



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

South Western Sydney Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 13,463 patients

Emergency presentations:<sup>2</sup> 13,356 patients

Same period last year	Change since one year ago
13,481	-0.1%
13,363	-0.1%

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,468 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,880 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,279 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 623 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
2,548	
7 minutes	8 minutes
22 minutes	26 minutes
5,692	
17 minutes	20 minutes
56 minutes	69 minutes
4,463	
19 minutes	26 minutes
70 minutes	101 minutes
554	
20 minutes	23 minutes
71 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Percentage of patients who spent four hours or less in the ED 75.9%

Same period last year	Change since one year ago
13,481	-0.1%
78.3%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

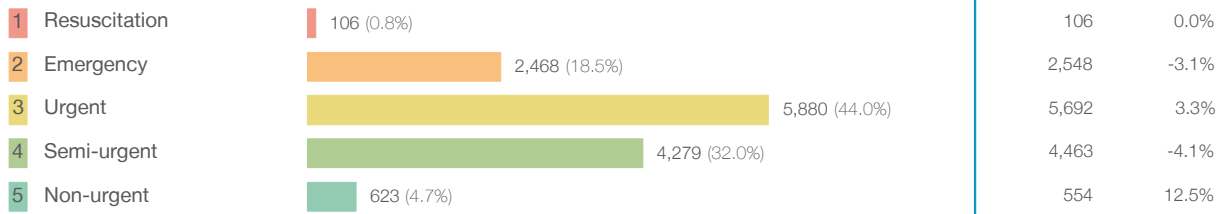
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

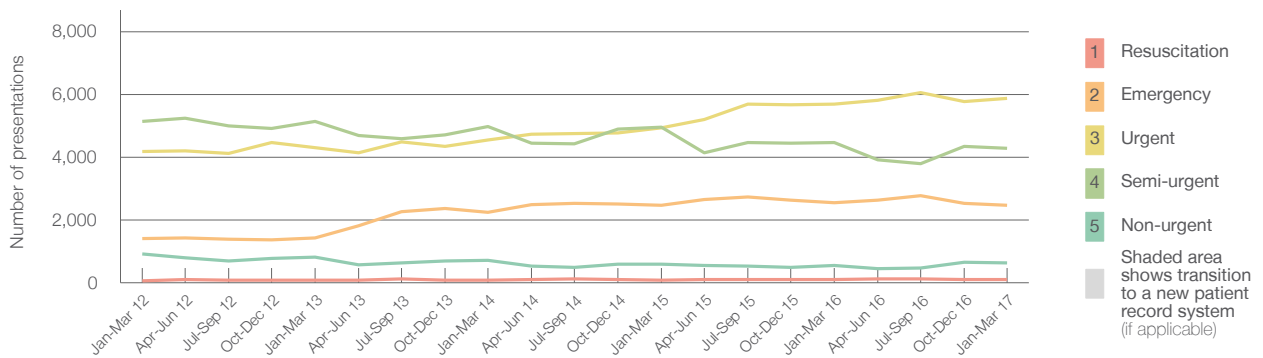
## Bankstown / Lidcombe Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 13,463 patients

Emergency presentations<sup>2</sup> by triage category: 13,356 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	65	73	83	87	106	106
Emergency	1,401	1,430	2,242	2,456	2,548	2,468
Urgent	4,184	4,295	4,556	4,934	5,692	5,880
Semi-urgent	5,130	5,145	4,984	4,949	4,463	4,279
Non-urgent	913	814	711	581	554	623
All emergency presentations	11,693	11,757	12,576	13,007	13,363	13,356

## Bankstown / Lidcombe Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,800 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 2,468

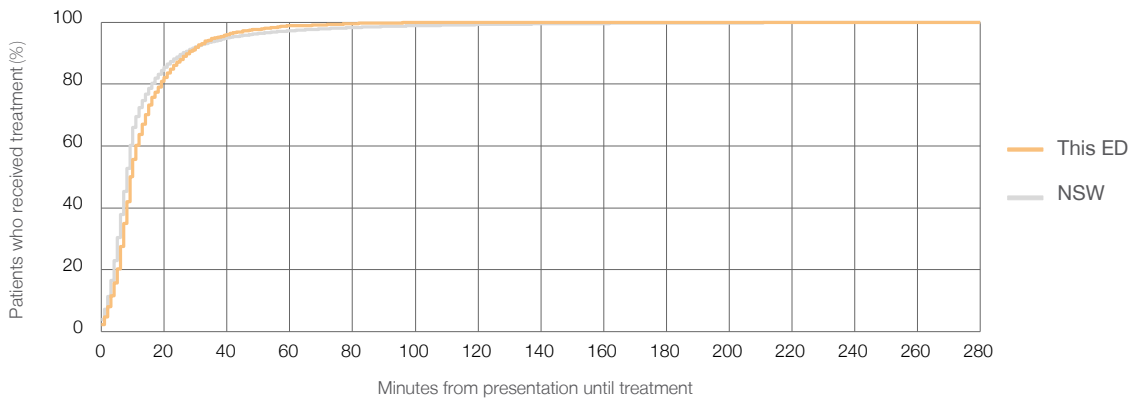
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,463

Median time to start treatment<sup>4</sup> 9 minutes

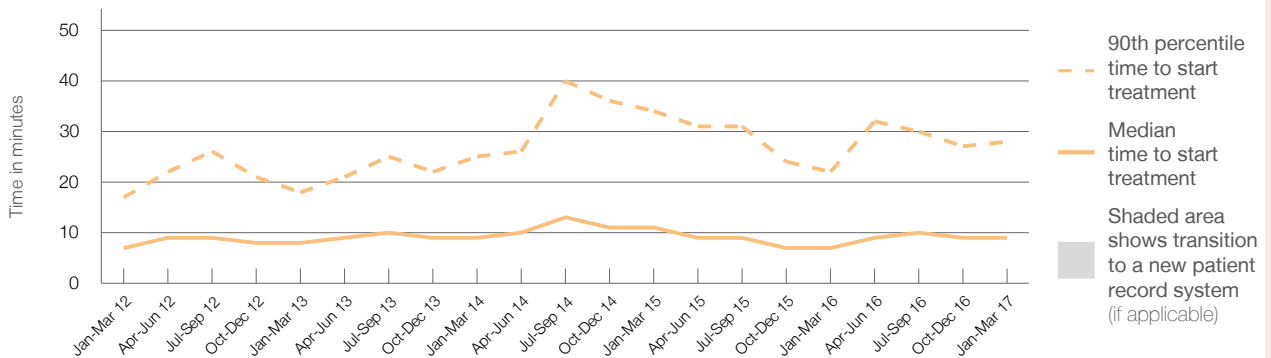
90th percentile time to start treatment<sup>5</sup> 28 minutes

Same period last year	NSW (this period)
2,548	2,540
7 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	9	11	7	9
90th percentile time to start treatment <sup>5</sup> (minutes)	17	18	25	34	22	28

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,880

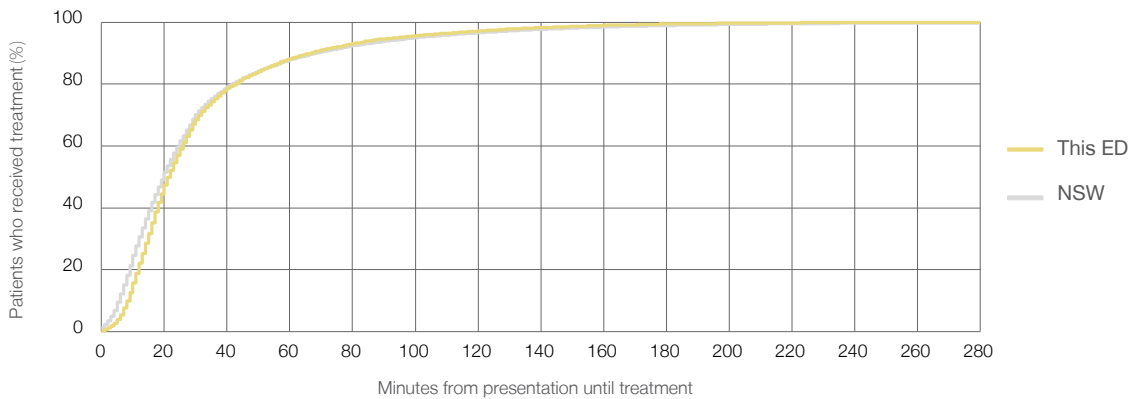
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,794

Median time to start treatment<sup>4</sup> 22 minutes

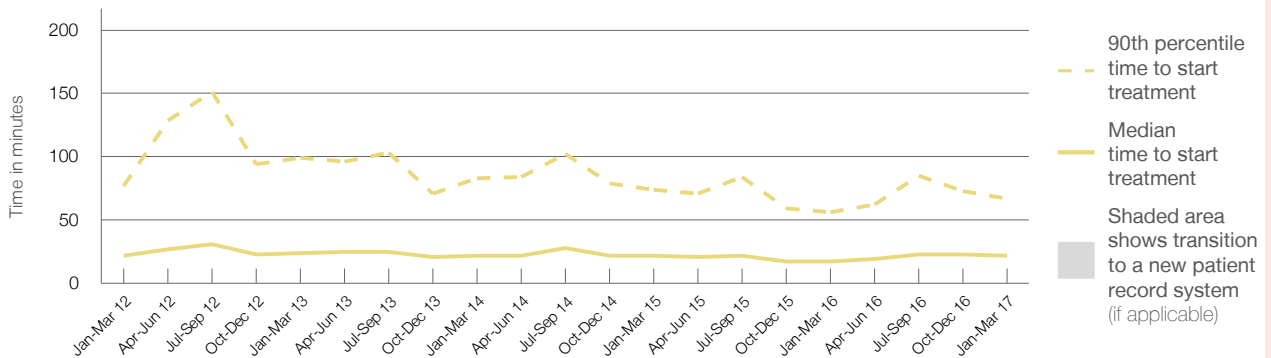
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
5,692	
5,595	
17 minutes	20 minutes
56 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	24	22	22	17	22
90th percentile time to start treatment <sup>5</sup> (minutes)	77	99	83	74	56	67

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,279

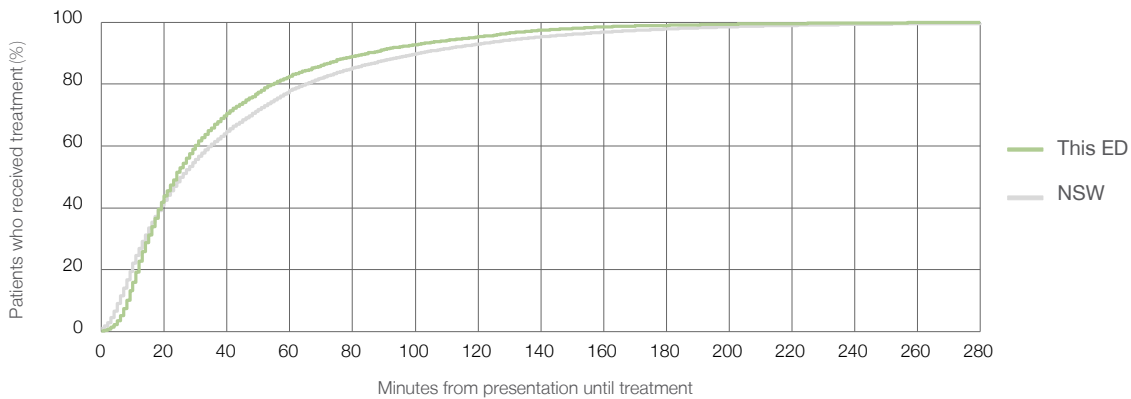
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,121

Median time to start treatment<sup>4</sup>  24 minutes

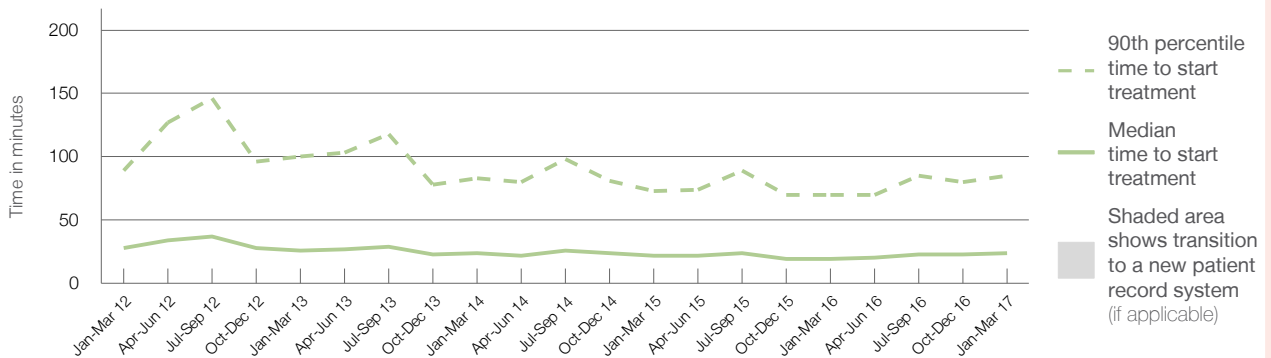
90th percentile time to start treatment<sup>5</sup>  85 minutes

Same period last year	NSW (this period)
4,463	4,317
19 minutes	26 minutes
70 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	26	24	22	19	24
90th percentile time to start treatment <sup>5</sup> (minutes)	89	100	83	73	70	85

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 623

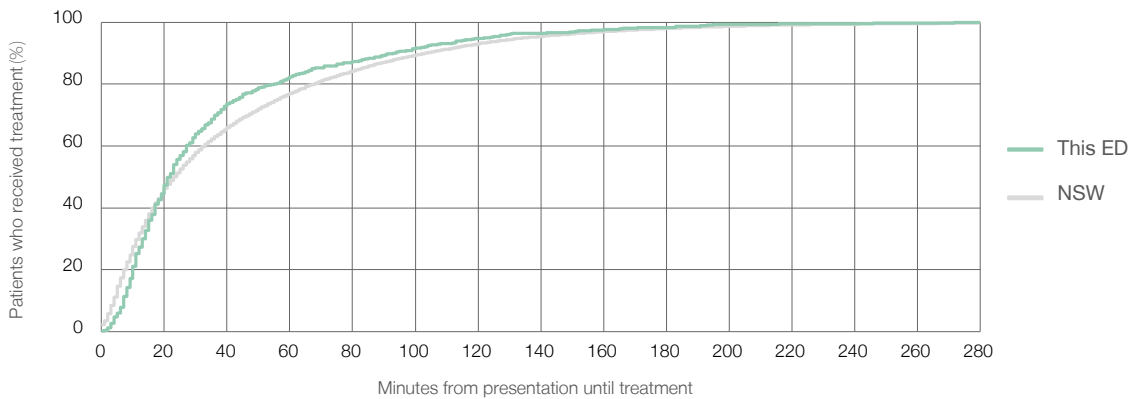
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 514

