

Healthcare Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

January to March 2017

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Auburn Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,719 patients

Emergency presentations:² 6,500 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,792 | -1.1% |
| 6,594 | -1.4% |

Auburn Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 964 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,186 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 33 minutes

90th percentile time to start treatment⁵ 129 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 476 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 943 | |
| 9 minutes | 8 minutes |
| 26 minutes | 26 minutes |
| 2,346 | |
| 22 minutes | 20 minutes |
| 68 minutes | 69 minutes |
| 2,841 | |
| 32 minutes | 26 minutes |
| 125 minutes | 101 minutes |
| 430 | |
| 22 minutes | 23 minutes |
| 104 minutes | 104 minutes |

Auburn Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,717 patients

Percentage of patients who spent four hours or less in the ED 80.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,792 | -1.1% |
| 81.6% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

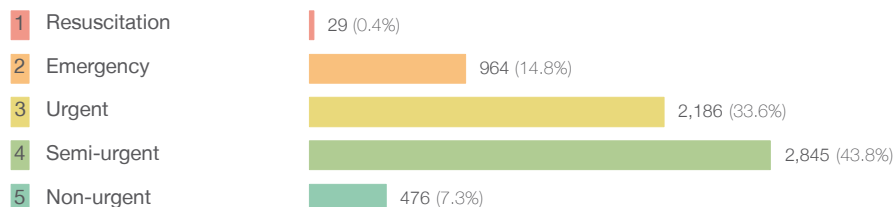
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Patients presenting to the emergency department

January to March 2017

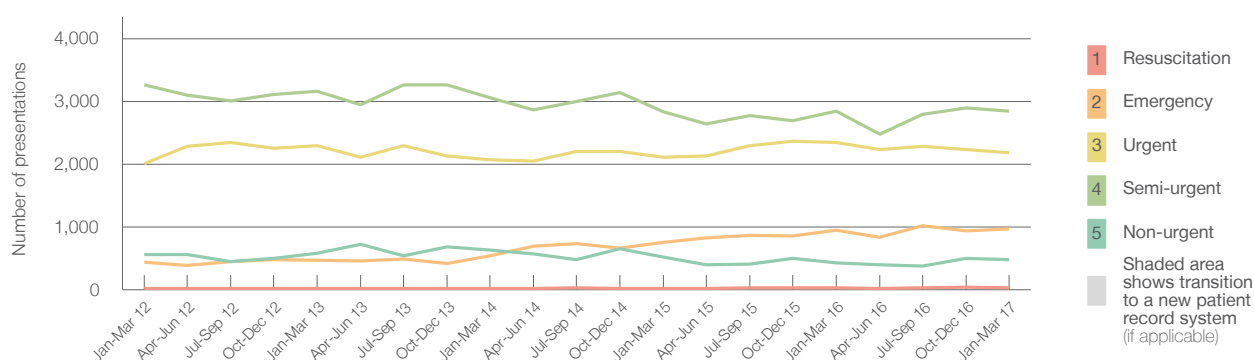
All presentations:¹ 6,719 patients

Emergency presentations² by triage category: 6,500 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,792 | -1.1% |
| 6,594 | -1.4% |
| 34 | -14.7% |
| 943 | 2.2% |
| 2,346 | -6.8% |
| 2,841 | 0.1% |
| 430 | 10.7% |

Emergency presentations² 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 | 18 | 17 | 20 | 16 | 34 | 29 |
| Emergency | 441 | 471 | 541 | 753 | 943 | 964 |
| Urgent | 2,010 | 2,291 | 2,067 | 2,109 | 2,346 | 2,186 |
| Semi-urgent | 3,267 | 3,157 | 3,059 | 2,835 | 2,841 | 2,845 |
| Non-urgent | 557 | 575 | 636 | 518 | 430 | 476 |
| All emergency presentations | 6,293 | 6,511 | 6,323 | 6,231 | 6,594 | 6,500 |

Auburn Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 823 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 795 | |
| 13 minutes | 0 minutes |
| 23 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.

Auburn 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: 964

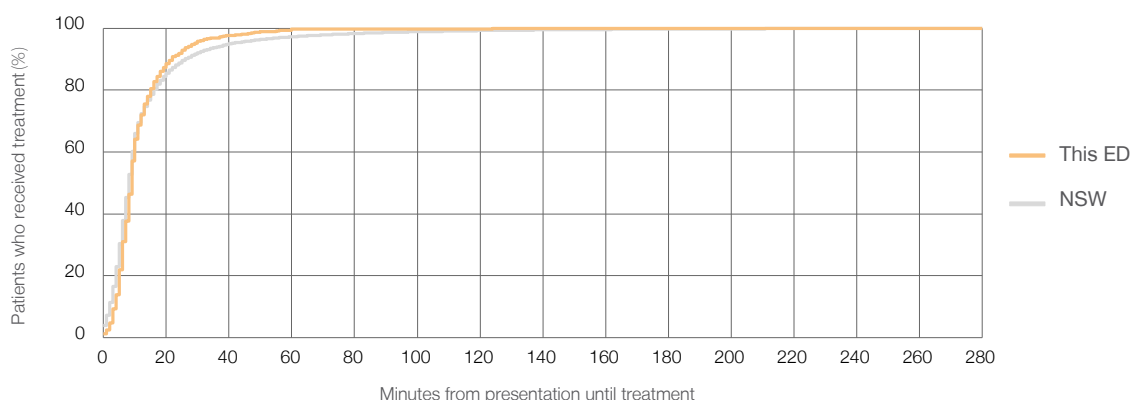
Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴ 9 minutes

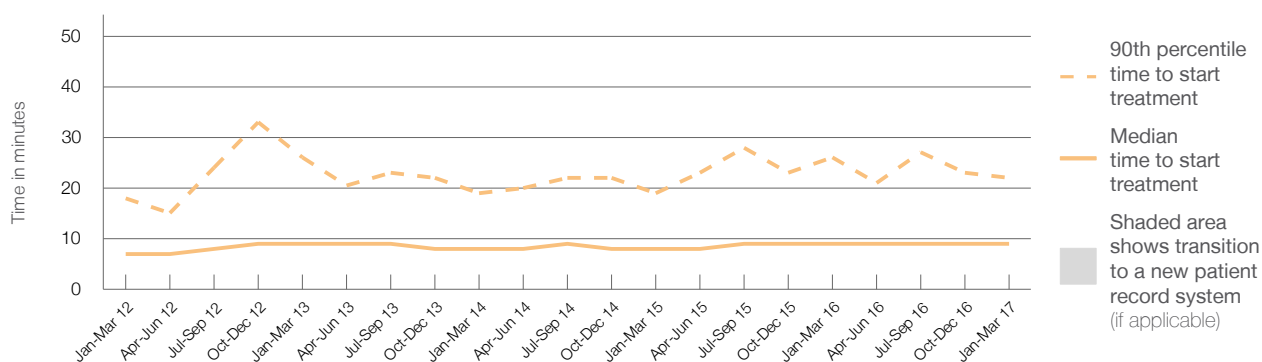
90th percentile time to start treatment⁵ 22 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 943 | |
| 930 | |
| 9 minutes | 8 minutes |
| 26 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 9 | 8 | 8 | 9 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | 18 | 26 | 19 | 19 | 26 | 22 |

(†) 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.

Auburn 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: 2,186

Number of triage 3 patients used to calculate waiting time:³ 2,141

Median time to start treatment⁴

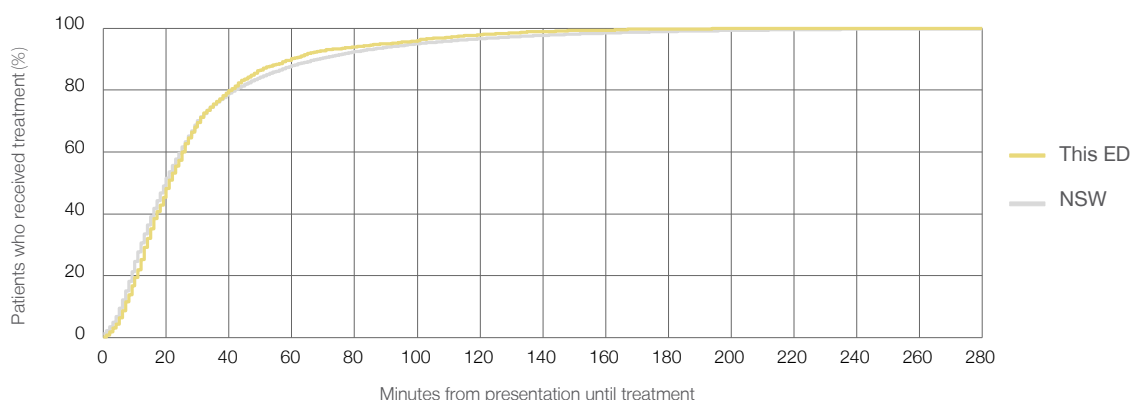
21 minutes

90th percentile time to start treatment⁵

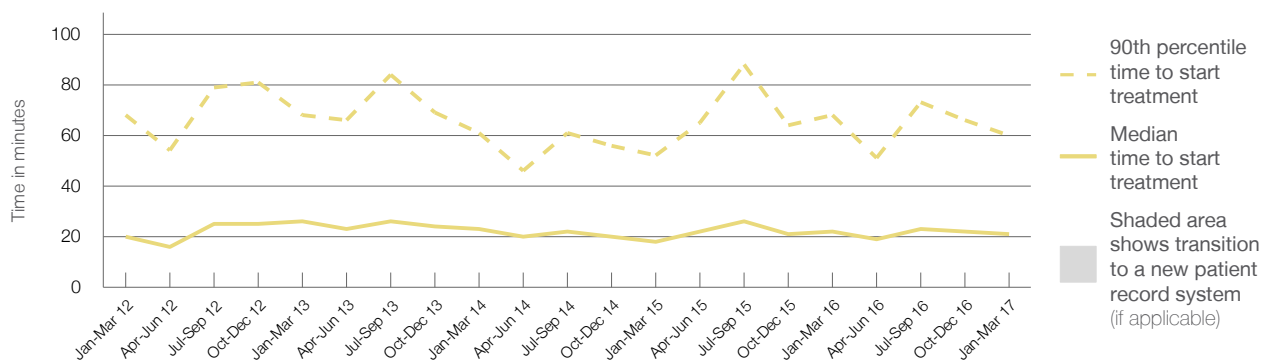
60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,346 | |
| 2,224 | |
| 22 minutes | 20 minutes |
| 68 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 26 | 23 | 18 | 22 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 68 | 68 | 61 | 52 | 68 | 60 |

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

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

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

Auburn Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 2,845

Number of triage 4 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴

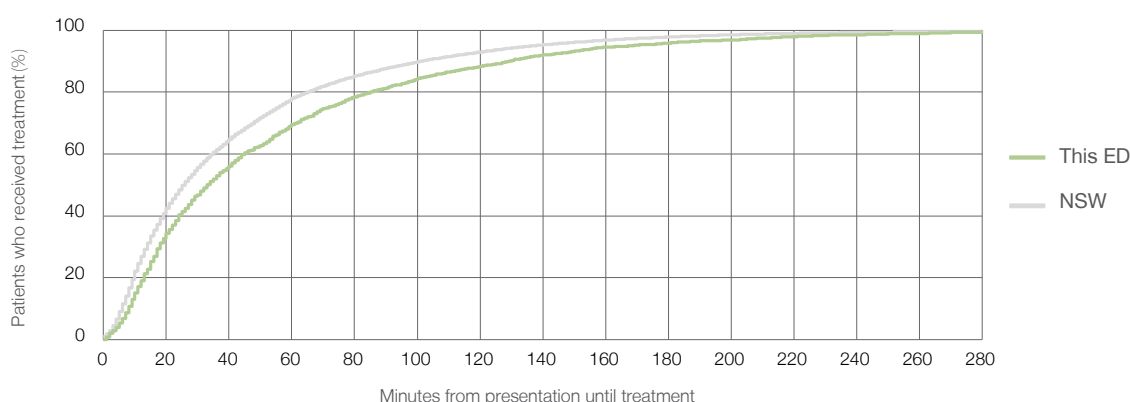
33 minutes

90th percentile time to start treatment⁵

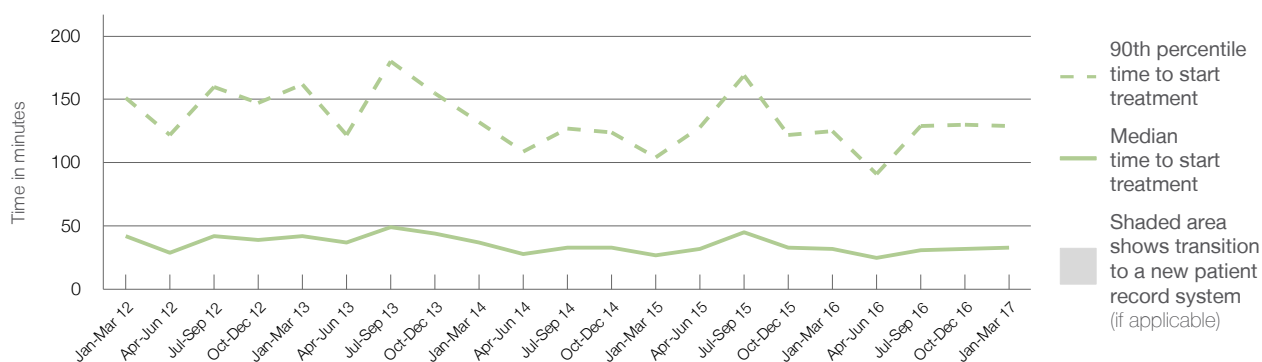
129 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,841 | |
| 2,476 | |
| 32 minutes | 26 minutes |
| 125 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 42 | 42 | 37 | 27 | 32 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 151 | 162 | 132 | 104 | 125 | 129 |

(†) 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.

Auburn 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: 476

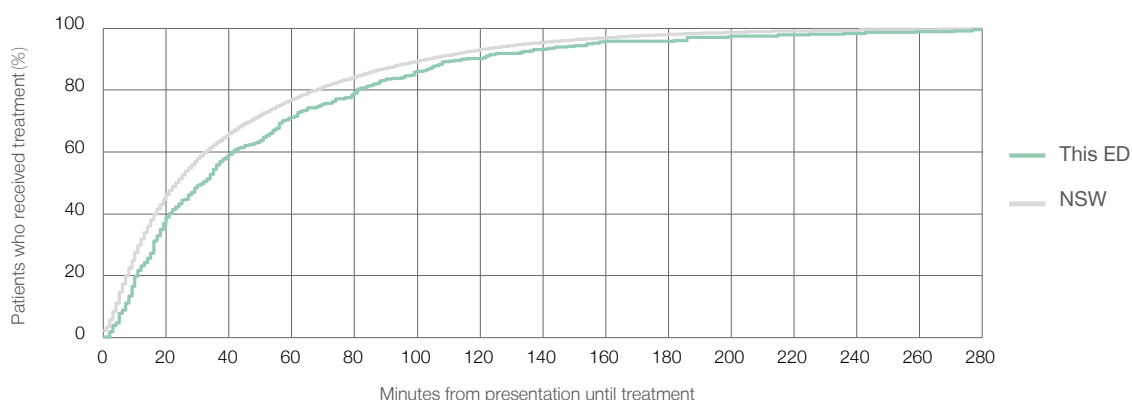
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 32 minutes

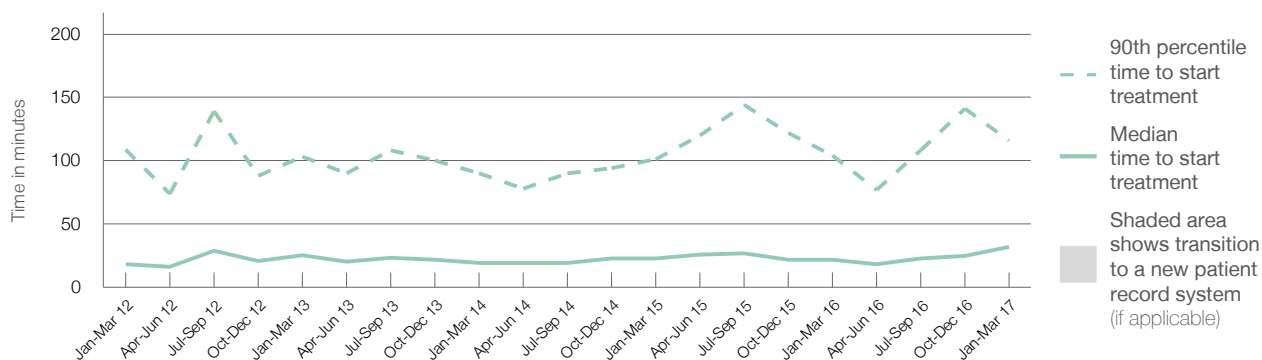
90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 430 | |
| 312 | |
| 22 minutes | 23 minutes |
| 104 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 18 | 26 | 19 | 23 | 22 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 109 | 103 | 90 | 101 | 104 | 116 |

(†) 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.

Auburn Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,719 patients

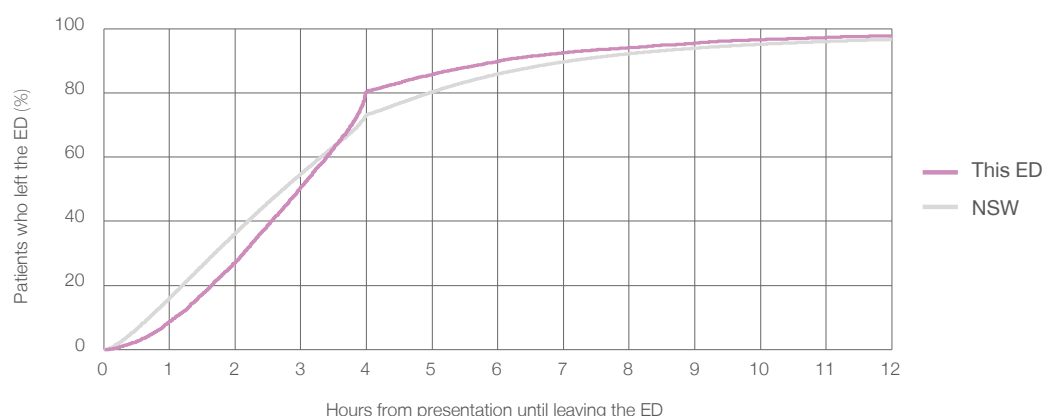
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

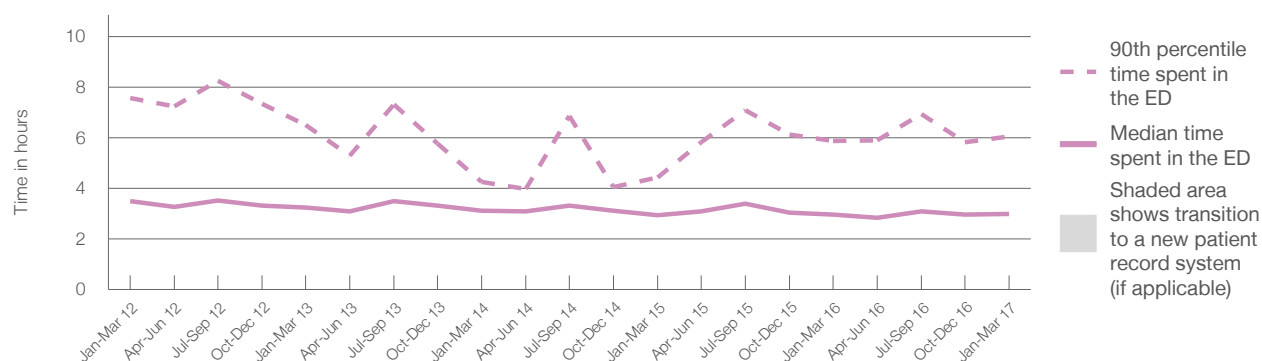
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 6,792 | |
| 6,792 | |
| 2 hours and 58 minutes | 2 hours and 44 minutes |
| 5 hours and 53 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 30m | 3h 15m | 3h 8m | 2h 56m | 2h 58m | 2h 59m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 35m | 6h 30m | 4h 15m | 4h 26m | 5h 53m | 6h 3m |

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

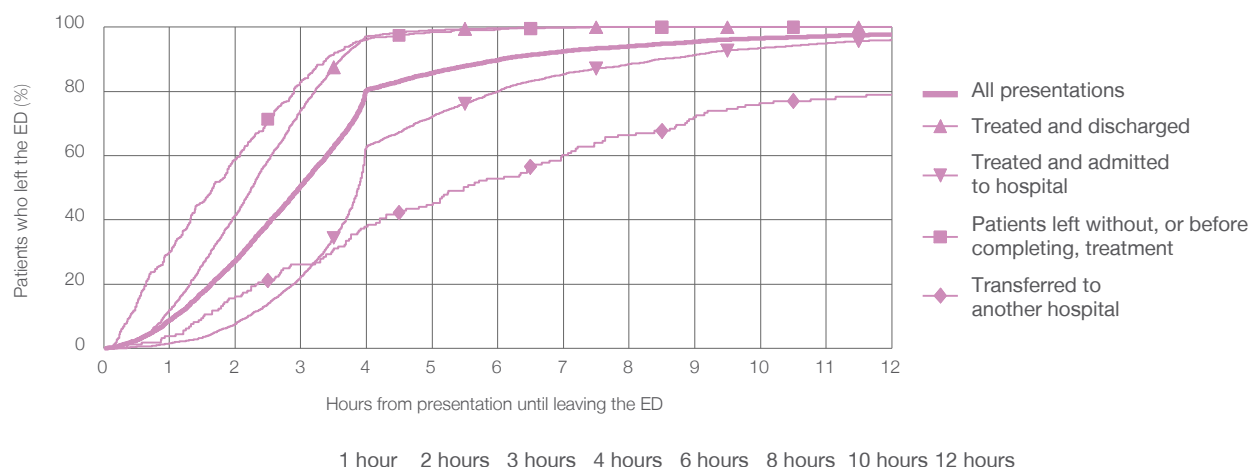
All presentations:[†] 6,719 patients

Presentations used to calculate time to leaving the ED:[‡] 6,717 patients

| | |
|---|---------------|
| Treated and discharged | 3,025 (45.0%) |
| Treated and admitted to hospital | 2,990 (44.5%) |
| Patient left without, or before completing, treatment | 514 (7.6%) |
| Transferred to another hospital | 161 (2.4%) |
| Other | 29 (0.4%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,792 | -1.1% |
| 3,317 | -8.8% |
| 2,825 | 5.8% |
| 489 | 5.1% |
| 130 | 23.8% |
| 31 | -6.5% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 11.9% | 41.6% | 74.2% | 97.2% | 99.7% | 100% | 100% | 100% |
| Treated and admitted to hospital | 1.5% | 7.6% | 22.2% | 62.9% | 80.0% | 88.6% | 93.5% | 96.1% |
| Patient left without, or before completing, treatment | 30.0% | 58.8% | 82.9% | 96.1% | 99.2% | 100% | 100% | 100% |
| Transferred to another hospital | 3.7% | 16.1% | 26.1% | 37.9% | 52.8% | 66.5% | 76.4% | 78.9% |
| All presentations | 8.7% | 27.3% | 50.7% | 80.4% | 89.8% | 94.1% | 96.6% | 97.8% |

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Auburn 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:¹ 6,719 patients

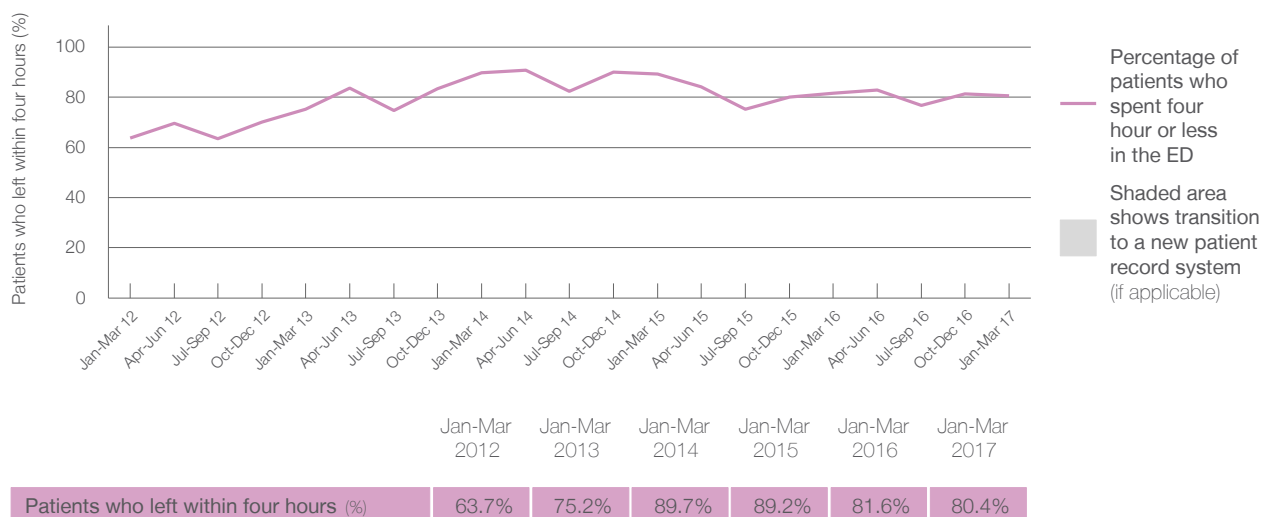
Presentations used to calculate time to leaving the ED:⁶ 6,717 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,792 | -1.1% |
| 6,792 | -1.1% |
| 81.6% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Blacktown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,968 patients

Emergency presentations:² 11,884 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,183 | 7.0% |
| 11,079 | 7.3% |

Blacktown Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,342 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,201 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 133 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,538 patients

Median time to start treatment⁴ 46 minutes
90th percentile time to start treatment⁵ 144 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 700 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 125 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,089 | |
| 11 minutes | 8 minutes |
| 30 minutes | 26 minutes |
| 3,781 | |
| 27 minutes | 20 minutes |
| 85 minutes | 69 minutes |
| 3,359 | |
| 35 minutes | 26 minutes |
| 103 minutes | 101 minutes |
| 738 | |
| 35 minutes | 23 minutes |
| 109 minutes | 104 minutes |

Blacktown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,182 | 6.9% |
| 63.4% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

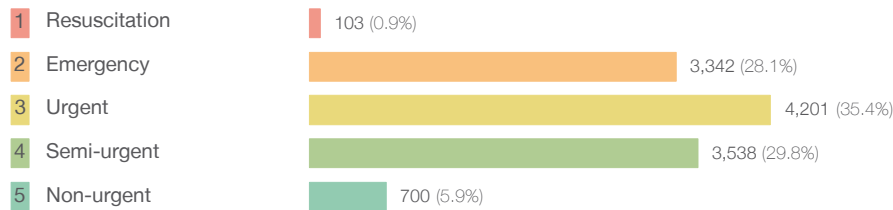
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department

January to March 2017

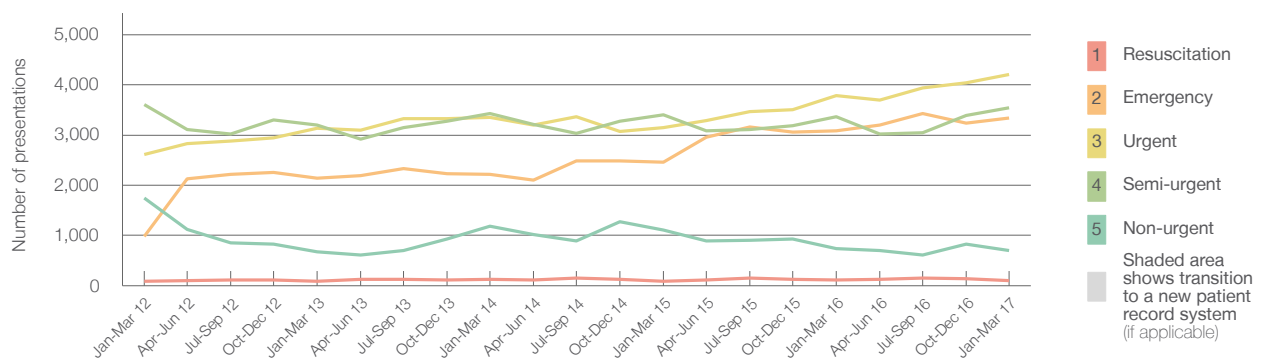
All presentations:¹ 11,968 patients

Emergency presentations² by triage category: 11,884 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,183 | 7.0% |
| 11,079 | 7.3% |
| 112 | -8.0% |
| 3,089 | 8.2% |
| 3,781 | 11.1% |
| 3,359 | 5.3% |
| 738 | -5.1% |

Emergency presentations² 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 | 92 | 93 | 121 | 91 | 112 | 103 |
| Emergency | 976 | 2,138 | 2,218 | 2,457 | 3,089 | 3,342 |
| Urgent | 2,618 | 3,130 | 3,347 | 3,142 | 3,781 | 4,201 |
| Semi-urgent | 3,602 | 3,199 | 3,433 | 3,405 | 3,359 | 3,538 |
| Non-urgent | 1,741 | 677 | 1,185 | 1,103 | 738 | 700 |
| All emergency presentations | 9,029 | 9,237 | 10,304 | 10,198 | 11,079 | 11,884 |

Blacktown Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,585 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,287 | |
| 16 minutes | -1 minute |
| 34 minutes | -2 minutes |

(†) 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.

Blacktown Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 3,342

Number of triage 2 patients used to calculate waiting time:³ 3,306

Median time to start treatment⁴

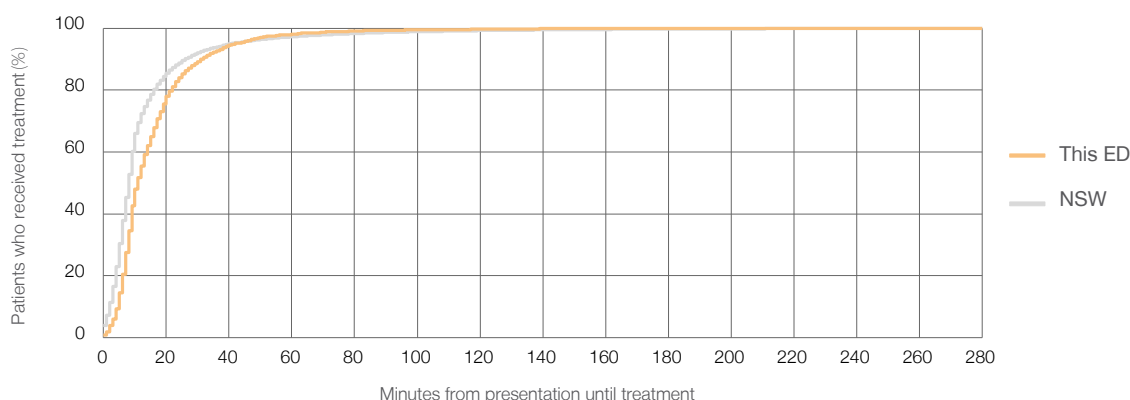
11 minutes

90th percentile time to start treatment⁵

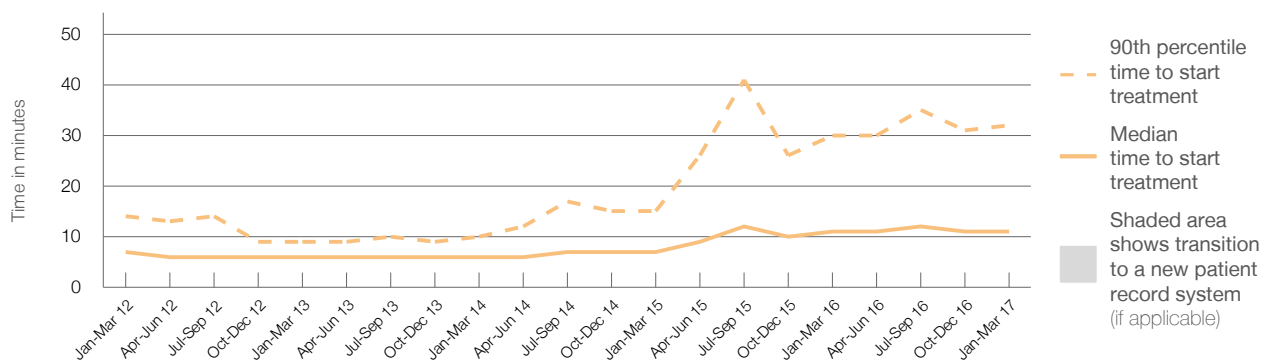
32 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,089 | |
| 3,041 | |
| 11 minutes | 8 minutes |
| 30 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 6 | 6 | 7 | 11 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 14 | 9 | 10 | 15 | 30 | 32 |

(†) 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.

Blacktown 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: 4,201

Number of triage 3 patients used to calculate waiting time:³ 3,956

Median time to start treatment⁴

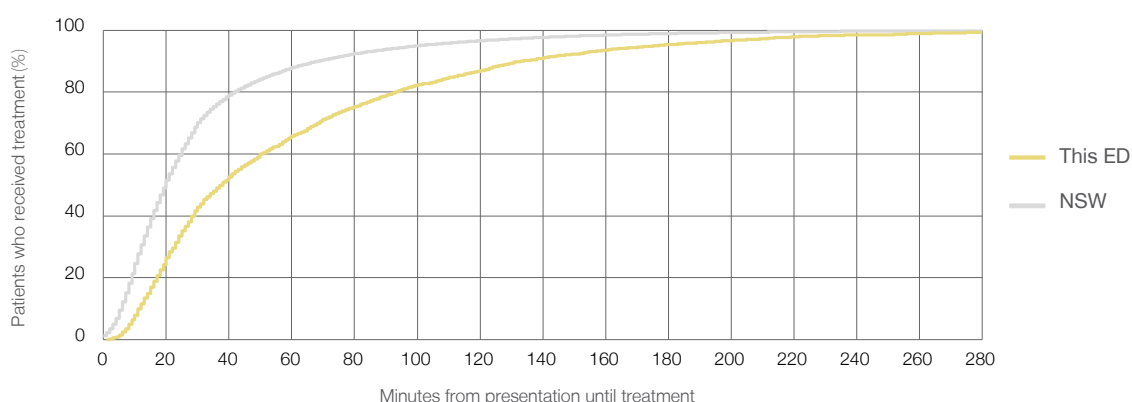
38 minutes

90th percentile time to start treatment⁵

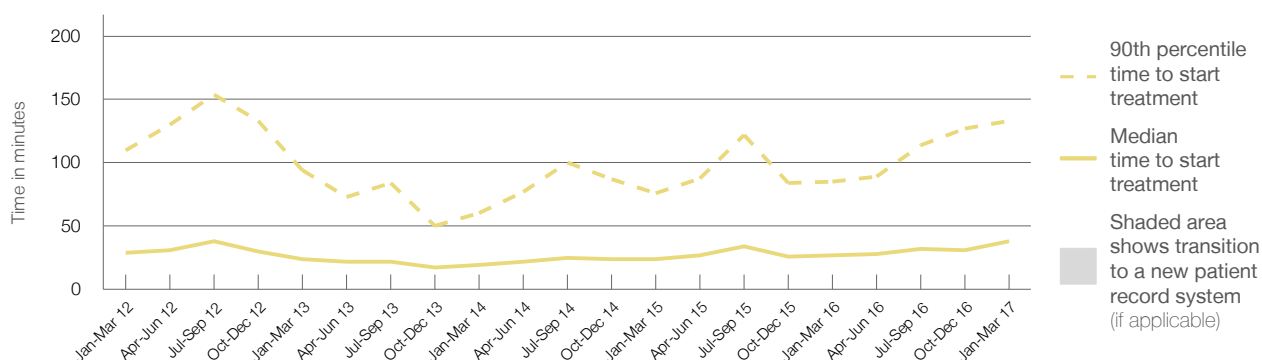
133 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,781 | |
| 3,596 | |
| 27 minutes | 20 minutes |
| 85 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 24 | 19 | 24 | 27 | 38 |
| 90th percentile time to start treatment ⁵ (minutes) | 110 | 94 | 60 | 76 | 85 | 133 |

(†) 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.

Blacktown 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: 3,538

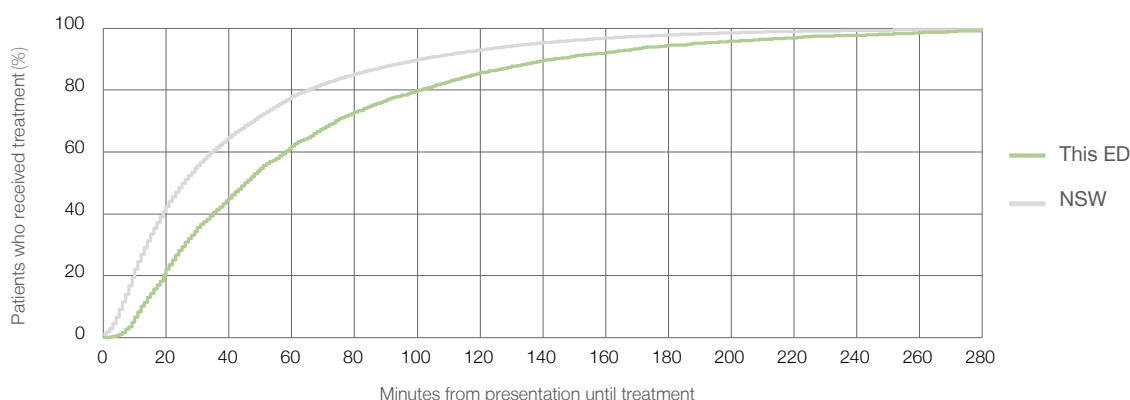
Number of triage 4 patients used to calculate waiting time:³ 3,266

Median time to start treatment⁴ 46 minutes

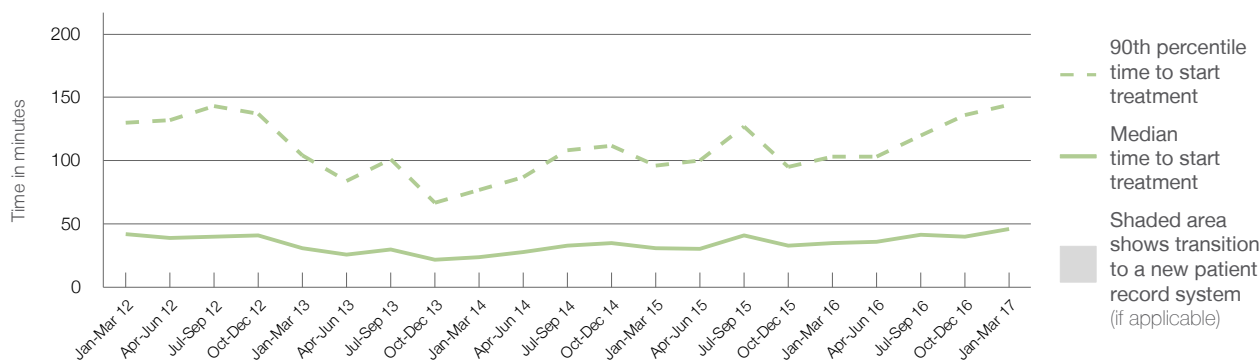
90th percentile time to start treatment⁵ 144 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,359 | |
| 3,135 | |
| 35 minutes | 26 minutes |
| 103 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 42 | 31 | 24 | 31 | 35 | 46 |
| 90th percentile time to start treatment ⁵ (minutes) | 130 | 104 | 77 | 96 | 103 | 144 |

(†) 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.

Blacktown 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: 700

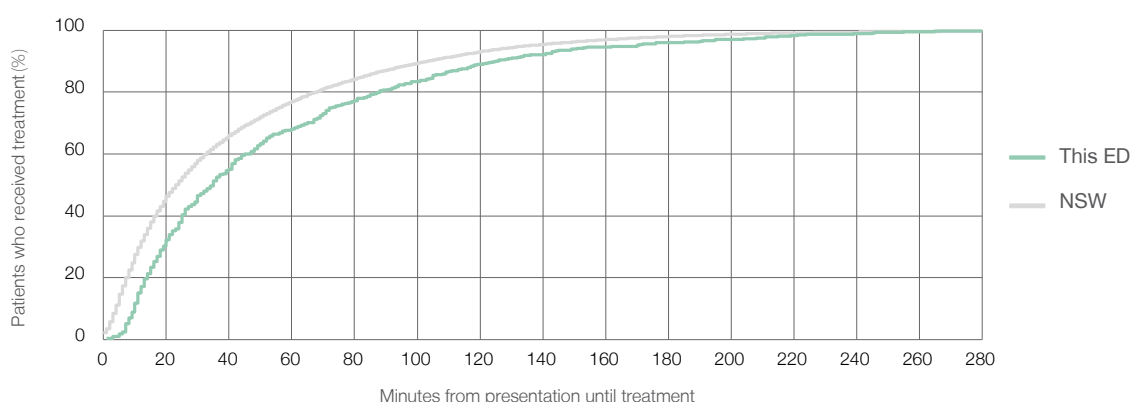
Number of triage 5 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ 35 minutes

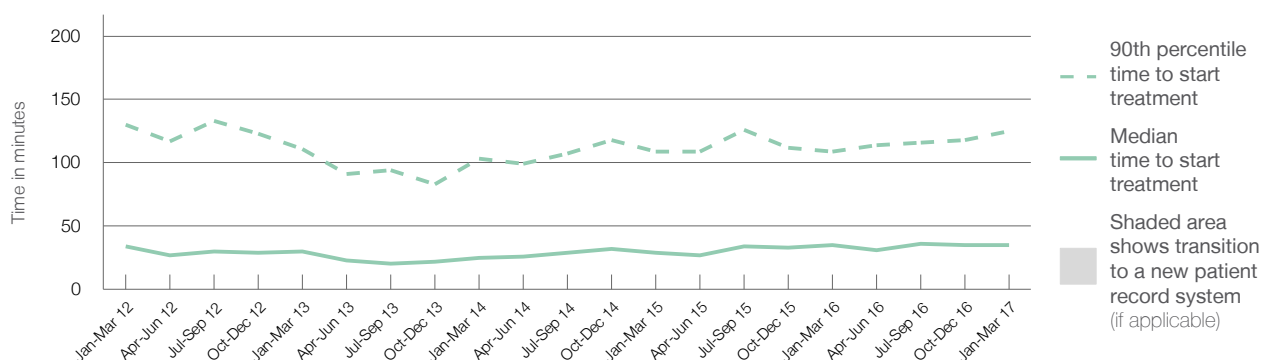
90th percentile time to start treatment⁵ 125 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 738 | |
| 626 | |
| 35 minutes | 23 minutes |
| 109 minutes | 104 minutes |

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 30 | 25 | 29 | 35 | 35 |
| 90th percentile time to start treatment ⁵ (minutes) | 130 | 111 | 103 | 109 | 109 | 125 |

(†) 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.

