

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Ungrouped acute – tertiary referral hospitals  
(A3) peer group

July to September 2017

## Calvary Mater Newcastle: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 9,654 patients  
 Emergency presentations:<sup>2</sup> 9,650 patients

Same period last year	Change since one year ago
9,068	6.5%
9,027	6.9%

## Calvary Mater Newcastle: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,433 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,616 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,500 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 100 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,037 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 121 minutes

Same period last year	NSW (this period)
1,221	
8 minutes	9 minutes
23 minutes	29 minutes
2,474	
19 minutes	23 minutes
49 minutes	83 minutes
4,267	
26 minutes	30 minutes
85 minutes	121 minutes
1,007	
24 minutes	26 minutes
90 minutes	118 minutes

## Calvary Mater Newcastle: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,654 patients

Percentage of patients who spent four hours or less in the ED 66.1%

Same period last year	Change since one year ago
9,068	6.5%
72.8%	

\* 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.

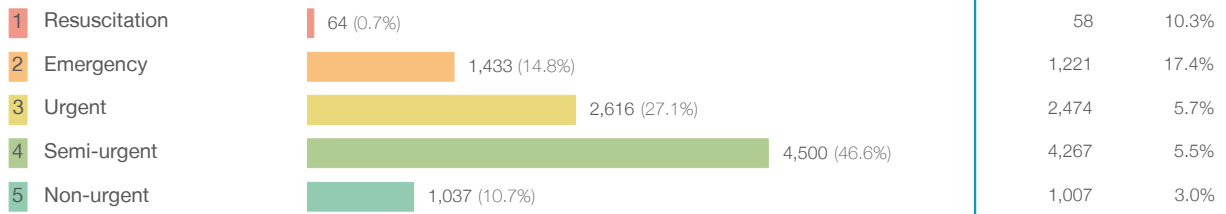
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Calvary Mater Newcastle: Patients presenting to the emergency department July to September 2017

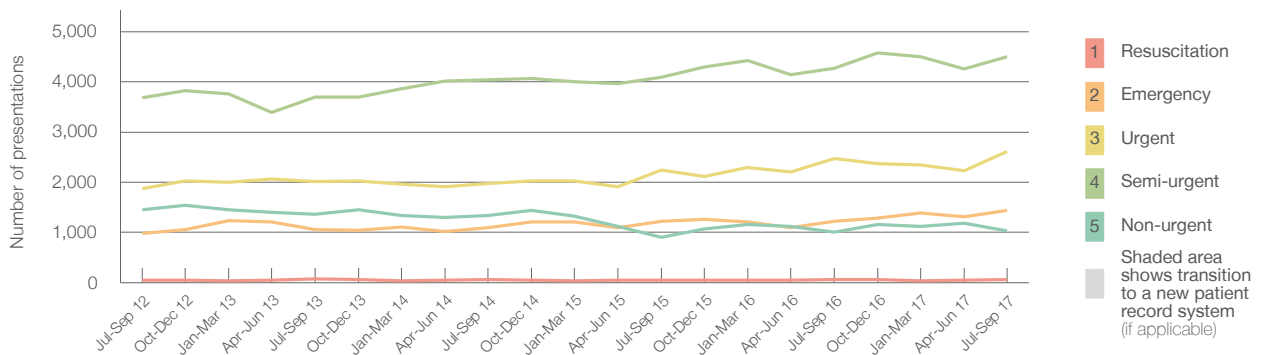
All presentations:<sup>1</sup> 9,654 patients

Emergency presentations<sup>2</sup> by triage category: 9,650 patients



	Same period last year	Change since one year ago
All presentations	9,068	6.5%
Emergency presentations	9,027	6.9%
Resuscitation	58	10.3%
Emergency	1,221	17.4%
Urgent	2,474	5.7%
Semi-urgent	4,267	5.5%
Non-urgent	1,007	3.0%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	53	70	58	53	58	64
Emergency	982	1,056	1,089	1,223	1,221	1,433
Urgent	1,871	2,016	1,977	2,245	2,474	2,616
Semi-urgent	3,683	3,701	4,045	4,093	4,267	4,500
Non-urgent	1,450	1,366	1,341	906	1,007	1,037
All emergency presentations	8,039	8,209	8,510	8,520	9,027	9,650

## Calvary Mater Newcastle: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,011 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,811	
ED Transfer of care time	4 minutes	3 minutes
90th percentile time	25 minutes	19 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.

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 1,433

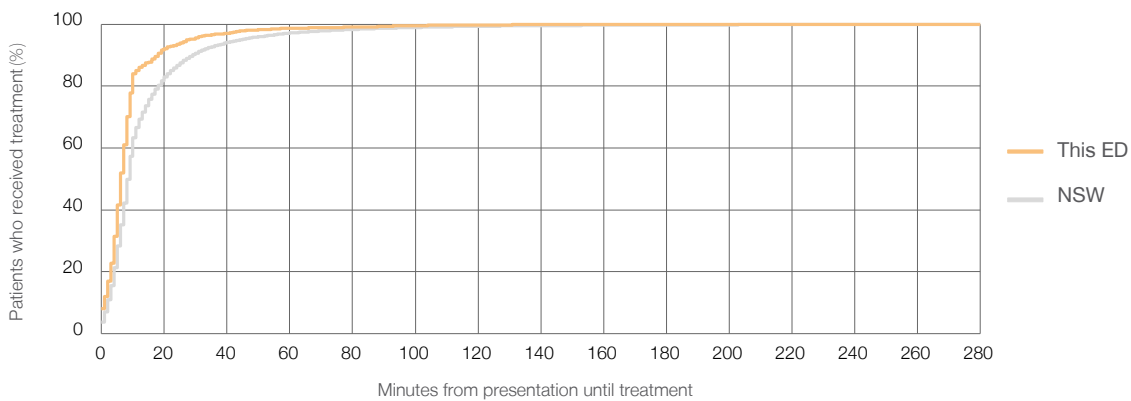
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,134