Median time to start treatment<sup>4</sup> 22 minutes

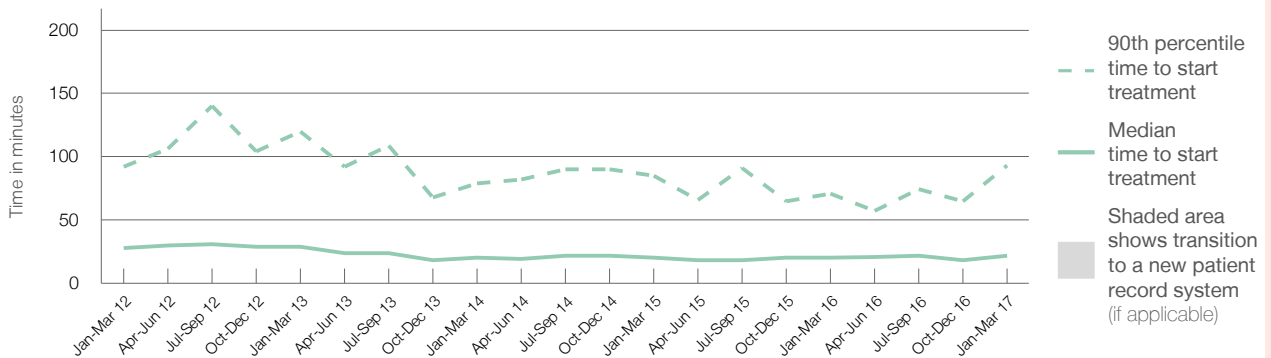
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
554	
475	
20 minutes	23 minutes
71 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	29	20	20	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	92	120	79	85	71	93

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 13,463 patients

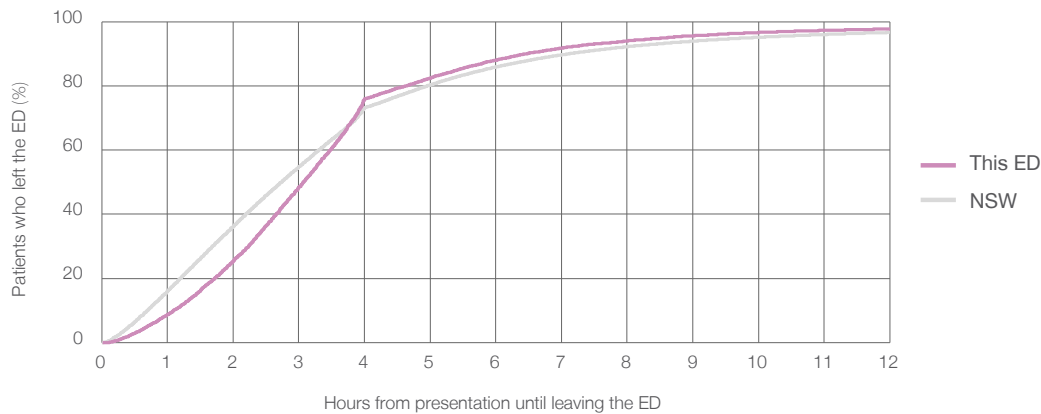
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Median time spent in the ED<sup>8</sup> 3 hours and 4 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 28 minutes

Same period last year	NSW (this period)
13,481	13,481
3 hours and 0 minutes	2 hours and 44 minutes
6 hours and 24 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m

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

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## Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

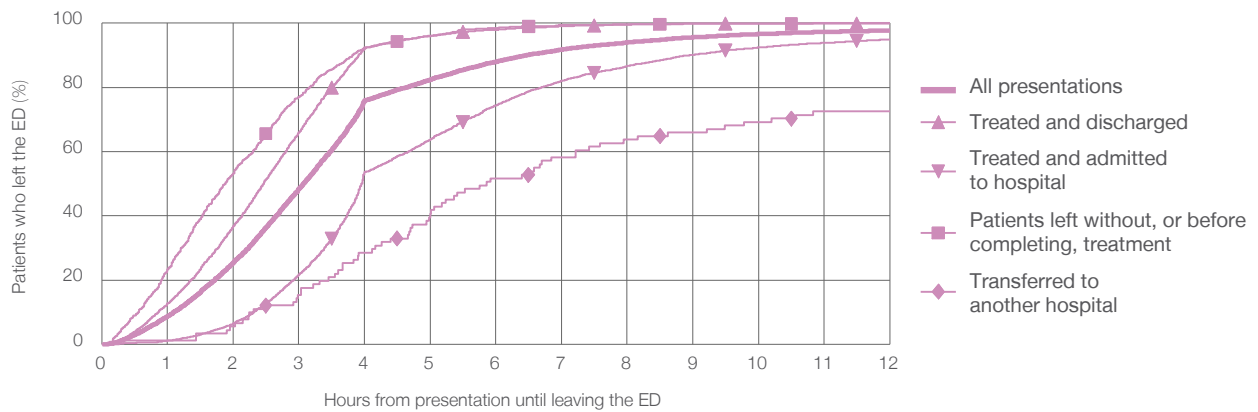
All presentations:<sup>1</sup> 13,463 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

Treated and discharged	6,755 (50.2%)
Treated and admitted to hospital	5,543 (41.2%)
Patient left without, or before completing, treatment	1,038 (7.7%)
Transferred to another hospital	91 (0.7%)
Other	36 (0.3%)

Same period last year	Change since one year ago
13,481	-0.1%
6,926	-2.5%
5,531	0.2%
883	17.6%
86	5.8%
55	-34.5%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.6%	36.9%	66.0%	92.1%	98.0%	99.6%	99.9%	100%
Treated and admitted to hospital	1.1%	6.5%	21.8%	53.7%	74.4%	86.7%	92.5%	95.0%
Patient left without, or before completing, treatment	23.3%	53.3%	77.0%	92.5%	98.6%	99.6%	99.8%	100%
Transferred to another hospital	1.1%	5.5%	15.4%	28.6%	51.6%	63.7%	69.2%	72.5%
All presentations	8.8%	25.6%	48.4%	75.9%	88.0%	94.0%	96.6%	97.7%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bankstown / Lidcombe Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:<sup>1</sup> 13,463 patients

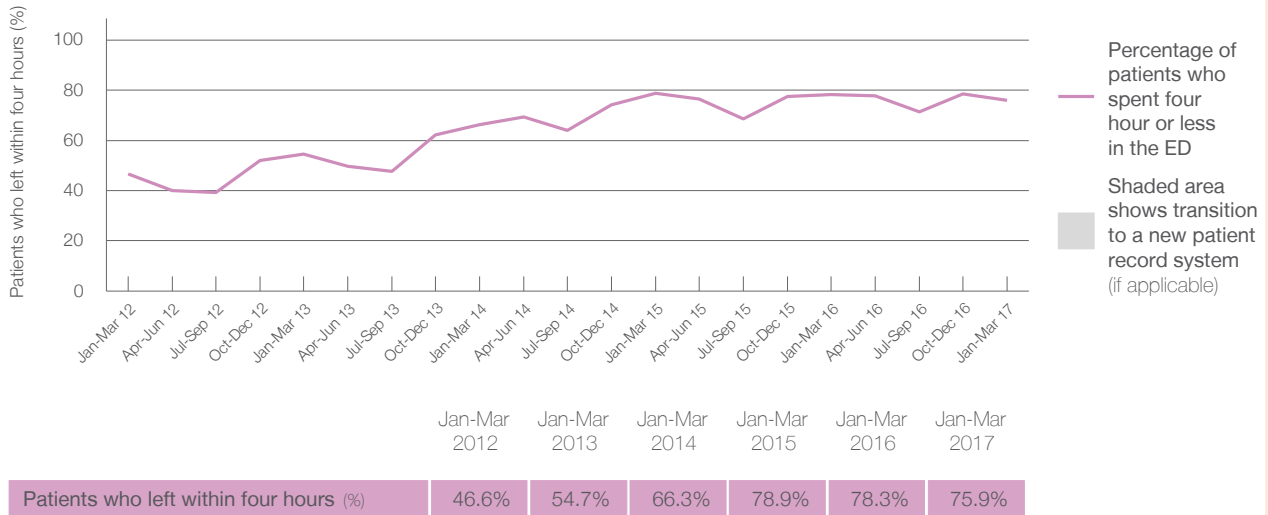
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,463 patients

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: <sup>1</sup>	13,481	-0.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	13,481	-0.1%
Percentage of patients who spent four hours or less in the ED	78.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



\* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 4,801 patients  
Emergency presentations:<sup>2</sup> 4,670 patients

Same period last year	Change since one year ago
4,624	3.8%
4,465	4.6%

## Bowral and District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 325 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,351 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,057 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 86 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 916 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
322	
8 minutes	8 minutes
17 minutes	26 minutes
1,402	
16 minutes	20 minutes
46 minutes	69 minutes
2,161	
18 minutes	26 minutes
81 minutes	101 minutes
570	
16 minutes	23 minutes
88 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,801 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
4,624	3.8%
87.6%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

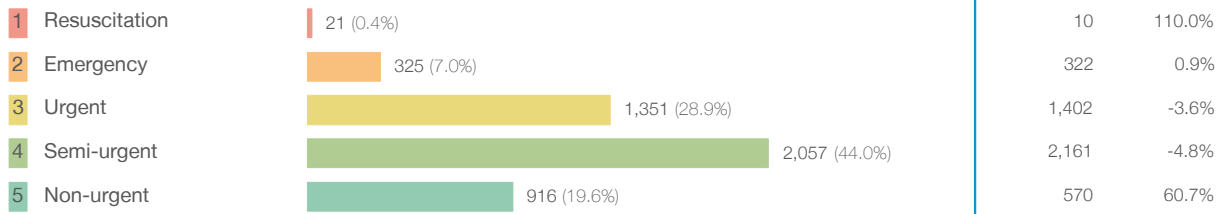
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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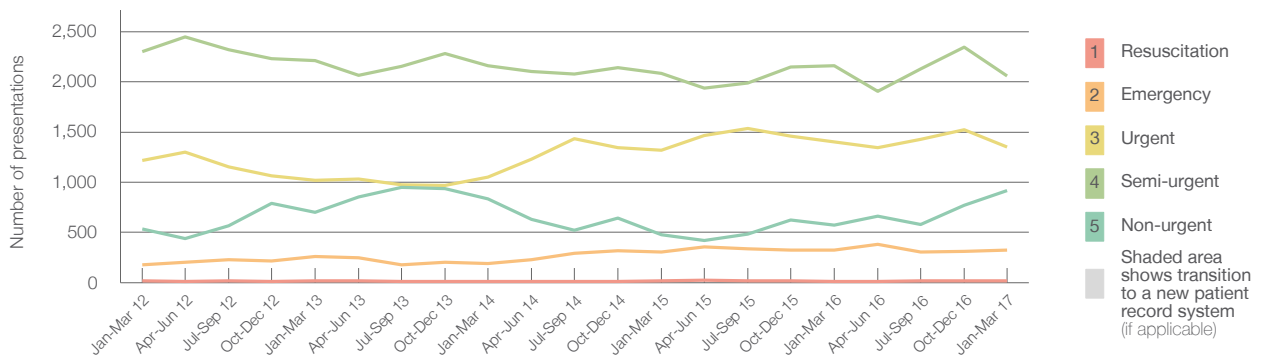
## Bowral and District Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 4,801 patients

Emergency presentations<sup>2</sup> by triage category: 4,670 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	20	16	14	19	10	21
Emergency	180	259	191	306	322	325
Urgent	1,216	1,022	1,050	1,320	1,402	1,351
Semi-urgent	2,299	2,209	2,158	2,087	2,161	2,057
Non-urgent	534	698	837	475	570	916
All emergency presentations	4,249	4,204	4,250	4,207	4,465	4,670

## Bowral and District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 835 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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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 325

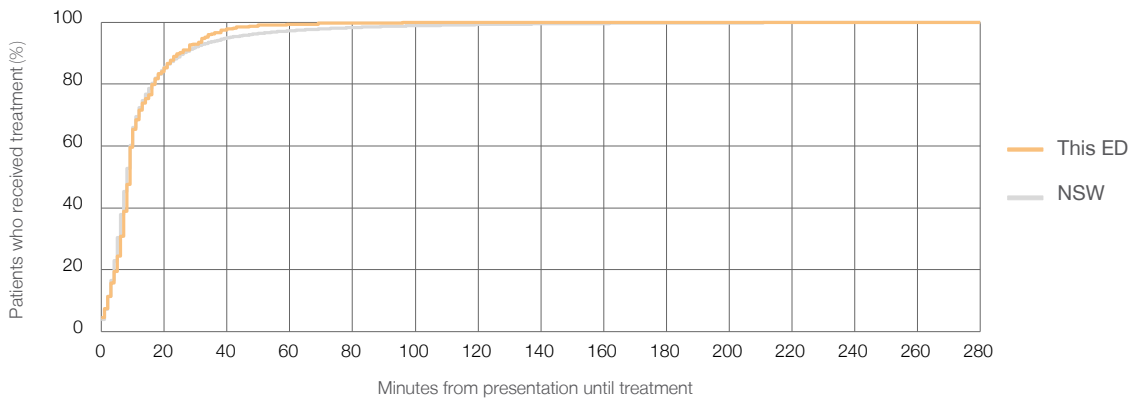
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 324

Median time to start treatment<sup>4</sup> 9 minutes

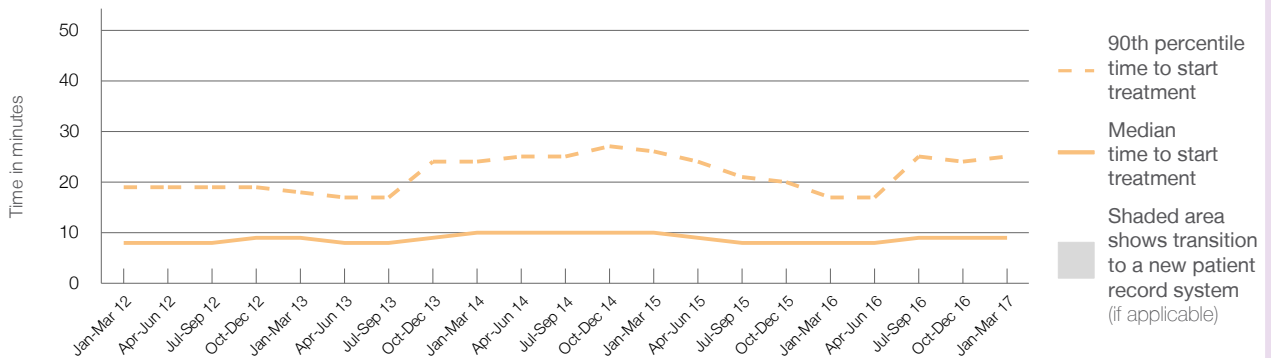
90th percentile time to start treatment<sup>5</sup> 25 minutes

Same period last year	NSW (this period)
322	322
8 minutes	8 minutes
17 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	9	10	10	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	19	18	24	26	17	25

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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,351

