

Healthcare Quarterly

Performance Profiles

Emergency Department

Principal referral hospitals
(A1) peer group

January to March 2018

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,429 patients

Emergency presentations:² 13,331 patients

Same period last year	Change since one year ago
13,463	0%
13,357	0%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,367 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,551 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,768 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 545 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,468	
9 minutes	8 minutes
28 minutes	23 minutes
5,881	
22 minutes	20 minutes
67 minutes	65 minutes
4,279	
24 minutes	25 minutes
85 minutes	98 minutes
623	
22 minutes	22 minutes
93 minutes	97 minutes

Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,429 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
13,463	0%
76%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

January to March 2018

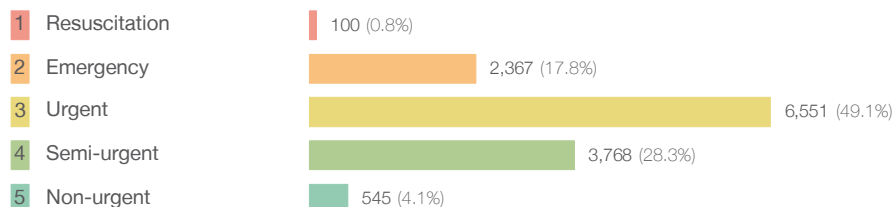
All presentations:¹ 13,429 patients

Same period last year
Change since one year ago

13,463 0%

Emergency presentations² by triage category: 13,331 patients

13,357 0%



106 -5.7%

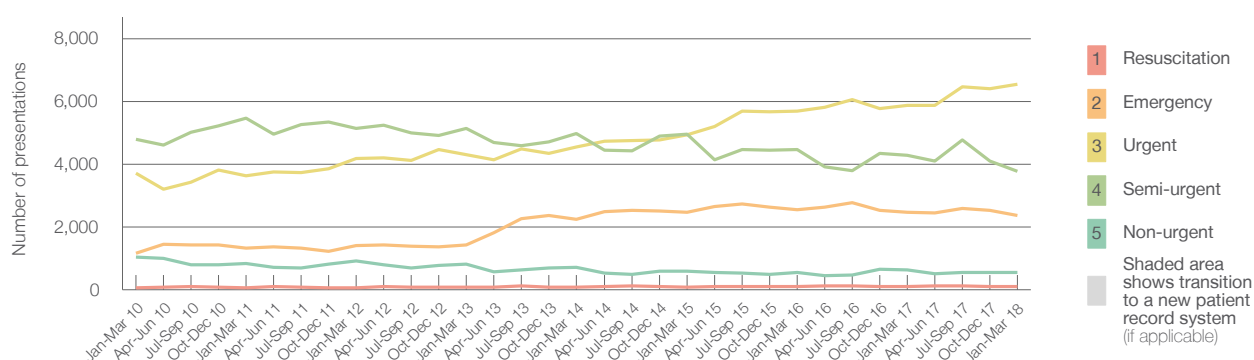
2,468 -4.1%

5,881 11.4%

4,279 -11.9%

623 -12.5%

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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	65	61	65	73	83	87	106	106	100
Emergency	1,164	1,325	1,401	1,430	2,242	2,456	2,548	2,468	2,367
Urgent	3,704	3,620	4,184	4,295	4,556	4,934	5,692	5,881	6,551
Semi-urgent	4,802	5,455	5,130	5,145	4,984	4,949	4,463	4,279	3,768
Non-urgent	1,035	842	913	814	711	581	554	623	545
All emergency presentations	10,770	11,303	11,693	11,757	12,576	13,007	13,363	13,357	13,331

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,789 patients

Same period last year
Change since one year ago

3,761

ED Transfer of care time

Median time 13 minutes

90th percentile time 25 minutes

13 minutes 0 minutes

25 minutes 0 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 2,367

Number of triage 2 patients used to calculate waiting time:³ 2,363

Median time to start treatment⁴

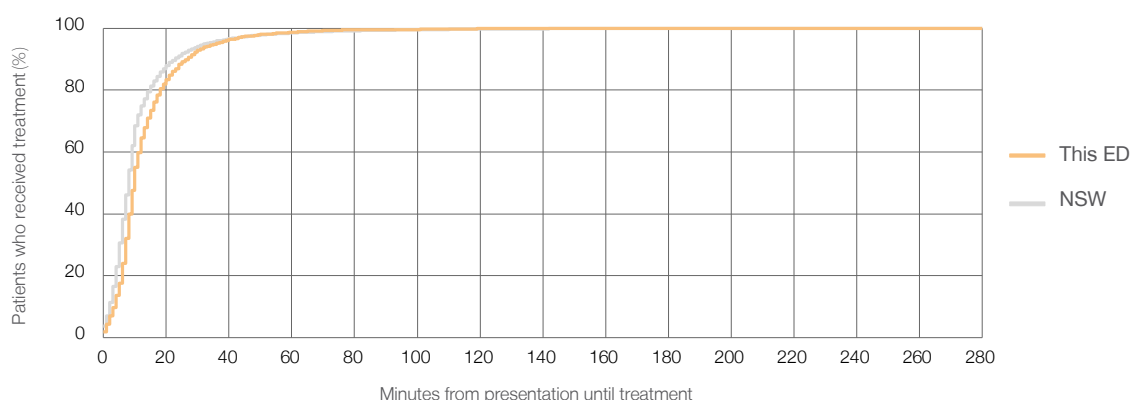
10 minutes

90th percentile time to start treatment⁵

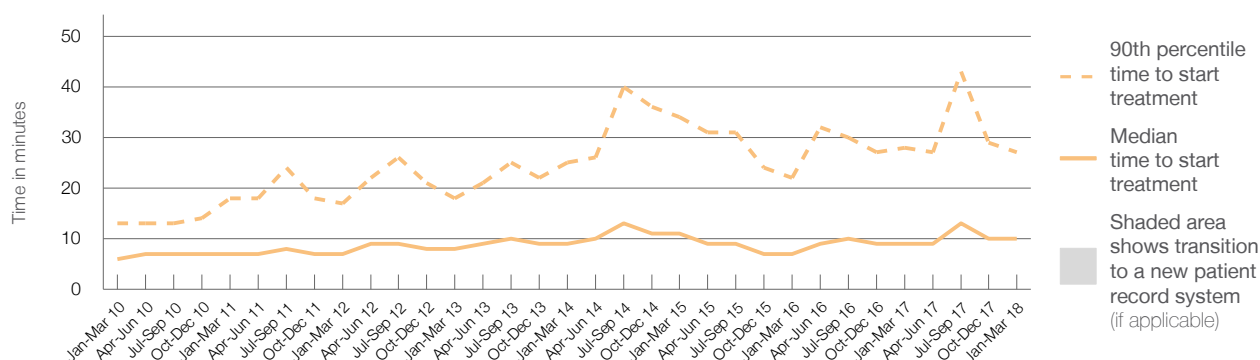
27 minutes

Same period last year	NSW (this period)
2,468	
2,463	
9 minutes	8 minutes
28 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	7	7	8	9	11	7	9	10
90th percentile time to start treatment ⁵ (minutes)	13	18	17	18	25	34	22	28	27

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

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

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

January to March 2018

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

Number of triage 3 patients: 6,551

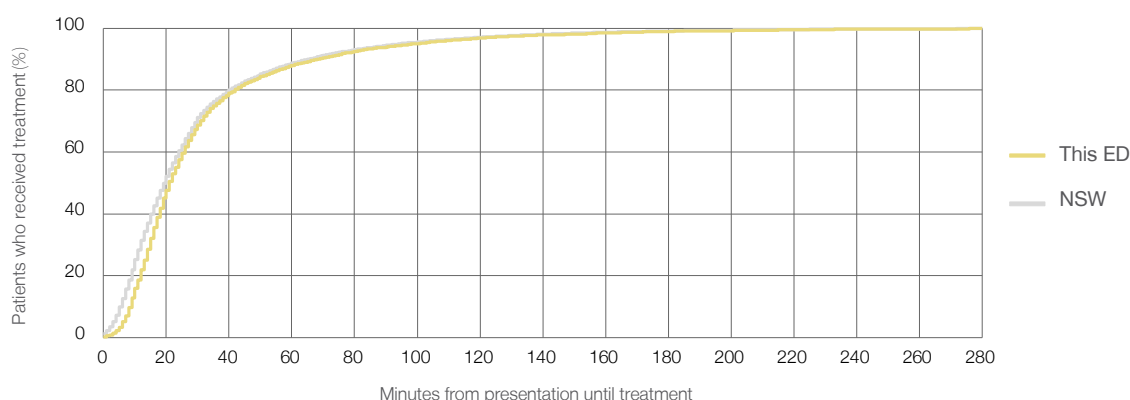
Number of triage 3 patients used to calculate waiting time:³ 6,484

Median time to start treatment⁴ 21 minutes

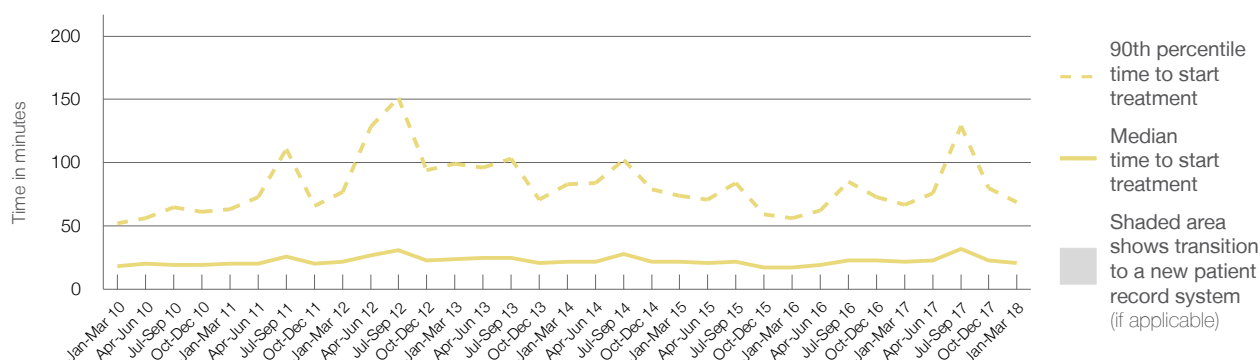
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
5,881	
5,796	
22 minutes	20 minutes
67 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	18	20	22	24	22	22	17	22	21
90th percentile time to start treatment ⁵ (minutes)	52	63	77	99	83	74	56	67	69

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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.

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

January to March 2018

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

Number of triage 4 patients: 3,768

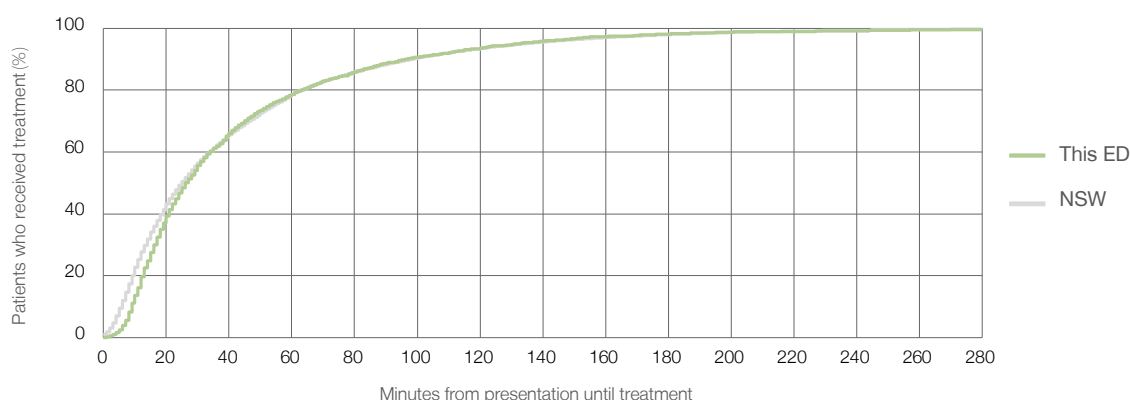
Number of triage 4 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴ 27 minutes

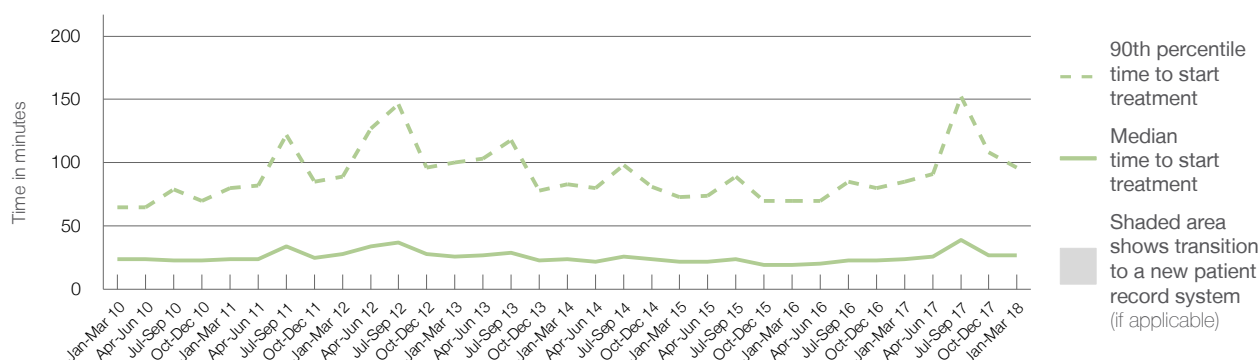
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,279	
4,122	
24 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	24	24	28	26	24	22	19	24	27
90th percentile time to start treatment ⁵ (minutes)	65	80	89	100	83	73	70	85	96

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

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

January to March 2018

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

Number of triage 5 patients: 545

Number of triage 5 patients used to calculate waiting time:³ 441

Median time to start treatment⁴

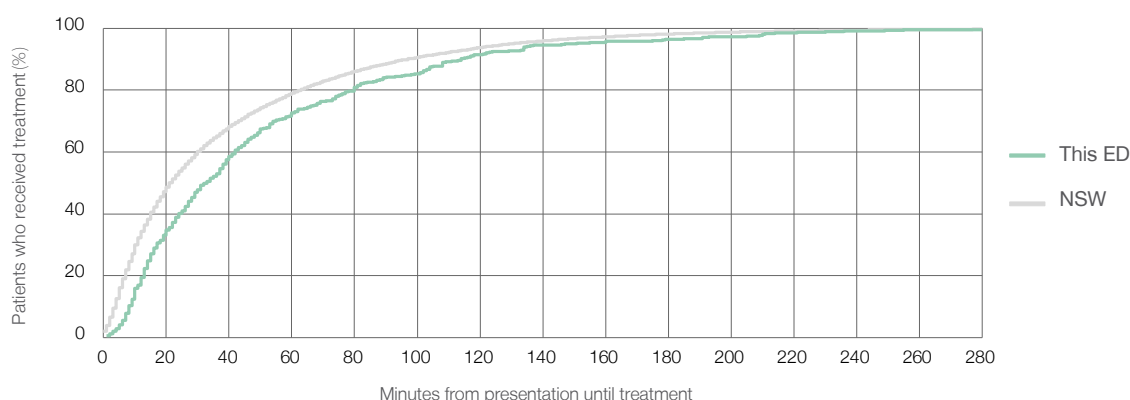
33 minutes

90th percentile time to start treatment⁵

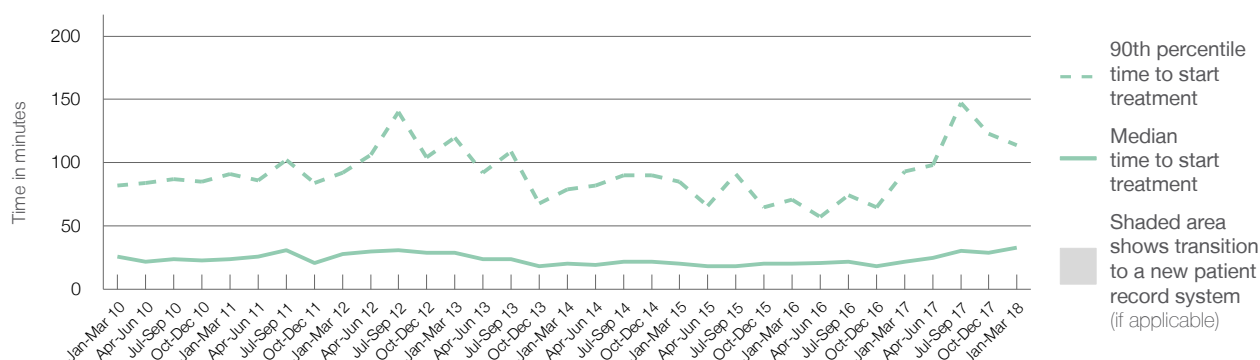
114 minutes

Same period last year	NSW (this period)
623	
514	
22 minutes	22 minutes
93 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	24	28	29	20	20	20	22	33
90th percentile time to start treatment ⁵ (minutes)	82	91	92	120	79	85	71	93	114

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

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Bankstown-Lidcombe Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,429 patients

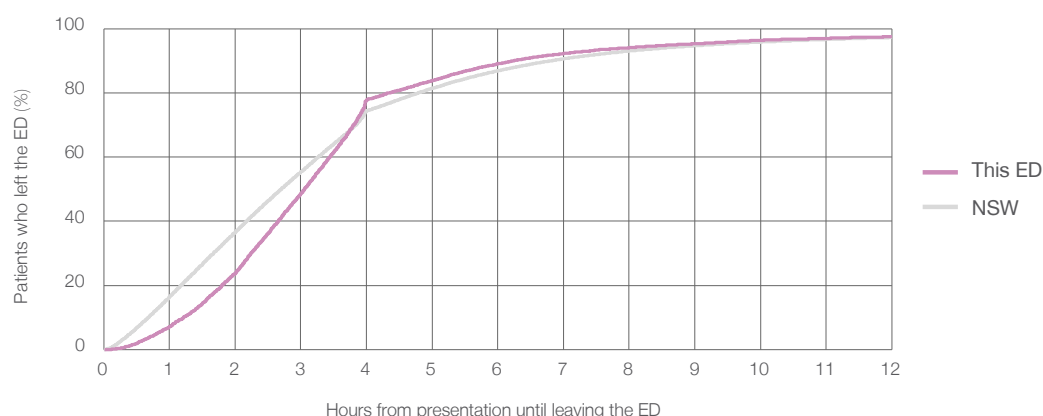
Presentations used to calculate time to leaving the ED:⁶ 13,429 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

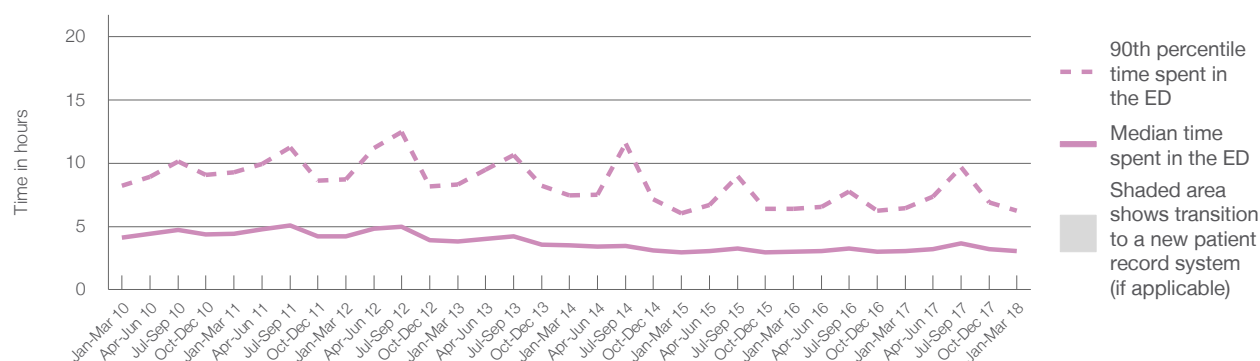
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
13,463	13,463
3 hours and 4 minutes	2 hours and 42 minutes
6 hours and 28 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 6m	4h 25m	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 13m	9h 16m	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m	6h 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.

Bankstown-Lidcombe Hospital: Time patients spent in the ED

By mode of separation

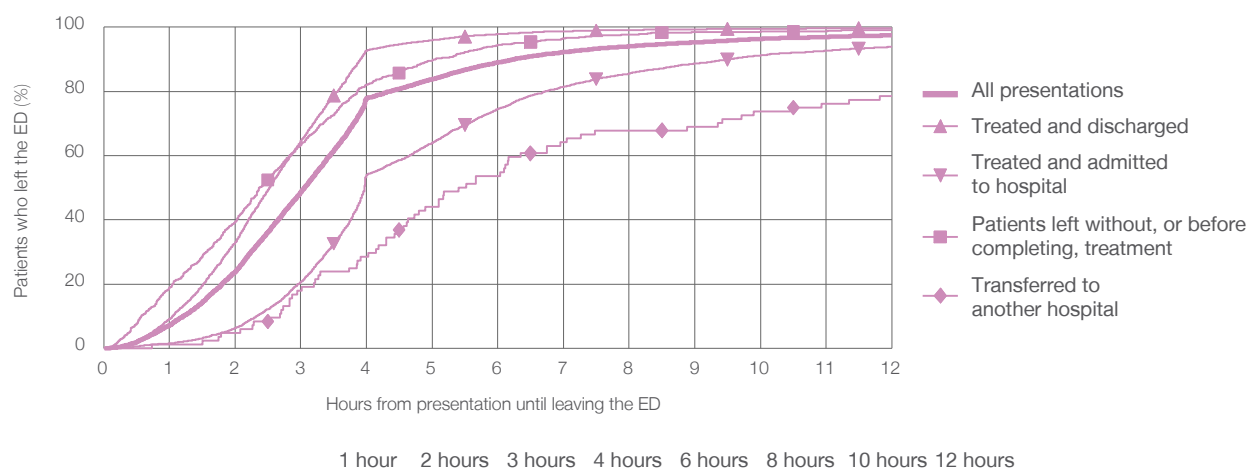
January to March 2018

All presentations:[†] 13,429 patients

Presentations used to calculate time to leaving the ED:[‡] 13,429 patients

		Same period last year	Change since one year ago
		13,463	0%
Treated and discharged	7,529 (56.1%)	7,247	3.9%
Treated and admitted to hospital	4,754 (35.4%)	5,048	-5.8%
Patient left without, or before completing, treatment	1,046 (7.8%)	1,047	-0.1%
Transferred to another hospital	84 (0.6%)	91	-7.7%
Other	16 (0.1%)	30	-46.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.2%	33.0%	64.6%	92.8%	97.8%	99.2%	99.5%	99.8%
Treated and admitted to hospital	1.5%	6.3%	20.7%	54.1%	74.6%	85.6%	91.2%	93.9%
Patient left without, or before completing, treatment	18.8%	39.5%	63.5%	82.1%	94.5%	97.7%	98.7%	99.0%
Transferred to another hospital	1.2%	4.8%	17.9%	28.6%	53.6%	67.9%	73.8%	78.6%
All presentations	7.2%	23.9%	48.7%	77.9%	89.1%	94.1%	96.4%	97.5%

(†) 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.

Bankstown-Lidcombe Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 13,429 patients

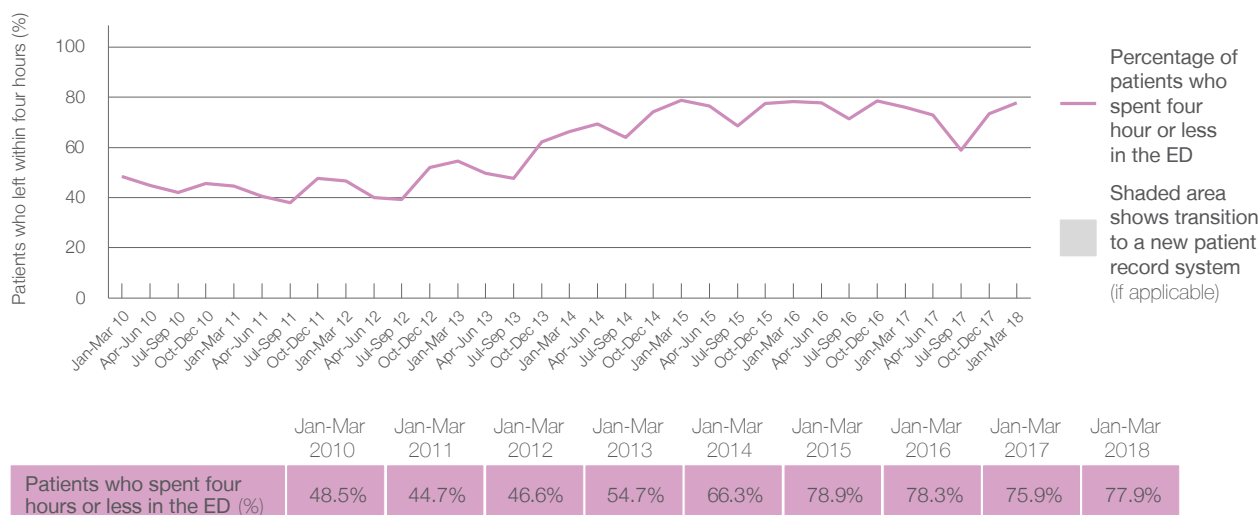
Presentations used to calculate time to leaving the ED: ⁶ 13,429 patients

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



Same period last year	Change since one year ago
13,463	0%
13,463	0%
75.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Concord Repatriation General Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 9,906 patients

Emergency presentations:² 9,890 patients

Same period last year	Change since one year ago
9,757	2%
9,732	2%

Concord Repatriation General Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,088 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,479 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,804 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 468 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
995	
8 minutes	8 minutes
14 minutes	23 minutes
3,727	
16 minutes	20 minutes
39 minutes	65 minutes
4,433	
19 minutes	25 minutes
68 minutes	98 minutes
535	
19 minutes	22 minutes
76 minutes	97 minutes

Concord Repatriation General Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 9,902 patients

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



Same period last year	Change since one year ago
9,757	1%
77%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

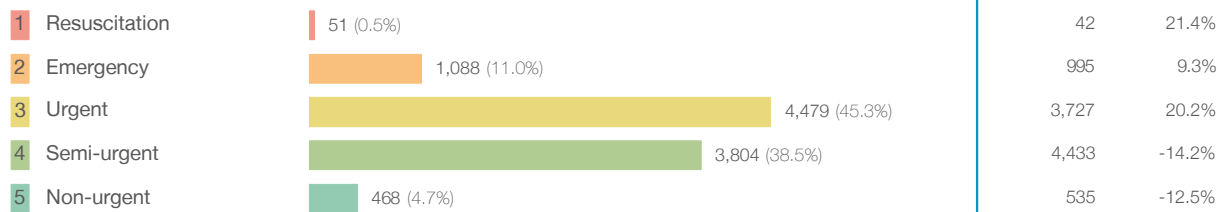
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Concord Repatriation General Hospital: Patients presenting to the emergency department

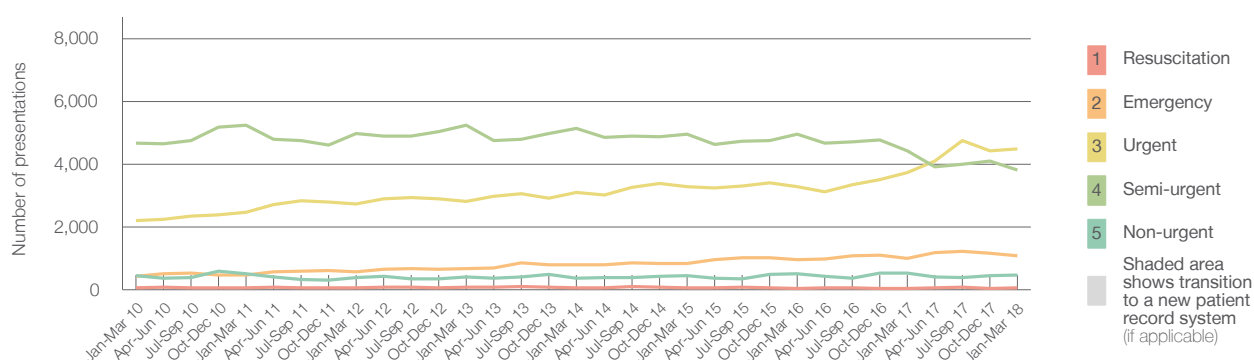
January to March 2018

All presentations:¹ 9,906 patients

Emergency presentations² by triage category: 9,890 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	61	61	63	69	66	62	34	42	51
Emergency	434	462	572	666	794	832	957	995	1,088
Urgent	2,201	2,470	2,736	2,816	3,097	3,276	3,284	3,727	4,479
Semi-urgent	4,673	5,236	4,985	5,233	5,134	4,946	4,953	4,433	3,804
Non-urgent	447	502	388	406	372	444	511	535	468
All emergency presentations	7,816	8,731	8,744	9,190	9,463	9,560	9,739	9,732	9,890

Concord Repatriation General Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,162 patients

ED Transfer of care time



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

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Concord Repatriation General Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,088

Number of triage 2 patients used to calculate waiting time: ³ 1,076

Median time to start treatment ⁴

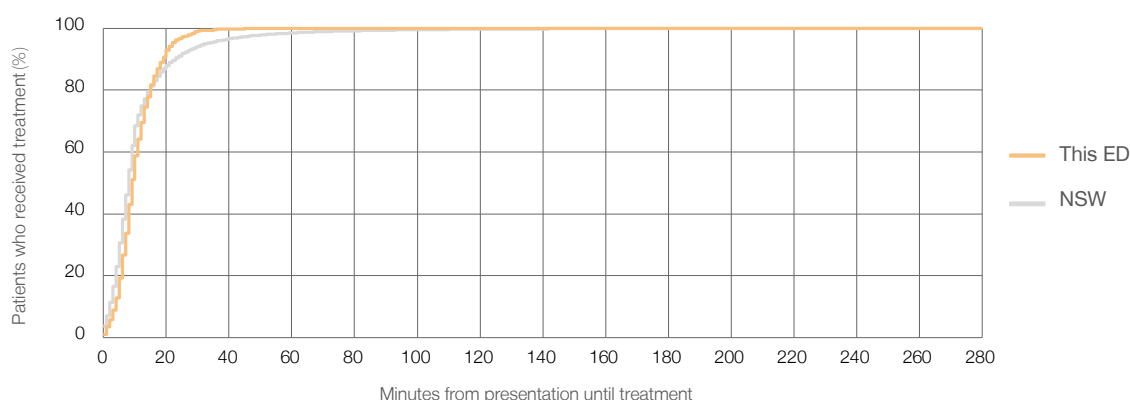
9 minutes

90th percentile time to start treatment ⁵

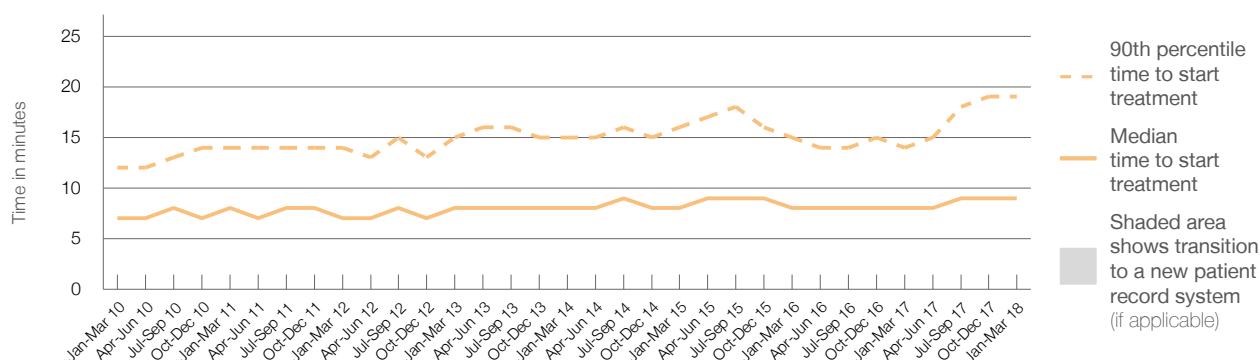
19 minutes

Same period last year	NSW (this period)
995	
993	
8 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	8	7	8	8	8	8	8	9
90th percentile time to start treatment ⁵ (minutes)	12	14	14	15	15	16	15	14	19

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

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Concord Repatriation General Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 4,479

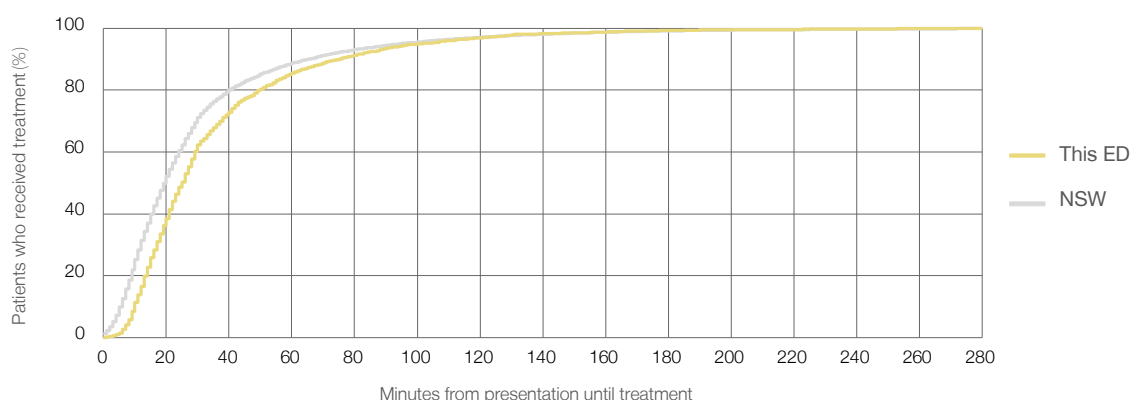
Number of triage 3 patients used to calculate waiting time:³ 4,345

Median time to start treatment⁴ 25 minutes

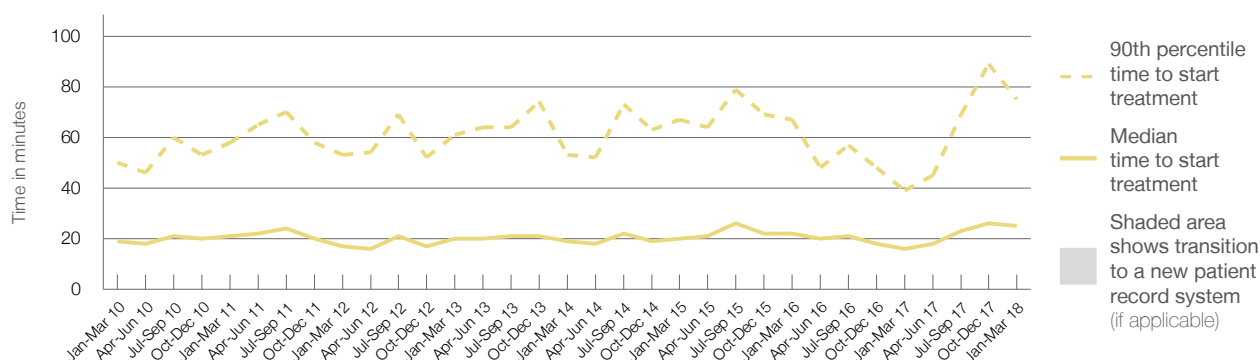
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
3,727	
3,659	
16 minutes	20 minutes
39 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	19	21	17	20	19	20	22	16	25
90th percentile time to start treatment ⁵ (minutes)	50	58	53	61	53	67	67	39	75

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,804

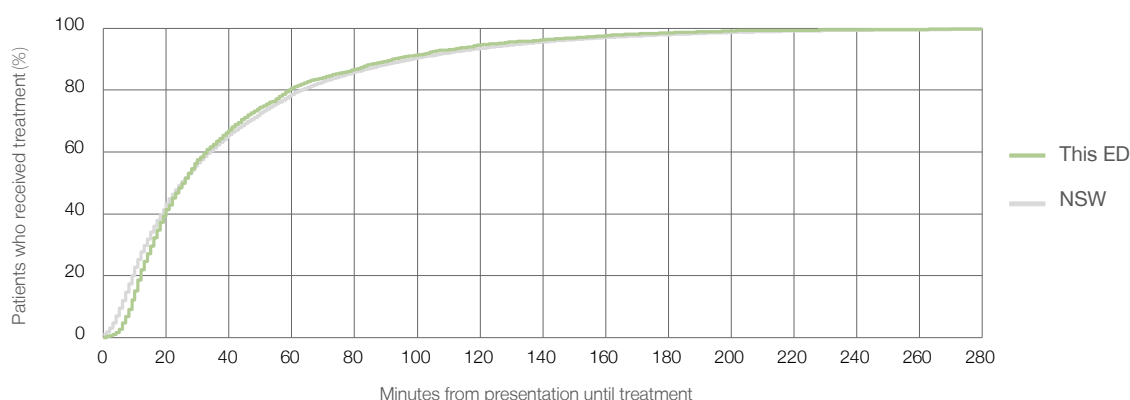
Number of triage 4 patients used to calculate waiting time:³ 3,549

Median time to start treatment⁴ 26 minutes

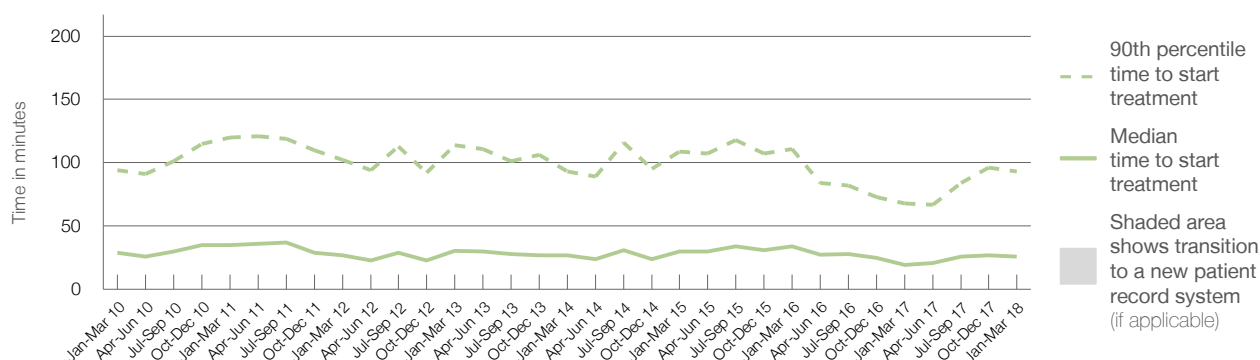
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,433	
4,208	
19 minutes	25 minutes
68 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	29	35	27	31	27	30	34	19	26
90th percentile time to start treatment ⁵ (minutes)	94	120	102	114	93	109	111	68	93

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

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

Concord Repatriation General Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 468

Number of triage 5 patients used to calculate waiting time:³ 405

Median time to start treatment⁴

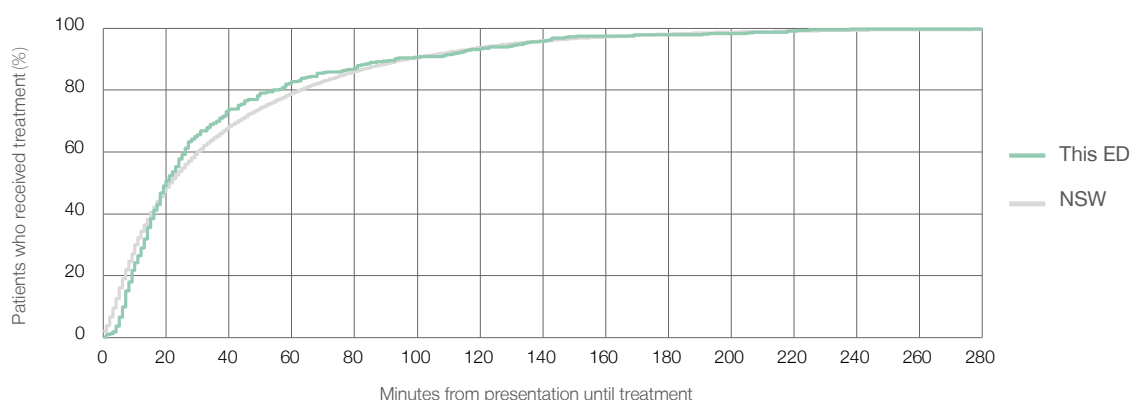
20 minutes

90th percentile time to start treatment⁵

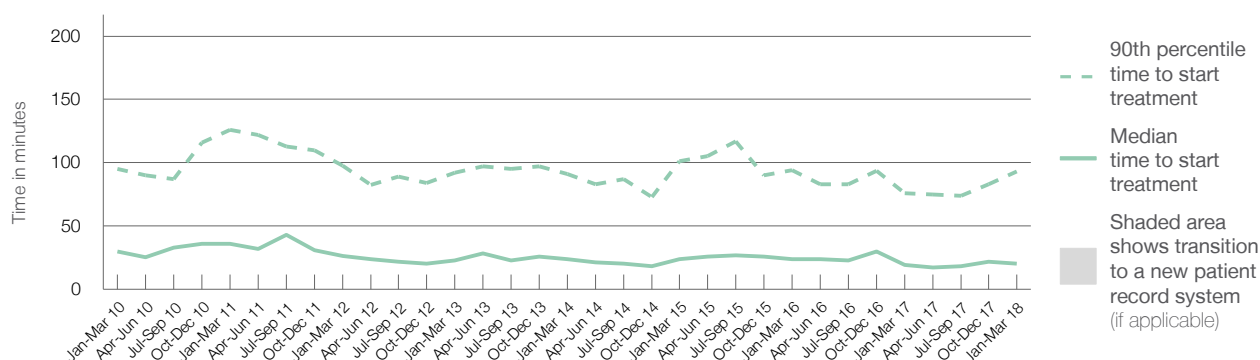
93 minutes

Same period last year	NSW (this period)
535	
458	
19 minutes	22 minutes
76 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	36	27	23	24	24	24	19	20
90th percentile time to start treatment ⁵ (minutes)	95	126	98	92	91	101	94	76	93

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

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

Concord Repatriation General Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 9,906 patients

Presentations used to calculate time to leaving the ED:⁶ 9,902 patients

Median time spent in the ED⁸

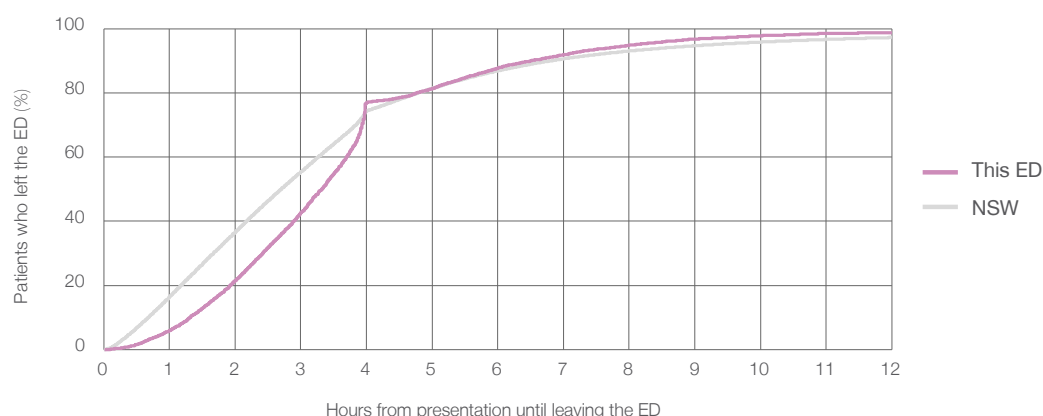
3 hours and 19 minutes

90th percentile time spent in the ED⁹

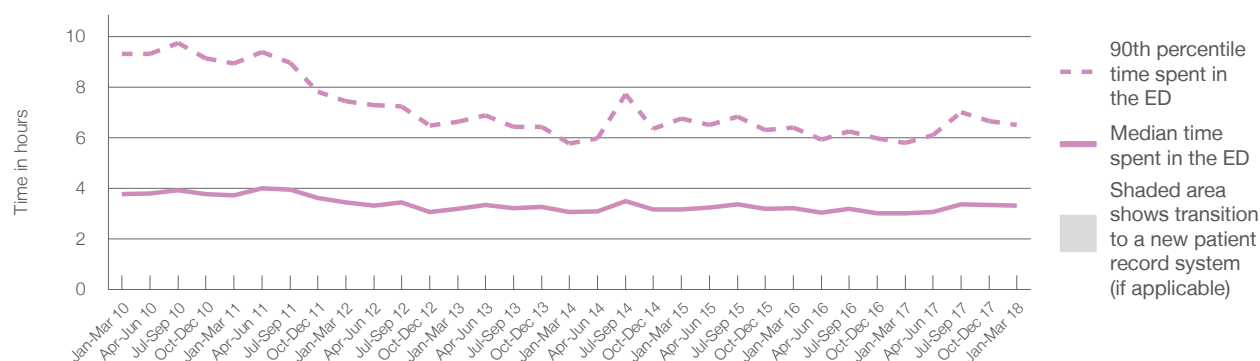
6 hours and 31 minutes

Same period last year	NSW (this period)
9,757	
9,757	
3 hours and 1 minutes	2 hours and 42 minutes
5 hours and 48 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 46m	3h 43m	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m	3h 1m	3h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 19m	8h 56m	7h 26m	6h 38m	5h 46m	6h 46m	6h 25m	5h 48m	6h 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.

