

## Appendix 2: ED time performance measures by peer group

Appendix table 2a: Waiting times to treatment (minutes) for NSW emergency departments, by peer group, April to June 2014

	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
<b>New South Wales</b>								
Total New South Wales	8	33	20	97	26	140	23	133
<b>A1 peer group: Principal referral</b>								
Bankstown / Lidcombe Hospital	10	36	22	128	22	114	19	111
Concord Hospital	8	18	18	75	24	116	22	107
Gosford Hospital	6	28	22	107	38	159	29	139
John Hunter Hospital	7	32	21	111	32	157	33	168
Liverpool Hospital	10	50	22	115	30	127	22	100
Nepean Hospital	8	37	25	123	26	130	26	139
Prince of Wales Hospital	8	28	19	75	18	104	21	160
Royal North Shore Hospital	7	21	18	66	26	101	30	125
Royal Prince Alfred Hospital	12	42	30	123	39	160	43	160
St George Hospital	10	39	25	108	32	130	28	142
St Vincent's Hospital, Darlinghurst	4	22	13	77	15	120	10	137
Westmead Hospital	9	56	29	153	34	154	28	139
Wollongong Hospital	10	32	27	114	35	168	28	148
Total A1 peer group	8	37	23	110	29	139	27	138
<b>A2 peer group: Paediatric specialist</b>								
Sydney Children's Hospital	9	24	22	71	39	166	37	133
The Children's Hospital at Westmead	6	20	22	87	38	223	54	*
Total A2 peer group	7	22	22	83	38	199	40	166
<b>A3 peer group: ungrouped acute - tertiary referral</b>								
Calvary Mater Newcastle	8	32	19	70	26	114	24	127
Sydney Eye Hospital	*	*	9	27	17	46	19	58
Sydney Hospital	7	*	16	47	19	74	23	122
Total A3 peer group	8	30	17	64	21	90	21	99
<b>B peer group: Major</b>								
Auburn Hospital	8	26	20	64	28	148	19	109
Blacktown Hospital	6	19	22	107	28	127	25	133
Campbelltown Hospital	8	32	18	142	31	180	28	152
Canterbury Hospital	8	23	21	91	26	128	22	126
Coffs Harbour Base Hospital	6	12	15	54	22	106	19	118
Dubbo Base Hospital	9	26	21	74	25	119	18	95
Fairfield Hospital	9	30	21	81	26	131	21	124

	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
Hornsby and Ku-Ring-Gai Hospital	5	9	12	52	15	81	13	107
Lismore Base Hospital	5	21	22	104	33	151	40	164
Maitland Hospital	8	38	24	129	43	172	48	181
Manly District Hospital	7	20	13	51	14	94	14	122
Manning Base Hospital	7	10	19	103	28	145	25	147
Mona Vale and District Hospital	6	16	17	66	26	140	26	144
Orange Health Service	5	15	17	73	21	115	15	123
Port Macquarie Base Hospital	9	31	18	66	19	100	13	104
Shoalhaven and District Memorial Hospital	11	45	28	137	34	180	30	173
Sutherland Hospital	13	39	27	78	30	88	25	92
Tamworth Base Hospital	8	39	23	111	37	182	36	150
The Tweed Hospital	5	17	12	46	12	67	11	75
Wagga Wagga Base Hospital	7	27	20	88	24	152	17	119
Wyong Hospital	7	35	17	80	24	106	25	110
<b>Total B peer group</b>	<b>7</b>	<b>28</b>	<b>19</b>	<b>88</b>	<b>26</b>	<b>136</b>	<b>24</b>	<b>133</b>

