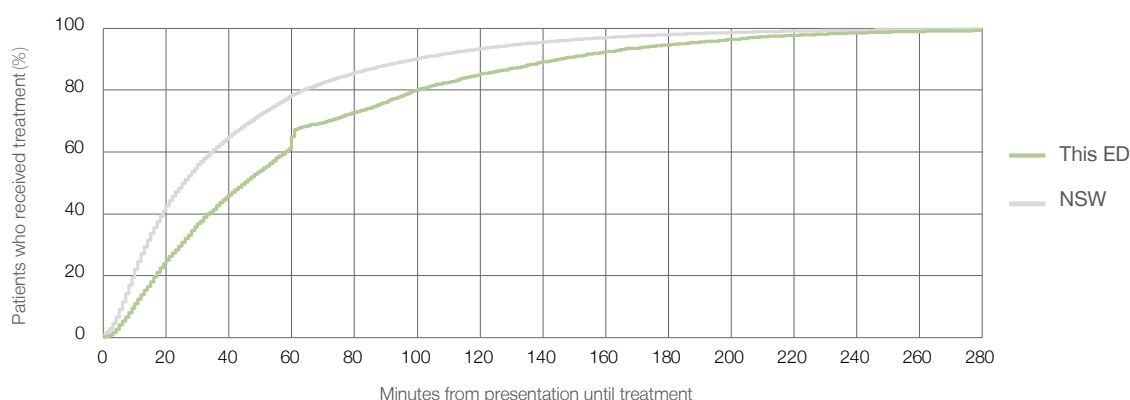
Number of triage 4 patients used to calculate waiting time:³ 4,412

Median time to start treatment⁴ 45 minutes

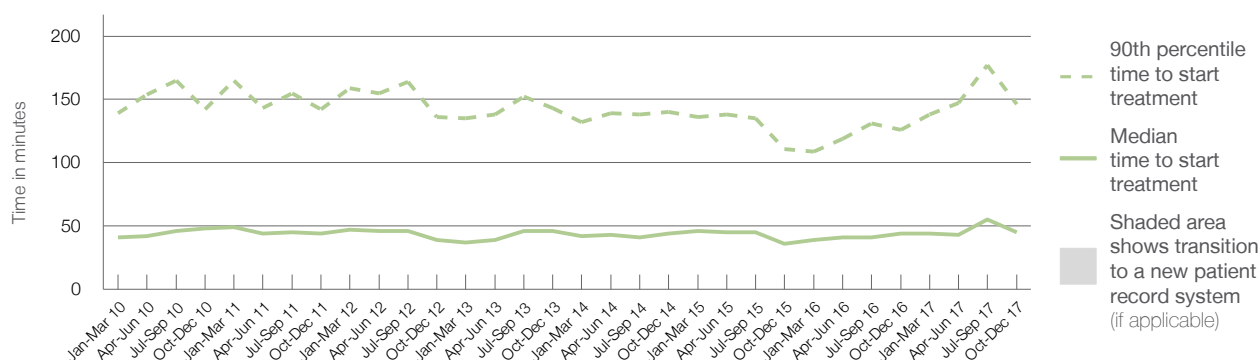
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
5,623	
4,687	
44 minutes	26 minutes
126 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 5 patients: 1,282

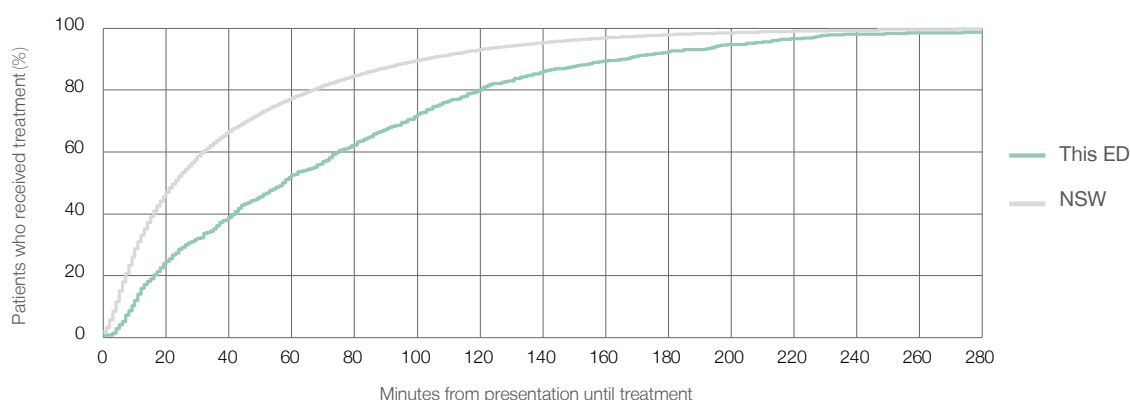
Number of triage 5 patients used to calculate waiting time:³ 871

Median time to start treatment⁴ 57 minutes

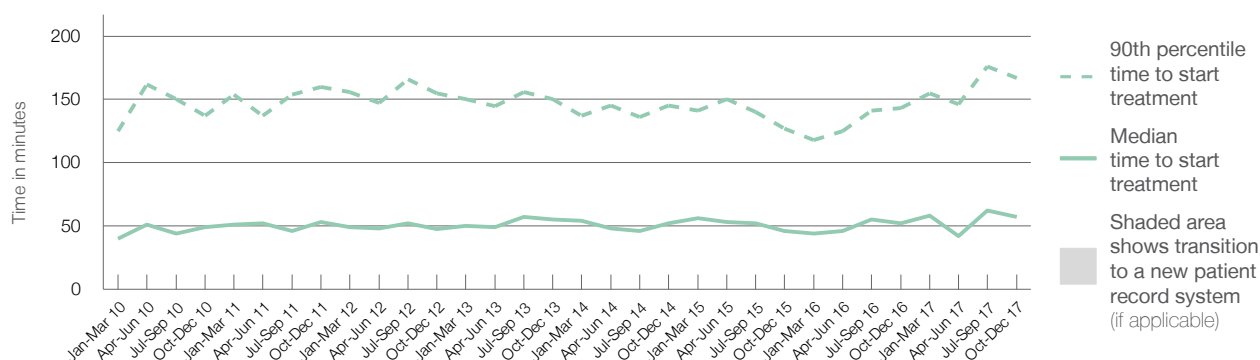
90th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
1,332	938
52 minutes	23 minutes
143 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

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

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

Maitland Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 12,136 patients

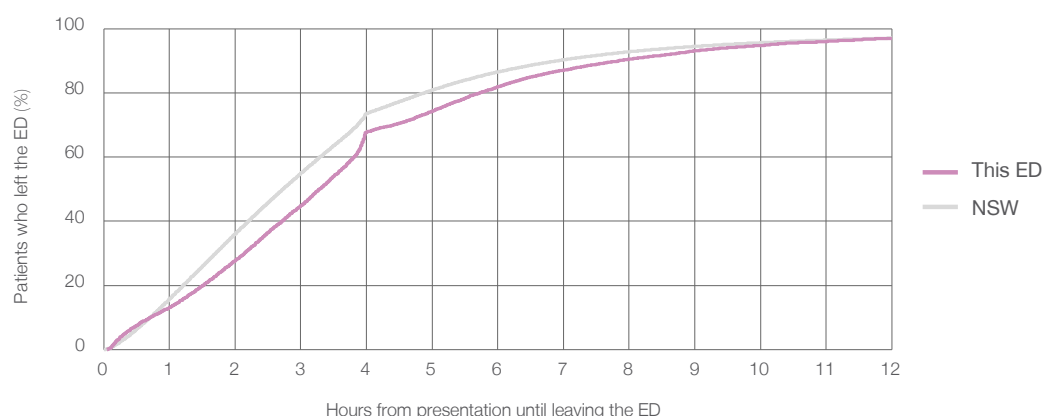
Presentations used to calculate time to leaving the ED:⁶ 12,136 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

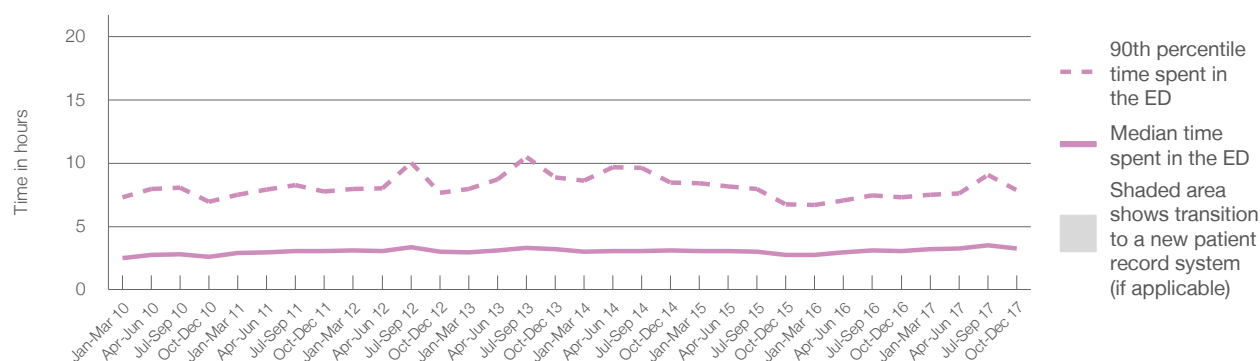
90th percentile time spent in the ED⁹ 7 hours and 51 minutes

Same period last year	NSW (this period)
12,446	12,446
3 hours and 4 minutes	2 hours and 44 minutes
7 hours and 19 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Maitland Hospital: Time patients spent in the ED

By mode of separation

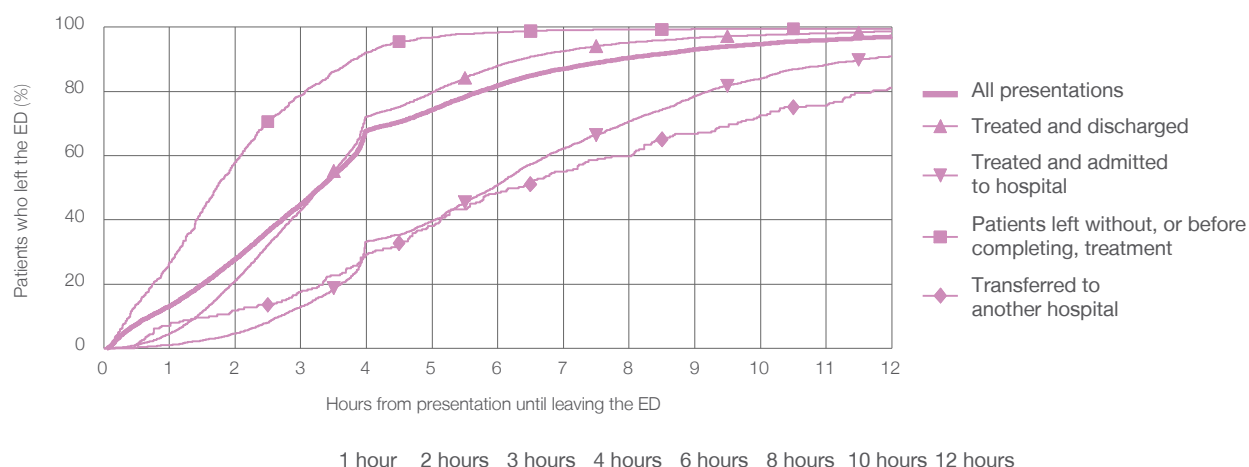
October to December 2017

All presentations:[†] 12,136 patients

Presentations used to calculate time to leaving the ED:[‡] 12,136 patients

		Same period last year	Change since one year ago
Treated and discharged	7,376 (60.8%)	8,158	-9.6%
Treated and admitted to hospital	2,390 (19.7%)	2,284	4.6%
Patient left without, or before completing, treatment	945 (7.8%)	587	61.0%
Transferred to another hospital	229 (1.9%)	250	-8.4%
Other	1,196 (9.9%)	1,167	2.5%

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



Treated and discharged	4.5%	21.1%	43.1%	72.1%	88.0%	95.3%	97.5%	98.7%
Treated and admitted to hospital	0.9%	4.6%	12.9%	33.3%	51.0%	70.8%	84.0%	90.9%
Patient left without, or before completing, treatment	26.8%	58.1%	78.8%	92.2%	98.3%	99.4%	99.5%	99.5%
Transferred to another hospital	7.0%	11.8%	17.5%	29.3%	48.5%	59.8%	72.5%	81.2%
All presentations	13.2%	27.8%	44.8%	67.8%	81.9%	90.5%	94.8%	97.0%

(†) 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.

Maitland Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 12,136 patients

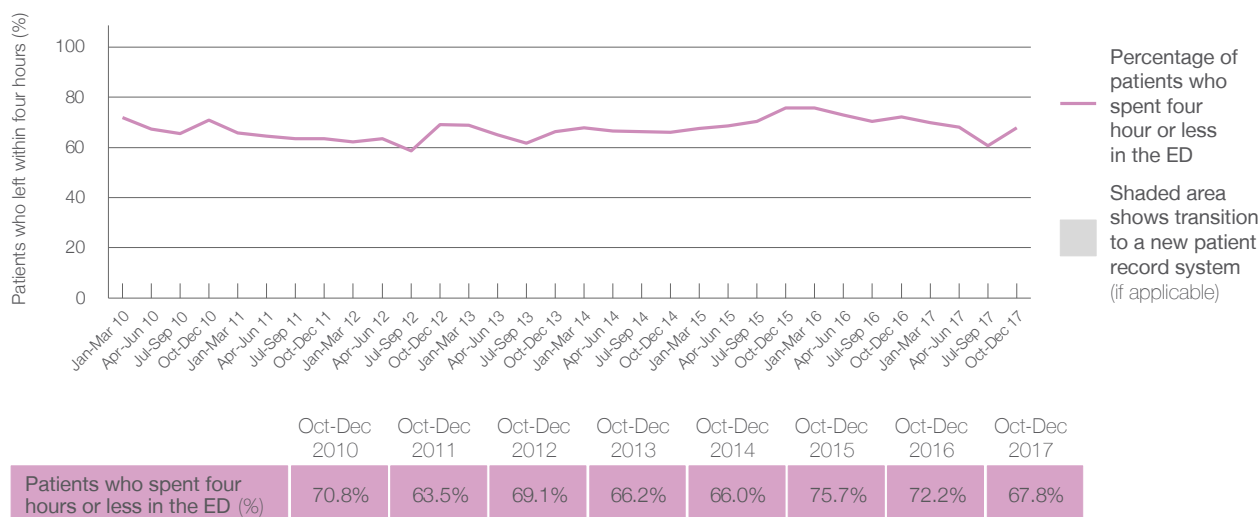
Presentations used to calculate time to leaving the ED: ⁶ 12,136 patients

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



Same period last year	Change since one year ago
12,446	-2.5%
12,446	-2.5%
72.2%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Manly District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,506 patients

Emergency presentations:² 6,445 patients

Same period last year	Change since one year ago
6,289	3.5%
6,218	3.7%

Manly District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,000 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,345 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 35 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,586 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 456 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
963	
6 minutes	8 minutes
10 minutes	23 minutes
2,382	
13 minutes	20 minutes
36 minutes	65 minutes
2,522	
13 minutes	26 minutes
63 minutes	99 minutes
312	
12 minutes	23 minutes
73 minutes	103 minutes

Manly District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,506 patients

Percentage of patients who spent four hours or less in the ED 85.2%

Same period last year	Change since one year ago
6,289	3.5%
87.3%	

* 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.

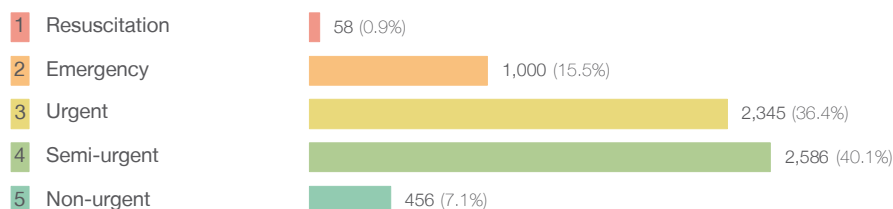
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manly District Hospital: Patients presenting to the emergency department

October to December 2017

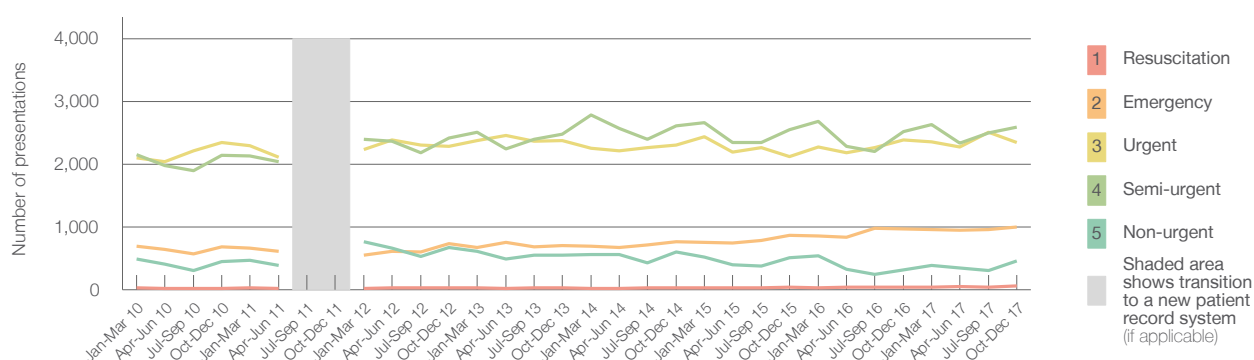
All presentations:¹ 6,506 patients

Emergency presentations² by triage category: 6,445 patients



Same period last year	Change since one year ago
6,289	3.5%
6,218	3.7%
39	48.7%
963	3.8%
2,382	-1.6%
2,522	2.5%
312	46.2%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	18		31	29	33	43	39	58
Emergency	686		729	700	763	867	963	1,000
Urgent	2,346		2,284	2,380	2,304	2,121	2,382	2,345
Semi-urgent	2,141		2,421	2,480	2,613	2,553	2,522	2,586
Non-urgent	445		672	549	603	512	312	456
All emergency presentations	5,636		6,137	6,138	6,316	6,096	6,218	6,445

Manly District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,393 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,283	
11 minutes	1 minute
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.

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

October to December 2017

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

Number of triage 2 patients: 1,000

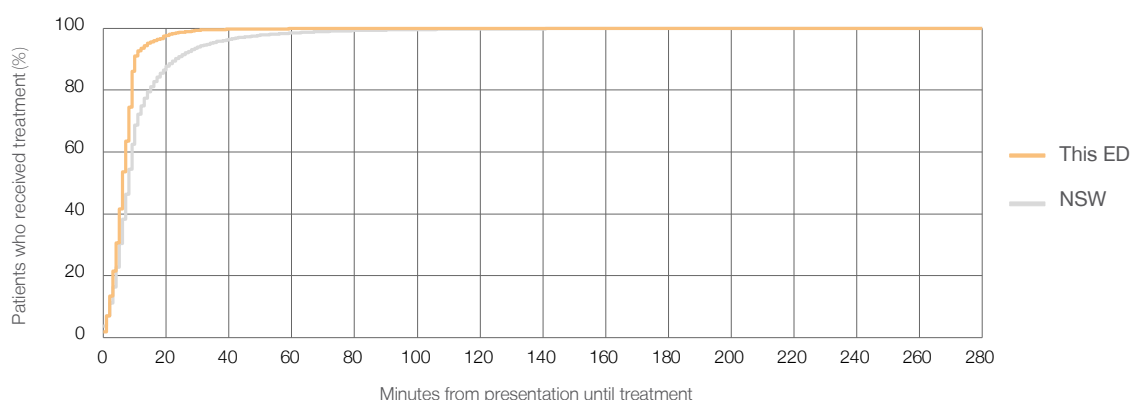
Number of triage 2 patients used to calculate waiting time: ³ 996

Median time to start treatment ⁴ 6 minutes

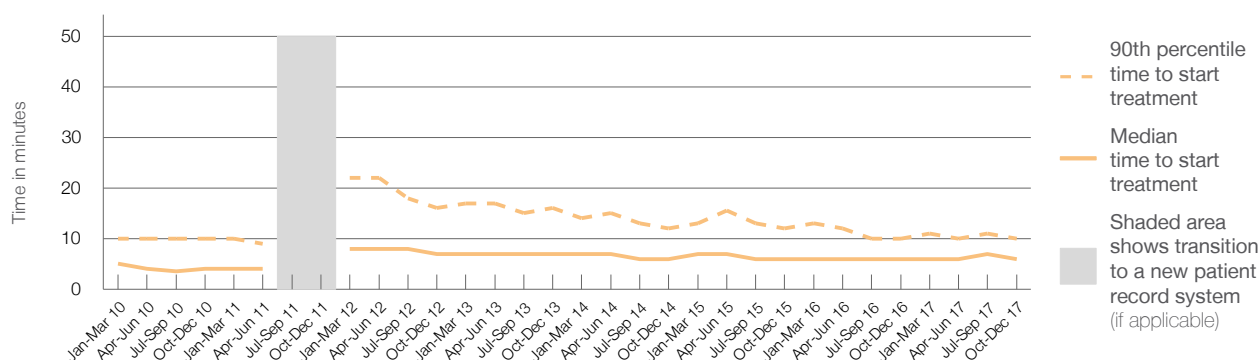
90th percentile time to start treatment ⁵ 10 minutes

Same period last year	NSW (this period)
963	963
6 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 2,345

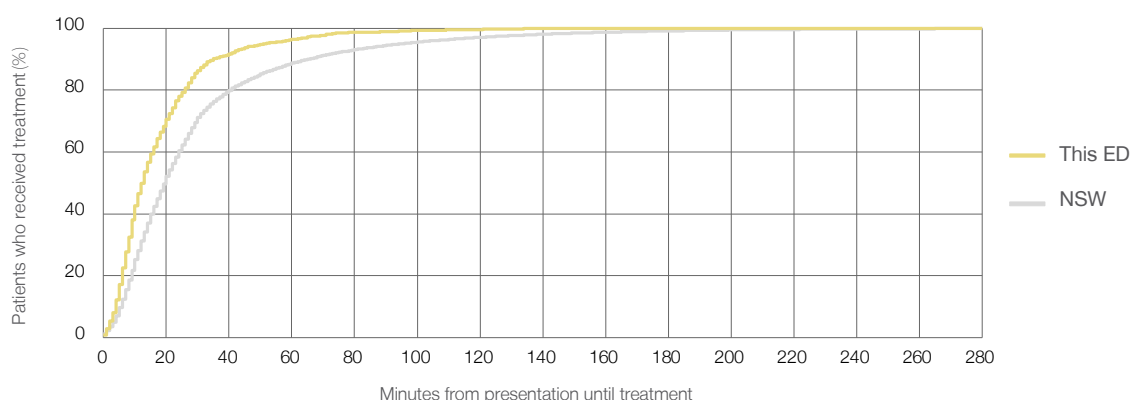
Number of triage 3 patients used to calculate waiting time:³ 2,333

Median time to start treatment⁴ 13 minutes

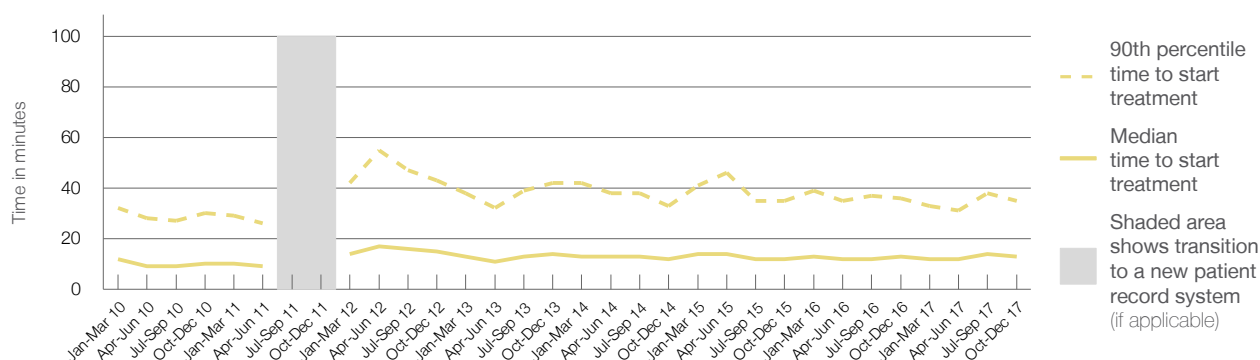
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
2,382	
2,380	
13 minutes	20 minutes
36 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 4 patients: 2,586

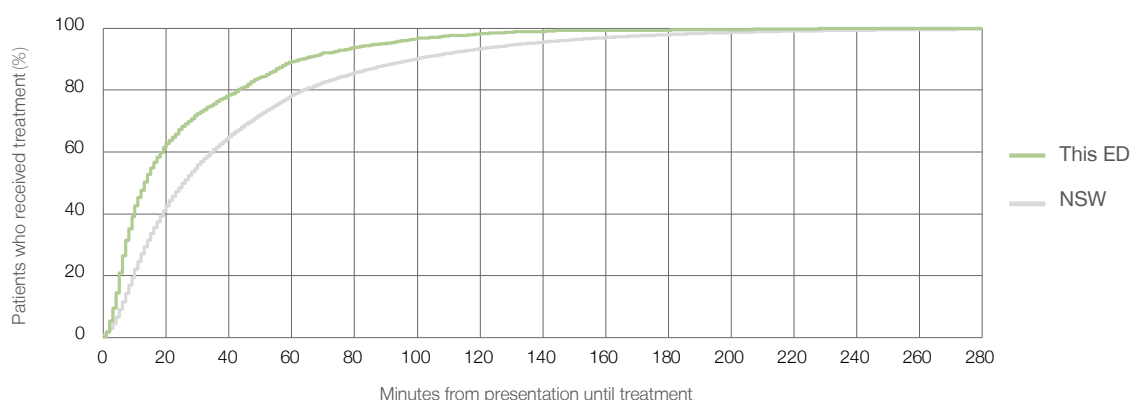
Number of triage 4 patients used to calculate waiting time:³ 2,524

Median time to start treatment⁴ 13 minutes

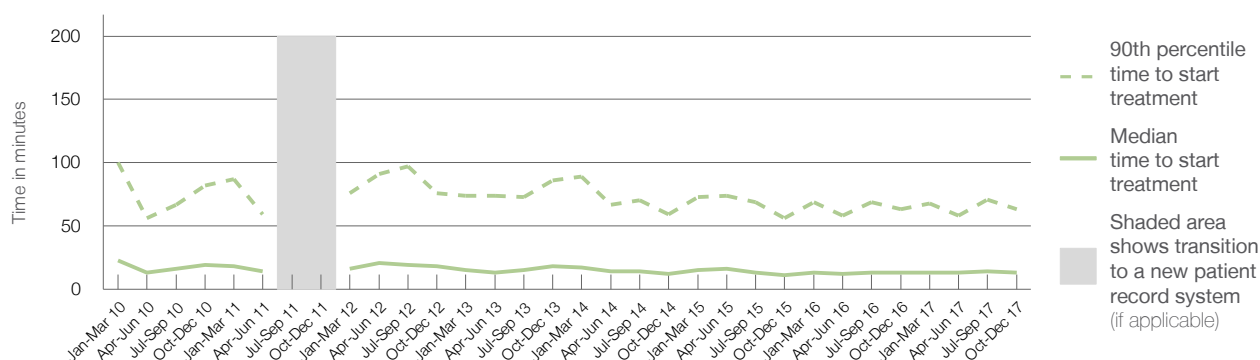
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
2,522	
2,461	
13 minutes	26 minutes
63 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

October to December 2017

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

Number of triage 5 patients: 456

Number of triage 5 patients used to calculate waiting time:³ 429

Median time to start treatment⁴

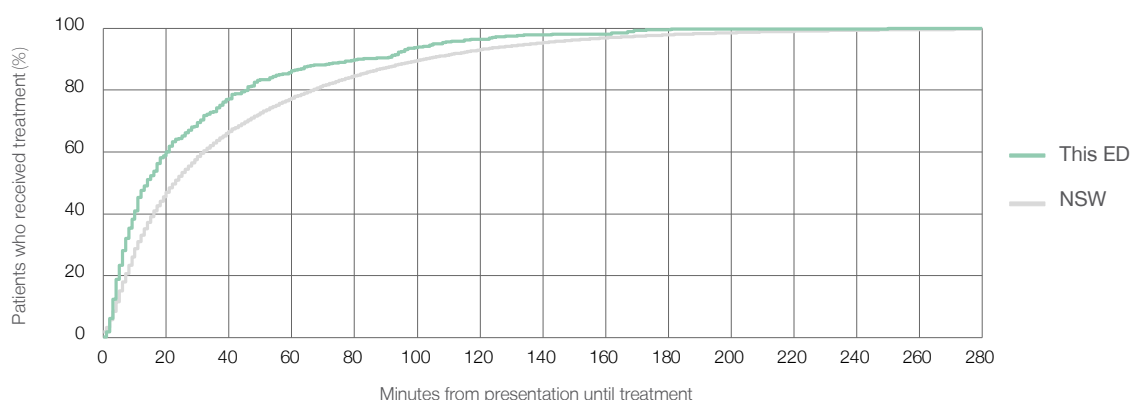
14 minutes

90th percentile time to start treatment⁵

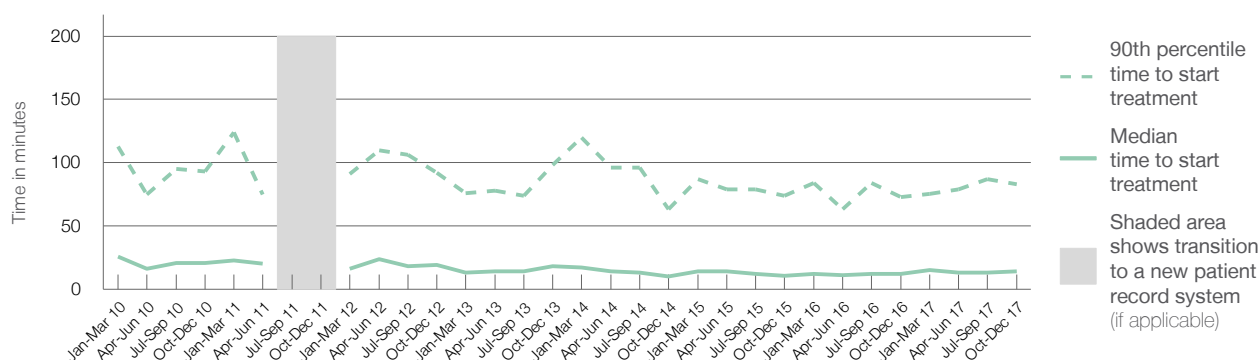
83 minutes

Same period last year	NSW (this period)
312	
293	
12 minutes	23 minutes
73 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



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

Manly District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,506 patients

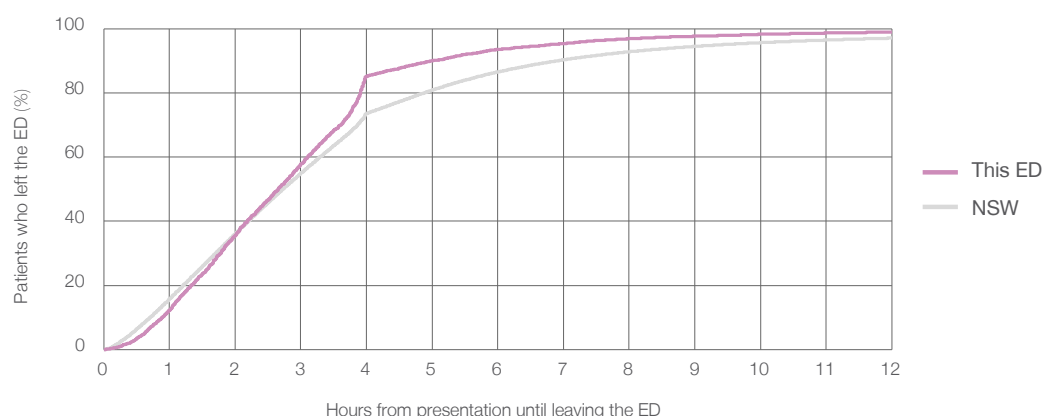
Presentations used to calculate time to leaving the ED:⁶ 6,506 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

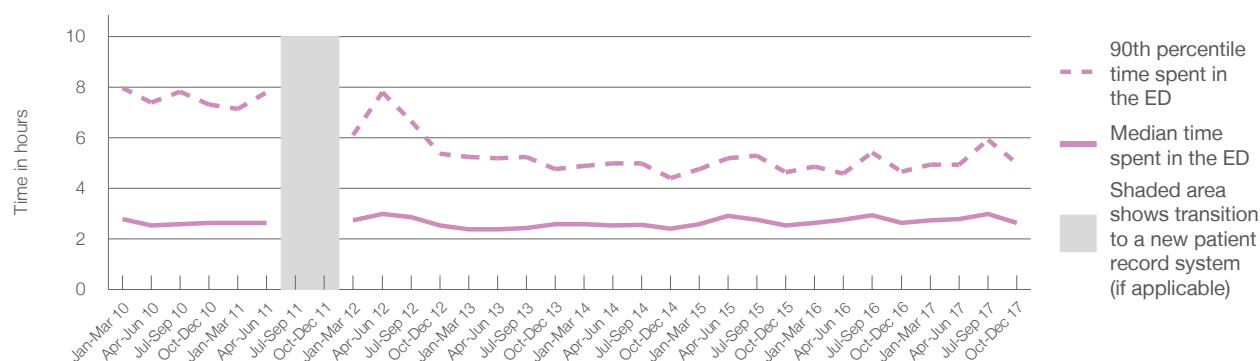
90th percentile time spent in the ED⁹ 5 hours and 0 minutes

Same period last year	NSW (this period)
6,289	
6,289	
2 hours and 39 minutes	2 hours and 44 minutes
4 hours and 40 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 39m		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 19m		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m	5h 0m

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

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

Manly District Hospital: Time patients spent in the ED

By mode of separation

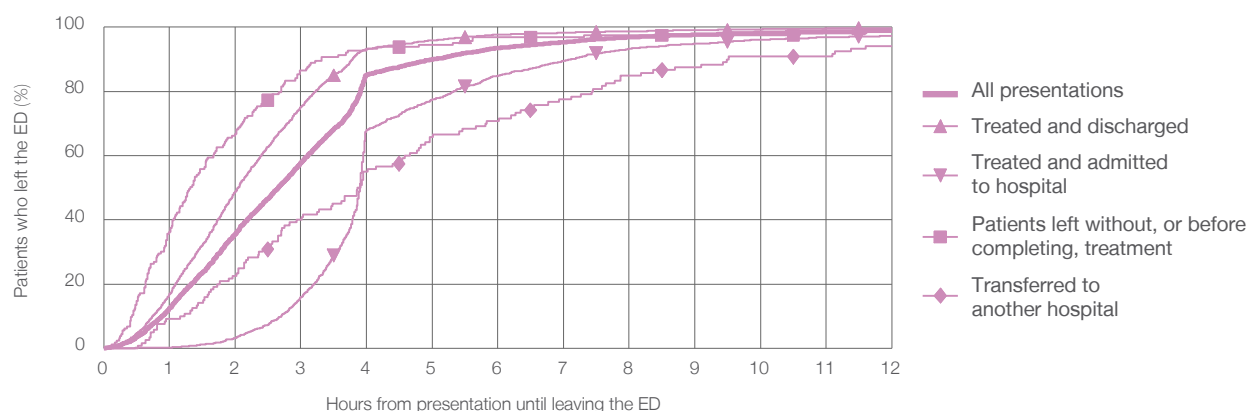
October to December 2017

All presentations:[†] 6,506 patients

Presentations used to calculate time to leaving the ED:[‡] 6,506 patients

		Same period last year	Change since one year ago
Treated and discharged	4,350 (66.9%)	4,050	7.4%
Treated and admitted to hospital	1,866 (28.7%)	1,978	-5.7%
Patient left without, or before completing, treatment	163 (2.5%)	152	7.2%
Transferred to another hospital	120 (1.8%)	102	17.6%
Other	7 (0.1%)	7	0.0%

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



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

Treated and discharged	16.9%	48.8%	75.1%	93.1%	97.7%	98.7%	99.4%	99.7%
Treated and admitted to hospital	0.3%	3.2%	15.9%	67.9%	84.9%	93.3%	96.1%	97.3%
Patient left without, or before completing, treatment	36.2%	66.9%	86.5%	93.3%	96.9%	97.5%	97.5%	98.8%
Transferred to another hospital	9.2%	22.5%	40.0%	55.0%	70.8%	85.0%	90.8%	94.2%
All presentations	12.5%	35.7%	57.8%	85.2%	93.5%	96.9%	98.2%	98.9%

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

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

Manly District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 6,506 patients

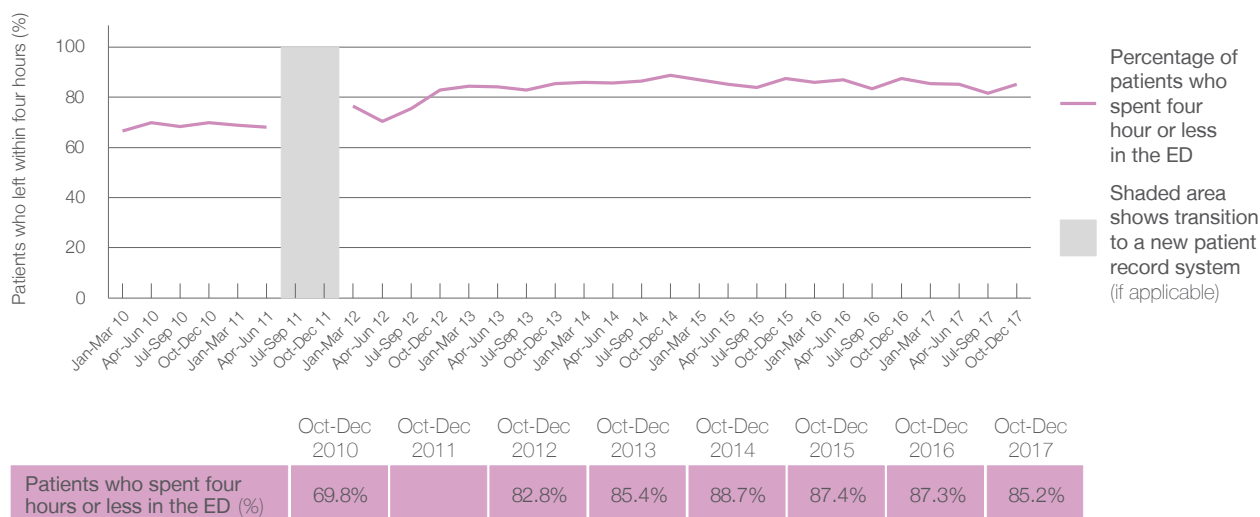
Presentations used to calculate time to leaving the ED: ⁶ 6,506 patients

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



Same period last year	Change since one year ago
6,289	3.5%
6,289	3.5%
87.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Manning Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,145 patients

Emergency presentations:² 7,992 patients

Same period last year	Change since one year ago
7,808	4.3%
7,584	5.4%

Manning Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,284 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,165 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,878 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,625 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
1,333	
8 minutes	8 minutes
20 minutes	23 minutes
2,072	
19 minutes	20 minutes
75 minutes	65 minutes
2,469	
29 minutes	26 minutes
116 minutes	99 minutes
1,675	
27 minutes	23 minutes
115 minutes	103 minutes

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,145 patients

Percentage of patients who spent four hours or less in the ED 77.3%

Same period last year	Change since one year ago
7,808	4.3%
81.9%	

* 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.

