bureau of health information

Healthcare Quarterly

Performance Profiles

Emergency Department

South Western Sydney Local Health District

January to March 2018

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	13,429 patients	13,463	0%
Emergency presentations:[2]	13,331 patients	13,357	0%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	2,367 patients	2,468	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	27 minutes	28 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	6,551 patients	5,881	
Median time to start treatment[4]	21 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	69 minutes	67 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,768 patients	4,279	
Median time to start treatment[4]	27 minutes	24 minutes	25 minutes
90th percentile time to start treatment[5]	96 minutes	85 minutes	98 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	545 patients	623	
Median time to start treatment[4]	33 minutes	22 minutes	22 minutes
90th percentile time to start treatment[5]	114 minutes	93 minutes	97 minutes

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

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	13,429 patients	13,463	0%
Percentage of patients who spent four hours or less in the ED	78%	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.

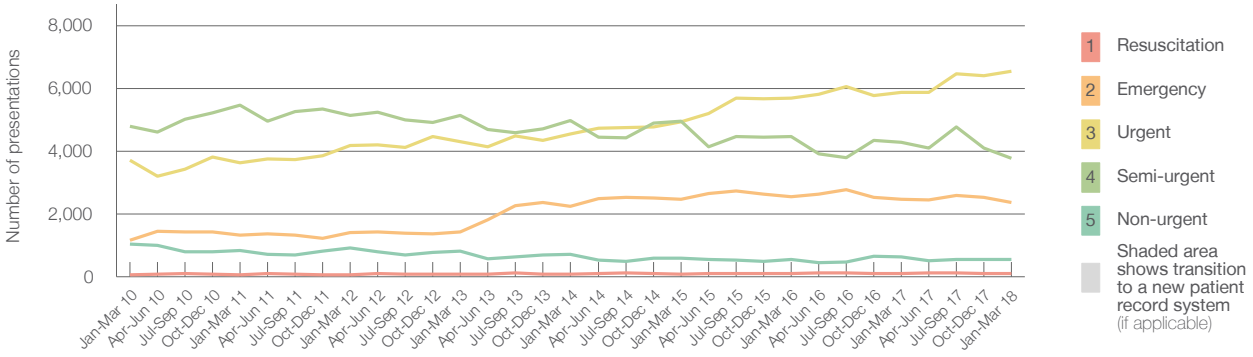
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	13,429 patients	13,463	0%
Emergency presentations[2] by triage category:	13,331 patients	13,357	0%
1 Resuscitation	100 (0.8%)	106	-5.7%
2 Emergency	2,367 (17.8%)	2,468	-4.1%
3 Urgent	6,551 (49.1%)	5,881	11.4%
4 Semi-urgent	3,768 (28.3%)	4,279	-11.9%
5 Non-urgent	545 (4.1%)	623	-12.5%

Emergency presentations[2] 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

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	3,789 patients	3,761	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	25 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.

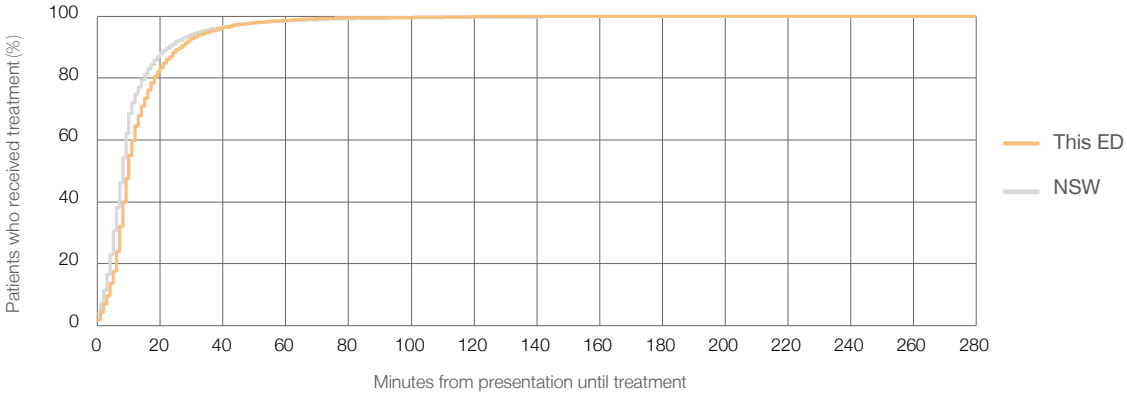
Principal referral hospitals (A1)
South Western Sydney Local Health District

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

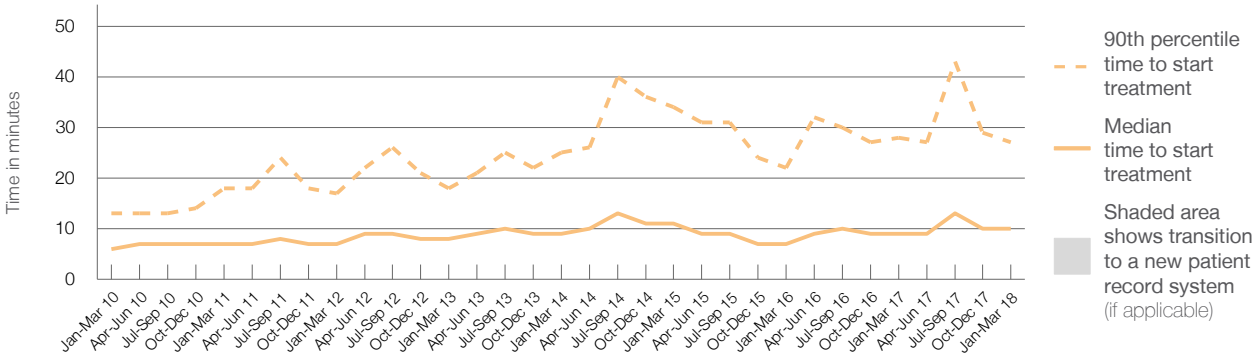
January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	2,367	2,468	
Number of triage 2 patients used to calculate waiting time: [3]	2,363	2,463	
Median time to start treatment [4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5]	27 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.

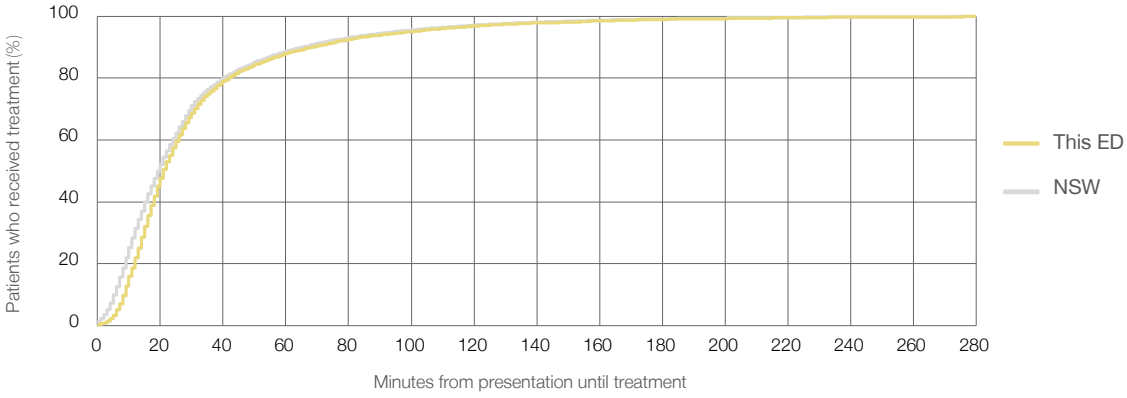
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

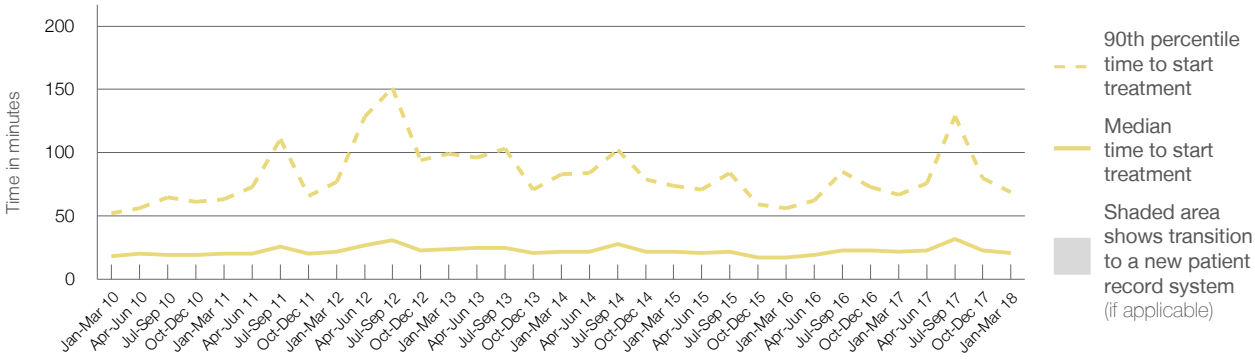
January to March 2018

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	6,551	5,881	
Number of triage 3 patients used to calculate waiting time:[3]	6,484	5,796	
Median time to start treatment[4]	21 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	69 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

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

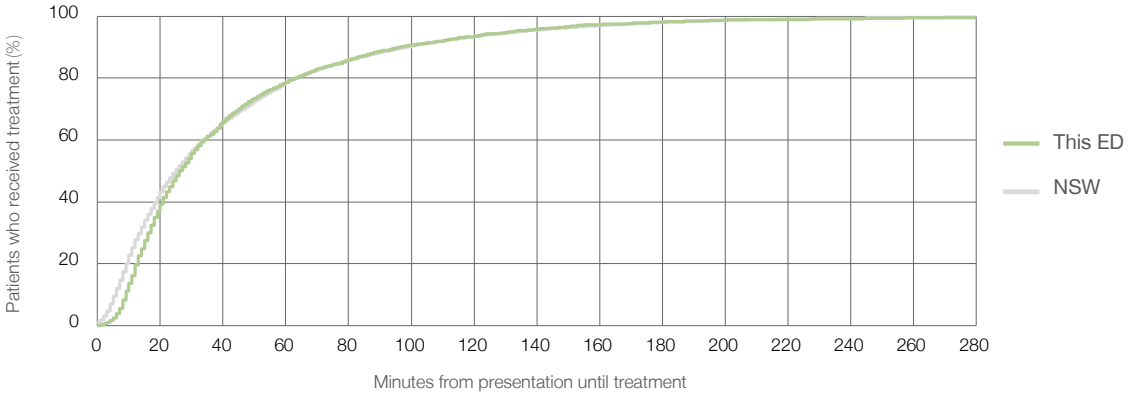
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

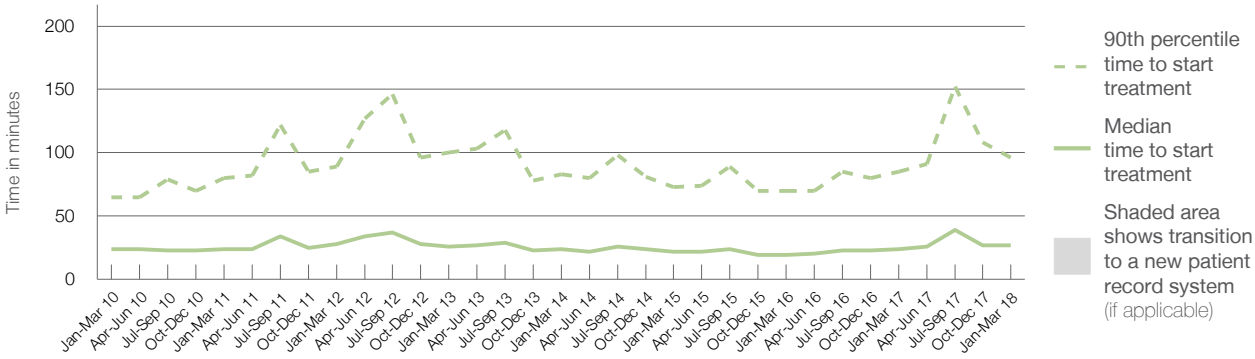
January to March 2018

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,768		4,279	
Number of triage 4 patients used to calculate waiting time: [3] 3,657		4,122	
Median time to start treatment [4]	27 minutes	24 minutes	25 minutes
90th percentile time to start treatment [5]	96 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.

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

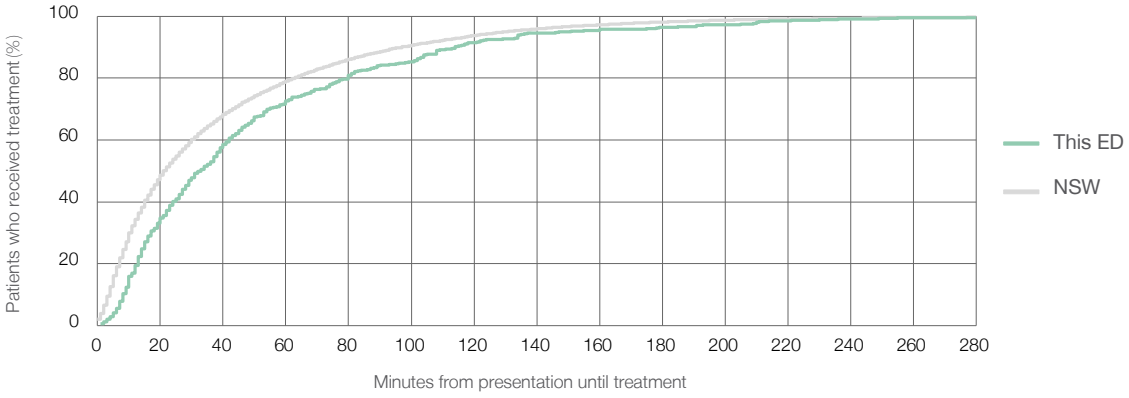
Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

January to March 2018

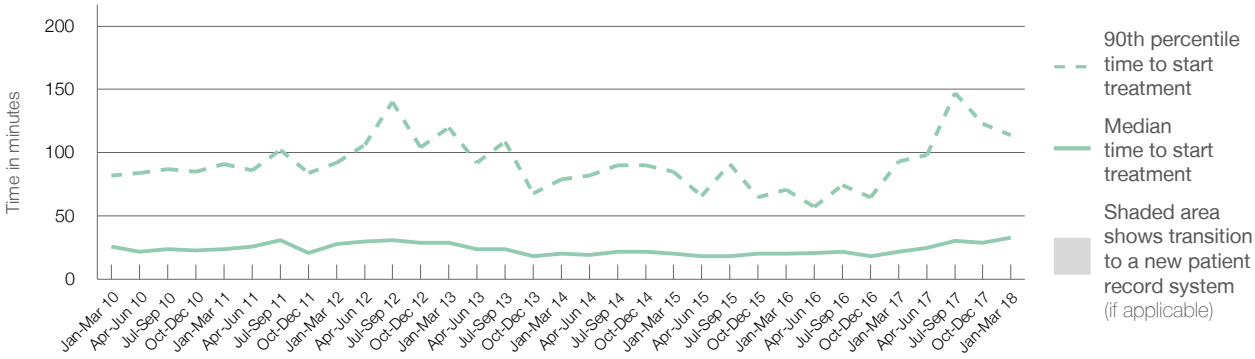
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	545	623	
Number of triage 5 patients used to calculate waiting time:[3]	441	514	
Median time to start treatment[4]	33 minutes	22 minutes	22 minutes
90th percentile time to start treatment[5]	114 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.