Concord Repatriation General Hospital: Time patients spent in the ED

By mode of separation

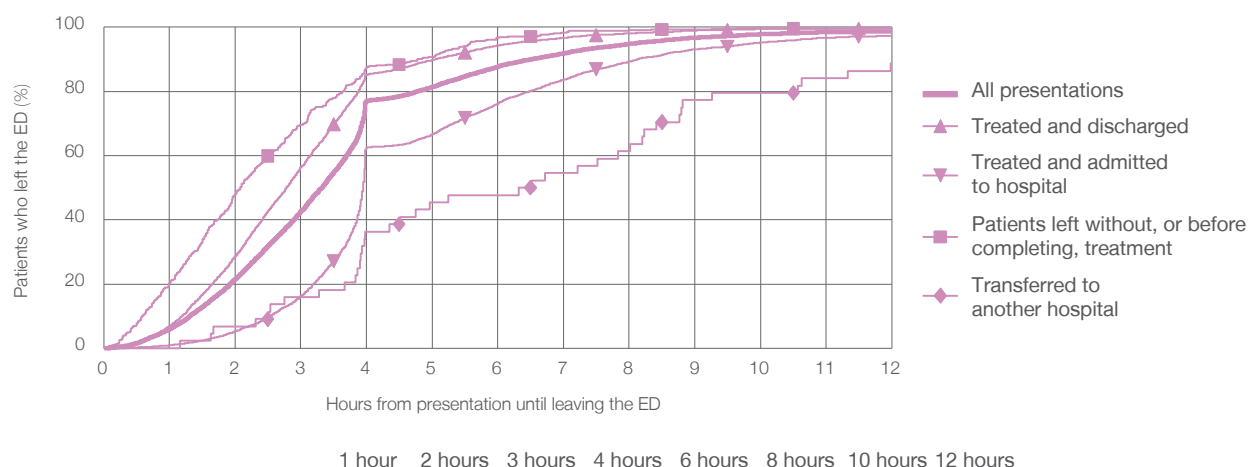
January to March 2018

All presentations:[†] 9,906 patients

Presentations used to calculate time to leaving the ED:[‡] 9,902 patients

		Same period last year	Change since one year ago
Treated and discharged	5,735 (57.9%)	9,757	1%
Treated and admitted to hospital	3,574 (36.1%)	6,566	-12.7%
Patient left without, or before completing, treatment	422 (4.3%)	2,757	29.6%
Transferred to another hospital	44 (0.4%)	294	43.5%
Other	131 (1.3%)	21	109.5%
		119	10.1%

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



Treated and discharged	6.9%	28.6%	56.3%	85.1%	94.3%	98.1%	99.4%	99.7%
Treated and admitted to hospital	1.0%	5.3%	16.2%	62.6%	76.1%	89.4%	95.2%	97.4%
Patient left without, or before completing, treatment	20.4%	48.1%	69.7%	87.4%	96.7%	99.1%	99.8%	99.8%
Transferred to another hospital	0%	6.8%	15.9%	36.4%	47.7%	61.4%	79.5%	88.6%
All presentations	6.0%	21.5%	42.6%	77.0%	87.7%	94.8%	97.8%	98.8%

(†) 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.

Concord Repatriation General Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 9,906 patients

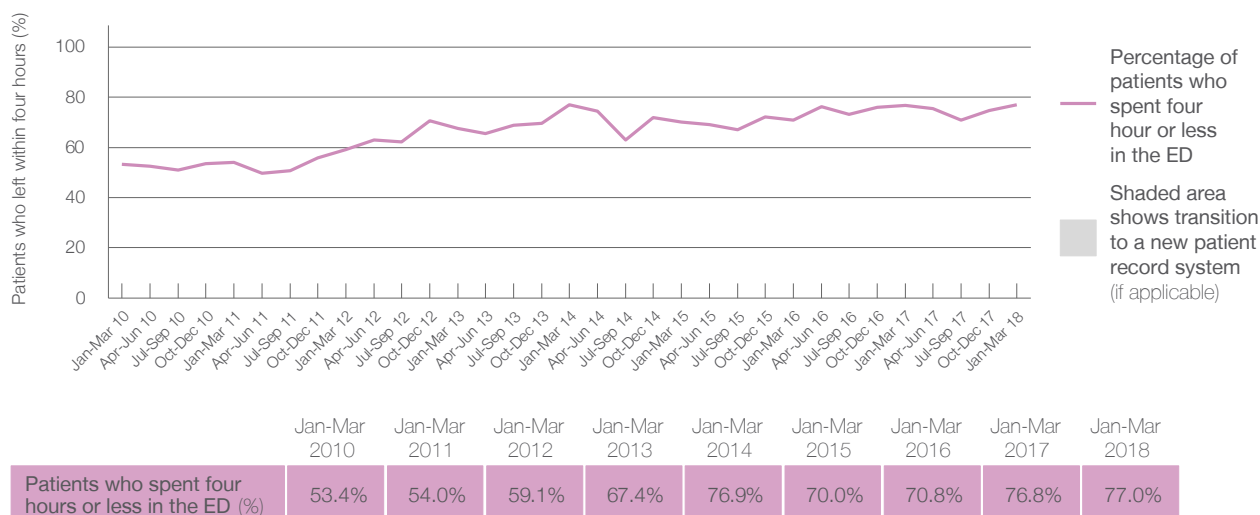
Presentations used to calculate time to leaving the ED: ⁶ 9,902 patients

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



Same period last year	Change since one year ago
9,757	2%
9,757	1%
76.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Gosford Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 17,025 patients

Emergency presentations:² 16,914 patients

Same period last year	Change since one year ago
16,698	2%
16,598	2%

Gosford Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,366 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): 6,507 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,308 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 555 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,055	
6 minutes	8 minutes
20 minutes	23 minutes
6,543	
21 minutes	20 minutes
72 minutes	65 minutes
7,300	
34 minutes	25 minutes
114 minutes	98 minutes
480	
32 minutes	22 minutes
105 minutes	97 minutes

Gosford Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 17,025 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
16,698	2%
68%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

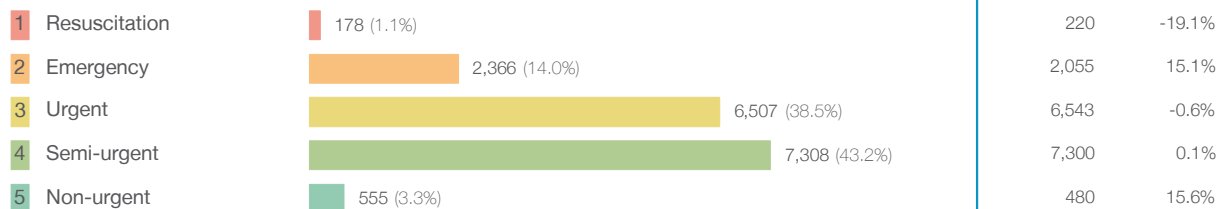
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Gosford Hospital: Patients presenting to the emergency department

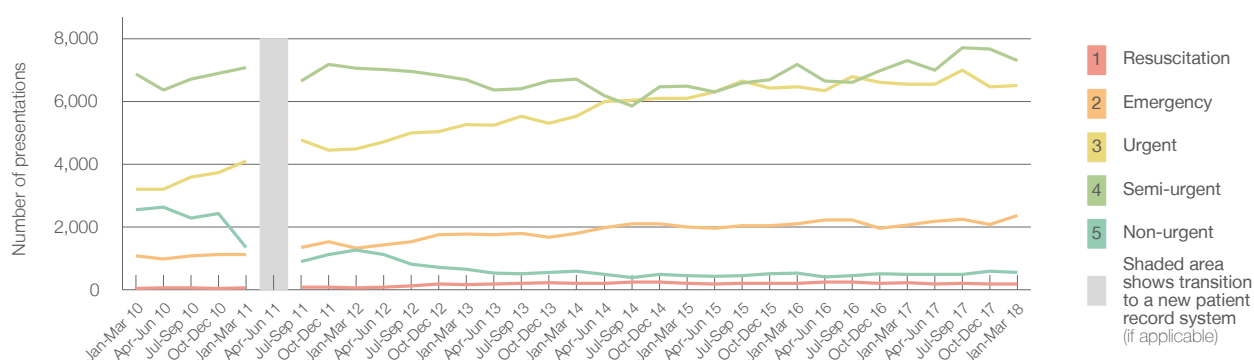
January to March 2018

All presentations:¹ 17,025 patients

Emergency presentations² by triage category: 16,914 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	38	64	59	159	200	199	204	220	178
Emergency	1,087	1,125	1,314	1,780	1,783	2,004	2,091	2,055	2,366
Urgent	3,207	4,104	4,485	5,257	5,528	6,096	6,462	6,543	6,507
Semi-urgent	6,870	7,080	7,064	6,680	6,716	6,490	7,181	7,300	7,308
Non-urgent	2,557	1,349	1,262	660	589	450	532	480	555
All emergency presentations	13,759	13,722	14,184	14,536	14,816	15,239	16,470	16,598	16,914

Gosford Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,648 patients

ED Transfer of care time



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

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

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

January to March 2018

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

Number of triage 2 patients: 2,366

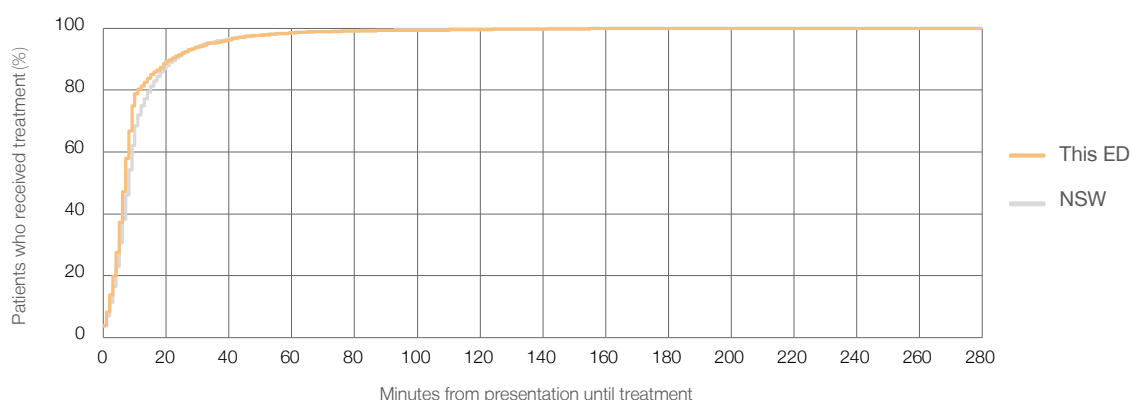
Number of triage 2 patients used to calculate waiting time:³ 2,356

Median time to start treatment⁴ 7 minutes

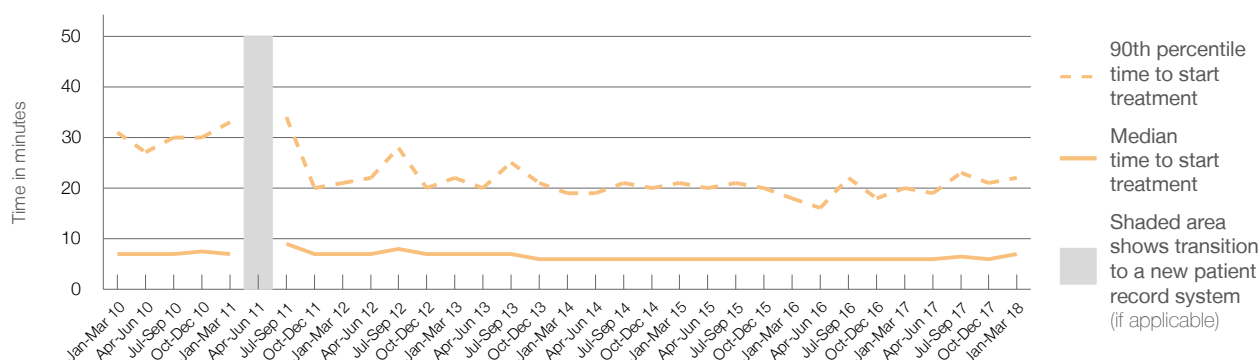
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
2,055	
2,048	
6 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	7	7	7	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	31	33	21	22	19	21	18	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.

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

January to March 2018

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

Number of triage 3 patients: 6,507

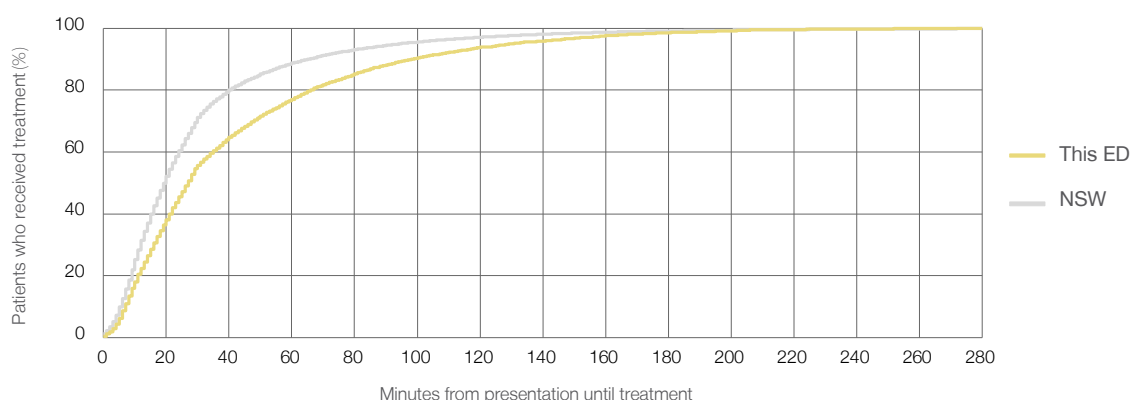
Number of triage 3 patients used to calculate waiting time:³ 6,359

Median time to start treatment⁴ 27 minutes

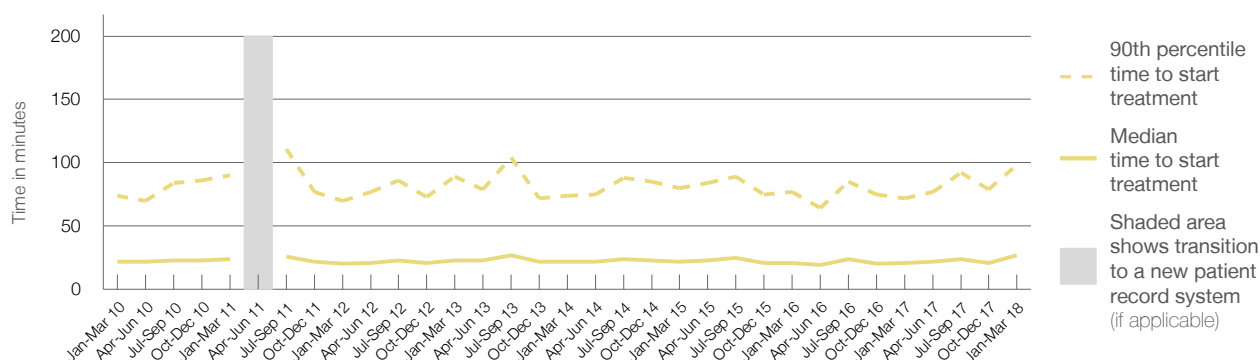
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
6,543	
6,448	
21 minutes	20 minutes
72 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	24	20	23	22	22	21	21	27
90th percentile time to start treatment ⁵ (minutes)	74	90	70	89	74	80	77	72	98

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

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

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

January to March 2018

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

Number of triage 4 patients: 7,308

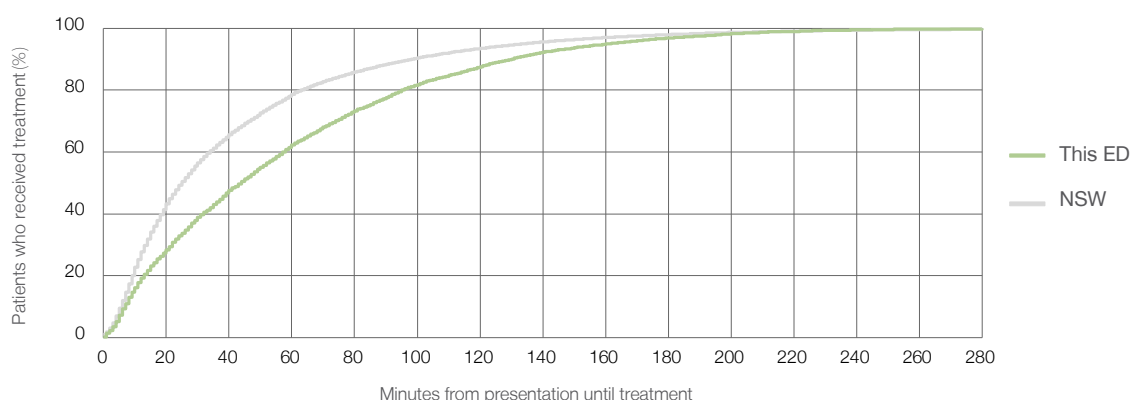
Number of triage 4 patients used to calculate waiting time:³ 6,837

Median time to start treatment⁴ 44 minutes

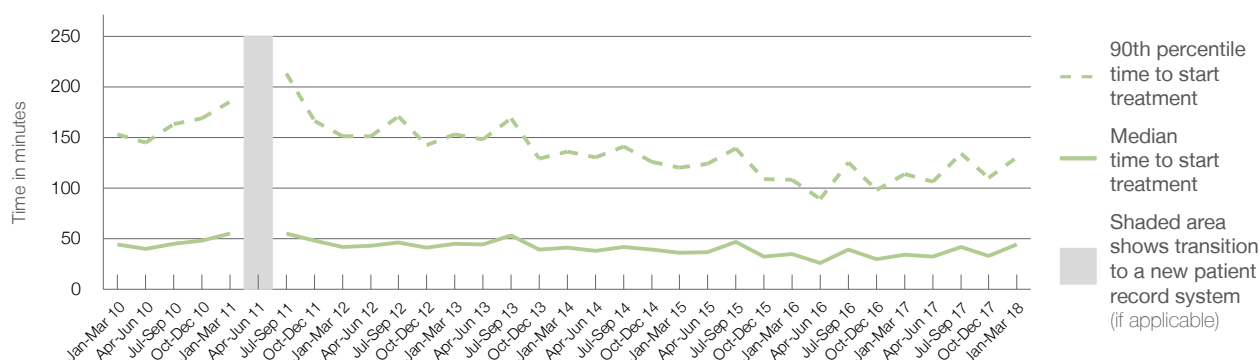
90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
7,300	
6,915	
34 minutes	25 minutes
114 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	44	55	42	45	41	36	35	34	44
90th percentile time to start treatment ⁵ (minutes)	153	185	151	153	136	120	108	114	130

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

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

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

January to March 2018

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

Number of triage 5 patients: 555

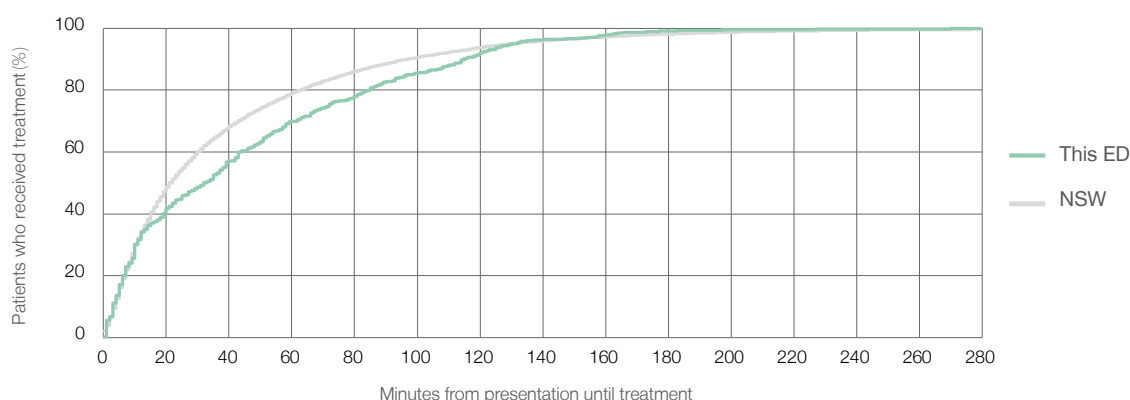
Number of triage 5 patients used to calculate waiting time:³ 448

Median time to start treatment⁴ 33 minutes

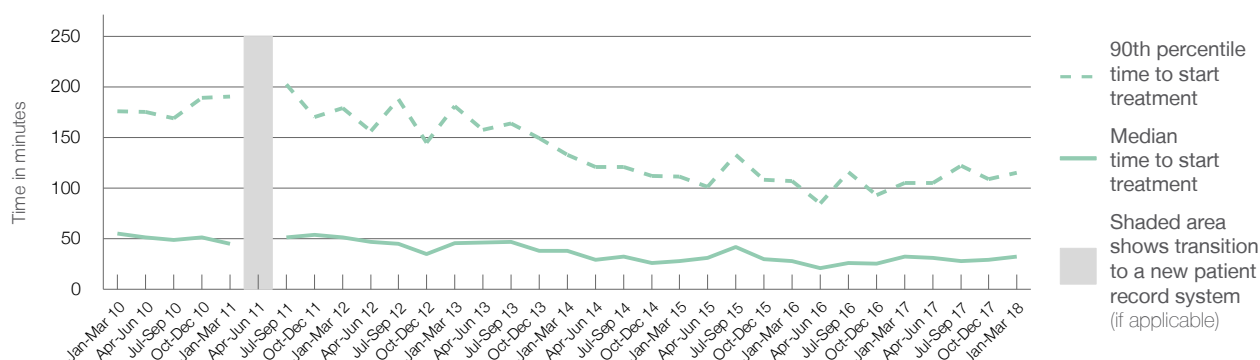
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
480	
389	
32 minutes	22 minutes
105 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	55	45	51	46	38	28	28	32	33
90th percentile time to start treatment ⁵ (minutes)	176	190	179	181	133	111	107	105	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.

Gosford Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 17,025 patients

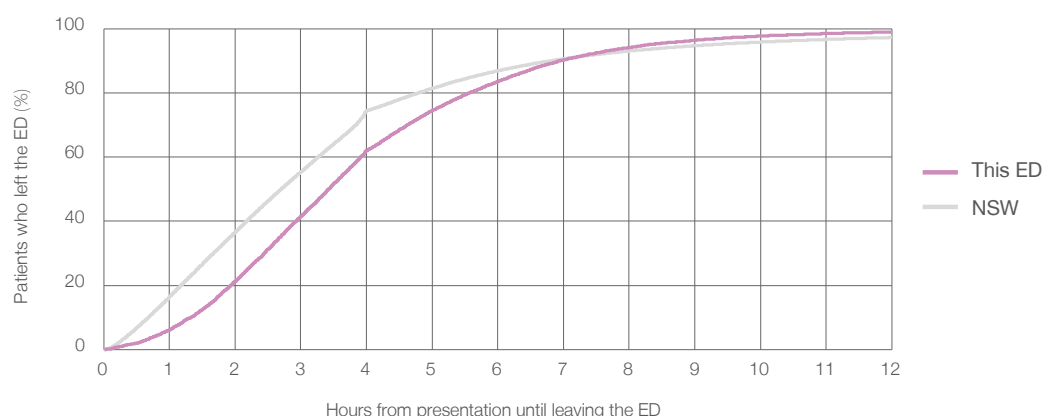
Presentations used to calculate time to leaving the ED:⁶ 17,025 patients

Median time spent in the ED⁸ 3 hours and 25 minutes

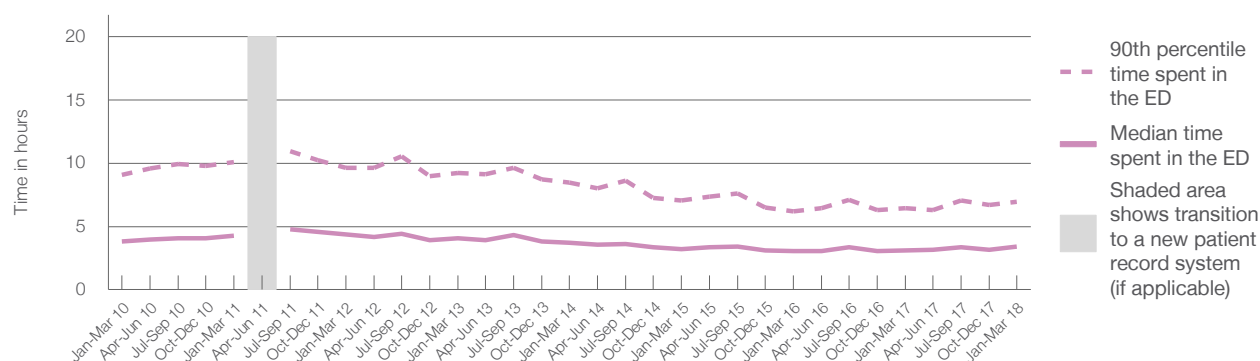
90th percentile time spent in the ED⁹ 6 hours and 57 minutes

Same period last year	NSW (this period)
16,698	
16,698	
3 hours and 7 minutes	2 hours and 42 minutes
6 hours and 27 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 50m	4h 17m	4h 22m	4h 5m	3h 44m	3h 14m	3h 4m	3h 7m	3h 25m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 4m	10h 6m	9h 38m	9h 15m	8h 27m	7h 2m	6h 13m	6h 27m	6h 57m

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Gosford Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

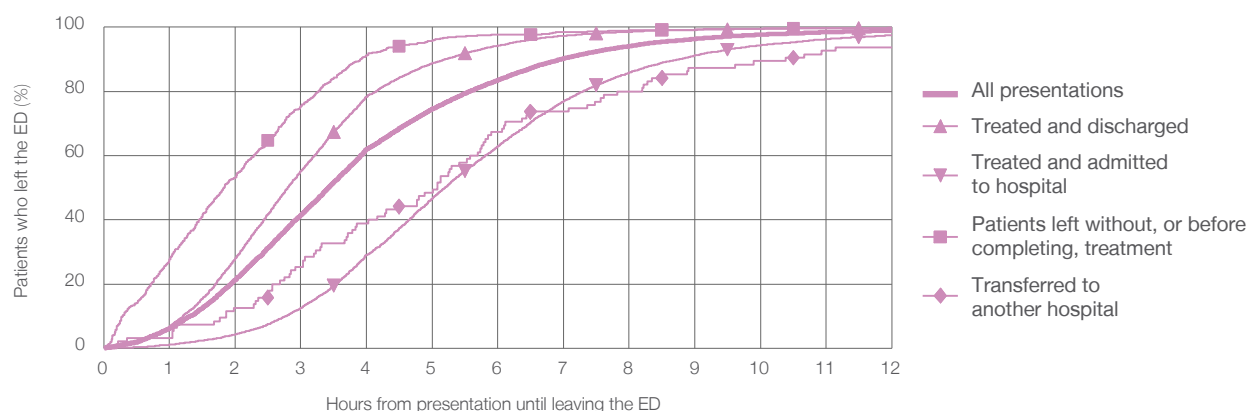
All presentations:[†] 17,025 patients

Presentations used to calculate time to leaving the ED:[‡] 17,025 patients

Treated and discharged	10,155 (59.6%)
Treated and admitted to hospital	5,849 (34.4%)
Patient left without, or before completing, treatment	846 (5.0%)
Transferred to another hospital	95 (0.6%)
Other	80 (0.5%)

Same period last year	Change since one year ago
16,698	2%
10,188	-0.3%
5,736	2.0%
648	30.6%
76	25.0%
50	60.0%

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



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

Treated and discharged	6.8%	28.0%	55.1%	78.5%	94.3%	98.5%	99.5%	99.8%
Treated and admitted to hospital	1.1%	4.3%	12.6%	29.1%	63.0%	85.9%	94.4%	97.5%
Patient left without, or before completing, treatment	27.7%	53.3%	75.4%	91.3%	97.6%	99.1%	99.5%	99.6%
Transferred to another hospital	3.2%	12.6%	25.3%	38.9%	67.4%	80.0%	89.5%	93.7%
All presentations	6.2%	21.4%	41.5%	62.0%	83.6%	94.1%	97.7%	99.0%

(†) 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.

Gosford Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 17,025 patients

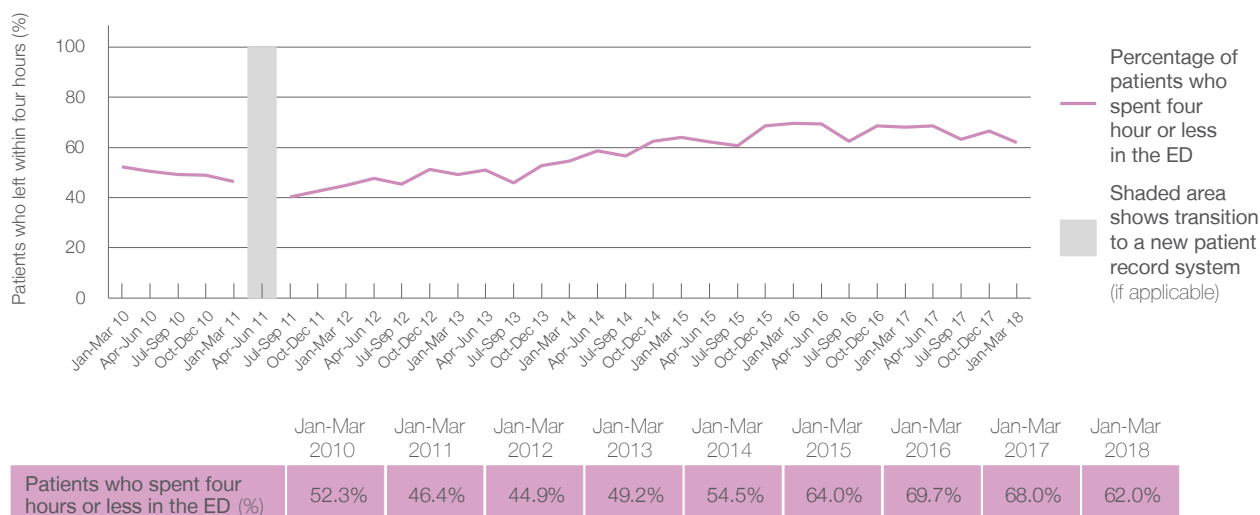
Presentations used to calculate time to leaving the ED: ⁶ 17,025 patients

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



Same period last year	Change since one year ago
16,698	2%
16,698	2%
68.0%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

John Hunter Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations:² 19,456 patients

Same period last year	Change since one year ago
19,433	1%
19,300	1%

John Hunter Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,825 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): 4,536 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,091 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,883 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,782	
7 minutes	8 minutes
22 minutes	23 minutes
5,012	
23 minutes	20 minutes
85 minutes	65 minutes
9,599	
33 minutes	25 minutes
123 minutes	98 minutes
2,822	
41 minutes	22 minutes
144 minutes	97 minutes

John Hunter Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,567 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
19,433	1%
62%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

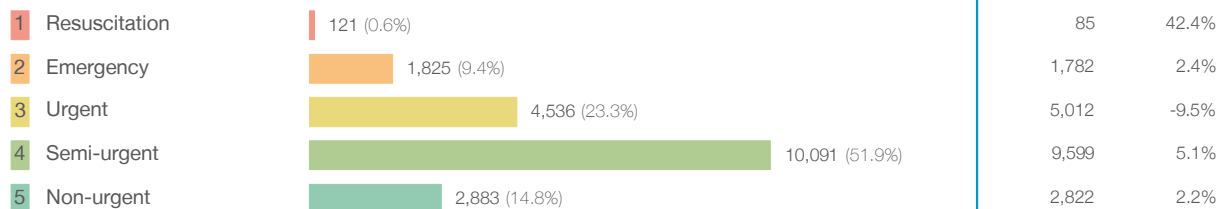
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

John Hunter Hospital: Patients presenting to the emergency department

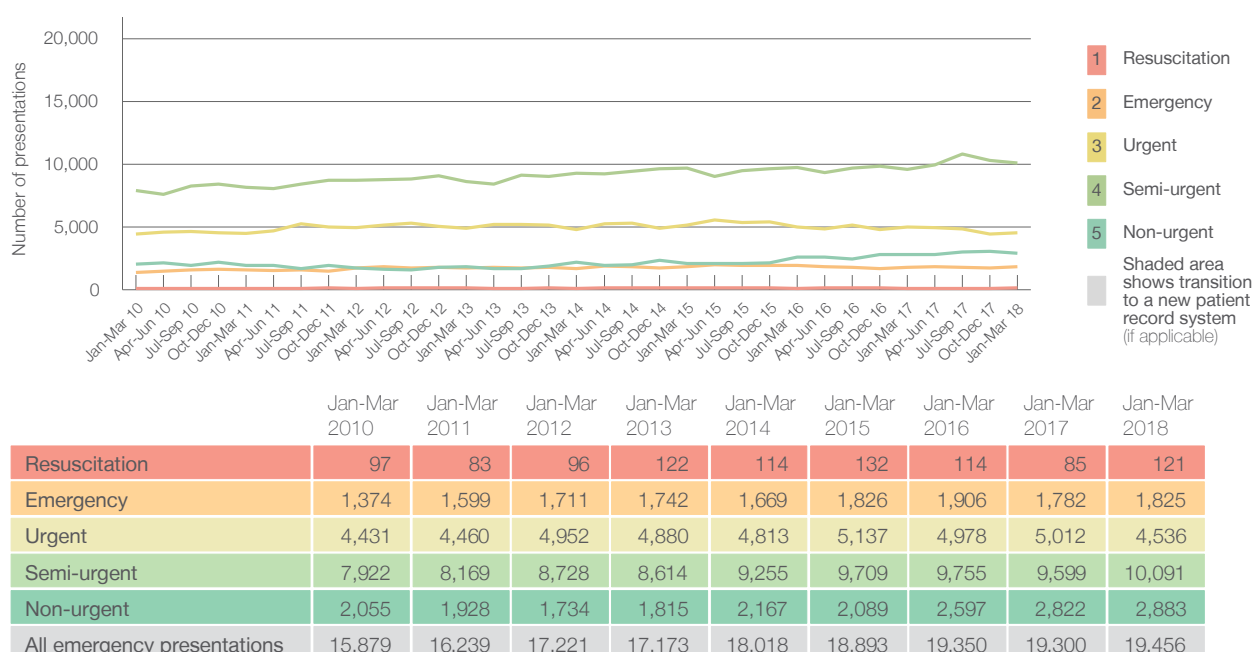
January to March 2018

All presentations:¹ 19,567 patients

Emergency presentations² by triage category: 19,456 patients



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



John Hunter Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,553 patients

ED Transfer of care time



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

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

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

January to March 2018

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

Number of triage 2 patients: 1,825

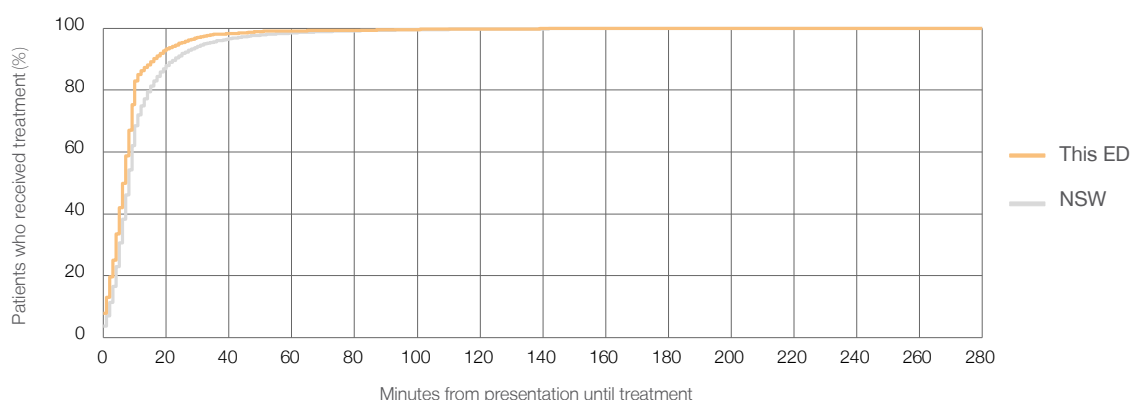
Number of triage 2 patients used to calculate waiting time:³ 1,807

Median time to start treatment⁴ 7 minutes

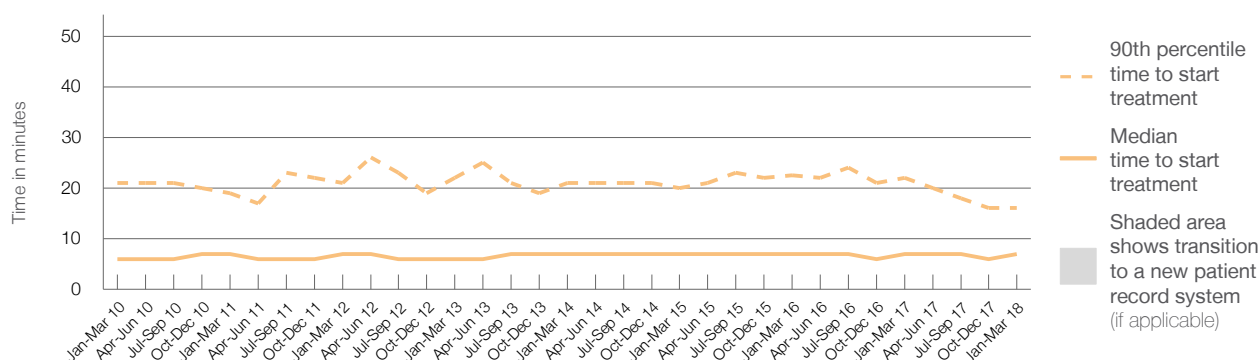
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,782	
1,768	
7 minutes	8 minutes
22 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	7	7	6	7	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	21	19	21	22	21	20	23	22	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.

