

Hospital Quarterly

Performance Profiles

Emergency Department

Principal referral hospitals
(A1) peer group

October to December 2016

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

October to December 2016

All presentations:¹ 13,511 patients

Emergency presentations:² 13,389 patients

Same period last year	Change since one year ago
13,418	0.7%
13,318	0.5%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,761 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,350 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 657 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,629	
7 minutes	8 minutes
24 minutes	26 minutes
5,662	
17 minutes	20 minutes
59 minutes	67 minutes
4,454	
19 minutes	25 minutes
70 minutes	97 minutes
479	
20 minutes	24 minutes
65 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,511 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
13,416	0.7%
77.6%	

* 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, January to March 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.

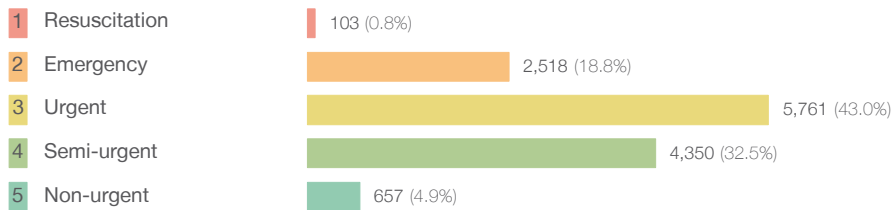
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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 October to December 2016

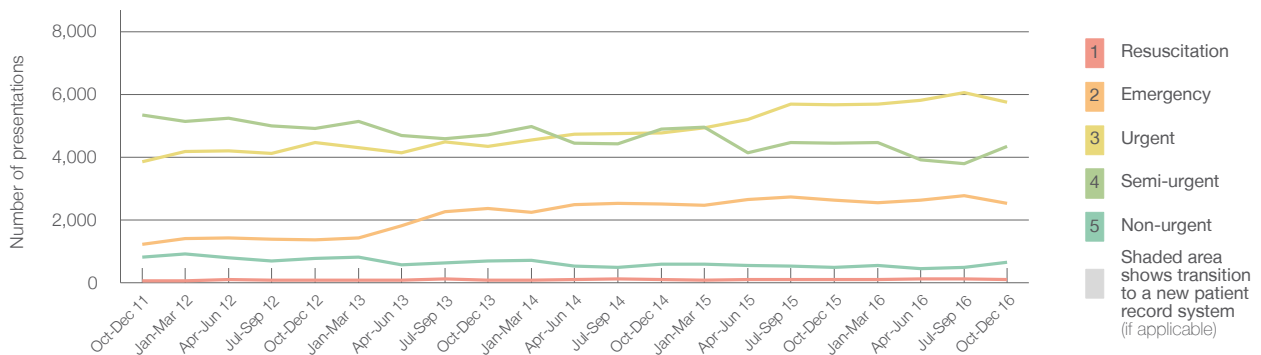
All presentations:¹ 13,511 patients

Emergency presentations² by triage category: 13,389 patients



Same period last year	Change since one year ago
13,418	0.7%
13,318	0.5%
94	9.6%
2,629	-4.2%
5,662	1.7%
4,454	-2.3%
479	37.2%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	57	71	78	94	94	103
Emergency	1,227	1,359	2,371	2,509	2,629	2,518
Urgent	3,846	4,474	4,333	4,762	5,662	5,761
Semi-urgent	5,340	4,918	4,708	4,895	4,454	4,350
Non-urgent	822	773	682	594	479	657
All emergency presentations	11,292	11,595	12,172	12,854	13,318	13,389

Bankstown / Lidcombe Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,527 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,741	
14 minutes	-1 minute
31 minutes	-7 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 trans 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 October to December 2016

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

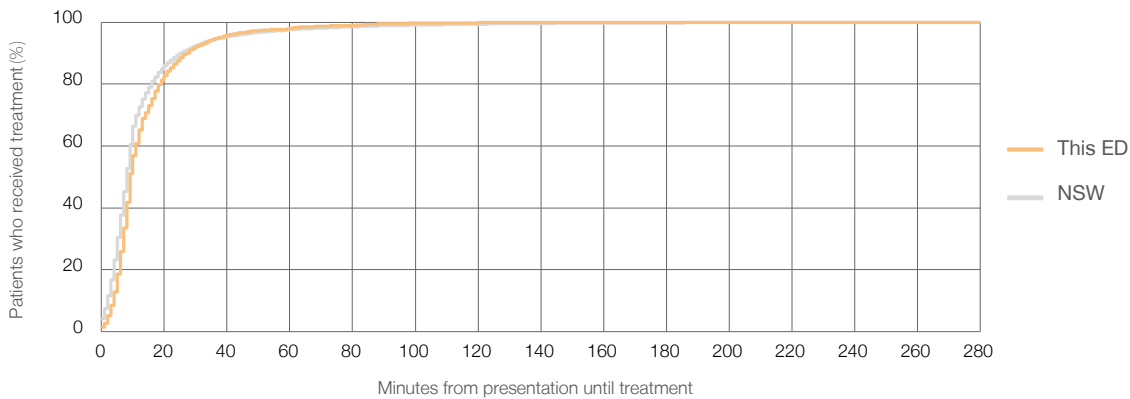
Number of triage 2 patients: 2,518

Number of triage 2 patients used to calculate waiting time:³ 2,511

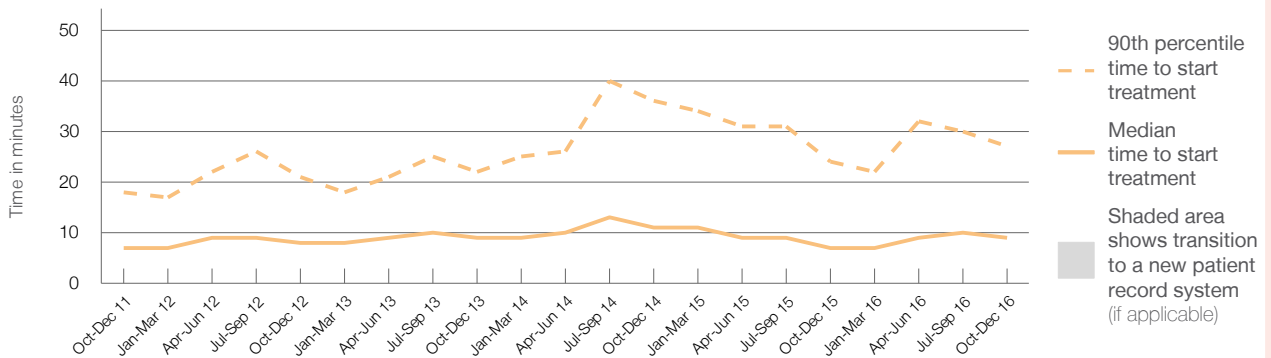
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 27 minutes

Same period last year	NSW (this period)
2,629	2,617
7 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	9	11	7	9
90th percentile time to start treatment ⁵ (minutes)	18	21	22	36	24	27

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 3 October to December 2016

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

Number of triage 3 patients: 5,761

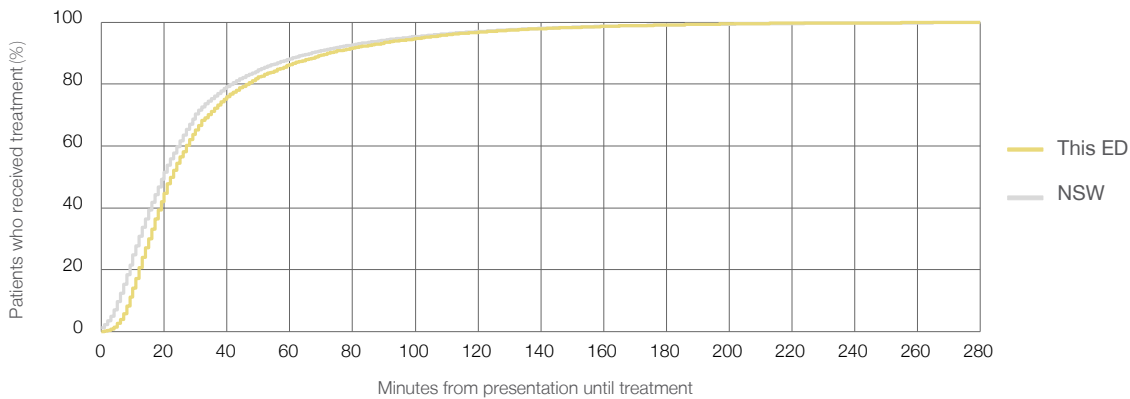
Number of triage 3 patients used to calculate waiting time:³ 5,657

Median time to start treatment⁴ 23 minutes

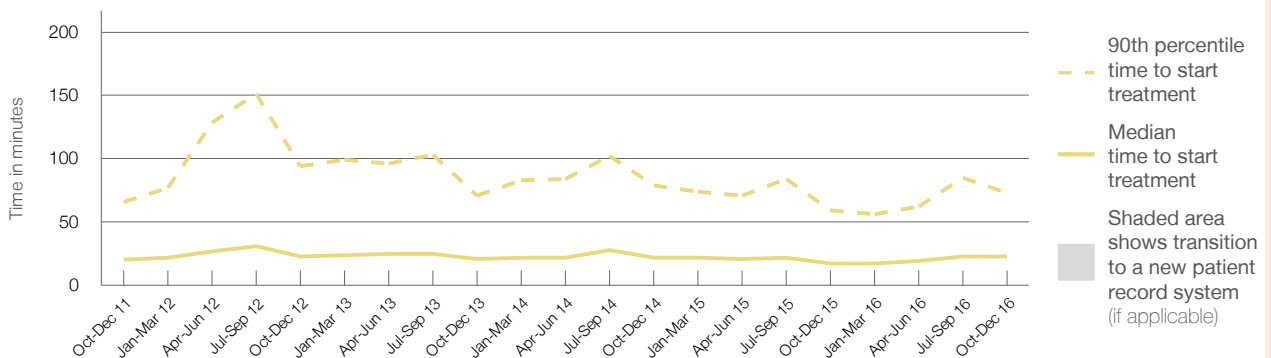
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
5,662	5,556
17 minutes	20 minutes
59 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	23	21	22	17	23
90th percentile time to start treatment ⁵ (minutes)	66	94	71	79	59	73

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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 October to December 2016

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

Number of triage 4 patients: 4,350

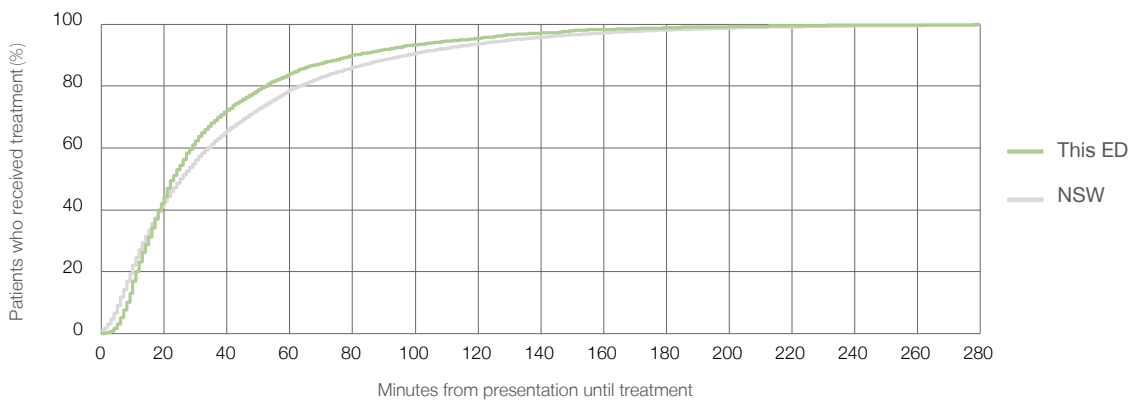
Number of triage 4 patients used to calculate waiting time:³ 4,185

Median time to start treatment⁴ 23 minutes

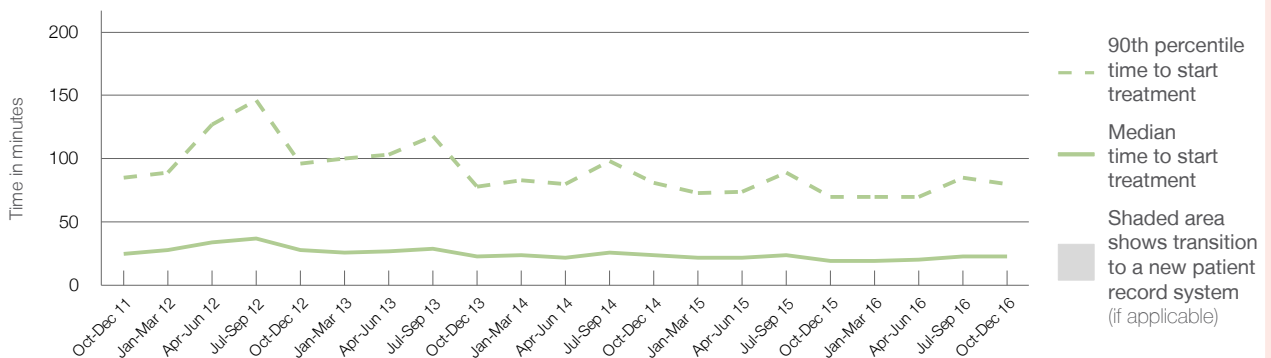
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
4,454	4,301
19 minutes	25 minutes
70 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	28	23	24	19	23
90th percentile time to start treatment ⁵ (minutes)	85	96	78	81	70	80

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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 October to December 2016

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

Number of triage 5 patients: 657

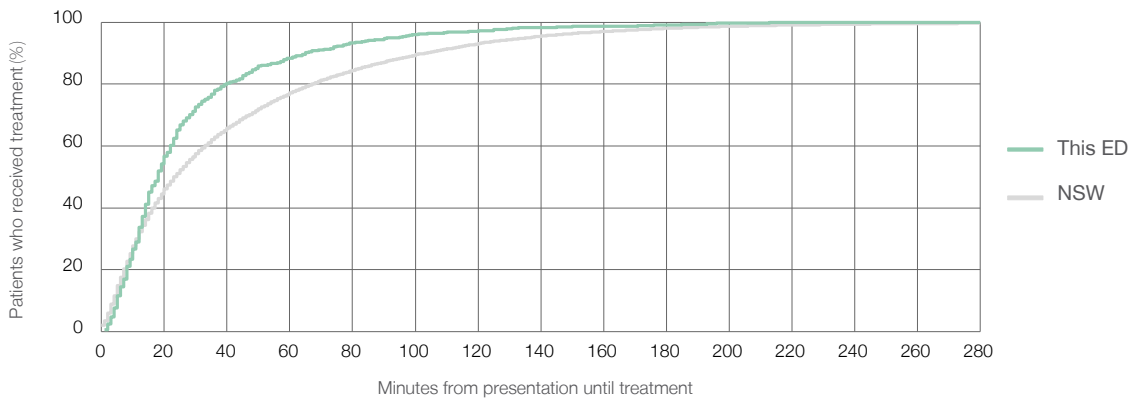
Number of triage 5 patients used to calculate waiting time:³ 544

Median time to start treatment⁴ 18 minutes

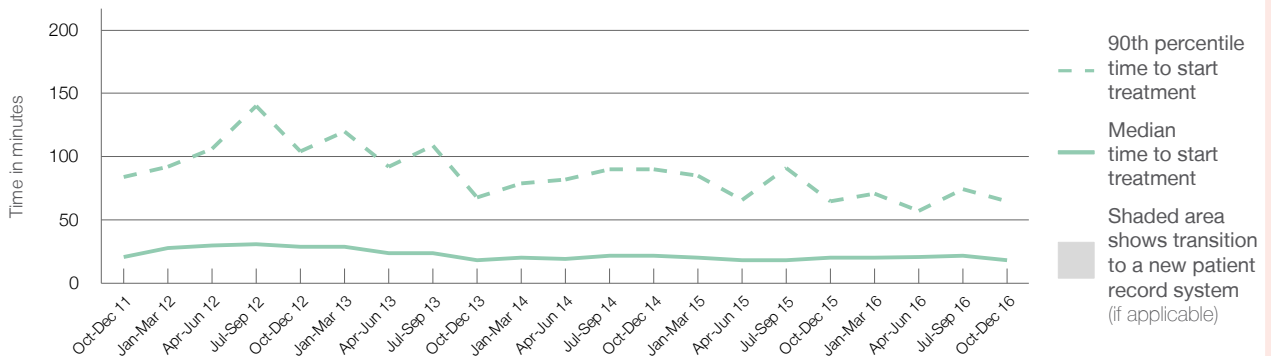
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
479	
393	
20 minutes	24 minutes
65 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	29	18	22	20	18
90th percentile time to start treatment ⁵ (minutes)	84	104	68	90	65	65

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED October to December 2016

All presentations:¹ 13,511 patients

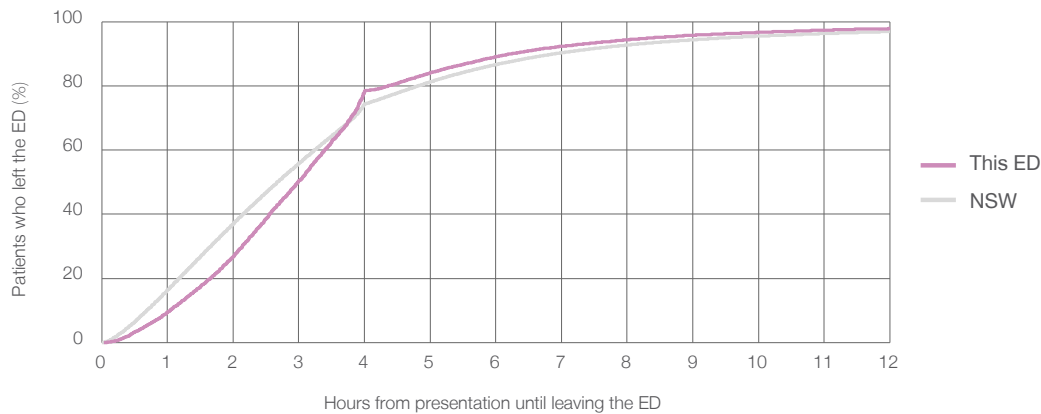
Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

Median time spent in the ED⁸ 3 hours and 0 minutes

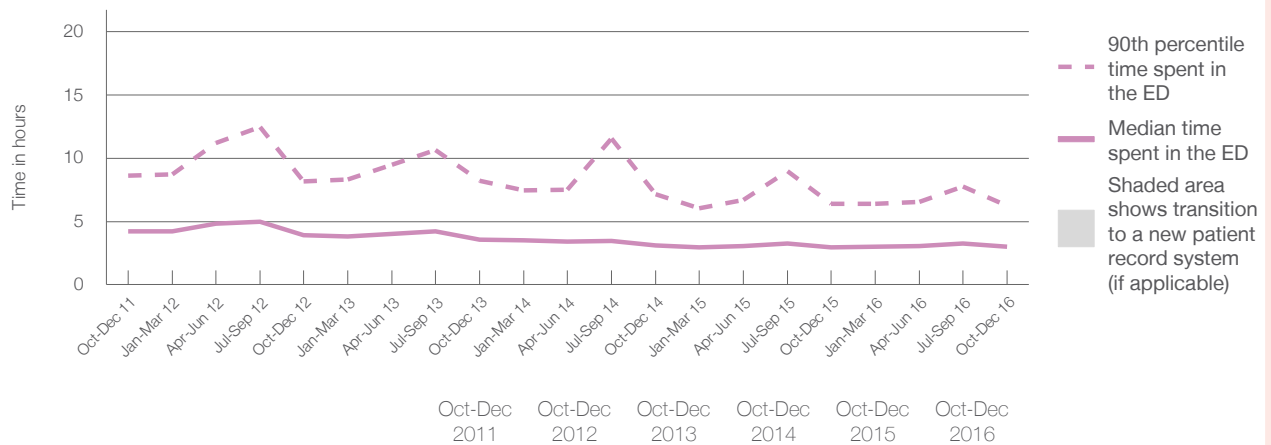
90th percentile time spent in the ED⁹ 6 hours and 14 minutes

Same period last year	NSW (this period)
13,418	
13,416	
2 hours and 58 minutes	2 hours and 41 minutes
6 hours and 24 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED

By mode of separation

October to December 2016

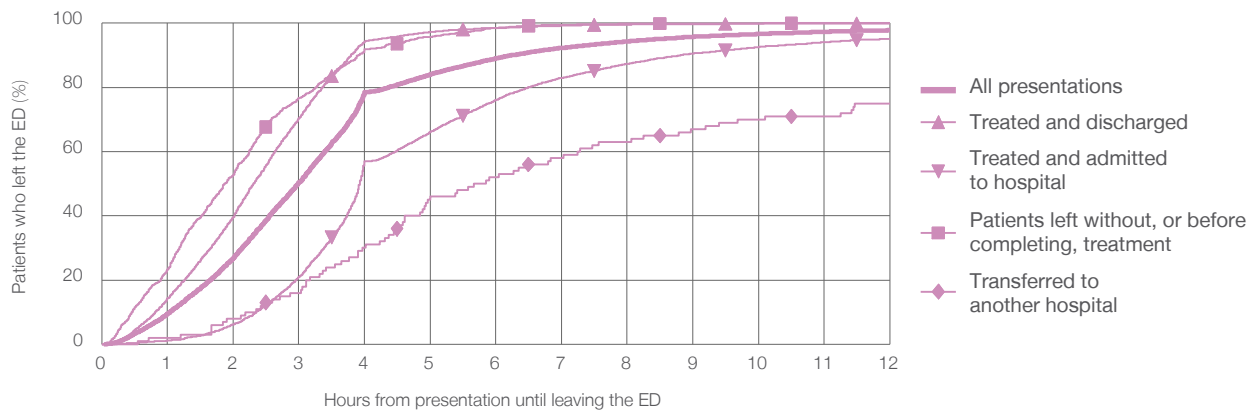
All presentations:¹ 13,511 patients

Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

Treated and discharged	6,896 (51.0%)
Treated and admitted to hospital	5,511 (40.8%)
Patient left without, or before completing, treatment	975 (7.2%)
Transferred to another hospital	100 (0.7%)
Other	29 (0.2%)

Same period last year	Change since one year ago
13,416	0.7%
7,157	-3.6%
5,289	4.2%
794	22.8%
78	28.2%
100	-71.0%

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



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	14.3%	39.7%	70.4%	94.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.1%	6.2%	21.0%	56.9%	76.1%	87.4%	92.6%	95.2%
Patient left without, or before completing, treatment	23.4%	52.9%	76.7%	91.9%	98.6%	99.9%	99.9%	100%
Transferred to another hospital	2.0%	8.0%	16.0%	30.0%	52.0%	63.0%	70.0%	75.0%
All presentations	9.6%	26.9%	50.4%	78.5%	89.1%	94.4%	96.7%	97.8%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 13,511 patients

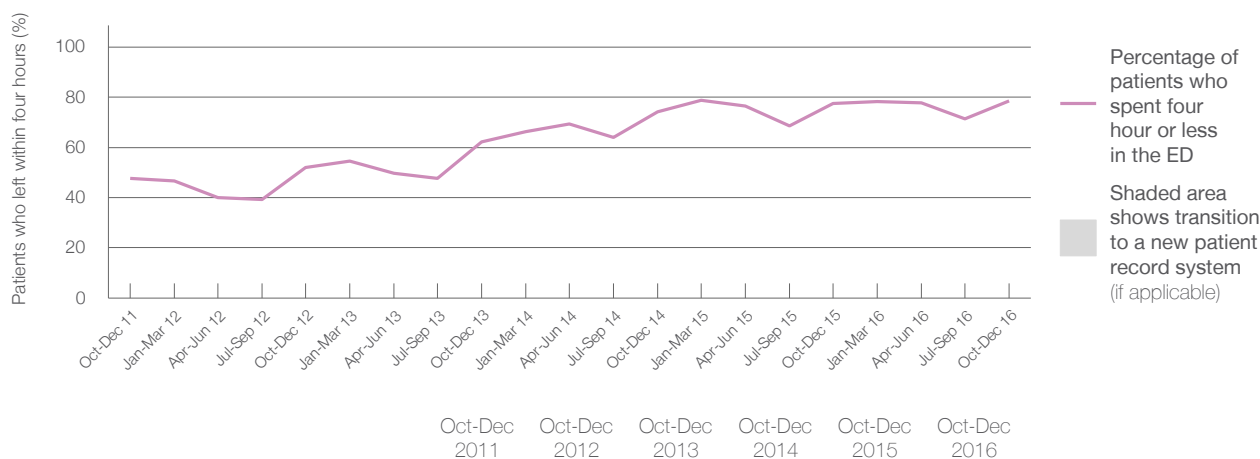
Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

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



Same period last year	Change since one year ago
13,418	0.7%
13,416	0.7%
77.6%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	47.6%	52.1%	62.1%	74.2%	77.6%	78.5%

* 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, January to March 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 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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



Concord Hospital: Emergency department (ED) overview October to December 2016

All presentations:¹ 9,979 patients
Emergency presentations:² 9,957 patients



Same period last year	Change since one year ago
9,714	2.7%
9,703	2.6%

Concord Hospital: Time patients waited to start treatment³ October to December 2016


Triage 2 Emergency (e.g. chest pain, severe burns): 1,101 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,511 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,777 patients

Median time to start treatment⁴  25 minutes
90th percentile time to start treatment⁵  73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 525 patients

Median time to start treatment⁴  30 minutes
90th percentile time to start treatment⁵  94 minutes

Same period last year	NSW (this period)
1,101	
9 minutes	8 minutes
16 minutes	26 minutes
3,408	
22 minutes	20 minutes
69 minutes	67 minutes
4,751	
31 minutes	25 minutes
107 minutes	97 minutes
478	
26 minutes	24 minutes
90 minutes	103 minutes

Concord Hospital: Time from presentation until leaving the ED October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,977 patients

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

Same period last year	Change since one year ago
9,714	2.7%
72.1%	

* 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, January to March 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.

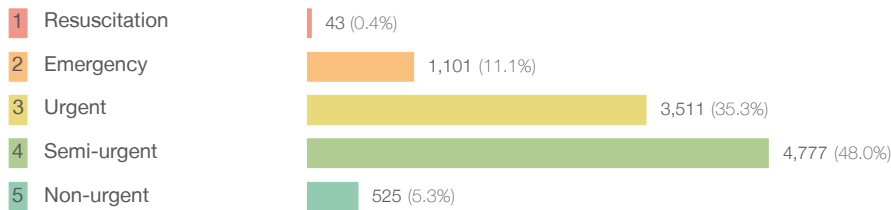
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Concord Hospital: Patients presenting to the emergency department October to December 2016

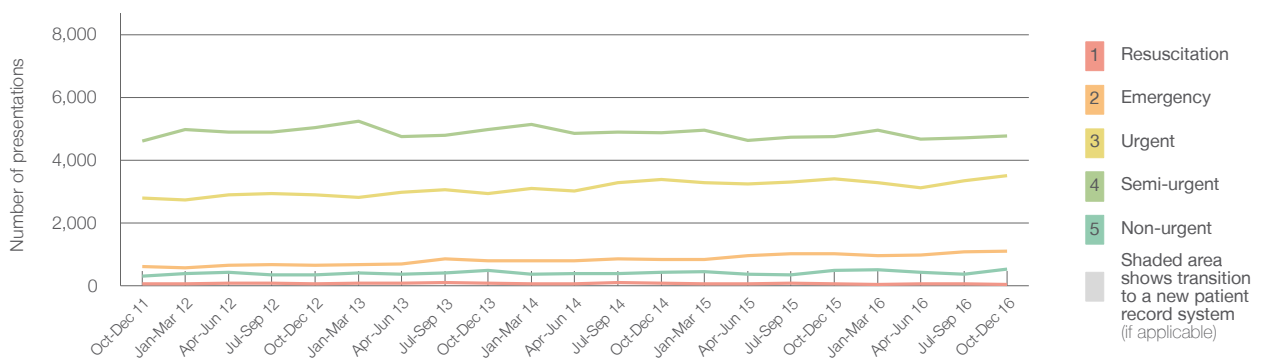
All presentations:¹ 9,979 patients

Emergency presentations² by triage category: 9,957 patients



Same period last year	Change since one year ago
9,714	2.7%
9,703	2.6%
56	-23.2%
1,010	9.0%
3,408	3.0%
4,751	0.5%
478	9.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	60	68	85	76	56	43
Emergency	619	658	802	828	1,010	1,101
Urgent	2,785	2,891	2,925	3,393	3,408	3,511
Semi-urgent	4,618	5,042	4,985	4,867	4,751	4,777
Non-urgent	298	353	496	429	478	525
All emergency presentations	8,380	9,012	9,293	9,593	9,703	9,957

Concord Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,251 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,160	
12 minutes	-1 minute
21 minutes	-2 minutes

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Concord Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,101

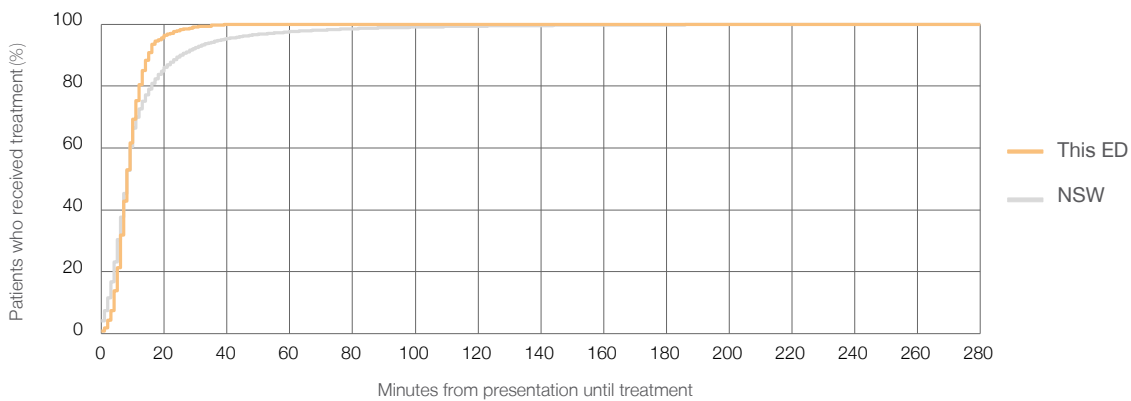
Number of triage 2 patients used to calculate waiting time:³ 1,098

Median time to start treatment⁴ 8 minutes

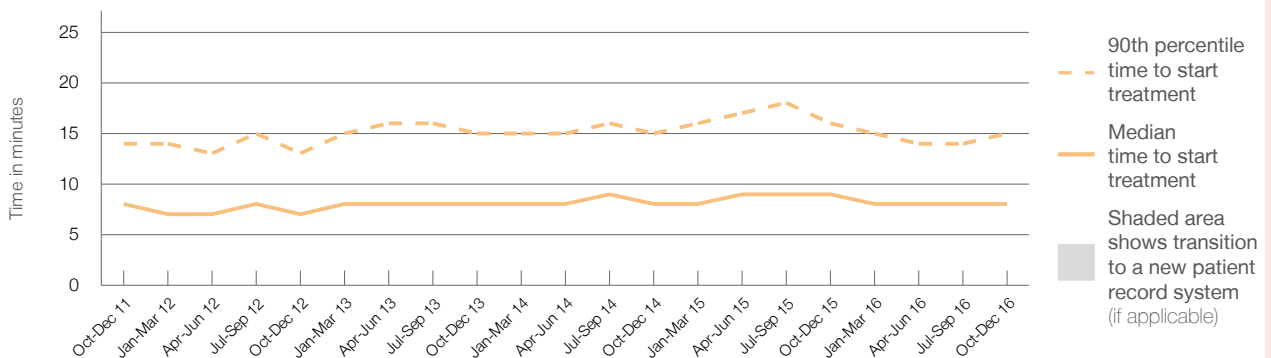
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,010	
1,006	
9 minutes	8 minutes
16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8
90th percentile time to start treatment ⁵ (minutes)	14	13	15	15	16	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 trans 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.

Concord Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,511

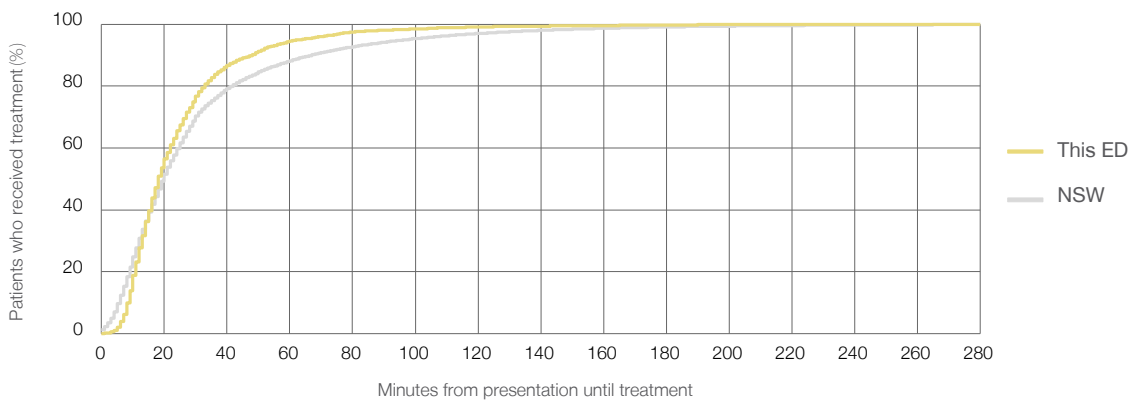
Number of triage 3 patients used to calculate waiting time:³ 3,415

Median time to start treatment⁴ 18 minutes

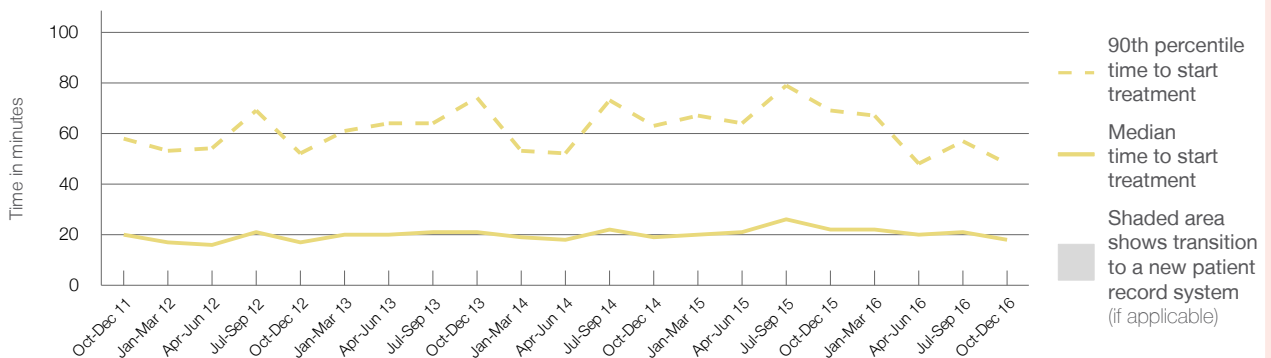
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
3,408	
3,338	
22 minutes	20 minutes
69 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	17	21	19	22	18
90th percentile time to start treatment ⁵ (minutes)	58	52	74	63	69	48

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Concord Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,777

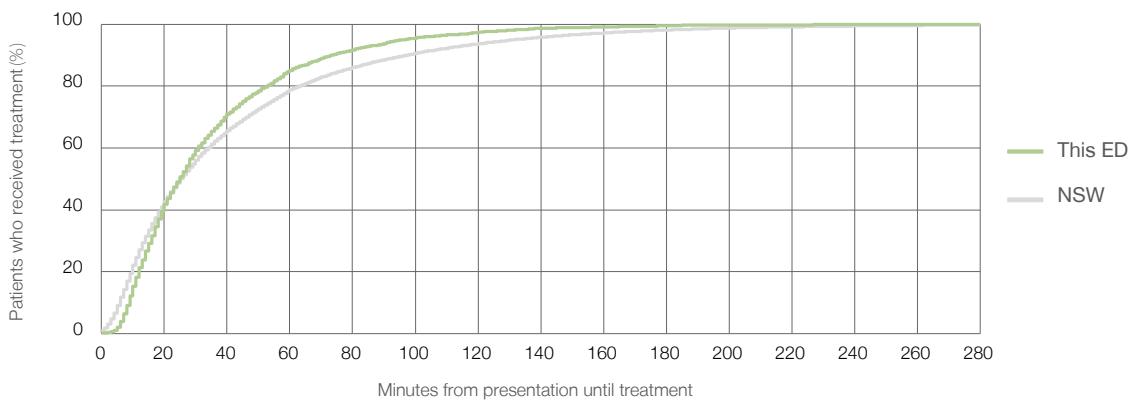
Number of triage 4 patients used to calculate waiting time:³ 4,504

Median time to start treatment⁴ 25 minutes

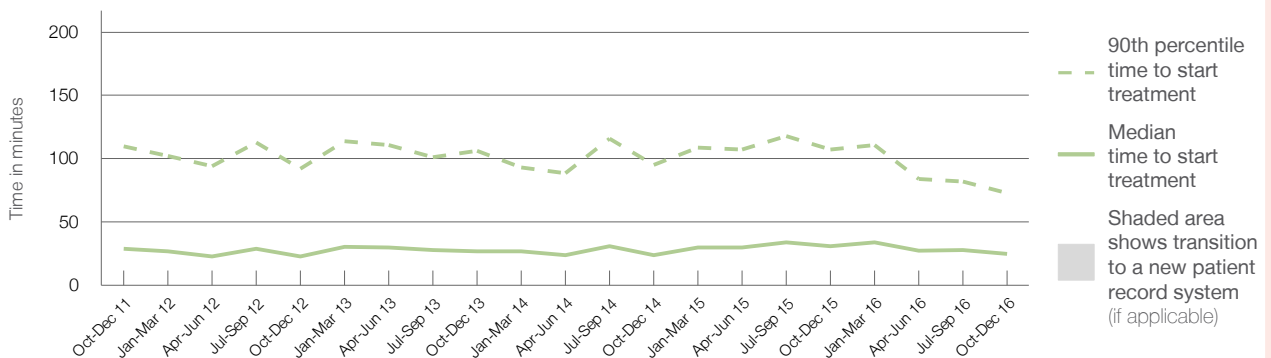
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
4,751	
4,521	
31 minutes	25 minutes
107 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	23	27	24	31	25
90th percentile time to start treatment ⁵ (minutes)	110	92	106	95	107	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 trans 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.