Blacktown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,968 patients

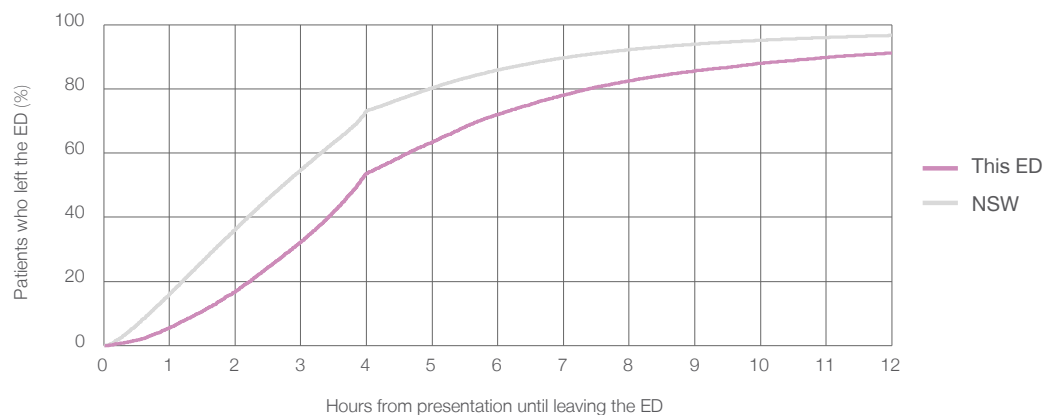
Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Median time spent in the ED⁸ 3 hours and 52 minutes

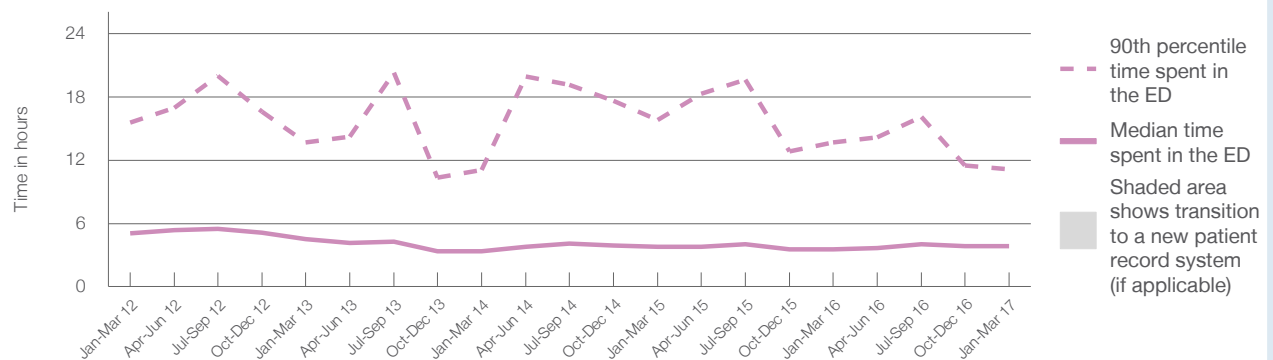
90th percentile time spent in the ED⁹ 11 hours and 7 minutes

| Same period last year | NSW (this period) |
|-------------------------|------------------------|
| 11,183 | |
| 11,182 | |
| 3 hours and 31 minutes | 2 hours and 44 minutes |
| 13 hours and 40 minutes | 7 hours and 7 minutes |

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 5h 3m | 4h 31m | 3h 21m | 3h 47m | 3h 31m | 3h 52m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 15h 33m | 13h 41m | 11h 5m | 15h 50m | 13h 40m | 11h 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 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

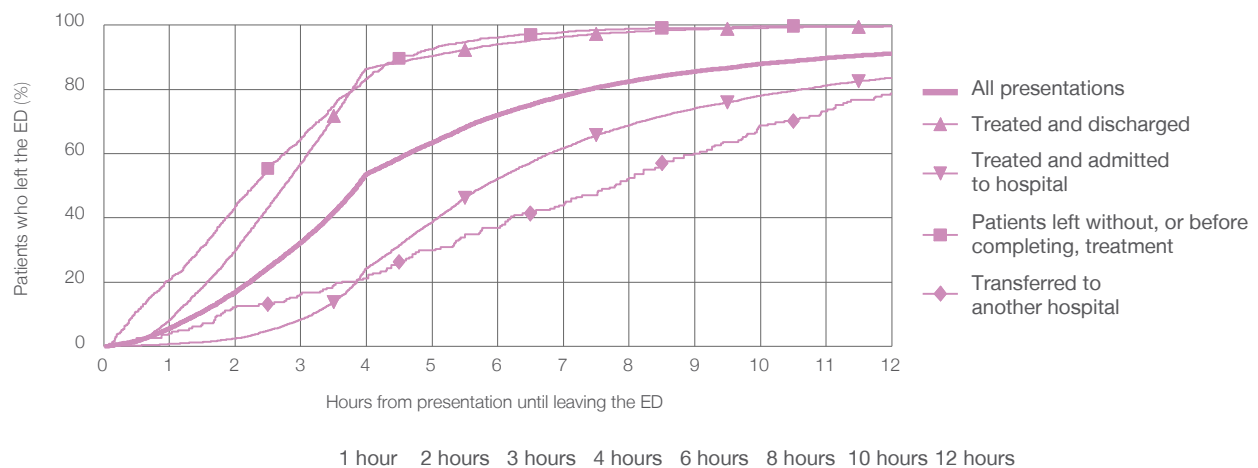
January to March 2017

All presentations:[†] 11,968 patients

Presentations used to calculate time to leaving the ED:[‡] 11,955 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| | | 11,182 | 6.9% |
| Treated and discharged | 4,762 (39.8%) | 5,042 | -5.6% |
| Treated and admitted to hospital | 6,069 (50.7%) | 5,224 | 16.2% |
| Patient left without, or before completing, treatment | 868 (7.3%) | 635 | 36.7% |
| Transferred to another hospital | 198 (1.7%) | 226 | -12.4% |
| Other | 71 (0.6%) | 56 | 26.8% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 8.2% | 29.8% | 57.0% | 86.4% | 94.1% | 97.9% | 99.1% | 99.6% |
| Treated and admitted to hospital | 0.7% | 2.5% | 8.4% | 24.4% | 52.1% | 68.9% | 78.1% | 83.6% |
| Patient left without, or before completing, treatment | 20.8% | 43.6% | 64.5% | 83.4% | 96.2% | 98.8% | 99.7% | 99.8% |
| Transferred to another hospital | 4.0% | 12.1% | 16.2% | 21.2% | 36.9% | 52.5% | 68.7% | 78.8% |
| All presentations | 5.6% | 16.9% | 32.4% | 53.7% | 72.0% | 82.5% | 88.0% | 91.2% |

(†) 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 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.

Blacktown Hospital: Time spent in the ED

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

January to March 2017

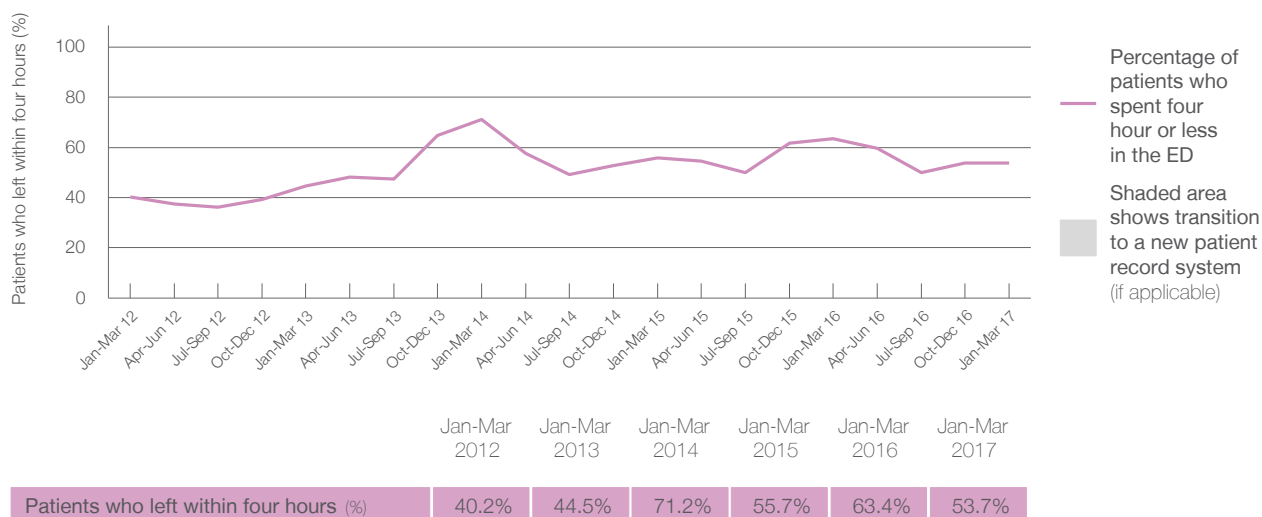
All presentations at the emergency department:¹ 11,968 patients

Presentations used to calculate time to leaving the ED:⁶ 11,955 patients

Percentage of patients who spent four hours or less in the ED 53.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 11,183 | 7.0% |
| 11,182 | 6.9% |
| 63.4% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Campbelltown Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,911 patients

Emergency presentations:² 16,738 patients

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

Campbelltown Hospital: Time patients waited to start treatment³

January to March 2017

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

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

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

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 73 minutes

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

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 131 minutes

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

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 147 minutes

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

Campbelltown Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,910 patients

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

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

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

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

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

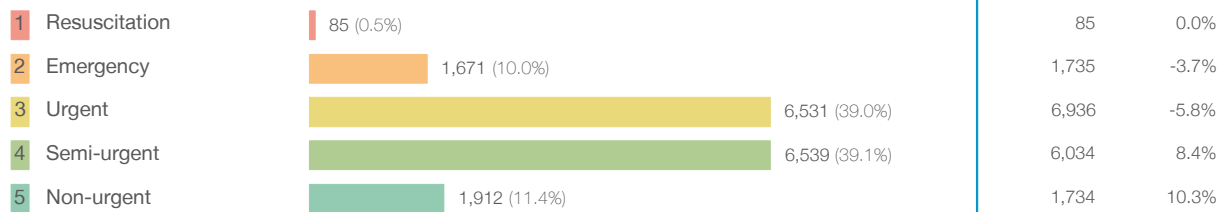
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department

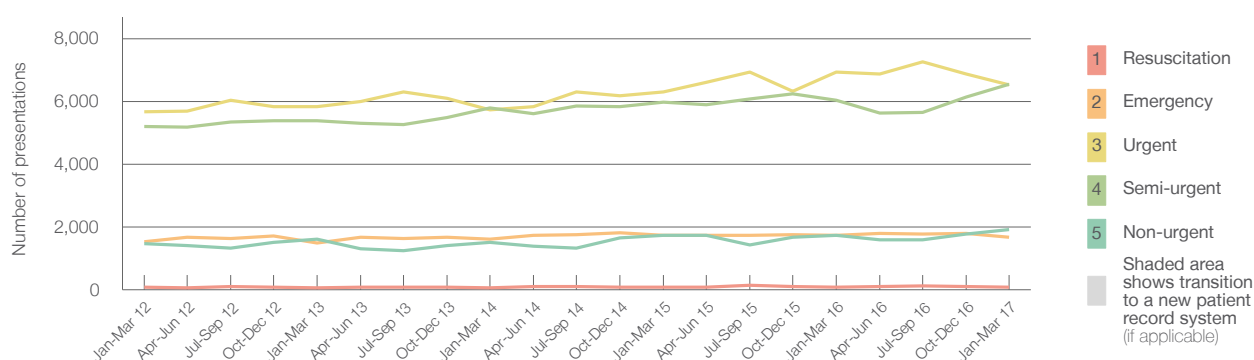
January to March 2017

All presentations:¹ 16,911 patients

Emergency presentations² by triage category: 16,738 patients



Emergency presentations² 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 | 72 | 63 | 63 | 81 | 85 | 85 |
| Emergency | 1,531 | 1,495 | 1,603 | 1,738 | 1,735 | 1,671 |
| Urgent | 5,670 | 5,841 | 5,736 | 6,297 | 6,936 | 6,531 |
| Semi-urgent | 5,196 | 5,390 | 5,797 | 5,979 | 6,034 | 6,539 |
| Non-urgent | 1,469 | 1,605 | 1,508 | 1,723 | 1,734 | 1,912 |
| All emergency presentations | 13,938 | 14,394 | 14,707 | 15,818 | 16,524 | 16,738 |

Campbelltown Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,126 patients

ED Transfer of care time



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

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

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

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

January to March 2017

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

Number of triage 2 patients: 1,671

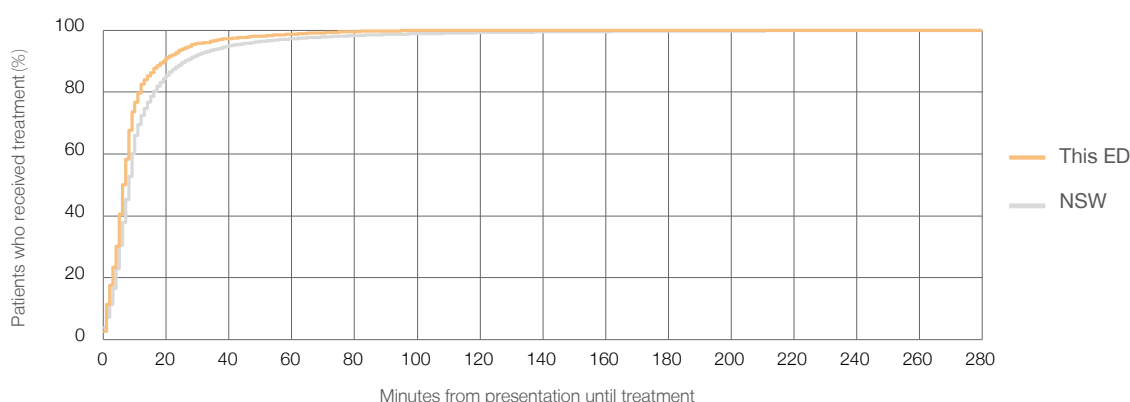
Number of triage 2 patients used to calculate waiting time:³ 1,671

Median time to start treatment⁴ 6 minutes

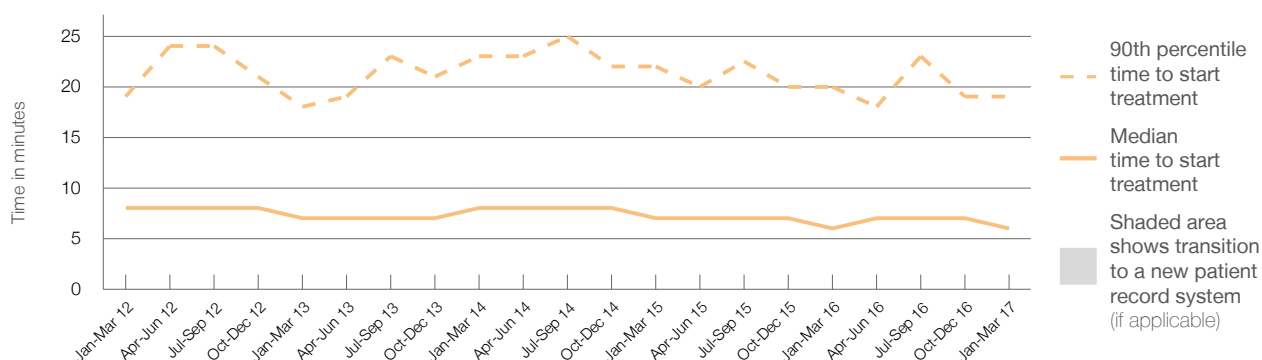
90th percentile time to start treatment⁵ 19 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 6,531

Number of triage 3 patients used to calculate waiting time:³ 6,363

Median time to start treatment⁴

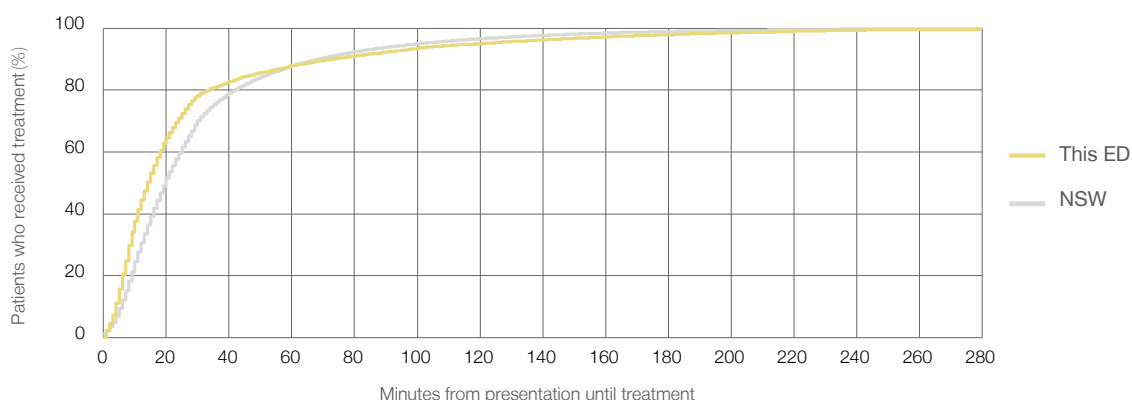
14 minutes

90th percentile time to start treatment⁵

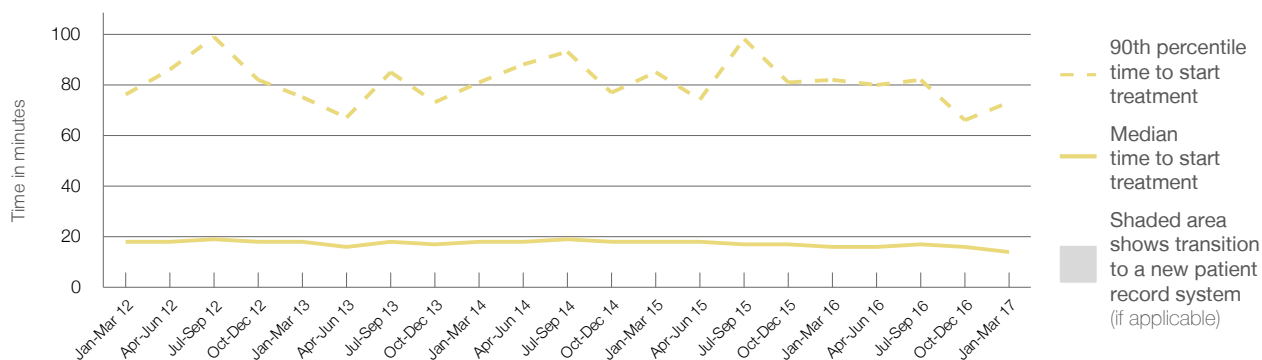
73 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 18 | 18 | 18 | 18 | 16 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 76 | 75 | 81 | 85 | 82 | 73 |

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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 6,539

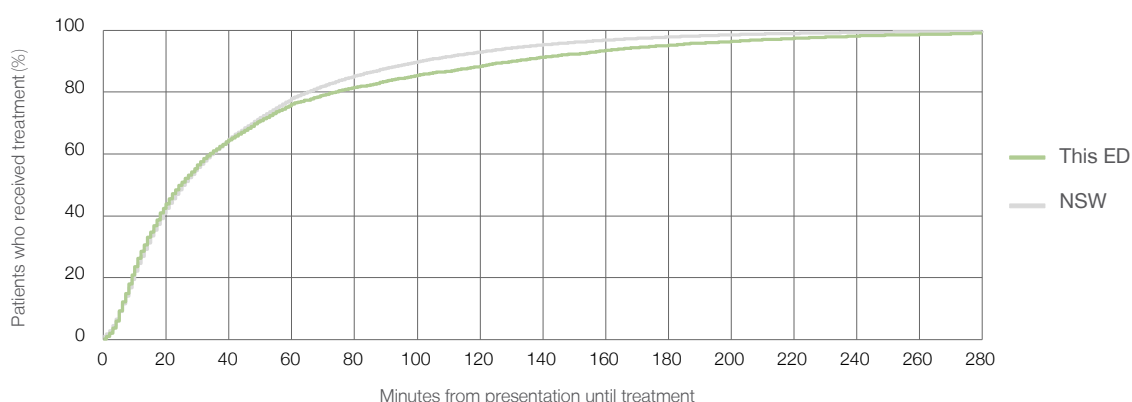
Number of triage 4 patients used to calculate waiting time:³ 6,021

Median time to start treatment⁴ 25 minutes

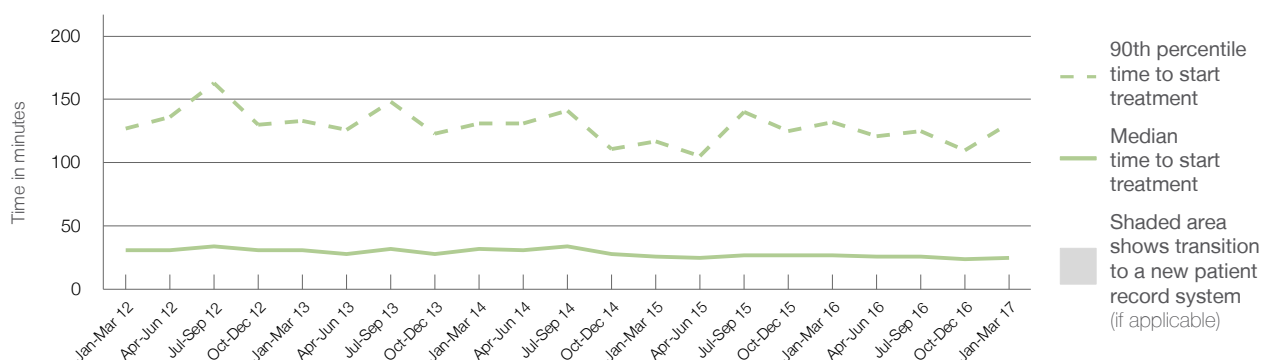
90th percentile time to start treatment⁵ 131 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Campbelltown Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 1,912

Number of triage 5 patients used to calculate waiting time:³ 1,628

Median time to start treatment⁴

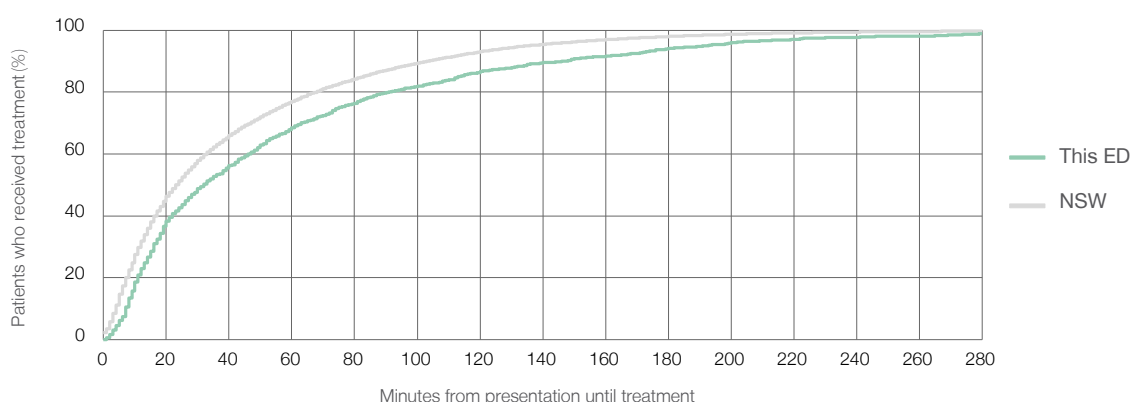
32 minutes

90th percentile time to start treatment⁵

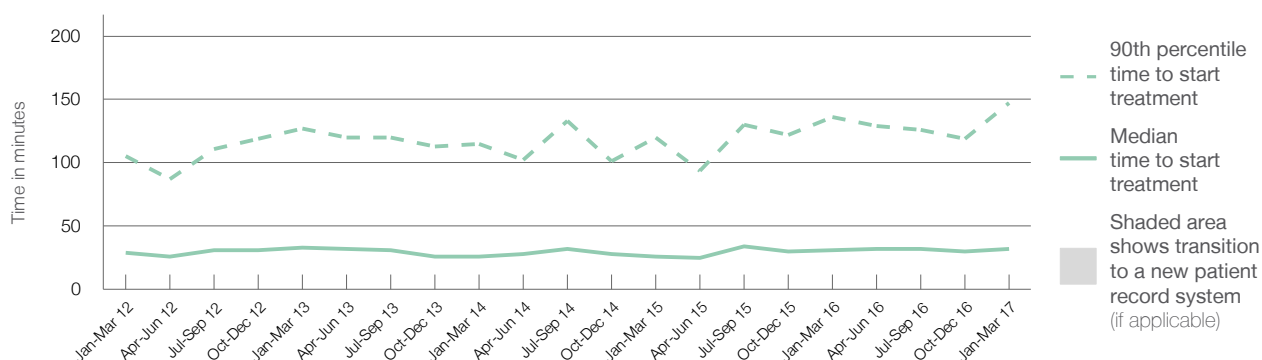
147 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 33 | 26 | 26 | 31 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 105 | 127 | 115 | 120 | 136 | 147 |

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

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

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

Campbelltown Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,911 patients

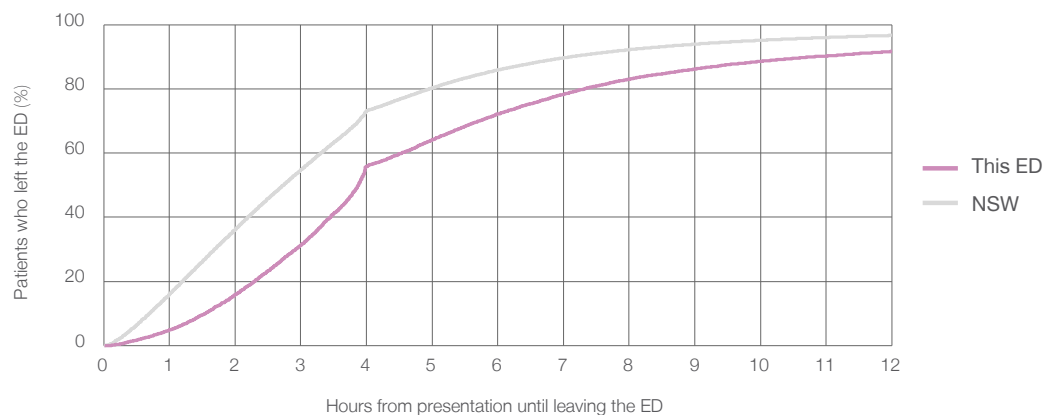
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

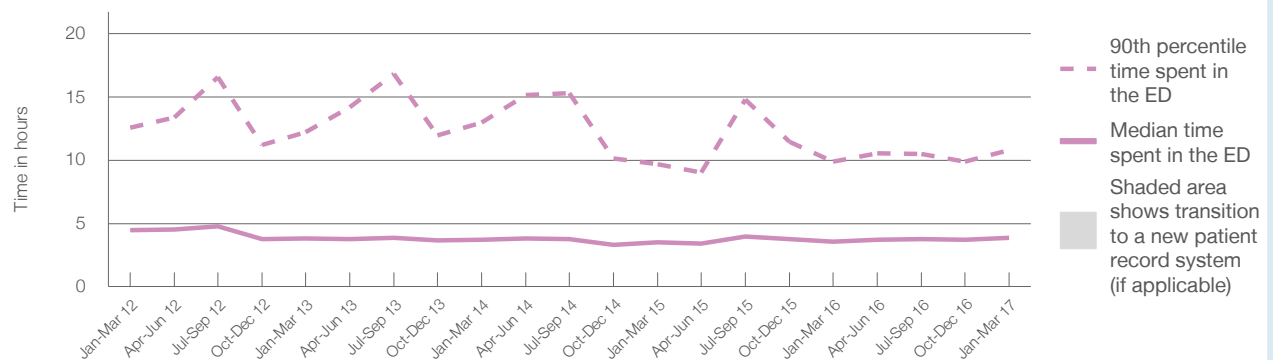
90th percentile time spent in the ED⁹ 10 hours and 48 minutes

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

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 4h 27m | 3h 50m | 3h 43m | 3h 30m | 3h 35m | 3h 53m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 12h 33m | 12h 13m | 12h 58m | 9h 41m | 9h 52m | 10h 48m |

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

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

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

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

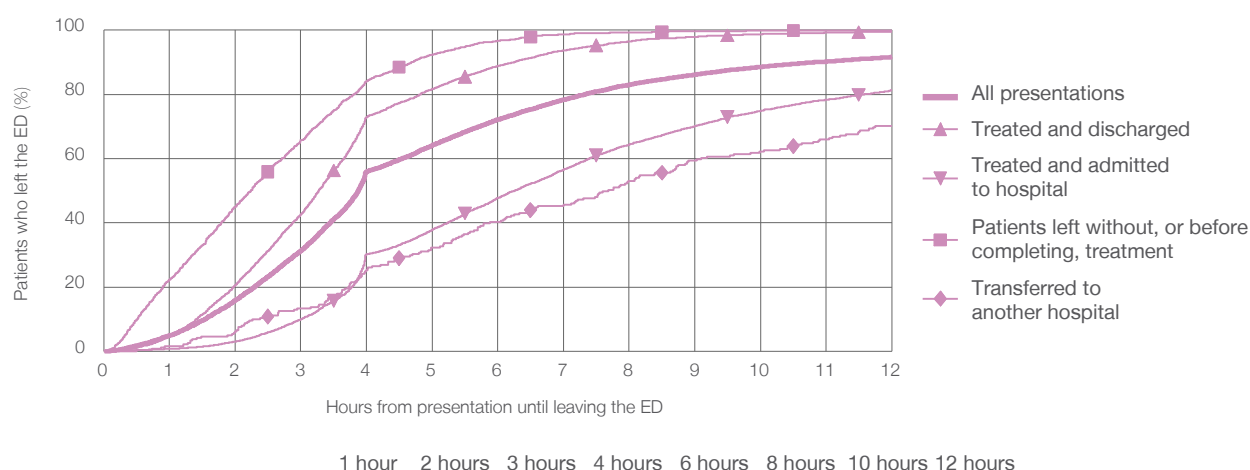
All presentations:[†] 16,911 patients

Presentations used to calculate time to leaving the ED:[‡] 16,910 patients

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

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

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

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

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

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

Campbelltown Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 16,911 patients

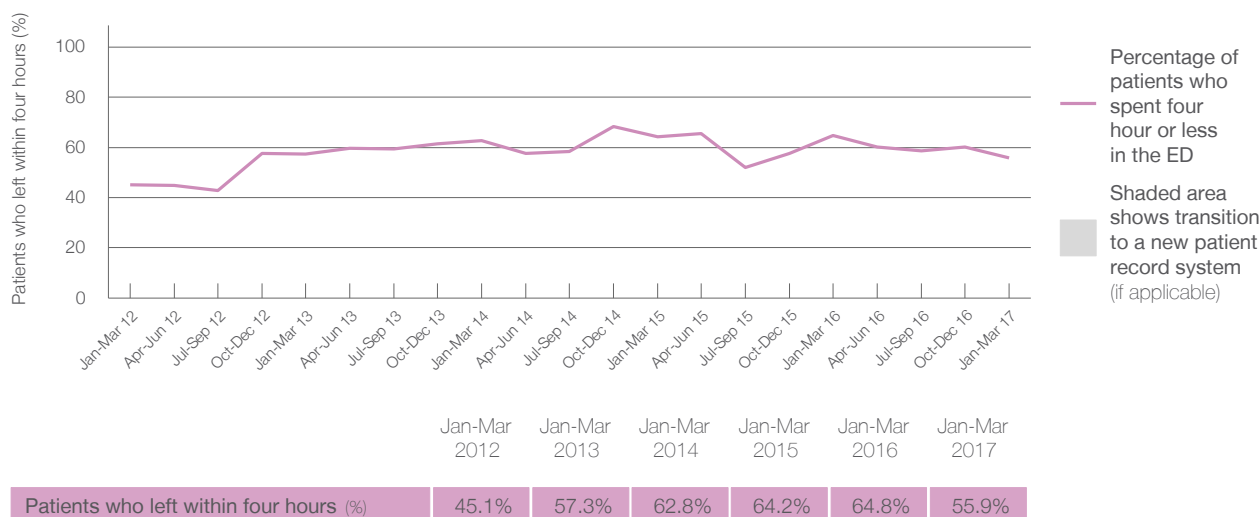
Presentations used to calculate time to leaving the ED:⁶ 16,910 patients

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



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

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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:¹ 11,740 patients

Emergency presentations:² 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 treatment³

January to March 2017

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

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

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

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 61 minutes

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

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 103 minutes

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

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 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:⁶ 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.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

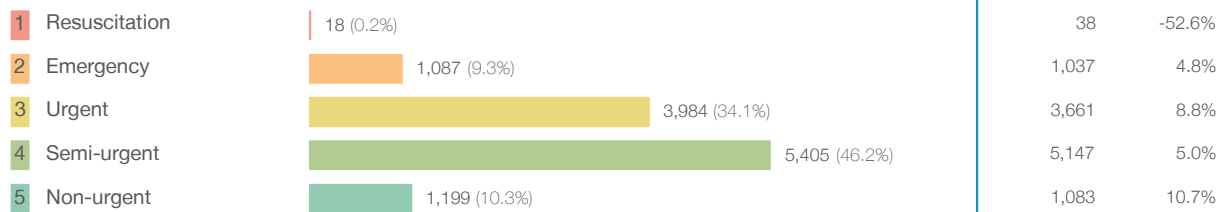
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Patients presenting to the emergency department

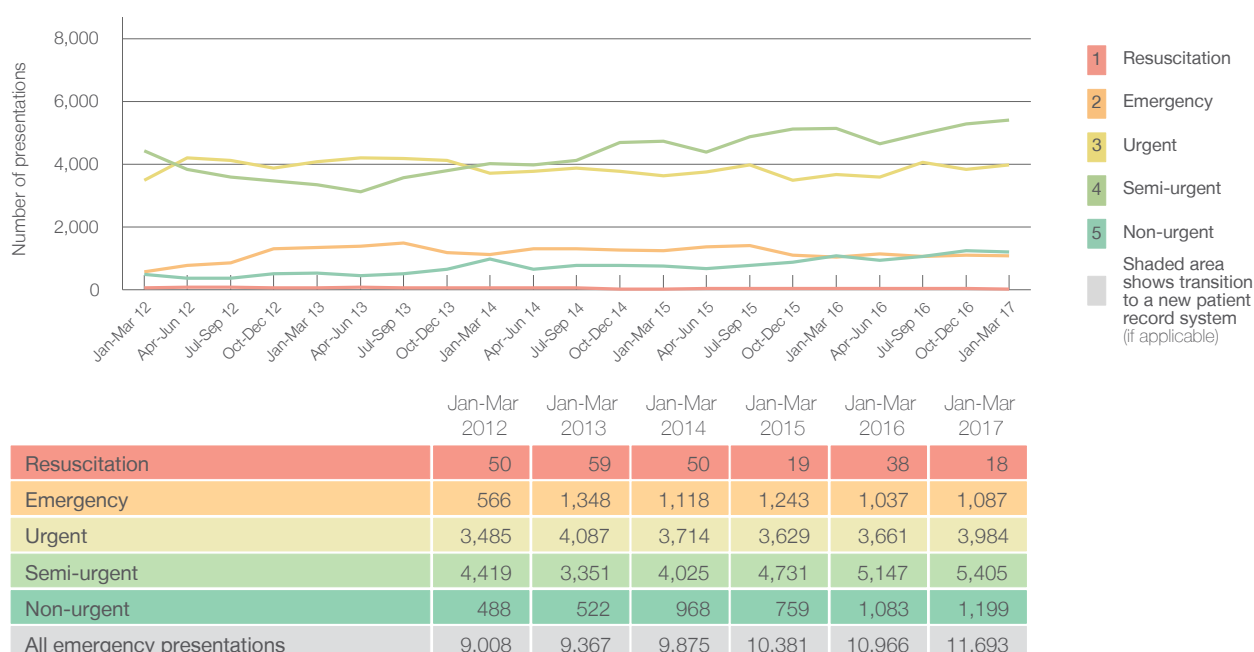
January to March 2017

All presentations:¹ 11,740 patients

Emergency presentations² by triage category: 11,693 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Canterbury Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,874 patients

ED Transfer of care time



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

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

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

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:³ 1,081

Median time to start treatment⁴

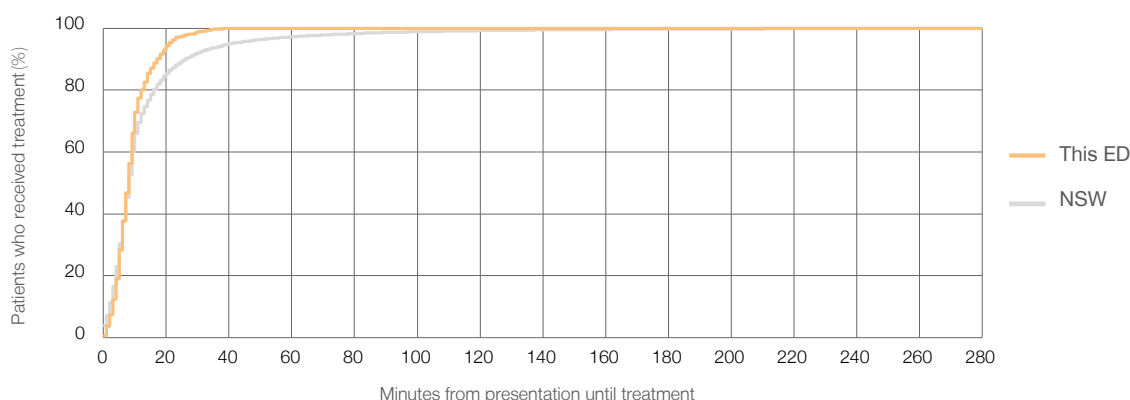
8 minutes

90th percentile time to start treatment⁵

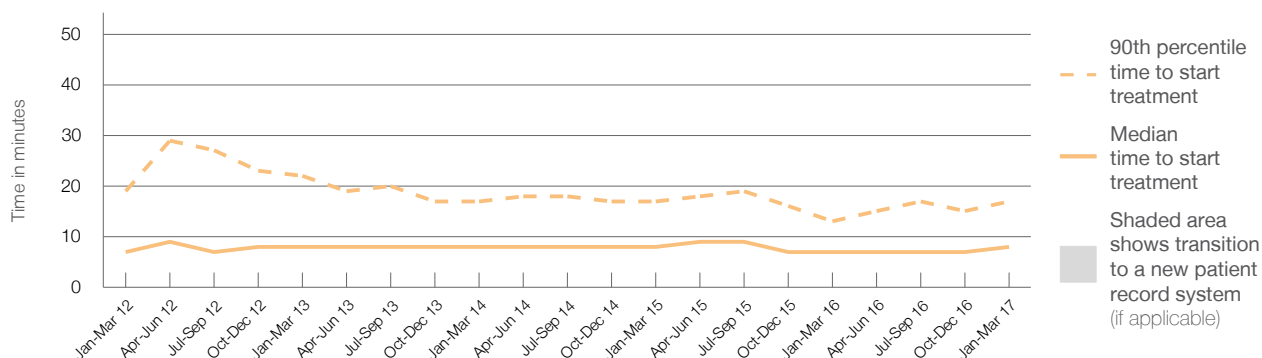
17 minutes

| 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^{†‡}



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

(†) 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 3

January to March 2017

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

Number of triage 3 patients: 3,984

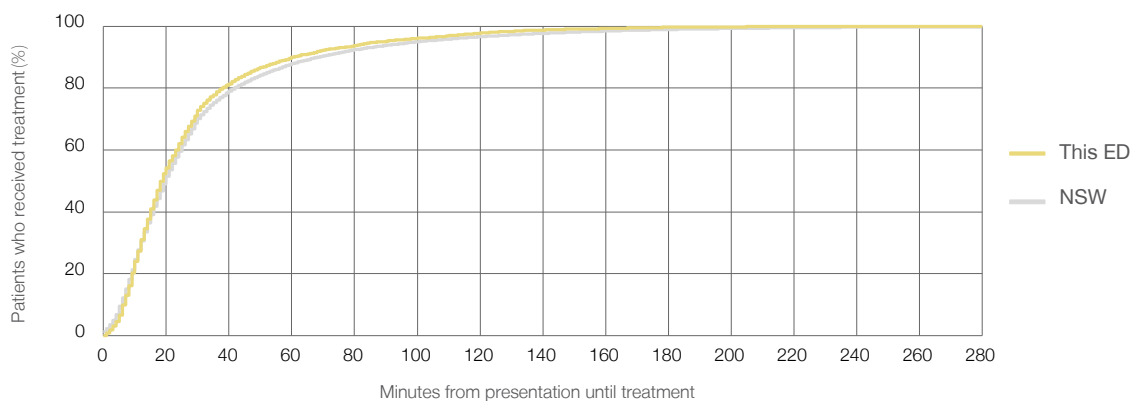
Number of triage 3 patients used to calculate waiting time:³ 3,888

Median time to start treatment⁴ 19 minutes

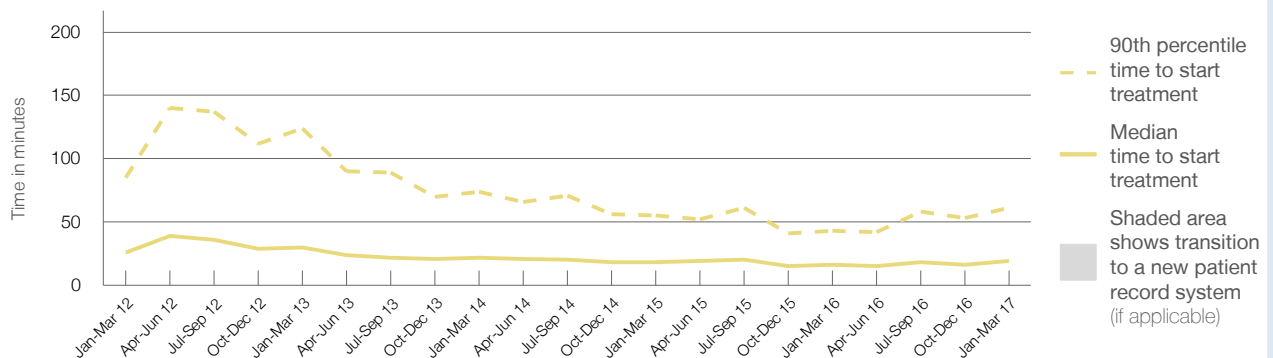
90th percentile time to start treatment⁵ 61 minutes

| 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^{†‡}



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

(†) 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 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:³ 4,941

Median time to start treatment⁴

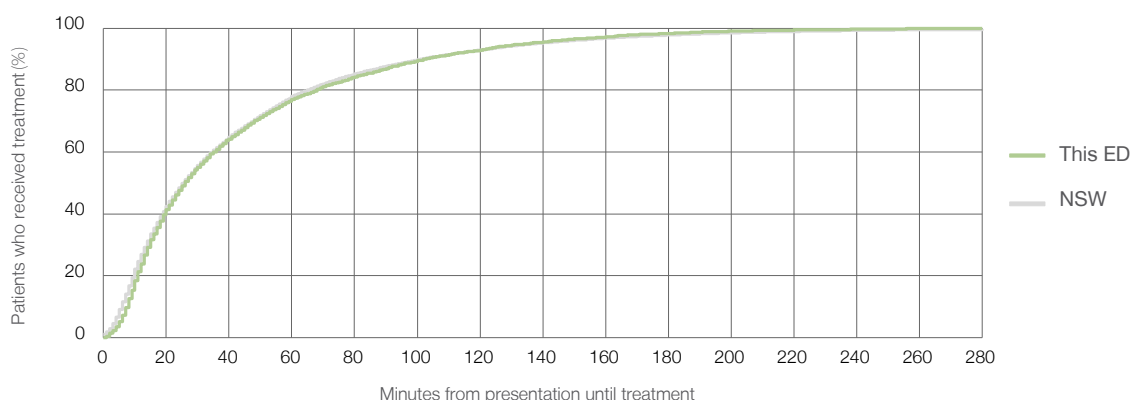
26 minutes

90th percentile time to start treatment⁵

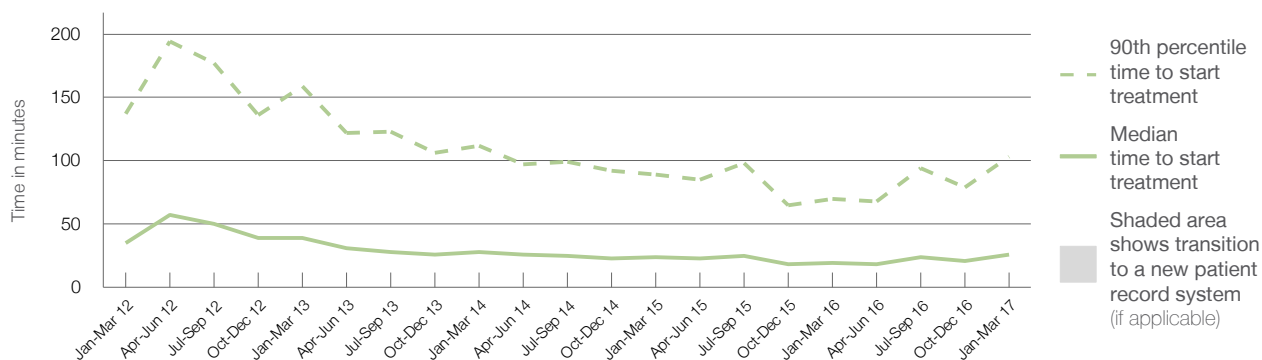
103 minutes

| 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^{†‡}



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

(†) 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 5

January to March 2017

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

Number of triage 5 patients: 1,199

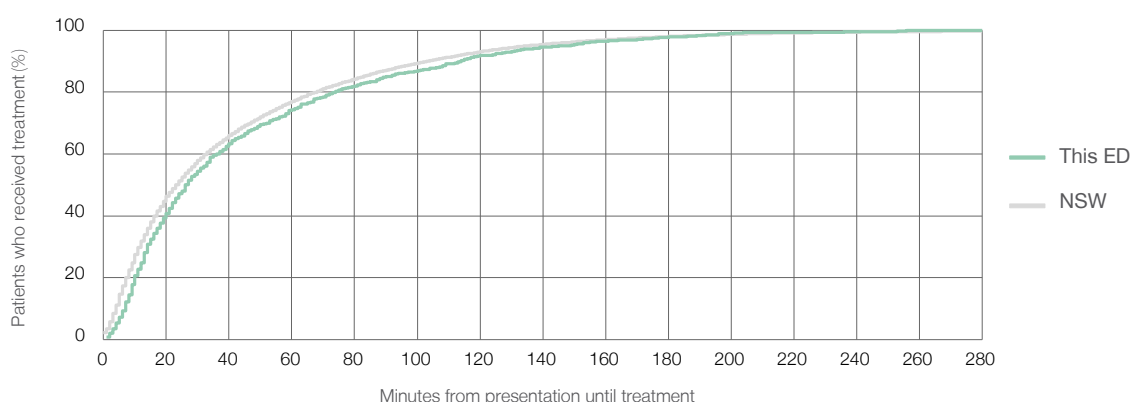
Number of triage 5 patients used to calculate waiting time:³ 907