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

January to March 2018

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

Number of triage 3 patients: 4,536

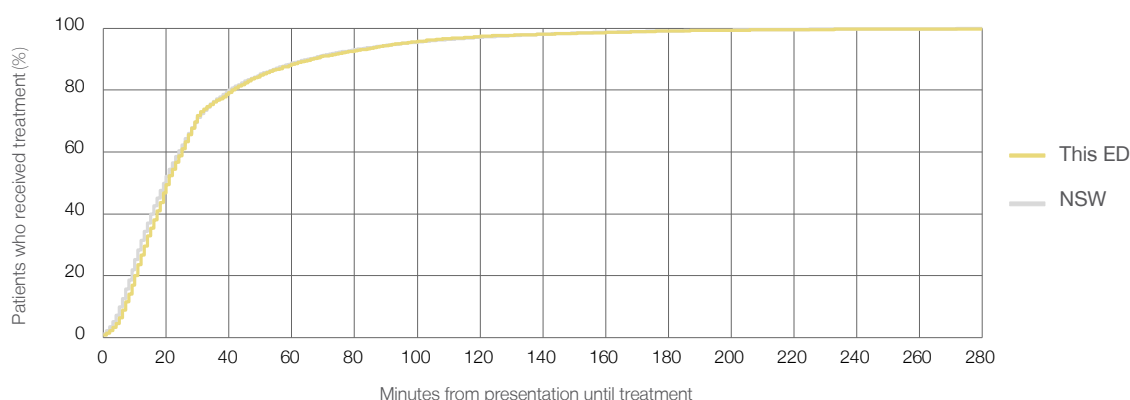
Number of triage 3 patients used to calculate waiting time:³ 4,415

Median time to start treatment⁴ 21 minutes

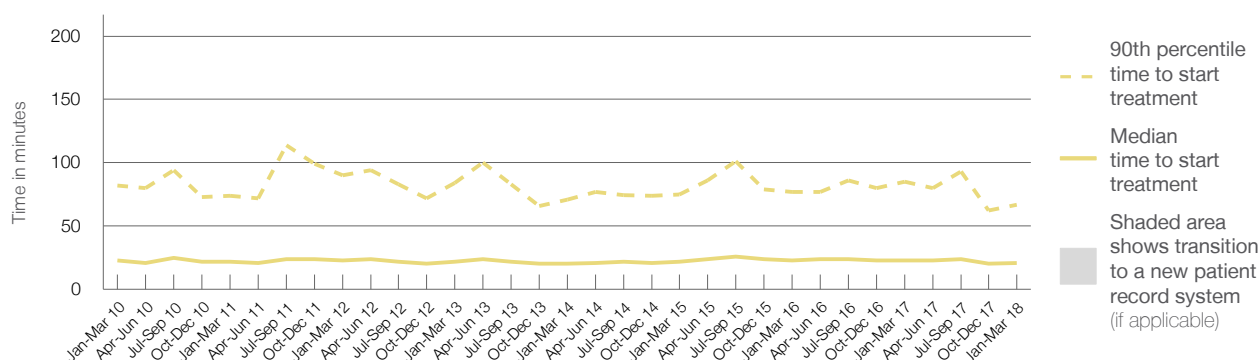
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,012	
4,898	
23 minutes	20 minutes
85 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	22	23	22	20	22	23	23	21
90th percentile time to start treatment ⁵ (minutes)	82	74	90	84	71	75	77	85	67

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

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

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

January to March 2018

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

Number of triage 4 patients: 10,091

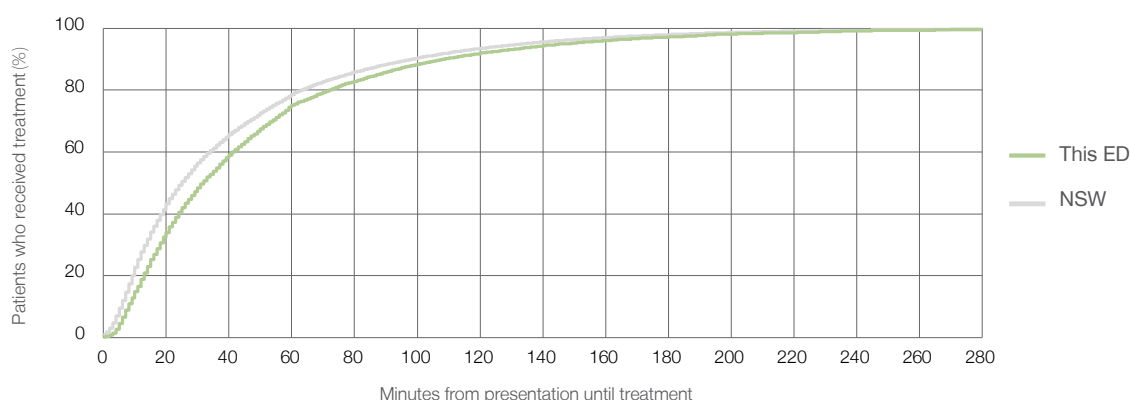
Number of triage 4 patients used to calculate waiting time:³ 9,130

Median time to start treatment⁴ 32 minutes

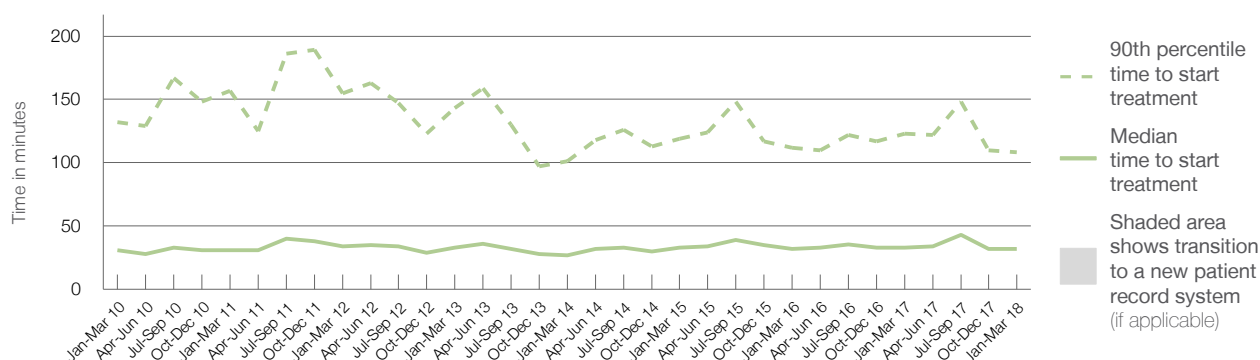
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
9,599	
8,840	
33 minutes	25 minutes
123 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	31	31	34	33	27	33	32	33	32
90th percentile time to start treatment ⁵ (minutes)	132	157	155	143	101	119	112	123	108

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

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

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

January to March 2018

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

Number of triage 5 patients: 2,883

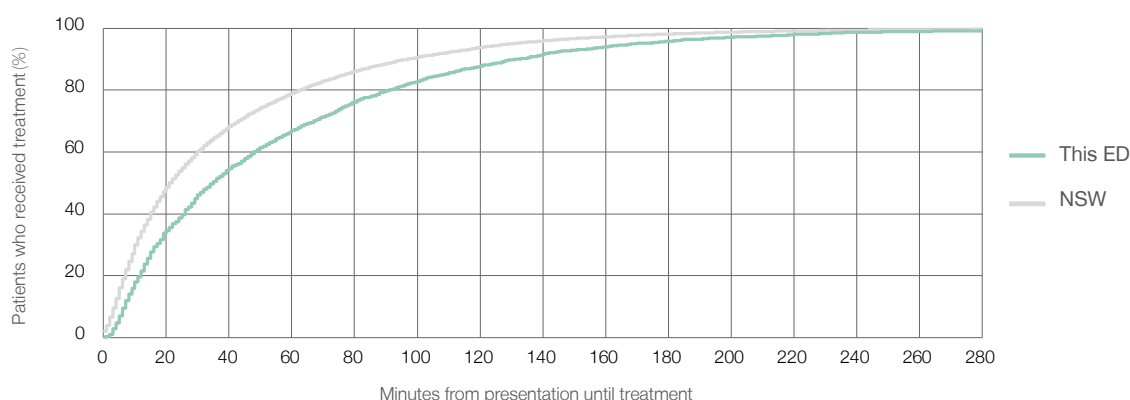
Number of triage 5 patients used to calculate waiting time:³ 2,256

Median time to start treatment⁴ 35 minutes

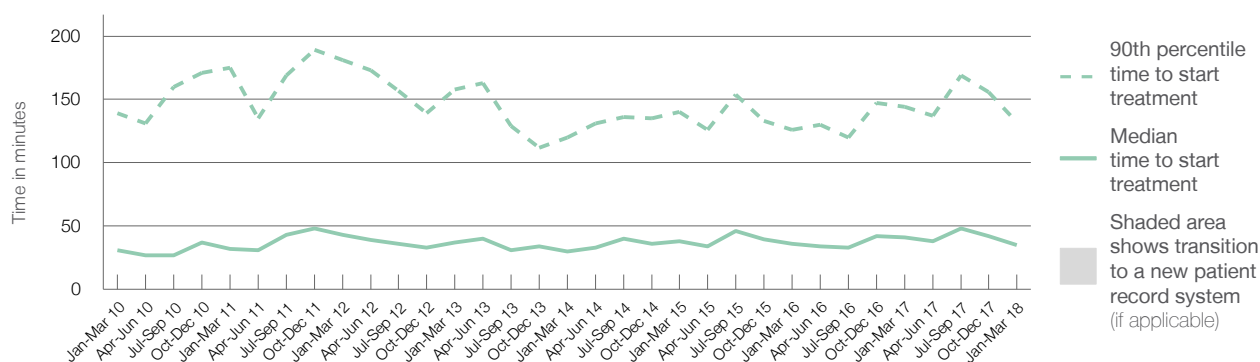
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,822	
2,317	
41 minutes	22 minutes
144 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	31	32	43	37	30	38	36	41	35
90th percentile time to start treatment ⁵ (minutes)	139	175	181	158	120	140	126	144	132

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

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

John Hunter Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,567 patients

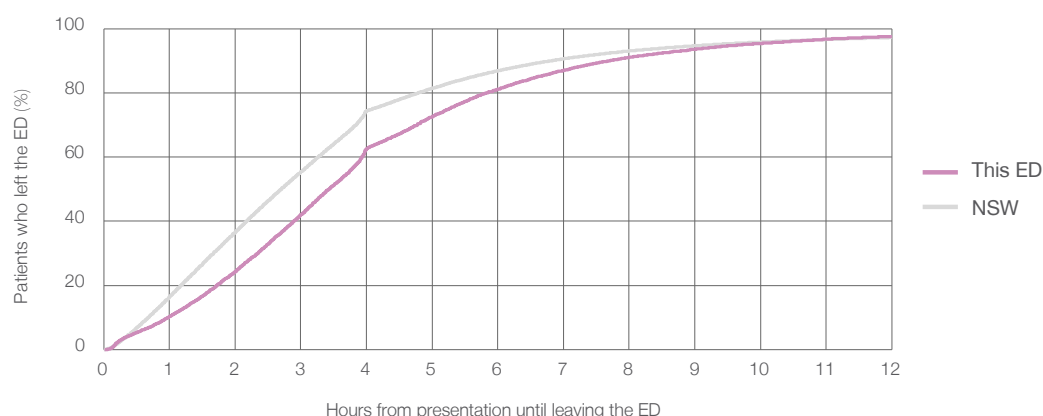
Presentations used to calculate time to leaving the ED:⁶ 19,567 patients

Median time spent in the ED⁸ 3 hours and 26 minutes

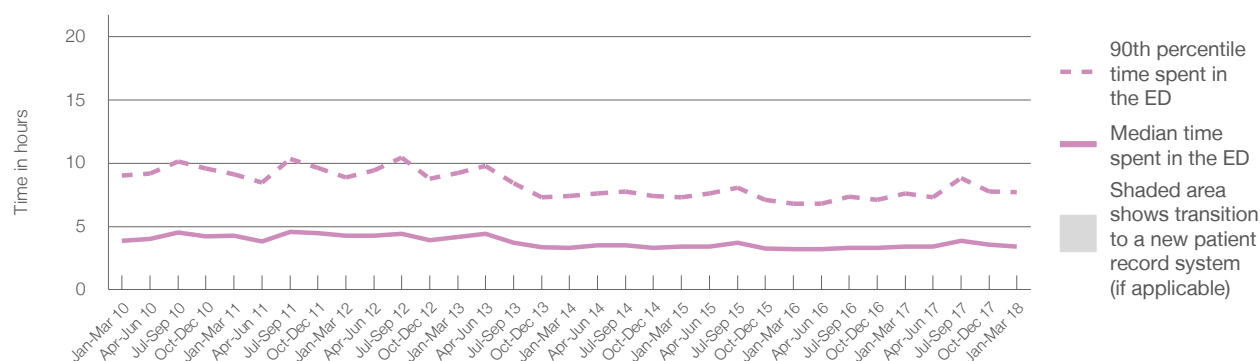
90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
19,433	19,433
3 hours and 26 minutes	2 hours and 42 minutes
7 hours and 37 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 53m	4h 15m	4h 16m	4h 10m	3h 19m	3h 26m	3h 11m	3h 26m	3h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 2m	9h 9m	8h 53m	9h 13m	7h 24m	7h 17m	6h 47m	7h 37m	7h 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.

John Hunter Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

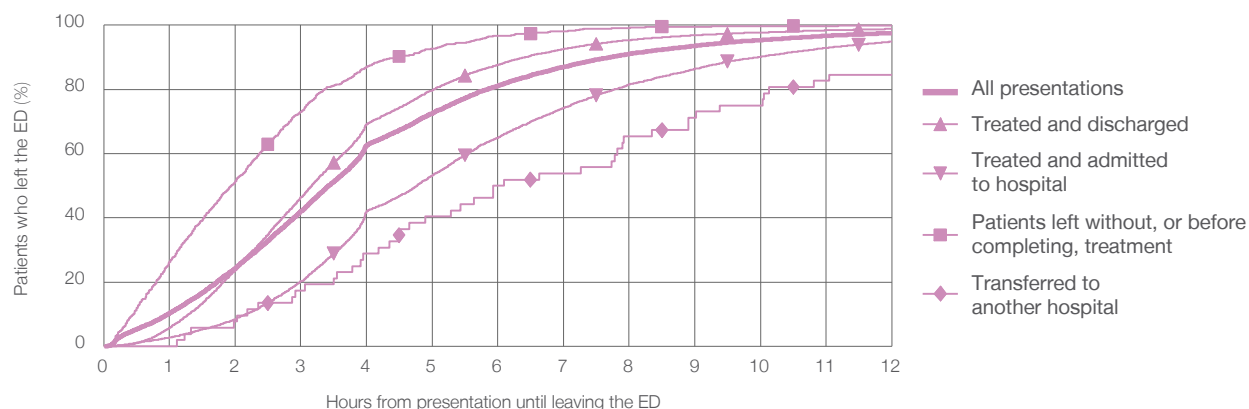
All presentations:[†] 19,567 patients

Presentations used to calculate time to leaving the ED:[‡] 19,567 patients

Treated and discharged	10,689 (54.6%)
Treated and admitted to hospital	6,589 (33.7%)
Patient left without, or before completing, treatment	979 (5.0%)
Transferred to another hospital	52 (0.3%)
Other	1,258 (6.4%)

Same period last year	Change since one year ago
19,433	1%
11,119	-3.9%
6,429	2.5%
872	12.3%
48	8.3%
965	30.4%

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



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

Treated and discharged	5.8%	23.7%	46.4%	69.1%	87.7%	95.4%	97.8%	98.8%
Treated and admitted to hospital	2.7%	8.4%	20.2%	42.0%	65.0%	81.5%	90.2%	94.9%
Patient left without, or before completing, treatment	26.4%	51.5%	73.0%	87.1%	96.7%	99.2%	99.8%	99.9%
Transferred to another hospital	0%	7.7%	17.3%	28.8%	50.0%	65.4%	75.0%	84.6%
All presentations	10.4%	24.3%	42.0%	62.6%	81.1%	91.1%	95.4%	97.6%

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

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

John Hunter Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,567 patients

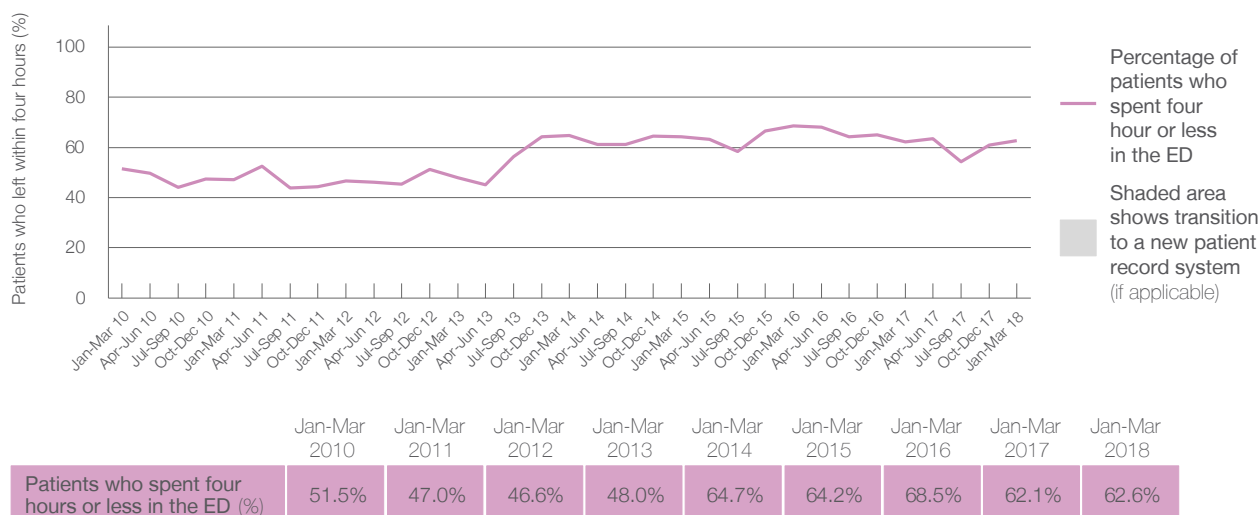
Presentations used to calculate time to leaving the ED: ⁶ 19,567 patients

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



Same period last year	Change since one year ago
19,433	1%
19,433	1%
62.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Liverpool Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 22,030 patients

Emergency presentations:² 21,948 patients

Same period last year	Change since one year ago
20,701	6%
20,332	8%

Liverpool Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,194 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,346 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,005 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,187 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,749	
8 minutes	8 minutes
25 minutes	23 minutes
10,321	
14 minutes	20 minutes
48 minutes	65 minutes
4,811	
16 minutes	25 minutes
57 minutes	98 minutes
1,297	
13 minutes	22 minutes
54 minutes	97 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 22,030 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
20,700	6%
53%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

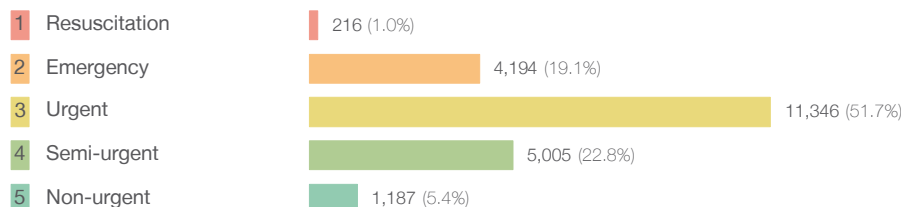
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Liverpool Hospital: Patients presenting to the emergency department

January to March 2018

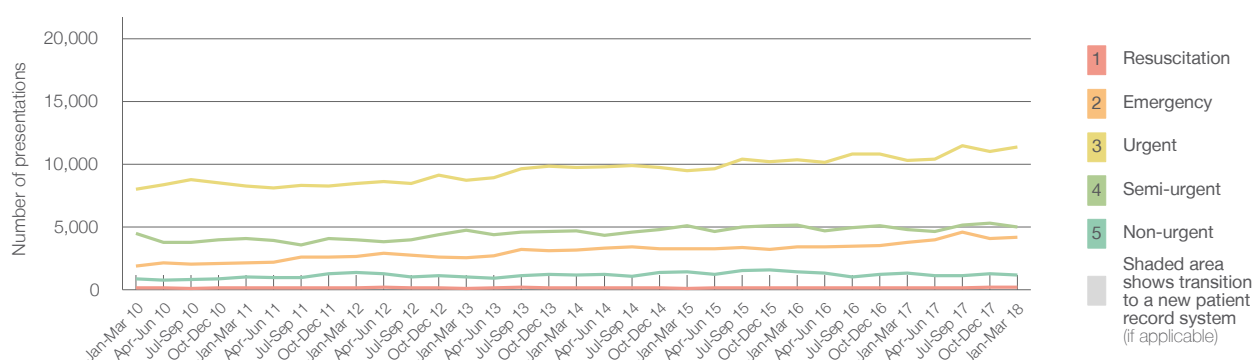
All presentations:¹ 22,030 patients

Emergency presentations² by triage category: 21,948 patients



Same period last year	Change since one year ago
20,701	6%
20,332	8%
154	40.3%
3,749	11.9%
10,321	9.9%
4,811	4.0%
1,297	-8.5%

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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	122	122	145	101	153	104	126	154	216
Emergency	1,901	2,160	2,649	2,545	3,138	3,278	3,403	3,749	4,194
Urgent	7,993	8,237	8,438	8,726	9,722	9,490	10,362	10,321	11,346
Semi-urgent	4,493	4,080	3,996	4,740	4,662	5,098	5,133	4,811	5,005
Non-urgent	874	1,011	1,393	999	1,144	1,422	1,445	1,297	1,187
All emergency presentations	15,383	15,610	16,621	17,111	18,819	19,392	20,469	20,332	21,948

Liverpool Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 6,438 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,170	
13 minutes	-1 minute
40 minutes	0 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 4,194

Number of triage 2 patients used to calculate waiting time: ³ 4,167

Median time to start treatment ⁴

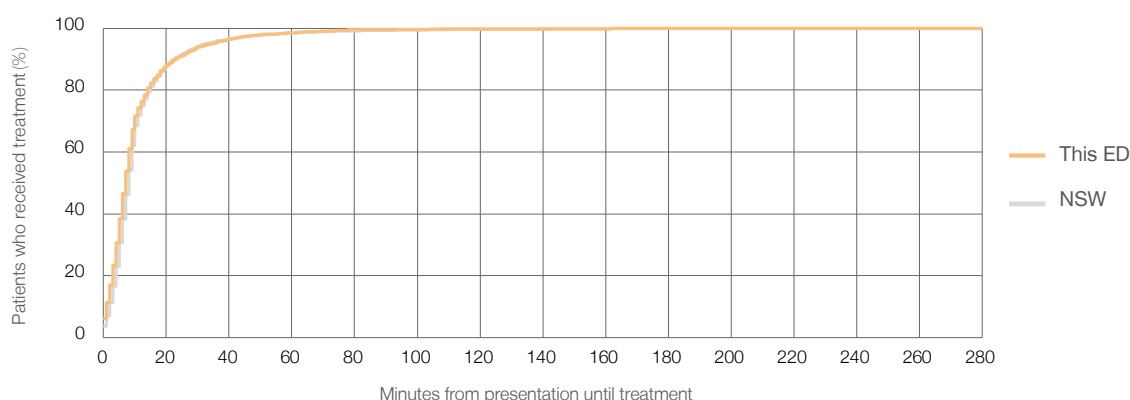
7 minutes

90th percentile time to start treatment ⁵

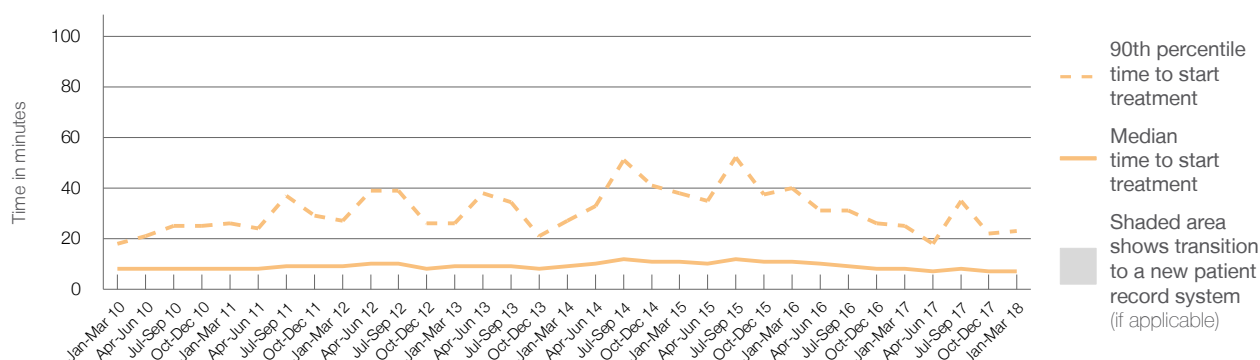
23 minutes

Same period last year	NSW (this period)
3,749	
3,723	
8 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	11	11	8	7
90th percentile time to start treatment ⁵ (minutes)	18	26	27	26	27	38	40	25	23

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

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

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

January to March 2018

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

Number of triage 3 patients: 11,346

Number of triage 3 patients used to calculate waiting time:³ 11,002

Median time to start treatment⁴

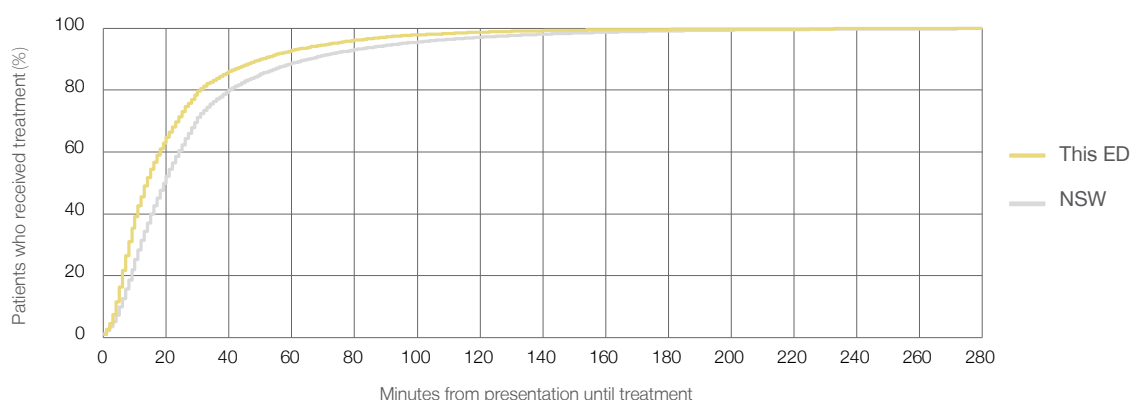
14 minutes

90th percentile time to start treatment⁵

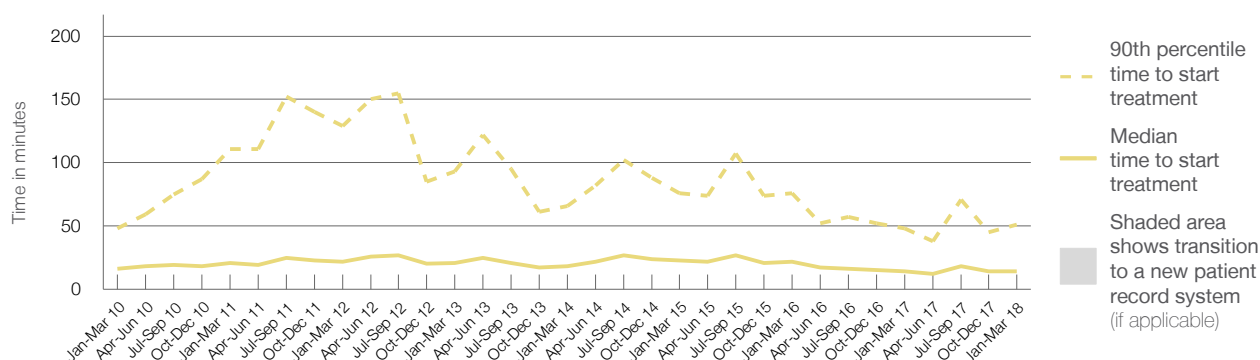
51 minutes

Same period last year	NSW (this period)
10,321	
10,014	
14 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	16	21	22	21	18	23	22	14	14
90th percentile time to start treatment ⁵ (minutes)	48	111	129	93	66	76	76	48	51

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

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

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

January to March 2018

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

Number of triage 4 patients: 5,005

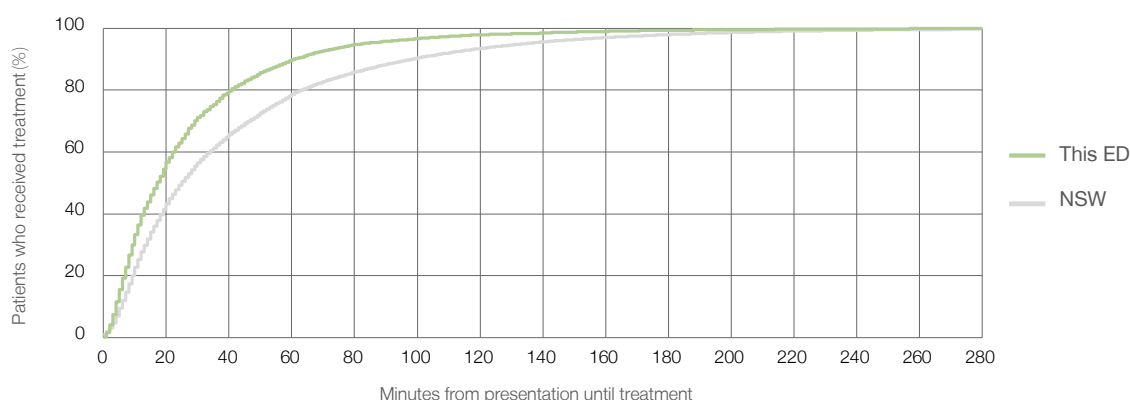
Number of triage 4 patients used to calculate waiting time:³ 4,626

Median time to start treatment⁴ 17 minutes

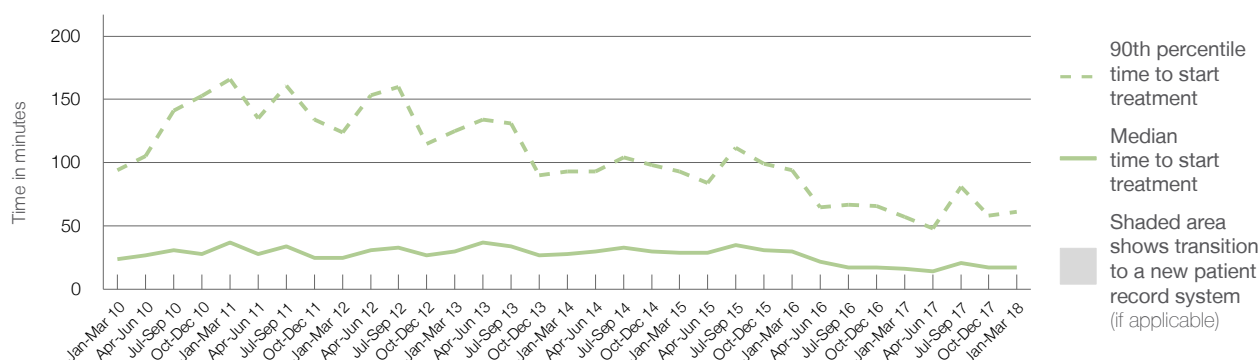
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,811	
4,396	
16 minutes	25 minutes
57 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	24	37	25	30	28	29	30	16	17
90th percentile time to start treatment ⁵ (minutes)	94	166	124	125	93	93	94	57	61

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,187

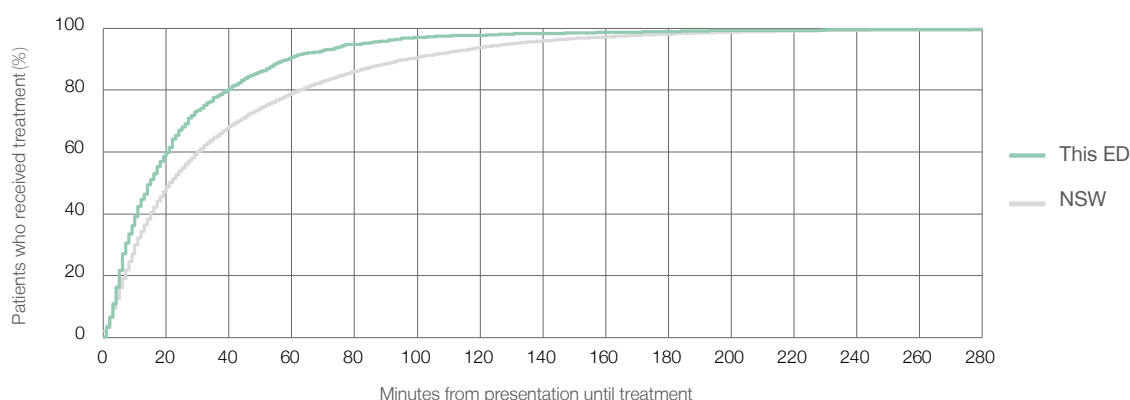
Number of triage 5 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 15 minutes

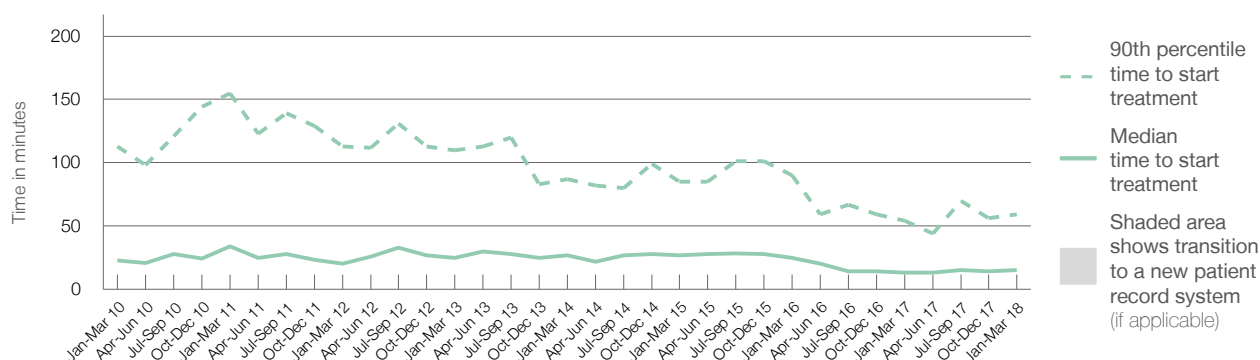
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,297	
1,069	
13 minutes	22 minutes
54 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	34	20	25	27	27	25	13	15
90th percentile time to start treatment ⁵ (minutes)	113	155	113	110	87	85	90	54	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.

Liverpool Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 22,030 patients

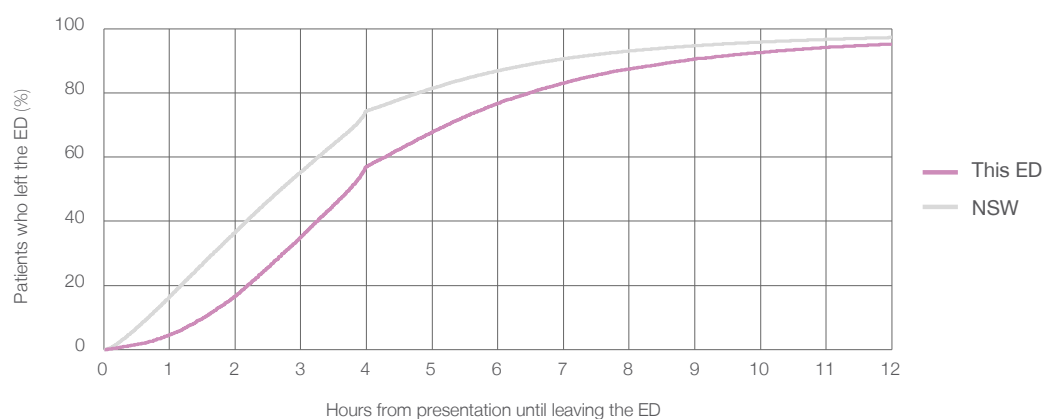
Presentations used to calculate time to leaving the ED:⁶ 22,030 patients

Median time spent in the ED⁸ 3 hours and 45 minutes

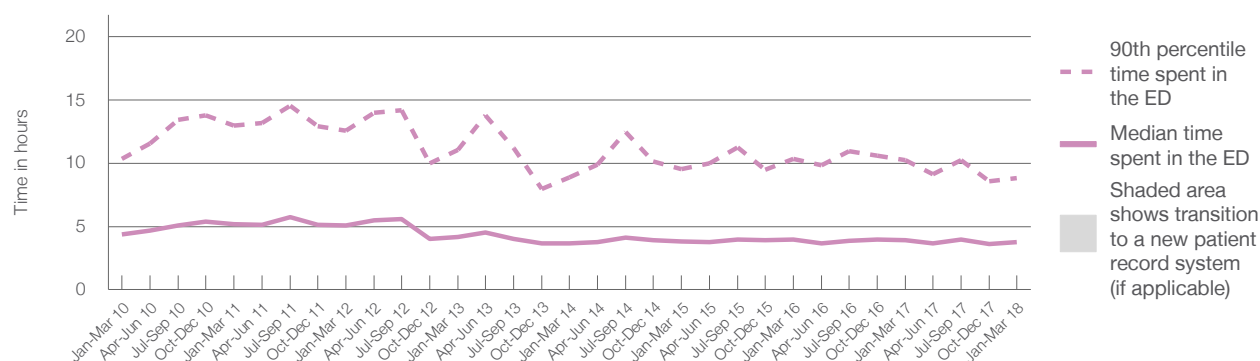
90th percentile time spent in the ED⁹ 8 hours and 50 minutes

Same period last year	NSW (this period)
20,701	
20,700	
3 hours and 55 minutes	2 hours and 42 minutes
10 hours and 14 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 21m	5h 12m	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m	3h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 20m	12h 59m	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 14m	8h 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.