Concord Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 525

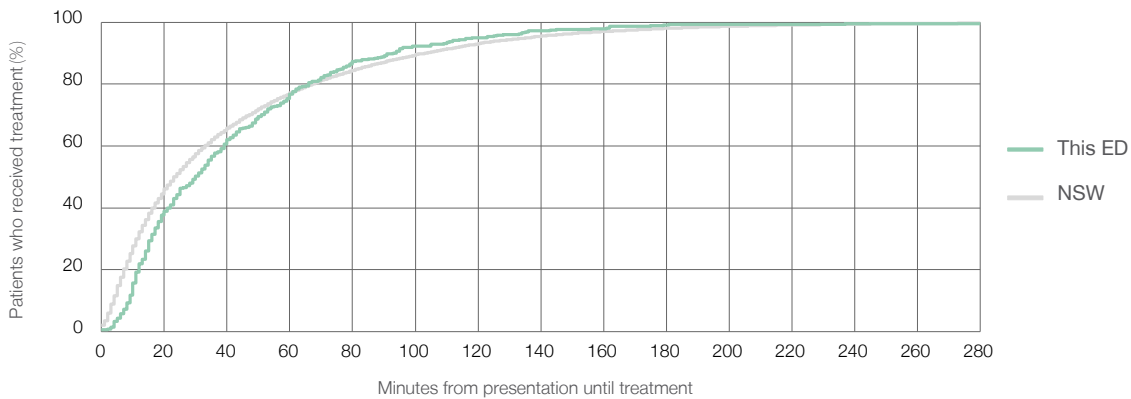
Number of triage 5 patients used to calculate waiting time:³ 430

Median time to start treatment⁴ 30 minutes

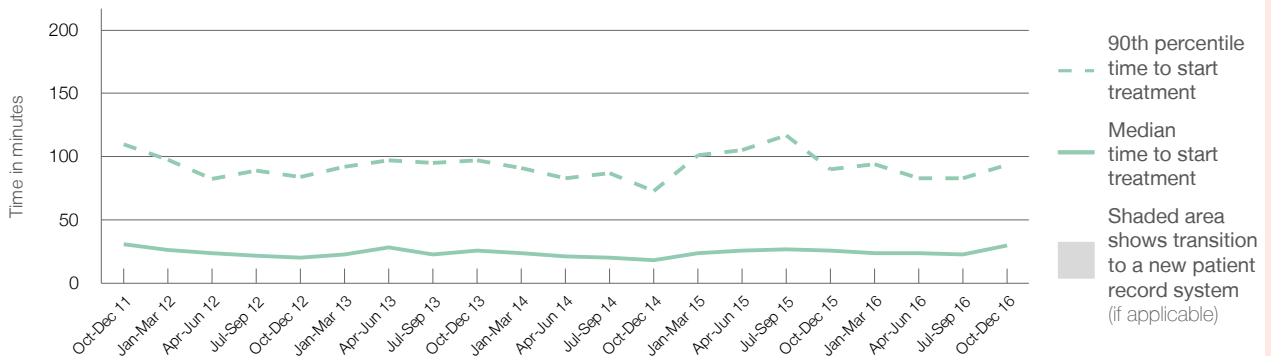
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
478	
412	
26 minutes	24 minutes
90 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	20	26	18	26	30
90th percentile time to start treatment ⁵ (minutes)	110	84	97	73	90	94

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Concord Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 9,979 patients

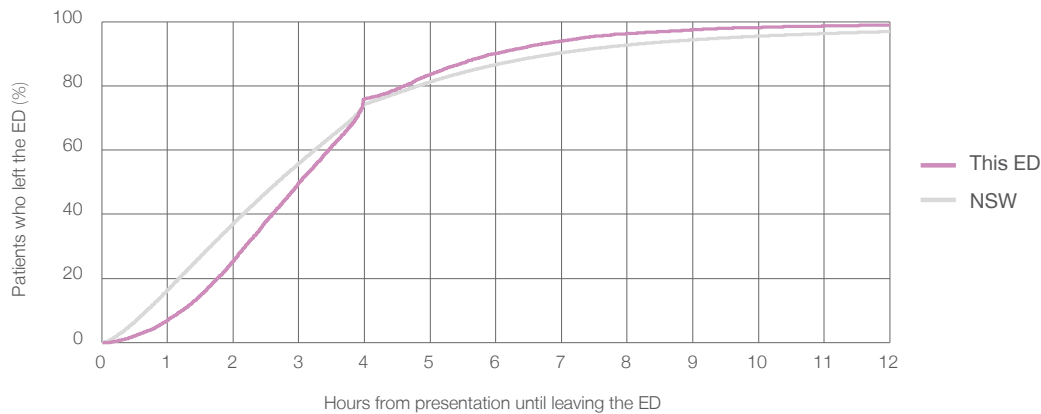
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

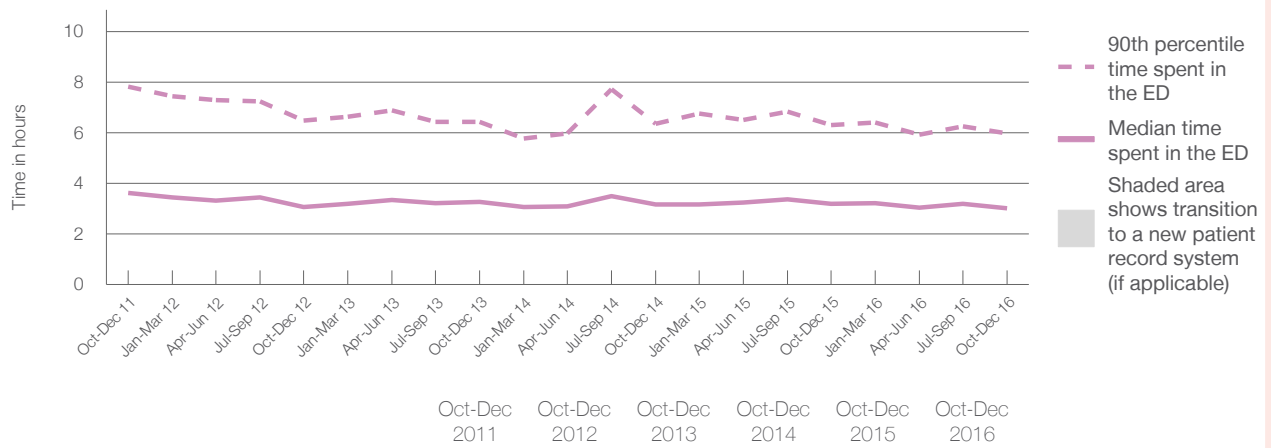
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,714	9,714
3 hours and 12 minutes	2 hours and 41 minutes
6 hours and 19 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Concord Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

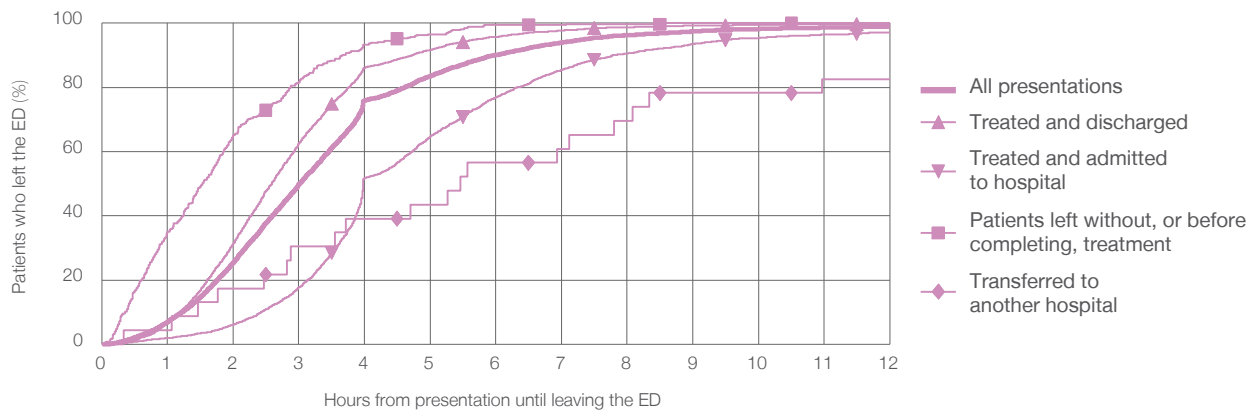
All presentations:¹ 9,979 patients

Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Treated and discharged	6,393 (64.1%)
Treated and admitted to hospital	3,049 (30.6%)
Patient left without, or before completing, treatment	376 (3.8%)
Transferred to another hospital	23 (0.2%)
Other	138 (1.4%)

Same period last year	Change since one year ago
9,714	2.7%
6,258	2.2%
3,043	0.2%
296	27.0%
22	4.5%
95	45.3%

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



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	6.7%	31.4%	62.6%	86.2%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	2.0%	6.2%	17.7%	51.8%	76.9%	90.6%	95.3%	97.2%
Patient left without, or before completing, treatment	35.1%	65.2%	81.6%	93.4%	99.5%	99.7%	100%	100%
Transferred to another hospital	4.3%	17.4%	30.4%	39.1%	56.5%	69.6%	78.3%	82.6%
All presentations	7.0%	25.6%	49.8%	75.9%	90.1%	96.2%	98.2%	98.9%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Concord Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,979 patients

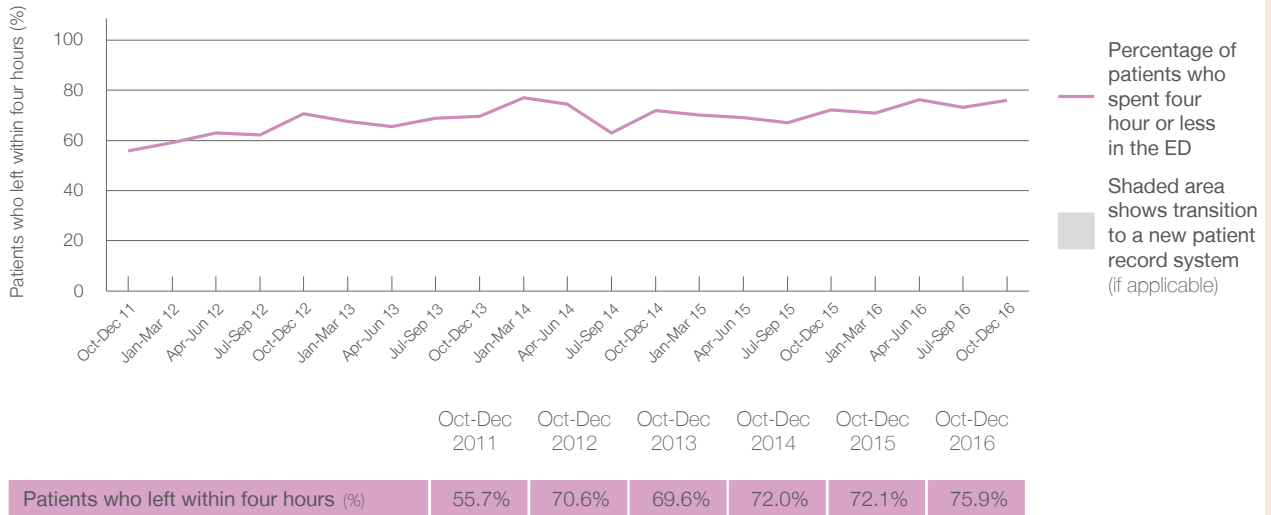
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

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	9,714	2.7%
Presentations used to calculate time to leaving the ED	9,714	2.7%
Percentage of patients who spent four hours or less in the ED	72.1%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Gosford Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,373 patients

Emergency presentations:² 16,251 patients

Same period last year	Change since one year ago
15,963	2.6%
15,851	2.5%

Gosford Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,959 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,601 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,971 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 509 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,037	
6 minutes	8 minutes
20 minutes	26 minutes
6,419	
21 minutes	20 minutes
75 minutes	67 minutes
6,699	
32 minutes	25 minutes
109 minutes	97 minutes
499	
30 minutes	24 minutes
108 minutes	103 minutes

Gosford Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,371 patients

Percentage of patients who spent four hours or less in the ED 68.5%

Same period last year	Change since one year ago
15,962	2.6%
68.6%	

* 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, January to March 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.

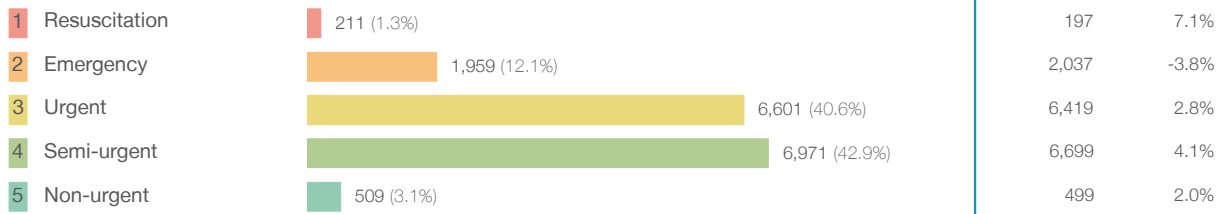
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

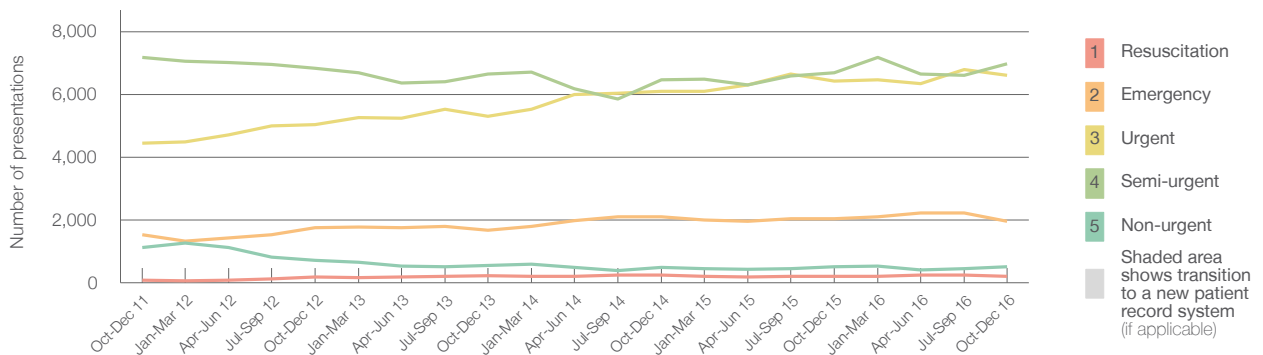
Gosford Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 16,373 patients

Emergency presentations² by triage category: 16,251 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	82	172	225	247	197	211
Emergency	1,518	1,751	1,664	2,092	2,037	1,959
Urgent	4,445	5,042	5,294	6,091	6,419	6,601
Semi-urgent	7,173	6,833	6,658	6,475	6,699	6,971
Non-urgent	1,112	717	550	486	499	509
All emergency presentations	14,330	14,515	14,391	15,391	15,851	16,251

Gosford Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,703 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 trans 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.

Gosford Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

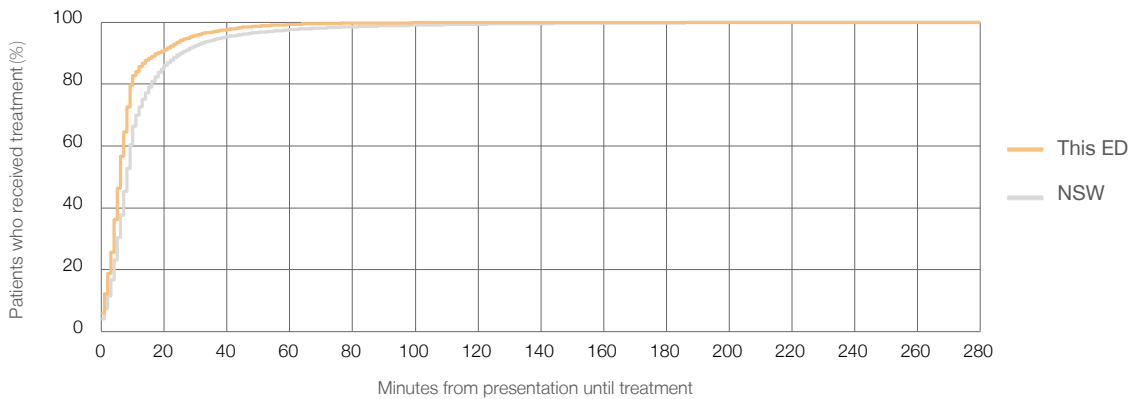
Number of triage 2 patients: 1,959

Number of triage 2 patients used to calculate waiting time:³ 1,952

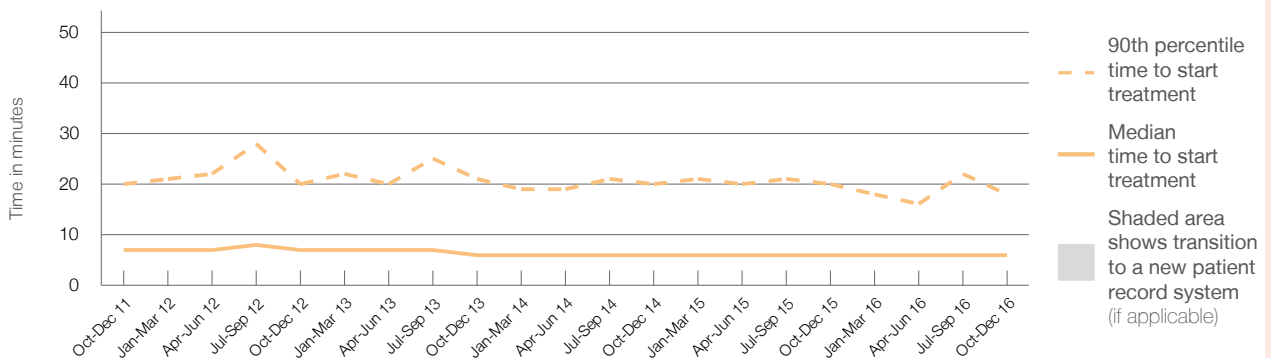
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 18 minutes

Same period last year	NSW (this period)
2,037	
2,030	
6 minutes	8 minutes
20 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	20	20	21	20	20	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 trans 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.

Gosford Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 6,601

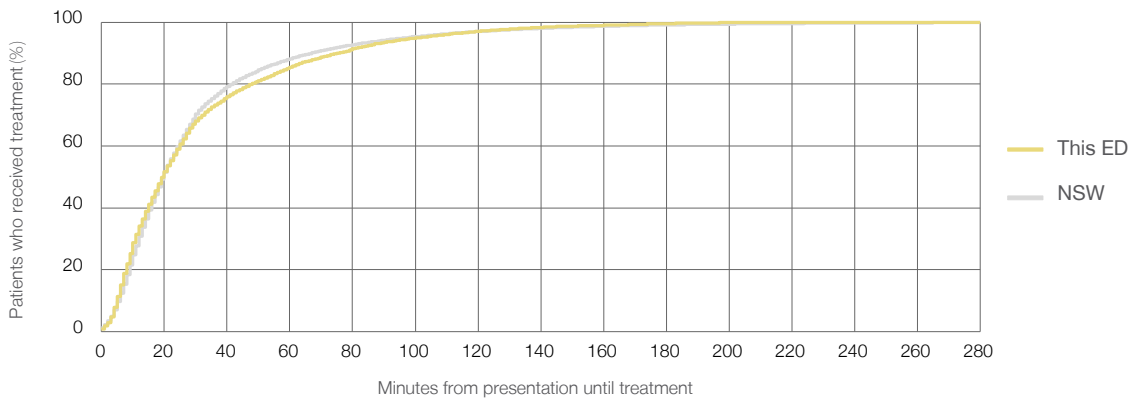
Number of triage 3 patients used to calculate waiting time:³ 6,477

Median time to start treatment⁴ 20 minutes

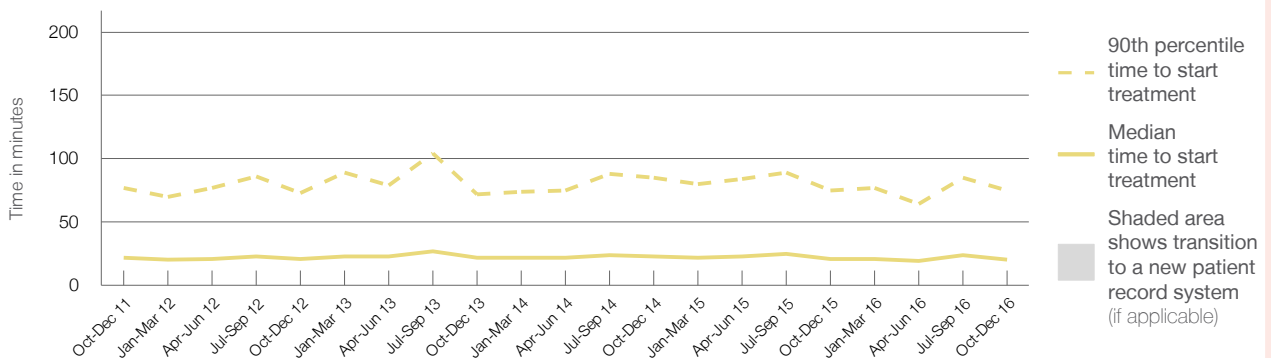
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
6,419	
6,326	
21 minutes	20 minutes
75 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	22	23	21	20
90th percentile time to start treatment ⁵ (minutes)	77	73	72	85	75	75

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Gosford Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 6,971

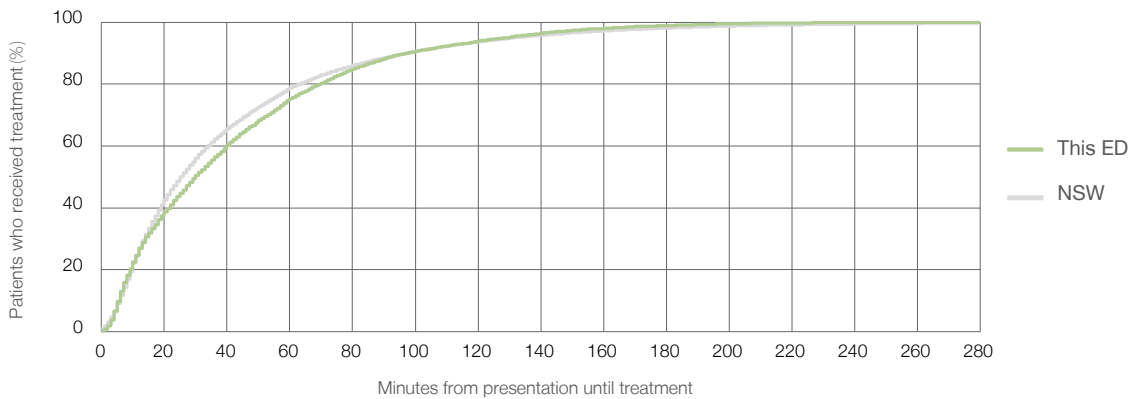
Number of triage 4 patients used to calculate waiting time:³ 6,654

Median time to start treatment⁴ 30 minutes

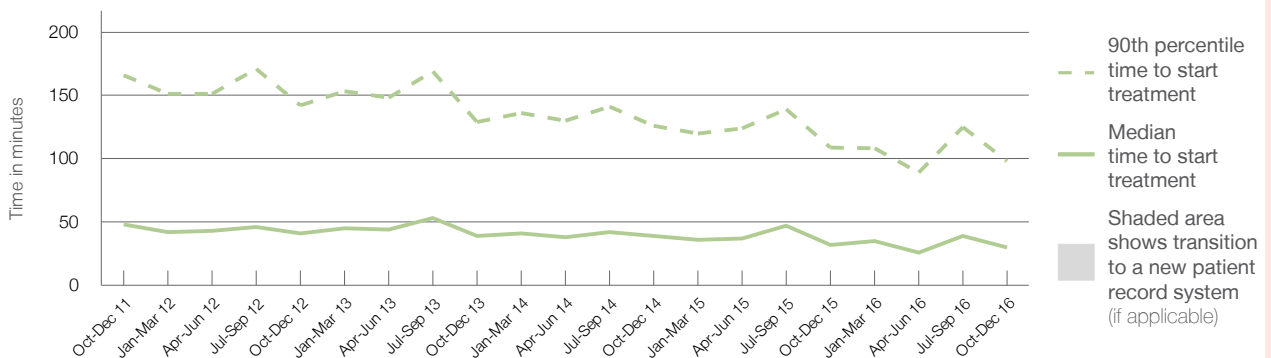
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
6,699	6,386
32 minutes	25 minutes
109 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	41	39	39	32	30
90th percentile time to start treatment ⁵ (minutes)	166	142	129	126	109	98

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Gosford Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 509

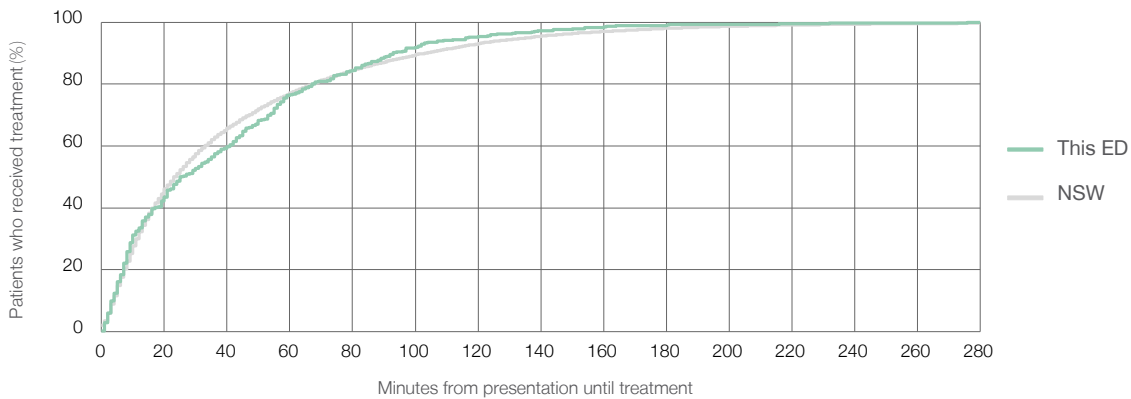
Number of triage 5 patients used to calculate waiting time:³ 438

Median time to start treatment⁴ 26 minutes

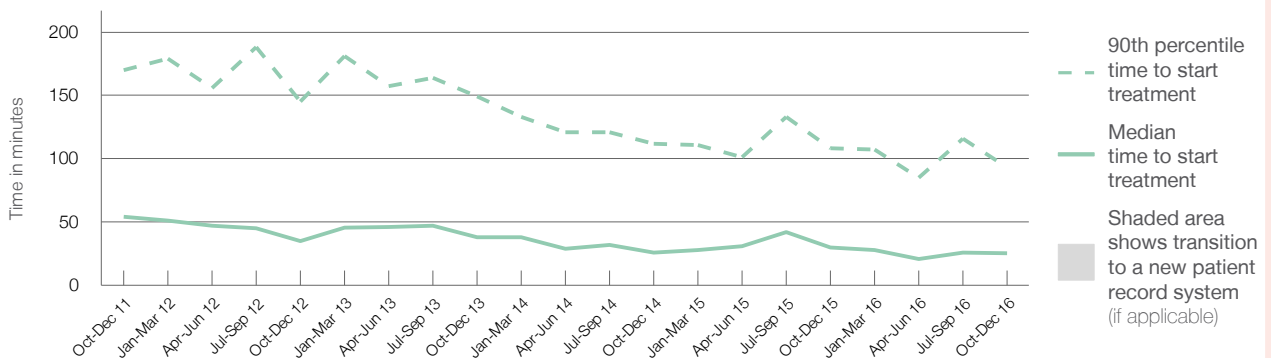
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
499	427
30 minutes	24 minutes
108 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	54	35	38	26	30	26
90th percentile time to start treatment ⁵ (minutes)	170	145	149	112	108	93

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Gosford Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,373 patients

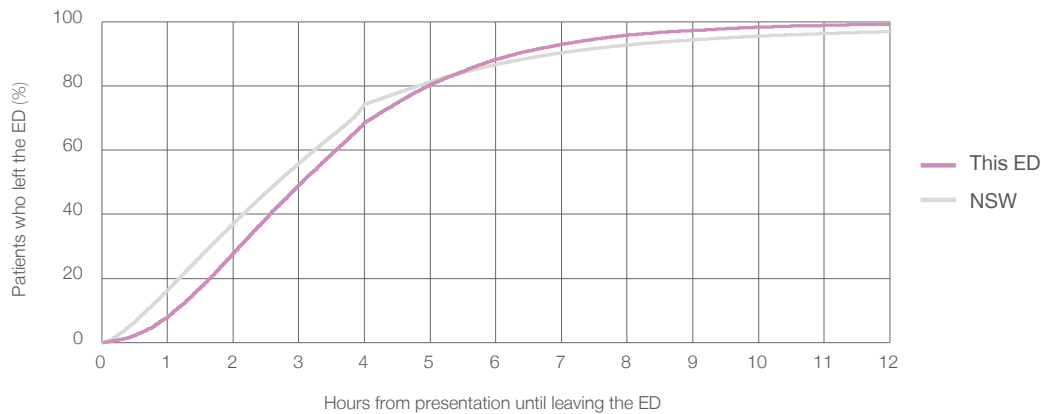
Presentations used to calculate time to leaving the ED:⁶ 16,371 patients

Median time spent in the ED⁸ 3 hours and 3 minutes

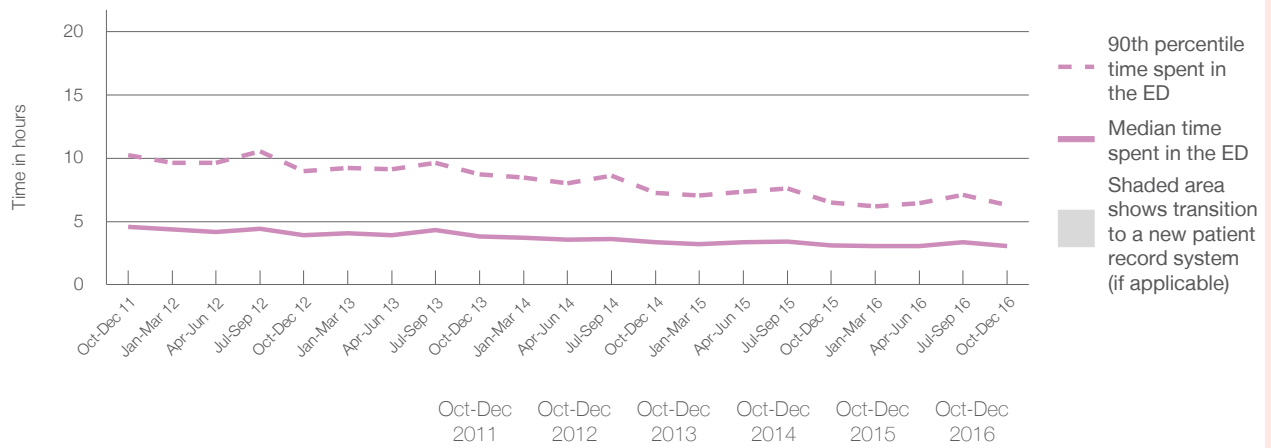
90th percentile time spent in the ED⁹ 6 hours and 19 minutes

Same period last year	NSW (this period)
15,963	
15,962	
3 hours and 6 minutes	2 hours and 41 minutes
6 hours and 29 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 34m	3h 55m	3h 49m	3h 21m	3h 6m	3h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 14m	8h 58m	8h 43m	7h 16m	6h 29m	6h 19m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Gosford Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

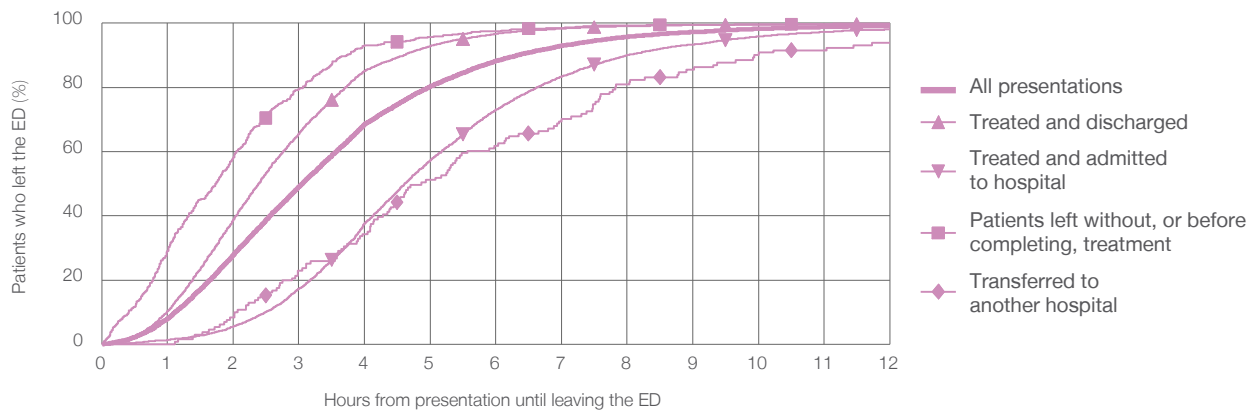
All presentations:¹ 16,373 patients

Presentations used to calculate time to leaving the ED:⁶ 16,371 patients

Treated and discharged	9,904 (60.5%)
Treated and admitted to hospital	5,696 (34.8%)
Patient left without, or before completing, treatment	573 (3.5%)
Transferred to another hospital	131 (0.8%)
Other	69 (0.4%)

Same period last year	Change since one year ago
15,962	2.6%
9,344	6.0%
5,931	-4.0%
563	1.8%
83	57.8%
42	64.3%

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



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	10.3%	38.8%	65.6%	85.1%	96.7%	99.0%	99.7%	99.9%
Treated and admitted to hospital	1.3%	5.5%	17.3%	37.7%	73.1%	90.1%	95.9%	98.1%
Patient left without, or before completing, treatment	29.1%	58.3%	79.6%	93.0%	97.6%	99.3%	99.5%	99.7%
Transferred to another hospital	0%	8.4%	22.9%	34.4%	61.8%	80.9%	90.8%	93.9%
All presentations	8.0%	27.8%	49.1%	68.5%	88.2%	95.8%	98.3%	99.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Gosford Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 16,373 patients

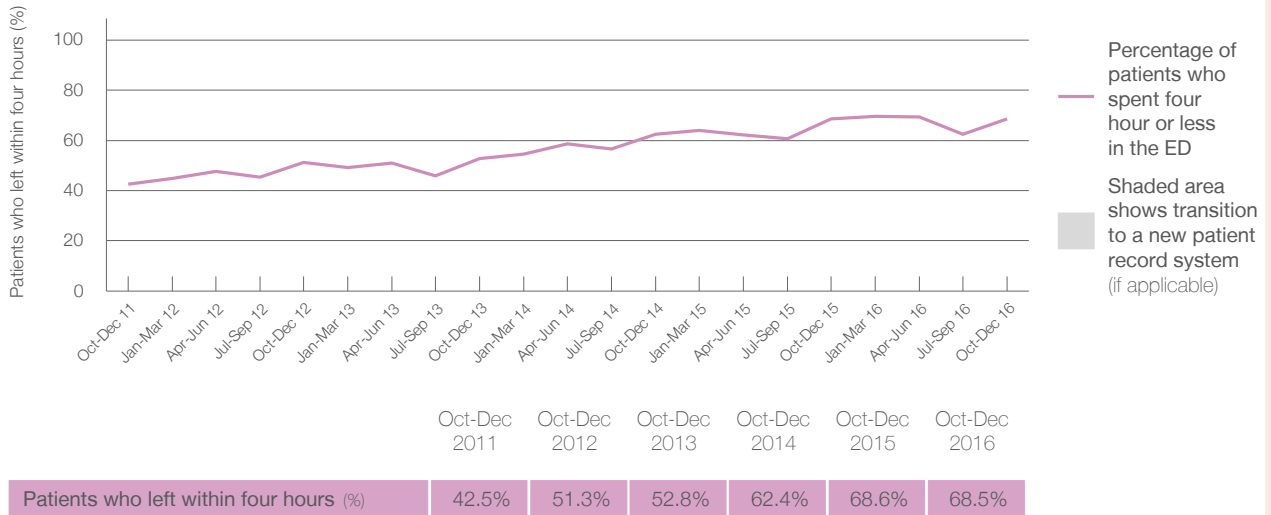
Presentations used to calculate time to leaving the ED:⁶ 16,371 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	15,963	2.6%
Presentations used to calculate time to leaving the ED: ⁶	15,962	2.6%
Percentage of patients who spent four hours or less in the ED	68.6%	

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



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

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

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

- 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, January to March 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 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

John Hunter Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,439 patients

Emergency presentations:² 19,227 patients

Same period last year	Change since one year ago
19,336	0.5%
19,324	-0.5%

John Hunter Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,700 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,764 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,833 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,802 patients

Median time to start treatment⁴ 42 minutes
 90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
1,930	
7 minutes	8 minutes
22 minutes	26 minutes
5,424	
24 minutes	20 minutes
79 minutes	67 minutes
9,652	
35 minutes	25 minutes
117 minutes	97 minutes
2,159	
40 minutes	24 minutes
133 minutes	103 minutes

John Hunter Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,438 patients

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

Same period last year	Change since one year ago
19,335	0.5%
66.6%	

* 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, January to March 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.

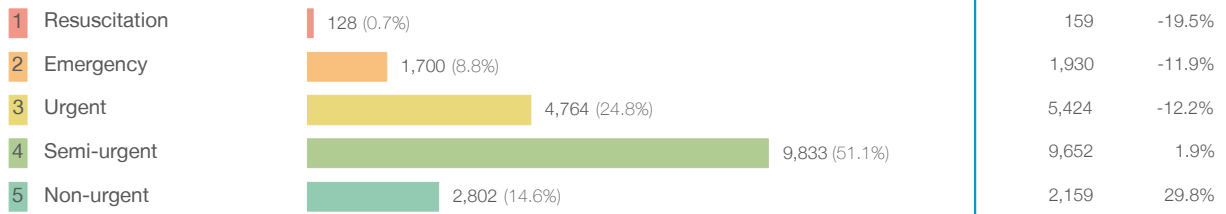
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

John Hunter Hospital: Patients presenting to the emergency department October to December 2016

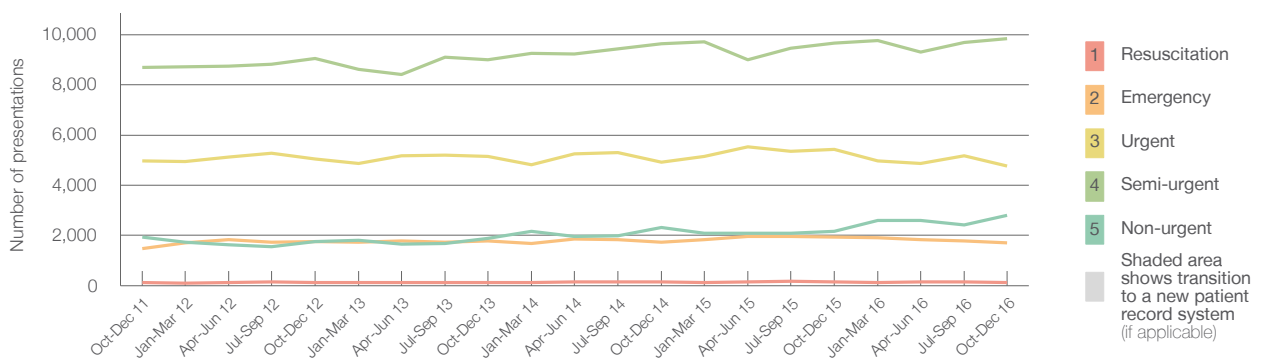
All presentations:¹ 19,439 patients

Emergency presentations² by triage category: 19,227 patients



	Same period last year	Change since one year ago
All presentations	19,336	0.5%
Emergency presentations	19,324	-0.5%
Resuscitation	159	-19.5%
Emergency	1,930	-11.9%
Urgent	5,424	-12.2%
Semi-urgent	9,652	1.9%
Non-urgent	2,159	29.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	122	122	129	142	159	128
Emergency	1,482	1,763	1,794	1,741	1,930	1,700
Urgent	4,968	5,034	5,149	4,907	5,424	4,764
Semi-urgent	8,702	9,047	8,997	9,625	9,652	9,833
Non-urgent	1,941	1,755	1,892	2,324	2,159	2,802
All emergency presentations	17,215	17,721	17,961	18,739	19,324	19,227

John Hunter Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,731 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,076	
ED Transfer of care time		
Median time	11 minutes	0 minutes
90th percentile time	23 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 trans 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.