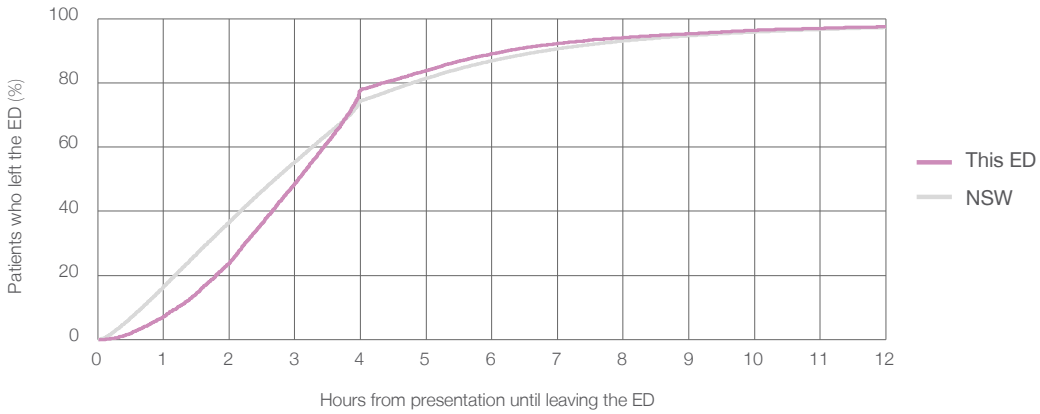
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bankstown-Lidcombe Hospital: Time patients spent in the ED

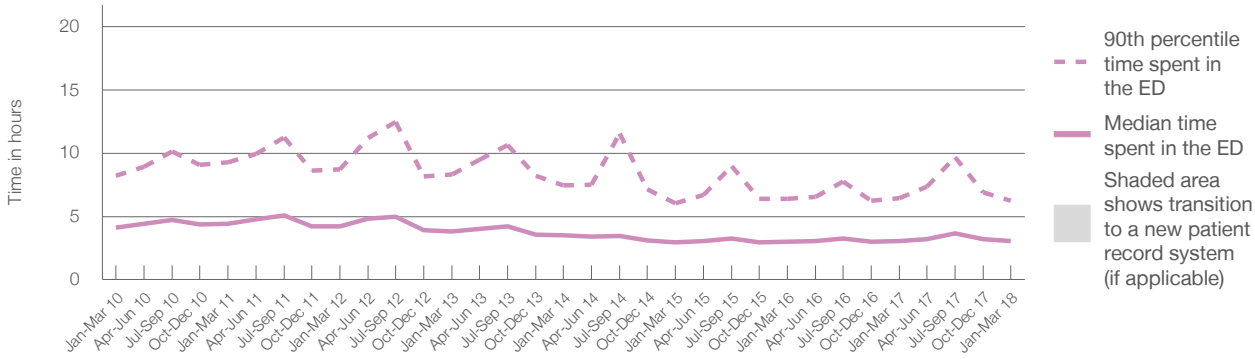
January to March 2018

		Same period last year	NSW (this period)
All presentations:[1]	13,429 patients	13,463	
Presentations used to calculate time to leaving the ED:[6]	13,429 patients	13,463	
Median time spent in the ED[8]	3 hours and 4 minutes	3 hours and 4 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9]	6 hours and 28 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.

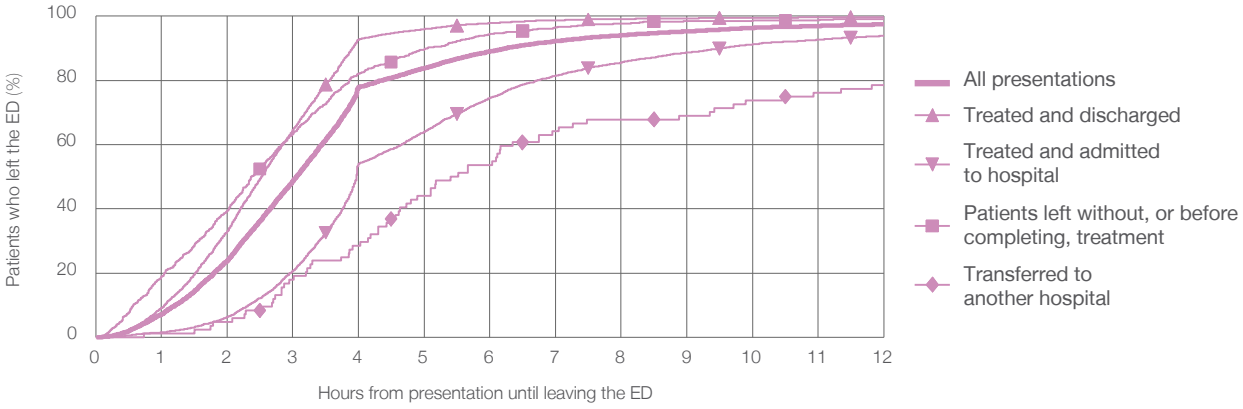
Bankstown-Lidcombe Hospital: Time patients spent in the ED
By mode of separation
January to March 2018

All presentations:[1] 13,429 patients

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

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

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	13,429 patients	13,463	0%
Presentations used to calculate time to leaving the ED: [6]	13,429 patients	13,463	0%
Percentage of patients who spent four hours or less in the ED	77.9%	75.9%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	48.5%	44.7%	46.6%	54.7%	66.3%	78.9%	78.3%	75.9%	77.9%

* 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 final105% 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Bowral and District Hospital: Emergency department (ED) overview

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	4,755 patients	4,801	-1%
Emergency presentations:[2]	4,643 patients	4,670	-1%

Bowral and District Hospital: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 425 patients	325	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	28 minutes	25 minutes	23 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,559 patients	1,351	
Median time to start treatment[4]	22 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]	72 minutes	60 minutes	65 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,918 patients	2,057	
Median time to start treatment[4]	24 minutes	20 minutes	25 minutes
90th percentile time to start treatment[5]	104 minutes	86 minutes	98 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 720 patients	916	
Median time to start treatment[4]	23 minutes	16 minutes	22 minutes
90th percentile time to start treatment[5]	120 minutes	99 minutes	97 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,755 patients	4,801	-1%
Percentage of patients who spent four hours or less in the ED	80%	85%	

* 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.

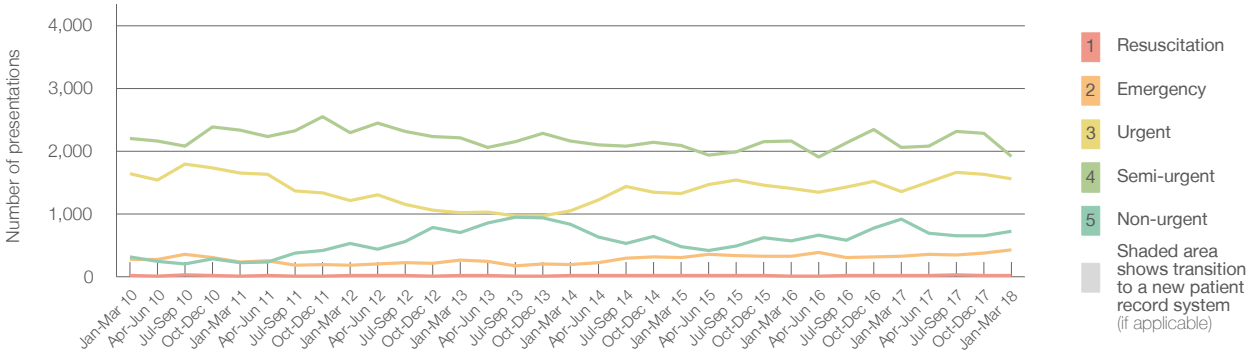
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Bowral and District Hospital: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	4,755 patients	4,801	-1%
Emergency presentations[2] by triage category:	4,643 patients	4,670	-1%
1 Resuscitation	21 (0.5%)	21	0.0%
2 Emergency	425 (9.2%)	325	30.8%
3 Urgent	1,559 (33.6%)	1,351	15.4%
4 Semi-urgent	1,918 (41.3%)	2,057	-6.8%
5 Non-urgent	720 (15.5%)	916	-21.4%

Emergency presentations[2] 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	14	12	20	16	14	19	10	21	21
Emergency	278	236	180	259	191	306	322	325	425
Urgent	1,644	1,648	1,216	1,022	1,050	1,320	1,402	1,351	1,559
Semi-urgent	2,200	2,335	2,299	2,209	2,158	2,087	2,161	2,057	1,918
Non-urgent	318	221	534	698	837	475	570	916	720
All emergency presentations	4,454	4,452	4,249	4,204	4,250	4,207	4,465	4,670	4,643

Bowral and District Hospital: Patients arriving by ambulance

January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	902 patients	821	
ED Transfer of care time			
Median time	12 minutes	11 minutes	1 minute
90th percentile time	21 minutes	22 minutes	-1 minute

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

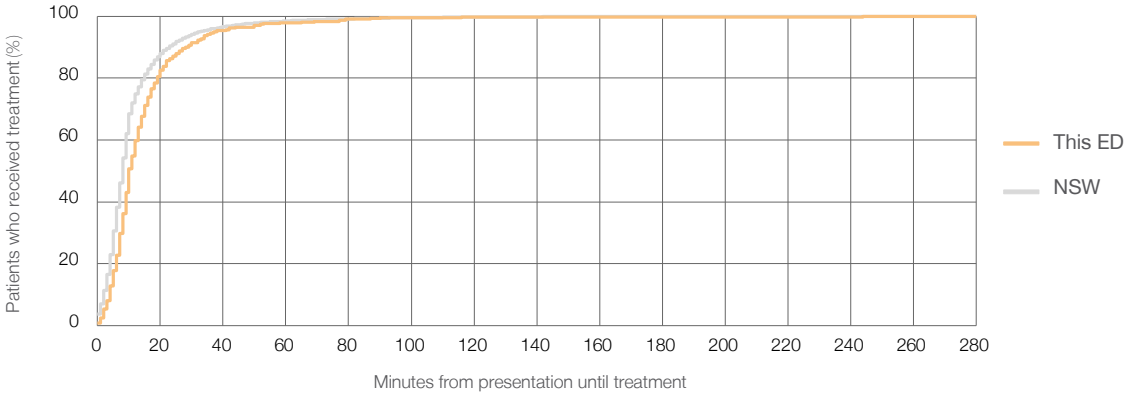
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

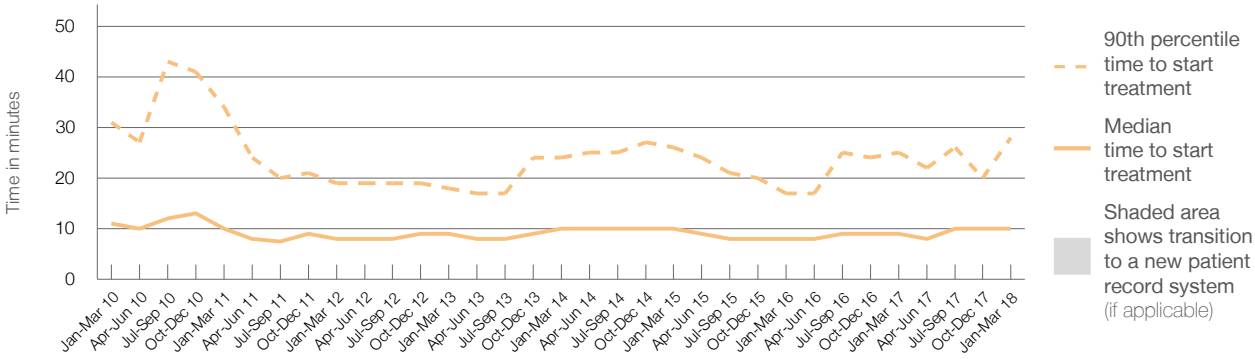
January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	425	325	
Number of triage 2 patients used to calculate waiting time: [3]	423	324	
Median time to start treatment [4]	10 minutes	9 minutes	8 minutes
90th percentile time to start treatment [5]	28 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	8	9	10	10	8	9	10
90th percentile time to start treatment [5] (minutes)	31	34	19	18	24	26	17	25	28

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

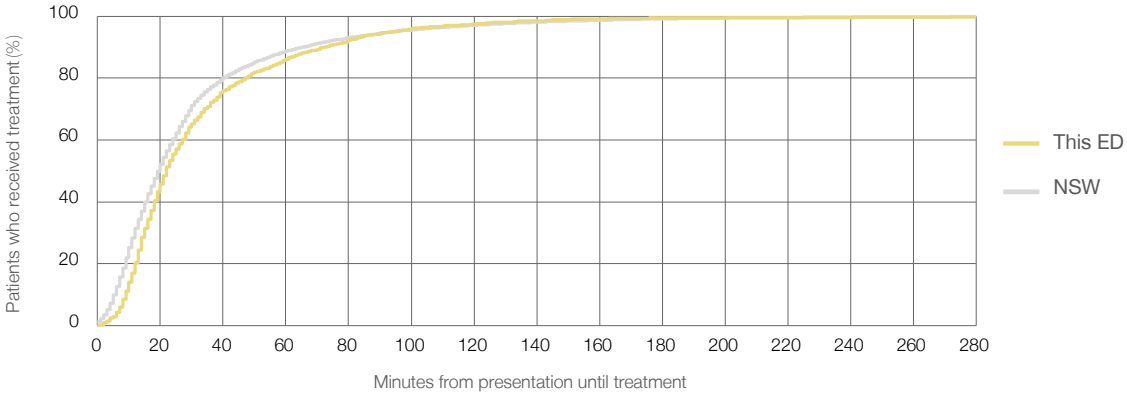
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

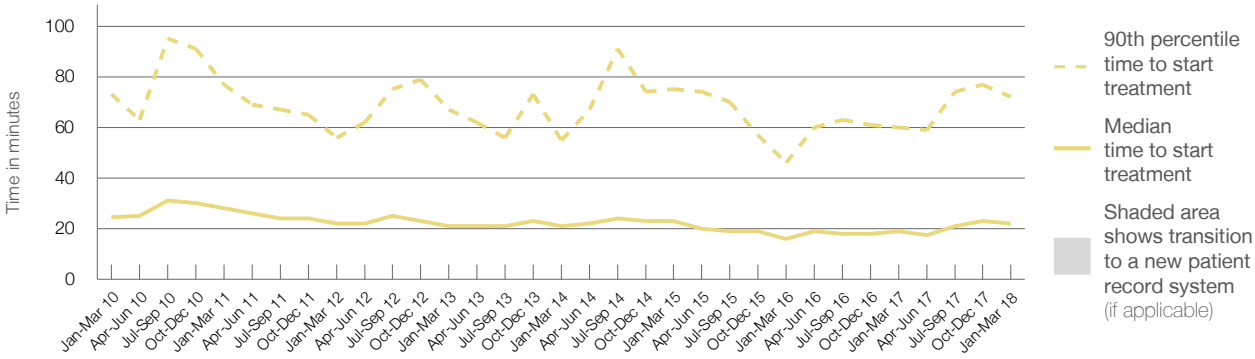
January to March 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,559	1,351	
Number of triage 3 patients used to calculate waiting time:[3]	1,532	1,343	
Median time to start treatment[4]	22 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]	72 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)	25	28	22	21	21	23	16	19	22
90th percentile time to start treatment[5] (minutes)	73	77	56	67	55	75	46	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.

