



Hospital Quarterly

Performance Profiles

Emergency Department

July to September 2016

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

New South Wales: Emergency department (ED) overview

July to September 2016

All presentations:¹ 652,749 patients

Emergency presentations:² 632,064 patients

Same period last year	Change since one year ago
648,844	0.6%
625,126	1.1%

New South Wales: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 80,253 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 224,287 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 263,655 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 59,202 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 138 minutes

Same period last year

9 minutes
45 minutes

22 minutes
119 minutes

29 minutes
156 minutes

25 minutes
146 minutes

New South Wales: Time patients spent in the ED

July to September 2016

Presentations used to calculate time to leaving the ED:⁶ 652,473 patients

Percentage of patients who spent four hours or less in the ED 71.5%

Same period last year

70.1%

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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

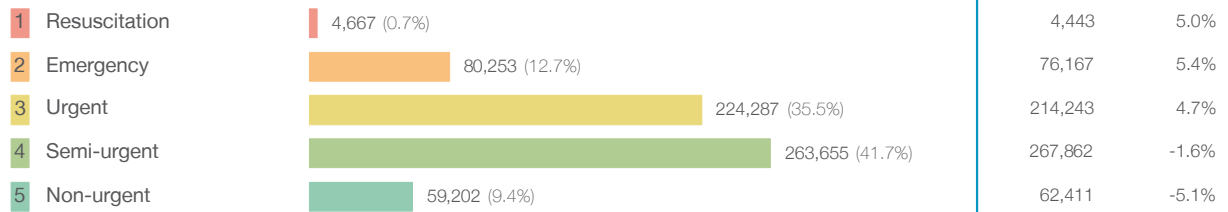
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

New South Wales: Patients presenting to the emergency department

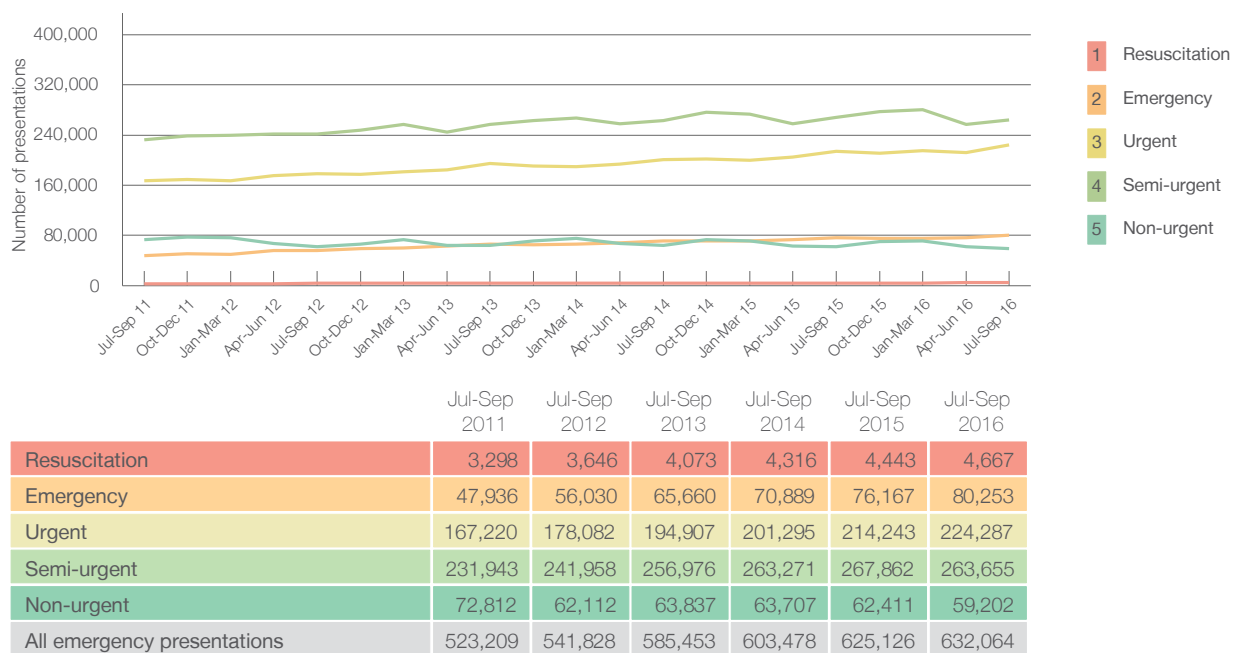
July to September 2016

All presentations:¹ 652,749 patients

Emergency presentations² by triage category: 632,064 patients



Emergency presentations² by quarter, July 2011 to September 2016



New South Wales: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 134,424 patients

ED Transfer of care time



New South Wales: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 80,253

Number of triage 2 patients used to calculate waiting time: ³ 79,094

Median time to start treatment ⁴

8 minutes

95th percentile time to start treatment ⁵

41 minutes

Same period
last year

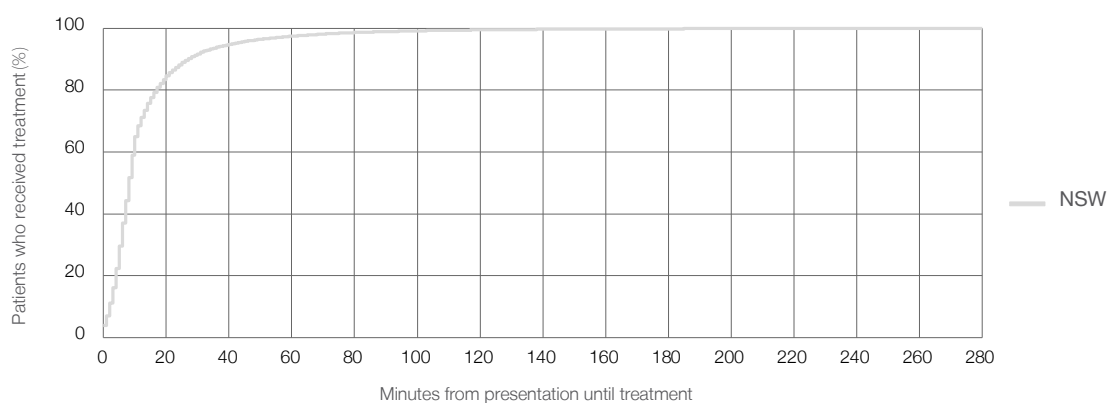
76,167

75,168

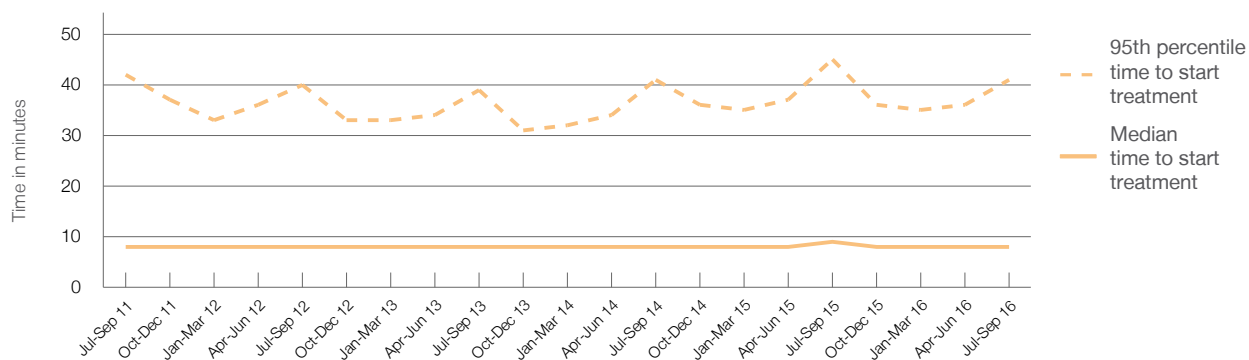
9 minutes

45 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	9	8
95th percentile time to start treatment ⁵ (minutes)	42	40	39	41	45	41

New South Wales: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 224,287

Number of triage 3 patients used to calculate waiting time: ³ 218,165

Median time to start treatment ⁴

21 minutes

95th percentile time to start treatment ⁵

103 minutes

Same period
last year

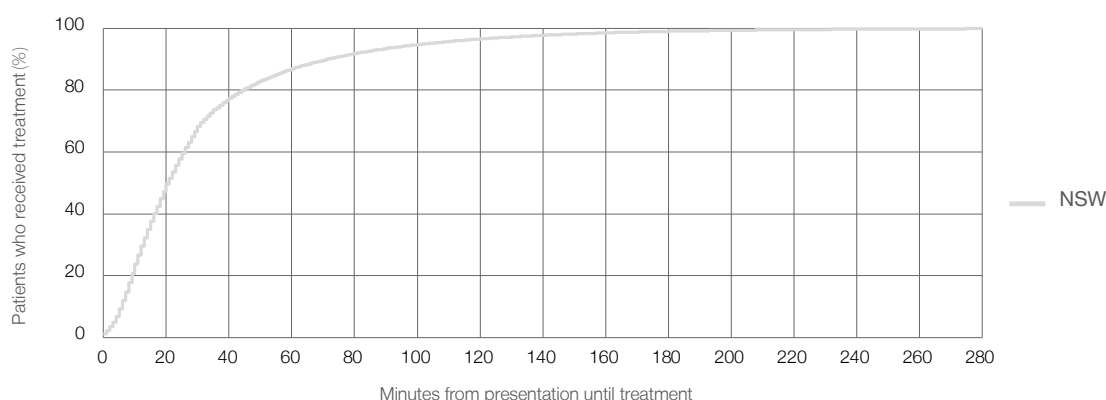
214,243

207,816

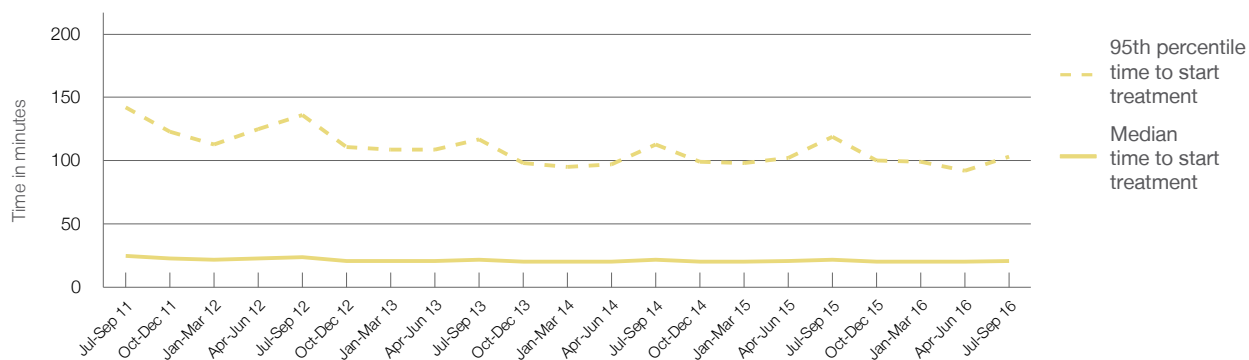
22 minutes

119 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	24	22	22	22	21
95th percentile time to start treatment ⁵ (minutes)	142	136	117	113	119	103

New South Wales: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 263,655

Number of triage 4 patients used to calculate waiting time: ³ 243,930

Median time to start treatment ⁴ 27 minutes

95th percentile time to start treatment ⁵ 139 minutes

Same period
last year

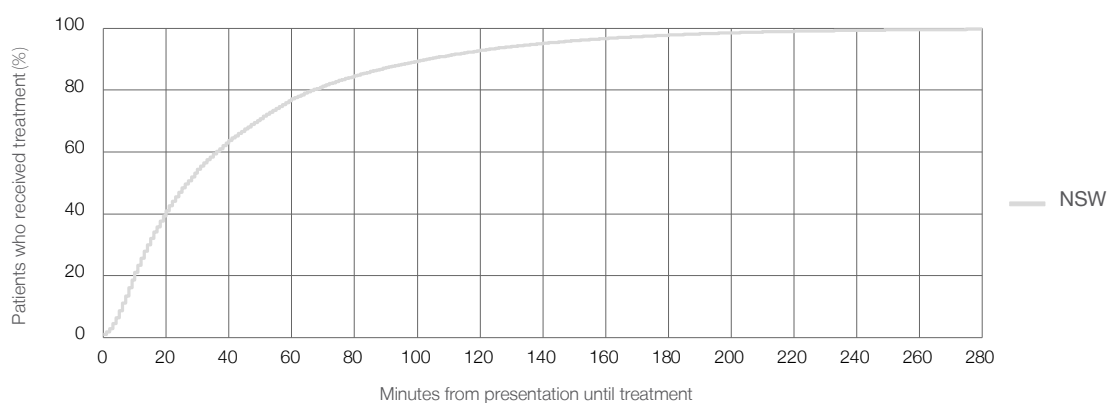
267,862

246,283

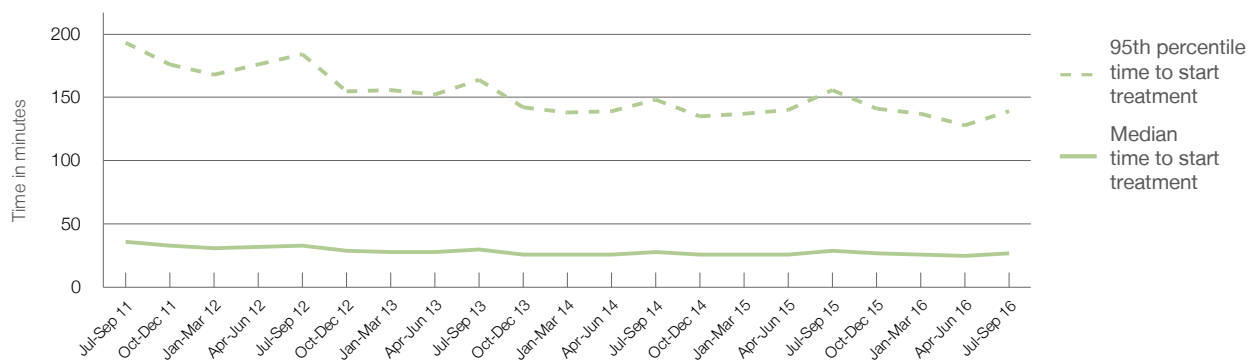
29 minutes

156 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	33	30	28	29	27
95th percentile time to start treatment ⁵ (minutes)	193	184	164	148	156	139

New South Wales: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 59,202

Number of triage 5 patients used to calculate waiting time: ³ 50,122

Median time to start treatment ⁴

24 minutes

95th percentile time to start treatment ⁵

138 minutes

Same period
last year

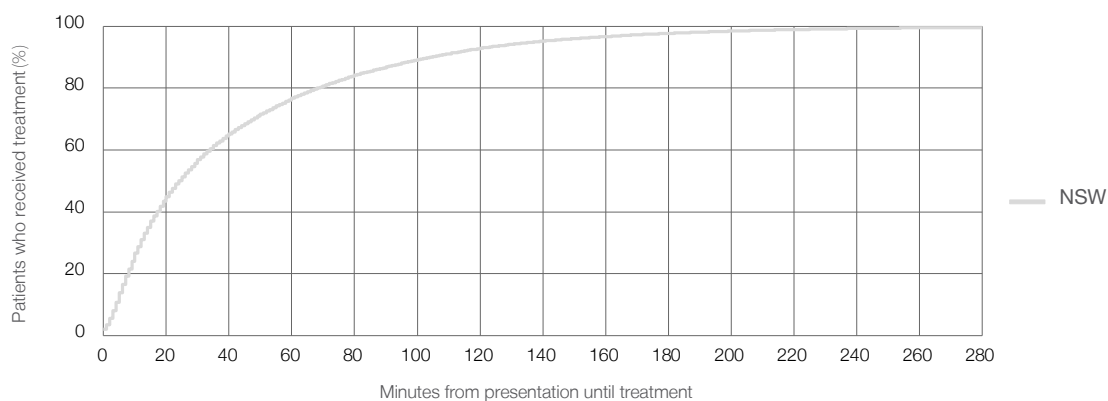
62,411

53,066

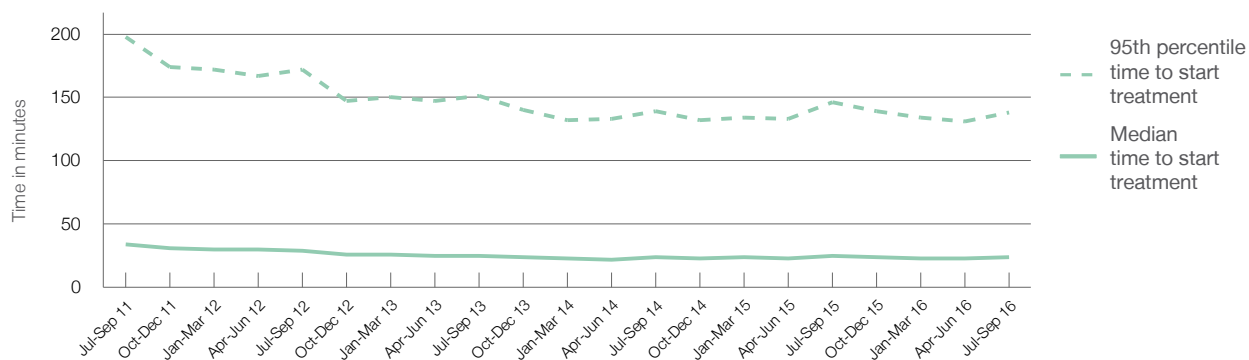
25 minutes

146 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	29	25	24	25	24
95th percentile time to start treatment ⁵ (minutes)	198	172	151	139	146	138

New South Wales: Time patients spent in the ED

July to September 2016

All presentations:¹ 652,749 patients

Presentations used to calculate time to leaving the ED:⁶ 652,473 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

95th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period
last year

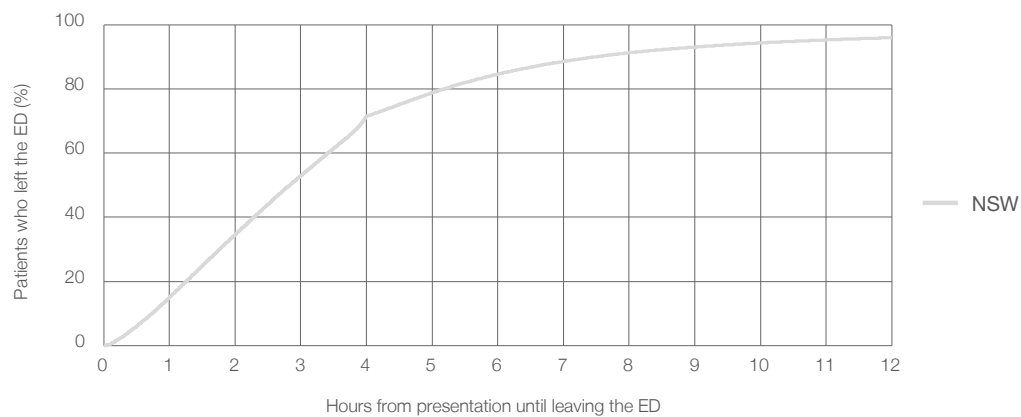
648,844

648,806

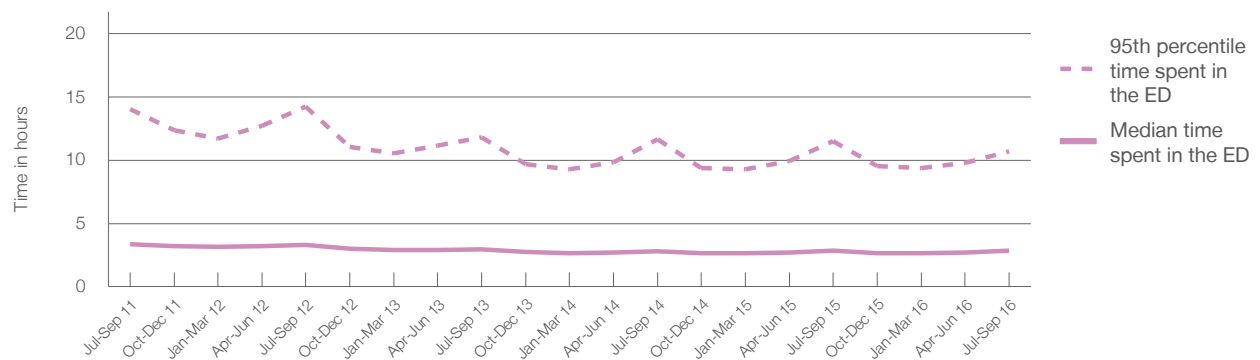
2 hours and
52 minutes

11 hours and
31 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time spent in the ED ⁸ (hours, minutes)	3h 22m	3h 20m	2h 57m	2h 49m	2h 52m	2h 50m
95th percentile time spent in the ED ⁹ (hours, minutes)	14h 1m	14h 13m	11h 48m	11h 38m	11h 31m	10h 43m

New South Wales: Time spent in the ED

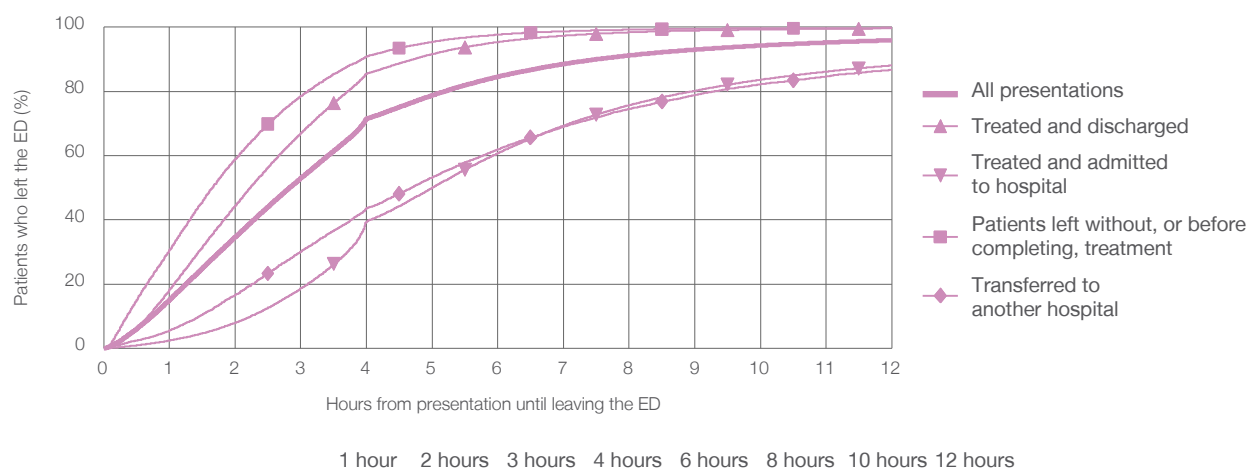
By mode of separation

July to September 2016

All presentations:¹ 652,749 patientsPresentations used to calculate time spent in the ED:⁶ 652,473 patients

Treated and discharged	398,035 (61.0%)
Treated and admitted to hospital	193,255 (29.6%)
Patient left without, or before completing, treatment	33,787 (5.2%)
Transferred to another hospital	13,603 (2.1%)
Other	14,069 (2.2%)

Percentage of patients who left the ED by time and mode of separation, July to September 2016



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.3%	44.5%	67.0%	85.5%	95.4%	98.4%	99.3%	99.6%
Treated and admitted to hospital	2.5%	8.0%	18.7%	39.5%	60.8%	75.7%	83.6%	88.1%
Patient left without, or before completing, treatment	30.7%	58.9%	78.6%	90.9%	97.7%	99.3%	99.7%	99.8%
Transferred to another hospital	5.6%	16.7%	30.1%	43.6%	61.9%	74.6%	82.3%	86.7%
All presentations	15.2%	34.7%	53.0%	71.5%	84.6%	91.2%	94.3%	96.0%

New South Wales: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 652,749 patients

Presentations used to calculate time to leaving the ED: ⁶ 652,473 patients

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



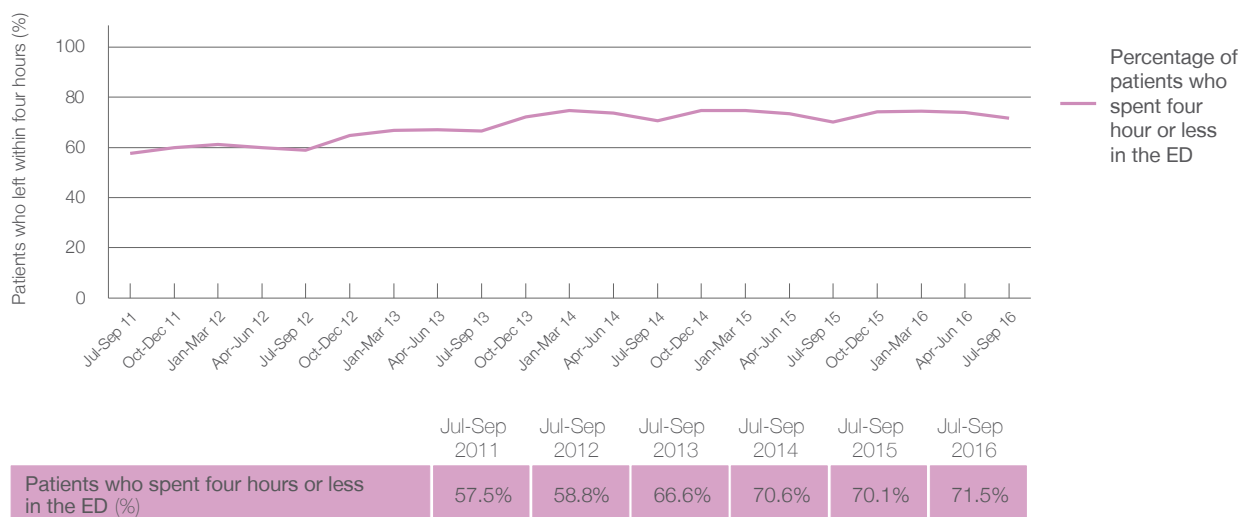
Same period last year

648,844

648,806

70.1%

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016



- * 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, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited 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 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations:² 13,229 patients

Same period last year	Change since one year ago
13,582	-1.8%
13,481	-1.9%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,781 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 45 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,053 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,796 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 122 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 481 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
2,723	
9 minutes	8 minutes
46 minutes	41 minutes
5,680	
22 minutes	21 minutes
121 minutes	103 minutes
4,457	
24 minutes	27 minutes
126 minutes	139 minutes
518	
18 minutes	24 minutes
123 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,333 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
13,582	-1.8%
68.5%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

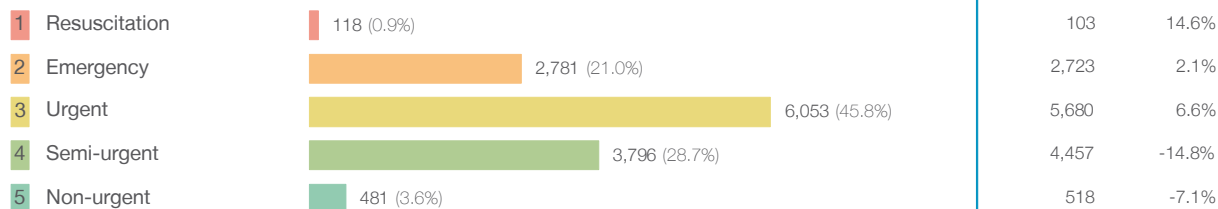
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

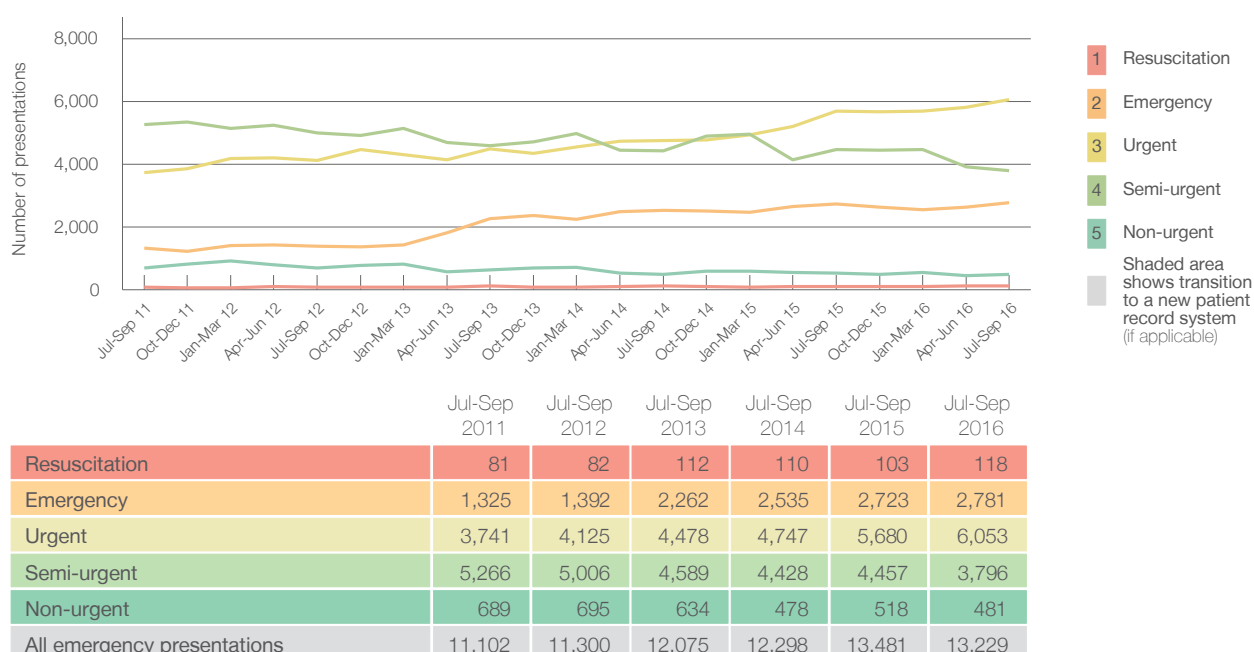
July to September 2016

All presentations:¹ 13,333 patients

Emergency presentations² by triage category: 13,229 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Bankstown / Lidcombe Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,782 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,781

Number of triage 2 patients used to calculate waiting time:³ 2,773

Median time to start treatment⁴

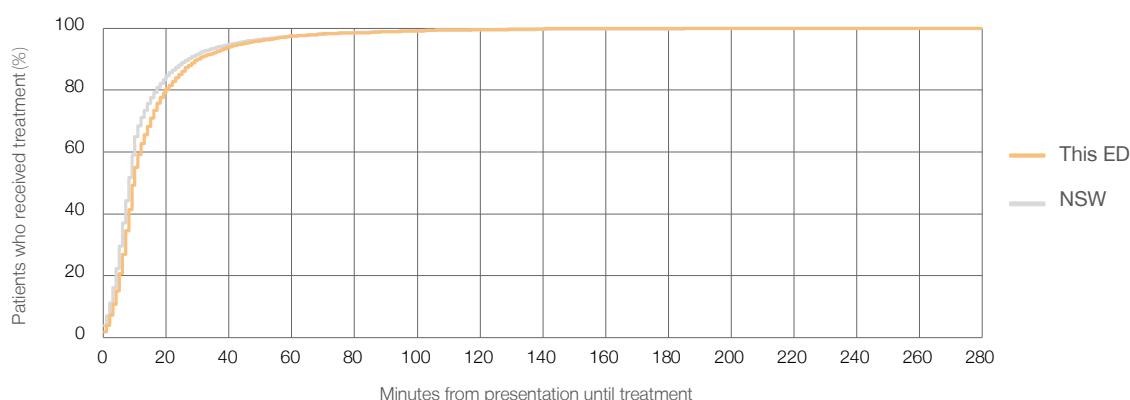
10 minutes

95th percentile time to start treatment⁵

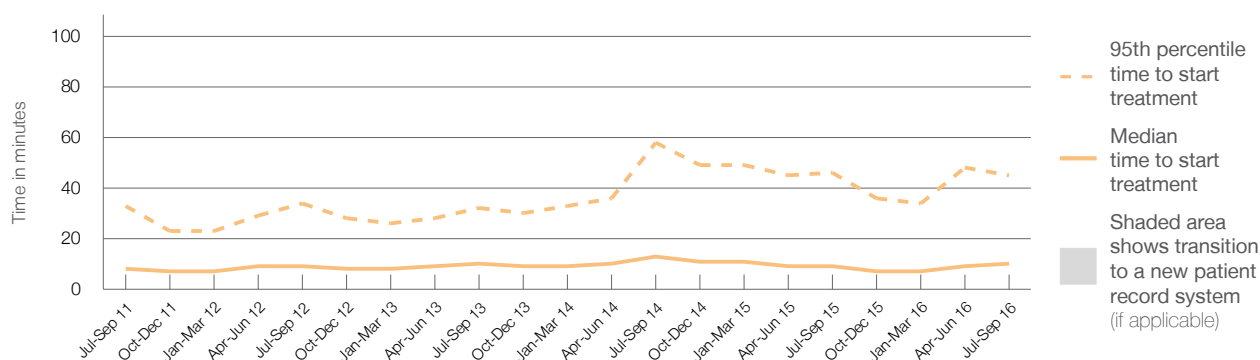
45 minutes

Same period last year	NSW (this period)
2,723	
2,714	
9 minutes	8 minutes
46 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	10	13	9	10
95th percentile time to start treatment ⁵ (minutes)	33	34	32	58	46	45

(†) 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

July to September 2016

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

Number of triage 3 patients: 6,053

Number of triage 3 patients used to calculate waiting time: ³ 5,914

Median time to start treatment ⁴

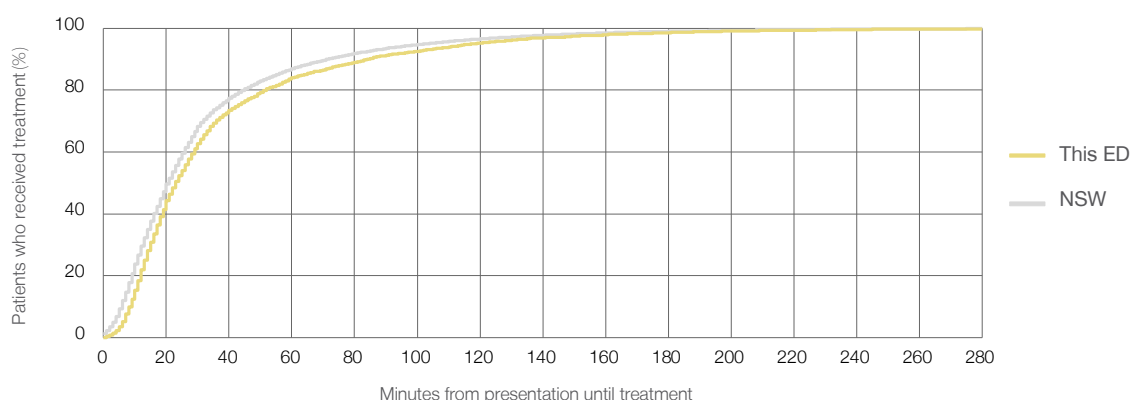
23 minutes

95th percentile time to start treatment ⁵

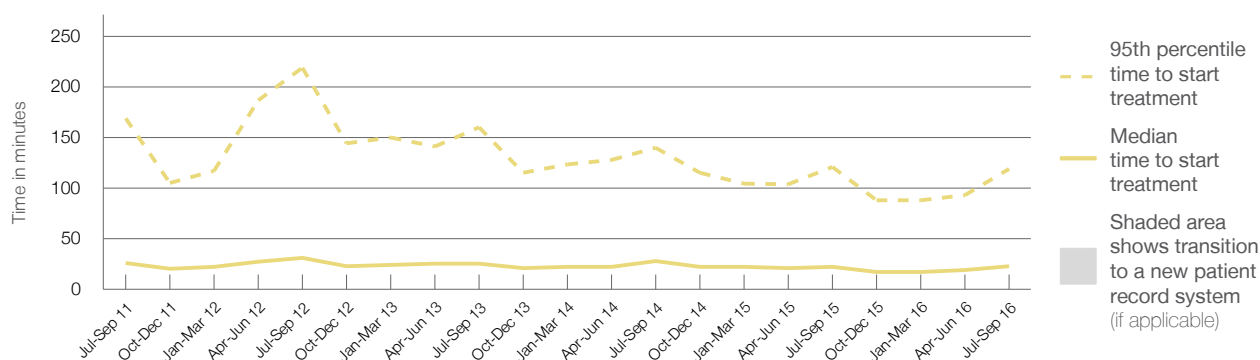
119 minutes

Same period last year	NSW (this period)
5,680	
5,569	
22 minutes	21 minutes
121 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	31	25	28	22	23
95th percentile time to start treatment ⁵ (minutes)	169	219	160	140	121	119

(†) 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

July to September 2016

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

Number of triage 4 patients: 3,796

Number of triage 4 patients used to calculate waiting time:³ 3,618

Median time to start treatment⁴

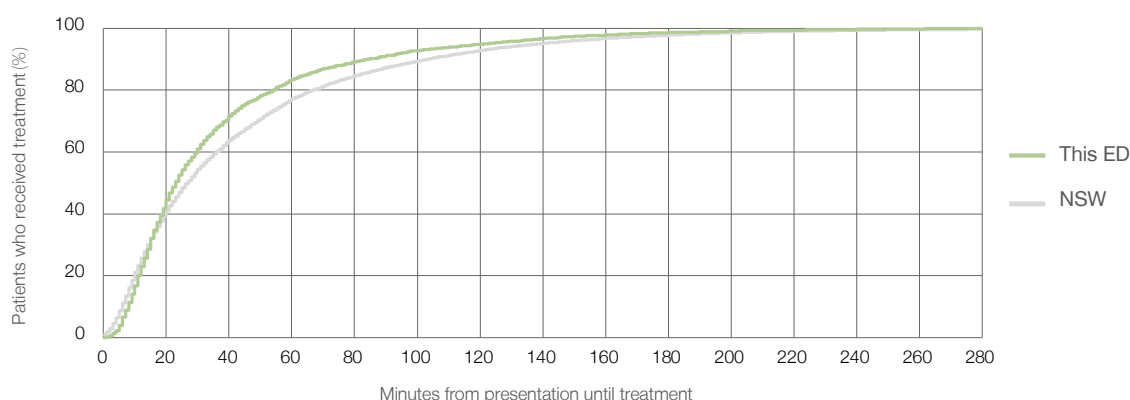
23 minutes

95th percentile time to start treatment⁵

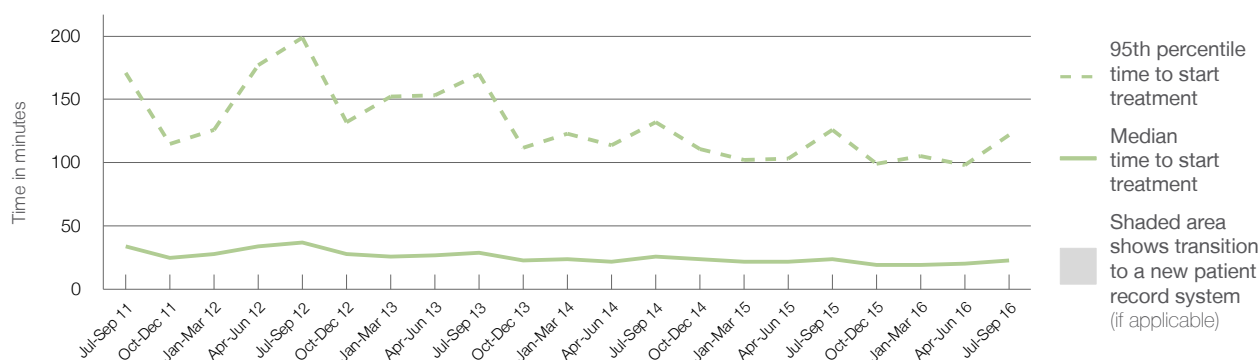
122 minutes

Same period last year	NSW (this period)
4,457	
4,264	
24 minutes	27 minutes
126 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	37	29	26	24	23
95th percentile time to start treatment ⁵ (minutes)	171	199	170	132	126	122

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

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

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

July to September 2016

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

Number of triage 5 patients: 481

Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴

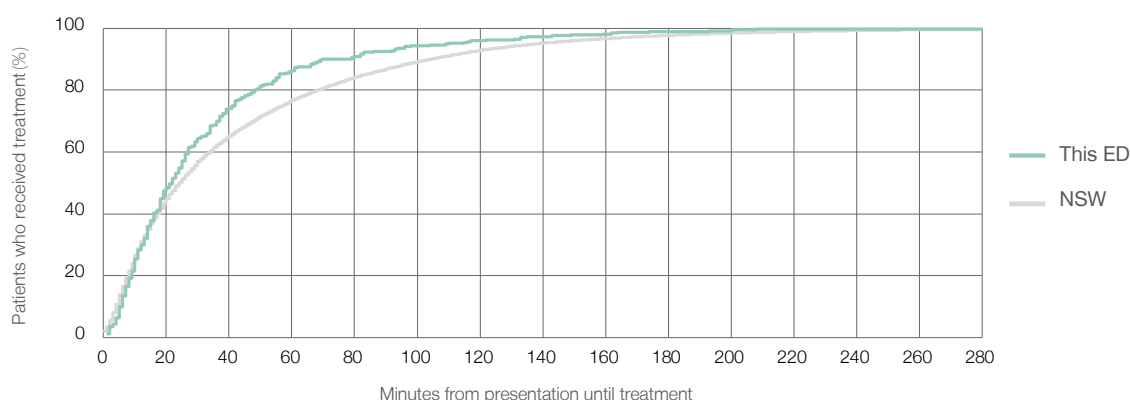
22 minutes

95th percentile time to start treatment⁵

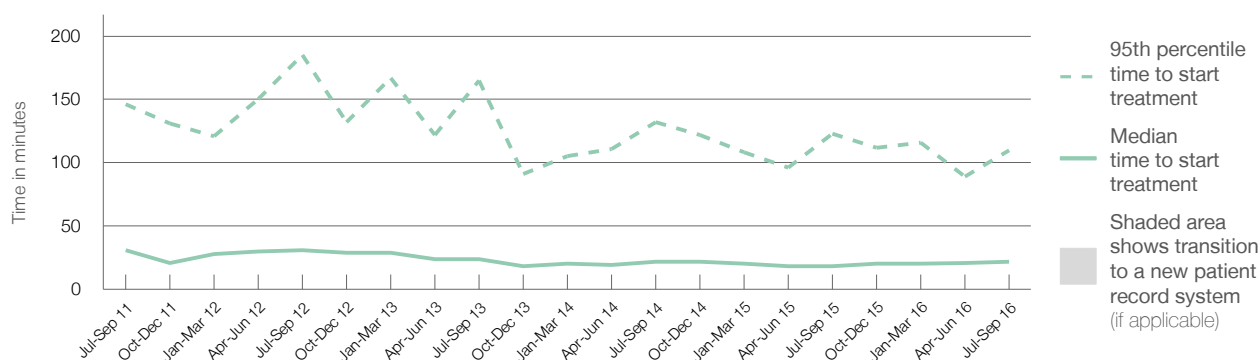
110 minutes

Same period last year	NSW (this period)
518	
397	
18 minutes	24 minutes
123 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	31	24	22	18	22
95th percentile time to start treatment ⁵ (minutes)	146	185	165	132	123	110

(†) 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

July to September 2016

All presentations:¹ 13,333 patients

Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Median time spent in the ED⁸

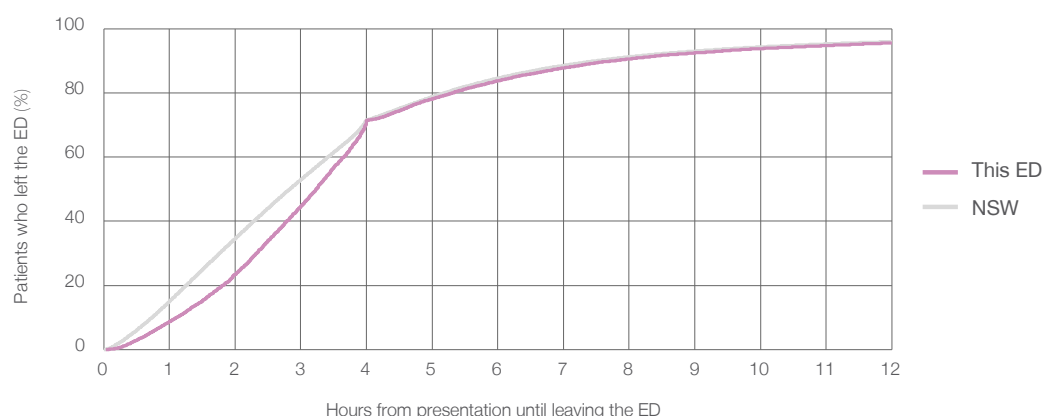
3 hours and 15 minutes

95th percentile time spent in the ED⁹

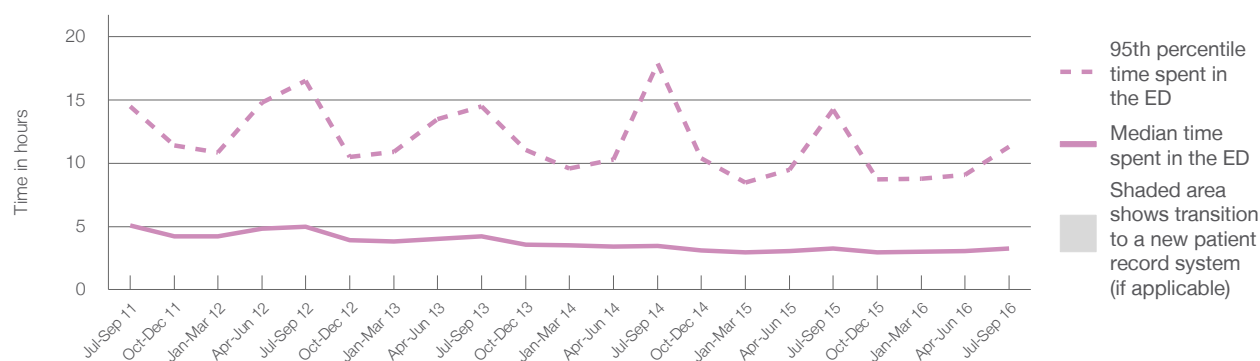
11 hours and 19 minutes

Same period last year	NSW (this period)
13,582	13,582
3 hours and 16 minutes	2 hours and 50 minutes
14 hours and 15 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 6m	4h 59m	4h 12m	3h 28m	3h 16m	3h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	16h 30m	14h 28m	17h 51m	14h 15m	11h 19m

(†) 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

July to September 2016

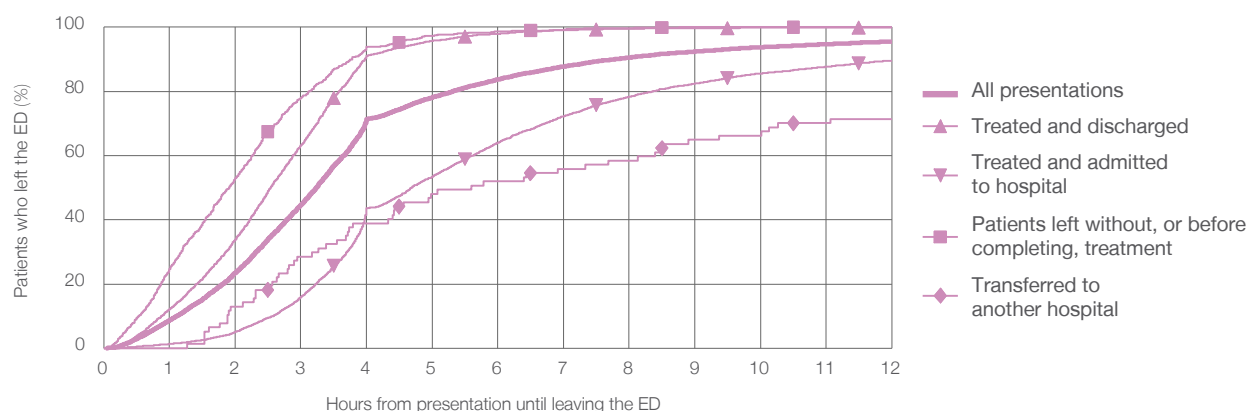
All presentations:¹ 13,333 patients

Presentations used to calculate time to leaving the ED:⁶ 13,333 patients

Treated and discharged	6,704 (50.3%)
Treated and admitted to hospital	5,508 (41.3%)
Patient left without, or before completing, treatment	971 (7.3%)
Transferred to another hospital	77 (0.6%)
Other	73 (0.5%)

Same period last year	Change since one year ago
13,582	-1.8%
7,039	-4.8%
5,345	3.0%
1,033	-6.0%
83	-7.2%
82	-11.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	12.2%	33.9%	63.2%	91.1%	98.0%	99.5%	99.8%	100%
Treated and admitted to hospital	1.3%	5.1%	15.9%	43.6%	64.1%	78.3%	85.6%	89.6%
Patient left without, or before completing, treatment	24.6%	53.0%	78.0%	93.8%	98.8%	99.8%	100%	100%
Transferred to another hospital	0%	13.0%	28.6%	39.0%	51.9%	58.4%	66.2%	71.4%
All presentations	8.8%	23.5%	44.7%	71.4%	83.8%	90.6%	93.8%	95.5%

(†) 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

July to September 2016

All presentations at the emergency department: ¹ 13,333 patients

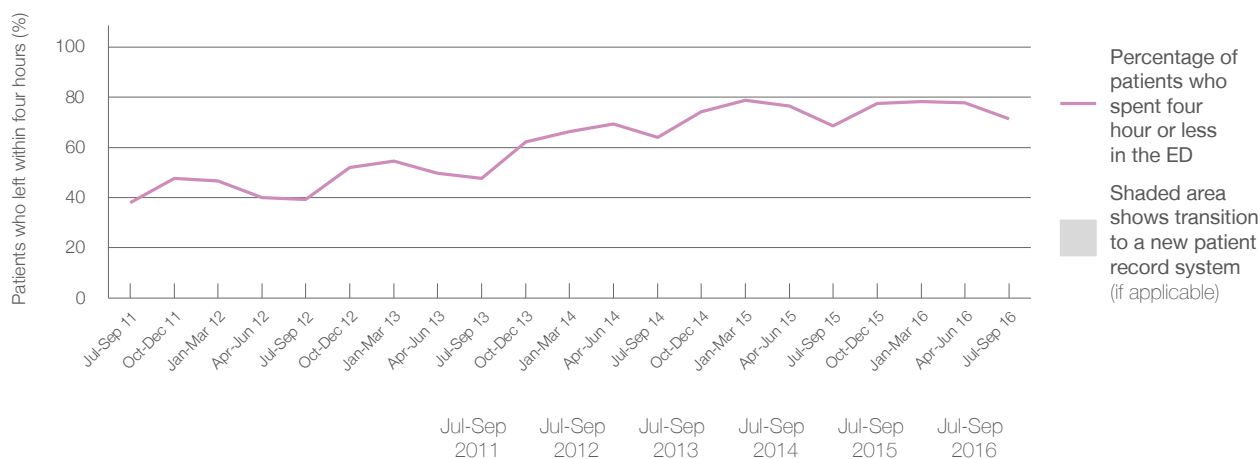
Presentations used to calculate time to leaving the ED: ⁶ 13,333 patients

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



Same period last year	Change since one year ago
13,582	-1.8%
13,582	-1.8%
68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	37.9%	39.2%	47.7%	63.9%	68.5%	71.4%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Concord Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,602 patients

Emergency presentations:² 9,566 patients

Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%

Concord Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,082 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,348 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,714 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
1,027	
9 minutes	8 minutes
21 minutes	41 minutes
3,294	
26 minutes	21 minutes
107 minutes	103 minutes
4,737	
34 minutes	27 minutes
156 minutes	139 minutes
341	
27 minutes	24 minutes
151 minutes	138 minutes

Concord Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,599 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
9,500	1.0%
67.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

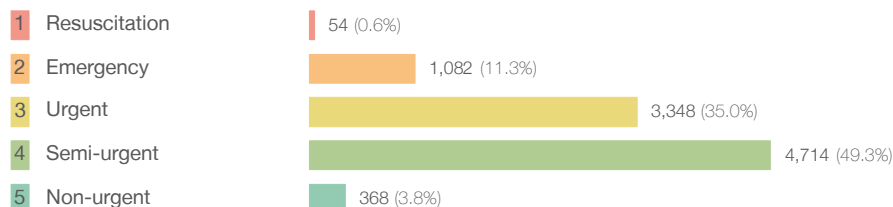
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Concord Hospital: Patients presenting to the emergency department

July to September 2016

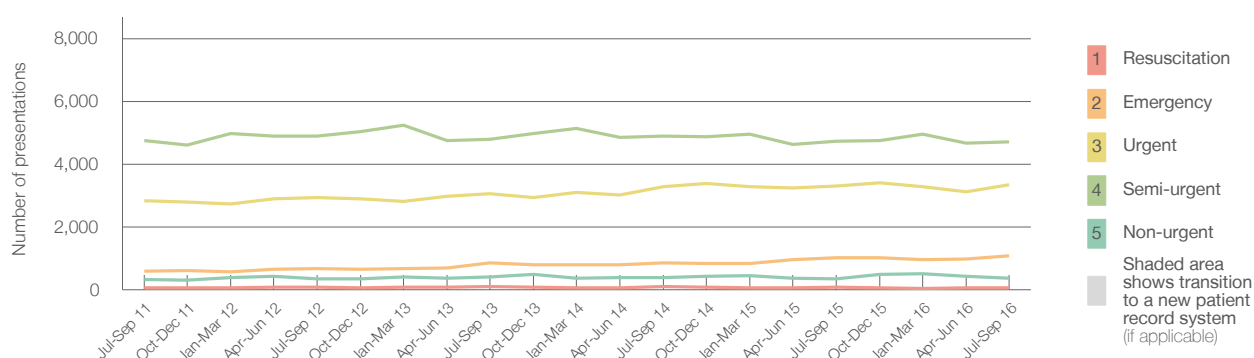
All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,566 patients



Same period last year	Change since one year ago
9,502	1.1%
9,479	0.9%
80	-32.5%
1,027	5.4%
3,294	1.6%
4,737	-0.5%
341	7.9%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	60	84	93	91	80	54
Emergency	586	662	859	861	1,027	1,082
Urgent	2,843	2,938	3,052	3,275	3,294	3,348
Semi-urgent	4,746	4,903	4,783	4,886	4,737	4,714
Non-urgent	322	343	407	376	341	368
All emergency presentations	8,557	8,930	9,194	9,489	9,479	9,566

Concord Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,327 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,339	
13 minutes	-2 minutes
36 minutes	-14 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.

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

July to September 2016

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

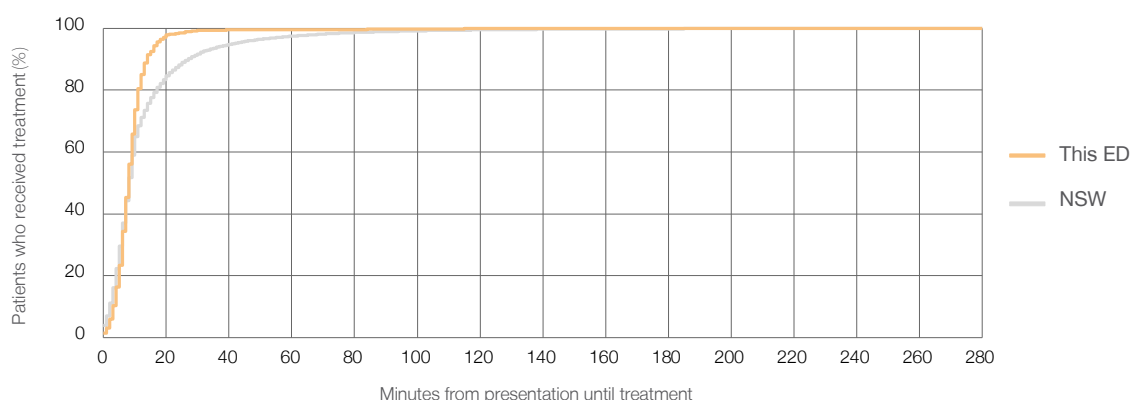
Number of triage 2 patients: 1,082

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

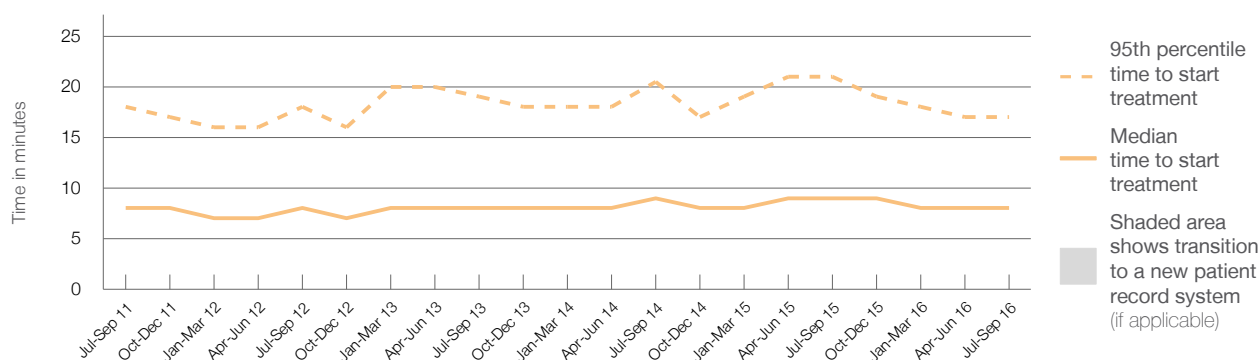
Median time to start treatment ⁴ 8 minutes
95th percentile time to start treatment ⁵ 17 minutes

Same period last year	NSW (this period)
1,027	
1,026	
9 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	9	9	8
95th percentile time to start treatment ⁵ (minutes)	18	18	19	21	21	17

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

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

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

July to September 2016

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

Number of triage 3 patients: 3,348

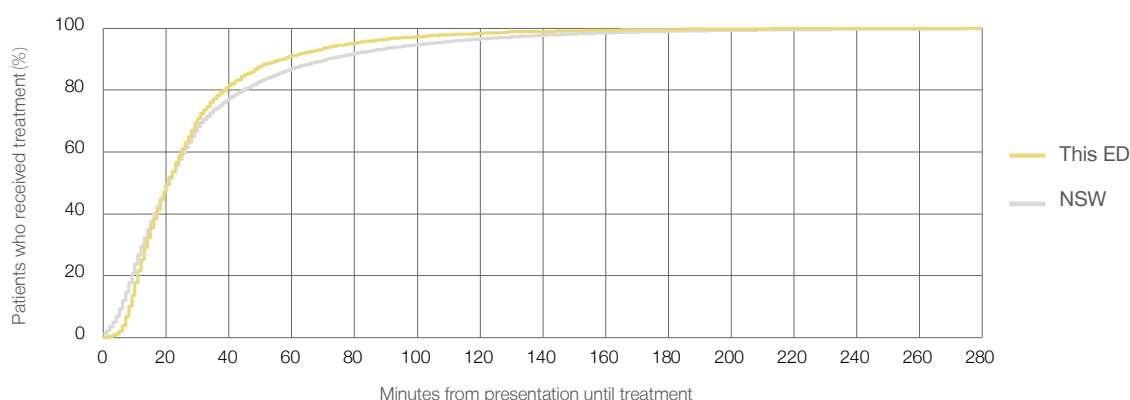
Number of triage 3 patients used to calculate waiting time: ³ 3,276

Median time to start treatment ⁴ 21 minutes

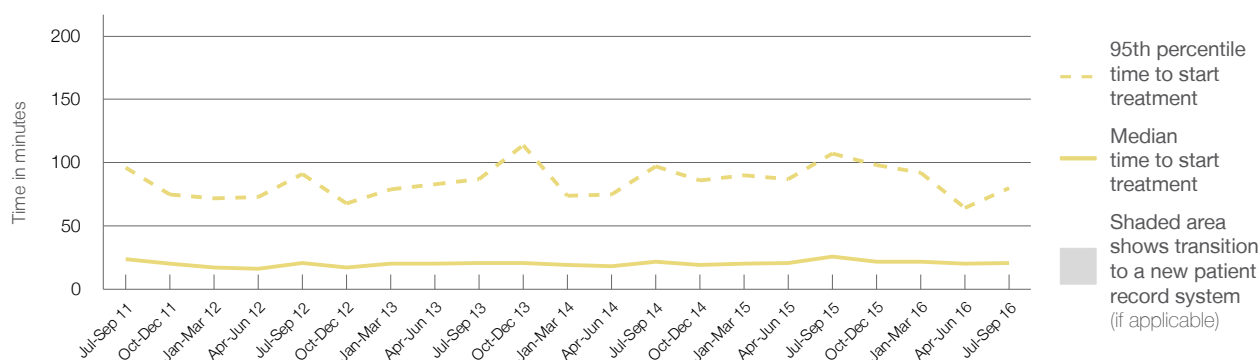
95th percentile time to start treatment ⁵ 80 minutes

Same period last year	NSW (this period)
3,294	
3,239	
26 minutes	21 minutes
107 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	21	22	26	21
95th percentile time to start treatment ⁵ (minutes)	96	91	87	97	107	80

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

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

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

July to September 2016

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

Number of triage 4 patients: 4,714

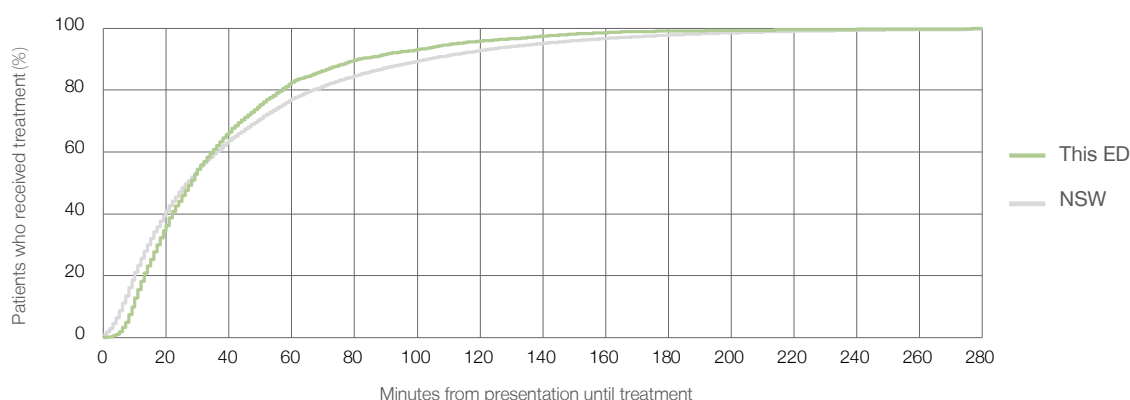
Number of triage 4 patients used to calculate waiting time: ³ 4,454

Median time to start treatment ⁴ 28 minutes

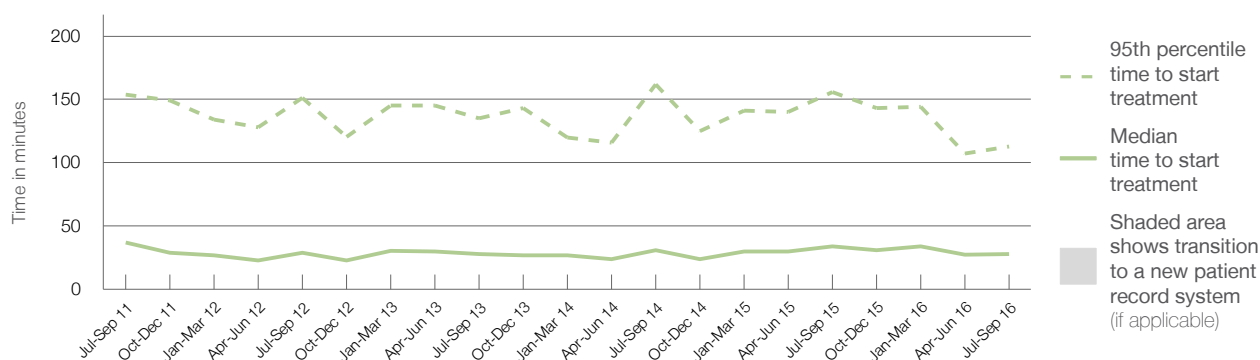
95th percentile time to start treatment ⁵ 113 minutes

Same period last year	NSW (this period)
4,737	
4,526	
34 minutes	27 minutes
156 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	28	31	34	28
95th percentile time to start treatment ⁵ (minutes)	154	151	135	162	156	113

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

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

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

July to September 2016

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

Number of triage 5 patients: 368

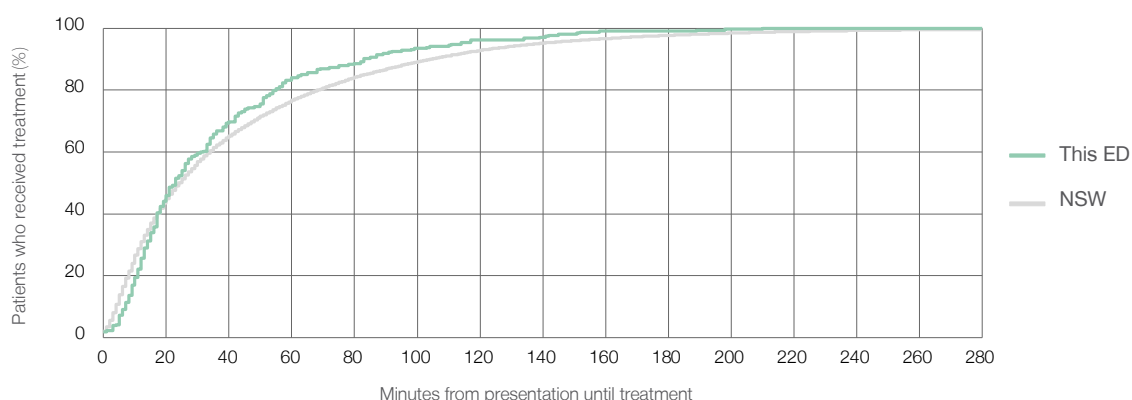
Number of triage 5 patients used to calculate waiting time:³ 307

Median time to start treatment⁴ 23 minutes

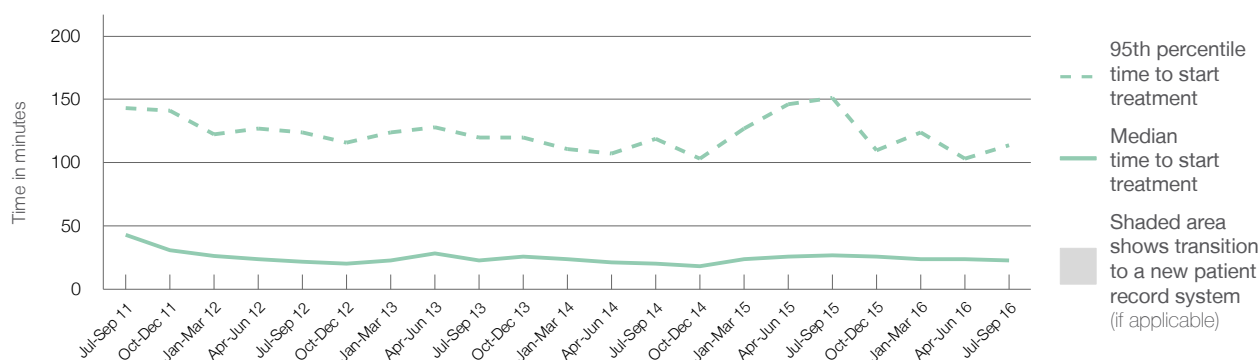
95th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
341	
301	
27 minutes	24 minutes
151 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	22	23	20	27	23
95th percentile time to start treatment ⁵ (minutes)	143	124	120	119	151	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.

Concord Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,602 patients

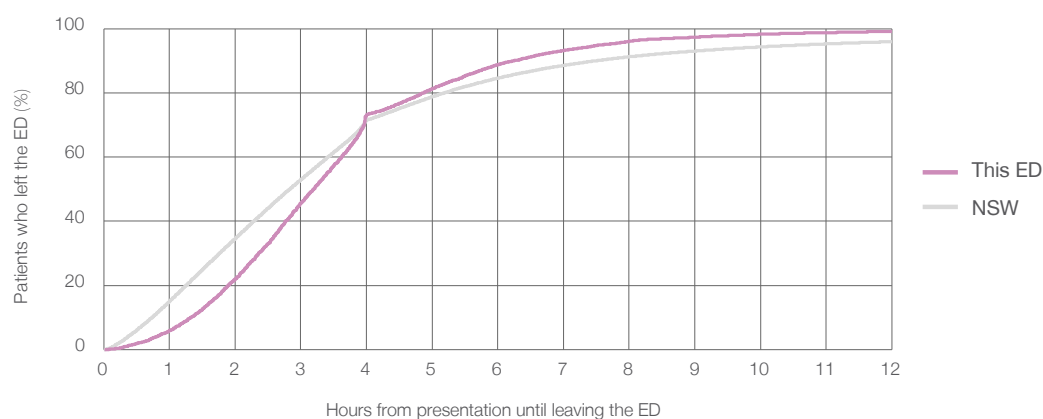
Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Median time spent in the ED⁸ 3 hours and 12 minutes

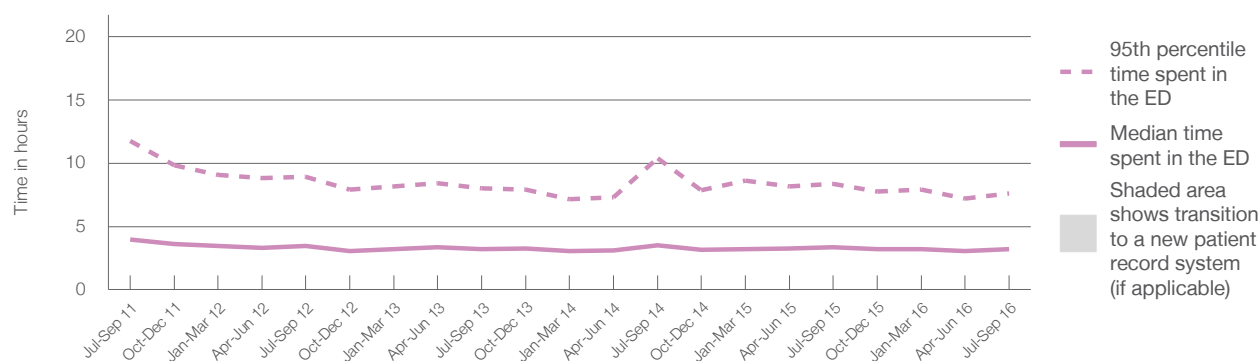
95th percentile time spent in the ED⁹ 7 hours and 36 minutes

Same period last year	NSW (this period)
9,502	
9,500	
3 hours and 23 minutes	2 hours and 50 minutes
8 hours and 24 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 57m	3h 27m	3h 14m	3h 30m	3h 23m	3h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 45m	8h 55m	8h 0m	10h 24m	8h 24m	7h 36m

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

Concord Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

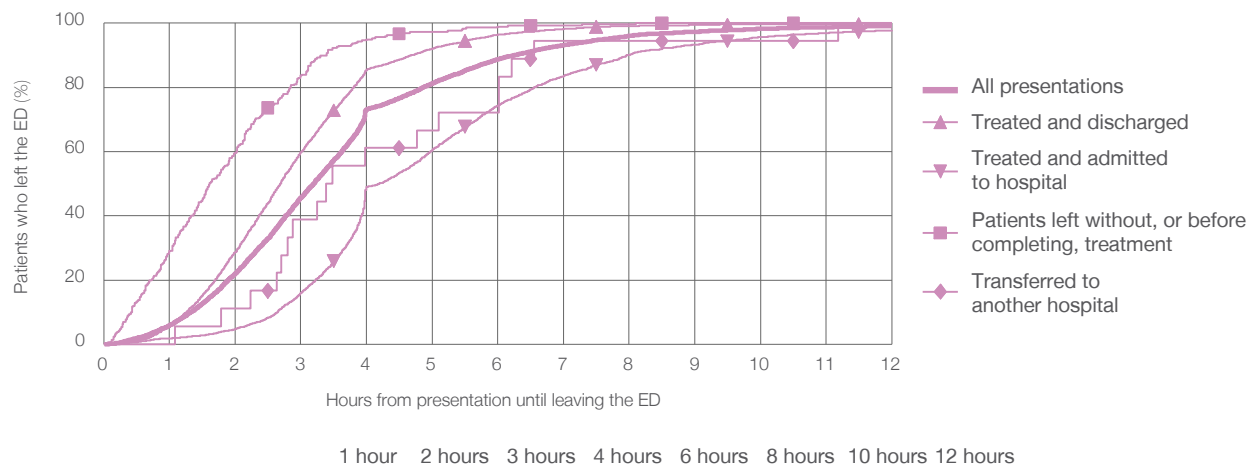
All presentations:¹ 9,602 patients

Presentations used to calculate time to leaving the ED:⁶ 9,599 patients

Treated and discharged	5,831 (60.7%)
Treated and admitted to hospital	3,321 (34.6%)
Patient left without, or before completing, treatment	300 (3.1%)
Transferred to another hospital	18 (0.2%)
Other	132 (1.4%)

Same period last year	Change since one year ago
9,500	1.0%
5,923	-1.6%
3,216	3.3%
280	7.1%
17	5.9%
66	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	28.8%	59.9%	85.6%	96.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	1.9%	4.7%	16.0%	49.0%	74.4%	90.2%	95.7%	97.8%
Patient left without, or before completing, treatment	29.0%	59.7%	83.7%	95.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	0%	11.1%	38.9%	61.1%	72.2%	94.4%	94.4%	100%
All presentations	5.9%	22.1%	45.7%	73.2%	88.8%	96.1%	98.2%	99.2%

(†) 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.

Concord Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,602 patients

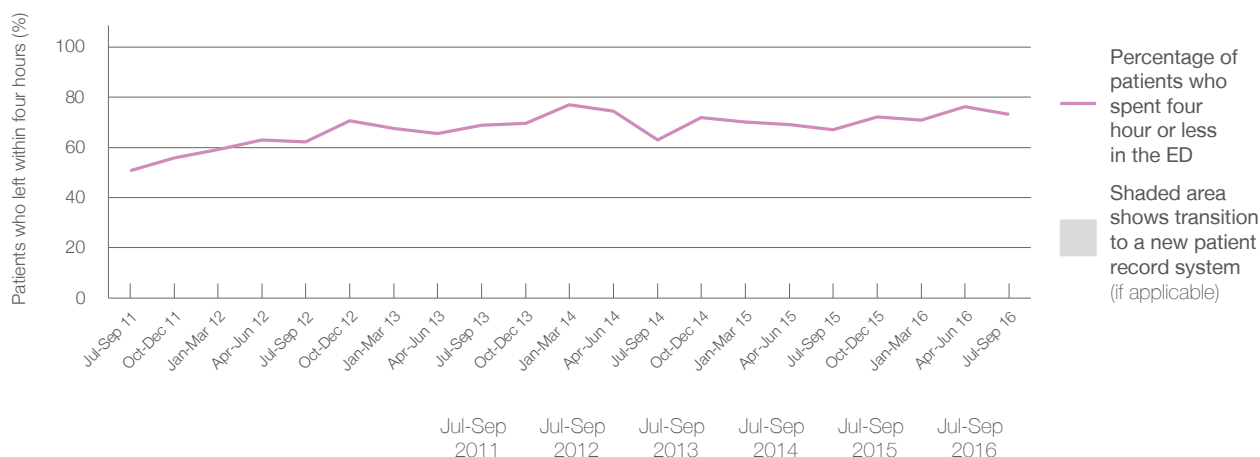
Presentations used to calculate time to leaving the ED: ⁶ 9,599 patients

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



Same period last year	Change since one year ago
9,502	1.1%
9,500	1.0%
67.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	50.7%	62.1%	68.8%	62.9%	67.0%	73.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Gosford Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,429 patients

Emergency presentations:² 16,324 patients

Same period last year	Change since one year ago
16,041	2.4%
15,923	2.5%

Gosford Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,230 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,799 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 115 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,614 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 156 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 447 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
2,034	
6 minutes	8 minutes
30 minutes	41 minutes
6,649	
25 minutes	21 minutes
118 minutes	103 minutes
6,596	
47 minutes	27 minutes
169 minutes	139 minutes
451	
42 minutes	24 minutes
164 minutes	138 minutes

Gosford Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,429 patients

Percentage of patients who spent four hours or less in the ED 62.4%

Same period last year	Change since one year ago
16,040	2.4%
60.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

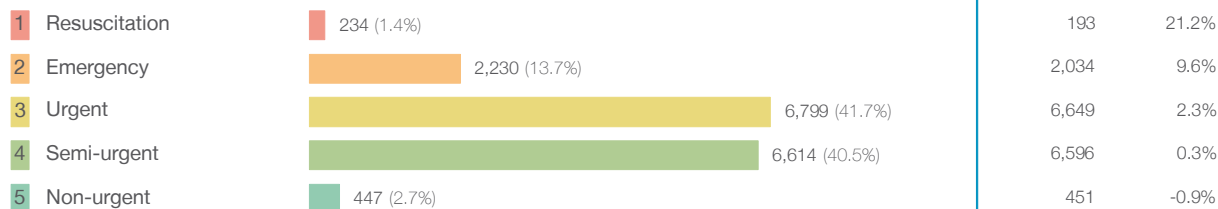
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Gosford Hospital: Patients presenting to the emergency department

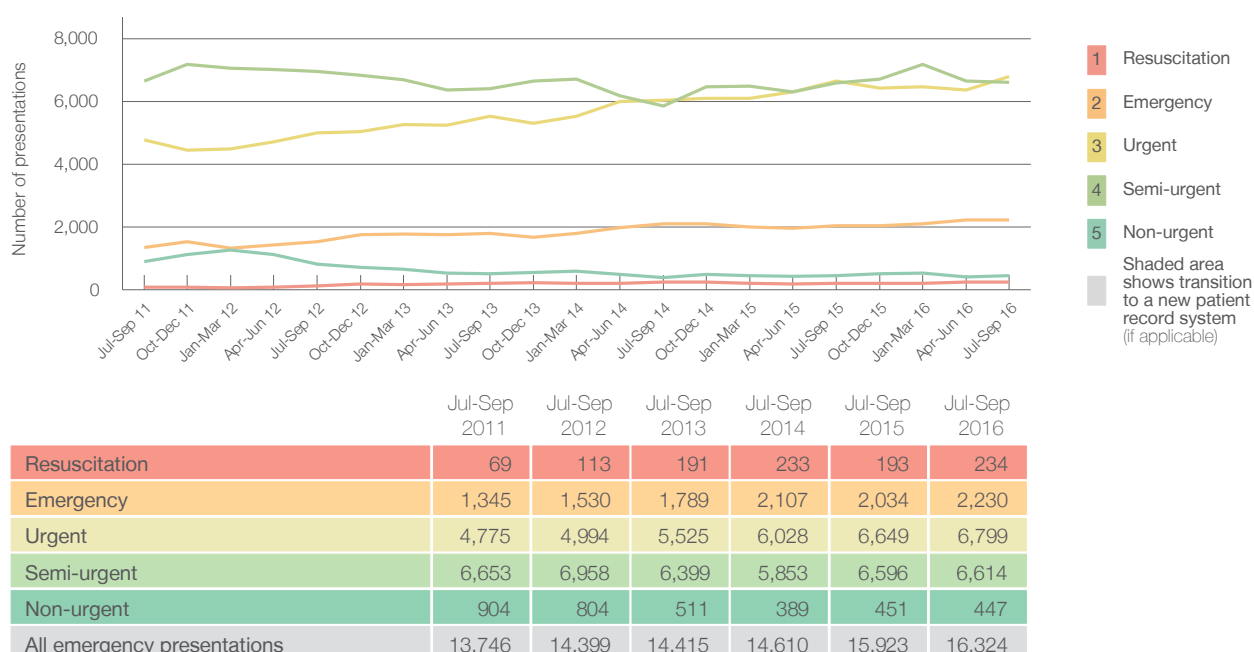
July to September 2016

All presentations:¹ 16,429 patients

Emergency presentations² by triage category: 16,324 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Gosford Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,835 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,230

Number of triage 2 patients used to calculate waiting time: ³ 2,224

Median time to start treatment ⁴

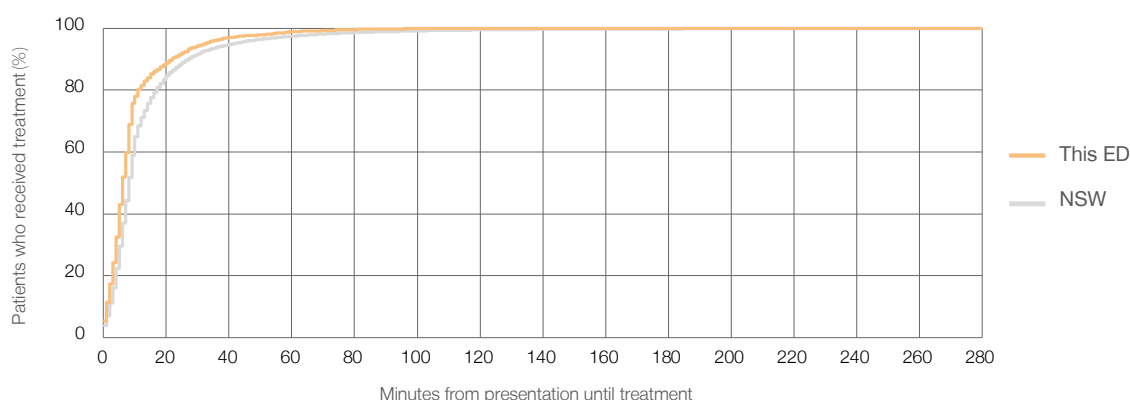
6 minutes

95th percentile time to start treatment ⁵

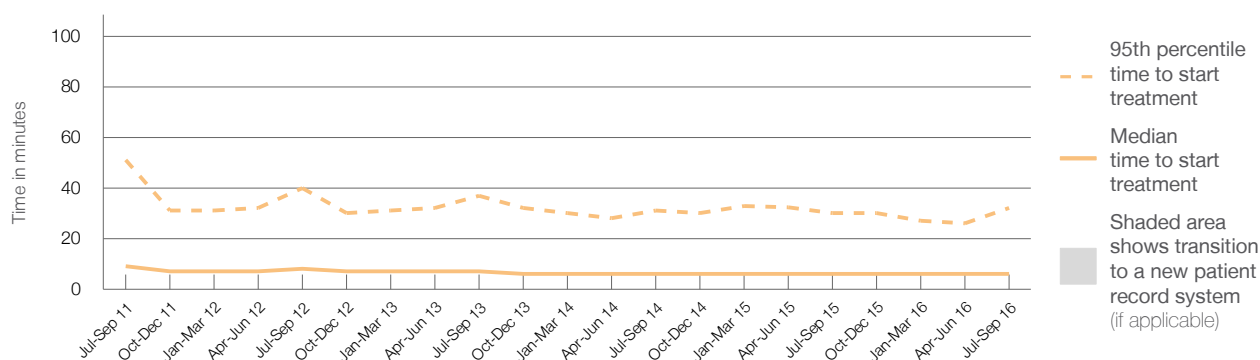
32 minutes

Same period last year	NSW (this period)
2,034	
2,033	
6 minutes	8 minutes
30 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	51	40	37	31	30	32

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

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

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

July to September 2016

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

Number of triage 3 patients: 6,799

Number of triage 3 patients used to calculate waiting time: ³ 6,678

Median time to start treatment ⁴

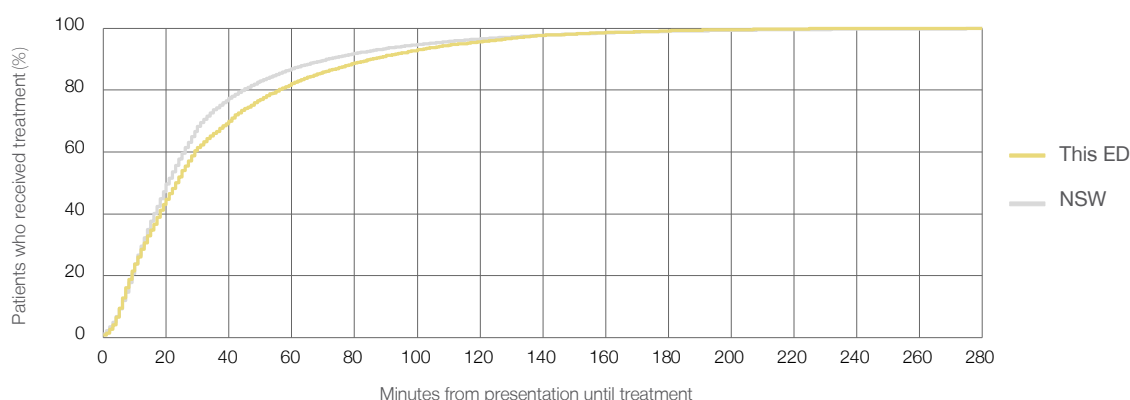
24 minutes

95th percentile time to start treatment ⁵

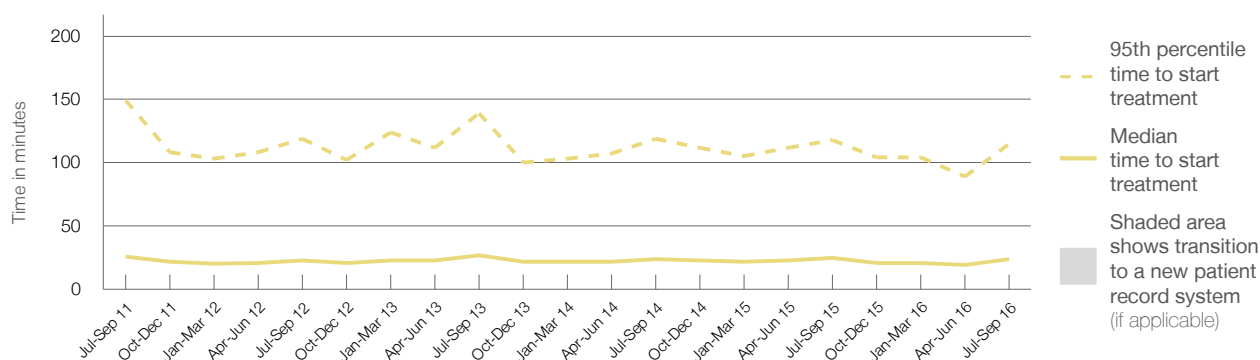
115 minutes

Same period last year	NSW (this period)
6,649	
6,524	
25 minutes	21 minutes
118 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	23	27	24	25	24
95th percentile time to start treatment ⁵ (minutes)	149	119	139	119	118	115

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

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

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

July to September 2016

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

Number of triage 4 patients: 6,614

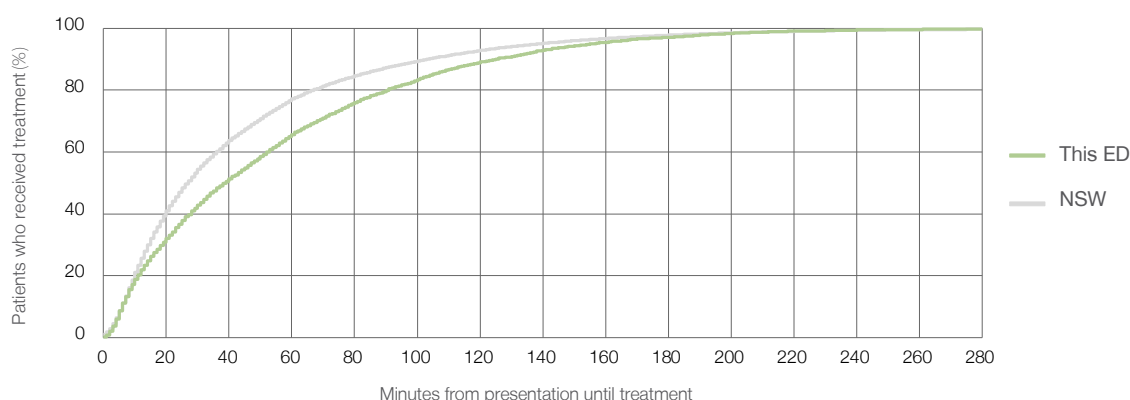
Number of triage 4 patients used to calculate waiting time:³ 6,266

Median time to start treatment⁴ 39 minutes

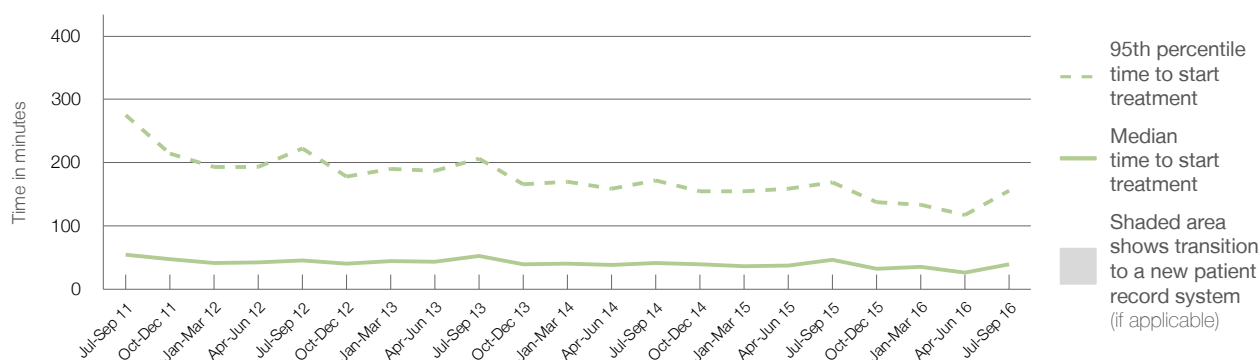
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
6,596	
6,163	
47 minutes	27 minutes
169 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	46	53	42	47	39
95th percentile time to start treatment ⁵ (minutes)	275	223	206	172	169	156

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

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

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

July to September 2016

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

Number of triage 5 patients: 447

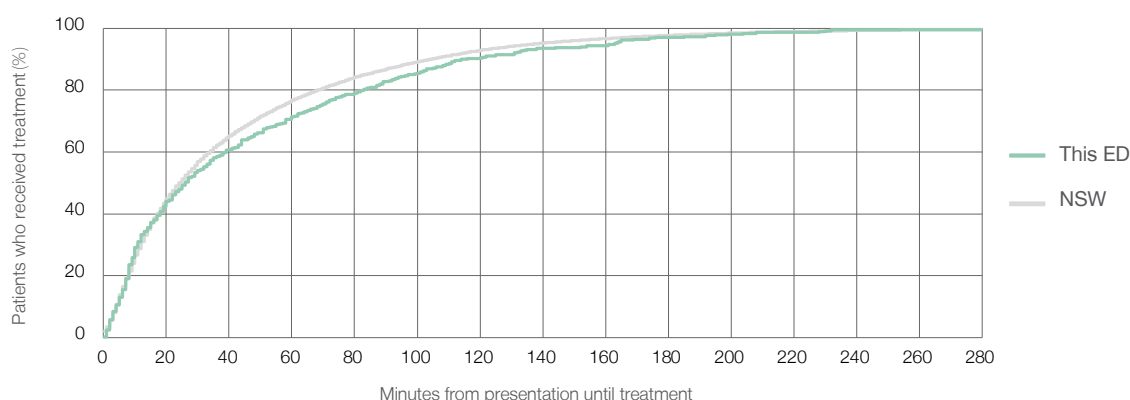
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 26 minutes

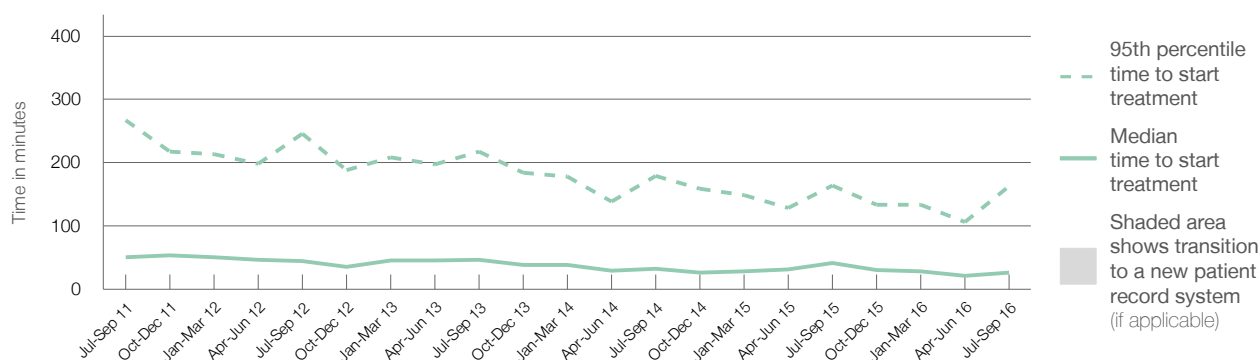
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
451	
361	
42 minutes	24 minutes
164 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	45	47	32	42	26
95th percentile time to start treatment ⁵ (minutes)	267	246	218	179	164	163

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

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

Gosford Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 16,429 patients

Presentations used to calculate time to leaving the ED:⁶ 16,429 patients

Median time spent in the ED⁸

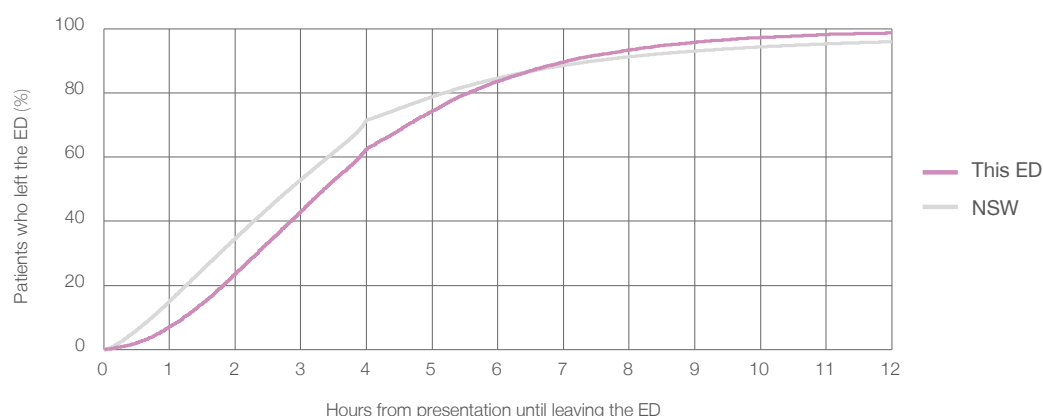
3 hours and 21 minutes

95th percentile time spent in the ED⁹

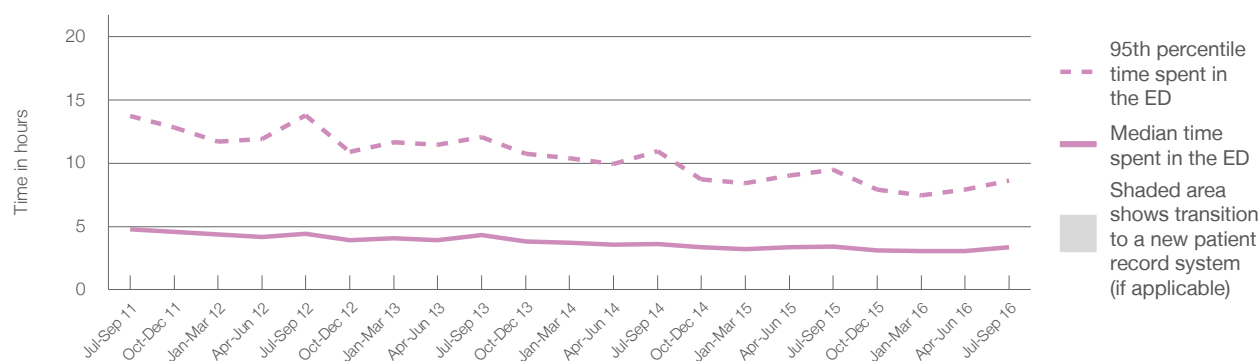
8 hours and 38 minutes

Same period last year	NSW (this period)
16,041	
16,040	
3 hours and 25 minutes	2 hours and 50 minutes
9 hours and 30 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 48m	4h 24m	4h 20m	3h 38m	3h 25m	3h 21m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 45m	13h 47m	12h 4m	10h 57m	9h 30m	8h 38m

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

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

Gosford Hospital: Time patients spent in the ED

By mode of separation

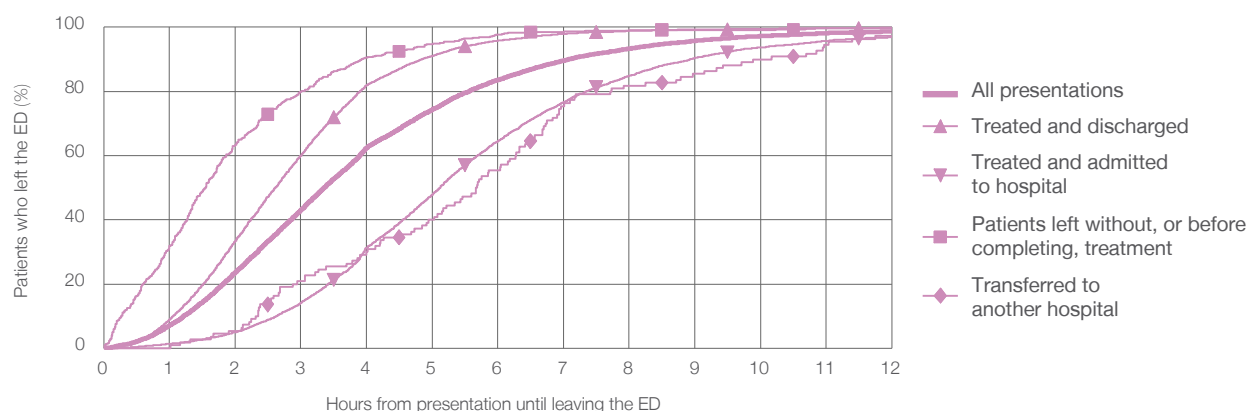
July to September 2016

All presentations:[†] 16,429 patients

Presentations used to calculate time to leaving the ED:[‡] 16,429 patients

		Same period last year	Change since one year ago
Treated and discharged	9,328 (56.8%)	16,040	2.4%
Treated and admitted to hospital	6,322 (38.5%)	9,233	1.0%
Patient left without, or before completing, treatment	615 (3.7%)	5,914	6.9%
Transferred to another hospital	110 (0.7%)	748	-17.8%
Other	54 (0.3%)	82	34.1%
		64	-15.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.0%	33.5%	60.1%	81.9%	95.9%	98.8%	99.5%	99.8%
Treated and admitted to hospital	1.4%	5.0%	14.1%	31.3%	64.6%	84.9%	93.7%	96.9%
Patient left without, or before completing, treatment	31.9%	63.4%	80.0%	90.6%	97.7%	99.0%	99.2%	99.7%
Transferred to another hospital	0%	5.5%	20.9%	30.0%	55.5%	81.8%	90.0%	97.3%
All presentations	7.1%	23.7%	43.0%	62.4%	83.6%	93.4%	97.2%	98.7%

(†) 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.

Gosford Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 16,429 patients

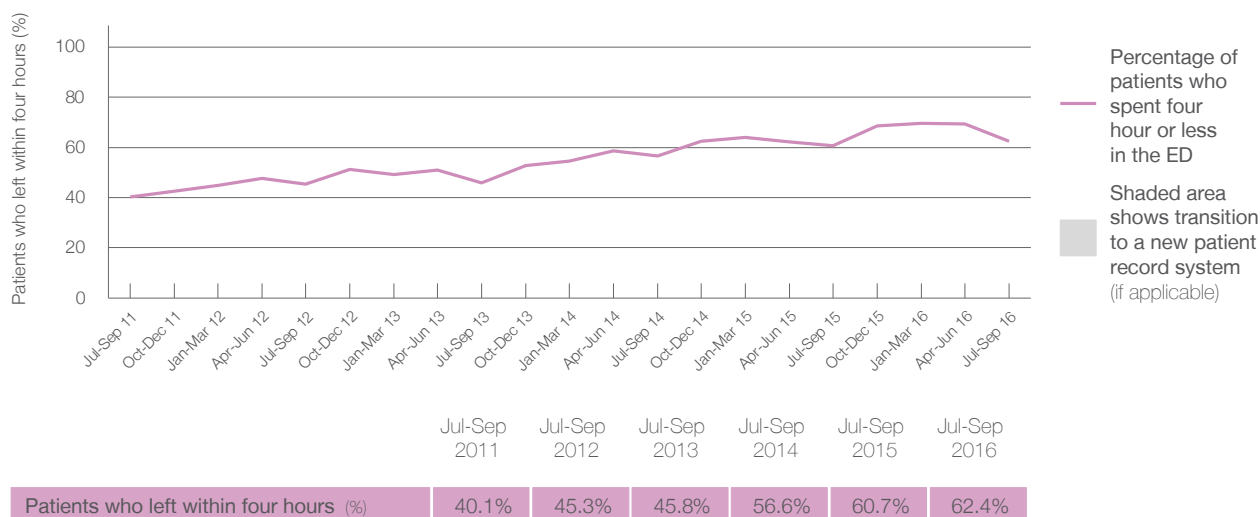
Presentations used to calculate time to leaving the ED: ⁶ 16,429 patients

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



Same period last year	Change since one year ago
16,041	2.4%
16,040	2.4%
60.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

John Hunter Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,453 patients

Emergency presentations:² 19,234 patients

Same period last year	Change since one year ago
19,016	2.3%
19,009	1.2%

John Hunter Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,792 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,170 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients

Median time to start treatment⁴ 36 minutes
95th percentile time to start treatment⁵ 158 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,432 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
1,951	
7 minutes	8 minutes
36 minutes	41 minutes
5,349	
26 minutes	21 minutes
142 minutes	103 minutes
9,455	
39 minutes	27 minutes
192 minutes	139 minutes
2,084	
46 minutes	24 minutes
199 minutes	138 minutes

John Hunter Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,453 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
19,016	2.3%
58.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

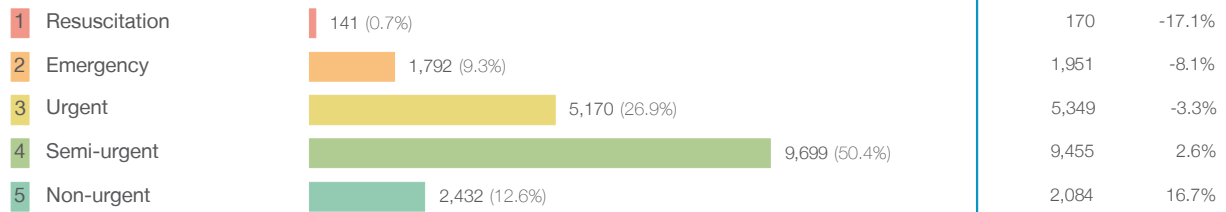
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

John Hunter Hospital: Patients presenting to the emergency department

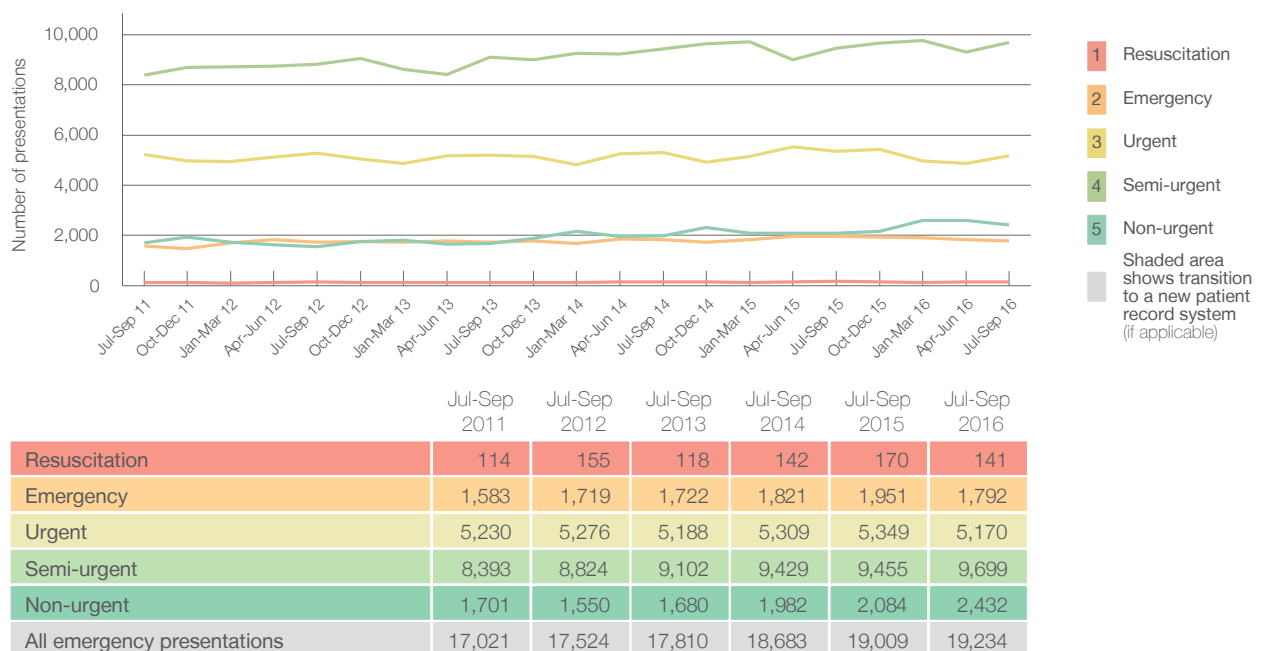
July to September 2016

All presentations:¹ 19,453 patients

Emergency presentations² by triage category: 19,234 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



John Hunter Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,792

Number of triage 2 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴

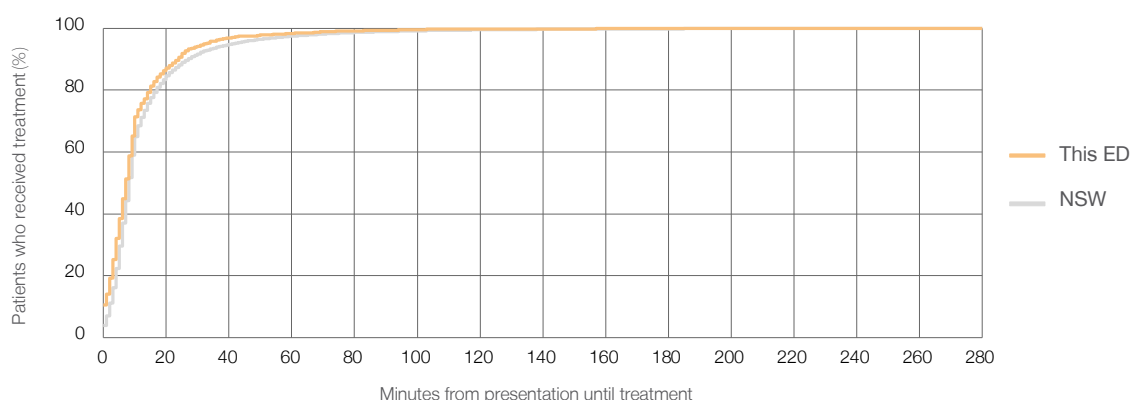
7 minutes

95th percentile time to start treatment⁵

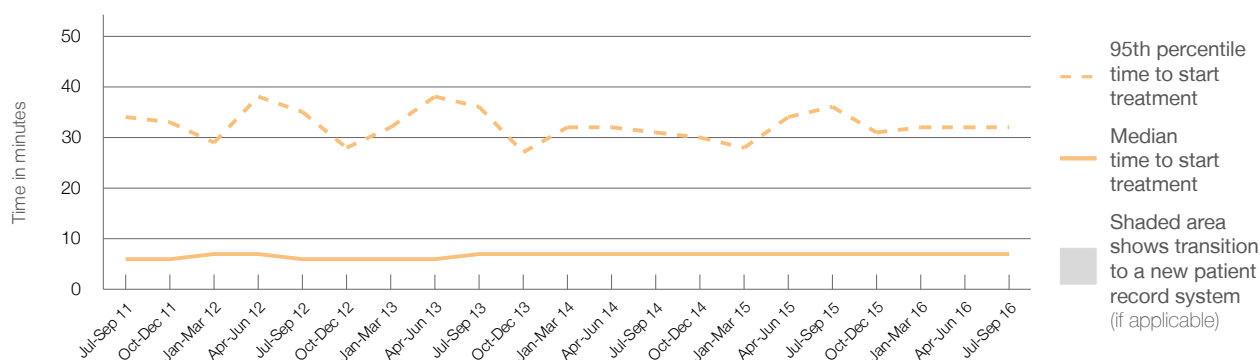
32 minutes

Same period last year	NSW (this period)
1,951	
1,935	
7 minutes	8 minutes
36 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	34	35	36	31	36	32

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

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

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

July to September 2016

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

Number of triage 3 patients: 5,170

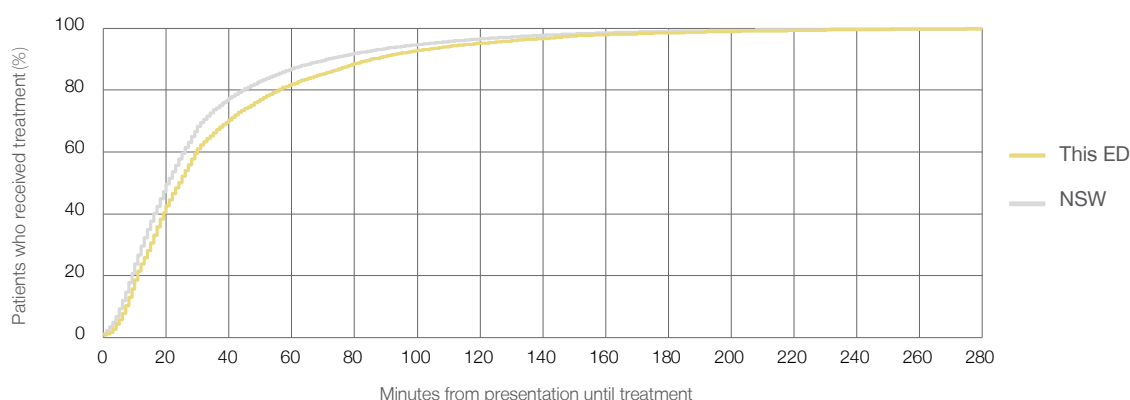
Number of triage 3 patients used to calculate waiting time: ³ 5,067

Median time to start treatment ⁴ 24 minutes

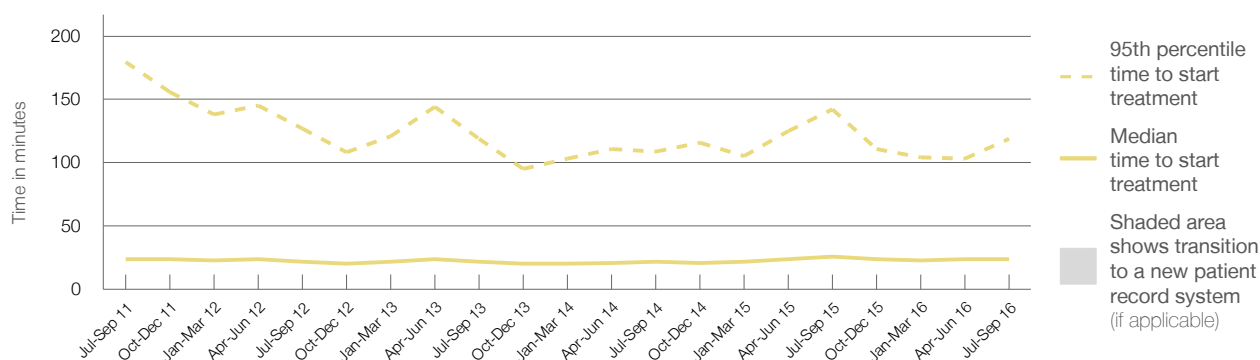
95th percentile time to start treatment ⁵ 119 minutes

Same period last year	NSW (this period)
5,349	
5,208	
26 minutes	21 minutes
142 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	22	22	22	26	24
95th percentile time to start treatment ⁵ (minutes)	180	127	119	109	142	119

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

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

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

July to September 2016

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

Number of triage 4 patients: 9,699

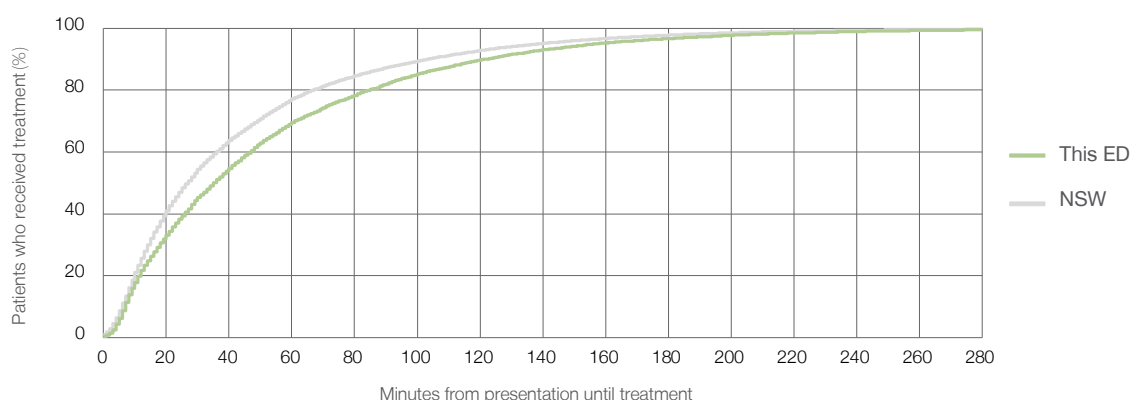
Number of triage 4 patients used to calculate waiting time:³ 8,993

Median time to start treatment⁴ 36 minutes

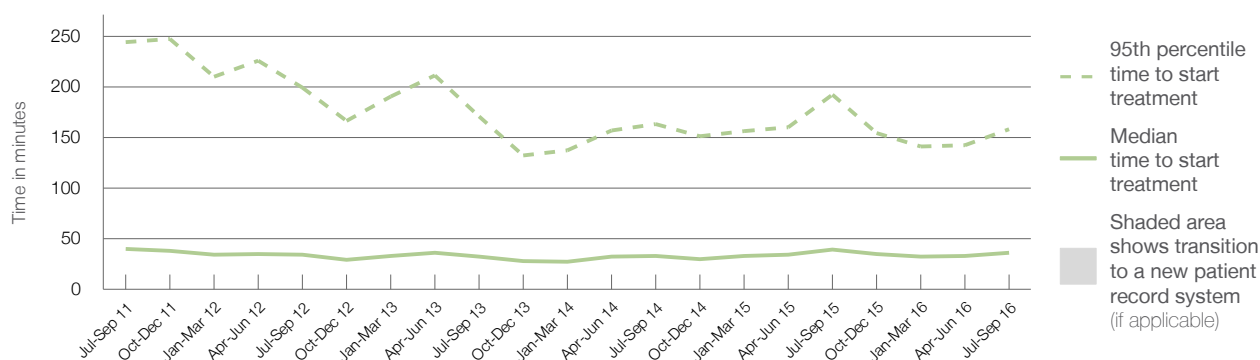
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
9,455	
8,449	
39 minutes	27 minutes
192 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	34	32	33	39	36
95th percentile time to start treatment ⁵ (minutes)	244	199	171	163	192	158

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

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

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

July to September 2016

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

Number of triage 5 patients: 2,432

Number of triage 5 patients used to calculate waiting time: ³ 2,054

Median time to start treatment ⁴

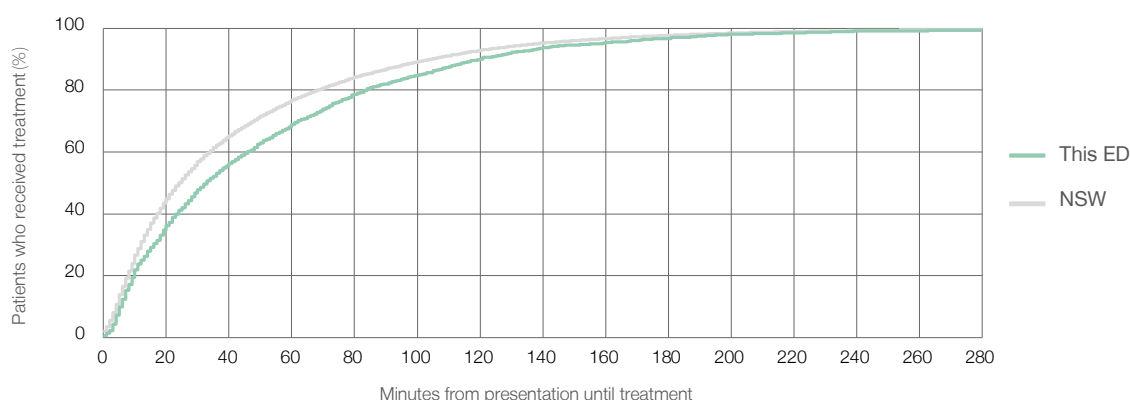
33 minutes

95th percentile time to start treatment ⁵

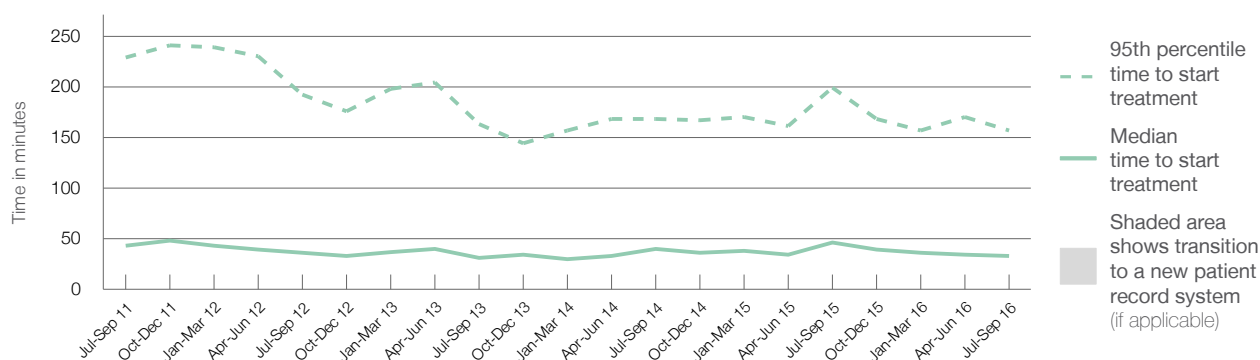
157 minutes

Same period last year	NSW (this period)
2,084	
1,674	
46 minutes	24 minutes
199 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	36	31	40	46	33
95th percentile time to start treatment ⁵ (minutes)	229	192	163	168	199	157

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

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

John Hunter Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,453 patients

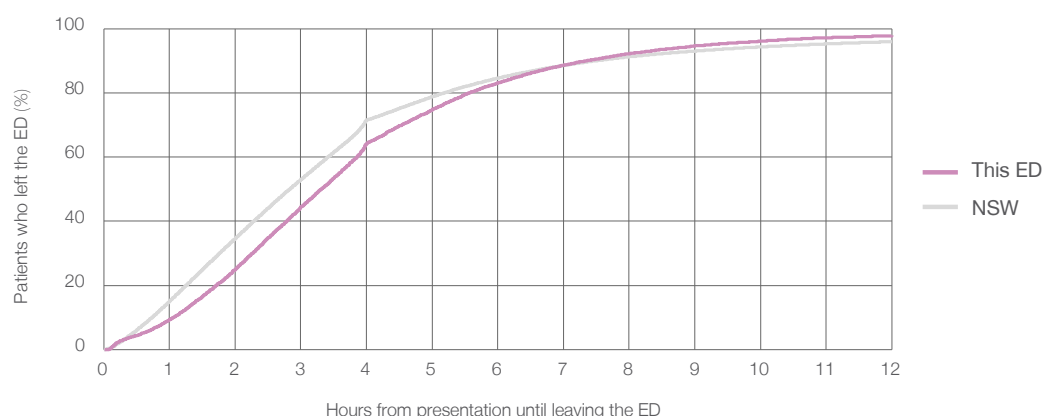
Presentations used to calculate time to leaving the ED:⁶ 19,453 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

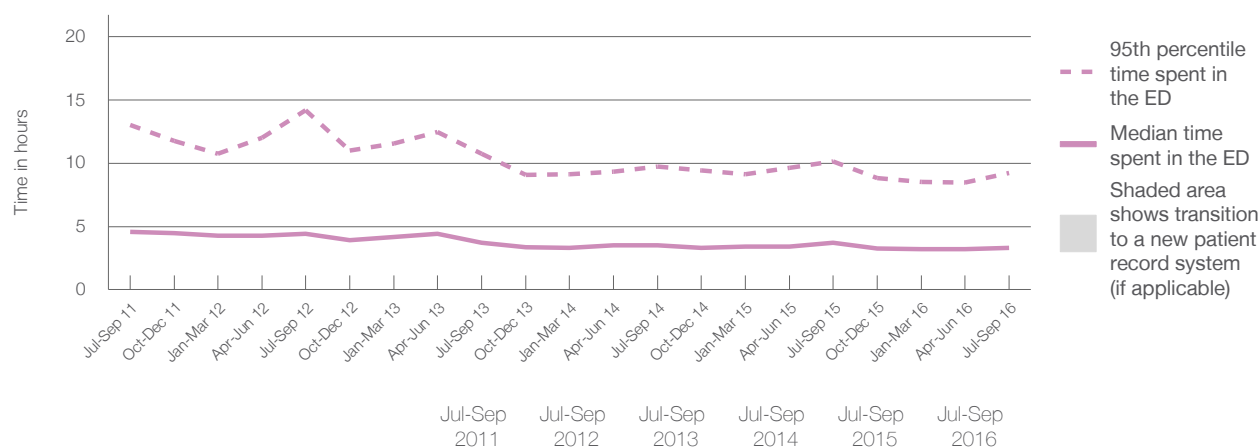
95th percentile time spent in the ED⁹ 9 hours and 15 minutes

Same period last year	NSW (this period)
19,016	19,016
3 hours and 42 minutes	2 hours and 50 minutes
10 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 34m	4h 24m	3h 44m	3h 30m	3h 42m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 0m	14h 12m	10h 46m	9h 44m	10h 9m	9h 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.

John Hunter Hospital: Time patients spent in the ED

By mode of separation

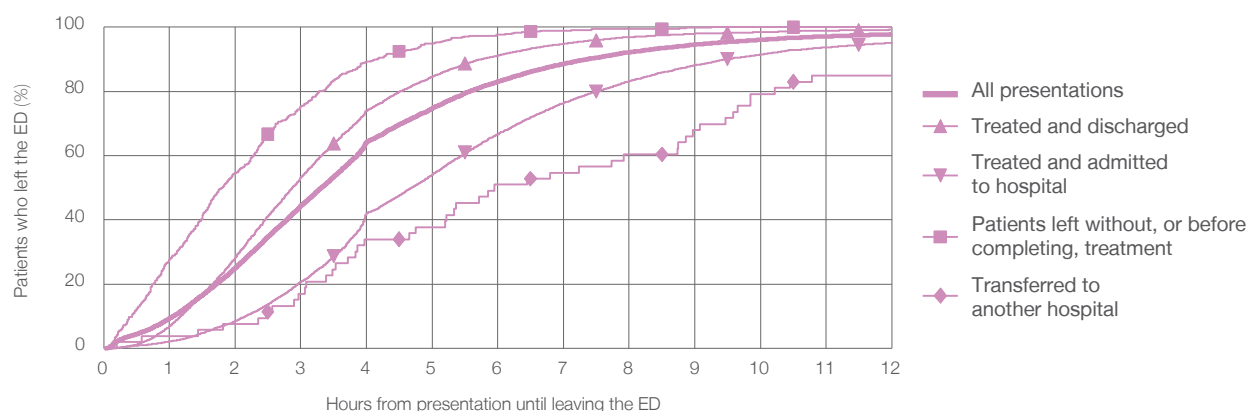
July to September 2016

All presentations:[†] 19,453 patients

Presentations used to calculate time to leaving the ED:[‡] 19,453 patients

		Same period last year	Change since one year ago
Treated and discharged	11,052 (56.8%)	19,016	2.3%
Treated and admitted to hospital	6,817 (35.0%)	10,165	8.7%
Patient left without, or before completing, treatment	681 (3.5%)	6,833	-0.2%
Transferred to another hospital	53 (0.3%)	953	-28.5%
Other	850 (4.4%)	56	-5.4%
		1,009	-15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.9%	28.2%	53.2%	74.0%	91.2%	96.9%	98.5%	99.2%
Treated and admitted to hospital	2.2%	8.5%	20.8%	42.0%	66.7%	83.2%	91.5%	95.2%
Patient left without, or before completing, treatment	27.8%	54.6%	75.3%	89.3%	97.7%	99.6%	100%	100%
Transferred to another hospital	3.8%	7.5%	17.0%	34.0%	50.9%	60.4%	79.2%	84.9%
All presentations	9.3%	25.1%	44.4%	64.2%	83.1%	92.2%	96.1%	97.8%

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

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

John Hunter Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 19,453 patients

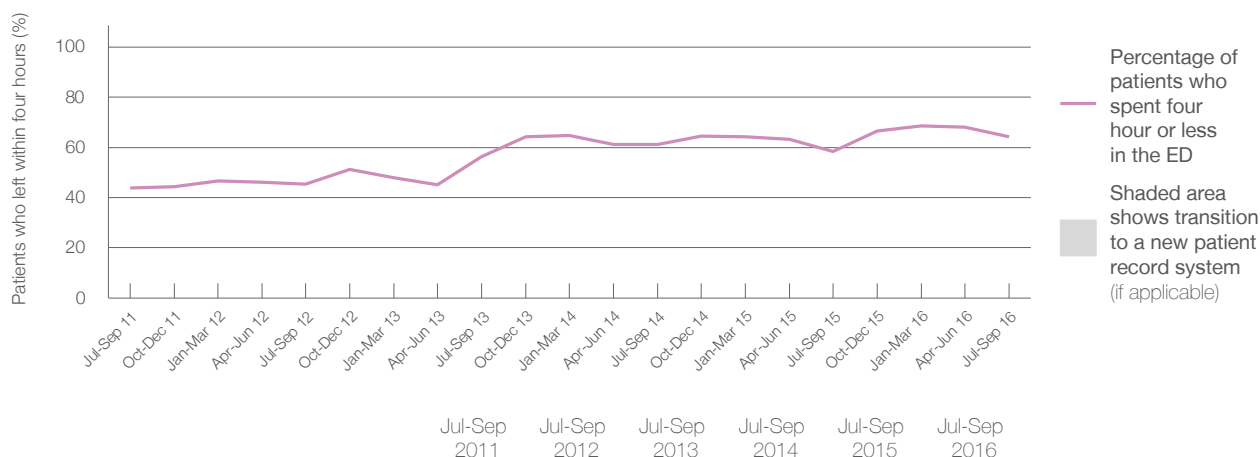
Presentations used to calculate time to leaving the ED: ⁶ 19,453 patients

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



Same period last year	Change since one year ago
19,016	2.3%
19,016	2.3%
58.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	43.7%	45.3%	56.2%	61.2%	58.4%	64.2%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Liverpool Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,752 patients

Emergency presentations:² 20,428 patients

Same period last year	Change since one year ago
20,759	-0.0%
20,490	-0.3%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,482 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,820 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,946 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,027 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
3,384	
12 minutes	8 minutes
72 minutes	41 minutes
10,420	
27 minutes	21 minutes
144 minutes	103 minutes
5,006	
35 minutes	27 minutes
149 minutes	139 minutes
1,521	
29 minutes	24 minutes
136 minutes	138 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED 53.2%

Same period last year	Change since one year ago
20,759	-0.0%
50.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

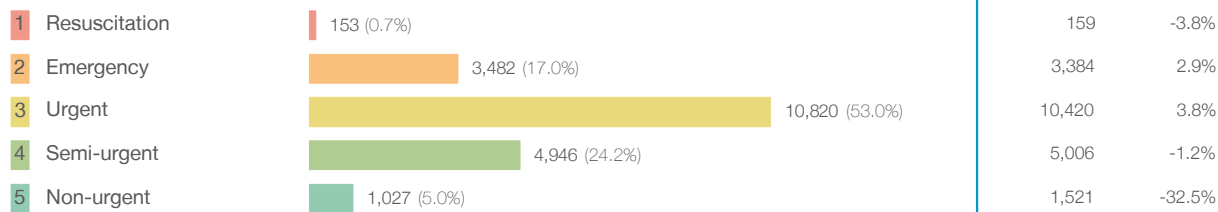
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Liverpool Hospital: Patients presenting to the emergency department

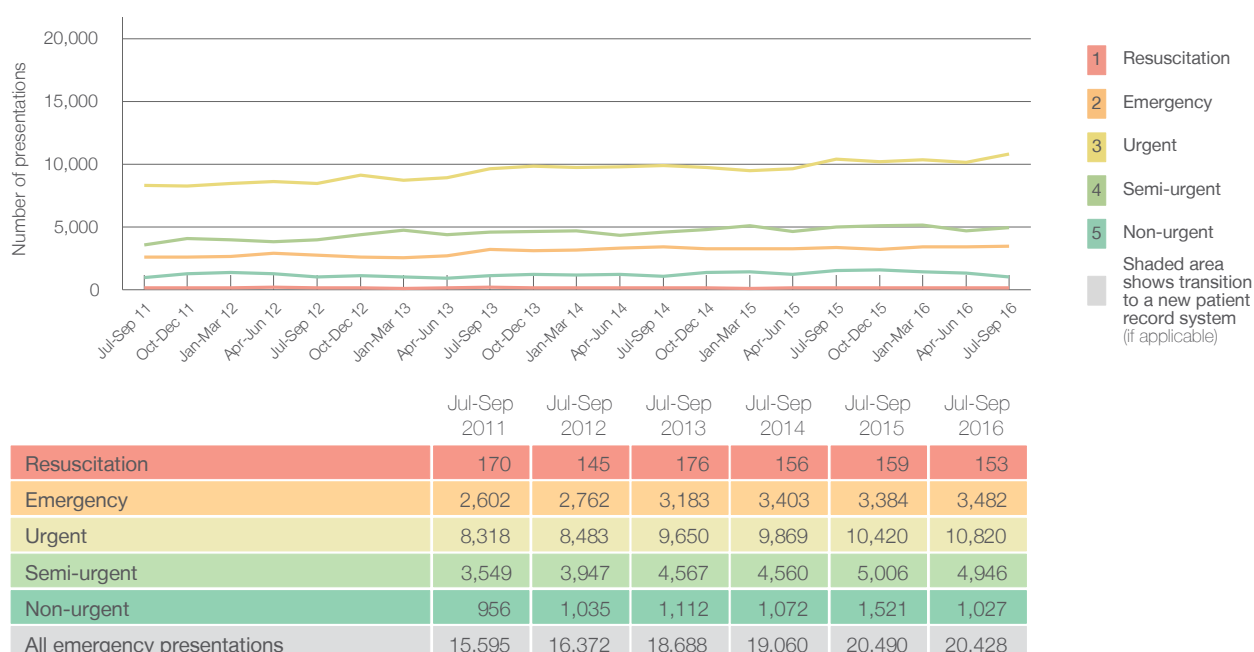
July to September 2016

All presentations:¹ 20,752 patients

Emergency presentations² by triage category: 20,428 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Liverpool Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 6,890 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 3,482

Number of triage 2 patients used to calculate waiting time: ³ 3,455

Median time to start treatment ⁴

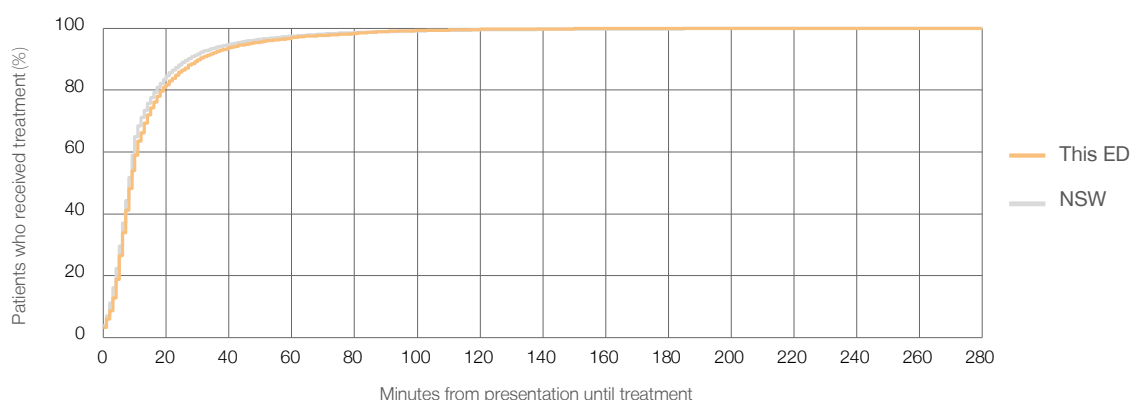
9 minutes

95th percentile time to start treatment ⁵

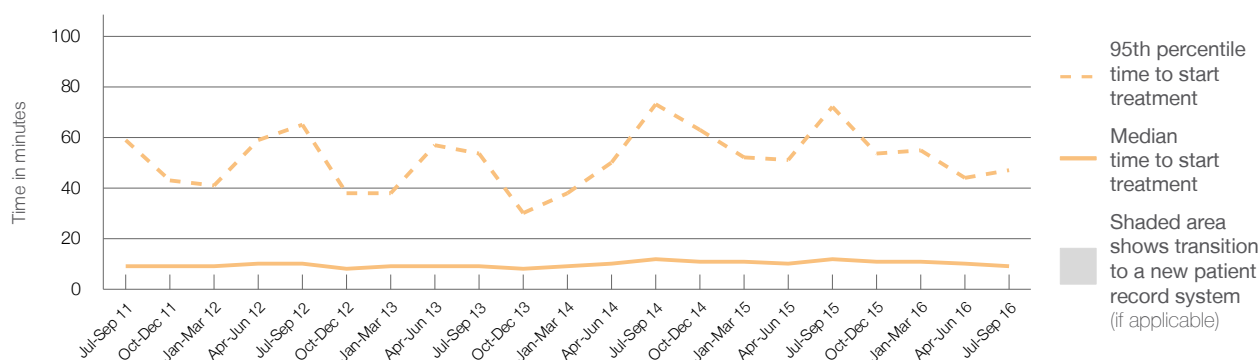
47 minutes

Same period last year	NSW (this period)
3,384	
3,356	
12 minutes	8 minutes
72 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	10	9	12	12	9
95th percentile time to start treatment ⁵ (minutes)	59	65	54	73	72	47

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

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

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

July to September 2016

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

Number of triage 3 patients: 10,820

Number of triage 3 patients used to calculate waiting time:³ 10,501

Median time to start treatment⁴

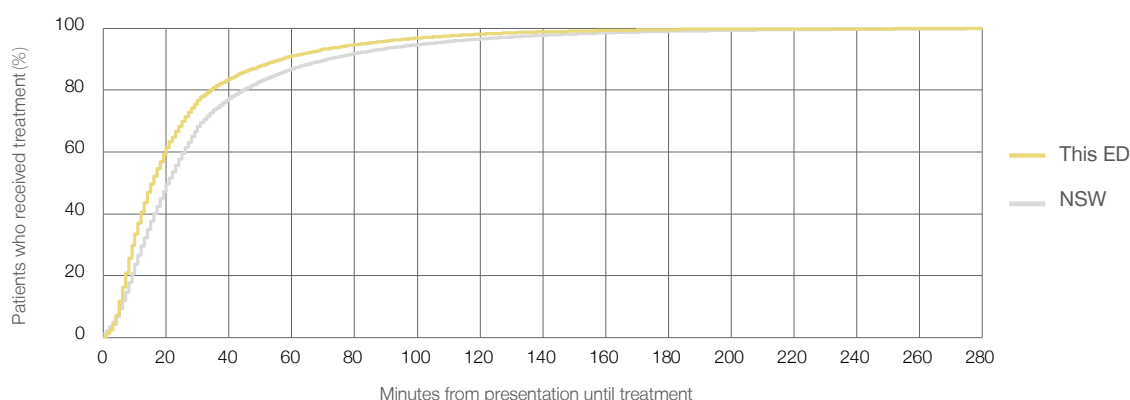
16 minutes

95th percentile time to start treatment⁵

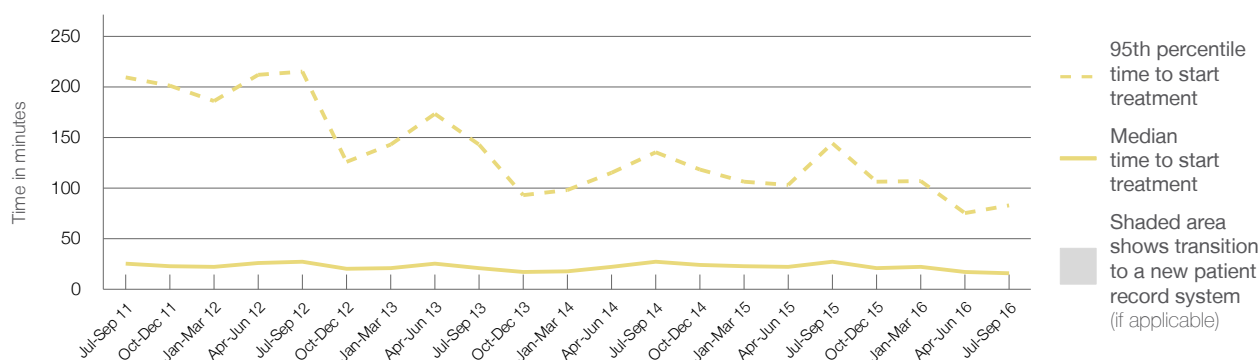
83 minutes

Same period last year	NSW (this period)
10,420	
9,986	
27 minutes	21 minutes
144 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	27	21	27	27	16
95th percentile time to start treatment ⁵ (minutes)	209	215	143	135	144	83

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

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

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

July to September 2016

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

Number of triage 4 patients: 4,946

Number of triage 4 patients used to calculate waiting time:³ 4,478

Median time to start treatment⁴

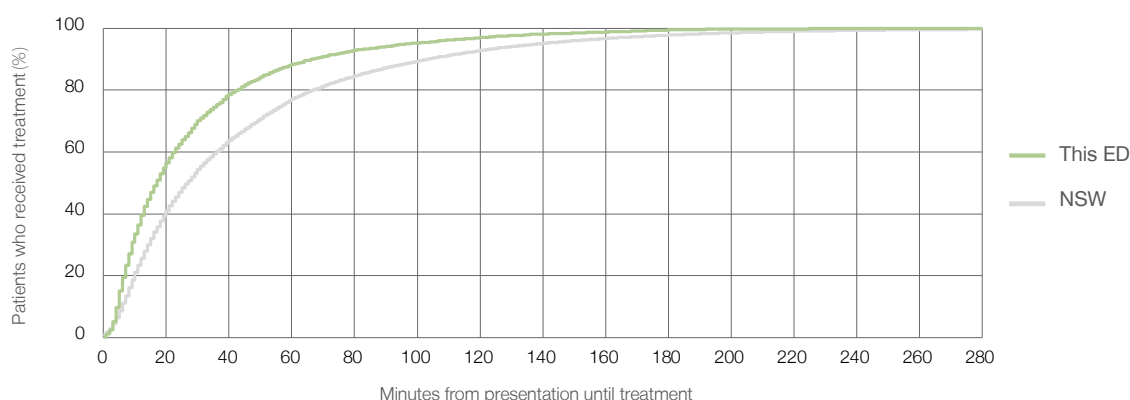
17 minutes

95th percentile time to start treatment⁵

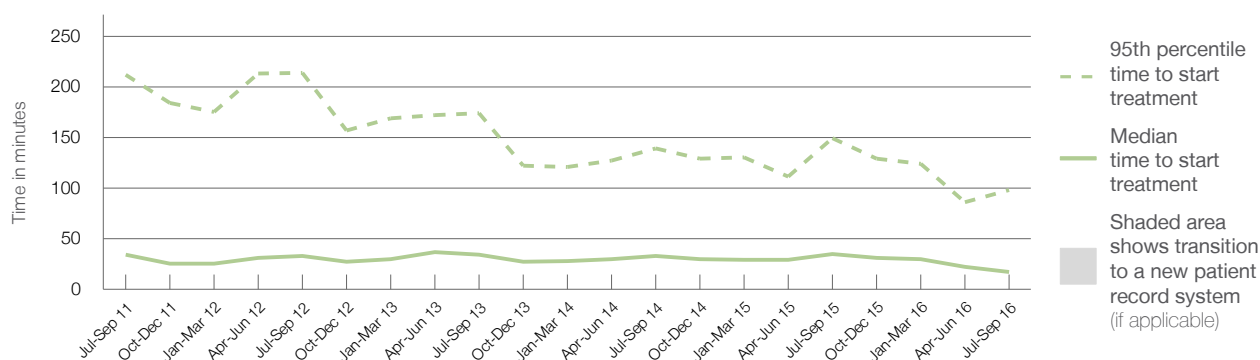
98 minutes

Same period last year	NSW (this period)
5,006	
4,462	
35 minutes	27 minutes
149 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	34	33	35	17
95th percentile time to start treatment ⁵ (minutes)	212	214	174	139	149	98

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

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

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

July to September 2016

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

Number of triage 5 patients: 1,027

Number of triage 5 patients used to calculate waiting time: ³ 814

Median time to start treatment ⁴

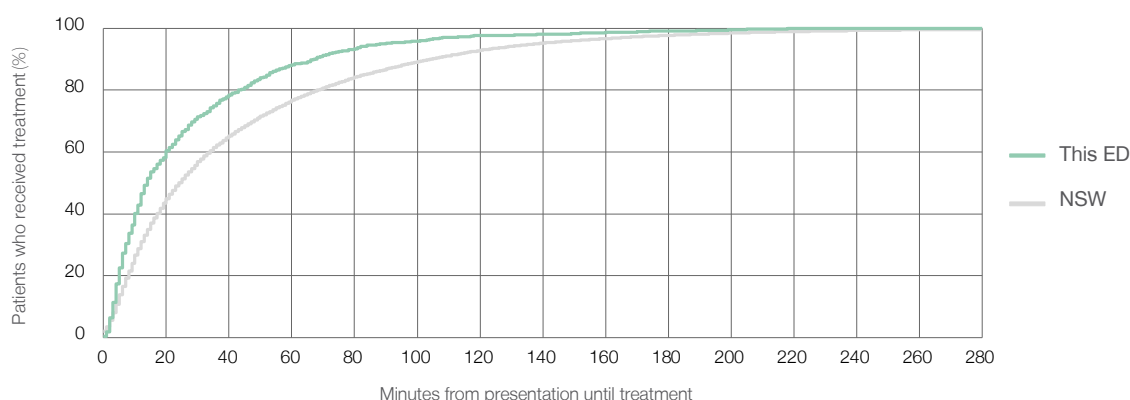
14 minutes

95th percentile time to start treatment ⁵

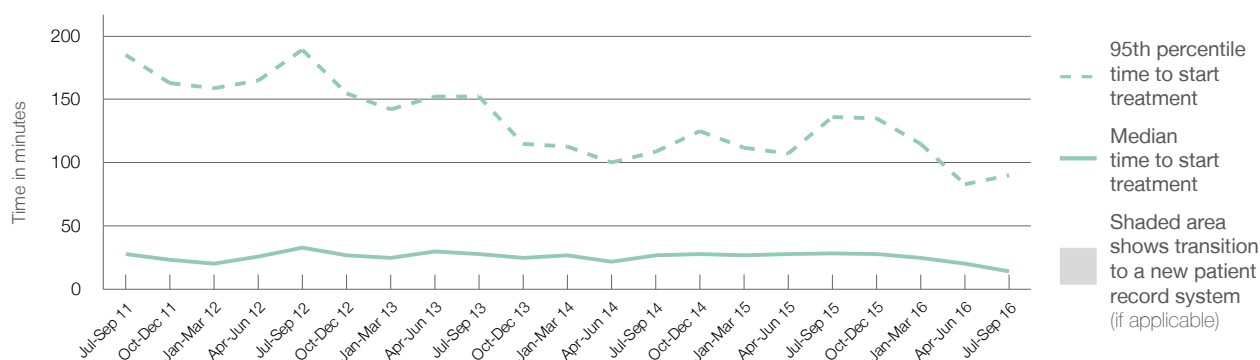
90 minutes

Same period last year	NSW (this period)
1,521	
1,054	
29 minutes	24 minutes
136 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	33	28	27	29	14
95th percentile time to start treatment ⁵ (minutes)	185	189	152	109	136	90

(†) 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

July to September 2016

All presentations:¹ 20,752 patients

Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Median time spent in the ED⁸

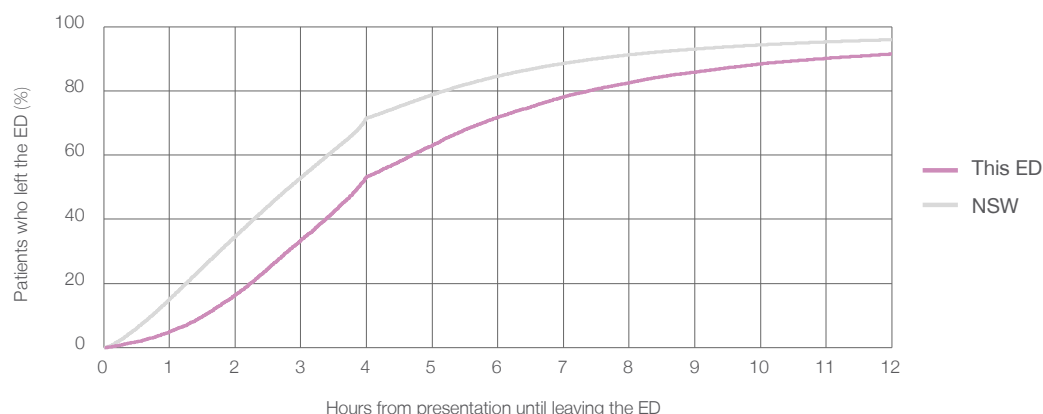
3 hours and 53 minutes

95th percentile time spent in the ED⁹

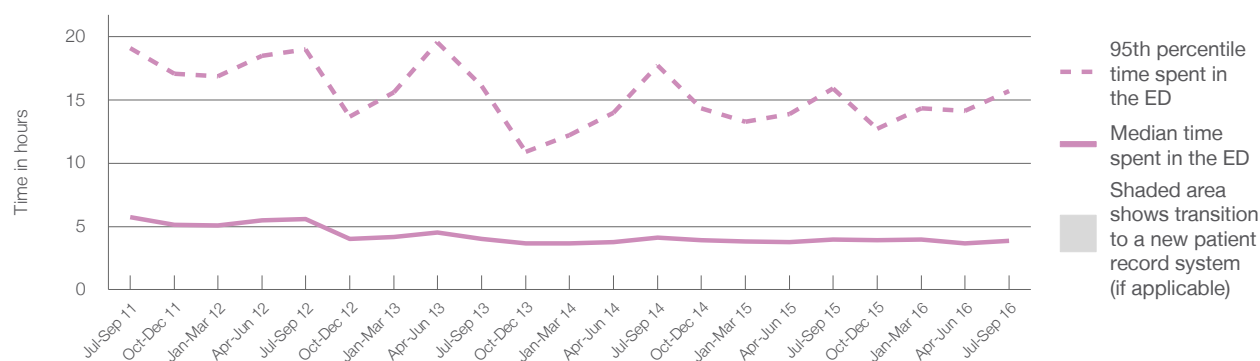
15 hours and 41 minutes

Same period last year	NSW (this period)
20,759	
20,759	
3 hours and 59 minutes	2 hours and 50 minutes
15 hours and 53 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 6m	18h 58m	16h 6m	17h 42m	15h 53m	15h 41m

(†) 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

July to September 2016

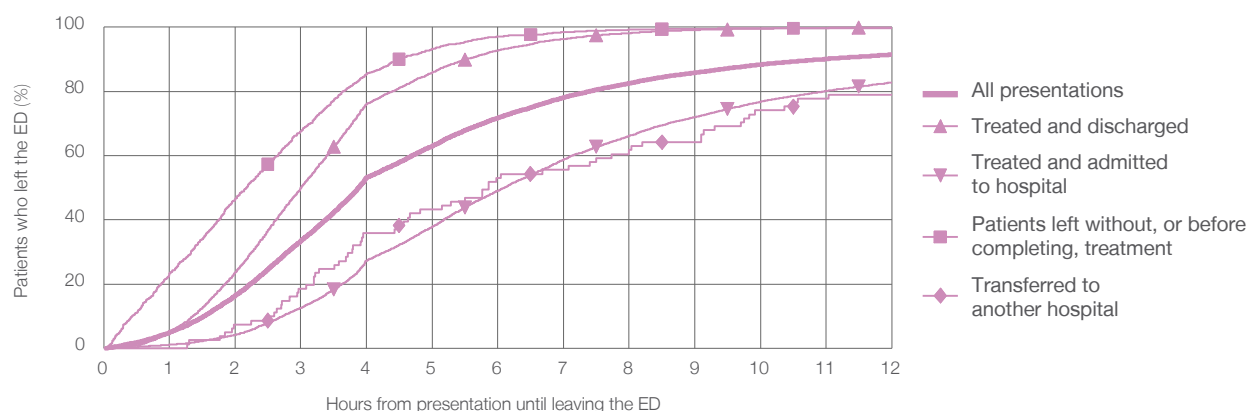
All presentations:[†] 20,752 patients

Presentations used to calculate time to leaving the ED:[‡] 20,751 patients

Treated and discharged	8,661 (41.7%)
Treated and admitted to hospital	10,090 (48.6%)
Patient left without, or before completing, treatment	1,762 (8.5%)
Transferred to another hospital	81 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,759	-0.0%
8,801	-1.6%
9,495	6.3%
2,134	-17.4%
79	2.5%
250	-36.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	5.0%	23.7%	50.1%	76.1%	92.8%	98.2%	99.5%	99.9%
Treated and admitted to hospital	1.1%	4.2%	12.6%	27.4%	49.1%	66.2%	76.8%	82.8%
Patient left without, or before completing, treatment	23.2%	46.7%	67.6%	85.5%	97.0%	99.2%	99.7%	99.7%
Transferred to another hospital	0%	7.4%	18.5%	35.8%	53.1%	61.7%	74.1%	79.0%
All presentations	4.9%	16.5%	33.4%	53.2%	71.8%	82.6%	88.4%	91.5%

(†) 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.

Liverpool Hospital: Time spent in the ED

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

July to September 2016

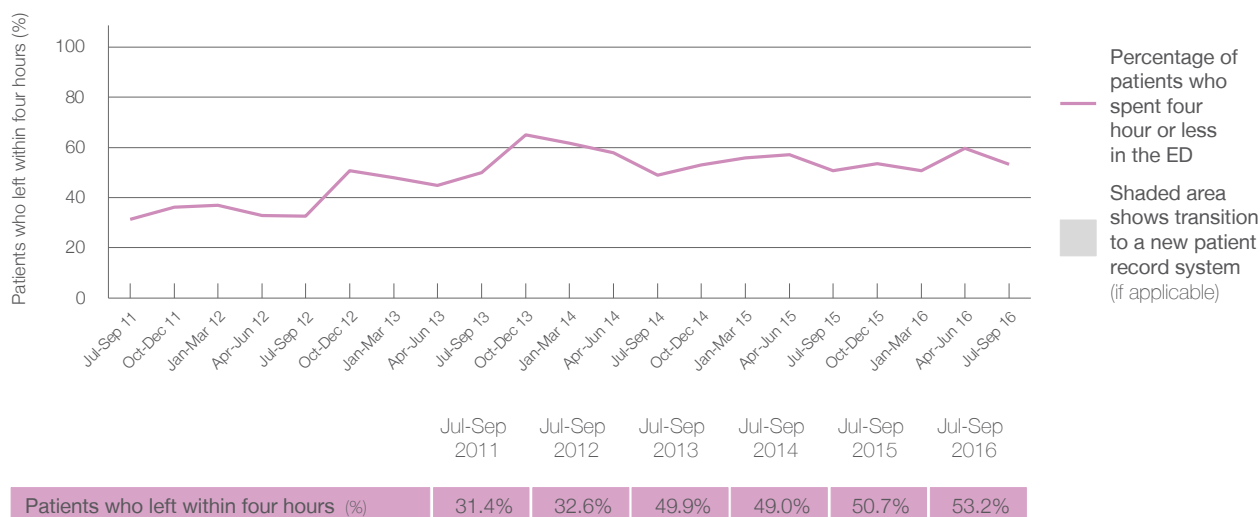
All presentations at the emergency department: ¹ 20,752 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED 53.2%

Same period last year	Change since one year ago
20,759	-0.0%
20,759	-0.0%
50.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Nepean Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 17,045 patients

Emergency presentations:² 16,920 patients

Same period last year	Change since one year ago
16,838	1.2%
16,686	1.4%

Nepean Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,633 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,003 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 199 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,332 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 199 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,853 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 193 minutes

Same period last year	NSW (this period)
2,414	
12 minutes	8 minutes
72 minutes	41 minutes
4,767	
47 minutes	21 minutes
268 minutes	103 minutes
7,501	
48 minutes	27 minutes
249 minutes	139 minutes
1,886	
47 minutes	24 minutes
251 minutes	138 minutes

Nepean Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
16,838	1.0%
47.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

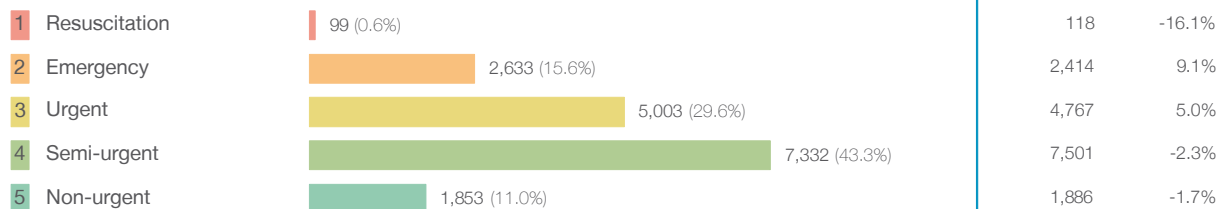
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Nepean Hospital: Patients presenting to the emergency department

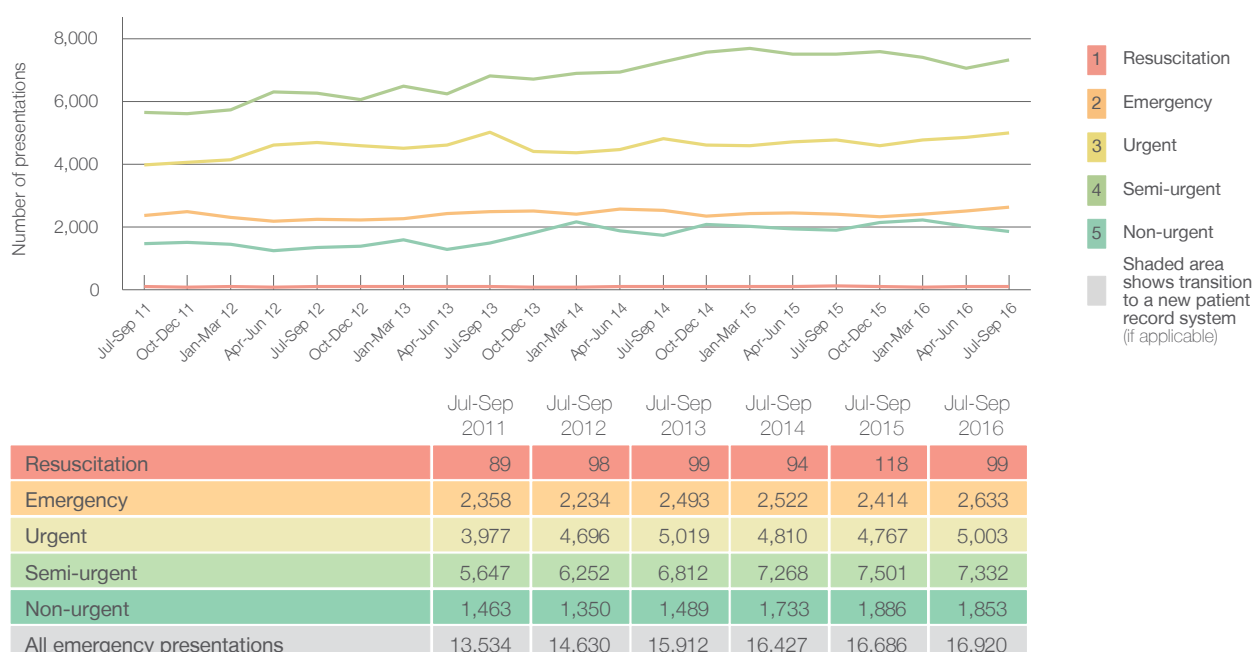
July to September 2016

All presentations:¹ 17,045 patients

Emergency presentations² by triage category: 16,920 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]

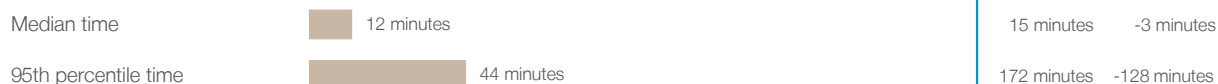


Nepean Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,034 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,633

Number of triage 2 patients used to calculate waiting time:³ 2,597

Median time to start treatment⁴

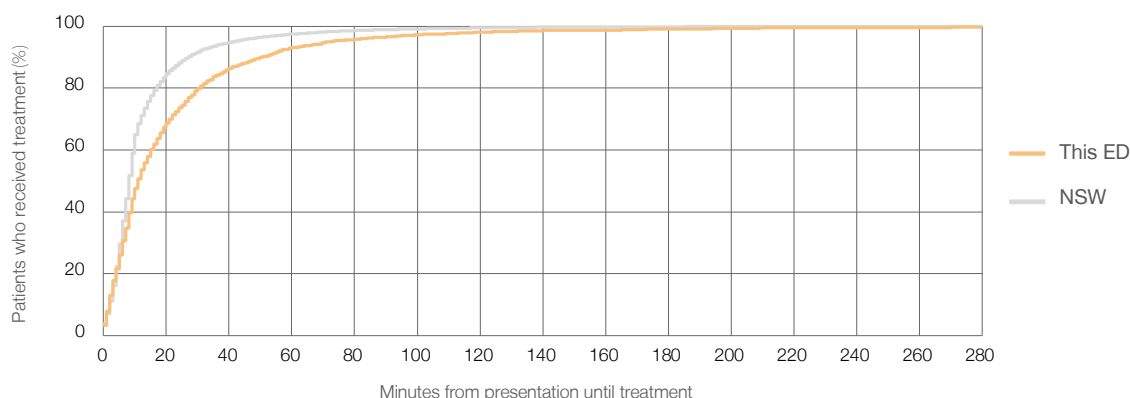
11 minutes

95th percentile time to start treatment⁵

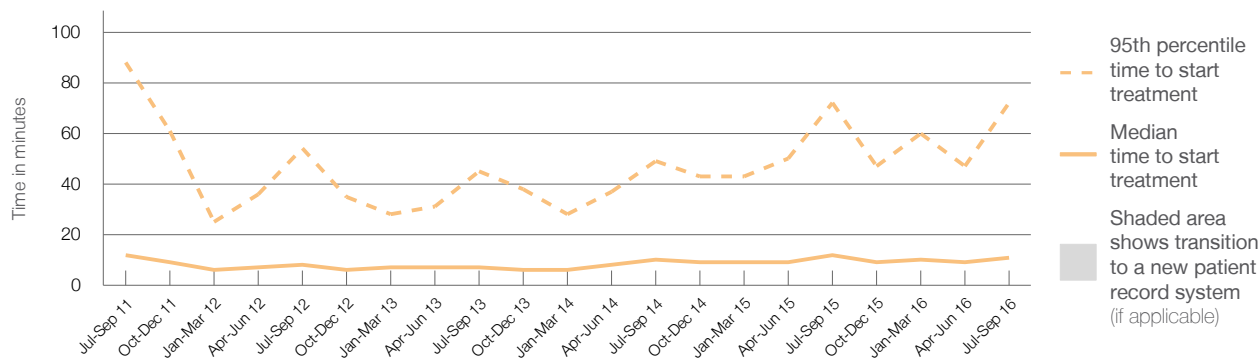
72 minutes

Same period last year	NSW (this period)
2,414	
2,315	
12 minutes	8 minutes
72 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	8	7	10	12	11
95th percentile time to start treatment ⁵ (minutes)	88	54	45	49	72	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.

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

July to September 2016

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

Number of triage 3 patients: 5,003

Number of triage 3 patients used to calculate waiting time:³ 4,680

Median time to start treatment⁴

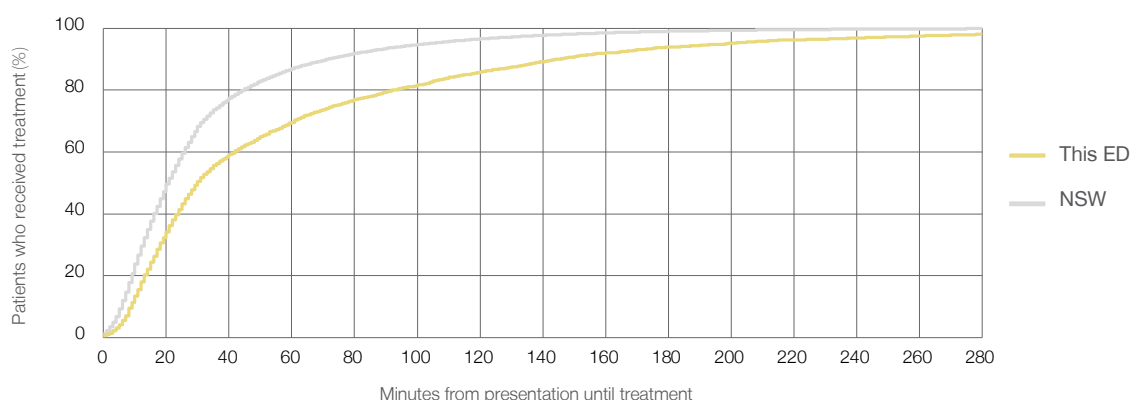
30 minutes

95th percentile time to start treatment⁵

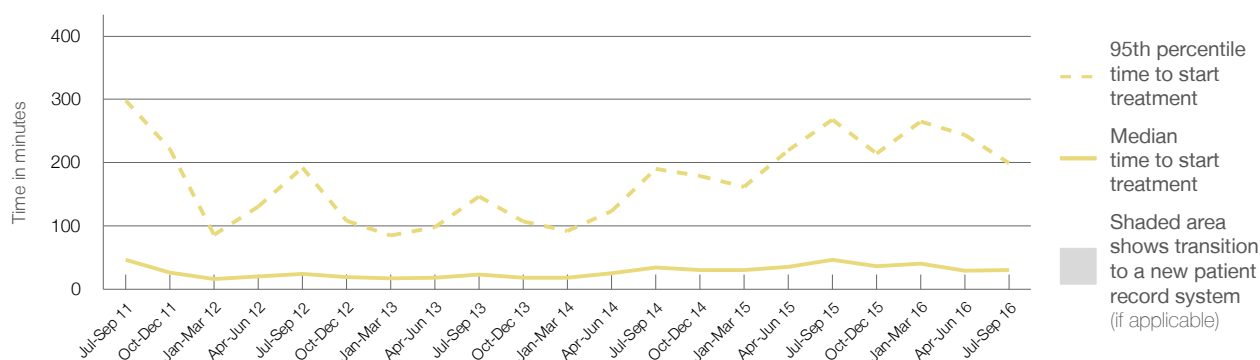
199 minutes

Same period last year	NSW (this period)
4,767	
4,241	
47 minutes	21 minutes
268 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	24	23	34	47	30
95th percentile time to start treatment ⁵ (minutes)	298	192	147	190	268	199

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

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

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

July to September 2016

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

Number of triage 4 patients: 7,332

Number of triage 4 patients used to calculate waiting time:³ 6,690

Median time to start treatment⁴

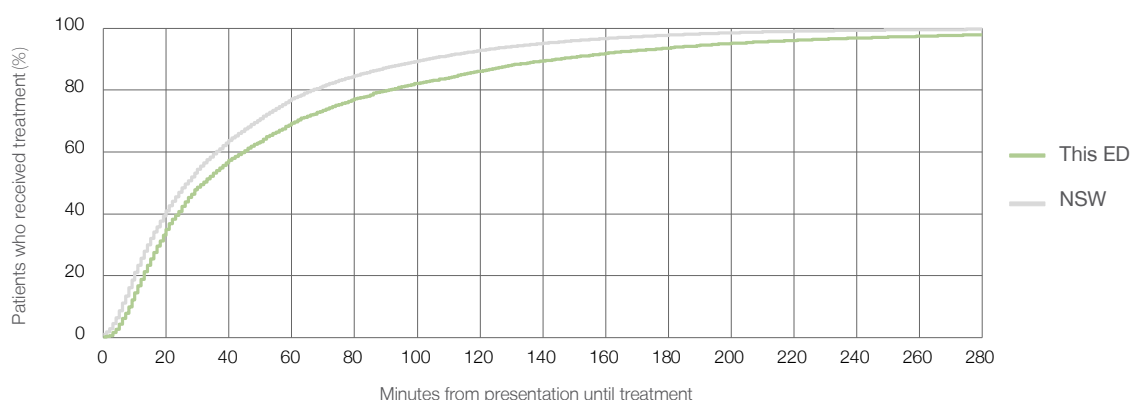
32 minutes

95th percentile time to start treatment⁵

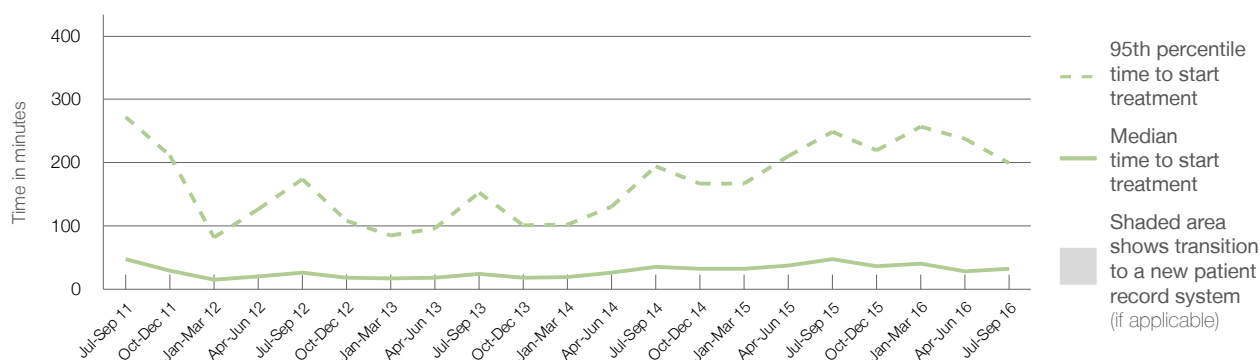
199 minutes

Same period last year	NSW (this period)
7,501	
6,456	
48 minutes	27 minutes
249 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	48	26	24	35	48	32
95th percentile time to start treatment ⁵ (minutes)	272	174	153	194	249	199

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

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

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

July to September 2016

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

Number of triage 5 patients: 1,853

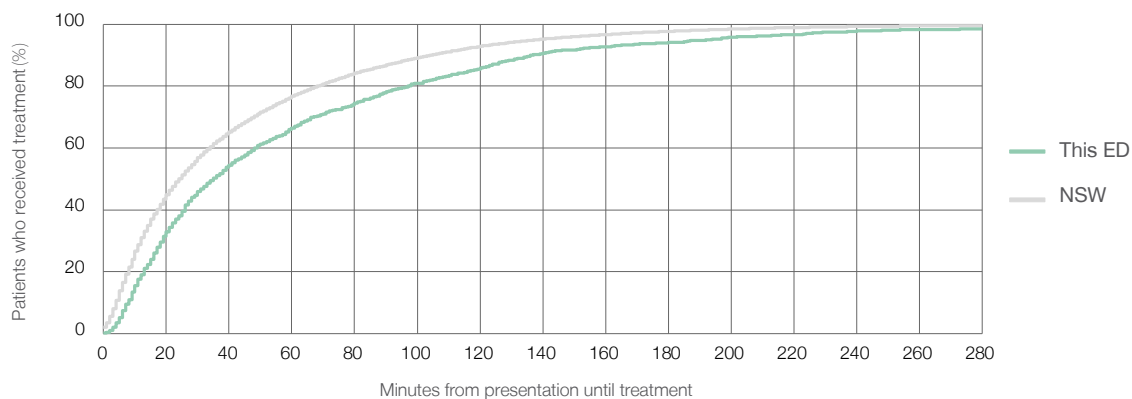
Number of triage 5 patients used to calculate waiting time: ³ 1,535

Median time to start treatment ⁴ 35 minutes

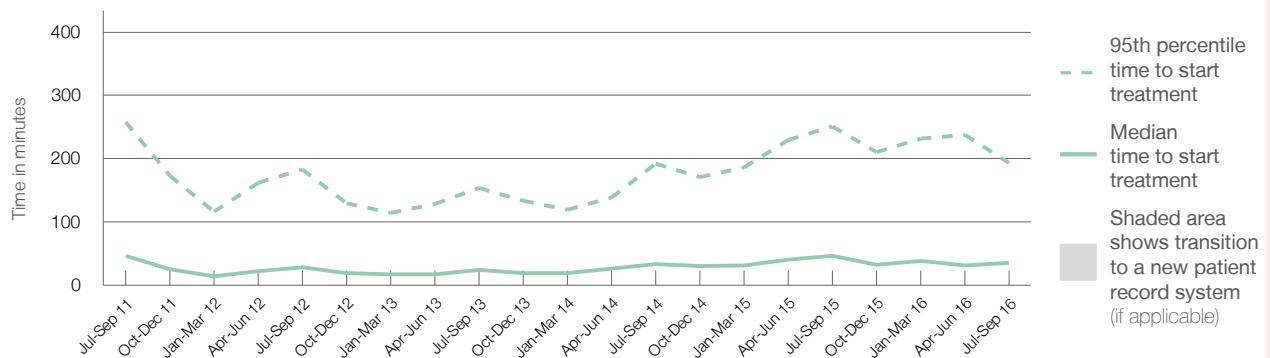
95th percentile time to start treatment ⁵ 193 minutes

Same period last year	NSW (this period)
1,886	
1,464	
47 minutes	24 minutes
251 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	28	24	33	47	35
95th percentile time to start treatment ⁵ (minutes)	258	183	154	192	251	193

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

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

Nepean Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 17,045 patients

Presentations used to calculate time to leaving the ED:⁶ 17,007 patients

Median time spent in the ED⁸

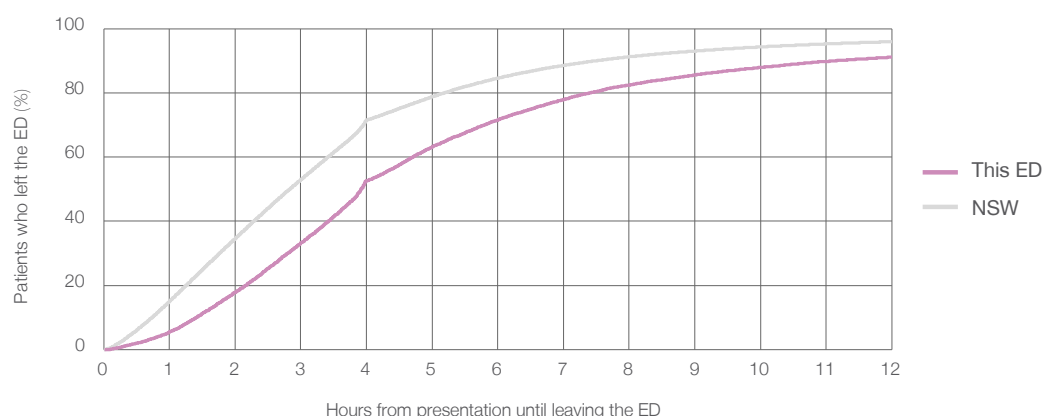
3 hours and 55 minutes

95th percentile time spent in the ED⁹

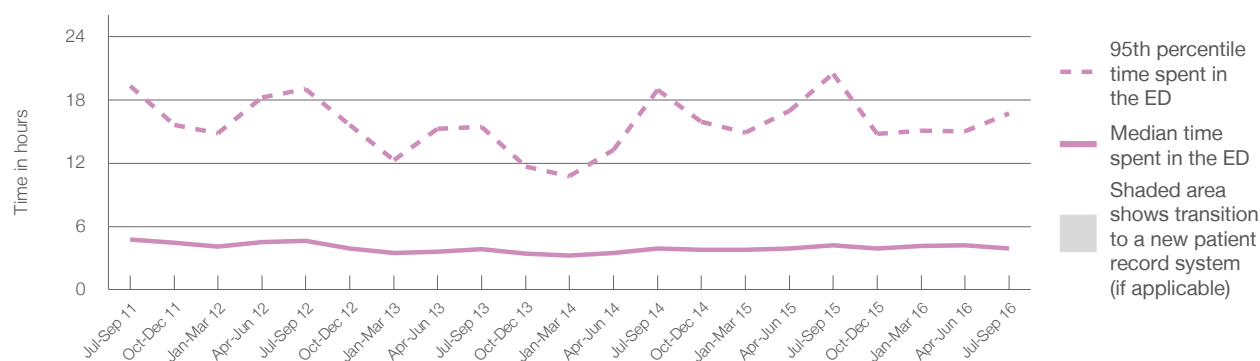
16 hours and 44 minutes

Same period last year	NSW (this period)
16,838	
16,838	
4 hours and 14 minutes	2 hours and 50 minutes
20 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 44m	4h 37m	3h 50m	3h 56m	4h 14m	3h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 19m	19h 2m	15h 28m	18h 57m	20h 28m	16h 44m

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

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

Nepean Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

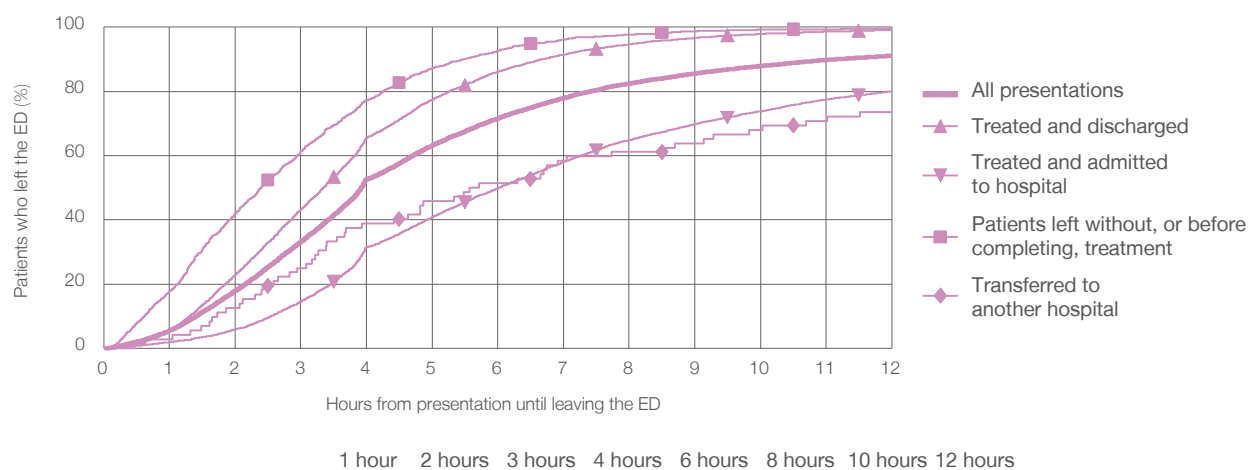
All presentations:[†] 17,045 patients

Presentations used to calculate time to leaving the ED:[‡] 17,007 patients

Treated and discharged	8,119 (47.6%)
Treated and admitted to hospital	7,082 (41.5%)
Patient left without, or before completing, treatment	1,682 (9.9%)
Transferred to another hospital	72 (0.4%)
Other	90 (0.5%)

Same period last year	Change since one year ago
16,838	1.0%
8,286	-2.0%
6,310	12.2%
2,100	-19.9%
60	20.0%
82	9.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.7%	22.9%	43.3%	65.6%	86.1%	94.7%	97.9%	99.1%
Treated and admitted to hospital	1.9%	5.9%	14.6%	31.5%	49.9%	64.8%	73.8%	80.1%
Patient left without, or before completing, treatment	17.8%	42.0%	61.5%	77.2%	92.7%	97.7%	99.3%	99.5%
Transferred to another hospital	2.8%	12.5%	25.0%	38.9%	51.4%	61.1%	68.1%	73.6%
All presentations	5.6%	17.9%	33.3%	52.6%	71.6%	82.4%	87.9%	91.1%

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

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

Nepean Hospital: Time spent in the ED

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

July to September 2016

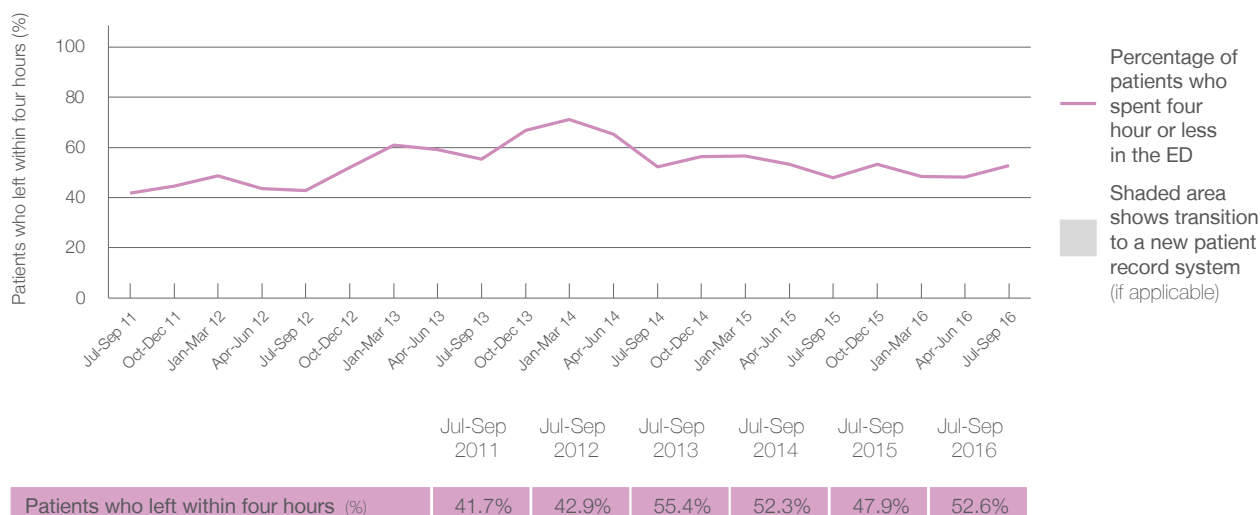
All presentations at the emergency department: ¹ 17,045 patients

Presentations used to calculate time to leaving the ED: ⁶ 17,007 patients

Percentage of patients who spent four hours or less in the ED 52.6%

Same period last year	Change since one year ago
16,838	1.2%
16,838	1.0%
47.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 13,921 patients

Emergency presentations:² 13,108 patients

Same period last year	Change since one year ago
13,683	1.7%
12,781	2.6%

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

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,223 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,999 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
1,258	
8 minutes	8 minutes
33 minutes	41 minutes
6,220	
21 minutes	21 minutes
98 minutes	103 minutes
4,593	
20 minutes	27 minutes
116 minutes	139 minutes
477	
26 minutes	24 minutes
125 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 13,917 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
13,683	1.7%
65.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

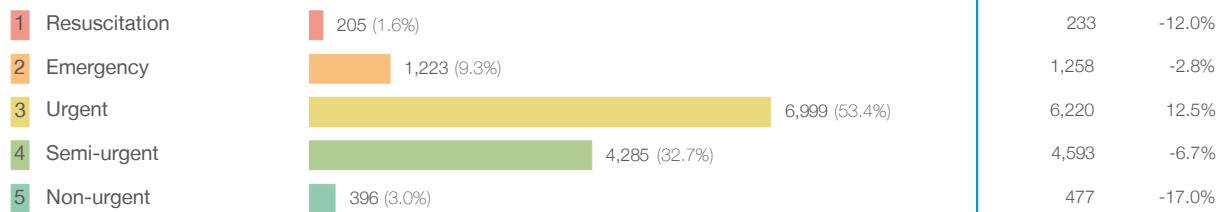
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Prince of Wales Hospital: Patients presenting to the emergency department

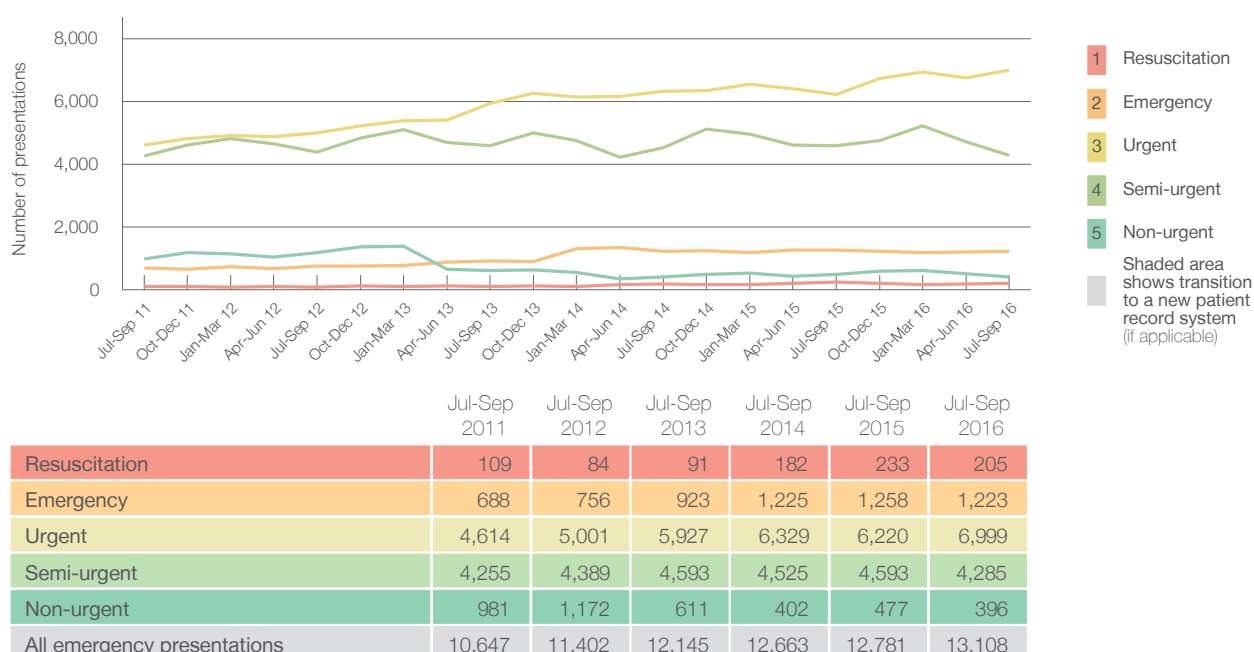
July to September 2016

All presentations:¹ 13,921 patients

Emergency presentations² by triage category: 13,108 patients



Emergency presentations² by quarter, July 2011 to September 2016 [‡]



Prince of Wales Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 3,521 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,223

Number of triage 2 patients used to calculate waiting time: ³ 1,209

Median time to start treatment ⁴

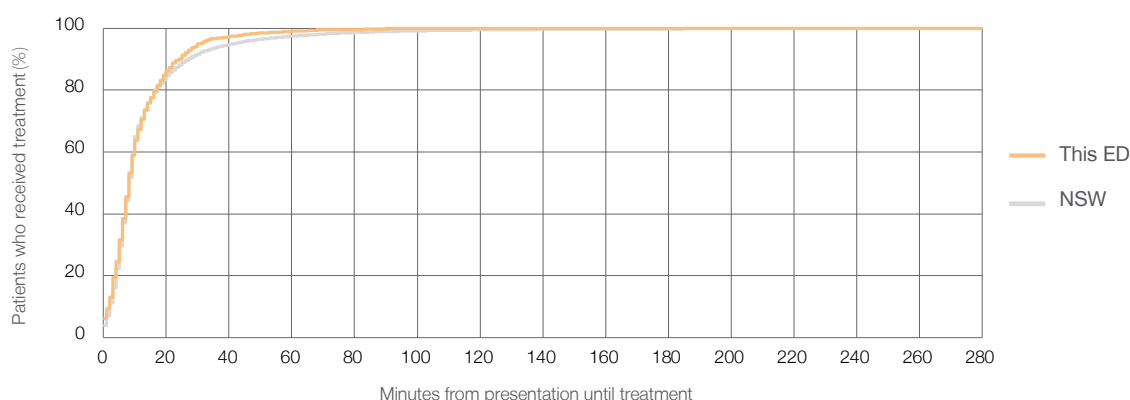
8 minutes

95th percentile time to start treatment ⁵

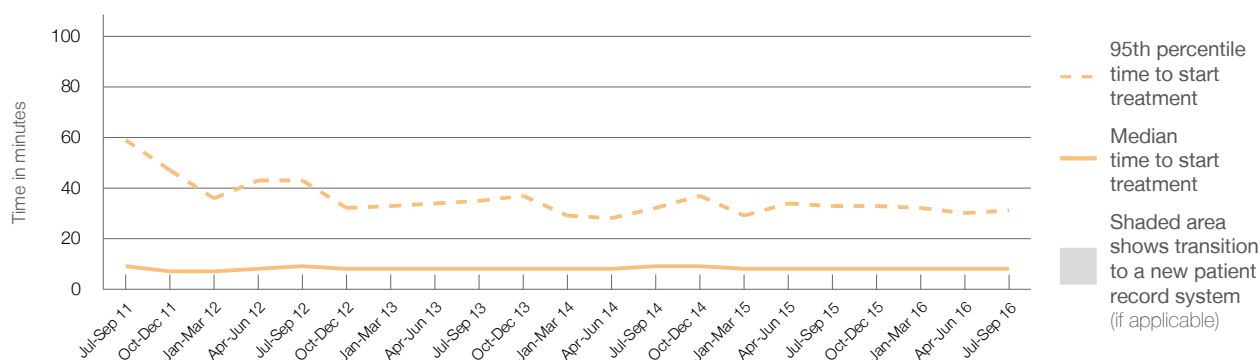
31 minutes

Same period last year	NSW (this period)
1,258	
1,252	
8 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	8	9	8	8
95th percentile time to start treatment ⁵ (minutes)	59	43	35	32	33	31

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

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

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

July to September 2016

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

Number of triage 3 patients: 6,999

Number of triage 3 patients used to calculate waiting time: ³ 6,897

Median time to start treatment ⁴

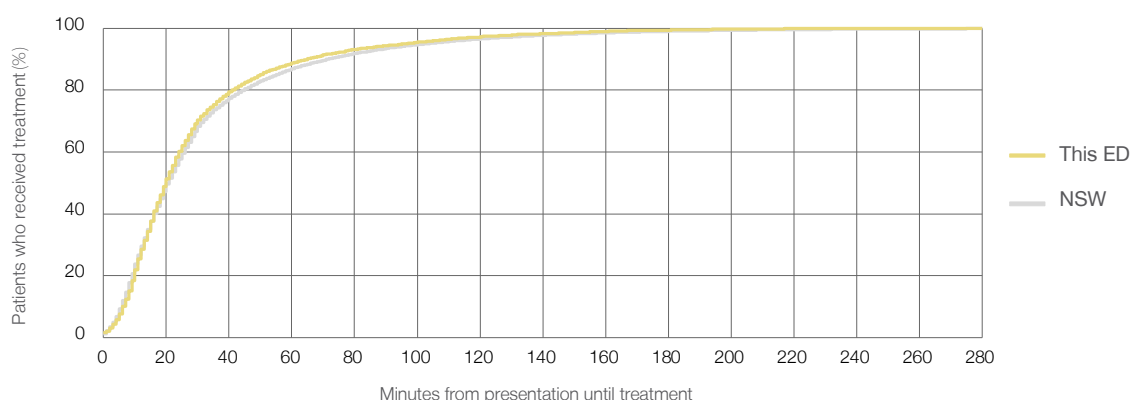
20 minutes

95th percentile time to start treatment ⁵

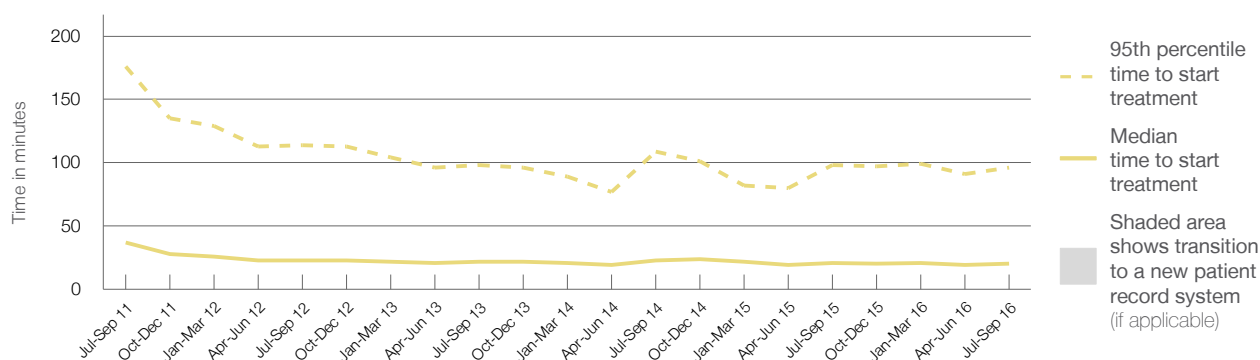
96 minutes

Same period last year	NSW (this period)
6,220	
6,144	
21 minutes	21 minutes
98 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	23	22	23	21	20
95th percentile time to start treatment ⁵ (minutes)	176	114	98	109	98	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.

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

July to September 2016

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

Number of triage 4 patients: 4,285

Number of triage 4 patients used to calculate waiting time:³ 4,156

Median time to start treatment⁴

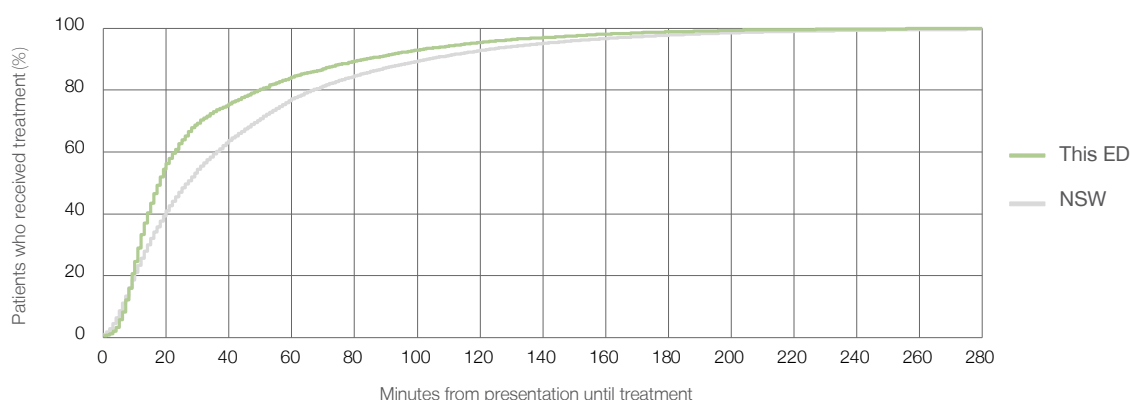
18 minutes

95th percentile time to start treatment⁵

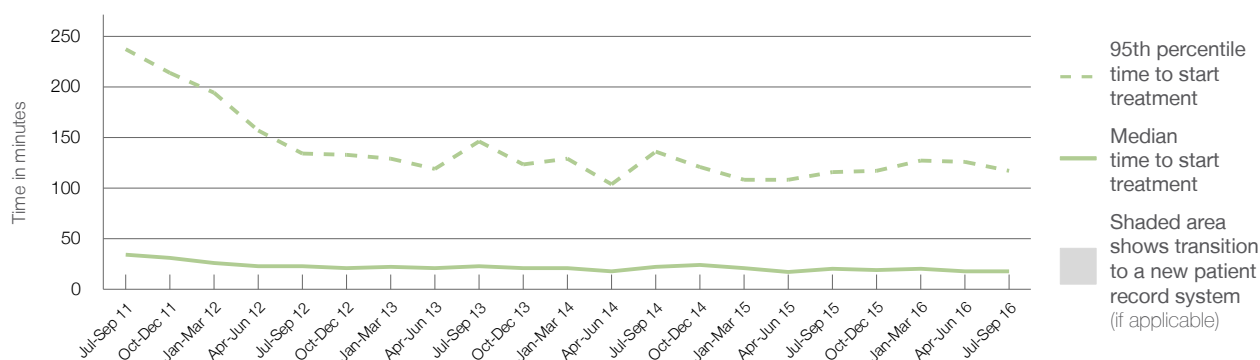
117 minutes

Same period last year	NSW (this period)
4,593	
4,436	
20 minutes	27 minutes
116 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	23	23	22	20	18
95th percentile time to start treatment ⁵ (minutes)	237	134	146	136	116	117

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

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

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

July to September 2016

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

Number of triage 5 patients: 396

Number of triage 5 patients used to calculate waiting time:³ 330

Median time to start treatment⁴

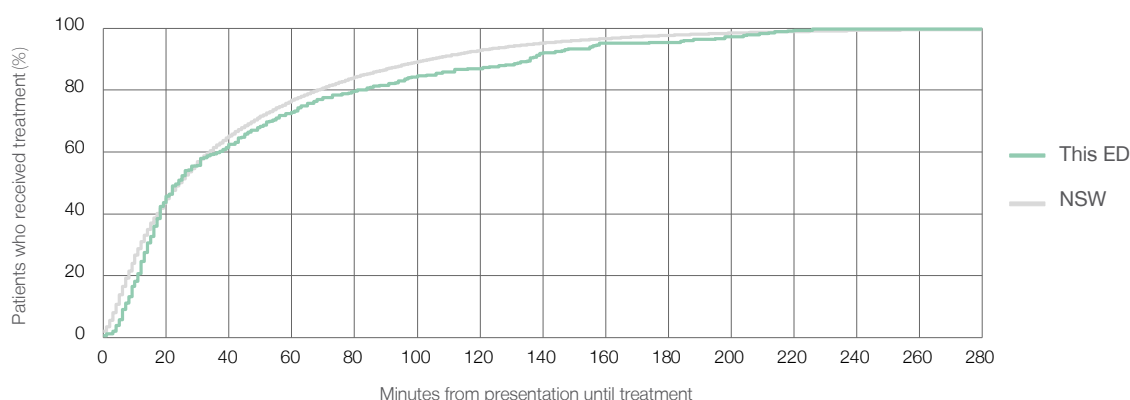
24 minutes

95th percentile time to start treatment⁵

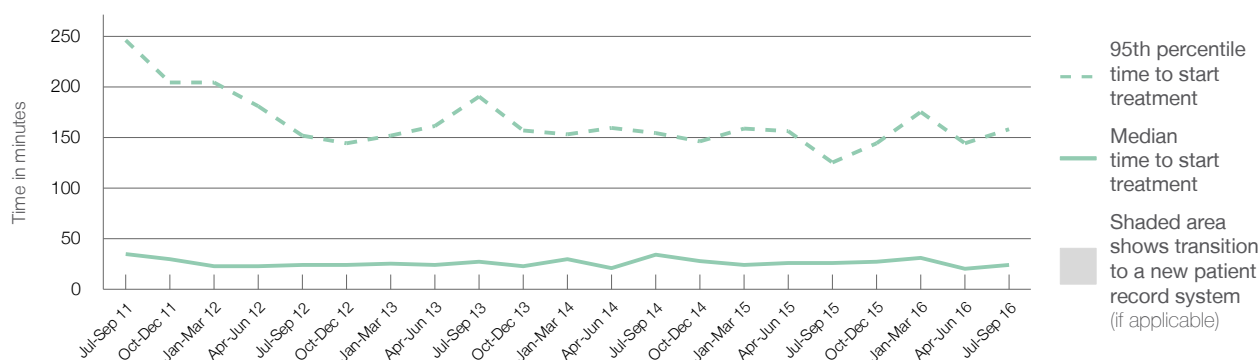
158 minutes

Same period last year	NSW (this period)
477	
393	
26 minutes	24 minutes
125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	24	27	34	26	24
95th percentile time to start treatment ⁵ (minutes)	246	152	190	154	125	158

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

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

Prince of Wales Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 13,921 patients

Presentations used to calculate time to leaving the ED:⁶ 13,917 patients

Median time spent in the ED⁸

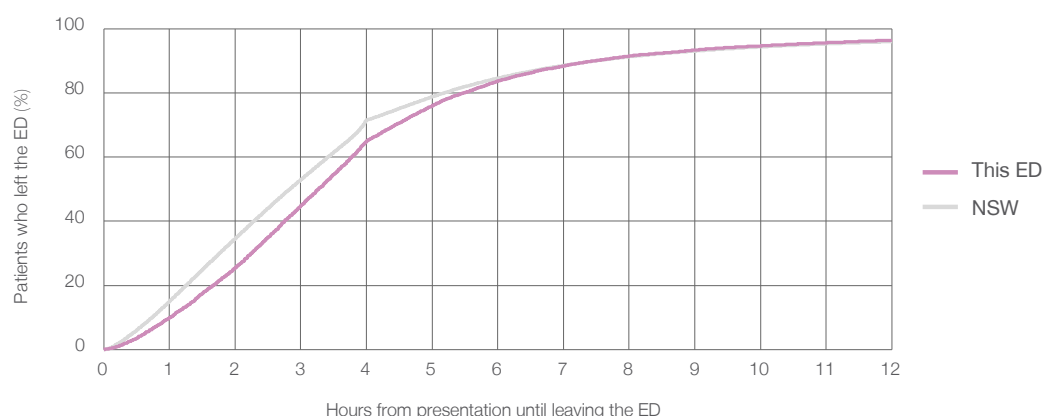
3 hours and 16 minutes

95th percentile time spent in the ED⁹

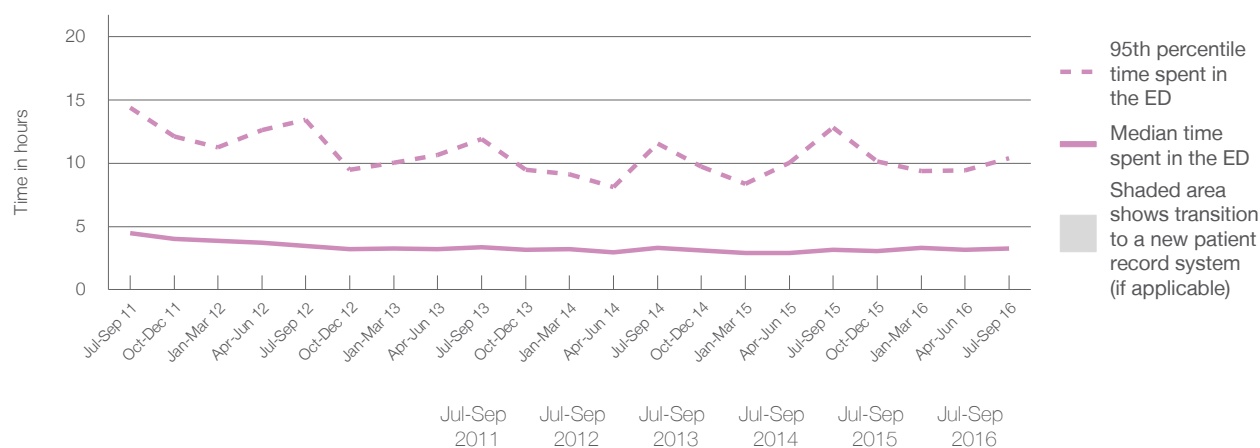
10 hours and 22 minutes

Same period last year	NSW (this period)
13,683	13,683
3 hours and 9 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 27m	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 22m	13h 25m	11h 53m	11h 34m	12h 49m	10h 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.

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

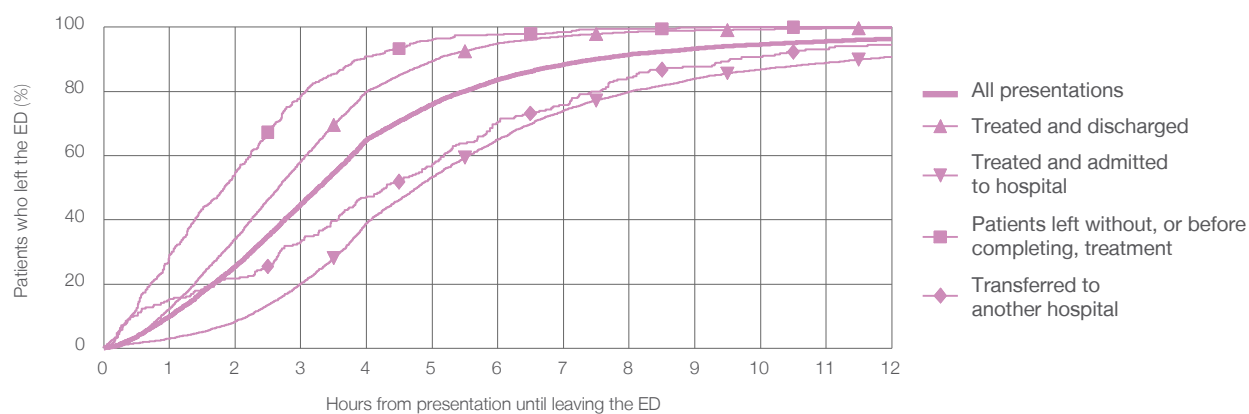
July to September 2016

All presentations:[†] 13,921 patients

Presentations used to calculate time to leaving the ED:[‡] 13,917 patients

		Same period last year	Change since one year ago
		13,683	1.7%
Treated and discharged	7,962 (57.2%)	8,090	-1.6%
Treated and admitted to hospital	5,105 (36.7%)	4,855	5.1%
Patient left without, or before completing, treatment	551 (4.0%)	502	9.8%
Transferred to another hospital	235 (1.7%)	176	33.5%
Other	68 (0.5%)	60	13.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	12.3%	34.1%	58.3%	80.0%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	3.0%	8.3%	20.2%	39.1%	65.1%	79.9%	86.9%	90.8%
Patient left without, or before completing, treatment	29.0%	54.8%	78.6%	90.9%	97.6%	99.5%	100%	100%
Transferred to another hospital	15.3%	21.7%	33.2%	47.2%	70.6%	84.3%	90.6%	94.5%
All presentations	10.0%	25.6%	44.9%	65.0%	83.7%	91.5%	94.6%	96.4%

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

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

Prince of Wales Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 13,921 patients

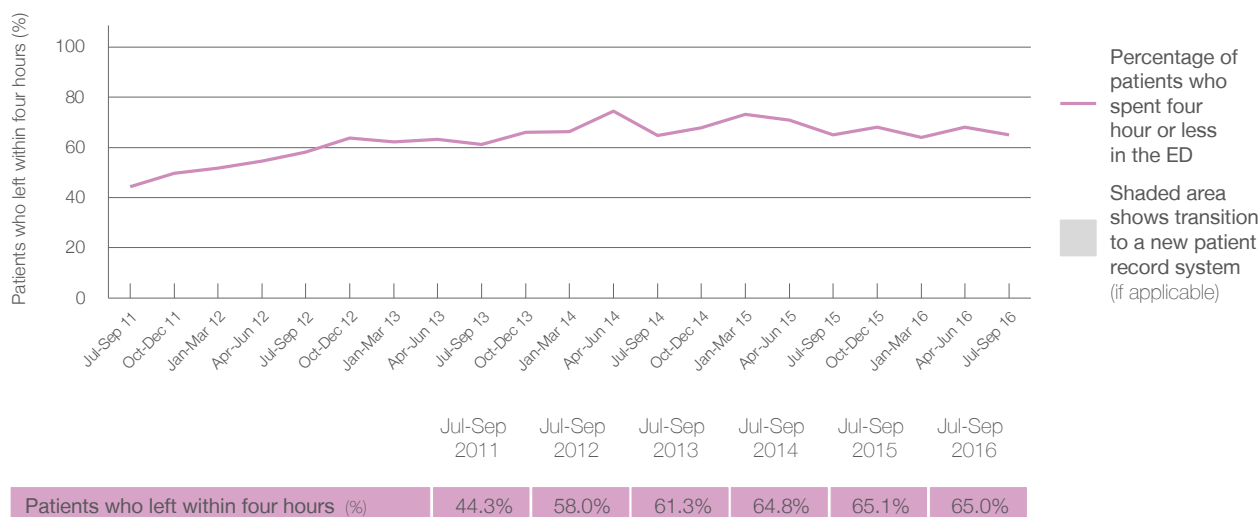
Presentations used to calculate time to leaving the ED: ⁶ 13,917 patients

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



Same period last year	Change since one year ago
13,683	1.7%
13,683	1.7%
65.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,114 patients

Emergency presentations:² 19,946 patients

Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%

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

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,377 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,824 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,125 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,183 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
4,069	
8 minutes	8 minutes
25 minutes	41 minutes
5,690	
21 minutes	21 minutes
84 minutes	103 minutes
6,779	
32 minutes	27 minutes
123 minutes	139 minutes
2,337	
36 minutes	24 minutes
139 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,114 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,263	4.4%
60.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

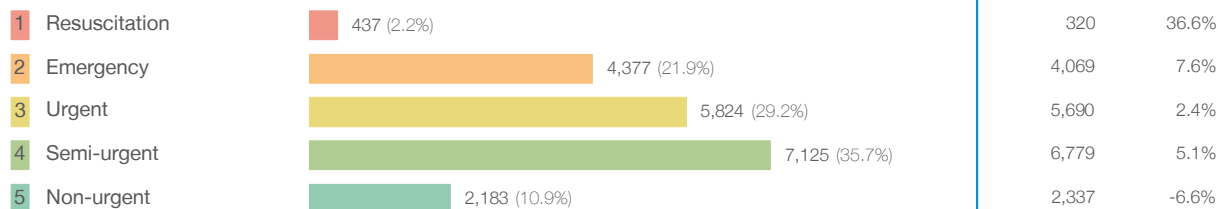
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Royal North Shore Hospital: Patients presenting to the emergency department

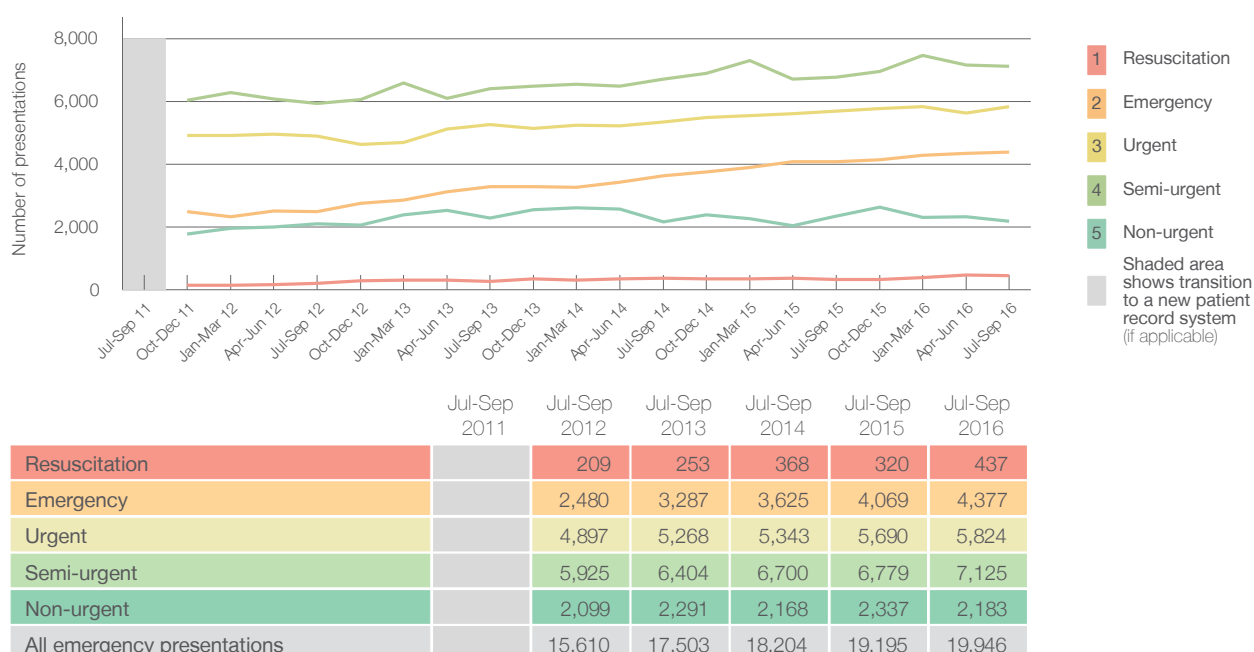
July to September 2016

All presentations:¹ 20,114 patients

Emergency presentations² by triage category: 19,946 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Royal North Shore Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,593 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 4,377

Number of triage 2 patients used to calculate waiting time: ³ 4,358

Median time to start treatment ⁴

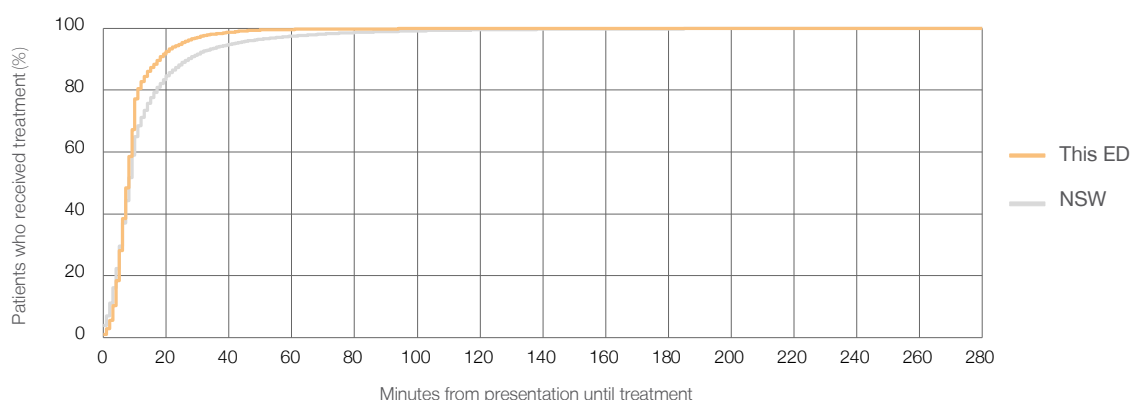
8 minutes

95th percentile time to start treatment ⁵

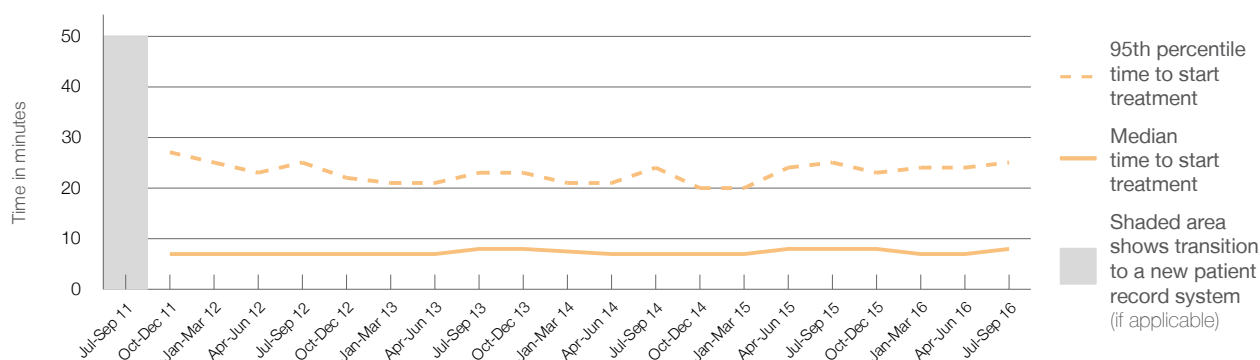
25 minutes

Same period last year	NSW (this period)
4,069	
4,061	
8 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		7	8	7	8	8
95th percentile time to start treatment ⁵ (minutes)		25	23	24	25	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.

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

July to September 2016

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

Number of triage 3 patients: 5,824

Number of triage 3 patients used to calculate waiting time: ³ 5,724

Median time to start treatment ⁴

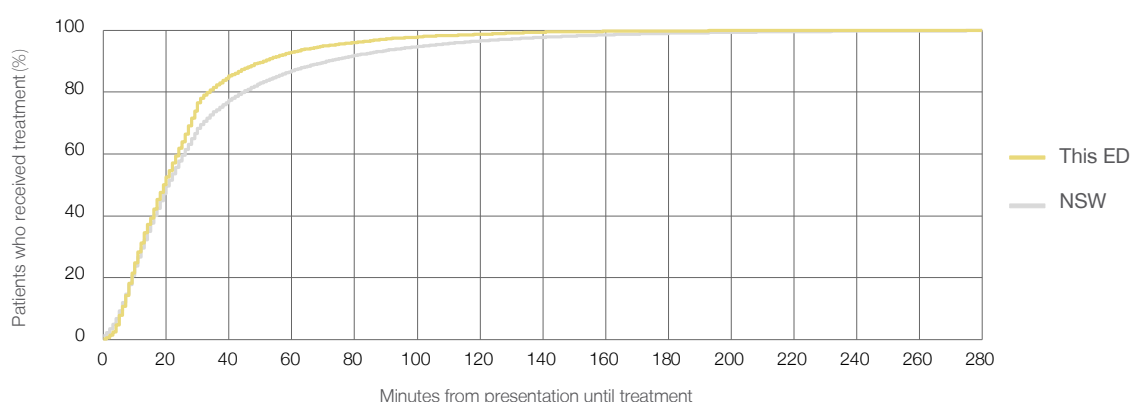
19 minutes

95th percentile time to start treatment ⁵

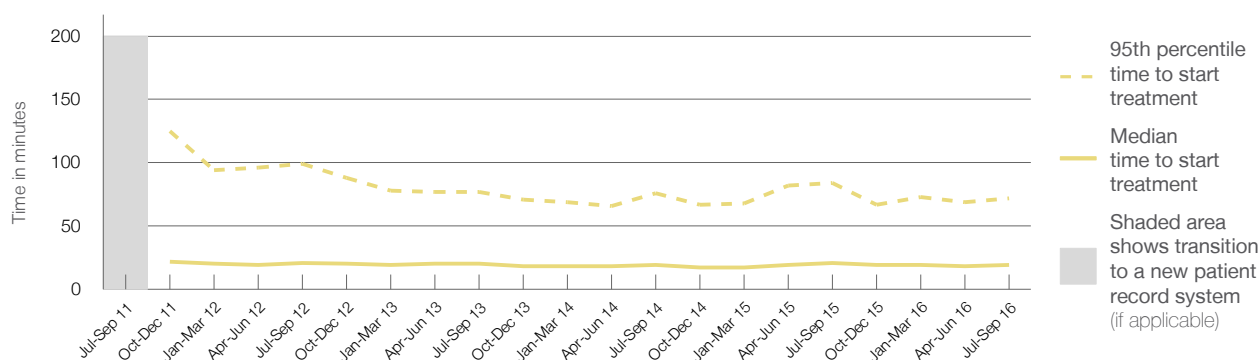
72 minutes

Same period last year	NSW (this period)
5,690	
5,572	
21 minutes	21 minutes
84 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		21	20	19	21	19
95th percentile time to start treatment ⁵ (minutes)		99	77	76	84	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.

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

July to September 2016

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

Number of triage 4 patients: 7,125

Number of triage 4 patients used to calculate waiting time:³ 6,829

Median time to start treatment⁴

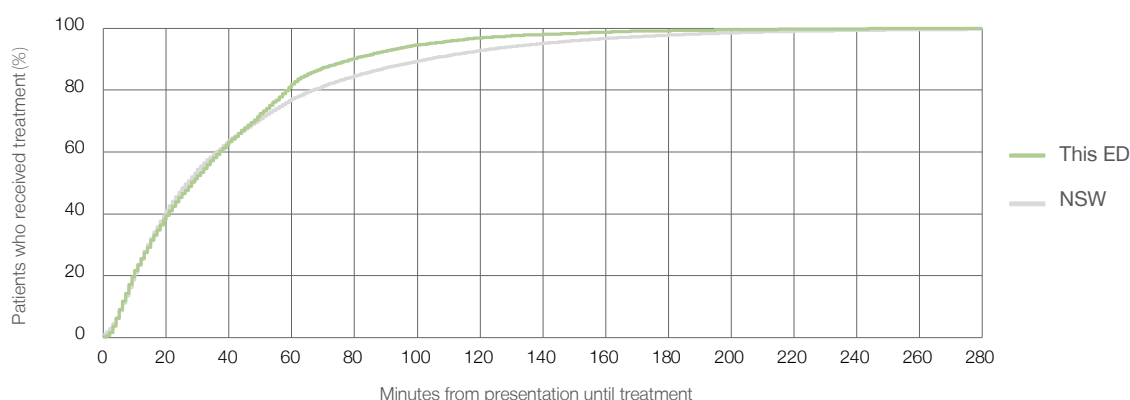
28 minutes

95th percentile time to start treatment⁵

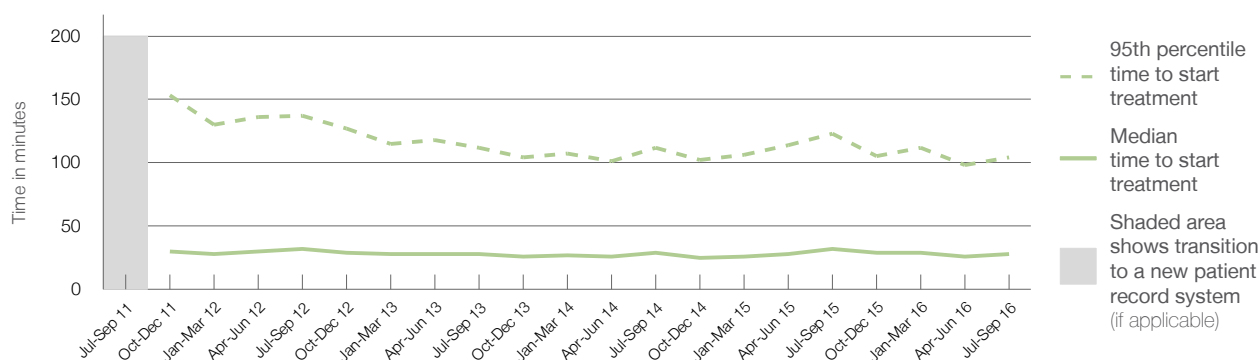
104 minutes

Same period last year	NSW (this period)
6,779	
6,471	
32 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		32	28	29	32	28
95th percentile time to start treatment ⁵ (minutes)		137	112	112	123	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.

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

July to September 2016

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

Number of triage 5 patients: 2,183

Number of triage 5 patients used to calculate waiting time: ³ 1,943

Median time to start treatment ⁴

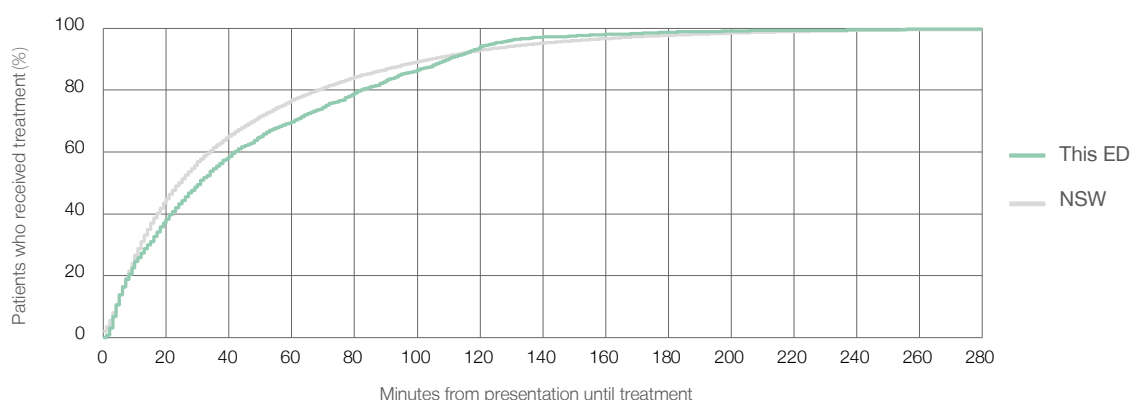
31 minutes

95th percentile time to start treatment ⁵

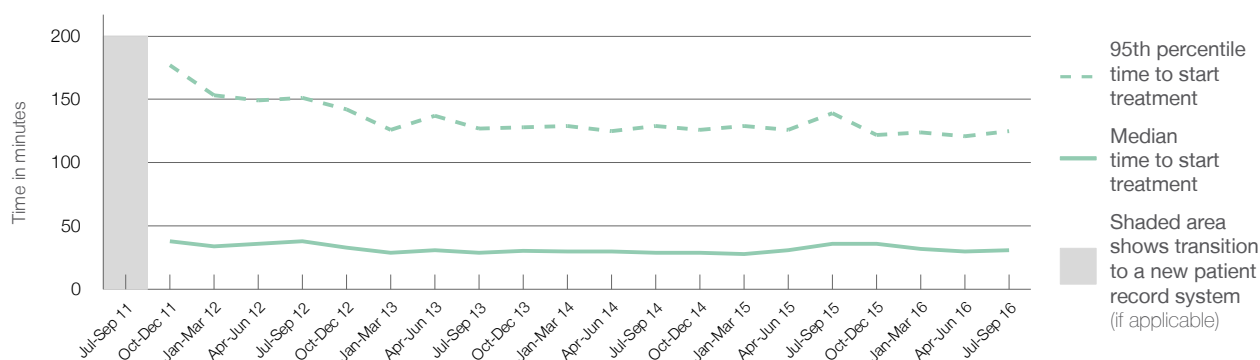
125 minutes

Same period last year	NSW (this period)
2,337	
2,108	
36 minutes	24 minutes
139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		38	29	29	36	31
95th percentile time to start treatment ⁵ (minutes)		151	127	129	139	125

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

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

Royal North Shore Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Median time spent in the ED⁸

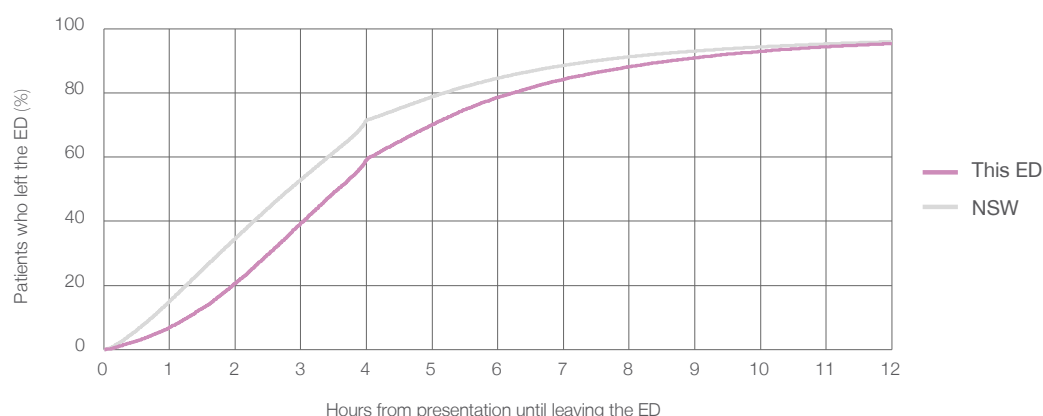
3 hours and 34 minutes

95th percentile time spent in the ED⁹

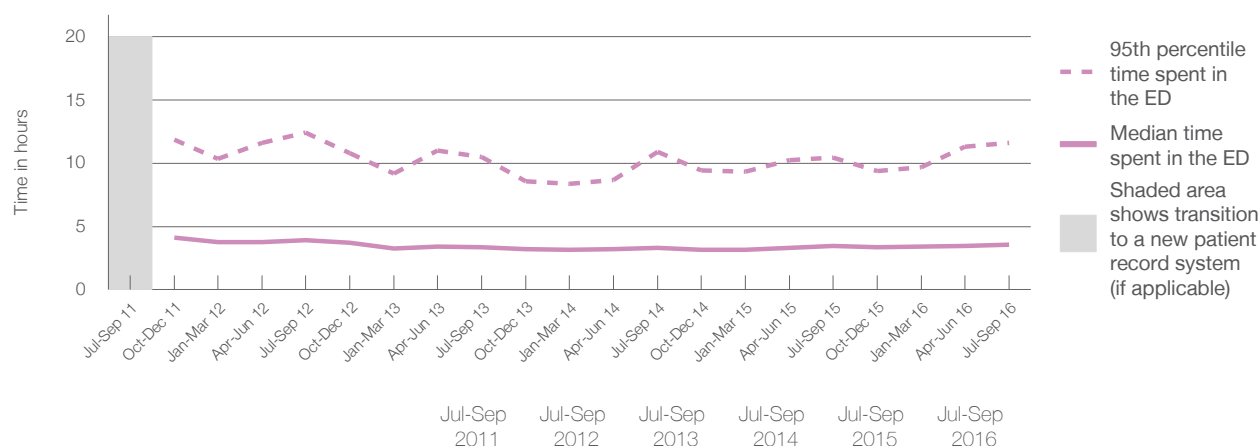
11 hours and 37 minutes

Same period last year	NSW (this period)
19,263	19,263
3 hours and 29 minutes	2 hours and 50 minutes
10 hours and 27 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)		12h 25m	10h 28m	10h 55m	10h 27m	11h 37m

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

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

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Treated and discharged 10,784 (53.6%)

Treated and admitted to hospital 8,373 (41.6%)

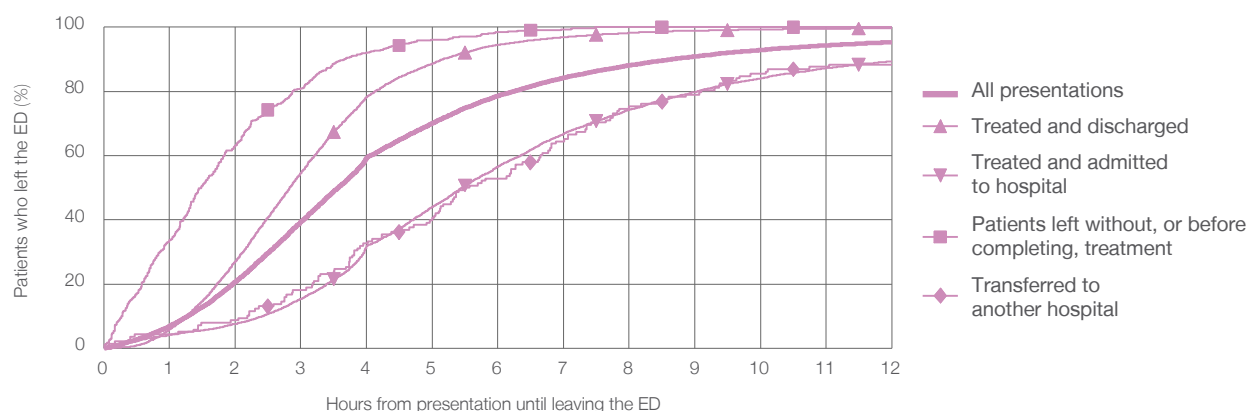
Patient left without, or before completing, treatment 478 (2.4%)

Transferred to another hospital 138 (0.7%)

Other 341 (1.7%)

Same period last year	Change since one year ago
19,263	4.4%
10,739	0.4%
7,648	9.5%
492	-2.8%
165	-16.4%
219	55.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	5.9%	27.1%	54.7%	78.3%	94.5%	98.2%	99.3%	99.7%
Treated and admitted to hospital	4.2%	7.6%	15.4%	31.8%	56.6%	74.4%	84.1%	89.4%
Patient left without, or before completing, treatment	33.7%	63.2%	81.0%	92.1%	98.5%	100%	100%	100%
Transferred to another hospital	4.3%	8.7%	18.1%	32.6%	52.9%	75.4%	85.5%	88.4%
All presentations	7.0%	20.7%	39.4%	59.3%	78.6%	88.2%	92.9%	95.4%

(†) 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.

