

Appendix: ED time performance measures by peer group

Appendix table 1b: Waiting times to treatment (minutes) for NSW emergency departments, by peer group, July to September 2012

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Total New South Wales	8	41	24	137	33	185	30	174
A1 peer group: Principal referral								
Bankstown / Lidcombe Hospital	9	34	31	219	37	199	31	185
Concord Hospital	8	18	21	91	29	151	22	122
Gosford Hospital	8	40	23	119	46	223	45	246
John Hunter Hospital	6	35	22	127	34	199	36	192
Liverpool Hospital	10	65	27	215	33	214	33	190
Nepean Hospital	9	58	24	193	26	174	28	183
Prince of Wales Hospital	9	43	23	114	23	134	24	153
Royal North Shore Hospital	7	25	21	99	32	137	38	152
Royal Prince Alfred Hospital	13	62	41	197	56	231	37	221
St George Hospital	12	52	34	145	46	190	39	226
St Vincent's Hospital, Darlinghurst	6	33	17	111	16	183	8	134
Westmead Hospital	8	59	38	244	57	240	48	223
Wollongong Hospital	11	51	37	229	53	277	42	208
Total A1 peer group	9	48	27	169	37	202	35	195
A2 peer group: Paediatric specialist								
Sydney Children's Hospital	9	24	23	70	46	187	46	164
The Children's Hospital at Westmead	5	10	27	129	42	288	83	*
Total A2 peer group	7	21	26	112	45	235	50	199
A3 peer group: Ungrouped acute – tertiary referral								
Calvary Mater Newcastle	7	32	20	108	29	155	31	168
Sydney Eye Hospital	*	*	9	26	17	49	23	77
Sydney Hospital	7	*	17	45	21	90	23	127
Total A3 peer group	7	32	19	87	23	120	25	121
B peer group: Major								
Auburn Hospital	8	31	25	107	42	208	29	189
Blacktown Hospital	6	24	38	206	40	192	30	191
Campbelltown Hospital	8	35	19	160	34	220	31	185
Canterbury Hospital	7	36	36	181	50	223	35	181
Coffs Harbour Base Hospital	8	32	25	120	32	173	32	181
Dubbo Base Hospital	8	31	25	119	29	181	24	136
Fairfield Hospital	10	40	23	98	29	159	24	148
Hornsby and Ku-Ring-Gai Hospital	6	15	23	131	34	181	32	176
Lismore Base Hospital	6	25	26	132	48	194	64	209

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Maitland Hospital	9	38	26	136	46	203	52	206
Manly District Hospital	8	27	16	72	19	128	18	130
Manning Base Hospital	7	31	21	118	30	182	30	196
Mona Vale and District Hospital	7	22	22	96	31	165	23	165
Orange Base Hospital	6	22	18	75	26	144	24	173
Port Macquarie Base Hospital	10	42	27	104	35	154	39	164
Shoalhaven and District Memorial Hospital	10	39	28	144	37	221	32	205
Sutherland Hospital	12	39	29	100	33	123	31	118
Tamworth Base Hospital	7	36	22	125	37	214	48	219
The Tweed Hospital	7	25	24	90	26	136	22	116
Wagga Wagga Base Hospital	8	29	19	94	29	160	20	178
Wyong Hospital	8	53	20	107	30	155	31	148
Total B peer group	8	34	24	124	34	180	32	177

C1 peer group: District group 1								
Armidale and New England Hospital	7	40	21	97	35	171	34	212
Bathurst Base Hospital	8	33	19	73	22	125	17	131
Bega Hospital	10	65	23	96	34	142	39	209
Belmont Hospital	8	27	22	117	33	182	40	183
Bowral and District Hospital	8	28	25	107	34	164	33	177
Broken Hill Base Hospital	7	27	15	53	22	101	32	179
Goulburn Base Hospital	11	59	33	135	44	199	29	210
Grafton Base Hospital	7	32	17	102	22	170	20	176
Griffith Base Hospital	5	40	15	96	31	174	24	165
Hawkesbury District Health Service	21	60	32	115	36	179	36	178
Mount Druitt Hospital	8	30	31	145	55	186	48	193
Murwillumbah District Hospital	6	21	14	56	21	104	25	135
Ryde Hospital	6	16	17	71	19	140	23	158
Shellharbour Hospital	11	56	32	193	37	261	26	*
Total C1 peer group	8	41	22	116	31	173	31	181