John Hunter Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,700

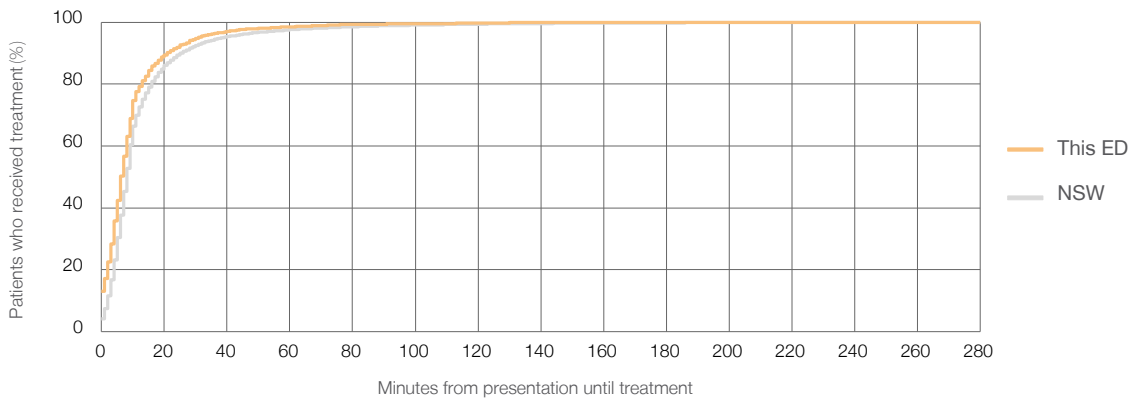
Number of triage 2 patients used to calculate waiting time:³ 1,685

Median time to start treatment⁴ 6 minutes

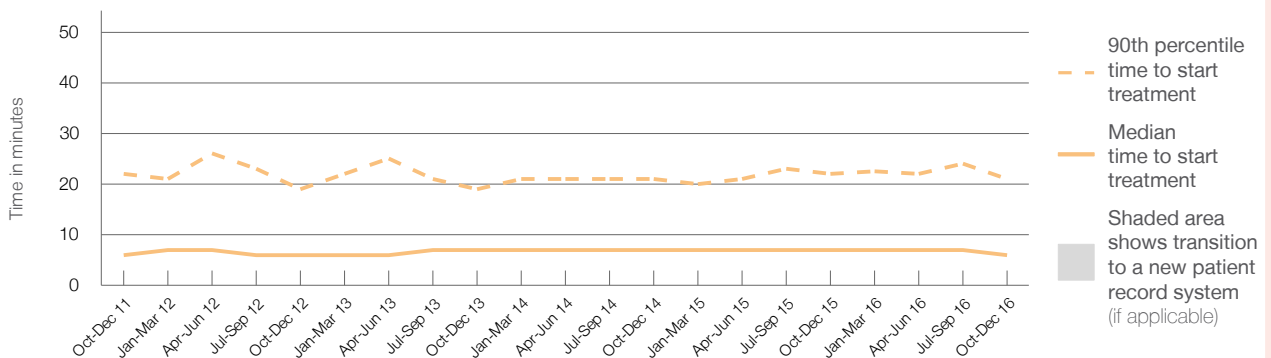
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,930	1,920
7 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	6	7	7	7	6
90th percentile time to start treatment ⁵ (minutes)	22	19	19	21	22	21

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

John Hunter Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,764

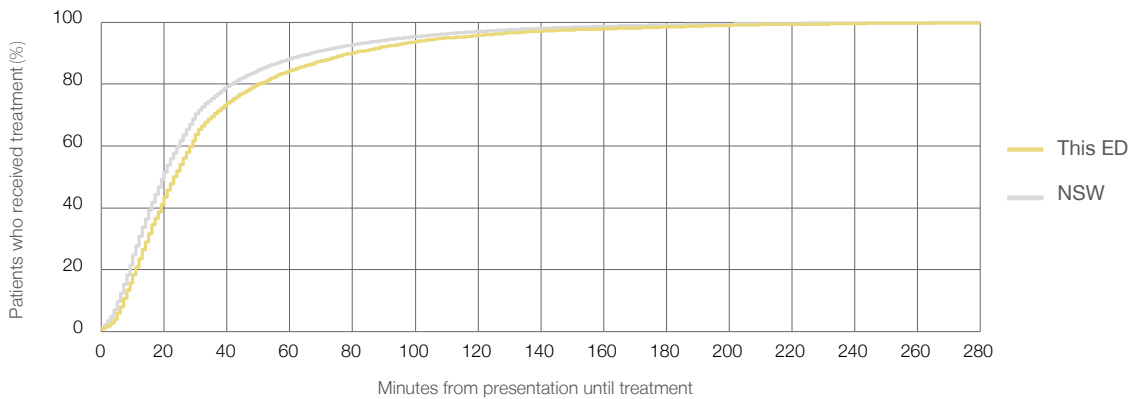
Number of triage 3 patients used to calculate waiting time:³ 4,645

Median time to start treatment⁴ 23 minutes

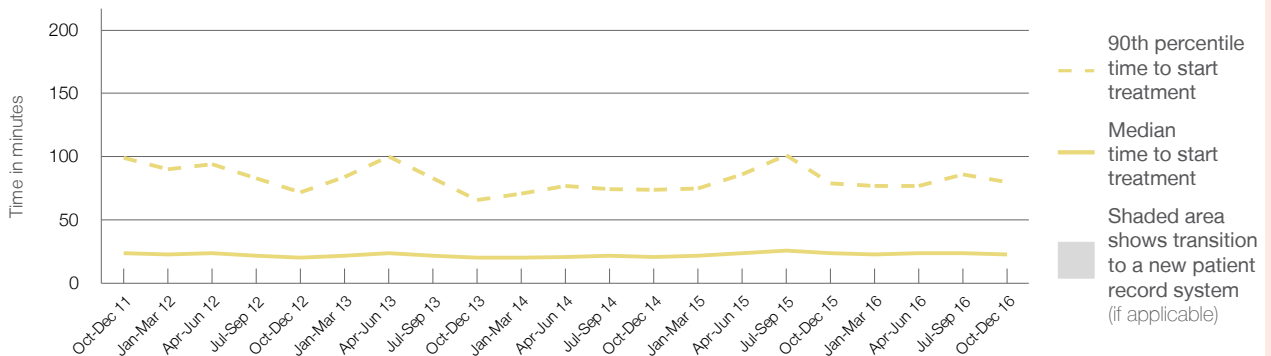
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
5,424	
5,311	
24 minutes	20 minutes
79 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	20	20	21	24	23
90th percentile time to start treatment ⁵ (minutes)	99	72	66	74	79	80

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

John Hunter Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 9,833

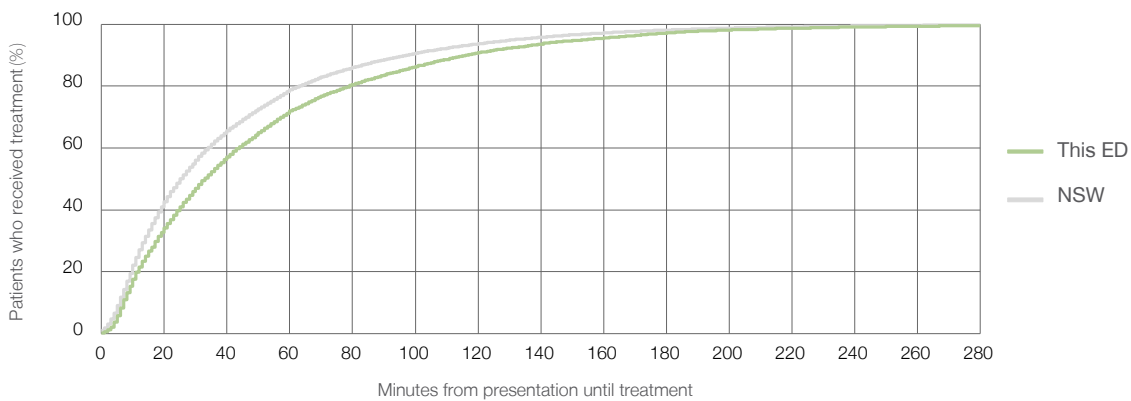
Number of triage 4 patients used to calculate waiting time:³ 9,073

Median time to start treatment⁴ 33 minutes

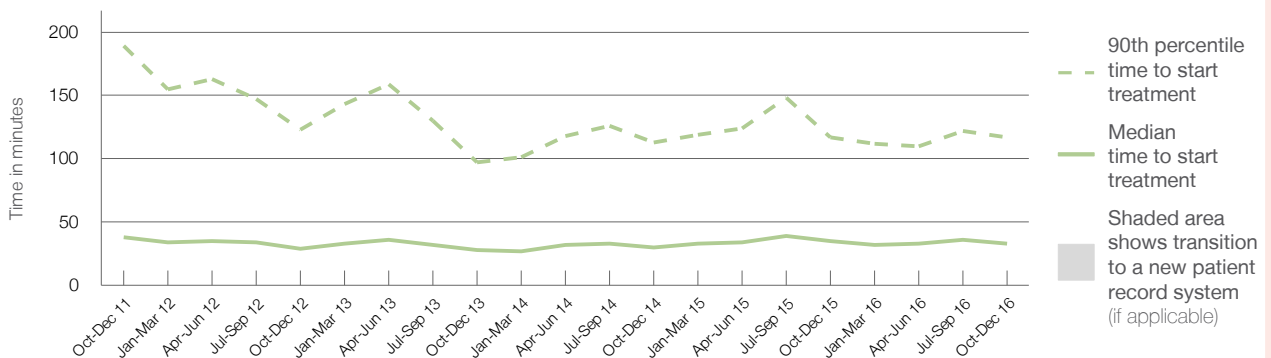
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
9,652	
8,854	
35 minutes	25 minutes
117 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	29	28	30	35	33
90th percentile time to start treatment ⁵ (minutes)	189	123	97	113	117	117

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

John Hunter Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,802

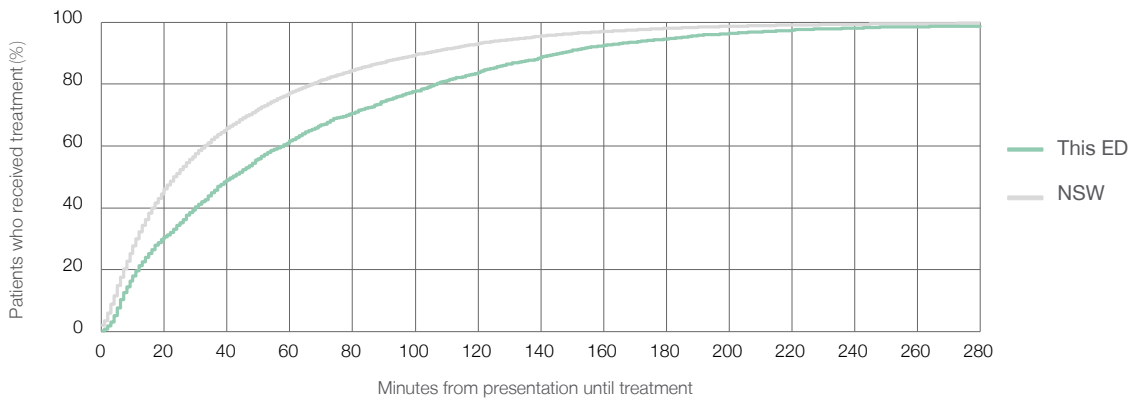
Number of triage 5 patients used to calculate waiting time:³ 2,290

Median time to start treatment⁴ 42 minutes

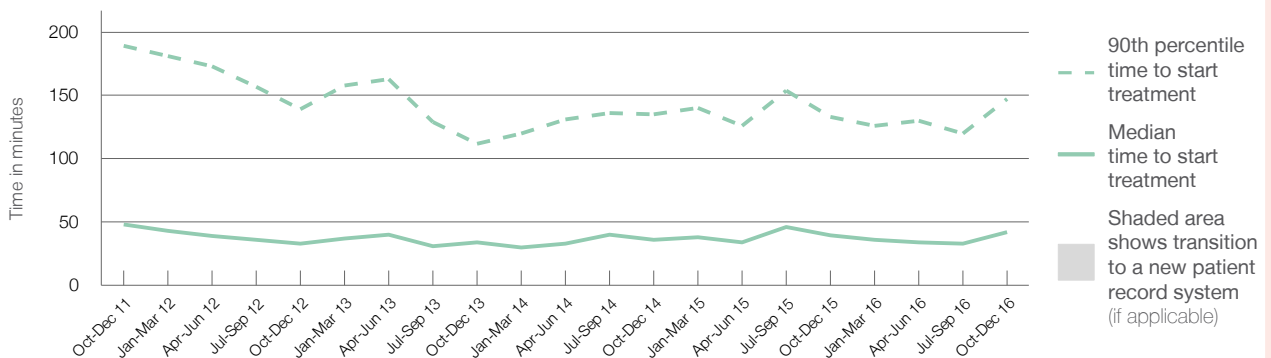
90th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
2,159	1,728
40 minutes	24 minutes
133 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	33	34	36	40	42
90th percentile time to start treatment ⁵ (minutes)	189	139	112	135	133	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 trans 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.

John Hunter Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 19,439 patients

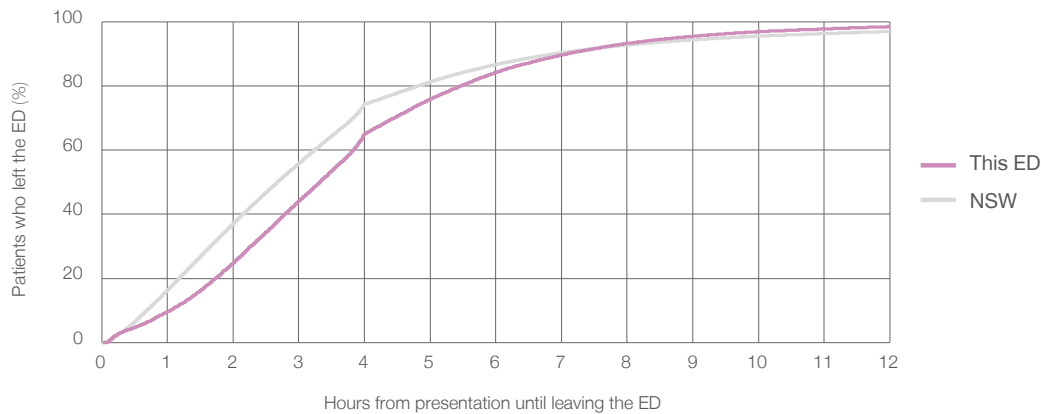
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

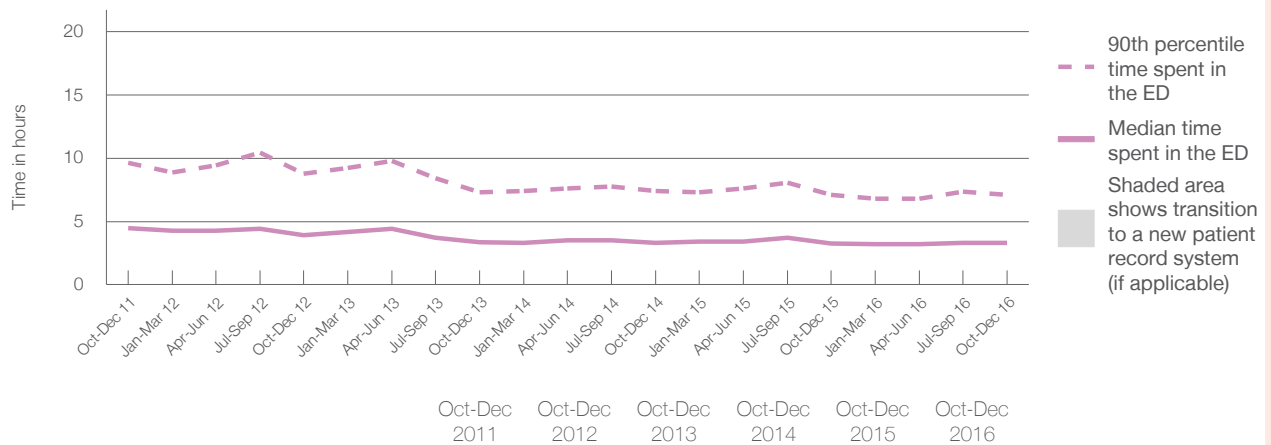
90th percentile time spent in the ED⁹ 7 hours and 6 minutes

Same period last year	NSW (this period)
19,336	19,335
3 hours and 17 minutes	2 hours and 41 minutes
7 hours and 5 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 56m	3h 22m	3h 20m	3h 17m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 38m	8h 45m	7h 18m	7h 25m	7h 5m	7h 6m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

John Hunter Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:¹ 19,439 patients

Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

Treated and discharged 10,964 (56.4%)

Treated and admitted to hospital 6,659 (34.3%)

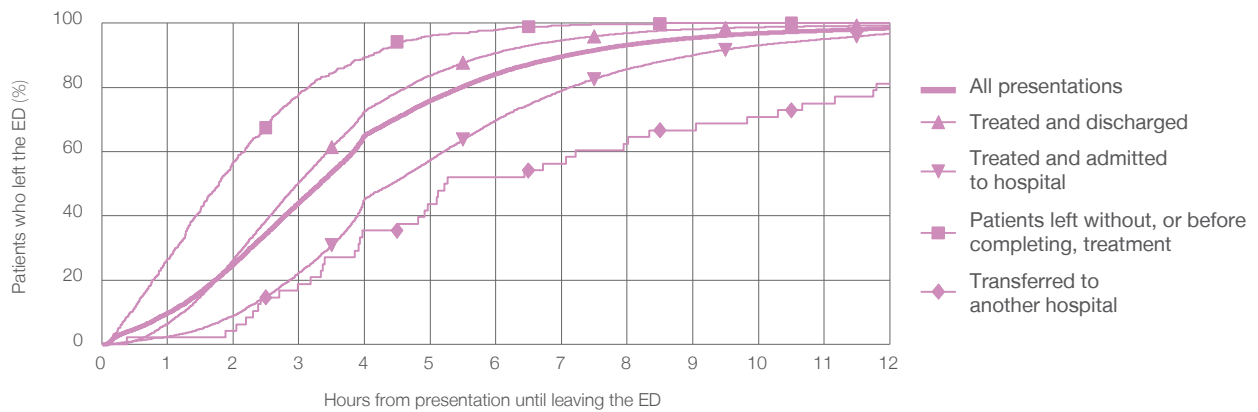
Patient left without, or before completing, treatment 800 (4.1%)

Transferred to another hospital 48 (0.2%)

Other 968 (5.0%)

Same period last year	Change since one year ago
19,335	0.5%
10,840	1.1%
6,762	-1.5%
671	19.2%
66	-27.3%
997	-2.9%

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



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

Treated and discharged	6.4%	26.4%	50.4%	72.5%	90.8%	96.9%	98.8%	99.3%
Treated and admitted to hospital	2.4%	8.9%	22.3%	45.3%	69.8%	85.8%	93.1%	96.7%
Patient left without, or before completing, treatment	26.5%	56.8%	77.9%	89.3%	98.0%	99.8%	100%	100%
Transferred to another hospital	2.1%	4.2%	18.8%	35.4%	52.1%	62.5%	70.8%	81.3%
All presentations	9.7%	24.9%	44.2%	65.0%	84.2%	93.2%	96.9%	98.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

John Hunter Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,439 patients

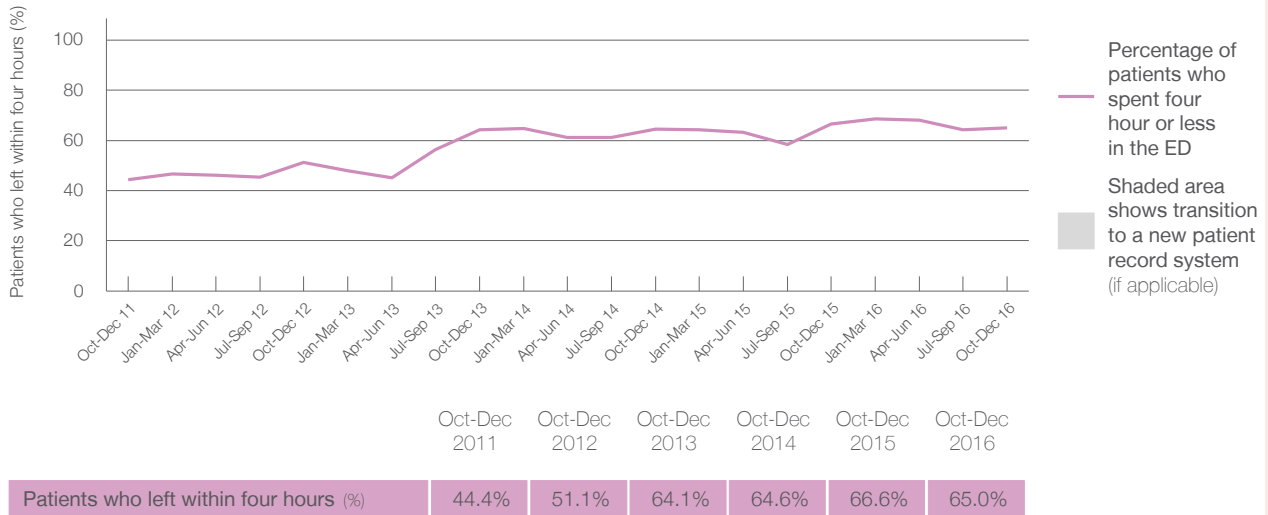
Presentations used to calculate time to leaving the ED:⁶ 19,438 patients

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



Same period last year	Change since one year ago
19,336	0.5%
19,335	0.5%
66.6%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 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

October to December 2016

All presentations:¹ 21,176 patients

Emergency presentations:² 20,799 patients

Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,527 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,813 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,092 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,203 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,203	
11 minutes	8 minutes
38 minutes	26 minutes
10,184	
21 minutes	20 minutes
74 minutes	67 minutes
5,106	
31 minutes	25 minutes
99 minutes	97 minutes
1,598	
28 minutes	24 minutes
101 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
53.5%	

* 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, January to March 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.

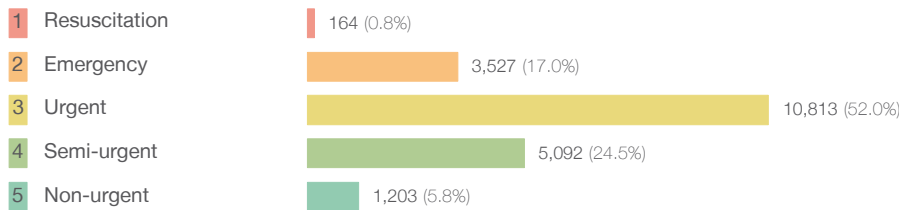
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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 October to December 2016

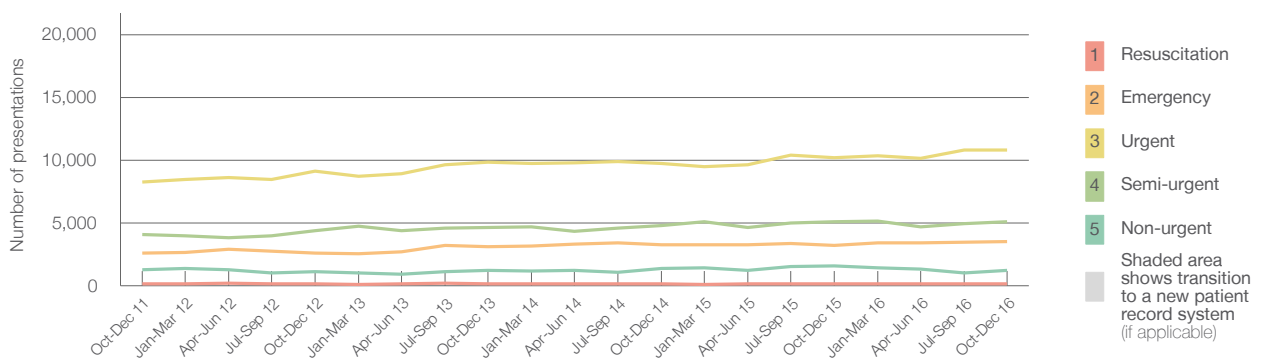
All presentations:¹ 21,176 patients

Emergency presentations² by triage category: 20,799 patients



Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%
147	11.6%
3,203	10.1%
10,184	6.2%
5,106	-0.3%
1,598	-24.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	150	155	133	162	147	164
Emergency	2,591	2,593	3,091	3,274	3,203	3,527
Urgent	8,269	9,133	9,818	9,746	10,184	10,813
Semi-urgent	4,095	4,388	4,638	4,805	5,106	5,092
Non-urgent	1,254	1,103	1,193	1,385	1,598	1,203
All emergency presentations	16,359	17,372	18,873	19,372	20,238	20,799

Liverpool Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 6,770 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,504	
12 minutes	1 minute
26 minutes	13 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 trans 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 October to December 2016

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

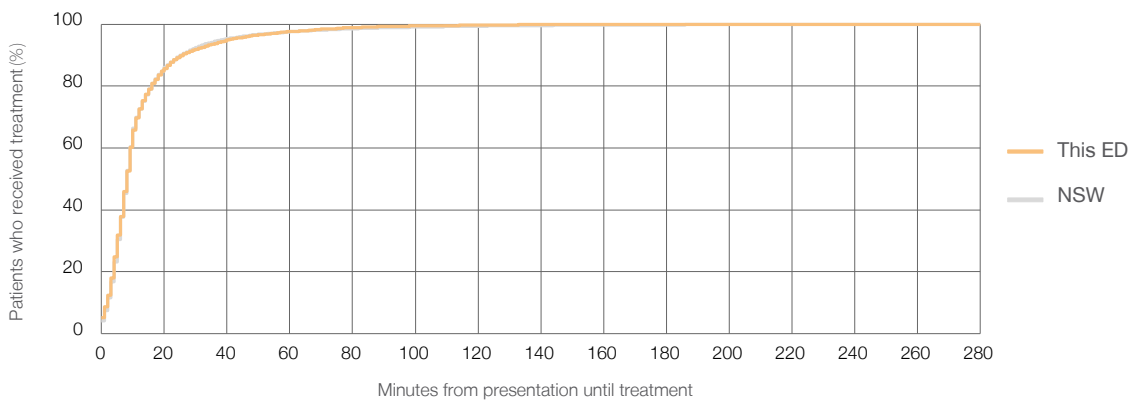
Number of triage 2 patients: 3,527

Number of triage 2 patients used to calculate waiting time:³ 3,501

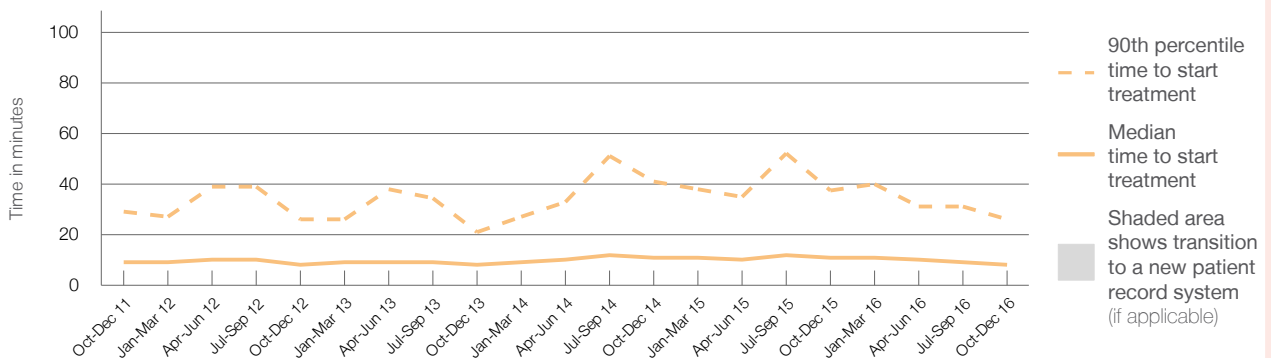
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
3,203	
3,180	
11 minutes	8 minutes
38 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	8	11	11	8
90th percentile time to start treatment ⁵ (minutes)	29	26	21	41	38	26

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 October to December 2016

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

Number of triage 3 patients: 10,813

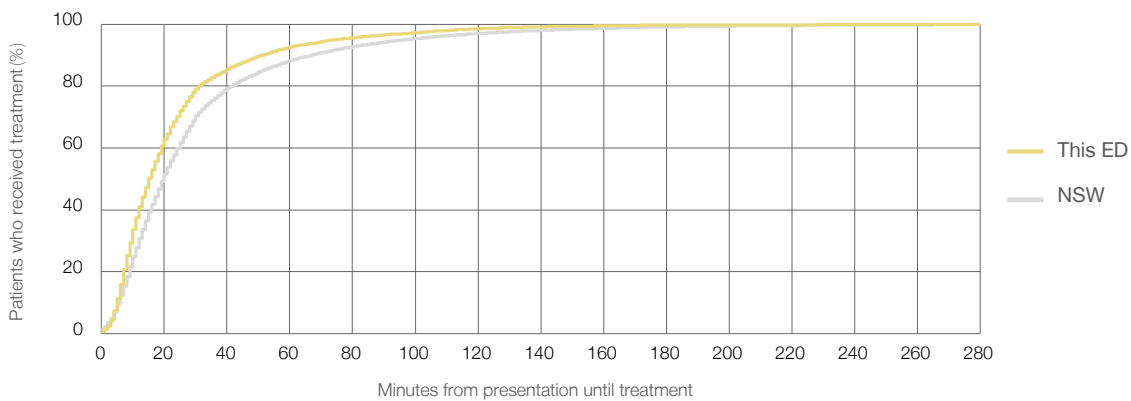
Number of triage 3 patients used to calculate waiting time:³ 10,414

Median time to start treatment⁴ 15 minutes

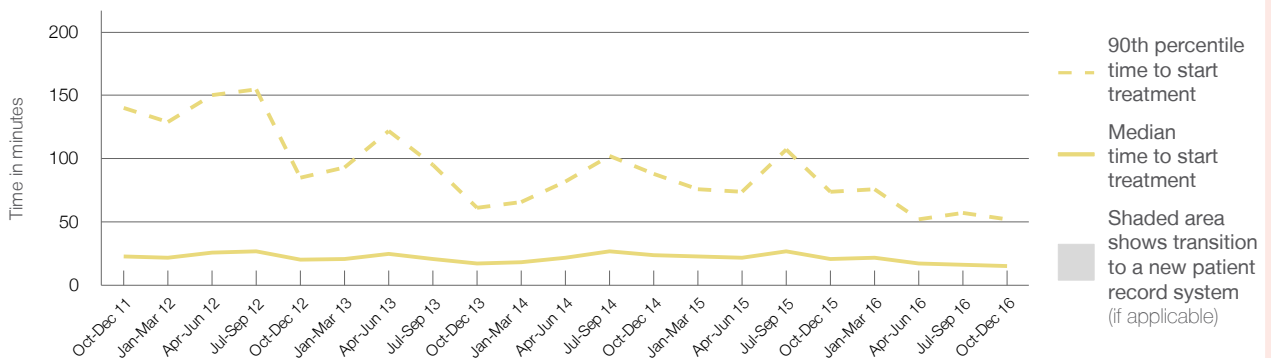
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
10,184	9,833
21 minutes	20 minutes
74 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	20	17	24	21	15
90th percentile time to start treatment ⁵ (minutes)	140	85	61	88	74	52

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 October to December 2016

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

Number of triage 4 patients: 5,092

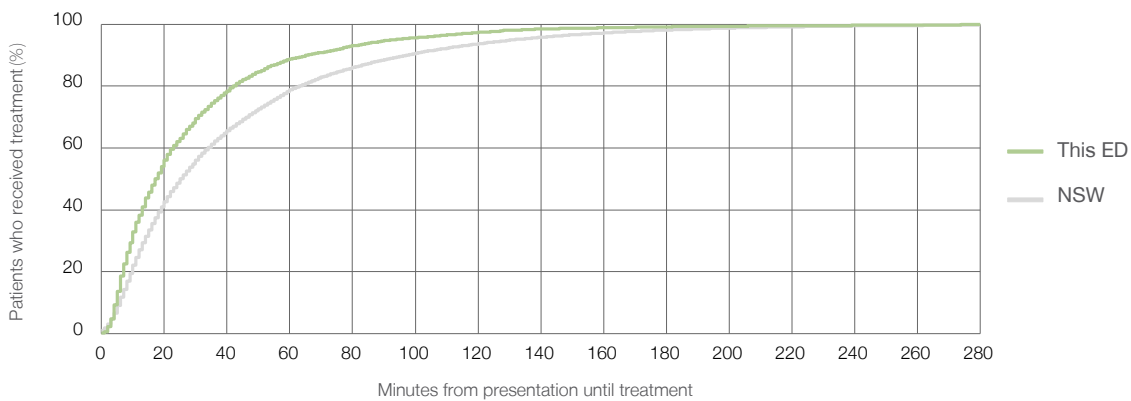
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 17 minutes

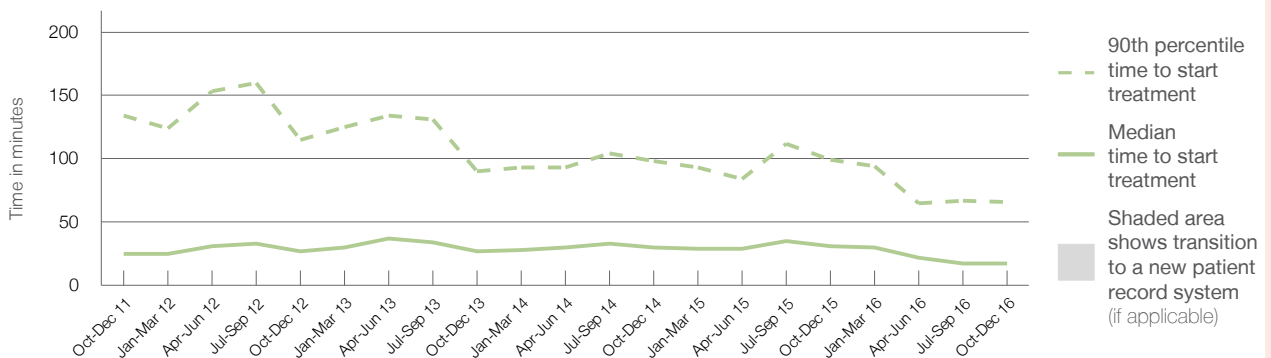
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
5,106	
4,638	
31 minutes	25 minutes
99 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	27	27	30	31	17
90th percentile time to start treatment ⁵ (minutes)	134	115	90	98	99	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 October to December 2016

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

Number of triage 5 patients: 1,203

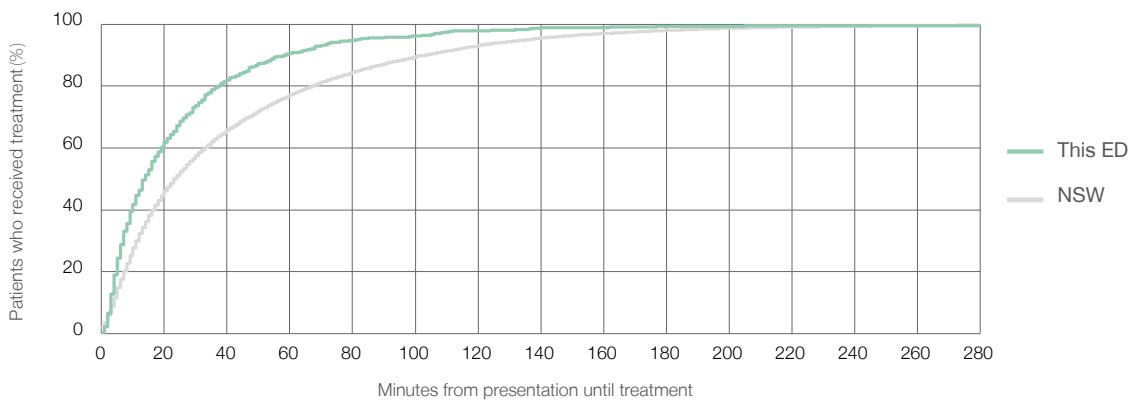
Number of triage 5 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 14 minutes

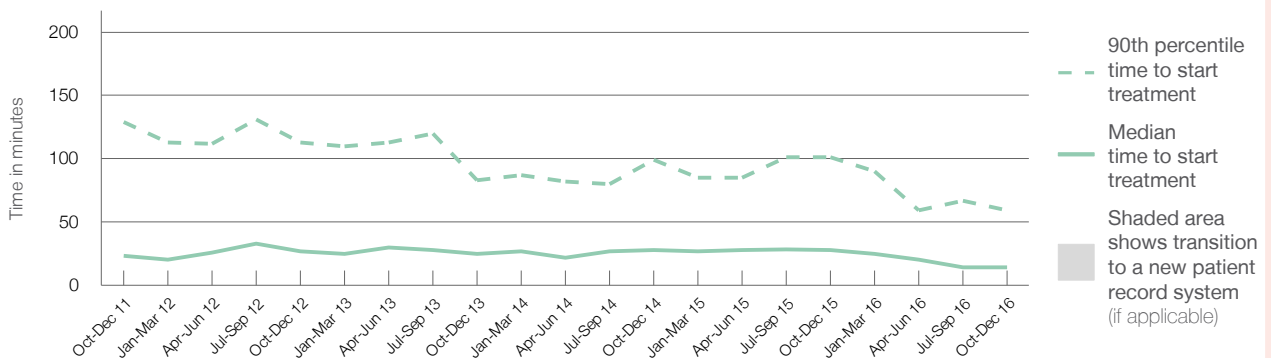
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,598	
1,185	
28 minutes	24 minutes
101 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	27	25	28	28	14
90th percentile time to start treatment ⁵ (minutes)	129	113	83	99	101	59

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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

October to December 2016

All presentations:¹ 21,176 patients

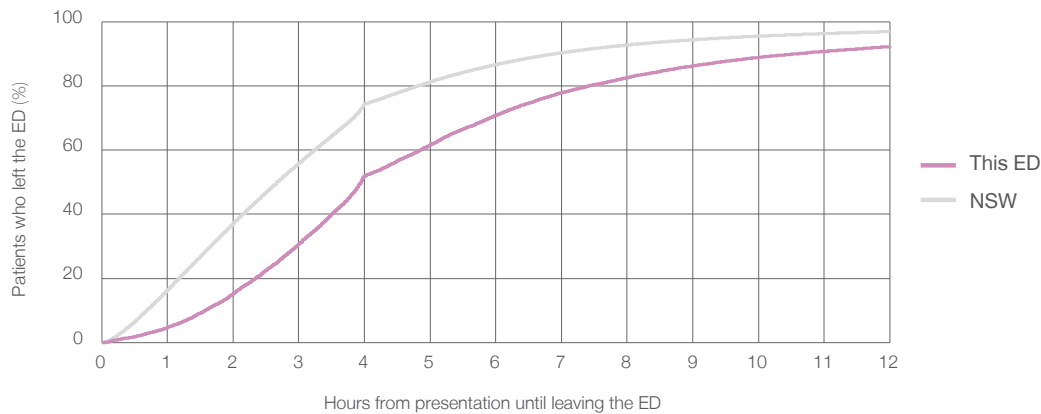
Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

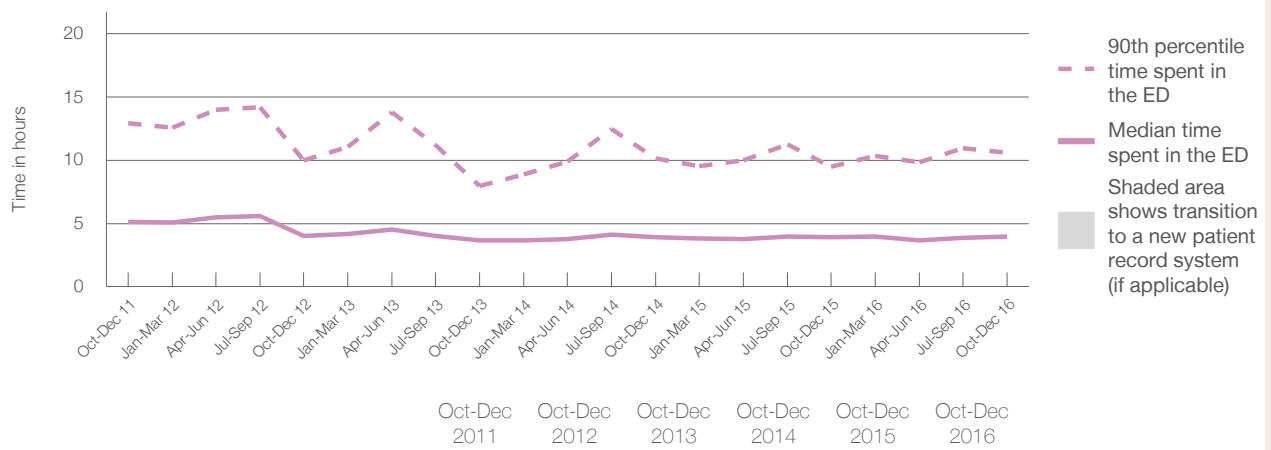
90th percentile time spent in the ED⁹ 10 hours and 35 minutes

Same period last year	NSW (this period)
20,531	20,531
3 hours and 54 minutes	2 hours and 41 minutes
9 hours and 30 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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

October to December 2016

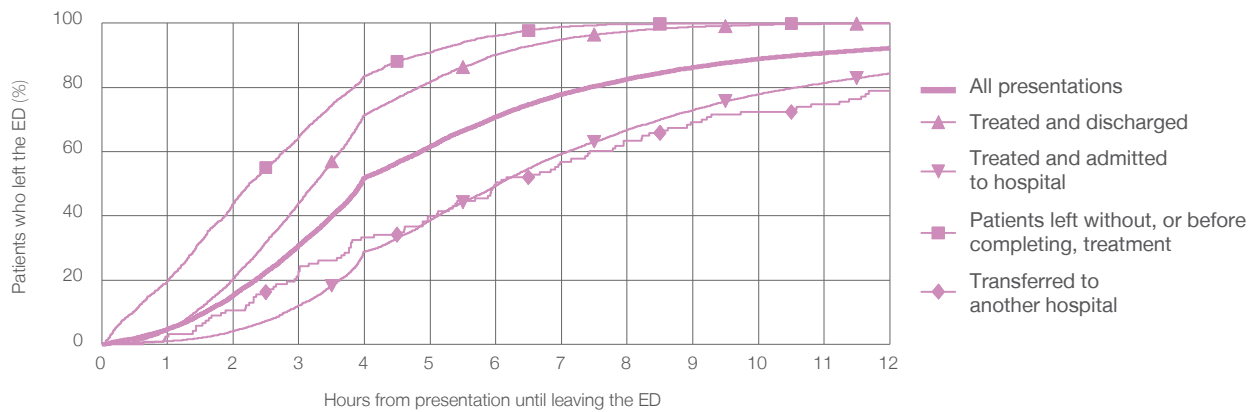
All presentations:¹ 21,176 patients

Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Treated and discharged	8,404 (39.7%)
Treated and admitted to hospital	10,271 (48.5%)
Patient left without, or before completing, treatment	2,224 (10.5%)
Transferred to another hospital	123 (0.6%)
Other	154 (0.7%)

Same period last year	Change since one year ago
20,531	3.1%
9,084	-7.5%
9,240	11.2%
1,916	16.1%
88	39.8%
203	-24.1%

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



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	4.5%	20.5%	44.0%	71.4%	90.2%	97.4%	99.5%	99.9%
Treated and admitted to hospital	1.0%	4.1%	12.0%	28.8%	49.5%	66.8%	77.9%	84.4%
Patient left without, or before completing, treatment	19.8%	43.9%	64.7%	83.5%	96.1%	99.8%	99.9%	100%
Transferred to another hospital	2.4%	10.6%	22.8%	33.3%	50.4%	63.4%	72.4%	78.9%
All presentations	4.7%	15.3%	30.8%	51.9%	70.8%	82.6%	88.9%	92.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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

October to December 2016

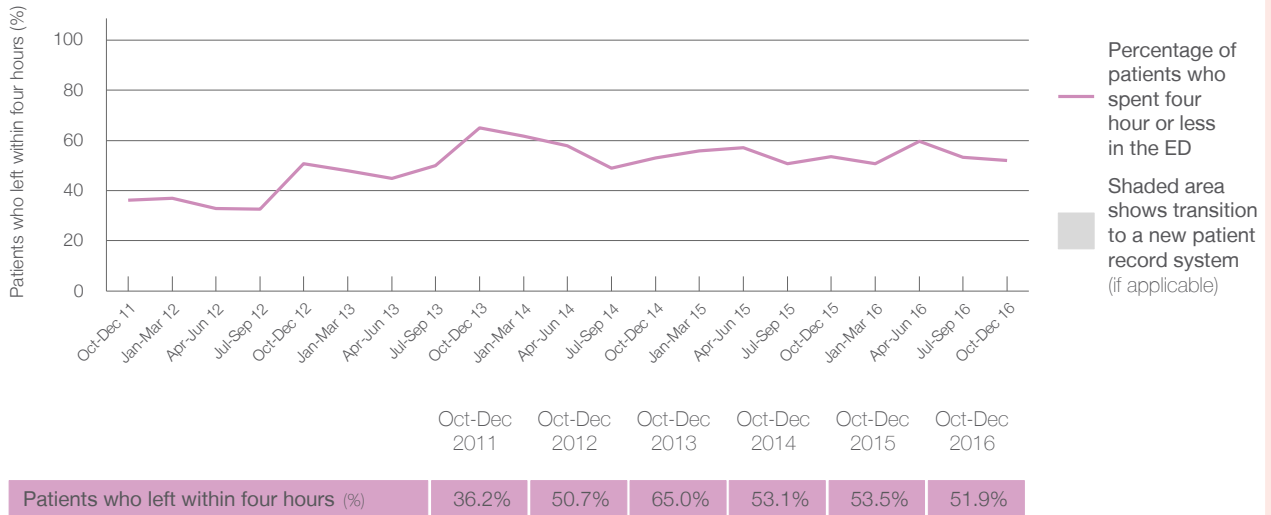
All presentations at the emergency department:¹ 21,176 patients

Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
20,531	3.1%
53.5%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Nepean Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 17,136 patients

Emergency presentations:² 17,048 patients

Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%

Nepean Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,544 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,988 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,704 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,723 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,321	
9 minutes	8 minutes
33 minutes	26 minutes
4,578	
36 minutes	20 minutes
158 minutes	67 minutes
7,586	
36 minutes	25 minutes
156 minutes	97 minutes
2,147	
33 minutes	24 minutes
149 minutes	103 minutes

Nepean Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 17,125 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
16,819	1.8%
53.3%	

* 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, January to March 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.