Royal North Shore Hospital: Time spent in the ED

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

July to September 2016

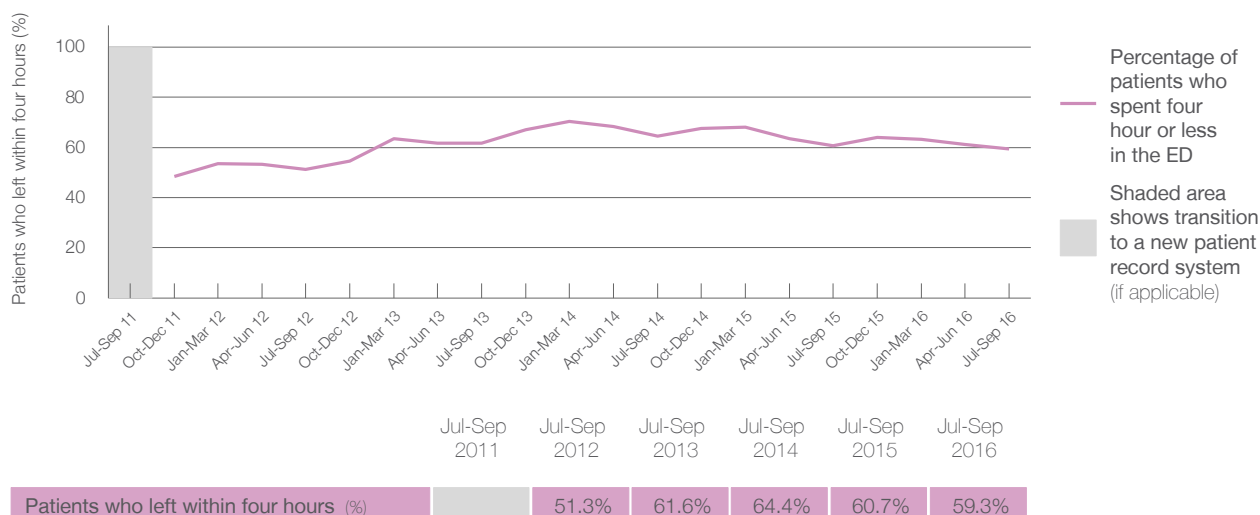
All presentations at the emergency department: ¹ 20,114 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,114 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,263	4.4%
19,263	4.4%
60.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,419 patients

Emergency presentations:² 17,889 patients

Same period last year	Change since one year ago
18,190	1.3%
17,670	1.2%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,744 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,519 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,010 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 490 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
3,301	
13 minutes	8 minutes
41 minutes	41 minutes
8,167	
27 minutes	21 minutes
117 minutes	103 minutes
5,280	
34 minutes	27 minutes
157 minutes	139 minutes
820	
43 minutes	24 minutes
170 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,419 patients

Percentage of patients who spent four hours or less in the ED 65.2%

Same period last year	Change since one year ago
18,190	1.3%
61.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

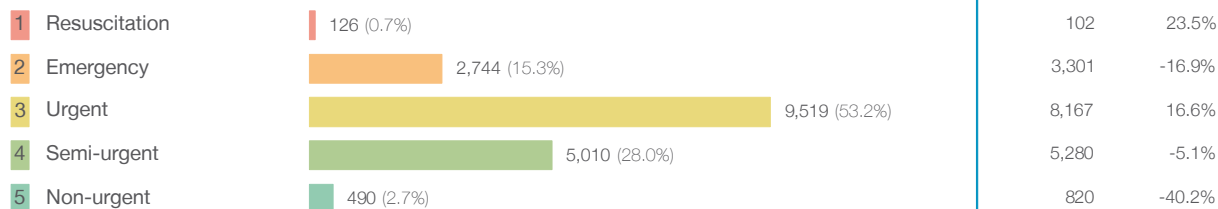
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

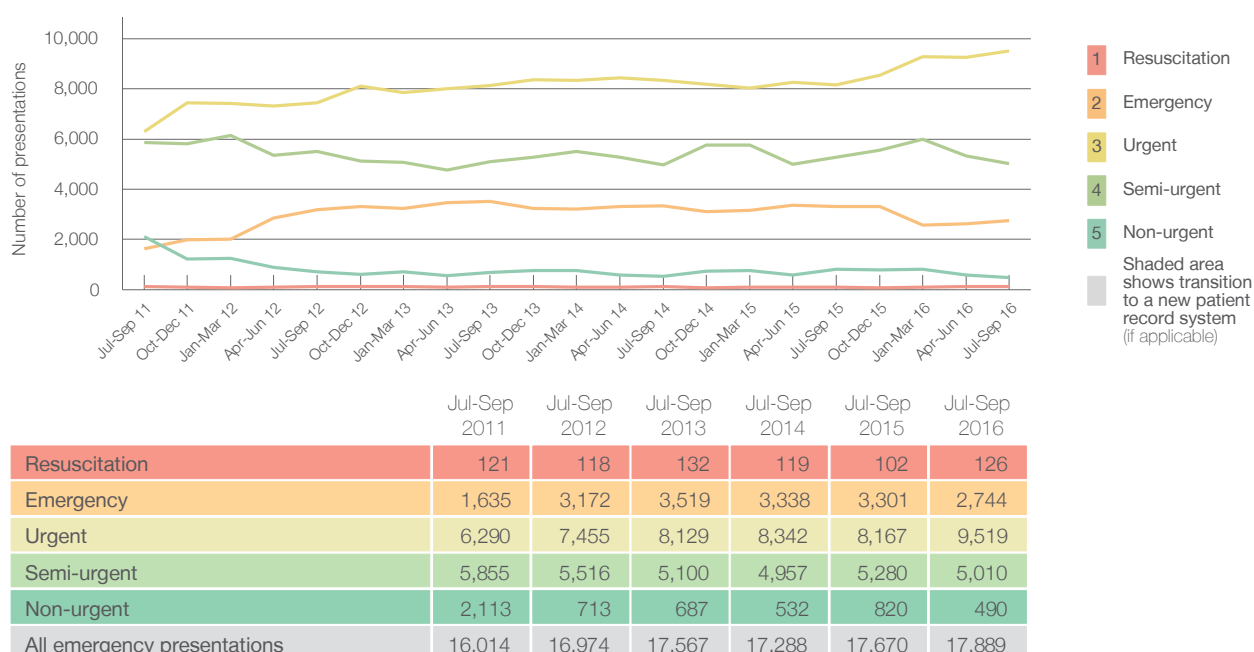
July to September 2016

All presentations:¹ 18,419 patients

Emergency presentations² by triage category: 17,889 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]

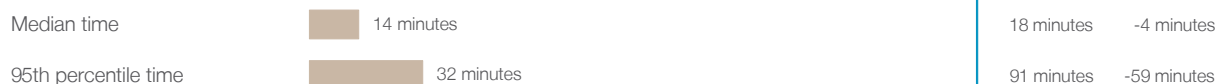


Royal Prince Alfred Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,232 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,744

Number of triage 2 patients used to calculate waiting time:³ 2,737

Median time to start treatment⁴

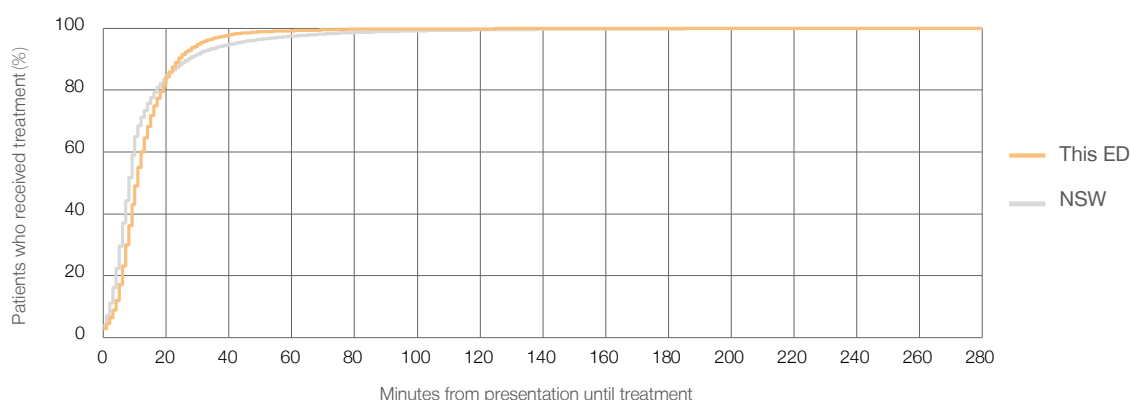
11 minutes

95th percentile time to start treatment⁵

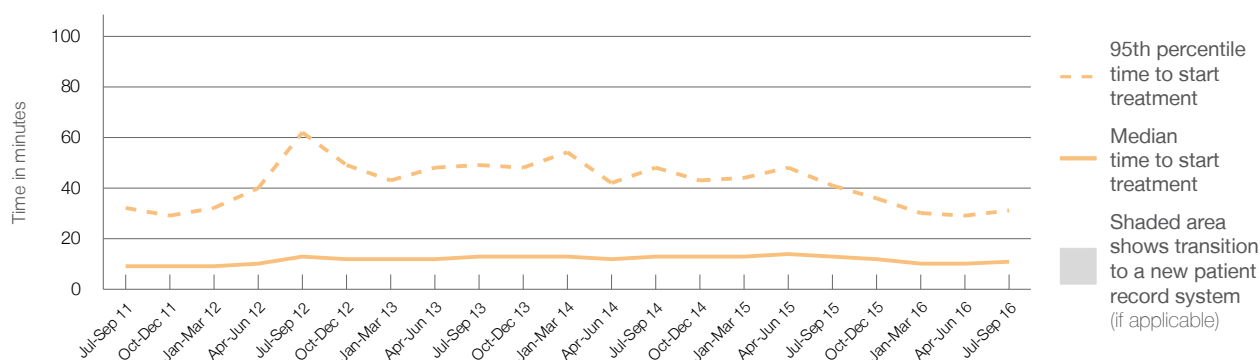
31 minutes

Same period last year	NSW (this period)
3,301	
3,289	
13 minutes	8 minutes
41 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	13	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	32	62	49	48	41	31

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

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

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

July to September 2016

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

Number of triage 3 patients: 9,519

Number of triage 3 patients used to calculate waiting time:³ 9,361

Median time to start treatment⁴

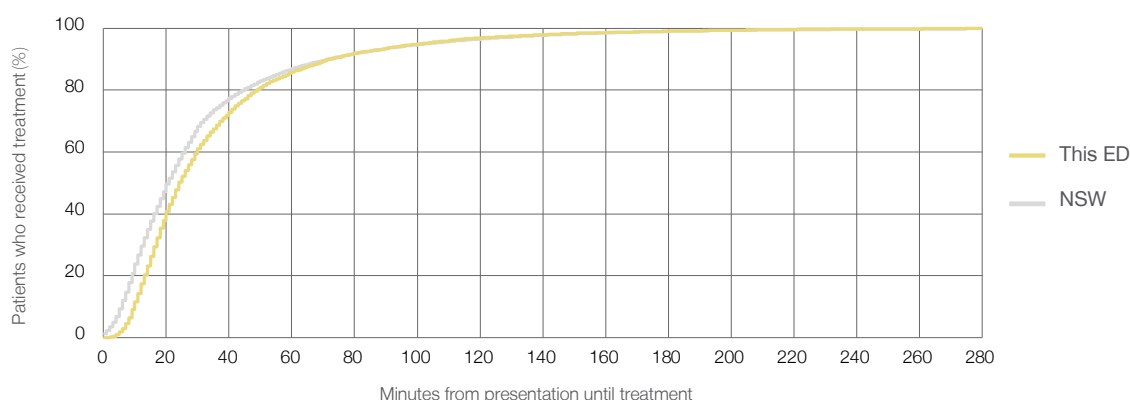
24 minutes

95th percentile time to start treatment⁵

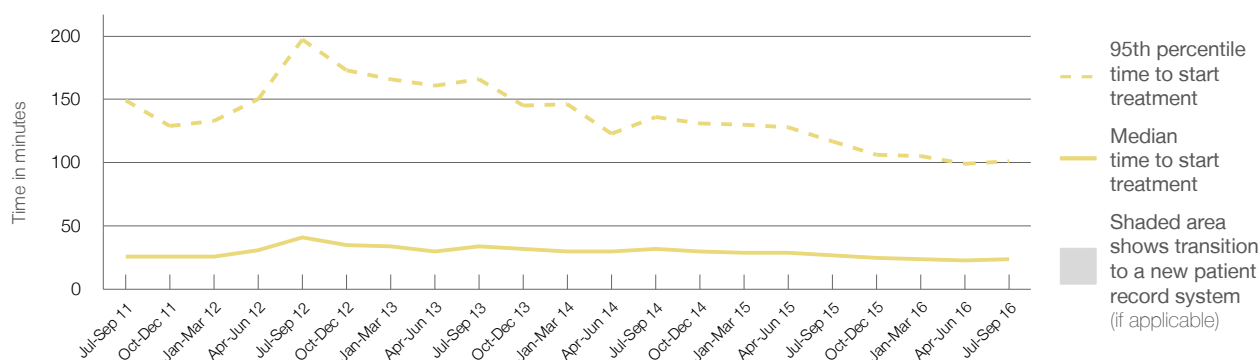
101 minutes

Same period last year	NSW (this period)
8,167	
8,000	
27 minutes	21 minutes
117 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	41	34	32	27	24
95th percentile time to start treatment ⁵ (minutes)	149	197	166	136	117	101

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

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

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

July to September 2016

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

Number of triage 4 patients: 5,010

Number of triage 4 patients used to calculate waiting time:³ 4,754

Median time to start treatment⁴

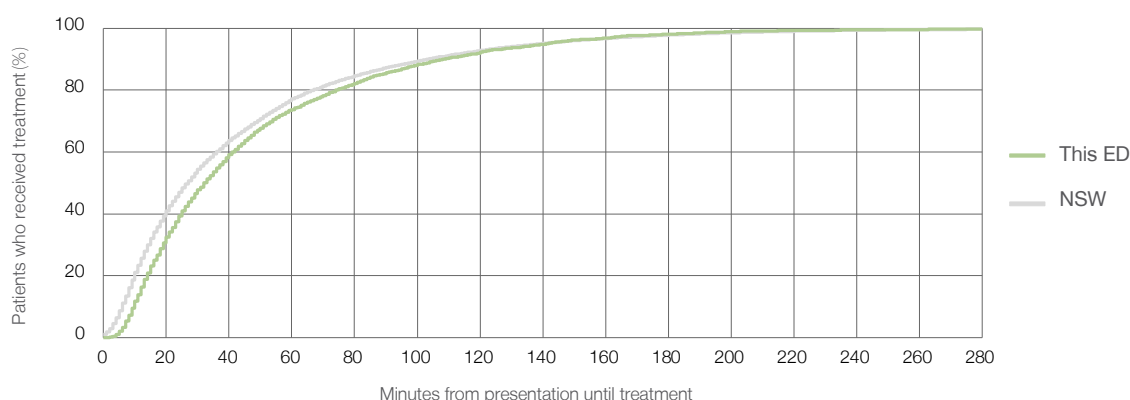
32 minutes

95th percentile time to start treatment⁵

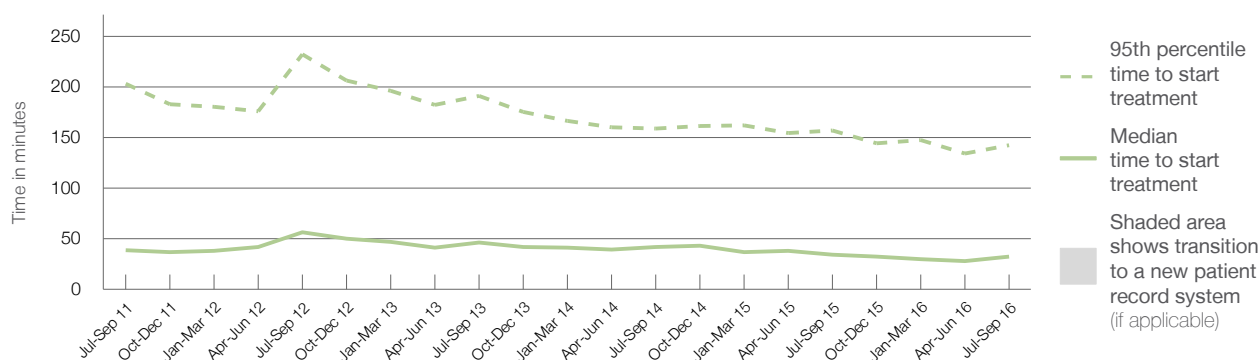
142 minutes

Same period last year	NSW (this period)
5,280	
4,960	
34 minutes	27 minutes
157 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	56	46	42	34	32
95th percentile time to start treatment ⁵ (minutes)	203	232	191	159	157	142

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

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

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

July to September 2016

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

Number of triage 5 patients: 490

Number of triage 5 patients used to calculate waiting time:³ 339

Median time to start treatment⁴

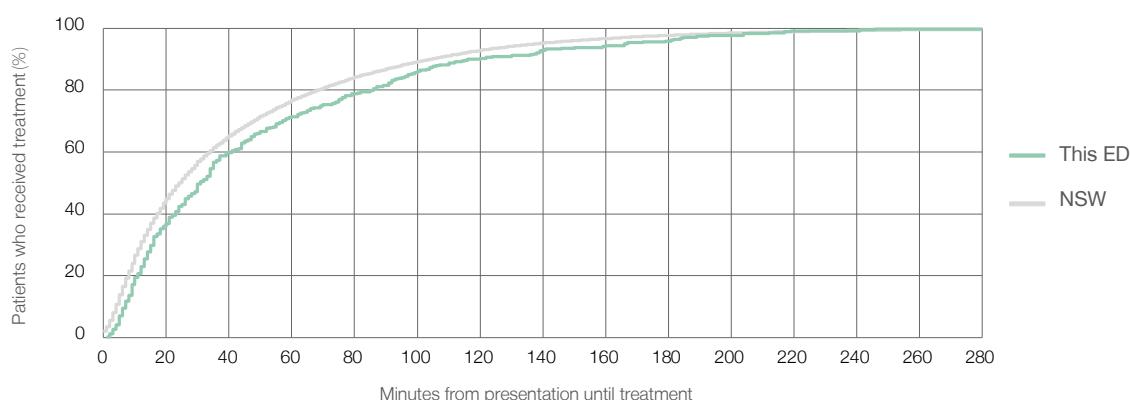
31 minutes

95th percentile time to start treatment⁵

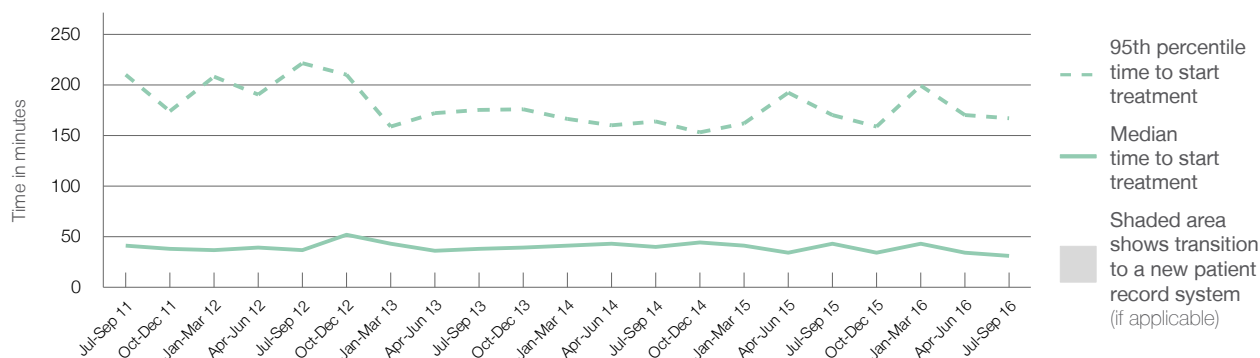
167 minutes

Same period last year	NSW (this period)
820	
573	
43 minutes	24 minutes
170 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	38	40	43	31
95th percentile time to start treatment ⁵ (minutes)	210	221	175	164	170	167

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 18,419 patients

Presentations used to calculate time to leaving the ED:⁶ 18,419 patients

Median time spent in the ED⁸

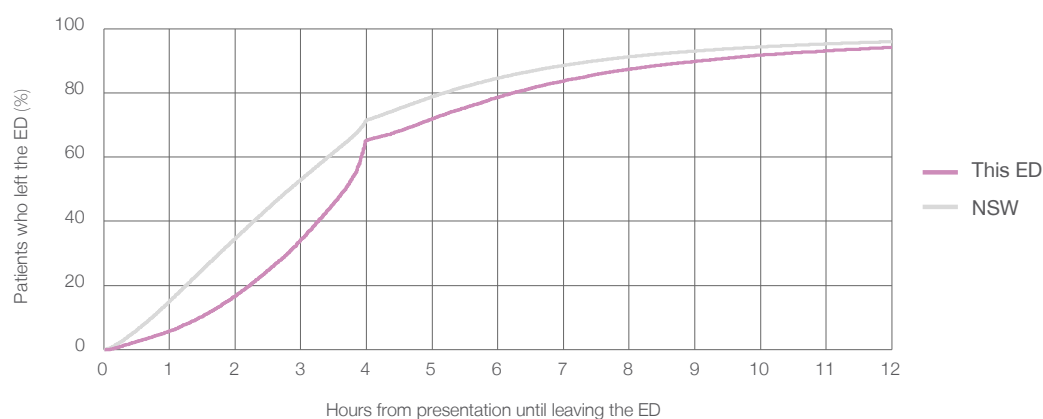
3 hours and 41 minutes

95th percentile time spent in the ED⁹

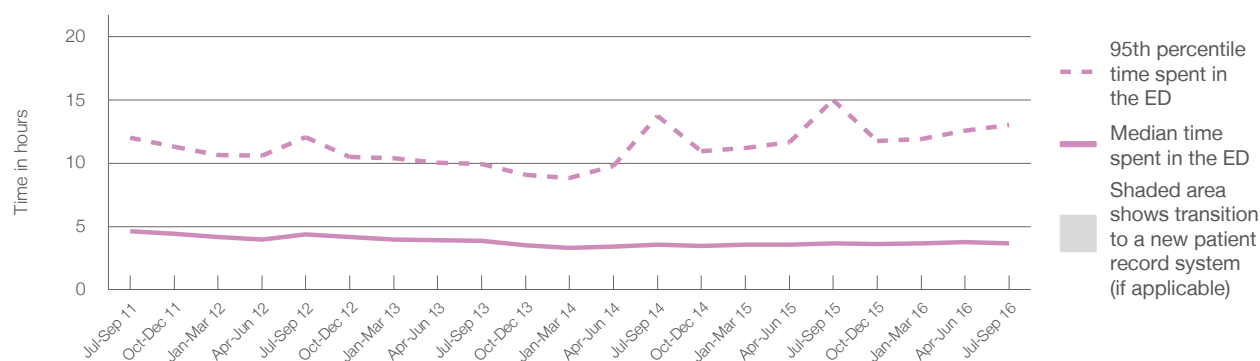
13 hours and 0 minutes

Same period last year	NSW (this period)
18,190	18,190
3 hours and 39 minutes	2 hours and 50 minutes
14 hours and 58 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 59m	12h 4m	9h 56m	13h 44m	14h 58m	13h 0m

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

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

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

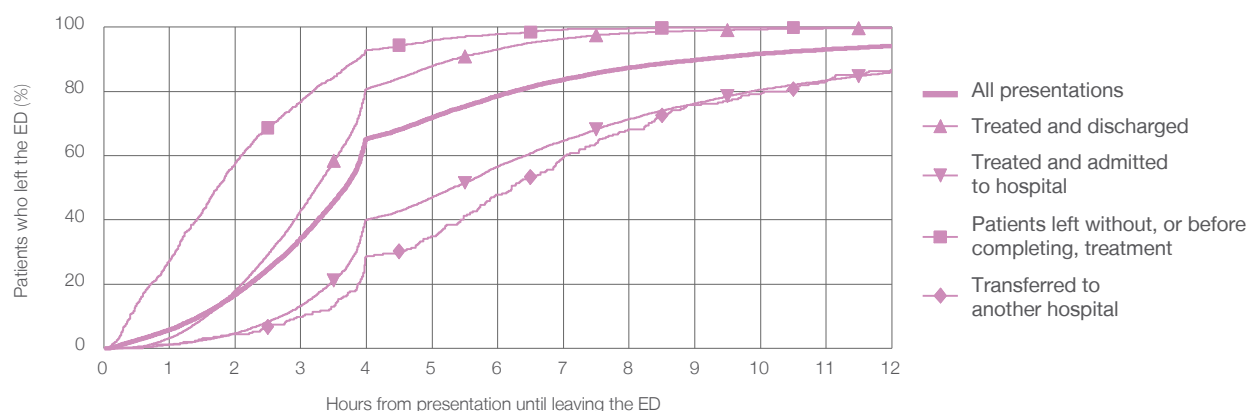
All presentations:[†] 18,419 patients

Presentations used to calculate time to leaving the ED:[‡] 18,419 patients

Treated and discharged	9,413 (51.1%)
Treated and admitted to hospital	7,218 (39.2%)
Patient left without, or before completing, treatment	1,115 (6.1%)
Transferred to another hospital	255 (1.4%)
Other	418 (2.3%)

Same period last year	Change since one year ago
18,190	1.3%
9,433	-0.2%
6,726	7.3%
1,309	-14.8%
339	-24.8%
383	9.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	3.2%	18.0%	43.1%	80.8%	93.1%	98.2%	99.4%	99.7%
Treated and admitted to hospital	1.1%	4.7%	13.2%	40.0%	56.6%	71.4%	80.5%	86.0%
Patient left without, or before completing, treatment	27.4%	57.8%	76.9%	92.8%	97.8%	99.6%	99.9%	99.9%
Transferred to another hospital	1.2%	4.3%	9.8%	28.6%	47.8%	68.2%	79.2%	86.7%
All presentations	5.8%	16.8%	34.2%	65.2%	78.6%	87.4%	91.8%	94.2%

(†) 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.

Royal Prince Alfred Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 18,419 patients

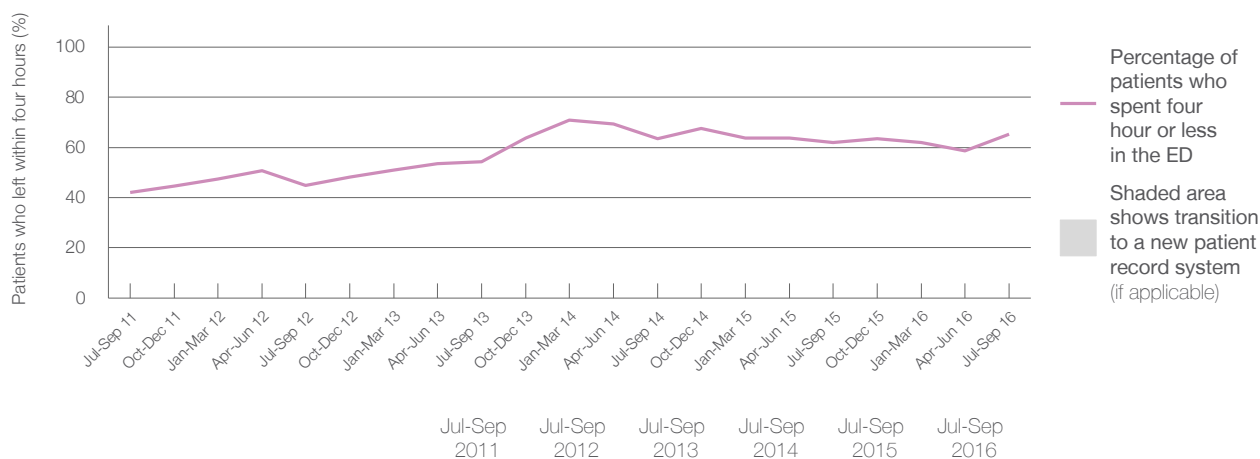
Presentations used to calculate time to leaving the ED: ⁶ 18,419 patients

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



Same period last year	Change since one year ago
18,190	1.3%
18,190	1.3%
61.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	42.0%	44.9%	54.2%	63.6%	61.9%	65.2%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

St George Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations:² 18,946 patients

Same period last year	Change since one year ago
18,844	1.2%
18,710	1.3%

St George Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,564 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,631 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,640 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 936 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,662	
11 minutes	8 minutes
42 minutes	41 minutes
7,792	
29 minutes	21 minutes
111 minutes	103 minutes
6,990	
38 minutes	27 minutes
124 minutes	139 minutes
1,116	
35 minutes	24 minutes
144 minutes	138 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,056 patients

Percentage of patients who spent four hours or less in the ED 60.6%

Same period last year	Change since one year ago
18,844	1.1%
58.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

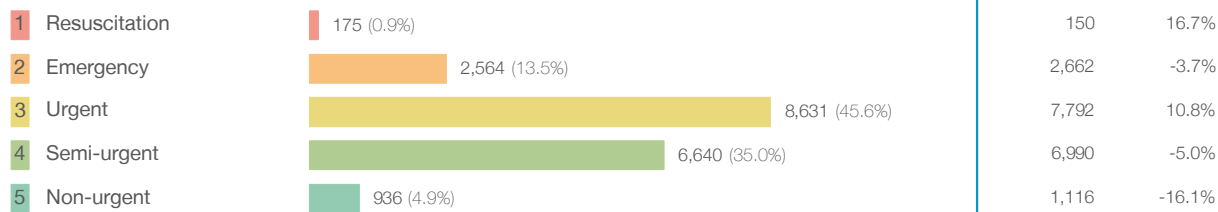
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

St George Hospital: Patients presenting to the emergency department

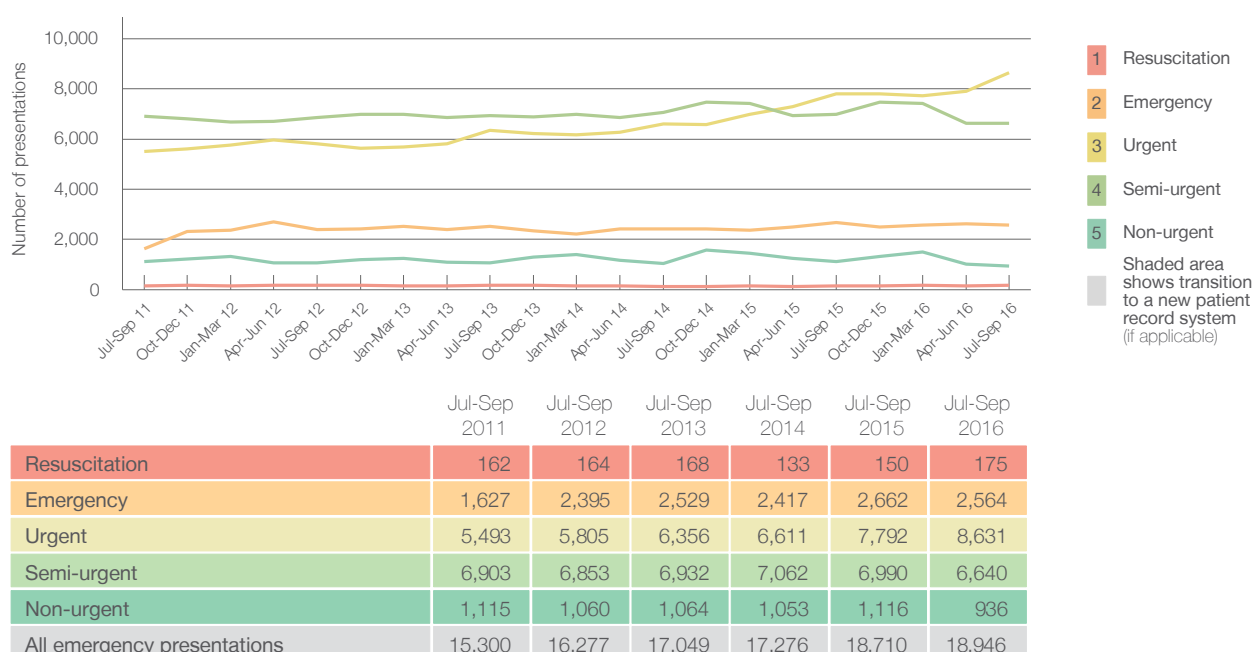
July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations² by triage category: 18,946 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



St George Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,271 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,564

Number of triage 2 patients used to calculate waiting time: ³ 2,561

Median time to start treatment ⁴

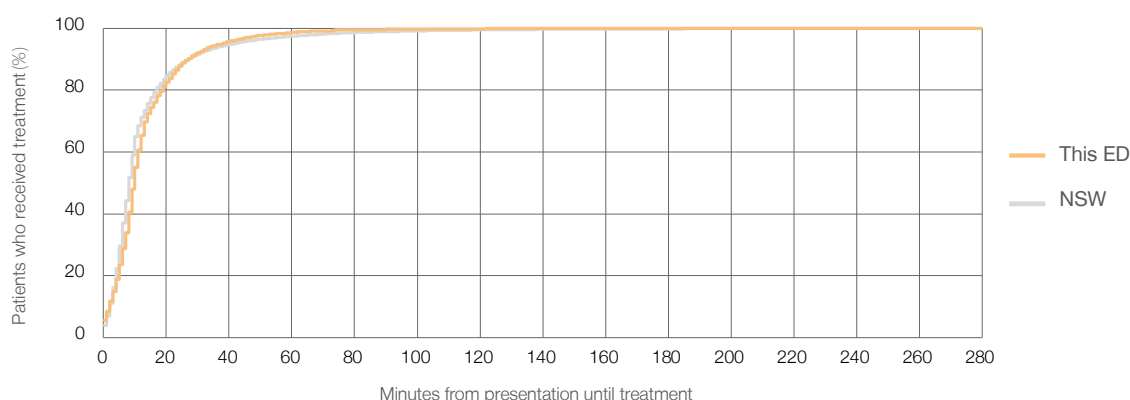
10 minutes

95th percentile time to start treatment ⁵

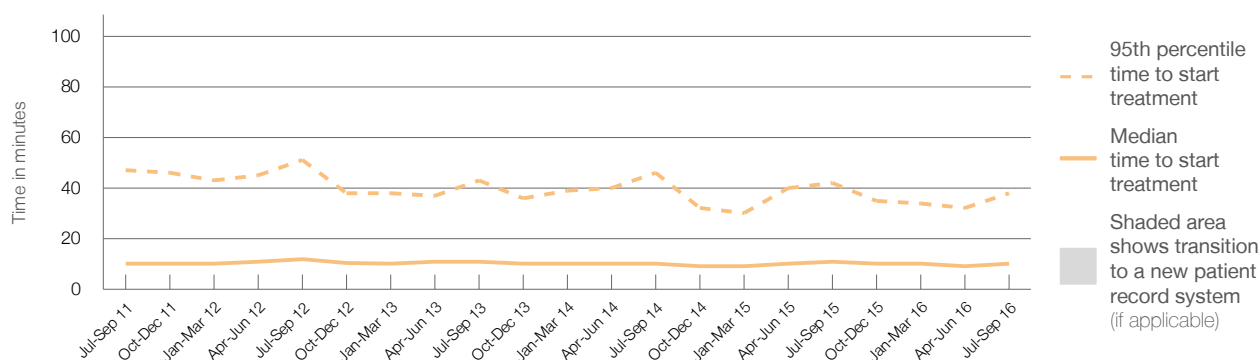
38 minutes

Same period last year	NSW (this period)
2,662	
2,660	
11 minutes	8 minutes
42 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	12	11	10	11	10
95th percentile time to start treatment ⁵ (minutes)	47	51	43	46	42	38

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

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

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

July to September 2016

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

Number of triage 3 patients: 8,631

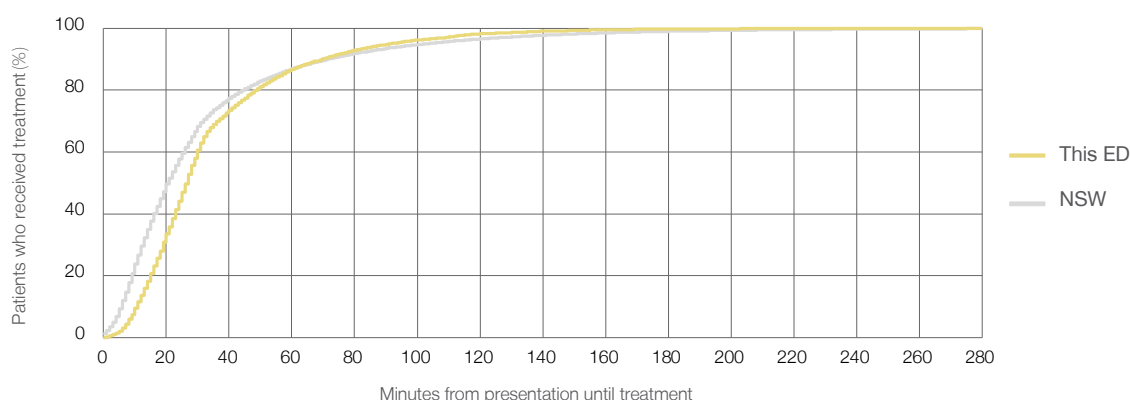
Number of triage 3 patients used to calculate waiting time: ³ 8,527

Median time to start treatment ⁴ 27 minutes

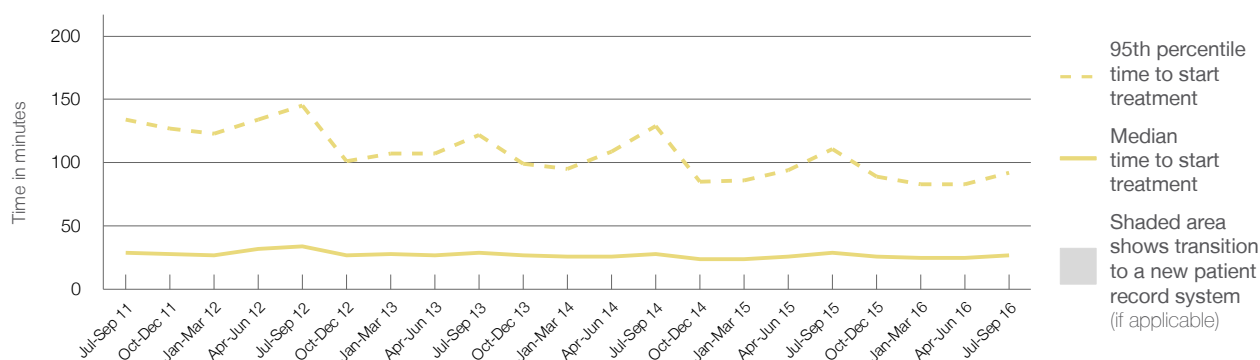
95th percentile time to start treatment ⁵ 92 minutes

Same period last year	NSW (this period)
7,792	
7,698	
29 minutes	21 minutes
111 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	34	29	28	29	27
95th percentile time to start treatment ⁵ (minutes)	134	145	122	129	111	92

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

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

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

July to September 2016

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

Number of triage 4 patients: 6,640

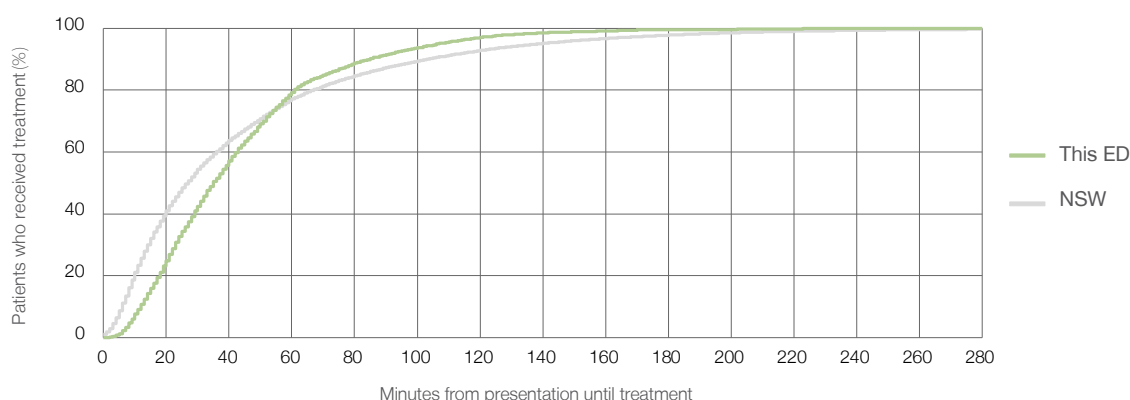
Number of triage 4 patients used to calculate waiting time: ³ 6,468

Median time to start treatment ⁴ 35 minutes

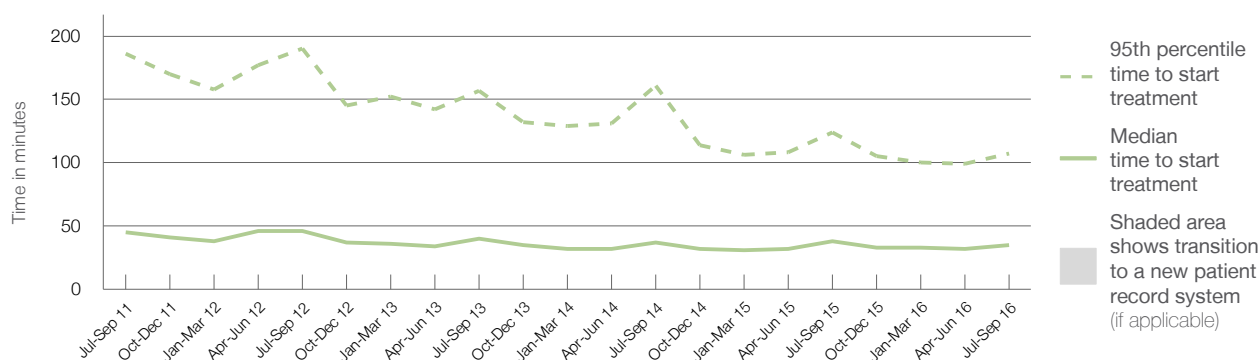
95th percentile time to start treatment ⁵ 107 minutes

Same period last year	NSW (this period)
6,990	
6,792	
38 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	40	37	38	35
95th percentile time to start treatment ⁵ (minutes)	186	190	157	161	124	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.

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

July to September 2016

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

Number of triage 5 patients: 936

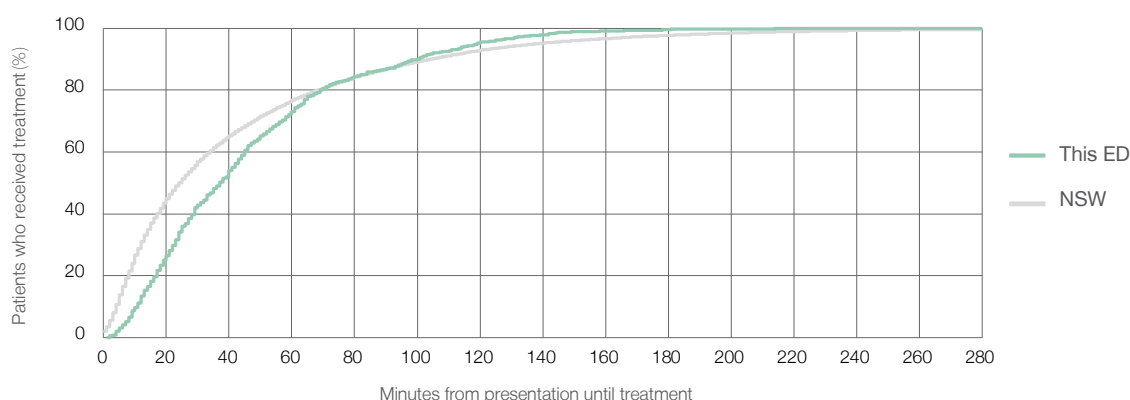
Number of triage 5 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 37 minutes

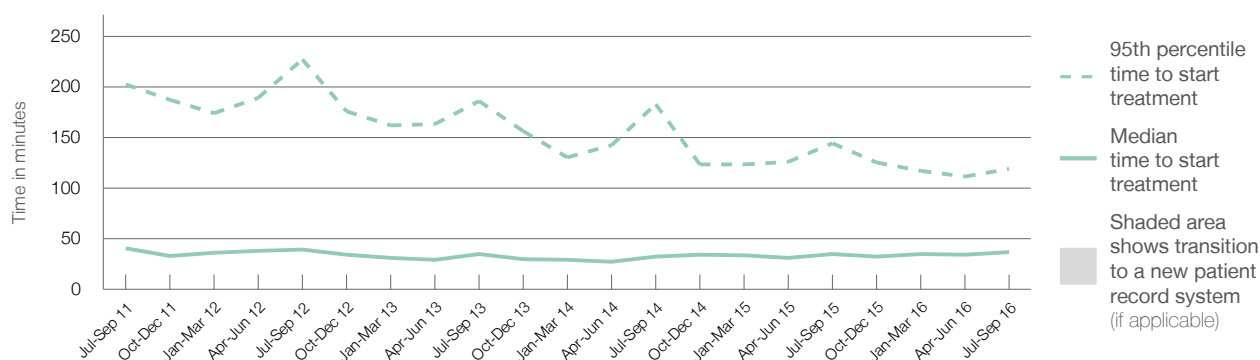
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,116	
998	
35 minutes	24 minutes
144 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	39	35	32	35	37
95th percentile time to start treatment ⁵ (minutes)	202	227	186	183	144	119

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

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

St George Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,061 patients

Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Median time spent in the ED⁸

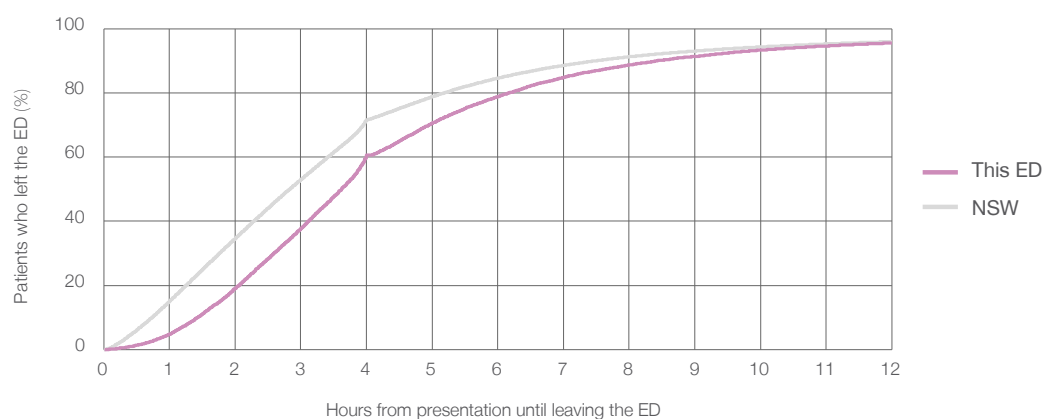
3 hours and 37 minutes

95th percentile time spent in the ED⁹

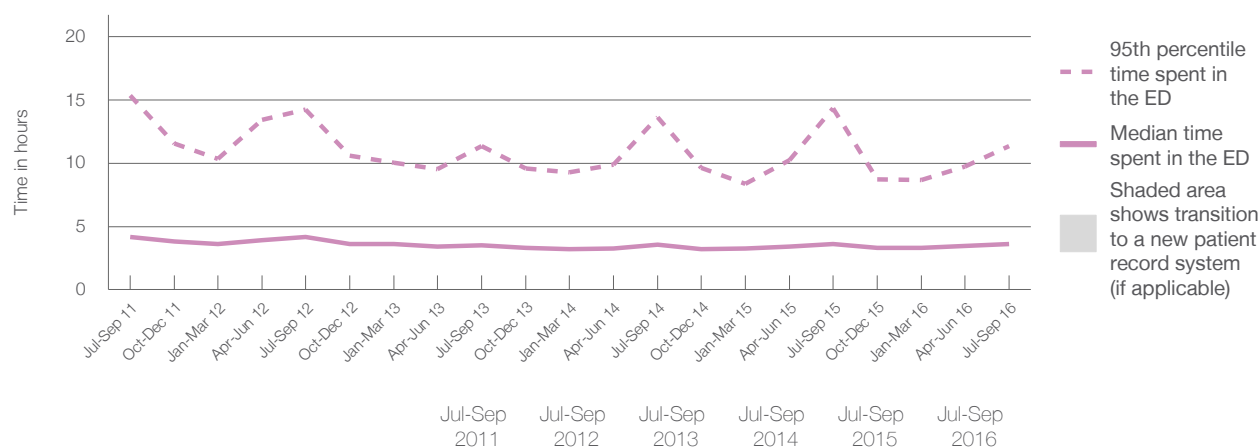
11 hours and 21 minutes

Same period last year	NSW (this period)
18,844	18,844
3 hours and 38 minutes	2 hours and 50 minutes
14 hours and 20 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 20m	14h 13m	11h 20m	13h 39m	14h 20m	11h 21m

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

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

St George Hospital: Time patients spent in the ED

By mode of separation

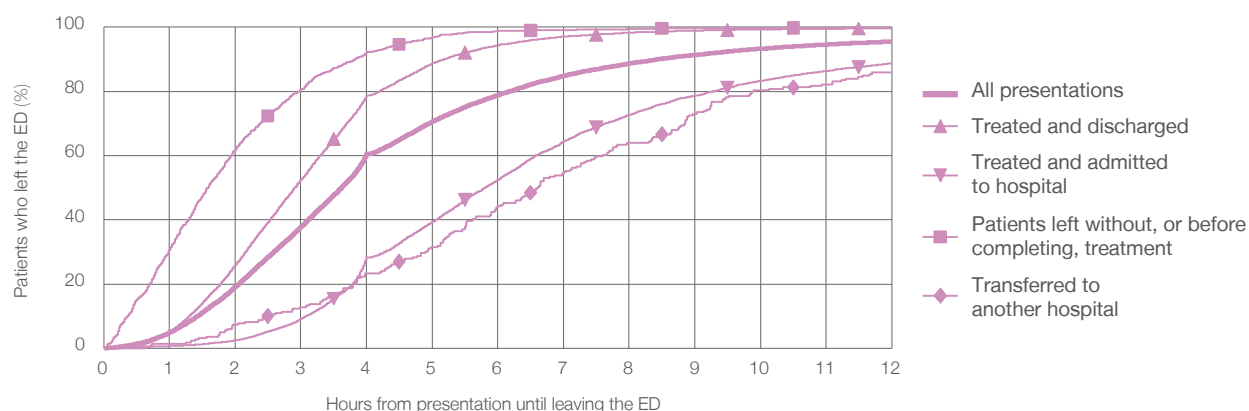
July to September 2016

All presentations:¹ 19,061 patients

Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

		Same period last year	Change since one year ago
		18,844	1.1%
Treated and discharged	10,918 (57.3%)	10,810	1.0%
Treated and admitted to hospital	6,906 (36.2%)	6,660	3.7%
Patient left without, or before completing, treatment	972 (5.1%)	1,119	-13.1%
Transferred to another hospital	219 (1.1%)	192	14.1%
Other	46 (0.2%)	63	-27.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.1%	25.9%	52.4%	78.8%	94.4%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.7%	2.5%	9.1%	28.3%	52.4%	72.7%	83.3%	88.8%
Patient left without, or before completing, treatment	30.8%	61.8%	80.5%	92.2%	98.9%	99.5%	99.8%	99.8%
Transferred to another hospital	1.4%	7.3%	12.8%	23.3%	44.3%	63.9%	80.4%	85.8%
All presentations	4.9%	19.1%	37.8%	60.6%	78.8%	88.7%	93.3%	95.6%

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

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

St George Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 19,061 patients

Presentations used to calculate time to leaving the ED: ⁶ 19,056 patients

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



Same period last year	Change since one year ago
18,844	1.2%
18,844	1.1%
58.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	47.8%	47.7%	61.5%	60.2%	58.7%	60.6%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

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

July to September 2016

All presentations:¹ 11,181 patients

Emergency presentations:² 11,048 patients

Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%

St Vincent's Health Sydney: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,361 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,338 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,605 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
1,333	
4 minutes	8 minutes
21 minutes	41 minutes
5,382	
13 minutes	21 minutes
74 minutes	103 minutes
3,806	
14 minutes	27 minutes
116 minutes	139 minutes
695	
9 minutes	24 minutes
139 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,181 patients

Percentage of patients who spent four hours or less in the ED 65.3%

Same period last year	Change since one year ago
11,638	-3.9%
64.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

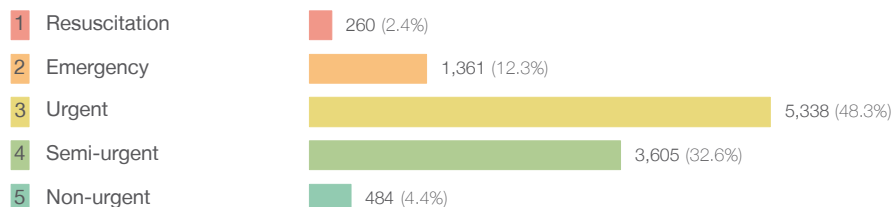
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

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

July to September 2016

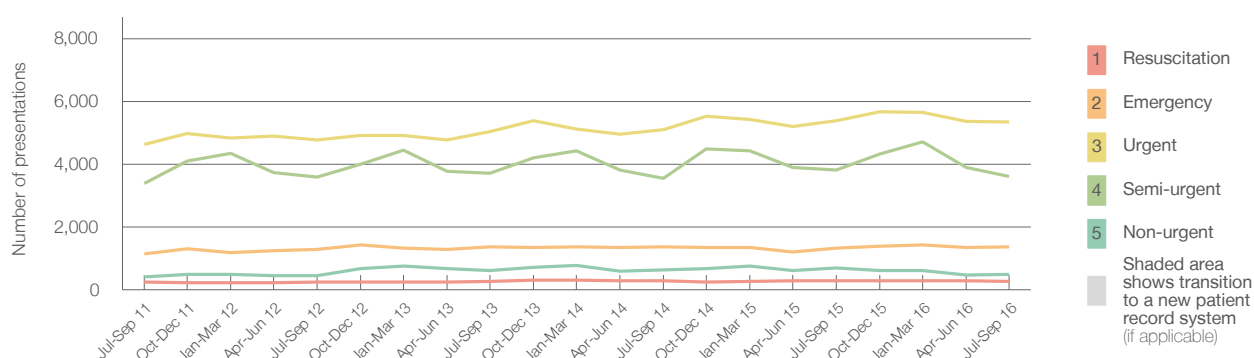
All presentations:¹ 11,181 patients

Emergency presentations² by triage category: 11,048 patients



Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%
277	-6.1%
1,333	2.1%
5,382	-0.8%
3,806	-5.3%
695	-30.4%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	249	239	255	282	277	260
Emergency	1,136	1,273	1,373	1,369	1,333	1,361
Urgent	4,621	4,766	5,027	5,088	5,382	5,338
Semi-urgent	3,388	3,591	3,701	3,547	3,806	3,605
Non-urgent	402	448	608	621	695	484
All emergency presentations	9,796	10,317	10,964	10,907	11,493	11,048

St Vincent's Health Sydney: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 3,439 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,813	
14 minutes	-1 minute
88 minutes	-29 minutes

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

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

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

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

July to September 2016

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

Number of triage 2 patients: 1,361

Number of triage 2 patients used to calculate waiting time: ³ 1,357

Median time to start treatment ⁴

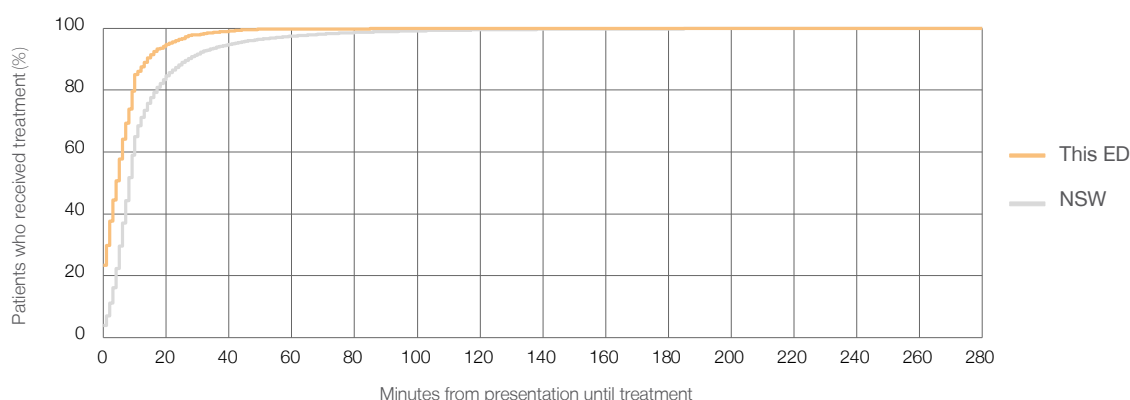
4 minutes

95th percentile time to start treatment ⁵

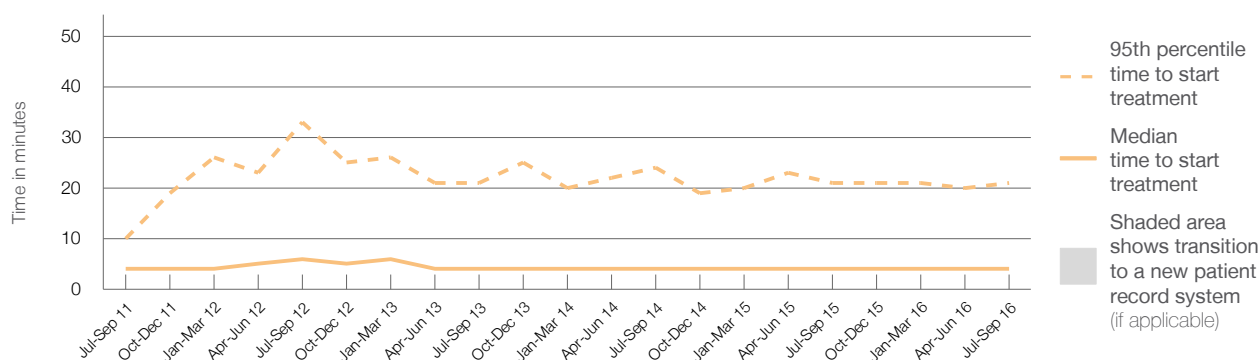
21 minutes

Same period last year	NSW (this period)
1,333	
1,330	
4 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	6	4	4	4	4
95th percentile time to start treatment ⁵ (minutes)	10	33	21	24	21	21

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

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

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

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

July to September 2016

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

Number of triage 3 patients: 5,338

Number of triage 3 patients used to calculate waiting time: ³ 5,162

Median time to start treatment ⁴

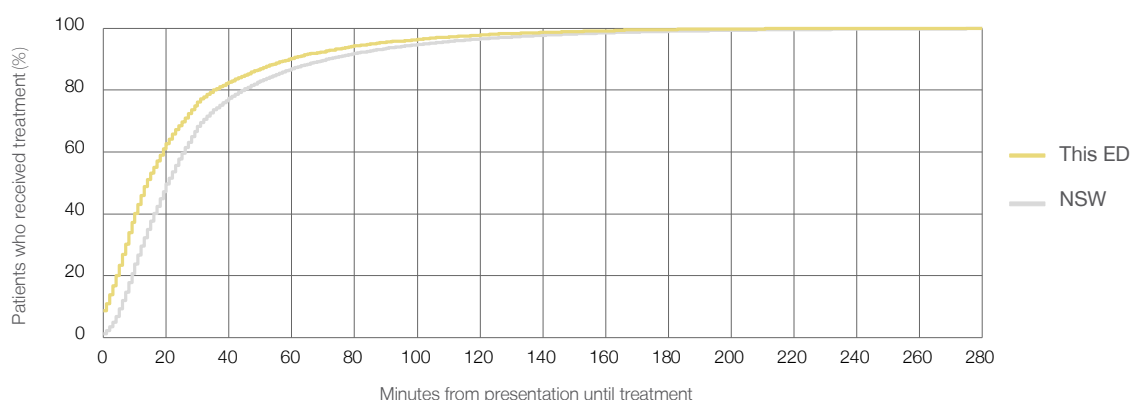
14 minutes

95th percentile time to start treatment ⁵

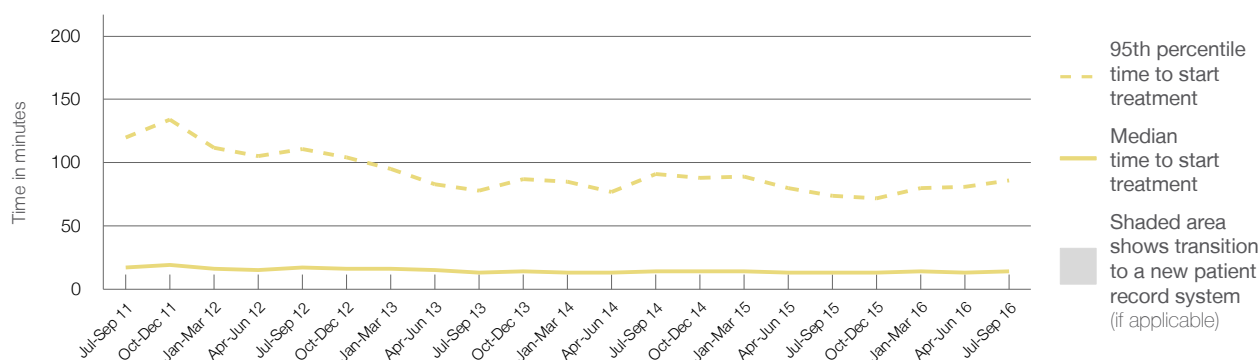
86 minutes

Same period last year	NSW (this period)
5,382	
5,260	
13 minutes	21 minutes
74 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	14	13	14
95th percentile time to start treatment ⁵ (minutes)	120	111	78	91	74	86

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

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

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

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

July to September 2016

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

Number of triage 4 patients: 3,605

Number of triage 4 patients used to calculate waiting time: ³ 3,176

Median time to start treatment ⁴

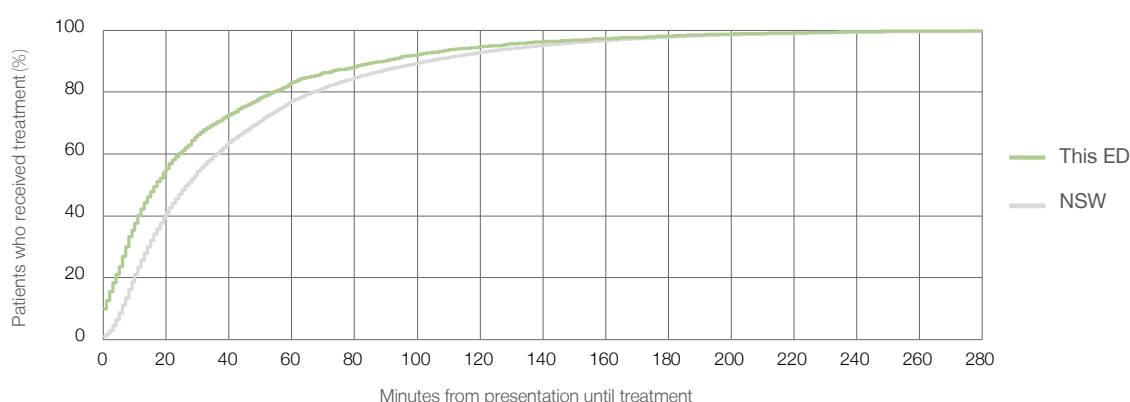
17 minutes

95th percentile time to start treatment ⁵

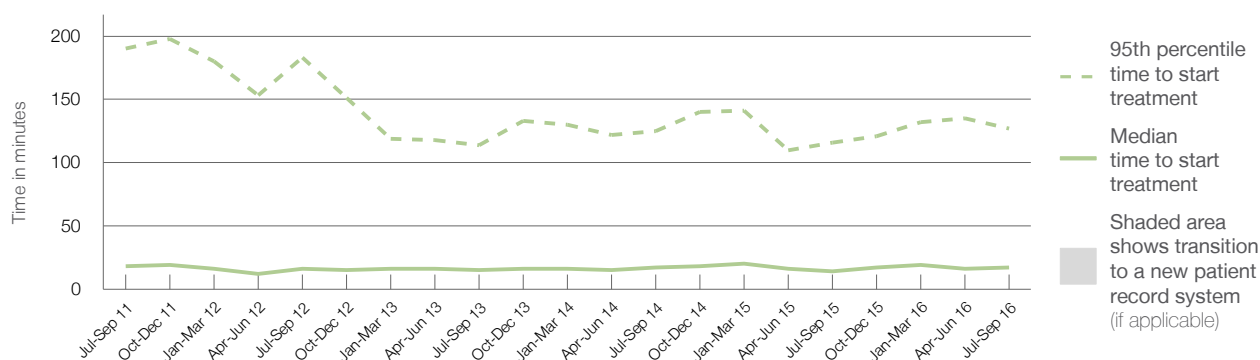
127 minutes

Same period last year	NSW (this period)
3,806	
3,517	
14 minutes	27 minutes
116 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	16	15	17	14	17
95th percentile time to start treatment ⁵ (minutes)	190	183	114	125	116	127

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

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

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

St Vincent's Health Sydney: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 484

Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴

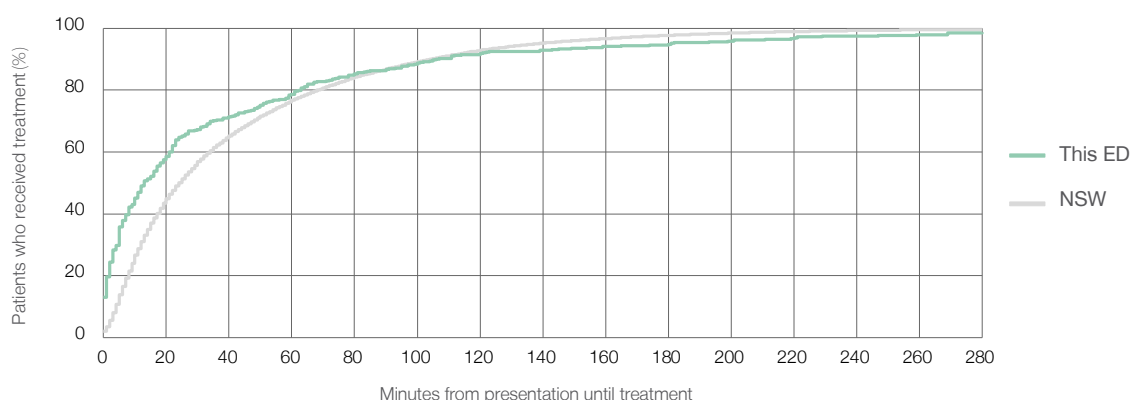
13 minutes

95th percentile time to start treatment⁵

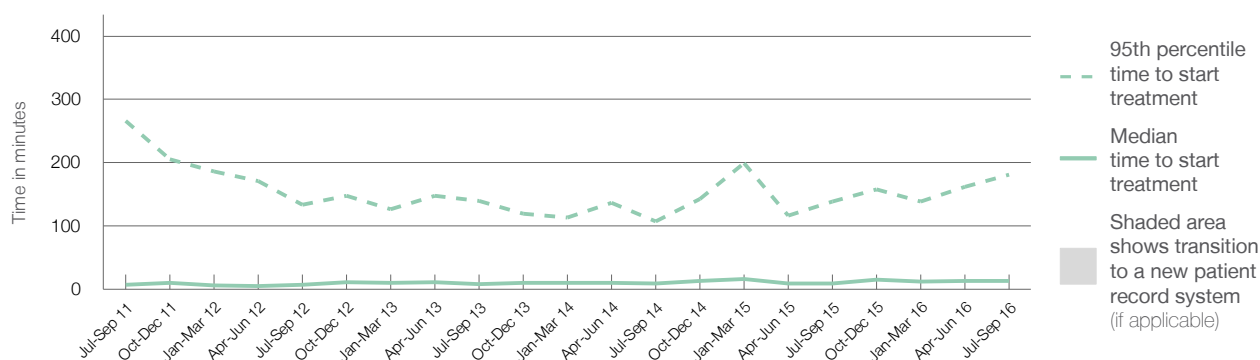
181 minutes

Same period last year	NSW (this period)
695	
577	
9 minutes	24 minutes
139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	8	9	9	13
95th percentile time to start treatment ⁵ (minutes)	266	134	140	107	139	181

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

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

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

St Vincent's Health Sydney: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,181 patients

Presentations used to calculate time to leaving the ED:⁶ 11,181 patients

Median time spent in the ED⁸

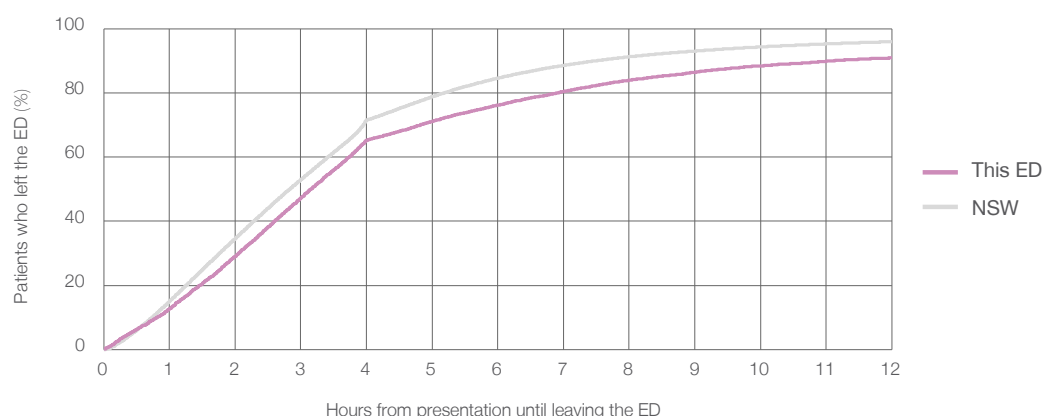
3 hours and 9 minutes

95th percentile time spent in the ED⁹

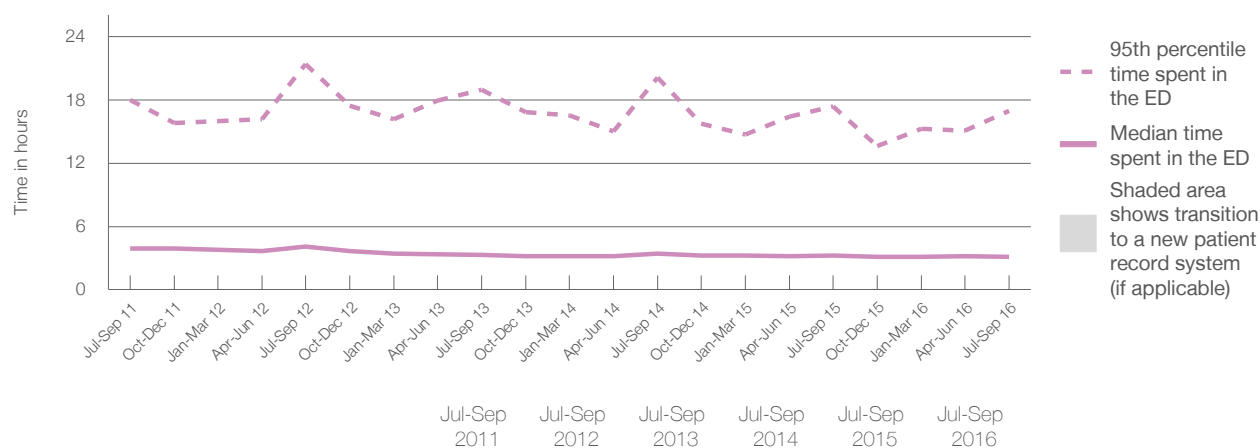
16 hours and 56 minutes

Same period last year	NSW (this period)
11,638	11,638
3 hours and 13 minutes	2 hours and 50 minutes
17 hours and 22 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 54m	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 0m	21h 23m	18h 56m	20h 5m	17h 22m	16h 56m

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

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

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

St Vincent's Health Sydney: Time patients spent in the ED

By mode of separation

July to September 2016

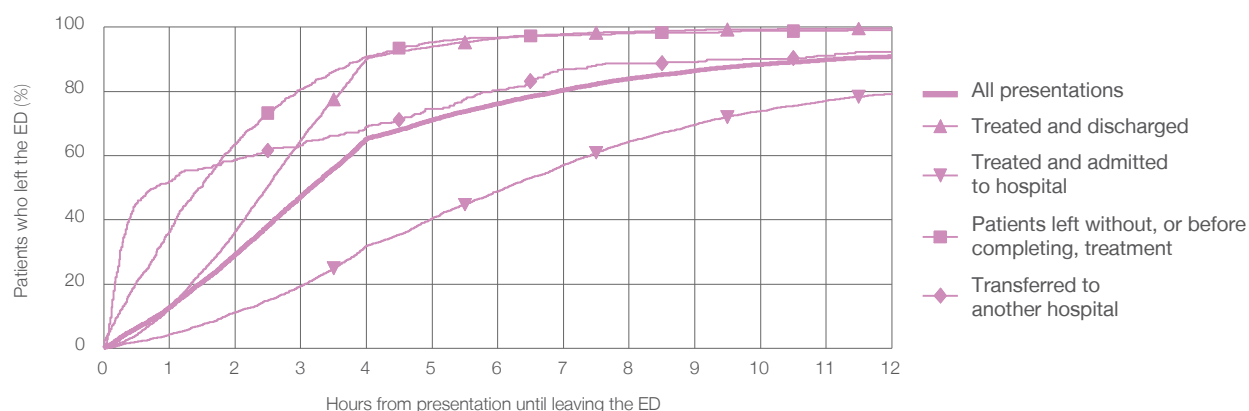
All presentations:[†] 11,181 patients

Presentations used to calculate time to leaving the ED:[‡] 11,181 patients

Treated and discharged	5,148 (46.0%)
Treated and admitted to hospital	4,660 (41.7%)
Patient left without, or before completing, treatment	932 (8.3%)
Transferred to another hospital	375 (3.4%)
Other	66 (0.6%)

Same period last year	Change since one year ago
11,638	-3.9%
5,199	-1.0%
5,176	-10.0%
940	-0.9%
224	67.4%
99	-33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



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

Treated and discharged	12.7%	36.4%	64.8%	90.1%	96.5%	98.6%	99.4%	99.7%
Treated and admitted to hospital	4.3%	11.2%	19.4%	31.9%	48.9%	64.4%	73.9%	79.3%
Patient left without, or before completing, treatment	36.3%	63.6%	80.7%	90.9%	96.8%	98.1%	98.8%	99.1%
Transferred to another hospital	52.0%	58.7%	63.2%	69.1%	80.3%	88.8%	90.1%	92.3%
All presentations	12.8%	29.2%	47.3%	65.3%	76.1%	83.9%	88.4%	90.9%

(†) 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.

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

St Vincent's Health Sydney: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,181 patients

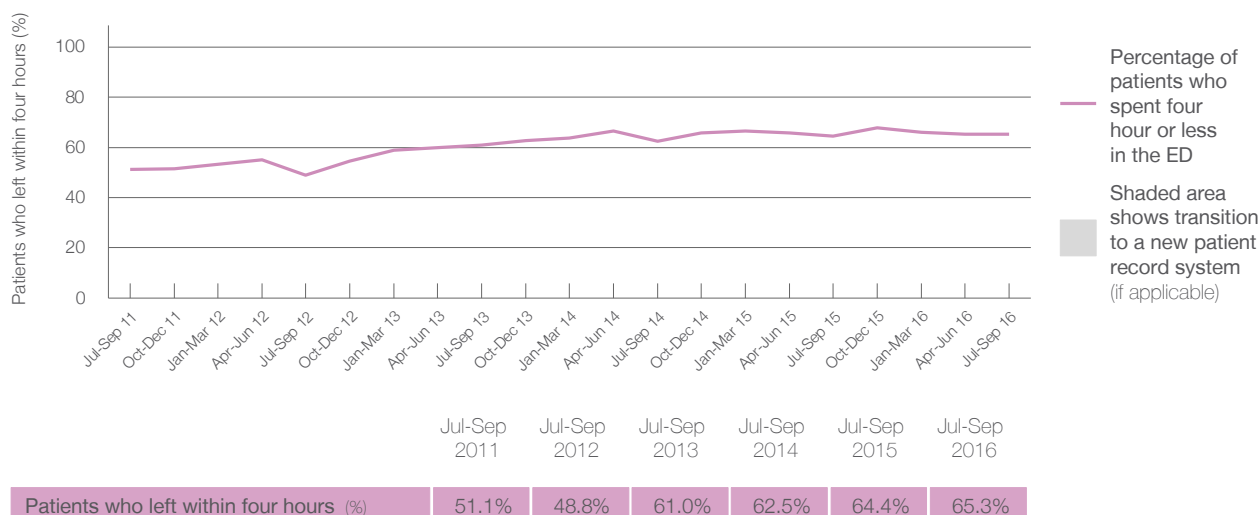
Presentations used to calculate time to leaving the ED: ⁶ 11,181 patients

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



Same period last year	Change since one year ago
11,638	-3.9%
11,638	-3.9%
64.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Westmead Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 18,661 patients

Emergency presentations:² 18,186 patients

Same period last year	Change since one year ago
18,185	2.6%
17,762	2.4%

Westmead Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 6,027 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,845 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 182 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,759 patients

Median time to start treatment⁴ 40 minutes
95th percentile time to start treatment⁵ 167 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,046 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
5,450	
17 minutes	8 minutes
119 minutes	41 minutes
6,233	
53 minutes	21 minutes
263 minutes	103 minutes
4,230	
56 minutes	27 minutes
258 minutes	139 minutes
1,343	
43 minutes	24 minutes
218 minutes	138 minutes

Westmead Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED 56.8%

Same period last year	Change since one year ago
18,185	2.5%
47.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

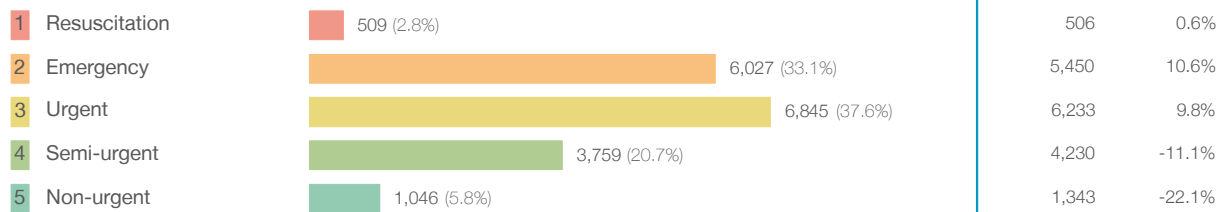
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Westmead Hospital: Patients presenting to the emergency department

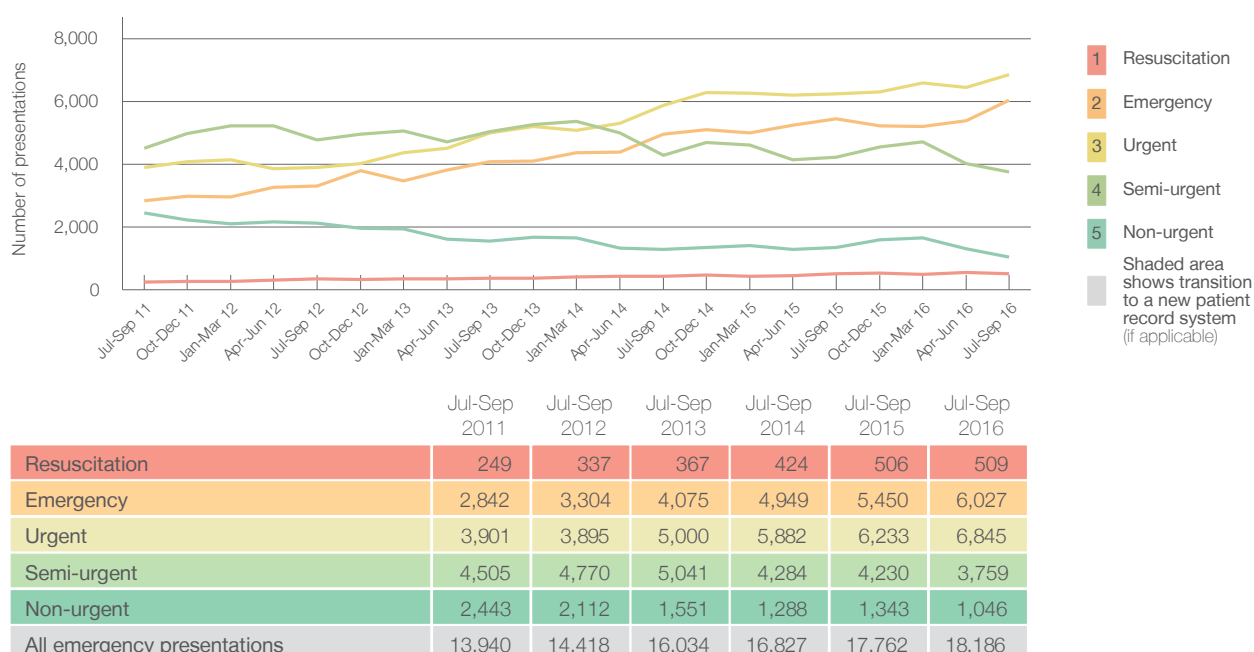
July to September 2016

All presentations:¹ 18,661 patients

Emergency presentations² by triage category: 18,186 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Westmead Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,925 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 6,027

Number of triage 2 patients used to calculate waiting time: ³ 5,892

Median time to start treatment ⁴

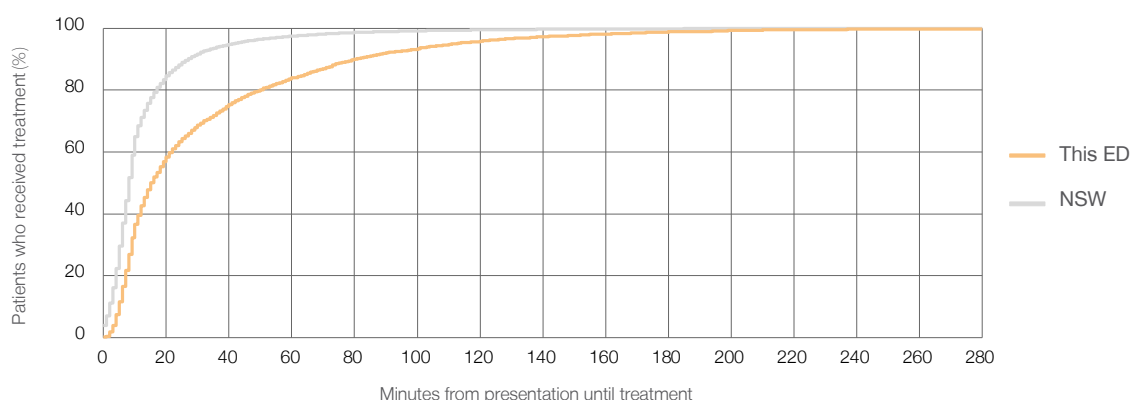
16 minutes

95th percentile time to start treatment ⁵

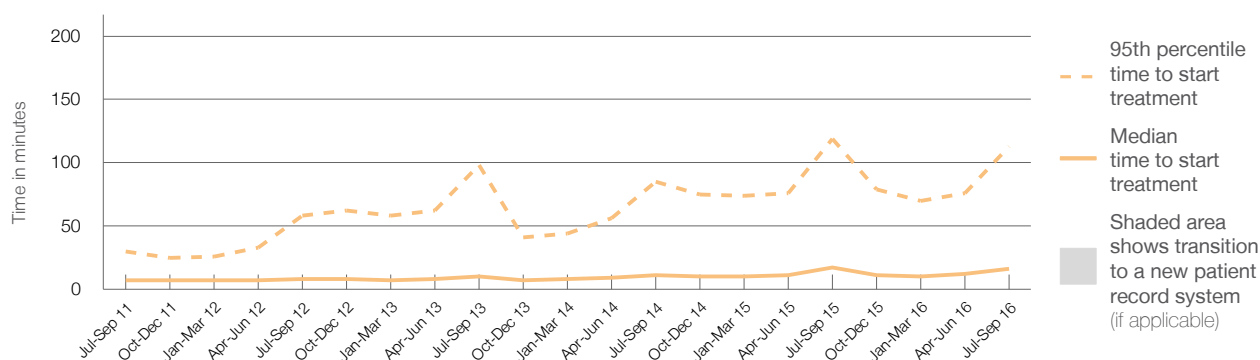
113 minutes

Same period last year	NSW (this period)
5,450	
5,297	
17 minutes	8 minutes
119 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	10	11	17	16
95th percentile time to start treatment ⁵ (minutes)	30	58	98	85	119	113

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

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

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

July to September 2016

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

Number of triage 3 patients: 6,845

Number of triage 3 patients used to calculate waiting time:³ 6,274

Median time to start treatment⁴

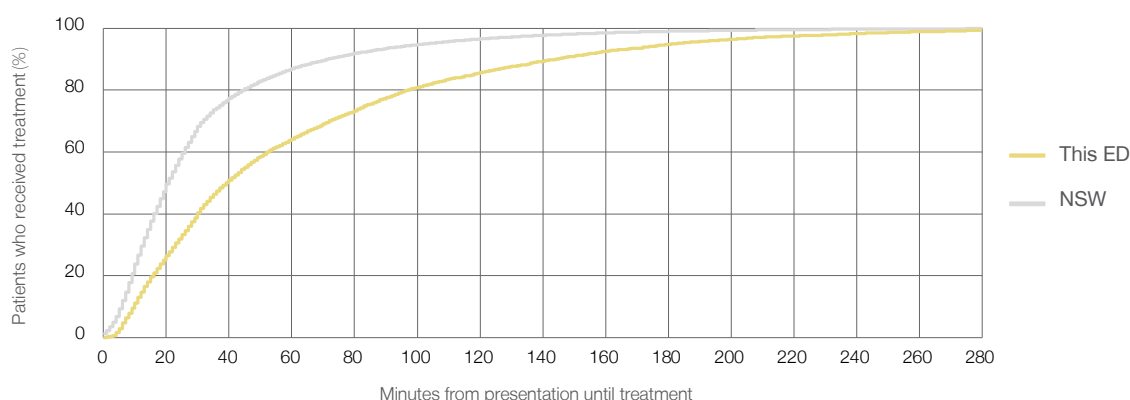
39 minutes

95th percentile time to start treatment⁵

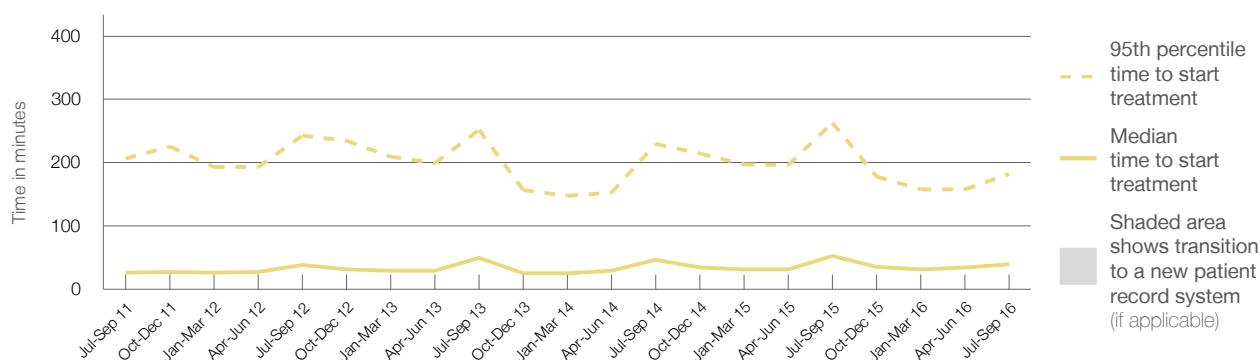
182 minutes

Same period last year	NSW (this period)
6,233	
5,587	
53 minutes	21 minutes
263 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	38	50	47	53	39
95th percentile time to start treatment ⁵ (minutes)	206	243	252	230	263	182

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

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

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

July to September 2016

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

Number of triage 4 patients: 3,759

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

Median time to start treatment ⁴

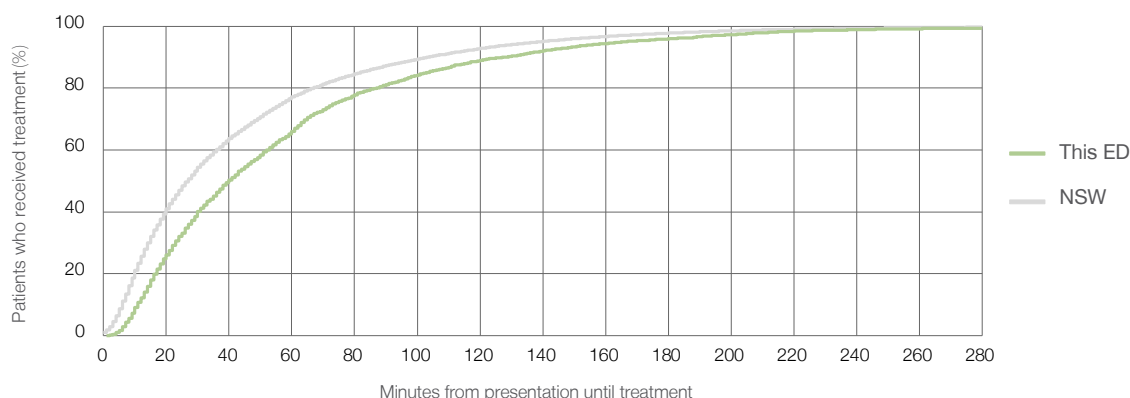
40 minutes

95th percentile time to start treatment ⁵

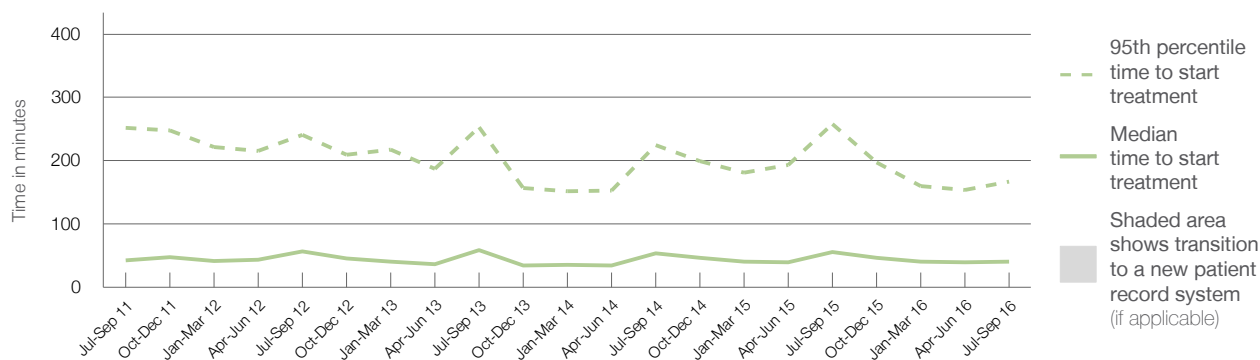
167 minutes

Same period last year	NSW (this period)
4,230	
3,559	
56 minutes	27 minutes
258 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	57	59	54	56	40
95th percentile time to start treatment ⁵ (minutes)	252	241	253	225	258	167

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

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

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

July to September 2016

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

Number of triage 5 patients: 1,046

Number of triage 5 patients used to calculate waiting time: ³ 906

Median time to start treatment ⁴

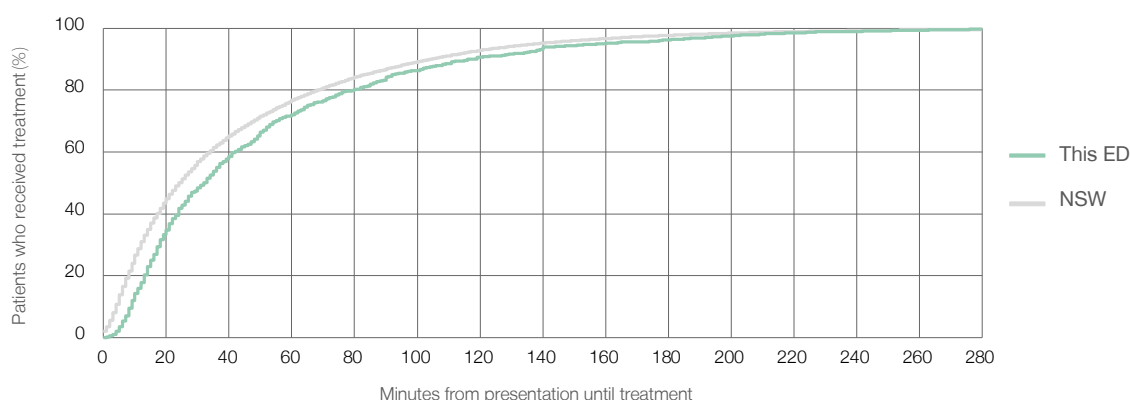
32 minutes

95th percentile time to start treatment ⁵

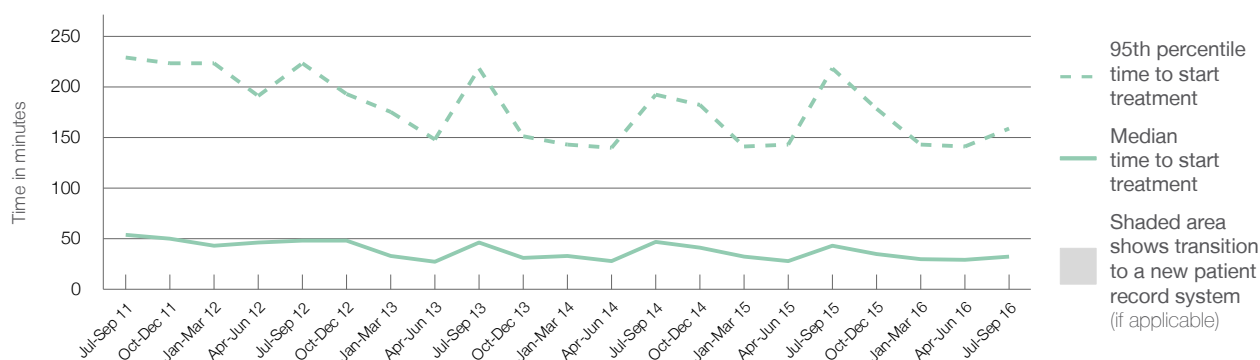
159 minutes

Same period last year	NSW (this period)
1,343	
1,067	
43 minutes	24 minutes
218 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	54	48	46	47	43	32
95th percentile time to start treatment ⁵ (minutes)	229	223	218	192	218	159

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

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

Westmead Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 18,661 patients

Presentations used to calculate time to leaving the ED:⁶ 18,644 patients

Median time spent in the ED⁸

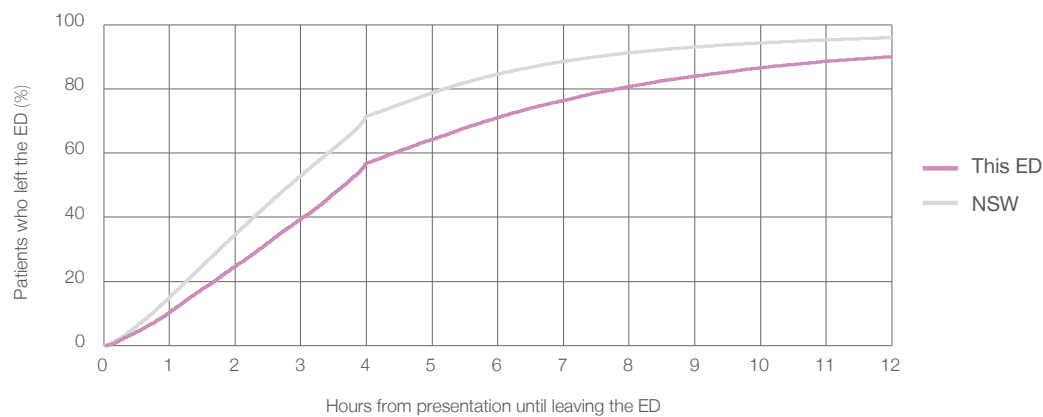
3 hours and 40 minutes

95th percentile time spent in the ED⁹

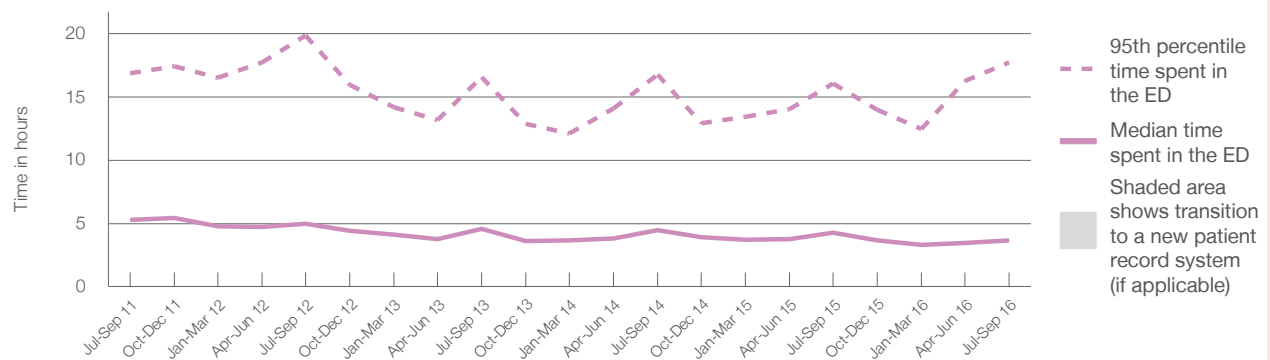
17 hours and 42 minutes

Same period last year	NSW (this period)
18,185	18,185
4 hours and 15 minutes	2 hours and 50 minutes
16 hours and 2 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 18m	4h 59m	4h 35m	4h 27m	4h 15m	3h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	19h 50m	16h 33m	16h 45m	16h 2m	17h 42m

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

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

Westmead Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

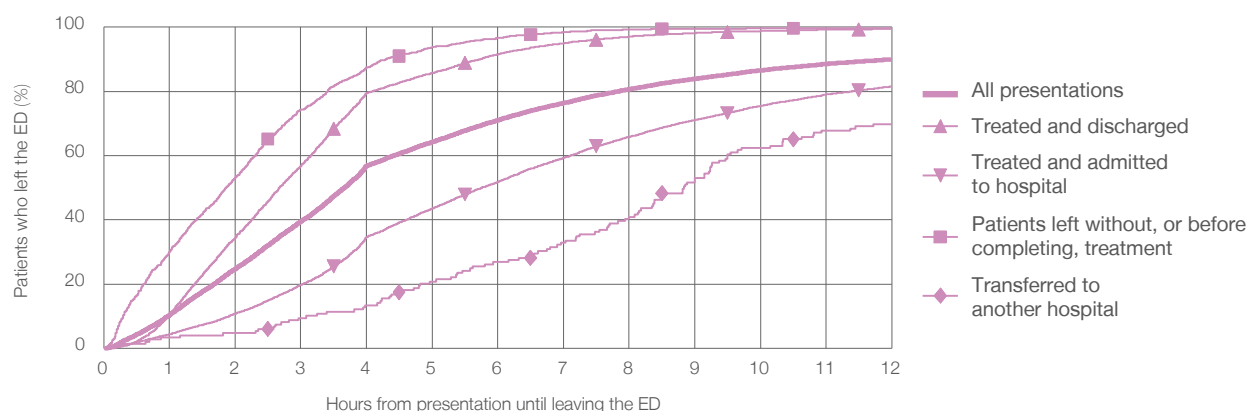
All presentations:[†] 18,661 patients

Presentations used to calculate time to leaving the ED:[‡] 18,644 patients

Treated and discharged	7,091 (38.0%)
Treated and admitted to hospital	9,650 (51.7%)
Patient left without, or before completing, treatment	1,245 (6.7%)
Transferred to another hospital	150 (0.8%)
Other	525 (2.8%)

Same period last year	Change since one year ago
18,185	2.5%
6,950	2.0%
8,825	9.3%
1,762	-29.3%
168	-10.7%
480	9.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.6%	34.5%	56.9%	79.5%	91.6%	97.1%	98.8%	99.5%
Treated and admitted to hospital	4.3%	10.8%	19.8%	34.6%	51.8%	65.9%	75.5%	81.6%
Patient left without, or before completing, treatment	30.1%	53.2%	74.3%	87.5%	96.6%	99.3%	99.7%	99.7%
Transferred to another hospital	3.4%	4.7%	9.4%	13.4%	26.8%	40.9%	62.4%	69.8%
All presentations	10.4%	24.7%	39.5%	56.8%	71.0%	80.7%	86.5%	90.0%

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

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

Westmead Hospital: Time spent in the ED

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

July to September 2016

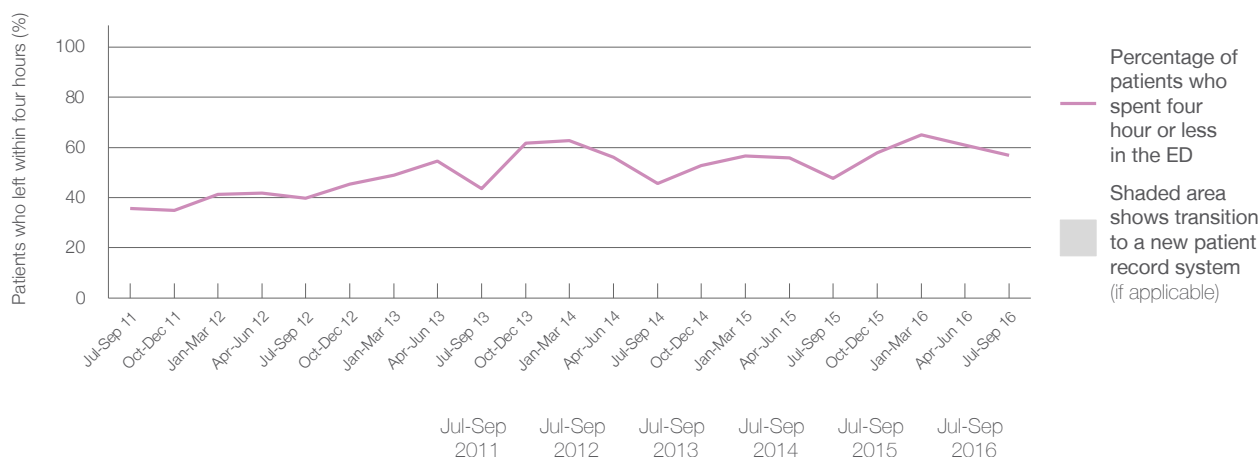
All presentations at the emergency department: ¹ 18,661 patients

Presentations used to calculate time to leaving the ED: ⁶ 18,644 patients

Percentage of patients who spent four hours or less in the ED 56.8%

Same period last year	Change since one year ago
18,185	2.6%
18,185	2.5%
47.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	35.6%	39.7%	43.7%	45.7%	47.7%	56.8%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wollongong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 15,658 patients

Emergency presentations:² 15,340 patients

Same period last year	Change since one year ago
15,469	1.2%
15,147	1.3%

Wollongong Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,038 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,711 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,966 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 141 minutes

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

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
1,865	
10 minutes	8 minutes
34 minutes	41 minutes
6,410	
28 minutes	21 minutes
123 minutes	103 minutes
6,286	
35 minutes	27 minutes
157 minutes	139 minutes
472	
27 minutes	24 minutes
141 minutes	138 minutes

Wollongong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 15,654 patients

Percentage of patients who spent four hours or less in the ED 59.9%

Same period last year	Change since one year ago
15,469	1.2%
61.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

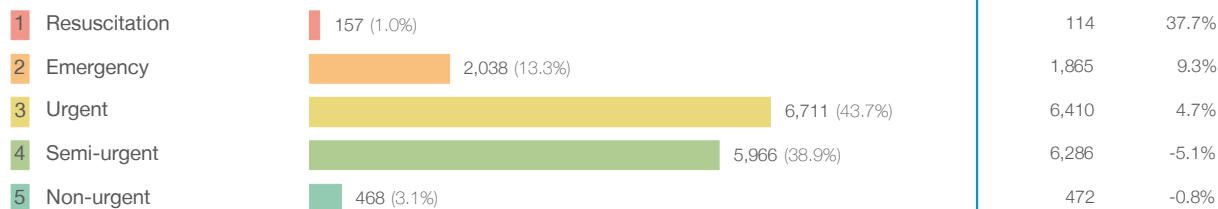
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wollongong Hospital: Patients presenting to the emergency department

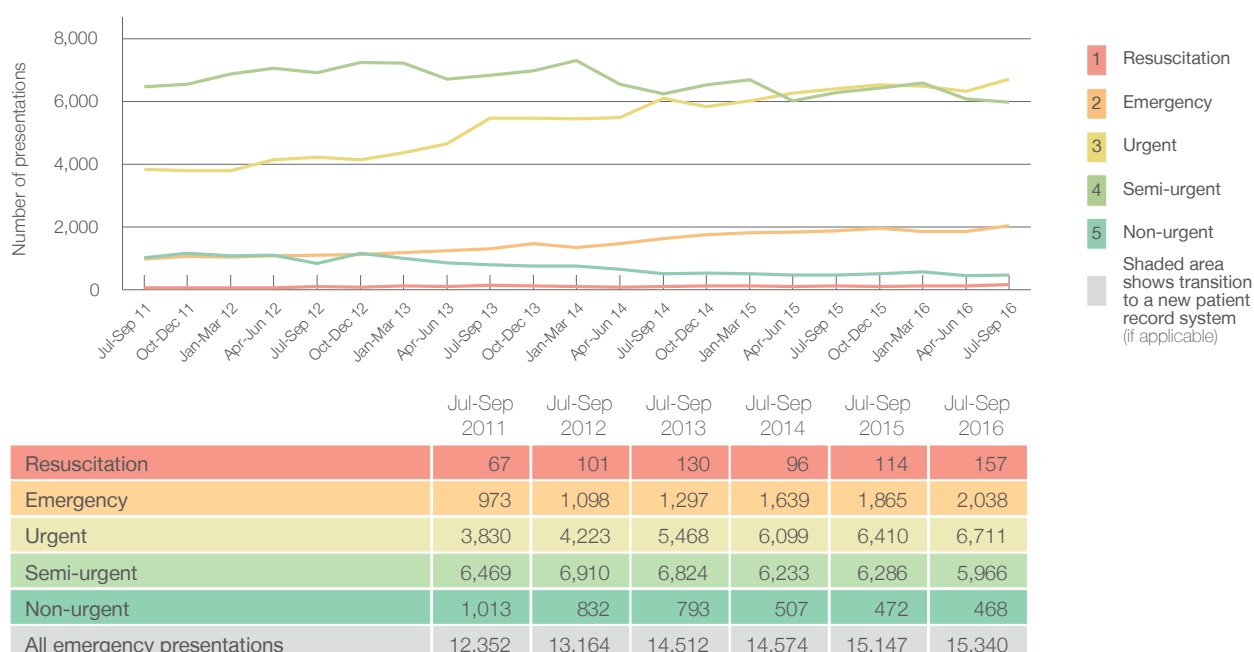
July to September 2016

All presentations:¹ 15,658 patients

Emergency presentations² by triage category: 15,340 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Wollongong Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,385 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,038

Number of triage 2 patients used to calculate waiting time: ³ 2,034

Median time to start treatment ⁴

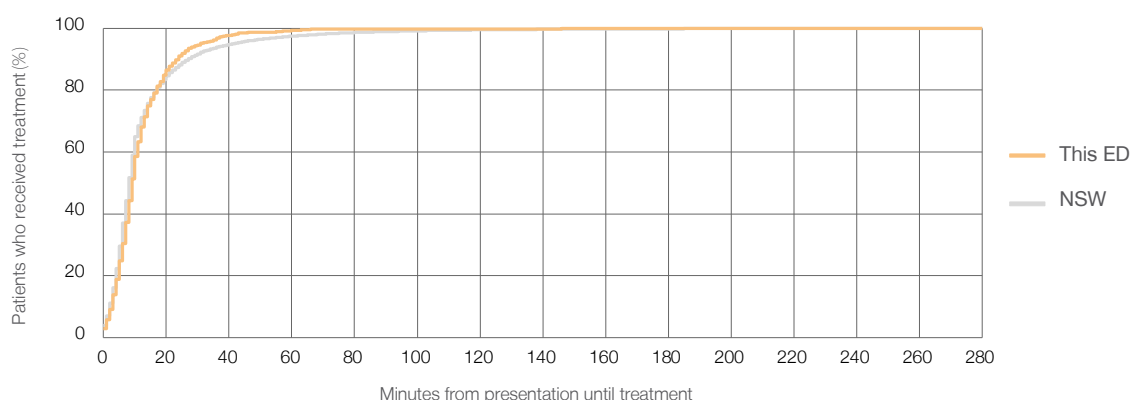
9 minutes

95th percentile time to start treatment ⁵

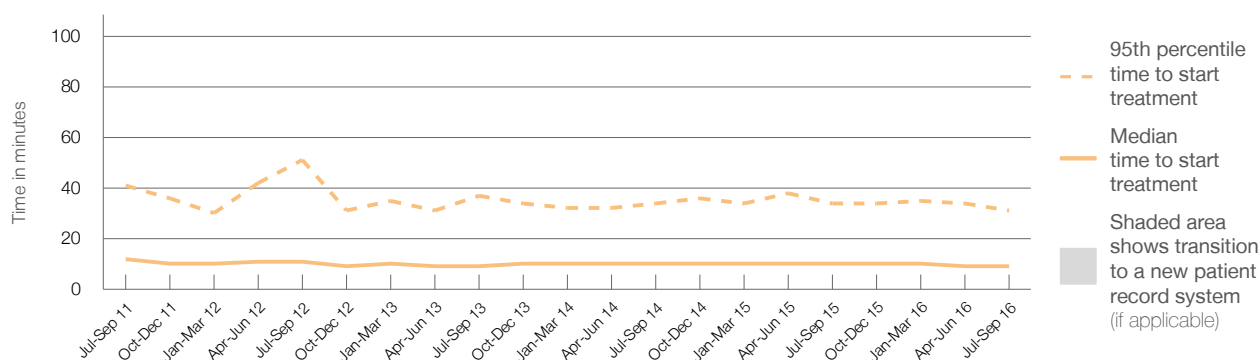
31 minutes

Same period last year	NSW (this period)
1,865	
1,861	
10 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	11	9	10	10	9
95th percentile time to start treatment ⁵ (minutes)	41	51	37	34	34	31

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

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

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

July to September 2016

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

Number of triage 3 patients: 6,711

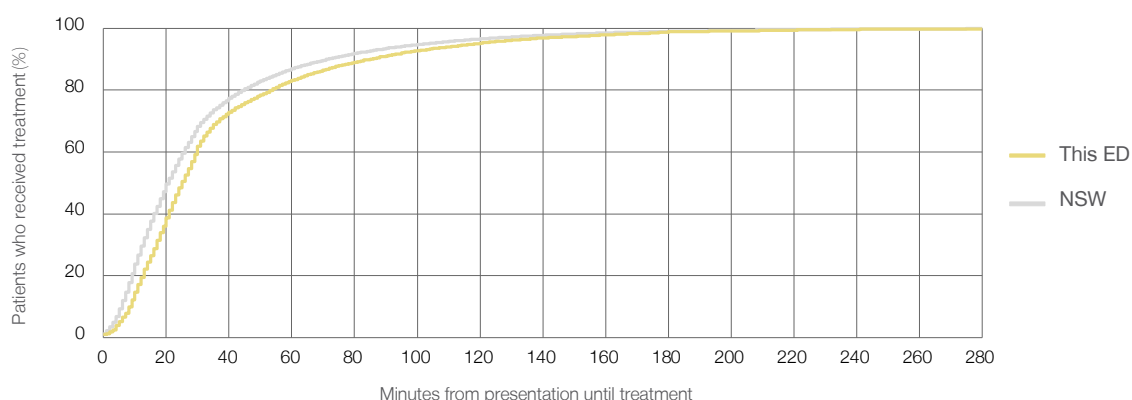
Number of triage 3 patients used to calculate waiting time:³ 6,571

Median time to start treatment⁴ 25 minutes

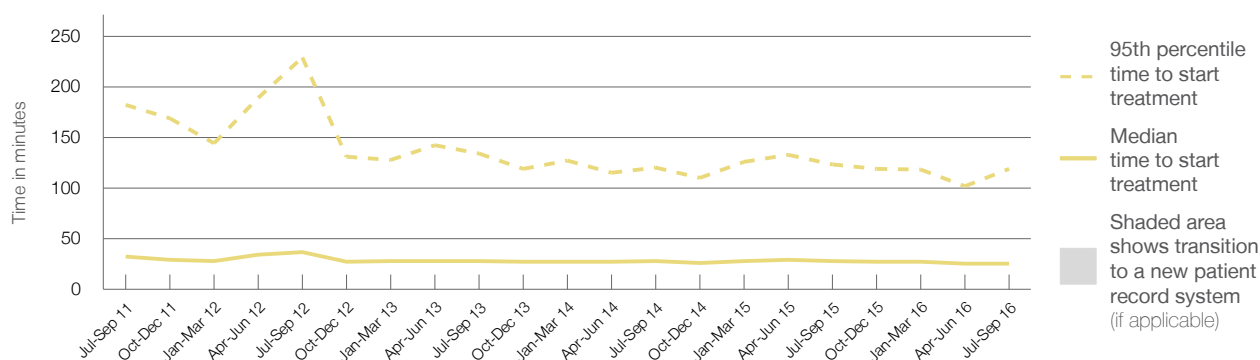
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
6,410	
6,266	
28 minutes	21 minutes
123 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	37	28	28	28	25
95th percentile time to start treatment ⁵ (minutes)	182	229	134	120	123	119

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

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

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

July to September 2016

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

Number of triage 4 patients: 5,966

Number of triage 4 patients used to calculate waiting time: ³ 5,622

Median time to start treatment ⁴

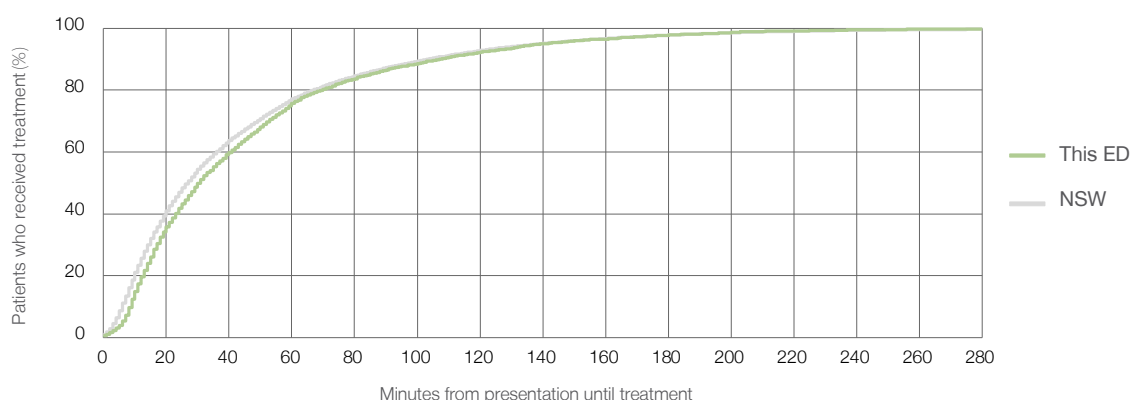
31 minutes

95th percentile time to start treatment ⁵

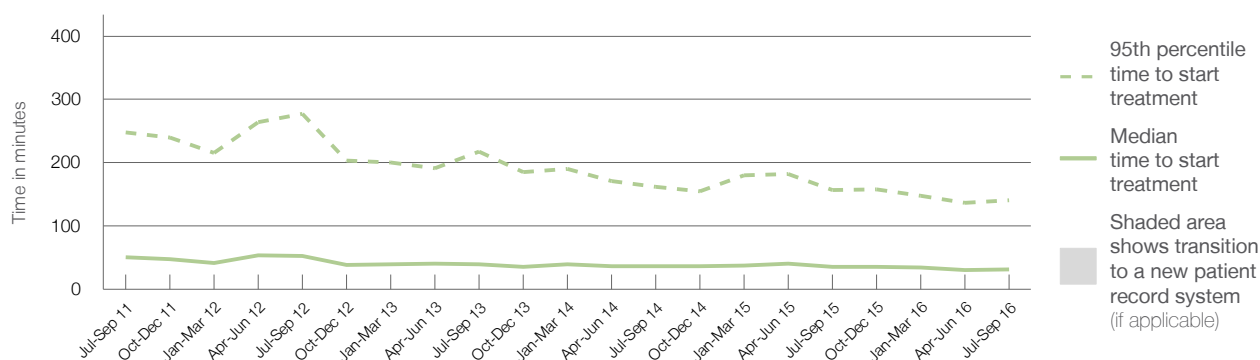
141 minutes

Same period last year	NSW (this period)
6,286	
5,890	
35 minutes	27 minutes
157 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	53	39	36	35	31
95th percentile time to start treatment ⁵ (minutes)	248	277	218	162	157	141

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

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

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

July to September 2016

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

Number of triage 5 patients: 468

Number of triage 5 patients used to calculate waiting time:³ 394

Median time to start treatment⁴

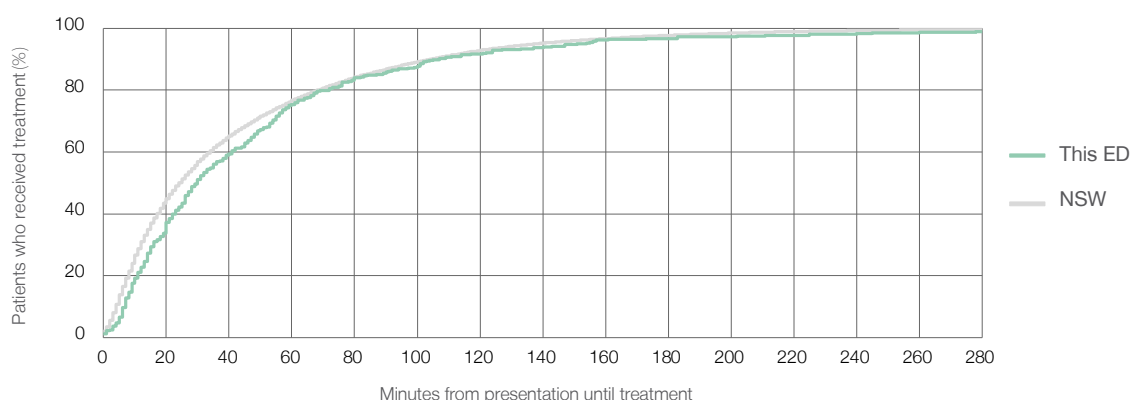
30 minutes

95th percentile time to start treatment⁵

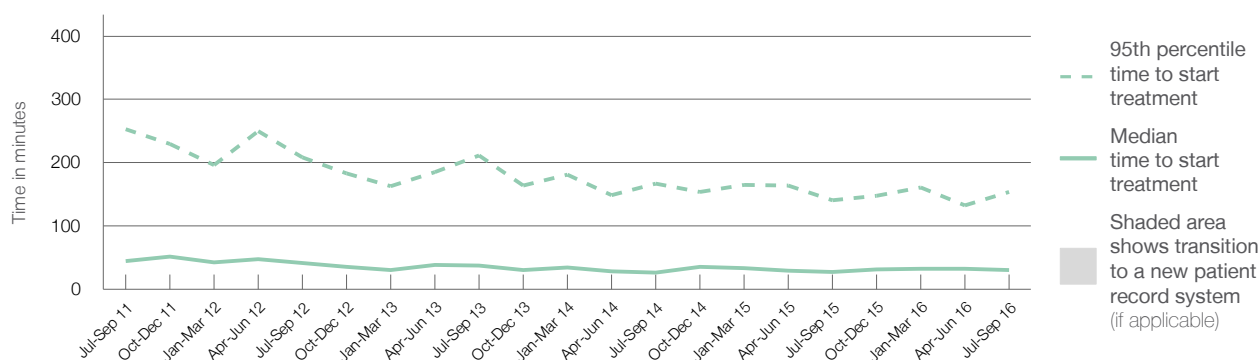
154 minutes

Same period last year	NSW (this period)
472	
409	
27 minutes	24 minutes
141 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	42	37	26	27	30
95th percentile time to start treatment ⁵ (minutes)	253	208	211	167	141	154

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

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

Wollongong Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 15,658 patients

Presentations used to calculate time to leaving the ED:⁶ 15,654 patients

Median time spent in the ED⁸

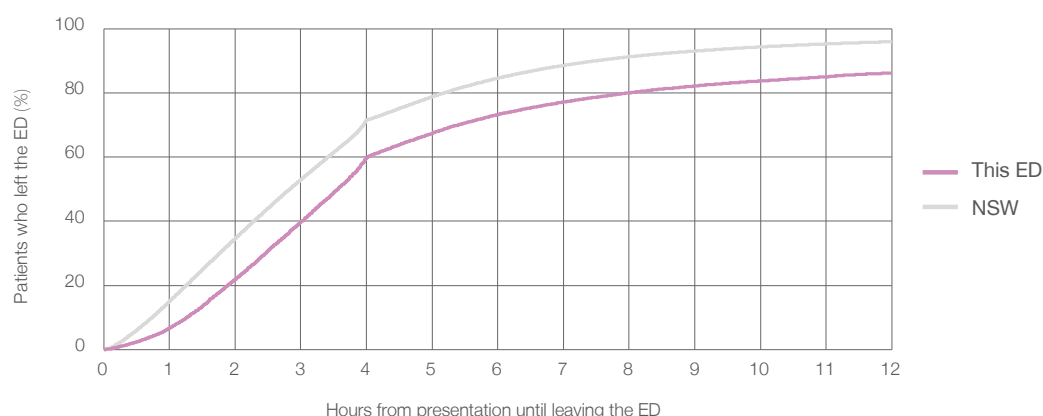
3 hours and 34 minutes

95th percentile time spent in the ED⁹

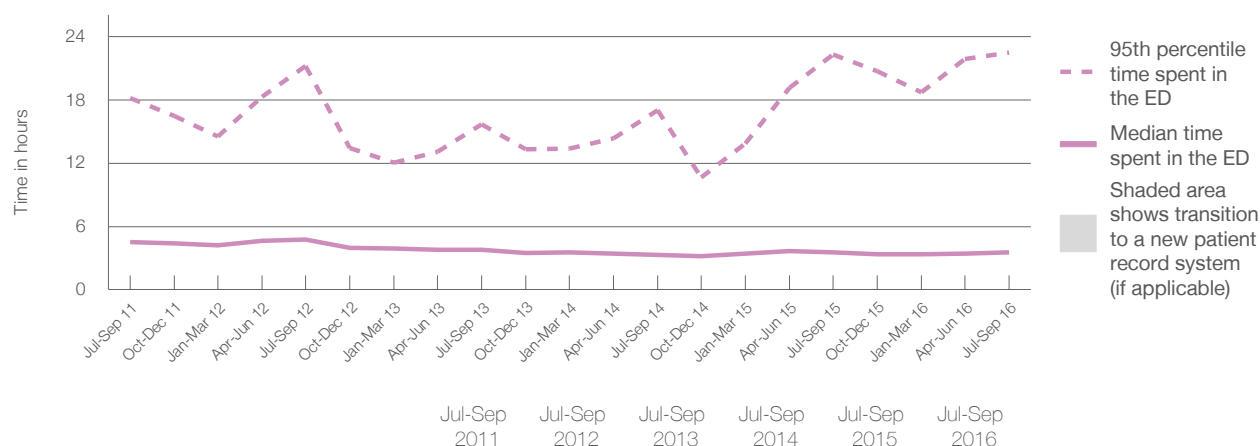
22 hours and 27 minutes

Same period last year	NSW (this period)
15,469	15,469
3 hours and 31 minutes	2 hours and 50 minutes
22 hours and 18 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	4h 44m	3h 48m	3h 20m	3h 31m	3h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 11m	21h 14m	15h 40m	17h 0m	22h 18m	22h 27m

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

Wollongong Hospital: Time patients spent in the ED

By mode of separation

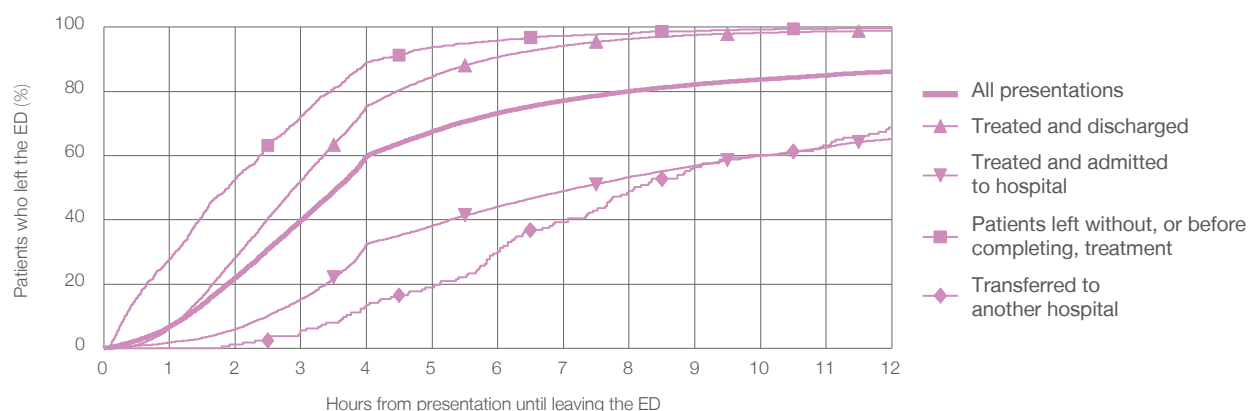
July to September 2016

All presentations:[†] 15,658 patients

Presentations used to calculate time to leaving the ED:[‡] 15,654 patients

		Same period last year	Change since one year ago
Treated and discharged	8,435 (53.9%)	8,136	3.7%
Treated and admitted to hospital	5,809 (37.1%)	5,998	-3.2%
Patient left without, or before completing, treatment	1,141 (7.3%)	1,096	4.1%
Transferred to another hospital	164 (1.0%)	122	34.4%
Other	109 (0.7%)	117	-6.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	28.3%	52.2%	75.3%	90.7%	96.3%	98.2%	98.9%
Treated and admitted to hospital	1.8%	5.9%	15.3%	32.4%	44.0%	53.3%	59.9%	65.2%
Patient left without, or before completing, treatment	27.8%	52.8%	72.1%	89.0%	95.9%	98.0%	99.2%	99.7%
Transferred to another hospital	0%	1.2%	5.5%	13.5%	30.1%	49.1%	60.1%	68.7%
All presentations	6.7%	22.0%	39.8%	59.9%	73.2%	80.0%	83.7%	86.2%

(†) 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.

Wollongong Hospital: Time spent in the ED

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

July to September 2016

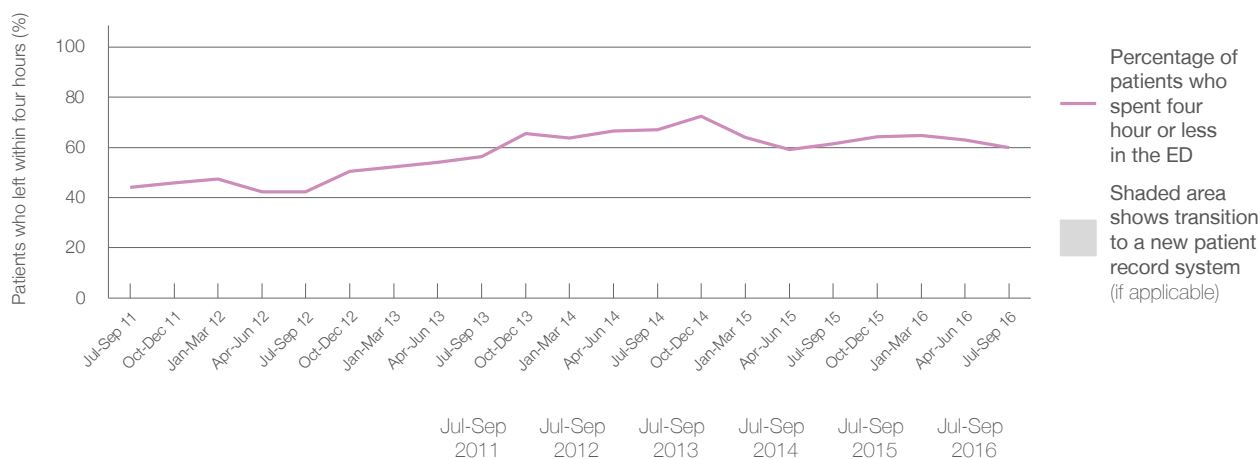
All presentations at the emergency department: ¹ 15,658 patients

Presentations used to calculate time to leaving the ED: ⁶ 15,654 patients

Percentage of patients who spent four hours or less in the ED 59.9%

Same period last year	Change since one year ago
15,469	1.2%
15,469	1.2%
61.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	44.1%	42.2%	56.3%	67.1%	61.3%	59.9%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Sydney Children's Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,444 patients

Emergency presentations:² 9,352 patients

Same period last year	Change since one year ago
9,726	-2.9%
9,580	-2.4%

Sydney Children's Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 372 patients

Median time to start treatment⁴ 10 minutes

95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,748 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,959 patients

Median time to start treatment⁴ 37 minutes

95th percentile time to start treatment⁵ 145 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 203 patients

Median time to start treatment⁴ 31 minutes

95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
408	
9 minutes	8 minutes
28 minutes	41 minutes
1,799	
22 minutes	21 minutes
79 minutes	103 minutes
7,018	
43 minutes	27 minutes
163 minutes	139 minutes
303	
42 minutes	24 minutes
133 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,444 patients

Percentage of patients who spent four hours or less in the ED 77.4%

Same period last year	Change since one year ago
9,726	-2.9%
75.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

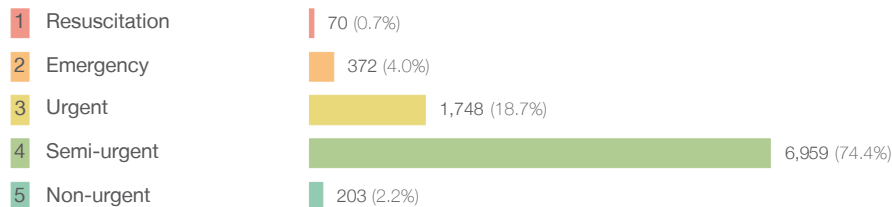
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sydney Children's Hospital: Patients presenting to the emergency department

July to September 2016

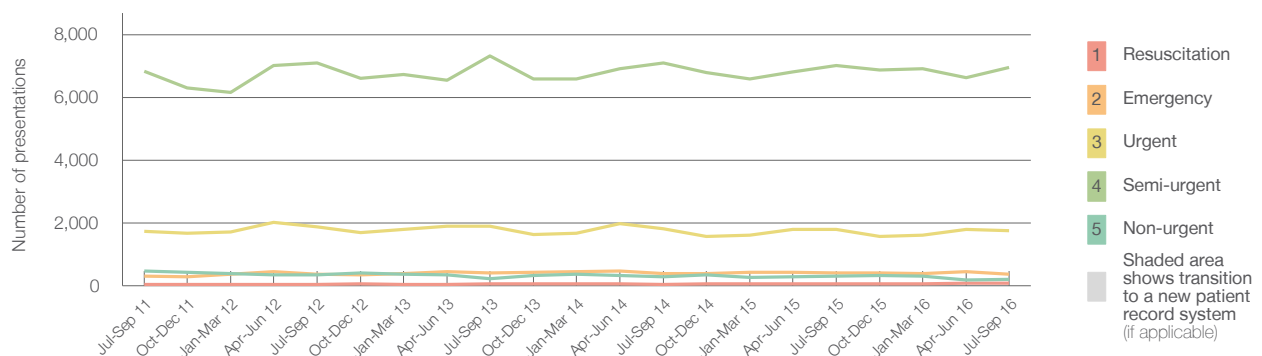
All presentations:¹ 9,444 patients

Emergency presentations² by triage category: 9,352 patients



Same period last year	Change since one year ago
9,726	-2.9%
9,580	-2.4%
52	34.6%
408	-8.8%
1,799	-2.8%
7,018	-0.8%
303	-33.0%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	36	42	51	45	52	70
Emergency	307	358	396	375	408	372
Urgent	1,724	1,879	1,889	1,808	1,799	1,748
Semi-urgent	6,825	7,098	7,317	7,088	7,018	6,959
Non-urgent	464	347	215	282	303	203
All emergency presentations	9,356	9,724	9,868	9,598	9,580	9,352

Sydney Children's Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 633 patients

ED Transfer of care time



Same period last year	Change since one year ago
668	
9 minutes	0 minutes
20 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.

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

July to September 2016

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

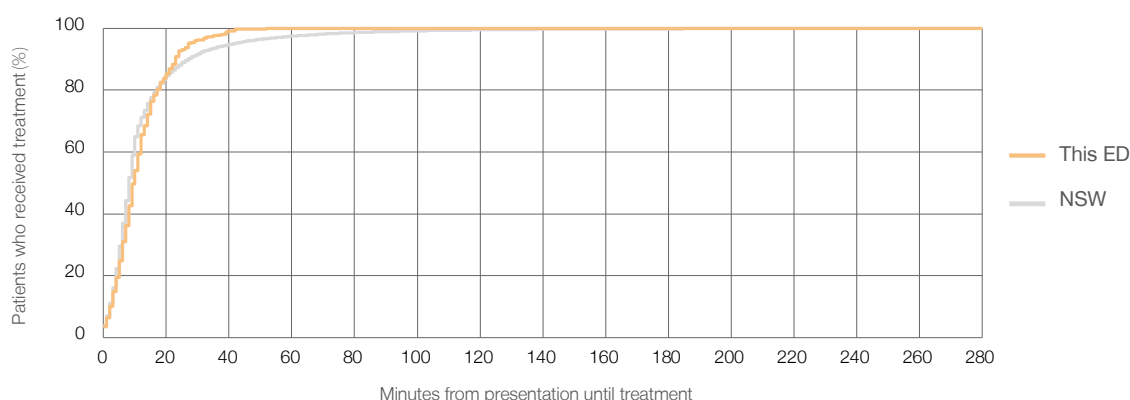
Number of triage 2 patients: 372

Number of triage 2 patients used to calculate waiting time:³ 371

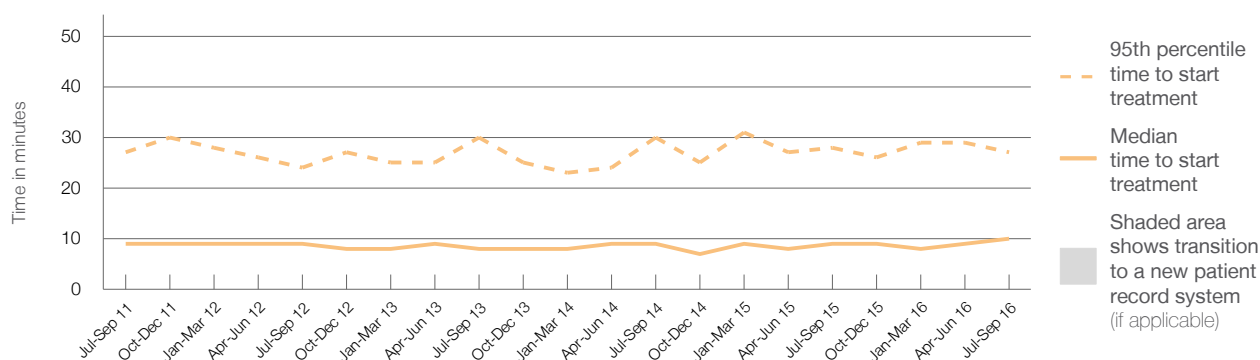
Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
408	
408	
9 minutes	8 minutes
28 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	8	9	9	10
95th percentile time to start treatment ⁵ (minutes)	27	24	30	30	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.

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

July to September 2016

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

Number of triage 3 patients: 1,748

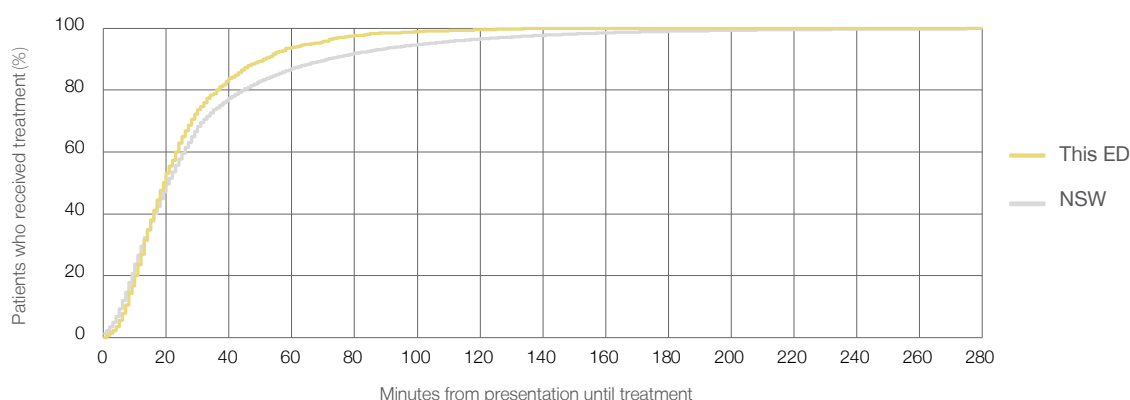
Number of triage 3 patients used to calculate waiting time: ³ 1,743

Median time to start treatment ⁴ 19 minutes

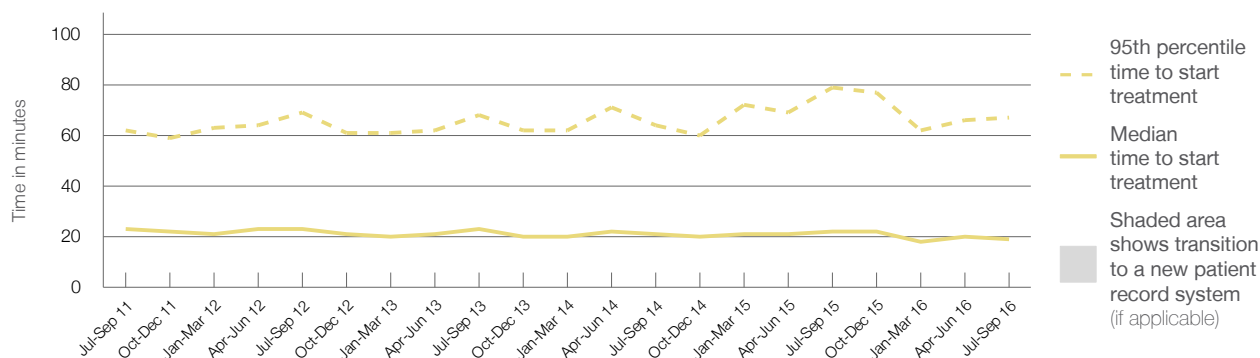
95th percentile time to start treatment ⁵ 67 minutes

Same period last year	NSW (this period)
1,799	
1,794	
22 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	23	23	21	22	19
95th percentile time to start treatment ⁵ (minutes)	62	69	68	64	79	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.

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

July to September 2016

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

Number of triage 4 patients: 6,959

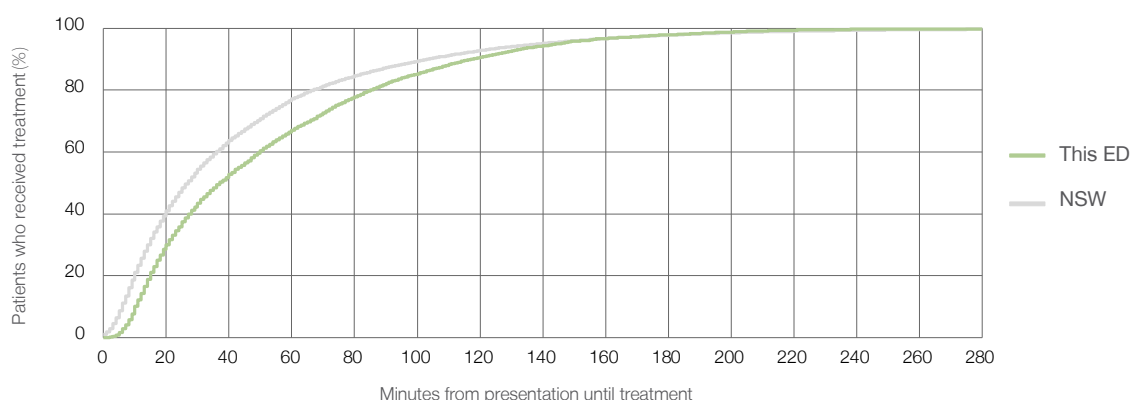
Number of triage 4 patients used to calculate waiting time:³ 6,733

Median time to start treatment⁴ 37 minutes

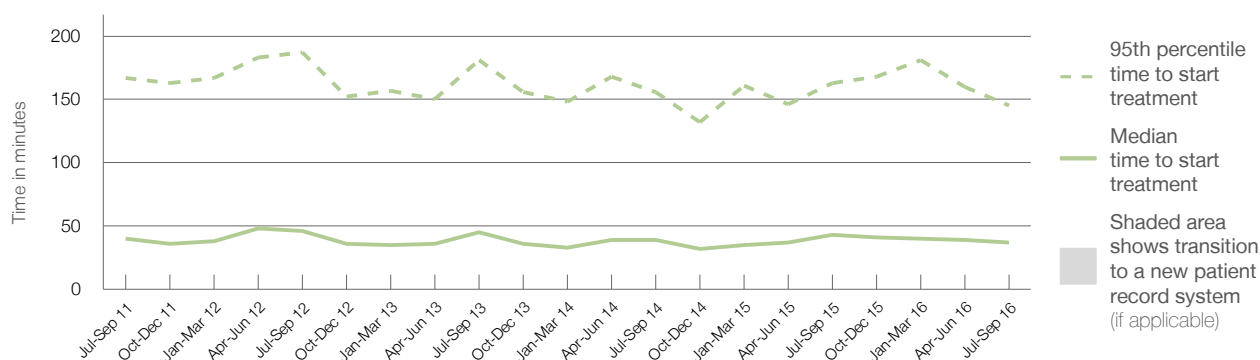
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
7,018	
6,758	
43 minutes	27 minutes
163 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	46	45	39	43	37
95th percentile time to start treatment ⁵ (minutes)	167	187	181	156	163	145

(†) 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 Children's Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 203

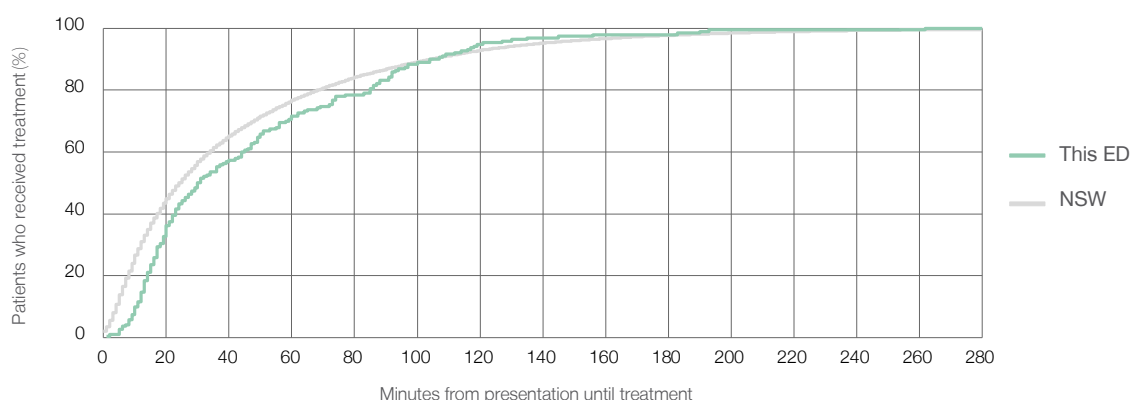
Number of triage 5 patients used to calculate waiting time:³ 190

Median time to start treatment⁴ 31 minutes

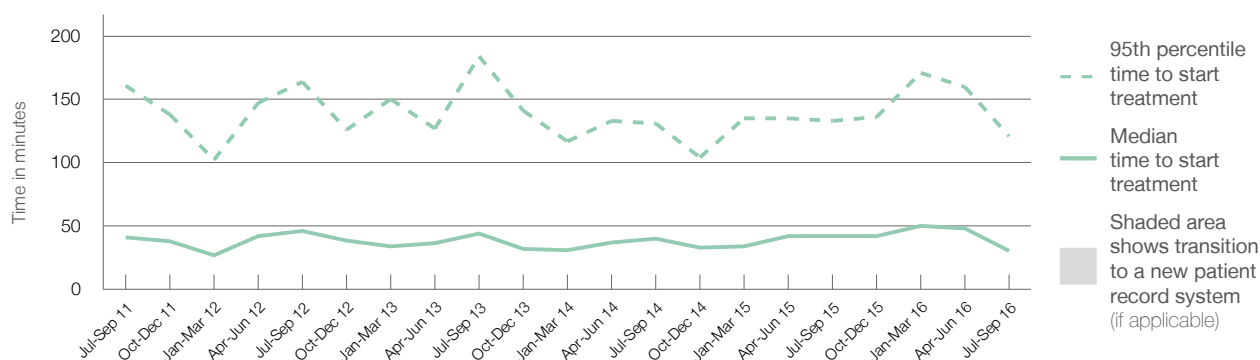
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
303	
281	
42 minutes	24 minutes
133 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	46	44	40	42	31
95th percentile time to start treatment ⁵ (minutes)	161	164	184	131	133	121

(†) 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 Children's Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,444 patients

Presentations used to calculate time to leaving the ED:⁶ 9,444 patients

Median time spent in the ED⁸

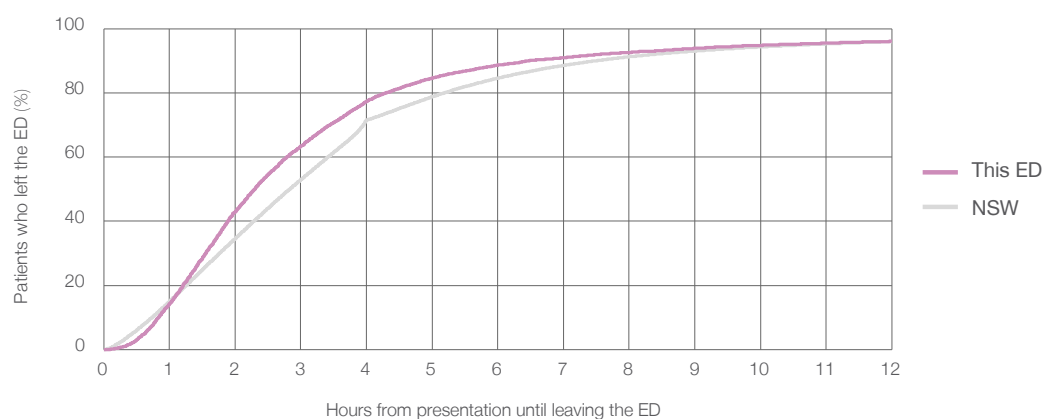
2 hours and 18 minutes

95th percentile time spent in the ED⁹

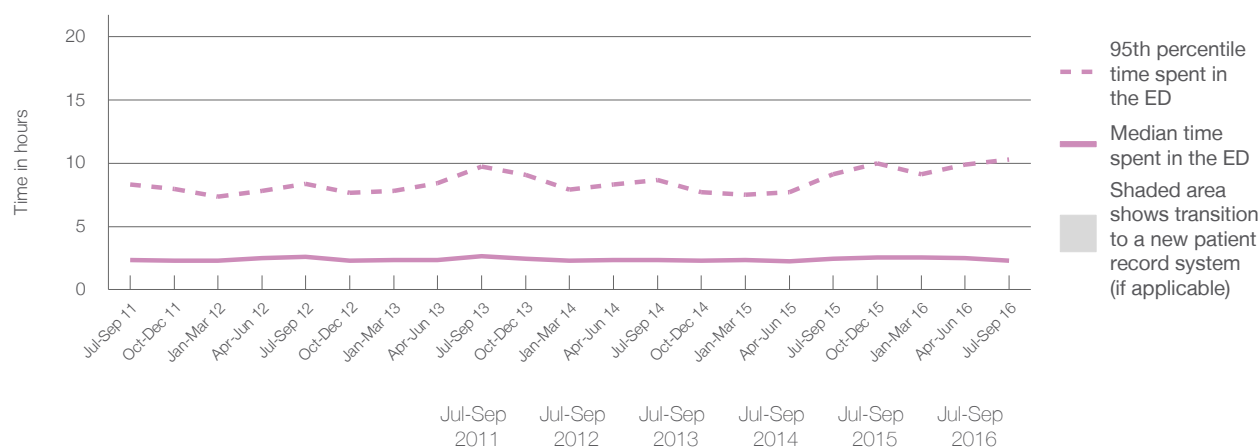
10 hours and 16 minutes

Same period last year	NSW (this period)
9,726	
9,726	
2 hours and 27 minutes	2 hours and 50 minutes
9 hours and 7 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 21m	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 18m	8h 21m	9h 43m	8h 41m	9h 7m	10h 16m

(†) 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 Children's Hospital: Time patients spent in the ED

By mode of separation

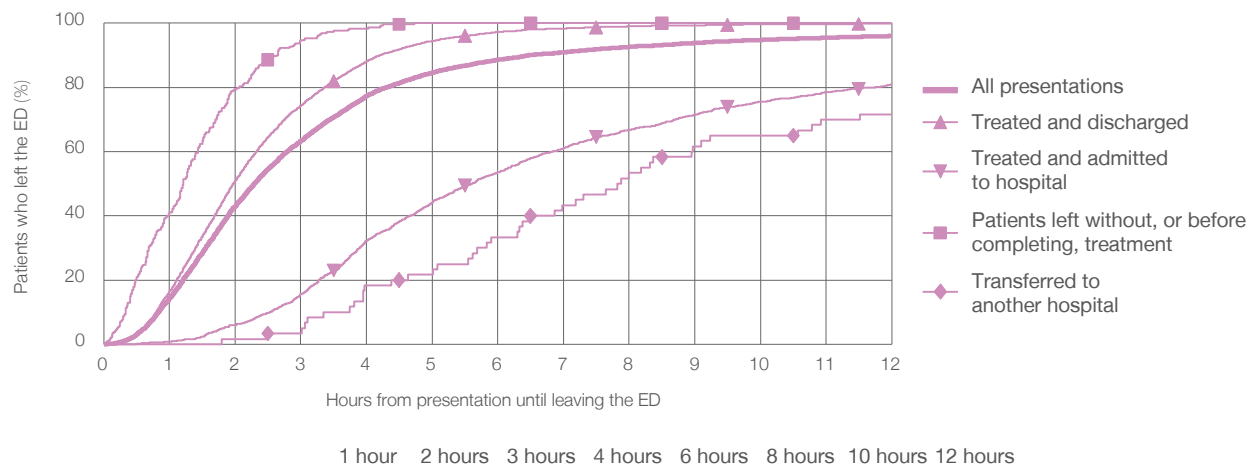
July to September 2016

All presentations:¹ 9,444 patients

Presentations used to calculate time to leaving the ED:⁶ 9,444 patients

		Same period last year	Change since one year ago
Treated and discharged	7,251 (76.8%)	7,341	-1.2%
Treated and admitted to hospital	1,804 (19.1%)	1,945	-7.2%
Patient left without, or before completing, treatment	300 (3.2%)	371	-19.1%
Transferred to another hospital	60 (0.6%)	59	1.7%
Other	29 (0.3%)	10	190.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.5%	51.0%	74.3%	88.1%	97.3%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	6.0%	15.6%	32.4%	53.5%	66.7%	75.6%	80.9%
Patient left without, or before completing, treatment	41.0%	79.3%	94.7%	98.3%	100%	100%	100%	100%
Transferred to another hospital	0%	1.7%	3.3%	18.3%	33.3%	53.3%	65.0%	71.7%
All presentations	14.4%	43.1%	63.4%	77.4%	88.6%	92.6%	94.8%	96.1%

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

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

Sydney Children's Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,444 patients

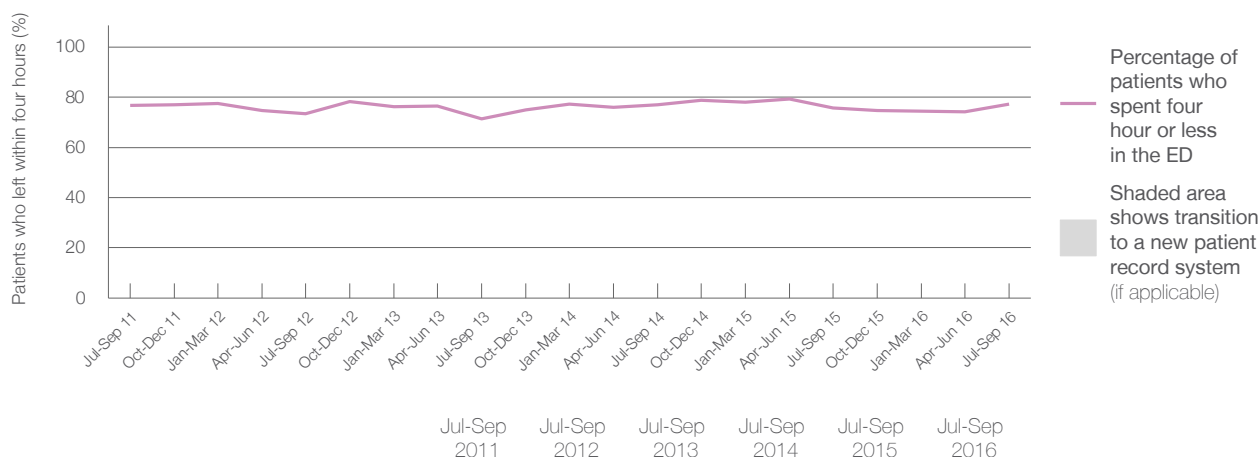
Presentations used to calculate time to leaving the ED: ⁶ 9,444 patients

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



Same period last year	Change since one year ago
9,726	-2.9%
9,726	-2.9%
75.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	76.8%	73.5%	71.5%	76.9%	75.6%	77.4%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2016

All presentations:¹ 14,743 patients

Emergency presentations:² 14,599 patients

Same period last year	Change since one year ago
15,284	-3.5%
15,114	-3.4%

The Children's Hospital at Westmead: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 485 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,587 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,332 patients

Median time to start treatment⁴ 51 minutes
95th percentile time to start treatment⁵ 220 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 77 patients

Median time to start treatment⁴ 81 minutes
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
445	
6 minutes	8 minutes
15 minutes	41 minutes
3,479	
25 minutes	21 minutes
93 minutes	103 minutes
10,970	
52 minutes	27 minutes
247 minutes	139 minutes
125	
80 minutes	24 minutes
*	138 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 14,743 patients

Percentage of patients who spent four hours or less in the ED 66.4%

Same period last year	Change since one year ago
15,284	-3.5%
63.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

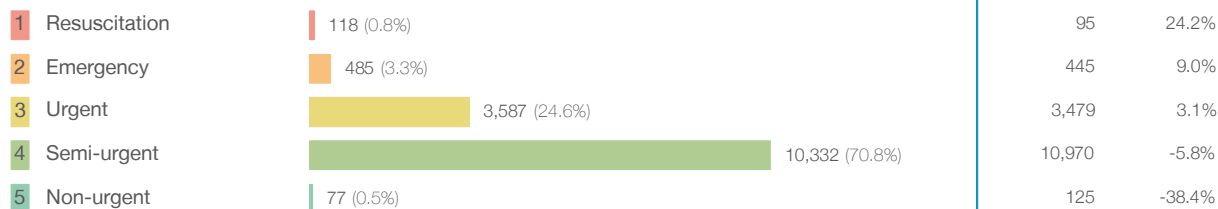
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

The Children's Hospital at Westmead: Patients presenting to the emergency department

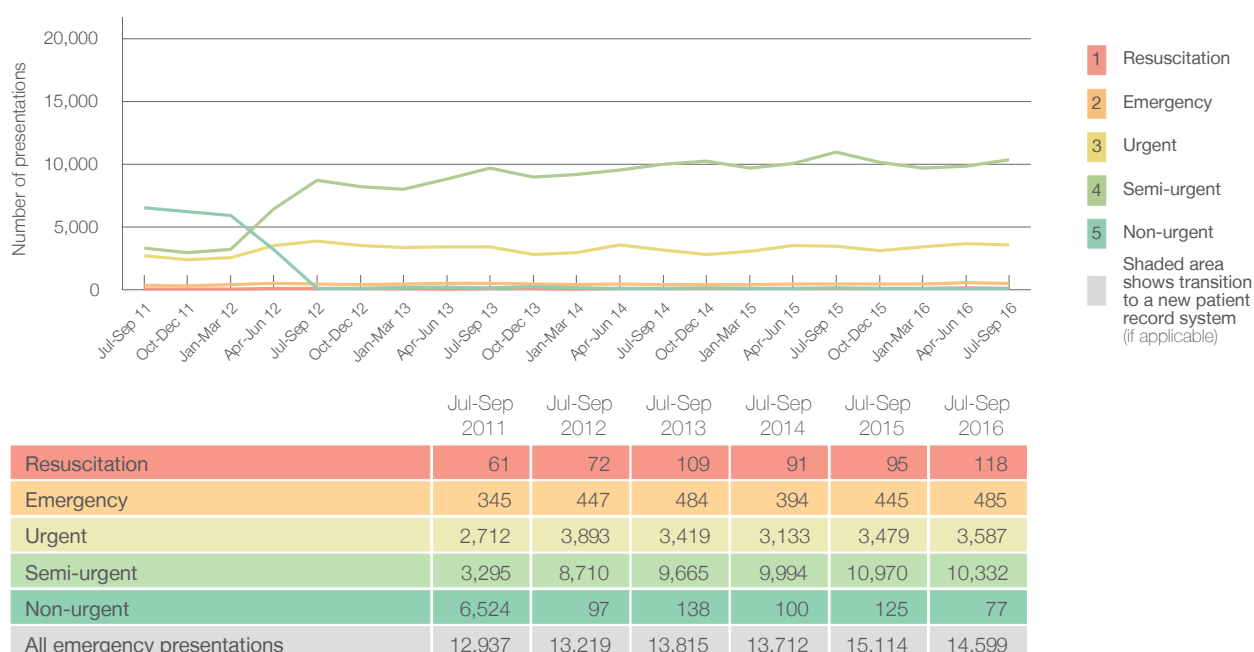
July to September 2016

All presentations:¹ 14,743 patients

Emergency presentations² by triage category: 14,599 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{†‡§}



The Children's Hospital at Westmead: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 1,118 patients

ED Transfer of care time



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

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

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 485

Number of triage 2 patients used to calculate waiting time:³ 485

Median time to start treatment⁴

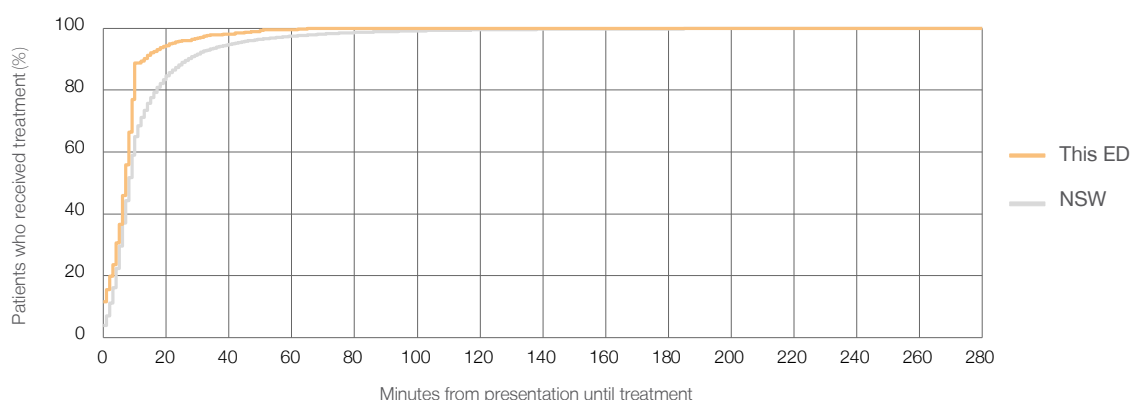
7 minutes

95th percentile time to start treatment⁵

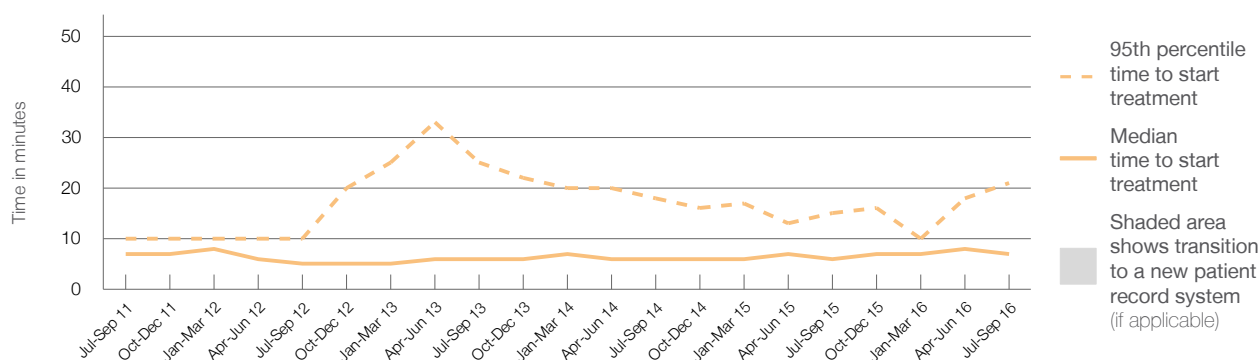
21 minutes

Same period last year	NSW (this period)
445	
445	
6 minutes	8 minutes
15 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	5	6	6	6	7
95th percentile time to start treatment ⁵ (minutes)	10	10	25	18	15	21

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

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

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,587

Number of triage 3 patients used to calculate waiting time: ³ 3,583

Median time to start treatment ⁴

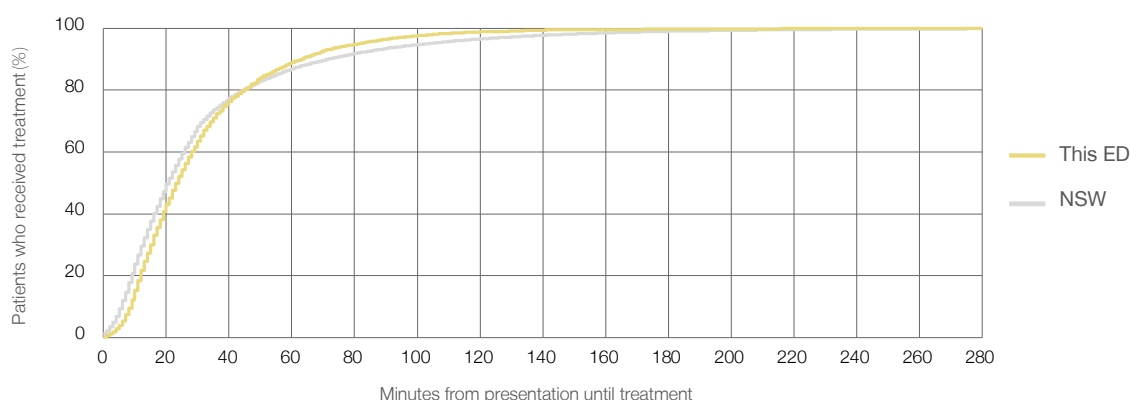
24 minutes

95th percentile time to start treatment ⁵

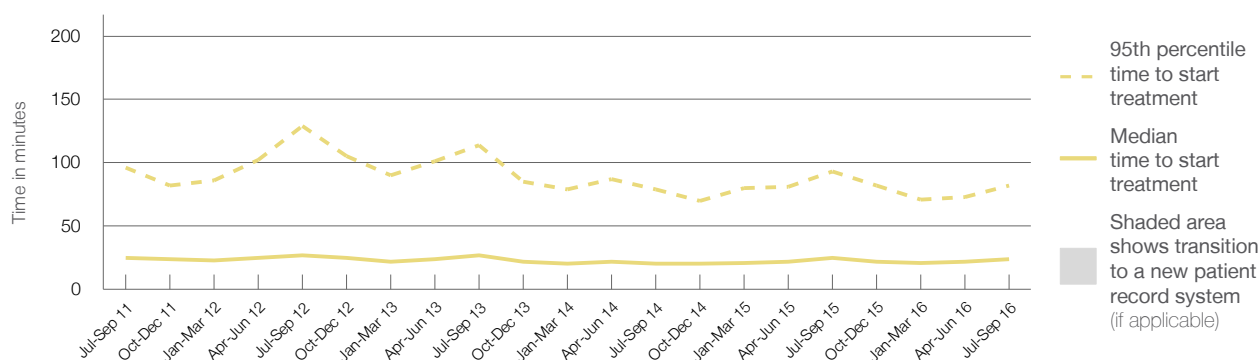
82 minutes

Same period last year	NSW (this period)
3,479	
3,468	
25 minutes	21 minutes
93 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	27	27	20	25	24
95th percentile time to start treatment ⁵ (minutes)	96	129	114	79	93	82

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

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

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 10,332

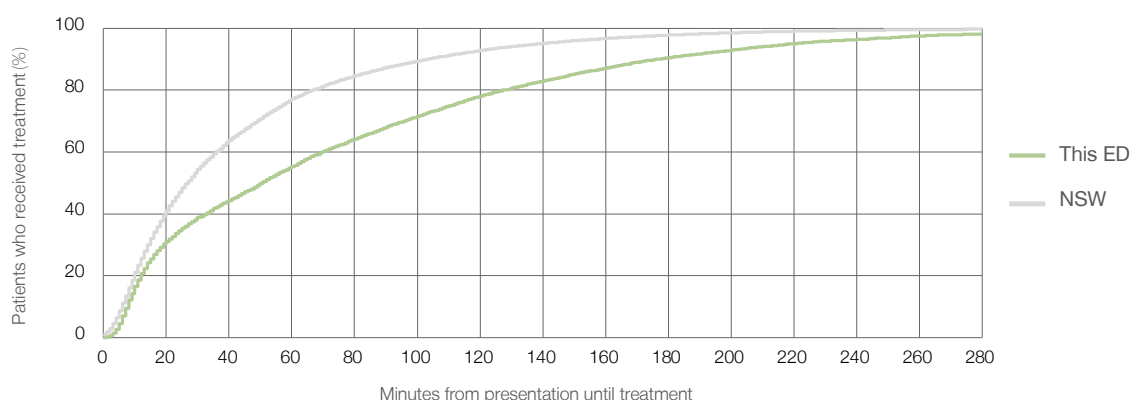
Number of triage 4 patients used to calculate waiting time:³ 8,615

Median time to start treatment⁴ 51 minutes

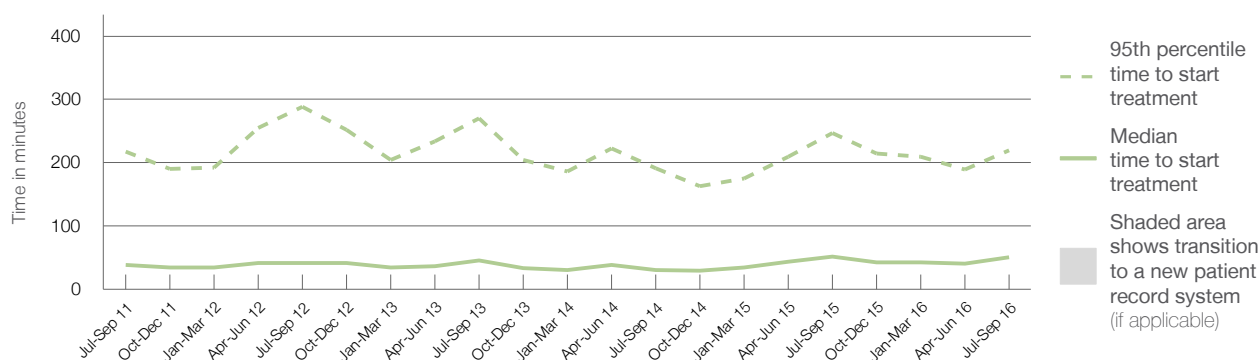
95th percentile time to start treatment⁵ 220 minutes

Same period last year	NSW (this period)
10,970	
8,870	
52 minutes	27 minutes
247 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	42	46	30	52	51
95th percentile time to start treatment ⁵ (minutes)	217	288	270	191	247	220

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

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

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

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 77

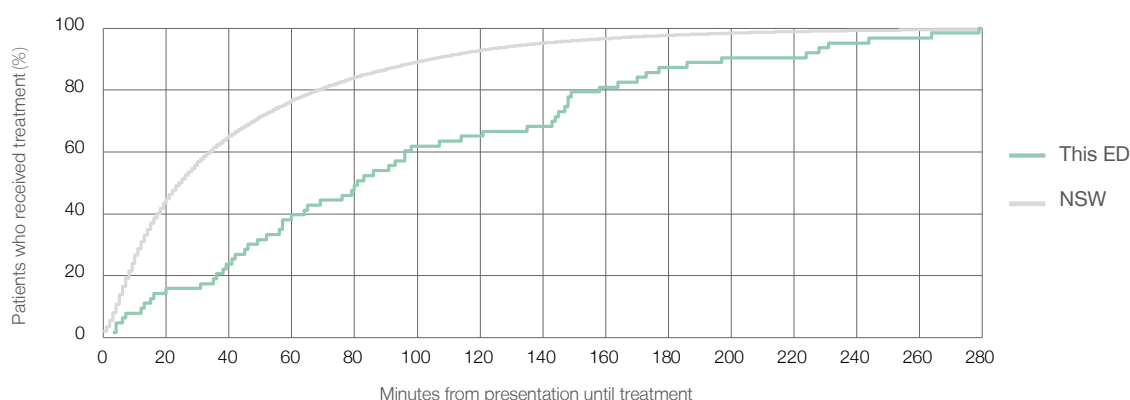
Number of triage 5 patients used to calculate waiting time:³ 63

Median time to start treatment⁴ 81 minutes

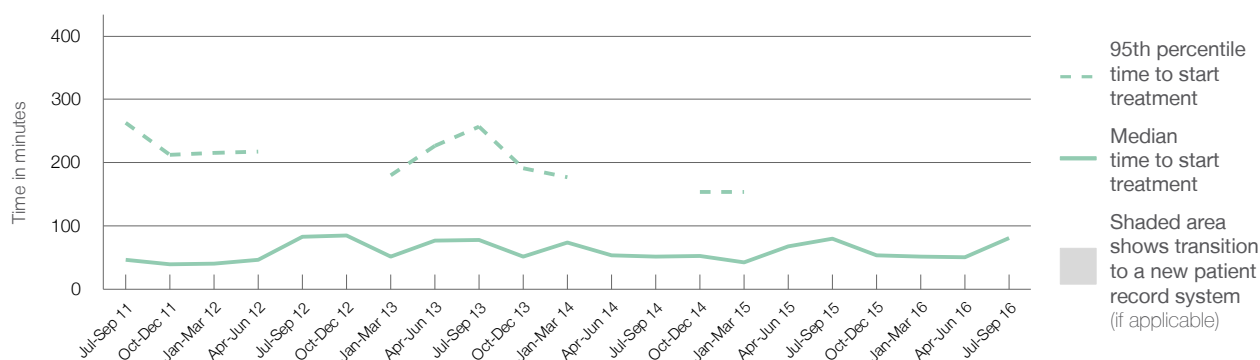
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
125	
85	
80 minutes	24 minutes
*	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	83	78	52	80	81
95th percentile time to start treatment ⁵ (minutes)	263	*	257	*	*	*

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

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

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

The Children's Hospital at Westmead: Time patients spent in the ED

July to September 2016

All presentations:¹ 14,743 patients

Presentations used to calculate time to leaving the ED:⁶ 14,743 patients

Median time spent in the ED⁸

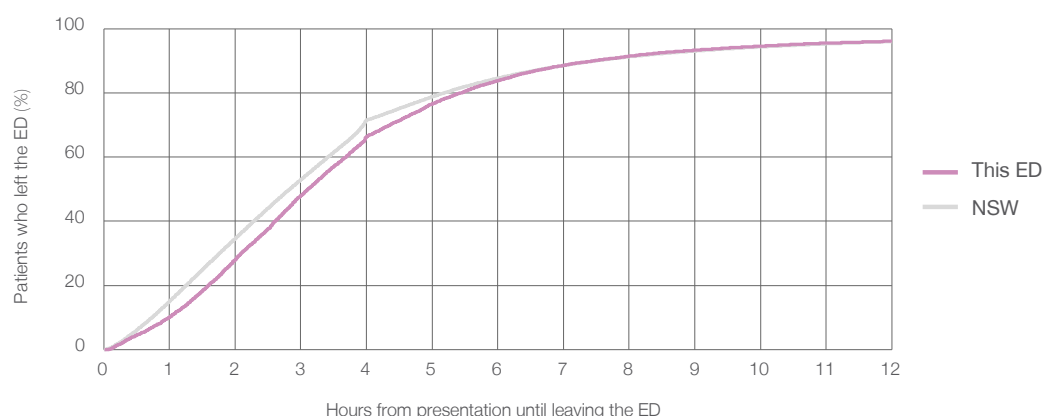
3 hours and 7 minutes

95th percentile time spent in the ED⁹

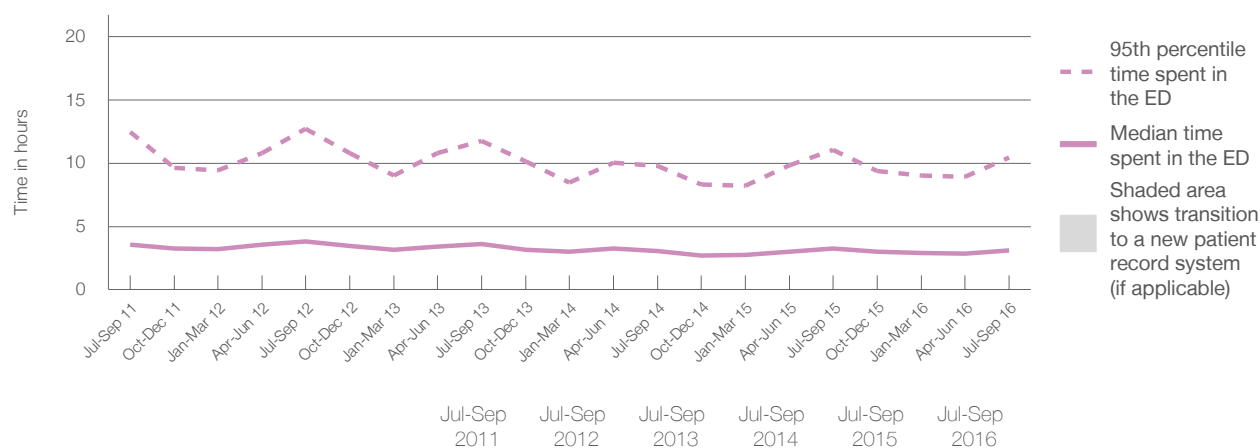
10 hours and 25 minutes

Same period last year	NSW (this period)
15,284	15,284
3 hours and 15 minutes	2 hours and 50 minutes
11 hours and 3 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 35m	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 27m	12h 42m	11h 44m	9h 47m	11h 3m	10h 25m

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

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

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

The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

July to September 2016

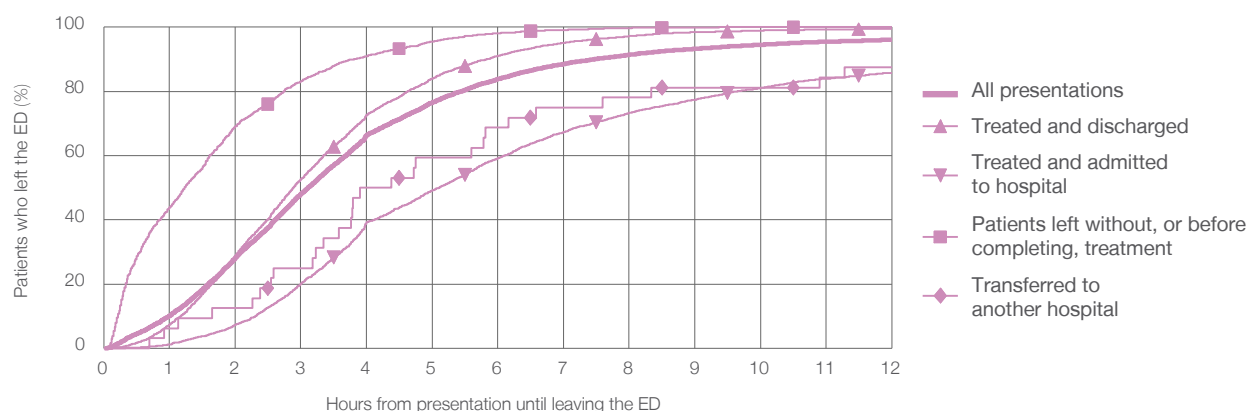
All presentations:[†] 14,743 patients

Presentations used to calculate time to leaving the ED:[‡] 14,743 patients

Treated and discharged	9,223 (62.6%)
Treated and admitted to hospital	3,720 (25.2%)
Patient left without, or before completing, treatment	1,768 (12.0%)
Transferred to another hospital	32 (0.2%)
Other	0 (0%)

Same period last year	Change since one year ago
15,284	-3.5%
9,386	-1.7%
3,685	0.9%
2,185	-19.1%
28	14.3%
0	

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



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

Treated and discharged	7.4%	28.8%	52.7%	72.7%	91.1%	97.2%	99.0%	99.5%
Treated and admitted to hospital	1.2%	7.3%	20.1%	39.3%	59.2%	73.3%	81.1%	85.8%
Patient left without, or before completing, treatment	43.9%	69.2%	83.1%	91.0%	98.2%	99.8%	100%	100%
Transferred to another hospital	6.3%	12.5%	25.0%	50.0%	68.8%	78.1%	81.3%	87.5%
All presentations	10.2%	28.2%	48.0%	66.4%	83.8%	91.5%	94.6%	96.1%

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

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

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

The Children's Hospital at Westmead: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 14,743 patients

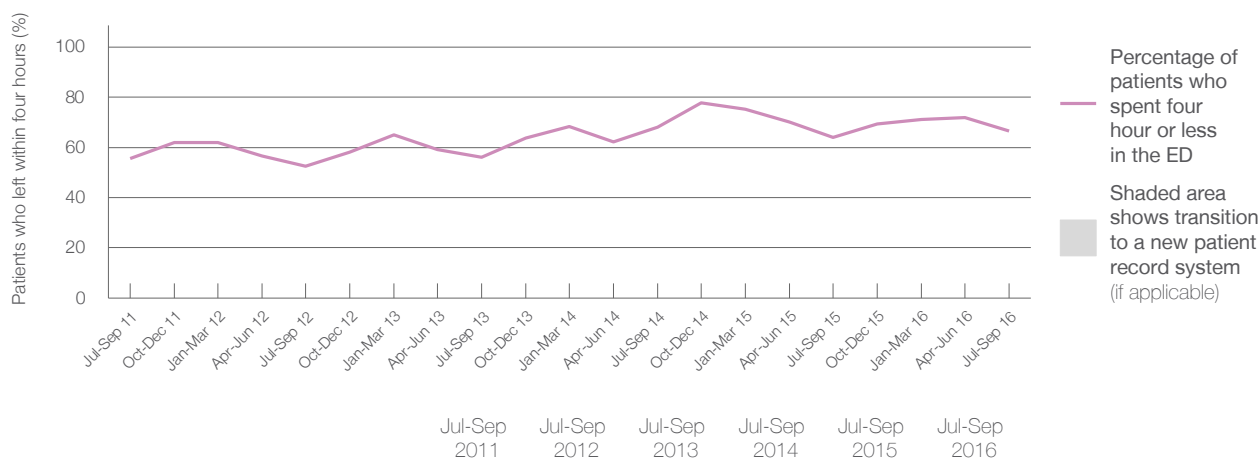
Presentations used to calculate time to leaving the ED: ⁶ 14,743 patients

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



Same period last year	Change since one year ago
15,284	-3.5%
15,284	-3.5%
63.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	55.7%	52.6%	56.1%	68.0%	63.9%	66.4%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,068 patients

Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
8,620	5.2%
8,520	6.0%

Calvary Mater Newcastle: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,221 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,474 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,267 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,007 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
1,223	
10 minutes	8 minutes
50 minutes	41 minutes
2,245	
22 minutes	21 minutes
87 minutes	103 minutes
4,093	
28 minutes	27 minutes
130 minutes	139 minutes
906	
29 minutes	24 minutes
153 minutes	138 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,068 patients

Percentage of patients who spent four hours or less in the ED 72.8%

Same period last year	Change since one year ago
8,620	5.2%
70.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

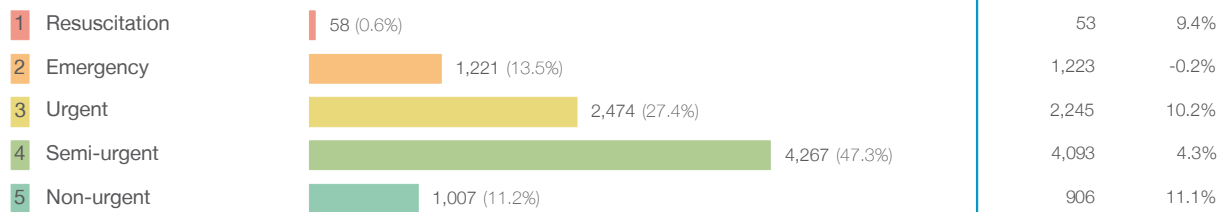
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Calvary Mater Newcastle: Patients presenting to the emergency department

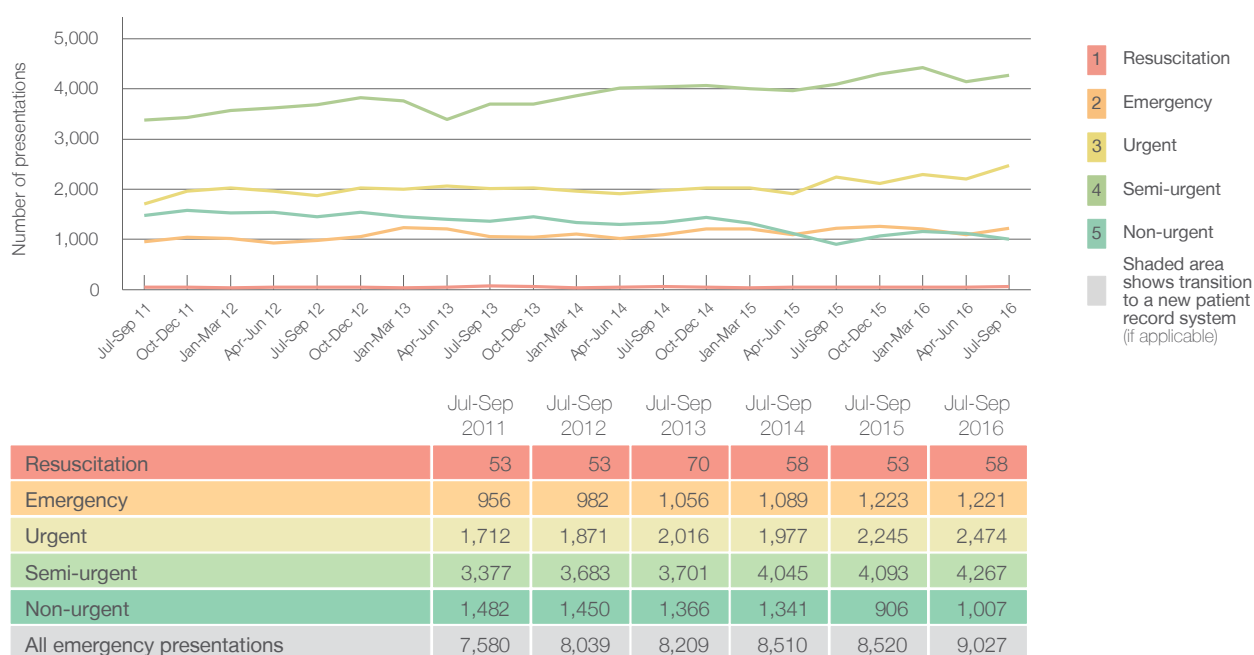
July to September 2016

All presentations:¹ 9,068 patients

Emergency presentations² by triage category: 9,027 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Calvary Mater Newcastle: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,811 patients

ED Transfer of care time



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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,221

Number of triage 2 patients used to calculate waiting time:³ 951

Median time to start treatment⁴

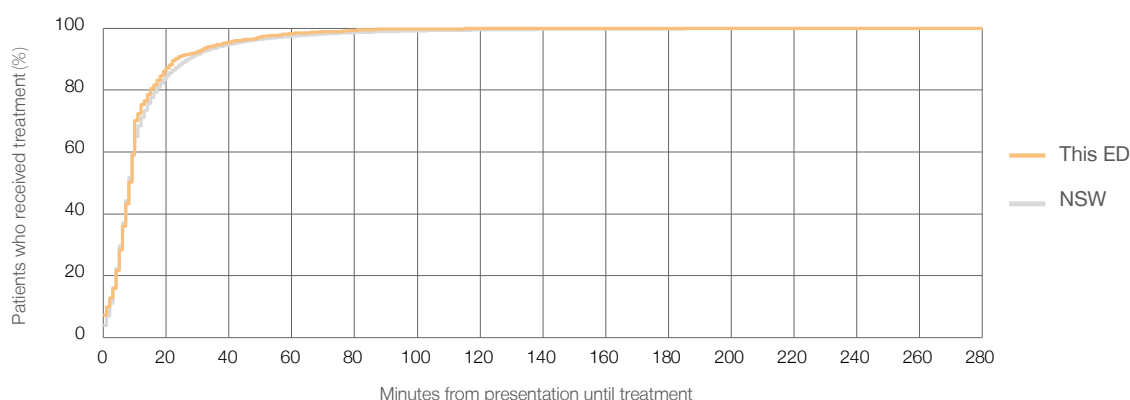
8 minutes

95th percentile time to start treatment⁵

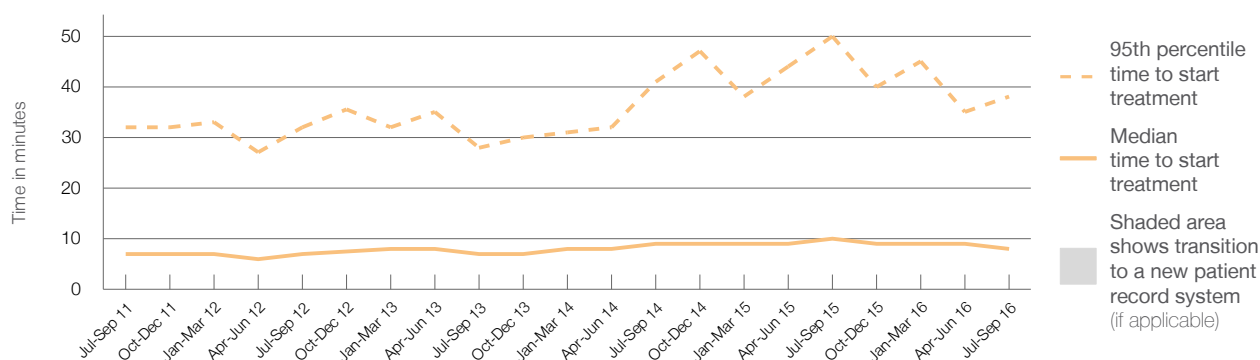
38 minutes

Same period last year	NSW (this period)
1,223	
970	
10 minutes	8 minutes
50 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	7	9	10	8
95th percentile time to start treatment ⁵ (minutes)	32	32	28	41	50	38

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,474

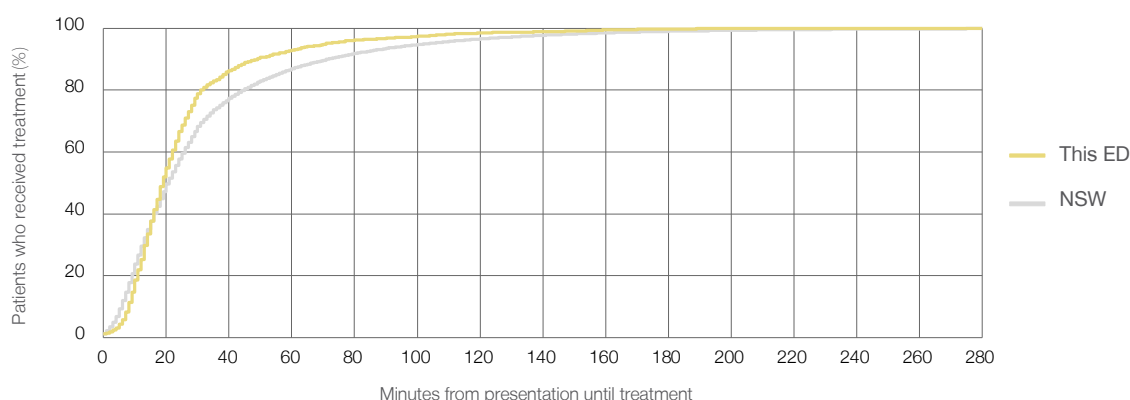
Number of triage 3 patients used to calculate waiting time: ³ 2,143

Median time to start treatment ⁴ 19 minutes

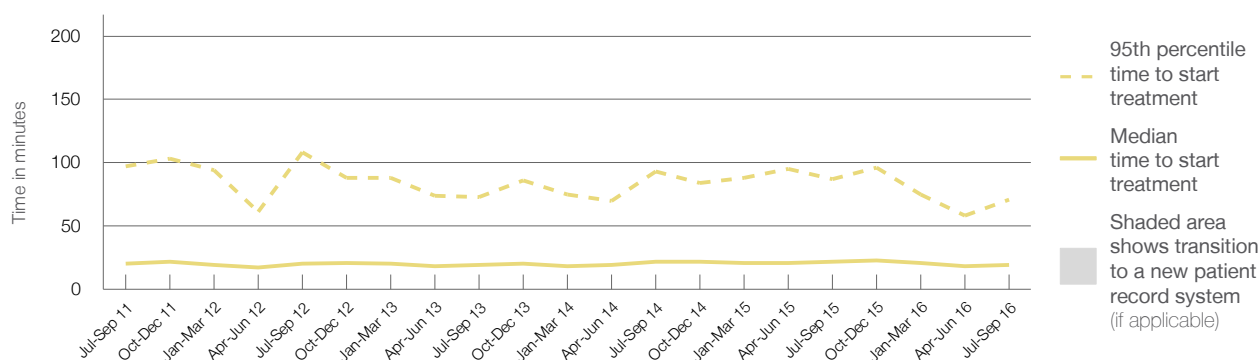
95th percentile time to start treatment ⁵ 71 minutes

Same period last year	NSW (this period)
2,245	1,996
22 minutes	21 minutes
87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	20	19	22	22	19
95th percentile time to start treatment ⁵ (minutes)	97	108	73	93	87	71

(†) 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,267

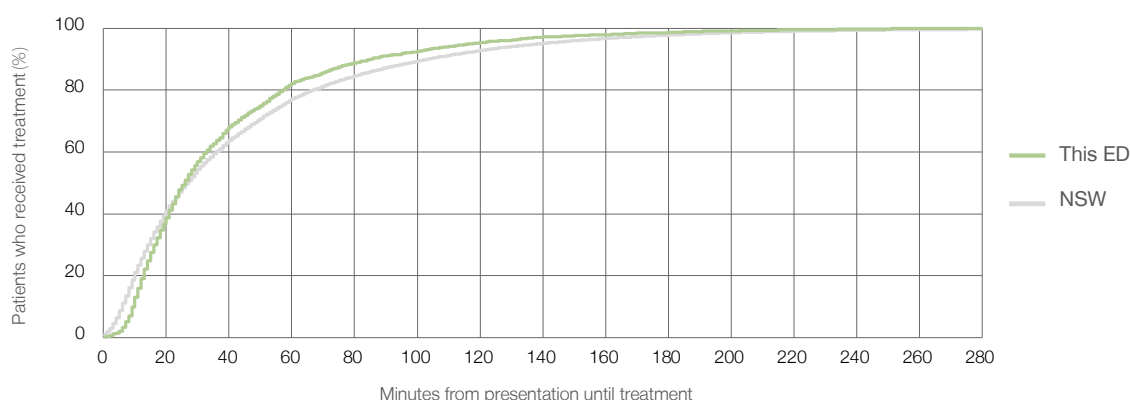
Number of triage 4 patients used to calculate waiting time: ³ 3,846

Median time to start treatment ⁴ 26 minutes

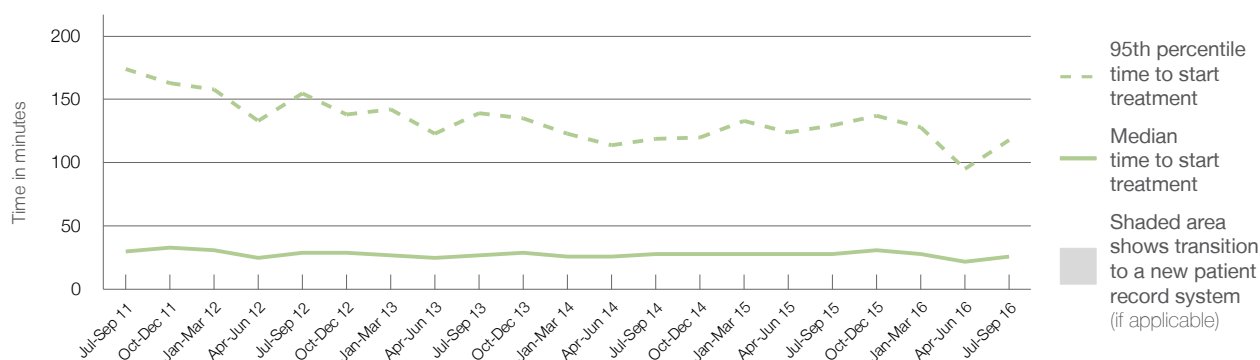
95th percentile time to start treatment ⁵ 118 minutes

Same period last year	NSW (this period)
4,093	
3,720	
28 minutes	27 minutes
130 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	29	27	28	28	26
95th percentile time to start treatment ⁵ (minutes)	174	155	139	119	130	118

(†) 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.

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,007

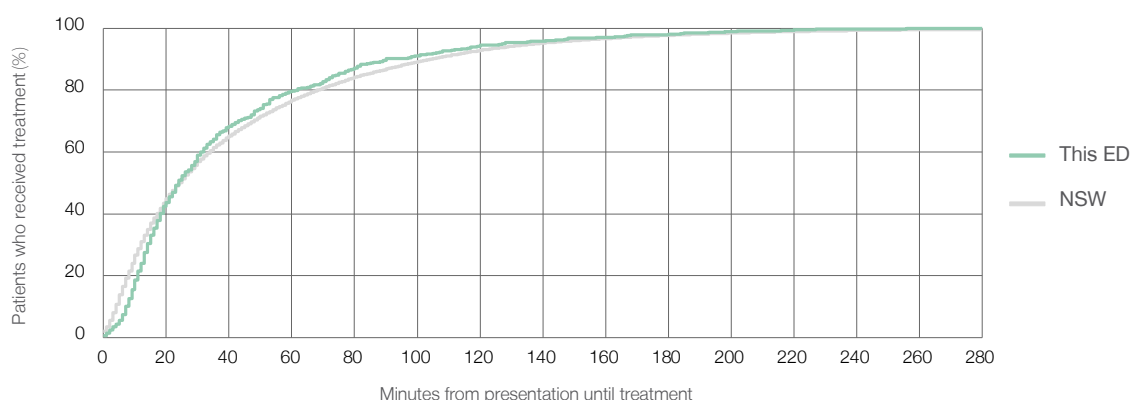
Number of triage 5 patients used to calculate waiting time:³ 809

Median time to start treatment⁴ 24 minutes

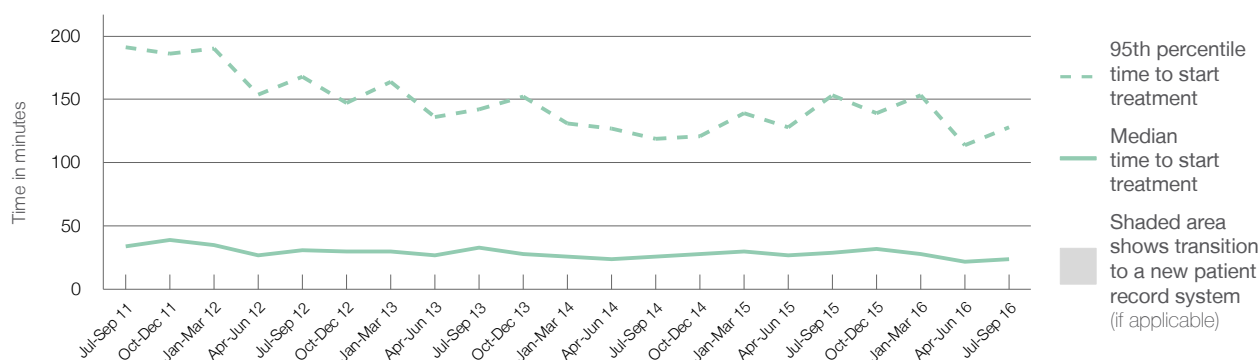
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
906	
762	
29 minutes	24 minutes
153 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	31	33	26	29	24
95th percentile time to start treatment ⁵ (minutes)	191	168	142	119	153	128

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

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

Calvary Mater Newcastle: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,068 patients

Presentations used to calculate time to leaving the ED:⁶ 9,068 patients

Median time spent in the ED⁸

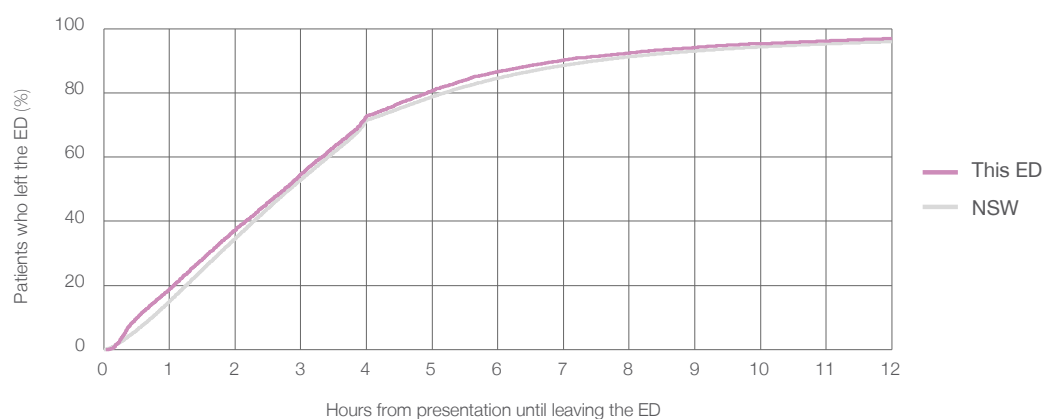
2 hours and 46 minutes

95th percentile time spent in the ED⁹

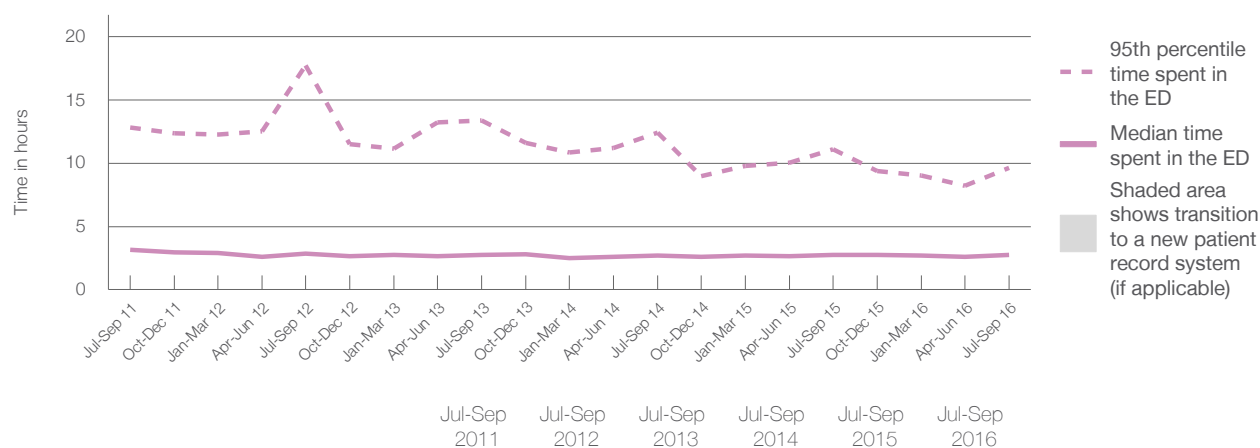
9 hours and 39 minutes

Same period last year	NSW (this period)
8,620	
8,620	
2 hours and 45 minutes	2 hours and 50 minutes
11 hours and 6 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 9m	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 49m	17h 42m	13h 23m	12h 26m	11h 6m	9h 39m

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

July to September 2016

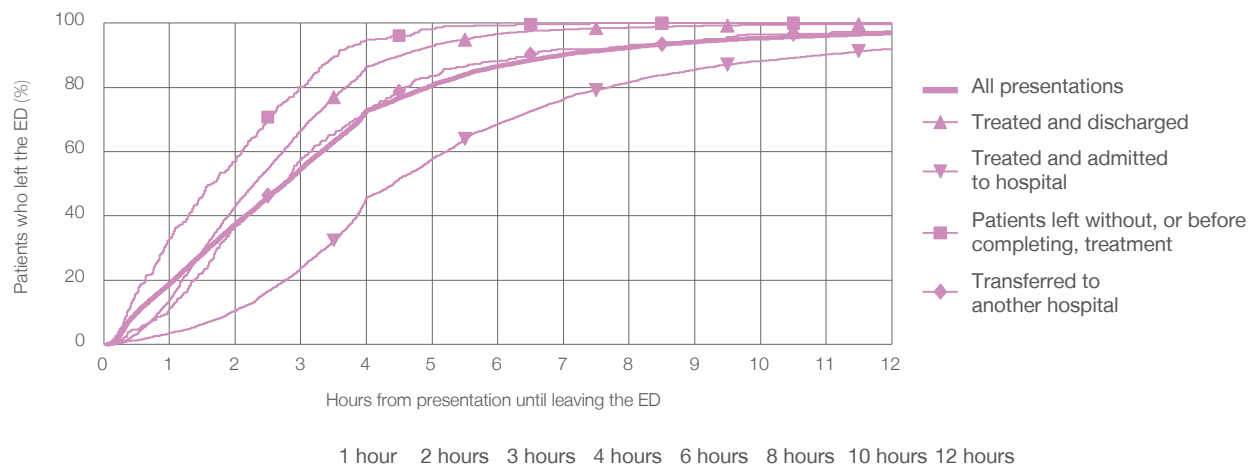
All presentations:[†] 9,068 patients

Presentations used to calculate time to leaving the ED:[‡] 9,068 patients

Treated and discharged	4,086 (45.1%)
Treated and admitted to hospital	3,285 (36.2%)
Patient left without, or before completing, treatment	312 (3.4%)
Transferred to another hospital	371 (4.1%)
Other	1,014 (11.2%)

Same period last year	Change since one year ago
8,620	5.2%
4,159	-1.8%
2,872	14.4%
340	-8.2%
410	-9.5%
839	20.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.8%	43.0%	66.6%	86.4%	96.7%	98.6%	99.5%	99.8%
Treated and admitted to hospital	3.5%	10.4%	23.7%	45.7%	68.5%	81.6%	88.2%	92.0%
Patient left without, or before completing, treatment	32.7%	57.1%	80.1%	94.9%	99.4%	100%	100%	100%
Transferred to another hospital	11.1%	36.9%	57.4%	72.8%	88.1%	93.3%	96.5%	97.6%
All presentations	18.8%	37.4%	54.6%	72.8%	86.6%	92.4%	95.3%	96.9%

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

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Calvary Mater Newcastle: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,068 patients

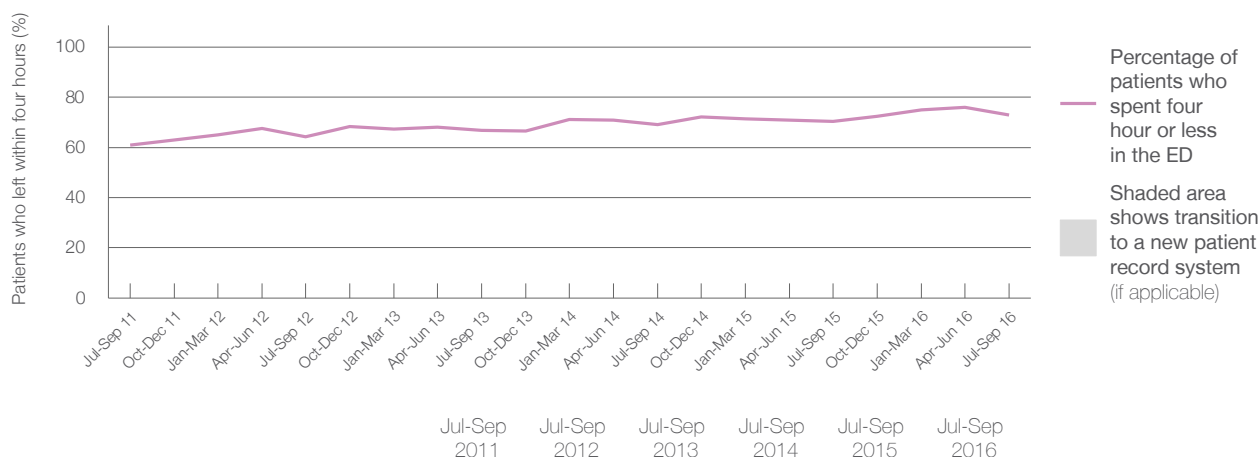
Presentations used to calculate time to leaving the ED: ⁶ 9,068 patients

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



Same period last year	Change since one year ago
8,620	5.2%
8,620	5.2%
70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	61.0%	64.4%	66.8%	69.2%	70.3%	72.8%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,217 patients

Emergency presentations:² 6,933 patients

Same period last year	Change since one year ago
8,731	-17.3%
7,067	-1.9%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 132 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 982 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,024 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,795 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
90	
9 minutes	8 minutes
*	41 minutes
797	
17 minutes	21 minutes
49 minutes	103 minutes
3,562	
22 minutes	27 minutes
73 minutes	139 minutes
2,618	
23 minutes	24 minutes
91 minutes	138 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,211 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
8,731	-17.4%
89.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

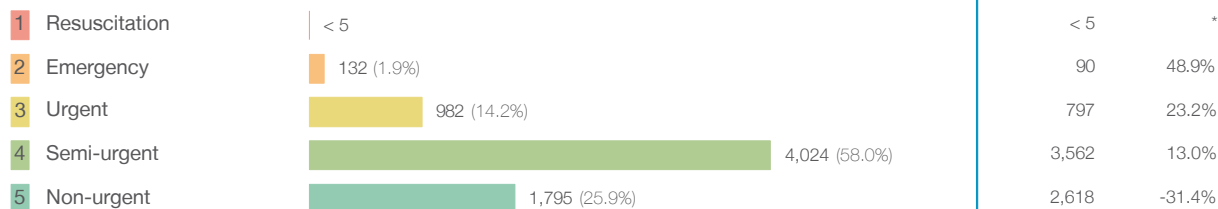
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

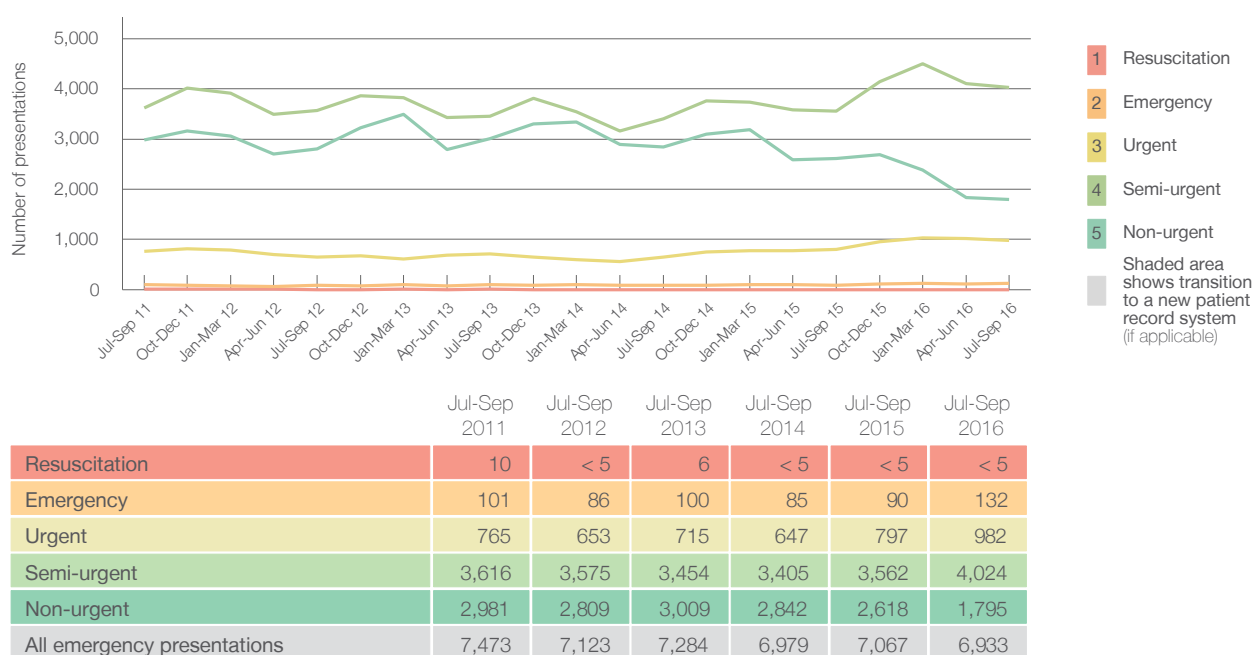
July to September 2016

All presentations:¹ 7,217 patients

Emergency presentations² by triage category: 6,933 patients



Emergency presentations² by quarter, July 2011 to September 2016 ‡



Sydney/Sydney Eye Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 717 patients

ED Transfer of care time



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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 132

Number of triage 2 patients used to calculate waiting time:³ 129

Median time to start treatment⁴

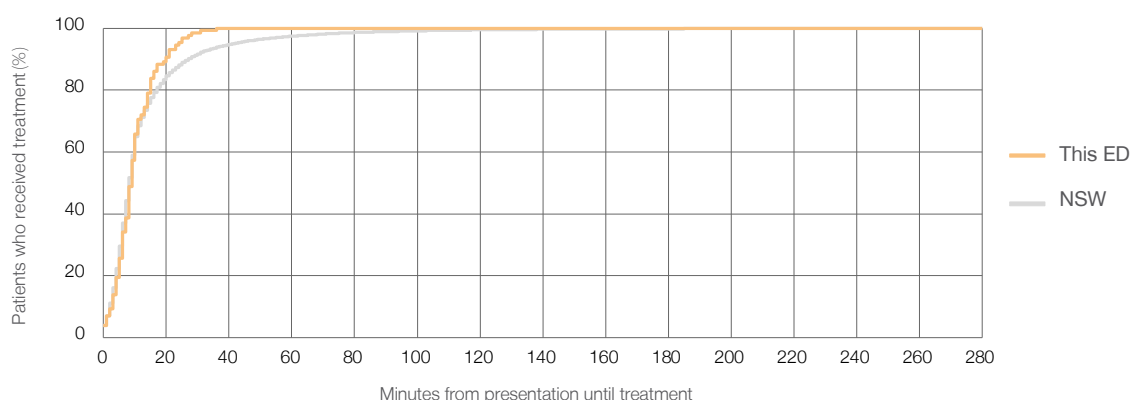
9 minutes

95th percentile time to start treatment⁵

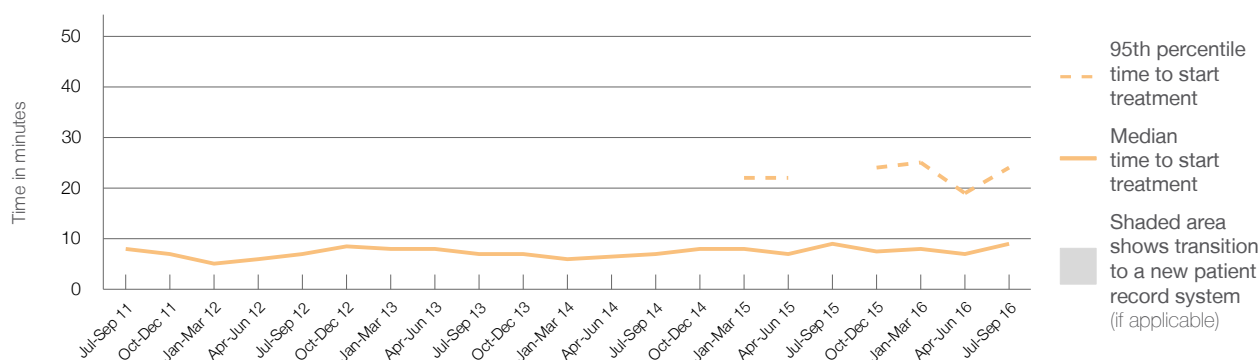
24 minutes

Same period last year	NSW (this period)
90	
85	
9 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	7	7	9	9
95th percentile time to start treatment ⁵ (minutes)	25	*	21	*	*	24

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 982

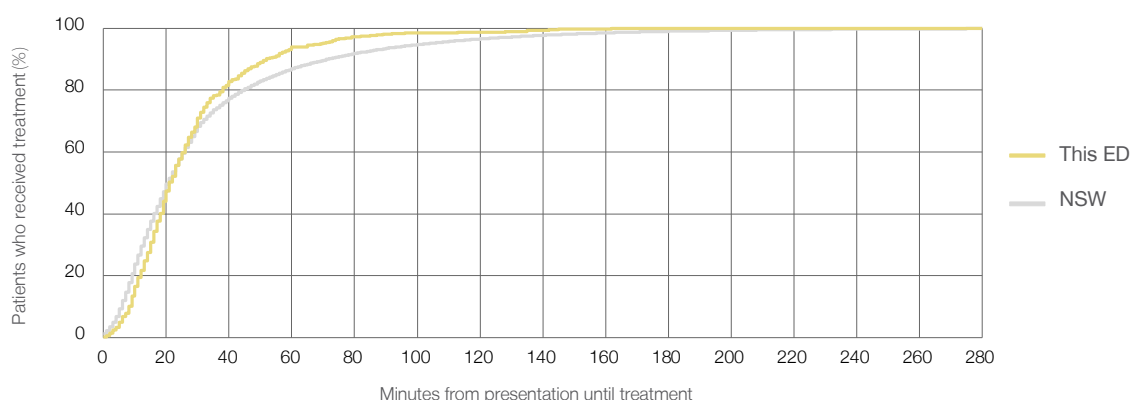
Number of triage 3 patients used to calculate waiting time:³ 964

Median time to start treatment⁴ 21 minutes

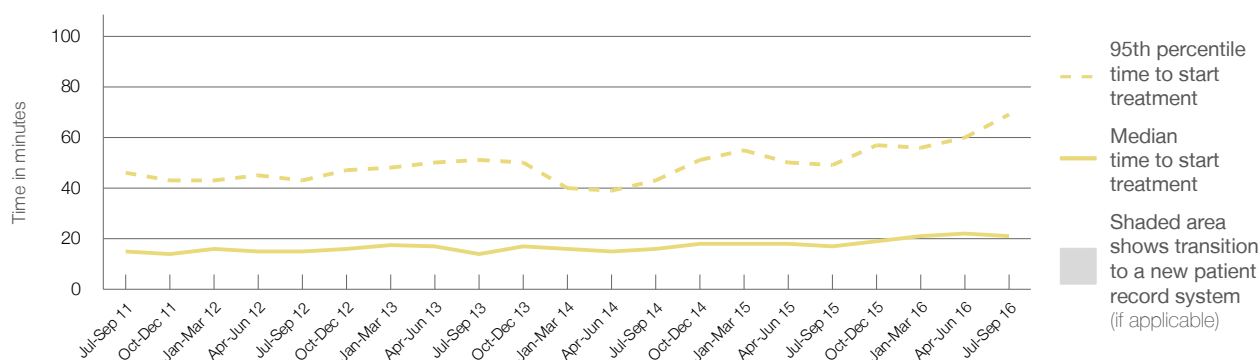
95th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
797	
777	
17 minutes	21 minutes
49 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	15	15	14	16	17	21
95th percentile time to start treatment ⁵ (minutes)	46	43	51	43	49	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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,024

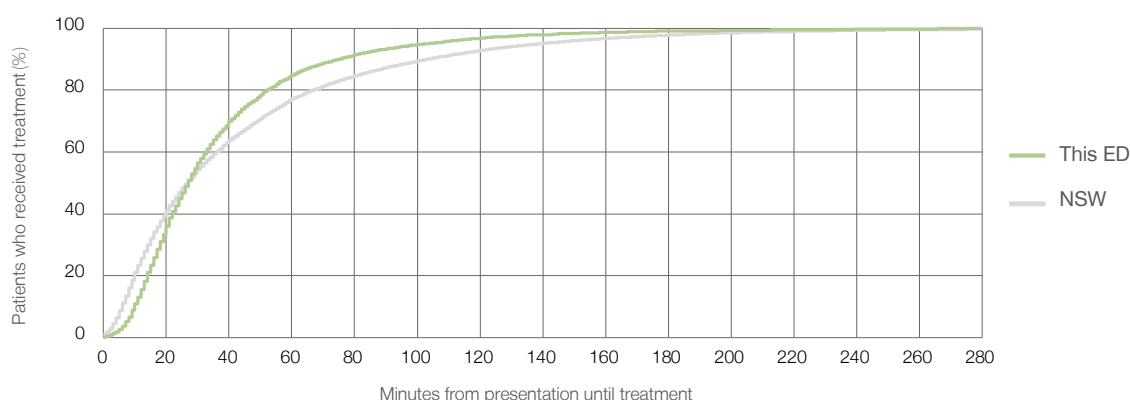
Number of triage 4 patients used to calculate waiting time:³ 3,924

Median time to start treatment⁴ 27 minutes

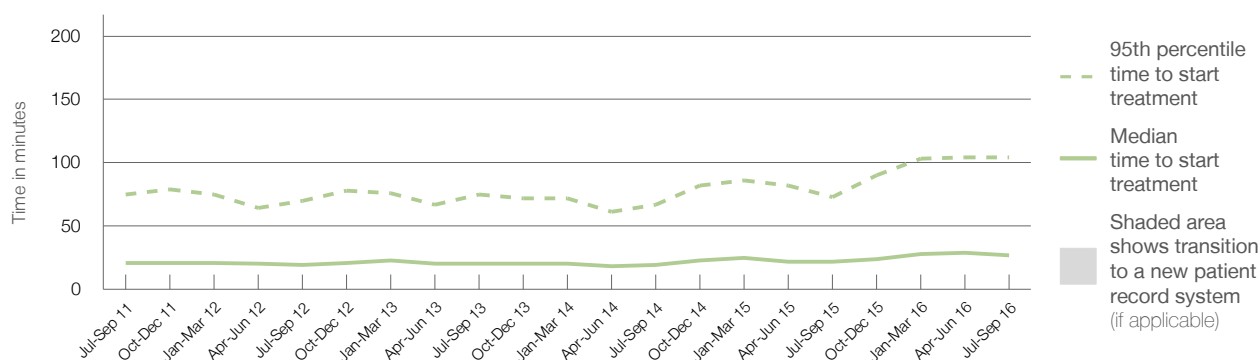
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
3,562	
3,427	
22 minutes	27 minutes
73 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	19	20	19	22	27
95th percentile time to start treatment ⁵ (minutes)	75	70	75	67	73	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.

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,795

Number of triage 5 patients used to calculate waiting time: ³ 1,630

Median time to start treatment ⁴

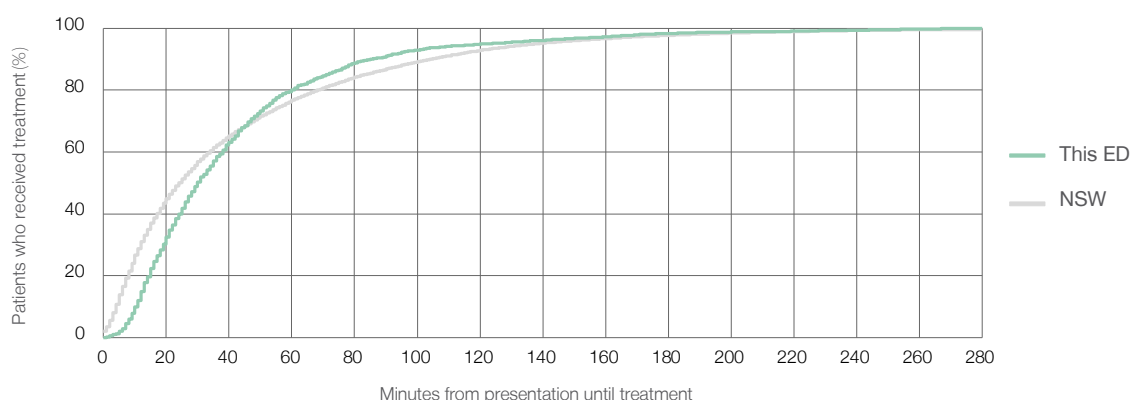
30 minutes

95th percentile time to start treatment ⁵

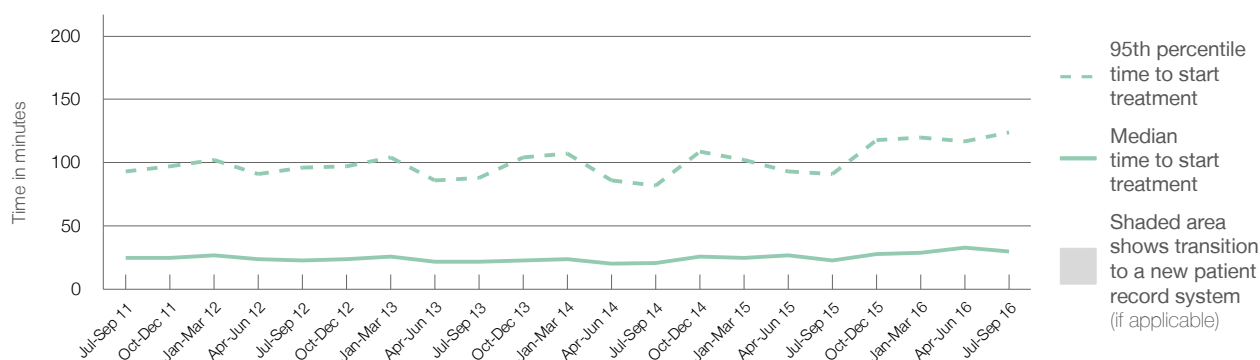
124 minutes

Same period last year	NSW (this period)
2,618	
2,458	
23 minutes	24 minutes
91 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	22	21	23	30
95th percentile time to start treatment ⁵ (minutes)	93	96	88	82	91	124

(†) 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 patients spent in the ED

July to September 2016

All presentations:¹ 7,217 patients

Presentations used to calculate time to leaving the ED:⁶ 7,211 patients

Median time spent in the ED⁸

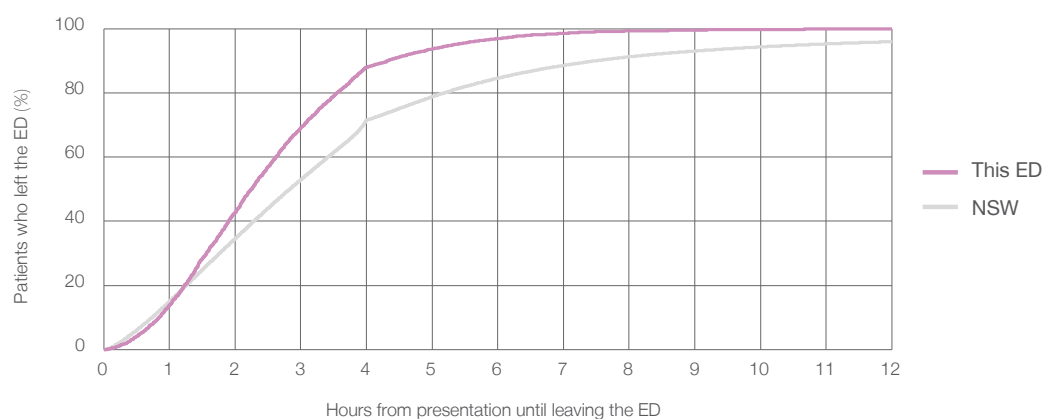
2 hours and 15 minutes

95th percentile time spent in the ED⁹

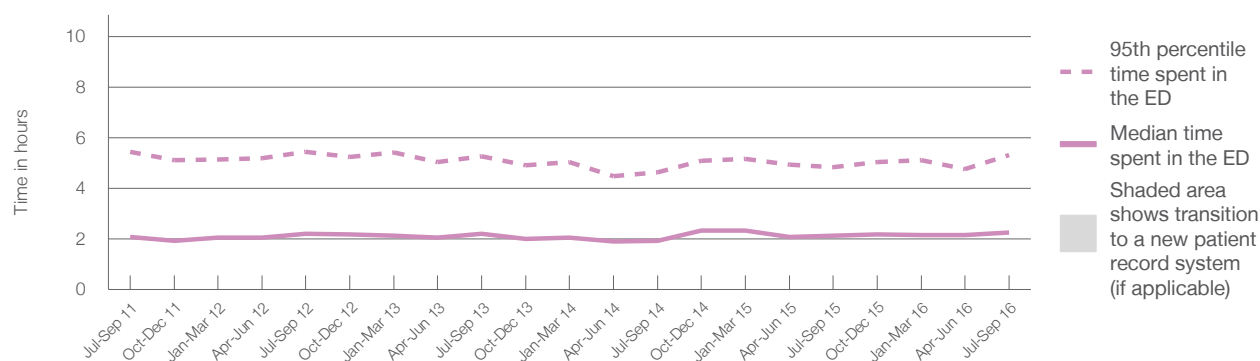
5 hours and 20 minutes

Same period last year	NSW (this period)
8,731	
8,731	
2 hours and 8 minutes	2 hours and 50 minutes
4 hours and 51 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 5m	2h 12m	2h 13m	1h 56m	2h 8m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 27m	5h 27m	5h 16m	4h 38m	4h 51m	5h 20m

(†) 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 patients spent in the ED

By mode of separation

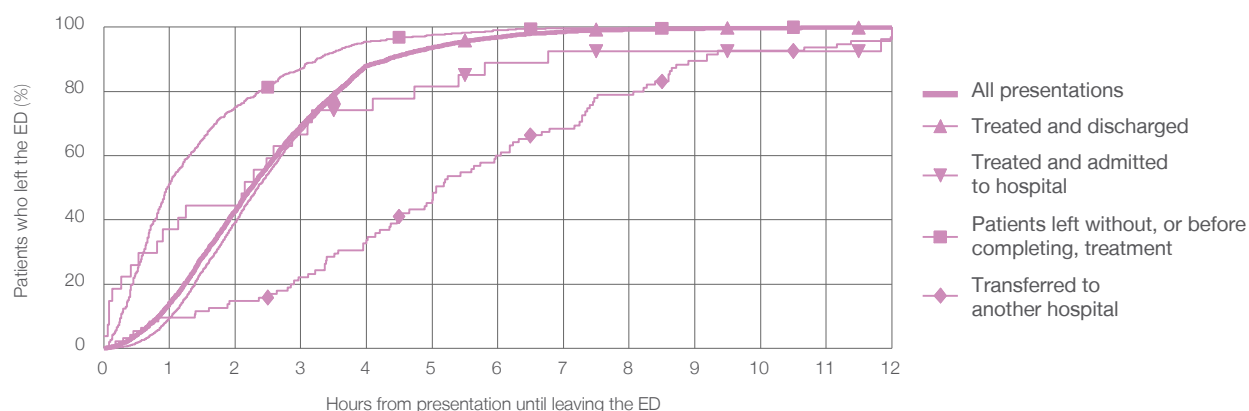
July to September 2016

All presentations:[†] 7,217 patients

Presentations used to calculate time to leaving the ED:[‡] 7,211 patients

		Same period last year	Change since one year ago
Treated and discharged	6,345 (87.9%)	7,438	-14.7%
Treated and admitted to hospital	27 (0.4%)	528	-94.9%
Patient left without, or before completing, treatment	637 (8.8%)	352	81.0%
Transferred to another hospital	95 (1.3%)	64	48.4%
Other	113 (1.6%)	349	-67.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	9.5%	39.3%	67.7%	87.9%	97.2%	99.6%	99.9%	100%
Treated and admitted to hospital	37.0%	44.4%	66.7%	74.1%	88.9%	92.6%	92.6%	100%
Patient left without, or before completing, treatment	51.2%	75.2%	87.1%	95.6%	99.1%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.7%	22.1%	33.7%	60.0%	78.9%	92.6%	96.8%
All presentations	14.0%	42.9%	69.2%	88.0%	96.9%	99.3%	99.8%	99.9%

(†) 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.

Sydney/Sydney Eye Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,217 patients

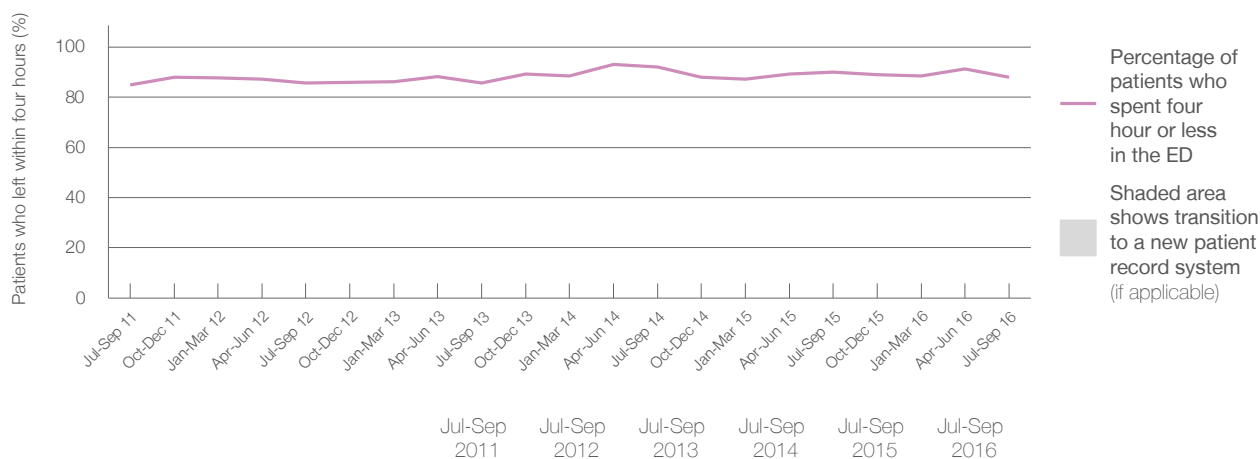
Presentations used to calculate time to leaving the ED: ⁶ 7,211 patients

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



Same period last year	Change since one year ago
8,731	-17.3%
8,731	-17.4%
89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	84.8%	85.6%	85.7%	92.1%	89.9%	88.0%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Auburn Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,654 patients

Emergency presentations:² 6,502 patients

Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%

Auburn Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,020 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,280 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,794 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
863	
9 minutes	8 minutes
38 minutes	41 minutes
2,295	
25 minutes	21 minutes
120 minutes	103 minutes
2,772	
45 minutes	27 minutes
207 minutes	139 minutes
402	
27 minutes	24 minutes
196 minutes	138 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,610 patients

Percentage of patients who spent four hours or less in the ED 76.7%

Same period last year	Change since one year ago
6,713	-1.5%
75.2%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

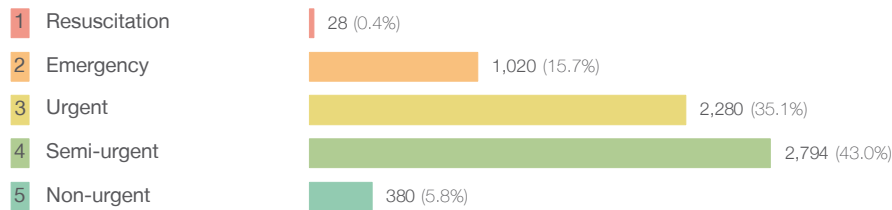
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Auburn Hospital: Patients presenting to the emergency department

July to September 2016

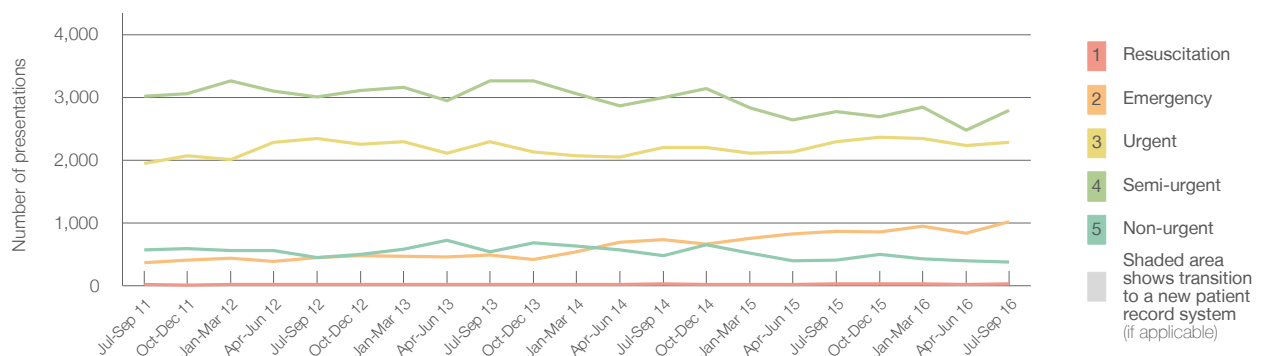
All presentations:¹ 6,654 patients

Emergency presentations² by triage category: 6,502 patients



Same period last year	Change since one year ago
6,714	-0.9%
6,362	2.2%
30	-6.7%
863	18.2%
2,295	-0.7%
2,772	0.8%
402	-5.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



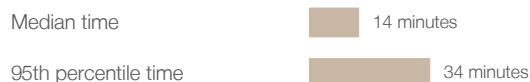
	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	19	19	22	26	30	28
Emergency	365	451	486	733	863	1,020
Urgent	1,950	2,342	2,295	2,200	2,295	2,280
Semi-urgent	3,020	3,006	3,259	3,001	2,772	2,794
Non-urgent	565	447	544	482	402	380
All emergency presentations	5,919	6,265	6,606	6,442	6,362	6,502

Auburn Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 876 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,061	
14 minutes	0 minutes
35 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.

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

July to September 2016

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

Number of triage 2 patients: 1,020

Number of triage 2 patients used to calculate waiting time: ³ 943

Median time to start treatment ⁴

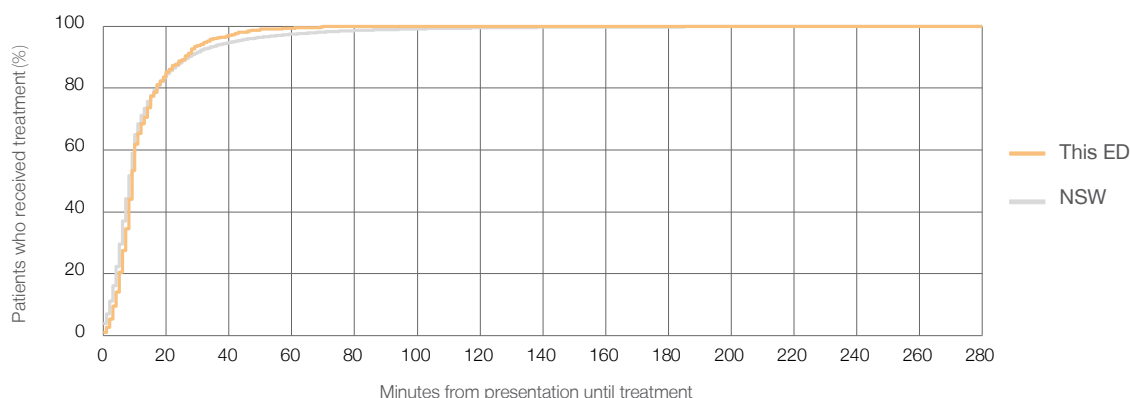
9 minutes

95th percentile time to start treatment ⁵

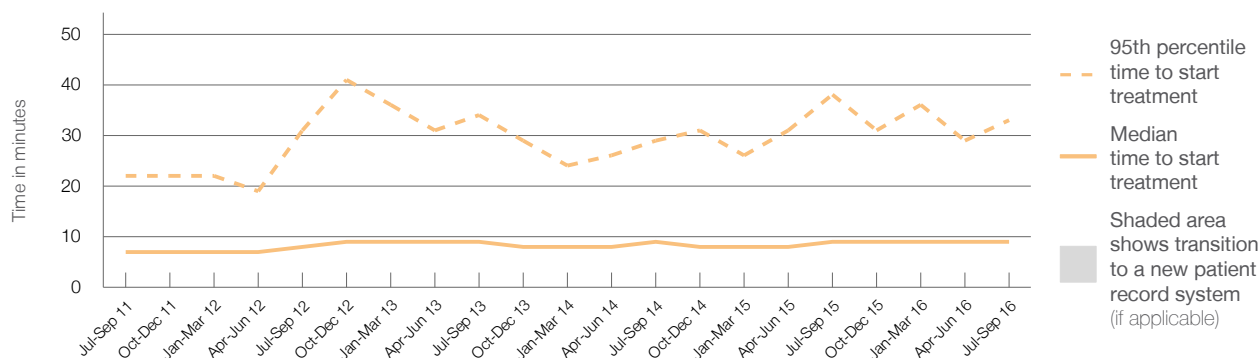
33 minutes

Same period last year	NSW (this period)
863	
849	
9 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	22	31	34	29	38	33

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 2,280

Number of triage 3 patients used to calculate waiting time: ³ 2,084

Median time to start treatment ⁴

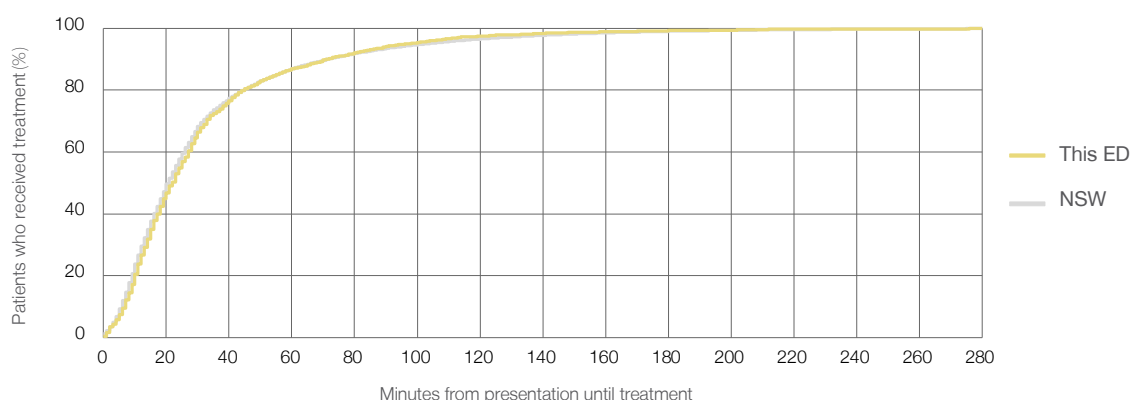
22 minutes

95th percentile time to start treatment ⁵

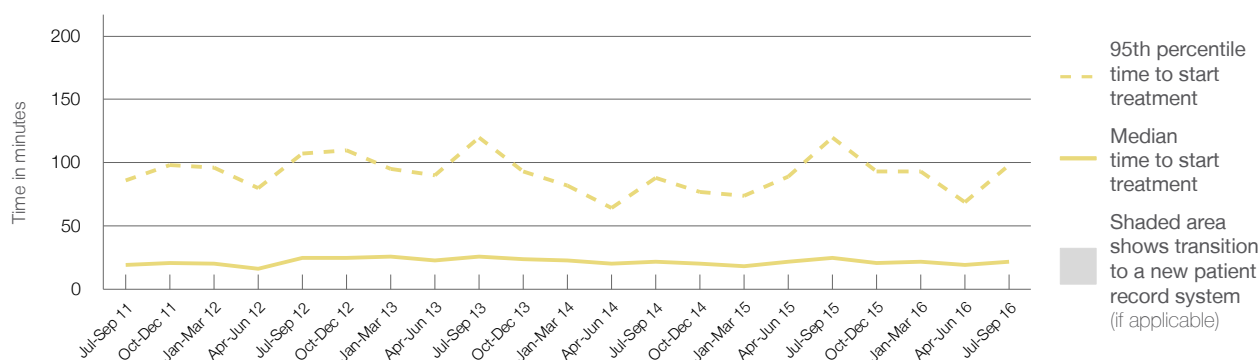
98 minutes

Same period last year	NSW (this period)
2,295	
2,157	
25 minutes	21 minutes
120 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	25	26	22	25	22
95th percentile time to start treatment ⁵ (minutes)	86	107	120	88	120	98

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

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

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

July to September 2016

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

Number of triage 4 patients: 2,794

Number of triage 4 patients used to calculate waiting time: ³ 2,392

Median time to start treatment ⁴

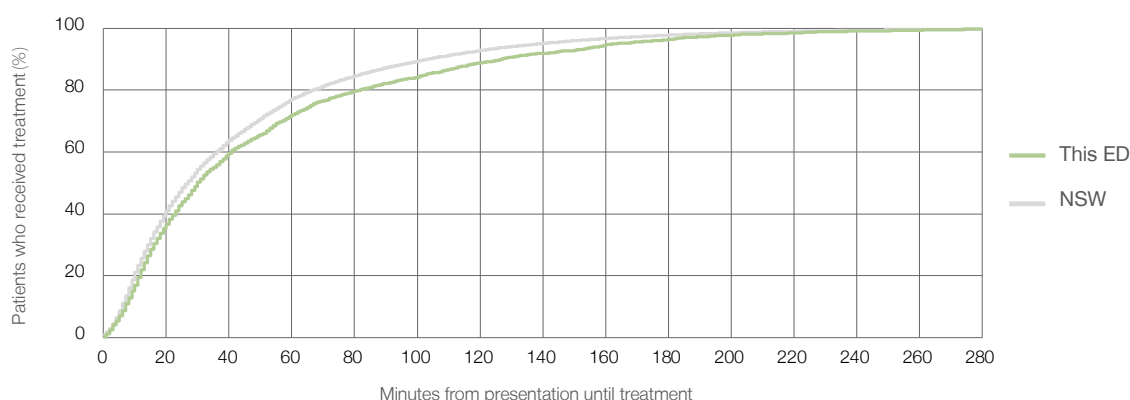
30 minutes

95th percentile time to start treatment ⁵

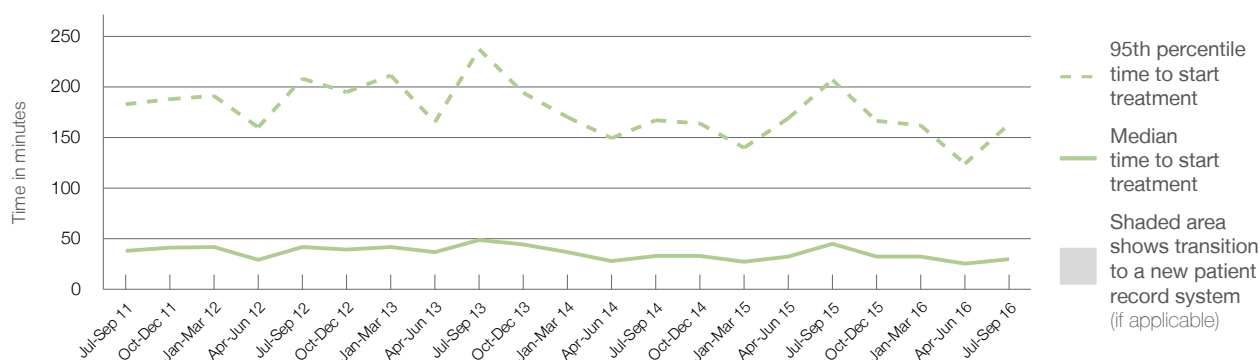
163 minutes

Same period last year	NSW (this period)
2,772	
2,278	
45 minutes	27 minutes
207 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	42	49	33	45	30
95th percentile time to start treatment ⁵ (minutes)	183	208	237	167	207	163

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 380

Number of triage 5 patients used to calculate waiting time:³ 286

Median time to start treatment⁴

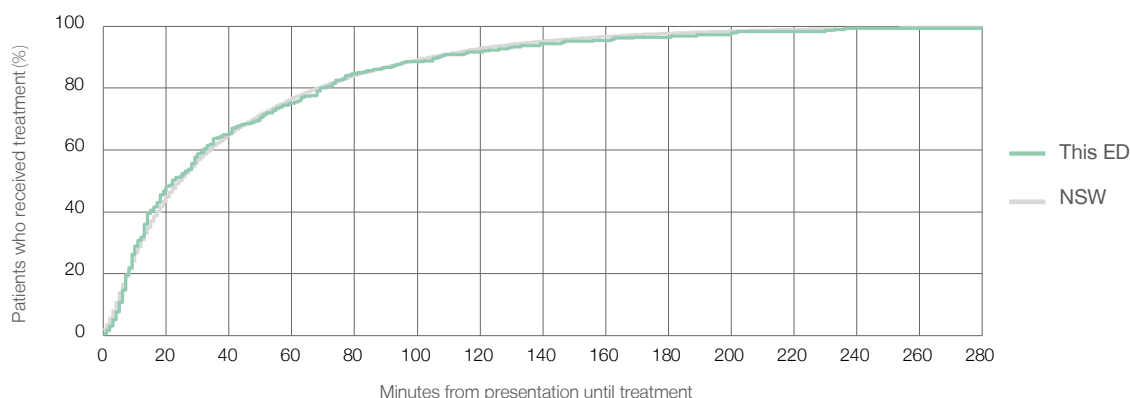
22 minutes

95th percentile time to start treatment⁵

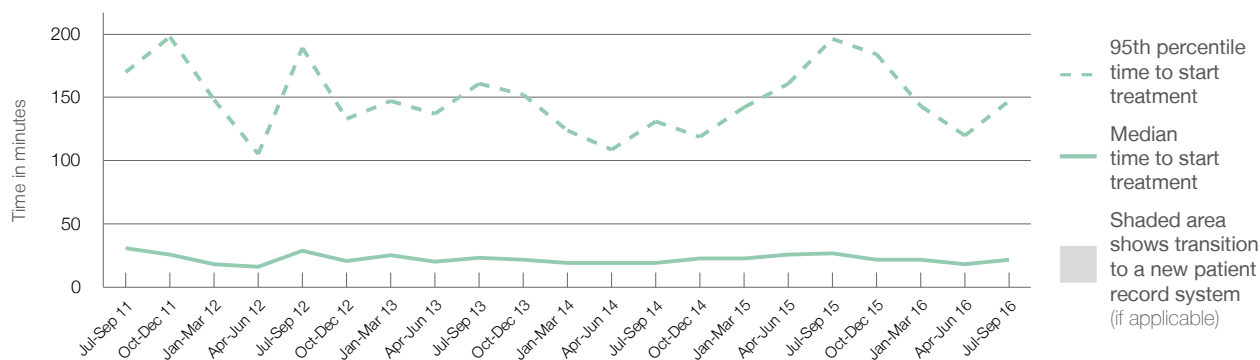
147 minutes

Same period last year	NSW (this period)
402	
295	
27 minutes	24 minutes
196 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	29	24	19	27	22
95th percentile time to start treatment ⁵ (minutes)	170	189	161	131	196	147

(†) 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.