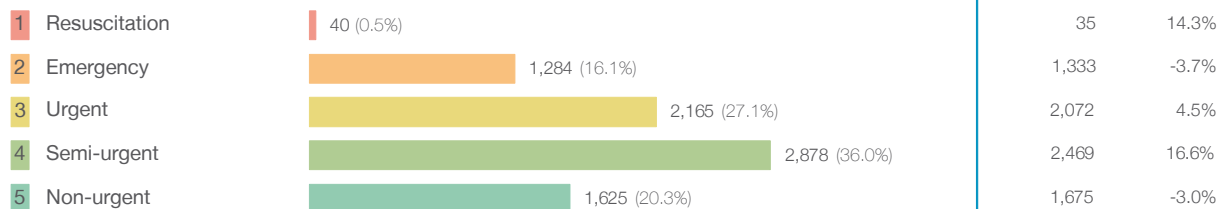
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Manning Base Hospital: Patients presenting to the emergency department

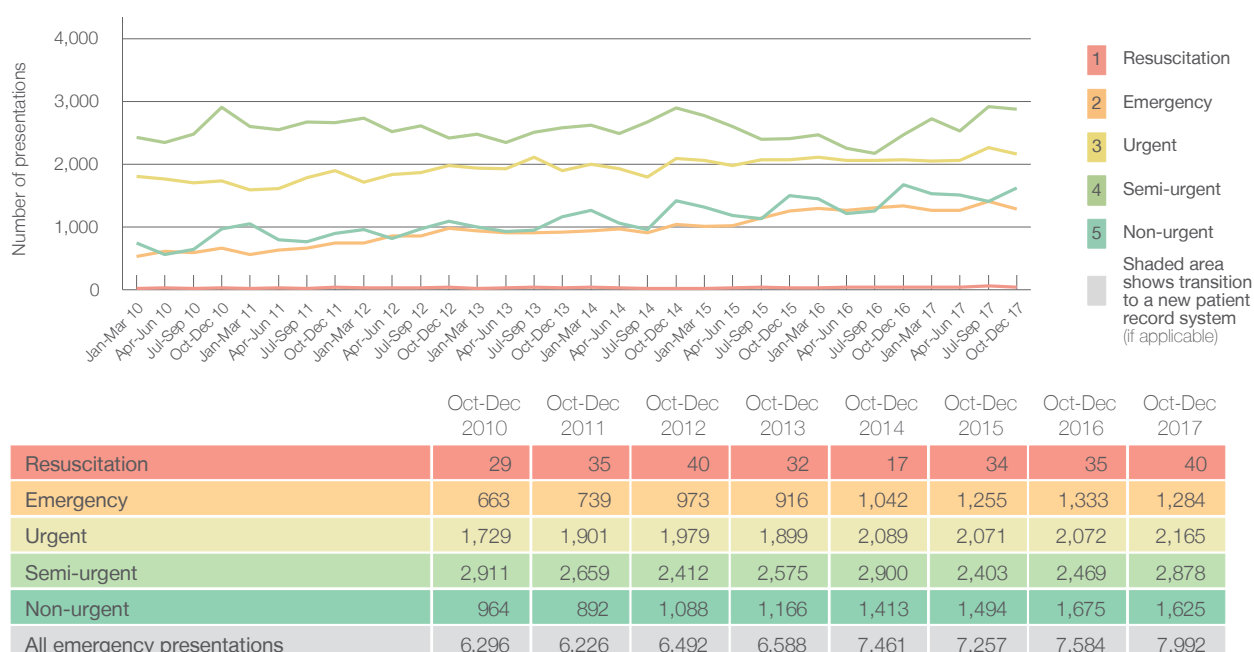
October to December 2017

All presentations:¹ 8,145 patients

Emergency presentations² by triage category: 7,992 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Manning Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,037 patients

ED Transfer of care time



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

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

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

October to December 2017

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

Number of triage 2 patients: 1,284

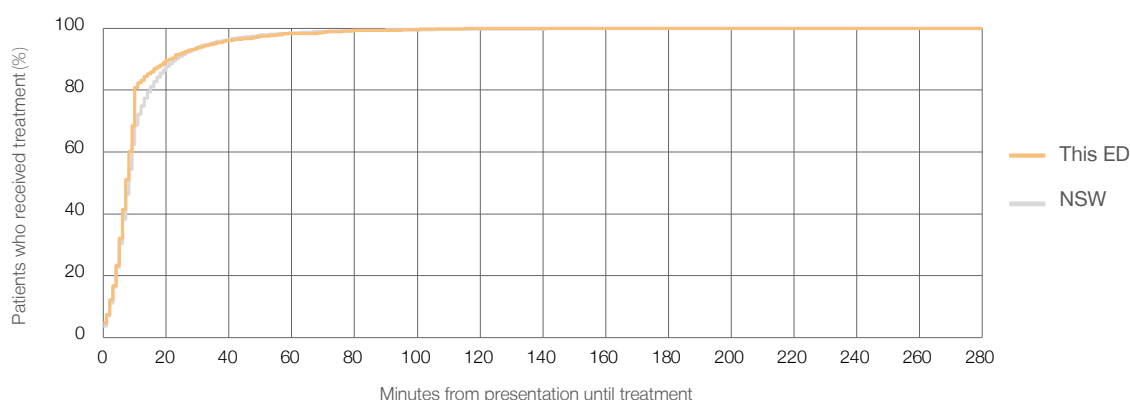
Number of triage 2 patients used to calculate waiting time:³ 1,274

Median time to start treatment⁴ 7 minutes

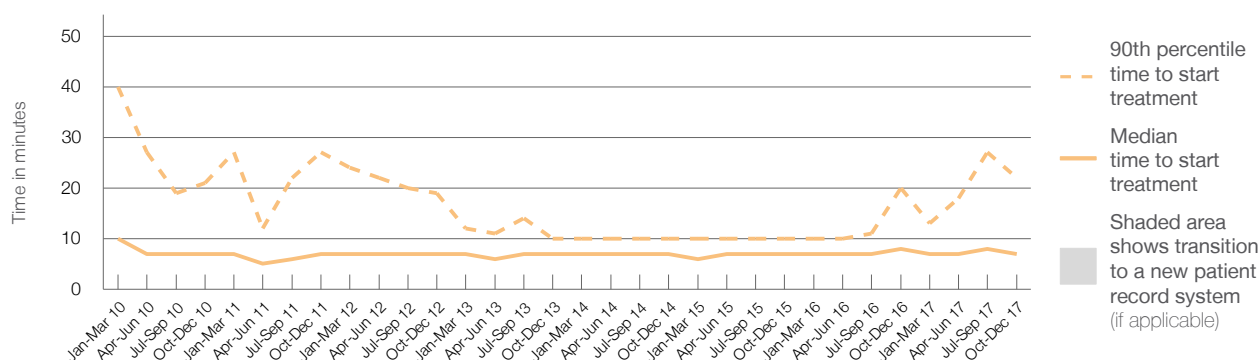
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,333	
1,325	
8 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 3 patients: 2,165

Number of triage 3 patients used to calculate waiting time:³ 2,117

Median time to start treatment⁴

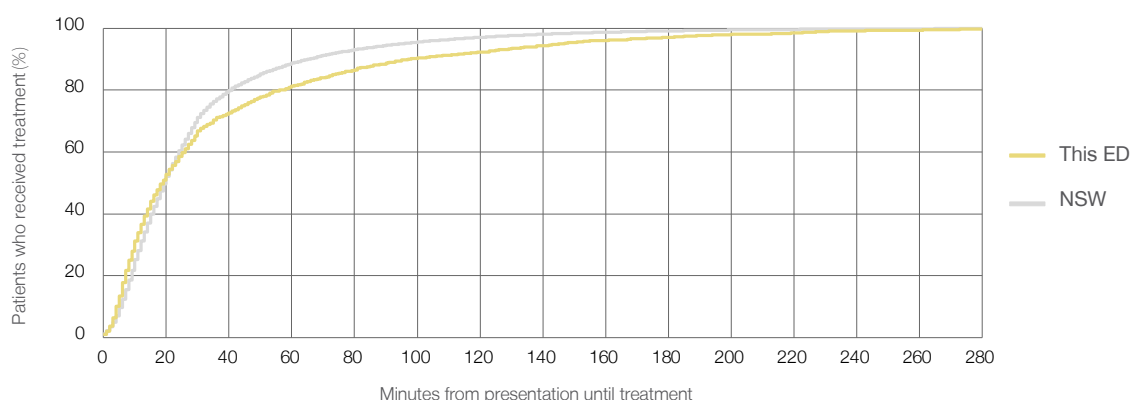
19 minutes

90th percentile time to start treatment⁵

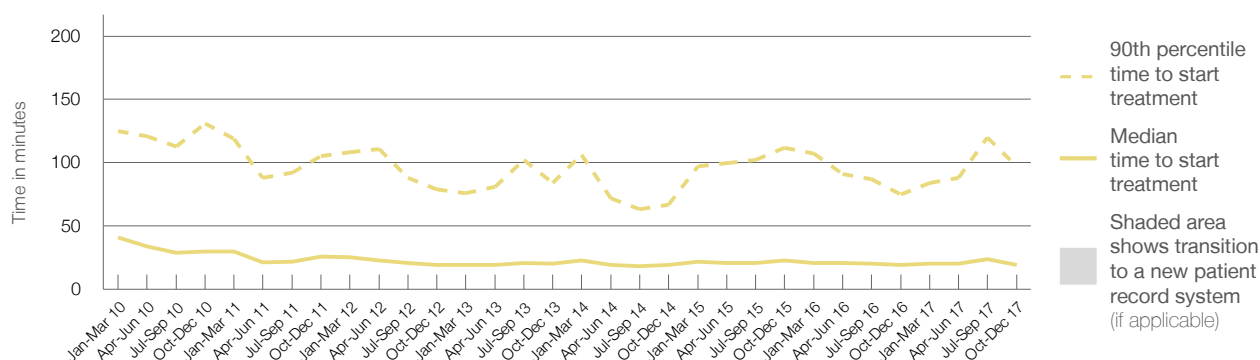
97 minutes

Same period last year	NSW (this period)
2,072	
2,034	
19 minutes	20 minutes
75 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 4 patients: 2,878

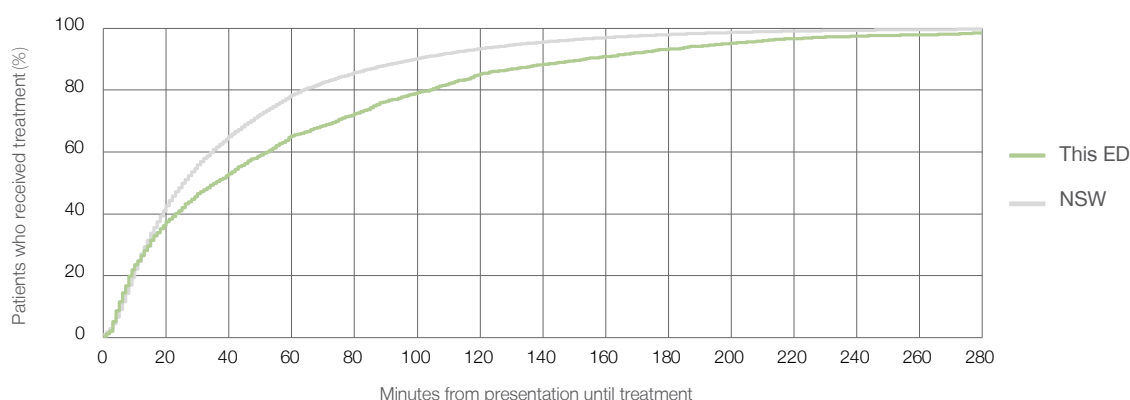
Number of triage 4 patients used to calculate waiting time:³ 2,682

Median time to start treatment⁴ 36 minutes

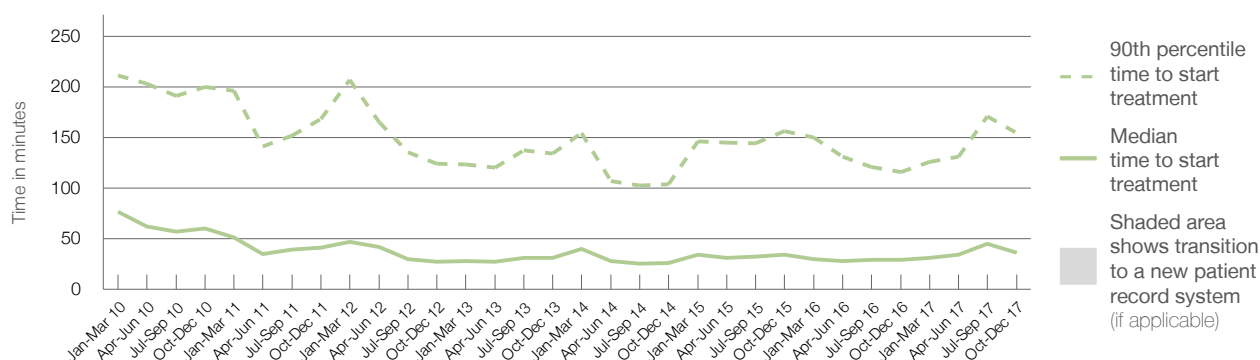
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,469	
2,336	
29 minutes	26 minutes
116 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



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

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

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

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

October to December 2017

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

Number of triage 5 patients: 1,625

Number of triage 5 patients used to calculate waiting time: ³ 1,460

Median time to start treatment ⁴

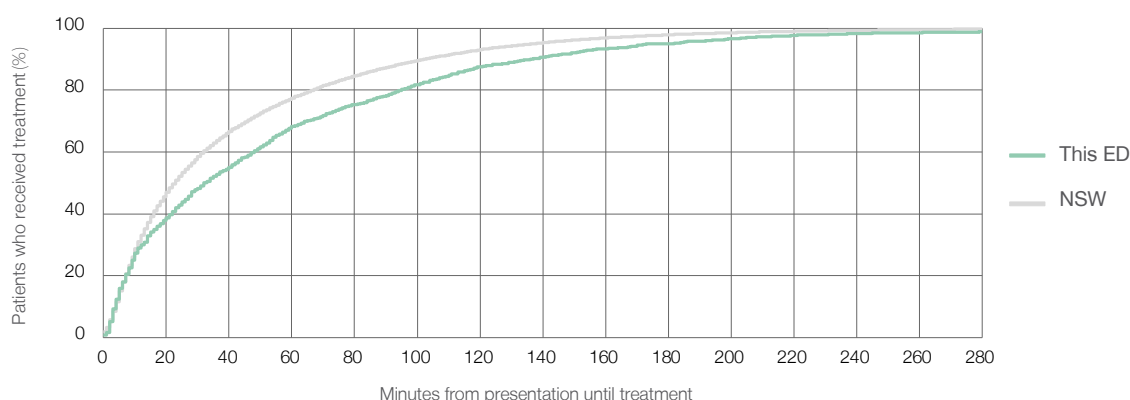
32 minutes

90th percentile time to start treatment ⁵

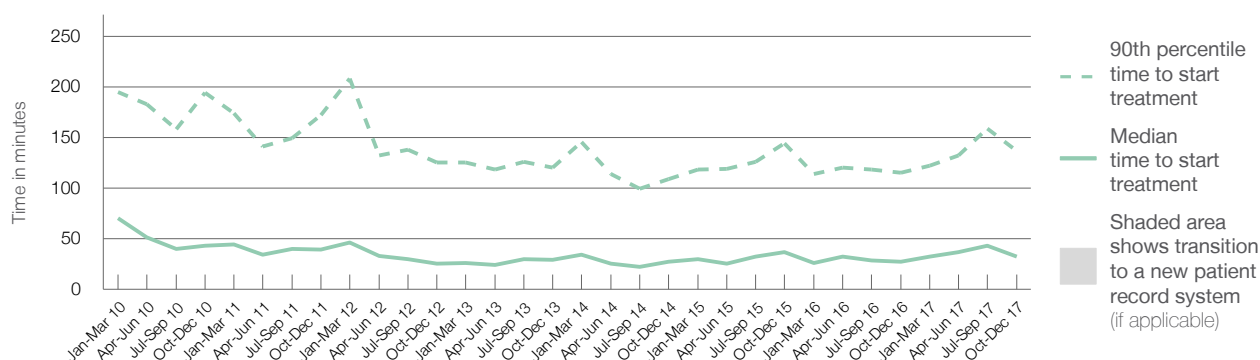
137 minutes

Same period last year	NSW (this period)
1,675	
1,522	
27 minutes	23 minutes
115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 ^{†‡}



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

Manning Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,145 patients

Presentations used to calculate time to leaving the ED:⁶ 8,145 patients

Median time spent in the ED⁸

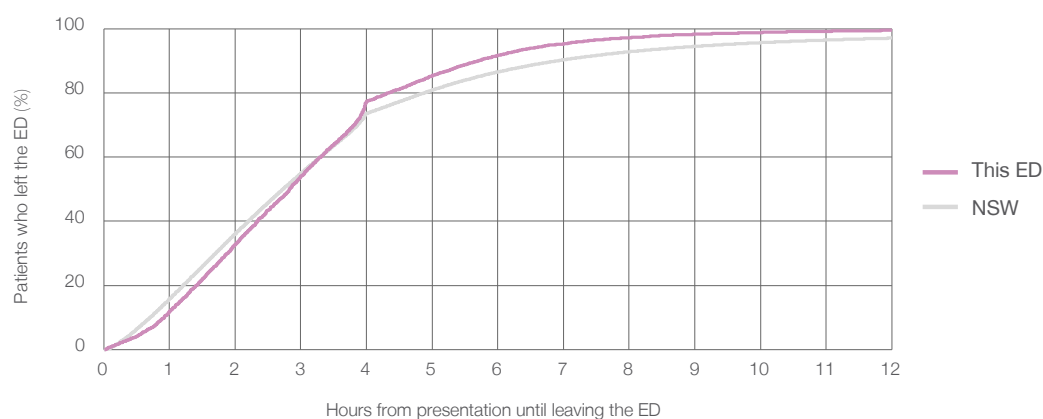
2 hours and 50 minutes

90th percentile time spent in the ED⁹

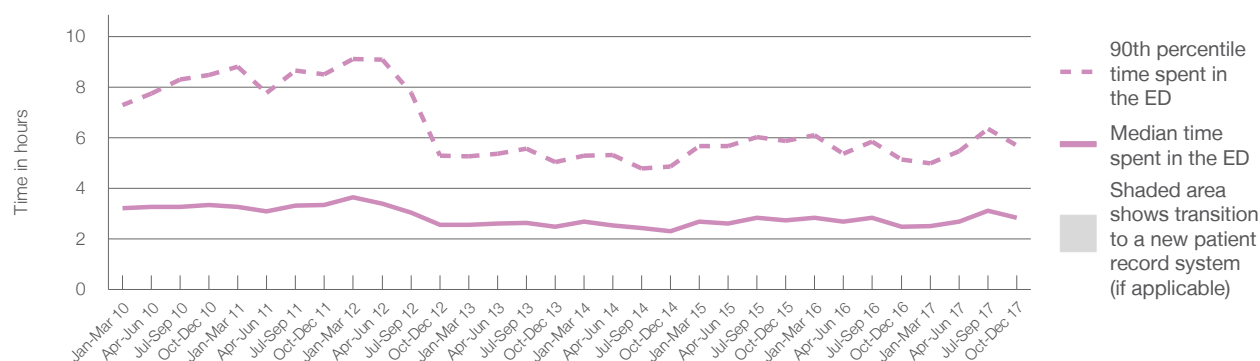
5 hours and 42 minutes

Same period last year	NSW (this period)
7,808	
7,808	
2 hours and 29 minutes	2 hours and 44 minutes
5 hours and 8 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



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

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

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

Manning Base Hospital: Time patients spent in the ED

By mode of separation

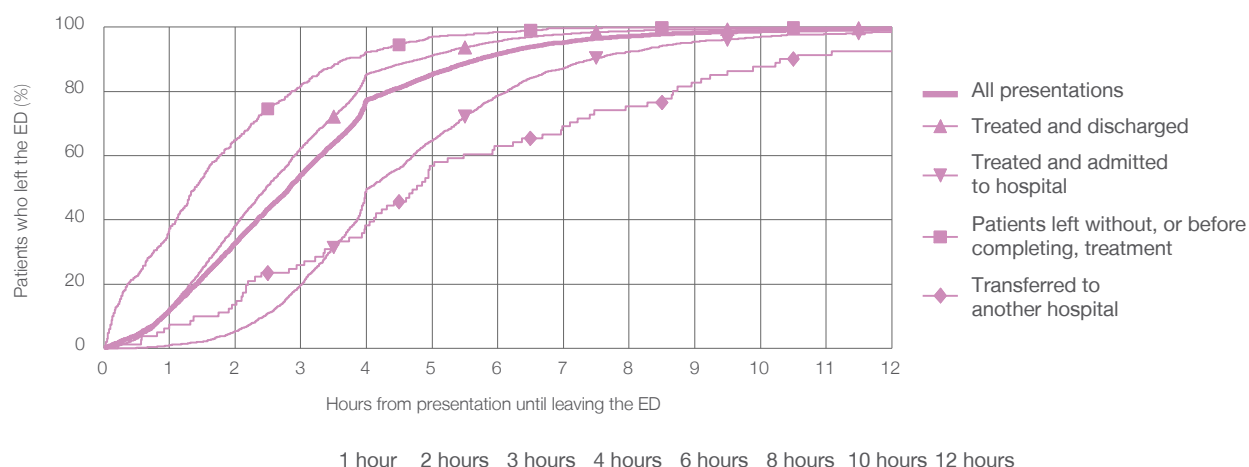
October to December 2017

All presentations:[†] 8,145 patients

Presentations used to calculate time to leaving the ED:[‡] 8,145 patients

		Same period last year	Change since one year ago
		7,808	4.3%
Treated and discharged	5,497 (67.5%)	5,212	5.5%
Treated and admitted to hospital	1,853 (22.8%)	1,957	-5.3%
Patient left without, or before completing, treatment	658 (8.1%)	525	25.3%
Transferred to another hospital	81 (1.0%)	66	22.7%
Other	56 (0.7%)	48	16.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.4%	38.3%	62.4%	85.4%	95.6%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.9%	5.3%	19.8%	49.5%	78.8%	92.3%	97.0%	98.6%
Patient left without, or before completing, treatment	37.2%	64.9%	81.8%	92.4%	98.5%	99.8%	99.8%	99.8%
Transferred to another hospital	7.4%	13.6%	25.9%	38.3%	63.0%	75.3%	87.7%	92.6%
All presentations	12.0%	32.9%	54.0%	77.3%	91.7%	97.2%	98.8%	99.5%

(†) 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.

Manning Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,145 patients

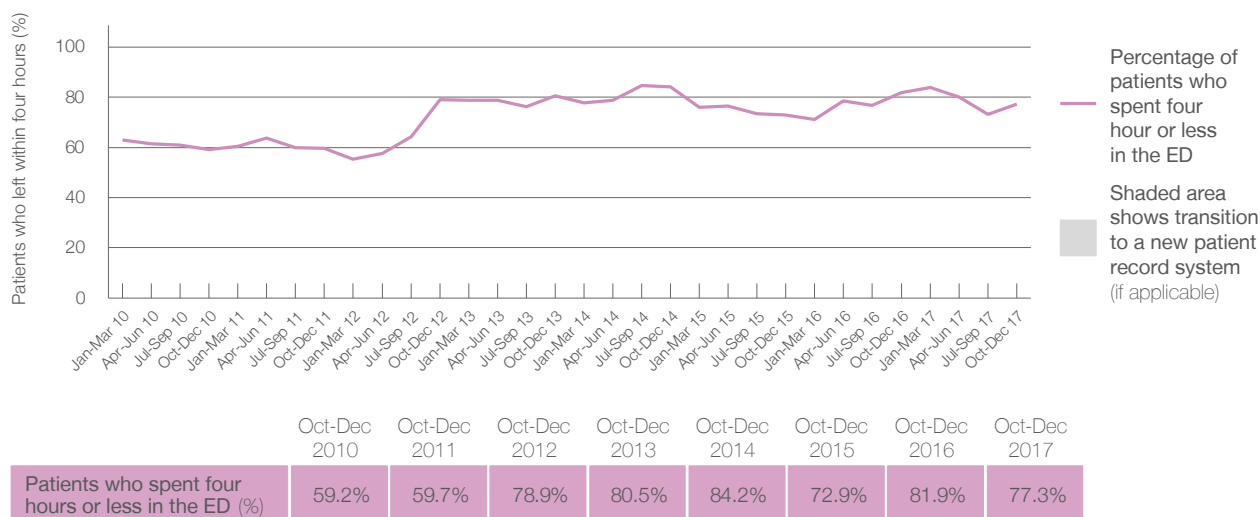
Presentations used to calculate time to leaving the ED: ⁶ 8,145 patients

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



Same period last year	Change since one year ago
7,808	4.3%
7,808	4.3%
81.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Mona Vale and District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,908 patients

Emergency presentations:² 8,871 patients

Same period last year	Change since one year ago
9,168	-2.8%
9,089	-2.4%

Mona Vale and District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,149 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,125 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,506 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,189	
7 minutes	8 minutes
11 minutes	23 minutes
3,144	
15 minutes	20 minutes
45 minutes	65 minutes
3,646	
14 minutes	26 minutes
79 minutes	99 minutes
1,081	
13 minutes	23 minutes
96 minutes	103 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,908 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
9,168	-2.8%
85.3%	

* 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*.
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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.

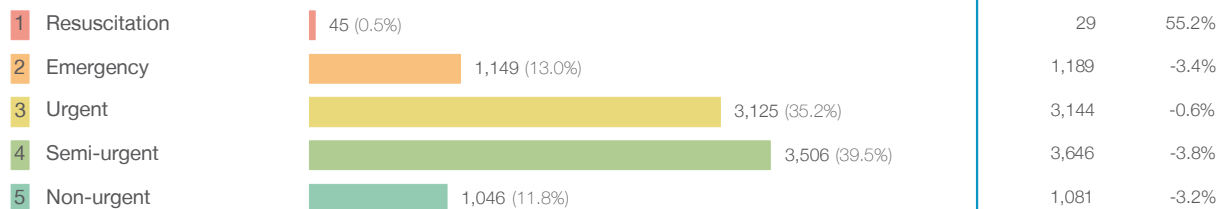
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Mona Vale and District Hospital: Patients presenting to the emergency department

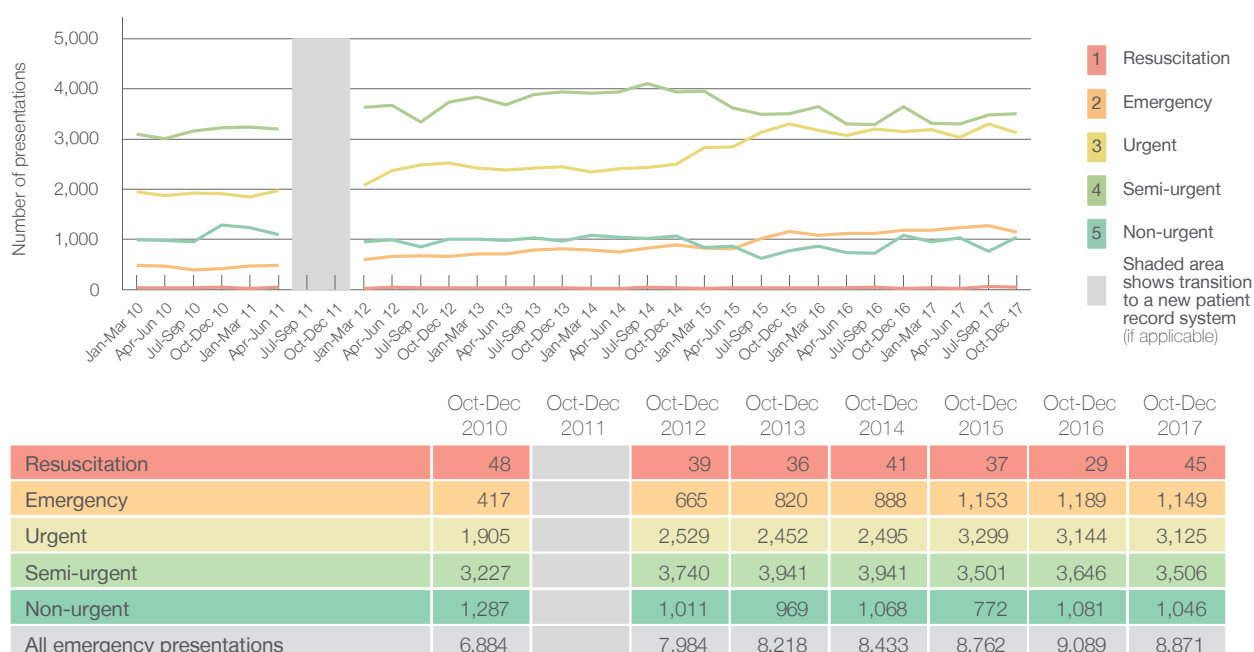
October to December 2017

All presentations:¹ 8,908 patients

Emergency presentations² by triage category: 8,871 patients



Emergency presentations² by quarter, January 2010 to December 2017 [†]



Mona Vale and District Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 1,733 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.