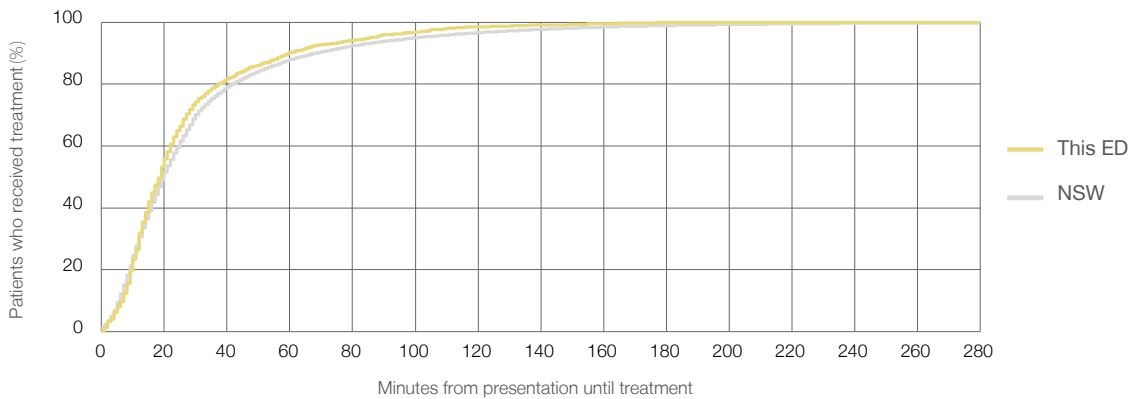
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,343

Median time to start treatment<sup>4</sup>  19 minutes

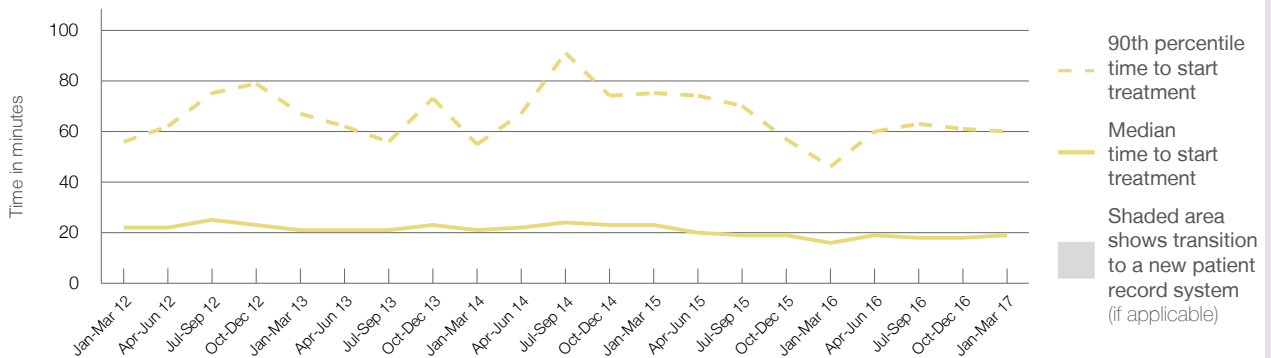
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
1,402	
1,385	
16 minutes	20 minutes
46 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	21	21	23	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	56	67	55	75	46	60

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,057

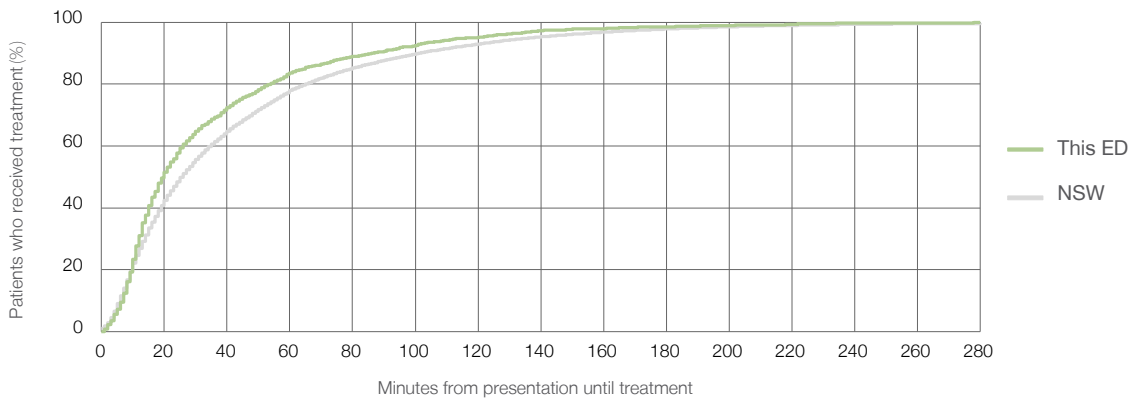
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,001

Median time to start treatment<sup>4</sup> 20 minutes

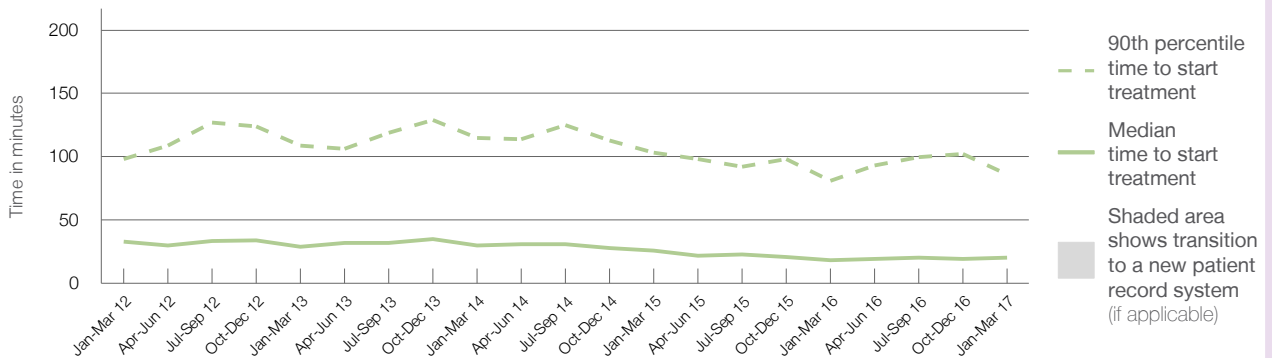
90th percentile time to start treatment<sup>5</sup> 86 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,161	2,088
Median time to start treatment <sup>4</sup>	18 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	81 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	33	29	30	26	18	20
90th percentile time to start treatment <sup>5</sup> (minutes)	98	109	115	103	81	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 916

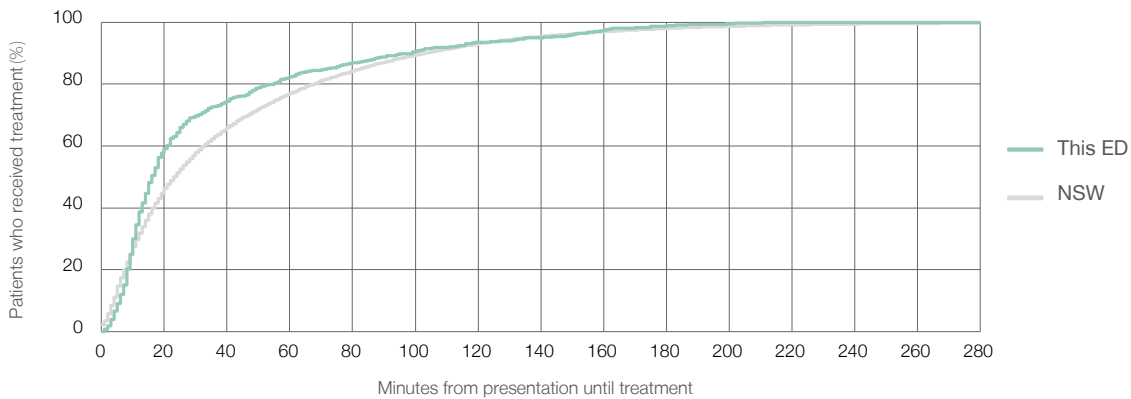
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 856

Median time to start treatment<sup>4</sup> 16 minutes

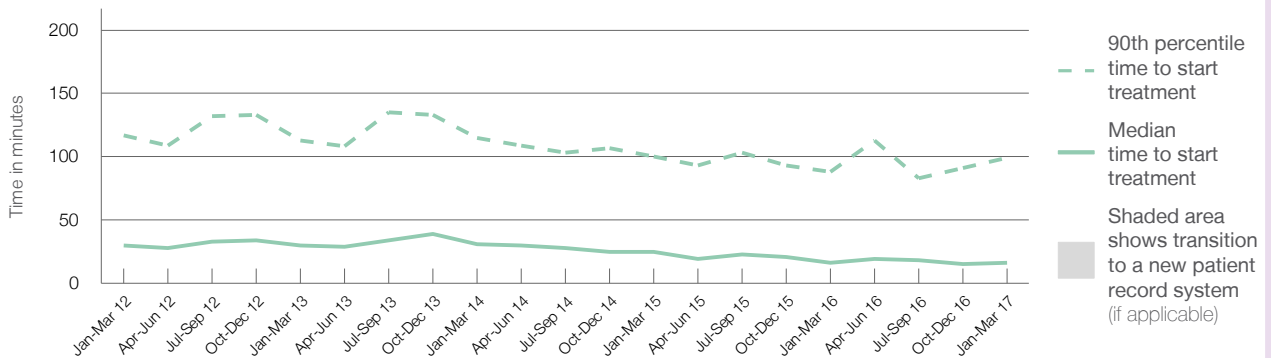
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
570	
523	
16 minutes	23 minutes
88 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	30	31	25	16	16
90th percentile time to start treatment <sup>5</sup> (minutes)	117	113	115	100	88	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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 4,801 patients

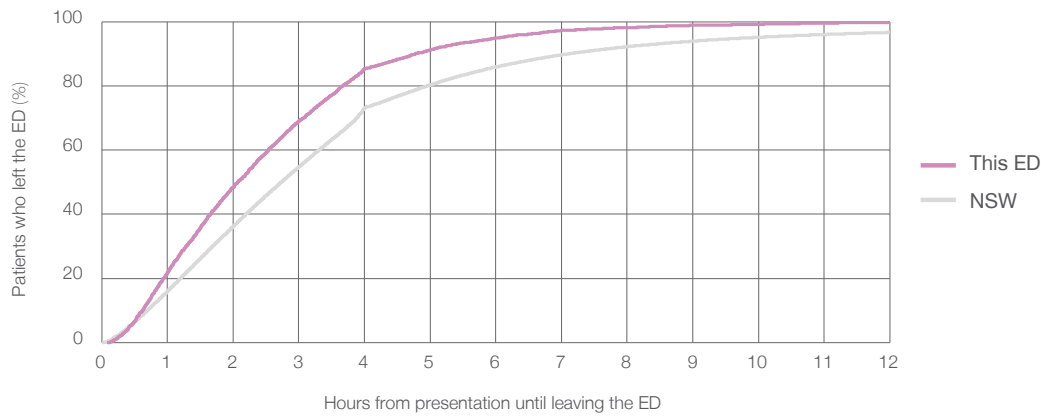
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,801 patients

Median time spent in the ED<sup>8</sup> 2 hours and 4 minutes

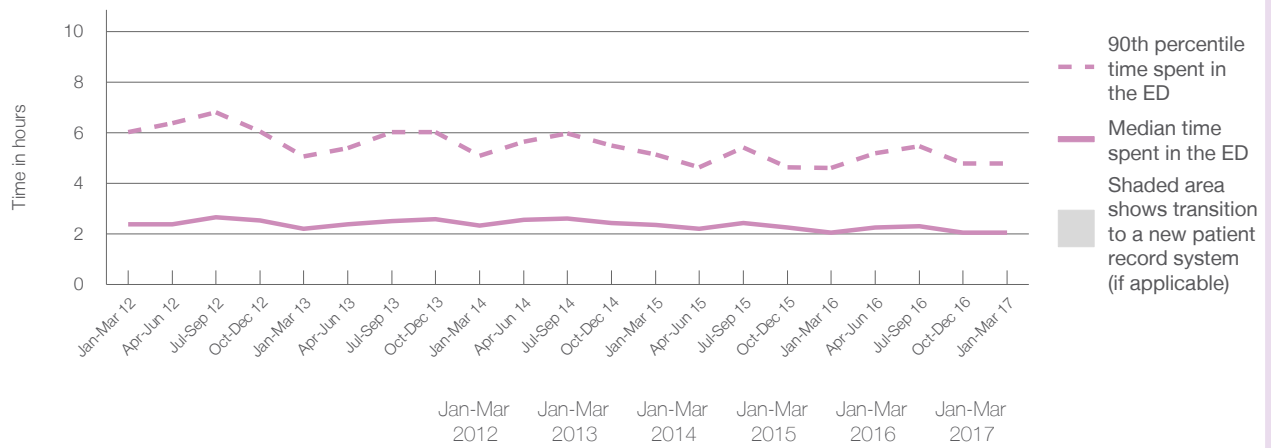
90th percentile time spent in the ED<sup>9</sup> 4 hours and 47 minutes

Same period last year	NSW (this period)
4,624	4,624
2 hours and 4 minutes	2 hours and 44 minutes
4 hours and 37 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 24m	2h 12m	2h 21m	2h 22m	2h 4m	2h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 2m	5h 4m	5h 6m	5h 9m	4h 37m	4h 47m

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

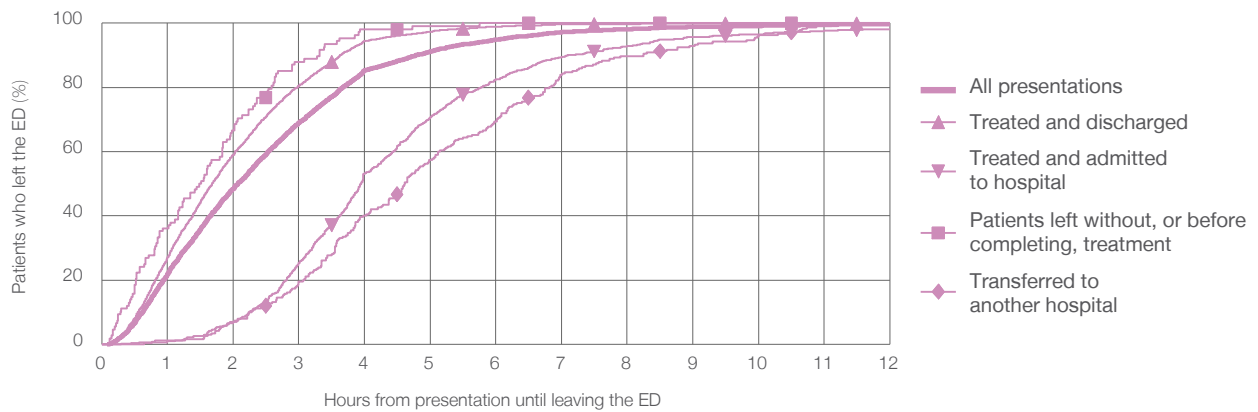
All presentations:<sup>1</sup> 4,801 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,801 patients

Treated and discharged	3,688 (76.8%)
Treated and admitted to hospital	753 (15.7%)
Patient left without, or before completing, treatment	108 (2.2%)
Transferred to another hospital	242 (5.0%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,624	3.8%
3,439	7.2%
852	-11.6%
108	0.0%
219	10.5%
6	66.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.0%	59.1%	80.6%	94.4%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.9%	6.9%	25.2%	53.3%	82.5%	92.8%	96.5%	98.0%
Patient left without, or before completing, treatment	36.1%	66.7%	88.0%	98.1%	100%	100%	100%	100%
Transferred to another hospital	1.2%	7.0%	19.4%	40.1%	69.4%	89.7%	96.3%	100%
All presentations	21.9%	48.5%	69.0%	85.3%	94.9%	98.2%	99.2%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Bowral and District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 4,801 patients