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

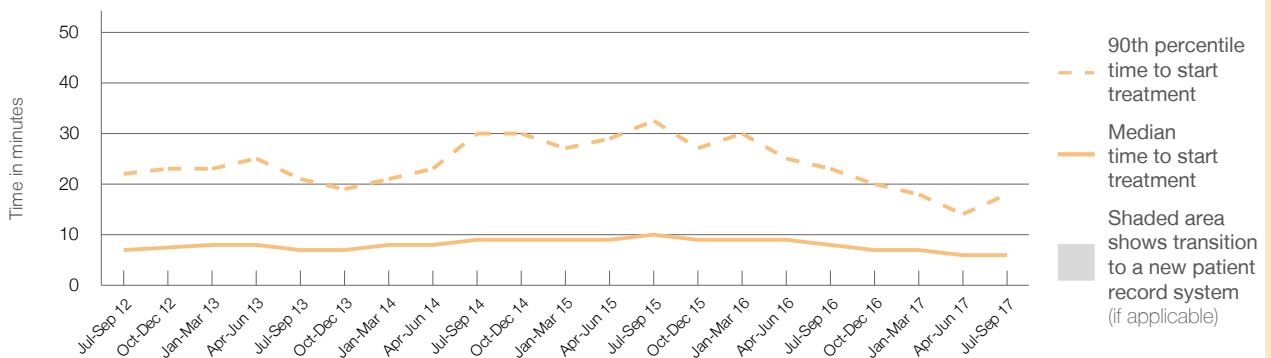
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
1,221	951
8 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	9	10	8	6
90th percentile time to start treatment <sup>5</sup> (minutes)	22	21	30	33	23	18

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

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

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 2,616

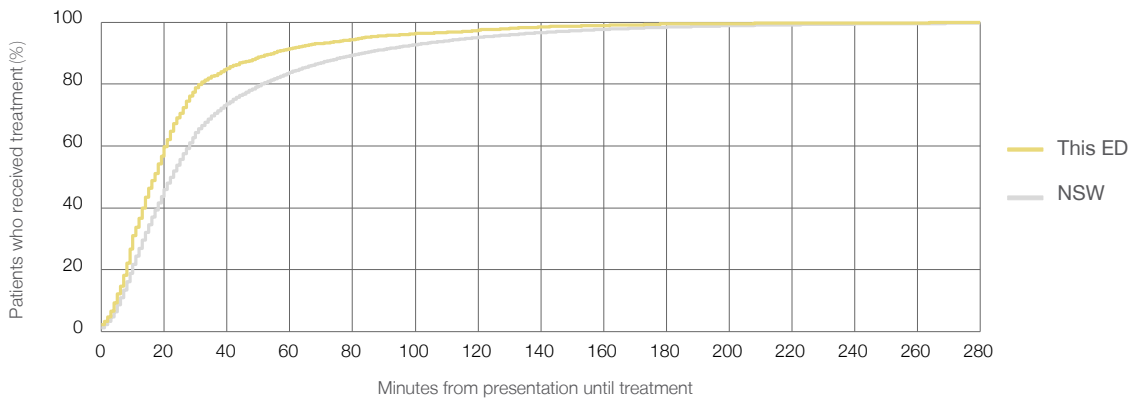
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,344

Median time to start treatment<sup>4</sup> 17 minutes

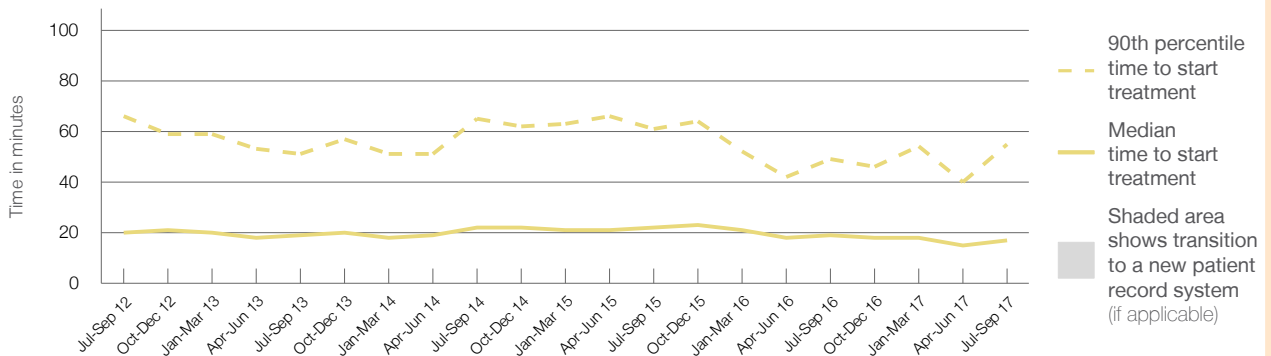
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
2,474	2,143
19 minutes	23 minutes
49 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	20	19	22	22	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	66	51	65	61	49	55

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

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

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,500

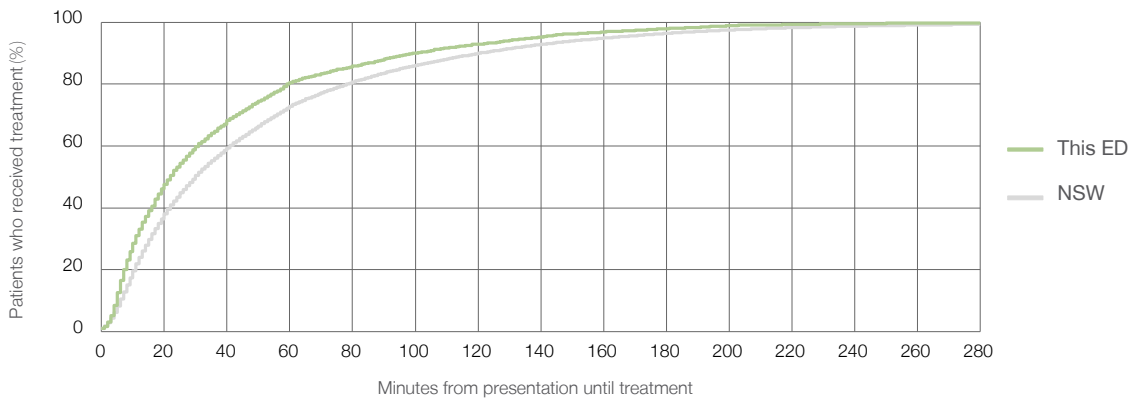
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,944