C2 peer group: District group 2								
Ballina District Hospital	6	28	23	97	42	208	36	193
Bateman's Bay District Hospital	19	97	35	161	61	215	55	220
Blue Mountains District Anzac Memorial Hospital	7	35	18	112	36	180	38	179
Bulli District Hospital†	10	*	17	61	17	83	19	70
Camden Hospital	6	26	13	98	19	135	19	130
Casino and District Memorial Hospital	5	24	27	96	39	159	33	131
Cessnock District Hospital	6	39	21	81	32	125	36	133
Gunnedah District Hospital	2	*	10	75	33	150	20	106
Inverell District Hospital	2	40	17	110	45	150	41	156

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Kempsey Hospital	9	38	20	81	23	123	19	109
Kurri Kurri District Hospital	1	*	10	101	21	141	15	111
Lithgow Health Service	4	33	15	90	17	120	18	119
Macleay District Hospital	8	41	20	72	34	176	36	219
Milton and Ulladulla Hospital	5	27	19	75	31	119	30	141
Moree District Hospital	2	35	6	64	8	78	6	63
Moruya District Hospital	17	59	31	147	42	223	49	240
Muswellbrook District Hospital	5	74	15	126	24	141	18	103
Narrabri District Hospital	2	*	3	30	9	57	5	66
Singleton District Hospital	9	41	23	95	37	127	35	122
Total C2 peer group	7	42	20	99	30	152	28	154
Other								
Other	6	53	14	80	19	115	11	114
Total Other	6	53	14	80	19	115	11	114

(*) Values suppressed due to small numbers and to protect privacy.

(‡) Due to the implementation of a new electronic information system in this emergency department in the previous quarter (April to June 2012), caution is advised when considering this hospital's results (For more information see *Hospital Quarterly Background Paper: Approaches to reporting time measures of emergency department performance, Addendum June 2012*).

Source: Health Information Exchange, NSW Health. Data extracted on 22 October 2012.

Appendix table 2b: Activity, off-stretcher performance and presentation to leaving the ED performance for NSW emergency departments, by peer group, July to September 2012

