Sydney/Sydney Eye Hospital: Emergency department (ED) overview
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1]	10,504 patients	9,908	6%
Emergency attendances:[2]	8,043 patients	7,803	3%

Sydney/Sydney Eye Hospital: Time from presentation to treatment[3]
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 126 patients		104	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	25 minutes	22 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,033 patients		772	
Median time to start treatment[4]	21 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	56 minutes	55 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,497 patients		3,740	
Median time to start treatment[4]	28 minutes	25 minutes	26 minutes
95th percentile time to start treatment[5]	103 minutes	86 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,387 patients		3,187	
Median time to start treatment[4]	29 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	102 minutes	135 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
January to March 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 10,502 patients		9,908	6%
Percentage of patients who left the ED within four hours	89%	87%	

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* 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 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
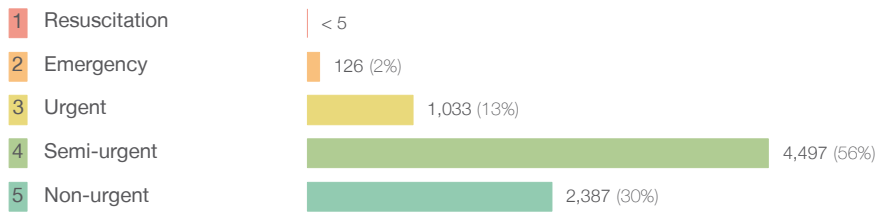6. All attendances that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Patients attending the emergency department
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 10,504 patients		9,908	6%
Emergency attendances[2] by triage category: 8,043 patients		7,803	3%
1 Resuscitation	< 5	< 5	*
2 Emergency	126 (2%)	104	20%
3 Urgent	1,033 (13%)	772	34%
4 Semi-urgent	4,497 (56%)	3,740	20%
5 Non-urgent	2,387 (30%)	3,187	-25%

Emergency attendances[2] by quarter, January 2011 to March 2016 [‡]

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)
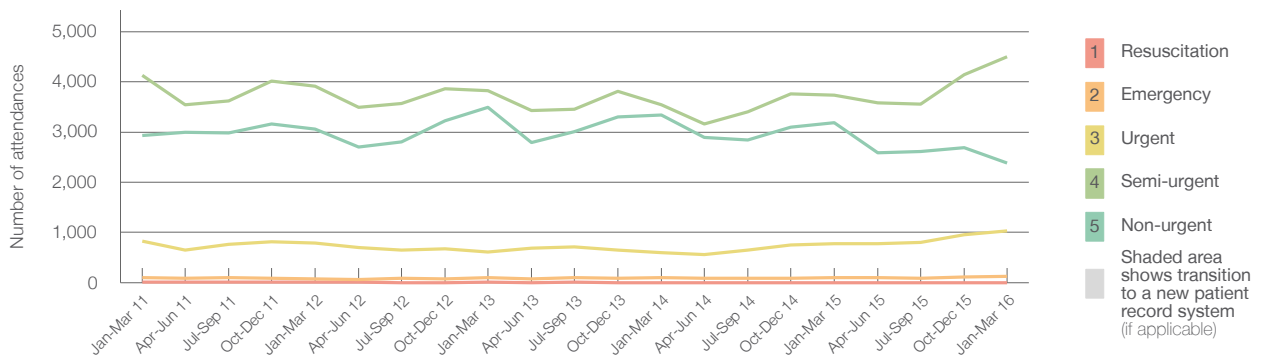
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	5	6	9	0	< 5	< 5
Emergency	94	78	98	98	104	126
Urgent	823	791	609	595	772	1,033
Semi-urgent	4,126	3,910	3,821	3,543	3,740	4,497
Non-urgent	2,929	3,058	3,490	3,334	3,187	2,387
All emergency attendances	7,977	7,843	8,027	7,570	7,803	8,043