### C1 peer group: District group 1

Armidale and New England Hospital	8	35	20	72	28	132	20	125
Bathurst Base Hospital	6	25	12	55	13	102	8	77
Bega District Hospital	5	32	16	71	26	128	29	145
Belmont Hospital	8	22	18	79	22	121	22	147
Bowral and District Hospital	10	33	22	97	31	157	30	140
Broken Hill Base Hospital	10	48	27	106	32	144	36	169
Goulburn Base Hospital	10	41	26	114	34	167	25	167
Grafton Base Hospital	10	41	23	98	34	133	36	144
Griffith Base Hospital	5	29	13	85	24	146	28	195
Hawkesbury District Health Service	11	32	17	45	18	67	20	116
Mount Druitt Hospital	10	41	35	140	50	157	42	151
Murwillumbah District Hospital	6	13	11	36	14	71	16	92
Ryde Hospital	7	16	13	57	13	107	18	119
Shellharbour Hospital	10	24	22	103	24	133	25	114
<b>Total C1 peer group</b>	<b>8</b>	<b>33</b>	<b>19</b>	<b>98</b>	<b>23</b>	<b>130</b>	<b>25</b>	<b>143</b>

### C2 peer group: District group 2

Ballina District Hospital	6	27	21	93	29	161	30	189
Bateman's Bay District Hospital	8	28	21	96	35	181	36	202
Blue Mountains District Anzac Memorial Hospital	6	23	15	86	27	162	27	187
Bulli District Hospital	8	*	18	116	19	101	16	106
Camden Hospital	6	20	13	83	16	123	15	115
Casino and District Memorial Hospital	6	31	20	79	32	135	27	141

	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
Cessnock District Hospital	5	30	23	83	38	133	42	153
Deniliquin Health Service	0	*	3	40	7	97	5	85
Gunnedah District Hospital	3	*	12	106	30	155	17	150
Inverell District Hospital	5	40	10	83	35	146	35	150
Kempsey Hospital	10	36	17	63	17	72	15	61
Kurri Kurri District Hospital	4	*	11	102	17	102	14	88
Lithgow Health Service	3	17	12	51	11	59	10	72
Macksville District Hospital	11	61	25	122	31	158	29	176
Macleay District Hospital	10	43	25	83	31	134	33	128
Milton and Ulladulla Hospital	5	29	20	85	28	121	24	116
Moree District Hospital	2	*	3	36	3	50	3	*
Moruya District Hospital	8	43	20	88	33	126	41	172
Muswellbrook District Hospital	4	28	12	72	23	100	20	103
Narrabri District Hospital	5	*	10	46	15	70	10	82
Queanbeyan Health Service	10	30	25	99	37	179	37	188
Singleton District Hospital	10	44	23	82	37	128	25	101
Tumut Health Service	0	*	2	44	5	45	3	35
Young Health Service	2	15	5	35	10	80	5	80
<b>Total C2 peer group</b>	<b>7</b>	<b>33</b>	<b>17</b>	<b>80</b>	<b>25</b>	<b>132</b>	<b>22</b>	<b>140</b>
<b>Other</b>								
<b>Total Other</b>	<b>5</b>	<b>40</b>	<b>10</b>	<b>70</b>	<b>13</b>	<b>101</b>	<b>10</b>	<b>94</b>

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

Source: NSW Health, *Health Information Exchange*. Data extracted on 16 July 2014.

Appendix table 2b: Activity, ambulance arrivals and presentation to leaving the ED performance for NSW emergency departments, by peer group, April to June 2014