	Attendances		Leaving the ED			Ambulance	
	Attendances used for calculation		Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 69%	Ambulance arrivals	Off stretcher 90% in 30 min.
New South Wales							
Total New South Wales	564,970	564,946	3h 26m	14h 17m	58%	143,908	57%
A1 peer group: Principal referral							
Bankstown / Lidcombe Hospital	11,372	11,372	5h 1m	16h 31m	39%	4,377	44%
Concord Hospital	8,946	8,946	3h 36m	9h 5m	60%	2,706	60%
Gosford Hospital	14,540	14,539	4h 39m	14h 3m	42%	4,901	44%
John Hunter Hospital	17,585	17,584	4h 25m	14h 18m	45%	5,611	40%
Liverpool Hospital	16,865	16,865	5h 37m	18h 59m	32%	6,408	46%
Nepean Hospital	14,666	14,666	4h 41m	19h 7m	42%	4,640	71%
Prince of Wales Hospital	11,624	11,624	3h 42m	13h 33m	55%	3,742	52%
Royal North Shore Hospital	15,791	15,790	4h 5m	12h 27m	49%	4,579	57%
Royal Prince Alfred Hospital	17,561	17,561	4h 24m	12h 4m	45%	5,767	48%
St George Hospital	16,526	16,526	4h 22m	14h 20m	45%	5,304	48%
St Vincent's Hospital, Darlinghurst	10,442	10,442	4h 8m	21h 23m	49%	3,905	47%
Westmead Hospital	14,708	14,704	5h 8m	19h 58m	38%	5,458	47%
Wollongong Hospital	13,777	13,777	4h 51m	21h 14m	41%	5,122	46%
Total A1 peer group	184,403	184,396	4h 30m	16h 10m	44%	62,520	49%
A2 peer group: Paediatric specialist							
Sydney Children's Hospital	9,805	9,805	2h 47m	8h 27m	71%	647	92%
The Children's Hospital at Westmead	13,429	13,429	3h 49m	12h 42m	53%	1,230	86%
Total A2 peer group	23,234	23,234	3h 18m	11h 1m	60%	1,877	88%
A3 peer group: Ungrouped acute – tertiary referral							
Calvary Mater Newcastle	8,090	8,090	2h 52m	17h 43m	64%	2,514	41%
Sydney Eye Hospital	5,454	5,454	2h 27m	5h 21m	85%	16	100%
Sydney Hospital	3,780	3,780	1h 50m	5h 52m	86%	893	86%
Total A3 peer group	17,324	17,324	2h 26m	9h 52m	75%	3,423	53%
B peer group: Major							
Auburn Hospital	6,285	6,284	3h 35m	11h 29m	63%	1,566	58%
Blacktown Hospital	9,112	9,111	5h 39m	27h 56m	35%	3,074	37%
Campbelltown Hospital	14,705	14,704	4h 52m	24h 9m	42%	4,260	44%
Canterbury Hospital	9,061	9,060	4h 4m	14h 49m	49%	2,165	50%
Coffs Harbour Base Hospital	8,605	8,605	3h 42m	20h 9m	54%	2,335	61%
Dubbo Base Hospital	7,303	7,303	3h 25m	16h 41m	59%	1,821	73%
Fairfield Hospital	8,330	8,330	3h 7m	15h 57m	63%	1,957	50%
Hornsby and Ku-Ring-Gai Hospital	8,313	8,312	4h 3m	11h 42m	49%	2,255	76%
Lismore Base Hospital	7,458	7,458	4h 8m	17h 42m	49%	2,198	49%
Maitland Hospital	11,281	11,281	3h 22m	15h 35m	59%	2,375	40%

Attendances

Leaving the ED

Ambulance

		Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 69%	Ambulance arrivals	Off stretcher 90% in 30 min.
Manly District Hospital	5,753	5,753	3h 2m	8h 52m	74%	1,452	90%
Manning Base Hospital	6,411	6,411	3h 6m	11h 25m	64%	2,145	63%
Mona Vale and District Hospital	7,482	7,482	3h 10m	14h 7m	63%	1,843	83%
Orange Base Hospital	6,898	6,898	2h 58m	17h 57m	63%	1,548	66%
Port Macquarie Base Hospital	8,159	8,159	3h 25m	16h 51m	57%	2,304	52%
Shoalhaven and District Memorial Hospital	8,912	8,912	3h 32m	12h 59m	56%	2,352	67%
Sutherland Hospital	11,750	11,750	4h 4m	17h 17m	49%	3,433	55%
Tamworth Base Hospital	10,025	10,023	3h 27m	11h 52m	60%	1,975	71%
The Tweed Hospital	10,474	10,474	2h 53m	13h 12m	64%	2,180	76%
Wagga Wagga Base Hospital	8,976	8,976	3h 28m	16h 30m	56%	2,270	44%
Wyong Hospital	14,431	14,431	3h 31m	13h 46m	56%	4,165	53%
Total B peer group	189,724	189,717	3h 39m	16h 26m	55%	49,673	58%