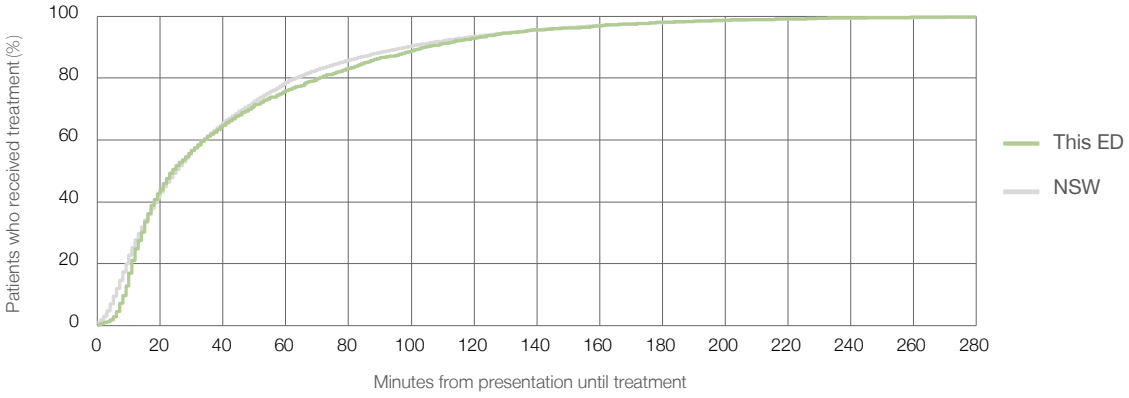
Bowral and District Hospital: Time patients waited to start treatment, triage 4

January to March 2018

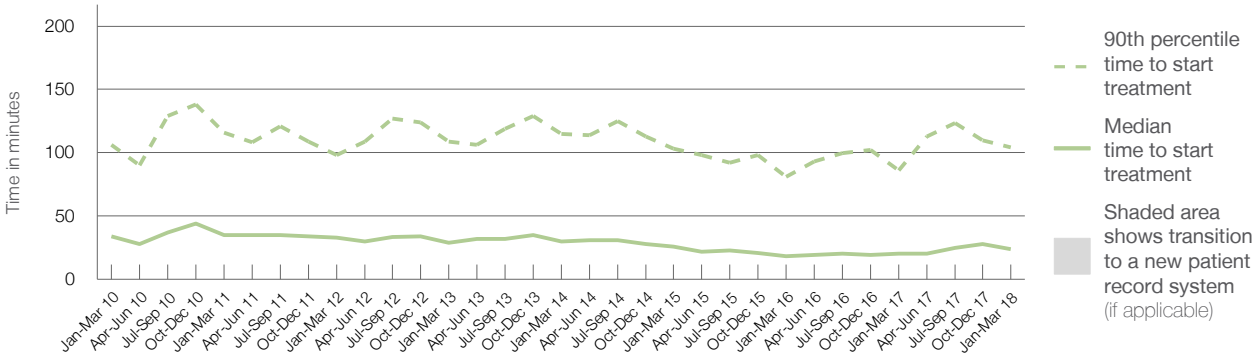
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,918	2,057	
Number of triage 4 patients used to calculate waiting time:[3]	1,819	2,001	
Median time to start treatment[4]	24 minutes	20 minutes	25 minutes
90th percentile time to start treatment[5]	104 minutes	86 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)	34	35	33	29	30	26	18	20	24
90th percentile time to start treatment[5] (minutes)	106	116	98	109	115	103	81	86	104

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

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

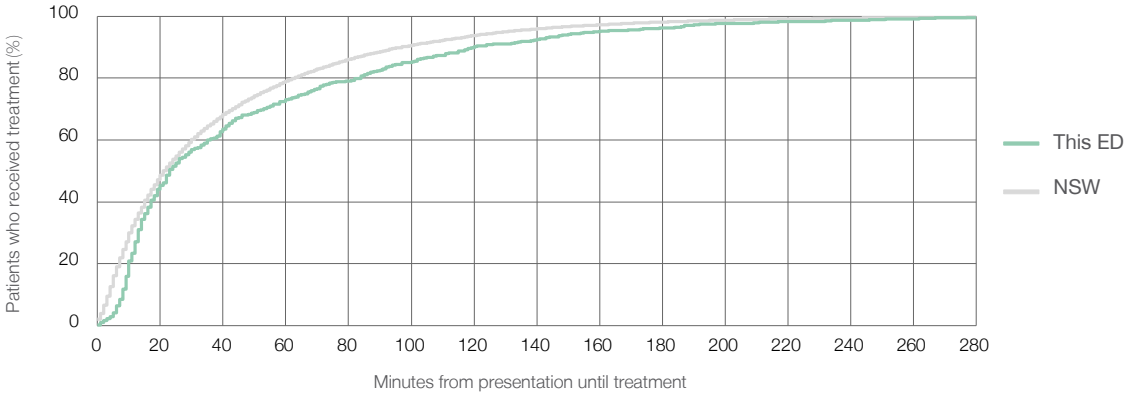
Bowral and District Hospital: Time patients waited to start treatment, triage 5

January to March 2018

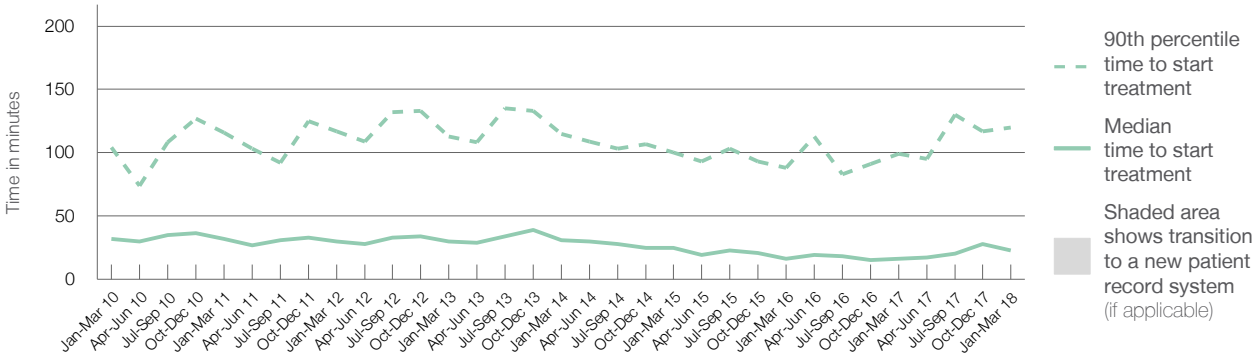
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	720	916	
Number of triage 5 patients used to calculate waiting time:[3]	618	856	
Median time to start treatment[4]	23 minutes	16 minutes	22 minutes
90th percentile time to start treatment[5]	120 minutes	99 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)	32	32	30	30	31	25	16	16	23
90th percentile time to start treatment[5] (minutes)	104	116	117	113	115	100	88	99	120

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

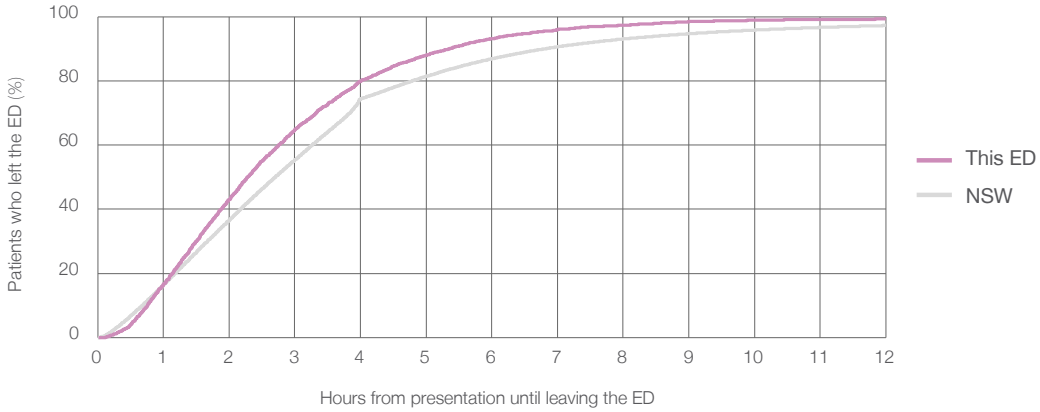
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bowral and District Hospital: Time patients spent in the ED

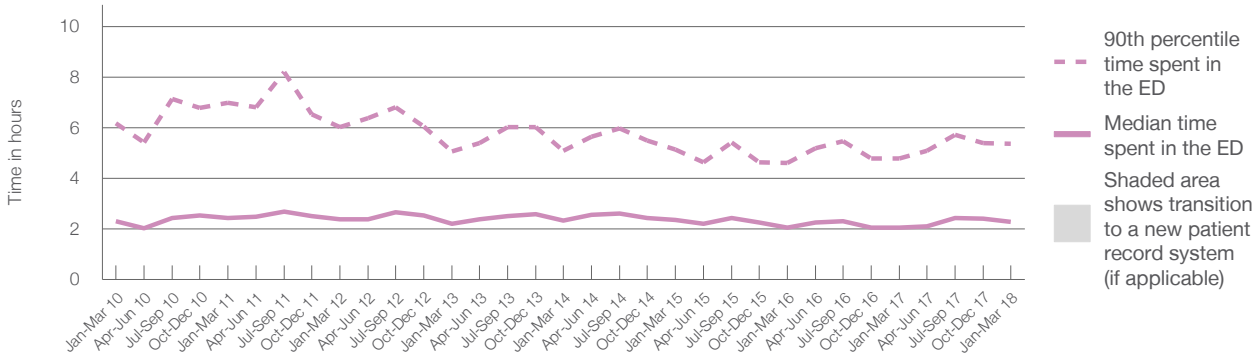
January to March 2018

	Same period last year	NSW (this period)
All presentations:[1] 4,755 patients	4,801	
Presentations used to calculate time to leaving the ED:[6] 4,755 patients	4,801	
Median time spent in the ED[8] 2 hours and 17 minutes	2 hours and 4 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9] 5 hours and 22 minutes	4 hours and 47 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)	2h 19m	2h 26m	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m	2h 17m
90th percentile time spent in the ED[9] (hours, minutes)	6h 11m	7h 0m	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m	5h 22m

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

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

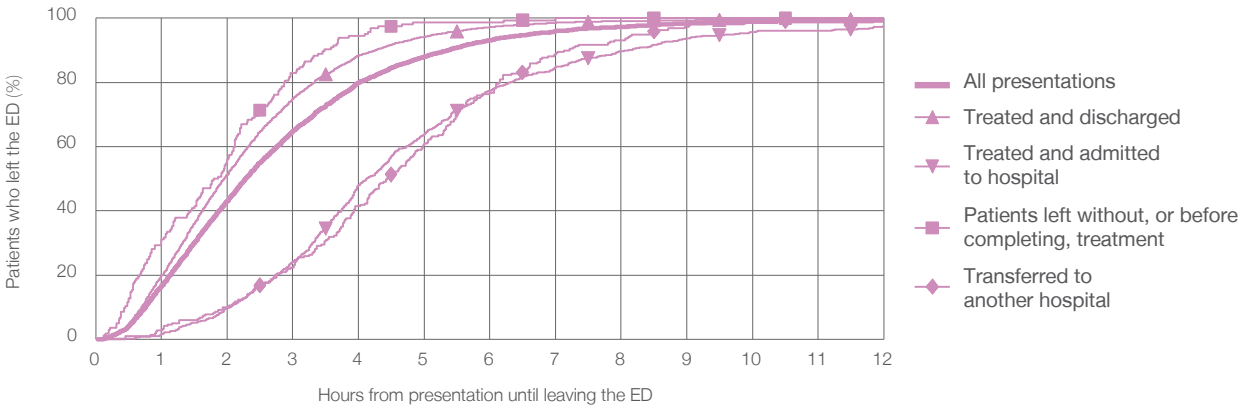
Bowral and District Hospital: Time patients spent in the ED
By mode of separation
January to March 2018

All presentations:[1] 4,755 patients

Presentations used to calculate time to leaving the ED: [6] 4,755 patients

		Same period last year	Change since one year ago
Treated and discharged	3,594 (75.6%)	3,702	-2.9%
Treated and admitted to hospital	755 (15.9%)	739	2.2%
Patient left without, or before completing, treatment	164 (3.4%)	108	51.9%
Transferred to another hospital	220 (4.6%)	242	-9.1%
Other	22 (0.5%)	10	120.0%
		4,801	-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	19.8%	51.3%	74.9%	88.3%	97.2%	99.1%	99.5%	99.7%
Treated and admitted to hospital	1.6%	9.7%	24.1%	48.1%	77.4%	89.8%	95.8%	97.5%
Patient left without, or before completing, treatment	31.1%	56.1%	82.9%	94.5%	98.8%	100%	100%	100%
Transferred to another hospital	2.7%	10.0%	22.3%	41.4%	76.8%	93.2%	99.1%	99.1%
All presentations	16.7%	43.0%	64.7%	80.0%	93.1%	97.4%	98.9%	99.4%

(†) 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.