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

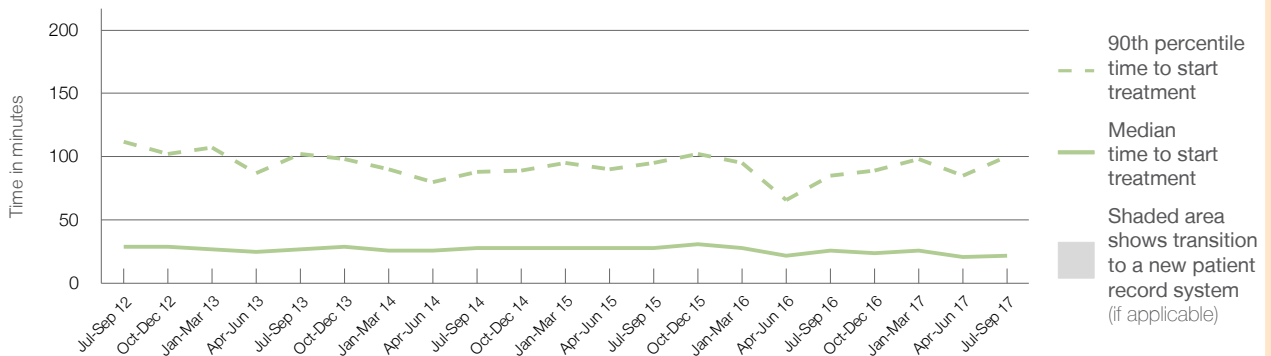
90th percentile time to start treatment<sup>5</sup> 100 minutes

Same period last year	NSW (this period)
4,267	
3,846	
26 minutes	30 minutes
85 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	29	27	28	28	26	22
90th percentile time to start treatment <sup>5</sup> (minutes)	112	102	88	95	85	100

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

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

## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,037

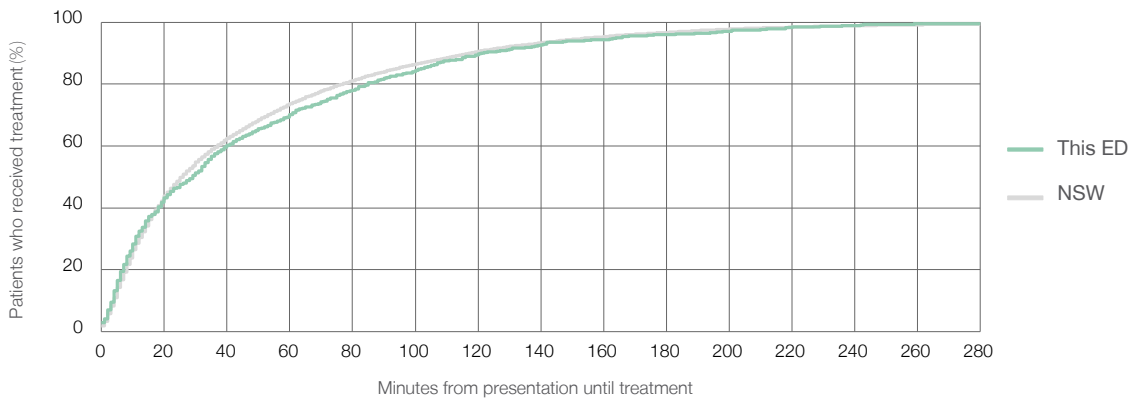
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 826

Median time to start treatment<sup>4</sup>  29 minutes

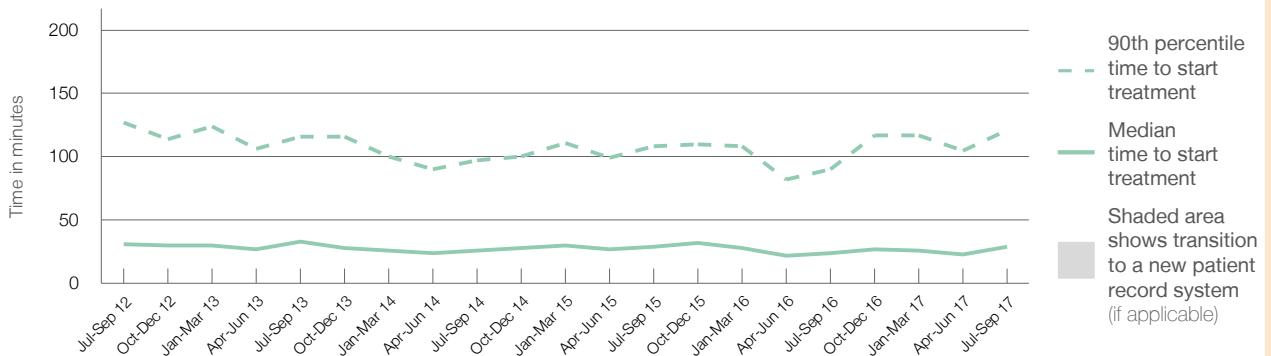
90th percentile time to start treatment<sup>5</sup>  121 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,007	809
Median time to start treatment <sup>4</sup>	24 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	90 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	31	33	26	29	24	29
90th percentile time to start treatment <sup>5</sup> (minutes)	127	116	97	108	90	121

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

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

## Calvary Mater Newcastle: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 9,654 patients

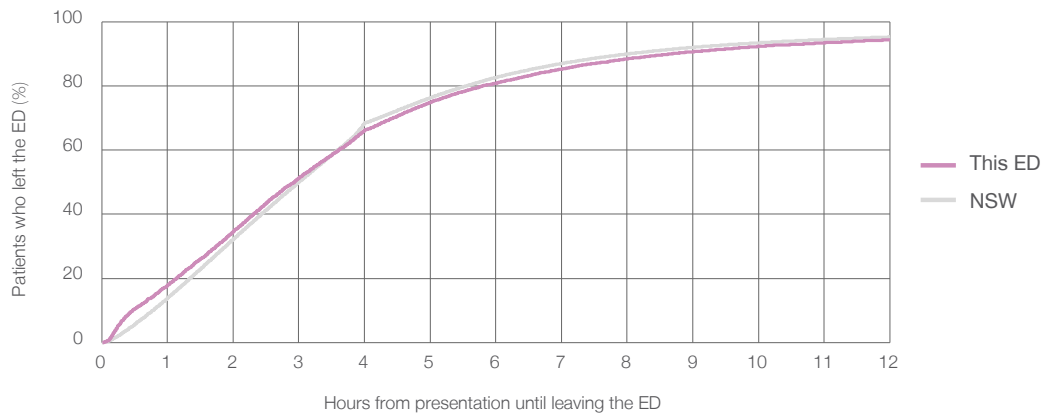
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,654 patients