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

October to December 2017

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

Number of triage 2 patients: 1,149

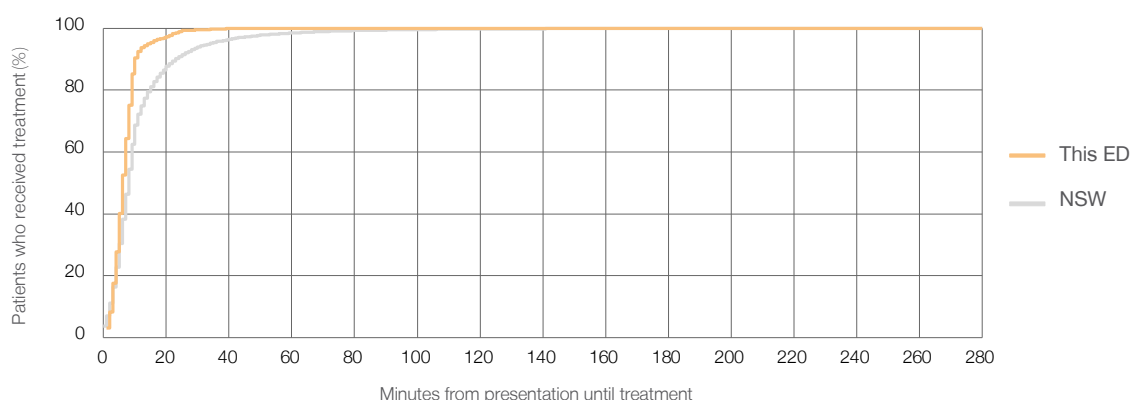
Number of triage 2 patients used to calculate waiting time:³ 1,147

Median time to start treatment⁴ 6 minutes

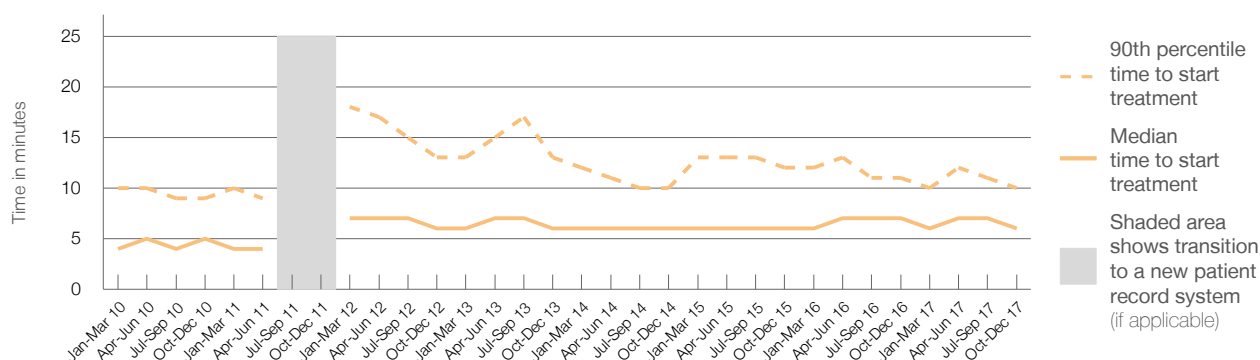
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,189	
1,188	
7 minutes	8 minutes
11 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	5		6	6	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)	9		13	13	10	12	11	10

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 3,125

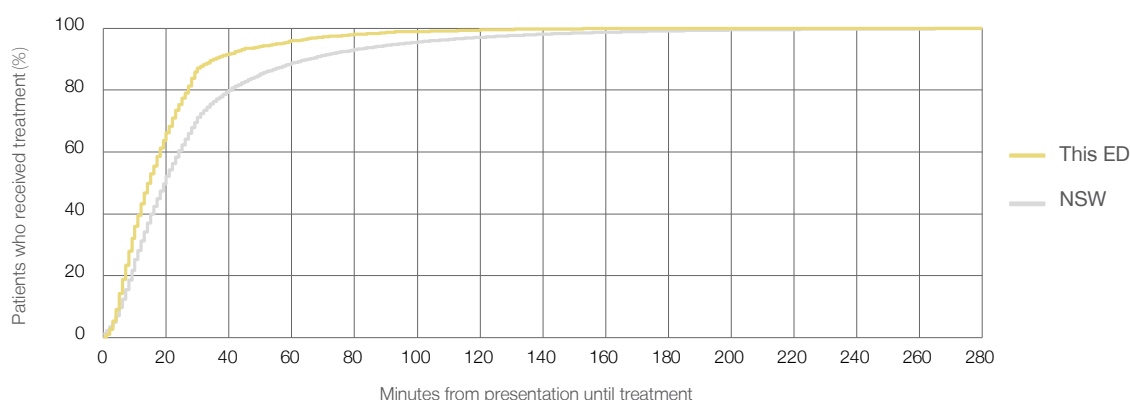
Number of triage 3 patients used to calculate waiting time: ³ 3,093

Median time to start treatment ⁴ 15 minutes

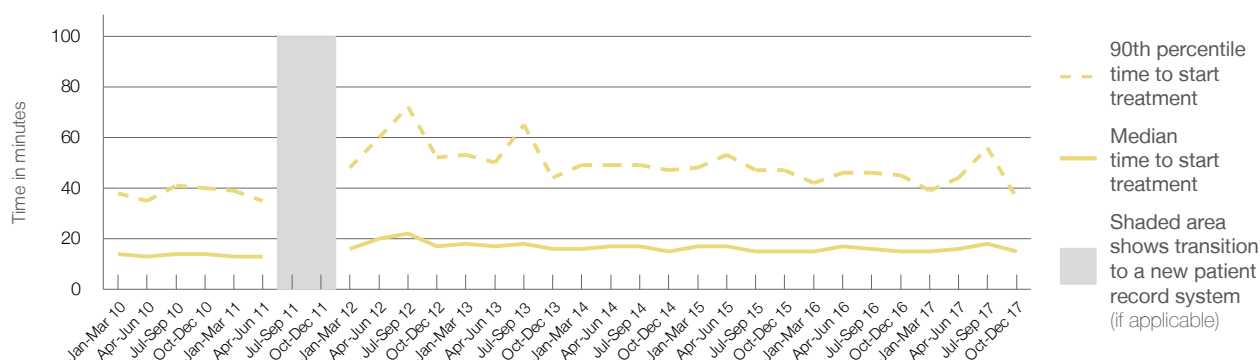
90th percentile time to start treatment ⁵ 36 minutes

Same period last year	NSW (this period)
3,144	
3,111	
15 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	14		17	16	15	15	15	15
90th percentile time to start treatment ⁵ (minutes)	40		52	44	47	47	45	36

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 3,506

Number of triage 4 patients used to calculate waiting time:³ 3,347

Median time to start treatment⁴

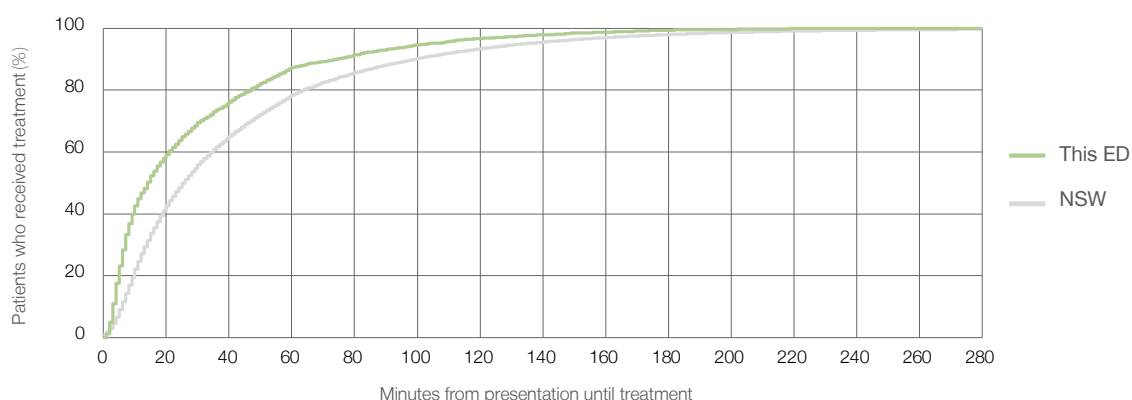
14 minutes

90th percentile time to start treatment⁵

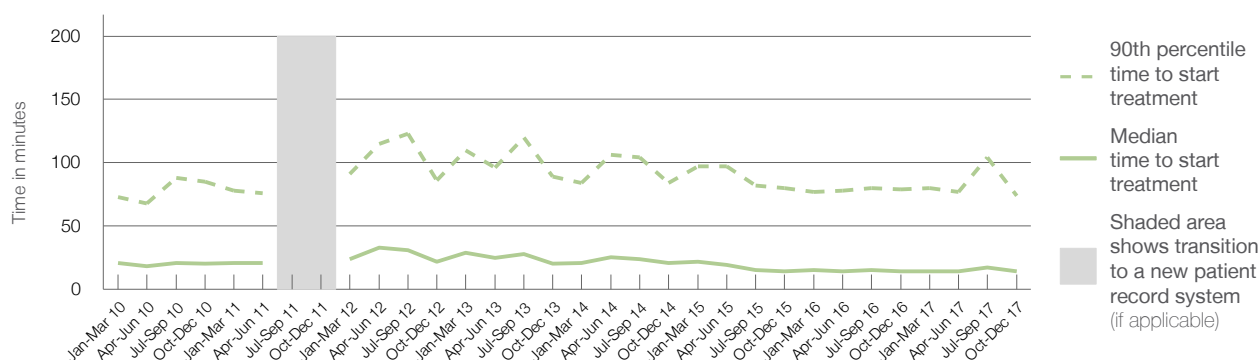
74 minutes

Same period last year	NSW (this period)
3,646	
3,502	
14 minutes	26 minutes
79 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20		22	20	21	14	14	14
90th percentile time to start treatment ⁵ (minutes)	85		86	89	84	80	79	74

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,046

Number of triage 5 patients used to calculate waiting time:³ 943

Median time to start treatment⁴

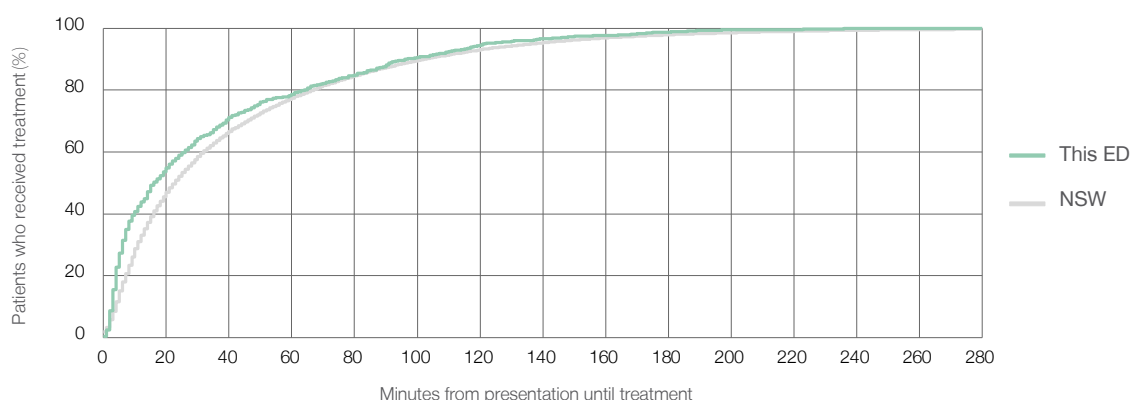
16 minutes

90th percentile time to start treatment⁵

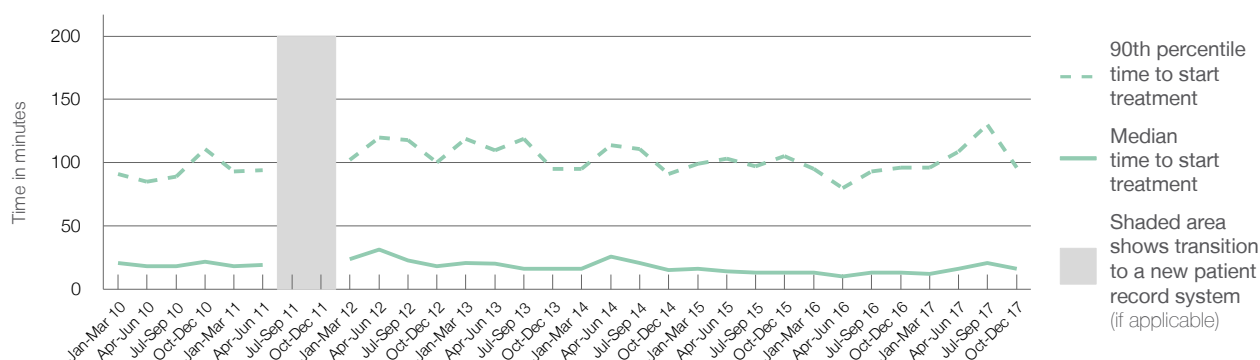
96 minutes

Same period last year	NSW (this period)
1,081	998
13 minutes	23 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	22		18	16	15	13	13	16
90th percentile time to start treatment ⁵ (minutes)	111		100	95	91	105	96	96

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

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

Mona Vale and District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,908 patients

Presentations used to calculate time to leaving the ED:⁶ 8,908 patients

Median time spent in the ED⁸

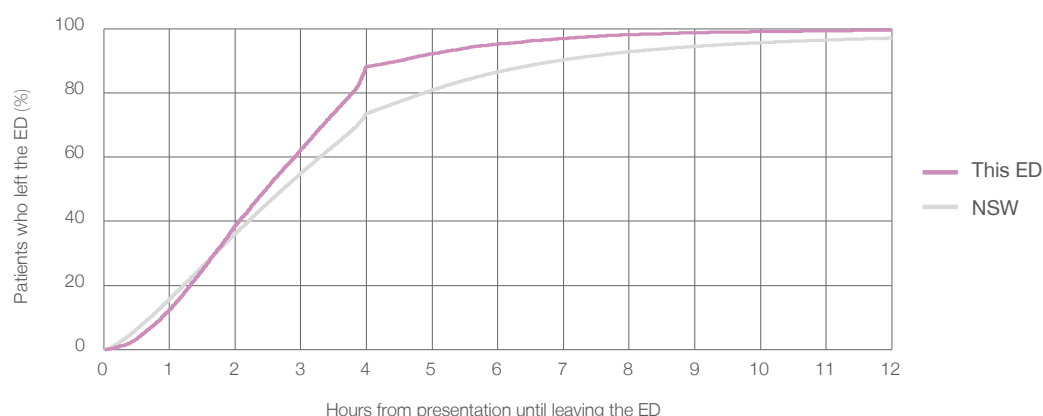
2 hours and 29 minutes

90th percentile time spent in the ED⁹

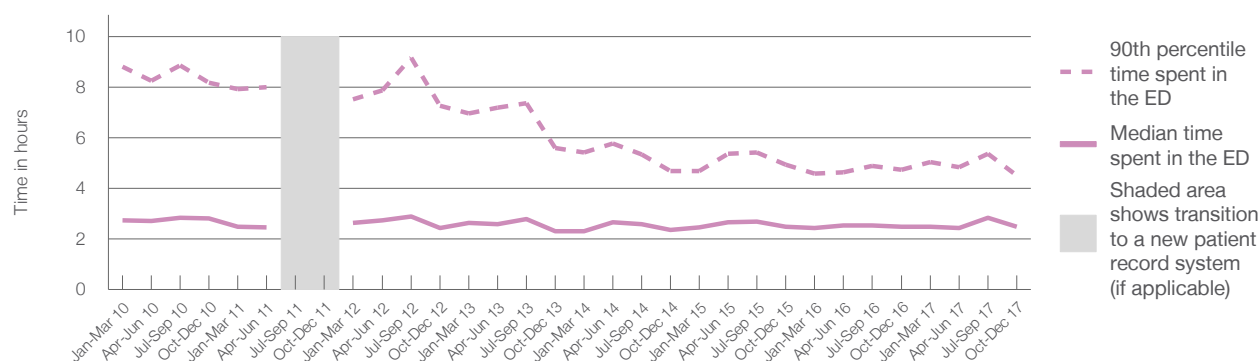
4 hours and 31 minutes

Same period last year	NSW (this period)
9,168	
9,168	
2 hours and 30 minutes	2 hours and 44 minutes
4 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 49m		2h 26m	2h 19m	2h 22m	2h 29m	2h 30m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 10m		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m	4h 31m

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

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

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

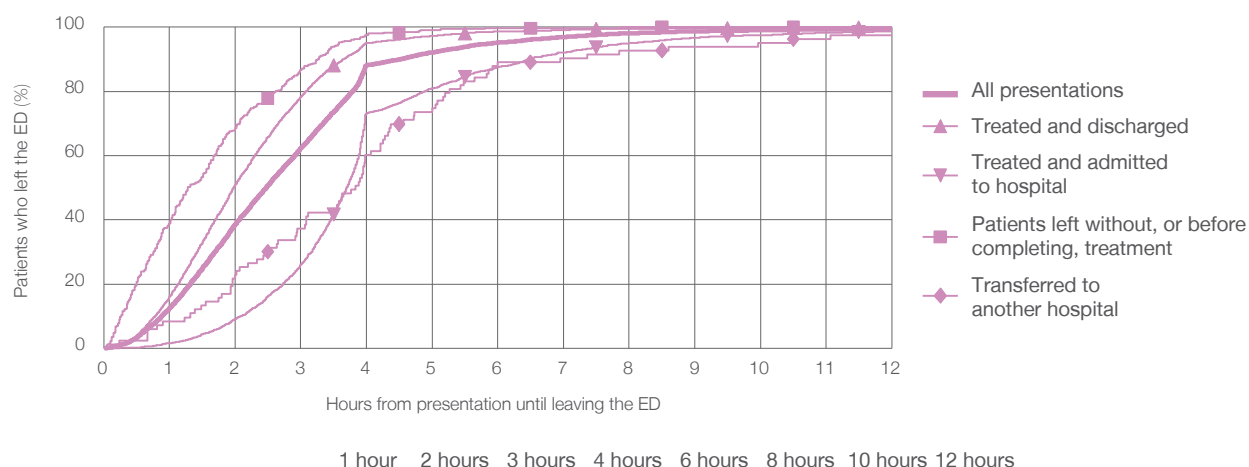
October to December 2017

All presentations:[†] 8,908 patients

Presentations used to calculate time to leaving the ED:[‡] 8,908 patients

		Same period last year	Change since one year ago
Treated and discharged	5,741 (64.4%)	9,168	-2.8%
Treated and admitted to hospital	2,720 (30.5%)	6,119	-6.2%
Patient left without, or before completing, treatment	357 (4.0%)	2,611	4.2%
Transferred to another hospital	83 (0.9%)	339	5.3%
Other	7 (0.1%)	92	-9.8%
		7	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.1%	51.1%	78.3%	95.1%	98.6%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.5%	9.2%	26.2%	73.2%	87.6%	95.0%	97.6%	98.7%
Patient left without, or before completing, treatment	38.9%	68.6%	86.8%	97.5%	99.7%	100%	100%	100%
Transferred to another hospital	8.4%	22.9%	37.3%	60.2%	89.2%	92.8%	95.2%	97.6%
All presentations	12.5%	38.8%	62.3%	88.2%	95.2%	98.1%	99.1%	99.5%

(†) 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.

Mona Vale and District Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,908 patients

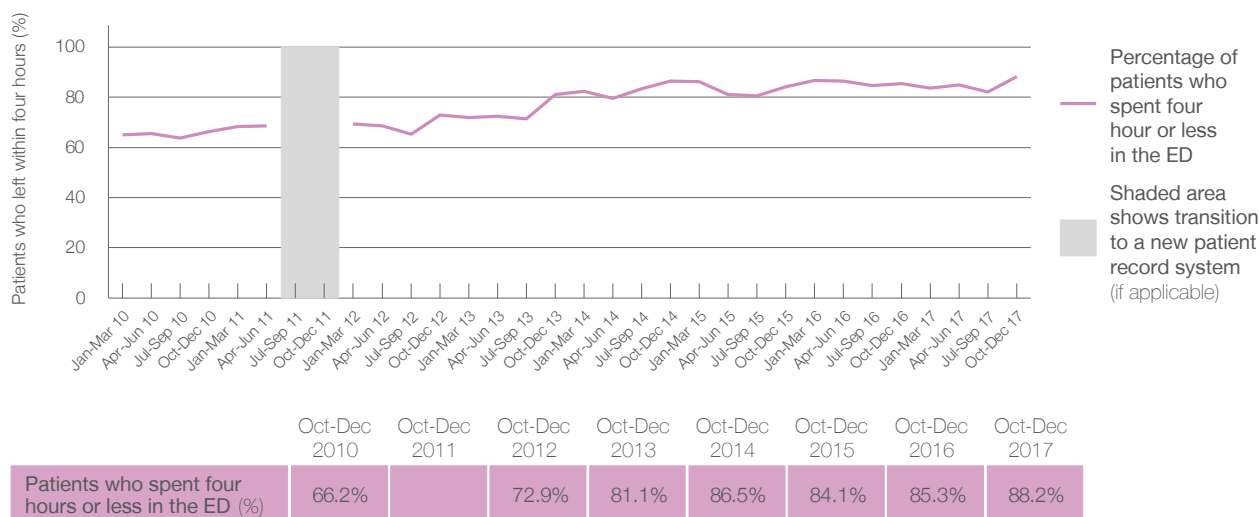
Presentations used to calculate time to leaving the ED: ⁶ 8,908 patients

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



Same period last year	Change since one year ago
9,168	-2.8%
9,168	-2.8%
85.3%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Orange Health Service: Emergency department (ED) overview

October to December 2017

All presentations:¹ 7,568 patients

Emergency presentations:² 7,485 patients

Same period last year	Change since one year ago
7,542	0.3%
7,443	0.6%

Orange Health Service: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,057 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,789 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,843 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,711 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,033	
5 minutes	8 minutes
10 minutes	23 minutes
1,680	
16 minutes	20 minutes
39 minutes	65 minutes
2,766	
25 minutes	26 minutes
83 minutes	99 minutes
1,907	
23 minutes	23 minutes
105 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 7,565 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
7,542	0.3%
73.0%	

* 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.

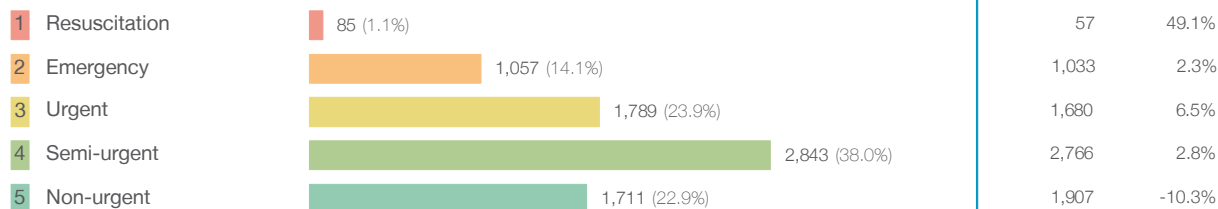
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Orange Health Service: Patients presenting to the emergency department

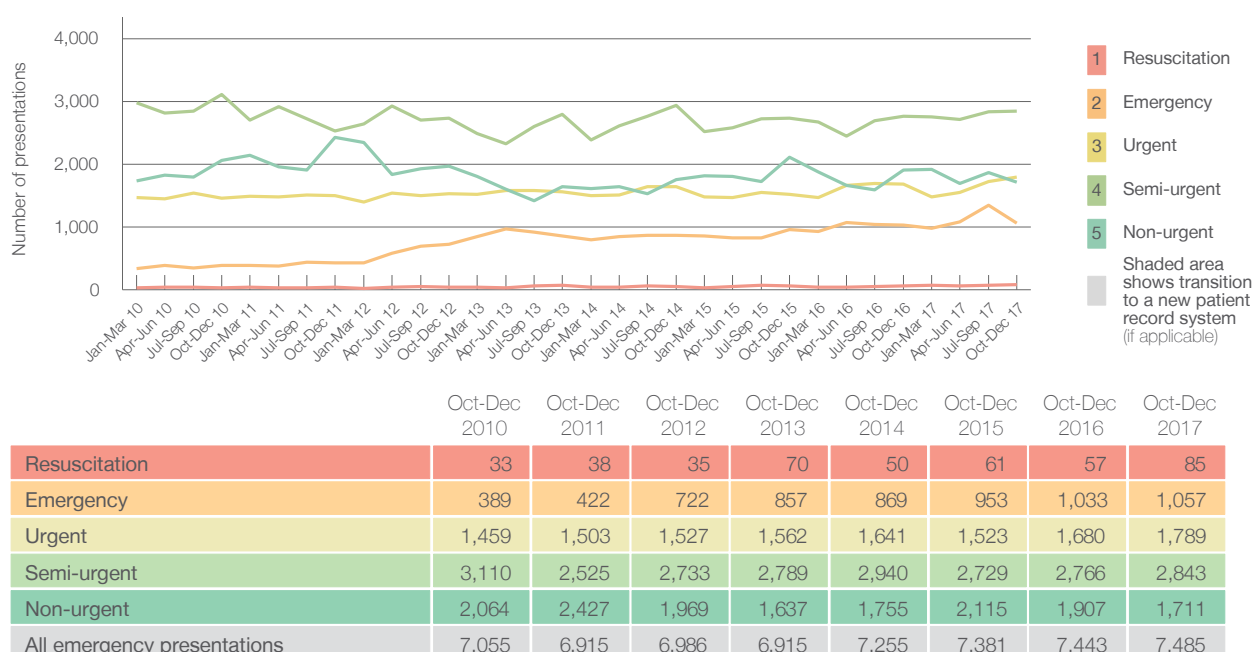
October to December 2017

All presentations:¹ 7,568 patients

Emergency presentations² by triage category: 7,485 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Orange Health Service: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,392 patients

ED Transfer of care time



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

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

Orange Health Service: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 1,057

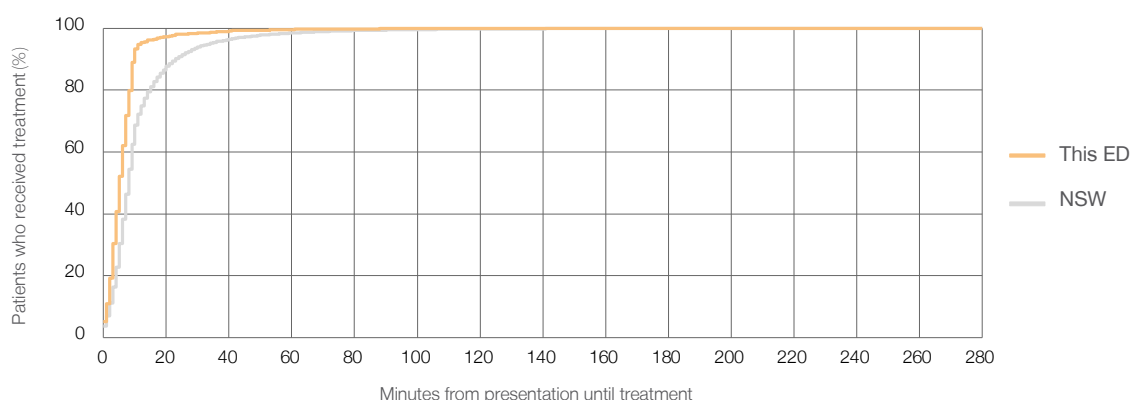
Number of triage 2 patients used to calculate waiting time: ³ 1,052

Median time to start treatment ⁴ 5 minutes

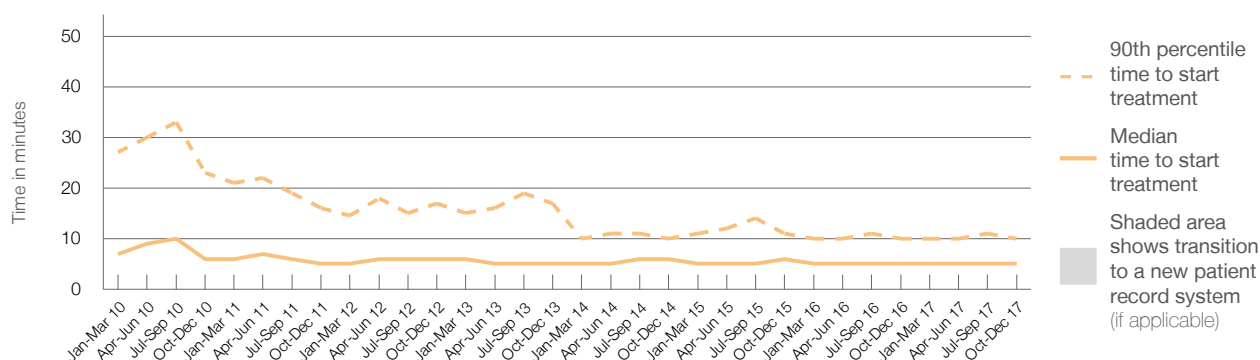
90th percentile time to start treatment ⁵ 10 minutes

Same period last year	NSW (this period)
1,033	
1,032	
5 minutes	8 minutes
10 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	23	16	17	17	10	11	10	10

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

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

Orange Health Service: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 1,789

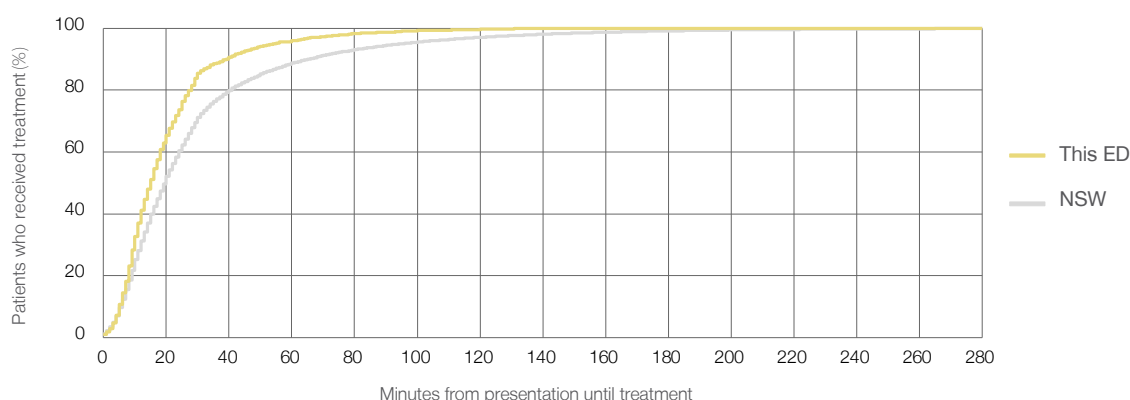
Number of triage 3 patients used to calculate waiting time:³ 1,776

Median time to start treatment⁴ 15 minutes

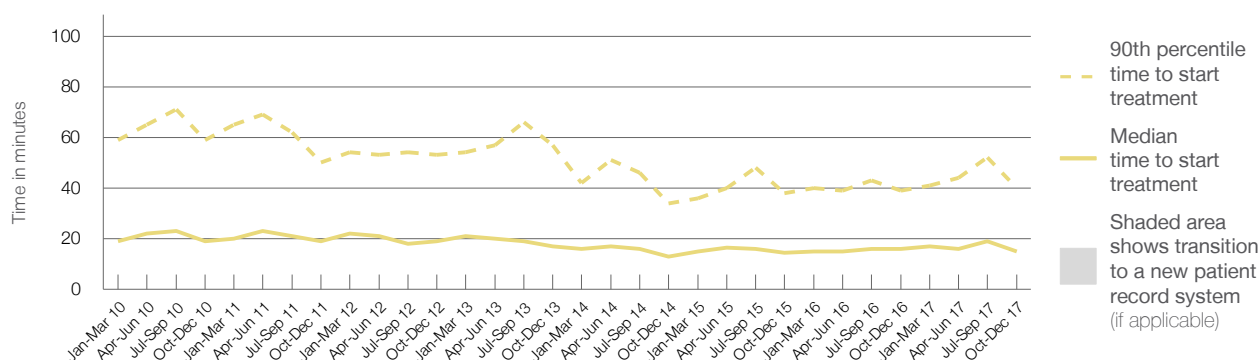
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,680	
1,661	
16 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	19	19	17	13	15	16	15
90th percentile time to start treatment ⁵ (minutes)	59	50	53	57	34	38	39	40

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

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

Orange Health Service: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 2,843

Number of triage 4 patients used to calculate waiting time:³ 2,750

Median time to start treatment⁴

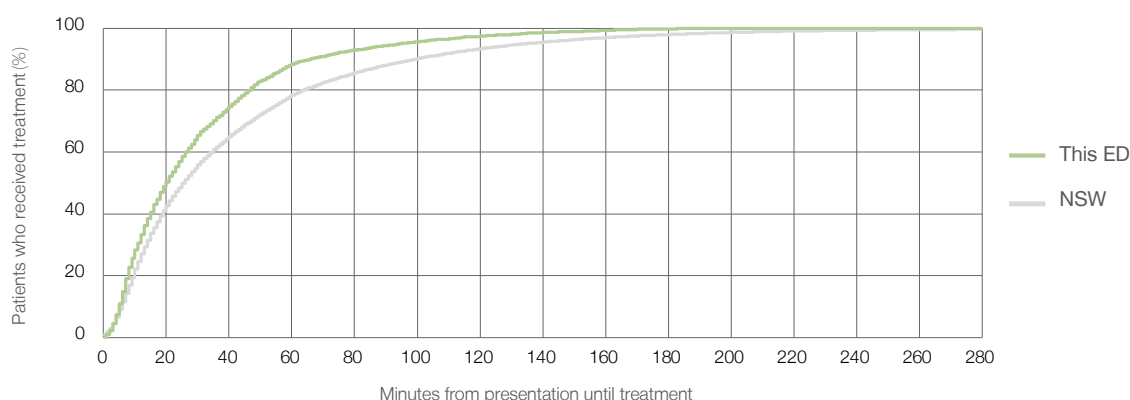
20 minutes

90th percentile time to start treatment⁵

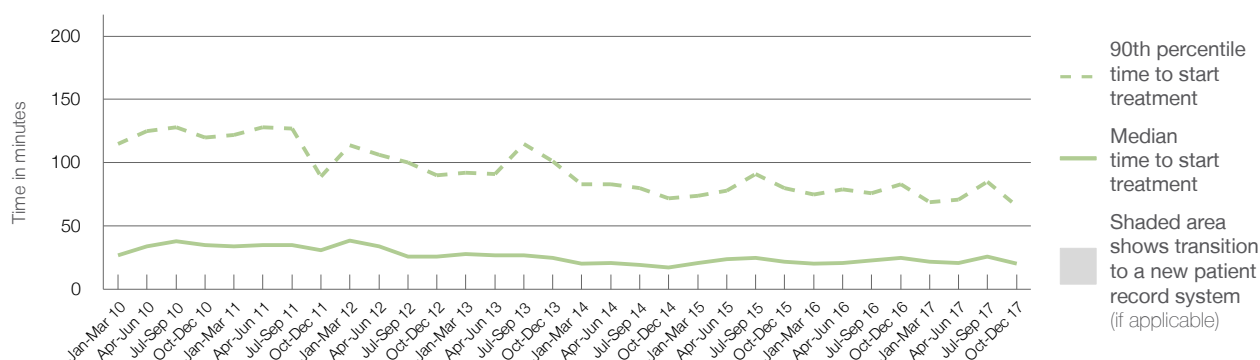
66 minutes

Same period last year	NSW (this period)
2,766	
2,677	
25 minutes	26 minutes
83 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	35	31	26	25	17	22	25	20
90th percentile time to start treatment ⁵ (minutes)	120	89	90	101	72	80	83	66

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

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

Orange Health Service: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,711

Number of triage 5 patients used to calculate waiting time:³ 1,614

Median time to start treatment⁴

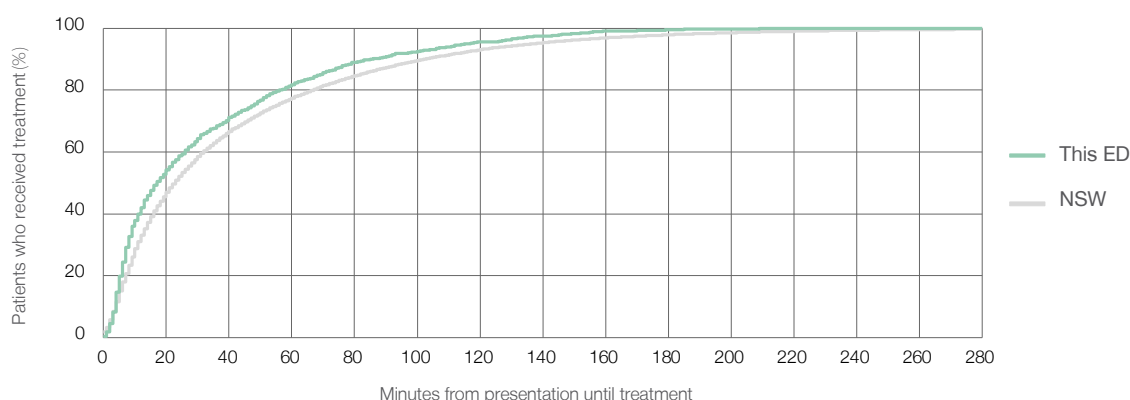
17 minutes

90th percentile time to start treatment⁵

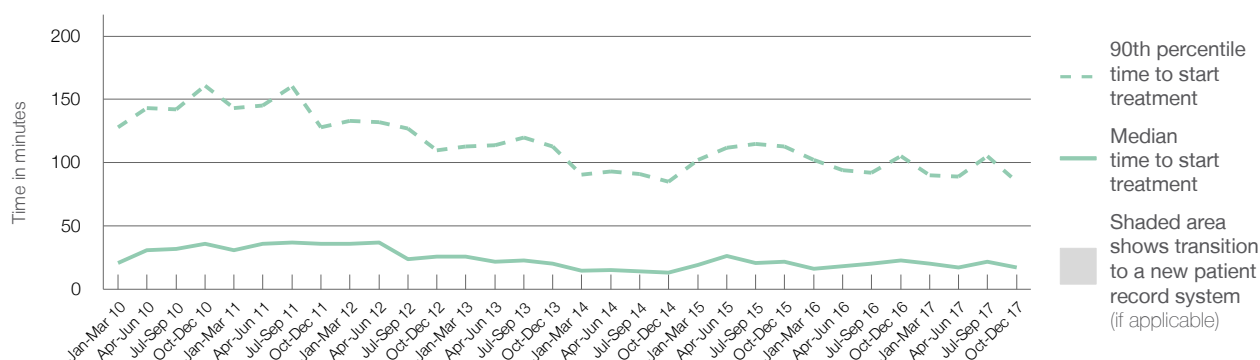
85 minutes

Same period last year	NSW (this period)
1,907	
1,785	
23 minutes	23 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	36	36	26	20	13	22	23	17
90th percentile time to start treatment ⁵ (minutes)	161	128	110	113	85	113	105	85

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

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

Orange Health Service: Time patients spent in the ED

October to December 2017

All presentations:¹ 7,568 patients

Presentations used to calculate time to leaving the ED:⁶ 7,565 patients

Median time spent in the ED⁸

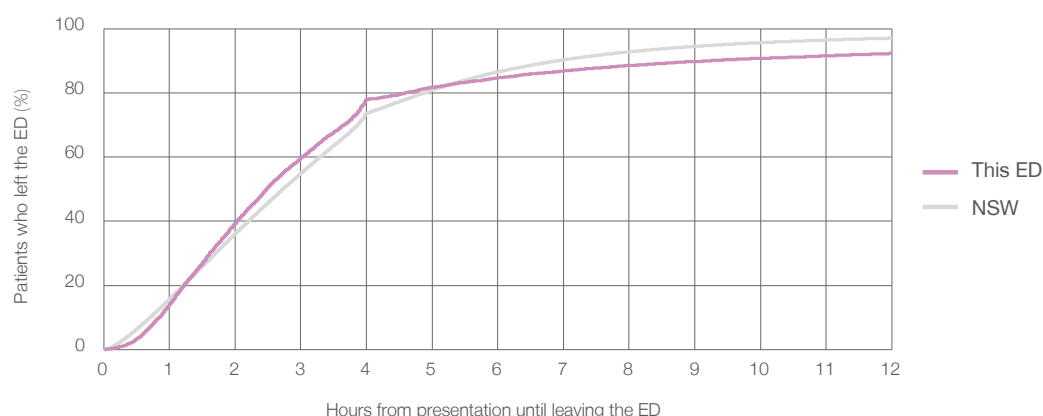
2 hours and 29 minutes

90th percentile time spent in the ED⁹

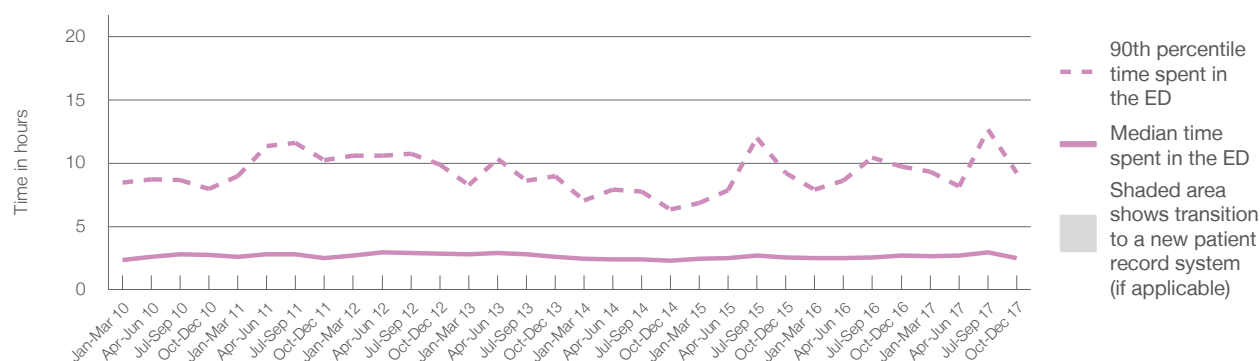
9 hours and 15 minutes

Same period last year	NSW (this period)
7,542	7,542
2 hours and 42 minutes	2 hours and 44 minutes
9 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 58m	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m	9h 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.