Auburn Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,654 patients

Presentations used to calculate time to leaving the ED:⁶ 6,610 patients

Median time spent in the ED⁸

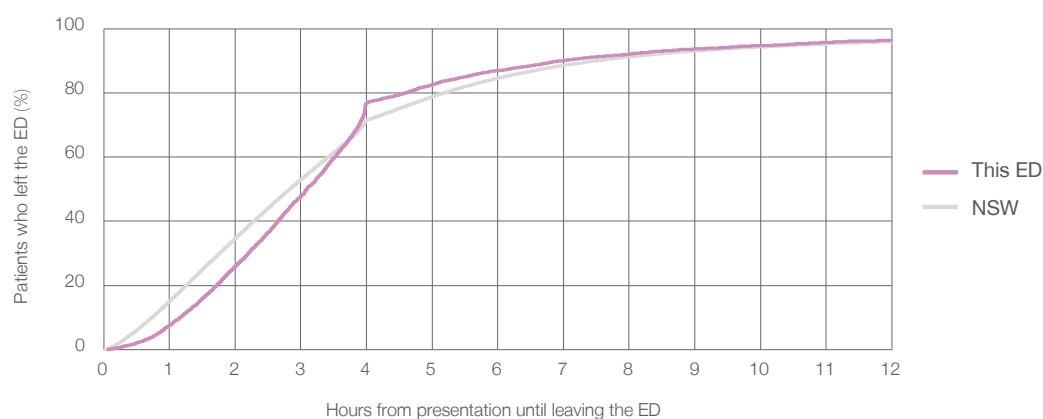
3 hours and 5 minutes

95th percentile time spent in the ED⁹

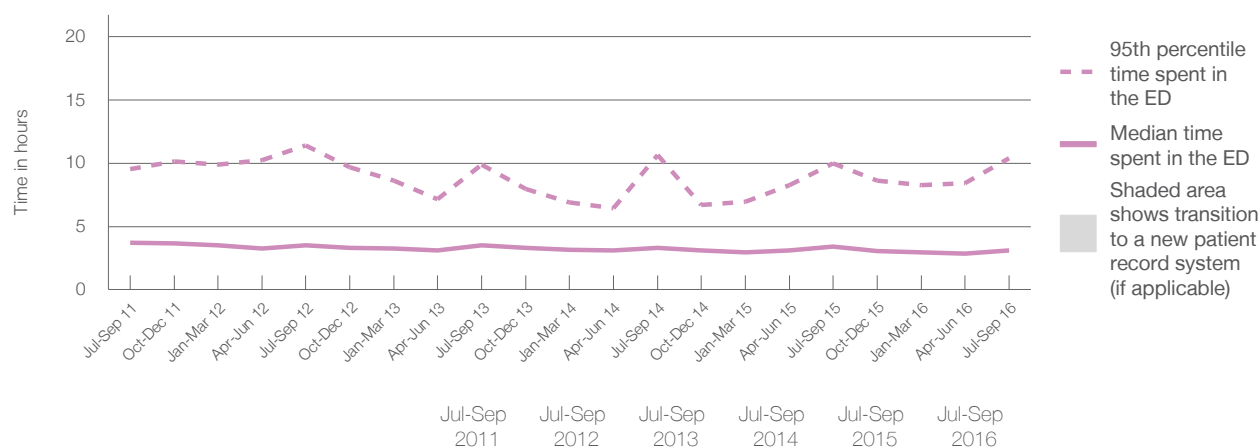
10 hours and 24 minutes

Same period last year	NSW (this period)
6,714	
6,713	
3 hours and 24 minutes	2 hours and 50 minutes
9 hours and 59 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 43m	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 31m	11h 25m	9h 52m	10h 39m	9h 59m	10h 24m

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

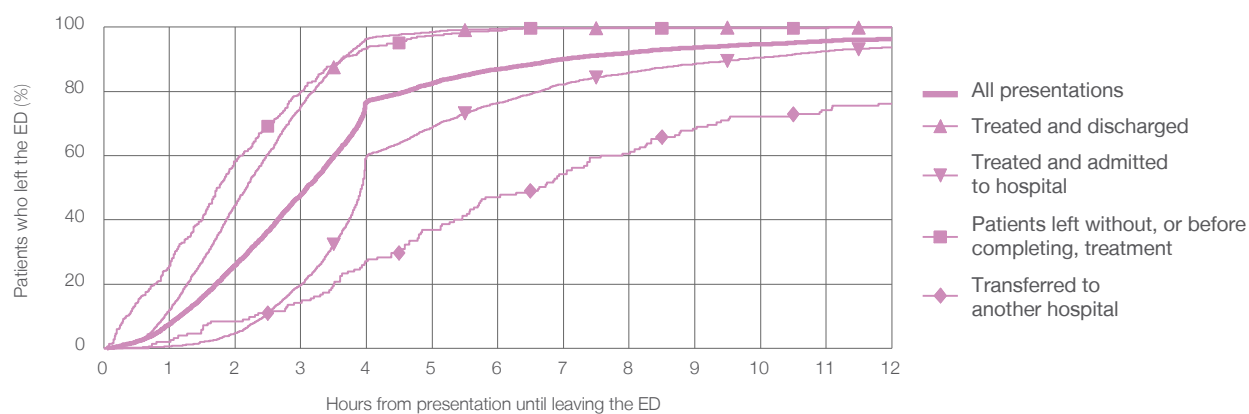
All presentations:[†] 6,654 patients

Presentations used to calculate time to leaving the ED:[‡] 6,610 patients

Treated and discharged	2,827 (42.5%)
Treated and admitted to hospital	2,891 (43.4%)
Patient left without, or before completing, treatment	379 (5.7%)
Transferred to another hospital	155 (2.3%)
Other	402 (6.0%)

Same period last year	Change since one year ago
6,713	-1.5%
3,207	-11.8%
2,737	5.6%
601	-36.9%
141	9.9%
28	1335.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.0%	44.7%	75.5%	96.3%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	0.7%	4.7%	19.8%	59.8%	76.4%	85.9%	90.6%	93.8%
Patient left without, or before completing, treatment	25.7%	58.2%	79.9%	93.3%	98.9%	99.7%	99.7%	100%
Transferred to another hospital	1.9%	8.4%	14.2%	27.1%	47.1%	60.6%	72.3%	76.1%
All presentations	7.6%	26.0%	47.9%	76.7%	87.0%	92.1%	94.7%	96.4%

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

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

Auburn Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,654 patients

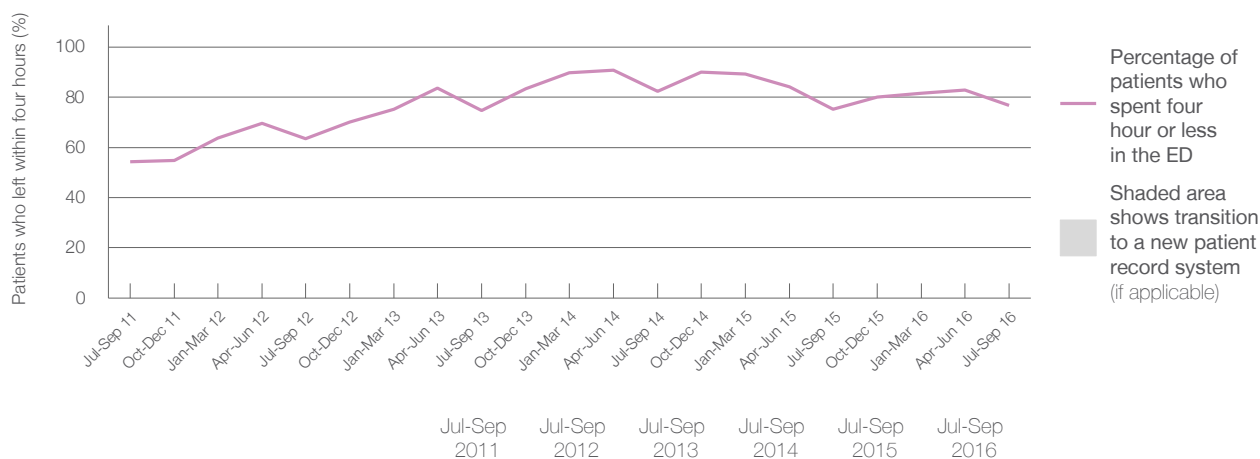
Presentations used to calculate time to leaving the ED: ⁶ 6,610 patients

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



Same period last year	Change since one year ago
6,714	-0.9%
6,713	-1.5%
75.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	54.3%	63.6%	74.7%	82.3%	75.2%	76.7%

- * 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.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Blacktown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,262 patients

Emergency presentations:² 11,170 patients

Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,434 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,936 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 151 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,043 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 155 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 610 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
3,155	
12 minutes	8 minutes
55 minutes	41 minutes
3,465	
34 minutes	21 minutes
161 minutes	103 minutes
3,108	
41 minutes	27 minutes
163 minutes	139 minutes
902	
34 minutes	24 minutes
174 minutes	138 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,241 patients

Percentage of patients who spent four hours or less in the ED 49.7%

Same period last year	Change since one year ago
10,893	3.2%
49.8%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

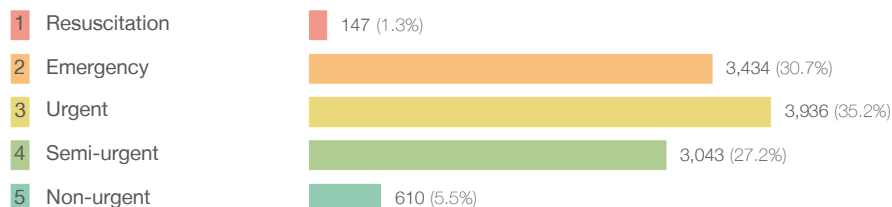
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Blacktown Hospital: Patients presenting to the emergency department

July to September 2016

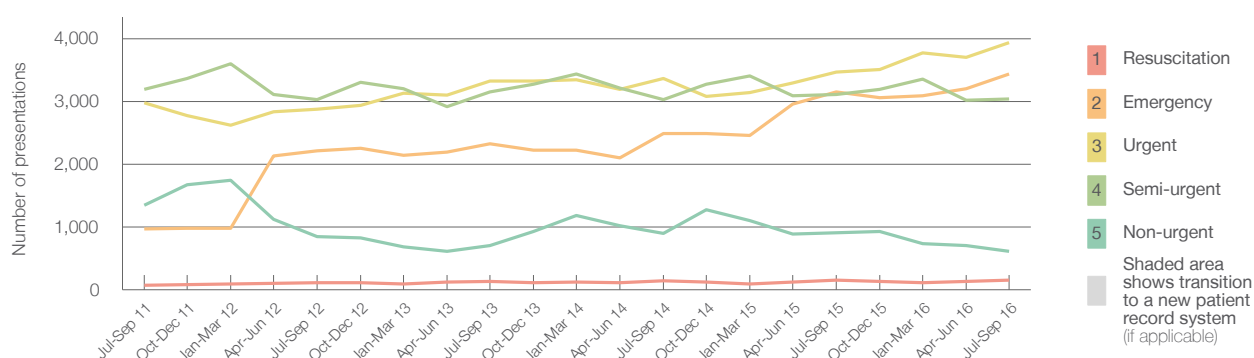
All presentations:¹ 11,262 patients

Emergency presentations² by triage category: 11,170 patients



Same period last year	Change since one year ago
10,894	3.4%
10,777	3.6%
147	0.0%
3,155	8.8%
3,465	13.6%
3,108	-2.1%
902	-32.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	71	111	131	145	147	147
Emergency	968	2,216	2,327	2,487	3,155	3,434
Urgent	2,979	2,878	3,327	3,365	3,465	3,936
Semi-urgent	3,194	3,024	3,154	3,029	3,108	3,043
Non-urgent	1,346	850	700	896	902	610
All emergency presentations	8,558	9,079	9,639	9,922	10,777	11,170

Blacktown Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,381 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,331	
20 minutes	-2 minutes
124 minutes	-46 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.

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

July to September 2016

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

Number of triage 2 patients: 3,434

Number of triage 2 patients used to calculate waiting time:³ 3,243

Median time to start treatment⁴

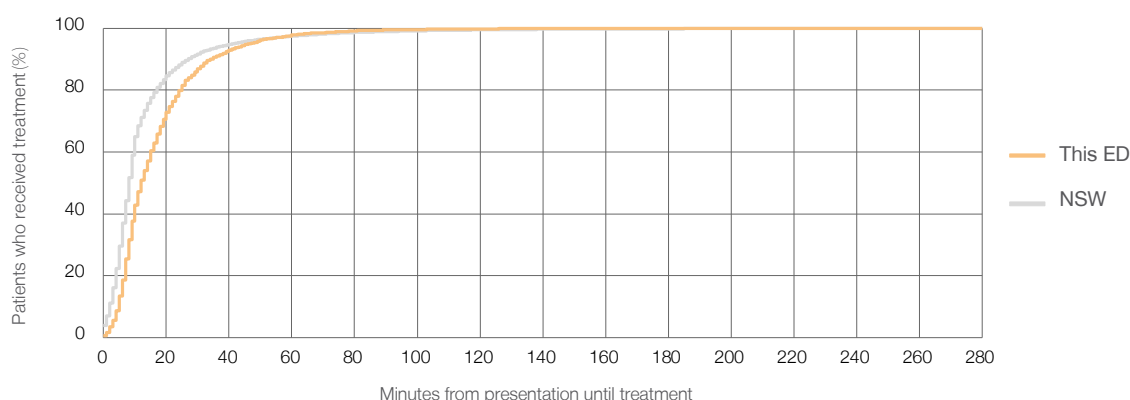
12 minutes

95th percentile time to start treatment⁵

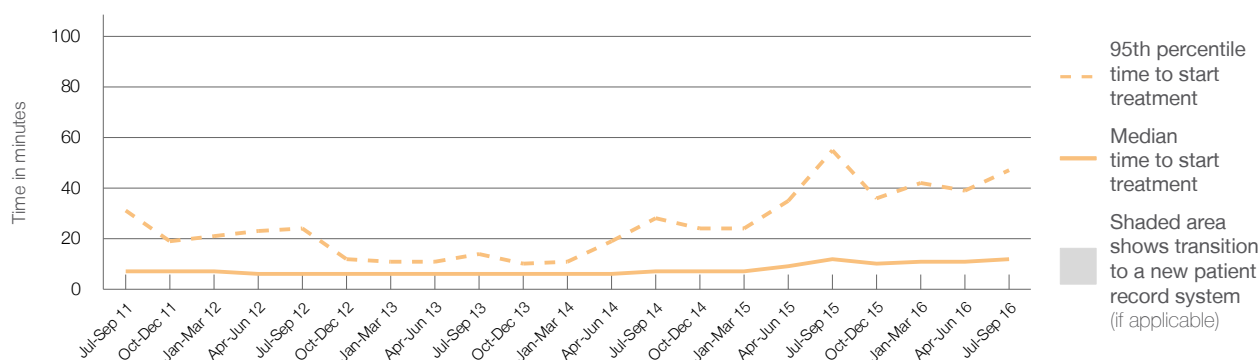
47 minutes

Same period last year	NSW (this period)
3,155	
3,057	
12 minutes	8 minutes
55 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	6	6	7	12	12
95th percentile time to start treatment ⁵ (minutes)	31	24	14	28	55	47

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

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

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

July to September 2016

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

Number of triage 3 patients: 3,936

Number of triage 3 patients used to calculate waiting time: ³ 3,538

Median time to start treatment ⁴

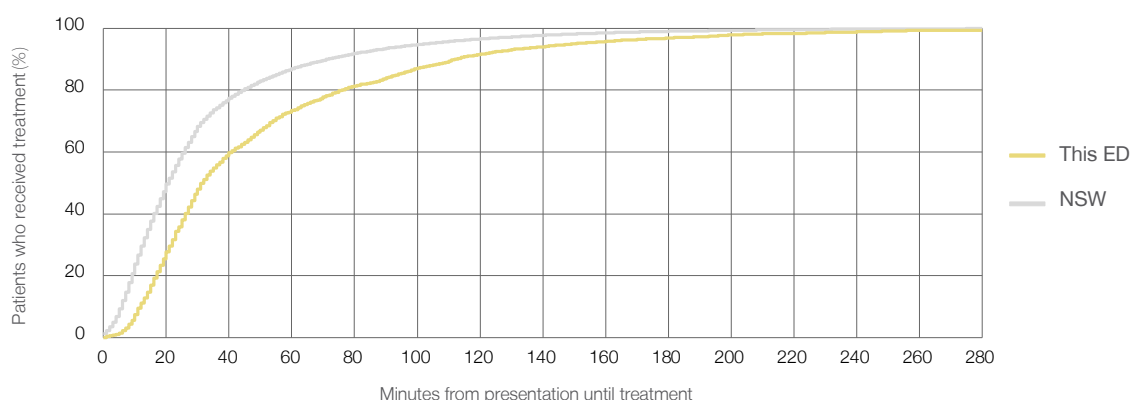
32 minutes

95th percentile time to start treatment ⁵

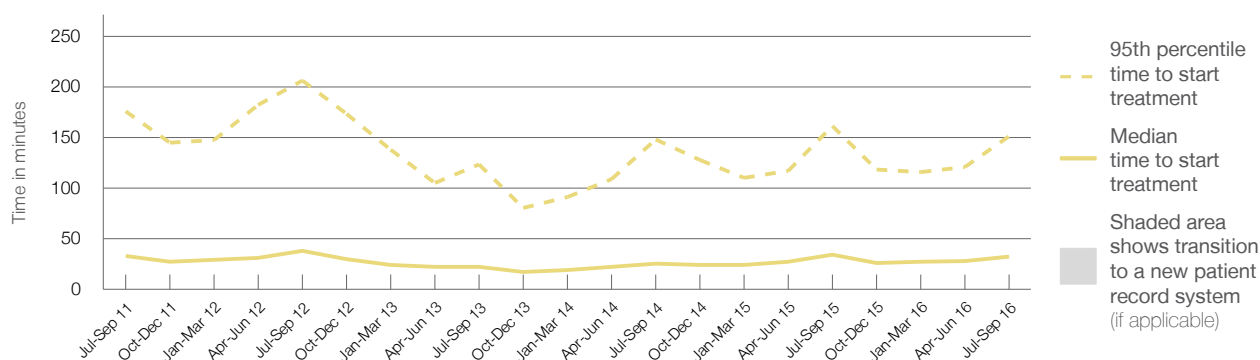
151 minutes

Same period last year	NSW (this period)
3,465	
3,242	
34 minutes	21 minutes
161 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	38	22	25	34	32
95th percentile time to start treatment ⁵ (minutes)	176	206	123	148	161	151

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 3,043

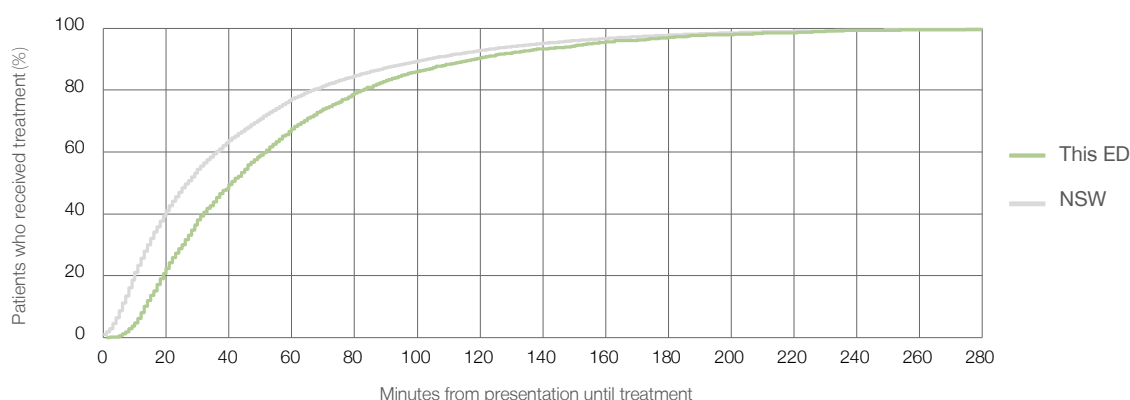
Number of triage 4 patients used to calculate waiting time:³ 2,756

Median time to start treatment⁴ 41 minutes

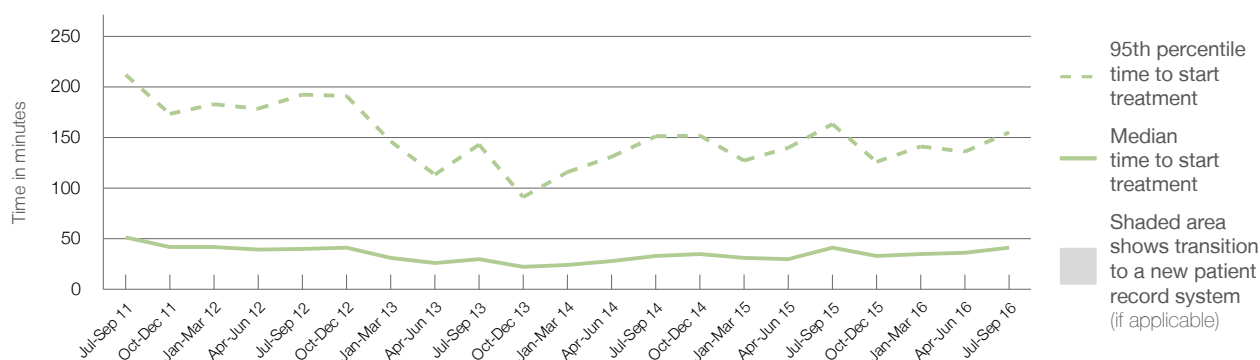
95th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
3,108	
2,827	
41 minutes	27 minutes
163 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	51	40	30	33	41	41
95th percentile time to start treatment ⁵ (minutes)	212	192	143	151	163	155

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 610

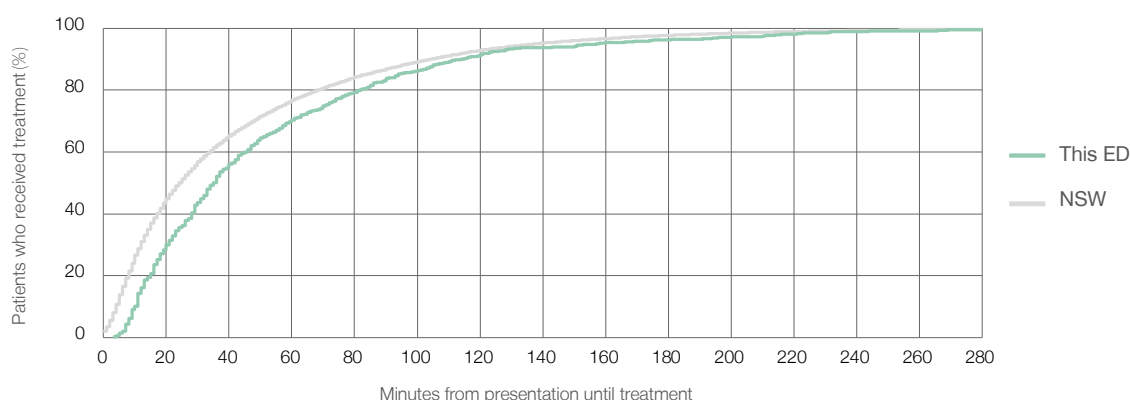
Number of triage 5 patients used to calculate waiting time:³ 493

Median time to start treatment⁴ 35 minutes

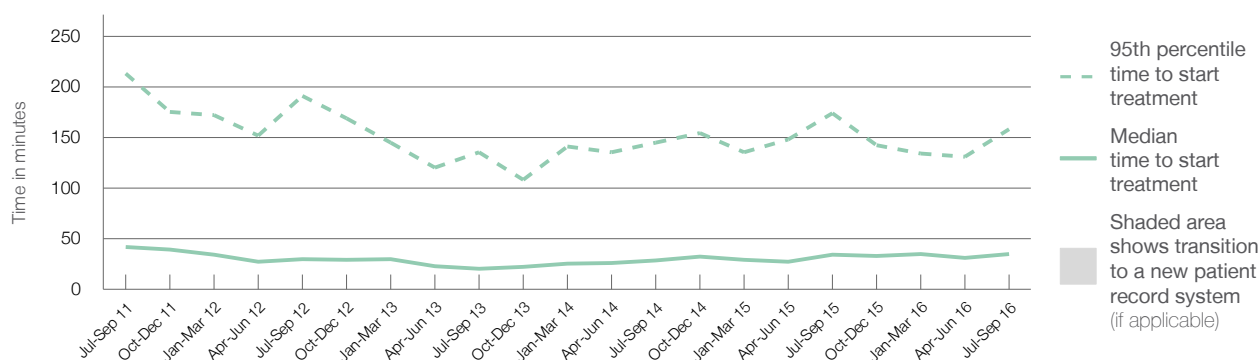
95th percentile time to start treatment⁵ 158 minutes

Same period last year	NSW (this period)
902	
686	
34 minutes	24 minutes
174 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	30	20	29	34	35
95th percentile time to start treatment ⁵ (minutes)	213	191	135	145	174	158

(†) 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.

Blacktown Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,262 patients

Presentations used to calculate time to leaving the ED:⁶ 11,241 patients

Median time spent in the ED⁸

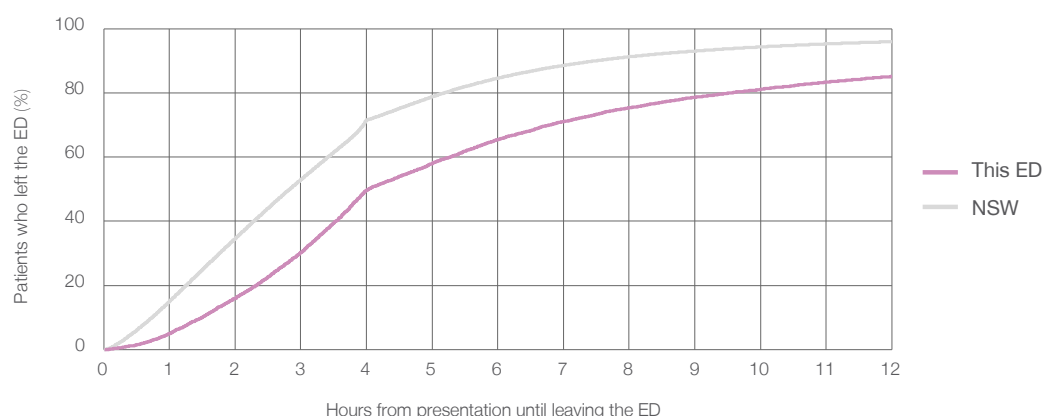
4 hours and 2 minutes

95th percentile time spent in the ED⁹

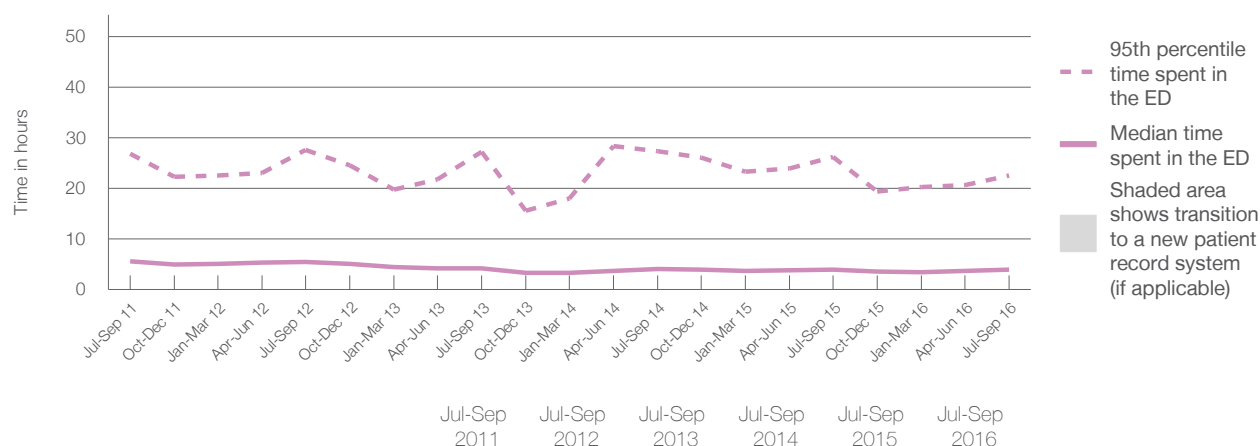
22 hours and 31 minutes

Same period last year	NSW (this period)
10,894	
10,893	
4 hours and 2 minutes	2 hours and 50 minutes
26 hours and 14 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 37m	5h 29m	4h 16m	4h 5m	4h 2m	4h 2m
95th percentile time to leaving the ED ⁹ (hours, minutes)	26h 51m	27h 40m	27h 15m	27h 22m	26h 14m	22h 31m

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

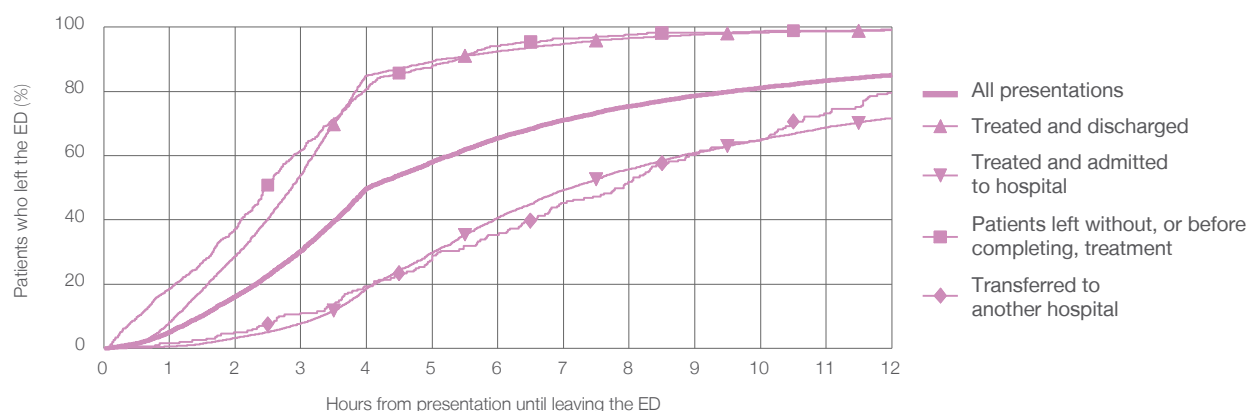
All presentations:[†] 11,262 patients

Presentations used to calculate time to leaving the ED:[‡] 11,241 patients

Treated and discharged	4,537 (40.3%)
Treated and admitted to hospital	5,314 (47.2%)
Patient left without, or before completing, treatment	678 (6.0%)
Transferred to another hospital	201 (1.8%)
Other	532 (4.7%)

Same period last year	Change since one year ago
10,893	3.2%
5,710	-20.5%
4,087	30.0%
798	-15.0%
254	-20.9%
45	1082.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	8.1%	28.7%	54.1%	84.9%	92.5%	96.6%	98.3%	99.0%
Treated and admitted to hospital	0.5%	3.2%	7.7%	18.6%	40.7%	55.8%	64.9%	71.7%
Patient left without, or before completing, treatment	18.5%	37.3%	61.5%	80.8%	94.2%	97.6%	98.7%	99.3%
Transferred to another hospital	1.5%	5.0%	10.9%	19.4%	35.3%	51.7%	65.2%	79.6%
All presentations	5.0%	16.0%	30.3%	49.7%	65.5%	75.3%	81.1%	85.1%

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Blacktown Hospital: Time spent in the ED

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

July to September 2016

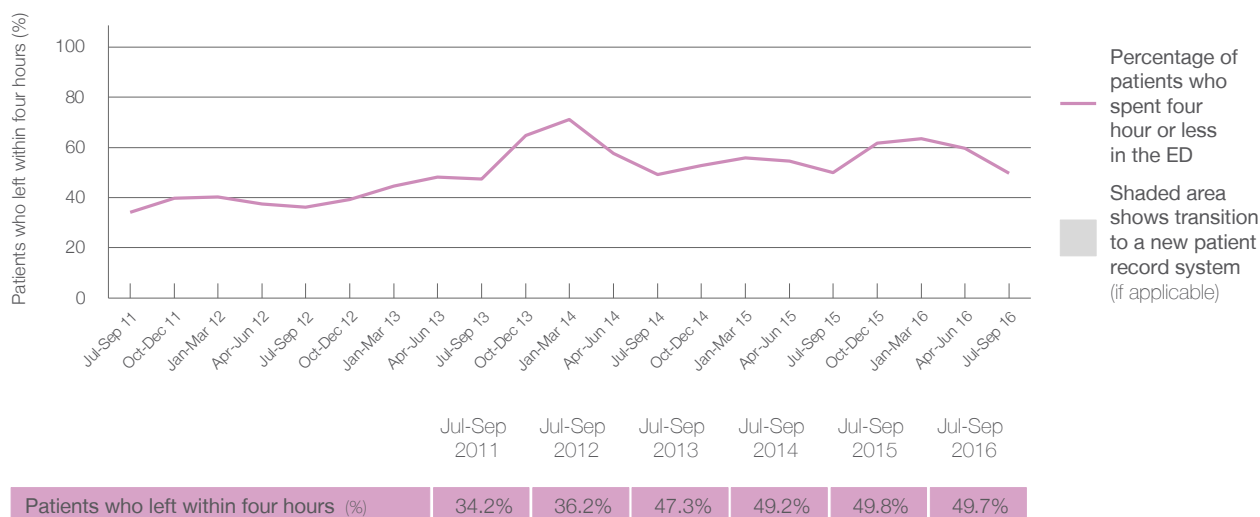
All presentations at the emergency department: ¹ 11,262 patients

Presentations used to calculate time to leaving the ED: ⁶ 11,241 patients

Percentage of patients who spent four hours or less in the ED 49.7%

Same period last year	Change since one year ago
10,894	3.4%
10,893	3.2%
49.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations:² 16,388 patients

Same period last year	Change since one year ago
16,434	0.6%
16,289	0.6%

Campbelltown Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,765 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,265 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,655 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,589 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
1,737	
7 minutes	8 minutes
34 minutes	41 minutes
6,926	
17 minutes	21 minutes
156 minutes	103 minutes
6,075	
27 minutes	27 minutes
193 minutes	139 minutes
1,421	
34 minutes	24 minutes
177 minutes	138 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
52.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

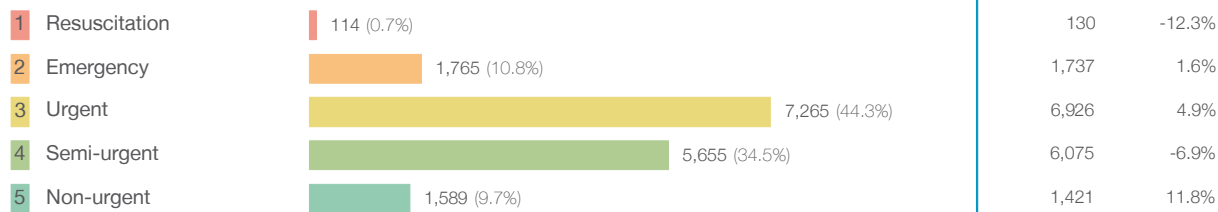
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Campbelltown Hospital: Patients presenting to the emergency department

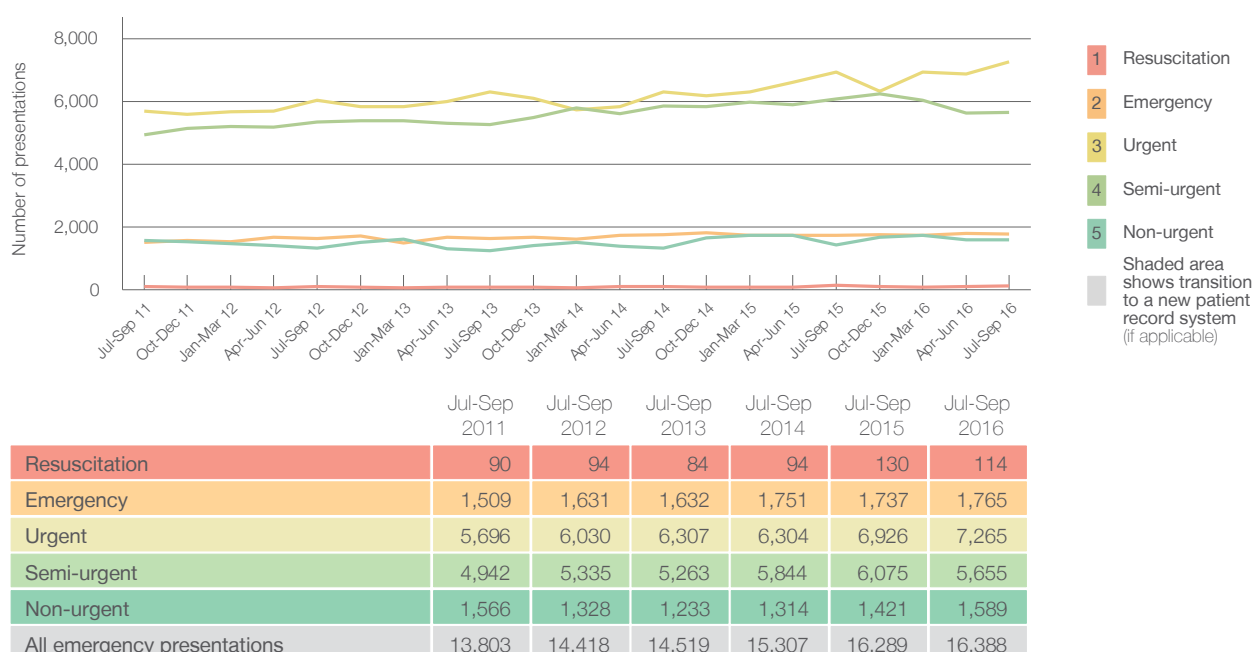
July to September 2016

All presentations:¹ 16,528 patients

Emergency presentations² by triage category: 16,388 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Campbelltown Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,048 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,765

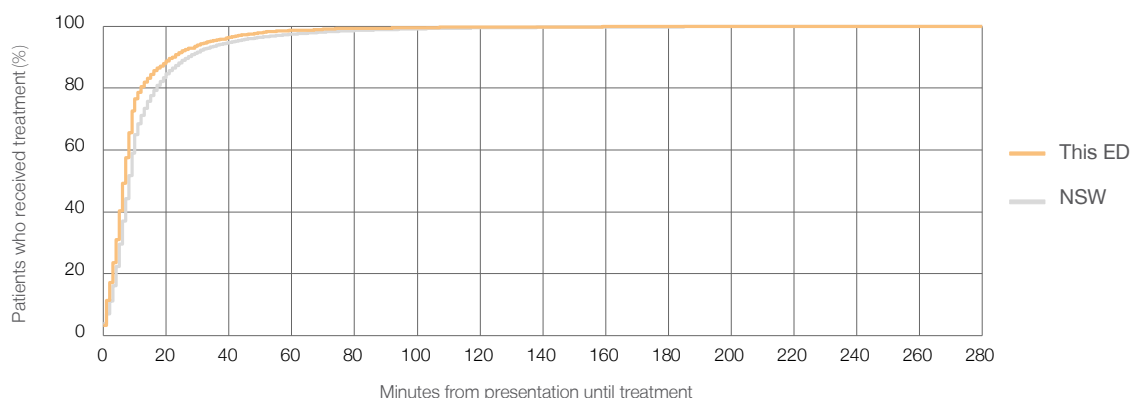
Number of triage 2 patients used to calculate waiting time: ³ 1,760

Median time to start treatment ⁴ 7 minutes

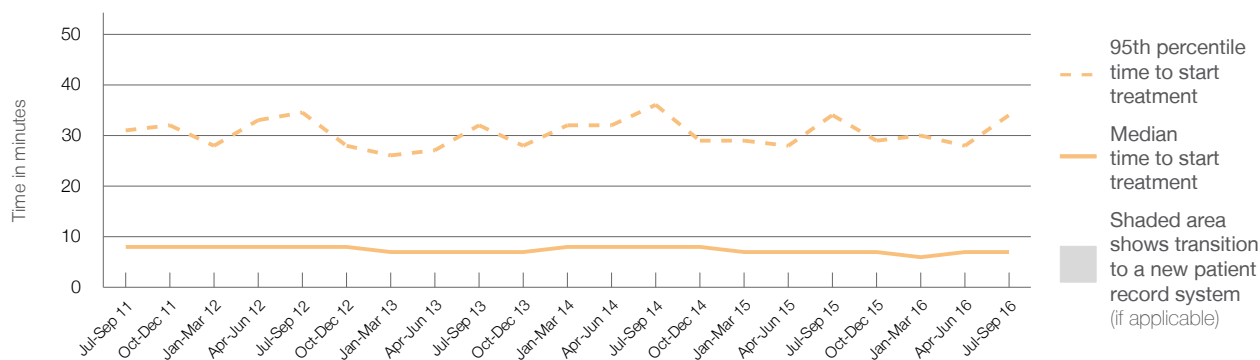
95th percentile time to start treatment ⁵ 34 minutes

Same period last year	NSW (this period)
1,737	
1,730	
7 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	31	35	32	36	34	34

(†) 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

July to September 2016

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

Number of triage 3 patients: 7,265

Number of triage 3 patients used to calculate waiting time: ³ 7,087

Median time to start treatment ⁴

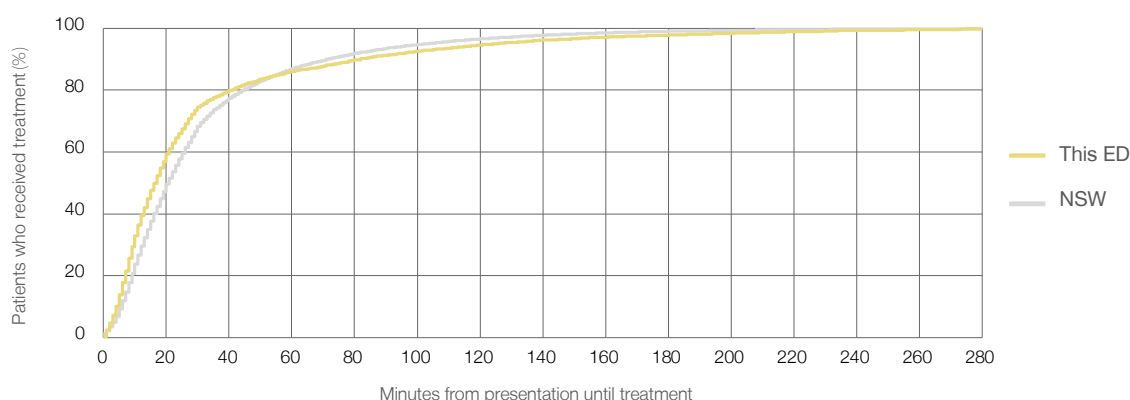
17 minutes

95th percentile time to start treatment ⁵

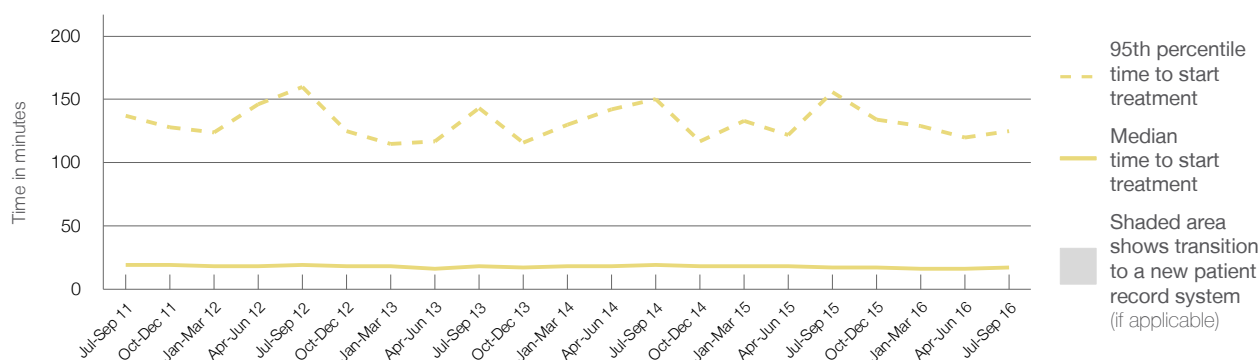
125 minutes

Same period last year	NSW (this period)
6,926	
6,678	
17 minutes	21 minutes
156 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	19	18	19	17	17
95th percentile time to start treatment ⁵ (minutes)	137	160	143	150	156	125

(†) 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

July to September 2016

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

Number of triage 4 patients: 5,655

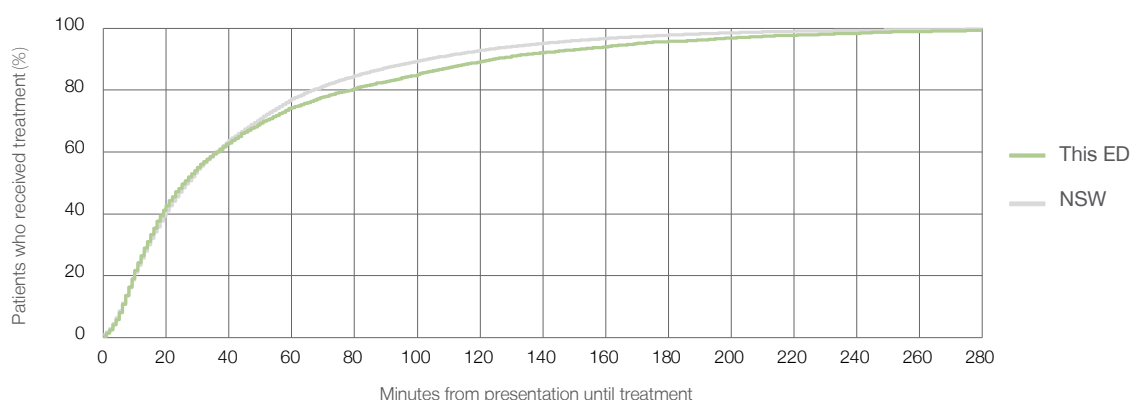
Number of triage 4 patients used to calculate waiting time:³ 5,281

Median time to start treatment⁴ 26 minutes

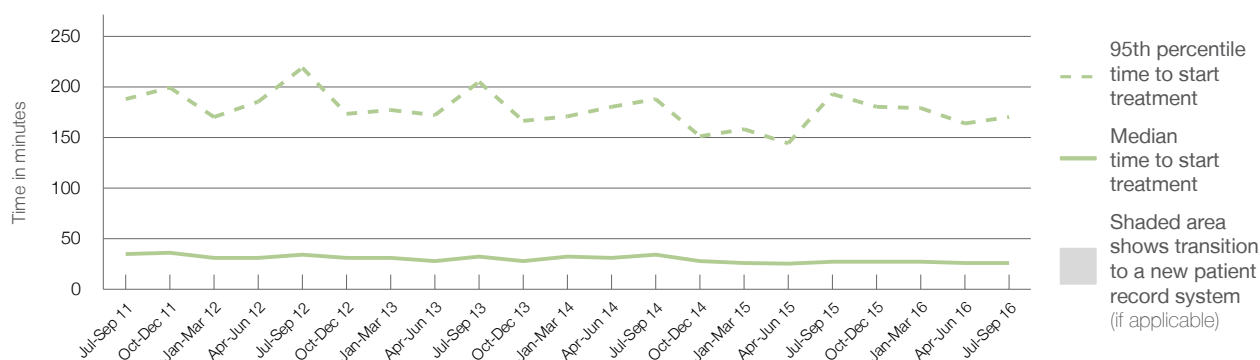
95th percentile time to start treatment⁵ 170 minutes

Same period last year	NSW (this period)
6,075	
5,603	
27 minutes	27 minutes
193 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	34	27	26
95th percentile time to start treatment ⁵ (minutes)	188	219	205	188	193	170

(†) 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

July to September 2016

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

Number of triage 5 patients: 1,589

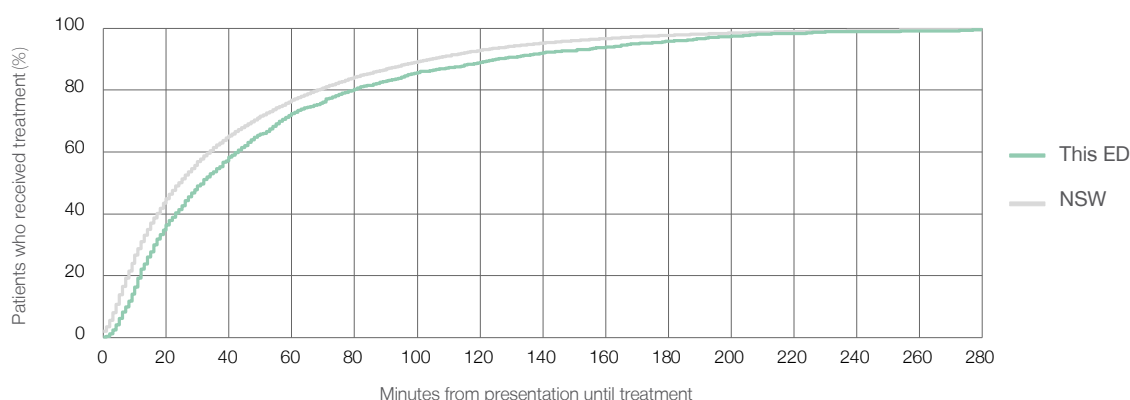
Number of triage 5 patients used to calculate waiting time: ³ 1,395

Median time to start treatment ⁴ 32 minutes

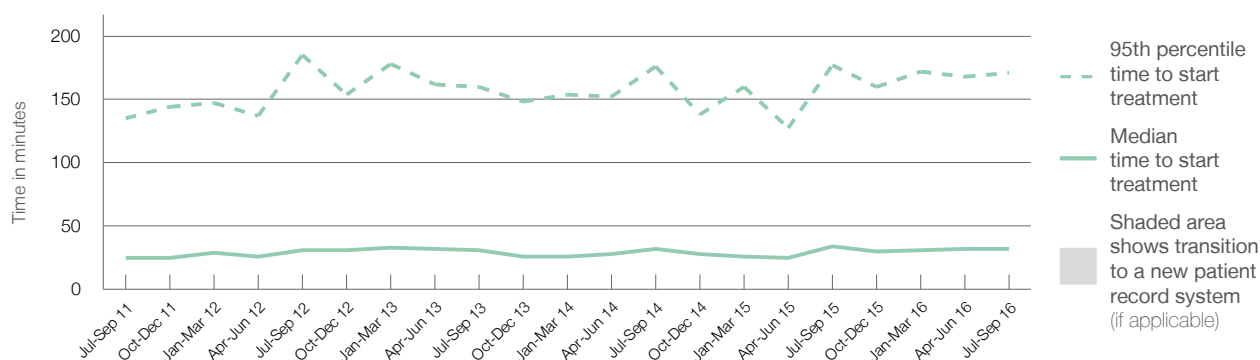
95th percentile time to start treatment ⁵ 171 minutes

Same period last year	NSW (this period)
1,421	
1,225	
34 minutes	24 minutes
177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	31	31	32	34	32
95th percentile time to start treatment ⁵ (minutes)	135	185	160	176	177	171

(†) 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

July to September 2016

All presentations:¹ 16,528 patients

Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Median time spent in the ED⁸

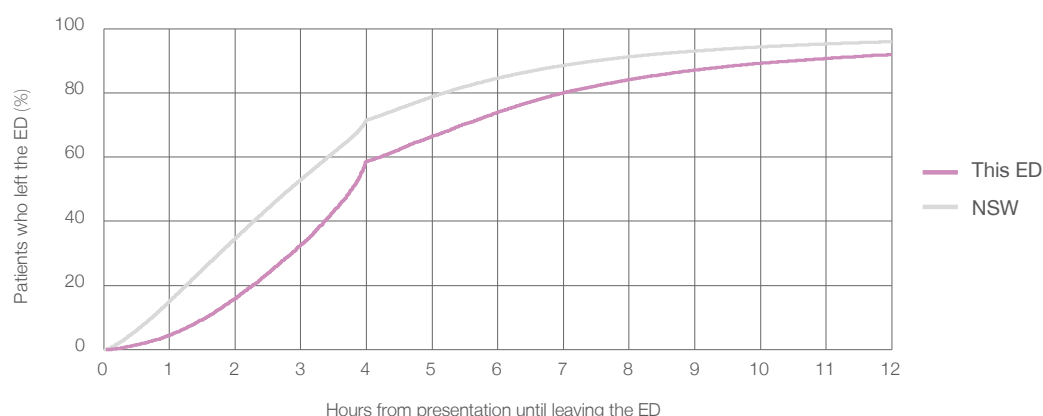
3 hours and 47 minutes

95th percentile time spent in the ED⁹

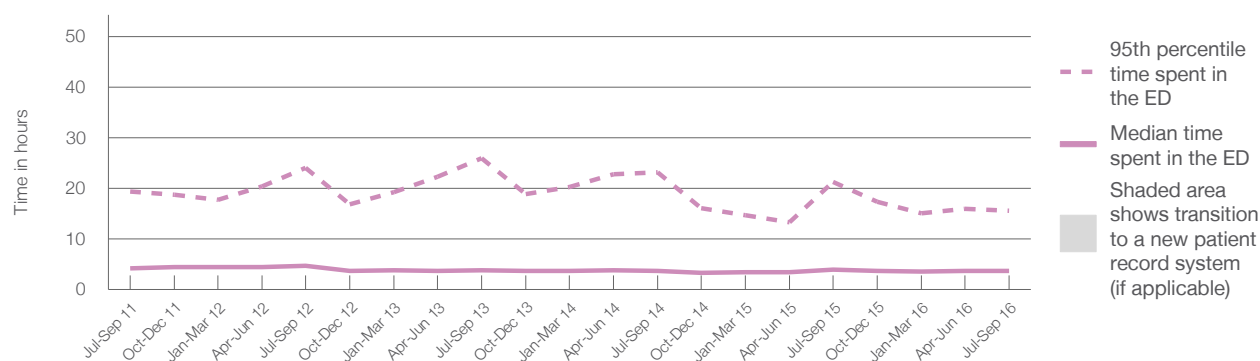
15 hours and 38 minutes

Same period last year	NSW (this period)
16,434	16,434
3 hours and 57 minutes	2 hours and 50 minutes
21 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 17m	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 26m	24h 8m	25h 58m	23h 10m	21h 17m	15h 38m

(†) 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

July to September 2016

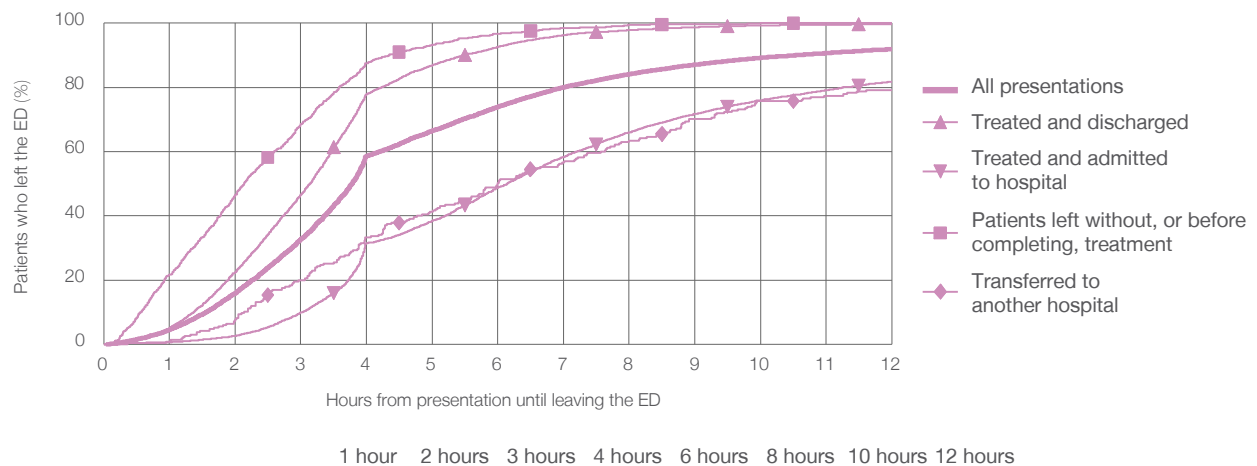
All presentations:¹ 16,528 patients

Presentations used to calculate time to leaving the ED:⁶ 16,528 patients

Treated and discharged	7,984 (48.3%)
Treated and admitted to hospital	6,924 (41.9%)
Patient left without, or before completing, treatment	1,365 (8.3%)
Transferred to another hospital	235 (1.4%)
Other	20 (0.1%)

Same period last year	Change since one year ago
16,434	0.6%
9,156	-12.8%
5,102	35.7%
1,877	-27.3%
248	-5.2%
51	-60.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	5.0%	22.6%	46.6%	77.9%	92.6%	97.9%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.6%	9.9%	31.5%	48.7%	66.0%	76.0%	81.8%
Patient left without, or before completing, treatment	21.8%	46.6%	68.6%	87.5%	96.7%	99.4%	100%	100%
Transferred to another hospital	0.9%	7.7%	20.0%	33.2%	50.2%	63.4%	75.7%	79.1%
All presentations	4.5%	16.0%	32.7%	58.6%	74.0%	84.1%	89.2%	91.9%

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

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

Campbelltown Hospital: Time spent in the ED

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

July to September 2016

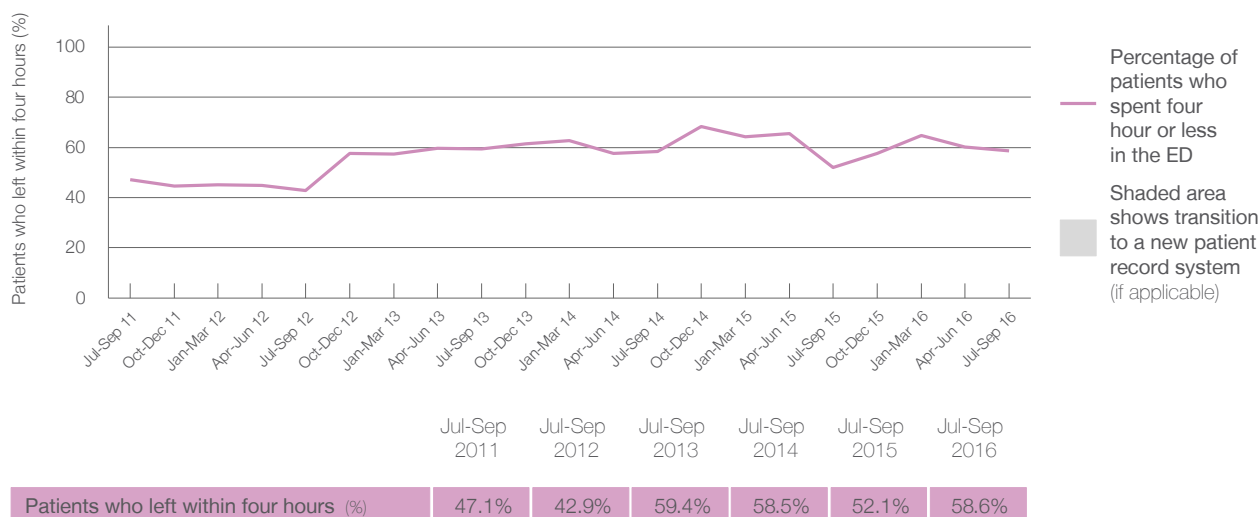
All presentations at the emergency department: ¹ 16,528 patients

Presentations used to calculate time to leaving the ED: ⁶ 16,528 patients

Percentage of patients who spent four hours or less in the ED 58.6%

Same period last year	Change since one year ago
16,434	0.6%
16,434	0.6%
52.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Canterbury Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,232 patients

Emergency presentations:² 11,183 patients

Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,060 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,066 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,966 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,049 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,396	
9 minutes	8 minutes
25 minutes	41 minutes
3,979	
20 minutes	21 minutes
86 minutes	103 minutes
4,875	
25 minutes	27 minutes
124 minutes	139 minutes
766	
29 minutes	24 minutes
142 minutes	138 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,227 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
11,112	1.0%
76.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

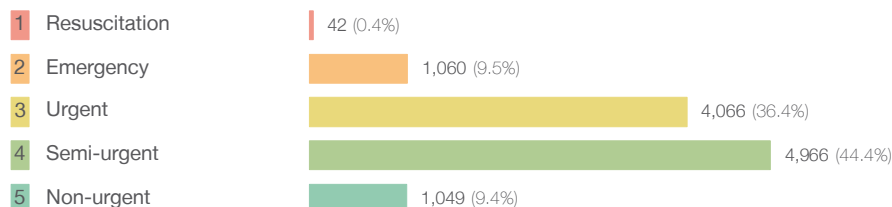
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Canterbury Hospital: Patients presenting to the emergency department

July to September 2016

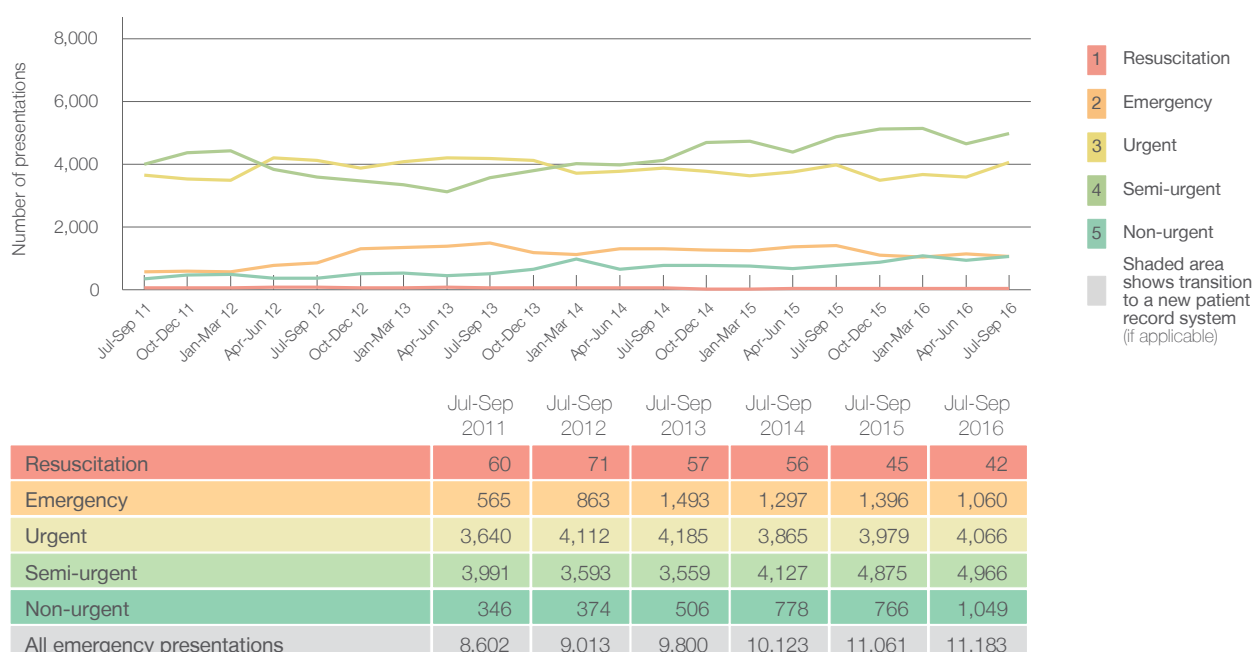
All presentations:¹ 11,232 patients

Emergency presentations² by triage category: 11,183 patients



Same period last year	Change since one year ago
11,112	1.1%
11,061	1.1%
45	-6.7%
1,396	-24.1%
3,979	2.2%
4,875	1.9%
766	36.9%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Canterbury Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,842 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,091	
12 minutes	-1 minute
45 minutes	-20 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.

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

July to September 2016

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

Number of triage 2 patients: 1,060

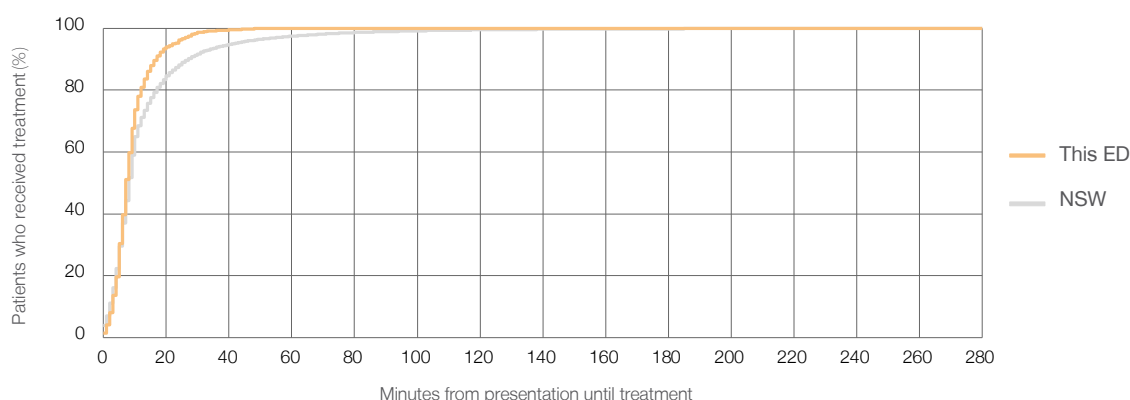
Number of triage 2 patients used to calculate waiting time: ³ 1,059

Median time to start treatment ⁴ 7 minutes

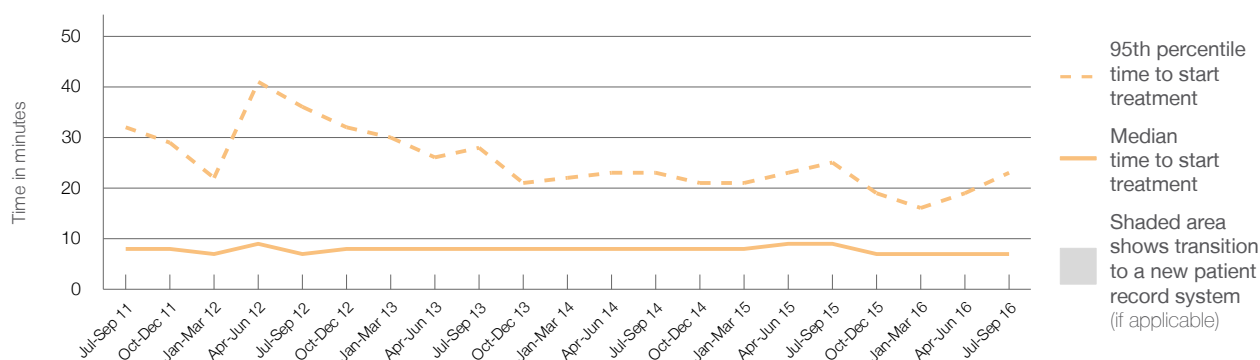
95th percentile time to start treatment ⁵ 23 minutes

Same period last year	NSW (this period)
1,396	1,396
9 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	7
95th percentile time to start treatment ⁵ (minutes)	32	36	28	23	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.

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

July to September 2016

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

Number of triage 3 patients: 4,066

Number of triage 3 patients used to calculate waiting time: ³ 3,997

Median time to start treatment ⁴

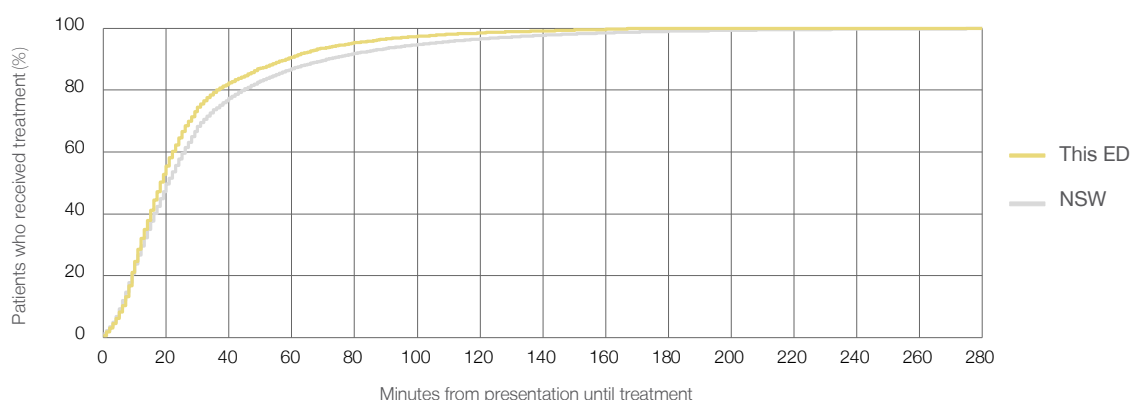
18 minutes

95th percentile time to start treatment ⁵

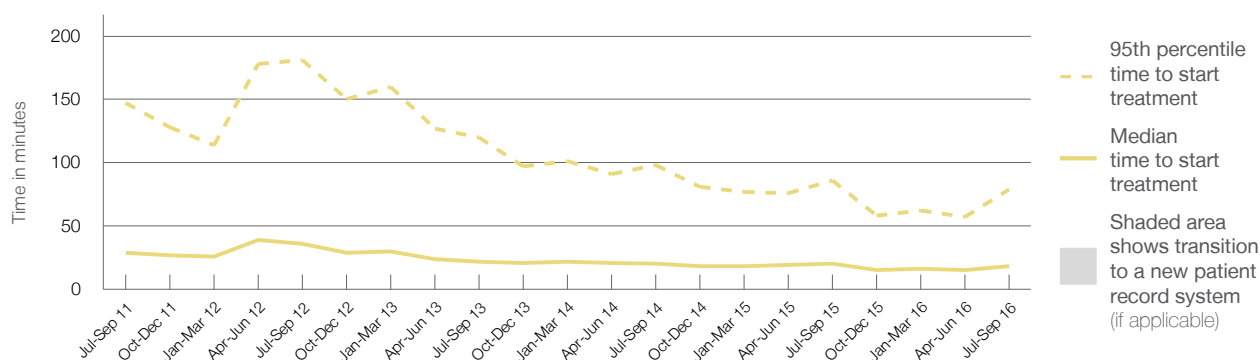
79 minutes

Same period last year	NSW (this period)
3,979	
3,912	
20 minutes	21 minutes
86 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	36	22	20	20	18
95th percentile time to start treatment ⁵ (minutes)	147	181	120	98	86	79

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 4,966

Number of triage 4 patients used to calculate waiting time:³ 4,609

Median time to start treatment⁴

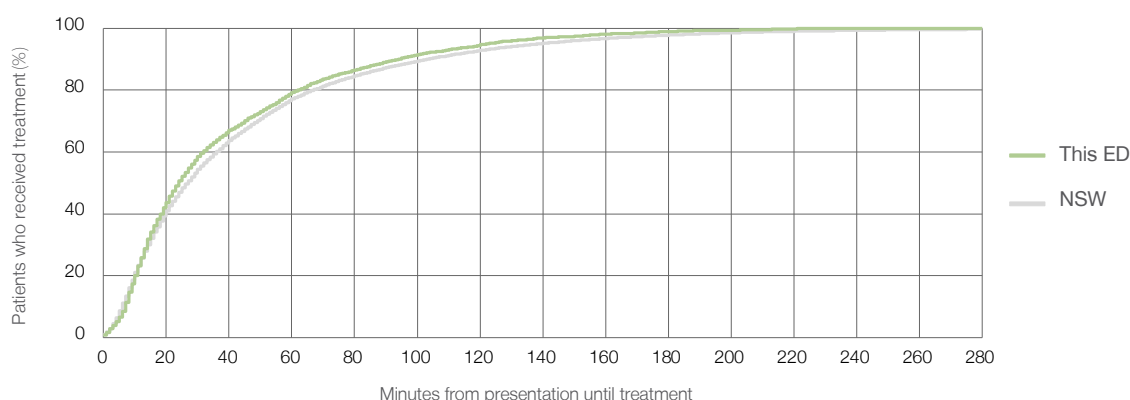
24 minutes

95th percentile time to start treatment⁵

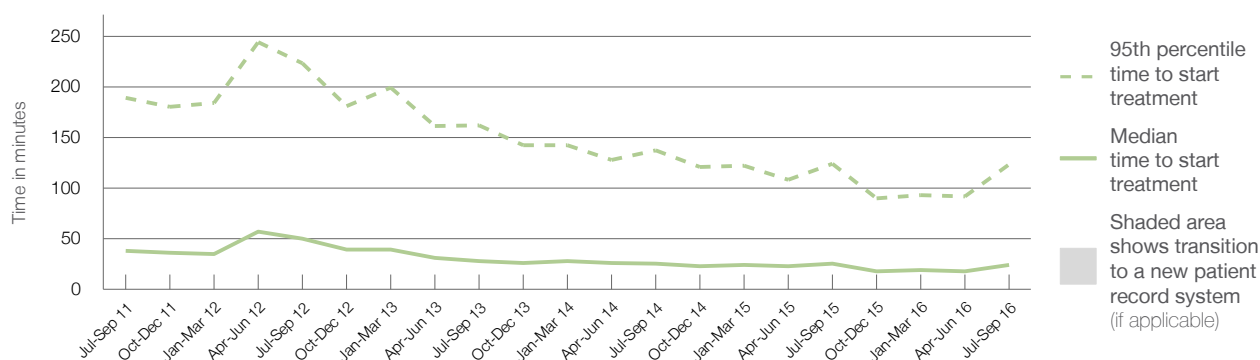
123 minutes

Same period last year	NSW (this period)
4,875	
4,582	
25 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	50	28	25	25	24
95th percentile time to start treatment ⁵ (minutes)	189	223	162	137	124	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.

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

July to September 2016

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

Number of triage 5 patients: 1,049

Number of triage 5 patients used to calculate waiting time:³ 807

Median time to start treatment⁴

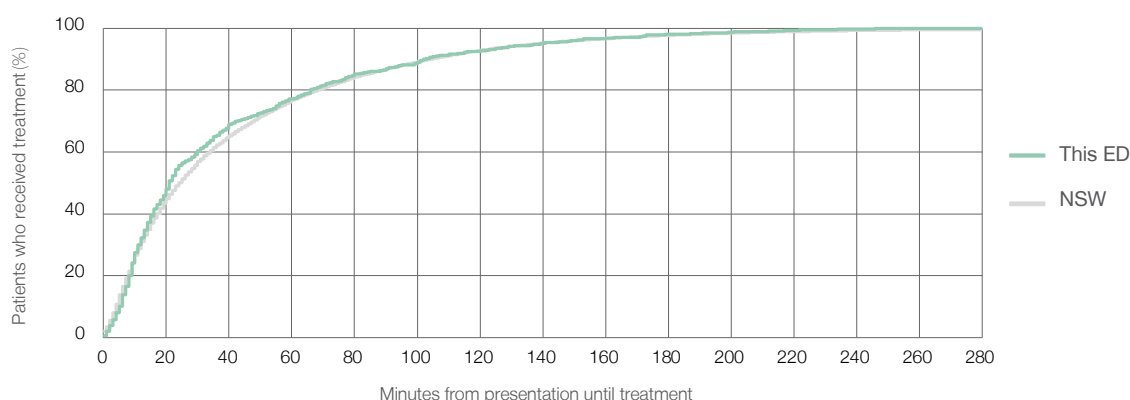
21 minutes

95th percentile time to start treatment⁵

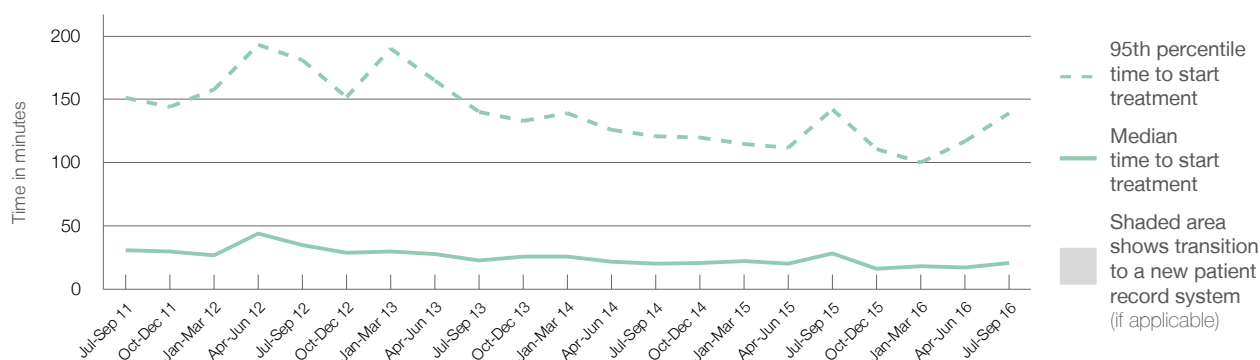
139 minutes

Same period last year	NSW (this period)
766	
602	
29 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	35	23	20	29	21
95th percentile time to start treatment ⁵ (minutes)	151	181	140	121	142	139

(†) 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.

Canterbury Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,232 patients

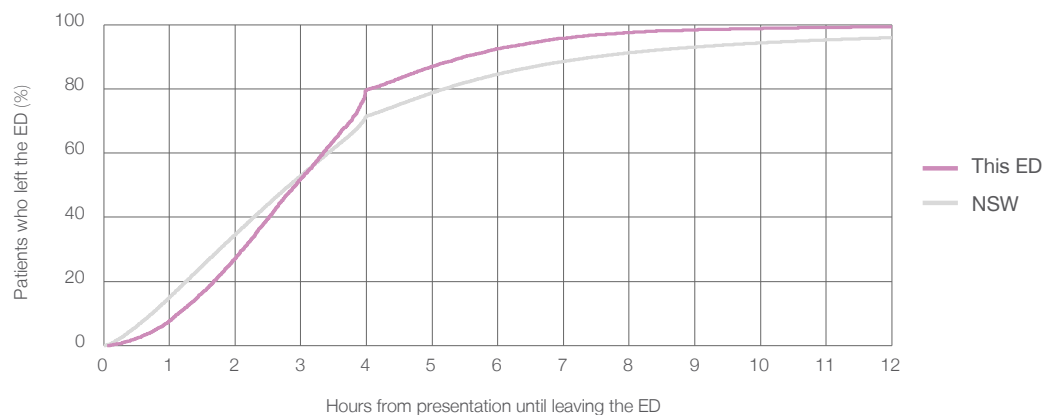
Presentations used to calculate time to leaving the ED:⁶ 11,227 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

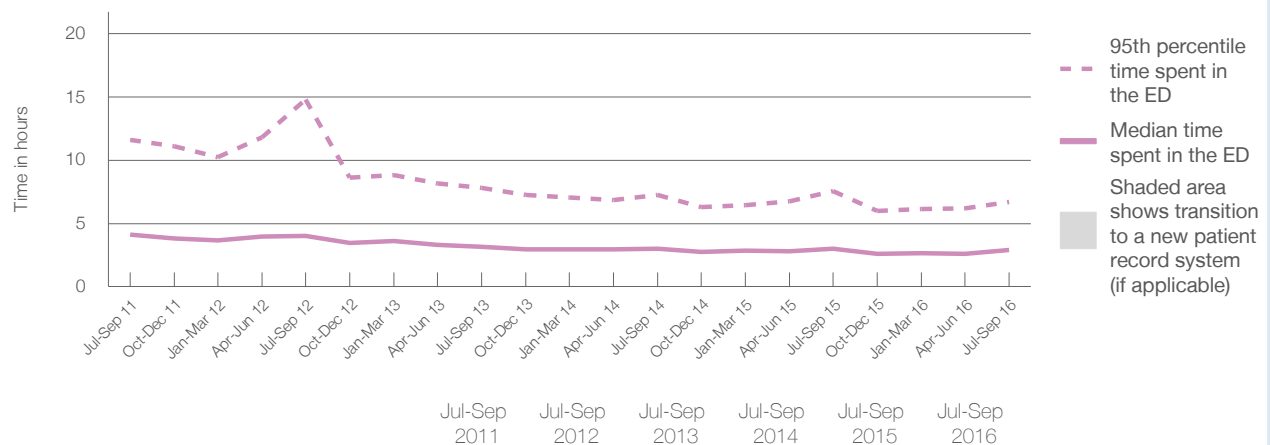
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
11,112	11,112
3 hours and 0 minutes	2 hours and 50 minutes
7 hours and 34 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	4h 0m	3h 9m	3h 0m	3h 0m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 36m	14h 46m	7h 49m	7h 15m	7h 34m	6h 43m

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

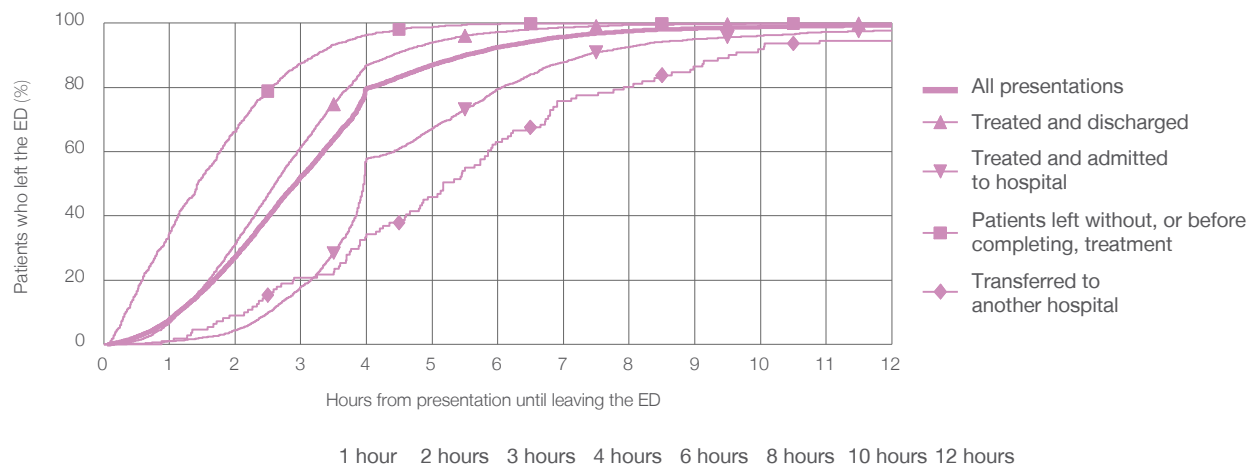
July to September 2016

All presentations:[†] 11,232 patients

Presentations used to calculate time to leaving the ED:[‡] 11,227 patients

		Same period last year	Change since one year ago
Treated and discharged	7,208 (64.2%)	7,079	1.8%
Treated and admitted to hospital	2,911 (25.9%)	2,938	-0.9%
Patient left without, or before completing, treatment	984 (8.8%)	948	3.8%
Transferred to another hospital	111 (1.0%)	133	-16.5%
Other	18 (0.2%)	14	28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	31.4%	61.5%	87.0%	97.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	4.4%	18.0%	57.7%	79.6%	92.6%	96.2%	97.6%
Patient left without, or before completing, treatment	34.8%	66.3%	87.6%	96.3%	99.7%	99.9%	99.9%	99.9%
Transferred to another hospital	0.9%	9.0%	20.7%	34.2%	63.1%	80.2%	91.9%	94.6%
All presentations	7.8%	27.3%	52.1%	79.7%	92.6%	97.5%	98.8%	99.3%

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

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

Canterbury Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,232 patients

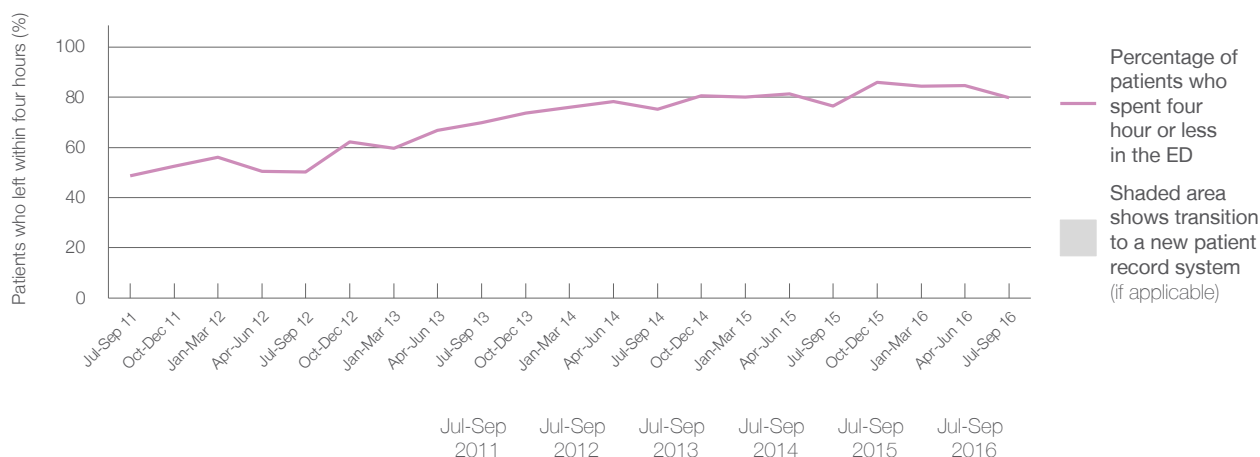
Presentations used to calculate time to leaving the ED: ⁶ 11,227 patients

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



Same period last year	Change since one year ago
11,112	1.1%
11,112	1.0%
76.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	48.7%	50.1%	69.7%	75.1%	76.4%	79.7%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,420 patients

Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
9,283	1.5%
9,043	-0.2%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,008 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,517 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 159 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,442 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
813	
6 minutes	8 minutes
12 minutes	41 minutes
2,915	
17 minutes	21 minutes
76 minutes	103 minutes
3,753	
24 minutes	27 minutes
141 minutes	139 minutes
1,505	
22 minutes	24 minutes
142 minutes	138 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,413 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,279	1.4%
73.5%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

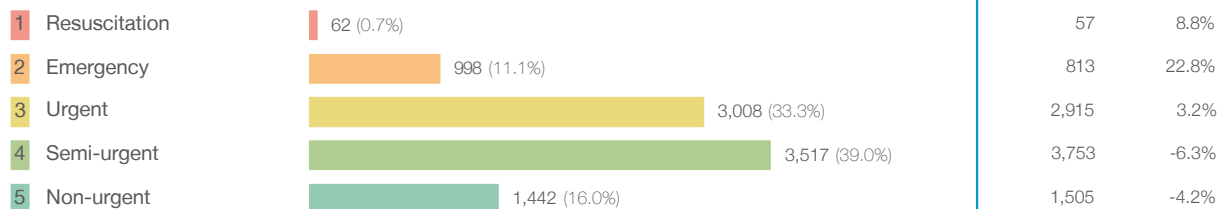
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

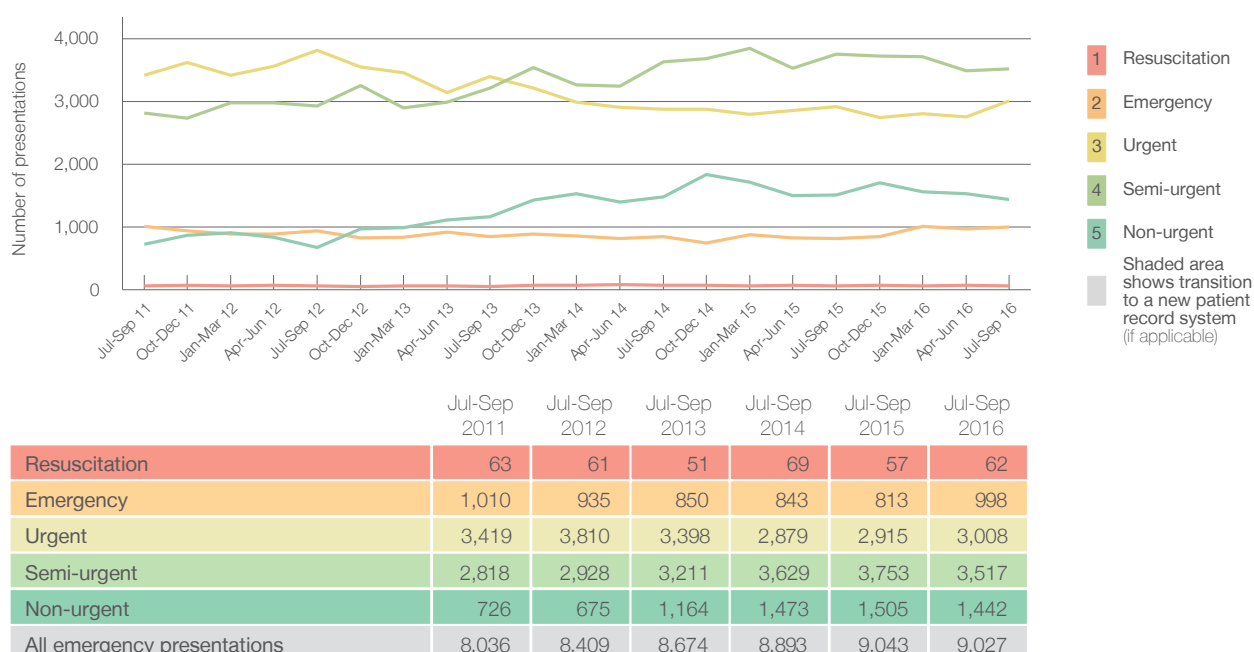
July to September 2016

All presentations:¹ 9,420 patients

Emergency presentations² by triage category: 9,027 patients



Emergency presentations² by quarter, July 2011 to September 2016 ‡



Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 2,288 patients

ED Transfer of care time



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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 998

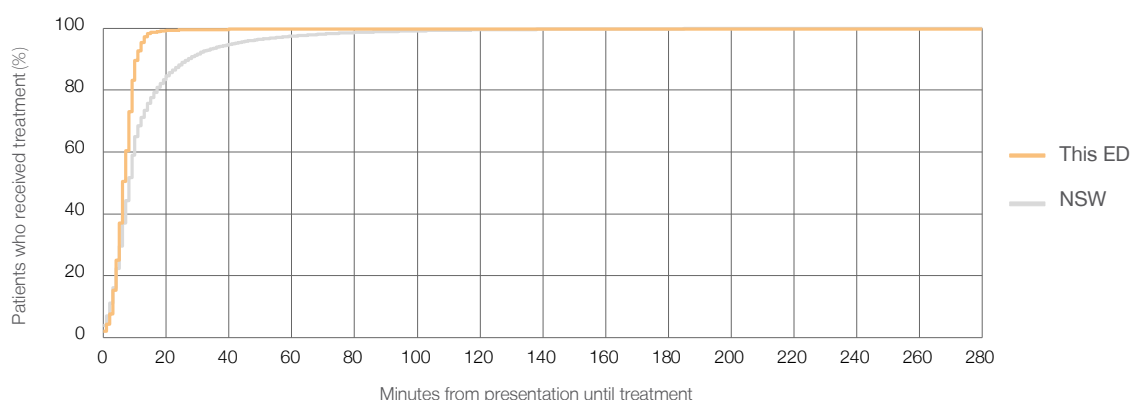
Number of triage 2 patients used to calculate waiting time:³ 997

Median time to start treatment⁴ 6 minutes

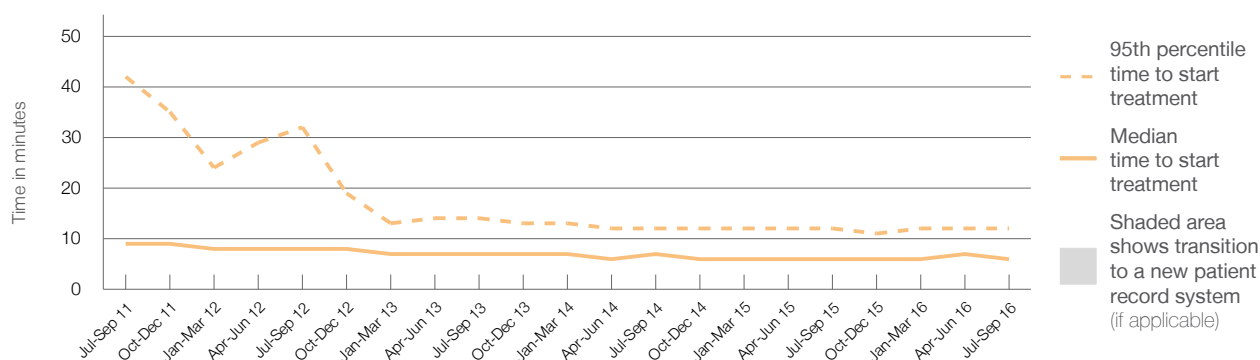
95th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
813	
812	
6 minutes	8 minutes
12 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	7	6	6
95th percentile time to start treatment ⁵ (minutes)	42	32	14	12	12	12

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,008

Number of triage 3 patients used to calculate waiting time: ³ 2,947

Median time to start treatment ⁴

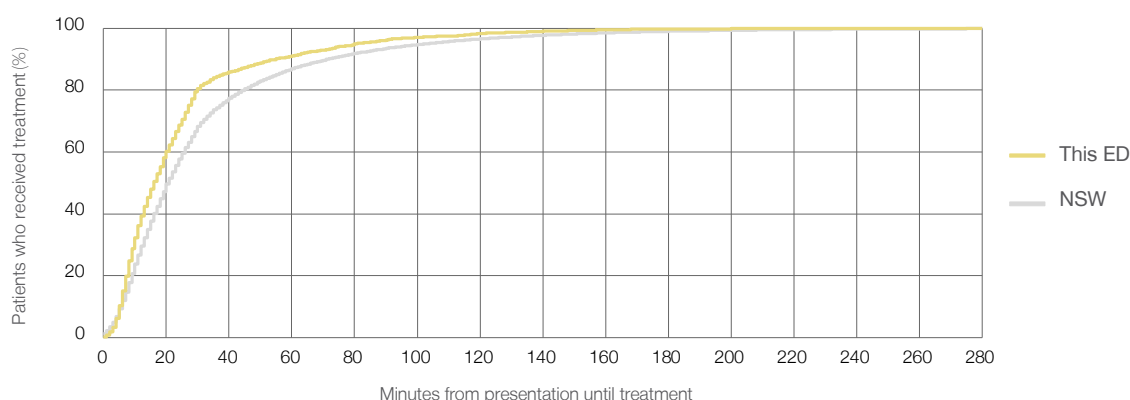
16 minutes

95th percentile time to start treatment ⁵

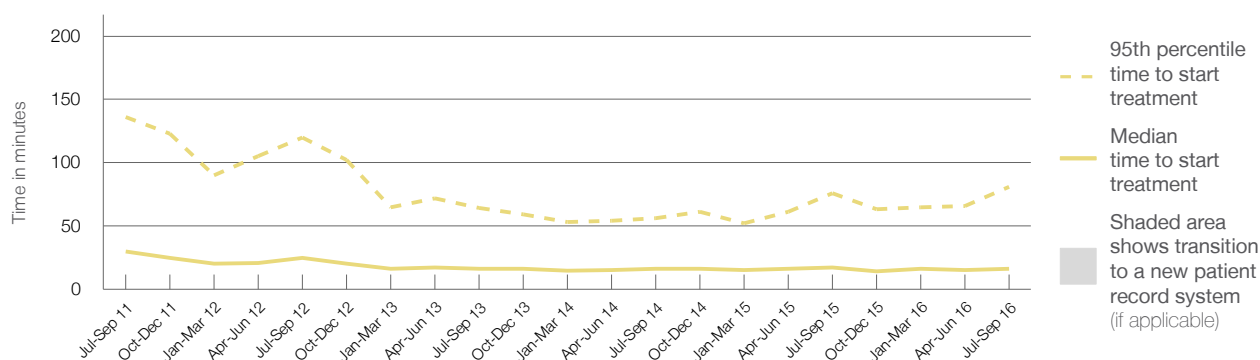
81 minutes

Same period last year	NSW (this period)
2,915	
2,867	
17 minutes	21 minutes
76 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	25	16	16	17	16
95th percentile time to start treatment ⁵ (minutes)	136	120	64	56	76	81

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,517

Number of triage 4 patients used to calculate waiting time: ³ 3,234

Median time to start treatment ⁴

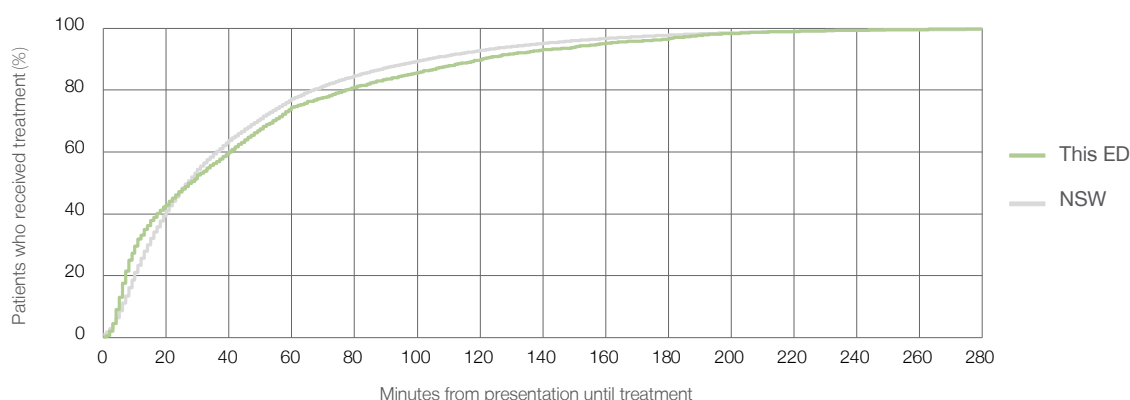
28 minutes

95th percentile time to start treatment ⁵

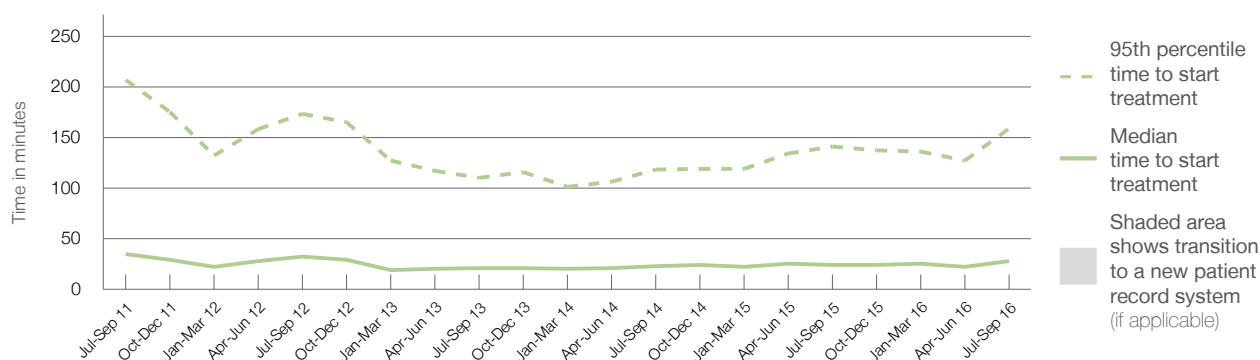
159 minutes

Same period last year	NSW (this period)
3,753	
3,445	
24 minutes	27 minutes
141 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	32	21	23	24	28
95th percentile time to start treatment ⁵ (minutes)	207	173	110	118	141	159

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,442

Number of triage 5 patients used to calculate waiting time: ³ 1,328

Median time to start treatment ⁴

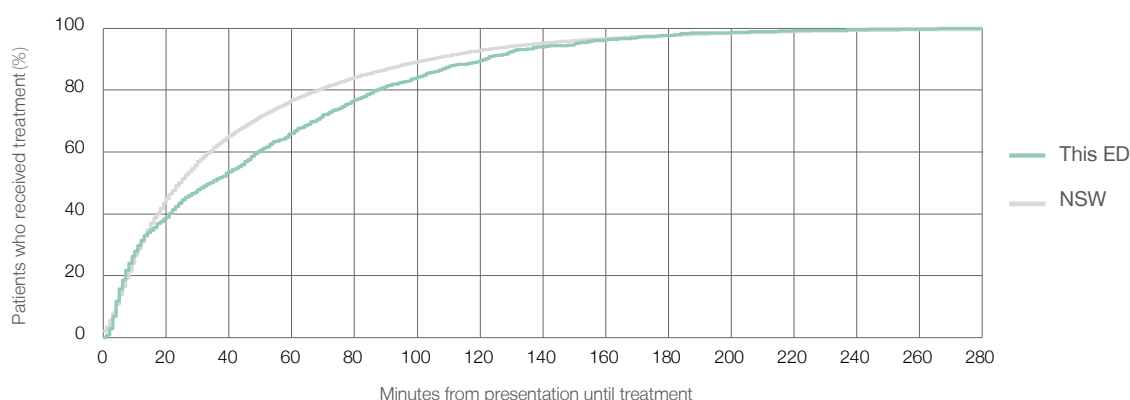
35 minutes

95th percentile time to start treatment ⁵

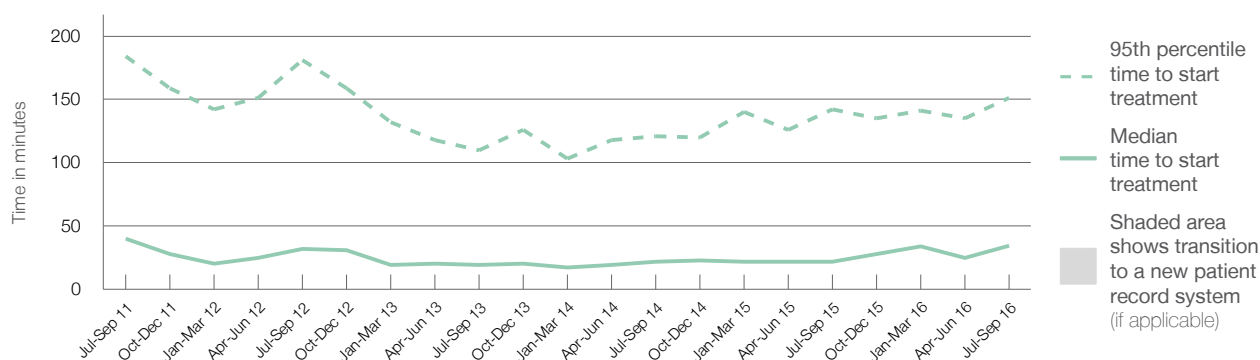
151 minutes

Same period last year	NSW (this period)
1,505	
1,370	
22 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	32	19	22	22	35
95th percentile time to start treatment ⁵ (minutes)	184	181	110	121	142	151

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,420 patients

Presentations used to calculate time to leaving the ED:⁶ 9,413 patients

Median time spent in the ED⁸

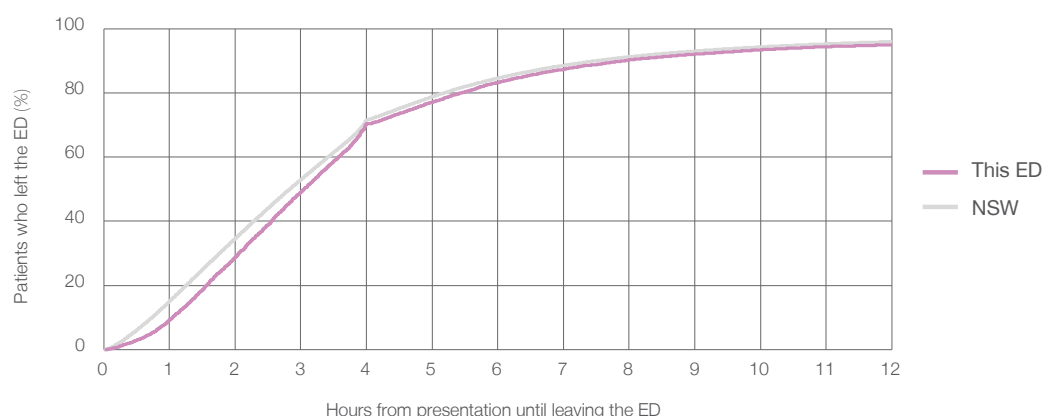
3 hours and 3 minutes

95th percentile time spent in the ED⁹

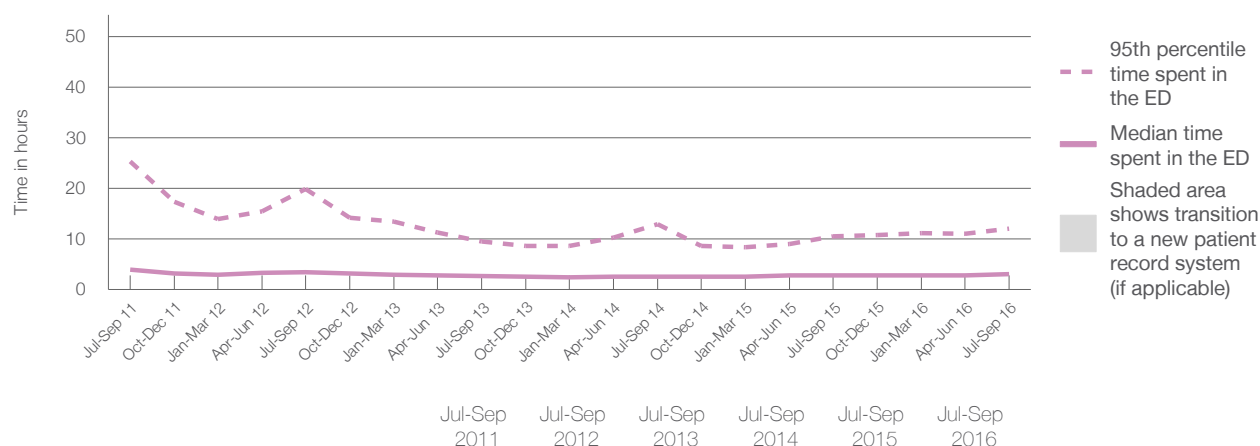
12 hours and 3 minutes

Same period last year	NSW (this period)
9,283	
9,279	
2 hours and 53 minutes	2 hours and 50 minutes
10 hours and 30 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 28m	2h 44m	2h 37m	2h 53m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	25h 17m	19h 51m	9h 33m	12h 55m	10h 30m	12h 3m

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

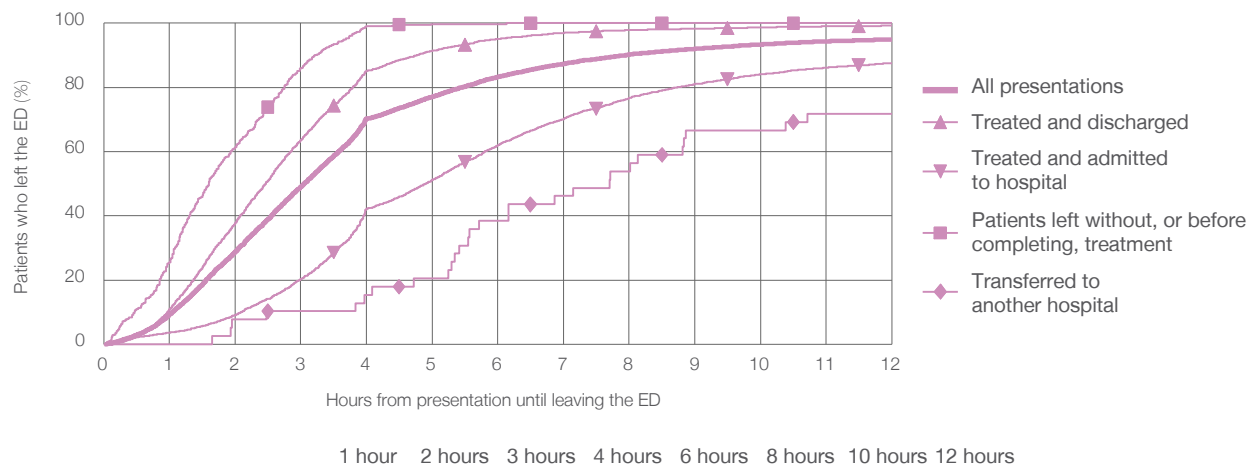
July to September 2016

All presentations:[†] 9,420 patients

Presentations used to calculate time to leaving the ED:[‡] 9,413 patients

		Same period last year	Change since one year ago
Treated and discharged	5,493 (58.3%)	5,521	-0.5%
Treated and admitted to hospital	3,374 (35.8%)	3,219	4.8%
Patient left without, or before completing, treatment	479 (5.1%)	497	-3.6%
Transferred to another hospital	39 (0.4%)	23	69.6%
Other	35 (0.4%)	23	52.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.0%	37.8%	63.7%	85.2%	95.1%	97.9%	98.7%	99.3%
Treated and admitted to hospital	3.6%	9.2%	20.2%	42.3%	62.0%	76.7%	84.1%	87.5%
Patient left without, or before completing, treatment	25.5%	61.4%	86.0%	99.2%	99.8%	100%	100%	100%
Transferred to another hospital	0%	7.7%	10.3%	15.4%	38.5%	53.8%	66.7%	71.8%
All presentations	9.3%	28.8%	49.1%	70.3%	83.2%	90.2%	93.4%	95.0%

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

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

Coffs Harbour Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,420 patients

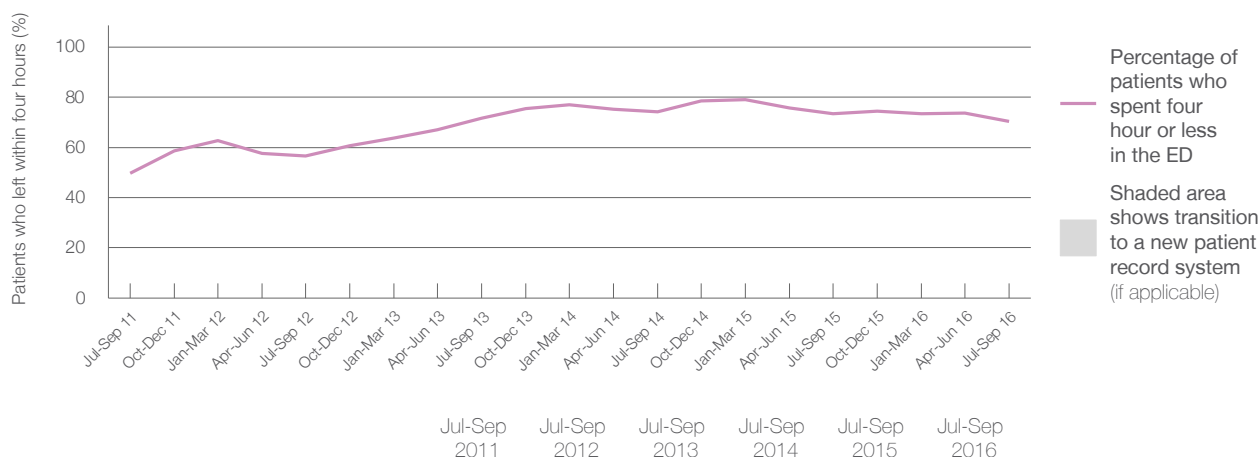
Presentations used to calculate time to leaving the ED: ⁶ 9,413 patients

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



Same period last year	Change since one year ago
9,283	1.5%
9,279	1.4%
73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	49.7%	56.5%	71.7%	74.2%	73.5%	70.3%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,287 patients

Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,884 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,438 patients

Median time to start treatment⁴ 35 minutes

95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 738 patients

Median time to start treatment⁴ 34 minutes

95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
785	
9 minutes	8 minutes
34 minutes	41 minutes
2,767	
27 minutes	21 minutes
121 minutes	103 minutes
3,035	
38 minutes	27 minutes
174 minutes	139 minutes
562	
31 minutes	24 minutes
167 minutes	138 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,285 patients

Percentage of patients who spent four hours or less in the ED 69.8%

Same period last year	Change since one year ago
7,511	10.3%
69.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

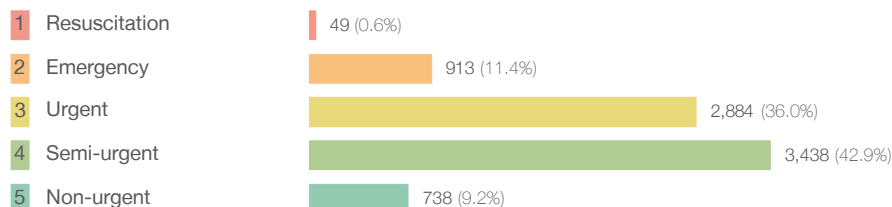
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Dubbo Base Hospital: Patients presenting to the emergency department

July to September 2016

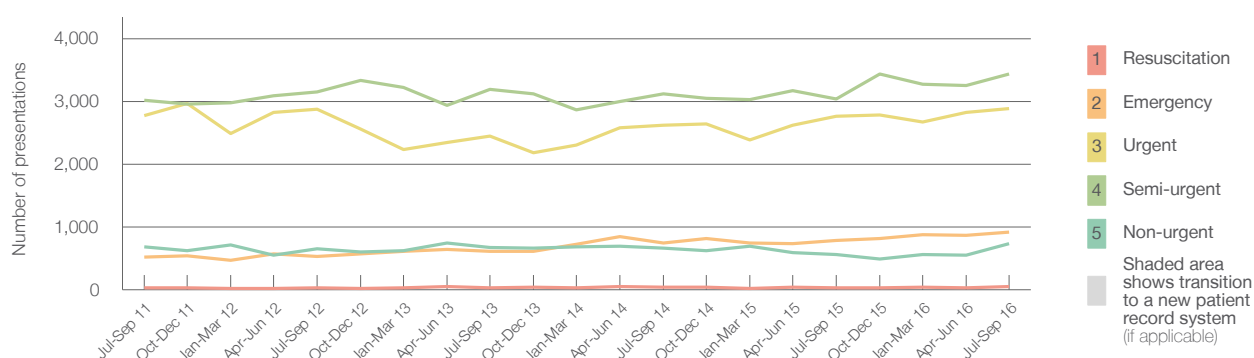
All presentations:¹ 8,287 patients

Emergency presentations² by triage category: 8,022 patients



Same period last year	Change since one year ago
7,512	10.3%
7,183	11.7%
34	44.1%
785	16.3%
2,767	4.2%
3,035	13.3%
562	31.3%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	32	29	30	39	34	49
Emergency	522	532	612	745	785	913
Urgent	2,777	2,880	2,451	2,619	2,767	2,884
Semi-urgent	3,023	3,155	3,191	3,121	3,035	3,438
Non-urgent	680	650	668	661	562	738
All emergency presentations	7,034	7,246	6,952	7,185	7,183	8,022

Dubbo Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,725 patients

ED Transfer of care time



Same period last year	Change since one year ago
957	
14 minutes	-1 minute
62 minutes	-15 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 913

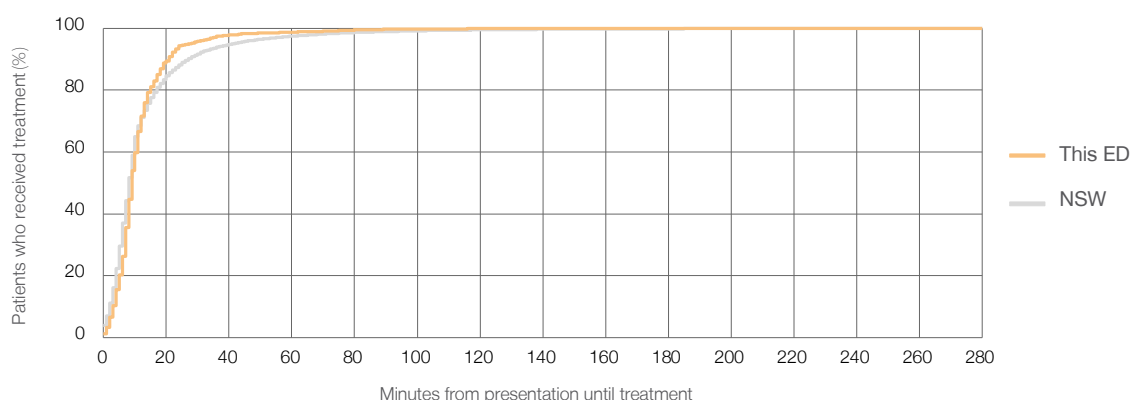
Number of triage 2 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 9 minutes

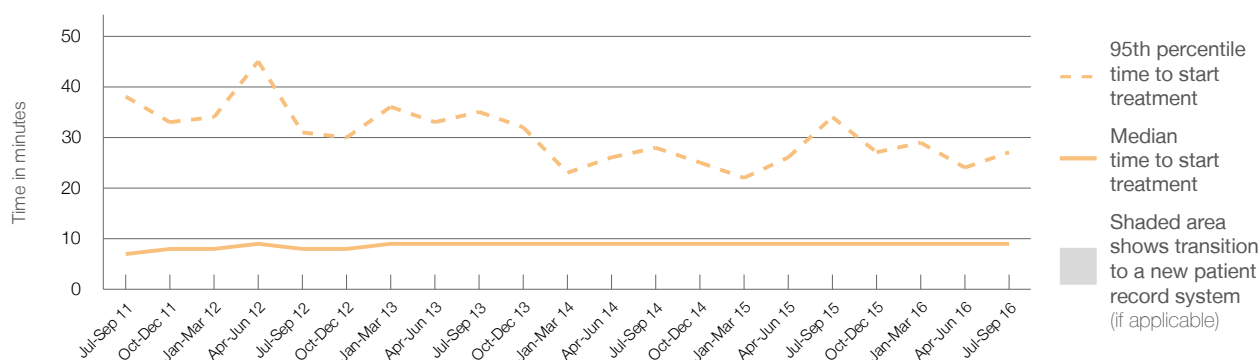
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
785	
781	
9 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	9	9	9	9
95th percentile time to start treatment ⁵ (minutes)	38	31	35	28	34	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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,884

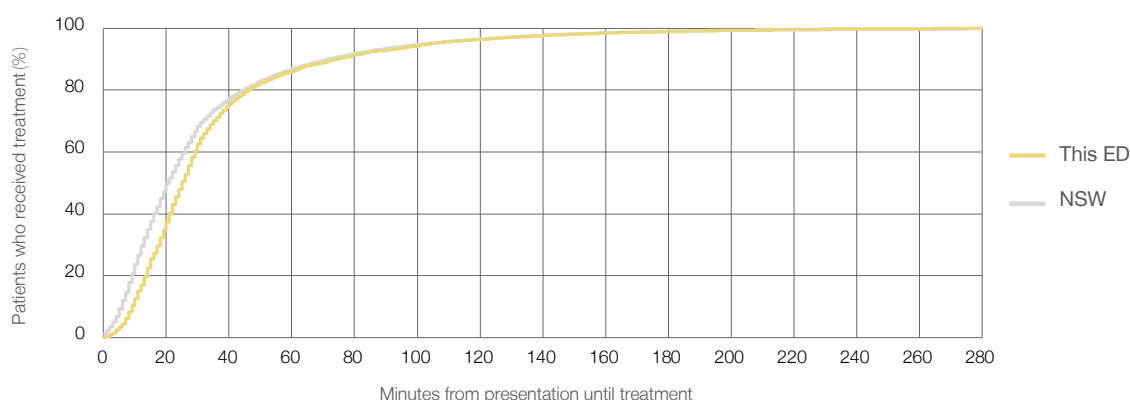
Number of triage 3 patients used to calculate waiting time: ³ 2,812

Median time to start treatment ⁴ 25 minutes

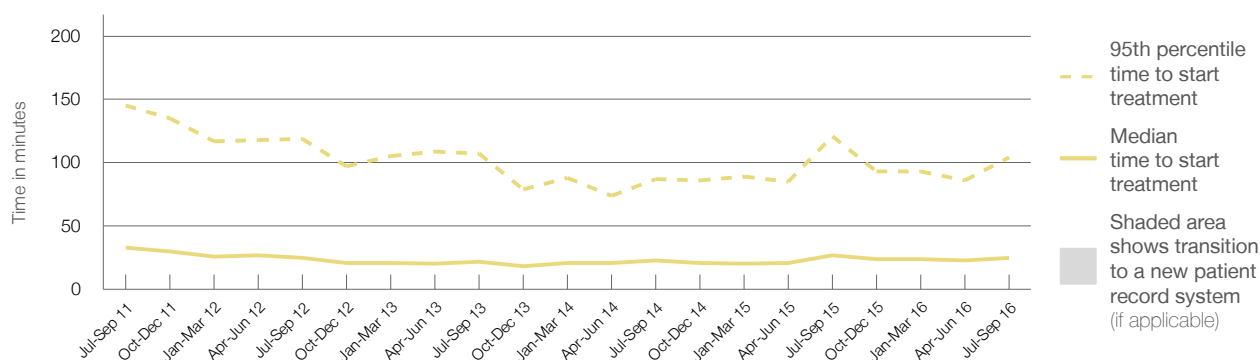
95th percentile time to start treatment ⁵ 104 minutes

Same period last year	NSW (this period)
2,767	
2,686	
27 minutes	21 minutes
121 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	25	22	23	27	25
95th percentile time to start treatment ⁵ (minutes)	145	119	107	87	121	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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,438

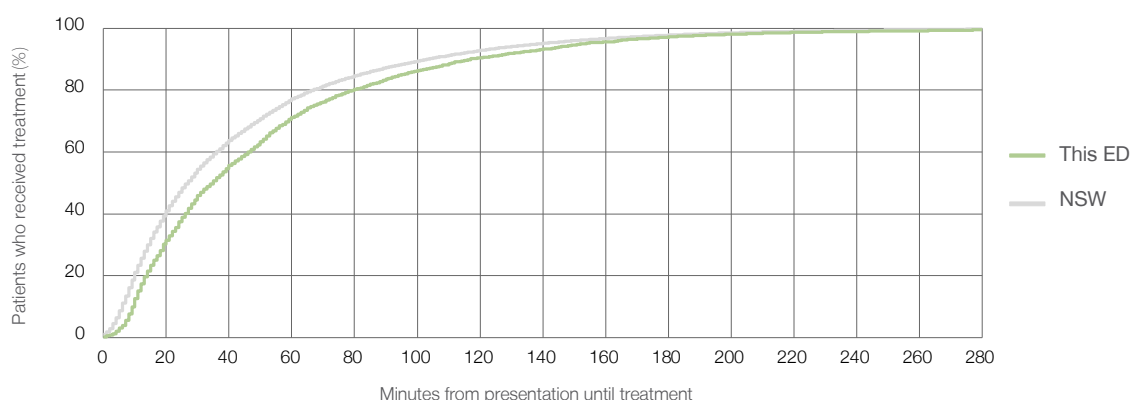
Number of triage 4 patients used to calculate waiting time: ³ 3,184

Median time to start treatment ⁴ 35 minutes

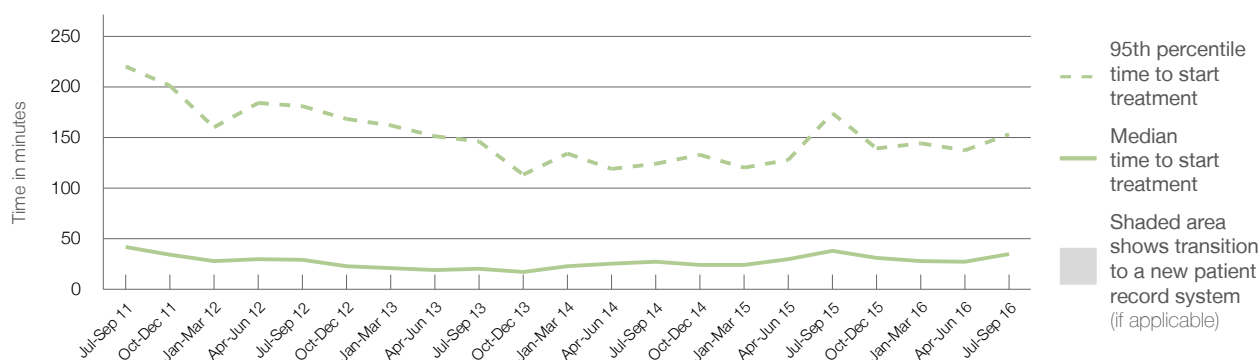
95th percentile time to start treatment ⁵ 153 minutes

Same period last year	NSW (this period)
3,035	
2,699	
38 minutes	27 minutes
174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	42	29	20	27	38	35
95th percentile time to start treatment ⁵ (minutes)	220	181	146	124	174	153

(†) 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 738

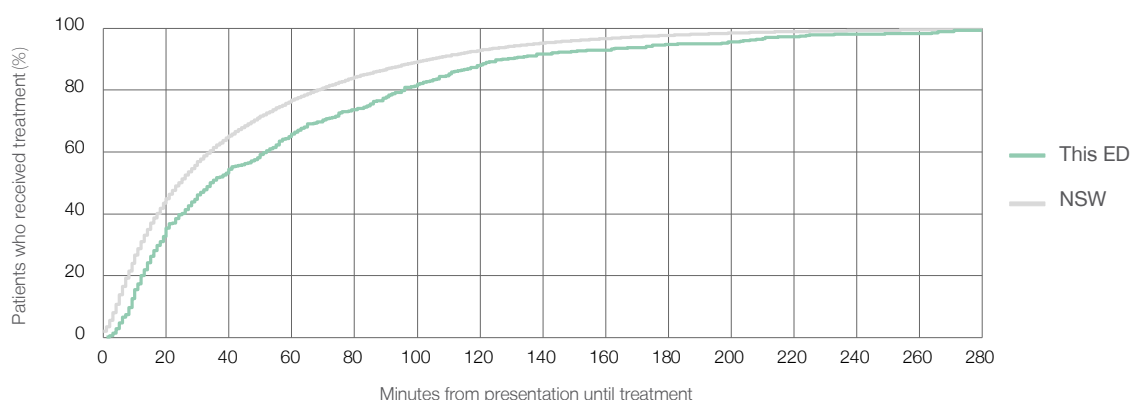
Number of triage 5 patients used to calculate waiting time:³ 595

Median time to start treatment⁴ 34 minutes

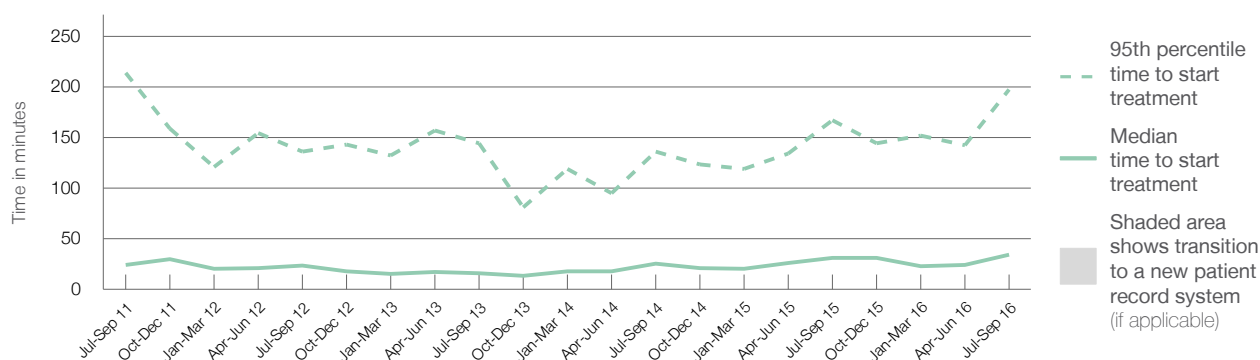
95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
562	
439	
31 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	24	16	25	31	34
95th percentile time to start treatment ⁵ (minutes)	214	136	144	136	167	197

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,287 patients

Presentations used to calculate time to leaving the ED:⁶ 8,285 patients

Median time spent in the ED⁸

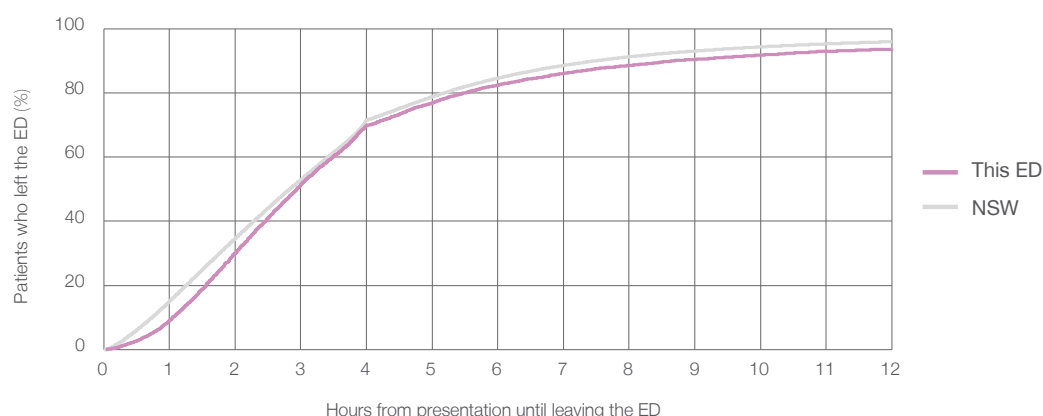
2 hours and 56 minutes

95th percentile time spent in the ED⁹

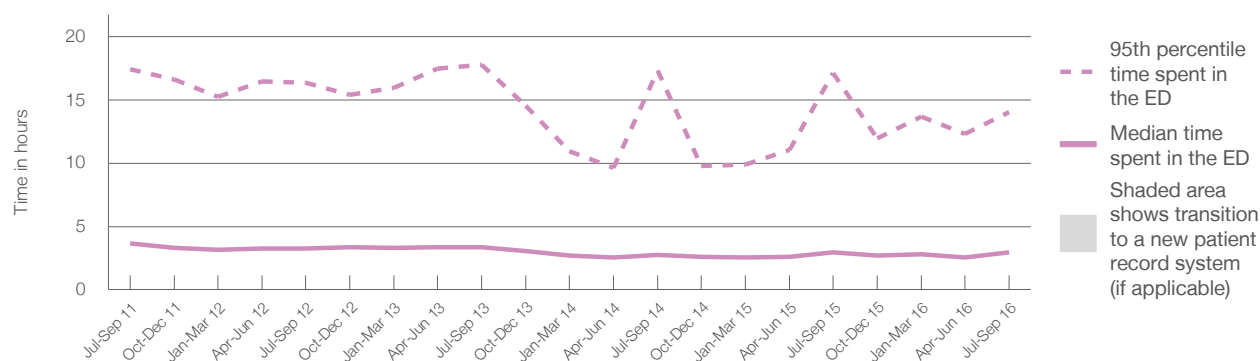
14 hours and 2 minutes

Same period last year	NSW (this period)
7,512	
7,511	
2 hours and 56 minutes	2 hours and 50 minutes
17 hours and 6 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 39m	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 26m	16h 21m	17h 45m	17h 18m	17h 6m	14h 2m

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

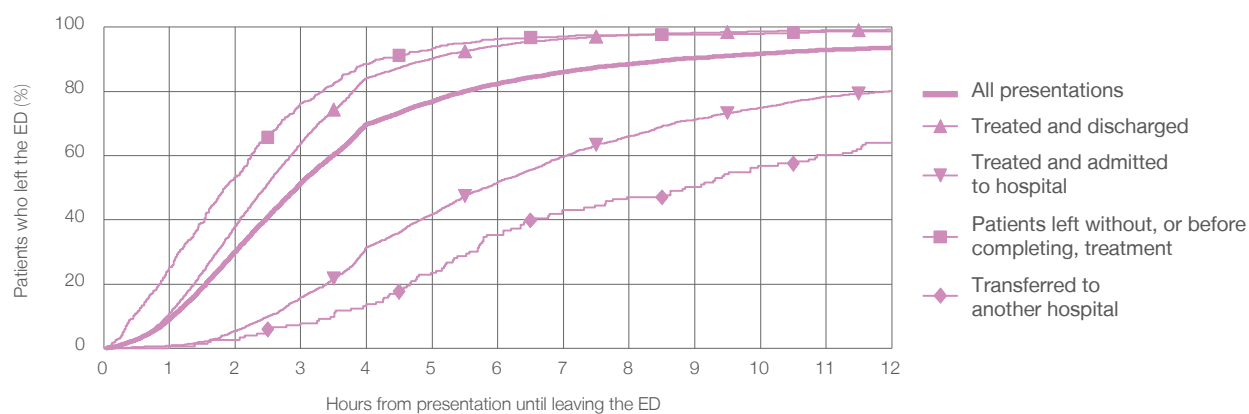
July to September 2016

All presentations:[†] 8,287 patients

Presentations used to calculate time to leaving the ED:[‡] 8,285 patients

		Same period last year	Change since one year ago
Treated and discharged	5,476 (66.1%)	7,511	10.3%
Treated and admitted to hospital	2,091 (25.2%)	5,045	8.5%
Patient left without, or before completing, treatment	536 (6.5%)	1,722	21.4%
Transferred to another hospital	153 (1.8%)	535	0.2%
Other	31 (0.4%)	196	-21.9%
		14	121.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.9%	38.0%	63.8%	84.2%	94.2%	97.5%	98.7%	99.2%
Treated and admitted to hospital	0.8%	5.4%	15.8%	31.4%	51.7%	66.0%	74.9%	80.2%
Patient left without, or before completing, treatment	25.4%	53.4%	76.3%	88.6%	96.3%	97.8%	97.9%	98.7%
Transferred to another hospital	0.7%	2.6%	7.8%	13.7%	35.3%	47.1%	56.9%	64.1%
All presentations	9.2%	30.1%	51.4%	69.8%	82.4%	88.5%	91.7%	93.7%

(†) 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.

Dubbo Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,287 patients

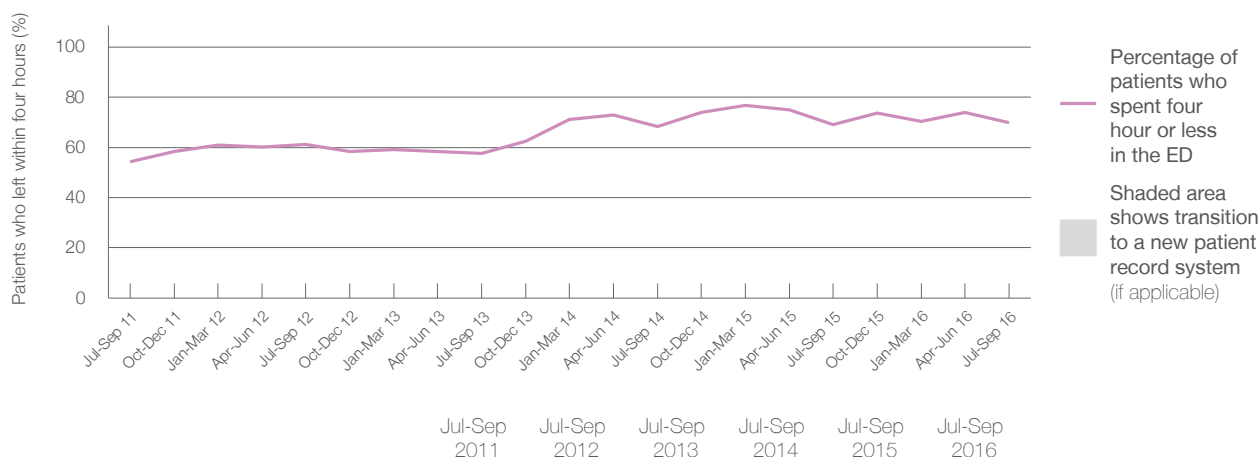
Presentations used to calculate time to leaving the ED: ⁶ 8,285 patients

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



Same period last year	Change since one year ago
7,512	10.3%
7,511	10.3%
69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	54.2%	61.2%	57.6%	68.3%	69.0%	69.8%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Fairfield Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,763 patients

Emergency presentations:² 8,742 patients

Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%

Fairfield Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,216 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,004 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 694 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 152 minutes

Same period last year	NSW (this period)
741	
10 minutes	8 minutes
51 minutes	41 minutes
3,449	
27 minutes	21 minutes
142 minutes	103 minutes
4,260	
34 minutes	27 minutes
177 minutes	139 minutes
531	
36 minutes	24 minutes
195 minutes	138 minutes

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,763 patients

Percentage of patients who spent four hours or less in the ED 76.9%

Same period last year	Change since one year ago
9,014	-2.8%
73.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

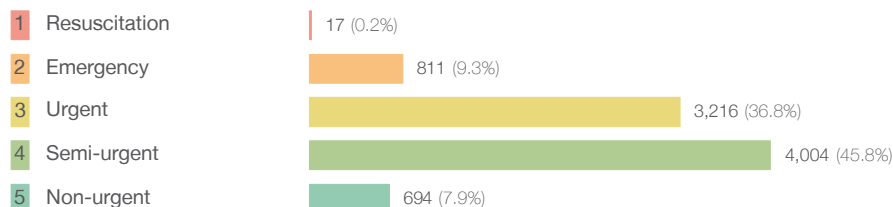
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Fairfield Hospital: Patients presenting to the emergency department

July to September 2016

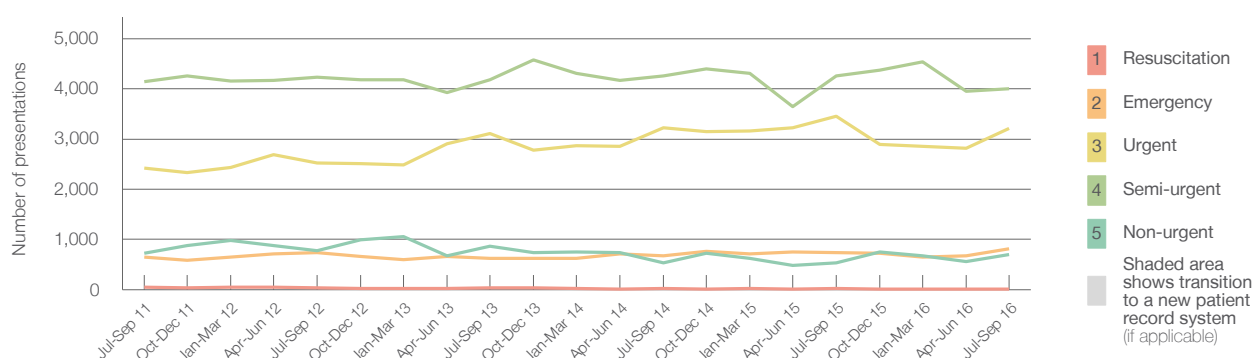
All presentations:¹ 8,763 patients

Emergency presentations² by triage category: 8,742 patients



Same period last year	Change since one year ago
9,015	-2.8%
9,003	-2.9%
22	-22.7%
741	9.4%
3,449	-6.8%
4,260	-6.0%
531	30.7%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	46	32	31	29	22	17
Emergency	650	741	624	669	741	811
Urgent	2,416	2,527	3,115	3,229	3,449	3,216
Semi-urgent	4,139	4,235	4,180	4,261	4,260	4,004
Non-urgent	720	776	863	538	531	694
All emergency presentations	7,971	8,311	8,813	8,726	9,003	8,742

Fairfield Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,350 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,531	
17 minutes	-6 minutes
81 minutes	-48 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.

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

July to September 2016

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

Number of triage 2 patients: 811

Number of triage 2 patients used to calculate waiting time:³ 808

Median time to start treatment⁴

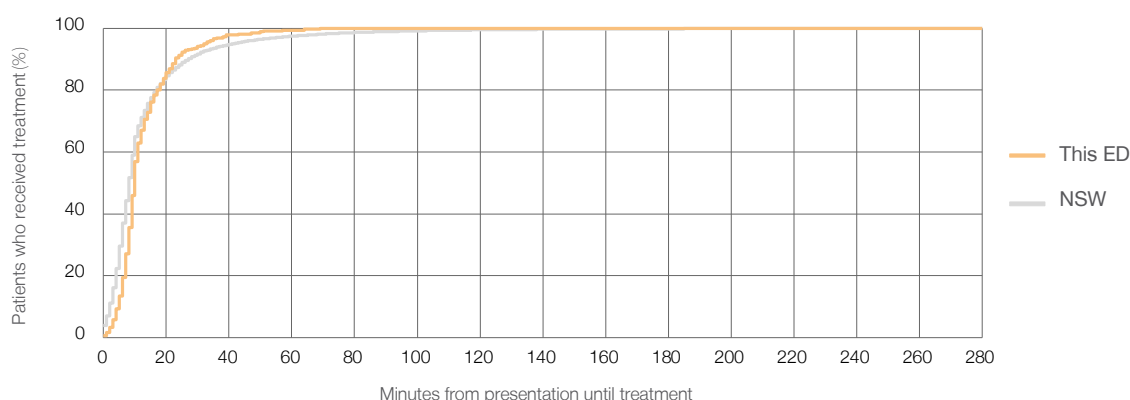
10 minutes

95th percentile time to start treatment⁵

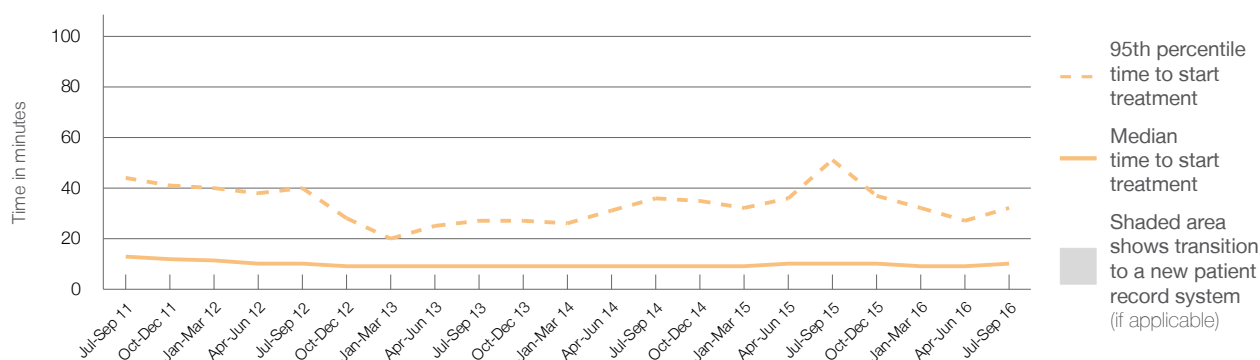
32 minutes

Same period last year	NSW (this period)
741	
736	
10 minutes	8 minutes
51 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	13	10	9	9	10	10
95th percentile time to start treatment ⁵ (minutes)	44	40	27	36	51	32

(†) 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

July to September 2016

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

Number of triage 3 patients: 3,216

Number of triage 3 patients used to calculate waiting time: ³ 3,135

Median time to start treatment ⁴

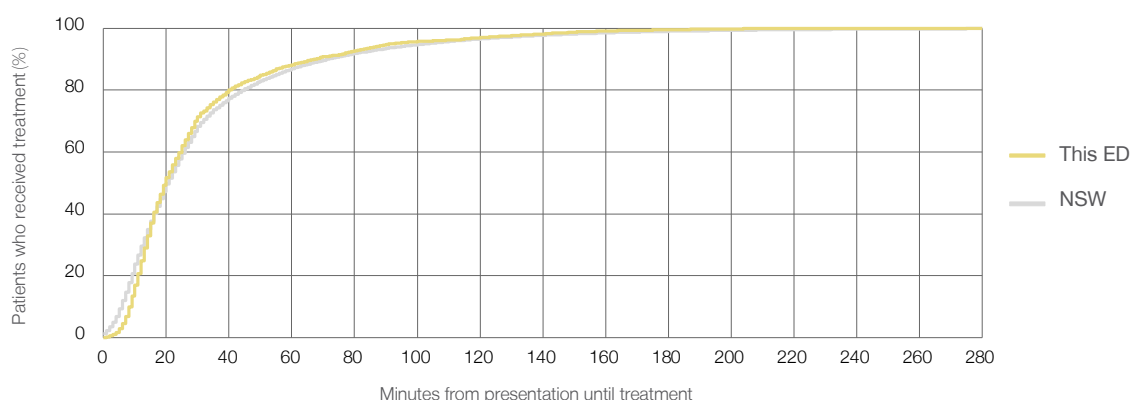
20 minutes

95th percentile time to start treatment ⁵

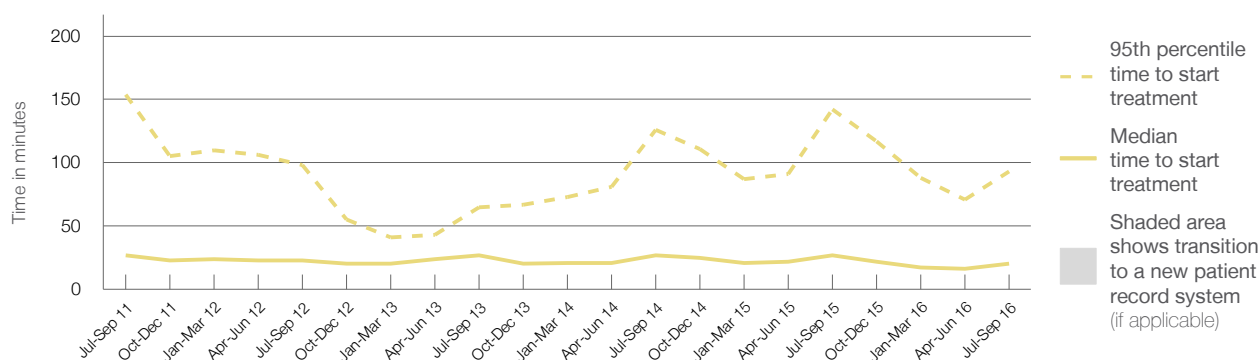
93 minutes

Same period last year	NSW (this period)
3,449	
3,307	
27 minutes	21 minutes
142 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	23	27	27	27	20
95th percentile time to start treatment ⁵ (minutes)	154	98	65	126	142	93

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

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

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

July to September 2016

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

Number of triage 4 patients: 4,004

Number of triage 4 patients used to calculate waiting time: ³ 3,596

Median time to start treatment ⁴

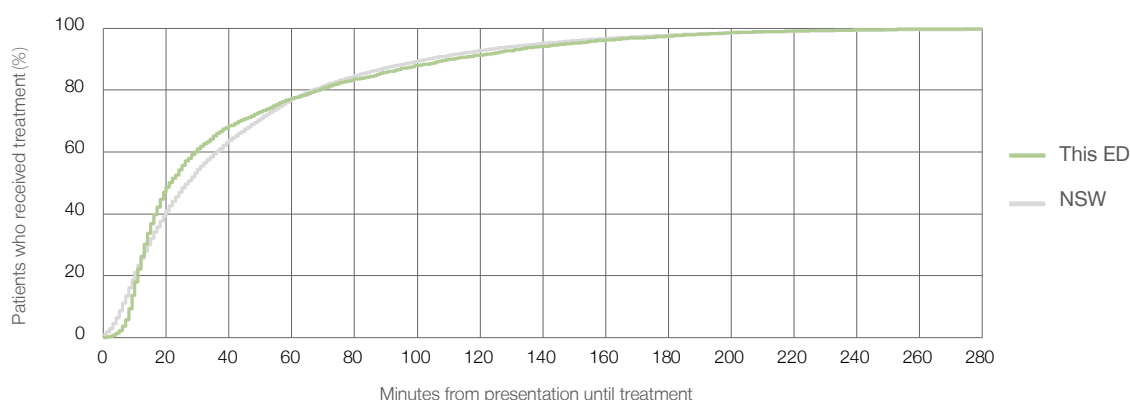
21 minutes

95th percentile time to start treatment ⁵

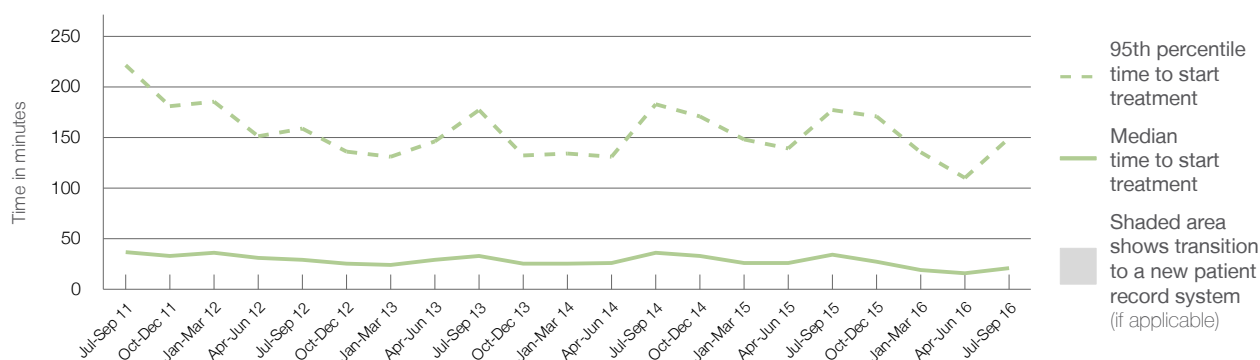
149 minutes

Same period last year	NSW (this period)
4,260	
3,597	
34 minutes	27 minutes
177 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	29	33	36	34	21
95th percentile time to start treatment ⁵ (minutes)	221	159	177	183	177	149

(†) 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

July to September 2016

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

Number of triage 5 patients: 694

Number of triage 5 patients used to calculate waiting time:³ 486

Median time to start treatment⁴

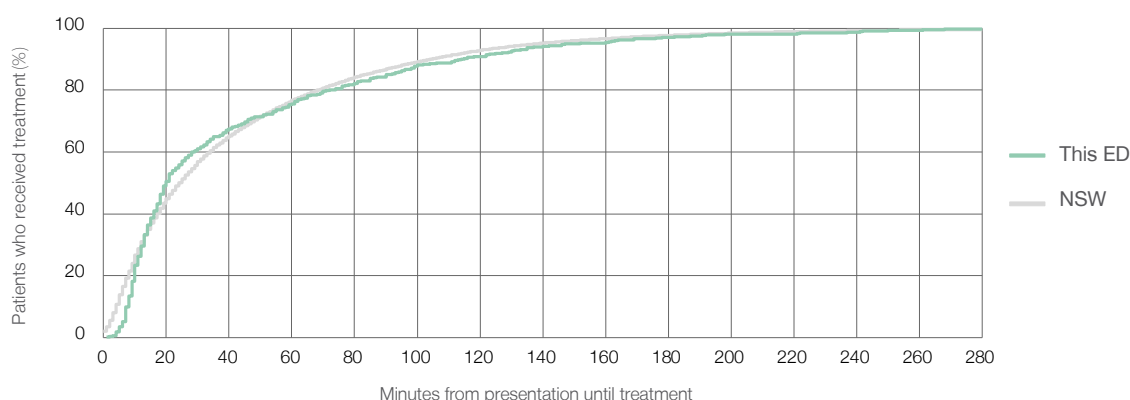
20 minutes

95th percentile time to start treatment⁵

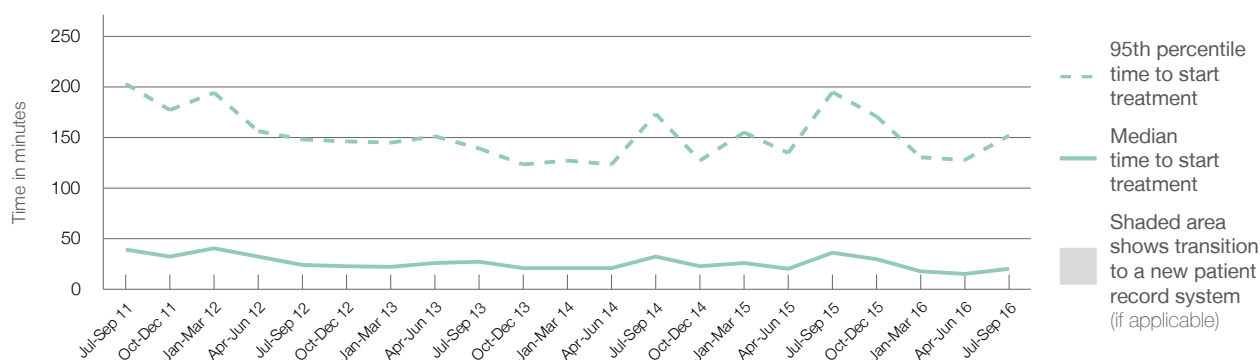
152 minutes

Same period last year	NSW (this period)
531	
295	
36 minutes	24 minutes
195 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	24	27	32	36	20
95th percentile time to start treatment ⁵ (minutes)	203	148	139	173	195	152

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

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Fairfield Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,763 patients

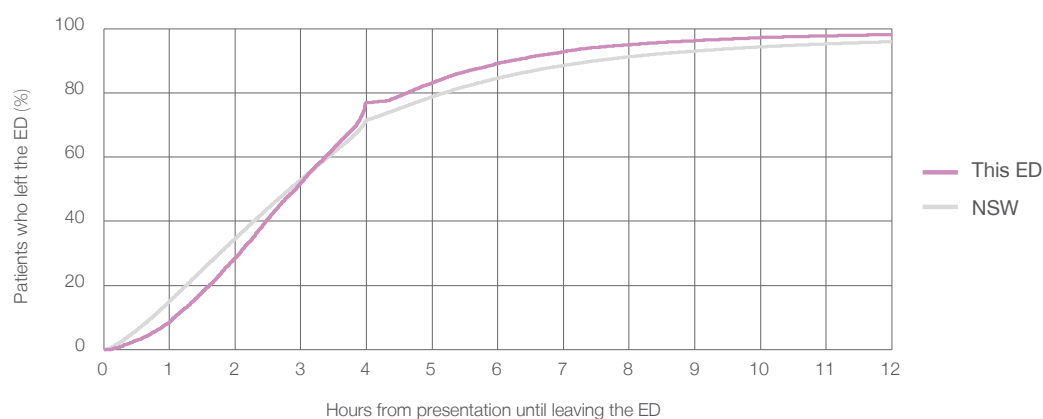
Presentations used to calculate time to leaving the ED:⁶ 8,763 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

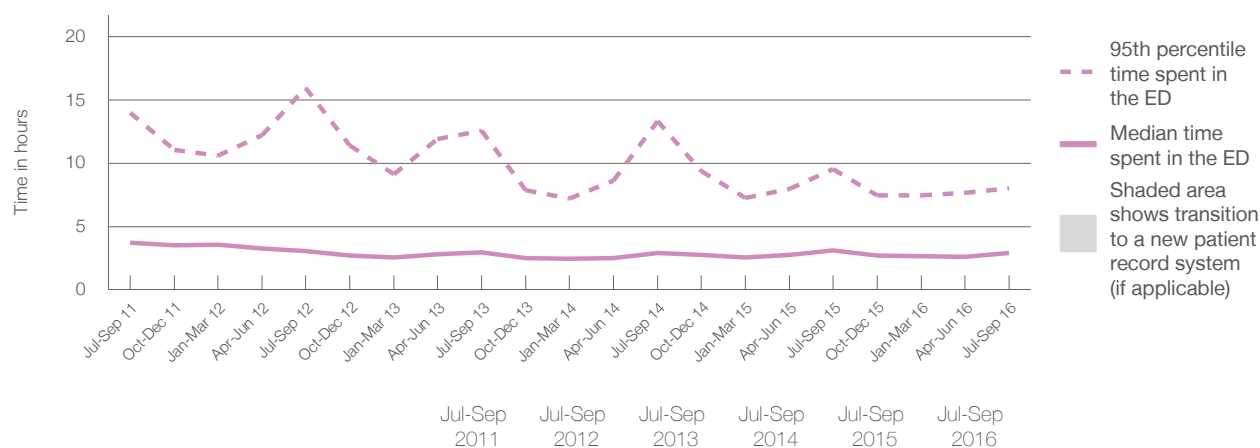
95th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,015	
9,014	
3 hours and 5 minutes	2 hours and 50 minutes
9 hours and 33 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 42m	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 59m	15h 57m	12h 33m	13h 19m	9h 33m	8h 1m

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Fairfield Hospital: Time patients spent in the ED

By mode of separation

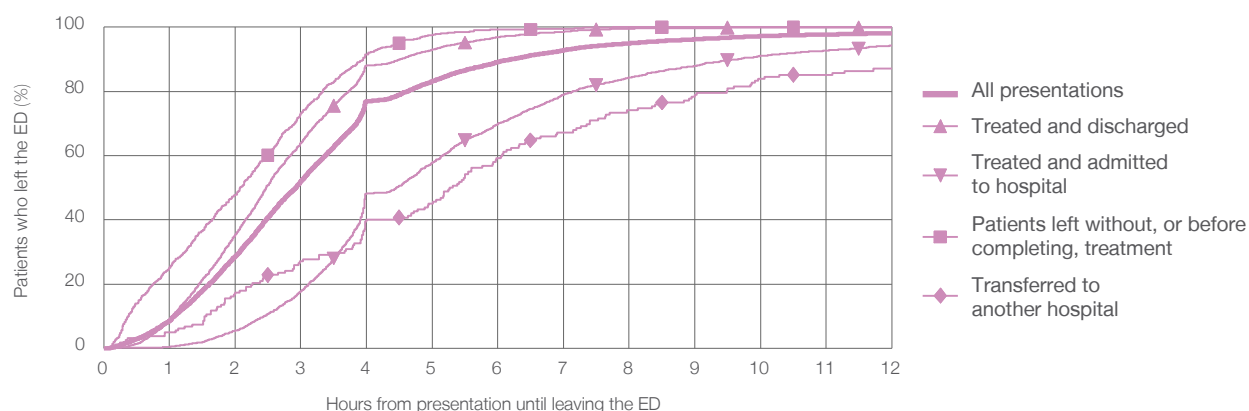
July to September 2016

All presentations:[†] 8,763 patients

Presentations used to calculate time to leaving the ED:[‡] 8,763 patients

		Same period last year	Change since one year ago
Treated and discharged	5,259 (60.0%)	9,014	-2.8%
Treated and admitted to hospital	2,364 (27.0%)	5,009	5.0%
Patient left without, or before completing, treatment	910 (10.4%)	2,482	-4.8%
Transferred to another hospital	162 (1.8%)	1,226	-25.8%
Other	68 (0.8%)	167	-3.0%
		131	-48.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	8.7%	35.4%	64.1%	88.1%	96.9%	99.5%	99.9%	100%
Treated and admitted to hospital	0.5%	5.5%	17.8%	48.2%	69.9%	84.3%	91.1%	94.3%
Patient left without, or before completing, treatment	25.2%	47.8%	73.2%	91.4%	99.2%	100%	100%	100%
Transferred to another hospital	4.9%	17.3%	27.2%	40.1%	59.3%	74.1%	84.0%	87.0%
All presentations	8.6%	28.7%	52.1%	76.9%	89.2%	95.0%	97.2%	98.2%

(†) 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.

Fairfield Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,763 patients

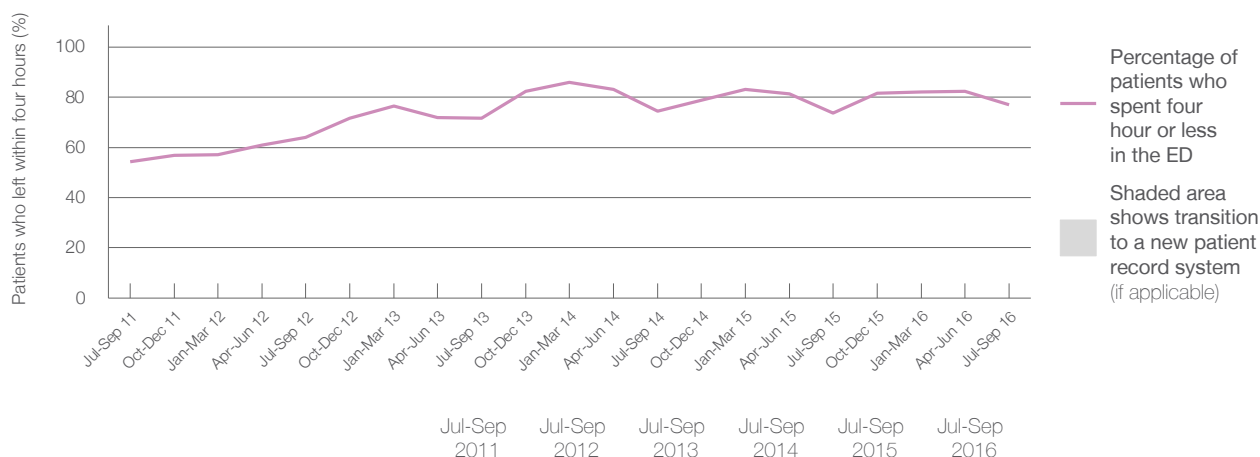
Presentations used to calculate time to leaving the ED: ⁶ 8,763 patients

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



Same period last year	Change since one year ago
9,015	-2.8%
9,014	-2.8%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	54.2%	64.1%	71.6%	74.5%	73.7%	76.9%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 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.
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- 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,574 patients

Emergency presentations:² 9,520 patients

Same period last year	Change since one year ago
9,312	2.8%
9,250	2.9%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,373 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,239 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 74 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,588 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,311	
5 minutes	8 minutes
16 minutes	41 minutes
2,072	
15 minutes	21 minutes
79 minutes	103 minutes
4,200	
20 minutes	27 minutes
125 minutes	139 minutes
1,633	
14 minutes	24 minutes
117 minutes	138 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,574 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
9,312	2.8%
68.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

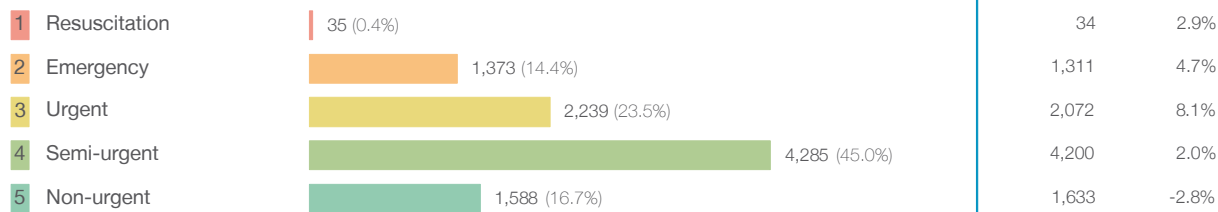
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

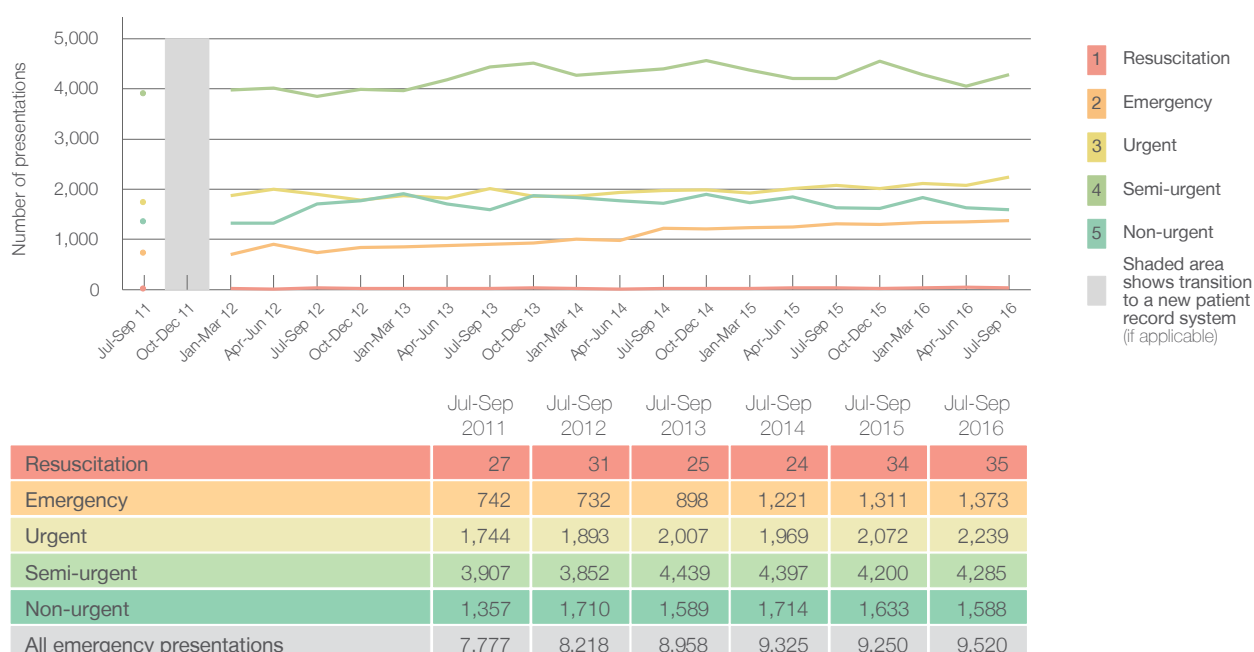
July to September 2016

All presentations:¹ 9,574 patients

Emergency presentations² by triage category: 9,520 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,094 patients

ED Transfer of care time



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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,373

Number of triage 2 patients used to calculate waiting time: ³ 1,372

Median time to start treatment ⁴

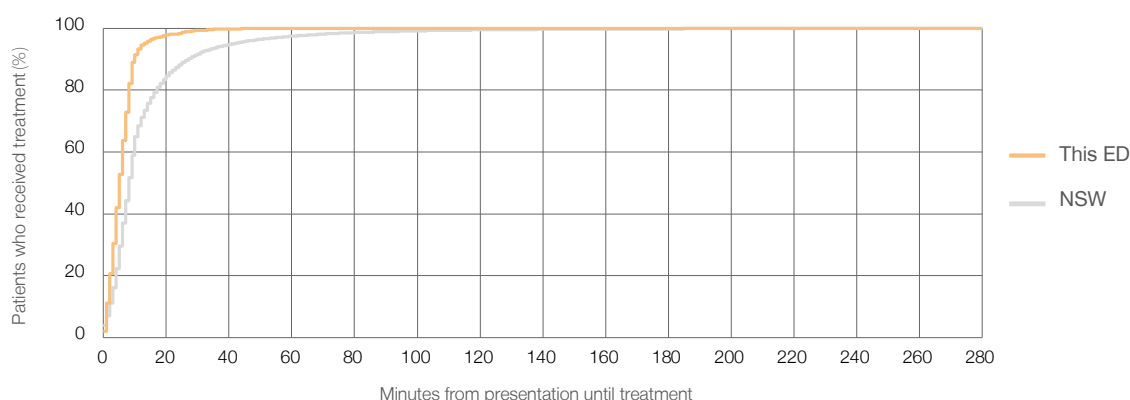
5 minutes

95th percentile time to start treatment ⁵

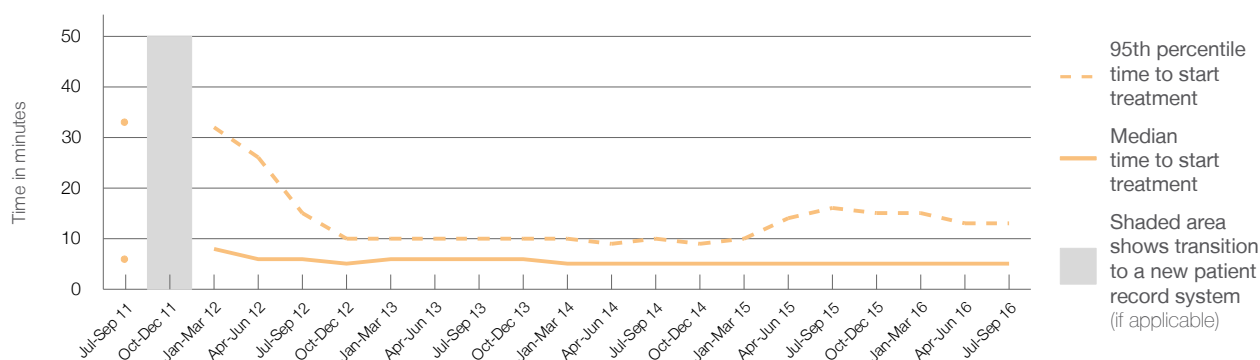
13 minutes

Same period last year	NSW (this period)
1,311	
1,311	
5 minutes	8 minutes
16 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	6	5	5	5
95th percentile time to start treatment ⁵ (minutes)	33	15	10	10	16	13

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,239

Number of triage 3 patients used to calculate waiting time:³ 2,217

Median time to start treatment⁴

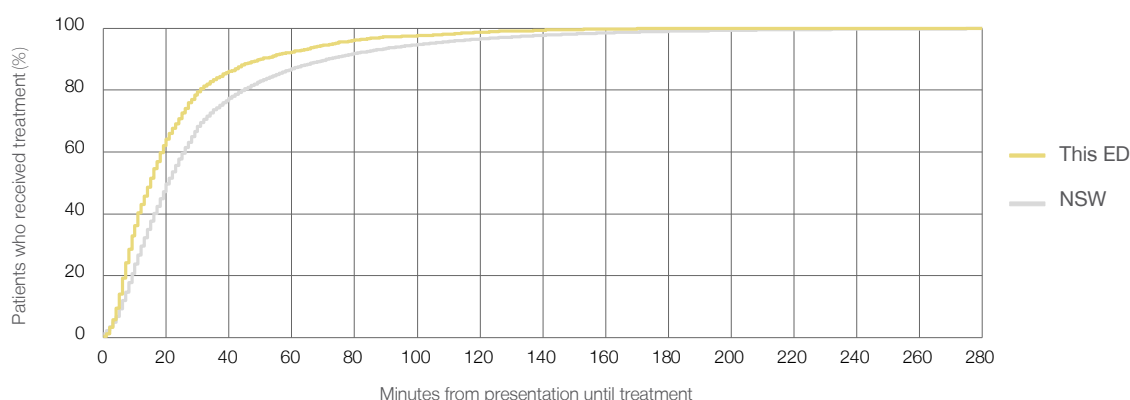
15 minutes

95th percentile time to start treatment⁵

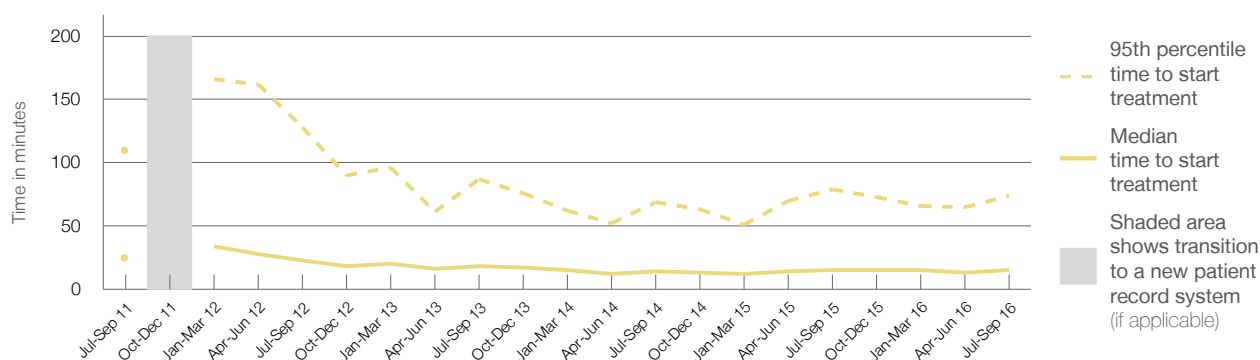
74 minutes

Same period last year	NSW (this period)
2,072	
2,059	
15 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	18	14	15	15
95th percentile time to start treatment ⁵ (minutes)	110	128	87	69	79	74

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,285

Number of triage 4 patients used to calculate waiting time:³ 4,174

Median time to start treatment⁴

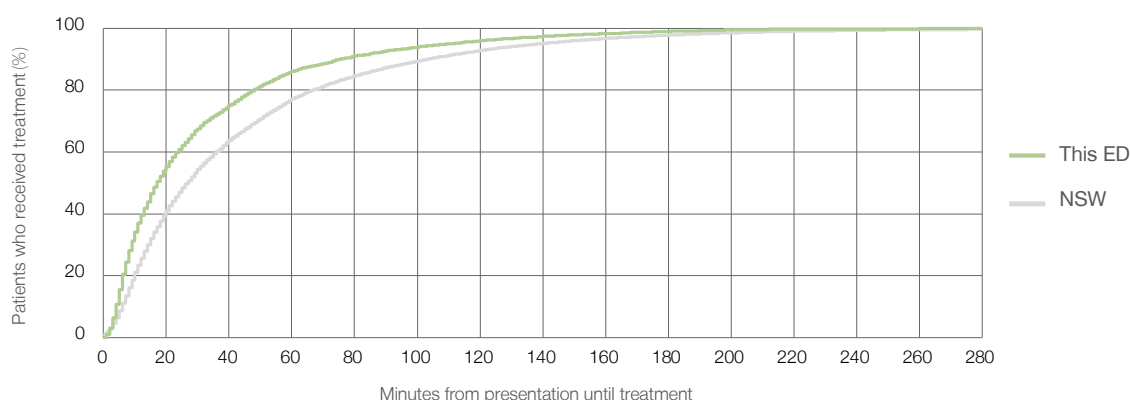
17 minutes

95th percentile time to start treatment⁵

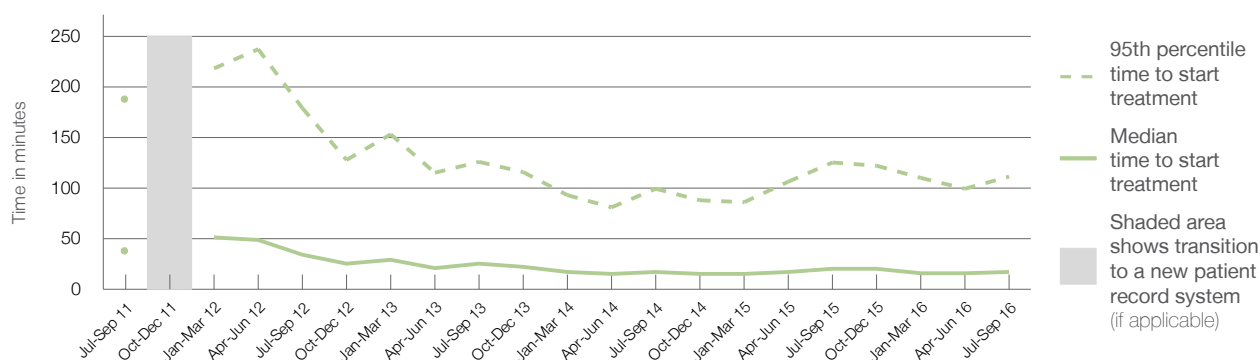
111 minutes

Same period last year	NSW (this period)
4,200	
4,064	
20 minutes	27 minutes
125 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	34	25	17	20	17
95th percentile time to start treatment ⁵ (minutes)	188	179	126	99	125	111

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,588

Number of triage 5 patients used to calculate waiting time: ³ 1,509

Median time to start treatment ⁴

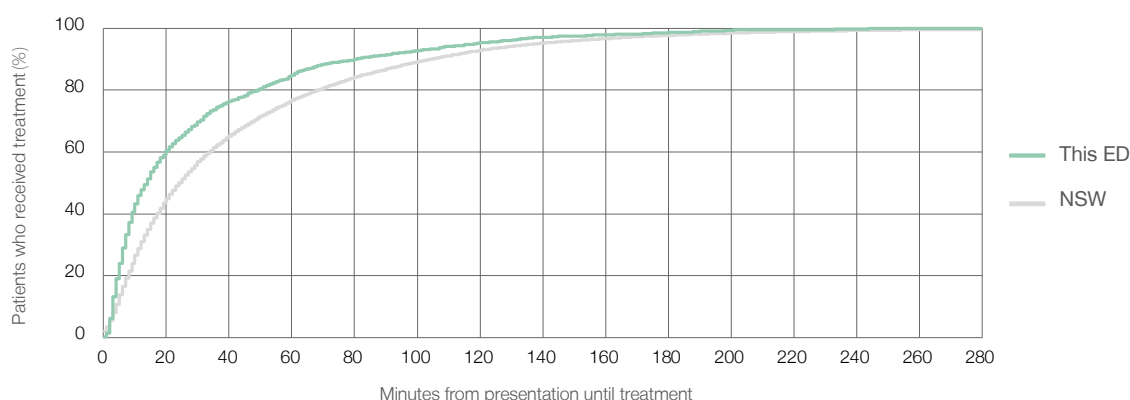
14 minutes

95th percentile time to start treatment ⁵

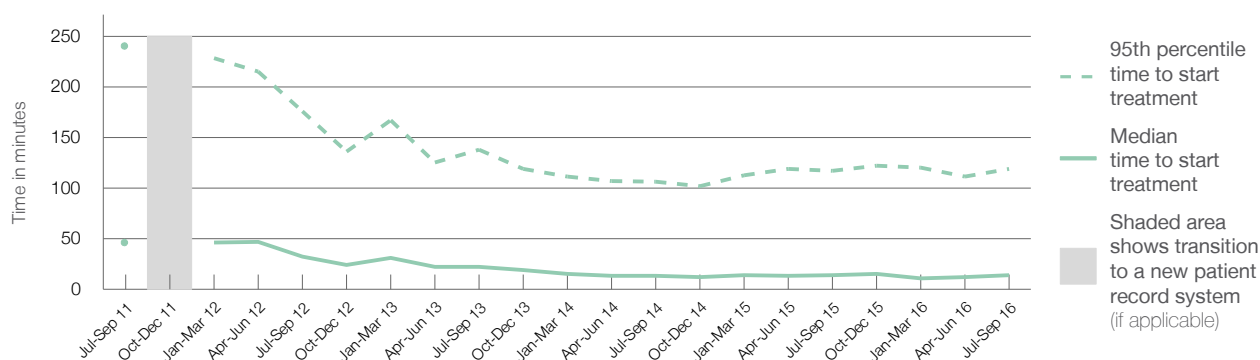
119 minutes

Same period last year	NSW (this period)
1,633	
1,548	
14 minutes	24 minutes
117 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	32	22	13	14	14
95th percentile time to start treatment ⁵ (minutes)	240	176	138	106	117	119

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,574 patients

Presentations used to calculate time to leaving the ED:⁶ 9,574 patients

Median time spent in the ED⁸

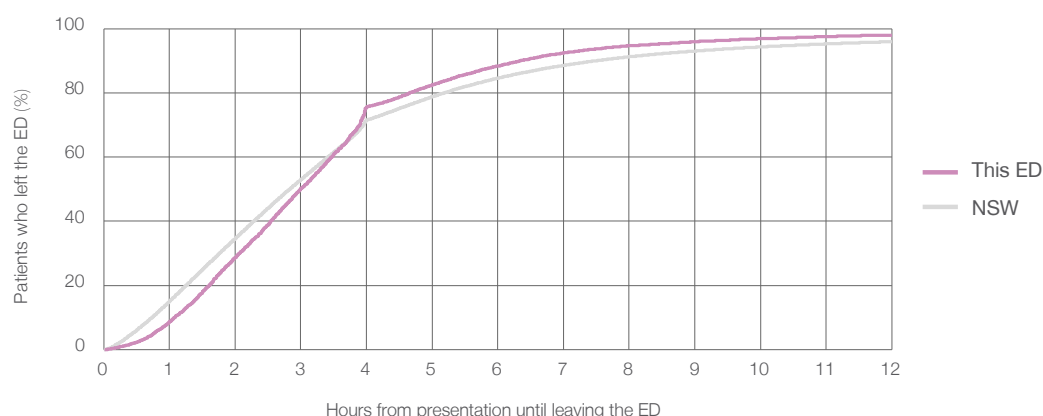
3 hours and 0 minutes

95th percentile time spent in the ED⁹

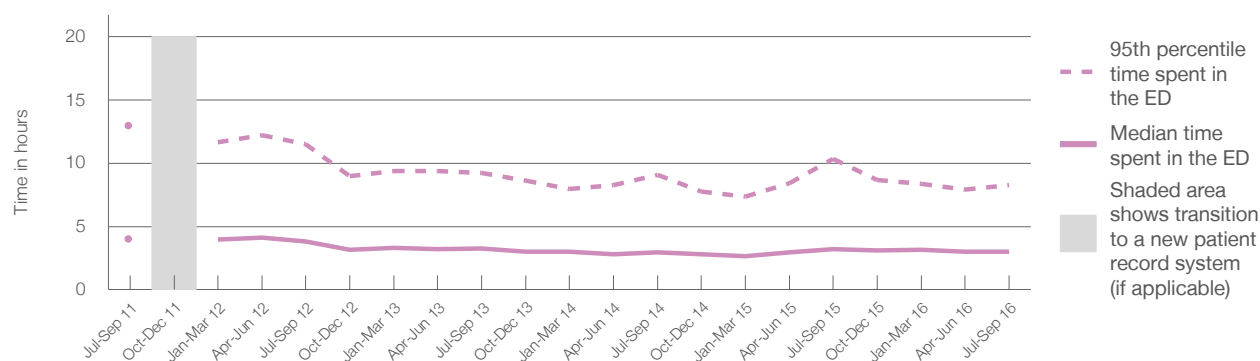
8 hours and 17 minutes

Same period last year	NSW (this period)
9,312	
9,312	
3 hours and 12 minutes	2 hours and 50 minutes
10 hours and 20 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 58m	11h 31m	9h 13m	9h 4m	10h 20m	8h 17m

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

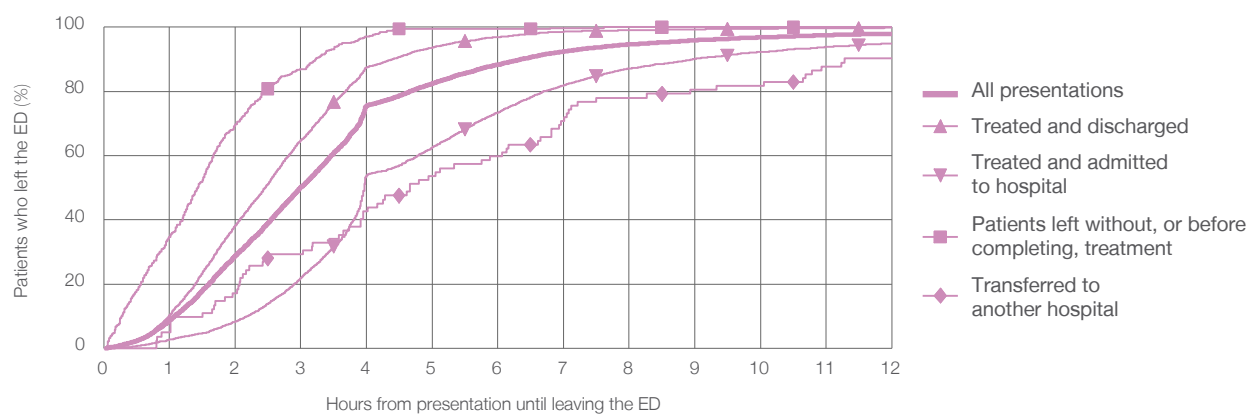
July to September 2016

All presentations:[†] 9,574 patients

Presentations used to calculate time to leaving the ED:[‡] 9,574 patients

		Same period last year	Change since one year ago
Treated and discharged	5,637 (58.9%)	9,312	2.8%
Treated and admitted to hospital	3,428 (35.8%)	5,898	-4.4%
Patient left without, or before completing, treatment	424 (4.4%)	2,878	19.1%
Transferred to another hospital	82 (0.9%)	486	-12.8%
Other	3 (0%)	48	70.8%
		2	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.4%	38.3%	64.8%	87.5%	97.0%	99.1%	99.6%	99.8%
Treated and admitted to hospital	2.7%	8.4%	21.9%	53.9%	73.5%	87.1%	92.3%	94.9%
Patient left without, or before completing, treatment	34.7%	69.8%	87.0%	97.2%	99.5%	100%	100%	100%
Transferred to another hospital	4.9%	17.1%	29.3%	42.7%	59.8%	78.0%	81.7%	90.2%
All presentations	8.7%	28.8%	50.2%	75.5%	88.4%	94.7%	96.9%	98.0%

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

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

Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,574 patients

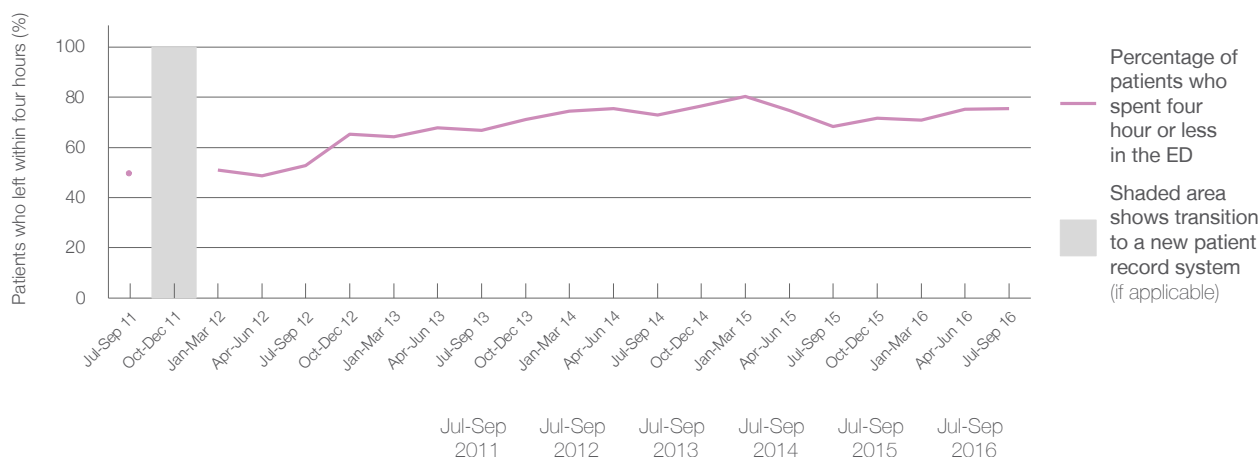
Presentations used to calculate time to leaving the ED: ⁶ 9,574 patients

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



Same period last year	Change since one year ago
9,312	2.8%
9,312	2.8%
68.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	49.6%	52.7%	66.8%	73.0%	68.4%	75.5%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,897 patients

Emergency presentations:² 7,682 patients

Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 876 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,732 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 136 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,302 patients

Median time to start treatment⁴ 43 minutes
95th percentile time to start treatment⁵ 181 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 47 minutes
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
947	
6 minutes	8 minutes
23 minutes	41 minutes
2,781	
31 minutes	21 minutes
137 minutes	103 minutes
3,143	
45 minutes	27 minutes
195 minutes	139 minutes
653	
46 minutes	24 minutes
196 minutes	138 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,888 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
7,804	1.1%
61.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

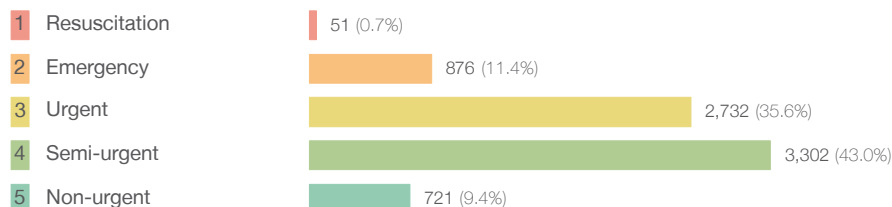
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Lismore Base Hospital: Patients presenting to the emergency department

July to September 2016

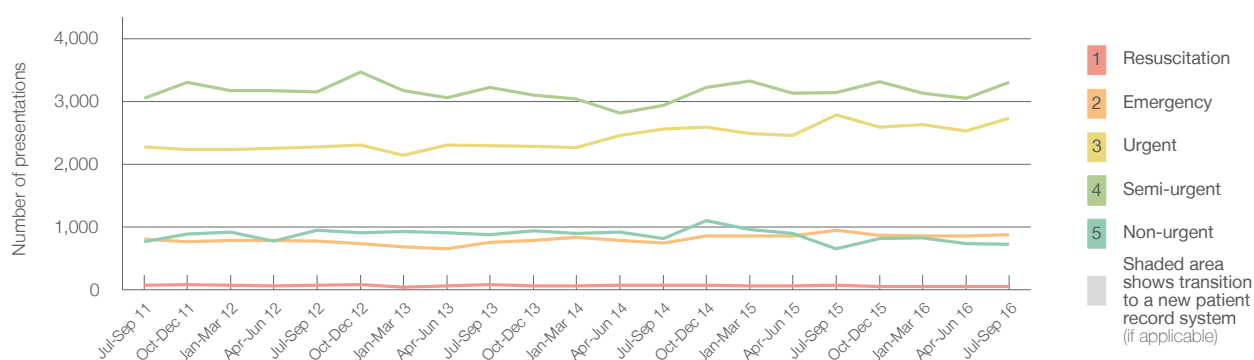
All presentations:¹ 7,897 patients

Emergency presentations² by triage category: 7,682 patients



Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%
70	-27.1%
947	-7.5%
2,781	-1.8%
3,143	5.1%
653	10.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	75	73	78	66	70	51
Emergency	800	773	751	741	947	876
Urgent	2,272	2,278	2,296	2,558	2,781	2,732
Semi-urgent	3,051	3,148	3,226	2,932	3,143	3,302
Non-urgent	768	948	877	817	653	721
All emergency presentations	6,966	7,220	7,228	7,114	7,594	7,682

Lismore Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,668 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,570	
18 minutes	-4 minutes
88 minutes	-16 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 876

Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴

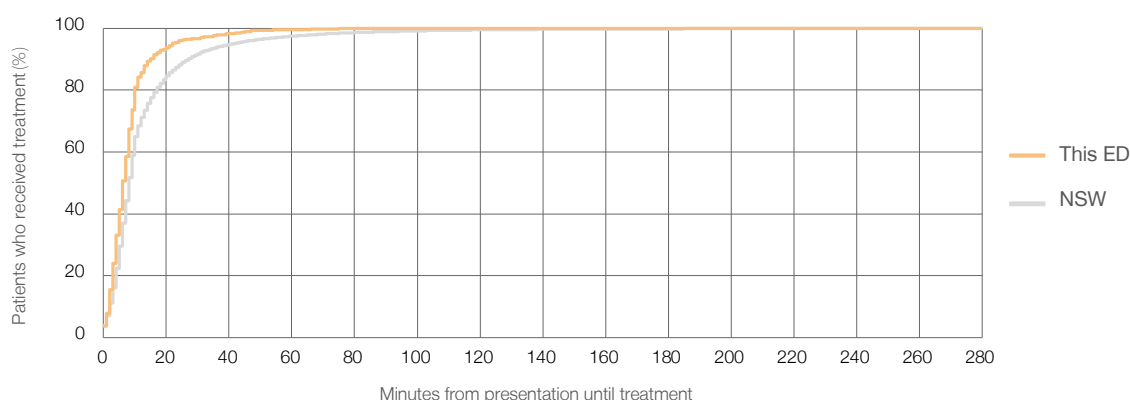
6 minutes

95th percentile time to start treatment⁵

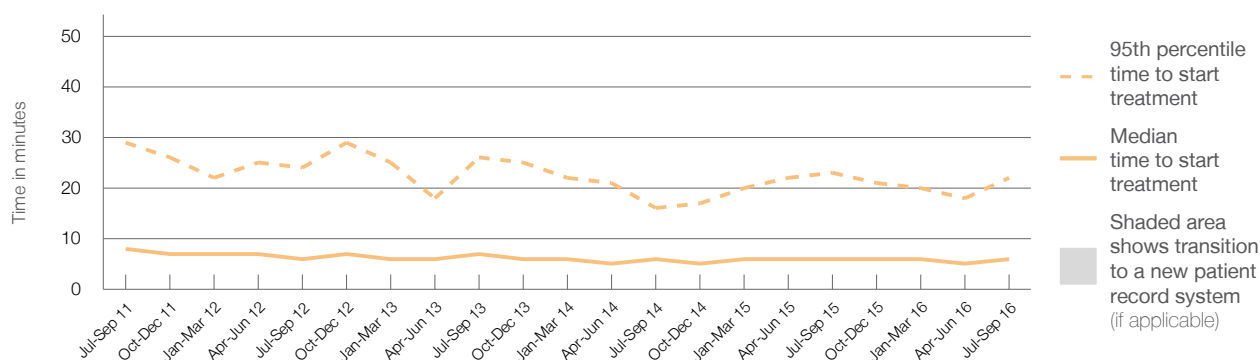
22 minutes

Same period last year	NSW (this period)
947	
941	
6 minutes	8 minutes
23 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	6	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	29	24	26	16	23	22

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,732

Number of triage 3 patients used to calculate waiting time: ³ 2,663

Median time to start treatment ⁴

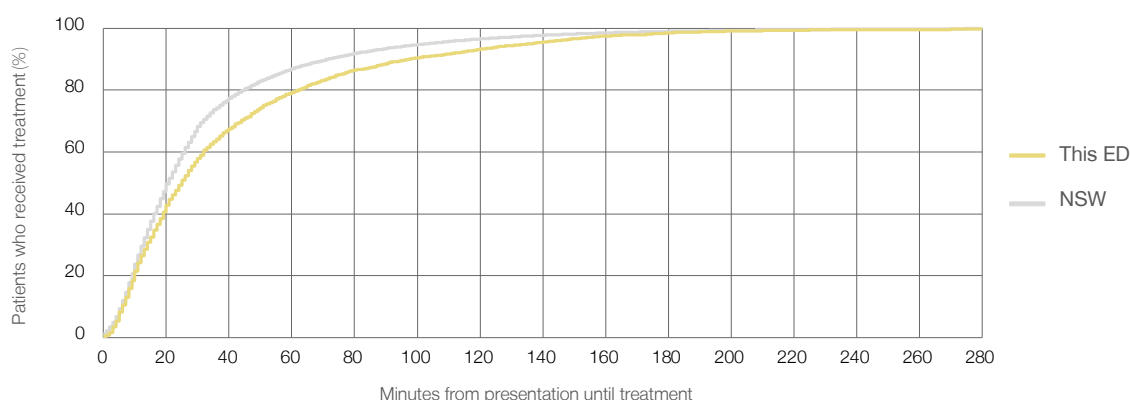
25 minutes

95th percentile time to start treatment ⁵

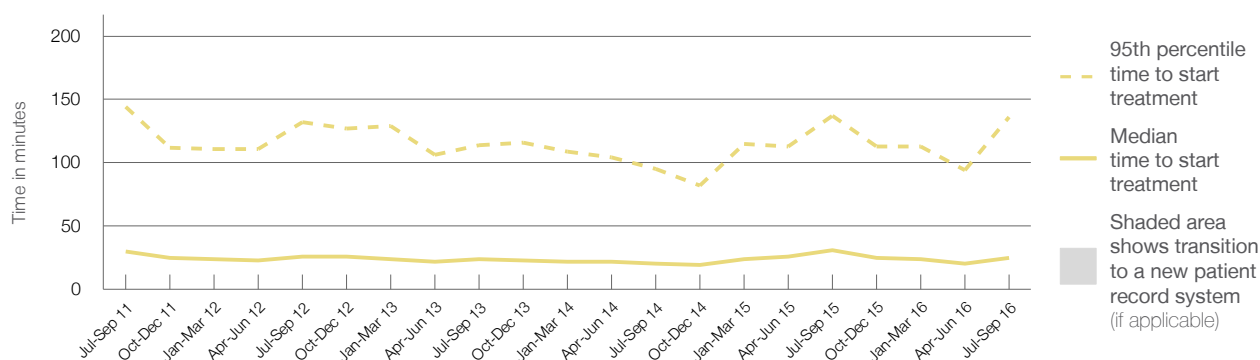
136 minutes

Same period last year	NSW (this period)
2,781	
2,688	
31 minutes	21 minutes
137 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	26	24	20	31	25
95th percentile time to start treatment ⁵ (minutes)	144	132	114	95	137	136

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,302

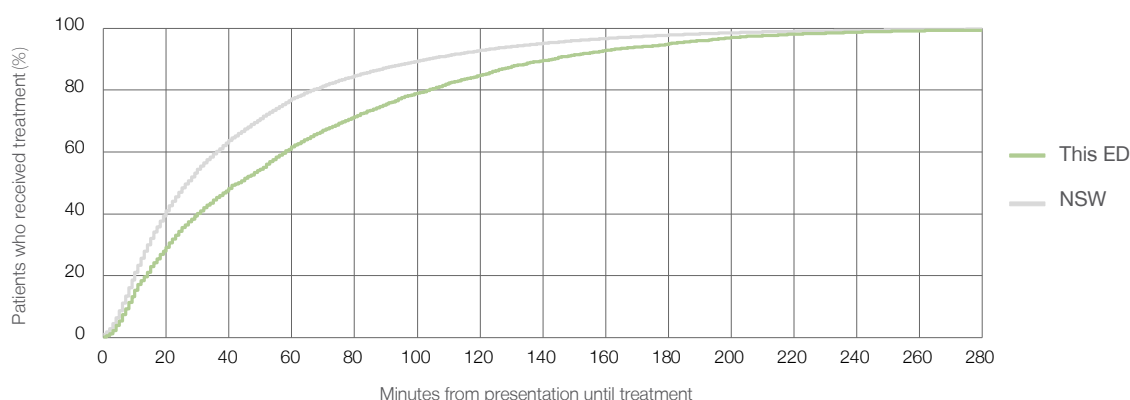
Number of triage 4 patients used to calculate waiting time: ³ 3,015

Median time to start treatment ⁴ 43 minutes

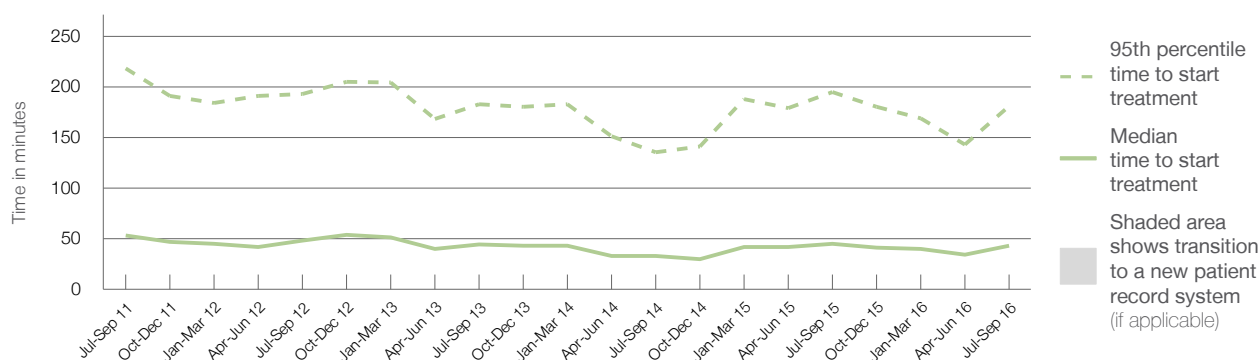
95th percentile time to start treatment ⁵ 181 minutes

Same period last year	NSW (this period)
3,143	
2,751	
45 minutes	27 minutes
195 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	53	48	44	33	45	43
95th percentile time to start treatment ⁵ (minutes)	218	193	183	135	195	181

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 721

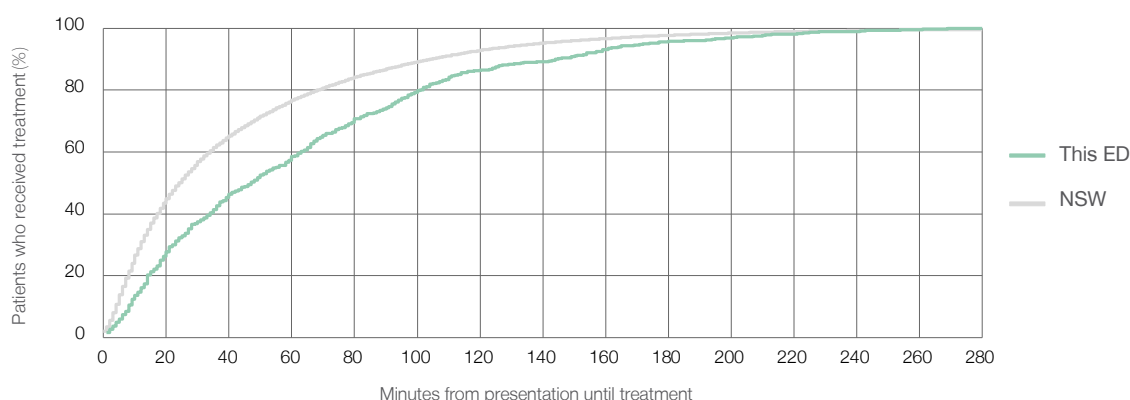
Number of triage 5 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 47 minutes

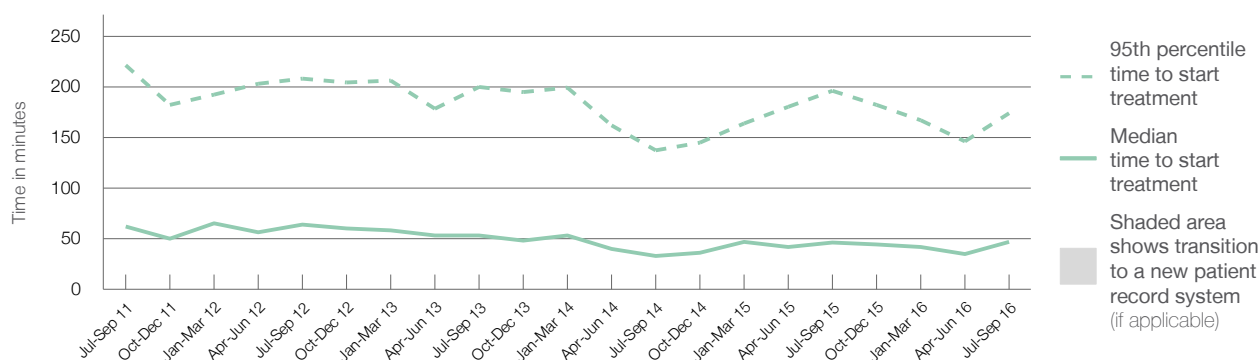
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
653	
510	
46 minutes	24 minutes
196 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	62	64	53	33	46	47
95th percentile time to start treatment ⁵ (minutes)	221	208	200	137	196	174

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,897 patients

Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Median time spent in the ED⁸

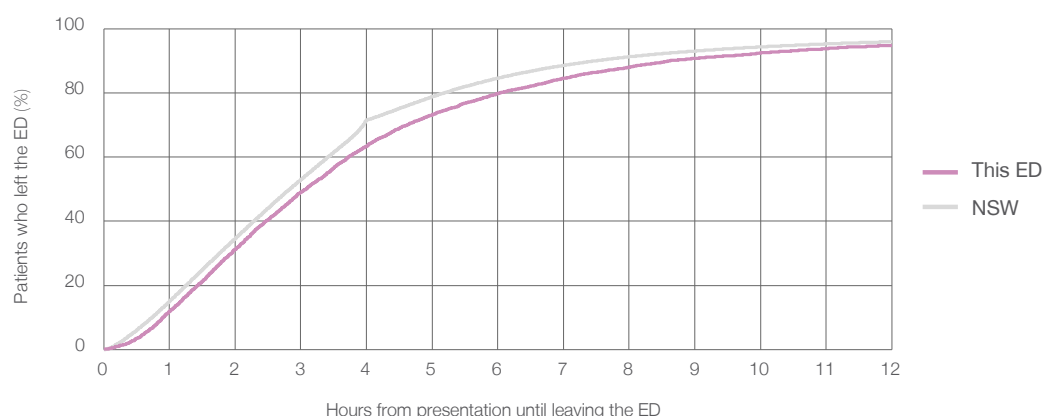
3 hours and 5 minutes

95th percentile time spent in the ED⁹

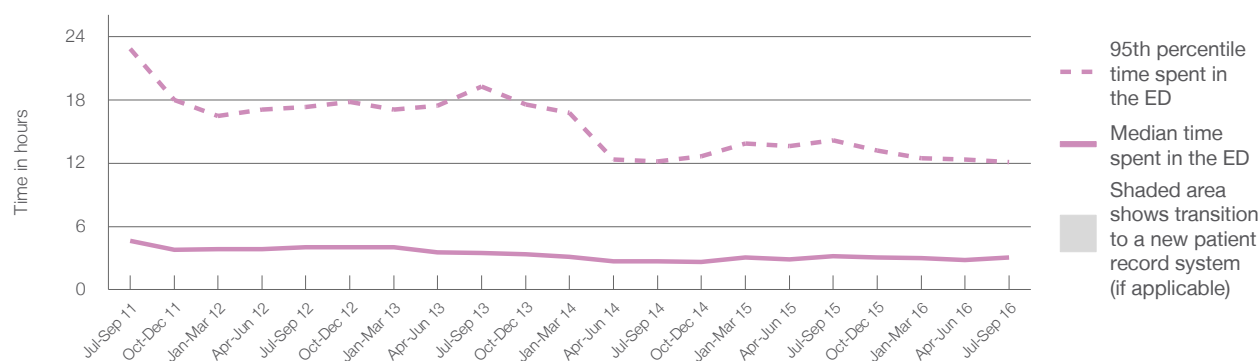
12 hours and 6 minutes

Same period last year	NSW (this period)
7,807	
7,804	
3 hours and 12 minutes	2 hours and 50 minutes
14 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	22h 49m	17h 18m	19h 17m	12h 10m	14h 9m	12h 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

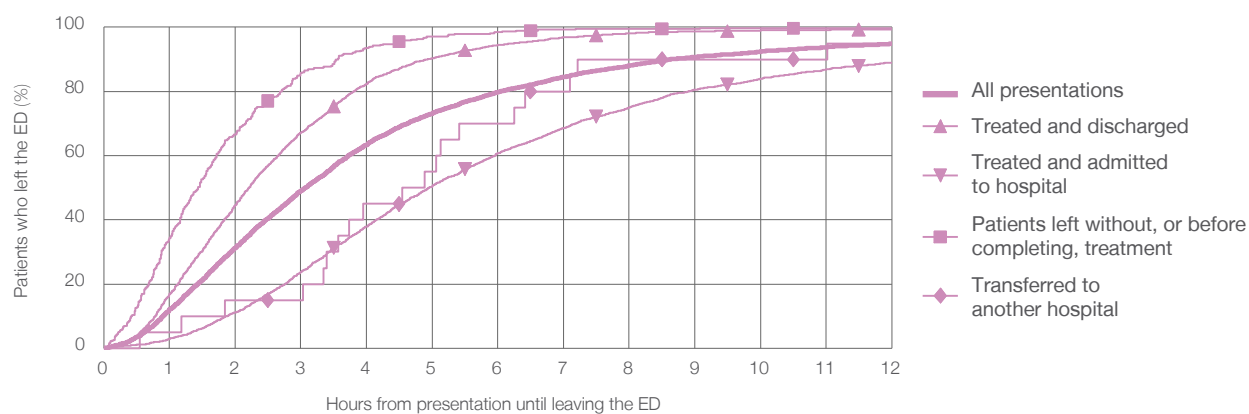
All presentations:[†] 7,897 patients

Presentations used to calculate time to leaving the ED:[‡] 7,888 patients

Treated and discharged	3,969 (50.3%)
Treated and admitted to hospital	3,457 (43.8%)
Patient left without, or before completing, treatment	384 (4.9%)
Transferred to another hospital	20 (0.3%)
Other	67 (0.8%)

Same period last year	Change since one year ago
7,804	1.1%
3,750	5.8%
3,426	0.9%
531	-27.7%
36	-44.4%
64	4.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	16.9%	44.6%	67.2%	82.4%	94.4%	98.1%	99.0%	99.4%
Treated and admitted to hospital	2.9%	11.2%	23.7%	38.0%	60.7%	75.0%	84.0%	89.0%
Patient left without, or before completing, treatment	34.4%	66.7%	85.7%	93.5%	98.4%	99.5%	99.7%	99.7%
Transferred to another hospital	5.0%	15.0%	15.0%	45.0%	70.0%	90.0%	90.0%	95.0%
All presentations	12.0%	31.3%	49.1%	63.5%	79.8%	88.0%	92.4%	94.8%

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

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

Lismore Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,897 patients

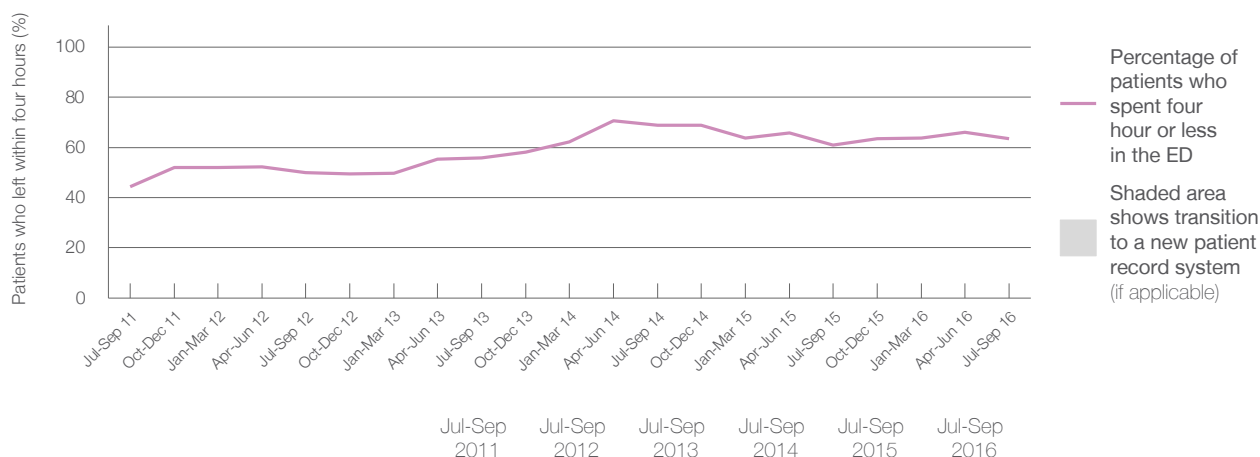
Presentations used to calculate time to leaving the ED: ⁶ 7,888 patients

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



Same period last year	Change since one year ago
7,807	1.2%
7,804	1.1%
61.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	44.3%	49.9%	55.7%	68.8%	61.0%	63.5%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Maitland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,232 patients

Emergency presentations:² 12,165 patients

Same period last year	Change since one year ago
11,780	3.8%
11,645	4.5%

Maitland Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,179 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 37 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,285 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,447 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,231 patients

Median time to start treatment⁴ 55 minutes
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,383	
7 minutes	8 minutes
33 minutes	41 minutes
2,722	
25 minutes	21 minutes
119 minutes	103 minutes
5,872	
45 minutes	27 minutes
165 minutes	139 minutes
1,634	
52 minutes	24 minutes
165 minutes	138 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,232 patients

Percentage of patients who spent four hours or less in the ED 70.5%

Same period last year	Change since one year ago
11,780	3.8%
70.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

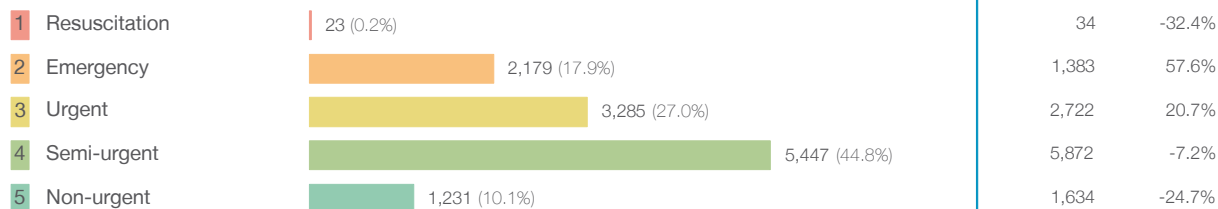
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maitland Hospital: Patients presenting to the emergency department

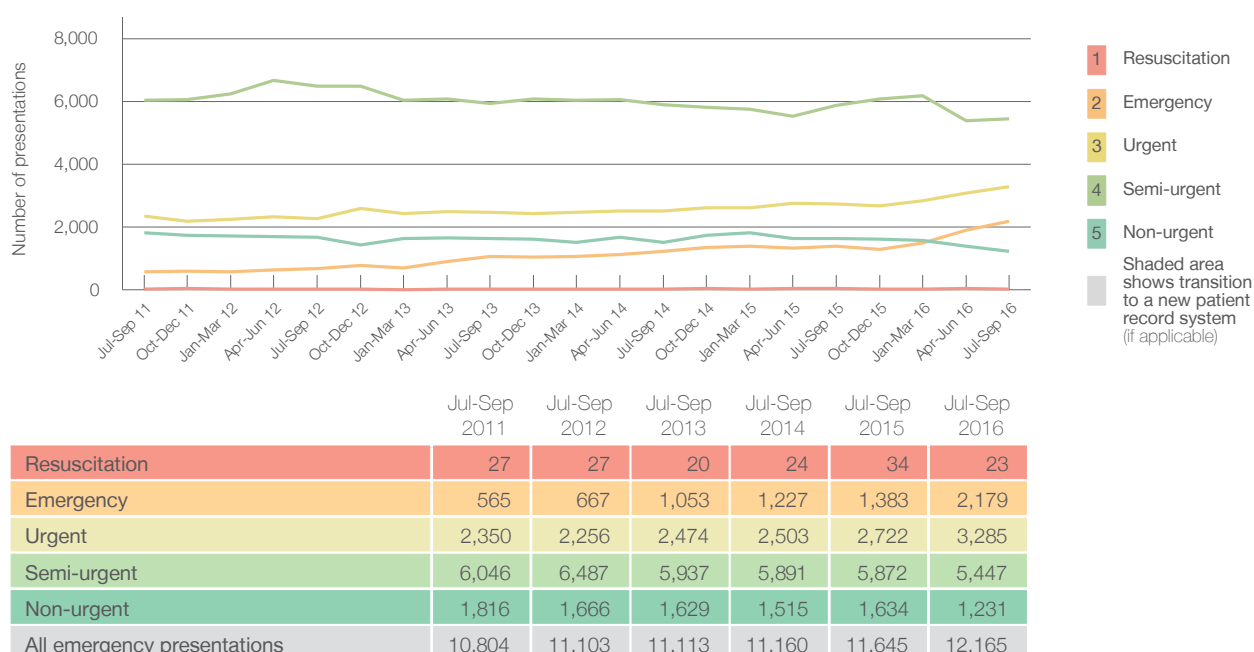
July to September 2016

All presentations:¹ 12,232 patients

Emergency presentations² by triage category: 12,165 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Maitland Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,121 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 2,179

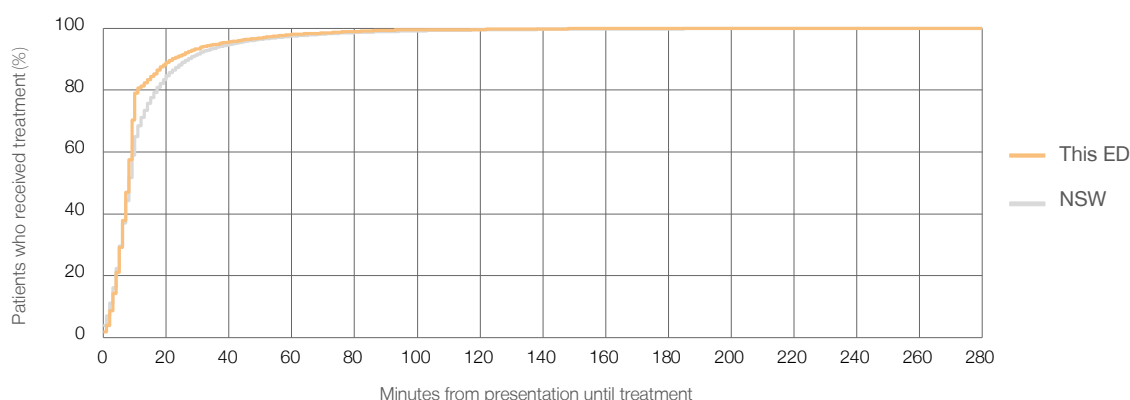
Number of triage 2 patients used to calculate waiting time: ³ 2,135

Median time to start treatment ⁴ 8 minutes

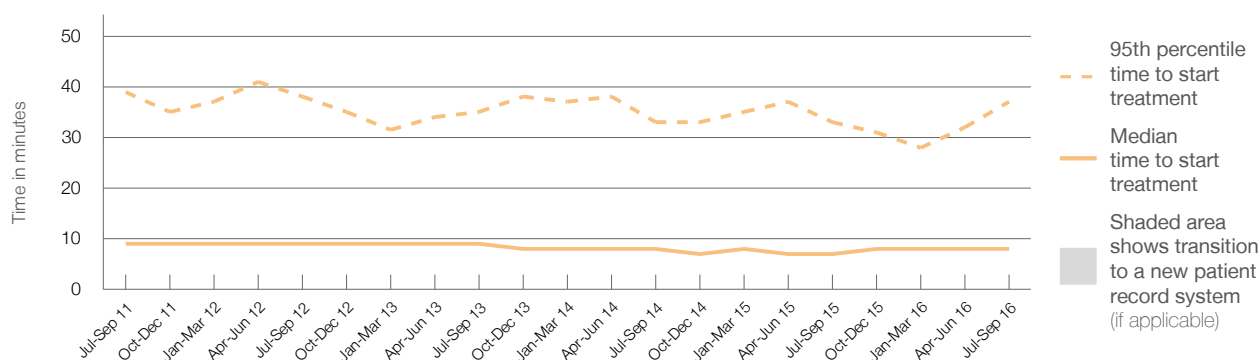
95th percentile time to start treatment ⁵ 37 minutes

Same period last year	NSW (this period)
1,383	
1,361	
7 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	8
95th percentile time to start treatment ⁵ (minutes)	39	38	35	33	33	37

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 3,285

Number of triage 3 patients used to calculate waiting time: ³ 3,146

Median time to start treatment ⁴

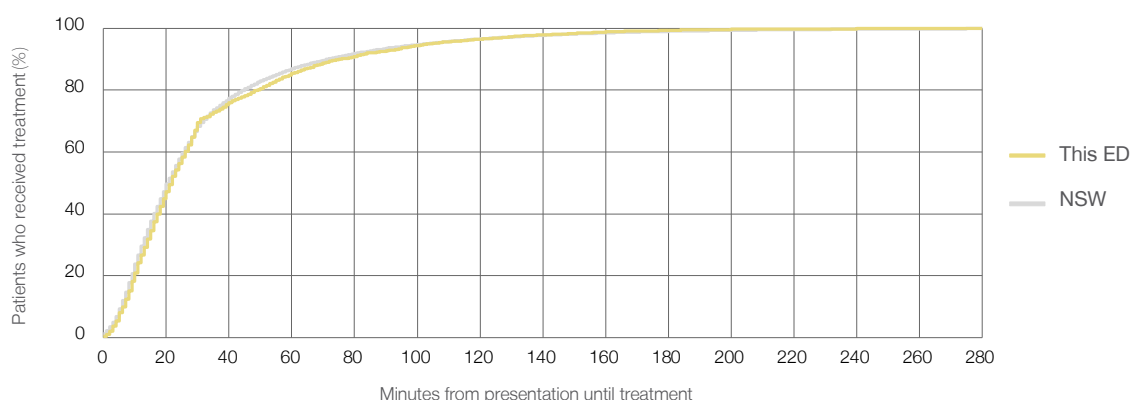
22 minutes

95th percentile time to start treatment ⁵

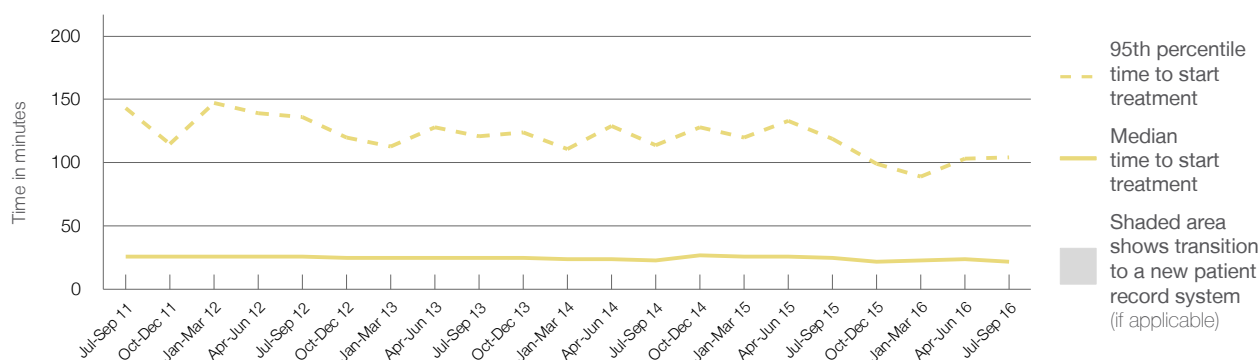
104 minutes

Same period last year	NSW (this period)
2,722	
2,622	
25 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	26	25	23	25	22
95th percentile time to start treatment ⁵ (minutes)	143	136	121	114	119	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.

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

July to September 2016

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

Number of triage 4 patients: 5,447

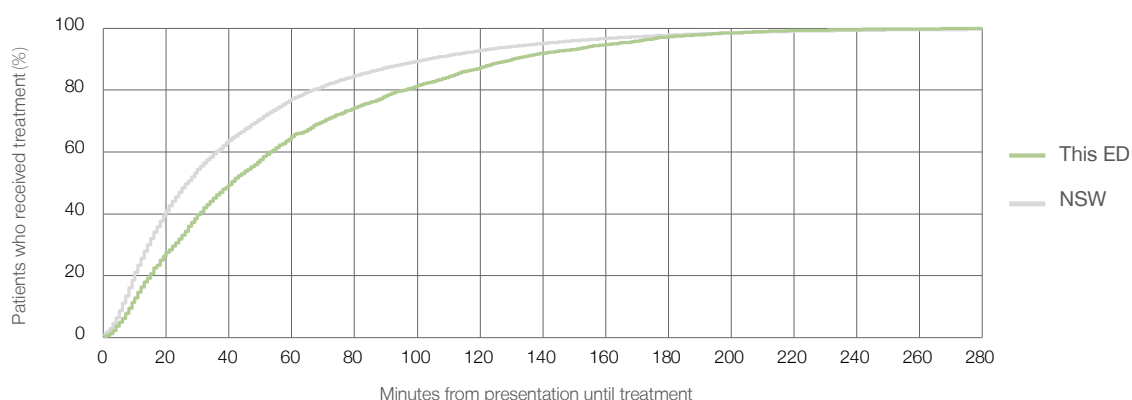
Number of triage 4 patients used to calculate waiting time: ³ 4,585

Median time to start treatment ⁴ 41 minutes

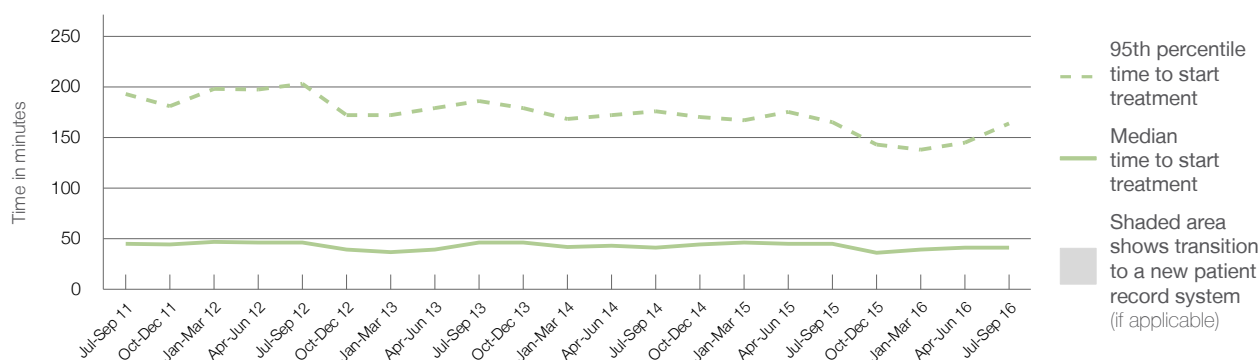
95th percentile time to start treatment ⁵ 164 minutes

Same period last year	NSW (this period)
5,872	
4,936	
45 minutes	27 minutes
165 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	46	41	45	41
95th percentile time to start treatment ⁵ (minutes)	193	203	186	176	165	164

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 1,231

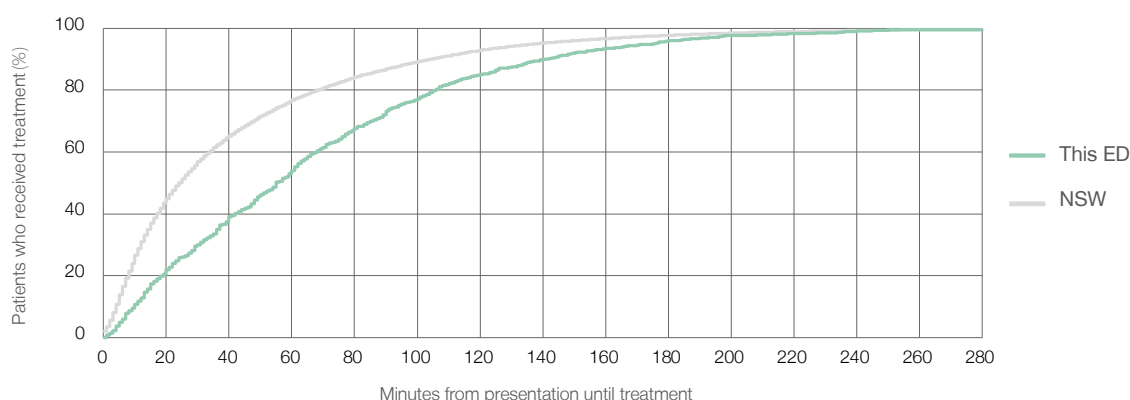
Number of triage 5 patients used to calculate waiting time:³ 904

Median time to start treatment⁴ 55 minutes

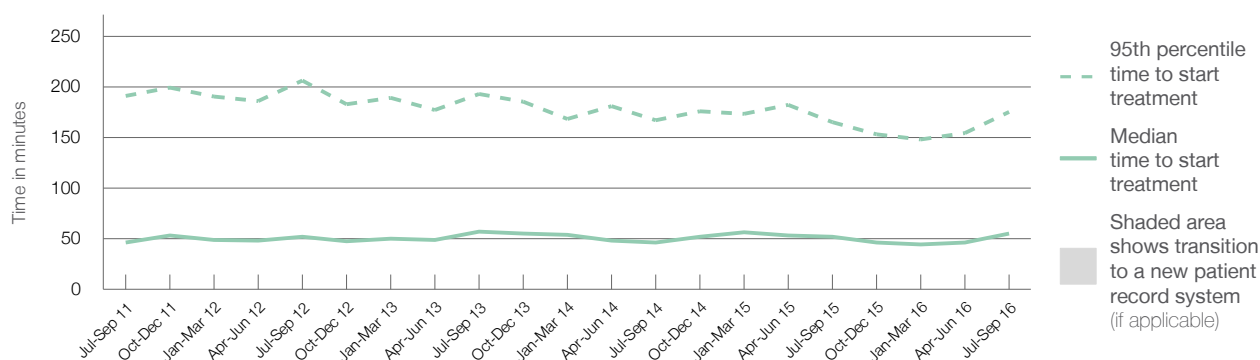
95th percentile time to start treatment⁵ 175 minutes

Same period last year	NSW (this period)
1,634	
1,233	
52 minutes	24 minutes
165 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	52	57	46	52	55
95th percentile time to start treatment ⁵ (minutes)	191	206	193	167	165	175

(†) 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.

Maitland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,232 patients

Presentations used to calculate time to leaving the ED:⁶ 12,232 patients

Median time spent in the ED⁸

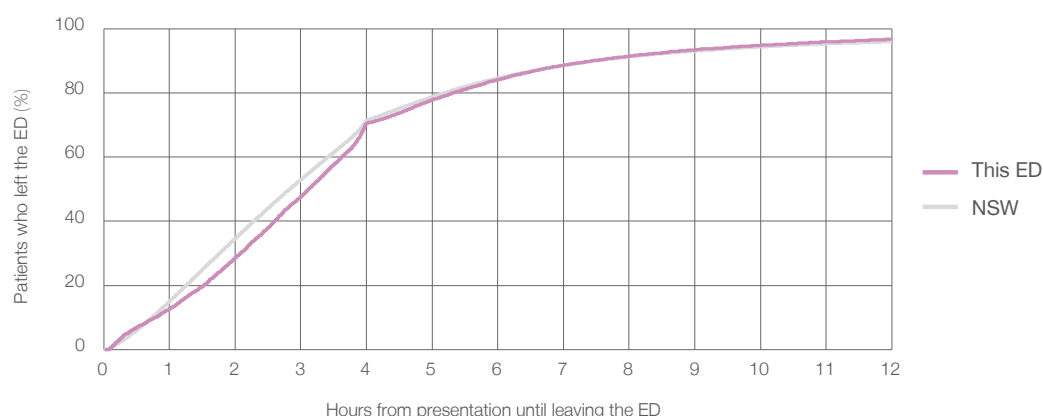
3 hours and 7 minutes

95th percentile time spent in the ED⁹

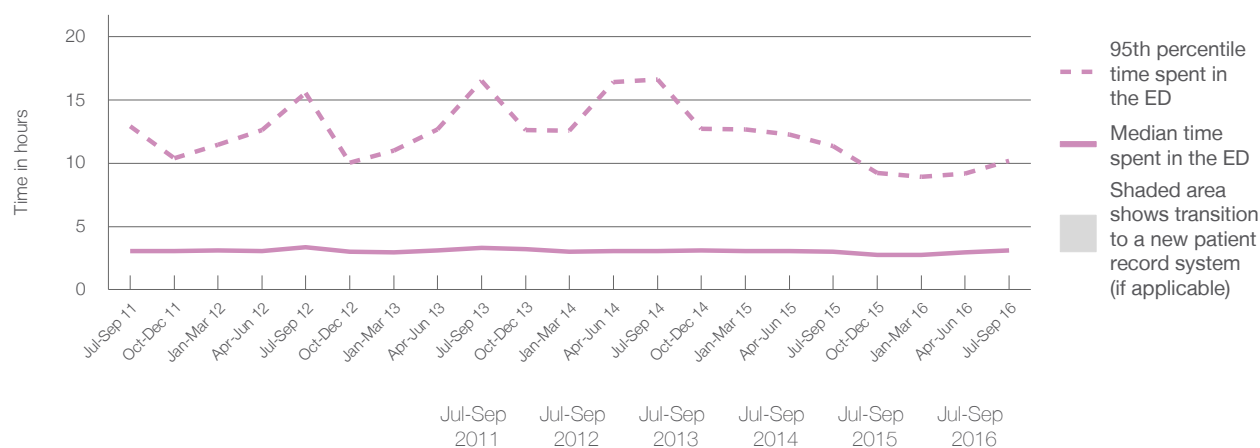
10 hours and 11 minutes

Same period last year	NSW (this period)
11,780	11,780
3 hours and 1 minutes	2 hours and 50 minutes
11 hours and 21 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	15h 33m	16h 32m	16h 38m	11h 21m	10h 11m

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Maitland Hospital: Time patients spent in the ED

By mode of separation

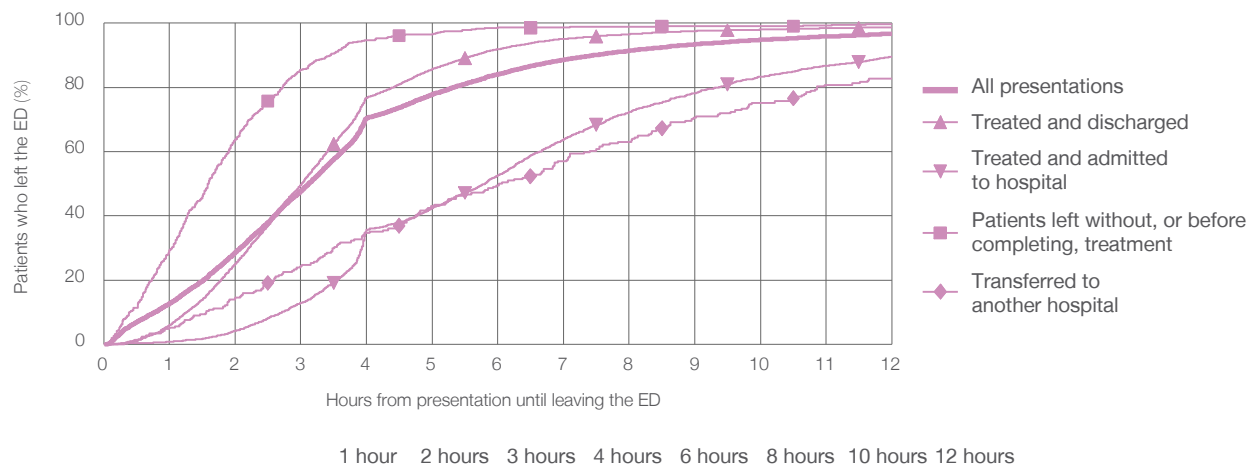
July to September 2016

All presentations:[†] 12,232 patients

Presentations used to calculate time to leaving the ED:[‡] 12,232 patients

		Same period last year	Change since one year ago
Treated and discharged	7,862 (64.3%)	11,780	3.8%
Treated and admitted to hospital	2,500 (20.4%)	7,585	3.7%
Patient left without, or before completing, treatment	586 (4.8%)	2,274	9.9%
Transferred to another hospital	214 (1.7%)	604	-3.0%
Other	1,070 (8.7%)	218	-1.8%
		1,099	-2.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	25.2%	49.7%	76.8%	91.9%	96.6%	98.0%	98.7%
Treated and admitted to hospital	0.7%	4.2%	12.8%	35.6%	52.6%	72.3%	83.4%	89.5%
Patient left without, or before completing, treatment	29.4%	63.8%	85.5%	94.7%	98.6%	99.0%	99.1%	99.7%
Transferred to another hospital	5.1%	14.5%	24.3%	34.6%	49.5%	63.1%	75.2%	82.7%
All presentations	12.7%	28.7%	47.7%	70.5%	84.1%	91.4%	94.8%	96.7%

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

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Maitland Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,232 patients

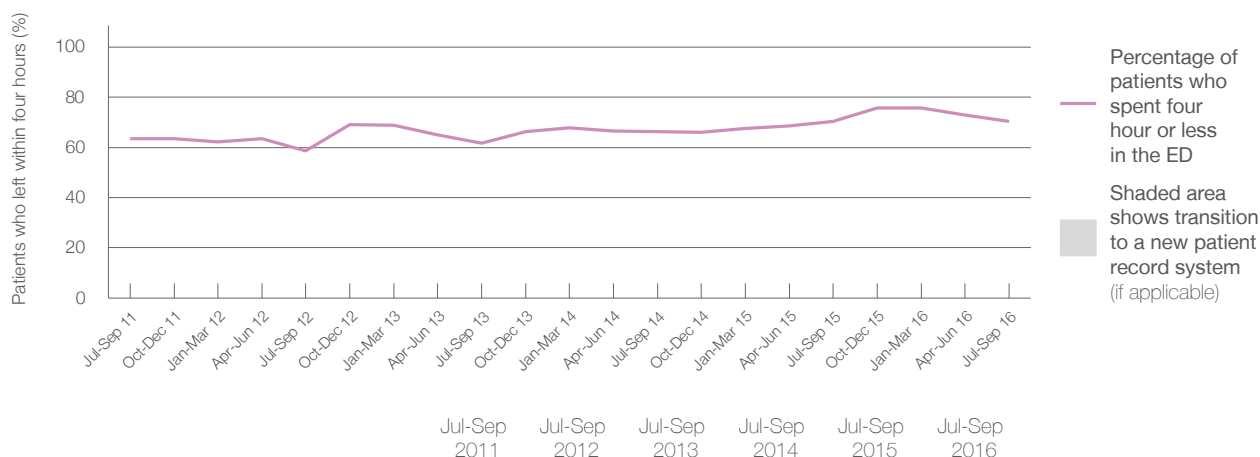
Presentations used to calculate time to leaving the ED: ⁶ 12,232 patients

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



Same period last year	Change since one year ago
11,780	3.8%
11,780	3.8%
70.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	63.4%	58.7%	61.6%	66.1%	70.3%	70.5%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Manly District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,800 patients

Emergency presentations:² 5,720 patients

Same period last year	Change since one year ago
5,845	-0.8%
5,793	-1.3%

Manly District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 973 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,262 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,202 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 248 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
789	
6 minutes	8 minutes
18 minutes	41 minutes
2,259	
12 minutes	21 minutes
52 minutes	103 minutes
2,340	
13 minutes	27 minutes
93 minutes	139 minutes
379	
12 minutes	24 minutes
111 minutes	138 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,800 patients

Percentage of patients who spent four hours or less in the ED 83.3%

Same period last year	Change since one year ago
5,845	-0.8%
84.0%	

* 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, July to September 2016.
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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.