Liverpool Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:¹ 22,030 patients

Presentations used to calculate time to leaving the ED:⁶ 22,030 patients

Treated and discharged 10,887 (49.4%)

Treated and admitted to hospital 9,090 (41.3%)

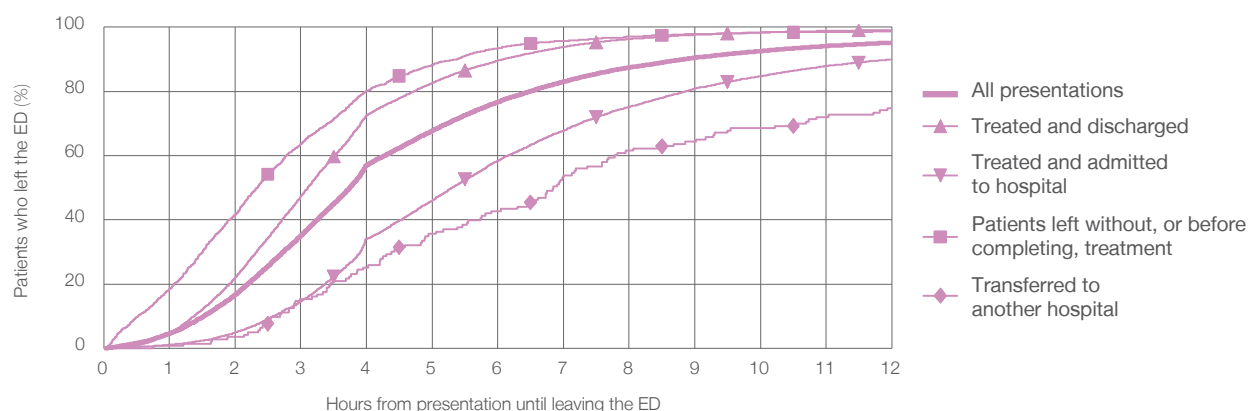
Patient left without, or before completing, treatment 1,783 (8.1%)

Transferred to another hospital 143 (0.6%)

Other 127 (0.6%)

Same period last year	Change since one year ago
20,700	6%
9,981	9.1%
8,704	4.4%
1,778	0.3%
80	78.8%
158	-19.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{††}



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

Treated and discharged	4.8%	22.1%	47.4%	72.6%	89.6%	96.3%	98.4%	99.2%
Treated and admitted to hospital	1.1%	4.9%	14.6%	34.1%	58.4%	75.2%	84.7%	90.0%
Patient left without, or before completing, treatment	18.5%	41.7%	63.6%	80.1%	93.5%	97.0%	98.4%	98.7%
Transferred to another hospital	0.7%	3.5%	15.4%	25.2%	42.7%	61.5%	68.5%	74.8%
All presentations	4.6%	16.7%	35.2%	57.1%	76.8%	87.4%	92.6%	95.2%

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

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

Liverpool Hospital: Time spent in the ED

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

January to March 2018

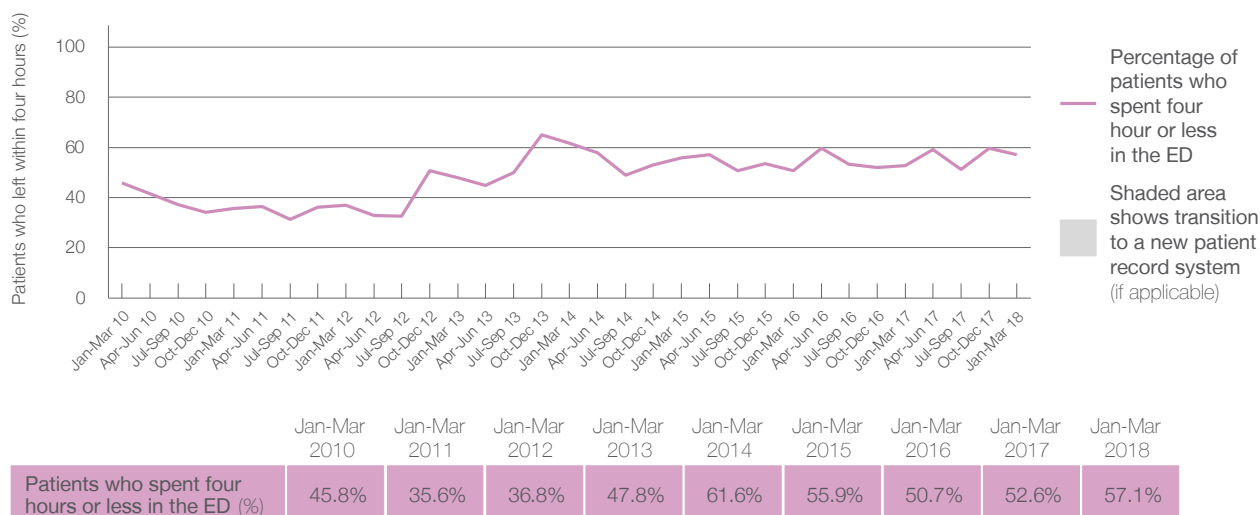
All presentations at the emergency department: ¹ 22,030 patients

Presentations used to calculate time to leaving the ED: ⁶ 22,030 patients

Percentage of patients who spent four hours or less in the ED 57.1%

Same period last year	Change since one year ago
20,701	6%
20,700	6%
52.6%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Nepean Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 17,763 patients

Emergency presentations:² 17,524 patients

Same period last year	Change since one year ago
17,079	4%
16,971	3%

Nepean Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,964 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,384 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 154 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,694 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,393 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
2,559	
10 minutes	8 minutes
38 minutes	23 minutes
4,971	
27 minutes	20 minutes
112 minutes	65 minutes
7,599	
29 minutes	25 minutes
121 minutes	98 minutes
1,743	
27 minutes	22 minutes
109 minutes	97 minutes

Nepean Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 17,760 patients

Percentage of patients who spent four hours or less in the ED 54%

Same period last year	Change since one year ago
17,068	4%
59%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

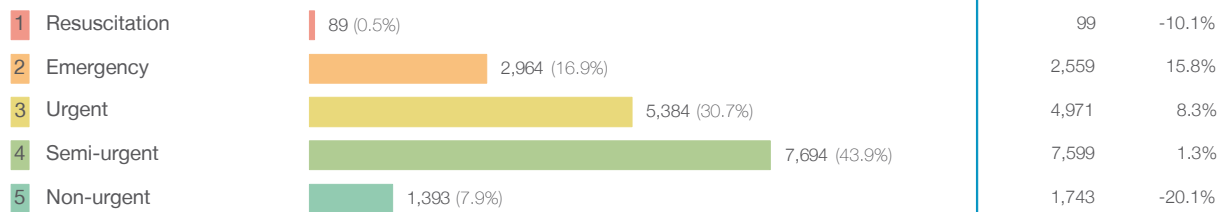
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Nepean Hospital: Patients presenting to the emergency department

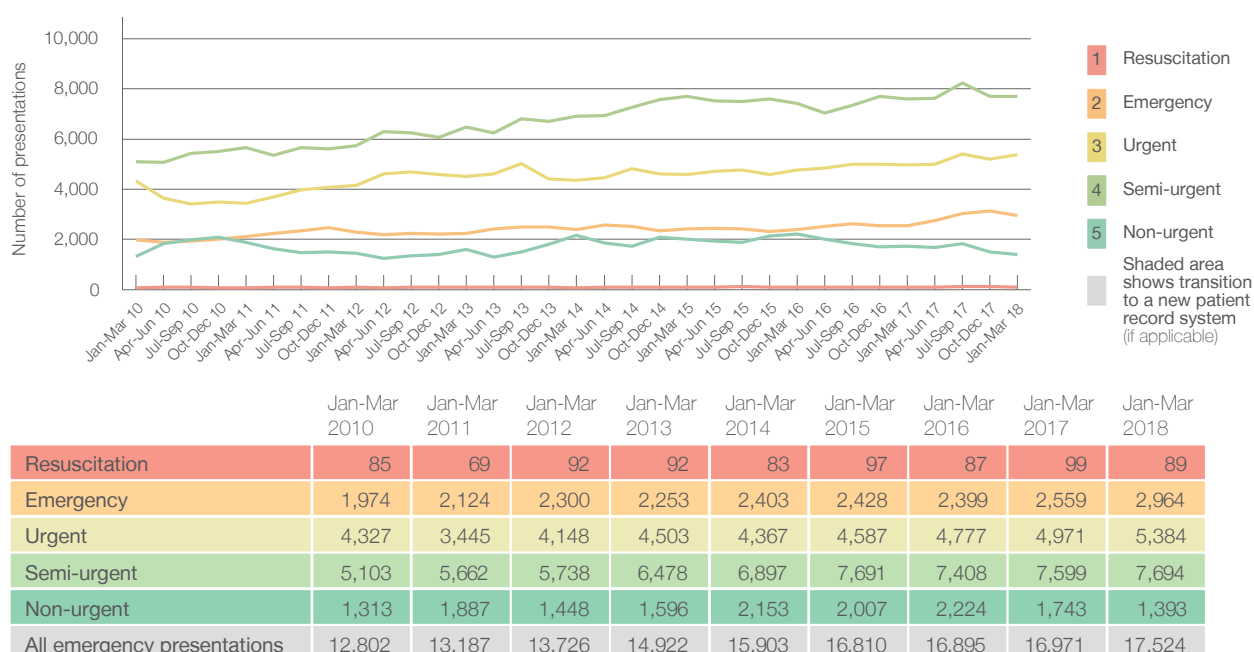
January to March 2018

All presentations:¹ 17,763 patients

Emergency presentations² by triage category: 17,524 patients



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



Nepean Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,961 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.

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

January to March 2018

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

Number of triage 2 patients: 2,964

Number of triage 2 patients used to calculate waiting time:³ 2,952

Median time to start treatment⁴

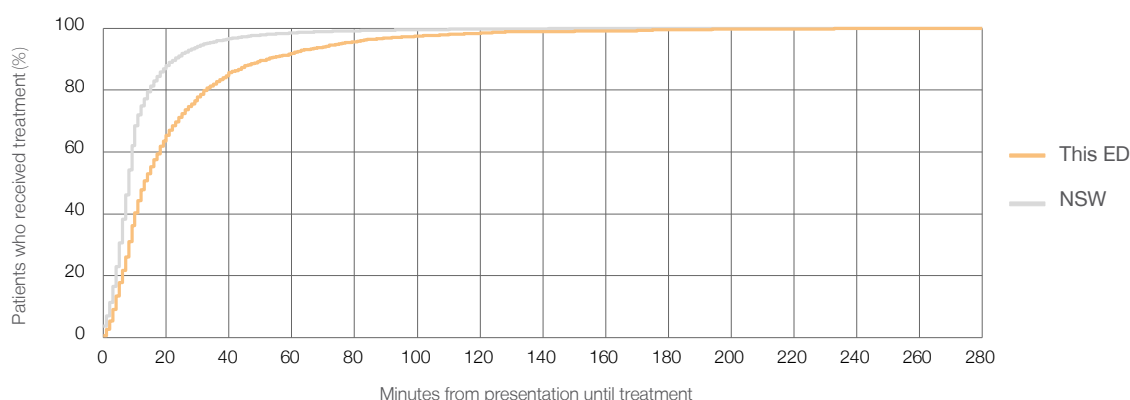
13 minutes

90th percentile time to start treatment⁵

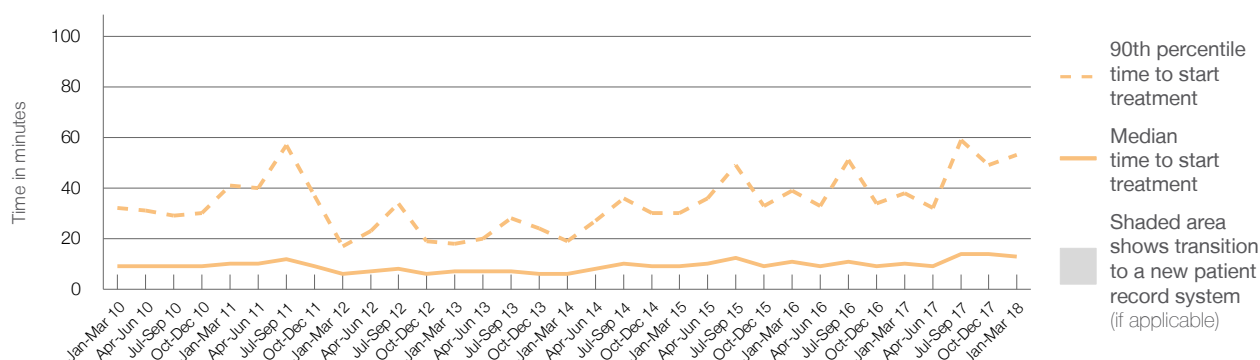
53 minutes

Same period last year	NSW (this period)
2,559	
2,543	
10 minutes	8 minutes
38 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	9	10	6	7	6	9	11	10	13
90th percentile time to start treatment ⁵ (minutes)	32	41	17	18	19	30	39	38	53

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

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

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

January to March 2018

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

Number of triage 3 patients: 5,384

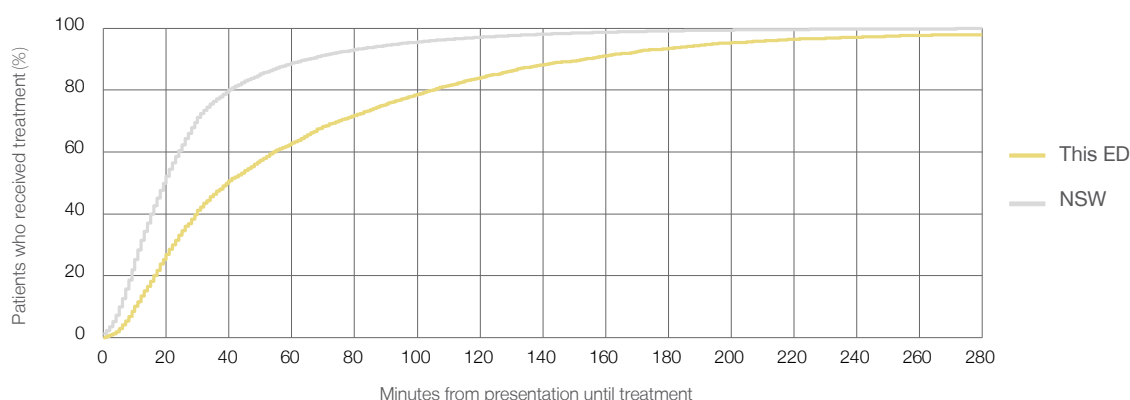
Number of triage 3 patients used to calculate waiting time:³ 5,081

Median time to start treatment⁴ 40 minutes

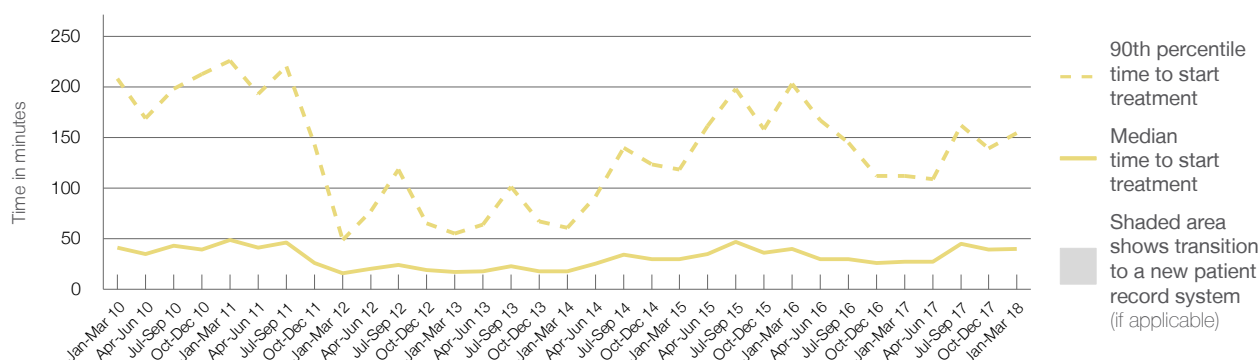
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
4,971	
4,687	
27 minutes	20 minutes
112 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	41	49	16	17	18	30	40	27	40
90th percentile time to start treatment ⁵ (minutes)	208	226	49	55	61	118	203	112	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.

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

January to March 2018

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

Number of triage 4 patients: 7,694

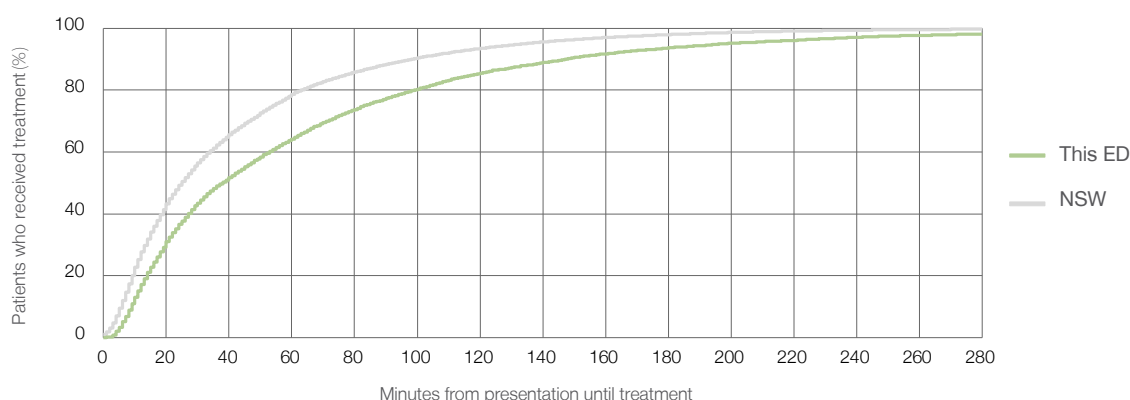
Number of triage 4 patients used to calculate waiting time:³ 7,094

Median time to start treatment⁴ 38 minutes

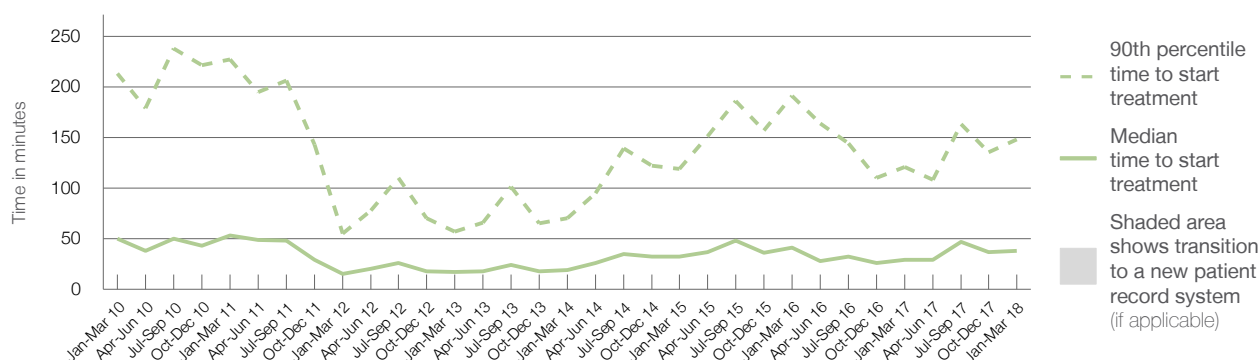
90th percentile time to start treatment⁵ 148 minutes

Same period last year	NSW (this period)
7,599	
7,010	
29 minutes	25 minutes
121 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	50	53	15	17	19	32	41	29	38
90th percentile time to start treatment ⁵ (minutes)	213	227	55	57	70	119	191	121	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.

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

January to March 2018

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

Number of triage 5 patients: 1,393

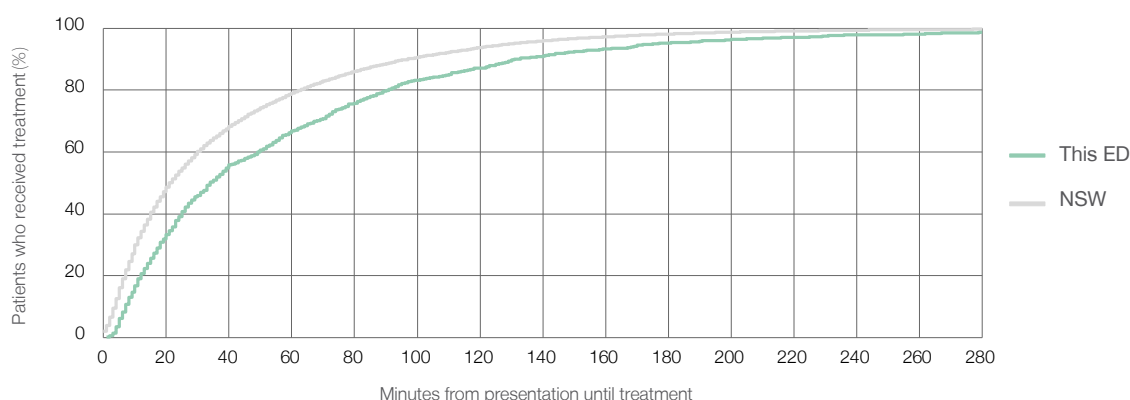
Number of triage 5 patients used to calculate waiting time:³ 1,169

Median time to start treatment⁴ 34 minutes

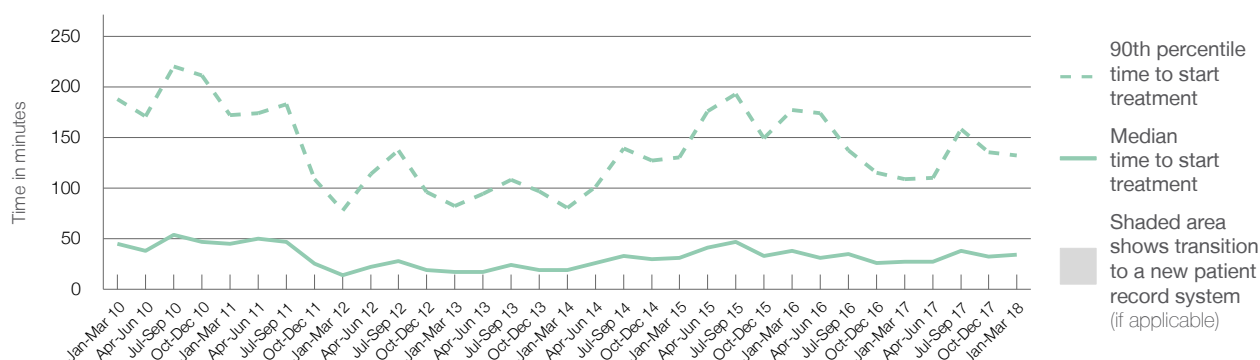
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,743	
1,500	
27 minutes	22 minutes
109 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	45	45	14	17	19	31	38	27	34
90th percentile time to start treatment ⁵ (minutes)	188	172	78	82	80	131	177	109	132

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

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

Nepean Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 17,763 patients

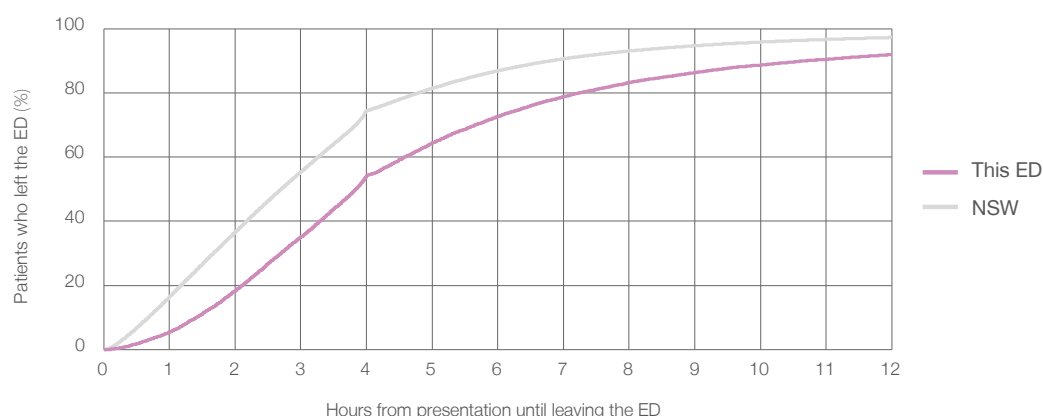
Presentations used to calculate time to leaving the ED:⁶ 17,760 patients

Median time spent in the ED⁸ 3 hours and 51 minutes

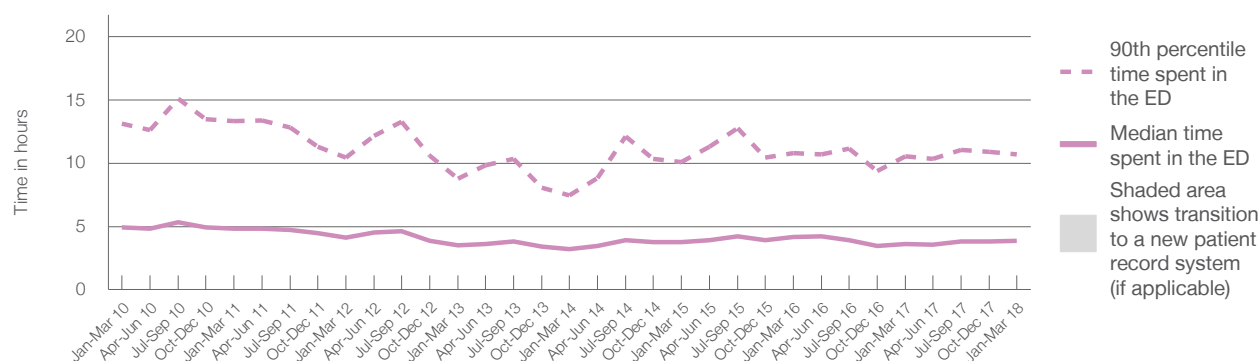
90th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year	NSW (this period)
17,079	
17,068	
3 hours and 37 minutes	2 hours and 42 minutes
10 hours and 33 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 56m	4h 50m	4h 7m	3h 30m	3h 14m	3h 46m	4h 10m	3h 37m	3h 51m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 7m	13h 20m	10h 25m	8h 45m	7h 27m	10h 5m	10h 47m	10h 33m	10h 43m

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

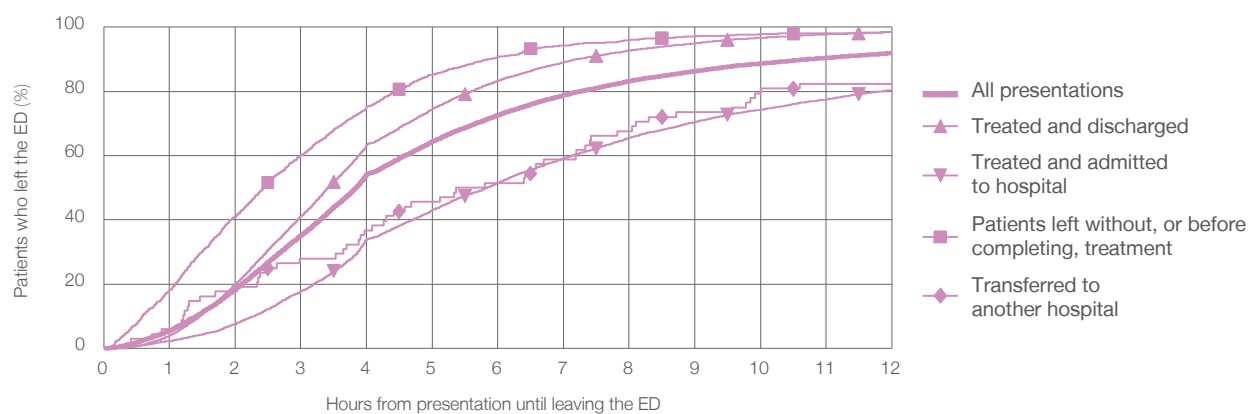
January to March 2018

All presentations:[†] 17,763 patients

Presentations used to calculate time to leaving the ED:[‡] 17,760 patients

		Same period last year	Change since one year ago
		17,068	4%
Treated and discharged	9,188 (51.7%)	8,969	2.4%
Treated and admitted to hospital	6,416 (36.1%)	6,541	-1.9%
Patient left without, or before completing, treatment	1,873 (10.5%)	1,310	43.0%
Transferred to another hospital	68 (0.4%)	57	19.3%
Other	218 (1.2%)	202	7.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.0%	19.9%	41.1%	63.5%	83.3%	92.8%	96.7%	98.5%
Treated and admitted to hospital	2.3%	7.6%	17.8%	33.9%	51.5%	65.5%	74.3%	80.5%
Patient left without, or before completing, treatment	18.1%	41.0%	60.1%	75.4%	90.8%	96.0%	97.9%	98.5%
Transferred to another hospital	5.9%	17.6%	27.9%	36.8%	51.5%	67.6%	80.9%	82.4%
All presentations	5.5%	18.4%	35.2%	54.3%	72.6%	83.2%	88.7%	91.9%

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

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

Nepean Hospital: Time spent in the ED

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

January to March 2018

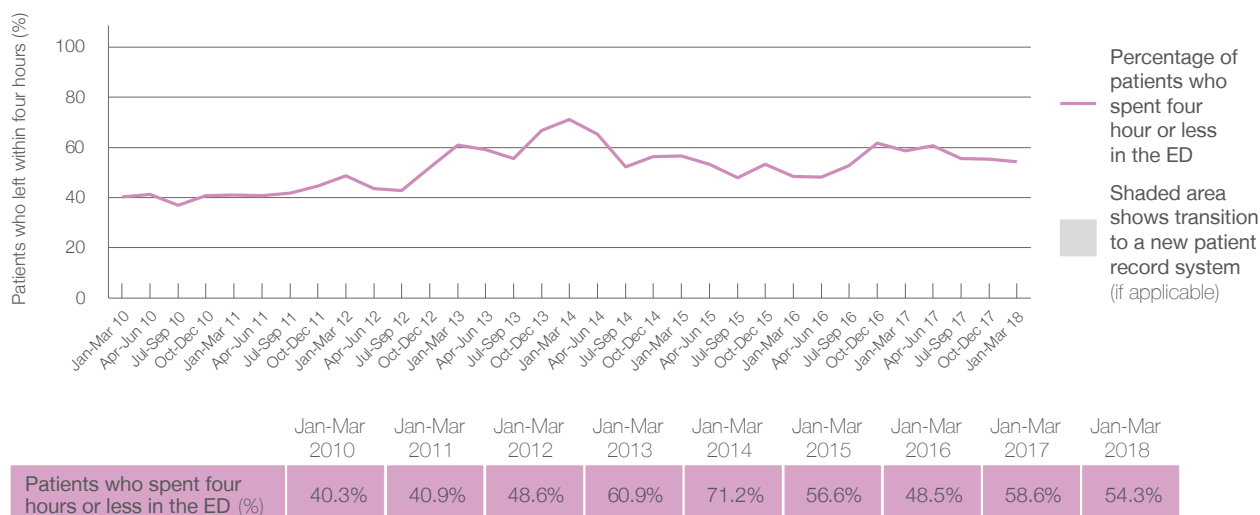
All presentations at the emergency department: ¹ 17,763 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,760 patients

Percentage of patients who spent four hours or less in the ED 54.3%

Same period last year	Change since one year ago
17,079	4%
17,068	4%
58.6%	

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



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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 15,877 patients

Emergency presentations:² 14,895 patients

Same period last year	Change since one year ago
15,061	5%
14,171	5%

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

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,462 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,916 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 558 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,201	
8 minutes	8 minutes
23 minutes	23 minutes
6,872	
20 minutes	20 minutes
60 minutes	65 minutes
5,342	
18 minutes	25 minutes
88 minutes	98 minutes
575	
19 minutes	22 minutes
122 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 15,875 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
15,060	5%
71%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

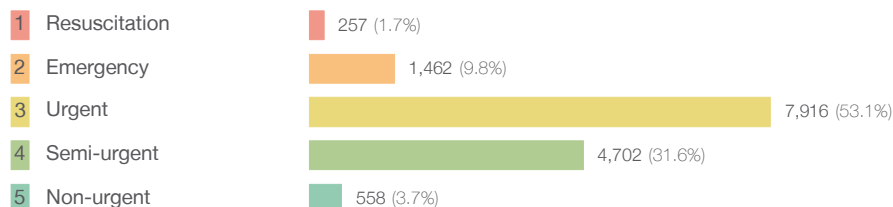
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Prince of Wales Hospital: Patients presenting to the emergency department

January to March 2018

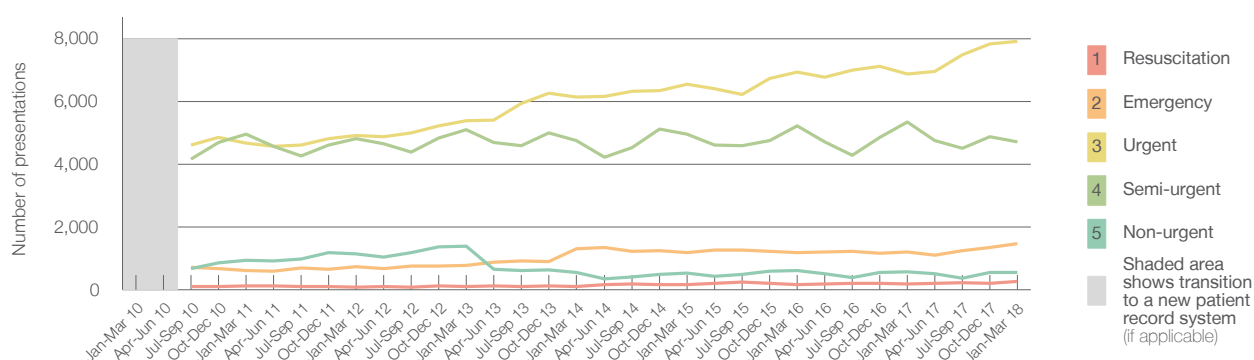
All presentations:¹ 15,877 patients

Emergency presentations² by triage category: 14,895 patients



Same period last year	Change since one year ago
15,061	5%
14,171	5%
181	42.0%
1,201	21.7%
6,872	15.2%
5,342	-12.0%
575	-3.0%

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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		113	77	109	91	163	155	181	257
Emergency		619	740	770	1,296	1,180	1,185	1,201	1,462
Urgent		4,669	4,916	5,381	6,140	6,544	6,938	6,872	7,916
Semi-urgent		4,956	4,803	5,104	4,748	4,950	5,225	5,342	4,702
Non-urgent		940	1,143	1,388	545	521	605	575	558
All emergency presentations		11,297	11,679	12,752	12,820	13,358	14,108	14,171	14,895

Prince of Wales Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,697 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,349	
10 minutes	0 minutes
22 minutes	5 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 1,462

Number of triage 2 patients used to calculate waiting time: ³ 1,436

Median time to start treatment ⁴

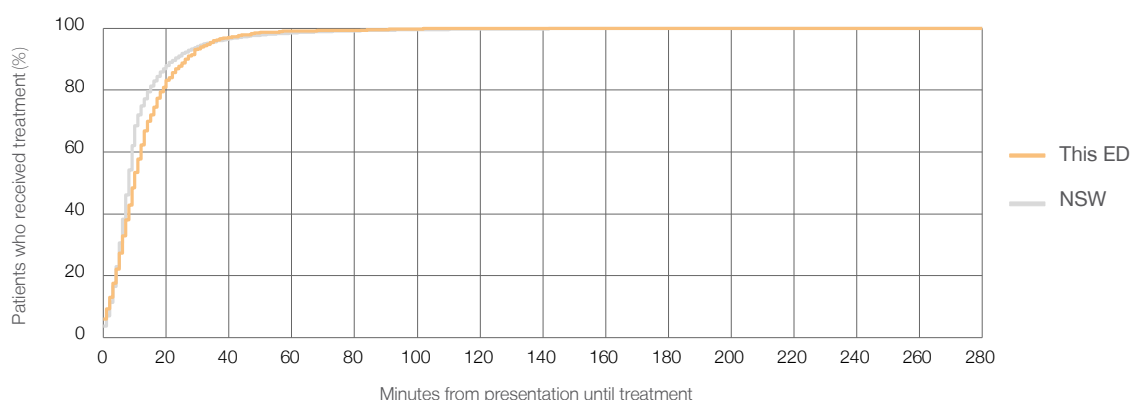
10 minutes

90th percentile time to start treatment ⁵

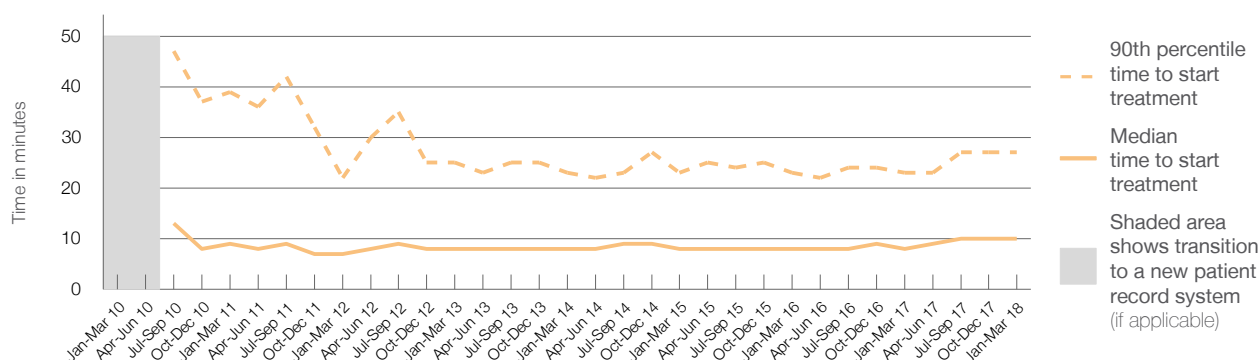
27 minutes

Same period last year	NSW (this period)
1,201	
1,176	
8 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		9	7	8	8	8	8	8	10
90th percentile time to start treatment ⁵ (minutes)		39	22	25	23	23	23	23	27

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

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

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

January to March 2018

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

Number of triage 3 patients: 7,916

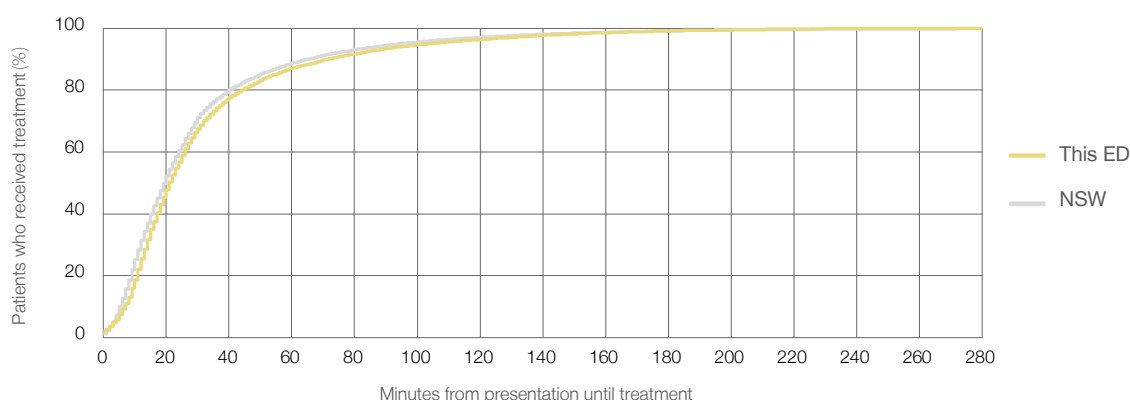
Number of triage 3 patients used to calculate waiting time: ³ 7,794

Median time to start treatment ⁴ 21 minutes

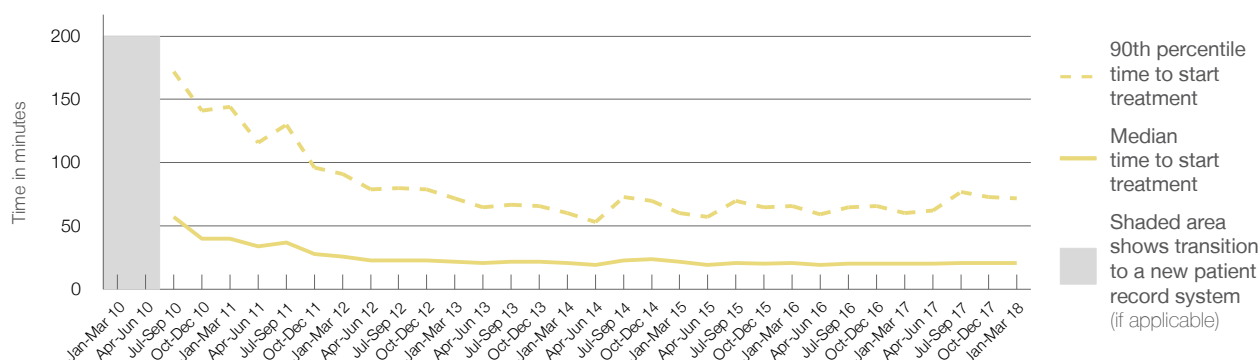
90th percentile time to start treatment ⁵ 72 minutes

Same period last year	NSW (this period)
6,872	
6,764	
20 minutes	20 minutes
60 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		40	26	22	21	22	21	20	21
90th percentile time to start treatment ⁵ (minutes)		144	91	72	60	60	66	60	72

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

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

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

January to March 2018

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

Number of triage 4 patients: 4,702

Number of triage 4 patients used to calculate waiting time:³ 4,567

Median time to start treatment⁴

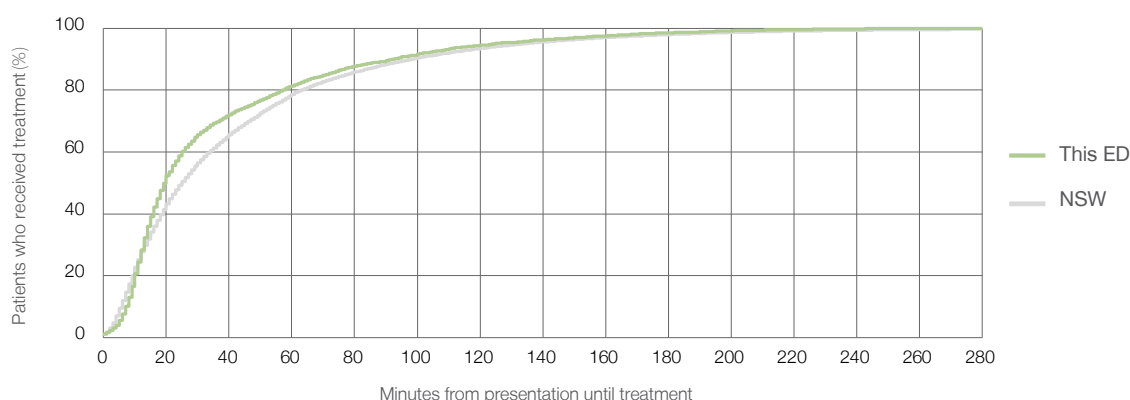
20 minutes

90th percentile time to start treatment⁵

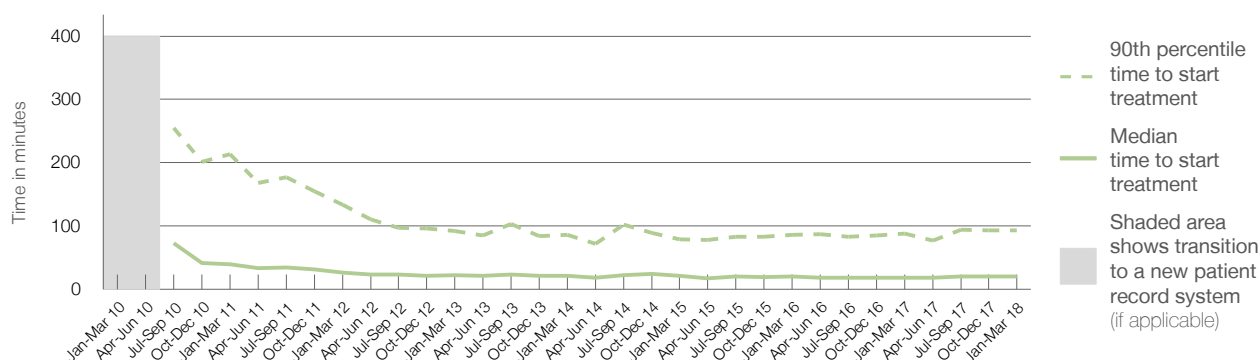
93 minutes

Same period last year	NSW (this period)
5,342	
5,187	
18 minutes	25 minutes
88 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		39	26	22	21	21	20	18	20
90th percentile time to start treatment ⁵ (minutes)		213	134	92	86	79	86	88	93

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

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

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

January to March 2018

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

Number of triage 5 patients: 558

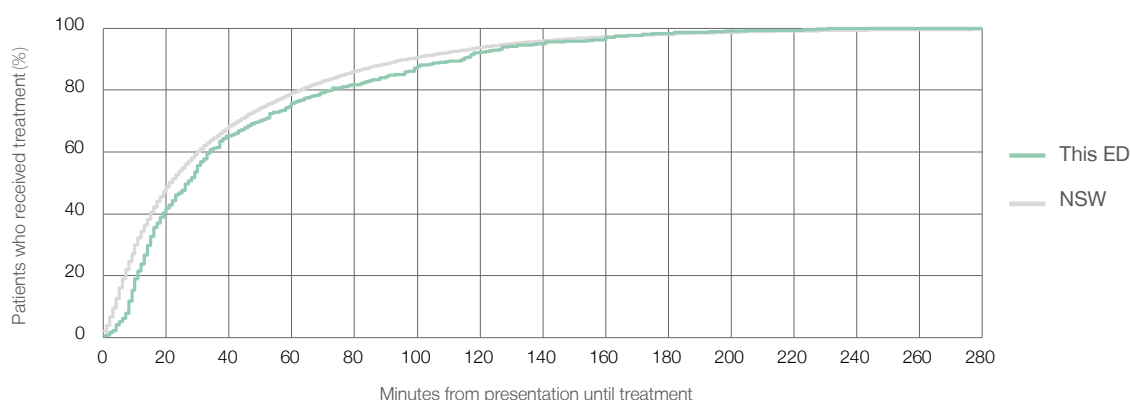
Number of triage 5 patients used to calculate waiting time:³ 423

Median time to start treatment⁴ 27 minutes

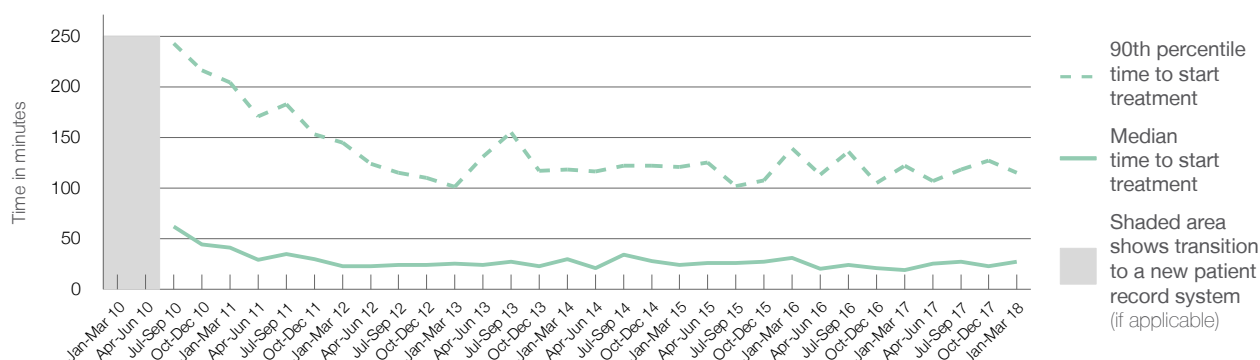
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
575	
447	
19 minutes	22 minutes
122 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		41	23	25	30	24	31	19	27
90th percentile time to start treatment ⁵ (minutes)		204	145	101	118	121	139	122	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.