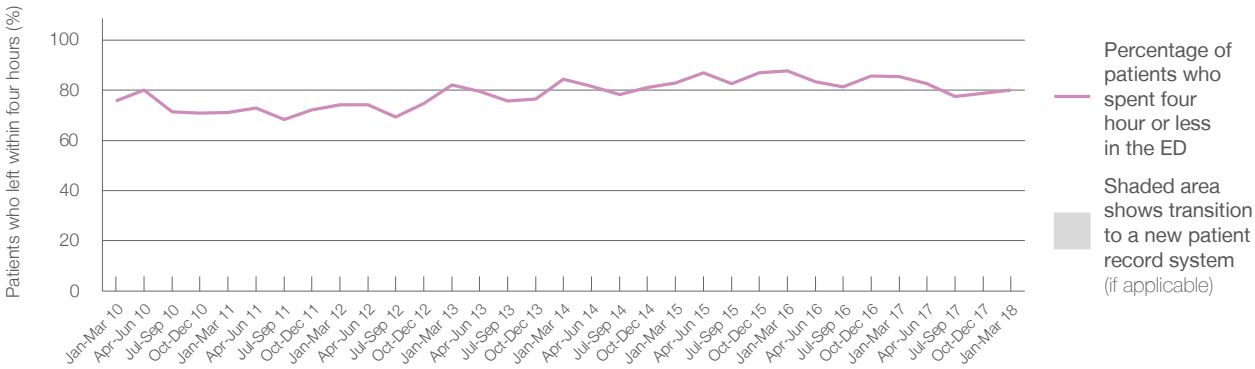
Bowral and District Hospital: Time spent in the ED

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

January to March 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	4,755 patients	4,801	-1%
Presentations used to calculate time to leaving the ED: [6]	4,755 patients	4,801	-1%
Percentage of patients who spent four hours or less in the ED	80.0%	85.3%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	75.6%	71.1%	74.2%	82.1%	84.4%	83.0%	87.6%	85.3%	80.0%

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

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

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

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 final105% 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Campbelltown Hospital: Emergency department (ED) overview

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	18,336 patients	16,916	8%
Emergency presentations:[2]	18,109 patients	16,744	8%

Campbelltown Hospital: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,830 patients	1,672	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	19 minutes	23 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 7,532 patients	6,534	
Median time to start treatment[4]	16 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	67 minutes	74 minutes	65 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 6,581 patients	6,540	
Median time to start treatment[4]	25 minutes	25 minutes	25 minutes
90th percentile time to start treatment[5]	107 minutes	131 minutes	98 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 2,064 patients	1,913	
Median time to start treatment[4]	24 minutes	32 minutes	22 minutes
90th percentile time to start treatment[5]	96 minutes	147 minutes	97 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	18,335 patients	16,915	8%
Percentage of patients who spent four hours or less in the ED	61%	56%	

* 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.

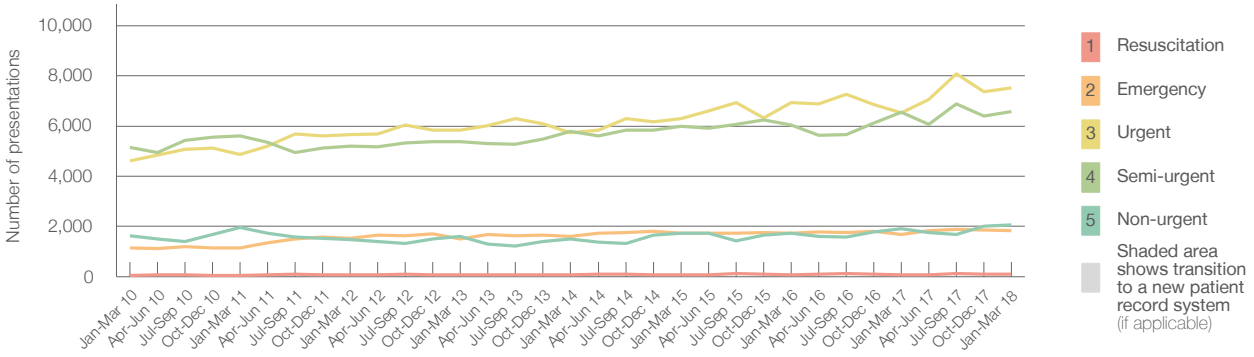
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Campbelltown Hospital: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	18,336 patients	16,916	8%
Emergency presentations[2] by triage category:	18,109 patients	16,744	8%
1 Resuscitation	102 (0.6%)	85	20.0%
2 Emergency	1,830 (10.1%)	1,672	9.4%
3 Urgent	7,532 (41.6%)	6,534	15.3%
4 Semi-urgent	6,581 (36.3%)	6,540	0.6%
5 Non-urgent	2,064 (11.4%)	1,913	7.9%

Emergency presentations[2] 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	55	59	72	63	63	81	85	85	102
Emergency	1,156	1,150	1,531	1,495	1,603	1,738	1,735	1,672	1,830
Urgent	4,603	4,878	5,670	5,841	5,736	6,297	6,936	6,534	7,532
Semi-urgent	5,141	5,598	5,196	5,390	5,797	5,979	6,034	6,540	6,581
Non-urgent	1,621	1,948	1,469	1,605	1,508	1,723	1,734	1,913	2,064
All emergency presentations	12,576	13,633	13,938	14,394	14,707	15,818	16,524	16,744	18,109

Campbelltown Hospital: Patients arriving by ambulance

January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,412 patients	4,064	
ED Transfer of care time			
Median time	12 minutes	14 minutes	-2 minutes
90th percentile time	24 minutes	28 minutes	-4 minutes

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

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

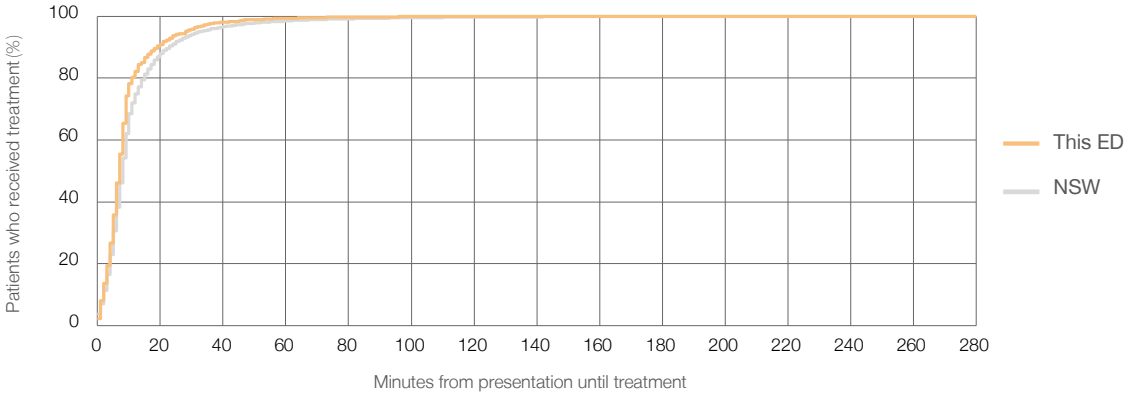
Campbelltown Hospital: Time patients waited to start treatment, triage 2

January to March 2018

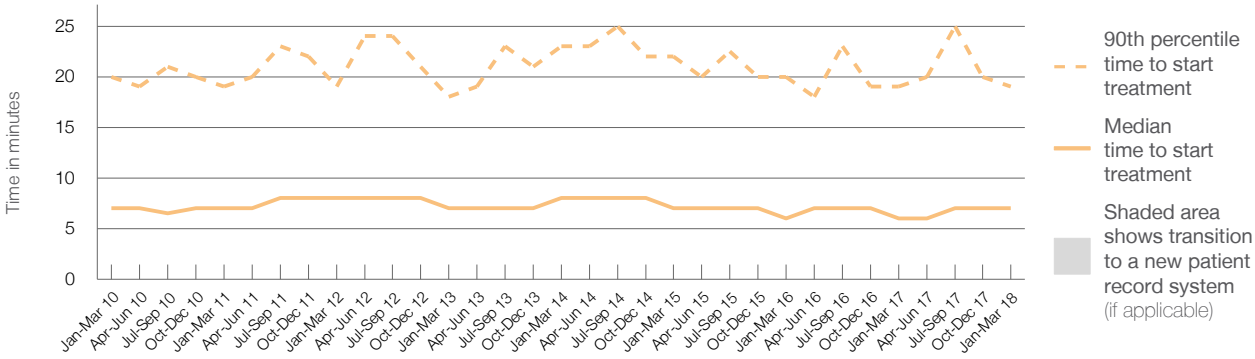
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	1,830	1,672	
Number of triage 2 patients used to calculate waiting time:[3]	1,818	1,672	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	19 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	8	7	8	7	6	6	7
90th percentile time to start treatment[5] (minutes)	20	19	19	18	23	22	20	19	19

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

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

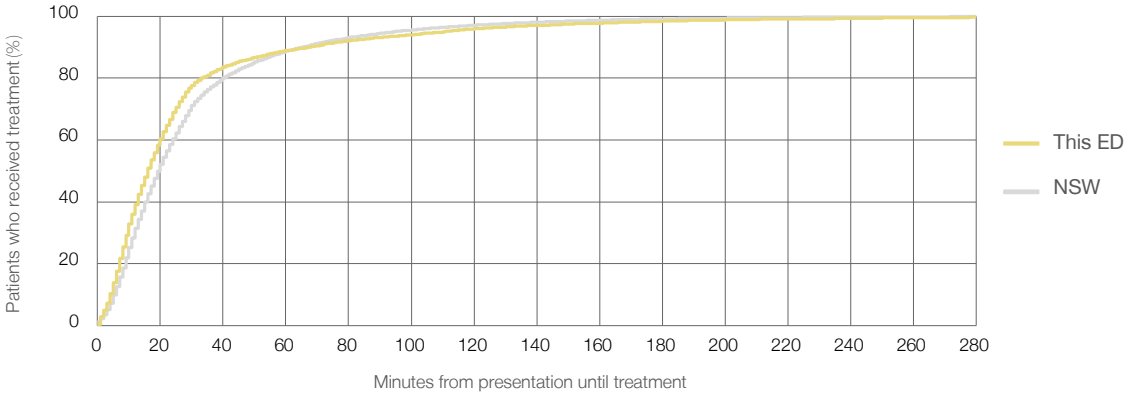
Campbelltown Hospital: Time patients waited to start treatment, triage 3

January to March 2018

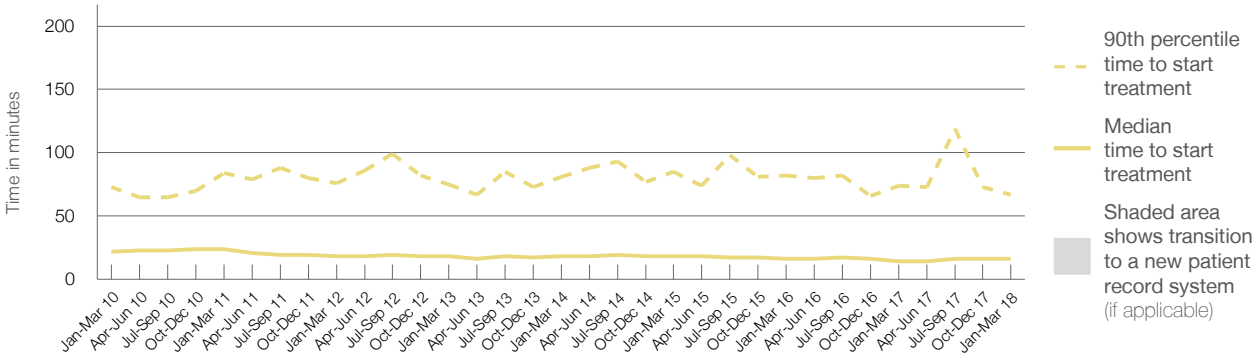
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

	Same period last year	NSW (this period)
Number of triage 3 patients: 7,532	6,534	
Number of triage 3 patients used to calculate waiting time:[3] 7,331	6,367	
Median time to start treatment[4] 16 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5] 67 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)	22	24	18	18	18	18	16	14	16
90th percentile time to start treatment[5] (minutes)	73	84	76	75	81	85	82	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.