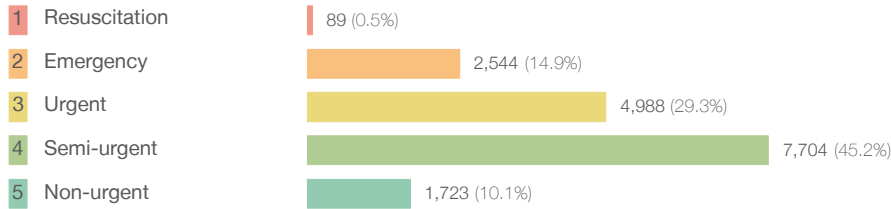
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Nepean Hospital: Patients presenting to the emergency department October to December 2016

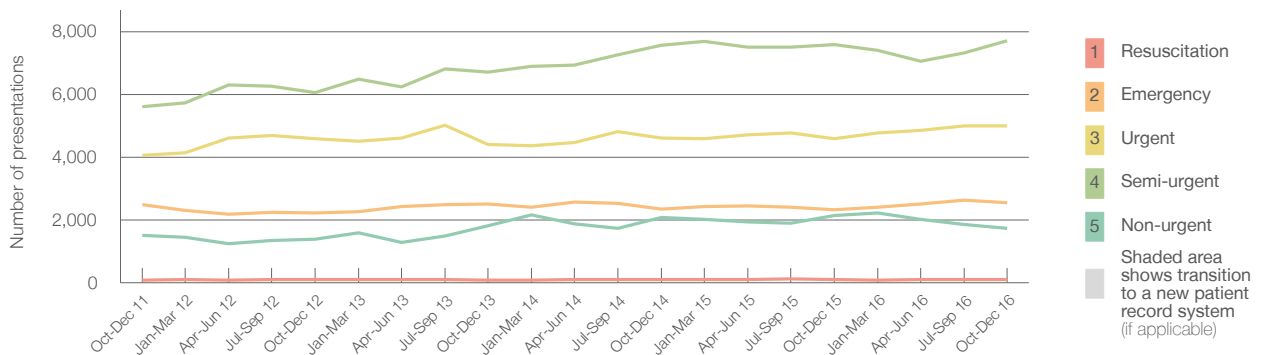
All presentations:¹ 17,136 patients

Emergency presentations² by triage category: 17,048 patients



Same period last year	Change since one year ago
16,819	1.9%
16,721	2.0%
89	0.0%
2,321	9.6%
4,578	9.0%
7,586	1.6%
2,147	-19.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	77	102	88	95	89	89
Emergency	2,486	2,225	2,500	2,350	2,321	2,544
Urgent	4,064	4,593	4,397	4,606	4,578	4,988
Semi-urgent	5,603	6,066	6,702	7,572	7,586	7,704
Non-urgent	1,501	1,387	1,818	2,083	2,147	1,723
All emergency presentations	13,731	14,373	15,505	16,706	16,721	17,048

Nepean Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,839 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,763	
11 minutes	0 minutes
32 minutes	-9 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 trans 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.

Nepean Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

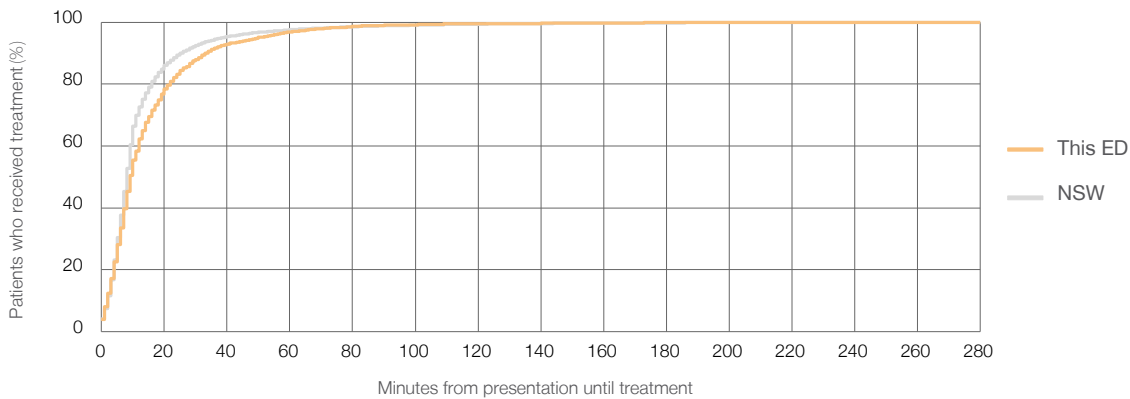
Number of triage 2 patients: 2,544

Number of triage 2 patients used to calculate waiting time:³ 2,530

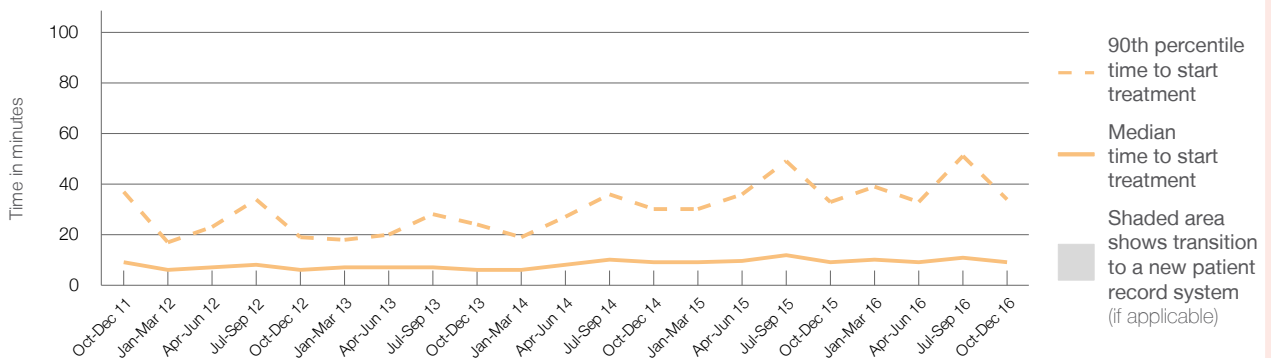
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 34 minutes

Same period last year	NSW (this period)
2,321	
2,251	
9 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	6	6	9	9	9
90th percentile time to start treatment ⁵ (minutes)	37	19	24	30	33	34

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 4,988

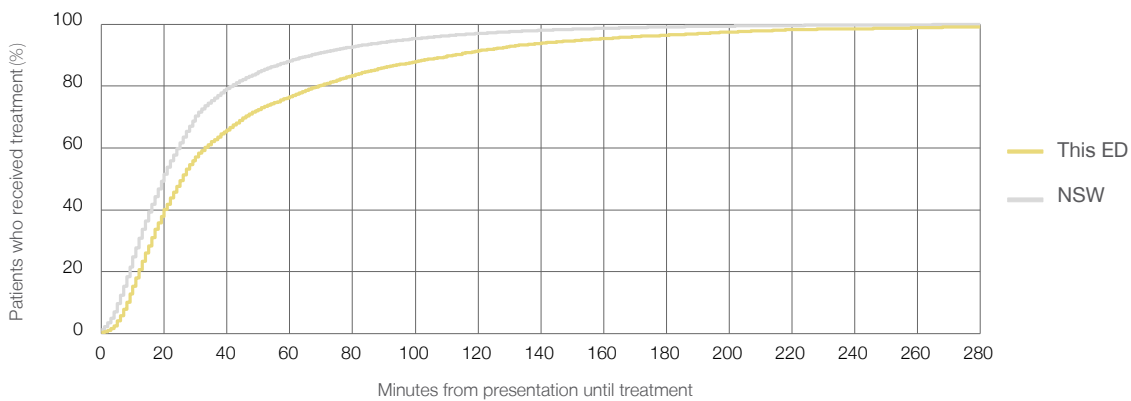
Number of triage 3 patients used to calculate waiting time:³ 4,794

Median time to start treatment⁴ 26 minutes

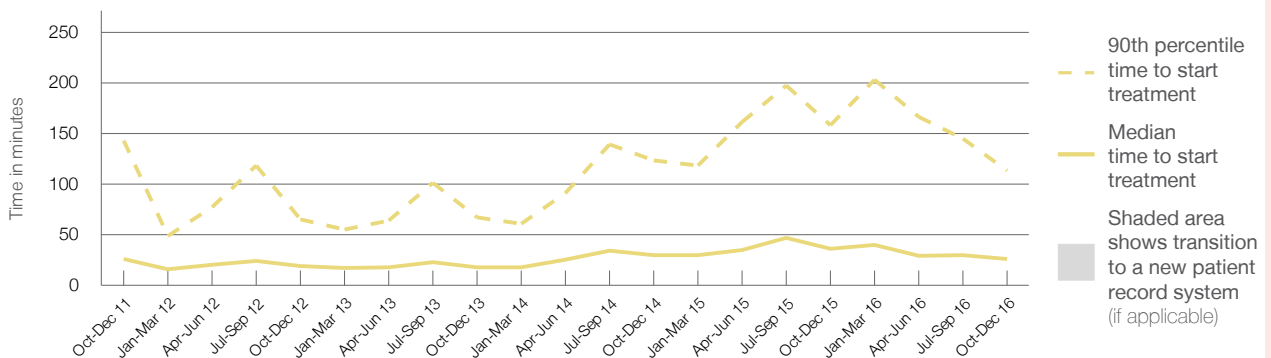
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,578	
4,180	
36 minutes	20 minutes
158 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	18	30	36	26
90th percentile time to start treatment ⁵ (minutes)	143	65	67	123	158	113

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,704

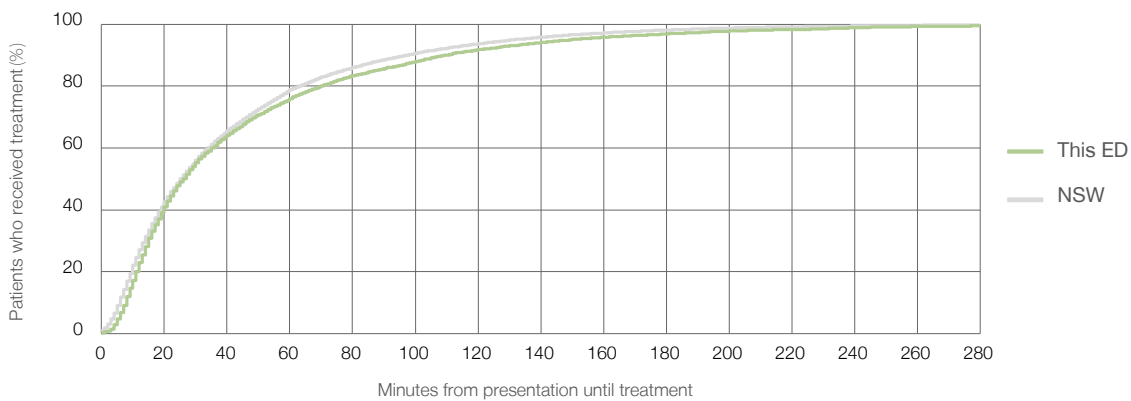
Number of triage 4 patients used to calculate waiting time:³ 7,210

Median time to start treatment⁴ 26 minutes

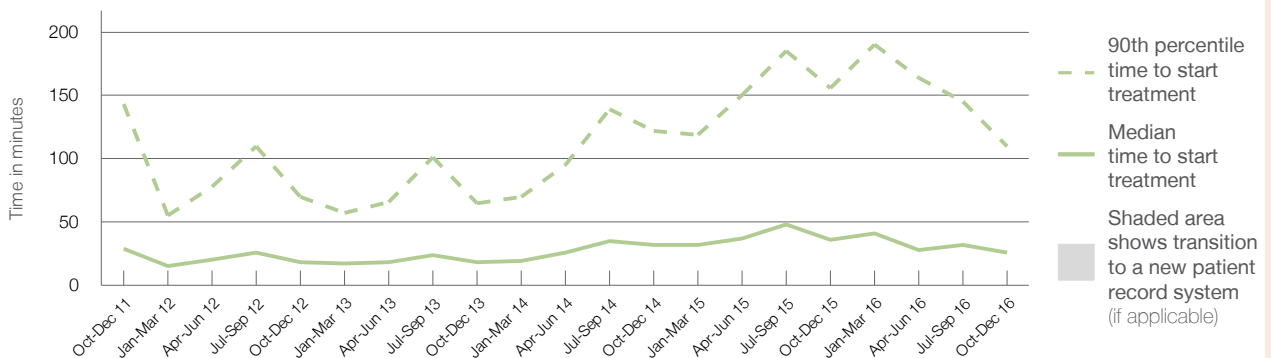
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
7,586	6,700
36 minutes	25 minutes
156 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	18	18	32	36	26
90th percentile time to start treatment ⁵ (minutes)	143	70	65	122	156	110

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,723

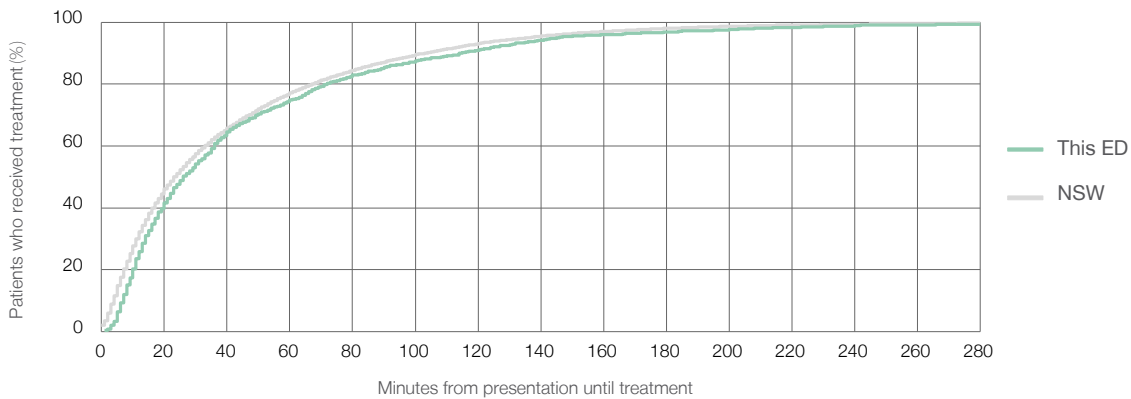
Number of triage 5 patients used to calculate waiting time:³ 1,457

Median time to start treatment⁴ 26 minutes

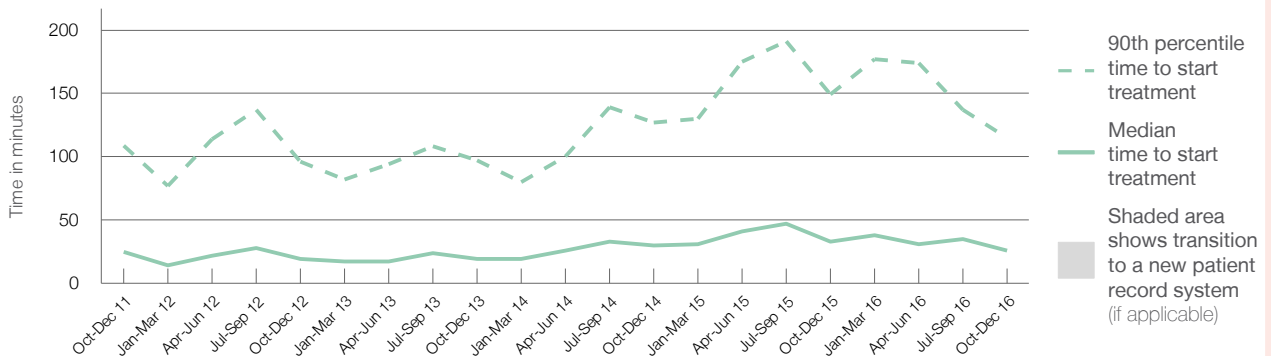
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
2,147	
1,752	
33 minutes	24 minutes
149 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	19	19	30	33	26
90th percentile time to start treatment ⁵ (minutes)	109	96	97	127	149	115

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 17,136 patients

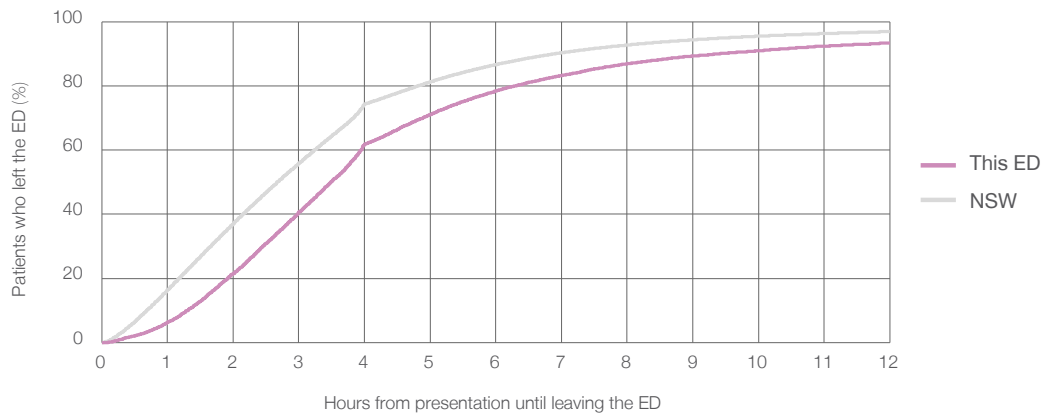
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

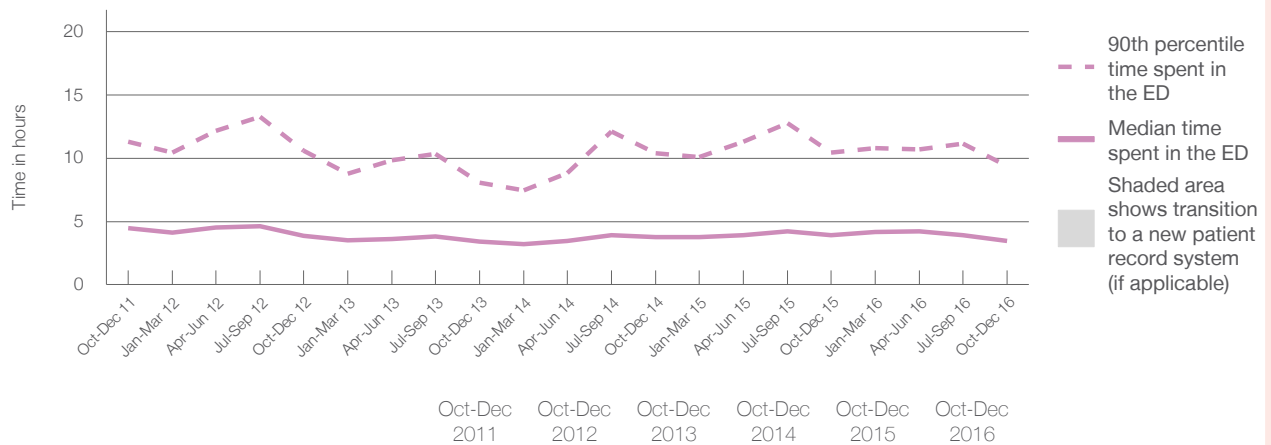
90th percentile time spent in the ED⁹ 9 hours and 24 minutes

Same period last year	NSW (this period)
16,819	16,819
3 hours and 54 minutes	2 hours and 41 minutes
10 hours and 25 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	3h 53m	3h 26m	3h 47m	3h 54m	3h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 18m	10h 35m	8h 4m	10h 22m	10h 25m	9h 24m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

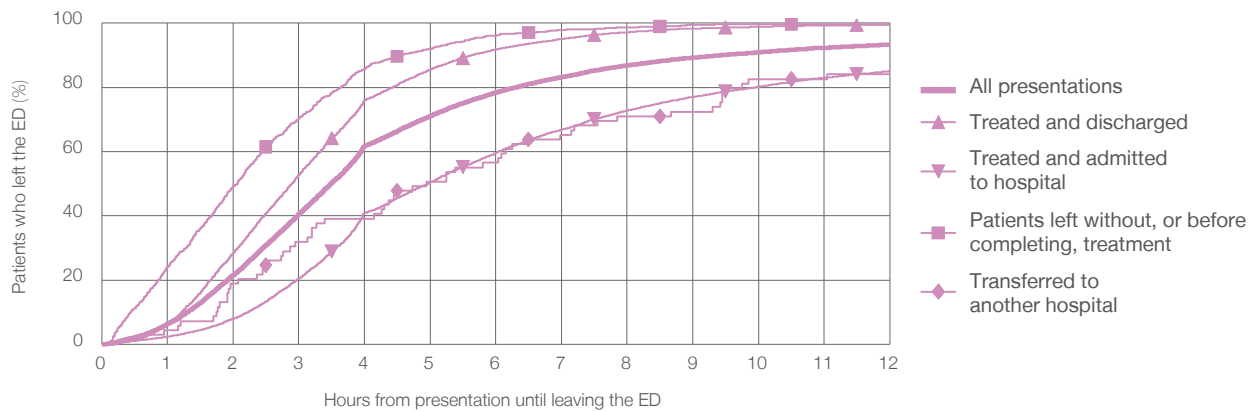
All presentations:¹ 17,136 patients

Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

Treated and discharged	8,339 (48.7%)
Treated and admitted to hospital	7,275 (42.5%)
Patient left without, or before completing, treatment	1,371 (8.0%)
Transferred to another hospital	69 (0.4%)
Other	82 (0.5%)

Same period last year	Change since one year ago
16,819	1.8%
8,560	-2.6%
6,376	14.1%
1,758	-22.0%
58	19.0%
67	22.4%

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



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	6.4%	28.5%	52.8%	75.9%	91.8%	97.2%	98.9%	99.6%
Treated and admitted to hospital	2.4%	7.9%	20.6%	40.9%	59.6%	72.8%	80.2%	85.1%
Patient left without, or before completing, treatment	24.2%	49.2%	70.4%	85.7%	96.2%	98.8%	99.6%	99.8%
Transferred to another hospital	4.3%	18.8%	31.9%	39.1%	56.5%	71.0%	82.6%	84.1%
All presentations	6.4%	21.6%	40.6%	61.8%	78.4%	86.9%	90.9%	93.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Nepean Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 17,136 patients

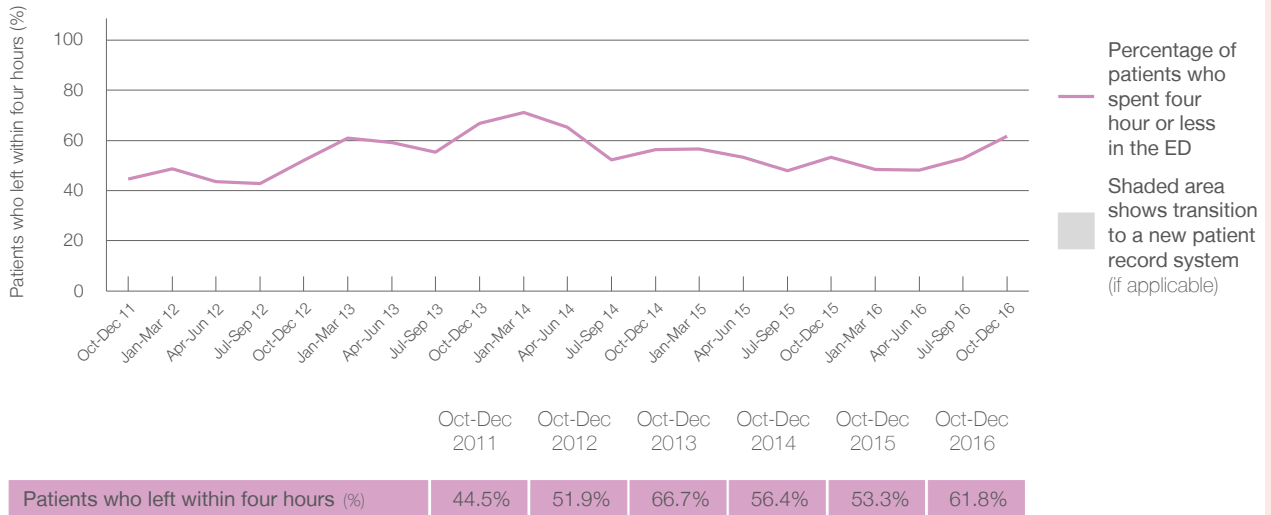
Presentations used to calculate time to leaving the ED:⁶ 17,125 patients

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	16,819	1.9%
Presentations used to calculate time to leaving the ED	16,819	1.8%
Percentage of patients who spent four hours or less in the ED	53.3%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 14,878 patients

Emergency presentations:² 13,863 patients

Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,157 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,113 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,851 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	8 minutes
25 minutes	26 minutes
6,736	
20 minutes	20 minutes
65 minutes	67 minutes
4,759	
19 minutes	25 minutes
83 minutes	97 minutes
595	
27 minutes	24 minutes
108 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 14,864 patients

Percentage of patients who spent four hours or less in the ED 65.1%

Same period last year	Change since one year ago
14,695	1.2%
68.1%	

* 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, January to March 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.

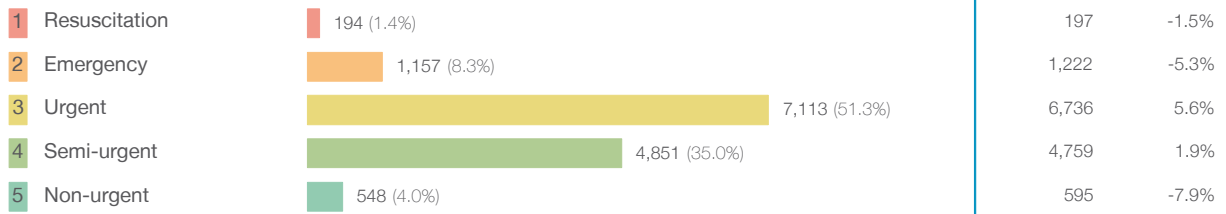
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Prince of Wales Hospital: Patients presenting to the emergency department October to December 2016

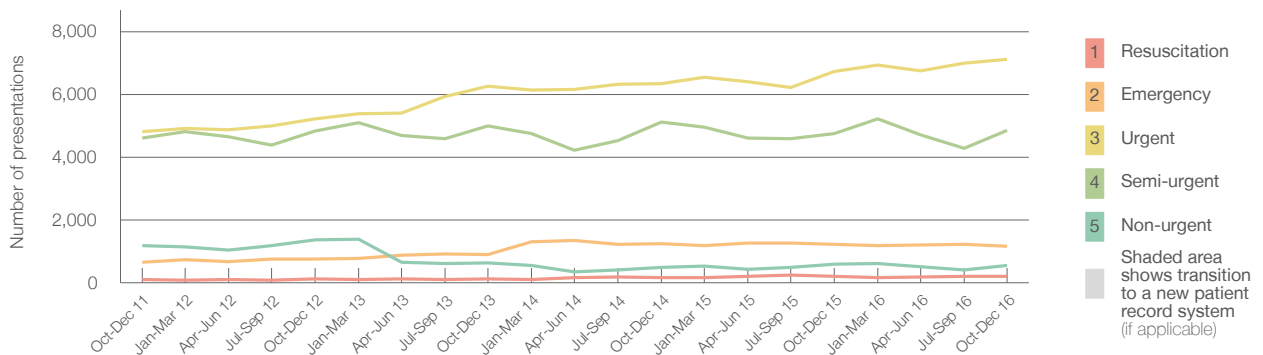
All presentations:¹ 14,878 patients

Emergency presentations² by triage category: 13,863 patients



Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%
197	-1.5%
1,222	-5.3%
6,736	5.6%
4,759	1.9%
595	-7.9%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	92	111	110	163	197	194
Emergency	642	754	900	1,249	1,222	1,157
Urgent	4,821	5,229	6,253	6,343	6,736	7,113
Semi-urgent	4,605	4,824	5,006	5,110	4,759	4,851
Non-urgent	1,174	1,360	627	495	595	548
All emergency presentations	11,334	12,278	12,896	13,360	13,509	13,863

Prince of Wales Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,422 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,305	
11 minutes	-1 minute
26 minutes	-1 minute

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,157

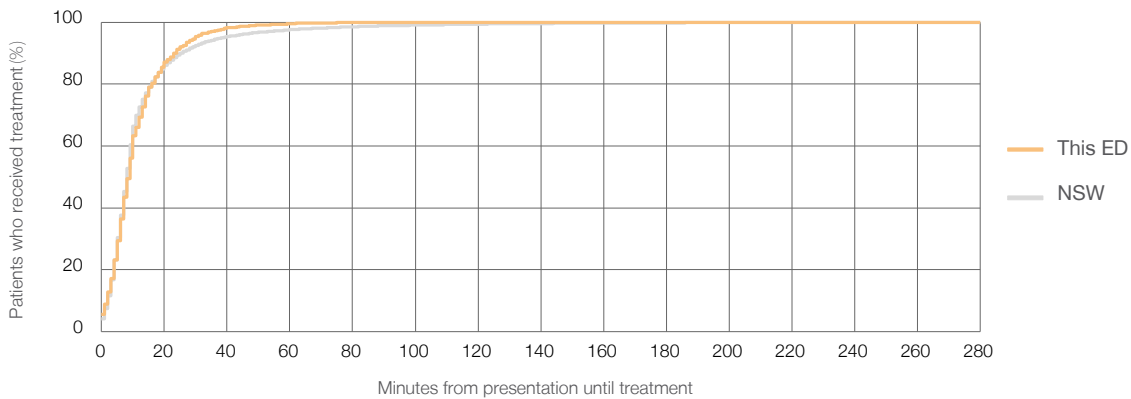
Number of triage 2 patients used to calculate waiting time:³ 1,140

Median time to start treatment⁴ 9 minutes

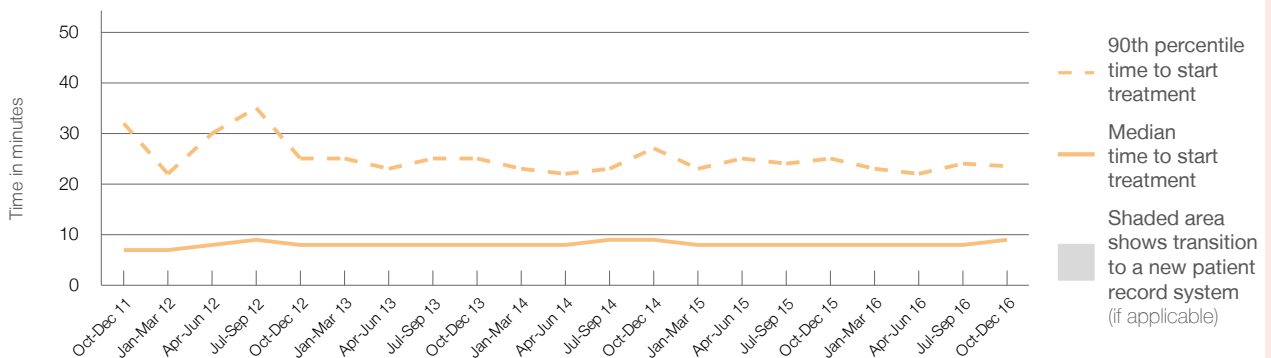
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,222	
1,216	
8 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	32	25	25	27	25	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 trans 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 7,113

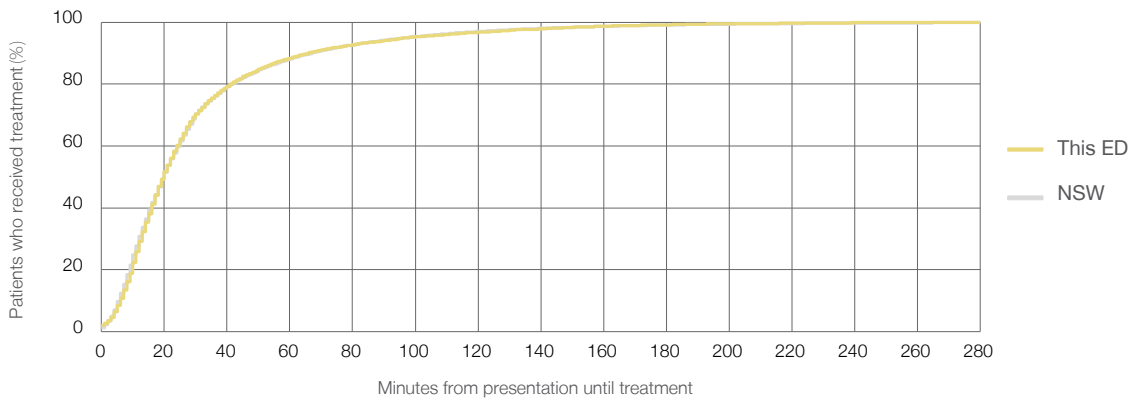
Number of triage 3 patients used to calculate waiting time:³ 6,996

Median time to start treatment⁴ 20 minutes

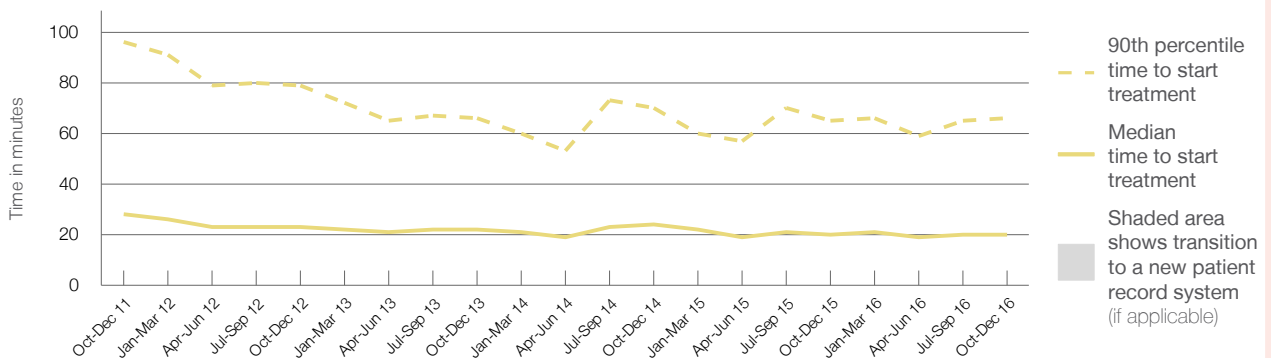
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
6,736	
6,623	
20 minutes	20 minutes
65 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	23	22	24	20	20
90th percentile time to start treatment ⁵ (minutes)	96	79	66	70	65	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,851

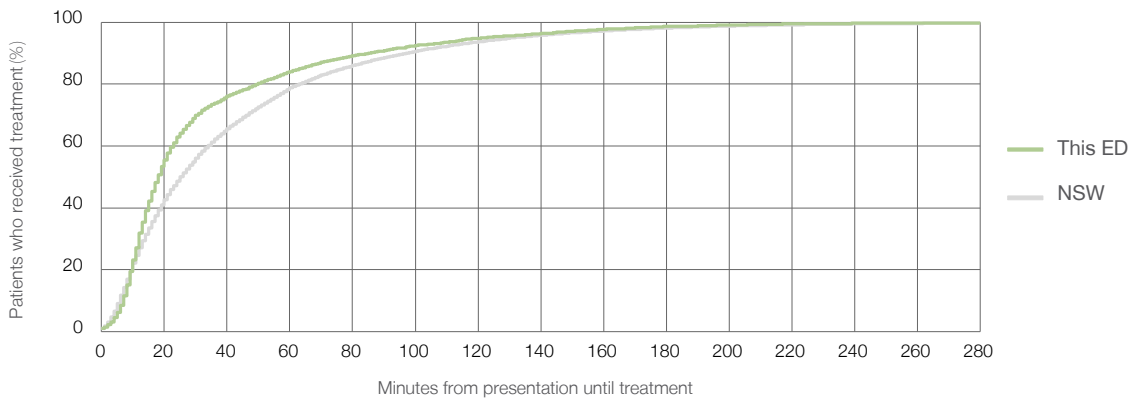
Number of triage 4 patients used to calculate waiting time:³ 4,674