Orange Health Service: Time patients spent in the ED

By mode of separation

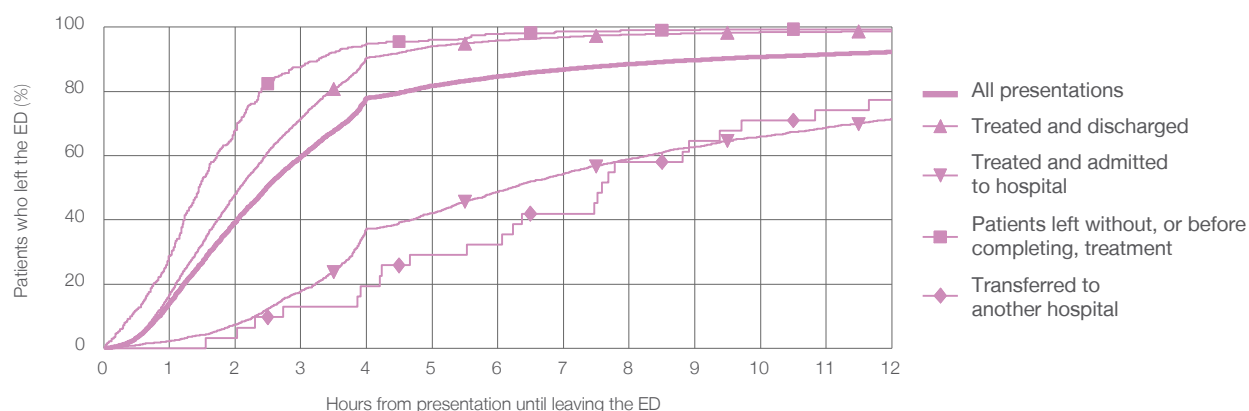
October to December 2017

All presentations:[†] 7,568 patients

Presentations used to calculate time to leaving the ED:[‡] 7,565 patients

		Same period last year	Change since one year ago
Treated and discharged	5,399 (71.3%)	5,221	3.4%
Treated and admitted to hospital	1,769 (23.4%)	1,866	-5.2%
Patient left without, or before completing, treatment	331 (4.4%)	377	-12.2%
Transferred to another hospital	31 (0.4%)	38	-18.4%
Other	38 (0.5%)	40	-5.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.8%	48.0%	71.6%	90.5%	95.9%	97.7%	98.4%	98.7%
Treated and admitted to hospital	2.3%	7.4%	17.8%	37.3%	48.7%	58.9%	65.9%	71.4%
Patient left without, or before completing, treatment	28.7%	68.0%	87.6%	94.9%	97.9%	99.1%	99.4%	99.4%
Transferred to another hospital	0%	3.2%	12.9%	19.4%	32.3%	58.1%	71.0%	77.4%
All presentations	14.1%	39.3%	59.6%	78.0%	84.7%	88.5%	90.8%	92.3%

(†) 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.

Orange Health Service: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 7,568 patients

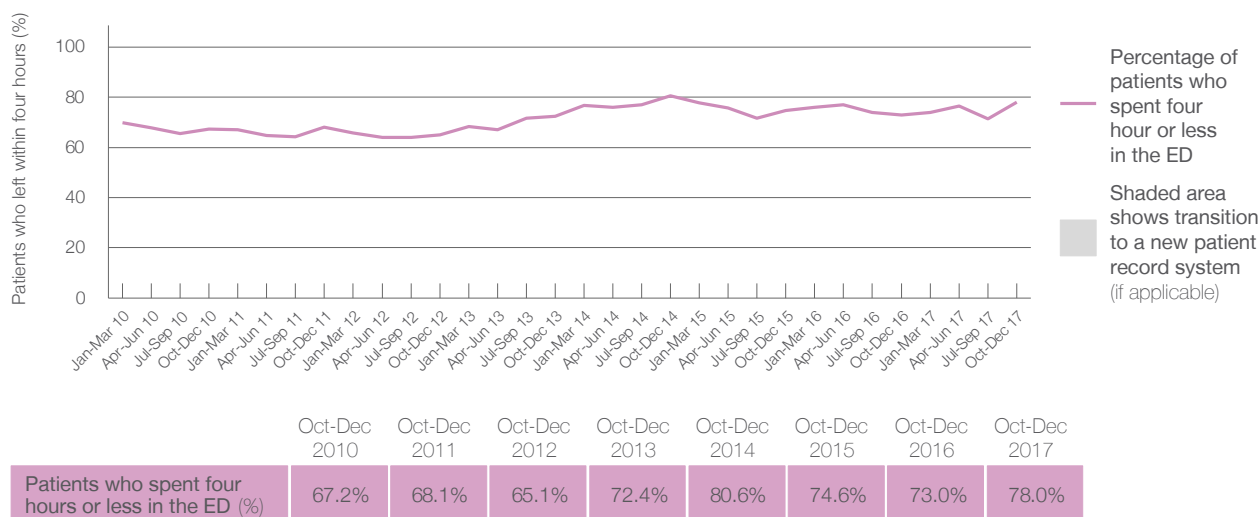
Presentations used to calculate time to leaving the ED: ⁶ 7,565 patients

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



Same period last year	Change since one year ago
7,542	0.3%
7,542	0.3%
73.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,626 patients

Emergency presentations:² 8,529 patients

Same period last year	Change since one year ago
8,903	-3.1%
8,661	-1.5%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,090 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,074 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,825 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,242	
11 minutes	8 minutes
27 minutes	23 minutes
3,457	
23 minutes	20 minutes
66 minutes	65 minutes
3,457	
31 minutes	26 minutes
104 minutes	99 minutes
459	
27 minutes	23 minutes
101 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,626 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
8,903	-3.1%
73.6%	

* 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.

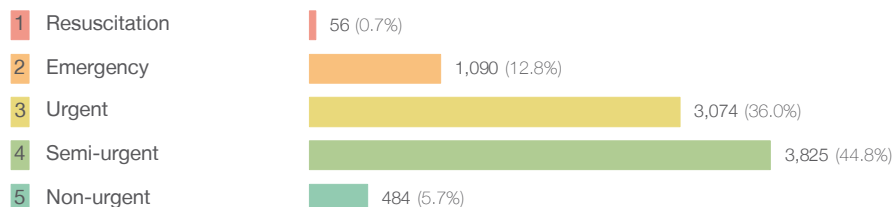
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Port Macquarie Base Hospital: Patients presenting to the emergency department

October to December 2017

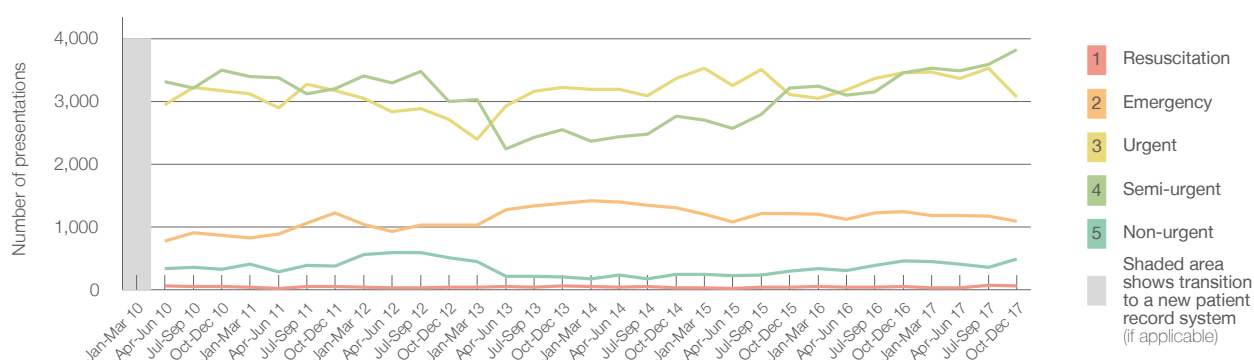
All presentations:¹ 8,626 patients

Emergency presentations² by triage category: 8,529 patients



Same period last year	Change since one year ago
8,903	-3.1%
8,661	-1.5%
46	21.7%
1,242	-12.2%
3,457	-11.1%
3,457	10.6%
459	5.4%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	49	54	43	59	32	44	46	56
Emergency	869	1,224	1,028	1,371	1,304	1,213	1,242	1,090
Urgent	3,171	3,167	2,710	3,223	3,360	3,111	3,457	3,074
Semi-urgent	3,497	3,203	2,993	2,548	2,761	3,207	3,457	3,825
Non-urgent	328	375	505	202	245	297	459	484
All emergency presentations	7,914	8,023	7,279	7,403	7,702	7,872	8,661	8,529

Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,095 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,930	
12 minutes	-2 minutes
28 minutes	3 minutes

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

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

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

October to December 2017

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

Number of triage 2 patients: 1,090

Number of triage 2 patients used to calculate waiting time: ³ 1,086

Median time to start treatment ⁴

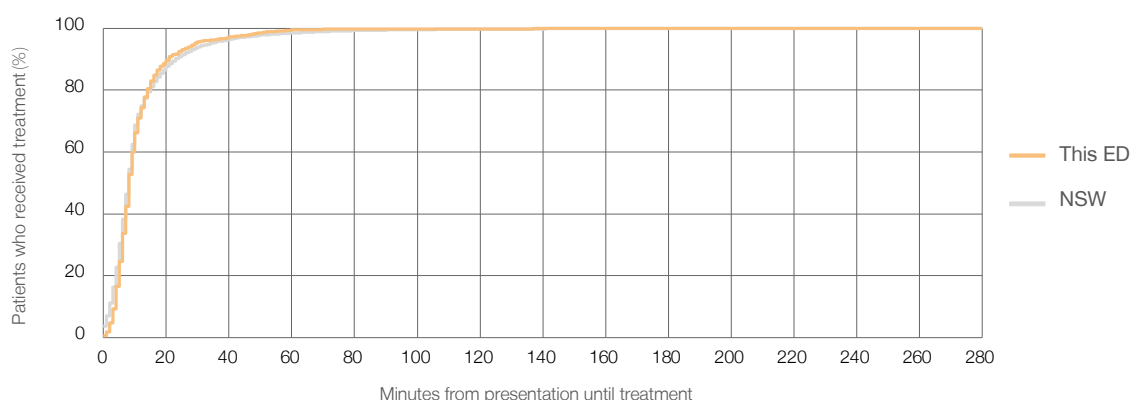
8 minutes

90th percentile time to start treatment ⁵

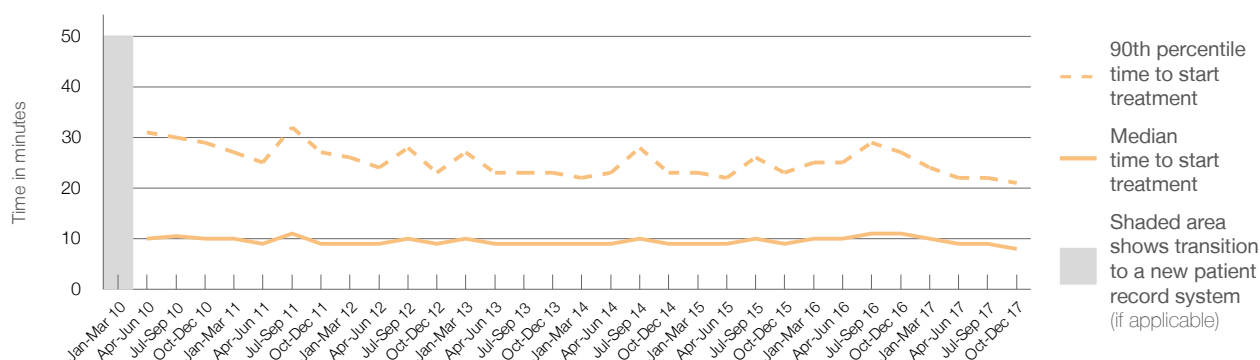
21 minutes

Same period last year	NSW (this period)
1,242	
1,238	
11 minutes	8 minutes
27 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	10	9	9	9	9	9	11	8
90th percentile time to start treatment ⁵ (minutes)	29	27	23	23	23	23	27	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.

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

October to December 2017

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

Number of triage 3 patients: 3,074

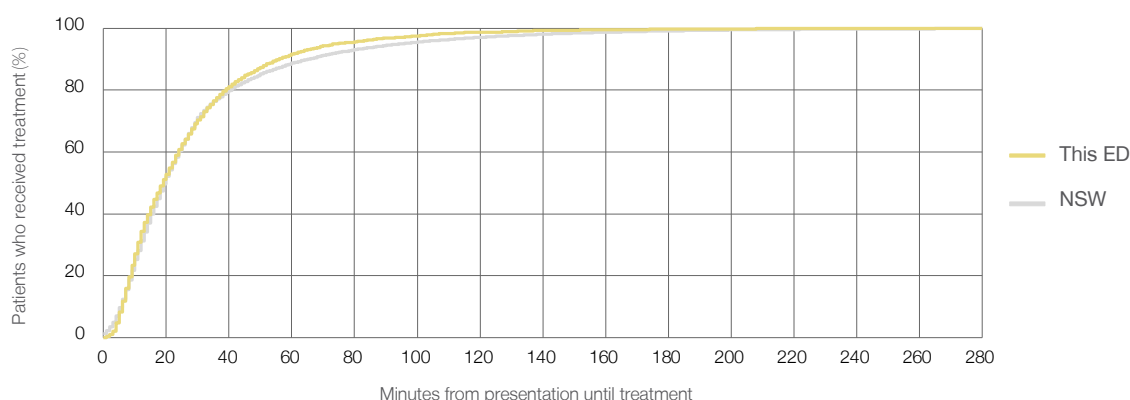
Number of triage 3 patients used to calculate waiting time:³ 3,021

Median time to start treatment⁴ 19 minutes

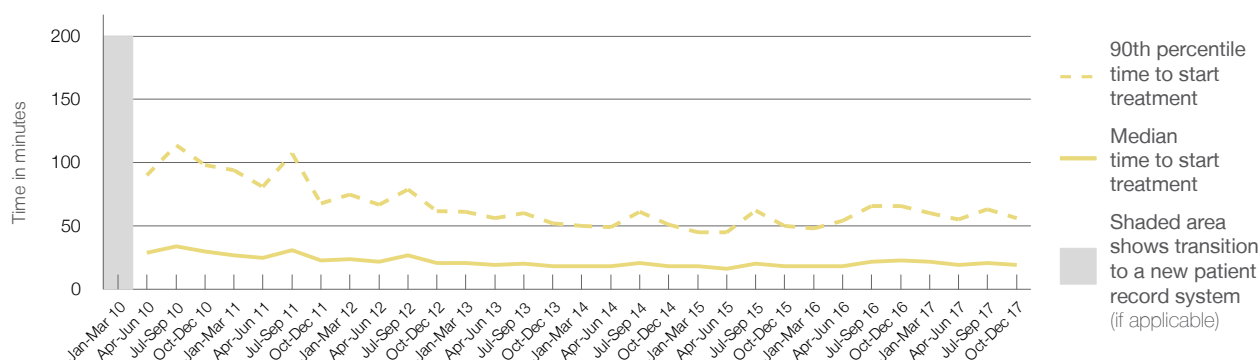
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,457	
3,359	
23 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	30	23	21	18	18	18	23	19
90th percentile time to start treatment ⁵ (minutes)	98	68	62	52	51	50	66	56

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

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

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

October to December 2017

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

Number of triage 4 patients: 3,825

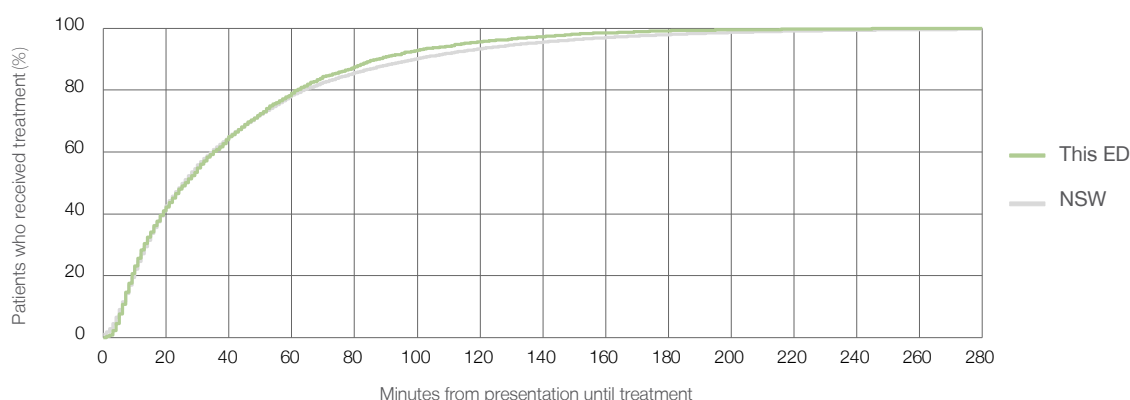
Number of triage 4 patients used to calculate waiting time:³ 3,289

Median time to start treatment⁴ 27 minutes

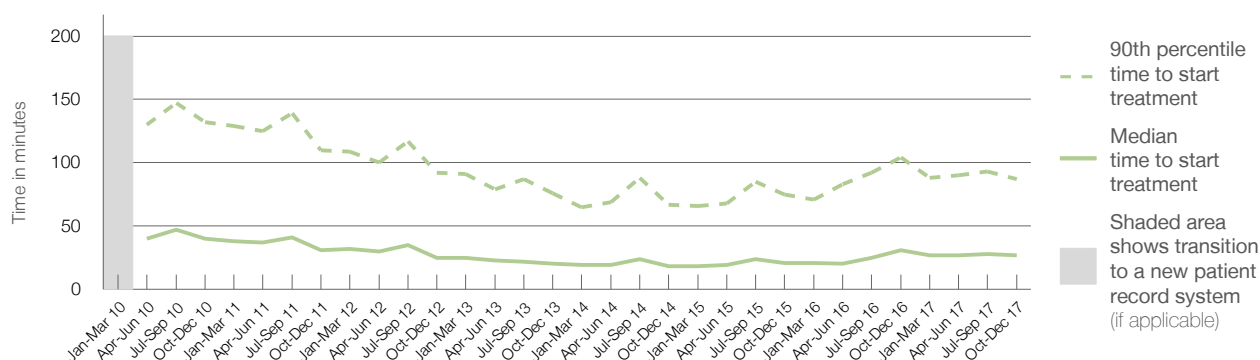
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,457	
2,831	
31 minutes	26 minutes
104 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	31	25	20	18	21	31	27
90th percentile time to start treatment ⁵ (minutes)	132	110	92	76	67	75	104	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.

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

October to December 2017

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

Number of triage 5 patients: 484

Number of triage 5 patients used to calculate waiting time:³ 322

Median time to start treatment⁴

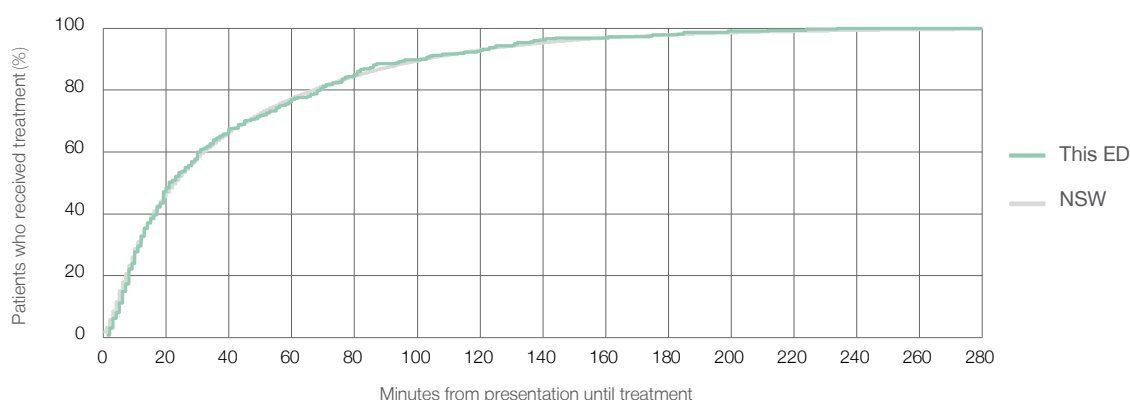
21 minutes

90th percentile time to start treatment⁵

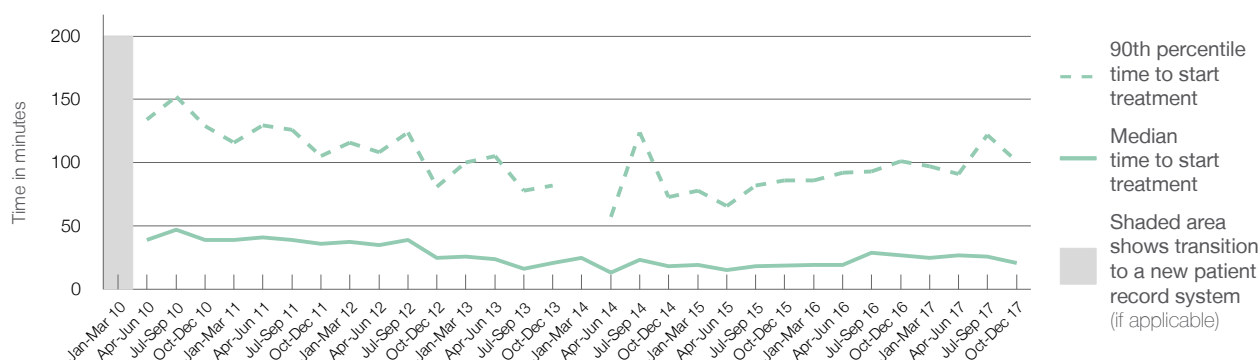
101 minutes

Same period last year	NSW (this period)
459	
253	
27 minutes	23 minutes
101 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	36	25	21	18	19	27	21
90th percentile time to start treatment ⁵ (minutes)	129	105	81	82	73	86	101	101

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,626 patients

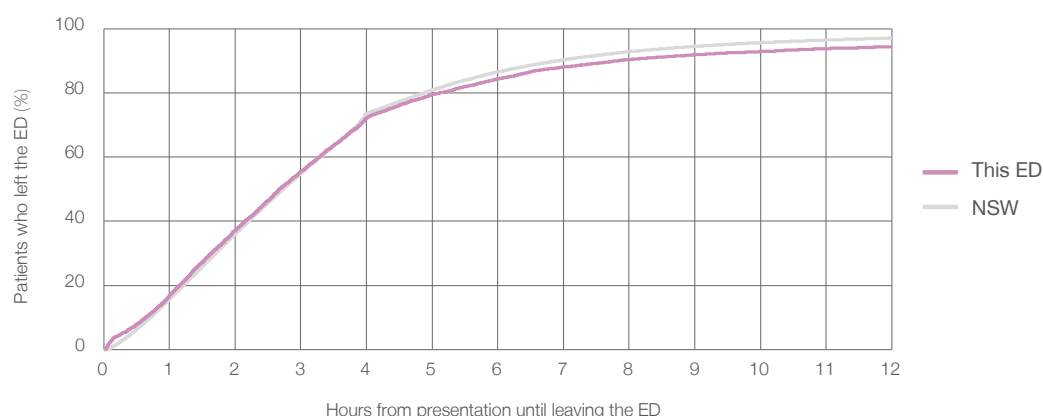
Presentations used to calculate time to leaving the ED:⁶ 8,626 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

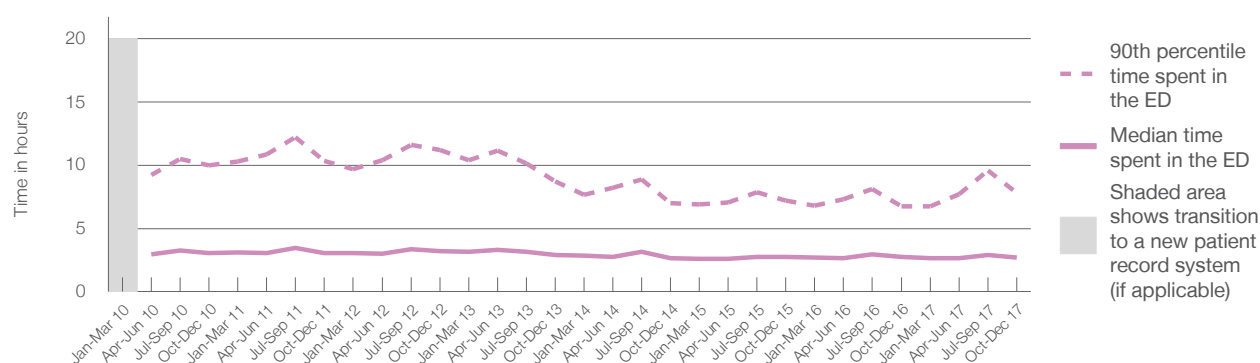
90th percentile time spent in the ED⁹ 7 hours and 50 minutes

Same period last year	NSW (this period)
8,903	
8,903	
2 hours and 46 minutes	2 hours and 44 minutes
6 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 0m	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m	7h 50m

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

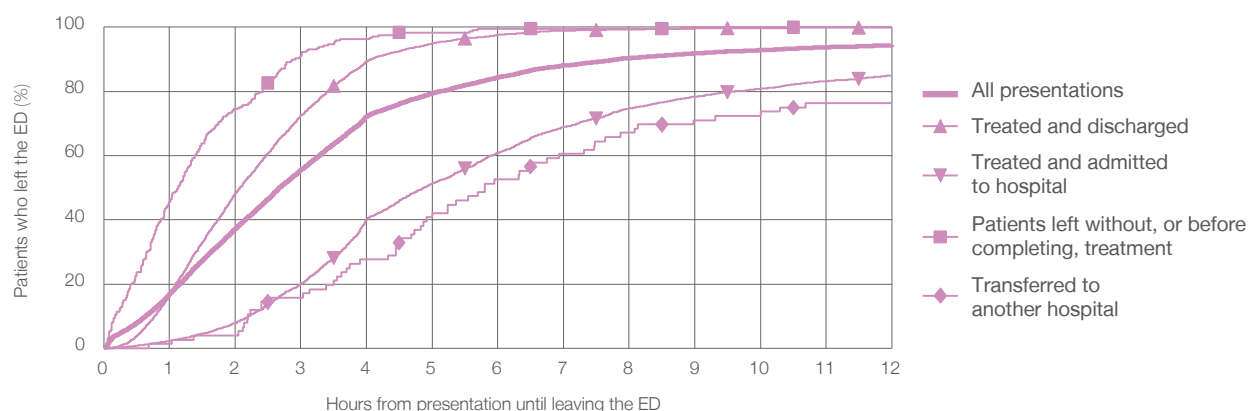
All presentations:[†] 8,626 patients

Presentations used to calculate time to leaving the ED:[‡] 8,626 patients

Treated and discharged	4,756 (55.1%)
Treated and admitted to hospital	3,051 (35.4%)
Patient left without, or before completing, treatment	248 (2.9%)
Transferred to another hospital	76 (0.9%)
Other	495 (5.7%)

Same period last year	Change since one year ago
8,903	-3.1%
4,674	1.8%
3,257	-6.3%
253	-2.0%
57	33.3%
662	-25.2%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.9%	48.2%	72.5%	89.3%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.3%	7.8%	20.0%	40.2%	60.8%	74.7%	80.9%	85.0%
Patient left without, or before completing, treatment	45.6%	74.6%	91.1%	96.4%	99.6%	99.6%	100%	100%
Transferred to another hospital	1.3%	3.9%	15.8%	27.6%	52.6%	67.1%	73.7%	76.3%
All presentations	16.9%	37.2%	55.5%	72.2%	84.4%	90.4%	92.9%	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.

Port Macquarie Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 8,626 patients

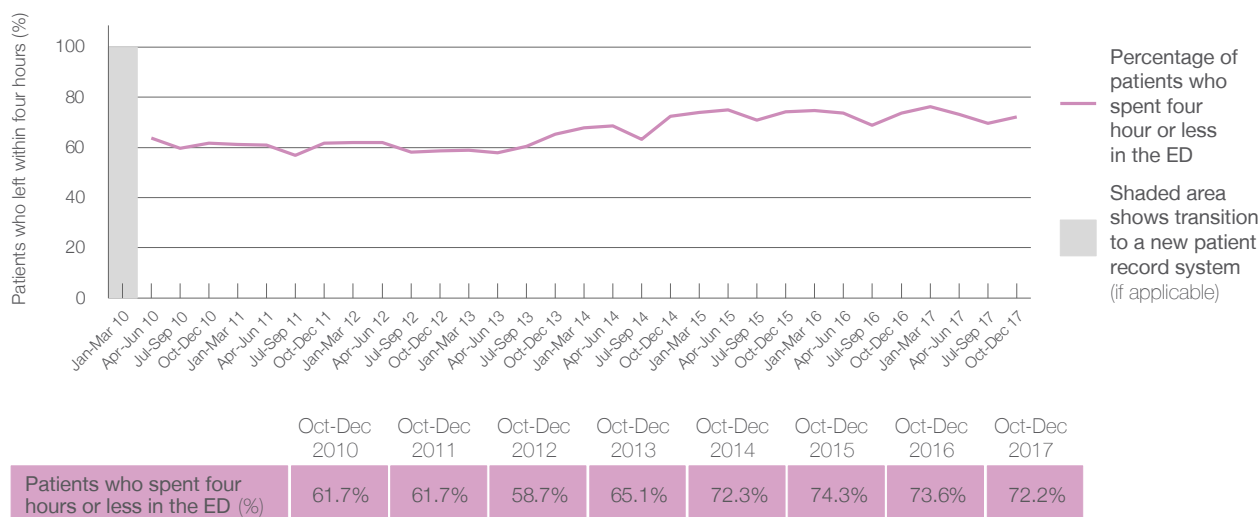
Presentations used to calculate time to leaving the ED: ⁶ 8,626 patients

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



Same period last year	Change since one year ago
8,903	-3.1%
8,903	-3.1%
73.6%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,161 patients

Emergency presentations:² 10,051 patients

Same period last year	Change since one year ago
10,050	1.1%
9,932	1.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment ³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,042 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,157 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,657 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,137 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
895	
11 minutes	8 minutes
43 minutes	23 minutes
3,343	
30 minutes	20 minutes
114 minutes	65 minutes
4,602	
34 minutes	26 minutes
118 minutes	99 minutes
1,041	
24 minutes	23 minutes
94 minutes	103 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,160 patients

Percentage of patients who spent four hours or less in the ED 68.3%

Same period last year	Change since one year ago
10,050	1.1%
67.9%	

* 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.

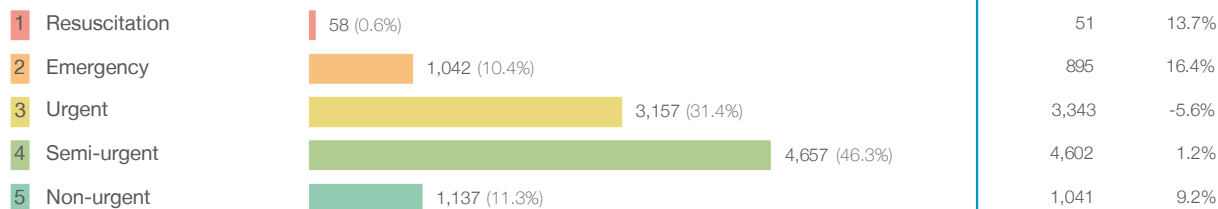
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

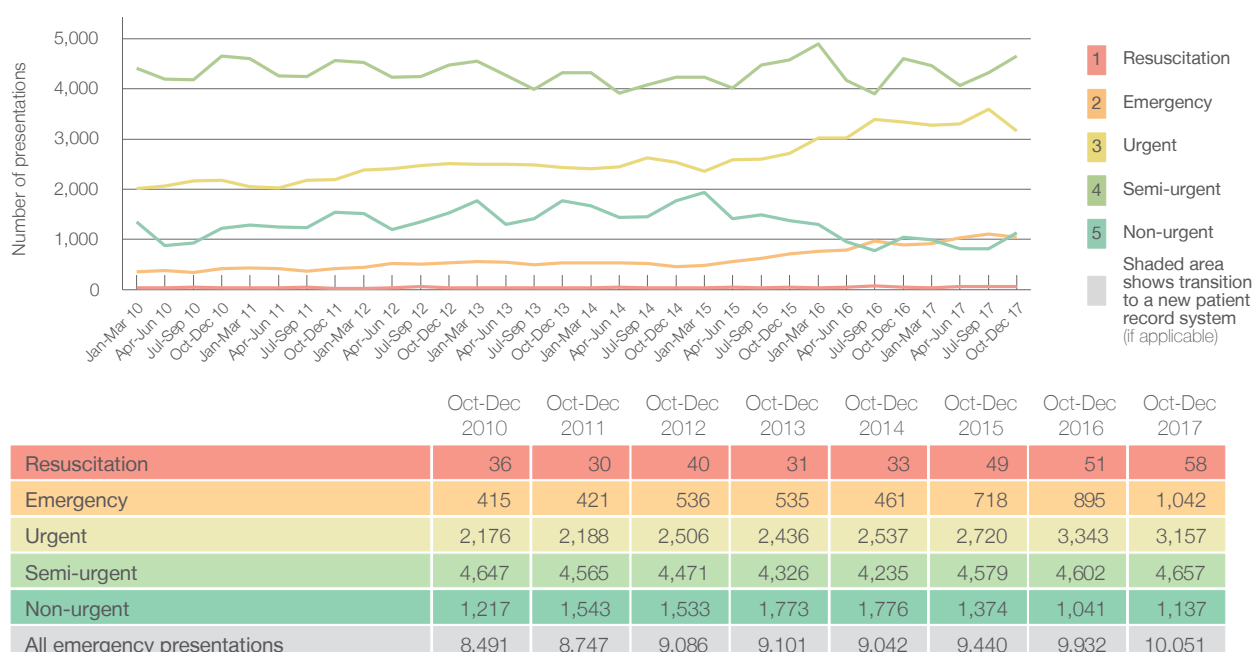
October to December 2017

All presentations:¹ 10,161 patients

Emergency presentations² by triage category: 10,051 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,301 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 1,042

Number of triage 2 patients used to calculate waiting time:³ 1,040

Median time to start treatment⁴

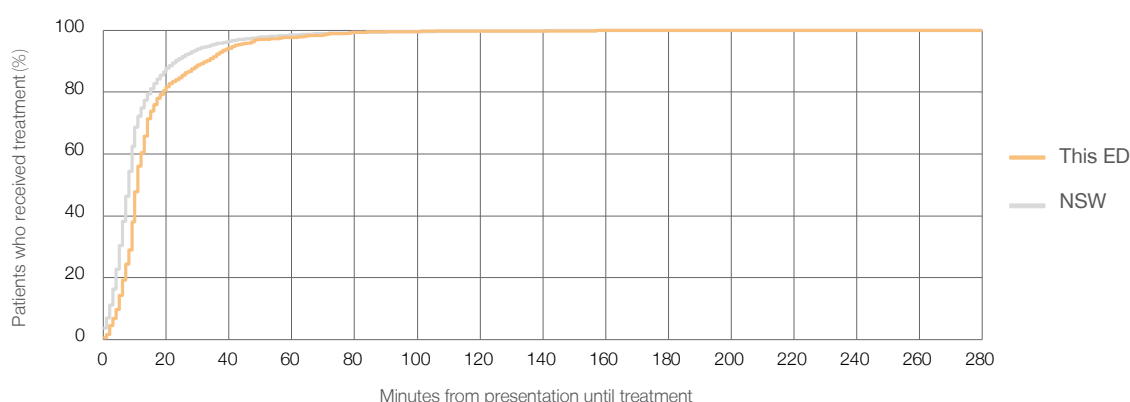
11 minutes

90th percentile time to start treatment⁵

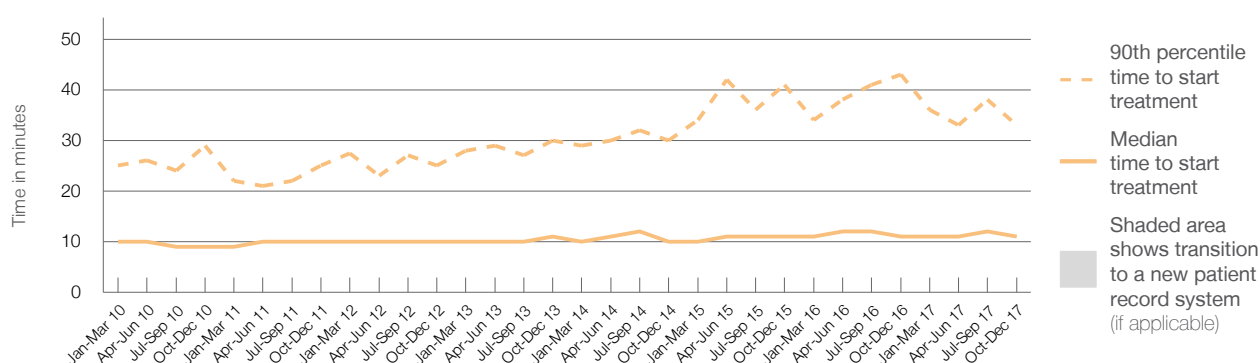
33 minutes

Same period last year	NSW (this period)
895	
893	
11 minutes	8 minutes
43 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	10	10	11	10	11	11	11
90th percentile time to start treatment ⁵ (minutes)	29	25	25	30	30	41	43	33