Median time to start treatment⁴ 26 minutes

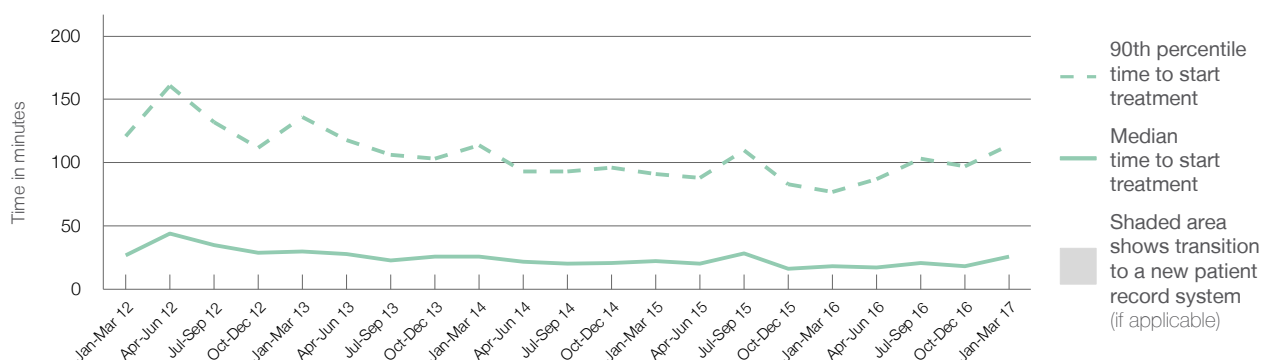
90th percentile time to start treatment⁵ 114 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,083 | |
| 891 | |
| 18 minutes | 23 minutes |
| 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^{†‡}



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

Canterbury Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,740 patients

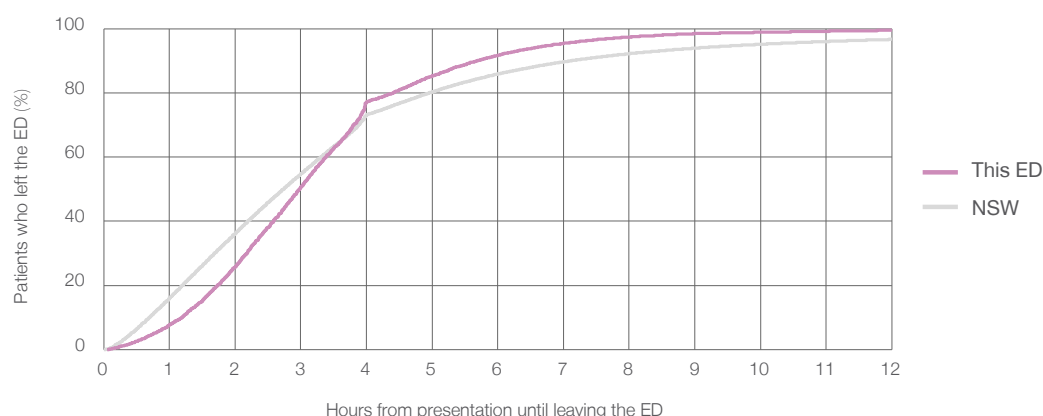
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

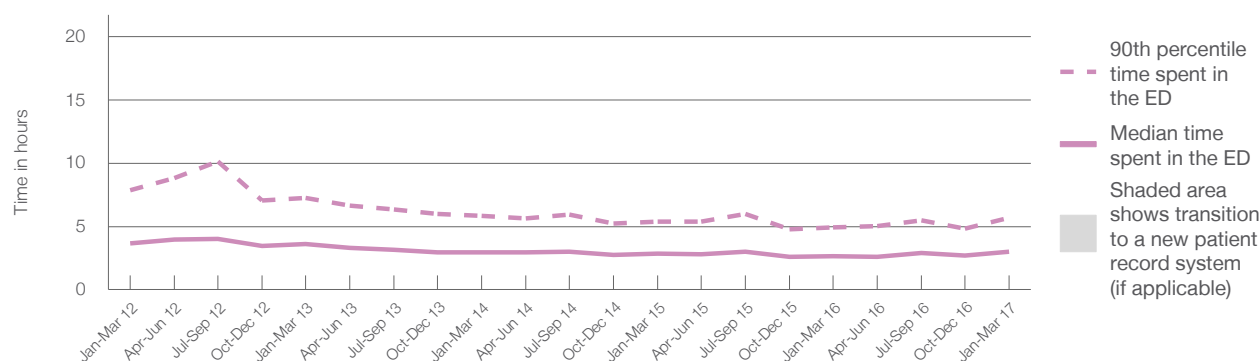
90th percentile time spent in the ED⁹ 5 hours and 41 minutes

| 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^{†‡}



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

By mode of separation

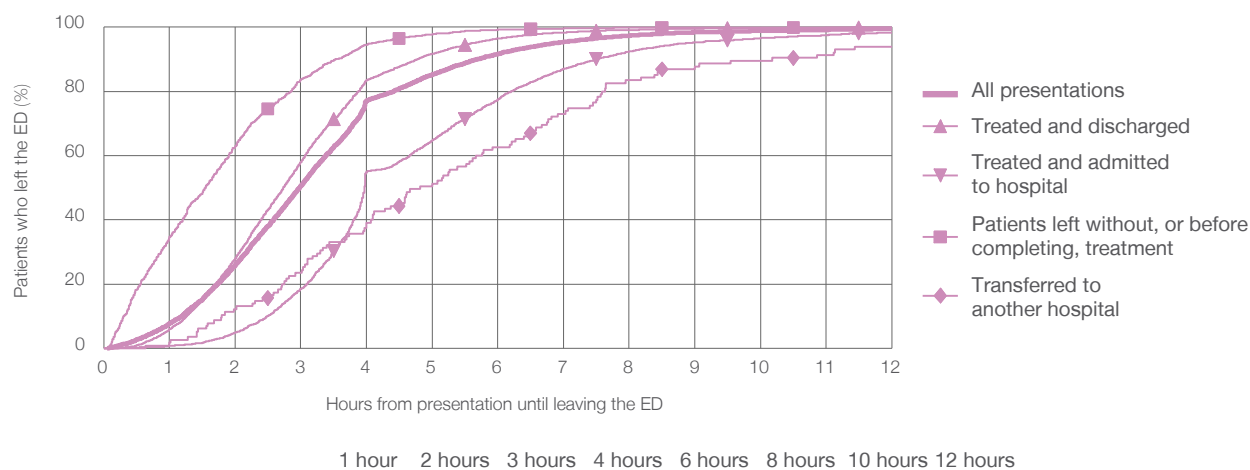
January to March 2017

All presentations:[†] 11,740 patients

Presentations used to calculate time to leaving the ED:[‡] 11,738 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 7,447 (63.4%) | 7,417 | 0.4% |
| Treated and admitted to hospital | 2,918 (24.9%) | 2,717 | 7.4% |
| Patient left without, or before completing, treatment | 1,221 (10.4%) | 771 | 58.4% |
| Transferred to another hospital | 115 (1.0%) | 114 | 0.9% |
| Other | 39 (0.3%) | 22 | 77.3% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| 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% |

(†) 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 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:¹ 11,740 patients

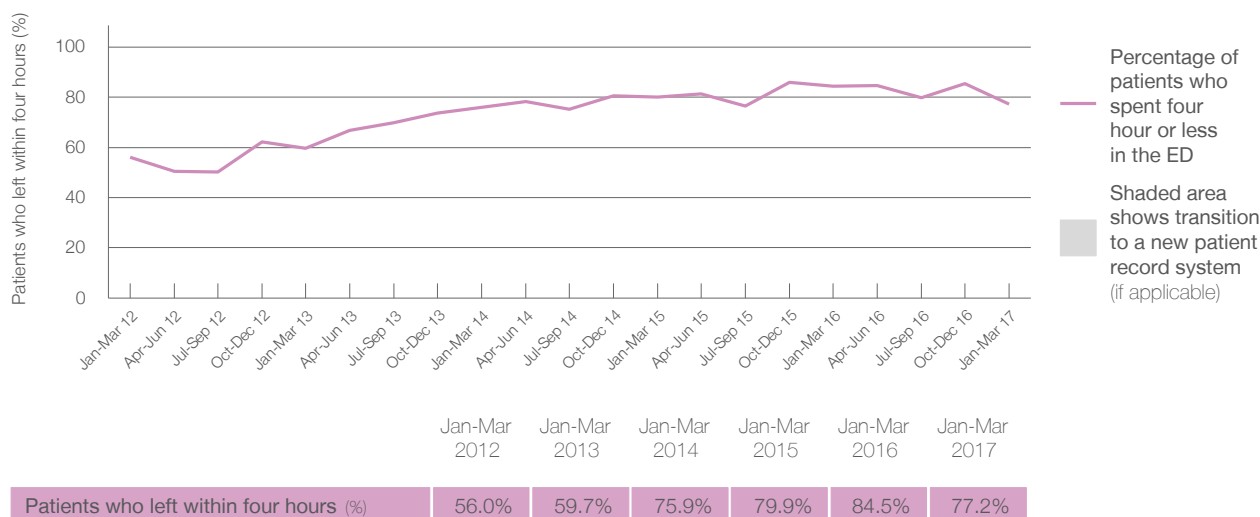
Presentations used to calculate time to leaving the ED:⁶ 11,738 patients

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^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,818 patients
Emergency presentations:² 9,511 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,463 | 3.8% |
| 9,150 | 3.9% |

Coffs Harbour Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,028 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,107 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,833 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 117 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,010 | |
| 6 minutes | 8 minutes |
| 11 minutes | 26 minutes |
| 2,804 | |
| 16 minutes | 20 minutes |
| 42 minutes | 69 minutes |
| 3,714 | |
| 25 minutes | 26 minutes |
| 106 minutes | 101 minutes |
| 1,564 | |
| 34 minutes | 23 minutes |
| 117 minutes | 104 minutes |

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,818 patients

Percentage of patients who spent four hours or less in the ED 74.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,461 | 3.8% |
| 73.4% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

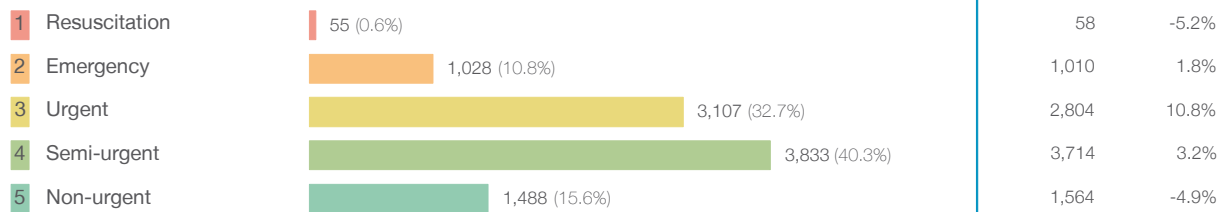
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department

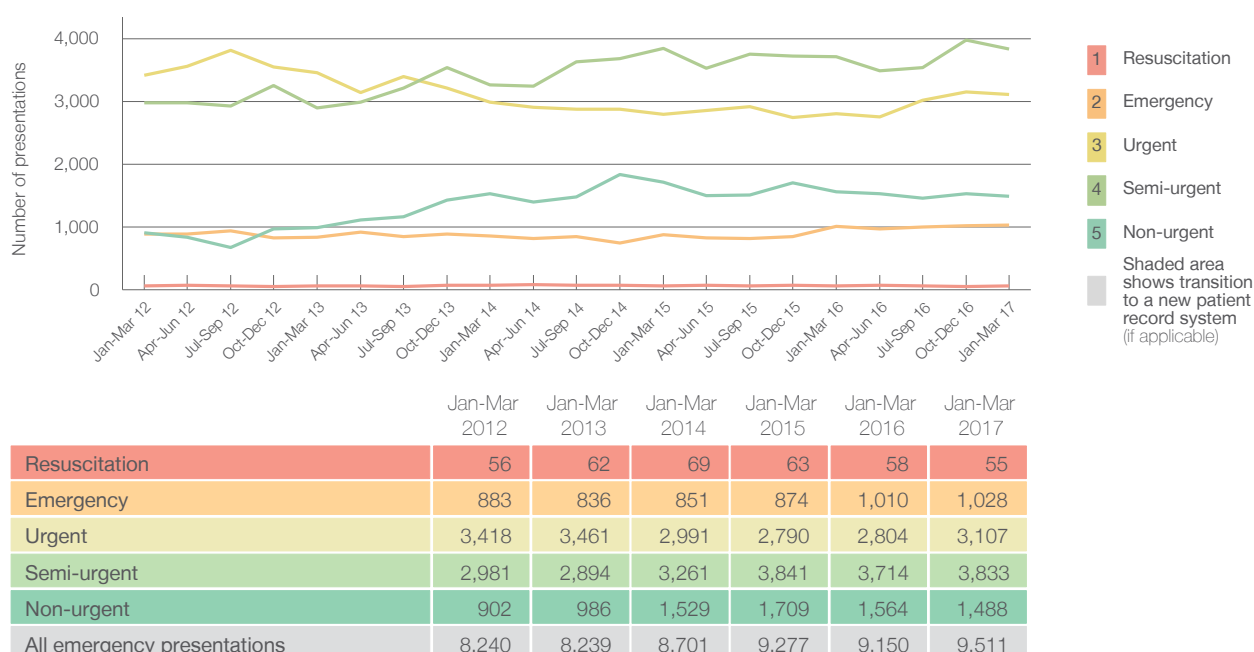
January to March 2017

All presentations:¹ 9,818 patients

Emergency presentations² by triage category: 9,511 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Coffs Harbour Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,202 patients

ED Transfer of care time



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

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

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

Coffs Harbour Base 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: 1,028

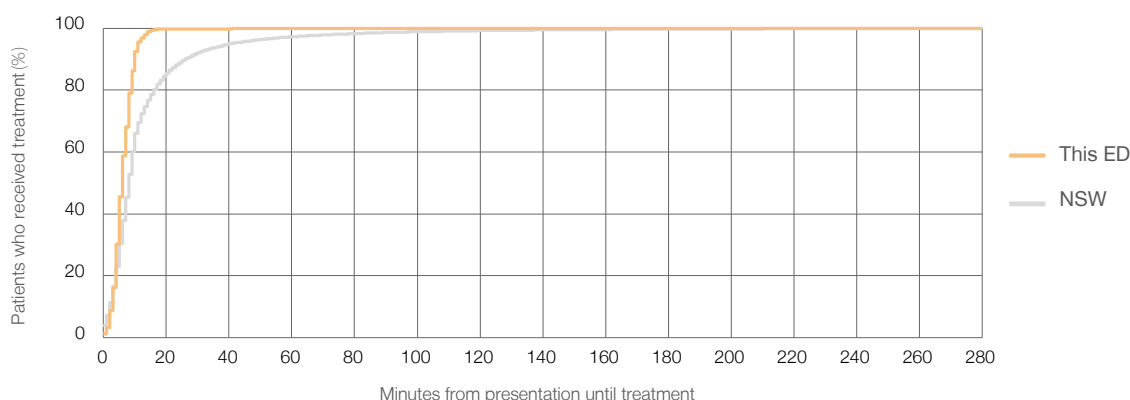
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 6 minutes

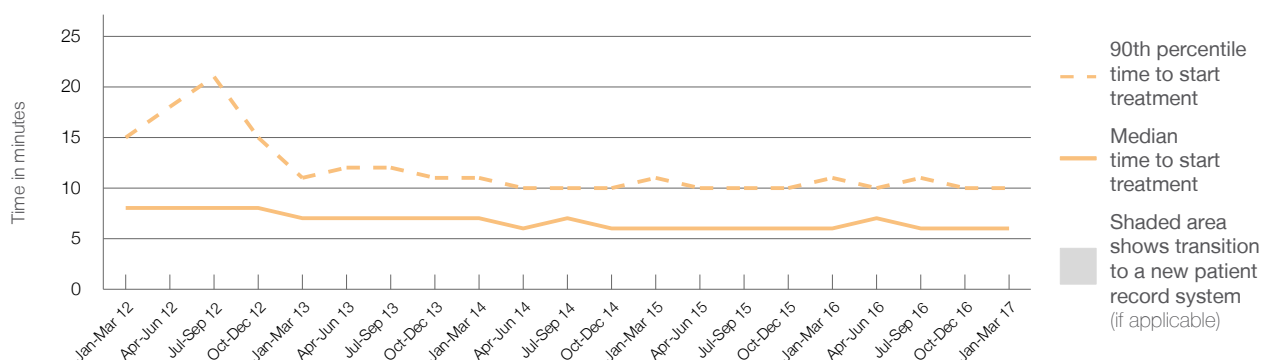
90th percentile time to start treatment⁵ 10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,010 | |
| 1,008 | |
| 6 minutes | 8 minutes |
| 11 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 7 | 7 | 6 | 6 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 15 | 11 | 11 | 11 | 11 | 10 |

(†) 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.

Coffs Harbour Base 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: 3,107

Number of triage 3 patients used to calculate waiting time:³ 3,067

Median time to start treatment⁴

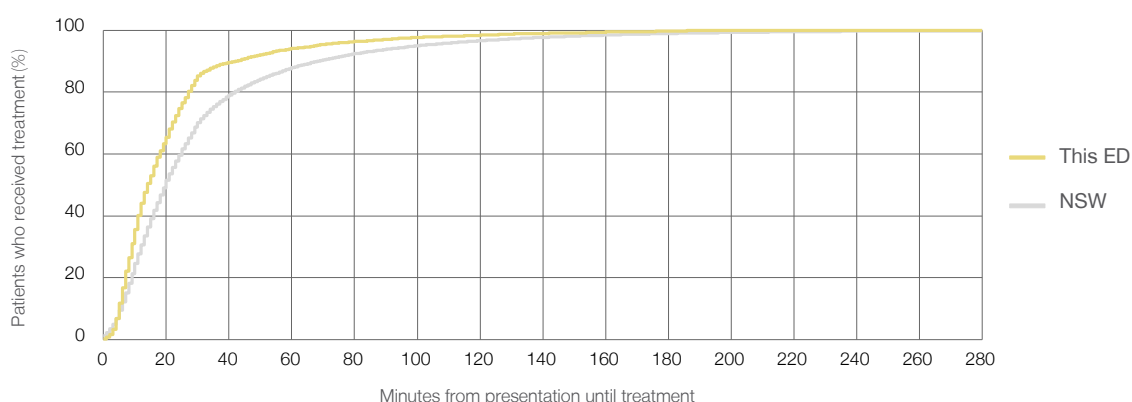
14 minutes

90th percentile time to start treatment⁵

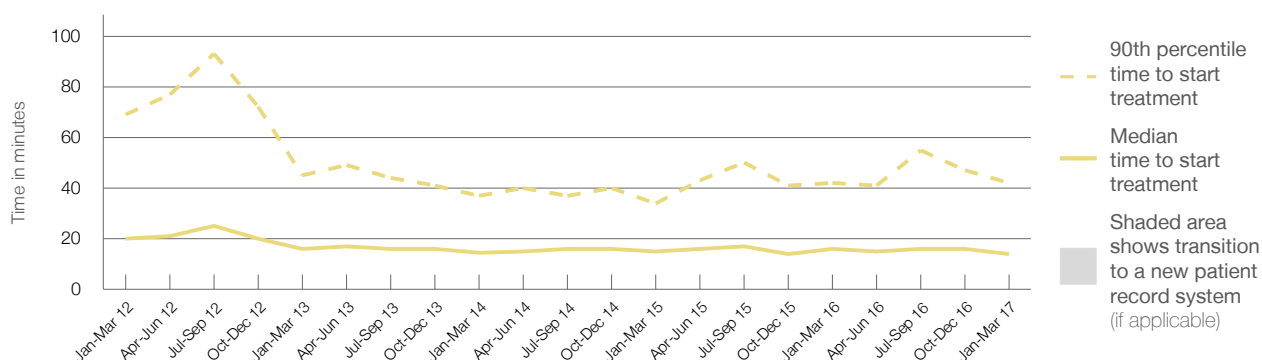
42 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,804 | |
| 2,759 | |
| 16 minutes | 20 minutes |
| 42 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 16 | 15 | 15 | 16 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 69 | 45 | 37 | 34 | 42 | 42 |

(†) 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.

Coffs Harbour Base 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: 3,833

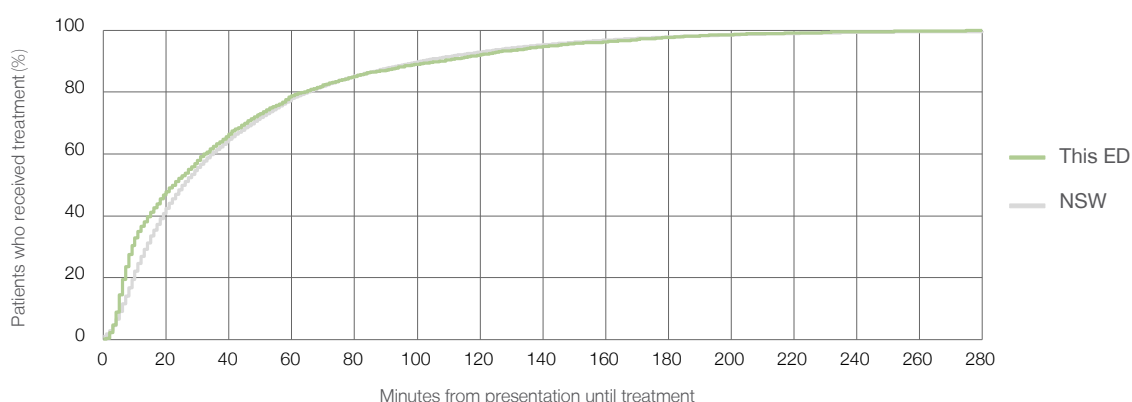
Number of triage 4 patients used to calculate waiting time:³ 3,550

Median time to start treatment⁴ 23 minutes

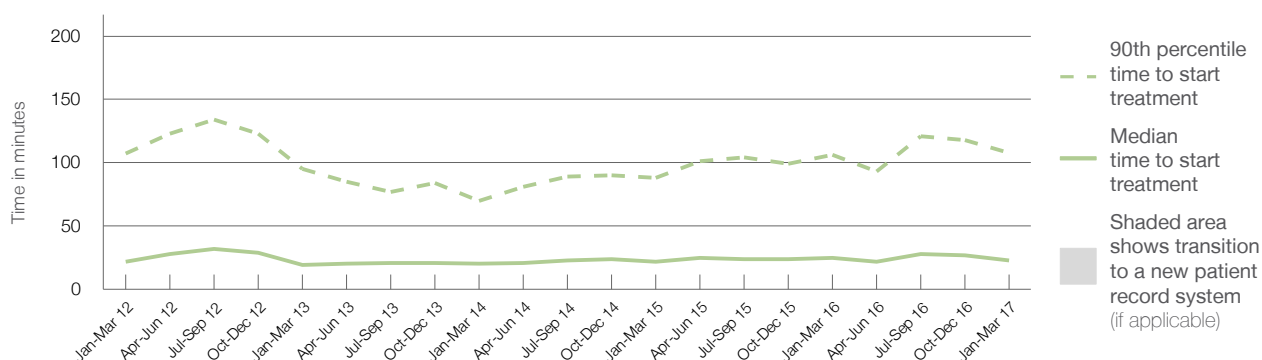
90th percentile time to start treatment⁵ 108 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,714 | |
| 3,462 | |
| 25 minutes | 26 minutes |
| 106 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 22 | 19 | 20 | 22 | 25 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 107 | 95 | 70 | 88 | 106 | 108 |

(†) 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.

Coffs Harbour Base 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: 1,488

Number of triage 5 patients used to calculate waiting time:³ 1,370

Median time to start treatment⁴

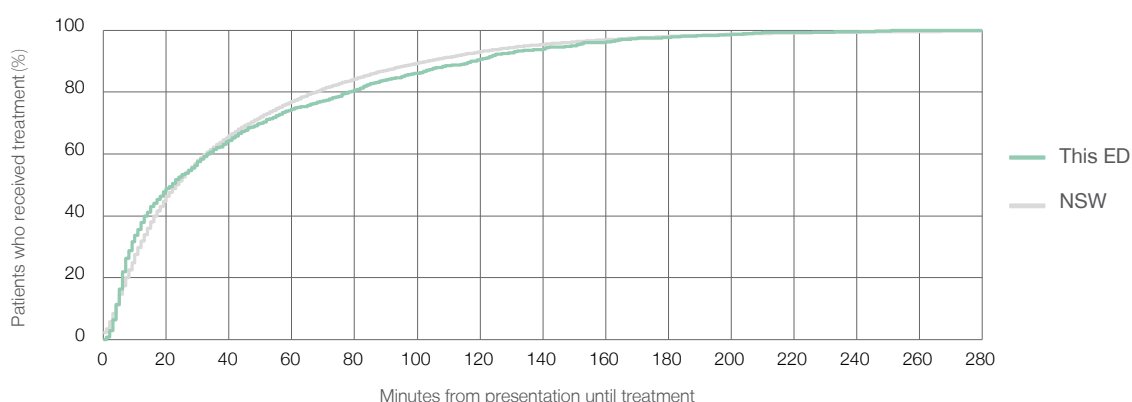
22 minutes

90th percentile time to start treatment⁵

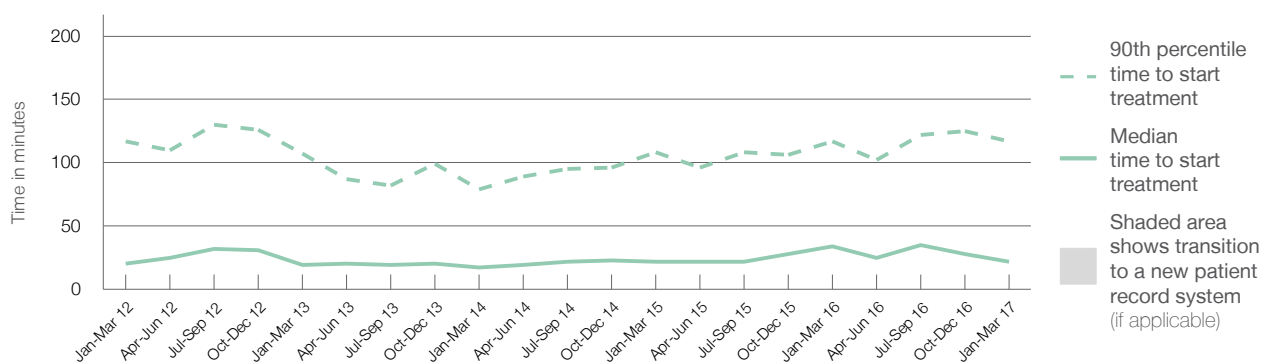
117 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,564 | |
| 1,421 | |
| 34 minutes | 23 minutes |
| 117 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 19 | 17 | 22 | 34 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 117 | 107 | 79 | 108 | 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 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,818 patients

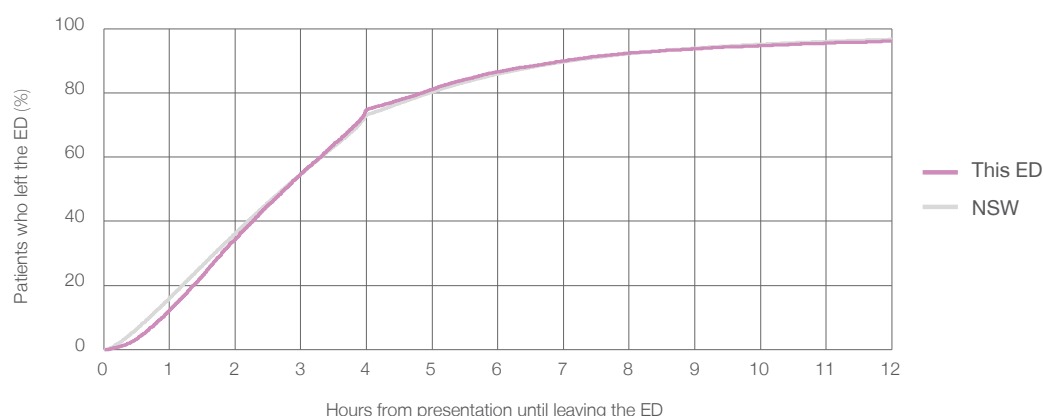
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

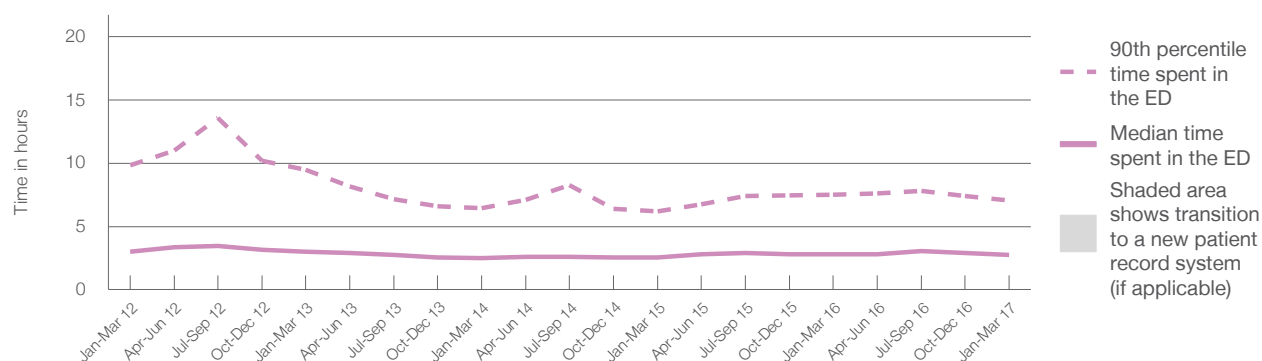
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 9,463 | |
| 9,461 | |
| 2 hours and 48 minutes | 2 hours and 44 minutes |
| 7 hours and 31 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 0m | 2h 59m | 2h 29m | 2h 34m | 2h 48m | 2h 46m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 50m | 9h 29m | 6h 27m | 6h 11m | 7h 31m | 7h 2m |

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 9,818 patients

Presentations used to calculate time to leaving the ED:[‡] 9,818 patients

Treated and discharged 5,812 (59.2%)

Treated and admitted to hospital 3,497 (35.6%)

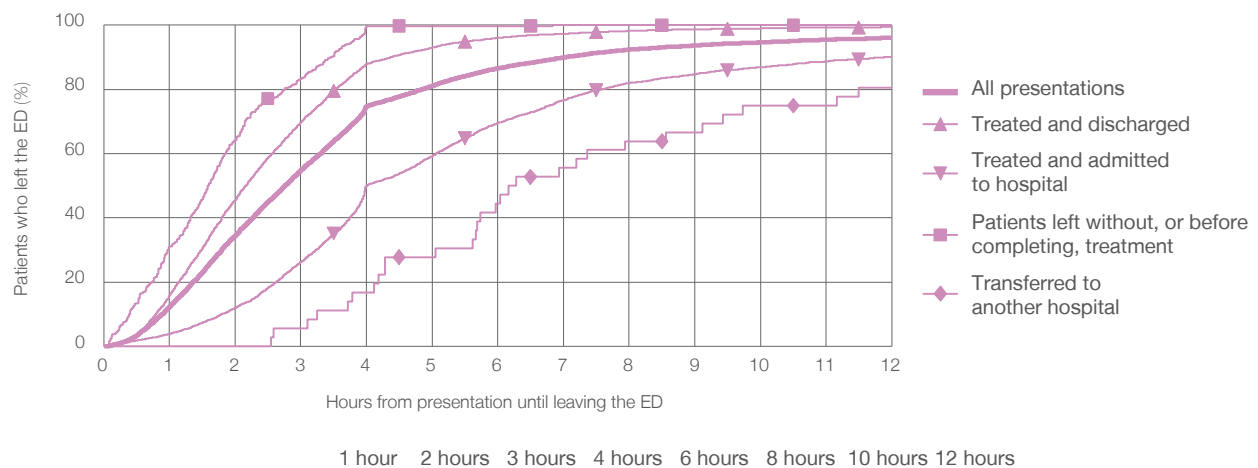
Patient left without, or before completing, treatment 456 (4.6%)

Transferred to another hospital 36 (0.4%)

Other 17 (0.2%)

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,461 | 3.8% |
| 5,725 | 1.5% |
| 3,216 | 8.7% |
| 437 | 4.3% |
| 37 | -2.7% |
| 48 | -64.6% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 15.8% | 45.7% | 69.8% | 88.0% | 96.0% | 98.2% | 99.0% | 99.4% |
| Treated and admitted to hospital | 3.8% | 11.9% | 26.4% | 50.1% | 69.5% | 82.0% | 86.9% | 90.2% |
| Patient left without, or before completing, treatment | 31.1% | 64.3% | 83.3% | 99.8% | 99.8% | 100% | 100% | 100% |
| Transferred to another hospital | 0% | 0% | 5.6% | 16.7% | 44.4% | 63.9% | 75.0% | 80.6% |
| All presentations | 12.4% | 34.4% | 54.8% | 74.8% | 86.6% | 92.4% | 94.7% | 96.1% |

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

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

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

Coffs Harbour Base 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:¹ 9,818 patients

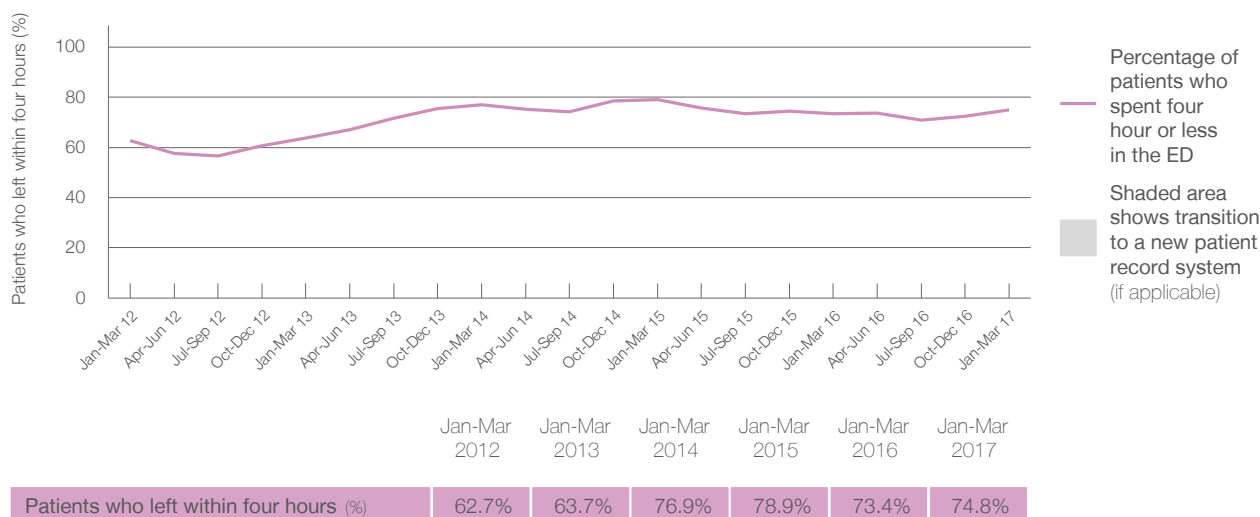
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,463 | 3.8% |
| 9,461 | 3.8% |
| 73.4% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Dubbo Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,178 patients

Emergency presentations:² 7,794 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,621 | 7.3% |
| 7,424 | 5.0% |

Dubbo Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 931 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,754 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,064 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,012 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 120 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 878 | |
| 9 minutes | 8 minutes |
| 21 minutes | 26 minutes |
| 2,670 | |
| 24 minutes | 20 minutes |
| 67 minutes | 69 minutes |
| 3,275 | |
| 28 minutes | 26 minutes |
| 105 minutes | 101 minutes |
| 562 | |
| 23 minutes | 23 minutes |
| 122 minutes | 104 minutes |

Dubbo Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,177 patients

Percentage of patients who spent four hours or less in the ED 70.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,618 | 7.3% |
| 70.4% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

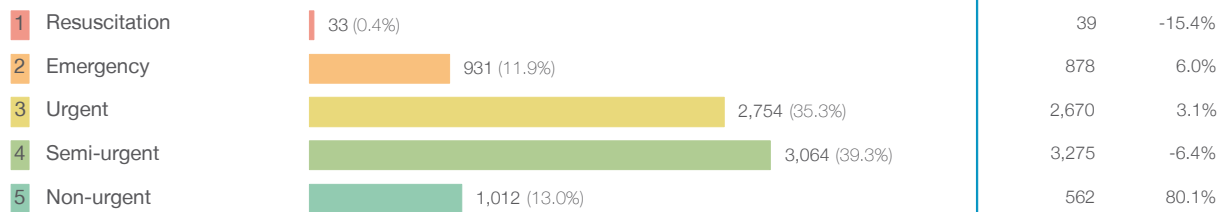
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Patients presenting to the emergency department

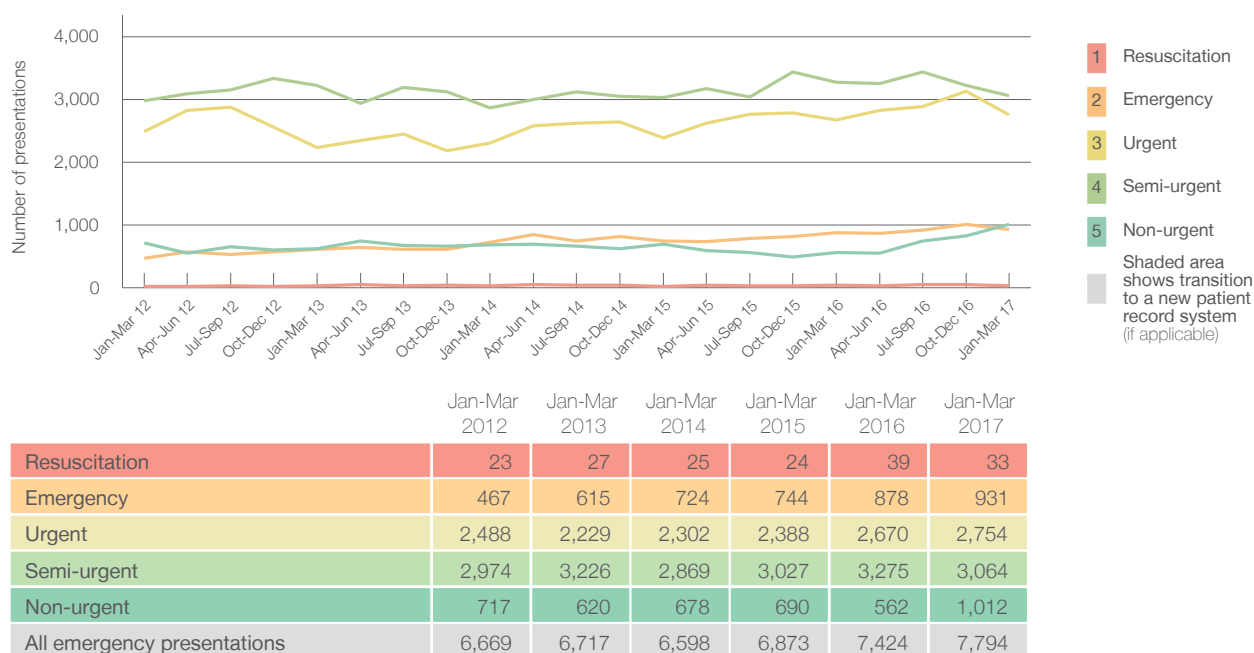
January to March 2017

All presentations:¹ 8,178 patients

Emergency presentations² by triage category: 7,794 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Dubbo Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,653 patients

ED Transfer of care time



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

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

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

Dubbo Base 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: 931

Number of triage 2 patients used to calculate waiting time:³ 925

Median time to start treatment⁴

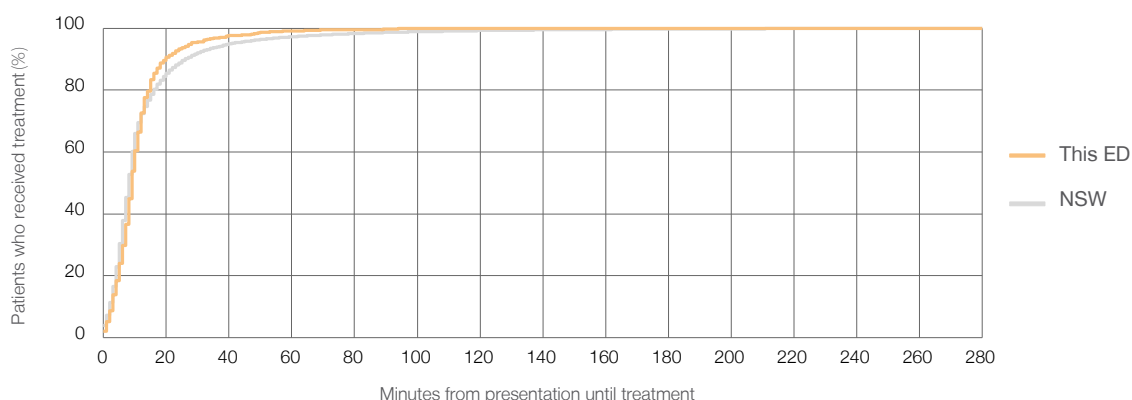
9 minutes

90th percentile time to start treatment⁵

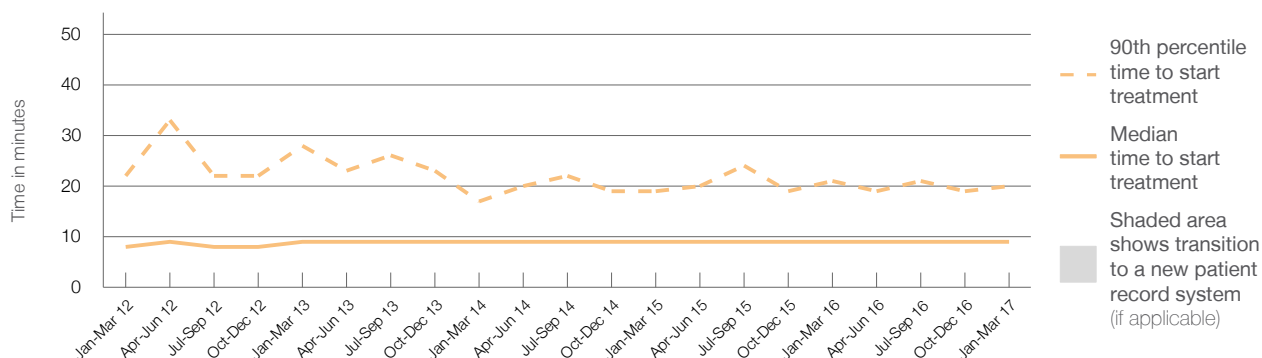
20 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 878 | |
| 874 | |
| 9 minutes | 8 minutes |
| 21 minutes | 26 minutes |

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 9 | 9 | 9 | 9 | 9 |
| 90th percentile time to start treatment ⁵ (minutes) | 22 | 28 | 17 | 19 | 21 | 20 |

(†) 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.