Median time spent in the ED<sup>8</sup> 2 hours and 56 minutes

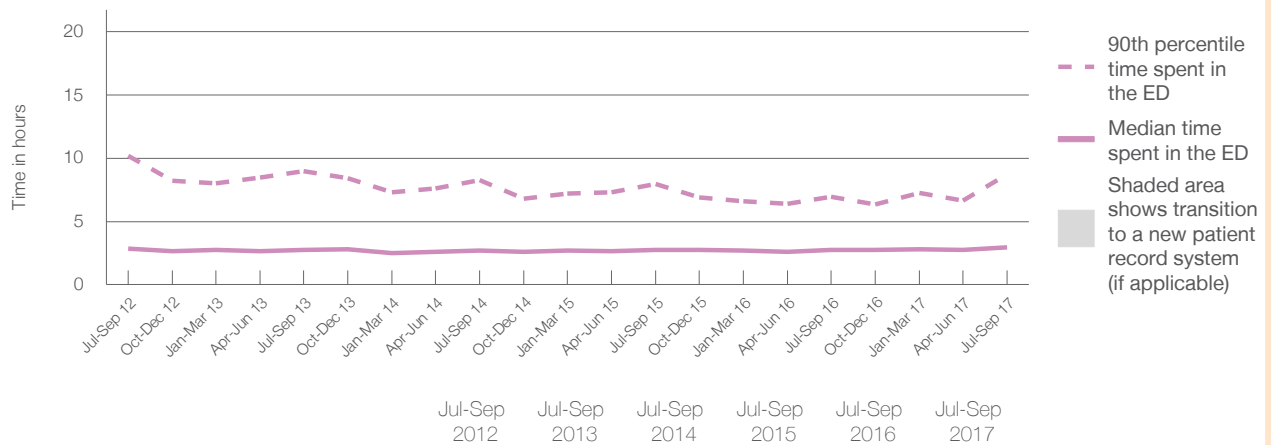
90th percentile time spent in the ED<sup>9</sup> 8 hours and 42 minutes

Same period last year	NSW (this period)
9,068	9,068
2 hours and 46 minutes	3 hours and 0 minutes
6 hours and 58 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 52m	2h 45m	2h 42m	2h 45m	2h 46m	2h 56m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 10m	8h 58m	8h 15m	7h 57m	6h 58m	8h 42m

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

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



## Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

July to September 2017

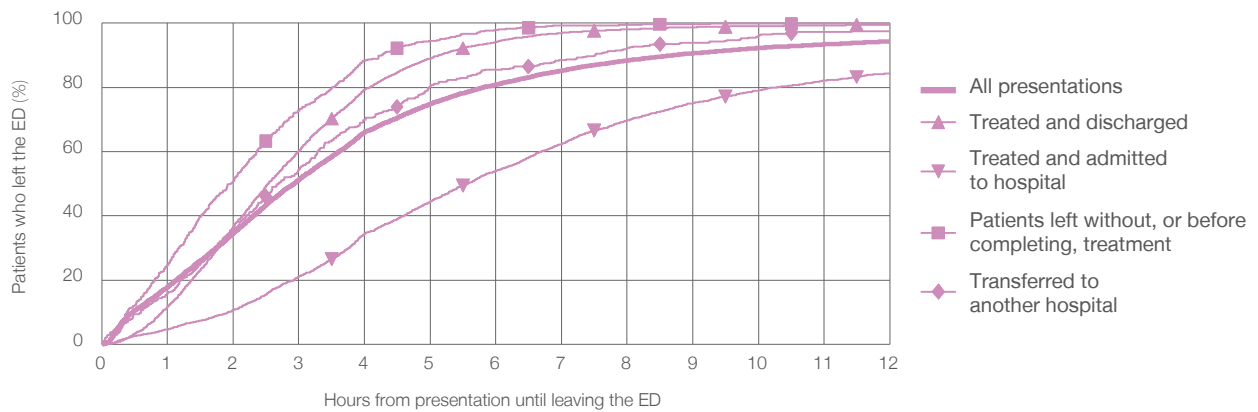
All presentations:<sup>1</sup> 9,654 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,654 patients

Treated and discharged	4,353 (45.1%)
Treated and admitted to hospital	3,303 (34.2%)
Patient left without, or before completing, treatment	591 (6.1%)
Transferred to another hospital	400 (4.1%)
Other	1,007 (10.4%)

Same period last year	Change since one year ago
9,068	6.5%
4,085	6.6%
3,285	0.5%
312	89.4%
371	7.8%
1,015	-0.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	11.6%	36.6%	60.2%	79.3%	94.2%	98.1%	99.2%	99.5%
Treated and admitted to hospital	4.6%	10.7%	21.2%	34.4%	54.0%	69.8%	79.1%	84.5%
Patient left without, or before completing, treatment	24.7%	50.9%	72.8%	88.3%	98.0%	99.5%	99.8%	99.8%
Transferred to another hospital	16.0%	35.8%	54.5%	70.0%	85.5%	92.3%	96.3%	97.5%
All presentations	17.9%	34.7%	51.3%	66.1%	80.9%	88.4%	92.3%	94.3%

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

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

## Calvary Mater Newcastle: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 9,654 patients

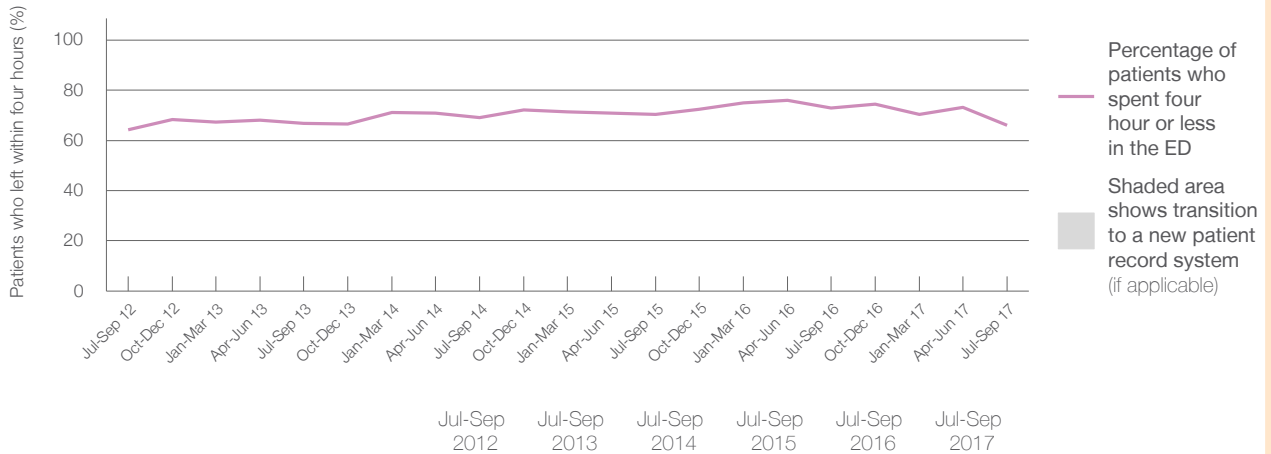
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,654 patients

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	9,068	6.5%
Presentations used to calculate time to leaving the ED	9,068	6.5%
Percentage of patients who spent four hours or less in the ED	72.8%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	64.4%	66.8%	69.2%	70.3%	72.8%	66.1%

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

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

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

- 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 17 October 2017). Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

## Sydney/Sydney Eye Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 8,124 patients  
Emergency presentations:<sup>2</sup> 7,850 patients

Same period last year	Change since one year ago
7,814	4.0%
7,500	4.7%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 136 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,224 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 46 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,444 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,046 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
160	
8 minutes	9 minutes
19 minutes	29 minutes
1,192	
22 minutes	23 minutes
52 minutes	83 minutes
4,267	
27 minutes	30 minutes
76 minutes	121 minutes
1,881	
30 minutes	26 minutes
86 minutes	118 minutes

## Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,124 patients

Percentage of patients who spent four hours or less in the ED 85.0%

Same period last year	Change since one year ago
7,814	4.0%
86.5%	

\* 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.