Sydney/Sydney Eye Hospital: Patients arriving by ambulance
January to March 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 759 patients		736	
ED Transfer of care time[§]			
Median time	8 minutes	10 minutes	-2 minutes
95th percentile time	21 minutes	26 minutes	-5 minutes

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

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 2
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 126		104	
Number of triage 2 patients used to calculate waiting time:[3] 122		102	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	25 minutes	22 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016
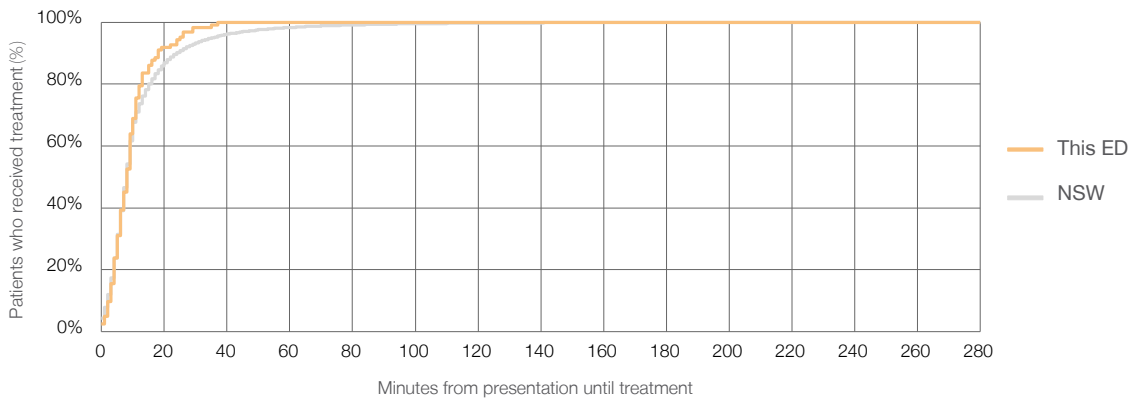
Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016[†‡]
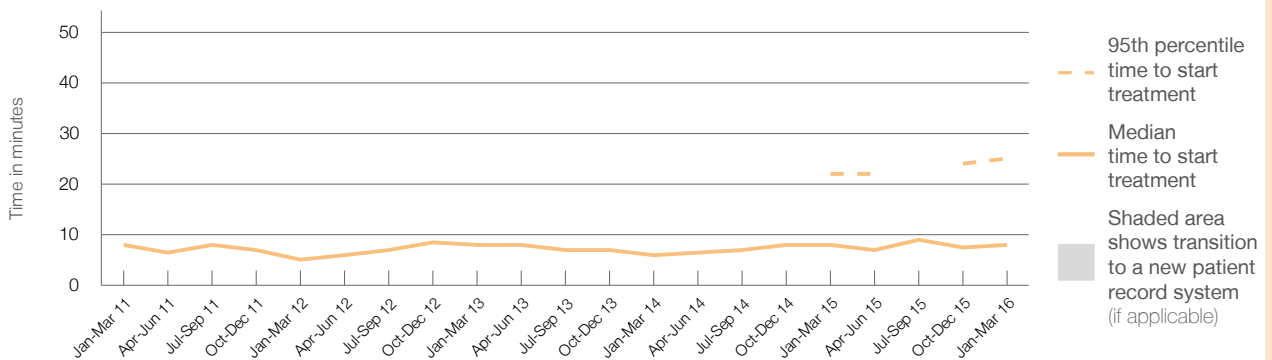
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	8	5	8	6	8	8
95th percentile time to start treatment[5] (minutes)	*	*	*	*	22	25