Median time to start treatment⁴ 18 minutes

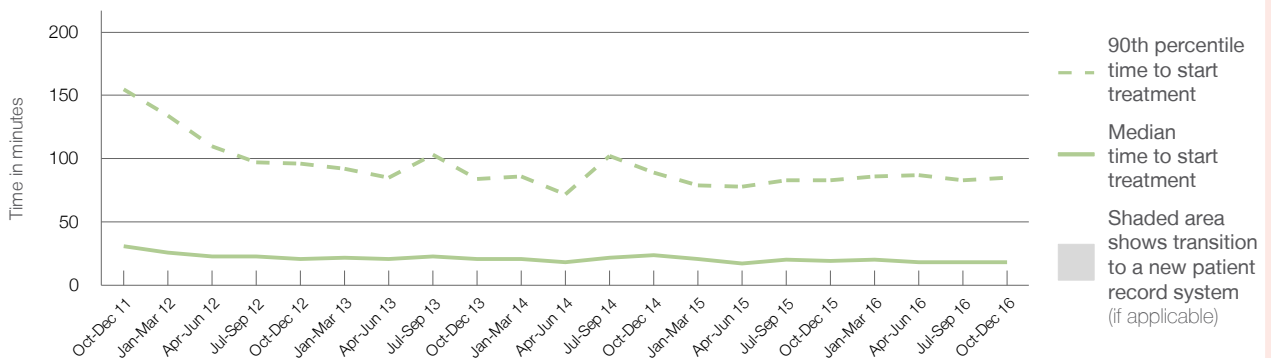
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,759	4,592
19 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	21	21	24	19	18
90th percentile time to start treatment ⁵ (minutes)	155	96	84	89	83	85

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 548

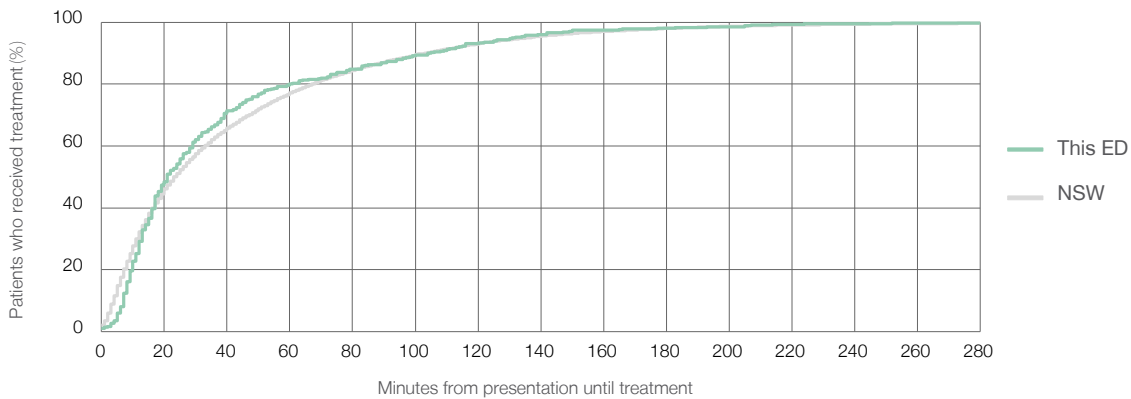
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 21 minutes

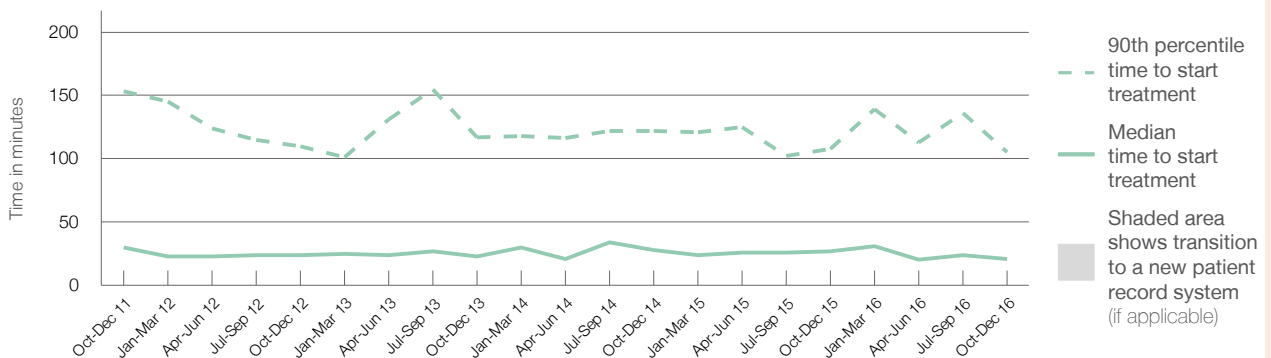
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
595	
460	
27 minutes	24 minutes
108 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	24	23	28	27	21
90th percentile time to start treatment ⁵ (minutes)	153	110	117	122	108	105

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

Prince of Wales Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 14,878 patients

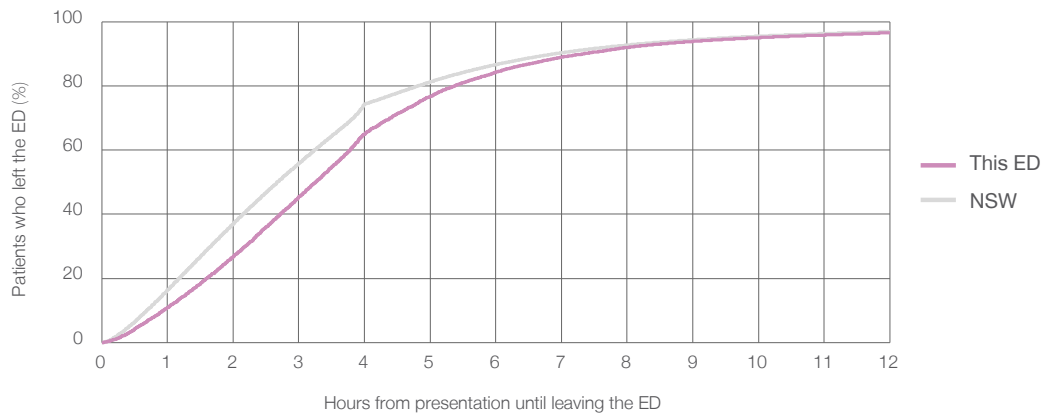
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

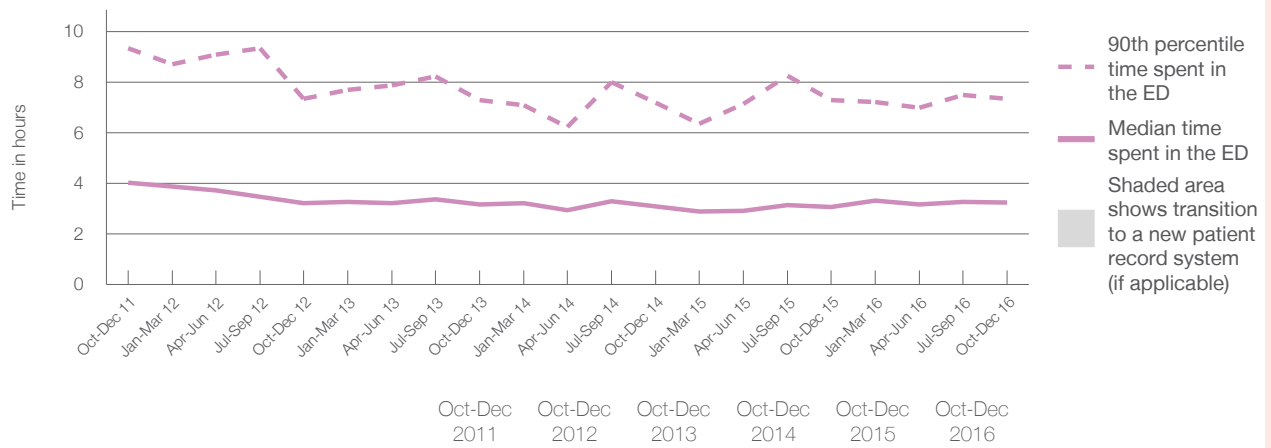
90th percentile time spent in the ED⁹ 7 hours and 20 minutes

Same period last year	NSW (this period)
14,696	
14,695	
3 hours and 4 minutes	2 hours and 41 minutes
7 hours and 17 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m

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

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Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

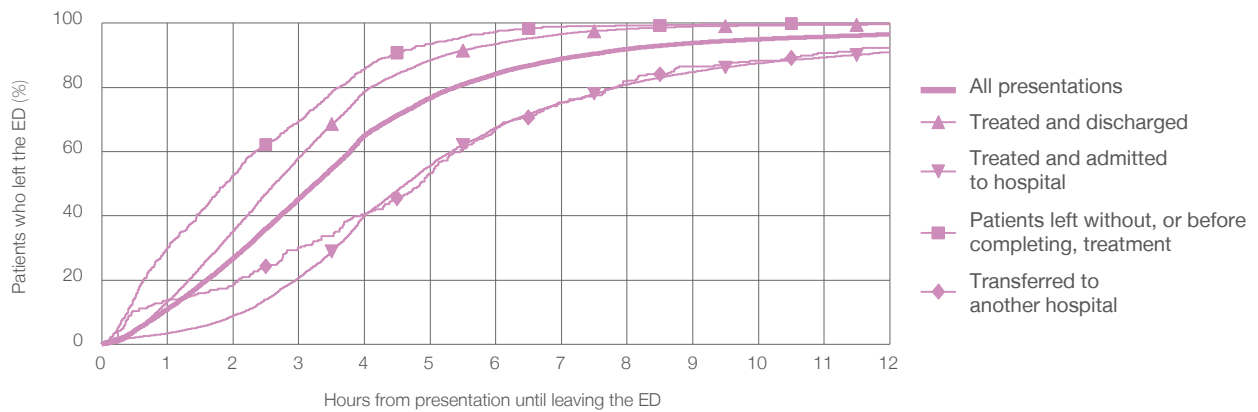
All presentations:¹ 14,878 patients

Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

Treated and discharged	8,616 (57.9%)
Treated and admitted to hospital	5,189 (34.9%)
Patient left without, or before completing, treatment	765 (5.1%)
Transferred to another hospital	259 (1.7%)
Other	49 (0.3%)

Same period last year	Change since one year ago
14,695	1.2%
8,778	-1.8%
4,998	3.8%
658	16.3%
190	36.3%
72	-31.9%

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



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	13.4%	35.2%	58.2%	78.8%	93.6%	98.2%	99.2%	99.6%
Treated and admitted to hospital	3.4%	8.9%	20.8%	40.1%	67.6%	80.9%	87.5%	91.0%
Patient left without, or before completing, treatment	30.1%	52.5%	69.7%	85.8%	97.4%	99.2%	99.7%	99.9%
Transferred to another hospital	13.9%	18.5%	30.1%	40.5%	67.2%	81.9%	88.4%	92.3%
All presentations	11.0%	26.9%	45.4%	65.1%	84.3%	92.0%	95.0%	96.5%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Prince of Wales Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 14,878 patients

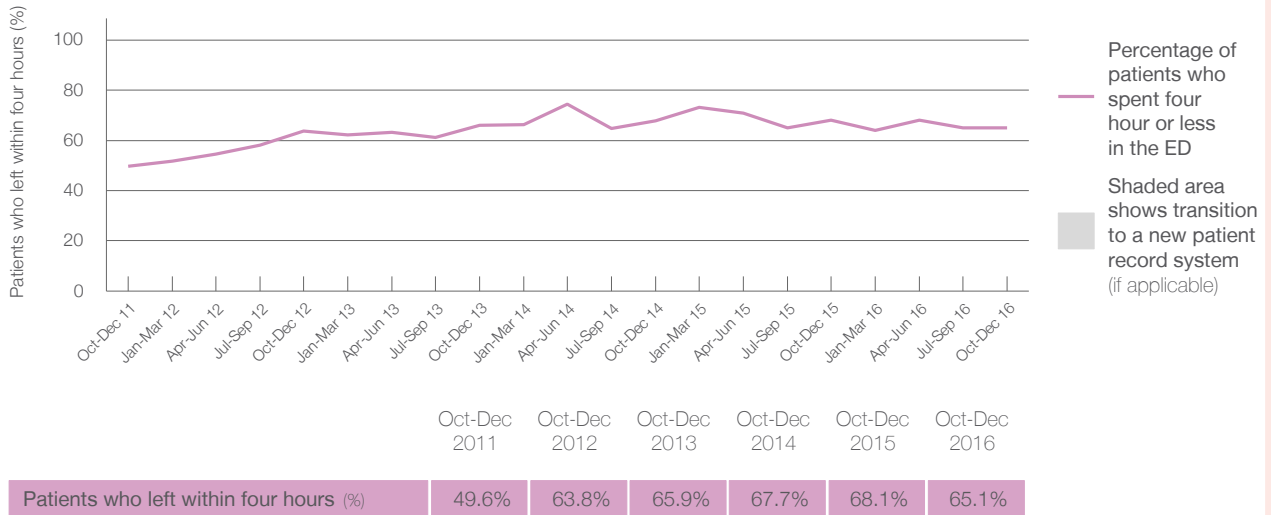
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

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	14,696	1.2%
Presentations used to calculate time to leaving the ED	14,695	1.2%
Percentage of patients who spent four hours or less in the ED	68.1%	

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



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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 21,164 patients

Emergency presentations:² 21,024 patients

Same period last year	Change since one year ago
19,866	6.5%
19,801	6.2%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,335 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,947 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,620 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,716 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,131	
8 minutes	8 minutes
17 minutes	26 minutes
5,774	
19 minutes	20 minutes
47 minutes	67 minutes
6,951	
29 minutes	25 minutes
80 minutes	97 minutes
2,631	
36 minutes	24 minutes
106 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,164 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
19,866	6.5%
63.9%	

* 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, January to March 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.

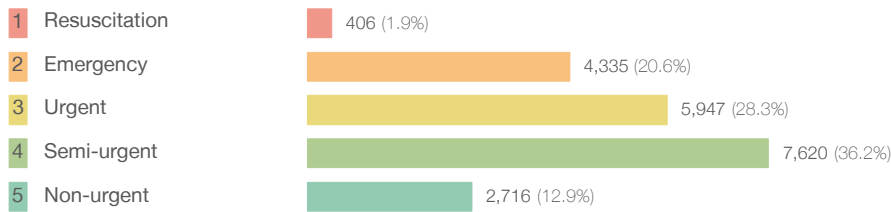
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Royal North Shore Hospital: Patients presenting to the emergency department October to December 2016

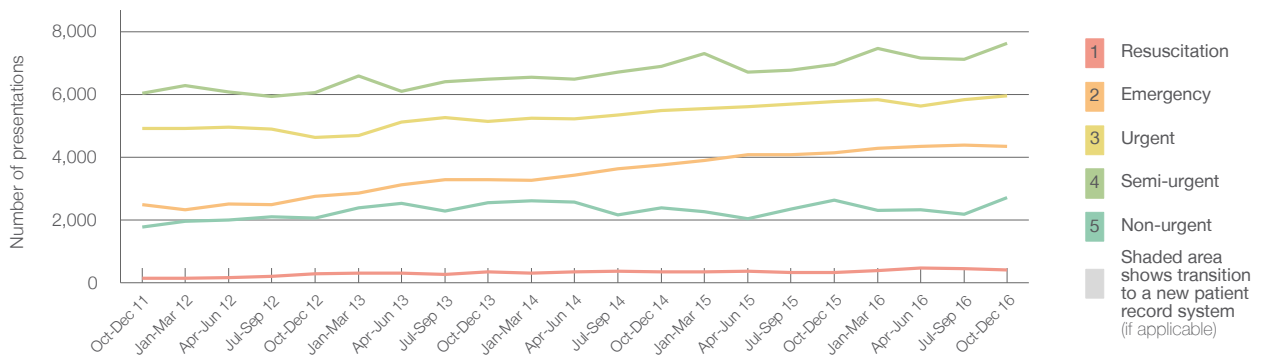
All presentations:¹ 21,164 patients

Emergency presentations² by triage category: 21,024 patients



Same period last year	Change since one year ago
19,866	6.5%
19,801	6.2%
314	29.3%
4,131	4.9%
5,774	3.0%
6,951	9.6%
2,631	3.2%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	137	285	354	341	314	406
Emergency	2,478	2,756	3,286	3,759	4,131	4,335
Urgent	4,913	4,638	5,133	5,485	5,774	5,947
Semi-urgent	6,030	6,048	6,483	6,884	6,951	7,620
Non-urgent	1,777	2,060	2,556	2,376	2,631	2,716
All emergency presentations	15,335	15,787	17,812	18,845	19,801	21,024

Royal North Shore Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,504 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,246	
14 minutes	1 minute
32 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 trans 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 4,335

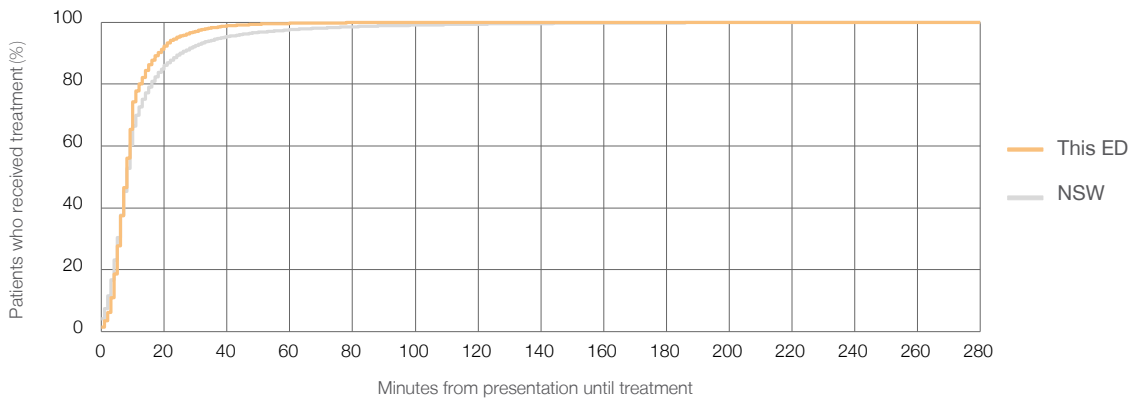
Number of triage 2 patients used to calculate waiting time:³ 4,311

Median time to start treatment⁴ ■ 8 minutes

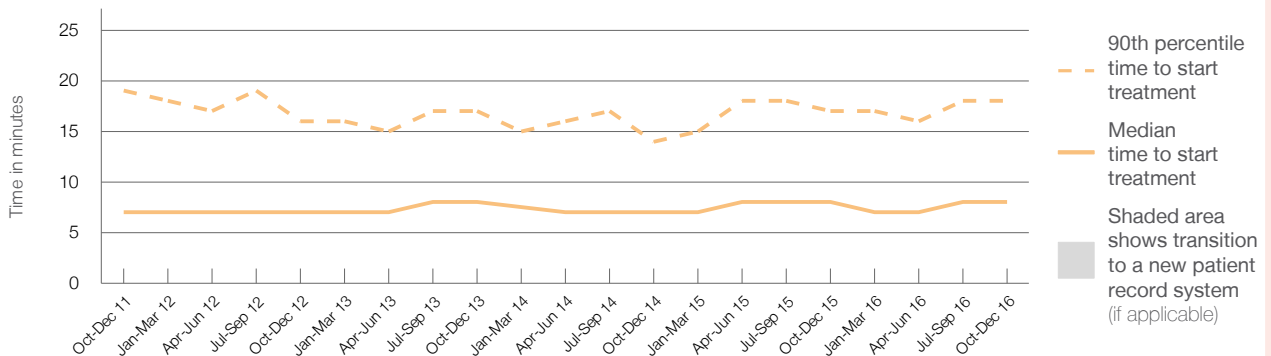
90th percentile time to start treatment⁵ ■ 18 minutes

Same period last year	NSW (this period)
4,131	
4,120	
8 minutes	8 minutes
17 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	19	16	17	14	17	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 trans 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 5,947

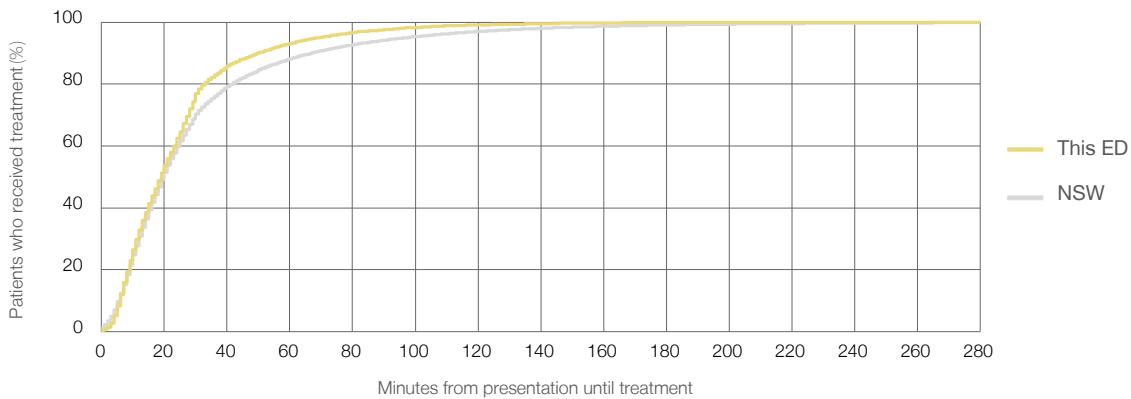
Number of triage 3 patients used to calculate waiting time:³ 5,835

Median time to start treatment⁴ 19 minutes

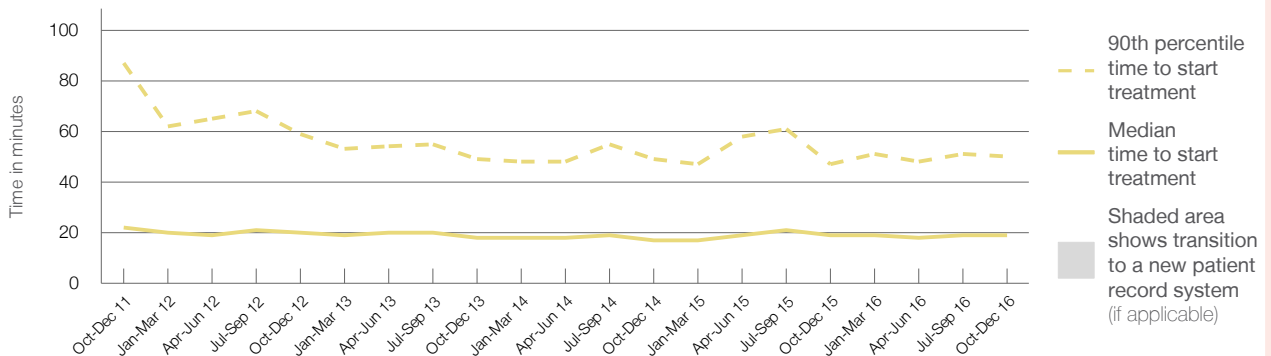
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
5,774	
5,671	
19 minutes	20 minutes
47 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	20	18	17	19	19
90th percentile time to start treatment ⁵ (minutes)	87	59	49	49	47	50

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,620

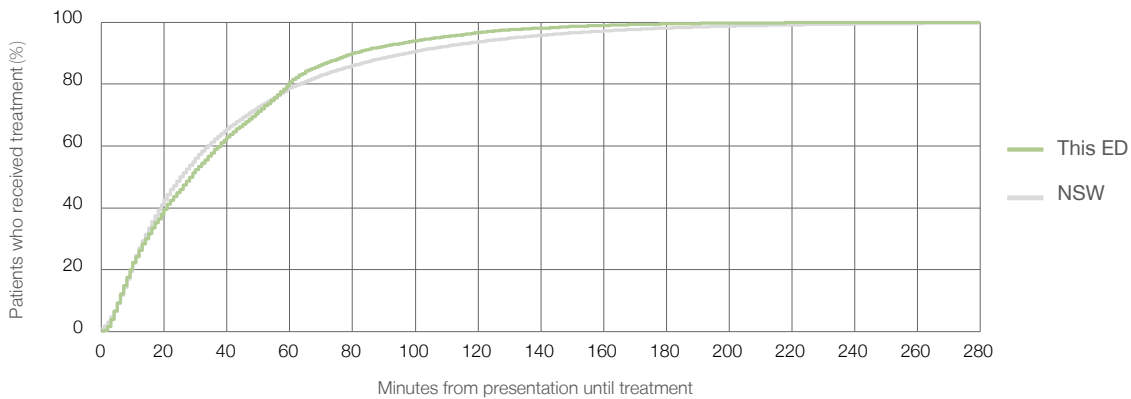
Number of triage 4 patients used to calculate waiting time:³ 7,291

Median time to start treatment⁴ 29 minutes

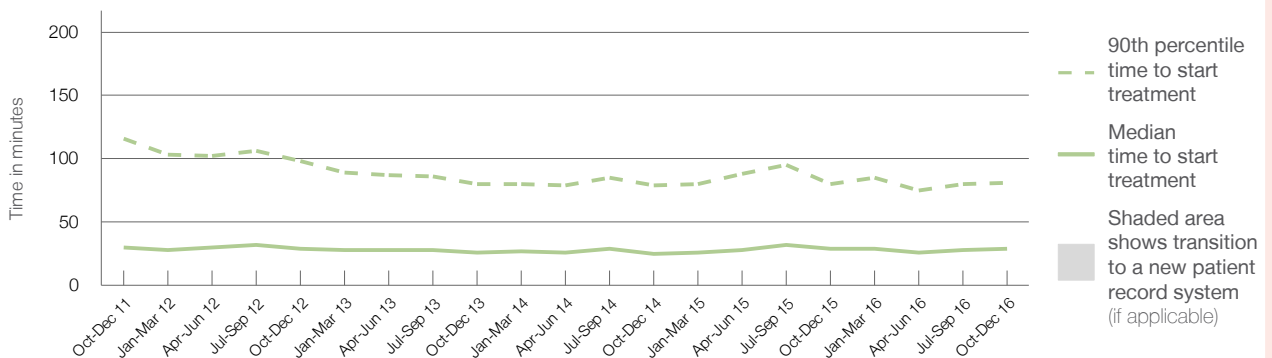
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
6,951	
6,668	
29 minutes	25 minutes
80 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	29	26	25	29	29
90th percentile time to start treatment ⁵ (minutes)	116	98	80	79	80	81

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,716

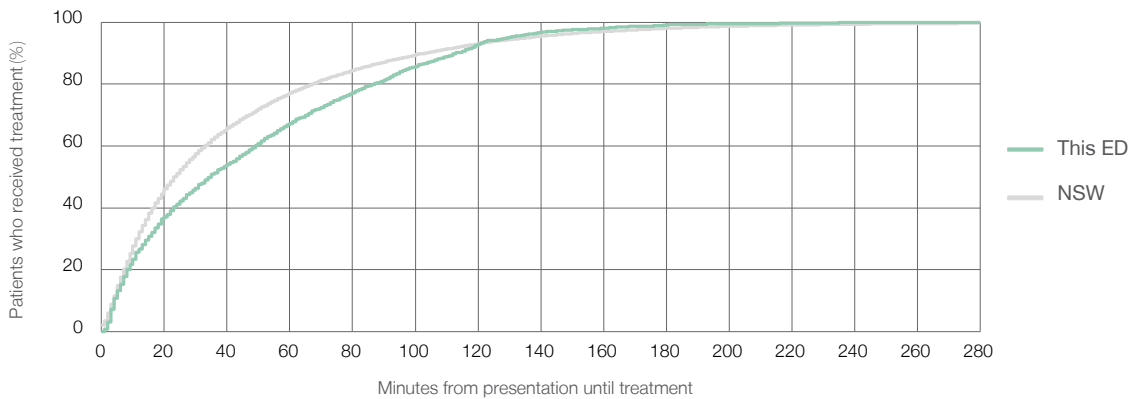
Number of triage 5 patients used to calculate waiting time:³ 2,421

Median time to start treatment⁴ 35 minutes

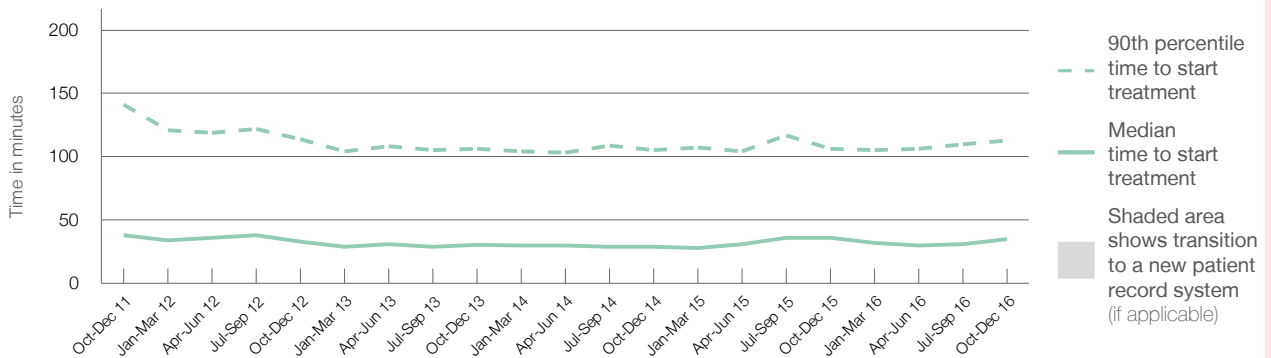
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,631	
2,384	
36 minutes	24 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	33	31	29	36	35
90th percentile time to start treatment ⁵ (minutes)	141	114	106	105	106	113

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal North Shore Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 21,164 patients

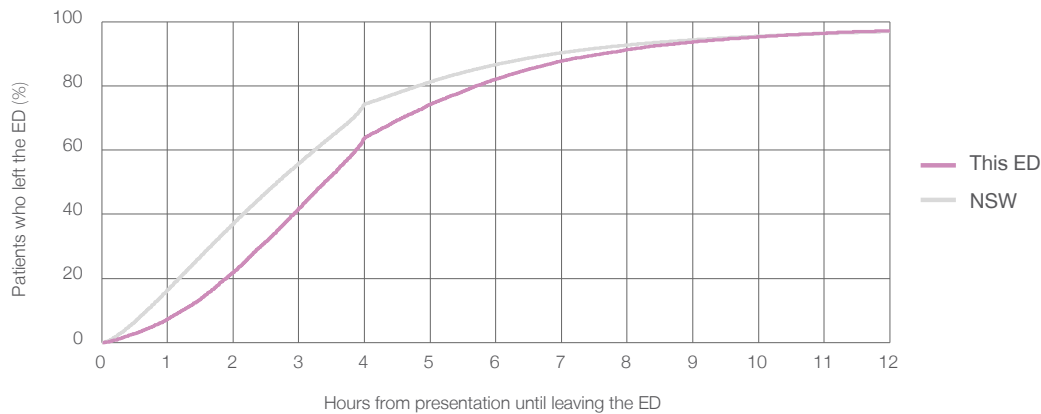
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

Median time spent in the ED⁸ 3 hours and 24 minutes

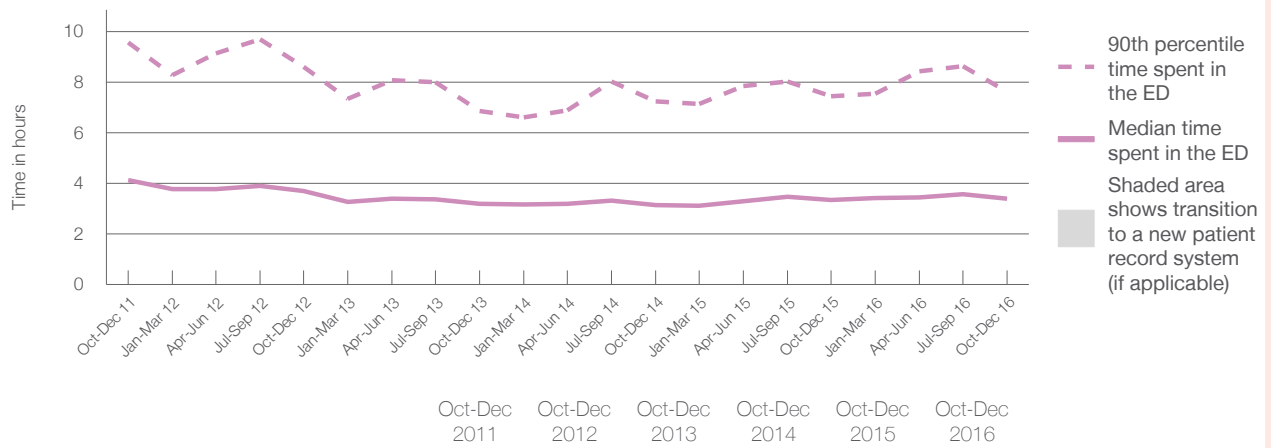
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
19,866	19,866
3 hours and 21 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

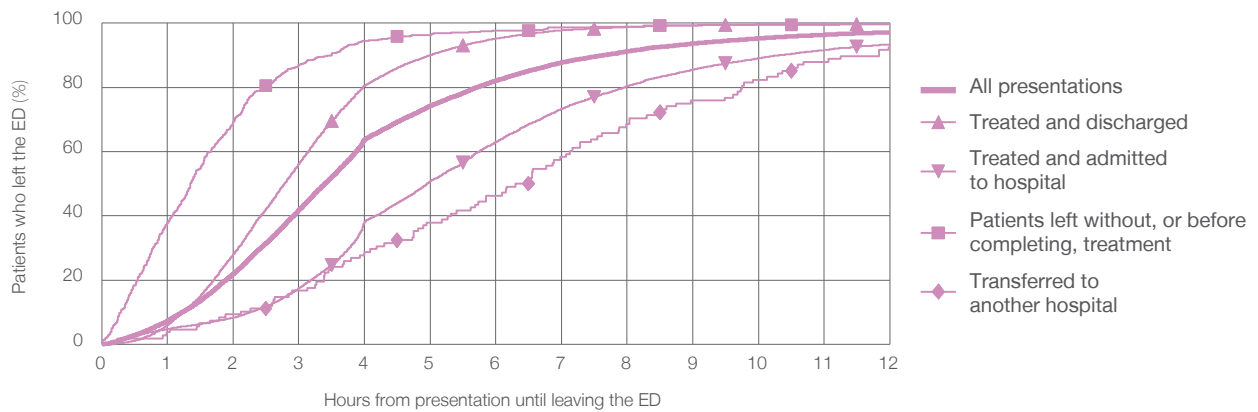
All presentations:¹ 21,164 patients

Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

Treated and discharged	11,611 (54.9%)
Treated and admitted to hospital	8,539 (40.3%)
Patient left without, or before completing, treatment	581 (2.7%)
Transferred to another hospital	108 (0.5%)
Other	325 (1.5%)

Same period last year	Change since one year ago
19,866	6.5%
11,360	2.2%
7,671	11.3%
465	24.9%
136	-20.6%
234	38.9%

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



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	6.1%	28.1%	56.2%	80.6%	95.2%	98.9%	99.6%	99.8%
Treated and admitted to hospital	4.7%	8.3%	17.5%	38.1%	63.1%	80.4%	89.1%	93.4%
Patient left without, or before completing, treatment	37.9%	69.4%	87.1%	94.5%	97.8%	99.0%	99.5%	99.7%
Transferred to another hospital	3.7%	9.3%	16.7%	28.7%	46.3%	68.5%	82.4%	92.6%
All presentations	7.4%	22.0%	41.8%	63.8%	82.1%	91.3%	95.3%	97.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal North Shore Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 21,164 patients

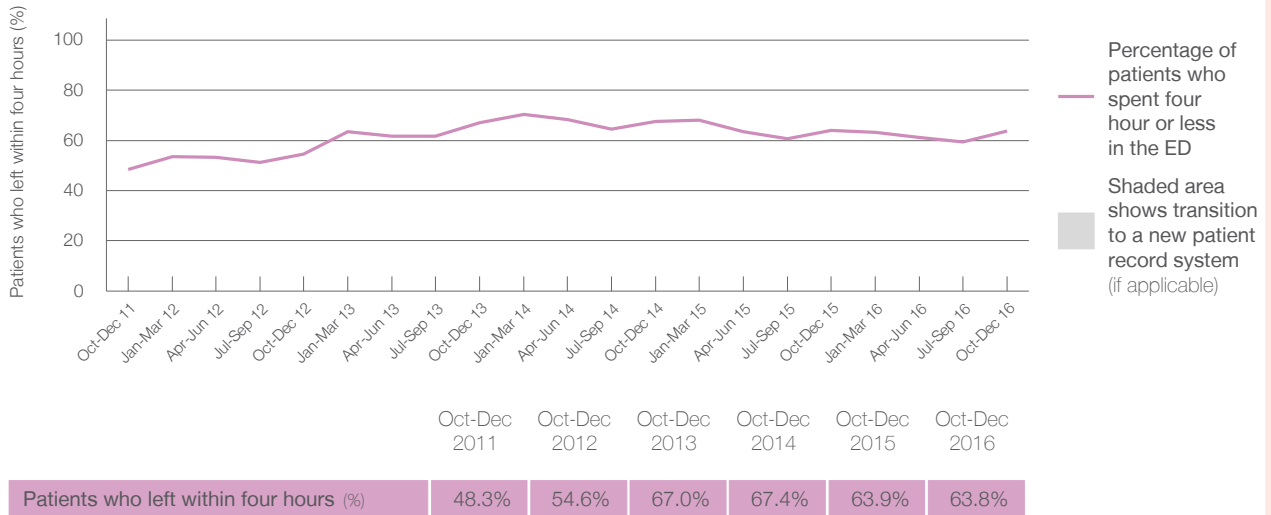
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	19,866	6.5%
Presentations used to calculate time to leaving the ED: ⁶	19,866	6.5%
Percentage of patients who spent four hours or less in the ED	63.9%	

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



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

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

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

- 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, January to March 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 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,243 patients

Emergency presentations:² 18,762 patients

Same period last year	Change since one year ago
18,691	3.0%
18,278	2.6%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,842 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,963 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,364 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
3,303	
12 minutes	8 minutes
29 minutes	26 minutes
8,539	
25 minutes	20 minutes
74 minutes	67 minutes
5,559	
32 minutes	25 minutes
113 minutes	97 minutes
799	
34 minutes	24 minutes
127 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.0%

Same period last year	Change since one year ago
18,691	3.0%
63.4%	

* 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, January to March 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.