Dubbo Base 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: 2,754

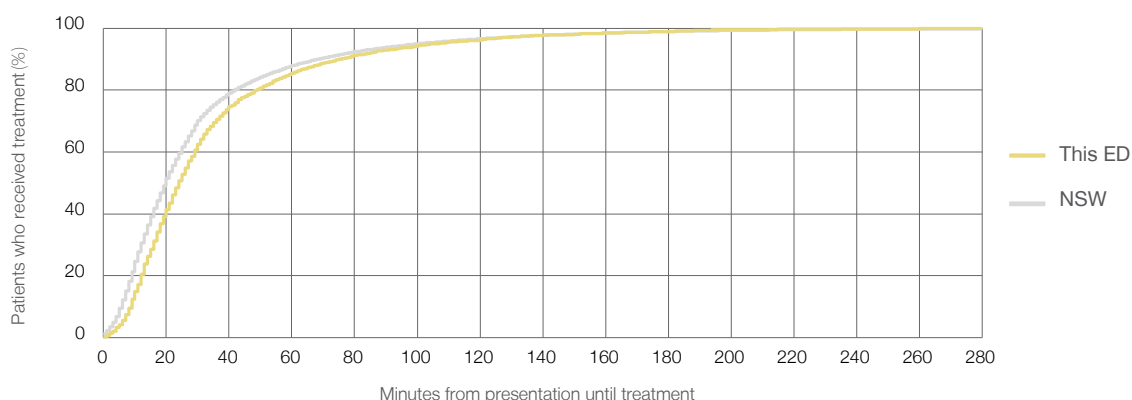
Number of triage 3 patients used to calculate waiting time:³ 2,684

Median time to start treatment⁴ 24 minutes

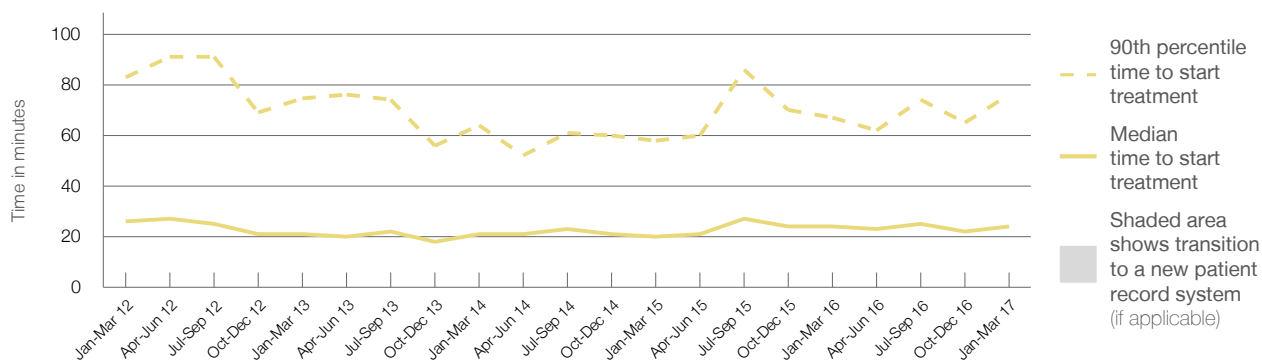
90th percentile time to start treatment⁵ 76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,670 | |
| 2,604 | |
| 24 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 21 | 21 | 20 | 24 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 83 | 75 | 64 | 58 | 67 | 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.

Dubbo Base 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: 3,064

Number of triage 4 patients used to calculate waiting time:³ 2,834

Median time to start treatment⁴

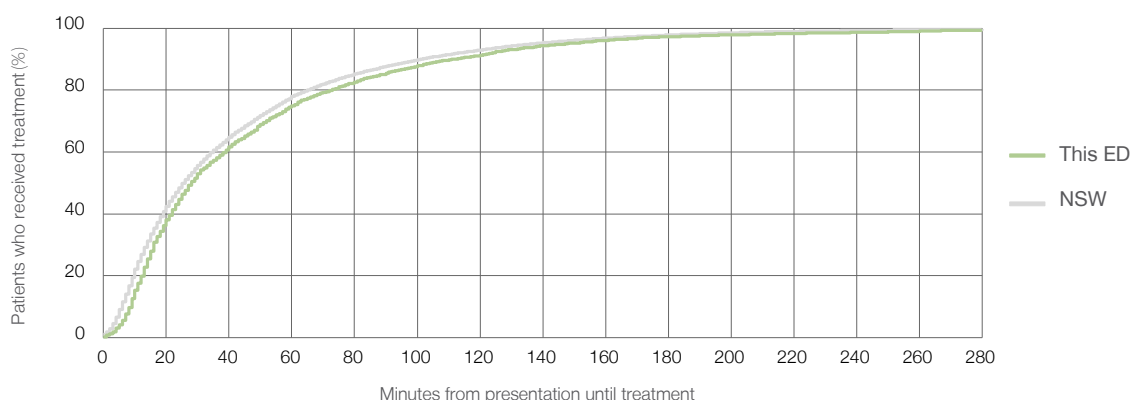
28 minutes

90th percentile time to start treatment⁵

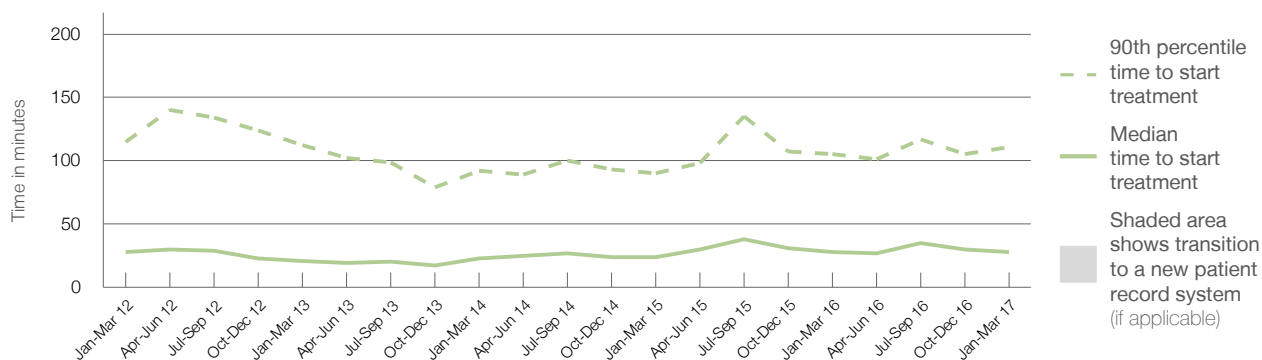
111 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,275 | |
| 3,002 | |
| 28 minutes | 26 minutes |
| 105 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 28 | 21 | 23 | 24 | 28 | 28 |
| 90th percentile time to start treatment ⁵ (minutes) | 115 | 113 | 92 | 90 | 105 | 111 |

(†) 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.

Dubbo Base 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: 1,012

Number of triage 5 patients used to calculate waiting time:³ 848

Median time to start treatment⁴

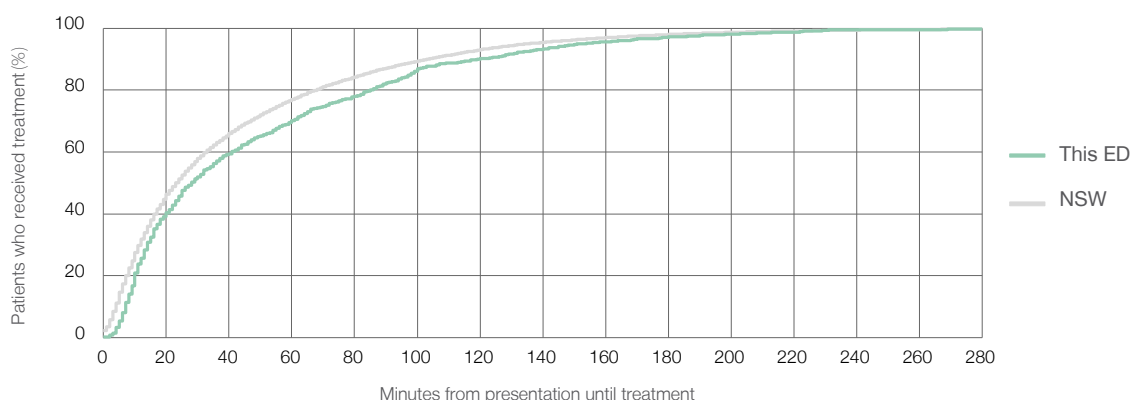
28 minutes

90th percentile time to start treatment⁵

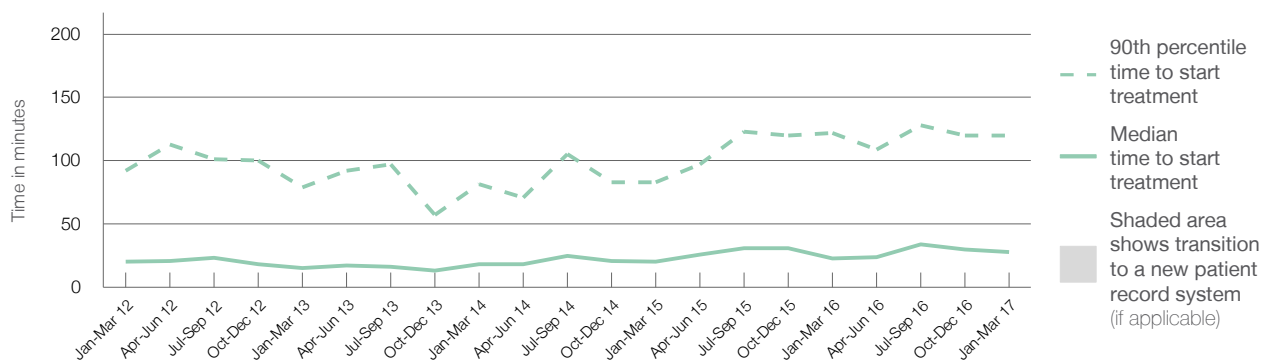
120 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 562 | |
| 445 | |
| 23 minutes | 23 minutes |
| 122 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 15 | 18 | 20 | 23 | 28 |
| 90th percentile time to start treatment ⁵ (minutes) | 92 | 79 | 82 | 83 | 122 | 120 |

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

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

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

Dubbo Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,178 patients

Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

Median time spent in the ED⁸

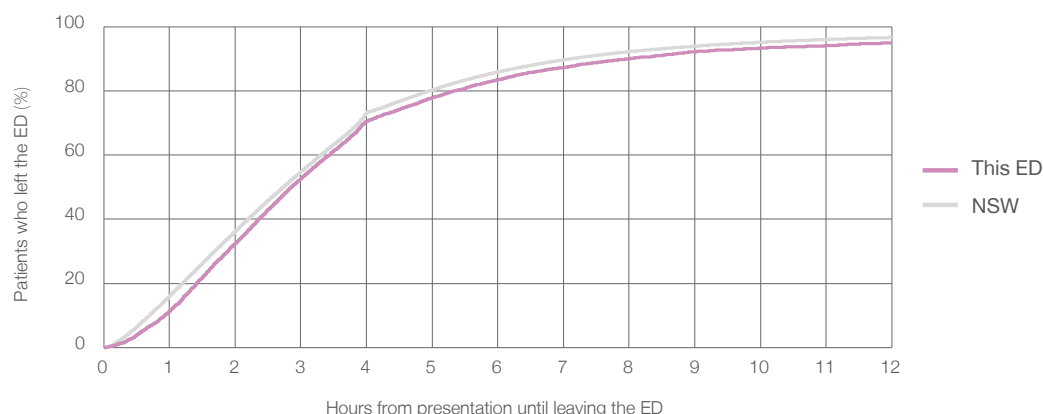
2 hours and 51 minutes

90th percentile time spent in the ED⁹

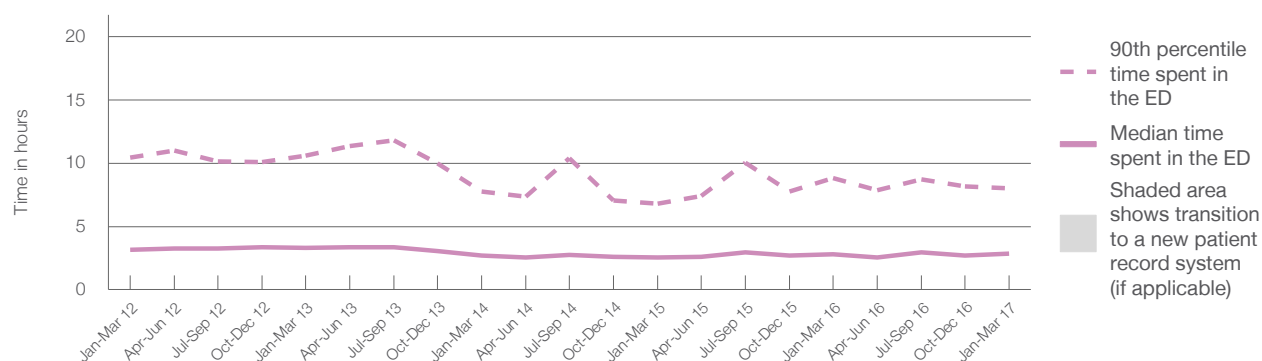
8 hours and 0 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,621 | |
| 7,618 | |
| 2 hours and 48 minutes | 2 hours and 44 minutes |
| 8 hours and 48 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 8m | 3h 18m | 2h 43m | 2h 33m | 2h 48m | 2h 51m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 27m | 10h 36m | 7h 46m | 6h 49m | 8h 48m | 8h 0m |

(†) 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

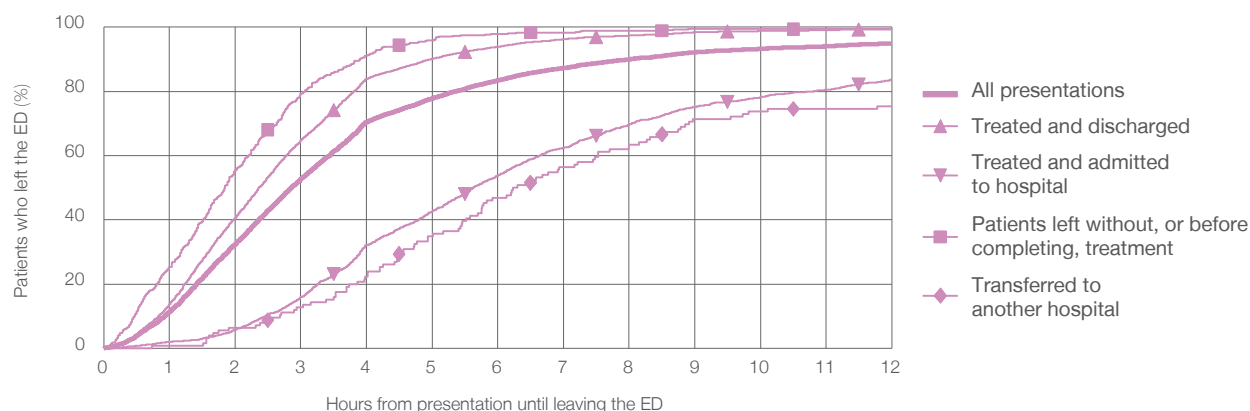
All presentations:[†] 8,178 patients

Presentations used to calculate time to leaving the ED:[‡] 8,177 patients

| | |
|---|---------------|
| Treated and discharged | 5,459 (66.8%) |
| Treated and admitted to hospital | 2,027 (24.8%) |
| Patient left without, or before completing, treatment | 536 (6.6%) |
| Transferred to another hospital | 126 (1.5%) |
| Other | 30 (0.4%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,618 | 7.3% |
| 5,242 | 4.1% |
| 1,739 | 16.6% |
| 478 | 12.1% |
| 138 | -8.7% |
| 24 | 25.0% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 13.8% | 40.7% | 64.7% | 83.9% | 94.0% | 97.4% | 98.8% | 99.3% |
| Treated and admitted to hospital | 1.9% | 5.8% | 15.9% | 32.2% | 53.9% | 69.7% | 78.2% | 83.7% |
| Patient left without, or before completing, treatment | 25.4% | 55.4% | 79.3% | 91.0% | 97.9% | 98.9% | 99.4% | 99.4% |
| Transferred to another hospital | 0.8% | 6.3% | 12.7% | 22.2% | 46.8% | 63.5% | 73.8% | 75.4% |
| All presentations | 11.4% | 32.5% | 52.7% | 70.5% | 83.5% | 90.0% | 93.3% | 95.0% |

(†) 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.

Dubbo Base 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:¹ 8,178 patients

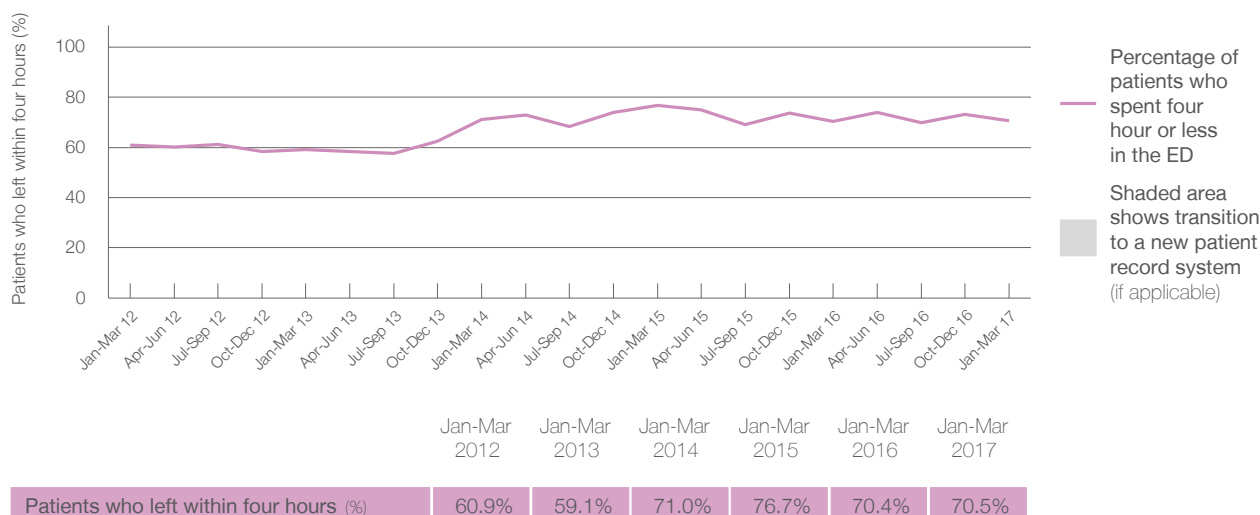
Presentations used to calculate time to leaving the ED:⁶ 8,177 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,621 | 7.3% |
| 7,618 | 7.3% |
| 70.4% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Fairfield Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,782 patients

Emergency presentations:² 8,759 patients

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

Fairfield Hospital: Time patients waited to start treatment³

January to March 2017

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

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 65 minutes

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

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 119 minutes

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

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 120 minutes

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

Fairfield Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,782 patients

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

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

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.

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

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

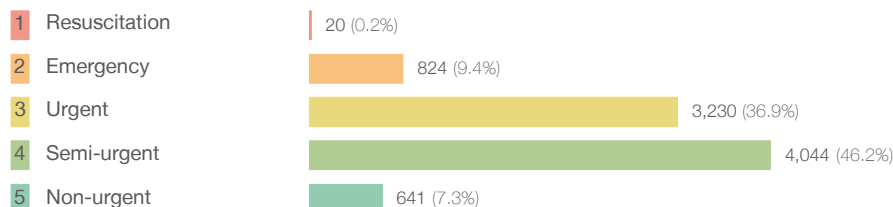
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Patients presenting to the emergency department

January to March 2017

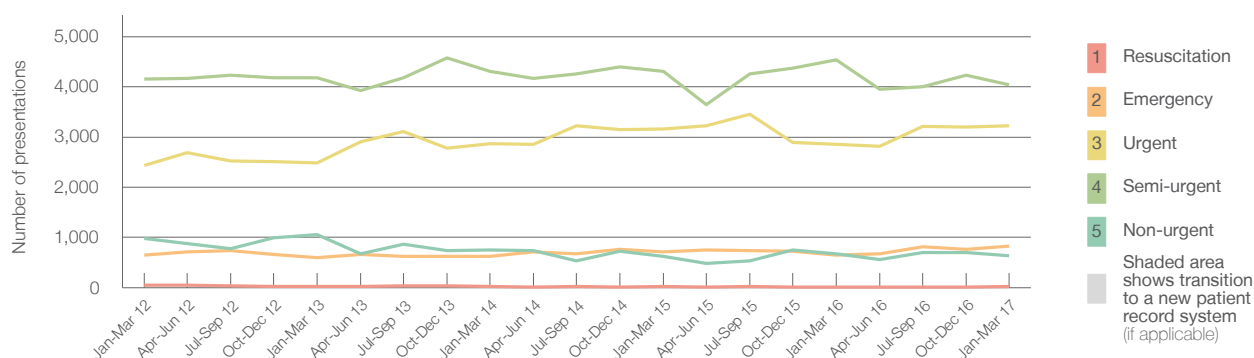
All presentations:¹ 8,782 patients

Emergency presentations² by triage category: 8,759 patients



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

Emergency presentations² by quarter, January 2012 to March 2017[‡]



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

Fairfield Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,335 patients

ED Transfer of care time



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

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

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 824

Number of triage 2 patients used to calculate waiting time:³ 817

Median time to start treatment⁴

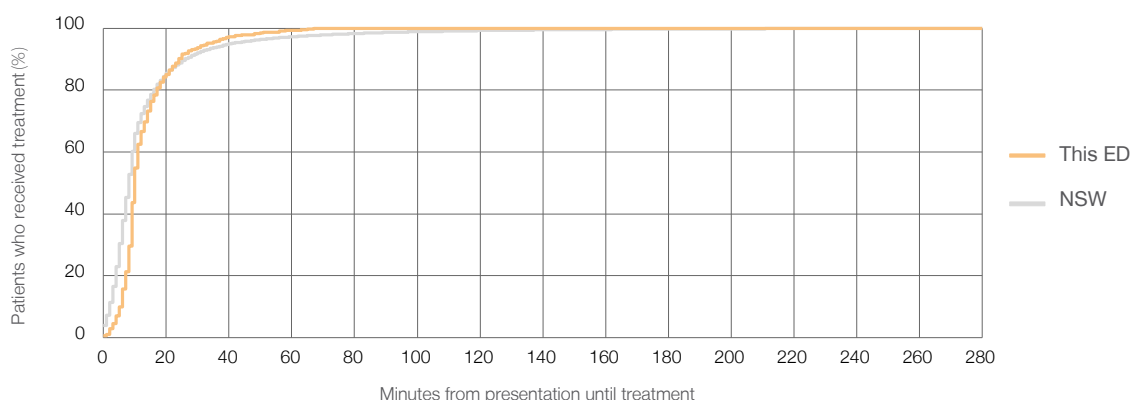
10 minutes

90th percentile time to start treatment⁵

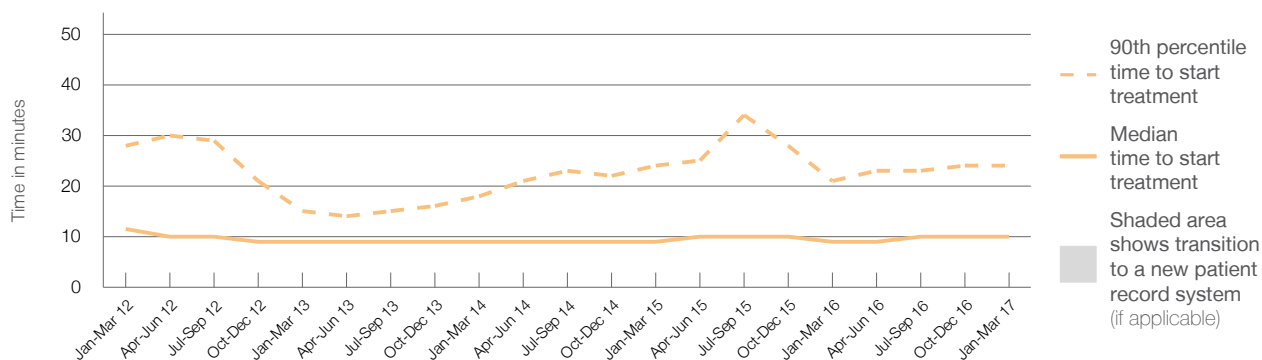
24 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 12 | 9 | 9 | 9 | 9 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 15 | 18 | 24 | 21 | 24 |

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

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 3,230

Number of triage 3 patients used to calculate waiting time:³ 3,156

Median time to start treatment⁴

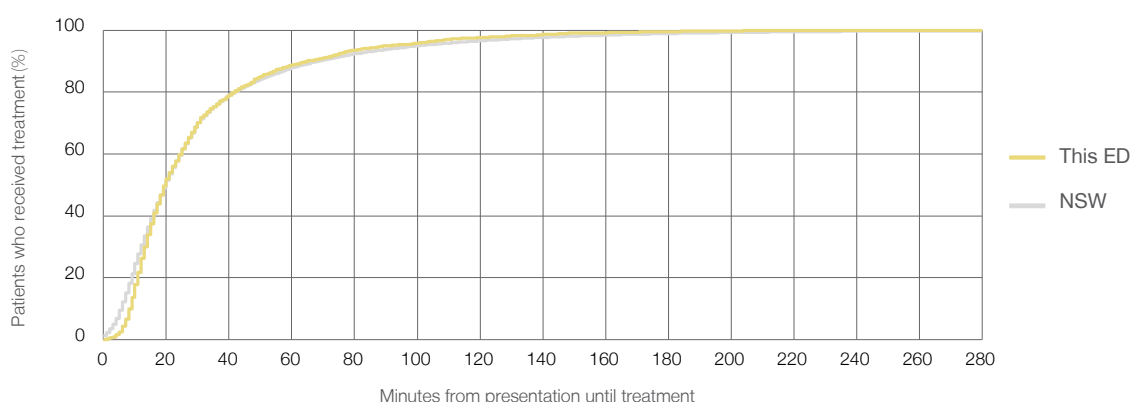
20 minutes

90th percentile time to start treatment⁵

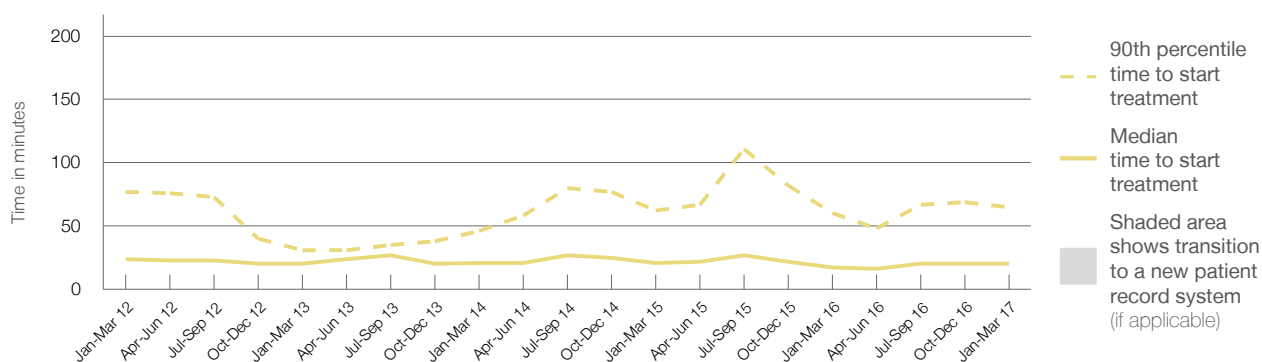
65 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



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

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

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

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

Fairfield Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 4,044

Number of triage 4 patients used to calculate waiting time:³ 3,779

Median time to start treatment⁴

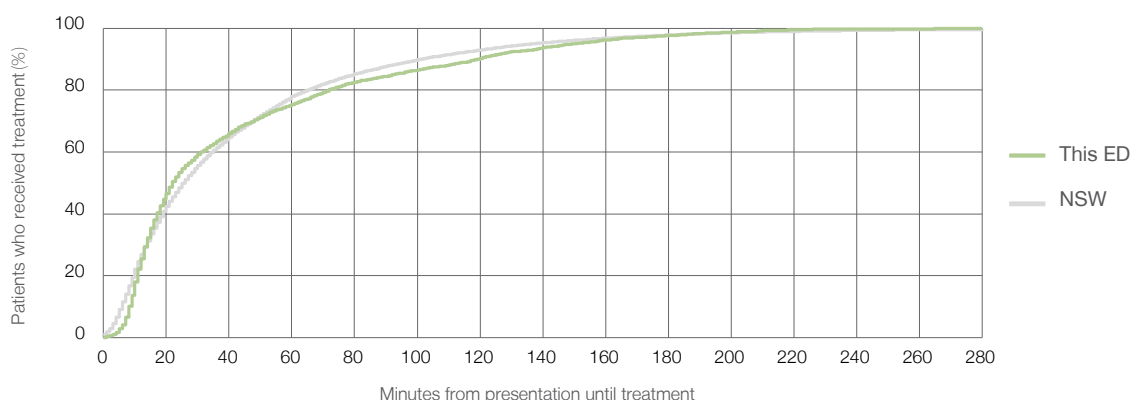
22 minutes

90th percentile time to start treatment⁵

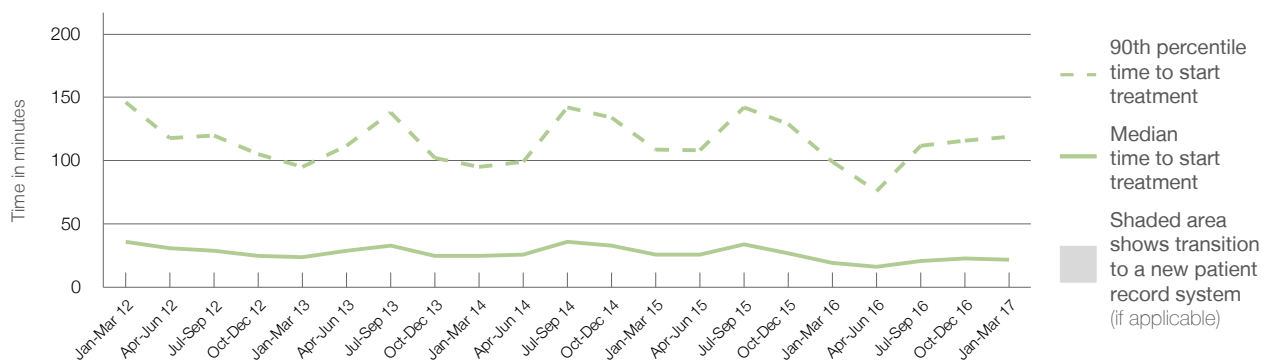
119 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 36 | 24 | 25 | 26 | 19 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 146 | 95 | 95 | 109 | 99 | 119 |

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

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

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

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

January to March 2017

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

Number of triage 5 patients: 641

Number of triage 5 patients used to calculate waiting time:³ 492

Median time to start treatment⁴

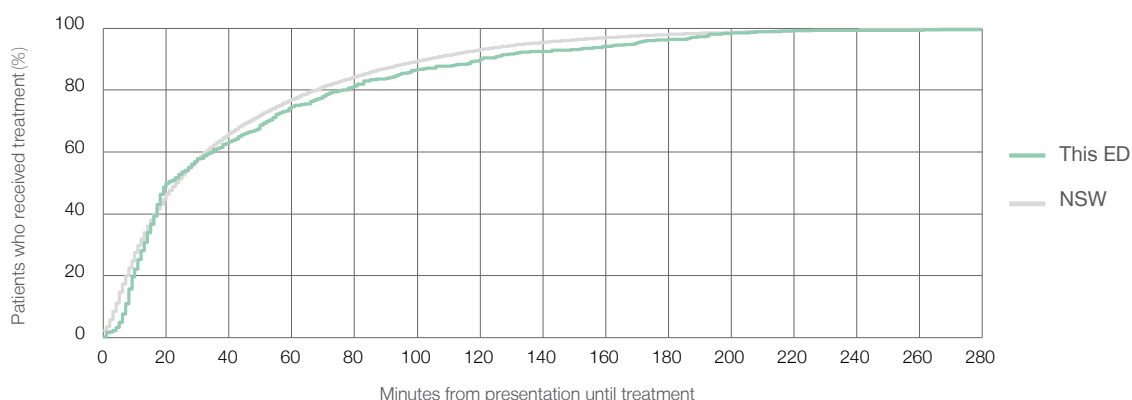
21 minutes

90th percentile time to start treatment⁵

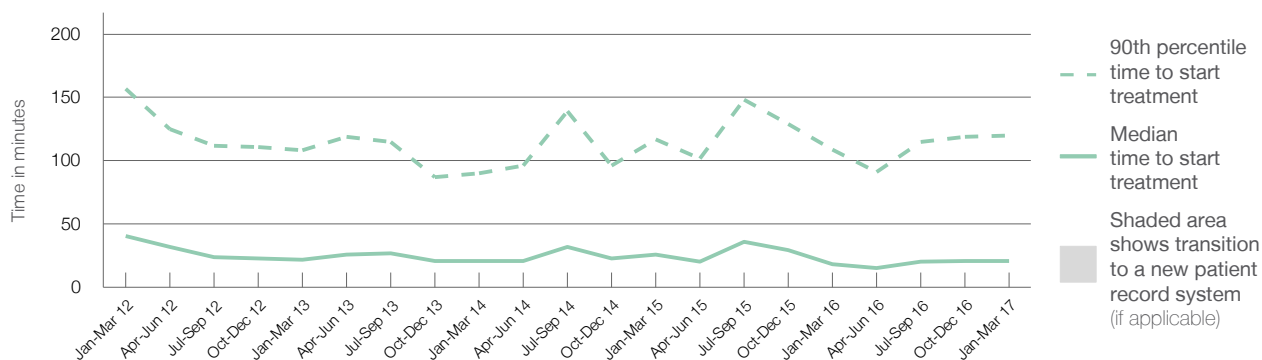
120 minutes

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

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 41 | 22 | 21 | 26 | 18 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 157 | 108 | 90 | 117 | 109 | 120 |

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

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

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

Fairfield Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,782 patients

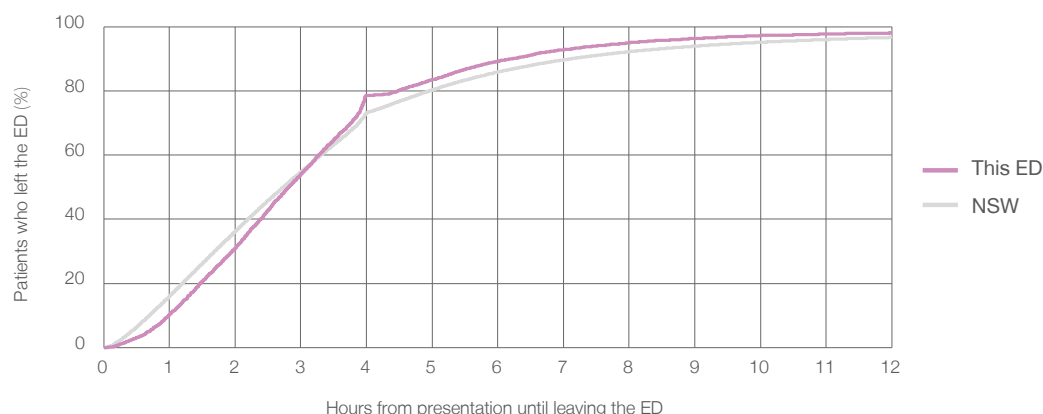
Presentations used to calculate time to leaving the ED:⁶ 8,782 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

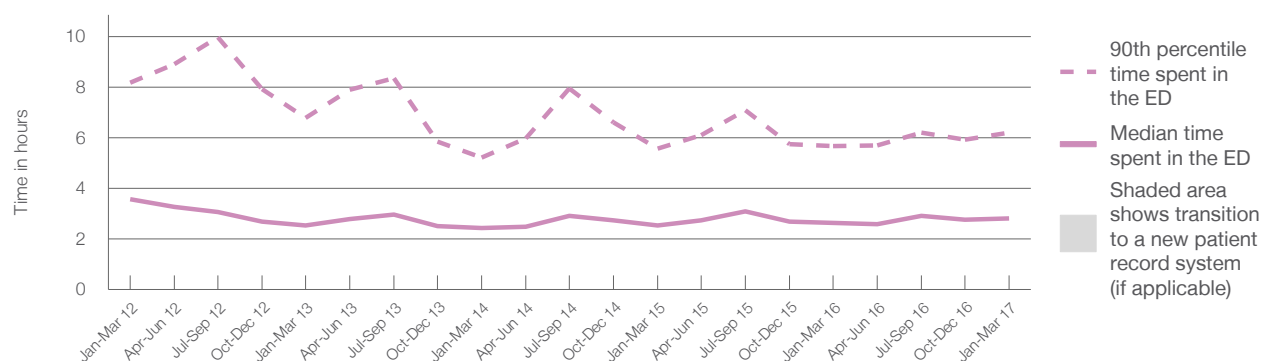
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

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

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



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

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

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

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

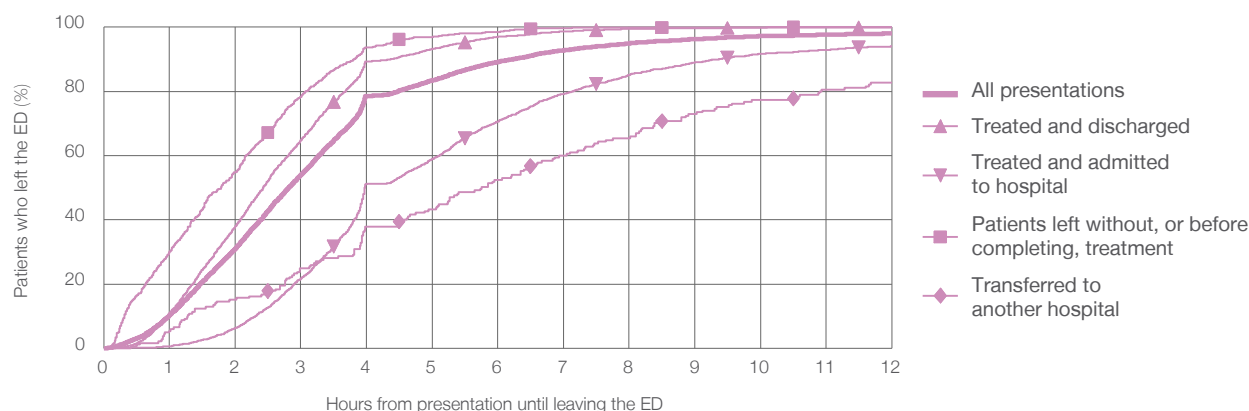
All presentations:[†] 8,782 patients

Presentations used to calculate time to leaving the ED:[‡] 8,782 patients

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

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

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 11.0% | 38.0% | 64.9% | 89.3% | 97.0% | 99.4% | 99.9% | 100% |
| Treated and admitted to hospital | 0.6% | 6.3% | 21.8% | 51.2% | 70.7% | 85.1% | 91.8% | 94.1% |
| Patient left without, or before completing, treatment | 30.2% | 54.8% | 78.3% | 93.6% | 98.5% | 99.9% | 99.9% | 100% |
| Transferred to another hospital | 5.4% | 15.1% | 24.9% | 37.8% | 52.4% | 65.4% | 77.3% | 82.7% |
| All presentations | 10.4% | 31.2% | 54.1% | 78.6% | 89.2% | 95.0% | 97.2% | 98.1% |

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

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

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

Fairfield Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 8,782 patients

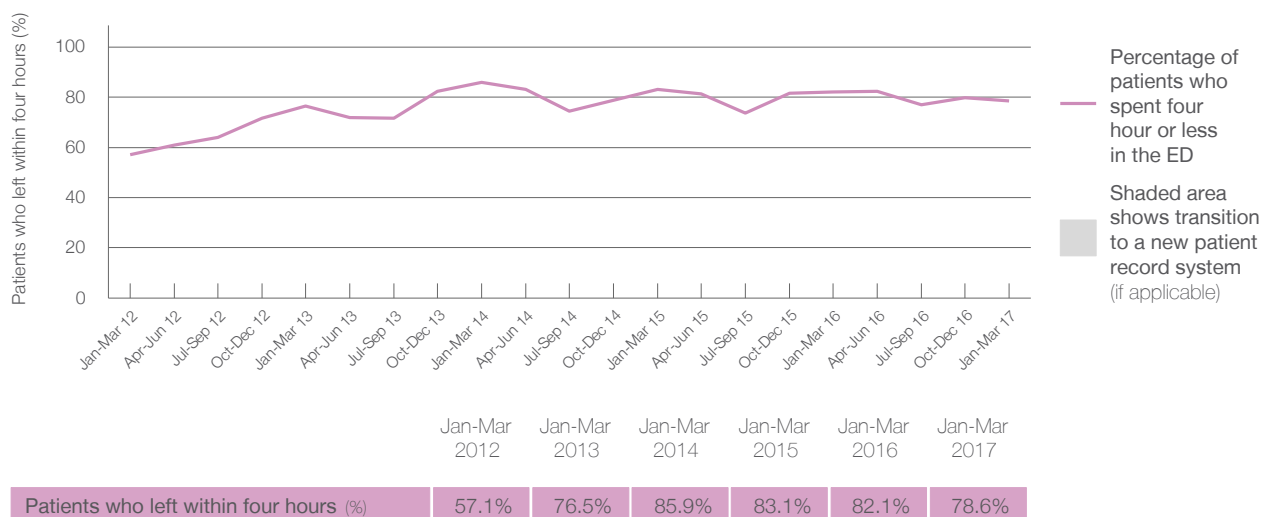
Presentations used to calculate time to leaving the ED:⁶ 8,782 patients

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

78.6%

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

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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.

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,656 patients

Emergency presentations:² 9,594 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,644 | 0.1% |
| 9,595 | -0.0% |

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,282 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,224 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,380 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,672 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 83 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,332 | |
| 5 minutes | 8 minutes |
| 10 minutes | 26 minutes |
| 2,121 | |
| 15 minutes | 20 minutes |
| 46 minutes | 69 minutes |
| 4,280 | |
| 16 minutes | 26 minutes |
| 76 minutes | 101 minutes |
| 1,830 | |
| 11 minutes | 23 minutes |
| 88 minutes | 104 minutes |

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,656 patients

Percentage of patients who spent four hours or less in the ED 79.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,644 | 0.1% |
| 71.0% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

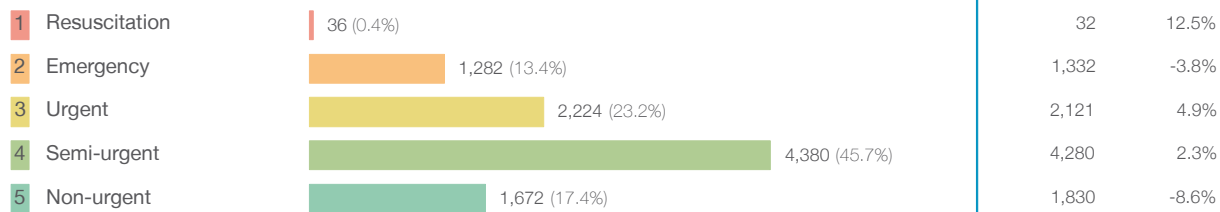
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

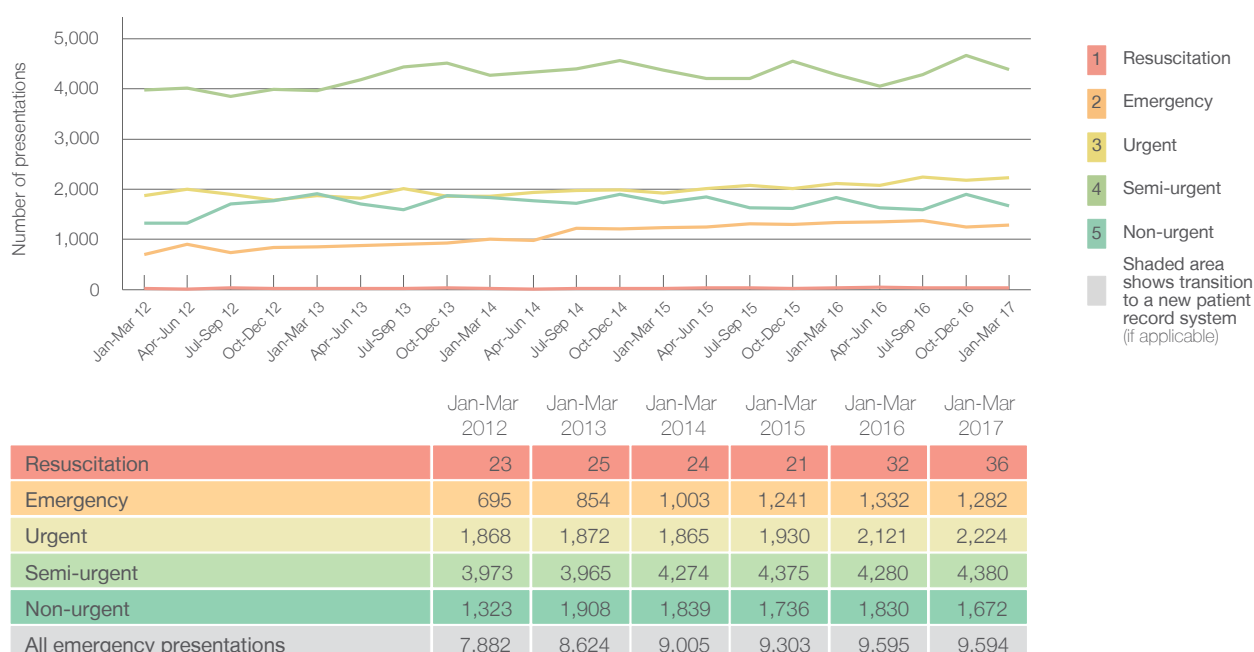
January to March 2017

All presentations:¹ 9,656 patients

Emergency presentations² by triage category: 9,594 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,972 patients

ED Transfer of care time



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

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

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

Hornsby and Ku-Ring-Gai 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: 1,282

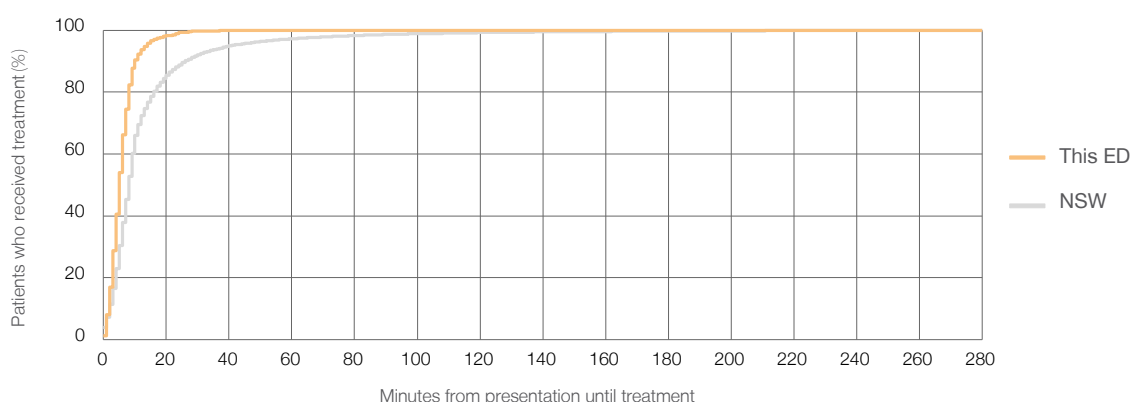
Number of triage 2 patients used to calculate waiting time:³ 1,279

Median time to start treatment⁴ 5 minutes

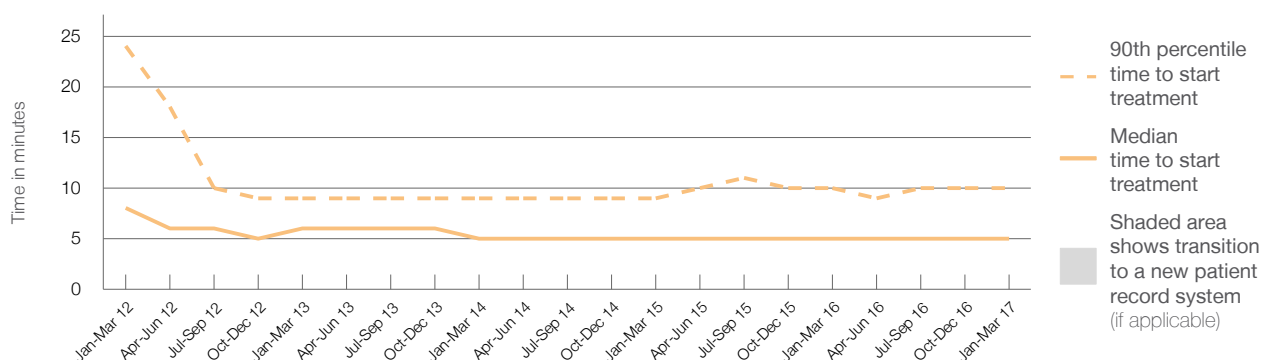
90th percentile time to start treatment⁵ 10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,332 | |
| 1,331 | |
| 5 minutes | 8 minutes |
| 10 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 6 | 5 | 5 | 5 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | 24 | 9 | 9 | 9 | 10 | 10 |

(†) 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.

