



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Local Health District

January to March 2017

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

## Canterbury Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 11,740 patients

Emergency presentations:<sup>2</sup> 11,693 patients

Same period last year	Change since one year ago
11,041	6.3%
10,966	6.6%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,087 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 17 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,984 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,405 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,199 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 114 minutes

Same period last year	NSW (this period)
1,037	
7 minutes	8 minutes
13 minutes	26 minutes
3,661	
16 minutes	20 minutes
43 minutes	69 minutes
5,147	
19 minutes	26 minutes
70 minutes	101 minutes
1,083	
18 minutes	23 minutes
77 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,738 patients

Percentage of patients who spent four hours or less in the ED 77.2%

Same period last year	Change since one year ago
11,038	6.3%
84.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

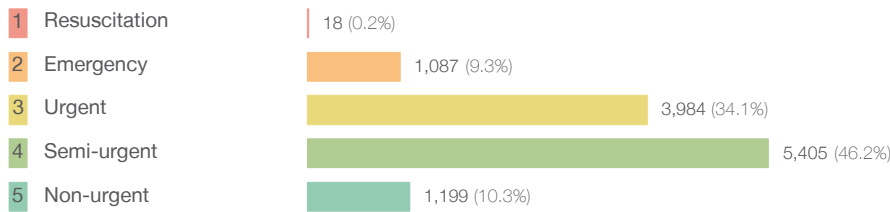
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

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

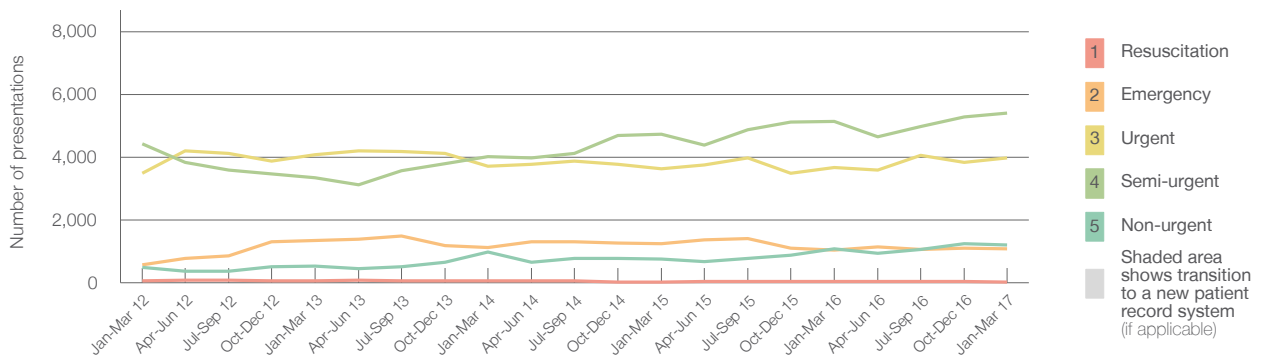
All presentations:<sup>1</sup> 11,740 patients

Emergency presentations<sup>2</sup> by triage category: 11,693 patients



Same period last year	Change since one year ago
11,041	6.3%
10,966	6.6%
38	-52.6%
1,037	4.8%
3,661	8.8%
5,147	5.0%
1,083	10.7%

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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	50	59	50	19	38	18
Emergency	566	1,348	1,118	1,243	1,037	1,087
Urgent	3,485	4,087	3,714	3,629	3,661	3,984
Semi-urgent	4,419	3,351	4,025	4,731	5,147	5,405
Non-urgent	488	522	968	759	1,083	1,199
All emergency presentations	9,008	9,367	9,875	10,381	10,966	11,693

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,874 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,652	
10 minutes	1 minute
18 minutes	3 minutes

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

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

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

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

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

Number of triage 2 patients: 1,087

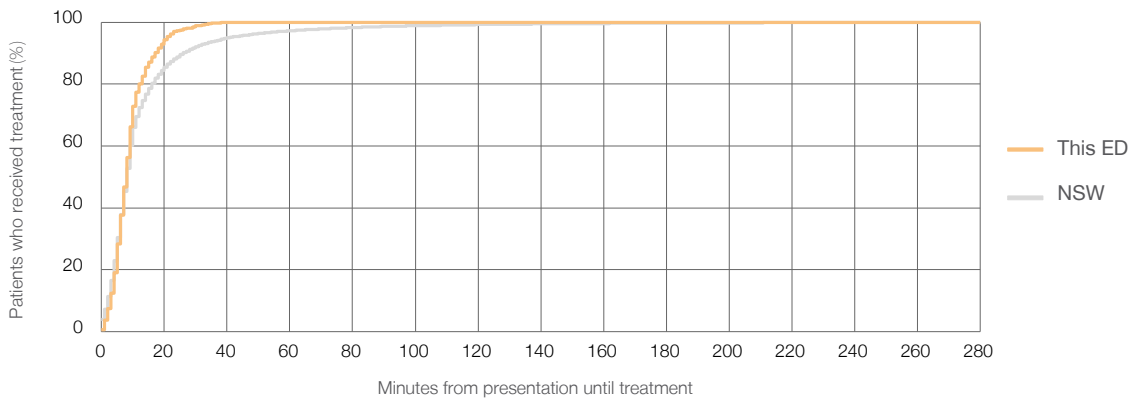
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,081

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

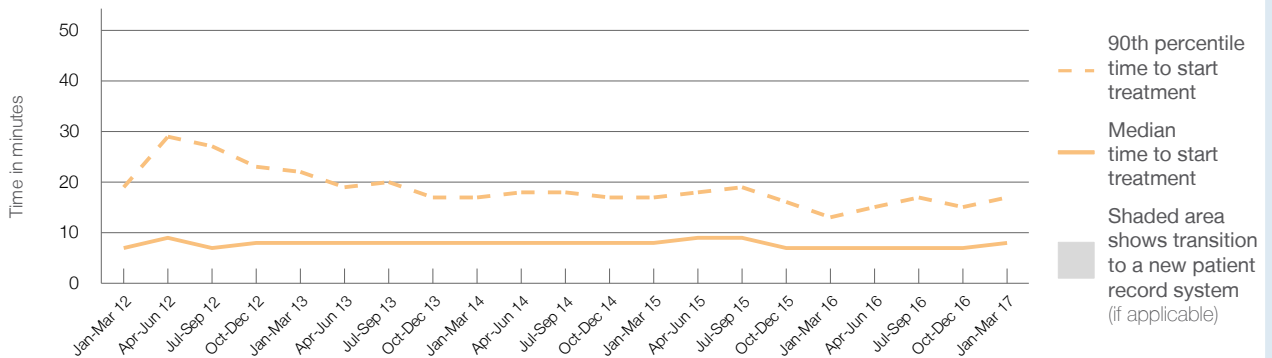
90th percentile time to start treatment<sup>5</sup>  17 minutes

Same period last year	NSW (this period)
1,037	
1,035	
7 minutes	8 minutes
13 minutes	26 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	19	22	17	17	13	17

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

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

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

Number of triage 3 patients: 3,984

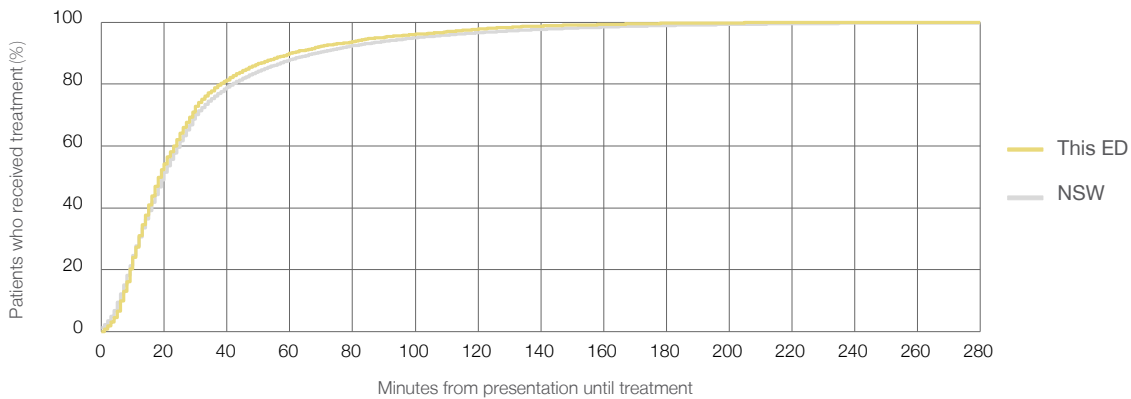
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,888

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

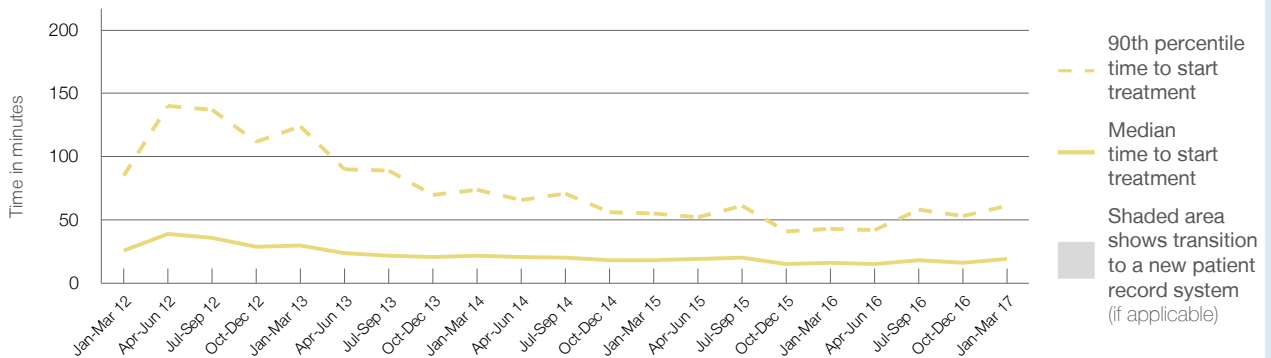
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
3,661	
3,616	
16 minutes	20 minutes
43 minutes	69 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	30	22	18	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	85	124	74	55	43	61