(†) 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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 3
January to March 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,033		772	
Number of triage 3 patients used to calculate waiting time:[3] 1,020		751	
Median time to start treatment[4]	21 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	56 minutes	55 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016
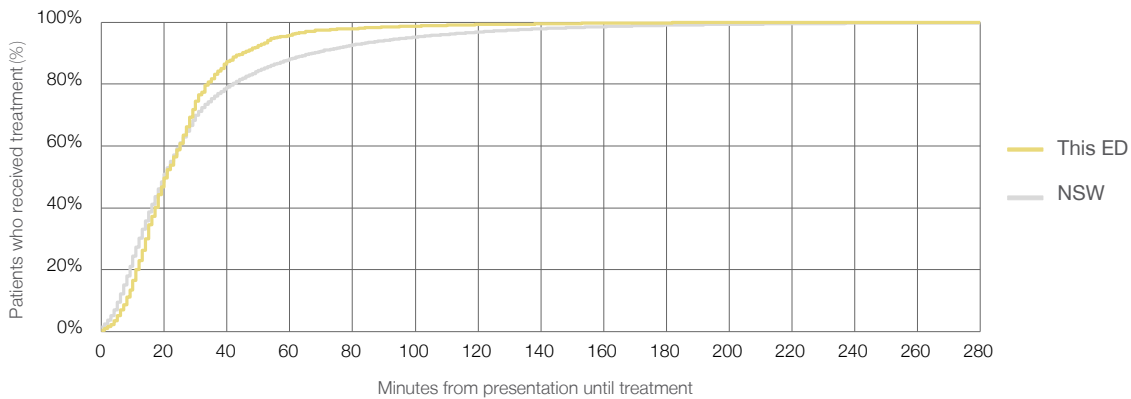
Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016[†‡]
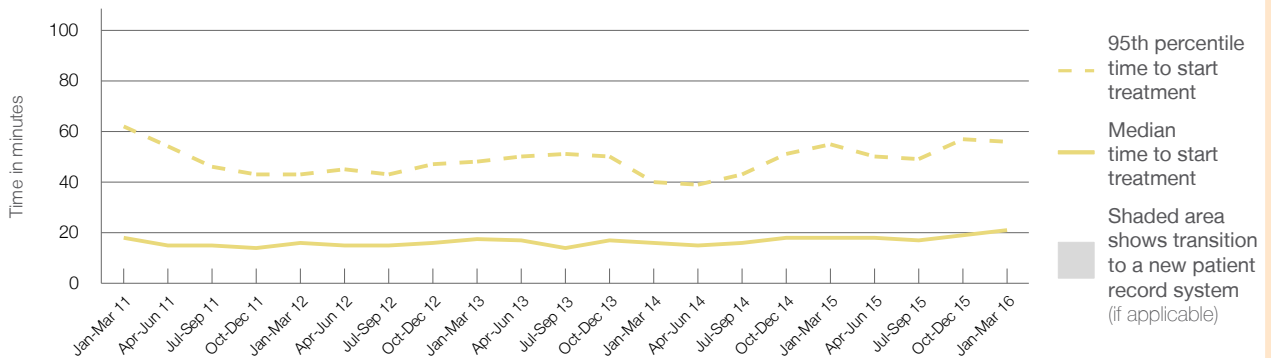
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	18	16	18	16	18	21
95th percentile time to start treatment[5] (minutes)	62	43	48	40	55	56