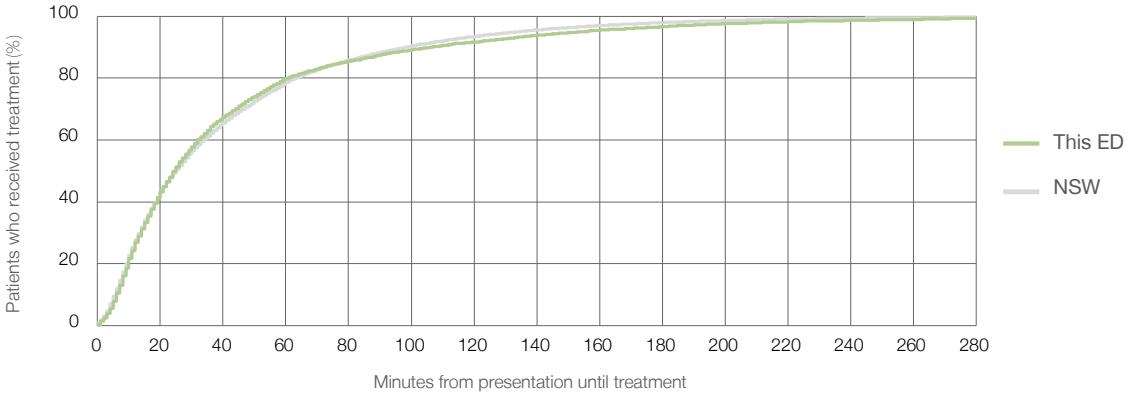
Campbelltown Hospital: Time patients waited to start treatment, triage 4

January to March 2018

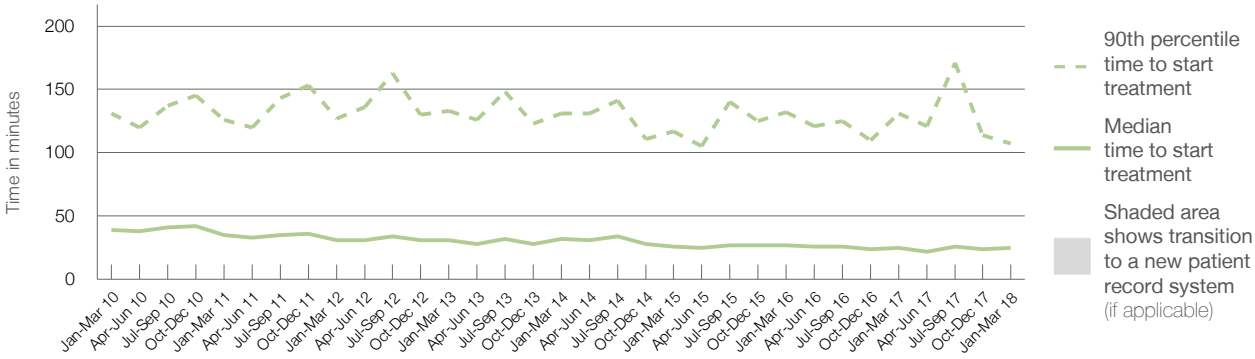
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	6,581	6,540	
Number of triage 4 patients used to calculate waiting time: [3]	6,203	6,023	
Median time to start treatment [4]	25 minutes	25 minutes	25 minutes
90th percentile time to start treatment [5]	107 minutes	131 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	35	31	31	32	26	27	25	25
90th percentile time to start treatment [5] (minutes)	131	126	127	133	131	117	132	131	107

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

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

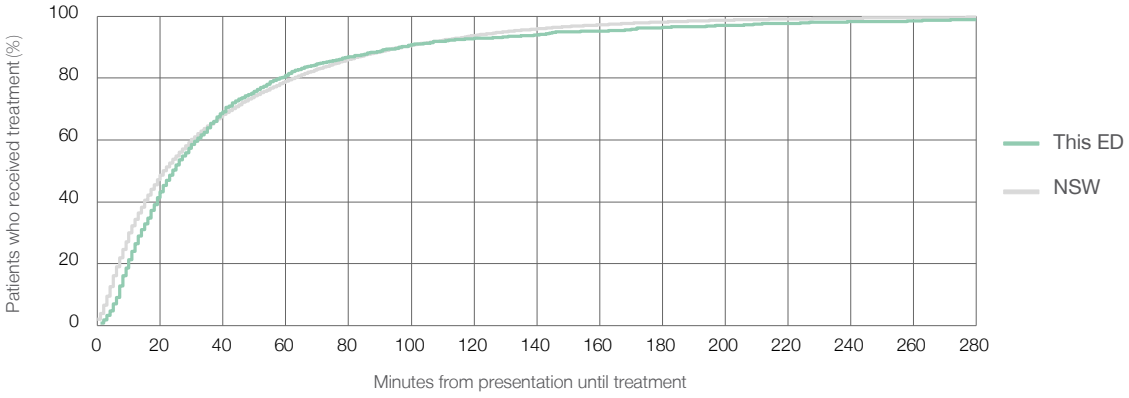
Campbelltown Hospital: Time patients waited to start treatment, triage 5

January to March 2018

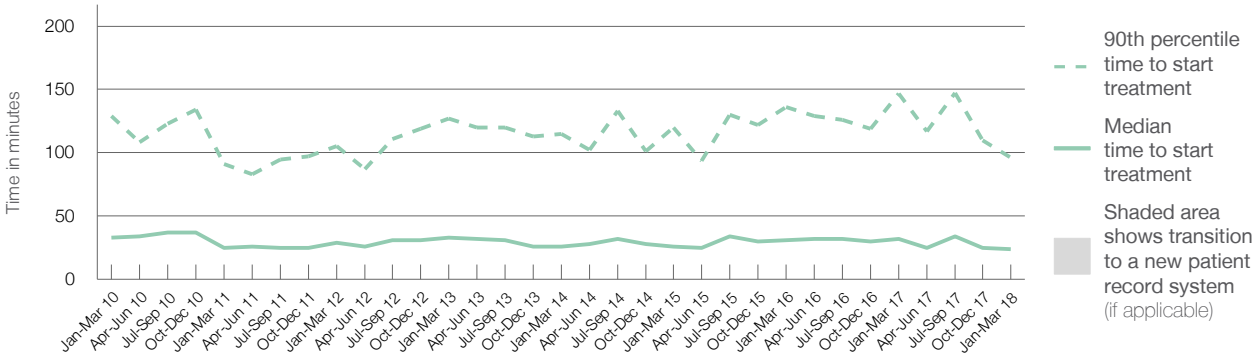
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 2,064	1,913	
Number of triage 5 patients used to calculate waiting time:[3] 1,821	1,630	
Median time to start treatment[4] 24 minutes	32 minutes	22 minutes
90th percentile time to start treatment[5] 96 minutes	147 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)	33	25	29	33	26	26	31	32	24
90th percentile time to start treatment[5] (minutes)	129	91	105	127	115	120	136	147	96

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

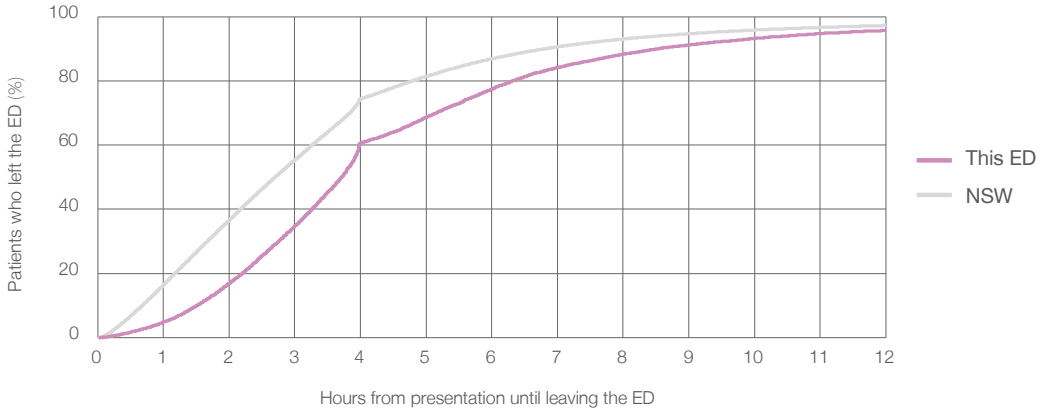
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients spent in the ED

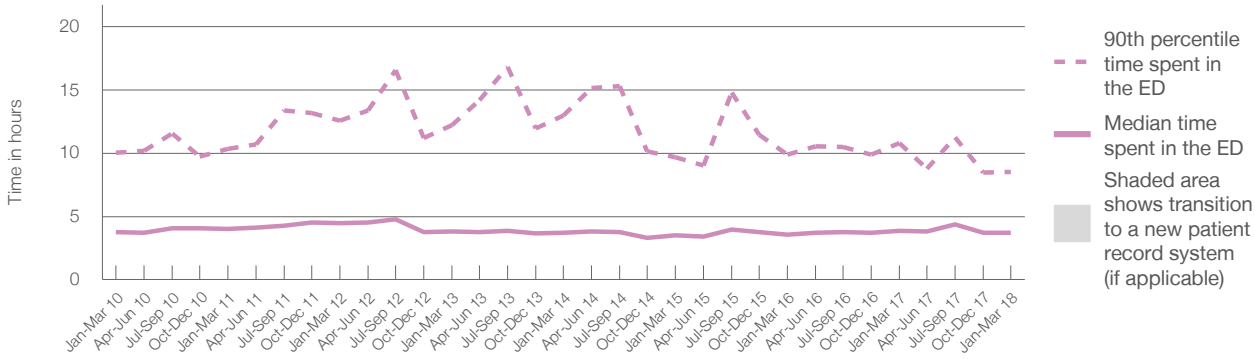
January to March 2018

	Campbelltown Hospital	Same period last year	NSW (this period)
All presentations:[1]	18,336 patients	16,916	
Presentations used to calculate time to leaving the ED:[6]	18,335 patients	16,915	
Median time spent in the ED[8]	3 hours and 43 minutes	3 hours and 53 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9]	8 hours and 32 minutes	10 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	4h 0m	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m	3h 43m
90th percentile time spent in the ED[9] (hours, minutes)	10h 2m	10h 21m	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 48m	8h 32m

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

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

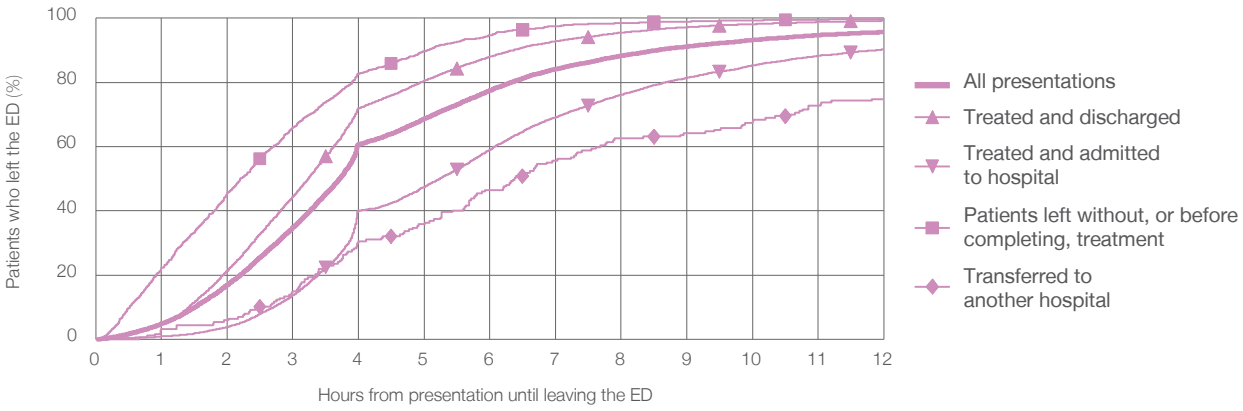
Campbelltown Hospital: Time patients spent in the ED
By mode of separation
January to March 2018

All presentations:[1] 18,336 patients

Presentations used to calculate time to leaving the ED:[6] 18,335 patients

		Same period last year	Change since one year ago
Treated and discharged	9,669 (52.7%)	8,819	9.6%
Treated and admitted to hospital	6,786 (37.0%)	6,025	12.6%
Patient left without, or before completing, treatment	1,690 (9.2%)	1,825	-7.4%
Transferred to another hospital	187 (1.0%)	241	-22.4%
Other	4 (0%)	6	-33.3%
		16,915	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	4.7%	21.4%	44.5%	71.9%	88.0%	95.6%	98.2%	99.2%
Treated and admitted to hospital	0.9%	3.8%	13.7%	40.1%	59.0%	76.1%	85.3%	90.3%
Patient left without, or before completing, treatment	22.2%	45.6%	66.0%	82.7%	94.6%	98.5%	99.3%	99.8%
Transferred to another hospital	3.2%	5.9%	15.0%	30.5%	46.5%	62.6%	67.9%	74.9%
All presentations	4.9%	17.0%	34.8%	60.7%	77.5%	88.3%	93.2%	95.7%

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

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

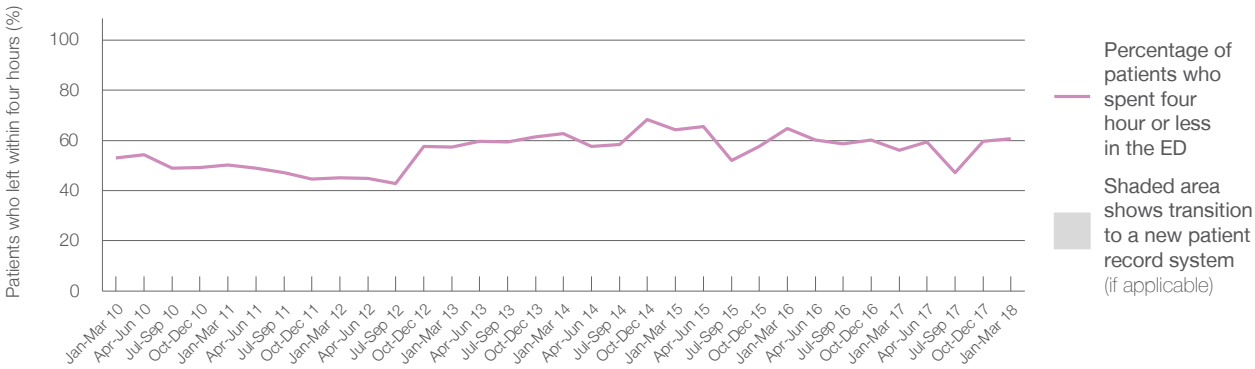
Campbelltown Hospital: Time spent in the ED

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

January to March 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	18,336 patients	16,916	8%
Presentations used to calculate time to leaving the ED: [6]	18,335 patients	16,915	8%
Percentage of patients who spent four hours or less in the ED	60.7%	55.9%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	53.1%	50.2%	45.1%	57.3%	62.8%	64.2%	64.8%	55.9%	60.7%

* 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 final105% 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Fairfield Hospital: Emergency department (ED) overview

January to March 2018

	Same period last year	Change since one year ago
All presentations:[1] 8,784 patients	8,783	0%
Emergency presentations:[2] 8,765 patients	8,760	0%

Fairfield Hospital: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 883 patients	824	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	23 minutes	24 minutes	23 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,251 patients	3,230	
Median time to start treatment[4]	18 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	75 minutes	65 minutes	65 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,899 patients	4,044	
Median time to start treatment[4]	21 minutes	22 minutes	25 minutes
90th percentile time to start treatment[5]	123 minutes	120 minutes	98 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 708 patients	641	
Median time to start treatment[4]	18 minutes	21 minutes	22 minutes
90th percentile time to start treatment[5]	114 minutes	120 minutes	97 minutes

Fairfield Hospital: Time from presentation until leaving the ED

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,784 patients		8,783	0%
Percentage of patients who spent four hours or less in the ED	79%	79%	

* 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.