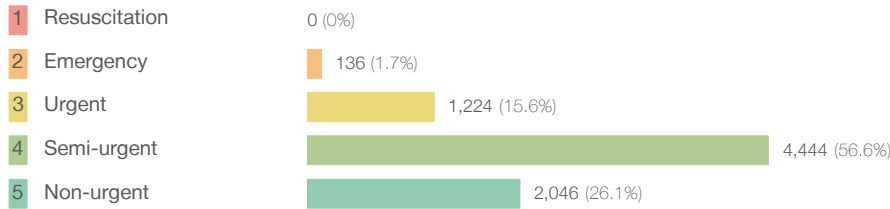
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Sydney/Sydney Eye Hospital: Patients presenting to the emergency department July to September 2017

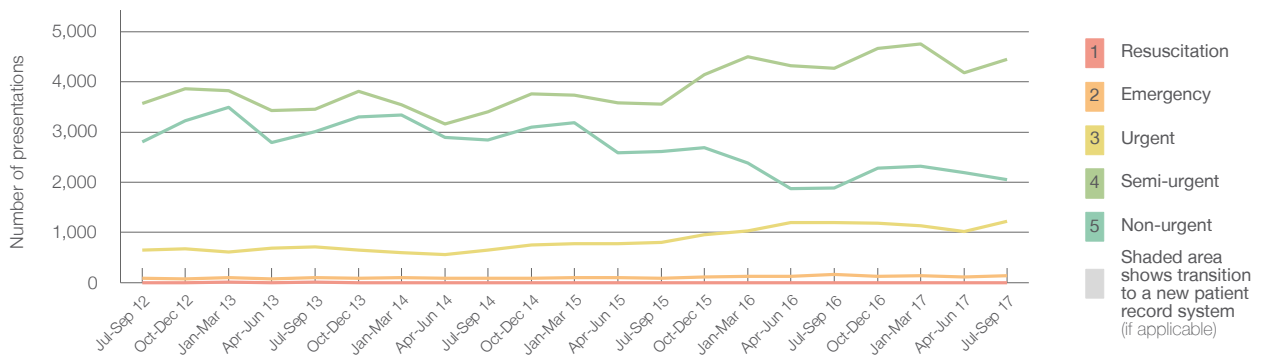
All presentations:<sup>1</sup> 8,124 patients

Emergency presentations<sup>2</sup> by triage category: 7,850 patients



	Same period last year	Change since one year ago
All presentations	7,814	4.0%
Emergency presentations	7,500	4.7%
1 Resuscitation	< 5	*
2 Emergency	160	-13.9%
3 Urgent	1,192	2.7%
4 Semi-urgent	4,267	4.1%
5 Non-urgent	1,881	8.8%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	< 5	6	< 5	< 5	< 5	0
Emergency	86	100	85	90	160	136
Urgent	653	715	647	797	1,192	1,224
Semi-urgent	3,575	3,454	3,405	3,562	4,267	4,444
Non-urgent	2,809	3,010	2,842	2,618	1,881	2,046
All emergency presentations	7,123	7,285	6,979	7,067	7,500	7,850

## Sydney/Sydney Eye Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 84 patients

ED Transfer of care time

Median time: 8 minutes

90th percentile time: \*

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	
ED Transfer of care time		
Median time	*	*
90th percentile time	*	*

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 136

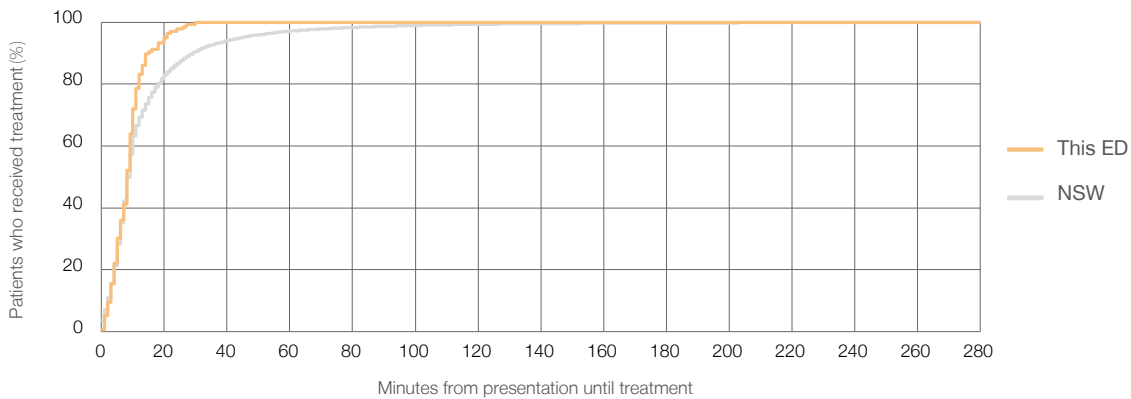
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 136

Median time to start treatment<sup>4</sup> ■ 8 minutes

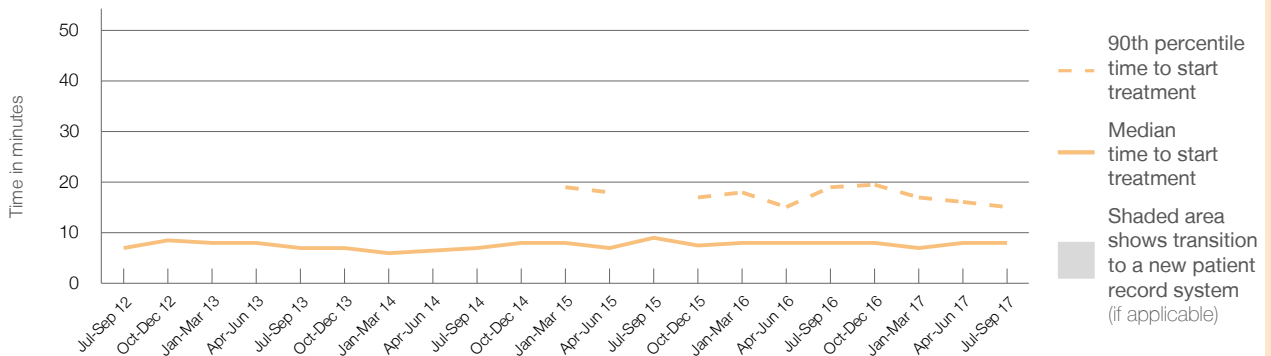
90th percentile time to start treatment<sup>5</sup> ■ 15 minutes