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

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

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

Number of triage 4 patients: 5,405

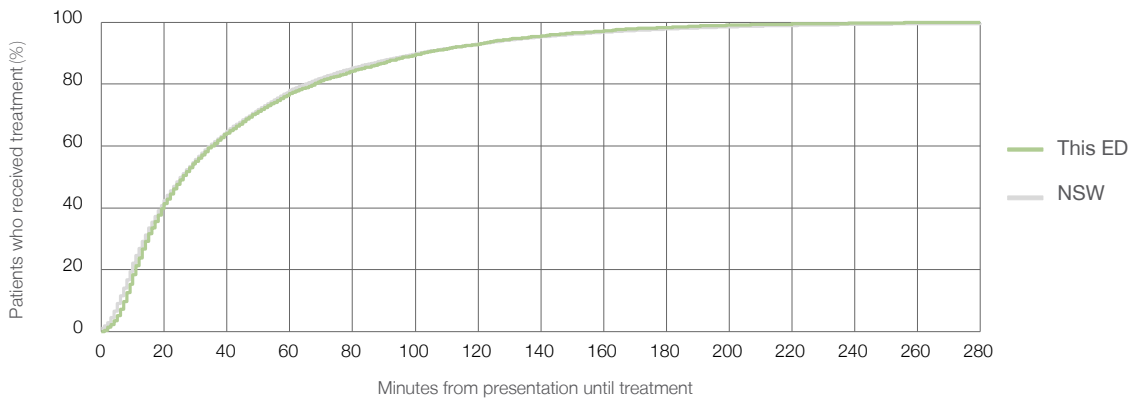
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,941

Median time to start treatment<sup>4</sup> 26 minutes

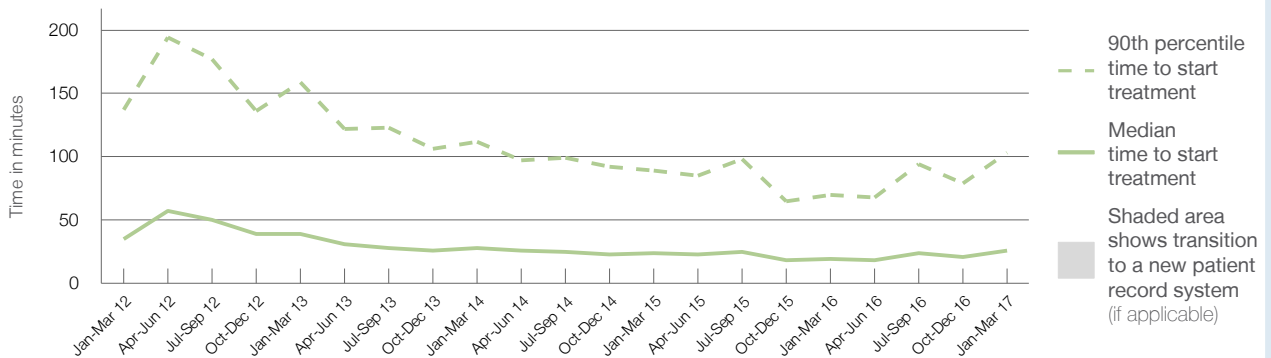
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
5,147	
4,874	
19 minutes	26 minutes
70 minutes	101 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	35	39	28	24	19	26
90th percentile time to start treatment <sup>5</sup> (minutes)	137	159	112	89	70	103

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

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

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

Number of triage 5 patients: 1,199

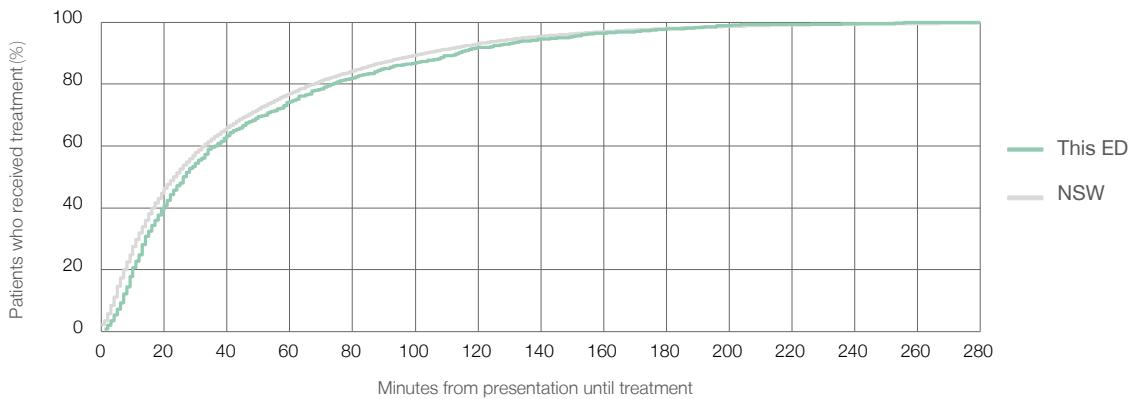
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 907

Median time to start treatment<sup>4</sup> 26 minutes

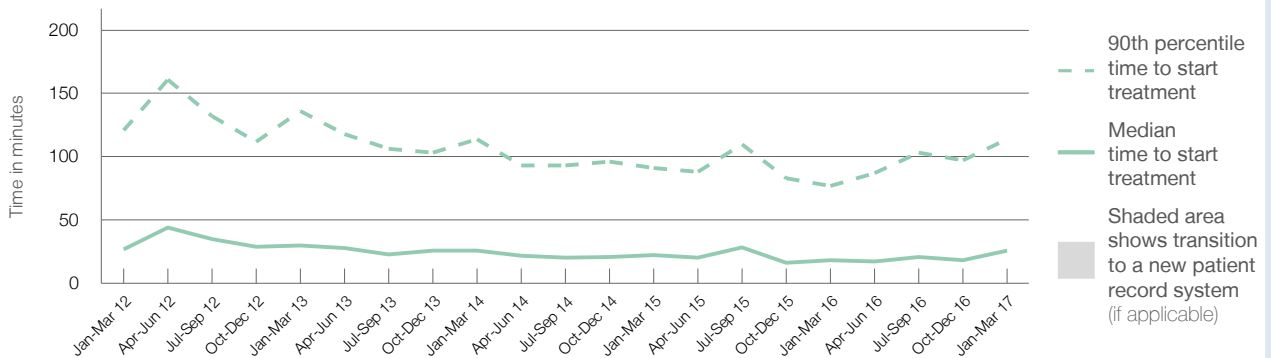
90th percentile time to start treatment<sup>5</sup> 114 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,083	
Number of triage 5 patients used to calculate waiting time	891	
Median time to start treatment	18 minutes	23 minutes
90th percentile time to start treatment	77 minutes	104 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	30	26	23	18	26
90th percentile time to start treatment <sup>5</sup> (minutes)	121	136	114	91	77	114

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

## Canterbury Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 11,740 patients

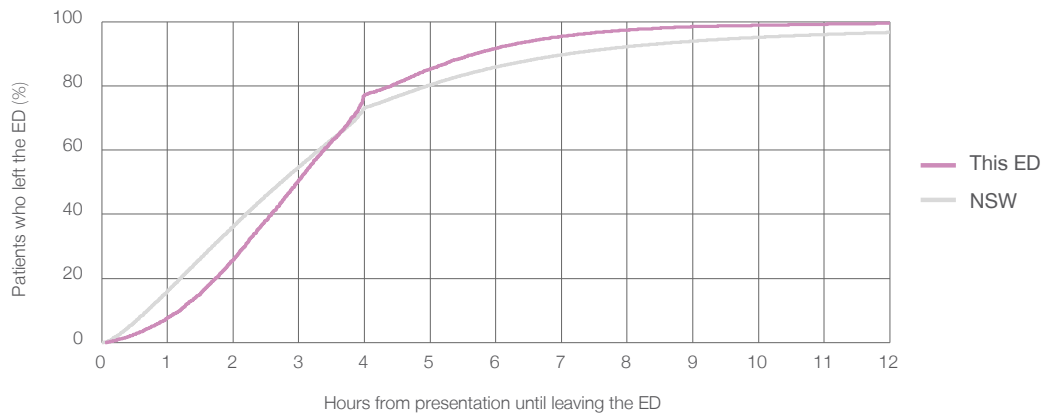
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,738 patients