Attendances	Ambulance		Leaving the ED				
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
<b>New South Wales</b>							
Total New South Wales	600,962	13	27	600,881	2h 49m	10h 3m	72%
<b>A1 peer group: Principal referral</b>							
Bankstown / Lidcombe Hospital	12,312	17	33	12,312	3h 25m	10h 19m	69%
Concord Hospital	9,165	14	32	9,155	3h 13m	7h 29m	73%
Gosford Hospital	15,043	13	30	15,043	3h 44m	10h 5m	56%
John Hunter Hospital	18,460	12	30	18,460	3h 32m	9h 19m	61%
Liverpool Hospital	18,999	13	31	18,999	3h 48m	14h 2m	58%
Nepean Hospital	16,038	11	27	16,038	3h 32m	13h 18m	64%
Prince of Wales Hospital	13,092	12	26	13,092	3h 4m	8h 14m	73%
Royal North Shore Hospital	18,219	16	30	18,219	3h 20m	8h 41m	67%
Royal Prince Alfred Hospital	18,325	17	33	18,325	3h 24m	9h 46m	69%
St George Hospital	17,071	13	31	17,071	3h 25m	10h 3m	66%
St Vincent's Hospital, Darlinghurst	11,184	§	§	11,184	3h 11m	15h 3m	66%
Westmead Hospital	16,723	14	31	16,723	3h 50m	14h 9m	56%
Wollongong Hospital	14,704	12	23	14,704	3h 28m	14h 22m	66%
Total A1 peer group	199,335	14	30	199,325	3h 28m	11h 5m	64%
<b>A2 peer group: Paediatric specialist</b>							
Sydney Children's Hospital	9,918	9	18	9,918	2h 28m	8h 23m	75%
The Children's Hospital at Westmead	14,057	§	§	14,057	3h 17m	10h 2m	62%
Total A2 peer group	23,975	9	18	23,975	2h 56m	9h 30m	68%
<b>A3 peer group: ungrouped acute - tertiary referral</b>							
Calvary Mater Newcastle	8,344	6	30	8,344	2h 35m	11h 14m	71%
Sydney Eye Hospital	4,885	*	*	4,885	1h 58m	4h 18m	94%
Sydney Hospital	3,626	9	20	3,626	1h 49m	4h 52m	91%
Total A3 peer group	16,855	7	27	16,855	2h 9m	7h 42m	82%
<b>B peer group: Major</b>							
Auburn Hospital	6,245	14	29	6,245	3h 7m	6h 27m	91%
Blacktown Hospital	9,696	21	33	9,696	3h 47m	28h 22m	57%
Campbelltown Hospital	14,808	18	31	14,803	3h 52m	22h 45m	56%
Canterbury Hospital	9,792	12	29	9,792	2h 56m	6h 50m	78%
Coffs Harbour Base Hospital	8,729	11	23	8,726	2h 36m	10h 23m	75%
Dubbo Base Hospital	7,362	11**	22**	7,362	2h 44m	9h 56m	71%
Fairfield Hospital	8,522	12	26	8,522	2h 31m	8h 40m	83%
Hornsby and Ku-Ring-Gai Hospital	9,126	12	21	9,126	3h 2m	8h 34m	74%
Lismore Base Hospital	7,322	15**	28**	7,322	2h 46m	12h 35m	70%
Maitland Hospital	11,523	12	29	11,523	3h 4m	16h 23m	67%

Attendances	Ambulance		Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours

Manly District Hospital	6,122	11	21	6,122	2h 47m	6h 37m	85%
Manning Base Hospital	6,536	6	26	6,536	2h 33m	6h 41m	78%
Mona Vale and District Hospital	8,268	11	22	8,268	2h 51m	8h 0m	78%
Orange Health Service	6,778	9	22	6,776	2h 28m	14h 49m	75%
Port Macquarie Base Hospital	7,495	12	29	7,494	2h 45m	11h 34m	68%
Shoalhaven and District Memorial Hospital	8,548	11	21	8,548	3h 10m	12h 15m	66%
Sutherland Hospital	12,340	14	29	12,340	3h 11m	8h 54m	73%
Tamworth Base Hospital	10,312	9	22	10,312	2h 47m	9h 2m	70%
The Tweed Hospital	11,193	8	20	11,192	2h 1m	7h 53m	80%
Wagga Wagga Base Hospital	8,895	13**	28**	8,875	3h 8m	12h 43m	62%
Wyong Hospital	14,109	10	27	14,109	2h 58m	8h 50m	68%
<b>Total B peer group</b>	<b>193,721</b>	<b>12</b>	<b>26</b>	<b>193,689</b>	<b>2h 58m</b>	<b>11h 29m</b>	<b>71%</b>