Hornsby and Ku-Ring-Gai 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: 2,224

Number of triage 3 patients used to calculate waiting time:³ 2,209

Median time to start treatment⁴

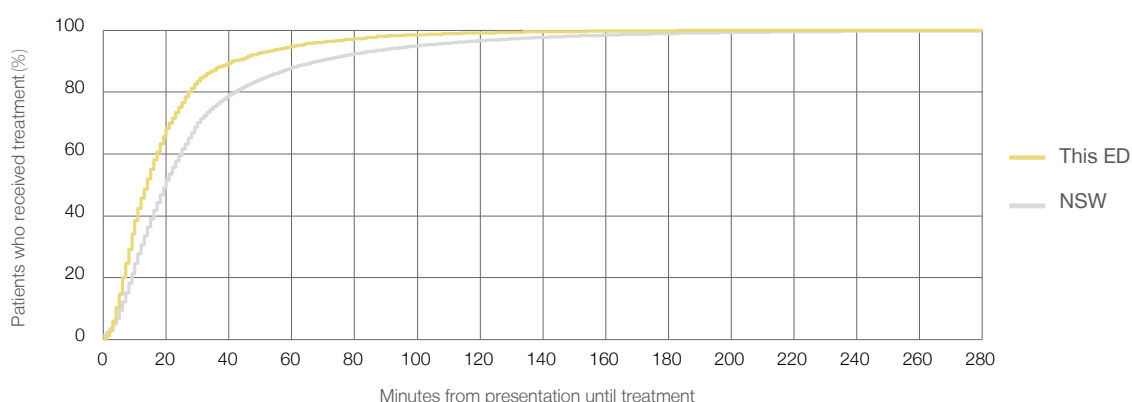
14 minutes

90th percentile time to start treatment⁵

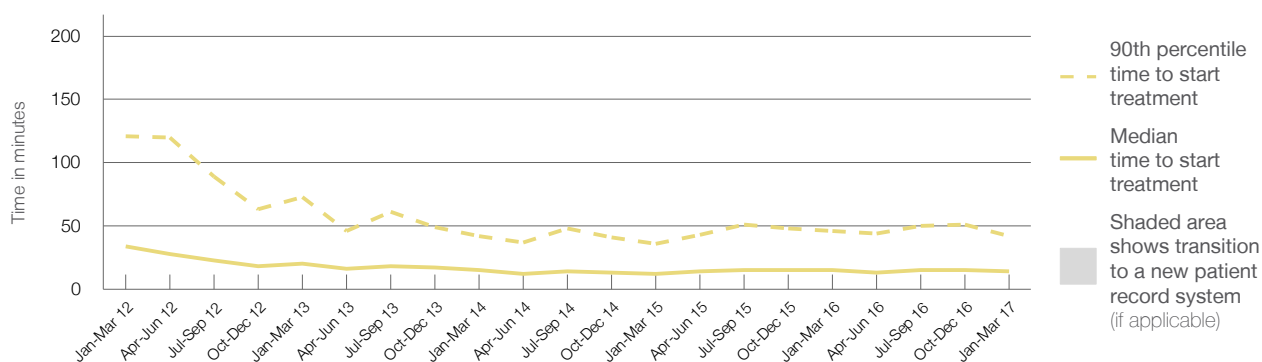
42 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,121 | |
| 2,109 | |
| 15 minutes | 20 minutes |
| 46 minutes | 69 minutes |

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 20 | 15 | 12 | 15 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 121 | 73 | 42 | 36 | 46 | 42 |

(†) 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.

Hornsby and Ku-Ring-Gai 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: 4,380

Number of triage 4 patients used to calculate waiting time:³ 4,257

Median time to start treatment⁴

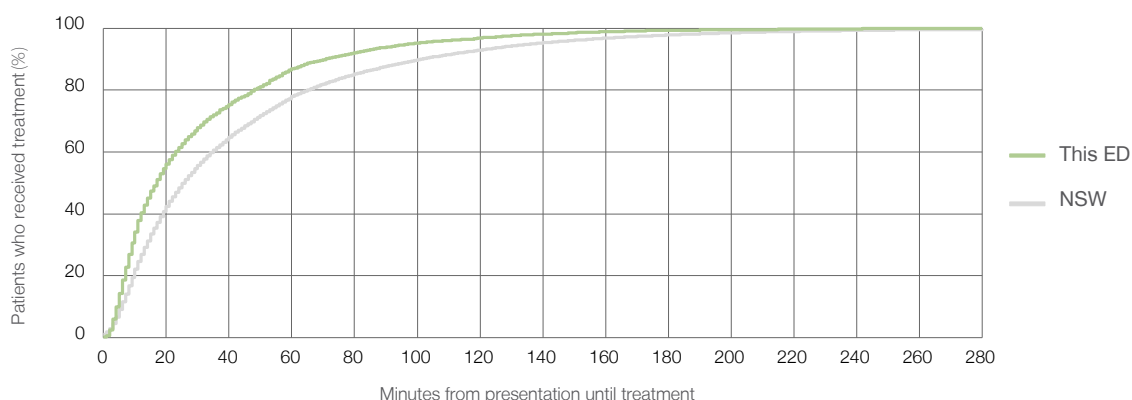
17 minutes

90th percentile time to start treatment⁵

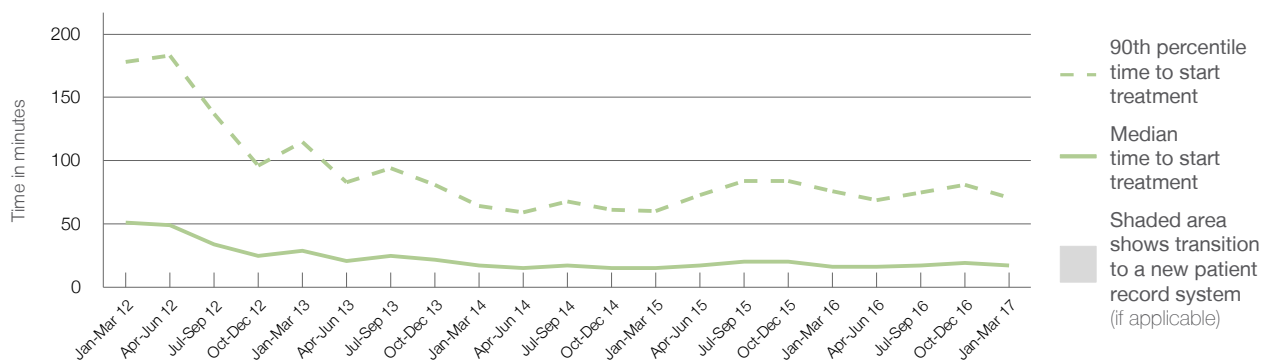
71 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,280 | |
| 4,126 | |
| 16 minutes | 26 minutes |
| 76 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 51 | 29 | 17 | 15 | 16 | 17 |
| 90th percentile time to start treatment ⁵ (minutes) | 178 | 115 | 64 | 60 | 76 | 71 |

(†) 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.

Hornsby and Ku-Ring-Gai 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: 1,672

Number of triage 5 patients used to calculate waiting time:³ 1,587

Median time to start treatment⁴

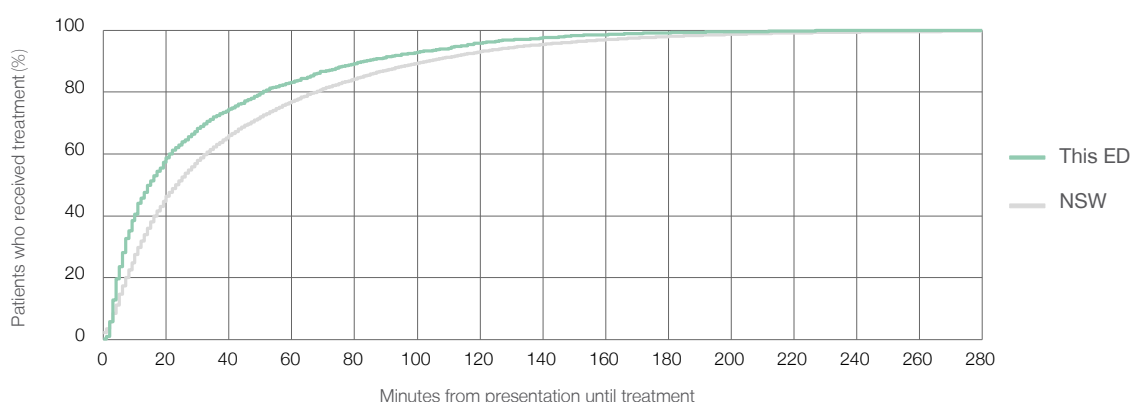
15 minutes

90th percentile time to start treatment⁵

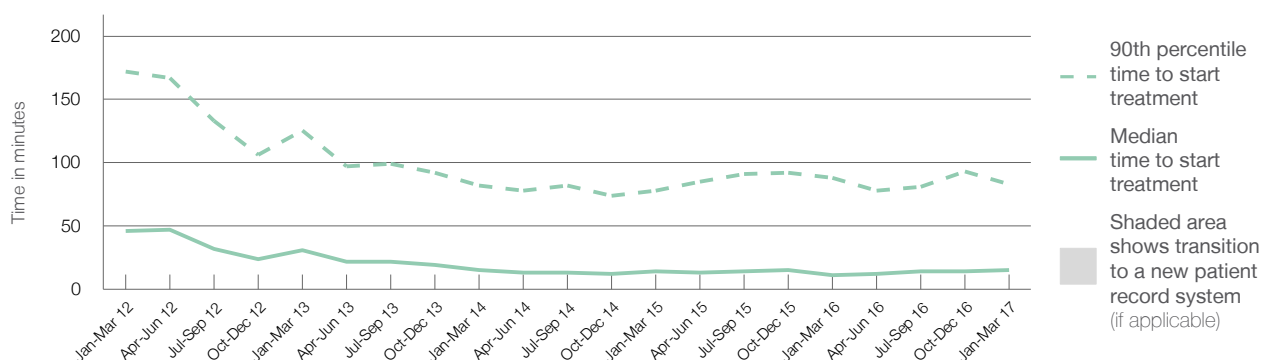
83 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,830 | |
| 1,712 | |
| 11 minutes | 23 minutes |
| 88 minutes | 104 minutes |

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 46 | 31 | 15 | 14 | 11 | 15 |
| 90th percentile time to start treatment ⁵ (minutes) | 172 | 126 | 82 | 78 | 88 | 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,656 patients

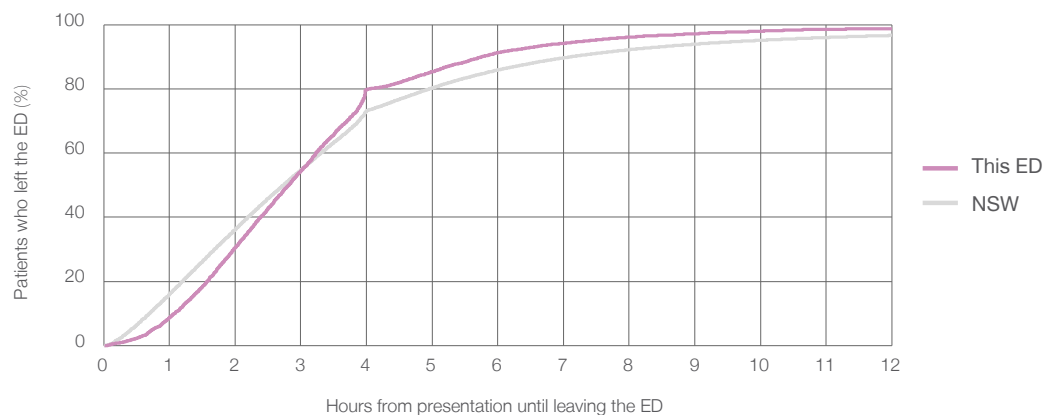
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

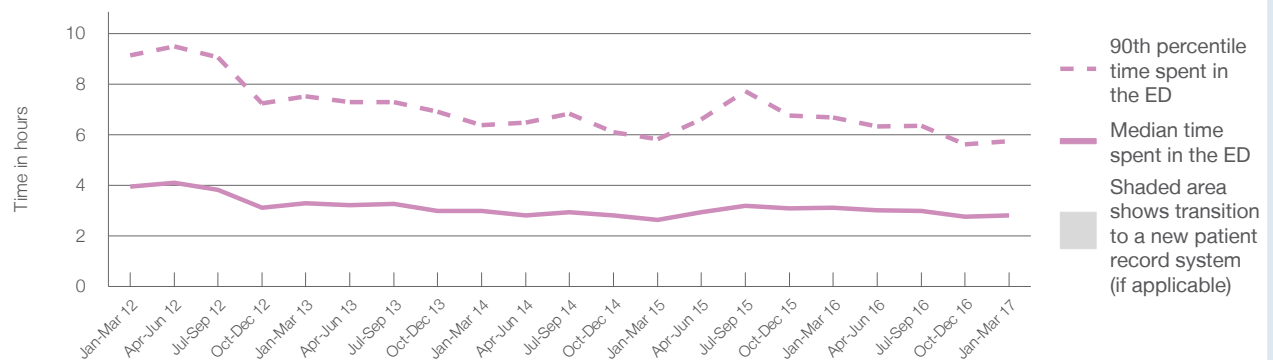
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 9,644 | |
| 9,644 | |
| 3 hours and 8 minutes | 2 hours and 44 minutes |
| 6 hours and 41 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 57m | 3h 18m | 2h 59m | 2h 39m | 3h 8m | 2h 49m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 8m | 7h 32m | 6h 23m | 5h 49m | 6h 41m | 5h 45m |

(†) 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.

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

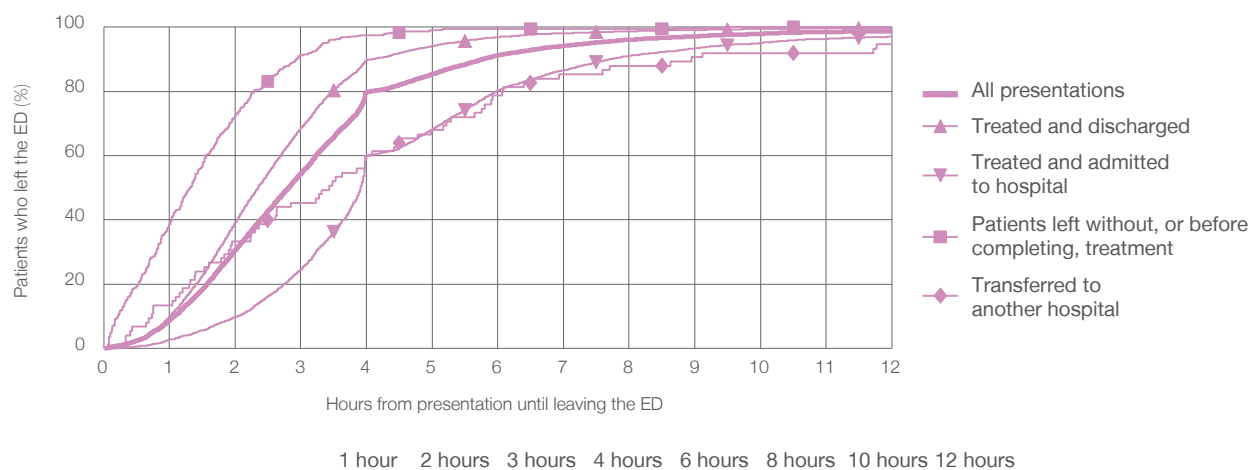
All presentations:[†] 9,656 patients

Presentations used to calculate time to leaving the ED:[‡] 9,656 patients

| | |
|---|---------------|
| Treated and discharged | 5,897 (61.1%) |
| Treated and admitted to hospital | 3,260 (33.8%) |
| Patient left without, or before completing, treatment | 416 (4.3%) |
| Transferred to another hospital | 75 (0.8%) |
| Other | 8 (0.1%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,644 | 0.1% |
| 6,017 | -2.0% |
| 2,962 | 10.1% |
| 594 | -30.0% |
| 69 | 8.7% |
| 2 | 300.0% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
| Treated and discharged | 10.0% | 39.2% | 68.5% | 89.7% | 96.9% | 98.8% | 99.5% | 99.7% |
| Treated and admitted to hospital | 2.8% | 9.7% | 24.5% | 60.0% | 80.3% | 91.0% | 95.1% | 97.0% |
| Patient left without, or before completing, treatment | 38.7% | 72.6% | 91.1% | 97.6% | 99.5% | 99.5% | 100% | 100% |
| Transferred to another hospital | 13.3% | 33.3% | 45.3% | 60.0% | 78.7% | 88.0% | 92.0% | 94.7% |
| All presentations | 8.8% | 30.7% | 54.4% | 79.8% | 91.3% | 96.1% | 97.9% | 98.8% |

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

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

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

Hornsby and Ku-Ring-Gai 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:¹ 9,656 patients

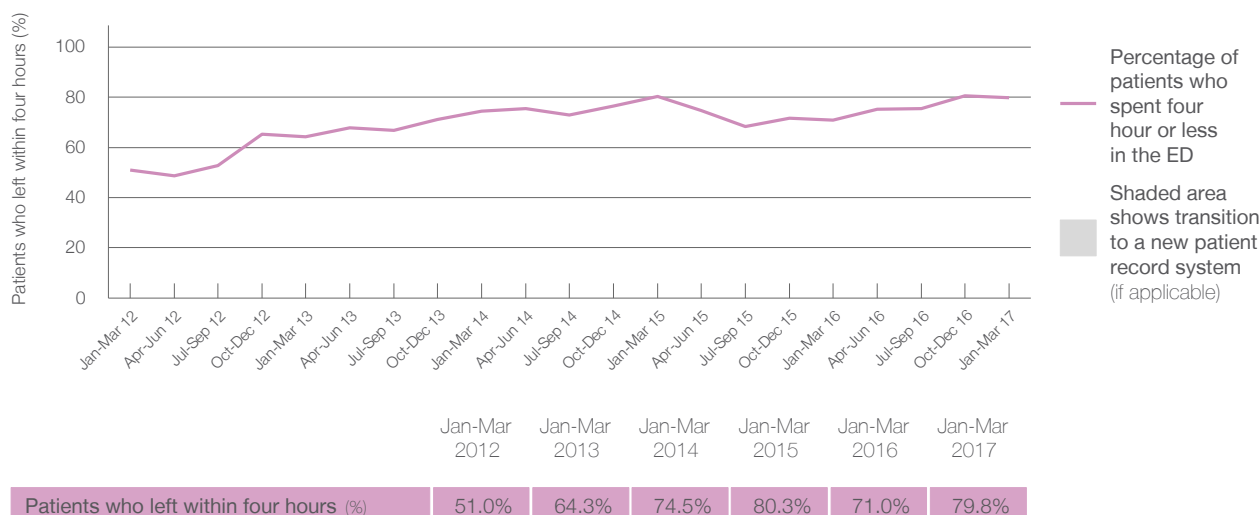
Presentations used to calculate time to leaving the ED:⁶ 9,656 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,644 | 0.1% |
| 9,644 | 0.1% |
| 71.0% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Lismore Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,418 patients

Emergency presentations:² 8,146 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,803 | 7.9% |
| 7,496 | 8.7% |

Lismore Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 848 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,893 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 965 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 129 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 854 | |
| 6 minutes | 8 minutes |
| 14 minutes | 26 minutes |
| 2,635 | |
| 24 minutes | 20 minutes |
| 82 minutes | 69 minutes |
| 3,126 | |
| 40 minutes | 26 minutes |
| 132 minutes | 101 minutes |
| 829 | |
| 42 minutes | 23 minutes |
| 136 minutes | 104 minutes |

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,418 patients

Percentage of patients who spent four hours or less in the ED 66.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,791 | 8.0% |
| 63.8% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

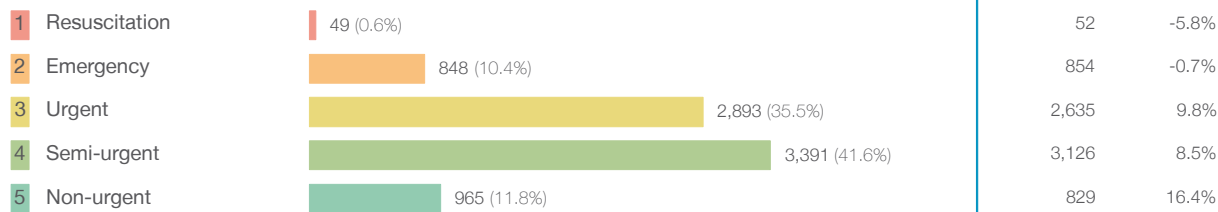
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Patients presenting to the emergency department

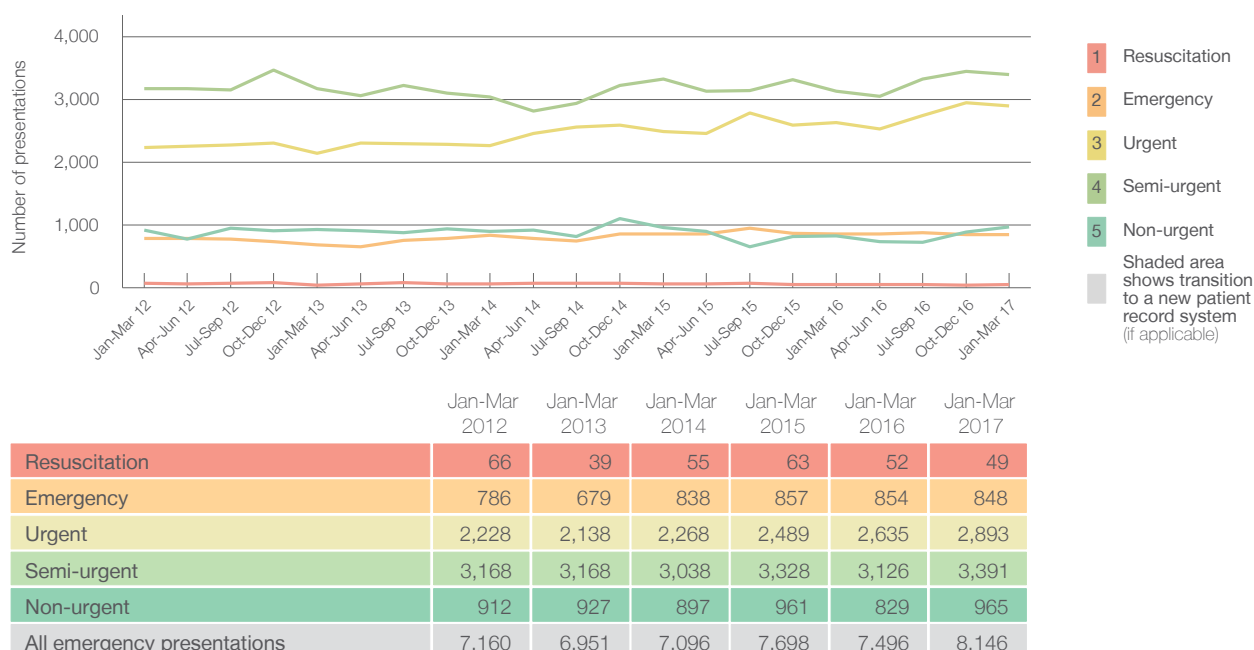
January to March 2017

All presentations:¹ 8,418 patients

Emergency presentations² by triage category: 8,146 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Lismore Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,720 patients

ED Transfer of care time



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

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

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

Lismore Base 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: 848

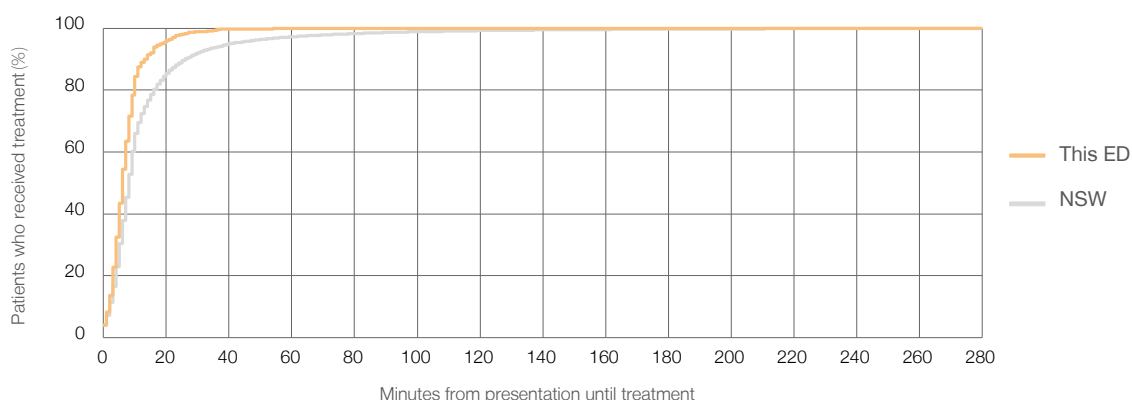
Number of triage 2 patients used to calculate waiting time:³ 844

Median time to start treatment⁴ 6 minutes

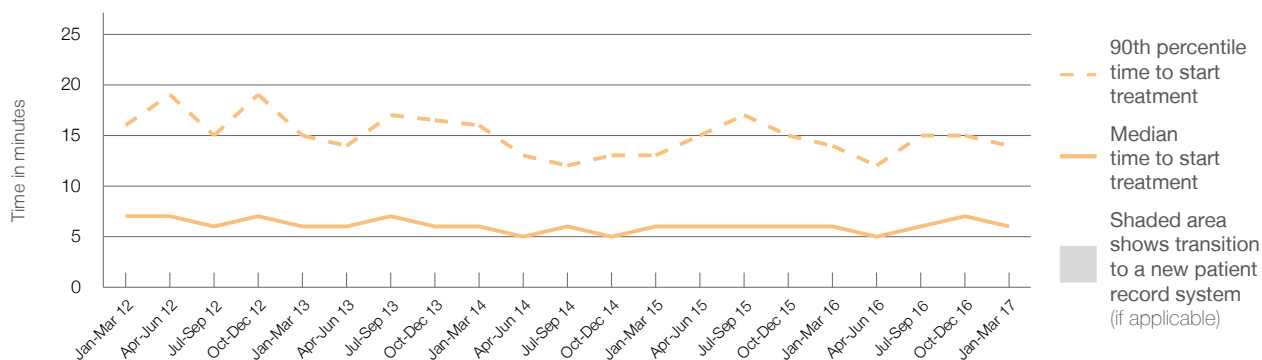
90th percentile time to start treatment⁵ 14 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 854 | |
| 851 | |
| 6 minutes | 8 minutes |
| 14 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 6 | 6 | 6 | 6 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 16 | 15 | 16 | 13 | 14 | 14 |

(†) 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.

Lismore Base 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: 2,893

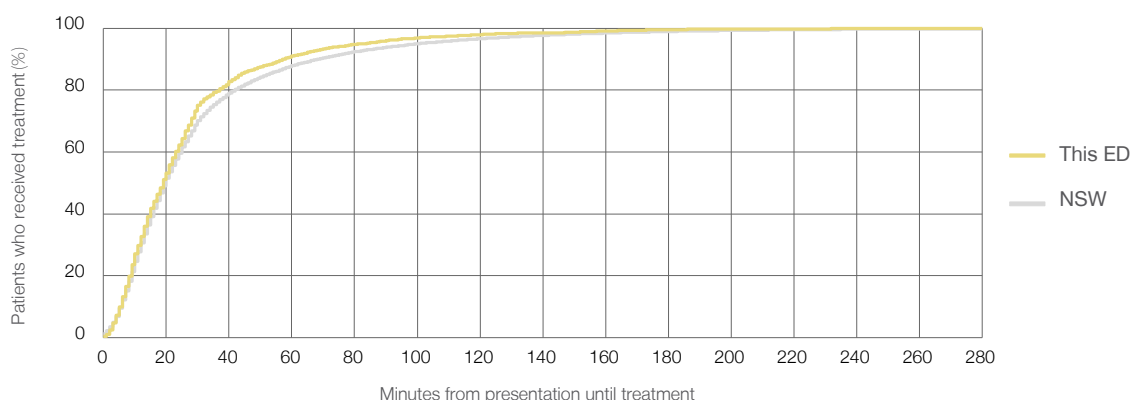
Number of triage 3 patients used to calculate waiting time:³ 2,842

Median time to start treatment⁴ 19 minutes

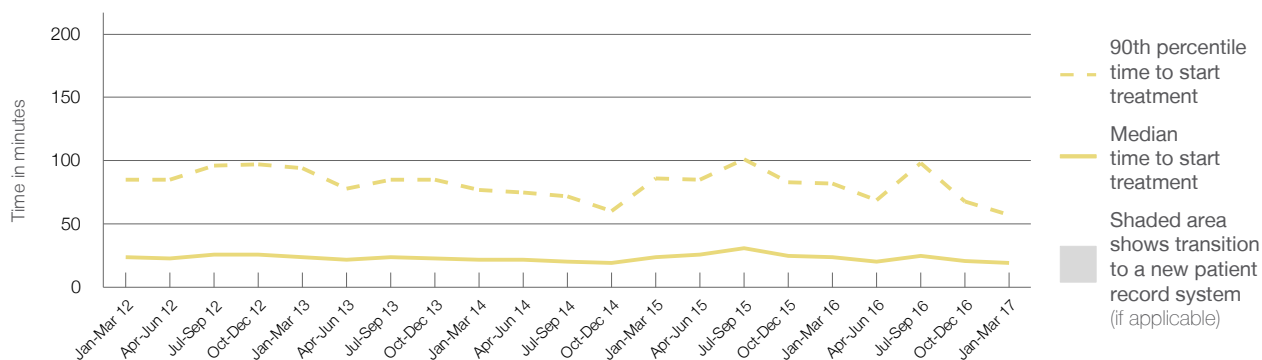
90th percentile time to start treatment⁵ 57 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,635 | |
| 2,557 | |
| 24 minutes | 20 minutes |
| 82 minutes | 69 minutes |

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 24 | 22 | 24 | 24 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 85 | 94 | 77 | 86 | 82 | 57 |

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

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

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

Lismore Base 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: 3,391

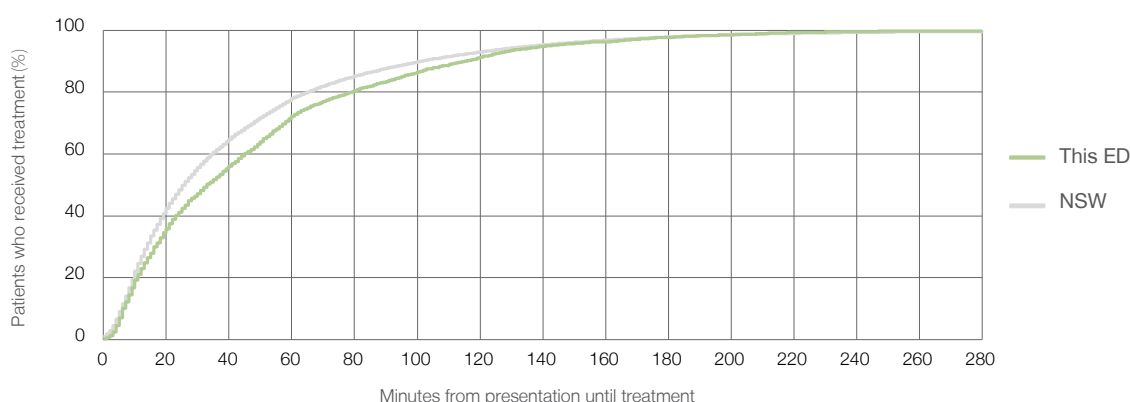
Number of triage 4 patients used to calculate waiting time:³ 3,178

Median time to start treatment⁴ 33 minutes

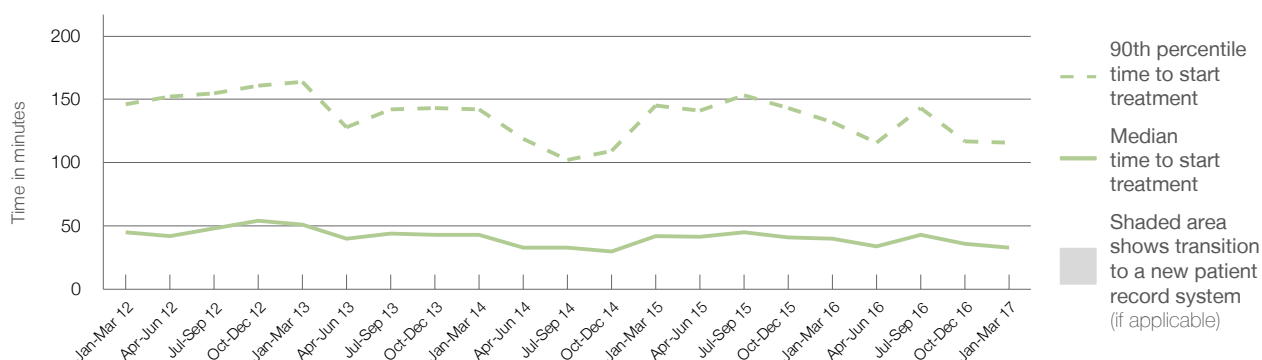
90th percentile time to start treatment⁵ 116 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,126 | |
| 2,847 | |
| 40 minutes | 26 minutes |
| 132 minutes | 101 minutes |

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 45 | 51 | 43 | 42 | 40 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 146 | 164 | 142 | 145 | 132 | 116 |

(†) 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.

Lismore Base 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: 965

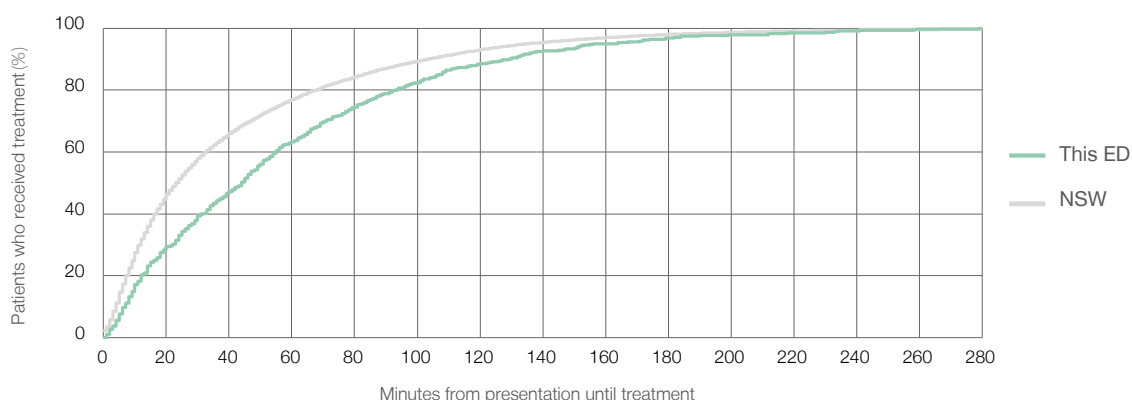
Number of triage 5 patients used to calculate waiting time:³ 825

Median time to start treatment⁴ 44 minutes

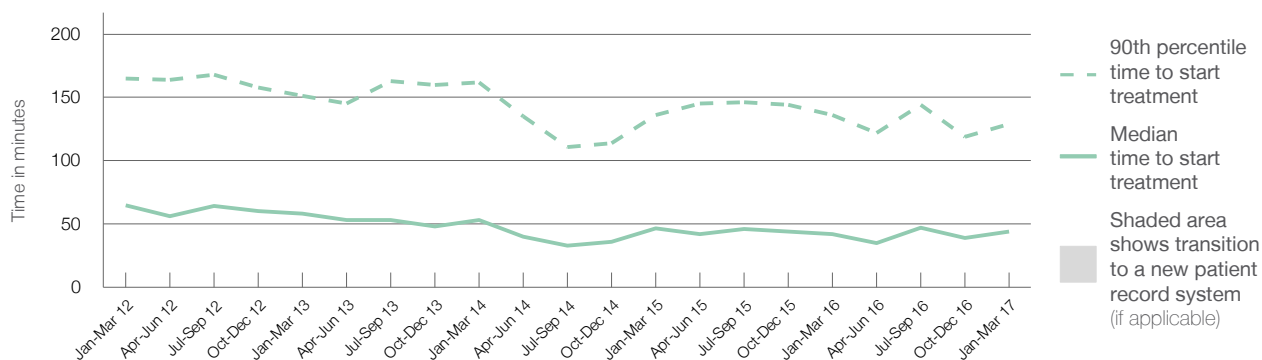
90th percentile time to start treatment⁵ 129 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 829 | |
| 657 | |
| 42 minutes | 23 minutes |
| 136 minutes | 104 minutes |

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 65 | 58 | 53 | 47 | 42 | 44 |
| 90th percentile time to start treatment ⁵ (minutes) | 165 | 151 | 162 | 136 | 136 | 129 |

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,418 patients

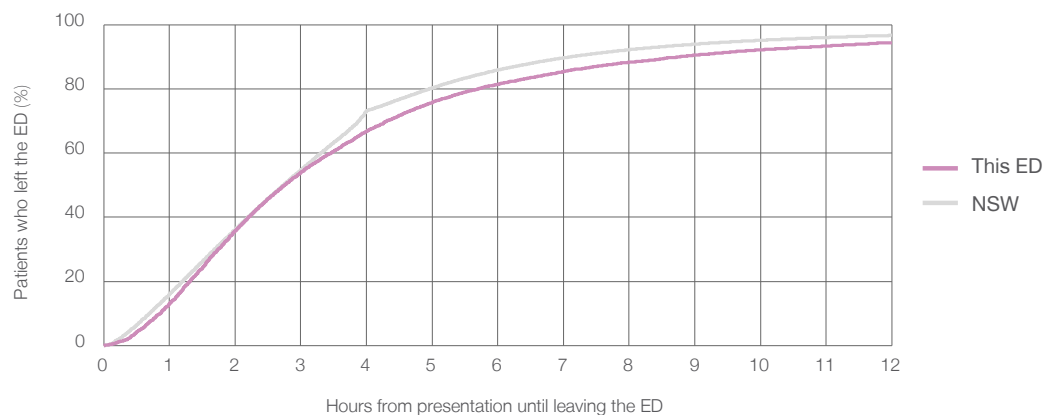
Presentations used to calculate time to leaving the ED:⁶ 8,418 patients

Median time spent in the ED⁸ 2 hours and 45 minutes

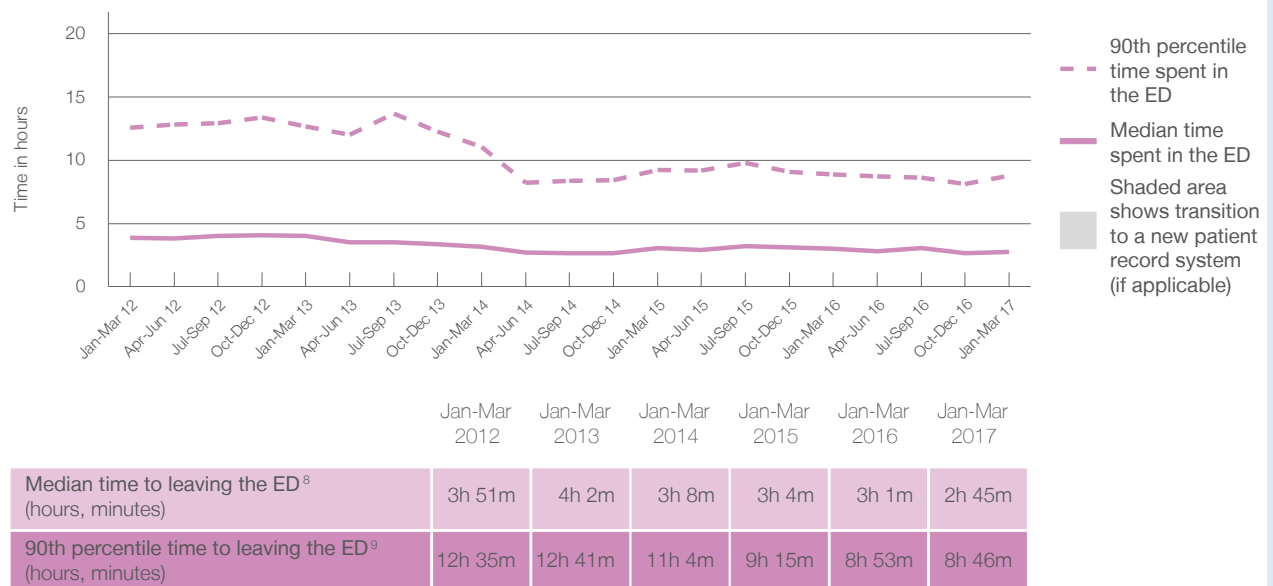
90th percentile time spent in the ED⁹ 8 hours and 46 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,803 | |
| 7,791 | |
| 3 hours and 1 minutes | 2 hours and 44 minutes |
| 8 hours and 53 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^{†‡}



(†) 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:[†] 8,418 patients

Presentations used to calculate time to leaving the ED:[‡] 8,418 patients

Treated and discharged 4,393 (52.2%)

Treated and admitted to hospital 3,607 (42.8%)

Patient left without, or before completing, treatment 344 (4.1%)

Transferred to another hospital 23 (0.3%)

Other 51 (0.6%)

Same period last year Change since one year ago

7,791 8.0%

3,974 10.5%

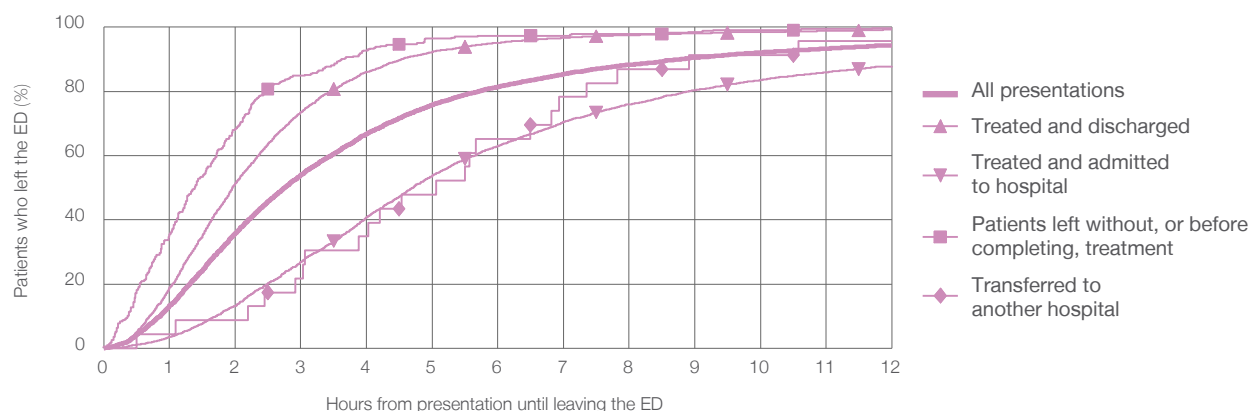
3,288 9.7%

435 -20.9%

23 0.0%

83 -38.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 18.8% | 51.4% | 73.6% | 86.1% | 95.2% | 97.5% | 98.5% | 99.2% |
| Treated and admitted to hospital | 3.5% | 13.2% | 26.9% | 40.8% | 63.0% | 76.0% | 83.5% | 87.9% |
| Patient left without, or before completing, treatment | 35.5% | 68.3% | 84.9% | 92.7% | 97.4% | 98.0% | 99.1% | 99.7% |
| Transferred to another hospital | 4.3% | 8.7% | 21.7% | 34.8% | 65.2% | 87.0% | 91.3% | 95.7% |
| All presentations | 13.2% | 35.8% | 54.0% | 66.9% | 81.4% | 88.3% | 92.1% | 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.