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

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

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 4
January to March 2016

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 4,497			3,740	
Number of triage 4 patients used to calculate waiting time:[3] 4,400			3,606	
Median time to start treatment[4]		28 minutes	25 minutes	26 minutes
95th percentile time to start treatment[5]		103 minutes	86 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016
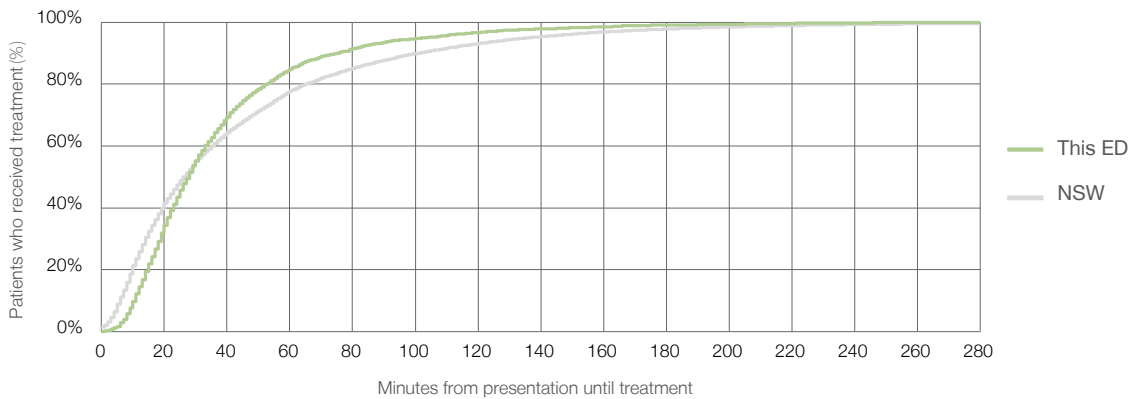
Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016[†‡]
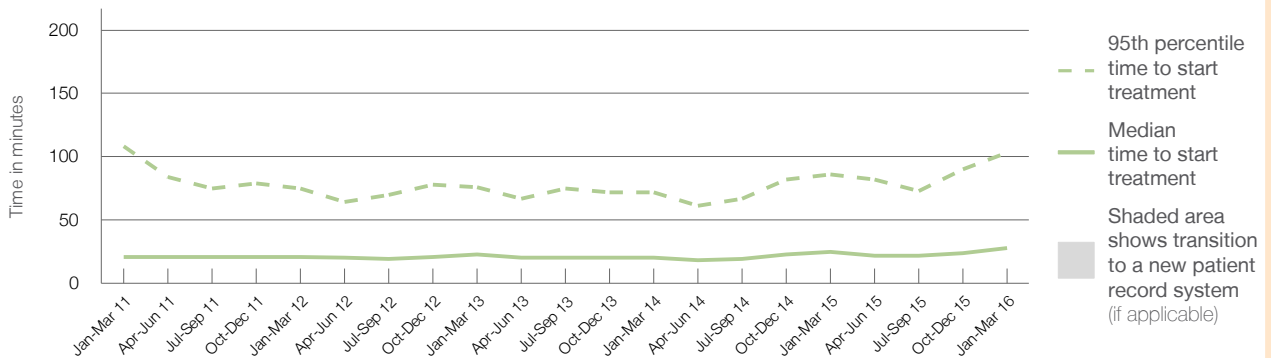
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	21	21	23	20	25	28
95th percentile time to start treatment[5] (minutes)	108	75	76	72	86	103

(†) 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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time from presentation to treatment, triage 5
January to March 2016