Same period last year	NSW (this period)
160	157
8 minutes	9 minutes
19 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	7	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	*	17	*	*	19	15

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,224

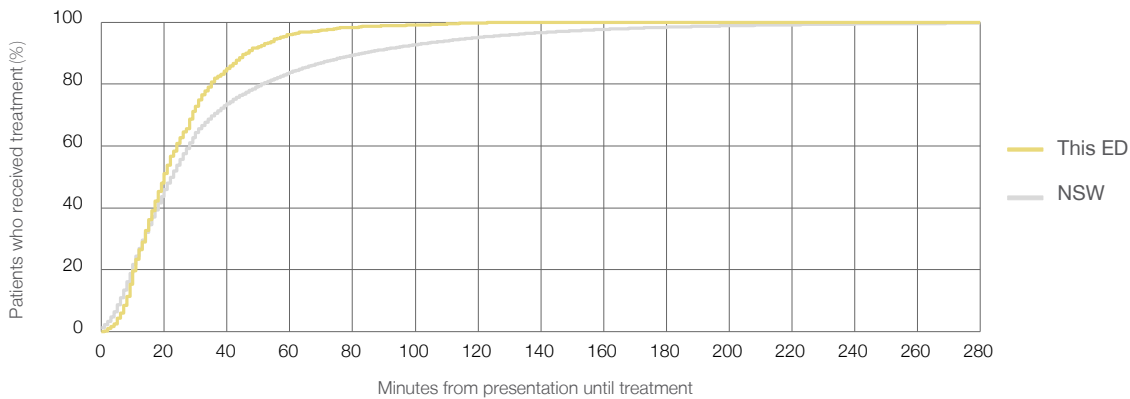
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,211

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

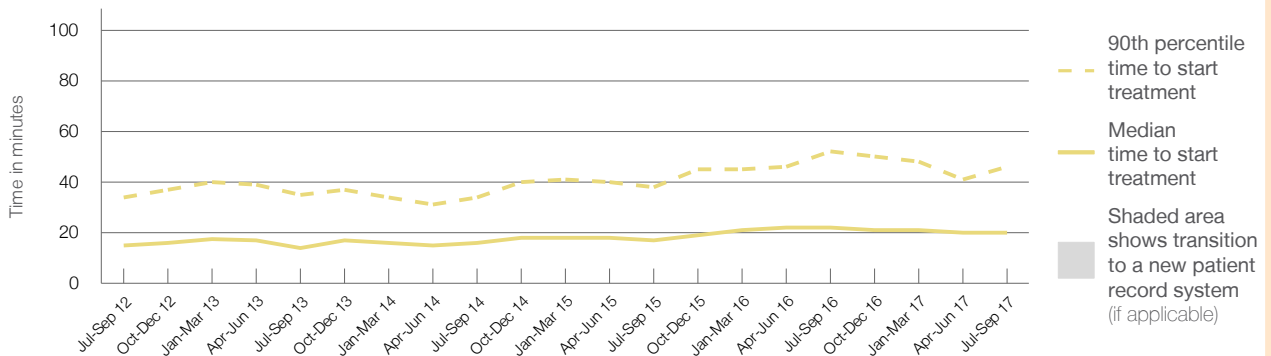
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
1,192	1,175
22 minutes	23 minutes
52 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	15	14	16	17	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	34	35	34	38	52	46

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,444

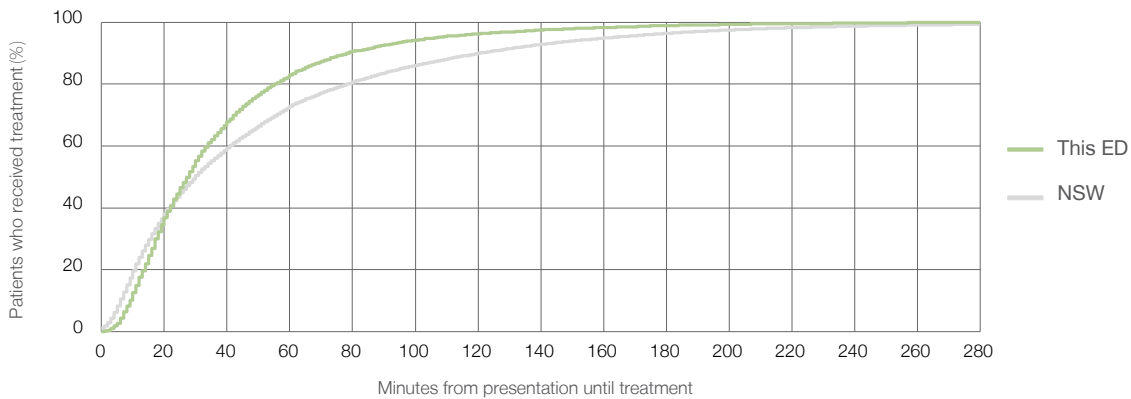
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,328

Median time to start treatment<sup>4</sup>  28 minutes

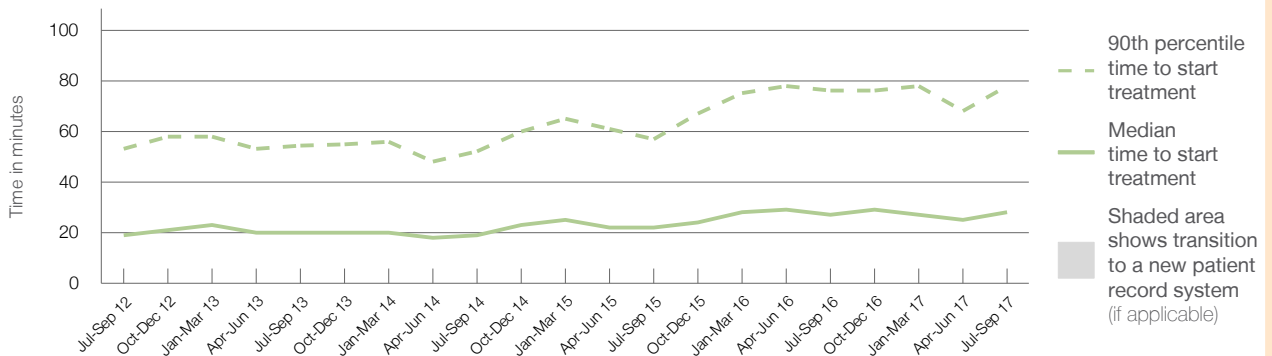
90th percentile time to start treatment<sup>5</sup>  78 minutes