C1 peer group: District group 1

Armidale and New England Hospital	3,892	3,892	1h 49m	6h 23m	83%	770	92%
Bathurst Base Hospital	5,919	5,919	2h 39m	10h 48m	68%	1,007	79%
Bega Hospital	2,847	2,847	2h 16m	6h 39m	78%	558	86%
Belmont Hospital	6,287	6,287	3h 8m	13h 22m	61%	1,670	49%
Bowral and District Hospital	4,397	4,397	2h 44m	8h 50m	68%	1,005	77%
Broken Hill Base Hospital	6,308	6,308	1h 47m	6h 34m	84%	701	86%
Goulburn Base Hospital	4,479	4,479	2h 49m	8h 59m	68%	887	58%
Grafton Base Hospital	5,440	5,439	3h 5m	11h 0m	62%	861	74%
Griffith Base Hospital	4,851	4,851	2h 34m	6h 55m	77%	904	80%
Hawkesbury District Health Service	5,237	5,237	4h 22m	17h 7m	46%	1,146	37%
Mount Druitt Hospital	8,292	8,289	4h 42m	17h 5m	40%	2,220	59%
Murwillumbah District Hospital	4,158	4,158	1h 22m	4h 40m	92%	412	79%
Ryde Hospital	6,455	6,455	3h 12m	9h 56m	63%	2,014	80%
Shellharbour Hospital	6,733	6,733	4h 17m	18h 13m	47%	1,853	47%
Total C1 peer group	75,295	75,291	2h 56m	11h 30m	64%	16,008	66%

C2 peer group: District group 2

Ballina District Hospital	3,870	3,869	2h 28m	9h 41m	71%	743	75%
Bateman's Bay District Hospital	3,978	3,978	1h 57m	7h 20m	80%	542	91%
Blue Mountains District Anzac Memorial Hospital	4,278	4,278	2h 33m	8h 16m	75%	864	90%
Bulli District Hospital†	1,704	1,703	0h 46m	3h 54m	95%	<5	*
Camden Hospital	3,142	3,142	1h 42m	5h 53m	85%	17	65%
Casino and District Memorial Hospital	3,339	3,339	1h 18m	4h 37m	92%	411	68%
Cessnock District Hospital	4,455	4,455	1h 16m	6h 7m	90%	502	73%
Gunnedah District Hospital	2,315	2,315	1h 11m	4h 18m	94%	272	94%
Inverell District Hospital	2,923	2,923	1h 25m	5h 15m	91%	558	92%

	Attendances		Leaving the ED			Ambulance	
	Attendances used for calculation	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 69%	Ambulance arrivals	Off stretcher 90% in 30 min.
Kempsey Hospital	5,532	5,532	1h 57m	8h 40m	79%	908	65%
Kurri Kurri District Hospital	1,887	1,887	0h 58m	5h 20m	91%	101	79%
Lithgow Health Service	3,287	3,285	1h 58m	6h 57m	80%	599	93%
Macleay District Hospital	2,827	2,827	2h 38m	7h 13m	73%	514	81%
Milton and Ulladulla Hospital	3,318	3,318	1h 40m	6h 52m	84%	493	76%
Moree District Hospital	2,101	2,101	0h 51m	5h 15m	92%	329	98%
Moruya District Hospital	2,591	2,591	2h 29m	10h 25m	69%	536	95%
Muswellbrook District Hospital	1,891	1,891	1h 21m	7h 6m	86%	393	63%
Narrabri District Hospital	1,384	1,384	1h 10m	4h 5m	95%	152	95%
Singleton District Hospital	3,131	3,131	1h 9m	3h 41m	96%	341	79%
Total C2 peer group	57,953	57,949	1h 38m	6h 55m	84%	8,277	82%
Other							
Other	17,037	17,035	1h 4m	5h 50m	90%	2,130	82%
Total Other	17,037	17,035	1h 4m	5h 50m	90%	2,130	82%

(*) Values suppressed due to small numbers and to protect privacy. Suppressed data have been excluded from peer group totals.

(‡) Due to the implementation of a new electronic information system in this emergency department in the previous quarter (April to June 2012), caution is advised when considering this hospital's results (see *Background Paper* for more information).

Note: Emergency department activity includes 88 facilities for which electronic data are reported. These facilities account for approximately 85% of NSW emergency department activity.

Source: Health Information Exchange, NSW Health. Data extracted on 22 October 2012. Ambulance off-stretcher time data provided by the NSW Ambulance Service on 24 October 2012.