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 2,387			3,187	
Number of triage 5 patients used to calculate waiting time:[3] 2,146			2,957	
Median time to start treatment[4]		29 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]		120 minutes	102 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016
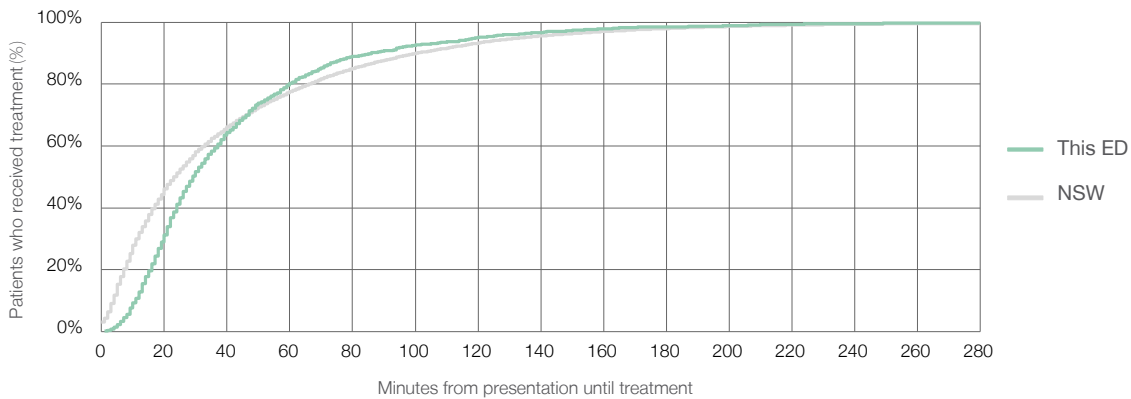
Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 [†‡]
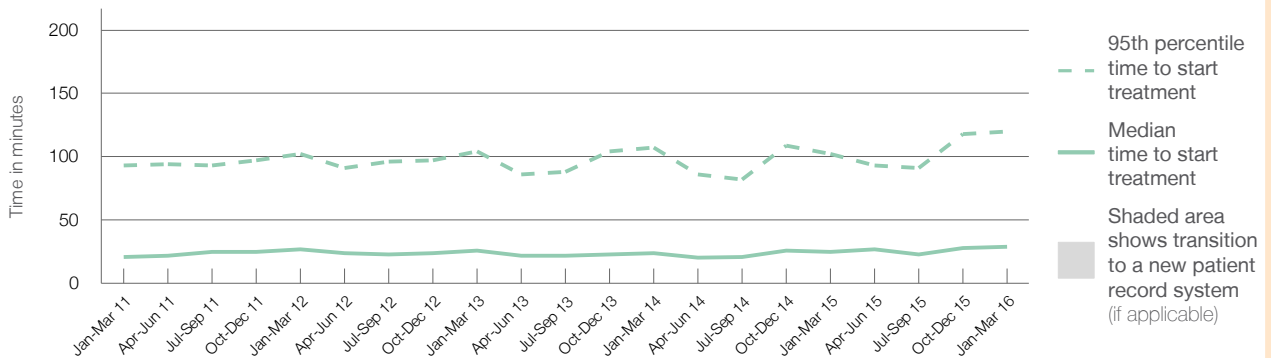
95th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)	21	27	26	24	25	29
95th percentile time to start treatment[5] (minutes)	93	102	104	107	102	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.

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
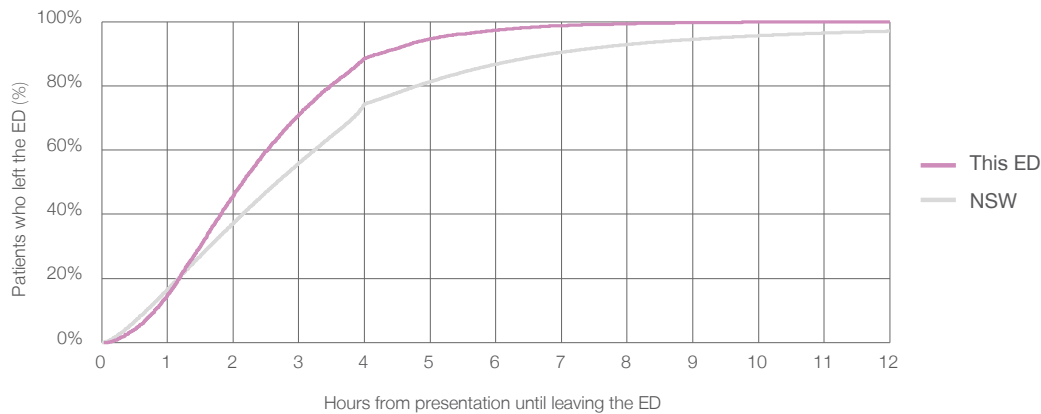January to March 2016

		Same period last year	NSW (this period)
All attendances:[1] 10,504 patients		9,908	
Attendances used to calculate time to leaving the ED:[6] 10,502 patients		9,908	
Median time to leaving the ED[8]	2 hours and 9 minutes	2 hours and 21 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED[9]	5 hours and 6 minutes	5 hours and 10 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016

Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 [†‡]

95th percentile time to leaving the ED

Median time to leaving the ED

Shaded area shows transition to a new patient record system (if applicable)
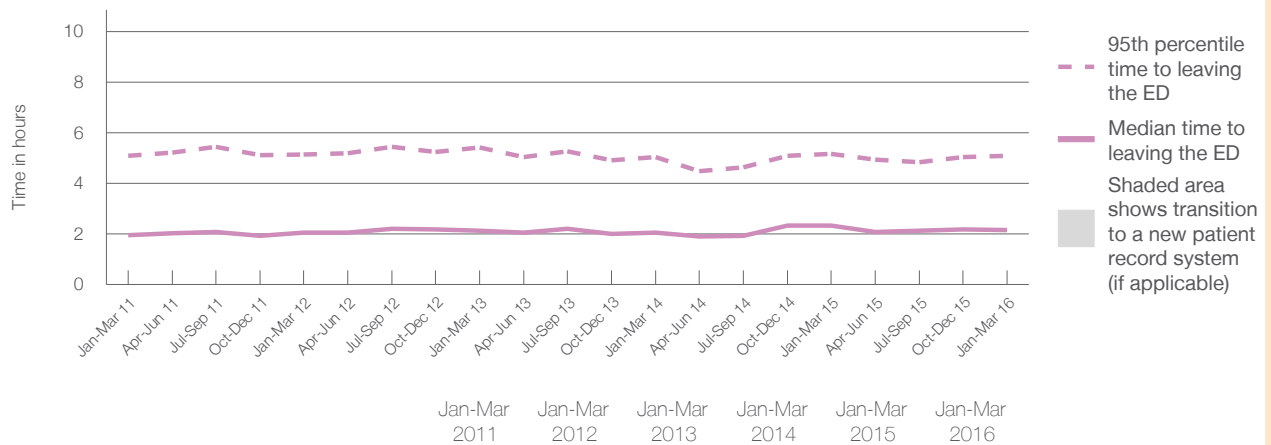
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED[8] (hours, minutes)	1h 58m	2h 3m	2h 8m	2h 4m	2h 21m	2h 9m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 5m	5h 8m	5h 26m	5h 3m	5h 10m	5h 6m

(†) 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.

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
### By mode of separation
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 10,504 patients			
Attendances used to calculate time to leaving the ED:[6] 10,502 patients		9,908	6%
Treated and discharged	8,699 (83%)	8,319	5%
Treated and admitted to hospital	540 (5%)	595	-9%
Patient left without, or before completing, treatment	893 (9%)	599	49%
Transferred to another hospital	77 (1%)	77	0%
Other	295 (3%)	318	-7%

Percentage of patients who left the ED by time and mode of separation, January to March 2016[†‡]
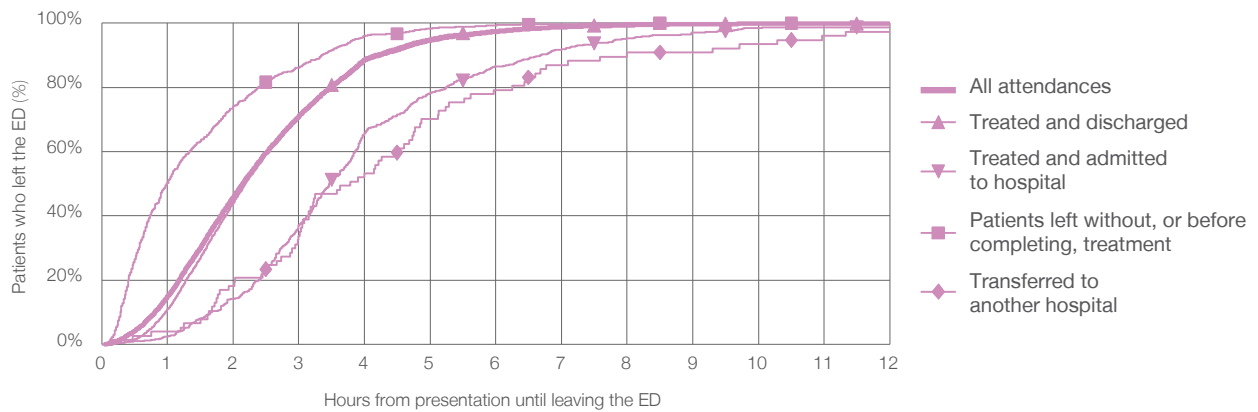
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11%	44%	71%	89%	98%	100%	100%	100%
Treated and admitted to hospital	2%	14%	37%	66%	86%	95%	99%	99%
Patient left without, or before completing, treatment	50%	74%	86%	96%	99%	100%	100%	100%
Transferred to another hospital	4%	18%	34%	53%	79%	91%	94%	97%
All attendances	15%	46%	71%	89%	97%	99%	100%	100%