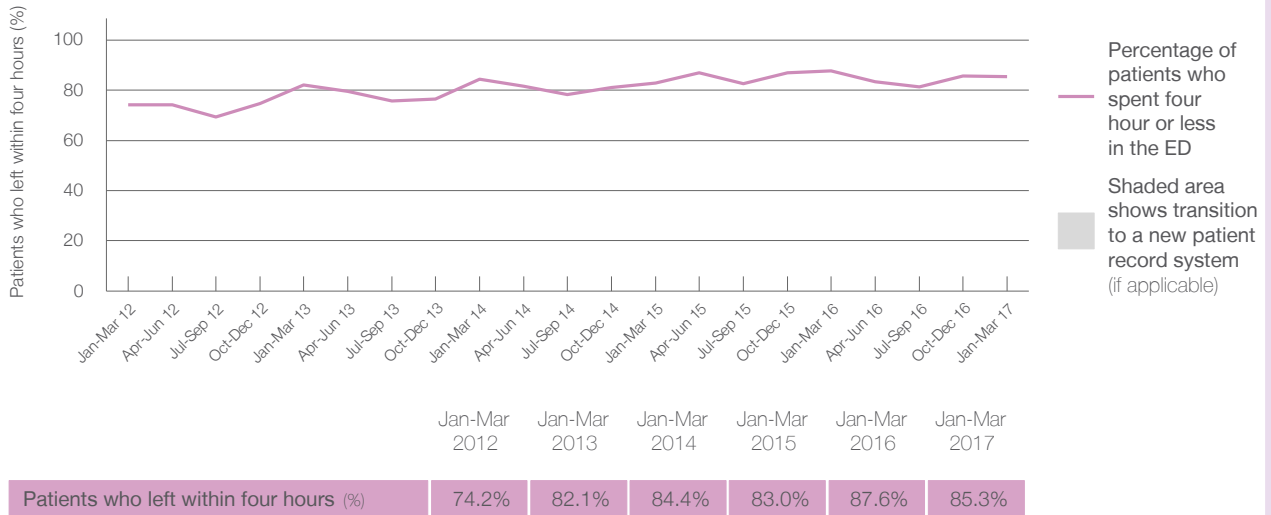
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,801 patients

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: <sup>1</sup> 4,801 patients	4,624	3.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,801 patients	4,624	3.8%
Percentage of patients who spent four hours or less in the ED	87.6%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



\* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017). Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 16,911 patients

Emergency presentations:<sup>2</sup> 16,738 patients

Same period last year	Change since one year ago
16,737	1.0%
16,524	1.3%

## Campbelltown Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,671 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,531 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,539 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 131 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,912 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
1,735	
6 minutes	8 minutes
20 minutes	26 minutes
6,936	
16 minutes	20 minutes
82 minutes	69 minutes
6,034	
27 minutes	26 minutes
132 minutes	101 minutes
1,734	
31 minutes	23 minutes
136 minutes	104 minutes

## Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,910 patients

Percentage of patients who spent four hours or less in the ED 55.9%

Same period last year	Change since one year ago
16,737	1.0%
64.8%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

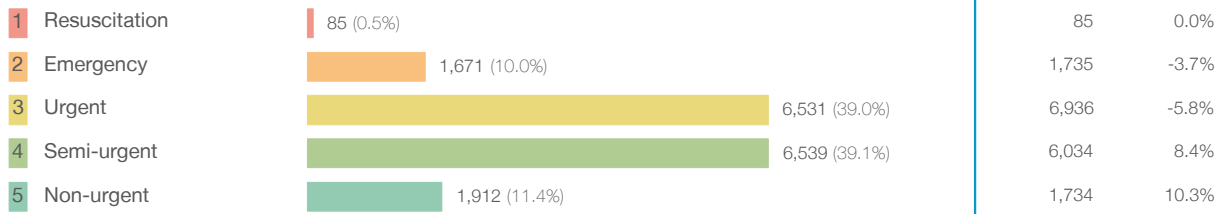
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Patients presenting to the emergency department January to March 2017

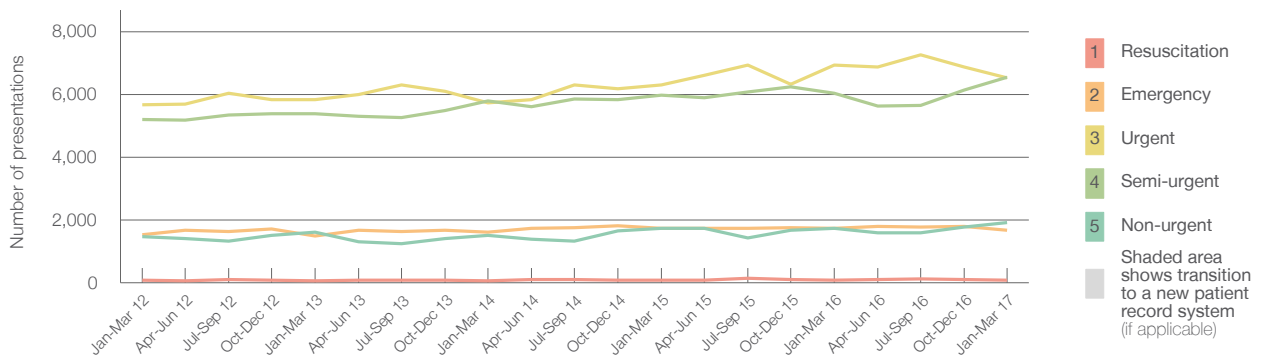
All presentations:<sup>1</sup> 16,911 patients

Emergency presentations<sup>2</sup> by triage category: 16,738 patients



	Same period last year	Change since one year ago
All presentations	16,737	1.0%
Emergency presentations	16,524	1.3%
Resuscitation	85	0.0%
Emergency	1,735	-3.7%
Urgent	6,936	-5.8%
Semi-urgent	6,034	8.4%
Non-urgent	1,734	10.3%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	72	63	63	81	85	85
Emergency	1,531	1,495	1,603	1,738	1,735	1,671
Urgent	5,670	5,841	5,736	6,297	6,936	6,531
Semi-urgent	5,196	5,390	5,797	5,979	6,034	6,539
Non-urgent	1,469	1,605	1,508	1,723	1,734	1,912
All emergency presentations	13,938	14,394	14,707	15,818	16,524	16,738

## Campbelltown Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,126 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,976	
Median time	13 minutes	0 minutes
90th percentile time	26 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 2 patients: 1,671

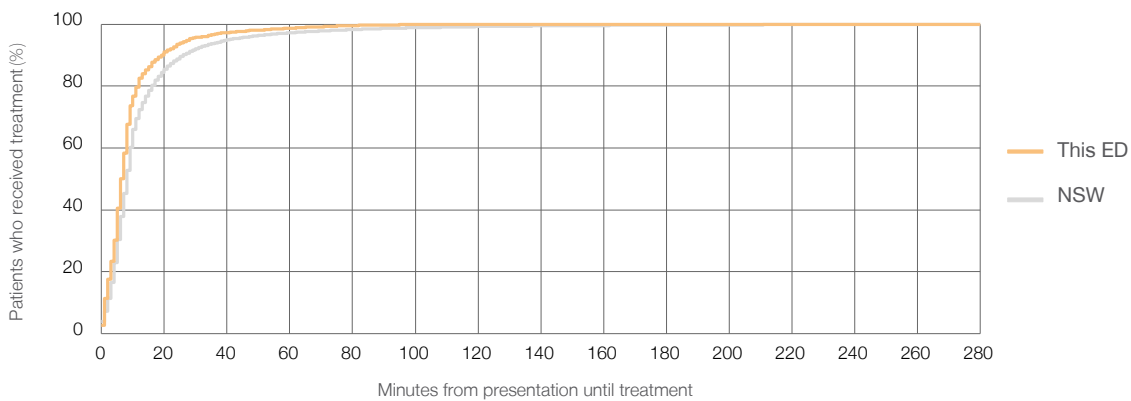
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,671

Median time to start treatment<sup>4</sup> 6 minutes

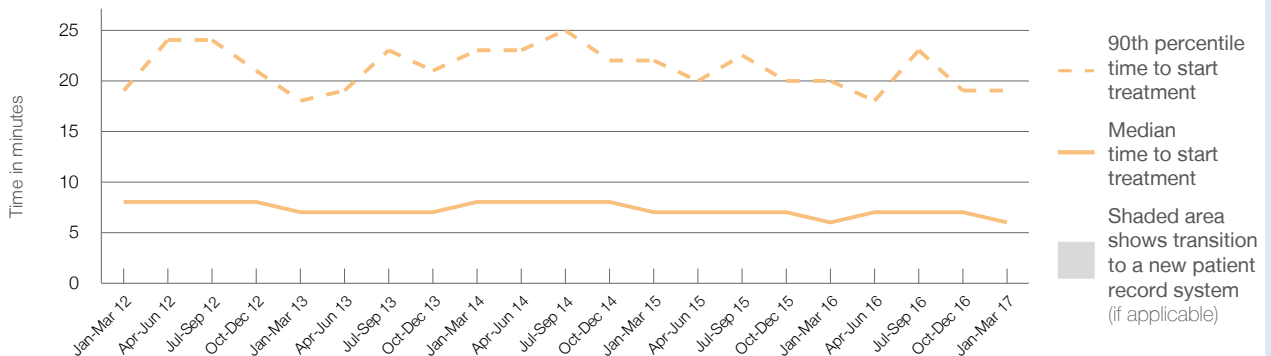
90th percentile time to start treatment<sup>5</sup> 19 minutes

Same period last year	NSW (this period)
1,735	1,733
6 minutes	8 minutes
20 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	8	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	19	18	23	22	20	19

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,531

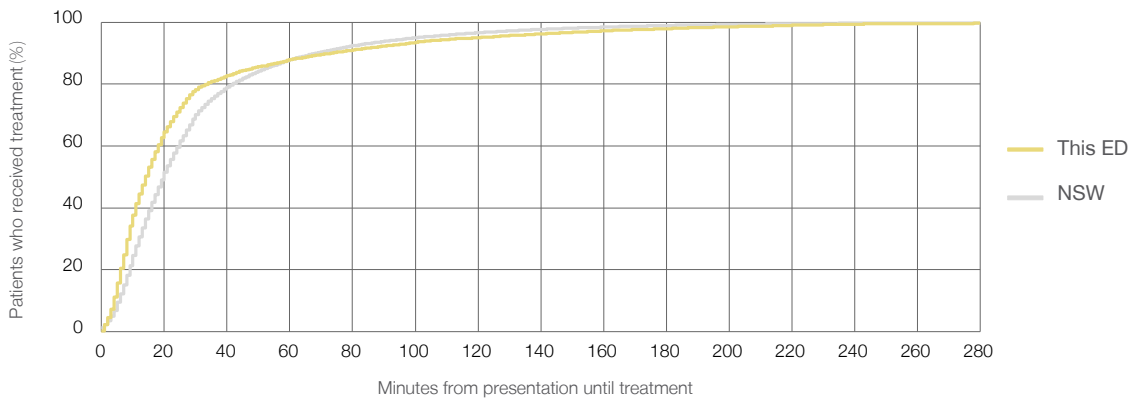
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,363

Median time to start treatment<sup>4</sup> 14 minutes

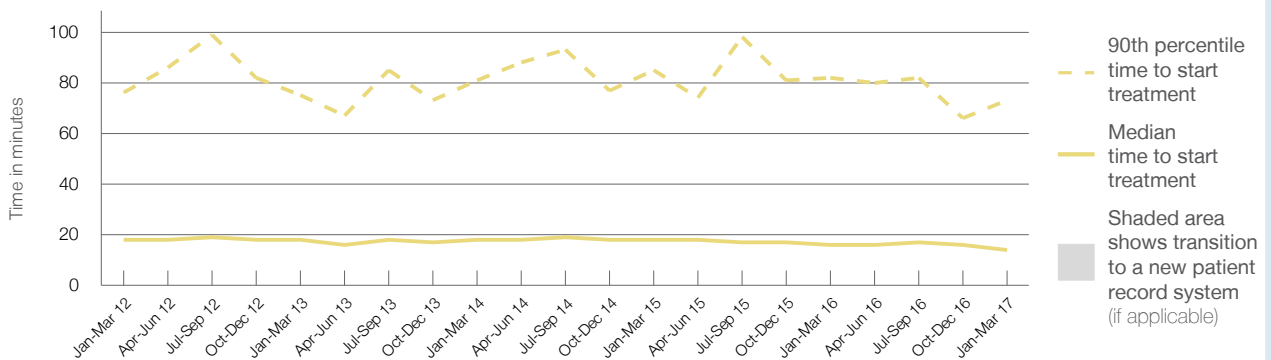
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
6,936	
6,735	
16 minutes	20 minutes
82 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	18	18	18	18	16	14
90th percentile time to start treatment <sup>5</sup> (minutes)	76	75	81	85	82	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 6,539

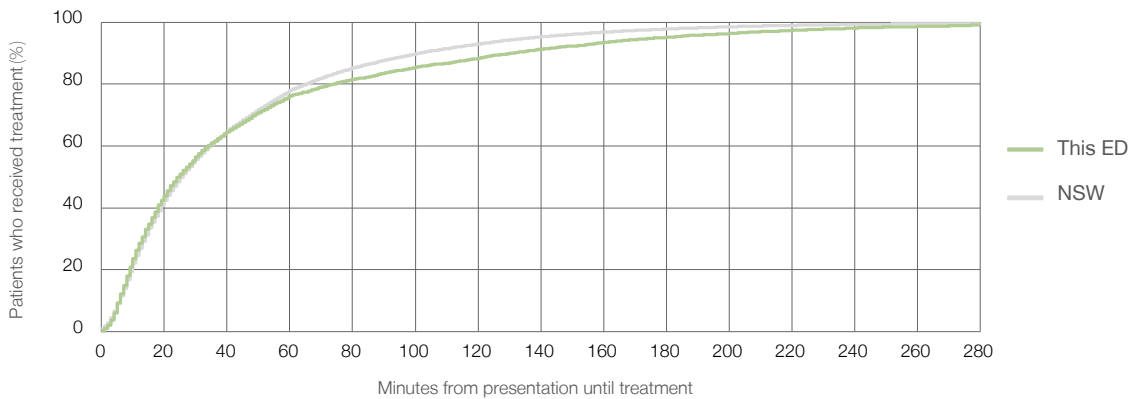
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,021

Median time to start treatment<sup>4</sup> 25 minutes

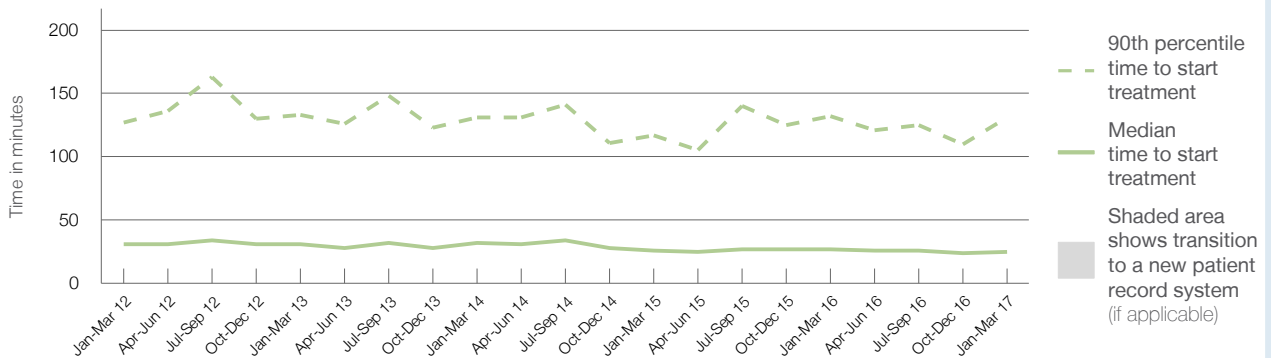
90th percentile time to start treatment<sup>5</sup> 131 minutes