#### C1 peer group: District group 1

Armidale and New England Hospital	3,934	8**	12**	3,934	1h 32m	5h 21m	89%
Bathurst Base Hospital	5,907	14	20	5,907	2h 19m	9h 36m	76%
Bega District Hospital	2,852	12	16	2,852	2h 5m	6h 33m	81%
Belmont Hospital	6,205	11	27	6,205	2h 33m	9h 44m	71%
Bowral and District Hospital	4,332	13	22	4,332	2h 37m	7h 8m	81%
Broken Hill Base Hospital	5,436	14	19	5,436	2h 3m	6h 22m	84%
Goulburn Base Hospital	4,197	13	22	4,196	2h 32m	6h 49m	76%
Grafton Base Hospital	5,721	20**	16**	5,720	2h 8m	9h 15m	75%
Griffith Base Hospital	4,361	11	20	4,361	2h 19m	6h 22m	82%
Hawkesbury District Health Service	5,440	16	28	5,440	2h 43m	7h 22m	83%
Mount Druitt Hospital	8,236	16	29	8,236	3h 44m	19h 56m	57%
Murwillumbah District Hospital	3,851	13	16	3,847	1h 17m	4h 50m	92%
Ryde Hospital	6,464	10	23	6,464	2h 57m	8h 6m	73%
Shellharbour Hospital	6,793	11	24	6,793	3h 2m	11h 9m	70%
<b>Total C1 peer group</b>	<b>73,729</b>	<b>12</b>	<b>23</b>	<b>73,723</b>	<b>2h 30m</b>	<b>8h 45m</b>	<b>76%</b>

#### C2 peer group: District group 2

Ballina District Hospital	3,976	12**	20**	3,968	2h 2m	7h 51m	78%
Bateman's Bay District Hospital	3,340	10	14	3,338	2h 18m	6h 58m	77%
Blue Mountains District Anzac Memorial Hospital	3,894	11**	21**	3,894	2h 40m	8h 19m	79%
Bulli District Hospital	1,540	§	§	1,540	0h 45m	2h 48m	99%
Camden Hospital	3,111	§	§	3,111	1h 51m	5h 54m	87%
Casino and District Memorial Hospital	3,499	15	19	3,498	1h 13m	4h 41m	93%
Cessnock District Hospital	4,122	12	24	4,122	1h 26m	6h 32m	88%
Deniliquin Health Service	1,961	*	*	1,957	0h 55m	6h 2m	88%
Gunnedah District Hospital	2,173	10**	10**	2,173	1h 21m	5h 30m	90%
Inverell District Hospital	2,382	5**	12**	2,382	1h 30m	5h 25m	89%

Attendances	Ambulance			Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours	
Kempsey Hospital	5,213	13	24	5,209	1h 49m	7h 8m	84%
Kurri Kurri District Hospital	1,717	*	*	1,717	0h 57m	4h 59m	93%
Lithgow Health Service	2,986	8	15	2,986	1h 23m	6h 8m	86%
Macksville District Hospital	3,092	13	21	3,092	1h 46m	6h 46m	84%
Maclean District Hospital	2,694	13	15	2,694	1h 51m	7h 13m	83%
Milton and Ulladulla Hospital	3,290	14	19	3,290	1h 33m	6h 54m	84%
Moree District Hospital	1,924	6	10	1,923	0h 56m	4h 30m	93%
Moruya District Hospital	2,414	13	14	2,413	2h 35m	7h 51m	71%
Muswellbrook District Hospital	2,002	16**	21**	2,002	1h 23m	5h 13m	90%
Narrabri District Hospital	1,460	5**	11**	1,460	1h 15m	3h 59m	95%
Queanbeyan Health Service	4,163	12	22	4,159	2h 15m	7h 9m	79%
Singleton District Hospital	2,809	7	14	2,809	1h 20m	4h 24m	94%
Tumut Health Service	1,446	*	*	1,446	0h 27m	2h 42m	98%
Young Health Service	2,020	*	*	2,020	1h 15m	4h 45m	93%
<b>C2 Total</b>	<b>67,228</b>	<b>11</b>	<b>18</b>	<b>67,203</b>	<b>1h 35m</b>	<b>6h 23m</b>	<b>86%</b>
<b>Other</b>							
Total Other	26,119	6	16	26,111	0h 59m	4h 41m	93%

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

(\*\*) Use caution when interpreting these results - more than 30% of total records where transfer of care cannot be calculated.

(§) Data not reportable for this hospital.

**Note:** Emergency department activity includes 121 facilities for which electronic data are reported. These facilities account for approximately 89% of NSW emergency department activity.

**Source:** NSW Health, *Health Information Exchange*. Data extracted on 16 July 2014.