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 3,157

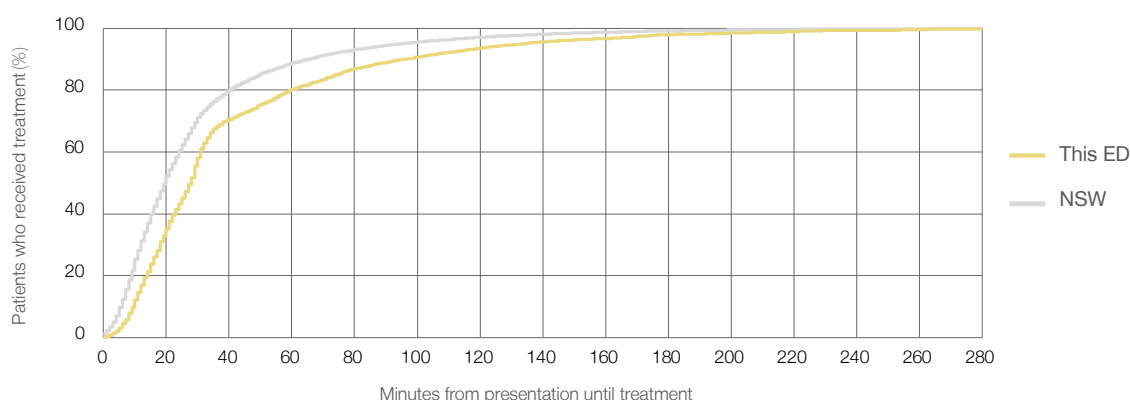
Number of triage 3 patients used to calculate waiting time: ³ 3,110

Median time to start treatment ⁴ 28 minutes

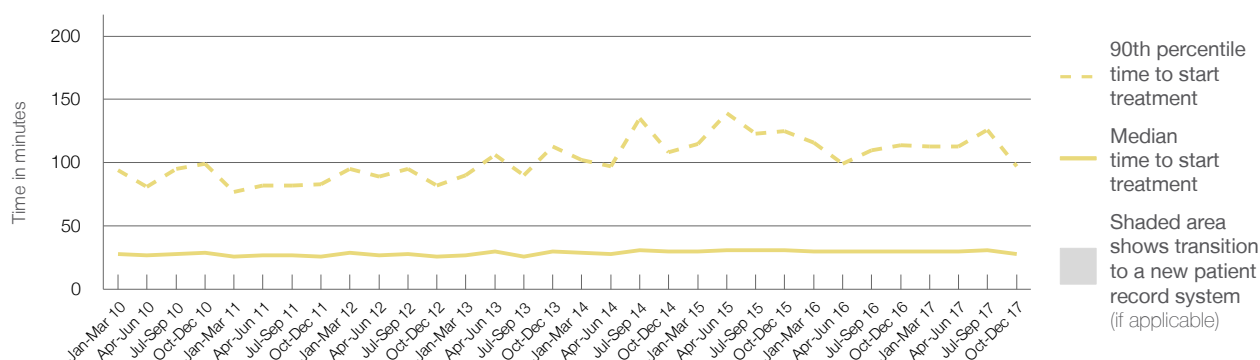
90th percentile time to start treatment ⁵ 97 minutes

Same period last year	NSW (this period)
3,343	
3,282	
30 minutes	20 minutes
114 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	29	26	26	30	30	31	30	28
90th percentile time to start treatment ⁵ (minutes)	99	83	82	113	108	125	114	97

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 4,657

Number of triage 4 patients used to calculate waiting time:³ 4,445

Median time to start treatment⁴

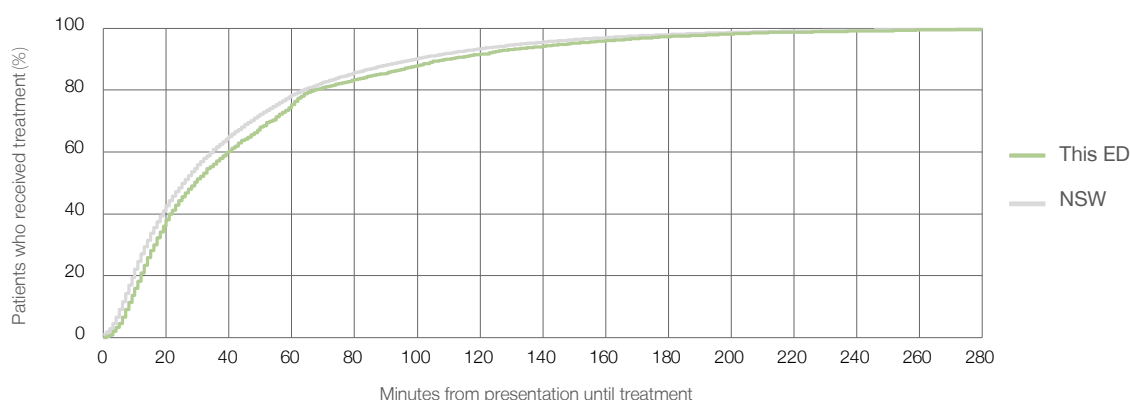
29 minutes

90th percentile time to start treatment⁵

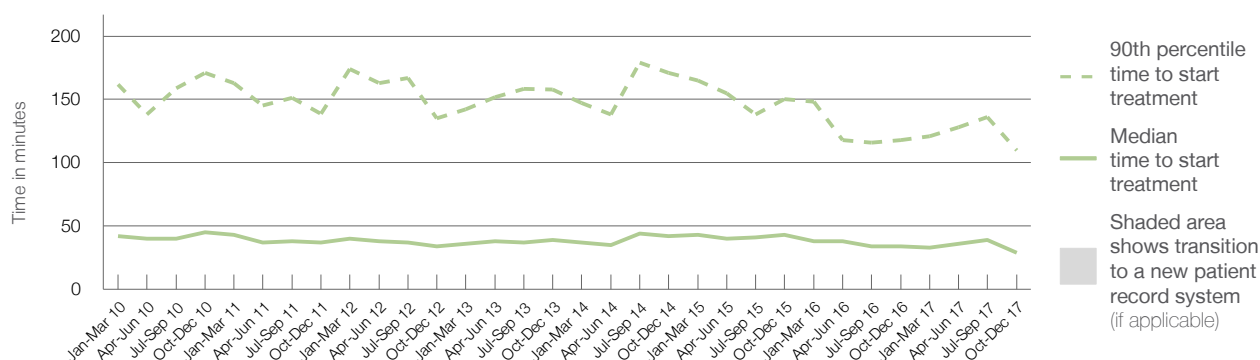
110 minutes

Same period last year	NSW (this period)
4,602	
4,342	
34 minutes	26 minutes
118 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	45	37	34	39	42	43	34	29
90th percentile time to start treatment ⁵ (minutes)	171	139	135	158	171	150	118	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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,137

Number of triage 5 patients used to calculate waiting time:³ 1,025

Median time to start treatment⁴

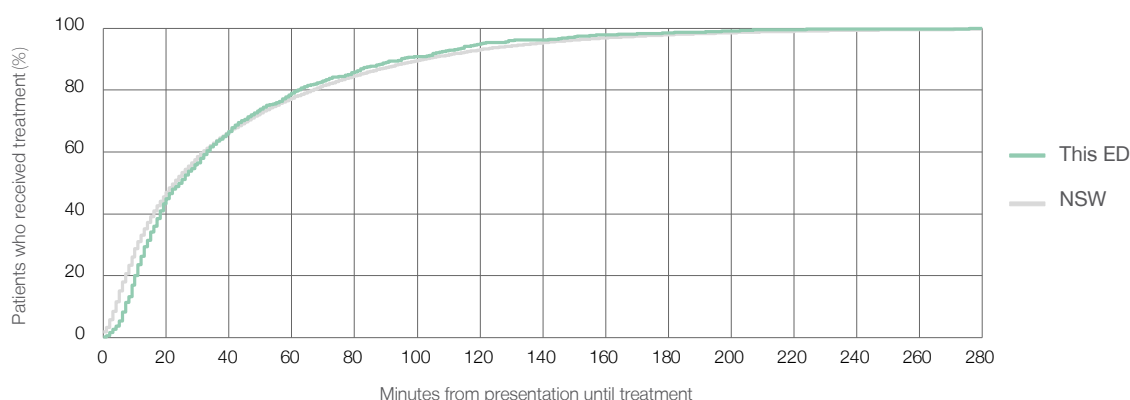
25 minutes

90th percentile time to start treatment⁵

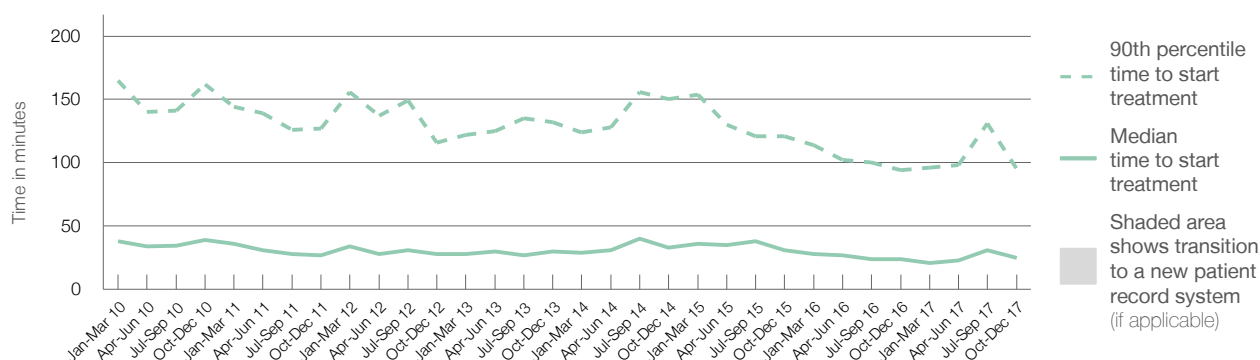
95 minutes

Same period last year	NSW (this period)
1,041	
937	
24 minutes	23 minutes
94 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	39	27	28	30	33	31	24	25
90th percentile time to start treatment ⁵ (minutes)	162	127	116	132	150	121	94	95

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,161 patients

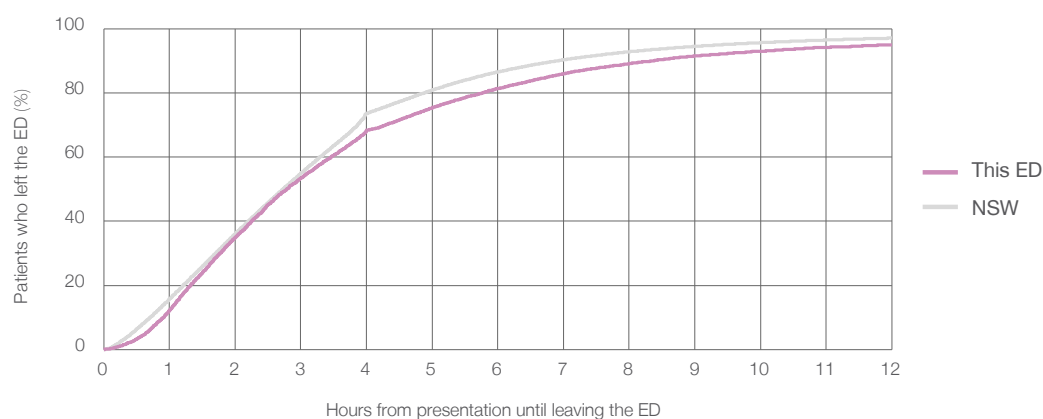
Presentations used to calculate time to leaving the ED:⁶ 10,160 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

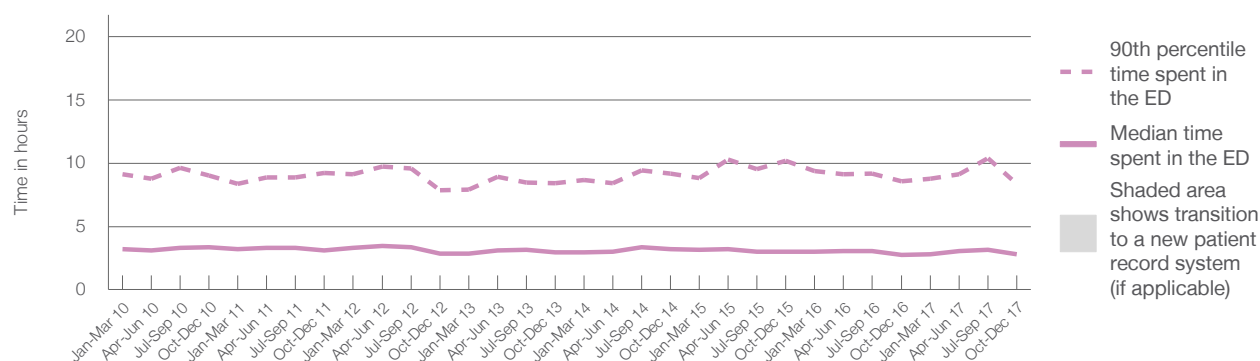
90th percentile time spent in the ED⁹ 8 hours and 22 minutes

Same period last year	NSW (this period)
10,050	
10,050	
2 hours and 46 minutes	2 hours and 44 minutes
8 hours and 35 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 0m	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m	8h 22m

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

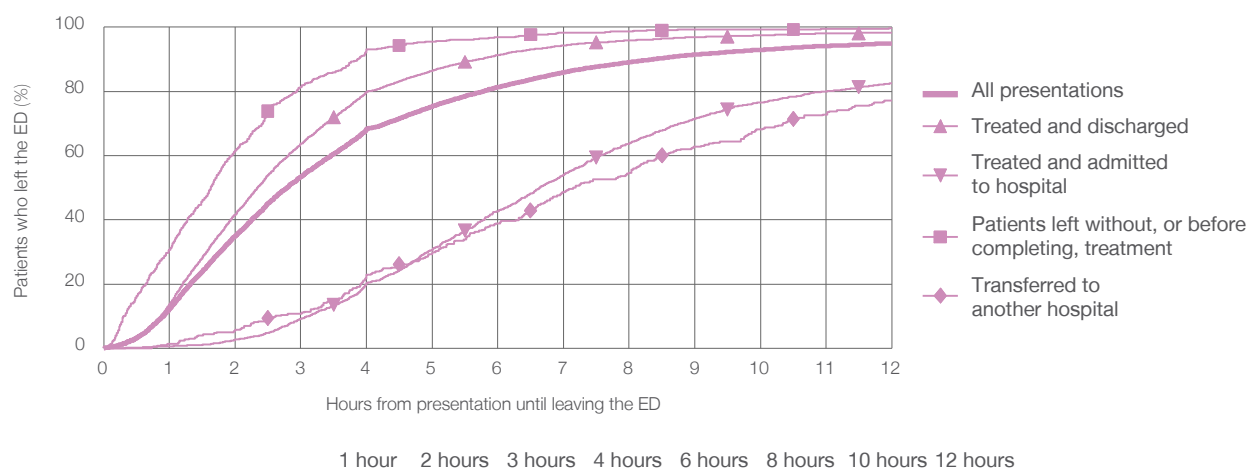
October to December 2017

All presentations:[†] 10,161 patients

Presentations used to calculate time to leaving the ED:[‡] 10,160 patients

		Same period last year	Change since one year ago
Treated and discharged	7,356 (72.4%)	7,339	0.2%
Treated and admitted to hospital	1,832 (18.0%)	1,686	8.7%
Patient left without, or before completing, treatment	628 (6.2%)	654	-4.0%
Transferred to another hospital	298 (2.9%)	336	-11.3%
Other	47 (0.5%)	35	34.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.7%	41.8%	63.7%	79.9%	91.4%	95.9%	97.4%	98.4%
Treated and admitted to hospital	0.7%	2.7%	9.2%	20.4%	42.7%	63.9%	76.5%	82.6%
Patient left without, or before completing, treatment	30.7%	61.6%	81.4%	93.2%	96.8%	98.7%	99.4%	99.7%
Transferred to another hospital	1.3%	5.7%	10.7%	22.8%	38.9%	54.7%	68.1%	77.2%
All presentations	12.3%	35.0%	53.5%	68.3%	81.4%	89.1%	92.9%	95.0%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 10,161 patients

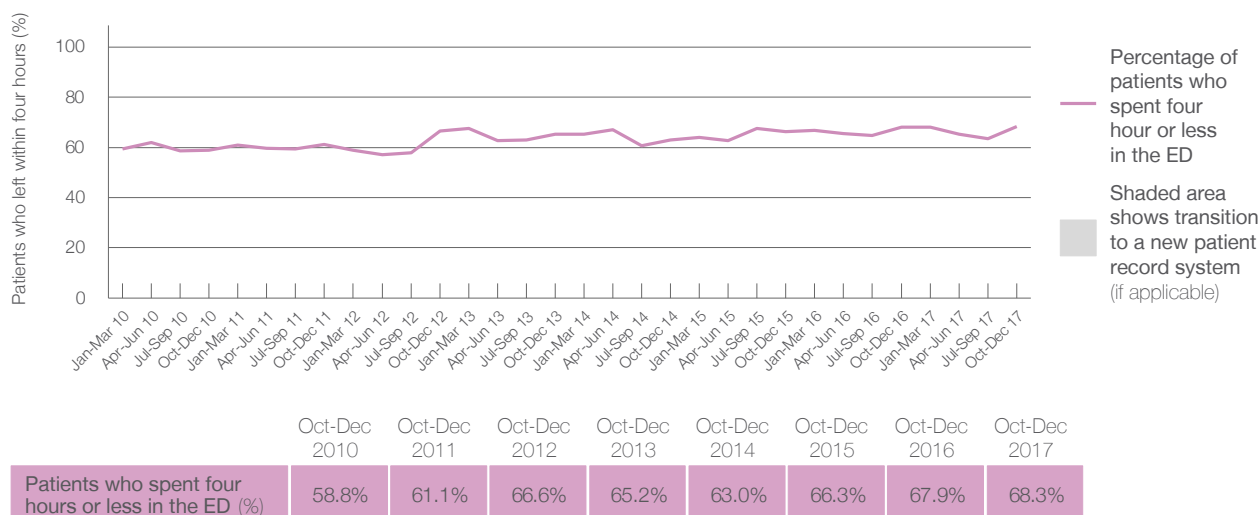
Presentations used to calculate time to leaving the ED: ⁶ 10,160 patients

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



Same period last year	Change since one year ago
10,050	1.1%
10,050	1.1%
67.9%	

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Sutherland Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 12,980 patients

Emergency presentations:² 12,878 patients

Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,963 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,565 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,577 patients

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

Triage 5 Non-urgent (e.g. small cuts or abrasions): 724 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,645	
13 minutes	8 minutes
31 minutes	23 minutes
5,286	
29 minutes	20 minutes
70 minutes	65 minutes
4,858	
32 minutes	26 minutes
81 minutes	99 minutes
936	
31 minutes	23 minutes
89 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,977 patients

Percentage of patients who spent four hours or less in the ED 60.9%

Same period last year	Change since one year ago
12,934	0.3%
67.9%	

* 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.

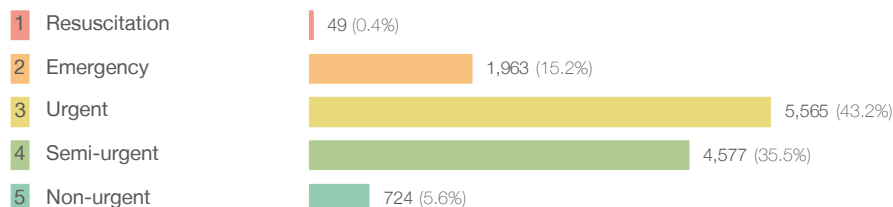
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Sutherland Hospital: Patients presenting to the emergency department

October to December 2017

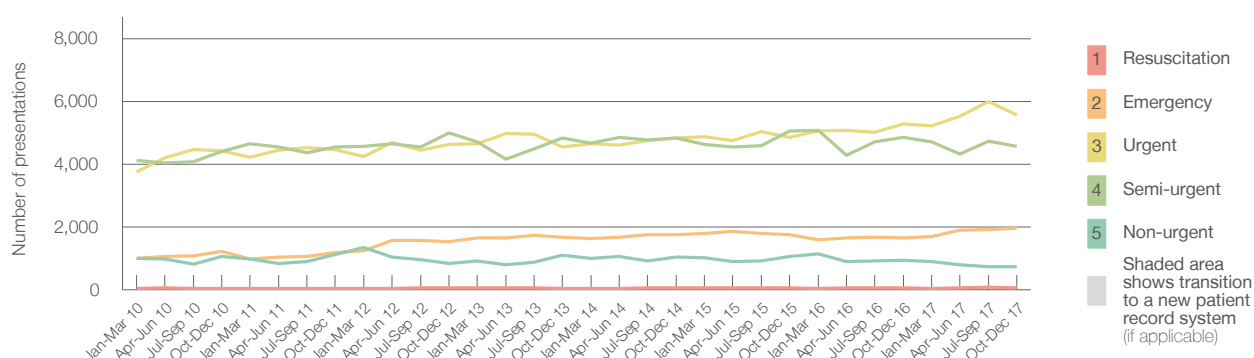
All presentations:¹ 12,980 patients

Emergency presentations² by triage category: 12,878 patients



Same period last year	Change since one year ago
12,935	0.3%
12,784	0.7%
59	-16.9%
1,645	19.3%
5,286	5.3%
4,858	-5.8%
936	-22.6%

Emergency presentations² by quarter, January 2010 to December 2017[‡]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	43	40	60	37	55	63	59	49
Emergency	1,227	1,188	1,528	1,664	1,760	1,745	1,645	1,963
Urgent	4,433	4,463	4,635	4,552	4,828	4,853	5,286	5,565
Semi-urgent	4,401	4,538	5,003	4,834	4,830	5,052	4,858	4,577
Non-urgent	1,051	1,114	837	1,106	1,040	1,065	936	724
All emergency presentations	11,155	11,343	12,063	12,193	12,513	12,778	12,784	12,878

Sutherland Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,487 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,418	
13 minutes	0 minutes
28 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.

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

October to December 2017

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

Number of triage 2 patients: 1,963

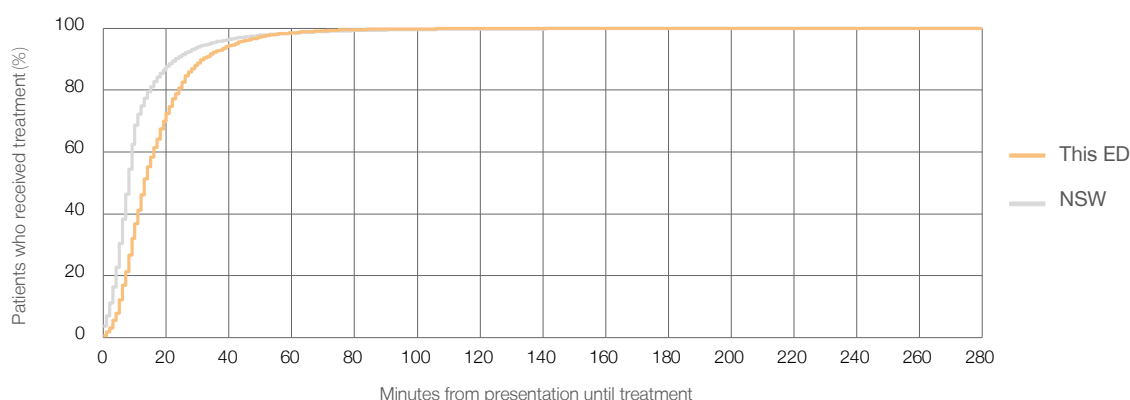
Number of triage 2 patients used to calculate waiting time:³ 1,954

Median time to start treatment⁴ 13 minutes

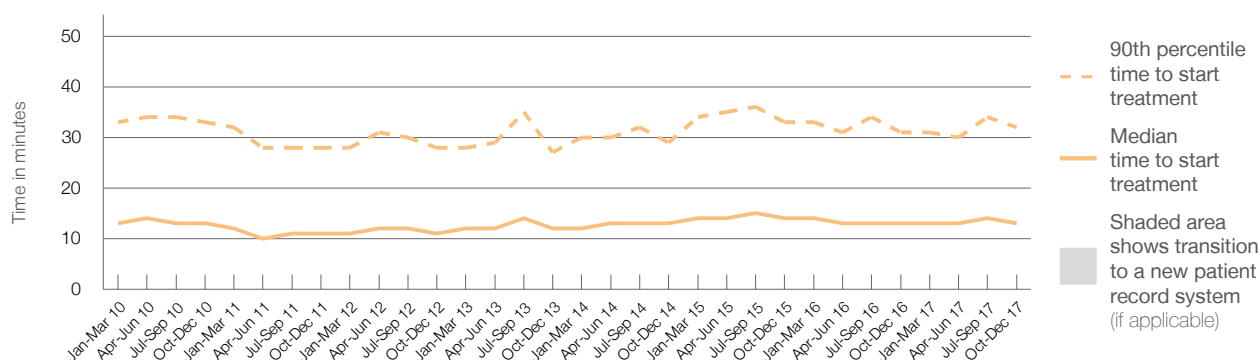
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
1,645	
1,641	
13 minutes	8 minutes
31 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	13	11	11	12	13	14	13	13
90th percentile time to start treatment ⁵ (minutes)	33	28	28	27	29	33	31	32

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

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

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

October to December 2017

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

Number of triage 3 patients: 5,565

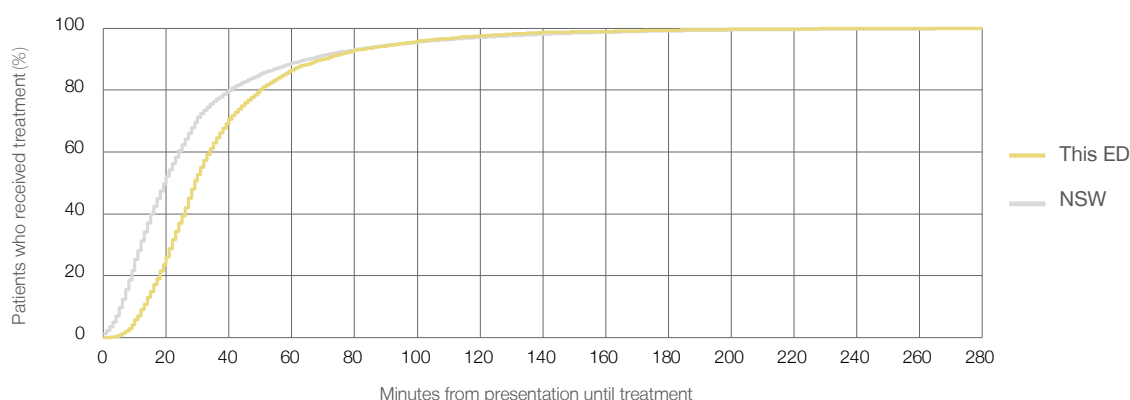
Number of triage 3 patients used to calculate waiting time: ³ 5,477

Median time to start treatment ⁴ 29 minutes

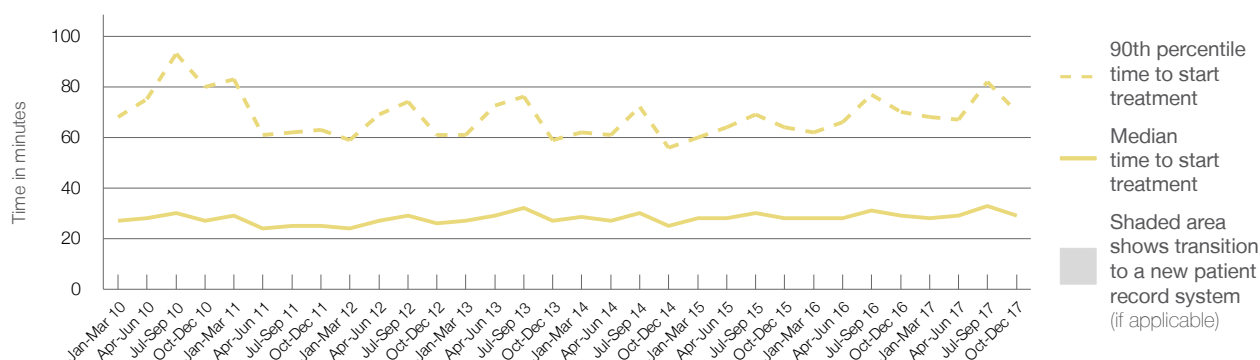
90th percentile time to start treatment ⁵ 70 minutes

Same period last year	NSW (this period)
5,286	
5,194	
29 minutes	20 minutes
70 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	25	26	27	25	28	29	29
90th percentile time to start treatment ⁵ (minutes)	80	63	61	59	56	64	70	70

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

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

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

October to December 2017

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

Number of triage 4 patients: 4,577

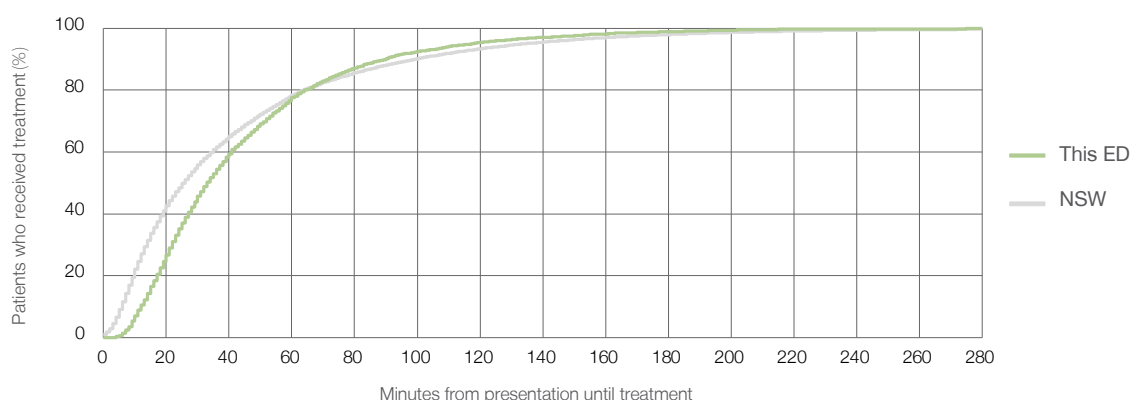
Number of triage 4 patients used to calculate waiting time:³ 4,424

Median time to start treatment⁴ 33 minutes

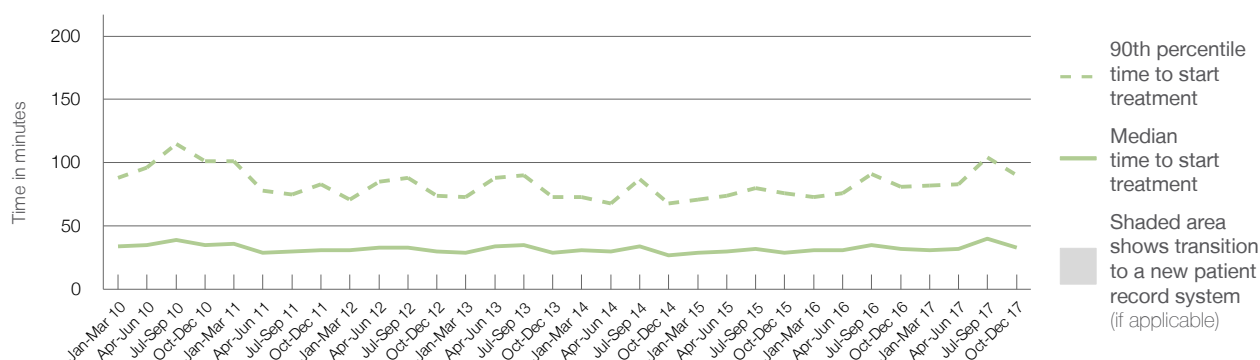
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
4,858	
4,694	
32 minutes	26 minutes
81 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	35	31	30	29	27	29	32	33
90th percentile time to start treatment ⁵ (minutes)	101	83	74	73	68	76	81	90

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

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

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

October to December 2017

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

Number of triage 5 patients: 724

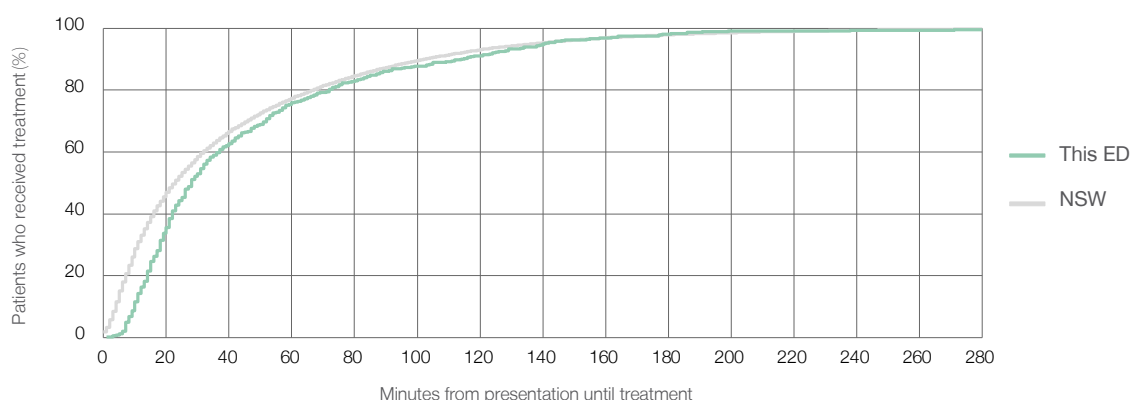
Number of triage 5 patients used to calculate waiting time:³ 648

Median time to start treatment⁴ 28 minutes

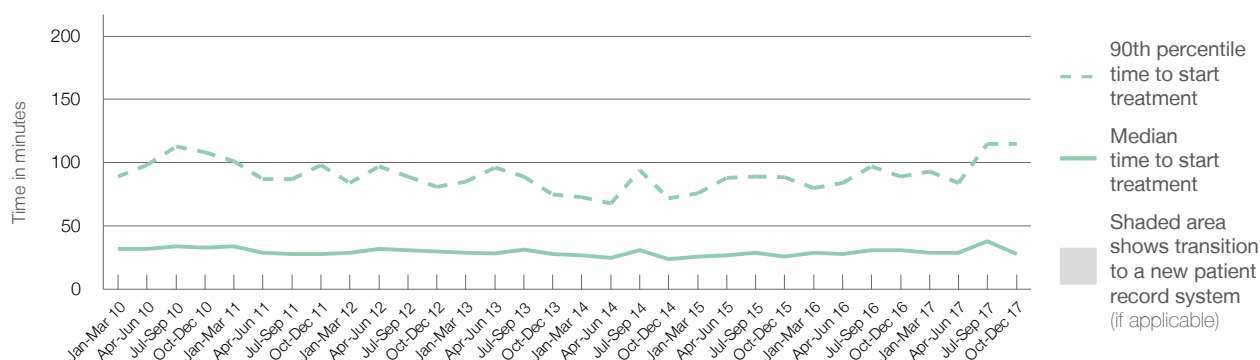
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
936	
834	
31 minutes	23 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	33	28	30	28	24	26	31	28
90th percentile time to start treatment ⁵ (minutes)	108	98	81	75	72	89	89	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

October to December 2017

All presentations:¹ 12,980 patients

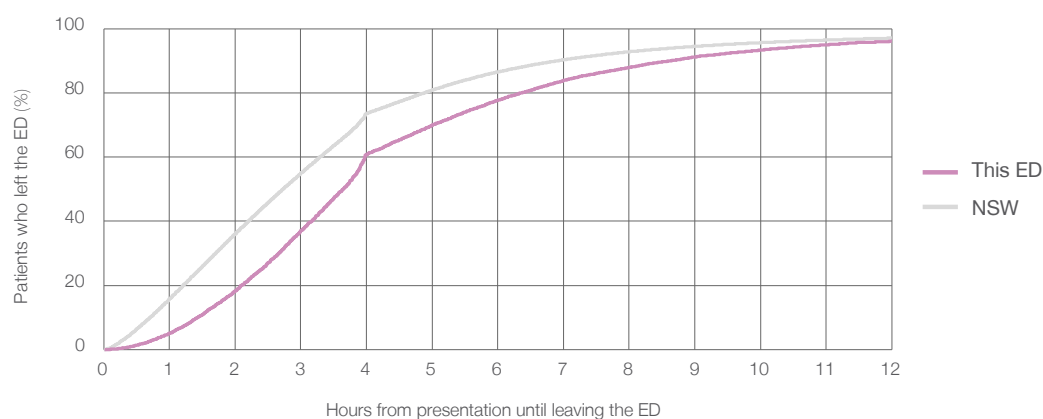
Presentations used to calculate time to leaving the ED:⁶ 12,977 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

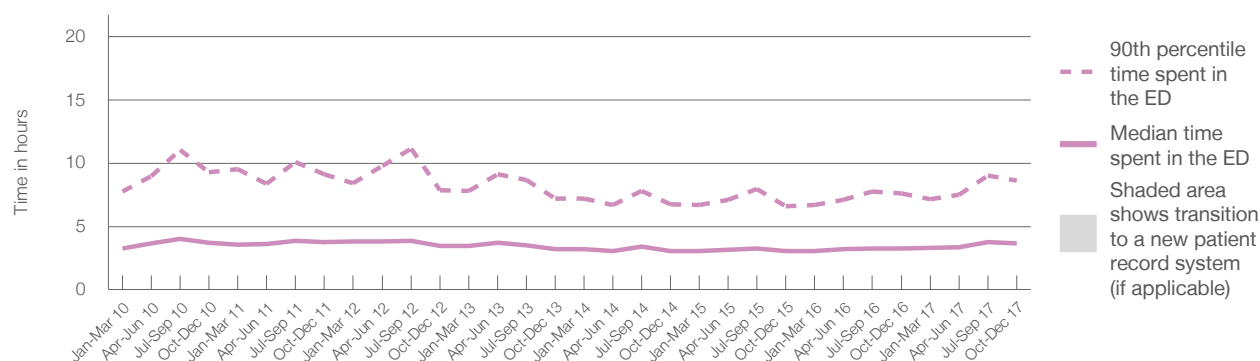
90th percentile time spent in the ED⁹ 8 hours and 38 minutes

Same period last year	NSW (this period)
12,935	
12,934	
3 hours and 15 minutes	2 hours and 44 minutes
7 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	3h 45m	3h 29m	3h 14m	3h 4m	3h 3m	3h 15m	3h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 16m	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m	8h 38m

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

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

Sutherland Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

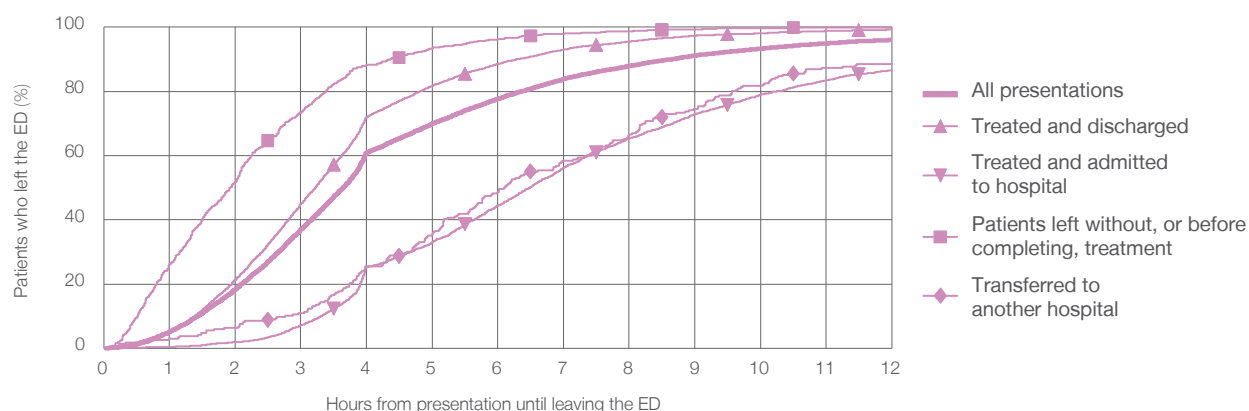
All presentations:[†] 12,980 patients

Presentations used to calculate time to leaving the ED:[‡] 12,977 patients

Treated and discharged	8,836 (68.1%)
Treated and admitted to hospital	3,114 (24.0%)
Patient left without, or before completing, treatment	742 (5.7%)
Transferred to another hospital	236 (1.8%)
Other	52 (0.4%)

Same period last year	Change since one year ago
12,934	0.3%
8,965	-1.4%
3,025	2.9%
635	16.9%
257	-8.2%
53	-1.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	21.4%	45.0%	72.0%	88.6%	95.5%	98.1%	99.3%
Treated and admitted to hospital	0.5%	2.0%	7.2%	25.2%	44.4%	65.4%	79.0%	86.7%
Patient left without, or before completing, treatment	26.0%	51.9%	73.5%	88.3%	96.2%	98.8%	99.7%	99.9%
Transferred to another hospital	3.0%	6.4%	11.0%	25.4%	48.7%	66.5%	81.8%	89.0%
All presentations	5.1%	18.4%	37.0%	60.9%	77.7%	88.0%	93.3%	96.1%

(†) 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.