Prince of Wales Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 15,877 patients

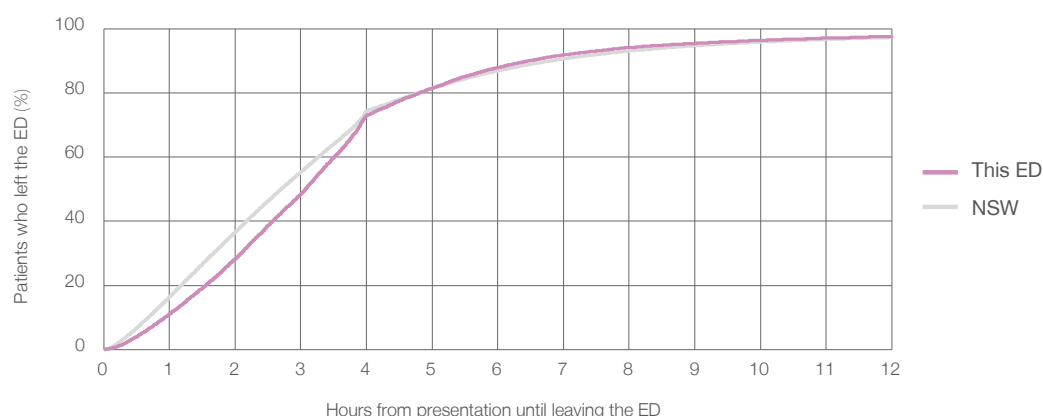
Presentations used to calculate time to leaving the ED:⁶ 15,875 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

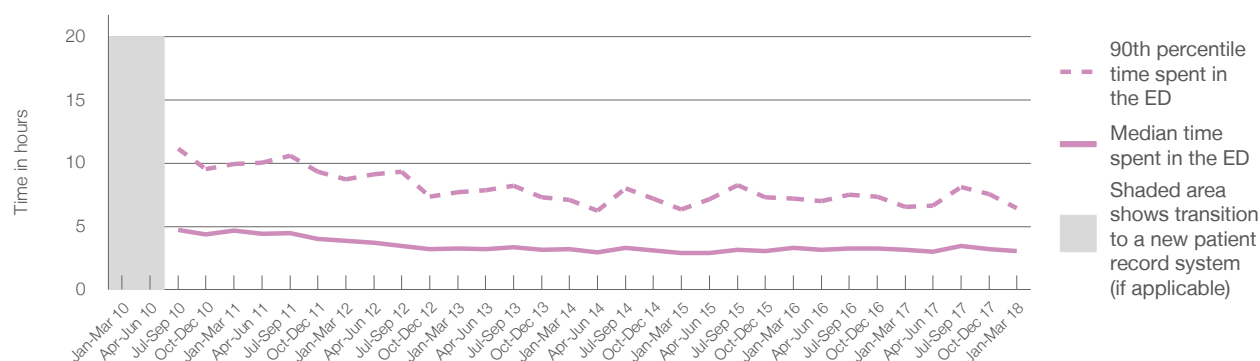
90th percentile time spent in the ED⁹ 6 hours and 28 minutes

Same period last year	NSW (this period)
15,061	
15,060	
3 hours and 10 minutes	2 hours and 42 minutes
6 hours and 32 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)		4h 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)		9h 55m	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m	6h 28m

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

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

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

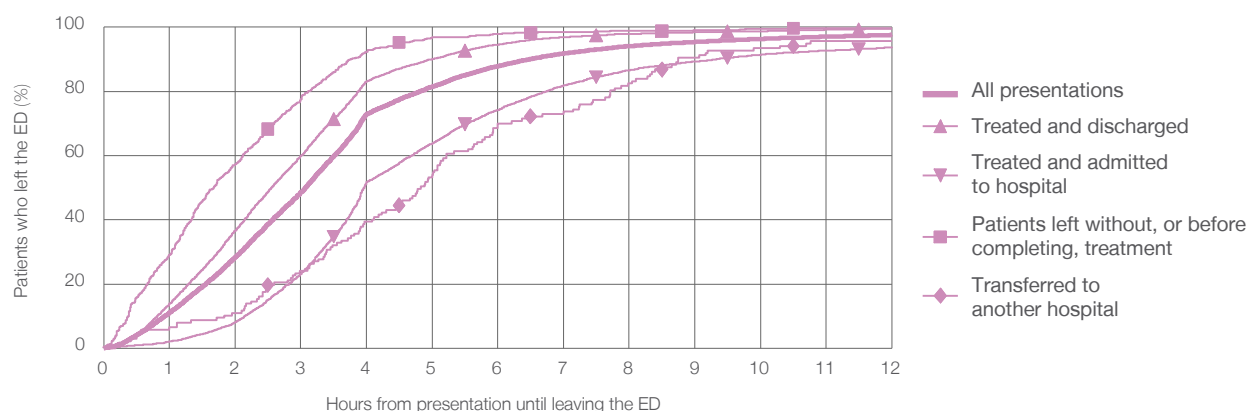
January to March 2018

All presentations:¹ 15,877 patients

Presentations used to calculate time to leaving the ED:⁶ 15,875 patients

		Same period last year	Change since one year ago
		15,060	5%
Treated and discharged	9,705 (61.1%)	8,720	11.3%
Treated and admitted to hospital	5,231 (32.9%)	5,323	-1.7%
Patient left without, or before completing, treatment	697 (4.4%)	748	-6.8%
Transferred to another hospital	137 (0.9%)	201	-31.8%
Other	107 (0.7%)	69	55.1%

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



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

Treated and discharged	13.9%	36.8%	59.9%	83.2%	94.6%	97.9%	98.8%	99.5%
Treated and admitted to hospital	2.1%	8.1%	23.2%	51.8%	74.3%	86.6%	91.5%	93.9%
Patient left without, or before completing, treatment	29.1%	57.4%	77.5%	92.4%	97.8%	98.9%	99.4%	99.7%
Transferred to another hospital	6.6%	10.9%	24.1%	39.4%	70.1%	82.5%	93.4%	95.6%
All presentations	11.1%	28.4%	48.5%	73.0%	87.9%	94.1%	96.4%	97.6%

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

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

Prince of Wales Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 15,877 patients

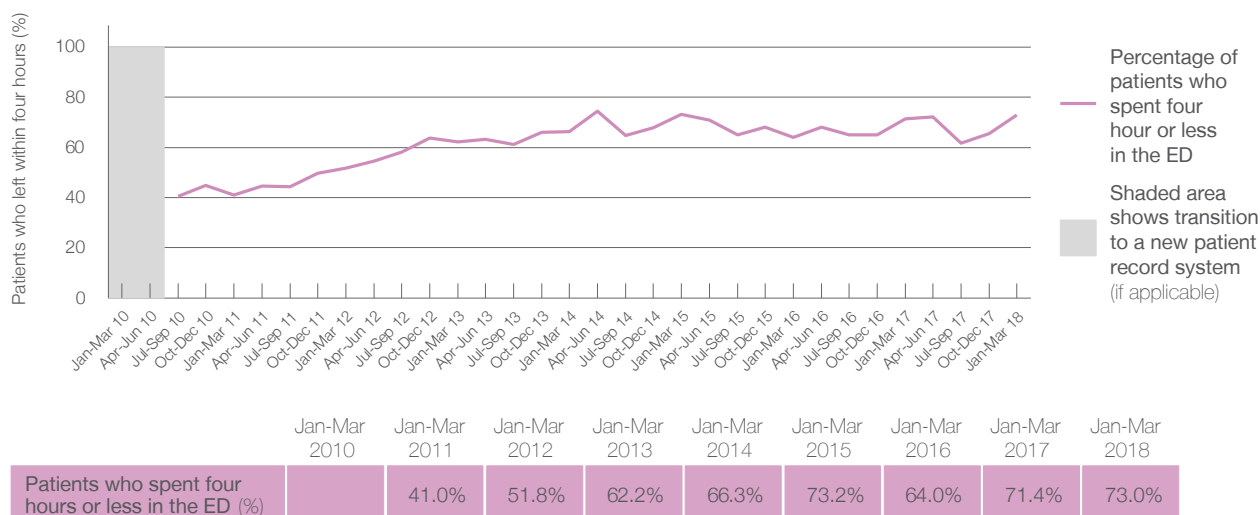
Presentations used to calculate time to leaving the ED: ⁶ 15,875 patients

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



Same period last year	Change since one year ago
15,061	5%
15,060	5%
71.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 22,119 patients

Emergency presentations:² 22,073 patients

Same period last year	Change since one year ago
21,223	4%
21,149	4%

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

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,386 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,323 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,167 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,897 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,404	
8 minutes	8 minutes
18 minutes	23 minutes
6,004	
20 minutes	20 minutes
51 minutes	65 minutes
7,420	
28 minutes	25 minutes
75 minutes	98 minutes
2,876	
29 minutes	22 minutes
103 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 22,119 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
21,223	4%
64%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Royal North Shore Hospital: Patients presenting to the emergency department

January to March 2018

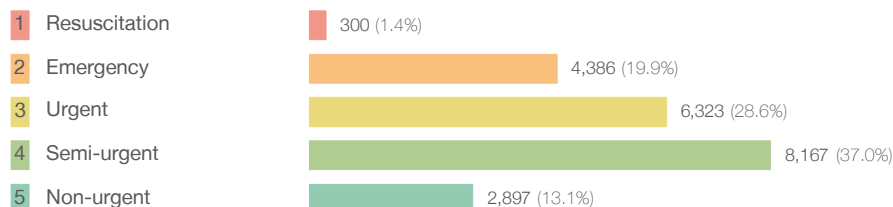
All presentations:¹ 22,119 patients

Same period last year Change since one year ago

21,223 4%

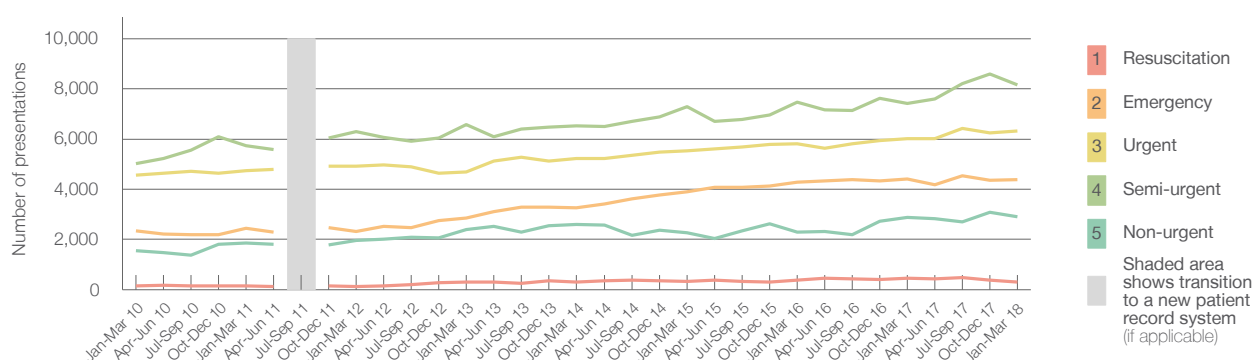
Emergency presentations² by triage category: 22,073 patients

21,149 4%



445	-32.6%
4,404	-0.4%
6,004	5.3%
7,420	10.1%
2,876	0.7%

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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	150	156	136	311	305	339	382	445	300
Emergency	2,348	2,444	2,330	2,854	3,252	3,892	4,275	4,404	4,386
Urgent	4,558	4,733	4,914	4,682	5,231	5,537	5,823	6,004	6,323
Semi-urgent	5,010	5,746	6,289	6,582	6,538	7,293	7,471	7,420	8,167
Non-urgent	1,558	1,846	1,963	2,394	2,601	2,264	2,292	2,876	2,897
All emergency presentations	13,624	14,925	15,632	16,823	17,927	19,325	20,243	21,149	22,073

Royal North Shore Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,516 patients

Same period last year Change since one year ago

4,507

ED Transfer of care time



14 minutes	-1 minute
38 minutes	-8 minutes

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

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

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

January to March 2018

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

Number of triage 2 patients: 4,386

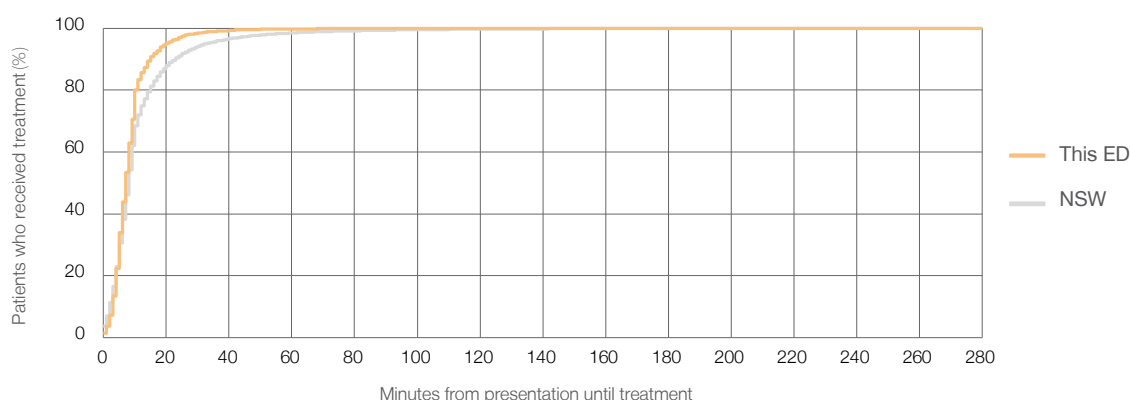
Number of triage 2 patients used to calculate waiting time:³ 4,368

Median time to start treatment⁴ 7 minutes

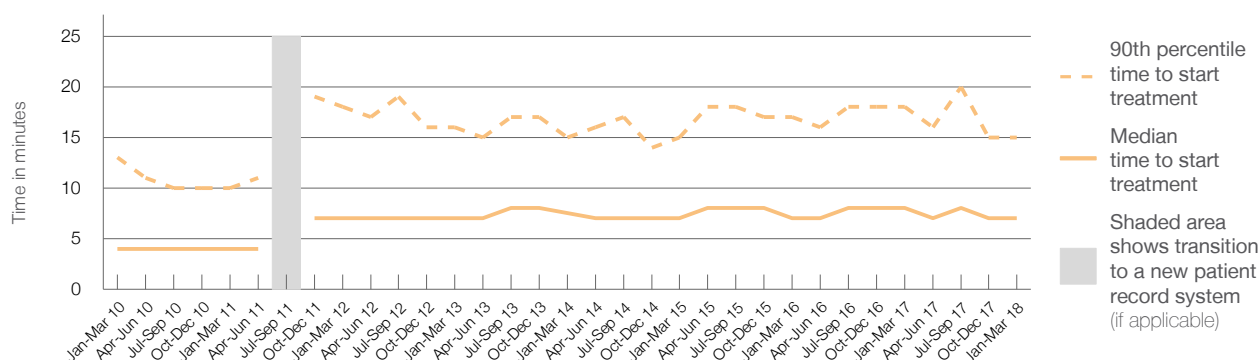
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
4,404	
4,386	
8 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	4	7	7	8	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	13	10	18	16	15	15	17	18	15

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

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

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

January to March 2018

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

Number of triage 3 patients: 6,323

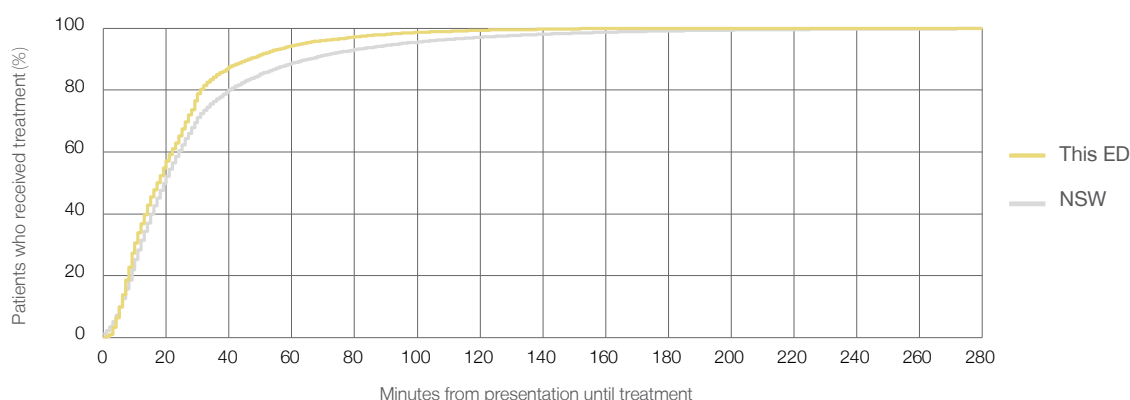
Number of triage 3 patients used to calculate waiting time: ³ 6,233

Median time to start treatment ⁴ 18 minutes

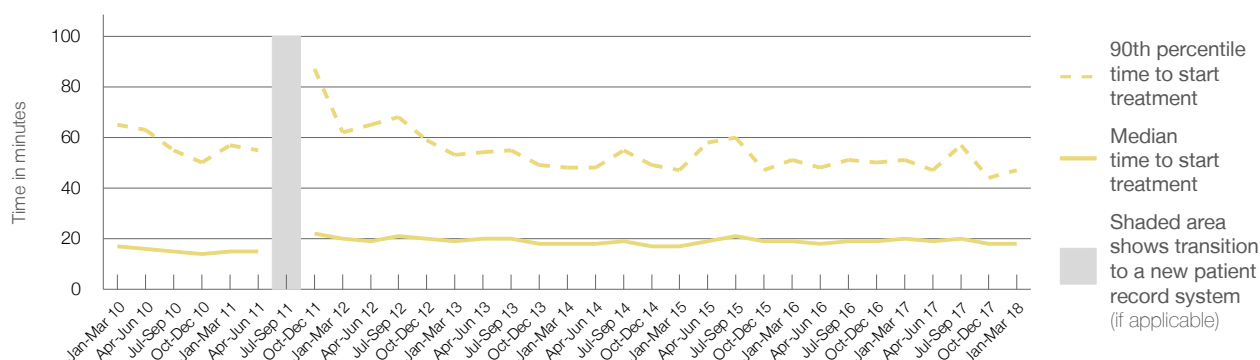
90th percentile time to start treatment ⁵ 47 minutes

Same period last year	NSW (this period)
6,004	
5,930	
20 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	15	20	19	18	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	65	57	62	53	48	47	51	51	47

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 8,167

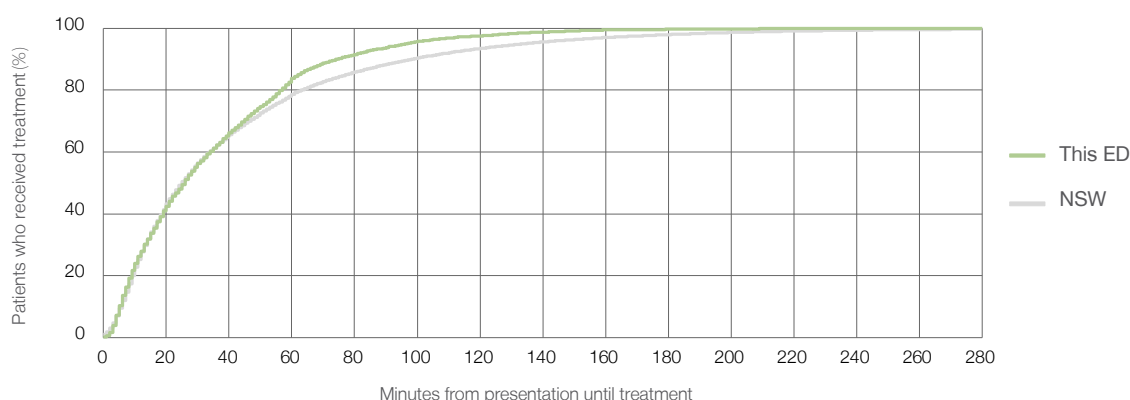
Number of triage 4 patients used to calculate waiting time:³ 7,916

Median time to start treatment⁴ 26 minutes

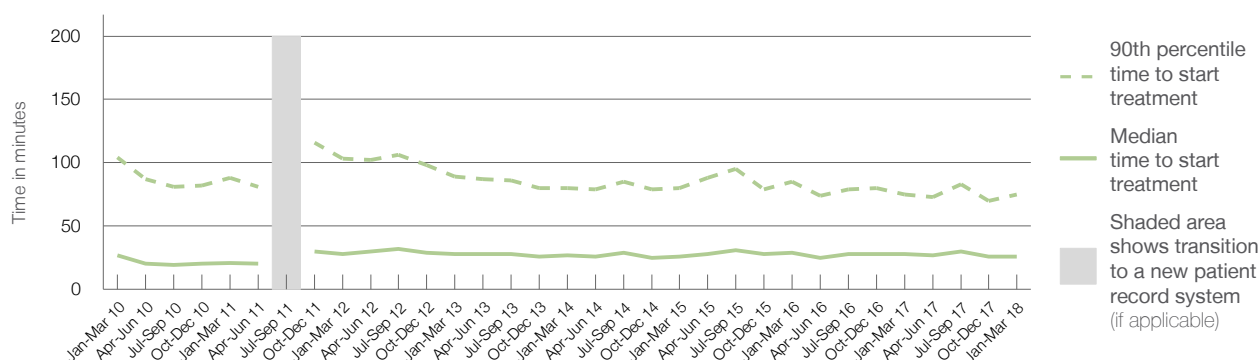
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
7,420	
7,144	
28 minutes	25 minutes
75 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	21	28	28	27	26	29	28	26
90th percentile time to start treatment ⁵ (minutes)	104	88	103	89	80	80	85	75	75

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

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

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

January to March 2018

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

Number of triage 5 patients: 2,897

Number of triage 5 patients used to calculate waiting time:³ 2,618

Median time to start treatment⁴

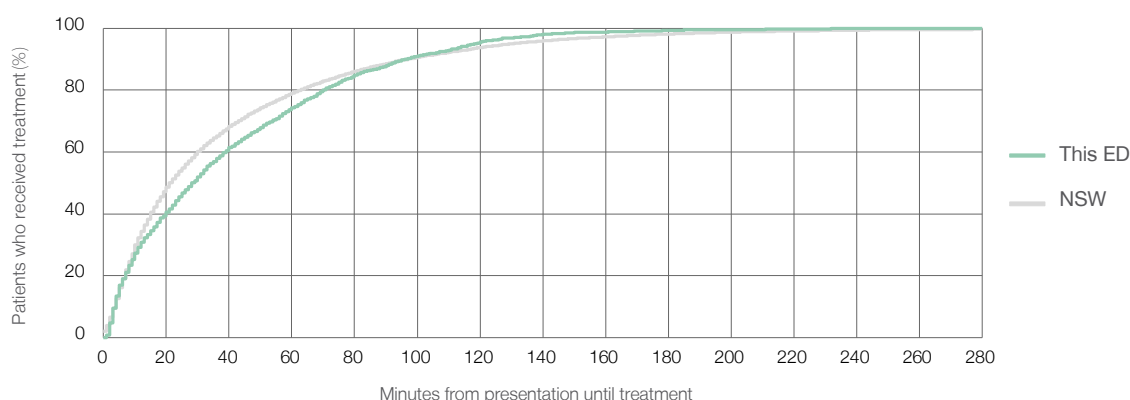
28 minutes

90th percentile time to start treatment⁵

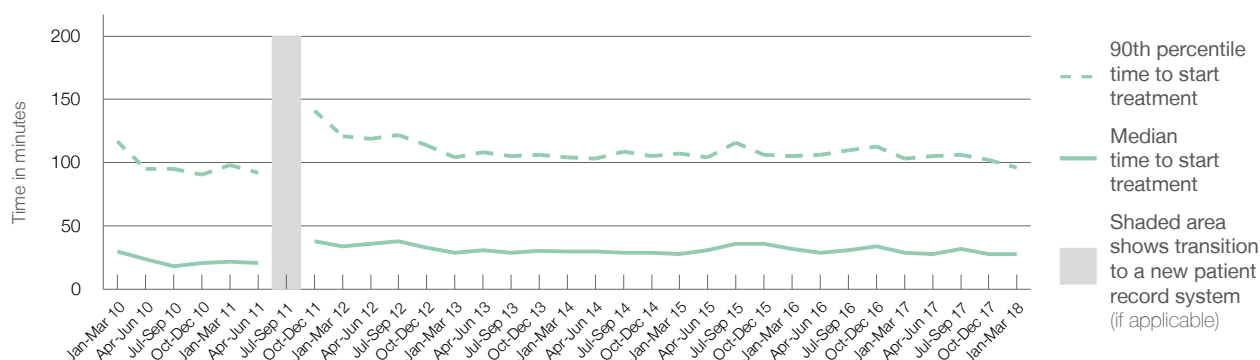
96 minutes

Same period last year	NSW (this period)
2,876	
2,605	
29 minutes	22 minutes
103 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	22	34	29	30	28	32	29	28
90th percentile time to start treatment ⁵ (minutes)	117	98	121	104	104	107	105	103	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.

Royal North Shore Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 22,119 patients

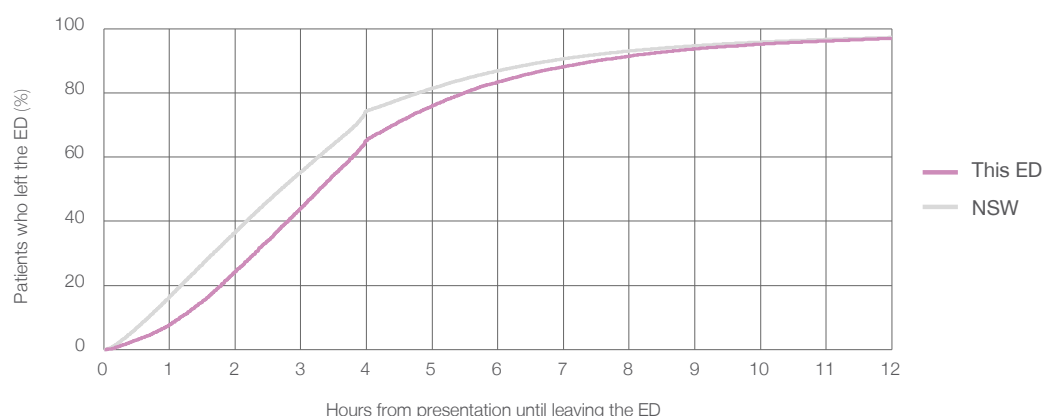
Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

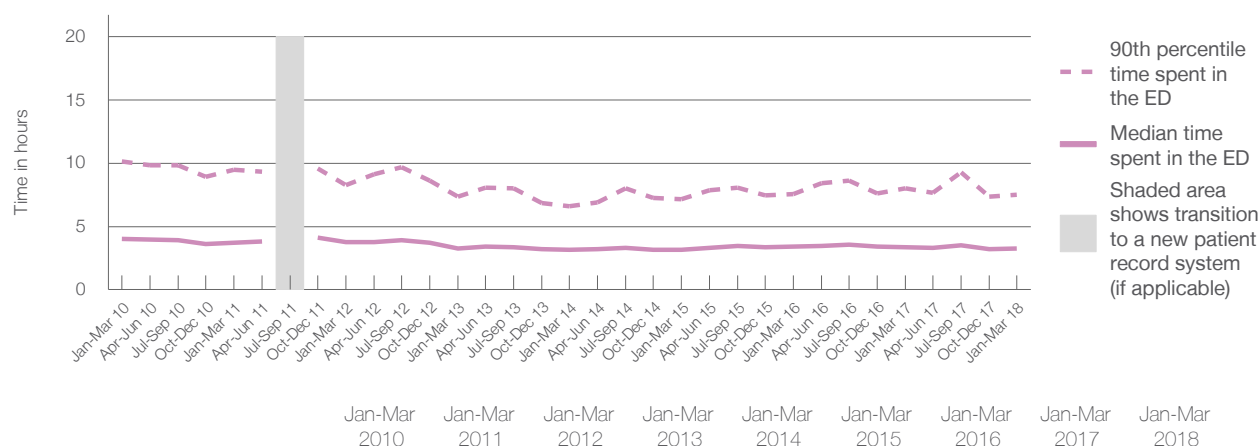
90th percentile time spent in the ED⁹ 7 hours and 30 minutes

Same period last year	NSW (this period)
21,223	21,223
3 hours and 22 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 2m	3h 44m	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m	3h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 8m	9h 29m	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m	7h 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.

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

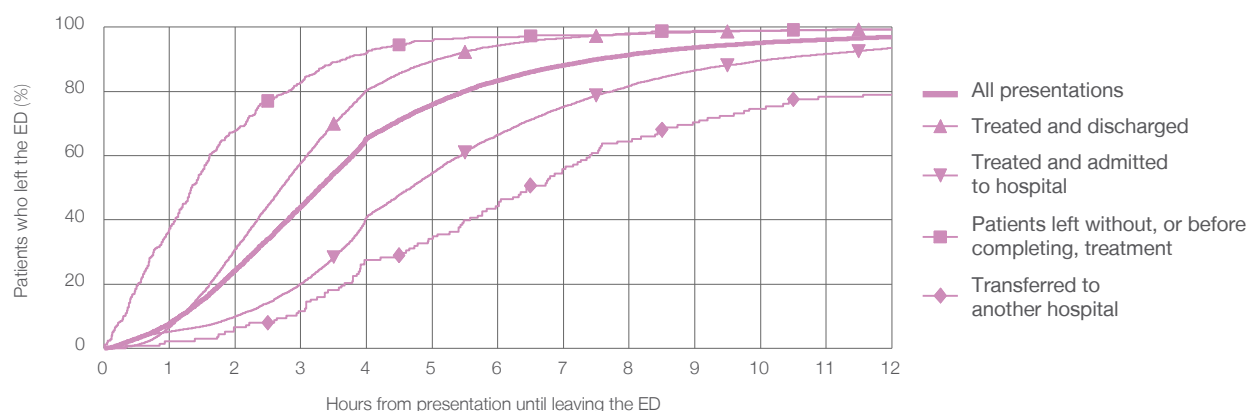
January to March 2018

All presentations:¹ 22,119 patients

Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

		Same period last year	Change since one year ago
		21,223	4%
Treated and discharged	12,563 (56.8%)	11,985	4.8%
Treated and admitted to hospital	8,547 (38.6%)	8,167	4.7%
Patient left without, or before completing, treatment	493 (2.2%)	614	-19.7%
Transferred to another hospital	138 (0.6%)	143	-3.5%
Other	378 (1.7%)	314	20.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	57.8%	80.3%	94.3%	97.8%	98.9%	99.4%
Treated and admitted to hospital	5.2%	9.9%	20.1%	40.9%	66.5%	81.7%	89.6%	93.5%
Patient left without, or before completing, treatment	37.3%	67.7%	82.8%	92.1%	97.0%	98.2%	99.0%	99.4%
Transferred to another hospital	2.2%	6.5%	11.6%	27.5%	44.2%	64.5%	74.6%	79.0%
All presentations	7.8%	24.4%	44.1%	65.3%	83.4%	91.4%	95.2%	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.

Royal North Shore Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 22,119 patients

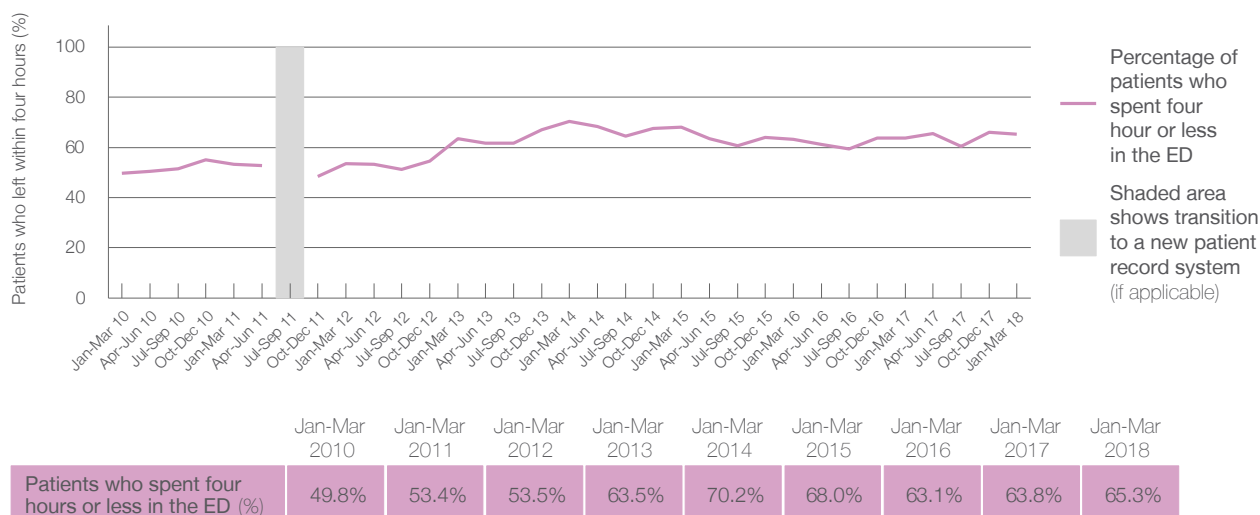
Presentations used to calculate time to leaving the ED: ⁶ 22,119 patients

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



Same period last year	Change since one year ago
21,223	4%
21,223	4%
63.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,715 patients

Emergency presentations:² 19,298 patients

Same period last year	Change since one year ago
19,406	2%
18,809	3%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,172 patients

Median time to start treatment⁴ 11 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,790 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,258 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 904 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
2,918	
11 minutes	8 minutes
23 minutes	23 minutes
10,100	
26 minutes	20 minutes
83 minutes	65 minutes
5,146	
32 minutes	25 minutes
114 minutes	98 minutes
541	
32 minutes	22 minutes
119 minutes	97 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,715 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
19,406	2%
63%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

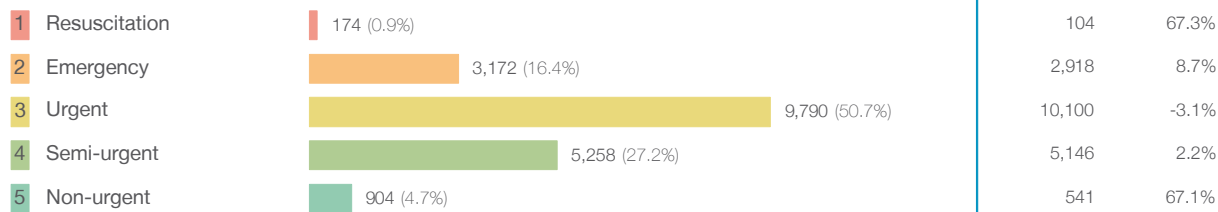
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

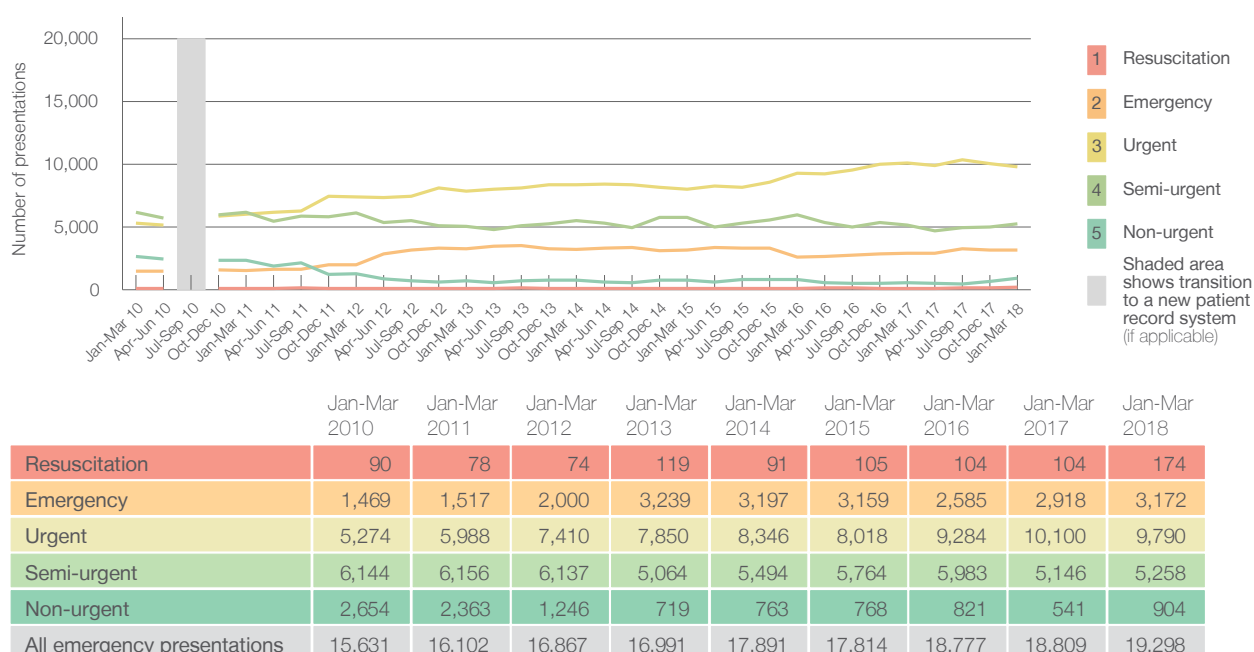
January to March 2018

All presentations:¹ 19,715 patients

Emergency presentations² by triage category: 19,298 patients



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



Royal Prince Alfred Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,263 patients

ED Transfer of care time



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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 3,172