Median time spent in the ED<sup>8</sup> 2 hours and 59 minutes

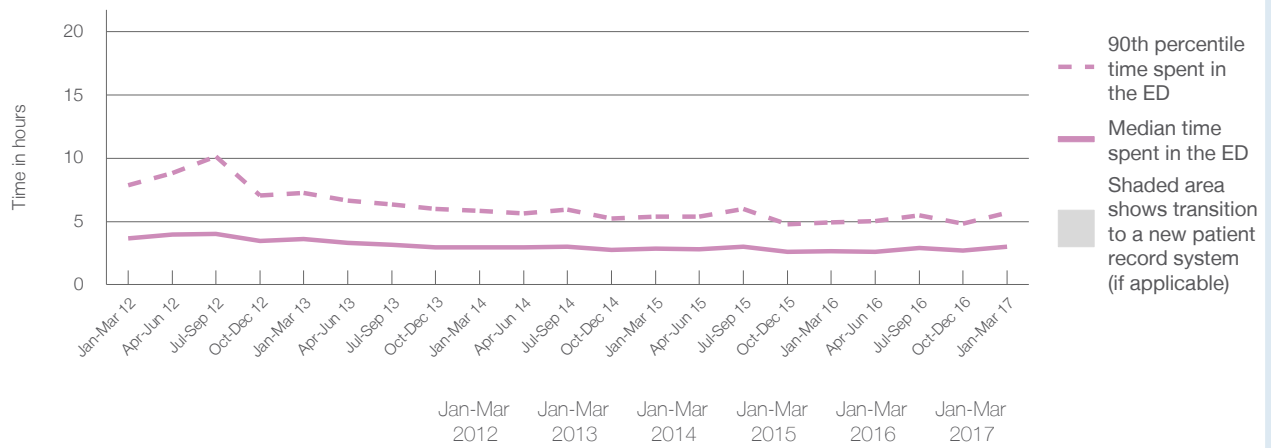
90th percentile time spent in the ED<sup>9</sup> 5 hours and 41 minutes

Same period last year	NSW (this period)
11,041	
11,038	
2 hours and 38 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 40m	3h 36m	2h 57m	2h 50m	2h 38m	2h 59m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 51m	7h 15m	5h 51m	5h 22m	4h 57m	5h 41m

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## Canterbury Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

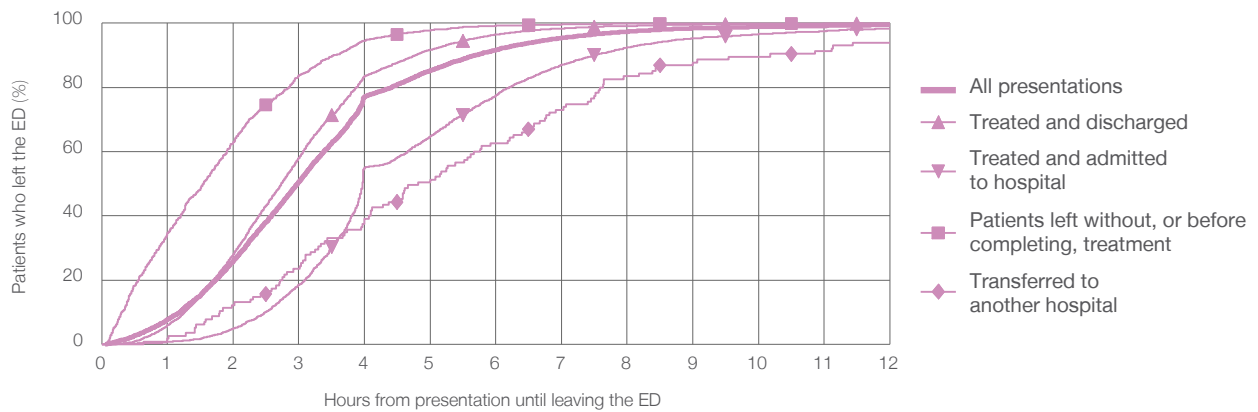
All presentations:<sup>1</sup> 11,740 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,738 patients

Treated and discharged	7,447 (63.4%)
Treated and admitted to hospital	2,918 (24.9%)
Patient left without, or before completing, treatment	1,221 (10.4%)
Transferred to another hospital	115 (1.0%)
Other	39 (0.3%)

Same period last year	Change since one year ago
11,038	6.3%
7,417	0.4%
2,717	7.4%
771	58.4%
114	0.9%
22	77.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	28.1%	58.1%	83.5%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	0.7%	4.9%	18.5%	55.1%	77.5%	92.5%	96.6%	98.3%
Patient left without, or before completing, treatment	34.7%	63.1%	83.7%	94.6%	99.3%	99.8%	99.9%	99.9%
Transferred to another hospital	1.7%	12.2%	23.5%	39.1%	62.6%	83.5%	89.6%	93.9%
All presentations	7.8%	26.0%	50.7%	77.2%	91.7%	97.4%	98.9%	99.4%

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

## Canterbury Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 11,740 patients

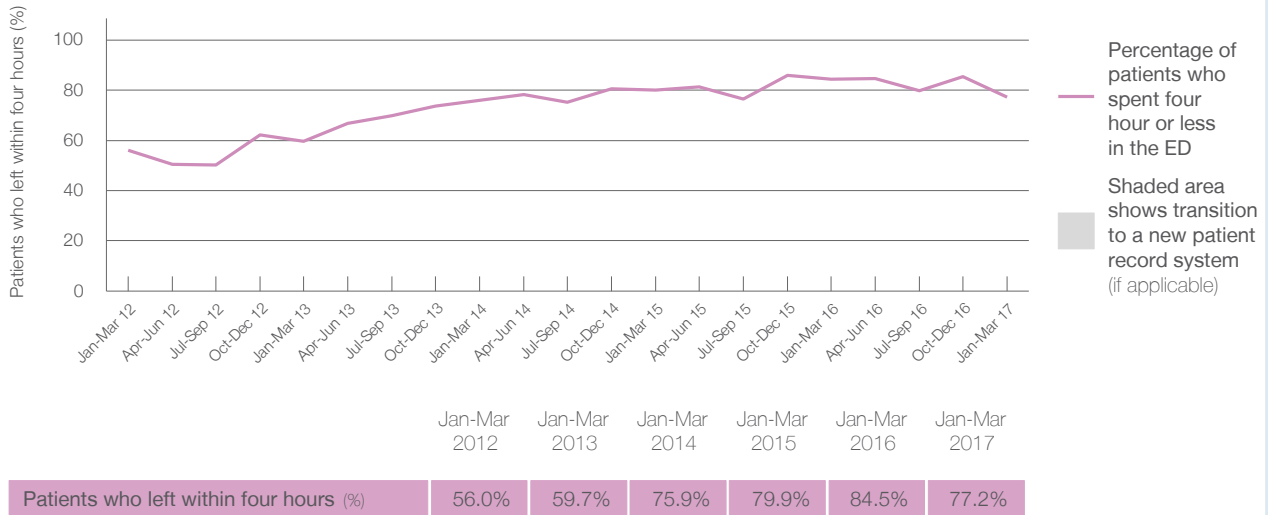
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,738 patients

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



Same period last year	Change since one year ago
11,041	6.3%
11,038	6.3%
84.5%	

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



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

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

## Concord Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,756 patients  
Emergency presentations:<sup>2</sup> 9,729 patients

Same period last year	Change since one year ago
9,760	-0.0%
9,739	-0.1%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 996 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,724 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,432 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
957	
8 minutes	8 minutes
15 minutes	26 minutes
3,284	
22 minutes	20 minutes
67 minutes	69 minutes
4,953	
34 minutes	26 minutes
111 minutes	101 minutes
511	
24 minutes	23 minutes
94 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Percentage of patients who spent four hours or less in the ED 76.8%

Same period last year	Change since one year ago
9,760	-0.0%
70.8%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

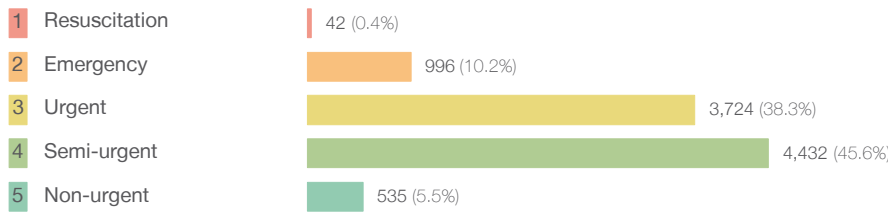
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

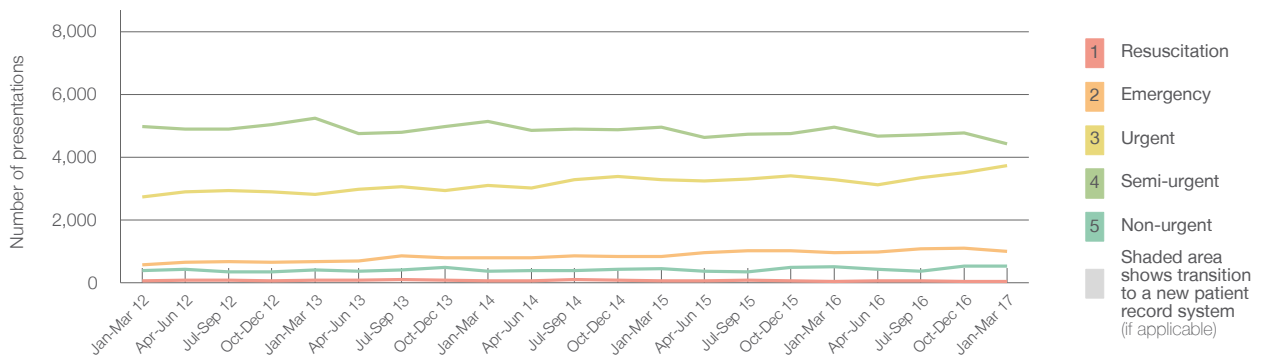
All presentations:<sup>1</sup> 9,756 patients

Emergency presentations<sup>2</sup> by triage category: 9,729 patients



Same period last year	Change since one year ago
9,760	-0.0%
9,739	-0.1%
34	23.5%
957	4.1%
3,284	13.4%
4,953	-10.5%
511	4.7%

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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	63	69	66	62	34	42
Emergency	572	666	795	832	957	996
Urgent	2,736	2,816	3,097	3,279	3,284	3,724
Semi-urgent	4,985	5,233	5,135	4,948	4,953	4,432
Non-urgent	388	406	372	444	511	535
All emergency presentations	8,744	9,190	9,465	9,565	9,739	9,729

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,115 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,087	
12 minutes	-1 minute
20 minutes	0 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.