	Same period last year	NSW (this period)
Number of patients	4,267	4,172
Median time to start treatment <sup>4</sup>	27 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup>	76 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	19	20	19	22	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	53	55	52	57	76	78

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

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

## Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,046

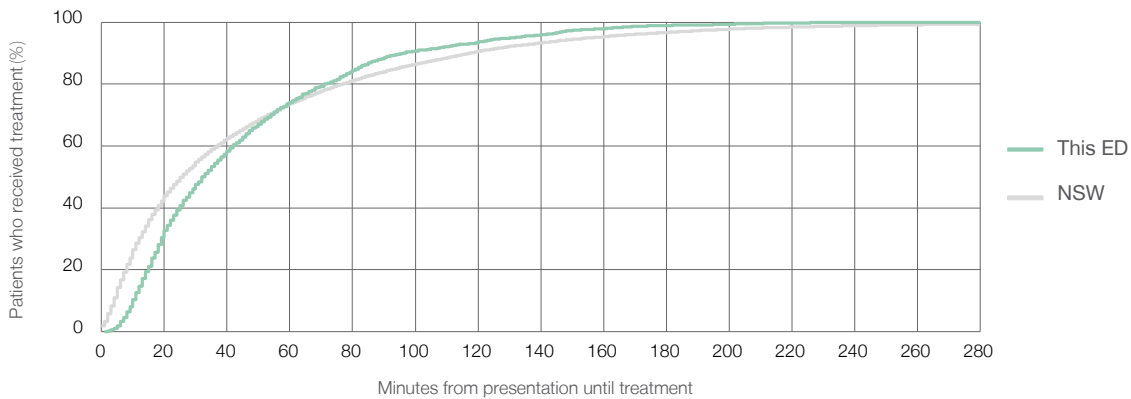
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,914

Median time to start treatment<sup>4</sup>  33 minutes

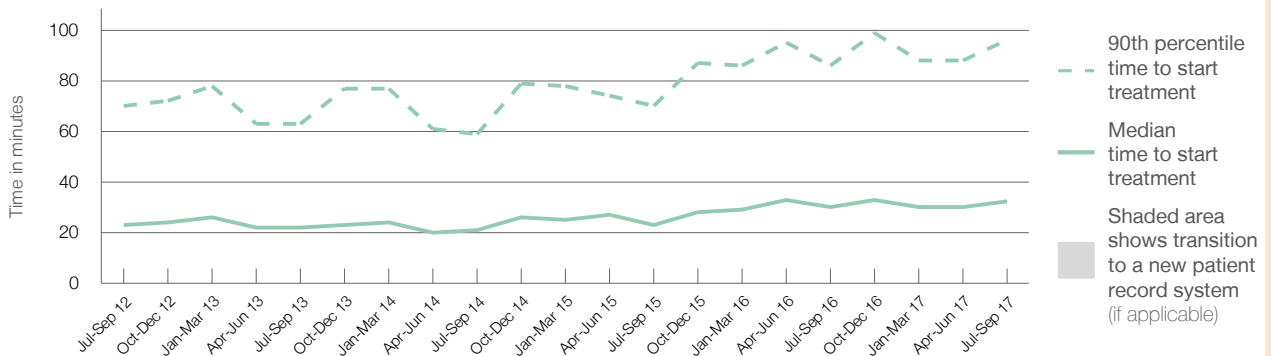
90th percentile time to start treatment<sup>5</sup>  96 minutes

Same period last year	NSW (this period)
1,881	1,718
30 minutes	26 minutes
86 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	22	21	23	30	33
90th percentile time to start treatment <sup>5</sup> (minutes)	70	63	59	70	86	96

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

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



## Sydney/Sydney Eye Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 8,124 patients

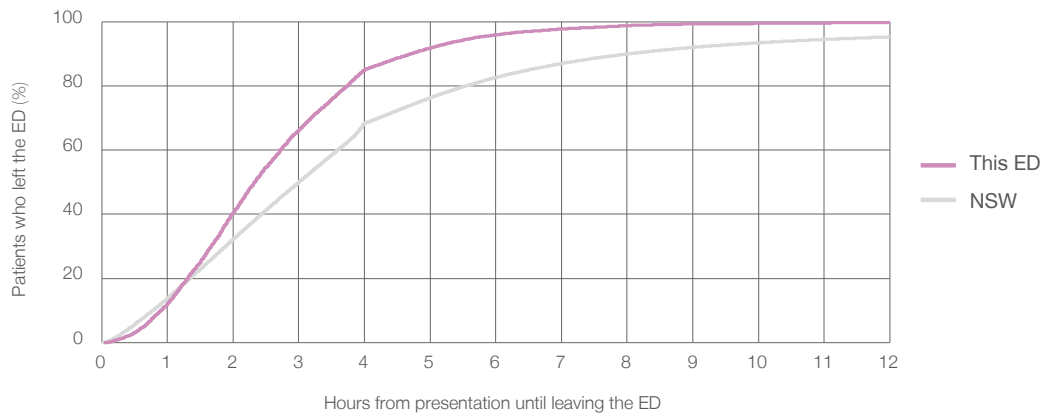
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,124 patients