Same period last year	NSW (this period)
6,034	
5,606	
27 minutes	26 minutes
132 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	31	31	32	26	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)	127	133	131	117	132	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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,912

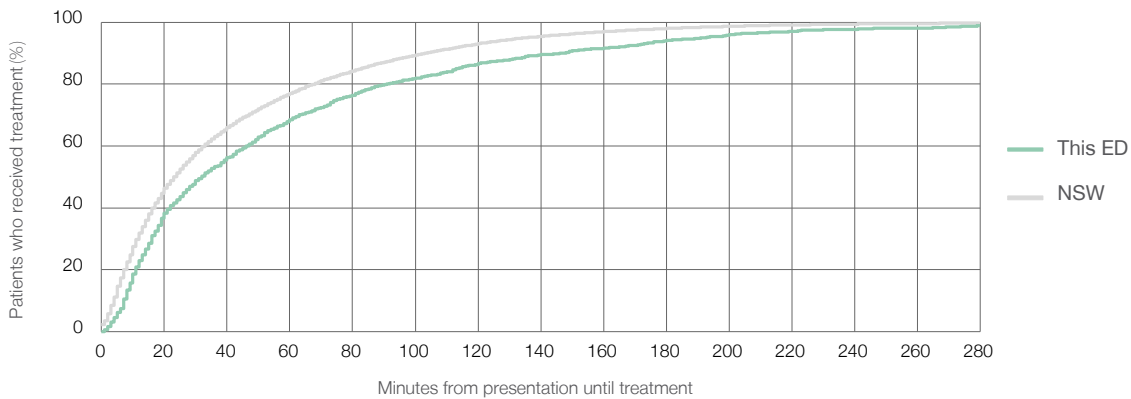
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,628

Median time to start treatment<sup>4</sup> 32 minutes

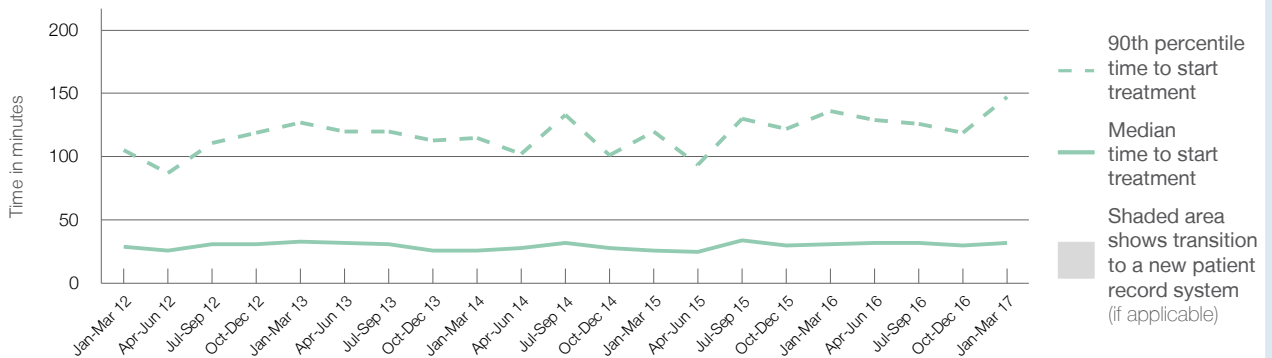
90th percentile time to start treatment<sup>5</sup> 147 minutes

Same period last year	NSW (this period)
1,734	1,525
31 minutes	23 minutes
136 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	29	33	26	26	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	105	127	115	120	136	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 16,911 patients

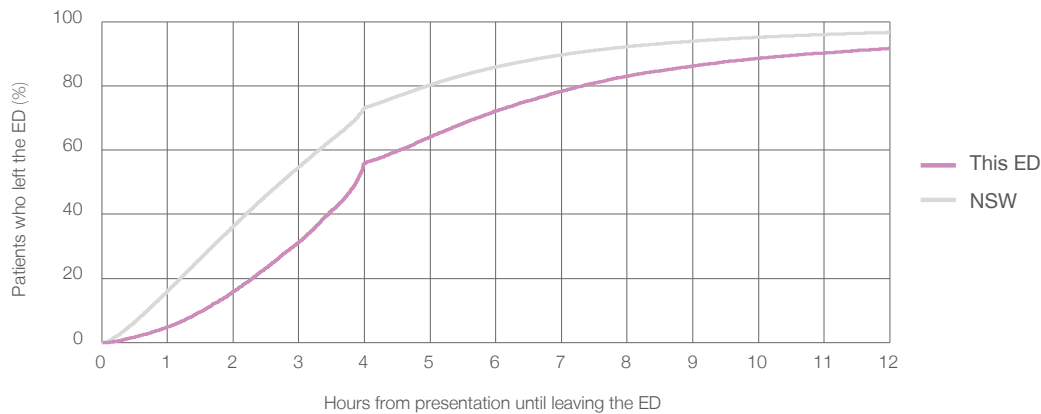
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,910 patients

Median time spent in the ED<sup>8</sup> 3 hours and 53 minutes

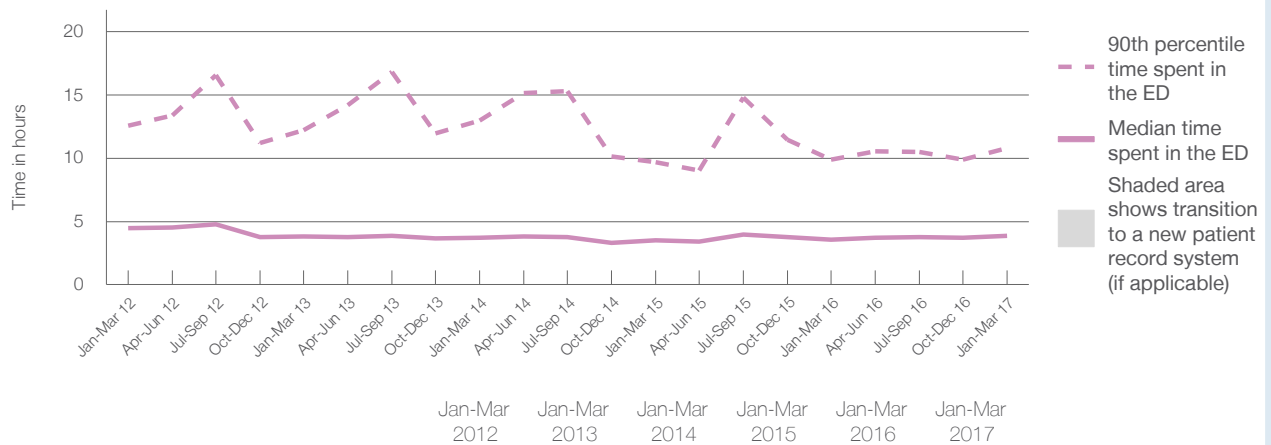
90th percentile time spent in the ED<sup>9</sup> 10 hours and 48 minutes

Same period last year	NSW (this period)
16,737	16,737
3 hours and 35 minutes	2 hours and 44 minutes
9 hours and 52 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 27m	3h 50m	3h 43m	3h 30m	3h 35m	3h 53m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 33m	12h 13m	12h 58m	9h 41m	9h 52m	10h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

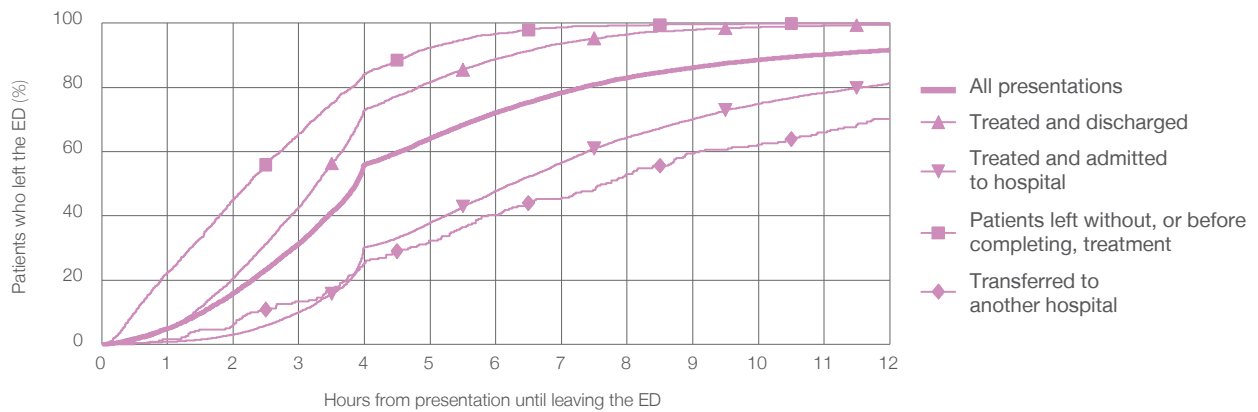
All presentations:<sup>1</sup> 16,911 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,910 patients

Treated and discharged	7,906 (46.8%)
Treated and admitted to hospital	6,929 (41.0%)
Patient left without, or before completing, treatment	1,825 (10.8%)
Transferred to another hospital	241 (1.4%)
Other	10 (0.1%)

Same period last year	Change since one year ago
16,737	1.0%
8,466	-6.6%
6,546	5.9%
1,499	21.7%
217	11.1%
9	11.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>†‡</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.7%	20.6%	42.7%	72.9%	88.9%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.7%	3.0%	9.9%	30.2%	47.8%	64.4%	74.9%	81.3%
Patient left without, or before completing, treatment	22.4%	45.1%	65.7%	84.1%	96.7%	99.3%	99.9%	99.9%
Transferred to another hospital	1.7%	6.2%	13.3%	25.3%	40.2%	53.1%	62.2%	70.1%
All presentations	4.9%	15.9%	31.3%	55.9%	72.2%	83.0%	88.6%	91.7%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Campbelltown Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 16,911 patients

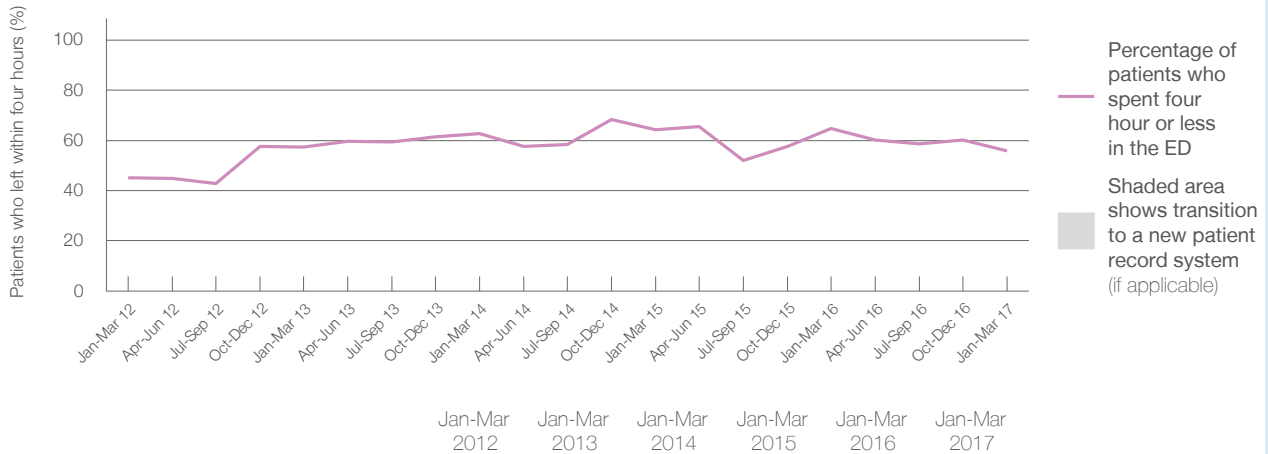
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,910 patients

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: <sup>1</sup>	16,737	1.0%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	16,737	1.0%
Percentage of patients who spent four hours or less in the ED	64.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	45.1%	57.3%	62.8%	64.2%	64.8%	55.9%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 8,782 patients  
Emergency presentations:<sup>2</sup> 8,759 patients

Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%

## Fairfield Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 824 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,230 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,044 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 119 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 641 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
652	
9 minutes	8 minutes
21 minutes	26 minutes
2,855	
17 minutes	20 minutes
60 minutes	69 minutes
4,537	
19 minutes	26 minutes
99 minutes	101 minutes
674	
18 minutes	23 minutes
109 minutes	104 minutes

## Fairfield Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Percentage of patients who spent four hours or less in the ED 78.6%

Same period last year	Change since one year ago
8,752	0.3%
82.1%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

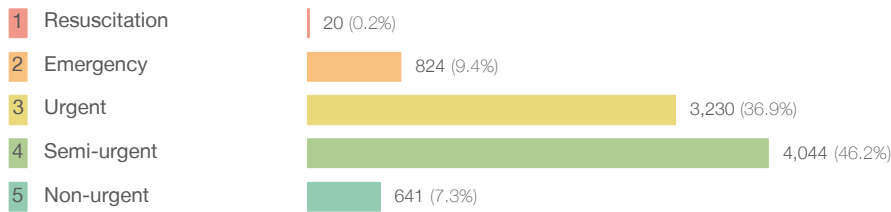
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Patients presenting to the emergency department January to March 2017

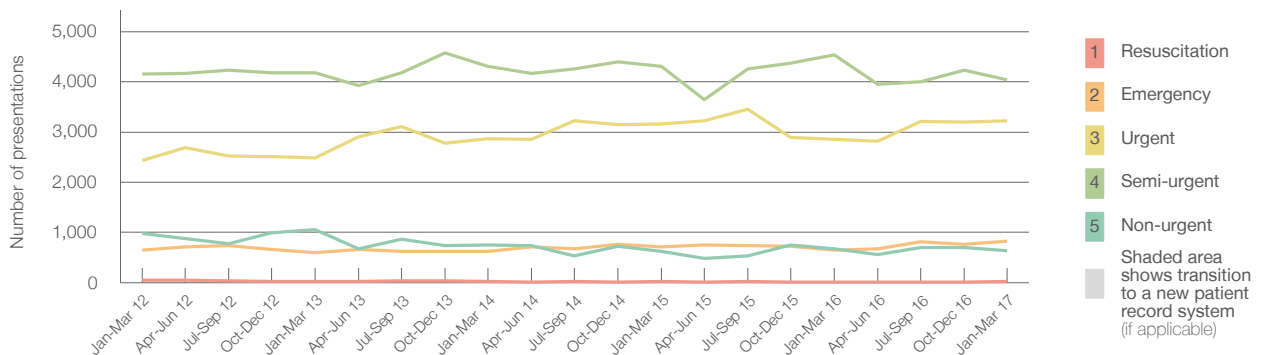
All presentations:<sup>1</sup> 8,782 patients