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

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

Number of triage 2 patients: 996

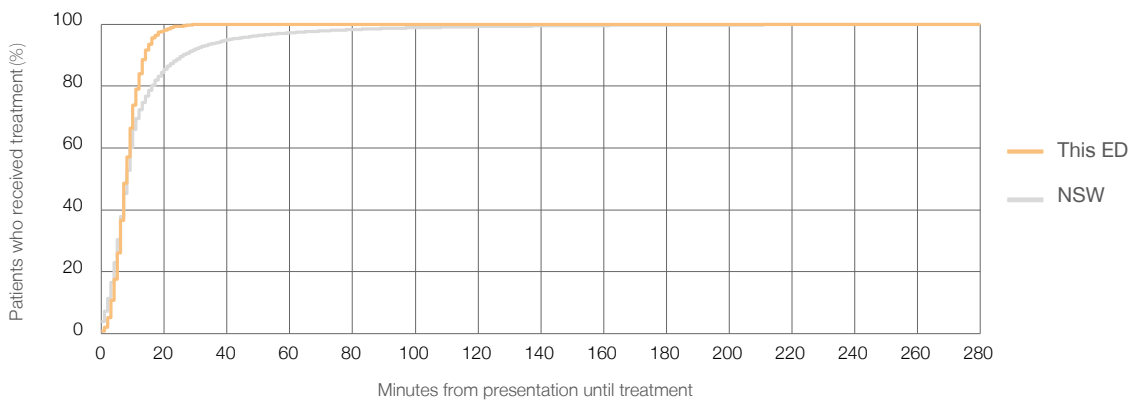
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 994

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

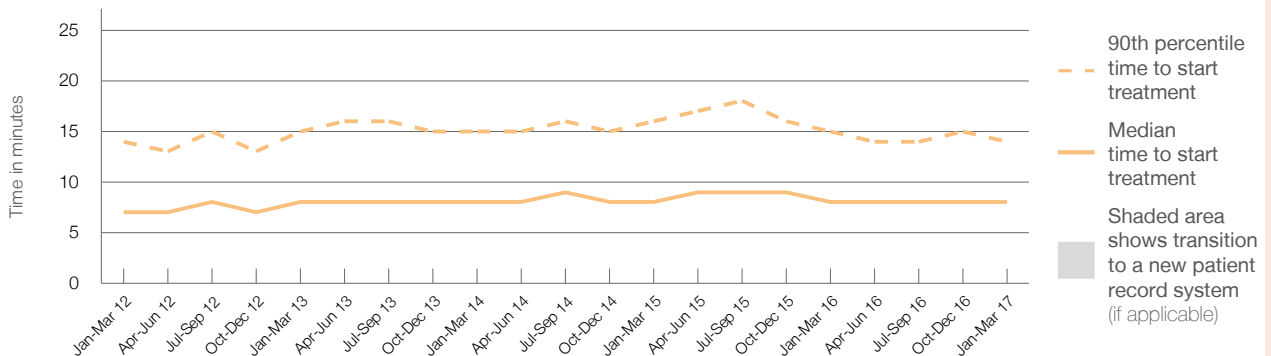
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
957	
955	
8 minutes	8 minutes
15 minutes	26 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	14	15	15	16	15	14

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

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

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

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

Number of triage 3 patients: 3,724

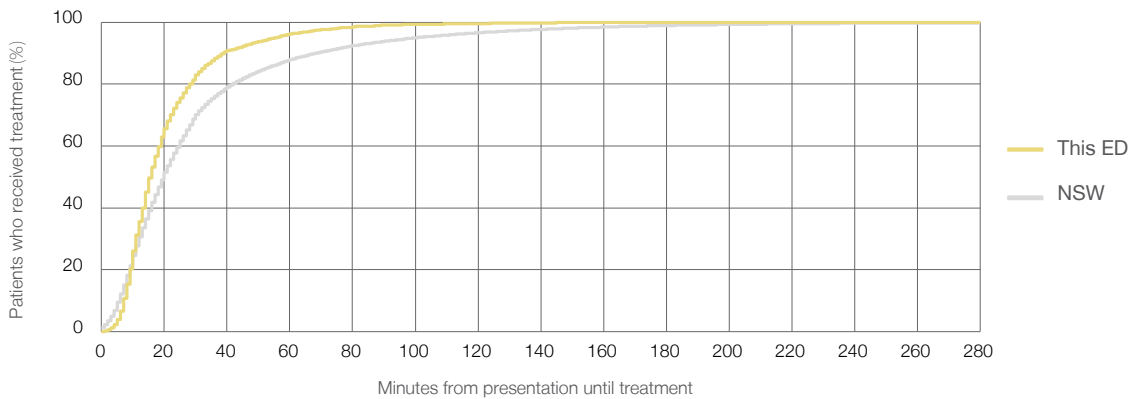
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,657

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

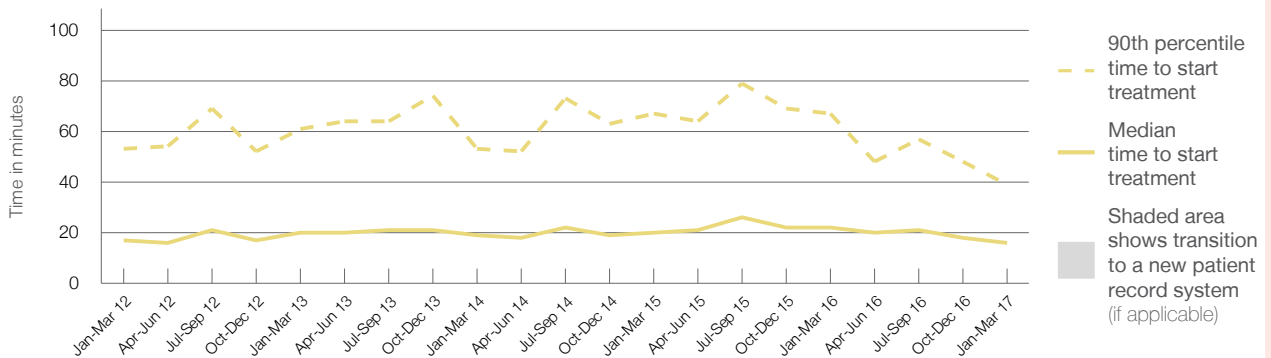
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
3,284	
3,221	
22 minutes	20 minutes
67 minutes	69 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	17	20	19	20	22	16
90th percentile time to start treatment <sup>5</sup> (minutes)	53	61	53	67	67	39

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

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

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 January to March 2017

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

Number of triage 4 patients: 4,432

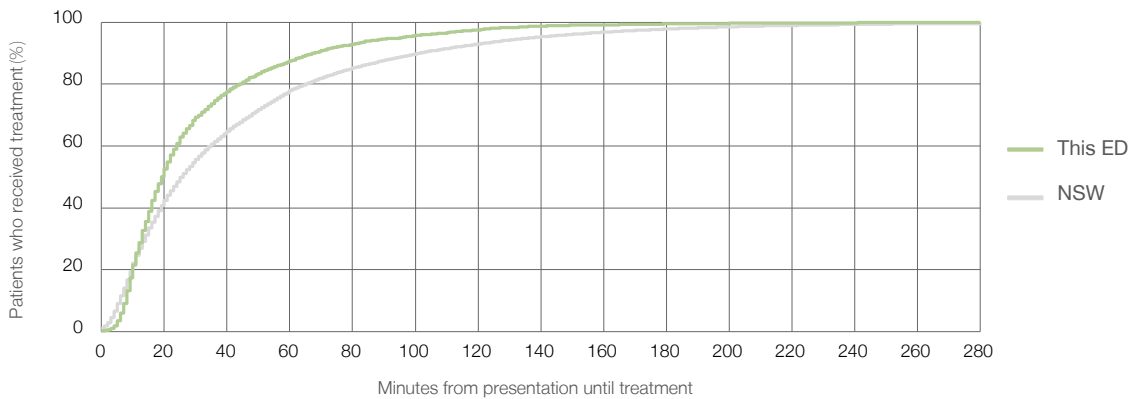
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,208

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

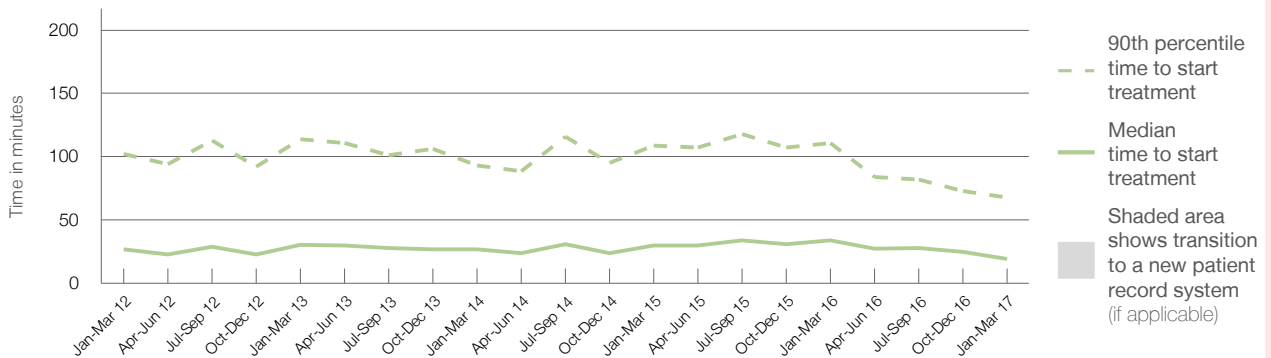
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
4,953	
4,730	
34 minutes	26 minutes
111 minutes	101 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	31	27	30	34	19
90th percentile time to start treatment <sup>5</sup> (minutes)	102	114	93	109	111	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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