(†) 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.

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
January to March 2016

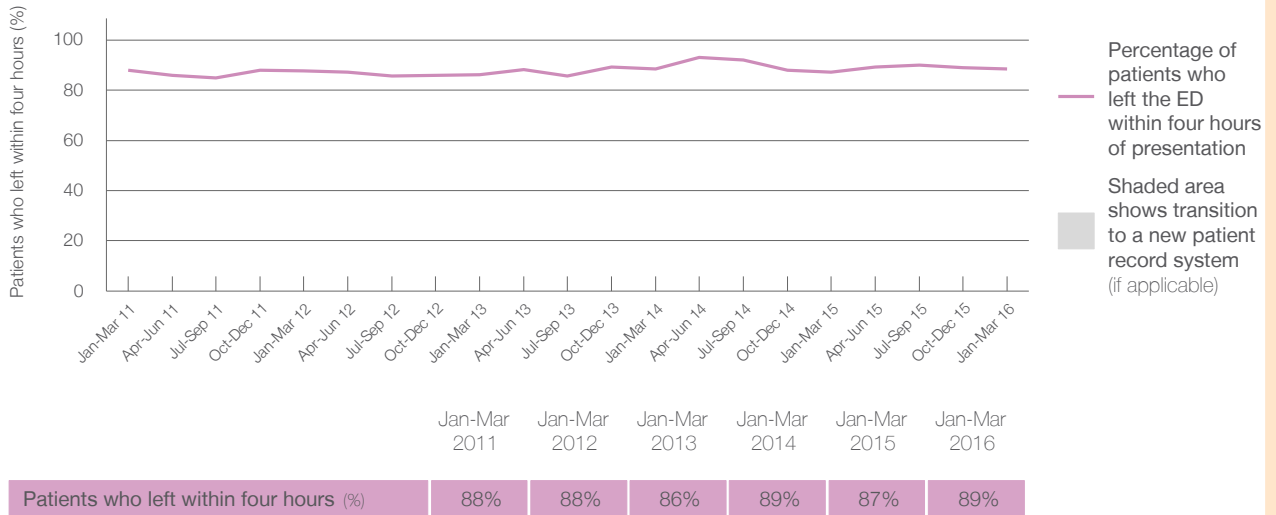|		Same period last year	Change since one year ago
All attendances:[1] 10,504 patients		9,908	6%
Attendances used to calculate time to leaving the ED:[6] 10,502 patients		9,908	6%
Percentage of patients who left the ED within four hours	89%	87%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 [†‡]

Percentage of patients who left the ED within four hours of presentation

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Patients who left within four hours (%)	88%	88%	86%	89%	87%	89%

* 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 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 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Sydney/Sydney Eye Hospital

Ungrouped acute - tertiary referral hospitals (A3)
South Eastern Sydney Local Health District