Sutherland Hospital: Time spent in the ED

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

October to December 2017

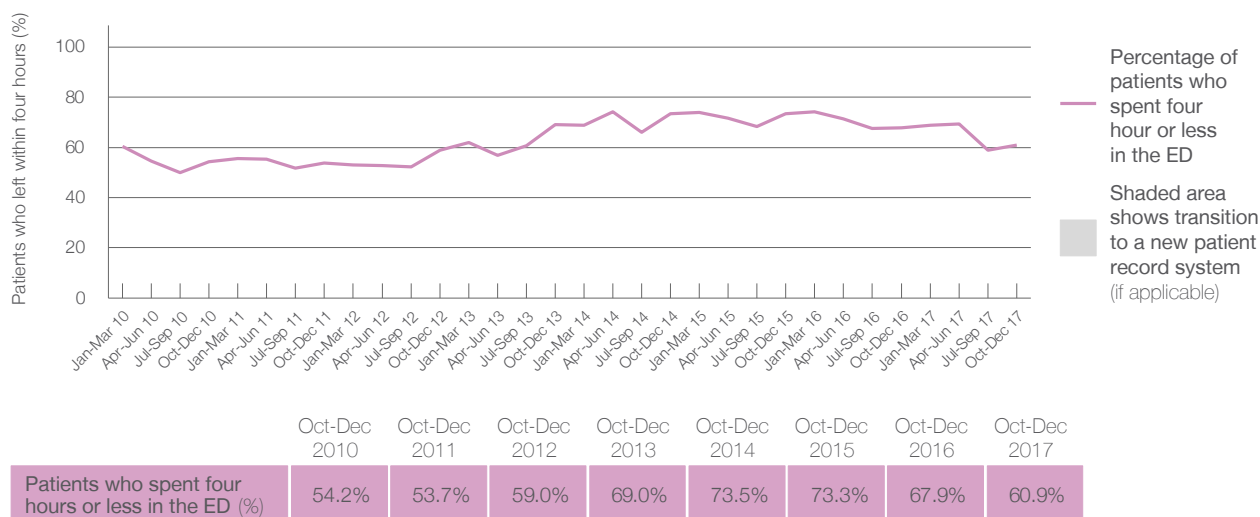
All presentations at the emergency department: ¹ 12,980 patients

Presentations used to calculate time to leaving the ED: ⁶ 12,977 patients

Percentage of patients who spent four hours or less in the ED 60.9%

Same period last year	Change since one year ago
12,935	0.3%
12,934	0.3%
67.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations:² 10,531 patients

Same period last year	Change since one year ago
11,645	-5.4%
10,969	-4.0%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 916 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,510 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,608 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,462 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
934	
8 minutes	8 minutes
29 minutes	23 minutes
2,700	
22 minutes	20 minutes
71 minutes	65 minutes
5,440	
37 minutes	26 minutes
114 minutes	99 minutes
1,836	
40 minutes	23 minutes
121 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 11,018 patients

Percentage of patients who spent four hours or less in the ED 73.7%

Same period last year	Change since one year ago
11,645	-5.4%
76.6%	

* 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.

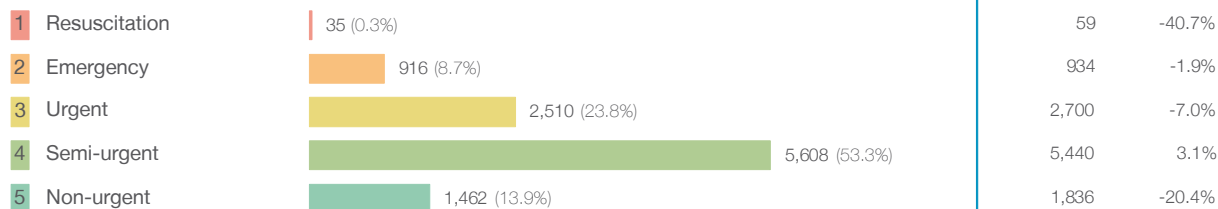
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Tamworth Base Hospital: Patients presenting to the emergency department

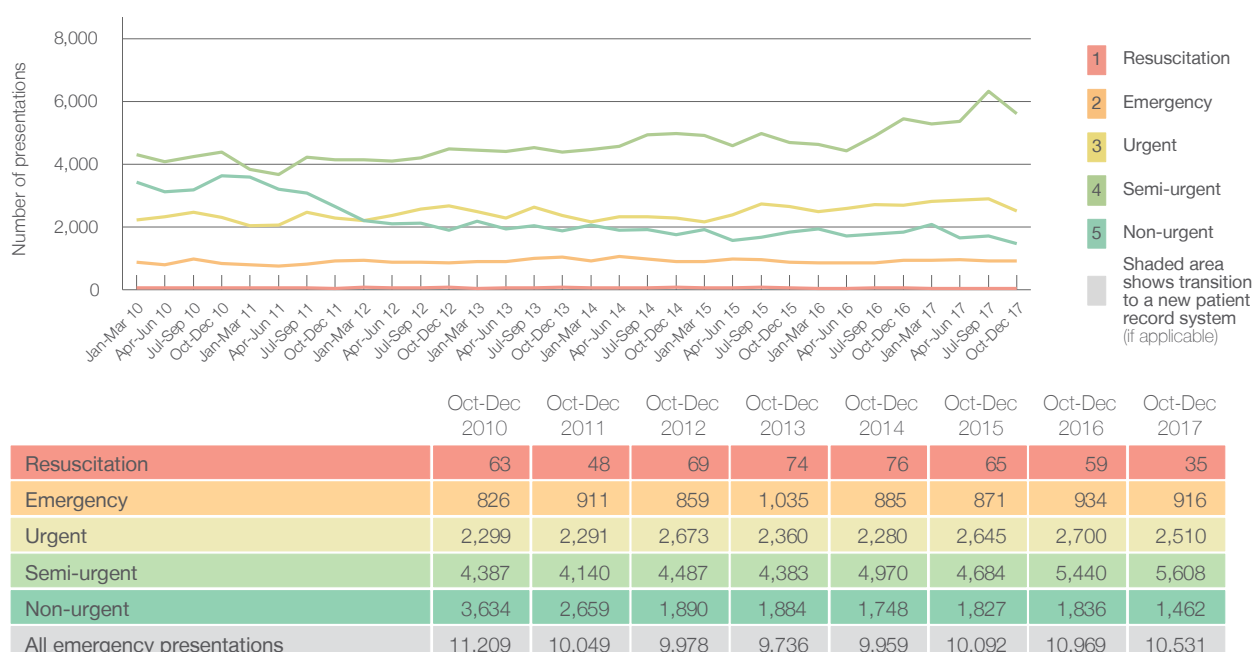
October to December 2017

All presentations:¹ 11,018 patients

Emergency presentations² by triage category: 10,531 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Tamworth Base Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,736 patients

ED Transfer of care time



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

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

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

October to December 2017

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

Number of triage 2 patients: 916

Number of triage 2 patients used to calculate waiting time:³ 909

Median time to start treatment⁴

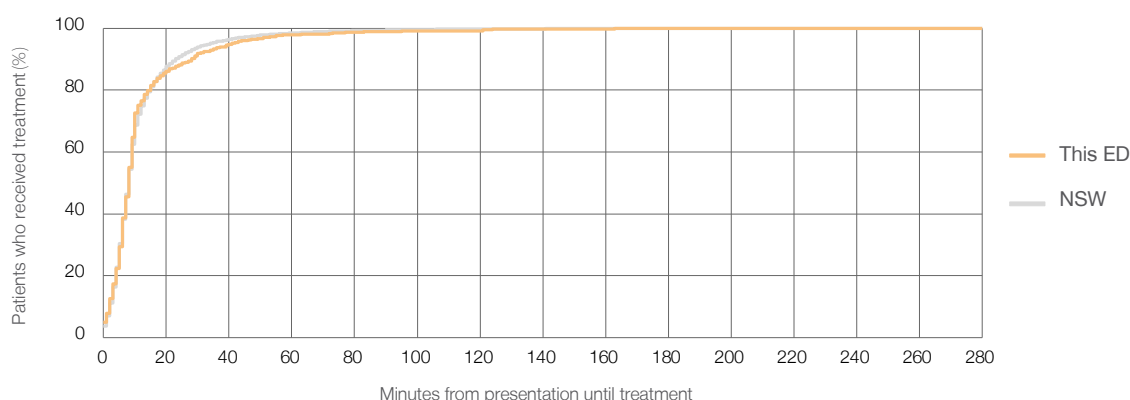
8 minutes

90th percentile time to start treatment⁵

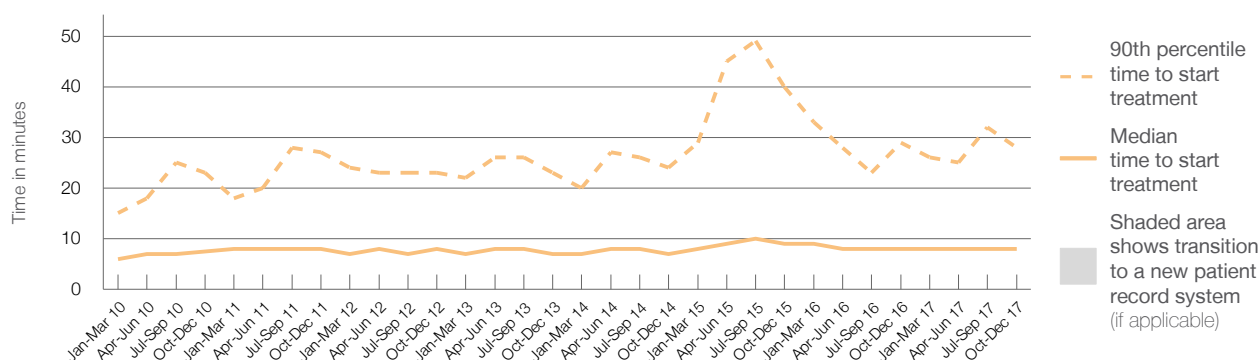
28 minutes

Same period last year	NSW (this period)
934	
932	
8 minutes	8 minutes
29 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	9	8	8
90th percentile time to start treatment ⁵ (minutes)	23	27	23	23	24	40	29	28

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

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

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

October to December 2017

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

Number of triage 3 patients: 2,510

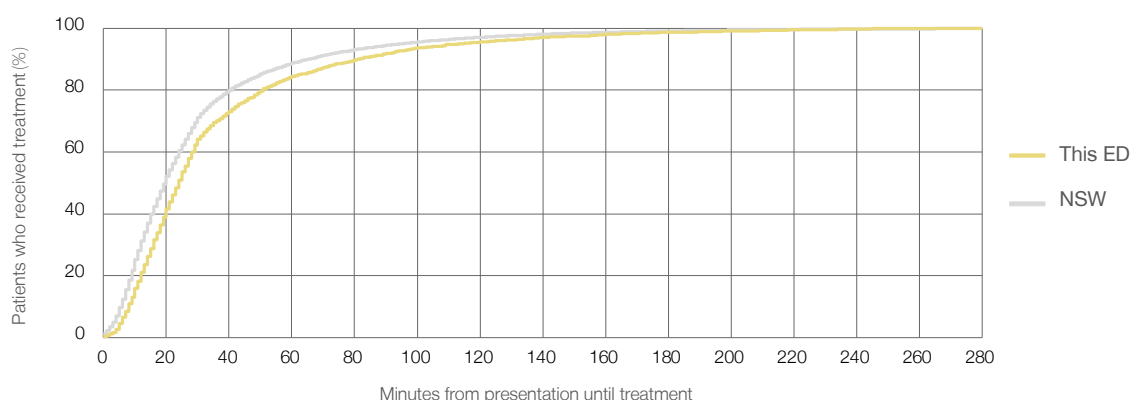
Number of triage 3 patients used to calculate waiting time:³ 2,453

Median time to start treatment⁴ 24 minutes

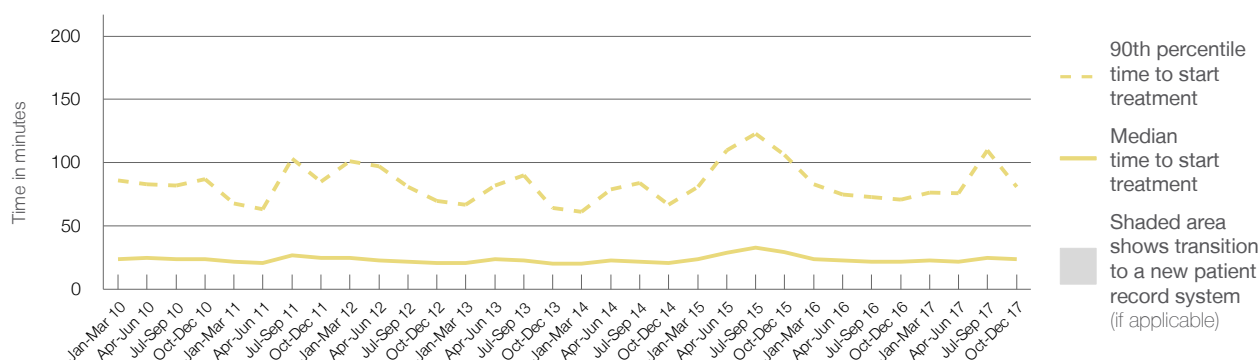
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,700	
2,645	
22 minutes	20 minutes
71 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	25	21	20	21	30	22	24
90th percentile time to start treatment ⁵ (minutes)	87	85	70	64	67	106	71	81

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

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

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

October to December 2017

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

Number of triage 4 patients: 5,608

Number of triage 4 patients used to calculate waiting time:³ 5,336

Median time to start treatment⁴

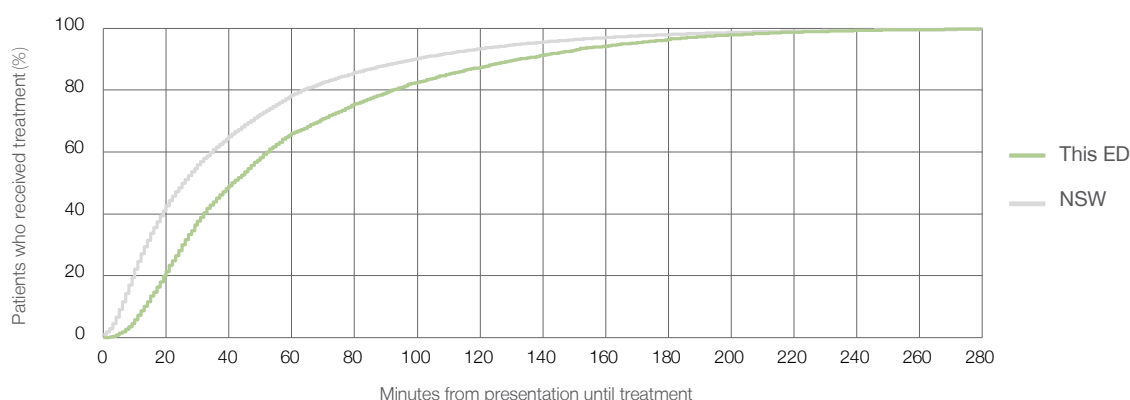
41 minutes

90th percentile time to start treatment⁵

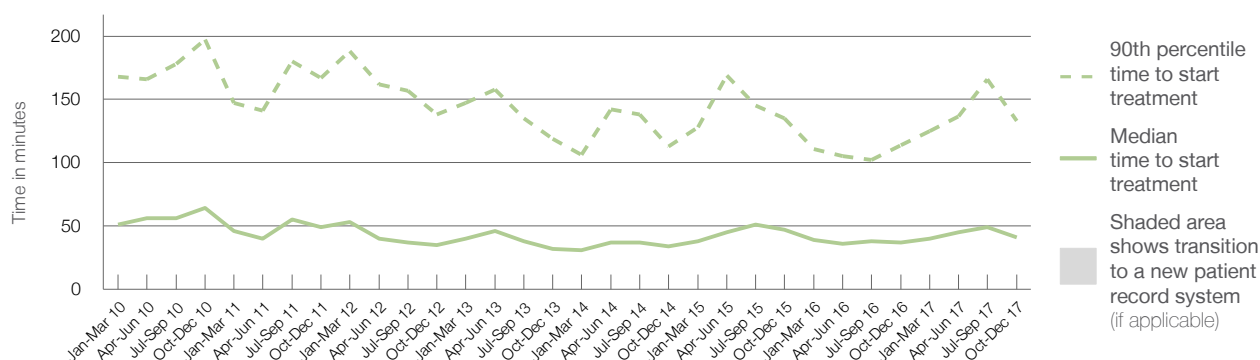
133 minutes

Same period last year	NSW (this period)
5,440	
5,215	
37 minutes	26 minutes
114 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	64	49	35	32	34	47	37	41
90th percentile time to start treatment ⁵ (minutes)	197	167	138	119	113	135	114	133

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

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

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

October to December 2017

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

Number of triage 5 patients: 1,462

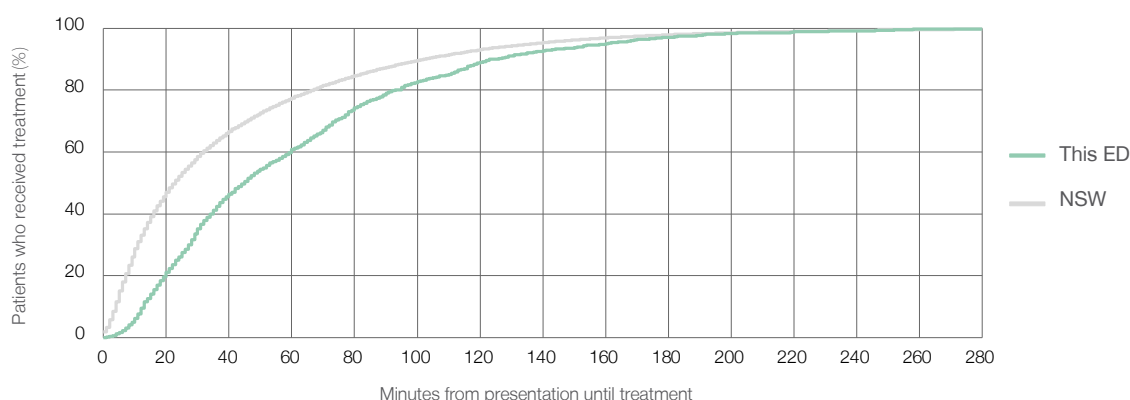
Number of triage 5 patients used to calculate waiting time:³ 1,351

Median time to start treatment⁴ 45 minutes

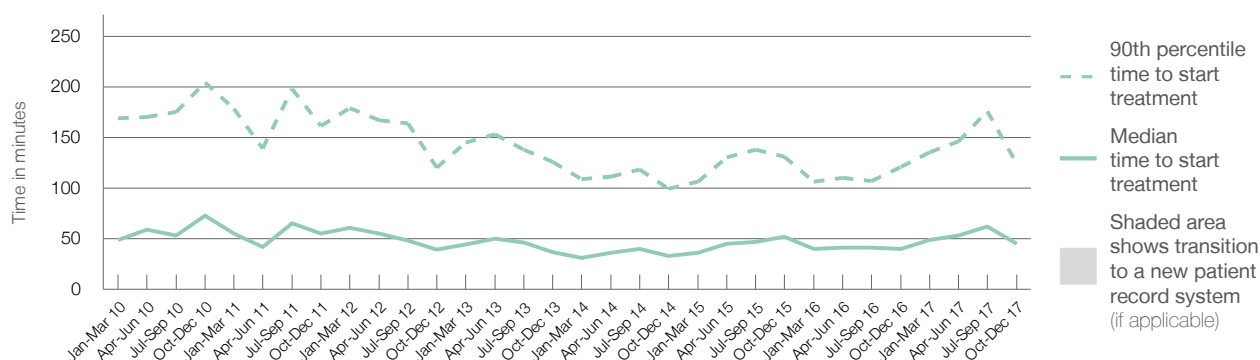
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,836	
1,722	
40 minutes	23 minutes
121 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	73	55	39	37	33	52	40	45
90th percentile time to start treatment ⁵ (minutes)	204	161	120	126	99	131	121	124

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

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

Tamworth Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 11,018 patients

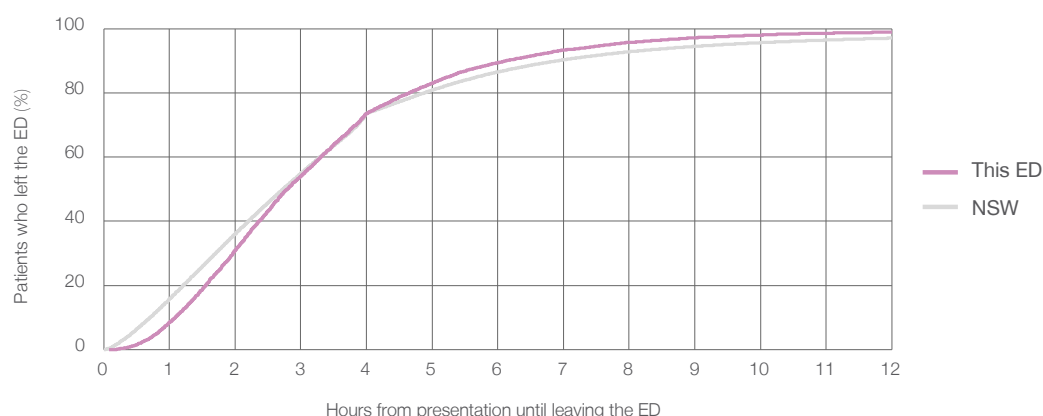
Presentations used to calculate time to leaving the ED:⁶ 11,018 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

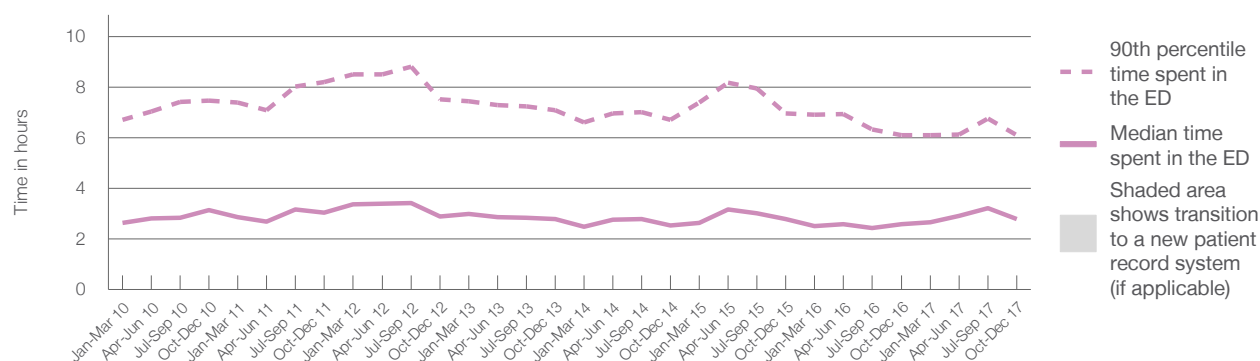
90th percentile time spent in the ED⁹ 6 hours and 7 minutes

Same period last year	NSW (this period)
11,645	11,645
2 hours and 35 minutes	2 hours and 44 minutes
6 hours and 6 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 9m	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 28m	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m	6h 7m

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Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

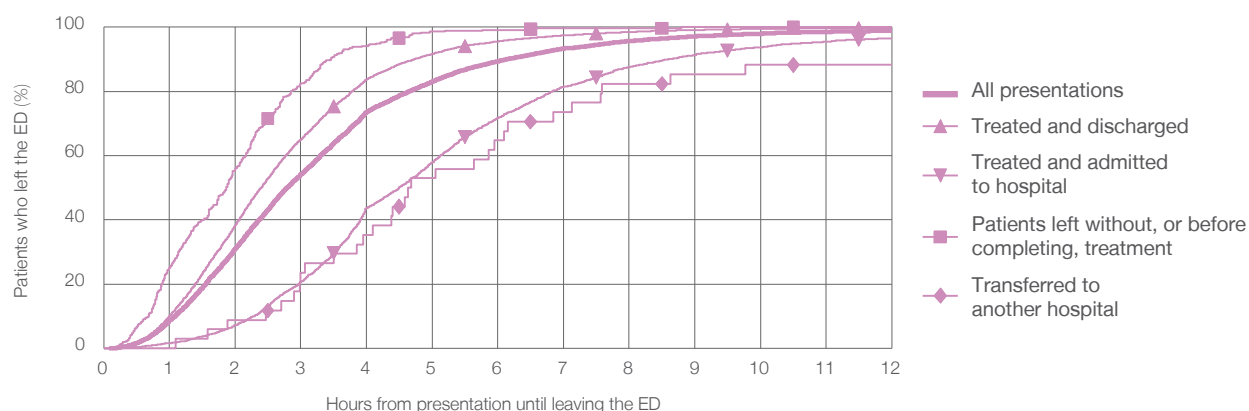
All presentations:[†] 11,018 patients

Presentations used to calculate time to leaving the ED:[‡] 11,018 patients

Treated and discharged	7,632 (69.3%)
Treated and admitted to hospital	2,859 (25.9%)
Patient left without, or before completing, treatment	359 (3.3%)
Transferred to another hospital	34 (0.3%)
Other	134 (1.2%)

Same period last year	Change since one year ago
11,645	-5.4%
8,270	-7.7%
2,834	0.9%
399	-10.0%
35	-2.9%
107	25.2%

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



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

Treated and discharged	10.2%	38.4%	65.1%	83.8%	95.6%	98.5%	99.5%	99.7%
Treated and admitted to hospital	1.6%	7.2%	20.8%	43.7%	71.7%	87.6%	93.8%	96.6%
Patient left without, or before completing, treatment	25.1%	56.0%	82.5%	94.2%	99.2%	99.7%	100%	100%
Transferred to another hospital	0%	8.8%	23.5%	35.3%	64.7%	82.4%	88.2%	88.2%
All presentations	8.7%	31.0%	54.1%	73.7%	89.4%	95.7%	98.0%	98.9%

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

Tamworth Base Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 11,018 patients

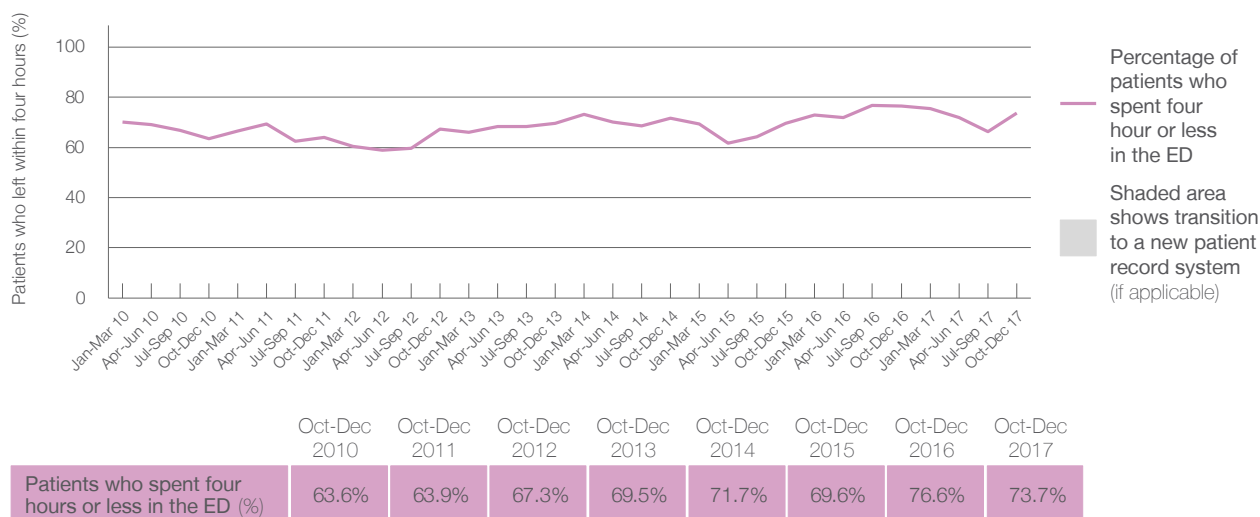
Presentations used to calculate time to leaving the ED: ⁶ 11,018 patients

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



Same period last year	Change since one year ago
11,645	-5.4%
11,645	-5.4%
76.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- Note:** 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

The Tweed Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 13,661 patients

Emergency presentations:² 13,186 patients

Same period last year	Change since one year ago
13,175	3.7%
12,793	3.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,738 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,816 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,358 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,218 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,537	
5 minutes	8 minutes
14 minutes	23 minutes
5,849	
14 minutes	20 minutes
43 minutes	65 minutes
4,306	
14 minutes	26 minutes
65 minutes	99 minutes
1,042	
10 minutes	23 minutes
58 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 13,661 patients

Percentage of patients who spent four hours or less in the ED 83.4%

Same period last year	Change since one year ago
13,173	3.7%
81.8%	

* 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*.
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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.