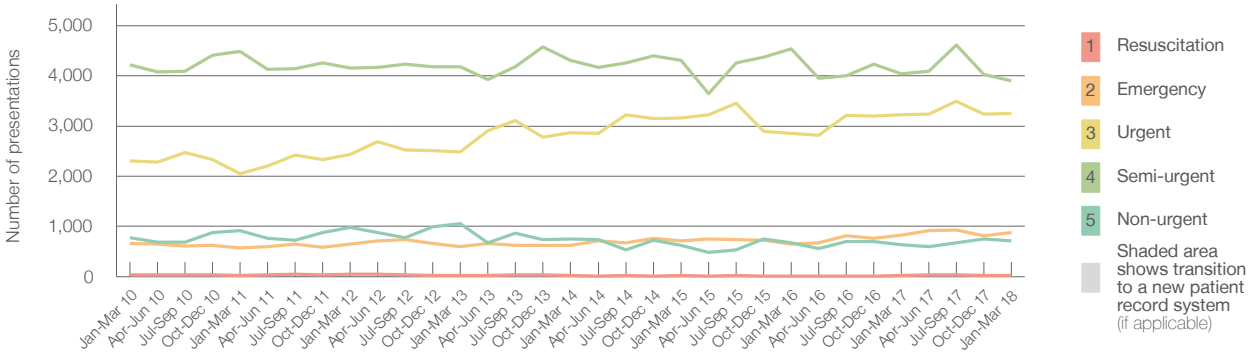
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Fairfield Hospital: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	8,784 patients	8,783	0%
Emergency presentations[2] by triage category:	8,765 patients	8,760	0%
1 Resuscitation	24 (0.3%)	21	14.3%
2 Emergency	883 (10.1%)	824	7.2%
3 Urgent	3,251 (37.1%)	3,230	0.7%
4 Semi-urgent	3,899 (44.5%)	4,044	-3.6%
5 Non-urgent	708 (8.1%)	641	10.5%

Emergency presentations[2] 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	35	26	46	25	26	19	13	21	24
Emergency	667	566	652	596	621	707	652	824	883
Urgent	2,302	2,054	2,437	2,482	2,869	3,160	2,855	3,230	3,251
Semi-urgent	4,217	4,490	4,160	4,177	4,314	4,305	4,537	4,044	3,899
Non-urgent	778	922	977	1,051	751	623	674	641	708
All emergency presentations	7,999	8,058	8,272	8,331	8,581	8,814	8,731	8,760	8,765

Fairfield Hospital: Patients arriving by ambulance

January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,678 patients	1,305	
ED Transfer of care time			
Median time	12 minutes	11 minutes	1 minute
90th percentile time	26 minutes	27 minutes	-1 minute

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

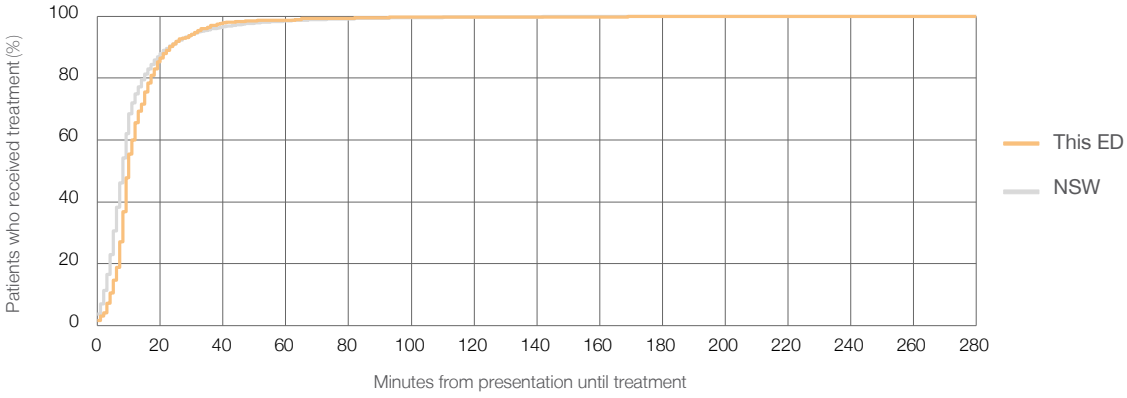
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

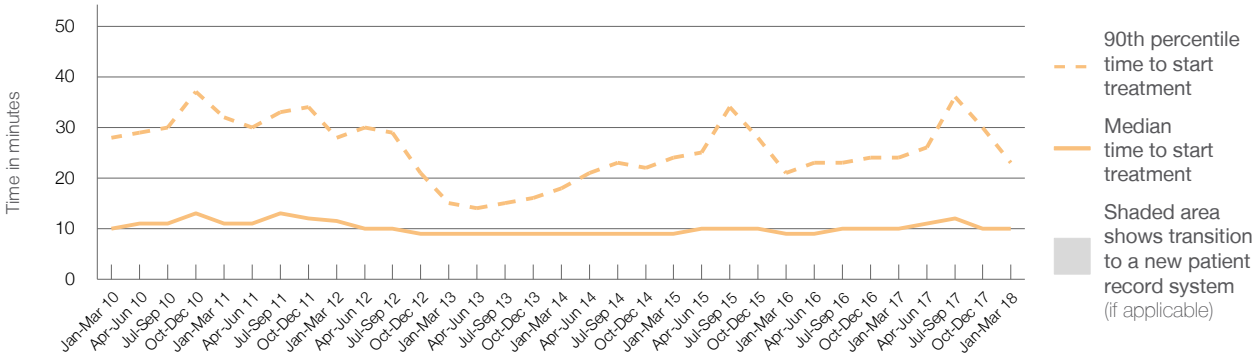
January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 883		824	
Number of triage 2 patients used to calculate waiting time:[3] 879		819	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	23 minutes	24 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)	10	11	12	9	9	9	9	10	10
90th percentile time to start treatment[5] (minutes)	28	32	28	15	18	24	21	24	23

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

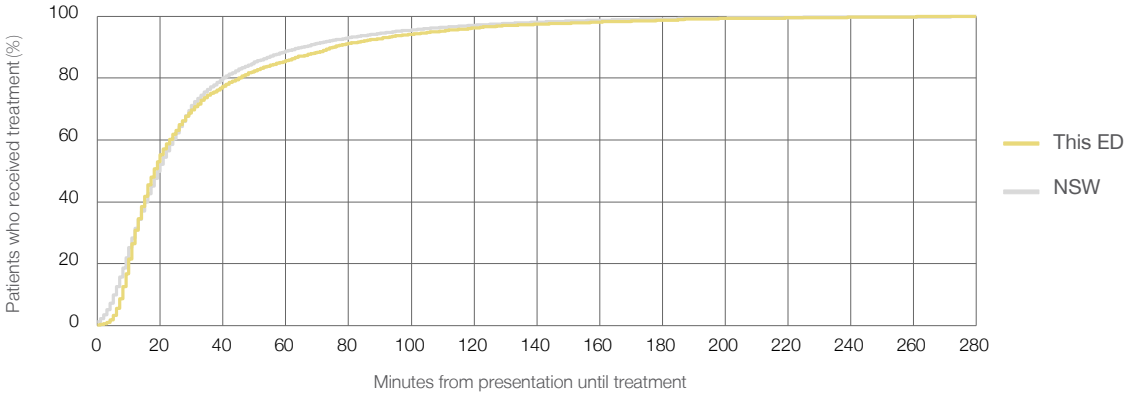
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

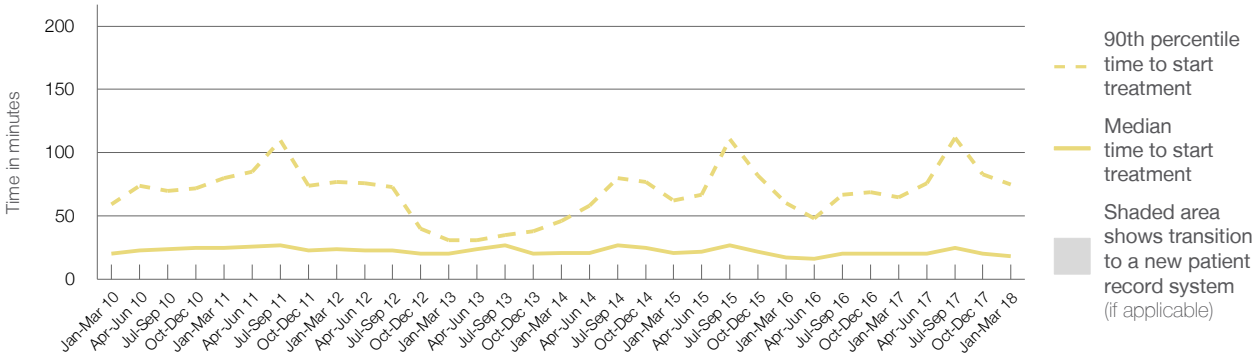
January to March 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	3,251	3,230	
Number of triage 3 patients used to calculate waiting time:[3]	3,152	3,161	
Median time to start treatment[4]	18 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	75 minutes	65 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)	20	25	24	20	21	21	17	20	18
90th percentile time to start treatment[5] (minutes)	59	80	77	31	46	62	60	65	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.

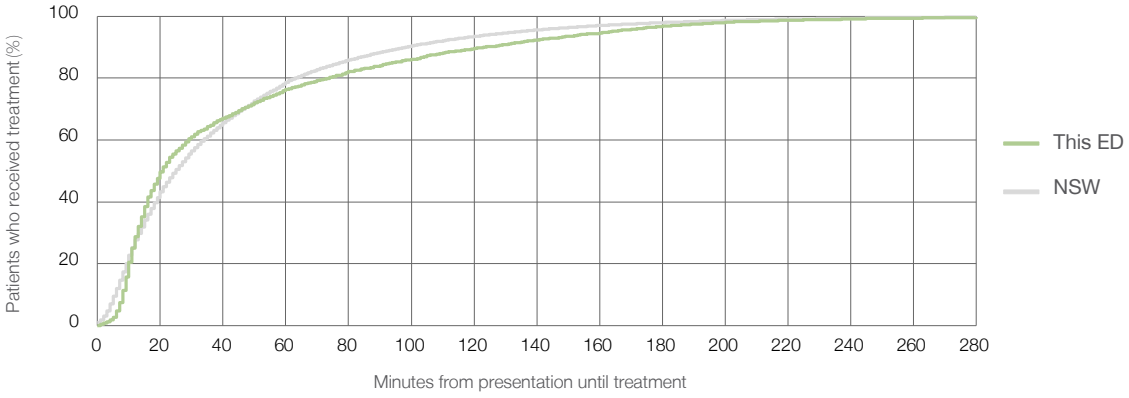
Fairfield Hospital: Time patients waited to start treatment, triage 4

January to March 2018

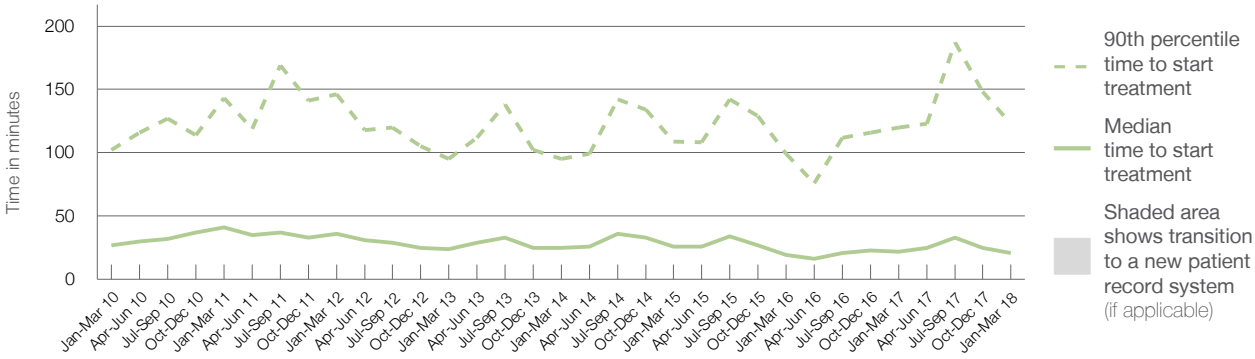
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,899	4,044	
Number of triage 4 patients used to calculate waiting time: [3]	3,483	3,796	
Median time to start treatment [4]	21 minutes	22 minutes	25 minutes
90th percentile time to start treatment [5]	123 minutes	120 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	41	36	24	25	26	19	22	21
90th percentile time to start treatment [5] (minutes)	102	143	146	95	95	109	99	120	123

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

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

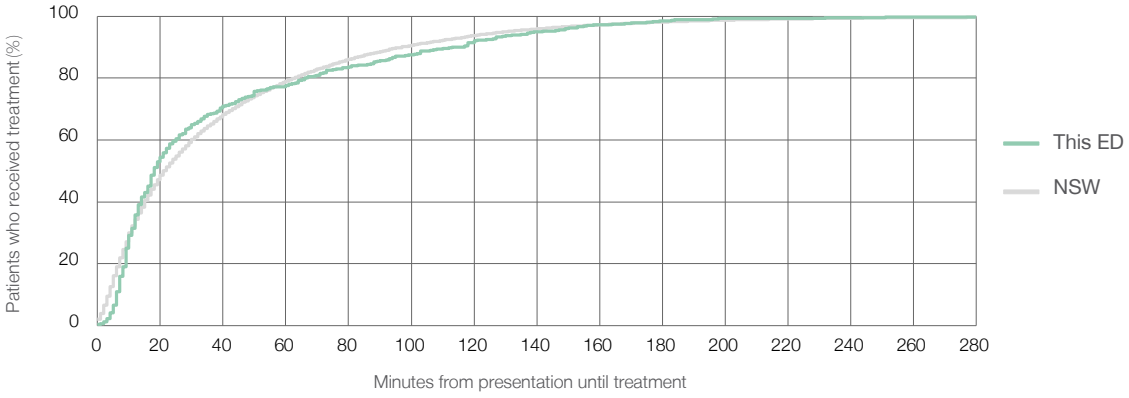
Fairfield Hospital: Time patients waited to start treatment, triage 5

January to March 2018

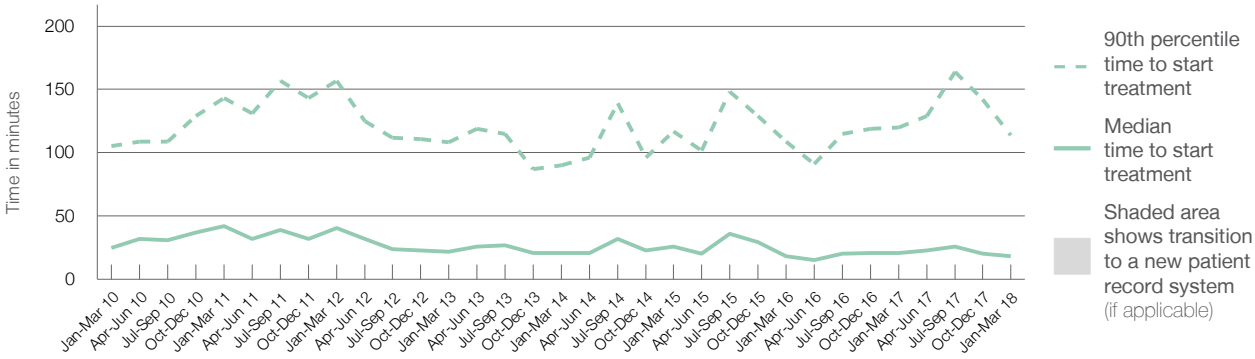
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	708	641	
Number of triage 5 patients used to calculate waiting time:[3]	554	497	
Median time to start treatment[4]	18 minutes	21 minutes	22 minutes
90th percentile time to start treatment[5]	114 minutes	120 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)	25	42	41	22	21	26	18	21	18
90th percentile time to start treatment[5] (minutes)	105	143	157	108	90	117	109	120	114

