

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

Appendix table 2a: Waiting times to treatment (minutes) for NSW emergency departments, by peer group, July to September 2013

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
<b>New South Wales</b>								
Total New South Wales	8	38	22	117	30	165	26	152
<b>A1 peer group: Principal referral</b>								
Bankstown / Lidcombe Hospital	10	32	25	159	29	170	24	165
Concord Hospital	8	19	21	87	28	135	23	120
Gosford Hospital	7	37	27	139	53	206	47	218
John Hunter Hospital	7	36	22	119	32	171	31	163
Liverpool Hospital	9	53	21	142	34	174	28	152
Nepean Hospital	7	45	23	148	24	152	24	154
Prince of Wales Hospital	8	34	22	96	22	141	27	187
Royal North Shore Hospital	8	23	20	77	28	112	29	127
Royal Prince Alfred Hospital	13	48	34	165	45	189	37	172
St George Hospital	11	43	28	120	39	156	34	184
St Vincent's Hospital, Darlinghurst	4	21	13	78	15	114	8	140
Westmead Hospital	10	98	50	252	59	253	46	218
Wollongong Hospital	9	37	28	133	38	212	37	211
Total A1 peer group	9	46	25	140	33	174	30	167
<b>A2 peer group: Paediatric specialist</b>								
Sydney Children's Hospital	8	30	23	68	45	181	43	184
The Children's Hospital at Westmead	6	25	27	114	46	270	78	257
Total A2 peer group	7	28	25	100	45	232	57	207
<b>A3 peer group: ungrouped acute - tertiary referral</b>								
Calvary Mater Newcastle	7	28	19	73	27	139	33	142
Sydney Eye Hospital	*	*	9	22	19	50	23	67
Sydney Hospital	7	*	16	54	20	85	22	118
Total A3 peer group	7	27	18	64	23	115	24	113
<b>B peer group: Major</b>								
Auburn Hospital	9	34	26	120	49	236	24	161
Blacktown Hospital	6	14	22	123	30	143	20	135
Campbelltown Hospital	7	32	18	143	32	205	31	160
Canterbury Hospital	8	28	22	120	28	162	23	140
Coffs Harbour Base Hospital	7	14	16	64	21	110	19	110
Dubbo Base Hospital	9	35	22	107	20	146	16	144
Fairfield Hospital	9	27	27	65	33	177	27	139

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Hornsby and Ku-Ring-Gai Hospital	6	10	18	87	25	125	22	136
Lismore Base Hospital	7	26	24	114	44	183	53	200
Maitland Hospital	9	35	25	121	46	186	57	193
Manly District Hospital	7	22	13	52	15	101	14	114
Manning Base Hospital	7	28	21	133	31	178	30	163
Mona Vale and District Hospital	7	23	18	98	28	154	16	148
Orange Health Service	5	30	19	96	27	157	23	158
Port Macquarie Base Hospital	9	30	20	78	22	116	16	160
Shoalhaven and District Memorial Hospital	10	39	26	122	37	202	27	185
Sutherland Hospital	14	45	32	99	35	120	32	114
Tamworth Base Hospital	8	38	23	128	38	177	46	180
The Tweed Hospital	6	24	20	82	21	106	18	121
Wagga Wagga Base Hospital	6	17	16	83	18	153	12	178
Wyong Hospital	9	59	23	123	34	150	33	137
<b>Total B peer group</b>	<b>8</b>	<b>31</b>	<b>22</b>	<b>105</b>	<b>30</b>	<b>162</b>	<b>28</b>	<b>156</b>
<b>C1 peer group: District group 1</b>								
Armidale and New England Hospital	7	34	20	71	25	117	23	145
Bathurst Base Hospital	7	28	13	59	17	121	7	106
Bega District Hospital	6	31	20	110	33	155	47	170
Belmont Hospital	9	30	20	89	26	127	27	135
Bowral and District Hospital	8	25	21	87	32	154	34	174
Broken Hill Base Hospital	9	44	23	92	35	153	38	169
Goulburn Base Hospital	10	40	26	115	34	171	19	142
Grafton Base Hospital	8	38	19	100	29	124	34	150
Griffith Base Hospital	4	28	16	88	25	150	29	157
Hawkesbury District Health Service	16	55	24	93	29	130	32	143
Mount Druitt Hospital	10	39	34	152	49	163	44	165
Murwillumbah District Hospital	6	17	12	45	17	82	19	111
Ryde Hospital	7	14	15	64	17	122	16	151
Shellharbour Hospital	10	30	26	147	32	199	22	218
<b>Total C1 peer group</b>	<b>8</b>	<b>35</b>	<b>21</b>	<b>104</b>	<b>27</b>	<b>143</b>	<b>28</b>	<b>150</b>
<b>C2 peer group: District group 2</b>								
Ballina District Hospital	7	42	21	95	31	172	29	155
Bateman's Bay District Hospital	8	49	22	102	45	163	45	166
Blue Mountains District Anzac Memorial Hospital	6	33	17	130	45	245	49	235
Bulli District Hospital	8	*	17	42	18	68	16	73
Camden Hospital	6	17	13	78	16	122	14	121
Casino and District Memorial Hospital	5	32	19	80	35	156	26	146