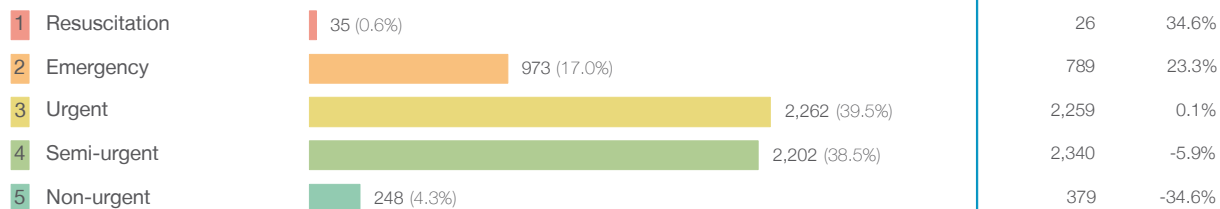
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manly District Hospital: Patients presenting to the emergency department

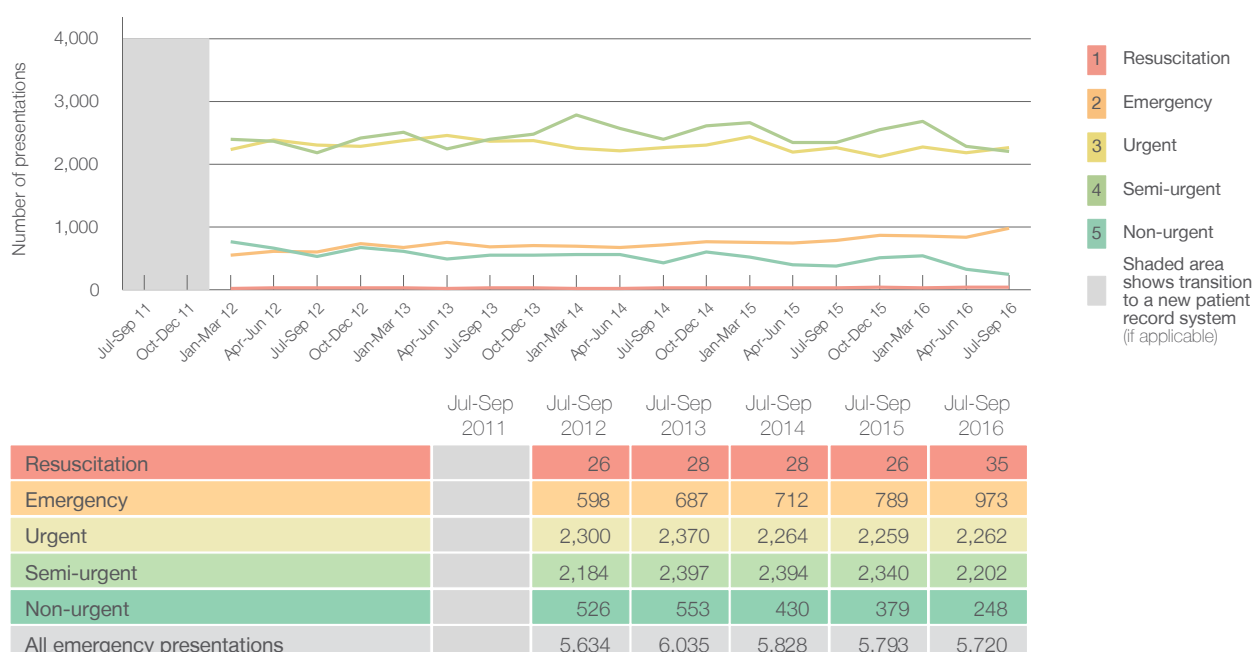
July to September 2016

All presentations:¹ 5,800 patients

Emergency presentations² by triage category: 5,720 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Manly District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,376 patients

ED Transfer of care time



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

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

July to September 2016

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

Number of triage 2 patients: 973

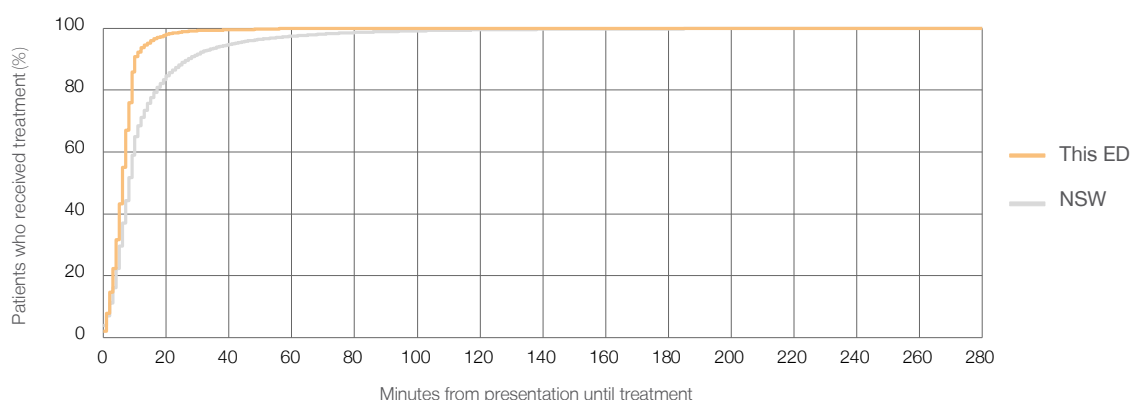
Number of triage 2 patients used to calculate waiting time: ³ 970

Median time to start treatment ⁴ 6 minutes

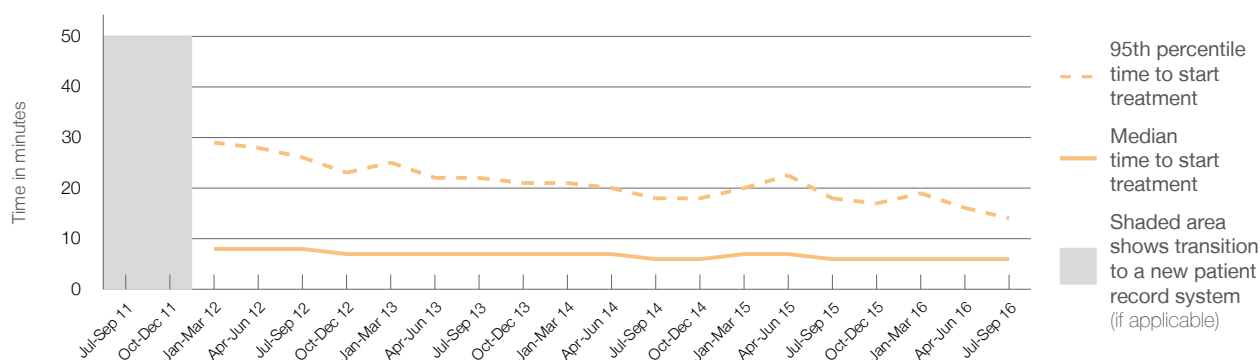
95th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
789	789
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)		26	22	18	18	14

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

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

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

July to September 2016

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

Number of triage 3 patients: 2,262

Number of triage 3 patients used to calculate waiting time: ³ 2,245

Median time to start treatment ⁴

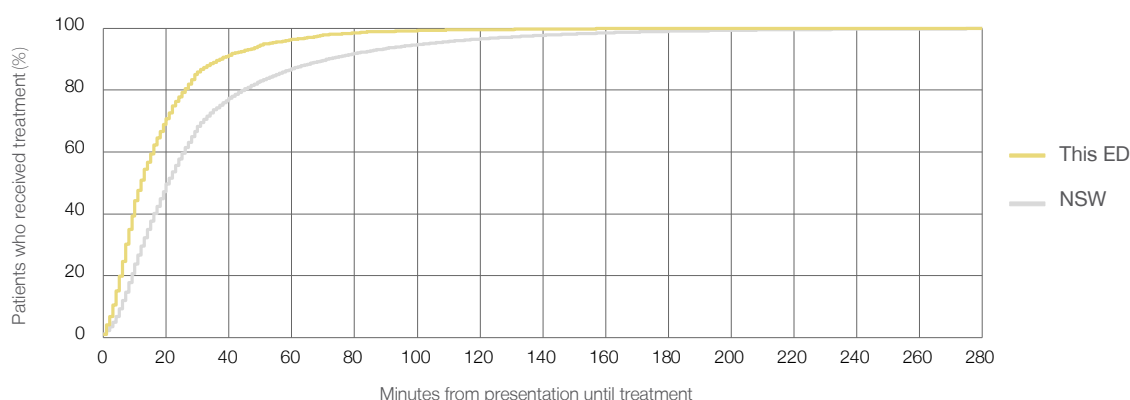
12 minutes

95th percentile time to start treatment ⁵

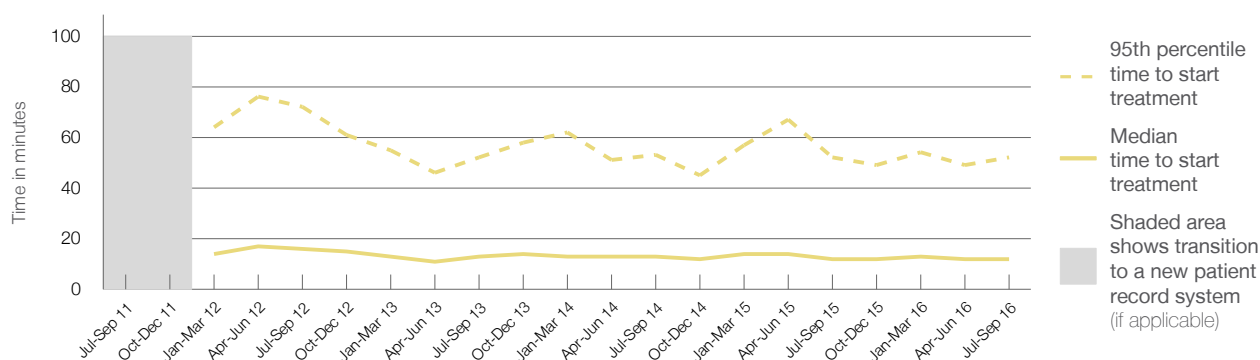
52 minutes

Same period last year	NSW (this period)
2,259	
2,246	
12 minutes	21 minutes
52 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		16	13	13	12	12
95th percentile time to start treatment ⁵ (minutes)		72	52	53	52	52

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 2,202

Number of triage 4 patients used to calculate waiting time: ³ 2,118

Median time to start treatment ⁴

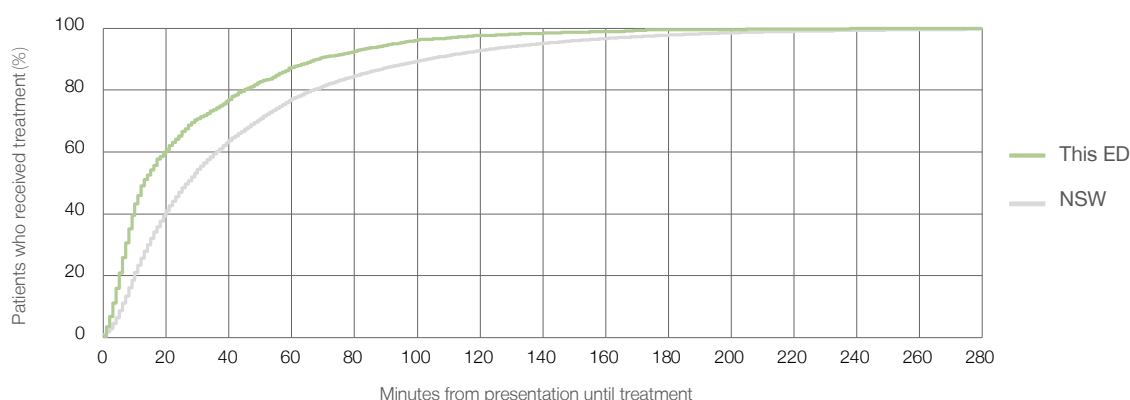
13 minutes

95th percentile time to start treatment ⁵

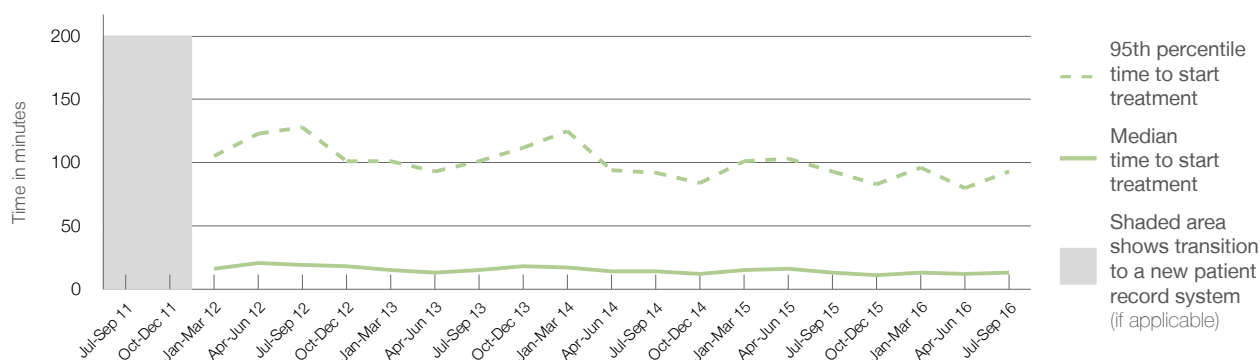
93 minutes

Same period last year	NSW (this period)
2,340	
2,285	
13 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		19	15	14	13	13
95th percentile time to start treatment ⁵ (minutes)		128	101	92	93	93

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

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

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

July to September 2016

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

Number of triage 5 patients: 248

Number of triage 5 patients used to calculate waiting time:³ 228

Median time to start treatment⁴

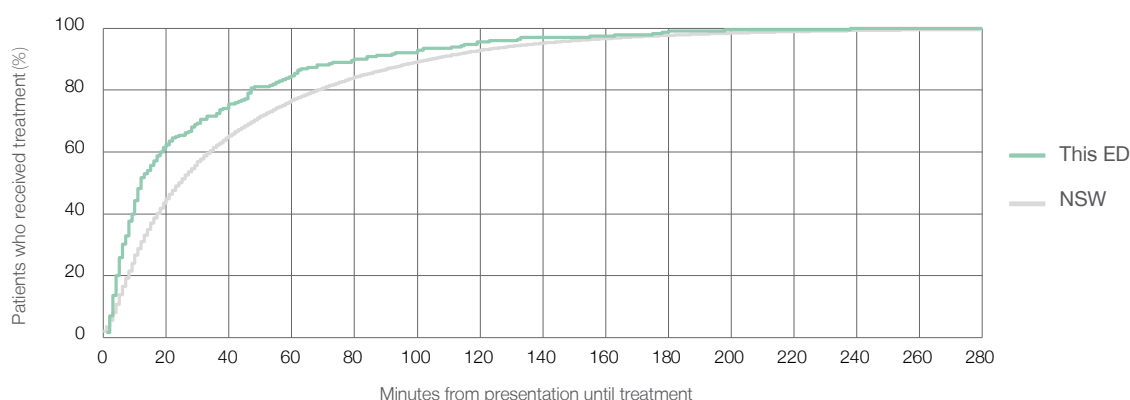
12 minutes

95th percentile time to start treatment⁵

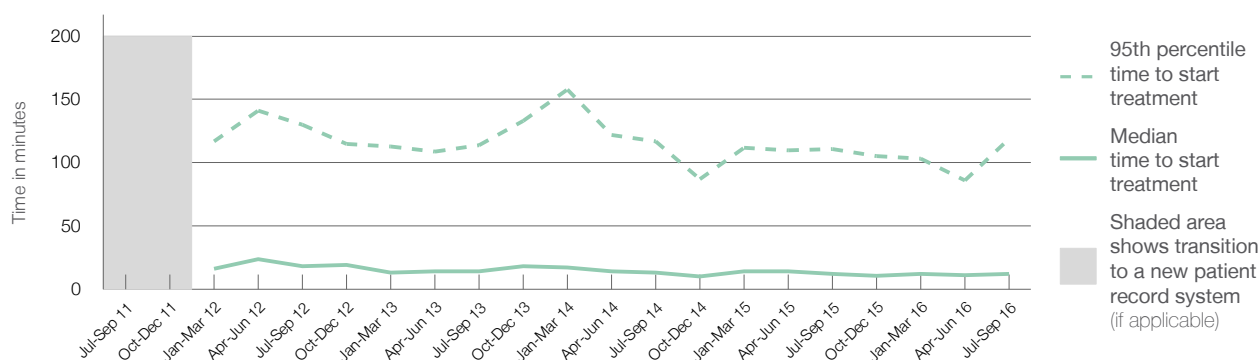
119 minutes

Same period last year	NSW (this period)
379	
359	
12 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		18	14	13	12	12
95th percentile time to start treatment ⁵ (minutes)		130	114	117	111	119

(†) 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.

Manly District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,800 patients

Presentations used to calculate time to leaving the ED:⁶ 5,800 patients

Median time spent in the ED⁸

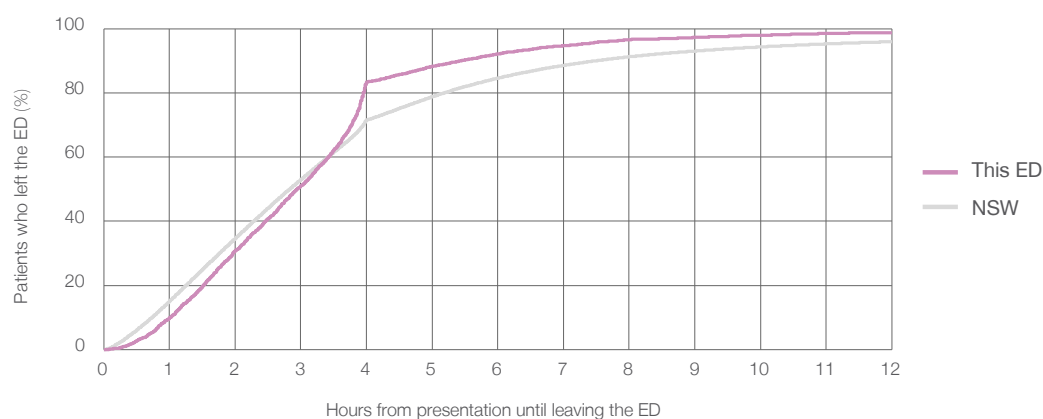
2 hours and 57 minutes

95th percentile time spent in the ED⁹

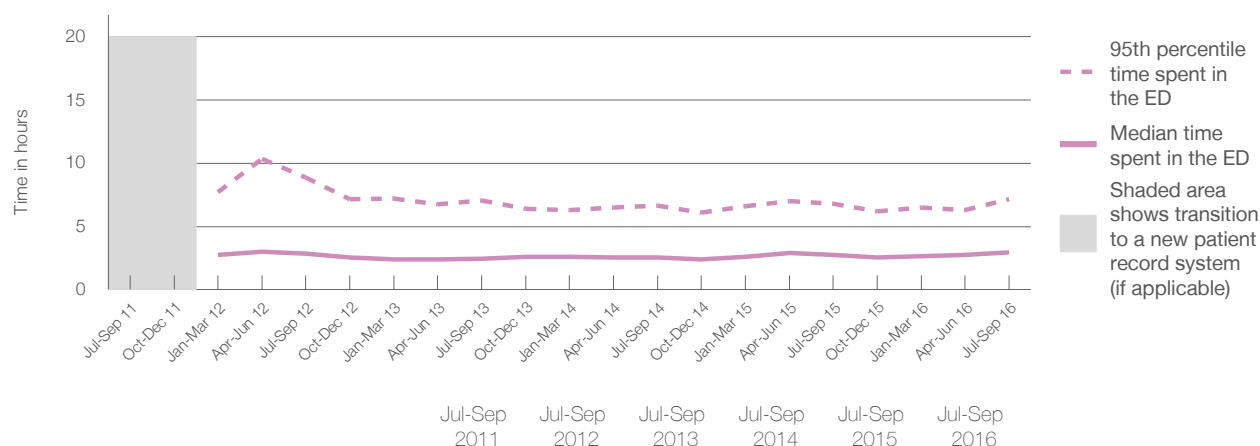
7 hours and 11 minutes

Same period last year	NSW (this period)
5,845	
5,845	
2 hours and 46 minutes	2 hours and 50 minutes
6 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)		8h 51m	7h 2m	6h 38m	6h 48m	7h 11m

(†) 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.

Manly District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

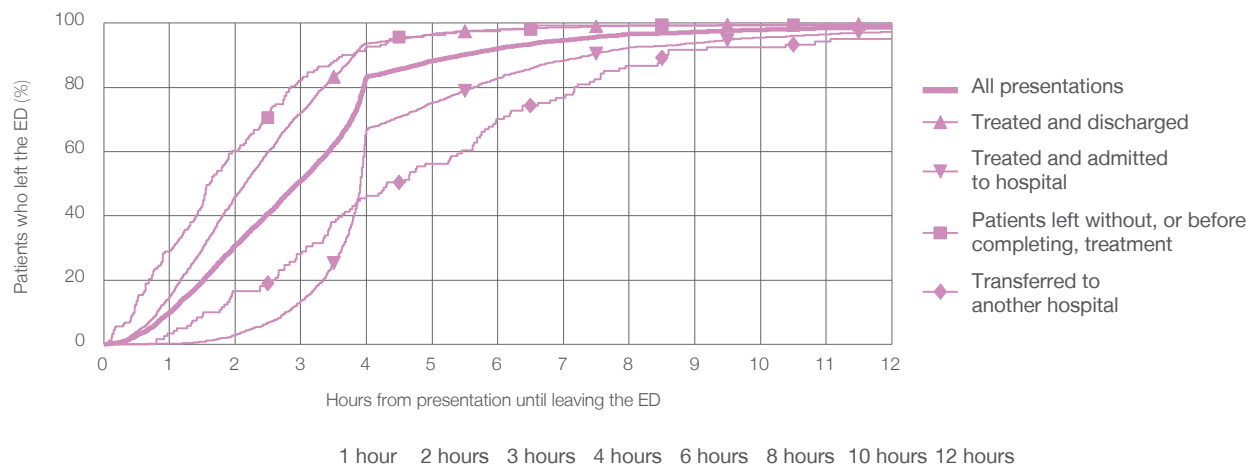
All presentations:[†] 5,800 patients

Presentations used to calculate time to leaving the ED:[‡] 5,800 patients

Treated and discharged	3,484 (60.1%)
Treated and admitted to hospital	2,028 (35.0%)
Patient left without, or before completing, treatment	163 (2.8%)
Transferred to another hospital	121 (2.1%)
Other	4 (0.1%)

Same period last year	Change since one year ago
5,845	-0.8%
3,569	-2.4%
1,996	1.6%
118	38.1%
160	-24.4%
2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	14.8%	46.1%	72.2%	93.7%	98.0%	99.2%	99.5%	99.7%
Treated and admitted to hospital	0.2%	2.9%	13.5%	66.8%	82.9%	92.5%	95.6%	97.3%
Patient left without, or before completing, treatment	28.8%	60.1%	82.2%	92.6%	97.5%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	16.5%	28.1%	46.3%	70.2%	86.8%	92.6%	95.0%
All presentations	9.9%	30.8%	51.1%	83.3%	92.1%	96.6%	98.0%	98.8%

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

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

Manly District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,800 patients

Presentations used to calculate time to leaving the ED: ⁶ 5,800 patients

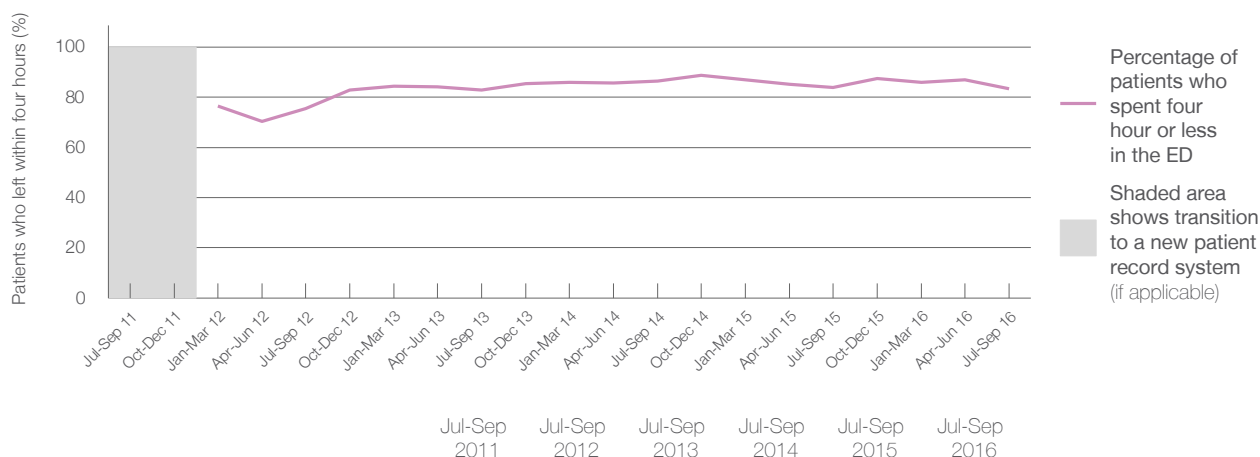
Percentage of patients who spent four hours or less in the ED



83.3%

Same period last year	Change since one year ago
5,845	-0.8%
5,845	-0.8%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)

Jul-Sep 2011 Jul-Sep 2012 Jul-Sep 2013 Jul-Sep 2014 Jul-Sep 2015 Jul-Sep 2016

75.4% 82.9% 86.4% 84.0% 83.3%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Manning Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,987 patients

Emergency presentations:² 6,834 patients

Same period last year	Change since one year ago
6,872	1.7%
6,768	1.0%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,308 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,060 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,171 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 160 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,255 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
1,140	
7 minutes	8 minutes
10 minutes	41 minutes
2,067	
21 minutes	21 minutes
144 minutes	103 minutes
2,392	
32 minutes	27 minutes
188 minutes	139 minutes
1,132	
32 minutes	24 minutes
169 minutes	138 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,987 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
6,872	1.7%
73.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

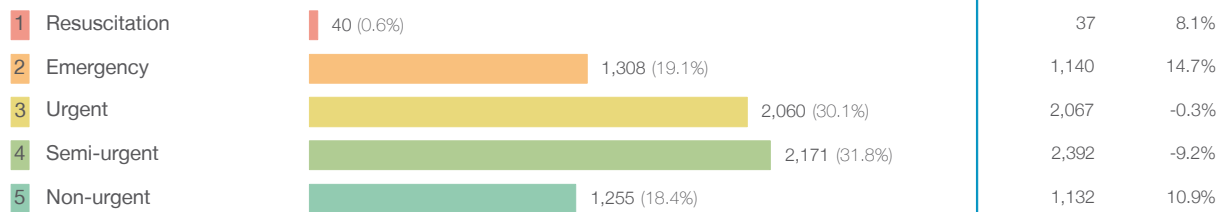
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Manning Base Hospital: Patients presenting to the emergency department

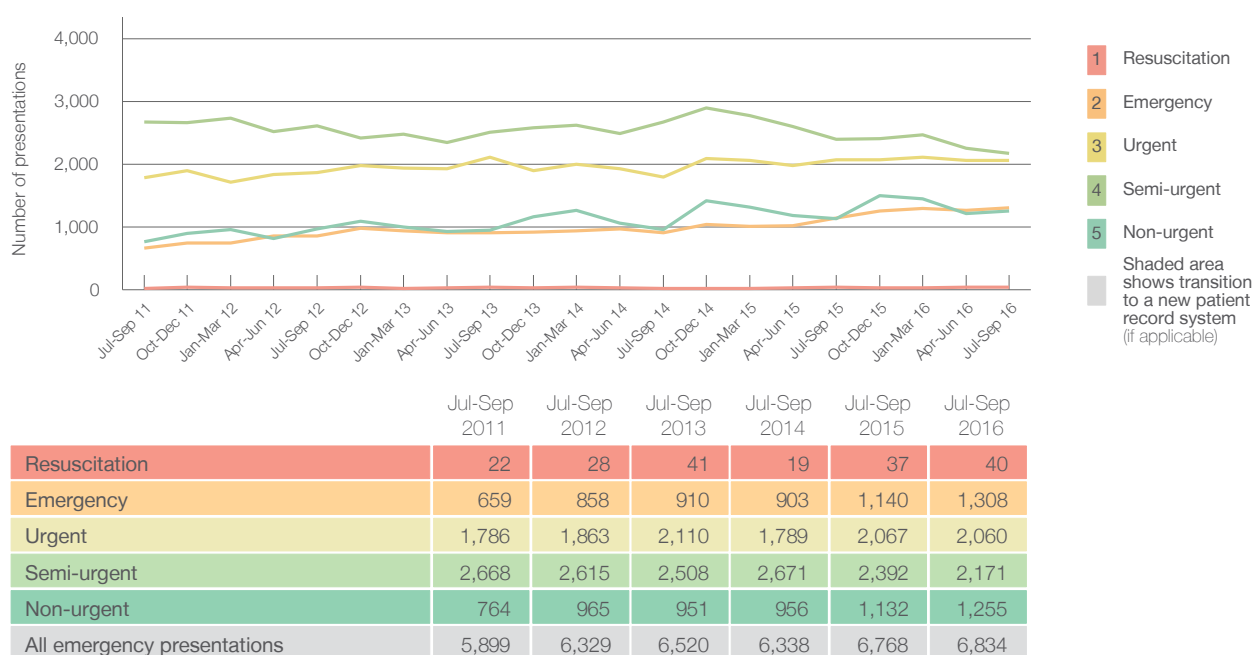
July to September 2016

All presentations:¹ 6,987 patients

Emergency presentations² by triage category: 6,834 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



Manning Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 1,888 patients

ED Transfer of care time



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

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

Manning Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,308

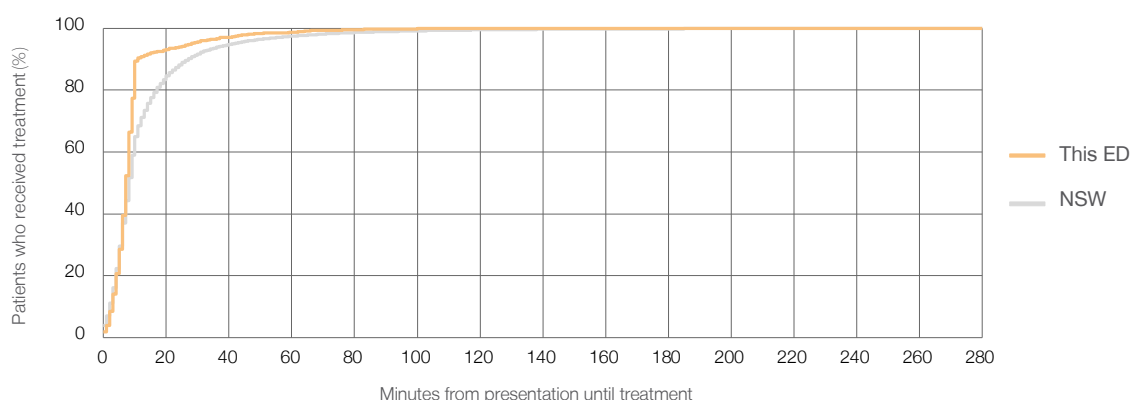
Number of triage 2 patients used to calculate waiting time:³ 1,298

Median time to start treatment⁴ 7 minutes

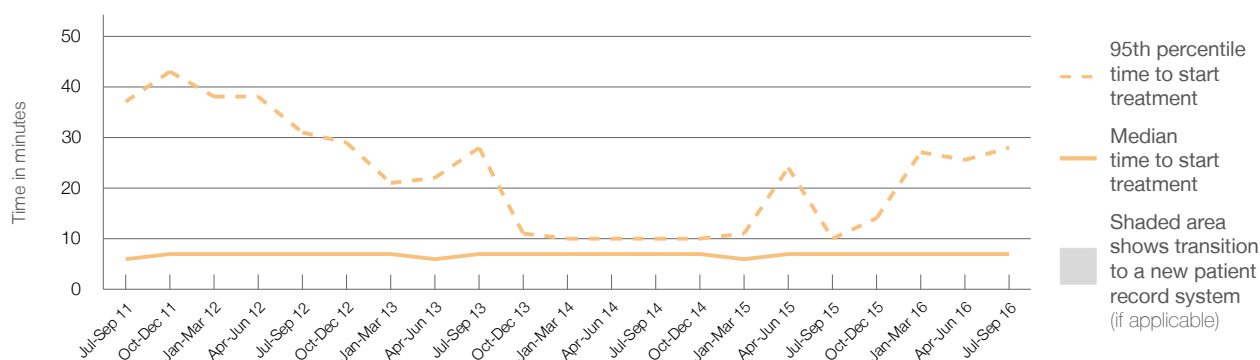
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
1,140	
1,135	
7 minutes	8 minutes
10 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	7	7	7	7
95th percentile time to start treatment ⁵ (minutes)	37	31	28	10	10	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.

Manning Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,060

Number of triage 3 patients used to calculate waiting time: ³ 2,006

Median time to start treatment ⁴

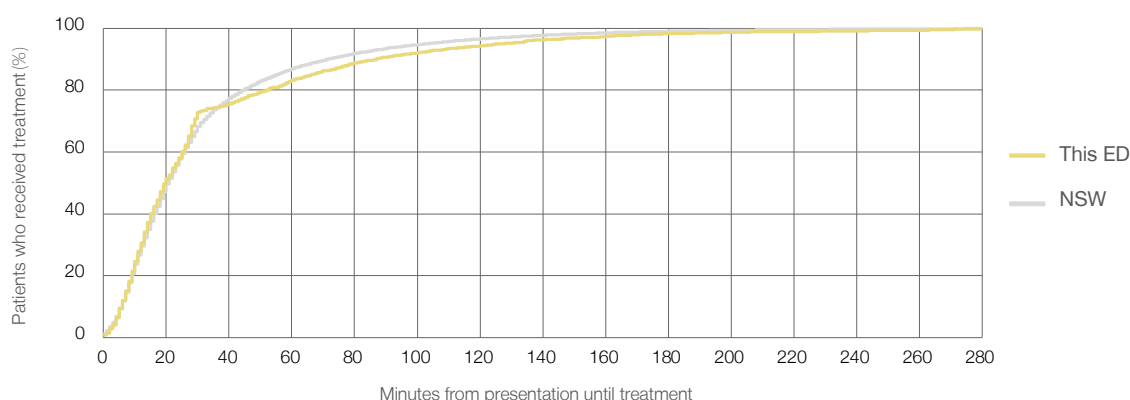
20 minutes

95th percentile time to start treatment ⁵

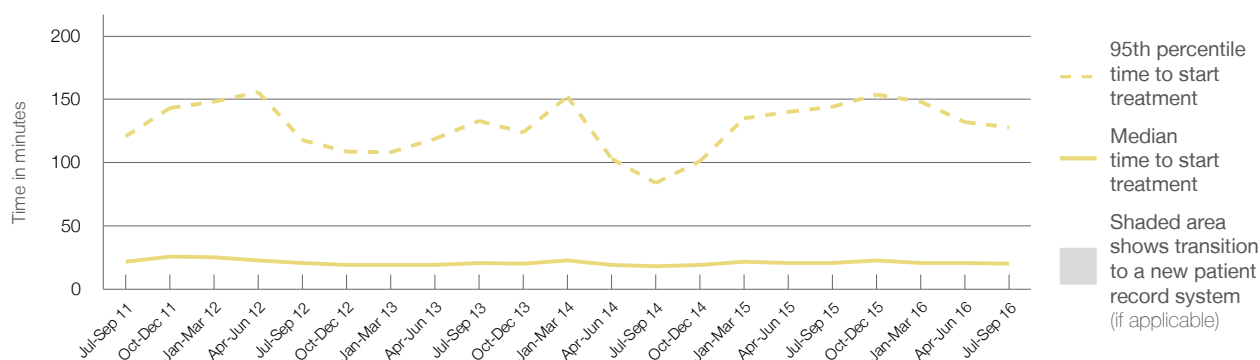
128 minutes

Same period last year	NSW (this period)
2,067	
2,016	
21 minutes	21 minutes
144 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	21	21	18	21	20
95th percentile time to start treatment ⁵ (minutes)	121	118	133	84	144	128

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,171

Number of triage 4 patients used to calculate waiting time: ³ 2,010

Median time to start treatment ⁴

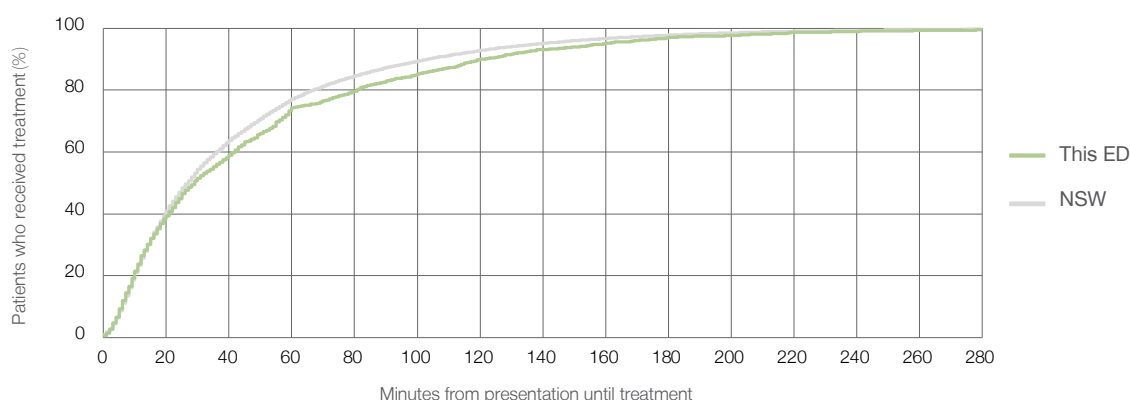
29 minutes

95th percentile time to start treatment ⁵

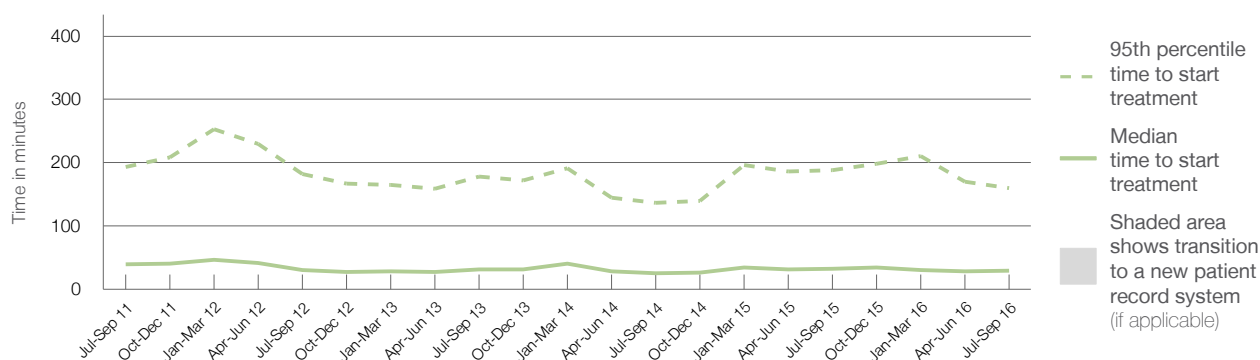
160 minutes

Same period last year	NSW (this period)
2,392	
2,216	
32 minutes	27 minutes
188 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	30	31	25	32	29
95th percentile time to start treatment ⁵ (minutes)	193	182	178	137	188	160

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,255

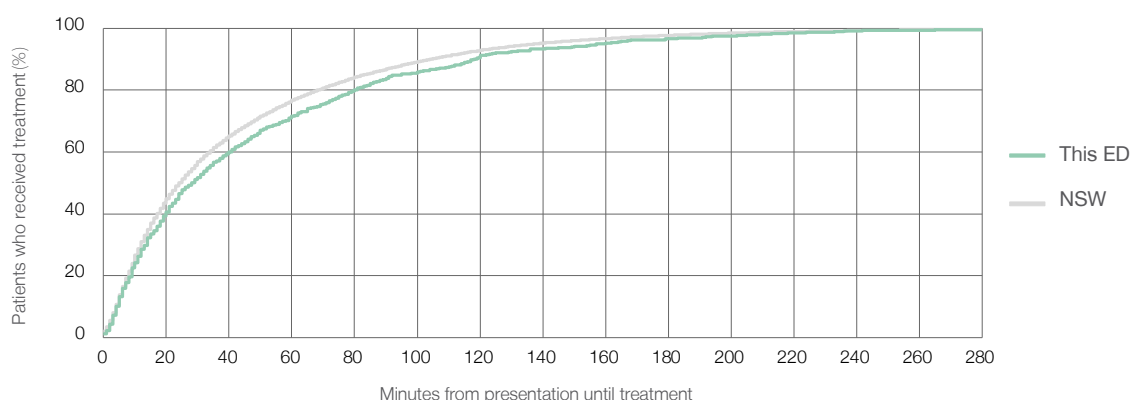
Number of triage 5 patients used to calculate waiting time: ³ 1,134

Median time to start treatment ⁴ 29 minutes

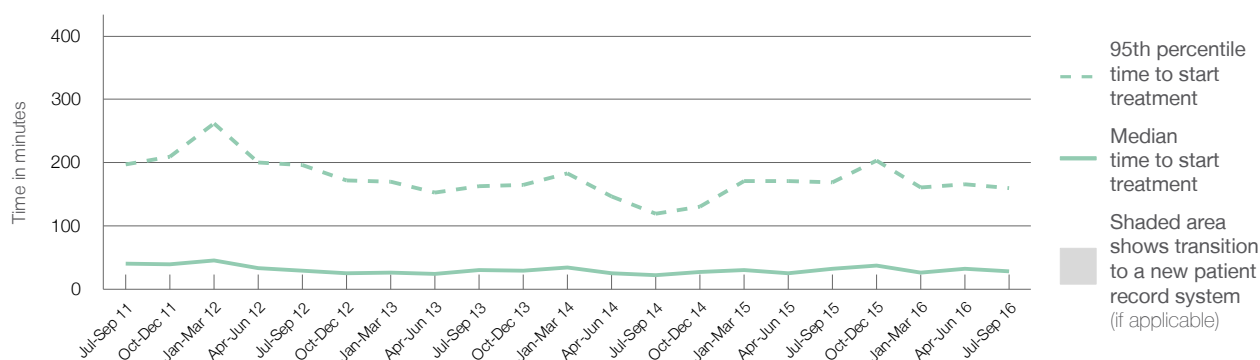
95th percentile time to start treatment ⁵ 160 minutes

Same period last year	NSW (this period)
1,132	
1,028	
32 minutes	24 minutes
169 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	30	30	22	32	29
95th percentile time to start treatment ⁵ (minutes)	197	196	163	119	169	160

(†) 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.

Manning Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,987 patients

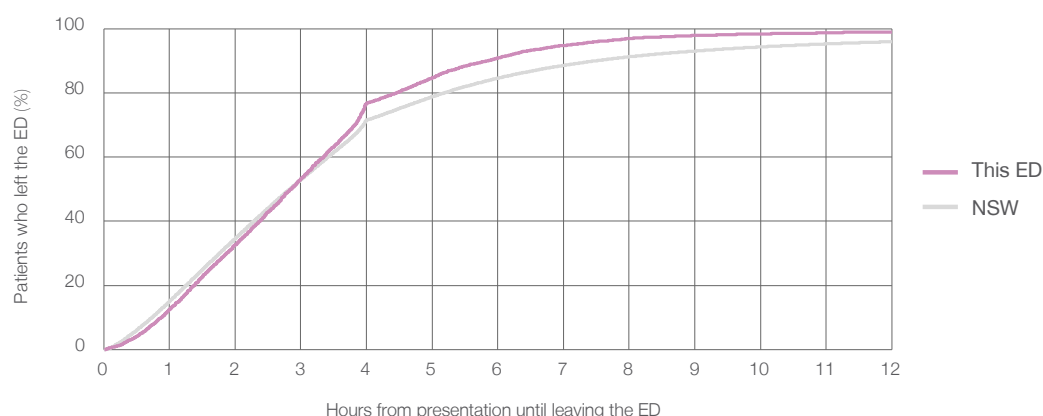
Presentations used to calculate time to leaving the ED:⁶ 6,987 patients

Median time spent in the ED⁸ 2 hours and 51 minutes

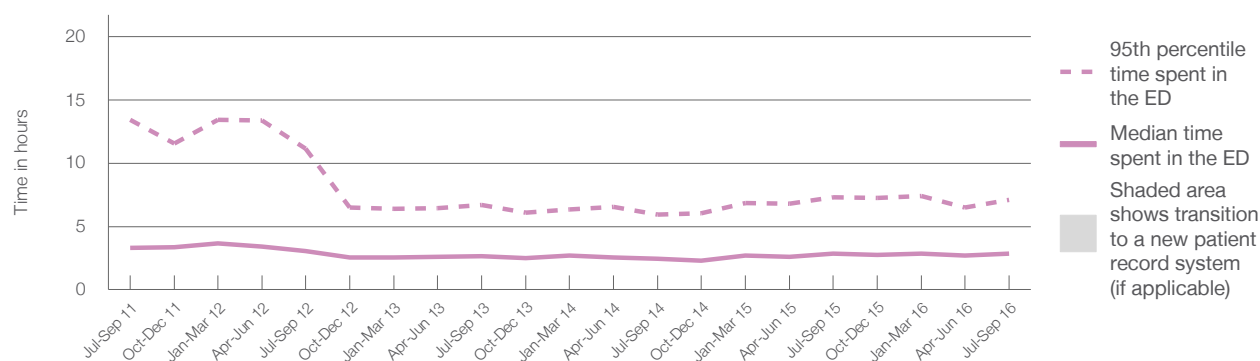
95th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
6,872	
6,872	
2 hours and 50 minutes	2 hours and 50 minutes
7 hours and 18 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 24m	11h 9m	6h 42m	5h 57m	7h 18m	7h 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

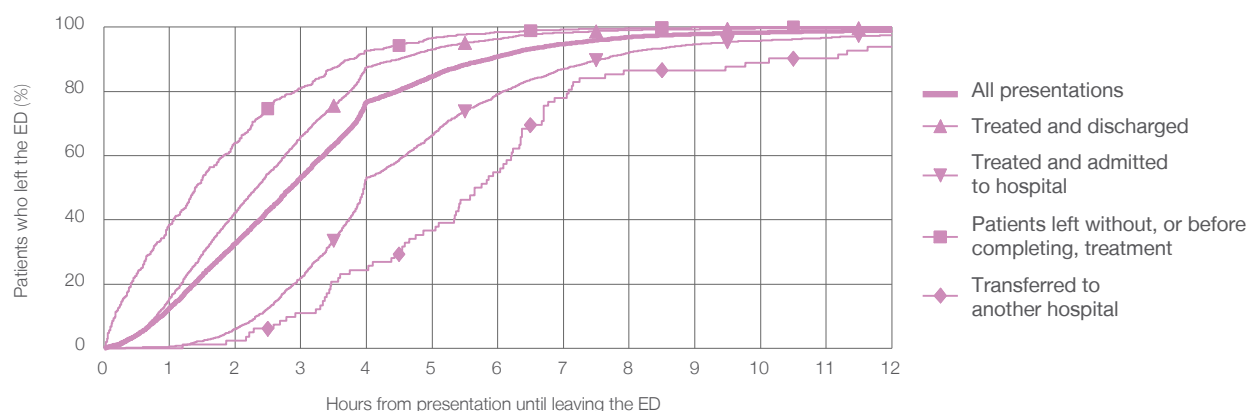
July to September 2016

All presentations:[†] 6,987 patients

Presentations used to calculate time to leaving the ED:[‡] 6,987 patients

		Same period last year	Change since one year ago
Treated and discharged	4,281 (61.3%)	4,462	-4.1%
Treated and admitted to hospital	2,080 (29.8%)	1,798	15.7%
Patient left without, or before completing, treatment	478 (6.8%)	483	-1.0%
Transferred to another hospital	82 (1.2%)	81	1.2%
Other	66 (0.9%)	48	37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.5%	42.3%	65.9%	87.5%	96.3%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.5%	6.0%	21.9%	53.2%	79.2%	92.1%	95.8%	97.5%
Patient left without, or before completing, treatment	38.5%	64.0%	81.0%	92.7%	98.5%	99.8%	100%	100%
Transferred to another hospital	0%	2.4%	11.0%	24.4%	54.9%	86.6%	89.0%	93.9%
All presentations	12.6%	32.7%	53.3%	76.8%	90.9%	96.9%	98.4%	99.0%

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

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

Manning Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,987 patients

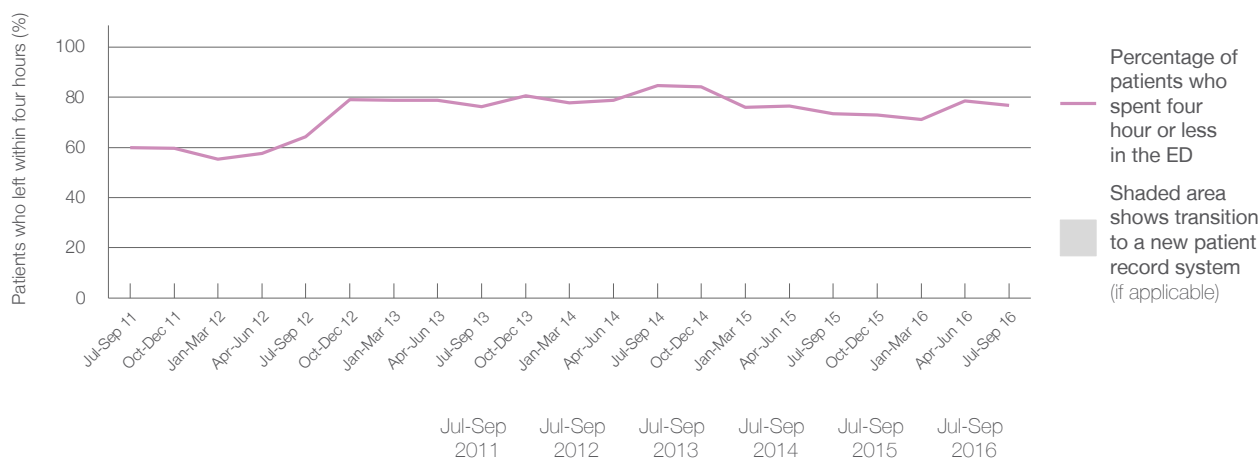
Presentations used to calculate time to leaving the ED: ⁶ 6,987 patients

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



Same period last year	Change since one year ago
6,872	1.7%
6,872	1.7%
73.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	59.8%	64.1%	76.3%	84.6%	73.4%	76.8%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mona Vale and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,424 patients

Emergency presentations:² 8,383 patients

Same period last year	Change since one year ago
8,366	0.7%
8,297	1.0%

Mona Vale and District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,124 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,202 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,286 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 726 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,016	
6 minutes	8 minutes
18 minutes	41 minutes
3,134	
15 minutes	21 minutes
69 minutes	103 minutes
3,494	
15 minutes	27 minutes
117 minutes	139 minutes
618	
13 minutes	24 minutes
123 minutes	138 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,424 patients

Percentage of patients who spent four hours or less in the ED 84.5%

Same period last year	Change since one year ago
8,366	0.7%
80.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

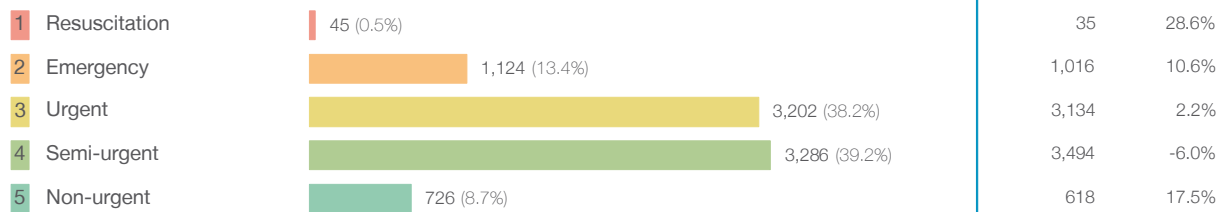
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mona Vale and District Hospital: Patients presenting to the emergency department

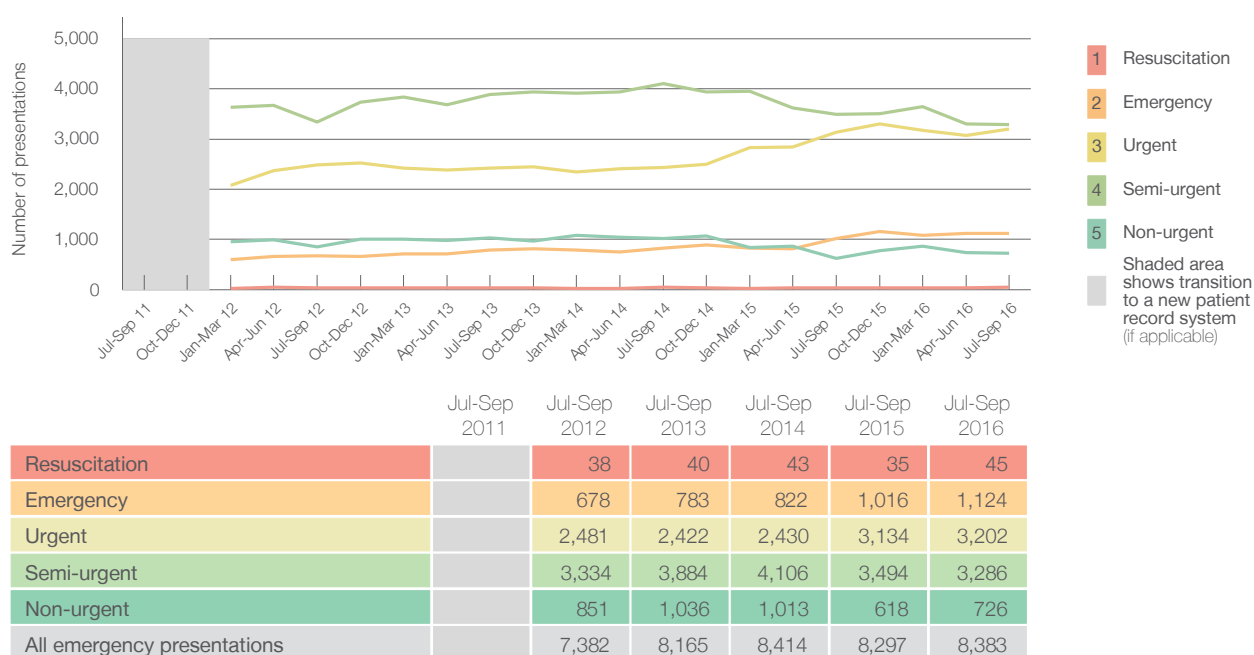
July to September 2016

All presentations:¹ 8,424 patients

Emergency presentations² by triage category: 8,383 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,662 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,124

Number of triage 2 patients used to calculate waiting time: ³ 1,120

Median time to start treatment ⁴

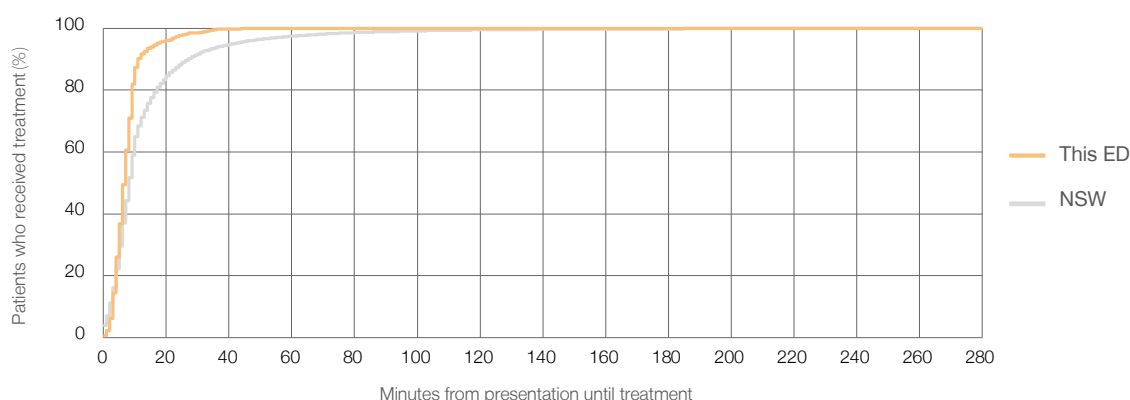
7 minutes

95th percentile time to start treatment ⁵

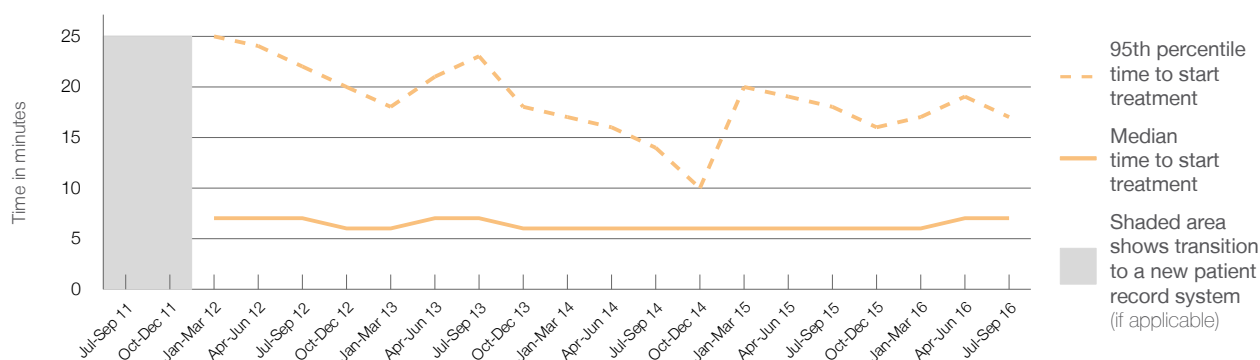
17 minutes

Same period last year	NSW (this period)
1,016	
1,016	
6 minutes	8 minutes
18 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		7	7	6	6	7
95th percentile time to start treatment ⁵ (minutes)		22	23	14	18	17

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 3,202

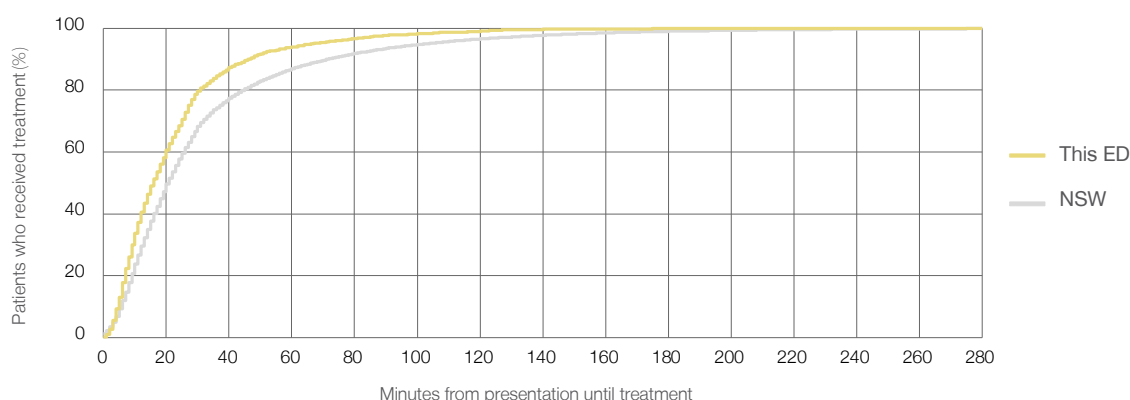
Number of triage 3 patients used to calculate waiting time: ³ 3,167

Median time to start treatment ⁴ 16 minutes

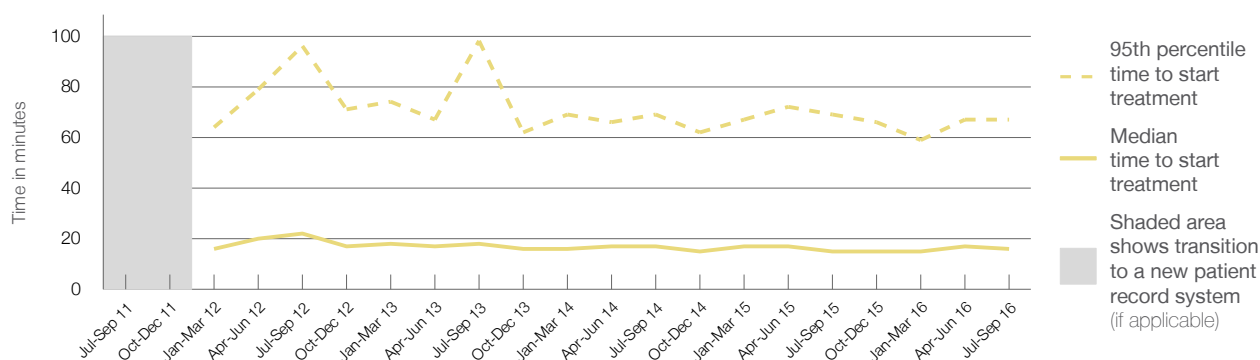
95th percentile time to start treatment ⁵ 67 minutes

Same period last year	NSW (this period)
3,134	
3,117	
15 minutes	21 minutes
69 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		22	18	17	15	16
95th percentile time to start treatment ⁵ (minutes)		96	98	69	69	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.

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

July to September 2016

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

Number of triage 4 patients: 3,286

Number of triage 4 patients used to calculate waiting time: ³ 3,124

Median time to start treatment ⁴

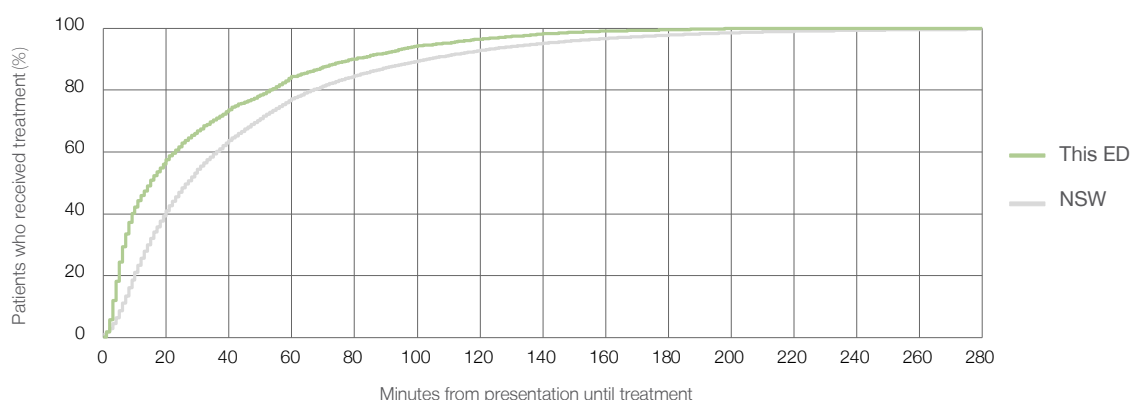
15 minutes

95th percentile time to start treatment ⁵

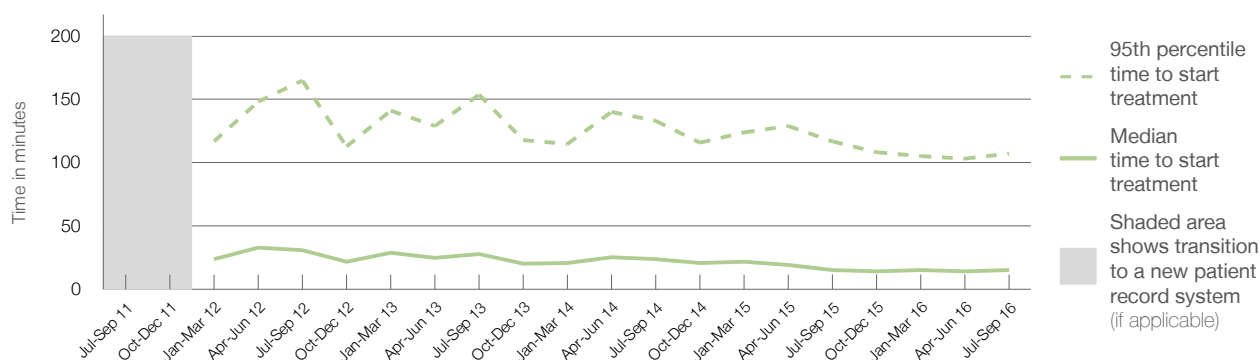
107 minutes

Same period last year	NSW (this period)
3,494	
3,362	
15 minutes	27 minutes
117 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		31	28	24	15	15
95th percentile time to start treatment ⁵ (minutes)		165	154	133	117	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.

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

July to September 2016

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

Number of triage 5 patients: 726

Number of triage 5 patients used to calculate waiting time:³ 677

Median time to start treatment⁴

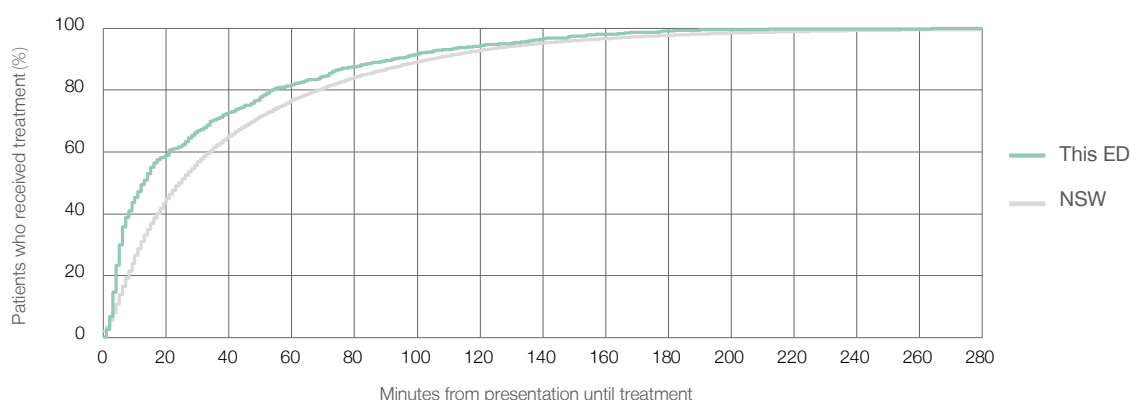
13 minutes

95th percentile time to start treatment⁵

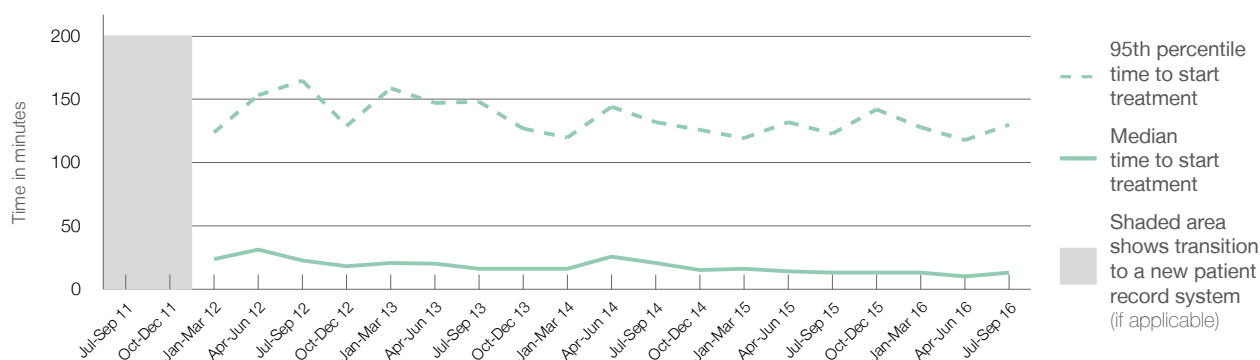
130 minutes

Same period last year	NSW (this period)
618	
577	
13 minutes	24 minutes
123 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		23	16	21	13	13
95th percentile time to start treatment ⁵ (minutes)		165	148	132	123	130

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

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

Mona Vale and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,424 patients

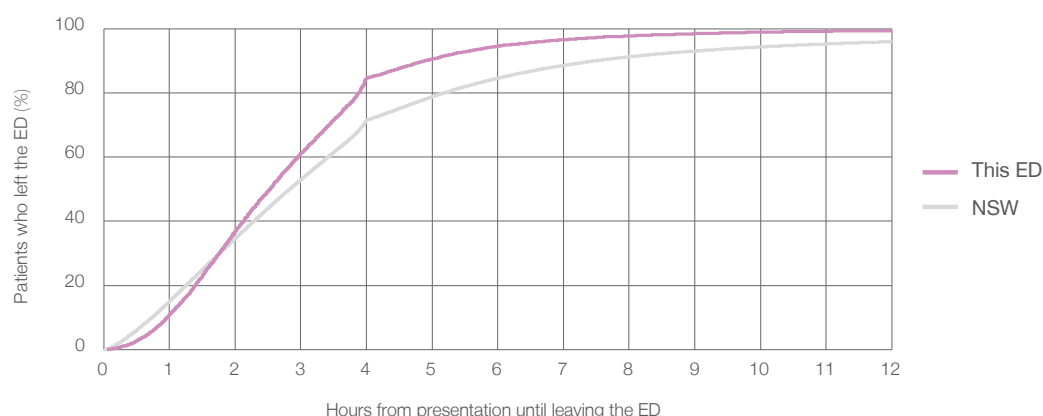
Presentations used to calculate time to leaving the ED:⁶ 8,424 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

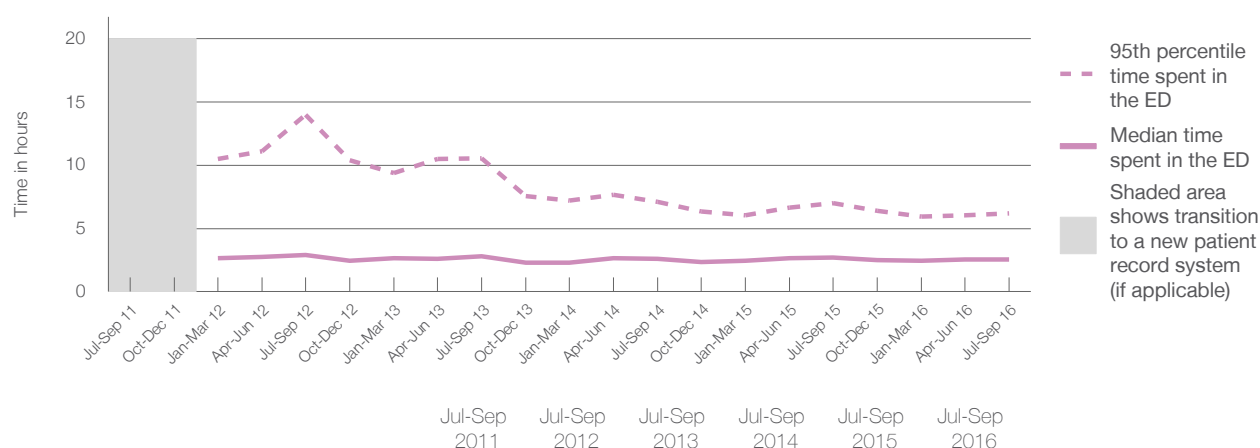
95th percentile time spent in the ED⁹ 6 hours and 10 minutes

Same period last year	NSW (this period)
8,366	
8,366	
2 hours and 41 minutes	2 hours and 50 minutes
7 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)		2h 54m	2h 47m	2h 36m	2h 41m	2h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)		14h 0m	10h 31m	7h 6m	7h 0m	6h 10m

(†) 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.

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

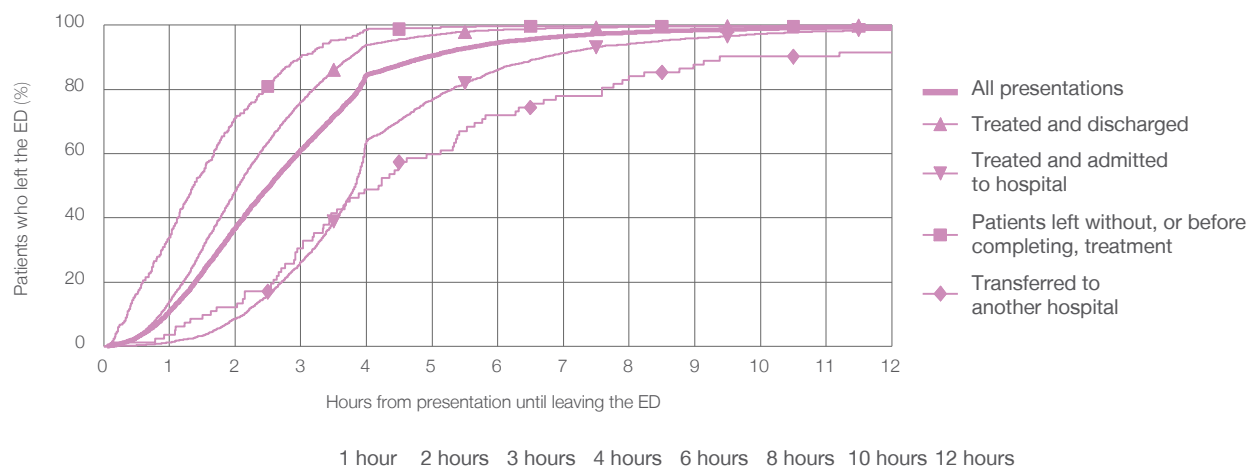
July to September 2016

All presentations:[†] 8,424 patients

Presentations used to calculate time to leaving the ED:[‡] 8,424 patients

		Same period last year	Change since one year ago
Treated and discharged	5,429 (64.4%)	5,106	6.3%
Treated and admitted to hospital	2,557 (30.4%)	2,874	-11.0%
Patient left without, or before completing, treatment	336 (4.0%)	304	10.5%
Transferred to another hospital	82 (1.0%)	81	1.2%
Other	20 (0.2%)	1	1900.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.0%	48.5%	76.1%	93.8%	98.5%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.2%	8.6%	26.4%	64.0%	86.2%	94.1%	97.3%	98.6%
Patient left without, or before completing, treatment	33.9%	71.1%	90.2%	98.5%	99.7%	99.7%	99.7%	99.7%
Transferred to another hospital	3.7%	12.2%	30.5%	48.8%	72.0%	84.1%	90.2%	91.5%
All presentations	10.9%	37.0%	61.1%	84.5%	94.6%	97.7%	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.

Mona Vale and District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,424 patients

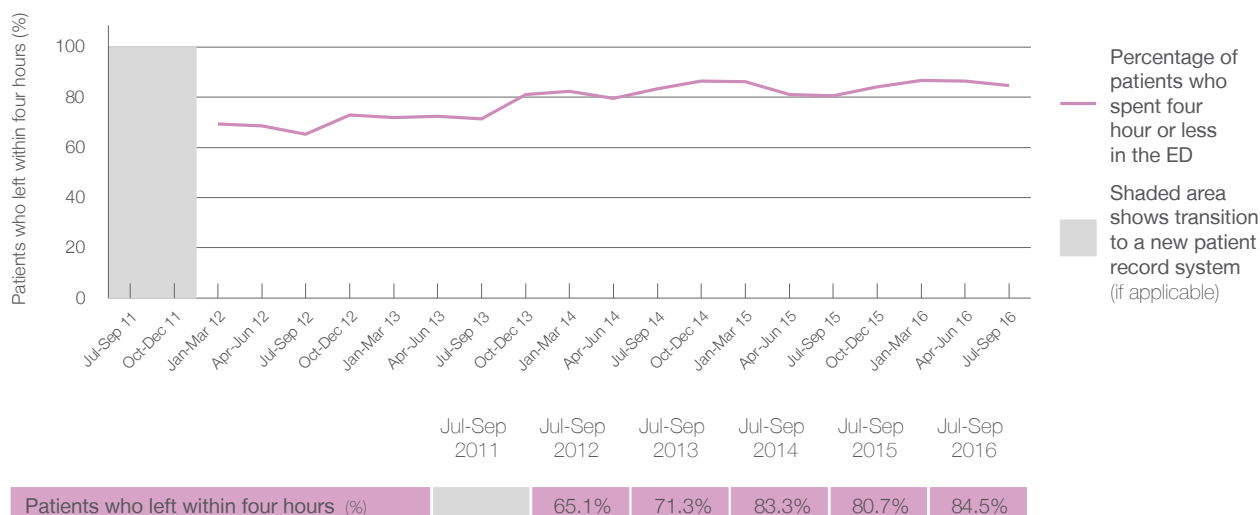
Presentations used to calculate time to leaving the ED: ⁶ 8,424 patients

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



Same period last year	Change since one year ago
8,366	0.7%
8,366	0.7%
80.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Orange Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,136 patients

Emergency presentations:² 7,057 patients

Same period last year	Change since one year ago
6,996	2.0%
6,891	2.4%

Orange Health Service: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,035 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,692 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,688 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
828	
5 minutes	8 minutes
21 minutes	41 minutes
1,545	
16 minutes	21 minutes
65 minutes	103 minutes
2,724	
25 minutes	27 minutes
120 minutes	139 minutes
1,724	
21 minutes	24 minutes
149 minutes	138 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,133 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
6,996	2.0%
71.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

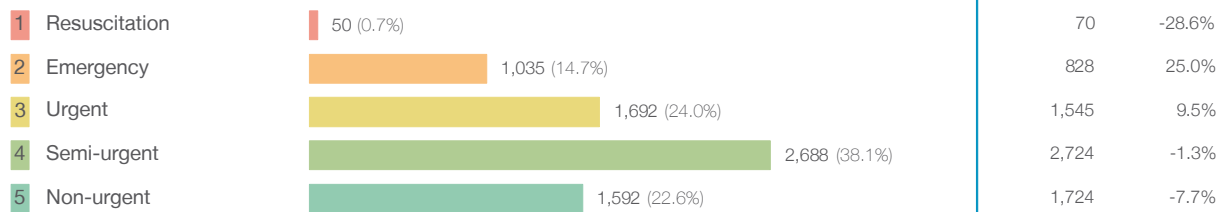
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Orange Health Service: Patients presenting to the emergency department

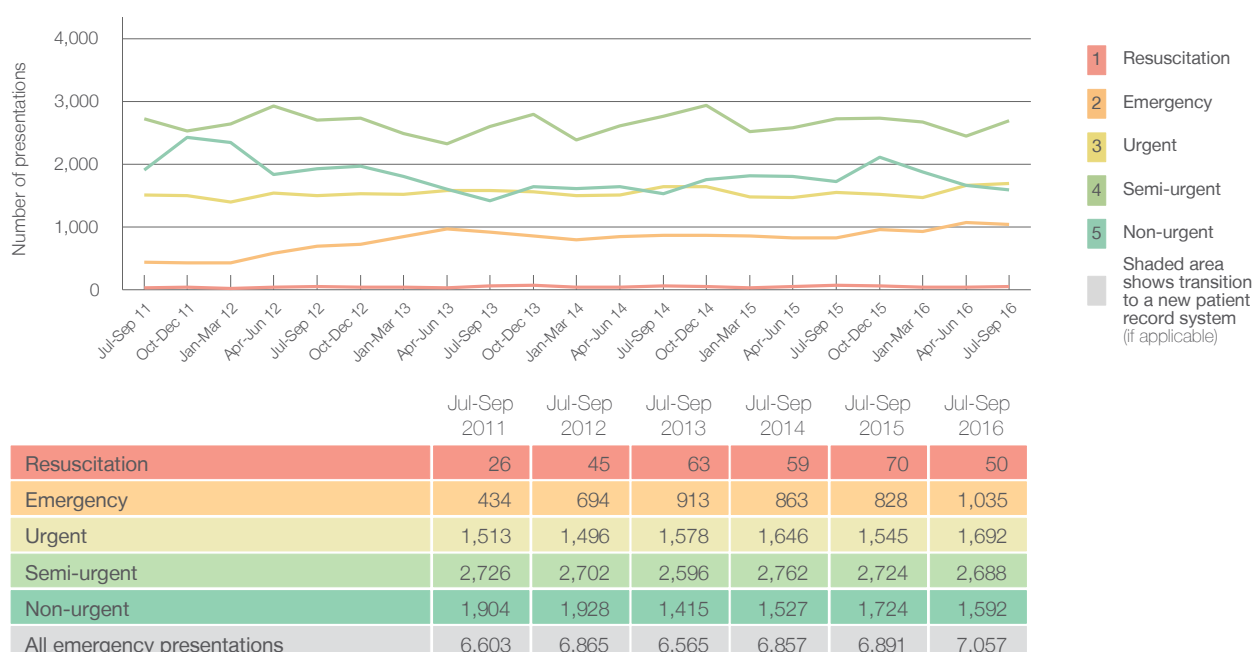
July to September 2016

All presentations:¹ 7,136 patients

Emergency presentations² by triage category: 7,057 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Orange Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,397 patients

ED Transfer of care time



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

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

Orange Health Service: Time patients waited to start treatment, triage 2

July to September 2016

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

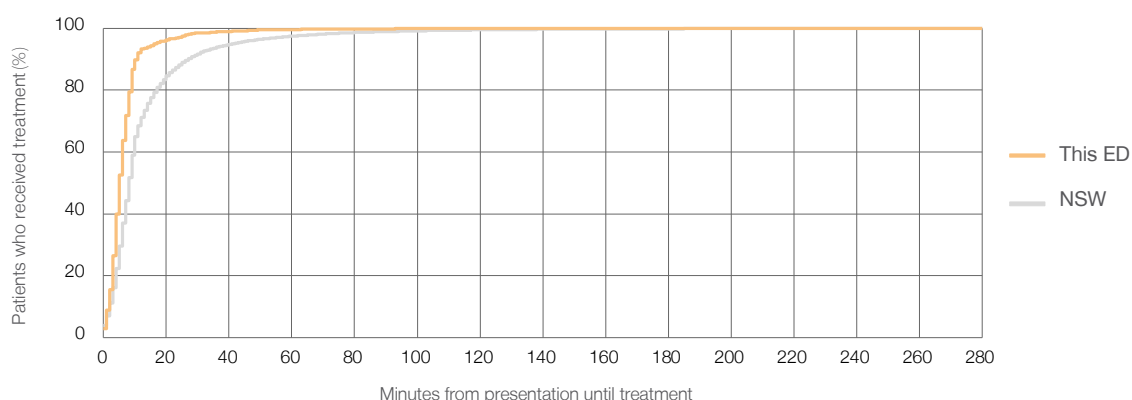
Number of triage 2 patients: 1,035

Number of triage 2 patients used to calculate waiting time: ³ 1,031

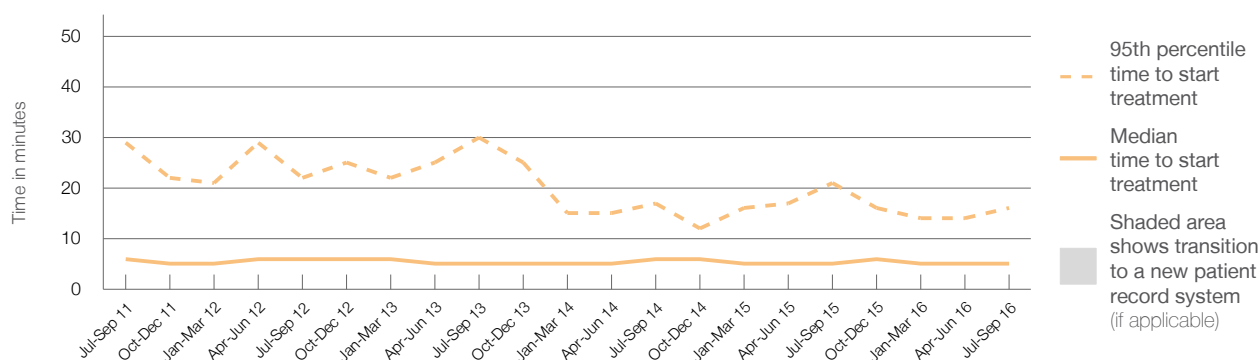
Median time to start treatment ⁴ 5 minutes
95th percentile time to start treatment ⁵ 16 minutes

Same period last year	NSW (this period)
828	
827	
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	5	6	5	5
95th percentile time to start treatment ⁵ (minutes)	29	22	30	17	21	16

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

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

Orange Health Service: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,692

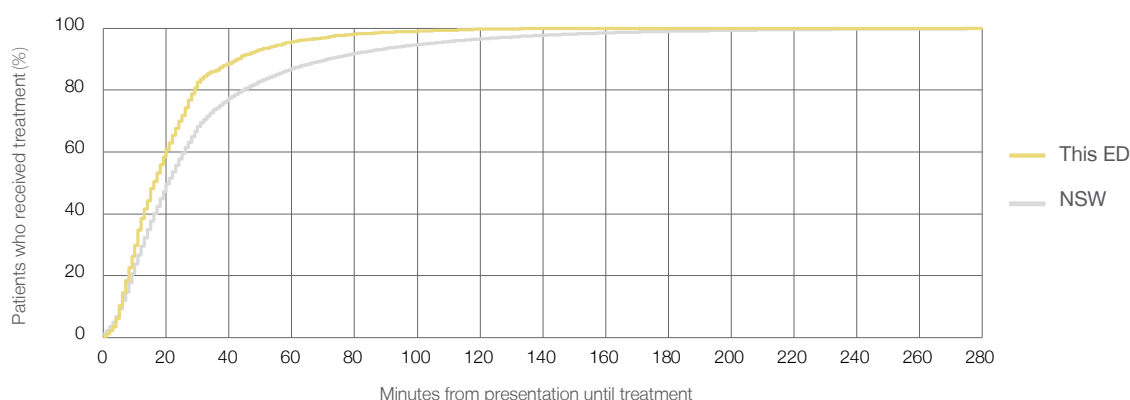
Number of triage 3 patients used to calculate waiting time: ³ 1,674

Median time to start treatment ⁴ 16 minutes

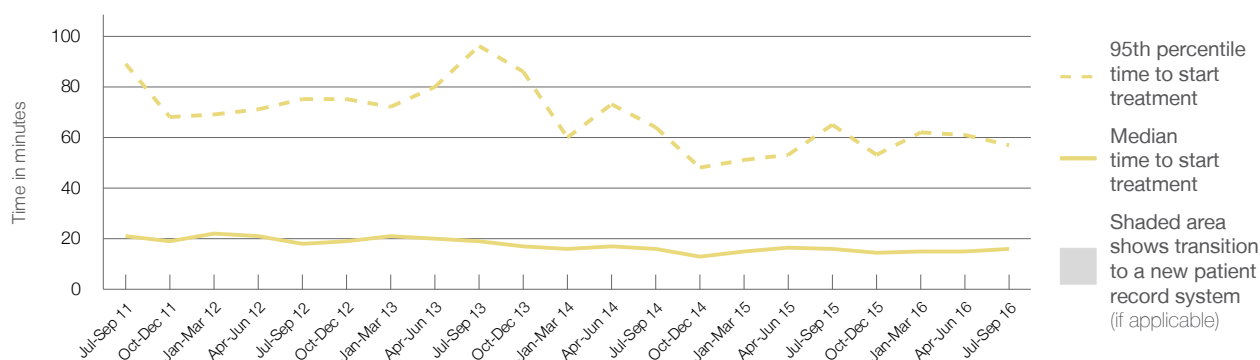
95th percentile time to start treatment ⁵ 57 minutes

Same period last year	NSW (this period)
1,545	
1,536	
16 minutes	21 minutes
65 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	18	19	16	16	16
95th percentile time to start treatment ⁵ (minutes)	89	75	96	64	65	57

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,688

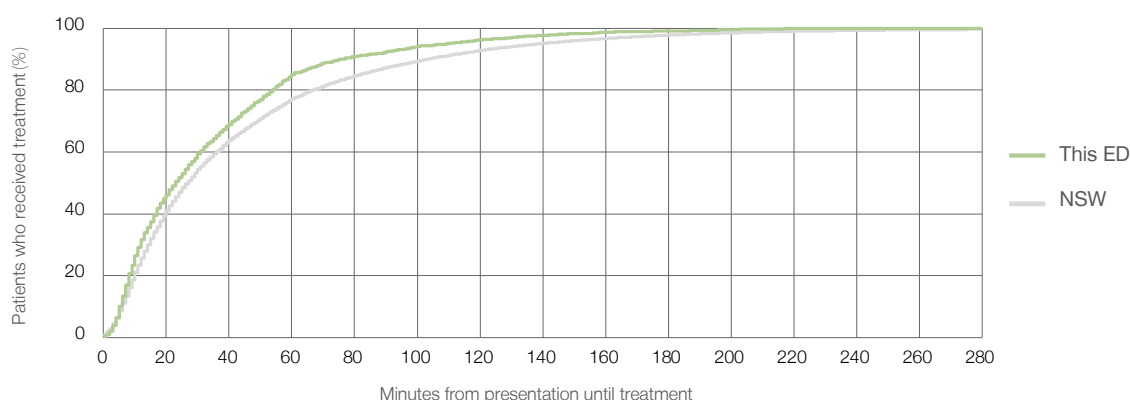
Number of triage 4 patients used to calculate waiting time: ³ 2,595

Median time to start treatment ⁴ 23 minutes

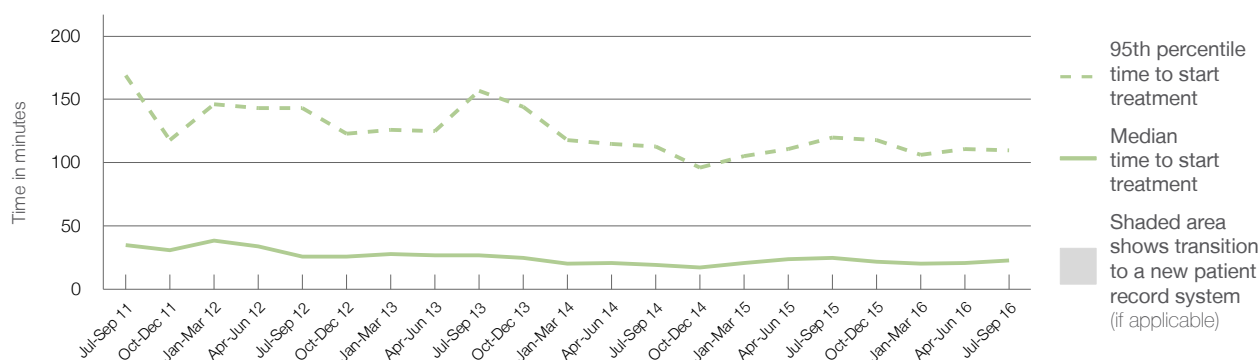
95th percentile time to start treatment ⁵ 110 minutes

Same period last year	NSW (this period)
2,724	
2,627	
25 minutes	27 minutes
120 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	26	27	19	25	23
95th percentile time to start treatment ⁵ (minutes)	169	143	157	113	120	110

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,592

Number of triage 5 patients used to calculate waiting time: ³ 1,505

Median time to start treatment ⁴

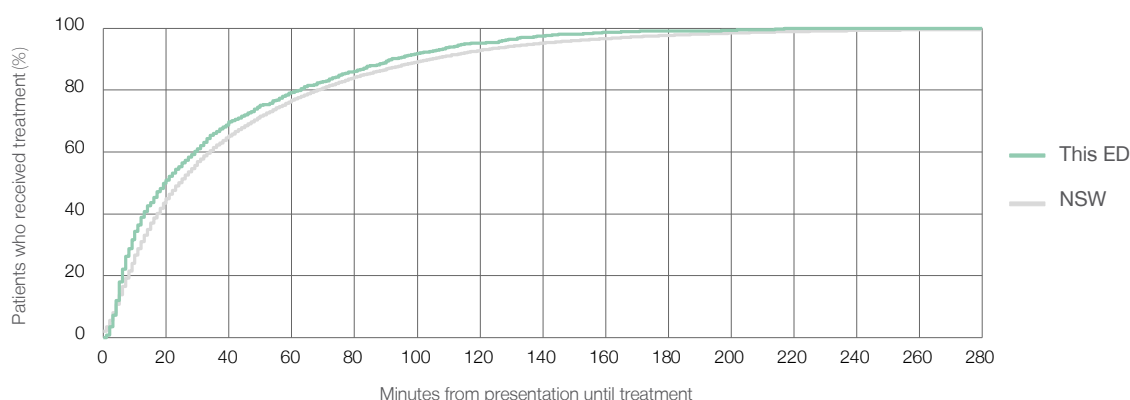
20 minutes

95th percentile time to start treatment ⁵

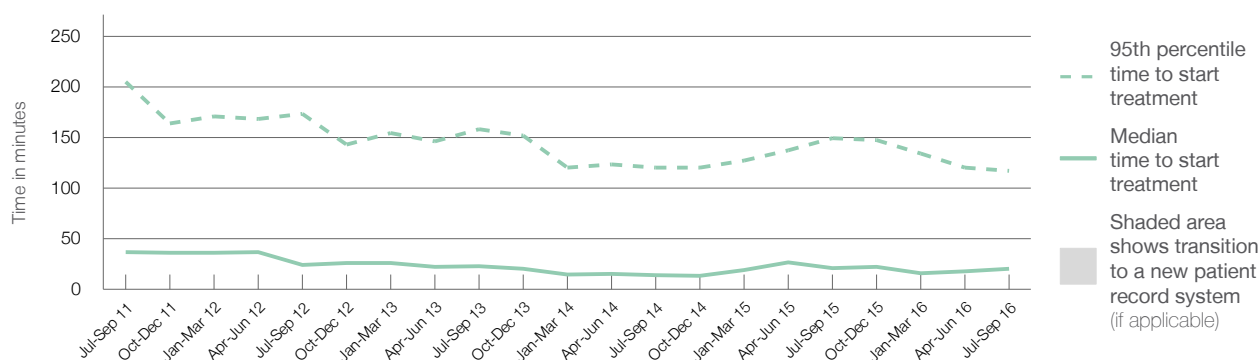
117 minutes

Same period last year	NSW (this period)
1,724	
1,577	
21 minutes	24 minutes
149 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	24	23	14	21	20
95th percentile time to start treatment ⁵ (minutes)	205	173	158	120	149	117

(†) 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.

Orange Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,136 patients

Presentations used to calculate time to leaving the ED:⁶ 7,133 patients

Median time spent in the ED⁸

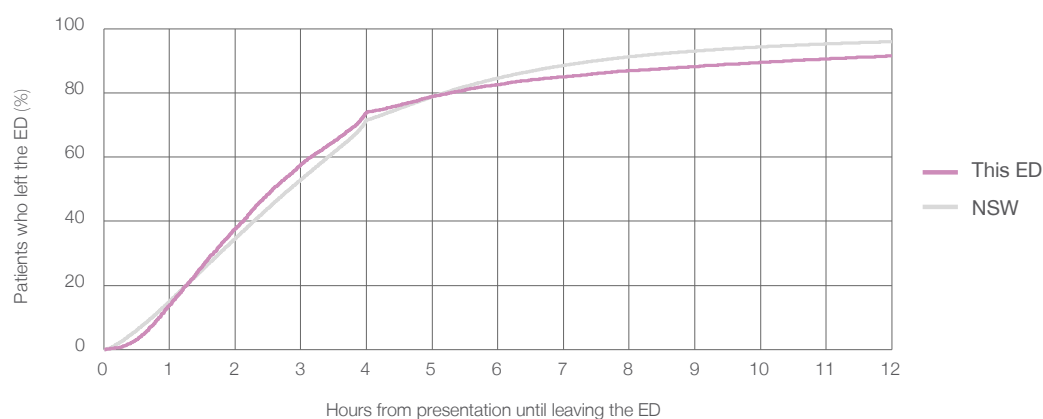
2 hours and 34 minutes

95th percentile time spent in the ED⁹

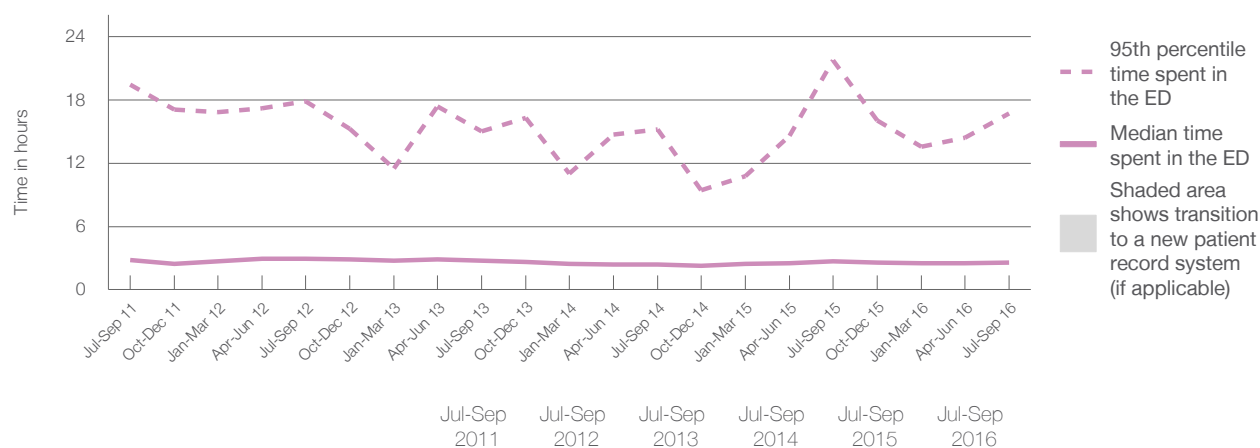
16 hours and 43 minutes

Same period last year	NSW (this period)
6,996	
6,996	
2 hours and 41 minutes	2 hours and 50 minutes
21 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 48m	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 28m	17h 53m	15h 2m	15h 13m	21h 45m	16h 43m

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

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

Orange Health Service: Time patients spent in the ED

By mode of separation

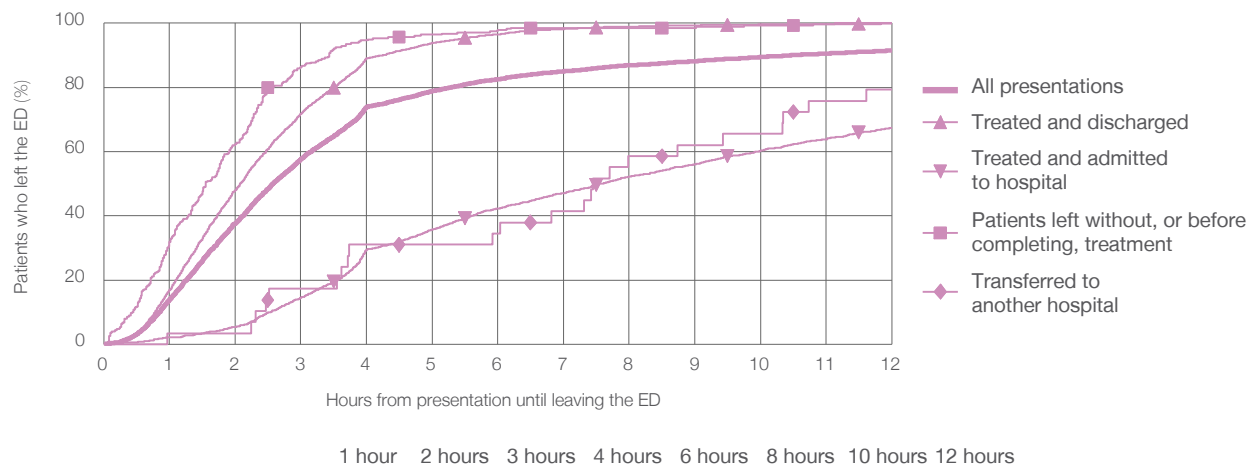
July to September 2016

All presentations:[†] 7,136 patients

Presentations used to calculate time to leaving the ED:[‡] 7,133 patients

		Same period last year	Change since one year ago
Treated and discharged	4,973 (69.7%)	6,996	2.0%
Treated and admitted to hospital	1,814 (25.4%)	4,870	2.1%
Patient left without, or before completing, treatment	279 (3.9%)	1,734	4.6%
Transferred to another hospital	29 (0.4%)	311	-10.3%
Other	41 (0.6%)	53	-45.3%
		28	46.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.0%	48.1%	71.7%	89.0%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.1%	5.4%	14.4%	29.5%	42.3%	52.2%	60.3%	67.4%
Patient left without, or before completing, treatment	31.9%	62.4%	86.4%	94.6%	97.8%	98.6%	99.3%	100%
Transferred to another hospital	3.4%	3.4%	17.2%	31.0%	34.5%	58.6%	65.5%	79.3%
All presentations	13.9%	37.7%	57.6%	73.9%	82.5%	86.9%	89.5%	91.5%

(†) 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.

Orange Health Service: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,136 patients

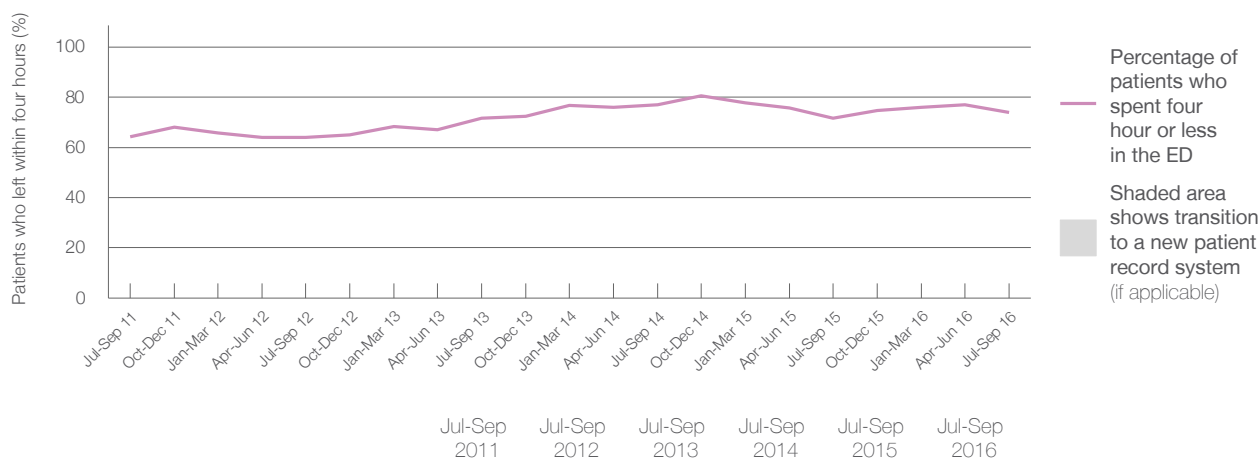
Presentations used to calculate time to leaving the ED: ⁶ 7,133 patients

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



Same period last year	Change since one year ago
6,996	2.0%
6,996	2.0%
71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	64.3%	64.0%	71.7%	77.0%	71.6%	73.9%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,358 patients

Emergency presentations:² 8,122 patients

Same period last year	Change since one year ago
8,020	4.2%
7,788	4.3%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,220 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,341 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,135 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,216	
10 minutes	8 minutes
32 minutes	41 minutes
3,506	
20 minutes	21 minutes
81 minutes	103 minutes
2,796	
24 minutes	27 minutes
112 minutes	139 minutes
230	
18 minutes	24 minutes
110 minutes	138 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,353 patients

Percentage of patients who spent four hours or less in the ED 68.8%

Same period last year	Change since one year ago
8,020	4.2%
71.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

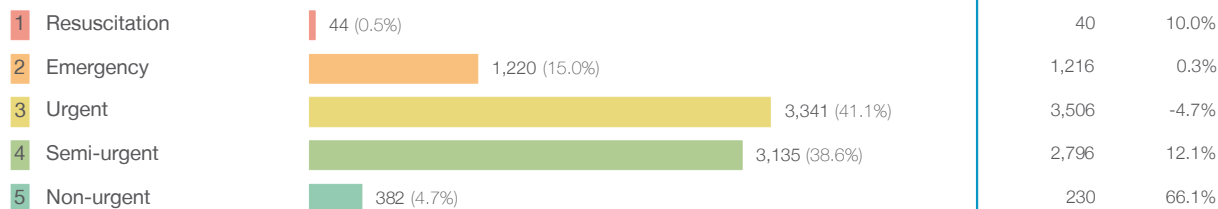
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Port Macquarie Base Hospital: Patients presenting to the emergency department

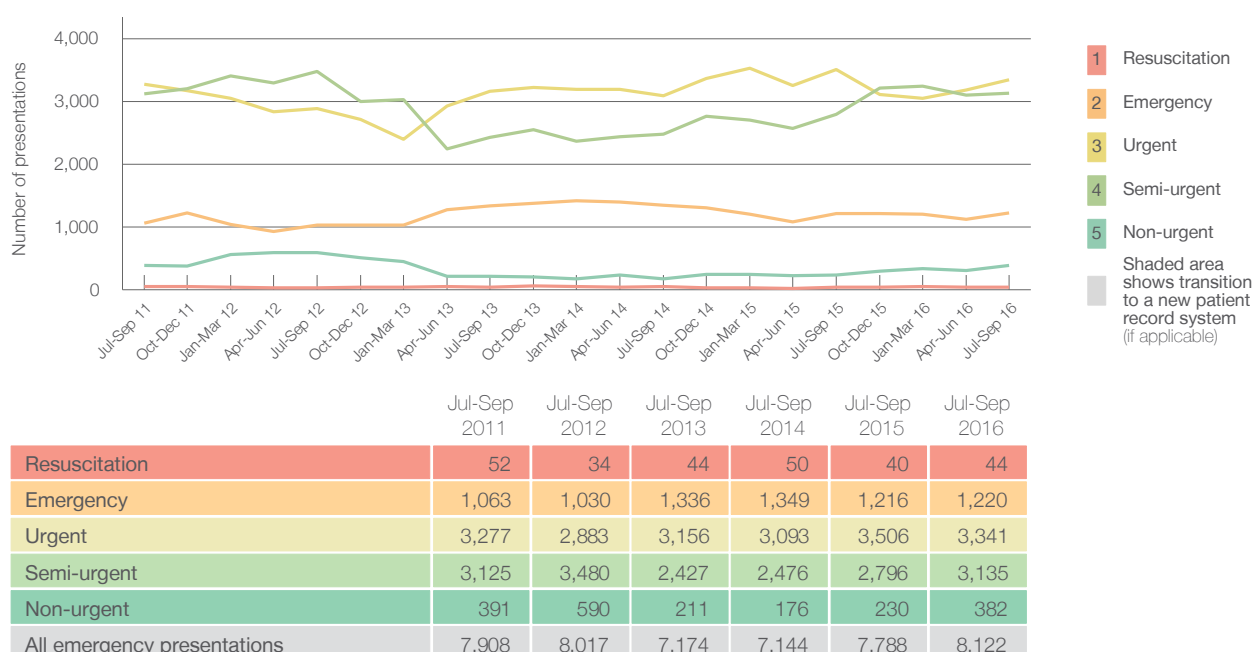
July to September 2016

All presentations:¹ 8,358 patients

Emergency presentations² by triage category: 8,122 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,982 patients

ED Transfer of care time



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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,220

Number of triage 2 patients used to calculate waiting time: ³ 1,219

Median time to start treatment ⁴

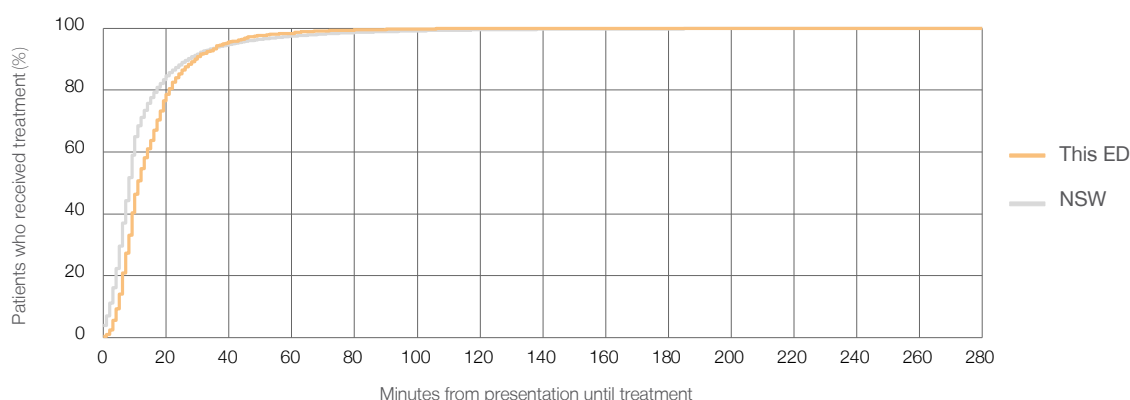
11 minutes

95th percentile time to start treatment ⁵

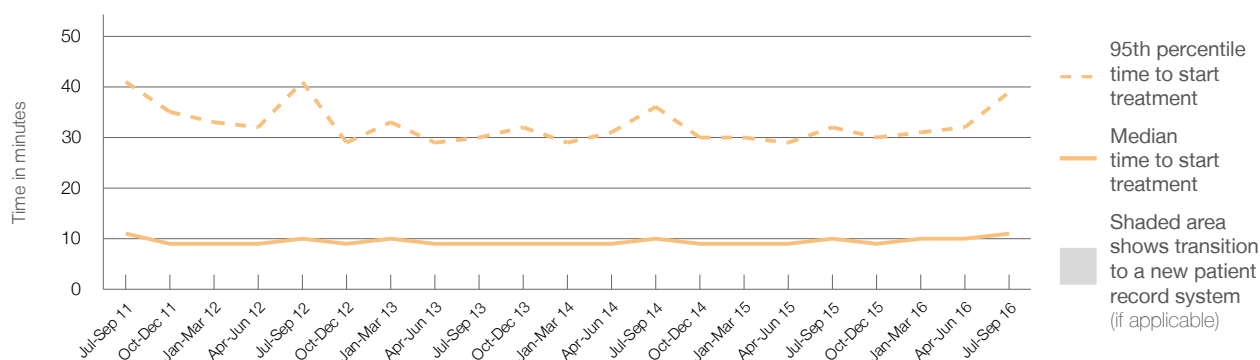
39 minutes

Same period last year	NSW (this period)
1,216	
1,211	
10 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	10	9	10	10	11
95th percentile time to start treatment ⁵ (minutes)	41	41	30	36	32	39

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,341

Number of triage 3 patients used to calculate waiting time: ³ 3,274

Median time to start treatment ⁴

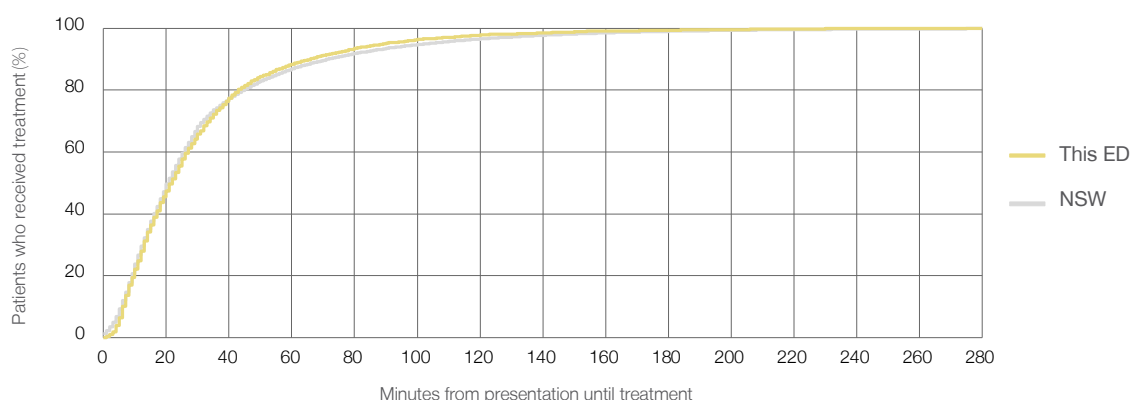
22 minutes

95th percentile time to start treatment ⁵

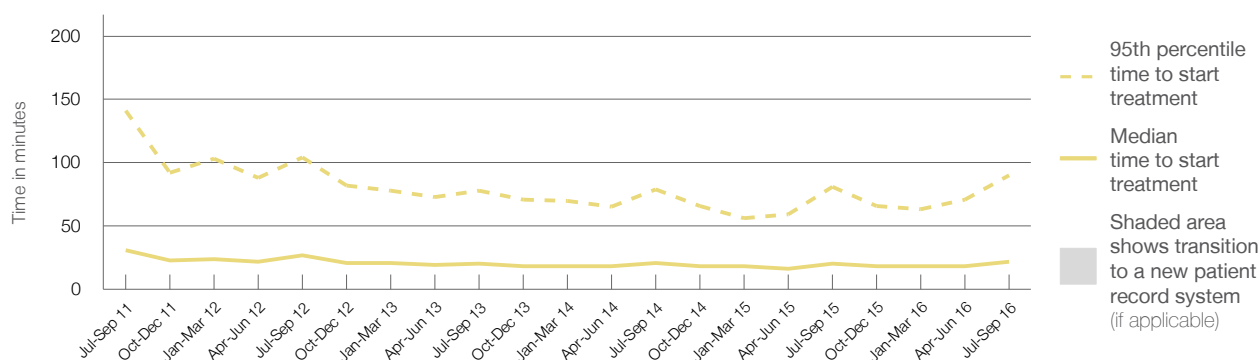
90 minutes

Same period last year	NSW (this period)
3,506	
3,399	
20 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	27	20	21	20	22
95th percentile time to start treatment ⁵ (minutes)	141	104	78	79	81	90

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,135

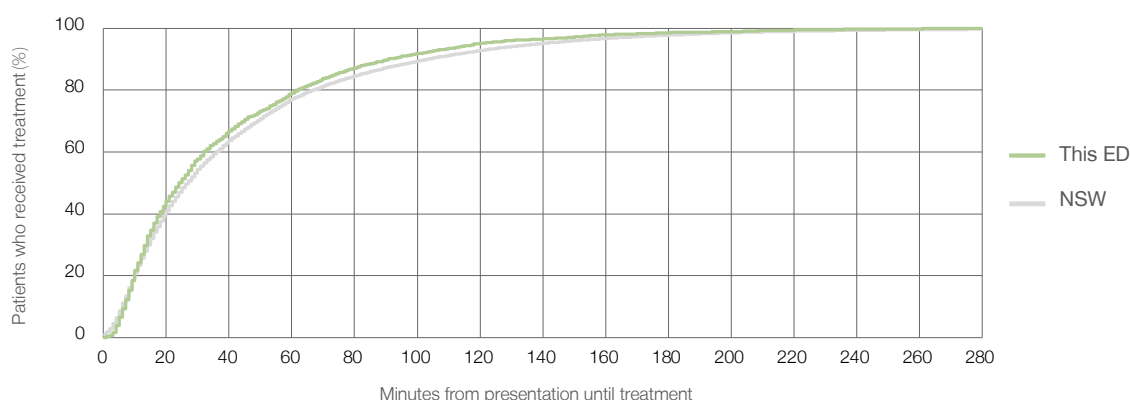
Number of triage 4 patients used to calculate waiting time: ³ 2,588

Median time to start treatment ⁴ 24 minutes

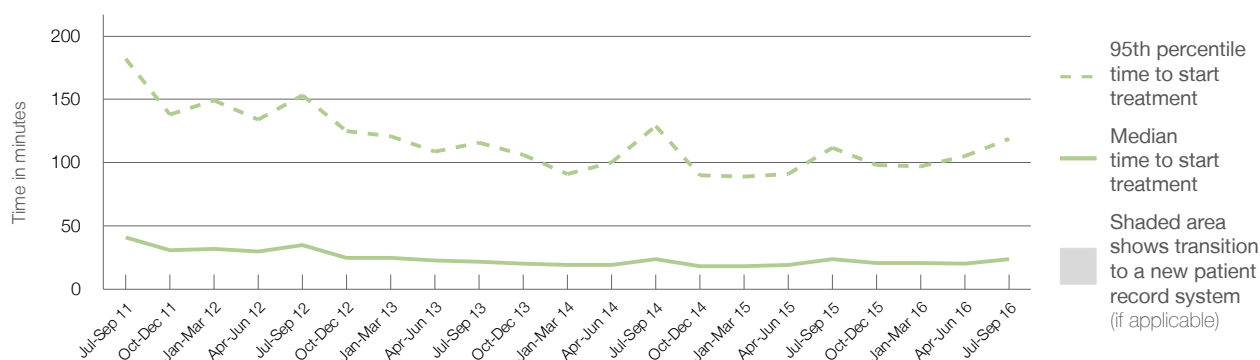
95th percentile time to start treatment ⁵ 119 minutes

Same period last year	NSW (this period)
2,796	
2,276	
24 minutes	27 minutes
112 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	35	22	24	24	24
95th percentile time to start treatment ⁵ (minutes)	182	153	116	129	112	119

(†) 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 382

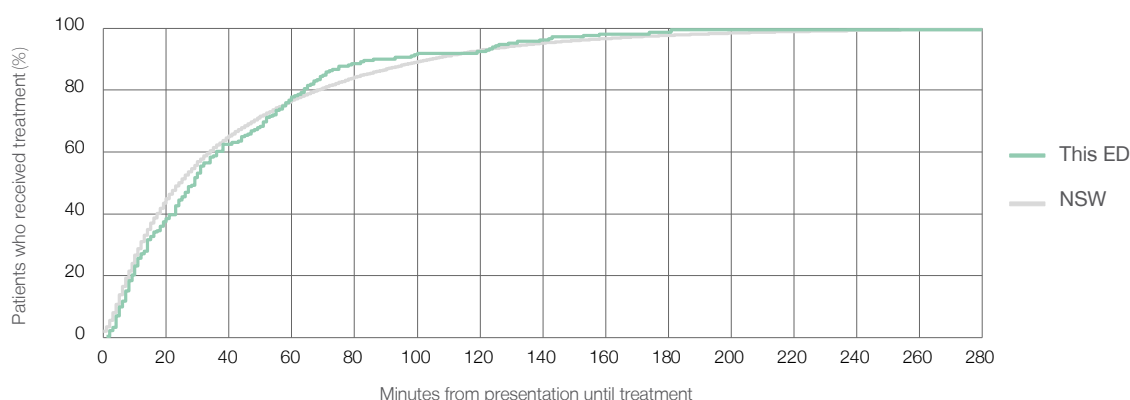
Number of triage 5 patients used to calculate waiting time:³ 211

Median time to start treatment⁴ 29 minutes

95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
230	
136	
18 minutes	24 minutes
110 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	39	16	24	18	29
95th percentile time to start treatment ⁵ (minutes)	142	161	160	179	110	129

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,358 patients

Presentations used to calculate time to leaving the ED:⁶ 8,353 patients

Median time spent in the ED⁸

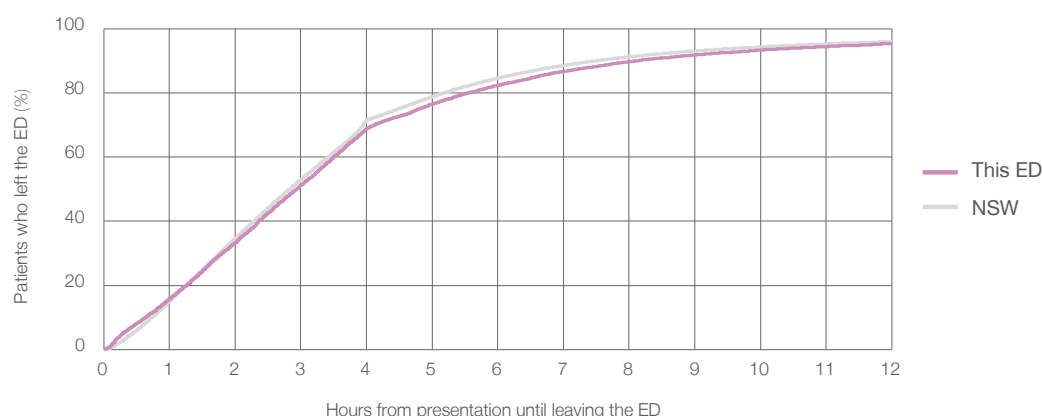
2 hours and 57 minutes

95th percentile time spent in the ED⁹

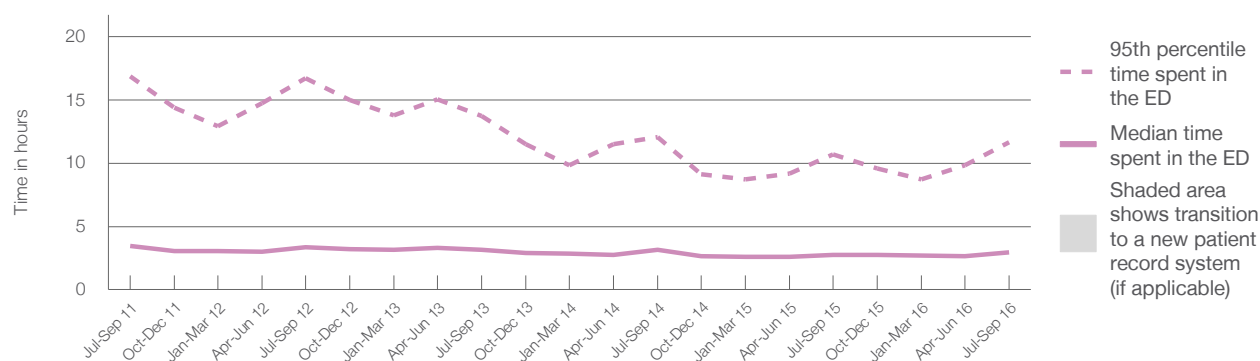
11 hours and 40 minutes

Same period last year	NSW (this period)
8,020	
8,020	
2 hours and 46 minutes	2 hours and 50 minutes
10 hours and 41 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 21m	3h 10m	3h 8m	2h 46m	2h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 53m	16h 42m	13h 43m	12h 2m	10h 41m	11h 40m

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

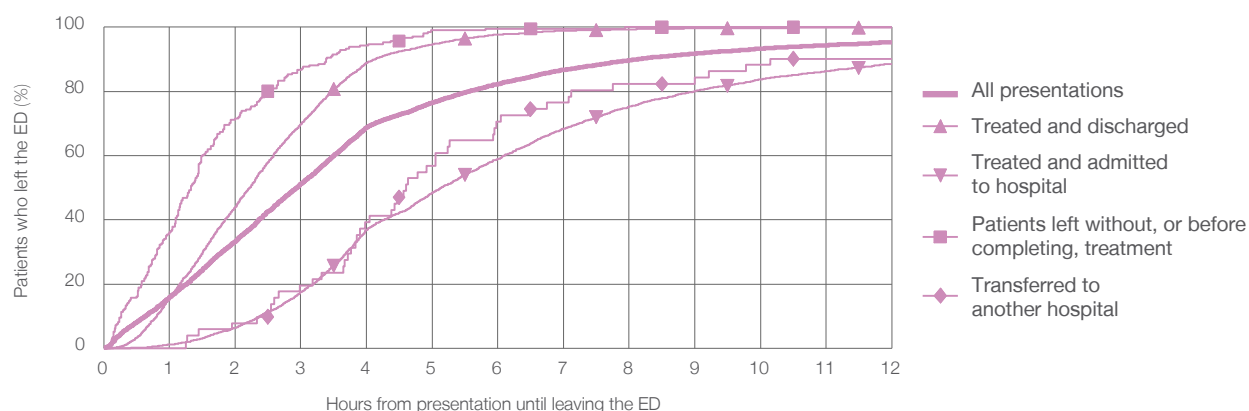
All presentations:[†] 8,358 patients

Presentations used to calculate time to leaving the ED:[‡] 8,353 patients

Treated and discharged	4,179 (50.0%)
Treated and admitted to hospital	3,324 (39.8%)
Patient left without, or before completing, treatment	211 (2.5%)
Transferred to another hospital	51 (0.6%)
Other	593 (7.1%)

Same period last year	Change since one year ago
8,020	4.2%
4,169	0.2%
3,021	10.0%
204	3.4%
61	-16.4%
565	5.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	15.7%	44.0%	69.9%	89.0%	97.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	6.4%	17.5%	36.9%	58.9%	75.3%	83.7%	88.6%
Patient left without, or before completing, treatment	36.0%	71.6%	86.7%	94.3%	99.5%	100%	100%	100%
Transferred to another hospital	0%	7.8%	19.6%	39.2%	70.6%	82.4%	88.2%	90.2%
All presentations	15.9%	33.3%	51.2%	68.8%	82.3%	89.7%	93.3%	95.4%

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

Port Macquarie Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,358 patients

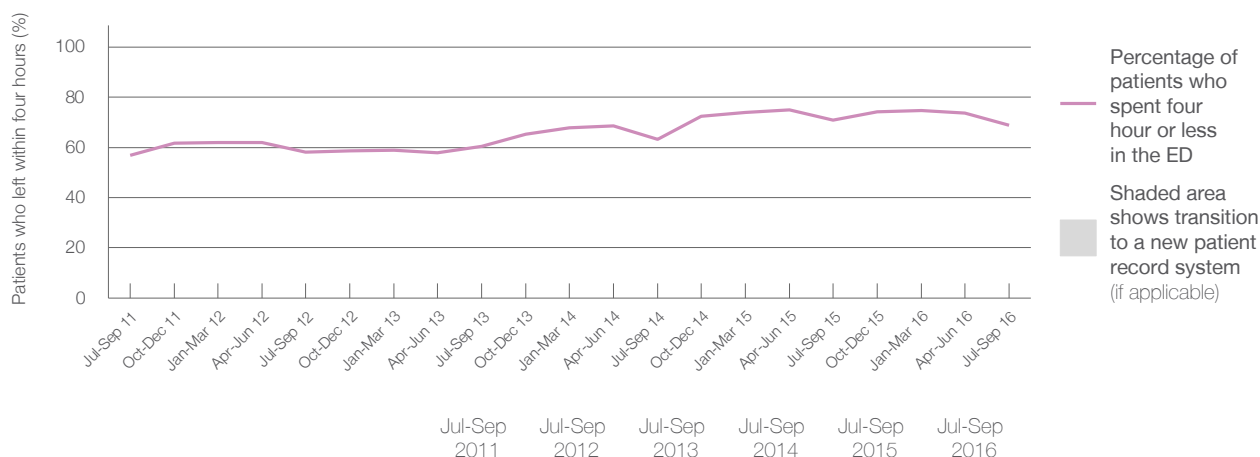
Presentations used to calculate time to leaving the ED: ⁶ 8,353 patients

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



Same period last year	Change since one year ago
8,020	4.2%
8,020	4.2%
71.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	56.8%	58.1%	60.5%	63.3%	71.0%	68.8%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,234 patients

Emergency presentations:² 9,109 patients

Same period last year	Change since one year ago
9,356	-1.3%
9,229	-1.3%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 967 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 56 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,389 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 139 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,900 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 148 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 784 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
621	
11 minutes	8 minutes
54 minutes	41 minutes
2,597	
31 minutes	21 minutes
167 minutes	103 minutes
4,478	
41 minutes	27 minutes
174 minutes	139 minutes
1,491	
38 minutes	24 minutes
155 minutes	138 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,233 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
9,356	-1.3%
67.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

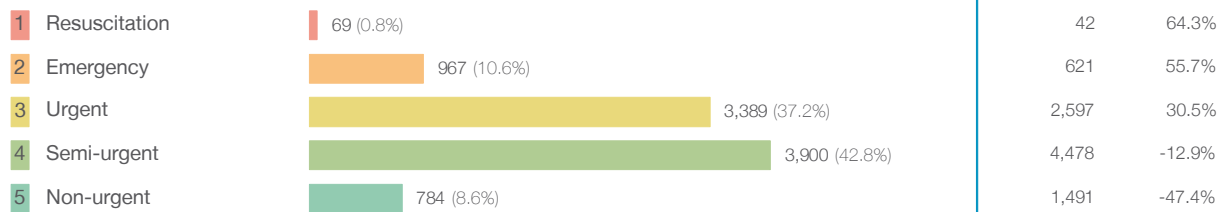
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

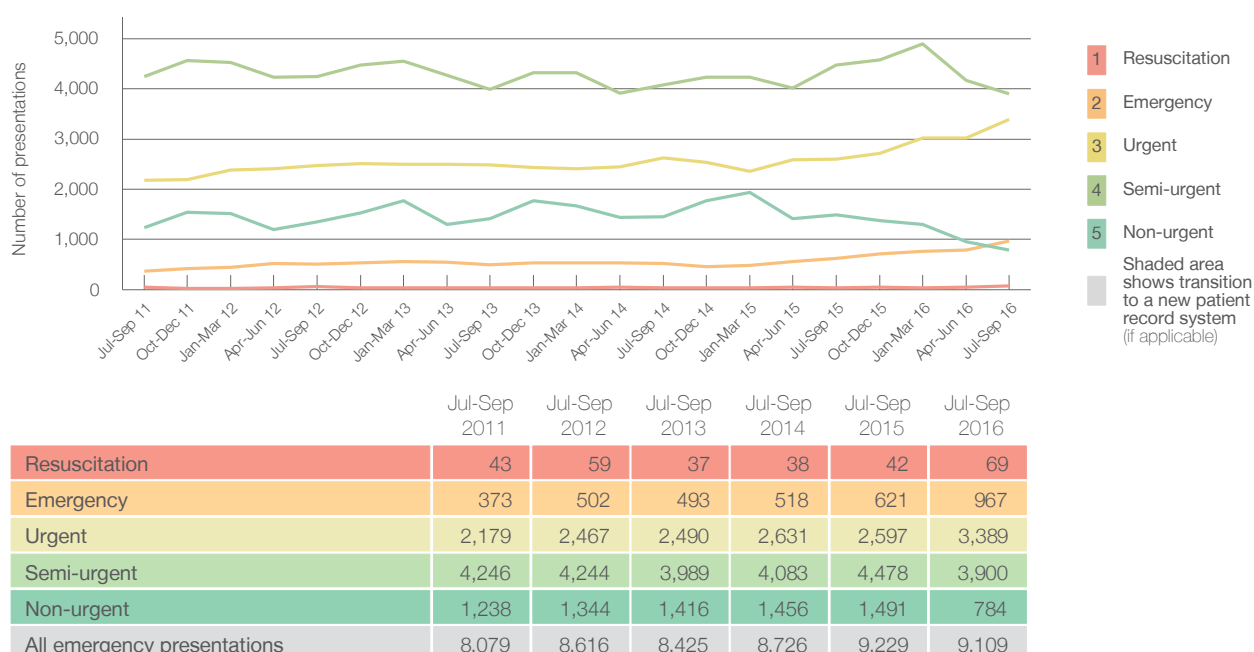
July to September 2016

All presentations:¹ 9,234 patients

Emergency presentations² by triage category: 9,109 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,271 patients

ED Transfer of care time



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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 967

Number of triage 2 patients used to calculate waiting time:³ 967

Median time to start treatment⁴

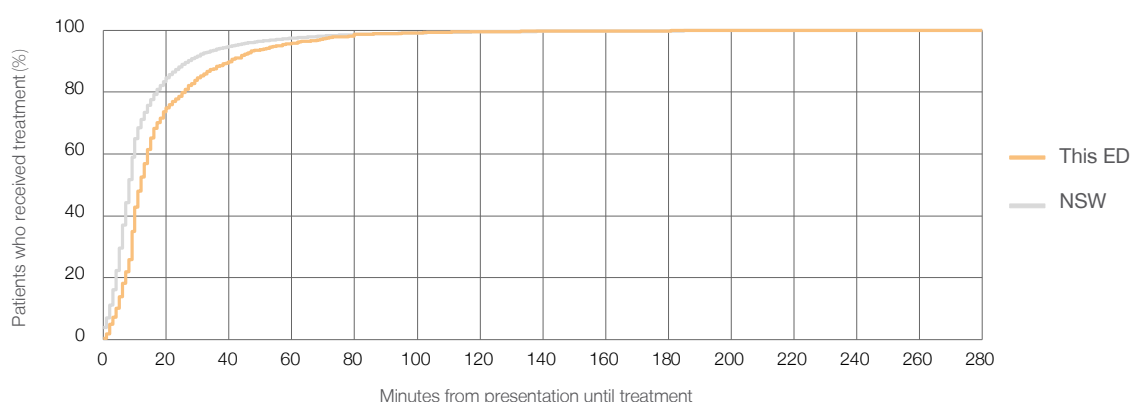
12 minutes

95th percentile time to start treatment⁵

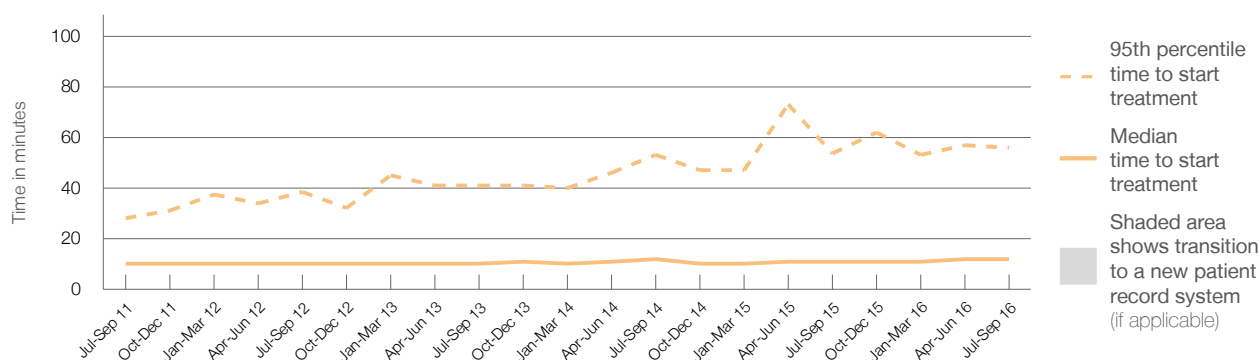
56 minutes

Same period last year	NSW (this period)
621	
620	
11 minutes	8 minutes
54 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	10	12	11	12
95th percentile time to start treatment ⁵ (minutes)	28	39	41	53	54	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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,389

Number of triage 3 patients used to calculate waiting time: ³ 3,327

Median time to start treatment ⁴

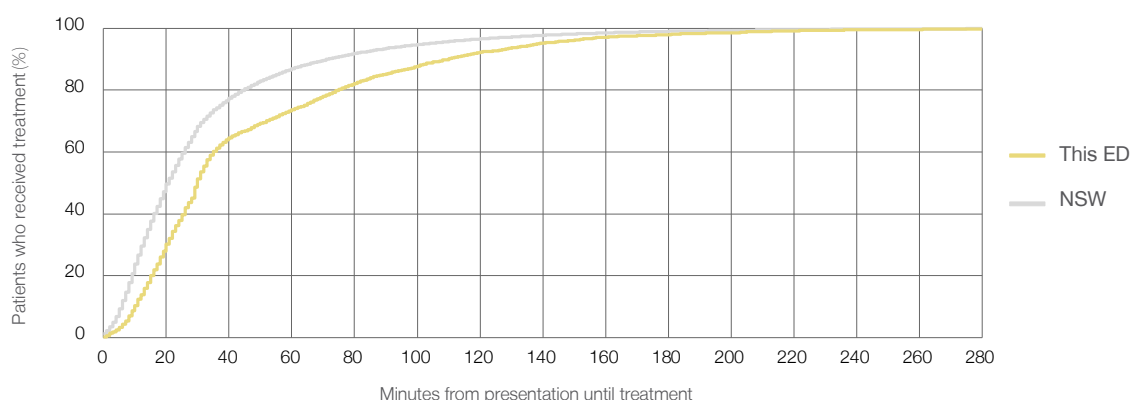
30 minutes

95th percentile time to start treatment ⁵

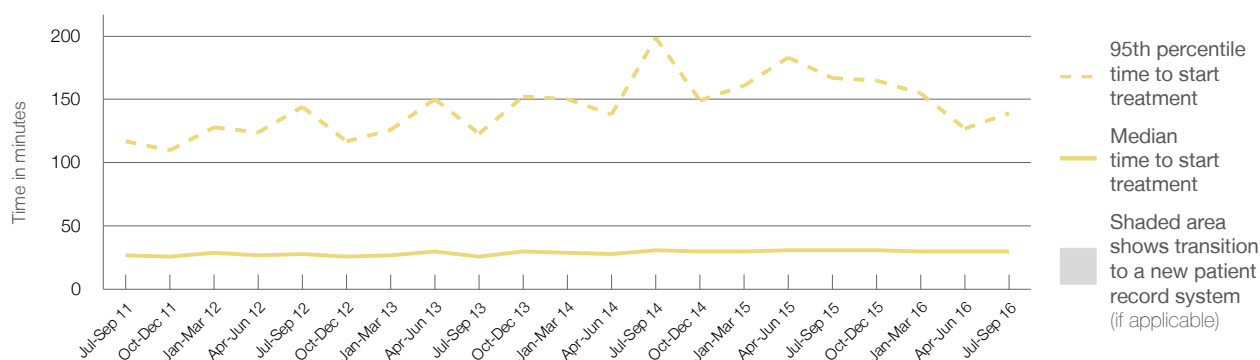
139 minutes

Same period last year	NSW (this period)
2,597	
2,542	
31 minutes	21 minutes
167 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	28	26	31	31	30
95th percentile time to start treatment ⁵ (minutes)	117	144	123	199	167	139

(†) 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.

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,900

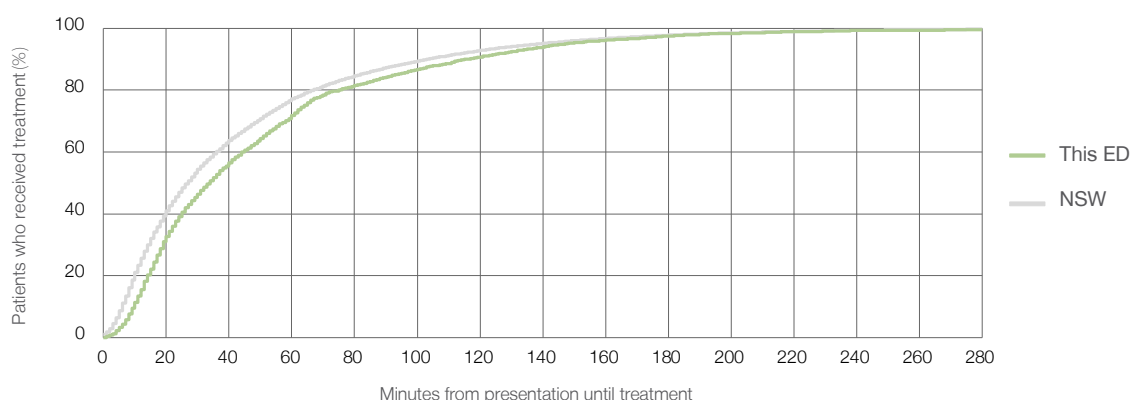
Number of triage 4 patients used to calculate waiting time: ³ 3,703

Median time to start treatment ⁴ 34 minutes

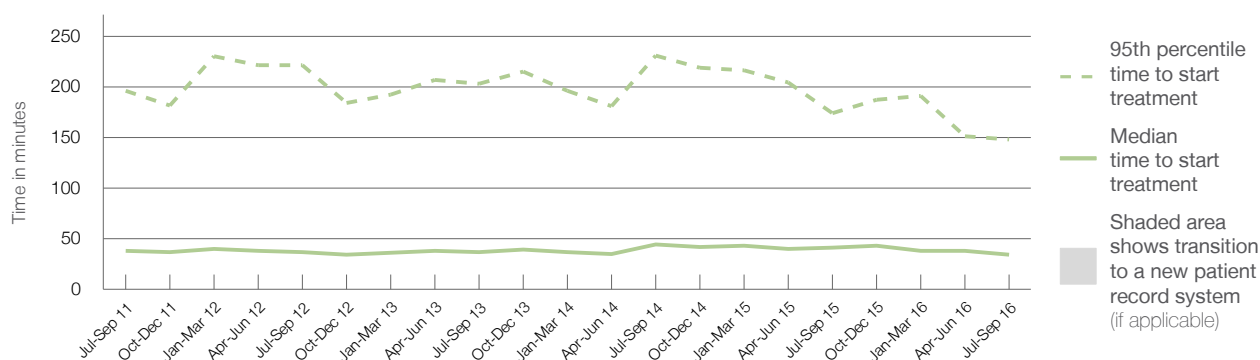
95th percentile time to start treatment ⁵ 148 minutes

Same period last year	NSW (this period)
4,478	
4,178	
41 minutes	27 minutes
174 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	37	37	44	41	34
95th percentile time to start treatment ⁵ (minutes)	196	221	203	231	174	148

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 784

Number of triage 5 patients used to calculate waiting time:³ 729

Median time to start treatment⁴

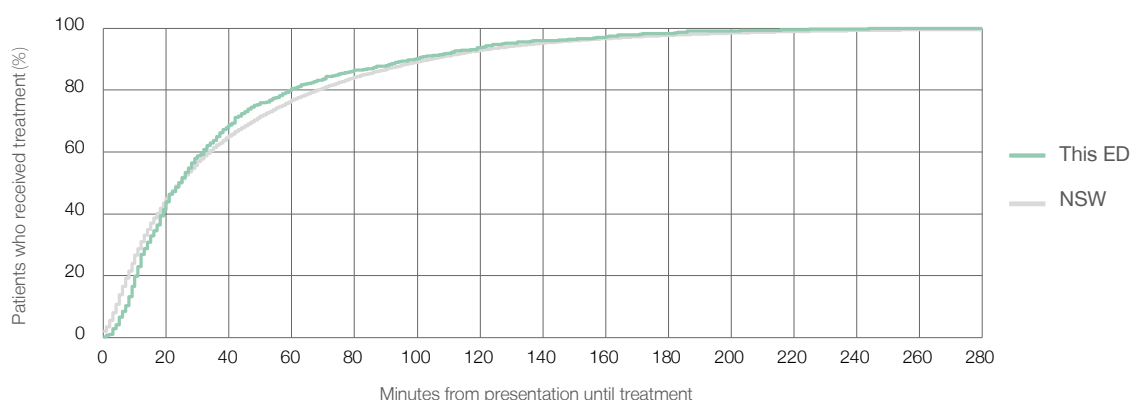
24 minutes

95th percentile time to start treatment⁵

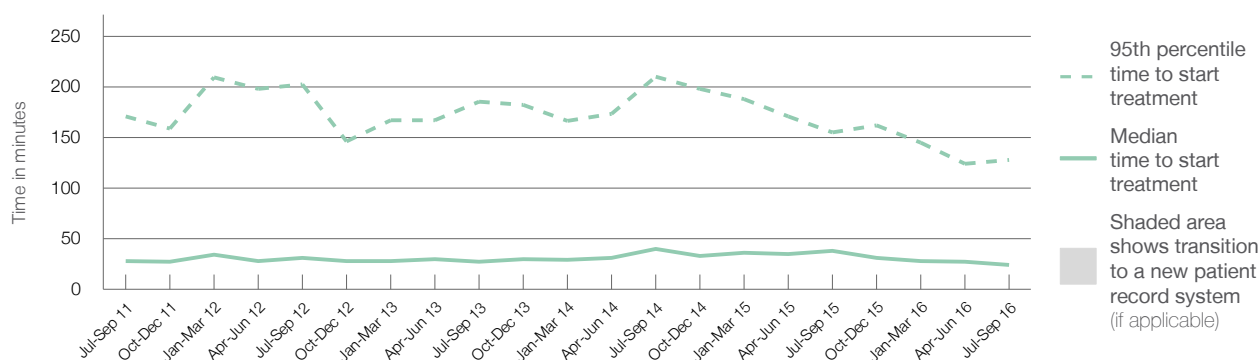
128 minutes

Same period last year	NSW (this period)
1,491	
1,313	
38 minutes	24 minutes
155 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	31	27	40	38	24
95th percentile time to start treatment ⁵ (minutes)	171	202	185	210	155	128

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,234 patients

Presentations used to calculate time to leaving the ED:⁶ 9,233 patients

Median time spent in the ED⁸

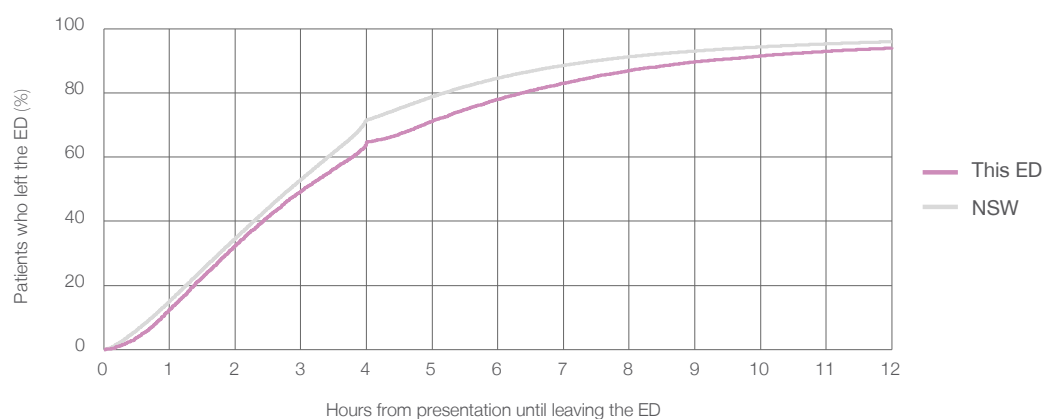
3 hours and 3 minutes

95th percentile time spent in the ED⁹

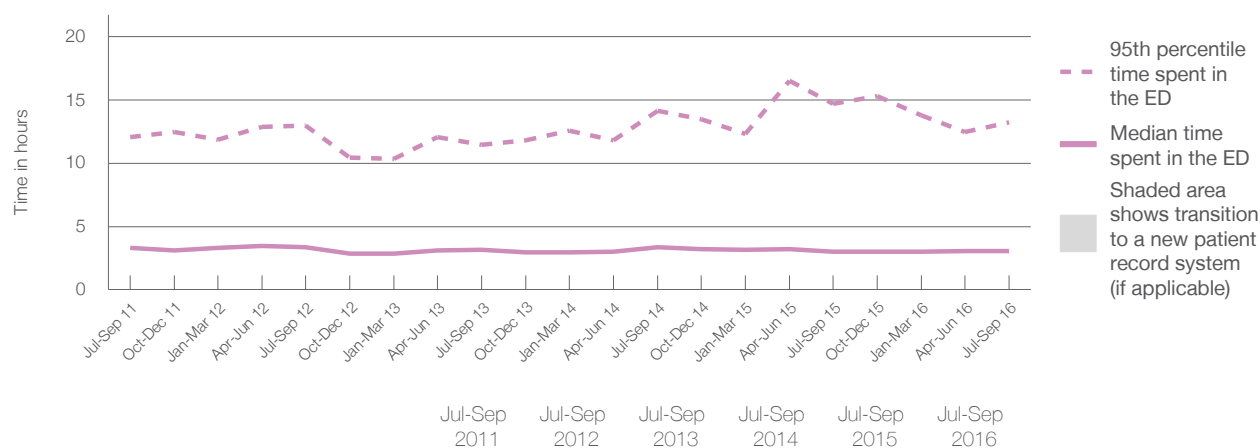
13 hours and 12 minutes

Same period last year	NSW (this period)
9,356	
9,356	
2 hours and 59 minutes	2 hours and 50 minutes
14 hours and 40 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 18m	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 2m	12h 57m	11h 27m	14h 7m	14h 40m	13h 12m

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

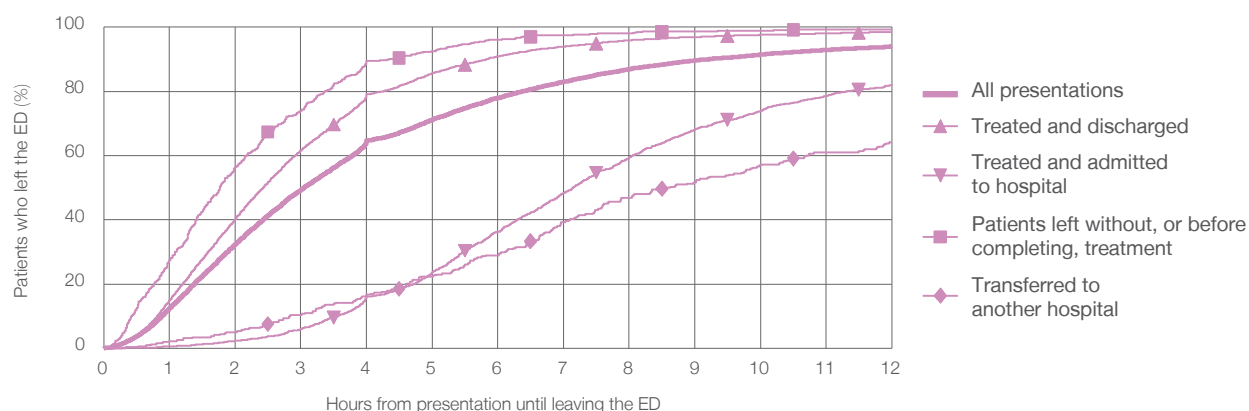
All presentations:[†] 9,234 patients

Presentations used to calculate time to leaving the ED:[‡] 9,233 patients

Treated and discharged	6,498 (70.4%)
Treated and admitted to hospital	1,882 (20.4%)
Patient left without, or before completing, treatment	503 (5.4%)
Transferred to another hospital	318 (3.4%)
Other	33 (0.4%)

Same period last year	Change since one year ago
9,356	-1.3%
6,608	-1.7%
1,512	24.5%
885	-43.2%
303	5.0%
48	-31.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	14.9%	40.3%	61.7%	79.1%	90.9%	96.0%	97.6%	98.5%
Treated and admitted to hospital	0.6%	2.3%	5.9%	16.1%	36.3%	59.4%	74.0%	82.1%
Patient left without, or before completing, treatment	27.4%	56.5%	74.0%	89.5%	96.0%	98.0%	98.8%	99.2%
Transferred to another hospital	2.2%	5.0%	10.4%	16.7%	28.9%	46.9%	56.9%	64.2%
All presentations	12.5%	32.4%	49.3%	64.7%	77.9%	86.9%	91.5%	94.0%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,234 patients

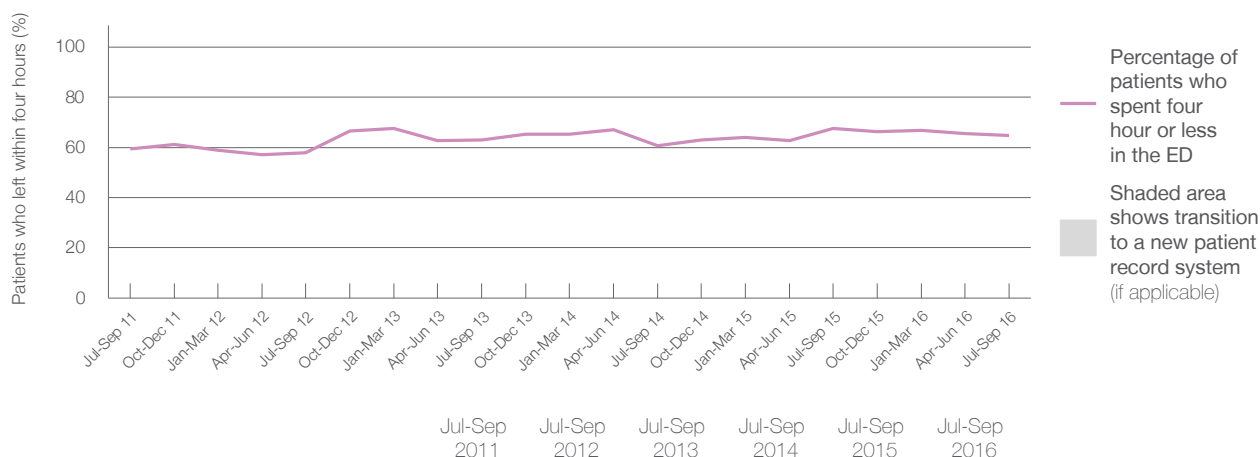
Presentations used to calculate time to leaving the ED: ⁶ 9,233 patients

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



Same period last year	Change since one year ago
9,356	-1.3%
9,356	-1.3%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	59.5%	57.8%	63.0%	60.8%	67.6%	64.7%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Sutherland Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations:² 12,367 patients

Same period last year	Change since one year ago
12,480	-0.1%
12,373	-0.0%

Sutherland Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,669 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,010 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 925 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,783	
15 minutes	8 minutes
44 minutes	41 minutes
5,029	
30 minutes	21 minutes
90 minutes	103 minutes
4,582	
32 minutes	27 minutes
105 minutes	139 minutes
919	
29 minutes	24 minutes
118 minutes	138 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,459 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,480	-0.2%
68.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

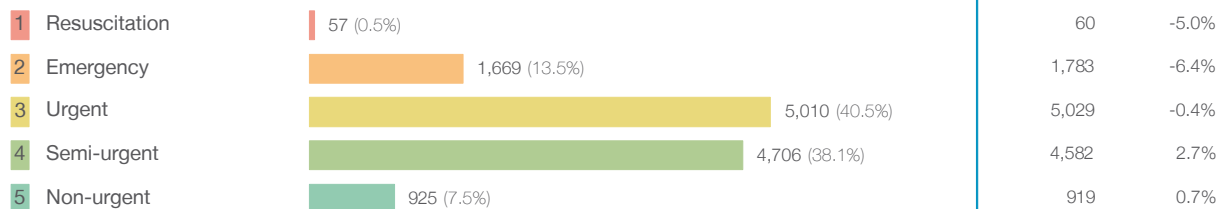
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sutherland Hospital: Patients presenting to the emergency department

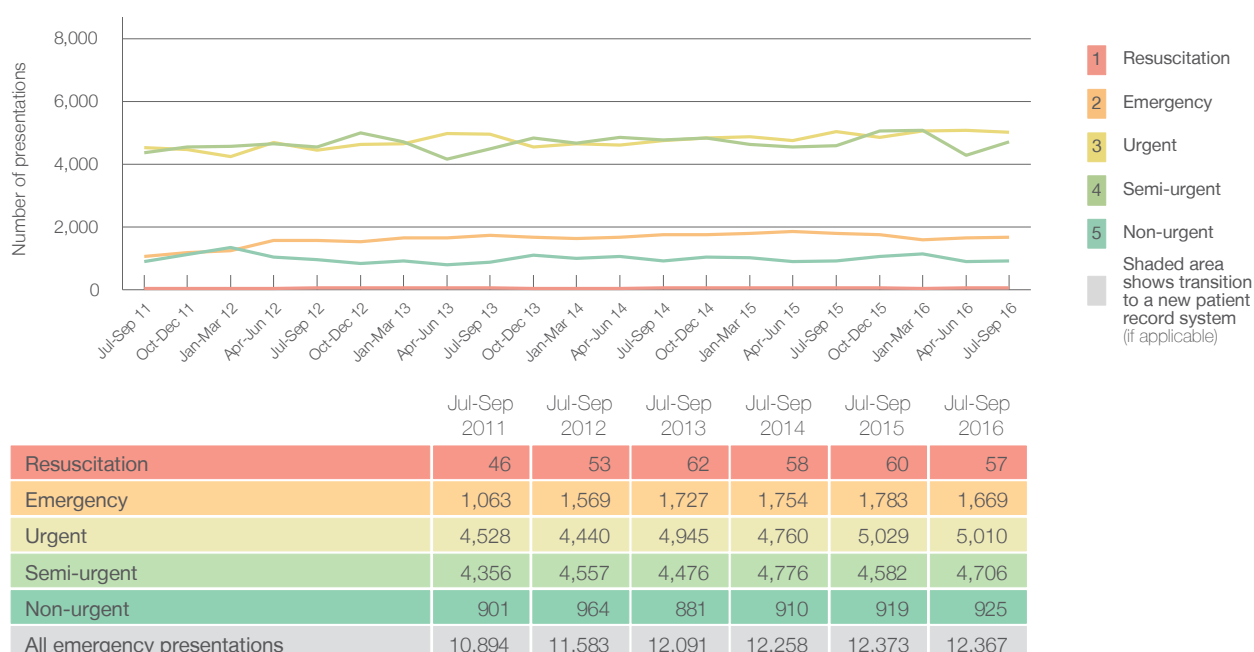
July to September 2016

All presentations:¹ 12,462 patients

Emergency presentations² by triage category: 12,367 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Sutherland Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,455 patients

ED Transfer of care time



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

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

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

July to September 2016

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

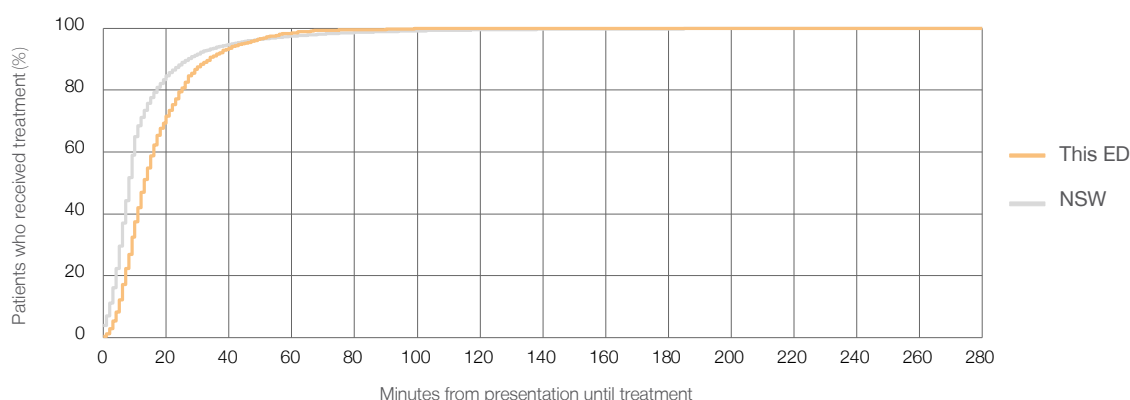
Number of triage 2 patients: 1,669

Number of triage 2 patients used to calculate waiting time: ³ 1,666

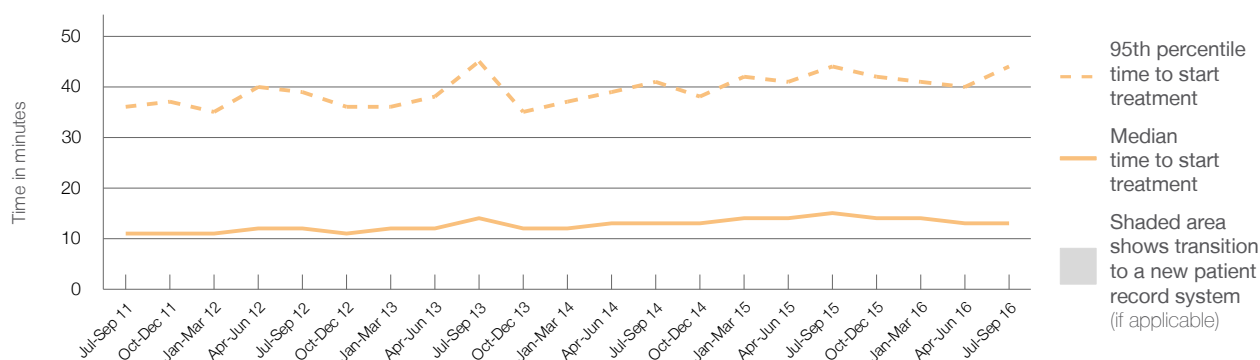
Median time to start treatment ⁴ 13 minutes
95th percentile time to start treatment ⁵ 44 minutes

Same period last year	NSW (this period)
1,783	
1,782	
15 minutes	8 minutes
44 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	12	14	13	15	13
95th percentile time to start treatment ⁵ (minutes)	36	39	45	41	44	44

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 5,010

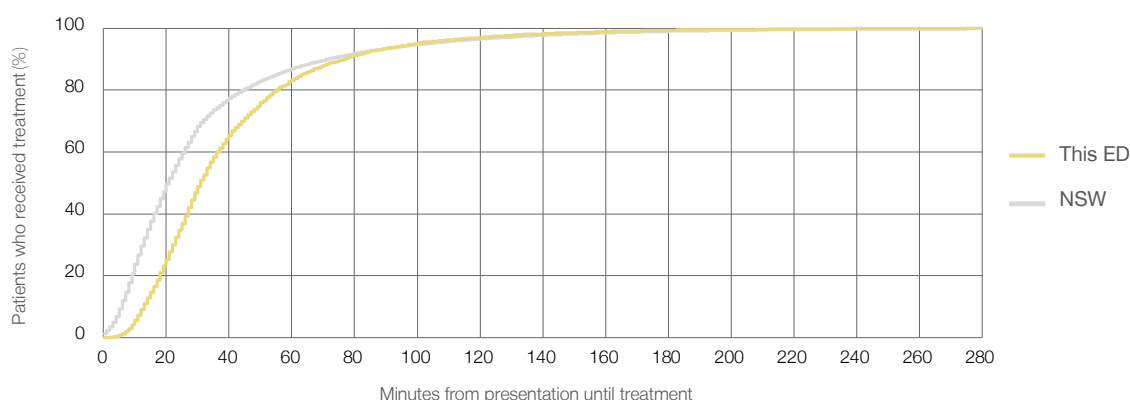
Number of triage 3 patients used to calculate waiting time: ³ 4,945

Median time to start treatment ⁴ 31 minutes

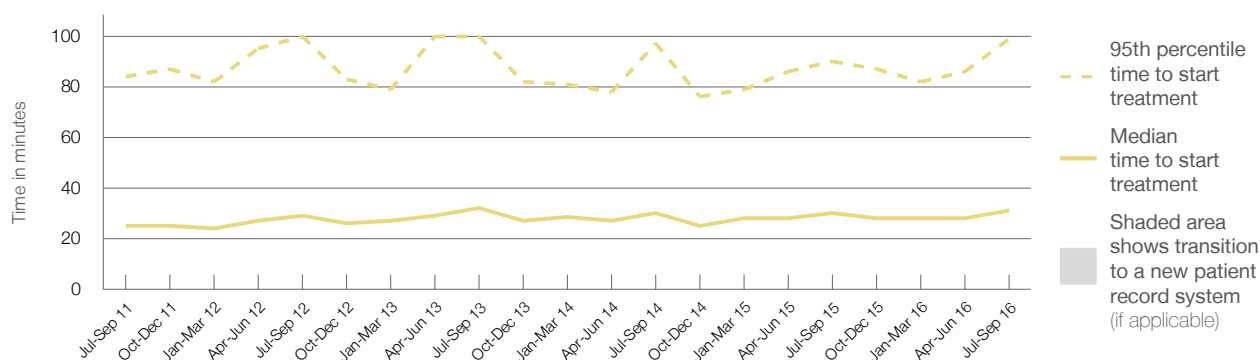
95th percentile time to start treatment ⁵ 99 minutes

Same period last year	NSW (this period)
5,029	
4,972	
30 minutes	21 minutes
90 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	29	32	30	30	31
95th percentile time to start treatment ⁵ (minutes)	84	100	100	97	90	99

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 4,706

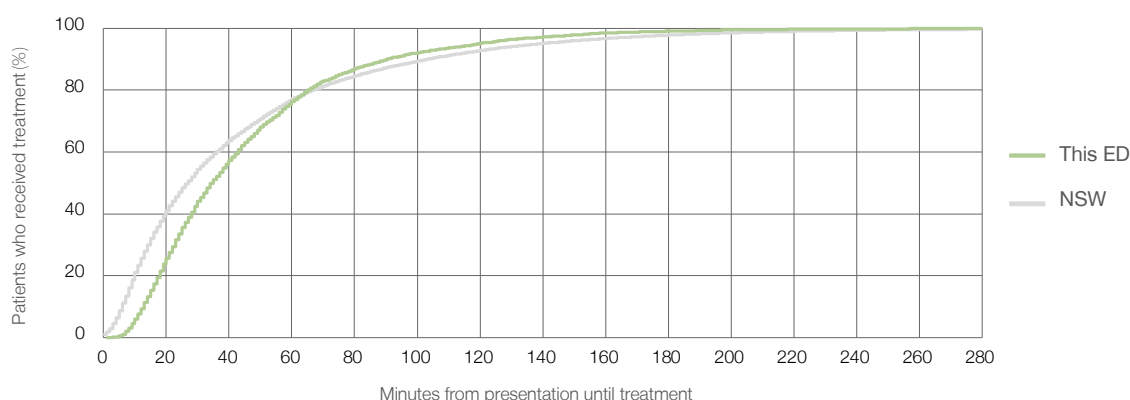
Number of triage 4 patients used to calculate waiting time: ³ 4,586

Median time to start treatment ⁴ 35 minutes

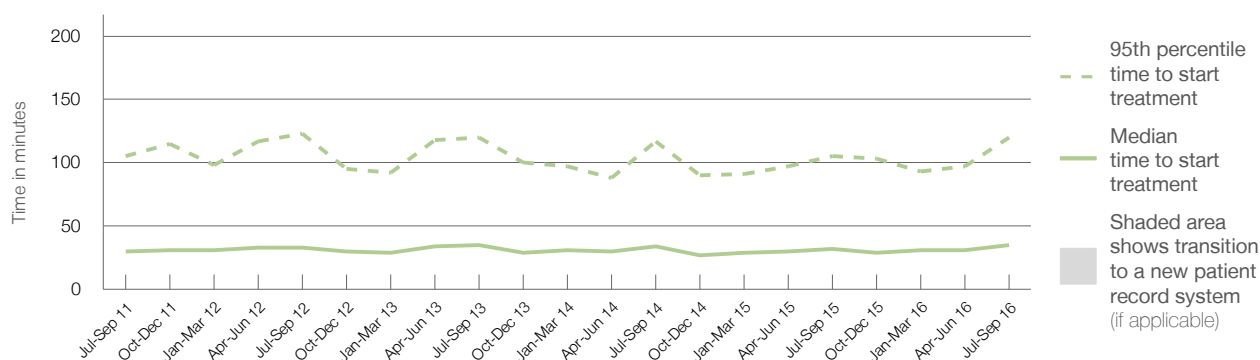
95th percentile time to start treatment ⁵ 120 minutes

Same period last year	NSW (this period)
4,582	
4,456	
32 minutes	27 minutes
105 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	33	35	34	32	35
95th percentile time to start treatment ⁵ (minutes)	105	123	120	117	105	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.

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

July to September 2016

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

Number of triage 5 patients: 925

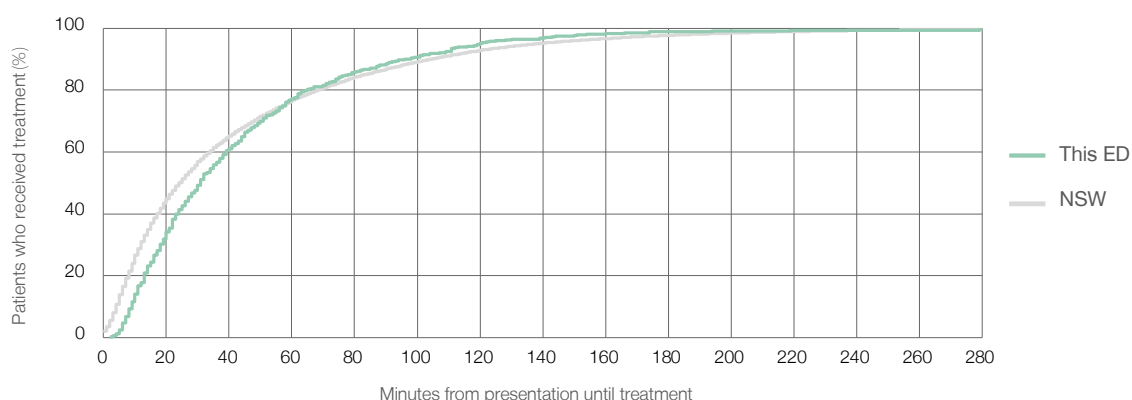
Number of triage 5 patients used to calculate waiting time: ³ 827

Median time to start treatment ⁴ 31 minutes

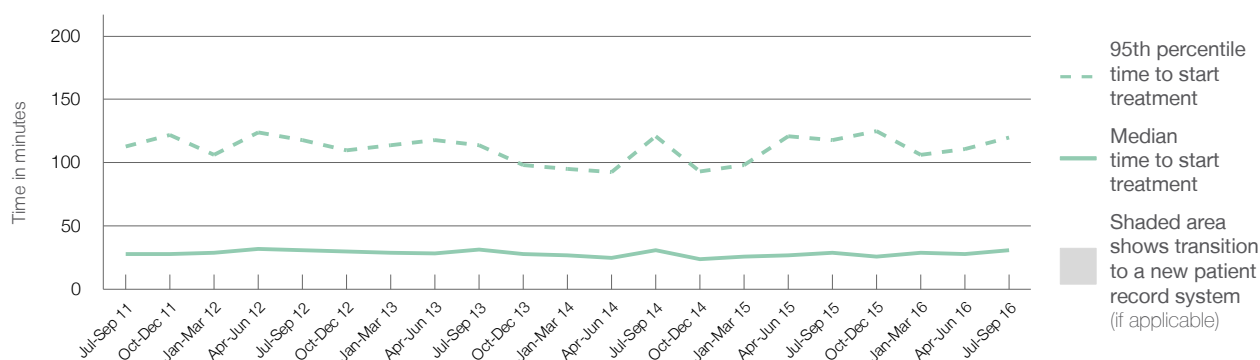
95th percentile time to start treatment ⁵ 120 minutes

Same period last year	NSW (this period)
919	
847	
29 minutes	24 minutes
118 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	31	32	31	29	31
95th percentile time to start treatment ⁵ (minutes)	113	118	114	121	118	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.

Sutherland Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,462 patients

Presentations used to calculate time to leaving the ED:⁶ 12,459 patients

Median time spent in the ED⁸

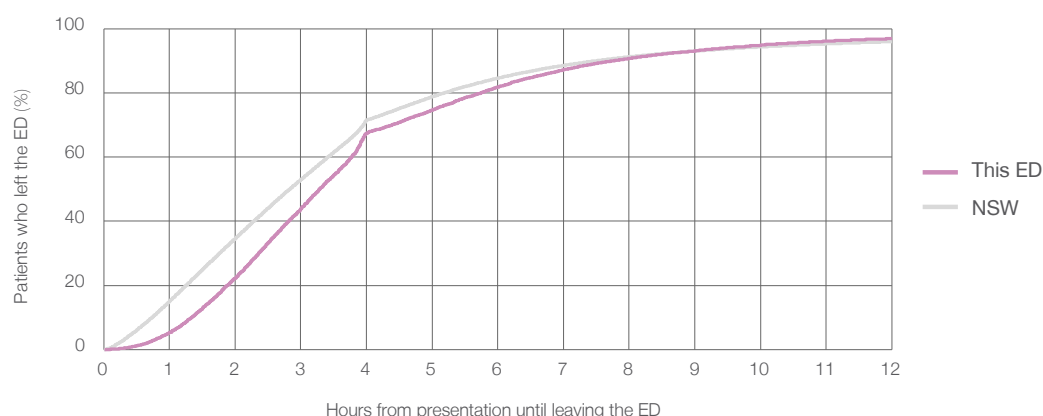
3 hours and 17 minutes

95th percentile time spent in the ED⁹

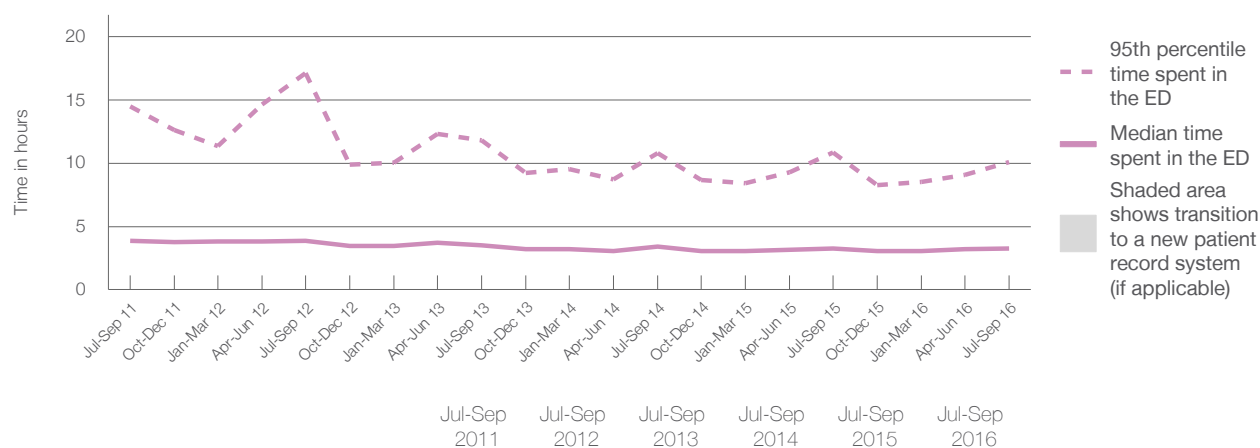
10 hours and 5 minutes

Same period last year	NSW (this period)
12,480	
12,480	
3 hours and 16 minutes	2 hours and 50 minutes
10 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m
95th percentile time to leaving the ED ⁹ (hours, minutes)	14h 30m	17h 8m	11h 47m	10h 47m	10h 50m	10h 5m

(†) 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.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

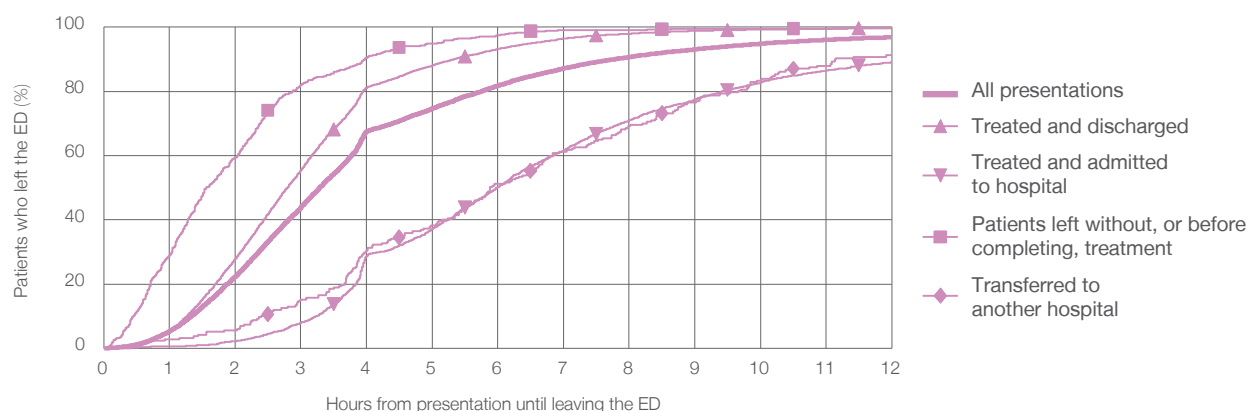
All presentations:[†] 12,462 patients

Presentations used to calculate time to leaving the ED:[‡] 12,459 patients

Treated and discharged	8,559 (68.7%)
Treated and admitted to hospital	3,144 (25.2%)
Patient left without, or before completing, treatment	492 (3.9%)
Transferred to another hospital	217 (1.7%)
Other	50 (0.4%)

Same period last year	Change since one year ago
12,480	-0.2%
8,573	-0.2%
3,161	-0.5%
509	-3.3%
196	10.7%
41	22.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	5.5%	27.8%	55.5%	81.2%	93.2%	98.0%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.2%	7.9%	28.7%	50.1%	71.0%	82.7%	89.1%
Patient left without, or before completing, treatment	28.9%	59.3%	81.9%	90.4%	97.6%	99.2%	99.6%	99.8%
Transferred to another hospital	2.8%	5.5%	15.2%	30.4%	51.2%	69.1%	83.4%	91.2%
All presentations	5.3%	22.3%	43.9%	67.5%	81.8%	90.7%	94.9%	96.9%

(†) 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.

Sutherland Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,462 patients

Presentations used to calculate time to leaving the ED: ⁶ 12,459 patients

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



Same period last year	Change since one year ago
12,480	-0.1%
12,480	-0.2%
68.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	51.6%	52.3%	60.7%	65.9%	68.4%	67.5%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations:² 10,314 patients

Same period last year	Change since one year ago
10,891	-0.1%
10,426	-1.1%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 862 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,715 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,901 patients

Median time to start treatment⁴ 38 minutes
95th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,784 patients

Median time to start treatment⁴ 41 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
963	
10 minutes	8 minutes
73 minutes	41 minutes
2,740	
33 minutes	21 minutes
163 minutes	103 minutes
4,974	
51 minutes	27 minutes
184 minutes	139 minutes
1,671	
47 minutes	24 minutes
177 minutes	138 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,881 patients

Percentage of patients who spent four hours or less in the ED 76.6%

Same period last year	Change since one year ago
10,891	-0.1%
64.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

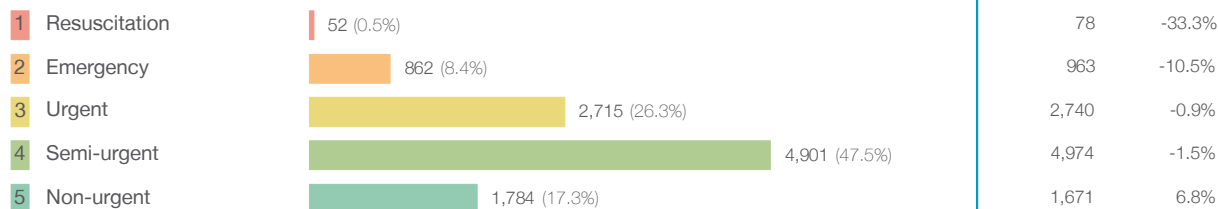
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Tamworth Base Hospital: Patients presenting to the emergency department

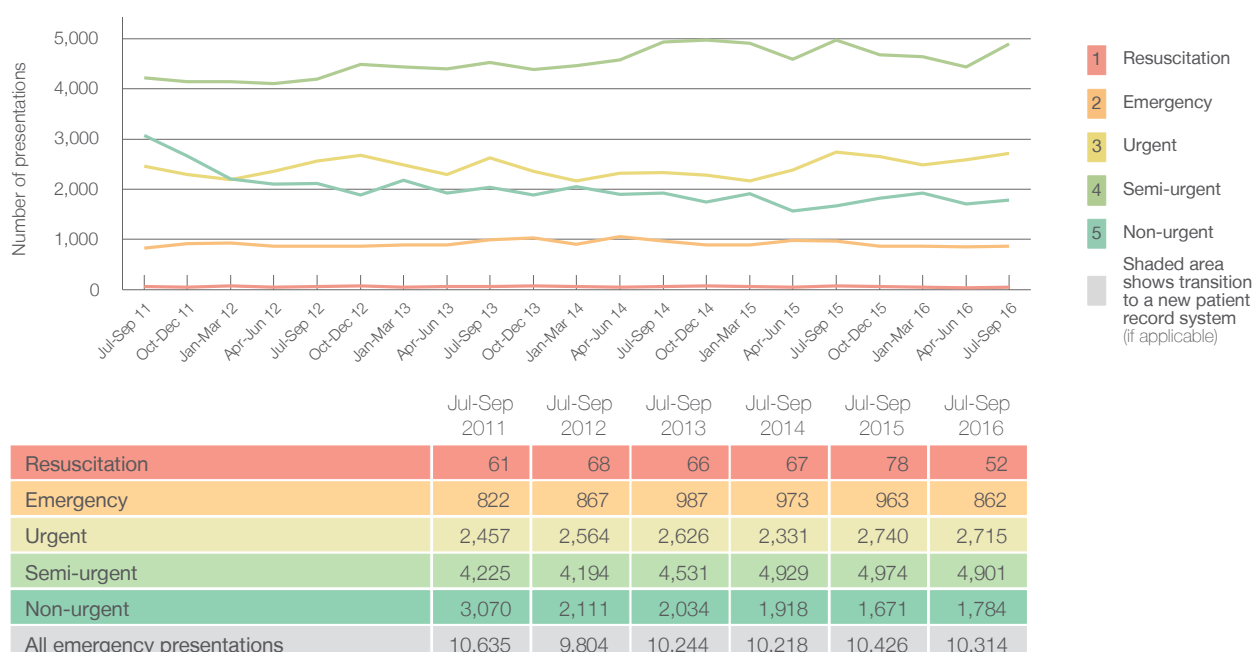
July to September 2016

All presentations:¹ 10,881 patients

Emergency presentations² by triage category: 10,314 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]

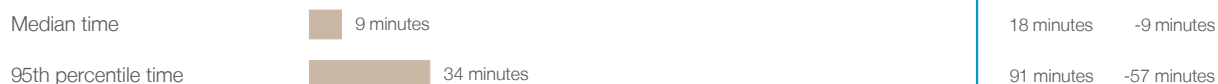


Tamworth Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,730 patients

ED Transfer of care time



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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 862

Number of triage 2 patients used to calculate waiting time: ³ 859

Median time to start treatment ⁴

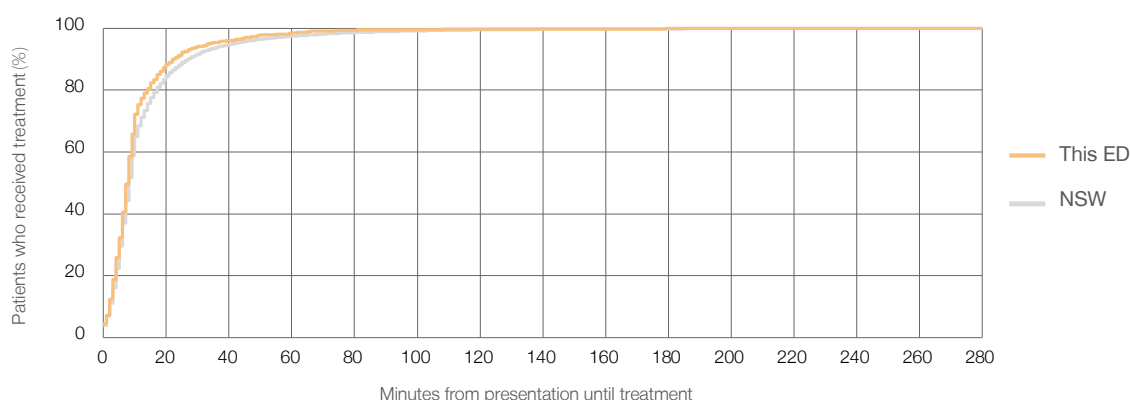
8 minutes

95th percentile time to start treatment ⁵

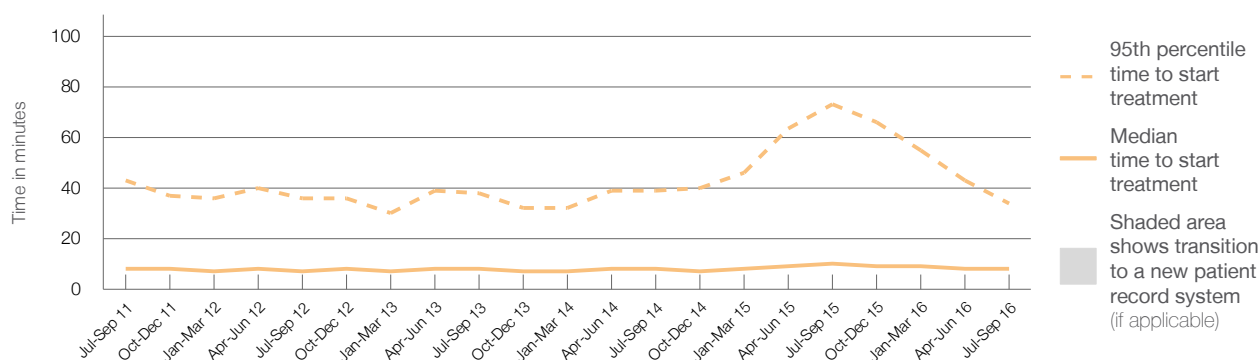
34 minutes

Same period last year	NSW (this period)
963	
957	
10 minutes	8 minutes
73 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	10	8
95th percentile time to start treatment ⁵ (minutes)	43	36	38	39	73	34

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,715

Number of triage 3 patients used to calculate waiting time: ³ 2,677

Median time to start treatment ⁴

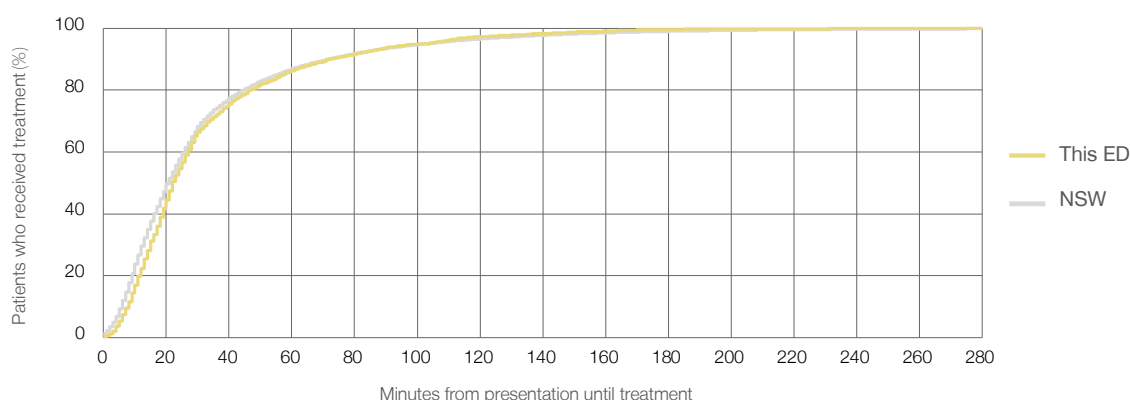
22 minutes

95th percentile time to start treatment ⁵

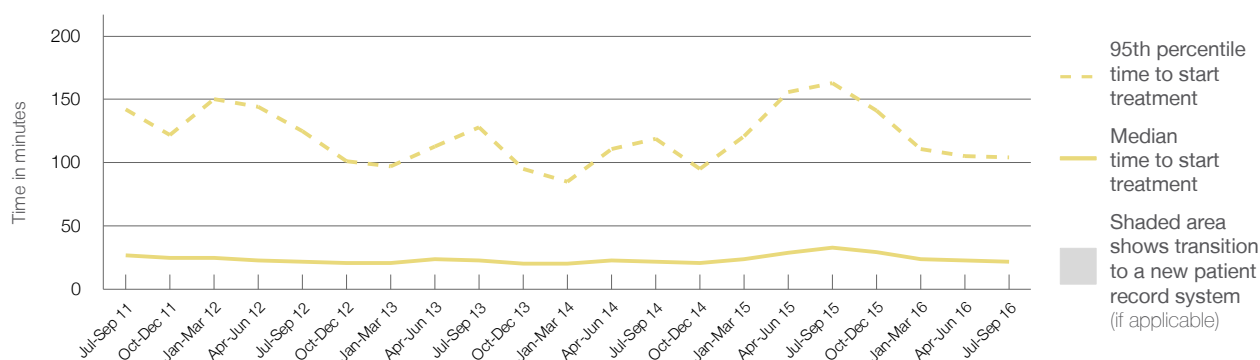
104 minutes

Same period last year	NSW (this period)
2,740	
2,680	
33 minutes	21 minutes
163 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	22	23	22	33	22
95th percentile time to start treatment ⁵ (minutes)	142	125	128	119	163	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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 4,901

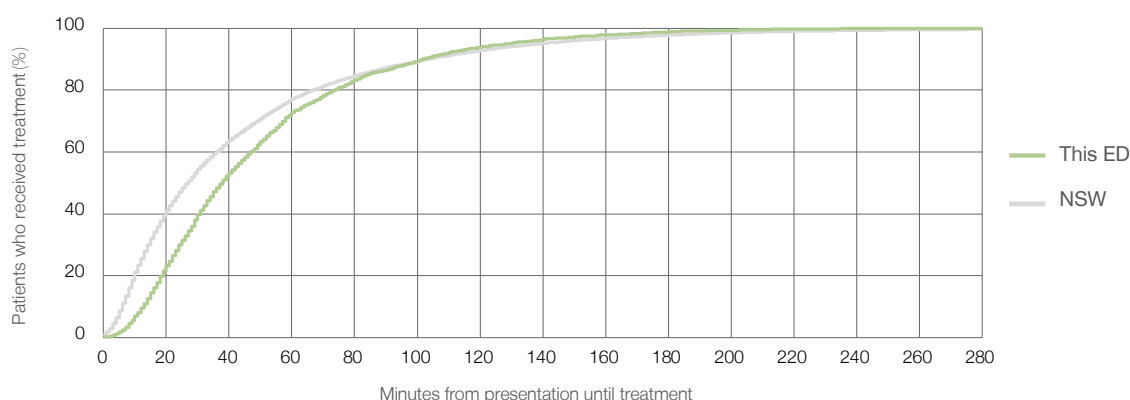
Number of triage 4 patients used to calculate waiting time:³ 4,727

Median time to start treatment⁴ 38 minutes

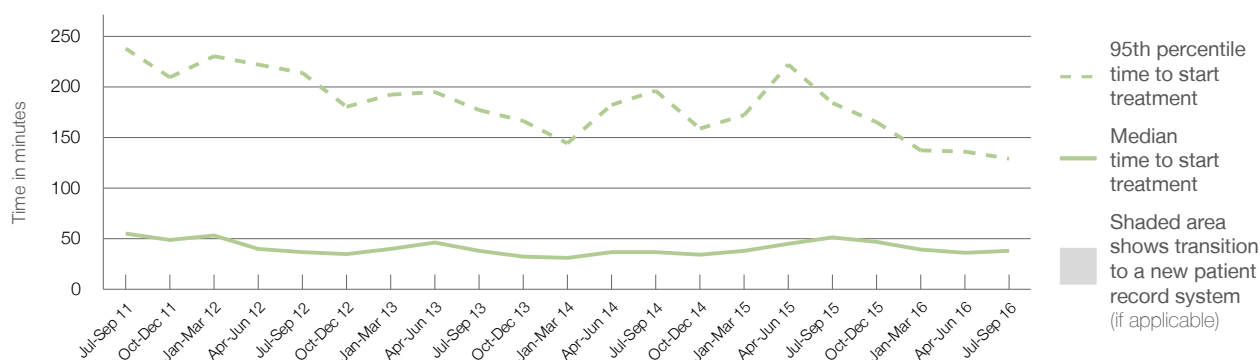
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
4,974	
4,730	
51 minutes	27 minutes
184 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	55	37	38	37	51	38
95th percentile time to start treatment ⁵ (minutes)	238	214	177	196	184	129

(†) 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,784

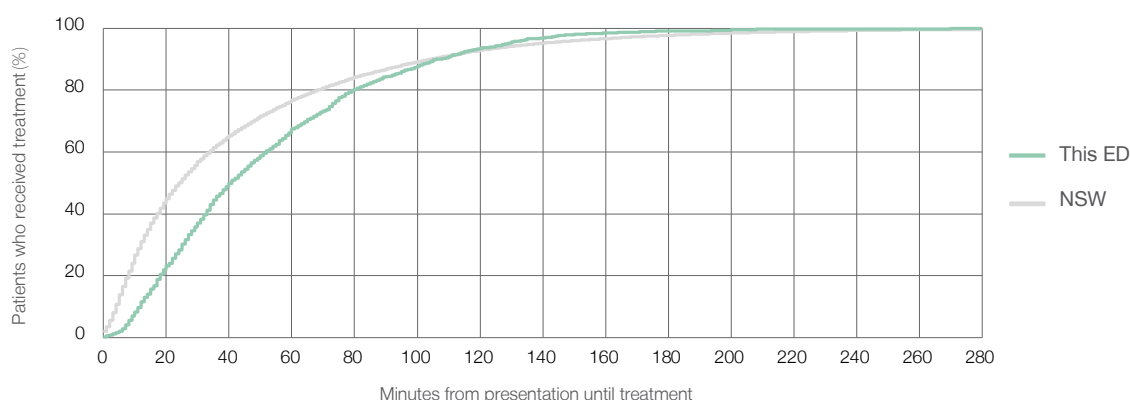
Number of triage 5 patients used to calculate waiting time: ³ 1,683

Median time to start treatment ⁴ 41 minutes

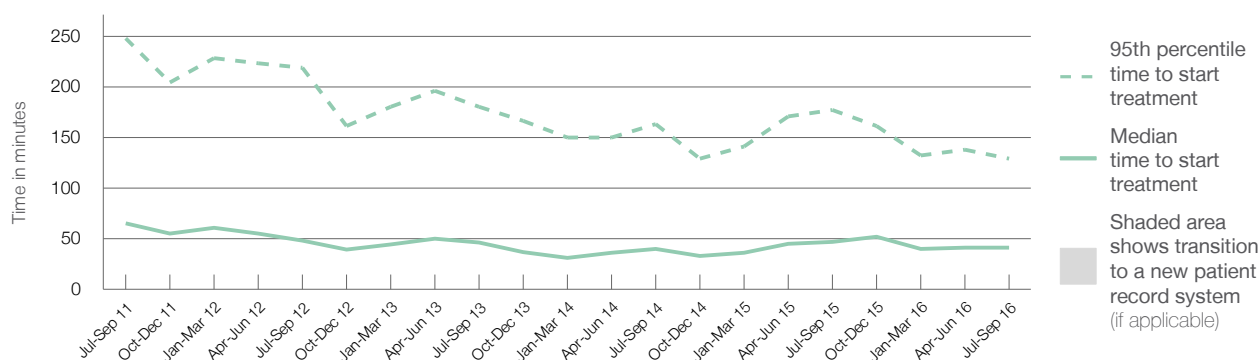
95th percentile time to start treatment ⁵ 129 minutes

Same period last year	NSW (this period)
1,671	
1,572	
47 minutes	24 minutes
177 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	65	48	46	40	47	41
95th percentile time to start treatment ⁵ (minutes)	248	219	180	163	177	129

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,881 patients

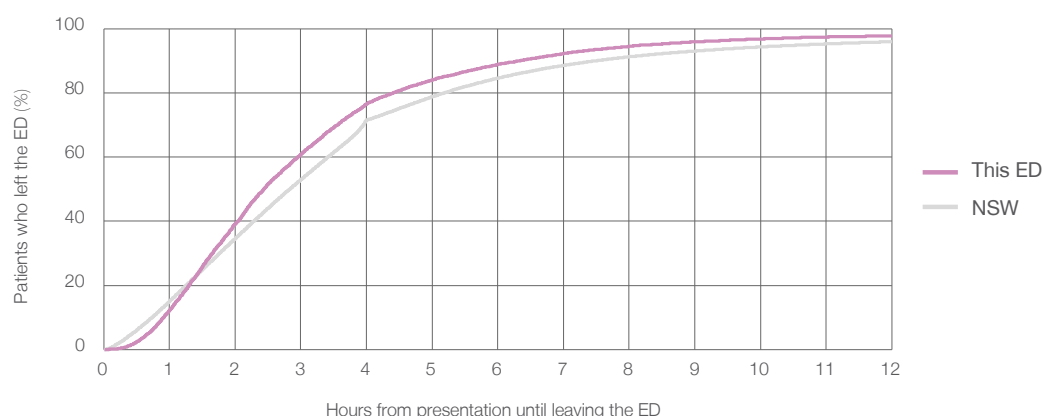
Presentations used to calculate time to leaving the ED:⁶ 10,881 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

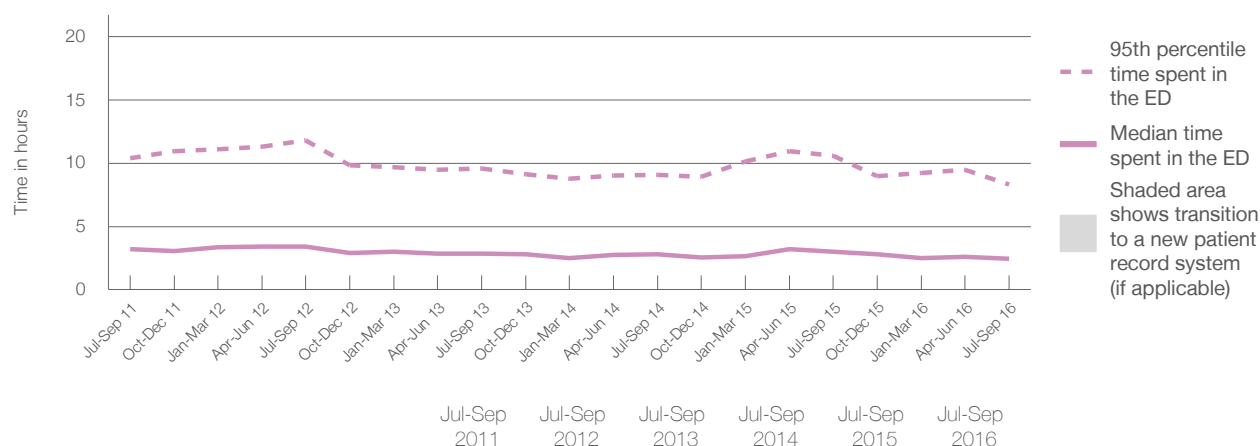
95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
10,891	10,891
3 hours and 1 minutes	2 hours and 50 minutes
10 hours and 34 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 11m	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 24m	11h 48m	9h 36m	9h 3m	10h 34m	8h 20m

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

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

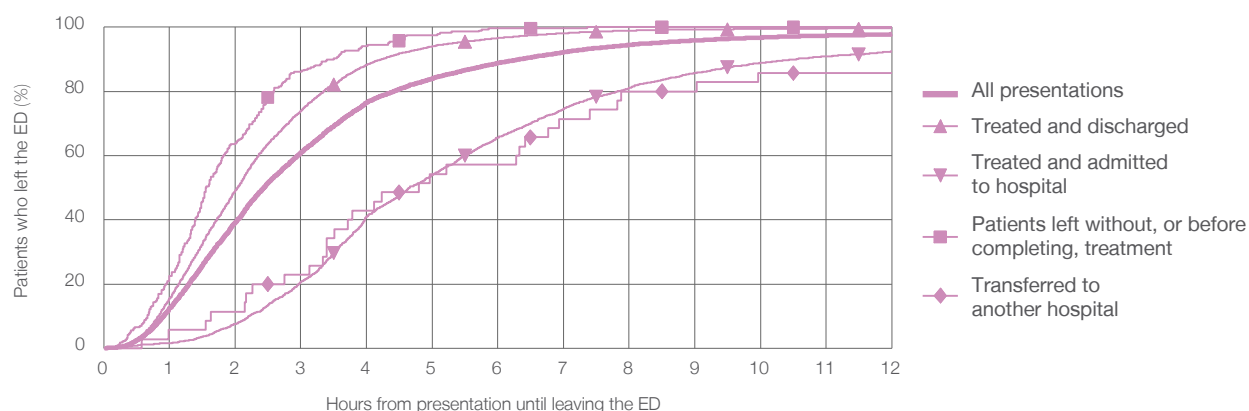
July to September 2016

All presentations:[†] 10,881 patients

Presentations used to calculate time to leaving the ED:[‡] 10,881 patients

		Same period last year	Change since one year ago
		10,891	-0.1%
Treated and discharged	7,791 (71.6%)	7,824	-0.4%
Treated and admitted to hospital	2,707 (24.9%)	2,463	9.9%
Patient left without, or before completing, treatment	288 (2.6%)	489	-41.1%
Transferred to another hospital	35 (0.3%)	57	-38.6%
Other	60 (0.6%)	58	3.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.6%	49.2%	74.0%	88.4%	96.6%	99.0%	99.5%	99.6%
Treated and admitted to hospital	1.6%	7.6%	20.7%	41.1%	65.7%	81.1%	88.8%	92.5%
Patient left without, or before completing, treatment	22.6%	63.9%	86.1%	94.1%	99.7%	100%	100%	100%
Transferred to another hospital	5.7%	11.4%	22.9%	42.9%	57.1%	80.0%	85.7%	85.7%
All presentations	12.4%	39.3%	60.9%	76.6%	88.9%	94.5%	96.8%	97.8%

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

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

Tamworth Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 10,881 patients

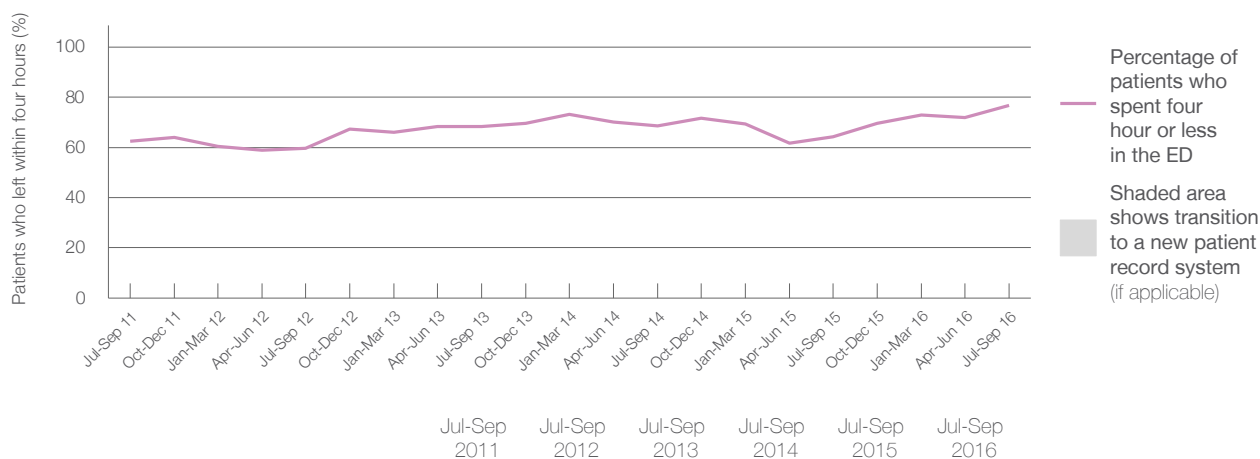
Presentations used to calculate time to leaving the ED: ⁶ 10,881 patients

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



Same period last year	Change since one year ago
10,891	-0.1%
10,891	-0.1%
64.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	62.5%	59.7%	68.2%	68.6%	64.3%	76.6%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

The Tweed Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,626 patients

Emergency presentations:² 12,312 patients

Same period last year	Change since one year ago
12,698	-0.6%
12,434	-1.0%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,608 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,951 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,855 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 843 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,839	
6 minutes	8 minutes
22 minutes	41 minutes
5,992	
16 minutes	21 minutes
57 minutes	103 minutes
3,689	
16 minutes	27 minutes
93 minutes	139 minutes
855	
12 minutes	24 minutes
84 minutes	138 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,616 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
12,698	-0.6%
81.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

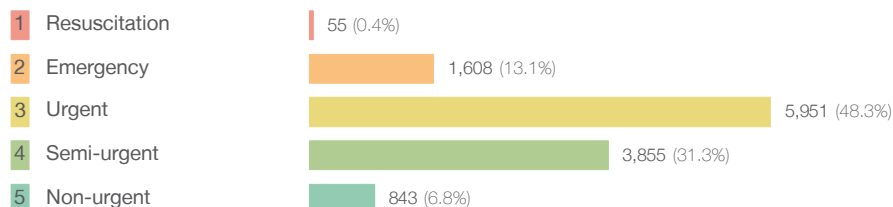
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

The Tweed Hospital: Patients presenting to the emergency department

July to September 2016

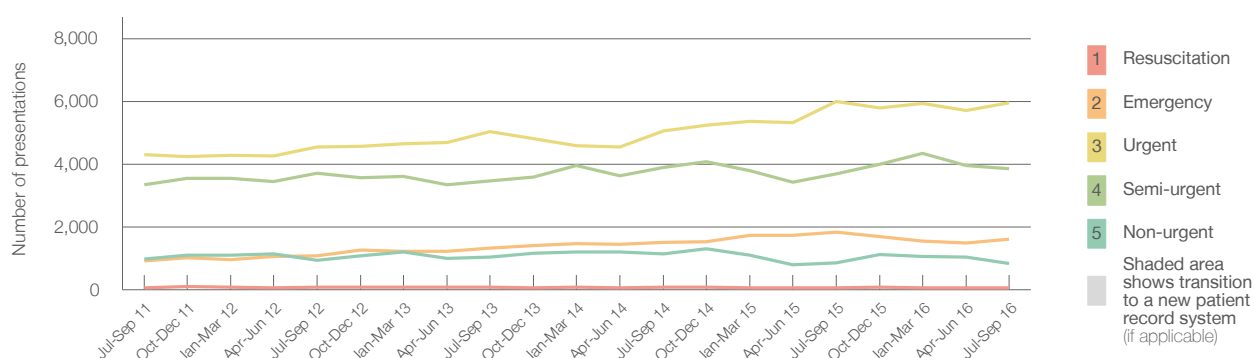
All presentations:¹ 12,626 patients

Emergency presentations² by triage category: 12,312 patients



Same period last year	Change since one year ago
12,698	-0.6%
12,434	-1.0%
59	-6.8%
1,839	-12.6%
5,992	-0.7%
3,689	4.5%
855	-1.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	67	86	78	74	59	55
Emergency	925	1,083	1,322	1,503	1,839	1,608
Urgent	4,295	4,544	5,036	5,061	5,992	5,951
Semi-urgent	3,341	3,709	3,462	3,887	3,689	3,855
Non-urgent	974	943	1,036	1,140	855	843
All emergency presentations	9,602	10,365	10,934	11,665	12,434	12,312

The Tweed Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,925 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,965	
8 minutes	0 minutes
33 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,608

Number of triage 2 patients used to calculate waiting time: ³ 1,603

Median time to start treatment ⁴

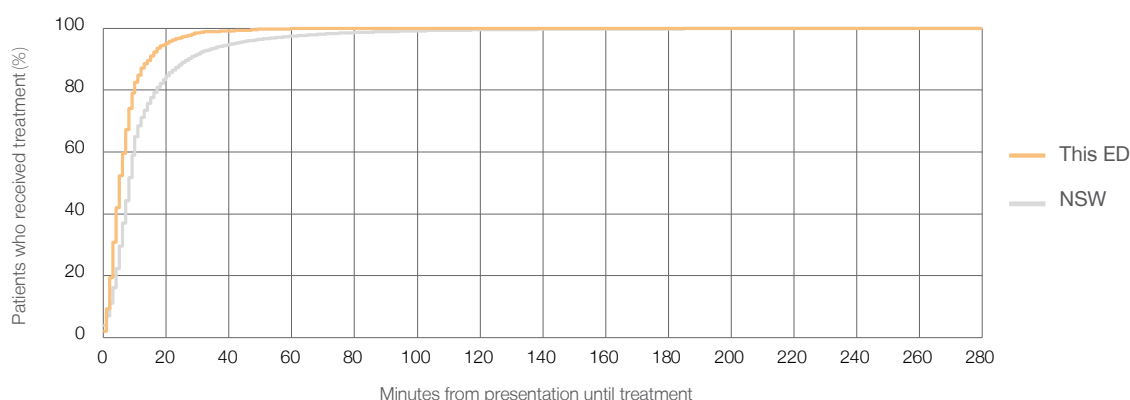
5 minutes

95th percentile time to start treatment ⁵

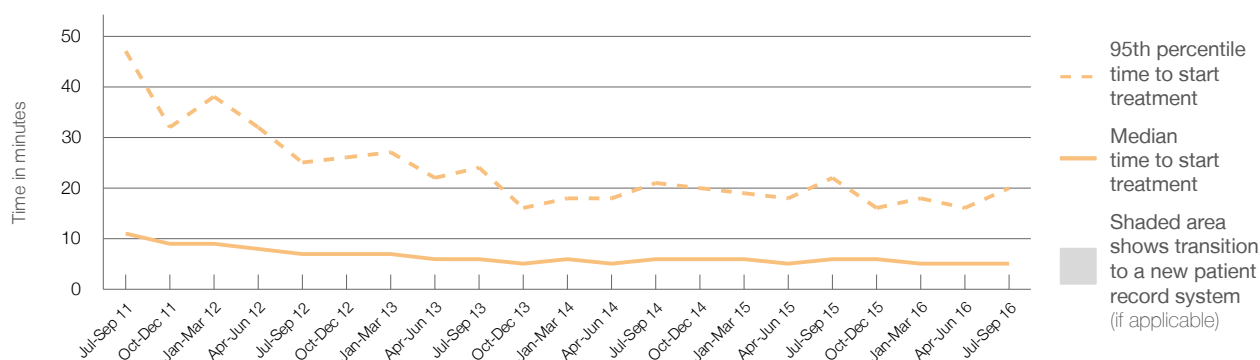
20 minutes

Same period last year	NSW (this period)
1,839	
1,835	
6 minutes	8 minutes
22 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	7	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	47	25	24	21	22	20

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 5,951

Number of triage 3 patients used to calculate waiting time: ³ 5,887

Median time to start treatment ⁴

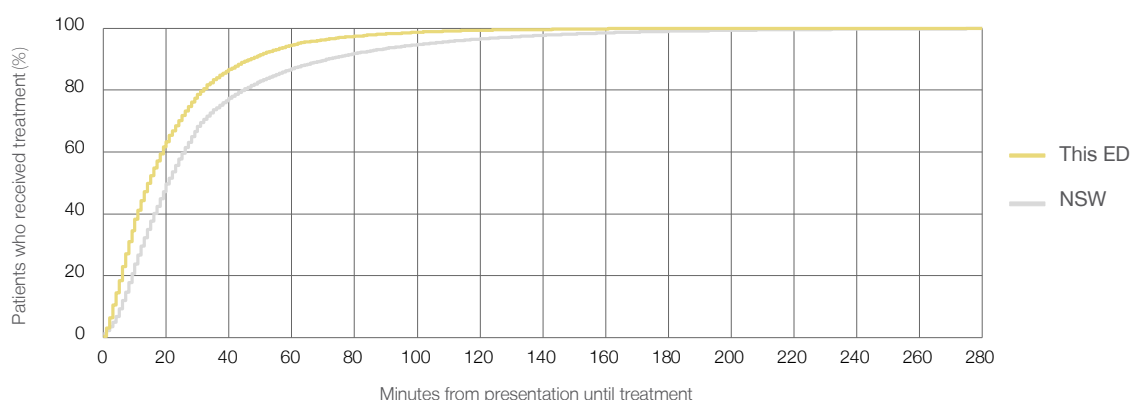
15 minutes

95th percentile time to start treatment ⁵

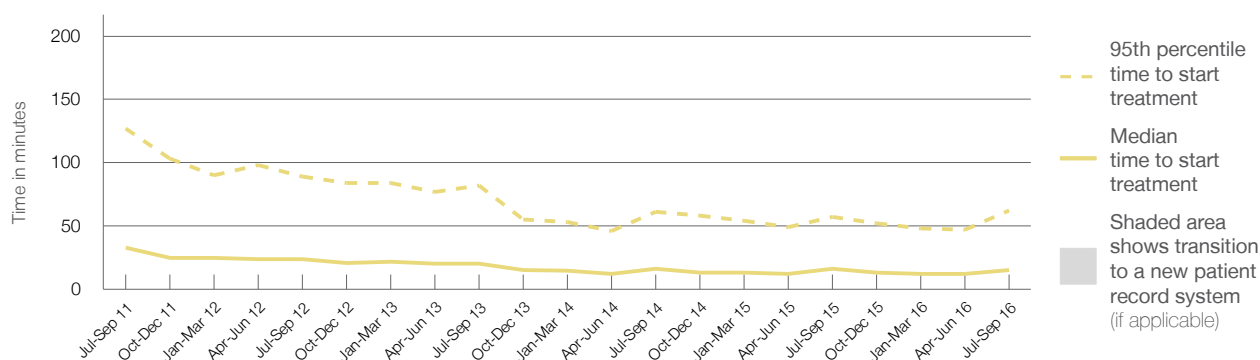
62 minutes

Same period last year	NSW (this period)
5,992	
5,936	
16 minutes	21 minutes
57 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	24	20	16	16	15
95th percentile time to start treatment ⁵ (minutes)	127	89	82	61	57	62

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,855

Number of triage 4 patients used to calculate waiting time: ³ 3,739

Median time to start treatment ⁴

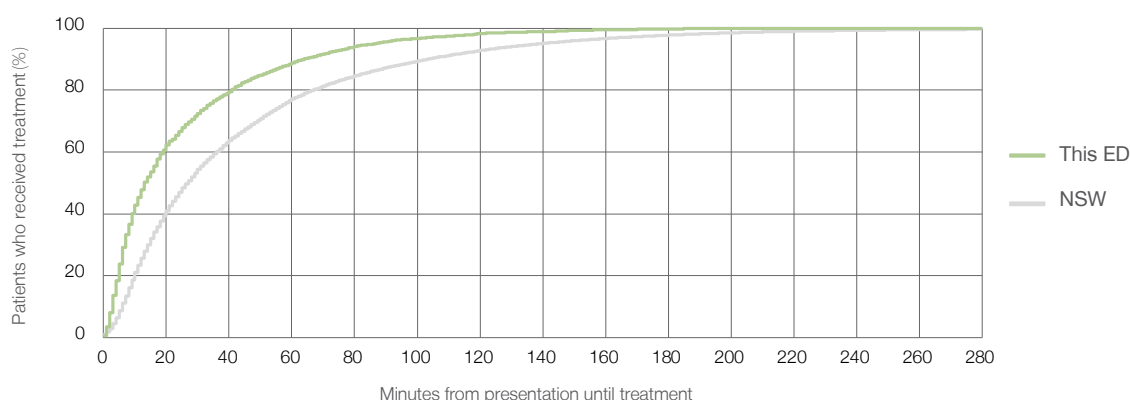
13 minutes

95th percentile time to start treatment ⁵

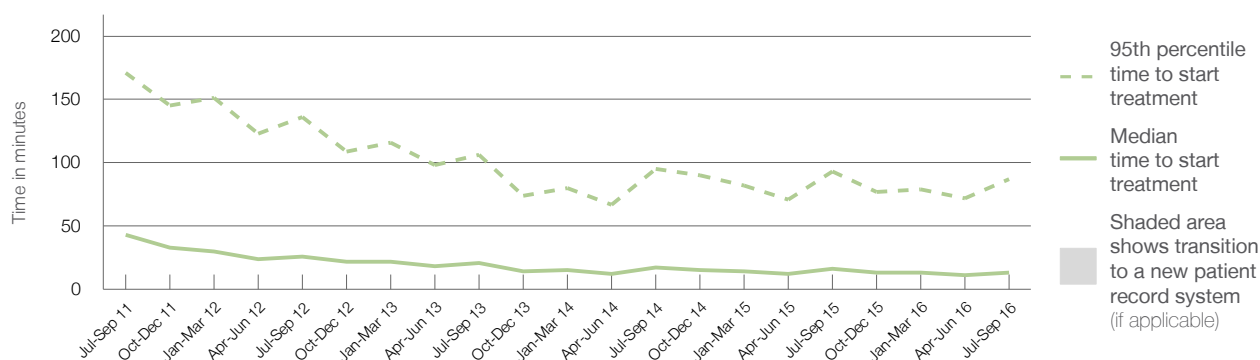
87 minutes

Same period last year	NSW (this period)
3,689	
3,591	
16 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	26	21	17	16	13
95th percentile time to start treatment ⁵ (minutes)	171	136	106	95	93	87

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 843

Number of triage 5 patients used to calculate waiting time:³ 801

Median time to start treatment⁴

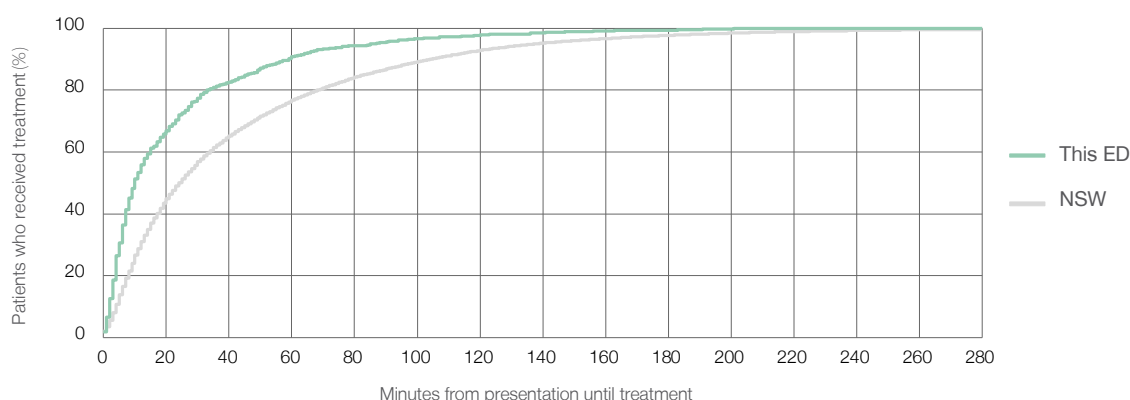
10 minutes

95th percentile time to start treatment⁵

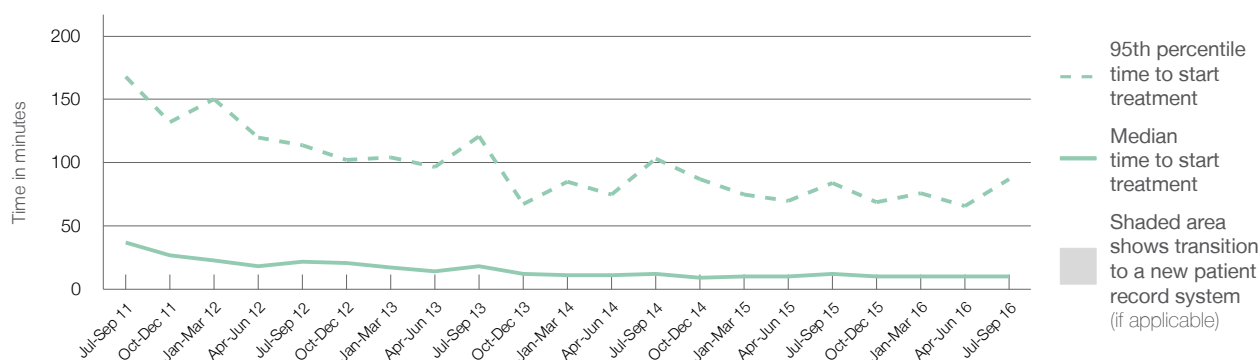
87 minutes

Same period last year	NSW (this period)
855	
814	
12 minutes	24 minutes
84 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	22	18	12	12	10
95th percentile time to start treatment ⁵ (minutes)	168	114	121	103	84	87

(†) 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.

The Tweed Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 12,626 patients

Presentations used to calculate time to leaving the ED:⁶ 12,616 patients

Median time spent in the ED⁸

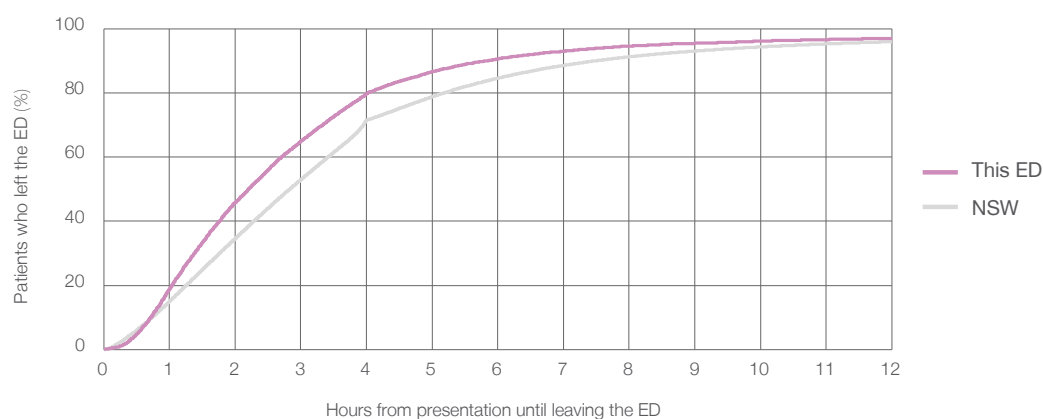
2 hours and 12 minutes

95th percentile time spent in the ED⁹

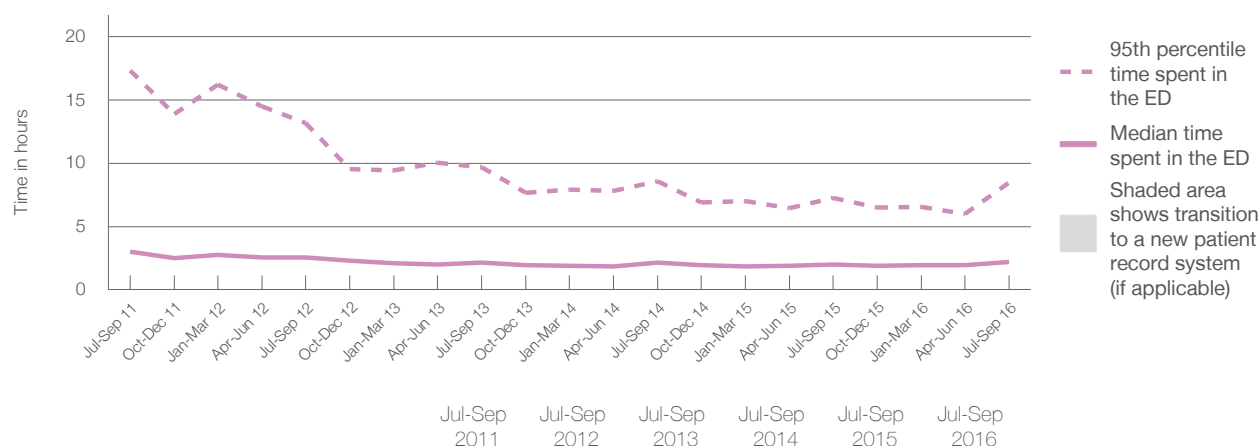
8 hours and 27 minutes

Same period last year	NSW (this period)
12,698	12,698
2 hours and 1 minutes	2 hours and 50 minutes
7 hours and 16 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 1m	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 19m	13h 9m	9h 41m	8h 35m	7h 16m	8h 27m

(†) 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

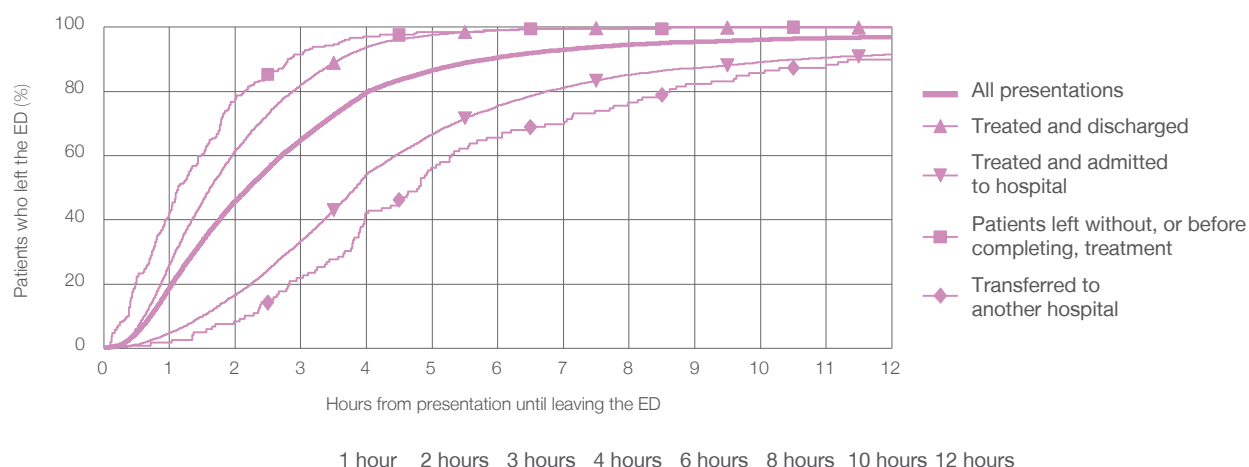
All presentations:[†] 12,626 patients

Presentations used to calculate time to leaving the ED:[‡] 12,616 patients

Treated and discharged	7,914 (62.7%)
Treated and admitted to hospital	4,339 (34.4%)
Patient left without, or before completing, treatment	211 (1.7%)
Transferred to another hospital	119 (0.9%)
Other	43 (0.3%)

Same period last year	Change since one year ago
12,698	-0.6%
8,044	-1.6%
4,256	2.0%
185	14.1%
175	-32.0%
38	13.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.2%	61.6%	82.1%	93.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	4.8%	16.6%	33.5%	54.2%	75.5%	85.2%	89.1%	91.6%
Patient left without, or before completing, treatment	42.2%	77.7%	91.5%	97.2%	99.1%	99.5%	100%	100%
Transferred to another hospital	1.7%	8.4%	21.8%	42.0%	65.5%	76.5%	85.7%	89.9%
All presentations	19.0%	45.9%	65.0%	79.7%	90.6%	94.6%	96.1%	97.0%

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

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

The Tweed Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 12,626 patients

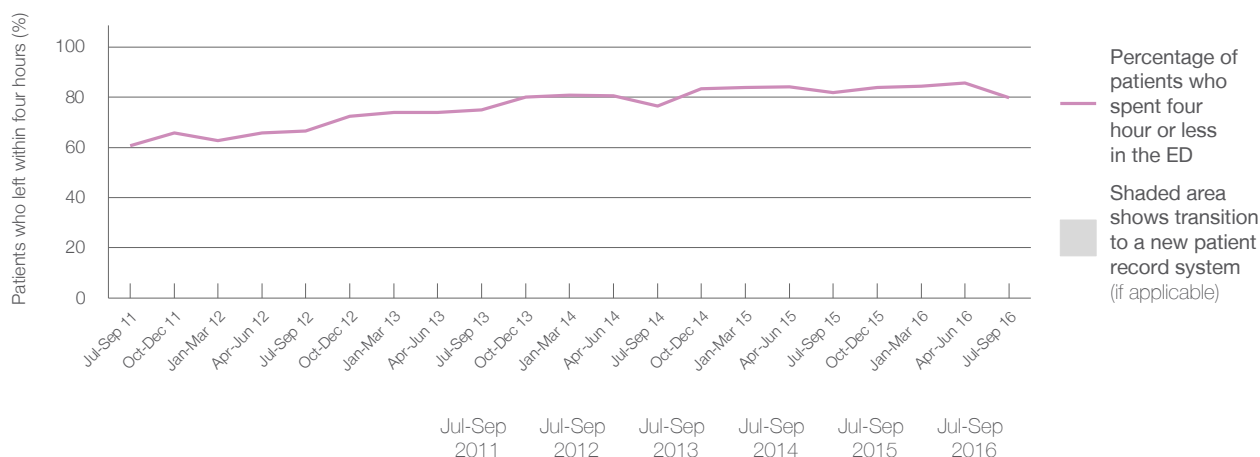
Presentations used to calculate time to leaving the ED: ⁶ 12,616 patients

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



Same period last year	Change since one year ago
12,698	-0.6%
12,698	-0.6%
81.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	60.8%	66.4%	75.0%	76.5%	81.9%	79.7%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 10,017 patients

Emergency presentations:² 9,736 patients

Same period last year	Change since one year ago
9,940	0.8%
9,595	1.5%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 750 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,285 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 89 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,889 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 780 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
770	
8 minutes	8 minutes
32 minutes	41 minutes
4,211	
20 minutes	21 minutes
99 minutes	103 minutes
4,022	
21 minutes	27 minutes
129 minutes	139 minutes
545	
13 minutes	24 minutes
137 minutes	138 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 10,017 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
9,940	0.8%
65.8%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 20 October 2016).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

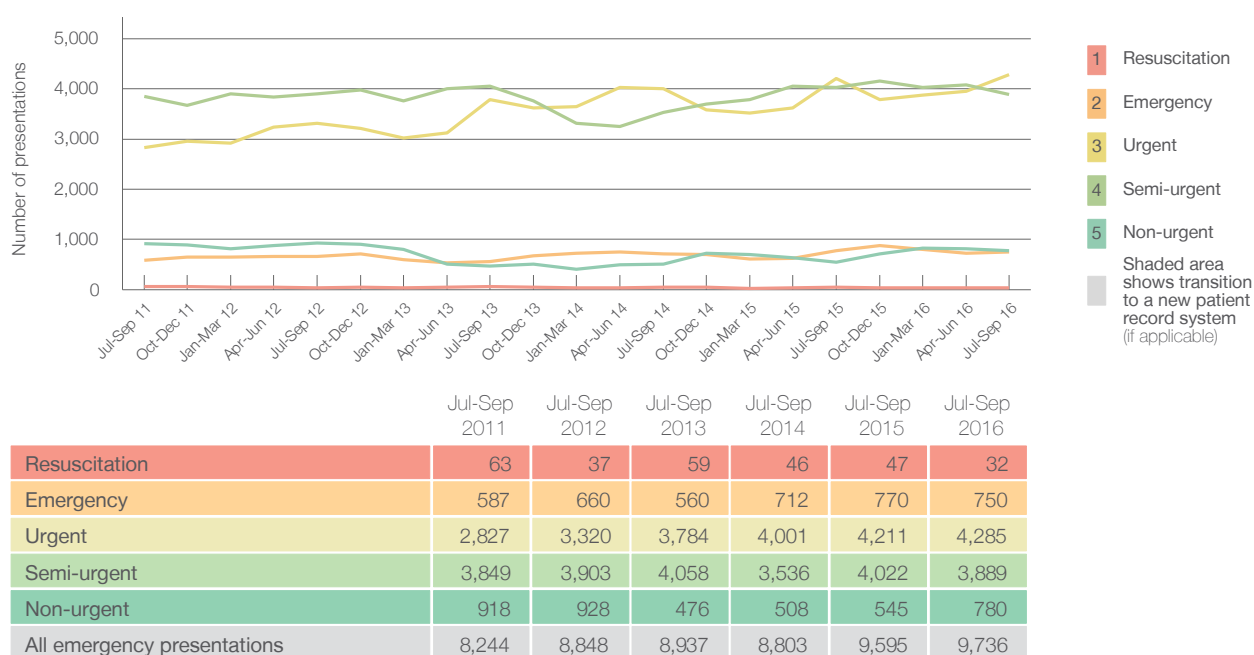
July to September 2016

All presentations:¹ 10,017 patients

Emergency presentations² by triage category: 9,736 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,976 patients

ED Transfer of care time



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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 750

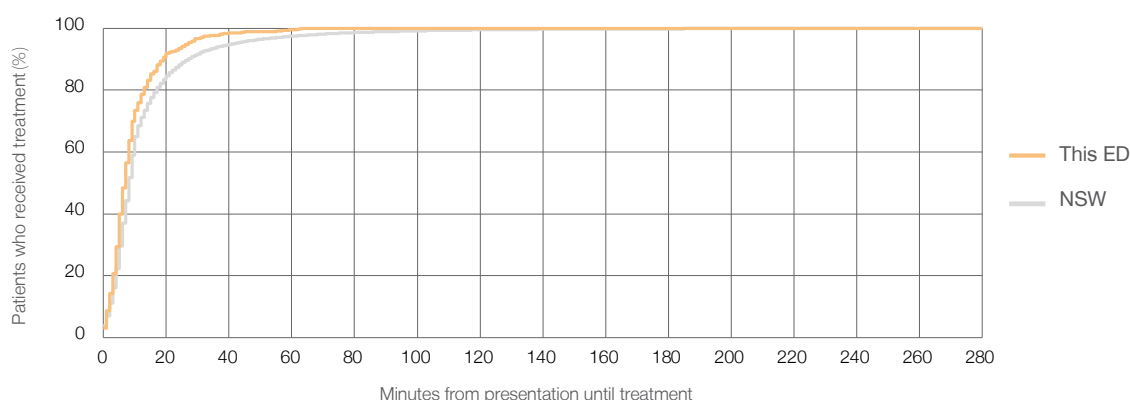
Number of triage 2 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 7 minutes

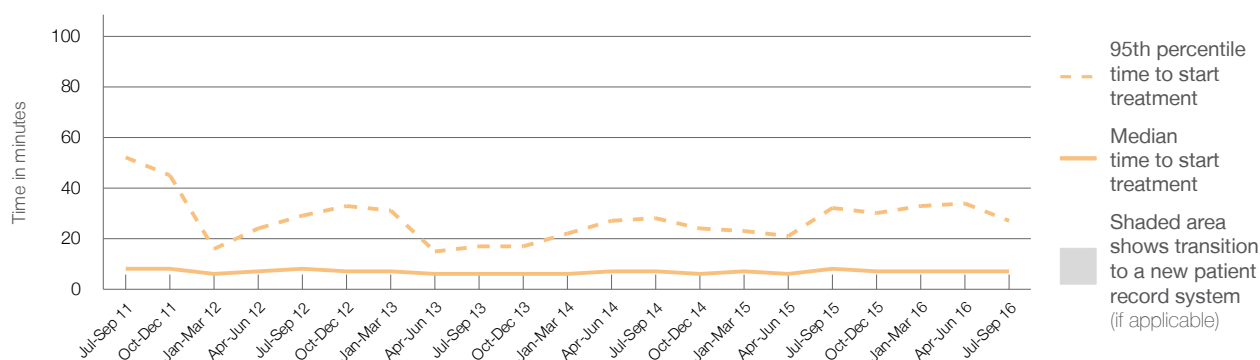
95th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
770	
766	
8 minutes	8 minutes
32 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	52	29	17	28	32	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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 4,285

Number of triage 3 patients used to calculate waiting time: ³ 4,217

Median time to start treatment ⁴

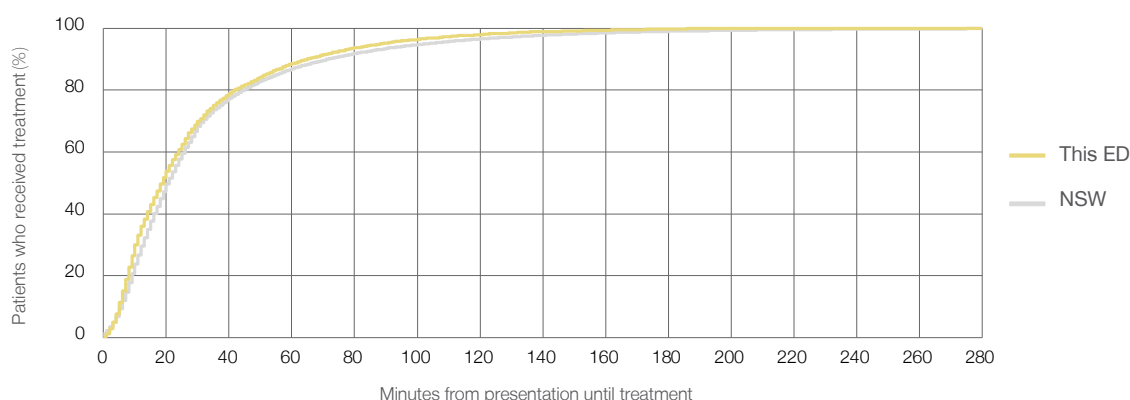
19 minutes

95th percentile time to start treatment ⁵

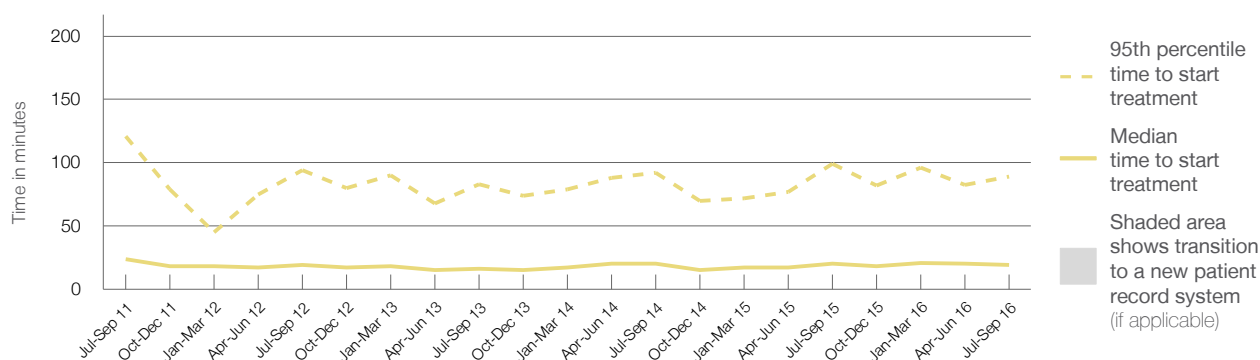
89 minutes

Same period last year	NSW (this period)
4,211	
4,097	
20 minutes	21 minutes
99 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	19	16	20	20	19
95th percentile time to start treatment ⁵ (minutes)	121	94	83	92	99	89

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,889

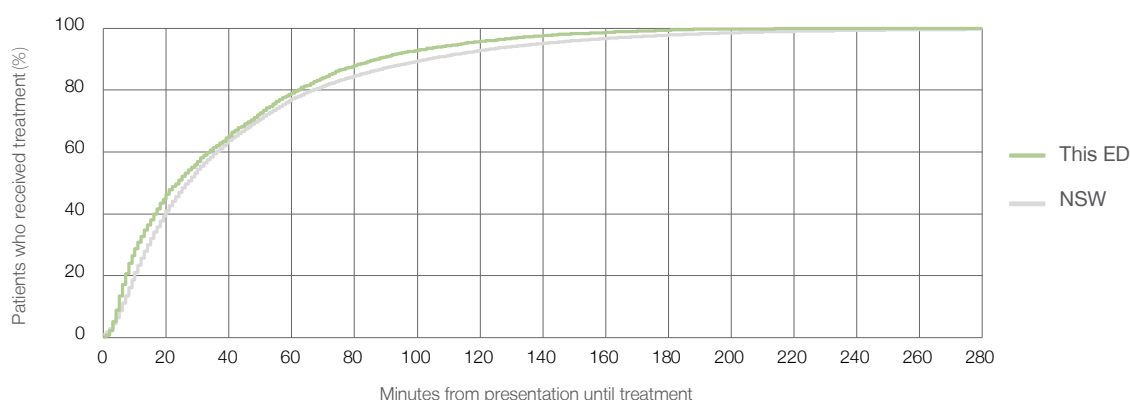
Number of triage 4 patients used to calculate waiting time:³ 3,730

Median time to start treatment⁴ 24 minutes

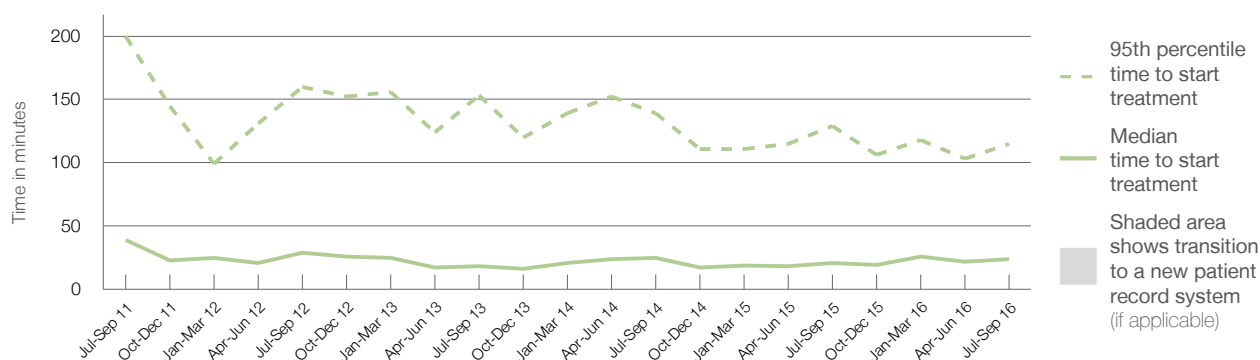
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
4,022	
3,735	
21 minutes	27 minutes
129 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	29	18	25	21	24
95th percentile time to start treatment ⁵ (minutes)	200	160	153	139	129	115

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 780

Number of triage 5 patients used to calculate waiting time:³ 724

Median time to start treatment⁴

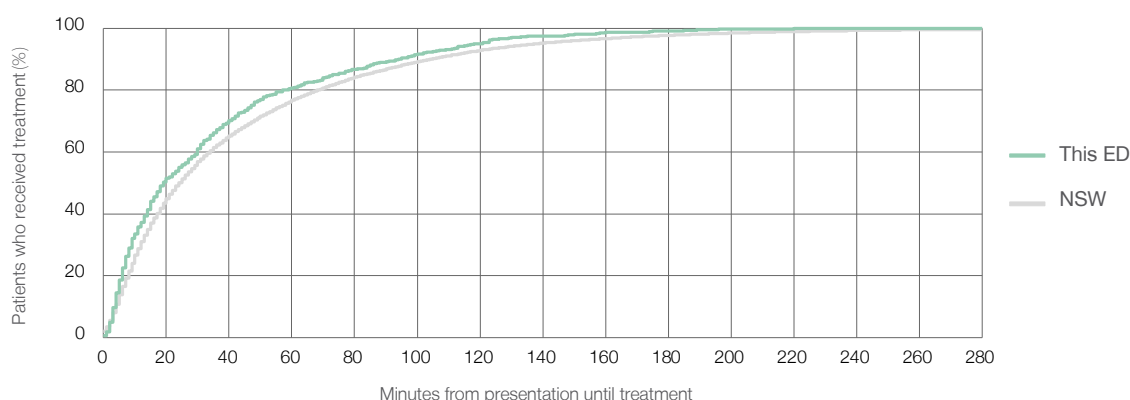
19 minutes

95th percentile time to start treatment⁵

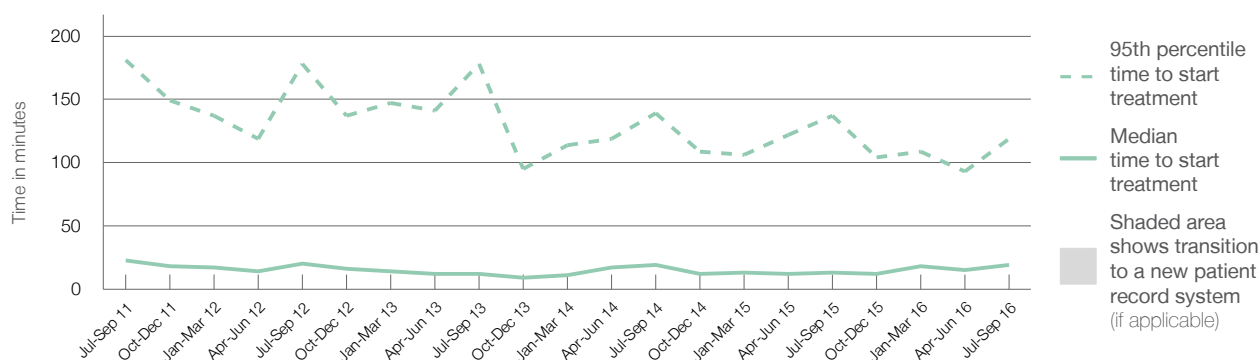
119 minutes

Same period last year	NSW (this period)
545	
479	
13 minutes	24 minutes
137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	20	12	19	13	19
95th percentile time to start treatment ⁵ (minutes)	181	178	178	139	137	119

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 10,017 patients

Presentations used to calculate time to leaving the ED:⁶ 10,017 patients

Median time spent in the ED⁸

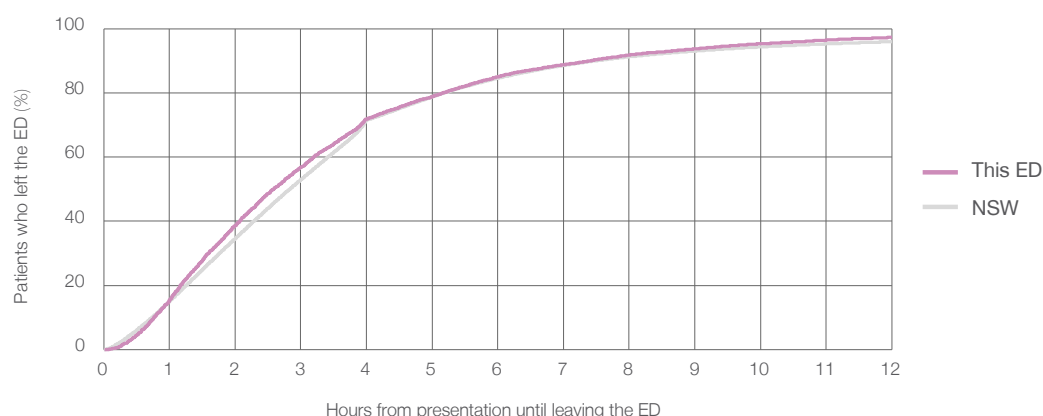
2 hours and 35 minutes

95th percentile time spent in the ED⁹

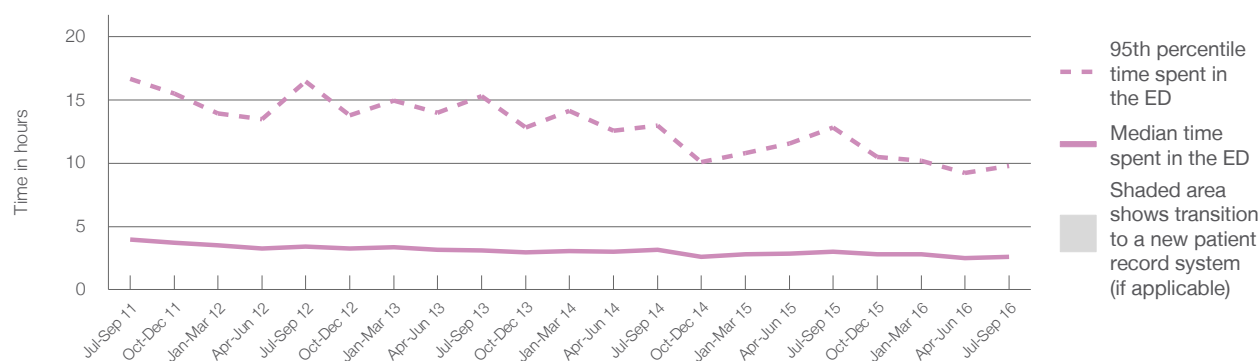
9 hours and 48 minutes

Same period last year	NSW (this period)
9,940	
9,940	
2 hours and 59 minutes	2 hours and 50 minutes
12 hours and 48 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 59m	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 39m	16h 27m	15h 19m	12h 59m	12h 48m	9h 48m

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

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

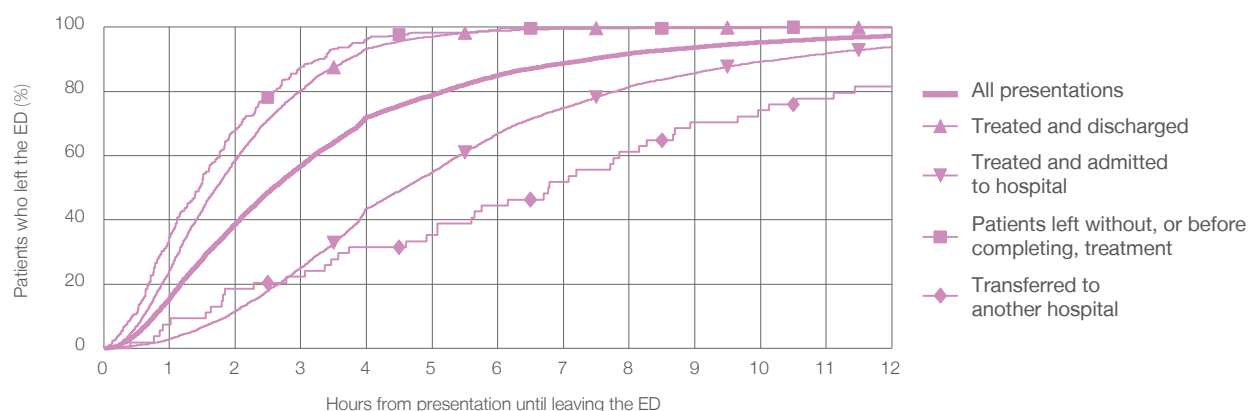
July to September 2016

All presentations:[†] 10,017 patients

Presentations used to calculate time to leaving the ED:[‡] 10,017 patients

		Same period last year	Change since one year ago
		9,940	0.8%
Treated and discharged	5,389 (53.8%)	5,895	-8.6%
Treated and admitted to hospital	4,253 (42.5%)	3,392	25.4%
Patient left without, or before completing, treatment	303 (3.0%)	489	-38.0%
Transferred to another hospital	54 (0.5%)	138	-60.9%
Other	18 (0.2%)	26	-30.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	24.3%	58.6%	80.4%	93.3%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	2.9%	11.6%	25.0%	43.4%	66.9%	81.4%	89.3%	93.8%
Patient left without, or before completing, treatment	34.7%	68.0%	87.8%	96.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	7.4%	18.5%	22.2%	31.5%	44.4%	61.1%	74.1%	81.5%
All presentations	15.6%	38.8%	56.9%	71.9%	85.0%	91.8%	95.3%	97.3%

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

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 10,017 patients

Presentations used to calculate time to leaving the ED: ⁶ 10,017 patients

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



Same period last year	Change since one year ago
9,940	0.8%
9,940	0.8%
65.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	50.4%	56.6%	62.1%	62.4%	65.8%	71.9%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Wyong Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 15,972 patients

Emergency presentations:² 15,813 patients

Same period last year	Change since one year ago
15,899	0.5%
15,710	0.7%

Wyong Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,662 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,927 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,117 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,371	
7 minutes	8 minutes
33 minutes	41 minutes
4,661	
23 minutes	21 minutes
95 minutes	103 minutes
8,299	
32 minutes	27 minutes
135 minutes	139 minutes
1,300	
25 minutes	24 minutes
104 minutes	138 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 15,971 patients

Percentage of patients who spent four hours or less in the ED 69.4%

Same period last year	Change since one year ago
15,899	0.5%
69.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

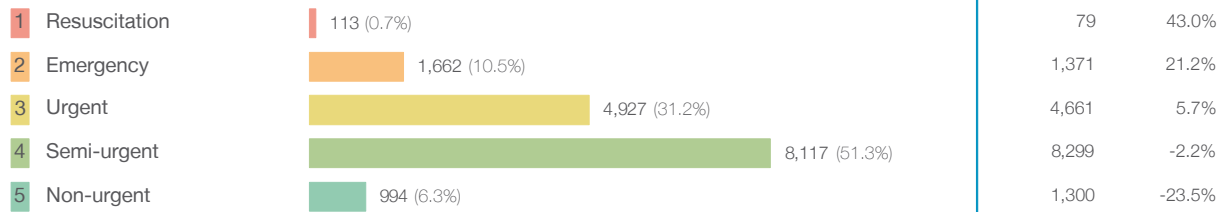
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Wyong Hospital: Patients presenting to the emergency department

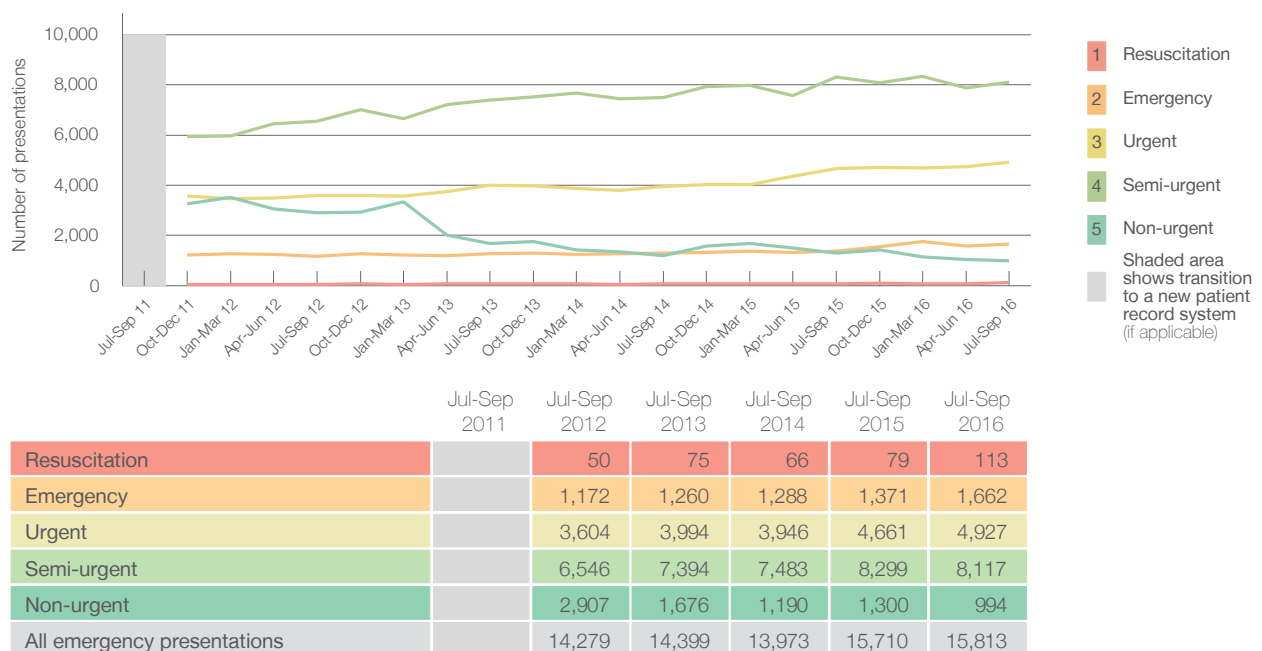
July to September 2016

All presentations:¹ 15,972 patients

Emergency presentations² by triage category: 15,813 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Wyong Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,078 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 1,662

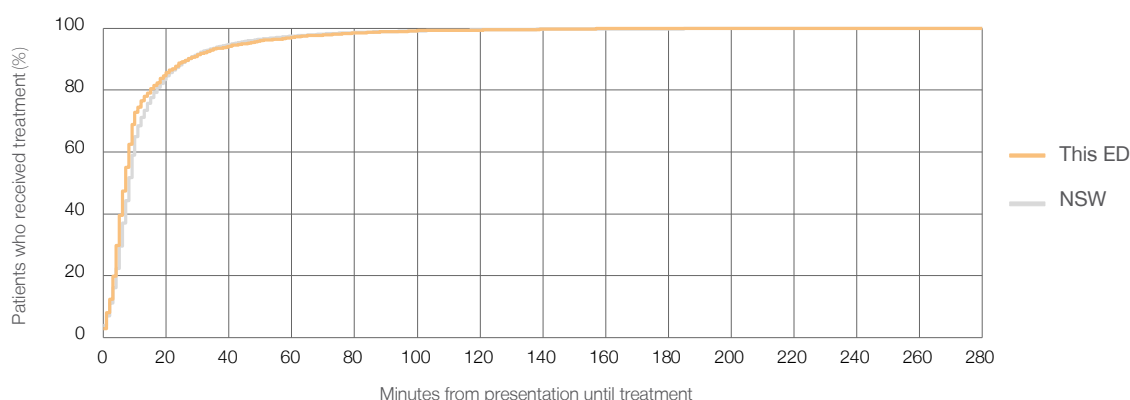
Number of triage 2 patients used to calculate waiting time: ³ 1,656

Median time to start treatment ⁴ 7 minutes

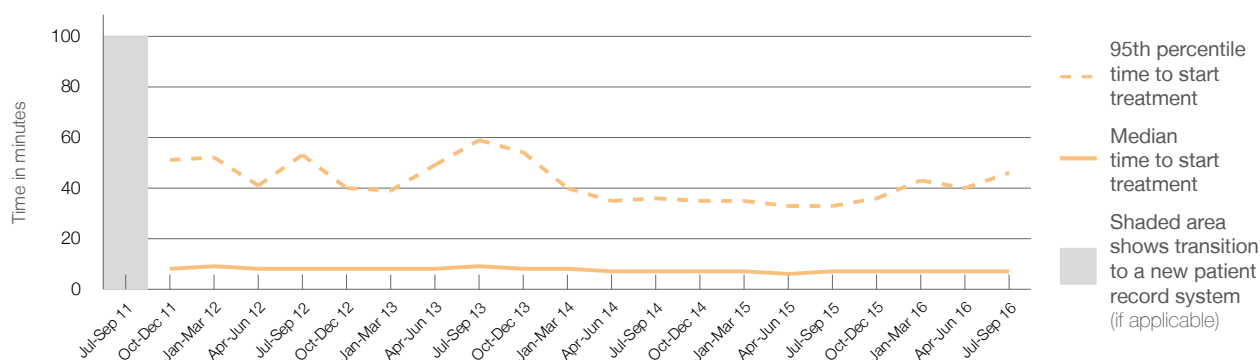
95th percentile time to start treatment ⁵ 46 minutes

Same period last year	NSW (this period)
1,371	
1,366	
7 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		8	9	7	7	7
95th percentile time to start treatment ⁵ (minutes)		53	59	36	33	46

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 4,927

Number of triage 3 patients used to calculate waiting time: ³ 4,885

Median time to start treatment ⁴

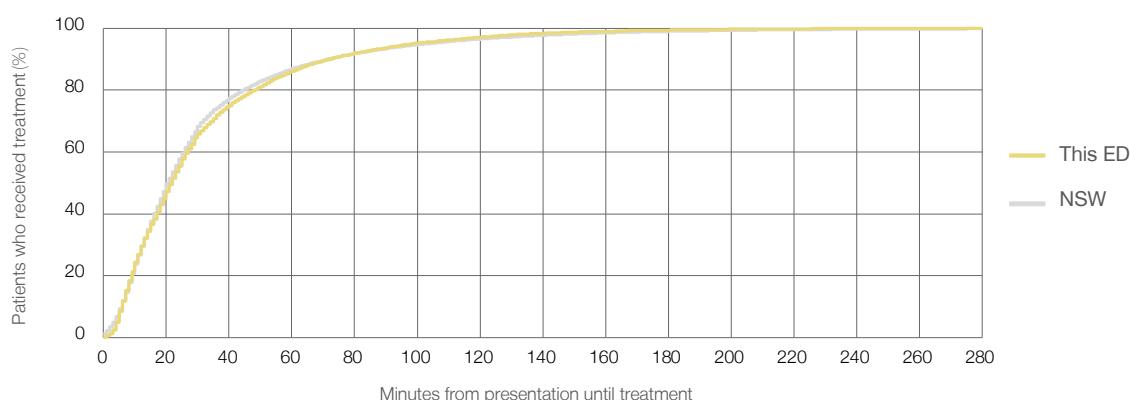
22 minutes

95th percentile time to start treatment ⁵

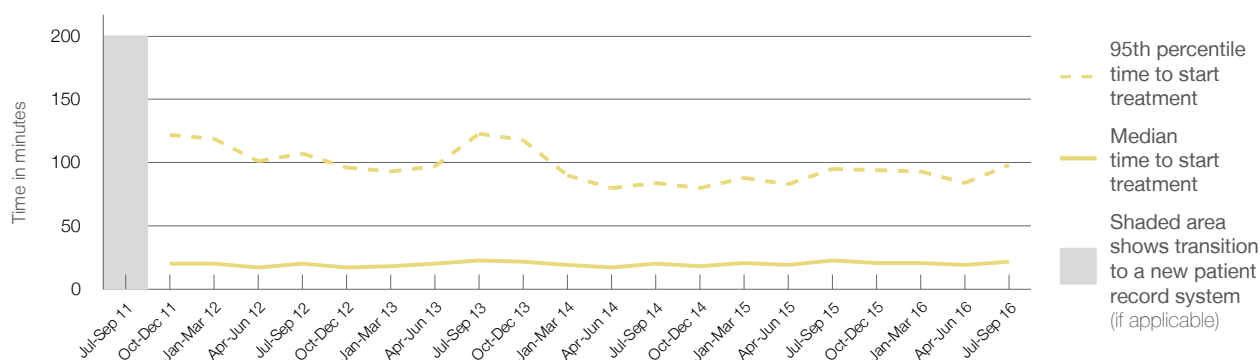
98 minutes

Same period last year	NSW (this period)
4,661	
4,608	
23 minutes	21 minutes
95 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		20	23	20	23	22
95th percentile time to start treatment ⁵ (minutes)		107	123	84	95	98

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

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

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

July to September 2016

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

Number of triage 4 patients: 8,117

Number of triage 4 patients used to calculate waiting time:³ 7,846

Median time to start treatment⁴

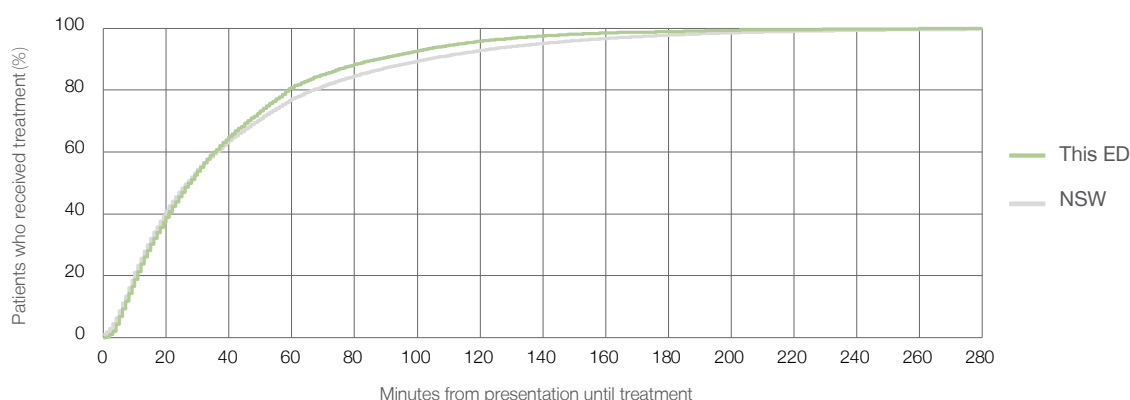
28 minutes

95th percentile time to start treatment⁵

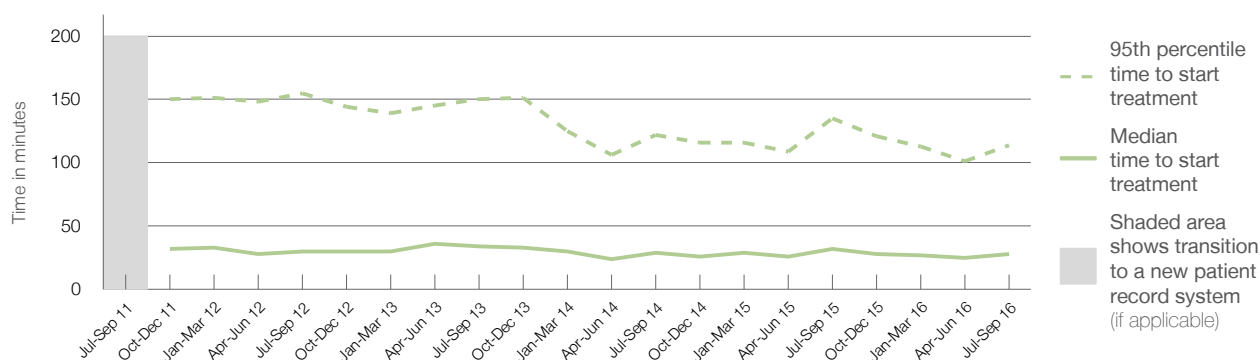
114 minutes

Same period last year	NSW (this period)
8,299	
8,023	
32 minutes	27 minutes
135 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		30	34	29	32	28
95th percentile time to start treatment ⁵ (minutes)		155	150	122	135	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.