Emergency presentations<sup>2</sup> by triage category: 8,759 patients



Same period last year	Change since one year ago
8,752	0.3%
8,731	0.3%
13	53.8%
652	26.4%
2,855	13.1%
4,537	-10.9%
674	-4.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	46	25	26	19	13	20
Emergency	652	596	621	707	652	824
Urgent	2,437	2,482	2,869	3,160	2,855	3,230
Semi-urgent	4,160	4,177	4,314	4,305	4,537	4,044
Non-urgent	977	1,051	751	623	674	641
All emergency presentations	8,272	8,331	8,581	8,814	8,731	8,759

## Fairfield Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,335 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,210	
11 minutes	0 minutes
27 minutes	0 minutes

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

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

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

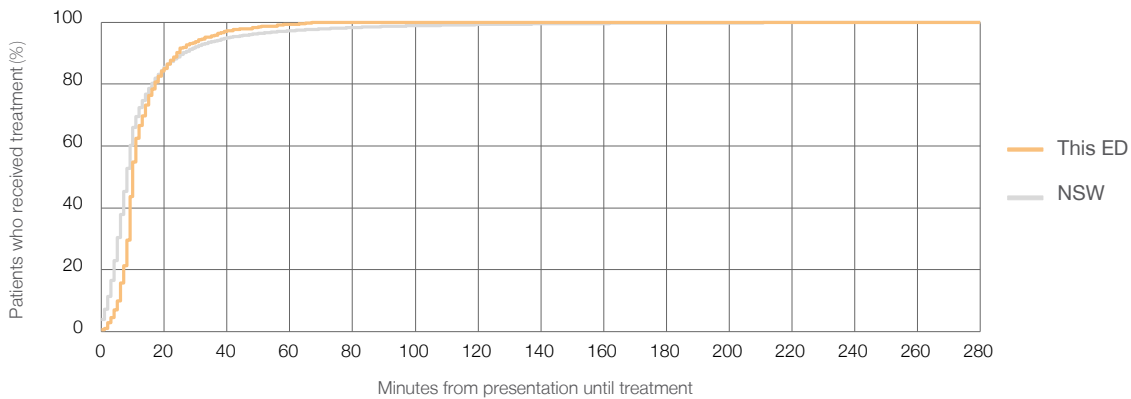
Number of triage 2 patients: 824

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 817

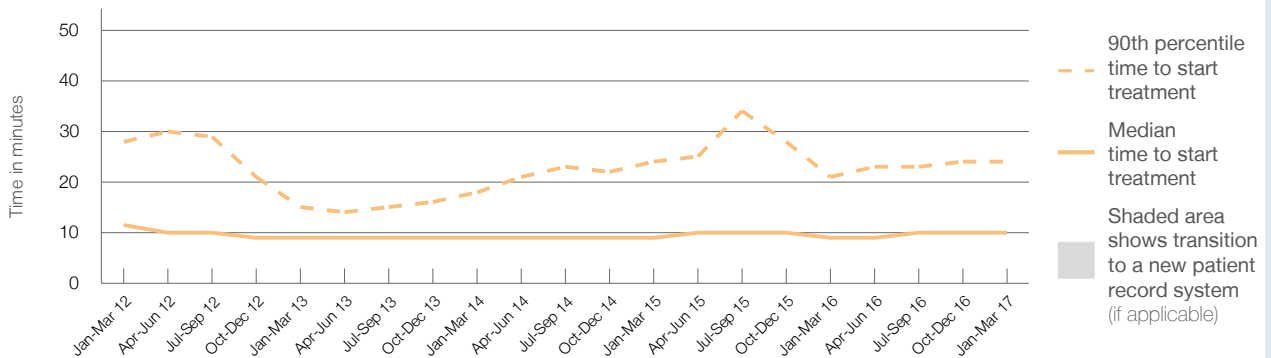
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
652	
651	
9 minutes	8 minutes
21 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	12	9	9	9	9	10
90th percentile time to start treatment <sup>5</sup> (minutes)	28	15	18	24	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,230

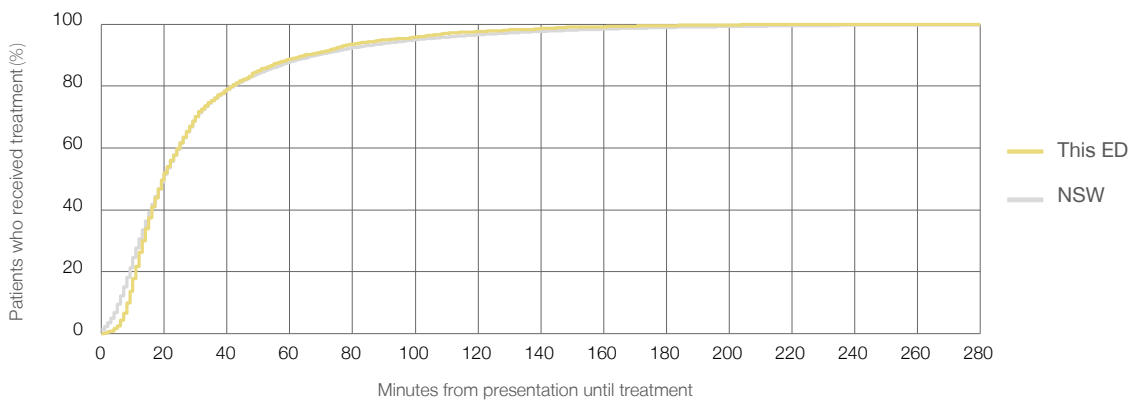
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,156

Median time to start treatment<sup>4</sup> 20 minutes

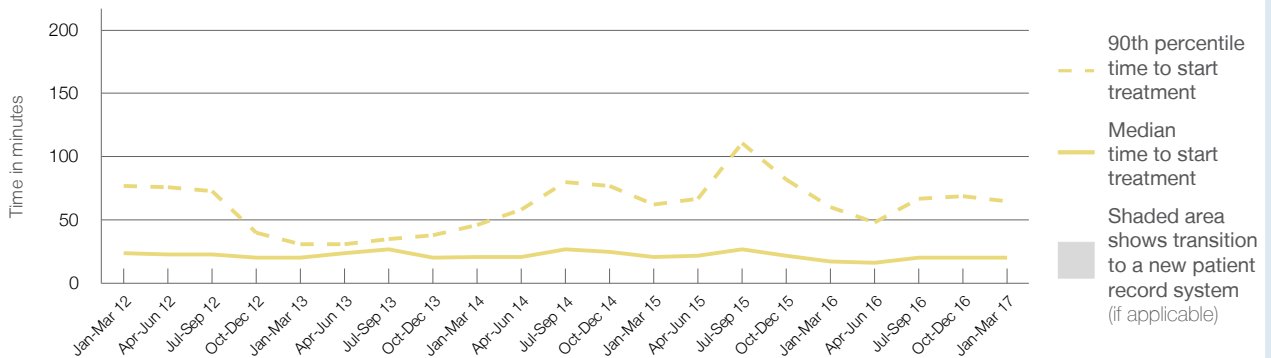
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
2,855	
2,799	
17 minutes	20 minutes
60 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	20	21	21	17	20
90th percentile time to start treatment <sup>5</sup> (minutes)	77	31	46	62	60	65

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

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



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,044

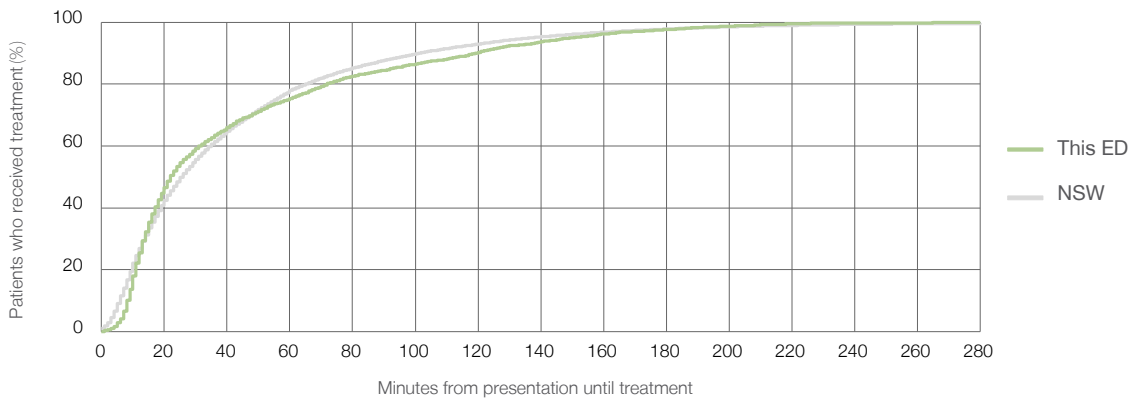
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,779

Median time to start treatment<sup>4</sup> 22 minutes

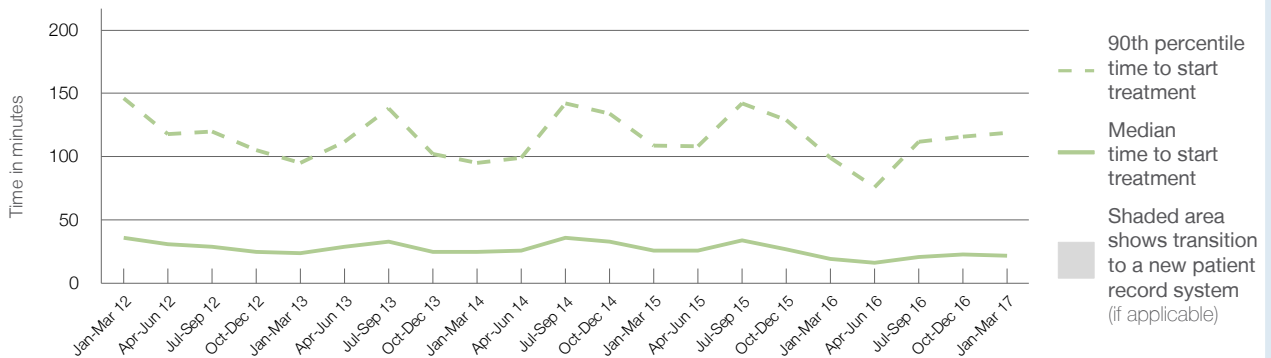
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
4,537	4,118
19 minutes	26 minutes
99 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	36	24	25	26	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	146	95	95	109	99	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 5 patients: 641

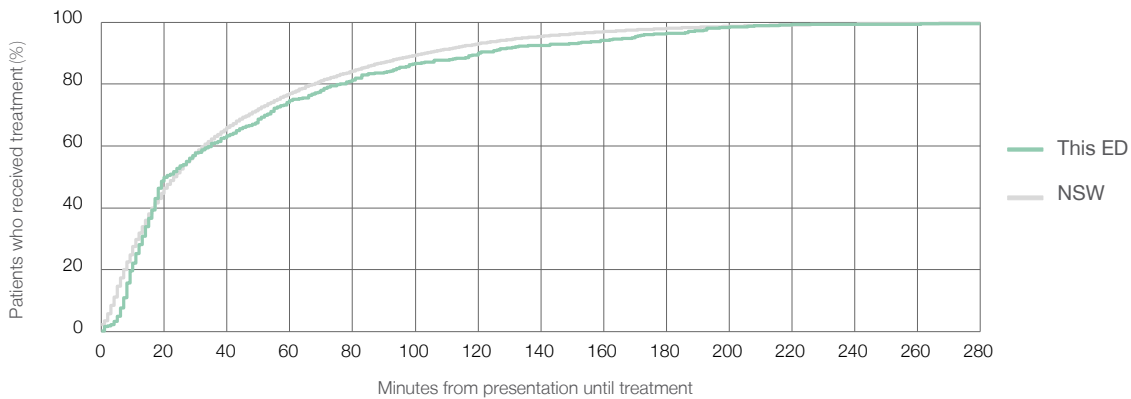
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 492

Median time to start treatment<sup>4</sup> 21 minutes

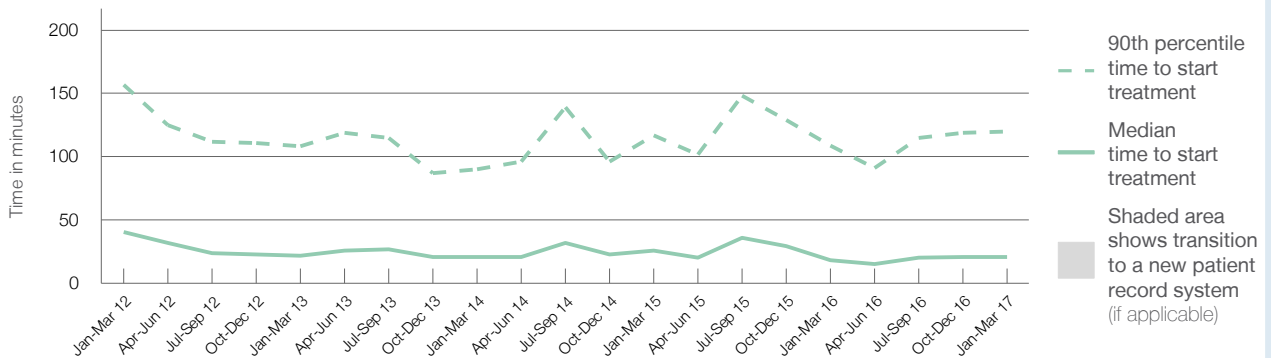
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
674	
497	
18 minutes	23 minutes
109 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	41	22	21	26	18	21
90th percentile time to start treatment <sup>5</sup> (minutes)	157	108	90	117	109	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 8,782 patients

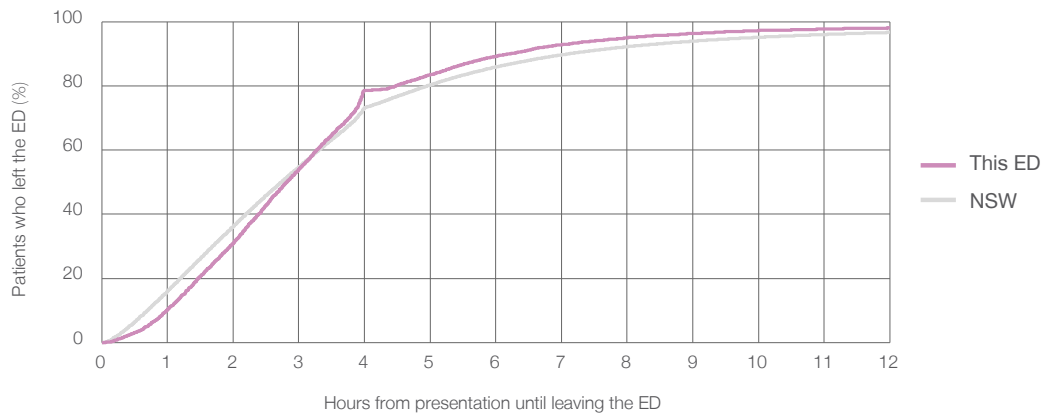
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Median time spent in the ED<sup>8</sup>  2 hours and 49 minutes