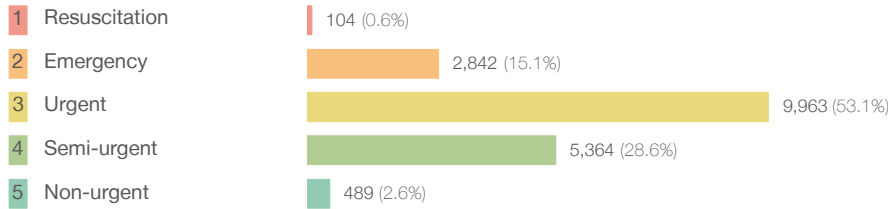
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2016

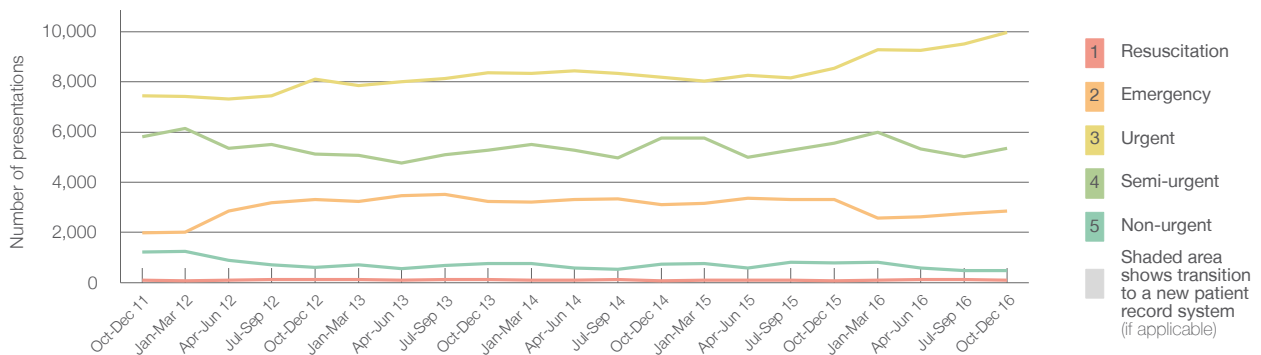
All presentations:¹ 19,243 patients

Emergency presentations² by triage category: 18,762 patients



Same period last year	Change since one year ago
18,691	3.0%
18,278	2.6%
78	33.3%
3,303	-14.0%
8,539	16.7%
5,559	-3.5%
799	-38.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	103	119	120	80	78	104
Emergency	1,980	3,304	3,239	3,118	3,303	2,842
Urgent	7,449	8,110	8,369	8,177	8,539	9,963
Semi-urgent	5,824	5,119	5,273	5,759	5,559	5,364
Non-urgent	1,233	620	774	739	799	489
All emergency presentations	16,589	17,272	17,775	17,873	18,278	18,762

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,183 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,097	
15 minutes	-1 minute
29 minutes	-4 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 2,842

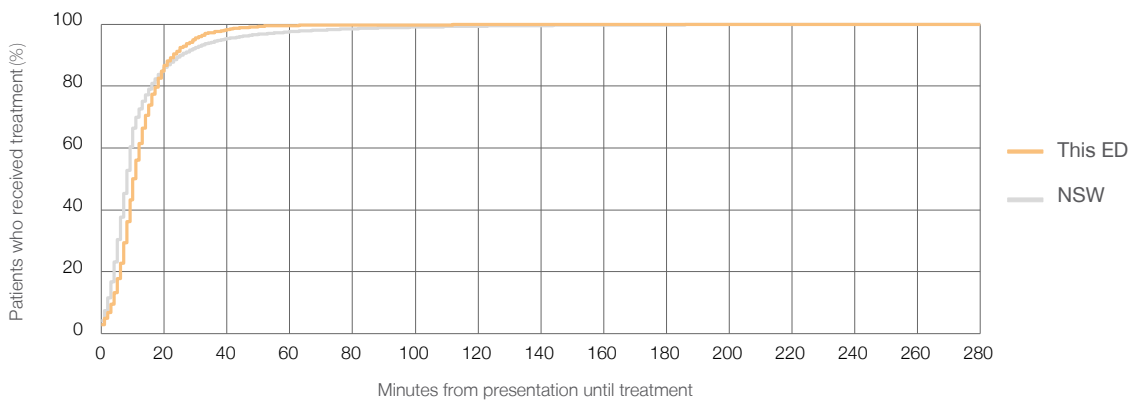
Number of triage 2 patients used to calculate waiting time:³ 2,837

Median time to start treatment⁴ 11 minutes

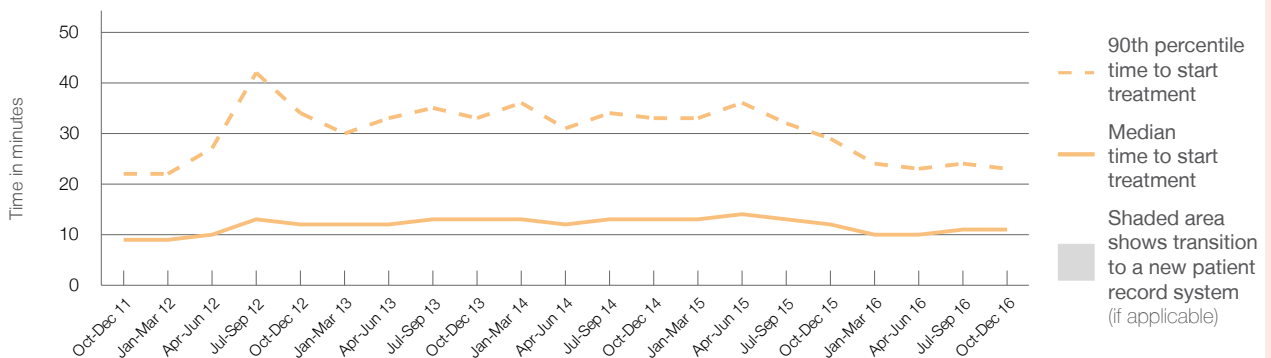
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
3,303	
3,295	
12 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	12	13	13	12	11
90th percentile time to start treatment ⁵ (minutes)	22	34	33	33	29	23

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 9,963

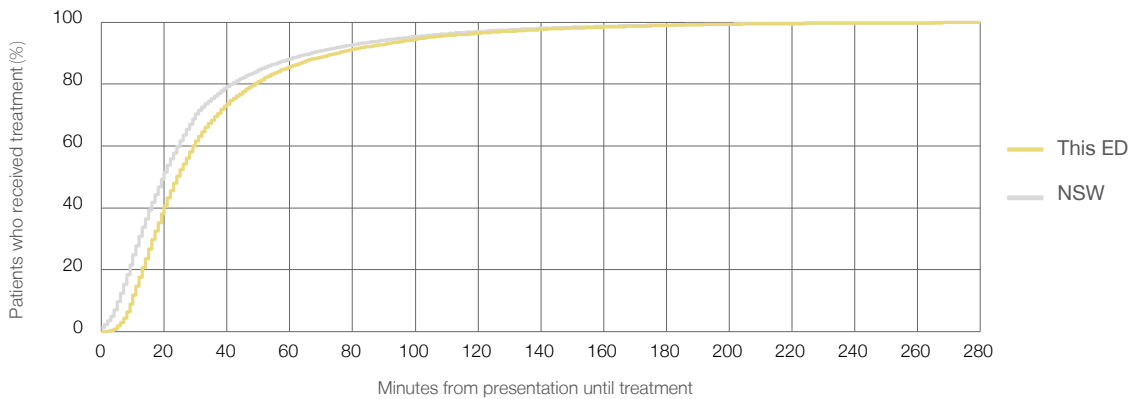
Number of triage 3 patients used to calculate waiting time:³ 9,769

Median time to start treatment⁴ 24 minutes

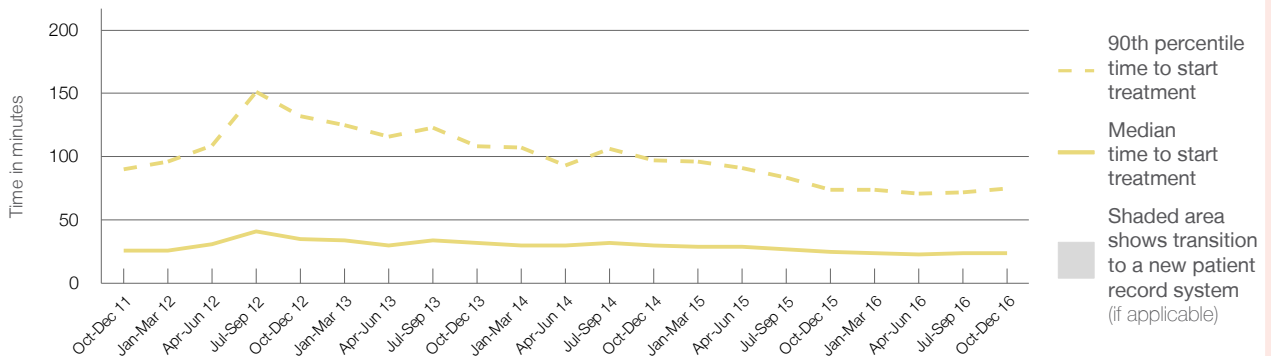
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
8,539	
8,393	
25 minutes	20 minutes
74 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	35	32	30	25	24
90th percentile time to start treatment ⁵ (minutes)	90	132	108	97	74	75

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 5,364

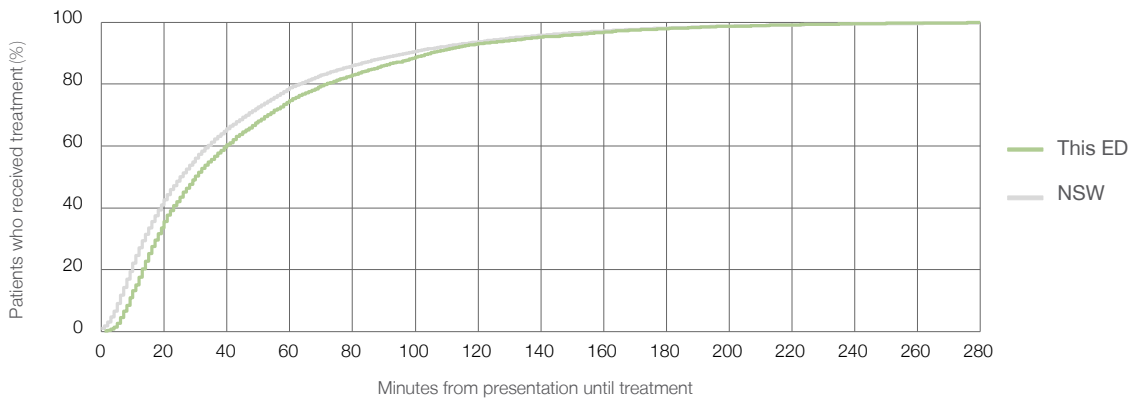
Number of triage 4 patients used to calculate waiting time:³ 5,039

Median time to start treatment⁴ 30 minutes

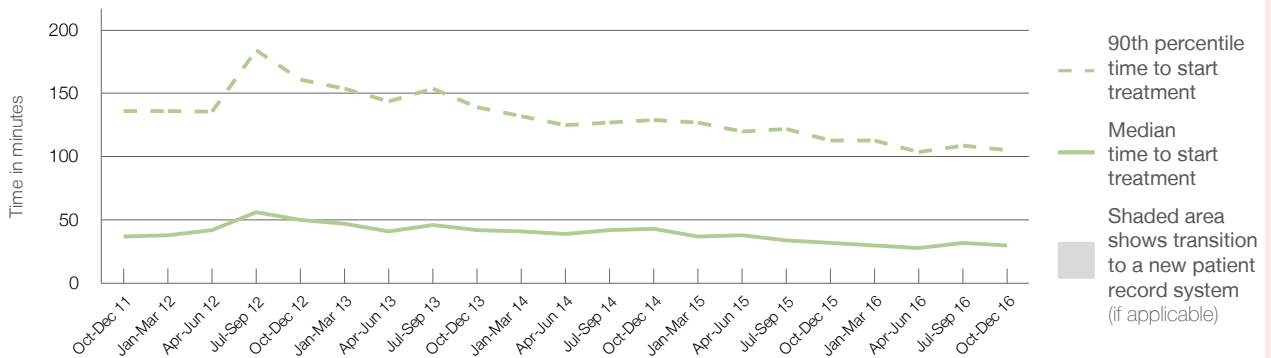
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
5,559	5,238
32 minutes	25 minutes
113 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	50	42	43	32	30
90th percentile time to start treatment ⁵ (minutes)	136	161	139	129	113	105

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 489

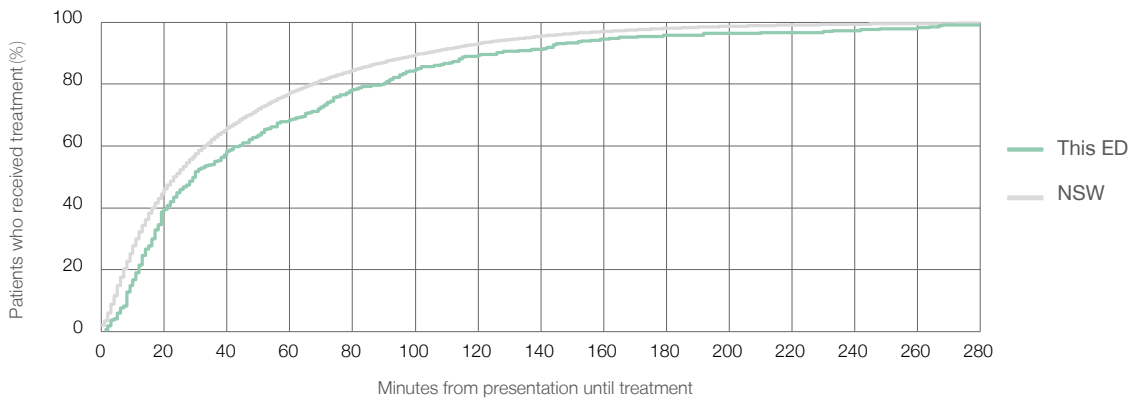
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 30 minutes

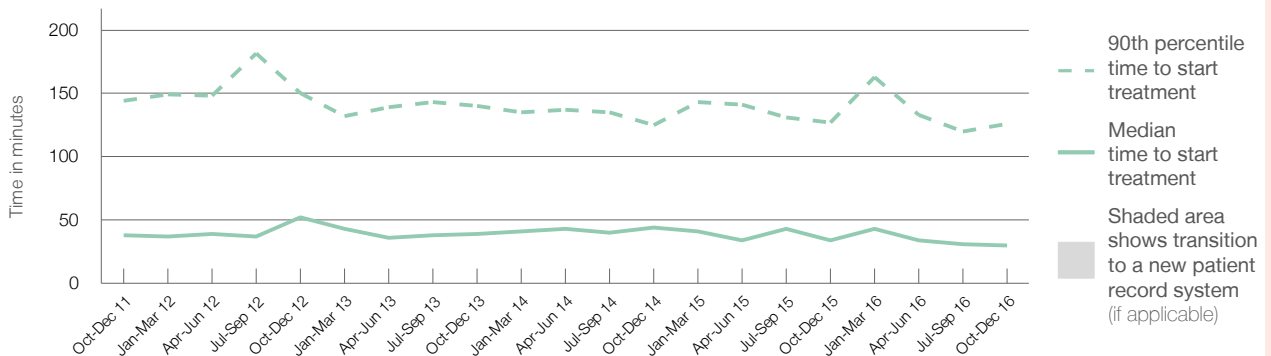
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
799	598
34 minutes	24 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	52	39	44	34	30
90th percentile time to start treatment ⁵ (minutes)	144	150	140	125	127	126

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,243 patients

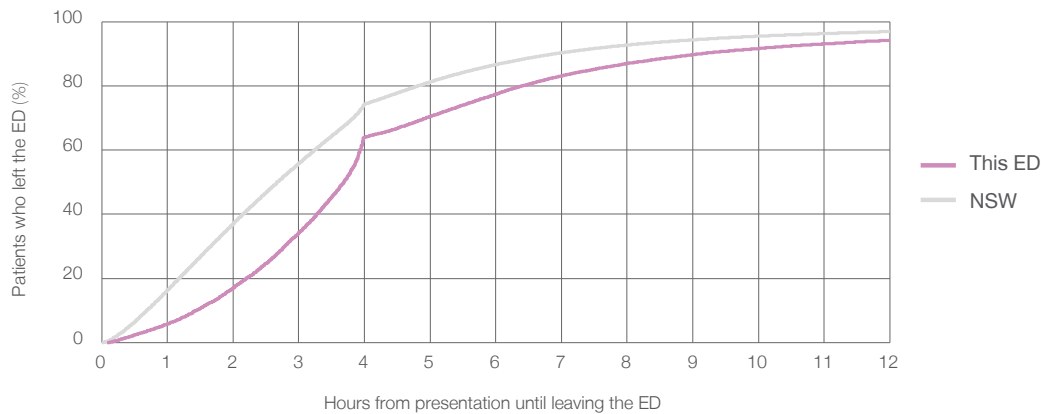
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

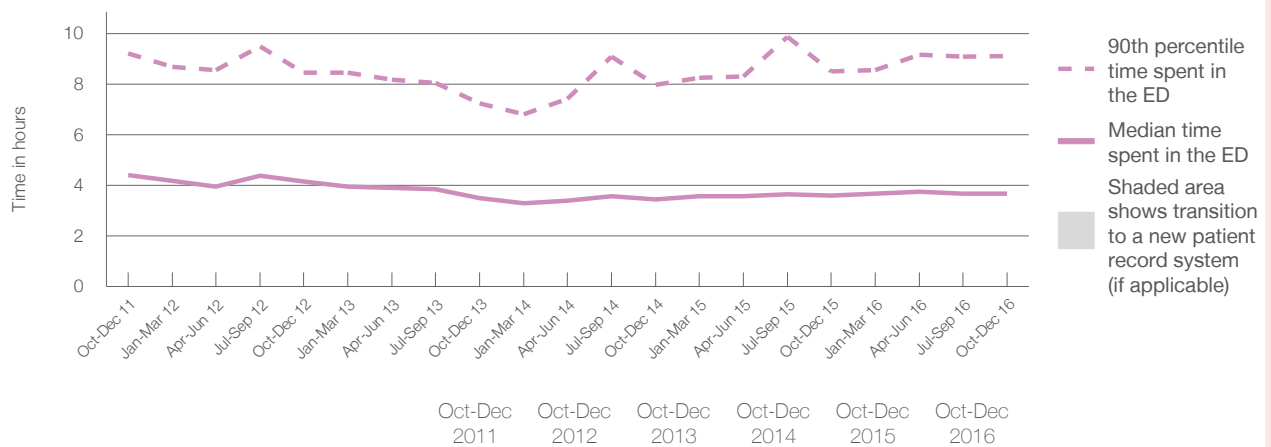
90th percentile time spent in the ED⁹ 9 hours and 7 minutes

Same period last year	NSW (this period)
18,691	18,691
3 hours and 36 minutes	2 hours and 41 minutes
8 hours and 31 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

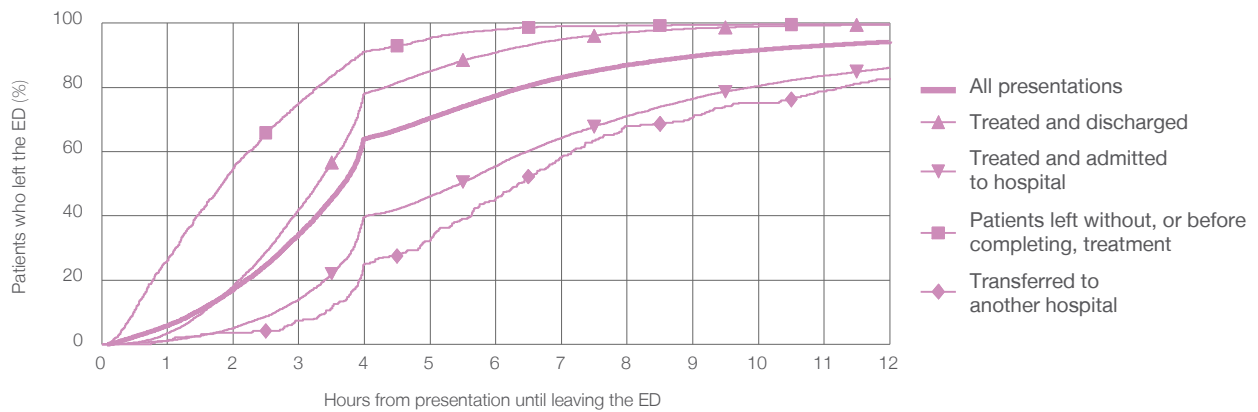
All presentations:¹ 19,243 patients

Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Treated and discharged	9,910 (51.5%)
Treated and admitted to hospital	7,339 (38.1%)
Patient left without, or before completing, treatment	1,321 (6.9%)
Transferred to another hospital	287 (1.5%)
Other	386 (2.0%)

Same period last year	Change since one year ago
18,691	3.0%
10,015	-1.0%
6,758	8.6%
1,297	1.9%
294	-2.4%
327	18.0%

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



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

Treated and discharged	3.5%	18.2%	42.1%	78.1%	90.9%	97.2%	99.0%	99.6%
Treated and admitted to hospital	1.1%	5.1%	14.0%	39.7%	55.5%	71.1%	80.4%	86.1%
Patient left without, or before completing, treatment	26.1%	54.9%	75.1%	91.2%	98.0%	99.2%	99.6%	99.8%
Transferred to another hospital	1.0%	3.5%	7.3%	25.1%	45.6%	67.9%	75.3%	82.9%
All presentations	5.8%	17.1%	34.3%	64.0%	77.4%	87.0%	91.6%	94.2%

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Royal Prince Alfred Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,243 patients

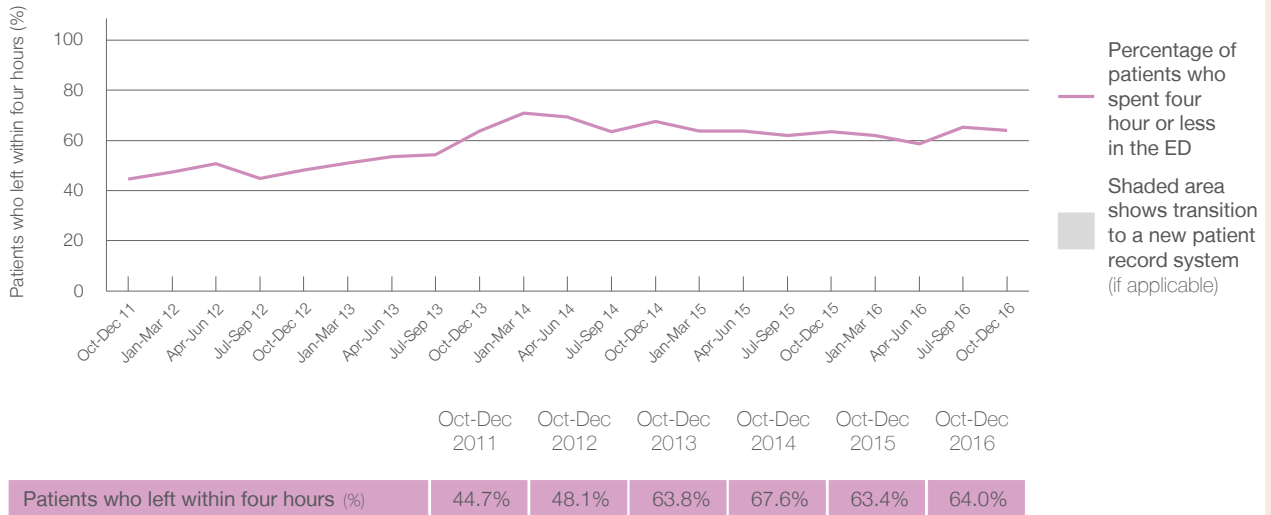
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 19,243 patients	18,691	3.0%
Presentations used to calculate time to leaving the ED: ⁶ 19,243 patients	18,691	3.0%
Percentage of patients who spent four hours or less in the ED	63.4%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

St George Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,721 patients

Emergency presentations:² 19,592 patients

Same period last year	Change since one year ago
19,396	1.7%
19,269	1.7%

St George Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,431 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,702 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,254 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,056 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
2,504	
10 minutes	8 minutes
25 minutes	26 minutes
7,804	
26 minutes	20 minutes
66 minutes	67 minutes
7,478	
33 minutes	25 minutes
81 minutes	97 minutes
1,330	
32 minutes	24 minutes
98 minutes	103 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,714 patients

Percentage of patients who spent four hours or less in the ED 63.6%

Same period last year	Change since one year ago
19,396	1.6%
66.6%	

* 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, January to March 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.

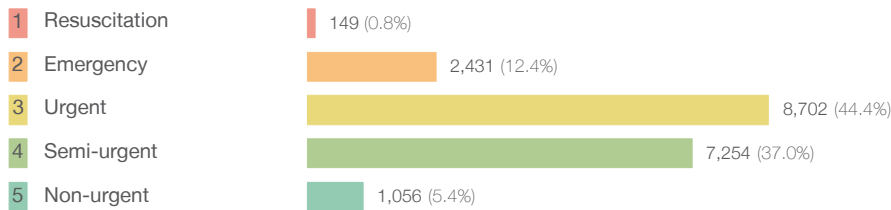
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

St George Hospital: Patients presenting to the emergency department October to December 2016

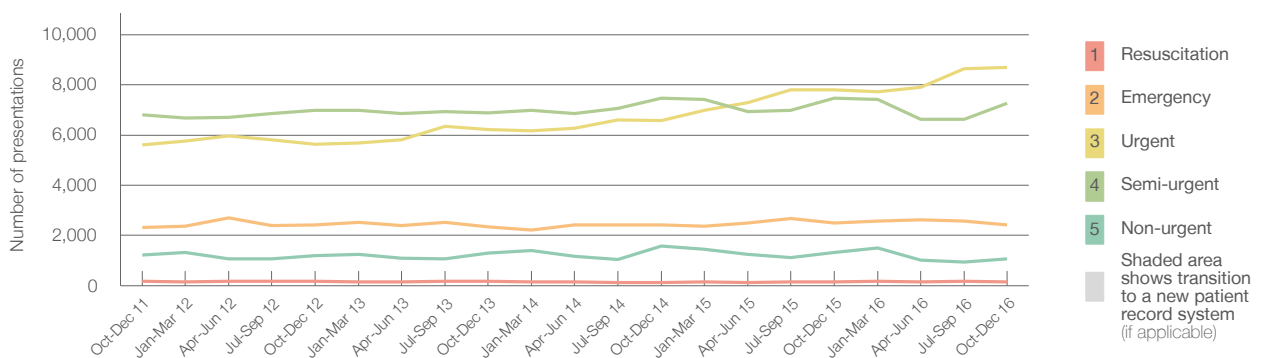
All presentations:¹ 19,721 patients

Emergency presentations² by triage category: 19,592 patients



Same period last year	Change since one year ago
19,396	1.7%
19,269	1.7%
153	-2.6%
2,504	-2.9%
7,804	11.5%
7,478	-3.0%
1,330	-20.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	164	174	171	128	153	149
Emergency	2,307	2,422	2,337	2,420	2,504	2,431
Urgent	5,603	5,642	6,223	6,587	7,804	8,702
Semi-urgent	6,802	6,997	6,872	7,462	7,478	7,254
Non-urgent	1,233	1,191	1,293	1,567	1,330	1,056
All emergency presentations	16,109	16,426	16,896	18,164	19,269	19,592

St George Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,053 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,733	
11 minutes	0 minutes
20 minutes	1 minute

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

St George Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

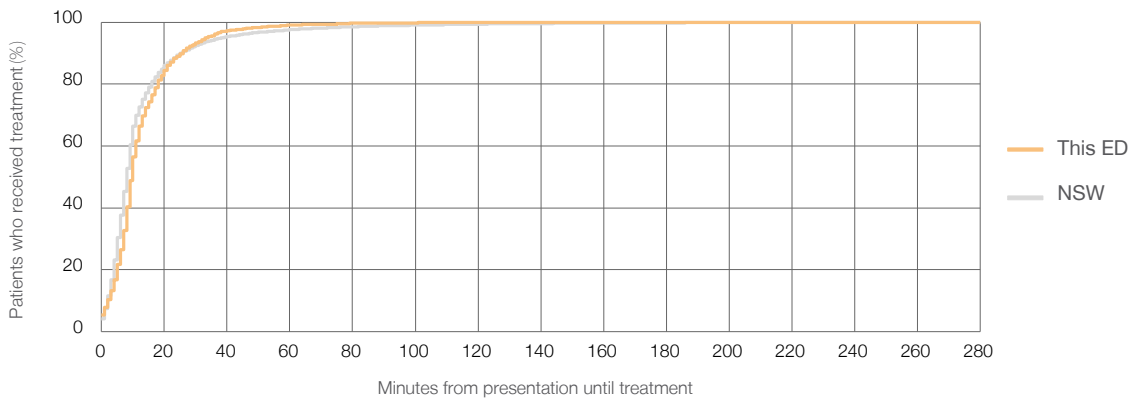
Number of triage 2 patients: 2,431

Number of triage 2 patients used to calculate waiting time:³ 2,425

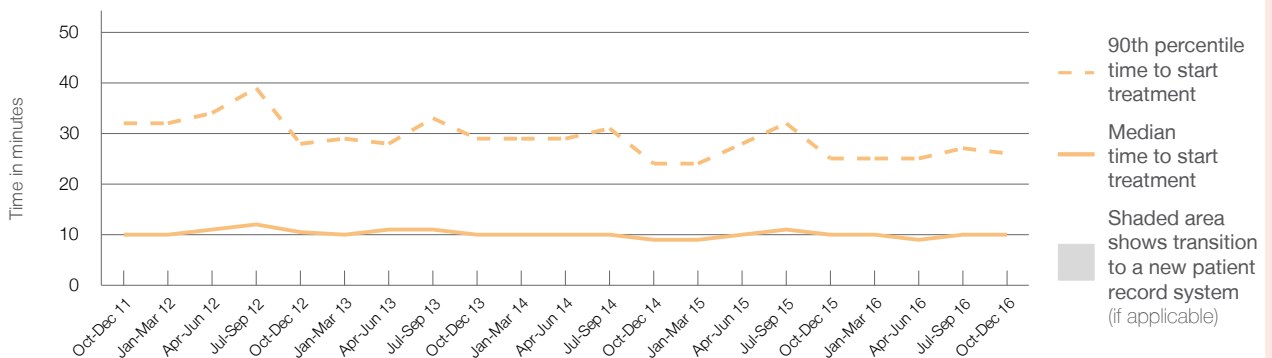
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
2,504	2,500
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	11	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	28	29	24	25	26

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

St George Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 8,702

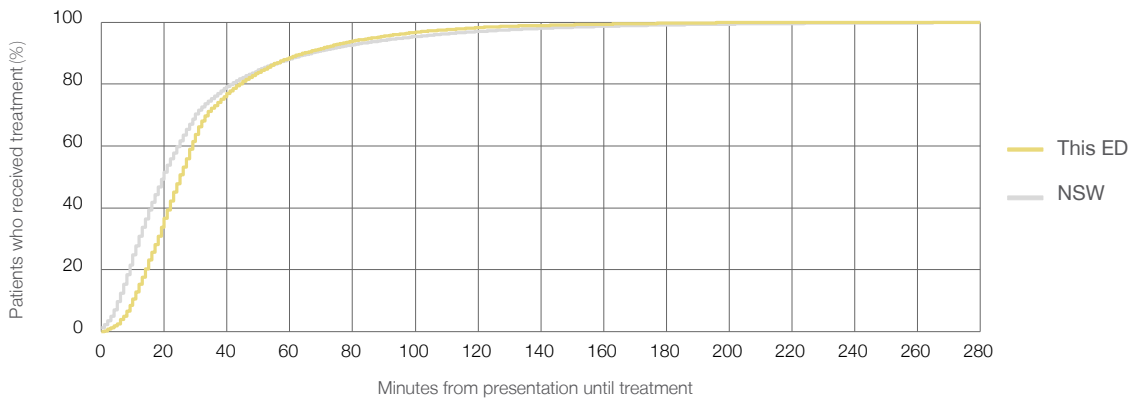
Number of triage 3 patients used to calculate waiting time:³ 8,578

Median time to start treatment⁴ 25 minutes

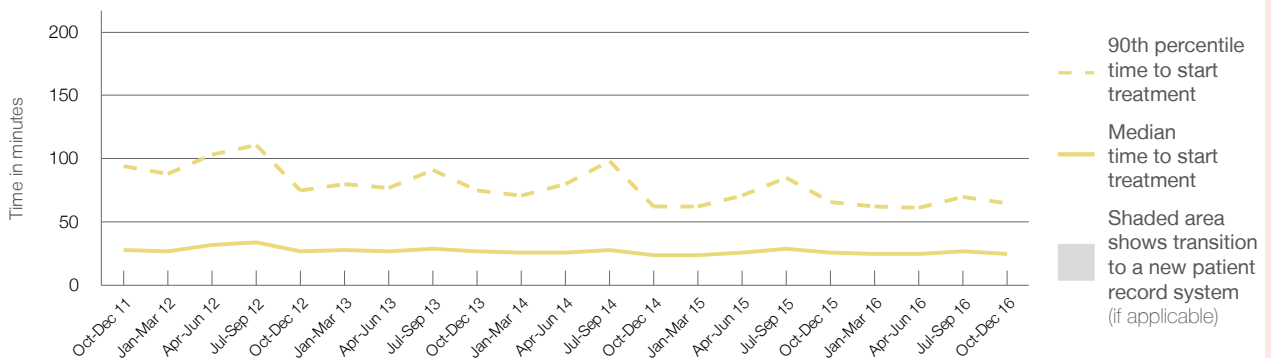
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
7,804	
7,732	
26 minutes	20 minutes
66 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	27	27	24	26	25
90th percentile time to start treatment ⁵ (minutes)	94	75	75	62	66	65

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

St George Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,254

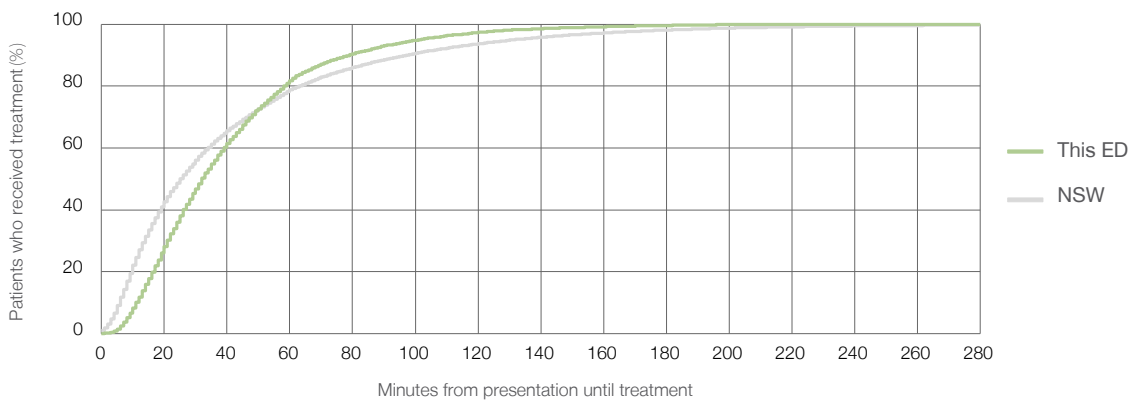
Number of triage 4 patients used to calculate waiting time:³ 7,065

Median time to start treatment⁴ 32 minutes

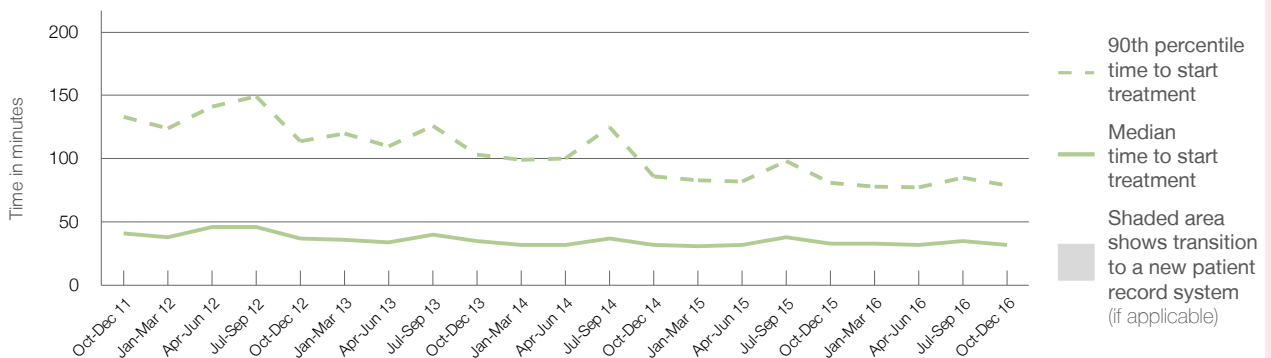
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
7,478	
7,270	
33 minutes	25 minutes
81 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	37	35	32	33	32
90th percentile time to start treatment ⁵ (minutes)	133	114	103	86	81	79

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

St George Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,056

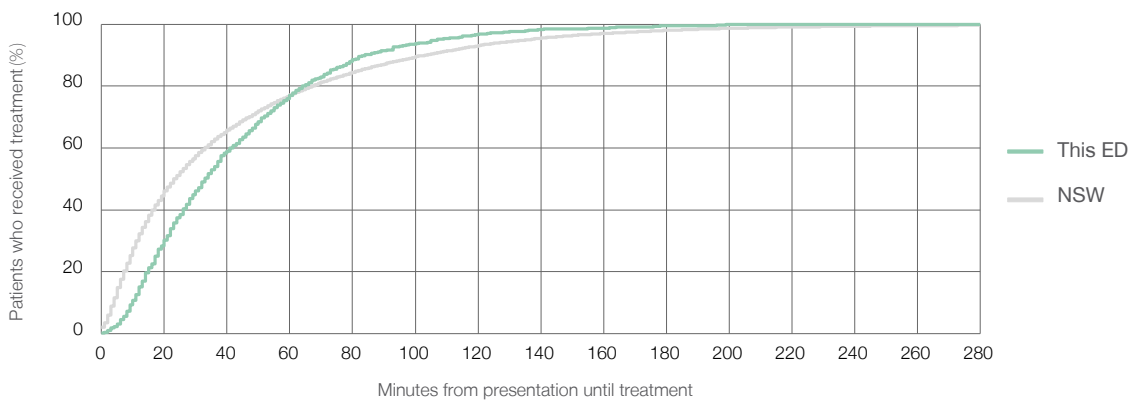
Number of triage 5 patients used to calculate waiting time:³ 950

Median time to start treatment⁴ 33 minutes

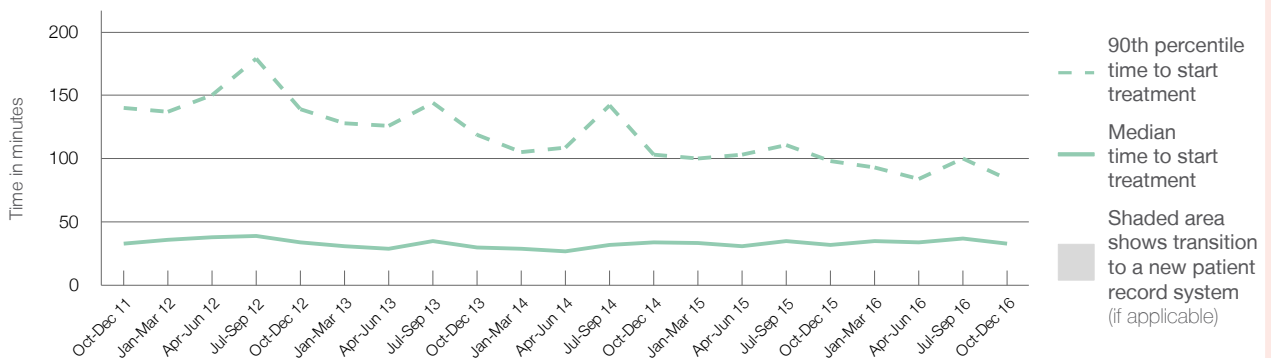
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,330	
1,220	
32 minutes	24 minutes
98 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	34	30	34	32	33
90th percentile time to start treatment ⁵ (minutes)	140	139	119	103	98	84

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

St George Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,721 patients

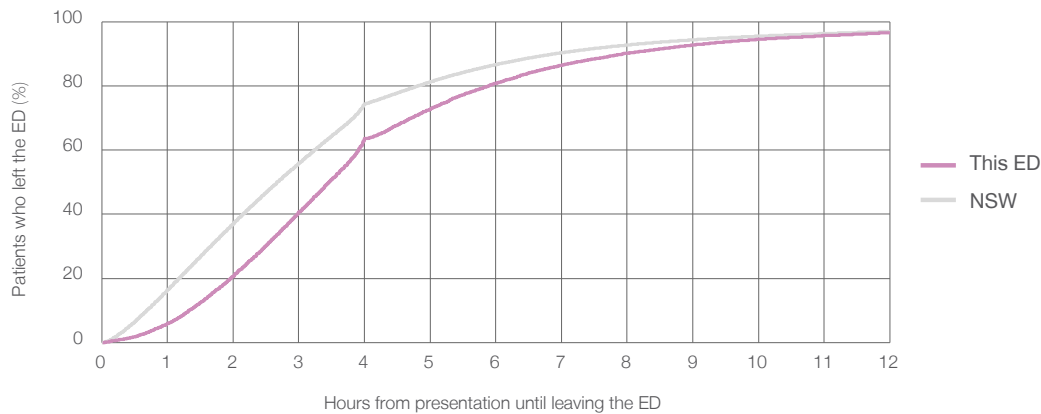
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

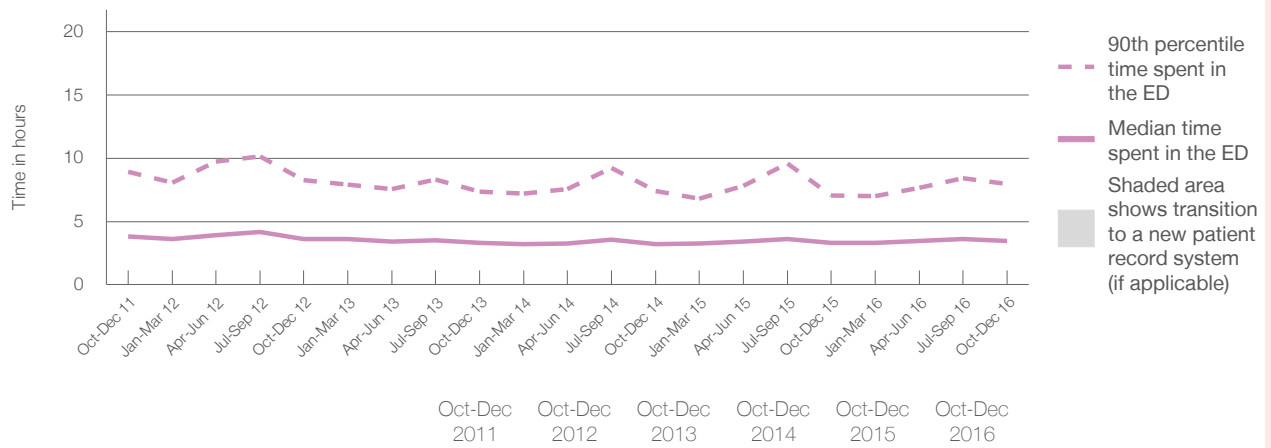
90th percentile time spent in the ED⁹ 7 hours and 57 minutes

Same period last year	NSW (this period)
19,396	19,396
3 hours and 18 minutes	2 hours and 41 minutes
7 hours and 4 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m

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St George Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

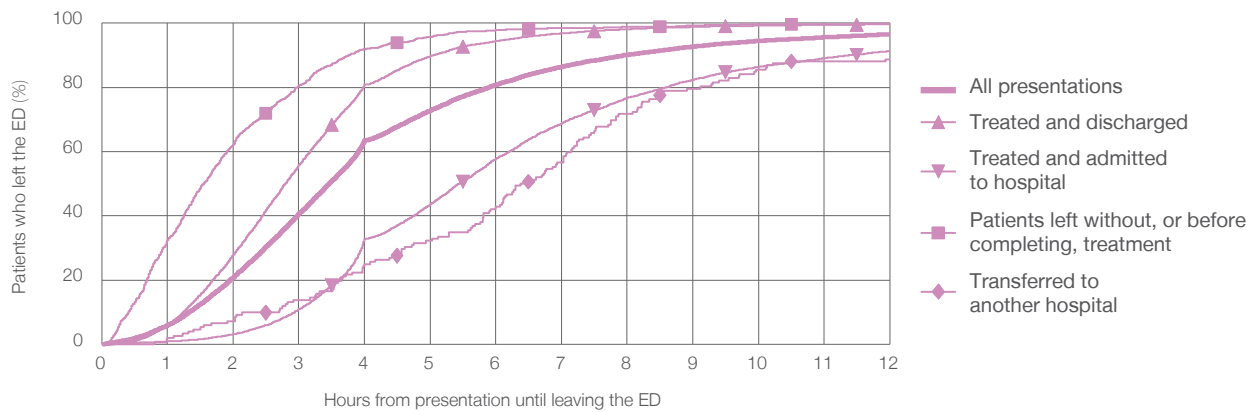
All presentations:¹ 19,721 patients

Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

Treated and discharged	11,234 (57.0%)
Treated and admitted to hospital	7,199 (36.5%)
Patient left without, or before completing, treatment	1,016 (5.2%)
Transferred to another hospital	152 (0.8%)
Other	120 (0.6%)

Same period last year	Change since one year ago
19,396	1.6%
11,421	-1.6%
6,609	8.9%
1,171	-13.2%
142	7.0%
53	126.4%

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



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	6.1%	27.8%	55.8%	80.9%	94.4%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.9%	3.1%	10.9%	32.8%	57.7%	76.7%	86.4%	91.4%
Patient left without, or before completing, treatment	32.5%	62.3%	80.5%	91.9%	97.8%	98.8%	99.7%	99.8%
Transferred to another hospital	2.0%	7.2%	13.8%	25.0%	42.8%	71.7%	85.5%	88.8%
All presentations	6.0%	20.8%	40.6%	63.6%	80.8%	90.2%	94.5%	96.6%

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St George Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,721 patients

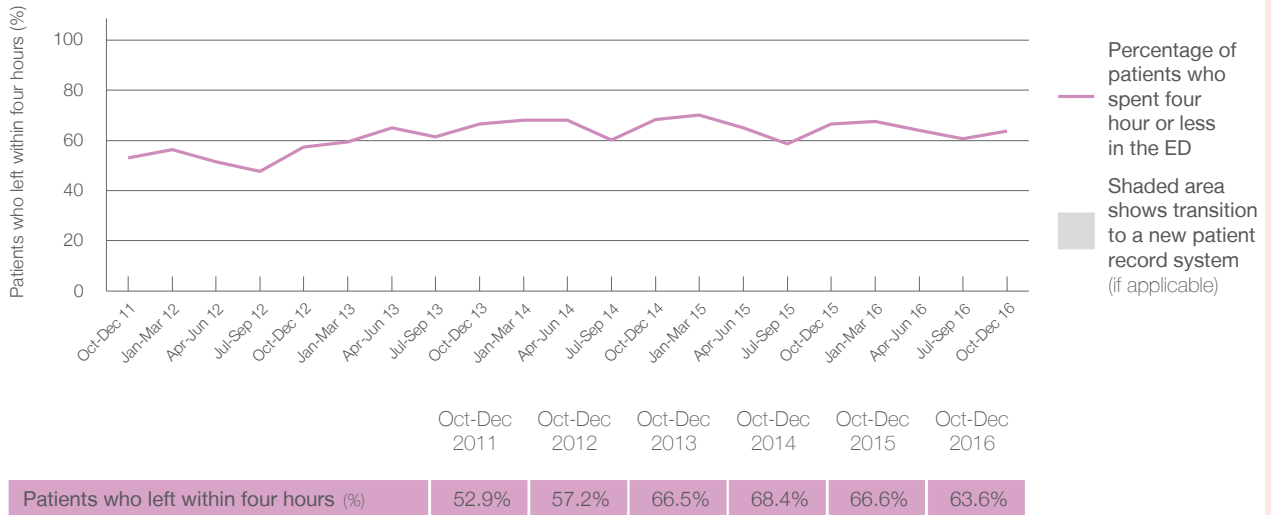
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

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	19,396	1.7%
Presentations used to calculate time to leaving the ED	19,396	1.6%
Percentage of patients who spent four hours or less in the ED	66.6%	

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



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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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- 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,418 patients

Emergency presentations:² 12,216 patients

Same period last year	Change since one year ago
12,447	-0.2%
12,265	-0.4%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,386 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,773 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,163 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,376	
4 minutes	8 minutes
13 minutes	26 minutes
5,675	
13 minutes	20 minutes
49 minutes	67 minutes
4,315	
17 minutes	25 minutes
84 minutes	97 minutes
615	
16 minutes	24 minutes
106 minutes	103 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,418 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,447	-0.2%
67.7%	

* 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, January to March 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.