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

Number of triage 5 patients: 535

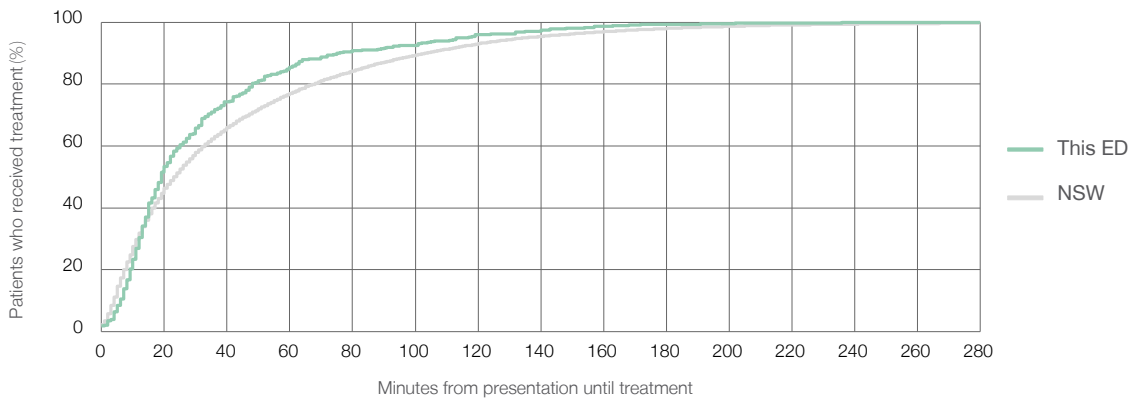
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 457

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

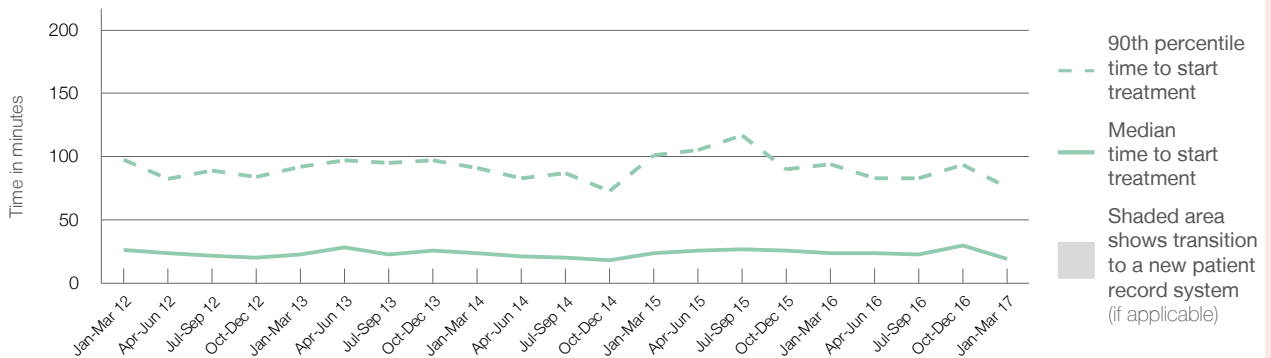
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
511	
435	
24 minutes	23 minutes
94 minutes	104 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	27	23	24	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	98	92	91	101	94	76

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

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



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 January to March 2017

All presentations:<sup>1</sup> 9,756 patients

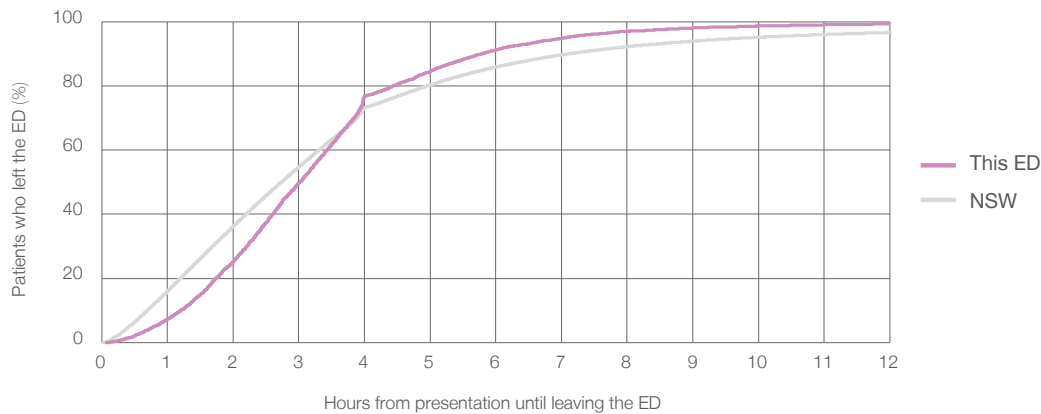
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Median time spent in the ED<sup>8</sup> 3 hours and 1 minutes

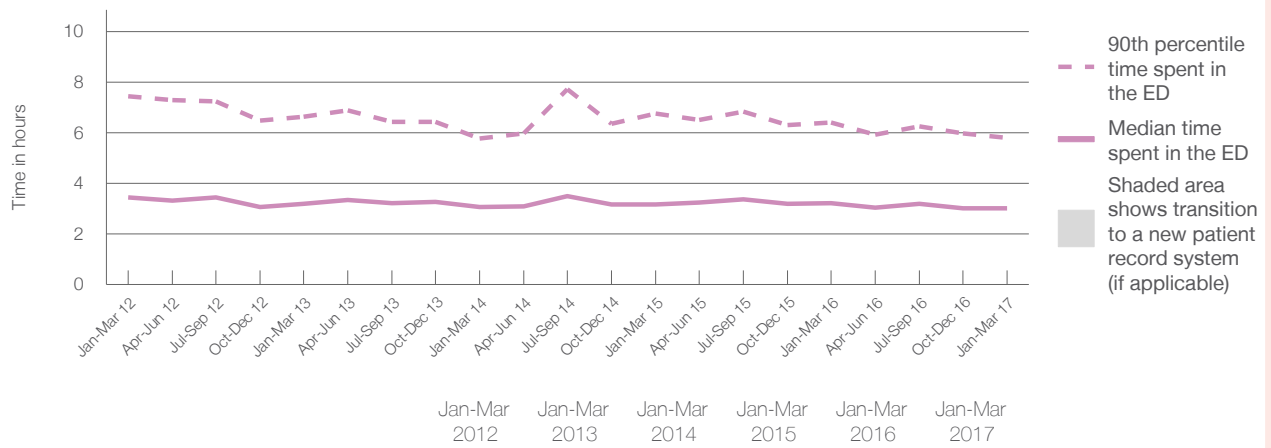
90th percentile time spent in the ED<sup>9</sup> 5 hours and 48 minutes

Same period last year	NSW (this period)
9,760	9,760
3 hours and 13 minutes	2 hours and 44 minutes
6 hours and 25 minutes	7 hours and 7 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 12m	3h 4m	3h 11m	3h 13m	3h 1m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 26m	6h 38m	5h 46m	6h 46m	6h 25m	5h 48m

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

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

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 January to March 2017

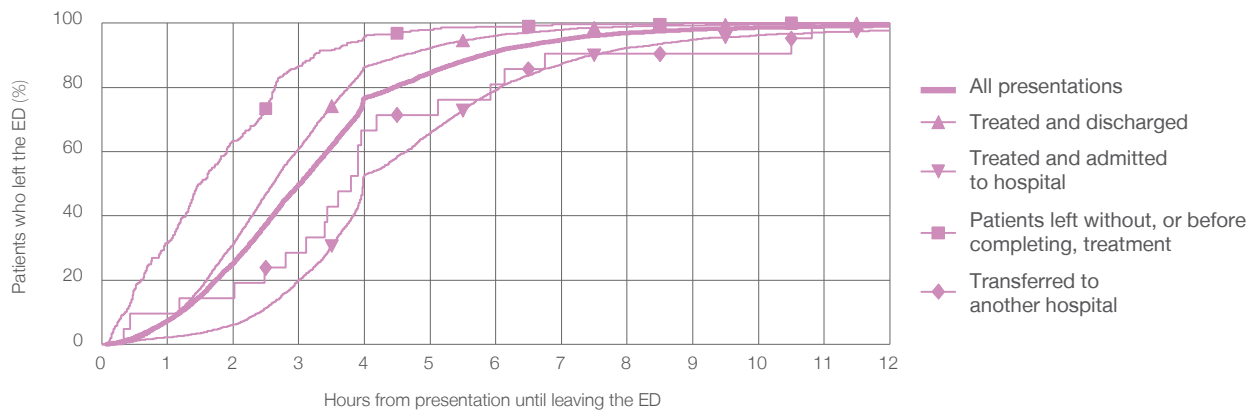
All presentations:<sup>1</sup> 9,756 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

Treated and discharged	6,410 (65.7%)
Treated and admitted to hospital	2,913 (29.9%)
Patient left without, or before completing, treatment	293 (3.0%)
Transferred to another hospital	21 (0.2%)
Other	119 (1.2%)