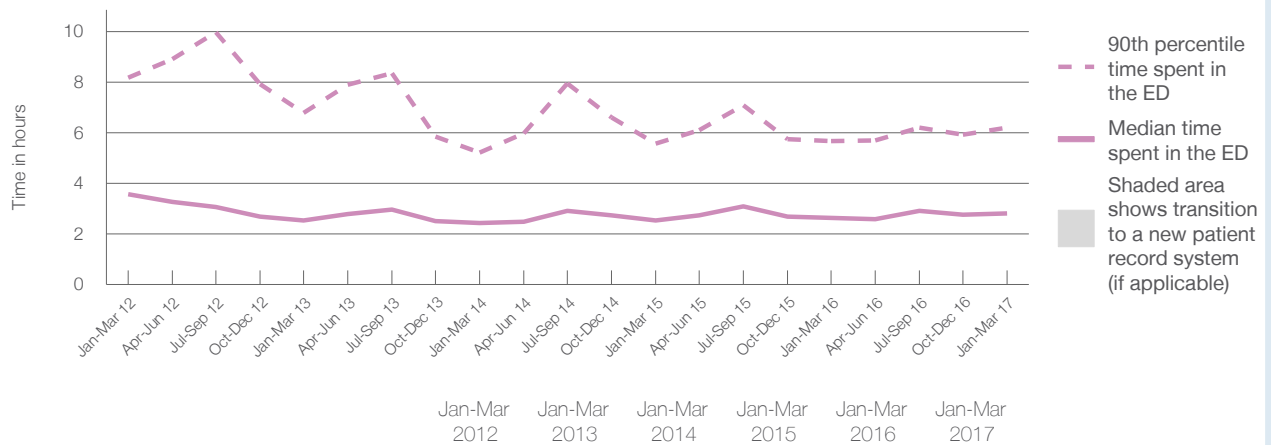
90th percentile time spent in the ED<sup>9</sup>  6 hours and 13 minutes

Same period last year	NSW (this period)
8,752	8,752
2 hours and 39 minutes	2 hours and 44 minutes
5 hours and 40 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 34m	2h 32m	2h 26m	2h 33m	2h 39m	2h 49m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 11m	6h 47m	5h 13m	5h 34m	5h 40m	6h 13m

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## Fairfield Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

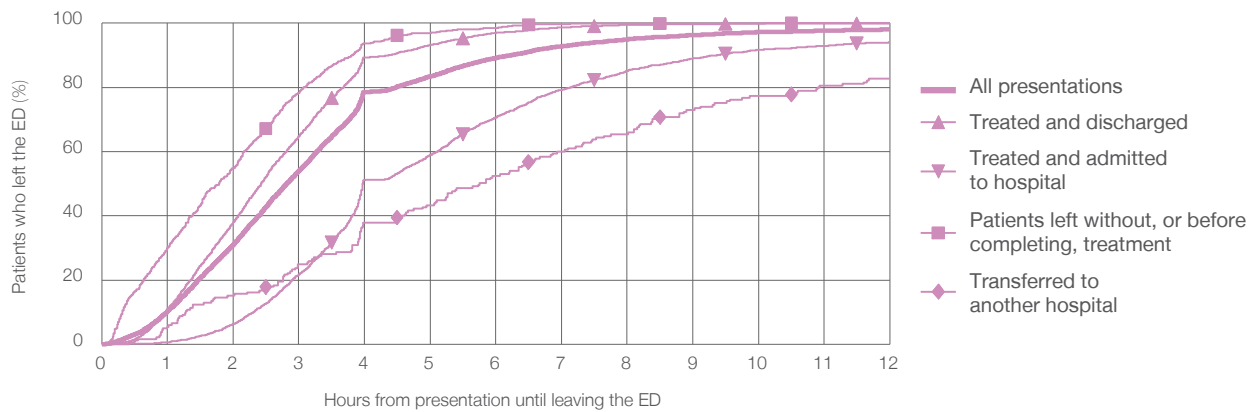
All presentations:<sup>1</sup> 8,782 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 patients

Treated and discharged	5,368 (61.1%)
Treated and admitted to hospital	2,335 (26.6%)
Patient left without, or before completing, treatment	815 (9.3%)
Transferred to another hospital	185 (2.1%)
Other	79 (0.9%)

Same period last year	Change since one year ago
8,752	0.3%
5,505	-2.5%
2,171	7.6%
861	-5.3%
135	37.0%
80	-1.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.0%	38.0%	64.9%	89.3%	97.0%	99.4%	99.9%	100%
Treated and admitted to hospital	0.6%	6.3%	21.8%	51.2%	70.7%	85.1%	91.8%	94.1%
Patient left without, or before completing, treatment	30.2%	54.8%	78.3%	93.6%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	5.4%	15.1%	24.9%	37.8%	52.4%	65.4%	77.3%	82.7%
All presentations	10.4%	31.2%	54.1%	78.6%	89.2%	95.0%	97.2%	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Fairfield Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 8,782 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,782 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	8,752	0.3%
Presentations used to calculate time to leaving the ED	8,752	0.3%
Percentage of patients who spent four hours or less in the ED	82.1%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	57.1%	76.5%	85.9%	83.1%	82.1%	78.6%

\* 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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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 20,701 patients



Emergency presentations:<sup>2</sup> 20,332 patients

Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%



## Liverpool Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017



**Triage 2** Emergency (e.g. chest pain, severe burns): 3,749 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  25 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,321 patients

Median time to start treatment<sup>4</sup>  14 minutes  
90th percentile time to start treatment<sup>5</sup>  48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,811 patients

Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  57 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,297 patients

Median time to start treatment<sup>4</sup>  13 minutes  
90th percentile time to start treatment<sup>5</sup>  54 minutes

Same period last year	NSW (this period)
3,403	
11 minutes	8 minutes
40 minutes	26 minutes
10,362	
22 minutes	20 minutes
76 minutes	69 minutes
5,133	
30 minutes	26 minutes
94 minutes	101 minutes
1,445	
25 minutes	23 minutes
90 minutes	104 minutes

## Liverpool Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

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

Same period last year	Change since one year ago
20,777	-0.4%
50.7%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- 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.

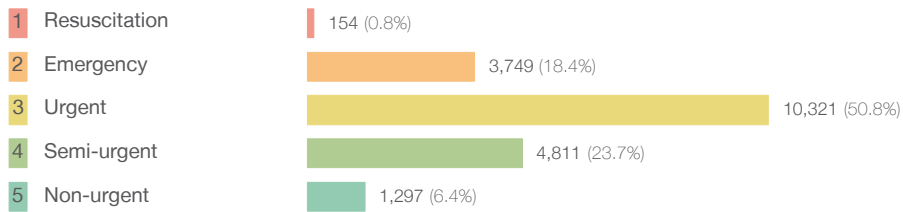
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Patients presenting to the emergency department January to March 2017

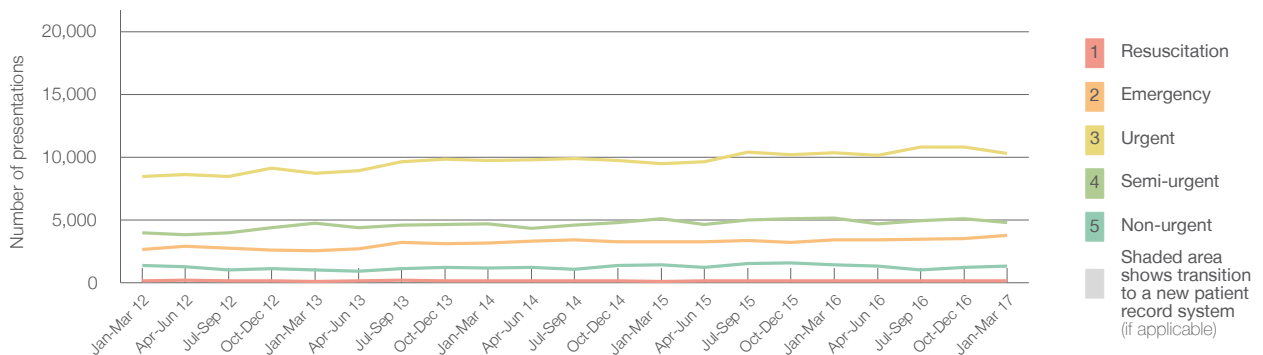
All presentations:<sup>1</sup> 20,701 patients

Emergency presentations<sup>2</sup> by triage category: 20,332 patients



Same period last year	Change since one year ago
20,777	-0.4%
20,469	-0.7%
126	22.2%
3,403	10.2%
10,362	-0.4%
5,133	-6.3%
1,445	-10.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	145	101	153	104	126	154
Emergency	2,649	2,545	3,138	3,278	3,403	3,749
Urgent	8,438	8,726	9,722	9,490	10,362	10,321
Semi-urgent	3,996	4,740	4,662	5,098	5,133	4,811
Non-urgent	1,393	999	1,144	1,422	1,445	1,297
All emergency presentations	16,621	17,111	18,819	19,392	20,469	20,332

## Liverpool Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,291 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,765	
13 minutes	0 minutes
30 minutes	10 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

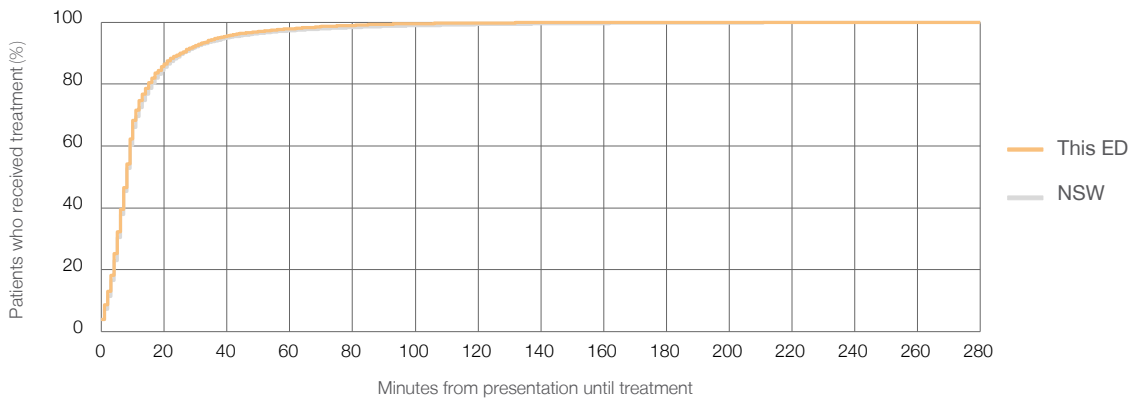
Number of triage 2 patients: 3,749

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,723

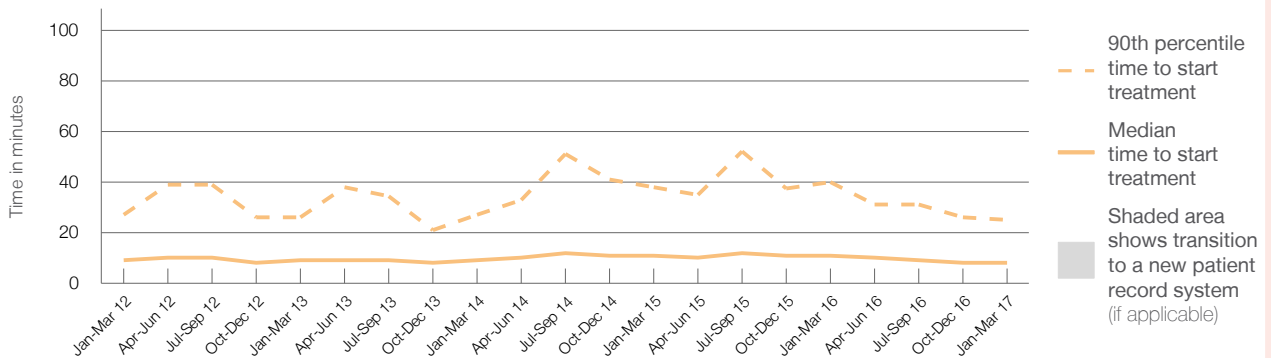
Median time to start treatment<sup>4</sup> ■ 8 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 25 minutes

Same period last year	NSW (this period)
3,403	
3,385	
11 minutes	8 minutes
40 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	9	11	11	8
90th percentile time to start treatment <sup>5</sup> (minutes)	27	26	27	38	40	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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 3 patients: 10,321

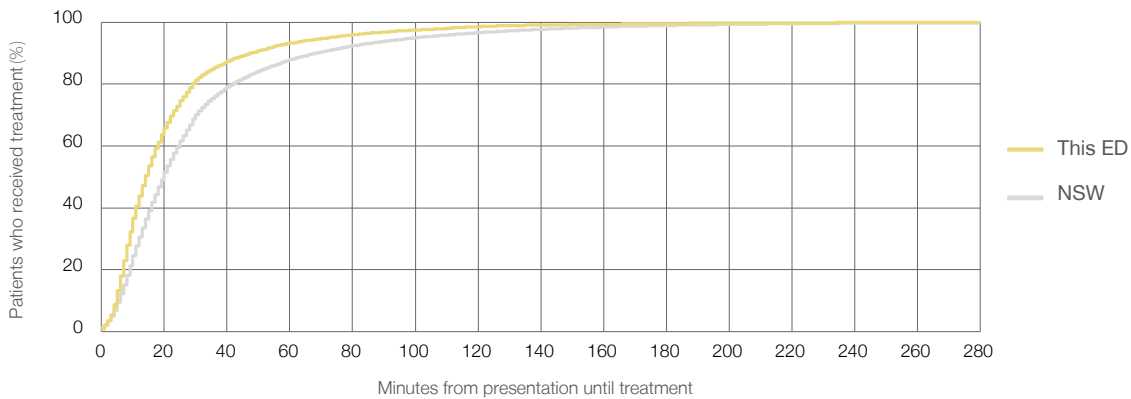
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,014

Median time to start treatment<sup>4</sup> 14 minutes

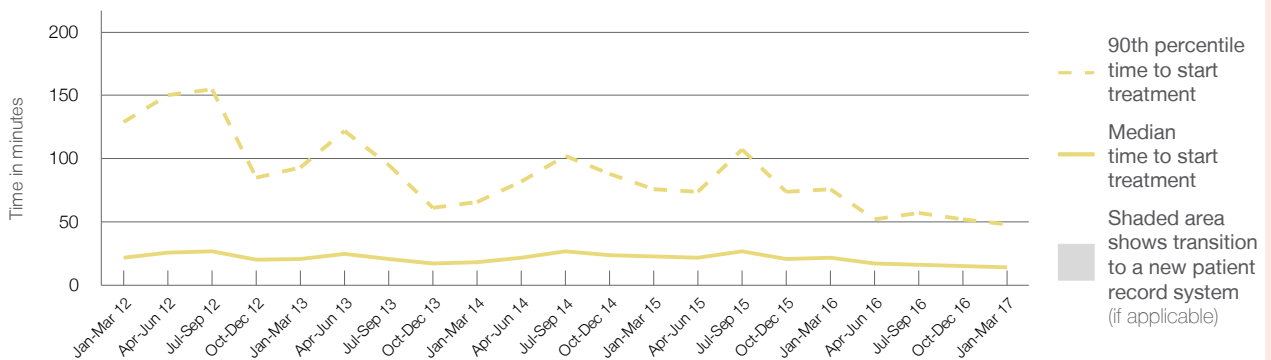
90th percentile time to start treatment<sup>5</sup> 48 minutes