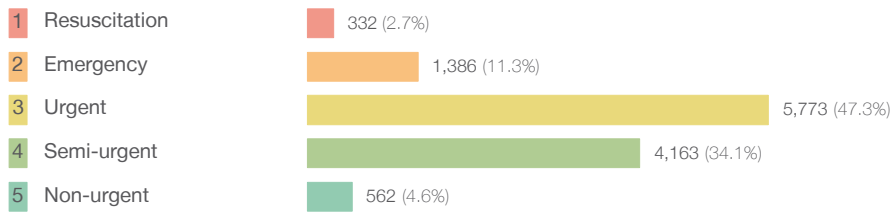
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department October to December 2016

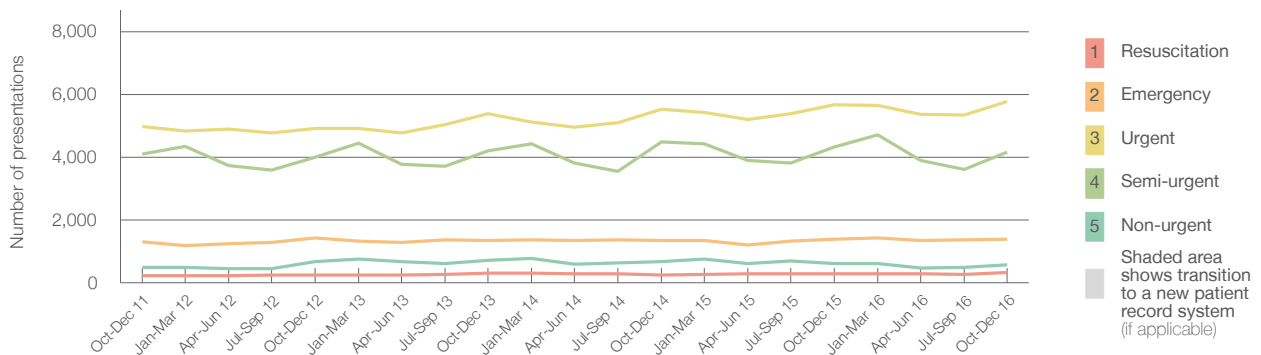
All presentations:¹ 12,418 patients

Emergency presentations² by triage category: 12,216 patients



	Same period last year	Change since one year ago
All presentations	12,447	-0.2%
Emergency presentations	12,265	-0.4%
Resuscitation	284	16.9%
Emergency	1,376	0.7%
Urgent	5,675	1.7%
Semi-urgent	4,315	-3.5%
Non-urgent	615	-8.6%

Emergency presentations² by quarter, October 2011 to December 2016 *§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	229	242	293	246	284	332
Emergency	1,312	1,421	1,337	1,338	1,376	1,386
Urgent	4,970	4,924	5,393	5,536	5,675	5,773
Semi-urgent	4,107	4,003	4,209	4,480	4,315	4,163
Non-urgent	481	672	718	671	615	562
All emergency presentations	11,099	11,262	11,950	12,271	12,265	12,216

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,728 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,779	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	31 minutes	5 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,386

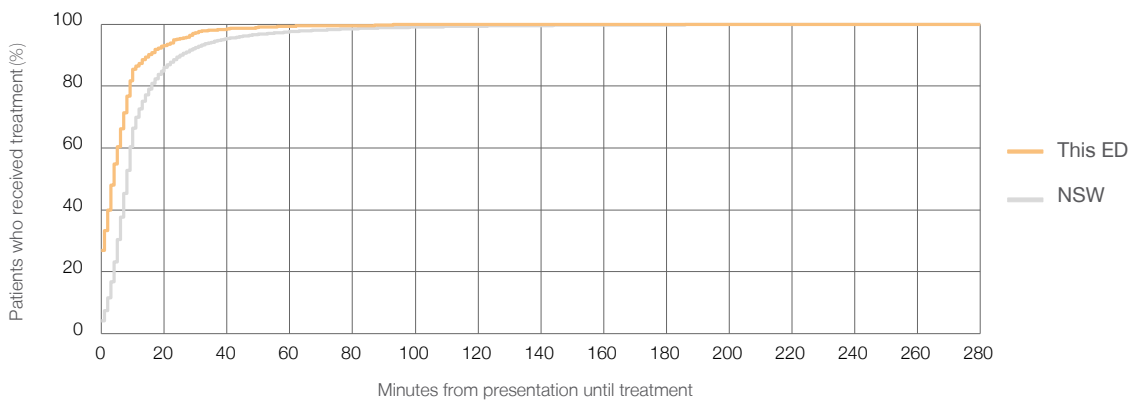
Number of triage 2 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 4 minutes

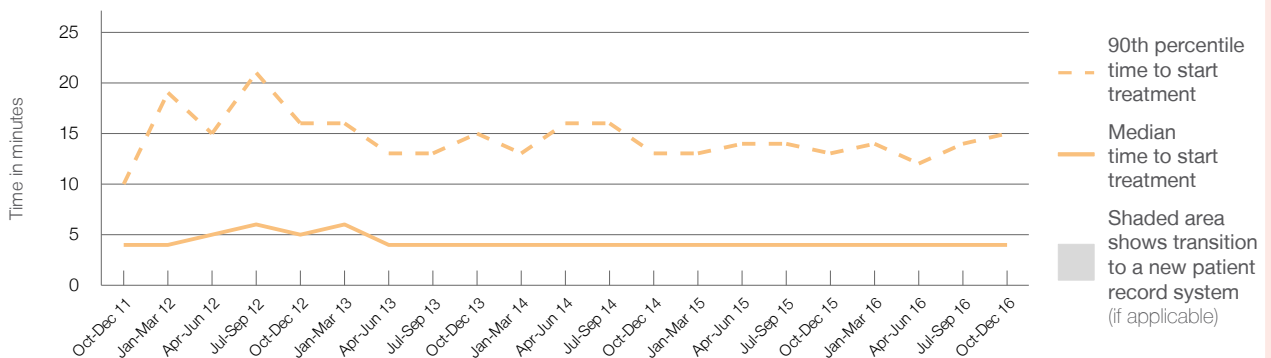
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,376	
1,374	
4 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	4	5	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	10	16	15	13	13	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 5,773

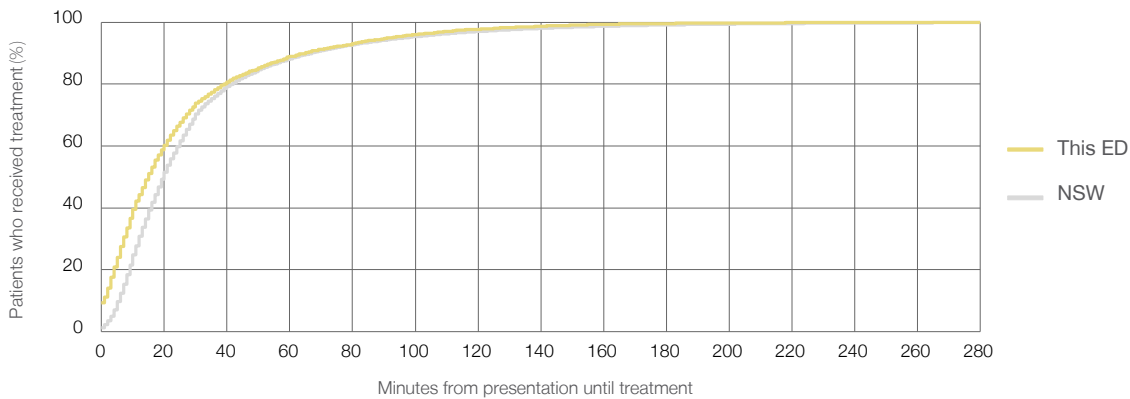
Number of triage 3 patients used to calculate waiting time:³ 5,603

Median time to start treatment⁴ 15 minutes

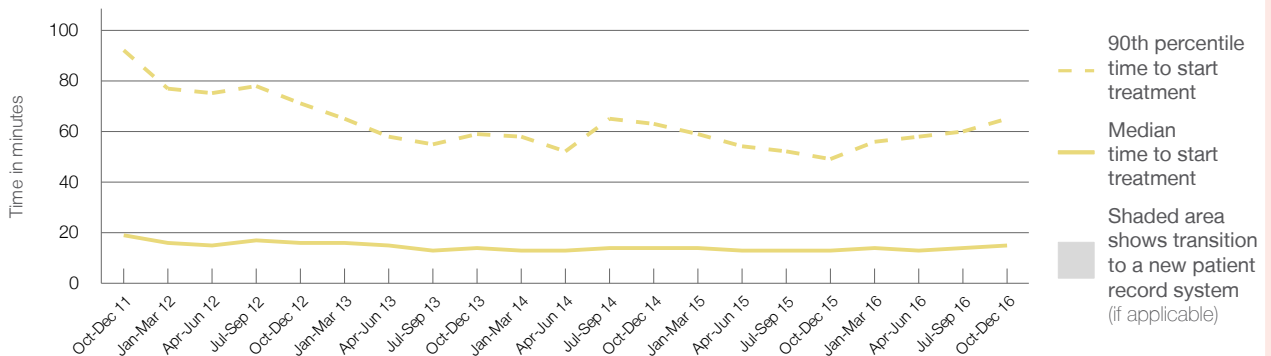
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
5,675	5,577
13 minutes	20 minutes
49 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	16	14	14	13	15
90th percentile time to start treatment ⁵ (minutes)	92	71	59	63	49	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,163

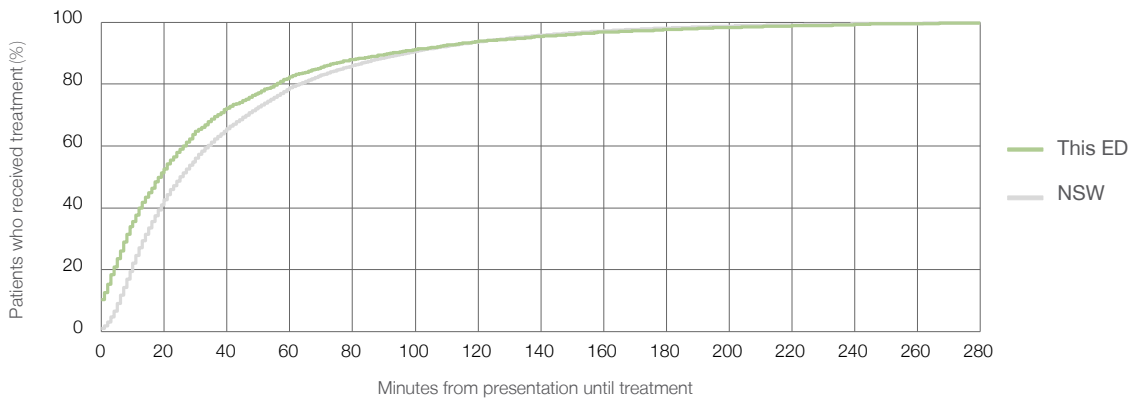
Number of triage 4 patients used to calculate waiting time:³ 3,566

Median time to start treatment⁴ 19 minutes

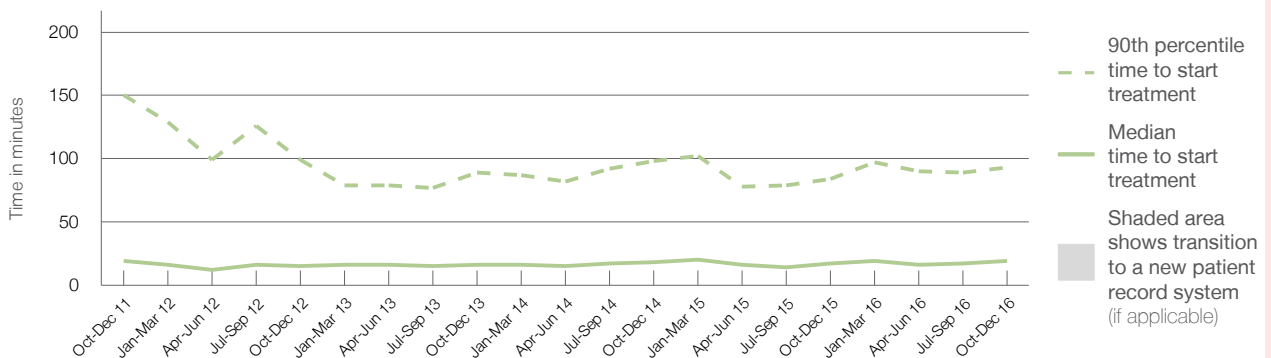
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,315	
3,970	
17 minutes	25 minutes
84 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	15	16	18	17	19
90th percentile time to start treatment ⁵ (minutes)	150	99	89	98	84	93

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 562

Number of triage 5 patients used to calculate waiting time:³ 452

Median time to start treatment⁴

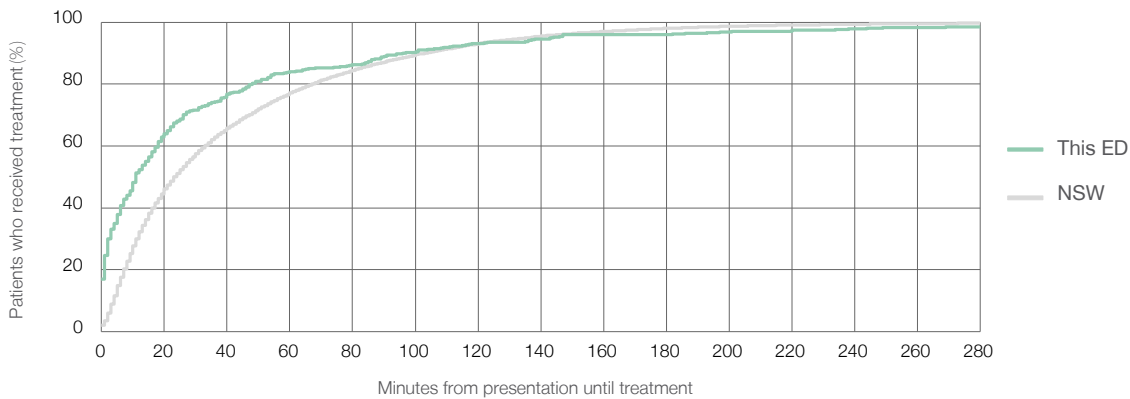
11 minutes

90th percentile time to start treatment⁵

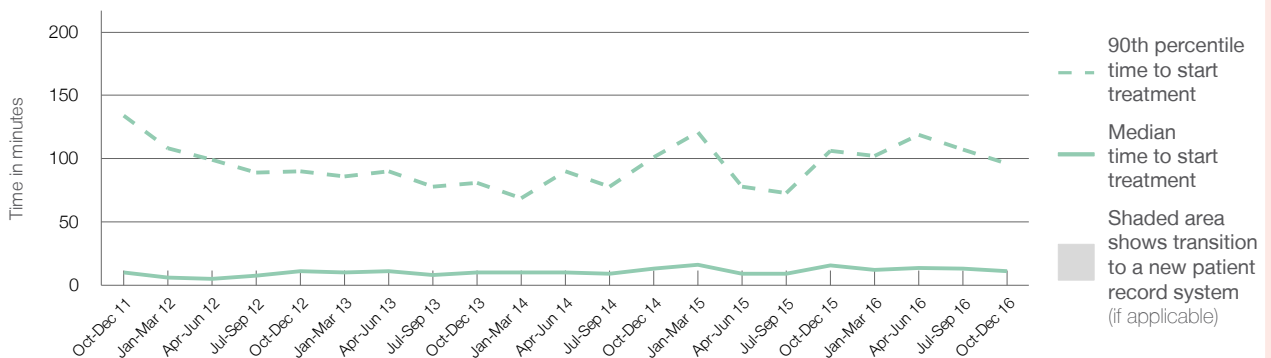
96 minutes

Same period last year	NSW (this period)
615	
516	
16 minutes	24 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	11	10	13	16	11
90th percentile time to start treatment ⁵ (minutes)	134	90	81	101	106	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED October to December 2016

All presentations:¹ 12,418 patients

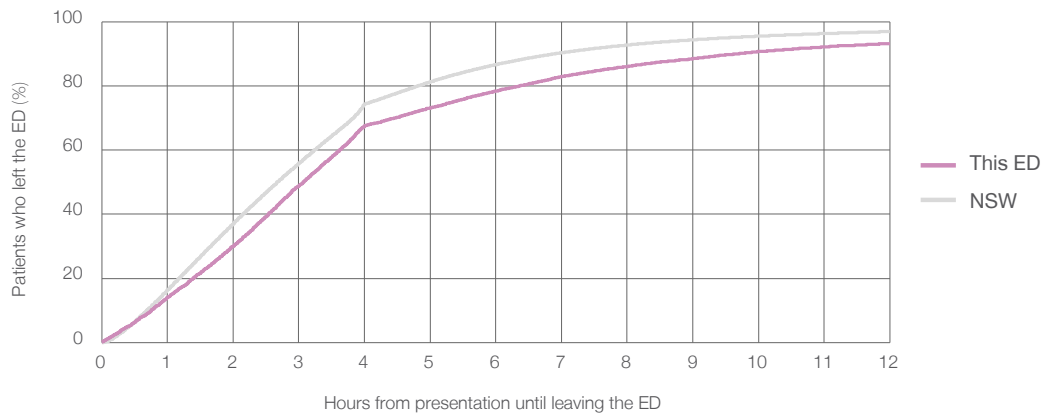
Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

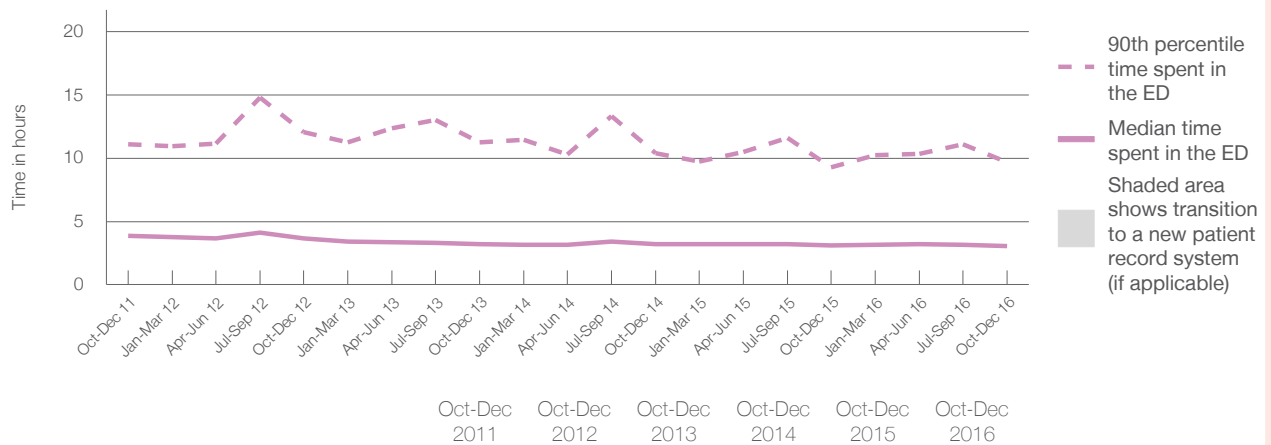
90th percentile time spent in the ED⁹ 9 hours and 41 minutes

Same period last year	NSW (this period)
12,447	12,447
3 hours and 6 minutes	2 hours and 41 minutes
9 hours and 17 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡§}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

October to December 2016

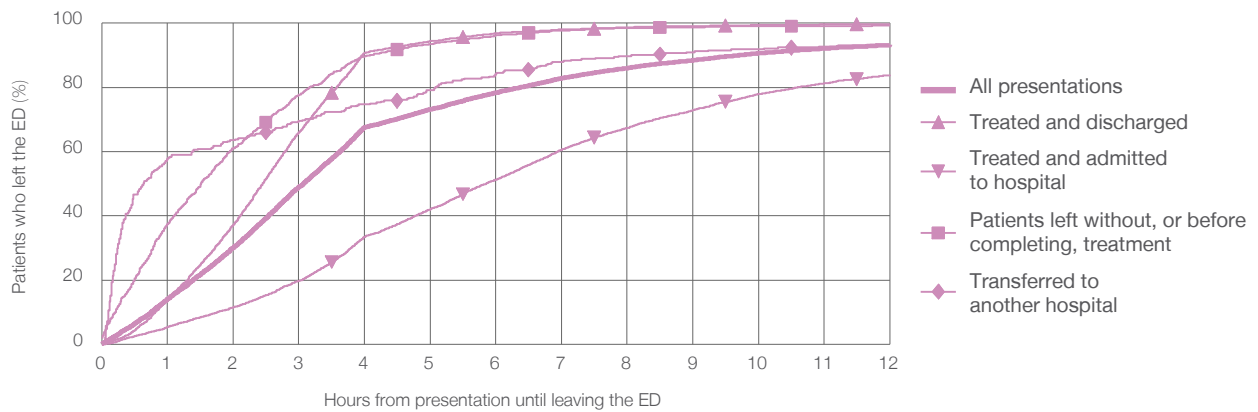
All presentations:¹ 12,418 patients

Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

Treated and discharged	5,970 (48.1%)
Treated and admitted to hospital	4,926 (39.7%)
Patient left without, or before completing, treatment	1,144 (9.2%)
Transferred to another hospital	332 (2.7%)
Other	46 (0.4%)

Same period last year	Change since one year ago
12,447	-0.2%
5,840	2.2%
5,209	-5.4%
1,080	5.9%
198	67.7%
120	-61.7%

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



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	14.0%	37.2%	66.1%	90.7%	96.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	5.4%	11.6%	19.7%	33.5%	51.3%	67.4%	77.9%	83.9%
Patient left without, or before completing, treatment	37.4%	61.1%	77.7%	89.7%	96.3%	98.4%	99.1%	99.2%
Transferred to another hospital	57.8%	63.6%	69.6%	74.7%	84.3%	89.8%	91.9%	93.4%
All presentations	14.1%	30.1%	48.9%	67.5%	78.4%	86.0%	90.7%	93.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 12,418 patients

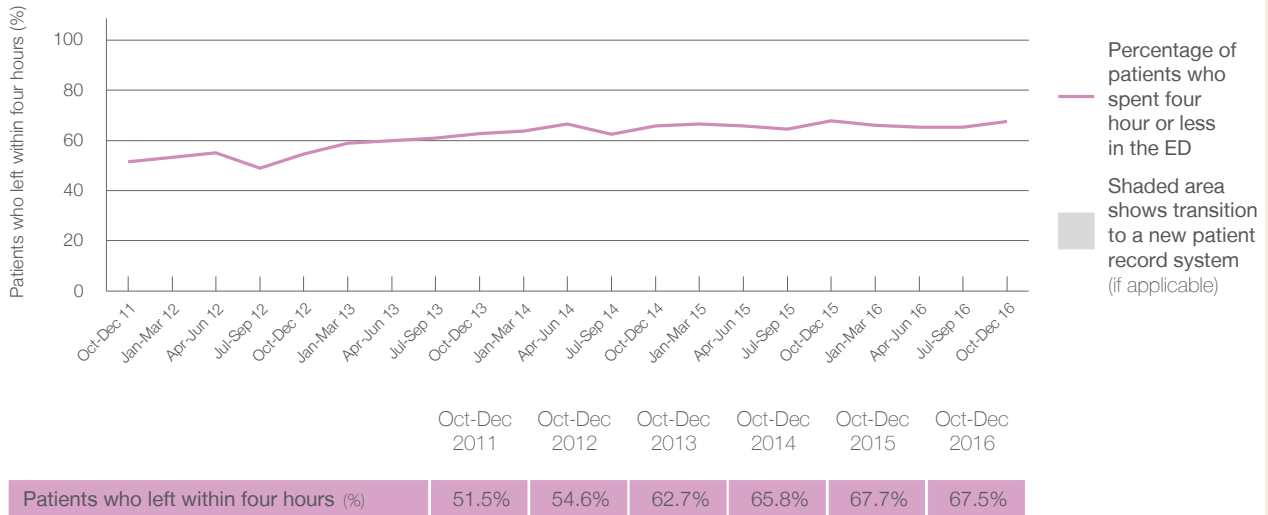
Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	12,447	-0.2%
Presentations used to calculate time to leaving the ED: ⁶	12,447	-0.2%
Percentage of patients who spent four hours or less in the ED	67.7%	

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



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

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

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

- 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, January to March 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 24 January 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Westmead Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,131 patients

Emergency presentations:² 18,961 patients

Same period last year	Change since one year ago
18,448	3.7%
18,189	4.2%

Westmead Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 5,892 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 91 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,020 patients

Median time to start treatment⁴ 50 minutes
 90th percentile time to start treatment⁵ 168 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,222 patients

Median time to start treatment⁴ 53 minutes
 90th percentile time to start treatment⁵ 162 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,295 patients

Median time to start treatment⁴ 41 minutes
 90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
5,219	
11 minutes	8 minutes
52 minutes	26 minutes
6,310	
35 minutes	20 minutes
139 minutes	67 minutes
4,542	
47 minutes	25 minutes
151 minutes	97 minutes
1,591	
35 minutes	24 minutes
135 minutes	103 minutes

Westmead Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,115 patients

Percentage of patients who spent four hours or less in the ED 54.4%

Same period last year	Change since one year ago
18,448	3.6%
57.9%	

* 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, January to March 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.

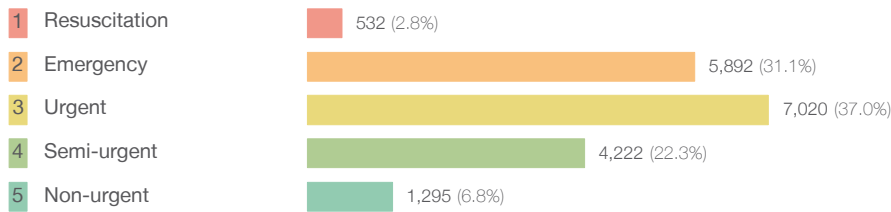
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Westmead Hospital: Patients presenting to the emergency department October to December 2016

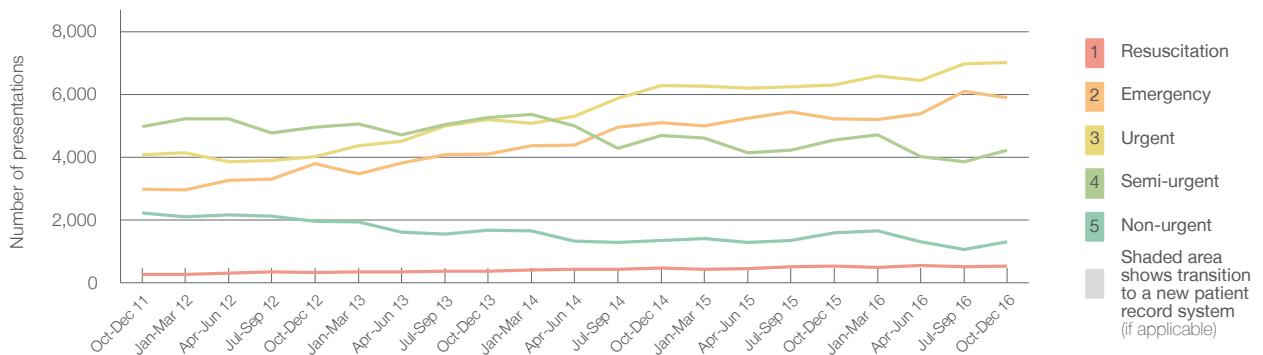
All presentations:¹ 19,131 patients

Emergency presentations² by triage category: 18,961 patients



Same period last year	Change since one year ago
18,448	3.7%
18,189	4.2%
527	0.9%
5,219	12.9%
6,310	11.3%
4,542	-7.0%
1,591	-18.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	270	315	370	472	527	532
Emergency	2,968	3,802	4,089	5,103	5,219	5,892
Urgent	4,082	4,022	5,207	6,290	6,310	7,020
Semi-urgent	4,978	4,955	5,269	4,680	4,542	4,222
Non-urgent	2,225	1,961	1,676	1,343	1,591	1,295
All emergency presentations	14,523	15,055	16,611	17,888	18,189	18,961

Westmead Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,732 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,572	
12 minutes	1 minutes
28 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 trans 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.

Westmead Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 5,892

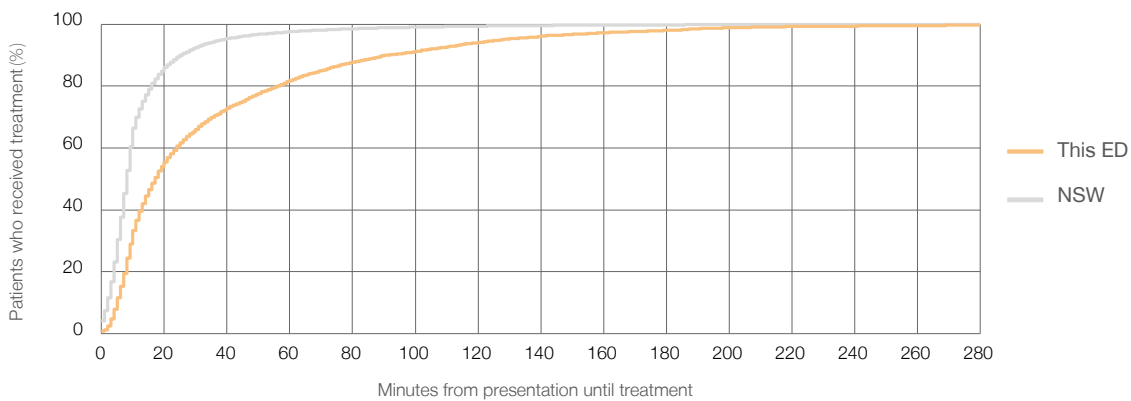
Number of triage 2 patients used to calculate waiting time:³ 5,740

Median time to start treatment⁴ 17 minutes

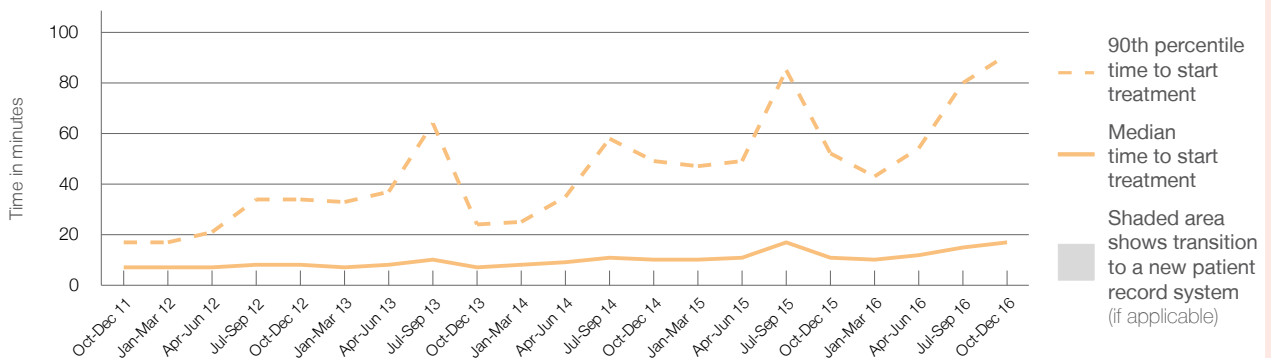
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
5,219	5,114
11 minutes	8 minutes
52 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	7	10	11	17
90th percentile time to start treatment ⁵ (minutes)	17	34	24	49	52	91

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 7,020

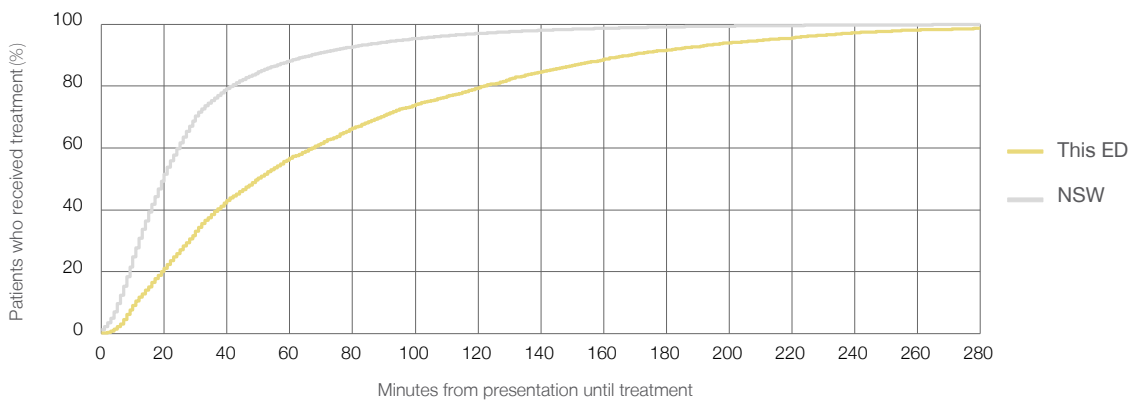
Number of triage 3 patients used to calculate waiting time:³ 6,352

Median time to start treatment⁴ 50 minutes

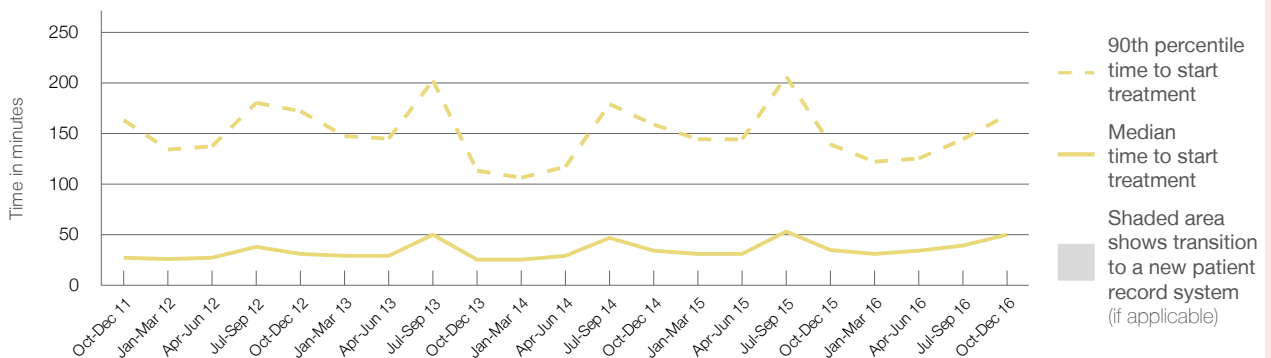
90th percentile time to start treatment⁵ 168 minutes

Same period last year	NSW (this period)
6,310	
5,769	
35 minutes	20 minutes
139 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	31	25	34	35	50
90th percentile time to start treatment ⁵ (minutes)	163	172	113	159	139	168