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

July to September 2016

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

Number of triage 5 patients: 994

Number of triage 5 patients used to calculate waiting time: ³ 926

Median time to start treatment ⁴

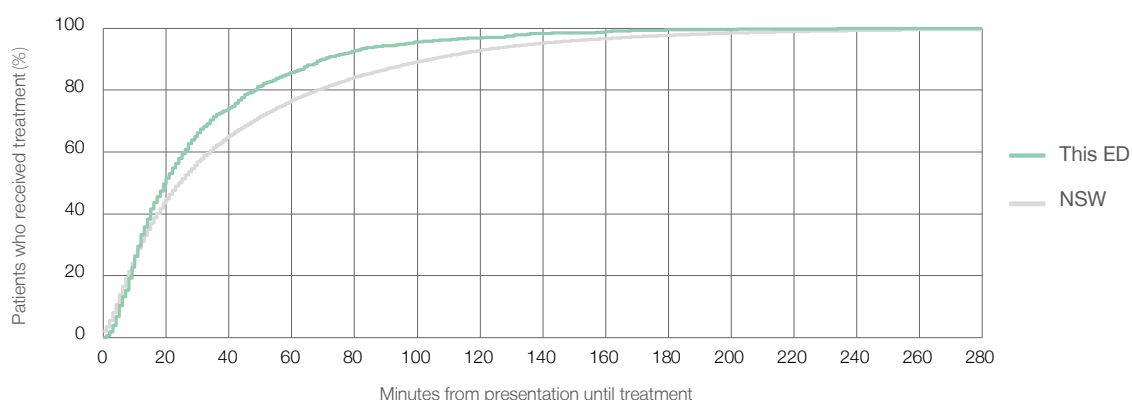
20 minutes

95th percentile time to start treatment ⁵

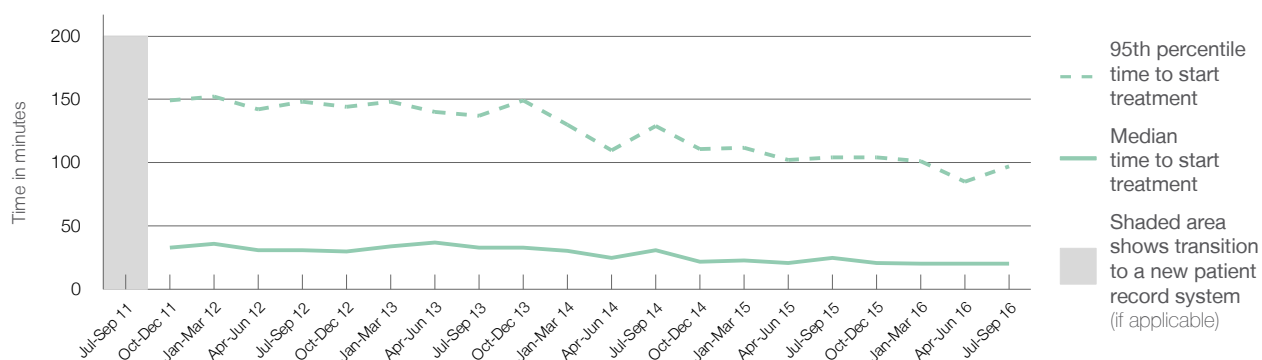
97 minutes

Same period last year	NSW (this period)
1,300	
1,237	
25 minutes	24 minutes
104 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)		31	33	31	25	20
95th percentile time to start treatment ⁵ (minutes)		148	137	129	104	97

(†) 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.

Wyong Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 15,972 patients

Presentations used to calculate time to leaving the ED:⁶ 15,971 patients

Median time spent in the ED⁸

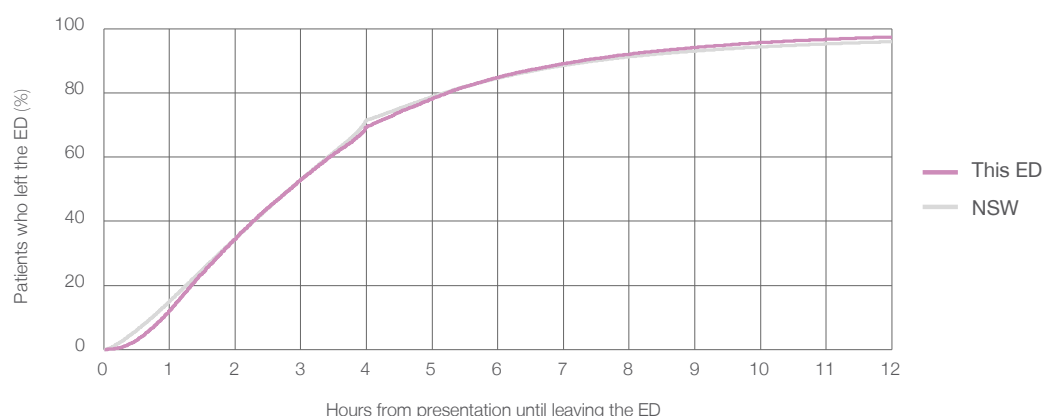
2 hours and 50 minutes

95th percentile time spent in the ED⁹

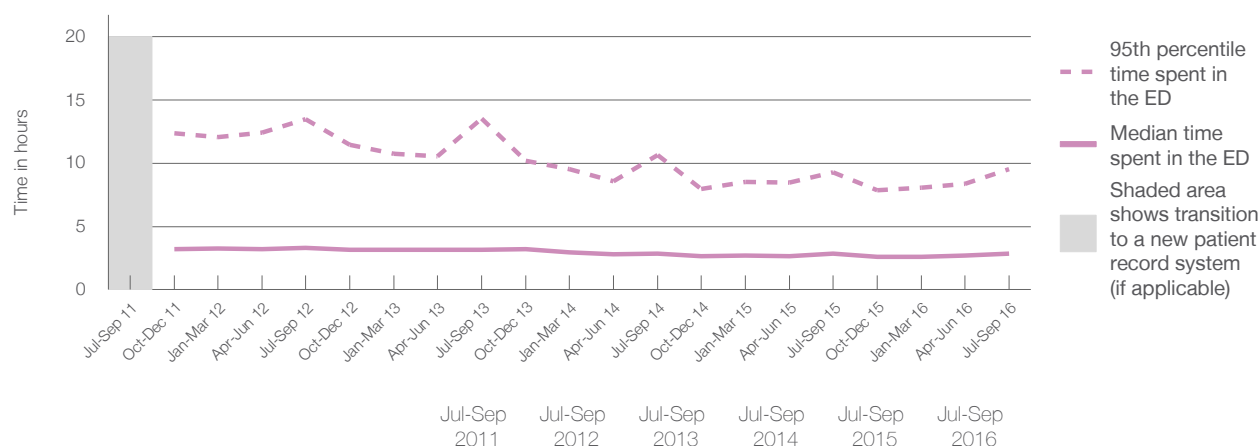
9 hours and 32 minutes

Same period last year	NSW (this period)
15,899	15,899
2 hours and 52 minutes	2 hours and 50 minutes
9 hours and 17 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)		3h 19m	3h 9m	2h 51m	2h 52m	2h 50m
95th percentile time to leaving the ED ⁹ (hours, minutes)		13h 29m	13h 32m	10h 40m	9h 17m	9h 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.

Wyong Hospital: Time patients spent in the ED

By mode of separation

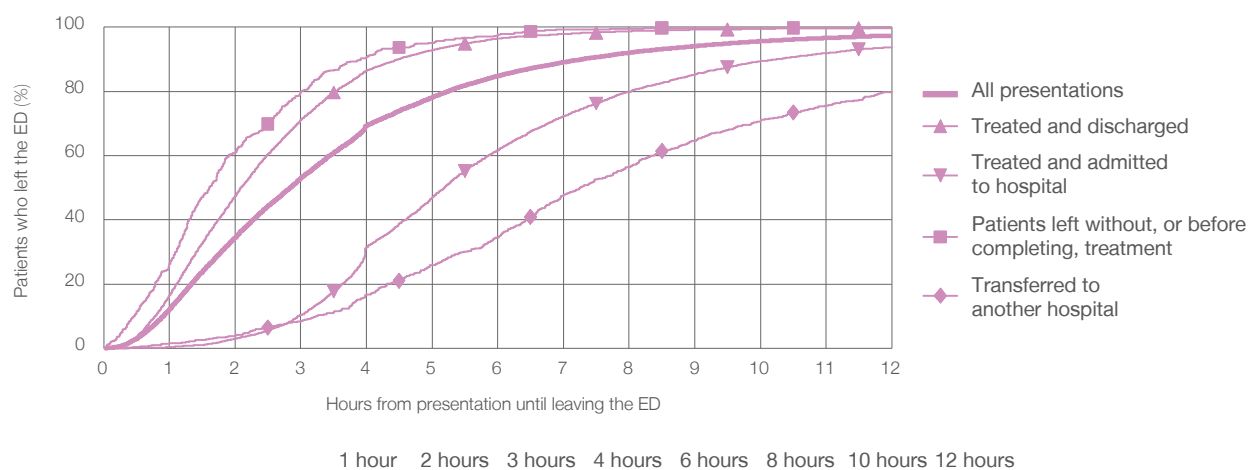
July to September 2016

All presentations:[†] 15,972 patients

Presentations used to calculate time to leaving the ED:[‡] 15,971 patients

		Same period last year	Change since one year ago
		15,899	0.5%
Treated and discharged	10,664 (66.8%)	10,983	-2.9%
Treated and admitted to hospital	4,109 (25.7%)	3,606	13.9%
Patient left without, or before completing, treatment	448 (2.8%)	501	-10.6%
Transferred to another hospital	709 (4.4%)	760	-6.7%
Other	42 (0.3%)	49	-14.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.6%	47.4%	71.1%	86.6%	96.5%	98.7%	99.5%	99.8%
Treated and admitted to hospital	0.4%	3.0%	10.4%	31.5%	61.6%	79.8%	89.4%	93.8%
Patient left without, or before completing, treatment	26.3%	60.9%	79.9%	90.6%	97.8%	99.6%	99.8%	99.8%
Transferred to another hospital	1.6%	3.9%	8.3%	16.6%	34.6%	56.4%	71.2%	80.0%
All presentations	12.2%	34.6%	53.0%	69.4%	84.8%	92.0%	95.7%	97.4%

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Wyong Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 15,972 patients

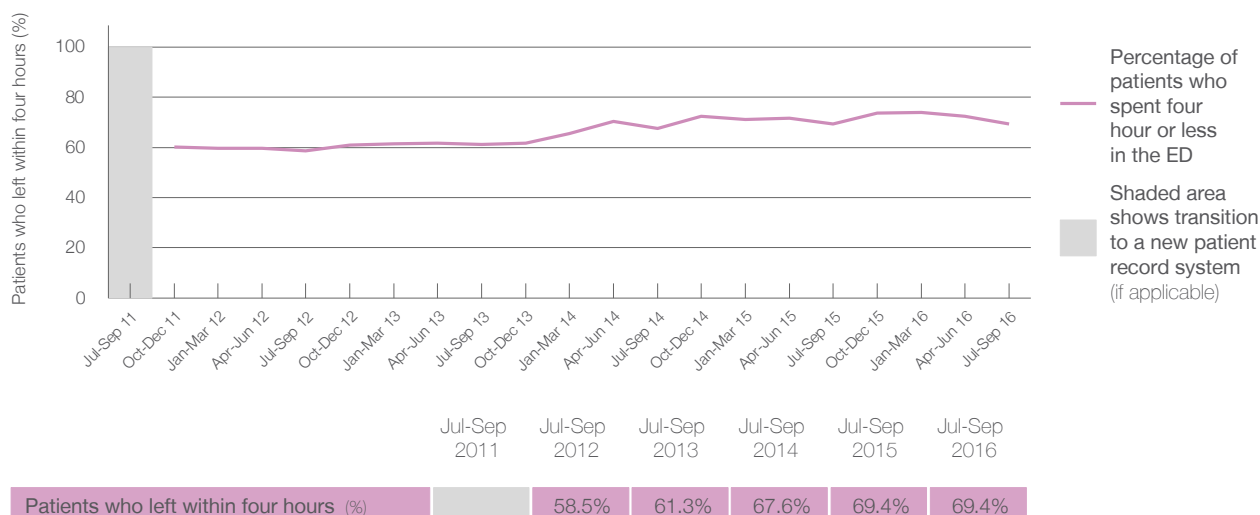
Presentations used to calculate time to leaving the ED: ⁶ 15,971 patients

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



Same period last year	Change since one year ago
15,899	0.5%
15,899	0.5%
69.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. The 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Armidaire and New England Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,076 patients

Emergency presentations:² 3,918 patients

Same period last year	Change since one year ago
4,109	-0.8%
4,024	-2.6%

Armidaire and New England Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 202 patients

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,150 patients

Median time to start treatment⁴ 22 minutes

95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,274 patients

Median time to start treatment⁴ 31 minutes

95th percentile time to start treatment⁵ 189 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 285 patients

Median time to start treatment⁴ 17 minutes

95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
165	
8 minutes	8 minutes
44 minutes	41 minutes
999	
22 minutes	21 minutes
89 minutes	103 minutes
2,487	
28 minutes	27 minutes
143 minutes	139 minutes
362	
21 minutes	24 minutes
139 minutes	138 minutes

Armidaire and New England Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,076 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
4,109	-0.8%
85.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

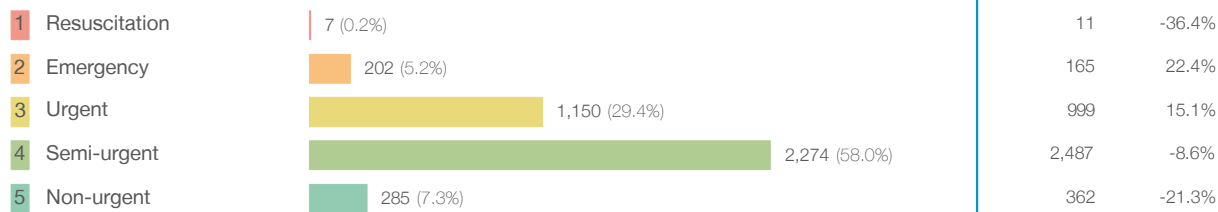
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Armidale and New England Hospital: Patients presenting to the emergency department

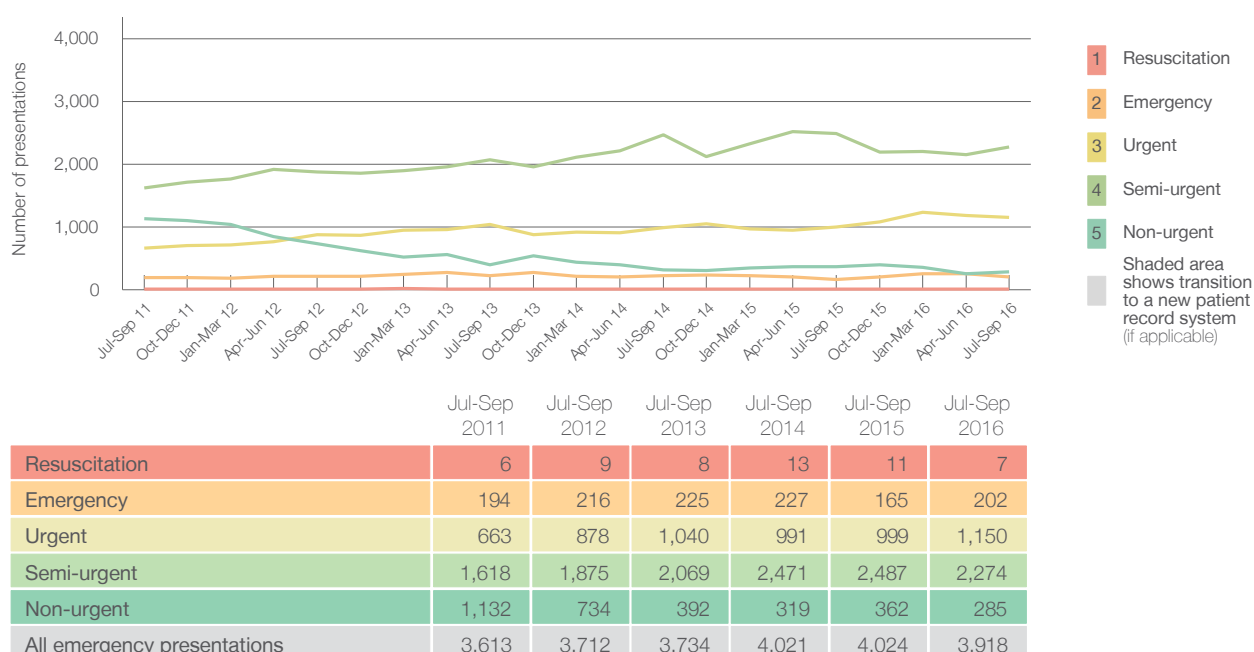
July to September 2016

All presentations:¹ 4,076 patients

Emergency presentations² by triage category: 3,918 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Armidale and New England Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 406 patients^{**}

ED Transfer of care time



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

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

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 202

Number of triage 2 patients used to calculate waiting time: ³ 198

Median time to start treatment ⁴

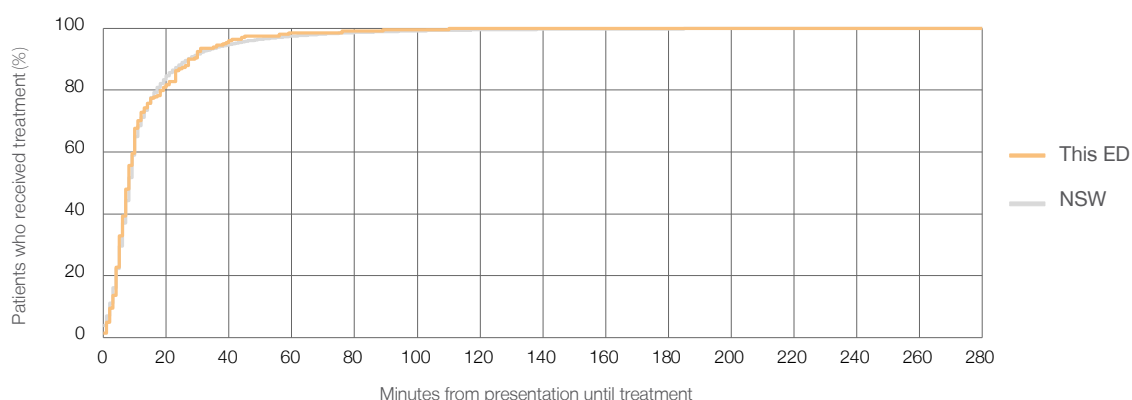
8 minutes

95th percentile time to start treatment ⁵

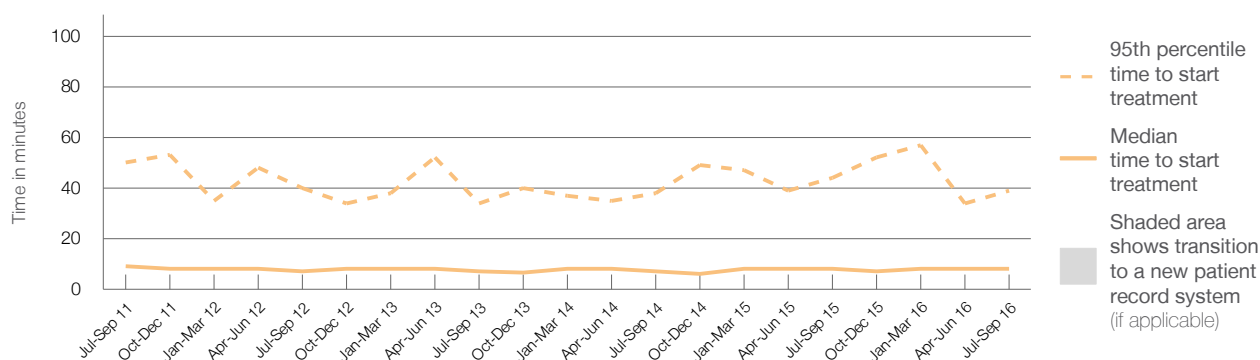
39 minutes

Same period last year	NSW (this period)
165	
161	
8 minutes	8 minutes
44 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	7	7	7	8	8
95th percentile time to start treatment ⁵ (minutes)	50	40	34	38	44	39

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,150

Number of triage 3 patients used to calculate waiting time: ³ 1,104

Median time to start treatment ⁴

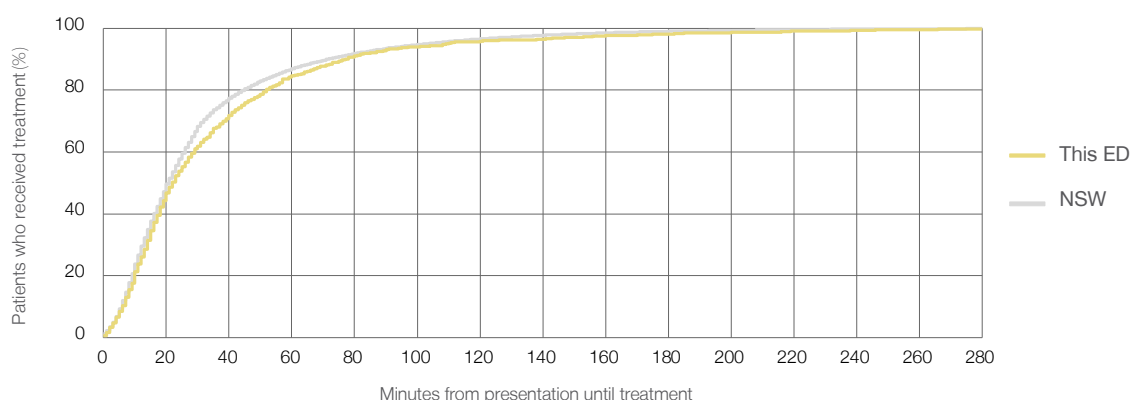
22 minutes

95th percentile time to start treatment ⁵

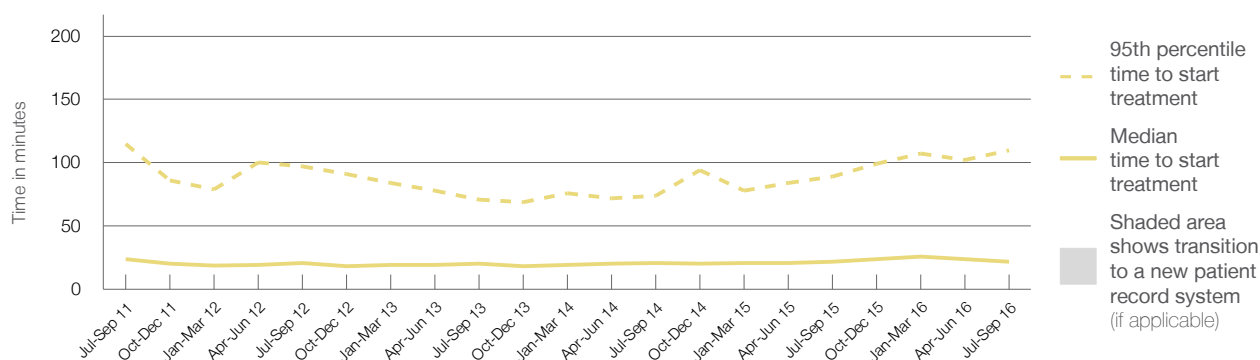
110 minutes

Same period last year	NSW (this period)
999	
969	
22 minutes	21 minutes
89 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	21	20	21	22	22
95th percentile time to start treatment ⁵ (minutes)	115	97	71	74	89	110

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,274

Number of triage 4 patients used to calculate waiting time: ³ 2,045

Median time to start treatment ⁴

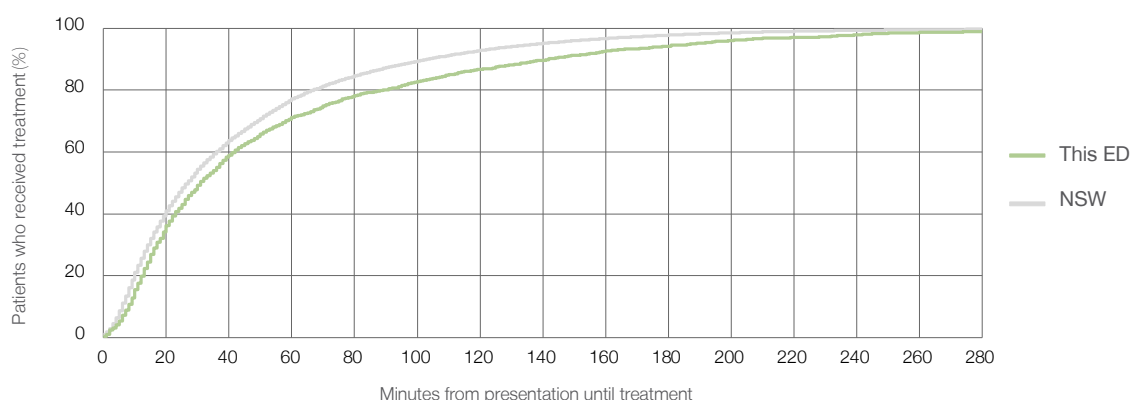
31 minutes

95th percentile time to start treatment ⁵

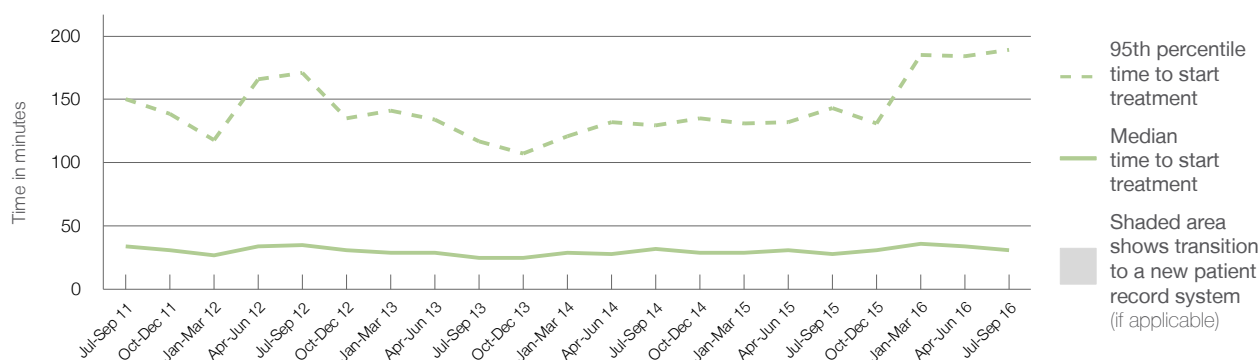
189 minutes

Same period last year	NSW (this period)
2,487	
2,301	
28 minutes	27 minutes
143 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	35	25	32	28	31
95th percentile time to start treatment ⁵ (minutes)	150	171	117	130	143	189

(†) 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.

Armidale and New England Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 285

Number of triage 5 patients used to calculate waiting time: ³ 230

Median time to start treatment ⁴

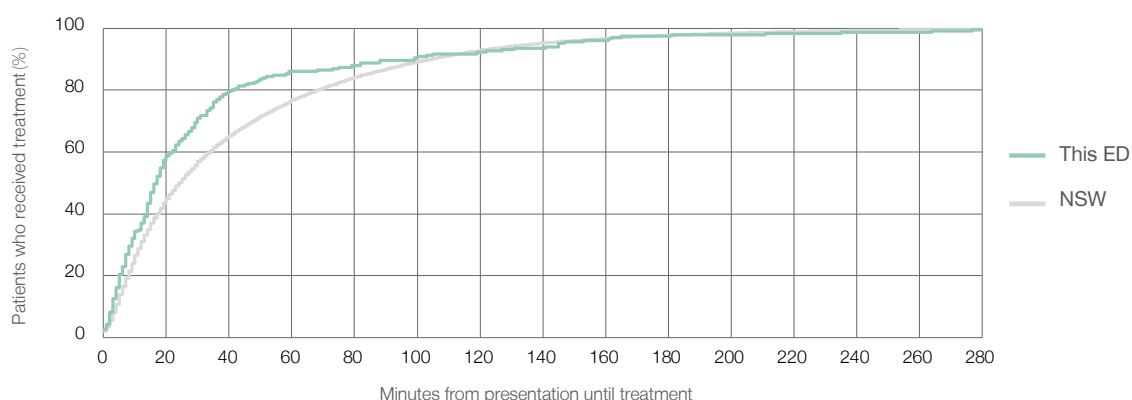
17 minutes

95th percentile time to start treatment ⁵

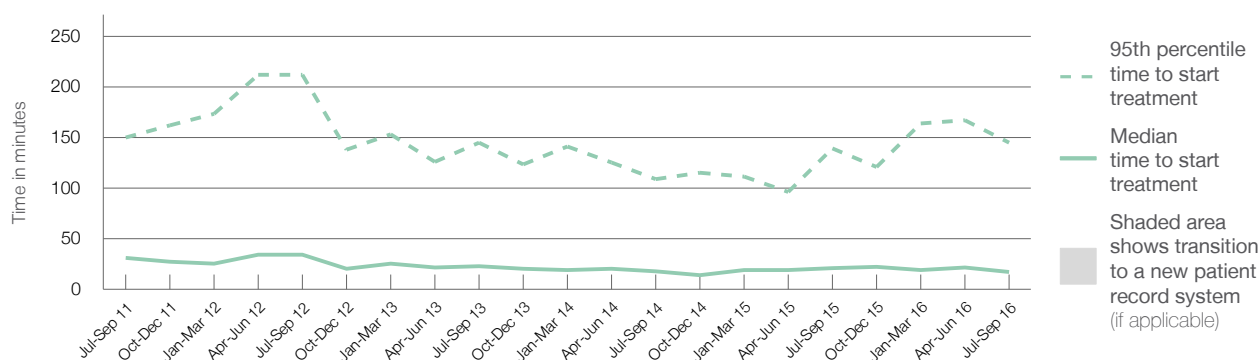
145 minutes

Same period last year	NSW (this period)
362	
297	
21 minutes	24 minutes
139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	34	23	18	21	17
95th percentile time to start treatment ⁵ (minutes)	150	212	145	109	139	145

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,076 patients

Presentations used to calculate time to leaving the ED:⁶ 4,076 patients

Median time spent in the ED⁸

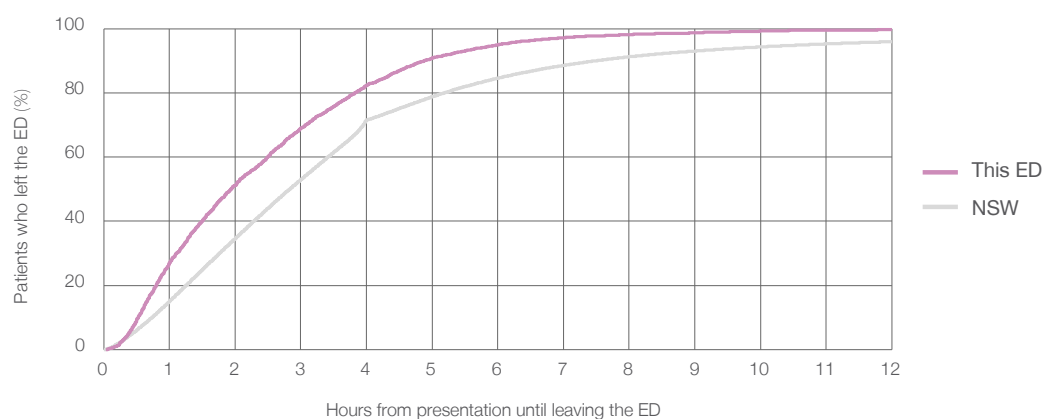
1 hours and 56 minutes

95th percentile time spent in the ED⁹

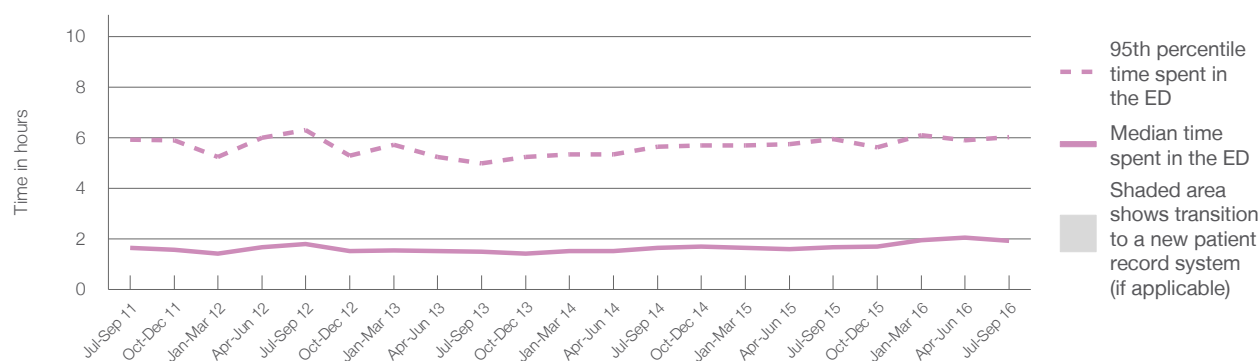
6 hours and 1 minutes

Same period last year	NSW (this period)
4,109	4,109
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 57 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 39m	1h 49m	1h 30m	1h 40m	1h 41m	1h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 56m	6h 19m	4h 59m	5h 39m	5h 57m	6h 1m

(†) 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.

Armidale and New England Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

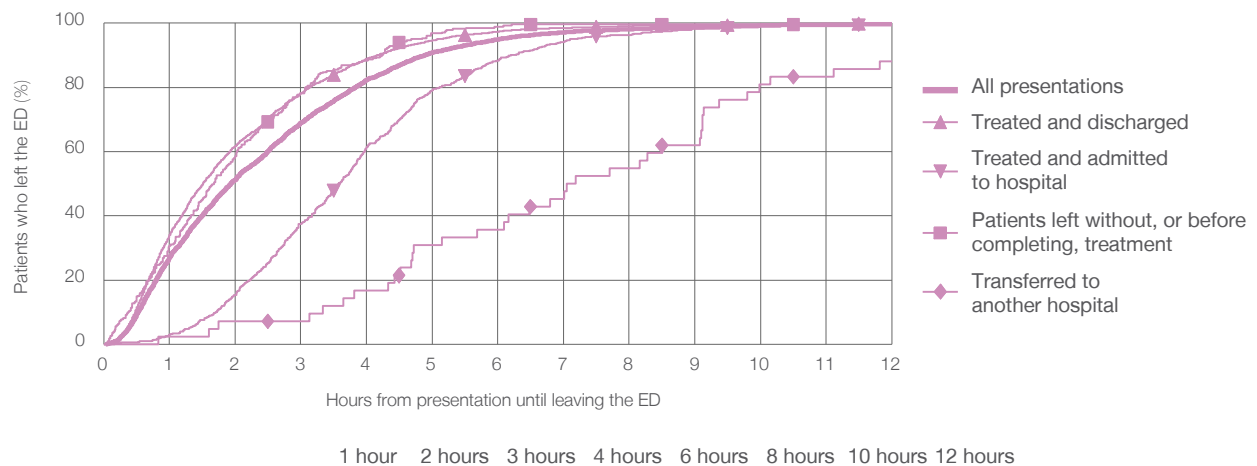
All presentations:[†] 4,076 patients

Presentations used to calculate time to leaving the ED:[‡] 4,076 patients

Treated and discharged	2,890 (70.9%)
Treated and admitted to hospital	845 (20.7%)
Patient left without, or before completing, treatment	283 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	16 (0.4%)

Same period last year	Change since one year ago
4,109	-0.8%
3,019	-4.3%
805	5.0%
203	39.4%
57	-26.3%
25	-36.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	34.1%	61.8%	78.2%	89.0%	97.4%	99.1%	99.6%	99.9%
Treated and admitted to hospital	3.0%	15.4%	37.5%	61.4%	88.4%	96.3%	99.2%	99.6%
Patient left without, or before completing, treatment	30.7%	58.7%	78.1%	88.3%	98.9%	99.6%	99.6%	99.6%
Transferred to another hospital	2.4%	7.1%	7.1%	16.7%	35.7%	54.8%	81.0%	88.1%
All presentations	27.1%	51.3%	68.9%	82.4%	94.9%	98.1%	99.3%	99.7%

(†) 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.

Armidale and New England Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,076 patients

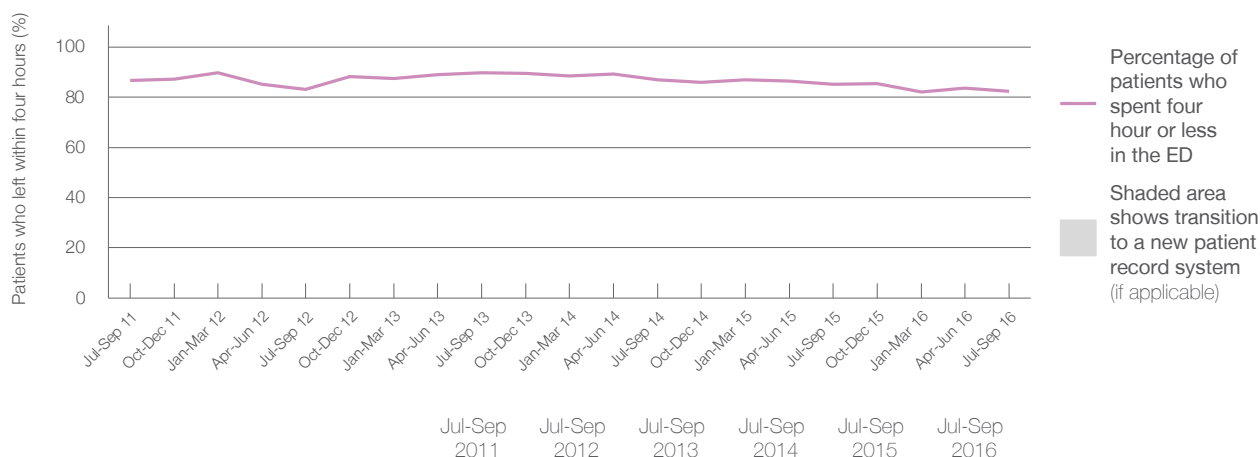
Presentations used to calculate time to leaving the ED: ⁶ 4,076 patients

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



Same period last year	Change since one year ago
4,109	-0.8%
4,109	-0.8%
85.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.7%	83.0%	89.7%	86.9%	85.1%	82.4%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bathurst Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,217 patients

Emergency presentations:² 6,156 patients

Same period last year	Change since one year ago
6,371	-2.4%
6,267	-1.8%

Bathurst Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 698 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,854 patients

Median time to start treatment⁴ 16 minutes

95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,065 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 527 patients

Median time to start treatment⁴ 14 minutes

95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
485	
7 minutes	8 minutes
10 minutes	41 minutes
2,316	
17 minutes	21 minutes
79 minutes	103 minutes
3,256	
22 minutes	27 minutes
170 minutes	139 minutes
194	
14 minutes	24 minutes
111 minutes	138 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,217 patients

Percentage of patients who spent four hours or less in the ED 74.4%

Same period last year	Change since one year ago
6,371	-2.4%
73.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

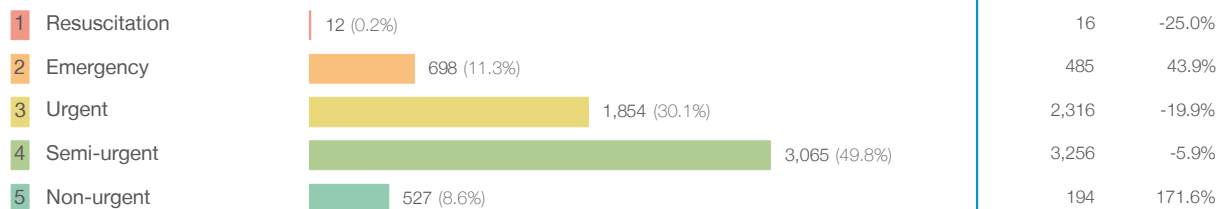
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bathurst Base Hospital: Patients presenting to the emergency department

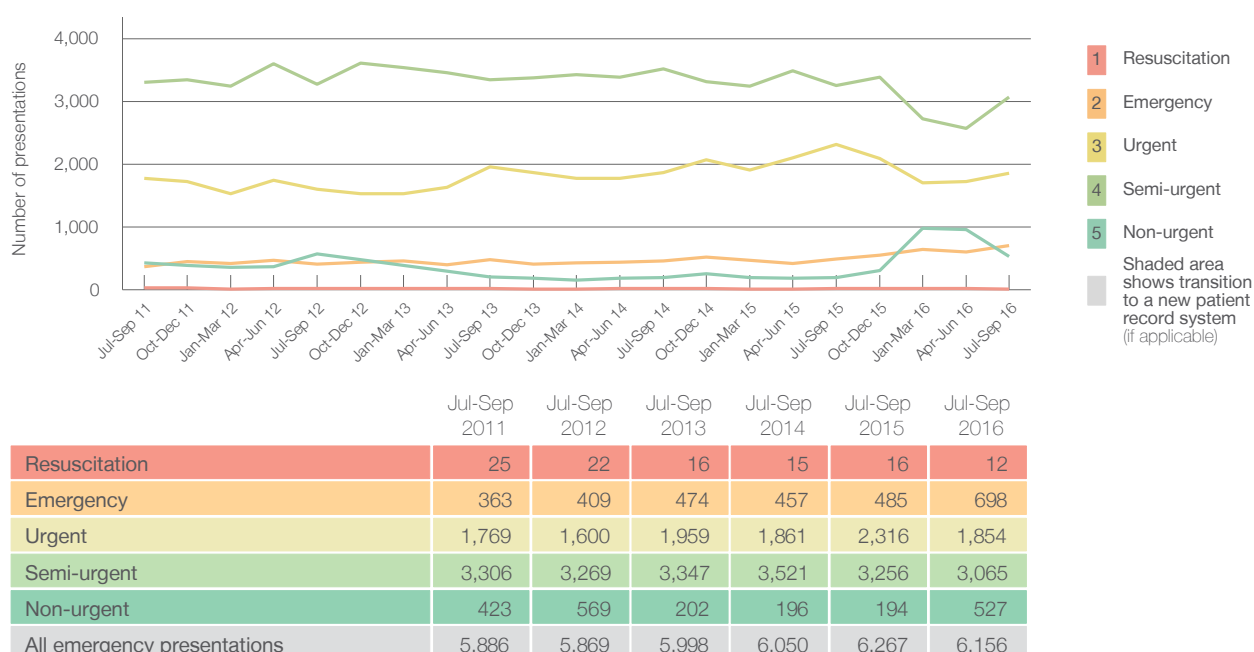
July to September 2016

All presentations:¹ 6,217 patients

Emergency presentations² by triage category: 6,156 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Bathurst Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 904 patients

ED Transfer of care time



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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 698

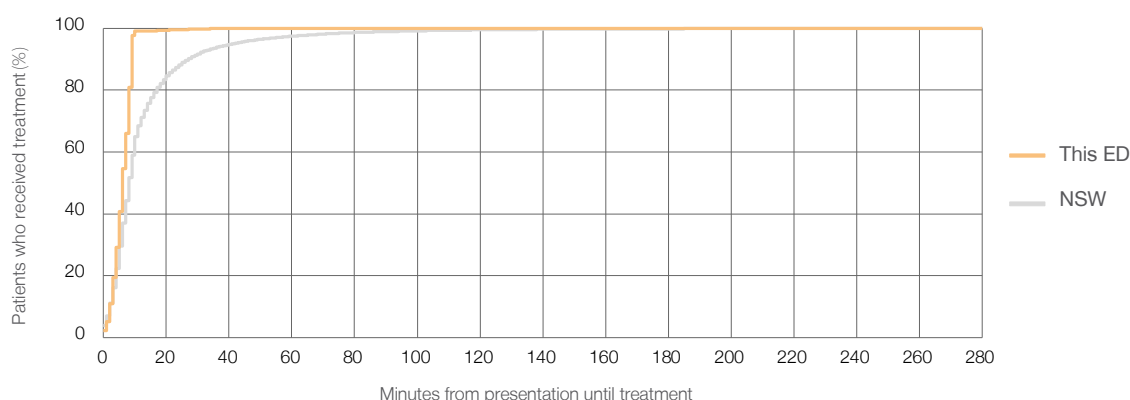
Number of triage 2 patients used to calculate waiting time:³ 698

Median time to start treatment⁴ 6 minutes

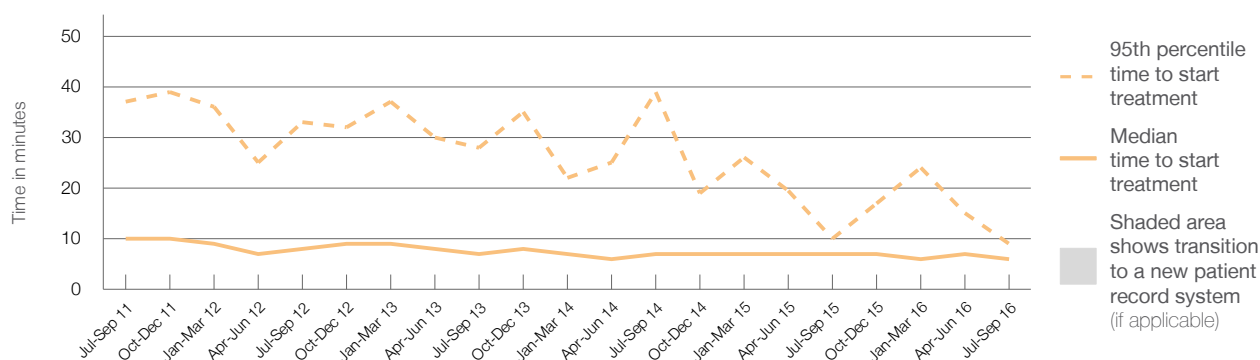
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
485	
484	
7 minutes	8 minutes
10 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	8	7	7	7	6
95th percentile time to start treatment ⁵ (minutes)	37	33	28	39	10	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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,854

Number of triage 3 patients used to calculate waiting time: ³ 1,824

Median time to start treatment ⁴

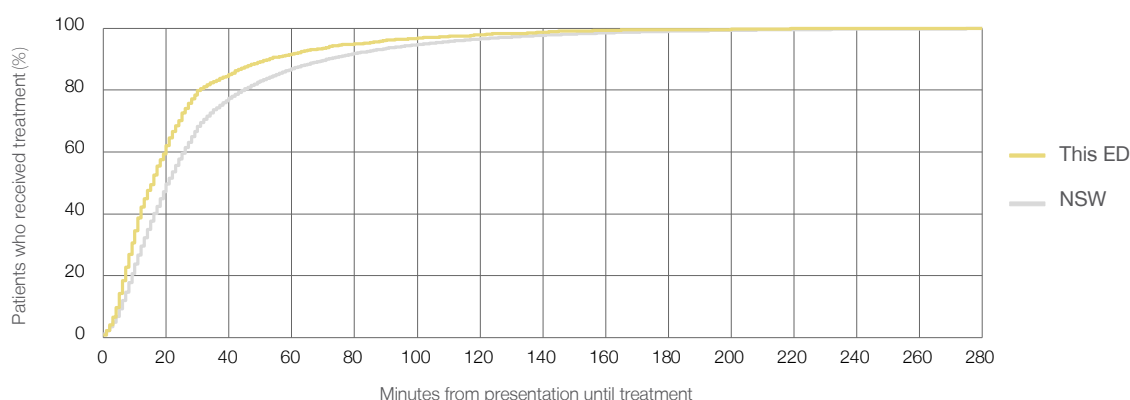
16 minutes

95th percentile time to start treatment ⁵

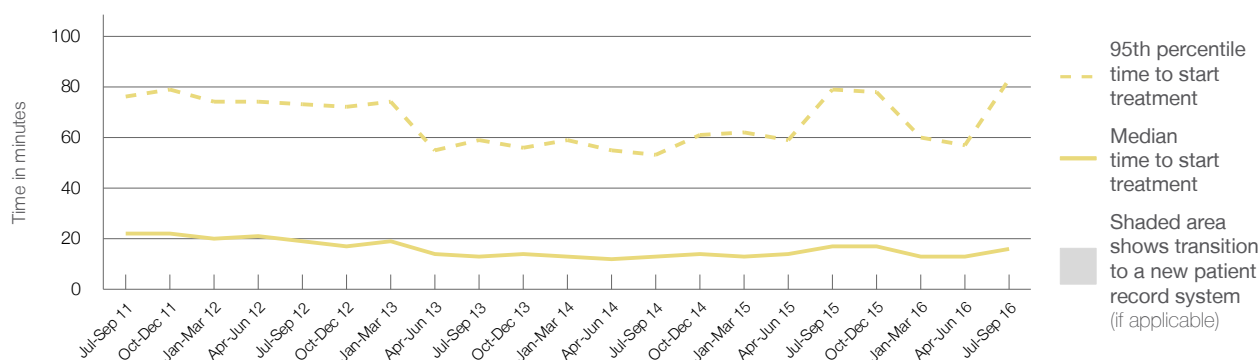
83 minutes

Same period last year	NSW (this period)
2,316	
2,277	
17 minutes	21 minutes
79 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	22	19	13	13	17	16
95th percentile time to start treatment ⁵ (minutes)	76	73	59	53	79	83

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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 3,065

Number of triage 4 patients used to calculate waiting time: ³ 2,888

Median time to start treatment ⁴

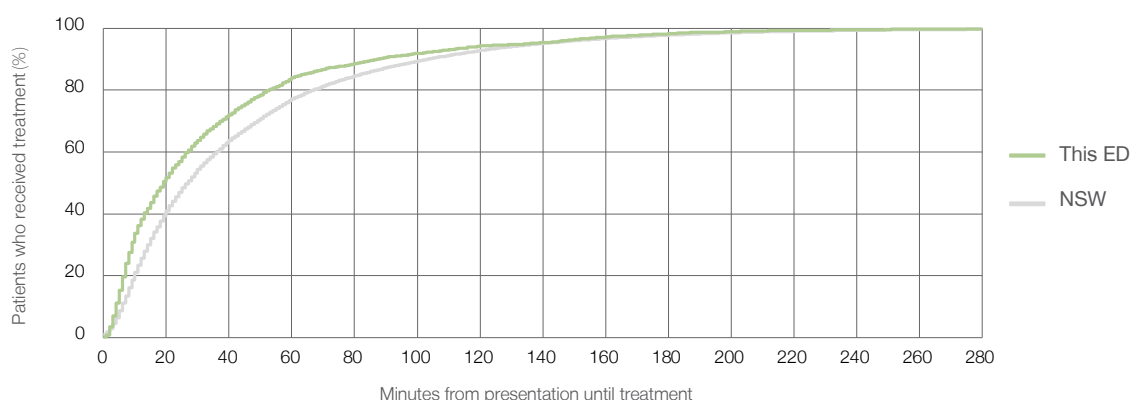
19 minutes

95th percentile time to start treatment ⁵

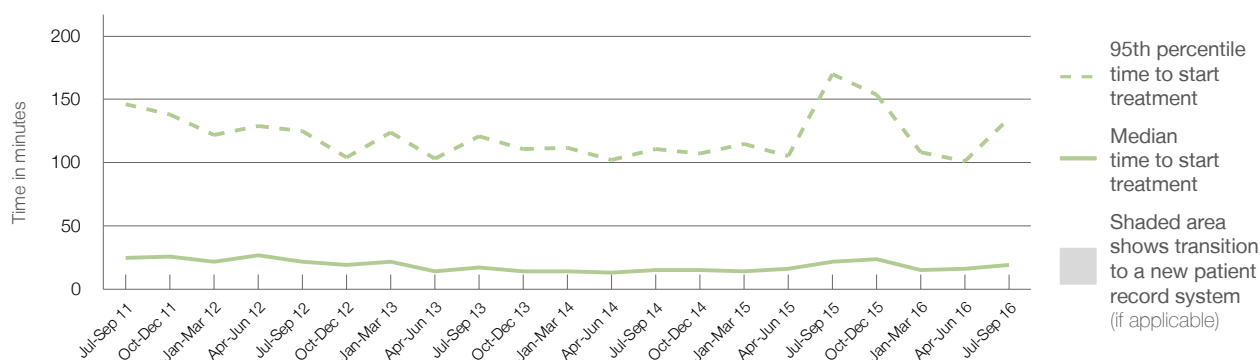
135 minutes

Same period last year	NSW (this period)
3,256	
2,998	
22 minutes	27 minutes
170 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	22	17	15	22	19
95th percentile time to start treatment ⁵ (minutes)	146	125	121	111	170	135

(†) 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.

Bathurst Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 527

Number of triage 5 patients used to calculate waiting time:³ 466

Median time to start treatment⁴

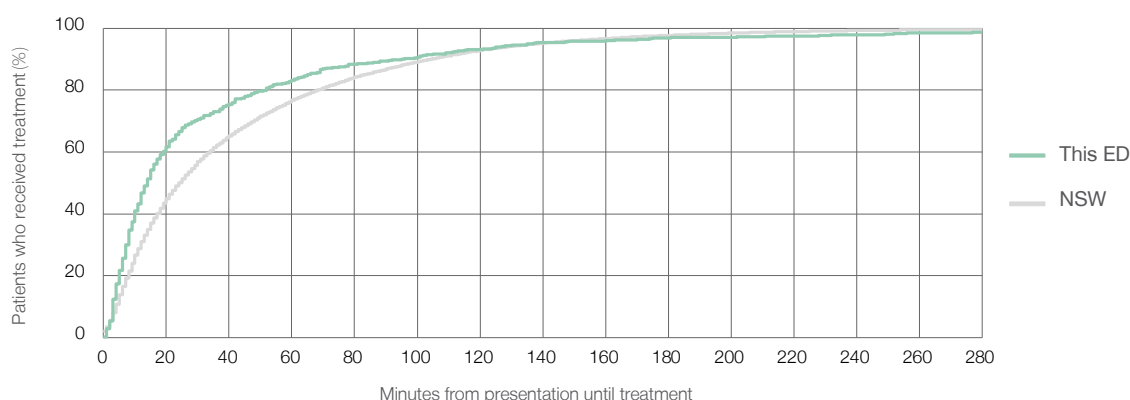
14 minutes

95th percentile time to start treatment⁵

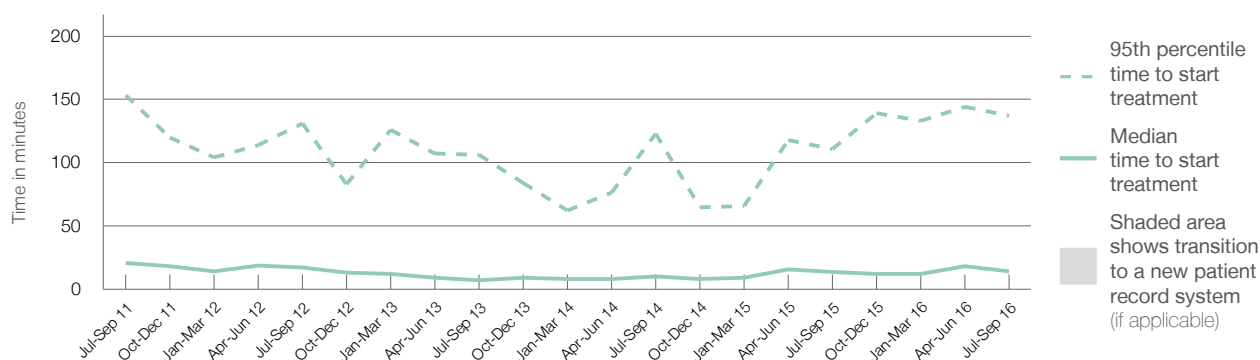
137 minutes

Same period last year	NSW (this period)
194	
172	
14 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	17	7	10	14	14
95th percentile time to start treatment ⁵ (minutes)	153	131	106	123	111	137

(†) 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.

Bathurst Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,217 patients

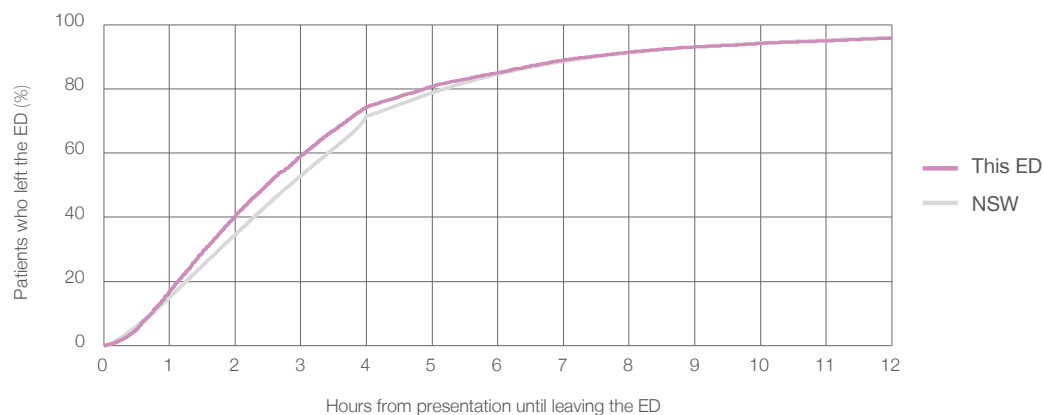
Presentations used to calculate time to leaving the ED:⁶ 6,217 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

95th percentile time spent in the ED⁹ 11 hours and 4 minutes

Same period last year	NSW (this period)
6,371	
6,371	
2 hours and 40 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 29m	2h 23m	2h 16m	2h 40m	2h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 4m	10h 12m	12h 0m	9h 26m	12h 49m	11h 4m

(†) 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.

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

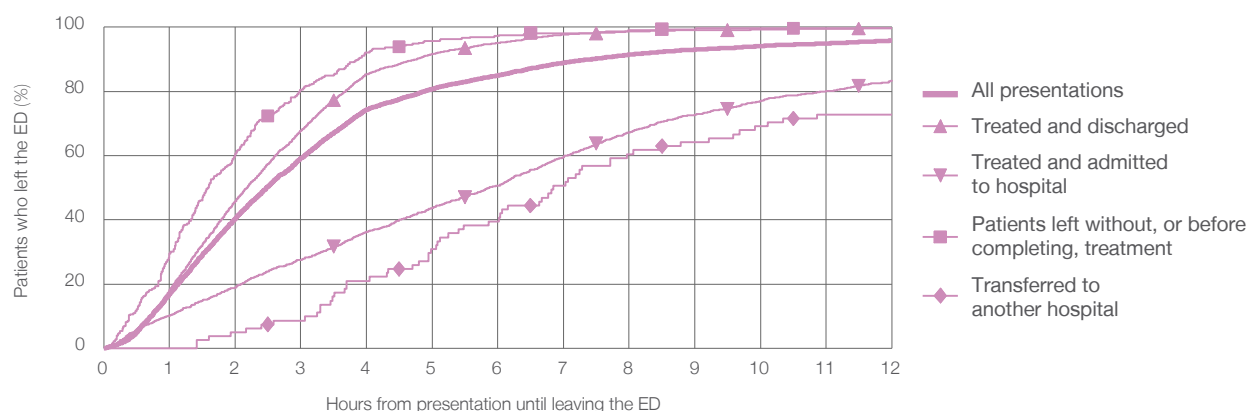
July to September 2016

All presentations:[†] 6,217 patients

Presentations used to calculate time to leaving the ED:[‡] 6,217 patients

		Same period last year	Change since one year ago
Treated and discharged	4,457 (71.7%)	4,830	-7.7%
Treated and admitted to hospital	1,328 (21.4%)	1,034	28.4%
Patient left without, or before completing, treatment	330 (5.3%)	398	-17.1%
Transferred to another hospital	81 (1.3%)	83	-2.4%
Other	21 (0.3%)	26	-19.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.1%	45.8%	67.8%	85.4%	95.2%	98.7%	99.3%	99.7%
Treated and admitted to hospital	10.1%	19.0%	27.6%	36.3%	50.7%	67.2%	77.0%	83.6%
Patient left without, or before completing, treatment	29.4%	60.6%	80.6%	92.1%	97.3%	99.1%	99.7%	99.7%
Transferred to another hospital	0%	4.9%	8.6%	21.0%	39.5%	60.5%	69.1%	72.8%
All presentations	16.9%	40.4%	59.2%	74.4%	85.0%	91.5%	94.1%	95.9%

(†) 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.

Bathurst Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,217 patients

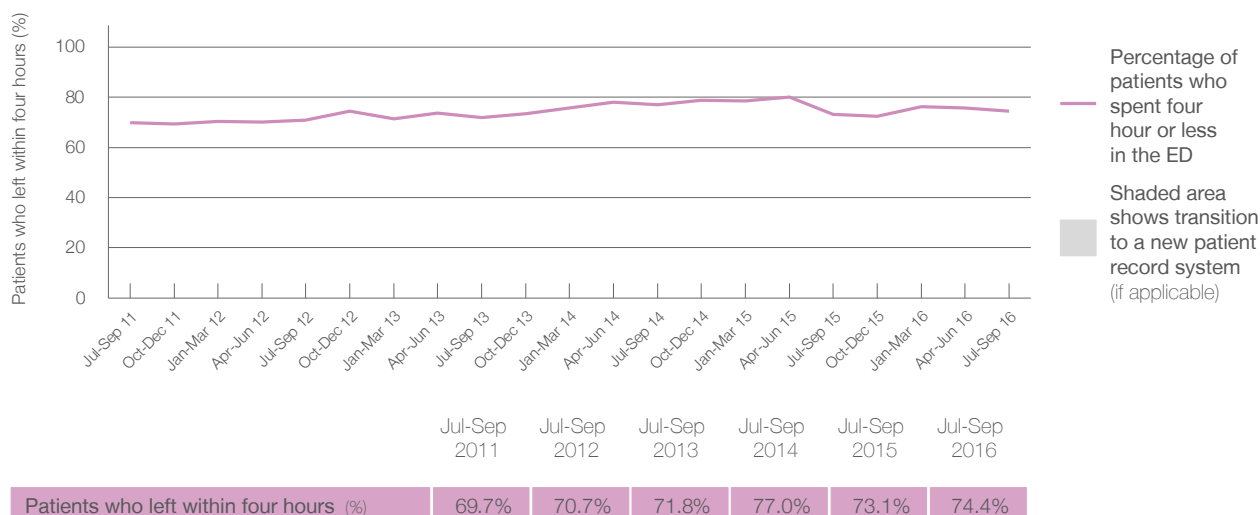
Presentations used to calculate time to leaving the ED: ⁶ 6,217 patients

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



Same period last year	Change since one year ago
6,371	-2.4%
6,371	-2.4%
73.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Belmont Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,902 patients

Emergency presentations:² 5,861 patients

Same period last year	Change since one year ago
6,052	-2.5%
5,952	-1.5%

Belmont Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,353 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,019 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 994 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
463	
8 minutes	8 minutes
24 minutes	41 minutes
1,496	
18 minutes	21 minutes
70 minutes	103 minutes
3,168	
22 minutes	27 minutes
110 minutes	139 minutes
816	
21 minutes	24 minutes
134 minutes	138 minutes

Belmont Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,902 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
6,052	-2.5%
72.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

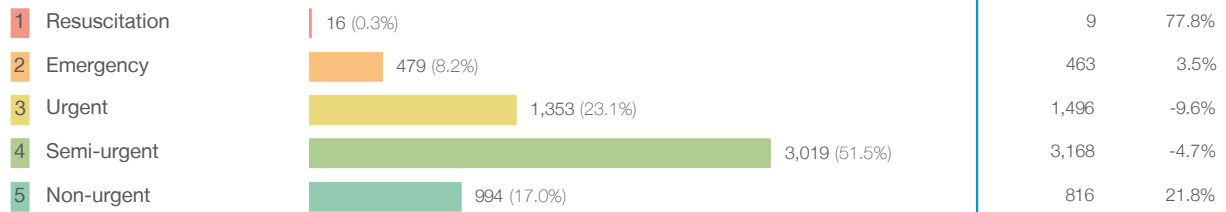
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Belmont Hospital: Patients presenting to the emergency department

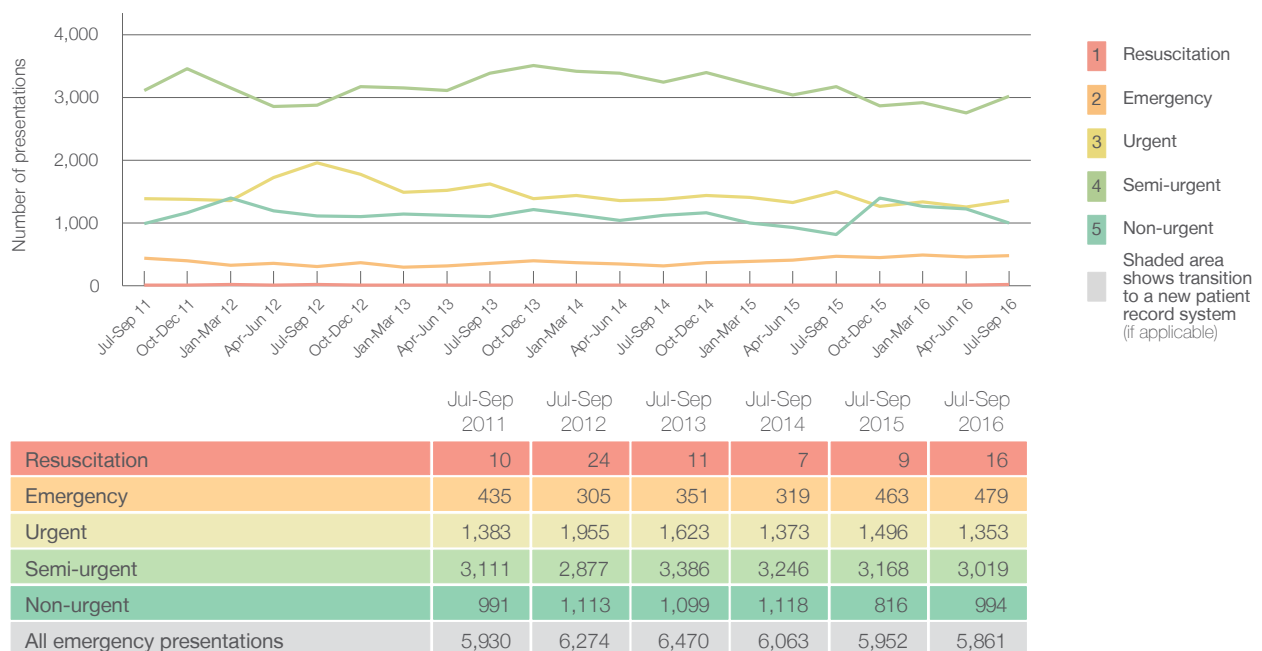
July to September 2016

All presentations:¹ 5,902 patients

Emergency presentations² by triage category: 5,861 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Belmont Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,332 patients

ED Transfer of care time



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

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

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

July to September 2016

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

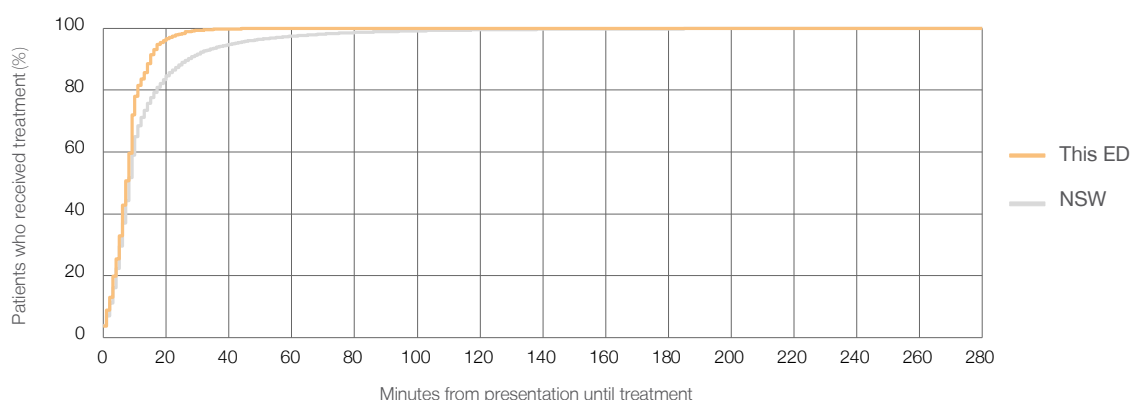
Number of triage 2 patients: 479

Number of triage 2 patients used to calculate waiting time:³ 470

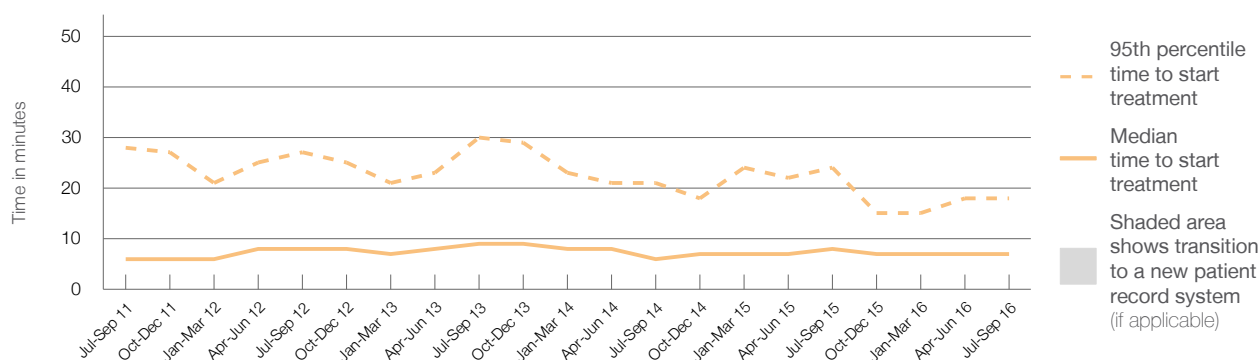
Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
463	
463	
8 minutes	8 minutes
24 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	8	9	6	8	7
95th percentile time to start treatment ⁵ (minutes)	28	27	30	21	24	18

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 1,353

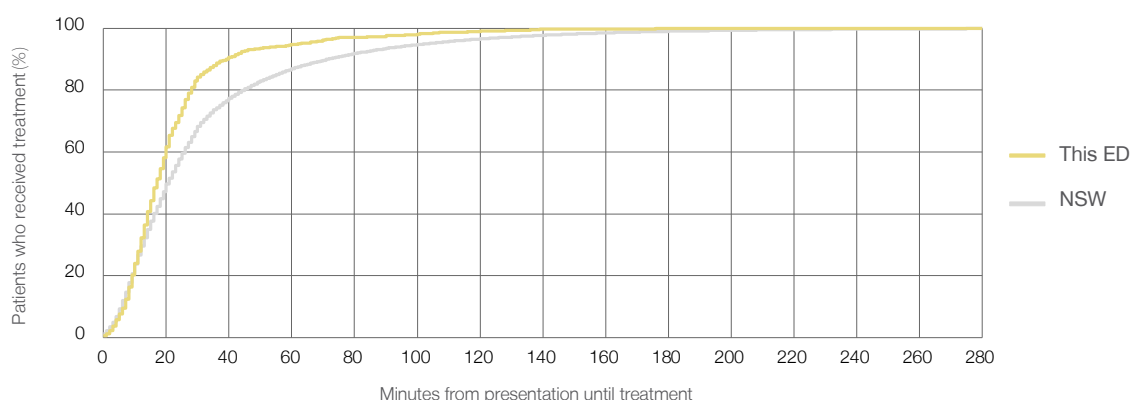
Number of triage 3 patients used to calculate waiting time: ³ 1,302

Median time to start treatment ⁴ 17 minutes

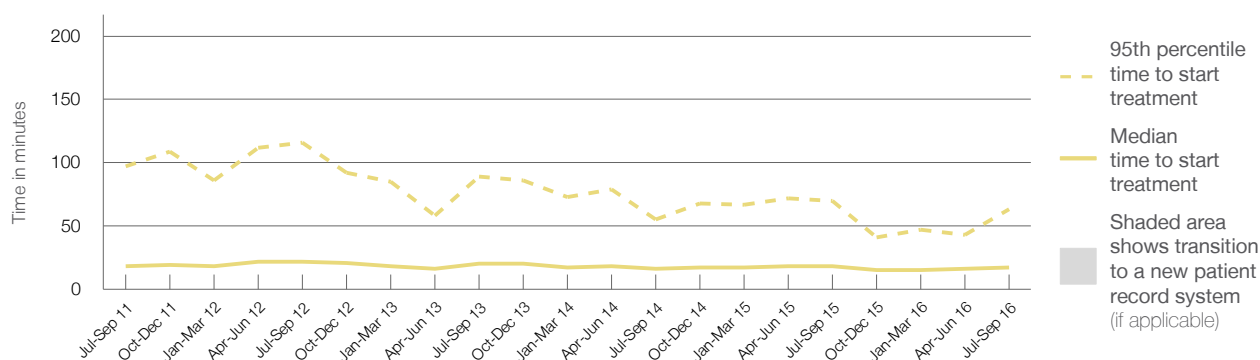
95th percentile time to start treatment ⁵ 63 minutes

Same period last year	NSW (this period)
1,496	
1,444	
18 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	22	20	16	18	17
95th percentile time to start treatment ⁵ (minutes)	97	116	89	55	70	63

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 3,019

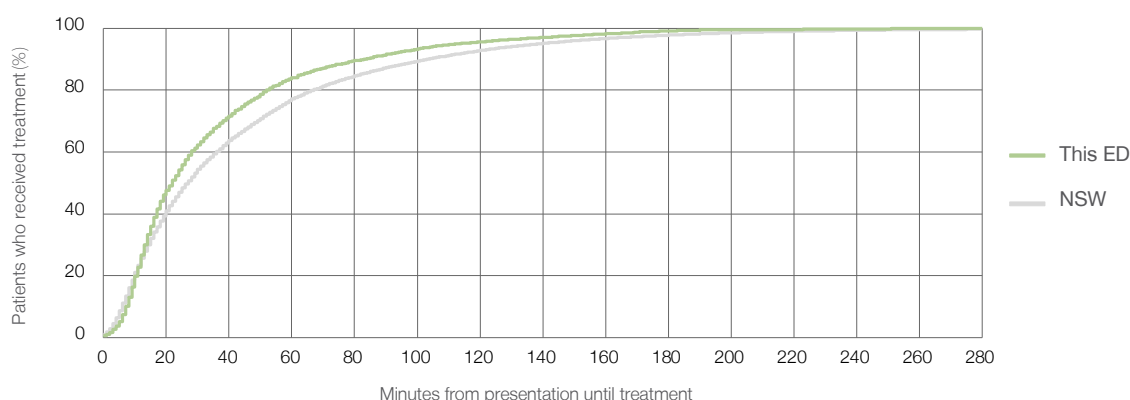
Number of triage 4 patients used to calculate waiting time: ³ 2,533

Median time to start treatment ⁴ 22 minutes

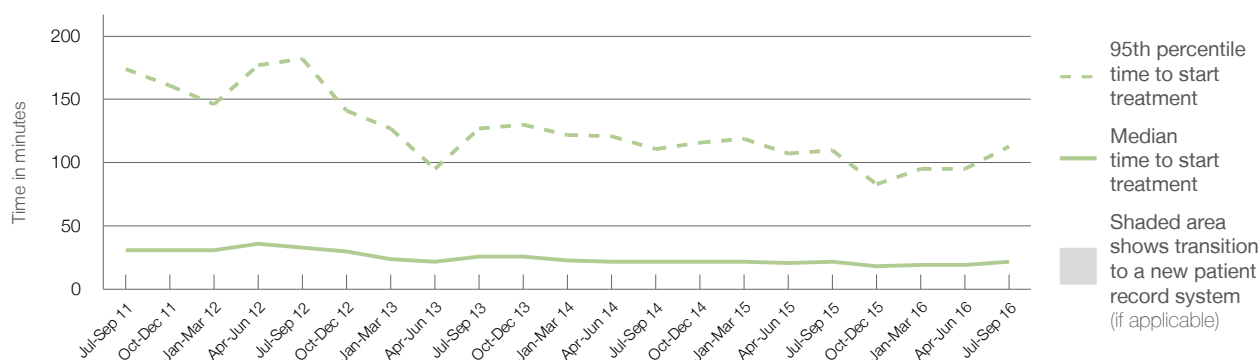
95th percentile time to start treatment ⁵ 113 minutes

Same period last year	NSW (this period)
3,168	
2,715	
22 minutes	27 minutes
110 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	26	22	22	22
95th percentile time to start treatment ⁵ (minutes)	174	182	127	111	110	113

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 994

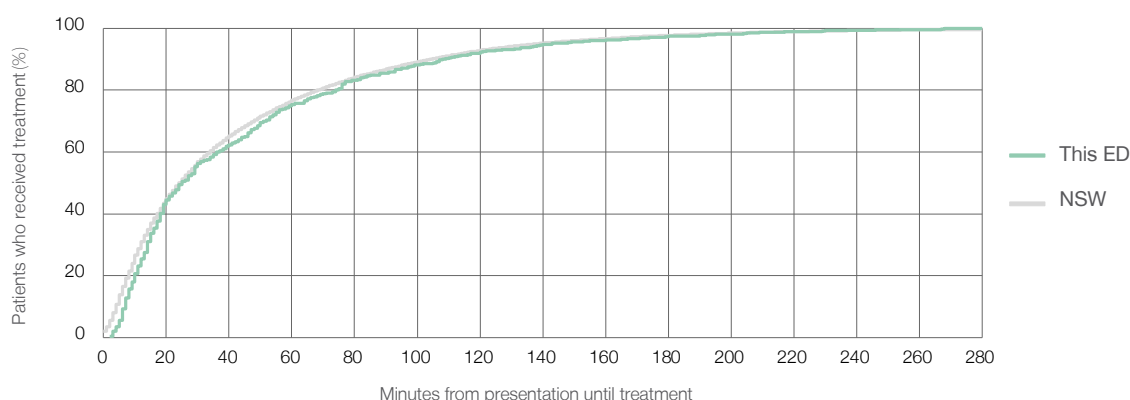
Number of triage 5 patients used to calculate waiting time:³ 756

Median time to start treatment⁴ 25 minutes

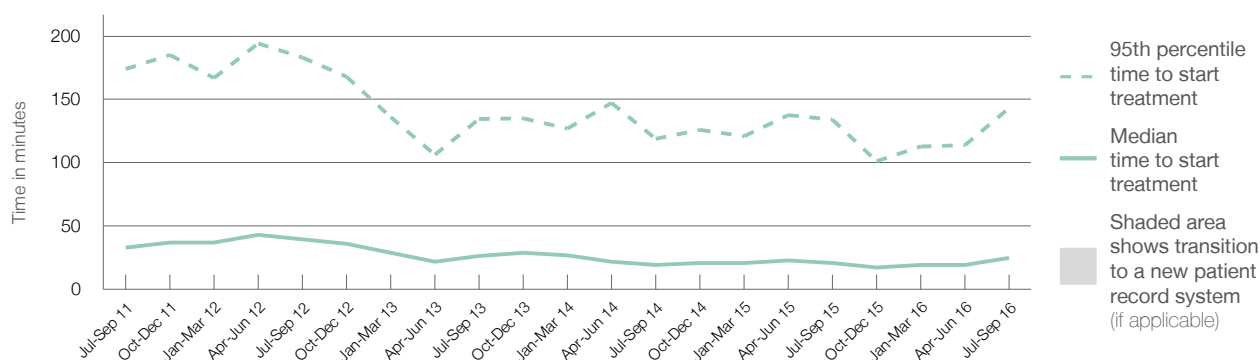
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
816	
615	
21 minutes	24 minutes
134 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	40	27	19	21	25
95th percentile time to start treatment ⁵ (minutes)	174	183	135	119	134	143

(†) 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.

Belmont Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,902 patients

Presentations used to calculate time to leaving the ED:⁶ 5,902 patients

Median time spent in the ED⁸

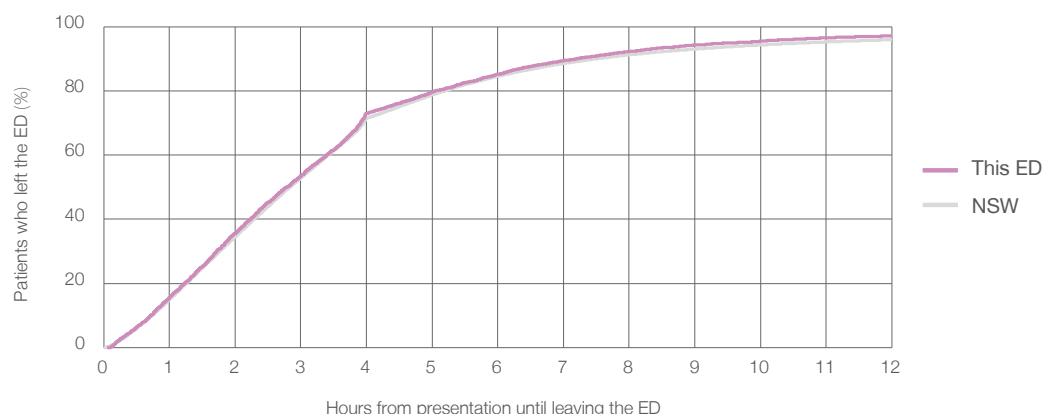
2 hours and 47 minutes

95th percentile time spent in the ED⁹

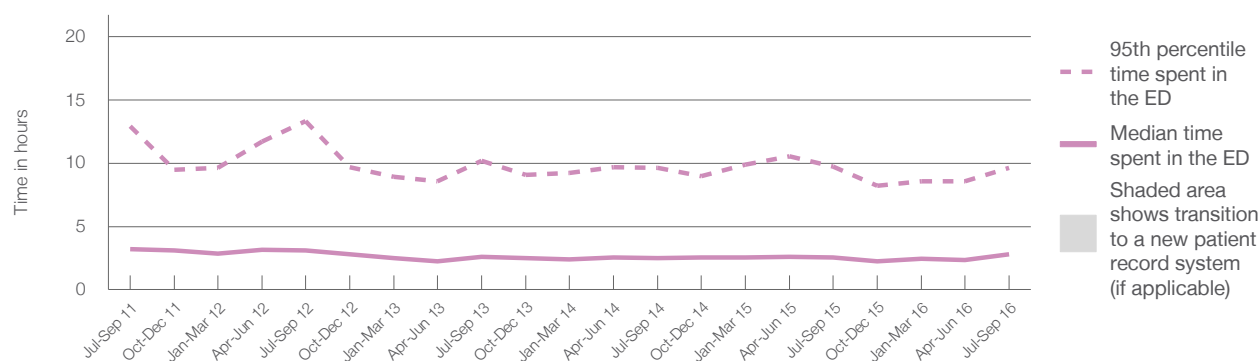
9 hours and 38 minutes

Same period last year	NSW (this period)
6,052	6,052
2 hours and 34 minutes	2 hours and 50 minutes
9 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 14m	3h 7m	2h 35m	2h 30m	2h 34m	2h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 20m	10h 12m	9h 39m	9h 44m	9h 38m

(†) 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.

Belmont Hospital: Time patients spent in the ED

By mode of separation

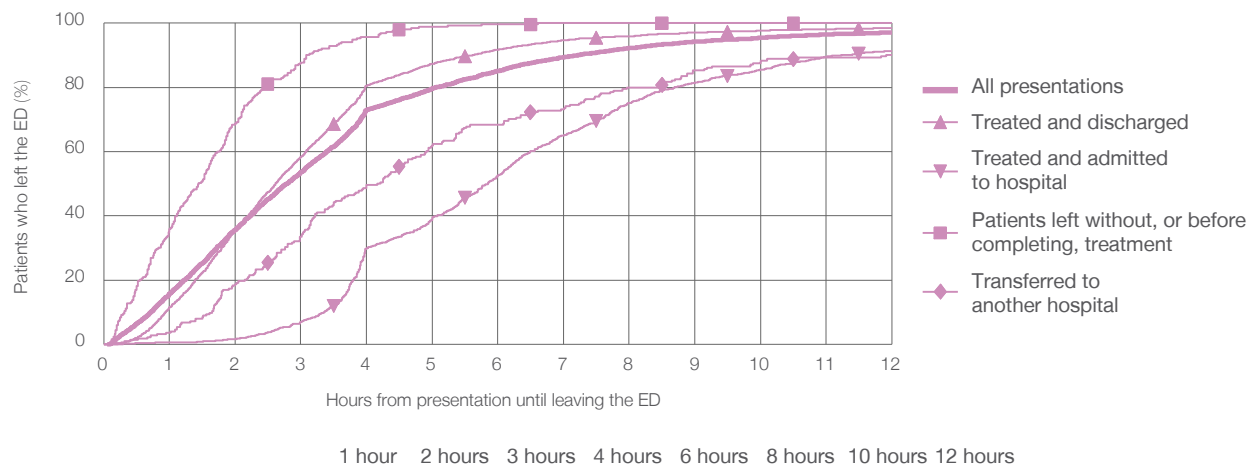
July to September 2016

All presentations:[†] 5,902 patients

Presentations used to calculate time to leaving the ED:[‡] 5,902 patients

		Same period last year	Change since one year ago
Treated and discharged	3,825 (64.8%)	4,102	-6.8%
Treated and admitted to hospital	1,018 (17.2%)	942	8.1%
Patient left without, or before completing, treatment	253 (4.3%)	183	38.3%
Transferred to another hospital	224 (3.8%)	225	-0.4%
Other	582 (9.9%)	600	-3.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	35.2%	58.4%	80.6%	91.8%	96.0%	97.7%	98.5%
Treated and admitted to hospital	0.6%	1.6%	7.0%	30.0%	52.7%	75.1%	85.5%	91.3%
Patient left without, or before completing, treatment	36.0%	68.8%	87.7%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	3.6%	18.8%	33.5%	49.6%	68.3%	79.9%	88.4%	90.2%
All presentations	15.8%	35.6%	53.6%	73.0%	85.2%	92.2%	95.5%	97.1%

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

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

Belmont Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,902 patients

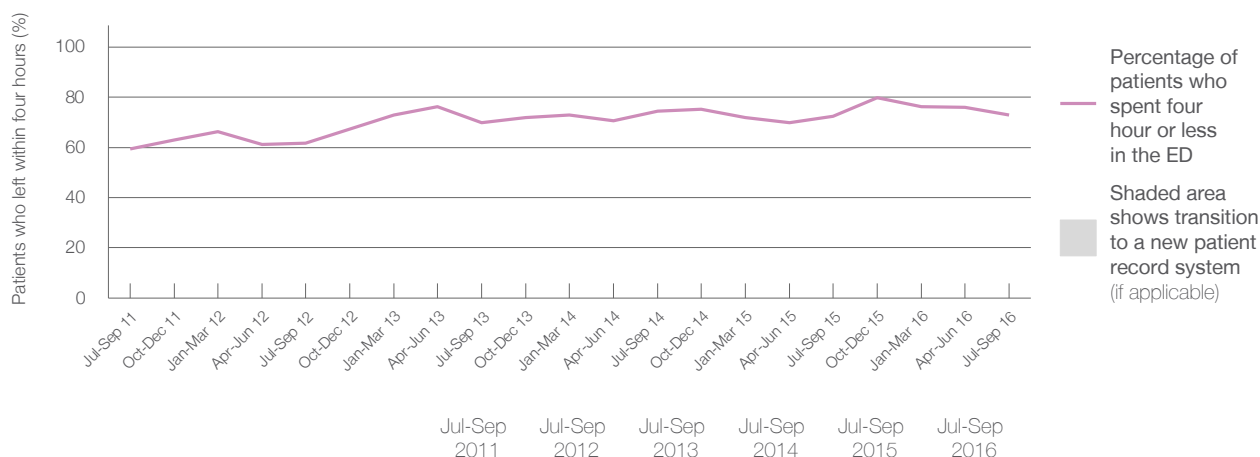
Presentations used to calculate time to leaving the ED: ⁶ 5,902 patients

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



Same period last year	Change since one year ago
6,052	-2.5%
6,052	-2.5%
72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	59.3%	61.6%	69.8%	74.5%	72.4%	73.0%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bowral and District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,555 patients

Emergency presentations:² 4,453 patients

Same period last year	Change since one year ago
4,489	1.5%
4,369	1.9%

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

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 302 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,426 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 93 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,131 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 578 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
339	
8 minutes	8 minutes
28 minutes	41 minutes
1,538	
19 minutes	21 minutes
103 minutes	103 minutes
1,986	
23 minutes	27 minutes
128 minutes	139 minutes
486	
23 minutes	24 minutes
149 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,555 patients

Percentage of patients who spent four hours or less in the ED 81.3%

Same period last year	Change since one year ago
4,489	1.5%
82.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

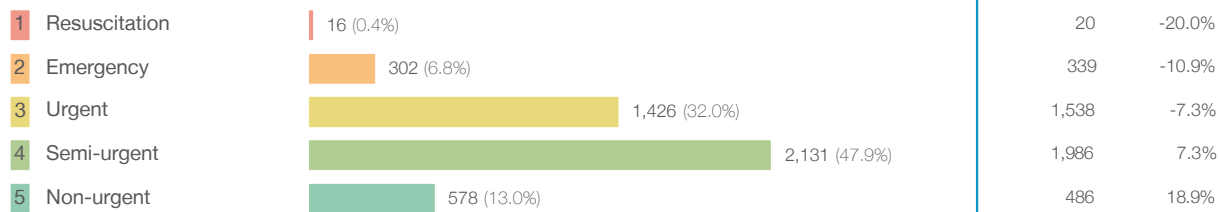
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bowral and District Hospital: Patients presenting to the emergency department

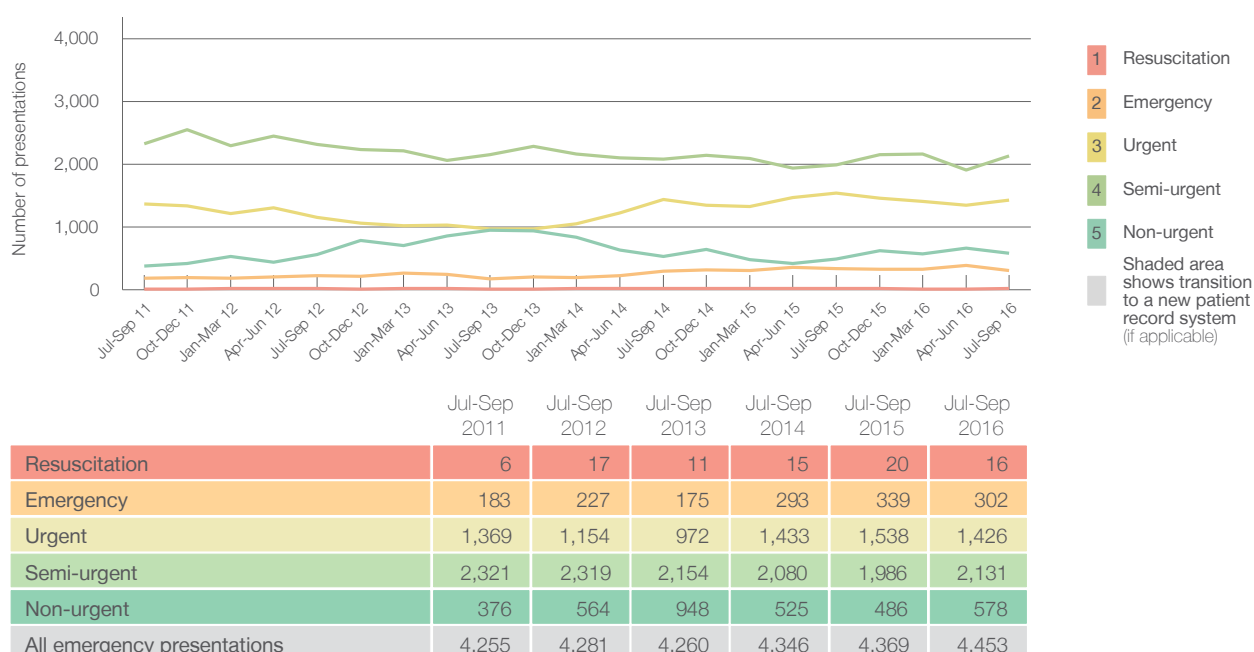
July to September 2016

All presentations:¹ 4,555 patients

Emergency presentations² by triage category: 4,453 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Bowral and District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 879 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 302

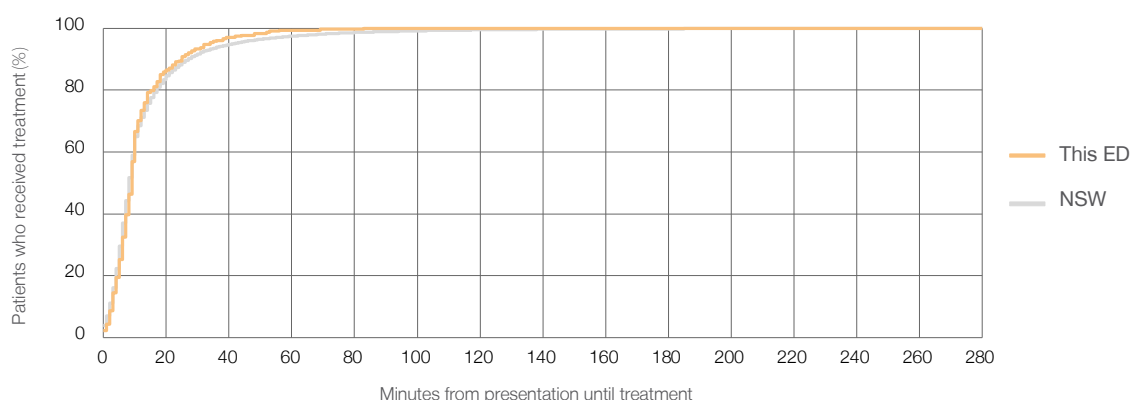
Number of triage 2 patients used to calculate waiting time:³ 302

Median time to start treatment⁴ 9 minutes

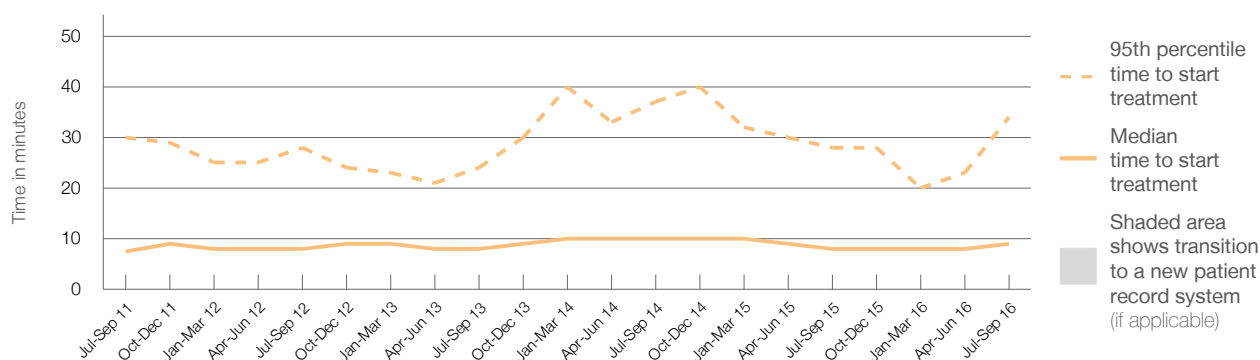
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
339	
339	
8 minutes	8 minutes
28 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	10	8	9
95th percentile time to start treatment ⁵ (minutes)	30	28	24	37	28	34

(†) 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

July to September 2016

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

Number of triage 3 patients: 1,426

Number of triage 3 patients used to calculate waiting time: ³ 1,414

Median time to start treatment ⁴

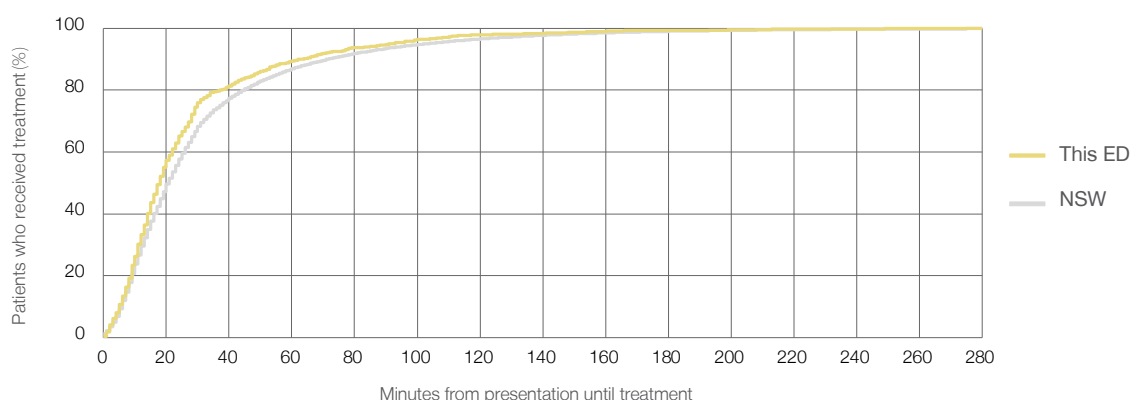
18 minutes

95th percentile time to start treatment ⁵

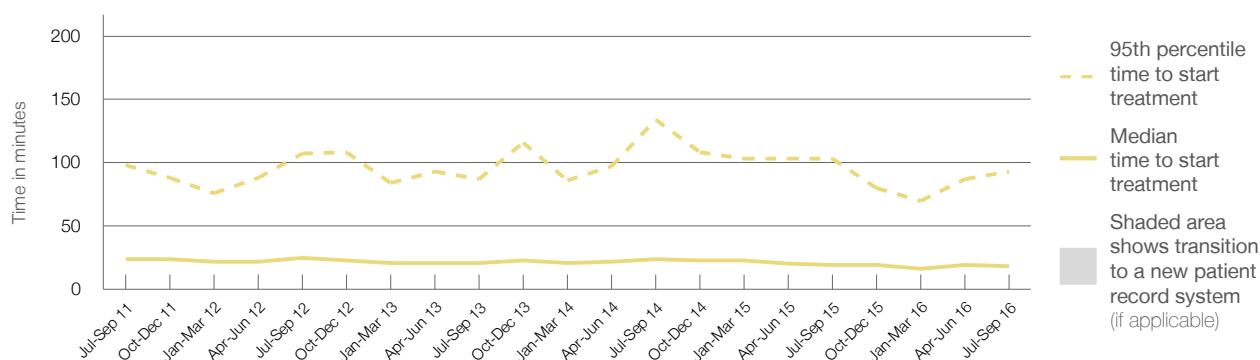
93 minutes

Same period last year	NSW (this period)
1,538	
1,518	
19 minutes	21 minutes
103 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	25	21	24	19	18
95th percentile time to start treatment ⁵ (minutes)	98	107	87	134	103	93

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

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

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

July to September 2016

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

Number of triage 4 patients: 2,131

Number of triage 4 patients used to calculate waiting time:³ 2,040

Median time to start treatment⁴

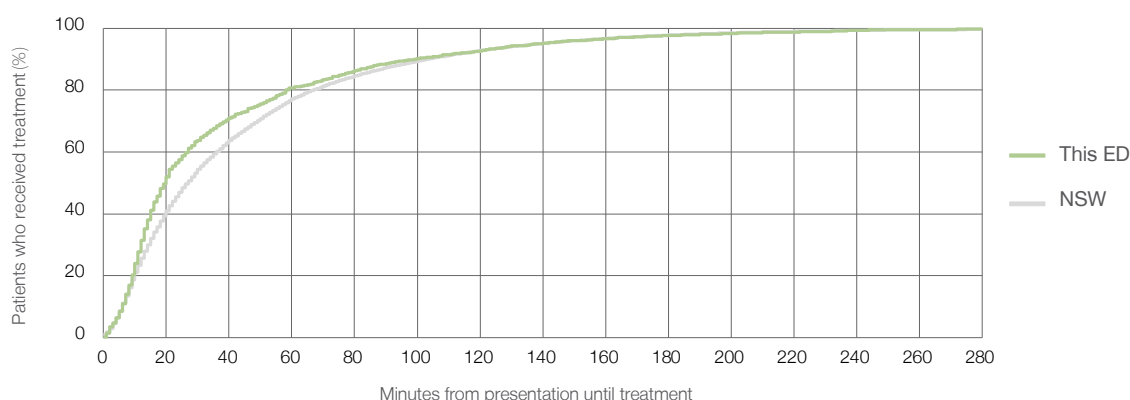
20 minutes

95th percentile time to start treatment⁵

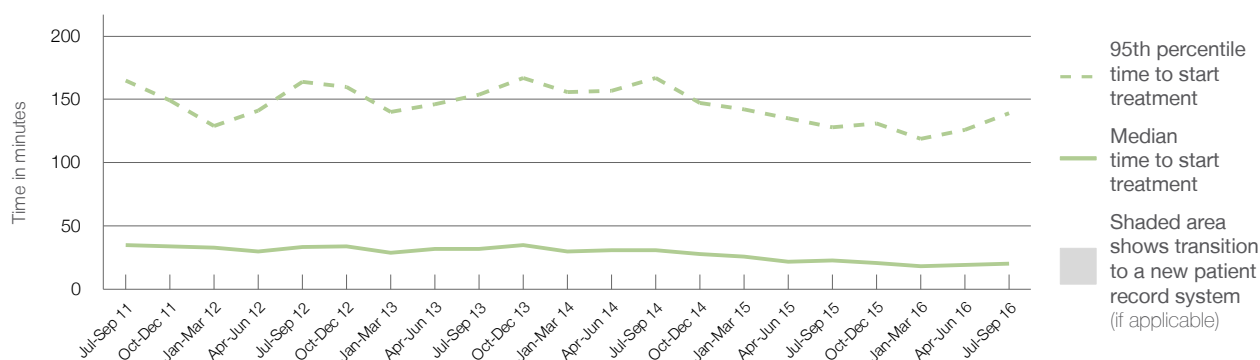
139 minutes

Same period last year	NSW (this period)
1,986	
1,858	
23 minutes	27 minutes
128 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	32	31	23	20
95th percentile time to start treatment ⁵ (minutes)	165	164	154	167	128	139

(†) 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

July to September 2016

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

Number of triage 5 patients: 578

Number of triage 5 patients used to calculate waiting time: ³ 525

Median time to start treatment ⁴

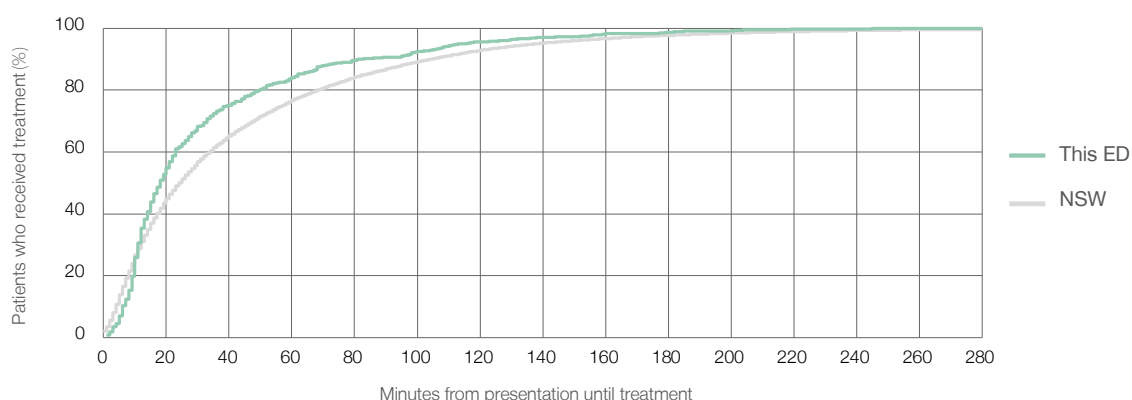
18 minutes

95th percentile time to start treatment ⁵

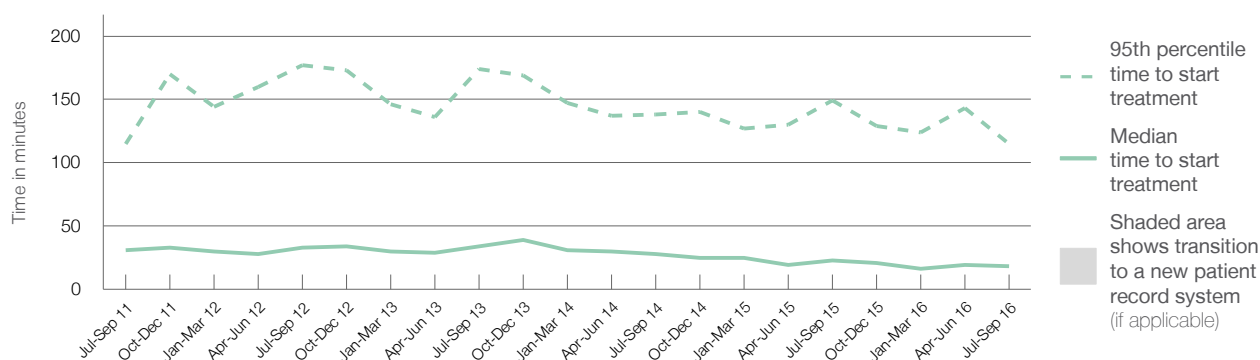
115 minutes

Same period last year	NSW (this period)
486	
408	
23 minutes	24 minutes
149 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	33	34	28	23	18
95th percentile time to start treatment ⁵ (minutes)	115	177	174	138	149	115

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

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

Bowral and District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,555 patients

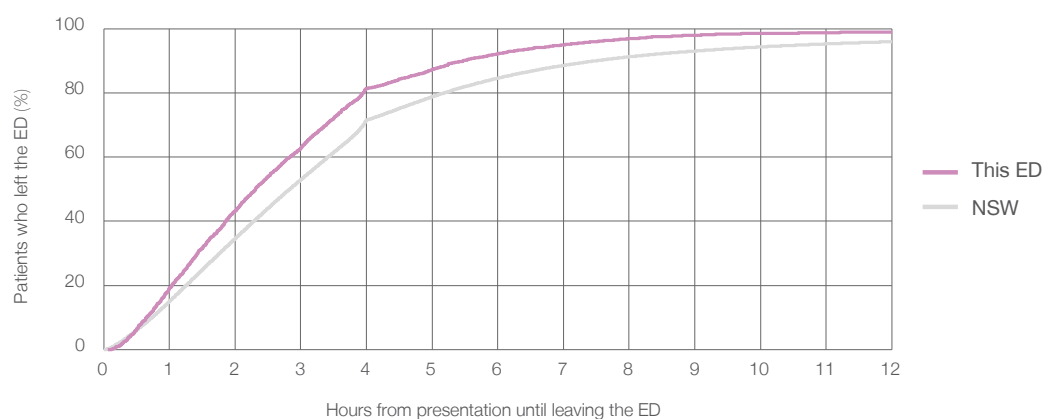
Presentations used to calculate time to leaving the ED:⁶ 4,555 patients

Median time spent in the ED⁸ 2 hours and 19 minutes

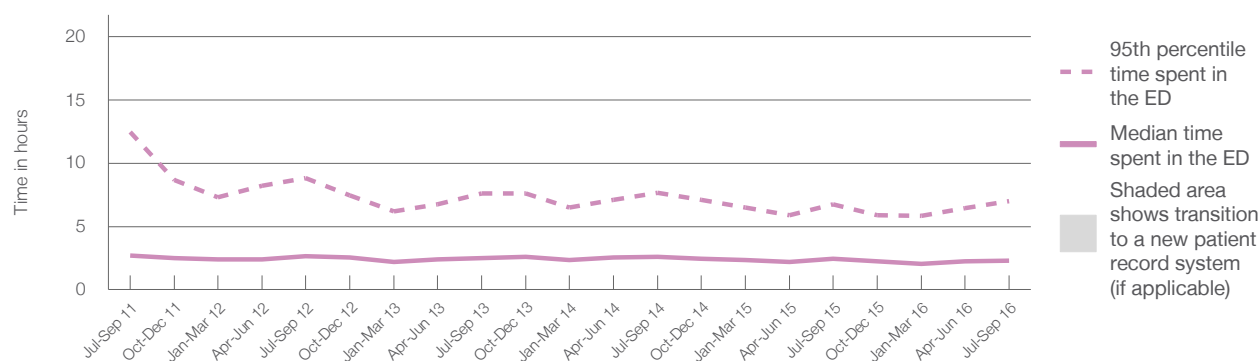
95th percentile time spent in the ED⁹ 7 hours and 0 minutes

Same period last year	NSW (this period)
4,489	
4,489	
2 hours and 27 minutes	2 hours and 50 minutes
6 hours and 46 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 42m	2h 40m	2h 31m	2h 37m	2h 27m	2h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 27m	8h 48m	7h 37m	7h 39m	6h 46m	7h 0m

(†) 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

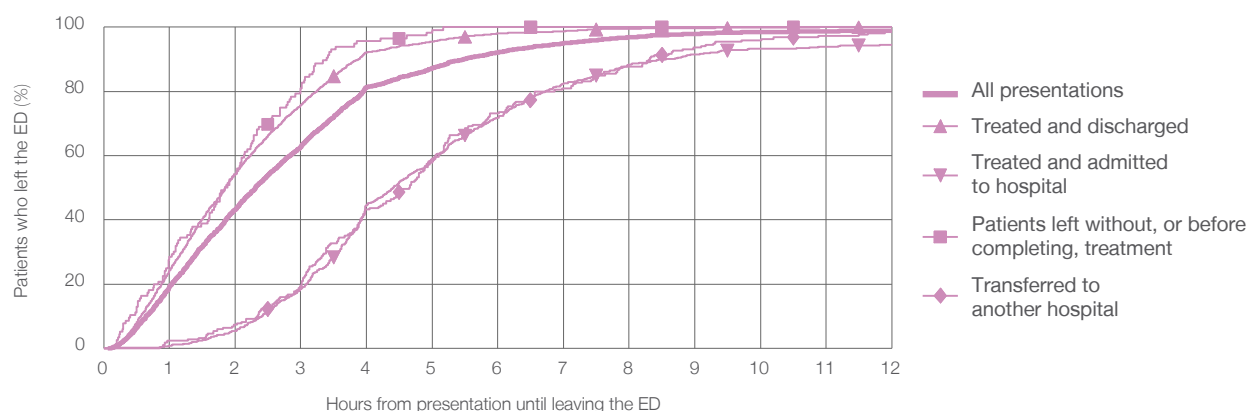
July to September 2016

All presentations:[†] 4,555 patients

Presentations used to calculate time to leaving the ED:[‡] 4,555 patients

		Same period last year	Change since one year ago
Treated and discharged	3,371 (74.0%)	4,489	1.5%
Treated and admitted to hospital	828 (18.2%)	3,152	6.9%
Patient left without, or before completing, treatment	116 (2.5%)	866	-4.4%
Transferred to another hospital	220 (4.8%)	163	-28.8%
Other	20 (0.4%)	276	-20.3%
		32	-37.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	24.3%	54.3%	75.8%	92.2%	98.0%	99.5%	99.9%	100%
Treated and admitted to hospital	0.8%	5.4%	18.6%	44.7%	71.9%	88.4%	93.2%	94.6%
Patient left without, or before completing, treatment	28.4%	54.3%	81.0%	95.7%	100%	100%	100%	100%
Transferred to another hospital	2.3%	7.3%	19.5%	43.2%	73.2%	87.7%	95.9%	98.6%
All presentations	19.3%	43.3%	62.9%	81.3%	92.1%	96.9%	98.5%	98.9%

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

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Bowral and District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,555 patients

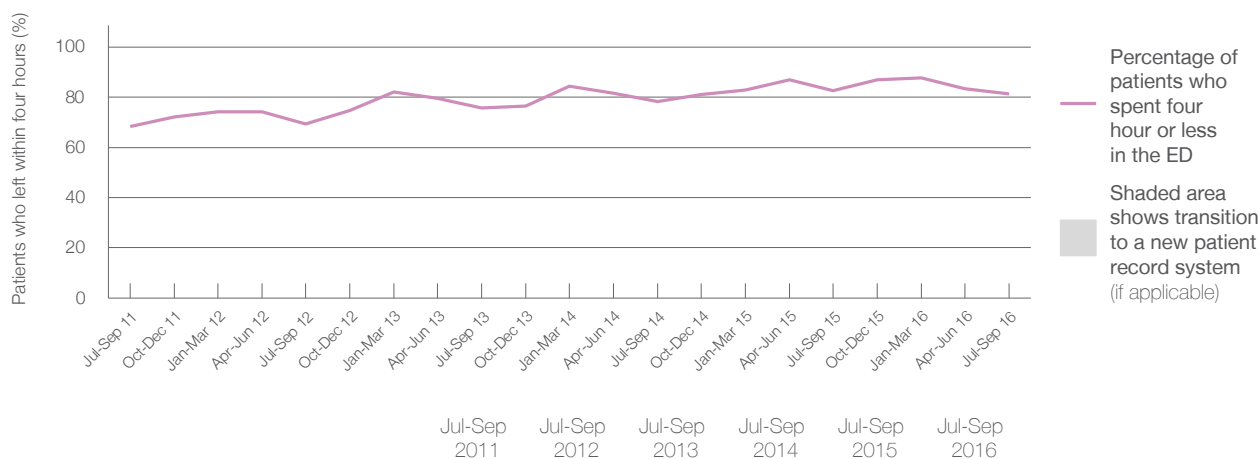
Presentations used to calculate time to leaving the ED: ⁶ 4,555 patients

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



Same period last year	Change since one year ago
4,489	1.5%
4,489	1.5%
82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	68.2%	69.3%	75.8%	78.4%	82.6%	81.3%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,795 patients

Emergency presentations:² 5,260 patients

Same period last year	Change since one year ago
5,256	10.3%
4,477	17.5%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,162 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,954 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,770 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
432	
9 minutes	8 minutes
33 minutes	41 minutes
1,189	
18 minutes	21 minutes
71 minutes	103 minutes
1,698	
25 minutes	27 minutes
100 minutes	139 minutes
1,143	
26 minutes	24 minutes
125 minutes	138 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,795 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
5,256	10.3%
87.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

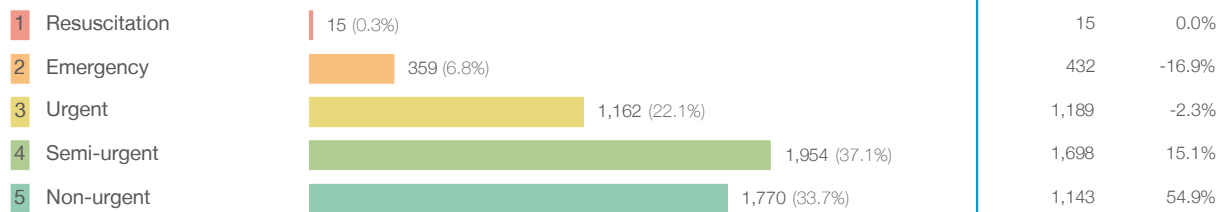
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Broken Hill Base Hospital: Patients presenting to the emergency department

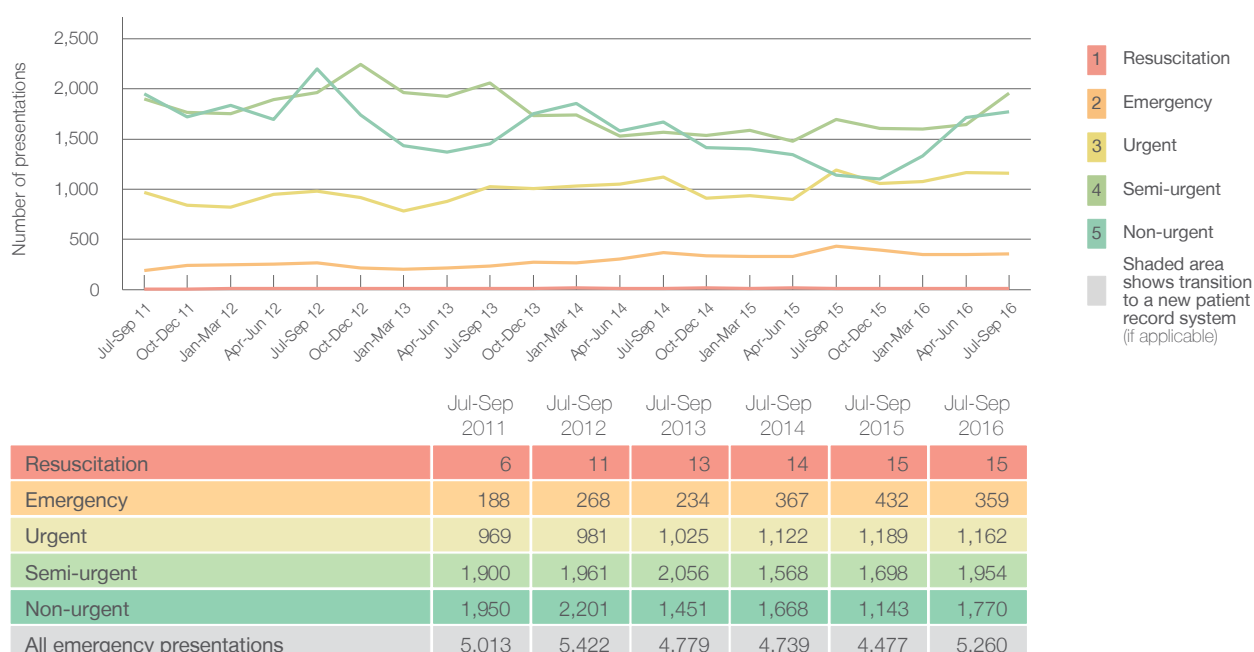
July to September 2016

All presentations:¹ 5,795 patients

Emergency presentations² by triage category: 5,260 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Broken Hill Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 670 patients

ED Transfer of care time



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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

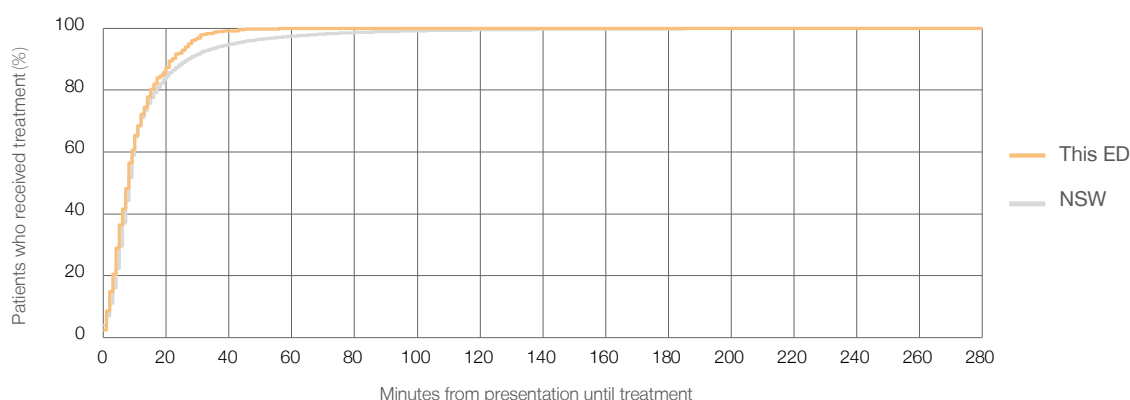
Number of triage 2 patients: 359

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

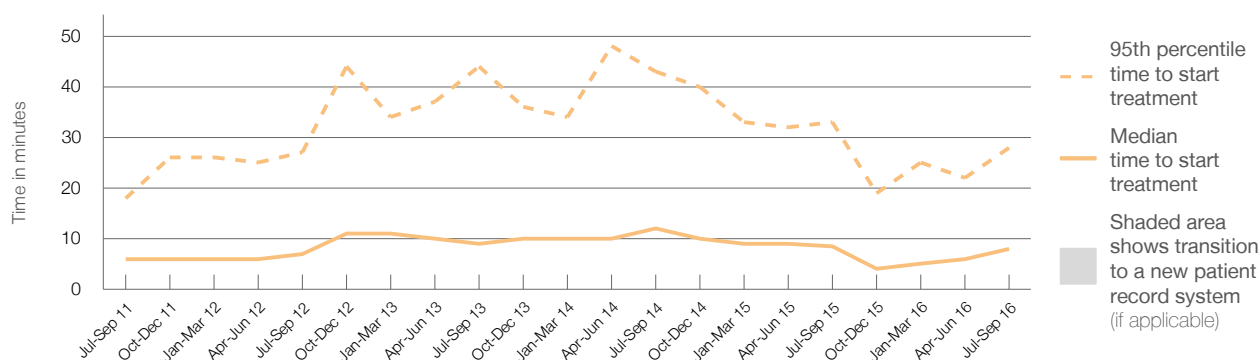
Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
432	
424	
9 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	9	12	9	8
95th percentile time to start treatment ⁵ (minutes)	18	27	44	43	33	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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,162

Number of triage 3 patients used to calculate waiting time: ³ 1,096

Median time to start treatment ⁴

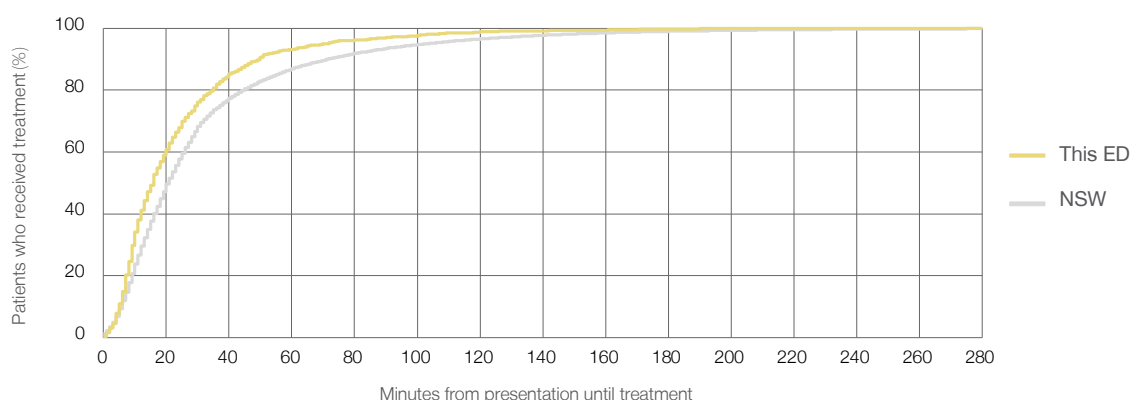
16 minutes

95th percentile time to start treatment ⁵

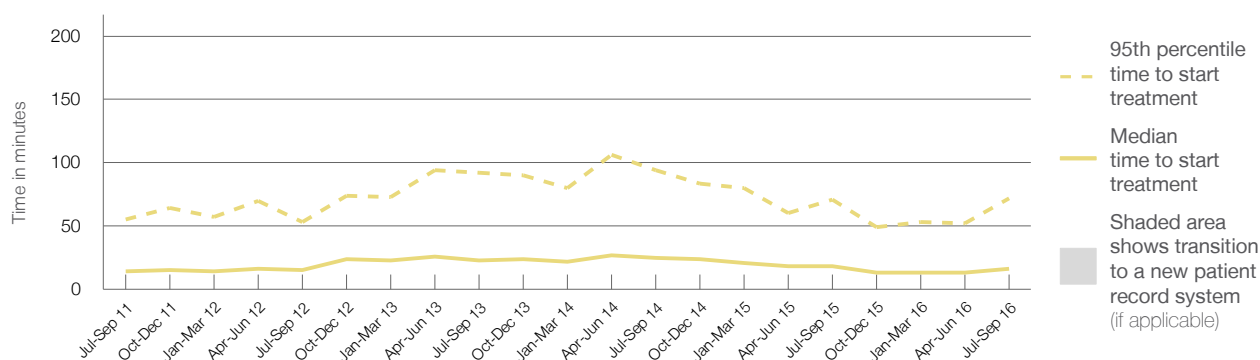
72 minutes

Same period last year	NSW (this period)
1,189	
1,073	
18 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	23	25	18	16
95th percentile time to start treatment ⁵ (minutes)	55	53	92	94	71	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.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 1,954

Number of triage 4 patients used to calculate waiting time: ³ 1,088

Median time to start treatment ⁴

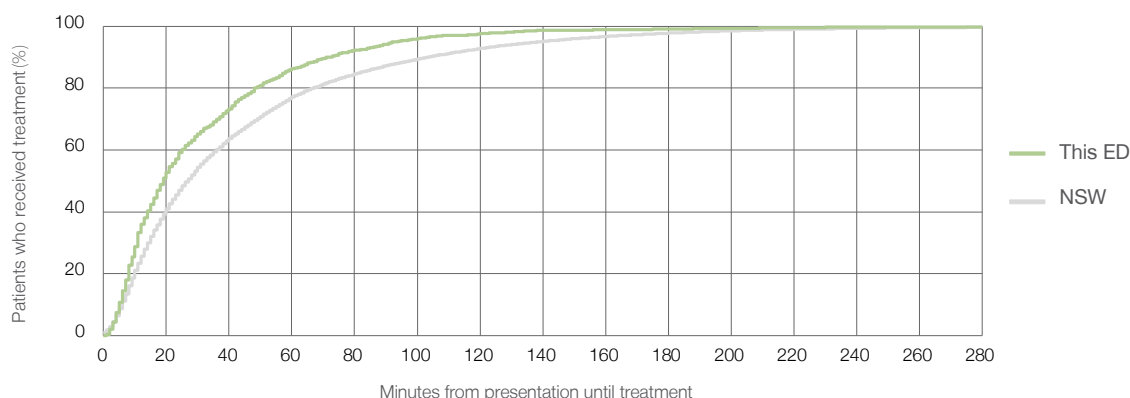
19 minutes

95th percentile time to start treatment ⁵

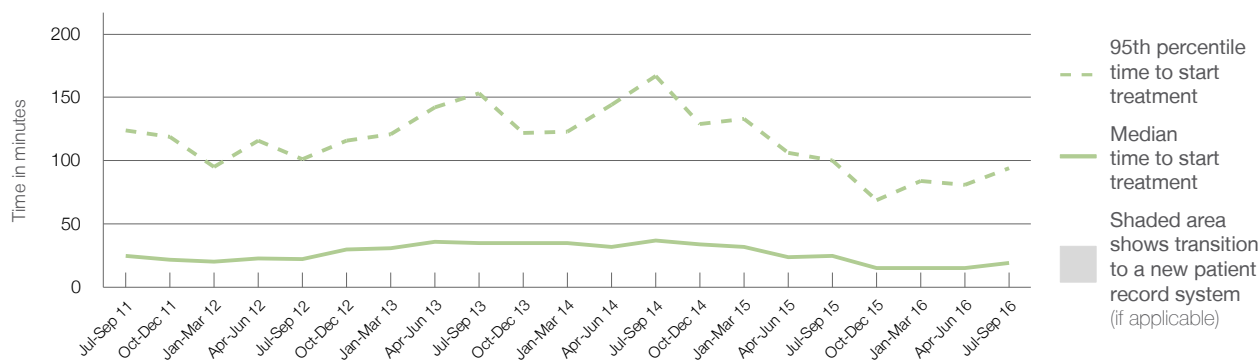
94 minutes

Same period last year	NSW (this period)
1,698	
1,195	
25 minutes	27 minutes
100 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	35	37	25	19
95th percentile time to start treatment ⁵ (minutes)	124	101	153	167	100	94

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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 1,770

Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴

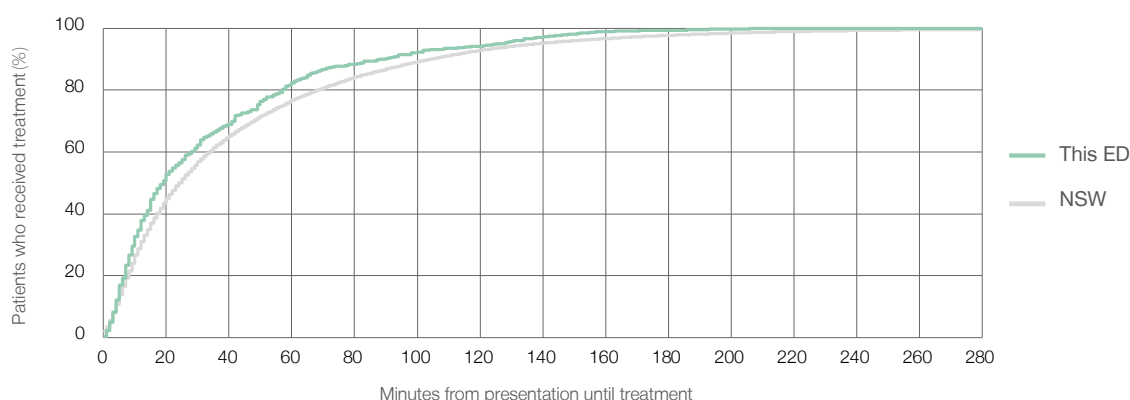
19 minutes

95th percentile time to start treatment⁵

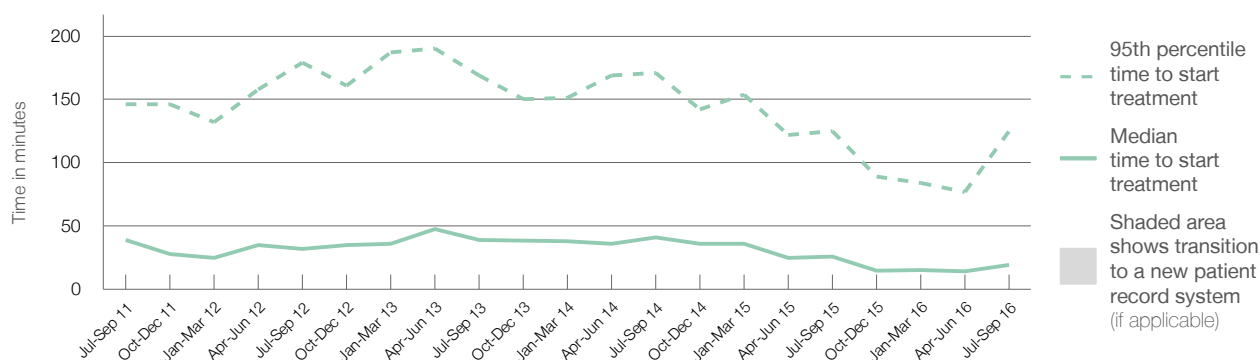
125 minutes

Same period last year	NSW (this period)
1,143	
602	
26 minutes	24 minutes
125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	32	39	41	26	19
95th percentile time to start treatment ⁵ (minutes)	146	179	169	171	125	125

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,795 patients

Presentations used to calculate time to leaving the ED:⁶ 5,795 patients

Median time spent in the ED⁸

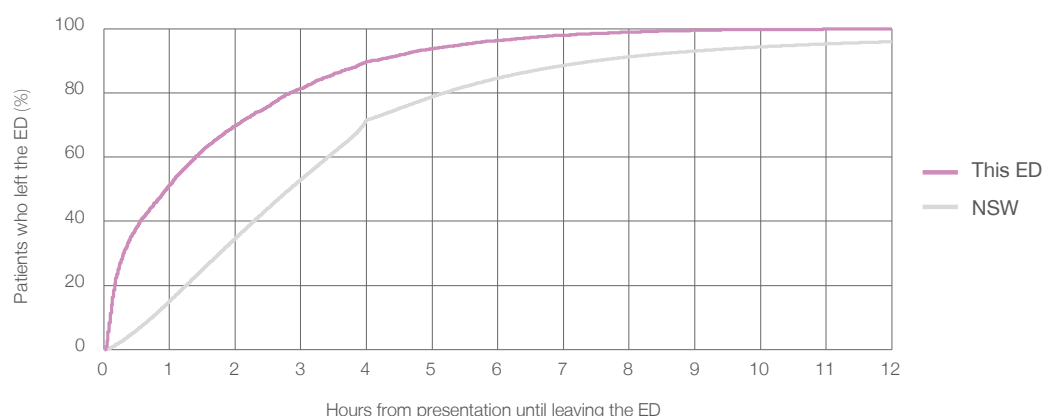
0 hours and 57 minutes

95th percentile time spent in the ED⁹

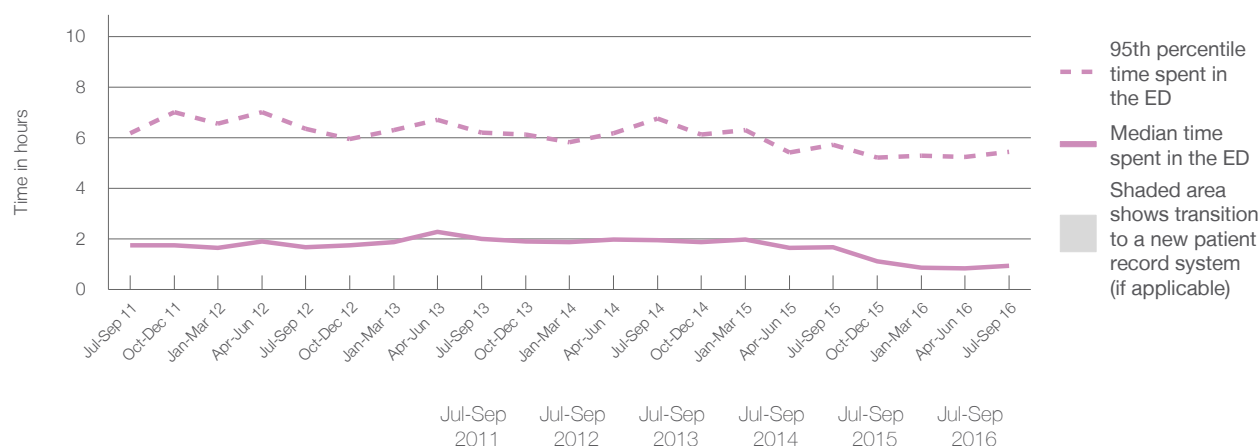
5 hours and 27 minutes

Same period last year	NSW (this period)
5,256	
5,256	
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 11m	6h 21m	6h 12m	6h 46m	5h 44m	5h 27m

(†) 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.

Broken Hill Base Hospital: Time patients spent in the ED

By mode of separation

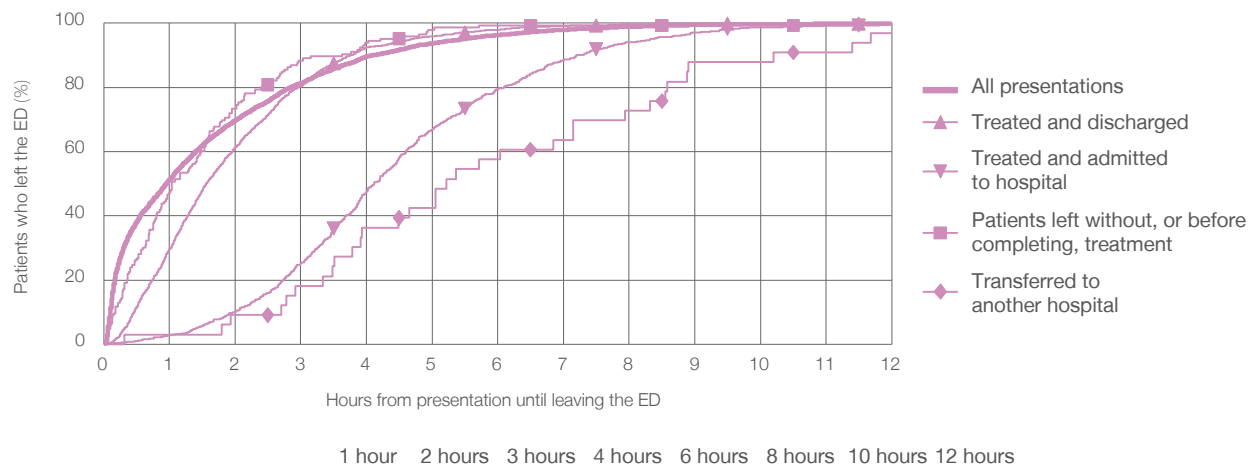
July to September 2016

All presentations:[†] 5,795 patients

Presentations used to calculate time to leaving the ED:[‡] 5,795 patients

		Same period last year	Change since one year ago
Treated and discharged	2,525 (43.6%)	5,256	10.3%
Treated and admitted to hospital	724 (12.5%)	3,103	-18.6%
Patient left without, or before completing, treatment	146 (2.5%)	660	9.7%
Transferred to another hospital	33 (0.6%)	181	-19.3%
Other	2,367 (40.8%)	19	73.7%
		1,293	83.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	29.7%	61.3%	80.4%	92.4%	98.0%	99.6%	100%	100%
Treated and admitted to hospital	2.8%	10.1%	25.3%	47.7%	79.6%	94.1%	98.8%	99.6%
Patient left without, or before completing, treatment	47.3%	73.3%	88.4%	93.8%	99.3%	99.3%	99.3%	100%
Transferred to another hospital	3.0%	9.1%	18.2%	36.4%	57.6%	72.7%	87.9%	97.0%
All presentations	51.3%	69.7%	81.3%	89.6%	96.3%	98.9%	99.7%	99.9%

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Broken Hill Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,795 patients

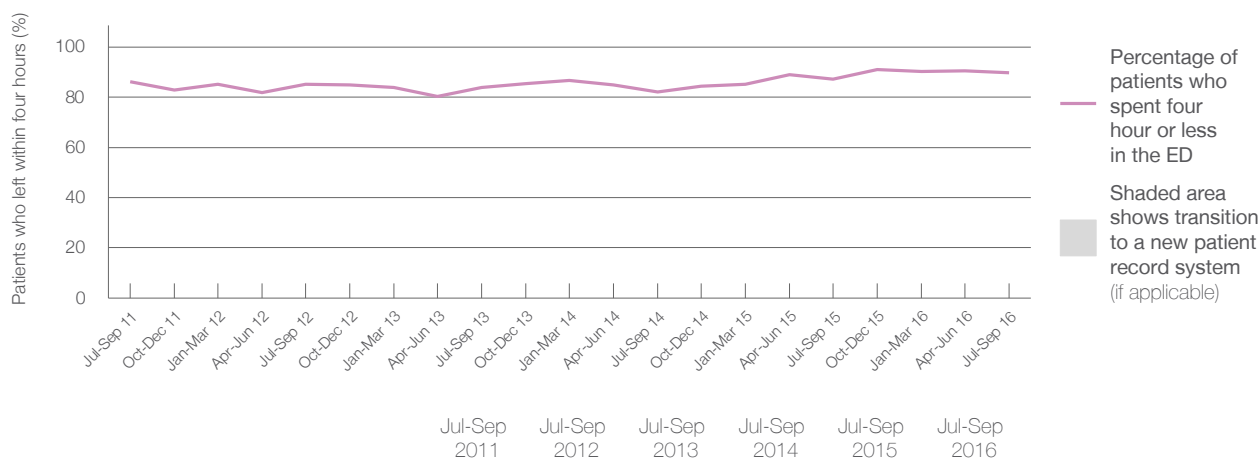
Presentations used to calculate time to leaving the ED: ⁶ 5,795 patients

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



Same period last year	Change since one year ago
5,256	10.3%
5,256	10.3%
87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.2%	85.2%	83.8%	82.0%	87.1%	89.6%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 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 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.
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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Goulburn Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,309 patients

Emergency presentations:² 4,111 patients

Same period last year	Change since one year ago
4,249	1.4%
3,923	4.8%

Goulburn Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 523 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,666 patients

Median time to start treatment⁴ 23 minutes

95th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,602 patients

Median time to start treatment⁴ 32 minutes

95th percentile time to start treatment⁵ 170 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 297 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 183 minutes

Same period last year	NSW (this period)
425	
9 minutes	8 minutes
35 minutes	41 minutes
1,641	
26 minutes	21 minutes
138 minutes	103 minutes
1,597	
38 minutes	27 minutes
187 minutes	139 minutes
243	
22 minutes	24 minutes
137 minutes	138 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,309 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
4,249	1.4%
77.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

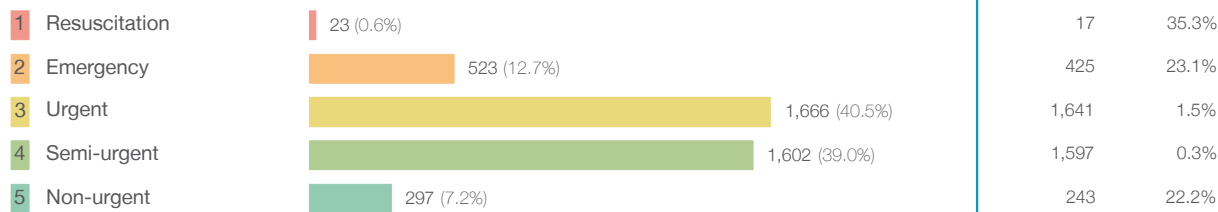
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Goulburn Base Hospital: Patients presenting to the emergency department

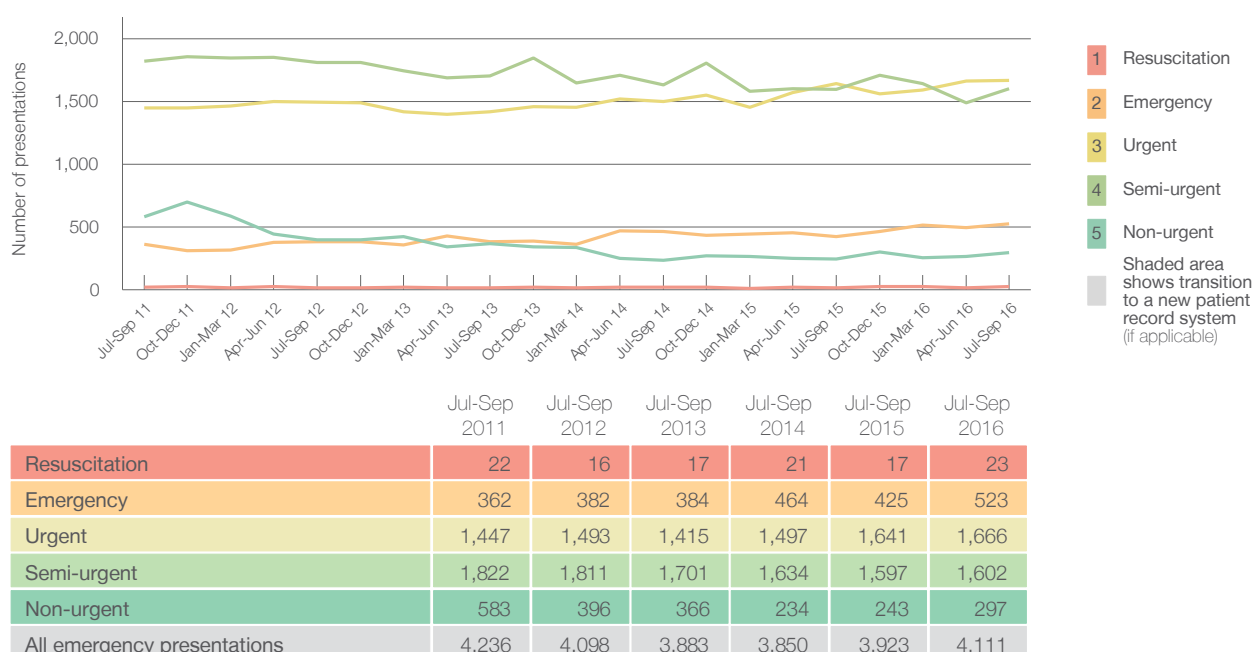
July to September 2016

All presentations:¹ 4,309 patients

Emergency presentations² by triage category: 4,111 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Goulburn Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 806 patients

ED Transfer of care time



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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 523

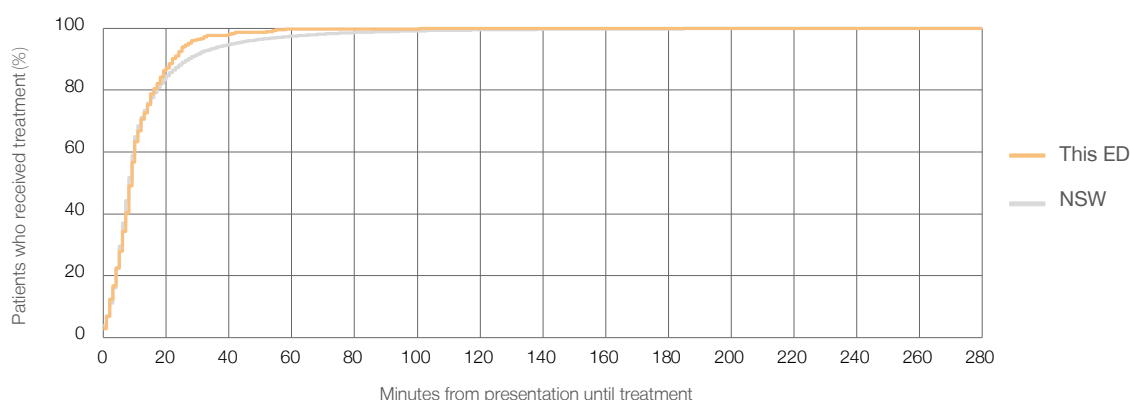
Number of triage 2 patients used to calculate waiting time: ³ 523

Median time to start treatment ⁴ 9 minutes

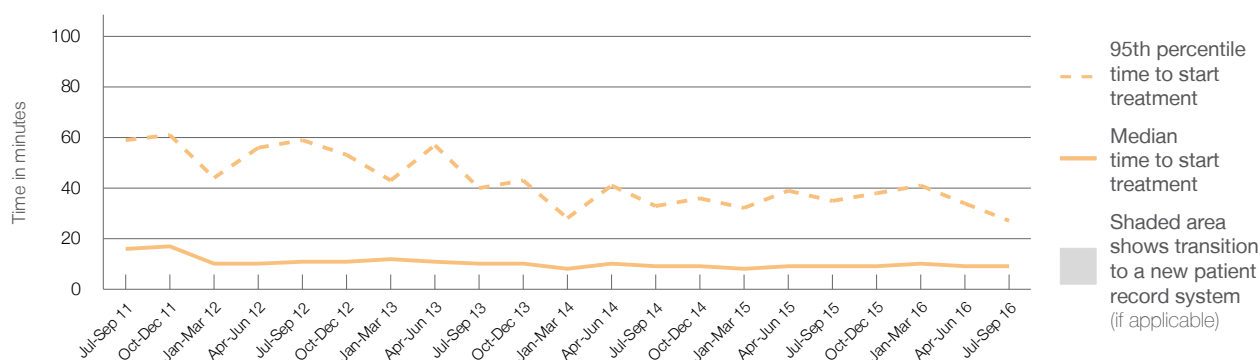
95th percentile time to start treatment ⁵ 27 minutes

Same period last year	NSW (this period)
425	
424	
9 minutes	8 minutes
35 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	11	10	9	9	9
95th percentile time to start treatment ⁵ (minutes)	59	59	40	33	35	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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,666

Number of triage 3 patients used to calculate waiting time: ³ 1,615

Median time to start treatment ⁴

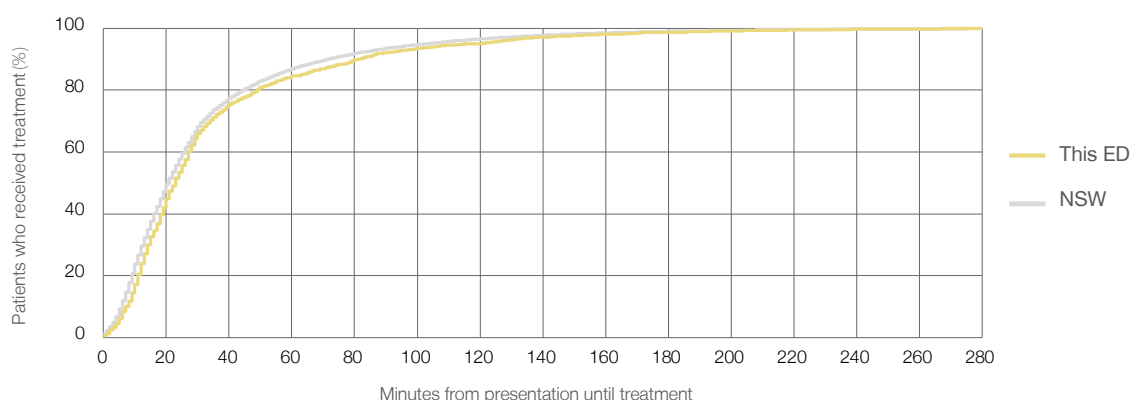
23 minutes

95th percentile time to start treatment ⁵

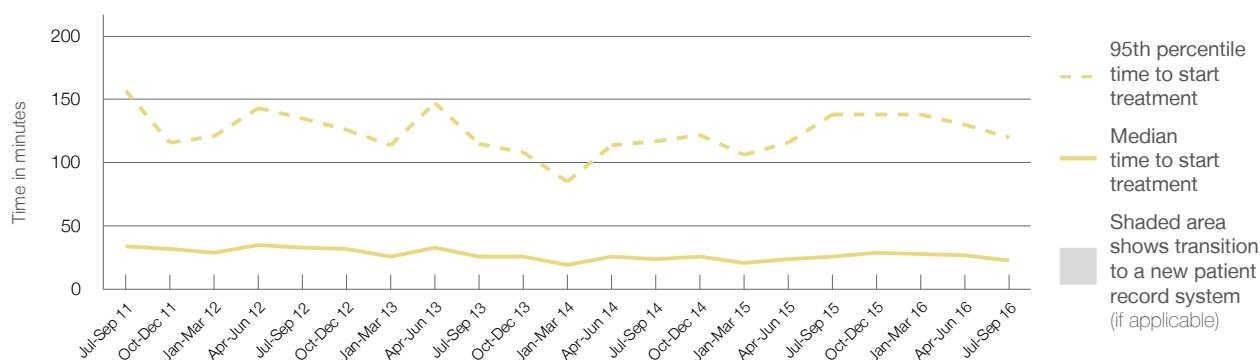
120 minutes

Same period last year	NSW (this period)
1,641	
1,579	
26 minutes	21 minutes
138 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	33	26	24	26	23
95th percentile time to start treatment ⁵ (minutes)	157	135	115	117	138	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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 1,602

Number of triage 4 patients used to calculate waiting time: ³ 1,458

Median time to start treatment ⁴

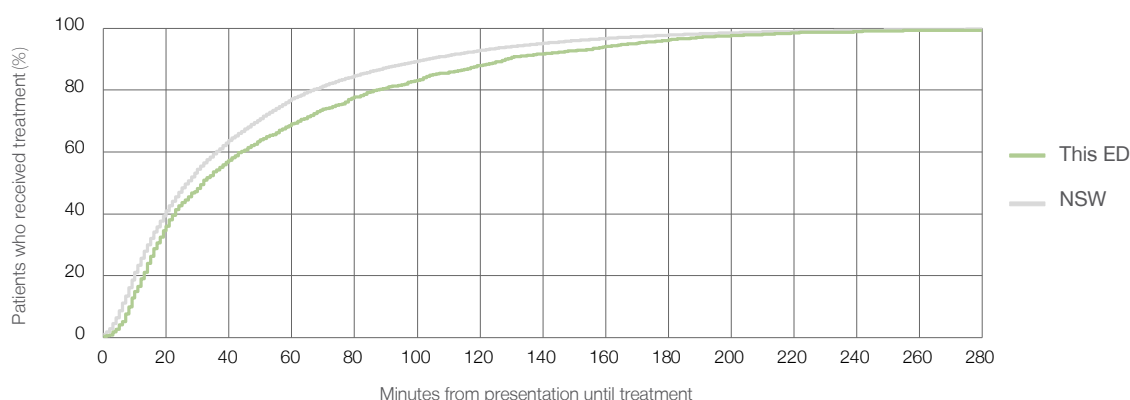
32 minutes

95th percentile time to start treatment ⁵

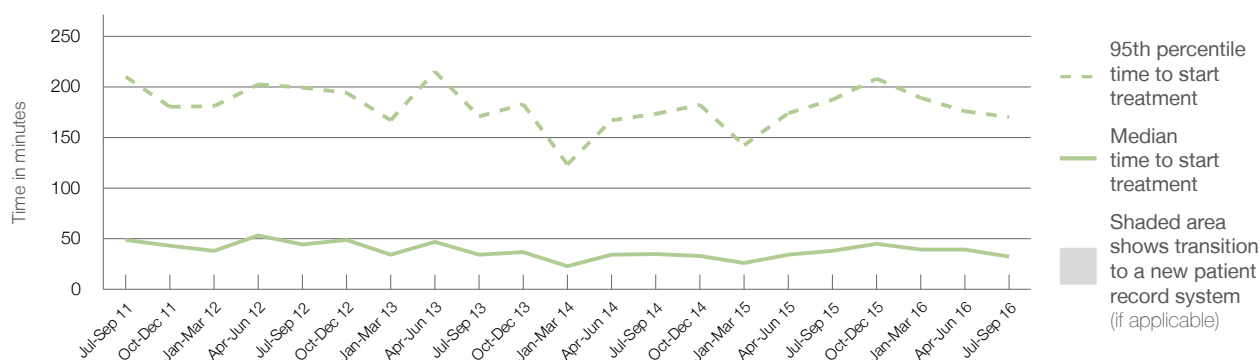
170 minutes

Same period last year	NSW (this period)
1,597	
1,430	
38 minutes	27 minutes
187 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	49	44	34	35	38	32
95th percentile time to start treatment ⁵ (minutes)	210	199	171	173	187	170

(†) 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.

Goulburn Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 297

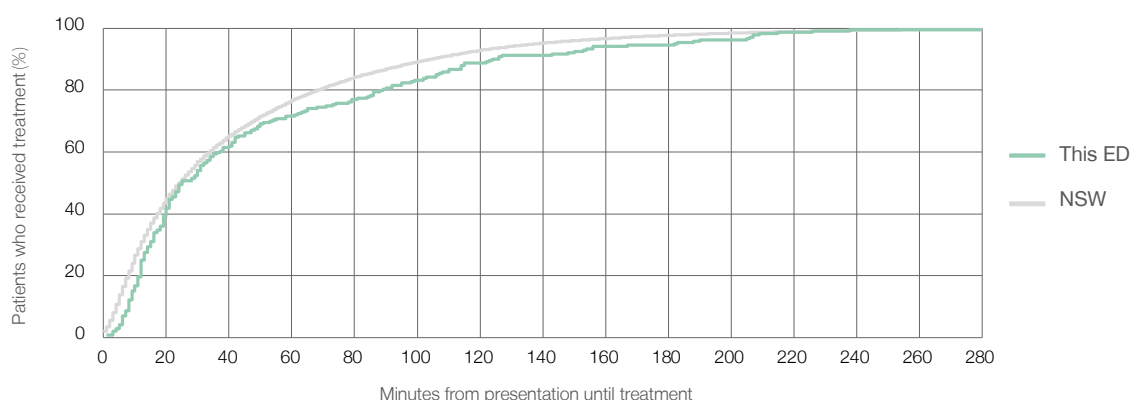
Number of triage 5 patients used to calculate waiting time:³ 239

Median time to start treatment⁴ 25 minutes

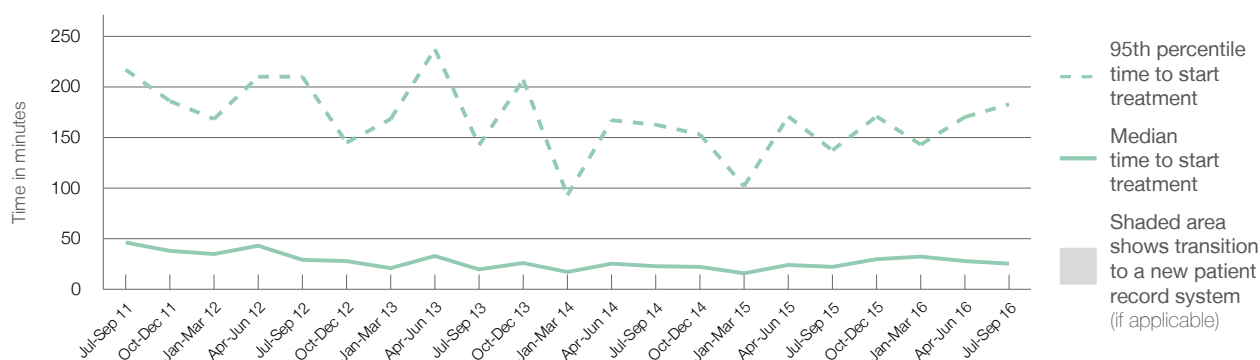
95th percentile time to start treatment⁵ 183 minutes

Same period last year	NSW (this period)
243	
191	
22 minutes	24 minutes
137 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	29	20	23	22	25
95th percentile time to start treatment ⁵ (minutes)	217	210	142	163	137	183

(†) 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.

Goulburn Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,309 patients

Presentations used to calculate time to leaving the ED:⁶ 4,309 patients

Median time spent in the ED⁸

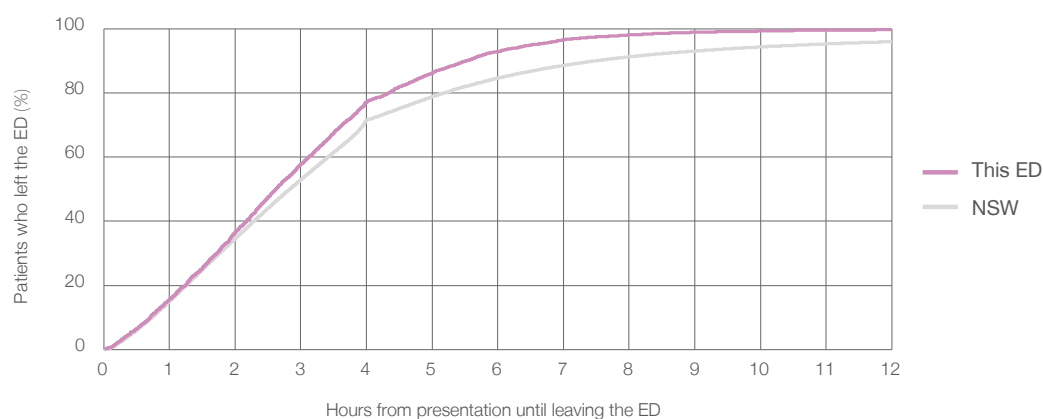
2 hours and 38 minutes

95th percentile time spent in the ED⁹

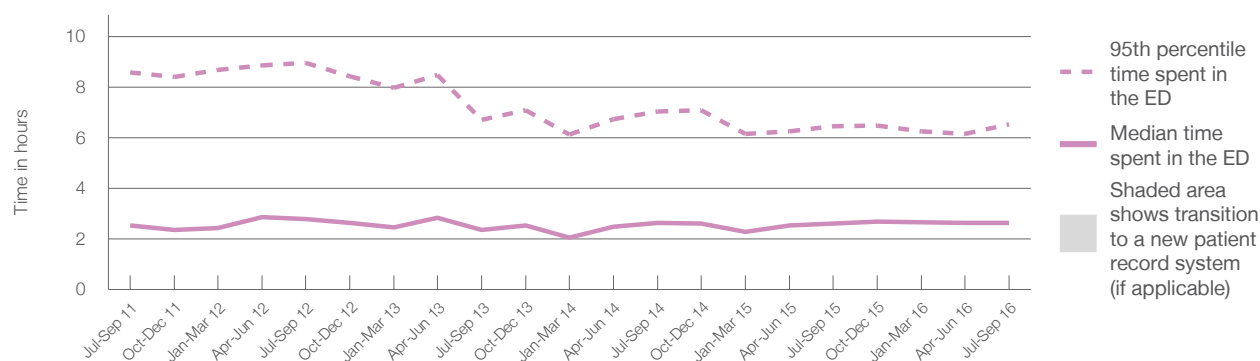
6 hours and 32 minutes

Same period last year	NSW (this period)
4,249	4,249
2 hours and 37 minutes	2 hours and 50 minutes
6 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 32m	2h 48m	2h 22m	2h 39m	2h 37m	2h 38m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	8h 58m	6h 42m	7h 3m	6h 28m	6h 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.

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

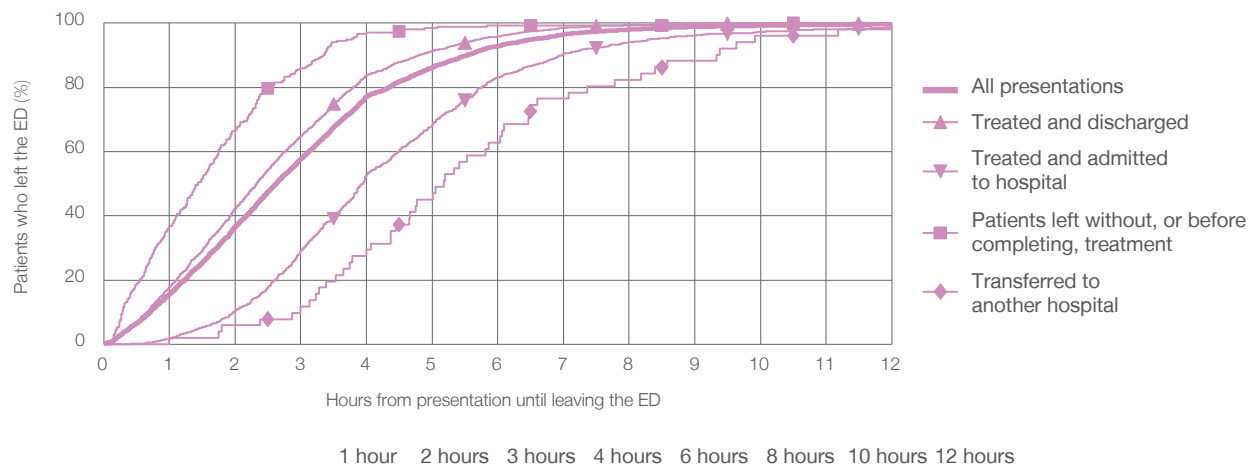
All presentations:[†] 4,309 patients

Presentations used to calculate time to leaving the ED:[‡] 4,309 patients

Treated and discharged	2,993 (69.5%)
Treated and admitted to hospital	960 (22.3%)
Patient left without, or before completing, treatment	276 (6.4%)
Transferred to another hospital	51 (1.2%)
Other	29 (0.7%)

Same period last year	Change since one year ago
4,249	1.4%
2,923	2.4%
920	4.3%
324	-14.8%
51	0.0%
31	-6.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.8%	42.3%	64.8%	83.8%	95.9%	99.5%	99.9%	100%
Treated and admitted to hospital	1.8%	10.6%	29.1%	52.9%	83.1%	94.1%	97.3%	98.8%
Patient left without, or before completing, treatment	37.0%	66.7%	85.9%	97.1%	99.3%	99.3%	100%	100%
Transferred to another hospital	2.0%	5.9%	11.8%	29.4%	62.7%	82.4%	96.1%	98.0%
All presentations	15.7%	36.7%	57.7%	77.2%	92.9%	98.1%	99.3%	99.7%

(†) 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.

Goulburn Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,309 patients

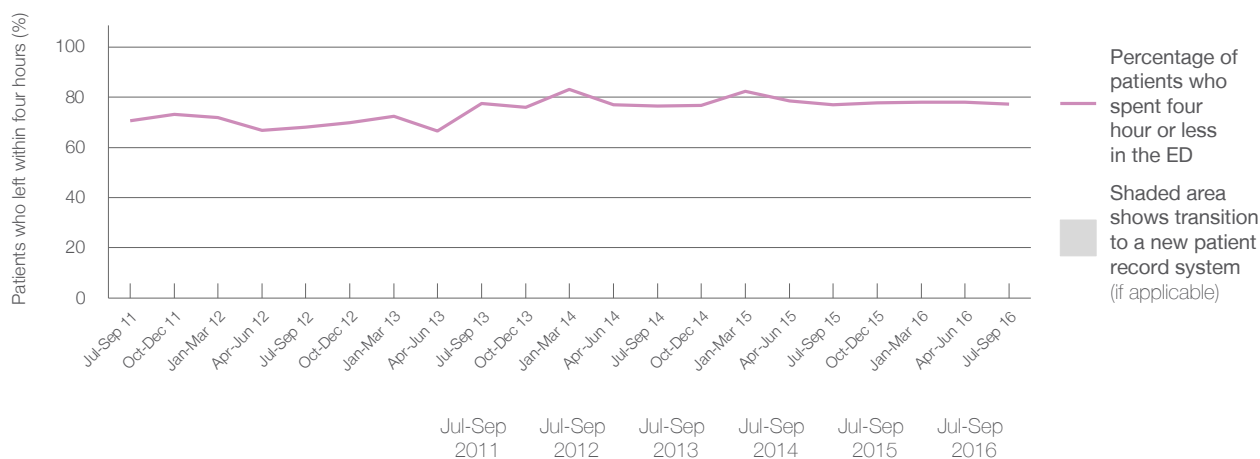
Presentations used to calculate time to leaving the ED: ⁶ 4,309 patients

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



Same period last year	Change since one year ago
4,249	1.4%
4,249	1.4%
77.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	70.7%	67.9%	77.5%	76.6%	77.1%	77.2%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,248 patients

Emergency presentations:² 5,798 patients

Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 551 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,943 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 686 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
633	
10 minutes	8 minutes
49 minutes	41 minutes
2,059	
24 minutes	21 minutes
115 minutes	103 minutes
2,365	
33 minutes	27 minutes
125 minutes	139 minutes
560	
39 minutes	24 minutes
134 minutes	138 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,243 patients

Percentage of patients who spent four hours or less in the ED 75.4%

Same period last year	Change since one year ago
6,045	3.3%
72.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

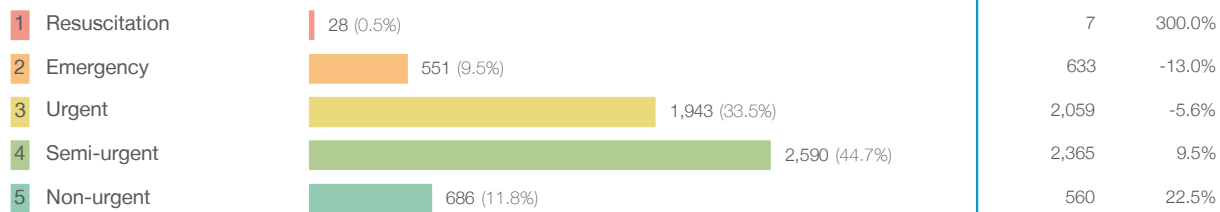
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Grafton Base Hospital: Patients presenting to the emergency department

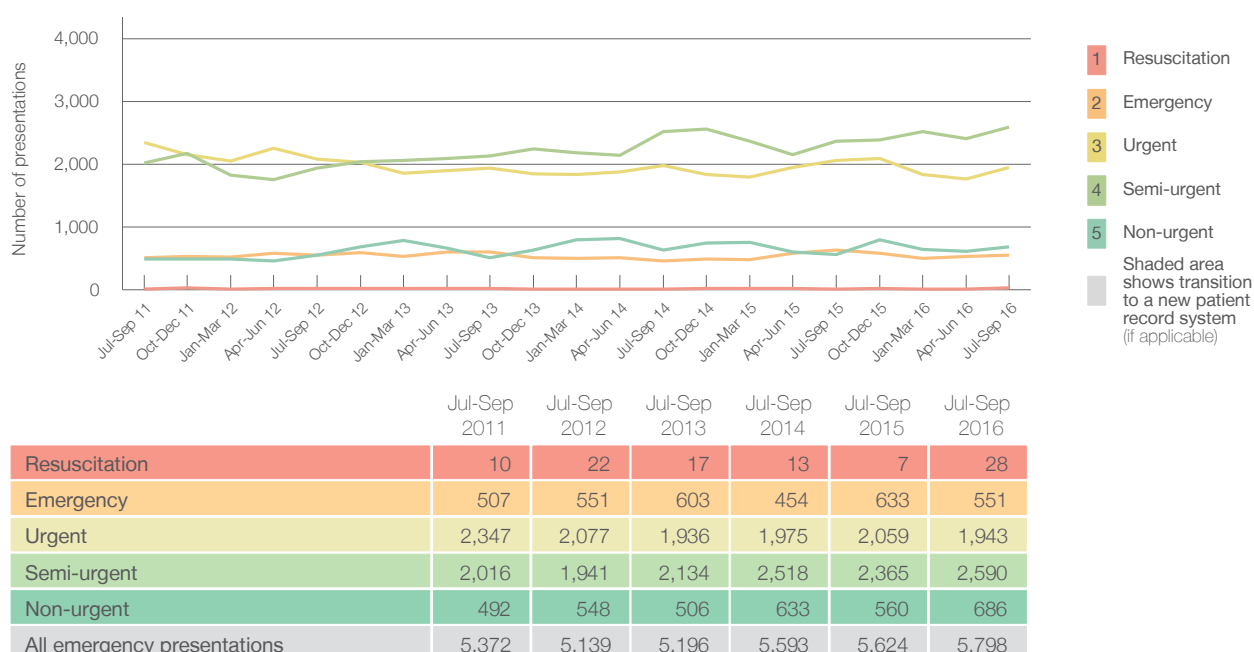
July to September 2016

All presentations:¹ 6,248 patients

Emergency presentations² by triage category: 5,798 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Grafton Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 579 patients^{**}

ED Transfer of care time



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

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

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Grafton Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 551

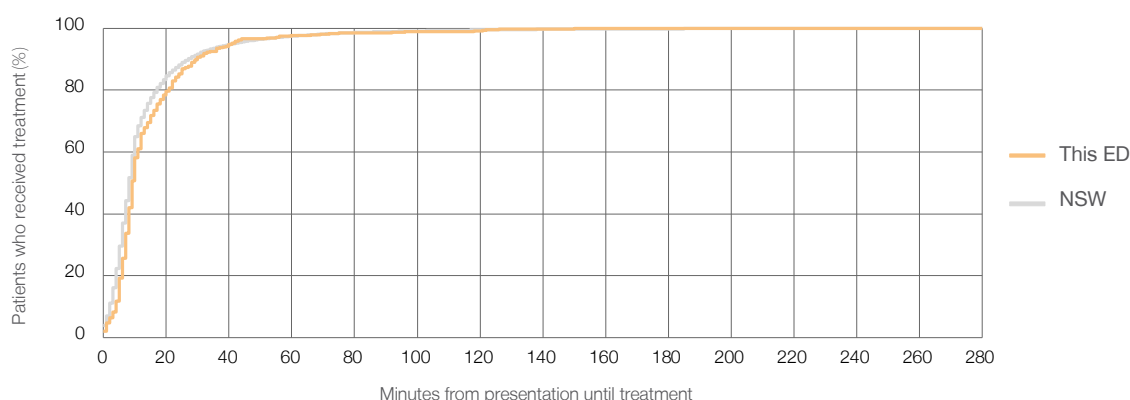
Number of triage 2 patients used to calculate waiting time: ³ 549

Median time to start treatment ⁴ 9 minutes

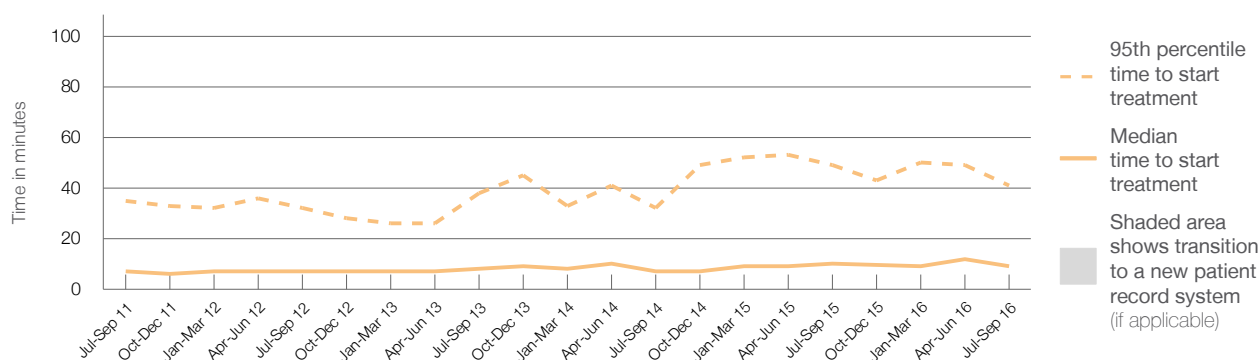
95th percentile time to start treatment ⁵ 41 minutes

Same period last year	NSW (this period)
633	
629	
10 minutes	8 minutes
49 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	8	7	10	9
95th percentile time to start treatment ⁵ (minutes)	35	32	38	32	49	41

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,943

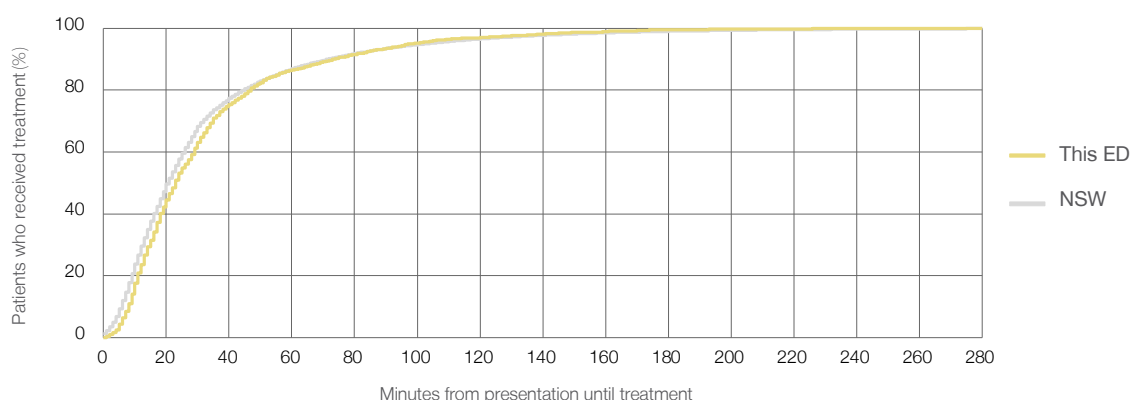
Number of triage 3 patients used to calculate waiting time: ³ 1,905

Median time to start treatment ⁴ 23 minutes

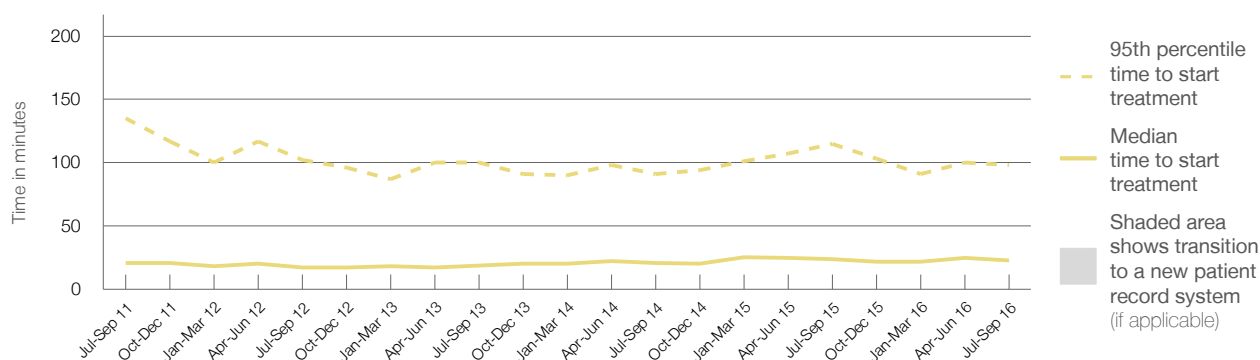
95th percentile time to start treatment ⁵ 98 minutes

Same period last year	NSW (this period)
2,059	
2,019	
24 minutes	21 minutes
115 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	17	19	21	24	23
95th percentile time to start treatment ⁵ (minutes)	135	102	100	91	115	98

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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,590

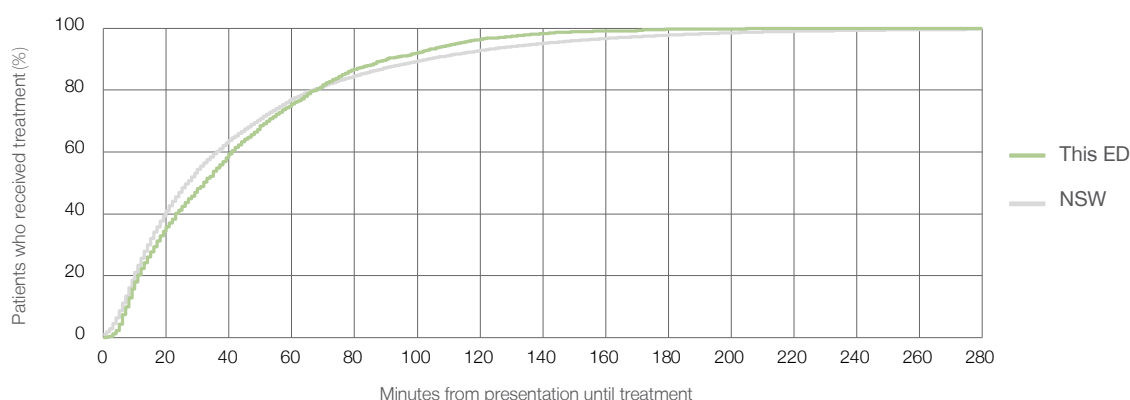
Number of triage 4 patients used to calculate waiting time:³ 2,464

Median time to start treatment⁴ 32 minutes

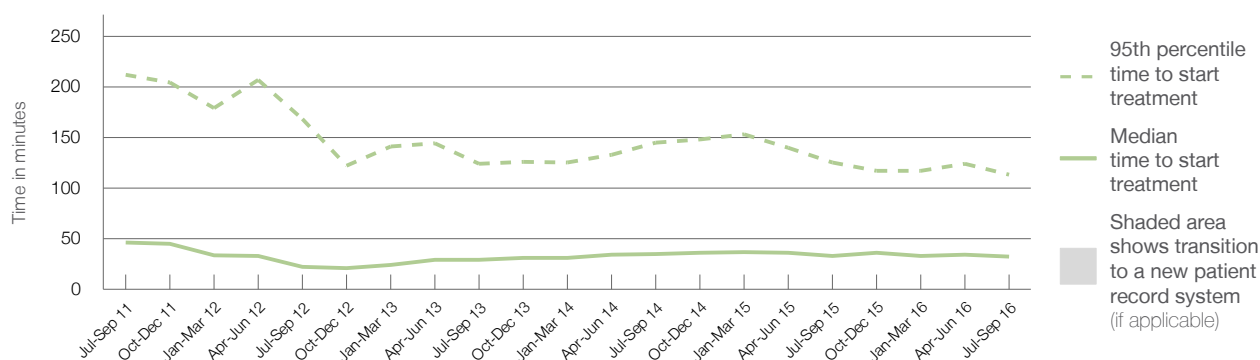
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,365	
2,227	
33 minutes	27 minutes
125 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	46	22	29	35	33	32
95th percentile time to start treatment ⁵ (minutes)	212	168	124	145	125	113

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 686

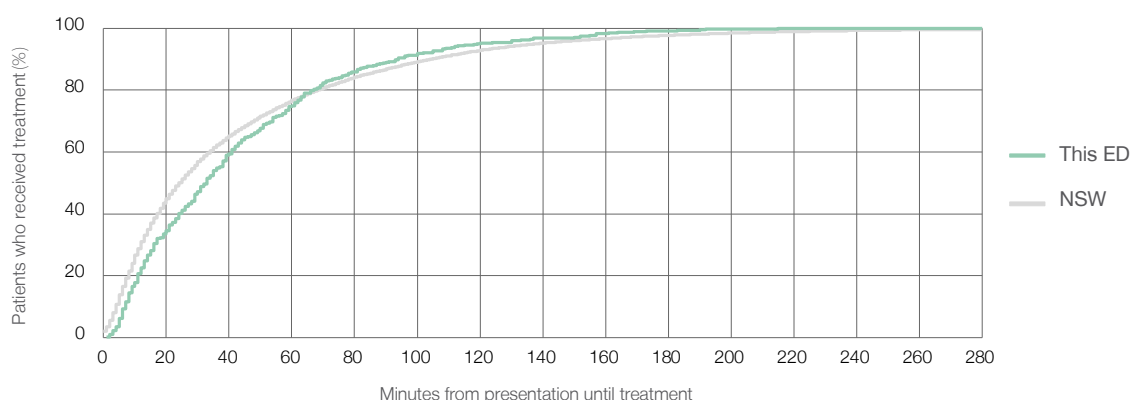
Number of triage 5 patients used to calculate waiting time:³ 609

Median time to start treatment⁴ 33 minutes

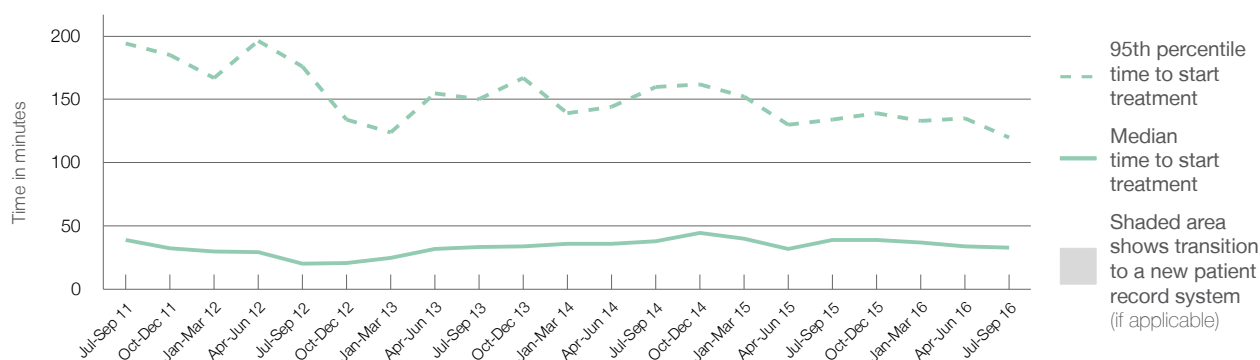
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
560	
477	
39 minutes	24 minutes
134 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	20	34	38	39	33
95th percentile time to start treatment ⁵ (minutes)	194	176	150	160	134	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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,248 patients

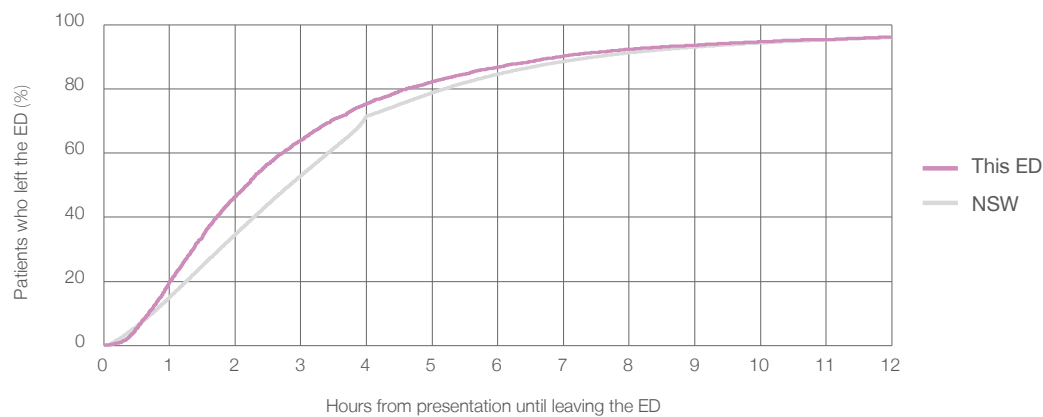
Presentations used to calculate time to leaving the ED:⁶ 6,243 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

95th percentile time spent in the ED⁹ 10 hours and 18 minutes

Same period last year	NSW (this period)
6,048	
6,045	
2 hours and 19 minutes	2 hours and 50 minutes
10 hours and 47 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 21m	10h 19m	10h 52m	9h 20m	10h 47m	10h 18m

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

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

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

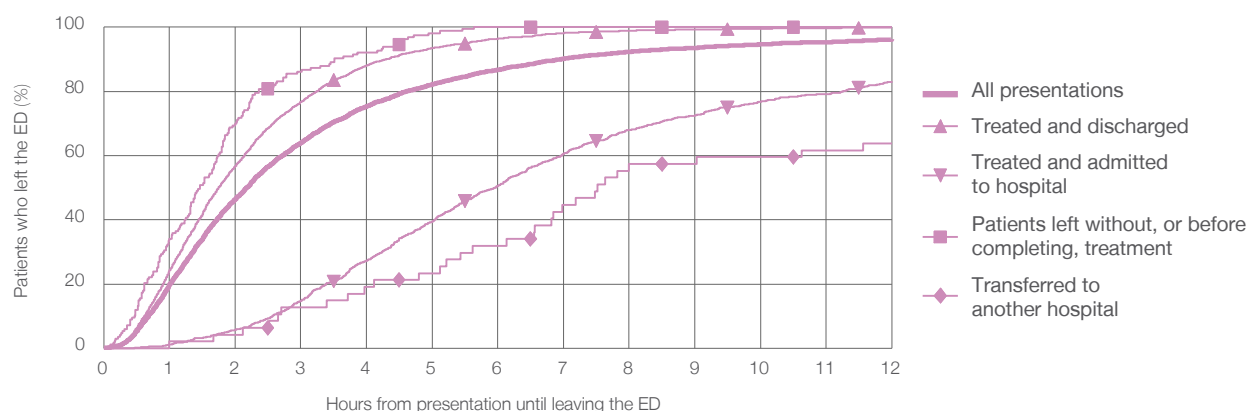
July to September 2016

All presentations:[†] 6,248 patients

Presentations used to calculate time to leaving the ED:[‡] 6,243 patients

		Same period last year	Change since one year ago
Treated and discharged	4,749 (76.0%)	6,045	3.3%
Treated and admitted to hospital	1,263 (20.2%)	4,475	6.1%
Patient left without, or before completing, treatment	167 (2.7%)	1,308	-3.4%
Transferred to another hospital	47 (0.8%)	195	-14.4%
Other	22 (0.4%)	51	-7.8%
		19	15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.3%	56.9%	76.7%	88.1%	96.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	1.1%	5.7%	14.7%	27.4%	50.7%	68.0%	76.8%	83.1%
Patient left without, or before completing, treatment	34.1%	70.1%	86.2%	92.2%	100%	100%	100%	100%
Transferred to another hospital	2.1%	4.3%	12.8%	19.1%	31.9%	57.4%	59.6%	63.8%
All presentations	19.9%	46.5%	64.0%	75.4%	86.8%	92.3%	94.7%	96.2%

(†) 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.

Grafton Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,248 patients

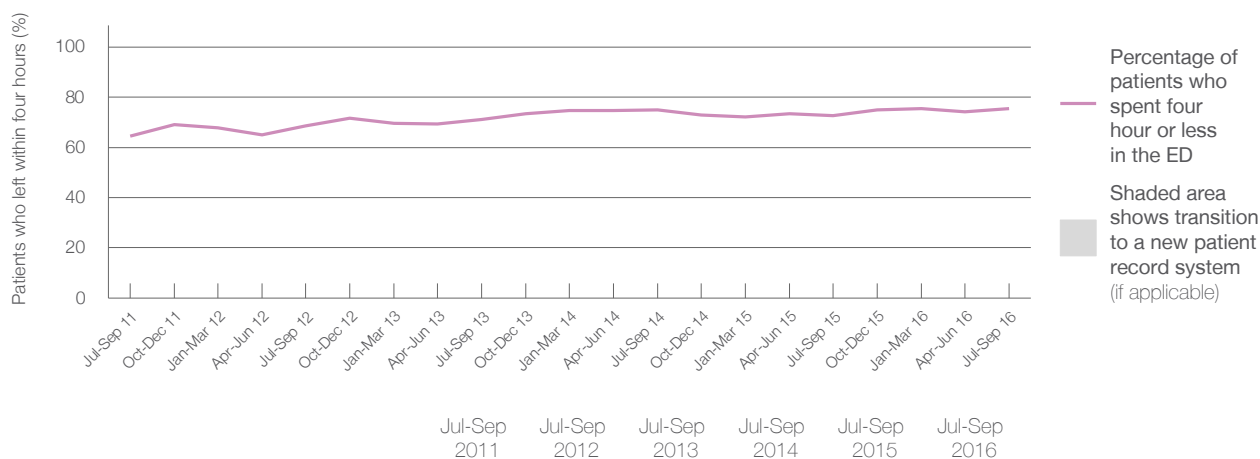
Presentations used to calculate time to leaving the ED: ⁶ 6,243 patients

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



Same period last year	Change since one year ago
6,048	3.3%
6,045	3.3%
72.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	64.5%	68.6%	71.1%	74.9%	72.7%	75.4%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Griffith Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,186 patients

Emergency presentations:² 4,962 patients

Same period last year	Change since one year ago
4,971	4.3%
4,854	2.2%

Griffith Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 434 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,102 patients

Median time to start treatment⁴ 16 minutes
95th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,036 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 363 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
333	
6 minutes	8 minutes
26 minutes	41 minutes
1,759	
16 minutes	21 minutes
74 minutes	103 minutes
2,356	
28 minutes	27 minutes
123 minutes	139 minutes
376	
33 minutes	24 minutes
147 minutes	138 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,184 patients

Percentage of patients who spent four hours or less in the ED 84.2%

Same period last year	Change since one year ago
4,971	4.3%
85.5%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 20 October 2016).

Griffith Base Hospital: Patients presenting to the emergency department

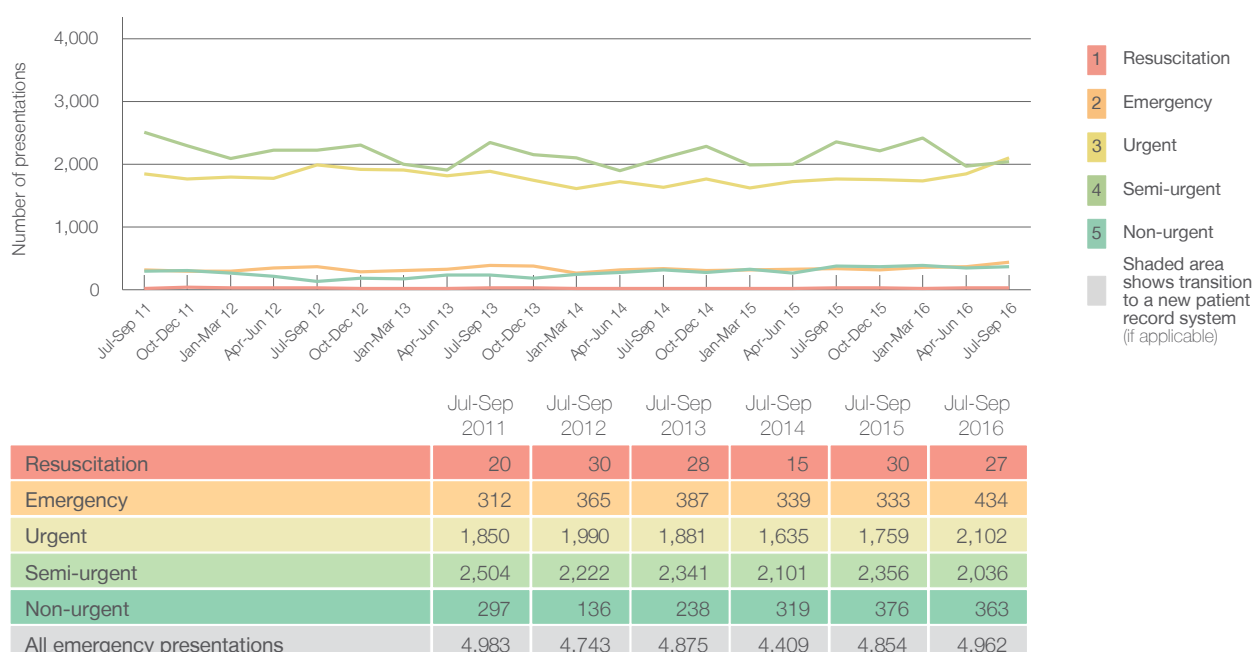
July to September 2016

All presentations:¹ 5,186 patients

Emergency presentations² by triage category: 4,962 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Griffith Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 761 patients

ED Transfer of care time



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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 434

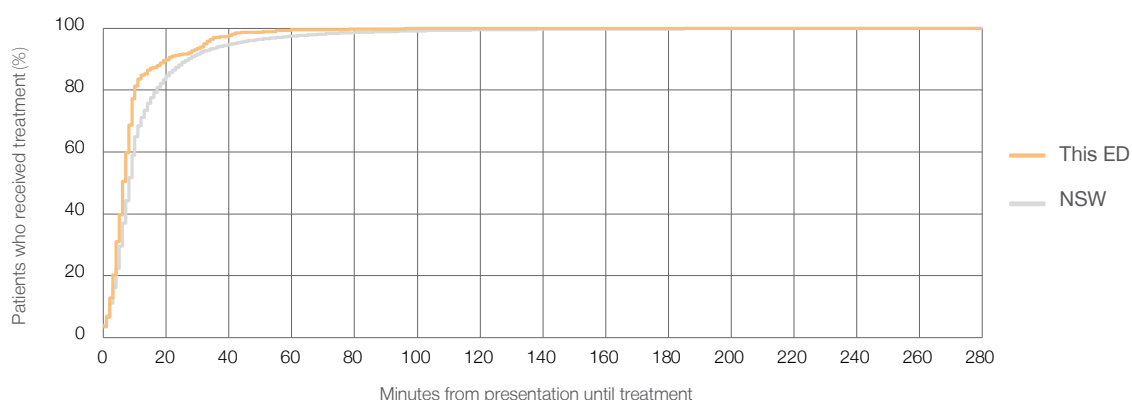
Number of triage 2 patients used to calculate waiting time:³ 433

Median time to start treatment⁴ 6 minutes

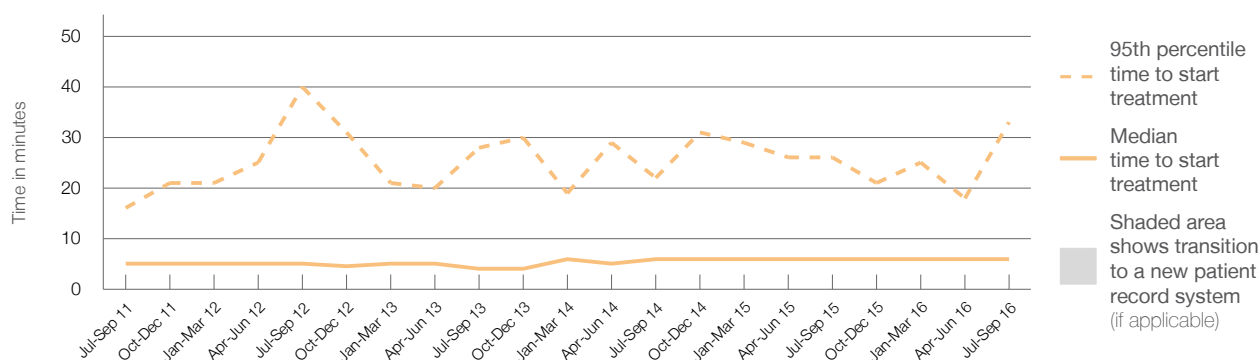
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
333	
332	
6 minutes	8 minutes
26 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	5	4	6	6	6
95th percentile time to start treatment ⁵ (minutes)	16	40	28	22	26	33

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 2,102

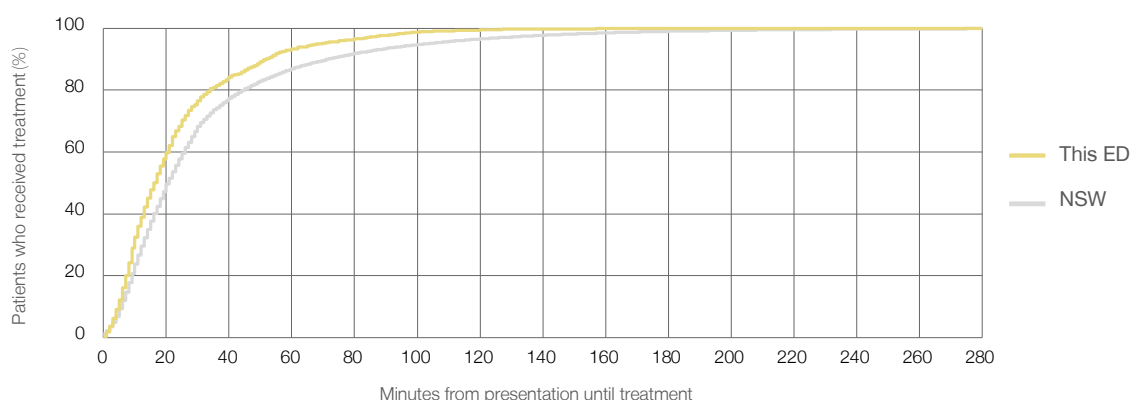
Number of triage 3 patients used to calculate waiting time: ³ 2,074

Median time to start treatment ⁴ 16 minutes

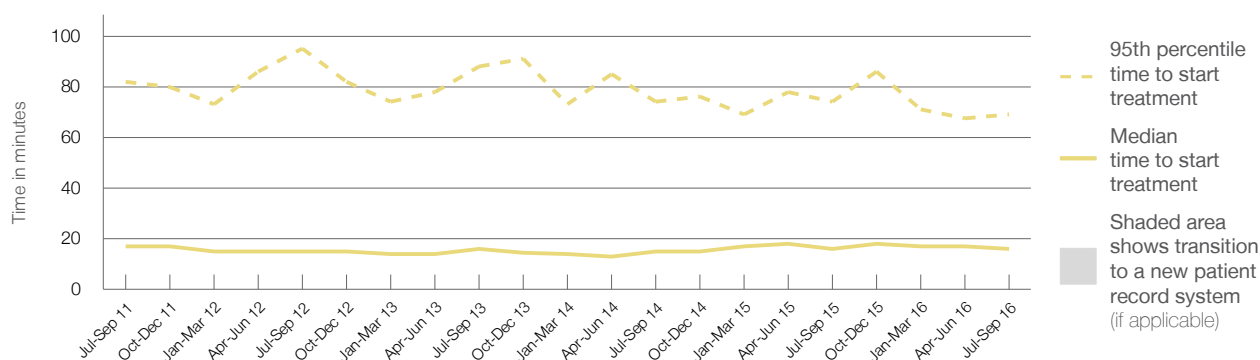
95th percentile time to start treatment ⁵ 69 minutes

Same period last year	NSW (this period)
1,759	
1,733	
16 minutes	21 minutes
74 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	15	16	15	16	16
95th percentile time to start treatment ⁵ (minutes)	82	95	88	74	74	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.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,036

Number of triage 4 patients used to calculate waiting time:³ 1,967

Median time to start treatment⁴

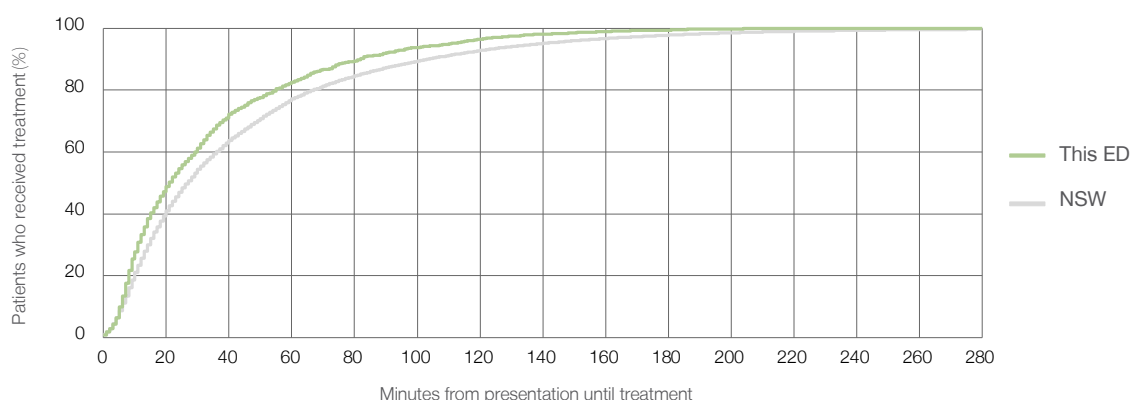
21 minutes

95th percentile time to start treatment⁵

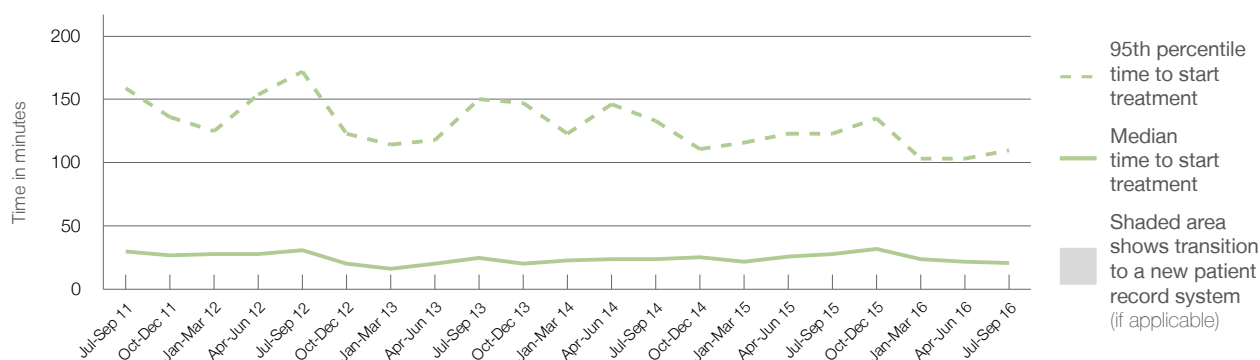
110 minutes

Same period last year	NSW (this period)
2,356	
2,228	
28 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	31	25	24	28	21
95th percentile time to start treatment ⁵ (minutes)	159	172	150	133	123	110

(†) 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.

Griffith Base Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 363

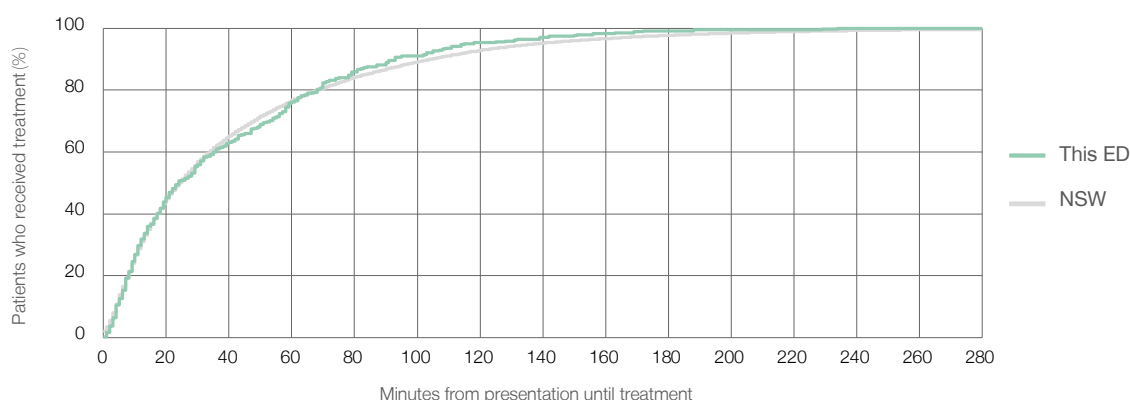
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 24 minutes

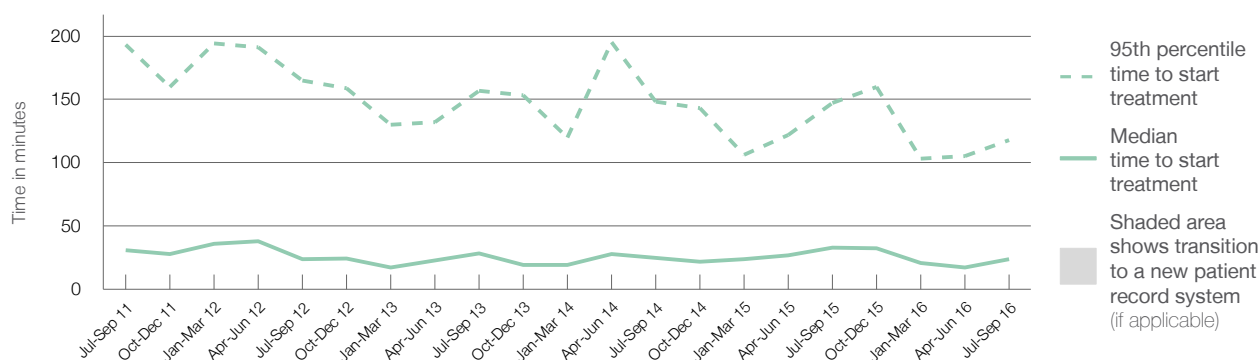
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
376	
331	
33 minutes	24 minutes
147 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	24	29	25	33	24
95th percentile time to start treatment ⁵ (minutes)	193	165	157	148	147	118

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,186 patients

Presentations used to calculate time to leaving the ED:⁶ 5,184 patients

Median time spent in the ED⁸

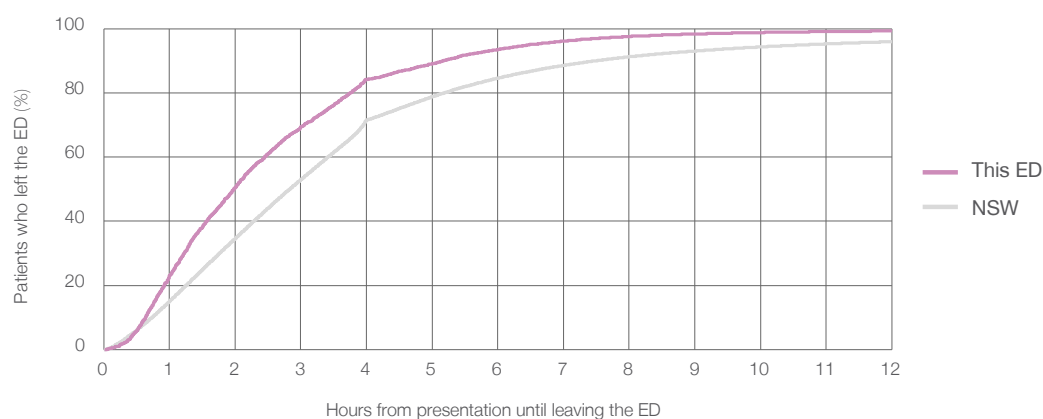
1 hours and 59 minutes

95th percentile time spent in the ED⁹

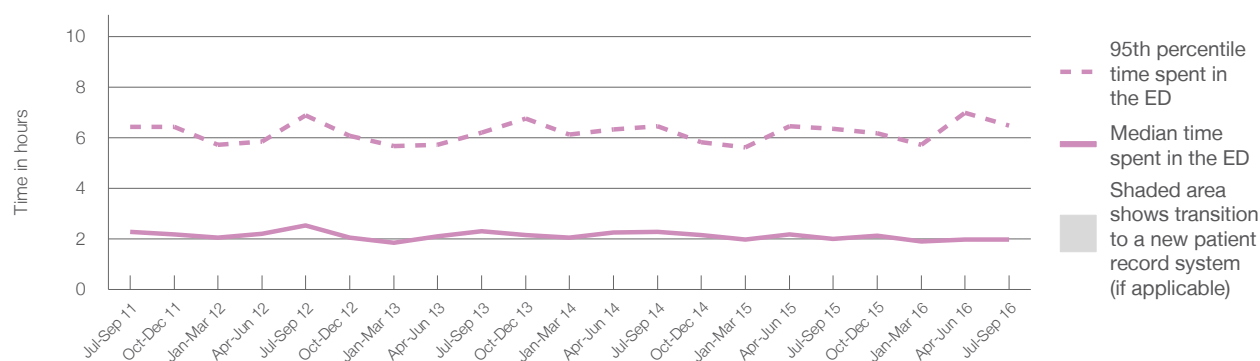
6 hours and 29 minutes

Same period last year	NSW (this period)
4,971	4,971
2 hours and 0 minutes	2 hours and 50 minutes
6 hours and 22 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 17m	2h 32m	2h 18m	2h 17m	2h 0m	1h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 54m	6h 12m	6h 27m	6h 22m	6h 29m

(†) 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.

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

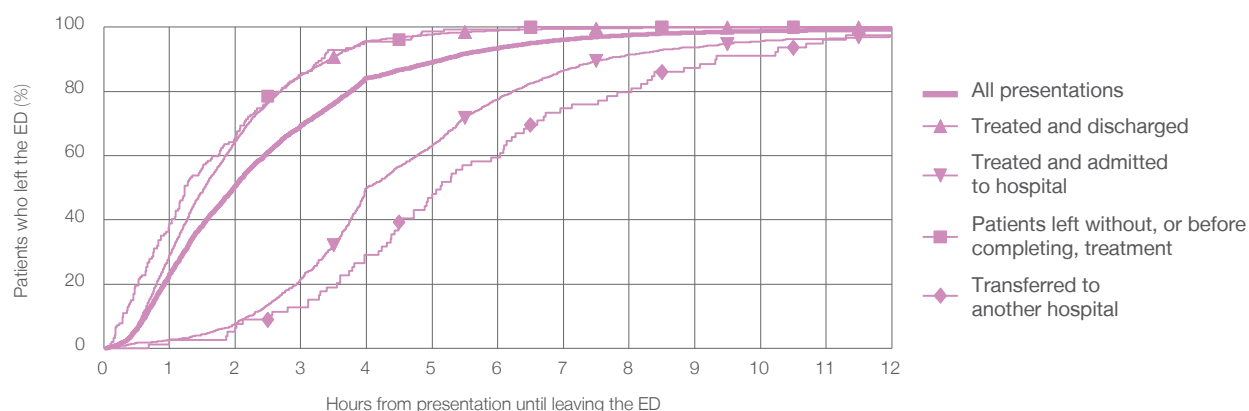
July to September 2016

All presentations:[†] 5,186 patients

Presentations used to calculate time to leaving the ED:[‡] 5,184 patients

		Same period last year	Change since one year ago
Treated and discharged	3,750 (72.3%)	4,971	4.3%
Treated and admitted to hospital	1,191 (23.0%)	3,600	4.2%
Patient left without, or before completing, treatment	154 (3.0%)	1,109	7.4%
Transferred to another hospital	79 (1.5%)	196	-21.4%
Other	12 (0.2%)	58	36.2%
		8	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	29.2%	64.5%	85.0%	95.7%	99.0%	99.8%	99.9%	100%
Treated and admitted to hospital	2.6%	7.7%	21.5%	50.1%	77.6%	91.5%	95.6%	97.1%
Patient left without, or before completing, treatment	39.0%	65.6%	85.1%	95.5%	99.4%	100%	100%	100%
Transferred to another hospital	2.5%	6.3%	12.7%	29.1%	59.5%	79.7%	91.1%	97.5%
All presentations	23.0%	50.7%	69.3%	84.2%	93.5%	97.6%	98.8%	99.3%

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

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

Griffith Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,186 patients

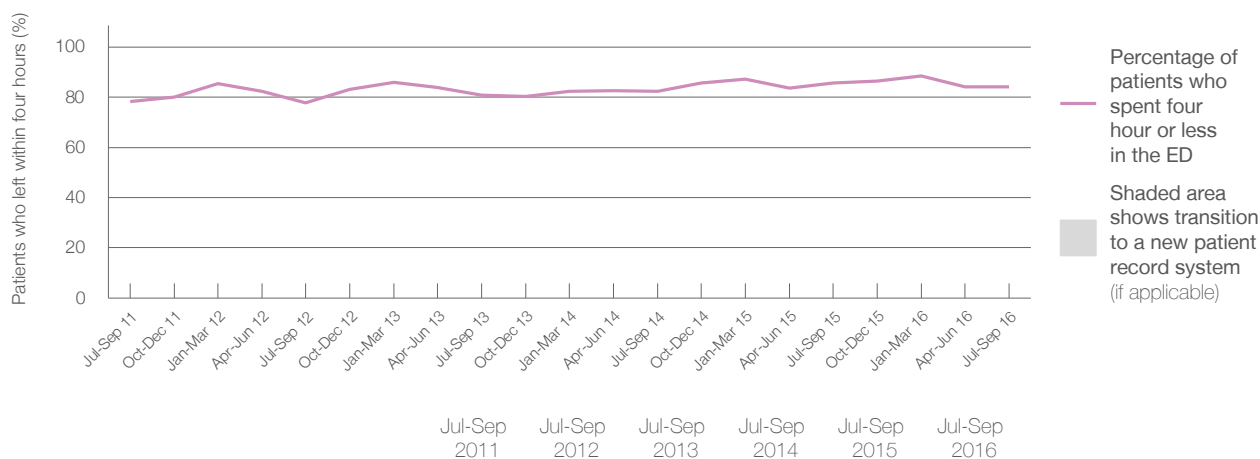
Presentations used to calculate time to leaving the ED: ⁶ 5,184 patients

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



Same period last year	Change since one year ago
4,971	4.3%
4,971	4.3%
85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	78.3%	77.7%	80.8%	82.3%	85.5%	84.2%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Hawkesbury District Health Services: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,701 patients

Emergency presentations:² 5,499 patients

Same period last year	Change since one year ago
5,596	1.9%
5,390	2.0%

Hawkesbury District Health Services: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 581 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,636 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,861 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 400 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
474	
12 minutes	8 minutes
34 minutes	41 minutes
1,481	
19 minutes	21 minutes
53 minutes	103 minutes
2,838	
21 minutes	27 minutes
86 minutes	139 minutes
581	
26 minutes	24 minutes
136 minutes	138 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,674 patients

Percentage of patients who spent four hours or less in the ED 77.8%

Same period last year	Change since one year ago
5,596	1.4%
81.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

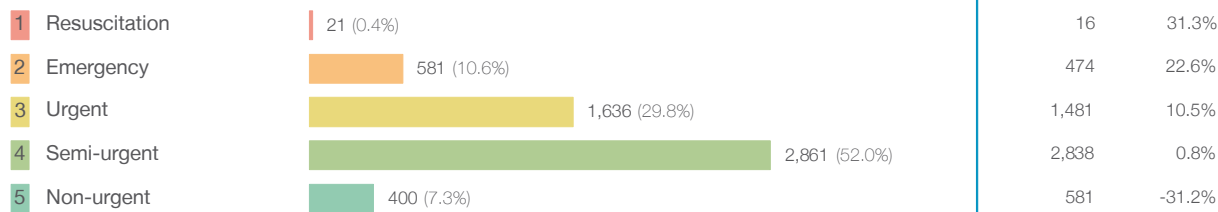
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Hawkesbury District Health Services: Patients presenting to the emergency department

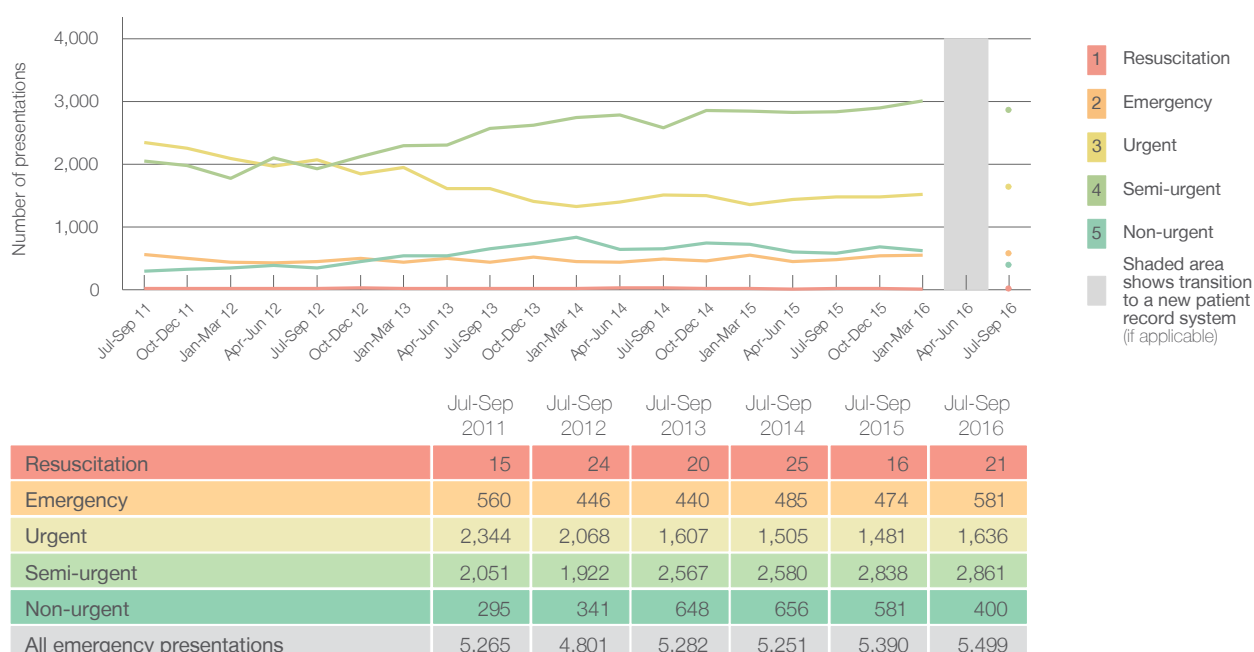
July to September 2016

All presentations:¹ 5,701 patients

Emergency presentations² by triage category: 5,499 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Hawkesbury District Health Services: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 886 patients

ED Transfer of care time



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

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

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 581

Number of triage 2 patients used to calculate waiting time: ³ 580

Median time to start treatment ⁴

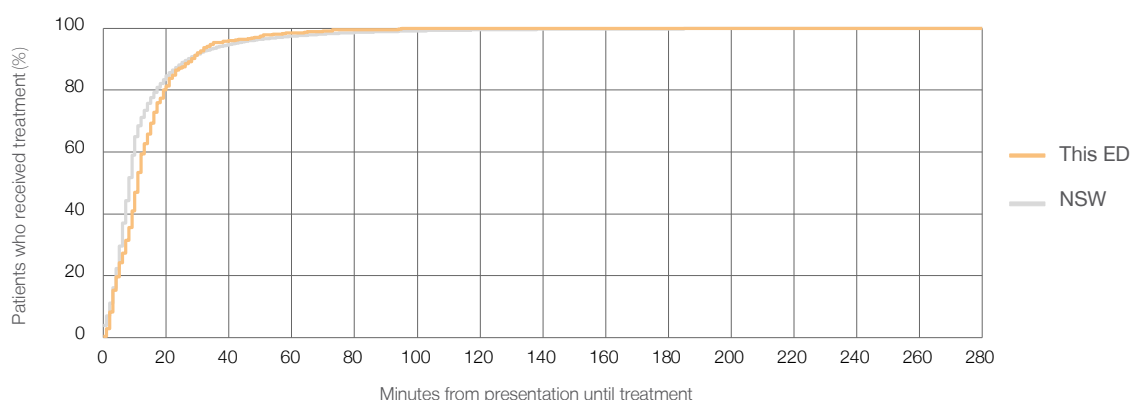
11 minutes

95th percentile time to start treatment ⁵

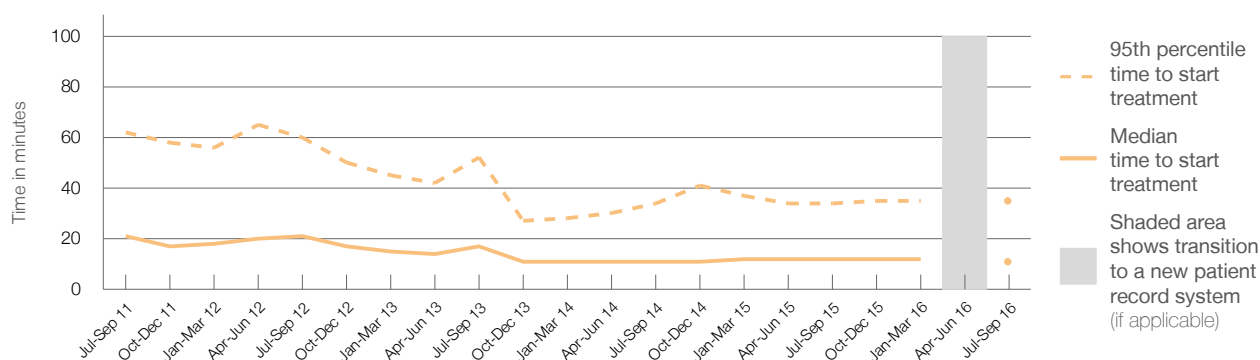
35 minutes

Same period last year	NSW (this period)
474	
474	
12 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	21	17	11	12	11
95th percentile time to start treatment ⁵ (minutes)	62	60	52	34	34	35

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

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

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,636

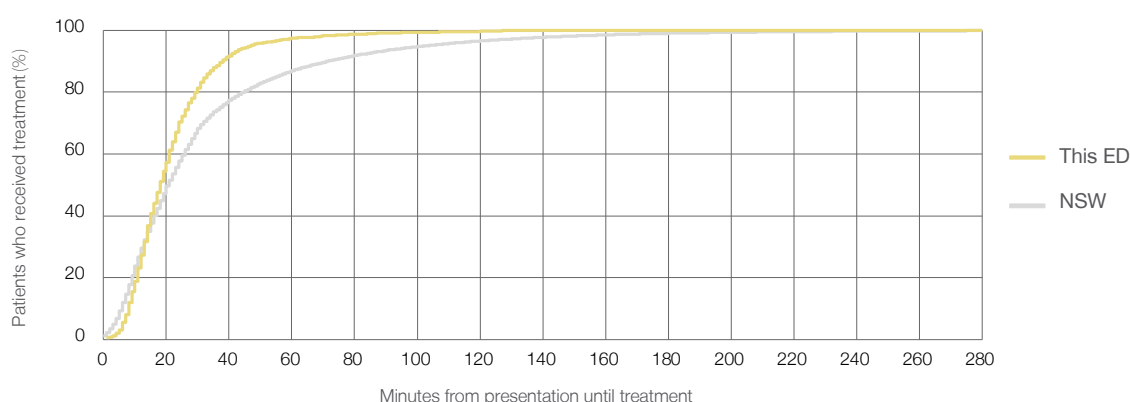
Number of triage 3 patients used to calculate waiting time: ³ 1,634

Median time to start treatment ⁴ 18 minutes

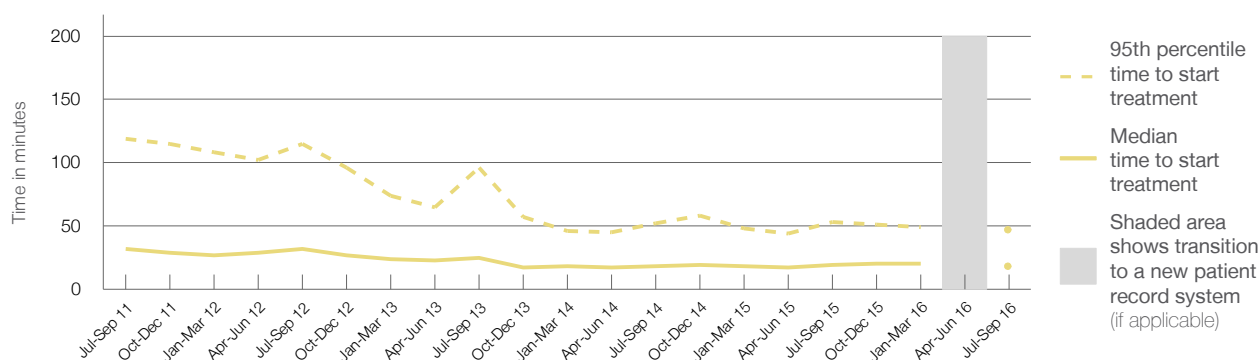
95th percentile time to start treatment ⁵ 47 minutes

Same period last year	NSW (this period)
1,481	
1,480	
19 minutes	21 minutes
53 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	32	25	18	19	18
95th percentile time to start treatment ⁵ (minutes)	119	115	96	52	53	47

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

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

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,861

Number of triage 4 patients used to calculate waiting time:³ 2,853

Median time to start treatment⁴

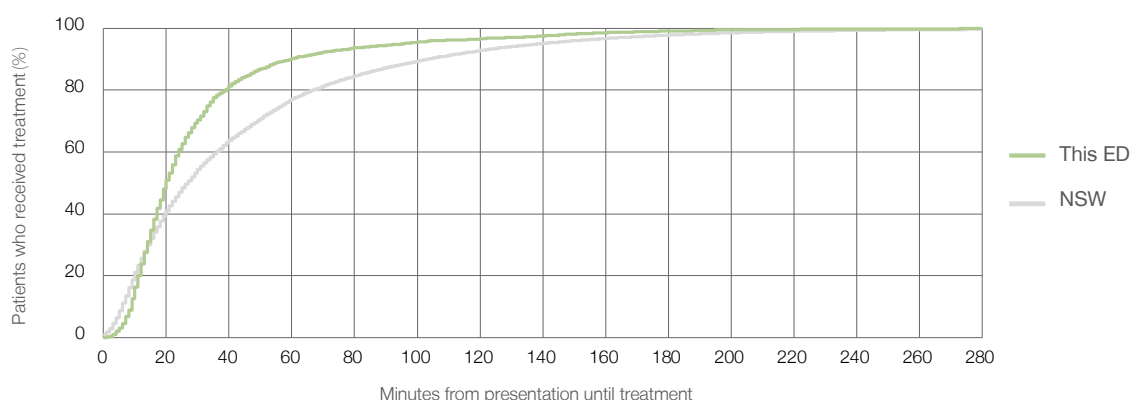
20 minutes

95th percentile time to start treatment⁵

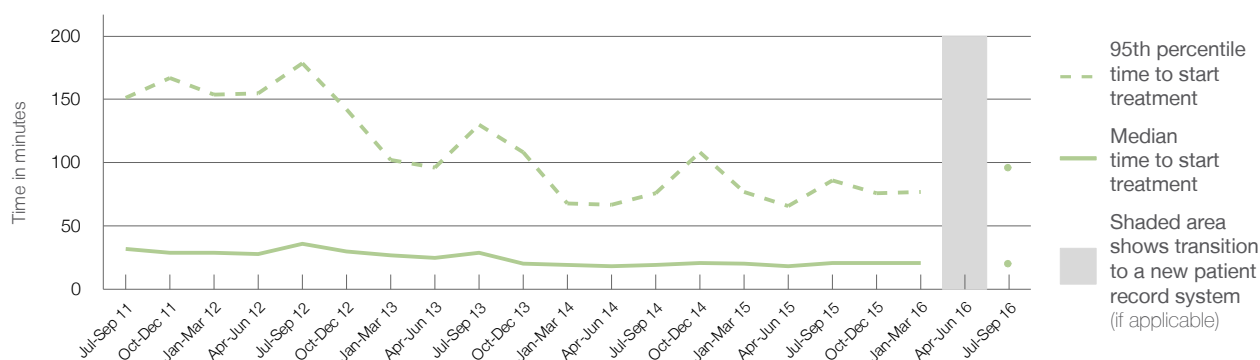
96 minutes

Same period last year	NSW (this period)
2,838	
2,817	
21 minutes	27 minutes
86 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	36	29	19	21	20
95th percentile time to start treatment ⁵ (minutes)	151	179	130	76	86	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.