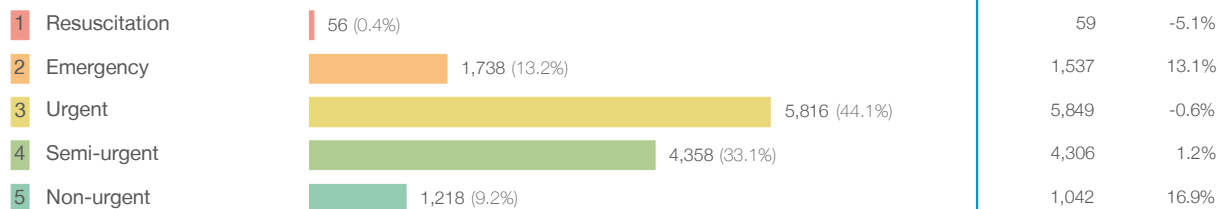
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

The Tweed Hospital: Patients presenting to the emergency department

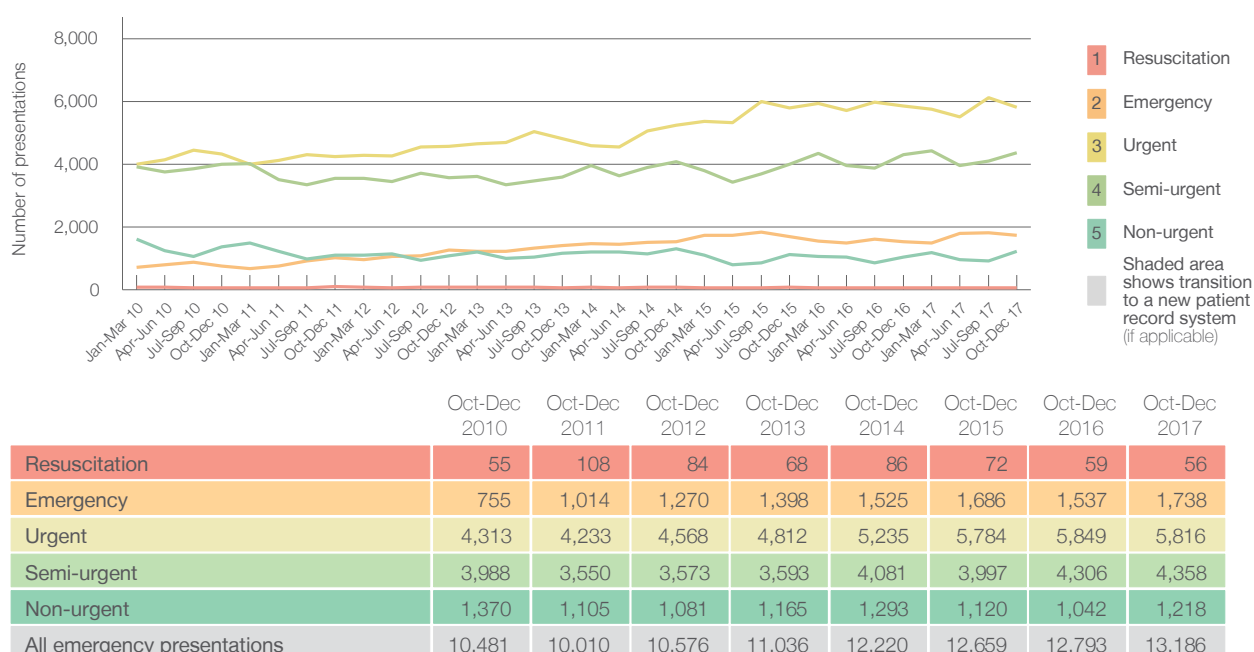
October to December 2017

All presentations:¹ 13,661 patients

Emergency presentations² by triage category: 13,186 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



The Tweed Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,979 patients

ED Transfer of care time



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

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

The Tweed Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 1,738

Number of triage 2 patients used to calculate waiting time:³ 1,733

Median time to start treatment⁴

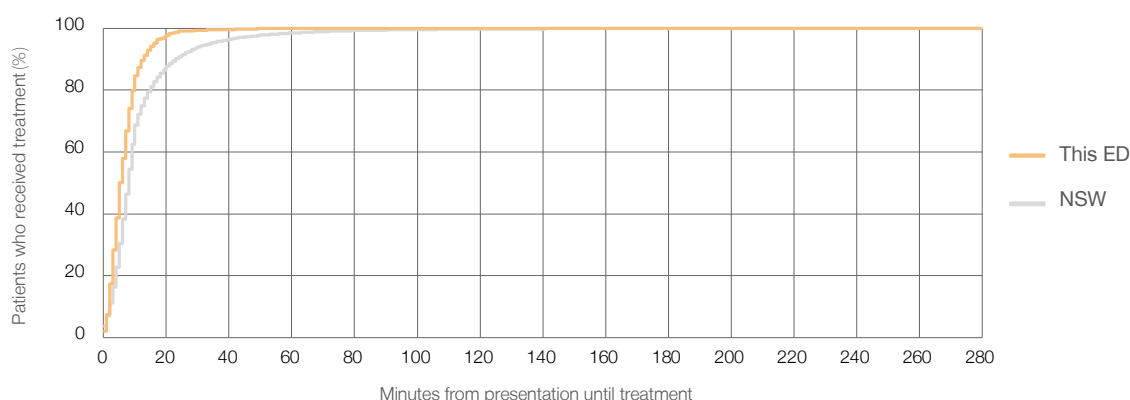
5 minutes

90th percentile time to start treatment⁵

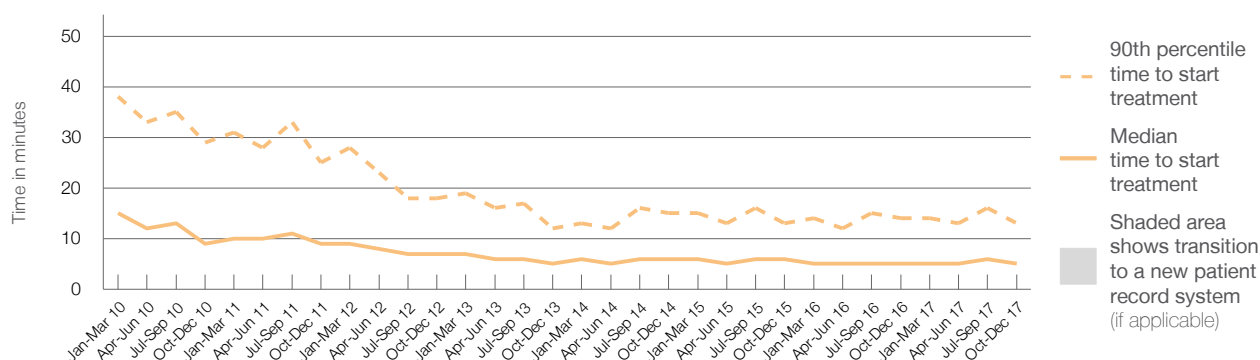
13 minutes

Same period last year	NSW (this period)
1,537	
1,533	
5 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	7	5	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	29	25	18	12	15	13	14	13

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 5,816

Number of triage 3 patients used to calculate waiting time:³ 5,760

Median time to start treatment⁴

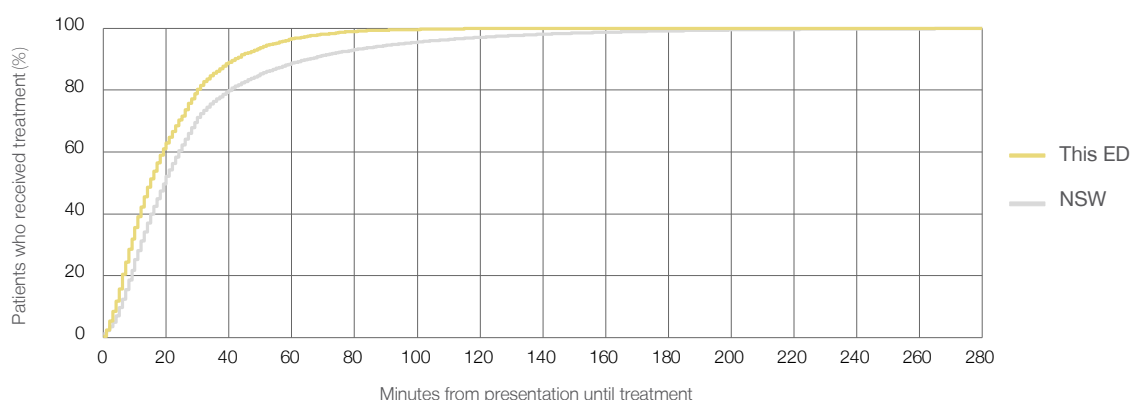
15 minutes

90th percentile time to start treatment⁵

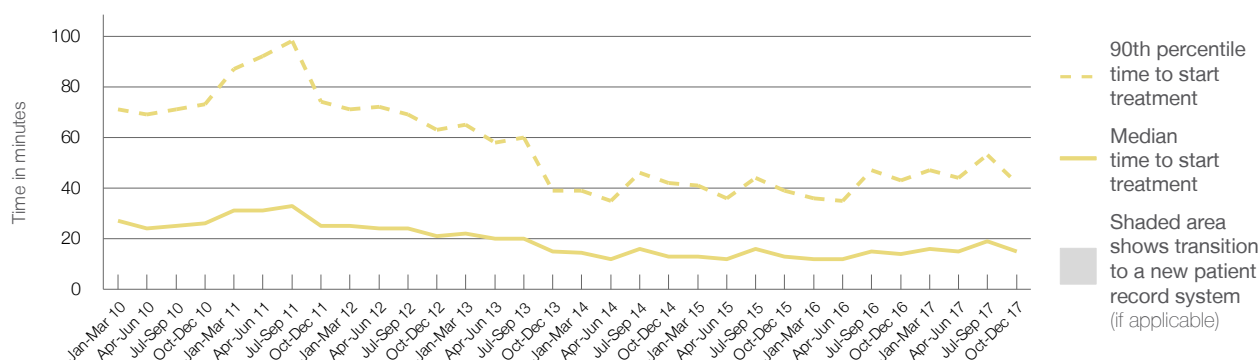
42 minutes

Same period last year	NSW (this period)
5,849	
5,778	
14 minutes	20 minutes
43 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	26	25	21	15	13	13	14	15
90th percentile time to start treatment ⁵ (minutes)	73	74	63	39	42	39	43	42

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 4,358

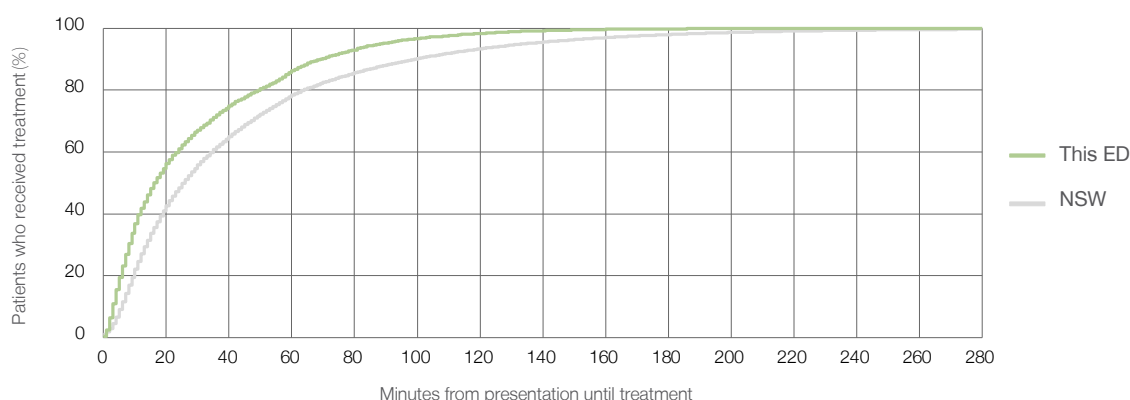
Number of triage 4 patients used to calculate waiting time:³ 4,188

Median time to start treatment⁴ 16 minutes

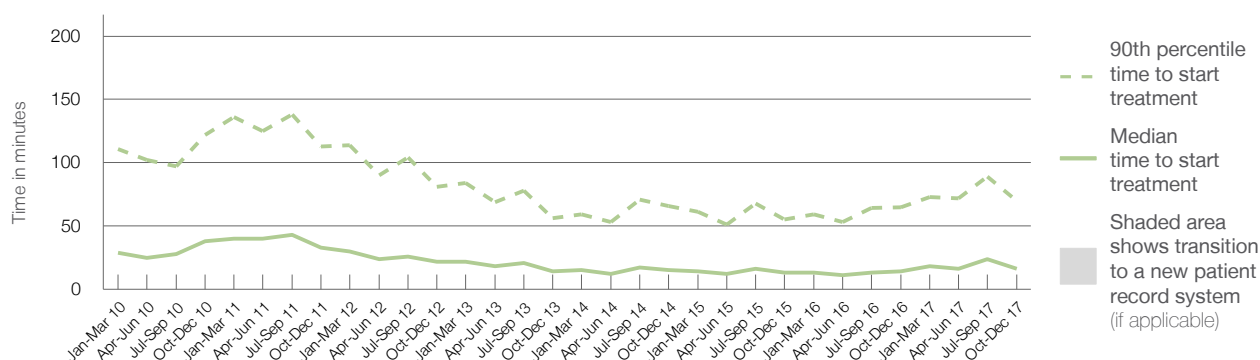
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,306	
4,167	
14 minutes	26 minutes
65 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	38	33	22	14	15	13	14	16
90th percentile time to start treatment ⁵ (minutes)	122	113	81	56	66	55	65	70

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,218

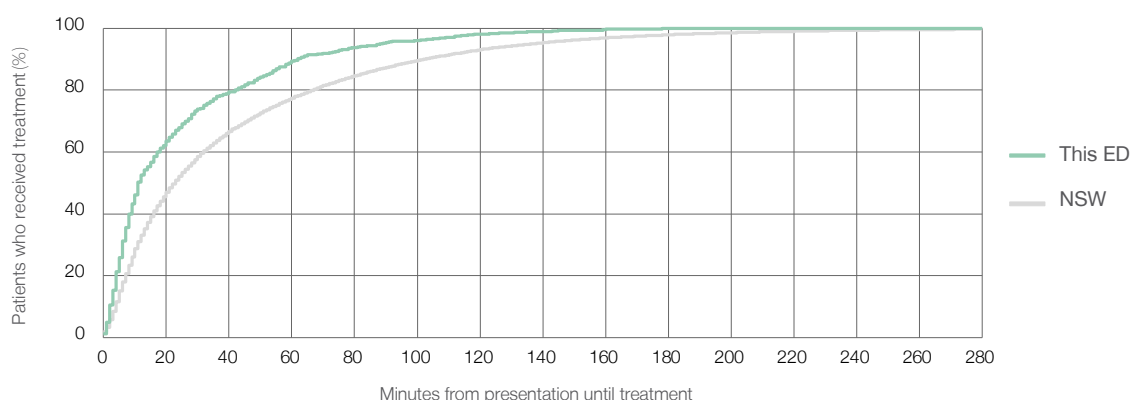
Number of triage 5 patients used to calculate waiting time:³ 1,129

Median time to start treatment⁴ 11 minutes

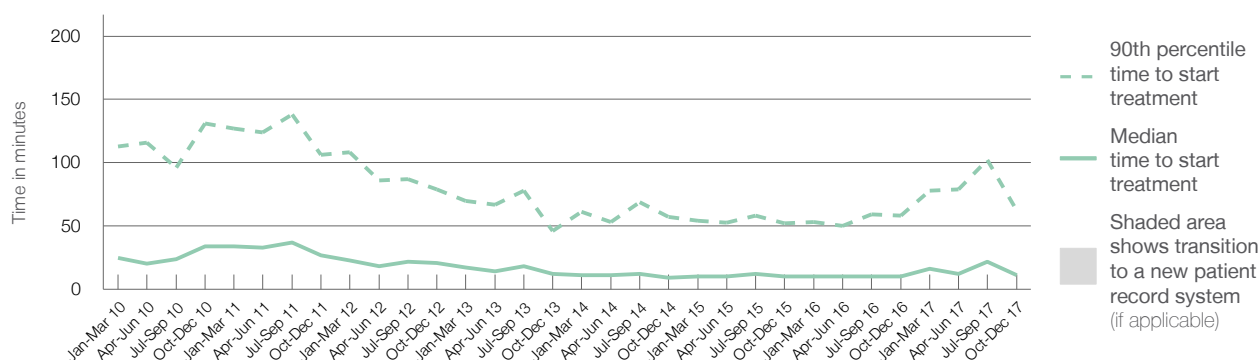
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,042	
997	
10 minutes	23 minutes
58 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	34	27	21	12	9	10	10	11
90th percentile time to start treatment ⁵ (minutes)	131	106	79	46	57	52	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.

The Tweed Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 13,661 patients

Presentations used to calculate time to leaving the ED:⁶ 13,661 patients

Median time spent in the ED⁸

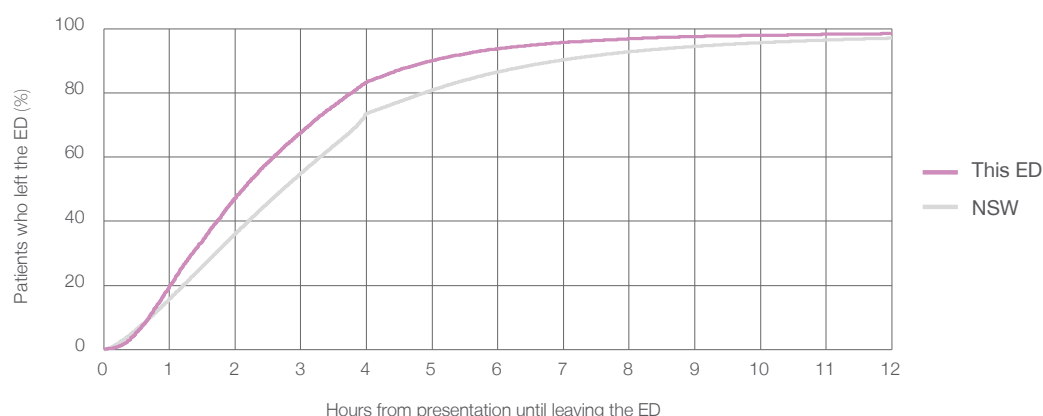
2 hours and 7 minutes

90th percentile time spent in the ED⁹

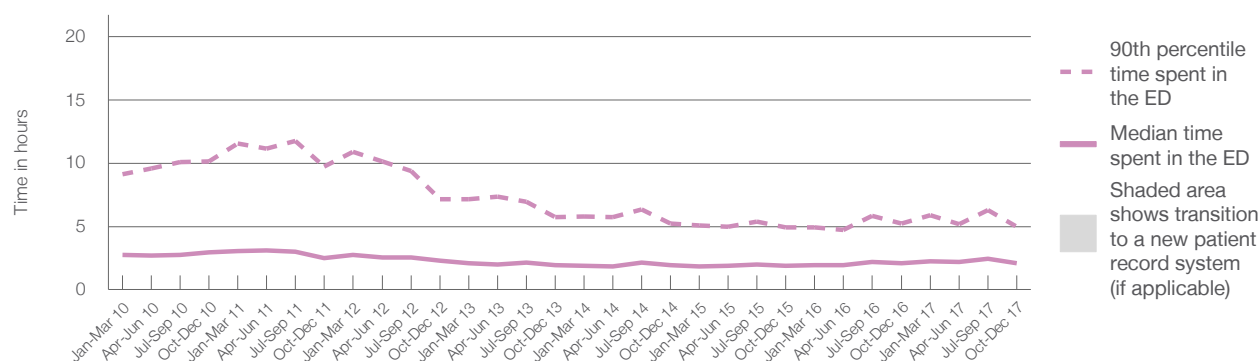
4 hours and 59 minutes

Same period last year	NSW (this period)
13,175	
13,173	
2 hours and 7 minutes	2 hours and 44 minutes
5 hours and 15 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m

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

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

The Tweed Hospital: Time patients spent in the ED

By mode of separation

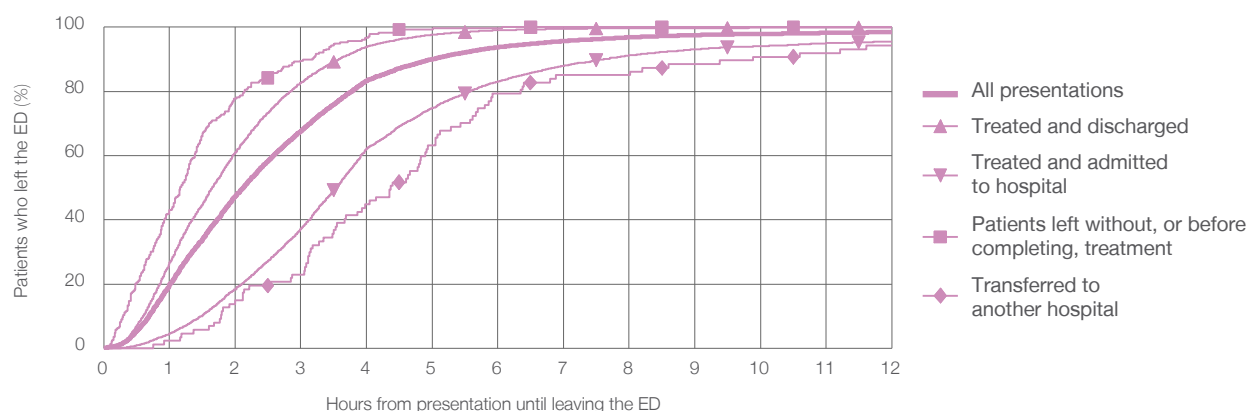
October to December 2017

All presentations:[†] 13,661 patients

Presentations used to calculate time to leaving the ED:[‡] 13,661 patients

		Same period last year	Change since one year ago
		13,173	3.7%
Treated and discharged	8,829 (64.6%)	8,302	6.3%
Treated and admitted to hospital	4,435 (32.5%)	4,465	-0.7%
Patient left without, or before completing, treatment	279 (2.0%)	239	16.7%
Transferred to another hospital	87 (0.6%)	128	-32.0%
Other	31 (0.2%)	41	-24.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.7%	61.1%	82.6%	94.0%	99.1%	99.7%	99.8%	99.9%
Treated and admitted to hospital	4.6%	18.4%	37.2%	62.3%	83.1%	91.2%	94.1%	95.5%
Patient left without, or before completing, treatment	43.0%	77.8%	89.6%	96.8%	99.6%	100%	100%	100%
Transferred to another hospital	2.3%	14.9%	23.0%	44.8%	79.3%	85.1%	90.8%	94.3%
All presentations	19.9%	47.4%	67.7%	83.4%	93.8%	96.9%	97.9%	98.4%

(†) 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.

The Tweed Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 13,661 patients

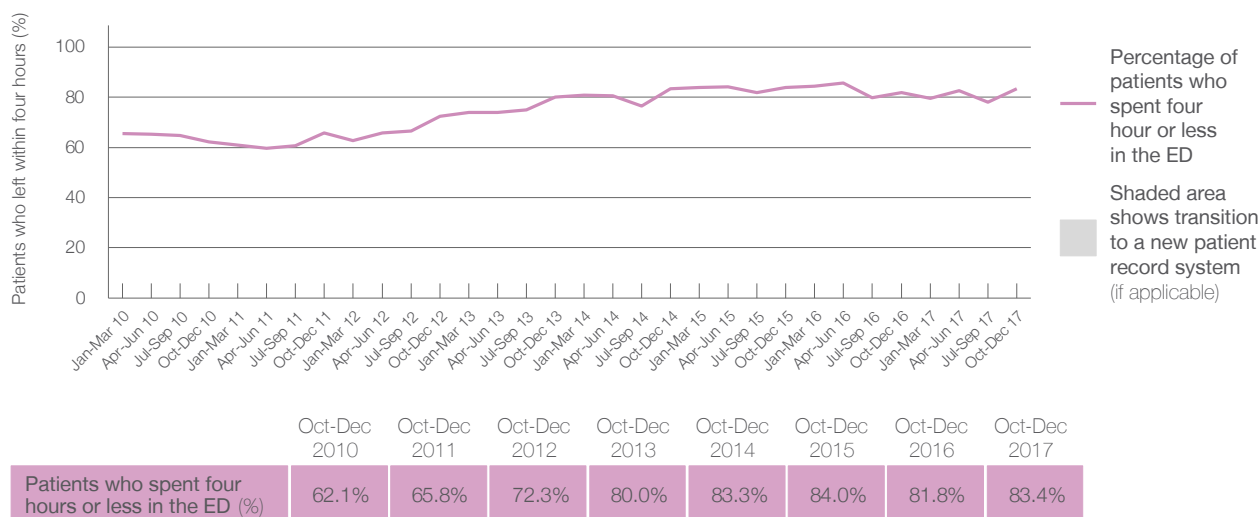
Presentations used to calculate time to leaving the ED: ⁶ 13,661 patients

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



Same period last year	Change since one year ago
13,175	3.7%
13,173	3.7%
81.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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 took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,495 patients

Emergency presentations:² 9,921 patients

Same period last year	Change since one year ago
10,023	4.7%
9,500	4.4%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 793 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,010 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,877 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,200 patients

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

Same period last year	NSW (this period)
688	
5 minutes	8 minutes
12 minutes	23 minutes
4,169	
15 minutes	20 minutes
48 minutes	65 minutes
3,894	
21 minutes	26 minutes
80 minutes	99 minutes
712	
20 minutes	23 minutes
83 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,494 patients

Percentage of patients who spent four hours or less in the ED 70.0%

Same period last year	Change since one year ago
10,022	4.7%
71.4%	

* 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.

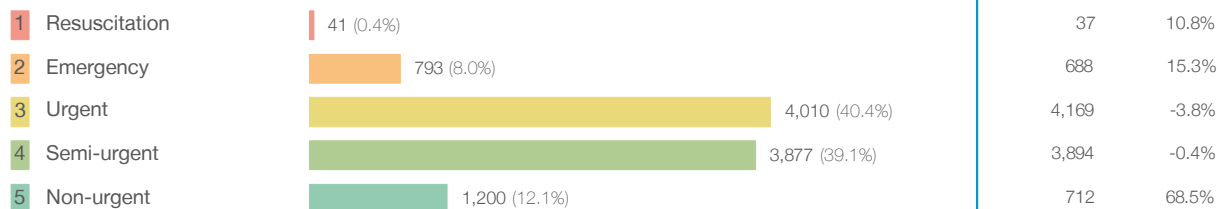
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

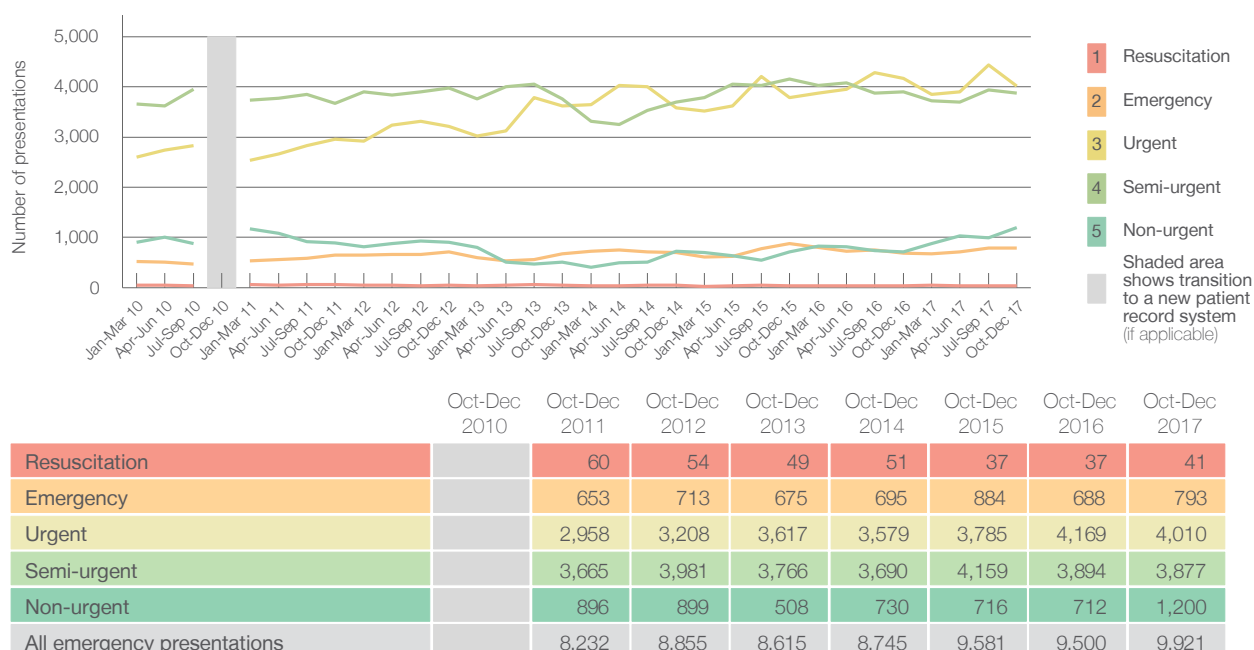
October to December 2017

All presentations:¹ 10,495 patients

Emergency presentations² by triage category: 9,921 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,227 patients

ED Transfer of care time



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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

October to December 2017

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

Number of triage 2 patients: 793

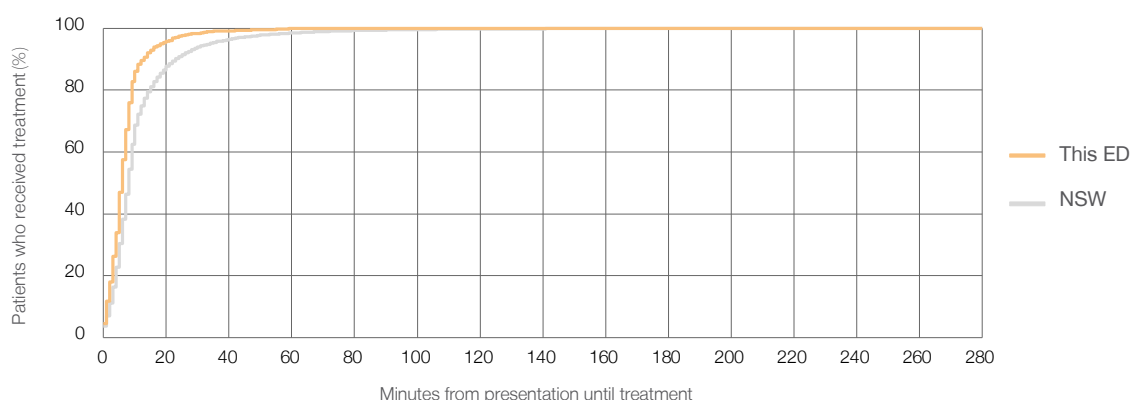
Number of triage 2 patients used to calculate waiting time:³ 792

Median time to start treatment⁴ 6 minutes

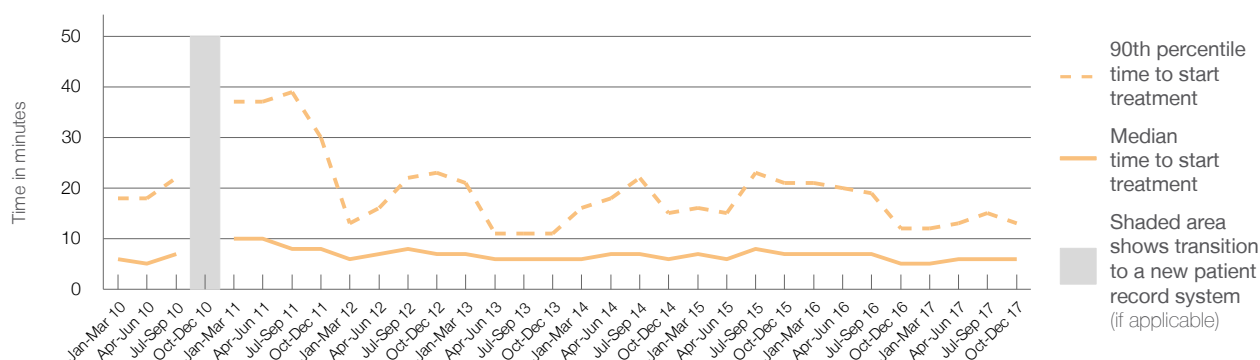
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
688	
688	
5 minutes	8 minutes
12 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		8	7	6	6	7	5	6
90th percentile time to start treatment ⁵ (minutes)		30	23	11	15	21	12	13

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2017

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

Number of triage 3 patients: 4,010

Number of triage 3 patients used to calculate waiting time:³ 3,964

Median time to start treatment⁴

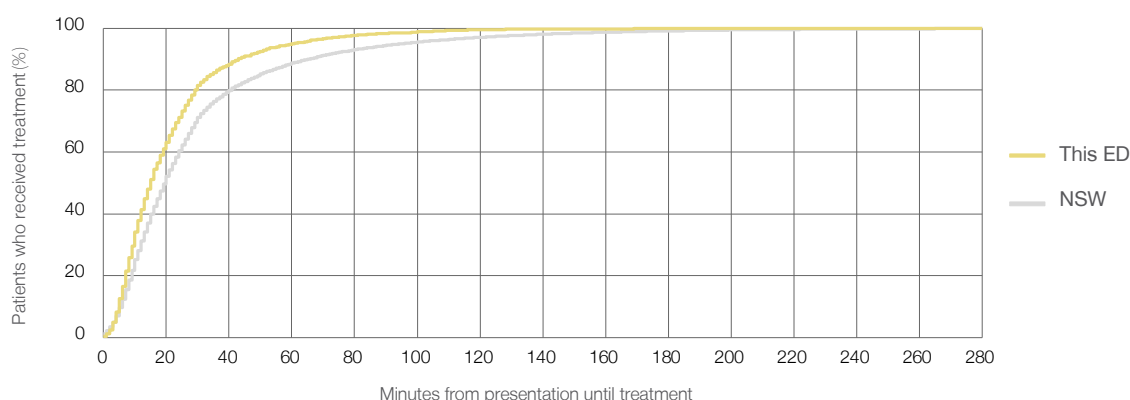
15 minutes

90th percentile time to start treatment⁵

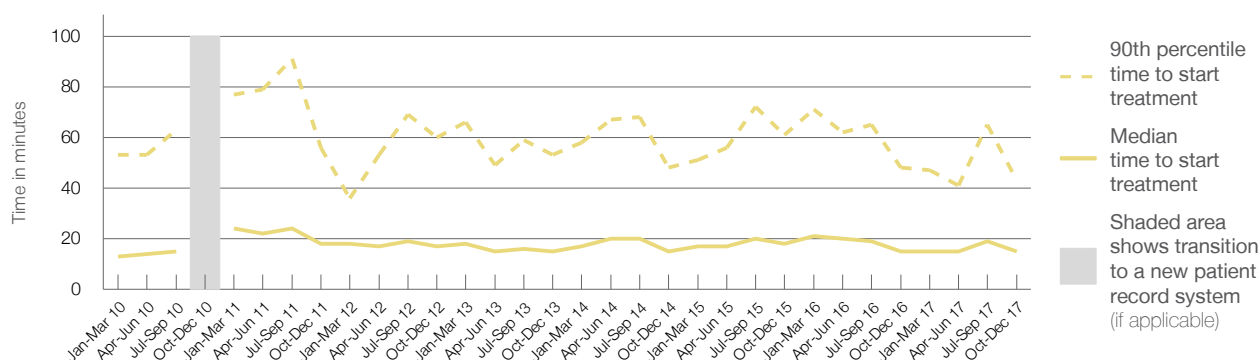
43 minutes

Same period last year	NSW (this period)
4,169	
4,105	
15 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		18	17	15	15	18	15	15
90th percentile time to start treatment ⁵ (minutes)		56	60	53	48	61	48	43

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

October to December 2017

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

Number of triage 4 patients: 3,877

Number of triage 4 patients used to calculate waiting time:³ 3,756

Median time to start treatment⁴

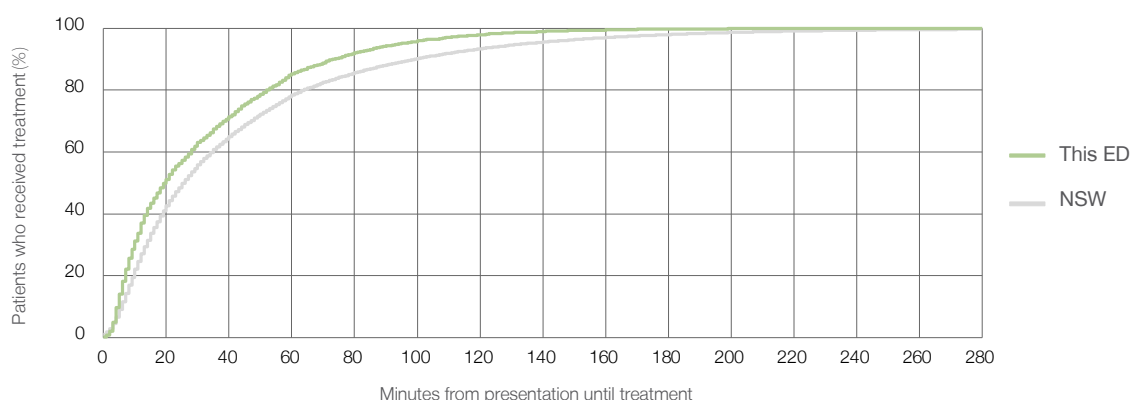
20 minutes

90th percentile time to start treatment⁵

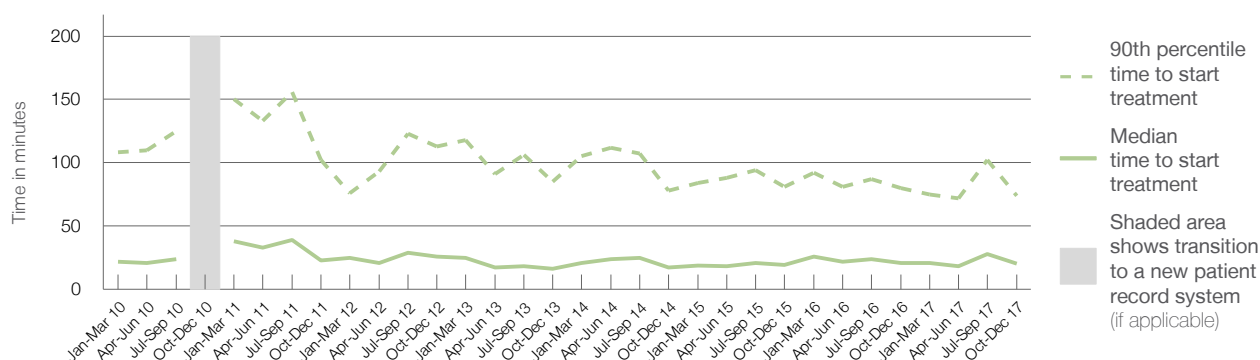
74 minutes

Same period last year	NSW (this period)
3,894	
3,717	
21 minutes	26 minutes
80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		23	26	16	17	19	21	20
90th percentile time to start treatment ⁵ (minutes)		102	113	85	78	81	80	74