Same period last year	Change since one year ago
9,760	-0.0%
6,310	1.6%
3,039	-4.1%
298	-1.7%
23	-8.7%
90	32.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.6%	31.4%	61.0%	86.4%	96.1%	99.0%	99.7%	99.9%
Treated and admitted to hospital	2.2%	6.1%	19.9%	52.8%	79.2%	92.3%	96.3%	97.8%
Patient left without, or before completing, treatment	31.4%	63.5%	86.7%	95.9%	99.0%	99.7%	100%	100%
Transferred to another hospital	9.5%	14.3%	28.6%	66.7%	81.0%	90.5%	90.5%	100%
All presentations	7.4%	25.3%	49.8%	76.8%	91.1%	97.0%	98.6%	99.3%

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

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

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 9,756 patients

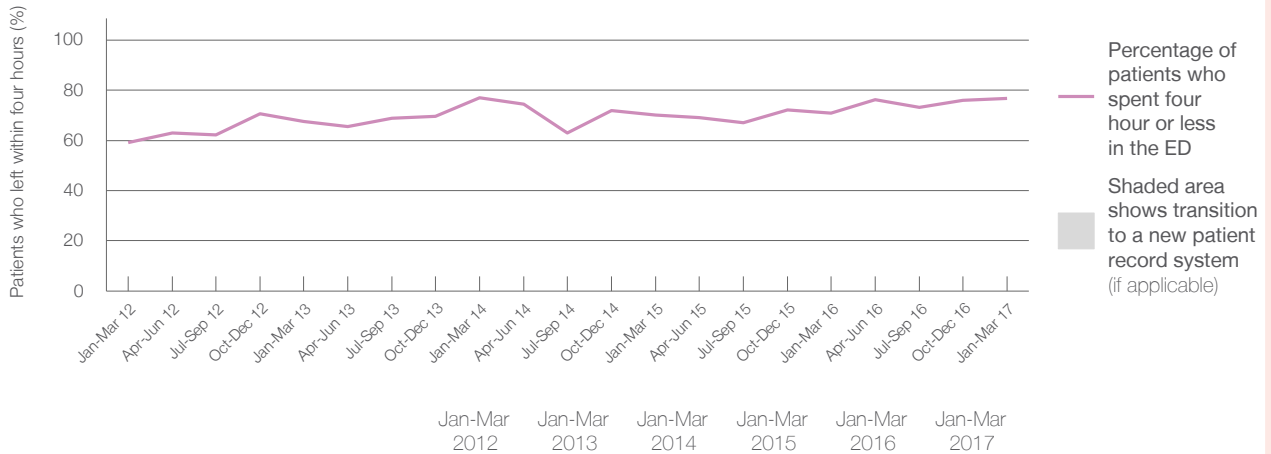
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,756 patients

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	9,760	-0.0%
Presentations used to calculate time to leaving the ED	9,760	-0.0%
Percentage of patients who spent four hours or less in the ED	70.8%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	59.1%	67.4%	76.9%	70.0%	70.8%	76.8%

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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

## Royal Prince Alfred Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 19,405 patients

Emergency presentations:<sup>2</sup> 18,809 patients

Same period last year	Change since one year ago
19,219	1.0%
18,777	0.2%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,918 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,100 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,145 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 542 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
2,585	
10 minutes	8 minutes
24 minutes	26 minutes
9,284	
24 minutes	20 minutes
74 minutes	69 minutes
5,983	
30 minutes	26 minutes
113 minutes	101 minutes
821	
43 minutes	23 minutes
163 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
19,219	1.0%
61.9%	

\* 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

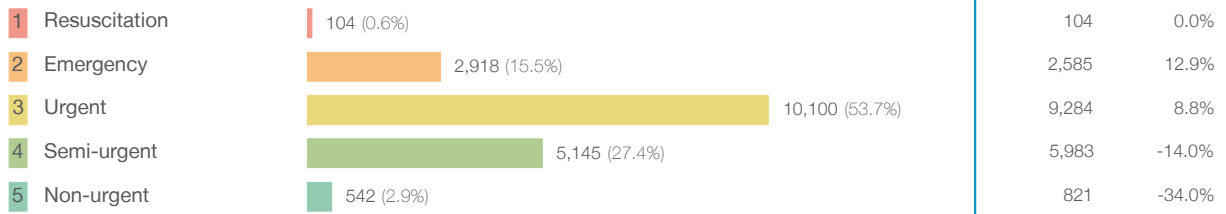
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## Royal Prince Alfred Hospital: Patients presenting to the emergency department January to March 2017

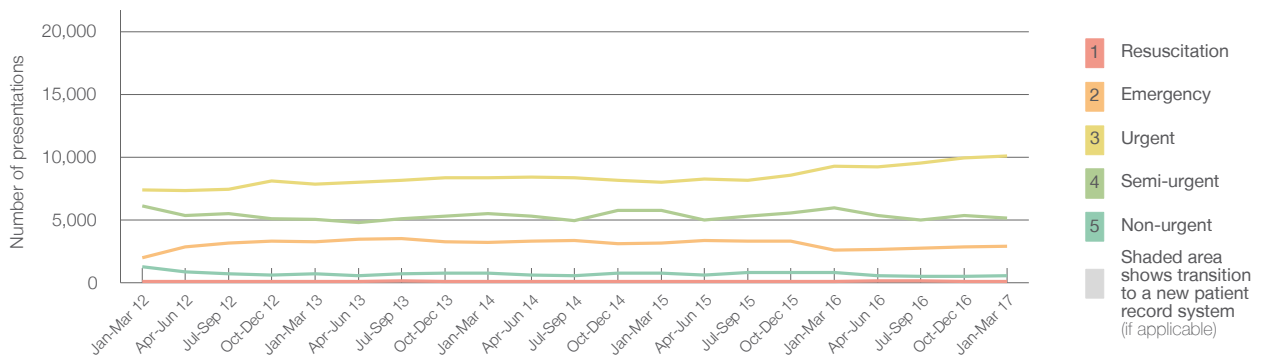
All presentations:<sup>1</sup> 19,405 patients

Emergency presentations<sup>2</sup> by triage category: 18,809 patients



Same period last year	Change since one year ago
19,219	1.0%
18,777	0.2%
104	0.0%
2,585	12.9%
9,284	8.8%
5,983	-14.0%
821	-34.0%

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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	74	119	92	105	104	104
Emergency	2,000	3,239	3,199	3,159	2,585	2,918
Urgent	7,410	7,850	8,348	8,018	9,284	10,100
Semi-urgent	6,137	5,064	5,496	5,764	5,983	5,145
Non-urgent	1,246	719	763	768	821	542
All emergency presentations	16,867	16,991	17,898	17,814	18,777	18,809

## Royal Prince Alfred Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,191 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,123	
14 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 transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 2,918

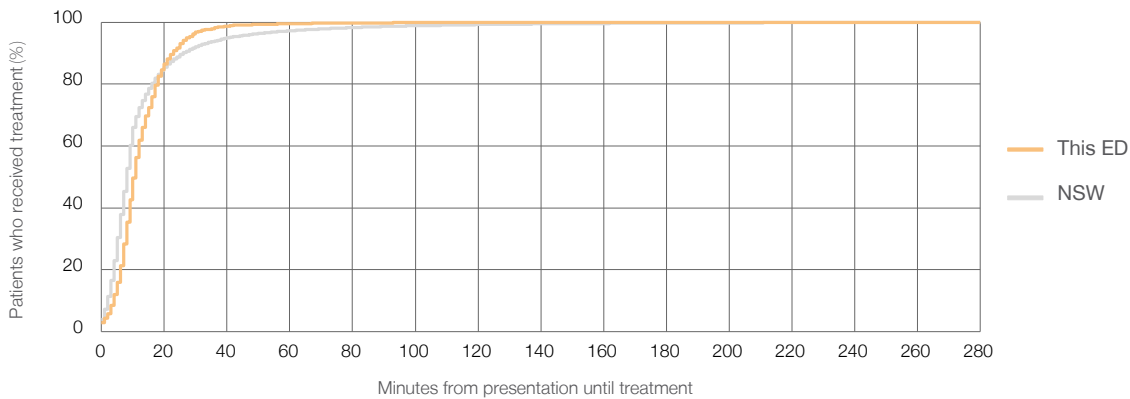
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,913

Median time to start treatment<sup>4</sup> 11 minutes

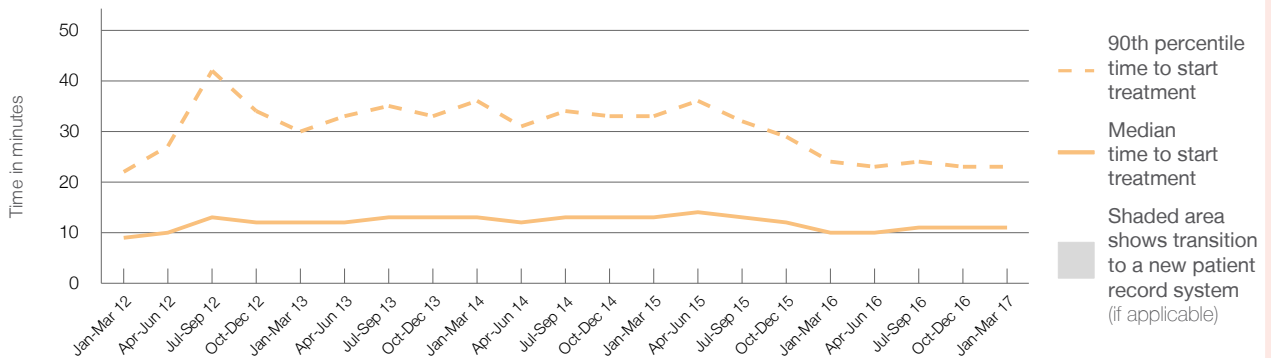
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
2,585	2,579
10 minutes	8 minutes
24 minutes	26 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	12	13	13	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	22	30	36	33	24	23