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,222

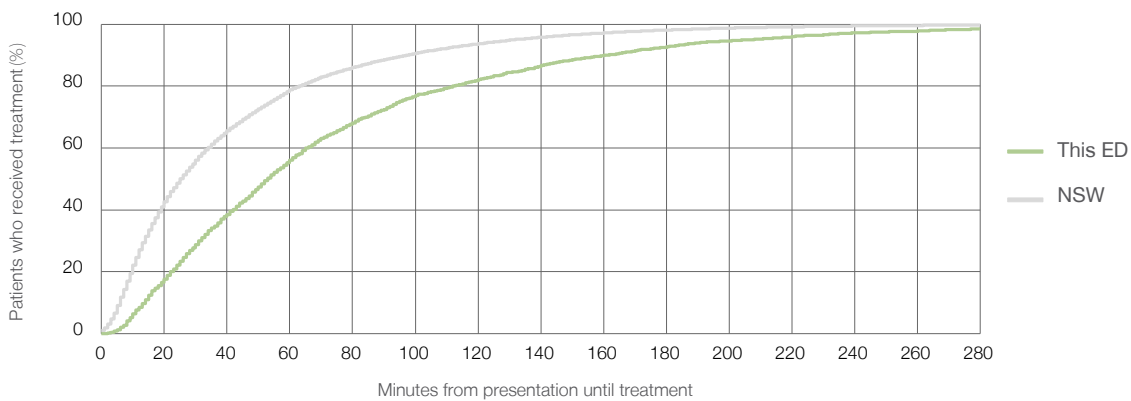
Number of triage 4 patients used to calculate waiting time:³ 3,667

Median time to start treatment⁴ 53 minutes

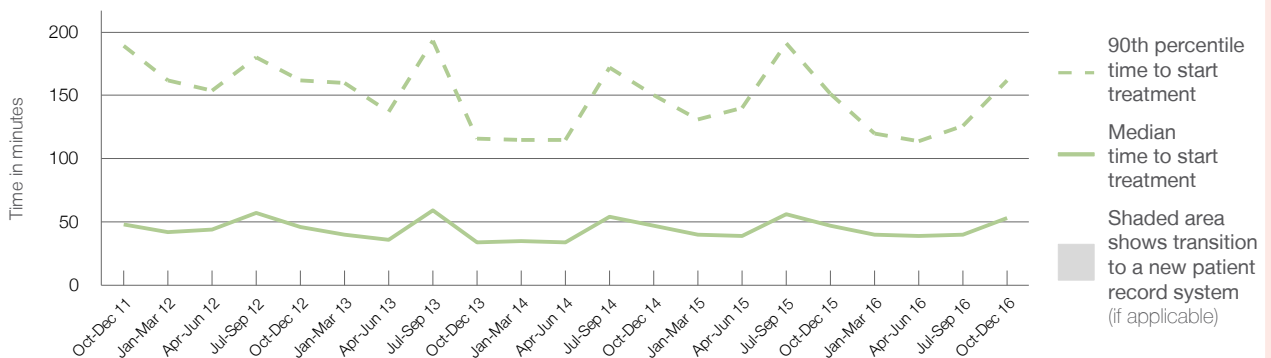
90th percentile time to start treatment⁵ 162 minutes

Same period last year	NSW (this period)
4,542	4,043
47 minutes	25 minutes
151 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	46	34	47	47	53
90th percentile time to start treatment ⁵ (minutes)	189	162	116	150	151	162

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,295

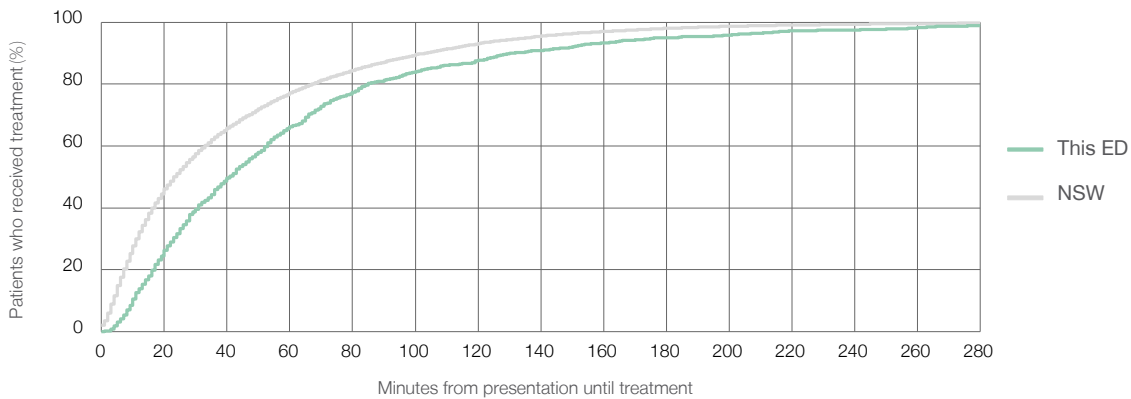
Number of triage 5 patients used to calculate waiting time:³ 1,056

Median time to start treatment⁴ 41 minutes

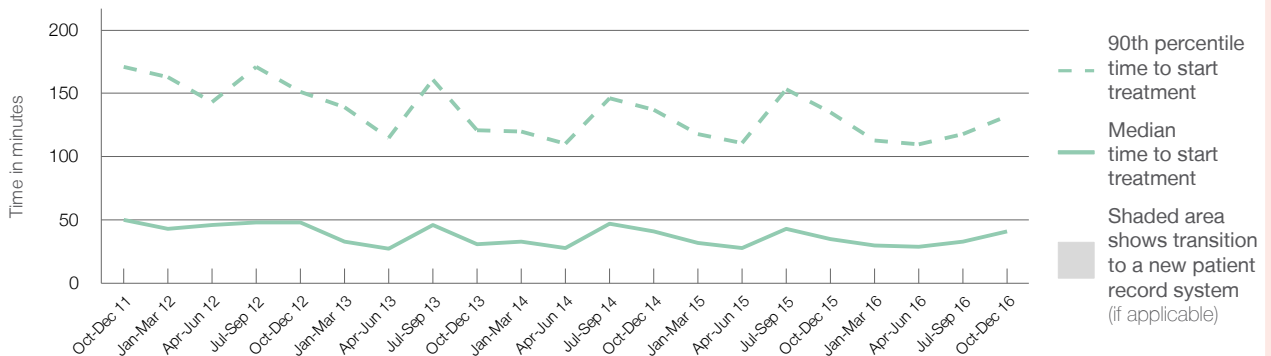
90th percentile time to start treatment⁵ 132 minutes

Same period last year	NSW (this period)
1,591	1,321
35 minutes	24 minutes
135 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	50	48	31	41	35	41
90th percentile time to start treatment ⁵ (minutes)	171	151	121	137	135	132

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 19,131 patients

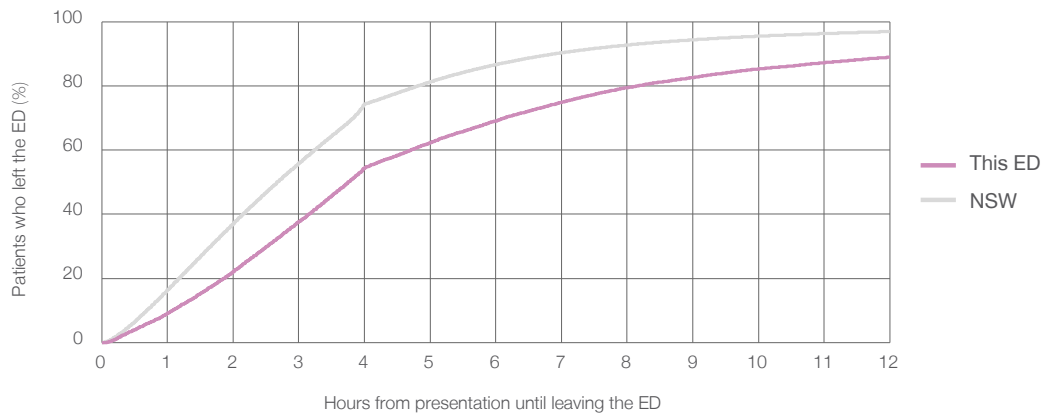
Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Median time spent in the ED⁸ 3 hours and 45 minutes

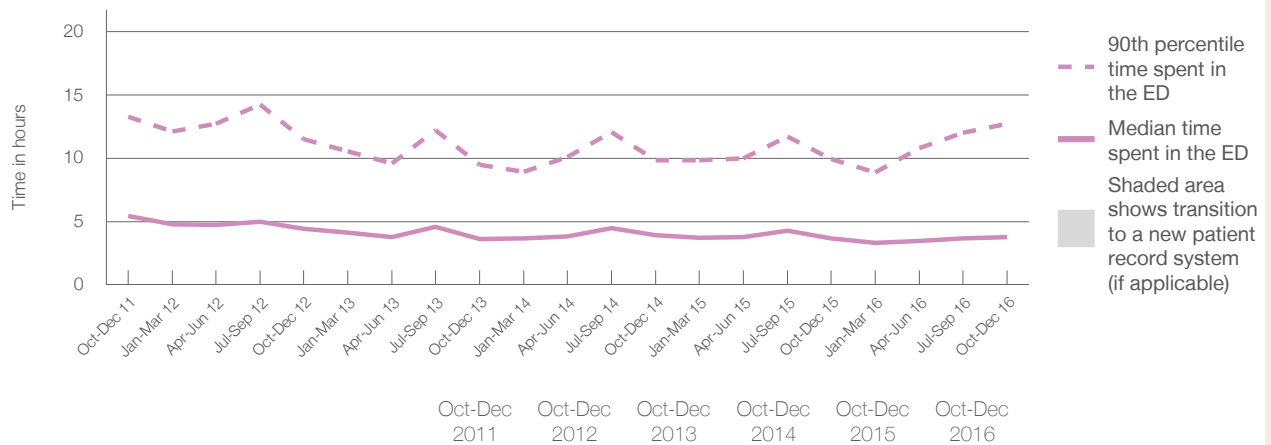
90th percentile time spent in the ED⁹ 12 hours and 44 minutes

Same period last year	NSW (this period)
18,448	18,448
3 hours and 41 minutes	2 hours and 41 minutes
9 hours and 55 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



Median time to leaving the ED ⁸ (hours, minutes)	5h 26m	4h 24m	3h 37m	3h 55m	3h 41m	3h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 15m	11h 31m	9h 29m	9h 49m	9h 55m	12h 44m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

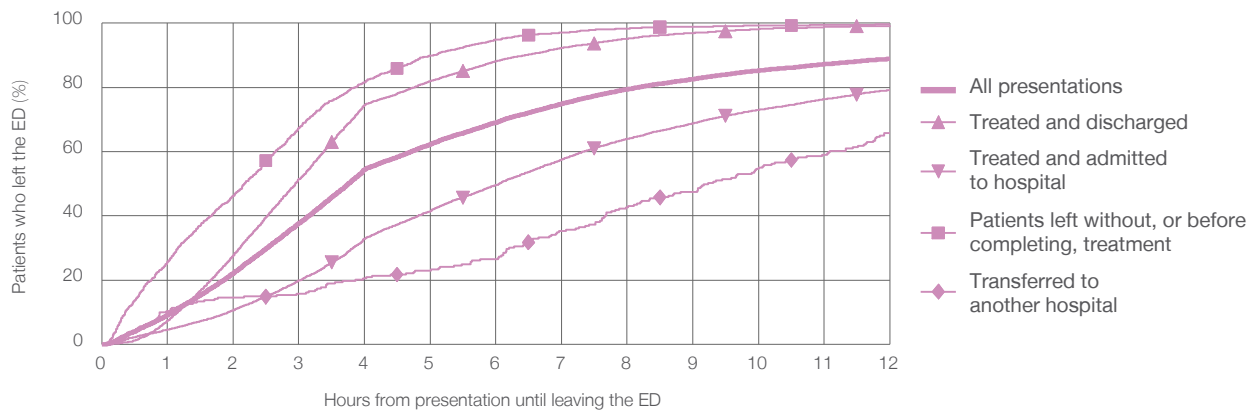
All presentations:¹ 19,131 patients

Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Treated and discharged	7,184 (37.6%)
Treated and admitted to hospital	9,470 (49.5%)
Patient left without, or before completing, treatment	1,759 (9.2%)
Transferred to another hospital	250 (1.3%)
Other	468 (2.4%)

Same period last year	Change since one year ago
18,448	3.6%
7,415	-3.1%
8,997	5.3%
1,319	33.4%
203	23.2%
514	-8.9%

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



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	7.4%	27.7%	51.4%	74.6%	88.1%	95.2%	98.1%	99.2%
Treated and admitted to hospital	4.6%	10.6%	19.8%	32.9%	49.6%	64.0%	73.0%	79.2%
Patient left without, or before completing, treatment	25.7%	46.2%	67.3%	81.6%	94.9%	98.4%	99.2%	99.7%
Transferred to another hospital	10.4%	14.5%	15.7%	20.5%	26.5%	42.6%	55.0%	65.9%
All presentations	9.1%	22.2%	37.7%	54.4%	69.1%	79.4%	85.3%	88.9%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Westmead Hospital: Time spent in the ED

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

October to December 2016

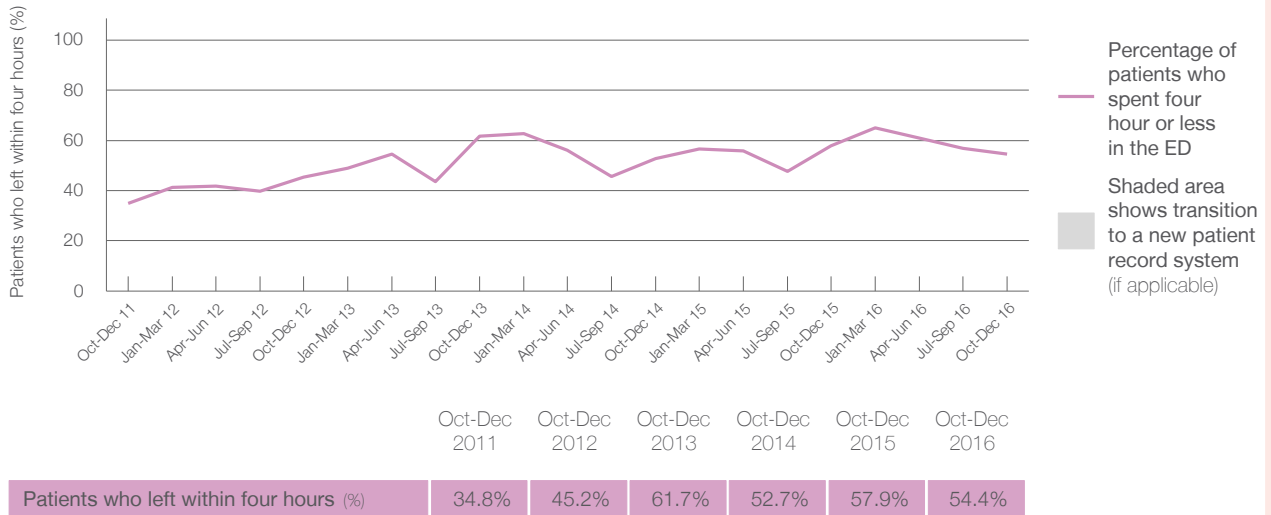
All presentations at the emergency department:¹ 19,131 patients

Presentations used to calculate time to leaving the ED:⁶ 19,115 patients

Percentage of patients who spent four hours or less in the ED 54.4%

Same period last year	Change since one year ago
18,448	3.7%
18,448	3.6%
57.9%	

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



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

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

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

- 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Wollongong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 15,862 patients

Emergency presentations:² 15,519 patients

Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%

Wollongong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,981 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,609 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,189 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 627 patients

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,963	
10 minutes	8 minutes
25 minutes	26 minutes
6,524	
27 minutes	20 minutes
86 minutes	67 minutes
6,422	
35 minutes	25 minutes
125 minutes	97 minutes
501	
31 minutes	24 minutes
112 minutes	103 minutes

Wollongong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 15,861 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
15,868	-0.0%
64.2%	

* 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, January to March 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.

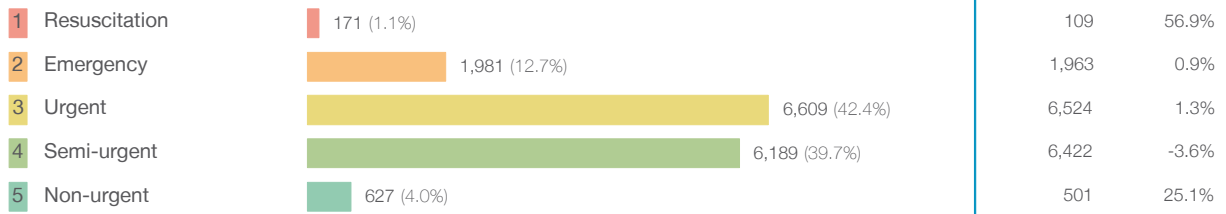
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Wollongong Hospital: Patients presenting to the emergency department October to December 2016

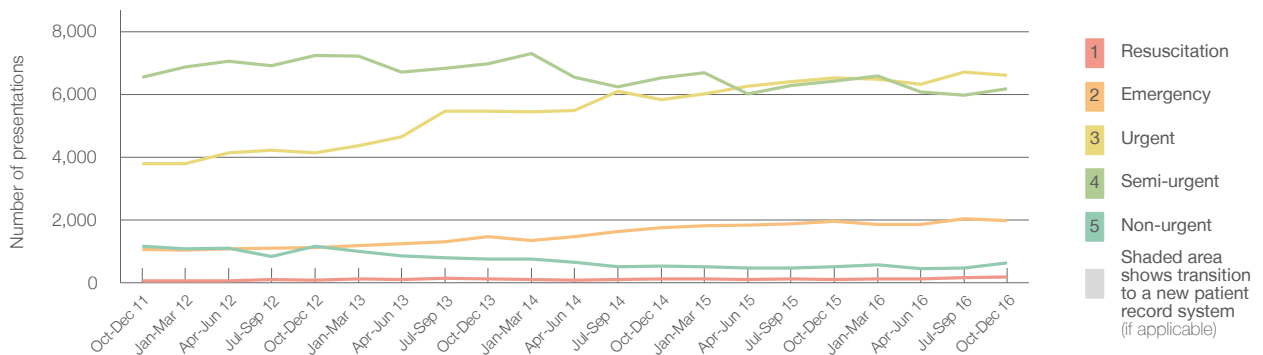
All presentations:¹ 15,862 patients

Emergency presentations² by triage category: 15,577 patients



Same period last year	Change since one year ago
15,869	-0.0%
15,519	0.4%
109	56.9%
1,963	0.9%
6,524	1.3%
6,422	-3.6%
501	25.1%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	50	83	114	111	109	171
Emergency	1,068	1,121	1,475	1,756	1,963	1,981
Urgent	3,782	4,136	5,457	5,833	6,524	6,609
Semi-urgent	6,543	7,247	6,981	6,533	6,422	6,189
Non-urgent	1,153	1,160	755	533	501	627
All emergency presentations	12,596	13,747	14,782	14,766	15,519	15,577

Wollongong Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,278 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,193	
12 minutes	-1 minute
28 minutes	-5 minutes

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

Wollongong Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,981

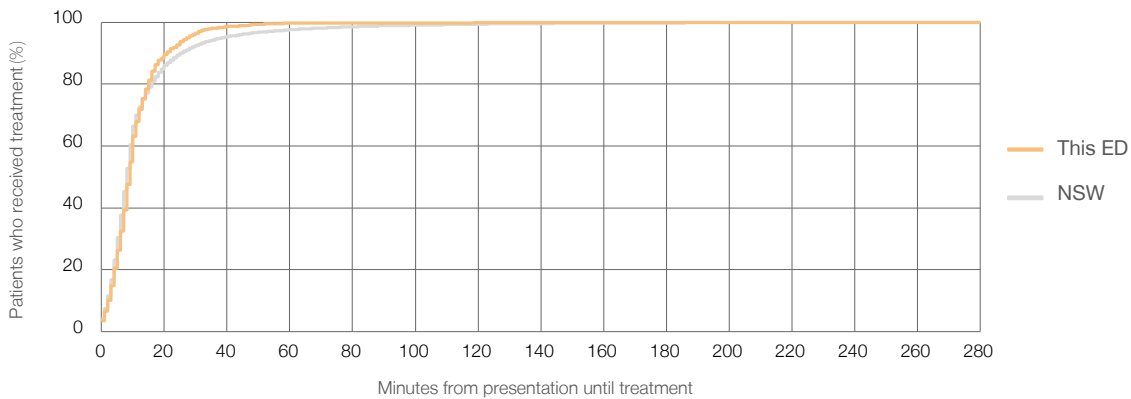
Number of triage 2 patients used to calculate waiting time:³ 1,979

Median time to start treatment⁴ 9 minutes

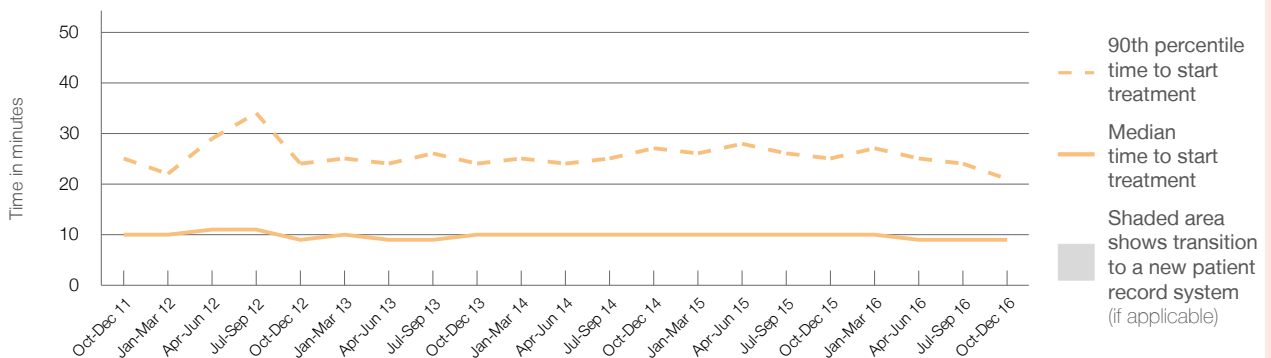
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,963	
1,954	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)	25	24	24	27	25	21

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Wollongong Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 6,609

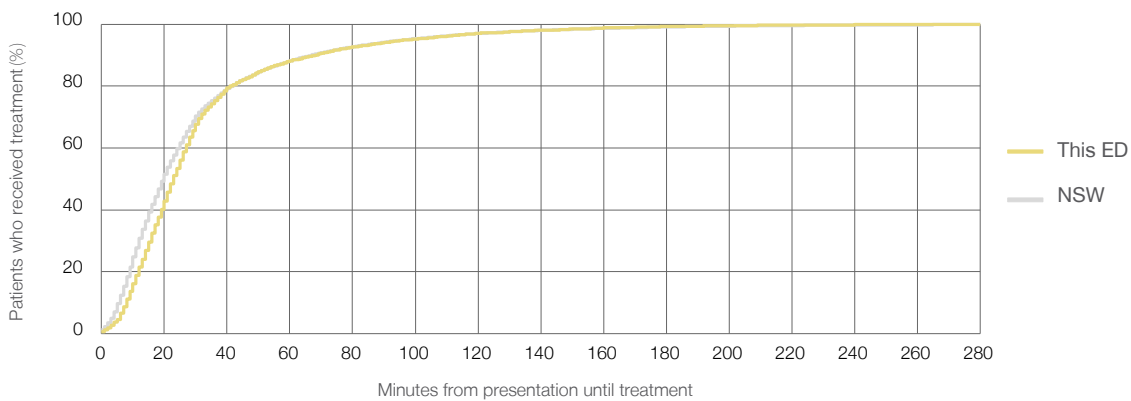
Number of triage 3 patients used to calculate waiting time:³ 6,505

Median time to start treatment⁴ 23 minutes

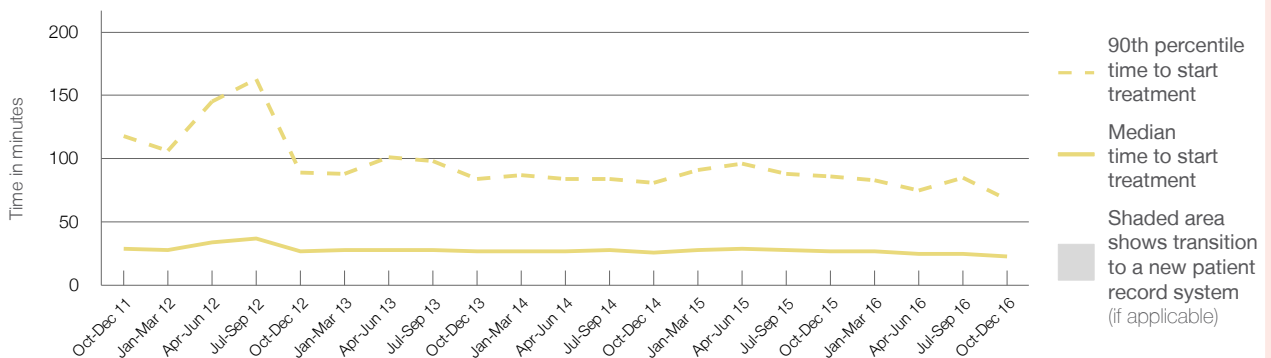
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
6,524	
6,394	
27 minutes	20 minutes
86 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	27	27	26	27	23
90th percentile time to start treatment ⁵ (minutes)	118	89	84	81	86	68

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Wollongong Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 6,189

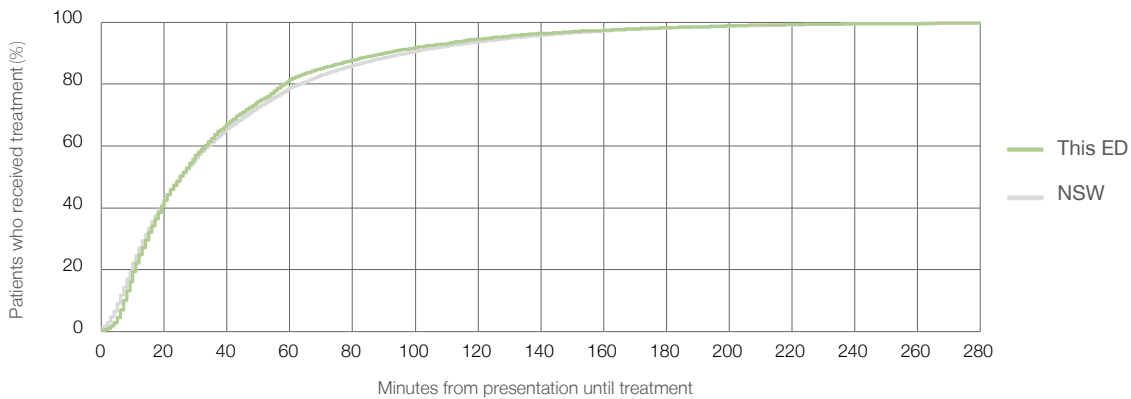
Number of triage 4 patients used to calculate waiting time:³ 5,916

Median time to start treatment⁴ 25 minutes

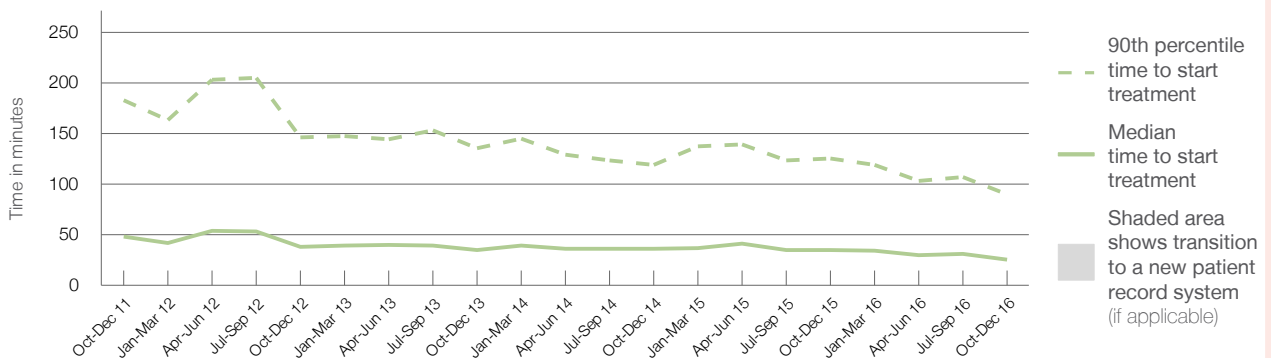
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
6,422	
6,053	
35 minutes	25 minutes
125 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	48	38	35	36	35	25
90th percentile time to start treatment ⁵ (minutes)	183	146	135	119	125	90

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Wollongong Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 627

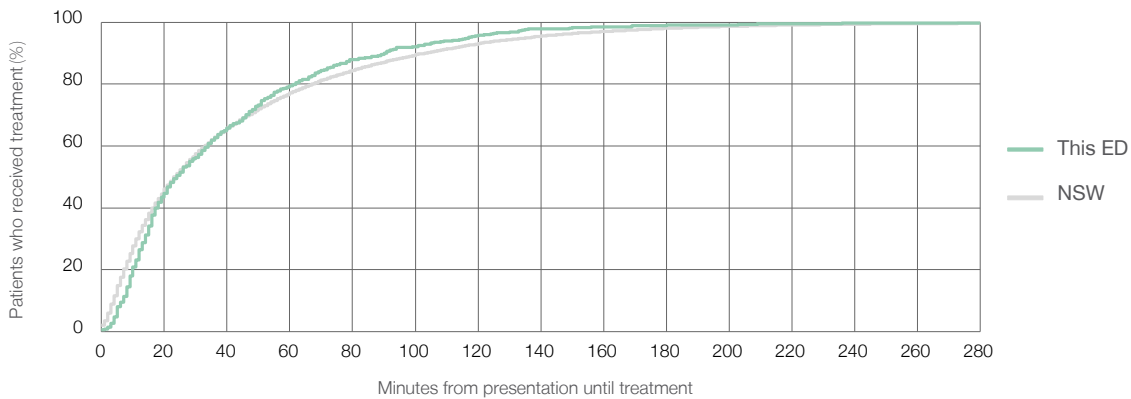
Number of triage 5 patients used to calculate waiting time:³ 534

Median time to start treatment⁴ 24 minutes

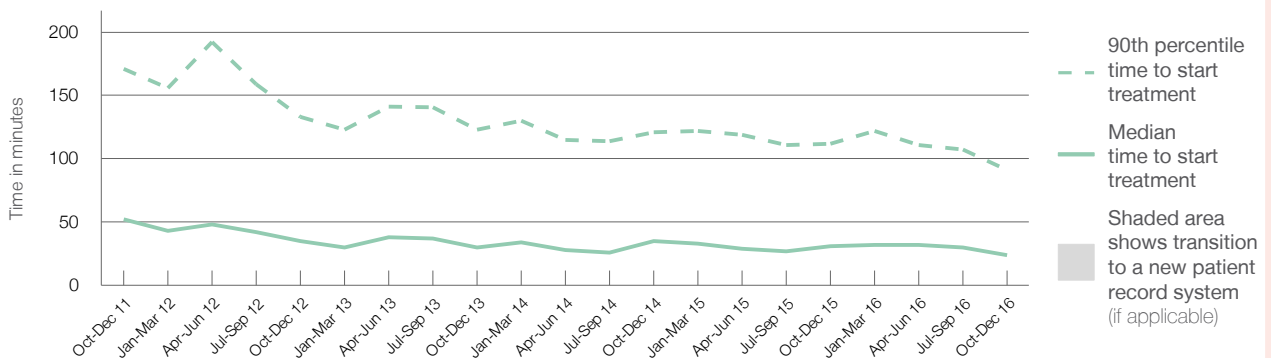
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
501	
415	
31 minutes	24 minutes
112 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	52	35	30	35	31	24
90th percentile time to start treatment ⁵ (minutes)	171	133	123	121	112	91

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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.

Wollongong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 15,862 patients

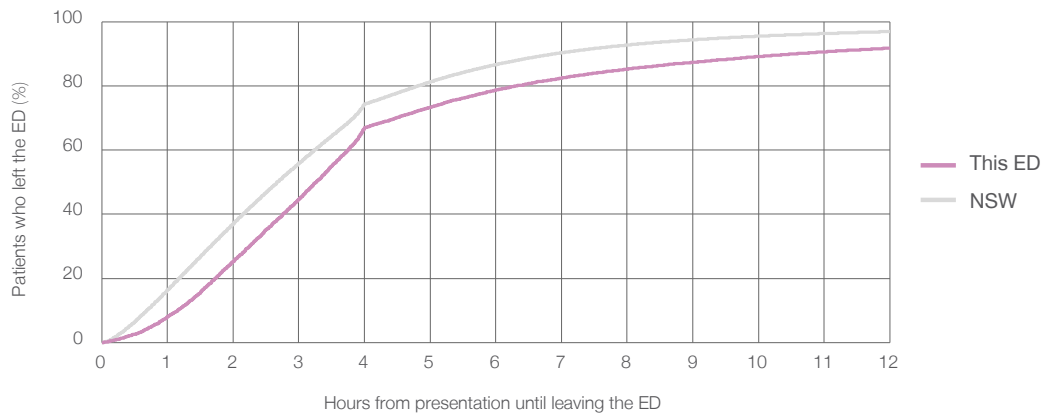
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

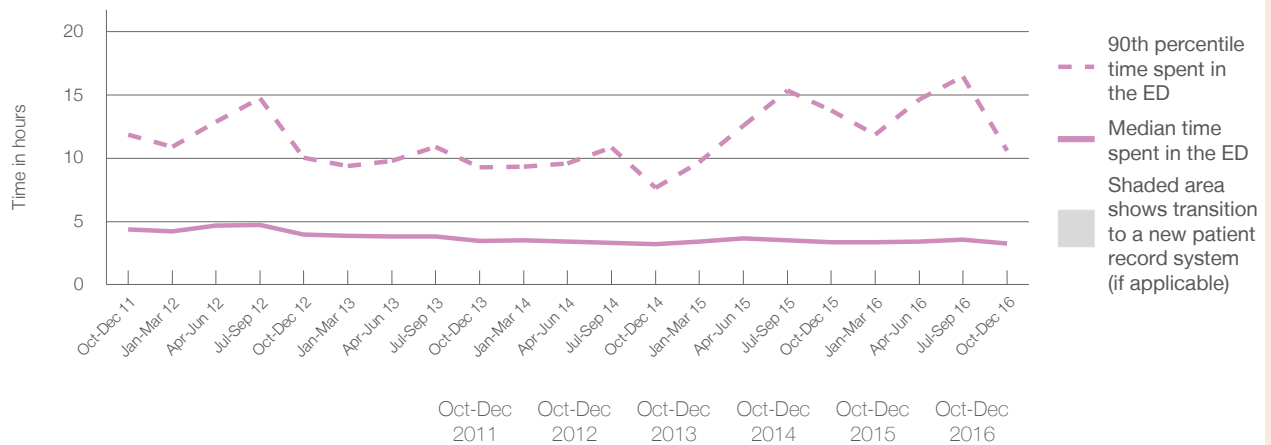
90th percentile time spent in the ED⁹ 10 hours and 34 minutes

Same period last year	NSW (this period)
15,869	15,868
3 hours and 23 minutes	2 hours and 41 minutes
13 hours and 47 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 23m	3h 59m	3h 29m	3h 11m	3h 23m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 52m	10h 3m	9h 18m	7h 39m	13h 47m	10h 34m

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

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Wollongong Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

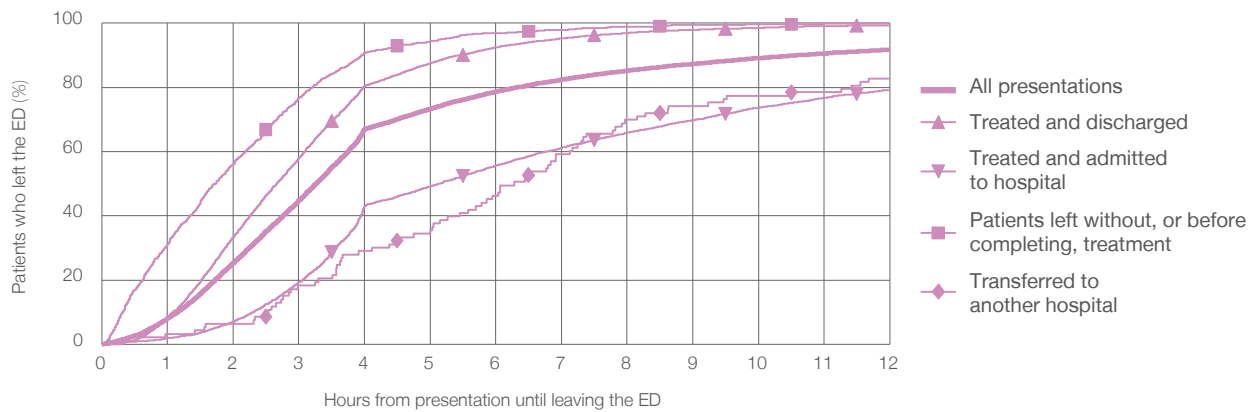
All presentations:¹ 15,862 patients

Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

Treated and discharged	8,507 (53.6%)
Treated and admitted to hospital	5,986 (37.7%)
Patient left without, or before completing, treatment	1,185 (7.5%)
Transferred to another hospital	93 (0.6%)
Other	91 (0.6%)

Same period last year	Change since one year ago
15,868	-0.0%
8,478	0.3%
6,087	-1.7%
1,097	8.0%
95	-2.1%
112	-18.8%

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



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	8.4%	33.4%	57.9%	80.5%	92.5%	97.0%	98.5%	99.4%
Treated and admitted to hospital	1.9%	7.0%	19.3%	43.1%	55.6%	65.9%	73.7%	79.3%
Patient left without, or before completing, treatment	31.1%	56.0%	76.7%	90.7%	97.0%	98.8%	99.7%	99.9%
Transferred to another hospital	3.2%	6.5%	18.3%	29.0%	46.2%	69.9%	77.4%	82.8%
All presentations	8.1%	25.4%	44.8%	66.9%	78.7%	85.2%	89.1%	91.7%

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Wollongong Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 15,862 patients

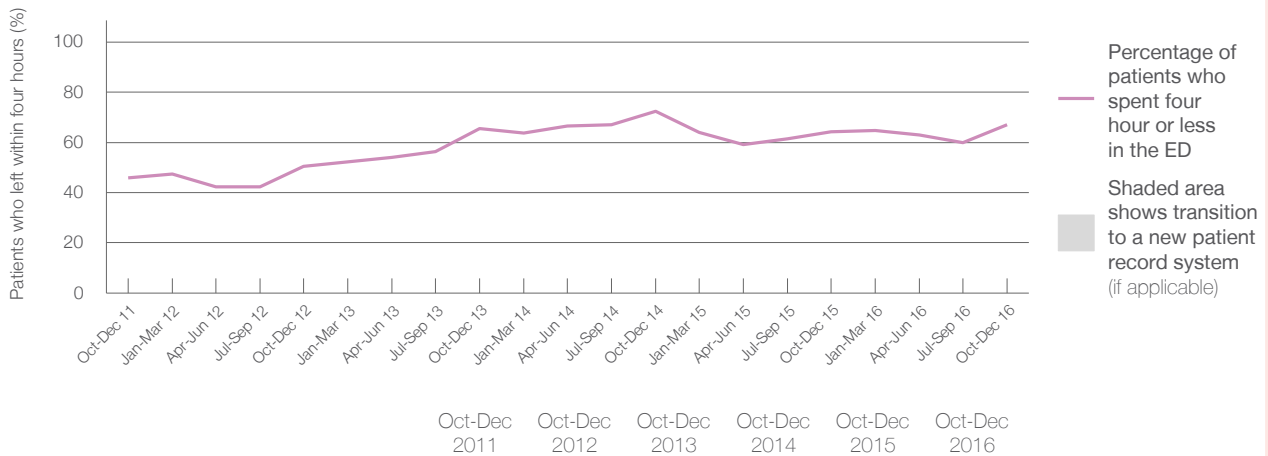
Presentations used to calculate time to leaving the ED:⁶ 15,861 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	15,869	-0.0%
Presentations used to calculate time to leaving the ED: ⁶	15,868	-0.0%
Percentage of patients who spent four hours or less in the ED	64.2%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	45.8%	50.5%	65.4%	72.4%	64.2%	66.9%

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

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- 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).