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

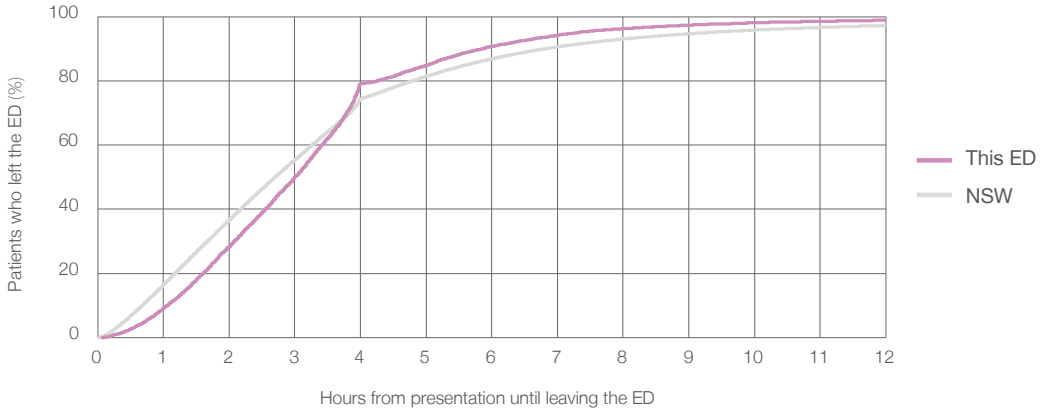
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time patients spent in the ED

January to March 2018

		Same period last year	NSW (this period)
All presentations:[1]	8,784 patients	8,783	
Presentations used to calculate time to leaving the ED:[6]	8,784 patients	8,783	
Median time spent in the ED[8]	3 hours and 0 minutes	2 hours and 49 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9]	5 hours and 52 minutes	6 hours and 13 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)	2h 21m	3h 8m	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m	2h 49m	3h 0m
90th percentile time spent in the ED[9] (hours, minutes)	7h 3m	8h 6m	8h 11m	6h 47m	5h 13m	5h 34m	5h 40m	6h 13m	5h 52m

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

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

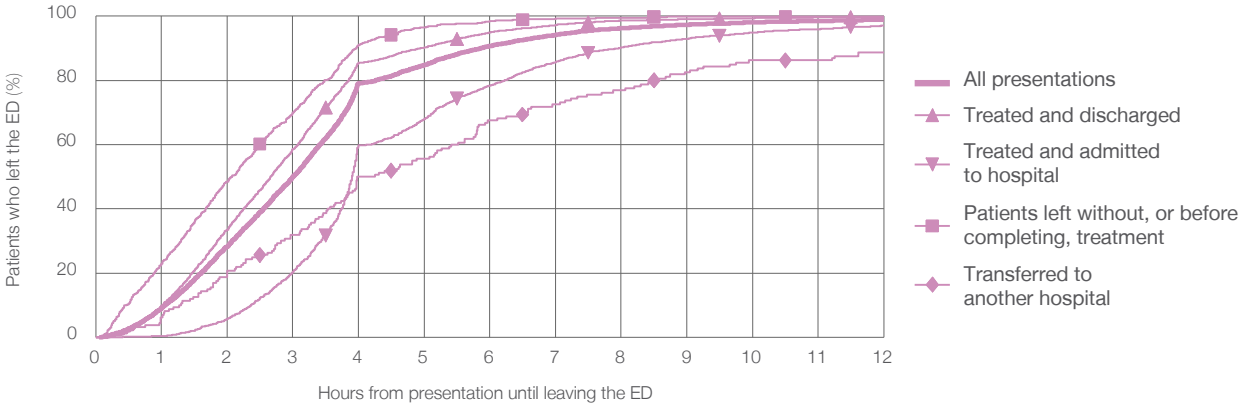
Fairfield Hospital: Time patients spent in the ED
By mode of separation
January to March 2018

All presentations:[1] 8,784 patients

Presentations used to calculate time to leaving the ED: [6] 8,784 patients

		Same period last year	Change since one year ago
		8,783	0%
Treated and discharged	5,409 (61.6%)	5,684	-4.8%
Treated and admitted to hospital	2,189 (24.9%)	2,014	8.7%
Patient left without, or before completing, treatment	963 (11.0%)	820	17.4%
Transferred to another hospital	160 (1.8%)	185	-13.5%
Other	63 (0.7%)	80	-21.3%

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	9.7%	33.5%	58.6%	85.5%	94.9%	98.6%	99.4%	99.7%
Treated and admitted to hospital	0.3%	5.8%	20.3%	59.8%	78.4%	90.3%	94.9%	97.1%
Patient left without, or before completing, treatment	22.8%	48.5%	69.9%	91.2%	98.4%	99.6%	99.9%	99.9%
Transferred to another hospital	6.3%	20.6%	31.9%	50.0%	67.5%	76.9%	86.3%	88.8%
All presentations	9.1%	28.4%	50.0%	79.1%	90.7%	96.3%	98.1%	98.9%

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

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

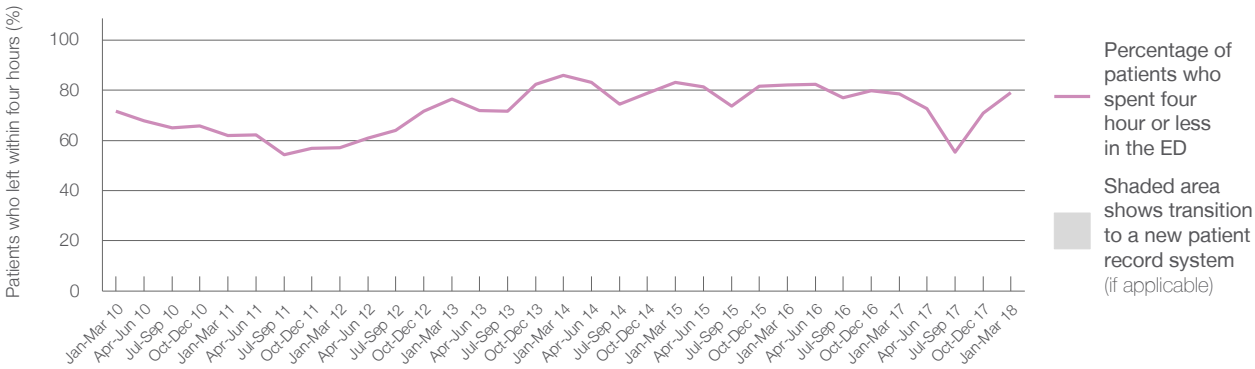
Fairfield Hospital: Time spent in the ED

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

January to March 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	8,784 patients	8,783	0%
Presentations used to calculate time to leaving the ED: [6]	8,784 patients	8,783	0%
Percentage of patients who spent four hours or less in the ED	79.1%	78.6%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	71.7%	61.9%	57.1%	76.5%	85.9%	83.1%	82.1%	78.6%	79.1%

* 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 final105% 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Liverpool Hospital: Emergency department (ED) overview

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	22,030 patients	20,701	6%
Emergency presentations:[2]	21,948 patients	20,332	8%

Liverpool Hospital: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 4,194 patients	3,749	
Median time to start treatment[4]	7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	23 minutes	25 minutes	23 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 11,346 patients	10,321	
Median time to start treatment[4]	14 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	48 minutes	65 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 5,005 patients	4,811	
Median time to start treatment[4]	17 minutes	16 minutes	25 minutes
90th percentile time to start treatment[5]	61 minutes	57 minutes	98 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,187 patients	1,297	
Median time to start treatment[4]	15 minutes	13 minutes	22 minutes
90th percentile time to start treatment[5]	59 minutes	54 minutes	97 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	22,030 patients	20,700	6%
Percentage of patients who spent four hours or less in the ED	57%	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.

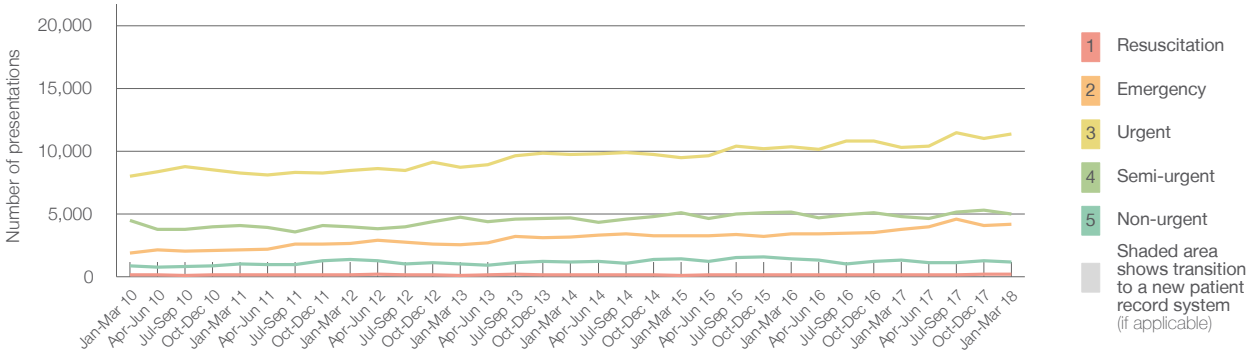
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Liverpool Hospital: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1]	22,030 patients	20,701	6%
Emergency presentations[2] by triage category:	21,948 patients	20,332	8%
1 Resuscitation	216 (1.0%)	154	40.3%
2 Emergency	4,194 (19.1%)	3,749	11.9%
3 Urgent	11,346 (51.7%)	10,321	9.9%
4 Semi-urgent	5,005 (22.8%)	4,811	4.0%
5 Non-urgent	1,187 (5.4%)	1,297	-8.5%

Emergency presentations[2] 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

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	6,438 patients	6,170	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	40 minutes	40 minutes	0 minutes

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

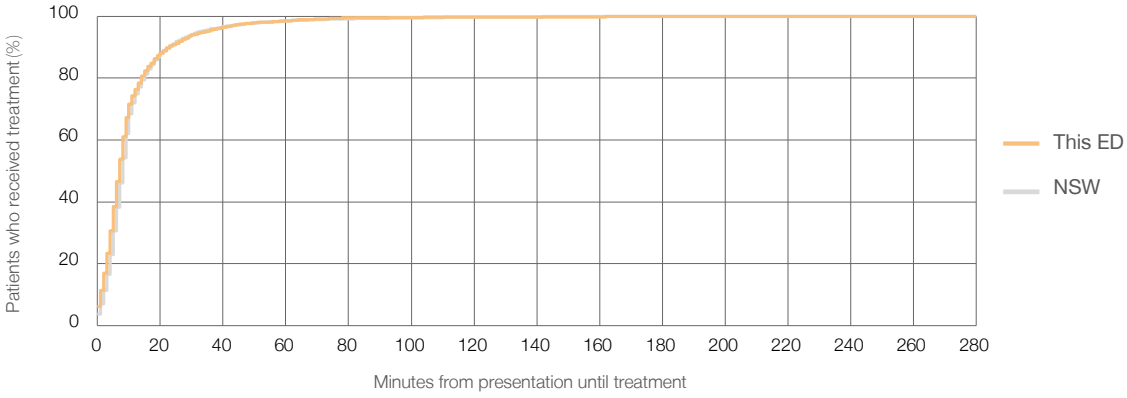
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

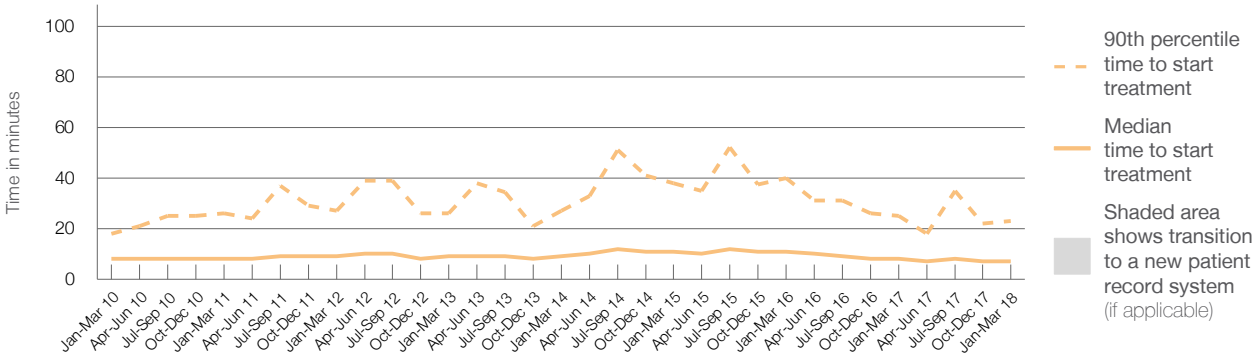
January to March 2018

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	4,194	3,749	
Number of triage 2 patients used to calculate waiting time: [3]	4,167	3,723	
Median time to start treatment [4]	7 minutes	8 minutes	8 minutes
90th percentile time to start treatment [5]	23 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.