Number of triage 2 patients used to calculate waiting time: ³ 3,166

Median time to start treatment ⁴

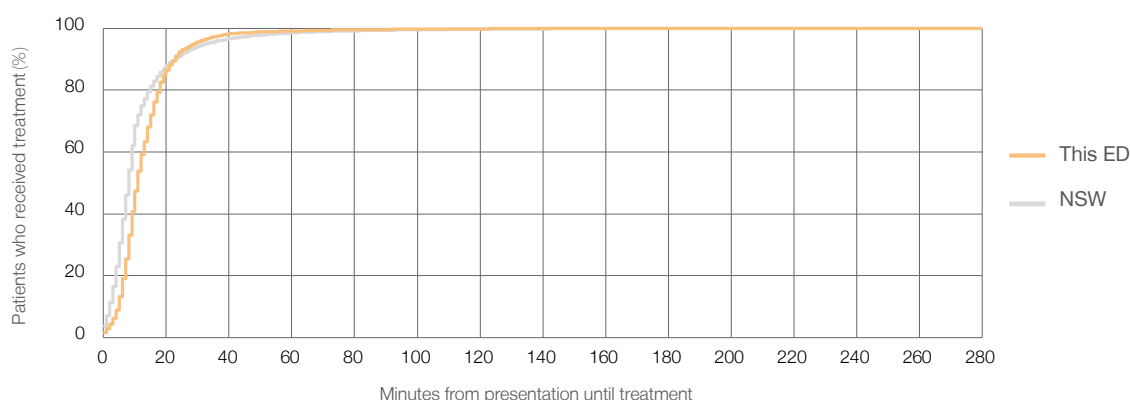
11 minutes

90th percentile time to start treatment ⁵

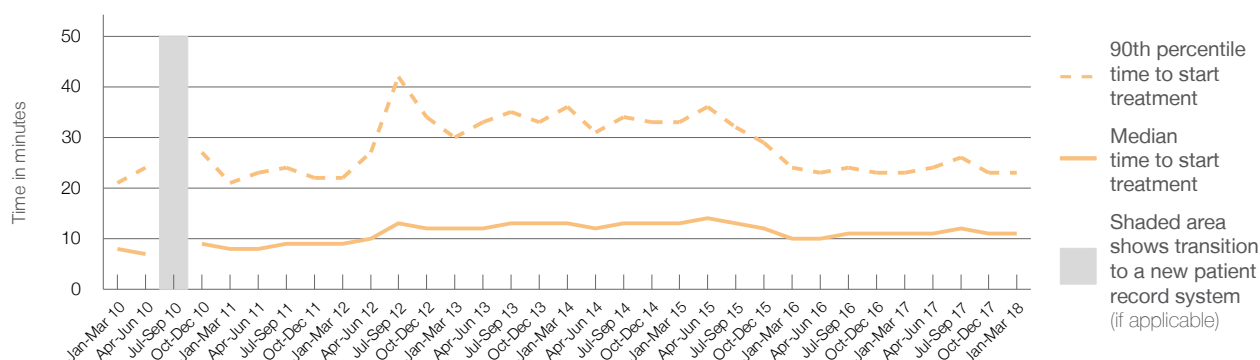
23 minutes

Same period last year	NSW (this period)
2,918	
2,913	
11 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	9	12	13	13	10	11	11
90th percentile time to start treatment ⁵ (minutes)	21	21	22	30	36	33	24	23	23

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 9,790

Number of triage 3 patients used to calculate waiting time: ³ 9,605

Median time to start treatment ⁴

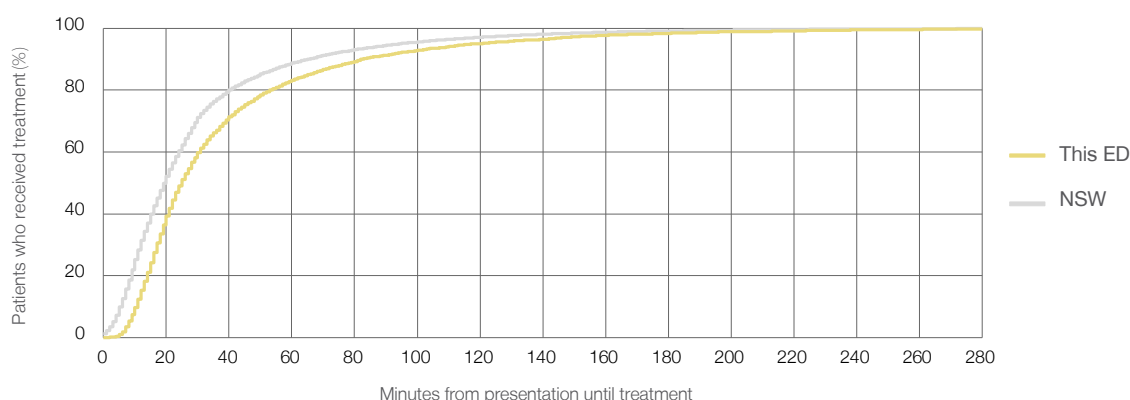
25 minutes

90th percentile time to start treatment ⁵

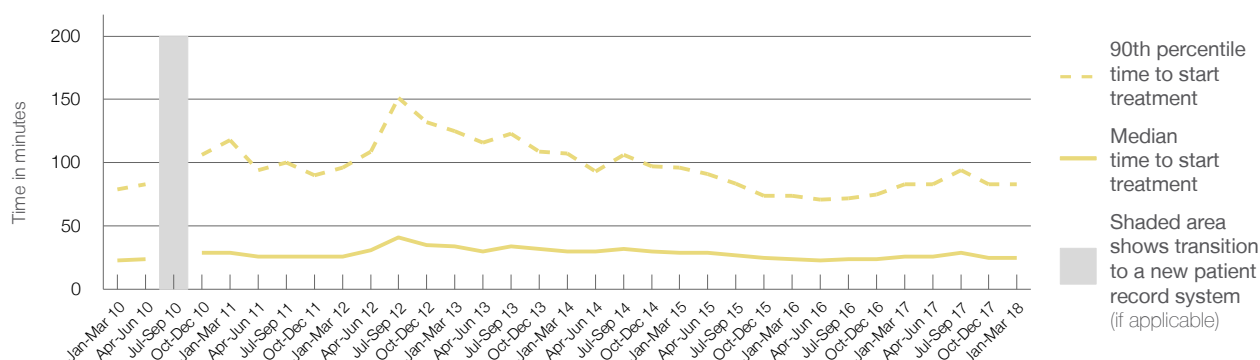
83 minutes

Same period last year	NSW (this period)
10,100	
9,857	
26 minutes	20 minutes
83 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	29	26	34	30	29	24	26	25
90th percentile time to start treatment ⁵ (minutes)	79	118	96	125	107	96	74	83	83

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 5,258

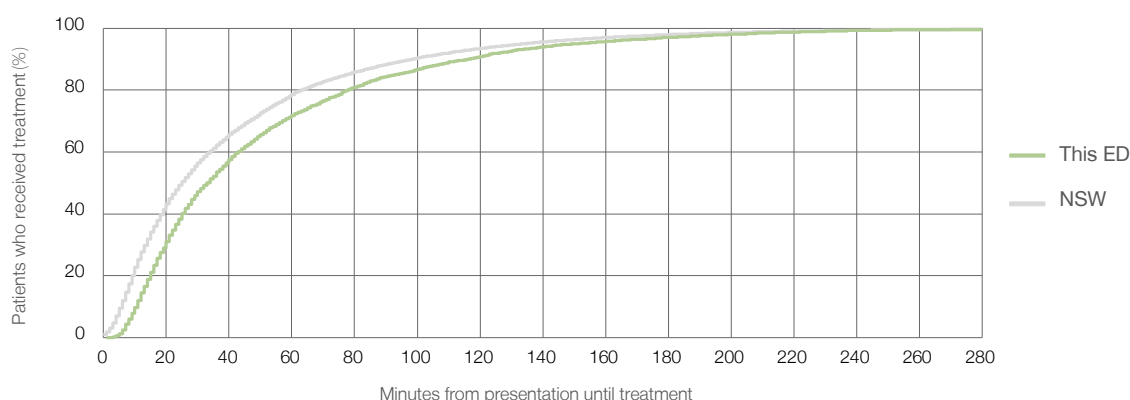
Number of triage 4 patients used to calculate waiting time: ³ 5,002

Median time to start treatment ⁴ 33 minutes

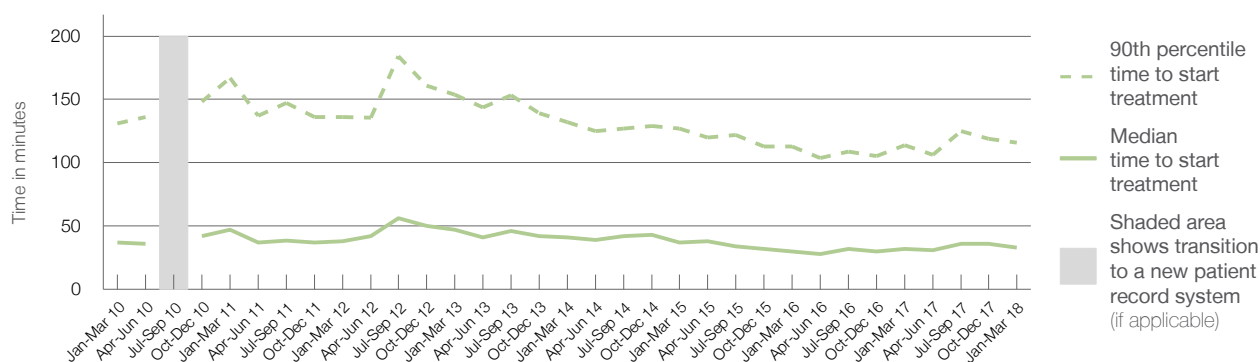
90th percentile time to start treatment ⁵ 116 minutes

Same period last year	NSW (this period)
5,146	
4,781	
32 minutes	25 minutes
114 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	37	47	38	47	41	37	30	32	33
90th percentile time to start treatment ⁵ (minutes)	131	167	136	154	132	127	113	114	116

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

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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 904

Number of triage 5 patients used to calculate waiting time:³ 725

Median time to start treatment⁴

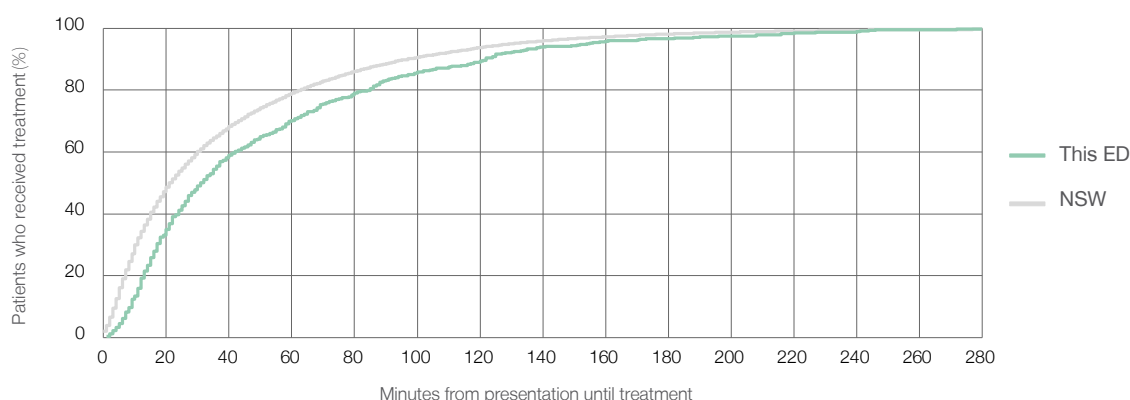
31 minutes

90th percentile time to start treatment⁵

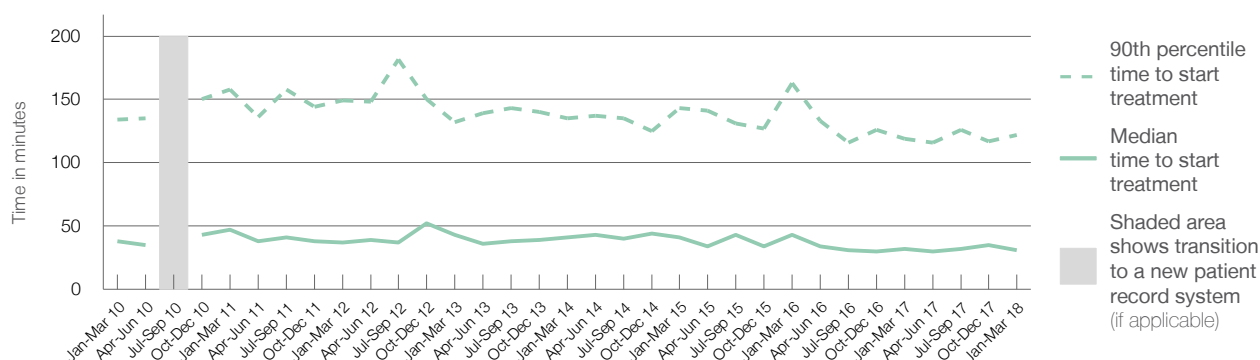
122 minutes

Same period last year	NSW (this period)
541	
346	
32 minutes	22 minutes
119 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	38	47	37	43	41	41	43	32	31
90th percentile time to start treatment ⁵ (minutes)	134	158	149	132	135	143	163	119	122

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,715 patients

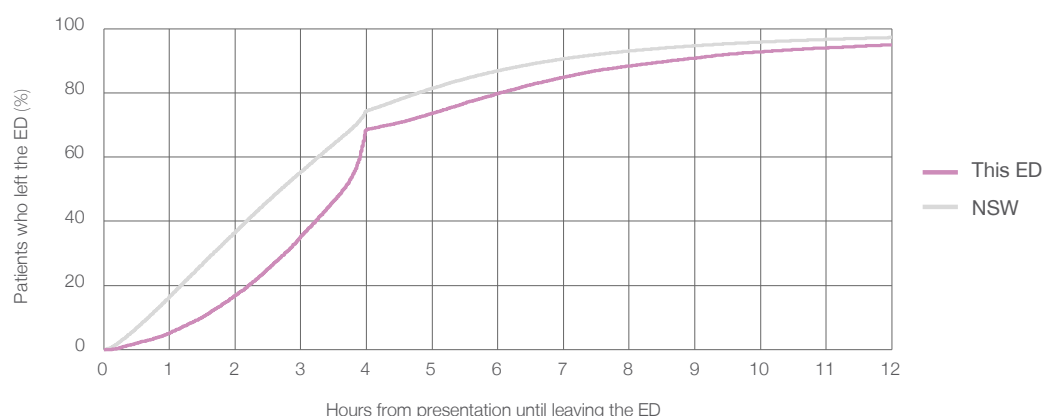
Presentations used to calculate time to leaving the ED:⁶ 19,715 patients

Median time spent in the ED⁸ 3 hours and 39 minutes

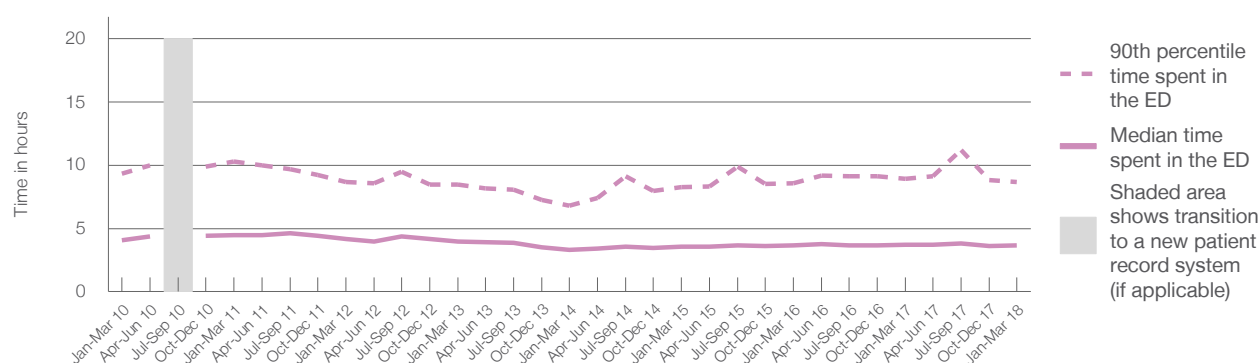
90th percentile time spent in the ED⁹ 8 hours and 39 minutes

Same period last year	NSW (this period)
19,406	19,406
3 hours and 42 minutes	2 hours and 42 minutes
8 hours and 56 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 5m	4h 27m	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m	3h 42m	3h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 21m	10h 16m	8h 41m	8h 27m	6h 49m	8h 16m	8h 34m	8h 56m	8h 39m

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

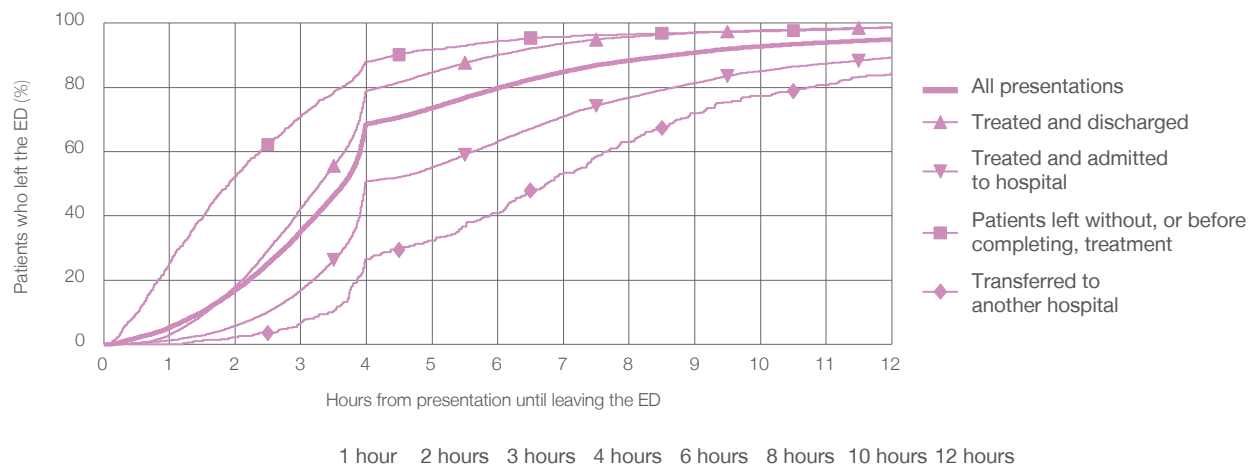
All presentations:[†] 19,715 patients

Presentations used to calculate time to leaving the ED:[‡] 19,715 patients

Treated and discharged	10,428 (52.9%)
Treated and admitted to hospital	7,312 (37.1%)
Patient left without, or before completing, treatment	1,325 (6.7%)
Transferred to another hospital	313 (1.6%)
Other	337 (1.7%)

Same period last year	Change since one year ago
19,406	2%
10,438	-0.1%
6,746	8.4%
1,452	-8.7%
284	10.2%
486	-30.7%

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



Treated and discharged	3.0%	18.0%	42.4%	79.0%	90.2%	95.8%	97.8%	98.7%
Treated and admitted to hospital	1.2%	5.7%	16.9%	50.8%	63.2%	76.8%	85.1%	89.3%
Patient left without, or before completing, treatment	25.3%	52.3%	70.9%	88.0%	94.4%	96.5%	97.6%	98.6%
Transferred to another hospital	0%	2.2%	6.7%	26.5%	40.9%	62.9%	77.3%	84.3%
All presentations	5.2%	16.9%	35.3%	68.6%	79.8%	88.3%	92.8%	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.

Royal Prince Alfred Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,715 patients

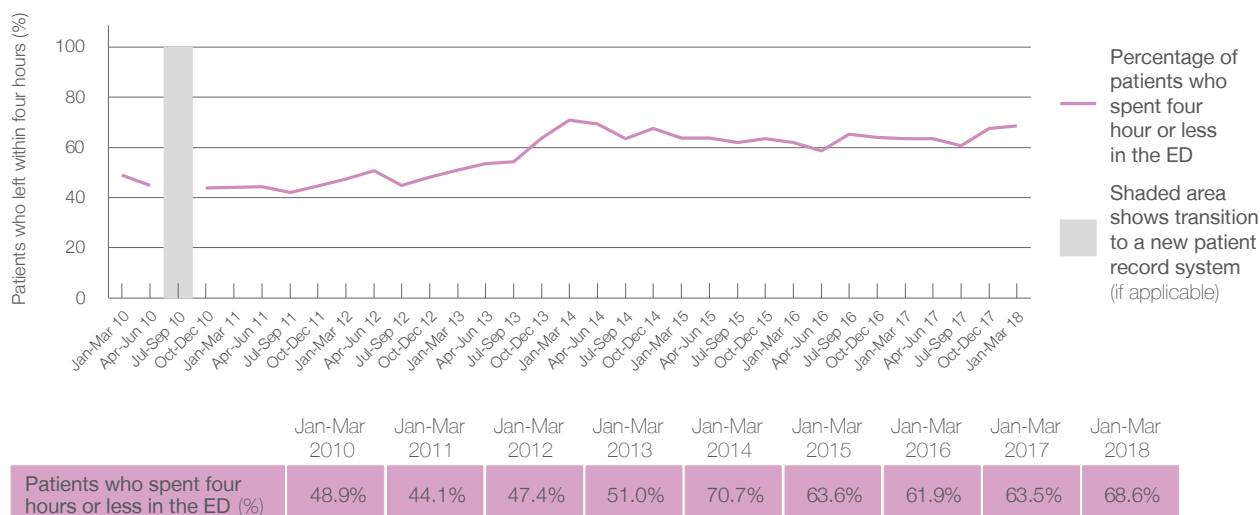
Presentations used to calculate time to leaving the ED: ⁶ 19,715 patients

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



Same period last year	Change since one year ago
19,406	2%
19,406	2%
63.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

St George Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,926 patients

Emergency presentations:² 19,749 patients

Same period last year	Change since one year ago
19,828	0%
19,726	0%

St George Hospital: Time patients waited to start treatment³

January to March 2018

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

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,062 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,150 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,330 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,581	
10 minutes	8 minutes
25 minutes	23 minutes
8,650	
24 minutes	20 minutes
62 minutes	65 minutes
7,176	
32 minutes	25 minutes
75 minutes	98 minutes
1,177	
31 minutes	22 minutes
86 minutes	97 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,924 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
19,824	1%
66%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

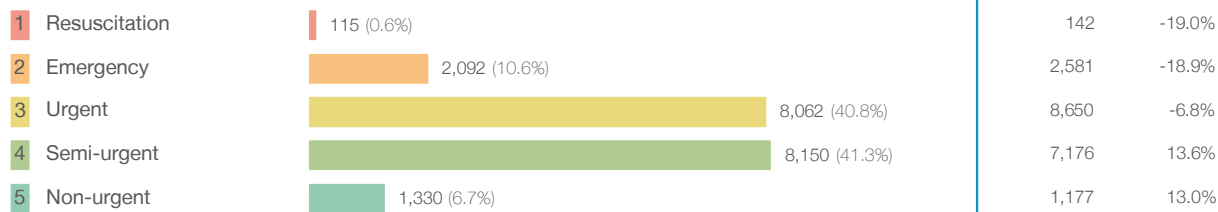
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

St George Hospital: Patients presenting to the emergency department

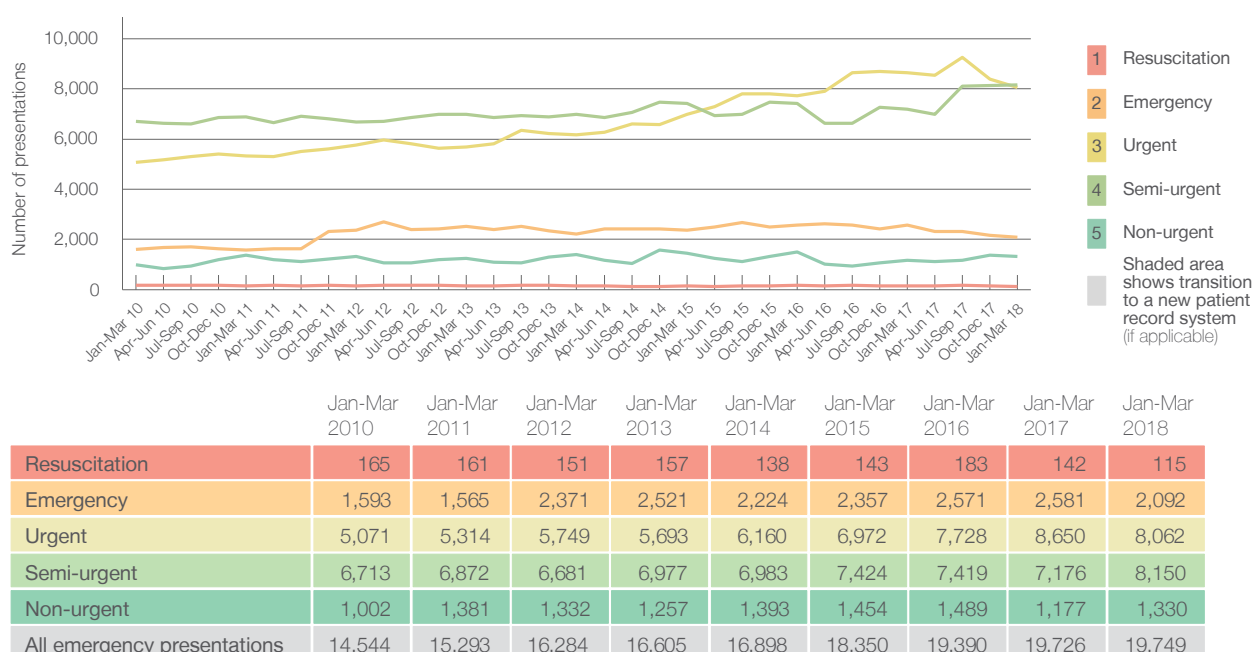
January to March 2018

All presentations:¹ 19,926 patients

Emergency presentations² by triage category: 19,749 patients



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



St George Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,813 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.

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

January to March 2018

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

Number of triage 2 patients: 2,092

Number of triage 2 patients used to calculate waiting time: ³ 2,083

Median time to start treatment ⁴

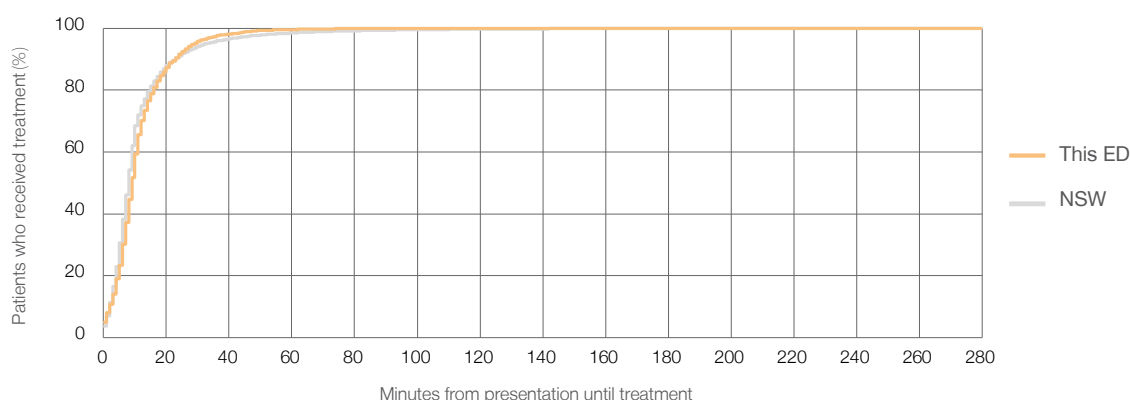
9 minutes

90th percentile time to start treatment ⁵

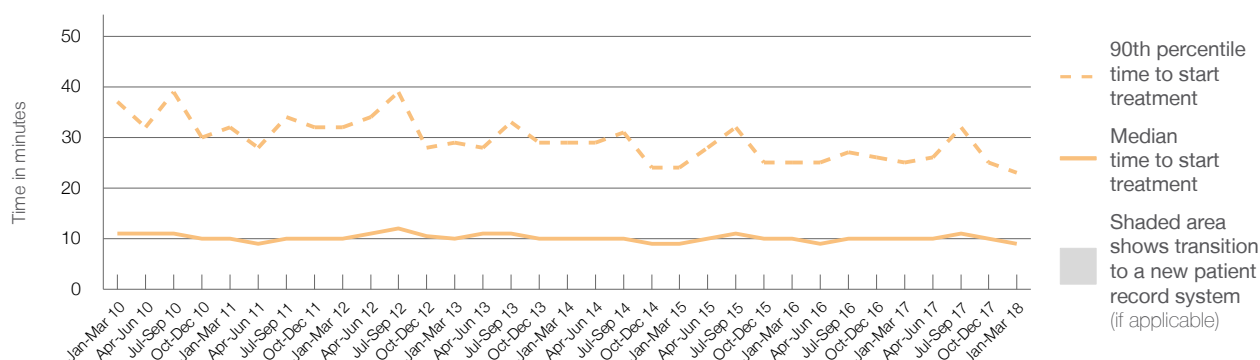
23 minutes

Same period last year	NSW (this period)
2,581	
2,567	
10 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	11	10	10	10	10	9	10	10	9
90th percentile time to start treatment ⁵ (minutes)	37	32	32	29	29	24	25	25	23

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

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

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

January to March 2018

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

Number of triage 3 patients: 8,062

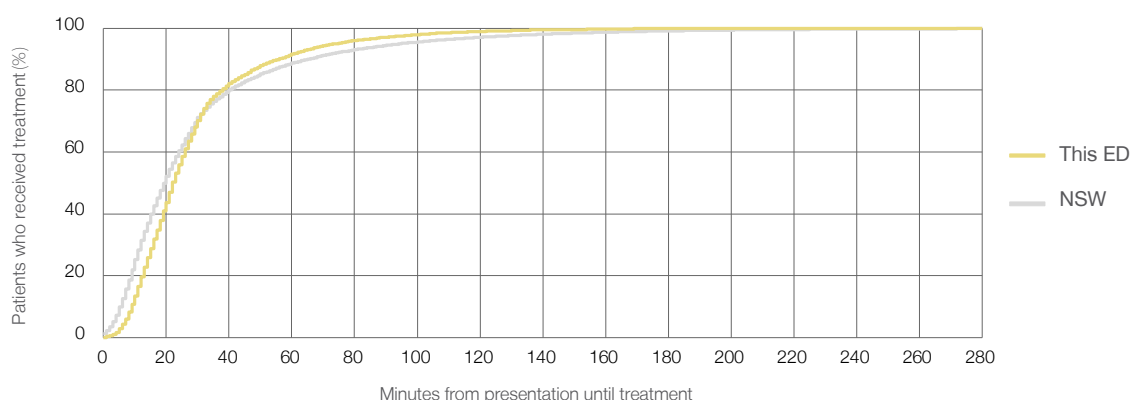
Number of triage 3 patients used to calculate waiting time: ³ 7,904

Median time to start treatment ⁴ 22 minutes

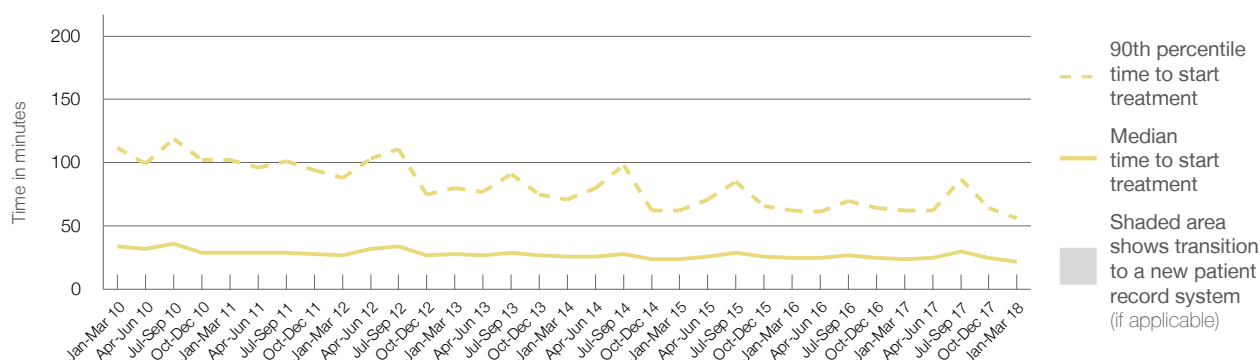
90th percentile time to start treatment ⁵ 56 minutes

Same period last year	NSW (this period)
8,650	
8,528	
24 minutes	20 minutes
62 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	34	29	27	28	26	24	25	24	22
90th percentile time to start treatment ⁵ (minutes)	112	102	88	80	71	62	62	62	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.

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

January to March 2018

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

Number of triage 4 patients: 8,150

Number of triage 4 patients used to calculate waiting time: ³ 7,939

Median time to start treatment ⁴

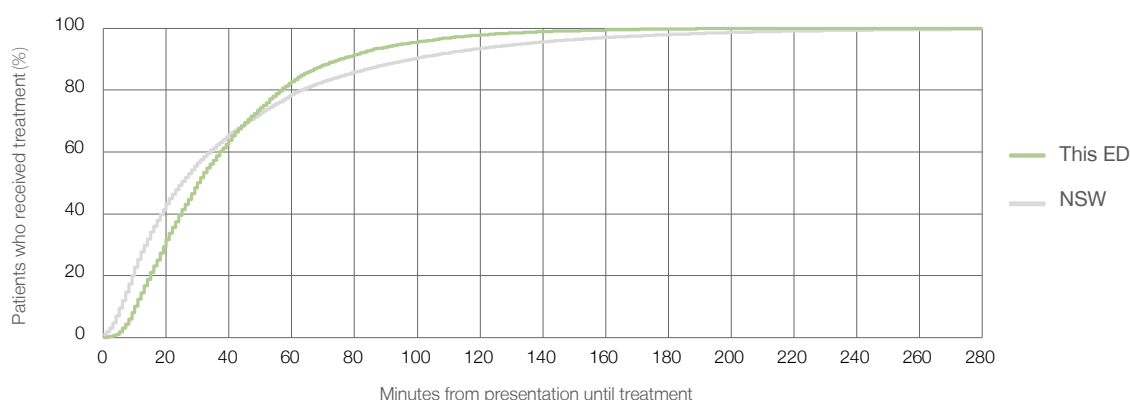
30 minutes

90th percentile time to start treatment ⁵

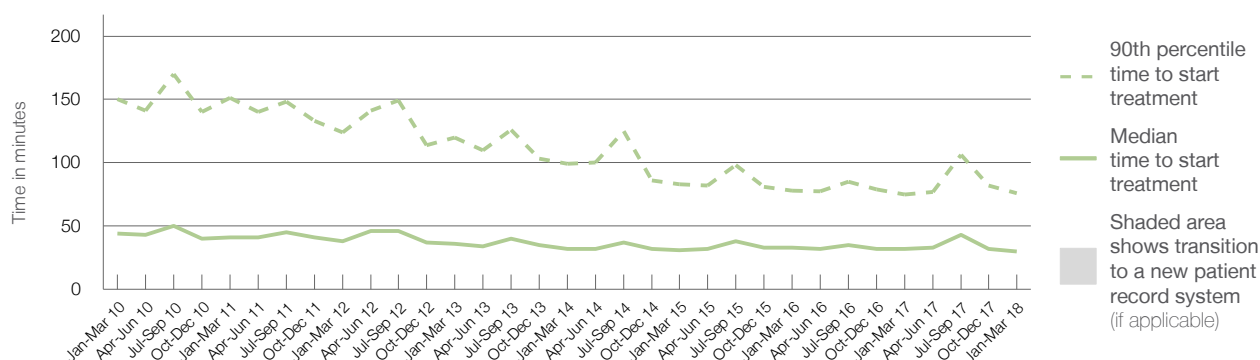
76 minutes

Same period last year	NSW (this period)
7,176	
6,945	
32 minutes	25 minutes
75 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	44	41	38	36	32	31	33	32	30
90th percentile time to start treatment ⁵ (minutes)	150	151	124	120	99	83	78	75	76

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

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

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

January to March 2018

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

Number of triage 5 patients: 1,330

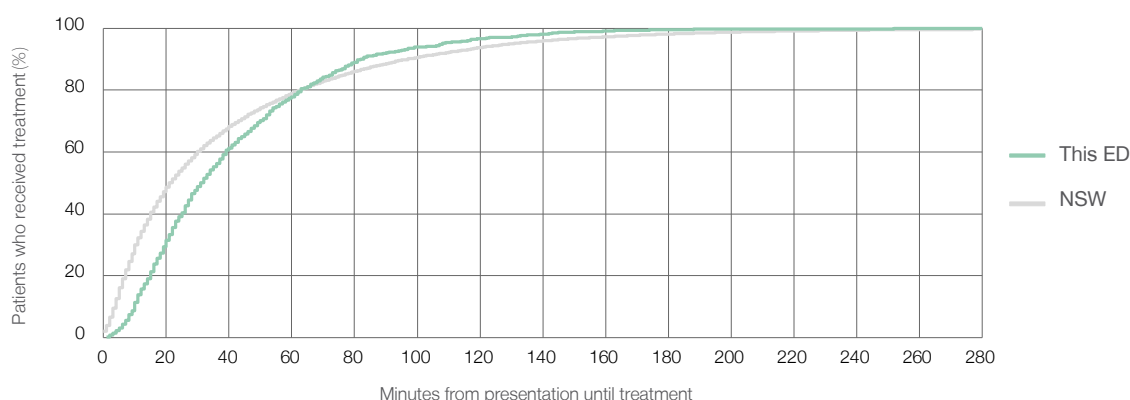
Number of triage 5 patients used to calculate waiting time: ³ 1,138

Median time to start treatment ⁴ 32 minutes

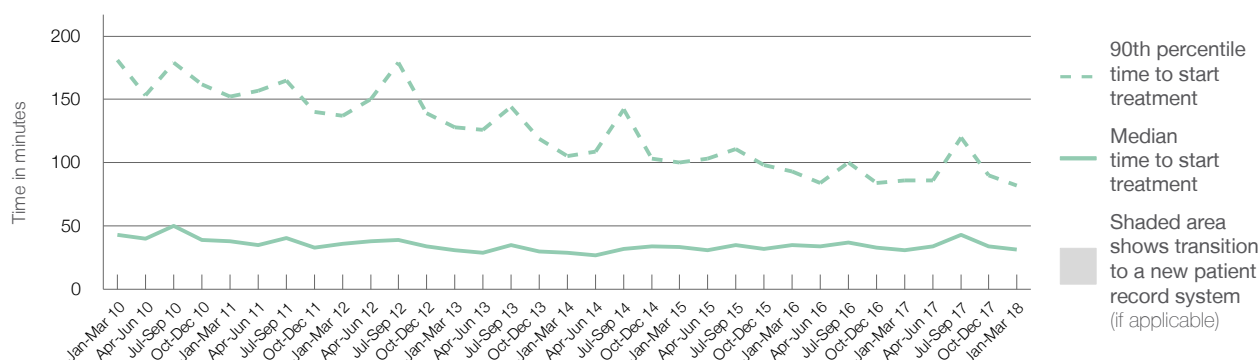
90th percentile time to start treatment ⁵ 82 minutes

Same period last year	NSW (this period)
1,177	
992	
31 minutes	22 minutes
86 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	43	38	36	31	29	34	35	31	32
90th percentile time to start treatment ⁵ (minutes)	181	152	137	128	105	100	93	86	82

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

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

St George Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,926 patients

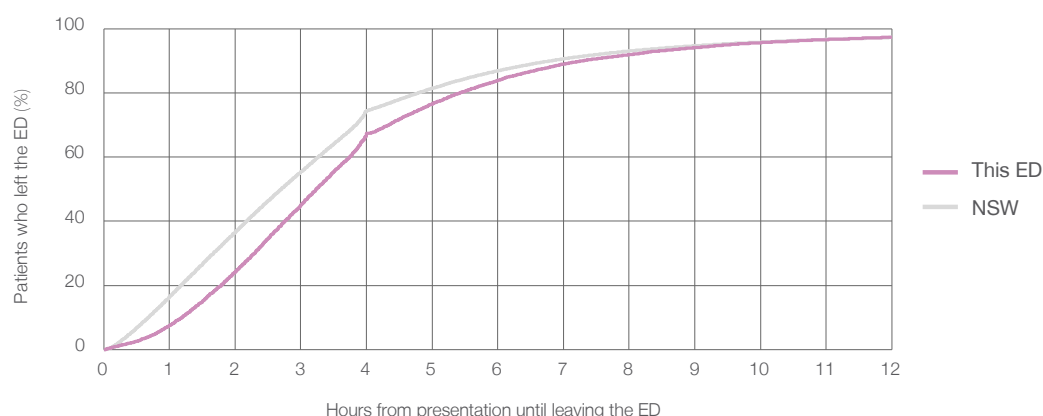
Presentations used to calculate time to leaving the ED:⁶ 19,924 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

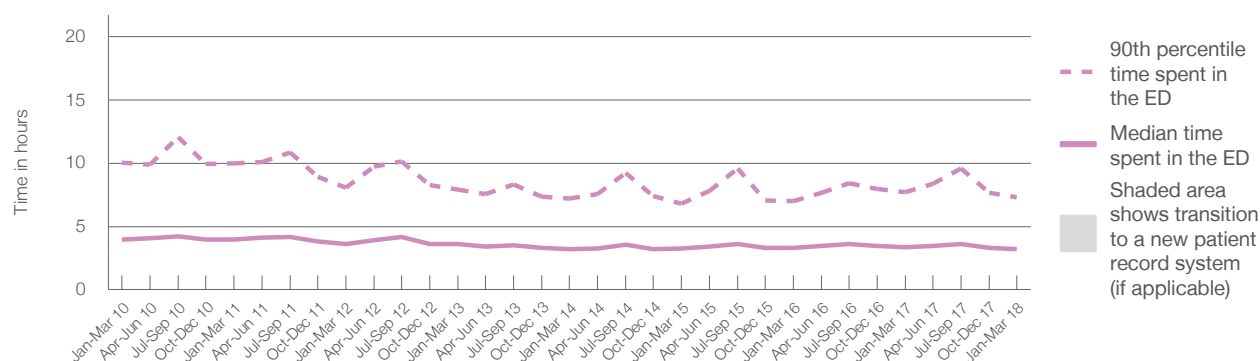
90th percentile time spent in the ED⁹ 7 hours and 18 minutes

Same period last year	NSW (this period)
19,828	
19,824	
3 hours and 22 minutes	2 hours and 42 minutes
7 hours and 42 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 57m	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m	3h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 1m	9h 58m	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m	7h 18m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

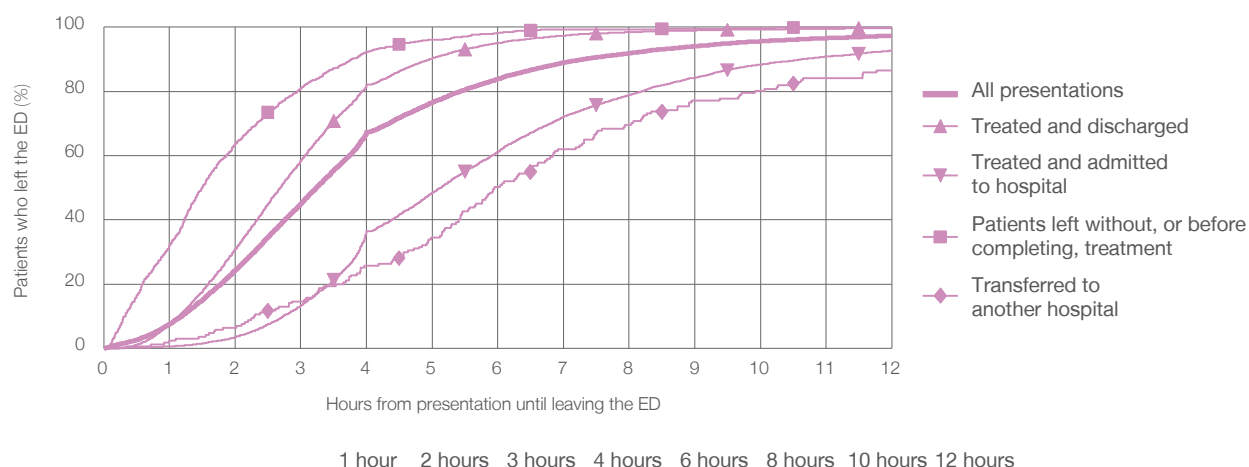
January to March 2018

All presentations:[†] 19,926 patients

Presentations used to calculate time to leaving the ED:[‡] 19,924 patients

		Same period last year	Change since one year ago
		19,824	1%
Treated and discharged	11,911 (59.8%)	11,377	4.7%
Treated and admitted to hospital	6,479 (32.5%)	6,934	-6.6%
Patient left without, or before completing, treatment	1,106 (5.6%)	1,076	2.8%
Transferred to another hospital	171 (0.9%)	182	-6.0%
Other	259 (1.3%)	259	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.5%	30.9%	58.5%	82.1%	95.1%	98.5%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.5%	13.2%	36.4%	61.3%	79.0%	88.3%	92.7%
Patient left without, or before completing, treatment	32.1%	63.7%	80.9%	92.3%	98.3%	99.3%	99.7%	99.9%
Transferred to another hospital	2.3%	6.4%	14.6%	25.7%	50.3%	69.6%	80.1%	86.5%
All presentations	7.6%	24.3%	45.1%	67.4%	83.9%	91.9%	95.6%	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.