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 400

Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴

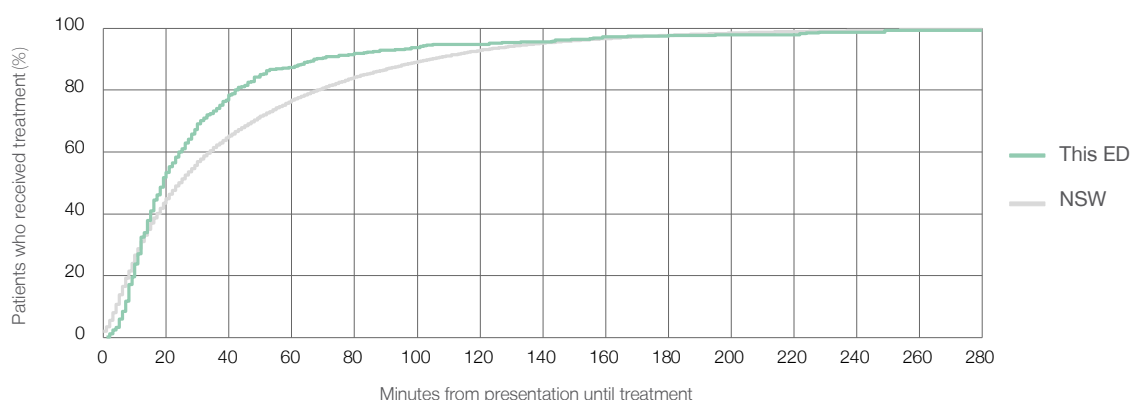
19 minutes

95th percentile time to start treatment⁵

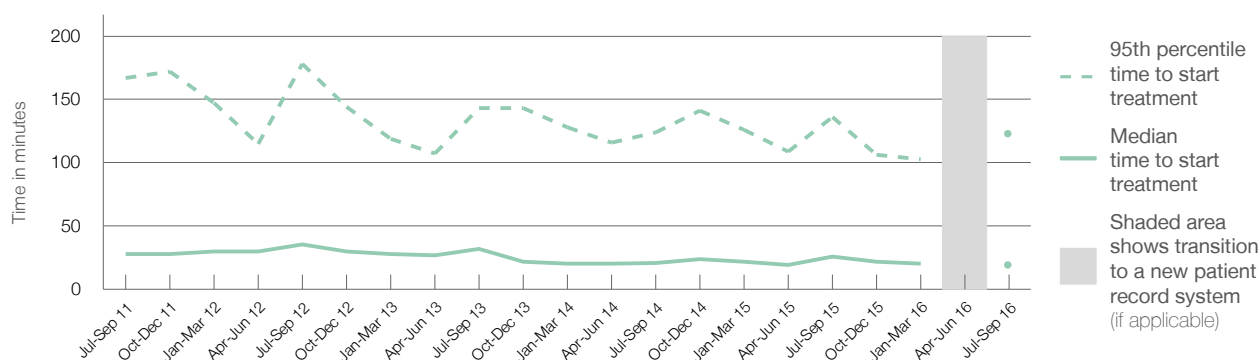
123 minutes

Same period last year	NSW (this period)
581	
558	
26 minutes	24 minutes
136 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	36	32	21	26	19
95th percentile time to start treatment ⁵ (minutes)	167	178	143	124	136	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.

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

Hawkesbury District Health Services: Time patients spent in the ED

July to September 2016

All presentations:¹ 5,701 patients

Presentations used to calculate time to leaving the ED:⁶ 5,674 patients

Median time spent in the ED⁸

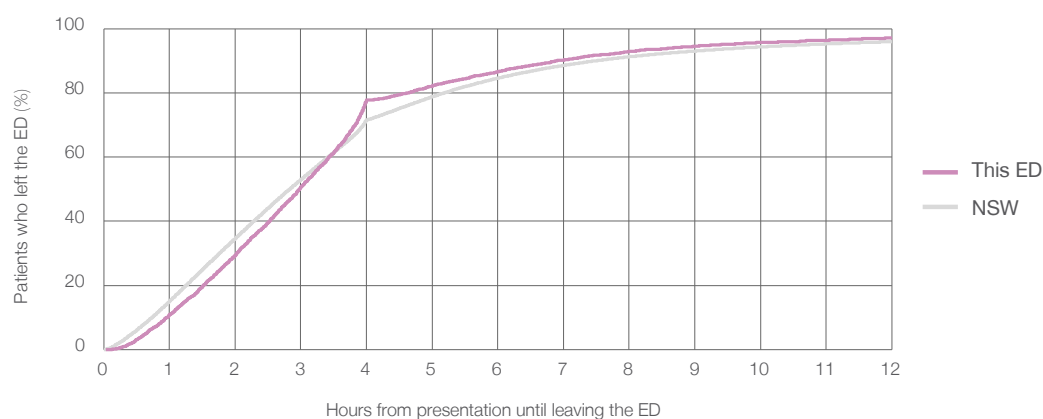
2 hours and 59 minutes

95th percentile time spent in the ED⁹

9 hours and 22 minutes

Same period last year	NSW (this period)
5,596	
5,596	
2 hours and 51 minutes	2 hours and 50 minutes
7 hours and 45 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 20m	4h 19m	3h 7m	2h 47m	2h 51m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 13m	16h 36m	8h 52m	7h 51m	7h 45m	9h 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.

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

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

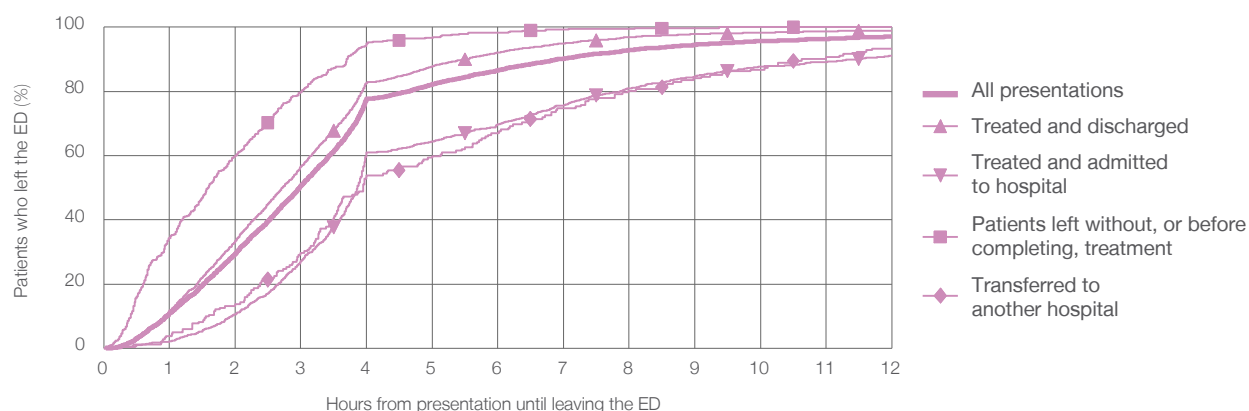
July to September 2016

All presentations:[†] 5,701 patients

Presentations used to calculate time to leaving the ED:[‡] 5,674 patients

		Same period last year	Change since one year ago
Treated and discharged	3,784 (66.4%)	5,596	1.4%
Treated and admitted to hospital	1,301 (22.8%)	3,629	4.3%
Patient left without, or before completing, treatment	397 (7.0%)	1,196	8.8%
Transferred to another hospital	182 (3.2%)	592	-32.9%
Other	37 (0.6%)	169	7.7%
		10	270.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



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

Treated and discharged	11.7%	33.5%	56.6%	82.8%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	2.1%	10.6%	27.1%	61.0%	69.7%	80.9%	87.7%	91.2%
Patient left without, or before completing, treatment	34.3%	59.9%	79.8%	95.0%	98.2%	99.5%	100%	100%
Transferred to another hospital	3.8%	13.7%	29.7%	53.8%	67.0%	80.2%	86.8%	93.4%
All presentations	10.9%	29.5%	50.7%	77.8%	86.6%	92.9%	95.7%	97.1%

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

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

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

Hawkesbury District Health Services: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 5,701 patients

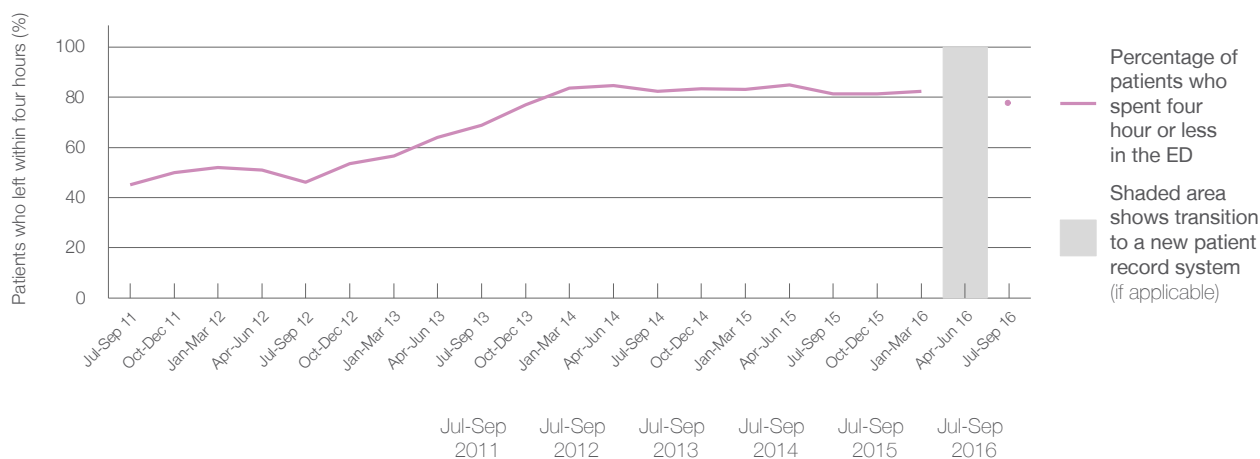
Presentations used to calculate time to leaving the ED: ⁶ 5,674 patients

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



Same period last year	Change since one year ago
5,596	1.9%
5,596	1.4%
81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	45.2%	46.2%	68.8%	82.3%	81.3%	77.8%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mount Druitt Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 8,131 patients

Emergency presentations:² 8,022 patients

Same period last year	Change since one year ago
8,551	-4.9%
8,483	-5.4%

Mount Druitt Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,262 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,300 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 150 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,551 patients

Median time to start treatment⁴ 44 minutes
95th percentile time to start treatment⁵ 157 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 880 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,208	
9 minutes	8 minutes
40 minutes	41 minutes
3,568	
38 minutes	21 minutes
174 minutes	103 minutes
2,667	
56 minutes	27 minutes
187 minutes	139 minutes
1,002	
51 minutes	24 minutes
168 minutes	138 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 8,125 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
8,551	-5.0%
59.8%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

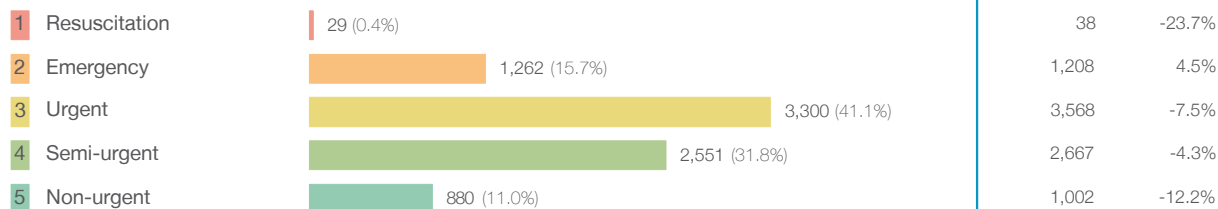
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mount Druitt Hospital: Patients presenting to the emergency department

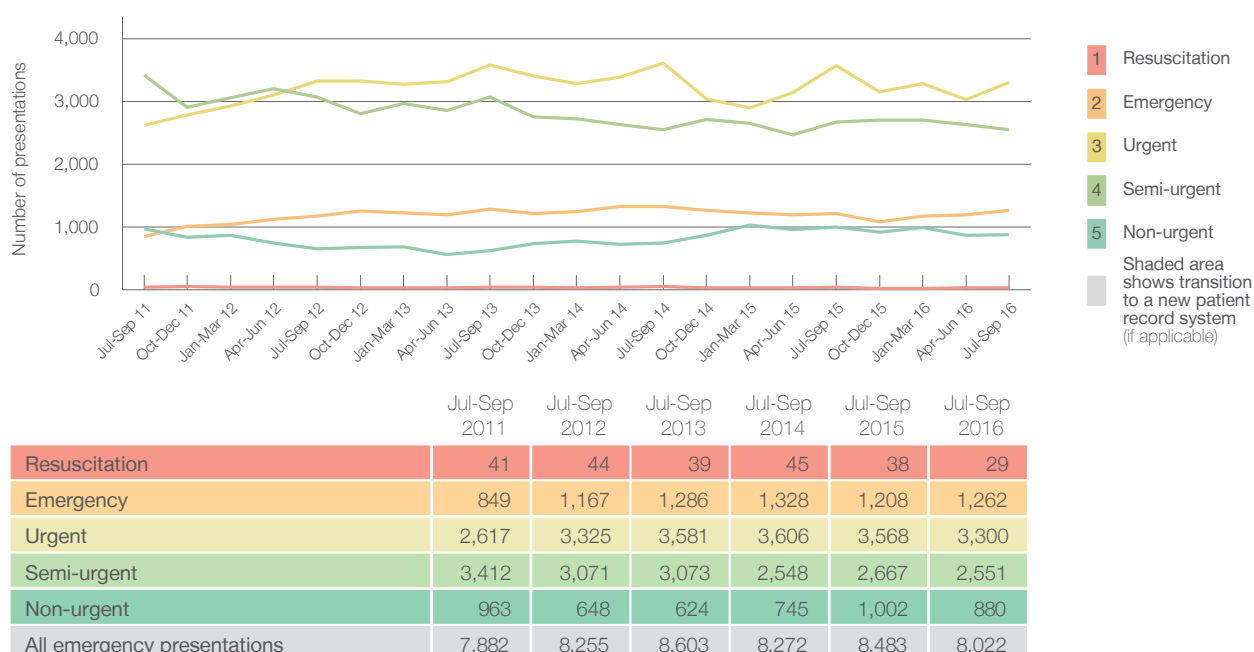
July to September 2016

All presentations:¹ 8,131 patients

Emergency presentations² by triage category: 8,022 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Mount Druitt Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 844 patients

ED Transfer of care time



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

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

Mount Druitt Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,262

Number of triage 2 patients used to calculate waiting time:³ 1,254

Median time to start treatment⁴

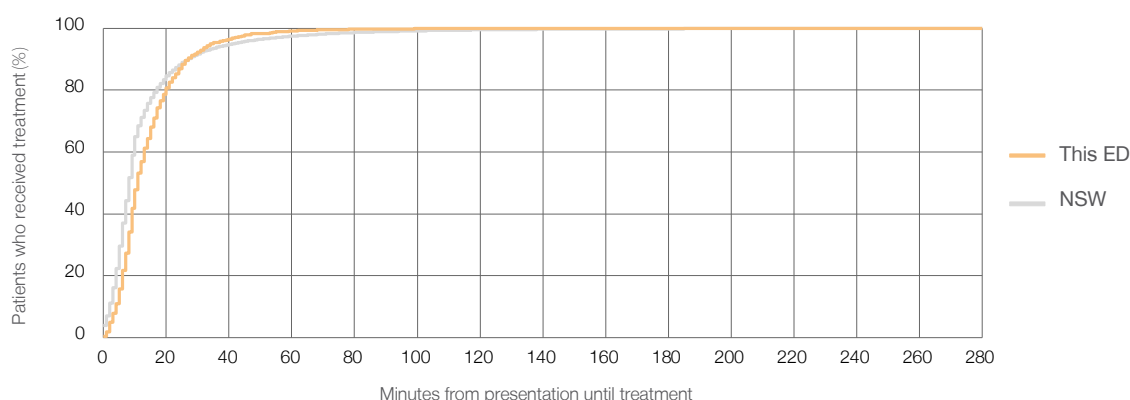
11 minutes

95th percentile time to start treatment⁵

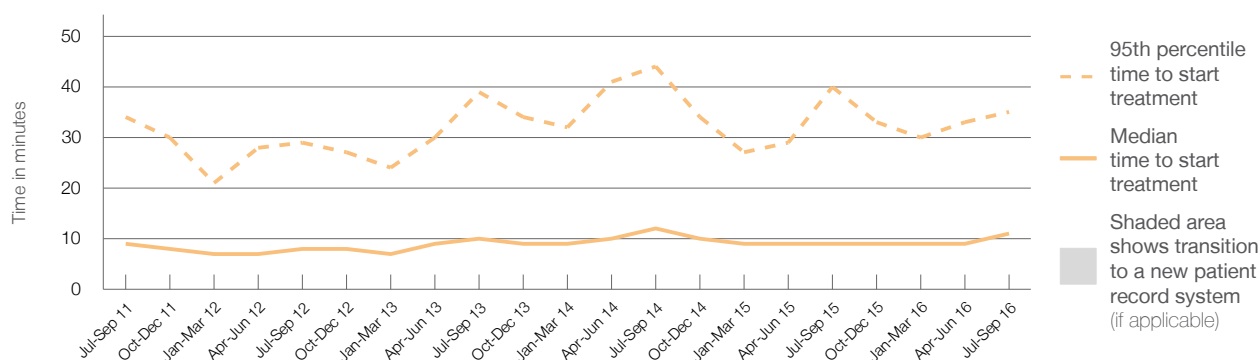
35 minutes

Same period last year	NSW (this period)
1,208	
1,192	
9 minutes	8 minutes
40 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	10	12	9	11
95th percentile time to start treatment ⁵ (minutes)	34	29	39	44	40	35

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 3,300

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

Median time to start treatment ⁴

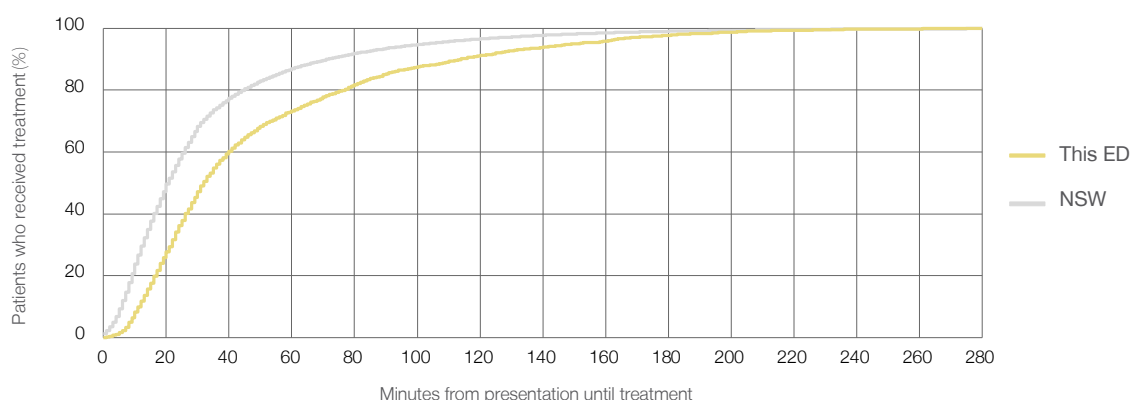
32 minutes

95th percentile time to start treatment ⁵

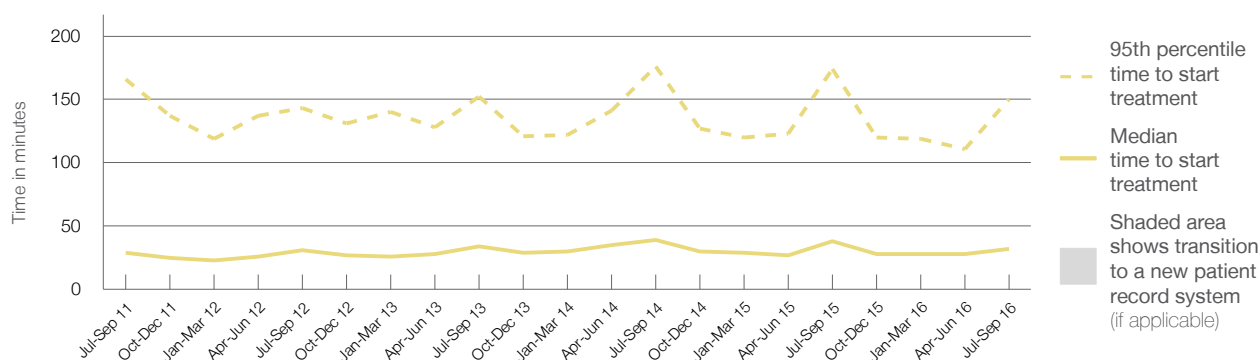
150 minutes

Same period last year	NSW (this period)
3,568	
3,300	
38 minutes	21 minutes
174 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	31	34	39	38	32
95th percentile time to start treatment ⁵ (minutes)	166	143	152	176	174	150

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 2,551

Number of triage 4 patients used to calculate waiting time:³ 2,381

Median time to start treatment⁴

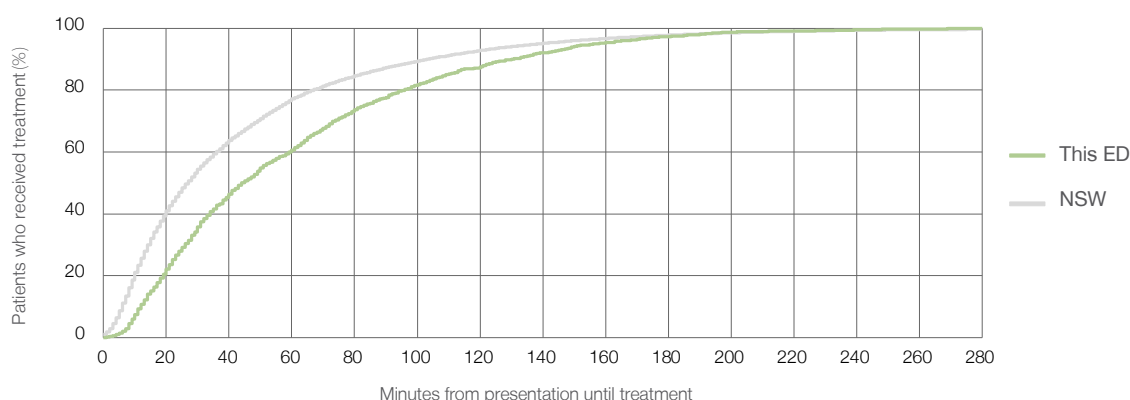
44 minutes

95th percentile time to start treatment⁵

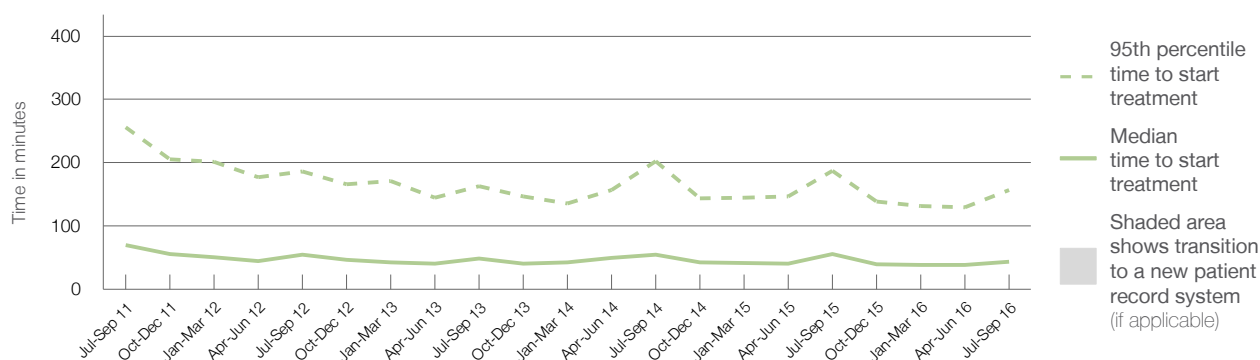
157 minutes

Same period last year	NSW (this period)
2,667	
2,317	
56 minutes	27 minutes
187 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	70	55	49	55	56	44
95th percentile time to start treatment ⁵ (minutes)	256	186	163	202	187	157

(†) 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.

Mount Druitt Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 880

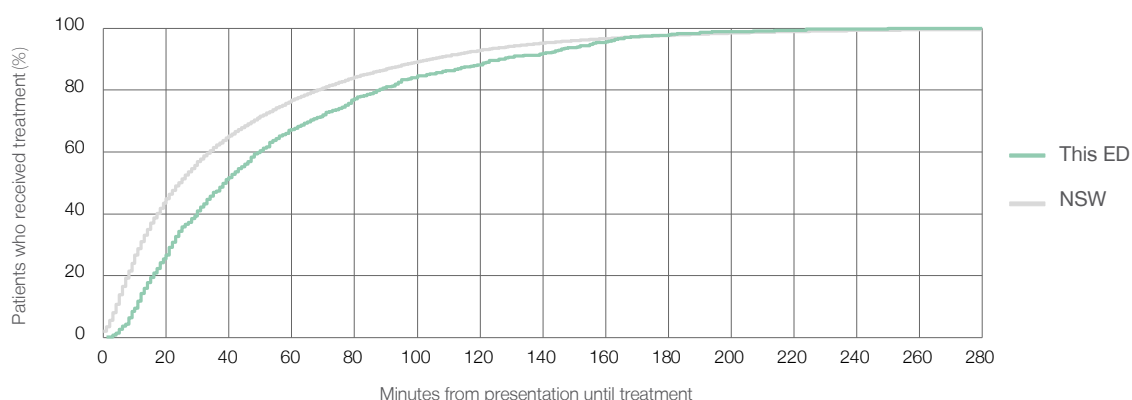
Number of triage 5 patients used to calculate waiting time:³ 784

Median time to start treatment⁴ 39 minutes

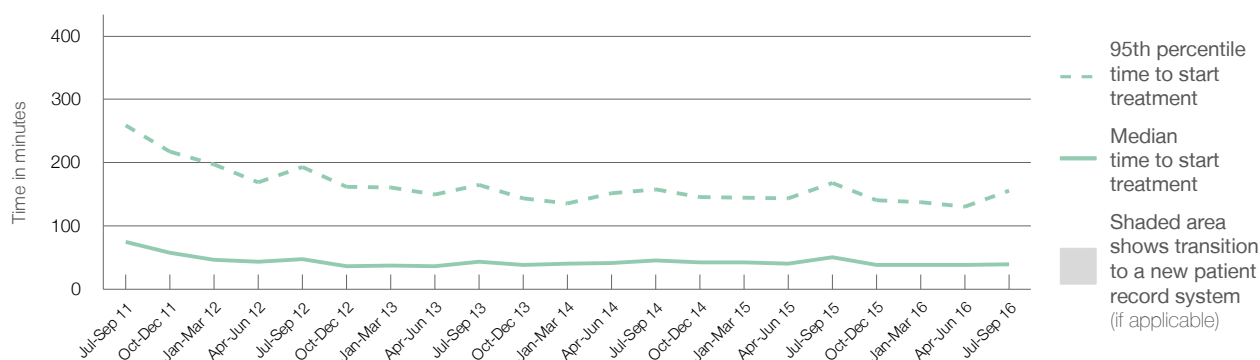
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
1,002	
826	
51 minutes	24 minutes
168 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	75	48	44	46	51	39
95th percentile time to start treatment ⁵ (minutes)	259	193	165	158	168	156

(†) 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.

Mount Druitt Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 8,131 patients

Presentations used to calculate time to leaving the ED:⁶ 8,125 patients

Median time spent in the ED⁸

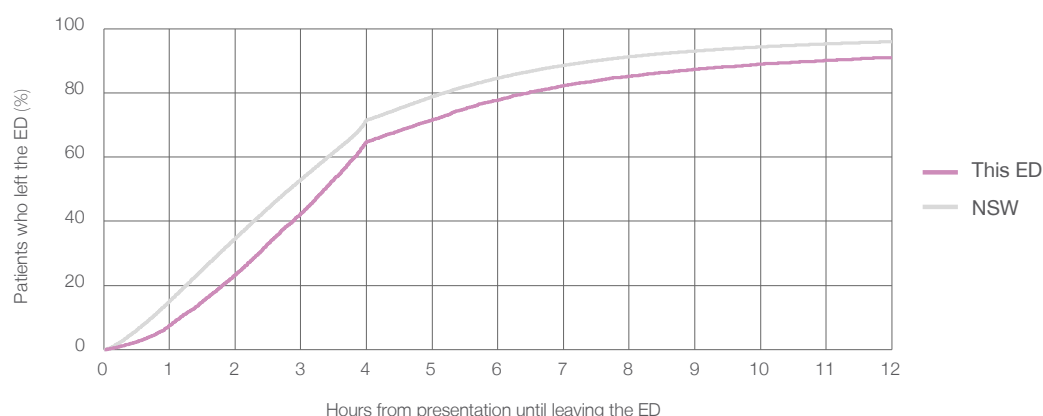
3 hours and 22 minutes

95th percentile time spent in the ED⁹

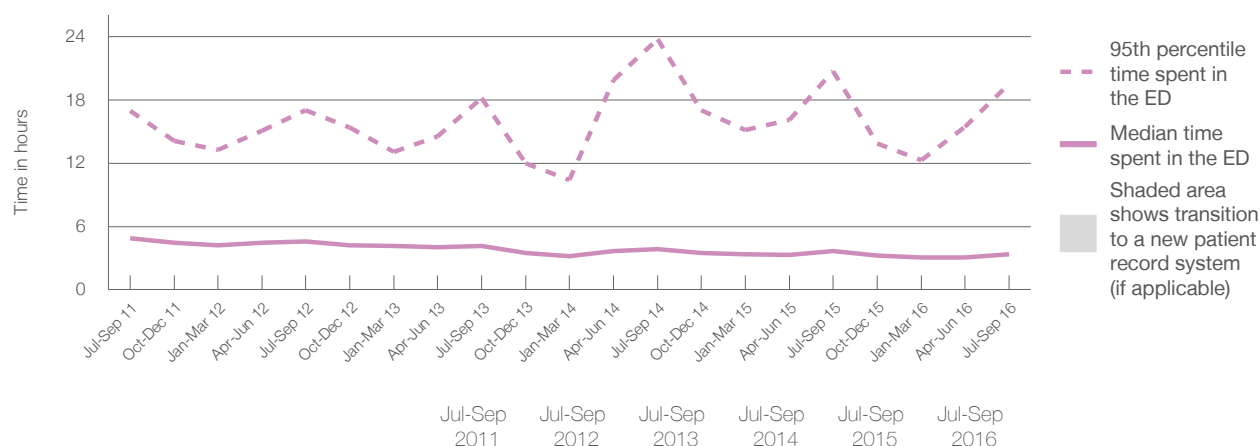
19 hours and 32 minutes

Same period last year	NSW (this period)
8,551	8,551
3 hours and 40 minutes	2 hours and 50 minutes
20 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 52m	4h 33m	4h 10m	3h 52m	3h 40m	3h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)	16h 58m	17h 0m	18h 11m	23h 44m	20h 43m	19h 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.

Mount Druitt Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

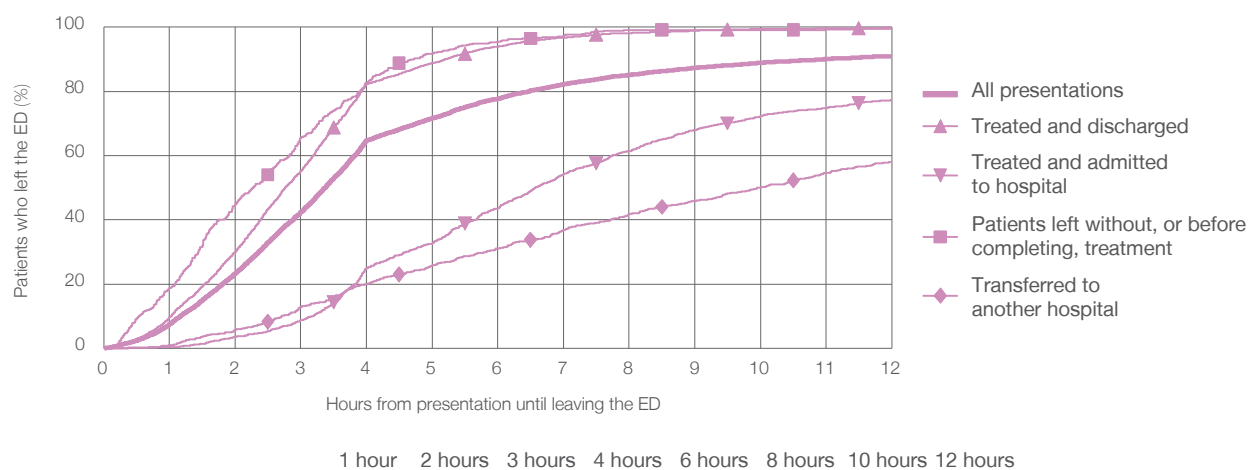
All presentations:[†] 8,131 patients

Presentations used to calculate time to leaving the ED:[‡] 8,125 patients

Treated and discharged	5,220 (64.2%)
Treated and admitted to hospital	1,536 (18.9%)
Patient left without, or before completing, treatment	489 (6.0%)
Transferred to another hospital	881 (10.8%)
Other	5 (0.1%)

Same period last year	Change since one year ago
8,551	-5.0%
5,337	-2.2%
1,554	-1.2%
716	-31.7%
938	-6.1%
6	-16.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	9.7%	30.1%	55.2%	82.3%	94.0%	98.2%	99.4%	99.8%
Treated and admitted to hospital	0.5%	3.6%	8.7%	25.0%	43.6%	61.5%	72.3%	77.3%
Patient left without, or before completing, treatment	18.8%	44.9%	65.6%	82.7%	95.5%	99.2%	99.2%	99.6%
Transferred to another hospital	1.0%	5.8%	12.8%	20.0%	31.1%	41.8%	50.1%	58.0%
All presentations	7.5%	23.3%	42.4%	64.7%	77.7%	85.1%	88.9%	91.0%

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

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

Mount Druitt Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 8,131 patients

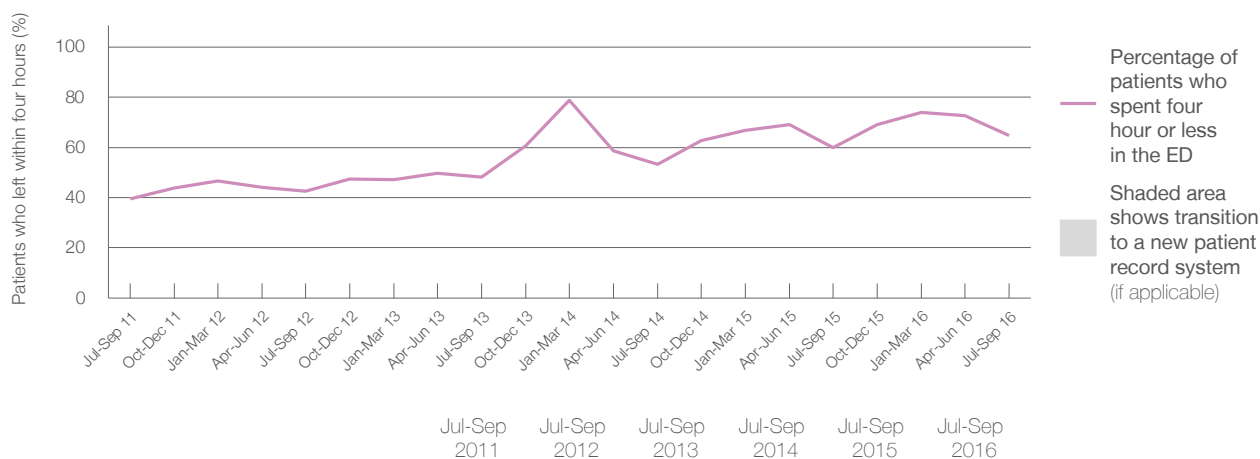
Presentations used to calculate time to leaving the ED: ⁶ 8,125 patients

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



Same period last year	Change since one year ago
8,551	-4.9%
8,551	-5.0%
59.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	39.5%	42.6%	48.1%	53.2%	59.8%	64.7%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 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 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.
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- 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,366 patients

Emergency presentations:² 4,016 patients

Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%

Murwillumbah District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 310 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 347 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
23 minutes	41 minutes
1,280	
14 minutes	21 minutes
55 minutes	103 minutes
1,949	
18 minutes	27 minutes
106 minutes	139 minutes
275	
17 minutes	24 minutes
128 minutes	138 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,364 patients

Percentage of patients who spent four hours or less in the ED 88.5%

Same period last year	Change since one year ago
4,127	5.7%
88.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

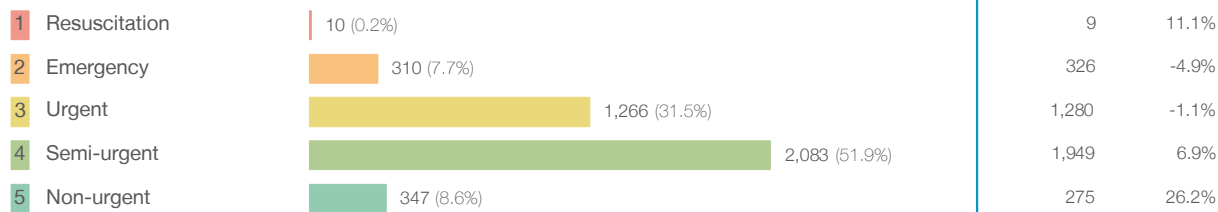
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Murwillumbah District Hospital: Patients presenting to the emergency department

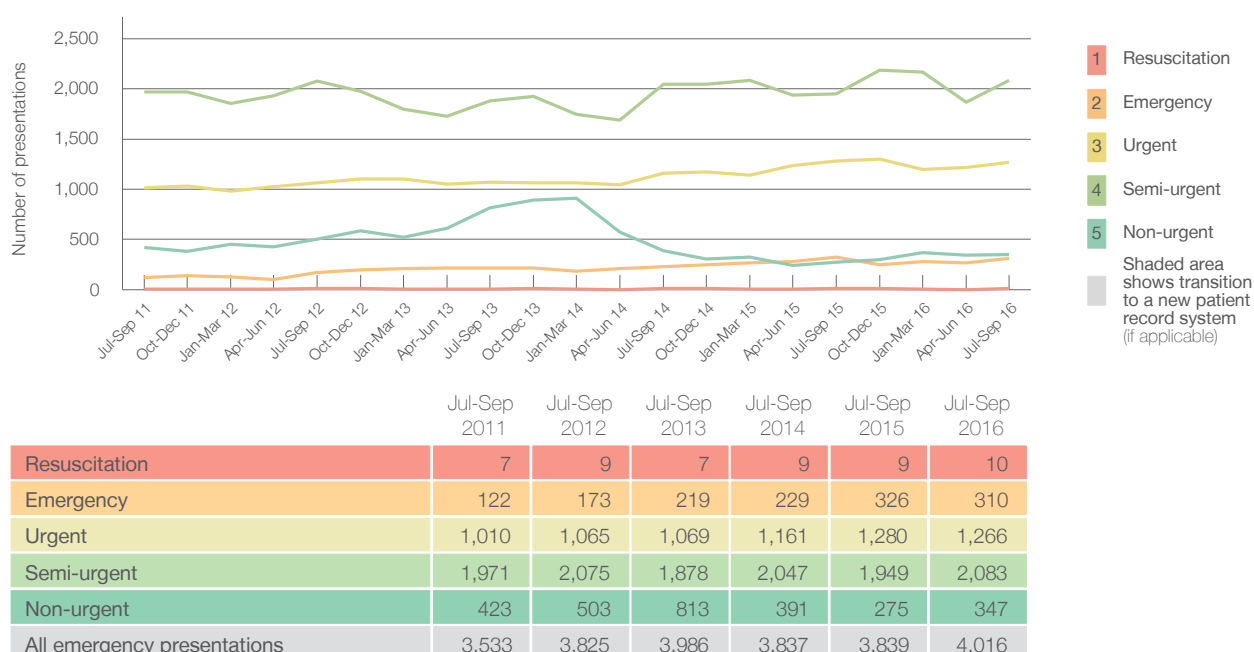
July to September 2016

All presentations:¹ 4,366 patients

Emergency presentations² by triage category: 4,016 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Murwillumbah District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 179 patients^{**}

ED Transfer of care time



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

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

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

July to September 2016

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

Number of triage 2 patients: 310

Number of triage 2 patients used to calculate waiting time:³ 310

Median time to start treatment⁴

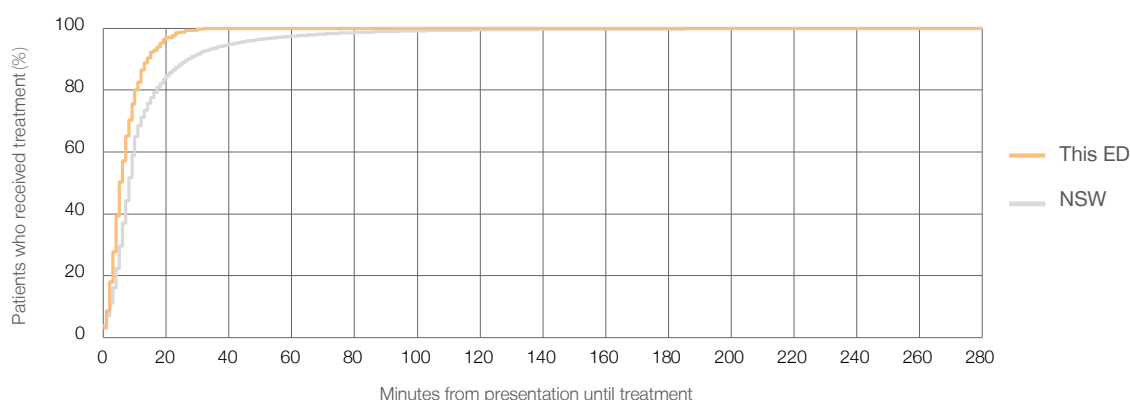
5 minutes

95th percentile time to start treatment⁵

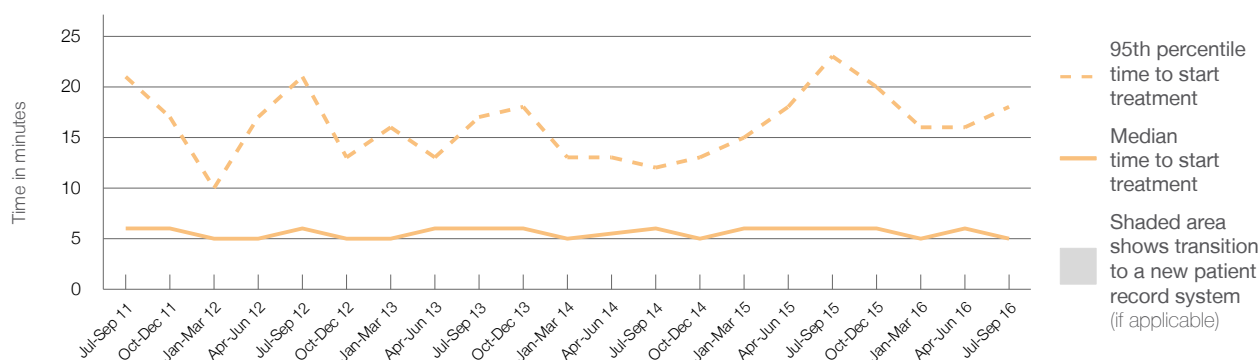
18 minutes

Same period last year	NSW (this period)
326	
324	
6 minutes	8 minutes
23 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	21	21	17	12	23	18

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 1,266

Number of triage 3 patients used to calculate waiting time: ³ 1,251

Median time to start treatment ⁴

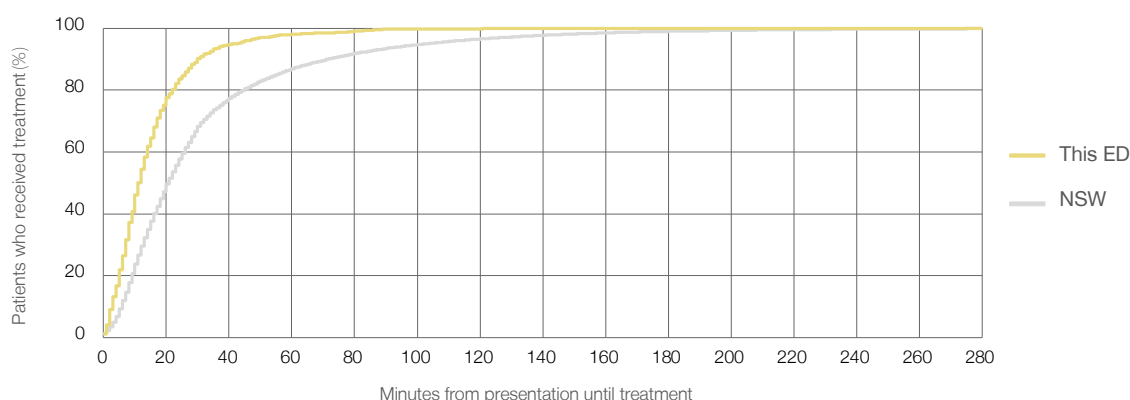
11 minutes

95th percentile time to start treatment ⁵

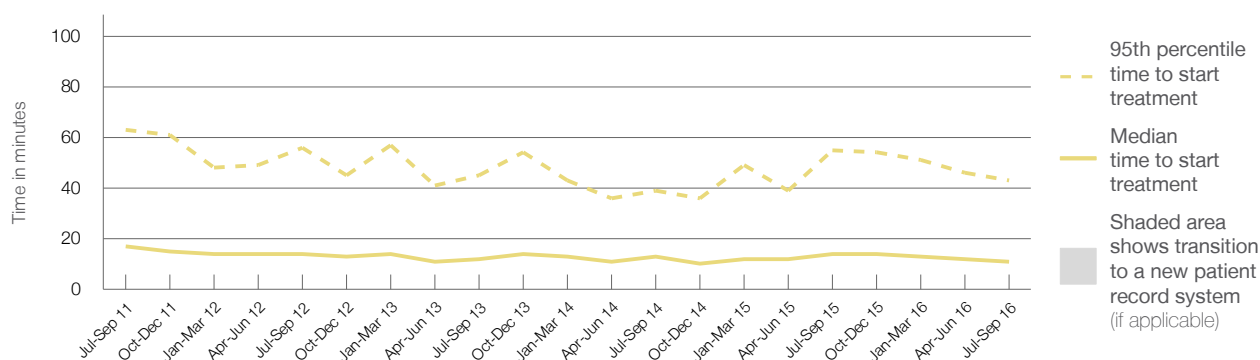
43 minutes

Same period last year	NSW (this period)
1,280	
1,267	
14 minutes	21 minutes
55 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	14	12	13	14	11
95th percentile time to start treatment ⁵ (minutes)	63	56	45	39	55	43

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 2,083

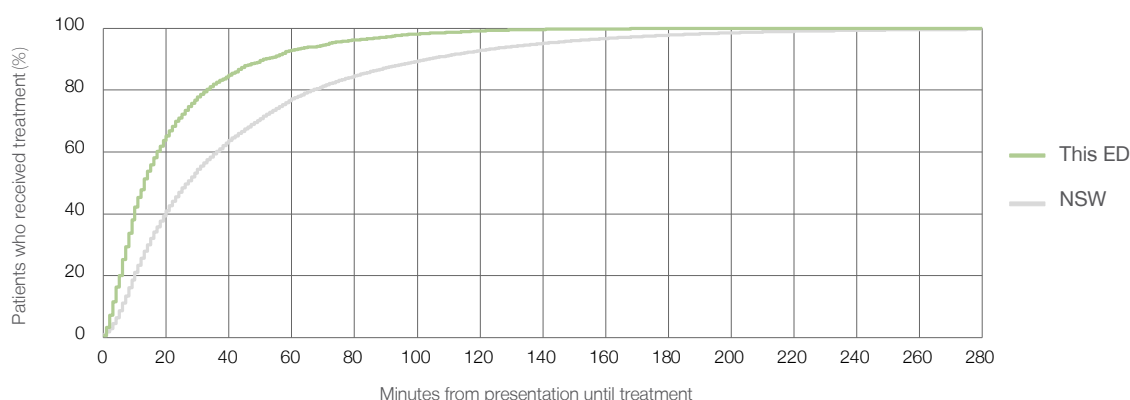
Number of triage 4 patients used to calculate waiting time: ³ 2,034

Median time to start treatment ⁴ 13 minutes

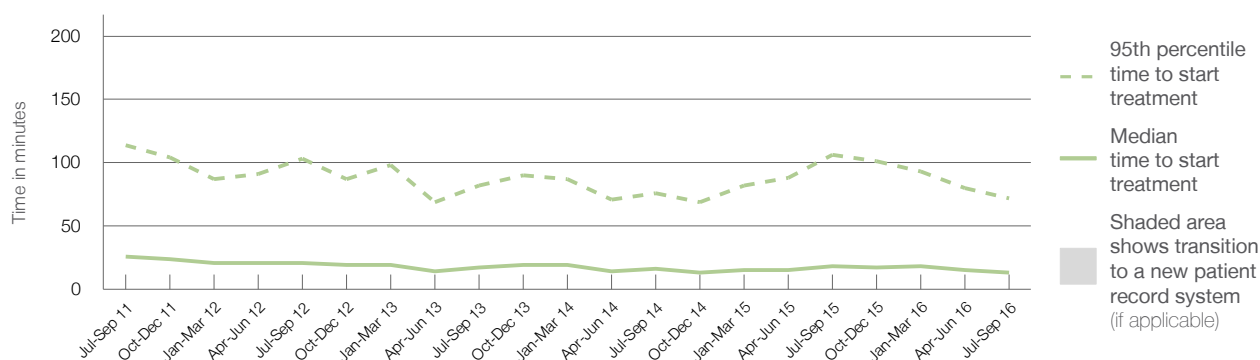
95th percentile time to start treatment ⁵ 72 minutes

Same period last year	NSW (this period)
1,949	
1,892	
18 minutes	27 minutes
106 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	26	21	17	16	18	13
95th percentile time to start treatment ⁵ (minutes)	114	103	82	76	106	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.

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

July to September 2016

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

Number of triage 5 patients: 347

Number of triage 5 patients used to calculate waiting time:³ 335

Median time to start treatment⁴

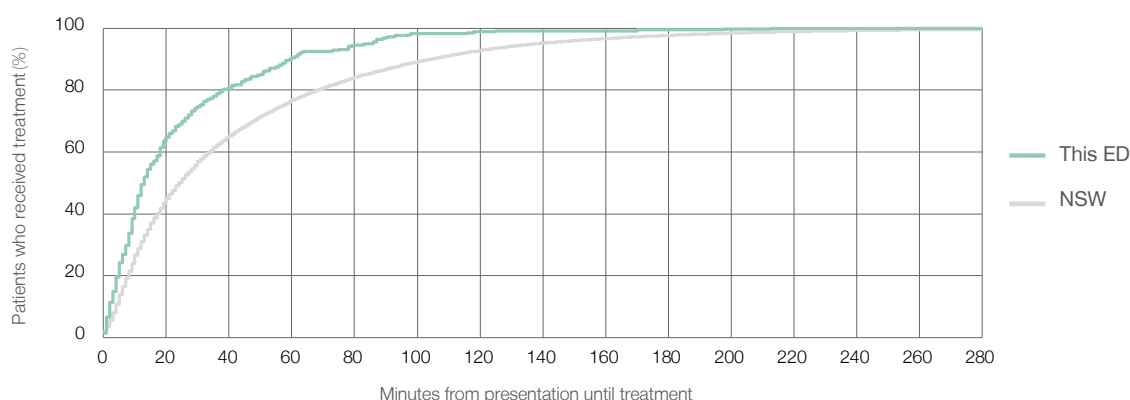
13 minutes

95th percentile time to start treatment⁵

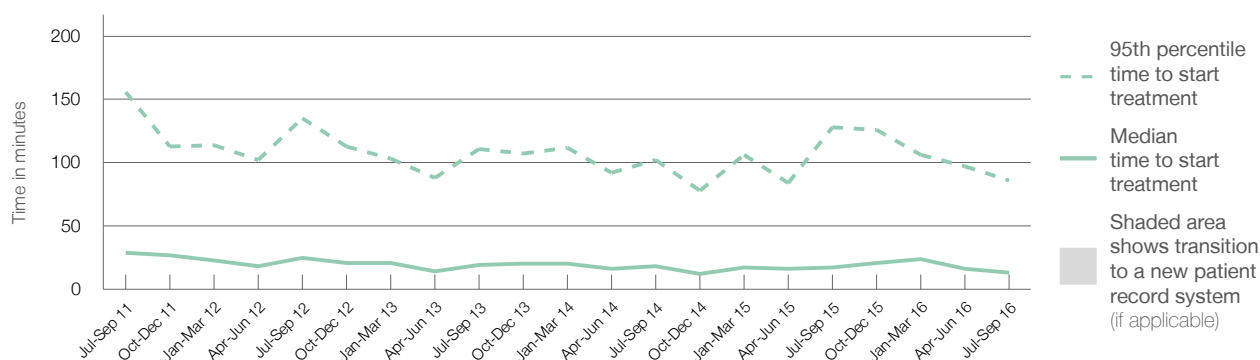
86 minutes

Same period last year	NSW (this period)
275	
257	
17 minutes	24 minutes
128 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	25	19	18	17	13
95th percentile time to start treatment ⁵ (minutes)	156	135	111	102	128	86

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,366 patients

Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Median time spent in the ED⁸

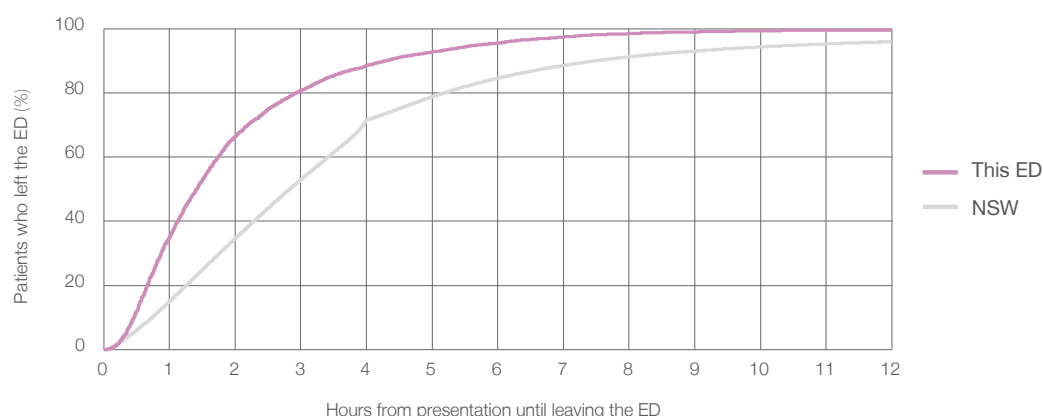
1 hours and 25 minutes

95th percentile time spent in the ED⁹

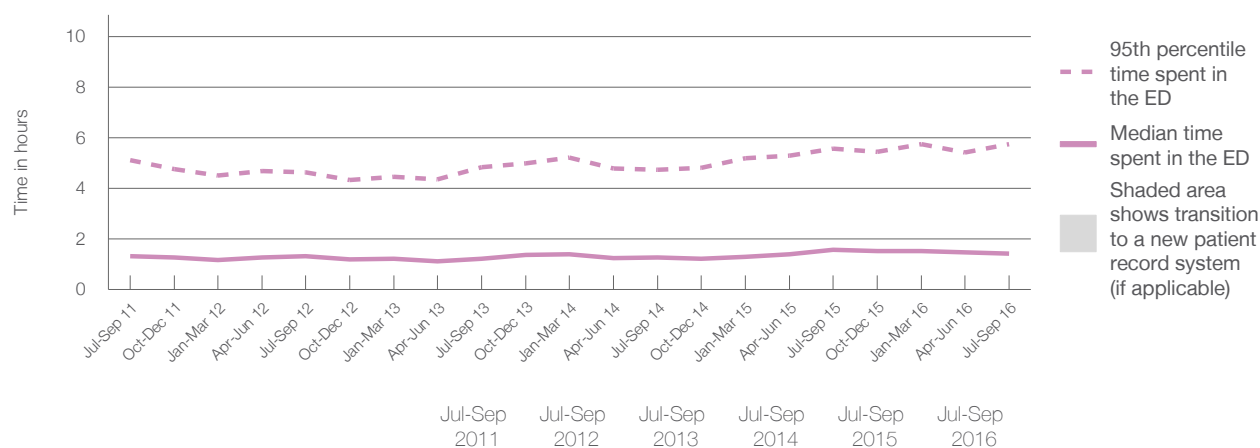
5 hours and 45 minutes

Same period last year	NSW (this period)
4,130	
4,127	
1 hours and 34 minutes	2 hours and 50 minutes
5 hours and 35 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 7m	4h 39m	4h 50m	4h 44m	5h 35m	5h 45m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

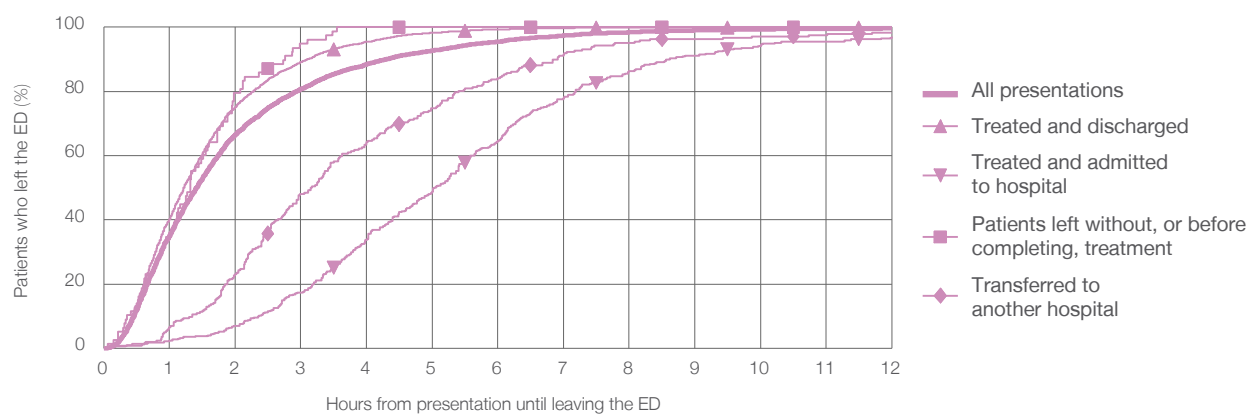
All presentations:[†] 4,366 patients

Presentations used to calculate time to leaving the ED:[‡] 4,364 patients

Treated and discharged	3,662 (83.9%)
Treated and admitted to hospital	375 (8.6%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	246 (5.6%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,127	5.7%
3,324	10.2%
422	-11.1%
91	-14.3%
286	-14.0%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	40.3%	75.2%	89.2%	95.5%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.4%	6.9%	17.3%	33.9%	64.5%	86.4%	94.4%	97.1%
Patient left without, or before completing, treatment	35.9%	79.5%	94.9%	100%	100%	100%	100%	100%
Transferred to another hospital	6.5%	23.2%	48.0%	64.2%	84.1%	95.1%	97.2%	98.4%
All presentations	35.1%	66.5%	80.8%	88.5%	95.5%	98.5%	99.3%	99.7%

(†) 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.

Murwillumbah District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,366 patients

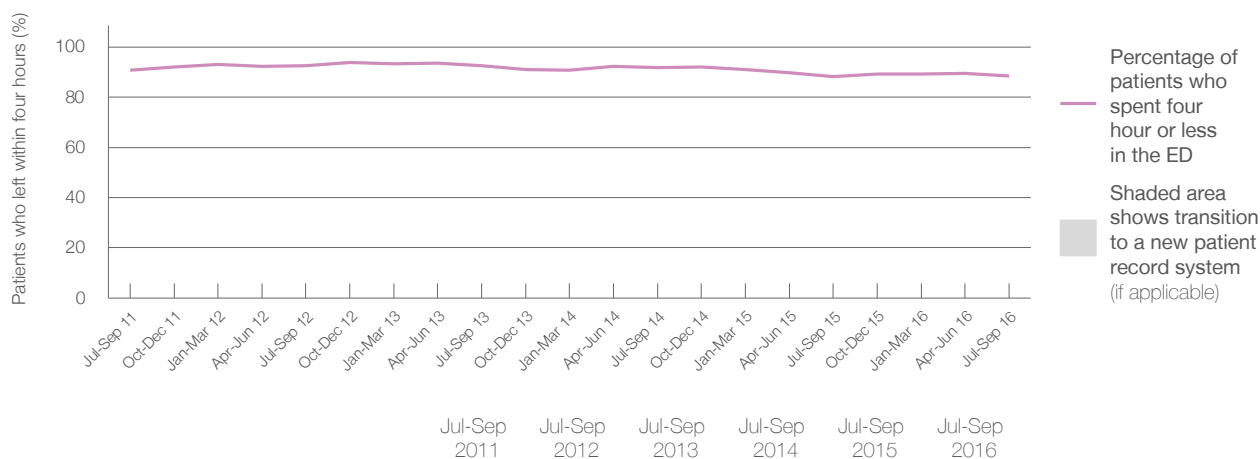
Presentations used to calculate time to leaving the ED: ⁶ 4,364 patients

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



Same period last year	Change since one year ago
4,130	5.7%
4,127	5.7%
88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	90.7%	92.4%	92.6%	91.8%	88.3%	88.5%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Ryde Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,480 patients

Emergency presentations:² 6,423 patients

Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%

Ryde Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 857 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,666 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,694 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 172 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,034	
6 minutes	8 minutes
15 minutes	41 minutes
2,844	
13 minutes	21 minutes
56 minutes	103 minutes
2,686	
14 minutes	27 minutes
101 minutes	139 minutes
201	
12 minutes	24 minutes
126 minutes	138 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,479 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
6,889	-6.0%
77.5%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

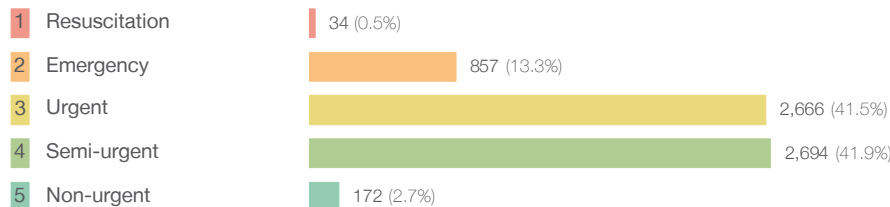
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Ryde Hospital: Patients presenting to the emergency department

July to September 2016

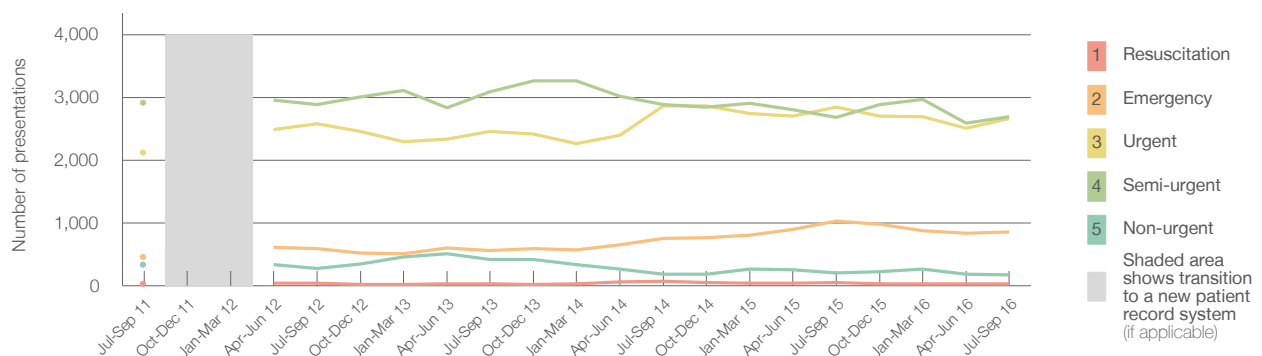
All presentations:¹ 6,480 patients

Emergency presentations² by triage category: 6,423 patients



Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%
48	-29.2%
1,034	-17.1%
2,844	-6.3%
2,686	0.3%
201	-14.4%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	31	43	30	68	48	34
Emergency	455	592	558	750	1,034	857
Urgent	2,125	2,579	2,457	2,868	2,844	2,666
Semi-urgent	2,912	2,889	3,091	2,886	2,686	2,694
Non-urgent	340	276	417	180	201	172
All emergency presentations	5,863	6,379	6,553	6,752	6,813	6,423

Ryde Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,615 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,868	
10 minutes	0 minutes
29 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.

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

July to September 2016

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

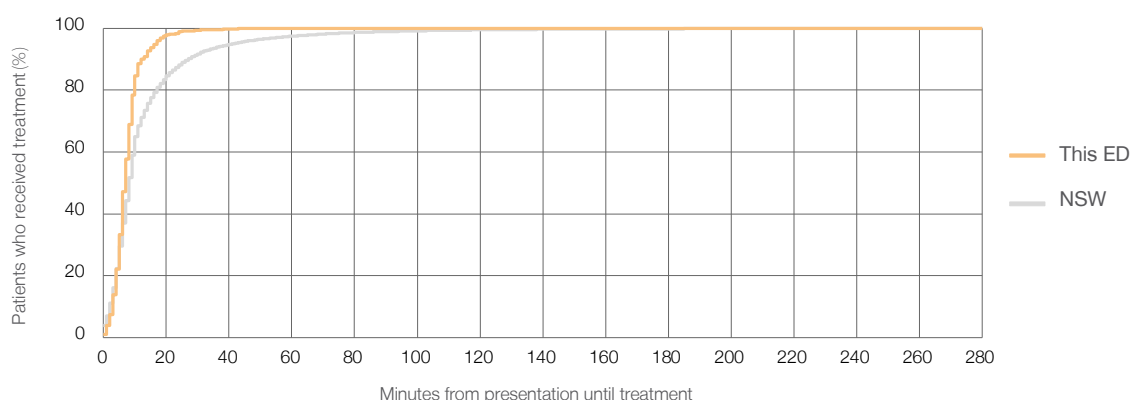
Number of triage 2 patients: 857

Number of triage 2 patients used to calculate waiting time:³ 853

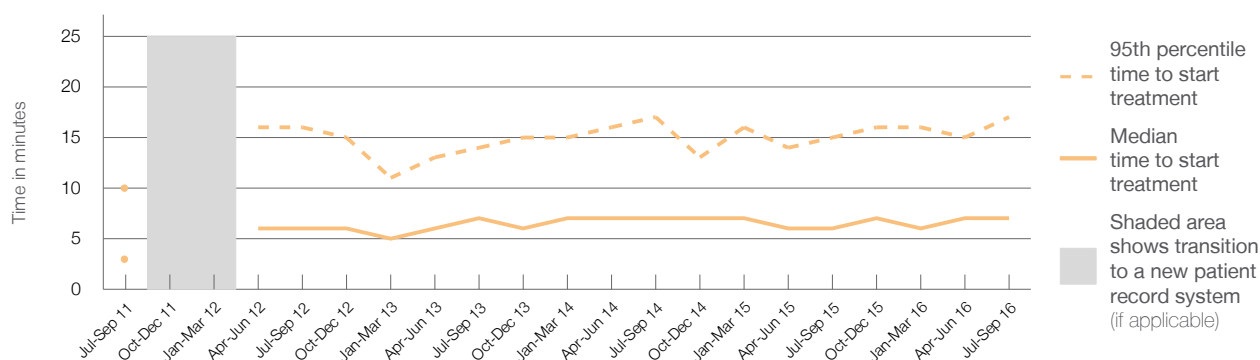
Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
1,034	1,034
6 minutes	8 minutes
15 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	6	7	7	6	7
95th percentile time to start treatment ⁵ (minutes)	10	16	14	17	15	17

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 2,666

Number of triage 3 patients used to calculate waiting time: ³ 2,646

Median time to start treatment ⁴

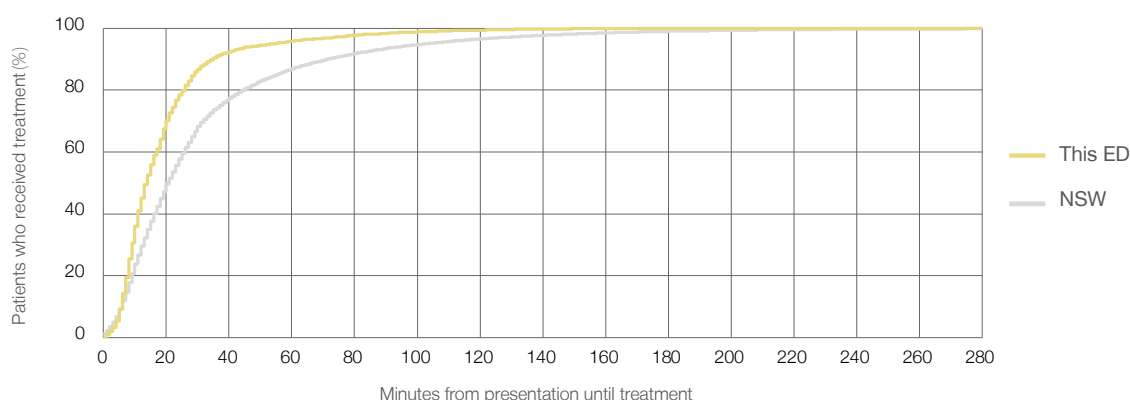
14 minutes

95th percentile time to start treatment ⁵

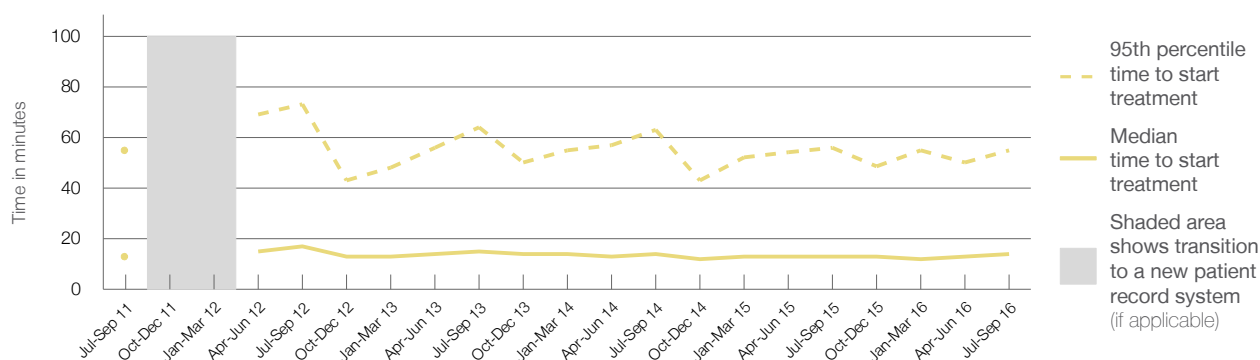
55 minutes

Same period last year	NSW (this period)
2,844	
2,805	
13 minutes	21 minutes
56 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	13	17	15	14	13	14
95th percentile time to start treatment ⁵ (minutes)	55	73	64	63	56	55

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 2,694

Number of triage 4 patients used to calculate waiting time: ³ 2,606

Median time to start treatment ⁴

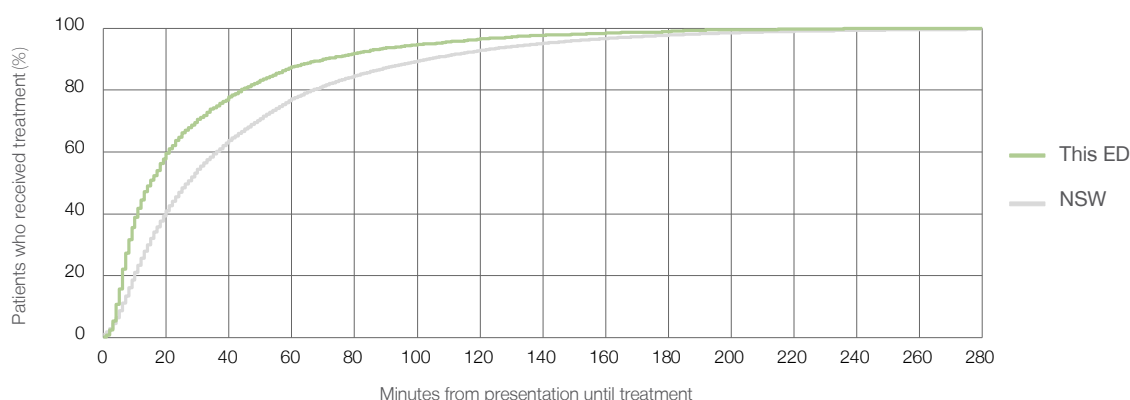
15 minutes

95th percentile time to start treatment ⁵

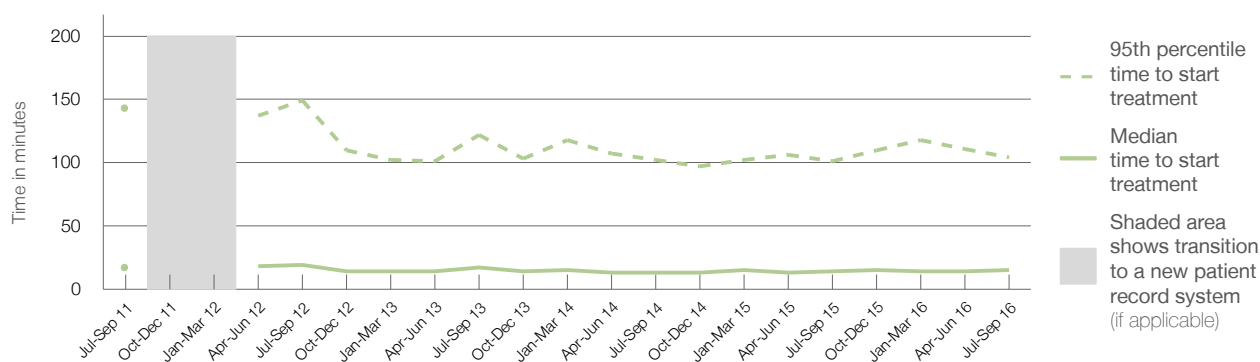
104 minutes

Same period last year	NSW (this period)
2,686	
2,612	
14 minutes	27 minutes
101 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	19	17	13	14	15
95th percentile time to start treatment ⁵ (minutes)	143	149	122	102	101	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.

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

July to September 2016

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

Number of triage 5 patients: 172

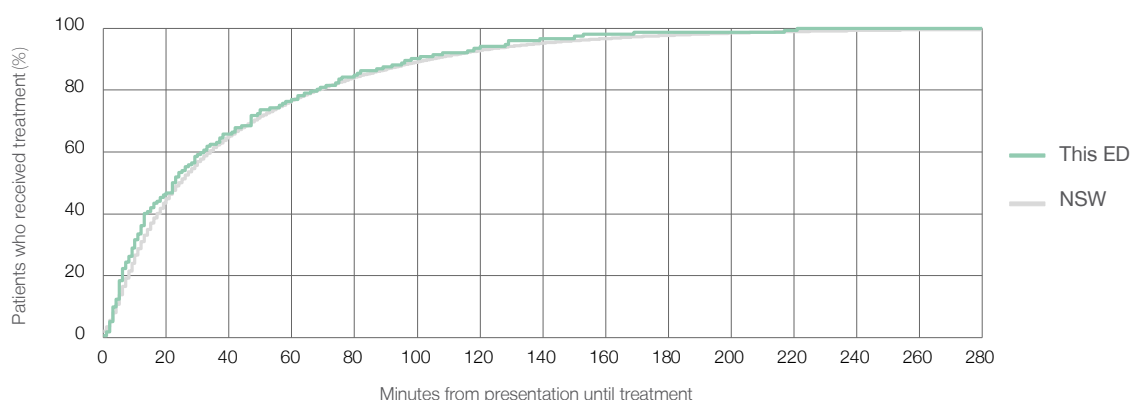
Number of triage 5 patients used to calculate waiting time:³ 152

Median time to start treatment⁴ 23 minutes

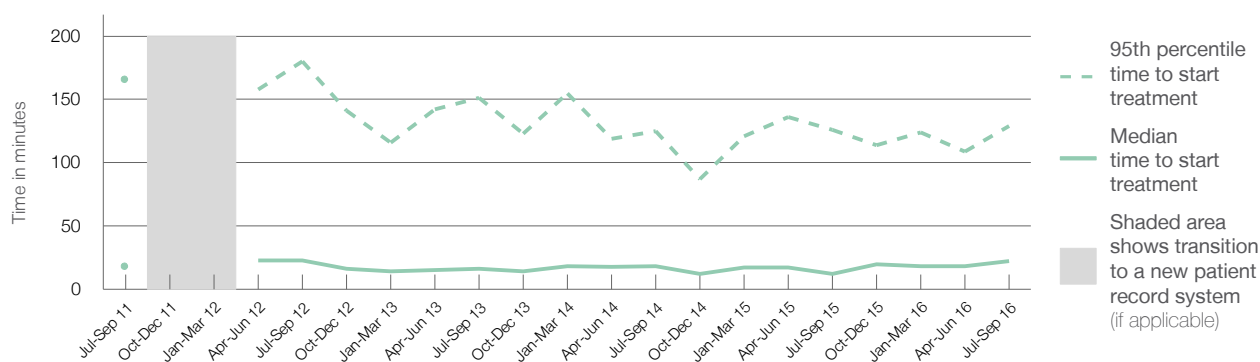
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
201	
180	
12 minutes	24 minutes
126 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	23	16	18	12	23
95th percentile time to start treatment ⁵ (minutes)	166	180	151	125	126	129

(†) 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.

Ryde Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,480 patients

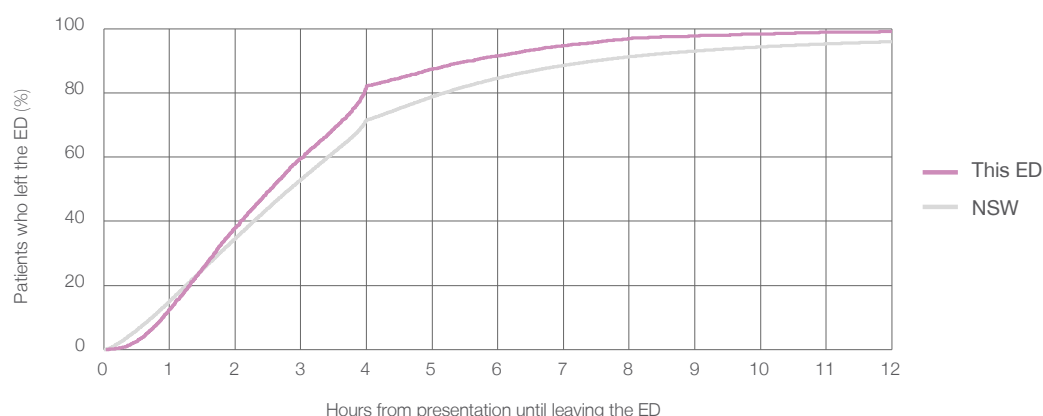
Presentations used to calculate time to leaving the ED:⁶ 6,479 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

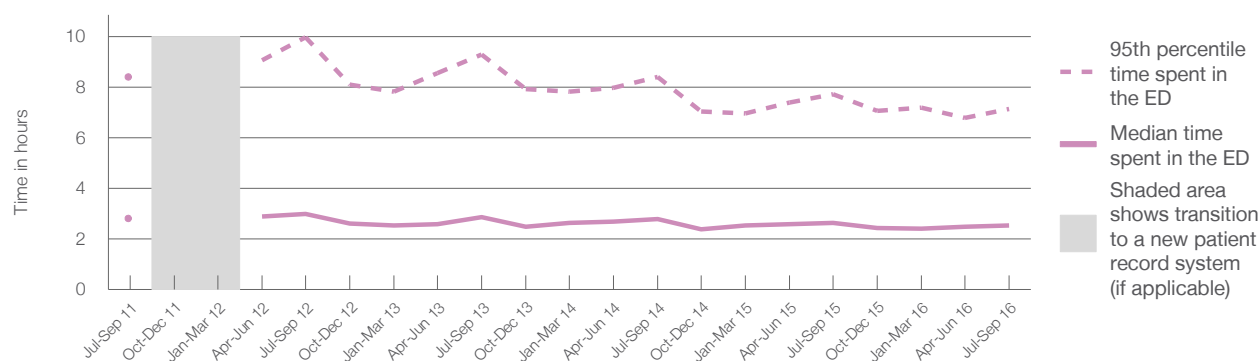
95th percentile time spent in the ED⁹ 7 hours and 8 minutes

Same period last year	NSW (this period)
6,889	6,889
2 hours and 38 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 24m	9h 58m	9h 18m	8h 24m	7h 44m	7h 8m

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

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Ryde Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

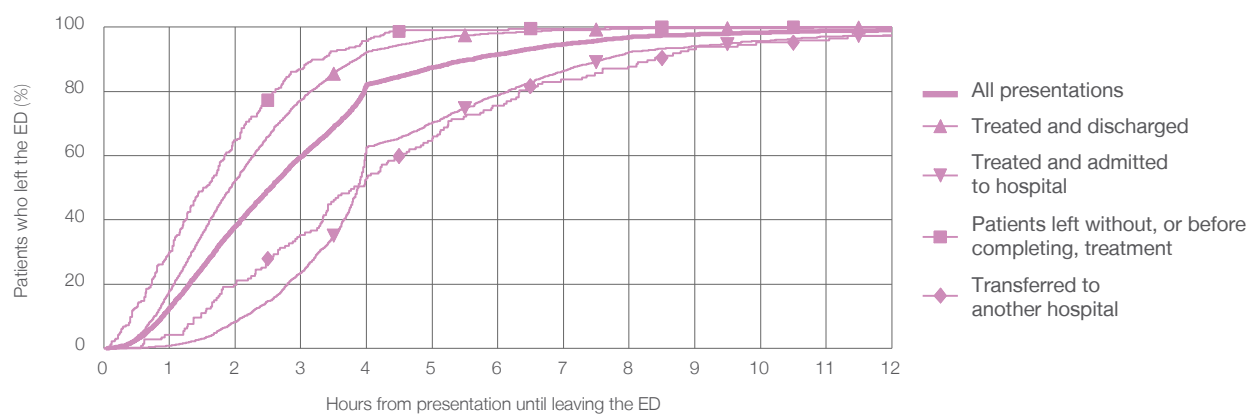
All presentations:[†] 6,480 patients

Presentations used to calculate time to leaving the ED:[‡] 6,479 patients

Treated and discharged	4,025 (62.1%)
Treated and admitted to hospital	2,065 (31.9%)
Patient left without, or before completing, treatment	238 (3.7%)
Transferred to another hospital	147 (2.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,889	-6.0%
4,315	-6.7%
2,103	-1.8%
278	-14.4%
186	-21.0%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	17.9%	52.4%	77.3%	92.3%	98.1%	99.5%	99.7%	99.9%
Treated and admitted to hospital	0.8%	8.2%	23.6%	62.6%	78.8%	92.3%	95.7%	97.5%
Patient left without, or before completing, treatment	29.8%	64.7%	87.0%	95.8%	99.2%	100%	100%	100%
Transferred to another hospital	4.1%	19.7%	35.4%	53.1%	75.5%	87.8%	95.2%	97.3%
All presentations	12.6%	38.0%	59.6%	82.1%	91.5%	96.9%	98.3%	99.1%

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

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

Ryde Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 6,480 patients

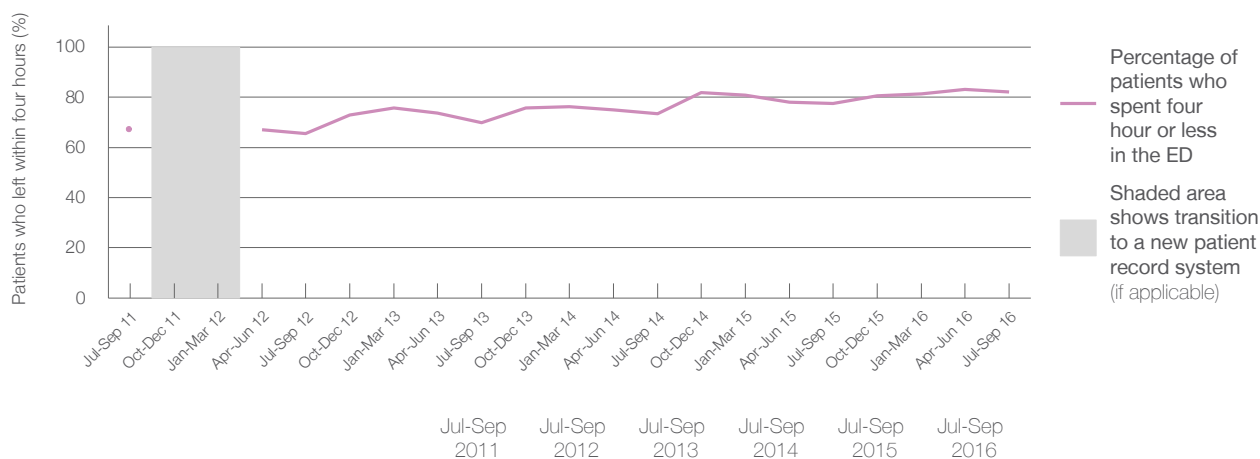
Presentations used to calculate time to leaving the ED: ⁶ 6,479 patients

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



Same period last year	Change since one year ago
6,889	-5.9%
6,889	-6.0%
77.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	67.2%	65.4%	69.7%	73.4%	77.5%	82.1%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Shellharbour Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,573 patients

Emergency presentations:² 7,376 patients

Same period last year	Change since one year ago
7,221	4.9%
6,994	5.5%

Shellharbour Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,712 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 128 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,571 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 169 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 153 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
736	
6 minutes	8 minutes
26 minutes	41 minutes
2,337	
21 minutes	21 minutes
119 minutes	103 minutes
3,721	
23 minutes	27 minutes
152 minutes	139 minutes
173	
18 minutes	24 minutes
99 minutes	138 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,572 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
7,221	4.9%
70.2%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

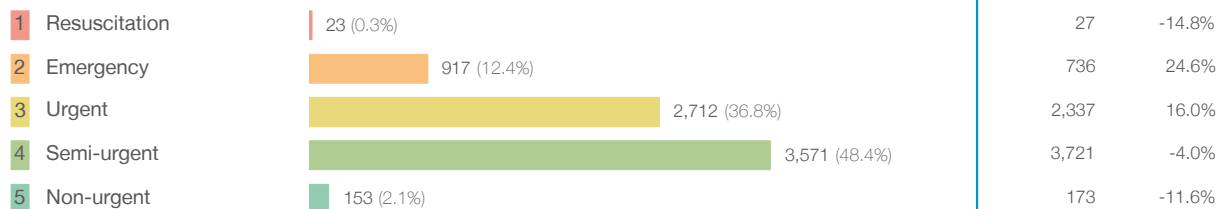
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Shellharbour Hospital: Patients presenting to the emergency department

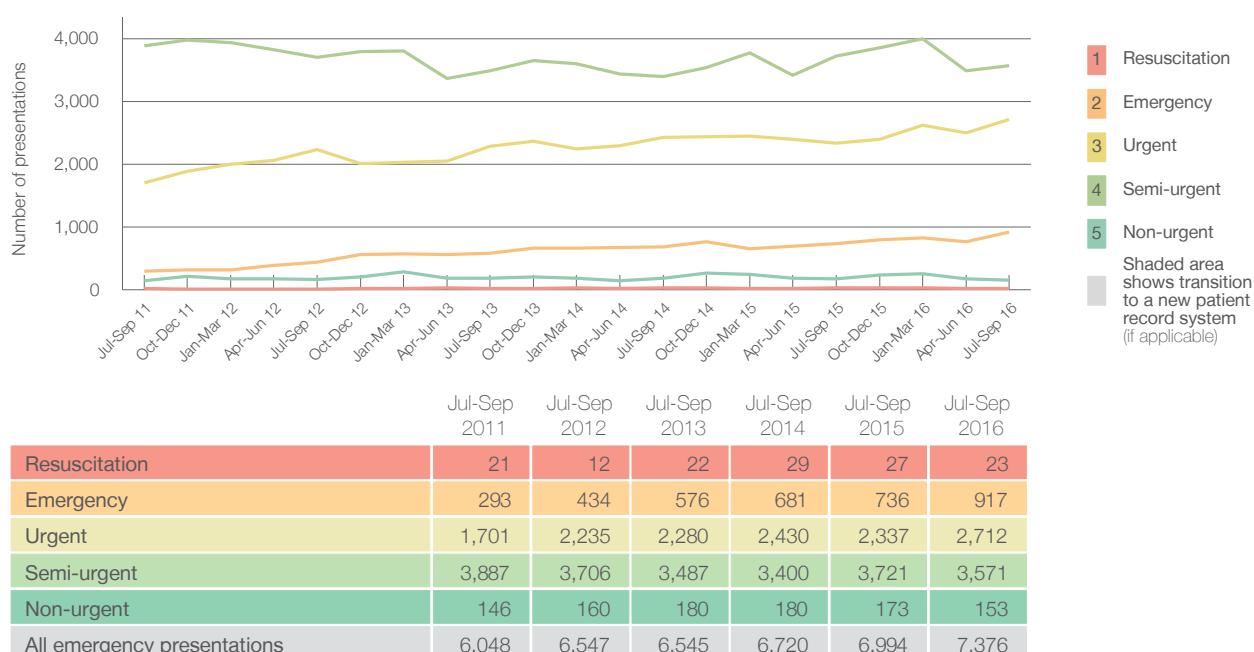
July to September 2016

All presentations:¹ 7,573 patients

Emergency presentations² by triage category: 7,376 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Shellharbour Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,689 patients

ED Transfer of care time



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

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

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

July to September 2016

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

Number of triage 2 patients: 917

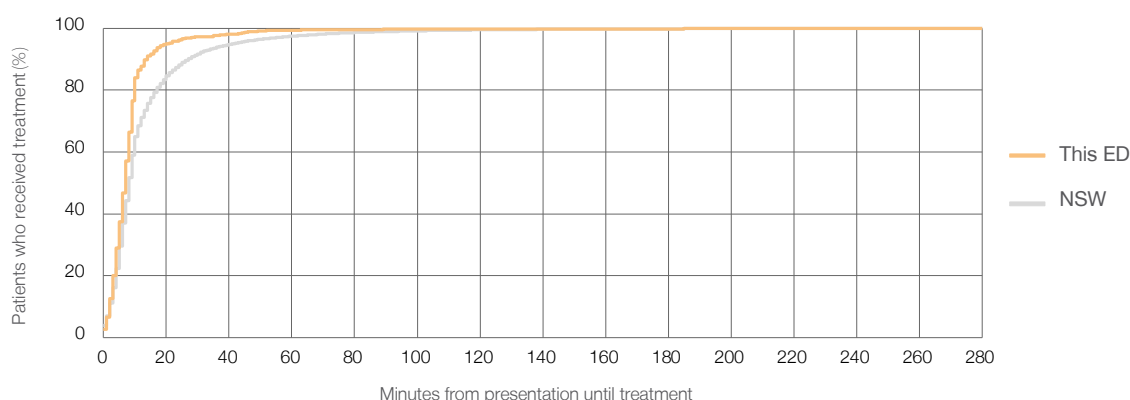
Number of triage 2 patients used to calculate waiting time: ³ 916

Median time to start treatment ⁴ 7 minutes

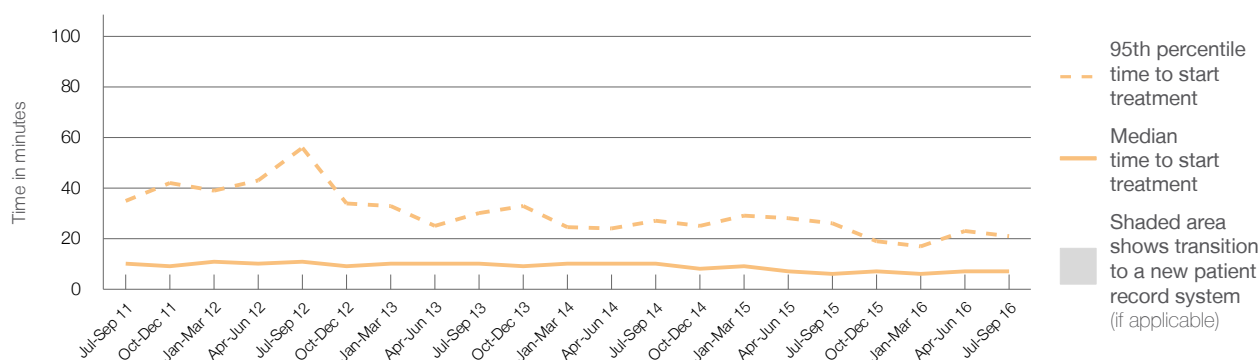
95th percentile time to start treatment ⁵ 21 minutes

Same period last year	NSW (this period)
736	
733	
6 minutes	8 minutes
26 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	11	10	10	6	7
95th percentile time to start treatment ⁵ (minutes)	35	56	30	27	26	21

(†) 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.

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

July to September 2016

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

Number of triage 3 patients: 2,712

Number of triage 3 patients used to calculate waiting time: ³ 2,661

Median time to start treatment ⁴

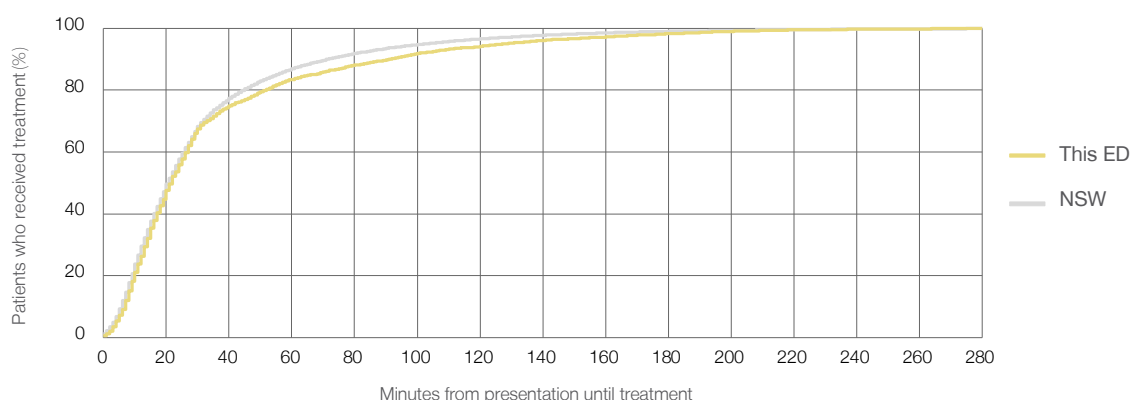
22 minutes

95th percentile time to start treatment ⁵

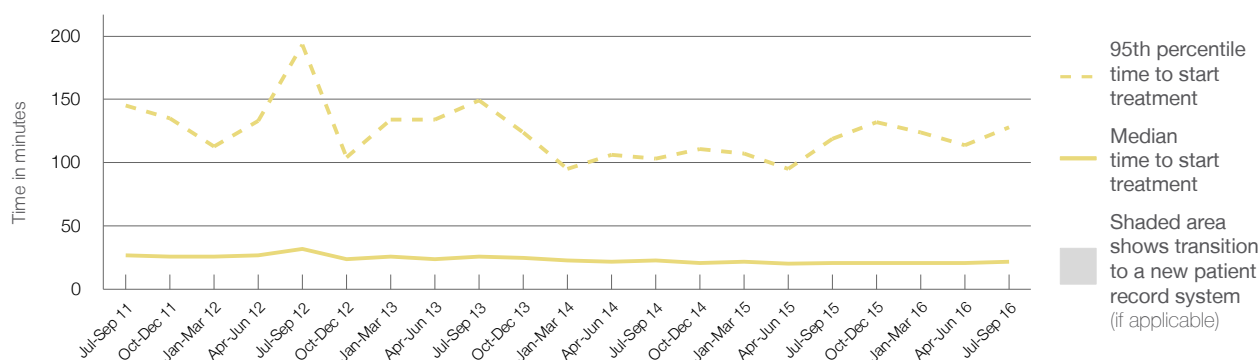
128 minutes

Same period last year	NSW (this period)
2,337	
2,291	
21 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	32	26	23	21	22
95th percentile time to start treatment ⁵ (minutes)	145	193	149	103	119	128

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

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

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

July to September 2016

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

Number of triage 4 patients: 3,571

Number of triage 4 patients used to calculate waiting time:³ 3,317

Median time to start treatment⁴

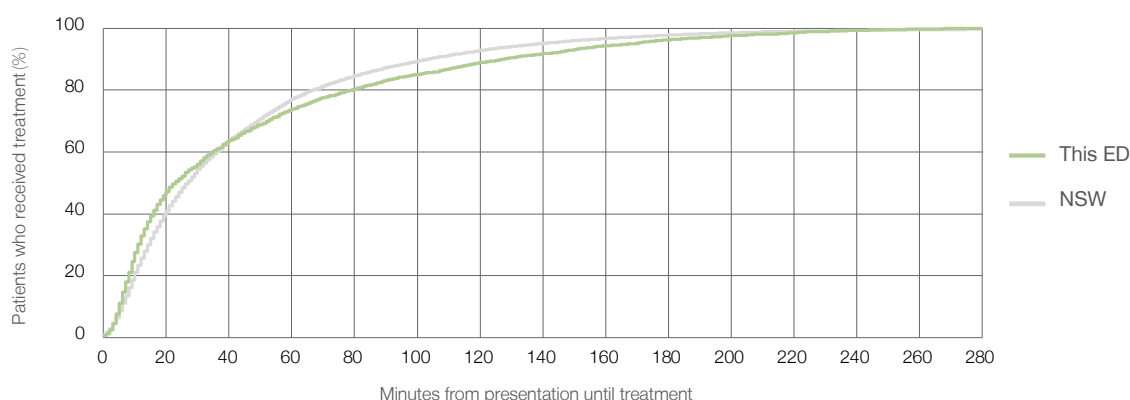
23 minutes

95th percentile time to start treatment⁵

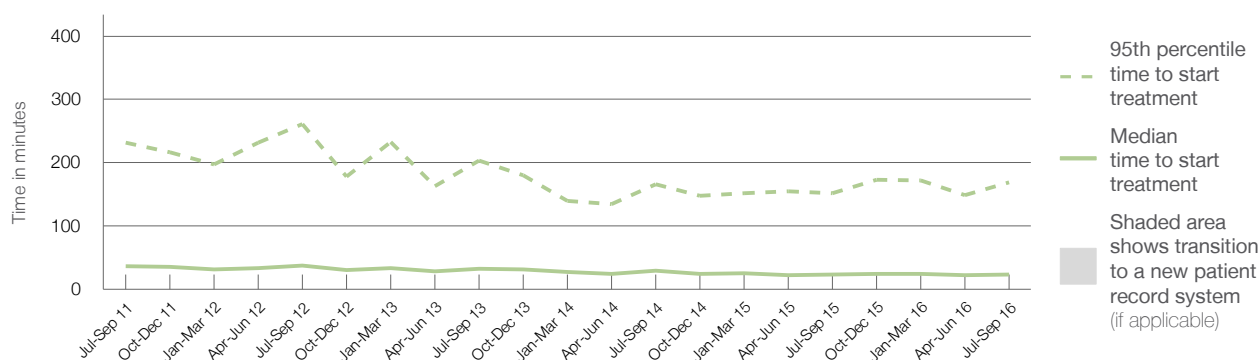
169 minutes

Same period last year	NSW (this period)
3,721	
3,467	
23 minutes	27 minutes
152 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	37	32	29	23	23
95th percentile time to start treatment ⁵ (minutes)	232	261	203	166	152	169

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 153

Number of triage 5 patients used to calculate waiting time:³ 124

Median time to start treatment⁴

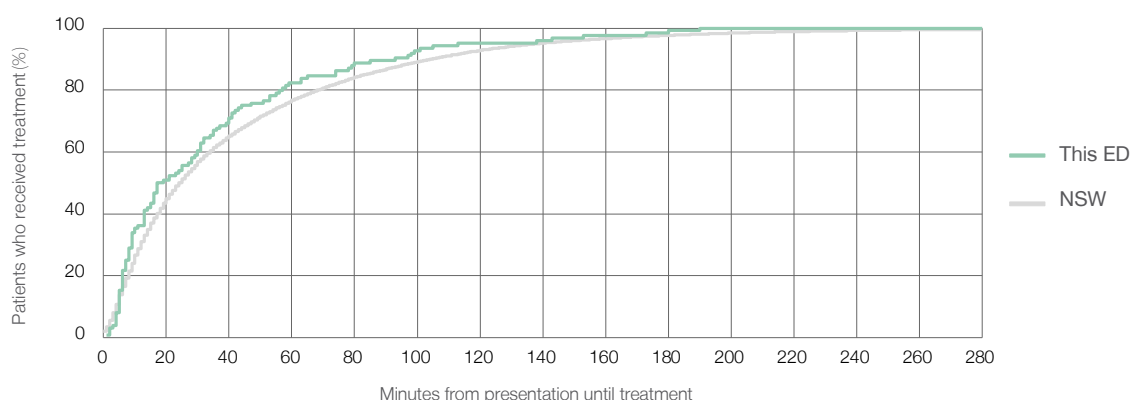
18 minutes

95th percentile time to start treatment⁵

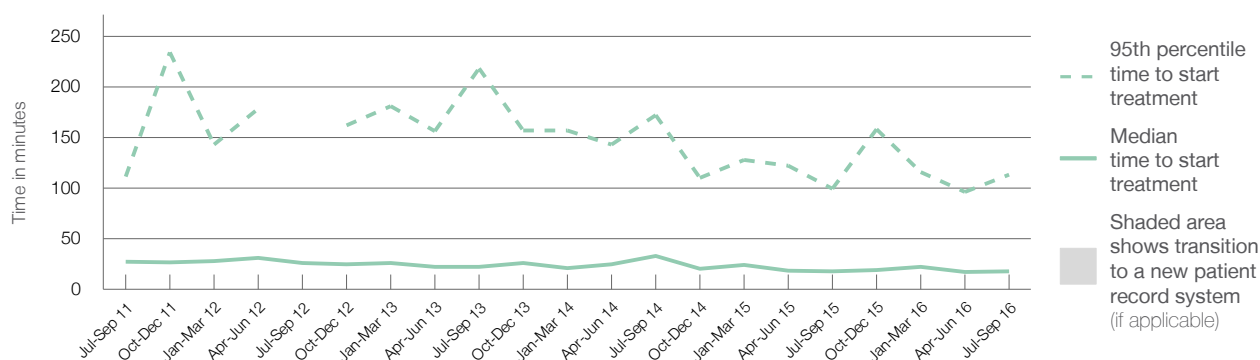
113 minutes

Same period last year	NSW (this period)
173	
136	
18 minutes	24 minutes
99 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	26	22	33	18	18
95th percentile time to start treatment ⁵ (minutes)	111	*	218	172	99	113

(†) 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.

Shellharbour Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,573 patients

Presentations used to calculate time to leaving the ED:⁶ 7,572 patients

Median time spent in the ED⁸

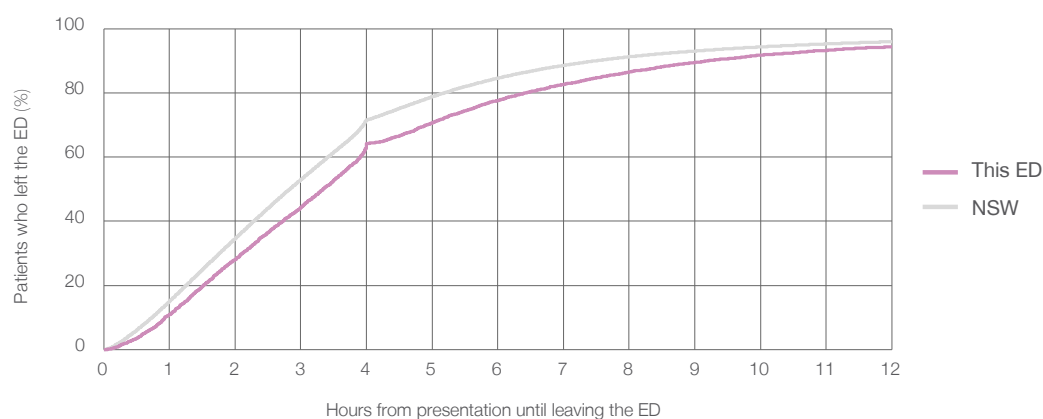
3 hours and 21 minutes

95th percentile time spent in the ED⁹

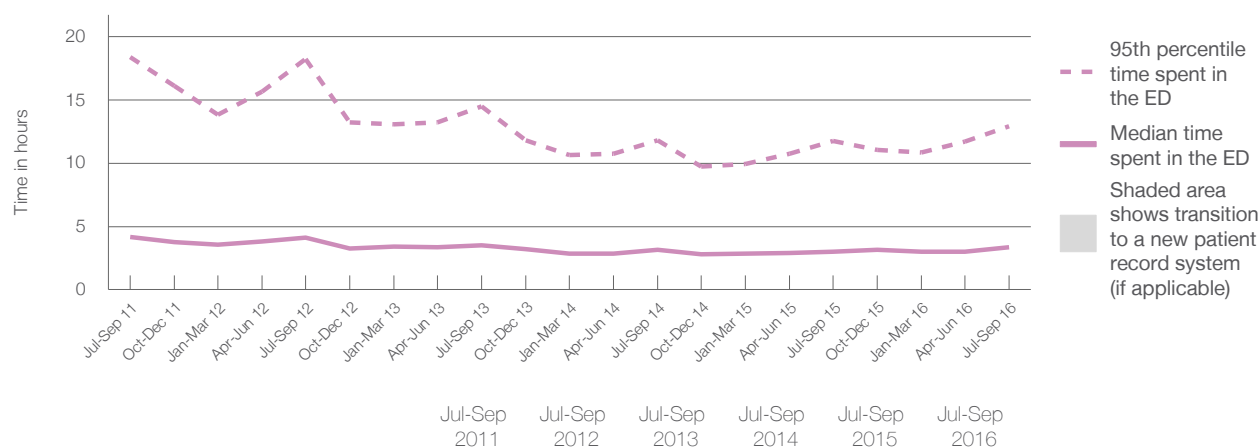
12 hours and 56 minutes

Same period last year	NSW (this period)
7,221	7,221
3 hours and 0 minutes	2 hours and 50 minutes
11 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 9m	4h 8m	3h 31m	3h 9m	3h 0m	3h 21m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 22m	18h 13m	14h 30m	11h 47m	11h 44m	12h 56m

(†) 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.

Shellharbour Hospital: Time patients spent in the ED

By mode of separation

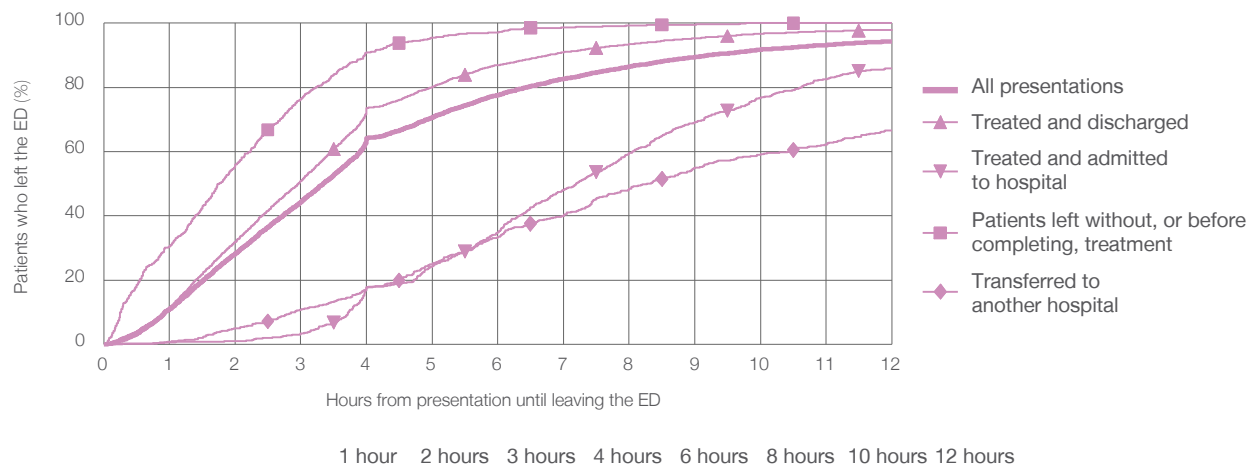
July to September 2016

All presentations:[†] 7,573 patients

Presentations used to calculate time to leaving the ED:[‡] 7,572 patients

		Same period last year	Change since one year ago
Treated and discharged	5,459 (72.1%)	5,195	5.1%
Treated and admitted to hospital	883 (11.7%)	923	-4.3%
Patient left without, or before completing, treatment	633 (8.4%)	583	8.6%
Transferred to another hospital	588 (7.8%)	506	16.2%
Other	10 (0.1%)	14	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	31.9%	50.8%	73.6%	87.0%	93.4%	96.7%	98.0%
Treated and admitted to hospital	0.6%	1.0%	3.3%	17.8%	34.8%	59.6%	76.8%	85.9%
Patient left without, or before completing, treatment	30.5%	55.9%	76.3%	91.0%	97.2%	99.2%	100%	100%
Transferred to another hospital	0.9%	4.9%	10.7%	17.7%	33.5%	48.5%	59.2%	66.7%
All presentations	11.0%	28.2%	44.3%	64.2%	77.6%	86.5%	91.8%	94.3%

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

Shellharbour Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 7,573 patients

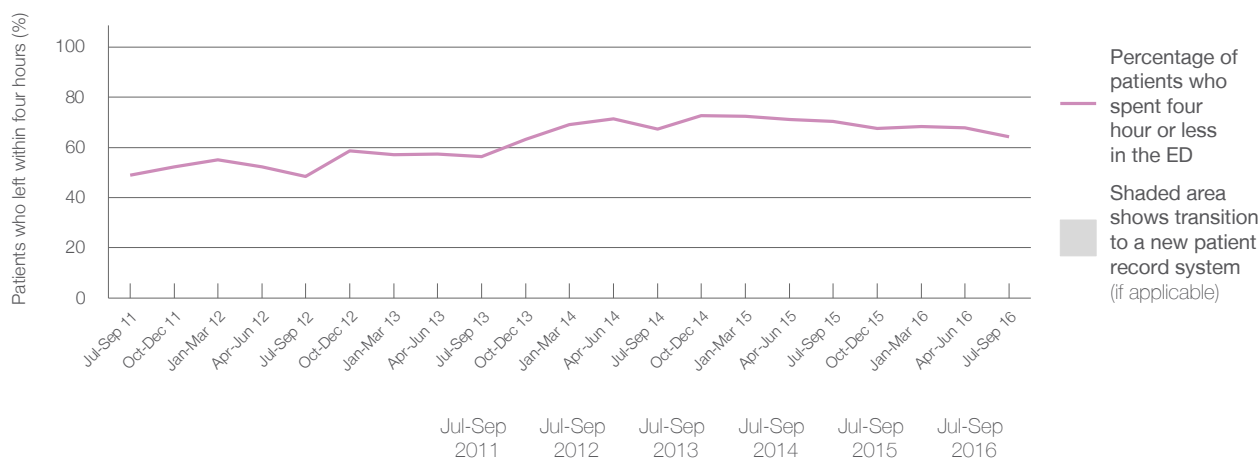
Presentations used to calculate time to leaving the ED: ⁶ 7,572 patients

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



Same period last year	Change since one year ago
7,221	4.9%
7,221	4.9%
70.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	48.9%	48.4%	56.3%	67.3%	70.2%	64.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 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.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

South East Regional Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,187 patients

Emergency presentations:² 3,932 patients

Same period last year	Change since one year ago
3,122	34.1%
2,819	39.5%

South East Regional Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,153 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 125 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment⁴ 48 minutes
95th percentile time to start treatment⁵ 206 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 684 patients

Median time to start treatment⁴ 54 minutes
95th percentile time to start treatment⁵ 200 minutes

Same period last year	NSW (this period)
239	
6 minutes	8 minutes
24 minutes	41 minutes
792	
21 minutes	21 minutes
83 minutes	103 minutes
1,410	
33 minutes	27 minutes
146 minutes	139 minutes
378	
36 minutes	24 minutes
176 minutes	138 minutes

South East Regional Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,186 patients

Percentage of patients who spent four hours or less in the ED 69.1%

Same period last year	Change since one year ago
3,122	34.1%
83.0%	

* 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, July to September 2016.
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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

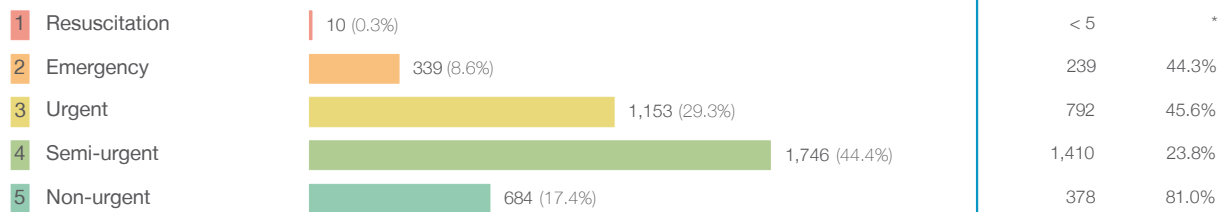
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

South East Regional Hospital: Patients presenting to the emergency department

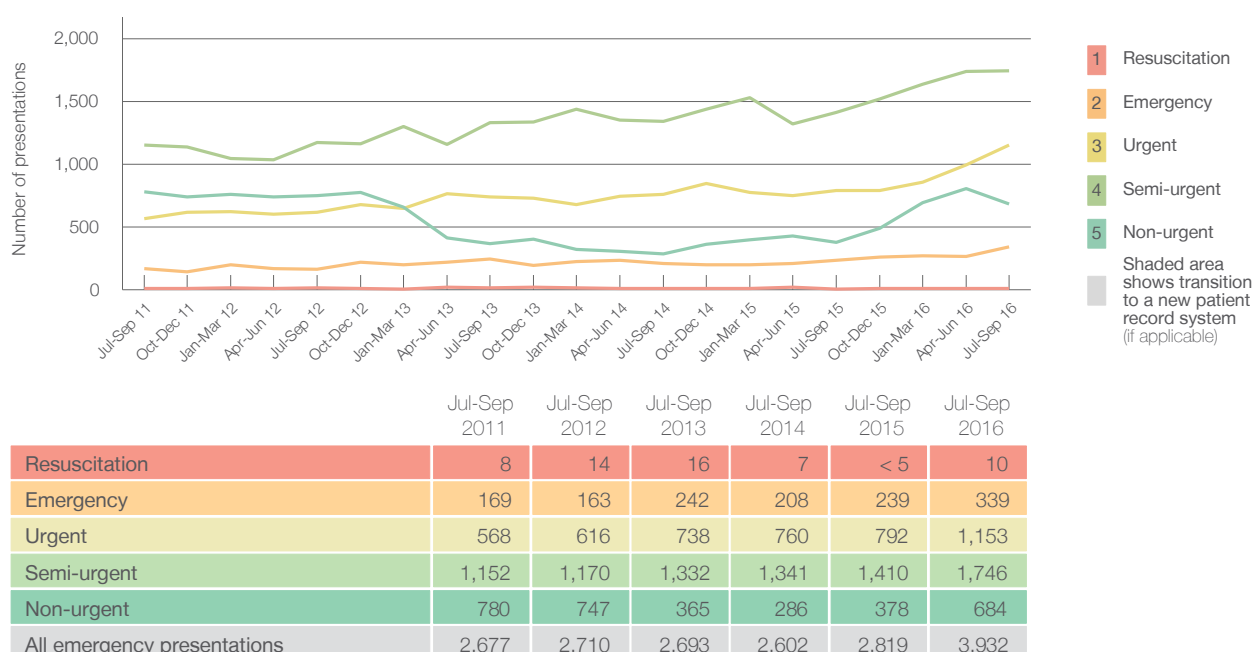
July to September 2016

All presentations:¹ 4,187 patients

Emergency presentations² by triage category: 3,932 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



South East Regional Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 683 patients

ED Transfer of care time



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

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

South East Regional Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 339

Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴

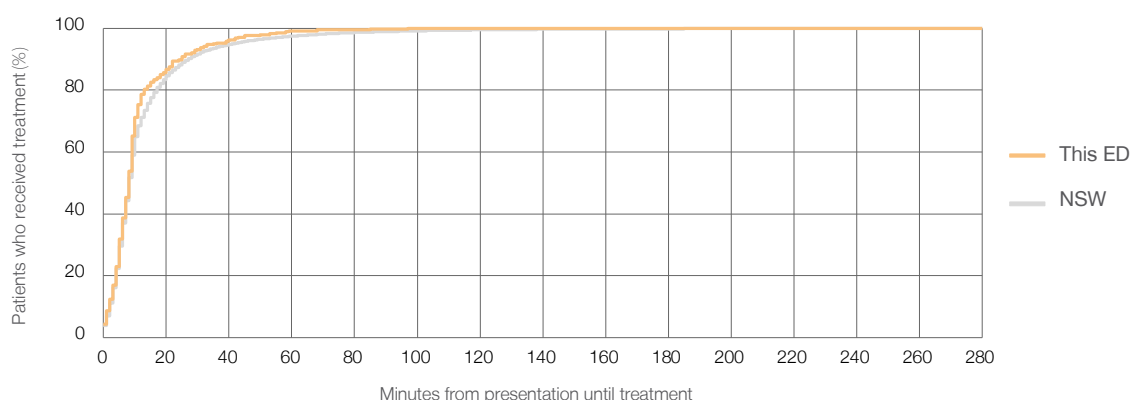
8 minutes

95th percentile time to start treatment⁵

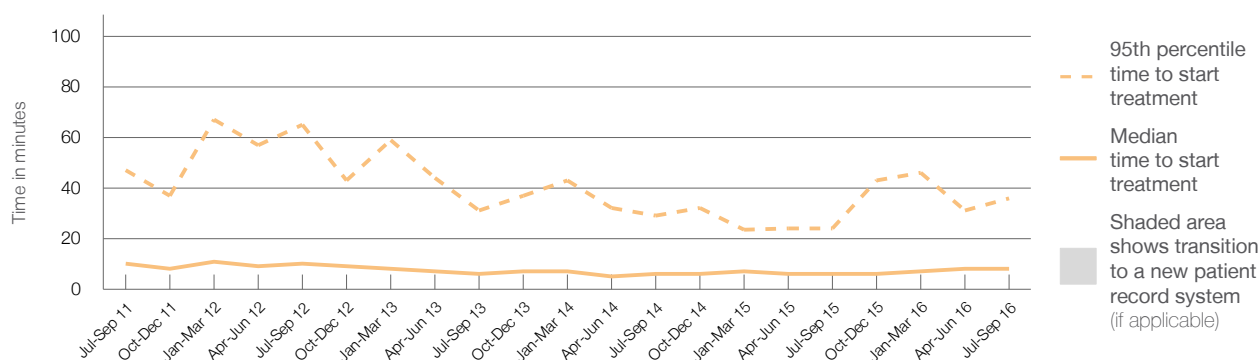
36 minutes

Same period last year	NSW (this period)
239	
233	
6 minutes	8 minutes
24 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	6	6	6	8
95th percentile time to start treatment ⁵ (minutes)	47	65	31	29	24	36

(†) 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.

South East Regional Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 1,153

Number of triage 3 patients used to calculate waiting time: ³ 1,125

Median time to start treatment ⁴

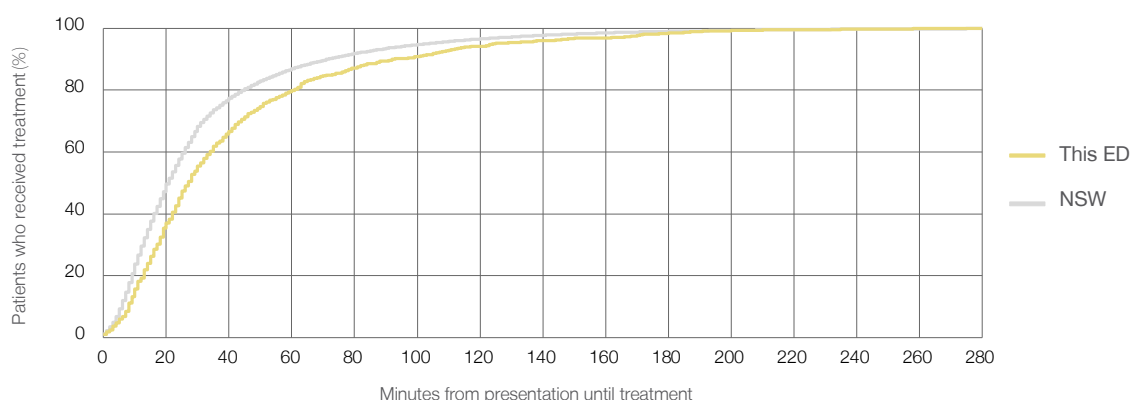
27 minutes

95th percentile time to start treatment ⁵

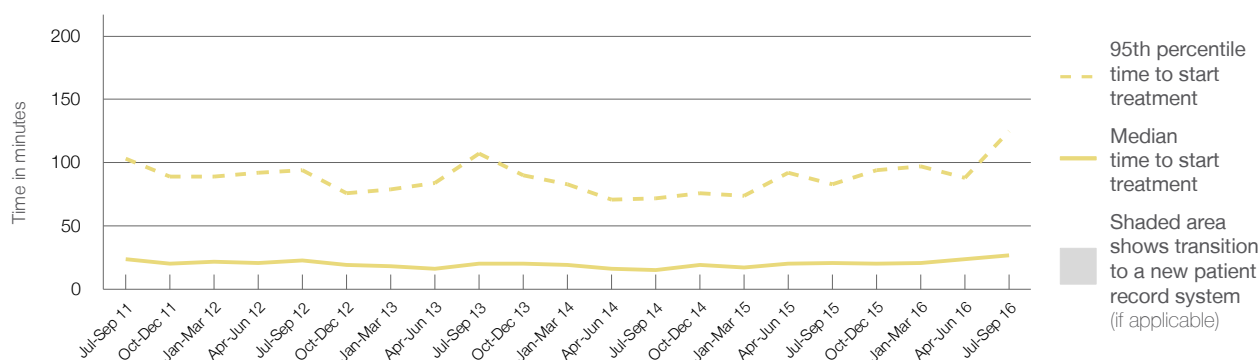
125 minutes

Same period last year	NSW (this period)
792	
779	
21 minutes	21 minutes
83 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	24	23	20	15	21	27
95th percentile time to start treatment ⁵ (minutes)	103	94	107	72	83	125

(†) 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.

South East Regional Hospital: Time patients waited to start treatment, triage 4

July to September 2016

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

Number of triage 4 patients: 1,746

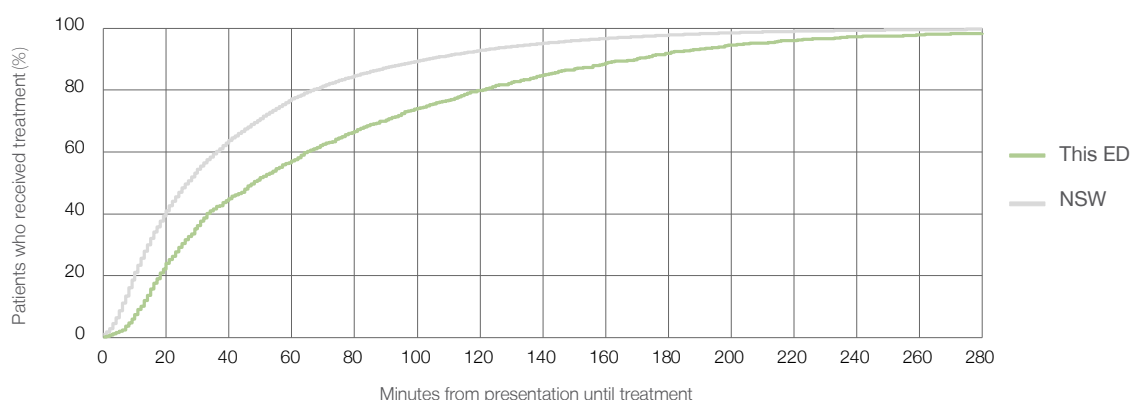
Number of triage 4 patients used to calculate waiting time:³ 1,578

Median time to start treatment⁴ 48 minutes

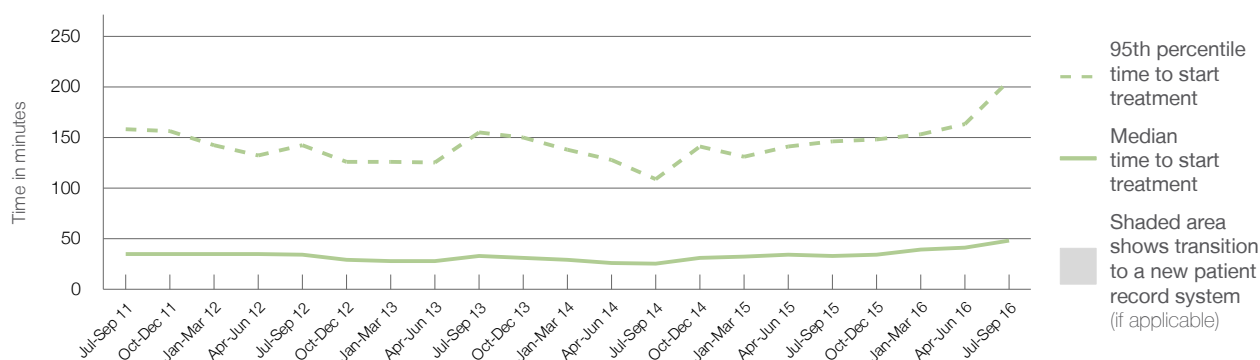
95th percentile time to start treatment⁵ 206 minutes

Same period last year	NSW (this period)
1,410	
1,289	
33 minutes	27 minutes
146 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	34	33	25	33	48
95th percentile time to start treatment ⁵ (minutes)	158	142	155	109	146	206

(†) 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.

South East Regional Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 684

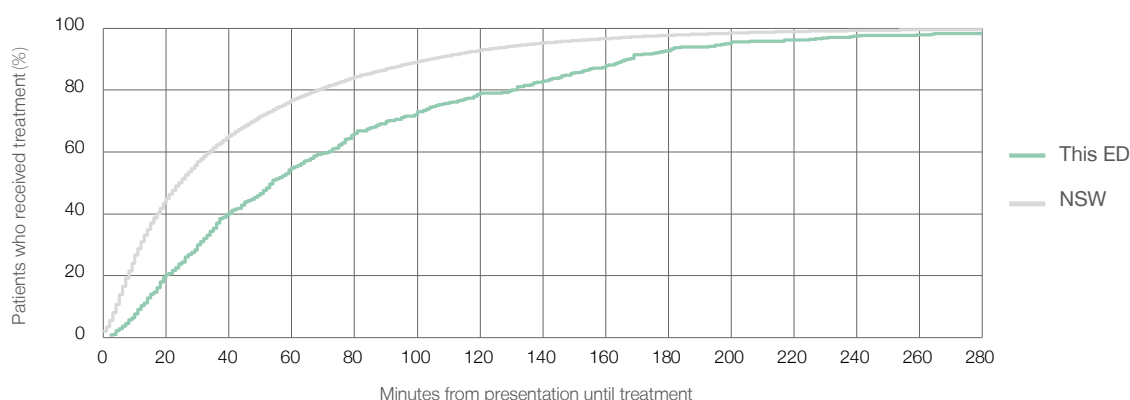
Number of triage 5 patients used to calculate waiting time: ³ 554

Median time to start treatment ⁴ 54 minutes

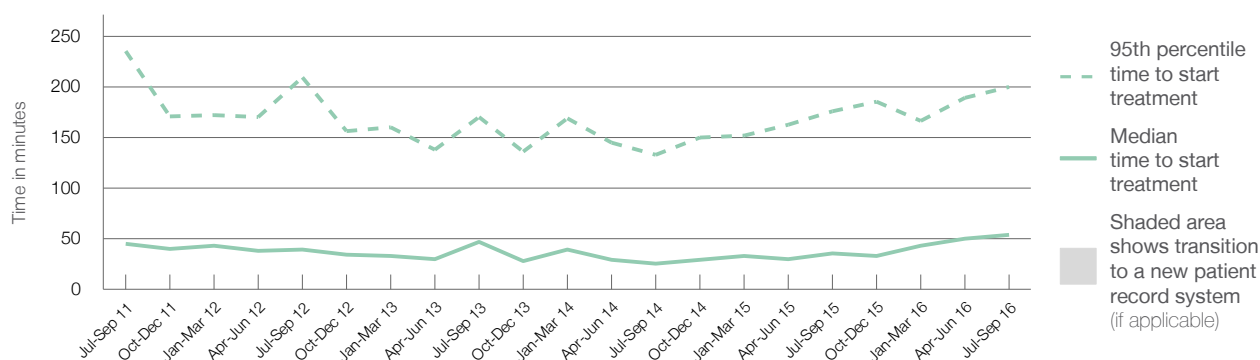
95th percentile time to start treatment ⁵ 200 minutes

Same period last year	NSW (this period)
378	
316	
36 minutes	24 minutes
176 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	39	47	25	36	54
95th percentile time to start treatment ⁵ (minutes)	235	209	170	133	176	200

(†) 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.

South East Regional Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,187 patients

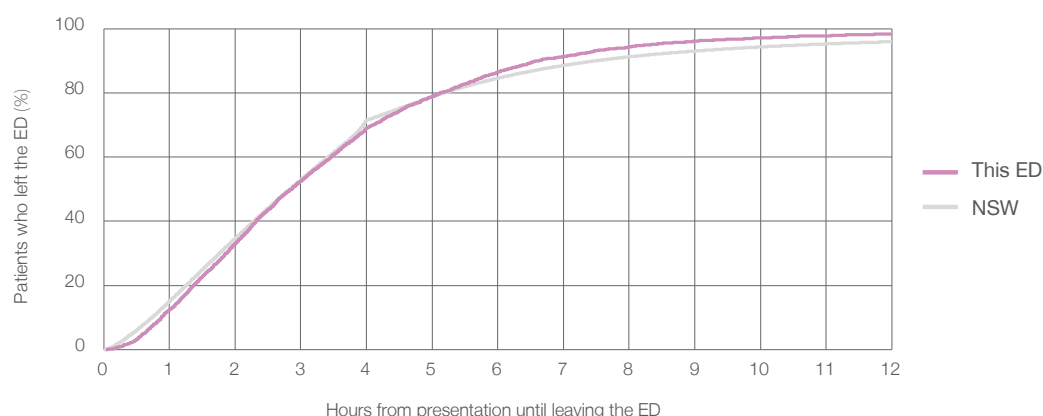
Presentations used to calculate time to leaving the ED:⁶ 4,186 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

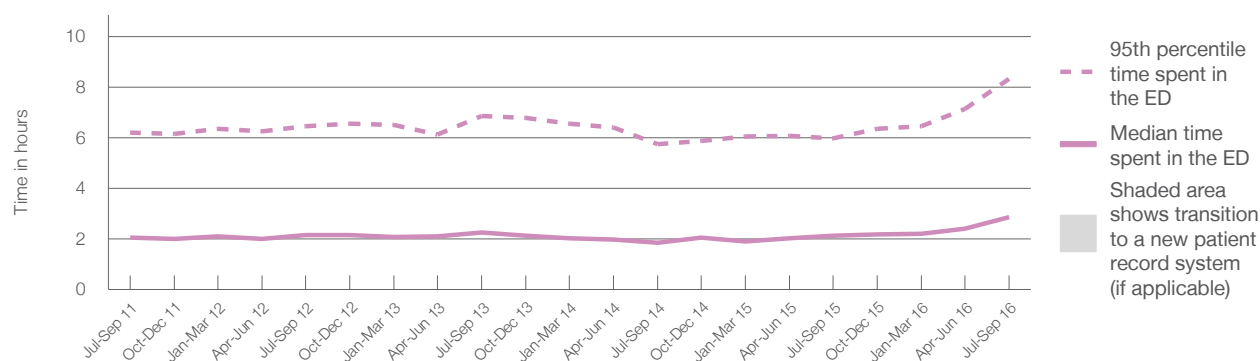
95th percentile time spent in the ED⁹ 8 hours and 20 minutes

Same period last year	NSW (this period)
3,122	
3,122	
2 hours and 8 minutes	2 hours and 50 minutes
5 hours and 59 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 28m	6h 52m	5h 45m	5h 59m	8h 20m

(†) 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.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

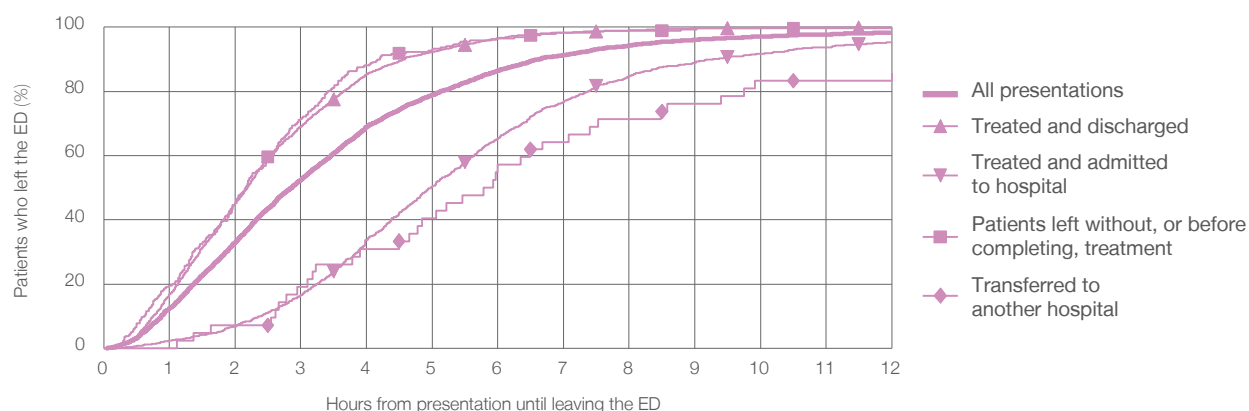
All presentations:[†] 4,187 patients

Presentations used to calculate time to leaving the ED:[‡] 4,186 patients

Treated and discharged	2,546 (60.8%)
Treated and admitted to hospital	1,300 (31.0%)
Patient left without, or before completing, treatment	287 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,122	34.1%
1,889	34.8%
987	31.7%
199	44.2%
38	10.5%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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

Treated and discharged	16.9%	45.2%	69.0%	85.4%	96.5%	99.0%	99.8%	99.9%
Treated and admitted to hospital	2.4%	6.8%	16.5%	33.8%	65.3%	84.7%	91.8%	95.3%
Patient left without, or before completing, treatment	19.5%	45.3%	71.4%	88.2%	96.5%	99.0%	99.7%	99.7%
Transferred to another hospital	0%	7.1%	19.0%	31.0%	57.1%	71.4%	83.3%	85.7%
All presentations	12.6%	33.1%	52.4%	69.1%	86.5%	94.3%	97.1%	98.3%

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

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

South East Regional Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 4,187 patients

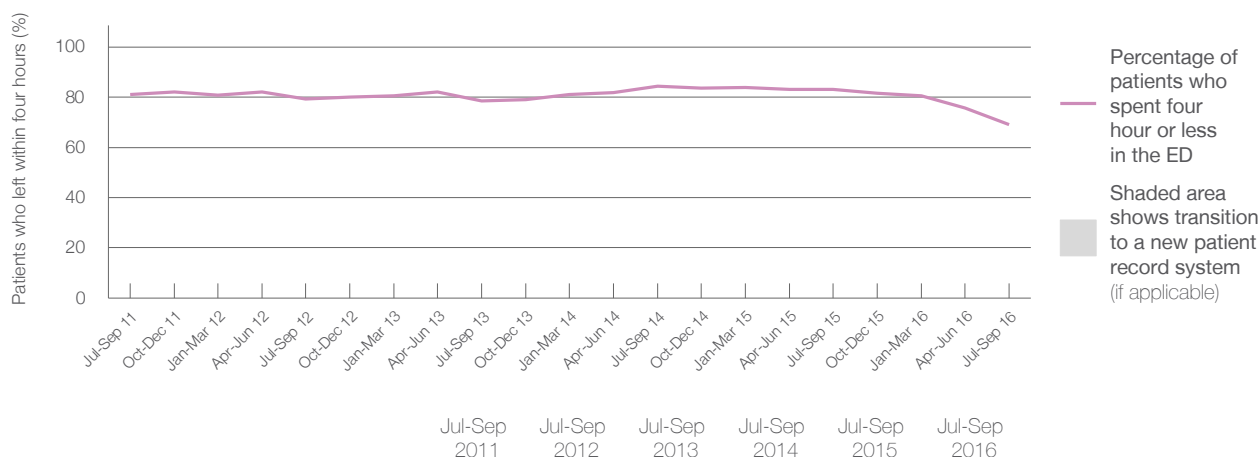
Presentations used to calculate time to leaving the ED: ⁶ 4,186 patients

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



Same period last year	Change since one year ago
3,122	34.1%
3,122	34.1%
83.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	80.9%	79.3%	78.5%	84.5%	83.0%	69.1%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Ballina District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,882 patients

Emergency presentations:² 3,666 patients

Same period last year	Change since one year ago
3,969	-2.2%
3,760	-2.5%

Ballina District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,198 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 27 minutes

95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
288	
7 minutes	8 minutes
38 minutes	41 minutes
1,214	
20 minutes	21 minutes
88 minutes	103 minutes
1,930	
24 minutes	27 minutes
152 minutes	139 minutes
315	
25 minutes	24 minutes
142 minutes	138 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,881 patients

Percentage of patients who spent four hours or less in the ED 74.7%

Same period last year	Change since one year ago
3,969	-2.2%
78.7%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

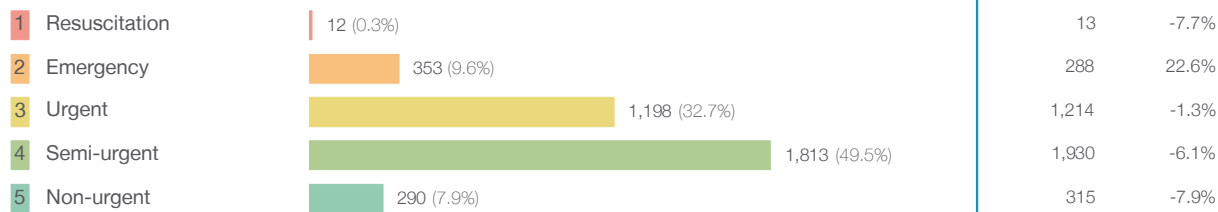
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Ballina District Hospital: Patients presenting to the emergency department

July to September 2016

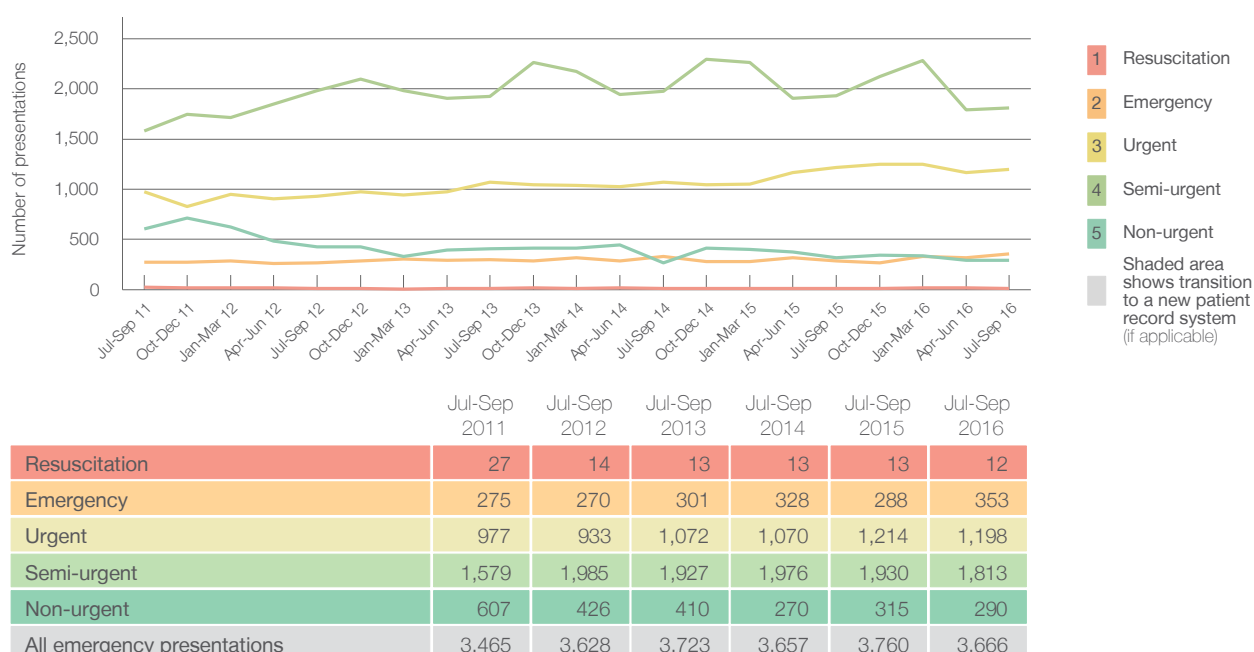
All presentations:¹ 3,882 patients

Emergency presentations² by triage category: 3,666 patients



Same period last year	Change since one year ago
3,969	-2.2%
3,760	-2.5%
13	-7.7%
288	22.6%
1,214	-1.3%
1,930	-6.1%
315	-7.9%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Ballina District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 252 patients^{**}

ED Transfer of care time



Same period last year	Change since one year ago
257	
14 minutes	-1 minute
44 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

July to September 2016

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

Number of triage 2 patients: 353

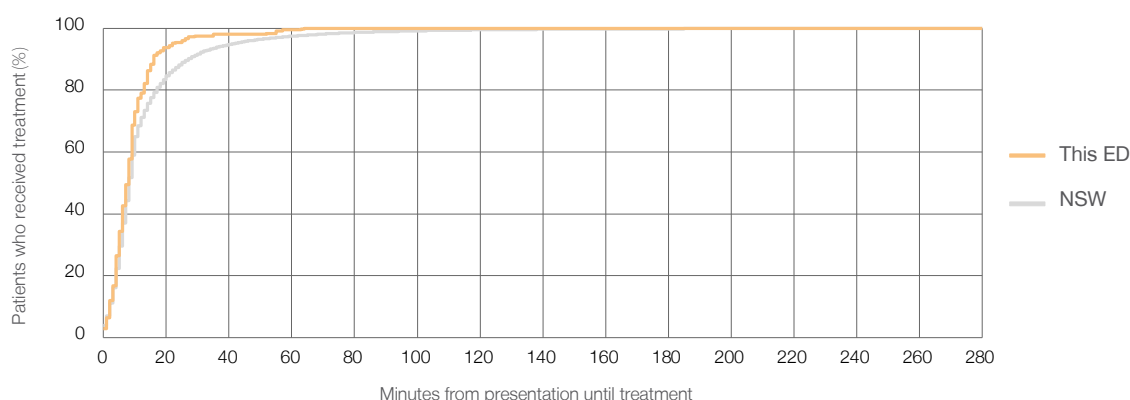
Number of triage 2 patients used to calculate waiting time:³ 352

Median time to start treatment⁴ 8 minutes

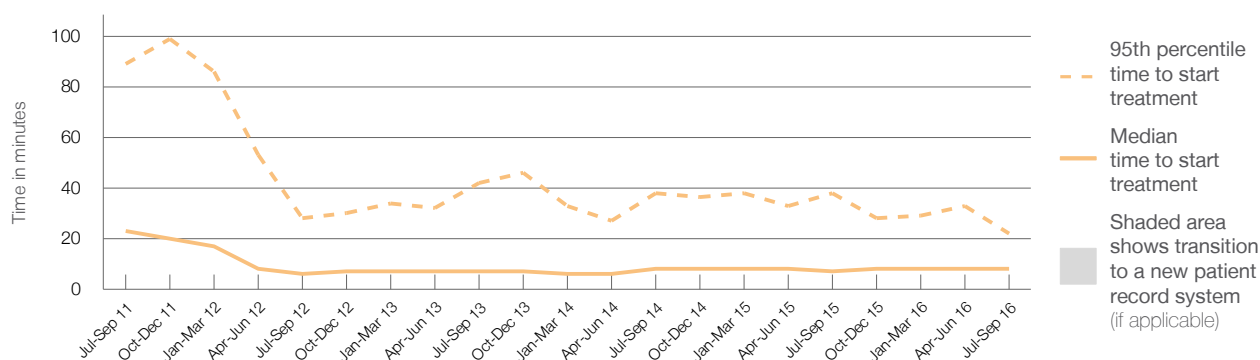
95th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
288	
287	
7 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	6	7	8	7	8
95th percentile time to start treatment ⁵ (minutes)	89	28	42	38	38	22

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

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

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

July to September 2016

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

Number of triage 3 patients: 1,198

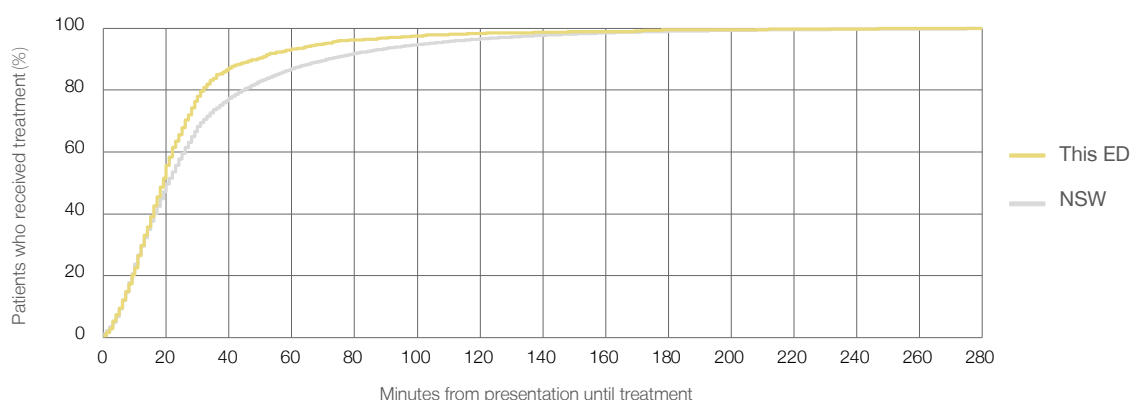
Number of triage 3 patients used to calculate waiting time: ³ 1,166

Median time to start treatment ⁴ 19 minutes

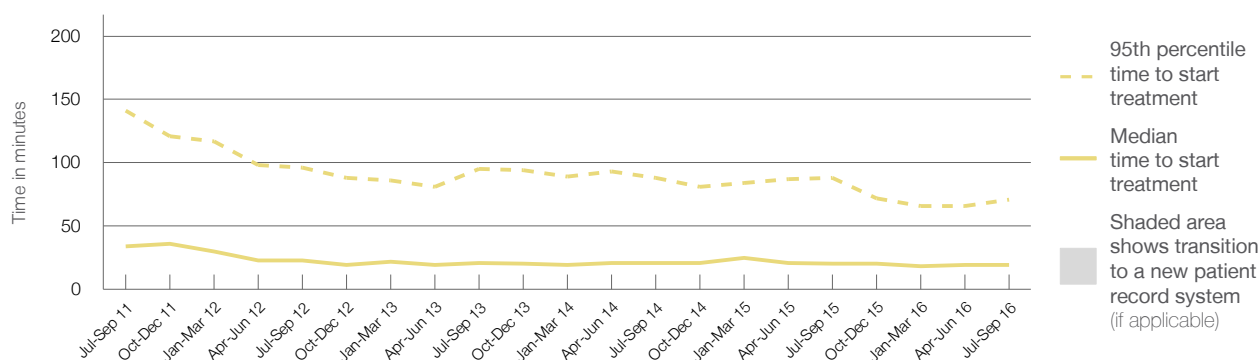
95th percentile time to start treatment ⁵ 71 minutes

Same period last year	NSW (this period)
1,214	
1,177	
20 minutes	21 minutes
88 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	23	21	21	20	19
95th percentile time to start treatment ⁵ (minutes)	141	96	95	88	88	71

(†) 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.

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

July to September 2016

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

Number of triage 4 patients: 1,813

Number of triage 4 patients used to calculate waiting time:³ 1,598

Median time to start treatment⁴

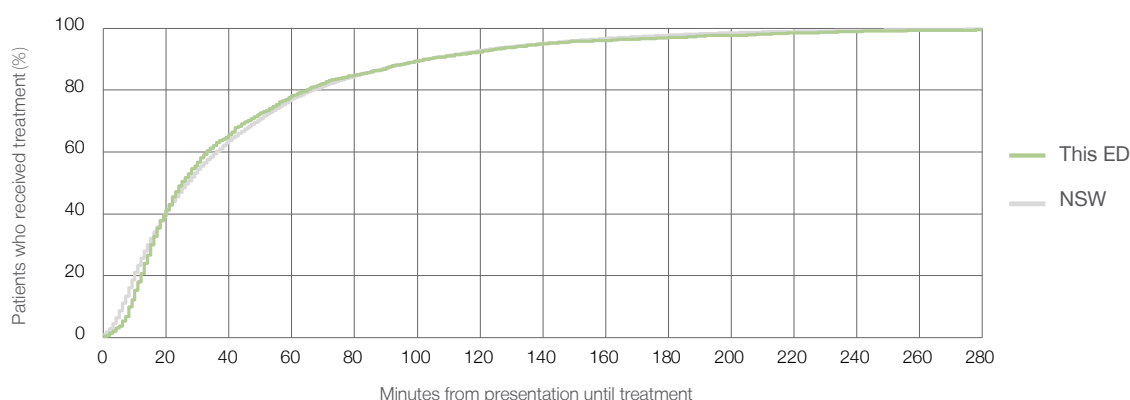
25 minutes

95th percentile time to start treatment⁵

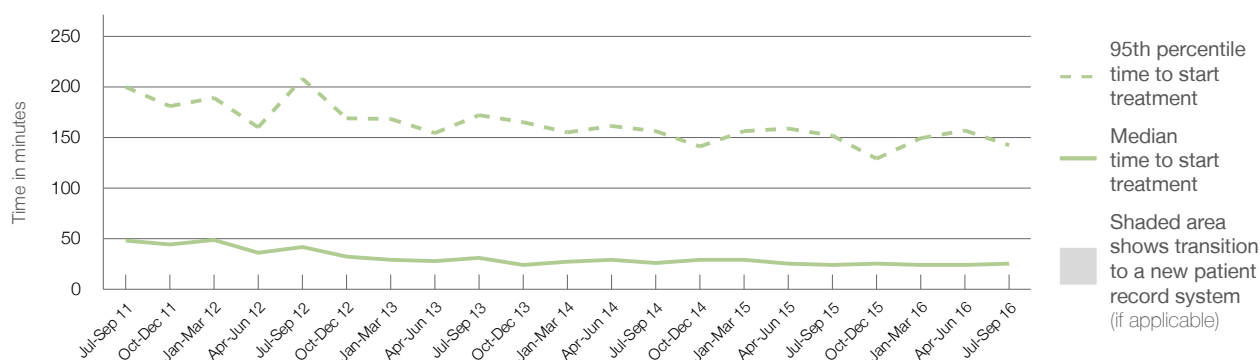
142 minutes

Same period last year	NSW (this period)
1,930	
1,720	
24 minutes	27 minutes
152 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	48	42	31	26	24	25
95th percentile time to start treatment ⁵ (minutes)	200	208	172	156	152	142

(†) 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.

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

July to September 2016

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

Number of triage 5 patients: 290

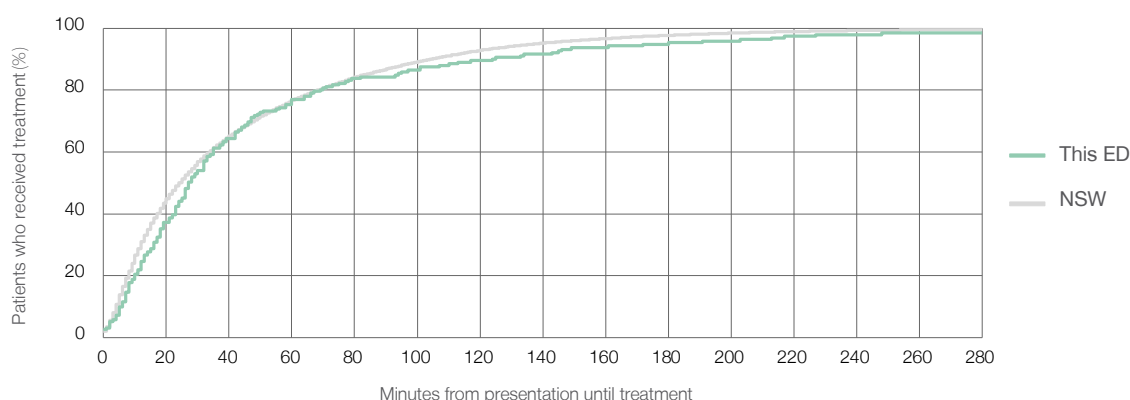
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 27 minutes

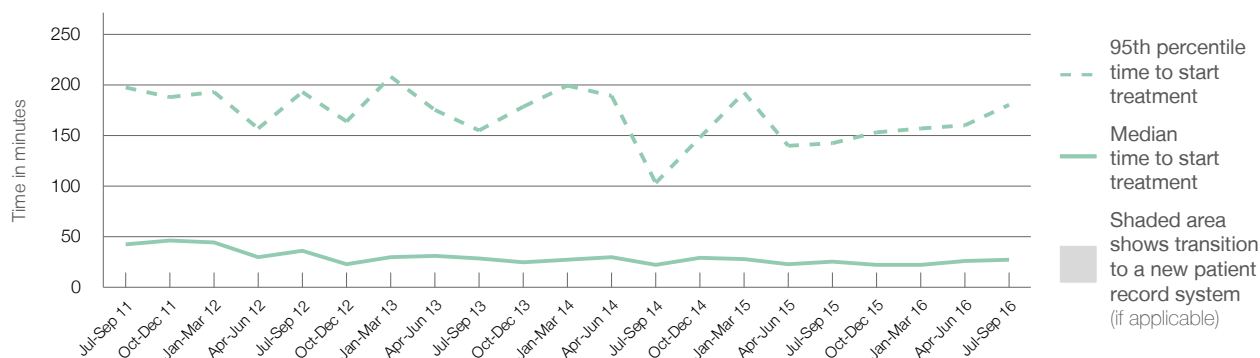
95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
315	
208	
25 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	36	29	22	25	27
95th percentile time to start treatment ⁵ (minutes)	197	193	155	103	142	180

(†) 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.

Ballina District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,882 patients

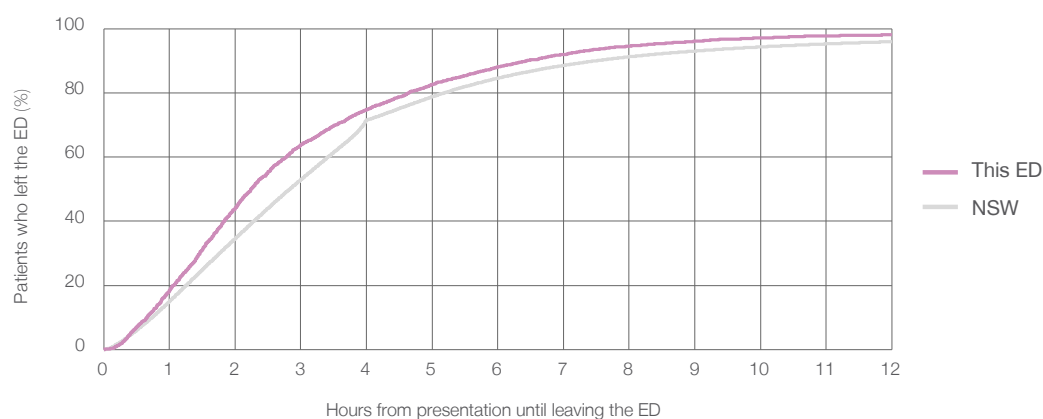
Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

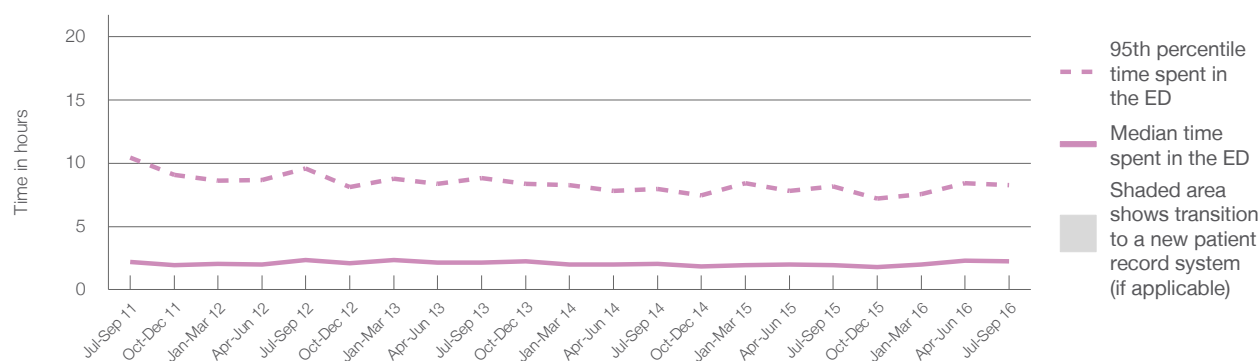
95th percentile time spent in the ED⁹ 8 hours and 16 minutes

Same period last year	NSW (this period)
3,969	
3,969	
1 hours and 57 minutes	2 hours and 50 minutes
8 hours and 10 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	9h 36m	8h 49m	7h 57m	8h 10m	8h 16m

(†) 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.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

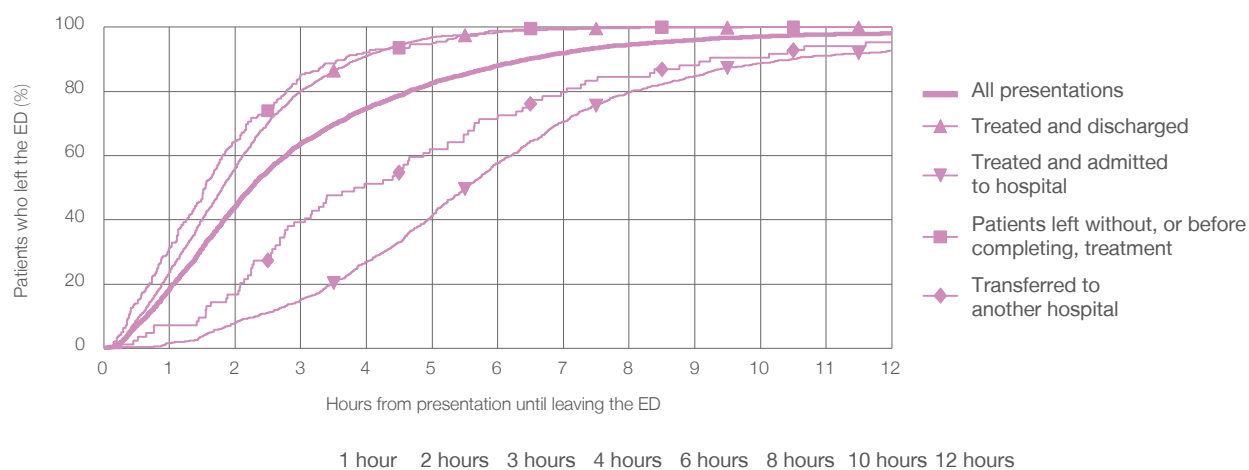
July to September 2016

All presentations:¹ 3,882 patients

Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

		Same period last year	Change since one year ago
Treated and discharged	2,580 (66.5%)	3,969	-2.2%
Treated and admitted to hospital	936 (24.1%)	2,727	-5.4%
Patient left without, or before completing, treatment	265 (6.8%)	884	5.9%
Transferred to another hospital	84 (2.2%)	219	21.0%
Other	17 (0.4%)	125	-32.8%
		14	21.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.7%	56.2%	80.1%	91.0%	98.4%	99.7%	100%	100%
Treated and admitted to hospital	1.5%	8.0%	15.1%	26.9%	57.7%	79.7%	88.7%	92.7%
Patient left without, or before completing, treatment	31.3%	64.5%	85.3%	92.1%	98.9%	100%	100%	100%
Transferred to another hospital	7.1%	16.7%	39.3%	51.2%	72.6%	84.5%	90.5%	95.2%
All presentations	18.5%	44.2%	63.8%	74.7%	88.1%	94.6%	97.1%	98.1%

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

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

Ballina District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 3,882 patients

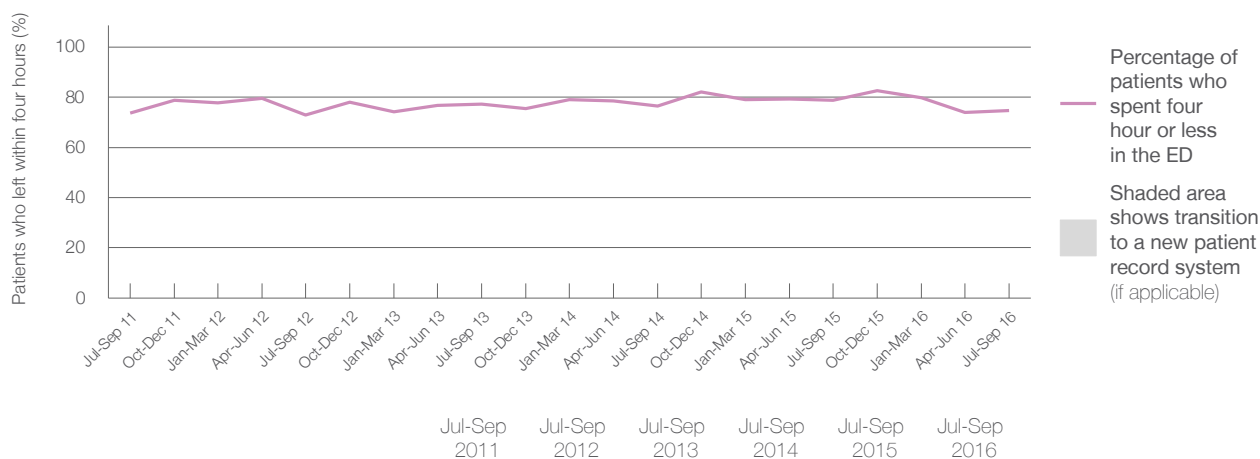
Presentations used to calculate time to leaving the ED: ⁶ 3,881 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,969	-2.2%
3,969	-2.2%
78.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	73.8%	73.0%	77.2%	76.5%	78.7%	74.7%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,567 patients

Emergency presentations:² 3,487 patients

Same period last year	Change since one year ago
3,167	12.6%
3,042	14.6%

Bateman's Bay District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 995 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,685 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
358	
7 minutes	8 minutes
30 minutes	41 minutes
1,025	
21 minutes	21 minutes
119 minutes	103 minutes
1,299	
32 minutes	27 minutes
194 minutes	139 minutes
347	
38 minutes	24 minutes
184 minutes	138 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
3,167	12.6%
76.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

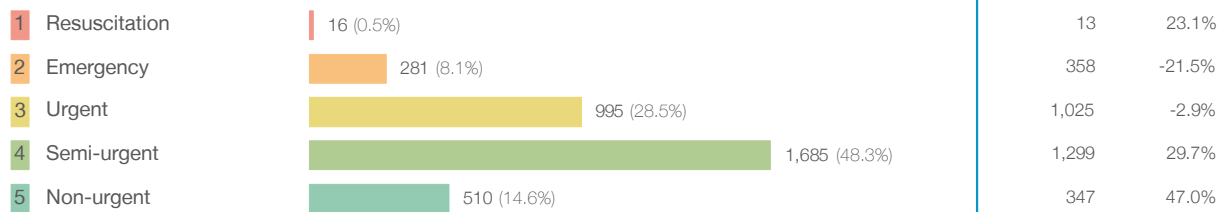
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bateman's Bay District Hospital: Patients presenting to the emergency department

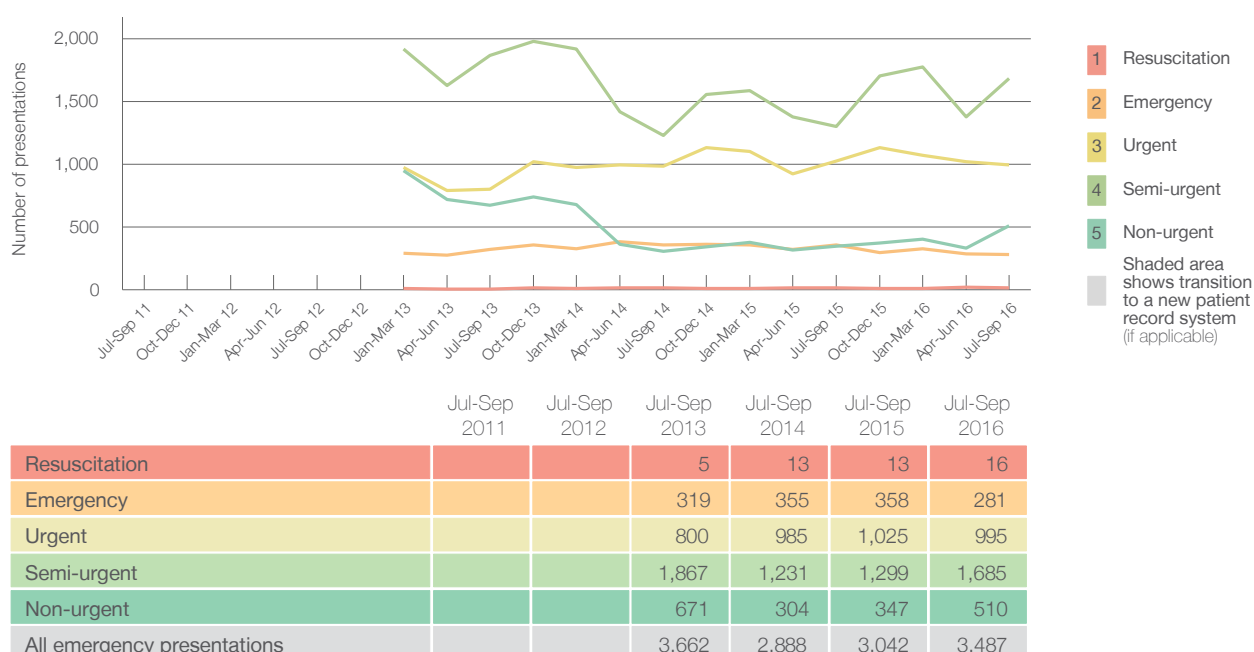
July to September 2016

All presentations:¹ 3,567 patients

Emergency presentations² by triage category: 3,487 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Bateman's Bay District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 470 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 281

Number of triage 2 patients used to calculate waiting time:³ 278

Median time to start treatment⁴

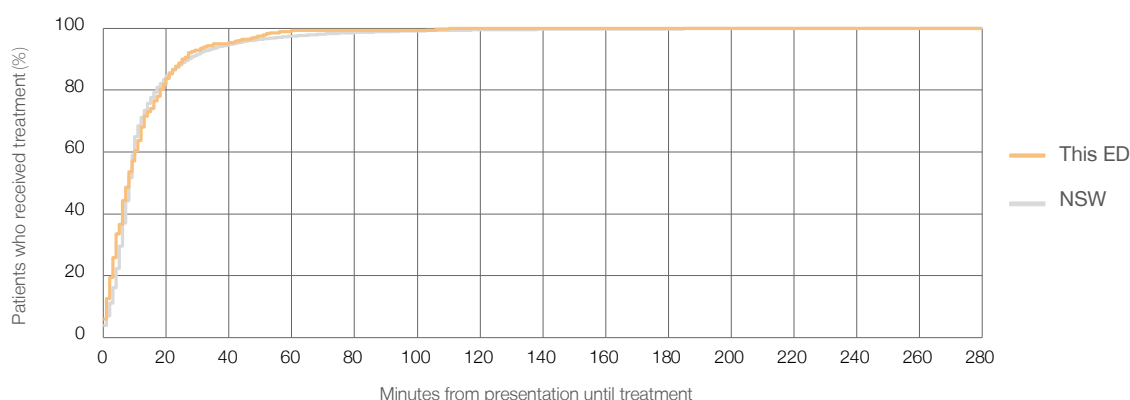
8 minutes

95th percentile time to start treatment⁵

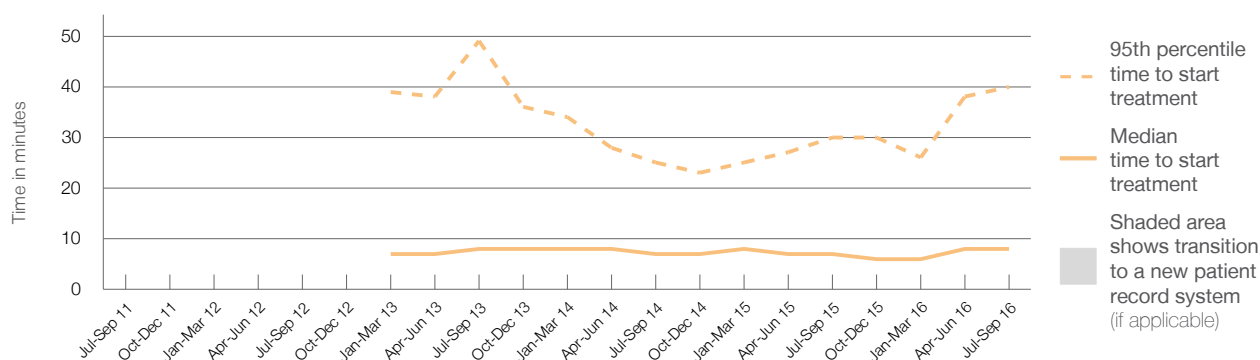
40 minutes

Same period last year	NSW (this period)
358	
358	
7 minutes	8 minutes
30 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	7	7	8
95th percentile time to start treatment ⁵ (minutes)			49	25	30	40

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 995

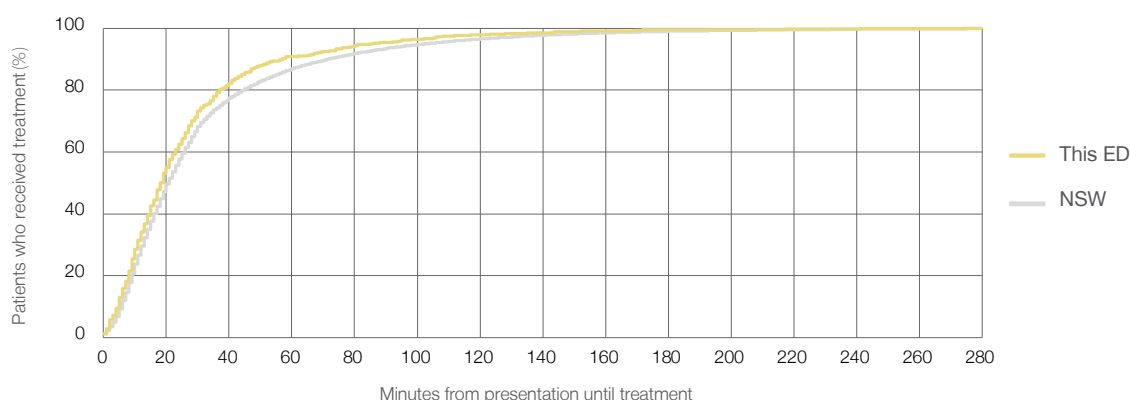
Number of triage 3 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 18 minutes

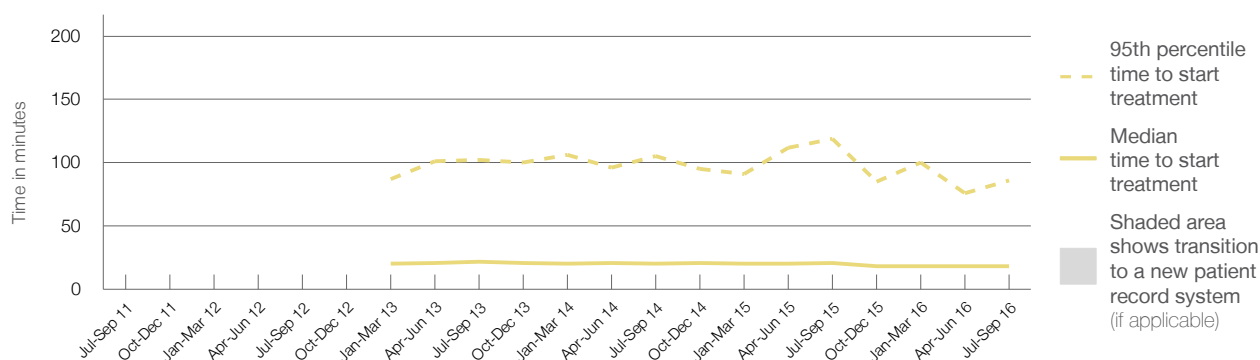
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,025	
994	
21 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	21	18
95th percentile time to start treatment ⁵ (minutes)			102	105	119	86

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,685

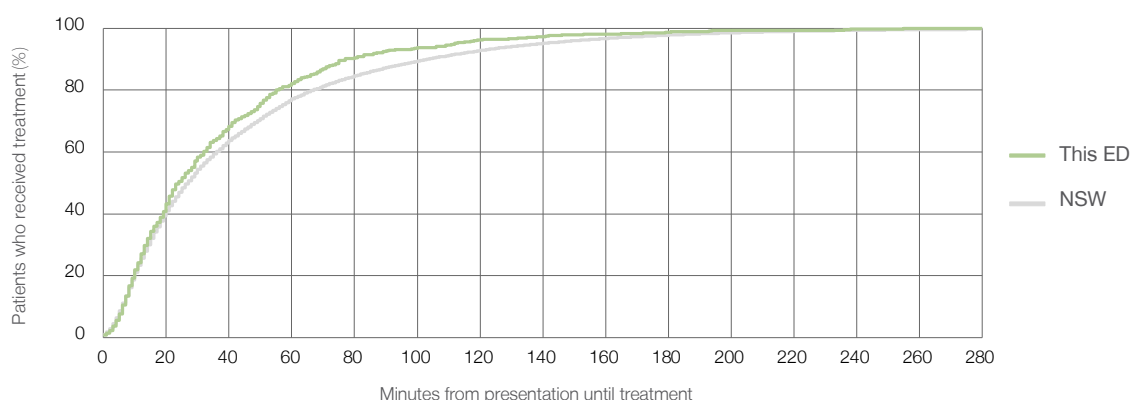
Number of triage 4 patients used to calculate waiting time:³ 790

Median time to start treatment⁴ 24 minutes

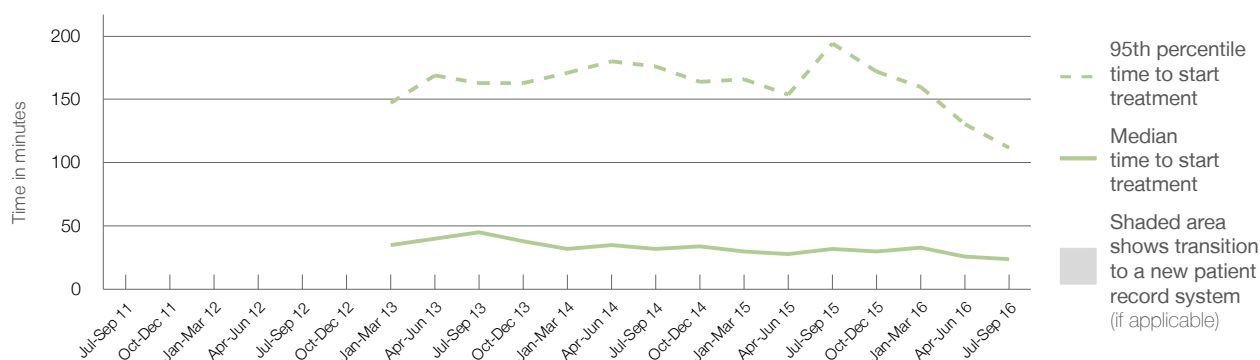
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,299	
1,148	
32 minutes	27 minutes
194 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	32	32	24
95th percentile time to start treatment ⁵ (minutes)			163	176	194	112

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 510

Number of triage 5 patients used to calculate waiting time:³ 147

Median time to start treatment⁴

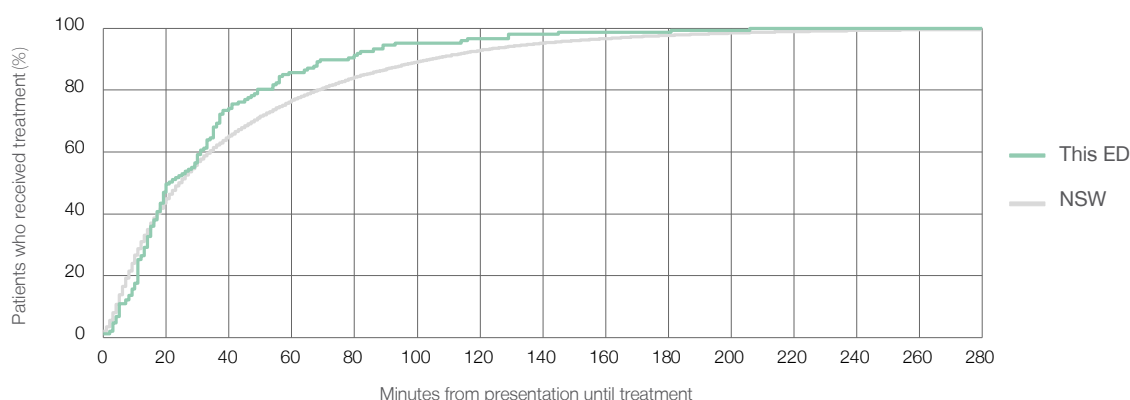
21 minutes

95th percentile time to start treatment⁵

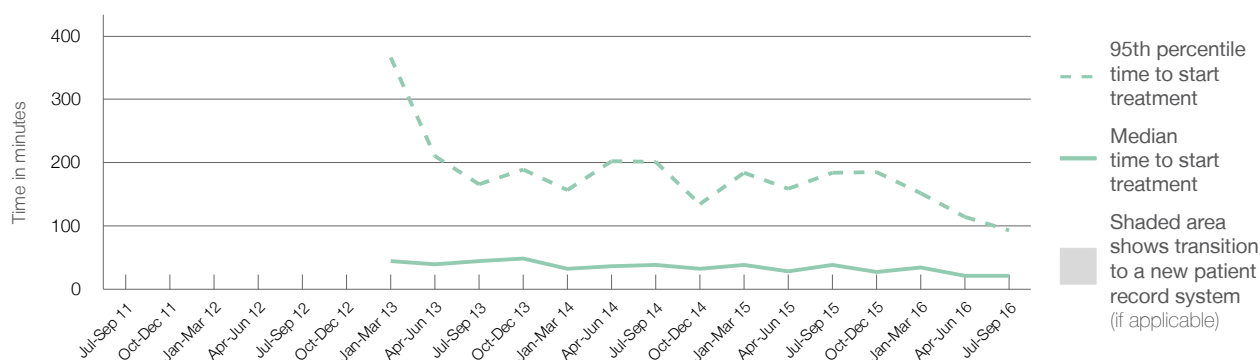
93 minutes

Same period last year	NSW (this period)
347	
281	
38 minutes	24 minutes
184 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	38	38	21
95th percentile time to start treatment ⁵ (minutes)			166	201	184	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,567 patients

Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Median time spent in the ED⁸

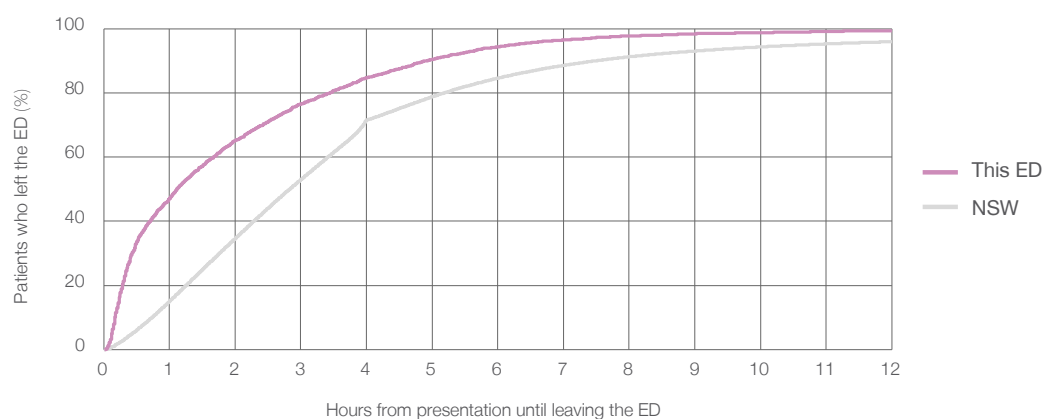
1 hours and 7 minutes

95th percentile time spent in the ED⁹

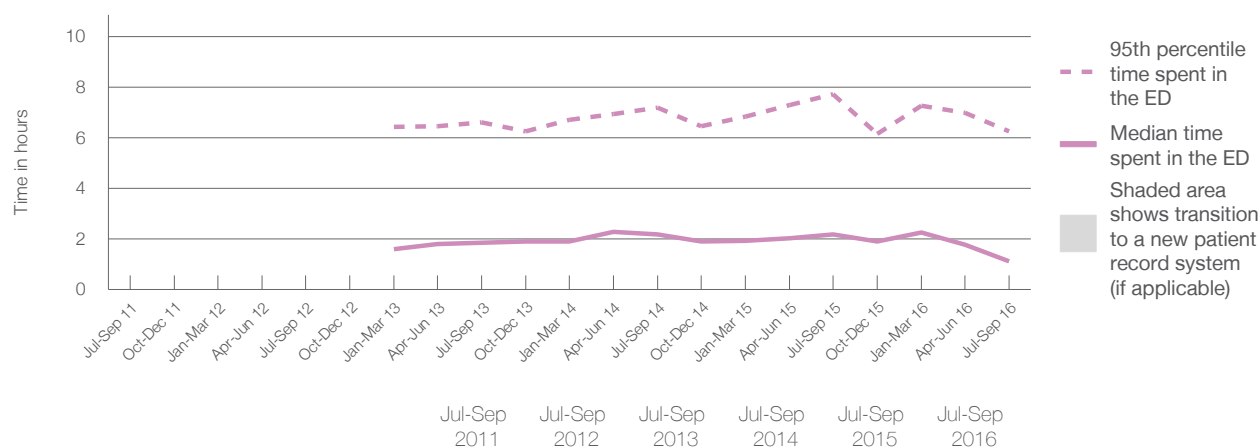
6 hours and 16 minutes

Same period last year	NSW (this period)
3,167	
3,167	
2 hours and 11 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 52m	2h 11m	2h 11m	1h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 37m	7h 12m	7h 44m	6h 16m

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Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

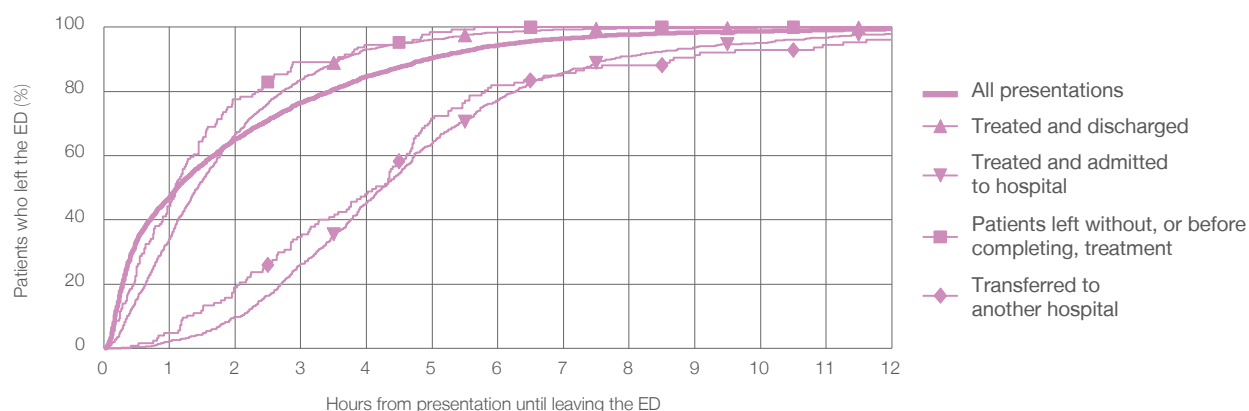
All presentations:[†] 3,567 patients

Presentations used to calculate time to leaving the ED:[‡] 3,567 patients

Treated and discharged	1,427 (40.0%)
Treated and admitted to hospital	681 (19.1%)
Patient left without, or before completing, treatment	129 (3.6%)
Transferred to another hospital	127 (3.6%)
Other	1,203 (33.7%)

Same period last year	Change since one year ago
3,167	12.6%
2,035	-29.9%
715	-4.8%
292	-55.8%
116	9.5%
9	3266.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.1%	66.7%	83.7%	93.1%	98.5%	99.7%	99.9%	99.9%
Treated and admitted to hospital	2.2%	9.7%	26.3%	45.4%	77.2%	90.9%	95.2%	97.9%
Patient left without, or before completing, treatment	44.2%	77.5%	89.1%	94.6%	100%	100%	100%	100%
Transferred to another hospital	4.7%	18.9%	34.6%	48.0%	81.9%	88.2%	92.9%	96.1%
All presentations	47.1%	65.2%	76.5%	84.7%	94.4%	97.7%	98.7%	99.4%

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Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,567 patients

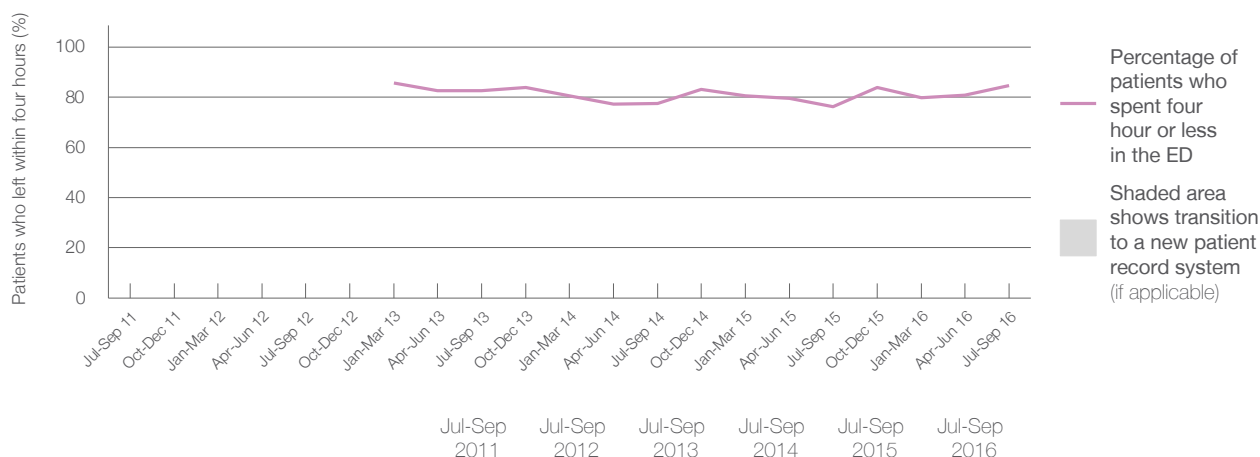
Presentations used to calculate time to leaving the ED: ⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,167	12.6%
3,167	12.6%
76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

82.7% 77.5% 76.3% 84.7%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations:² 4,123 patients

Same period last year	Change since one year ago
4,011	5.1%
3,942	4.6%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴ 28 minutes

95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes

95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
544	
8 minutes	8 minutes
31 minutes	41 minutes
1,088	
16 minutes	21 minutes
104 minutes	103 minutes
1,665	
19 minutes	27 minutes
124 minutes	139 minutes
617	
15 minutes	24 minutes
102 minutes	138 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
4,011	4.8%
82.1%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

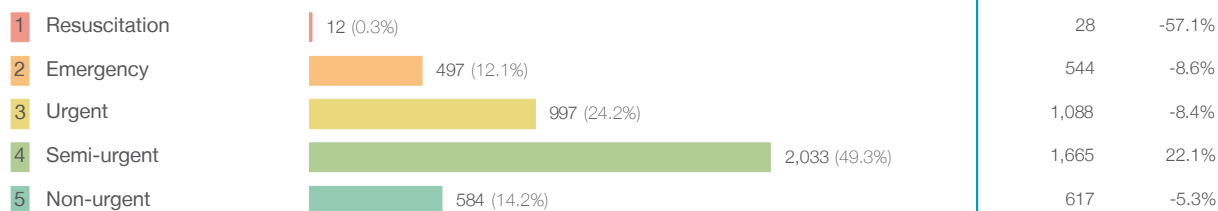
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

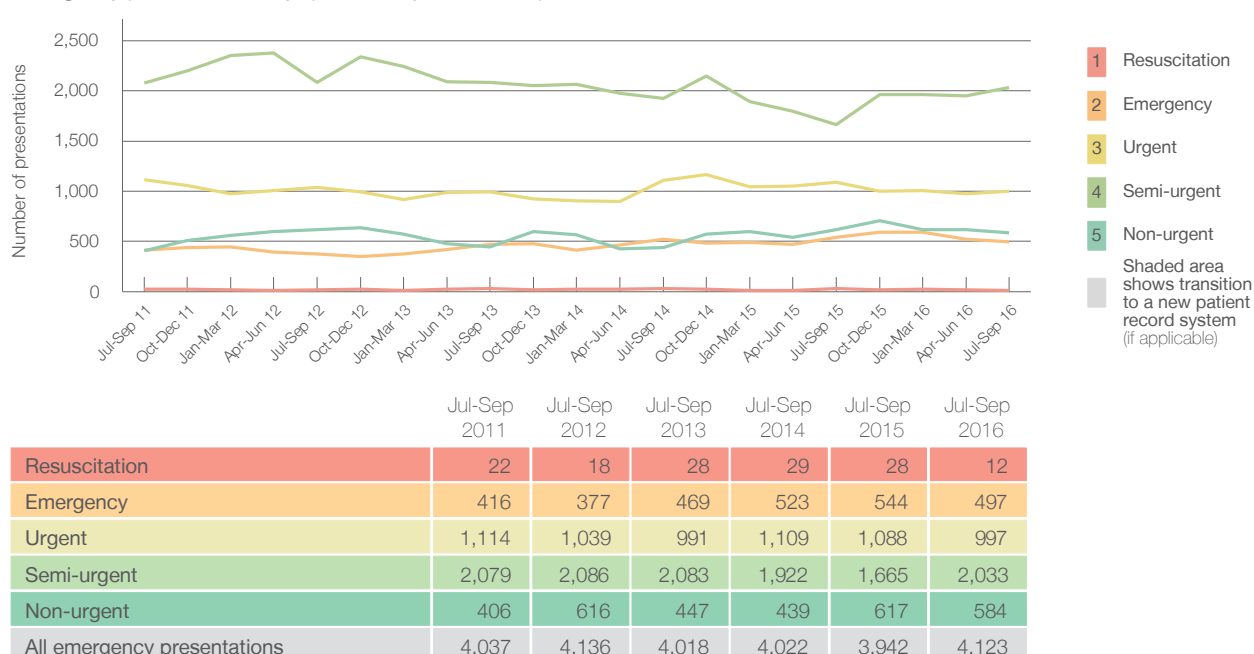
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations² by triage category: 4,123 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 668 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 497

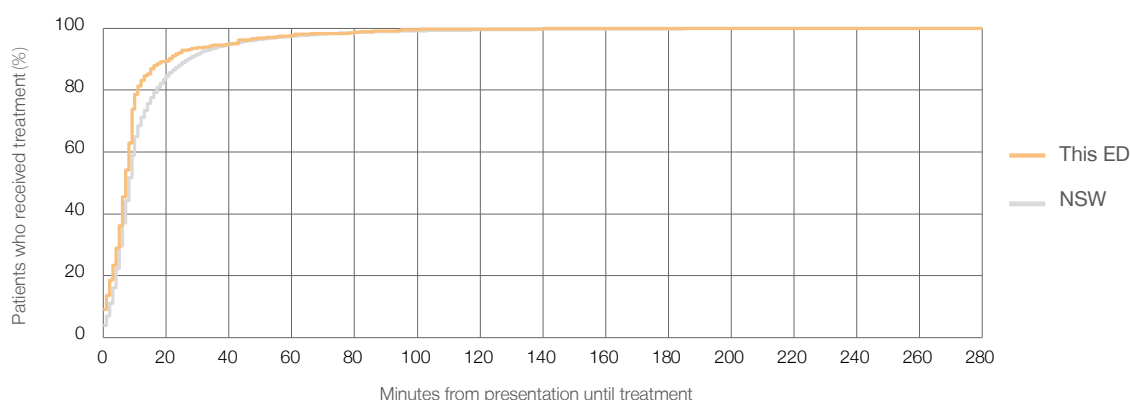
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

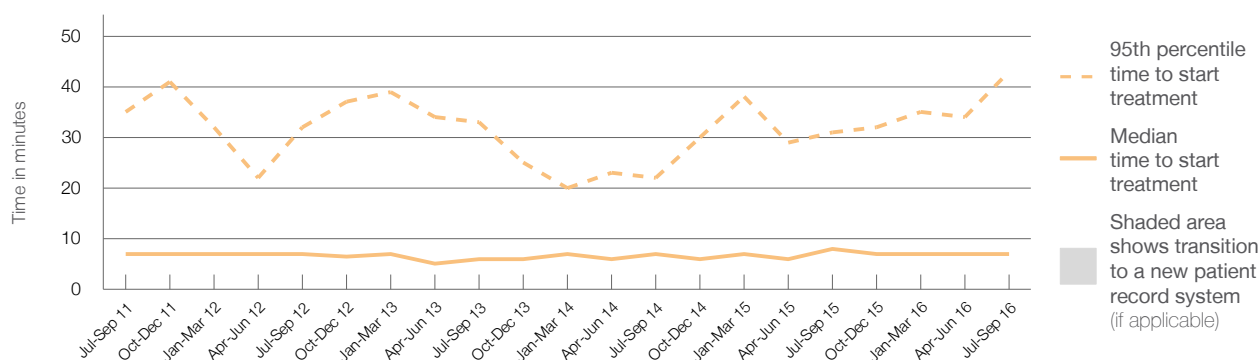
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
544	
532	
8 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	35	32	33	22	31	43

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 997

Number of triage 3 patients used to calculate waiting time:³ 932

Median time to start treatment⁴

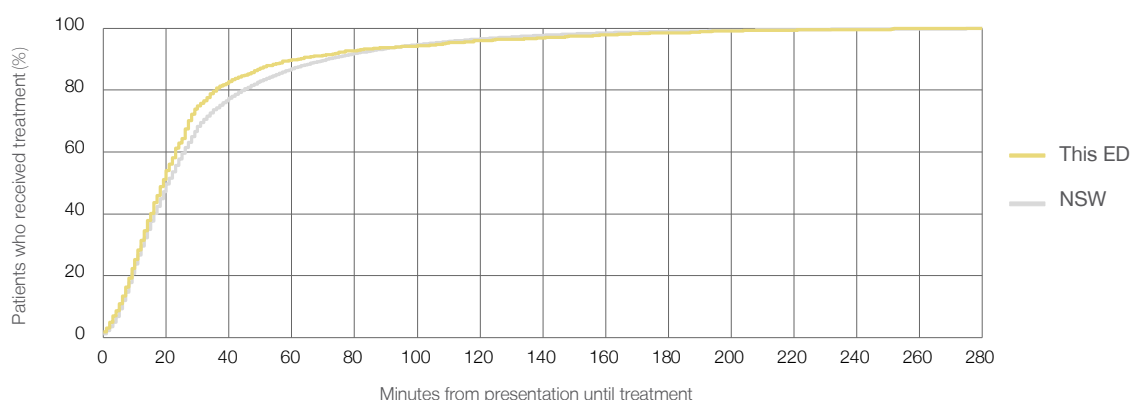
19 minutes

95th percentile time to start treatment⁵

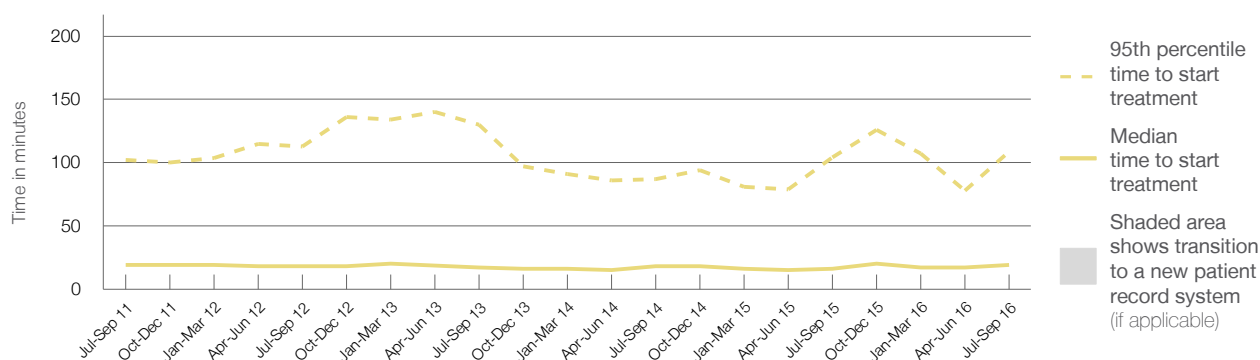
109 minutes

Same period last year	NSW (this period)
1,088	
1,048	
16 minutes	21 minutes
104 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	16	19
95th percentile time to start treatment ⁵ (minutes)	102	113	130	87	104	109

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,033

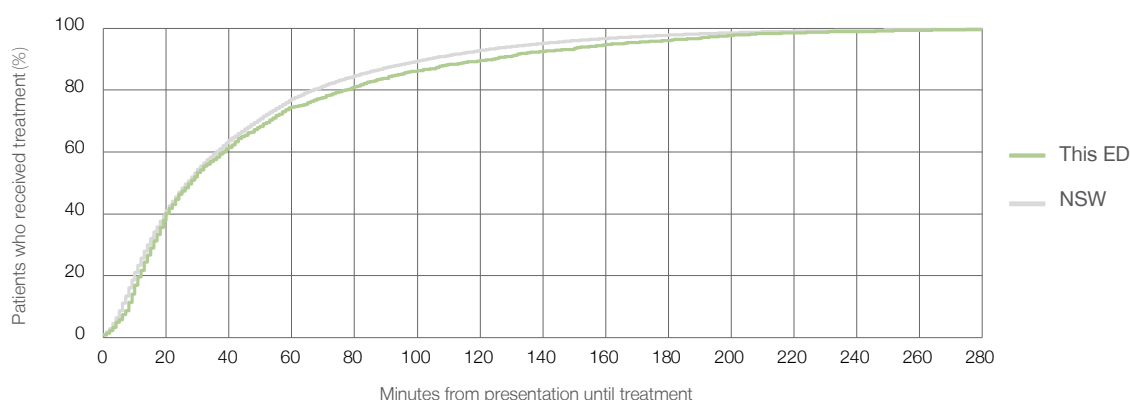
Number of triage 4 patients used to calculate waiting time: ³ 1,833

Median time to start treatment ⁴ 28 minutes

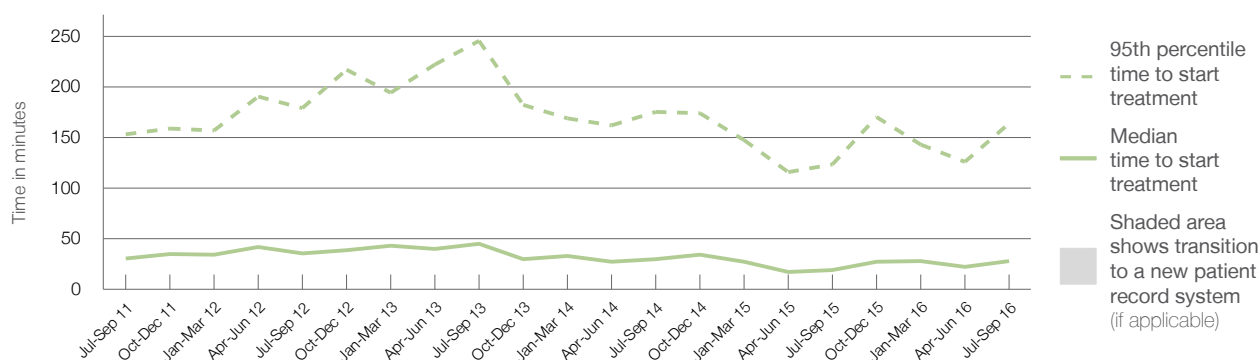
95th percentile time to start treatment ⁵ 164 minutes

Same period last year	NSW (this period)
1,665	
1,560	
19 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	36	45	30	19	28
95th percentile time to start treatment ⁵ (minutes)	153	179	245	175	124	164

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 584

Number of triage 5 patients used to calculate waiting time:³ 496

Median time to start treatment⁴

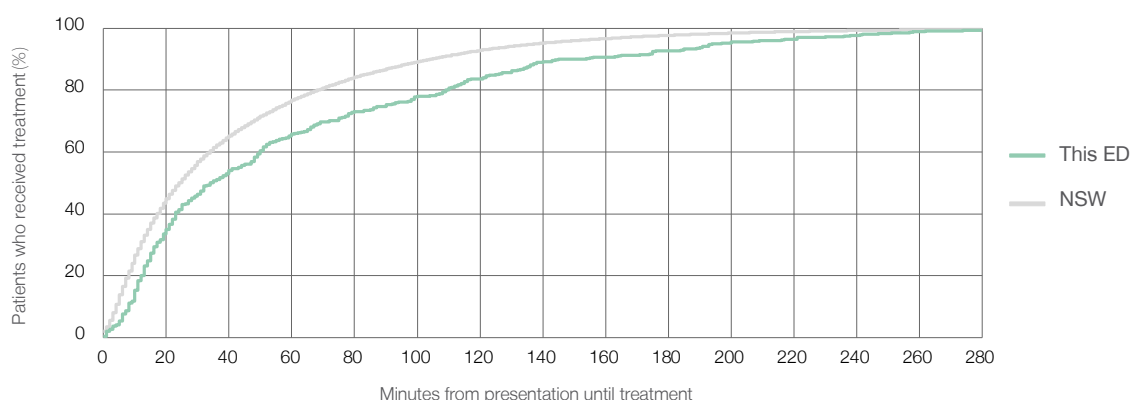
35 minutes

95th percentile time to start treatment⁵

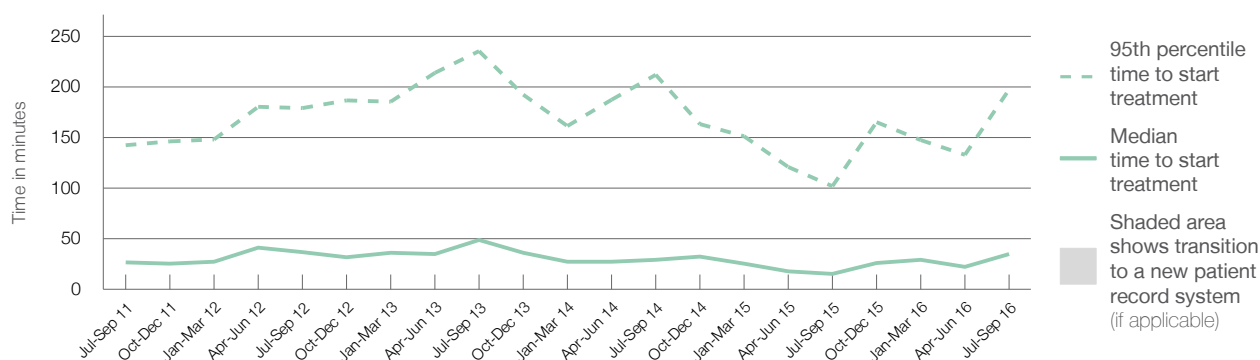
197 minutes

Same period last year	NSW (this period)
617	
567	
15 minutes	24 minutes
102 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	37	49	29	15	35
95th percentile time to start treatment ⁵ (minutes)	142	179	235	212	102	197

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,216 patients

Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Median time spent in the ED⁸

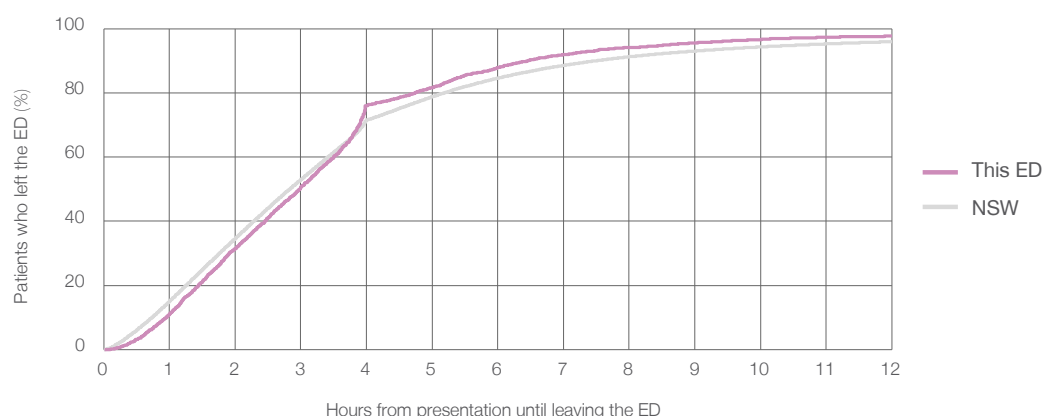
2 hours and 59 minutes

95th percentile time spent in the ED⁹

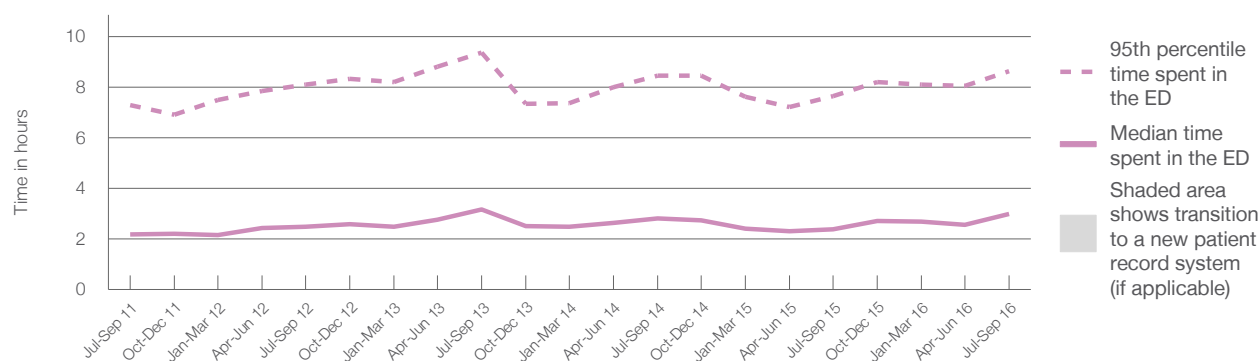
8 hours and 38 minutes

Same period last year	NSW (this period)
4,011	
4,011	
2 hours and 24 minutes	2 hours and 50 minutes
7 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 17m	8h 6m	9h 22m	8h 28m	7h 39m	8h 38m

(†) 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.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

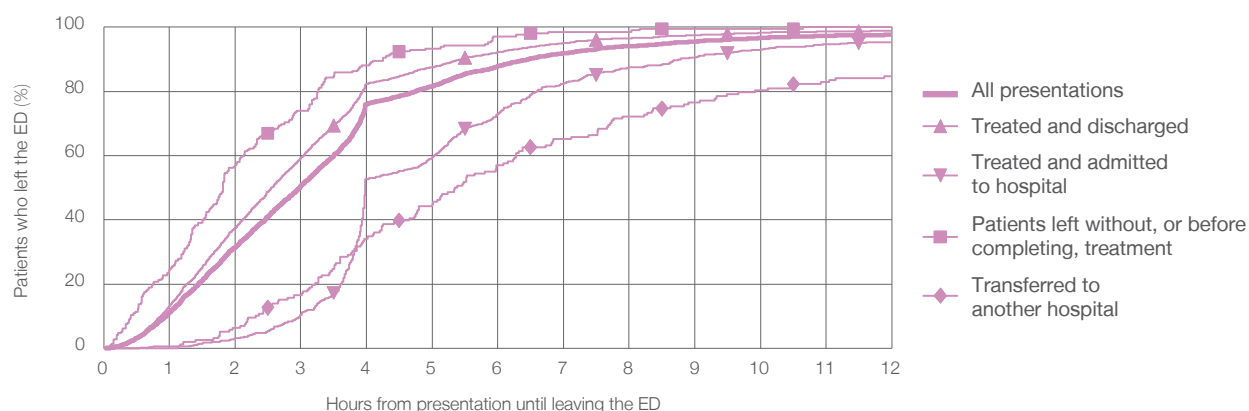
July to September 2016

All presentations:[†] 4,216 patients

Presentations used to calculate time to leaving the ED:[‡] 4,204 patients

		Same period last year	Change since one year ago
		4,011	4.8%
Treated and discharged	3,070 (72.8%)	2,921	5.1%
Treated and admitted to hospital	616 (14.6%)	723	-14.8%
Patient left without, or before completing, treatment	214 (5.1%)	207	3.4%
Transferred to another hospital	159 (3.8%)	153	3.9%
Other	157 (3.7%)	7	2142.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	13.2%	37.5%	59.4%	82.3%	92.3%	96.6%	98.2%	98.9%
Treated and admitted to hospital	0.5%	3.1%	10.4%	52.7%	73.0%	87.5%	93.0%	95.3%
Patient left without, or before completing, treatment	24.5%	57.1%	74.1%	88.2%	97.2%	98.6%	99.5%	100%
Transferred to another hospital	0%	6.3%	16.5%	34.2%	57.0%	72.2%	80.4%	84.8%
All presentations	11.2%	31.5%	50.6%	76.0%	87.9%	94.1%	96.6%	97.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,216 patients

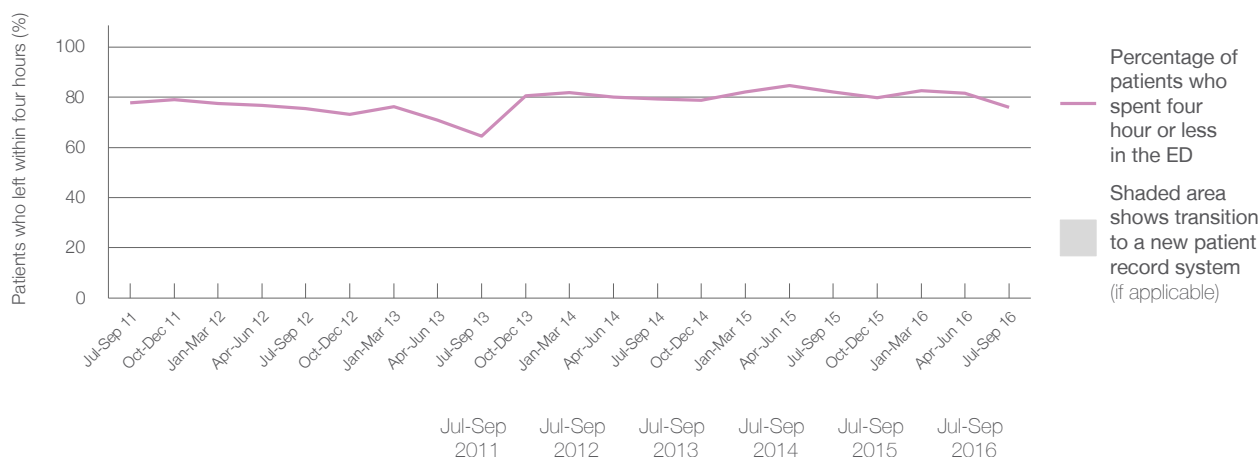
Presentations used to calculate time to leaving the ED: ⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,011	5.1%
4,011	4.8%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	77.7%	75.4%	64.5%	79.3%	82.1%	76.0%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Casino and District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,378 patients

Emergency presentations:² 3,146 patients

Same period last year	Change since one year ago
3,543	-4.7%
3,359	-6.3%

Casino and District Memorial Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,017 patients

Median time to start treatment⁴ 24 minutes

95th percentile time to start treatment⁵ 121 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,596 patients

Median time to start treatment⁴ 39 minutes

95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 32 minutes

95th percentile time to start treatment⁵ 185 minutes

Same period last year	NSW (this period)
220	
7 minutes	8 minutes
34 minutes	41 minutes
1,022	
21 minutes	21 minutes
94 minutes	103 minutes
1,749	
43 minutes	27 minutes
193 minutes	139 minutes
362	
32 minutes	24 minutes
167 minutes	138 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,376 patients

Percentage of patients who spent four hours or less in the ED

88.9%

Same period last year	Change since one year ago
3,542	-4.7%
88.2%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

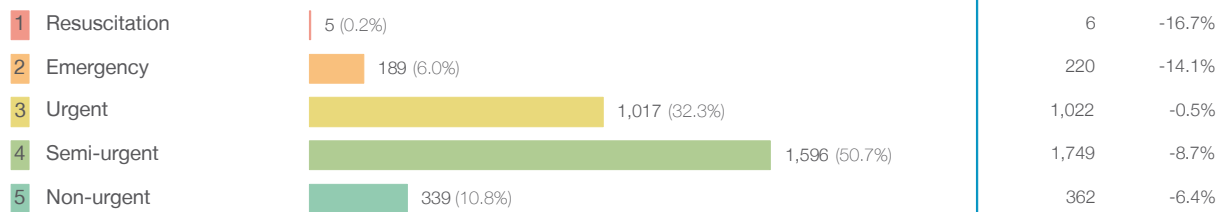
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Casino and District Memorial Hospital: Patients presenting to the emergency department

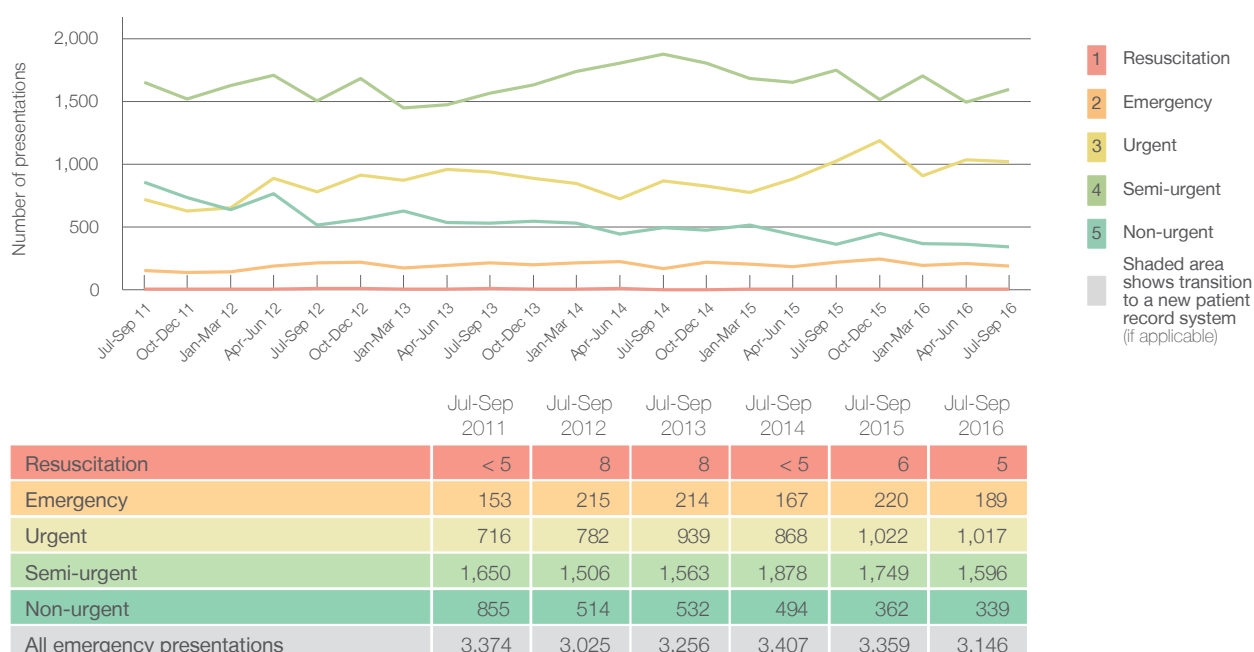
July to September 2016

All presentations:¹ 3,378 patients

Emergency presentations² by triage category: 3,146 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Casino and District Memorial Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 299 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 189

Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴

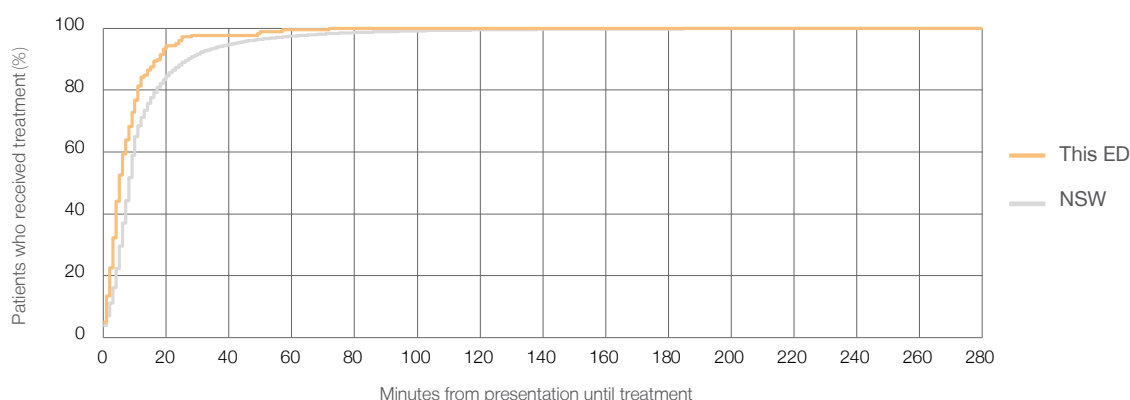
5 minutes

95th percentile time to start treatment⁵

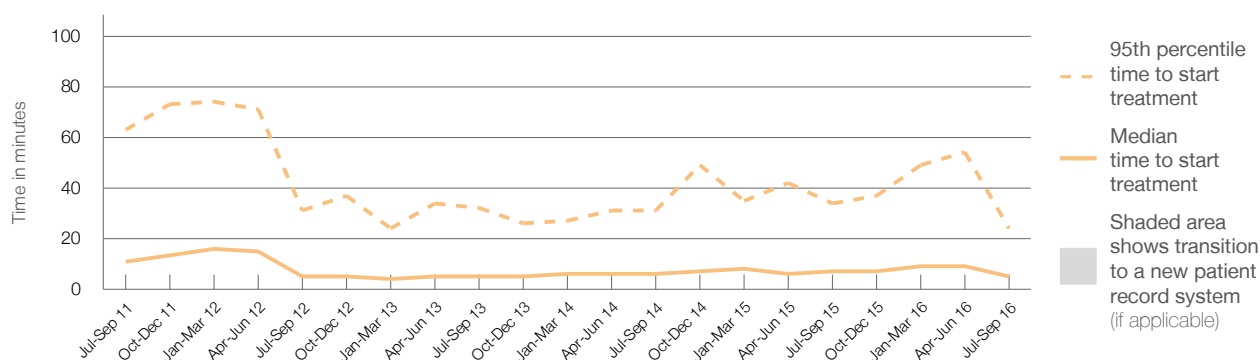
24 minutes

Same period last year	NSW (this period)
220	
214	
7 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	5	5	6	7	5
95th percentile time to start treatment ⁵ (minutes)	63	31	32	31	34	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,017

Number of triage 3 patients used to calculate waiting time:³ 965

Median time to start treatment⁴

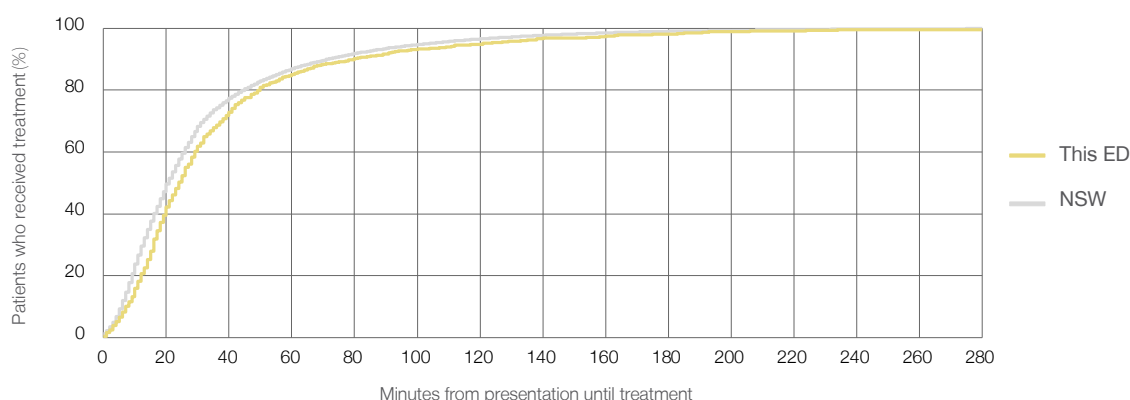
24 minutes

95th percentile time to start treatment⁵

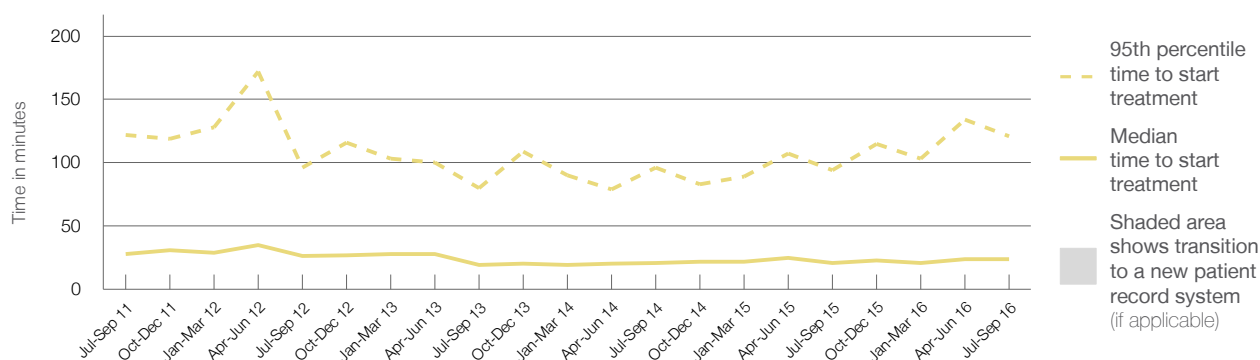
121 minutes

Same period last year	NSW (this period)
1,022	
982	
21 minutes	21 minutes
94 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	27	19	21	21	24
95th percentile time to start treatment ⁵ (minutes)	122	96	80	96	94	121

(†) 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,596

Number of triage 4 patients used to calculate waiting time:³ 1,416

Median time to start treatment⁴

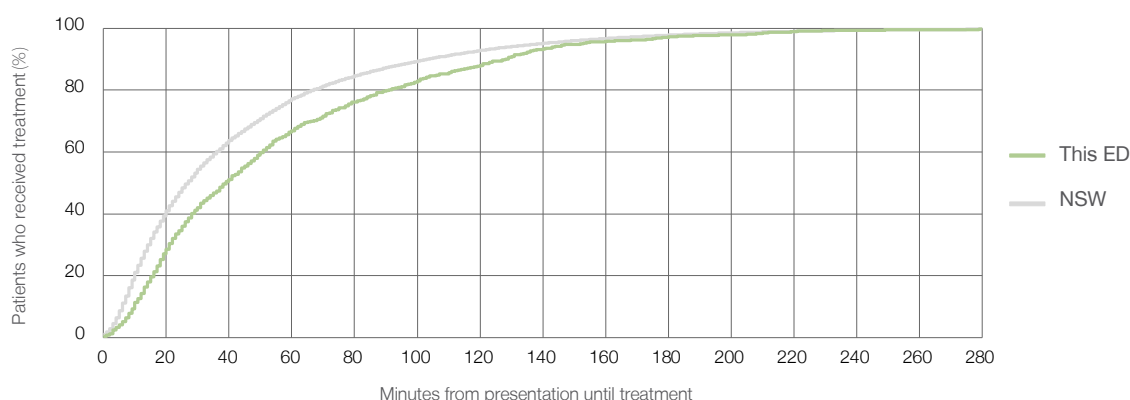
39 minutes

95th percentile time to start treatment⁵

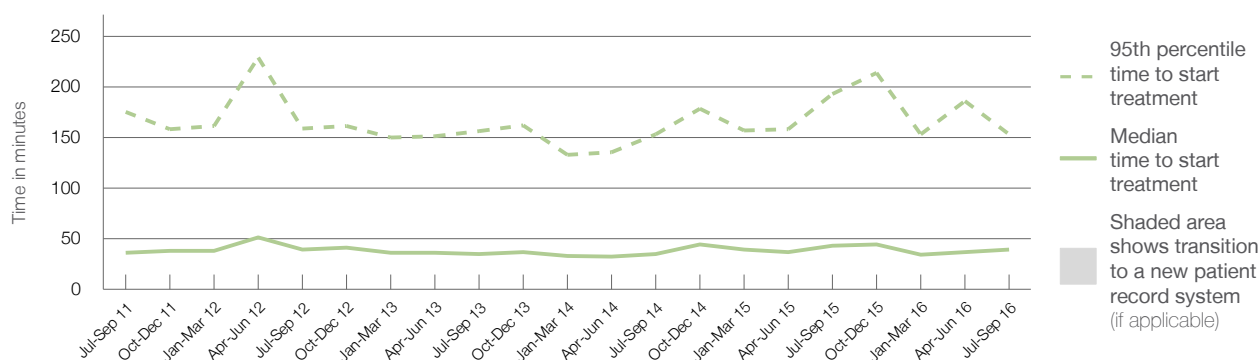
153 minutes

Same period last year	NSW (this period)
1,749	
1,596	
43 minutes	27 minutes
193 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	39	35	35	43	39
95th percentile time to start treatment ⁵ (minutes)	175	159	156	153	193	153

(†) 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 339

Number of triage 5 patients used to calculate waiting time:³ 244

Median time to start treatment⁴

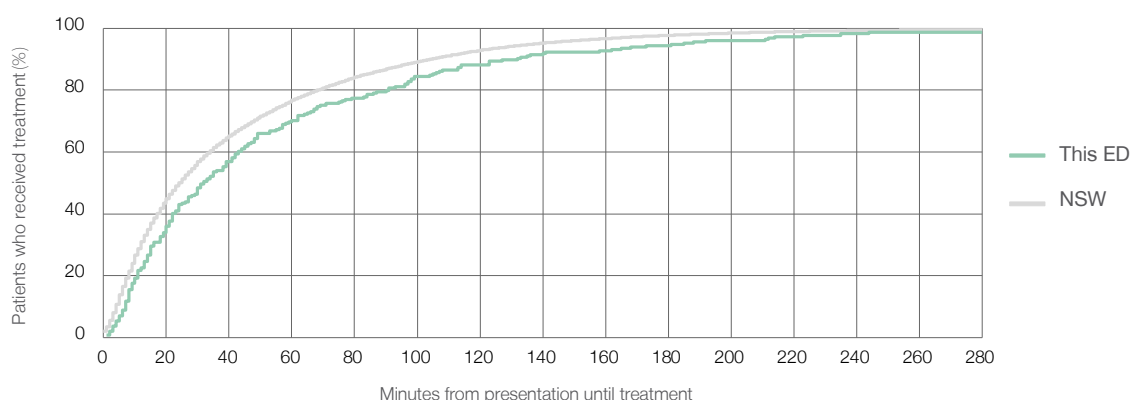
32 minutes

95th percentile time to start treatment⁵

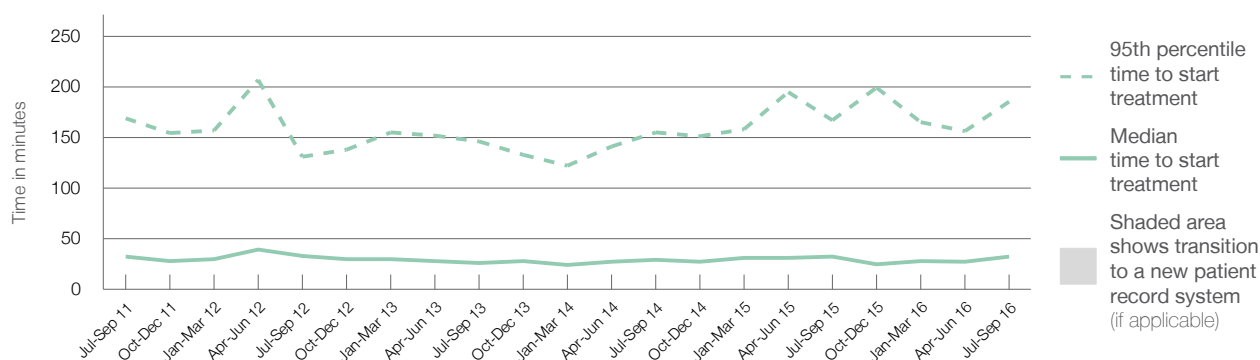
185 minutes

Same period last year	NSW (this period)
362	
314	
32 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	33	26	29	32	32
95th percentile time to start treatment ⁵ (minutes)	169	131	146	155	167	185

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,378 patients

Presentations used to calculate time to leaving the ED:⁶ 3,376 patients

Median time spent in the ED⁸

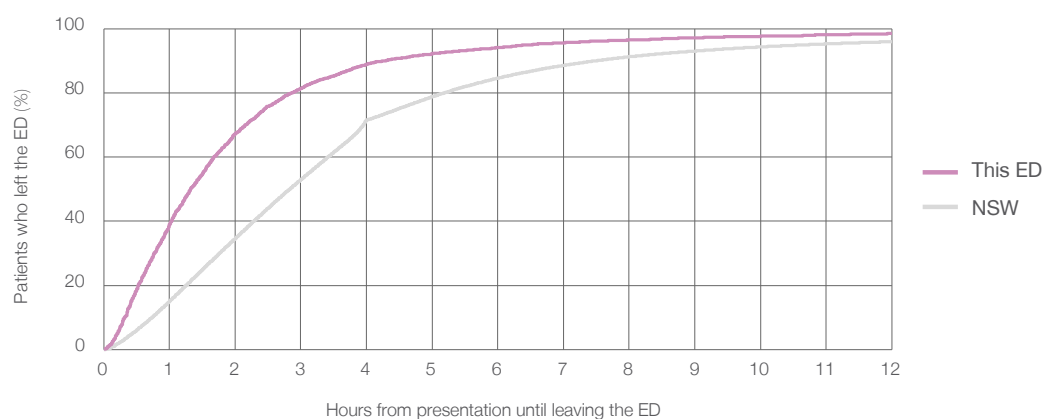
1 hours and 19 minutes

95th percentile time spent in the ED⁹

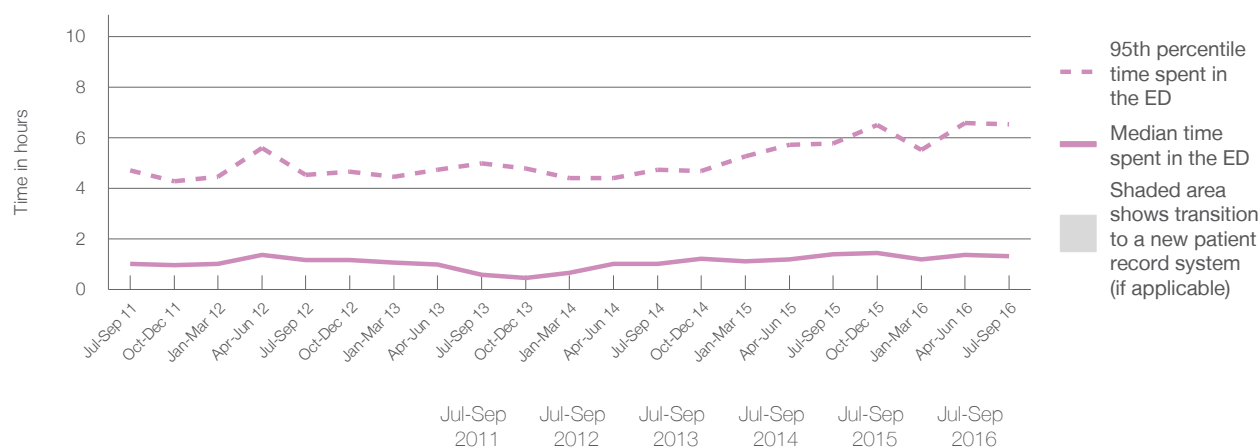
6 hours and 32 minutes

Same period last year	NSW (this period)
3,543	
3,542	
1 hours and 24 minutes	2 hours and 50 minutes
5 hours and 47 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 43m	4h 32m	5h 0m	4h 44m	5h 47m	6h 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.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

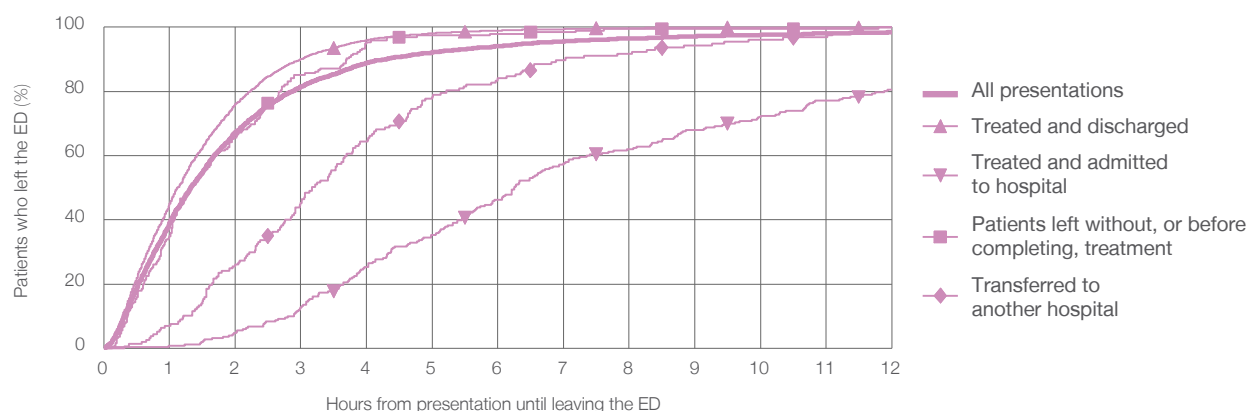
All presentations:[†] 3,378 patients

Presentations used to calculate time to leaving the ED:[‡] 3,376 patients

Treated and discharged	2,722 (80.6%)
Treated and admitted to hospital	253 (7.5%)
Patient left without, or before completing, treatment	195 (5.8%)
Transferred to another hospital	157 (4.6%)
Other	51 (1.5%)

Same period last year	Change since one year ago
3,542	-4.7%
2,893	-5.9%
247	2.4%
210	-7.1%
155	1.3%
38	34.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	45.1%	76.1%	90.1%	96.0%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.8%	4.7%	12.6%	25.3%	46.2%	62.1%	72.3%	80.6%
Patient left without, or before completing, treatment	34.9%	65.6%	85.1%	95.4%	97.9%	99.5%	99.5%	100%
Transferred to another hospital	7.0%	26.1%	45.2%	64.3%	84.1%	91.7%	96.2%	98.1%
All presentations	39.0%	67.4%	81.5%	88.9%	94.1%	96.4%	97.6%	98.4%

(†) 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.

Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,378 patients

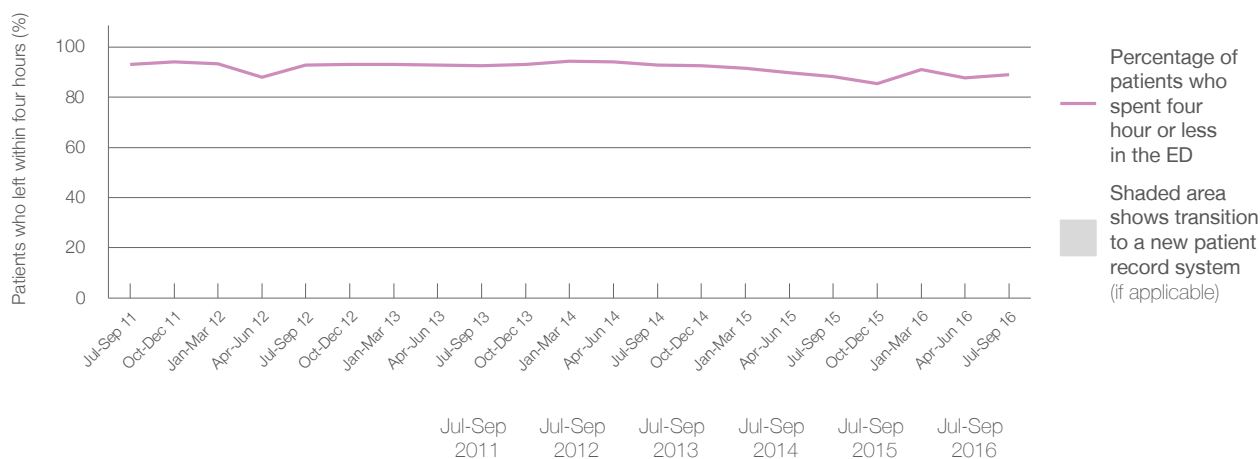
Presentations used to calculate time to leaving the ED: ⁶ 3,376 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,543	-4.7%
3,542	-4.7%
88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	93.0%	92.7%	92.5%	92.8%	88.2%	88.9%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Cessnock District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,262 patients

Emergency presentations:² 4,214 patients

Same period last year	Change since one year ago
4,266	-0.1%
4,185	0.7%

Cessnock District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 244 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,095 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,080 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 787 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
255	
6 minutes	8 minutes
25 minutes	41 minutes
1,030	
19 minutes	21 minutes
68 minutes	103 minutes
2,110	
33 minutes	27 minutes
123 minutes	139 minutes
781	
39 minutes	24 minutes
133 minutes	138 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,262 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
4,266	-0.1%
87.8%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

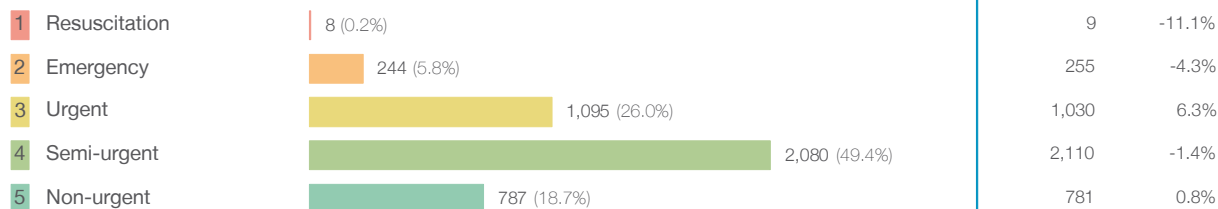
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Cessnock District Hospital: Patients presenting to the emergency department

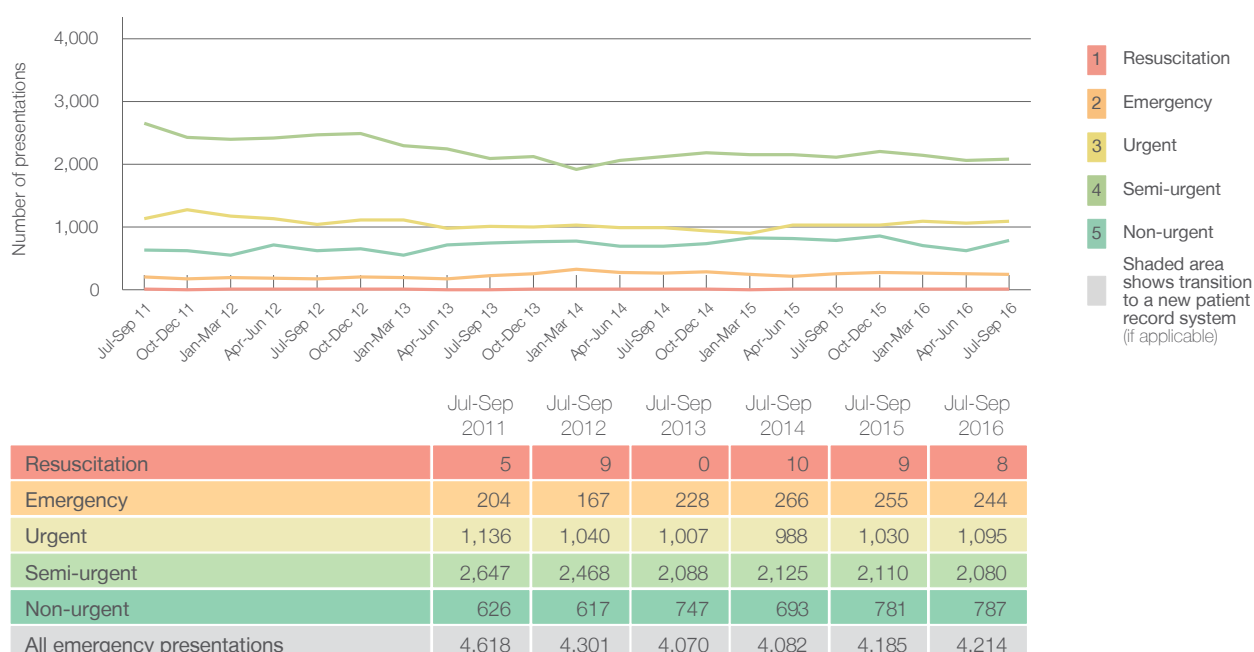
July to September 2016

All presentations:¹ 4,262 patients

Emergency presentations² by triage category: 4,214 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Cessnock District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 441 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 244

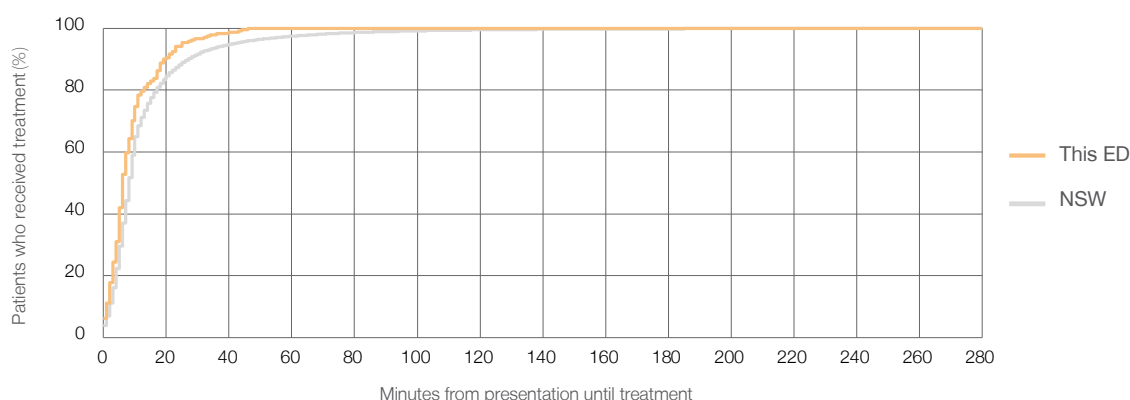
Number of triage 2 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 6 minutes

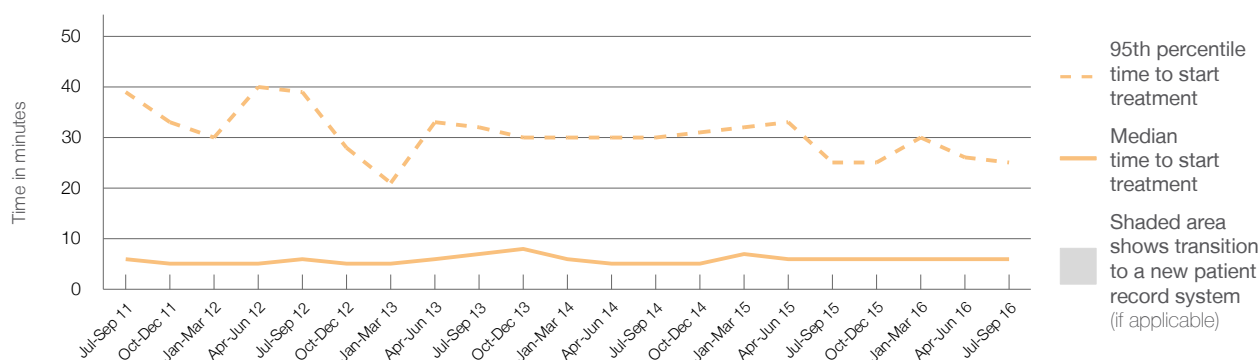
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
255	
254	
6 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	5	6	6
95th percentile time to start treatment ⁵ (minutes)	39	39	32	30	25	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.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,095

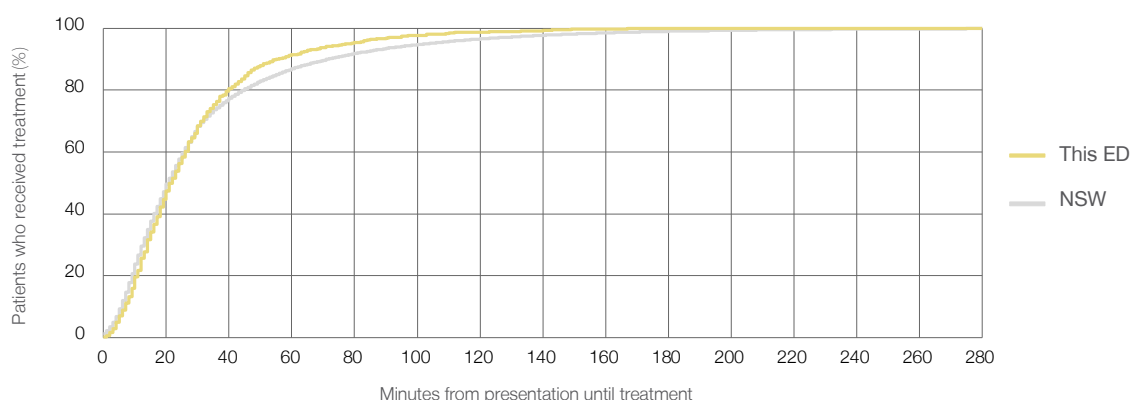
Number of triage 3 patients used to calculate waiting time: ³ 1,060

Median time to start treatment ⁴ 22 minutes

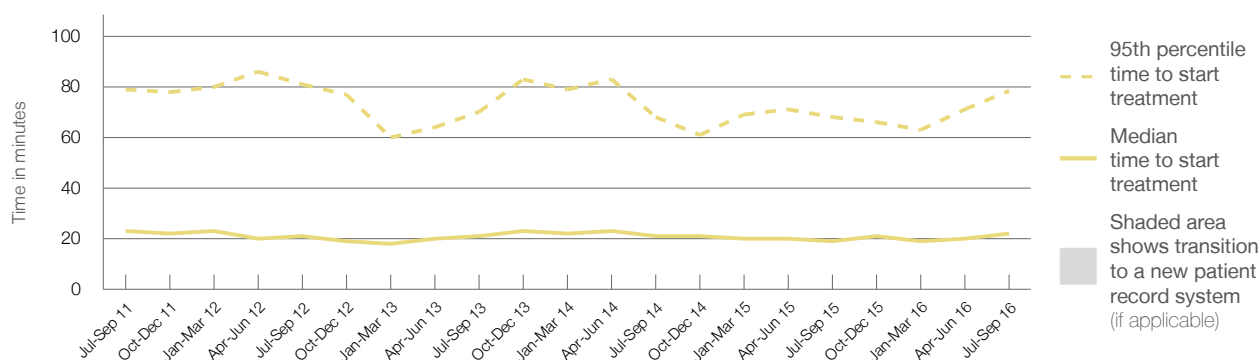
95th percentile time to start treatment ⁵ 79 minutes

Same period last year	NSW (this period)
1,030	
996	
19 minutes	21 minutes
68 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	21	21	21	19	22
95th percentile time to start treatment ⁵ (minutes)	79	81	70	68	68	79

(†) 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,080

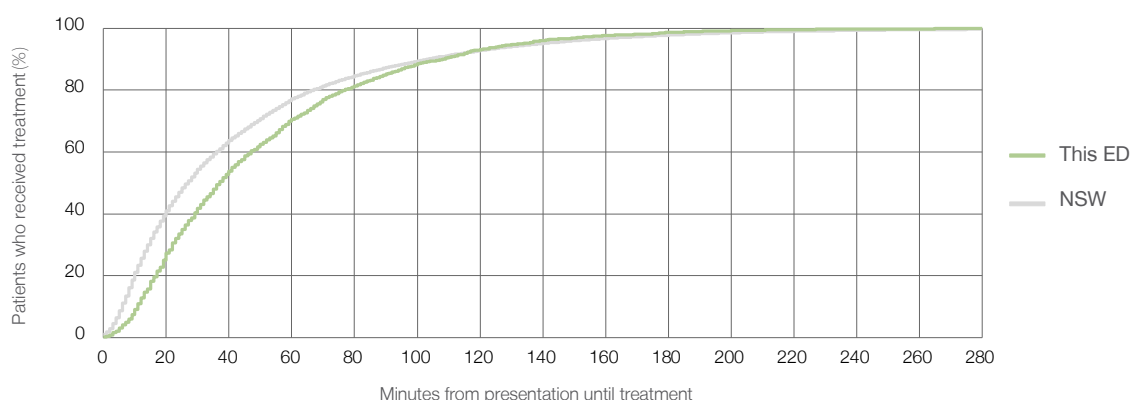
Number of triage 4 patients used to calculate waiting time: ³ 1,878

Median time to start treatment ⁴ 37 minutes

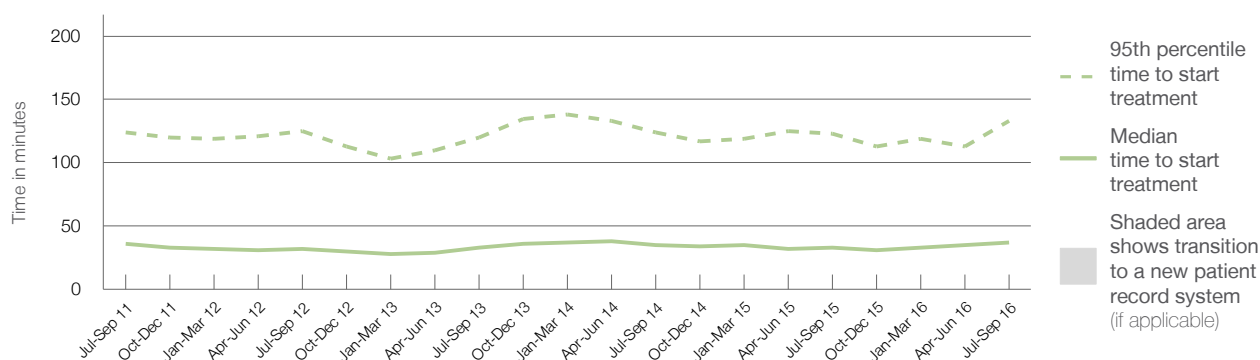
95th percentile time to start treatment ⁵ 133 minutes

Same period last year	NSW (this period)
2,110	
1,932	
33 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	32	33	35	33	37
95th percentile time to start treatment ⁵ (minutes)	124	125	120	124	123	133

(†) 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.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 787

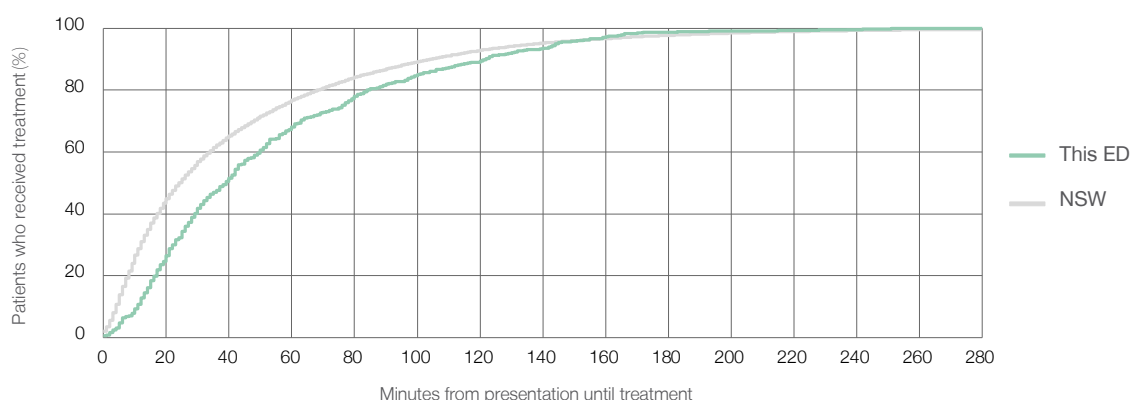
Number of triage 5 patients used to calculate waiting time:³ 659

Median time to start treatment⁴ 39 minutes

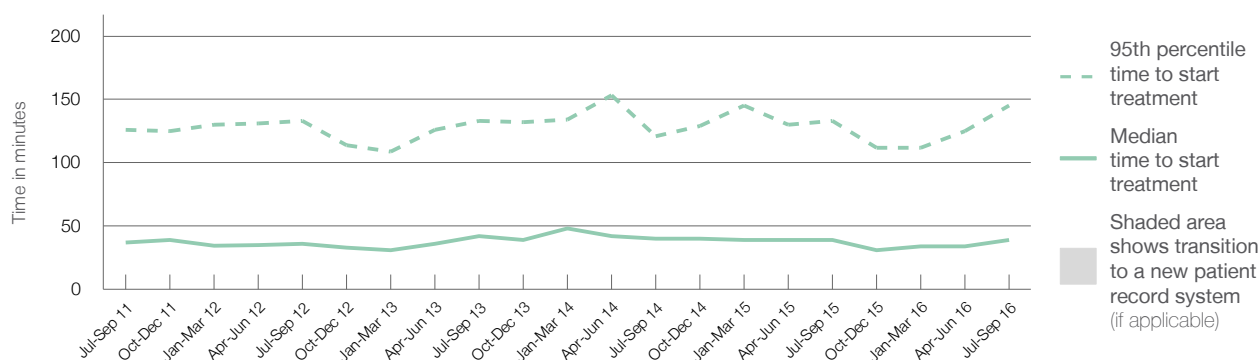
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
781	
669	
39 minutes	24 minutes
133 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	36	42	40	39	39
95th percentile time to start treatment ⁵ (minutes)	126	133	133	121	133	145

(†) 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.

Cessnock District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,262 patients

Presentations used to calculate time to leaving the ED:⁶ 4,262 patients

Median time spent in the ED⁸

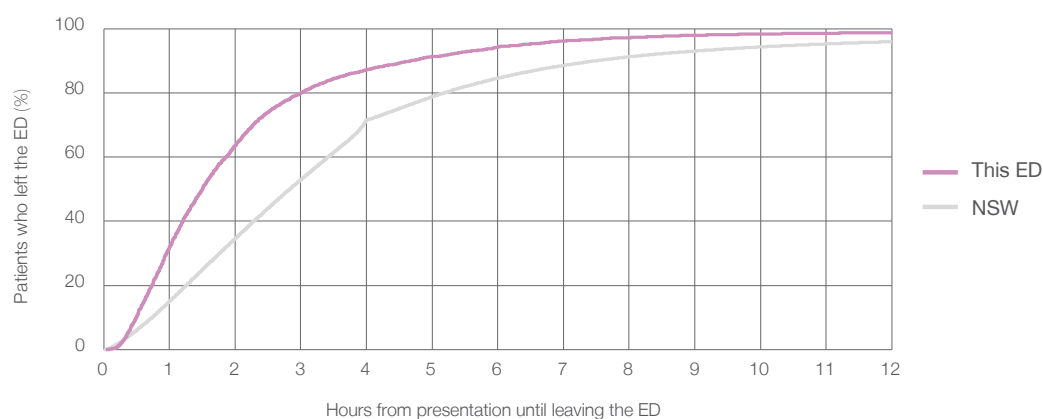
1 hours and 30 minutes

95th percentile time spent in the ED⁹

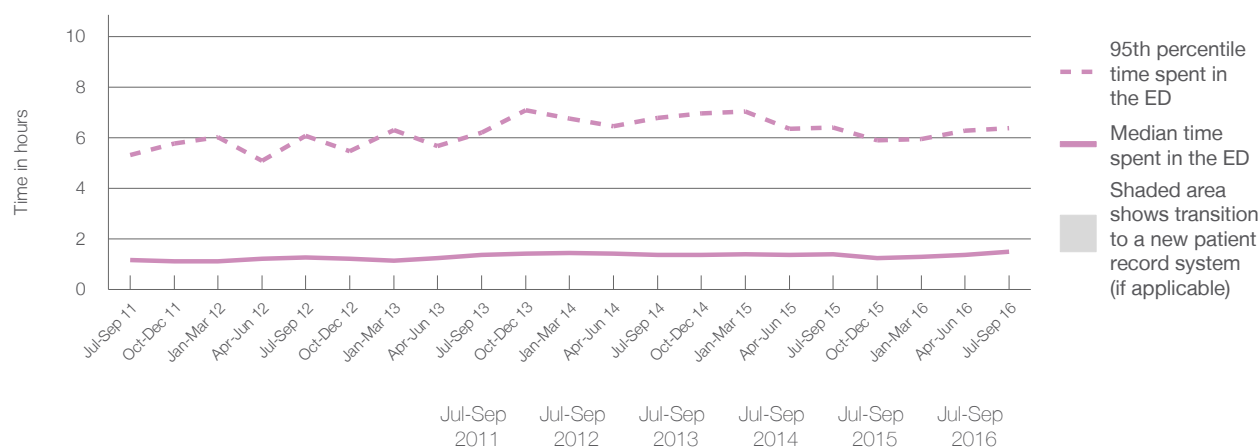
6 hours and 23 minutes

Same period last year	NSW (this period)
4,266	
4,266	
1 hours and 24 minutes	2 hours and 50 minutes
6 hours and 25 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 20m	6h 5m	6h 13m	6h 47m	6h 25m	6h 23m

(†) 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.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

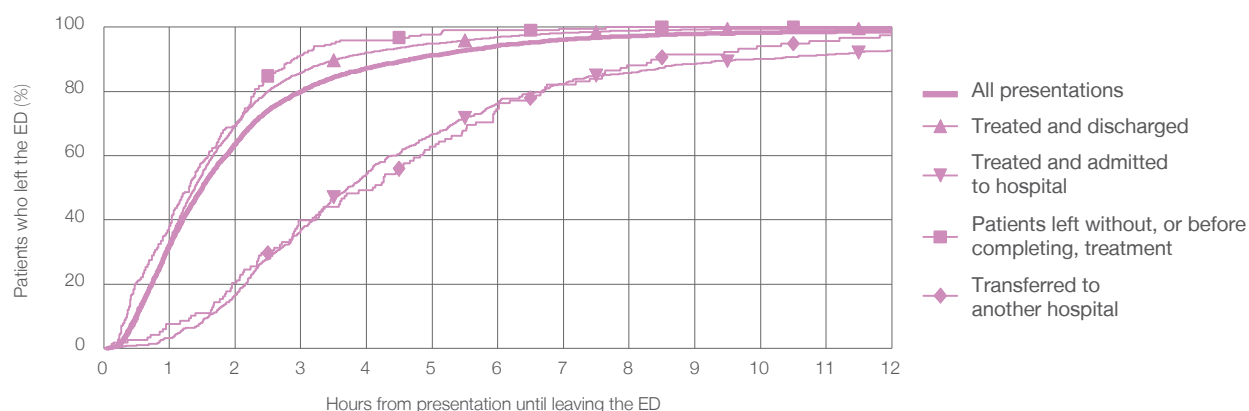
All presentations:[†] 4,262 patients

Presentations used to calculate time to leaving the ED:[‡] 4,262 patients

Treated and discharged	3,209 (75.3%)
Treated and admitted to hospital	483 (11.3%)
Patient left without, or before completing, treatment	218 (5.1%)
Transferred to another hospital	118 (2.8%)
Other	234 (5.5%)

Same period last year	Change since one year ago
4,266	-0.1%
3,228	-0.6%
463	4.3%
202	7.9%
140	-15.7%
233	0.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.5%	69.6%	85.8%	92.1%	96.9%	98.9%	99.6%	99.6%
Treated and admitted to hospital	3.1%	16.6%	36.9%	54.5%	76.4%	85.7%	90.1%	92.8%
Patient left without, or before completing, treatment	38.1%	69.3%	91.3%	95.9%	99.1%	100%	100%	100%
Transferred to another hospital	7.6%	20.3%	39.8%	49.2%	74.6%	88.1%	94.1%	97.5%
All presentations	32.1%	63.7%	80.0%	87.2%	94.3%	97.2%	98.4%	98.8%

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Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,262 patients

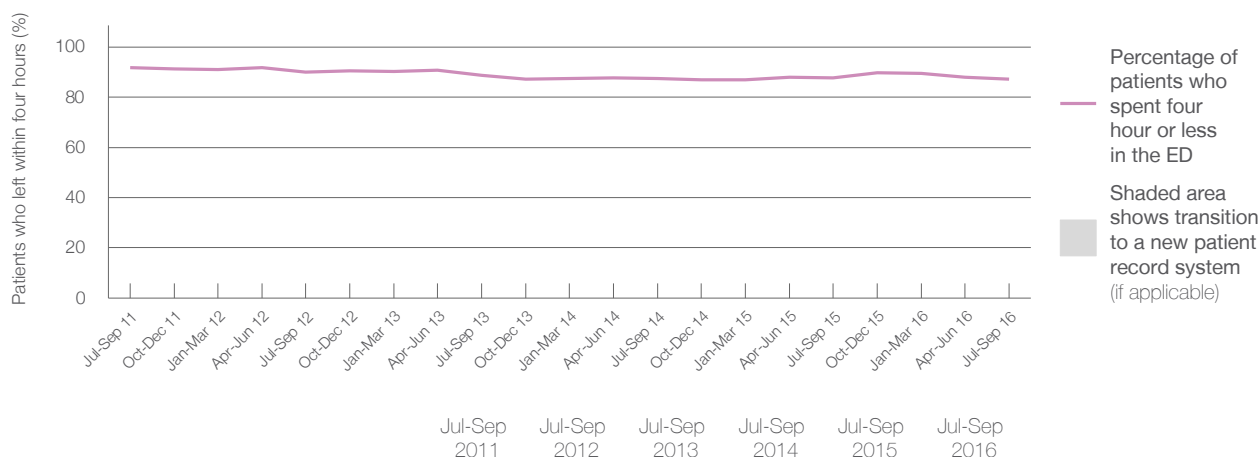
Presentations used to calculate time to leaving the ED: ⁶ 4,262 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,266	-0.1%
4,266	-0.1%
87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	91.7%	89.9%	88.7%	87.4%	87.8%	87.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Deniliquin Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,072 patients

Emergency presentations:² 1,737 patients

Same period last year	Change since one year ago
2,382	-13.0%
1,831	-5.1%

Deniliquin Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 586 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 33 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 251 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	41 minutes
681	
8 minutes	21 minutes
30 minutes	103 minutes
833	
8 minutes	27 minutes
34 minutes	139 minutes
210	
8 minutes	24 minutes
63 minutes	138 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,072 patients

Percentage of patients who spent four hours or less in the ED

89.1%

Same period last year	Change since one year ago
2,382	-13.0%
88.4%	

* 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, July to September 2016.
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5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

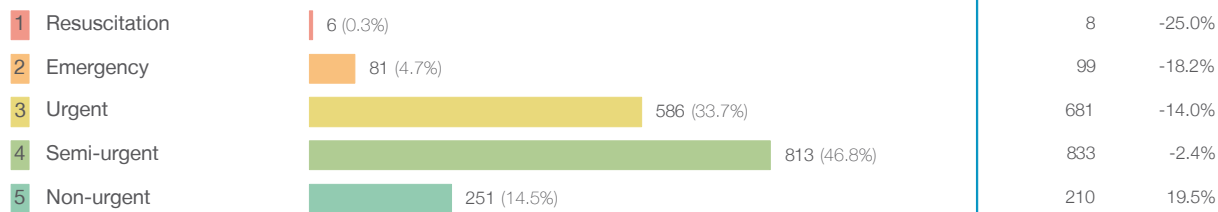
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Deniliquin Health Service: Patients presenting to the emergency department

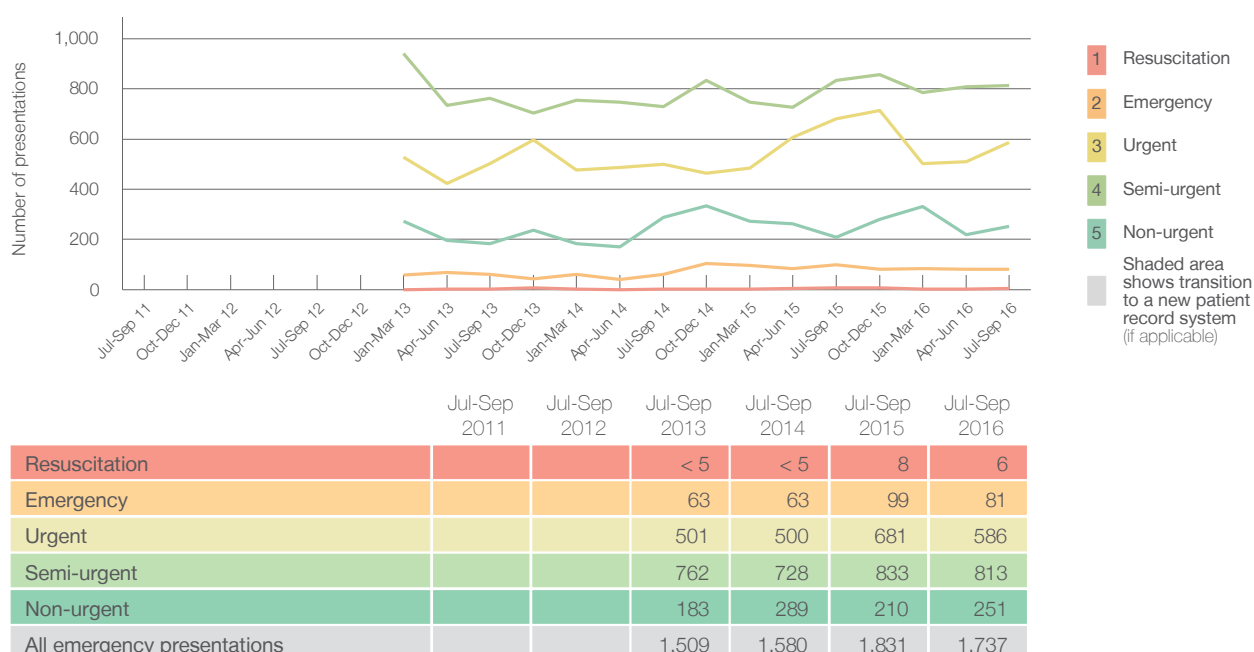
July to September 2016

All presentations:¹ 2,072 patients

Emergency presentations² by triage category: 1,737 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Deniliquin Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 120 patients ^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 81

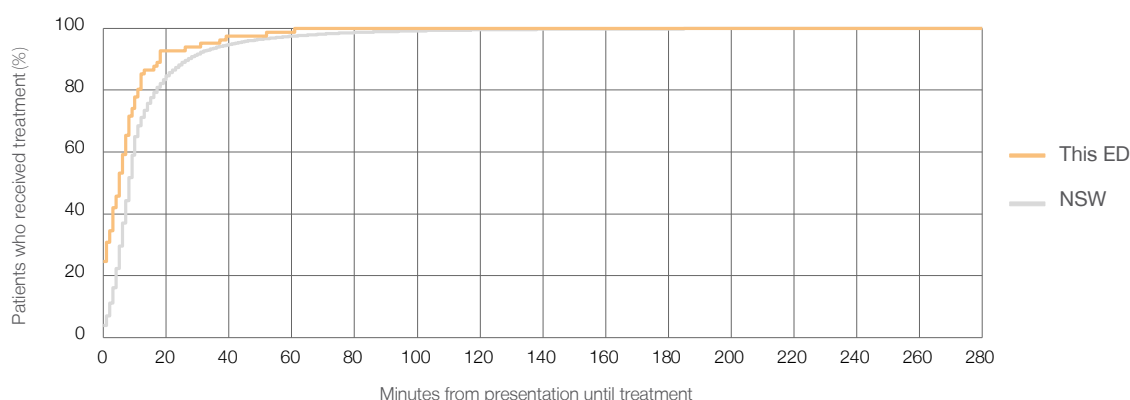
Number of triage 2 patients used to calculate waiting time: ³ 81

Median time to start treatment ⁴ 5 minutes

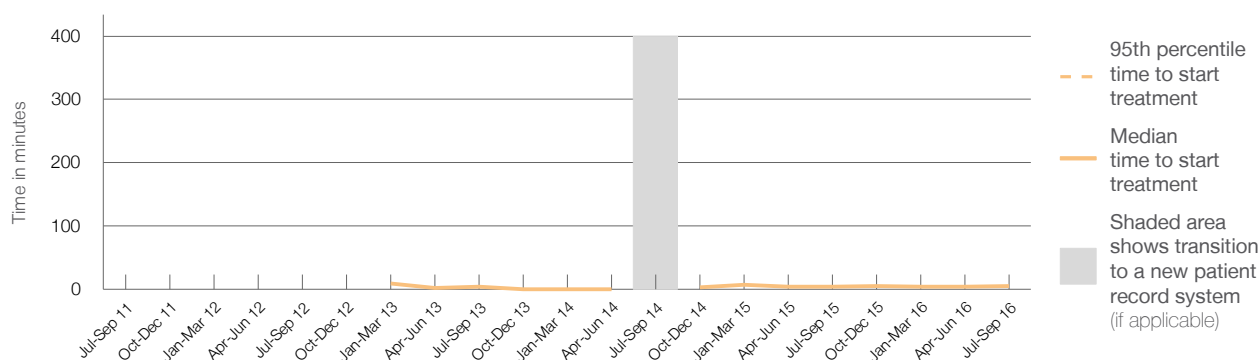
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
99	
97	
4 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			4		4	5
95th percentile time to start treatment 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 586

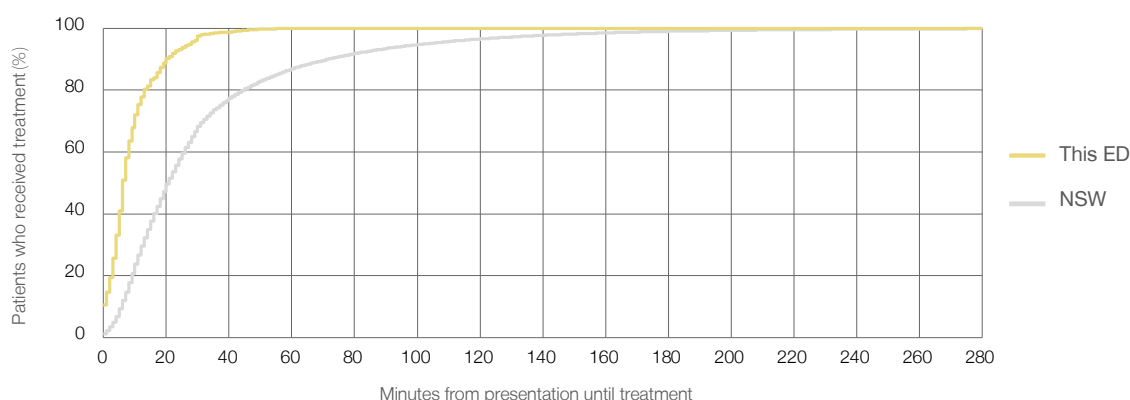
Number of triage 3 patients used to calculate waiting time:³ 573

Median time to start treatment⁴ 6 minutes

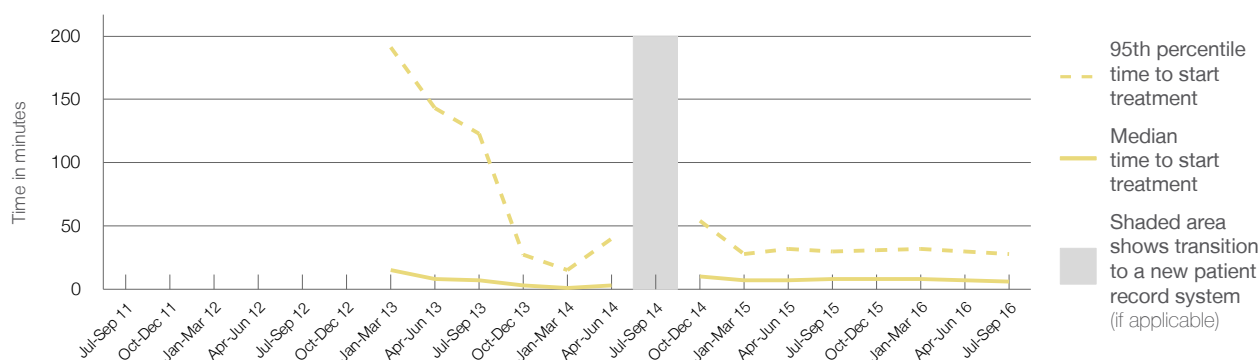
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
681	
668	
8 minutes	21 minutes
30 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			7		8	6
95th percentile time to start treatment ⁵ (minutes)			123		30	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 813

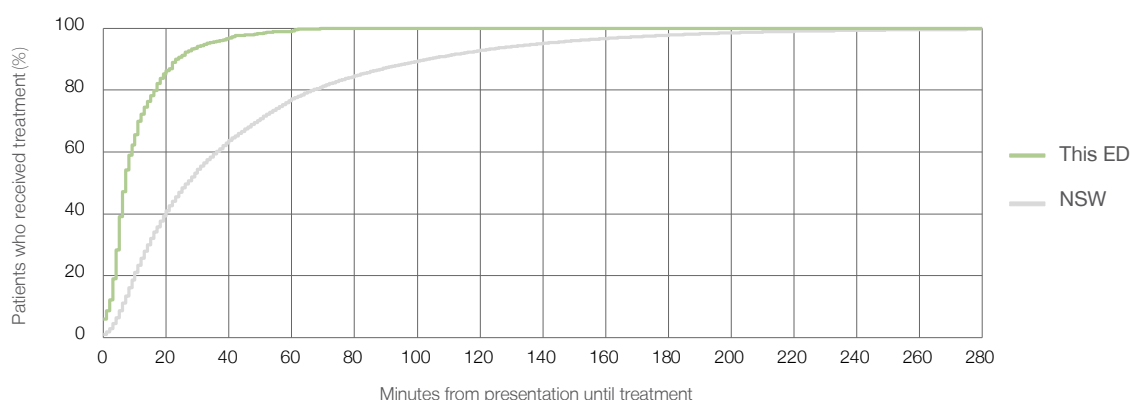
Number of triage 4 patients used to calculate waiting time:³ 781

Median time to start treatment⁴ 7 minutes

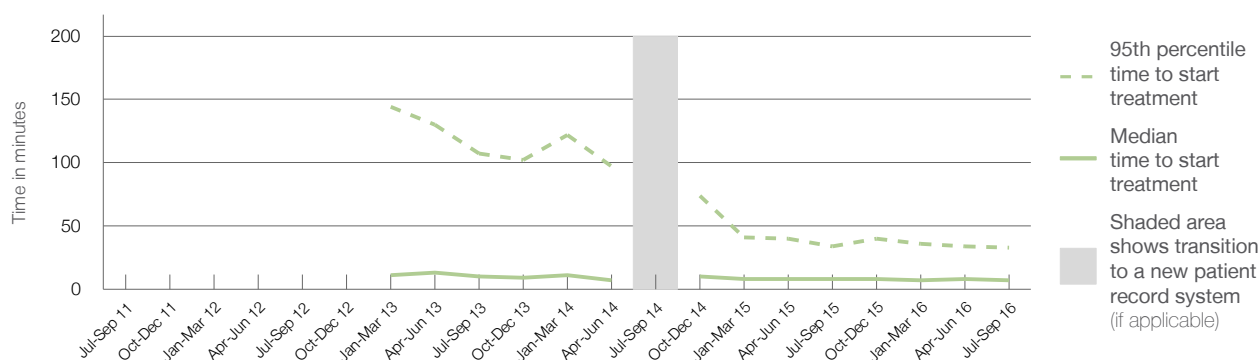
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
833	
781	
8 minutes	27 minutes
34 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10		8	7
95th percentile time to start treatment ⁵ (minutes)			107		34	33

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 251

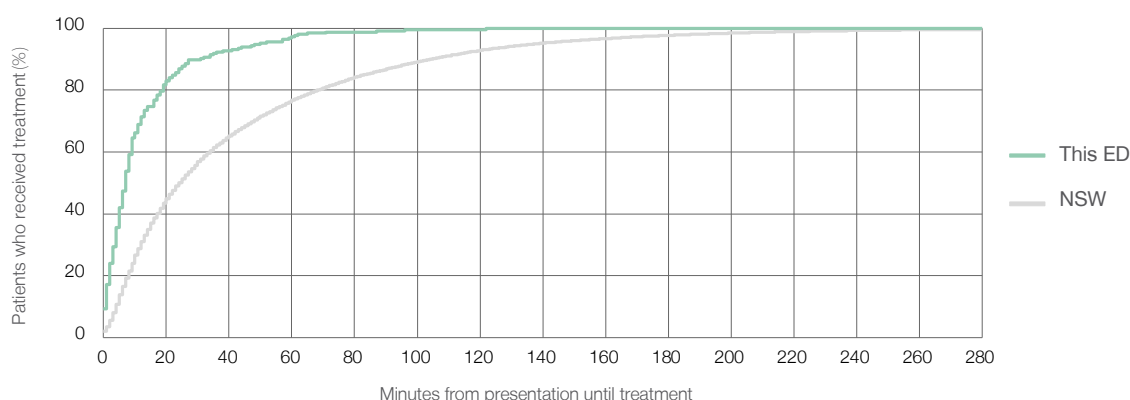
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 7 minutes

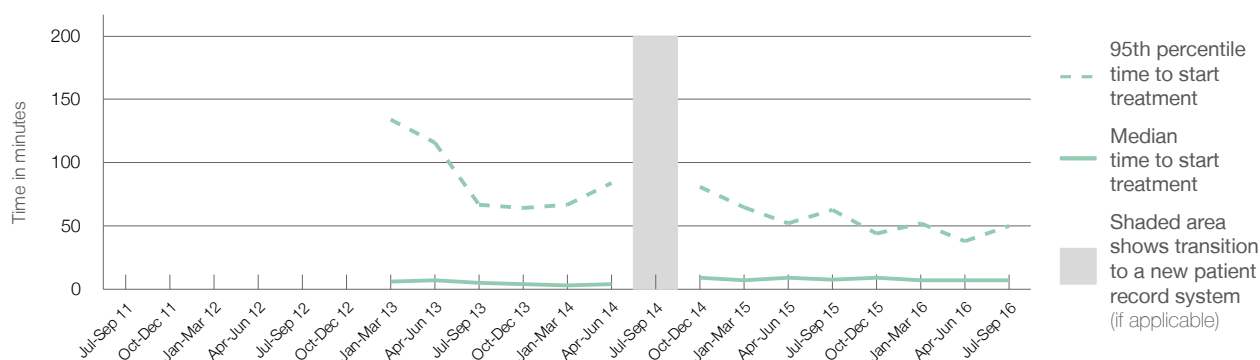
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
210	
200	
8 minutes	24 minutes
63 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			5		8	7
95th percentile time to start treatment ⁵ (minutes)			67		63	50

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,072 patients

Presentations used to calculate time to leaving the ED:⁶ 2,072 patients

Median time spent in the ED⁸

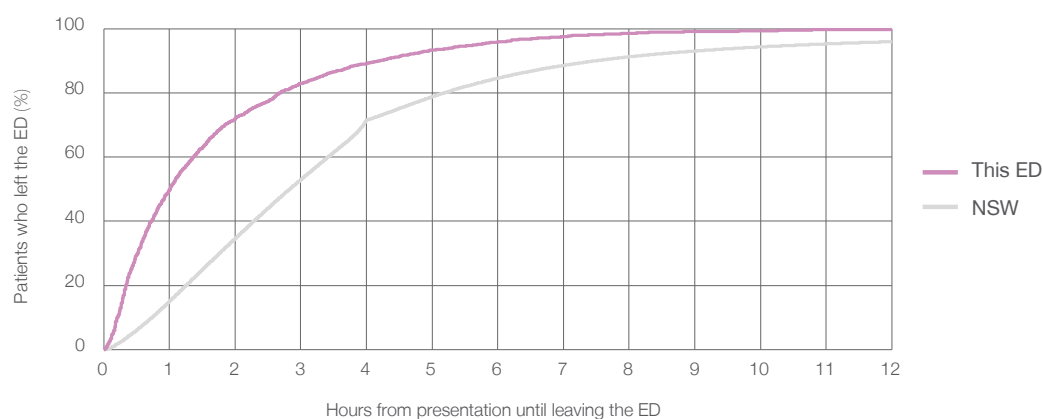
1 hours and 1 minutes

95th percentile time spent in the ED⁹

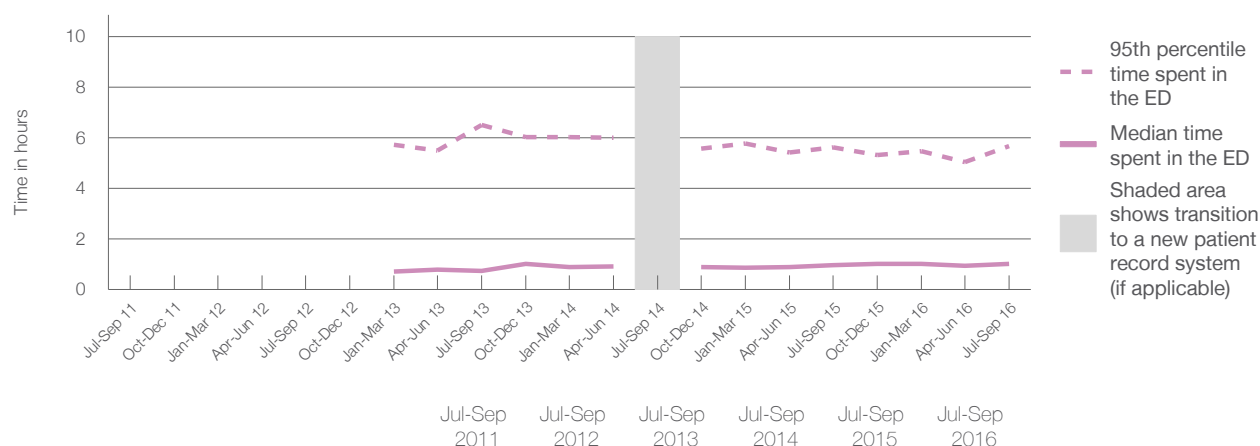
5 hours and 41 minutes

Same period last year	NSW (this period)
2,382	2,382
0 hours and 59 minutes	2 hours and 50 minutes
5 hours and 38 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			0h 44m		0h 59m	1h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 31m		5h 38m	5h 41m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

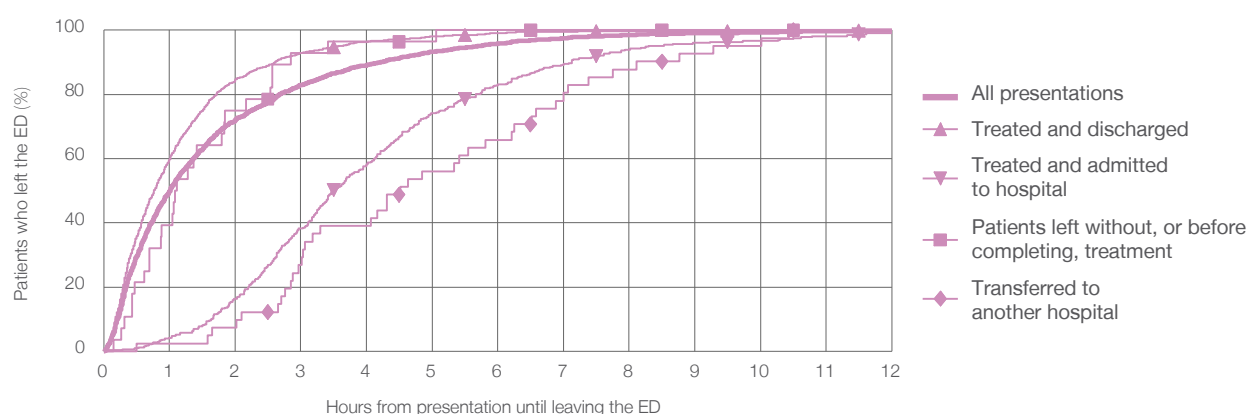
July to September 2016

All presentations:[†] 2,072 patients

Presentations used to calculate time to leaving the ED:[‡] 2,072 patients

		Same period last year	Change since one year ago
Treated and discharged	1,615 (77.9%)	1,881	-14.1%
Treated and admitted to hospital	332 (16.0%)	350	-5.1%
Patient left without, or before completing, treatment	28 (1.4%)	21	33.3%
Transferred to another hospital	41 (2.0%)	49	-16.3%
Other	56 (2.7%)	81	-30.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	59.8%	84.7%	92.9%	96.3%	99.0%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.2%	16.3%	38.3%	58.1%	83.1%	94.0%	96.7%	99.1%
Patient left without, or before completing, treatment	39.3%	75.0%	92.9%	96.4%	100%	100%	100%	100%
Transferred to another hospital	2.4%	7.3%	26.8%	39.0%	65.9%	87.8%	95.1%	100%
All presentations	49.9%	72.2%	82.9%	89.1%	95.8%	98.6%	99.3%	99.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,072 patients

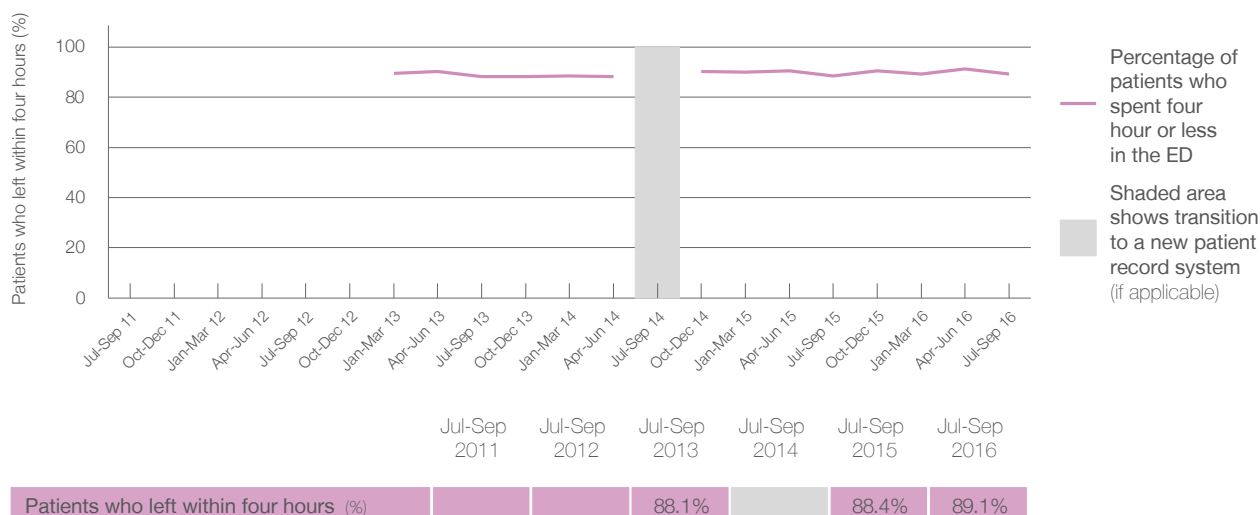
Presentations used to calculate time to leaving the ED: ⁶ 2,072 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,382	-13.0%
2,382	-13.0%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Forbes District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,856 patients

Emergency presentations:² 1,619 patients

Same period last year	Change since one year ago
2,512	-26.1%
1,964	-17.6%

Forbes District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 16 minutes

95th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 526 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 192 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 731 patients

Median time to start treatment⁴ 31 minutes

95th percentile time to start treatment⁵ 209 minutes

Same period last year	NSW (this period)
81	
6 minutes	8 minutes
*	41 minutes
275	
15 minutes	21 minutes
54 minutes	103 minutes
797	
26 minutes	27 minutes
111 minutes	139 minutes
806	
23 minutes	24 minutes
126 minutes	138 minutes

Forbes District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,855 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
2,512	-26.2%
96.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

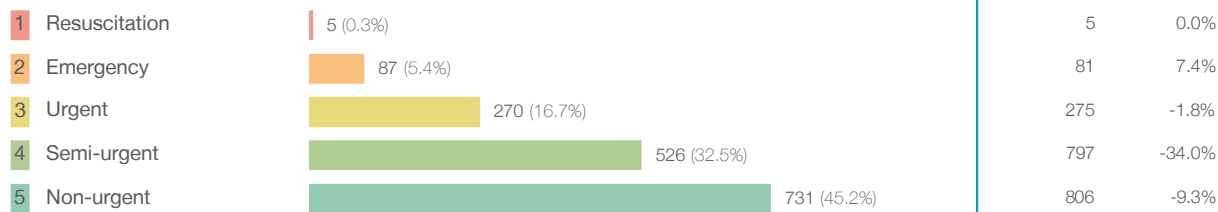
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Forbes District Hospital: Patients presenting to the emergency department

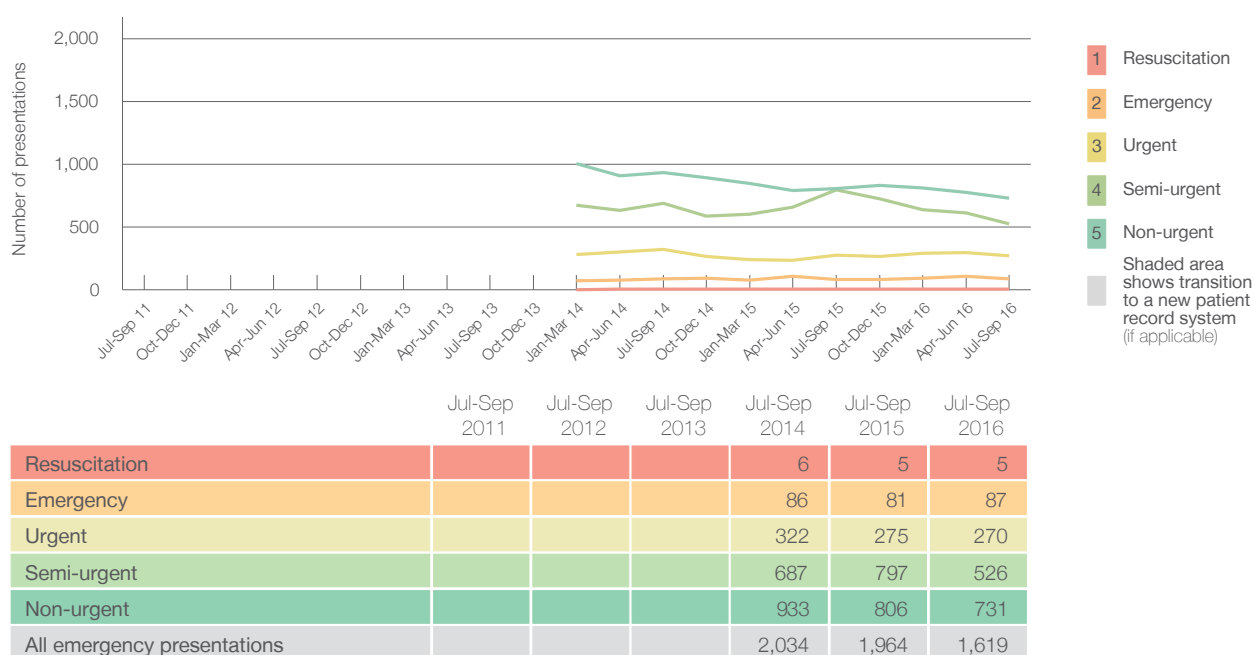
July to September 2016

All presentations:¹ 1,856 patients

Emergency presentations² by triage category: 1,619 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Forbes District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 145 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Forbes District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 87

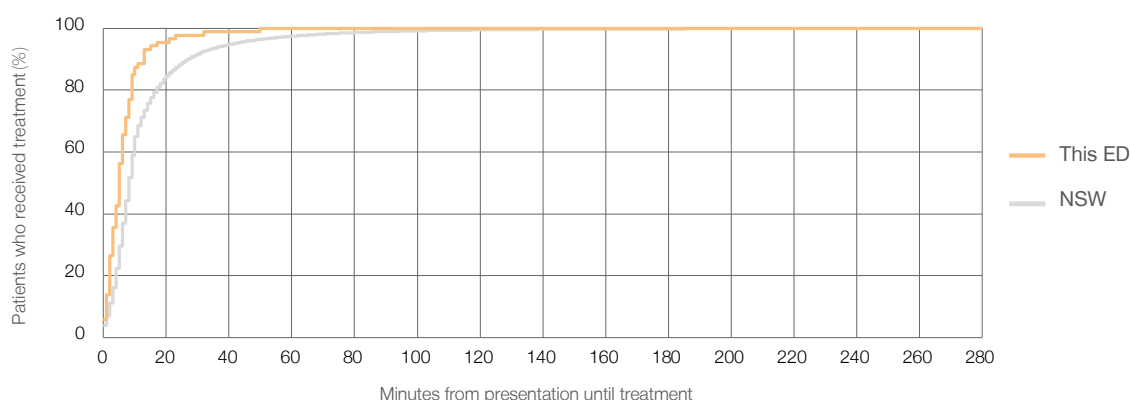
Number of triage 2 patients used to calculate waiting time: ³ 87

Median time to start treatment ⁴ 5 minutes

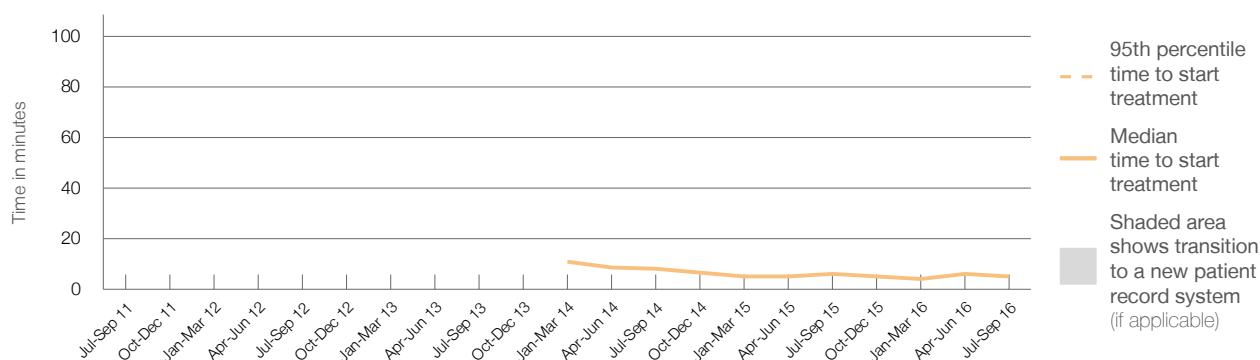
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
81	81
6 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				8	6	5
95th percentile time to start treatment 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.

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Forbes District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 270

Number of triage 3 patients used to calculate waiting time:³ 268

Median time to start treatment⁴

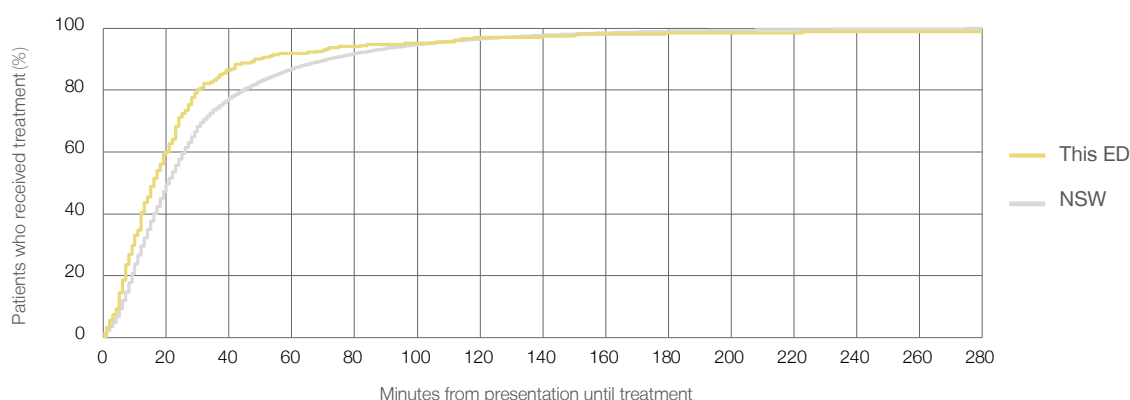
16 minutes

95th percentile time to start treatment⁵

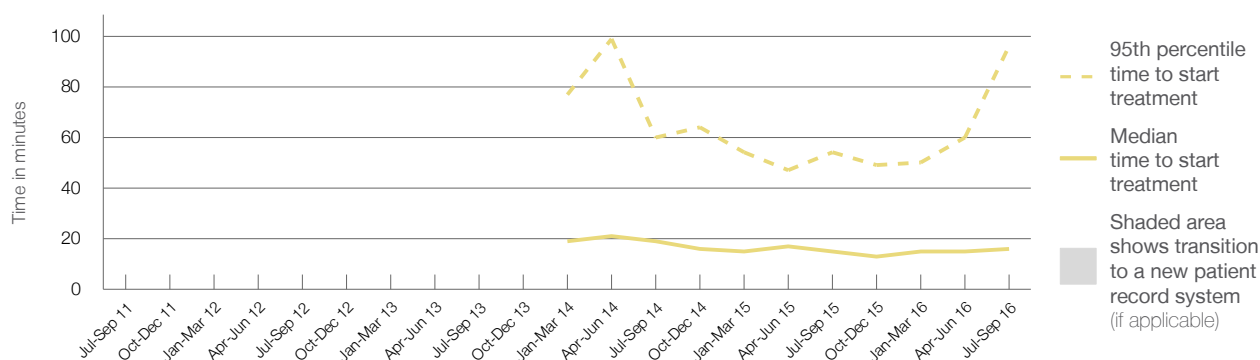
96 minutes

Same period last year	NSW (this period)
275	
271	
15 minutes	21 minutes
54 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				19	15	16
95th percentile time to start treatment ⁵ (minutes)				60	54	96

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Forbes District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 526

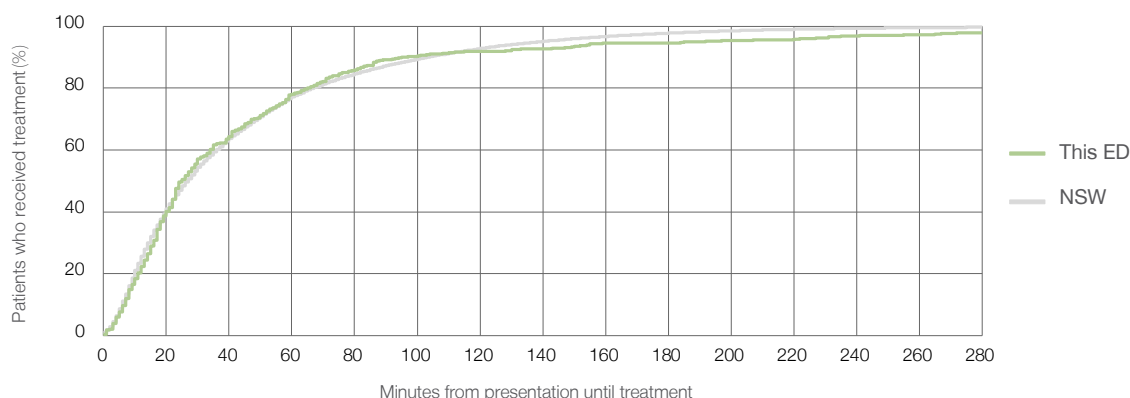
Number of triage 4 patients used to calculate waiting time:³ 492

Median time to start treatment⁴ 25 minutes

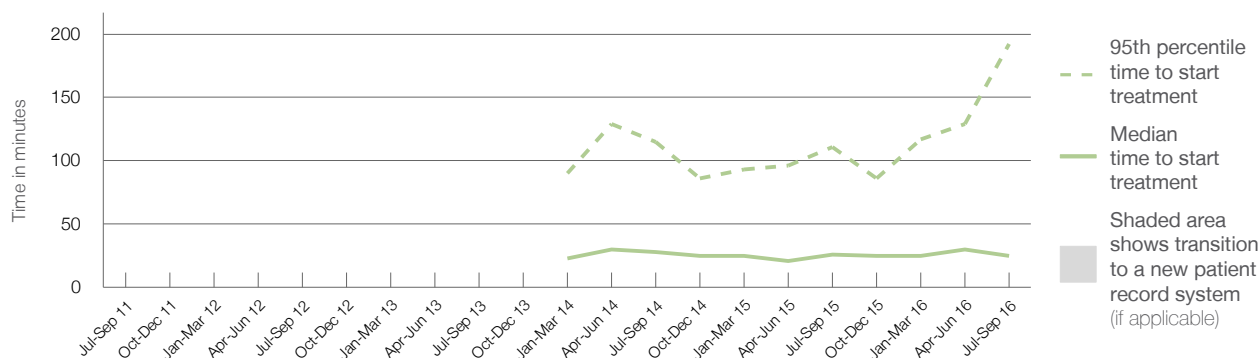
95th percentile time to start treatment⁵ 192 minutes

Same period last year	NSW (this period)
797	
751	
26 minutes	27 minutes
111 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				28	26	25
95th percentile time to start treatment ⁵ (minutes)				115	111	192

(†) 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.

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Forbes District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 731

Number of triage 5 patients used to calculate waiting time:³ 639

Median time to start treatment⁴

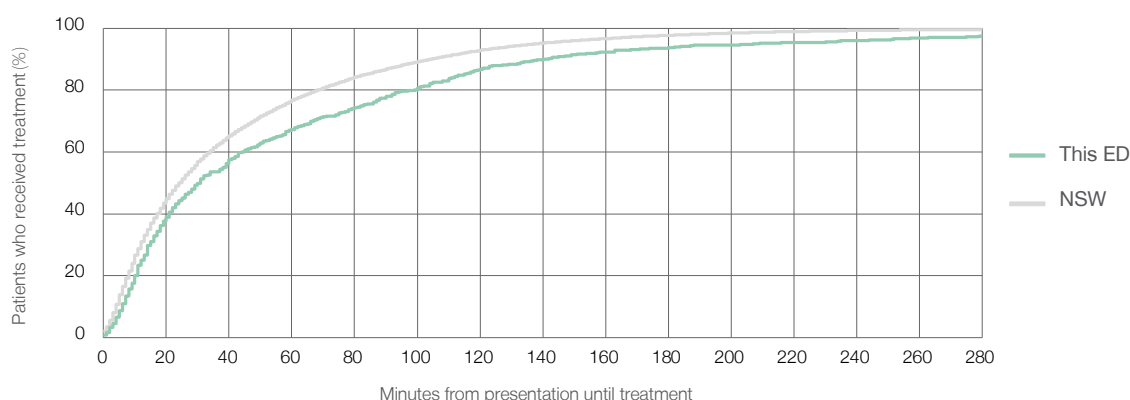
31 minutes

95th percentile time to start treatment⁵

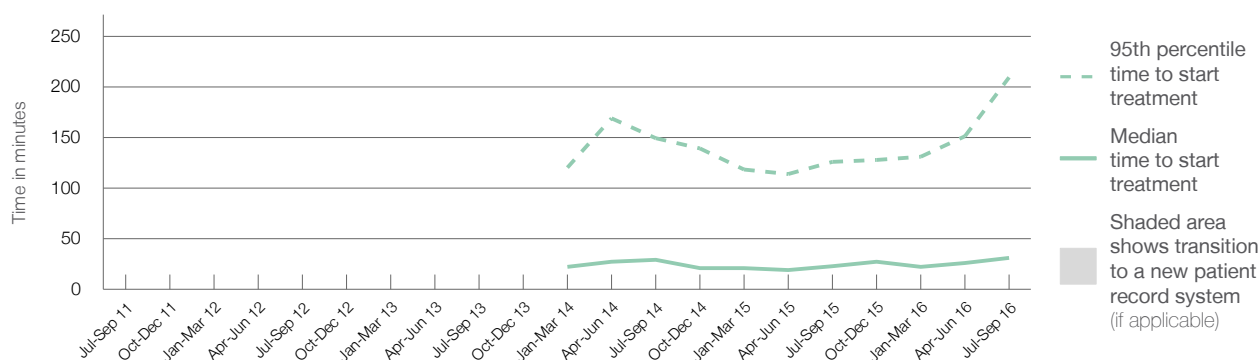
209 minutes

Same period last year	NSW (this period)
806	
734	
23 minutes	24 minutes
126 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				29	23	31
95th percentile time to start treatment ⁵ (minutes)				149	126	209

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,856 patients

Presentations used to calculate time to leaving the ED:⁶ 1,855 patients

Median time spent in the ED⁸

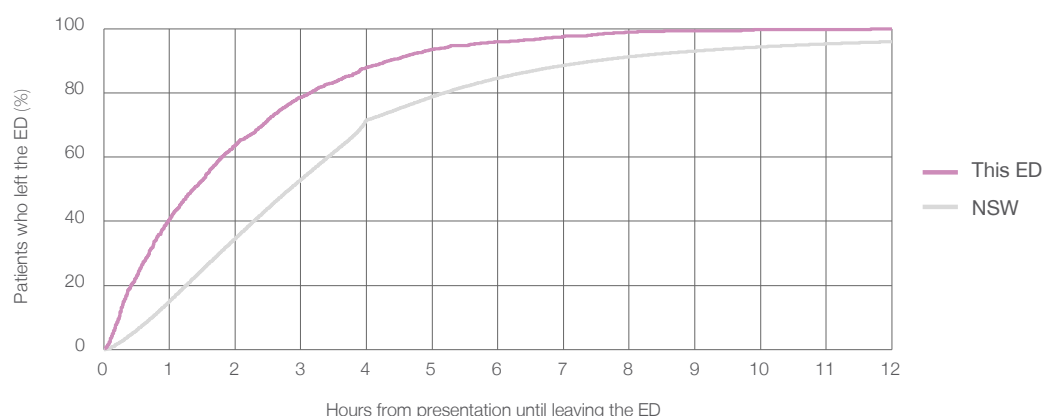
1 hours and 22 minutes

95th percentile time spent in the ED⁹

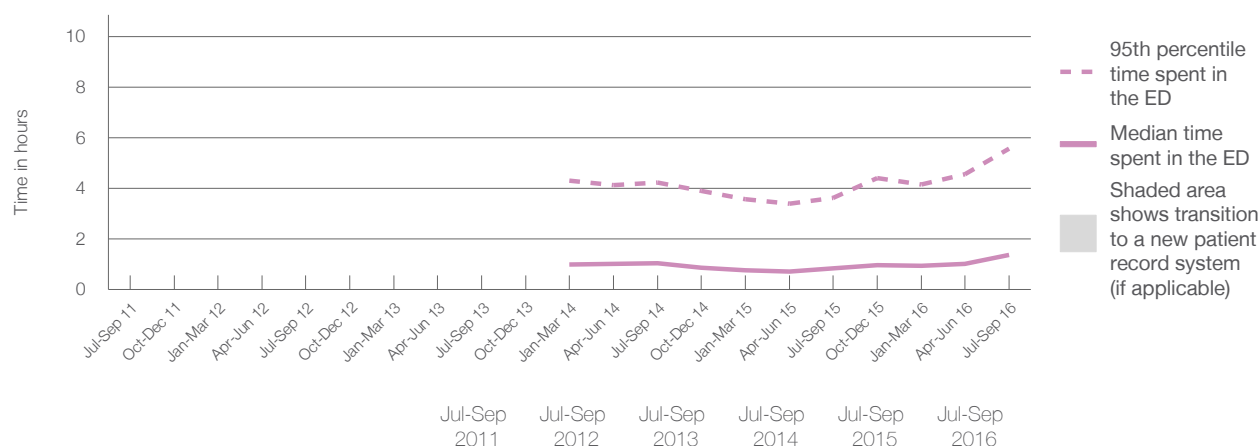
5 hours and 35 minutes

Same period last year	NSW (this period)
2,512	
2,512	
0 hours and 51 minutes	2 hours and 50 minutes
3 hours and 37 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 3m	0h 51m	1h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 14m	3h 37m	5h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Forbes District Hospital: Time patients spent in the ED

By mode of separation

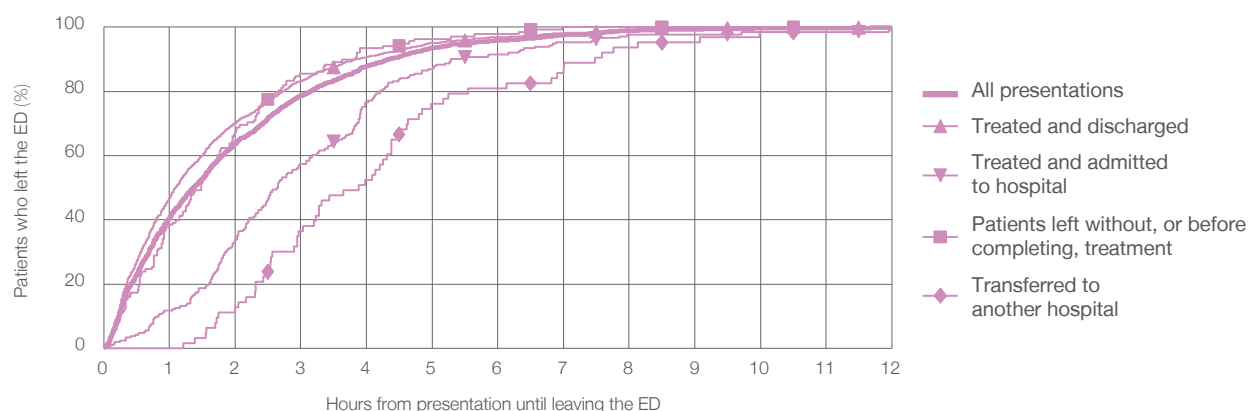
July to September 2016

All presentations:[†] 1,856 patients

Presentations used to calculate time to leaving the ED:[‡] 1,855 patients

		Same period last year	Change since one year ago
Treated and discharged	1,426 (76.8%)	2,512	-26.2%
Treated and admitted to hospital	214 (11.5%)	2,157	-33.9%
Patient left without, or before completing, treatment	138 (7.4%)	217	-1.4%
Transferred to another hospital	63 (3.4%)	80	72.5%
Other	15 (0.8%)	56	12.5%
		2	650.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	46.9%	70.3%	83.2%	90.8%	96.9%	99.3%	99.9%	100%
Treated and admitted to hospital	11.7%	33.6%	57.5%	76.6%	91.6%	97.7%	98.6%	99.1%
Patient left without, or before completing, treatment	38.4%	67.4%	85.5%	93.5%	97.8%	100%	100%	100%
Transferred to another hospital	0%	12.7%	36.5%	52.4%	81.0%	93.7%	98.4%	100%
All presentations	40.7%	63.8%	78.7%	88.0%	95.8%	99.0%	99.7%	99.9%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,856 patients

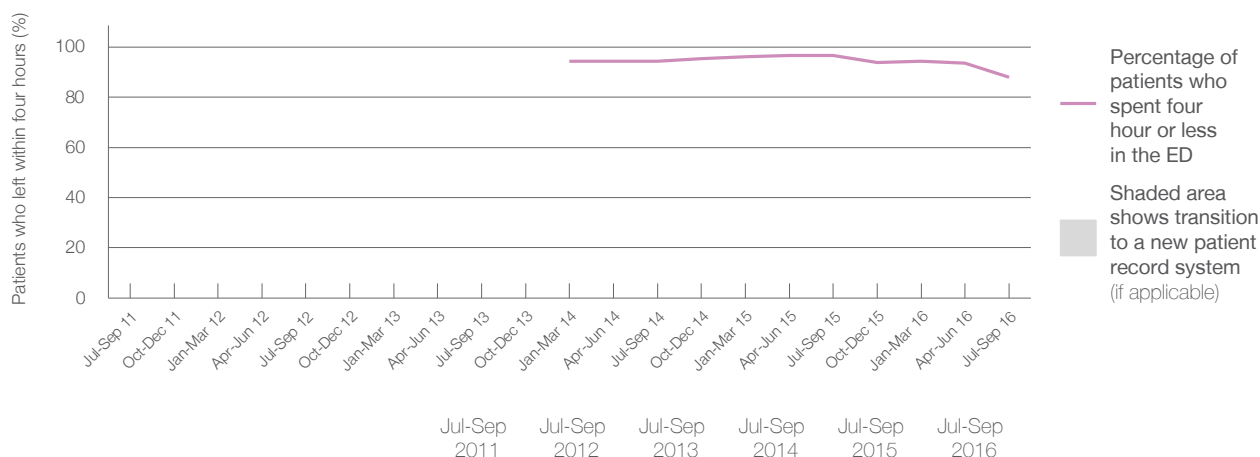
Presentations used to calculate time to leaving the ED: ⁶ 1,855 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,512	-26.1%
2,512	-26.2%
96.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

94.2% 96.6% 88.0%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Gunnedah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,951 patients

Emergency presentations:² 1,828 patients

Same period last year	Change since one year ago
2,128	-8.3%
2,054	-11.0%

Gunnedah District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 94 patients

Median time to start treatment⁴ 3 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 445 patients

Median time to start treatment⁴ 17 minutes

95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,132 patients

Median time to start treatment⁴ 34 minutes

95th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 152 patients

Median time to start treatment⁴ 24 minutes

95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
143	
4 minutes	8 minutes
27 minutes	41 minutes
479	
17 minutes	21 minutes
87 minutes	103 minutes
1,157	
29 minutes	27 minutes
118 minutes	139 minutes
269	
17 minutes	24 minutes
105 minutes	138 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,951 patients

Percentage of patients who spent four hours or less in the ED

88.6%

Same period last year	Change since one year ago
2,128	-8.3%
89.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

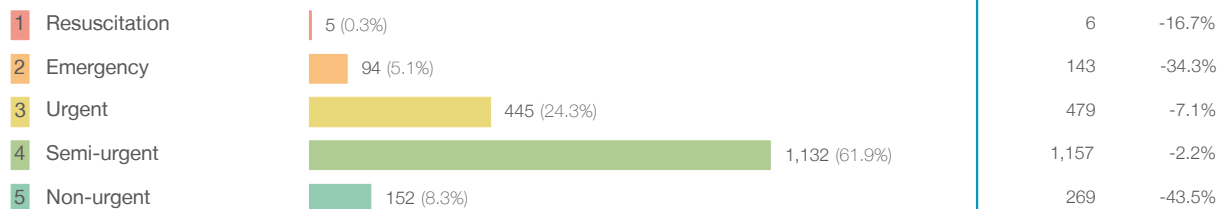
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Gunnedah District Hospital: Patients presenting to the emergency department

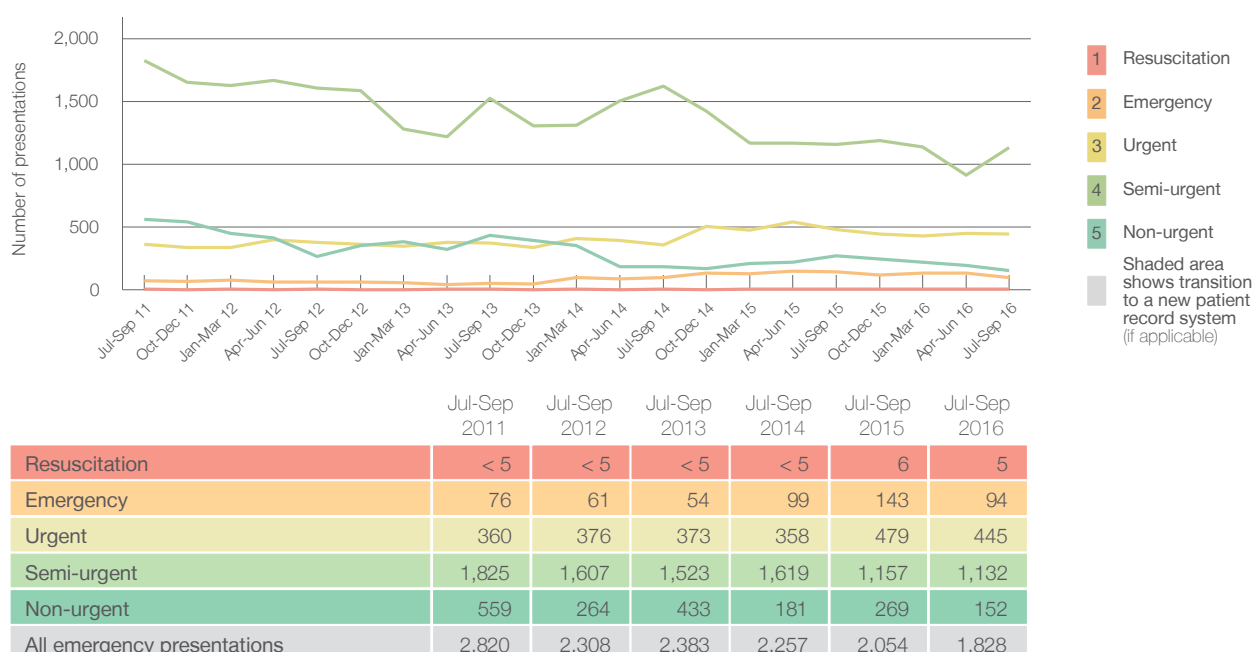
July to September 2016

All presentations:¹ 1,951 patients

Emergency presentations² by triage category: 1,828 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Gunnedah District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 170 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 94

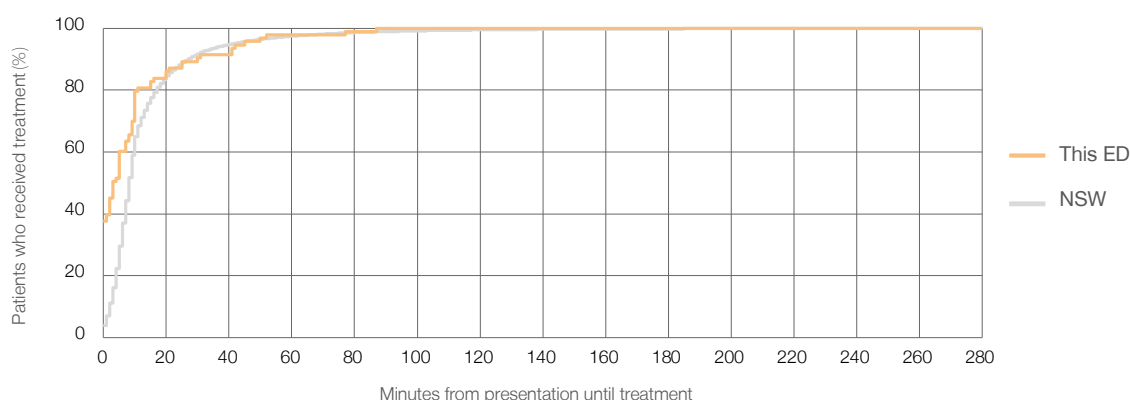
Number of triage 2 patients used to calculate waiting time: ³ 93

Median time to start treatment ⁴ 3 minutes

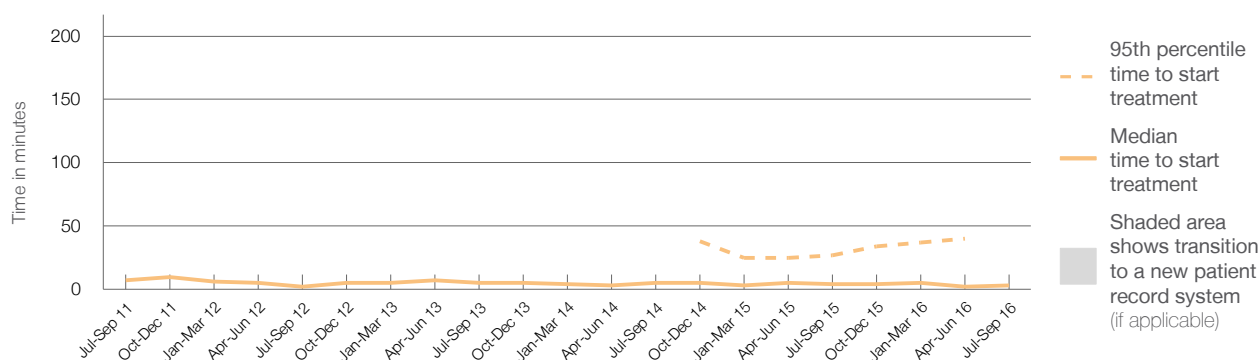
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
143	
142	
4 minutes	8 minutes
27 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	2	5	5	4	3
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 445

Number of triage 3 patients used to calculate waiting time:³ 432

Median time to start treatment⁴

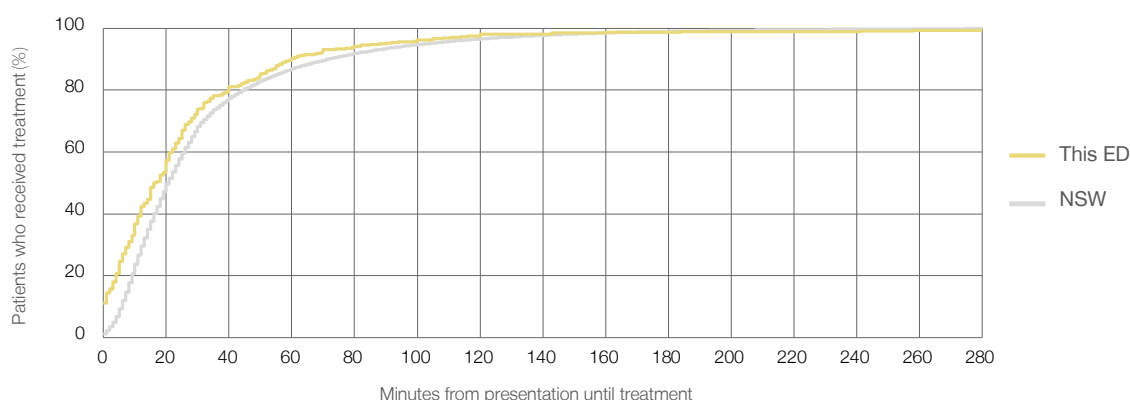
17 minutes

95th percentile time to start treatment⁵

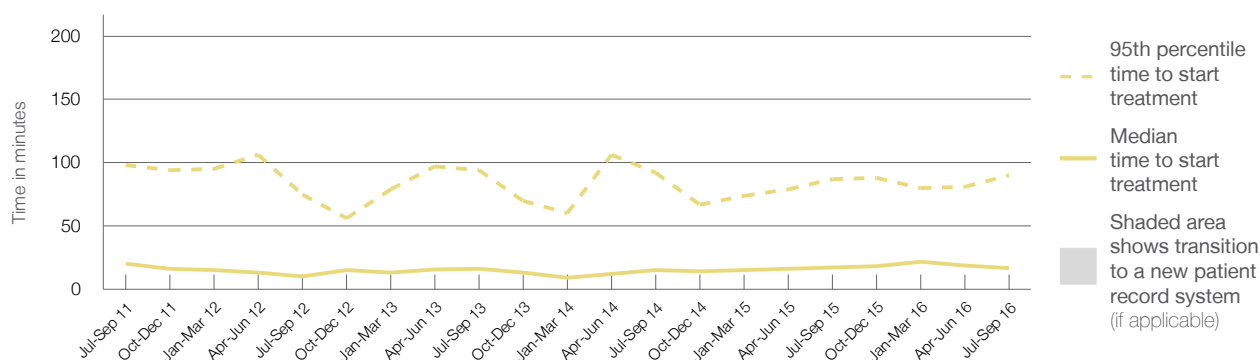
90 minutes

Same period last year	NSW (this period)
479	
475	
17 minutes	21 minutes
87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	10	16	15	17	17
95th percentile time to start treatment ⁵ (minutes)	98	75	94	92	87	90

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,132

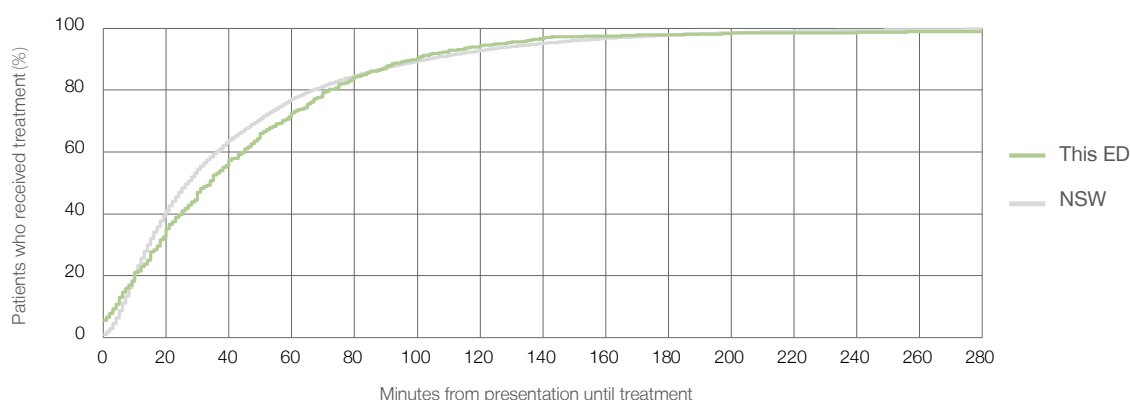
Number of triage 4 patients used to calculate waiting time: ³ 1,084

Median time to start treatment ⁴ 34 minutes

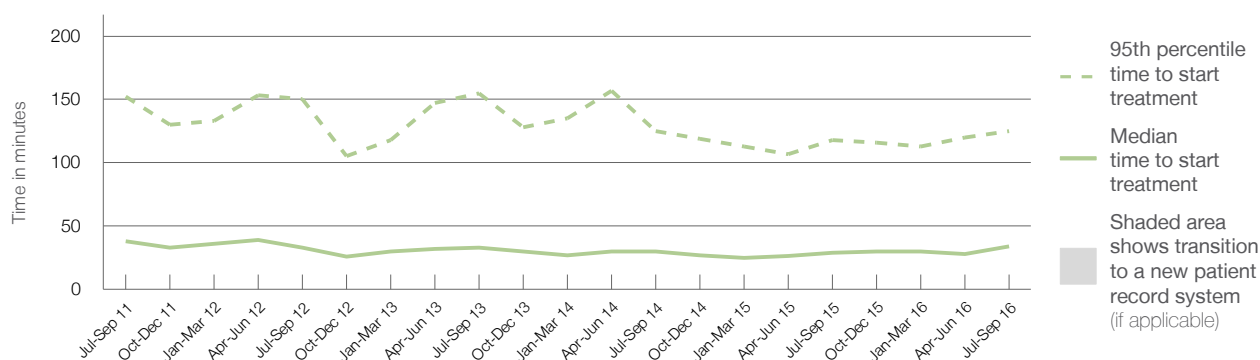
95th percentile time to start treatment ⁵ 125 minutes

Same period last year	NSW (this period)
1,157	
1,114	
29 minutes	27 minutes
118 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	33	33	30	29	34
95th percentile time to start treatment ⁵ (minutes)	152	150	155	125	118	125

(†) 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.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 152

Number of triage 5 patients used to calculate waiting time:³ 139

Median time to start treatment⁴

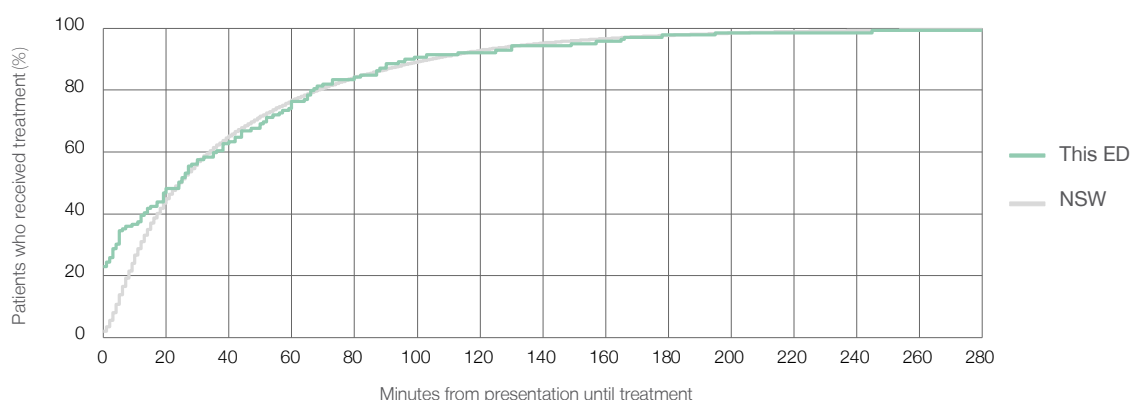
24 minutes

95th percentile time to start treatment⁵

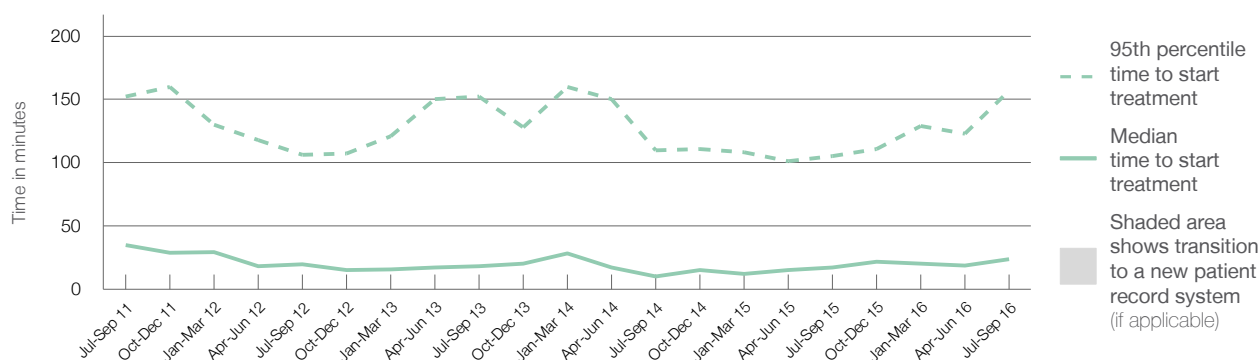
157 minutes

Same period last year	NSW (this period)
269	
247	
17 minutes	24 minutes
105 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	20	18	10	17	24
95th percentile time to start treatment ⁵ (minutes)	152	106	152	110	105	157

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,951 patients

Presentations used to calculate time to leaving the ED:⁶ 1,951 patients

Median time spent in the ED⁸

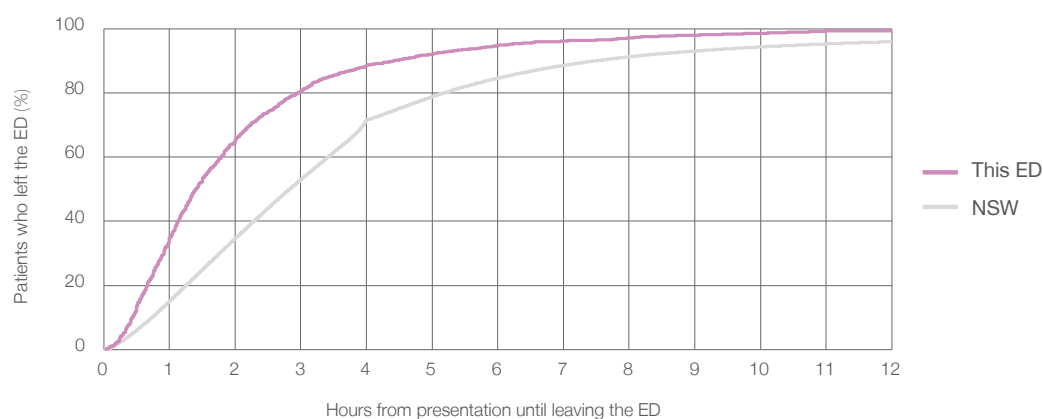
1 hours and 25 minutes

95th percentile time spent in the ED⁹

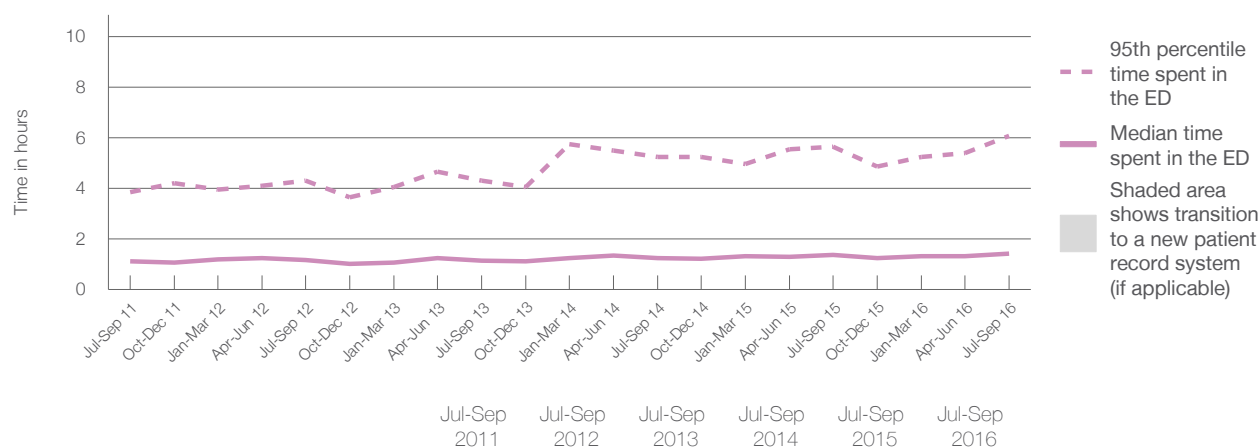
6 hours and 5 minutes

Same period last year	NSW (this period)
2,128	
2,128	
1 hours and 22 minutes	2 hours and 50 minutes
5 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 8m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 52m	4h 18m	4h 19m	5h 15m	5h 39m	6h 5m

(†) 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.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

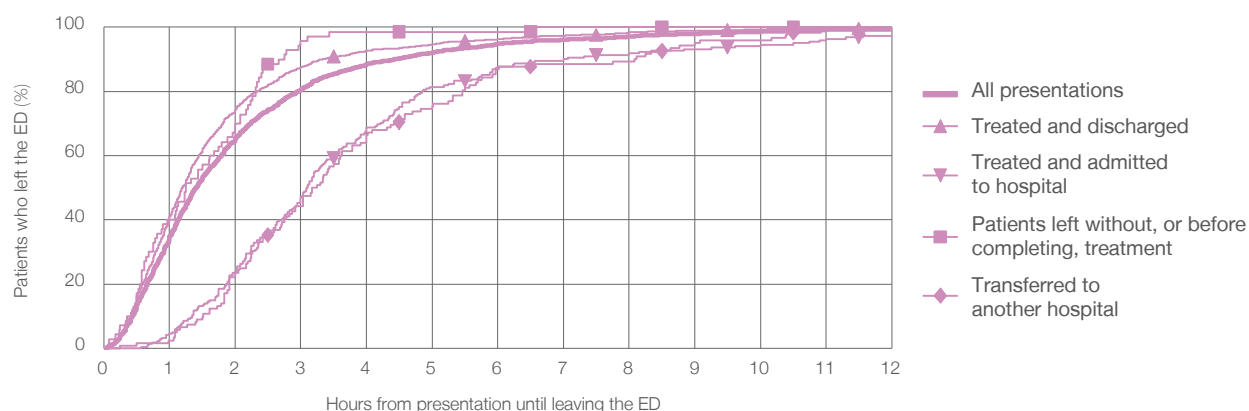
July to September 2016

All presentations:[†] 1,951 patients

Presentations used to calculate time to leaving the ED:[‡] 1,951 patients

		Same period last year	Change since one year ago
Treated and discharged	1,519 (77.9%)	1,650	-7.9%
Treated and admitted to hospital	221 (11.3%)	238	-7.1%
Patient left without, or before completing, treatment	70 (3.6%)	94	-25.5%
Transferred to another hospital	122 (6.3%)	140	-12.9%
Other	19 (1.0%)	6	216.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	41.1%	74.5%	87.5%	92.7%	96.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	4.5%	23.5%	47.1%	68.8%	87.8%	91.9%	94.6%	97.3%
Patient left without, or before completing, treatment	40.0%	70.0%	95.7%	98.6%	98.6%	100%	100%	100%
Transferred to another hospital	2.5%	23.8%	44.3%	66.4%	86.9%	89.3%	95.9%	100%
All presentations	34.8%	65.5%	80.6%	88.6%	94.8%	97.1%	98.6%	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.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,951 patients

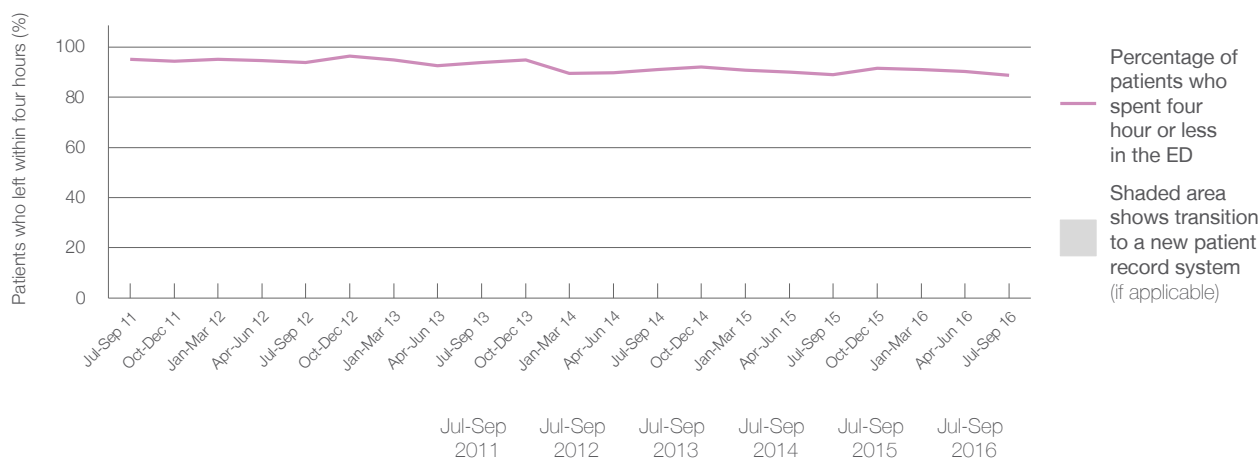
Presentations used to calculate time to leaving the ED: ⁶ 1,951 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,128	-8.3%
2,128	-8.3%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.2%	93.9%	93.8%	91.0%	89.0%	88.6%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Inverell District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,082 patients

Emergency presentations:² 1,999 patients

Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 239 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 690 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 856 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
214	
4 minutes	8 minutes
25 minutes	41 minutes
562	
11 minutes	21 minutes
81 minutes	103 minutes
870	
25 minutes	27 minutes
110 minutes	139 minutes
210	
13 minutes	24 minutes
92 minutes	138 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
1,986	4.8%
87.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

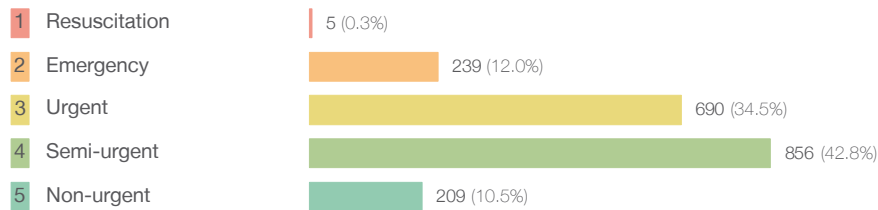
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Inverell District Hospital: Patients presenting to the emergency department

July to September 2016

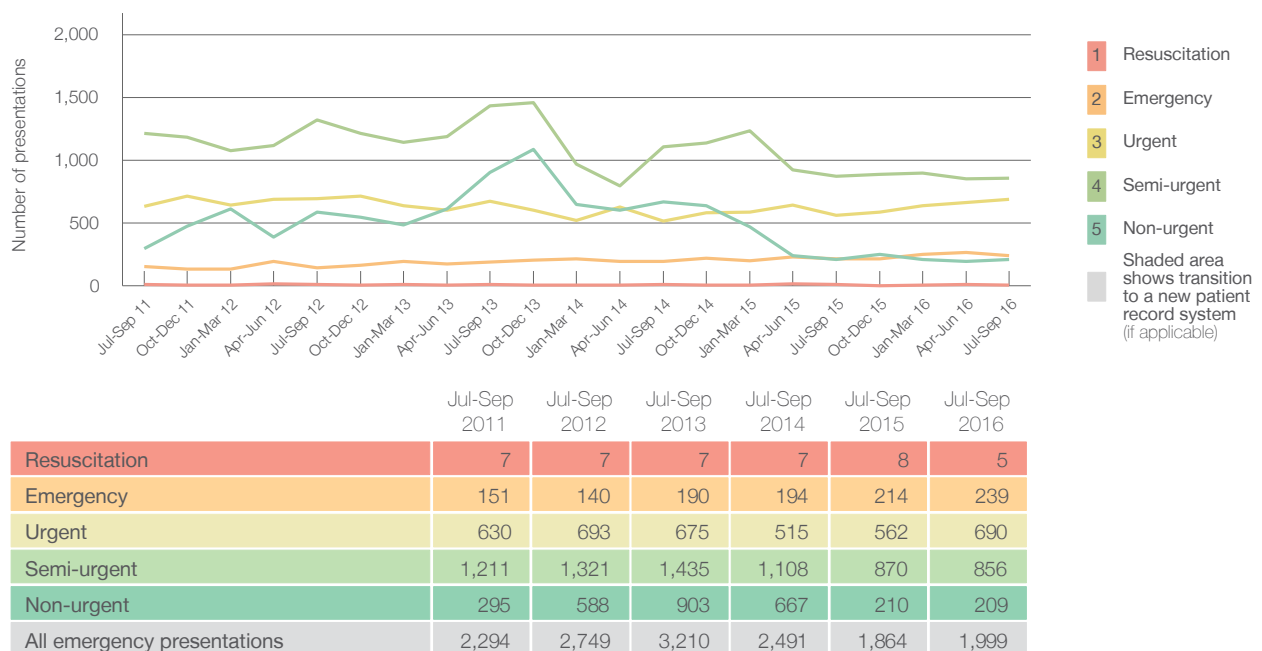
All presentations:¹ 2,082 patients

Emergency presentations² by triage category: 1,999 patients



Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%
8	-37.5%
214	11.7%
562	22.8%
870	-1.6%
210	-0.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Inverell District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 314 patients^{**}

ED Transfer of care time



Same period last year	Change since one year ago
191	
5 minutes	1 minute
29 minutes	-3 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 239

Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴

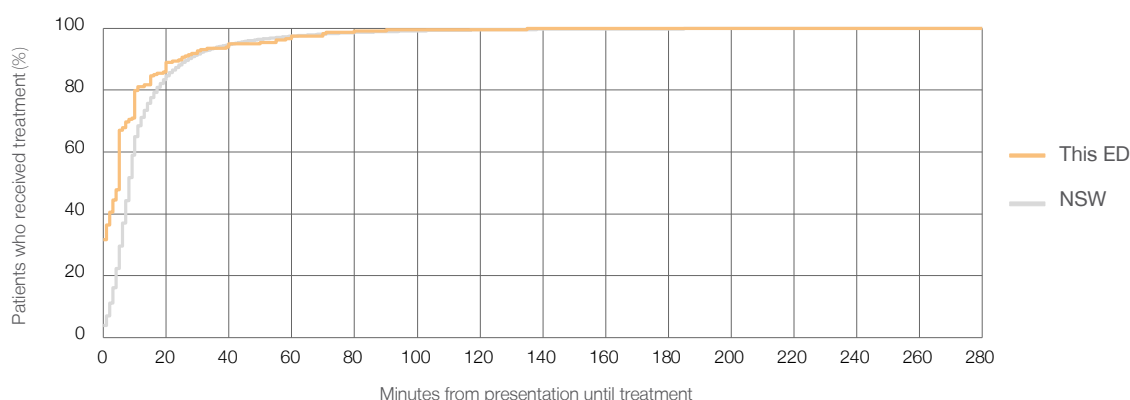
5 minutes

95th percentile time to start treatment⁵

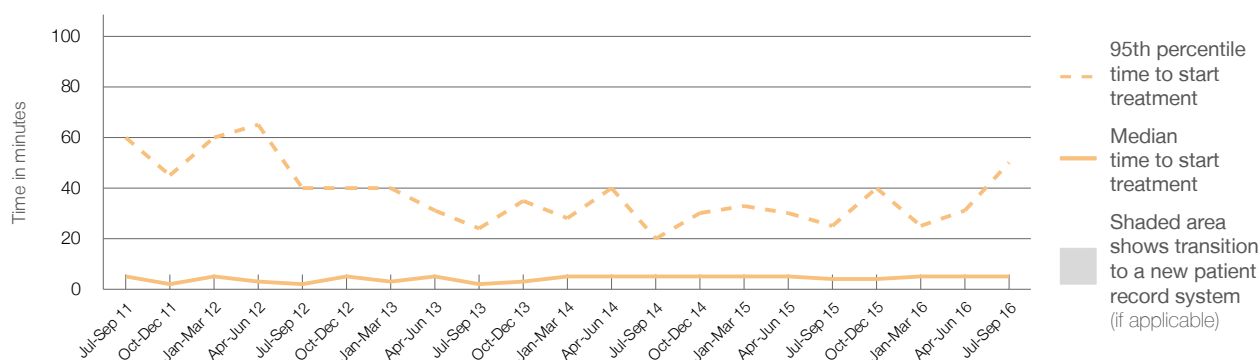
50 minutes

Same period last year	NSW (this period)
214	
210	
4 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	5	4	5
95th percentile time to start treatment ⁵ (minutes)	60	40	24	20	25	50

(†) 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.

Inverell District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 690

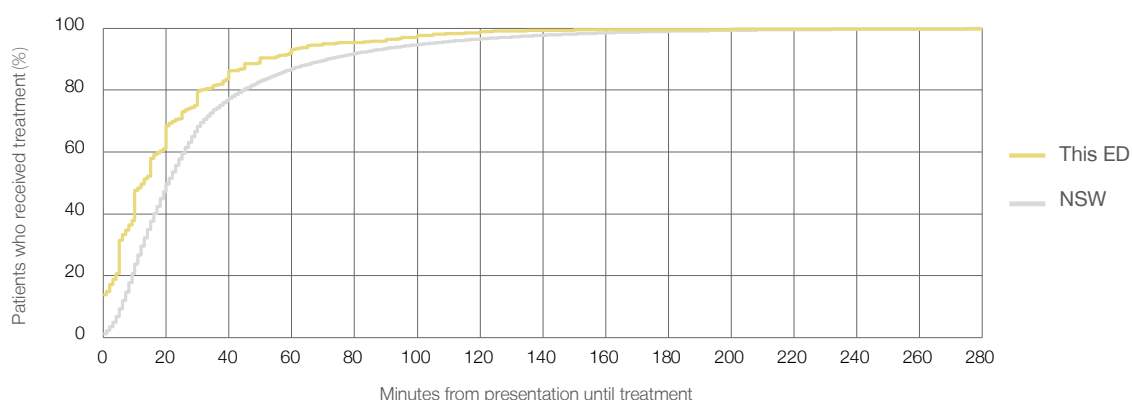
Number of triage 3 patients used to calculate waiting time:³ 660

Median time to start treatment⁴ 13 minutes

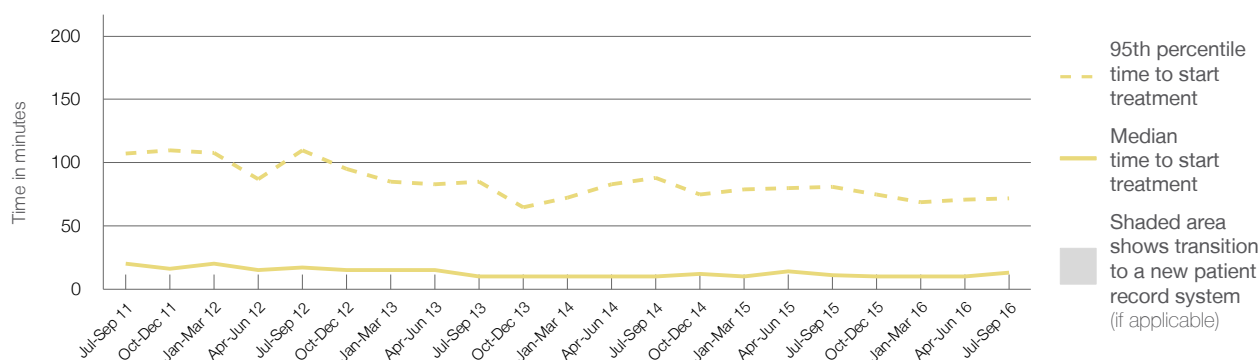
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
562	
550	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	10	10	11	13
95th percentile time to start treatment ⁵ (minutes)	107	110	85	88	81	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.

Inverell District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 856

Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴

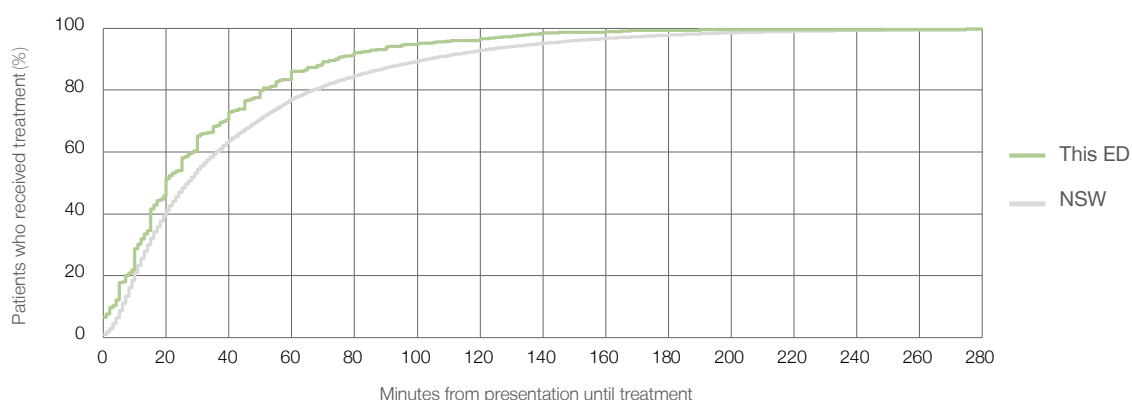
20 minutes

95th percentile time to start treatment⁵

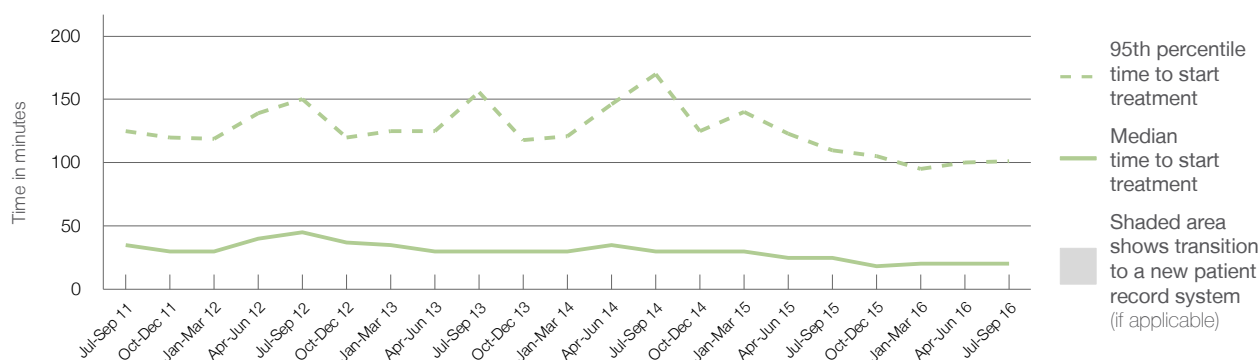
101 minutes

Same period last year	NSW (this period)
870	
803	
25 minutes	27 minutes
110 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	45	30	30	25	20
95th percentile time to start treatment ⁵ (minutes)	125	150	156	170	110	101

(†) 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.

Inverell District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 209

Number of triage 5 patients used to calculate waiting time:³ 167

Median time to start treatment⁴

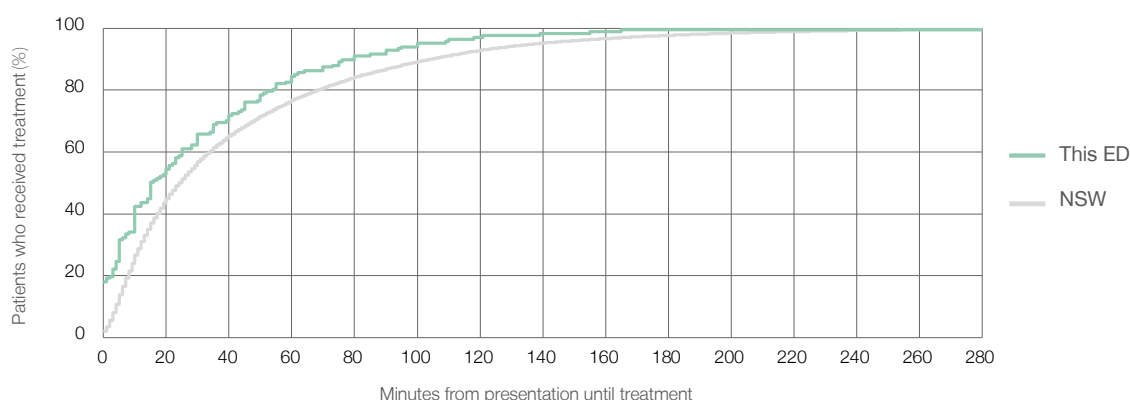
15 minutes

95th percentile time to start treatment⁵

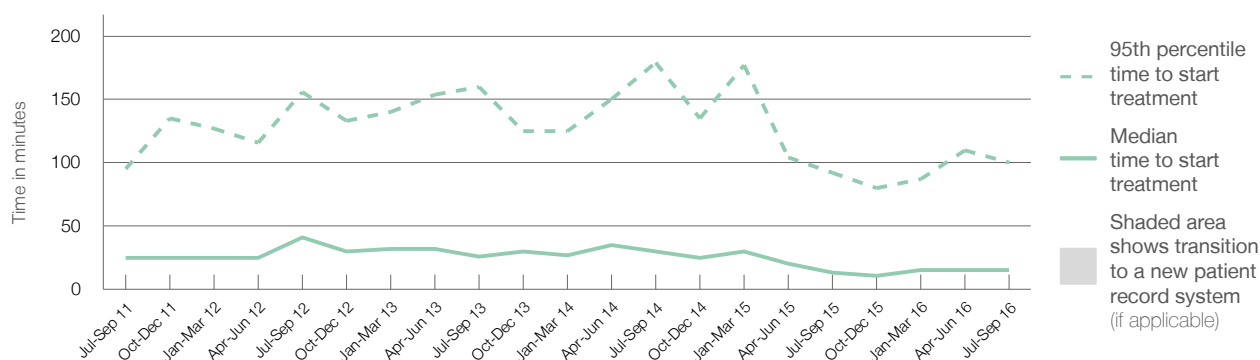
100 minutes

Same period last year	NSW (this period)
210	
181	
13 minutes	24 minutes
92 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	41	26	30	13	15
95th percentile time to start treatment ⁵ (minutes)	95	156	160	179	92	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.

Inverell District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,082 patients

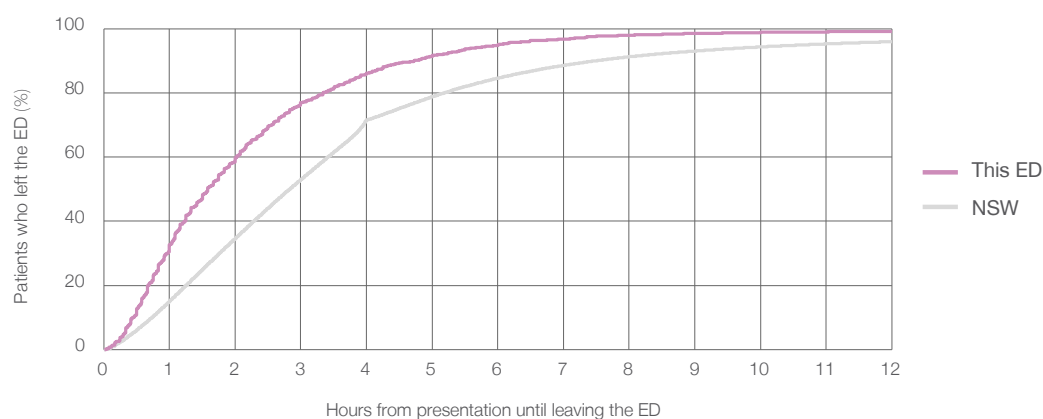
Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

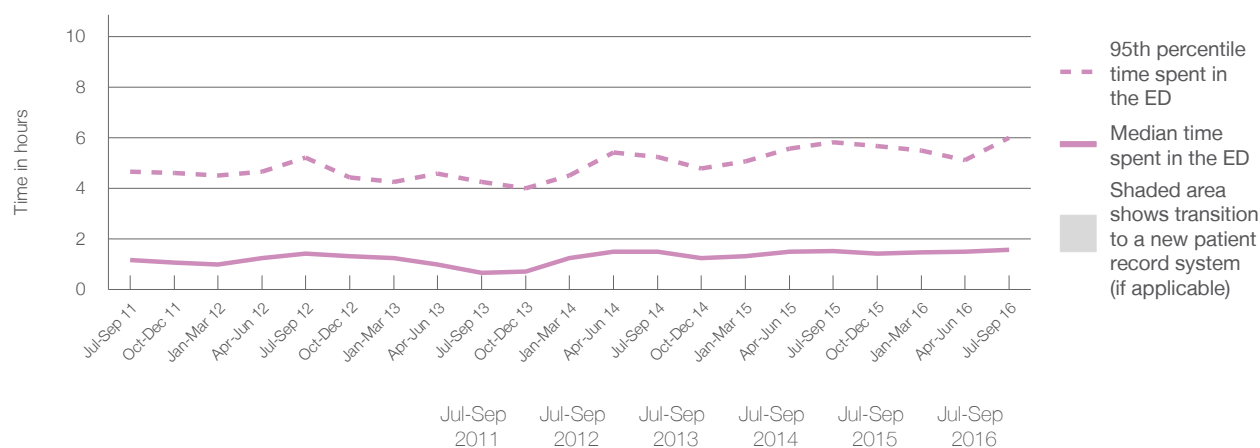
95th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
1,986	
1,986	
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	5h 13m	4h 15m	5h 15m	5h 50m	6h 0m

(†) 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.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

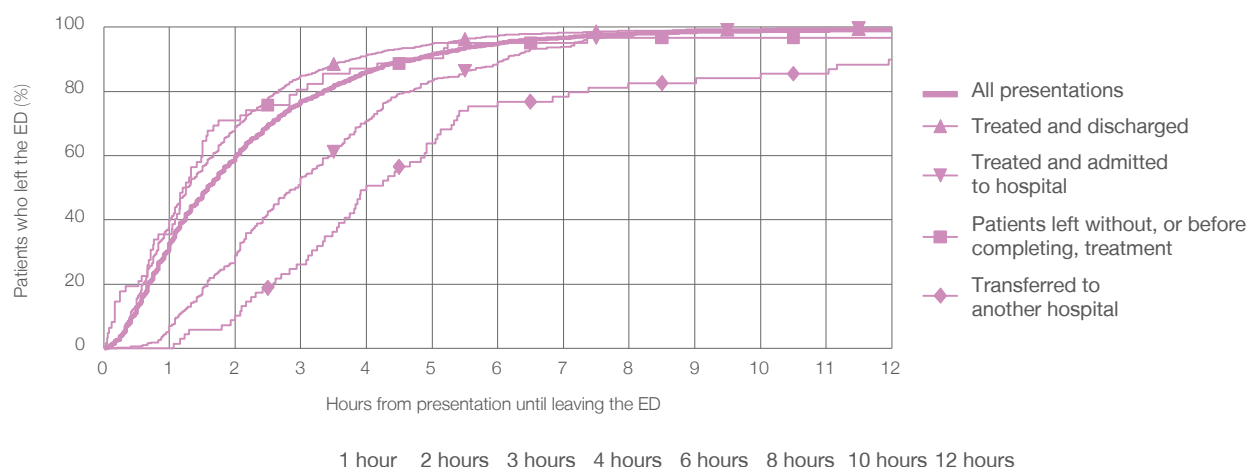
July to September 2016

All presentations:[†] 2,082 patients

Presentations used to calculate time to leaving the ED:[‡] 2,082 patients

		Same period last year	Change since one year ago
		1,986	4.8%
Treated and discharged	1,524 (73.2%)	1,386	10.0%
Treated and admitted to hospital	384 (18.4%)	410	-6.3%
Patient left without, or before completing, treatment	62 (3.0%)	64	-3.1%
Transferred to another hospital	69 (3.3%)	77	-10.4%
Other	43 (2.1%)	49	-12.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.0%	69.0%	84.8%	91.3%	97.4%	98.8%	99.5%	99.5%
Treated and admitted to hospital	7.0%	28.9%	53.1%	70.8%	89.1%	97.4%	99.2%	99.7%
Patient left without, or before completing, treatment	35.5%	71.0%	80.6%	87.1%	95.2%	96.8%	96.8%	96.8%
Transferred to another hospital	0%	10.1%	26.1%	50.7%	76.8%	82.6%	85.5%	89.9%
All presentations	32.7%	59.9%	77.0%	86.1%	95.0%	97.9%	98.9%	99.2%

(†) 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.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,082 patients

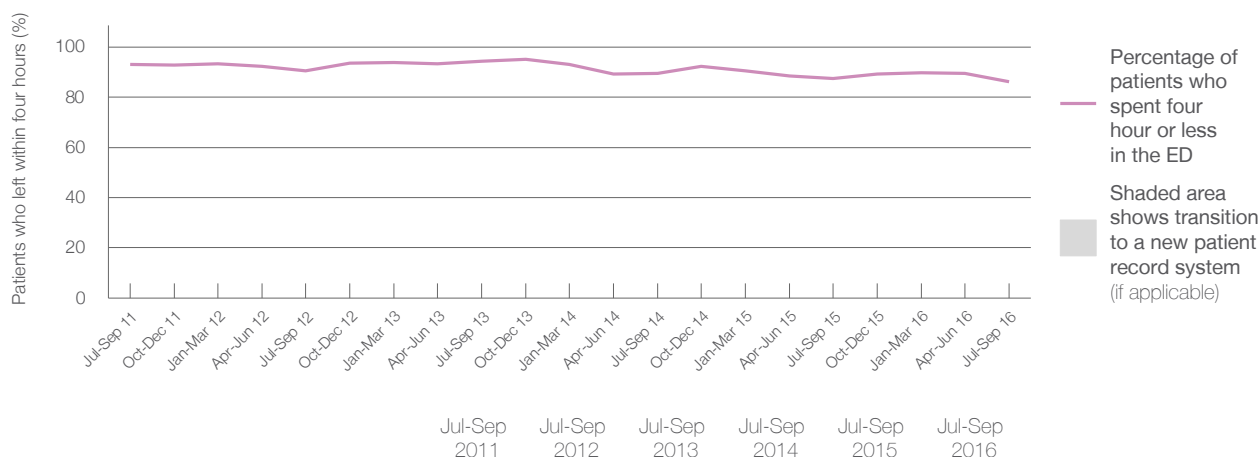
Presentations used to calculate time to leaving the ED: ⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,986	4.8%
1,986	4.8%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	93.0%	90.6%	94.3%	89.5%	87.4%	86.1%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Kempsey Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,451 patients

Emergency presentations:² 6,349 patients

Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%

Kempsey Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,304 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,628 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 581 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
646	
11 minutes	8 minutes
34 minutes	41 minutes
2,011	
19 minutes	21 minutes
70 minutes	103 minutes
2,631	
21 minutes	27 minutes
89 minutes	139 minutes
642	
19 minutes	24 minutes
89 minutes	138 minutes

Kempsey Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,448 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
6,225	3.6%
86.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

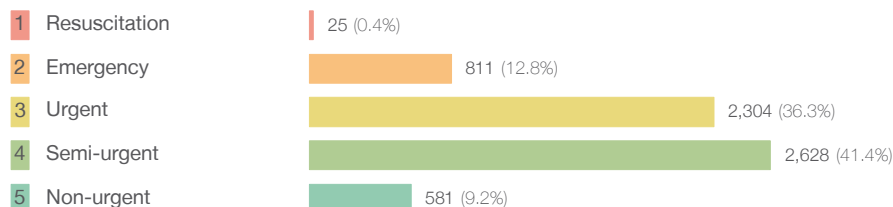
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kempsey Hospital: Patients presenting to the emergency department

July to September 2016

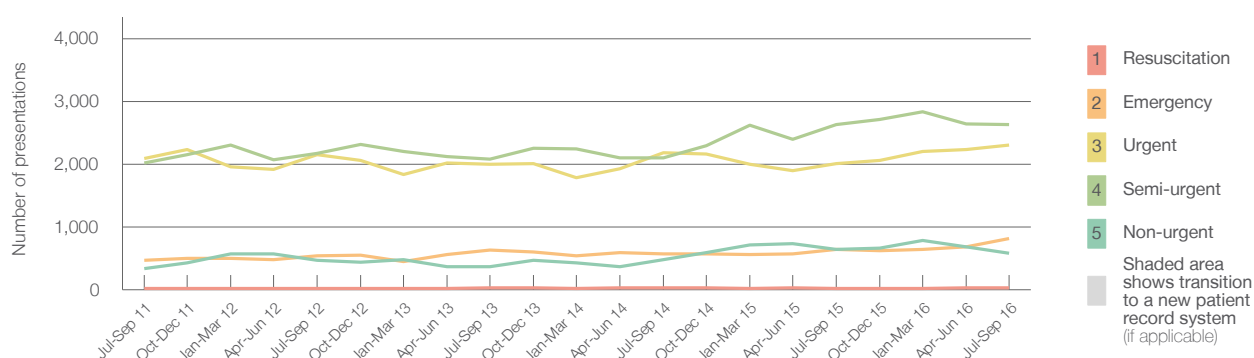
All presentations:¹ 6,451 patients

Emergency presentations² by triage category: 6,349 patients



Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%
22	13.6%
646	25.5%
2,011	14.6%
2,631	-0.1%
642	-9.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	22	32	34	22	25
Emergency	469	540	631	566	646	811
Urgent	2,092	2,153	1,999	2,180	2,011	2,304
Semi-urgent	2,022	2,169	2,076	2,098	2,631	2,628
Non-urgent	337	471	363	474	642	581
All emergency presentations	4,941	5,355	5,101	5,352	5,952	6,349

Kempsey Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 816 patients

ED Transfer of care time



Same period last year	Change since one year ago
752	
14 minutes	1 minutes
46 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.

Kempsey Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 811

Number of triage 2 patients used to calculate waiting time: ³ 809

Median time to start treatment ⁴

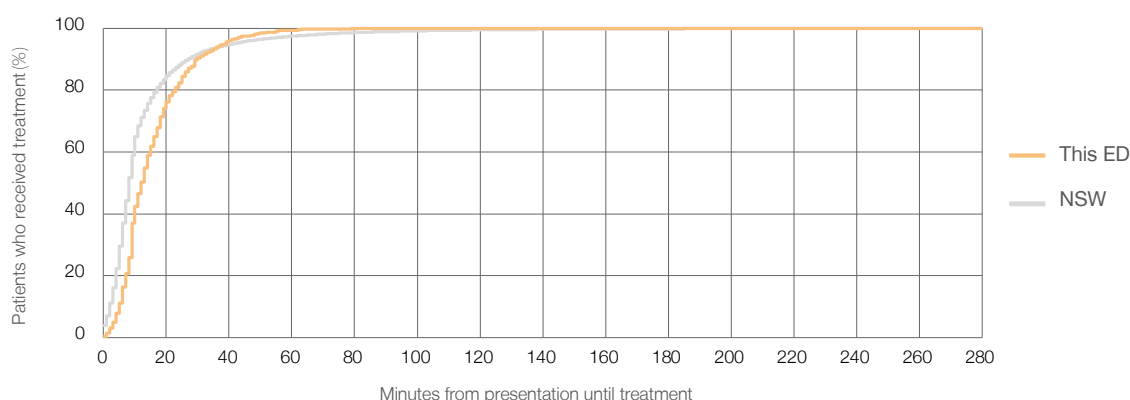
12 minutes

95th percentile time to start treatment ⁵

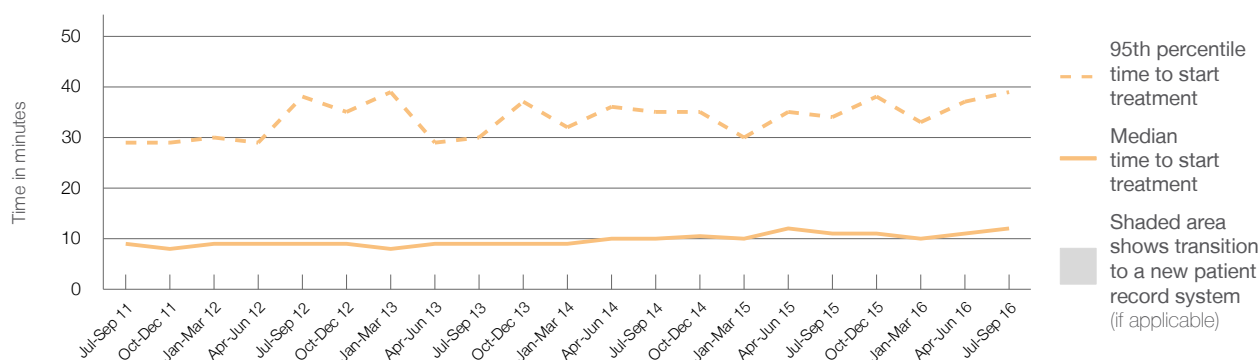
39 minutes

Same period last year	NSW (this period)
646	
644	
11 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	11	12
95th percentile time to start treatment ⁵ (minutes)	29	38	30	35	34	39

(†) 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.

Kempsey Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,304

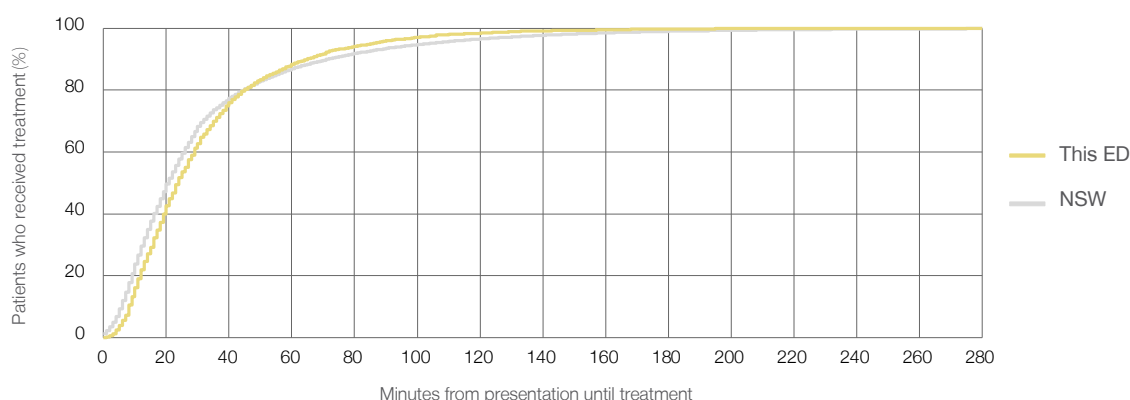
Number of triage 3 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 24 minutes

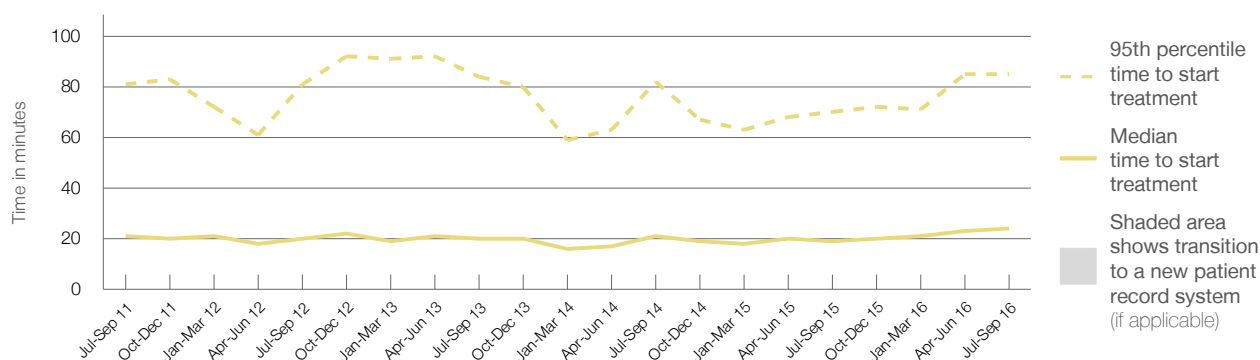
95th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,011	
1,993	
19 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	20	20	21	19	24
95th percentile time to start treatment ⁵ (minutes)	81	81	84	82	70	85

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,628

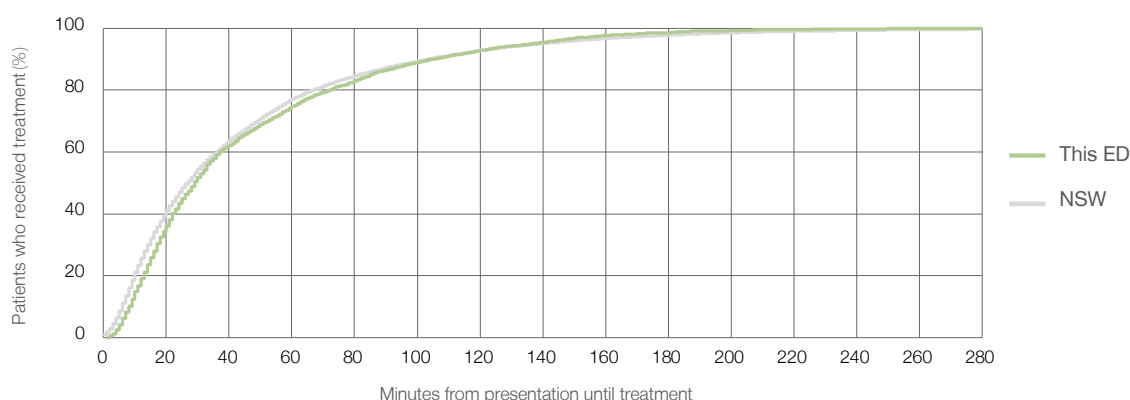
Number of triage 4 patients used to calculate waiting time:³ 2,517

Median time to start treatment⁴ 29 minutes

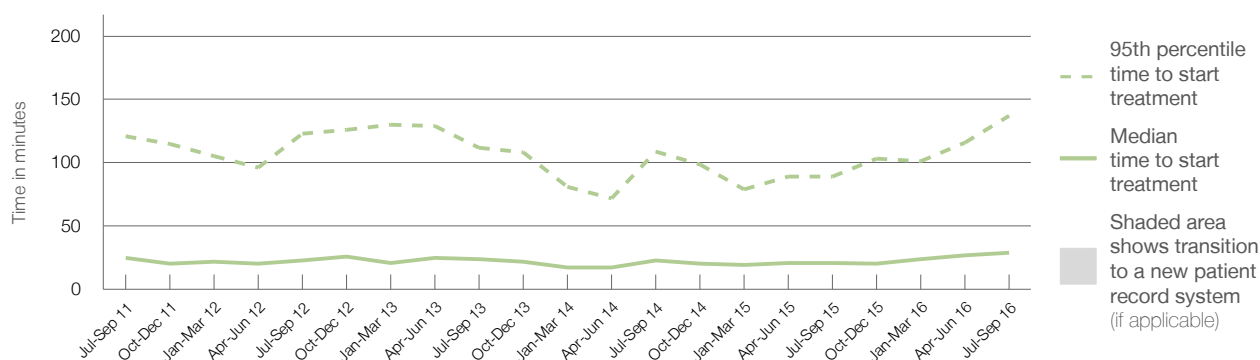
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
2,631	
2,569	
21 minutes	27 minutes
89 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	24	23	21	29
95th percentile time to start treatment ⁵ (minutes)	121	123	112	109	89	137

(†) 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.

Kempsey Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 581

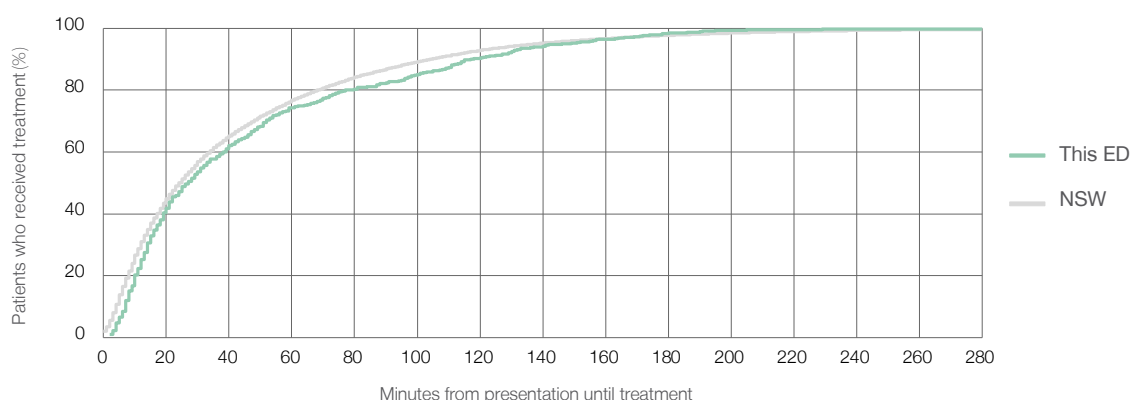
Number of triage 5 patients used to calculate waiting time:³ 504

Median time to start treatment⁴ 27 minutes

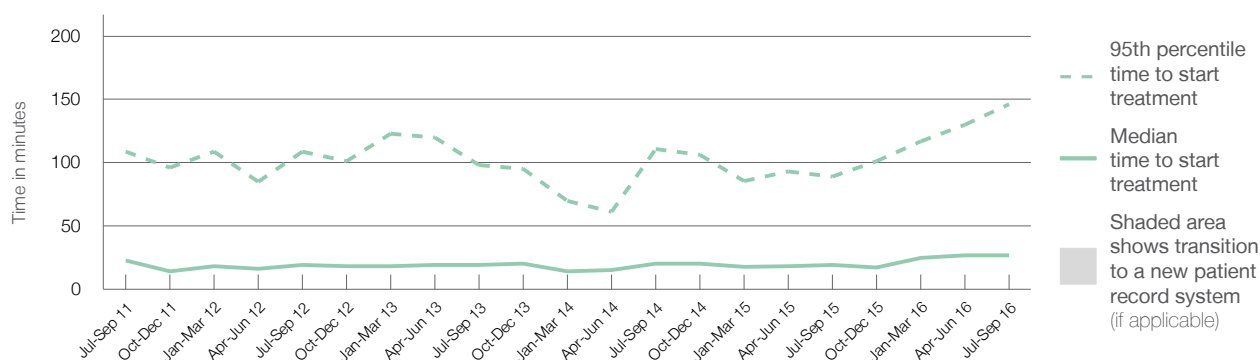
95th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
642	
597	
19 minutes	24 minutes
89 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	19	19	20	19	27
95th percentile time to start treatment ⁵ (minutes)	109	109	98	111	89	146

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Kempsey Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,451 patients

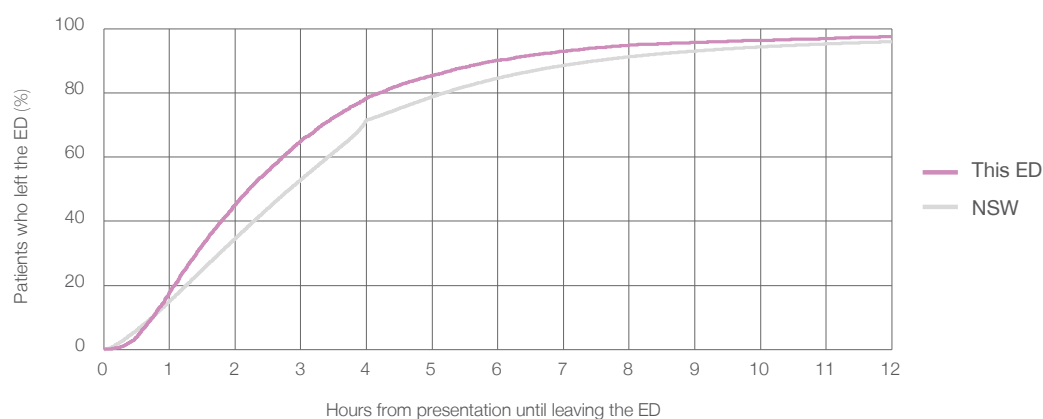
Presentations used to calculate time to leaving the ED:⁶ 6,448 patients

Median time spent in the ED⁸ 2 hours and 13 minutes

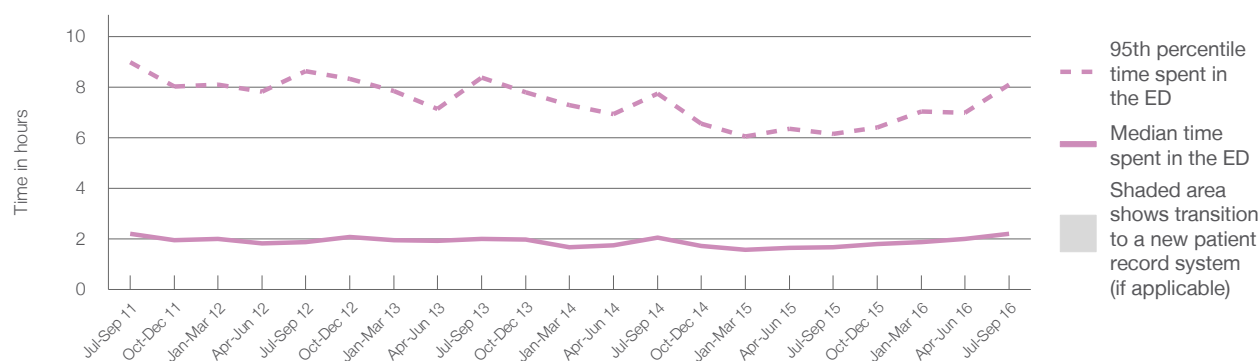
95th percentile time spent in the ED⁹ 8 hours and 6 minutes

Same period last year	NSW (this period)
6,228	
6,225	
1 hours and 41 minutes	2 hours and 50 minutes
6 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 59m	8h 38m	8h 23m	7h 45m	6h 9m	8h 6m

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Kempsey Hospital: Time patients spent in the ED

By mode of separation

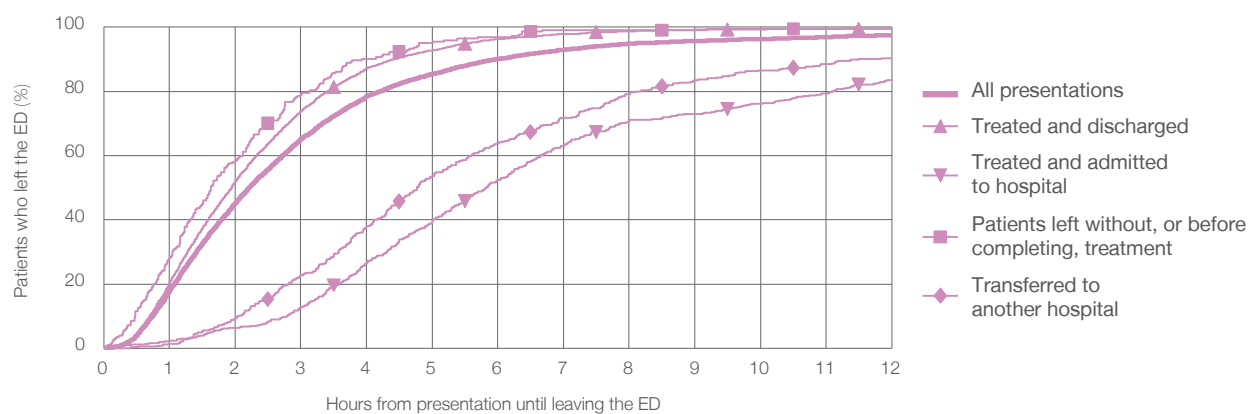
July to September 2016

All presentations:[†] 6,451 patients

Presentations used to calculate time to leaving the ED:[‡] 6,448 patients

		Same period last year	Change since one year ago
Treated and discharged	5,205 (80.7%)	6,225	3.6%
Treated and admitted to hospital	642 (10.0%)	5,055	3.0%
Patient left without, or before completing, treatment	224 (3.5%)	697	-7.9%
Transferred to another hospital	365 (5.7%)	152	47.4%
Other	15 (0.2%)	312	17.0%
		12	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.5%	51.9%	73.9%	87.1%	96.3%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.3%	6.4%	12.8%	26.8%	52.3%	71.0%	76.2%	83.6%
Patient left without, or before completing, treatment	28.1%	58.5%	79.0%	90.2%	96.9%	99.1%	99.6%	99.6%
Transferred to another hospital	1.4%	9.3%	22.7%	38.1%	63.8%	79.2%	86.6%	90.4%
All presentations	17.9%	45.3%	65.1%	78.5%	90.1%	94.9%	96.4%	97.5%

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Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 6,451 patients

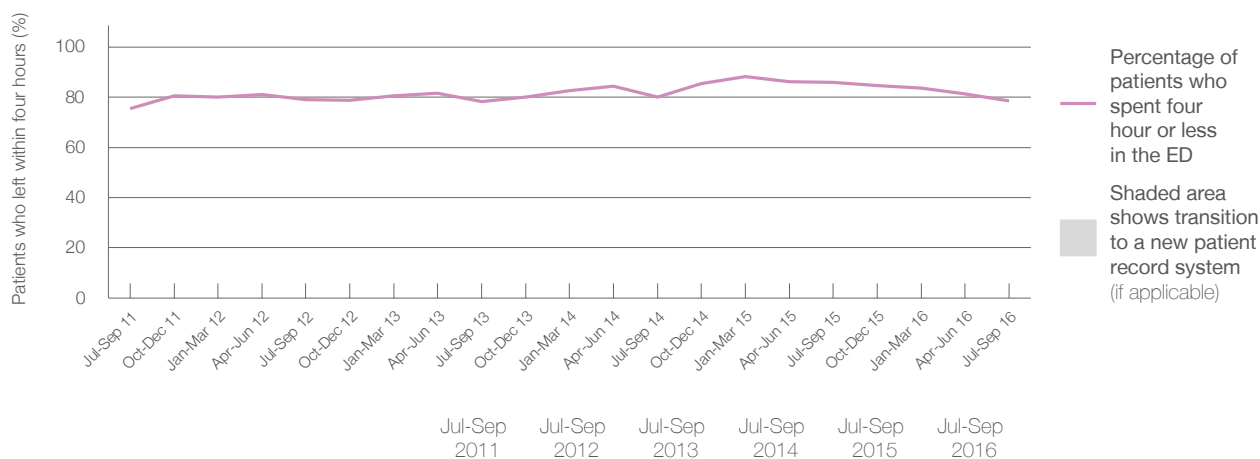
Presentations used to calculate time to leaving the ED: ⁶ 6,448 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,228	3.6%
6,225	3.6%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	75.4%	79.1%	78.4%	80.1%	86.0%	78.5%
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- * 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.
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- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 969 patients

Emergency presentations:² 953 patients

Same period last year	Change since one year ago
1,360	-28.8%
1,320	-27.8%

Kurri Kurri District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 308 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 441 patients

Median time to start treatment⁴ 13 minutes

95th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 117 patients

Median time to start treatment⁴ 10 minutes

95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
3 minutes	8 minutes
*	41 minutes
242	
12 minutes	21 minutes
84 minutes	103 minutes
759	
17 minutes	27 minutes
95 minutes	139 minutes
226	
16 minutes	24 minutes
97 minutes	138 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 969 patients

Percentage of patients who spent four hours or less in the ED

93.6%

Same period last year	Change since one year ago
1,360	-28.8%
92.6%	

* 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).
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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.

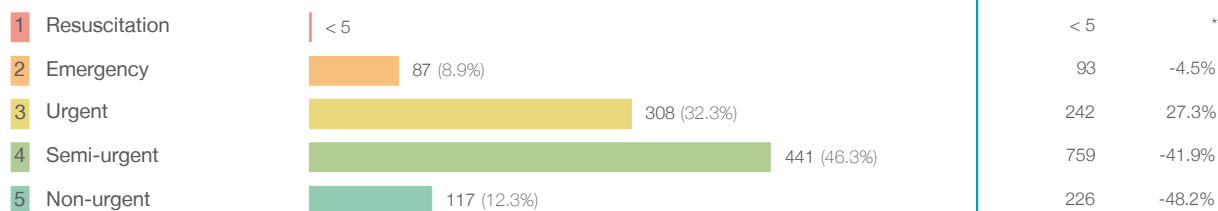
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kurri Kurri District Hospital: Patients presenting to the emergency department

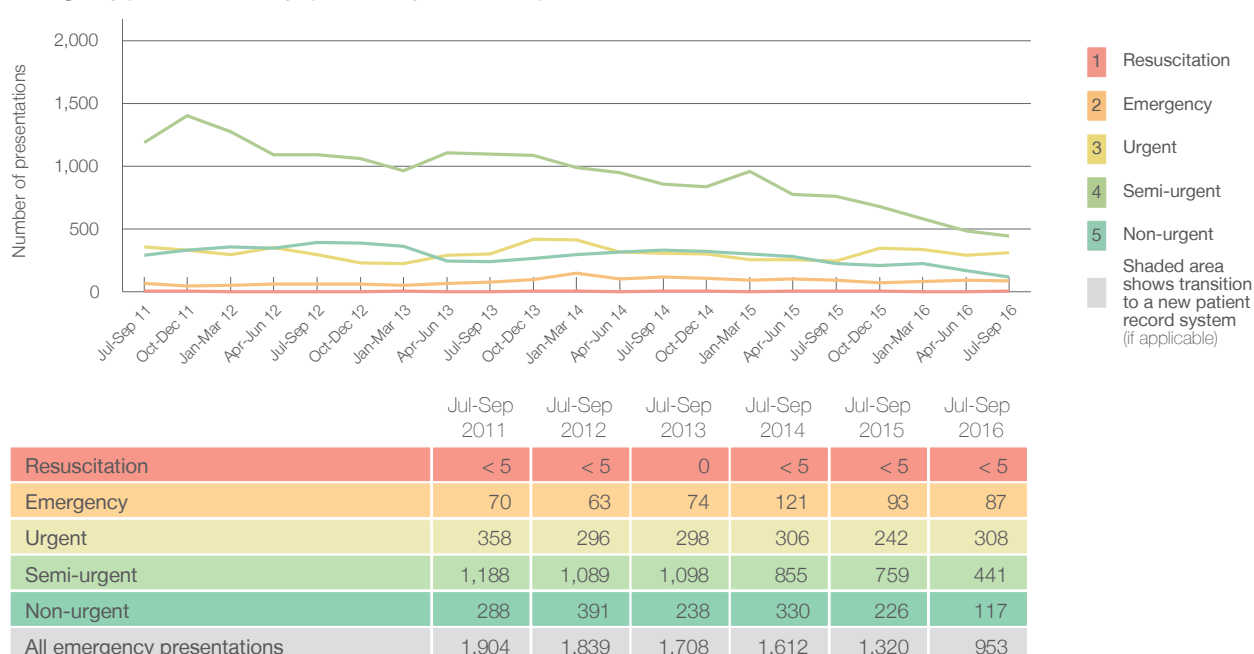
July to September 2016

All presentations¹ 969 patients

Emergency presentations² by triage category: 953 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

July to September 2016

ED Transfer of care time is not currently available for this hospital.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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 87

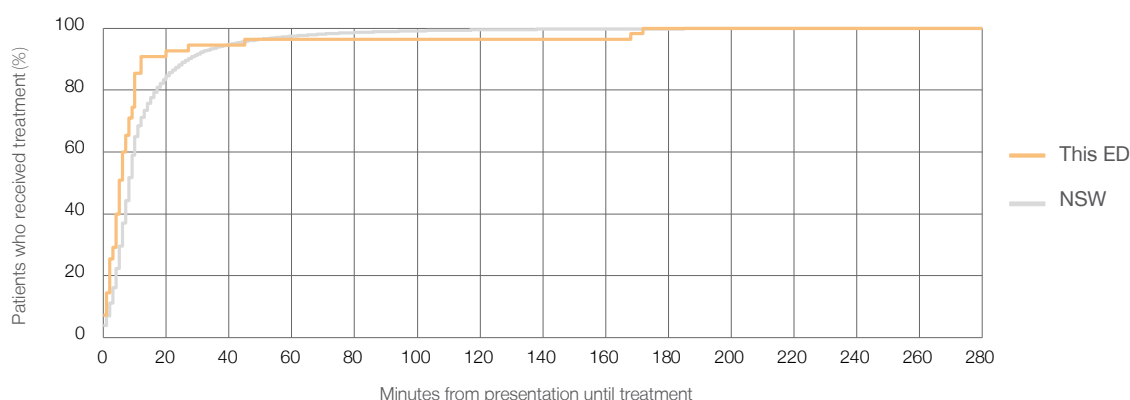
Number of triage 2 patients used to calculate waiting time:³ 55

Median time to start treatment⁴ 5 minutes

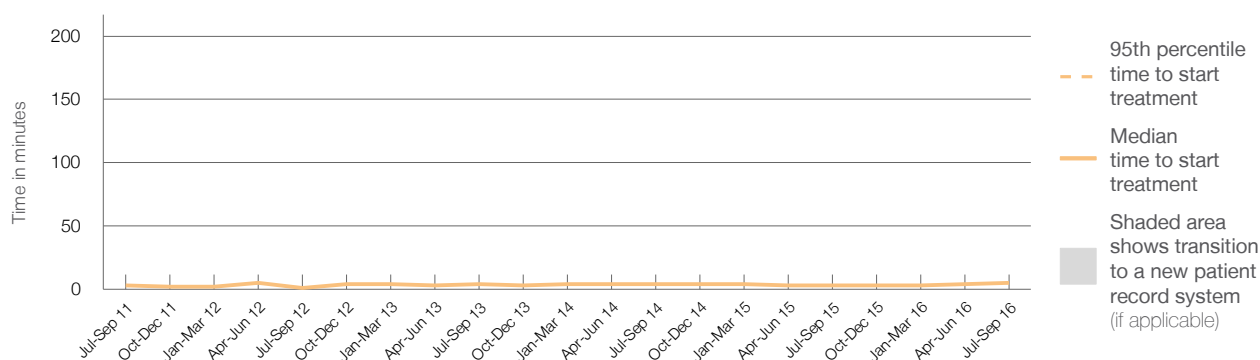
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
71	
3 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	1	4	4	3	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	31	*	*

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 308

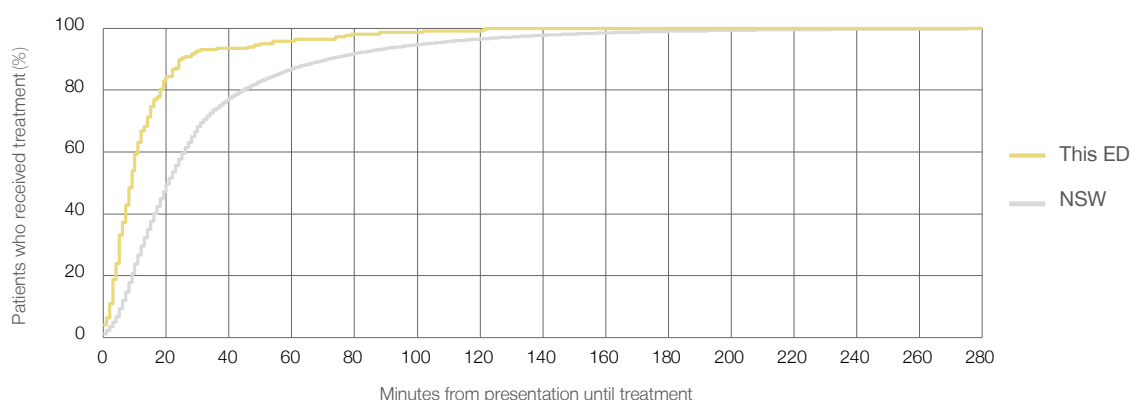
Number of triage 3 patients used to calculate waiting time:³ 217

Median time to start treatment⁴ 9 minutes

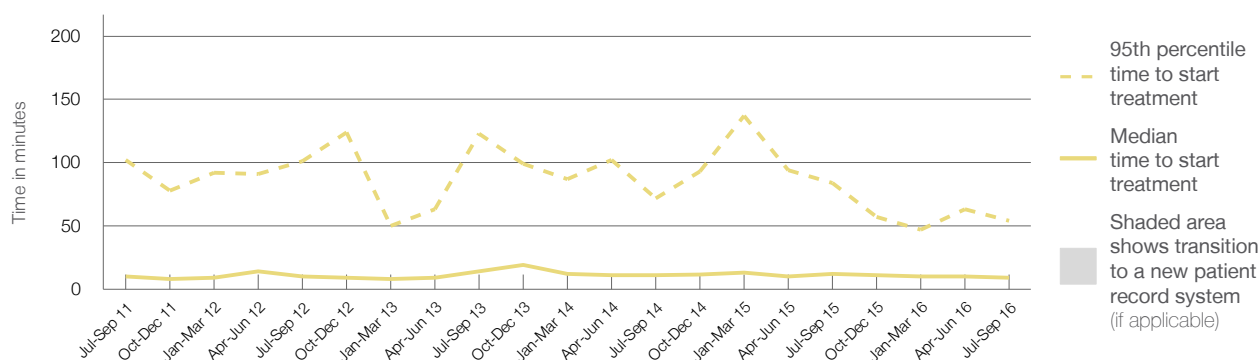
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
242	
192	
12 minutes	21 minutes
84 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	14	11	12	9
95th percentile time to start treatment ⁵ (minutes)	102	101	123	72	84	54

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 441

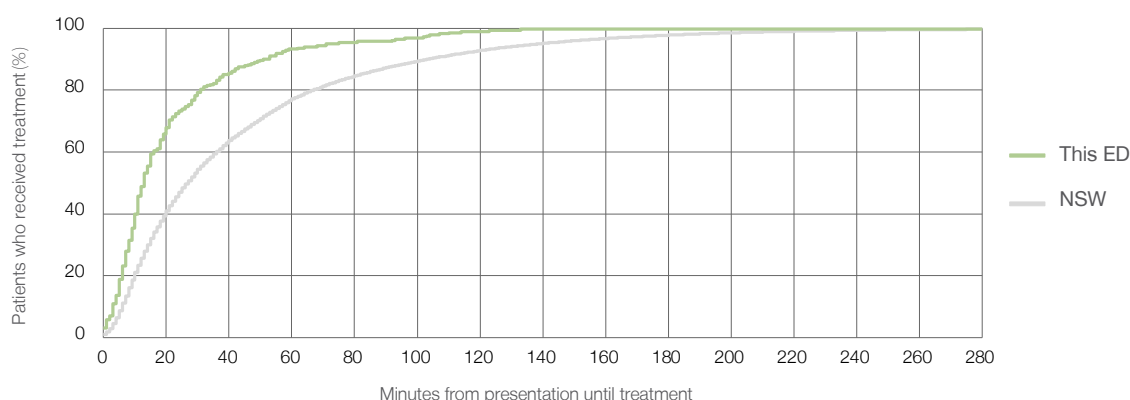
Number of triage 4 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 13 minutes

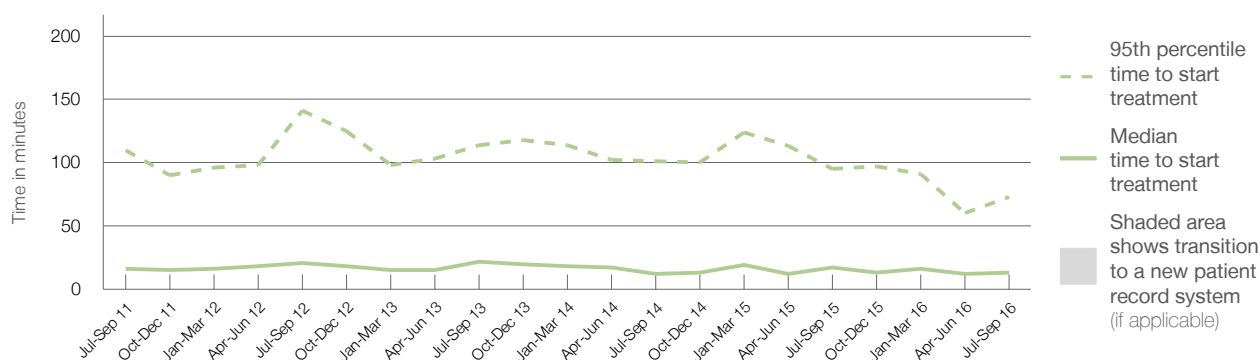
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
759	
595	
17 minutes	27 minutes
95 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	21	22	12	17	13
95th percentile time to start treatment ⁵ (minutes)	110	141	114	101	95	73

(†) 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.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 117

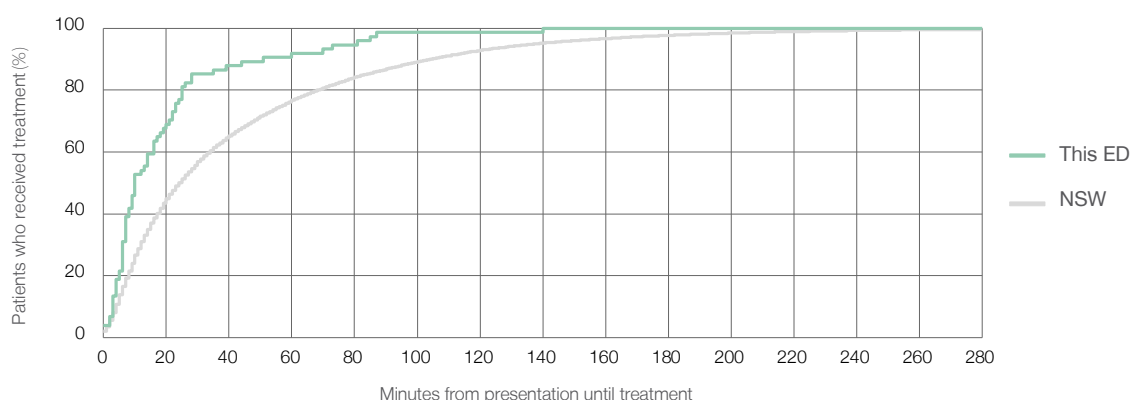
Number of triage 5 patients used to calculate waiting time:³ 74

Median time to start treatment⁴ 10 minutes

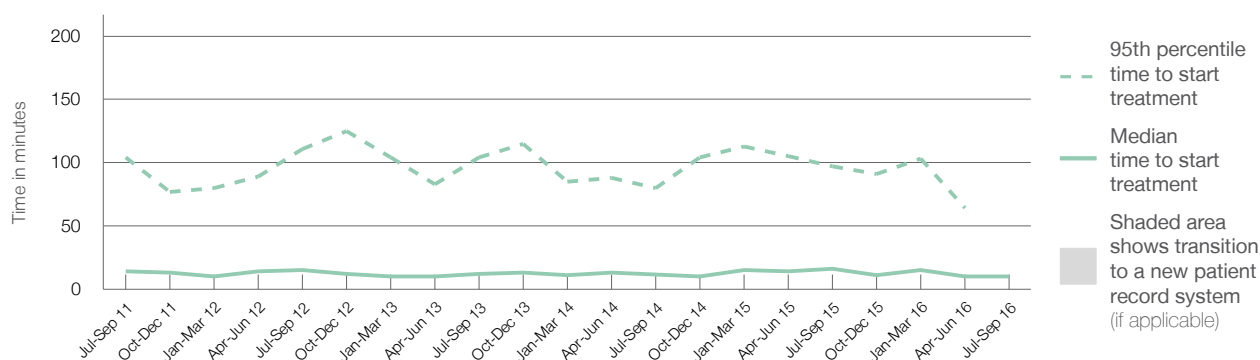
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
226	
176	
16 minutes	24 minutes
97 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	12	12	16	10
95th percentile time to start treatment ⁵ (minutes)	104	111	104	80	97	*

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 969 patients

Presentations used to calculate time to leaving the ED:⁶ 969 patients

Median time spent in the ED⁸

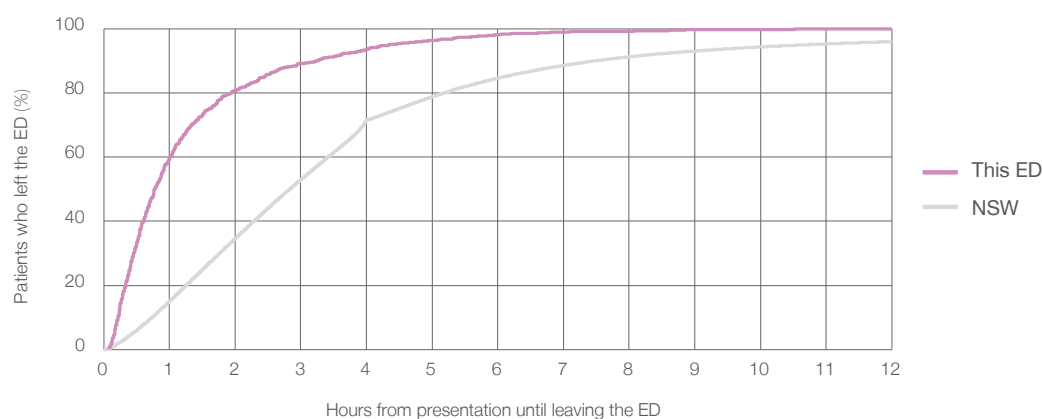
0 hours and 47 minutes

95th percentile time spent in the ED⁹

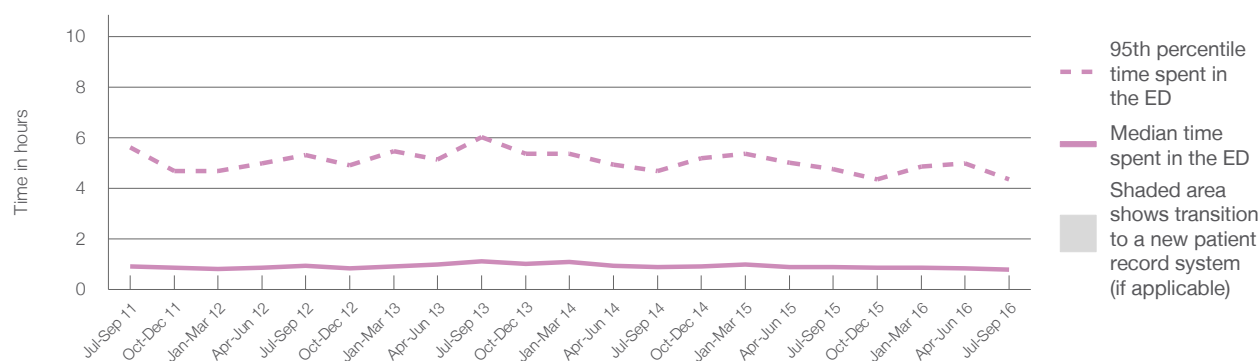
4 hours and 21 minutes

Same period last year	NSW (this period)
1,360	
1,360	
0 hours and 54 minutes	2 hours and 50 minutes
4 hours and 46 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 55m	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 37m	5h 20m	6h 1m	4h 42m	4h 46m	4h 21m

(†) 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.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

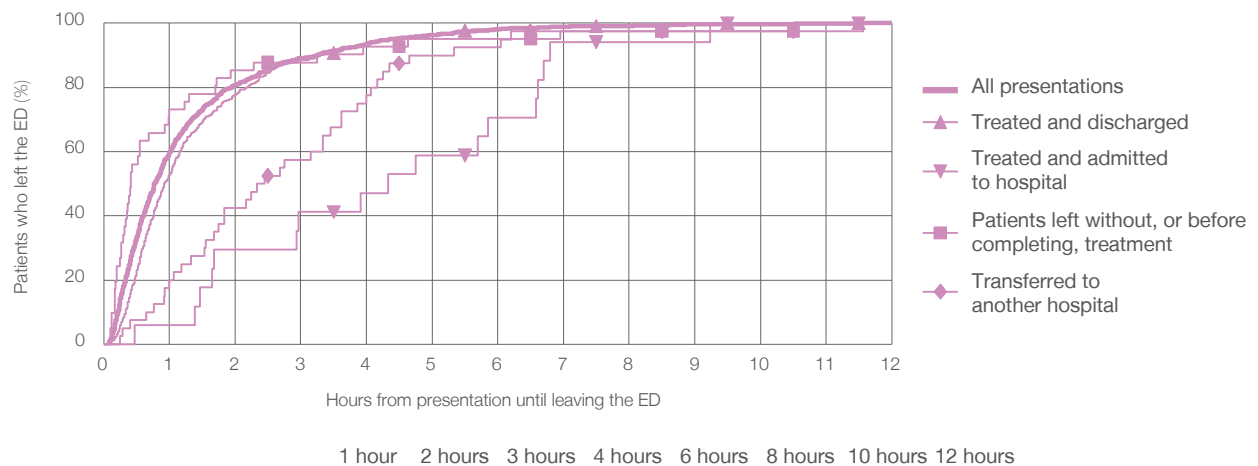
July to September 2016

All presentations:[†] 969 patients

Presentations used to calculate time to leaving the ED:[‡] 969 patients

		Same period last year	Change since one year ago
Treated and discharged	569 (58.7%)	1,360	-28.8%
Treated and admitted to hospital	17 (1.8%)	986	-42.3%
Patient left without, or before completing, treatment	41 (4.2%)	25	-32.0%
Transferred to another hospital	40 (4.1%)	54	-24.1%
Other	302 (31.2%)	64	-37.5%
		231	30.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.9%	77.9%	88.6%	93.5%	98.6%	99.1%	100%	100%
Treated and admitted to hospital	5.9%	29.4%	41.2%	47.1%	70.6%	94.1%	100%	100%
Patient left without, or before completing, treatment	73.2%	85.4%	87.8%	92.7%	95.1%	97.6%	97.6%	100%
Transferred to another hospital	20.0%	42.5%	57.5%	77.5%	92.5%	97.5%	97.5%	100%
All presentations	59.9%	80.8%	89.2%	93.6%	98.1%	99.2%	99.8%	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.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 969 patients

Presentations used to calculate time to leaving the ED: ⁶ 969 patients

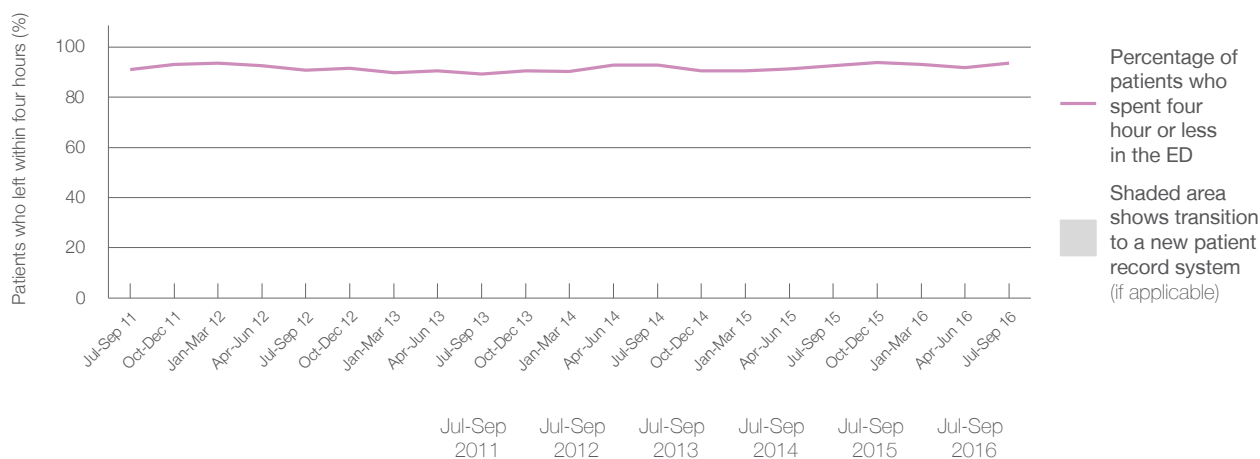
Percentage of patients who spent four hours or less in the ED



93.6%

Same period last year	Change since one year ago
1,360	-28.8%
1,360	-28.8%
92.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	91.0%	90.8%	89.3%	92.8%	92.6%	93.6%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Lithgow Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,099 patients

Emergency presentations:² 2,969 patients

Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%

Lithgow Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 420 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 999 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,171 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
289	
5 minutes	8 minutes
21 minutes	41 minutes
969	
11 minutes	21 minutes
58 minutes	103 minutes
1,307	
13 minutes	27 minutes
71 minutes	139 minutes
439	
10 minutes	24 minutes
83 minutes	138 minutes

Lithgow Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,094 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,121	-0.9%
85.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

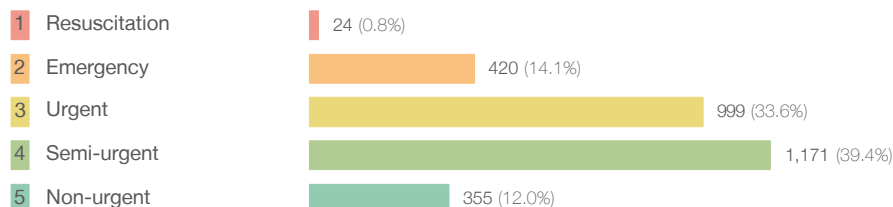
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Lithgow Health Service: Patients presenting to the emergency department

July to September 2016

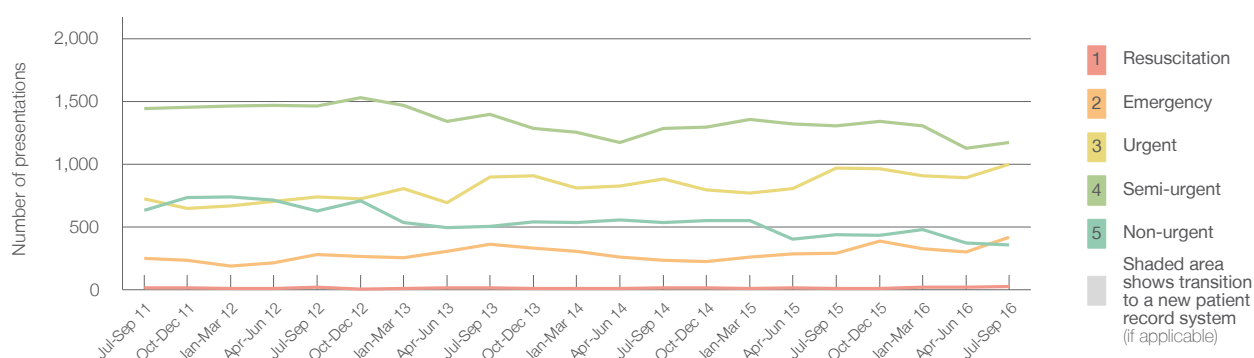
All presentations:¹ 3,099 patients

Emergency presentations² by triage category: 2,969 patients



Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%
8	200.0%
289	45.3%
969	3.1%
1,307	-10.4%
439	-19.1%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	17	21	15	15	8	24
Emergency	247	278	359	236	289	420
Urgent	726	738	896	883	969	999
Semi-urgent	1,441	1,461	1,395	1,286	1,307	1,171
Non-urgent	634	628	505	534	439	355
All emergency presentations	3,065	3,126	3,170	2,954	3,012	2,969

Lithgow Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 659 patients

ED Transfer of care time



Same period last year	Change since one year ago
557	
10 minutes	-1 minute
32 minutes	3 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.

Lithgow Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 420

Number of triage 2 patients used to calculate waiting time:³ 415

Median time to start treatment⁴

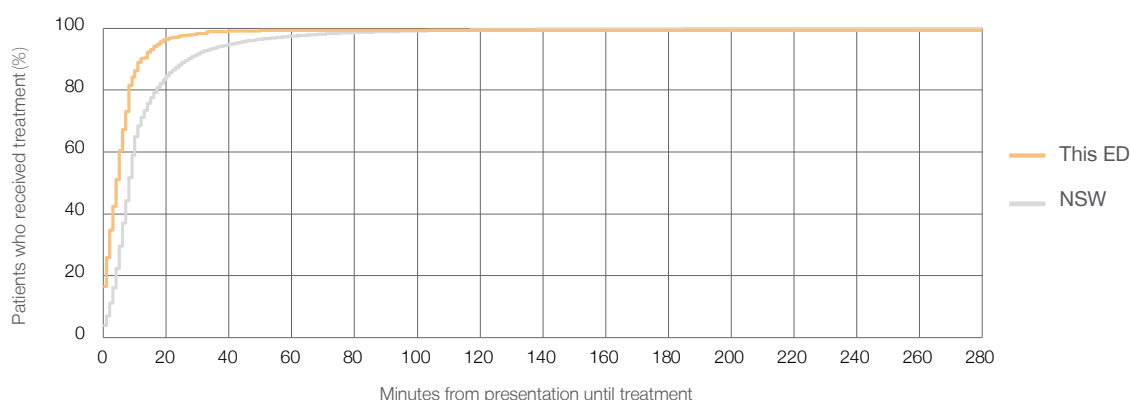
4 minutes

95th percentile time to start treatment⁵

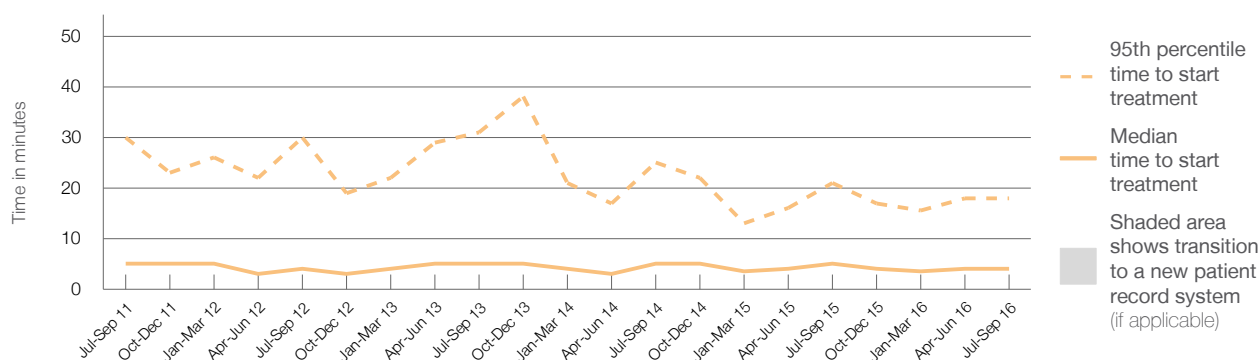
18 minutes

Same period last year	NSW (this period)
289	
280	
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	4	5	5	5	4
95th percentile time to start treatment ⁵ (minutes)	30	30	31	25	21	18

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

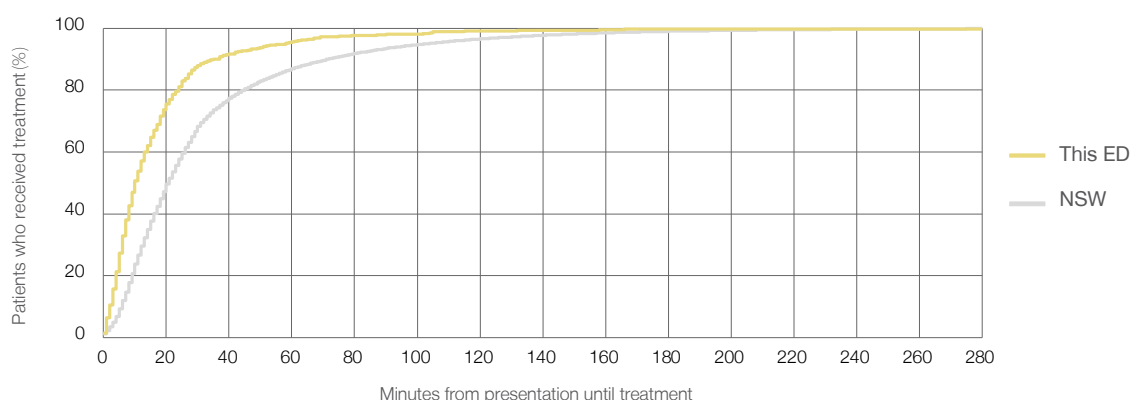
Number of triage 3 patients: 999

Number of triage 3 patients used to calculate waiting time:³ 971

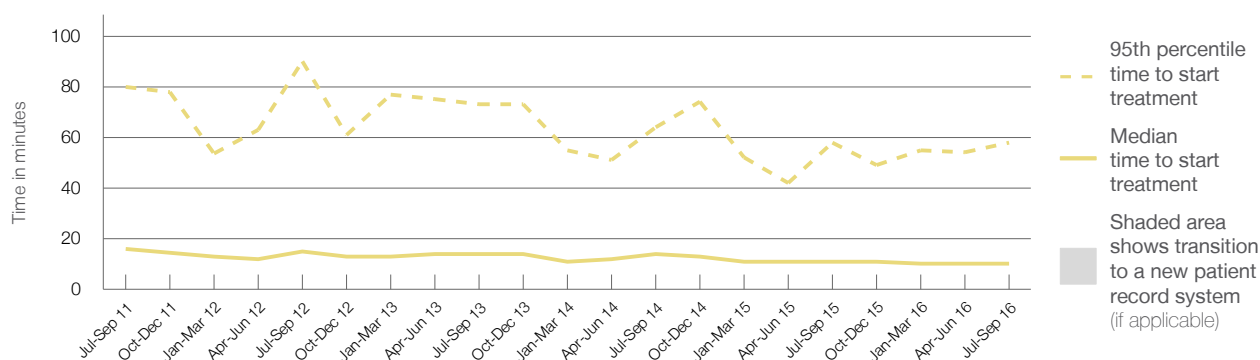
Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
969	
944	
11 minutes	21 minutes
58 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	15	14	14	11	10
95th percentile time to start treatment ⁵ (minutes)	80	90	73	64	58	58

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,171

Number of triage 4 patients used to calculate waiting time: ³ 1,123

Median time to start treatment ⁴

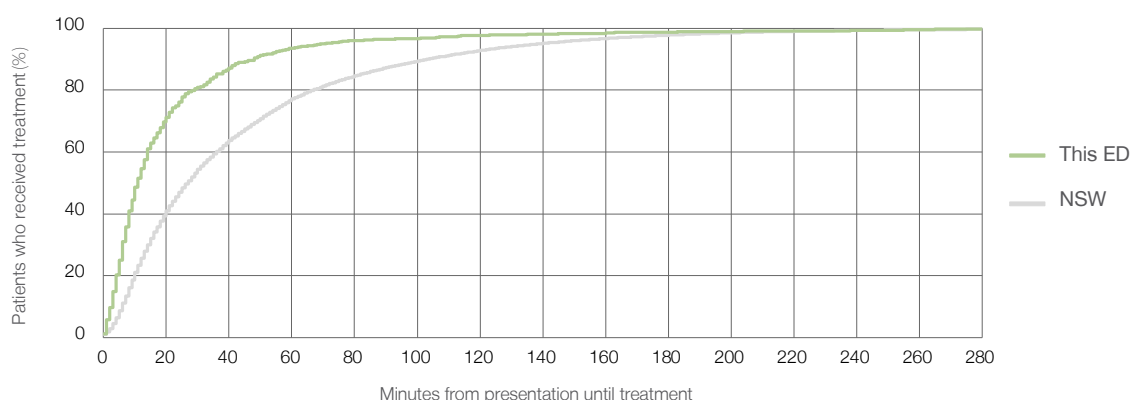
11 minutes

95th percentile time to start treatment ⁵

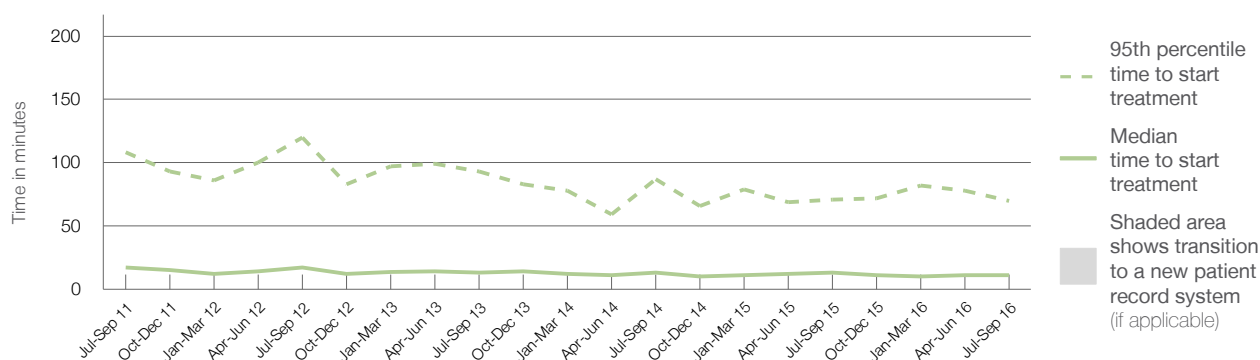
70 minutes

Same period last year	NSW (this period)
1,307	
1,250	
13 minutes	27 minutes
71 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	108	120	93	87	71	70

(†) 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.

Lithgow Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 355

Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴

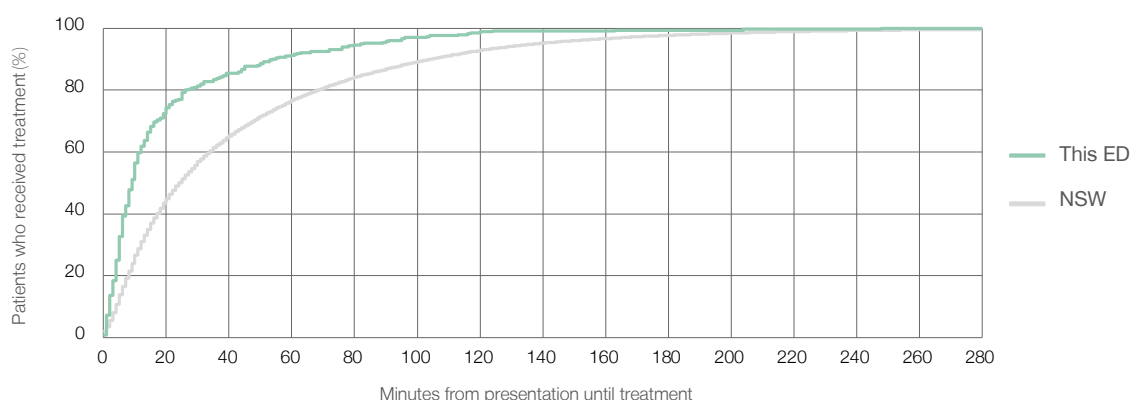
9 minutes

95th percentile time to start treatment⁵

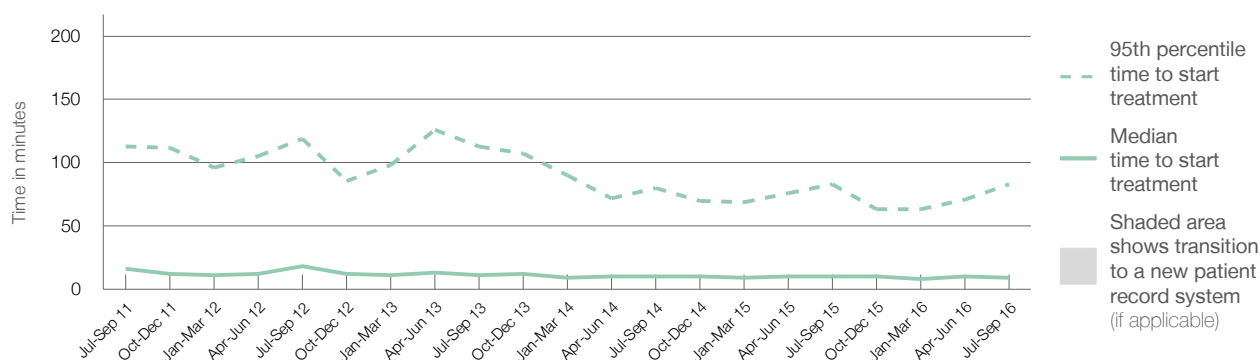
83 minutes

Same period last year	NSW (this period)
439	
409	
10 minutes	24 minutes
83 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	18	11	10	10	9
95th percentile time to start treatment ⁵ (minutes)	113	119	113	80	83	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,099 patients

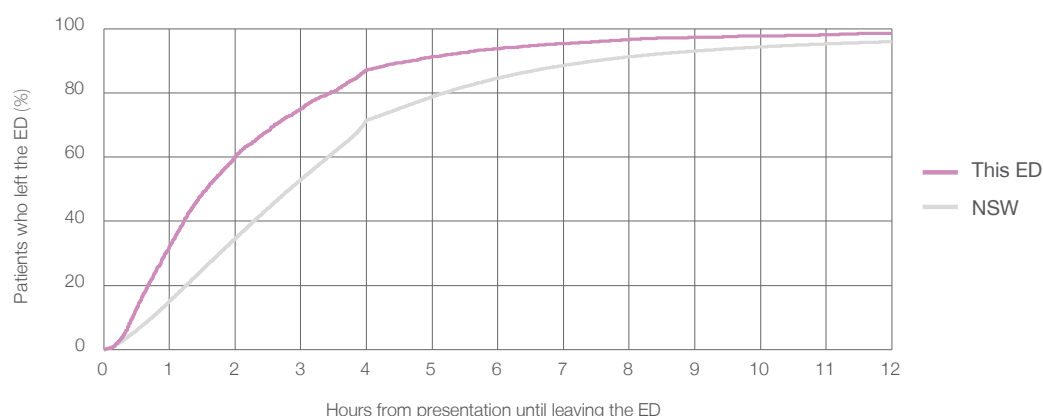
Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Median time spent in the ED⁸ 1 hours and 34 minutes

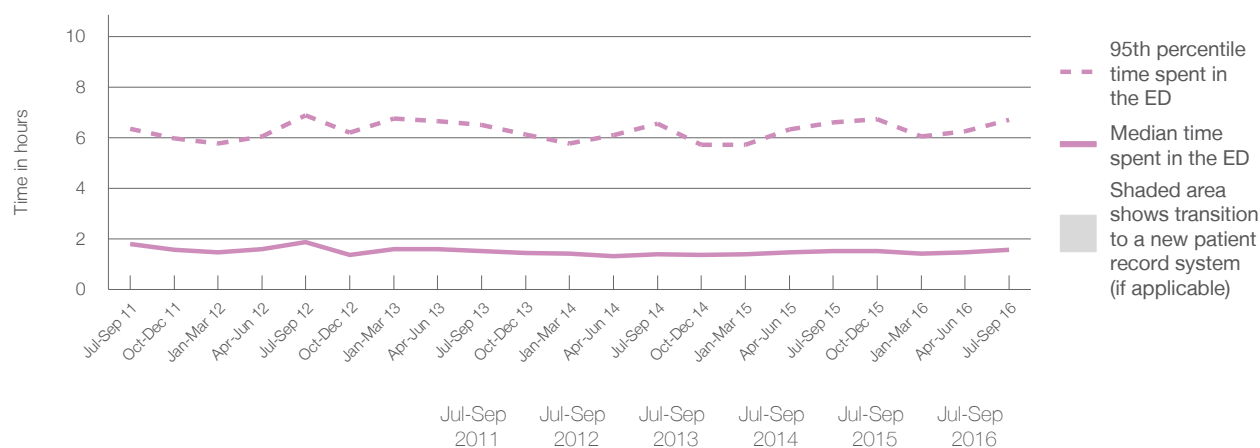
95th percentile time spent in the ED⁹ 6 hours and 43 minutes

Same period last year	NSW (this period)
3,121	
3,121	
1 hours and 32 minutes	2 hours and 50 minutes
6 hours and 36 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 48m	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 21m	6h 54m	6h 31m	6h 34m	6h 36m	6h 43m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

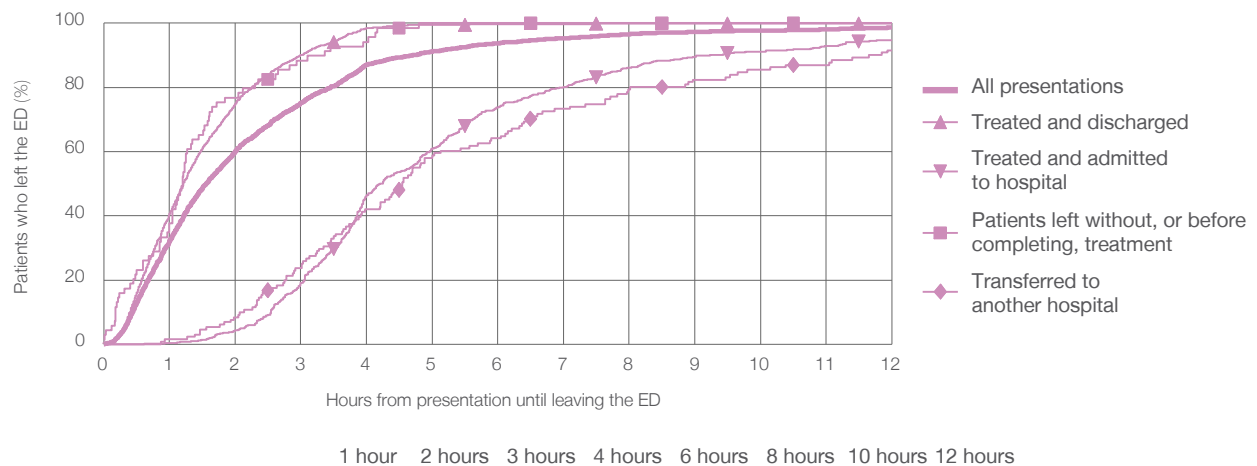
All presentations:¹ 3,099 patients

Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Treated and discharged	2,339 (75.5%)
Treated and admitted to hospital	518 (16.7%)
Patient left without, or before completing, treatment	71 (2.3%)
Transferred to another hospital	131 (4.2%)
Other	40 (1.3%)

Same period last year	Change since one year ago
3,121	-0.9%
2,476	-5.5%
477	8.6%
63	12.7%
97	35.1%
8	400.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	40.7%	75.1%	90.0%	98.5%	99.7%	99.8%	99.8%	99.8%
Treated and admitted to hospital	0.4%	4.3%	19.2%	46.5%	73.8%	86.0%	91.1%	94.8%
Patient left without, or before completing, treatment	37.7%	76.8%	88.4%	94.2%	100%	100%	100%	100%
Transferred to another hospital	1.5%	8.4%	23.7%	42.0%	64.1%	79.4%	85.5%	91.6%
All presentations	32.3%	60.2%	75.1%	87.1%	93.8%	96.6%	97.7%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,099 patients

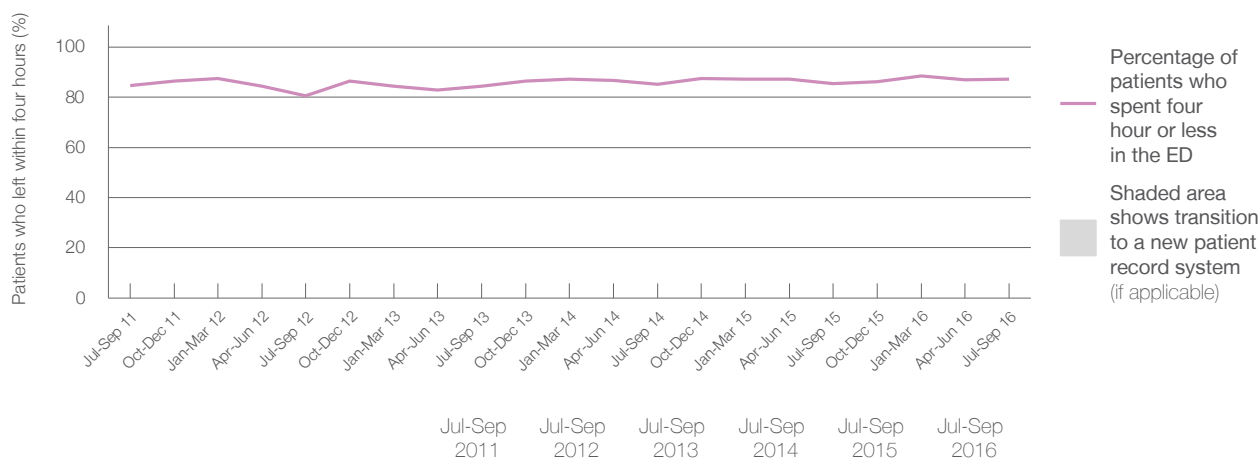
Presentations used to calculate time to leaving the ED: ⁶ 3,094 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,121	-0.7%
3,121	-0.9%
85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.5%	80.5%	84.3%	85.1%	85.3%	87.1%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Macksville District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,982 patients

Emergency presentations:² 2,786 patients

Same period last year	Change since one year ago
3,179	-6.2%
2,966	-6.1%

Macksville District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 944 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,168 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
309	
10 minutes	8 minutes
27 minutes	41 minutes
1,072	
25 minutes	21 minutes
90 minutes	103 minutes
1,287	
29 minutes	27 minutes
149 minutes	139 minutes
287	
28 minutes	24 minutes
166 minutes	138 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,980 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,179	-6.3%
83.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

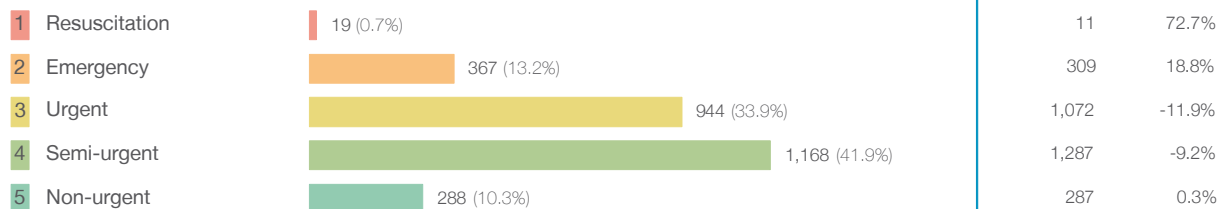
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Macksville District Hospital: Patients presenting to the emergency department

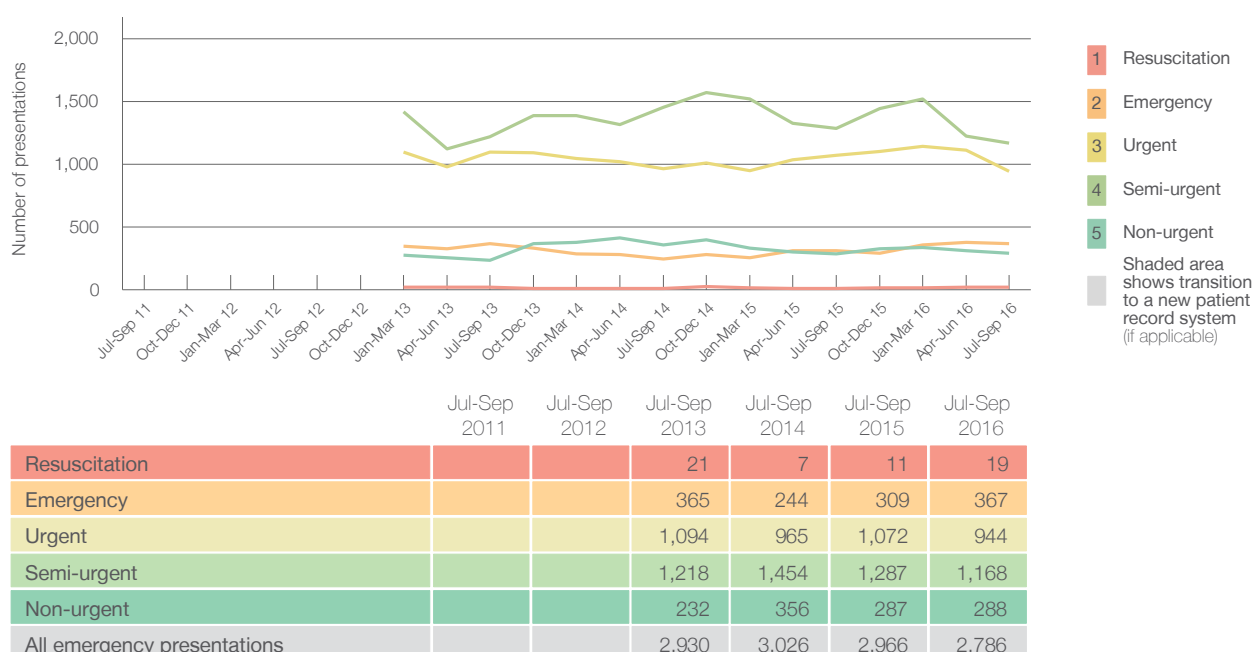
July to September 2016

All presentations:¹ 2,982 patients

Emergency presentations² by triage category: 2,786 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Macksville District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 491 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 367

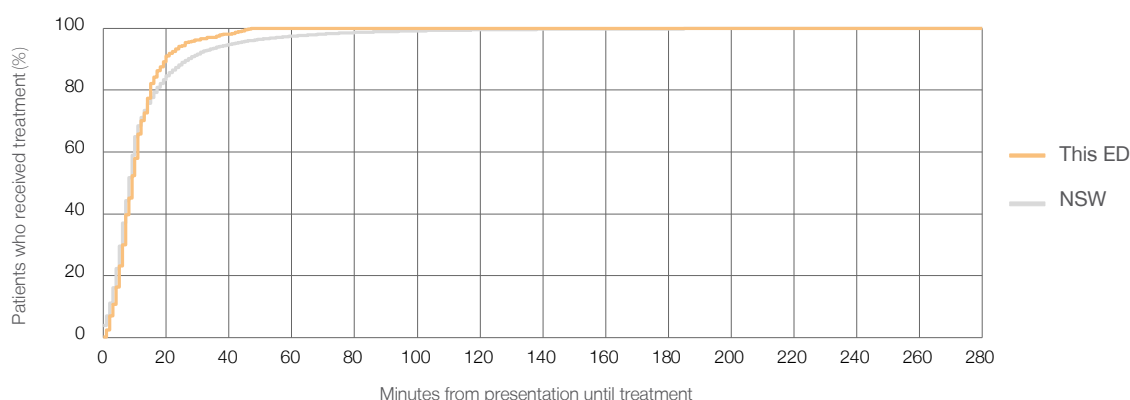
Number of triage 2 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 9 minutes

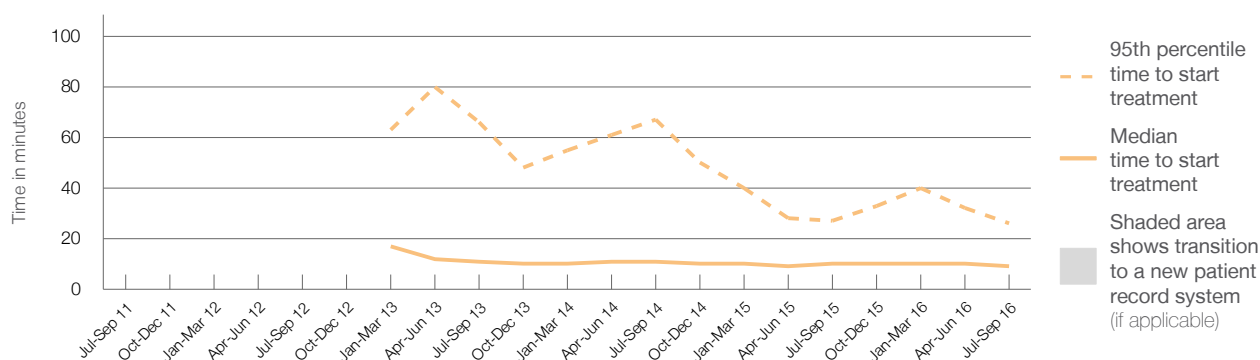
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
309	
295	
10 minutes	8 minutes
27 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			11	11	10	9
95th percentile time to start treatment ⁵ (minutes)			66	67	27	26

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 944

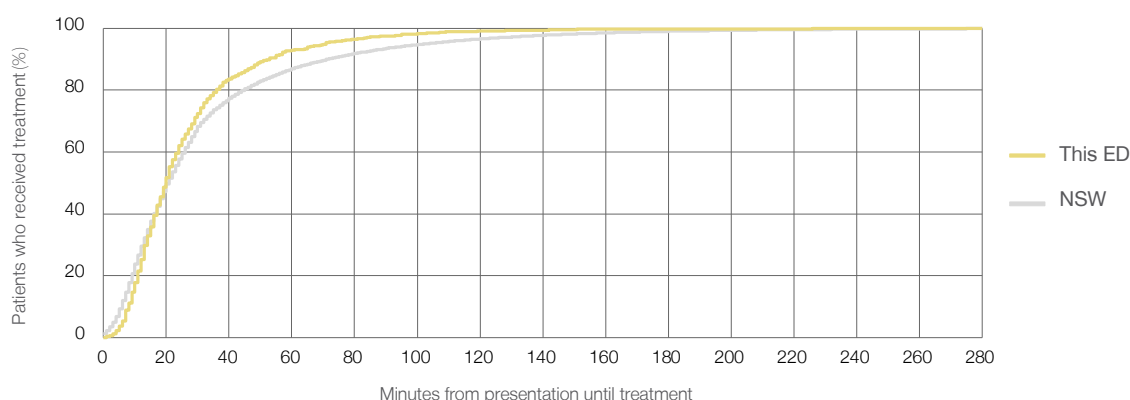
Number of triage 3 patients used to calculate waiting time:³ 908

Median time to start treatment⁴ 20 minutes

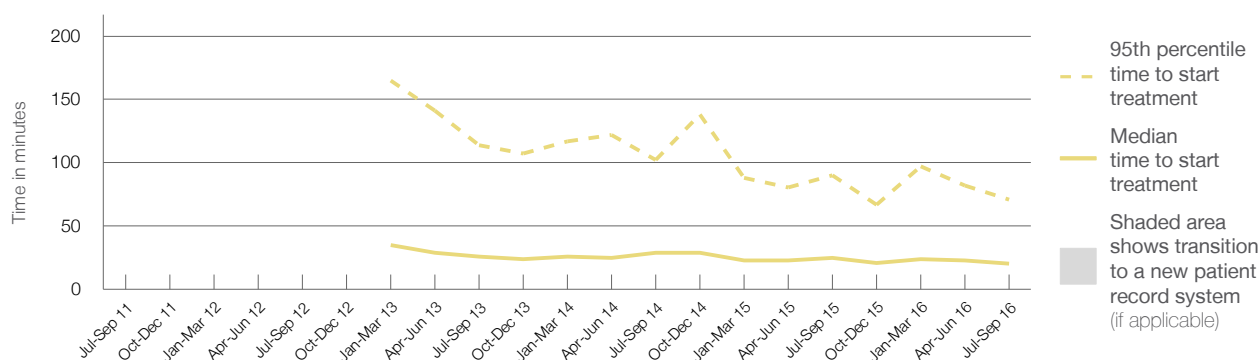
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,072	
1,018	
25 minutes	21 minutes
90 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			26	29	25	20
95th percentile time to start treatment ⁵ (minutes)			114	102	90	71

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,168

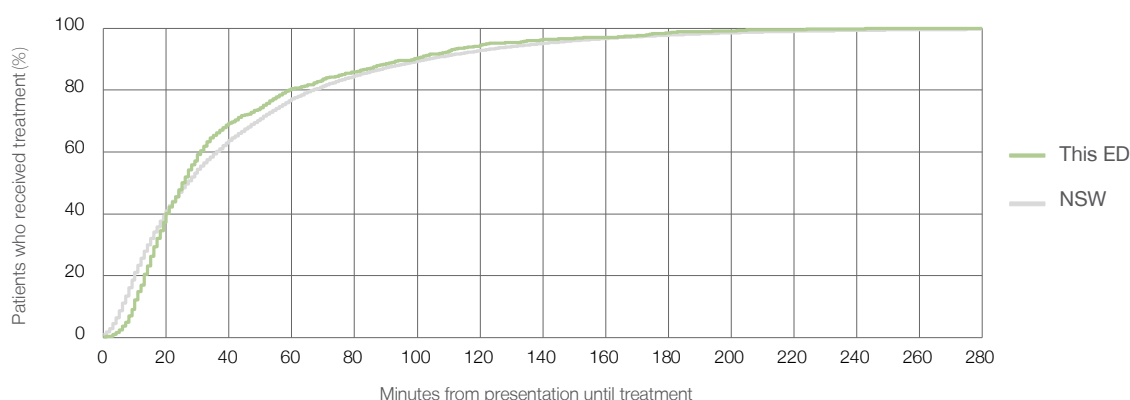
Number of triage 4 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 26 minutes

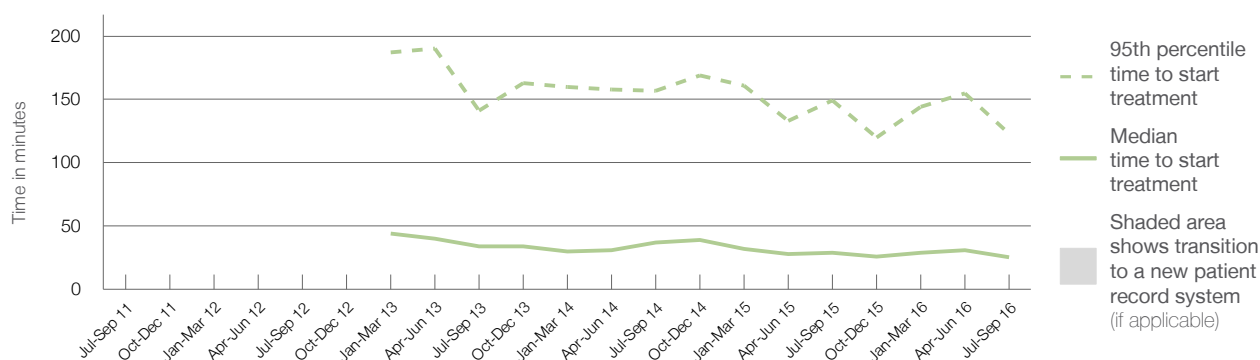
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
1,287	
1,189	
29 minutes	27 minutes
149 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	37	29	26
95th percentile time to start treatment ⁵ (minutes)			141	157	149	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 288

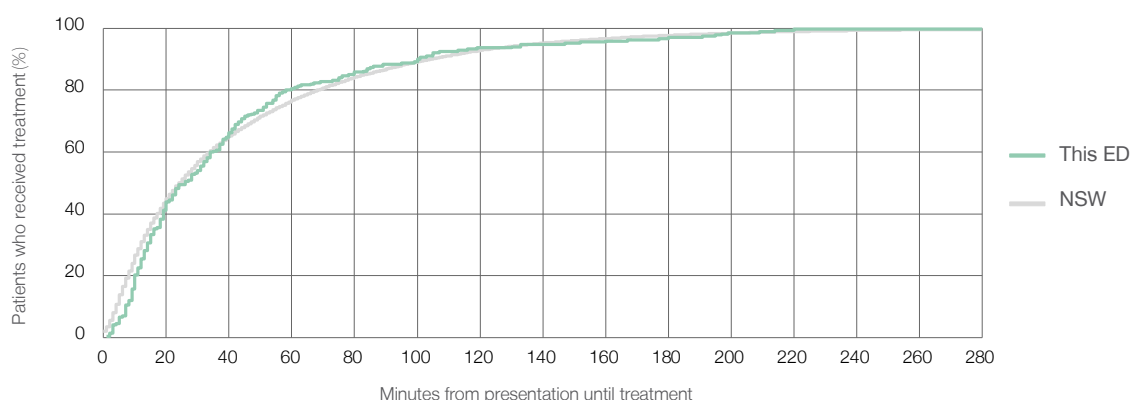
Number of triage 5 patients used to calculate waiting time:³ 267

Median time to start treatment⁴ 26 minutes

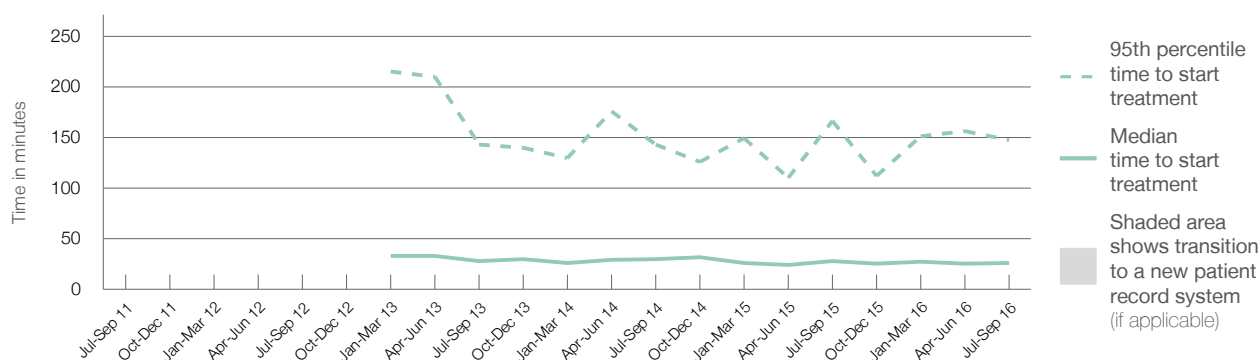
95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
287	
258	
28 minutes	24 minutes
166 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			28	30	28	26
95th percentile time to start treatment ⁵ (minutes)			143	143	166	147

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,982 patients

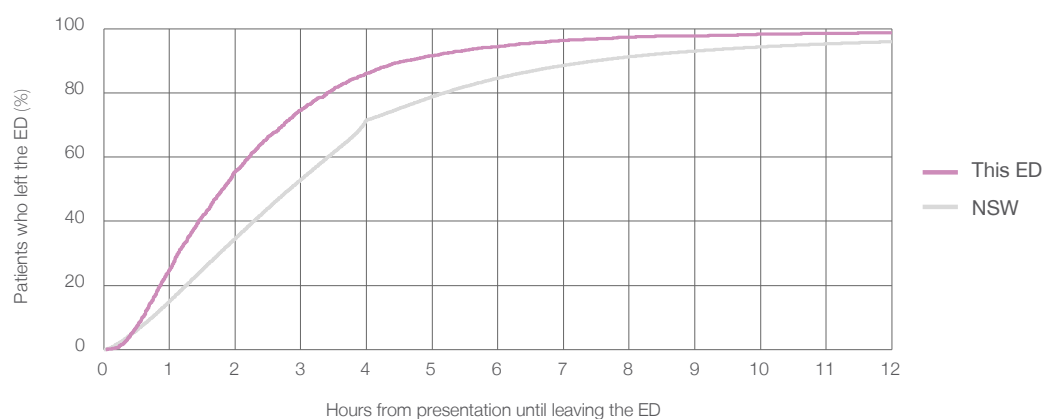
Presentations used to calculate time to leaving the ED:⁶ 2,980 patients

Median time spent in the ED⁸ 1 hours and 49 minutes

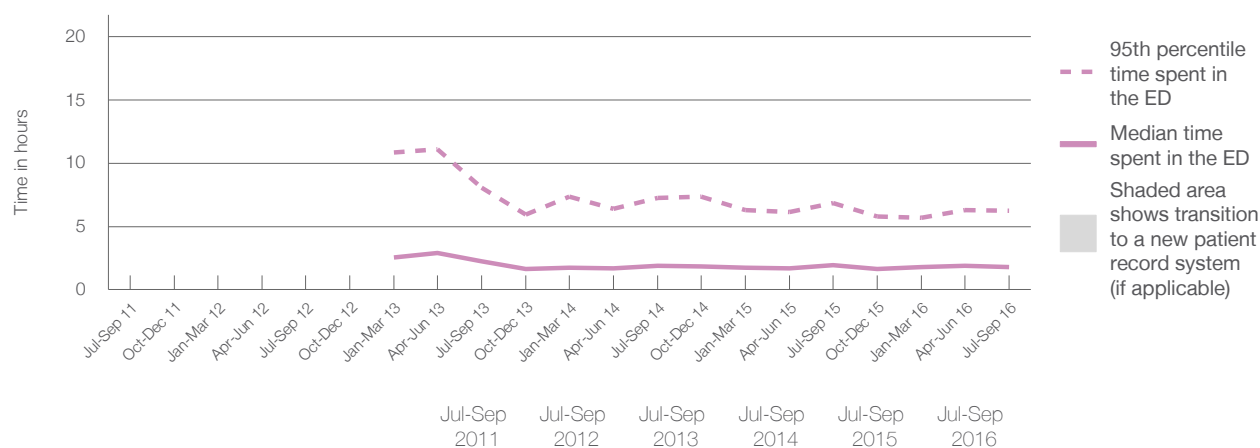
95th percentile time spent in the ED⁹ 6 hours and 16 minutes

Same period last year	NSW (this period)
3,179	
3,179	
1 hours and 58 minutes	2 hours and 50 minutes
6 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 14m	1h 54m	1h 58m	1h 49m
95th percentile time to leaving the ED ⁹ (hours, minutes)			8h 4m	7h 14m	6h 50m	6h 16m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

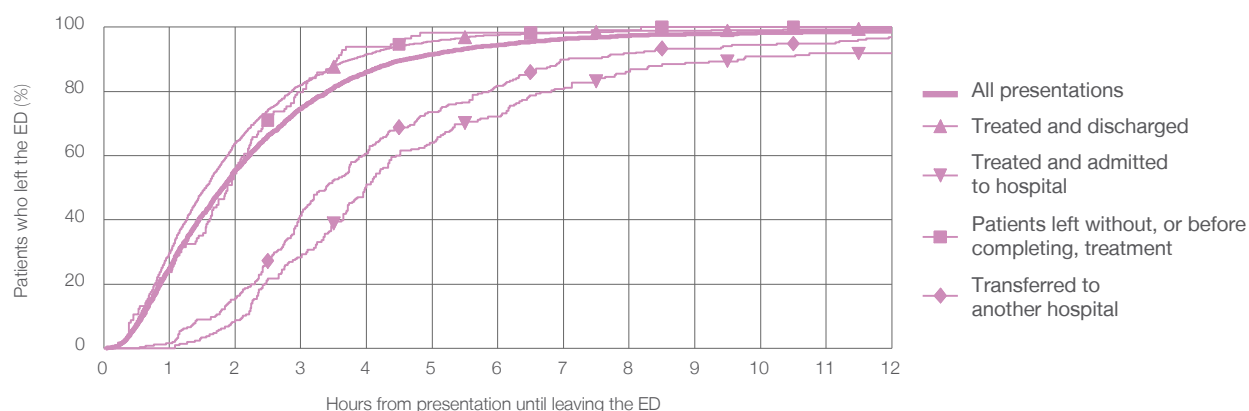
July to September 2016

All presentations:[†] 2,982 patients

Presentations used to calculate time to leaving the ED:[‡] 2,980 patients

		Same period last year	Change since one year ago
Treated and discharged	2,321 (77.8%)	3,179	-6.3%
Treated and admitted to hospital	208 (7.0%)	2502	-7.2%
Patient left without, or before completing, treatment	114 (3.8%)	233	-10.7%
Transferred to another hospital	257 (8.6%)	190	-40.0%
Other	82 (2.7%)	169	52.1%
		85	-3.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	29.8%	64.0%	81.9%	91.6%	97.6%	98.8%	99.2%	99.5%
Treated and admitted to hospital	0%	8.7%	28.4%	51.0%	72.1%	86.1%	90.9%	91.8%
Patient left without, or before completing, treatment	23.7%	54.4%	79.8%	93.9%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.6%	15.6%	41.2%	60.7%	81.7%	91.8%	94.6%	96.9%
All presentations	24.9%	55.5%	74.6%	86.1%	94.4%	97.3%	98.2%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,982 patients

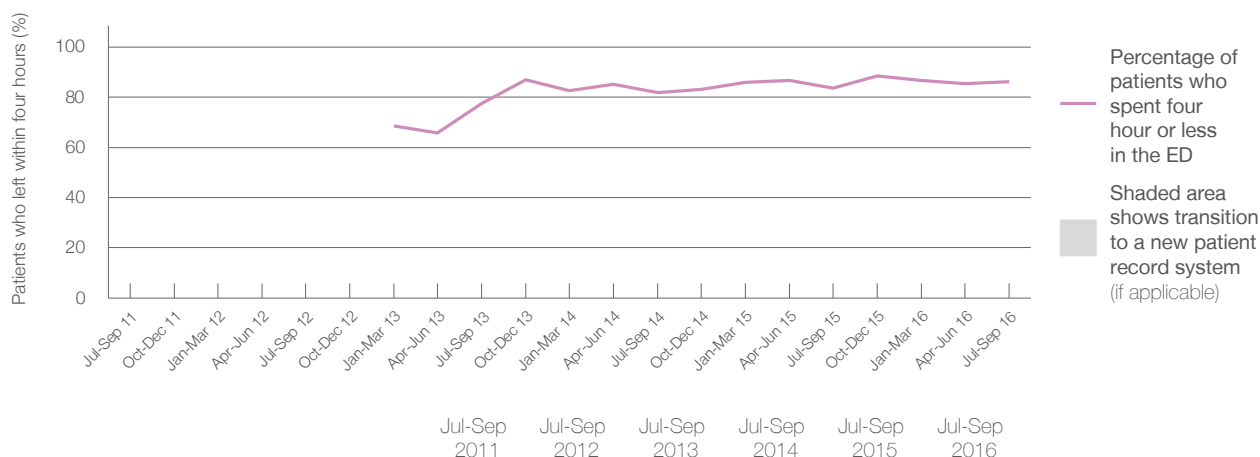
Presentations used to calculate time to leaving the ED: ⁶ 2,980 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,179	-6.2%
3,179	-6.3%
83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
			77.6%	81.7%	83.6%	86.1%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Maclean District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,932 patients

Emergency presentations:² 2,737 patients

Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 396 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 141 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
268	
15 minutes	8 minutes
57 minutes	41 minutes
1,040	
27 minutes	21 minutes
96 minutes	103 minutes
1,077	
35 minutes	27 minutes
142 minutes	139 minutes
202	
36 minutes	24 minutes
173 minutes	138 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,931 patients

Percentage of patients who spent four hours or less in the ED 81.1%

Same period last year	Change since one year ago
2,772	5.7%
82.4%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

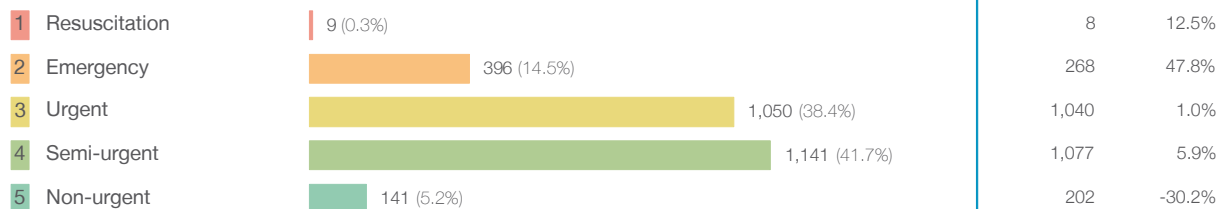
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maclean District Hospital: Patients presenting to the emergency department

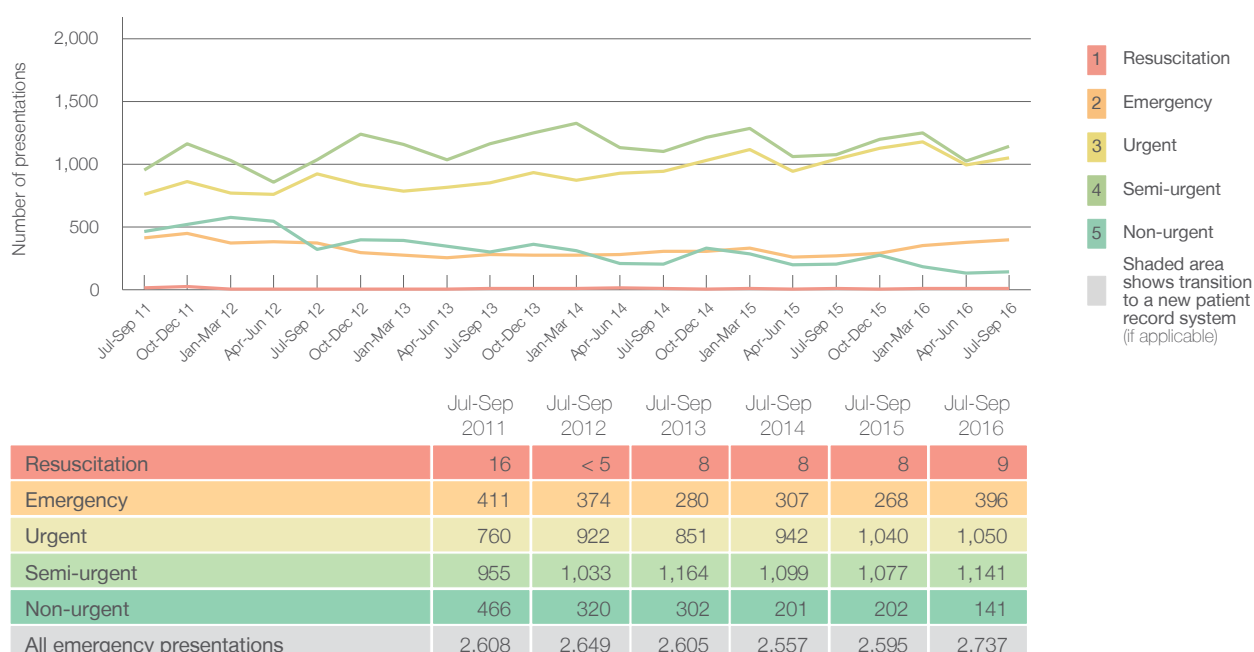
July to September 2016

All presentations:¹ 2,932 patients

Emergency presentations² by triage category: 2,737 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Maclean District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 450 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 396

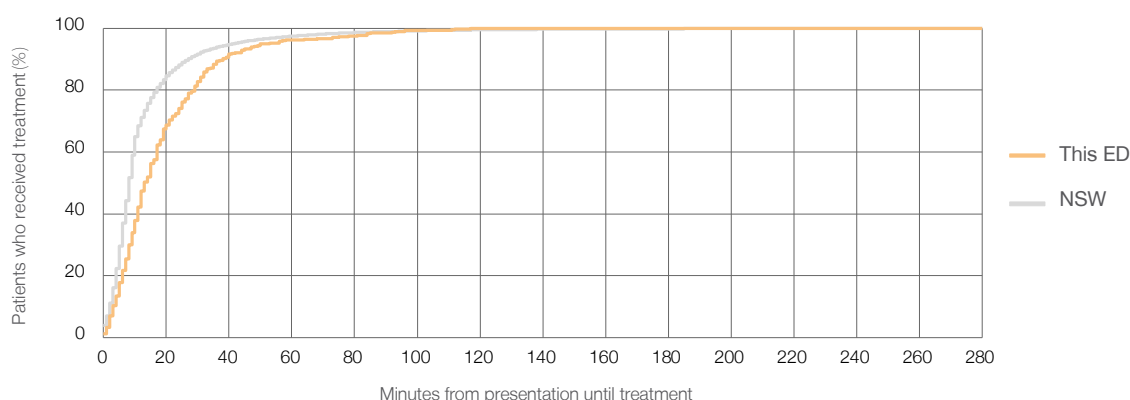
Number of triage 2 patients used to calculate waiting time:³ 394

Median time to start treatment⁴ 13 minutes

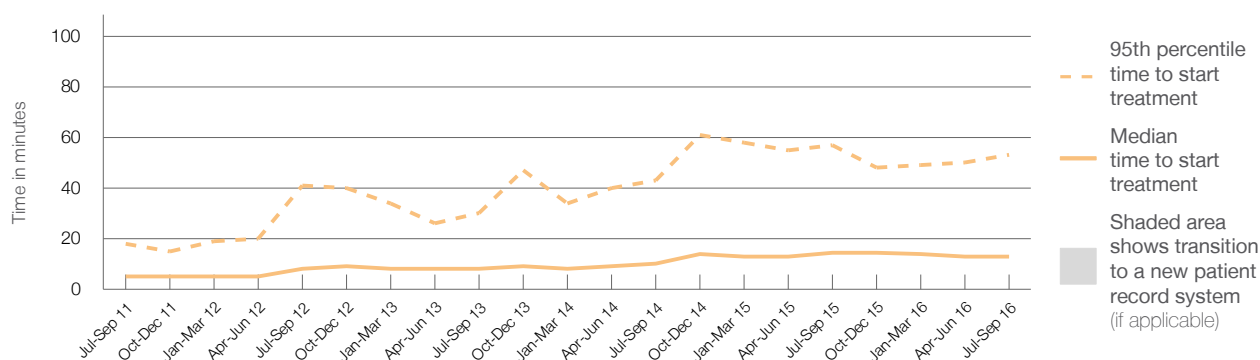
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
268	
268	
15 minutes	8 minutes
57 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	8	8	10	15	13
95th percentile time to start treatment ⁵ (minutes)	18	41	30	43	57	53

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,050

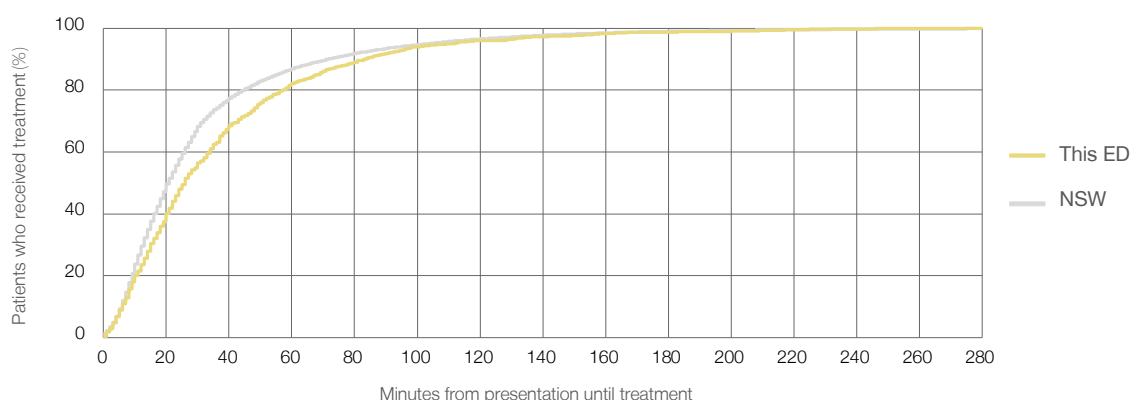
Number of triage 3 patients used to calculate waiting time: ³ 1,022

Median time to start treatment ⁴ 26 minutes

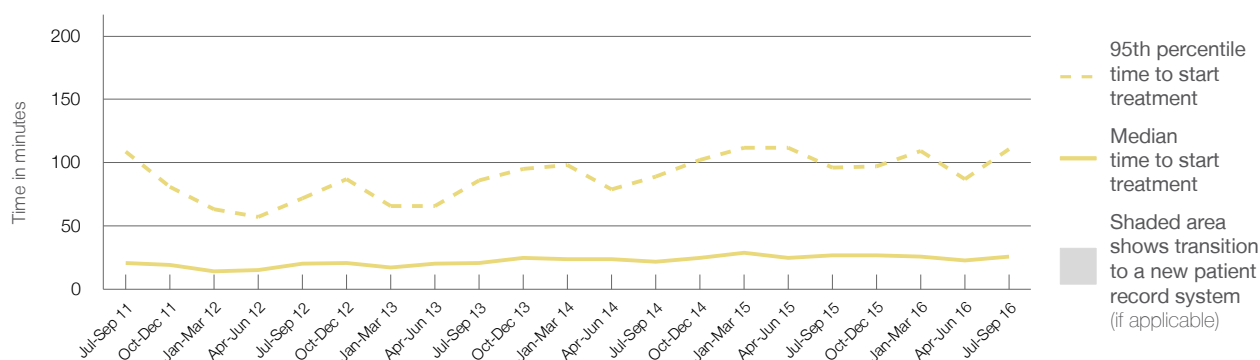
95th percentile time to start treatment ⁵ 111 minutes

Same period last year	NSW (this period)
1,040	
1,022	
27 minutes	21 minutes
96 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	20	21	22	27	26
95th percentile time to start treatment ⁵ (minutes)	109	72	86	89	96	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,141

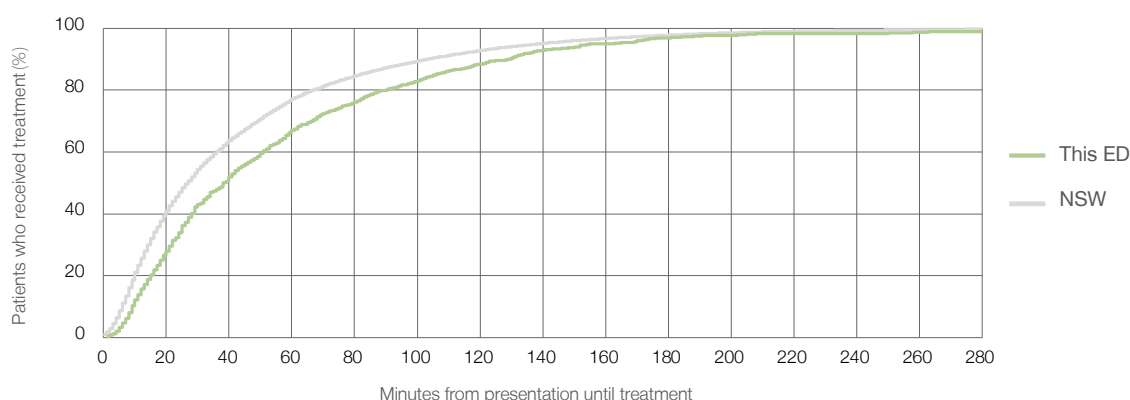
Number of triage 4 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 39 minutes

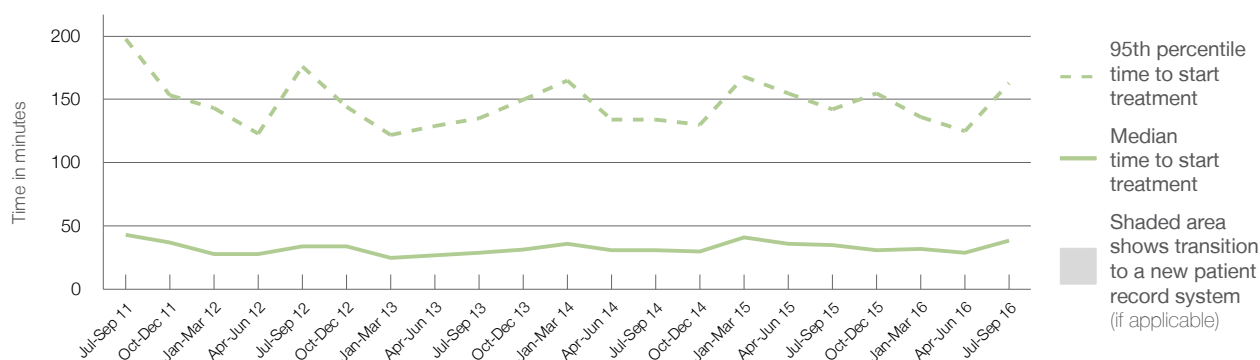
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
1,077	
1,004	
35 minutes	27 minutes
142 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	34	29	31	35	39
95th percentile time to start treatment ⁵ (minutes)	198	176	135	134	142	163

(†) 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.