	Triage 2		Triage 3		Triage 4		Triage 5	
	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment	Median time to start treatment	95th percentile time to start treatment
Cessnock District Hospital	7	32	21	70	33	120	42	133
Gunnedah District Hospital	5	*	16	94	33	155	18	152
Inverell District Hospital	2	24	10	85	30	156	26	160
Kempsey Hospital	9	30	20	84	24	113	19	98
Kurri Kurri District Hospital	4	*	14	123	22	114	12	104
Lithgow Health Service	5	31	14	73	13	93	11	113
Macleay District Hospital	8	30	21	86	30	136	32	132
Milton and Ulladulla Hospital	5	30	19	70	26	117	25	117
Moree District Hospital	2	22	5	44	4	57	6	65
Moruya District Hospital	8	41	22	109	34	168	38	217
Muswellbrook District Hospital	5	54	15	90	26	128	12	83
Narrabri District Hospital	5	*	10	50	15	70	10	85
Singleton District Hospital	8	44	23	91	36	131	34	152
<b>Total C2 peer group</b>	<b>6</b>	<b>33</b>	<b>18</b>	<b>86</b>	<b>27</b>	<b>145</b>	<b>24</b>	<b>148</b>
<b>Other</b>								
<b>Total Other</b>	<b>5</b>	<b>48</b>	<b>11</b>	<b>71</b>	<b>15</b>	<b>93</b>	<b>10</b>	<b>100</b>

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

Source: NSW Health, *Health Information Exchange*. Data extracted on 23 October 2013.

Appendix table 2b: Activity, ambulance arrivals and presentation to leaving the ED performance for NSW emergency departments, by peer group, July to September 2013