Same period last year	NSW (this period)
10,362	
10,007	
22 minutes	20 minutes
76 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	22	21	18	23	22	14
90th percentile time to start treatment <sup>5</sup> (minutes)	129	93	66	76	76	48

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

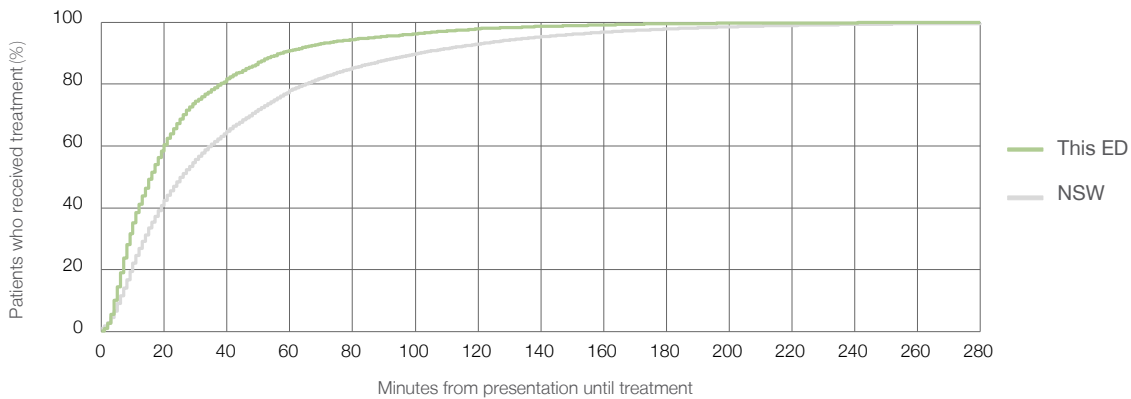
Number of triage 4 patients: 4,811

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,395

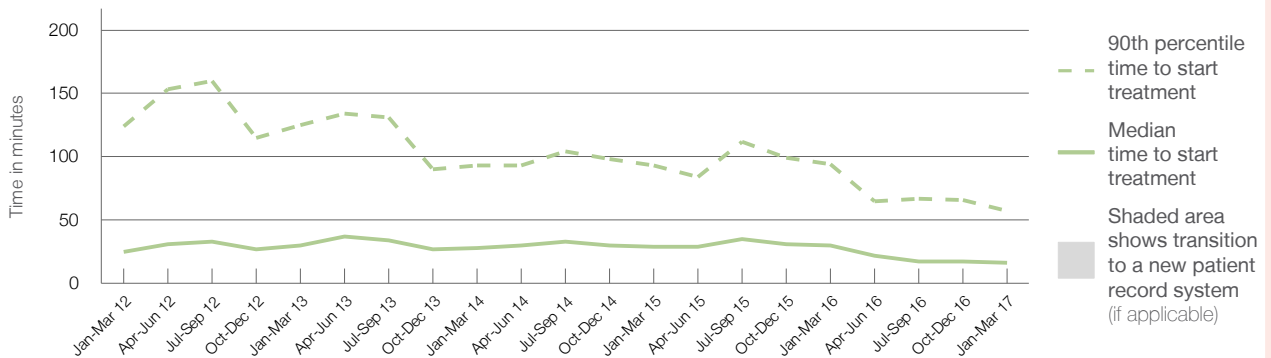
Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
5,133	
4,596	
30 minutes	26 minutes
94 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	25	30	28	29	30	16
90th percentile time to start treatment <sup>5</sup> (minutes)	124	125	93	93	94	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

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

Number of triage 5 patients: 1,297

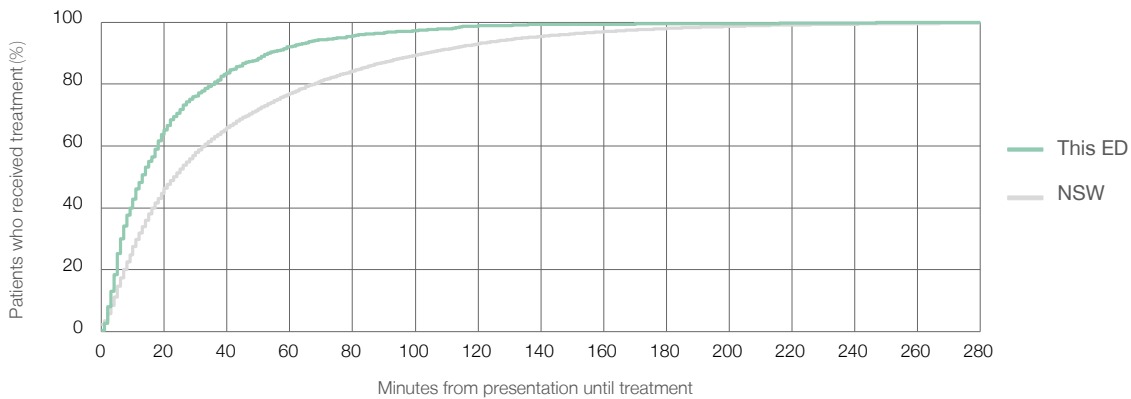
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,069

Median time to start treatment<sup>4</sup> 13 minutes

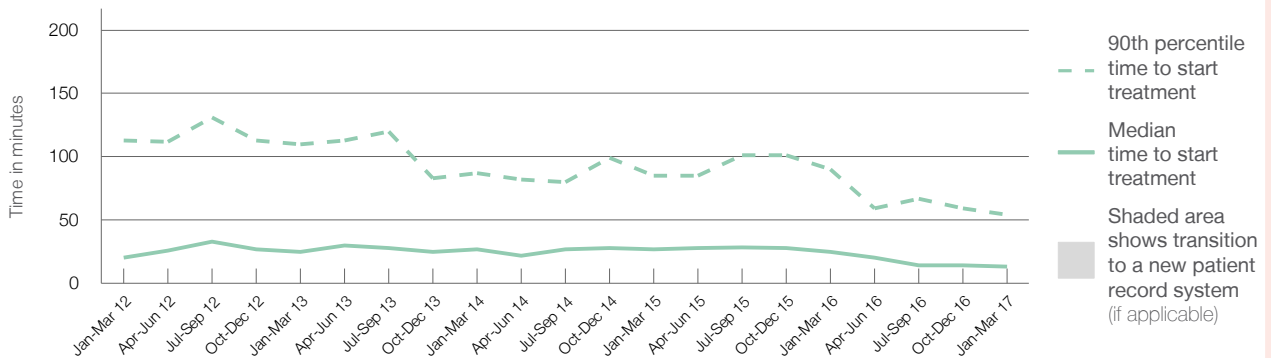
90th percentile time to start treatment<sup>5</sup> 54 minutes

Same period last year	NSW (this period)
1,445	988
25 minutes	23 minutes
90 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	20	25	27	27	25	13
90th percentile time to start treatment <sup>5</sup> (minutes)	113	110	87	85	90	54

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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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 20,701 patients

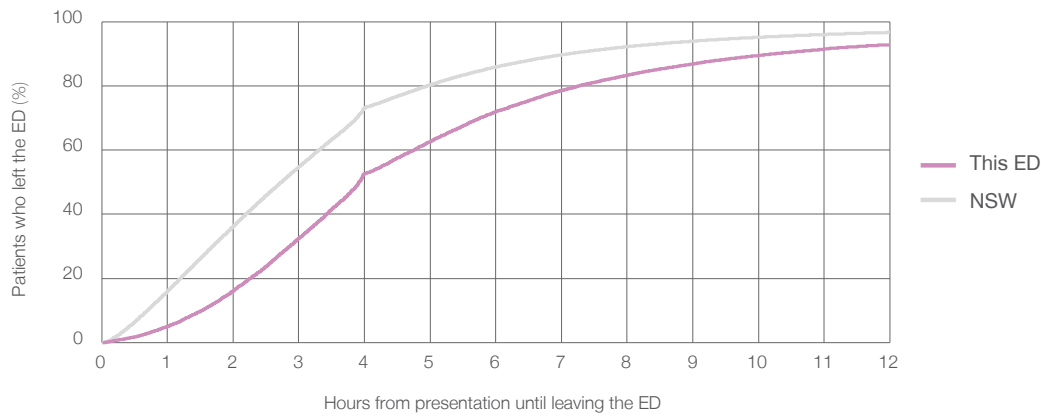
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Median time spent in the ED<sup>8</sup> 3 hours and 55 minutes

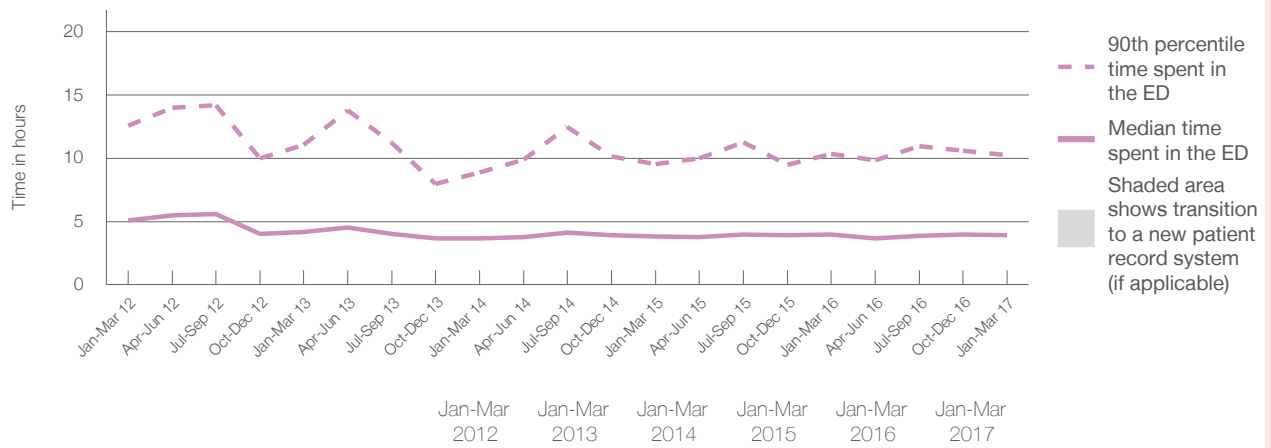
90th percentile time spent in the ED<sup>9</sup> 10 hours and 15 minutes

Same period last year	NSW (this period)
20,777	20,777
3 hours and 59 minutes	2 hours and 44 minutes
10 hours and 19 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

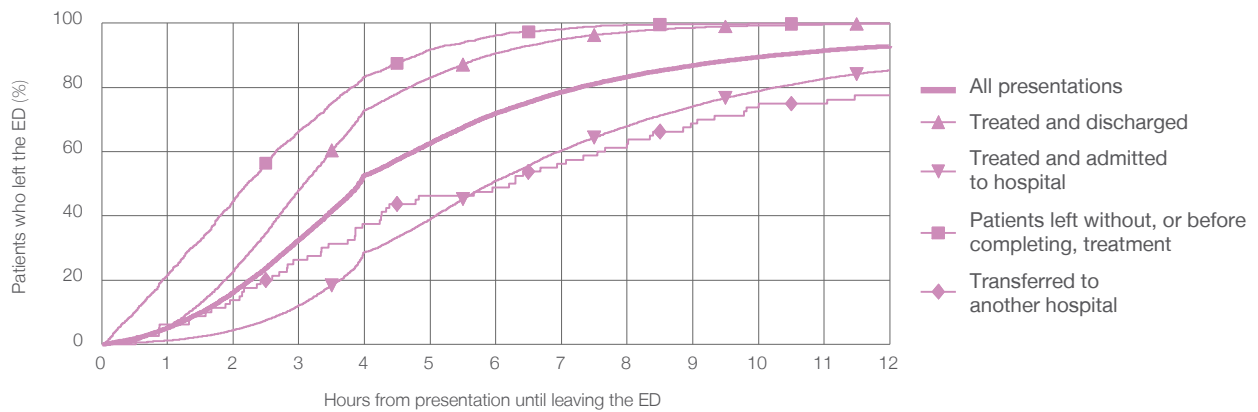
All presentations:<sup>1</sup> 20,701 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

Treated and discharged	8,774 (42.4%)
Treated and admitted to hospital	9,911 (47.9%)
Patient left without, or before completing, treatment	1,778 (8.6%)
Transferred to another hospital	80 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,777	-0.4%
8,998	-2.5%
9,467	4.7%
2,028	-12.3%
73	9.6%
211	-25.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	22.7%	48.0%	72.9%	90.6%	97.3%	99.3%	99.9%
Treated and admitted to hospital	1.1%	4.4%	12.1%	28.7%	51.0%	68.0%	78.9%	85.3%
Patient left without, or before completing, treatment	21.6%	44.7%	66.4%	83.4%	96.2%	99.4%	99.8%	99.8%
Transferred to another hospital	6.3%	13.8%	26.3%	37.5%	48.8%	62.5%	75.0%	77.5%
All presentations	5.1%	16.1%	32.6%	52.6%	72.0%	83.3%	89.4%	92.8%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Liverpool Hospital: Time spent in the ED

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

#### January to March 2017

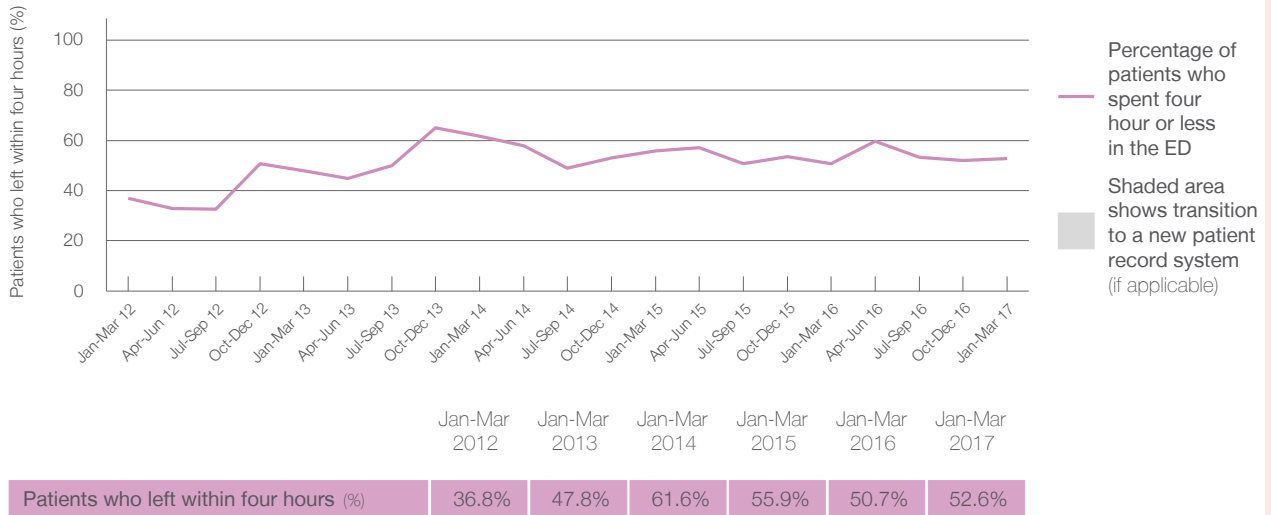
All presentations at the emergency department:<sup>1</sup> 20,701 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,700 patients

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

Same period last year	Change since one year ago
20,777	-0.4%
20,777	-0.4%
50.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



\* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).