St George Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,926 patients

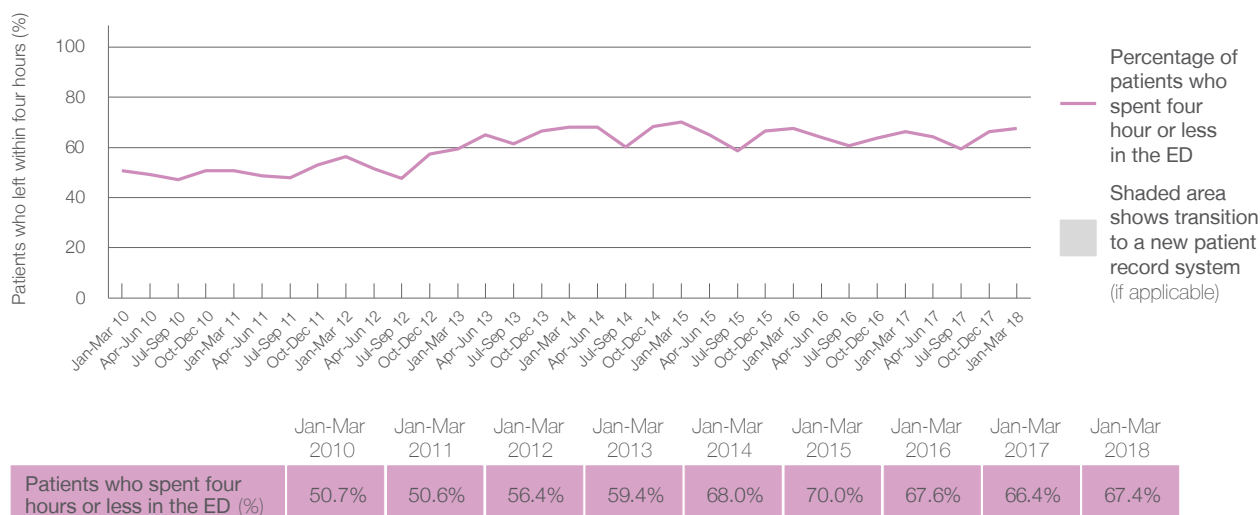
Presentations used to calculate time to leaving the ED: ⁶ 19,924 patients

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



Same period last year	Change since one year ago
19,828	0%
19,824	1%
66.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

St Vincent's Hospital Sydney: Emergency department (ED) overview

January to March 2018

All presentations:¹ 12,383 patients

Emergency presentations:² 12,234 patients

Same period last year	Change since one year ago
12,377	0%
12,248	0%

St Vincent's Hospital Sydney: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,432 patients

Median time to start treatment⁴ 4 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,911 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,191 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 376 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,430	
5 minutes	8 minutes
16 minutes	23 minutes
5,793	
17 minutes	20 minutes
74 minutes	65 minutes
4,272	
23 minutes	25 minutes
111 minutes	98 minutes
467	
12 minutes	22 minutes
117 minutes	97 minutes

St Vincent's Hospital Sydney: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 12,383 patients

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

Same period last year	Change since one year ago
12,377	0%
65%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

St Vincent's Hospital Sydney: Patients presenting to the emergency department

January to March 2018

All presentations:¹ 12,383 patients

Same period
last year

12,377

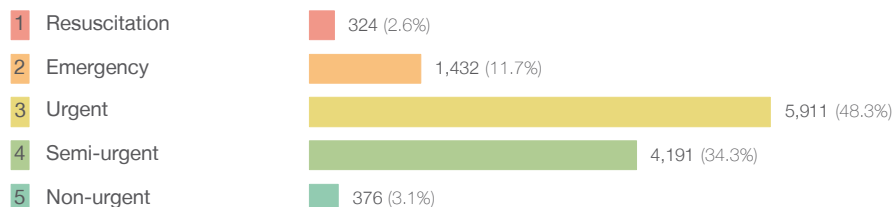
Change since
one year ago

0%

Emergency presentations² by triage category: 12,234 patients

12,248

0%



286

13.3%

1,430

0.1%

5,793

2.0%

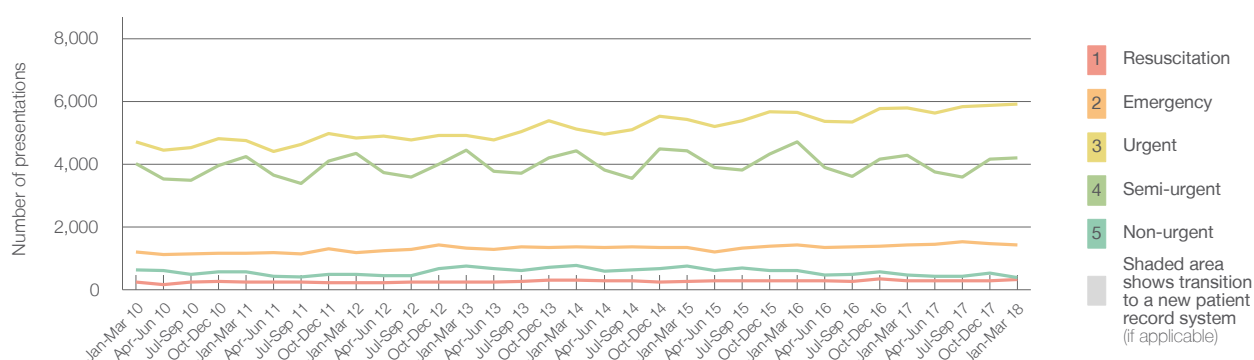
4,272

-1.9%

467

-19.5%

Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	244	248	219	248	297	256	276	286	324
Emergency	1,208	1,168	1,183	1,331	1,355	1,340	1,423	1,430	1,432
Urgent	4,714	4,749	4,838	4,919	5,121	5,416	5,659	5,793	5,911
Semi-urgent	4,019	4,248	4,351	4,437	4,434	4,426	4,712	4,272	4,191
Non-urgent	628	571	485	759	767	756	616	467	376
All emergency presentations	10,813	10,984	11,076	11,694	11,974	12,194	12,686	12,248	12,234

St Vincent's Hospital Sydney: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,566 patients

Same period
last year

3,453

Change since
one year ago

ED Transfer of care time

Median time 15 minutes

14 minutes

1 minute

90th percentile time 55 minutes

45 minutes

10 minutes

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,432

Number of triage 2 patients used to calculate waiting time:³ 1,426

Median time to start treatment⁴

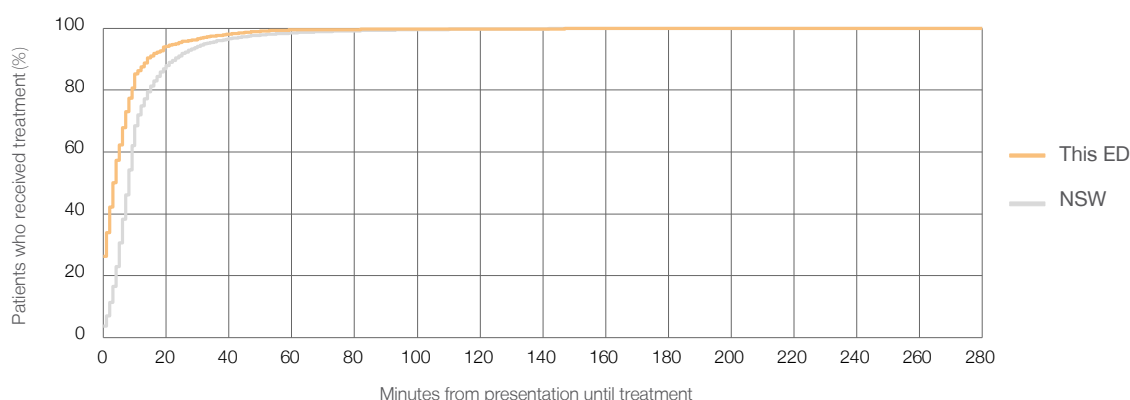
4 minutes

90th percentile time to start treatment⁵

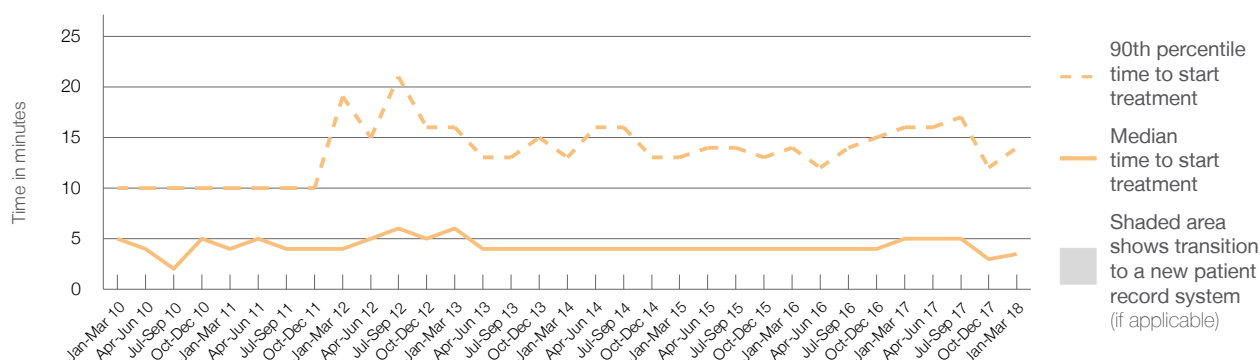
14 minutes

Same period last year	NSW (this period)
1,430	
1,427	
5 minutes	8 minutes
16 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	5	4	4	6	4	4	4	5	4
90th percentile time to start treatment ⁵ (minutes)	10	10	19	16	13	13	14	16	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 5,911

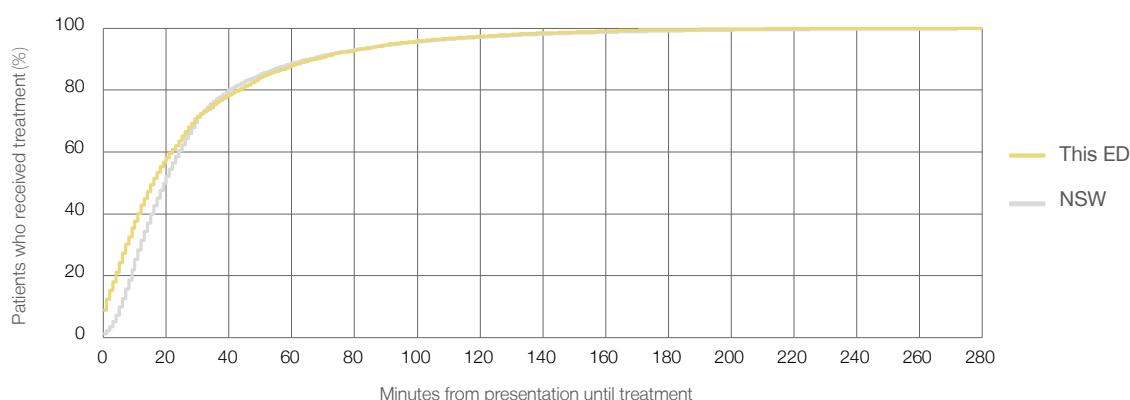
Number of triage 3 patients used to calculate waiting time:³ 5,658

Median time to start treatment⁴ 16 minutes

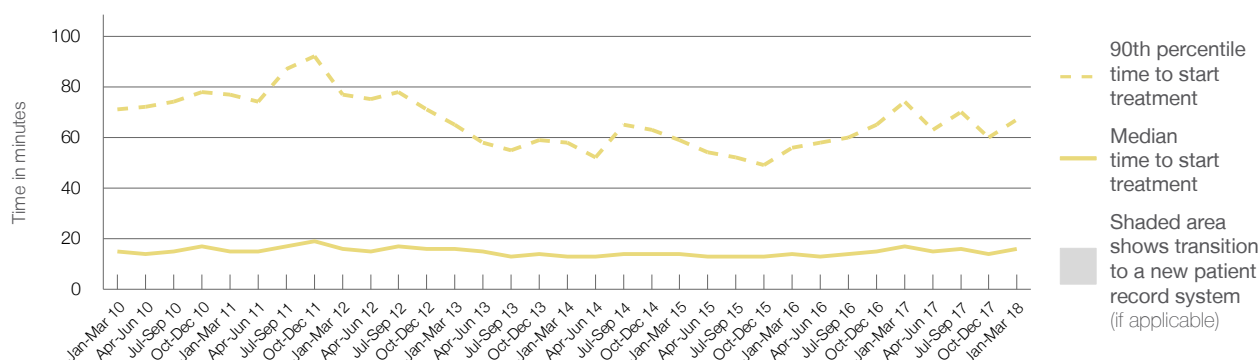
90th percentile time to start treatment⁵ 67 minutes

Same period last year	NSW (this period)
5,793	
5,560	
17 minutes	20 minutes
74 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	15	15	16	16	13	14	14	17	16
90th percentile time to start treatment ⁵ (minutes)	71	77	77	65	58	59	56	74	67

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,191

Number of triage 4 patients used to calculate waiting time: ³ 3,623

Median time to start treatment ⁴

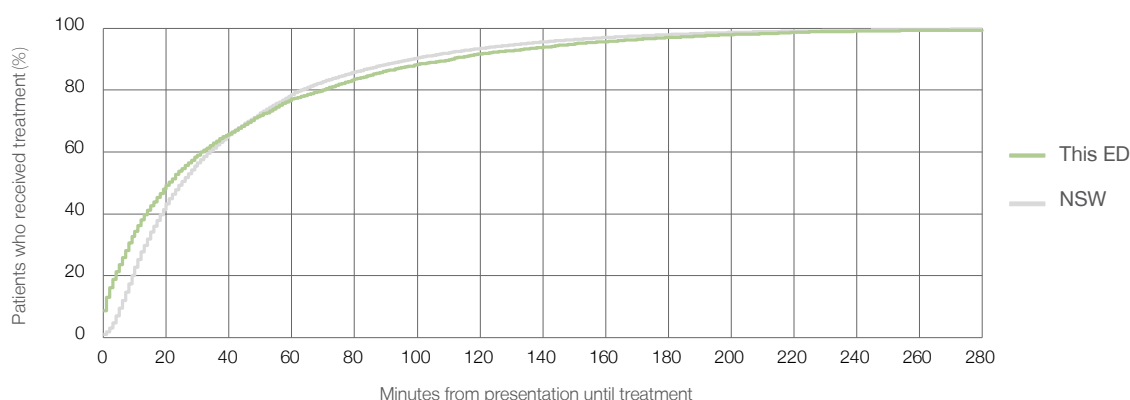
21 minutes

90th percentile time to start treatment ⁵

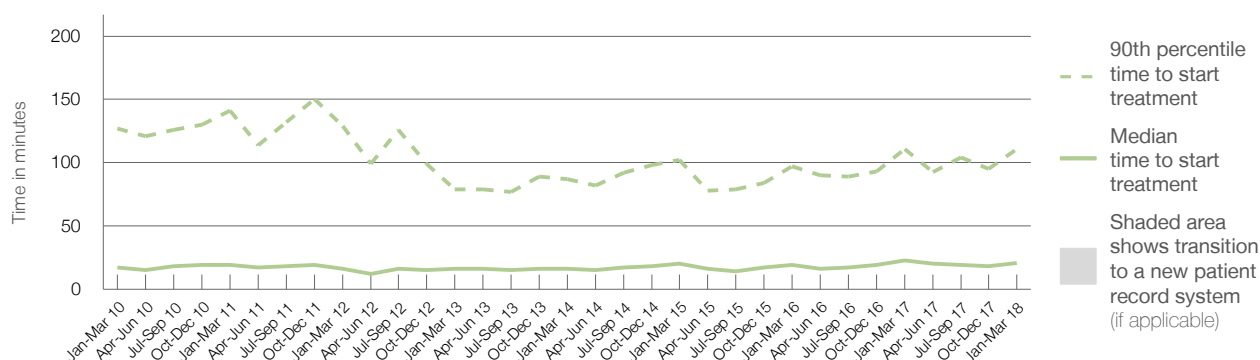
111 minutes

Same period last year	NSW (this period)
4,272	
3,636	
23 minutes	25 minutes
111 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	19	16	16	16	20	19	23	21
90th percentile time to start treatment ⁵ (minutes)	127	141	129	79	87	102	97	111	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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 376

Number of triage 5 patients used to calculate waiting time:³ 303

Median time to start treatment⁴

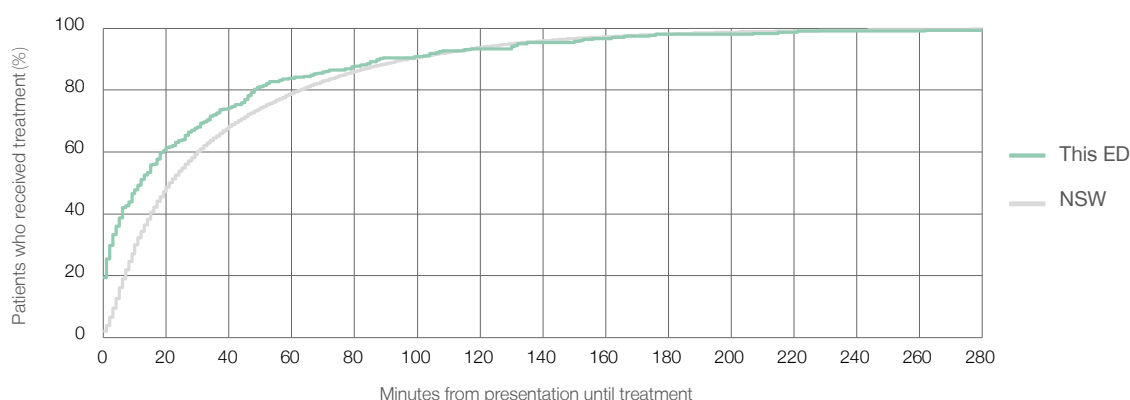
12 minutes

90th percentile time to start treatment⁵

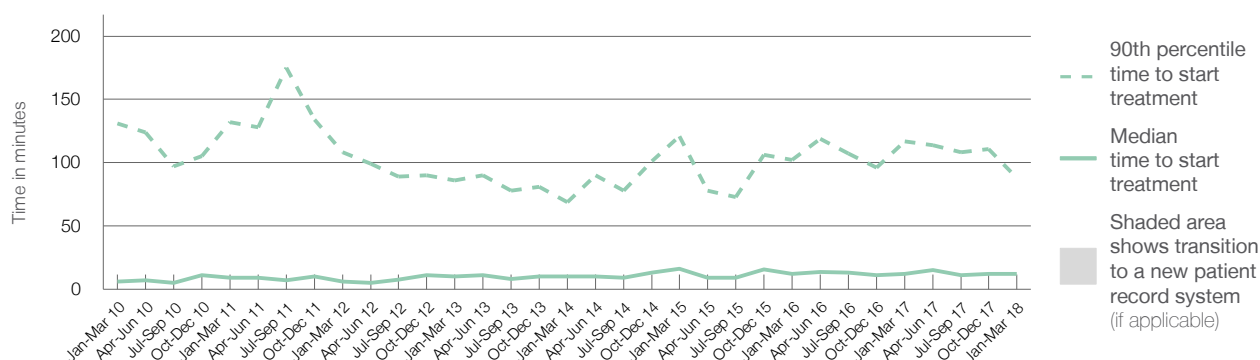
88 minutes

Same period last year	NSW (this period)
467	
350	
12 minutes	22 minutes
117 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	9	6	10	10	16	12	12	12
90th percentile time to start treatment ⁵ (minutes)	131	132	108	86	69	121	102	117	88

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED

January to March 2018

All presentations:¹ 12,383 patients

Presentations used to calculate time to leaving the ED:⁶ 12,383 patients

Median time spent in the ED⁸

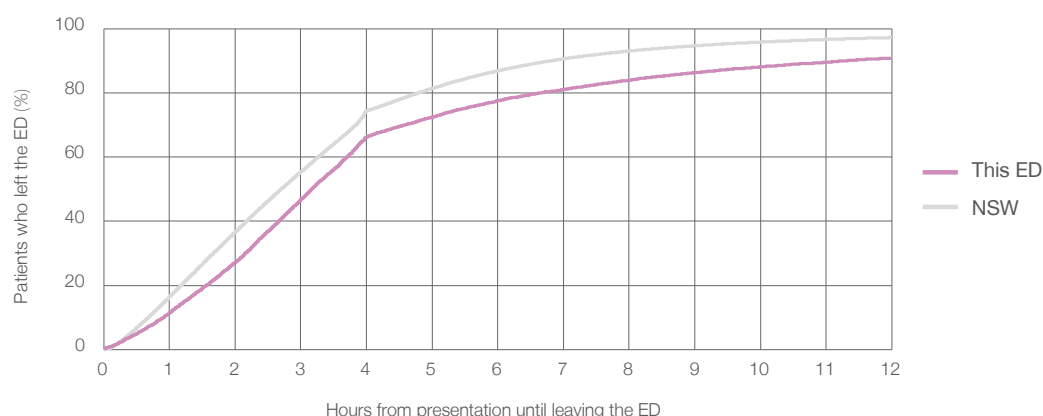
3 hours and 10 minutes

90th percentile time spent in the ED⁹

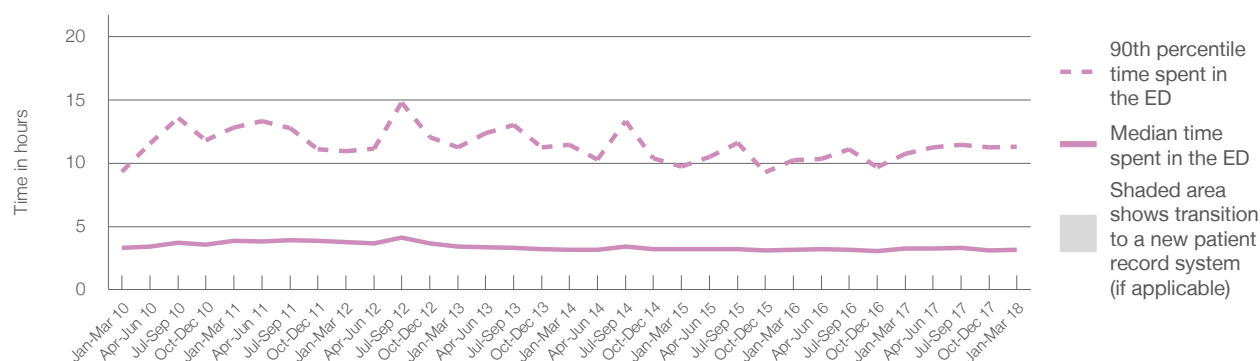
11 hours and 18 minutes

Same period last year	NSW (this period)
12,377	12,377
3 hours and 15 minutes	2 hours and 42 minutes
10 hours and 44 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 19m	3h 52m	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m	3h 15m	3h 10m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 19m	12h 48m	10h 58m	11h 16m	11h 27m	9h 44m	10h 13m	10h 44m	11h 18m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time patients spent in the ED

By mode of separation

January to March 2018

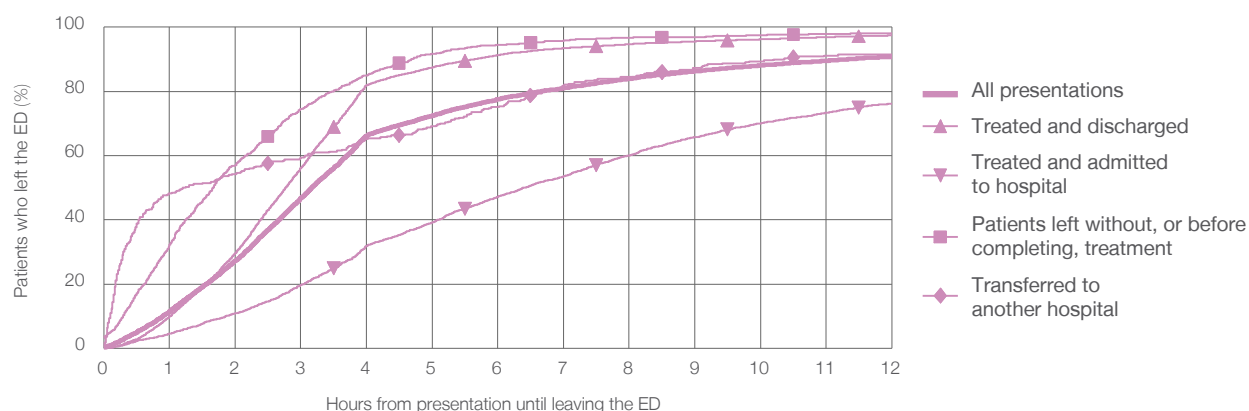
All presentations:[†] 12,383 patients

Presentations used to calculate time to leaving the ED:[‡] 12,383 patients

Treated and discharged	6,991 (56.5%)
Treated and admitted to hospital	3,829 (30.9%)
Patient left without, or before completing, treatment	1,188 (9.6%)
Transferred to another hospital	330 (2.7%)
Other	45 (0.4%)

Same period last year	Change since one year ago
12,377	0%
6,536	7.0%
4,264	-10.2%
1,237	-4.0%
299	10.4%
41	9.8%

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



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

Treated and discharged	9.9%	29.7%	56.3%	82.0%	91.3%	94.7%	96.2%	97.5%
Treated and admitted to hospital	4.5%	10.9%	19.7%	31.9%	47.2%	60.0%	70.1%	76.2%
Patient left without, or before completing, treatment	32.2%	57.1%	74.5%	85.0%	94.5%	96.8%	97.6%	98.1%
Transferred to another hospital	48.2%	54.2%	59.4%	65.2%	75.2%	84.5%	89.4%	91.5%
All presentations	11.5%	27.3%	46.8%	66.3%	77.5%	83.9%	88.1%	90.8%

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital Sydney: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 12,383 patients

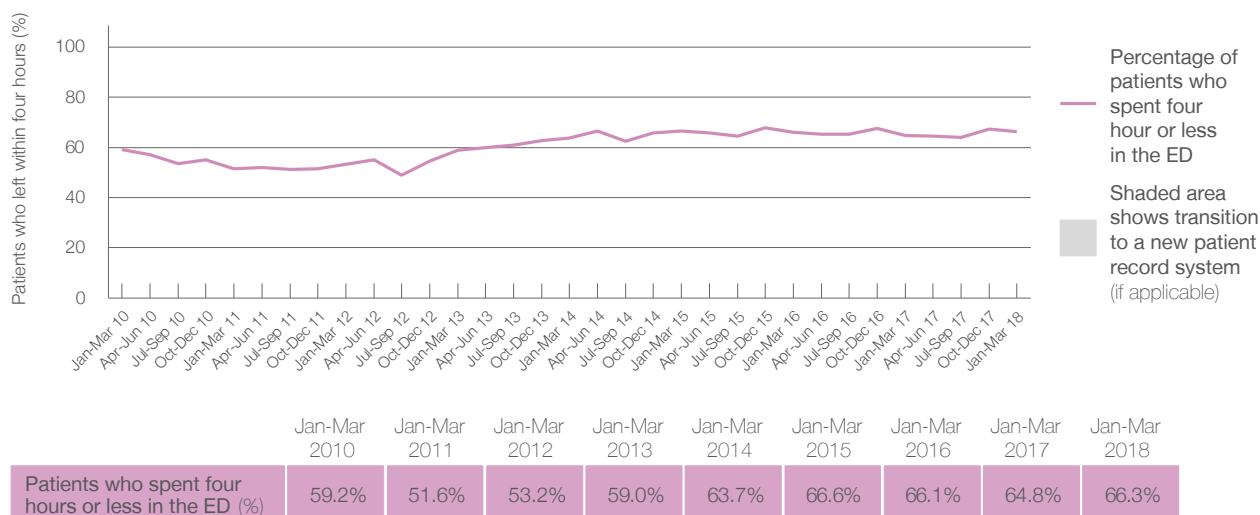
Presentations used to calculate time to leaving the ED: ⁶ 12,383 patients

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



Same period last year	Change since one year ago
12,377	0%
12,377	0%
64.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Westmead Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations:² 19,540 patients

Same period last year	Change since one year ago
19,221	2%
19,047	3%

Westmead Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 6,061 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,144 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,519 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,328 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
5,848	
22 minutes	8 minutes
110 minutes	23 minutes
6,860	
62 minutes	20 minutes
182 minutes	65 minutes
4,535	
63 minutes	25 minutes
177 minutes	98 minutes
1,336	
53 minutes	22 minutes
146 minutes	97 minutes

Westmead Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 19,665 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
19,216	2%
51%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

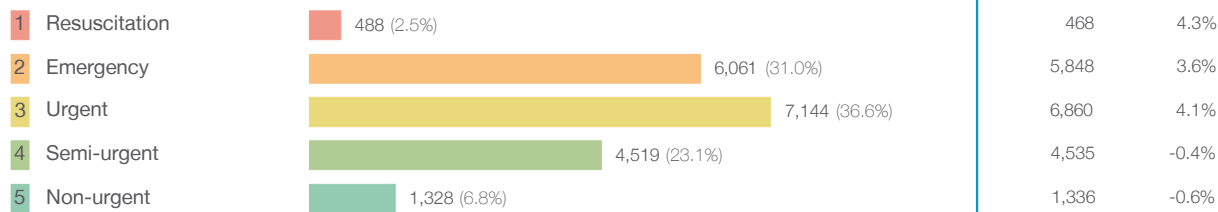
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Westmead Hospital: Patients presenting to the emergency department

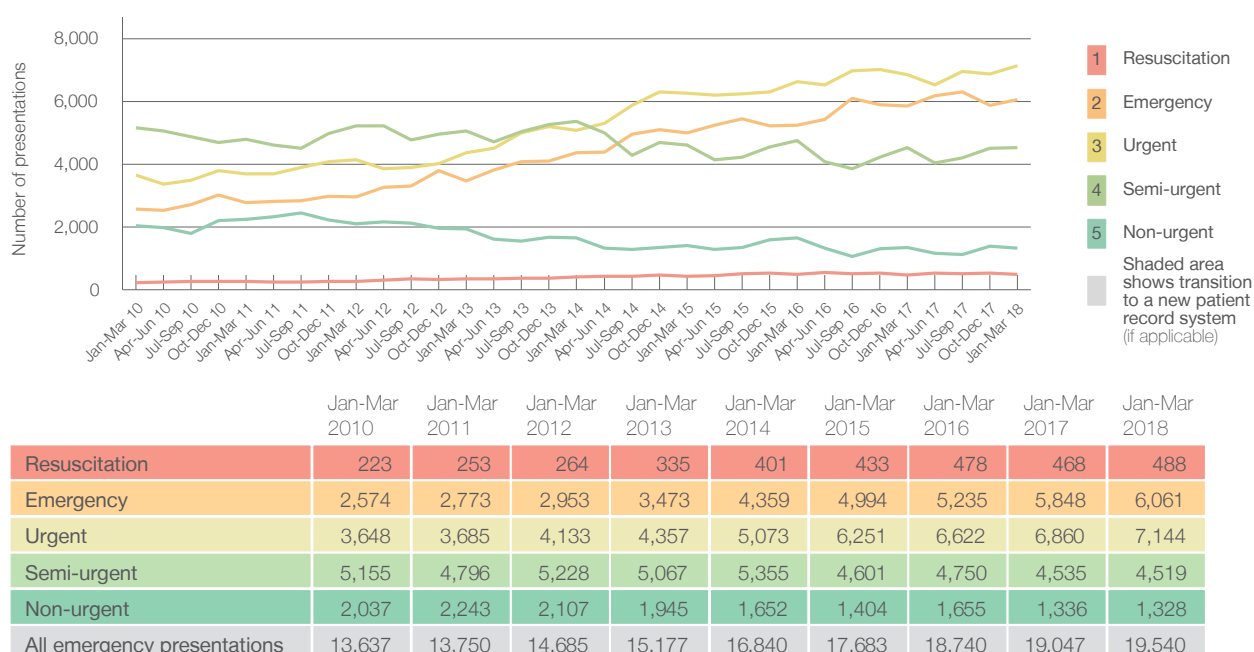
January to March 2018

All presentations:¹ 19,670 patients

Emergency presentations² by triage category: 19,540 patients



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



Westmead Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,754 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.

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

January to March 2018

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

Number of triage 2 patients: 6,061

Number of triage 2 patients used to calculate waiting time: ³ 5,959

Median time to start treatment ⁴

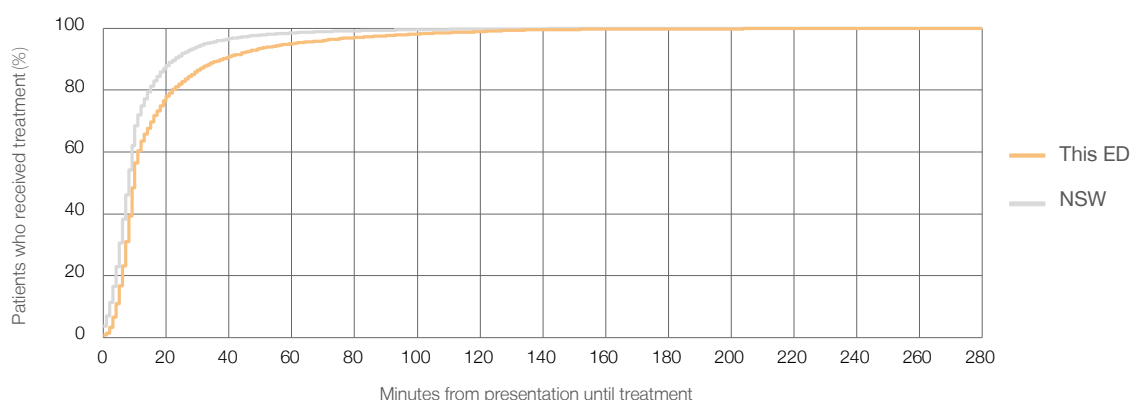
10 minutes

90th percentile time to start treatment ⁵

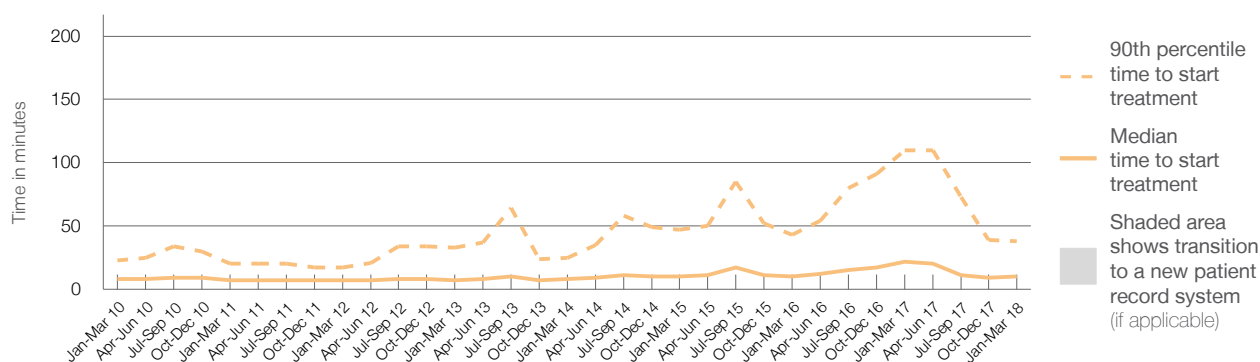
38 minutes

Same period last year	NSW (this period)
5,848	
5,655	
22 minutes	8 minutes
110 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	7	7	7	8	10	10	22	10
90th percentile time to start treatment ⁵ (minutes)	23	20	17	33	25	47	43	110	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.

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

January to March 2018

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

Number of triage 3 patients: 7,144

Number of triage 3 patients used to calculate waiting time: ³ 6,823

Median time to start treatment ⁴

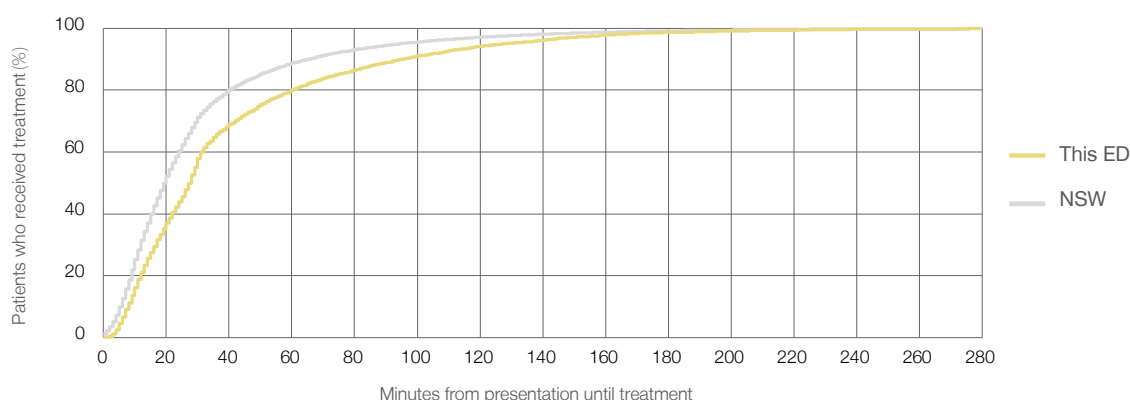
28 minutes

90th percentile time to start treatment ⁵

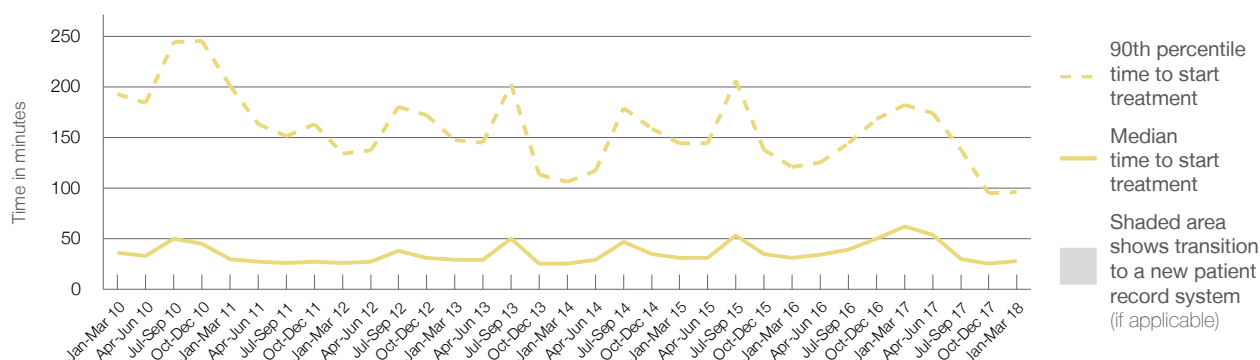
96 minutes

Same period last year	NSW (this period)
6,860	
6,077	
62 minutes	20 minutes
182 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	36	30	26	29	25	31	31	62	28
90th percentile time to start treatment ⁵ (minutes)	193	201	134	147	106	144	121	182	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.