Median time spent in the ED<sup>8</sup> 2 hours and 20 minutes

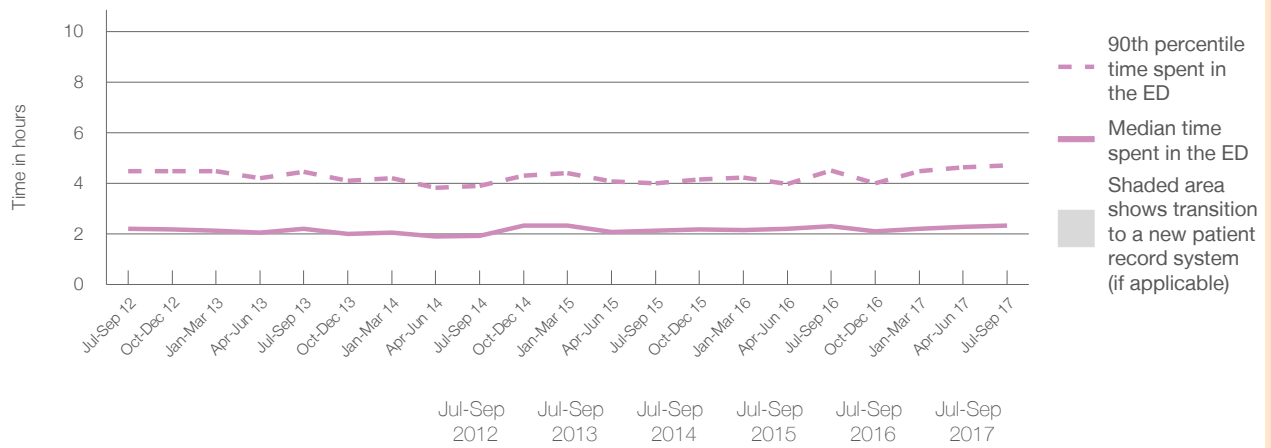
90th percentile time spent in the ED<sup>9</sup> 4 hours and 43 minutes

Same period last year	NSW (this period)
7,814	7,814
2 hours and 19 minutes	3 hours and 0 minutes
4 hours and 31 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 12m	2h 13m	1h 56m	2h 8m	2h 19m	2h 20m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	4h 29m	4h 27m	3h 54m	4h 1m	4h 31m	4h 43m

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

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

## Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

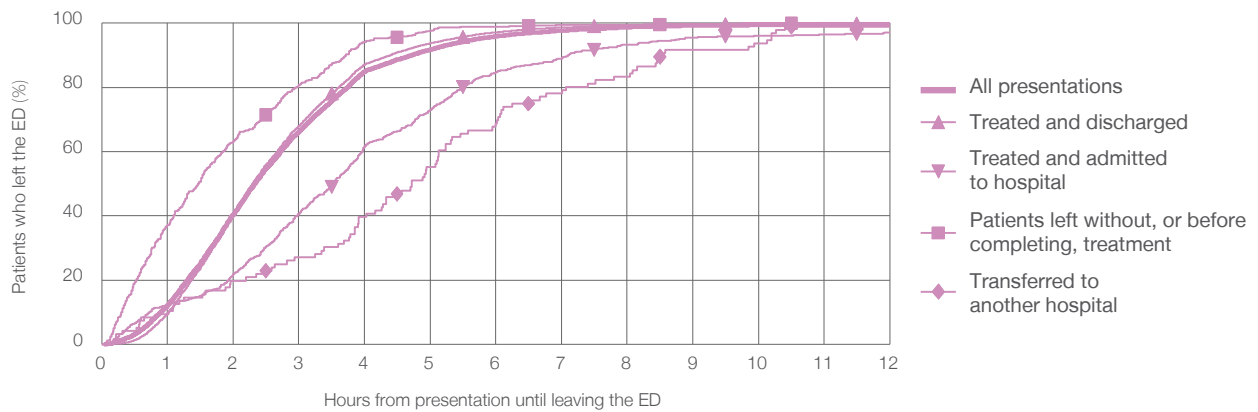
All presentations:<sup>1</sup> 8,124 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,124 patients

Treated and discharged	6,765 (83.3%)
Treated and admitted to hospital	683 (8.4%)
Patient left without, or before completing, treatment	481 (5.9%)
Transferred to another hospital	96 (1.2%)
Other	99 (1.2%)

Same period last year	Change since one year ago
7,814	4.0%
6,343	6.7%
631	8.2%
640	-24.8%
94	2.1%
106	-6.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	9.7%	40.4%	68.0%	87.2%	97.2%	99.5%	99.9%	99.9%
Treated and admitted to hospital	12.4%	21.8%	40.7%	61.6%	84.8%	93.4%	96.0%	97.1%
Patient left without, or before completing, treatment	37.0%	63.2%	80.7%	94.2%	99.0%	99.6%	100%	100%
Transferred to another hospital	9.4%	19.8%	27.1%	39.6%	68.8%	83.3%	93.8%	99.0%
All presentations	12.2%	40.5%	66.2%	85.0%	95.9%	98.8%	99.5%	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.

## Sydney/Sydney Eye Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 8,124 patients

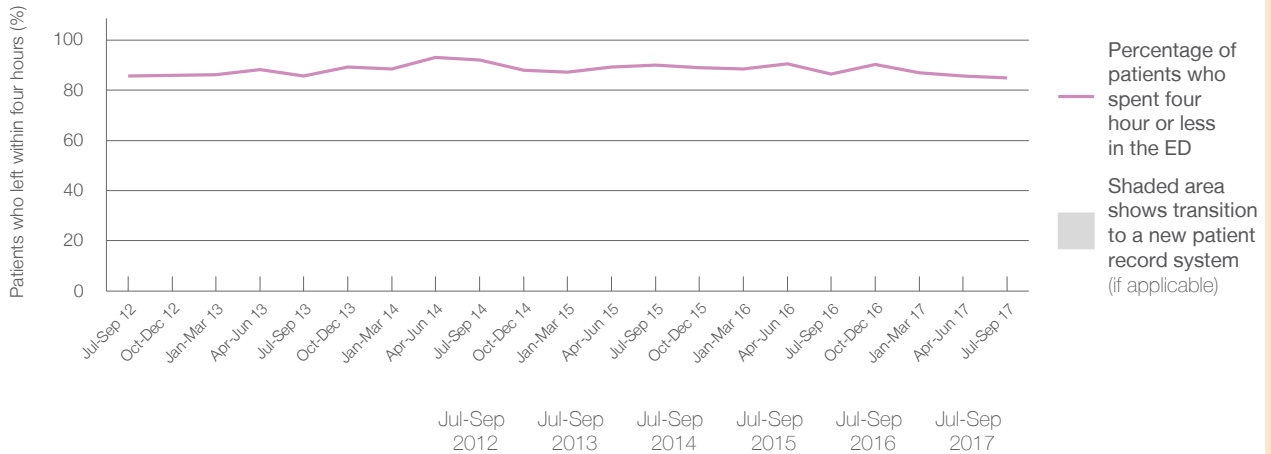
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,124 patients

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	7,814	4.0%
Presentations used to calculate time to leaving the ED	7,814	4.0%
Percentage of patients who spent four hours or less in the ED	86.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	85.6%	85.7%	92.1%	89.9%	86.5%	85.0%

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

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

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

- 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).