Attendances	Ambulance		Leaving the ED				
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 71%	
<b>New South Wales</b>							
Total New South Wales	585,826	14	27	585,752	3h 8m	12h 9m	65%
<b>A1 peer group: Principal referral</b>							
Bankstown / Lidcombe Hospital	12,116	20	34	12,116	4h 14m	14h 29m	47%
Concord Hospital	9,221	13	30	9,219	3h 22m	8h 15m	67%
Gosford Hospital	14,582	16	33	14,582	4h 35m	12h 19m	42%
John Hunter Hospital	17,818	12	30	17,818	3h 45m	10h 49m	56%
Liverpool Hospital	18,944	14	30	18,943	4h 2m	16h 7m	50%
Nepean Hospital	15,976	10	25	15,976	3h 52m	15h 30m	55%
Prince of Wales Hospital	12,951	17	30	12,951	3h 31m	12h 5m	59%
Royal North Shore Hospital	17,666	19**	31**	17,665	3h 31m	10h 30m	60%
Royal Prince Alfred Hospital	18,222	17	33	18,222	3h 51m	9h 56m	54%
St George Hospital	17,273	16	32	17,273	3h 40m	11h 32m	60%
St Vincent's Hospital, Darlinghurst	11,117	n/a	n/a	11,117	3h 21m	19h 1m	60%
Westmead Hospital	16,293	18	34	16,251	4h 37m	16h 36m	43%
Wollongong Hospital	14,928	13	23	14,928	3h 51m	15h 44m	55%
Total A1 peer group	197,107	15	30	197,061	3h 51m	13h 22m	54%
<b>A2 peer group: Paediatric specialist</b>							
Sydney Children's Hospital	10,019	11	18	10,019	2h 48m	9h 48m	70%
The Children's Hospital at Westmead	14,055	n/a	n/a	14,055	3h 37m	11h 45m	56%
Total A2 peer group	24,074	11	18	24,074	3h 14m	11h 3m	62%
<b>A3 peer group: ungrouped acute - tertiary referral</b>							
Calvary Mater Newcastle	8,242	7	30	8,241	2h 45m	13h 27m	67%
Sydney Eye Hospital	4,905	*	*	4,905	2h 30m	5h 8m	85%
Sydney Hospital	4,522	10	21	4,522	1h 54m	5h 39m	86%
Total A3 peer group	17,669	8	28	17,668	2h 25m	8h 44m	77%
<b>B peer group: Major</b>							
Auburn Hospital	6,660	15	29	6,660	3h 34m	9h 53m	74%
Blacktown Hospital	9,739	22	34	9,739	4h 22m	27h 20m	46%
Campbelltown Hospital	14,790	24	33	14,788	3h 54m	26h 1m	58%
Canterbury Hospital	9,872	13	29	9,864	3h 15m	8h 1m	68%
Coffs Harbour Base Hospital	8,996	12	25	8,996	2h 51m	9h 51m	70%
Dubbo Base Hospital	7,214	14**	24**	7,214	3h 36m	18h 18m	55%
Fairfield Hospital	8,852	16	30	8,852	3h 1m	12h 40m	71%
Hornsby and Ku-Ring-Gai Hospital	9,078	13	20	9,078	3h 27m	9h 27m	65%
Lismore Base Hospital	7,493	19	30	7,491	3h 36m	19h 33m	55%
Maitland Hospital	11,221	13	31	11,221	3h 19m	16h 32m	62%

Attendances	Ambulance		Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 71%

Manly District Hospital	6,141	11	20	6,141	2h 39m	7h 10m	82%
Manning Base Hospital	6,621	7	29	6,620	2h 40m	6h 45m	76%
Mona Vale and District Hospital	8,272	14	24	8,272	3h 0m	10h 46m	68%
Orange Health Service	6,674	11	24	6,674	2h 52m	15h 2m	71%
Port Macquarie Base Hospital	7,380	15	33	7,380	3h 12m	13h 47m	60%
Shoalhaven and District Memorial Hospital	8,606	14	22	8,606	3h 16m	11h 38m	61%
Sutherland Hospital	12,267	19	32	12,267	3h 42m	12h 2m	58%
Tamworth Base Hospital	10,713	8	21	10,711	2h 51m	9h 43m	68%
The Tweed Hospital	11,126	8	21	11,126	2h 27m	9h 45m	73%
Wagga Wagga Base Hospital	9,226	15**	30**	9,226	3h 9m	15h 19m	62%
Wyong Hospital	14,712	12	29	14,712	3h 21m	13h 47m	59%
<b>Total B peer group</b>	<b>195,653</b>	<b>14</b>	<b>28</b>	<b>195,638</b>	<b>3h 16m</b>	<b>14h 8m</b>	<b>64%</b>