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

January to March 2018

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

Number of triage 4 patients: 4,519

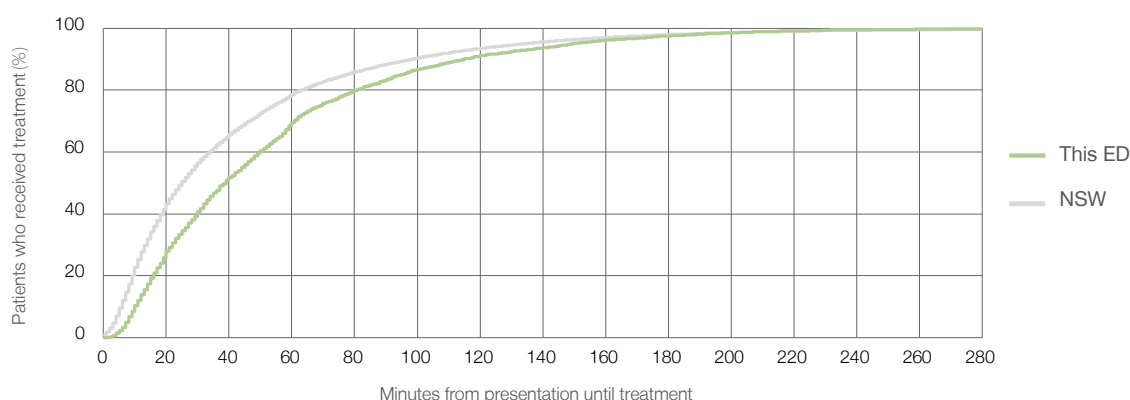
Number of triage 4 patients used to calculate waiting time:³ 4,264

Median time to start treatment⁴ 39 minutes

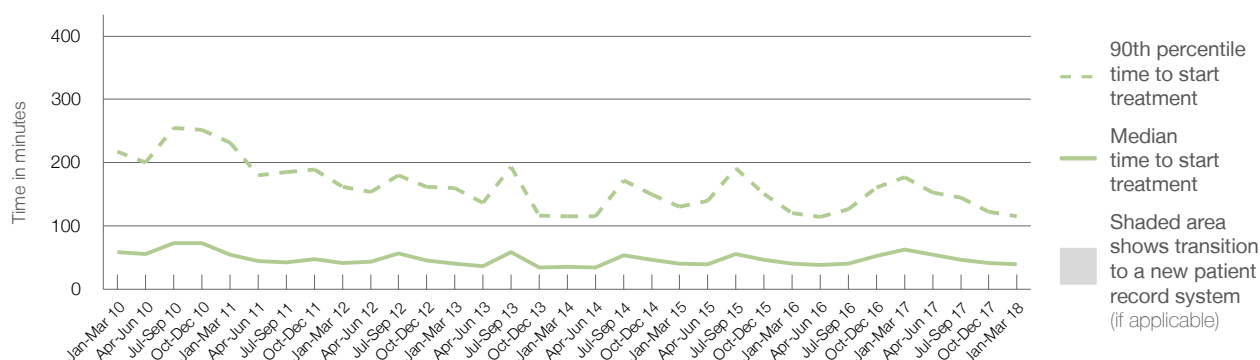
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,535	
3,939	
63 minutes	25 minutes
177 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	59	55	42	40	35	40	40	63	39
90th percentile time to start treatment ⁵ (minutes)	218	232	162	160	115	131	120	177	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.

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

January to March 2018

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

Number of triage 5 patients: 1,328

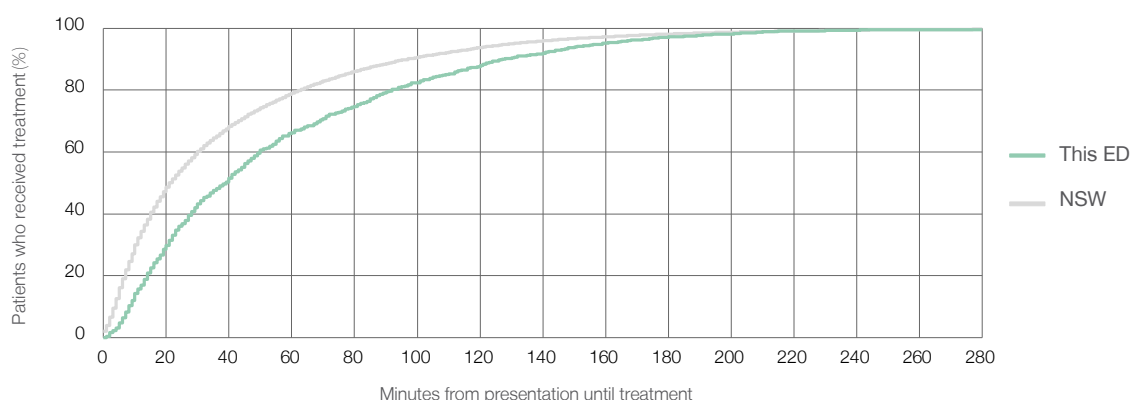
Number of triage 5 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴ 39 minutes

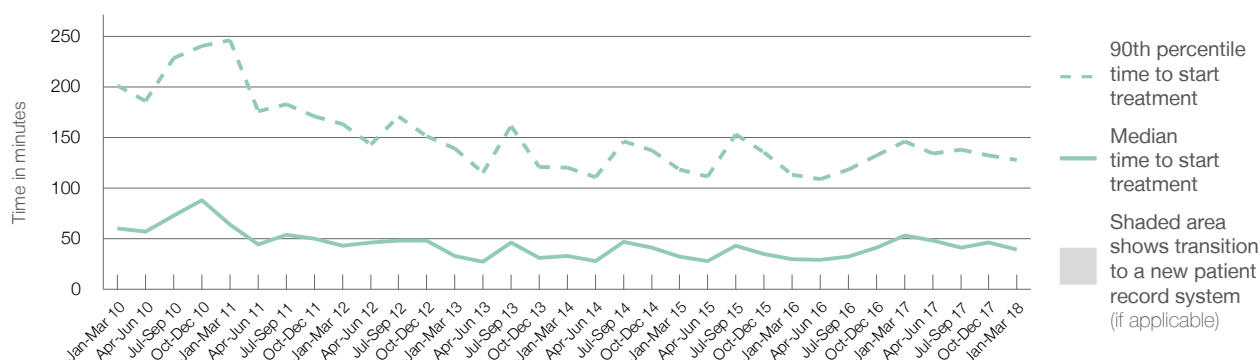
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,336	
1,047	
53 minutes	22 minutes
146 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	60	64	43	33	33	32	30	53	39
90th percentile time to start treatment ⁵ (minutes)	201	246	163	139	120	118	113	146	128

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

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

Westmead Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 19,670 patients

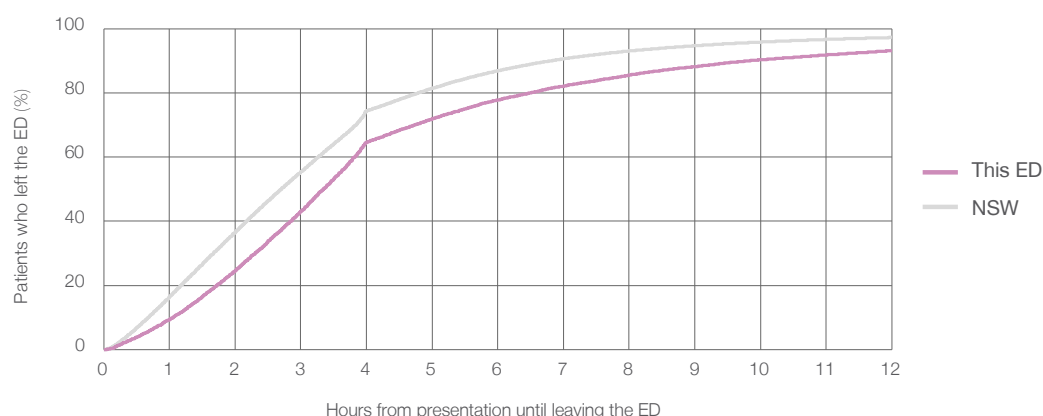
Presentations used to calculate time to leaving the ED:⁶ 19,665 patients

Median time spent in the ED⁸ 3 hours and 21 minutes

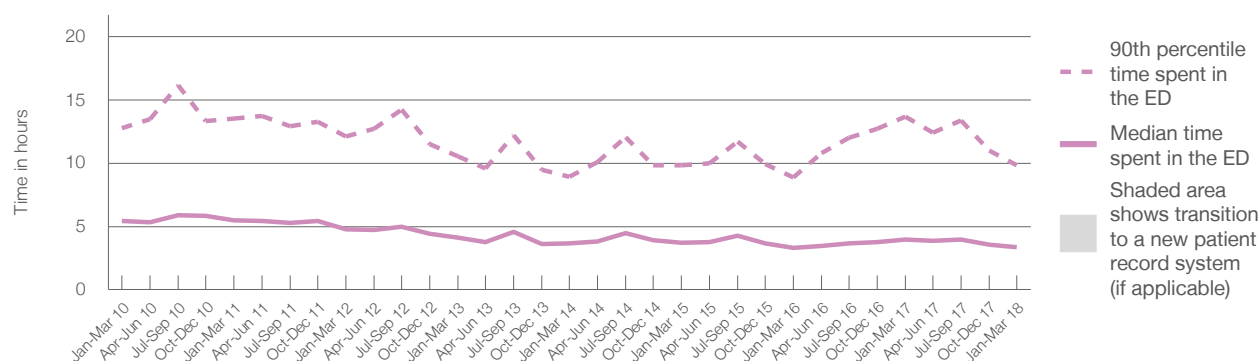
90th percentile time spent in the ED⁹ 9 hours and 50 minutes

Same period last year	NSW (this period)
19,221	
19,216	
3 hours and 57 minutes	2 hours and 42 minutes
13 hours and 40 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	5h 26m	5h 28m	4h 48m	4h 6m	3h 39m	3h 43m	3h 19m	3h 57m	3h 21m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 47m	13h 30m	12h 6m	10h 32m	8h 55m	9h 51m	8h 52m	13h 40m	9h 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.

Westmead Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

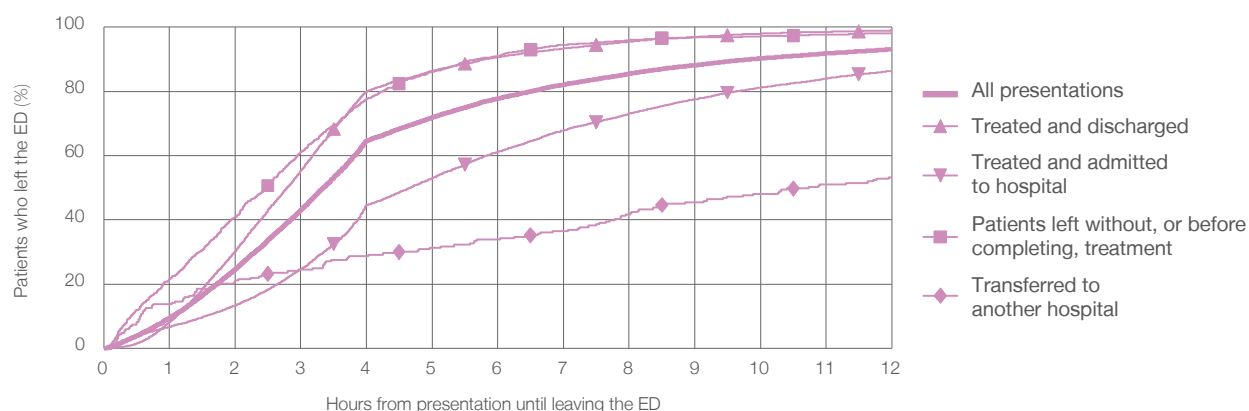
All presentations:[†] 19,670 patients

Presentations used to calculate time to leaving the ED:[‡] 19,665 patients

Treated and discharged	9,368 (47.6%)
Treated and admitted to hospital	8,229 (41.8%)
Patient left without, or before completing, treatment	1,457 (7.4%)
Transferred to another hospital	233 (1.2%)
Other	383 (1.9%)

Same period last year	Change since one year ago
19,216	2%
8,465	10.7%
7,840	5.0%
2,090	-30.3%
239	-2.5%
587	-34.8%

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



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

Treated and discharged	8.2%	30.3%	55.4%	80.0%	90.7%	95.5%	98.0%	99.0%
Treated and admitted to hospital	6.6%	13.4%	24.6%	44.6%	61.2%	73.1%	81.2%	86.4%
Patient left without, or before completing, treatment	21.6%	40.9%	61.2%	77.8%	91.1%	95.9%	97.3%	98.1%
Transferred to another hospital	13.7%	21.0%	24.5%	28.8%	33.9%	41.6%	48.1%	53.2%
All presentations	9.4%	24.7%	43.1%	64.6%	77.8%	85.5%	90.3%	93.1%

(†) 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.

Westmead Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 19,670 patients

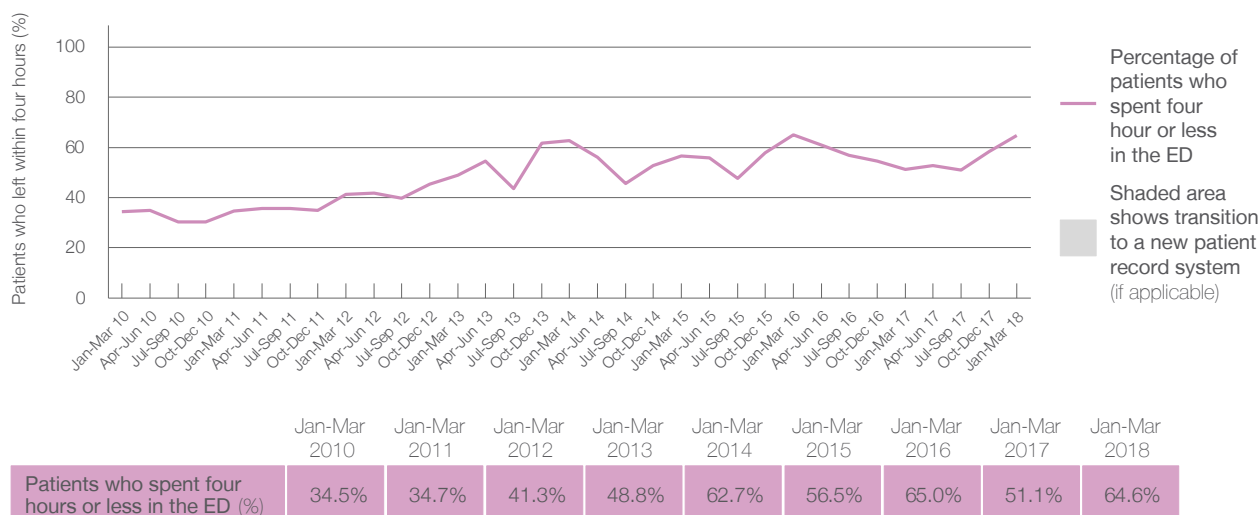
Presentations used to calculate time to leaving the ED: ⁶ 19,665 patients

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



Same period last year	Change since one year ago
19,221	2%
19,216	2%
51.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).

Wollongong Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 17,424 patients

Emergency presentations:² 17,150 patients

Same period last year	Change since one year ago
16,006	9%
15,714	9%

Wollongong Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,211 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): 7,035 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,036 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 749 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
2,089	
9 minutes	8 minutes
23 minutes	23 minutes
6,629	
23 minutes	20 minutes
73 minutes	65 minutes
6,186	
26 minutes	25 minutes
101 minutes	98 minutes
646	
26 minutes	22 minutes
101 minutes	97 minutes

Wollongong Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 17,423 patients

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

Same period last year	Change since one year ago
16,005	9%
64%	

* 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, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

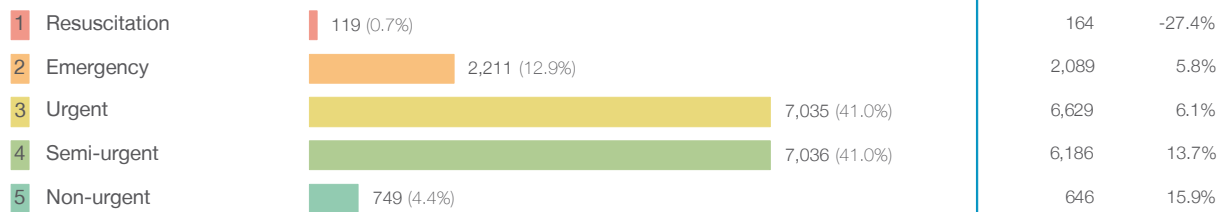
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Wollongong Hospital: Patients presenting to the emergency department

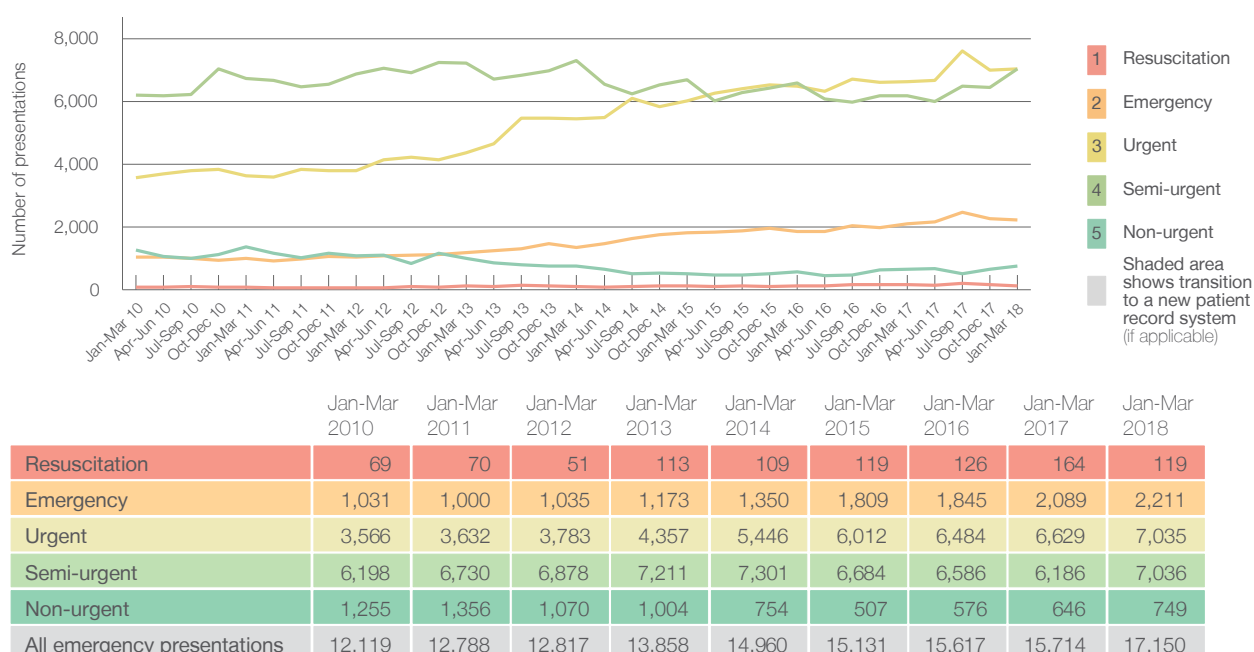
January to March 2018

All presentations:¹ 17,424 patients

Emergency presentations² by triage category: 17,150 patients



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

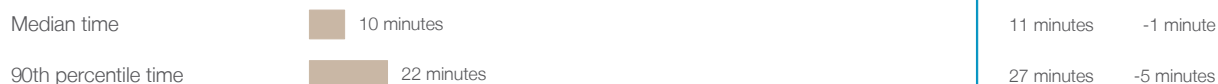


Wollongong Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 5,307 patients

ED Transfer of care time



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

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

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

January to March 2018

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

Number of triage 2 patients: 2,211

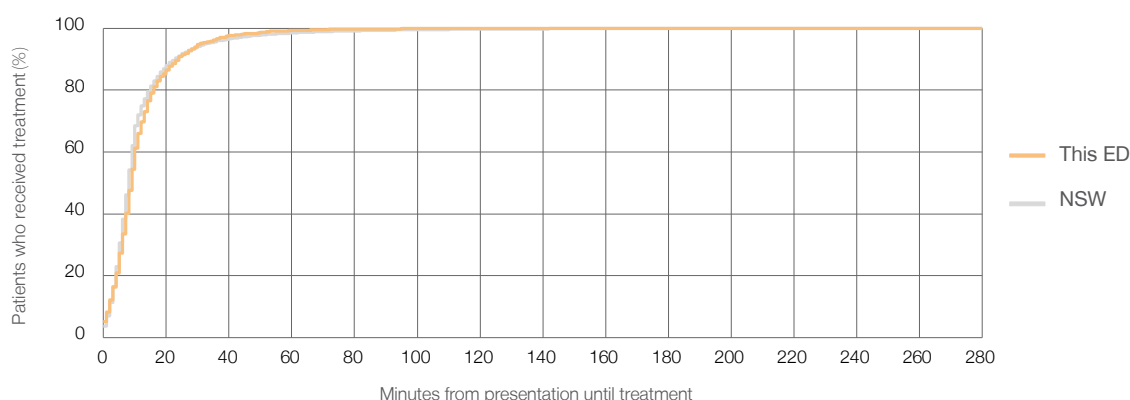
Number of triage 2 patients used to calculate waiting time: ³ 2,207

Median time to start treatment ⁴ 9 minutes

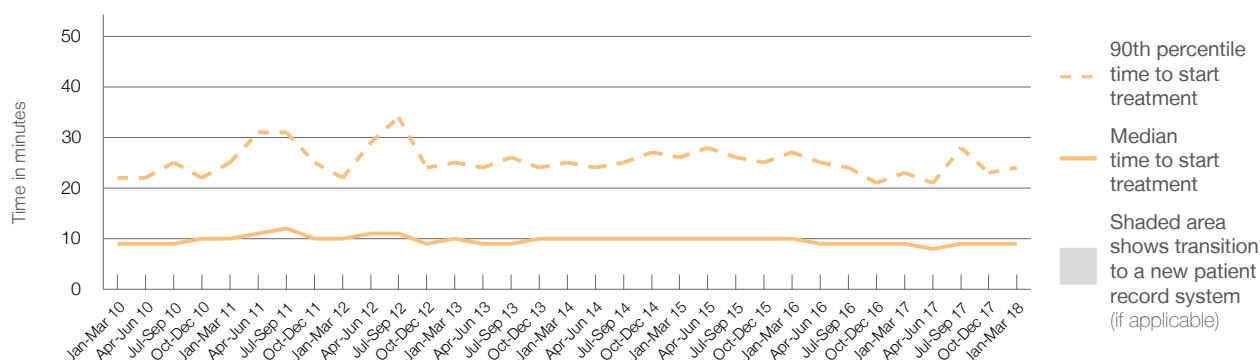
90th percentile time to start treatment ⁵ 24 minutes

Same period last year	NSW (this period)
2,089	
2,085	
9 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	9	10	10	10	10	10	10	9	9
90th percentile time to start treatment ⁵ (minutes)	22	25	22	25	25	26	27	23	24

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

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

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

January to March 2018

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

Number of triage 3 patients: 7,035

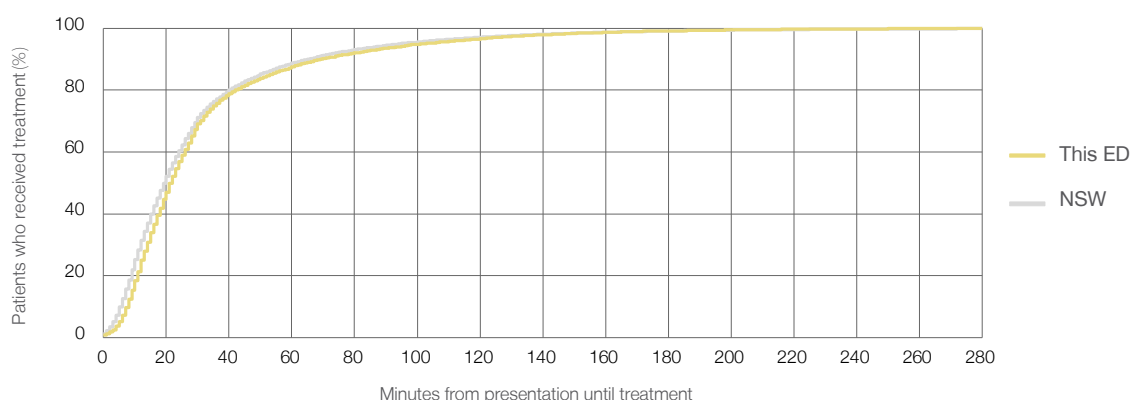
Number of triage 3 patients used to calculate waiting time: ³ 6,911

Median time to start treatment ⁴ 22 minutes

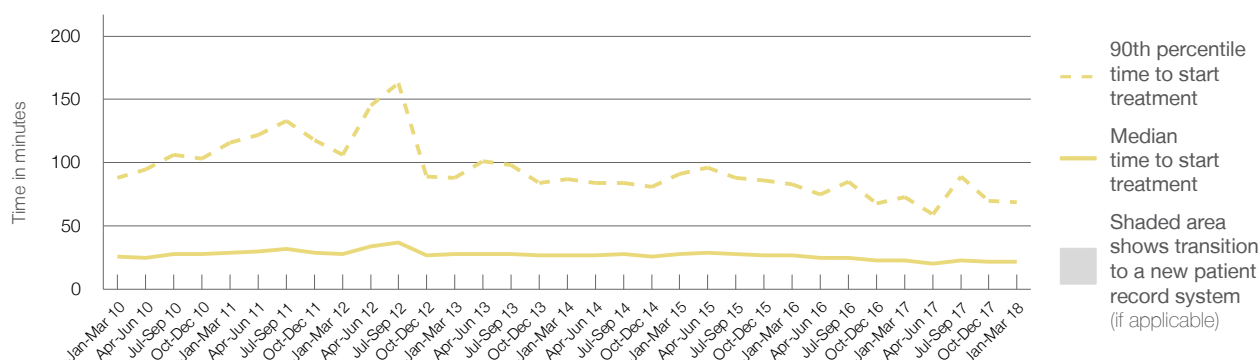
90th percentile time to start treatment ⁵ 69 minutes

Same period last year	NSW (this period)
6,629	
6,506	
23 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	29	28	28	27	28	27	23	22
90th percentile time to start treatment ⁵ (minutes)	88	116	106	88	87	91	83	73	69

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

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

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

January to March 2018

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

Number of triage 4 patients: 7,036

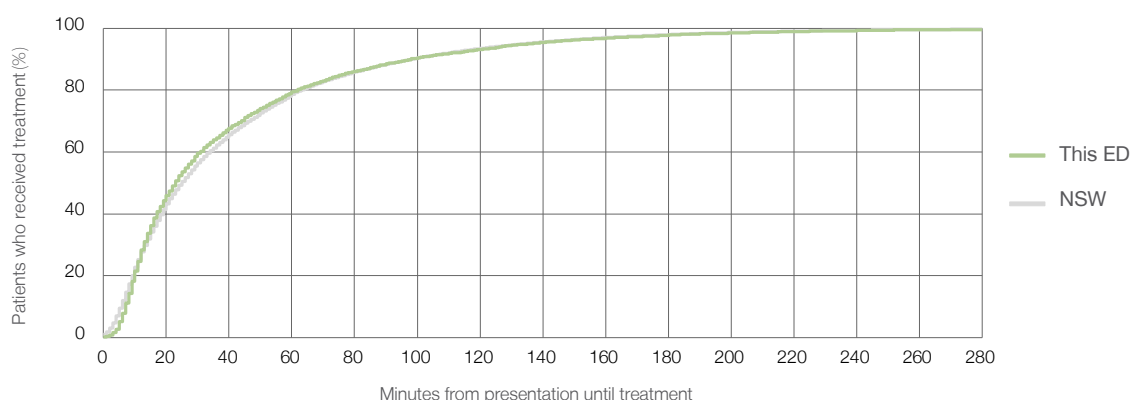
Number of triage 4 patients used to calculate waiting time: ³ 6,717

Median time to start treatment ⁴ 23 minutes

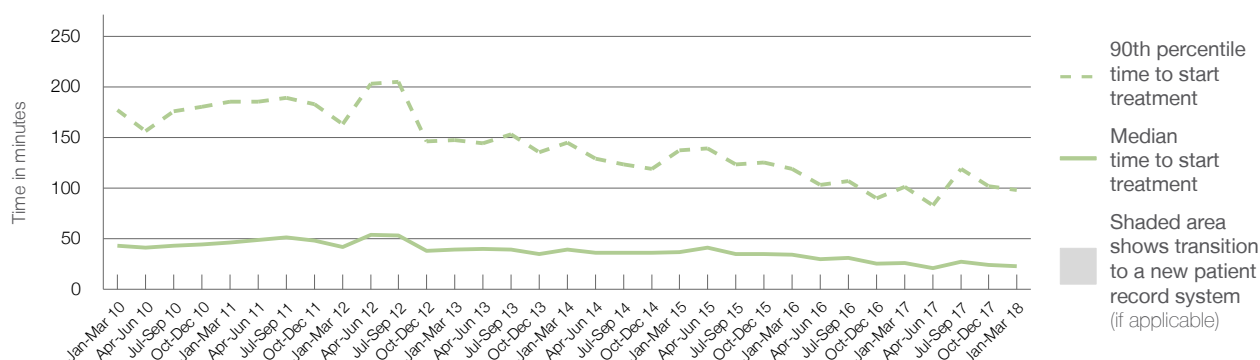
90th percentile time to start treatment ⁵ 98 minutes

Same period last year	NSW (this period)
6,186	
5,891	
26 minutes	25 minutes
101 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	43	46	42	39	39	37	34	26	23
90th percentile time to start treatment ⁵ (minutes)	177	185	163	147	145	137	119	101	98

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

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

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

January to March 2018

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

Number of triage 5 patients: 749

Number of triage 5 patients used to calculate waiting time:³ 663

Median time to start treatment⁴

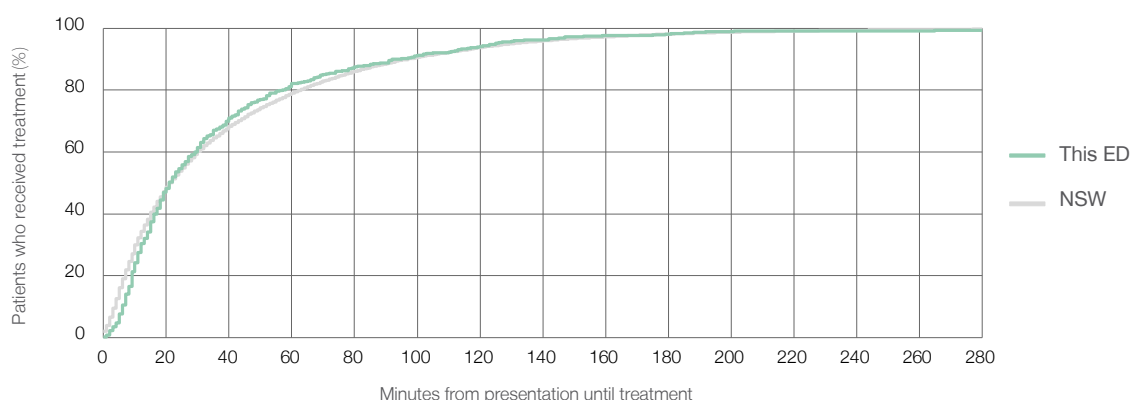
21 minutes

90th percentile time to start treatment⁵

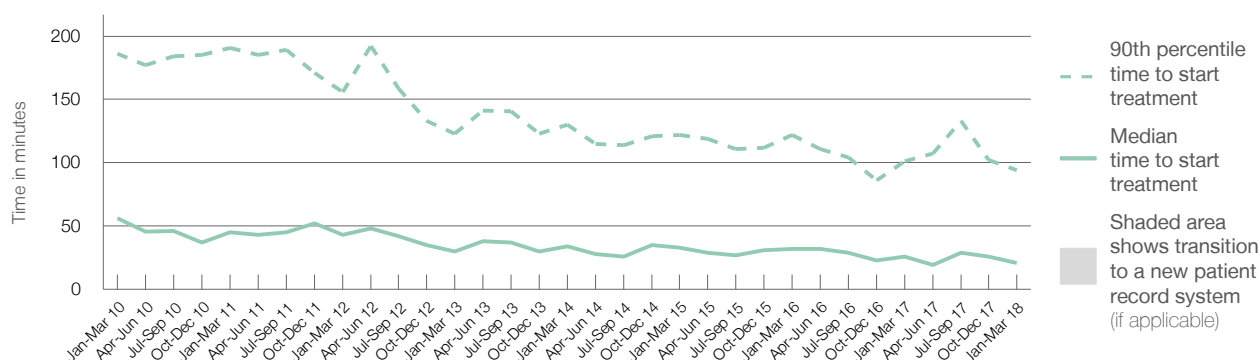
94 minutes

Same period last year	NSW (this period)
646	
578	
26 minutes	22 minutes
101 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	56	45	43	30	34	33	32	26	21
90th percentile time to start treatment ⁵ (minutes)	186	191	156	123	130	122	122	101	94

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

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

Wollongong Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 17,424 patients

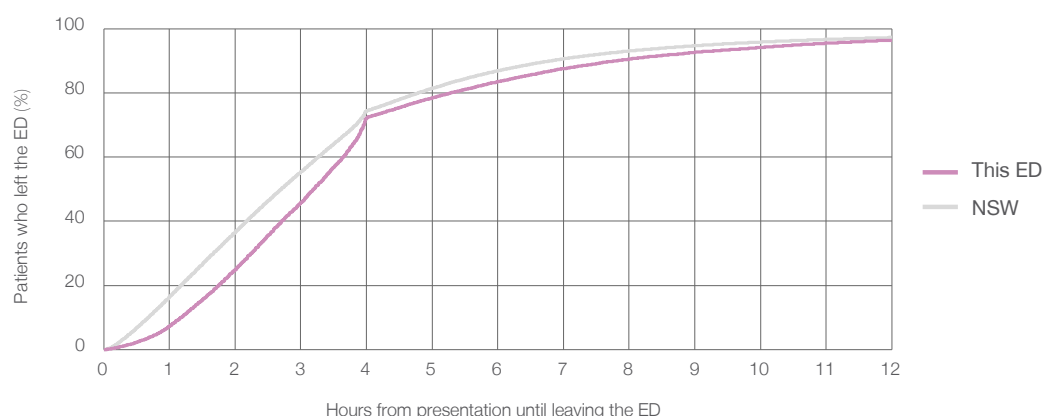
Presentations used to calculate time to leaving the ED:⁶ 17,423 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

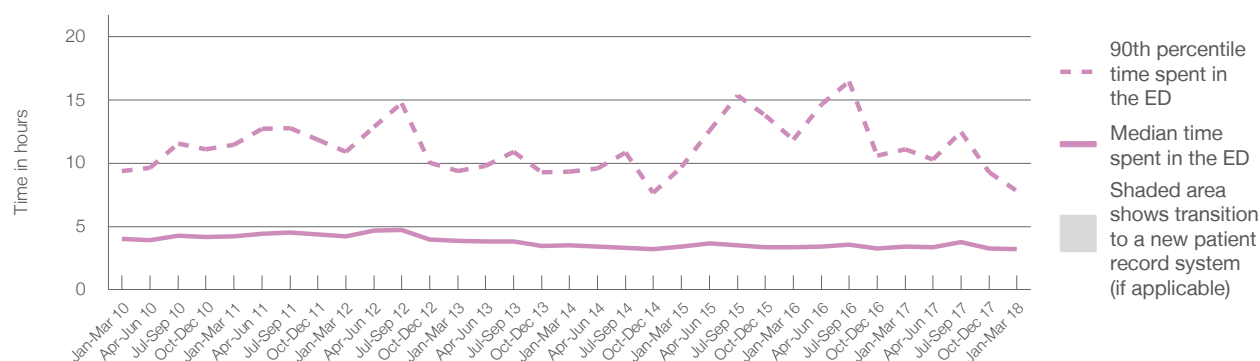
90th percentile time spent in the ED⁹ 7 hours and 48 minutes

Same period last year	NSW (this period)
16,006	
16,005	
3 hours and 26 minutes	2 hours and 42 minutes
11 hours and 7 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 1m	4h 13m	4h 12m	3h 53m	3h 31m	3h 24m	3h 22m	3h 26m	3h 12m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 22m	11h 28m	10h 54m	9h 24m	9h 21m	9h 42m	11h 52m	11h 7m	7h 48m

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

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

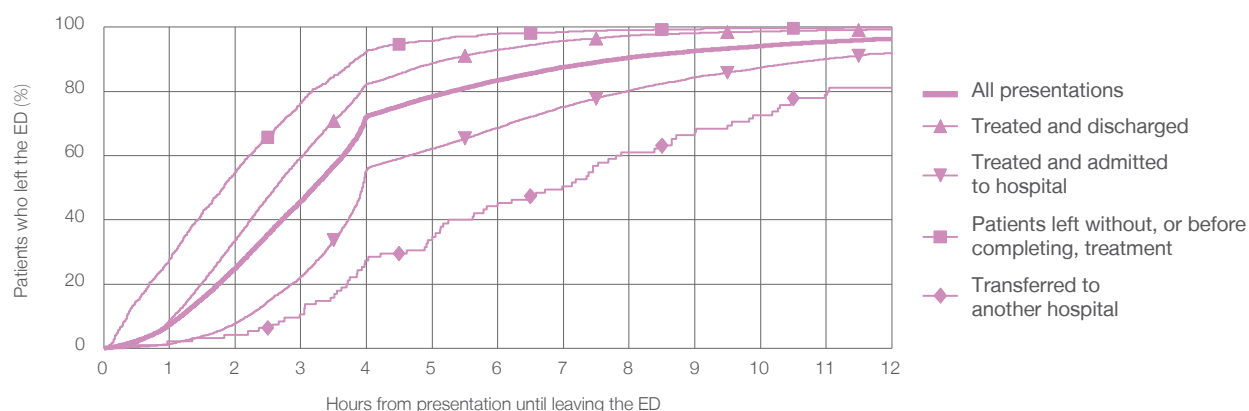
January to March 2018

All presentations:[†] 17,424 patients

Presentations used to calculate time to leaving the ED:[‡] 17,423 patients

		Same period last year	Change since one year ago
Treated and discharged	9,186 (52.7%)	16,005	9%
Treated and admitted to hospital	6,902 (39.6%)	8,443	8.8%
Patient left without, or before completing, treatment	1,144 (6.6%)	6,170	11.9%
Transferred to another hospital	95 (0.5%)	1,172	-2.4%
Other	97 (0.6%)	124	-23.4%
		97	0.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.8%	33.6%	59.5%	82.3%	93.0%	97.4%	98.6%	99.3%
Treated and admitted to hospital	1.3%	7.7%	22.3%	55.7%	68.7%	80.3%	87.4%	92.0%
Patient left without, or before completing, treatment	27.6%	54.8%	76.4%	92.6%	98.0%	99.1%	99.7%	99.9%
Transferred to another hospital	2.1%	4.2%	10.5%	27.4%	45.3%	61.1%	72.6%	81.1%
All presentations	7.4%	24.9%	45.8%	72.2%	83.5%	90.5%	94.1%	96.4%

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

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

Wollongong Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 17,424 patients

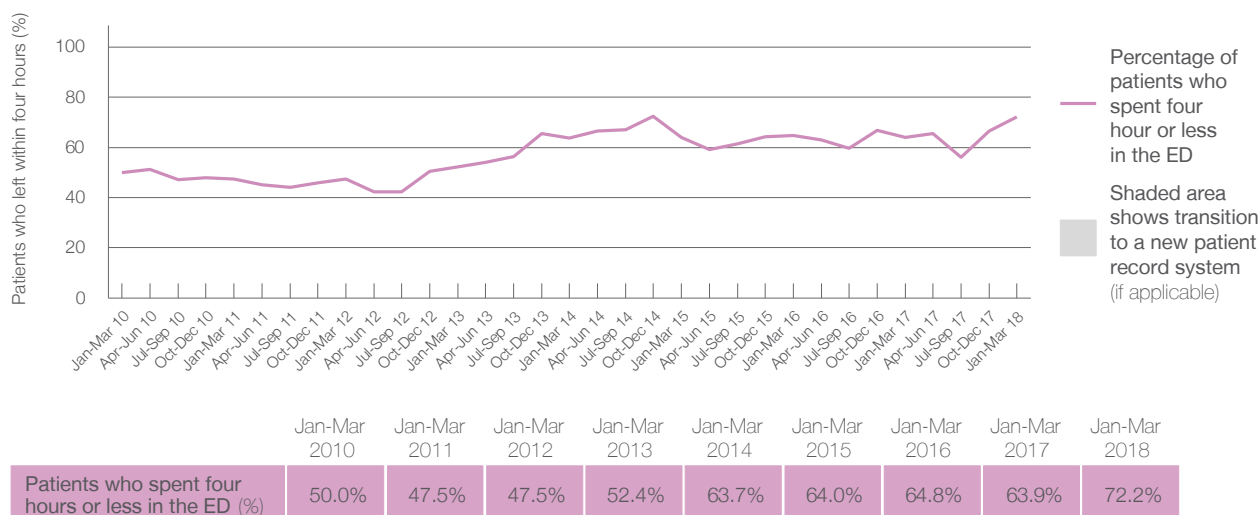
Presentations used to calculate time to leaving the ED: ⁶ 17,423 patients

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



Same period last year	Change since one year ago
16,006	9%
16,005	9%
63.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).