Lismore Base 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:¹ 8,418 patients

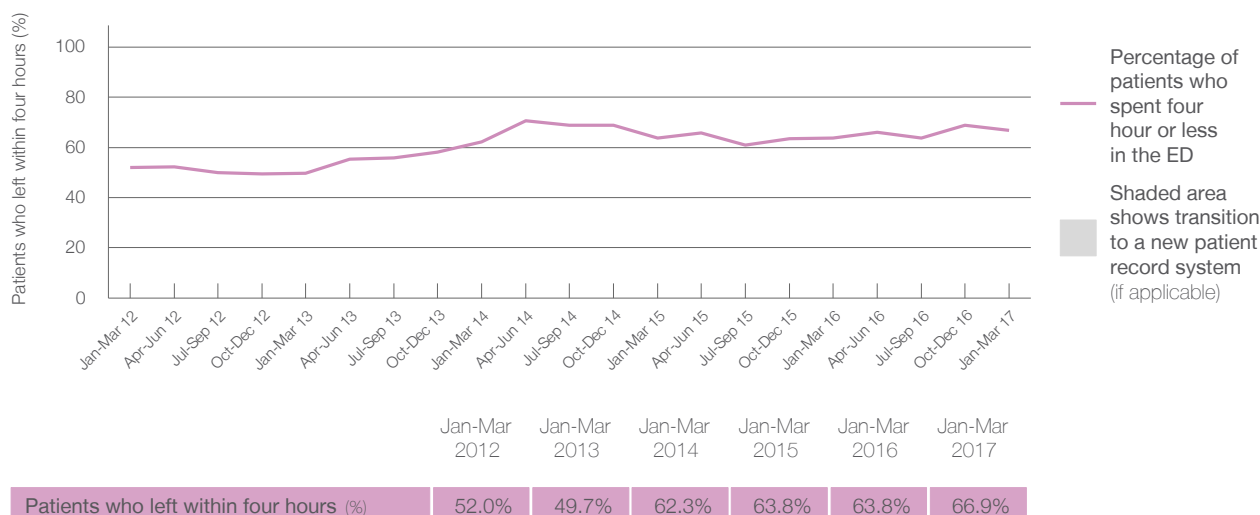
Presentations used to calculate time to leaving the ED:⁶ 8,418 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,803 | 7.9% |
| 7,791 | 8.0% |
| 63.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Maitland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,006 patients

Emergency presentations:² 11,920 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,242 | -1.9% |
| 12,091 | -1.4% |

Maitland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,969 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,062 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,425 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 138 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment⁴ 58 minutes
90th percentile time to start treatment⁵ 155 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,491 | |
| 8 minutes | 8 minutes |
| 19 minutes | 26 minutes |
| 2,830 | |
| 23 minutes | 20 minutes |
| 65 minutes | 69 minutes |
| 6,177 | |
| 39 minutes | 26 minutes |
| 109 minutes | 101 minutes |
| 1,575 | |
| 44 minutes | 23 minutes |
| 118 minutes | 104 minutes |

Maitland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,006 patients

Percentage of patients who spent four hours or less in the ED 69.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,242 | -1.9% |
| 75.8% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

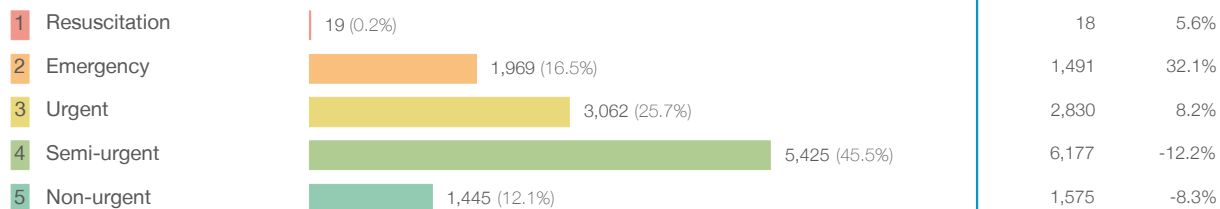
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department

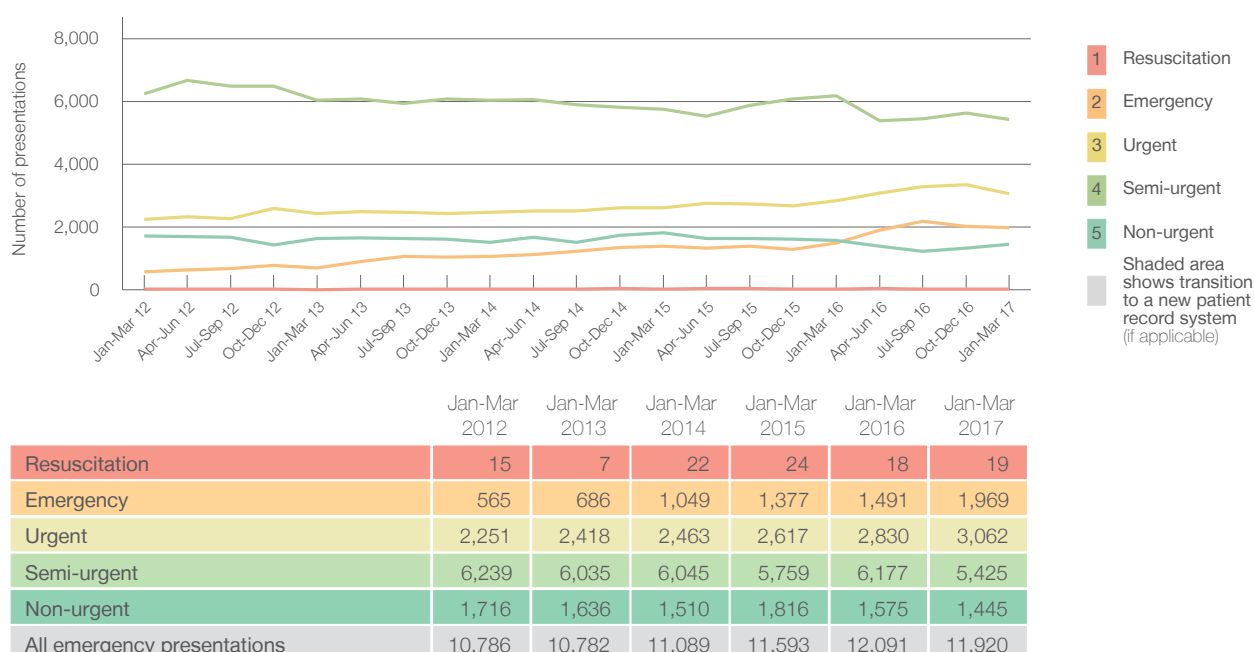
January to March 2017

All presentations:¹ 12,006 patients

Emergency presentations² by triage category: 11,920 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Maitland Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,104 patients

ED Transfer of care time



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

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

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

Maitland 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: 1,969

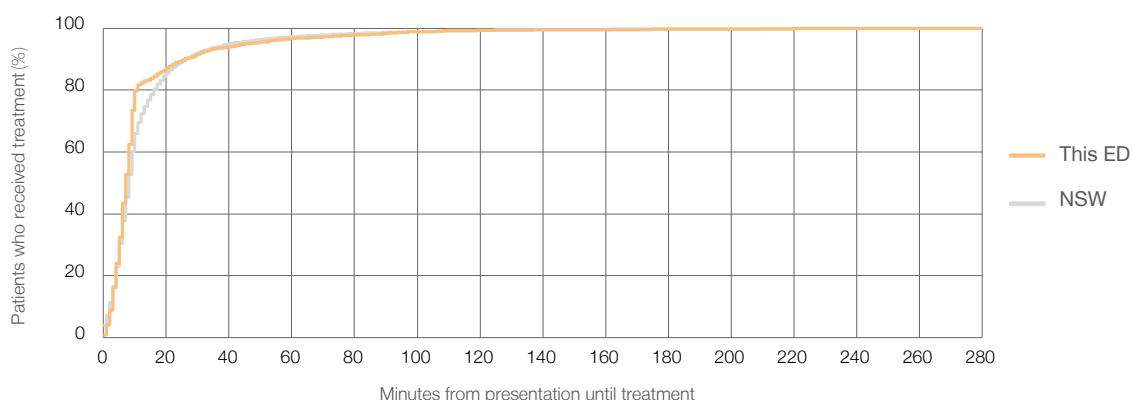
Number of triage 2 patients used to calculate waiting time:³ 1,926

Median time to start treatment⁴ 7 minutes

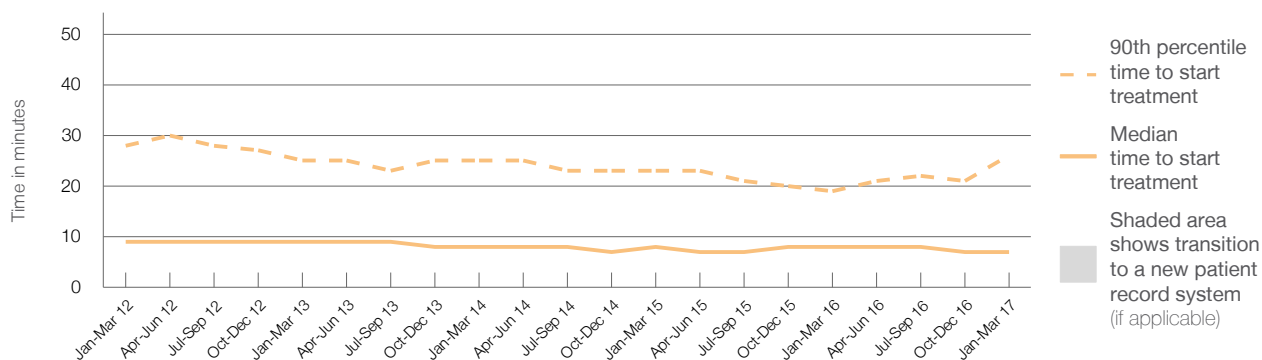
90th percentile time to start treatment⁵ 26 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,491 | |
| 1,475 | |
| 8 minutes | 8 minutes |
| 19 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 9 | 8 | 8 | 8 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 25 | 25 | 23 | 19 | 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 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.

Maitland 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: 3,062

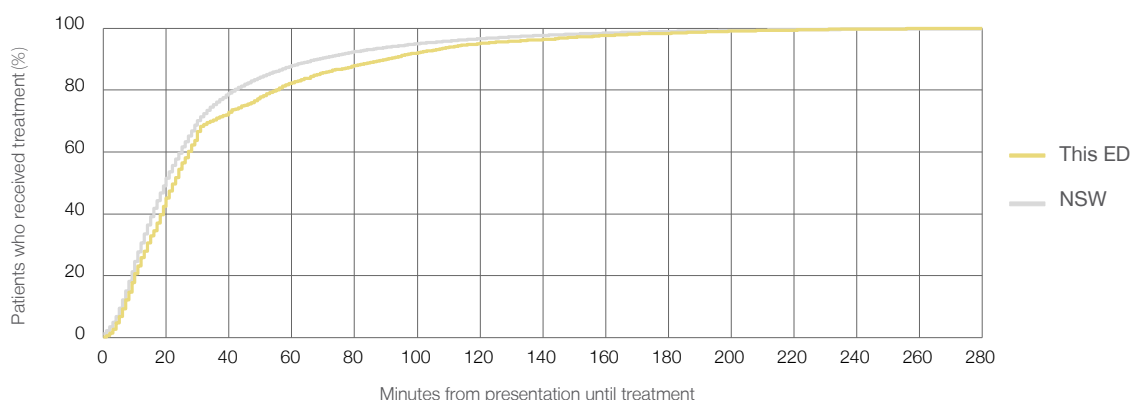
Number of triage 3 patients used to calculate waiting time:³ 2,912

Median time to start treatment⁴ 23 minutes

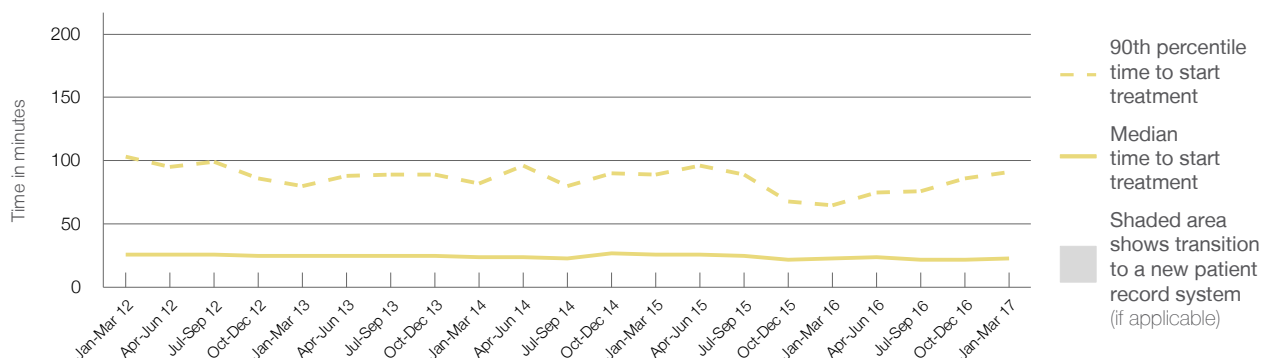
90th percentile time to start treatment⁵ 91 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,830 | |
| 2,751 | |
| 23 minutes | 20 minutes |
| 65 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 25 | 24 | 26 | 23 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 103 | 80 | 82 | 89 | 65 | 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 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.

Maitland 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: 5,425

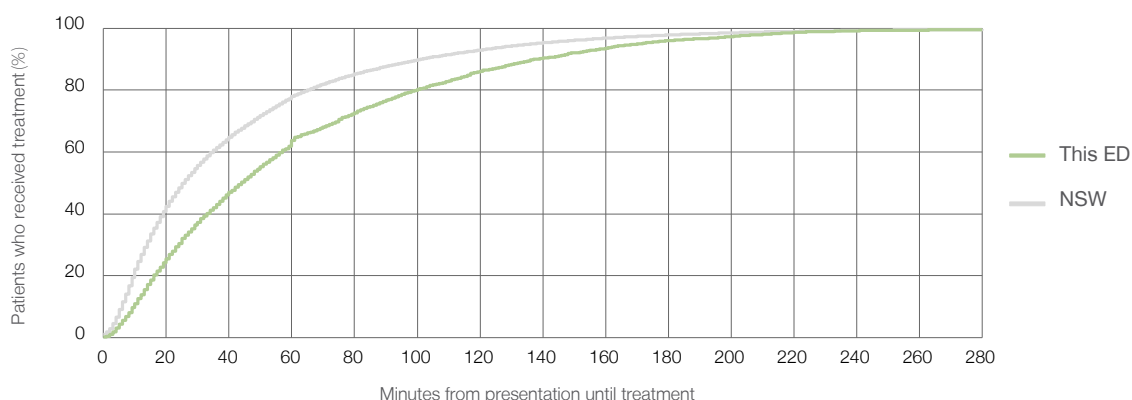
Number of triage 4 patients used to calculate waiting time:³ 4,529

Median time to start treatment⁴ 44 minutes

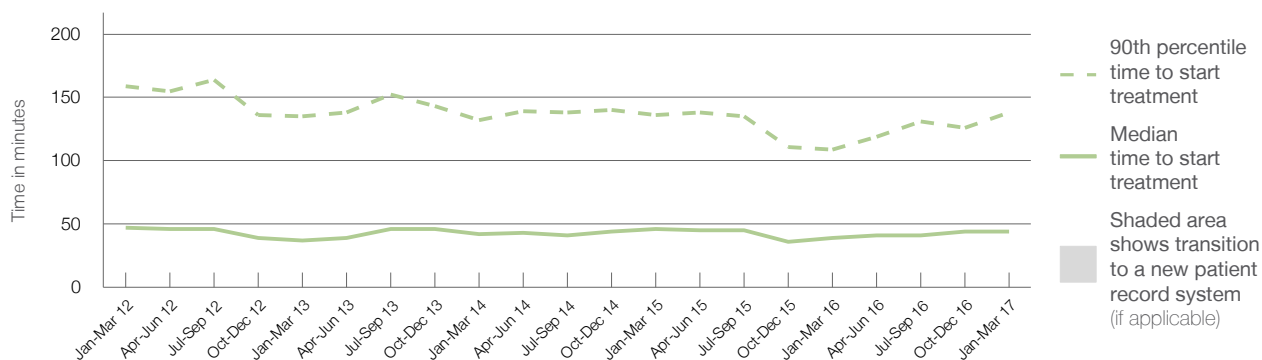
90th percentile time to start treatment⁵ 138 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 6,177 | |
| 5,357 | |
| 39 minutes | 26 minutes |
| 109 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 47 | 37 | 42 | 46 | 39 | 44 |
| 90th percentile time to start treatment ⁵ (minutes) | 159 | 135 | 132 | 136 | 109 | 138 |

(†) 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.

Maitland 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: 1,445

Number of triage 5 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴

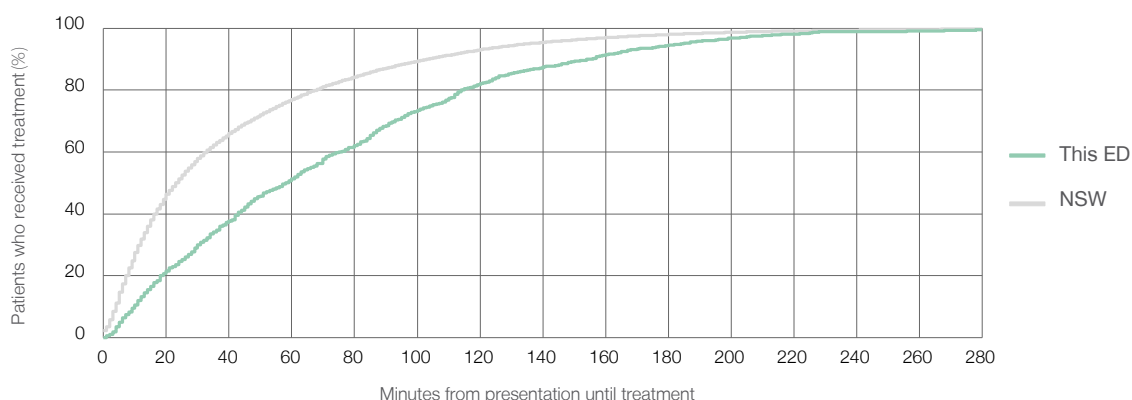
58 minutes

90th percentile time to start treatment⁵

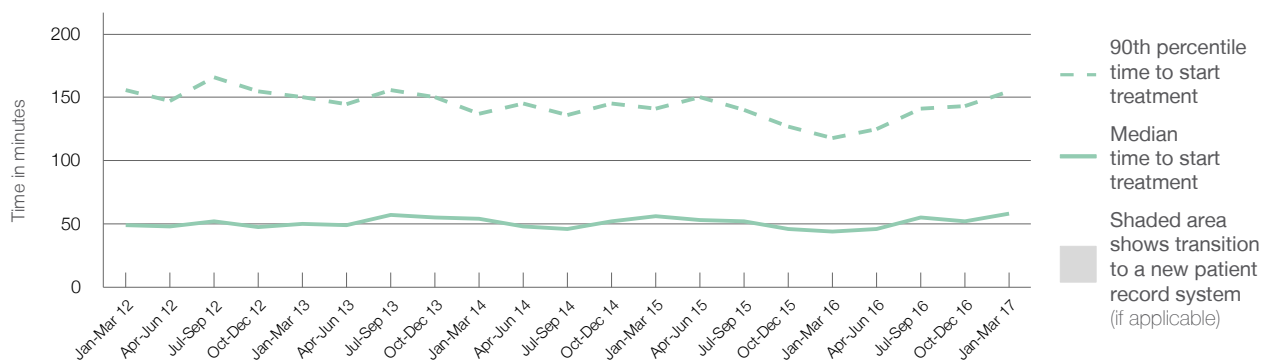
155 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,575 | |
| 1,179 | |
| 44 minutes | 23 minutes |
| 118 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 49 | 50 | 54 | 56 | 44 | 58 |
| 90th percentile time to start treatment ⁵ (minutes) | 156 | 150 | 137 | 141 | 118 | 155 |

(†) 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.

Maitland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,006 patients

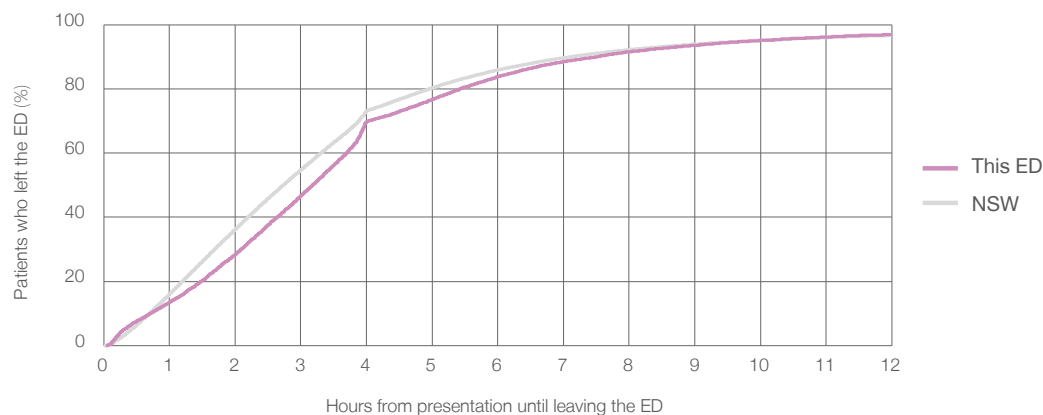
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

Median time spent in the ED⁸ 3 hours and 11 minutes

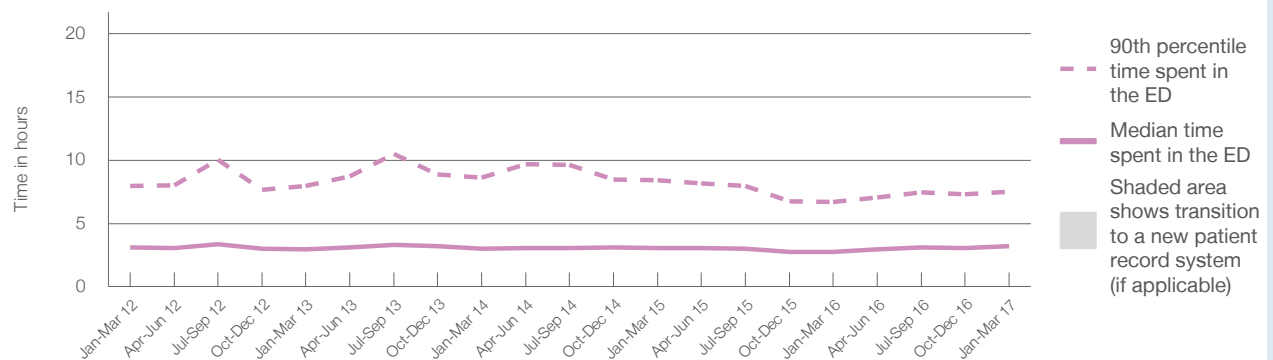
90th percentile time spent in the ED⁹ 7 hours and 31 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 12,242 | 12,242 |
| 2 hours and 45 minutes | 2 hours and 44 minutes |
| 6 hours and 42 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 6m | 2h 58m | 3h 1m | 3h 3m | 2h 45m | 3h 11m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 57m | 7h 58m | 8h 37m | 8h 26m | 6h 42m | 7h 31m |

(†) 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

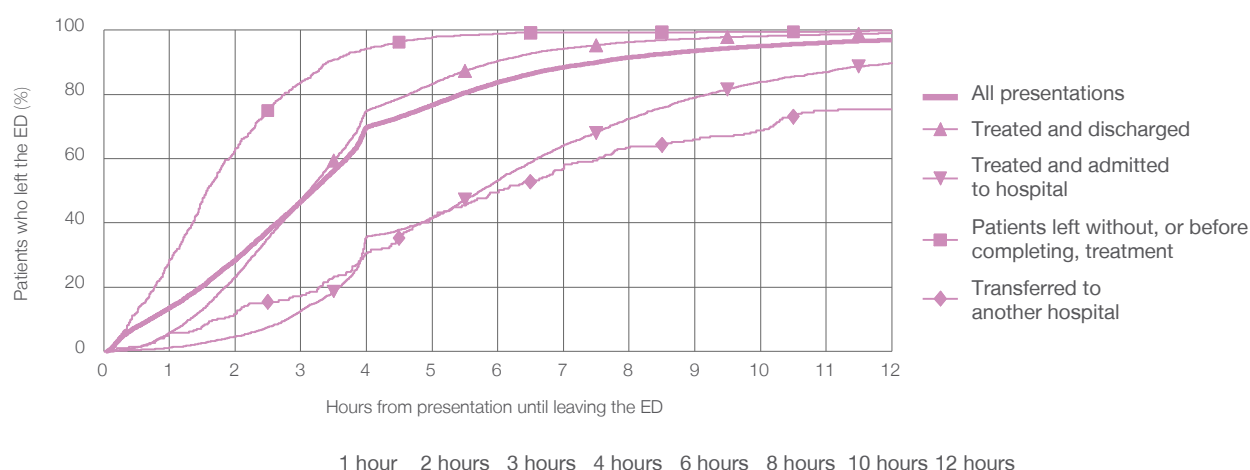
January to March 2017

All presentations:[†] 12,006 patients

Presentations used to calculate time to leaving the ED:[‡] 12,006 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 7,641 (63.6%) | 8,146 | -6.2% |
| Treated and admitted to hospital | 2,334 (19.4%) | 2,383 | -2.1% |
| Patient left without, or before completing, treatment | 660 (5.5%) | 409 | 61.4% |
| Transferred to another hospital | 227 (1.9%) | 209 | 8.6% |
| Other | 1,144 (9.5%) | 1,095 | 4.5% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 5.7% | 23.2% | 47.1% | 74.9% | 90.5% | 96.3% | 98.1% | 99.1% |
| Treated and admitted to hospital | 1.2% | 4.5% | 12.6% | 35.6% | 53.2% | 72.3% | 83.9% | 89.8% |
| Patient left without, or before completing, treatment | 28.5% | 63.2% | 83.8% | 94.2% | 98.9% | 99.2% | 99.5% | 99.8% |
| Transferred to another hospital | 5.7% | 11.5% | 17.2% | 30.4% | 49.3% | 63.4% | 68.7% | 75.3% |
| All presentations | 13.6% | 28.5% | 46.7% | 69.8% | 83.8% | 91.5% | 95.1% | 96.9% |

(†) 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 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.

Maitland 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:¹ 12,006 patients

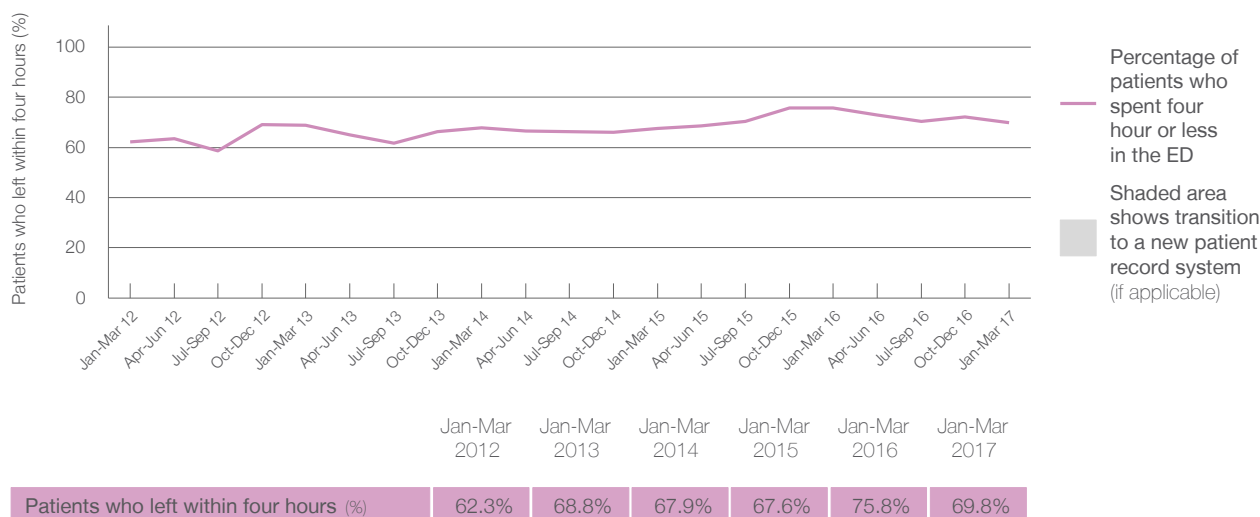
Presentations used to calculate time to leaving the ED:⁶ 12,006 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 12,242 | -1.9% |
| 12,242 | -1.9% |
| 75.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Manly District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 6,462 patients

Emergency presentations:² 6,376 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,433 | 0.5% |
| 6,374 | 0.0% |

Manly District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 954 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,356 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,633 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 389 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 851 | |
| 6 minutes | 8 minutes |
| 13 minutes | 26 minutes |
| 2,272 | |
| 13 minutes | 20 minutes |
| 39 minutes | 69 minutes |
| 2,684 | |
| 13 minutes | 26 minutes |
| 69 minutes | 101 minutes |
| 539 | |
| 12 minutes | 23 minutes |
| 84 minutes | 104 minutes |

Manly District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 6,462 patients

Percentage of patients who spent four hours or less in the ED 85.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,433 | 0.5% |
| 85.9% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

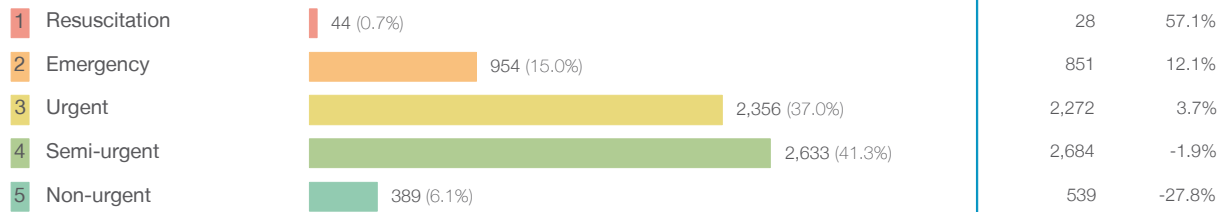
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Patients presenting to the emergency department

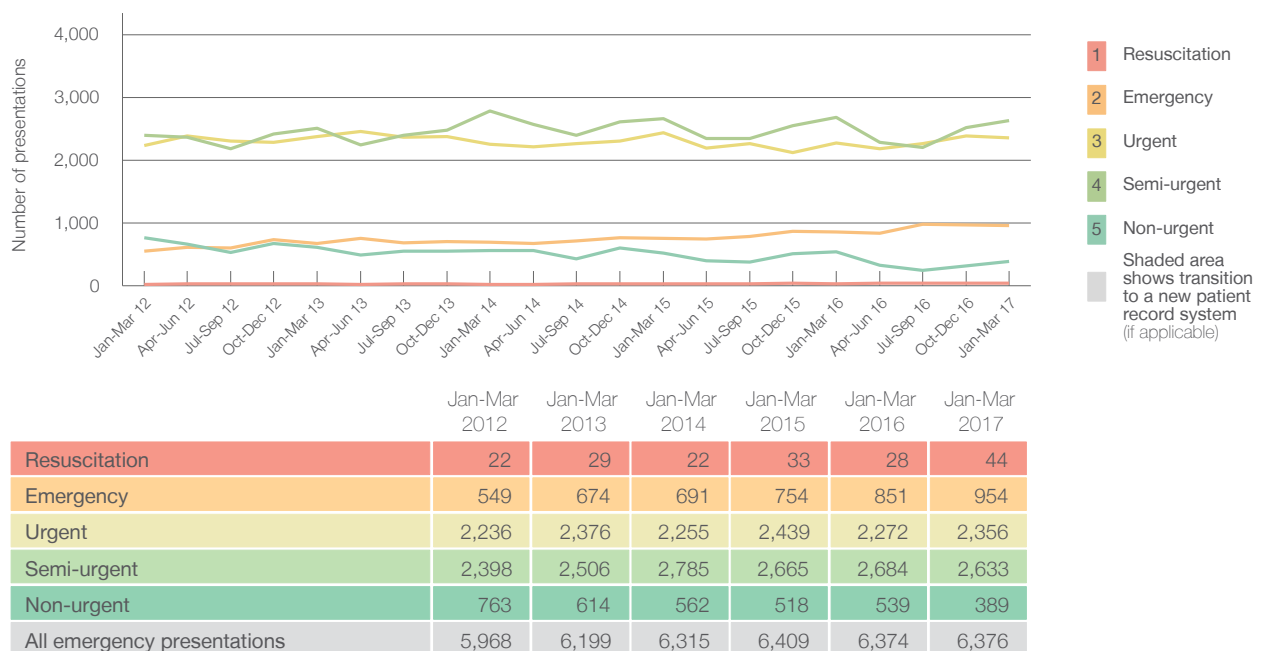
January to March 2017

All presentations:¹ 6,462 patients

Emergency presentations² by triage category: 6,376 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Manly District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,349 patients

ED Transfer of care time



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

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

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

Manly District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 954

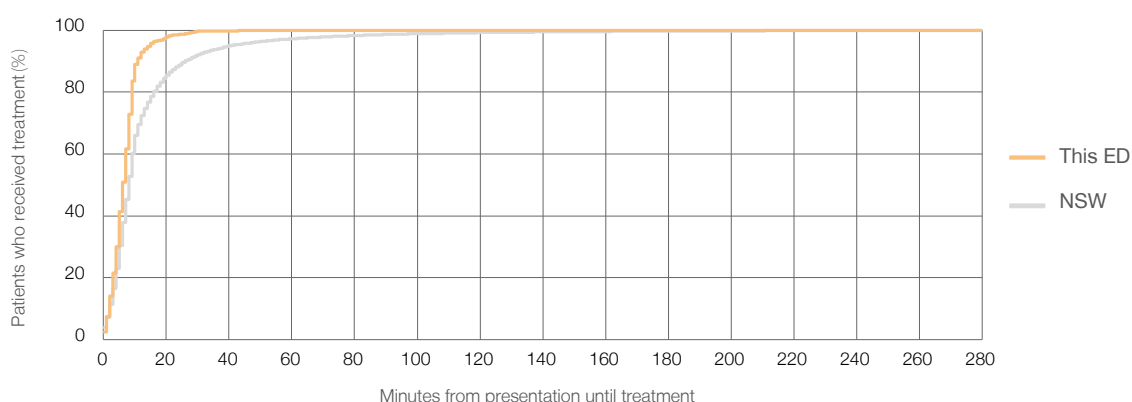
Number of triage 2 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 6 minutes

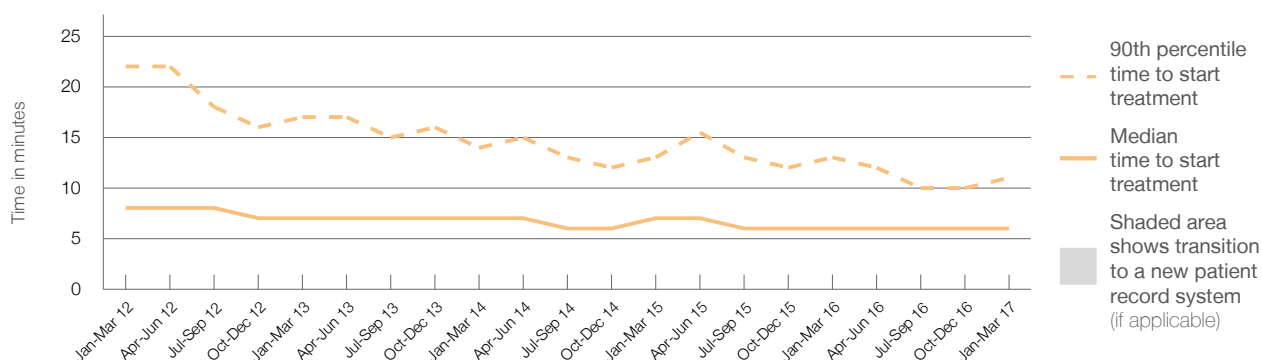
90th percentile time to start treatment⁵ 11 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 851 | |
| 851 | |
| 6 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 7 | 7 | 7 | 6 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 22 | 17 | 14 | 13 | 13 | 11 |

(†) 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.

Manly District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 2,356

Number of triage 3 patients used to calculate waiting time:³ 2,345

Median time to start treatment⁴

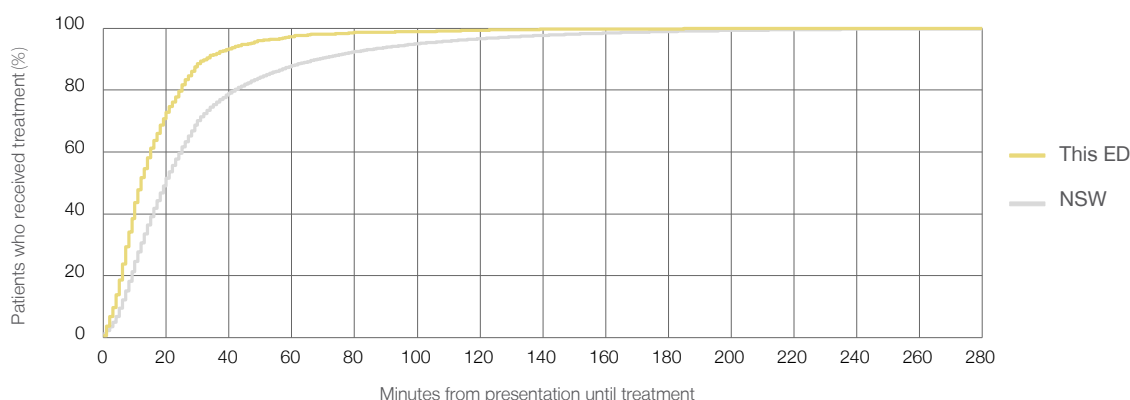
12 minutes

90th percentile time to start treatment⁵

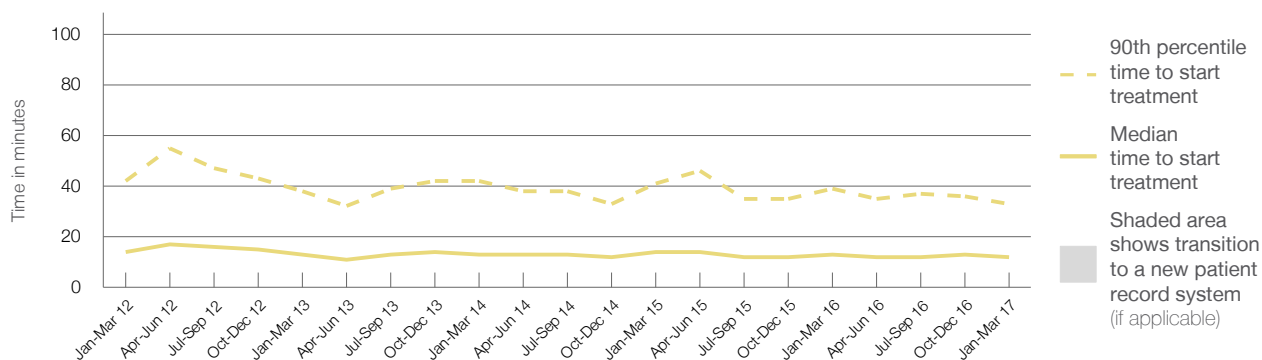
33 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,272 | |
| 2,258 | |
| 13 minutes | 20 minutes |
| 39 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 14 | 13 | 13 | 14 | 13 | 12 |
| 90th percentile time to start treatment ⁵ (minutes) | 42 | 38 | 42 | 41 | 39 | 33 |

(†) 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.

Manly District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 2,633

Number of triage 4 patients used to calculate waiting time:³ 2,570

Median time to start treatment⁴

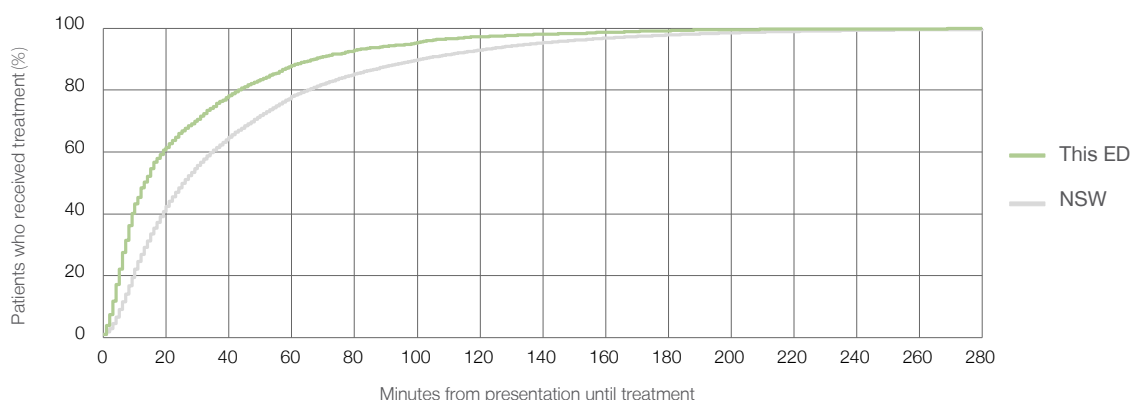
13 minutes

90th percentile time to start treatment⁵

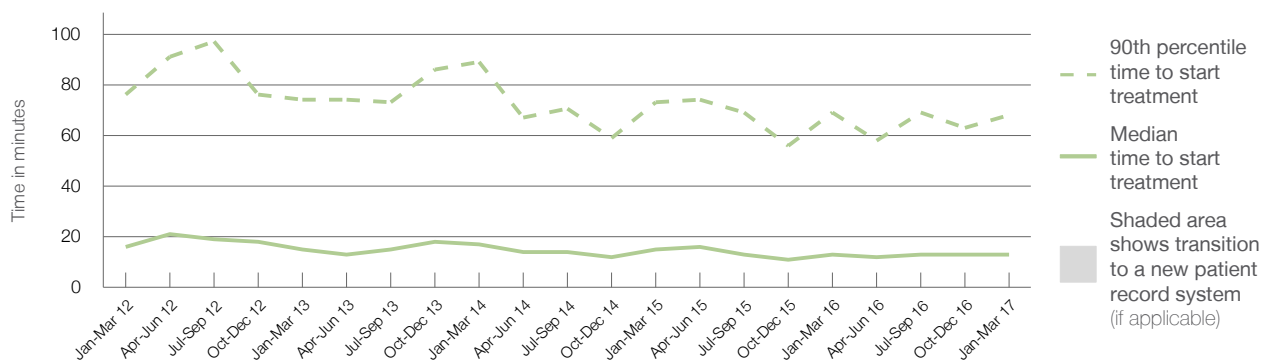
68 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,684 | |
| 2,627 | |
| 13 minutes | 26 minutes |
| 69 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 16 | 15 | 17 | 15 | 13 | 13 |
| 90th percentile time to start treatment ⁵ (minutes) | 76 | 74 | 89 | 73 | 69 | 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.