#### C1 peer group: District group 1

Armidale and New England Hospital	3,909	9	11	3,908	1h 30m	4h 59m	90%
Bathurst Base Hospital	6,068	16	20	6,068	2h 30m	12h 49m	70%
Bega District Hospital	2,908	13**	15**	2,908	2h 23m	7h 0m	77%
Belmont Hospital	6,533	11	29	6,532	2h 35m	10h 13m	70%
Bowral and District Hospital	4,396	13	19	4,396	2h 35m	7h 49m	75%
Broken Hill Base Hospital	5,542	14	19	5,542	2h 5m	6h 19m	82%
Goulburn Base Hospital	4,155	13	20	4,155	2h 24m	6h 45m	77%
Grafton Base Hospital	5,531	21**	16**	5,531	2h 59m	11h 25m	64%
Griffith Base Hospital	5,062	12	19	5,062	2h 22m	6h 16m	80%
Hawkesbury District Health Service	5,455	*	*	5,454	3h 8m	8h 55m	69%
Mount Druitt Hospital	8,688	17	28	8,688	4h 18m	18h 14m	46%
Murwillumbah District Hospital	4,332	12	16	4,330	1h 17m	4h 53m	93%
Ryde Hospital	6,633	11	23	6,633	3h 5m	9h 33m	68%
Shellharbour Hospital	6,742	12	26	6,742	3h 41m	14h 53m	55%
<b>Total C1 peer group</b>	<b>75,954</b>	<b>13</b>	<b>23</b>	<b>75,949</b>	<b>2h 41m</b>	<b>10h 10m</b>	<b>70%</b>

#### C2 peer group: District group 2

Ballina District Hospital	3,978	13	22	3,978	2h 18.5	8h 59m	75%
Bateman's Bay District Hospital	3,837	11	13	3,837	1h 56m	6h 43m	81%
Blue Mountains District Anzac Memorial Hospital	4,112	13**	20**	4,112	3h 13m	9h 30m	64%
Bulli District Hospital	1,735	n/a	n/a	1,735	0h 41m	2h 36m	98%
Camden Hospital	3,211	n/a	n/a	3,209	1h 45m	6h 7m	88%
Casino and District Memorial Hospital	3,517	15	21	3,517	1h 19m	5h 19m	91%
Cessnock District Hospital	4,127	10	26	4,127	1h 22m	6h 16m	89%
Gunnedah District Hospital	2,388	10	9	2,388	1h 9m	4h 19m	94%
Inverell District Hospital	3,421	4**	12**	3,421	0h 40m	4h 16m	94%
Kempsey Hospital	5,277	15	28	5,277	2h 5m	8h 29m	78%

Attendances	Ambulance			Leaving the ED			
	Median transfer of care time (minutes)	Median off stretcher time (minutes)	Attendances used for calculation	Median time to leaving the ED	95th percentile time to leaving the ED	% leaving ED within 4 hours Target 71%	
Kurri Kurri District Hospital	1,725	*	*	1,725	1h 7m	6h 1m	89%
Lithgow Health Service	3,439	10	15	3,438	1h 35m	6h 36m	84%
Macleay District Hospital	2,747	14	16	2,747	2h 6m	7h 18m	79%
Milton and Ulladulla Hospital	3,418	15	22	3,418	1h 37m	6h 35m	85%
Moree District Hospital	2,162	7	9	2,162	0h 48m	4h 19m	94%
Moruya District Hospital	2,574	14	12	2,574	2h 41m	9h 47m	68%
Muswellbrook District Hospital	1,964	14**	20**	1,964	1h 16m	5h 37m	88%
Narrabri District Hospital	1,281	6**	11**	1,281	1h 20m	4h 13m	94%
Singleton District Hospital	2,939	8	16	2,939	1h 16m	3h 58m	95%
<b>Total C2 peer group</b>	<b>57,852</b>	<b>12</b>	<b>18</b>	<b>57,849</b>	<b>1h 36m</b>	<b>6h 53m</b>	<b>84%</b>
<b>Other</b>							
<b>Total Other</b>	<b>17,517</b>	<b>6</b>	<b>15</b>	<b>17,513</b>	<b>0h 56m</b>	<b>5h 15m</b>	<b>92%</b>

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

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

(S) Data not reportable for this hospital.

**Note:** Emergency department activity includes 96 facilities for which electronic data are reported. These facilities account for approximately 87% of NSW emergency department activity.

**Source:** NSW Health, *Health Information Exchange*. Data extracted on 23 October 2013. Ambulance data from Ambulance Service of NSW provided 23 October 2013.