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

October to December 2017

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

Number of triage 5 patients: 1,200

Number of triage 5 patients used to calculate waiting time:³ 1,126

Median time to start treatment⁴

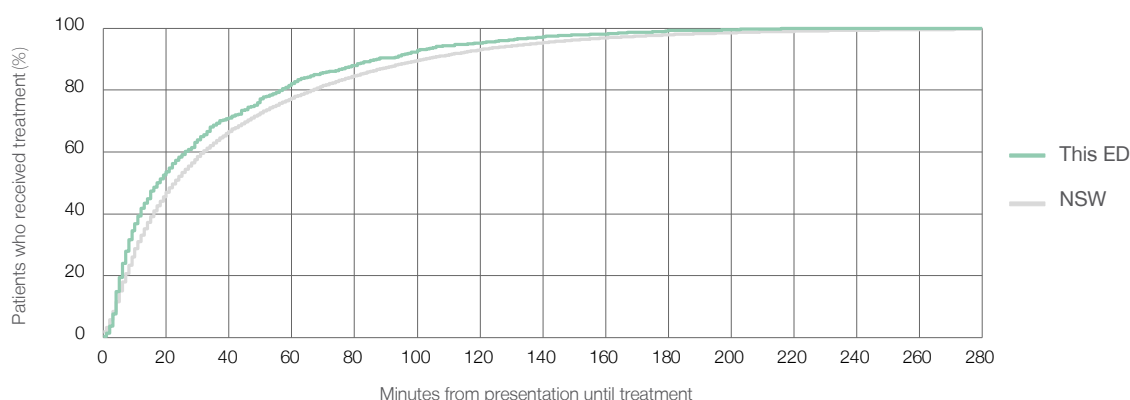
18 minutes

90th percentile time to start treatment⁵

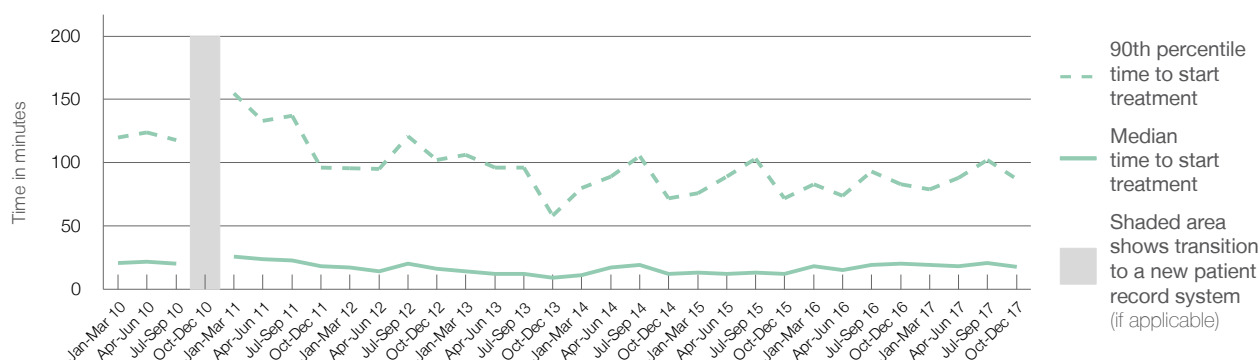
87 minutes

Same period last year	NSW (this period)
712	
672	
20 minutes	23 minutes
83 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		18	16	9	12	12	20	18
90th percentile time to start treatment ⁵ (minutes)		96	102	58	72	72	83	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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,495 patients

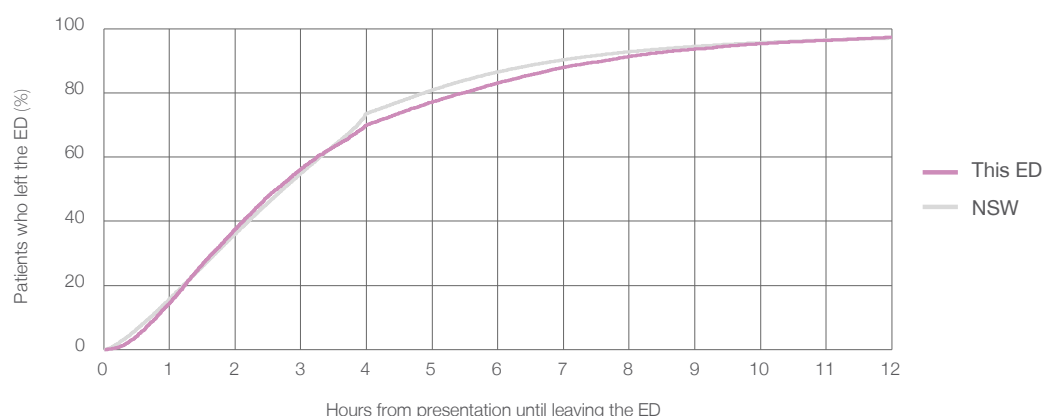
Presentations used to calculate time to leaving the ED:⁶ 10,494 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

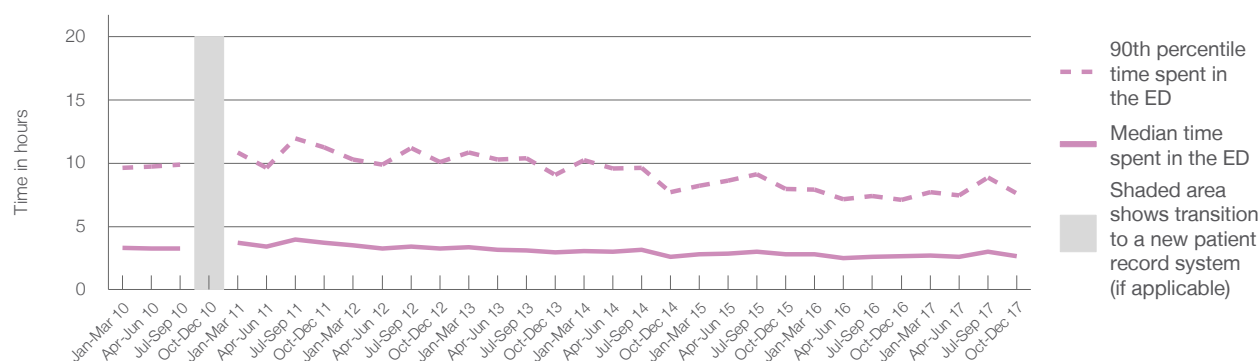
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
10,023	
10,022	
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 7 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)		11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m	7h 37m

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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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

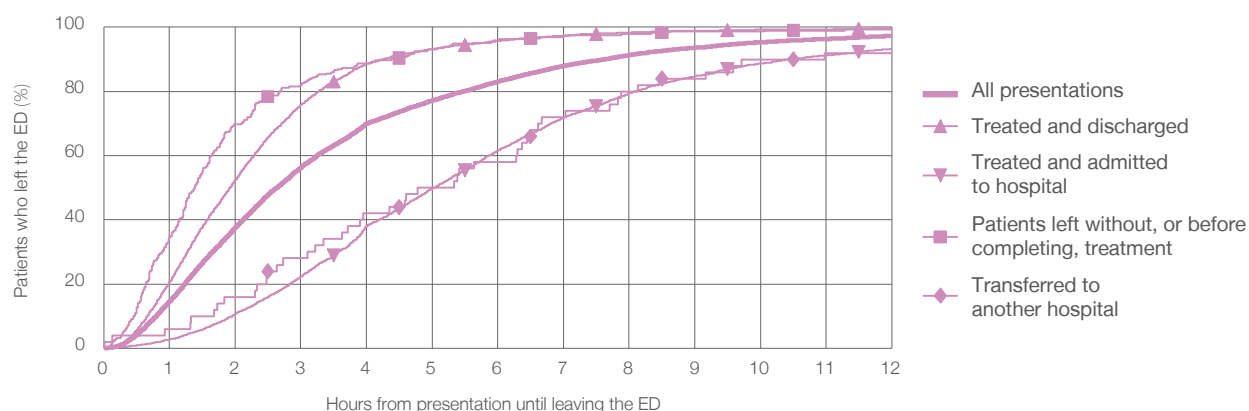
October to December 2017

All presentations:[†] 10,495 patients

Presentations used to calculate time to leaving the ED:[‡] 10,494 patients

		Same period last year	Change since one year ago
Treated and discharged	6,303 (60.1%)	10,022	4.7%
Treated and admitted to hospital	3,821 (36.4%)	5,323	18.4%
Patient left without, or before completing, treatment	292 (2.8%)	4,279	-10.7%
Transferred to another hospital	50 (0.5%)	323	-9.6%
Other	29 (0.3%)	64	-21.9%
		34	-14.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.7%	52.4%	75.7%	88.7%	95.7%	98.4%	99.2%	99.7%
Treated and admitted to hospital	2.8%	10.8%	22.4%	38.1%	61.6%	79.5%	88.7%	93.3%
Patient left without, or before completing, treatment	34.6%	69.9%	81.8%	88.7%	95.9%	97.9%	98.6%	99.3%
Transferred to another hospital	6.0%	16.0%	28.0%	42.0%	58.0%	80.0%	90.0%	92.0%
All presentations	14.6%	37.6%	56.3%	70.0%	83.1%	91.4%	95.3%	97.3%

(†) 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.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 10,495 patients

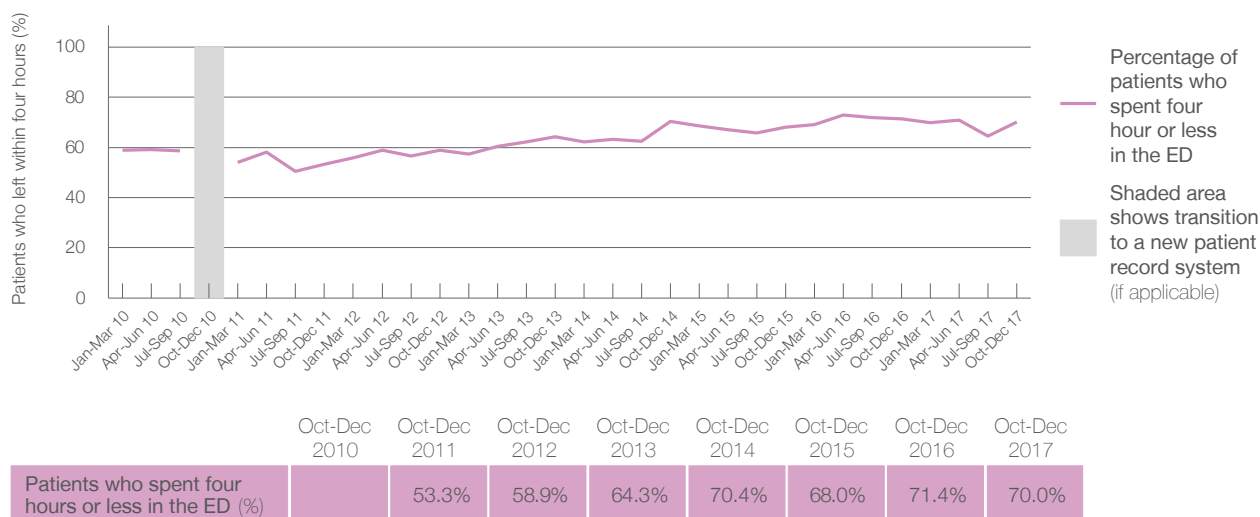
Presentations used to calculate time to leaving the ED: ⁶ 10,494 patients

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



Same period last year	Change since one year ago
10,023	4.7%
10,022	4.7%
71.4%	

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

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4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Wyong Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 16,873 patients

Emergency presentations:² 16,758 patients

Same period last year	Change since one year ago
16,301	3.5%
16,146	3.8%

Wyong Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,685 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,577 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,254 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,155 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,590	
7 minutes	8 minutes
26 minutes	23 minutes
4,615	
20 minutes	20 minutes
69 minutes	65 minutes
8,775	
28 minutes	26 minutes
82 minutes	99 minutes
1,079	
23 minutes	23 minutes
80 minutes	103 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 16,873 patients

Percentage of patients who spent four hours or less in the ED 72.7%

Same period last year	Change since one year ago
16,301	3.5%
72.4%	

* 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.

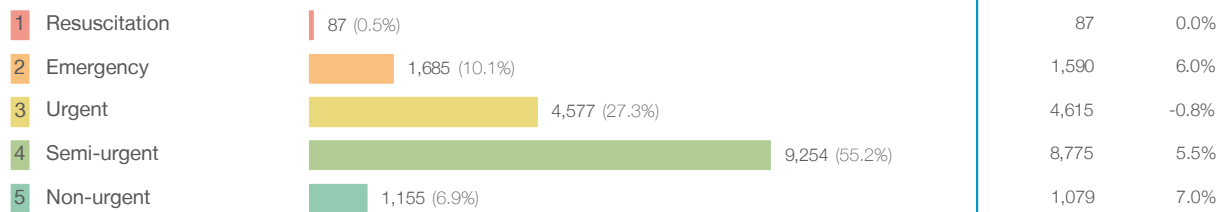
Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Wyong Hospital: Patients presenting to the emergency department

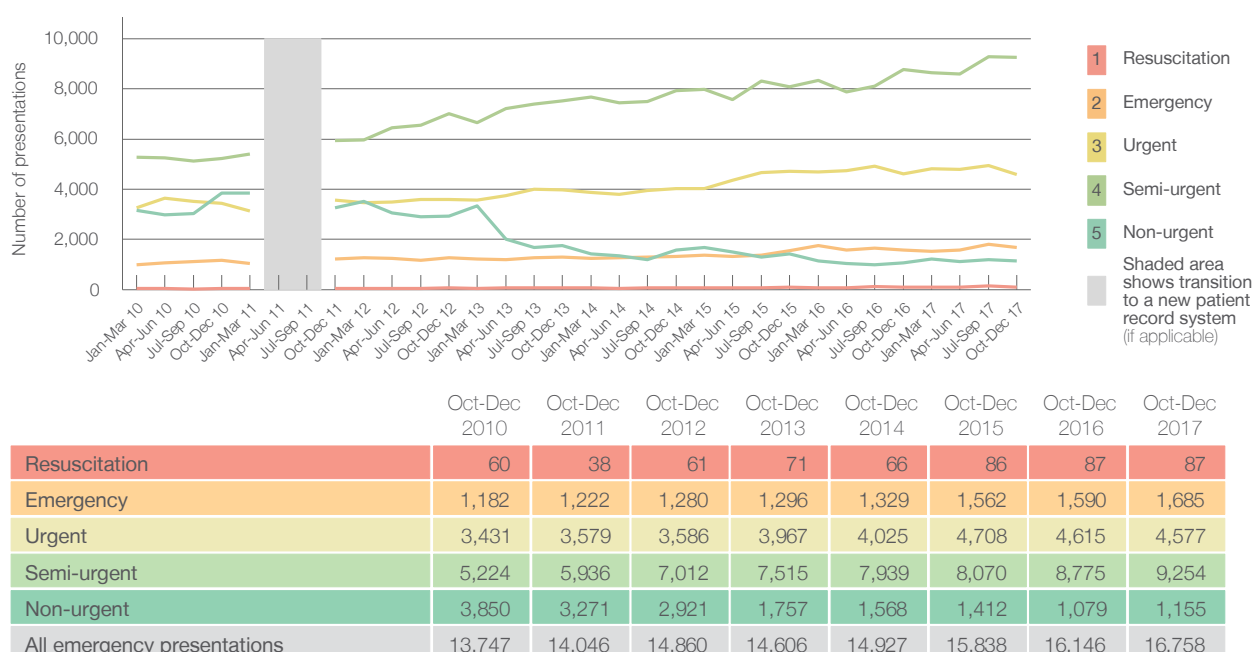
October to December 2017

All presentations:¹ 16,873 patients

Emergency presentations² by triage category: 16,758 patients



Emergency presentations² by quarter, January 2010 to December 2017[‡]



Wyong Hospital: Patients arriving by ambulance

October to December 2017

Arrivals used to calculate transfer of care time:⁷ 4,268 patients

ED Transfer of care time



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

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

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

October to December 2017

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

Number of triage 2 patients: 1,685

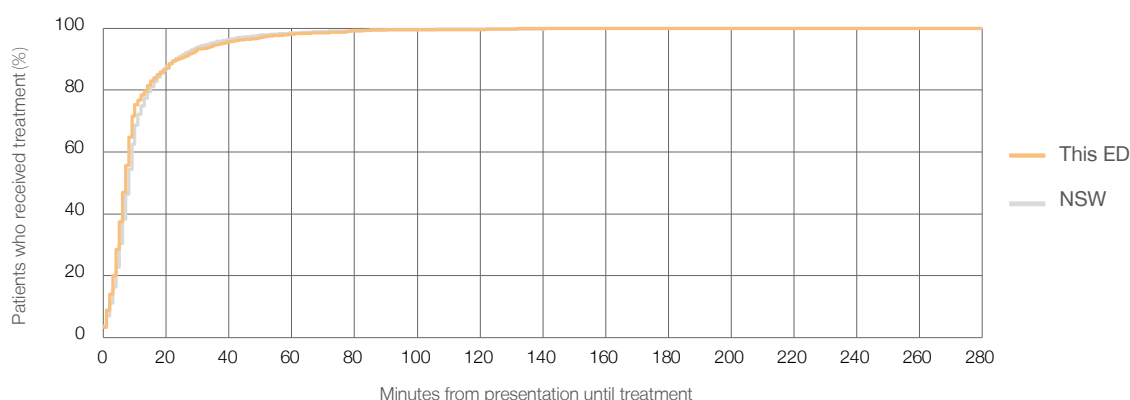
Number of triage 2 patients used to calculate waiting time: ³ 1,679

Median time to start treatment ⁴ 7 minutes

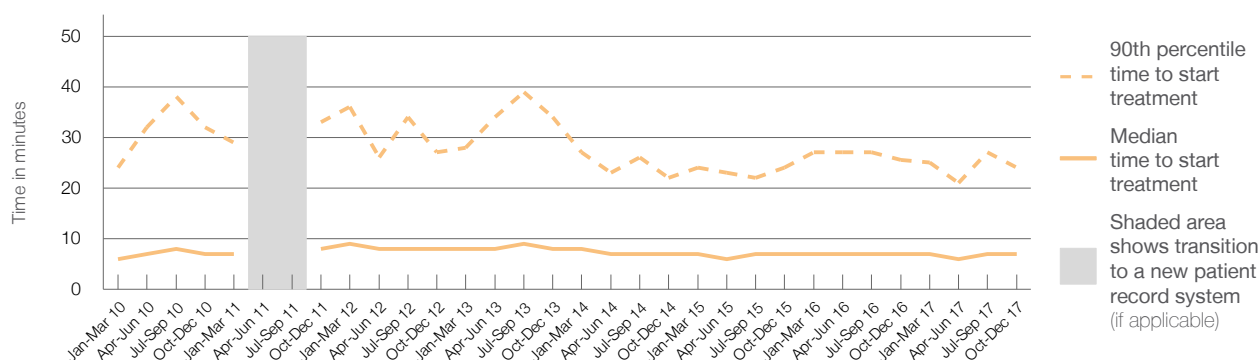
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
1,590	
1,580	
7 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 ^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	32	33	27	34	22	24	26	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.

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

October to December 2017

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

Number of triage 3 patients: 4,577

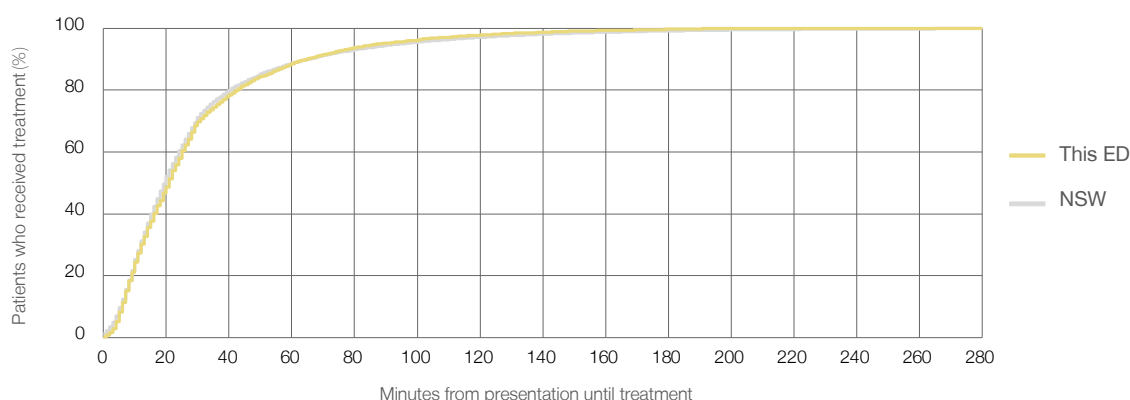
Number of triage 3 patients used to calculate waiting time:³ 4,546

Median time to start treatment⁴ 21 minutes

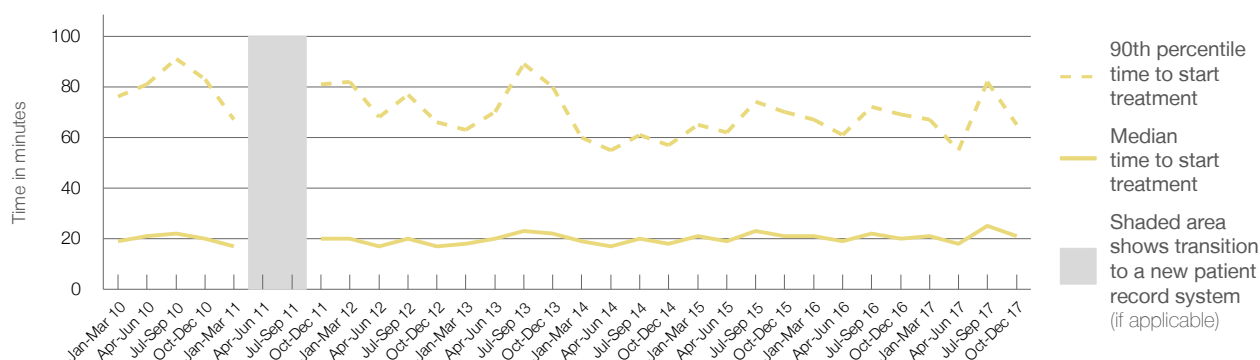
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
4,615	
4,579	
20 minutes	20 minutes
69 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	20	20	17	22	18	21	20	21
90th percentile time to start treatment ⁵ (minutes)	83	81	66	80	57	70	69	65

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

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

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

October to December 2017

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

Number of triage 4 patients: 9,254

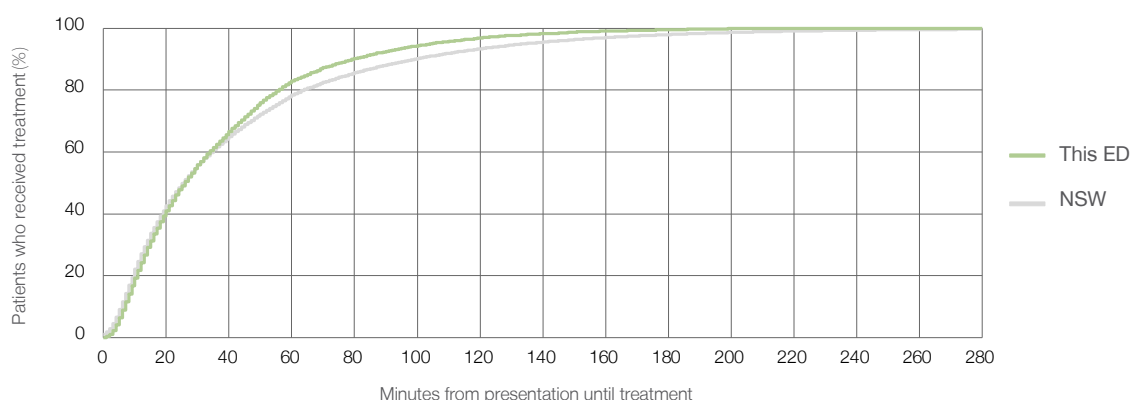
Number of triage 4 patients used to calculate waiting time:³ 9,032

Median time to start treatment⁴ 26 minutes

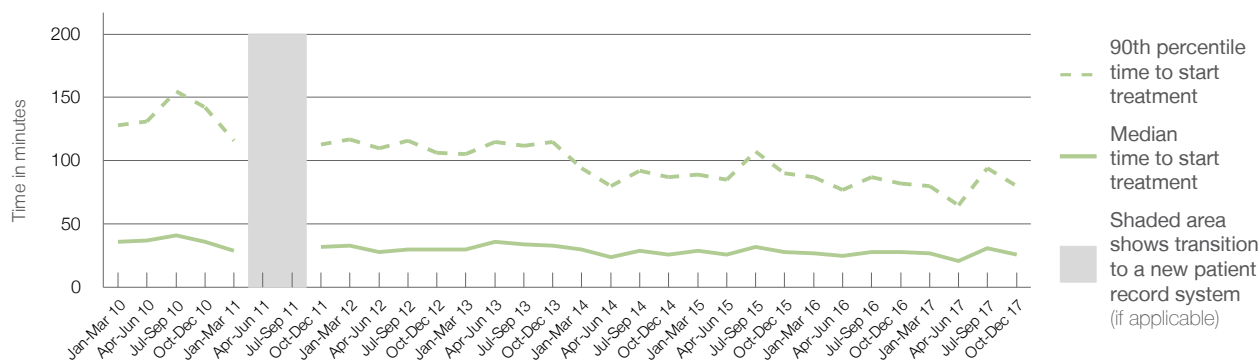
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
8,775	
8,511	
28 minutes	26 minutes
82 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	36	32	30	33	26	28	28	26
90th percentile time to start treatment ⁵ (minutes)	142	113	106	115	87	90	82	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.

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

October to December 2017

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

Number of triage 5 patients: 1,155

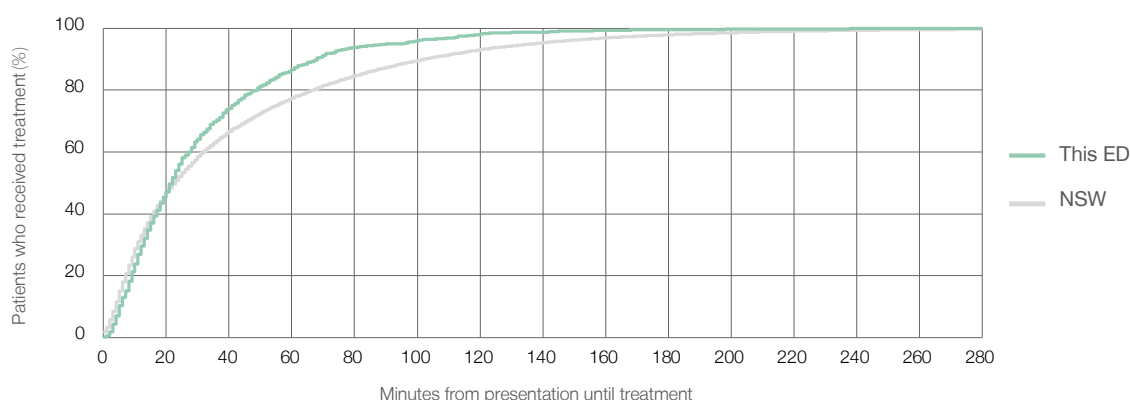
Number of triage 5 patients used to calculate waiting time:³ 1,112

Median time to start treatment⁴ 22 minutes

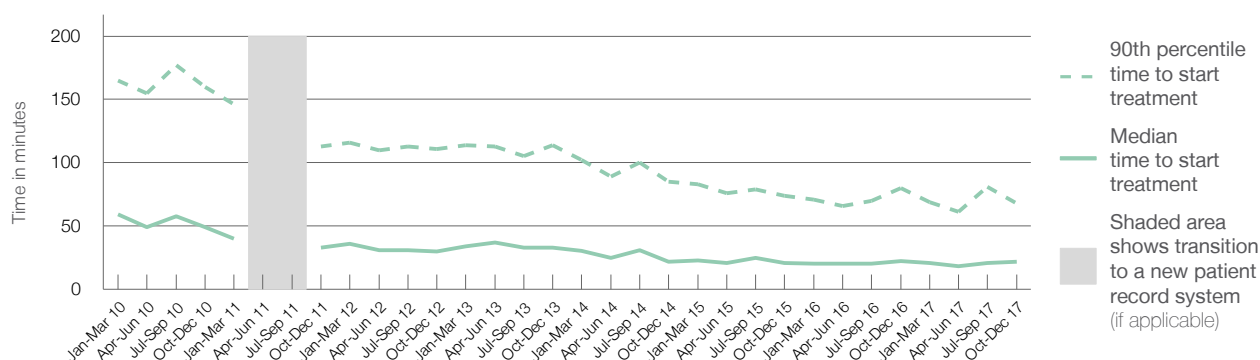
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,079	
1,008	
23 minutes	23 minutes
80 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	49	33	30	33	22	21	23	22
90th percentile time to start treatment ⁵ (minutes)	160	113	111	114	85	74	80	68

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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.

Wyong Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 16,873 patients

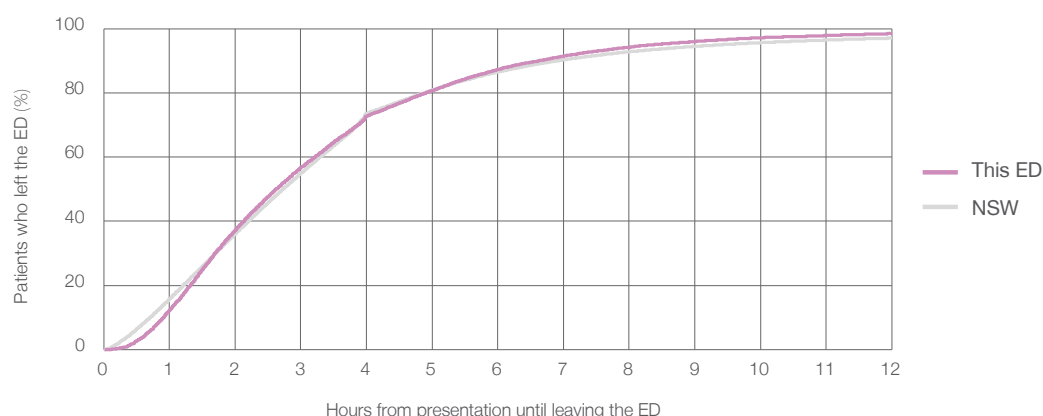
Presentations used to calculate time to leaving the ED:⁶ 16,873 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

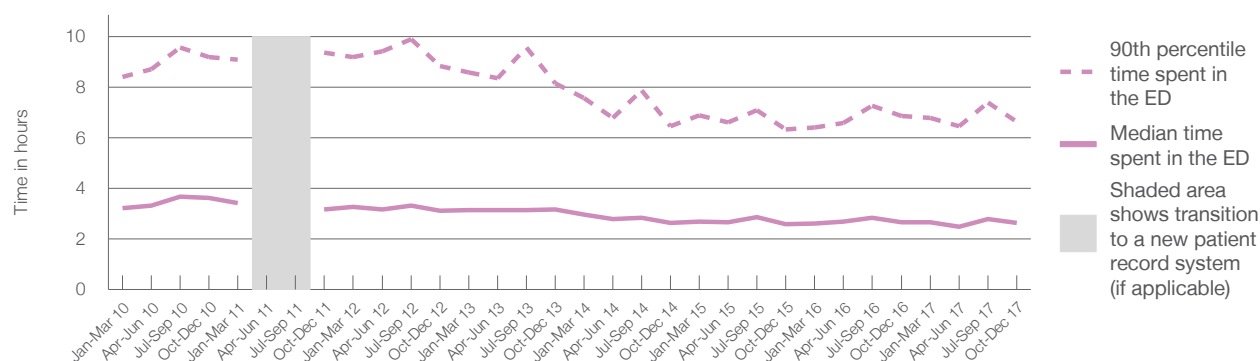
90th percentile time spent in the ED⁹ 6 hours and 38 minutes

Same period last year	NSW (this period)
16,301	
16,301	
2 hours and 40 minutes	2 hours and 44 minutes
6 hours and 52 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 38m	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 11m	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m	6h 38m

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

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

Wyong Hospital: Time patients spent in the ED

By mode of separation

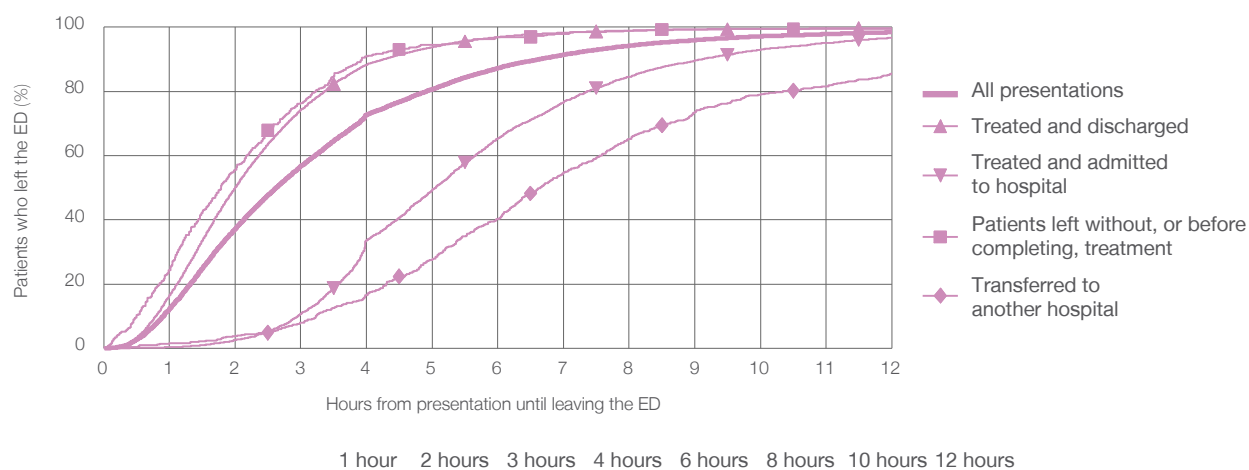
October to December 2017

All presentations:[†] 16,873 patients

Presentations used to calculate time to leaving the ED:[‡] 16,873 patients

		Same period last year	Change since one year ago
Treated and discharged	11,789 (69.9%)	11,277	4.5%
Treated and admitted to hospital	3,963 (23.5%)	3,835	3.3%
Patient left without, or before completing, treatment	439 (2.6%)	480	-8.5%
Transferred to another hospital	674 (4.0%)	687	-1.9%
Other	8 (0%)	22	-63.6%

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



Treated and discharged	16.5%	50.1%	74.3%	88.4%	97.0%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.3%	2.5%	10.7%	33.7%	65.4%	84.6%	93.0%	96.6%
Patient left without, or before completing, treatment	24.4%	55.6%	76.3%	90.9%	96.8%	98.9%	99.5%	99.5%
Transferred to another hospital	1.5%	3.9%	7.9%	16.6%	40.4%	65.3%	79.1%	85.6%
All presentations	12.3%	37.3%	56.8%	72.7%	87.3%	94.2%	97.2%	98.5%

(†) 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.

Wyong Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 16,873 patients

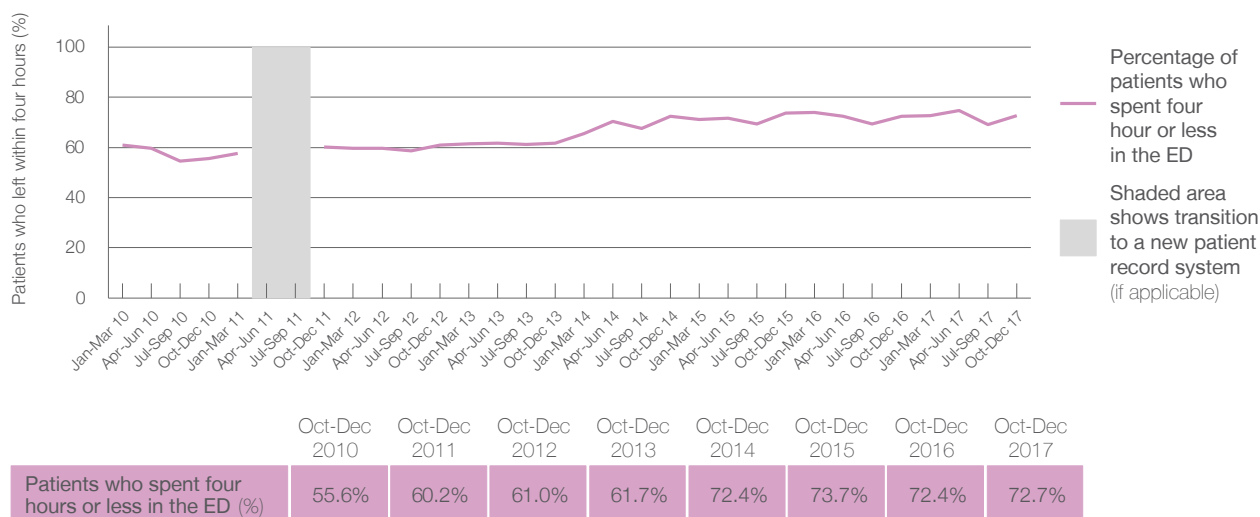
Presentations used to calculate time to leaving the ED: ⁶ 16,873 patients

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



Same period last year	Change since one year ago
16,301	3.5%
16,301	3.5%
72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
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 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
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- 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).