Maclean District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 141

Number of triage 5 patients used to calculate waiting time:³ 109

Median time to start treatment⁴

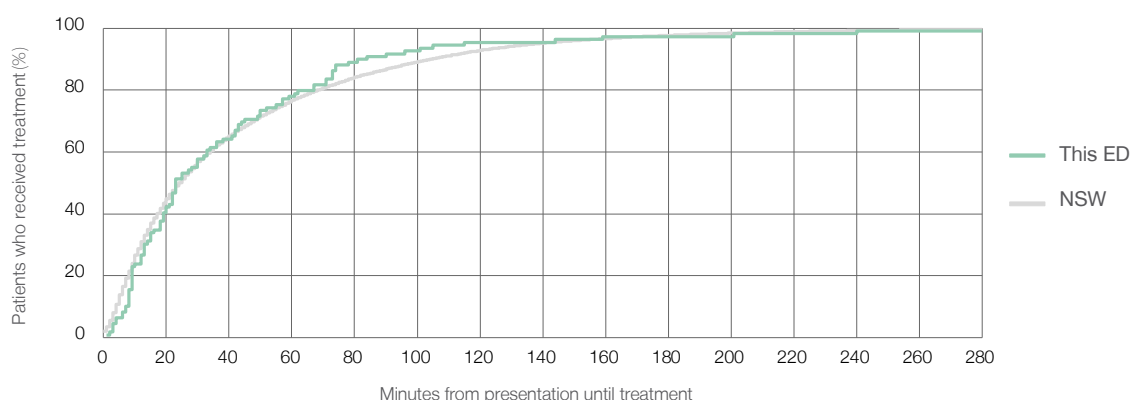
23 minutes

95th percentile time to start treatment⁵

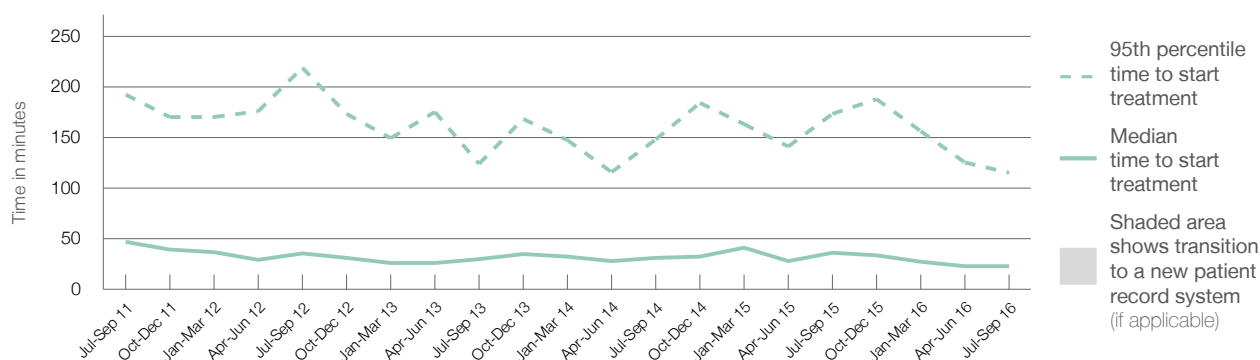
115 minutes

Same period last year	NSW (this period)
202	
169	
36 minutes	24 minutes
173 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	36	30	31	36	23
95th percentile time to start treatment ⁵ (minutes)	193	219	124	148	173	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Median time spent in the ED⁸

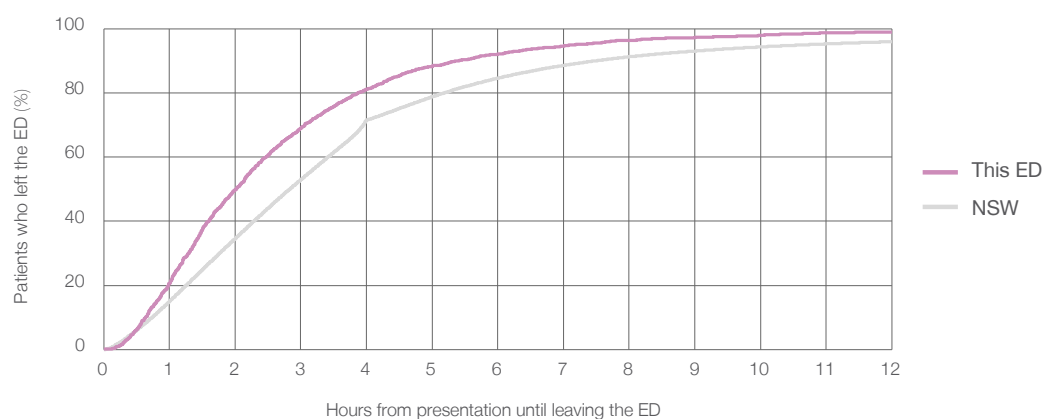
2 hours and 1 minutes

95th percentile time spent in the ED⁹

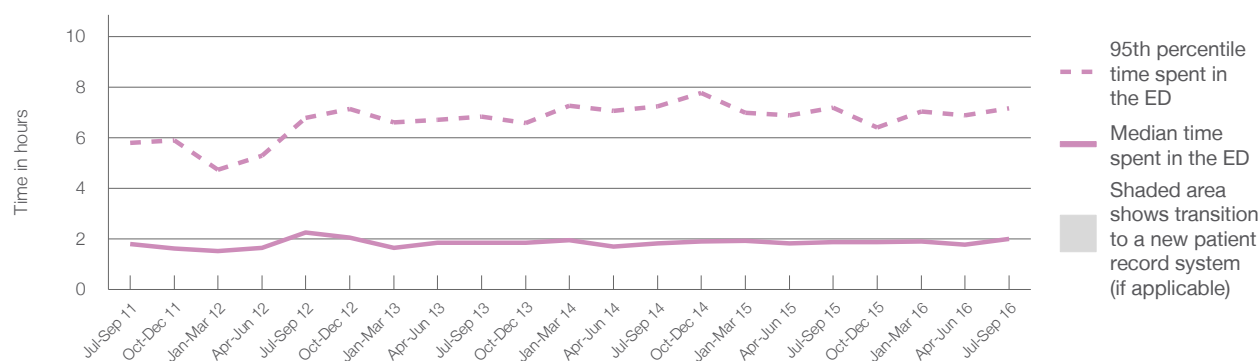
7 hours and 10 minutes

Same period last year	NSW (this period)
2,773	
2,772	
1 hours and 53 minutes	2 hours and 50 minutes
7 hours and 11 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 49m	2h 16m	1h 51m	1h 50m	1h 53m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 48m	6h 50m	7h 15m	7h 11m	7h 10m

(†) 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.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

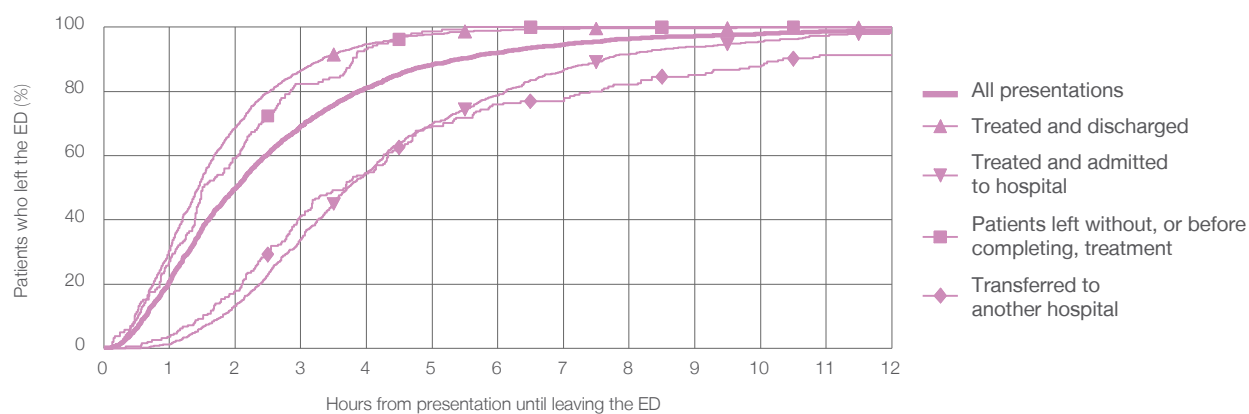
July to September 2016

All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

		Same period last year	Change since one year ago
Treated and discharged	1,780 (60.7%)	2,772	5.7%
Treated and admitted to hospital	794 (27.1%)	1,778	0.1%
Patient left without, or before completing, treatment	159 (5.4%)	644	23.3%
Transferred to another hospital	195 (6.7%)	126	26.2%
Other	4 (0.1%)	217	-10.1%
		8	-50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.6%	68.8%	86.6%	94.7%	99.0%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.3%	13.2%	33.9%	54.7%	78.8%	91.6%	95.5%	98.2%
Patient left without, or before completing, treatment	27.0%	59.1%	82.4%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	41.0%	54.4%	75.9%	82.1%	87.7%	91.3%
All presentations	20.7%	49.9%	69.1%	81.1%	92.1%	96.3%	97.9%	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.

Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,932 patients

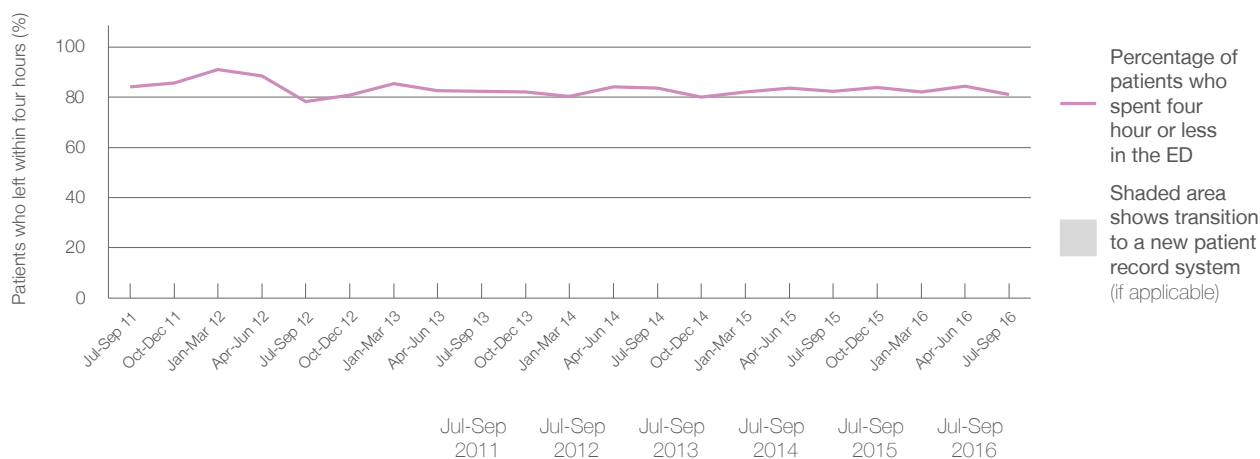
Presentations used to calculate time to leaving the ED: ⁶ 2,931 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,773	5.7%
2,772	5.7%
82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.2%	78.1%	82.4%	83.5%	82.4%	81.1%

- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,562 patients

Emergency presentations:² 3,449 patients

Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 211 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,233 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,755 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
207	
7 minutes	8 minutes
43 minutes	41 minutes
952	
22 minutes	21 minutes
76 minutes	103 minutes
1,926	
30 minutes	27 minutes
108 minutes	139 minutes
315	
28 minutes	24 minutes
125 minutes	138 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED 86.0%

Same period last year	Change since one year ago
3,510	1.5%
86.0%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

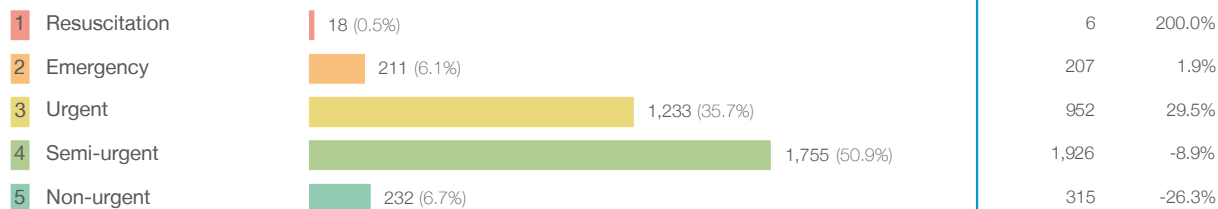
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

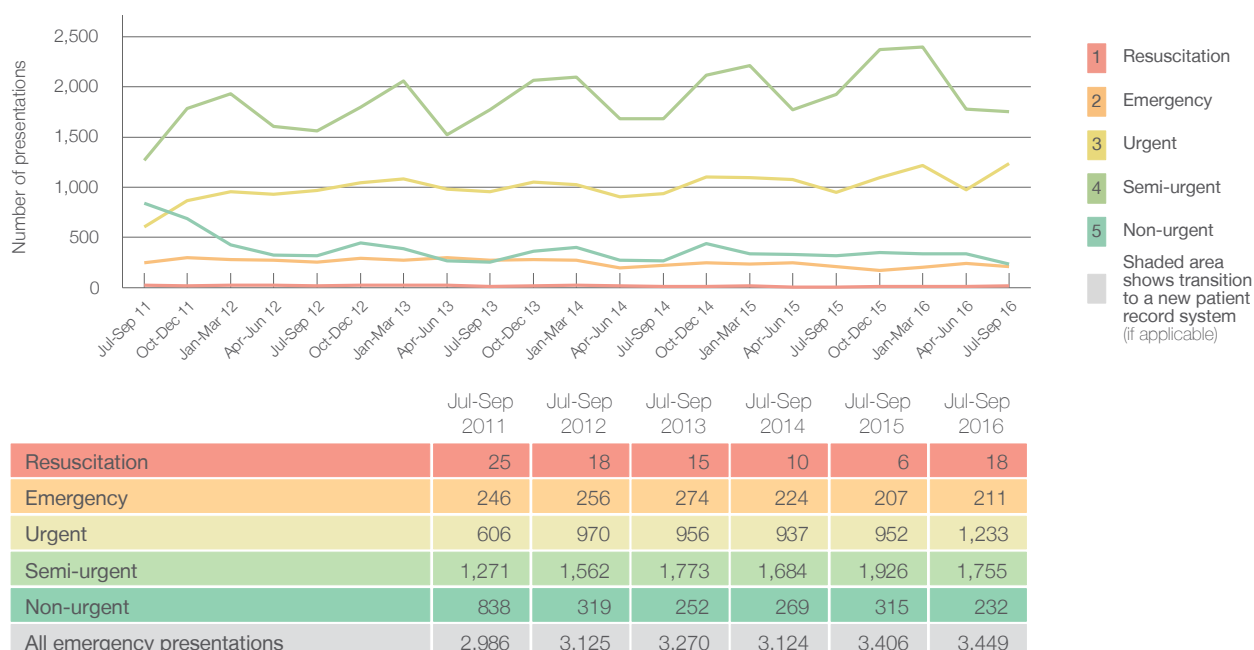
July to September 2016

All presentations:¹ 3,562 patients

Emergency presentations² by triage category: 3,449 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



Milton and Ulladulla Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 340 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 211

Number of triage 2 patients used to calculate waiting time:³ 211

Median time to start treatment⁴

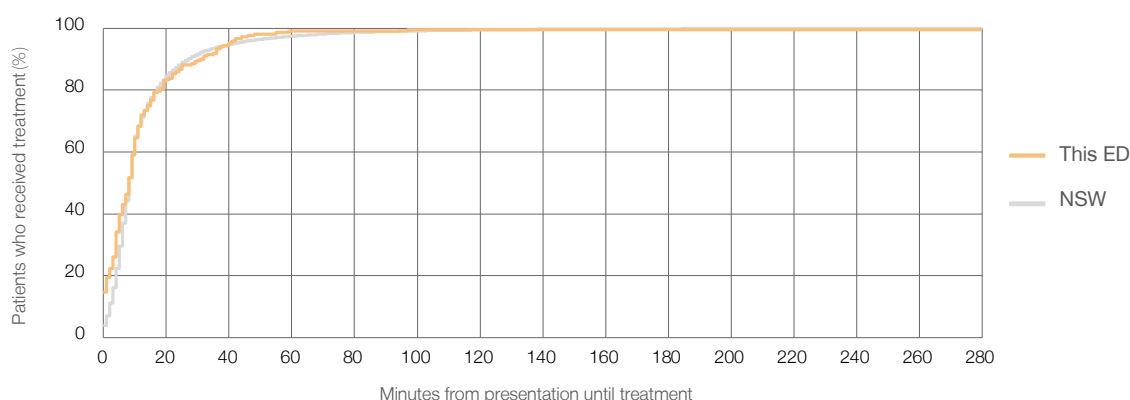
8 minutes

95th percentile time to start treatment⁵

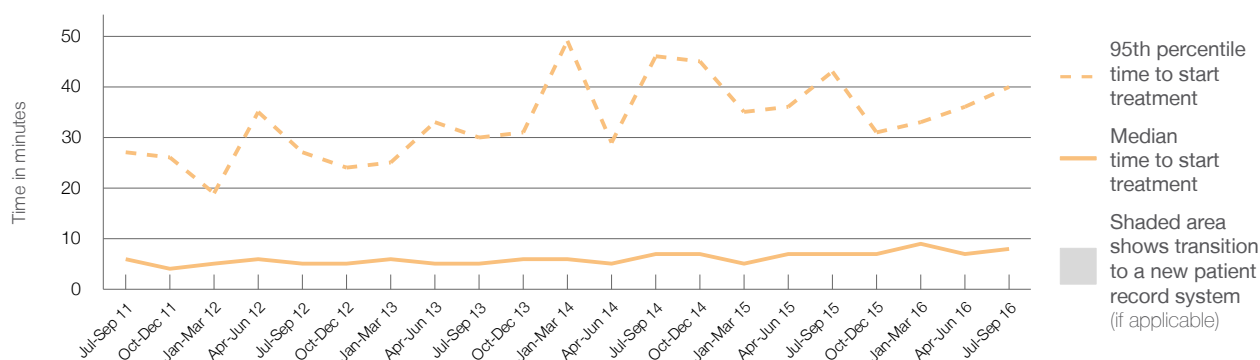
40 minutes

Same period last year	NSW (this period)
207	
207	
7 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	5	5	7	7	8
95th percentile time to start treatment ⁵ (minutes)	27	27	30	46	43	40

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,233

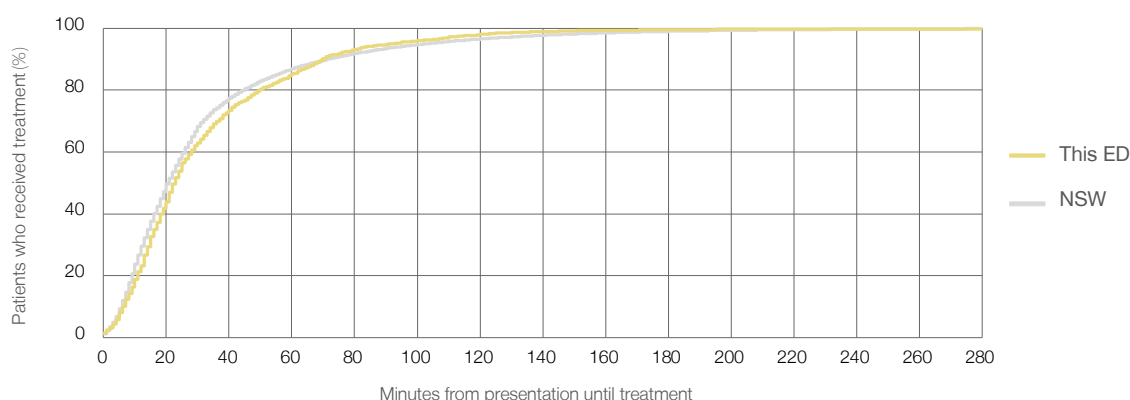
Number of triage 3 patients used to calculate waiting time: ³ 1,224

Median time to start treatment ⁴ 23 minutes

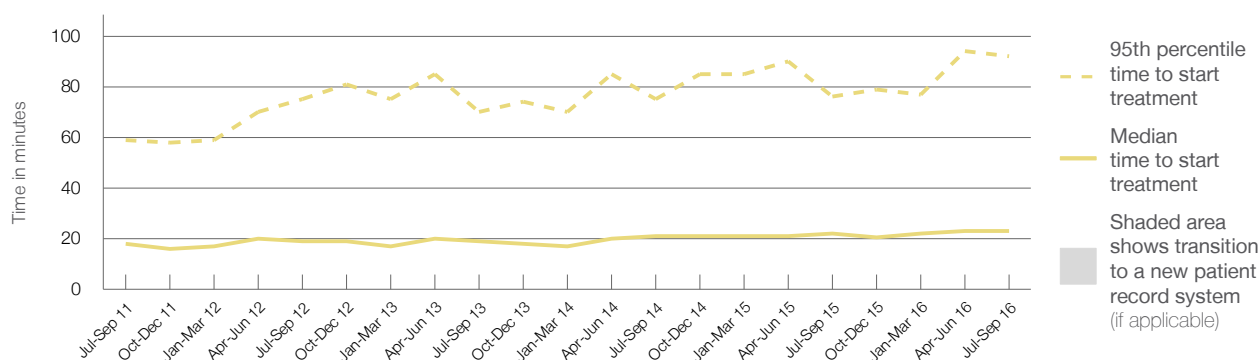
95th percentile time to start treatment ⁵ 92 minutes

Same period last year	NSW (this period)
952	
945	
22 minutes	21 minutes
76 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	19	19	21	22	23
95th percentile time to start treatment ⁵ (minutes)	59	75	70	75	76	92

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,755

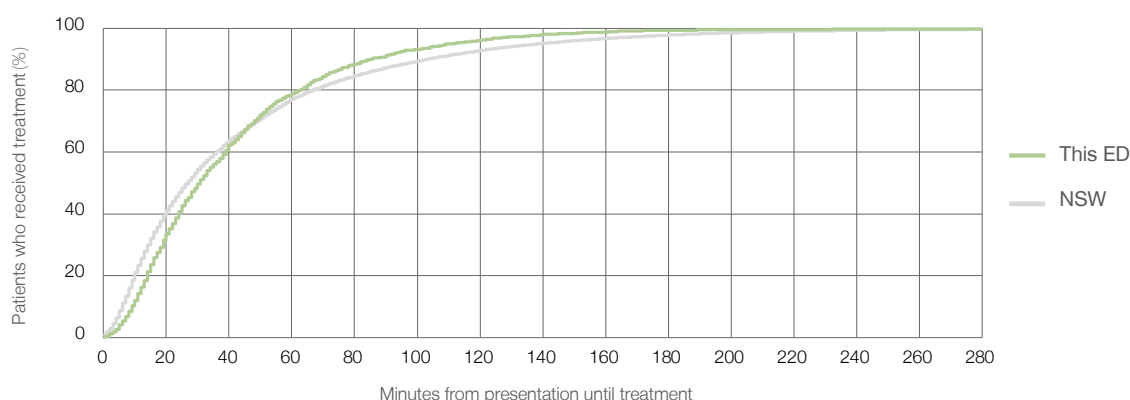
Number of triage 4 patients used to calculate waiting time: ³ 1,711

Median time to start treatment ⁴ 31 minutes

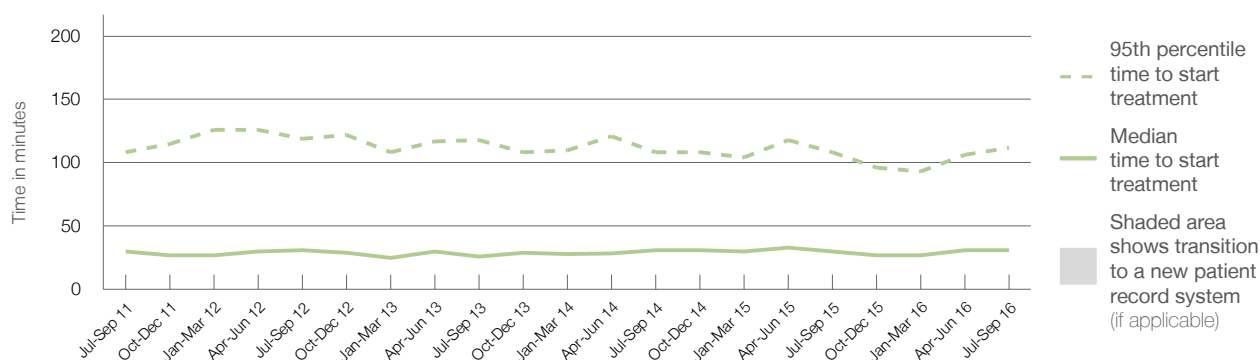
95th percentile time to start treatment ⁵ 112 minutes

Same period last year	NSW (this period)
1,926	
1,879	
30 minutes	27 minutes
108 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	31	26	31	30	31
95th percentile time to start treatment ⁵ (minutes)	108	119	118	108	108	112

(†) 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.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 232

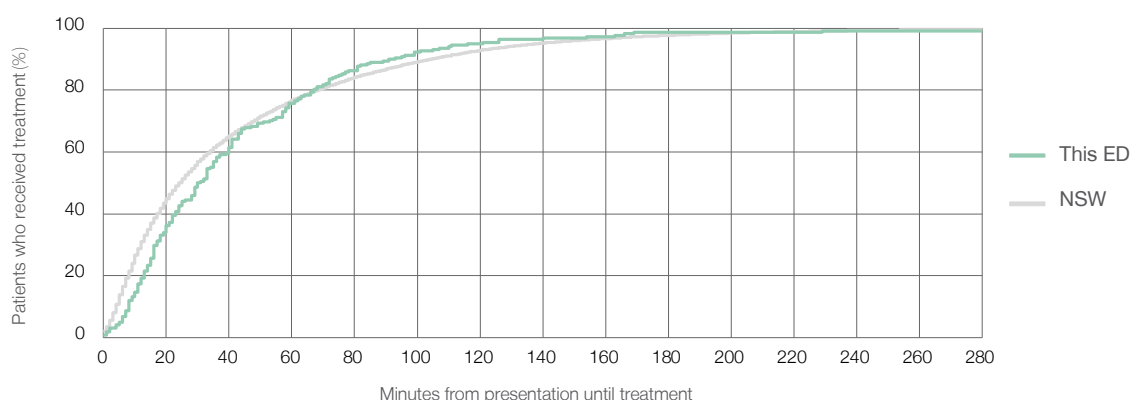
Number of triage 5 patients used to calculate waiting time:³ 218

Median time to start treatment⁴ 31 minutes

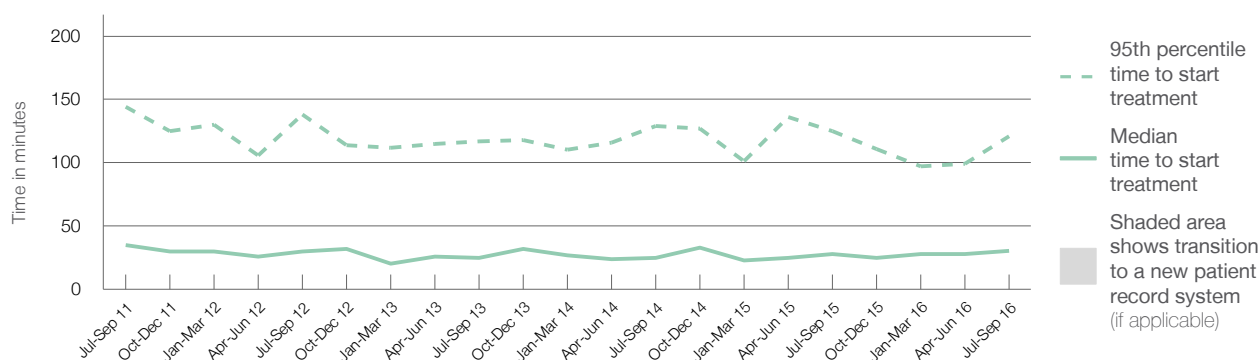
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
315	
296	
28 minutes	24 minutes
125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	30	25	25	28	31
95th percentile time to start treatment ⁵ (minutes)	144	138	117	129	125	121

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,562 patients

Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Median time spent in the ED⁸

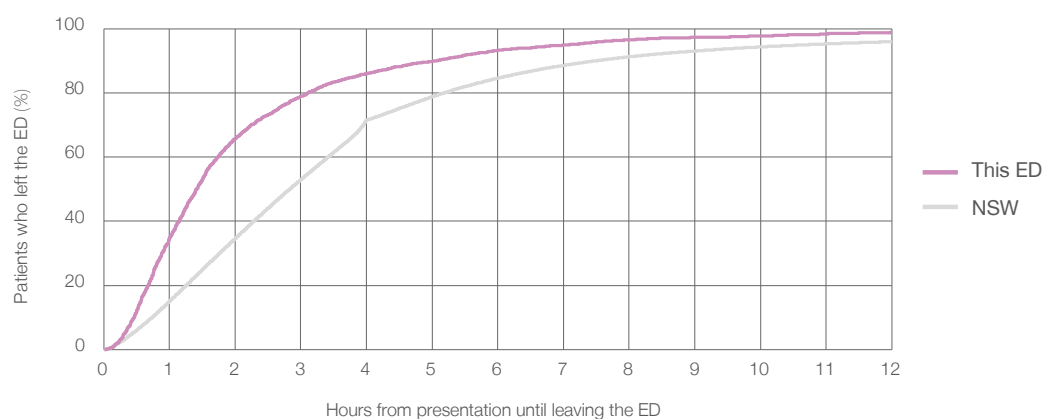
1 hours and 25 minutes

95th percentile time spent in the ED⁹

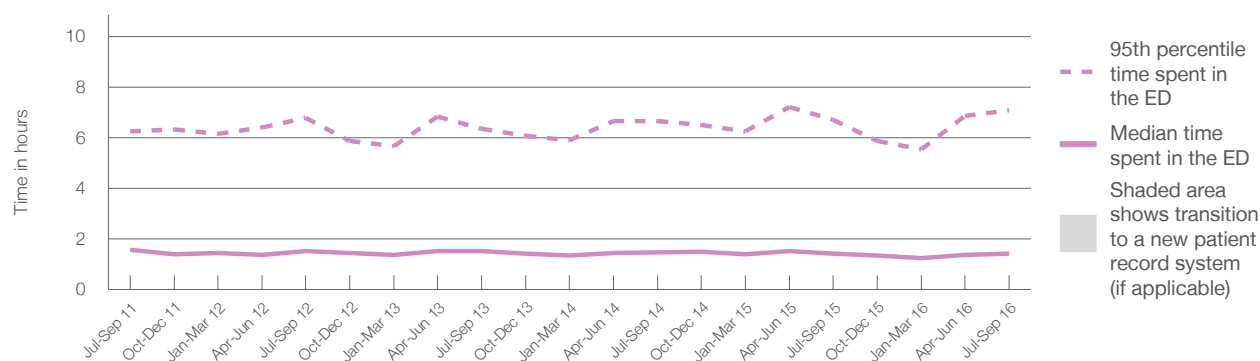
7 hours and 5 minutes

Same period last year	NSW (this period)
3,510	3,510
1 hours and 26 minutes	2 hours and 50 minutes
6 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 34m	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 15m	6h 48m	6h 22m	6h 39m	6h 43m	7h 5m

(†) 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.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

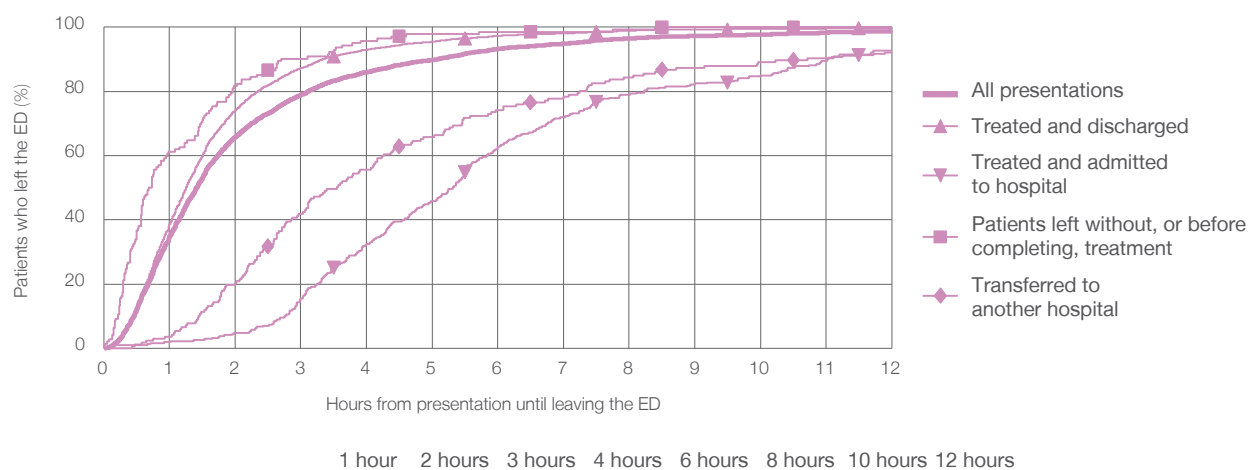
All presentations:[†] 3,562 patients

Presentations used to calculate time to leaving the ED:[‡] 3,562 patients

Treated and discharged	2,935 (82.4%)
Treated and admitted to hospital	314 (8.8%)
Patient left without, or before completing, treatment	142 (4.0%)
Transferred to another hospital	167 (4.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,510	1.5%
2,888	1.6%
301	4.3%
184	-22.8%
134	24.6%
3	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	38.7%	74.1%	87.3%	92.9%	97.3%	99.0%	99.5%	99.8%
Treated and admitted to hospital	1.9%	4.8%	15.6%	32.5%	62.7%	79.0%	85.0%	92.0%
Patient left without, or before completing, treatment	61.3%	81.7%	90.1%	95.8%	98.6%	99.3%	100%	100%
Transferred to another hospital	3.6%	20.4%	41.9%	55.7%	74.3%	84.4%	89.2%	92.8%
All presentations	34.8%	65.8%	78.9%	86.0%	93.3%	96.5%	97.8%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,562 patients

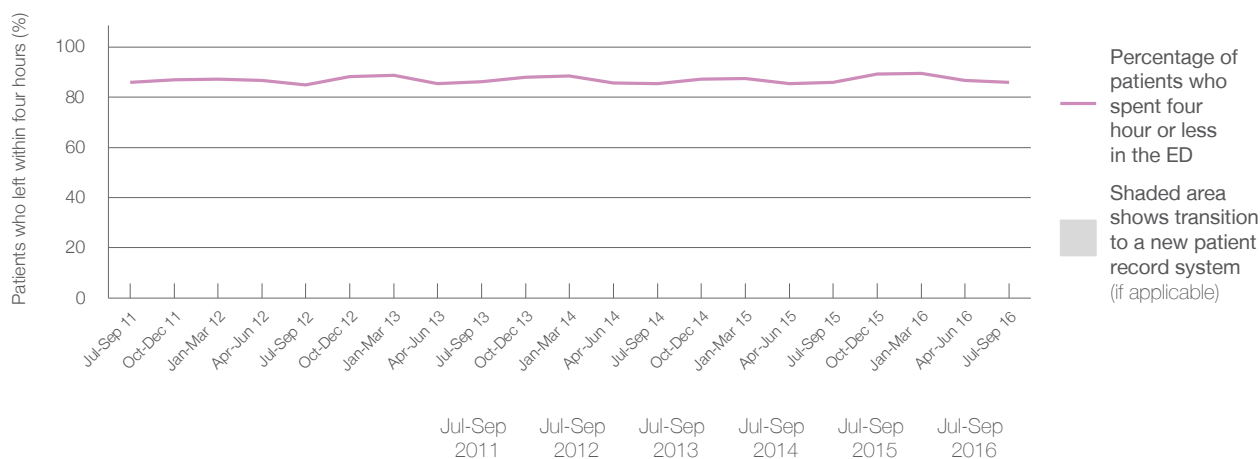
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,510	1.5%
3,510	1.5%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	86.0%	84.8%	86.2%	85.4%	86.0%	86.0%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Moree District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,961 patients

Emergency presentations:² 1,717 patients

Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%

Moree District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 149 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 547 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 935 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 86 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
134	
4 minutes	8 minutes
19 minutes	41 minutes
509	
6 minutes	21 minutes
48 minutes	103 minutes
1,035	
6 minutes	27 minutes
64 minutes	139 minutes
117	
8 minutes	24 minutes
53 minutes	138 minutes

Moree District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,961 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
1,986	-1.3%
89.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

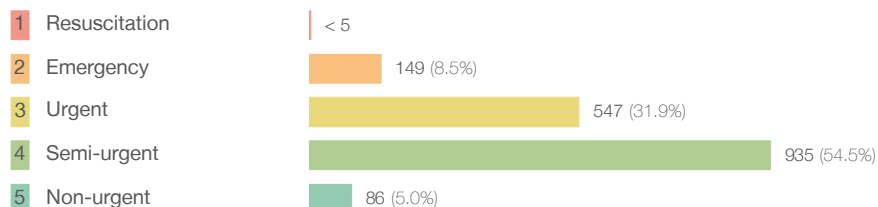
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Moree District Hospital: Patients presenting to the emergency department

July to September 2016

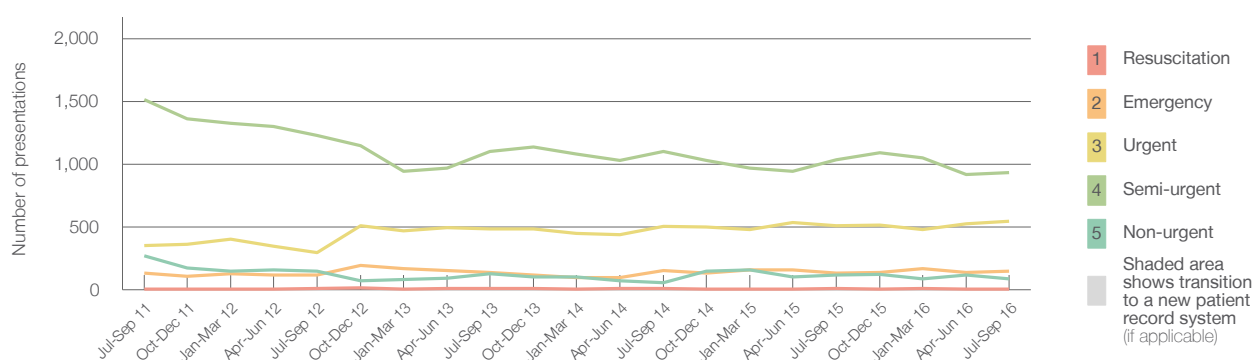
All presentations:¹ 1,961 patients

Emergency presentations² by triage category: 1,717 patients



Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%
8	*
134	9.0%
509	7.5%
1,035	-9.7%
117	-26.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	5	11	7	9	8	< 5
Emergency	130	115	135	150	134	149
Urgent	350	297	482	502	509	547
Semi-urgent	1,515	1,230	1,100	1,103	1,035	935
Non-urgent	270	148	126	54	117	86
All emergency presentations	2,270	1,801	1,850	1,818	1,803	1,717

Moree District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 242 patients

ED Transfer of care time



Same period last year	Change since one year ago
185	
5 minutes	-1 minute
34 minutes	-12 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.

Moree District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 149

Number of triage 2 patients used to calculate waiting time:³ 143

Median time to start treatment⁴

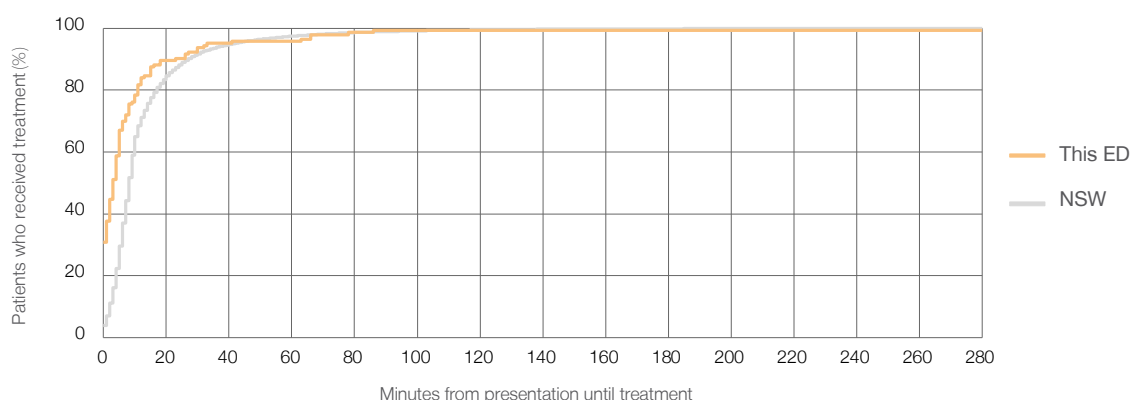
3 minutes

95th percentile time to start treatment⁵

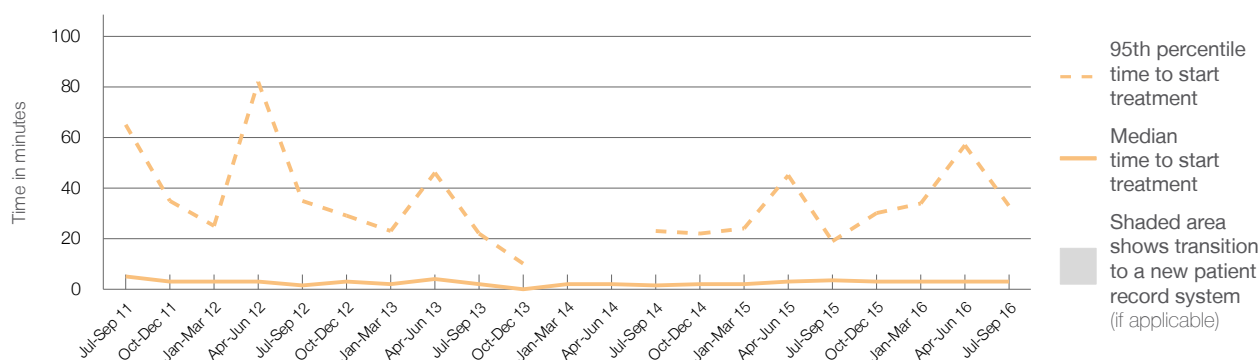
33 minutes

Same period last year	NSW (this period)
134	
132	
4 minutes	8 minutes
19 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	2	4	3
95th percentile time to start treatment ⁵ (minutes)	65	35	22	23	19	33

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 547

Number of triage 3 patients used to calculate waiting time:³ 536

Median time to start treatment⁴

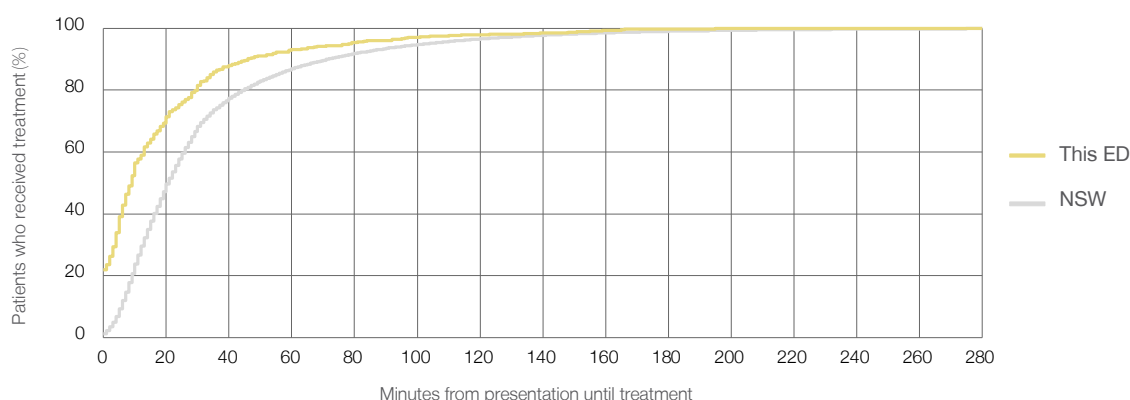
9 minutes

95th percentile time to start treatment⁵

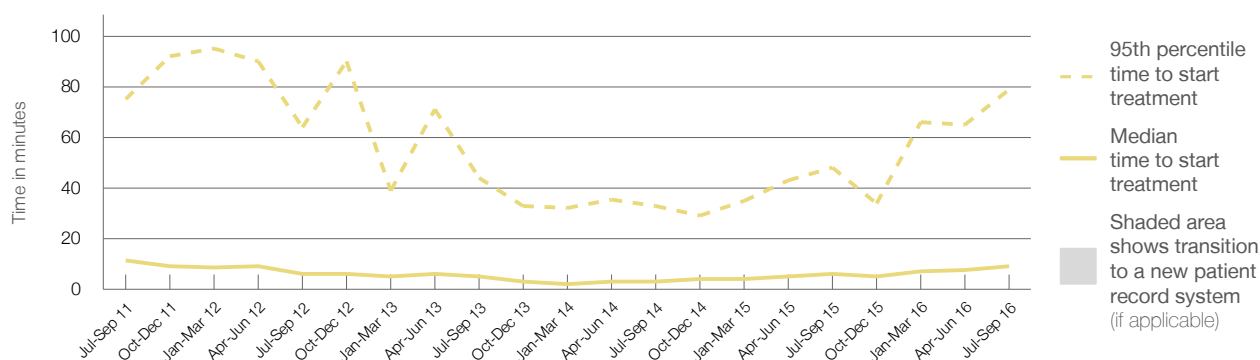
79 minutes

Same period last year	NSW (this period)
509	
486	
6 minutes	21 minutes
48 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	6	5	3	6	9
95th percentile time to start treatment ⁵ (minutes)	75	64	44	33	48	79

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 935

Number of triage 4 patients used to calculate waiting time:³ 859

Median time to start treatment⁴

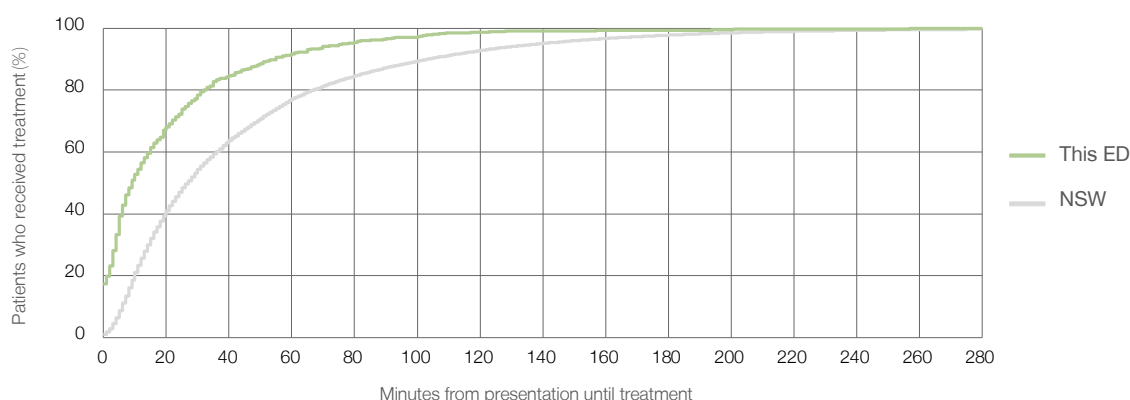
9 minutes

95th percentile time to start treatment⁵

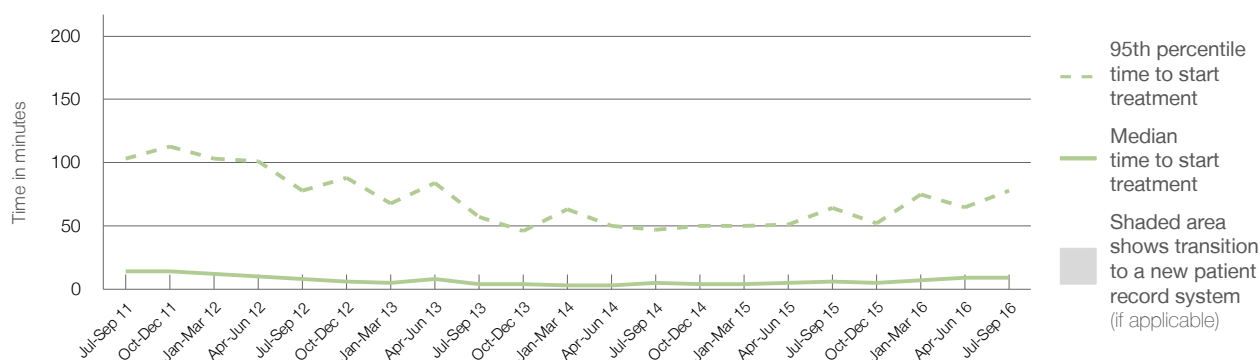
78 minutes

Same period last year	NSW (this period)
1,035	
927	
6 minutes	27 minutes
64 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	8	4	5	6	9
95th percentile time to start treatment ⁵ (minutes)	103	78	57	47	64	78

(†) 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.

Moree District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 86

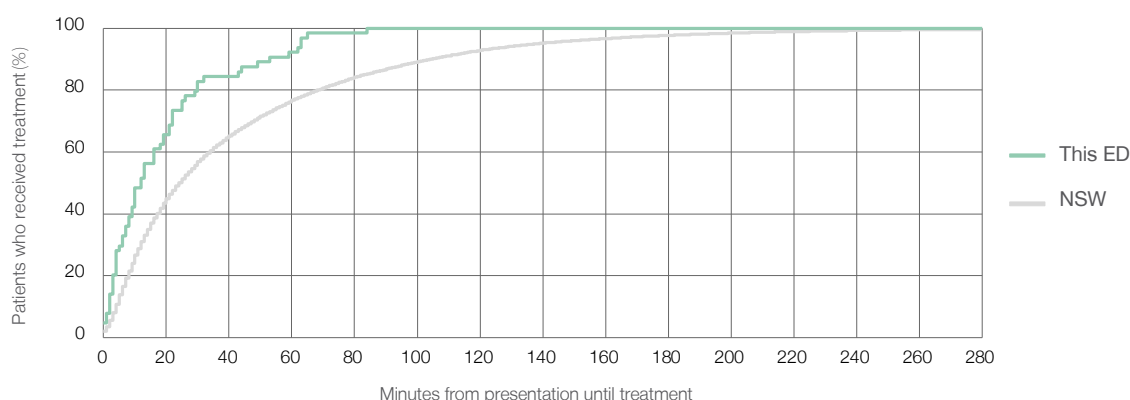
Number of triage 5 patients used to calculate waiting time:³ 64

Median time to start treatment⁴ 12 minutes

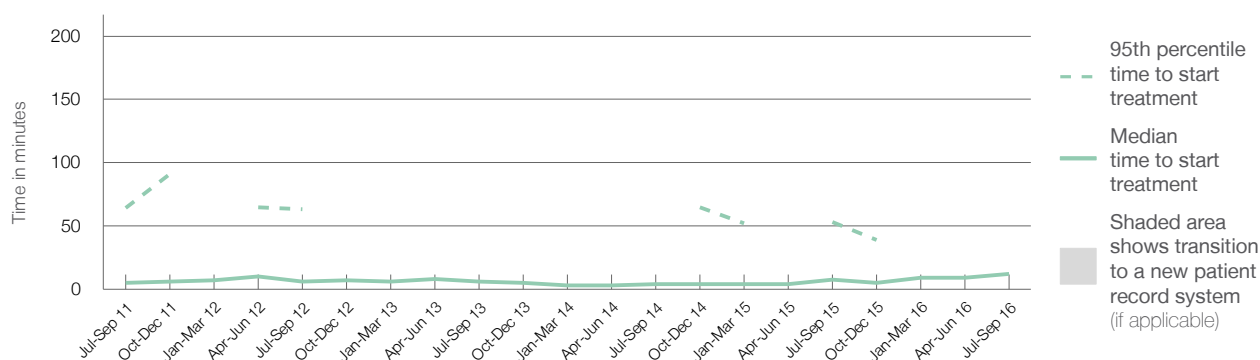
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
117	
102	
8 minutes	24 minutes
53 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	6	6	4	8	12
95th percentile time to start treatment ⁵ (minutes)	64	63	65	*	53	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,961 patients

Presentations used to calculate time to leaving the ED:⁶ 1,961 patients

Median time spent in the ED⁸

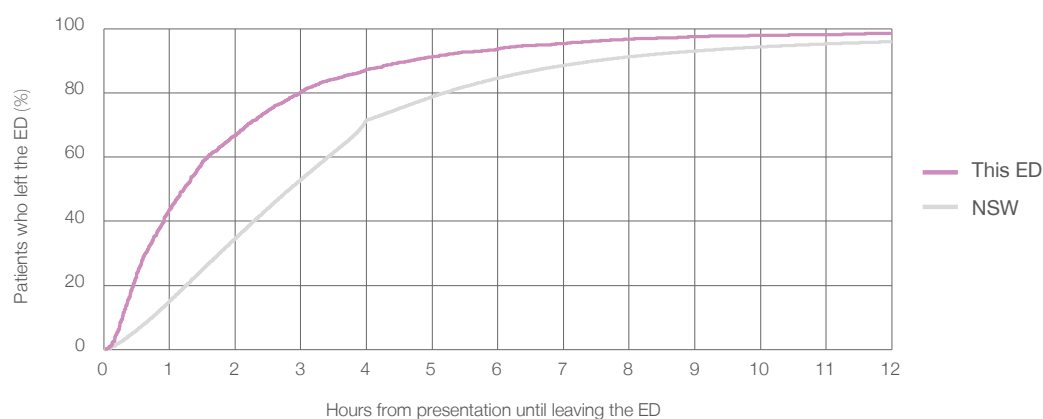
1 hours and 14 minutes

95th percentile time spent in the ED⁹

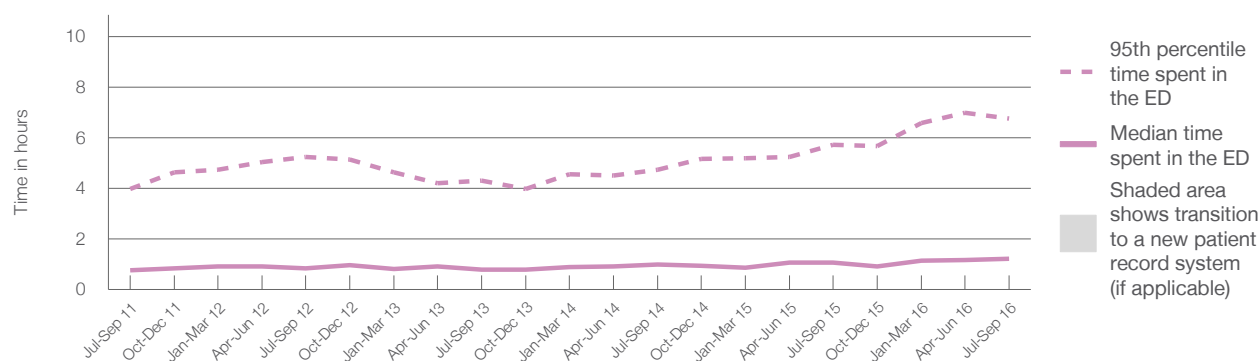
6 hours and 45 minutes

Same period last year	NSW (this period)
1,986	
1,986	
1 hours and 5 minutes	2 hours and 50 minutes
5 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 59m	5h 15m	4h 19m	4h 44m	5h 43m	6h 45m

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

By mode of separation

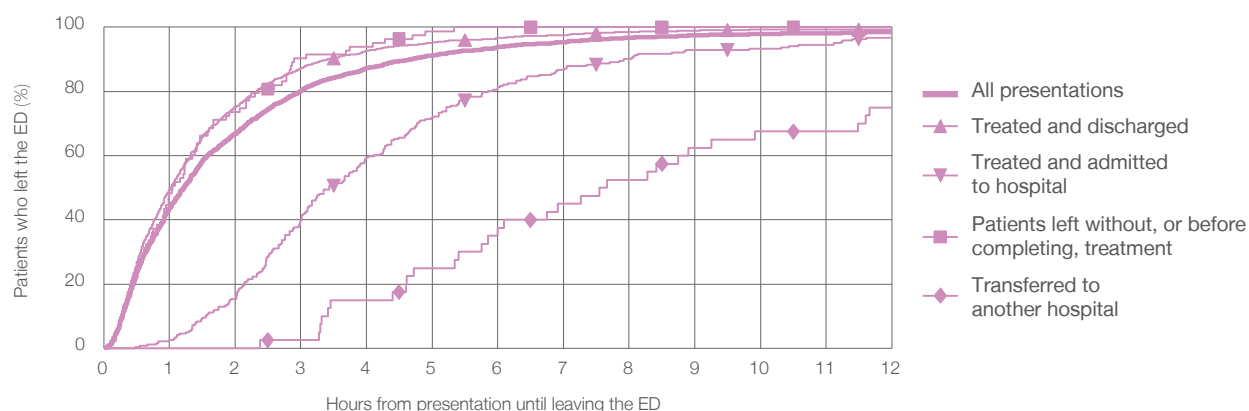
July to September 2016

All presentations:[†] 1,961 patients

Presentations used to calculate time to leaving the ED:[‡] 1,961 patients

		Same period last year	Change since one year ago
Treated and discharged	1,535 (78.3%)	1,508	1.8%
Treated and admitted to hospital	241 (12.3%)	269	-10.4%
Patient left without, or before completing, treatment	83 (4.2%)	82	1.2%
Transferred to another hospital	40 (2.0%)	27	48.1%
Other	62 (3.2%)	100	-38.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.5%	75.2%	87.2%	92.7%	96.7%	98.5%	99.2%	99.3%
Treated and admitted to hospital	2.5%	15.4%	39.8%	59.3%	81.3%	90.0%	93.4%	96.7%
Patient left without, or before completing, treatment	48.2%	73.5%	90.4%	94.0%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	2.5%	15.0%	37.5%	52.5%	67.5%	75.0%
All presentations	43.7%	66.9%	80.2%	87.3%	93.8%	96.6%	97.9%	98.5%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,961 patients

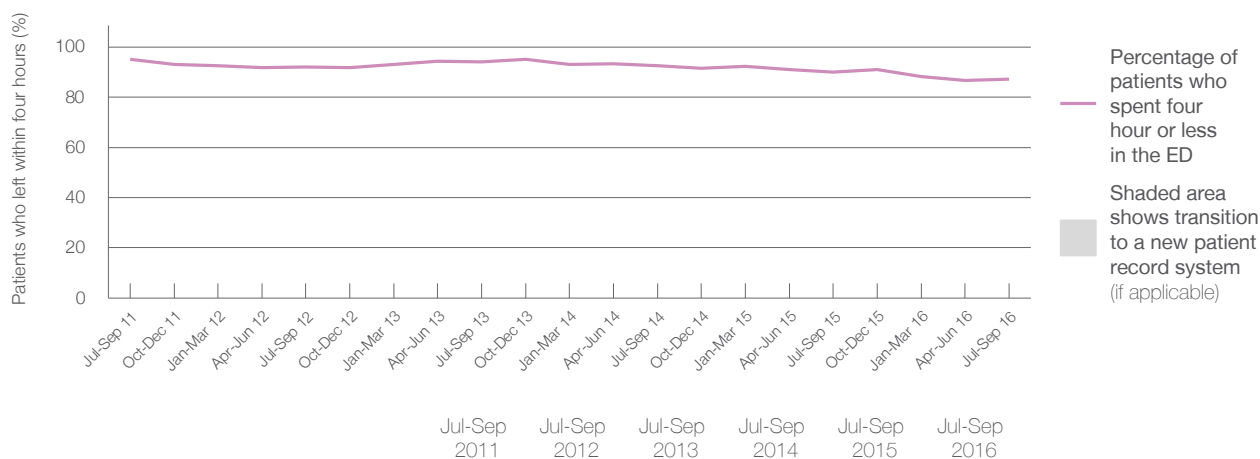
Presentations used to calculate time to leaving the ED: ⁶ 1,961 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,986	-1.3%
1,986	-1.3%
89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.0%	92.1%	94.1%	92.5%	89.9%	87.3%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 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 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.
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- 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 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Moruya District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations:² 2,303 patients

Same period last year	Change since one year ago
2,230	9.5%
2,118	8.7%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 307 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 774 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 880 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 321 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
251	
7 minutes	8 minutes
38 minutes	41 minutes
669	
20 minutes	21 minutes
119 minutes	103 minutes
832	
27 minutes	27 minutes
154 minutes	139 minutes
352	
28 minutes	24 minutes
143 minutes	138 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,441 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
2,230	9.5%
72.2%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

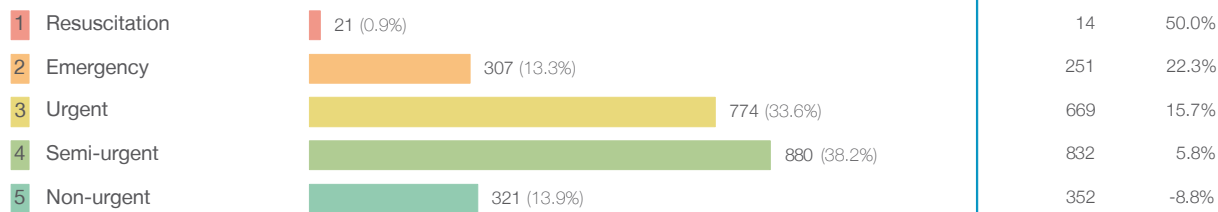
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Moruya District Hospital: Patients presenting to the emergency department

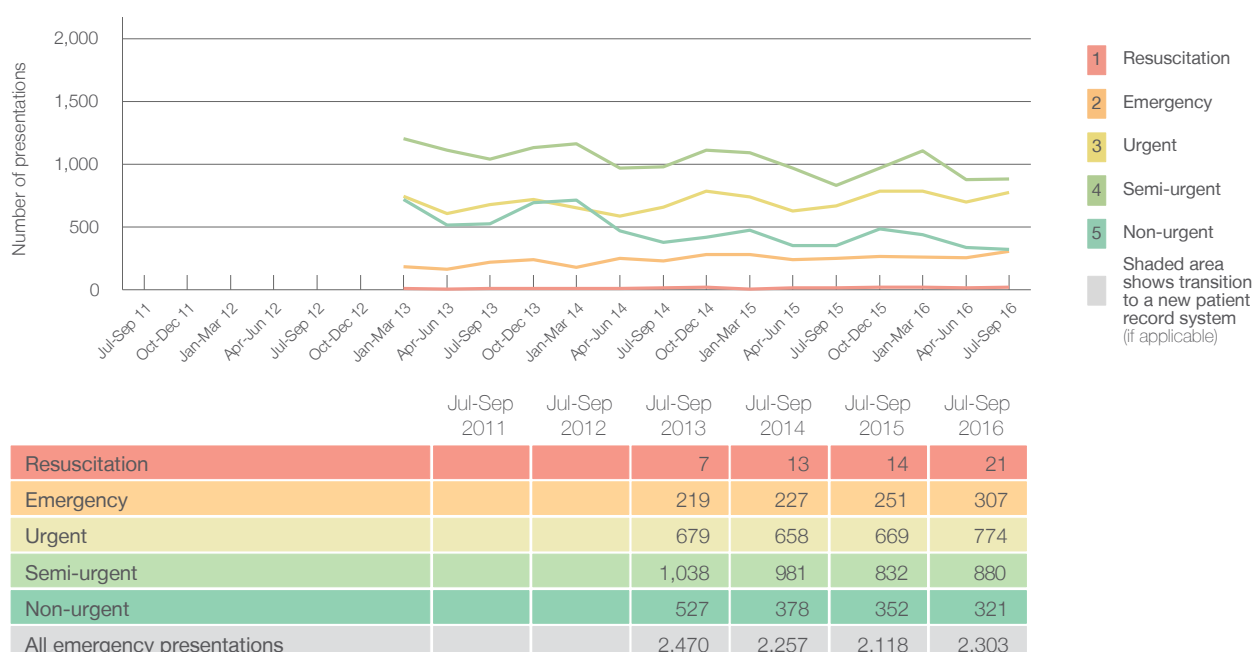
July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations² by triage category: 2,303 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Moruya District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 558 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 307

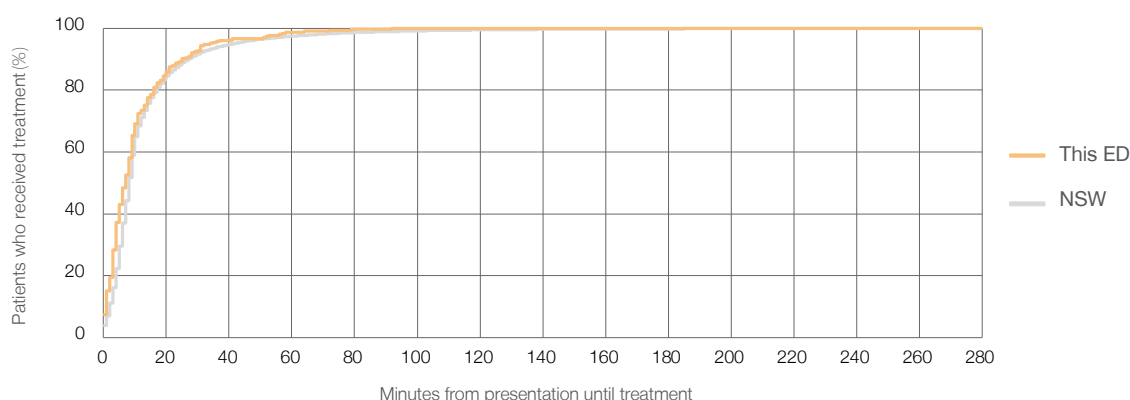
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 7 minutes

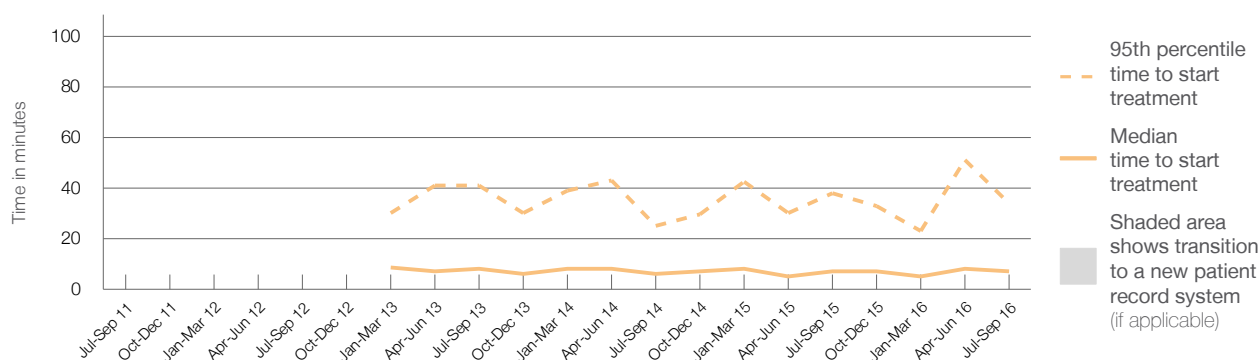
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
251	
245	
7 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	6	7	7
95th percentile time to start treatment ⁵ (minutes)			41	25	38	34

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 774

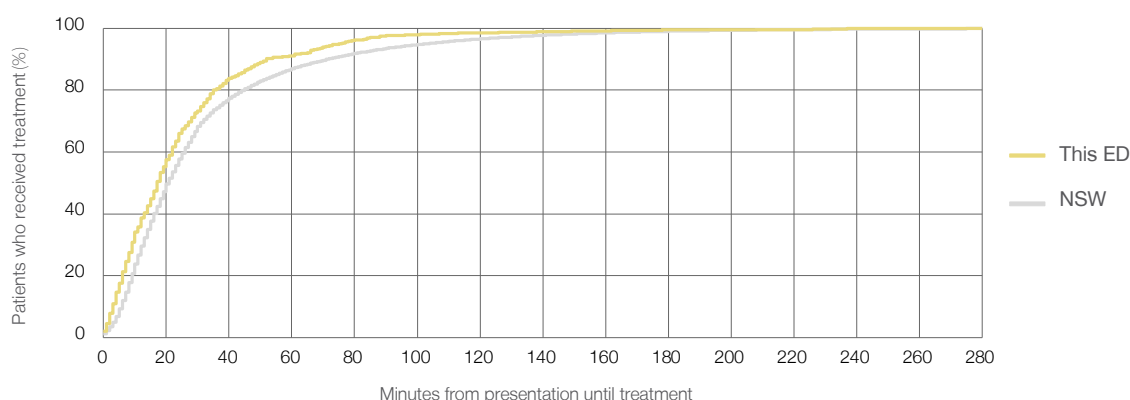
Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 17 minutes

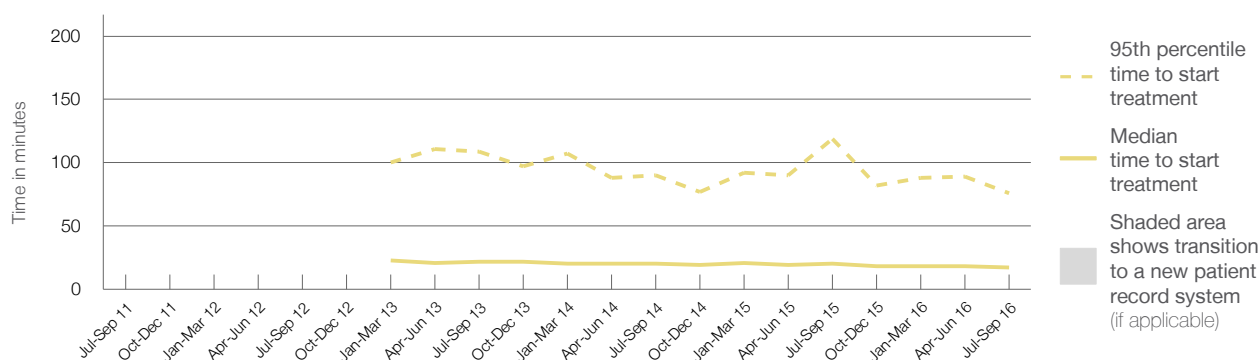
95th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
669	
655	
20 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	20	17
95th percentile time to start treatment ⁵ (minutes)			109	90	119	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 880

Number of triage 4 patients used to calculate waiting time:³ 804

Median time to start treatment⁴

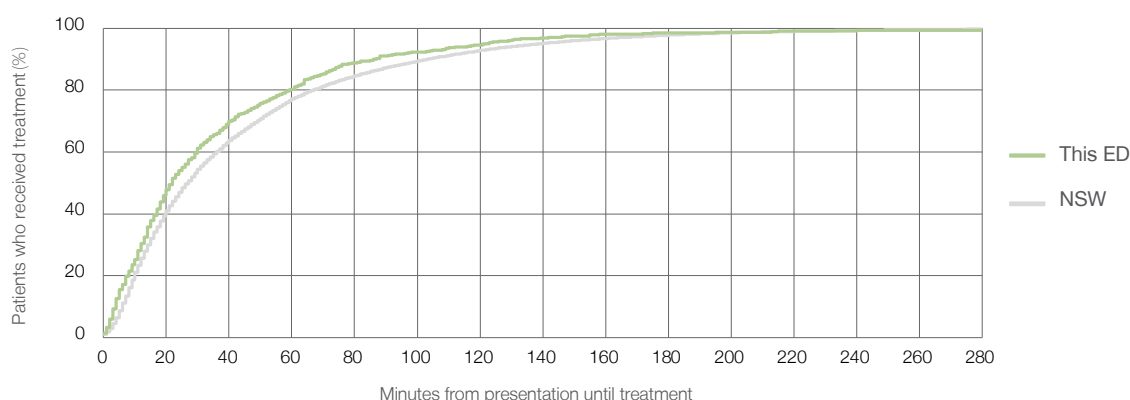
22 minutes

95th percentile time to start treatment⁵

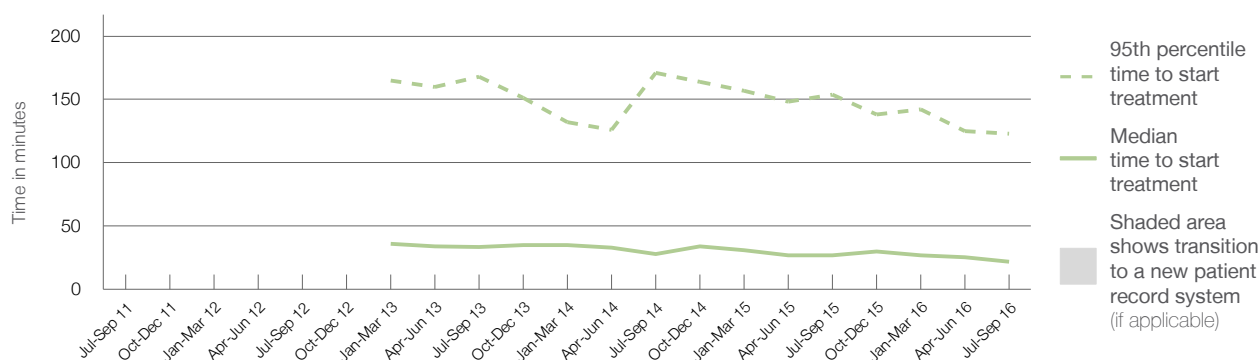
123 minutes

Same period last year	NSW (this period)
832	
751	
27 minutes	27 minutes
154 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	28	27	22
95th percentile time to start treatment ⁵ (minutes)			168	171	154	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 321

Number of triage 5 patients used to calculate waiting time:³ 257

Median time to start treatment⁴

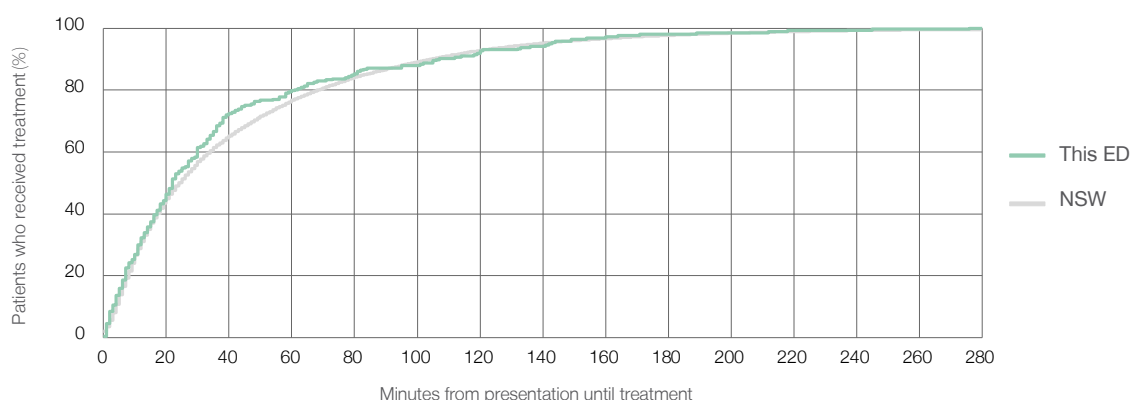
22 minutes

95th percentile time to start treatment⁵

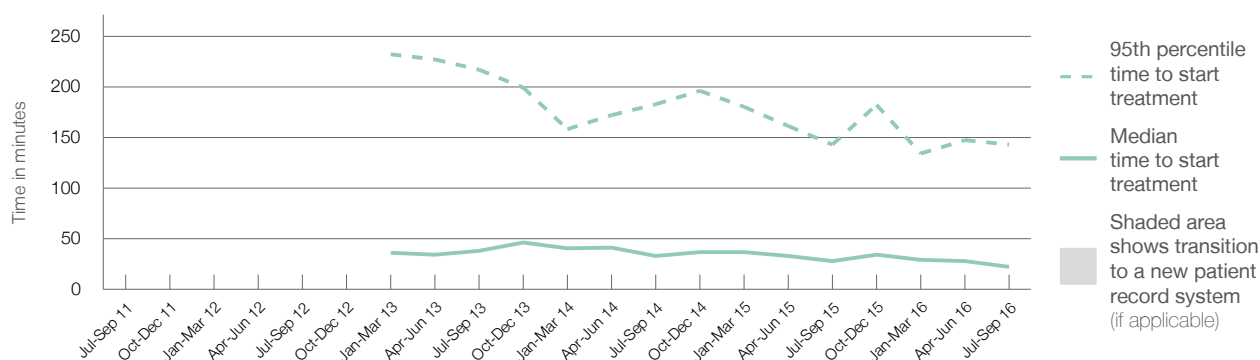
143 minutes

Same period last year	NSW (this period)
352	
267	
28 minutes	24 minutes
143 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			38	33	28	22
95th percentile time to start treatment ⁵ (minutes)			217	183	143	143

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,441 patients

Presentations used to calculate time to leaving the ED:⁶ 2,441 patients

Median time spent in the ED⁸

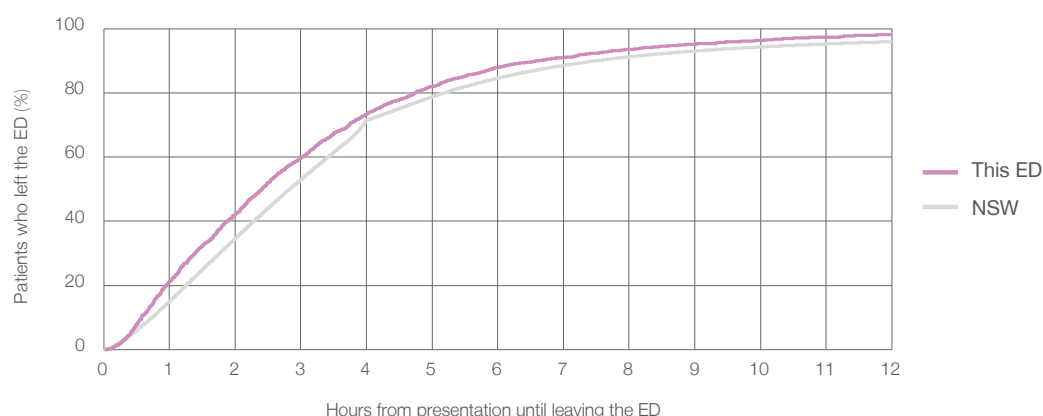
2 hours and 24 minutes

95th percentile time spent in the ED⁹

8 hours and 51 minutes

Same period last year	NSW (this period)
2,230	
2,230	
2 hours and 27 minutes	2 hours and 50 minutes
9 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 34m	2h 32m	2h 27m	2h 24m
95th percentile time to leaving the ED ⁹ (hours, minutes)			9h 40m	8h 30m	9h 9m	8h 51m

(†) 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.

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Moruya District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

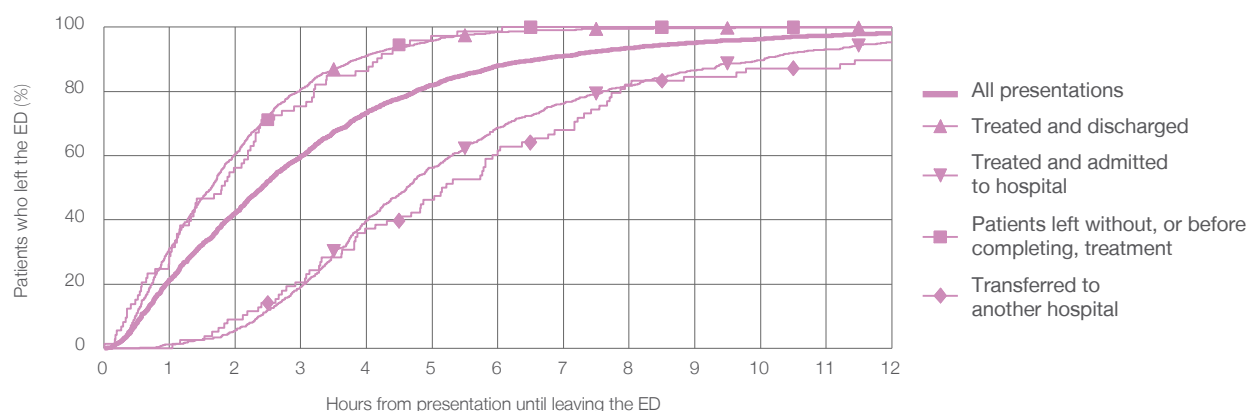
All presentations:[†] 2,441 patients

Presentations used to calculate time to leaving the ED:[‡] 2,441 patients

Treated and discharged	1,481 (60.7%)
Treated and admitted to hospital	759 (31.1%)
Patient left without, or before completing, treatment	73 (3.0%)
Transferred to another hospital	78 (3.2%)
Other	50 (2.0%)

Same period last year	Change since one year ago
2,230	9.5%
1,370	8.1%
667	13.8%
104	-29.8%
88	-11.4%
1	4900.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.0%	60.6%	80.8%	91.1%	98.4%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.2%	5.5%	19.1%	39.8%	68.8%	81.7%	89.7%	95.3%
Patient left without, or before completing, treatment	28.8%	56.2%	75.3%	86.3%	98.6%	100%	100%	100%
Transferred to another hospital	0%	9.0%	20.5%	37.2%	61.5%	82.1%	87.2%	89.7%
All presentations	21.3%	42.2%	59.8%	73.4%	88.0%	93.5%	96.3%	98.2%

(†) 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.

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Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,441 patients

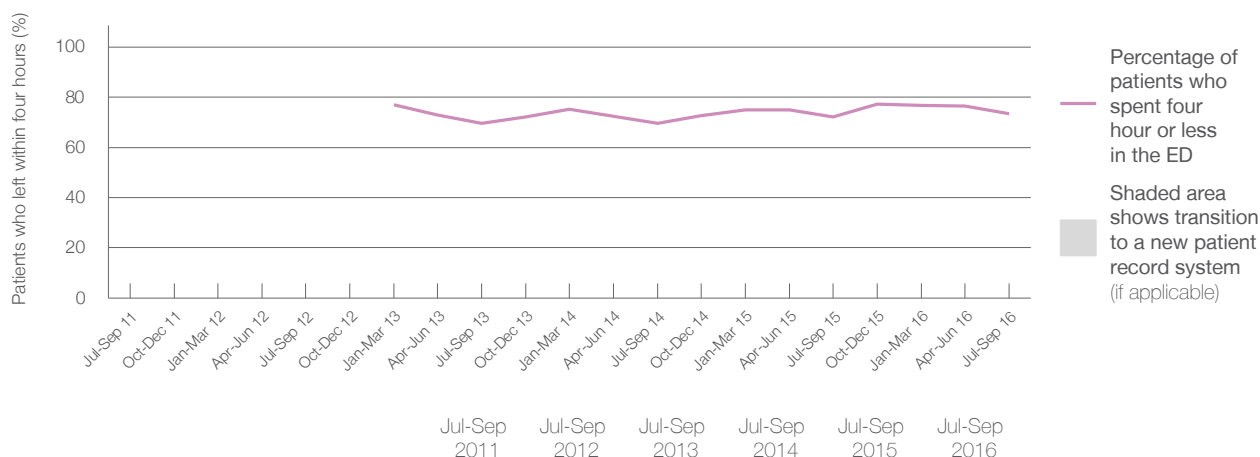
Presentations used to calculate time to leaving the ED: ⁶ 2,441 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,230	9.5%
2,230	9.5%
72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

69.7% 69.5% 72.2% 73.4%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mudgee District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,730 patients

Emergency presentations:² 2,547 patients

Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%

Mudgee District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 593 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,261 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
240	
10 minutes	8 minutes
43 minutes	41 minutes
612	
26 minutes	21 minutes
107 minutes	103 minutes
1,502	
42 minutes	27 minutes
162 minutes	139 minutes
802	
48 minutes	24 minutes
182 minutes	138 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,730 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,405	-19.8%
89.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

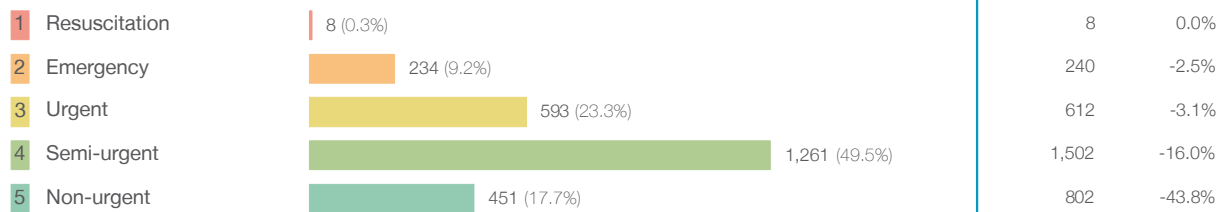
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mudgee District Hospital: Patients presenting to the emergency department

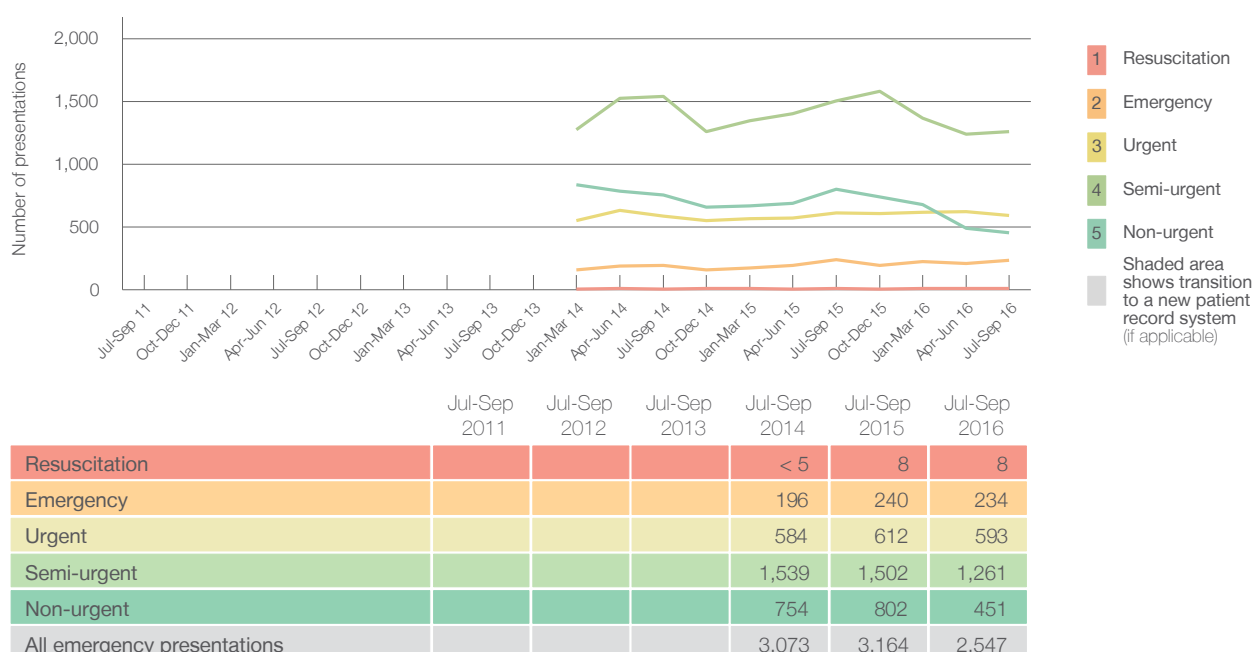
July to September 2016

All presentations:¹ 2,730 patients

Emergency presentations² by triage category: 2,547 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Mudgee District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 240 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Mudgee District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 234

Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴

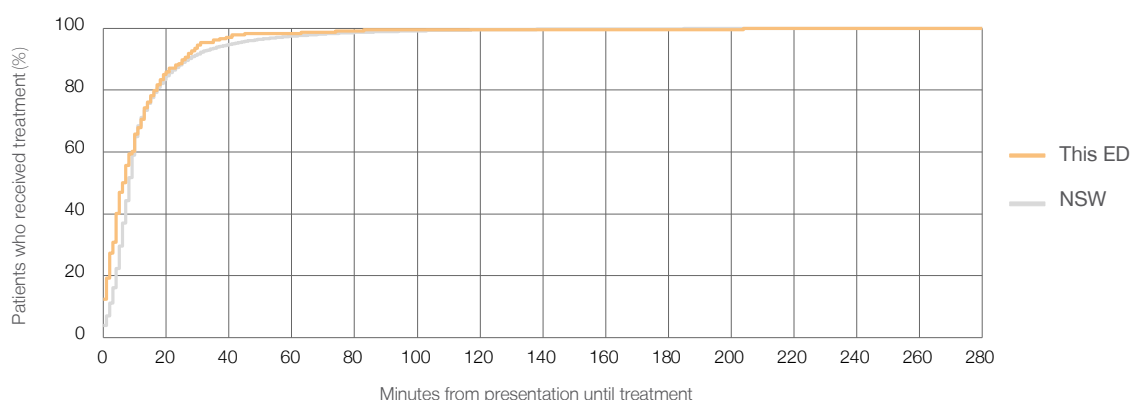
7 minutes

95th percentile time to start treatment⁵

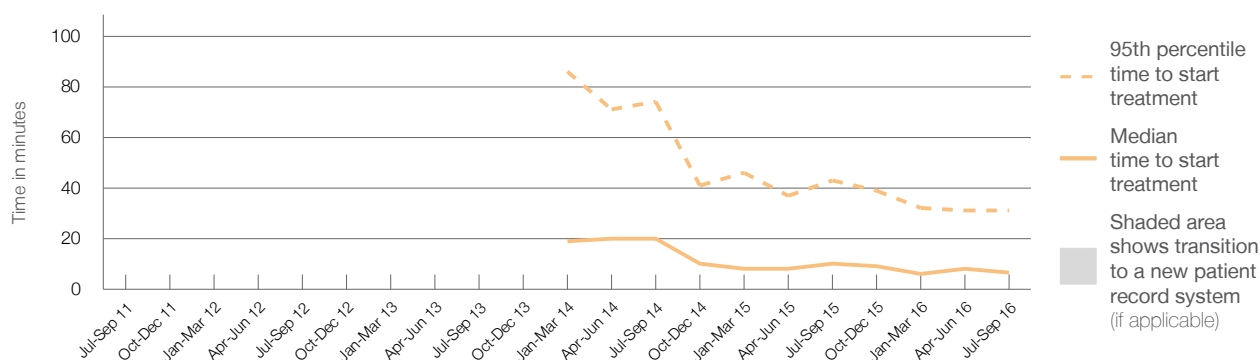
31 minutes

Same period last year	NSW (this period)
240	
238	
10 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				20	10	7
95th percentile time to start treatment ⁵ (minutes)				74	43	31

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 593

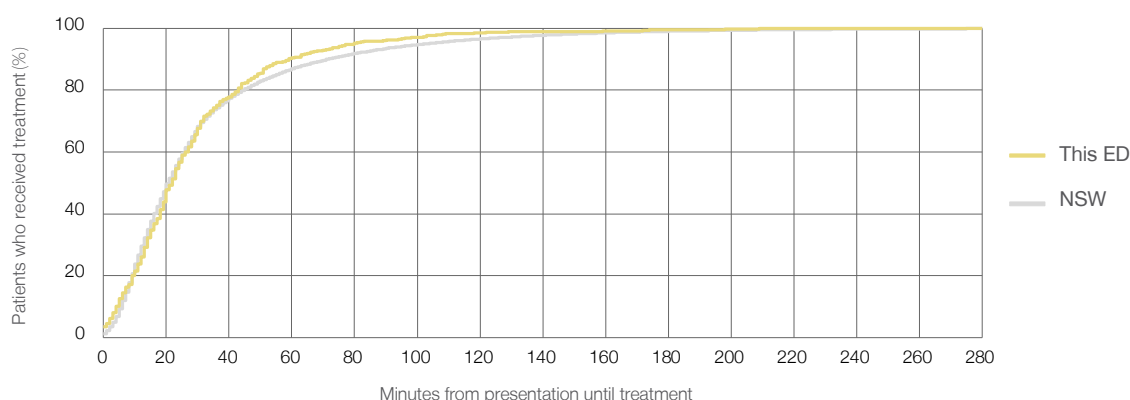
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 22 minutes

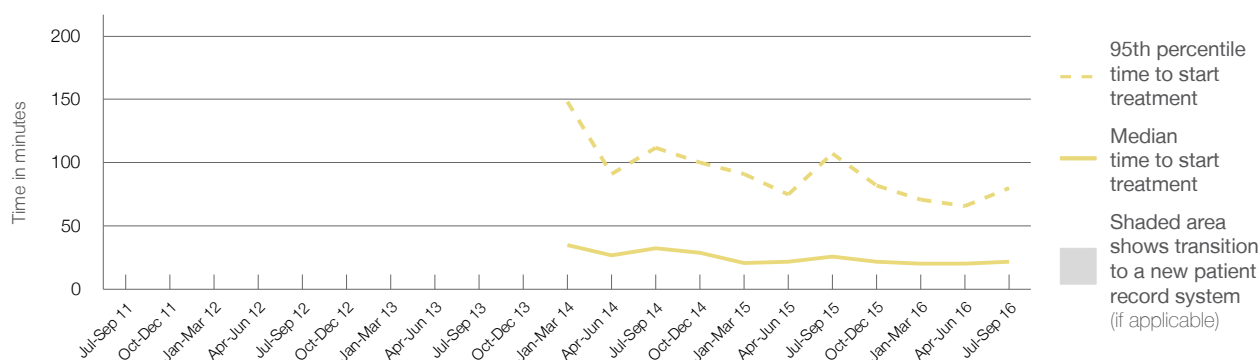
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
612	
578	
26 minutes	21 minutes
107 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				33	26	22
95th percentile time to start treatment ⁵ (minutes)				112	107	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Mudgee District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,261

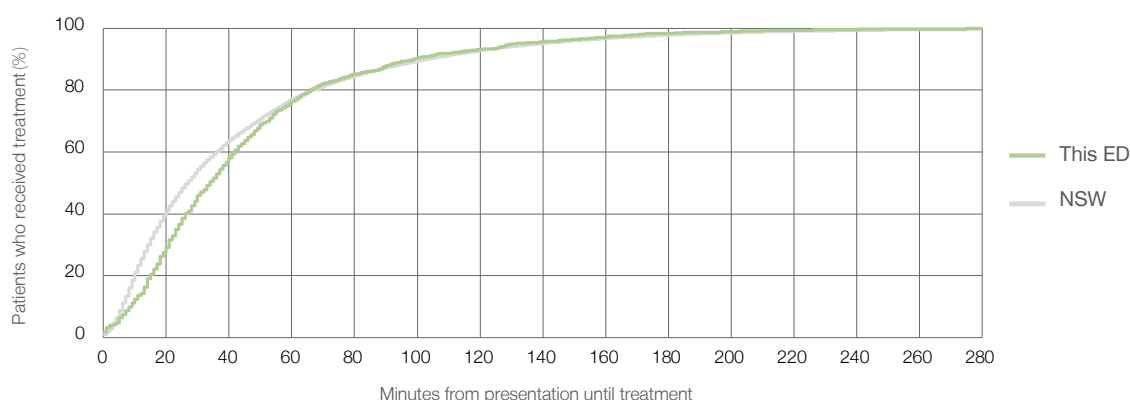
Number of triage 4 patients used to calculate waiting time: ³ 1,206

Median time to start treatment ⁴ 34 minutes

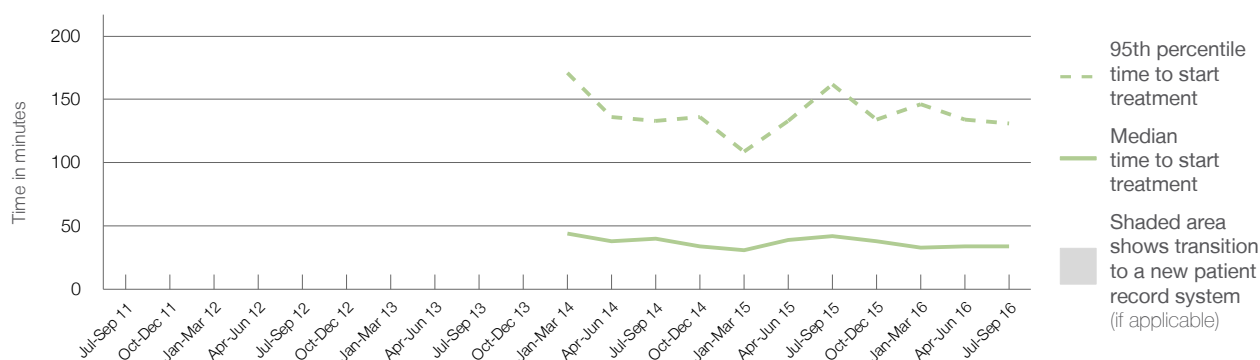
95th percentile time to start treatment ⁵ 131 minutes

Same period last year	NSW (this period)
1,502	
1,324	
42 minutes	27 minutes
162 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				40	42	34
95th percentile time to start treatment ⁵ (minutes)				133	162	131

(†) 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.

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Mudgee District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 451

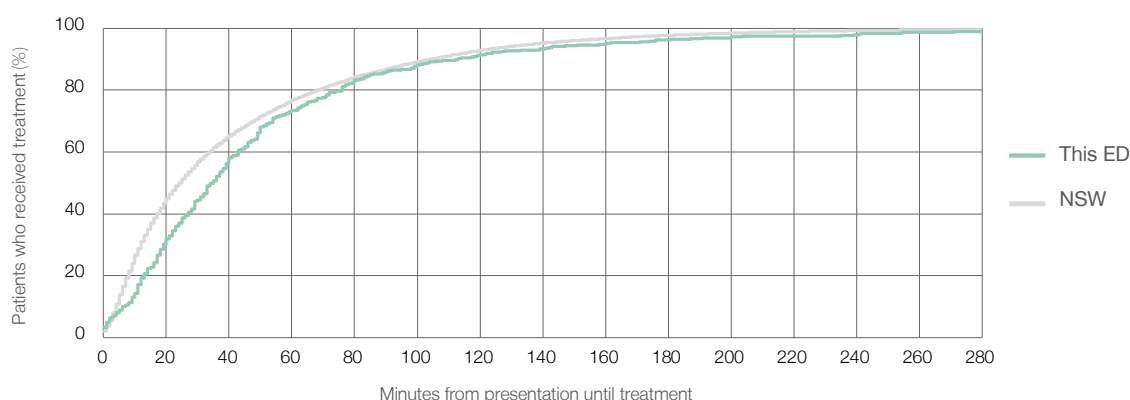
Number of triage 5 patients used to calculate waiting time:³ 385

Median time to start treatment⁴ 35 minutes

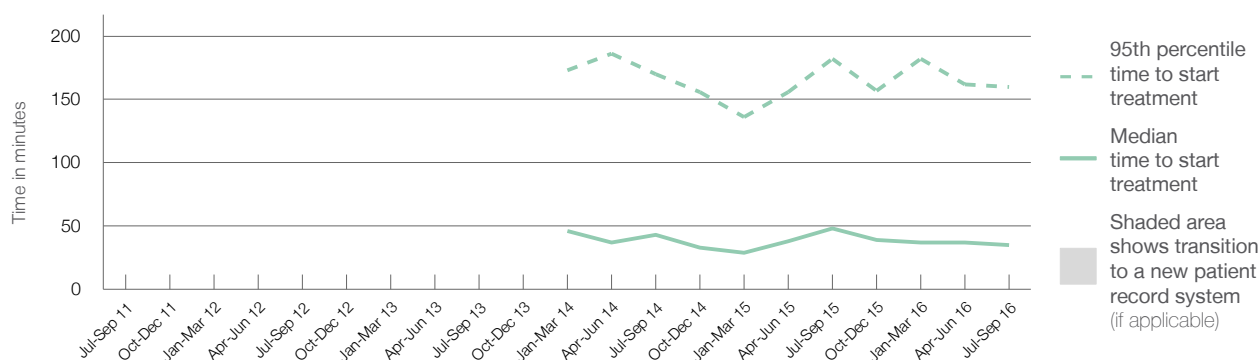
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
802	
526	
48 minutes	24 minutes
182 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				43	48	35
95th percentile time to start treatment ⁵ (minutes)				170	182	160

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Mudgee District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,730 patients

Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Median time spent in the ED⁸

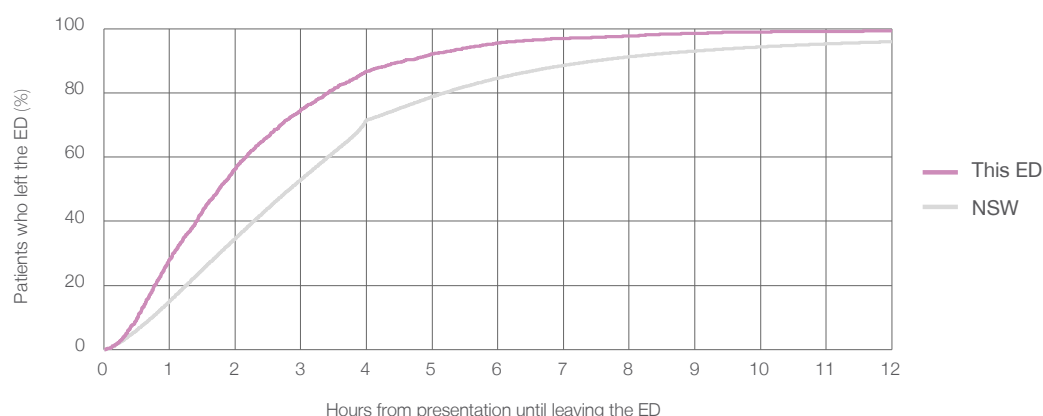
1 hours and 45 minutes

95th percentile time spent in the ED⁹

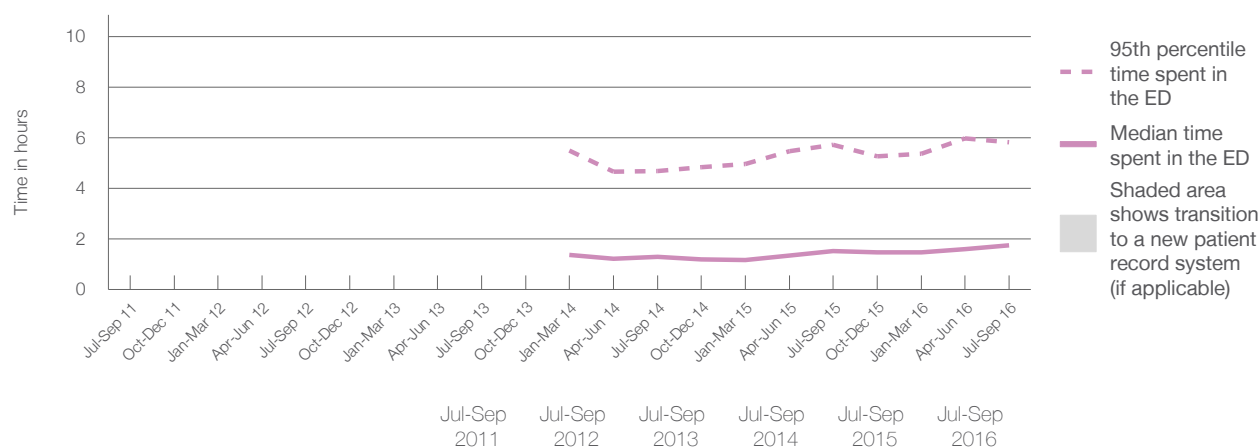
5 hours and 49 minutes

Same period last year	NSW (this period)
3,405	
3,405	
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 18m	1h 31m	1h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 41m	5h 44m	5h 49m

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Mudgee District Hospital: Time patients spent in the ED

By mode of separation

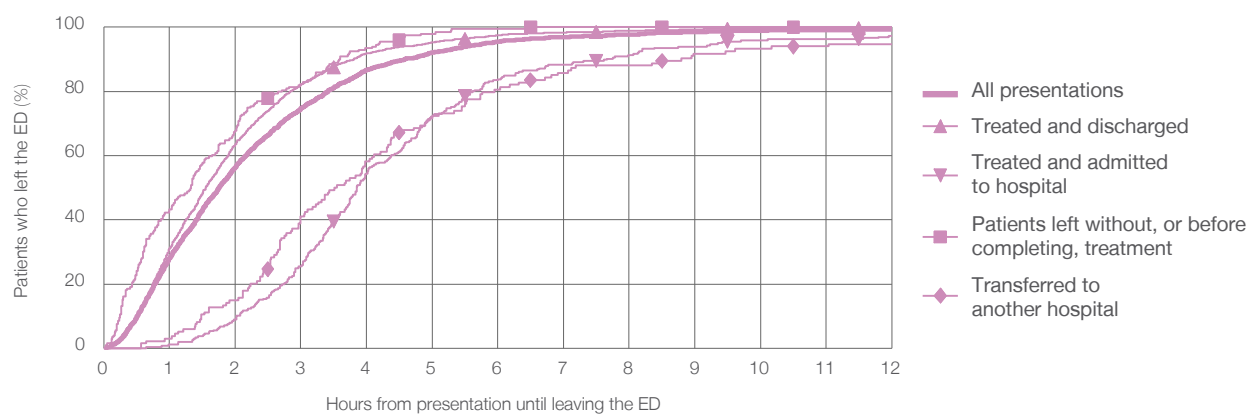
July to September 2016

All presentations:[†] 2,730 patients

Presentations used to calculate time to leaving the ED:[‡] 2,730 patients

		Same period last year	Change since one year ago
		3,405	-19.8%
Treated and discharged	2,102 (77.0%)	2,850	-26.2%
Treated and admitted to hospital	266 (9.7%)	218	22.0%
Patient left without, or before completing, treatment	199 (7.3%)	180	10.6%
Transferred to another hospital	134 (4.9%)	141	-5.0%
Other	29 (1.1%)	16	81.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.0%	63.6%	82.2%	91.9%	97.5%	98.9%	99.6%	99.8%
Treated and admitted to hospital	1.1%	9.0%	25.6%	54.5%	83.8%	91.4%	95.9%	97.4%
Patient left without, or before completing, treatment	43.2%	67.8%	82.4%	93.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.0%	14.9%	41.0%	58.2%	80.6%	88.1%	93.3%	94.8%
All presentations	28.1%	56.4%	74.7%	86.7%	95.5%	97.7%	99.0%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,730 patients

Presentations used to calculate time to leaving the ED: ⁶ 2,730 patients

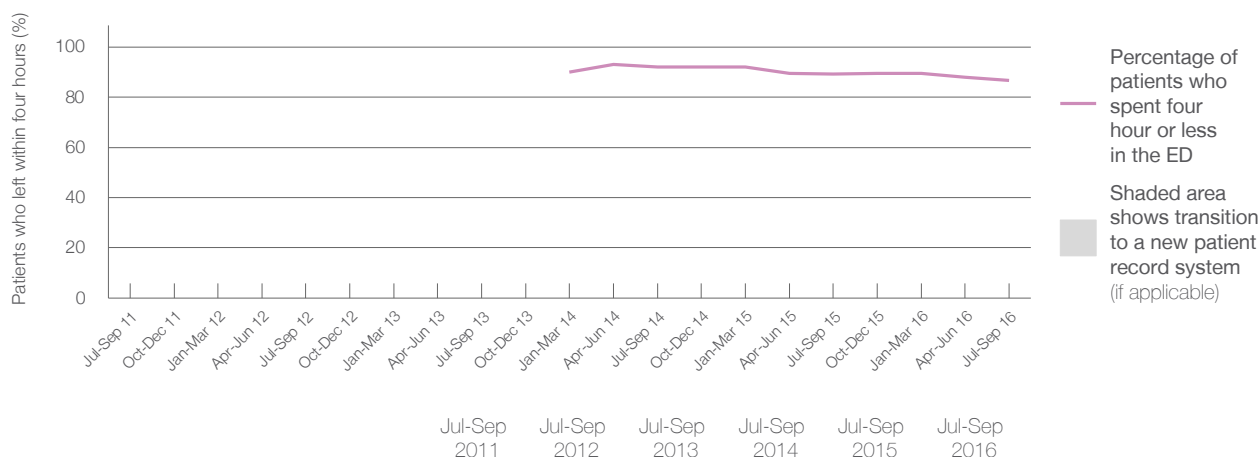
Percentage of patients who spent four hours or less in the ED



86.7%

Same period last year	Change since one year ago
3,405	-19.8%
3,405	-19.8%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

92.1% 89.3% 86.7%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 - 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,378 patients

Emergency presentations:² 2,246 patients

Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%

Muswellbrook District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 542 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,242 patients

Median time to start treatment⁴ 32 minutes

95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 28 minutes

95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
157	
5 minutes	8 minutes
31 minutes	41 minutes
578	
15 minutes	21 minutes
82 minutes	103 minutes
1,113	
24 minutes	27 minutes
107 minutes	139 minutes
357	
27 minutes	24 minutes
100 minutes	138 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED

90.2%

Same period last year	Change since one year ago
2,279	4.3%
89.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

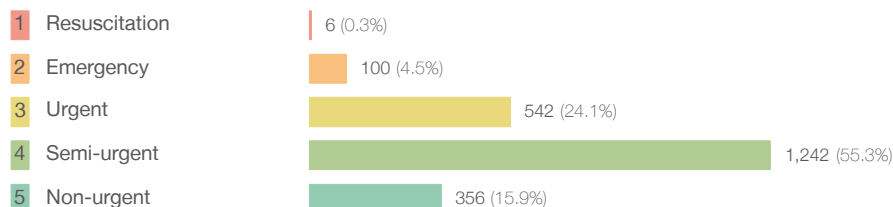
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Muswellbrook District Hospital: Patients presenting to the emergency department

July to September 2016

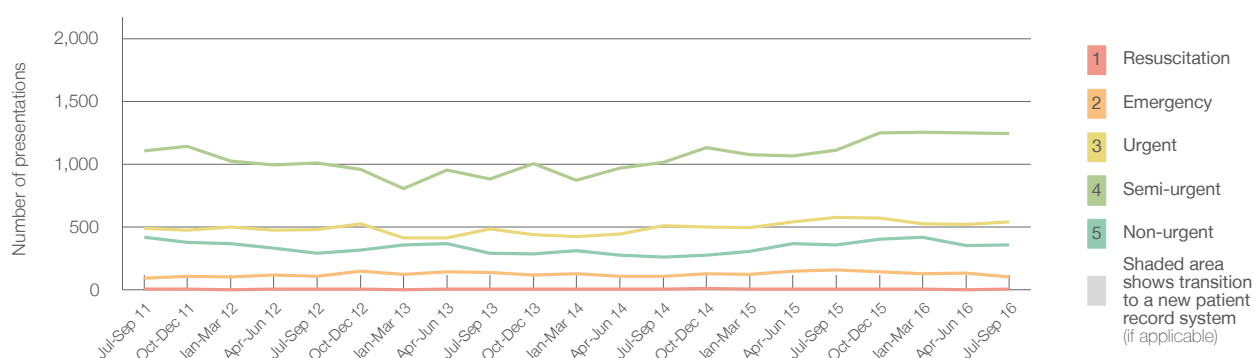
All presentations:¹ 2,378 patients

Emergency presentations² by triage category: 2,246 patients



Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%
< 5	*
157	-35.5%
578	-6.2%
1,113	11.6%
357	-0.3%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	93	107	139	110	157	100
Urgent	487	479	486	510	578	542
Semi-urgent	1,105	1,007	884	1,015	1,113	1,242
Non-urgent	420	290	289	257	357	356
All emergency presentations	2,105	1,883	1,798	1,892	2,205	2,246

Muswellbrook District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 379 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
9 minutes	-1 minute
61 minutes	-37 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 100

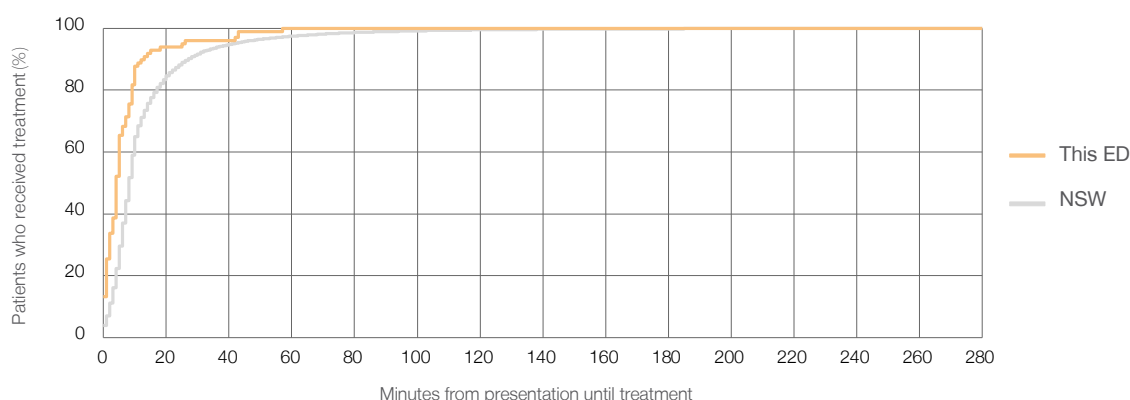
Number of triage 2 patients used to calculate waiting time: ³ 98

Median time to start treatment ⁴ 4 minutes

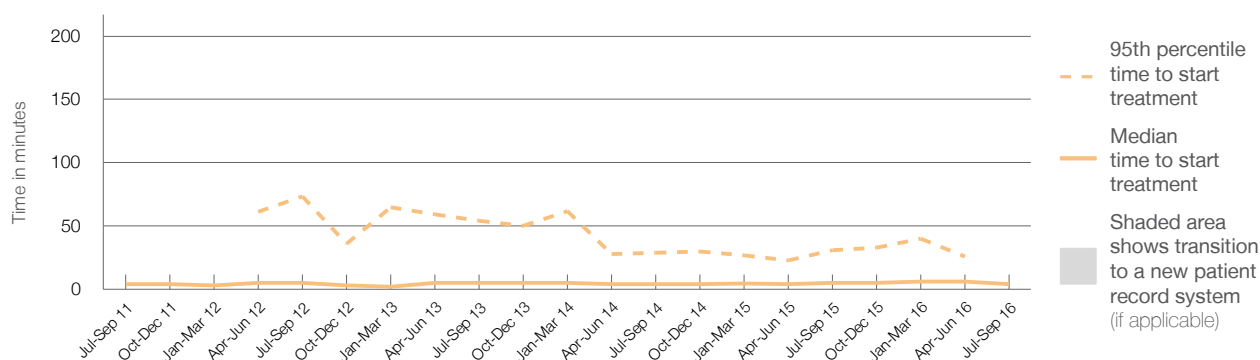
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
157	
149	
5 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	5	5	4	5	4
95th percentile time to start treatment ⁵ (minutes)	*	74	54	29	31	*

(†) 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 542

Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴

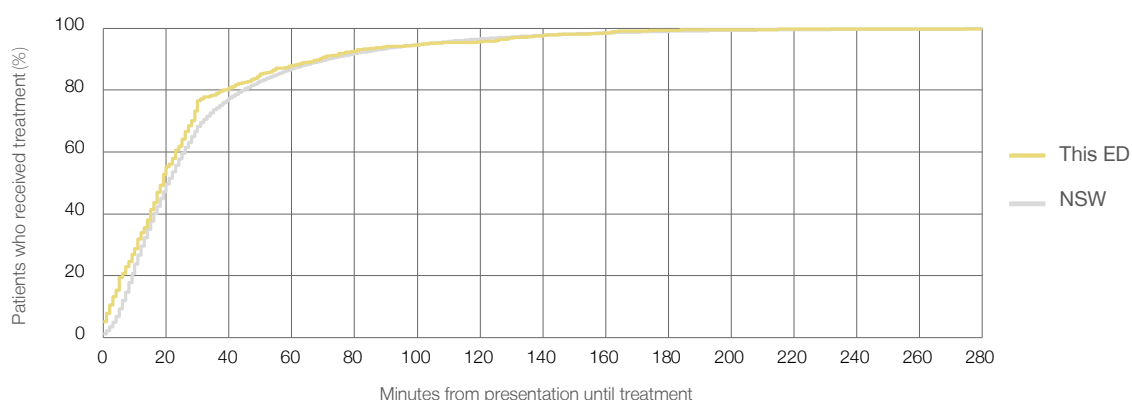
19 minutes

95th percentile time to start treatment⁵

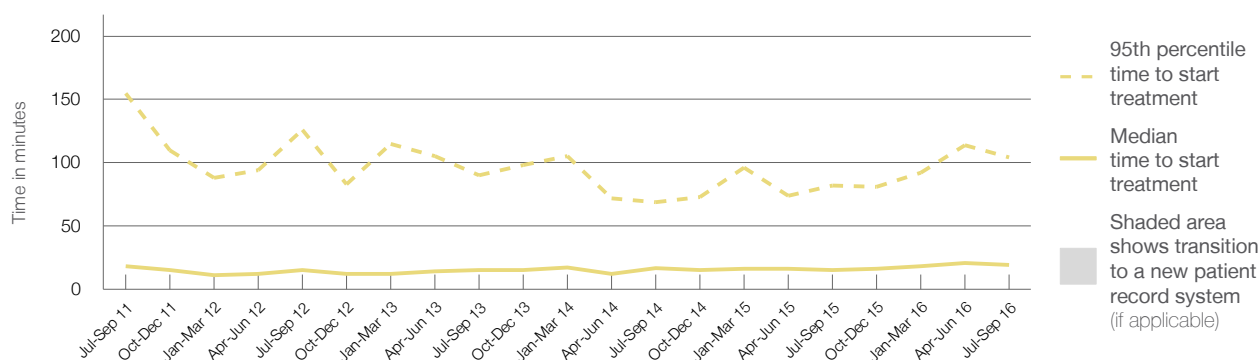
104 minutes

Same period last year	NSW (this period)
578	
550	
15 minutes	21 minutes
82 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	15	15	17	15	19
95th percentile time to start treatment ⁵ (minutes)	155	126	90	69	82	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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,242

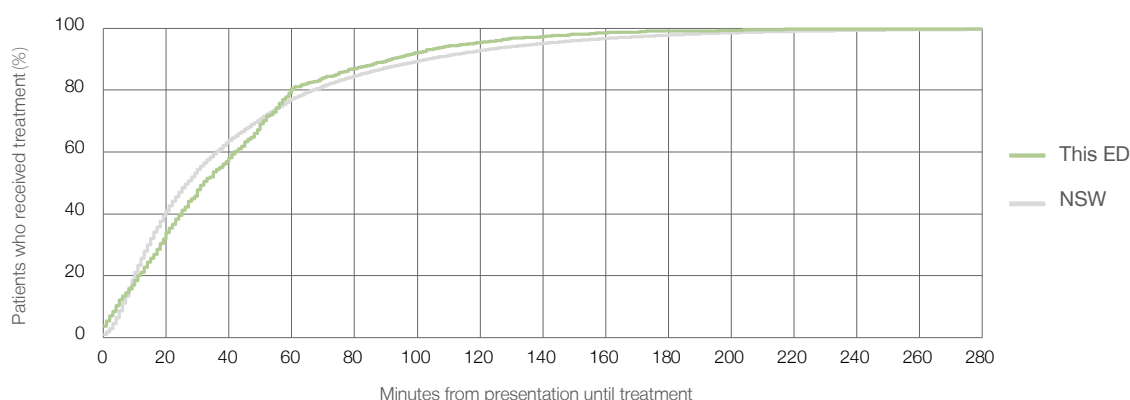
Number of triage 4 patients used to calculate waiting time: ³ 1,111

Median time to start treatment ⁴ 32 minutes

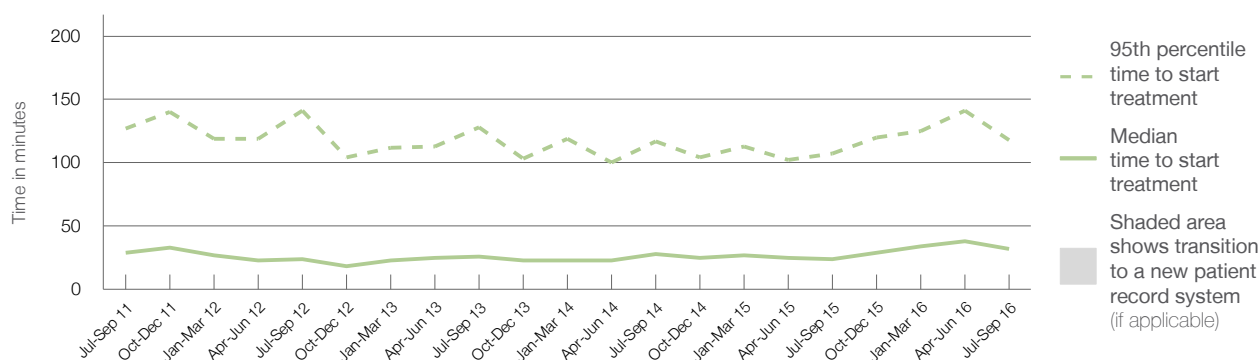
95th percentile time to start treatment ⁵ 118 minutes

Same period last year	NSW (this period)
1,113	
1,026	
24 minutes	27 minutes
107 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	24	26	28	24	32
95th percentile time to start treatment ⁵ (minutes)	127	141	128	117	107	118

(†) 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 356

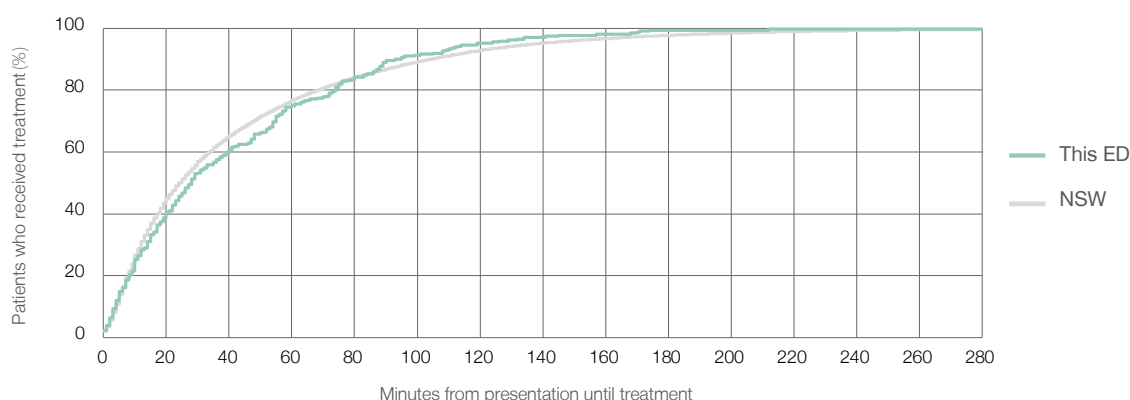
Number of triage 5 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 28 minutes

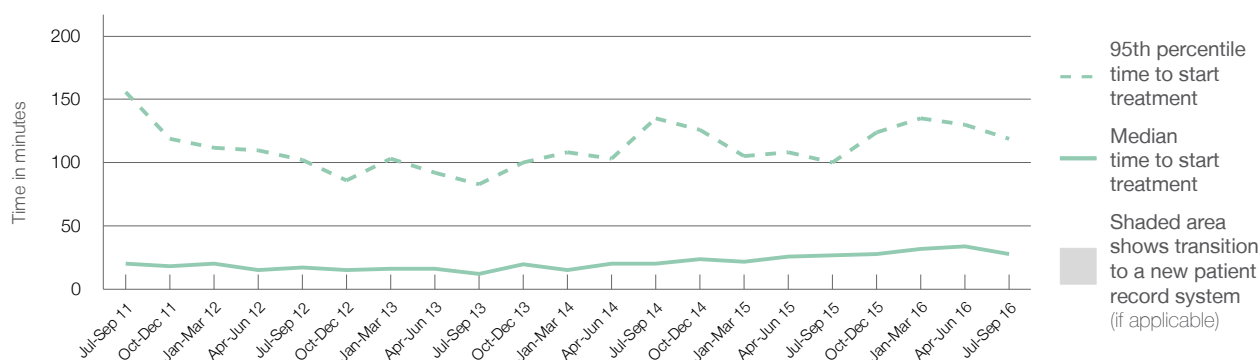
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
357	
307	
27 minutes	24 minutes
100 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	12	20	27	28
95th percentile time to start treatment ⁵ (minutes)	156	102	83	135	100	119

(†) 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.

Muswellbrook District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,378 patients

Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Median time spent in the ED⁸

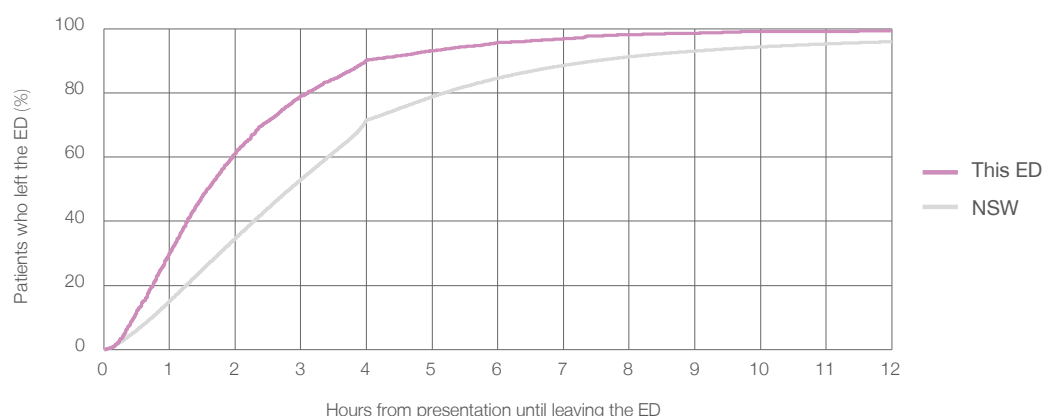
1 hours and 35 minutes

95th percentile time spent in the ED⁹

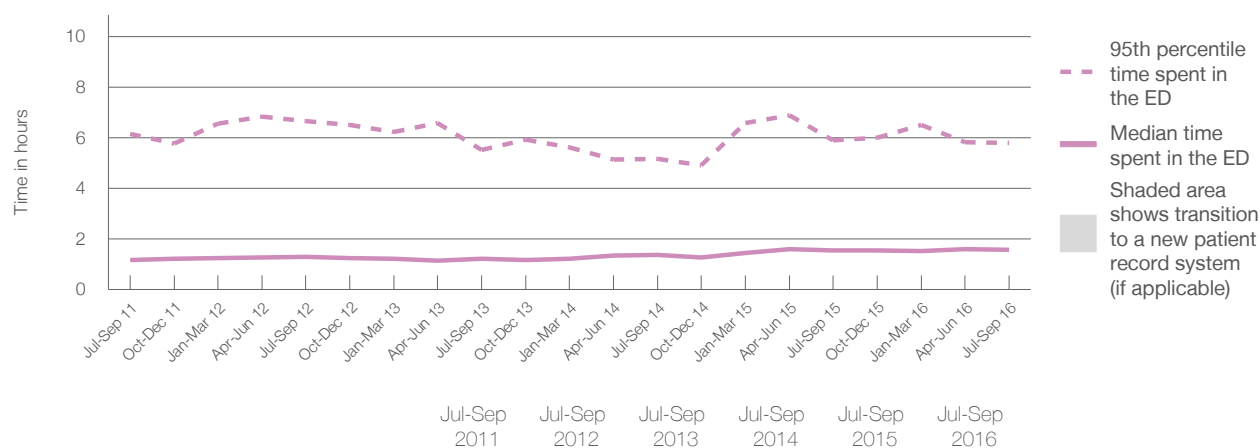
5 hours and 48 minutes

Same period last year	NSW (this period)
2,279	
2,279	
1 hours and 33 minutes	2 hours and 50 minutes
5 hours and 54 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 10m	6h 40m	5h 32m	5h 10m	5h 54m	5h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

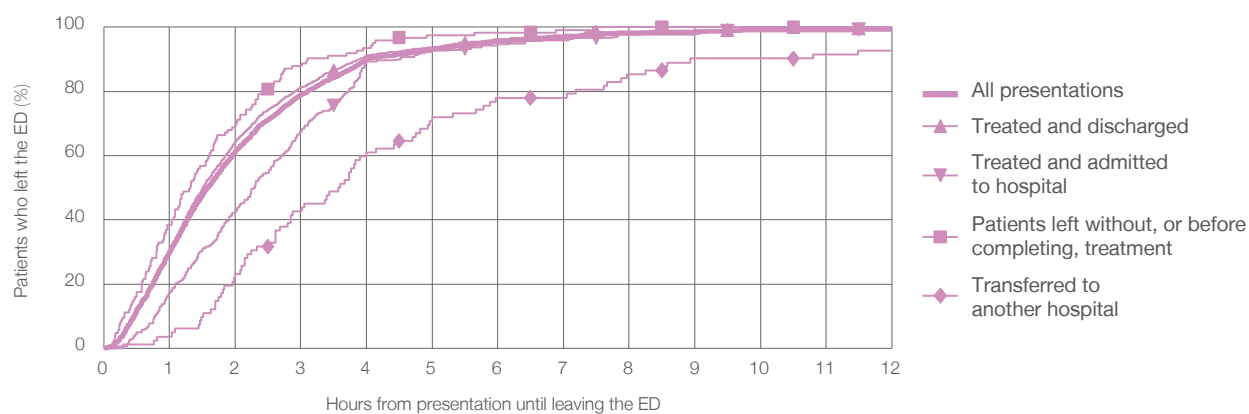
July to September 2016

All presentations:[†] 2,378 patients

Presentations used to calculate time to leaving the ED:[‡] 2,378 patients

		Same period last year	Change since one year ago
Treated and discharged	1,754 (73.8%)	1,713	2.4%
Treated and admitted to hospital	300 (12.6%)	311	-3.5%
Patient left without, or before completing, treatment	125 (5.3%)	85	47.1%
Transferred to another hospital	82 (3.4%)	75	9.3%
Other	117 (4.9%)	95	23.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.6%	64.3%	81.2%	91.2%	96.4%	98.7%	99.4%	99.7%
Treated and admitted to hospital	17.3%	42.7%	67.3%	89.3%	94.7%	97.7%	99.0%	99.3%
Patient left without, or before completing, treatment	38.4%	69.6%	88.0%	93.6%	98.4%	100%	100%	100%
Transferred to another hospital	3.7%	23.2%	42.7%	61.0%	78.0%	85.4%	90.2%	92.7%
All presentations	30.2%	61.3%	78.9%	90.2%	95.7%	98.2%	99.1%	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.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,378 patients

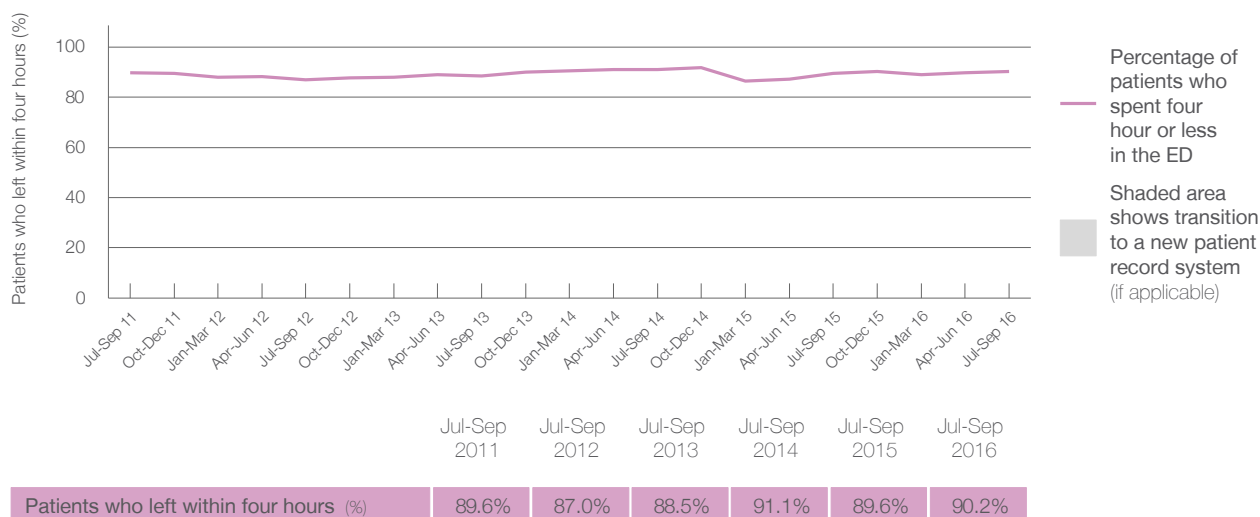
Presentations used to calculate time to leaving the ED: ⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,279	4.3%
2,279	4.3%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Narrabri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,339 patients

Emergency presentations:² 1,329 patients

Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%

Narrabri District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 420 patients

Median time to start treatment⁴ 14 minutes

95th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 568 patients

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 18 minutes

95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	41 minutes
453	
17 minutes	21 minutes
71 minutes	103 minutes
576	
26 minutes	27 minutes
98 minutes	139 minutes
282	
16 minutes	24 minutes
111 minutes	138 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
1,419	-5.6%
90.5%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

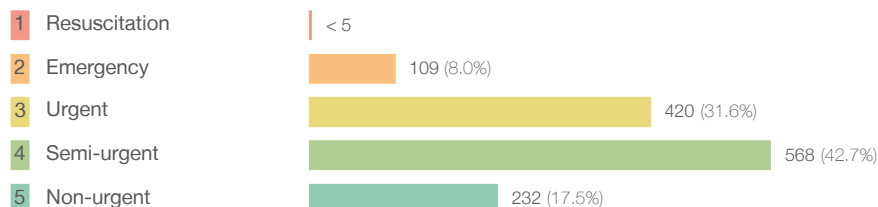
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Narrabri District Hospital: Patients presenting to the emergency department

July to September 2016

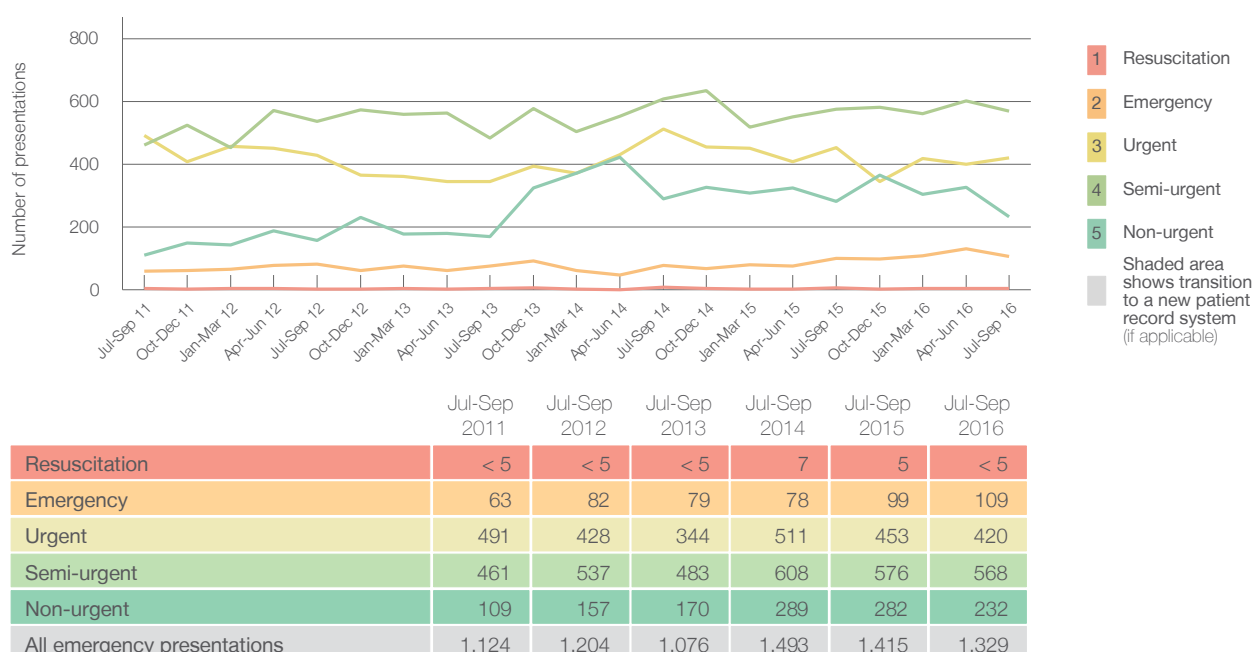
All presentations:¹ 1,339 patients

Emergency presentations² by triage category: 1,329 patients



Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%
5	*
99	7.1%
453	-7.3%
576	-1.4%
282	-17.7%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Narrabri District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 139 patients

ED Transfer of care time



Same period last year	Change since one year ago
71	
6 minutes	-2 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.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 109

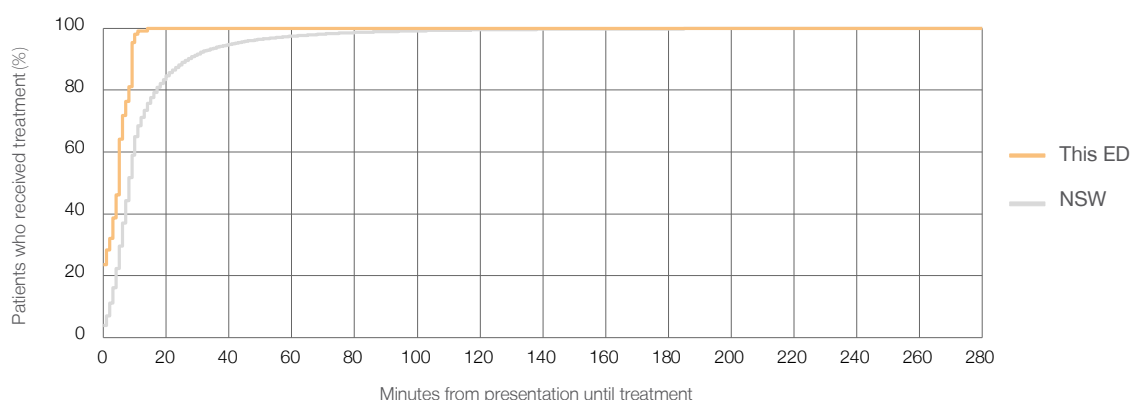
Number of triage 2 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 5 minutes

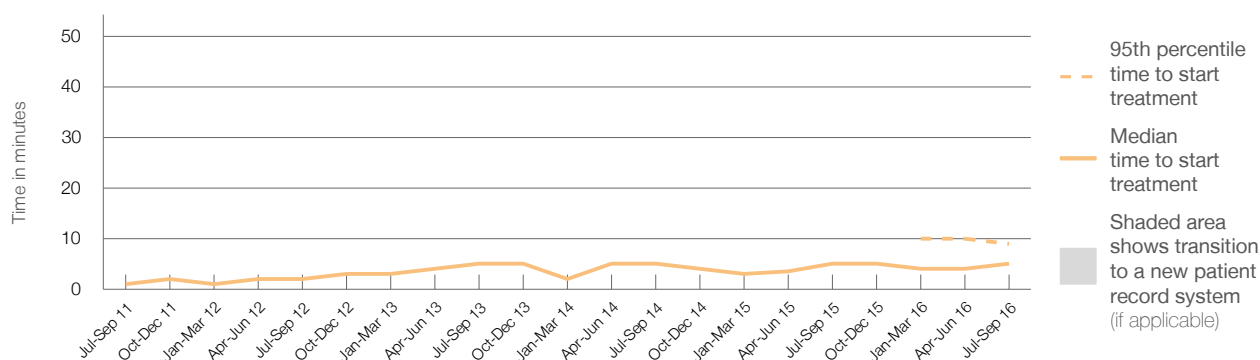
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
99	
5 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	1	2	5	5	5	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	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.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 420

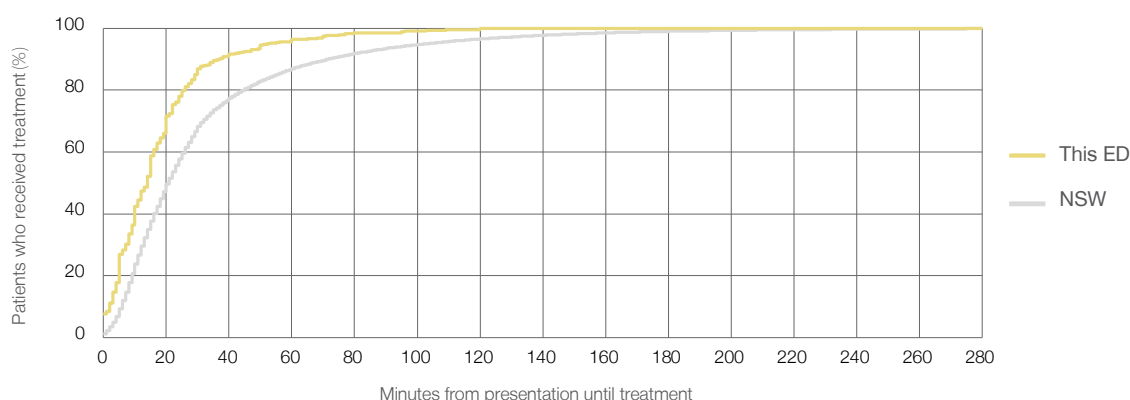
Number of triage 3 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 14 minutes

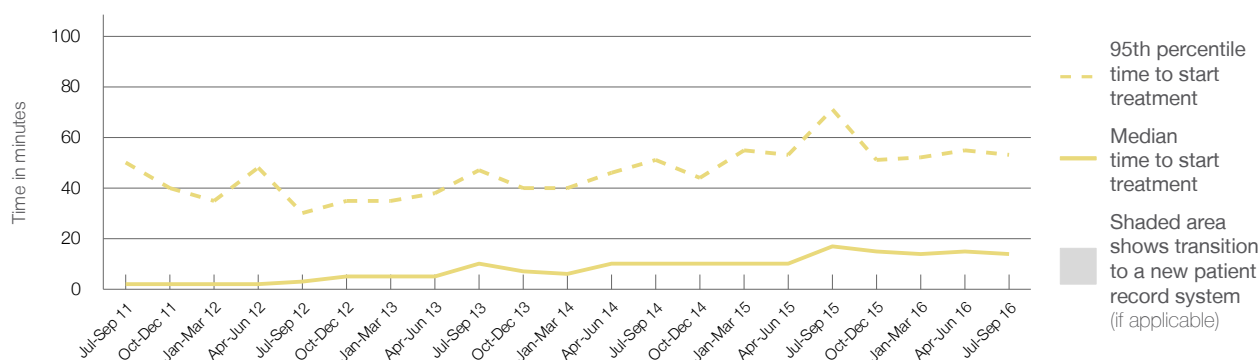
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
453	
450	
17 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	3	10	10	17	14
95th percentile time to start treatment ⁵ (minutes)	50	30	47	51	71	53

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 568

Number of triage 4 patients used to calculate waiting time:³ 551

Median time to start treatment⁴

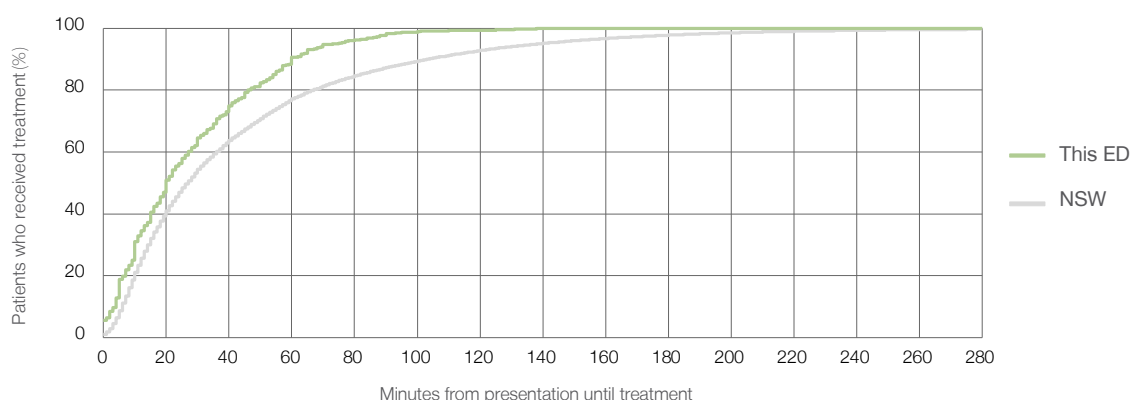
20 minutes

95th percentile time to start treatment⁵

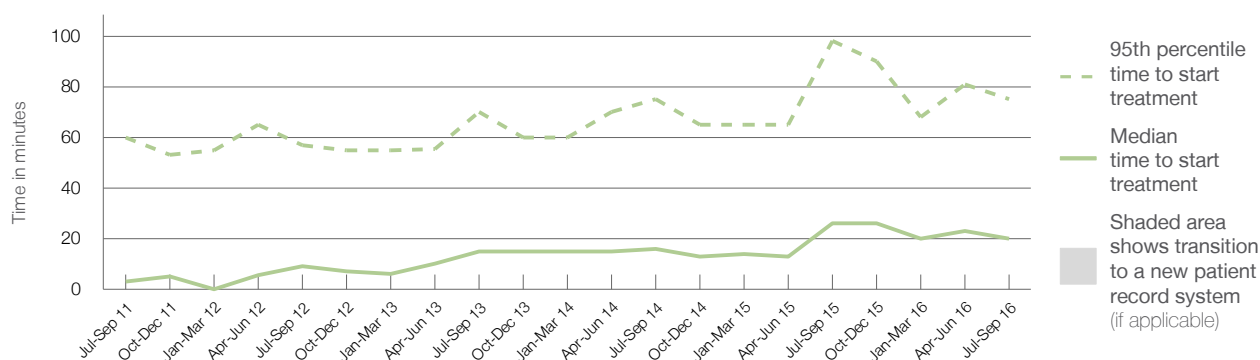
75 minutes

Same period last year	NSW (this period)
576	
567	
26 minutes	27 minutes
98 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	9	15	16	26	20
95th percentile time to start treatment ⁵ (minutes)	60	57	70	75	98	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.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 232

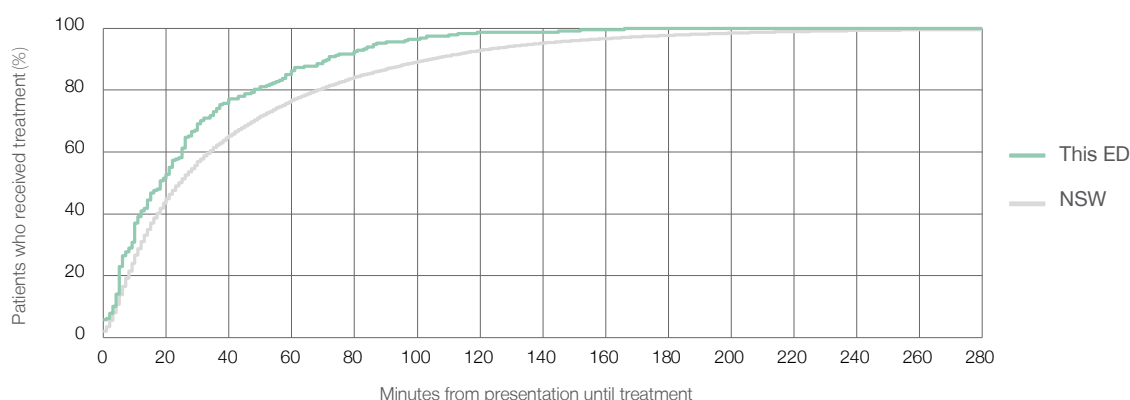
Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 18 minutes

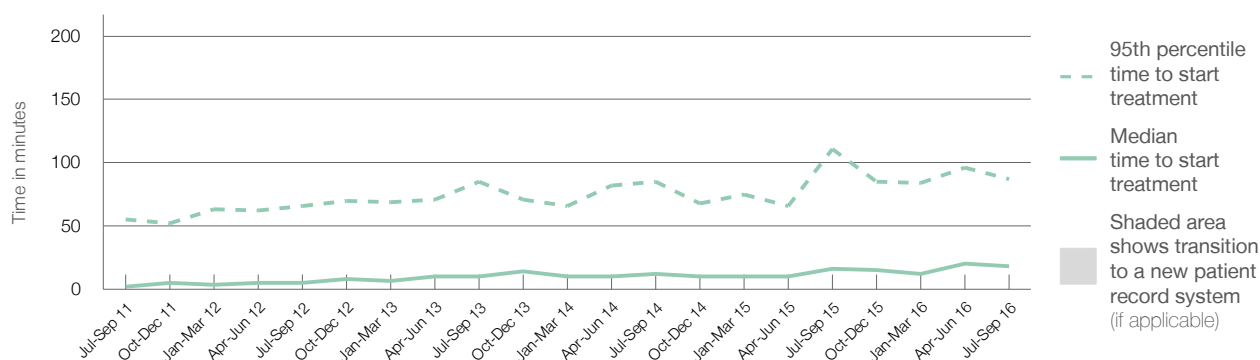
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
282	
275	
16 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	5	10	12	16	18
95th percentile time to start treatment ⁵ (minutes)	55	66	85	85	111	87

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,339 patients

Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Median time spent in the ED⁸

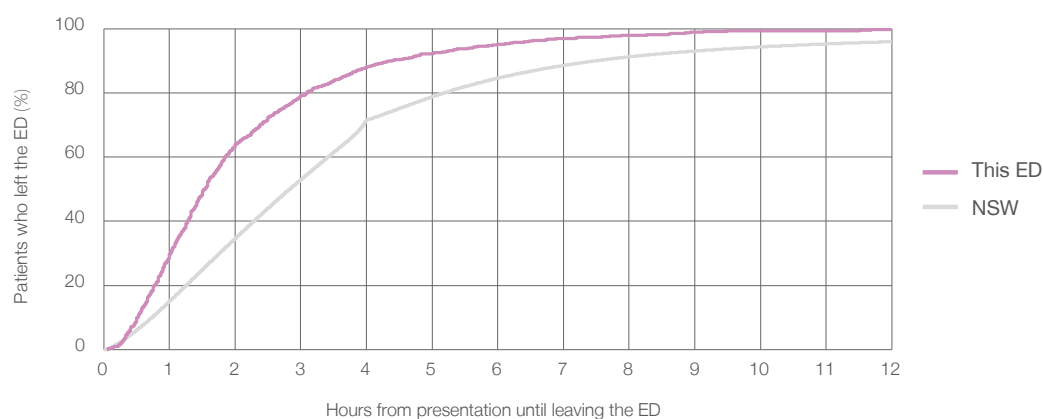
1 hours and 32 minutes

95th percentile time spent in the ED⁹

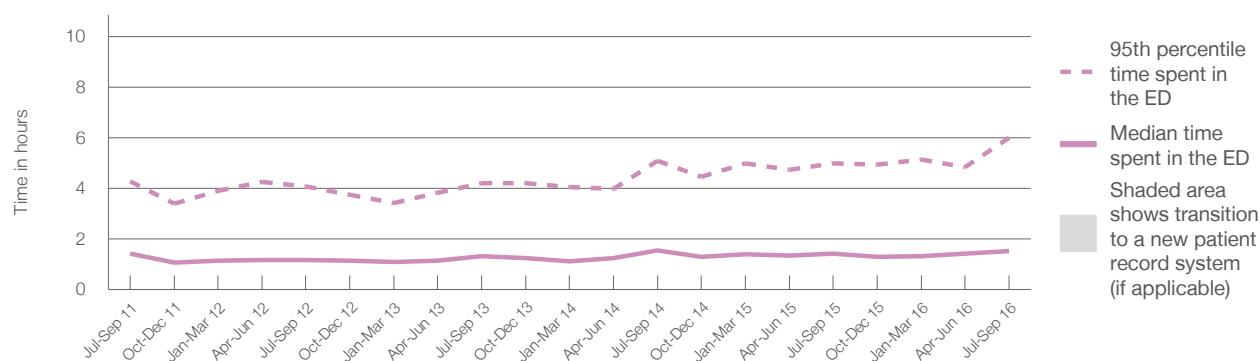
6 hours and 0 minutes

Same period last year	NSW (this period)
1,419	
1,419	
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 17m	4h 5m	4h 13m	5h 5m	5h 0m	6h 0m

(†) 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.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

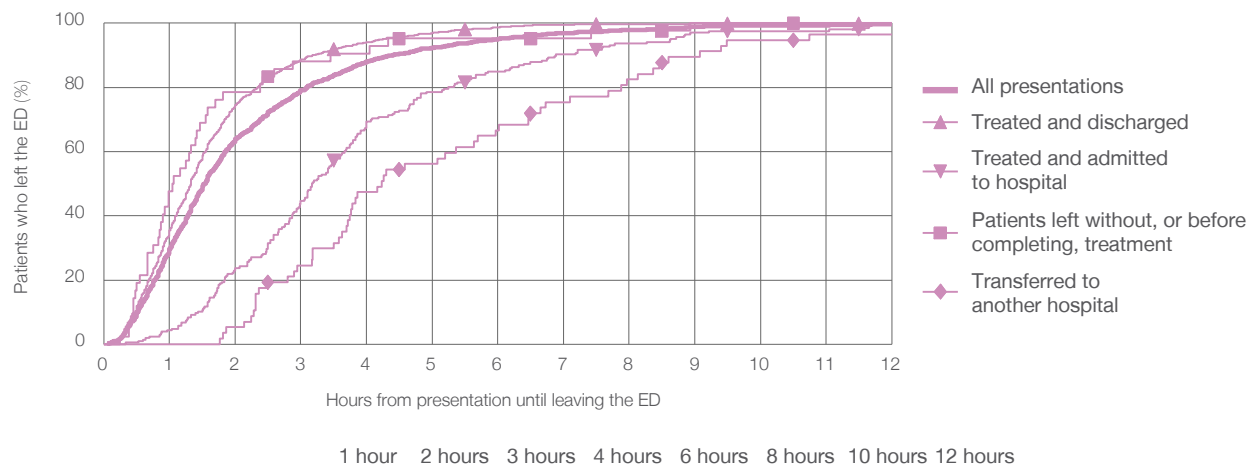
July to September 2016

All presentations:[†] 1,339 patients

Presentations used to calculate time to leaving the ED:[‡] 1,339 patients

		Same period last year	Change since one year ago
Treated and discharged	1,026 (76.6%)	1,419	-5.6%
Treated and admitted to hospital	206 (15.4%)	1,149	-10.7%
Patient left without, or before completing, treatment	42 (3.1%)	209	-1.4%
Transferred to another hospital	57 (4.3%)	26	61.5%
Other	8 (0.6%)	32	78.1%
		3	166.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.5%	74.7%	88.7%	94.2%	98.7%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.4%	23.8%	44.7%	69.4%	85.0%	93.7%	97.6%	99.5%
Patient left without, or before completing, treatment	47.6%	78.6%	88.1%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	5.3%	24.6%	47.4%	66.7%	82.5%	94.7%	96.5%
All presentations	29.6%	63.9%	79.2%	88.2%	95.1%	97.9%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,339 patients

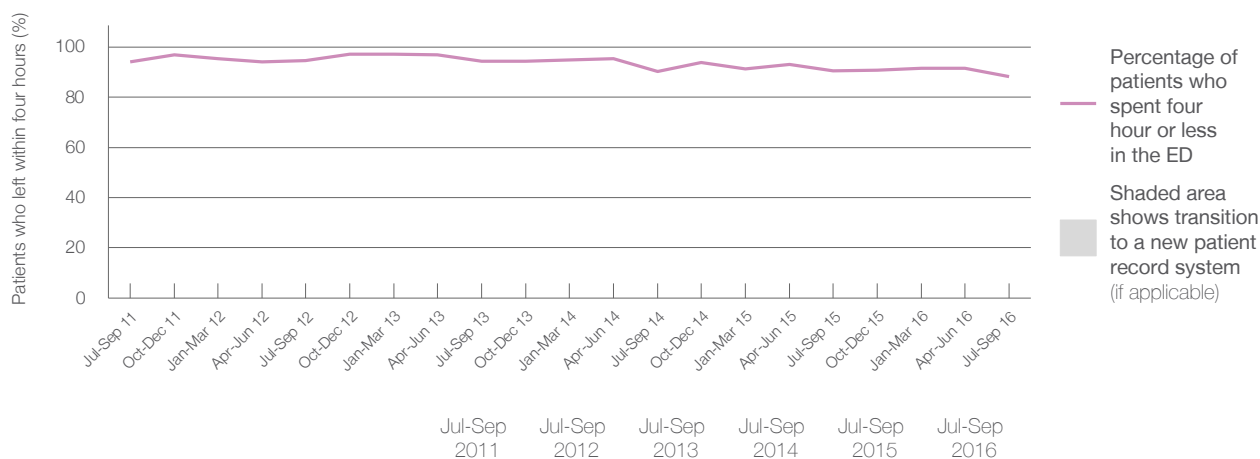
Presentations used to calculate time to leaving the ED: ⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,419	-5.6%
1,419	-5.6%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	94.1%	94.6%	94.3%	90.3%	90.5%	88.2%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,793 patients

Emergency presentations:² 4,689 patients

Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 301 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,283 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,395 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 701 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
235	
9 minutes	8 minutes
43 minutes	41 minutes
925	
22 minutes	21 minutes
114 minutes	103 minutes
2,194	
32 minutes	27 minutes
175 minutes	139 minutes
823	
28 minutes	24 minutes
192 minutes	138 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,793 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
4,313	11.1%
77.9%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

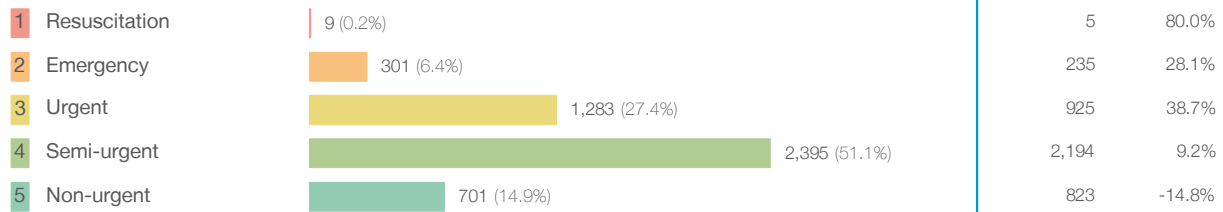
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Queanbeyan Health Service: Patients presenting to the emergency department

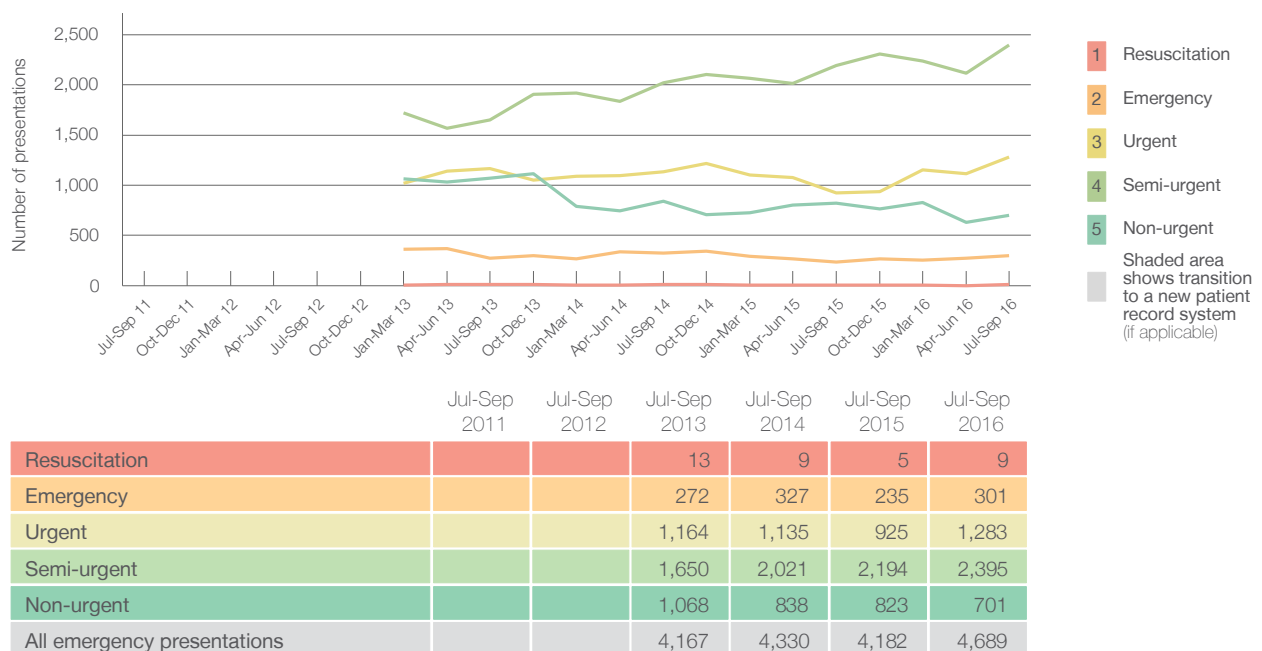
July to September 2016

All presentations:¹ 4,793 patients

Emergency presentations² by triage category: 4,689 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Queanbeyan Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 388 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 301

Number of triage 2 patients used to calculate waiting time:³ 300

Median time to start treatment⁴

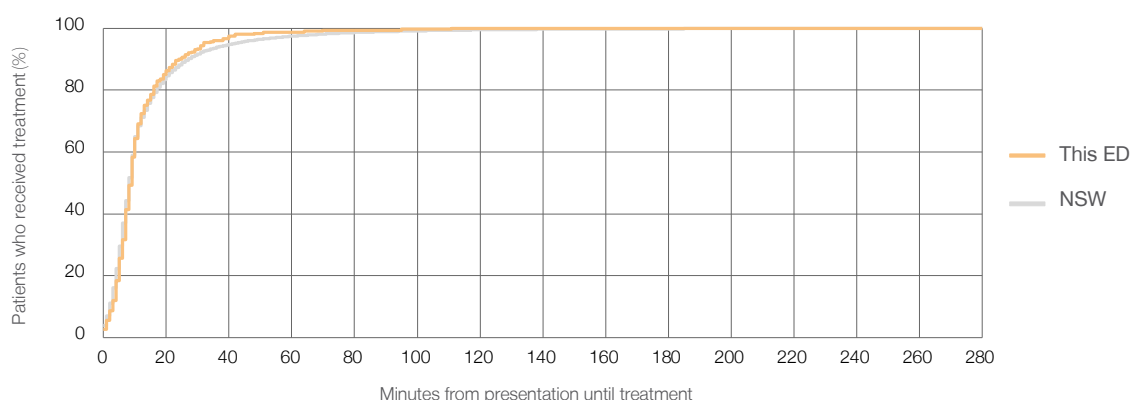
9 minutes

95th percentile time to start treatment⁵

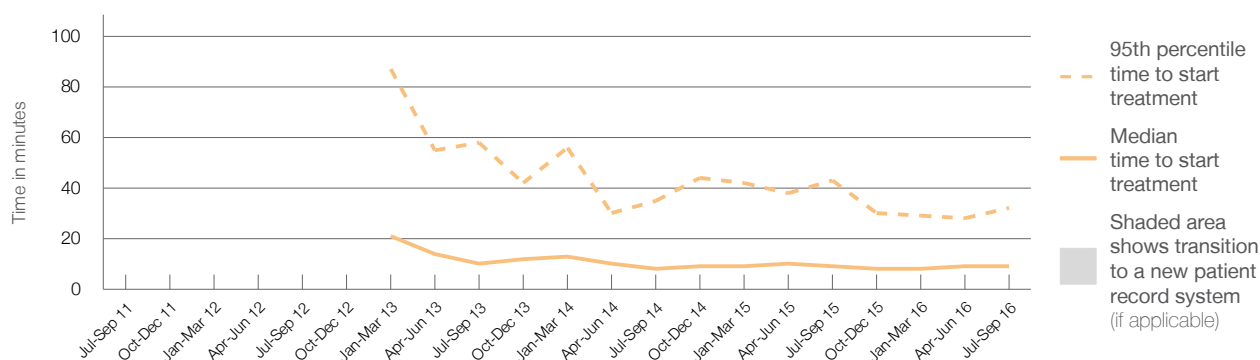
32 minutes

Same period last year	NSW (this period)
235	
234	
9 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	8	9	9
95th percentile time to start treatment ⁵ (minutes)			58	35	43	32

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,283

Number of triage 3 patients used to calculate waiting time: ³ 1,247

Median time to start treatment ⁴

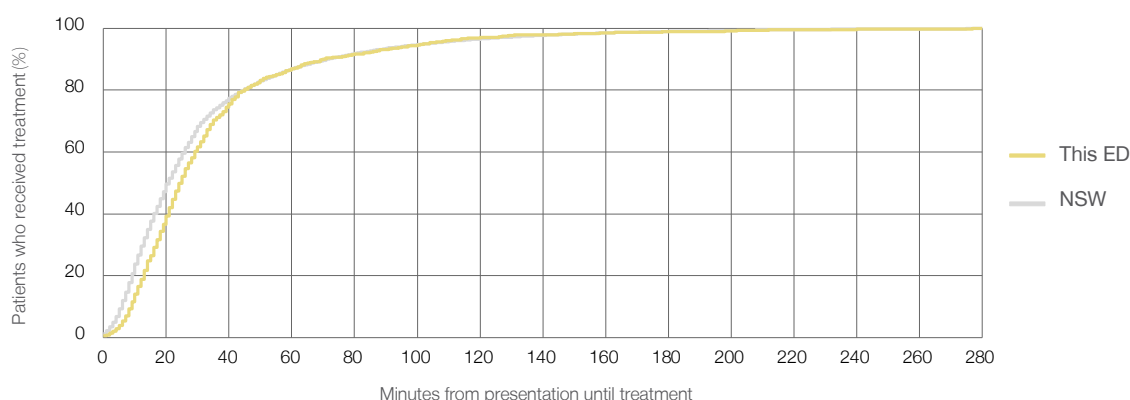
25 minutes

95th percentile time to start treatment ⁵

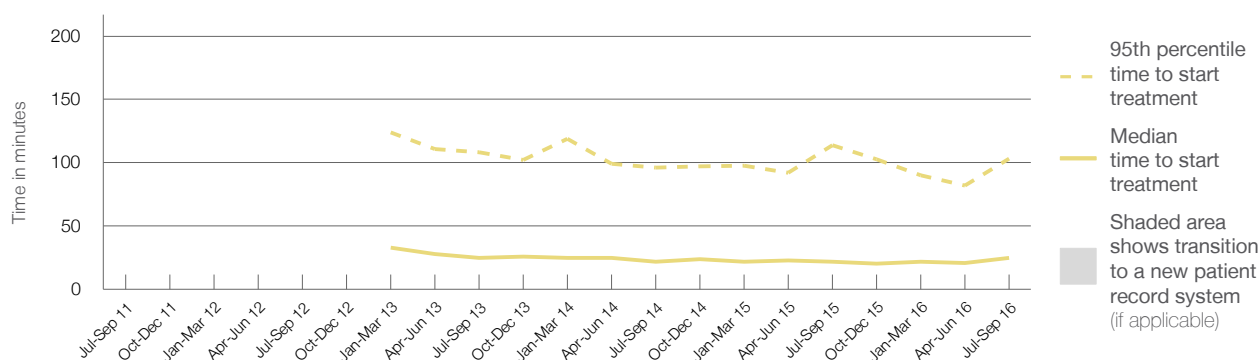
103 minutes

Same period last year	NSW (this period)
925	
896	
22 minutes	21 minutes
114 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			25	22	22	25
95th percentile time to start treatment ⁵ (minutes)			108	96	114	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,395

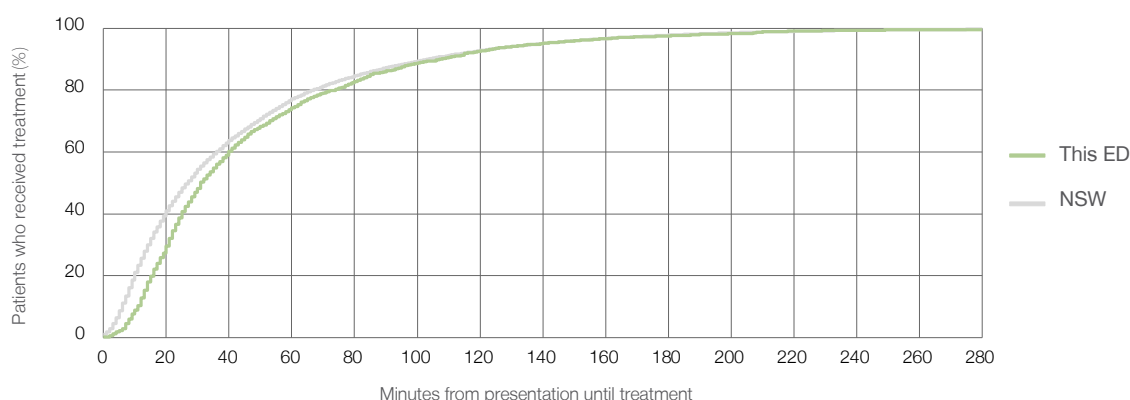
Number of triage 4 patients used to calculate waiting time: ³ 2,154

Median time to start treatment ⁴ 31 minutes

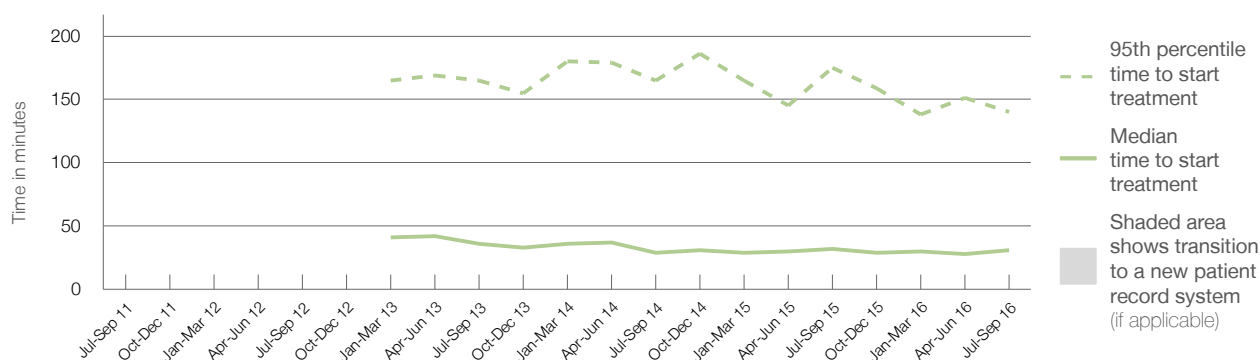
95th percentile time to start treatment ⁵ 140 minutes

Same period last year	NSW (this period)
2,194	
1,945	
32 minutes	27 minutes
175 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			36	29	32	31
95th percentile time to start treatment ⁵ (minutes)			165	165	175	140

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 701

Number of triage 5 patients used to calculate waiting time:³ 532

Median time to start treatment⁴

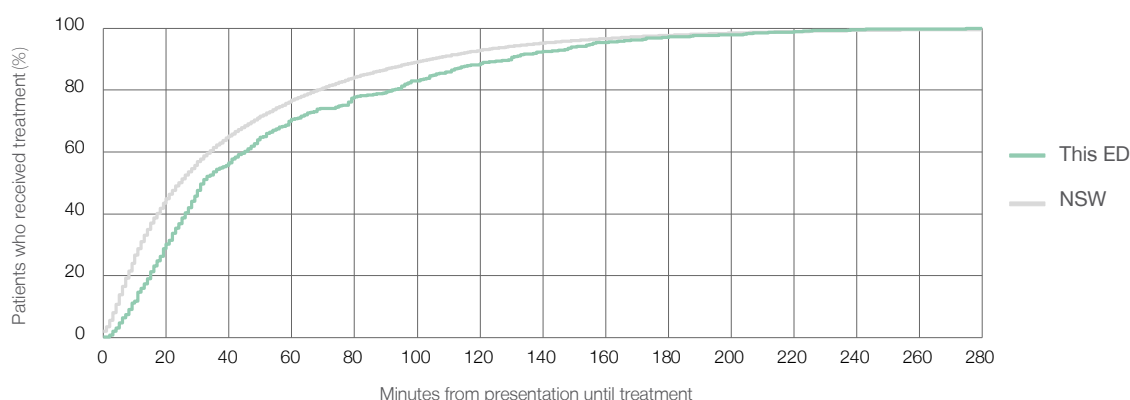
32 minutes

95th percentile time to start treatment⁵

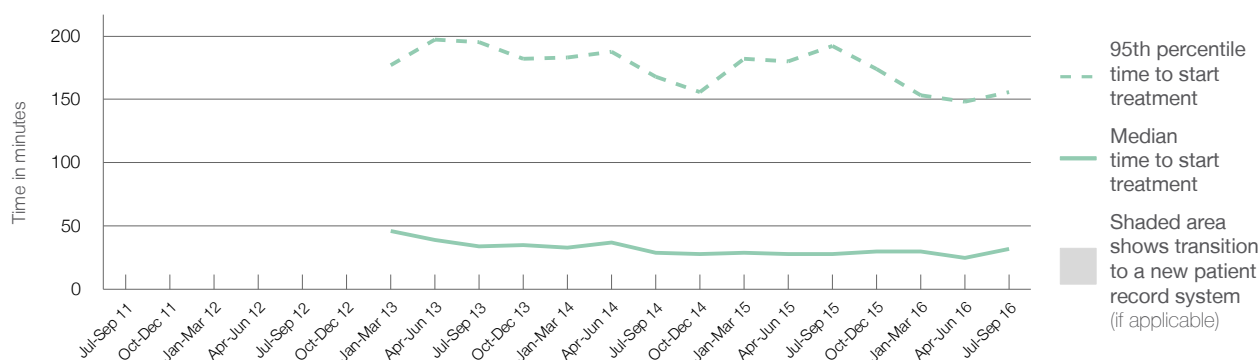
156 minutes

Same period last year	NSW (this period)
823	
598	
28 minutes	24 minutes
192 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	29	28	32
95th percentile time to start treatment ⁵ (minutes)			195	168	192	156

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,793 patients

Presentations used to calculate time to leaving the ED:⁶ 4,793 patients

Median time spent in the ED⁸

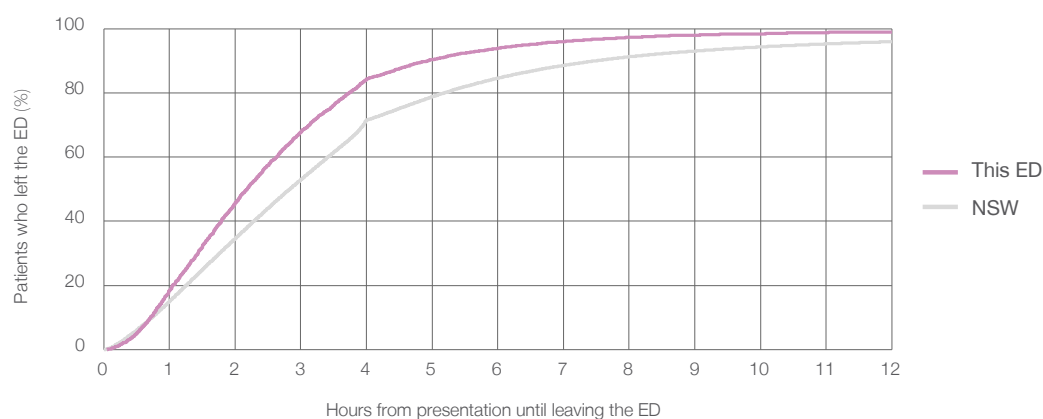
2 hours and 11 minutes

95th percentile time spent in the ED⁹

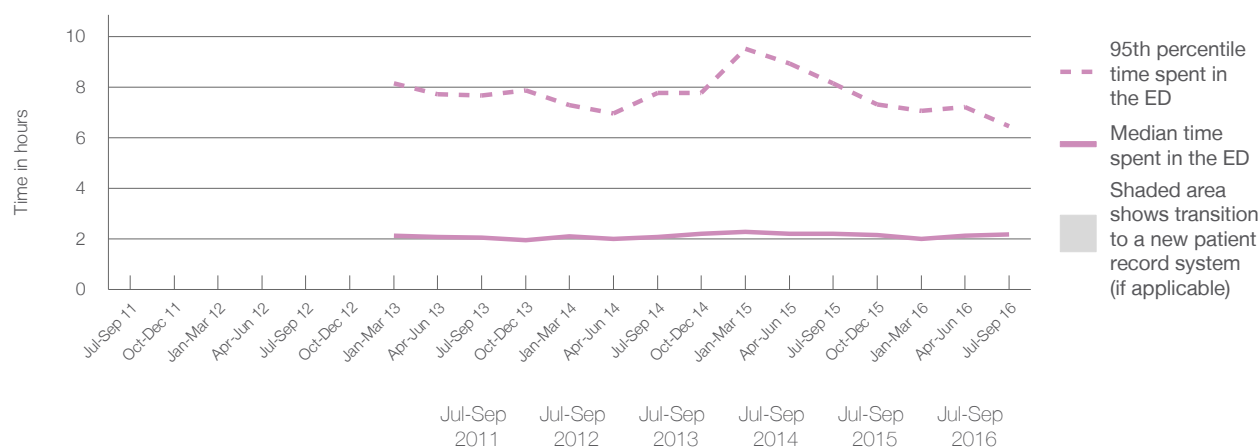
6 hours and 28 minutes

Same period last year	NSW (this period)
4,313	4,313
2 hours and 12 minutes	2 hours and 50 minutes
8 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 3m	2h 5m	2h 12m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)			7h 40m	7h 47m	8h 9m	6h 28m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

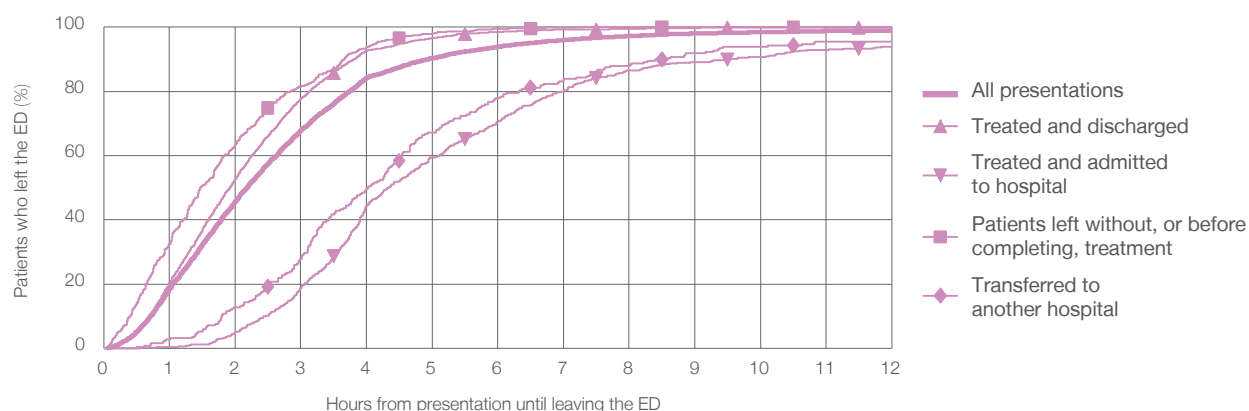
All presentations:[†] 4,793 patients

Presentations used to calculate time to leaving the ED:[‡] 4,793 patients

Treated and discharged	3,384 (70.6%)
Treated and admitted to hospital	628 (13.1%)
Patient left without, or before completing, treatment	514 (10.7%)
Transferred to another hospital	250 (5.2%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,313	11.1%
3,003	12.7%
445	41.1%
642	-19.9%
193	29.5%
30	-43.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.5%	52.8%	77.7%	92.7%	98.5%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.3%	5.1%	18.8%	44.4%	70.5%	86.5%	90.8%	93.9%
Patient left without, or before completing, treatment	32.5%	63.6%	81.5%	94.0%	99.4%	100%	100%	100%
Transferred to another hospital	2.8%	12.8%	27.6%	49.6%	78.0%	88.0%	94.0%	95.6%
All presentations	18.5%	45.8%	67.9%	84.3%	93.9%	97.3%	98.4%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,793 patients

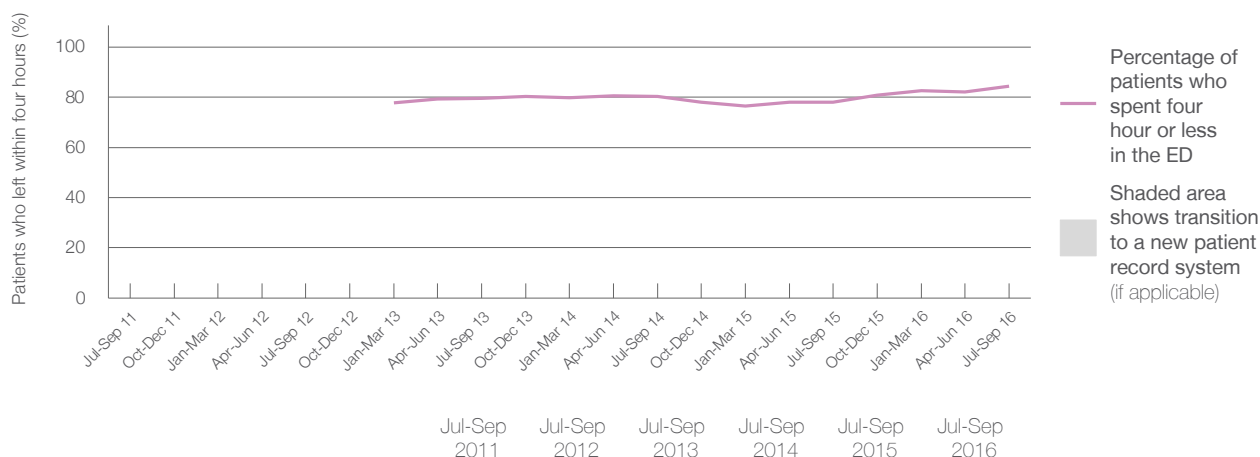
Presentations used to calculate time to leaving the ED: ⁶ 4,793 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,313	11.1%
4,313	11.1%
77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

79.5% 80.4% 77.9% 84.3%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Singleton District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,724 patients

Emergency presentations:² 2,675 patients

Same period last year	Change since one year ago
2,898	-6.0%
2,819	-5.1%

Singleton District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 170 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 743 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,562 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 200 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
155	
8 minutes	8 minutes
38 minutes	41 minutes
736	
25 minutes	21 minutes
94 minutes	103 minutes
1,683	
39 minutes	27 minutes
140 minutes	139 minutes
245	
31 minutes	24 minutes
121 minutes	138 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,898	-6.0%
89.3%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

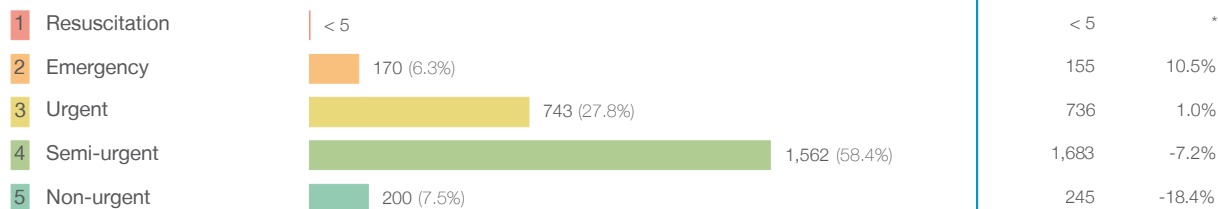
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Singleton District Hospital: Patients presenting to the emergency department

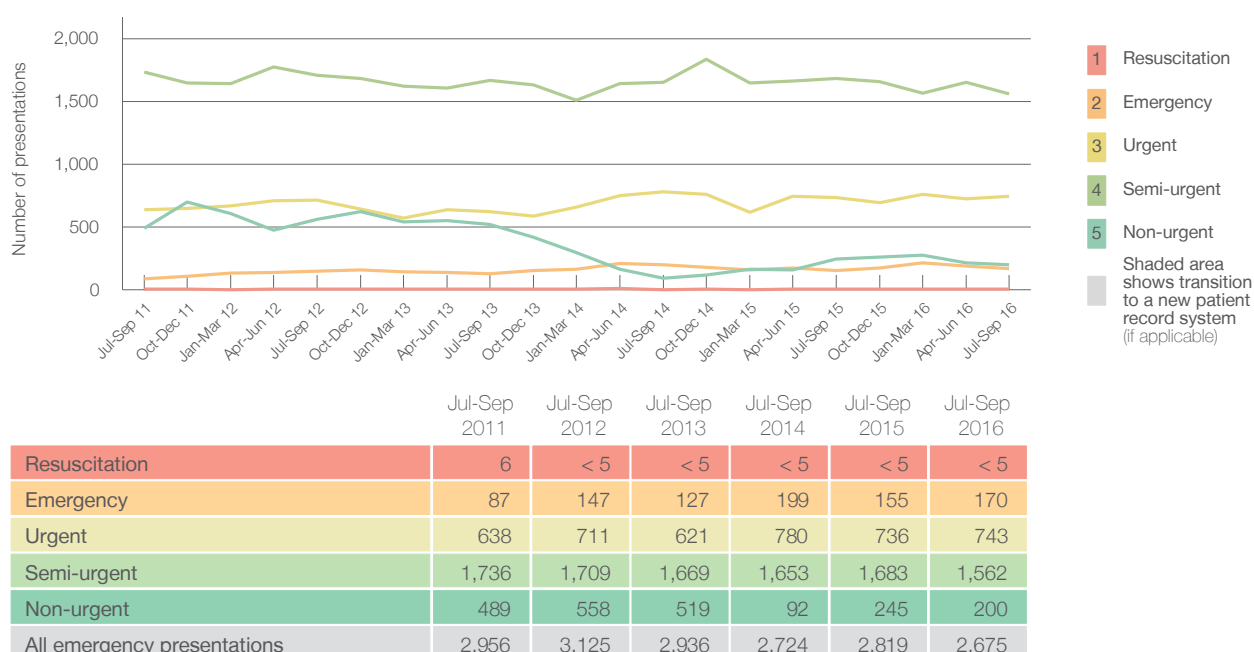
July to September 2016

All presentations:¹ 2,724 patients

Emergency presentations² by triage category: 2,675 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Singleton District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 241 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 170

Number of triage 2 patients used to calculate waiting time:³ 161

Median time to start treatment⁴

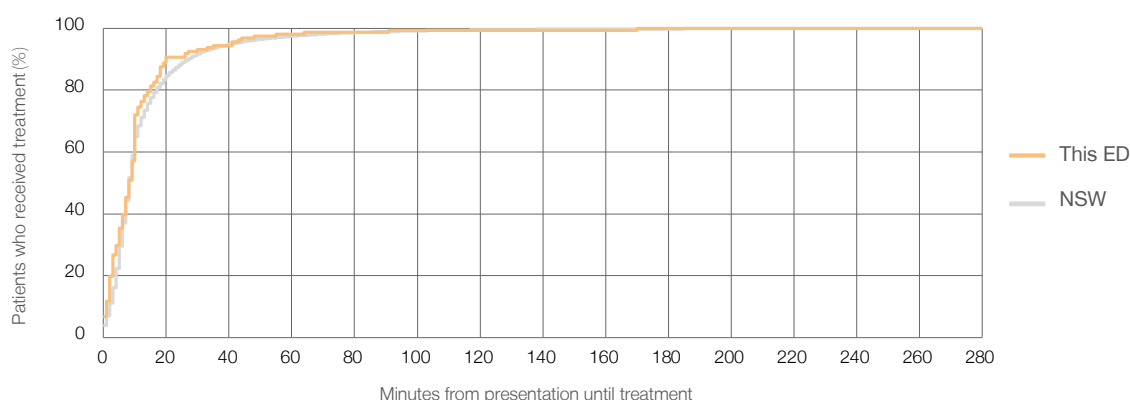
8 minutes

95th percentile time to start treatment⁵

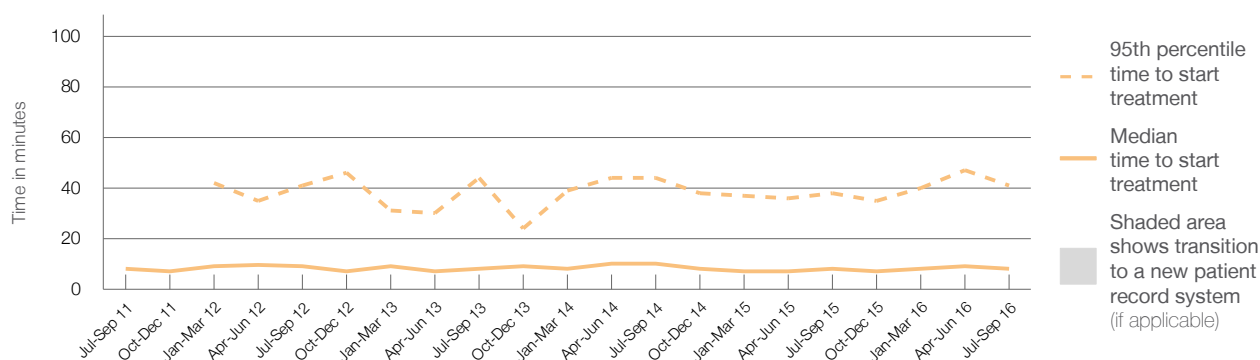
41 minutes

Same period last year	NSW (this period)
155	
149	
8 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	8	10	8	8
95th percentile time to start treatment ⁵ (minutes)	*	41	44	44	38	41

(†) 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.

Singleton District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 743

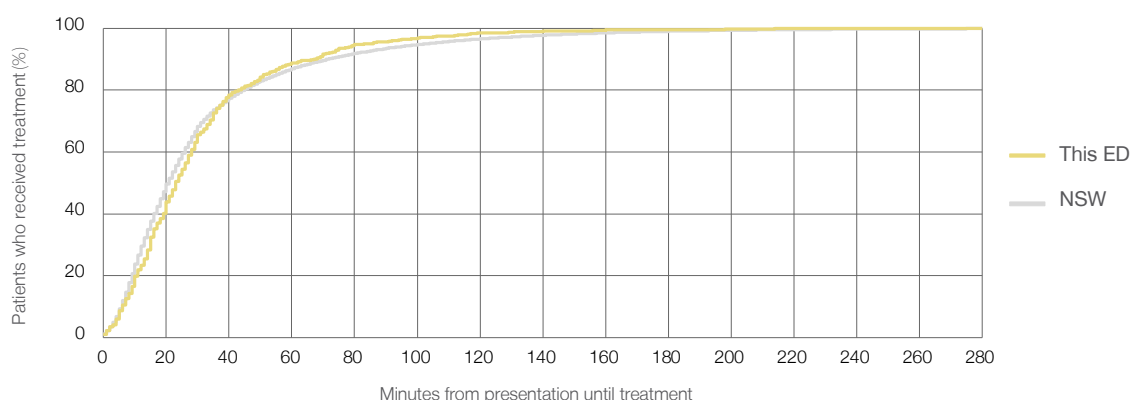
Number of triage 3 patients used to calculate waiting time:³ 716

Median time to start treatment⁴ 23 minutes

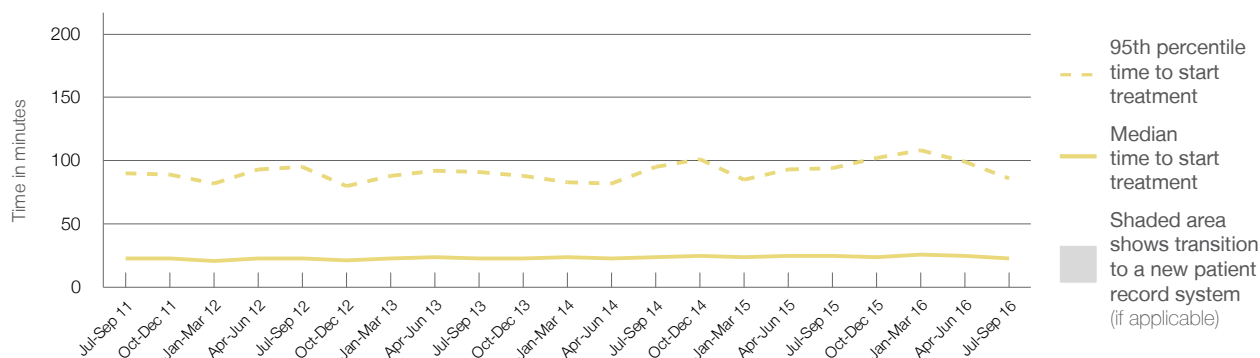
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
736	
717	
25 minutes	21 minutes
94 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	23	23	24	25	23
95th percentile time to start treatment ⁵ (minutes)	90	95	91	95	94	86

(†) 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.

Singleton District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,562

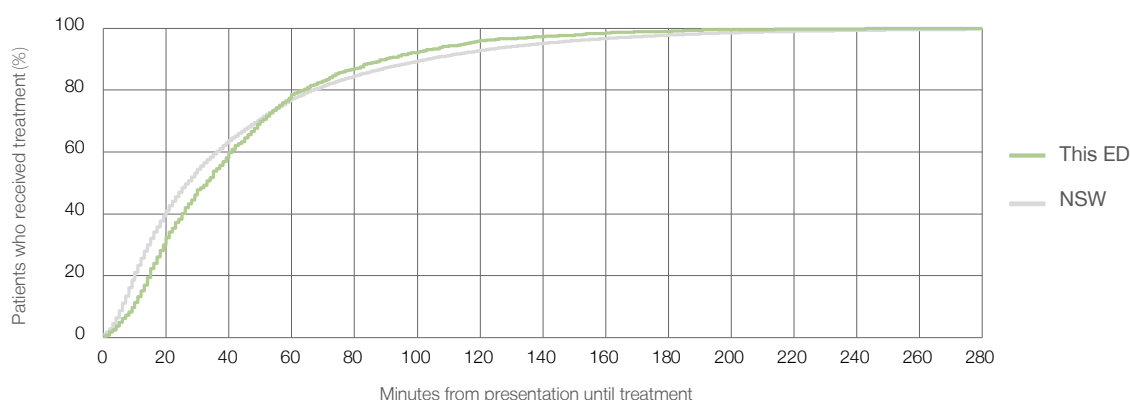
Number of triage 4 patients used to calculate waiting time:³ 1,498

Median time to start treatment⁴ 33 minutes

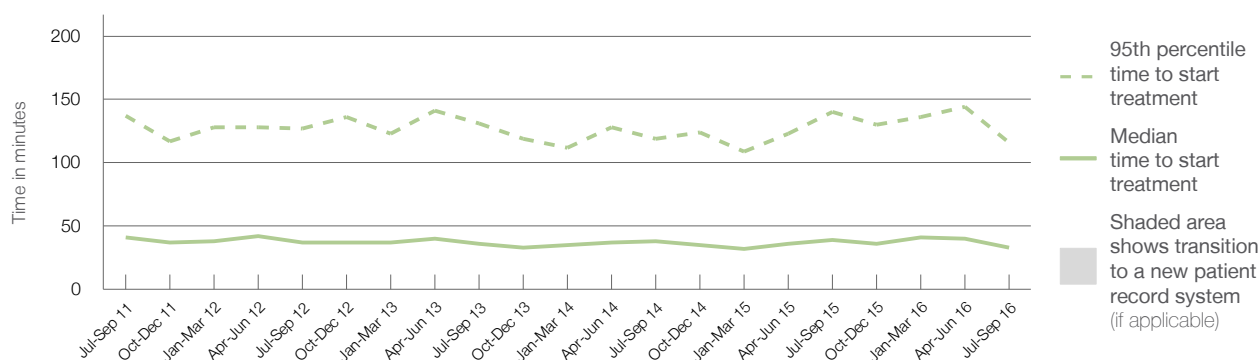
95th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
1,683	
1,590	
39 minutes	27 minutes
140 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	36	38	39	33
95th percentile time to start treatment ⁵ (minutes)	137	127	131	119	140	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 200

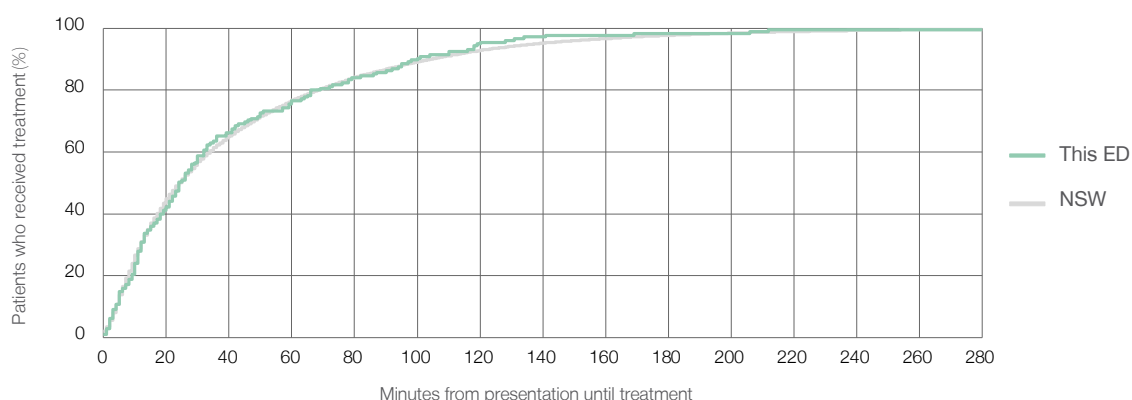
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 24 minutes

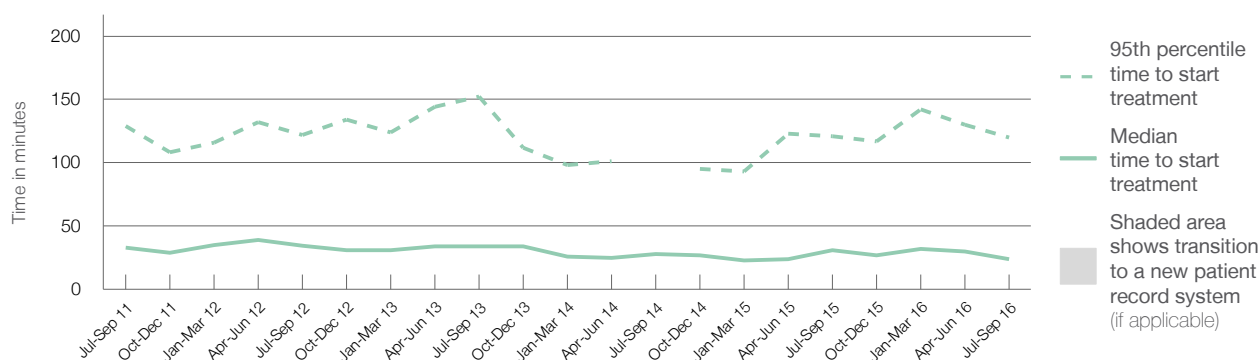
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
245	
221	
31 minutes	24 minutes
121 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	35	34	28	31	24
95th percentile time to start treatment ⁵ (minutes)	129	122	152	*	121	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.

Singleton District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,724 patients

Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Median time spent in the ED⁸

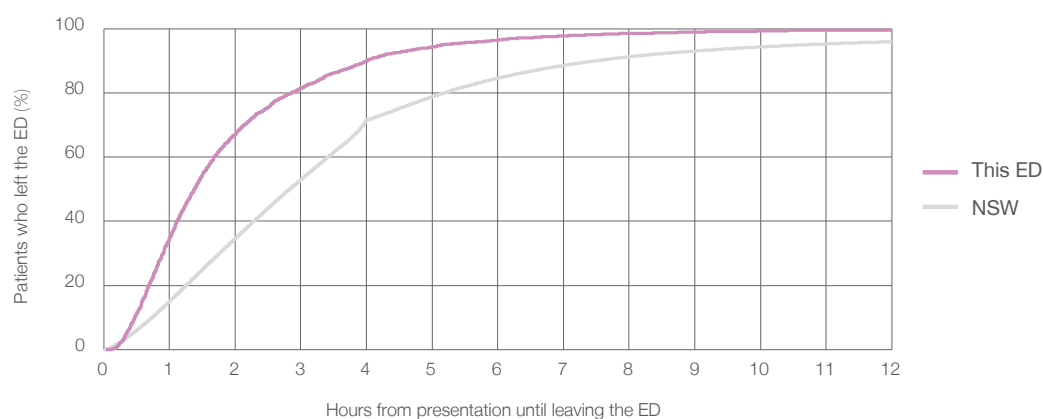
1 hours and 23 minutes

95th percentile time spent in the ED⁹

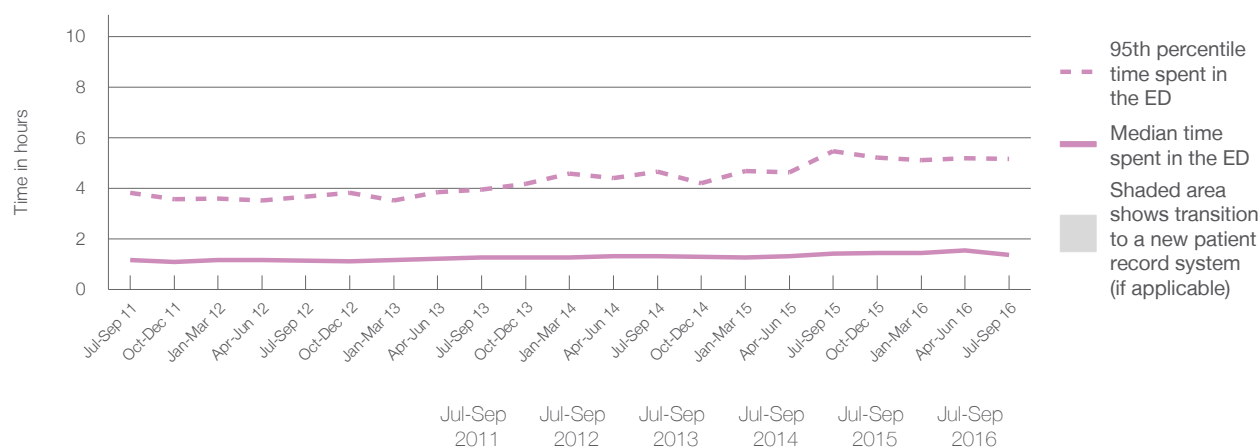
5 hours and 10 minutes

Same period last year	NSW (this period)
2,898	
2,898	
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 9m	1h 16m	1h 20m	1h 26m	1h 23m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	3h 41m	3h 57m	4h 40m	5h 28m	5h 10m

(†) 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.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

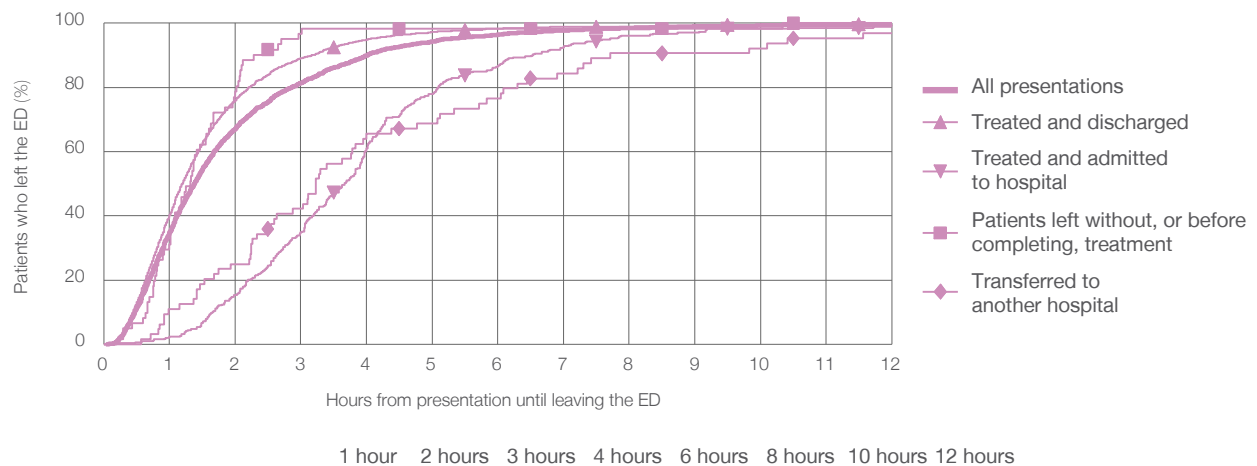
All presentations:[†] 2,724 patients

Presentations used to calculate time to leaving the ED:[‡] 2,724 patients

Treated and discharged	2,199 (80.7%)
Treated and admitted to hospital	339 (12.4%)
Patient left without, or before completing, treatment	61 (2.2%)
Transferred to another hospital	64 (2.3%)
Other	61 (2.2%)

Same period last year	Change since one year ago
2,898	-6.0%
2,403	-8.5%
282	20.2%
71	-14.1%
81	-21.0%
61	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



Treated and discharged	40.2%	76.0%	89.0%	94.8%	98.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.4%	15.3%	34.8%	61.1%	86.7%	96.2%	98.2%	98.8%
Patient left without, or before completing, treatment	31.1%	78.7%	96.7%	98.4%	98.4%	98.4%	98.4%	100%
Transferred to another hospital	10.9%	25.0%	42.2%	65.6%	76.6%	90.6%	92.2%	96.9%
All presentations	34.8%	67.2%	81.4%	90.0%	96.4%	98.5%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,724 patients

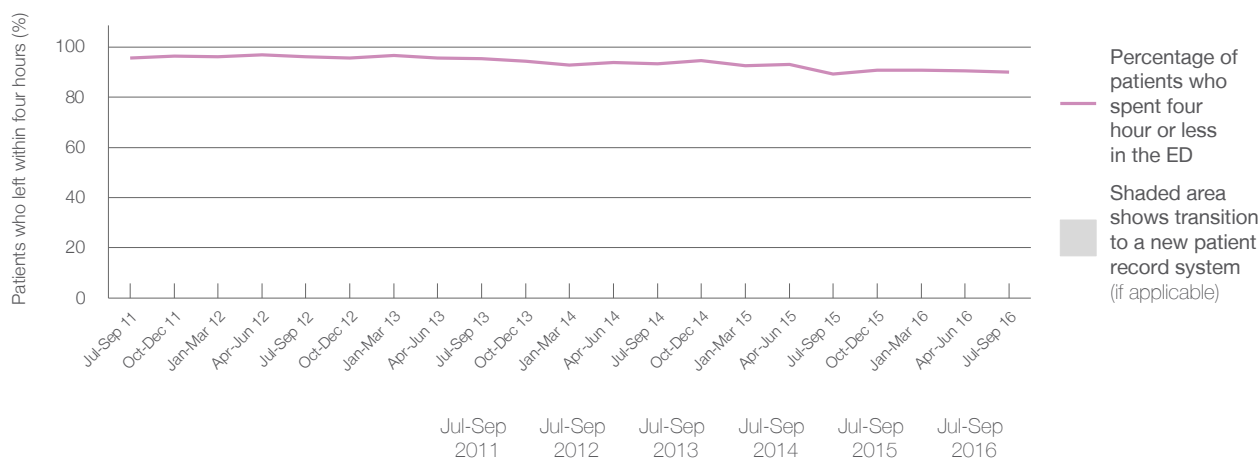
Presentations used to calculate time to leaving the ED: ⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,898	-6.0%
2,898	-6.0%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.6%	96.2%	95.2%	93.3%	89.3%	90.0%
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- * 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Young Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,698 patients

Emergency presentations:² 2,422 patients

Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%

Young Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 124 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 898 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,209 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
133	
6 minutes	8 minutes
68 minutes	41 minutes
853	
11 minutes	21 minutes
81 minutes	103 minutes
907	
14 minutes	27 minutes
90 minutes	139 minutes
123	
10 minutes	24 minutes
162 minutes	138 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED 97.6%

Same period last year	Change since one year ago
2,277	18.5%
94.6%	

* 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, July to September 2016.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

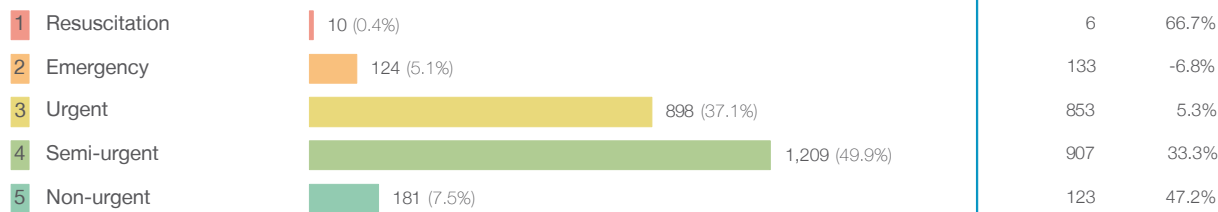
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Young Health Service: Patients presenting to the emergency department

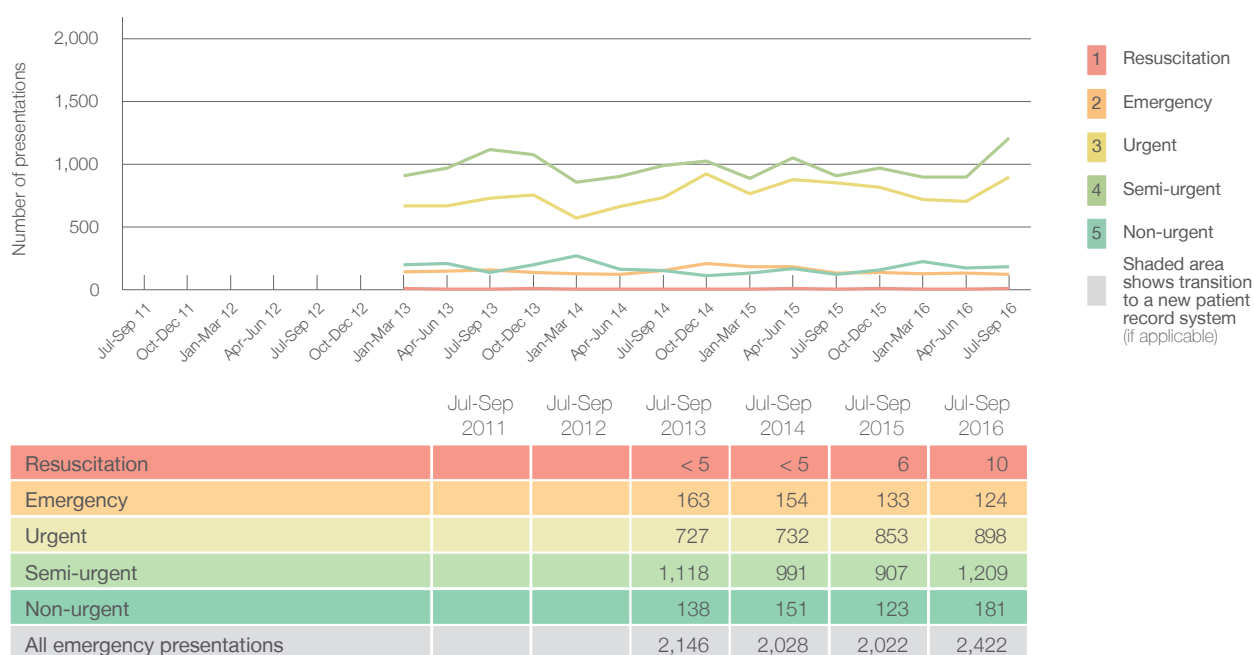
July to September 2016

All presentations:¹ 2,698 patients

Emergency presentations² by triage category: 2,422 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Young Health Service: Patients arriving by ambulance

July to September 2016

ED Transfer of care time is not currently available for this hospital. 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 124

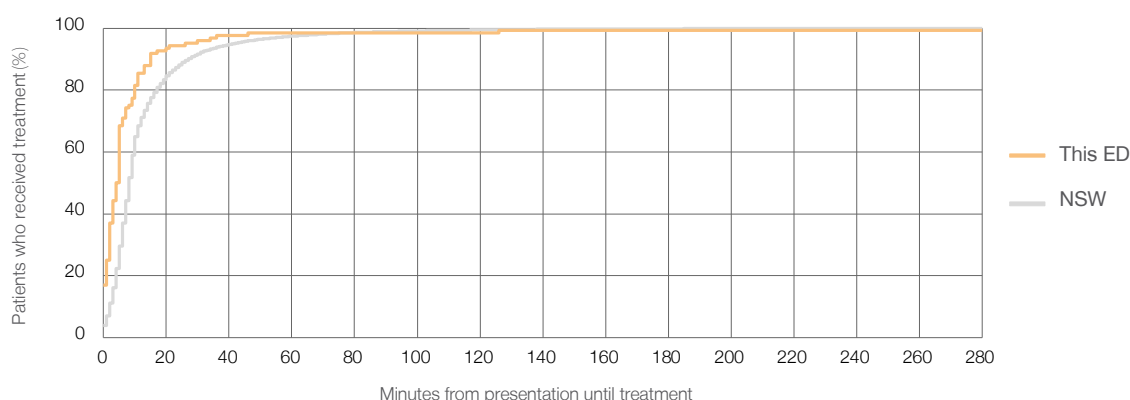
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 5 minutes

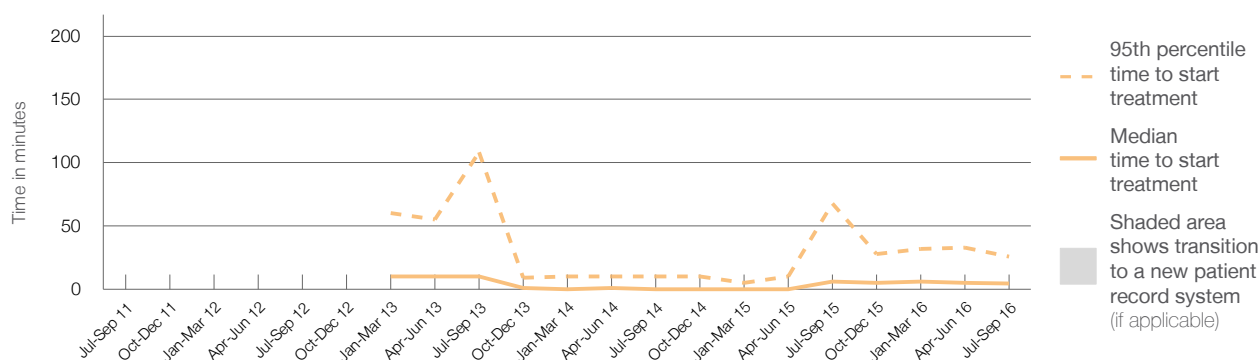
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
133	
129	
6 minutes	8 minutes
68 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	0	6	5
95th percentile time to start treatment ⁵ (minutes)			108	10	68	26

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 898

Number of triage 3 patients used to calculate waiting time:³ 893

Median time to start treatment⁴

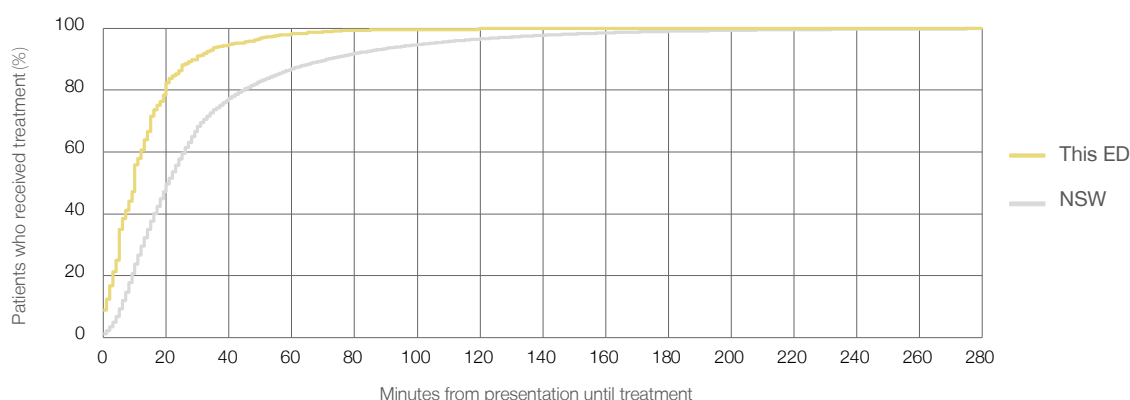
10 minutes

95th percentile time to start treatment⁵

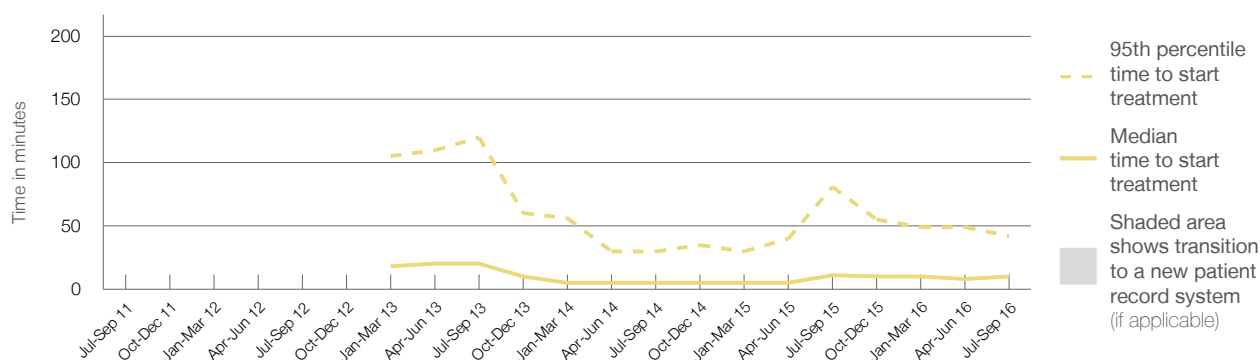
42 minutes

Same period last year	NSW (this period)
853	
833	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	5	11	10
95th percentile time to start treatment ⁵ (minutes)			120	30	81	42

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

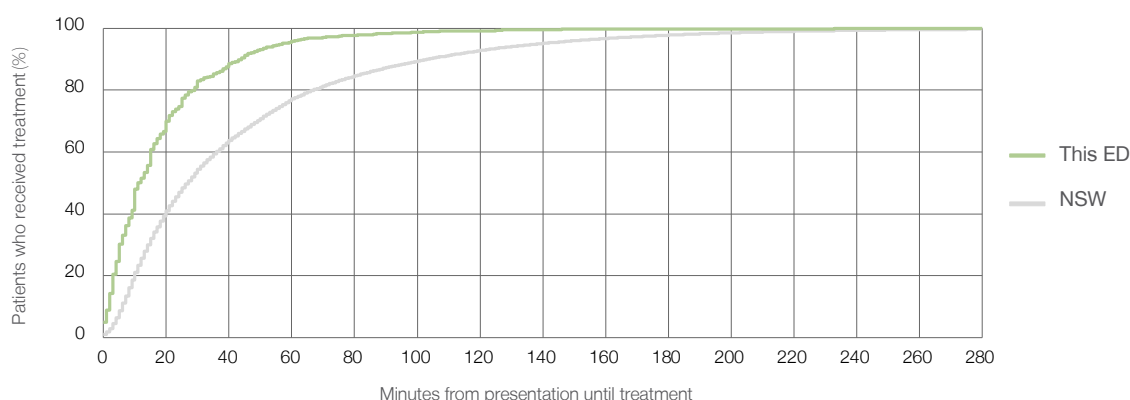
Number of triage 4 patients: 1,209

Number of triage 4 patients used to calculate waiting time:³ 1,198

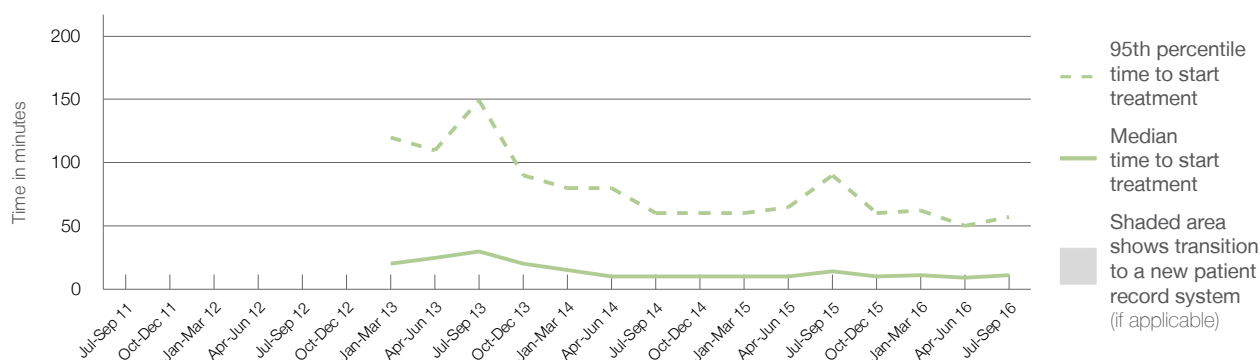
Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
907	
852	
14 minutes	27 minutes
90 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			30	10	14	11
95th percentile time to start treatment ⁵ (minutes)			149	60	90	57

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 181

Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴

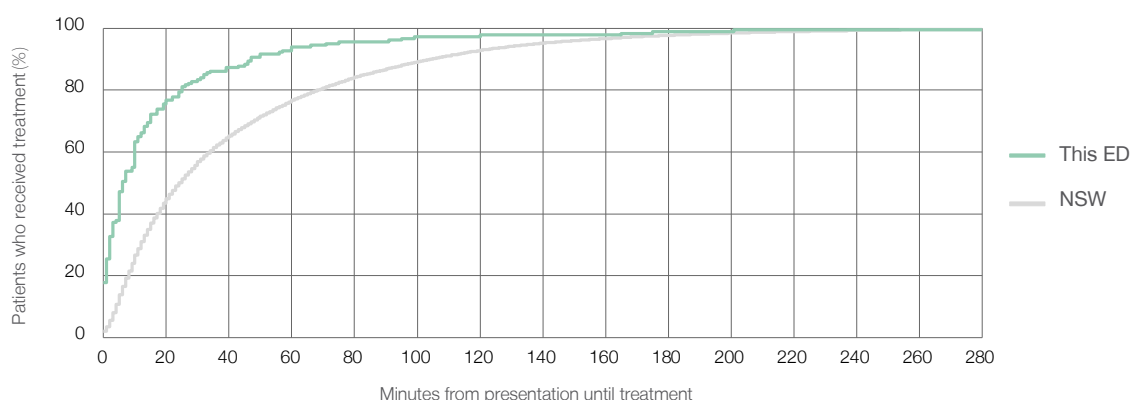
6 minutes

95th percentile time to start treatment⁵

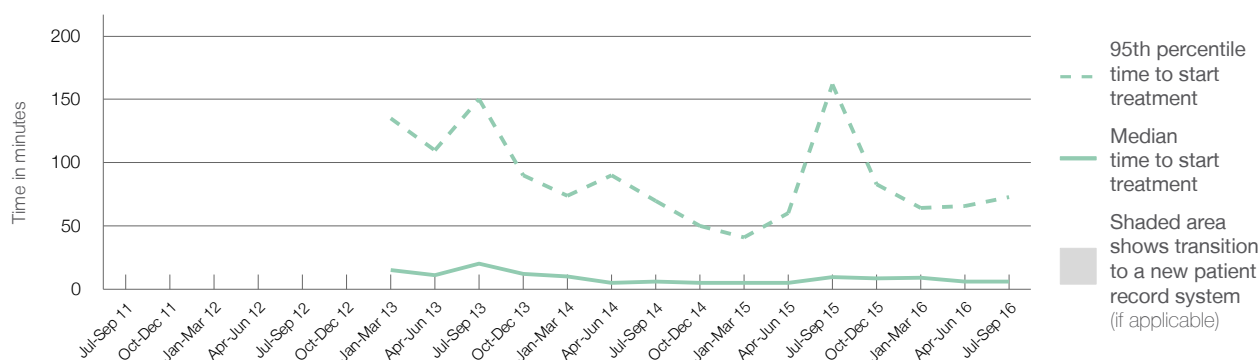
73 minutes

Same period last year	NSW (this period)
123	
118	
10 minutes	24 minutes
162 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	6	10	6
95th percentile time to start treatment ⁵ (minutes)			150	70	162	73

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,698 patients

Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Median time spent in the ED⁸

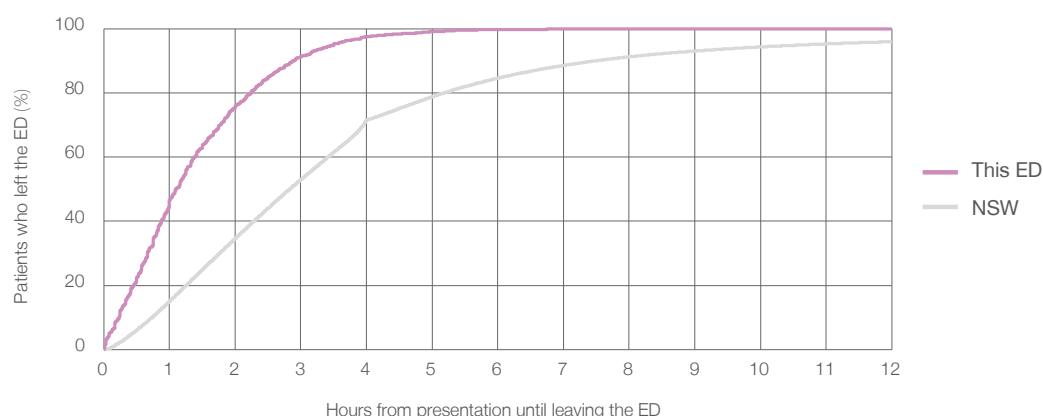
1 hours and 6 minutes

95th percentile time spent in the ED⁹

3 hours and 30 minutes

Same period last year	NSW (this period)
2,279	
2,277	
1 hours and 9 minutes	2 hours and 50 minutes
4 hours and 5 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 20m	1h 25m	1h 9m	1h 6m
95th percentile time to leaving the ED ⁹ (hours, minutes)			4h 54m	4h 43m	4h 5m	3h 30m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

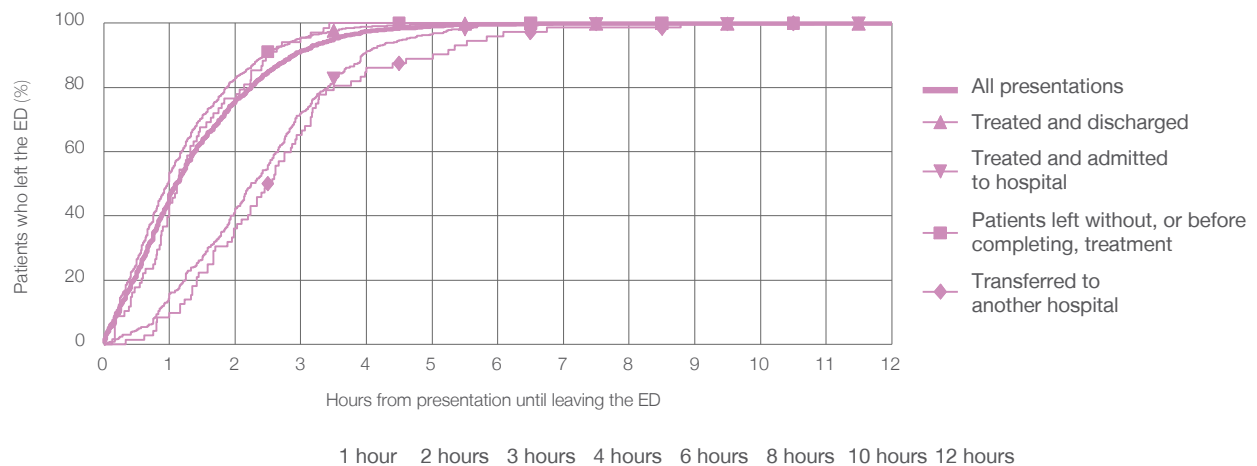
All presentations:[†] 2,698 patients

Presentations used to calculate time to leaving the ED:[‡] 2,698 patients

Treated and discharged	2,181 (80.8%)
Treated and admitted to hospital	376 (13.9%)
Patient left without, or before completing, treatment	68 (2.5%)
Transferred to another hospital	72 (2.7%)
Other	1 (0%)

Same period last year	Change since one year ago
2,277	18.5%
1,896	15.0%
232	62.1%
65	4.6%
77	-6.5%
9	-88.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	53.4%	83.0%	95.4%	98.9%	99.9%	100%	100%	100%
Treated and admitted to hospital	15.7%	42.3%	72.1%	91.2%	99.2%	99.7%	99.7%	100%
Patient left without, or before completing, treatment	44.1%	76.5%	95.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.7%	36.1%	65.3%	86.1%	95.8%	98.6%	100%	100%
All presentations	46.7%	75.9%	91.4%	97.6%	99.7%	99.9%	99.9%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,698 patients

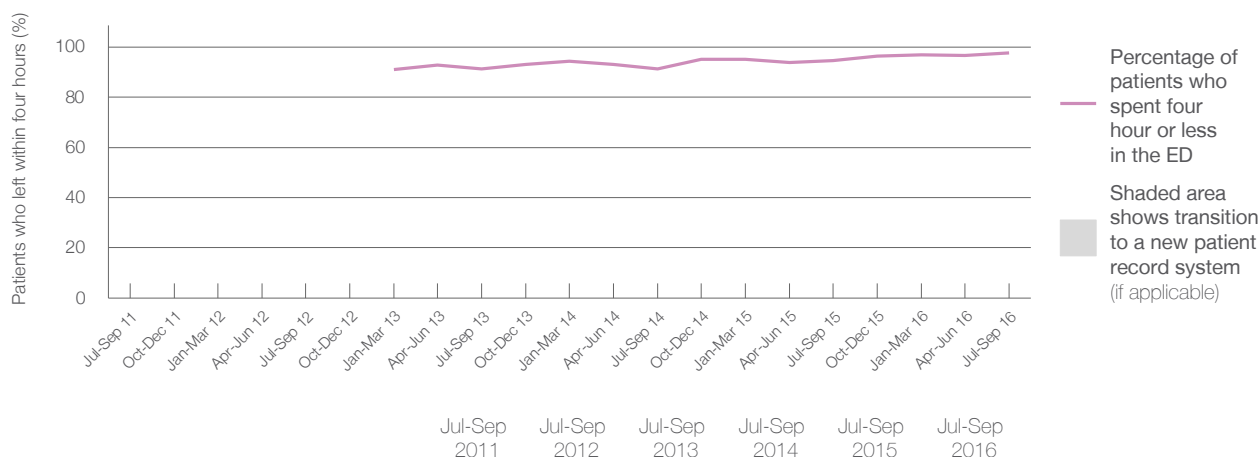
Presentations used to calculate time to leaving the ED: ⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,698 patients	2,279	18.4%
Presentations used to calculate time to leaving the ED: ⁶ 2,698 patients	2,277	18.5%
Percentage of patients who spent four hours or less in the ED	94.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

91.2% 91.3% 94.6% 97.6%

- * 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.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, July to September 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 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 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 are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).