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

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

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 January to March 2017

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

Number of triage 3 patients: 10,100

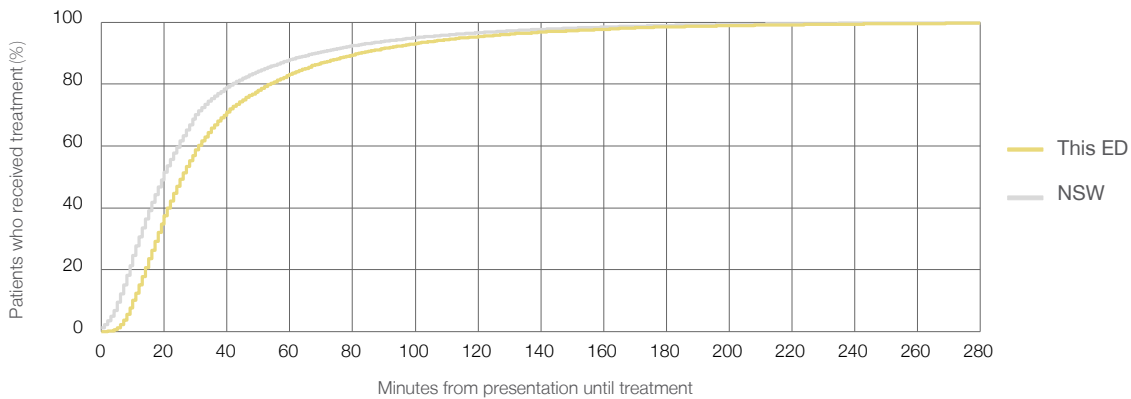
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,857

Median time to start treatment<sup>4</sup>  26 minutes

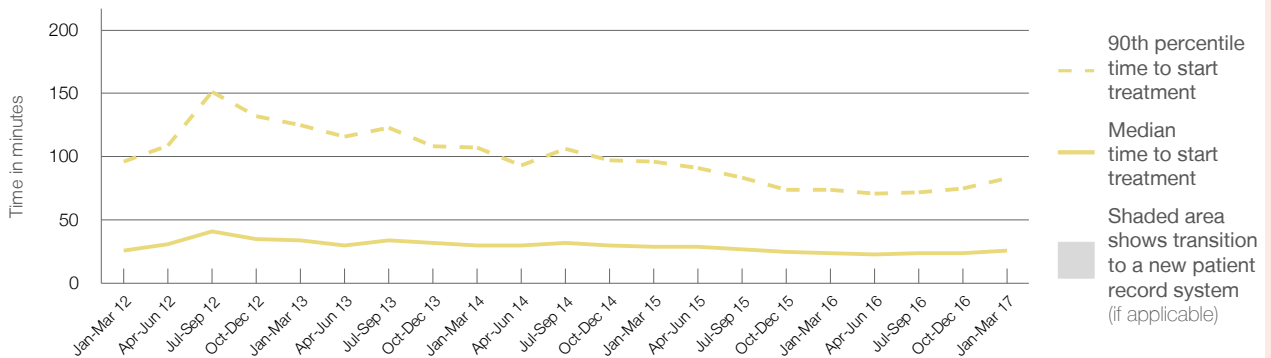
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
9,284	
9,109	
24 minutes	20 minutes
74 minutes	69 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	26	34	30	29	24	26
90th percentile time to start treatment <sup>5</sup> (minutes)	96	125	107	96	74	83

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

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

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 January to March 2017

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

Number of triage 4 patients: 5,145

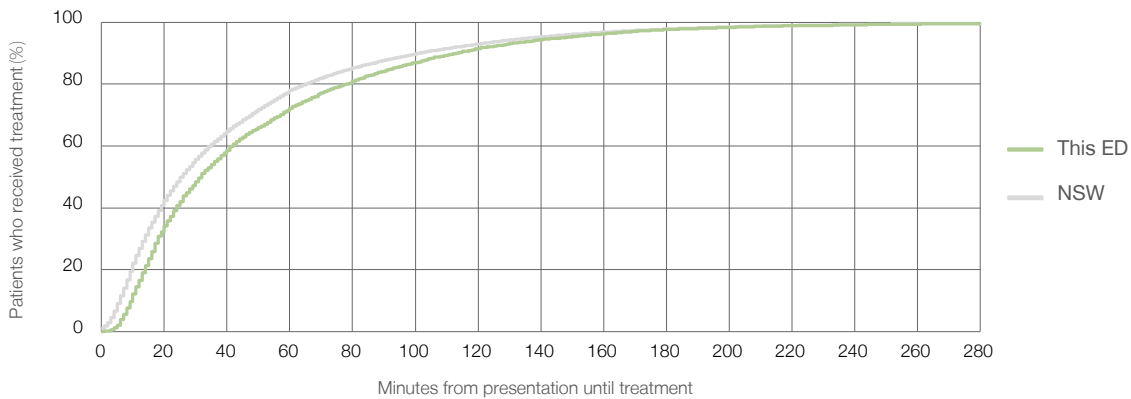
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,779

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

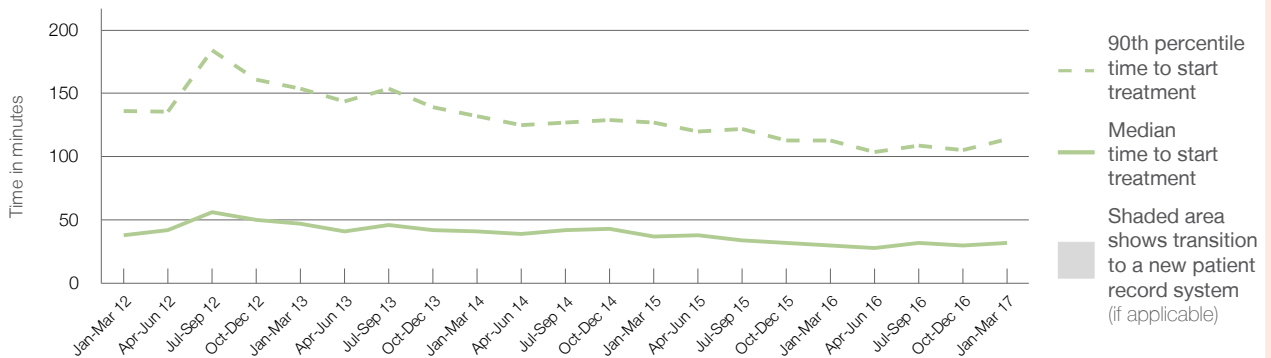
90th percentile time to start treatment<sup>5</sup>  114 minutes

Same period last year	NSW (this period)
5,983	5,596
30 minutes	26 minutes
113 minutes	101 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	38	47	41	37	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	136	154	132	127	113	114

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

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



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 January to March 2017

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

Number of triage 5 patients: 542

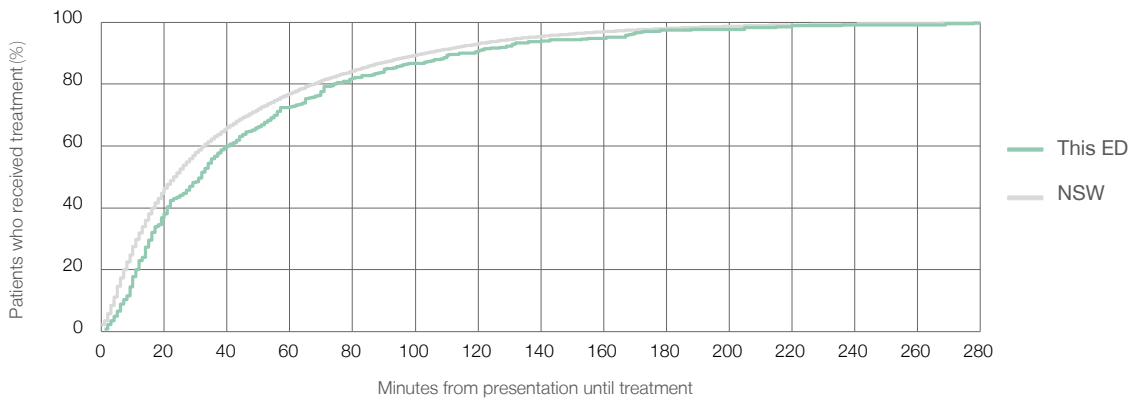
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 347

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

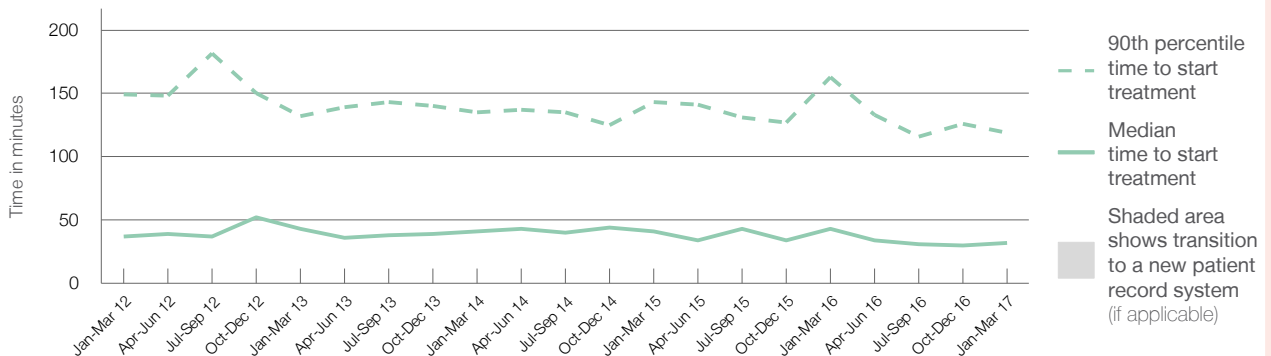
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
821	
566	
43 minutes	23 minutes
163 minutes	104 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	37	43	41	41	43	32
90th percentile time to start treatment <sup>5</sup> (minutes)	149	132	135	143	163	119