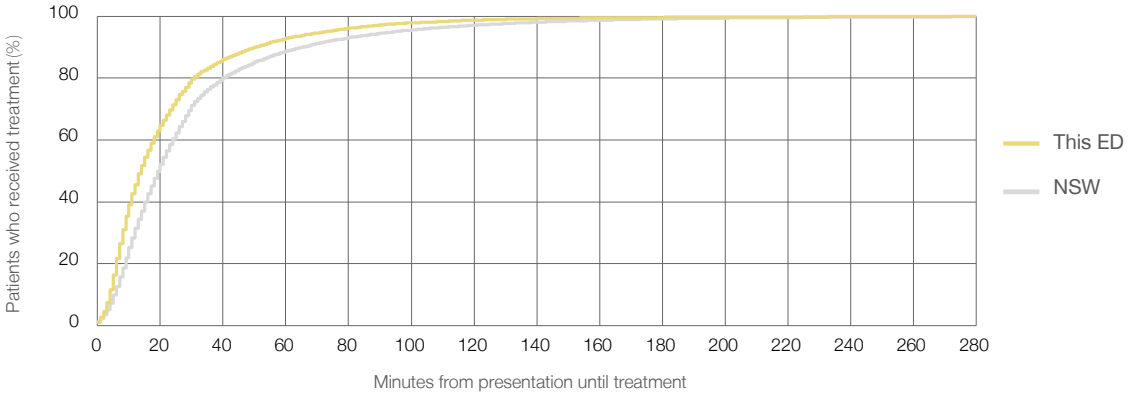
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

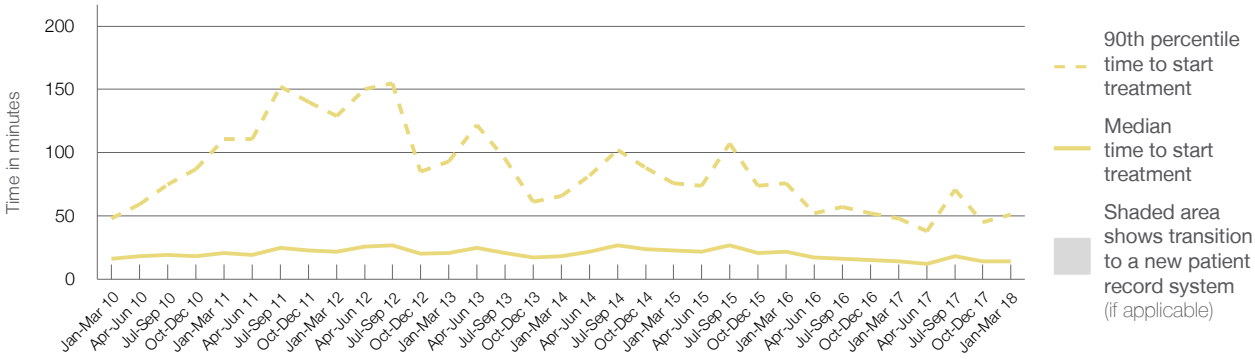
January to March 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 11,346	10,321	
Number of triage 3 patients used to calculate waiting time:[3] 11,002	10,014	
Median time to start treatment[4] 14 minutes	14 minutes	20 minutes
90th percentile time to start treatment[5] 51 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.

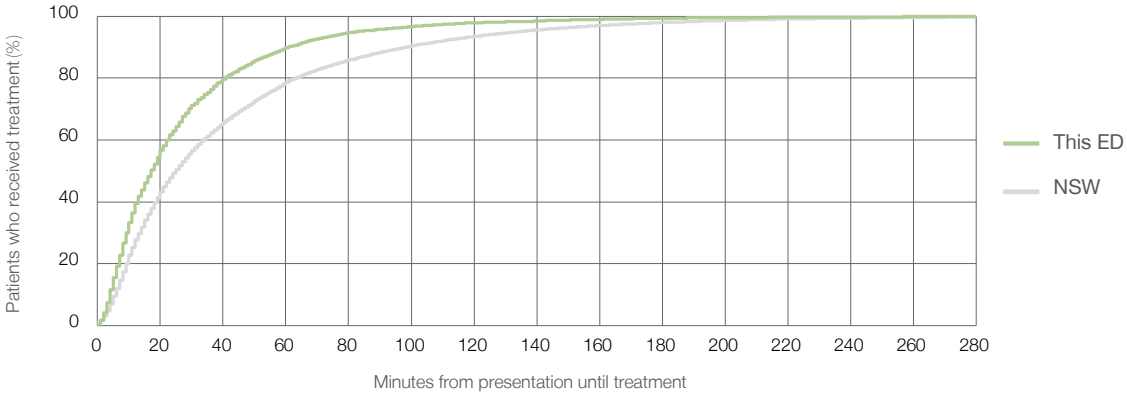
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

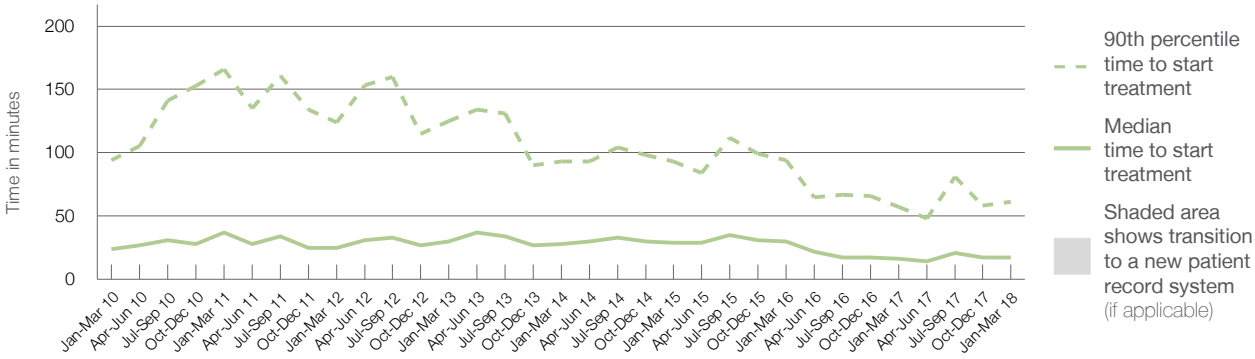
January to March 2018

	Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 5,005	4,811	
Number of triage 4 patients used to calculate waiting time:[3] 4,626	4,396	
Median time to start treatment[4] 17 minutes	16 minutes	25 minutes
90th percentile time to start treatment[5] 61 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.

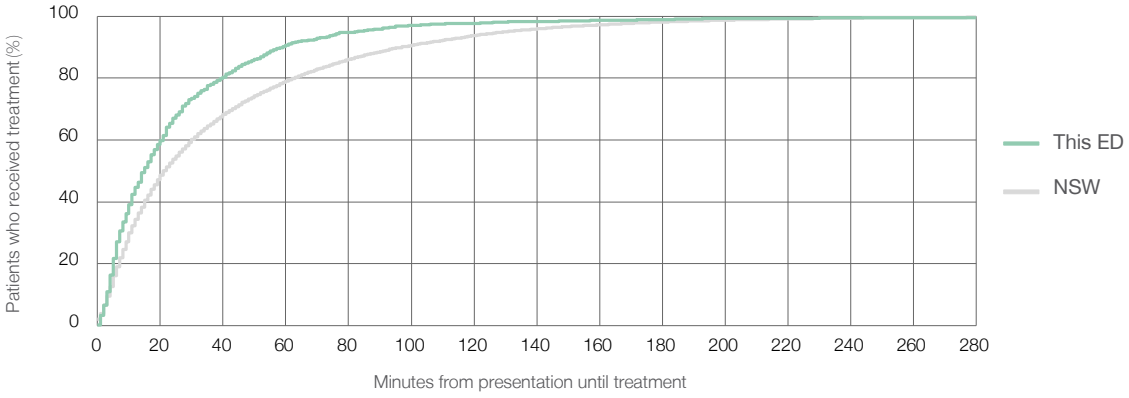
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

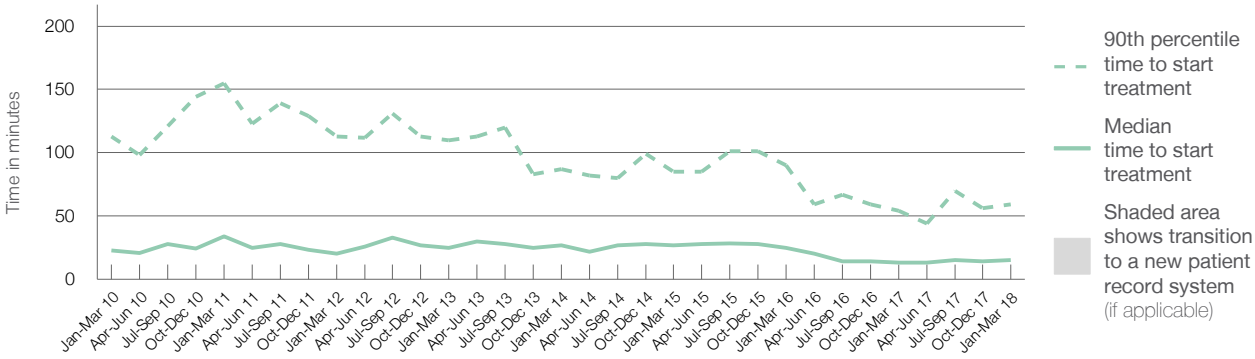
January to March 2018

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	1,187	1,297	
Number of triage 5 patients used to calculate waiting time:[3]	982	1,069	
Median time to start treatment[4]	15 minutes	13 minutes	22 minutes
90th percentile time to start treatment[5]	59 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.

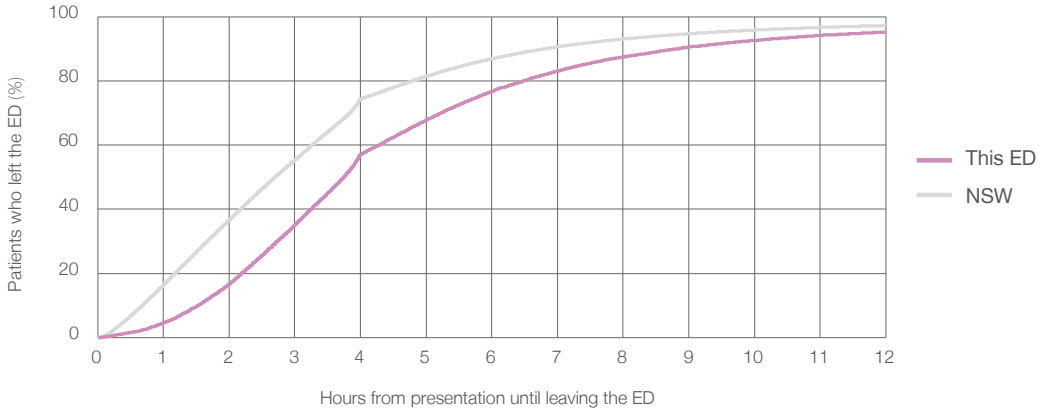
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients spent in the ED

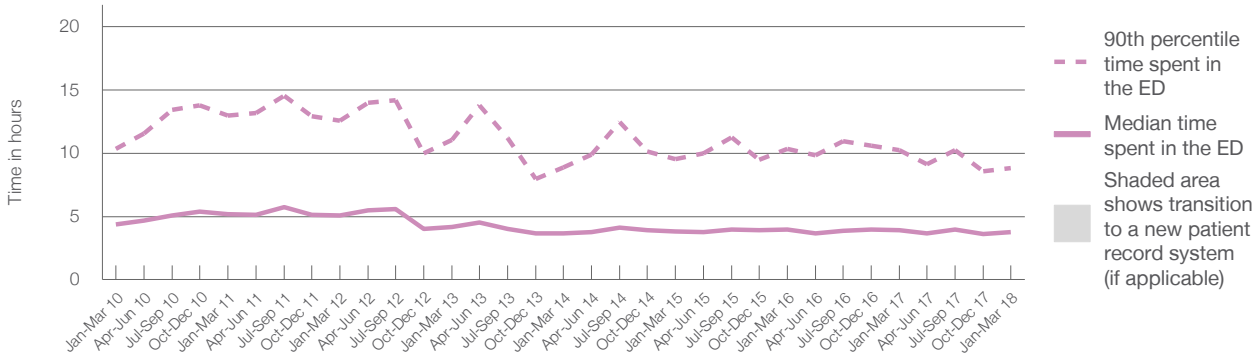
January to March 2018

	Same period last year	NSW (this period)
All presentations:[1] 22,030 patients	20,701	
Presentations used to calculate time to leaving the ED:[6] 22,030 patients	20,700	
Median time spent in the ED[8] 3 hours and 45 minutes	3 hours and 55 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9] 8 hours and 50 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.

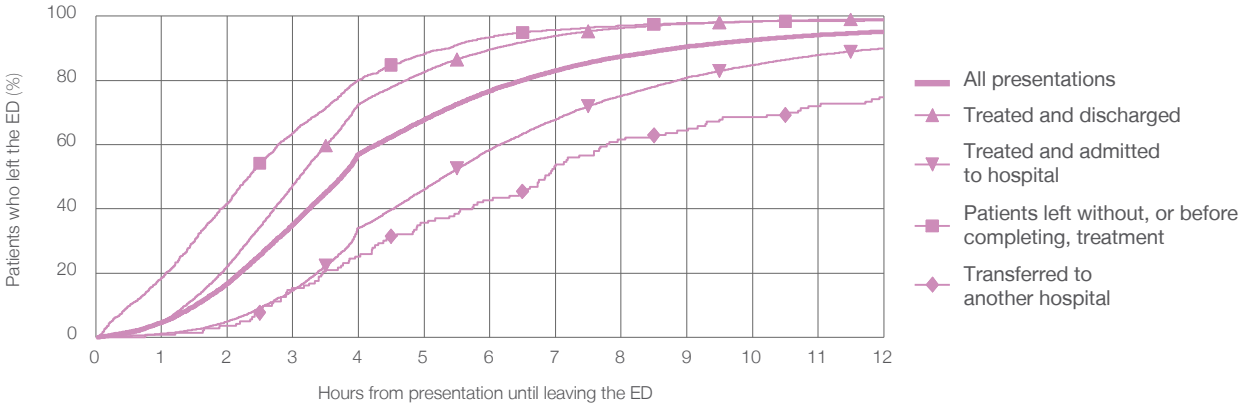
Liverpool Hospital: Time patients spent in the ED
By mode of separation
January to March 2018

All presentations:[1] 22,030 patients

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

		Same period last year	Change since one year ago
Treated and discharged	10,887 (49.4%)	9,981	9.1%
Treated and admitted to hospital	9,090 (41.3%)	8,704	4.4%
Patient left without, or before completing, treatment	1,783 (8.1%)	1,778	0.3%
Transferred to another hospital	143 (0.6%)	80	78.8%
Other	127 (0.6%)	158	-19.6%
		20,700	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

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	22,030 patients	20,701	6%
Presentations used to calculate time to leaving the ED: [6]	22,030 patients	20,700	6%
Percentage of patients who spent four hours or less in the ED	57.1%	52.6%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	45.8%	35.6%	36.8%	47.8%	61.6%	55.9%	50.7%	52.6%	57.1%

* 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 final105% 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).