Manly District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 389

Number of triage 5 patients used to calculate waiting time:³ 370

Median time to start treatment⁴

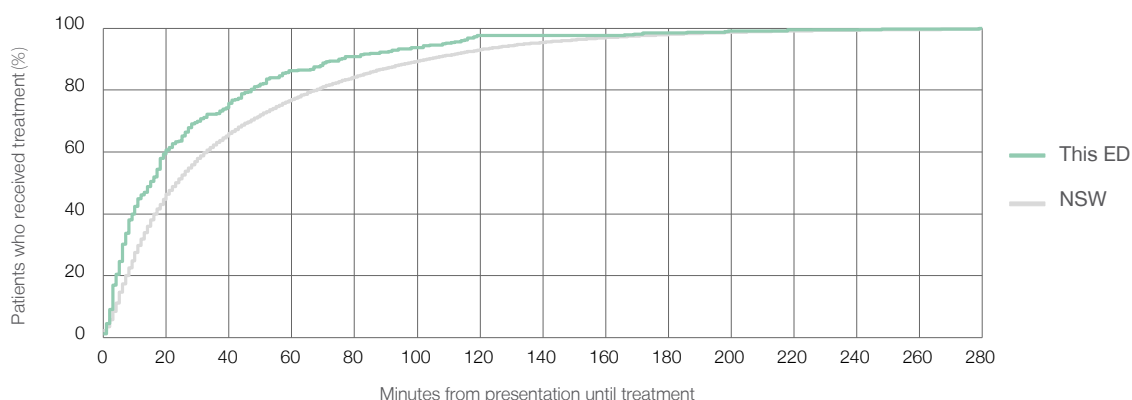
15 minutes

90th percentile time to start treatment⁵

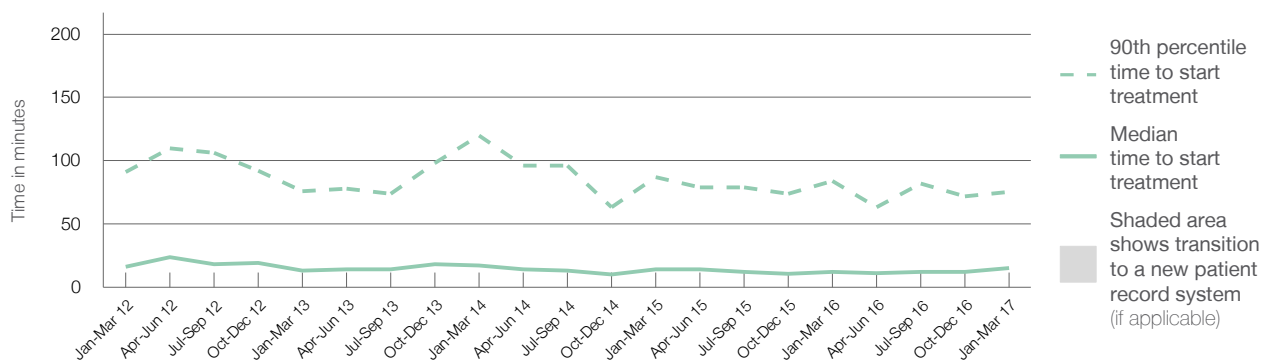
76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 539 | |
| 514 | |
| 12 minutes | 23 minutes |
| 84 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 16 | 13 | 17 | 14 | 12 | 15 |
| 90th percentile time to start treatment ⁵ (minutes) | 91 | 76 | 120 | 87 | 84 | 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.

Manly District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 6,462 patients

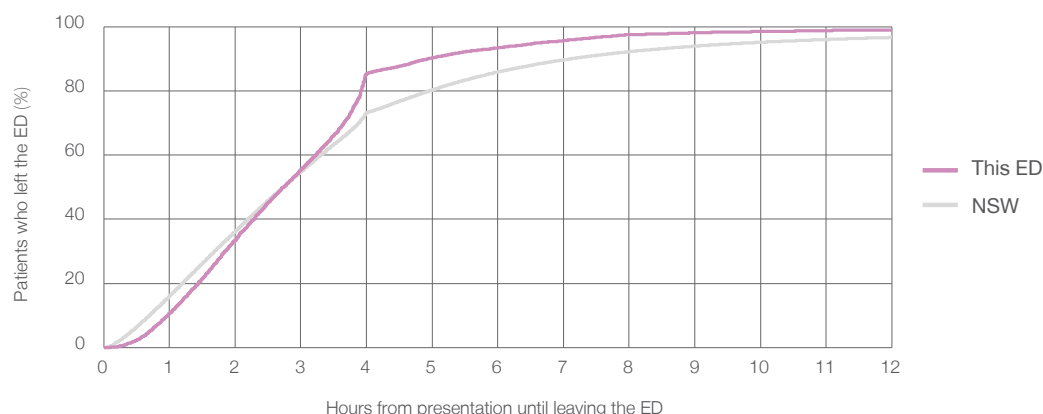
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

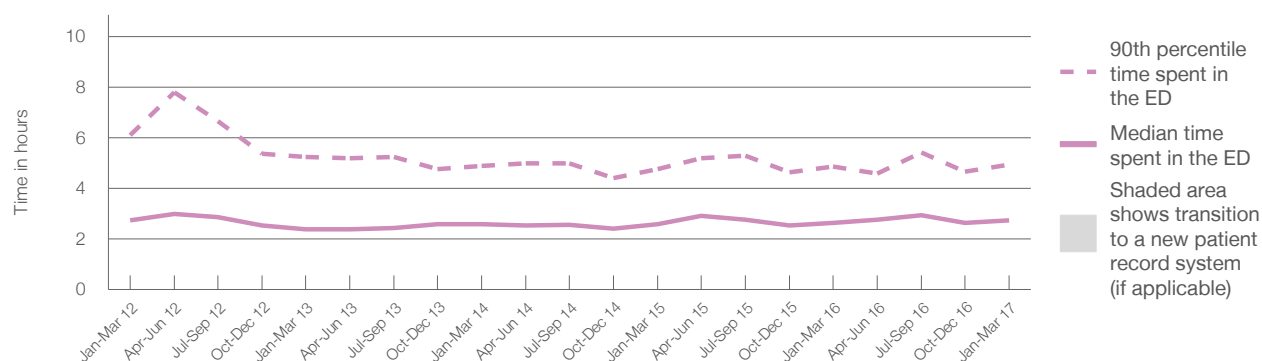
90th percentile time spent in the ED⁹ 4 hours and 57 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 6,433 | 6,433 |
| 2 hours and 38 minutes | 2 hours and 44 minutes |
| 4 hours and 52 minutes | 7 hours and 7 minutes |

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 44m | 2h 23m | 2h 35m | 2h 35m | 2h 38m | 2h 44m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 6h 6m | 5h 15m | 4h 54m | 4h 46m | 4h 52m | 4h 57m |

(†) 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.

Manly District Hospital: Time patients spent in the ED

By mode of separation

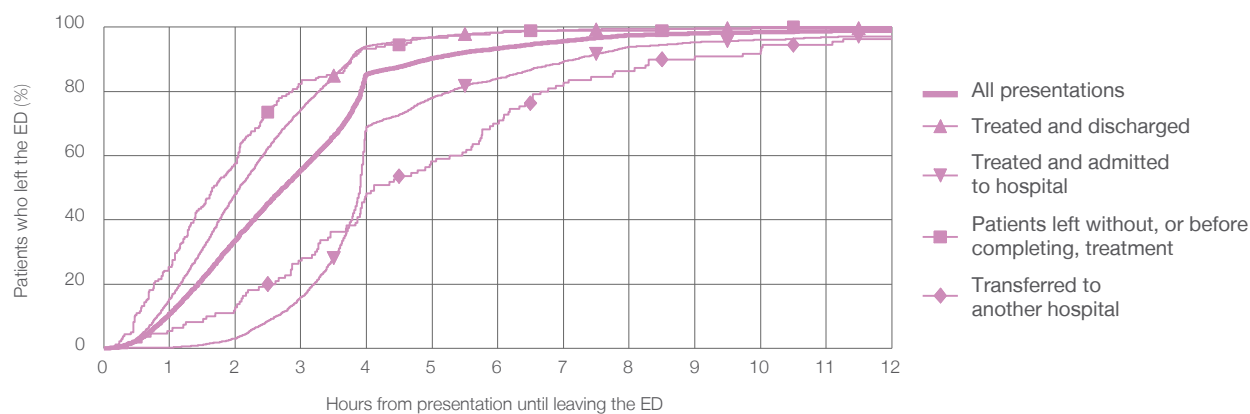
January to March 2017

All presentations:[†] 6,462 patients

Presentations used to calculate time to leaving the ED:[‡] 6,462 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 4,141 (64.1%) | 4,150 | -0.2% |
| Treated and admitted to hospital | 2,027 (31.4%) | 2,052 | -1.2% |
| Patient left without, or before completing, treatment | 182 (2.8%) | 140 | 30.0% |
| Transferred to another hospital | 110 (1.7%) | 88 | 25.0% |
| Other | 2 (0%) | 3 | -33.3% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 15.3% | 48.0% | 74.4% | 94.1% | 98.3% | 99.5% | 99.7% | 99.8% |
| Treated and admitted to hospital | 0.2% | 3.1% | 15.9% | 68.9% | 84.1% | 93.9% | 96.2% | 97.1% |
| Patient left without, or before completing, treatment | 25.3% | 57.7% | 82.4% | 93.4% | 98.4% | 98.9% | 100% | 100% |
| Transferred to another hospital | 5.5% | 12.7% | 27.3% | 48.2% | 70.0% | 86.4% | 92.7% | 96.4% |
| All presentations | 10.7% | 33.6% | 55.5% | 85.4% | 93.4% | 97.5% | 98.5% | 98.9% |

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

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

Manly District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 6,462 patients

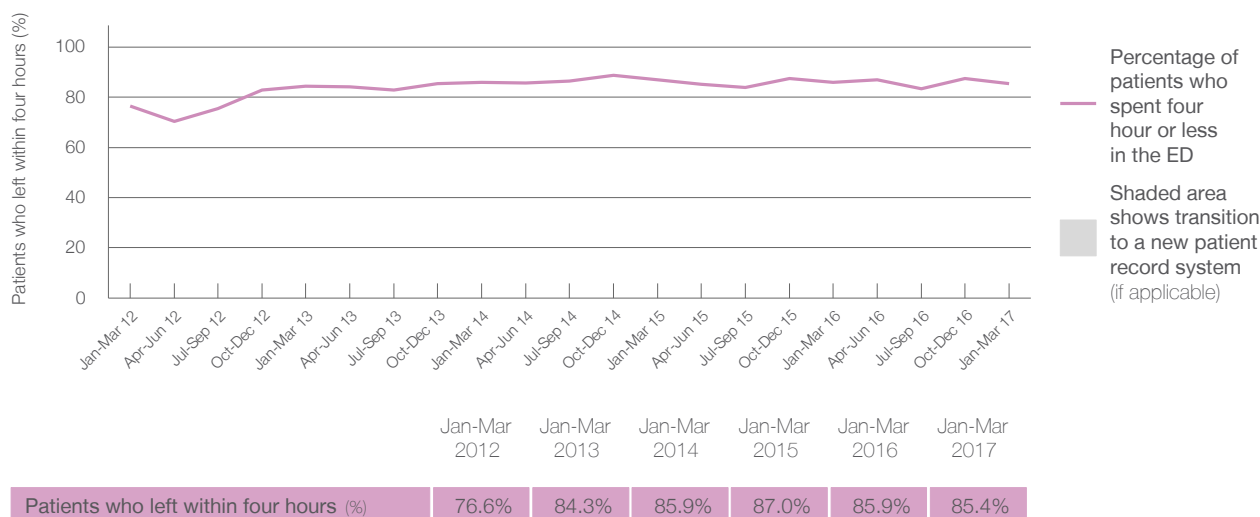
Presentations used to calculate time to leaving the ED:⁶ 6,462 patients

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

85.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 6,433 | 0.5% |
| 6,433 | 0.5% |
| 85.9% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
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 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Manning Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,791 patients

Emergency presentations:² 7,599 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,445 | 4.6% |
| 7,343 | 3.5% |

Manning Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,265 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,049 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 84 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,721 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,529 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 122 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,293 | |
| 7 minutes | 8 minutes |
| 10 minutes | 26 minutes |
| 2,106 | |
| 21 minutes | 20 minutes |
| 107 minutes | 69 minutes |
| 2,469 | |
| 30 minutes | 26 minutes |
| 150 minutes | 101 minutes |
| 1,444 | |
| 26 minutes | 23 minutes |
| 114 minutes | 104 minutes |

Manning Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,791 patients

Percentage of patients who spent four hours or less in the ED 83.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,444 | 4.7% |
| 71.1% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

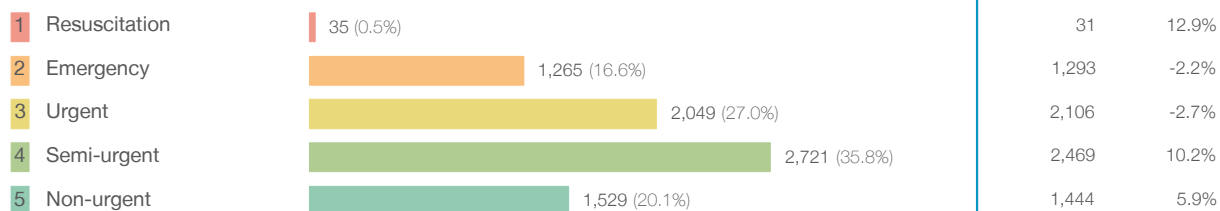
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Patients presenting to the emergency department

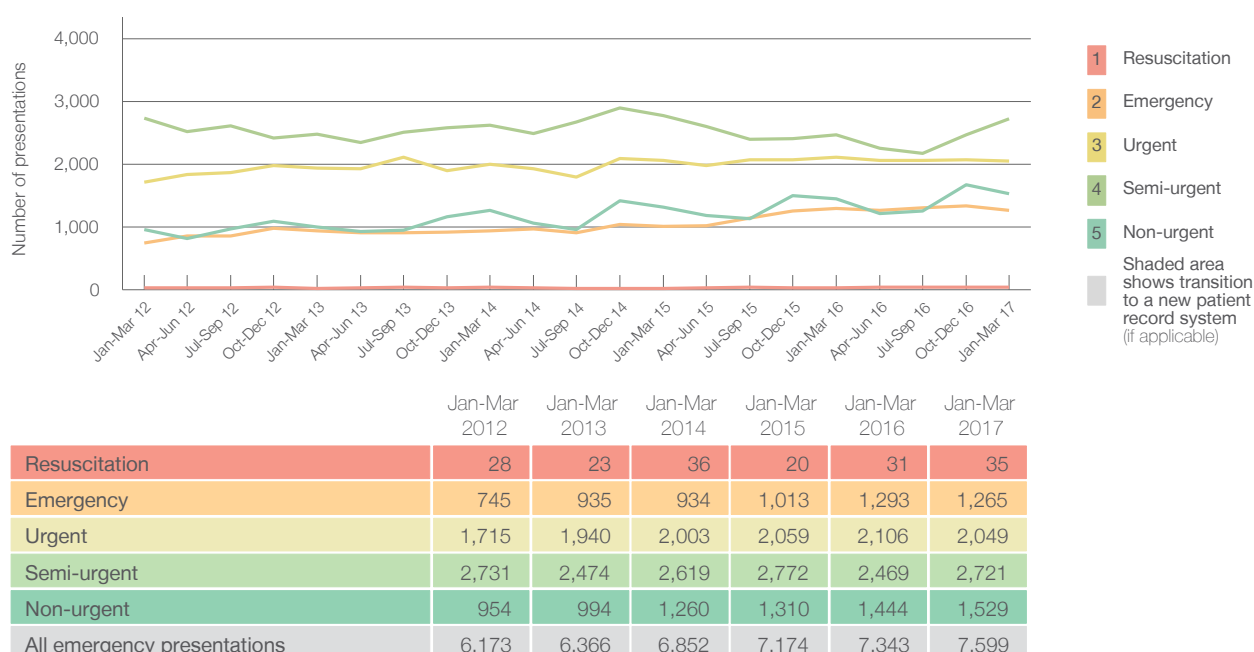
January to March 2017

All presentations:¹ 7,791 patients

Emergency presentations² by triage category: 7,599 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Manning Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,990 patients

ED Transfer of care time



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

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

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

Manning Base 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: 1,265

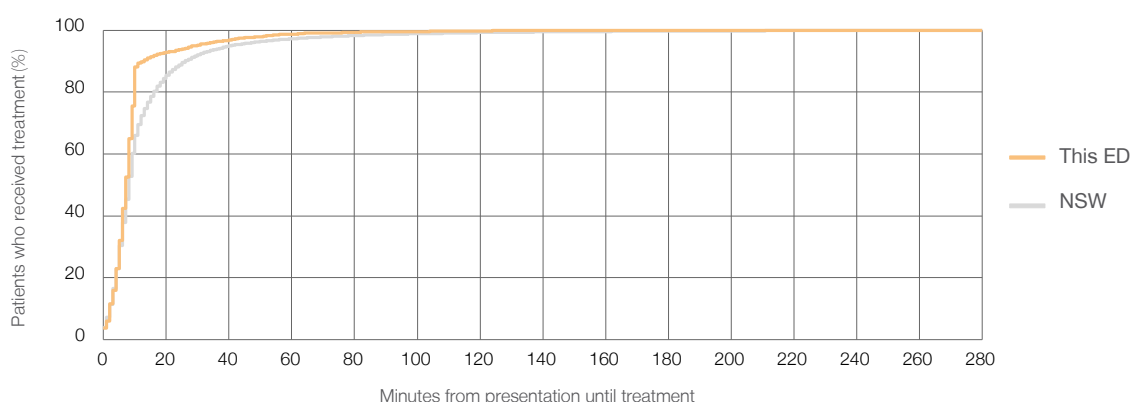
Number of triage 2 patients used to calculate waiting time:³ 1,263

Median time to start treatment⁴ 7 minutes

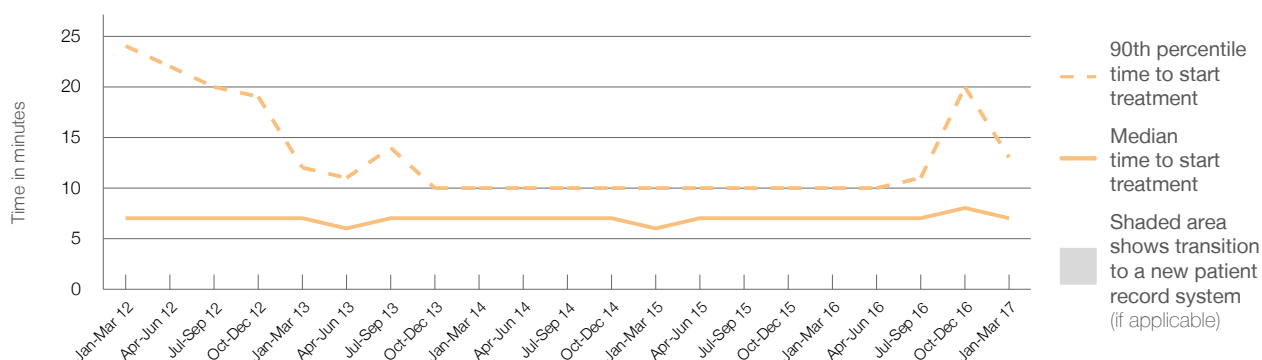
90th percentile time to start treatment⁵ 13 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,293 | |
| 1,286 | |
| 7 minutes | 8 minutes |
| 10 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 7 | 7 | 6 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 24 | 12 | 10 | 10 | 10 | 13 |

(†) 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.

Manning Base 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: 2,049

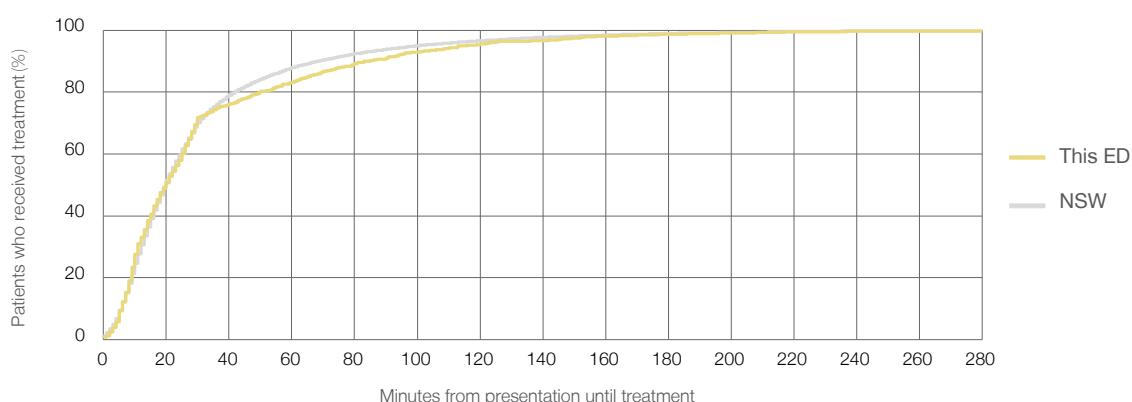
Number of triage 3 patients used to calculate waiting time:³ 2,008

Median time to start treatment⁴ 20 minutes

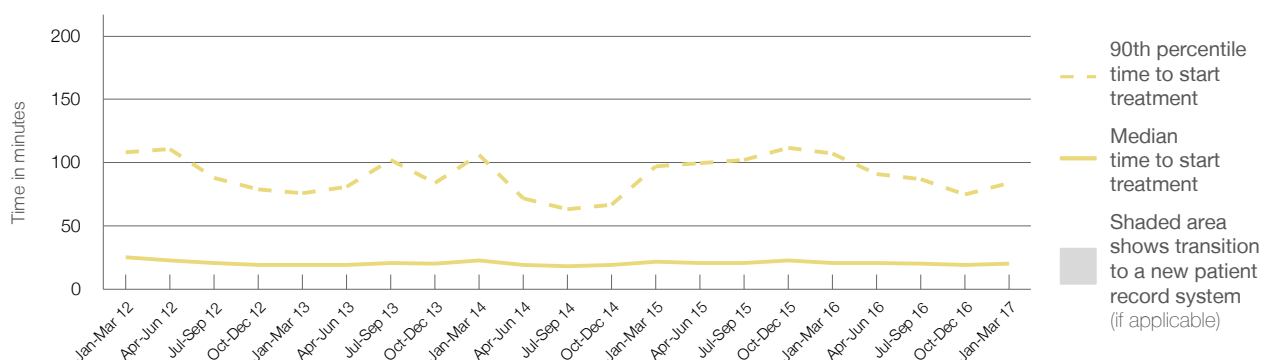
90th percentile time to start treatment⁵ 84 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,106 | |
| 2,030 | |
| 21 minutes | 20 minutes |
| 107 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 26 | 19 | 23 | 22 | 21 | 20 |
| 90th percentile time to start treatment ⁵ (minutes) | 108 | 76 | 106 | 97 | 107 | 84 |

(†) 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.

Manning Base Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 2,721

Number of triage 4 patients used to calculate waiting time:³ 2,572

Median time to start treatment⁴

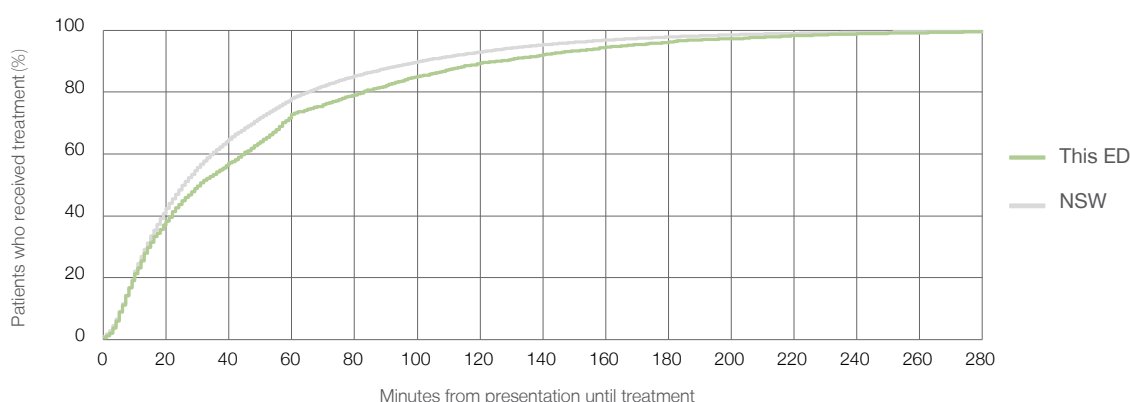
31 minutes

90th percentile time to start treatment⁵

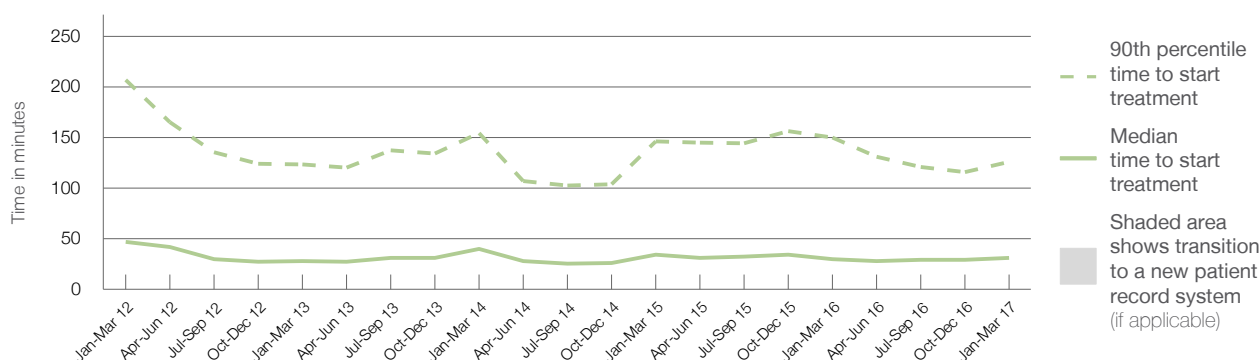
126 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,469 | |
| 2,270 | |
| 30 minutes | 26 minutes |
| 150 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 47 | 28 | 40 | 34 | 30 | 31 |
| 90th percentile time to start treatment ⁵ (minutes) | 207 | 123 | 154 | 146 | 150 | 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 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.

Manning Base 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: 1,529

Number of triage 5 patients used to calculate waiting time:³ 1,389

Median time to start treatment⁴

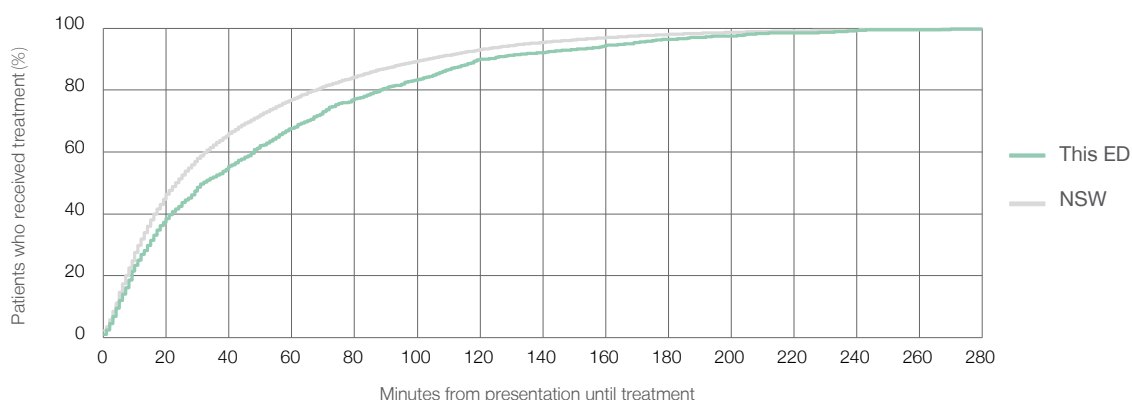
32 minutes

90th percentile time to start treatment⁵

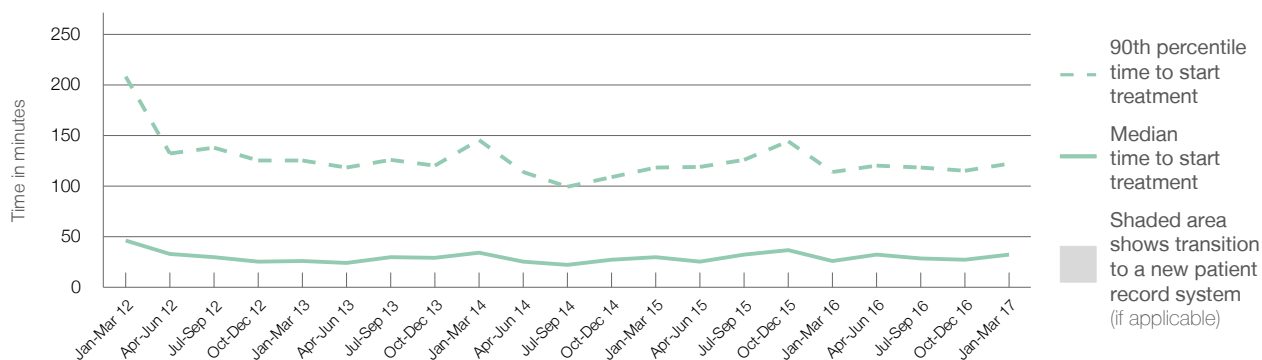
122 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,444 | |
| 1,272 | |
| 26 minutes | 23 minutes |
| 114 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 46 | 26 | 34 | 30 | 26 | 32 |
| 90th percentile time to start treatment ⁵ (minutes) | 208 | 125 | 146 | 119 | 114 | 122 |

(†) 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.

Manning Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,791 patients

Presentations used to calculate time to leaving the ED:⁶ 7,791 patients

Median time spent in the ED⁸

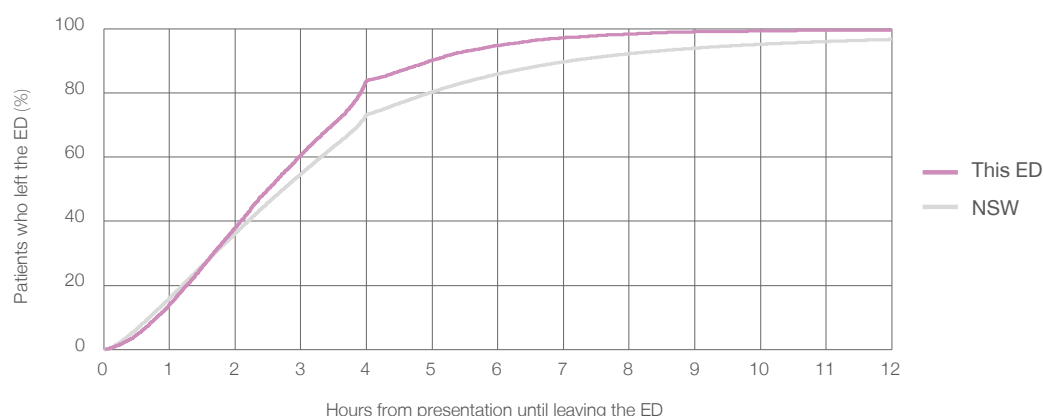
2 hours and 31 minutes

90th percentile time spent in the ED⁹

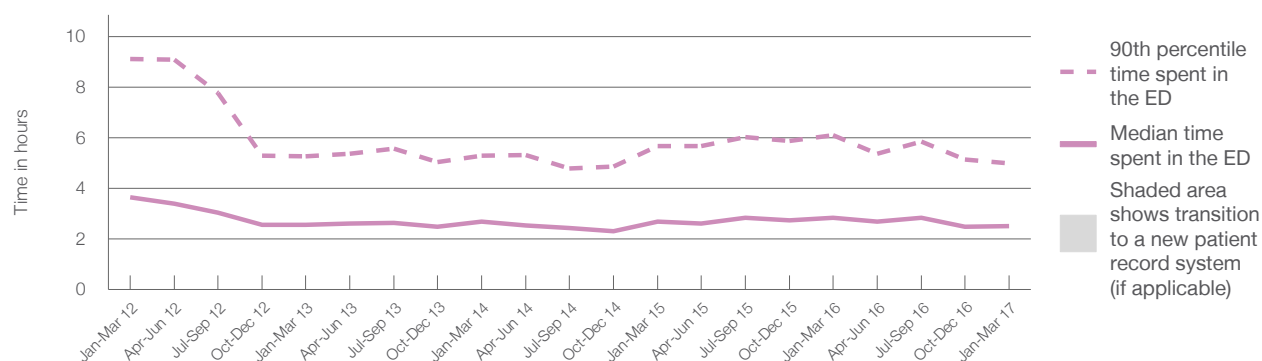
4 hours and 59 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,445 | |
| 7,444 | |
| 2 hours and 50 minutes | 2 hours and 44 minutes |
| 6 hours and 6 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 39m | 2h 34m | 2h 42m | 2h 41m | 2h 50m | 2h 31m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 7m | 5h 16m | 5h 17m | 5h 41m | 6h 6m | 4h 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 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

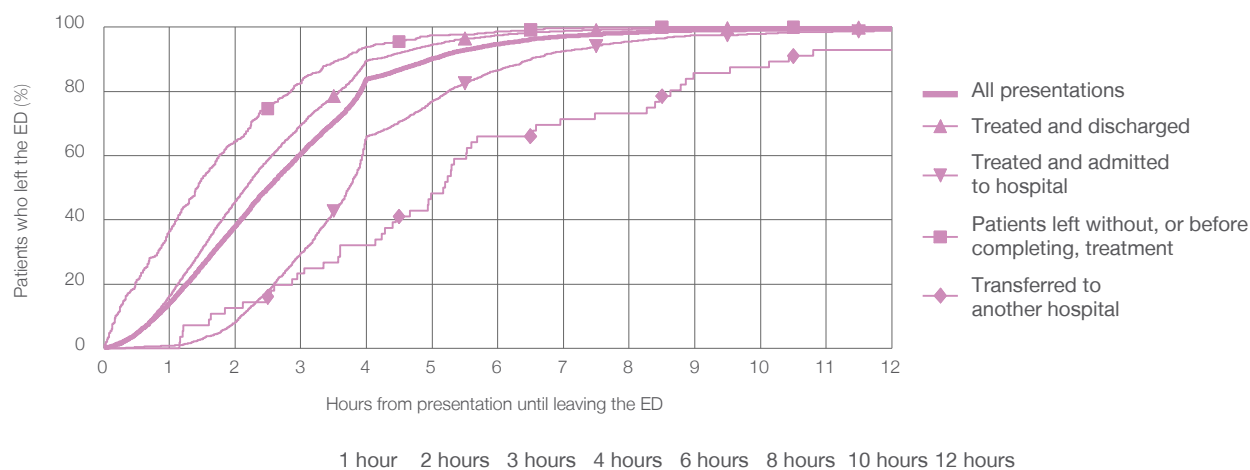
All presentations:[†] 7,791 patients

Presentations used to calculate time to leaving the ED:[‡] 7,791 patients

| | |
|---|---------------|
| Treated and discharged | 5,329 (68.4%) |
| Treated and admitted to hospital | 1,852 (23.8%) |
| Patient left without, or before completing, treatment | 514 (6.6%) |
| Transferred to another hospital | 56 (0.7%) |
| Other | 40 (0.5%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,444 | 4.7% |
| 4,766 | 11.8% |
| 1,898 | -2.4% |
| 677 | -24.1% |
| 65 | -13.8% |
| 39 | 2.6% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 16.3% | 45.8% | 69.6% | 89.6% | 97.5% | 99.4% | 99.7% | 99.8% |
| Treated and admitted to hospital | 0.9% | 8.2% | 29.6% | 65.9% | 86.6% | 95.5% | 97.9% | 98.9% |
| Patient left without, or before completing, treatment | 36.4% | 64.4% | 82.5% | 94.0% | 98.6% | 99.8% | 100% | 100% |
| Transferred to another hospital | 0% | 12.5% | 23.2% | 32.1% | 66.1% | 73.2% | 87.5% | 92.9% |
| All presentations | 14.1% | 38.0% | 60.7% | 83.9% | 94.7% | 98.3% | 99.2% | 99.6% |

(†) 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.

Manning Base 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:¹ 7,791 patients

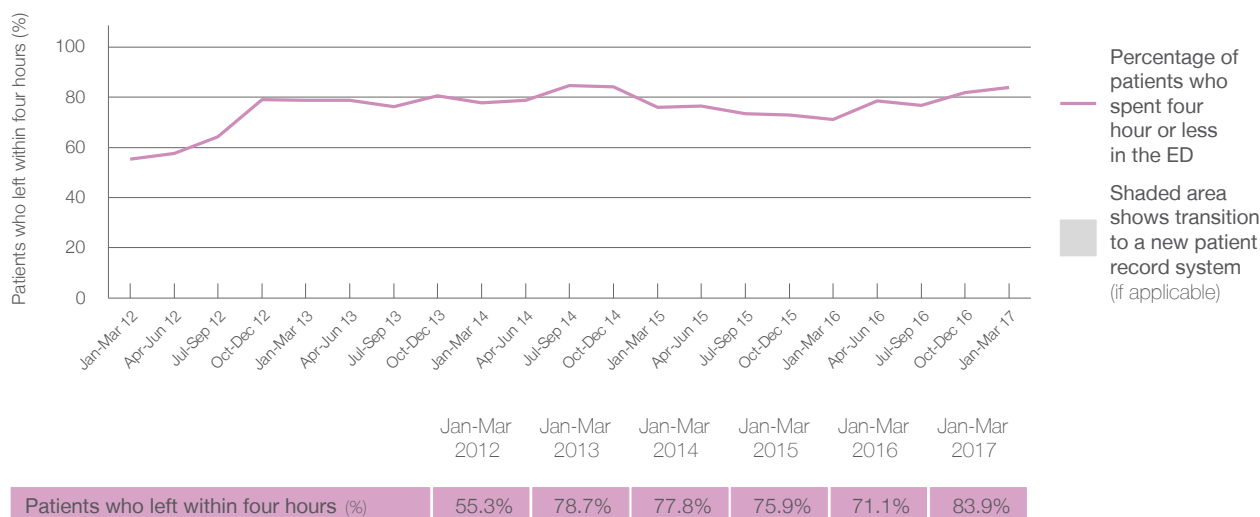
Presentations used to calculate time to leaving the ED:⁶ 7,791 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,445 | 4.6% |
| 7,444 | 4.7% |
| 71.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Mona Vale and District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,765 patients

Emergency presentations:² 8,688 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,898 | -1.5% |
| 8,815 | -1.4% |

Mona Vale and District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,184 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,188 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,315 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 961 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,087 | |
| 6 minutes | 8 minutes |
| 12 minutes | 26 minutes |
| 3,178 | |
| 15 minutes | 20 minutes |
| 42 minutes | 69 minutes |
| 3,646 | |
| 15 minutes | 26 minutes |
| 77 minutes | 101 minutes |
| 870 | |
| 13 minutes | 23 minutes |
| 95 minutes | 104 minutes |

Mona Vale and District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,764 patients

Percentage of patients who spent four hours or less in the ED 83.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,898 | -1.5% |
| 86.8% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

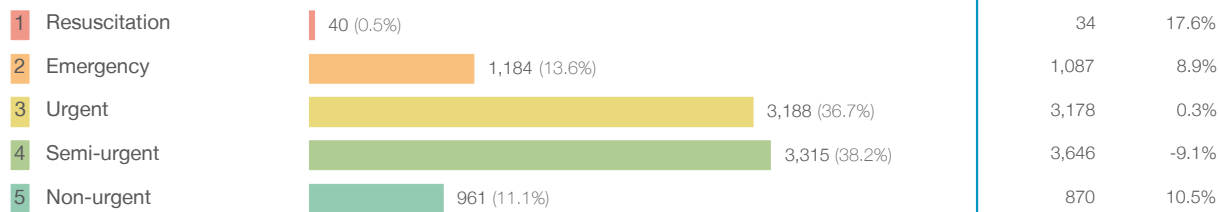
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Mona Vale and District Hospital: Patients presenting to the emergency department

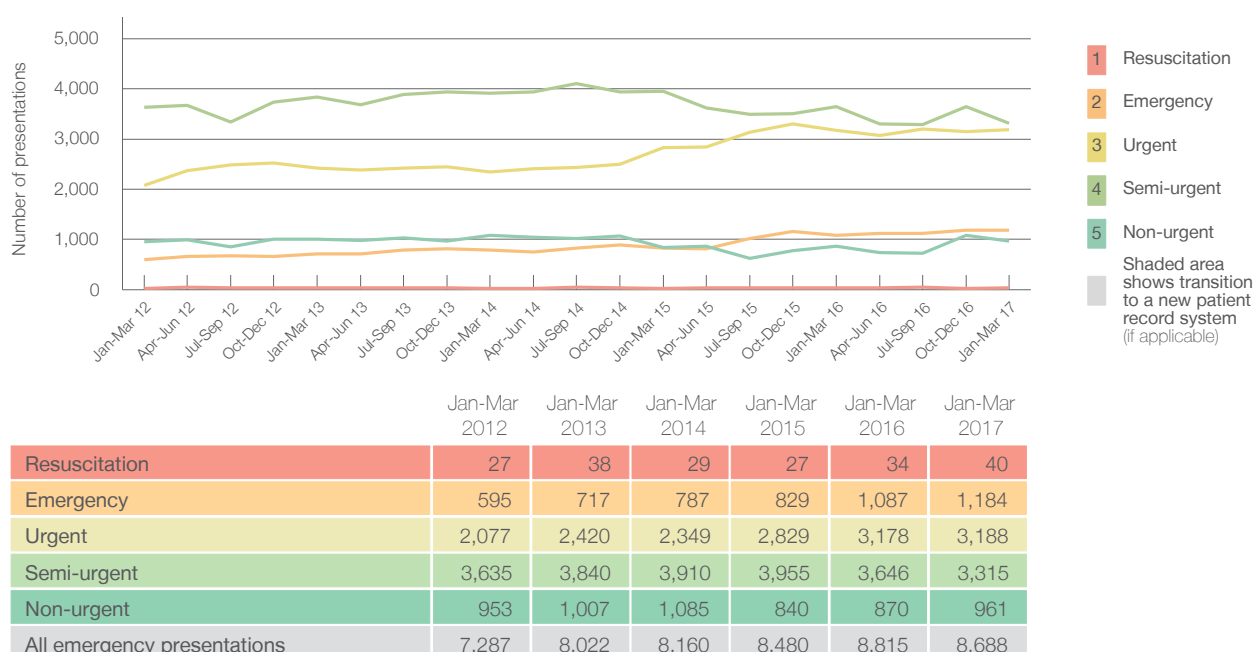
January to March 2017

All presentations:¹ 8,765 patients

Emergency presentations² by triage category: 8,688 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Mona Vale and District Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,630 patients

ED Transfer of care time



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

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

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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