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

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

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

## Royal Prince Alfred Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 19,405 patients

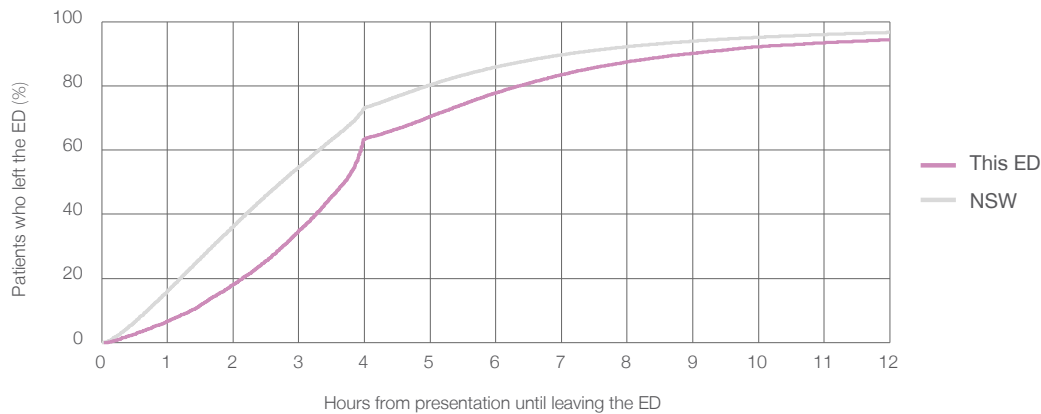
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Median time spent in the ED<sup>8</sup> 3 hours and 42 minutes

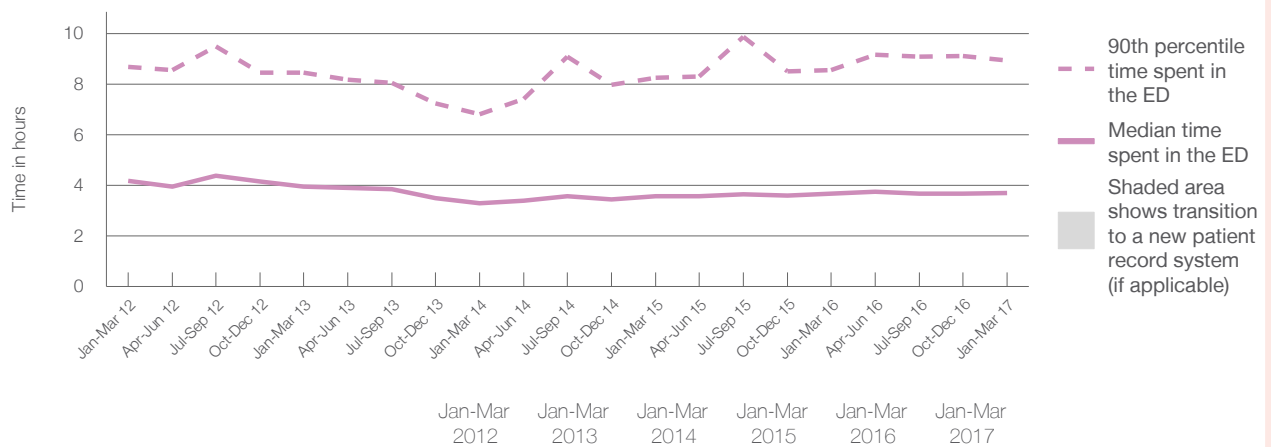
90th percentile time spent in the ED<sup>9</sup> 8 hours and 56 minutes

Same period last year	NSW (this period)
19,219	19,219
3 hours and 41 minutes	2 hours and 44 minutes
8 hours and 34 minutes	7 hours and 7 minutes

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



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 11m	3h 58m	3h 18m	3h 34m	3h 41m	3h 42m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 41m	8h 27m	6h 49m	8h 16m	8h 34m	8h 56m

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

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

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

January to March 2017

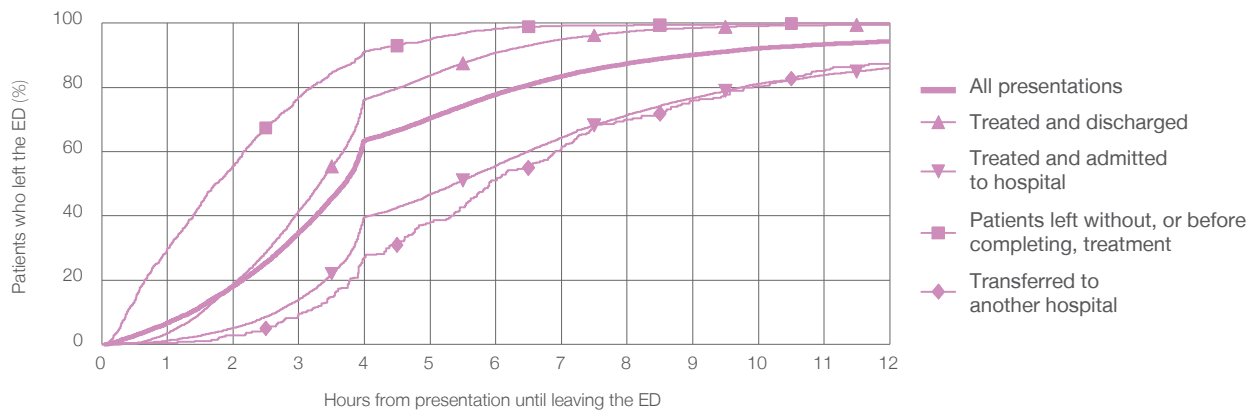
All presentations:<sup>1</sup> 19,405 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

Treated and discharged	9,919 (51.1%)
Treated and admitted to hospital	7,266 (37.4%)
Patient left without, or before completing, treatment	1,453 (7.5%)
Transferred to another hospital	284 (1.5%)
Other	483 (2.5%)

Same period last year	Change since one year ago
19,219	1.0%
10,103	-1.8%
6,886	5.5%
1,551	-6.3%
328	-13.4%
351	37.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	18.7%	41.6%	76.2%	90.8%	97.3%	99.2%	99.6%
Treated and admitted to hospital	1.2%	5.1%	14.0%	39.6%	55.6%	71.4%	81.1%	86.1%
Patient left without, or before completing, treatment	29.9%	55.6%	77.2%	91.1%	98.2%	99.4%	99.8%	99.9%
Transferred to another hospital	0.4%	2.8%	9.5%	27.1%	51.1%	70.1%	80.3%	87.3%
All presentations	6.7%	18.1%	34.9%	63.5%	77.9%	87.5%	92.2%	94.4%

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

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

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 spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 19,405 patients

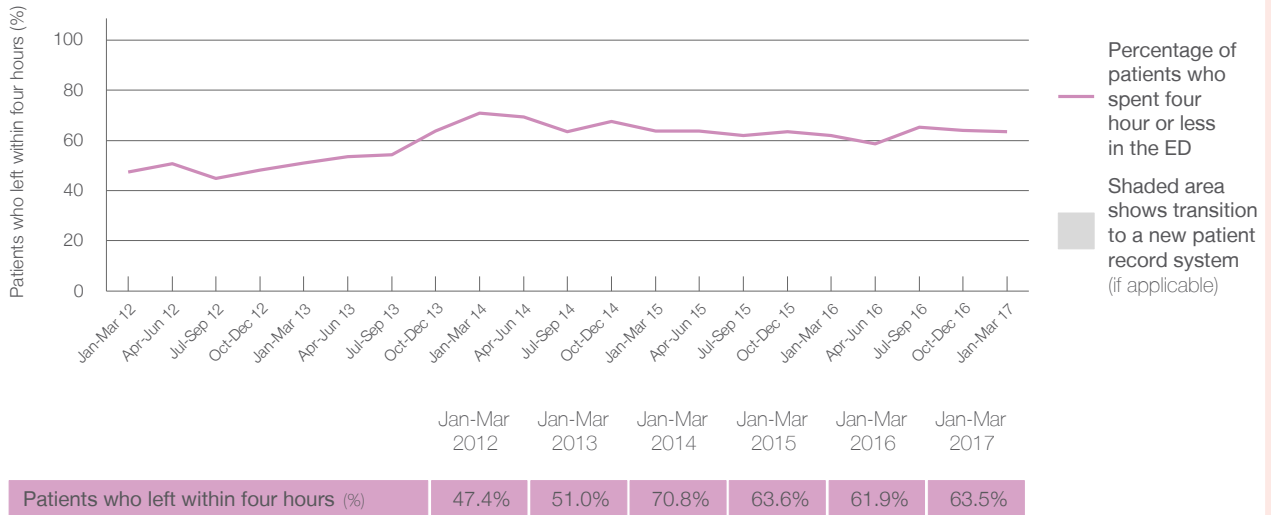
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,405 patients

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	19,219	1.0%
Presentations used to calculate time to leaving the ED	19,219	1.0%
Percentage of patients who spent four hours or less in the ED	61.9%	

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



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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