January to March 2017

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

Number of triage 2 patients: 1,184

Number of triage 2 patients used to calculate waiting time:³ 1,183

Median time to start treatment⁴

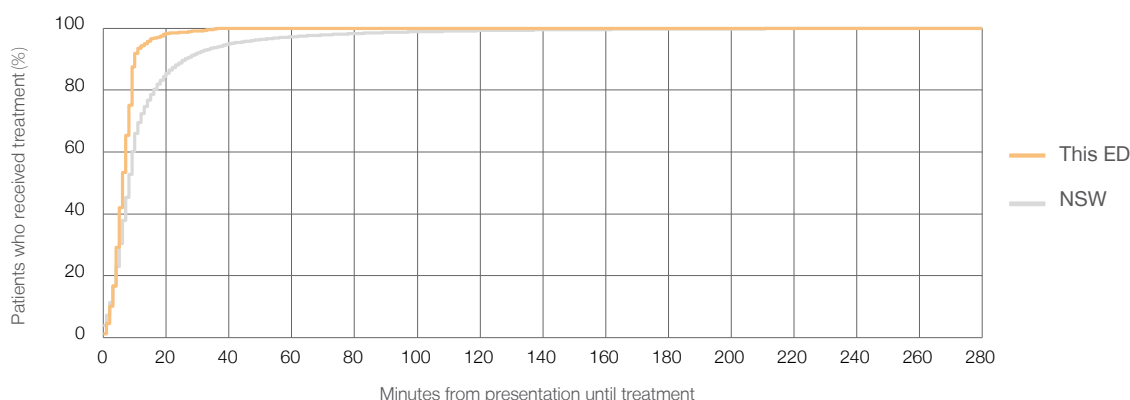
6 minutes

90th percentile time to start treatment⁵

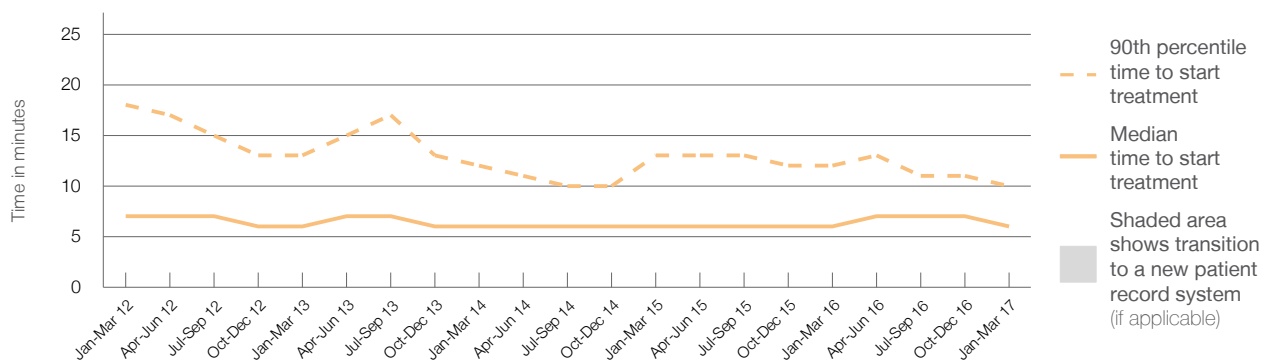
10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,087 | |
| 1,085 | |
| 6 minutes | 8 minutes |
| 12 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 6 | 6 | 6 | 6 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 18 | 13 | 12 | 13 | 12 | 10 |

(†) 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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 3,188

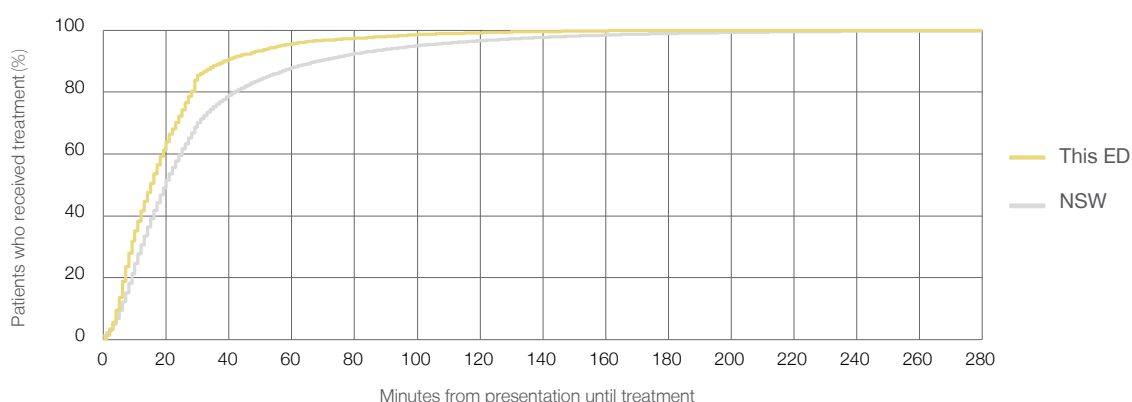
Number of triage 3 patients used to calculate waiting time:³ 3,141

Median time to start treatment⁴ 15 minutes

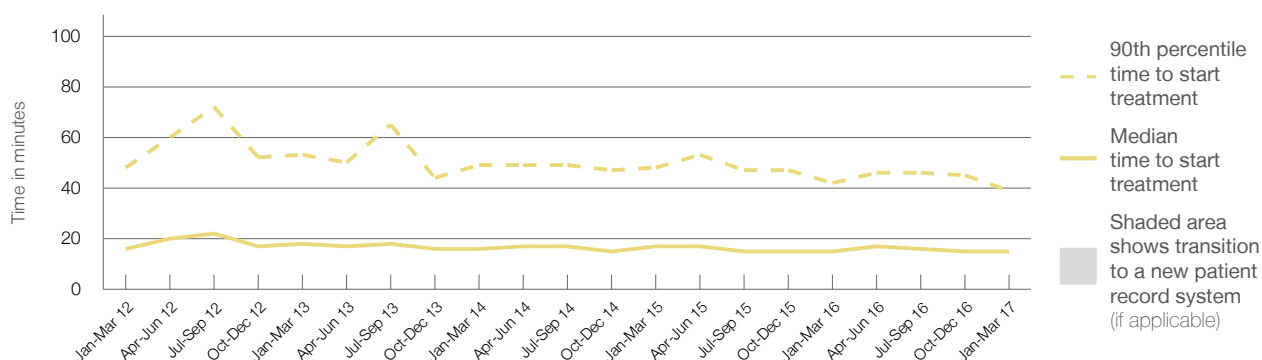
90th percentile time to start treatment⁵ 39 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,178 | |
| 3,155 | |
| 15 minutes | 20 minutes |
| 42 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 16 | 18 | 16 | 17 | 15 | 15 |
| 90th percentile time to start treatment ⁵ (minutes) | 48 | 53 | 49 | 48 | 42 | 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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 3,315

Number of triage 4 patients used to calculate waiting time:³ 3,141

Median time to start treatment⁴

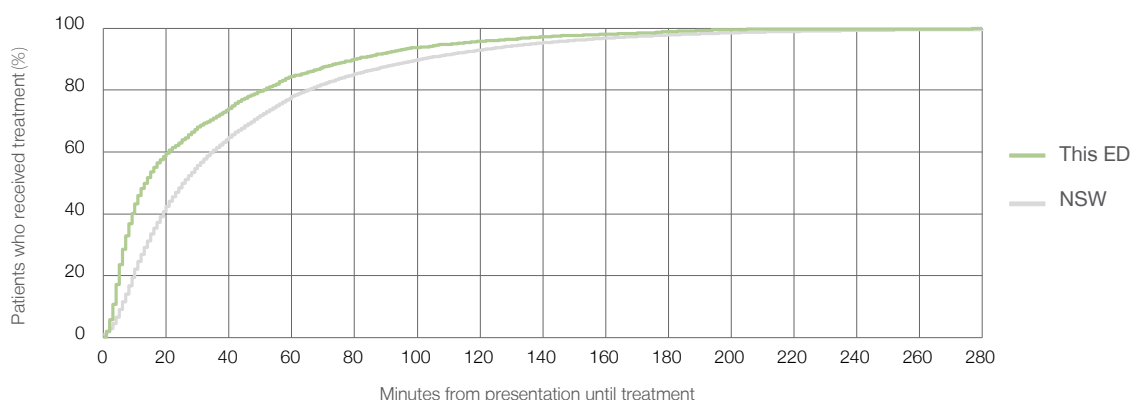
14 minutes

90th percentile time to start treatment⁵

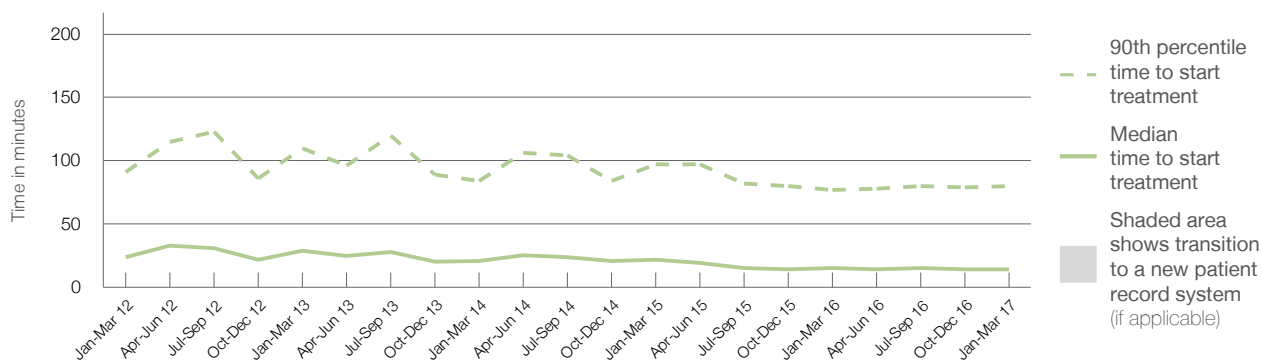
80 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,646 | |
| 3,536 | |
| 15 minutes | 26 minutes |
| 77 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 29 | 21 | 22 | 15 | 14 |
| 90th percentile time to start treatment ⁵ (minutes) | 91 | 110 | 84 | 97 | 77 | 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 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.

Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

January to March 2017

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

Number of triage 5 patients: 961

Number of triage 5 patients used to calculate waiting time:³ 882

Median time to start treatment⁴

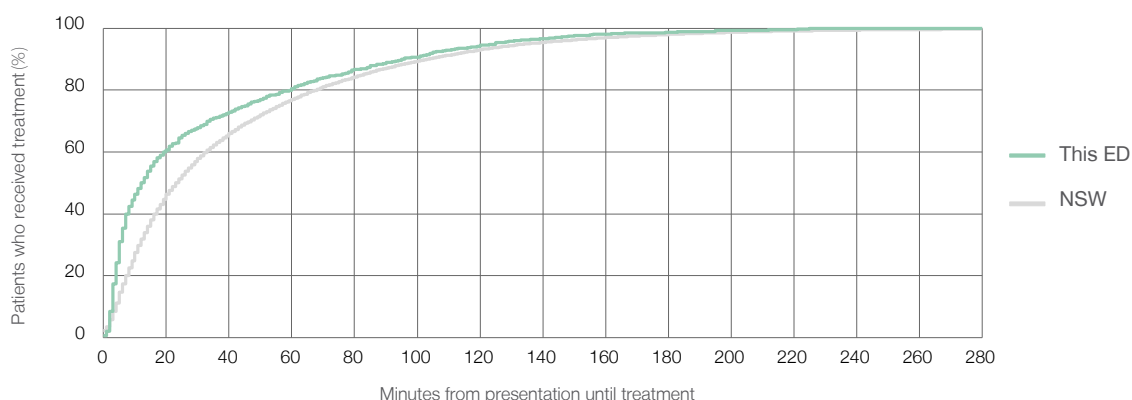
13 minutes

90th percentile time to start treatment⁵

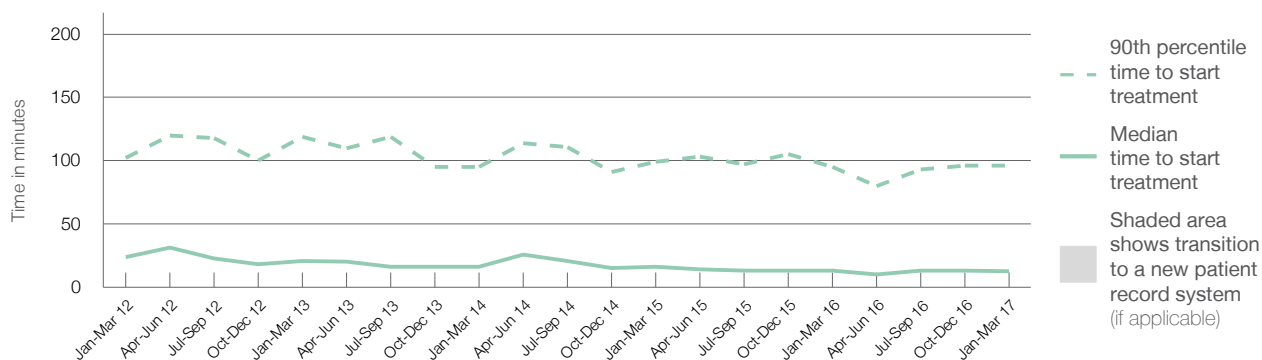
96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 870 | |
| 821 | |
| 13 minutes | 23 minutes |
| 95 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 21 | 16 | 16 | 13 | 13 |
| 90th percentile time to start treatment ⁵ (minutes) | 102 | 119 | 95 | 99 | 95 | 96 |

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

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

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

Mona Vale and District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,765 patients

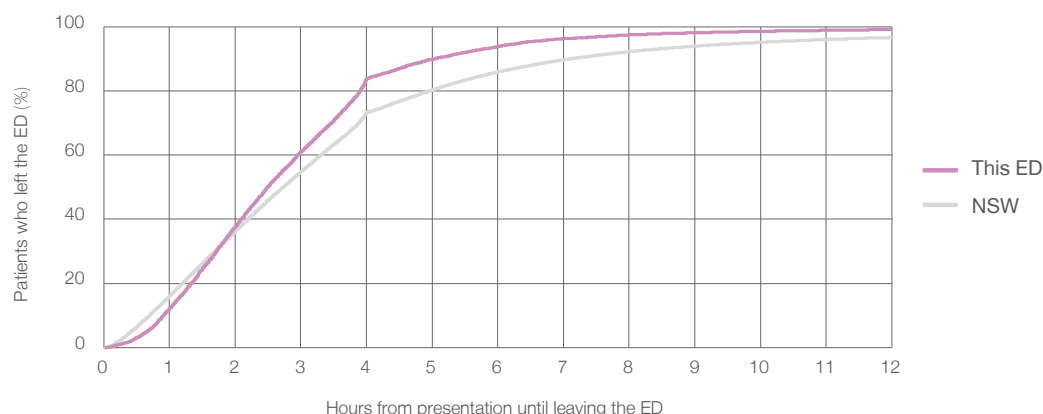
Presentations used to calculate time to leaving the ED:⁶ 8,764 patients

Median time spent in the ED⁸ 2 hours and 30 minutes

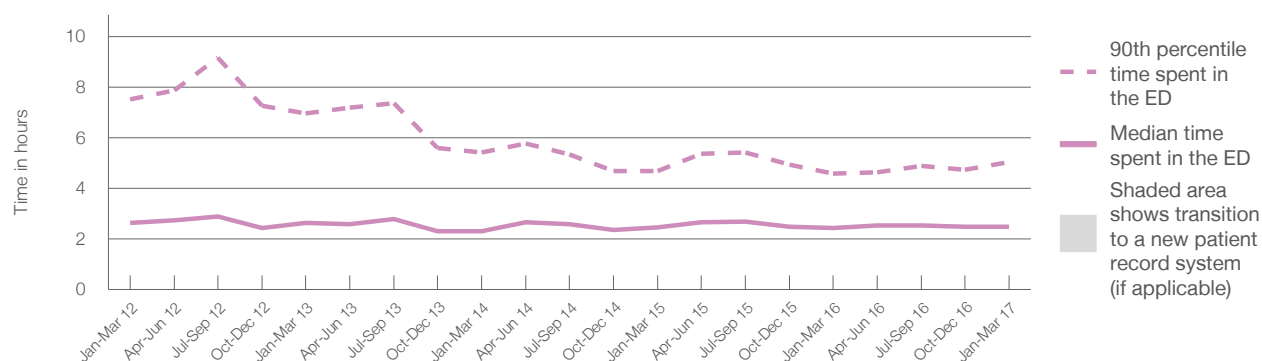
90th percentile time spent in the ED⁹ 5 hours and 3 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 8,898 | |
| 8,898 | |
| 2 hours and 26 minutes | 2 hours and 44 minutes |
| 4 hours and 36 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 38m | 2h 39m | 2h 18m | 2h 28m | 2h 26m | 2h 30m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 31m | 6h 58m | 5h 25m | 4h 41m | 4h 36m | 5h 3m |

(†) 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.

Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

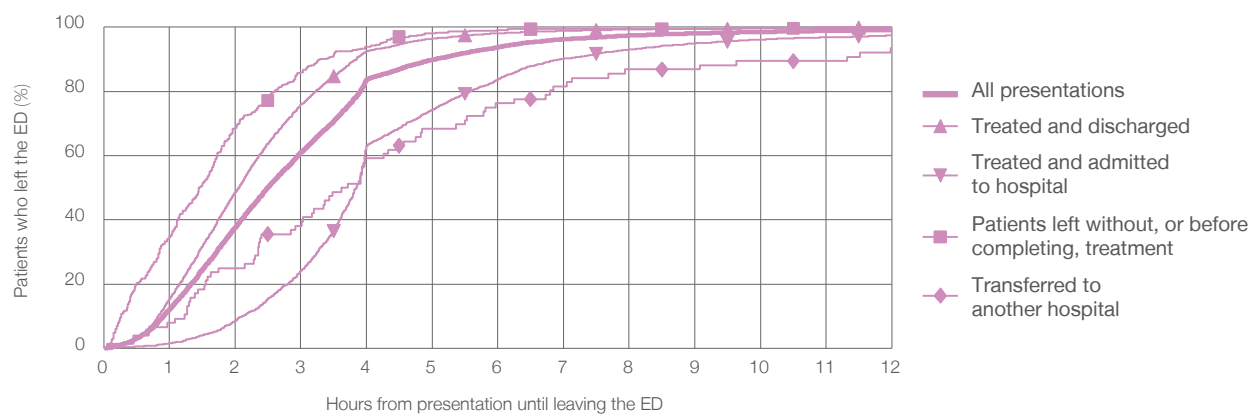
January to March 2017

All presentations:[†] 8,765 patients

Presentations used to calculate time to leaving the ED:[‡] 8,764 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 5,785 (66.0%) | 5,758 | 0.5% |
| Treated and admitted to hospital | 2,534 (28.9%) | 2,737 | -7.4% |
| Patient left without, or before completing, treatment | 364 (4.2%) | 305 | 19.3% |
| Transferred to another hospital | 76 (0.9%) | 76 | 0.0% |
| Other | 6 (0.1%) | 22 | -72.7% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 15.3% | 48.6% | 75.9% | 92.5% | 98.1% | 99.3% | 99.6% | 99.8% |
| Treated and admitted to hospital | 1.5% | 8.5% | 24.1% | 62.9% | 83.7% | 93.1% | 96.2% | 97.5% |
| Patient left without, or before completing, treatment | 34.6% | 68.7% | 86.0% | 94.0% | 99.2% | 99.5% | 99.7% | 100% |
| Transferred to another hospital | 7.9% | 25.0% | 38.2% | 59.2% | 76.3% | 86.8% | 89.5% | 93.4% |
| All presentations | 12.1% | 37.7% | 61.0% | 83.7% | 93.8% | 97.4% | 98.5% | 99.1% |

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

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

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

Mona Vale and District Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 8,765 patients

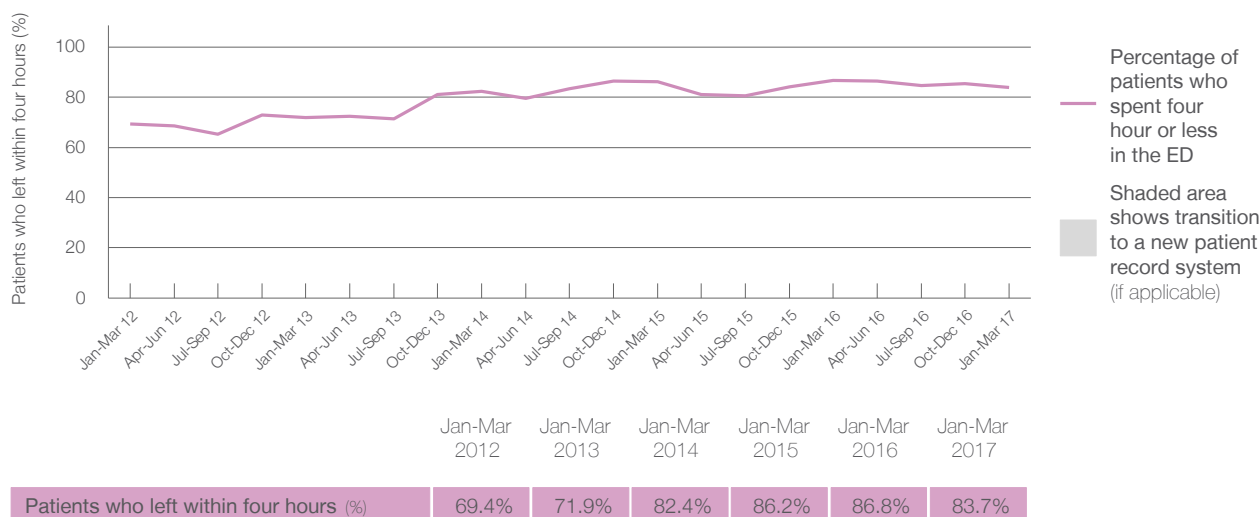
Presentations used to calculate time to leaving the ED:⁶ 8,764 patients

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

83.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,898 | -1.5% |
| 8,898 | -1.5% |
| 86.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Orange Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 7,310 patients

Emergency presentations:² 7,200 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,127 | 2.6% |
| 6,991 | 3.0% |

Orange Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 976 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,482 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,757 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 69 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,918 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 90 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 930 | |
| 5 minutes | 8 minutes |
| 10 minutes | 26 minutes |
| 1,469 | |
| 15 minutes | 20 minutes |
| 40 minutes | 69 minutes |
| 2,676 | |
| 20 minutes | 26 minutes |
| 75 minutes | 101 minutes |
| 1,872 | |
| 16 minutes | 23 minutes |
| 102 minutes | 104 minutes |

Orange Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 7,309 patients

Percentage of patients who spent four hours or less in the ED 74.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,126 | 2.6% |
| 76.0% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

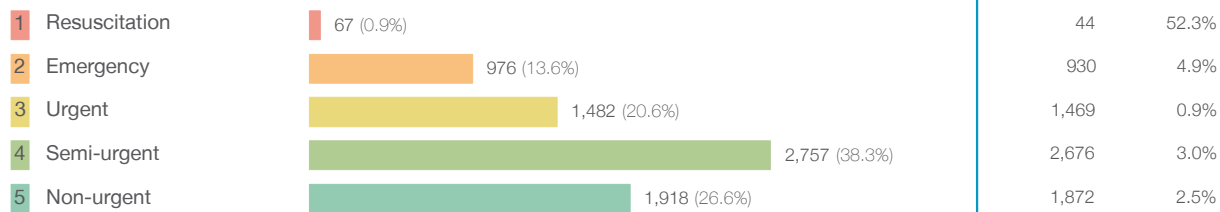
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Patients presenting to the emergency department

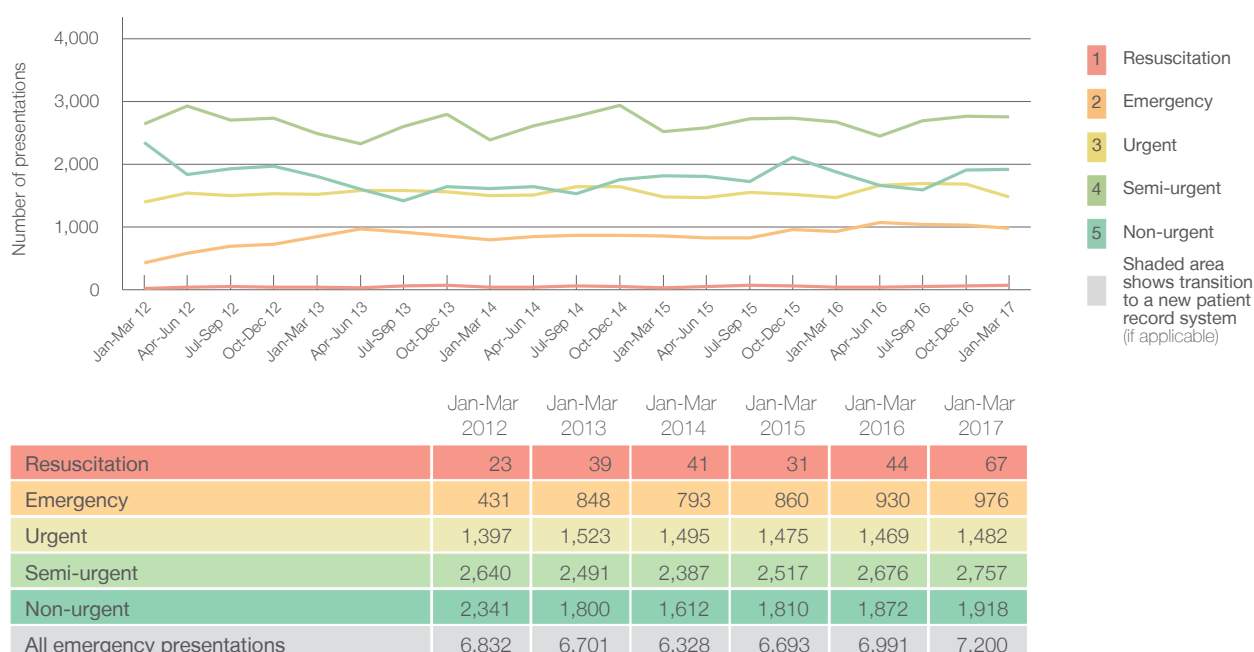
January to March 2017

All presentations:¹ 7,310 patients

Emergency presentations² by triage category: 7,200 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Orange Health Service: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,311 patients

ED Transfer of care time



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

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

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

Orange Health Service: 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: 976

Number of triage 2 patients used to calculate waiting time:³ 974

Median time to start treatment⁴

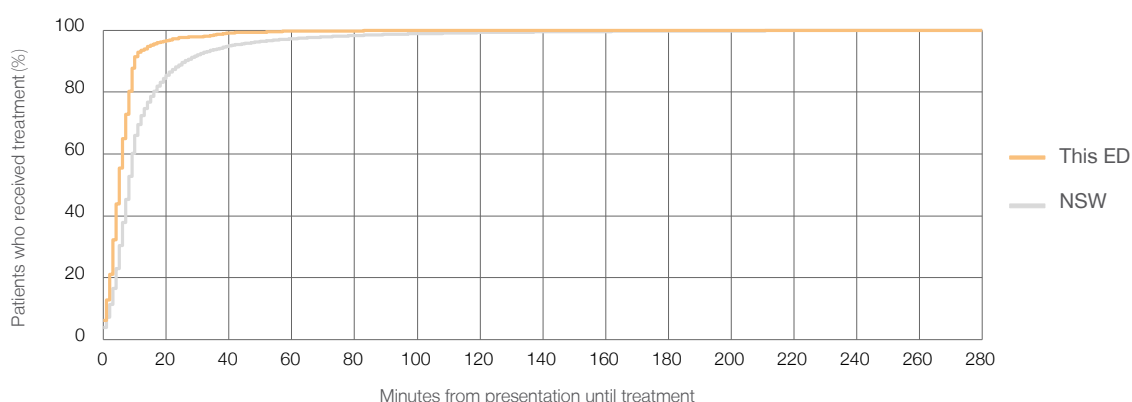
5 minutes

90th percentile time to start treatment⁵

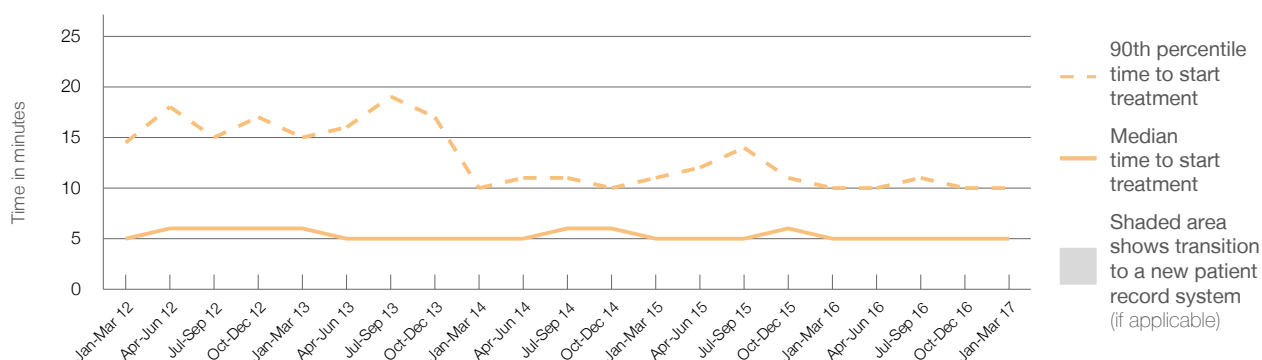
10 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 930 | |
| 923 | |
| 5 minutes | 8 minutes |
| 10 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 5 | 6 | 5 | 5 | 5 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | 15 | 15 | 10 | 11 | 10 | 10 |

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 1,482

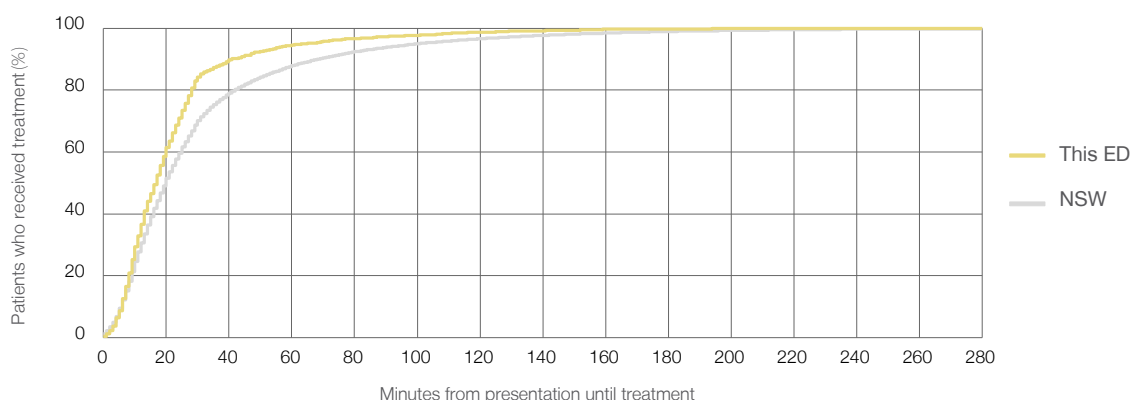
Number of triage 3 patients used to calculate waiting time:³ 1,465

Median time to start treatment⁴ 17 minutes

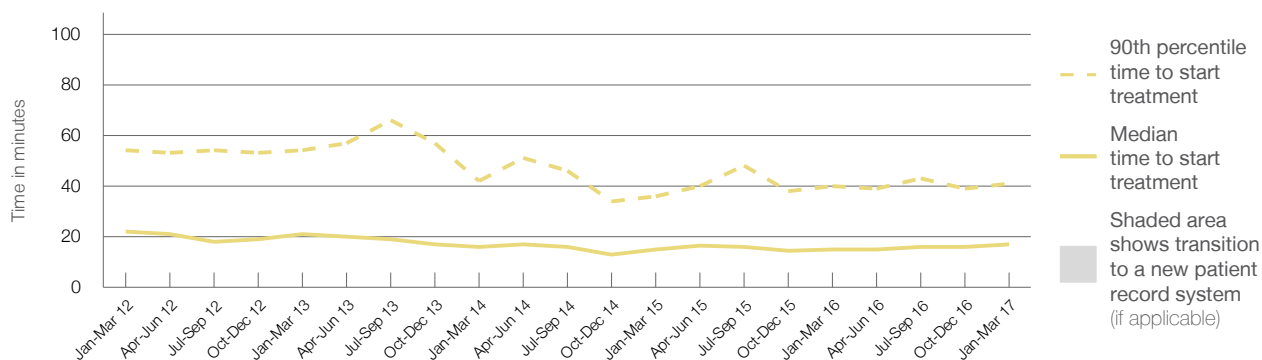
90th percentile time to start treatment⁵ 41 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,469 | |
| 1,463 | |
| 15 minutes | 20 minutes |
| 40 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 22 | 21 | 16 | 15 | 15 | 17 |
| 90th percentile time to start treatment ⁵ (minutes) | 54 | 54 | 42 | 36 | 40 | 41 |

(†) 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.

Orange Health Service: Time patients waited to start treatment, triage 4

January to March 2017

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

Number of triage 4 patients: 2,757

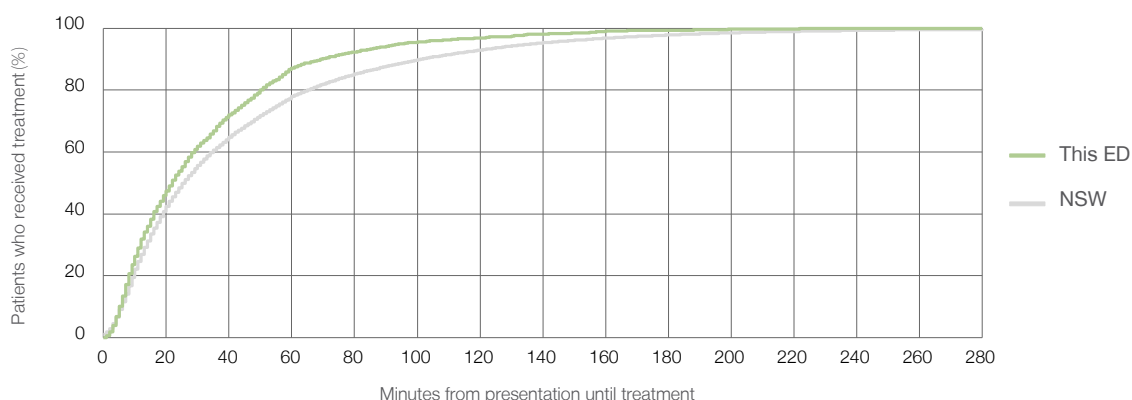
Number of triage 4 patients used to calculate waiting time:³ 2,653

Median time to start treatment⁴ 22 minutes

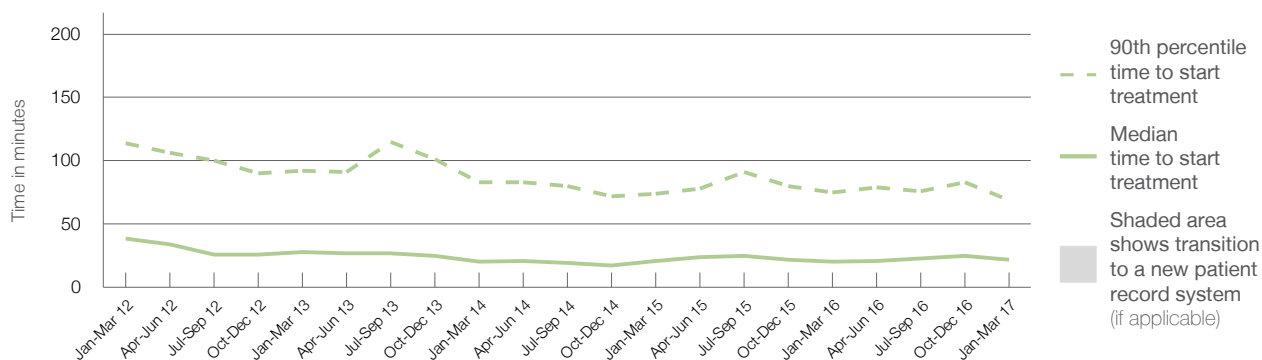
90th percentile time to start treatment⁵ 69 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,676 | |
| 2,576 | |
| 20 minutes | 26 minutes |
| 75 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 39 | 28 | 20 | 21 | 20 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 114 | 92 | 83 | 74 | 75 | 69 |

(†) 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.

Orange Health Service: 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: 1,918

Number of triage 5 patients used to calculate waiting time:³ 1,791

Median time to start treatment⁴

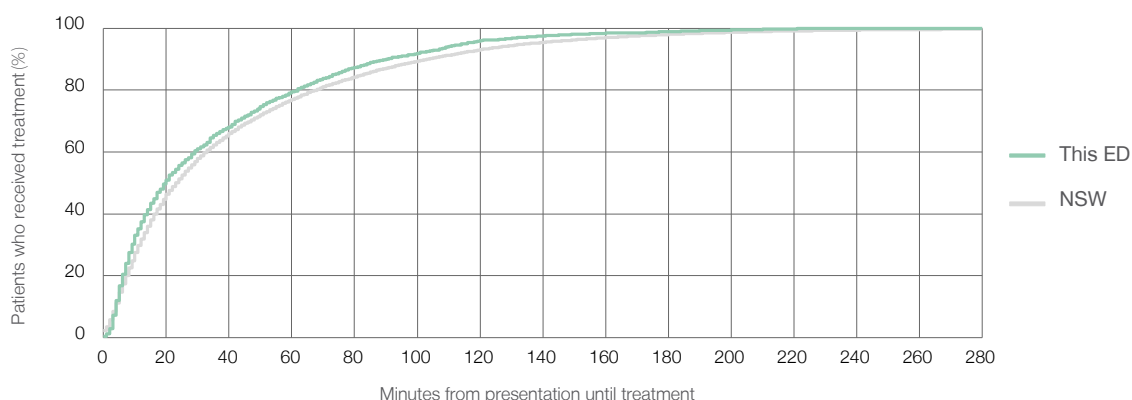
20 minutes

90th percentile time to start treatment⁵

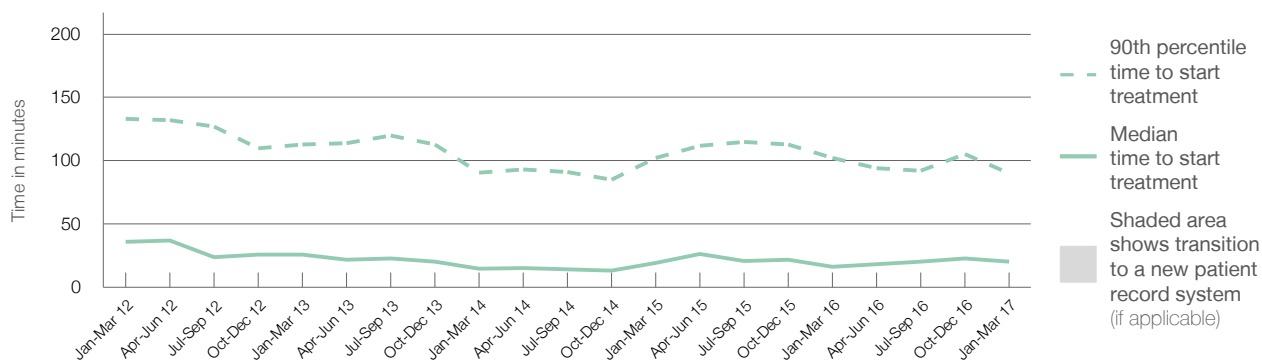
90 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,872 | |
| 1,715 | |
| 16 minutes | 23 minutes |
| 102 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 36 | 26 | 15 | 19 | 16 | 20 |
| 90th percentile time to start treatment ⁵ (minutes) | 133 | 113 | 91 | 102 | 102 | 90 |

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

Orange Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 7,310 patients

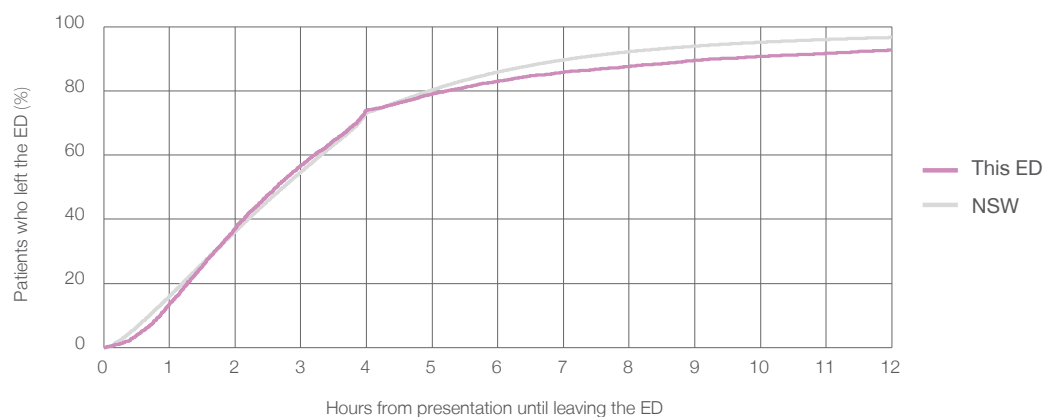
Presentations used to calculate time to leaving the ED:⁶ 7,309 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

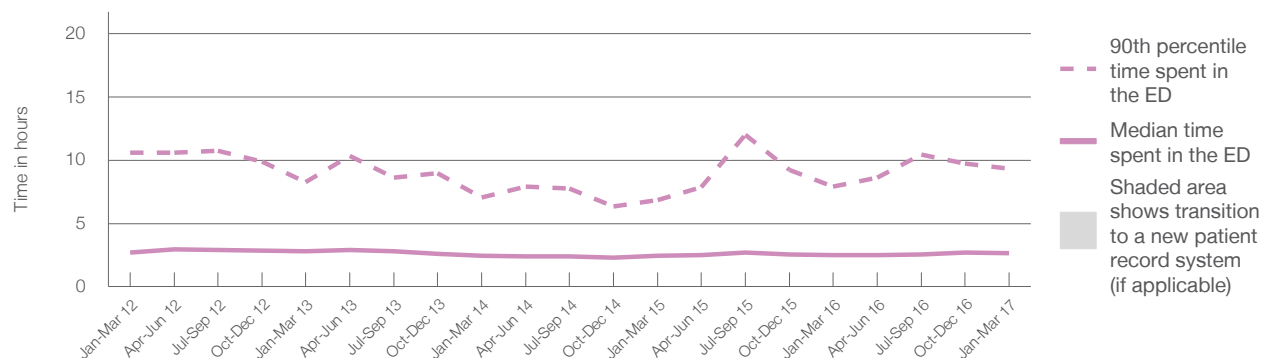
90th percentile time spent in the ED⁹ 9 hours and 20 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 7,127 | |
| 7,126 | |
| 2 hours and 31 minutes | 2 hours and 44 minutes |
| 7 hours and 55 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 43m | 2h 47m | 2h 28m | 2h 27m | 2h 31m | 2h 38m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 37m | 8h 15m | 7h 3m | 6h 50m | 7h 55m | 9h 20m |

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Orange Health Service: Time patients spent in the ED

By mode of separation

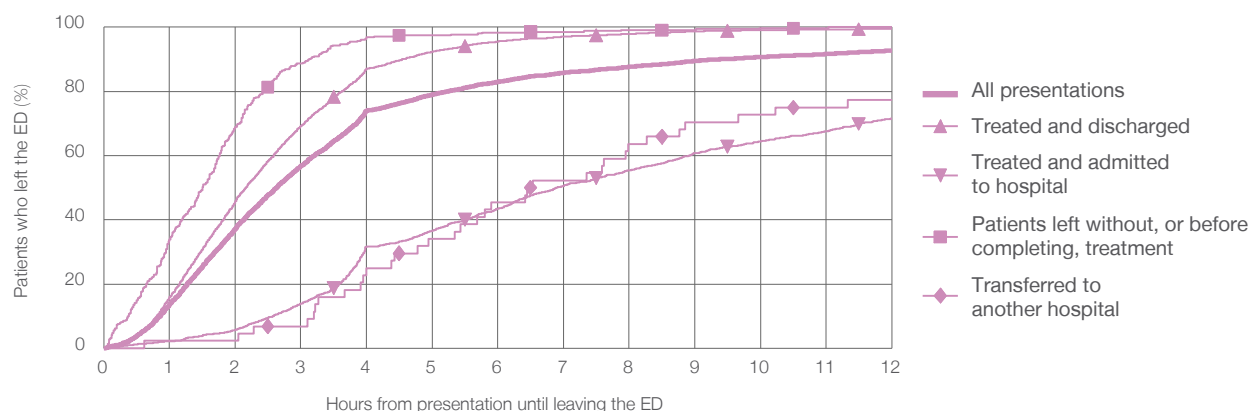
January to March 2017

All presentations:[†] 7,310 patients

Presentations used to calculate time to leaving the ED:[‡] 7,309 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 5,119 (70.0%) | 4,938 | 3.7% |
| Treated and admitted to hospital | 1,741 (23.8%) | 1,785 | -2.5% |
| Patient left without, or before completing, treatment | 354 (4.8%) | 346 | 2.3% |
| Transferred to another hospital | 44 (0.6%) | 30 | 46.7% |
| Other | 52 (0.7%) | 28 | 85.7% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 15.9% | 45.8% | 69.3% | 87.0% | 95.5% | 97.9% | 99.1% | 99.5% |
| Treated and admitted to hospital | 2.2% | 5.7% | 13.9% | 31.7% | 43.5% | 55.4% | 64.4% | 71.6% |
| Patient left without, or before completing, treatment | 33.9% | 68.9% | 88.7% | 96.9% | 98.3% | 99.2% | 99.7% | 100% |
| Transferred to another hospital | 2.3% | 2.3% | 6.8% | 25.0% | 45.5% | 63.6% | 72.7% | 77.3% |
| All presentations | 13.7% | 37.3% | 56.8% | 74.0% | 83.0% | 87.6% | 90.7% | 92.7% |

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

Orange Health Service: 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:¹ 7,310 patients

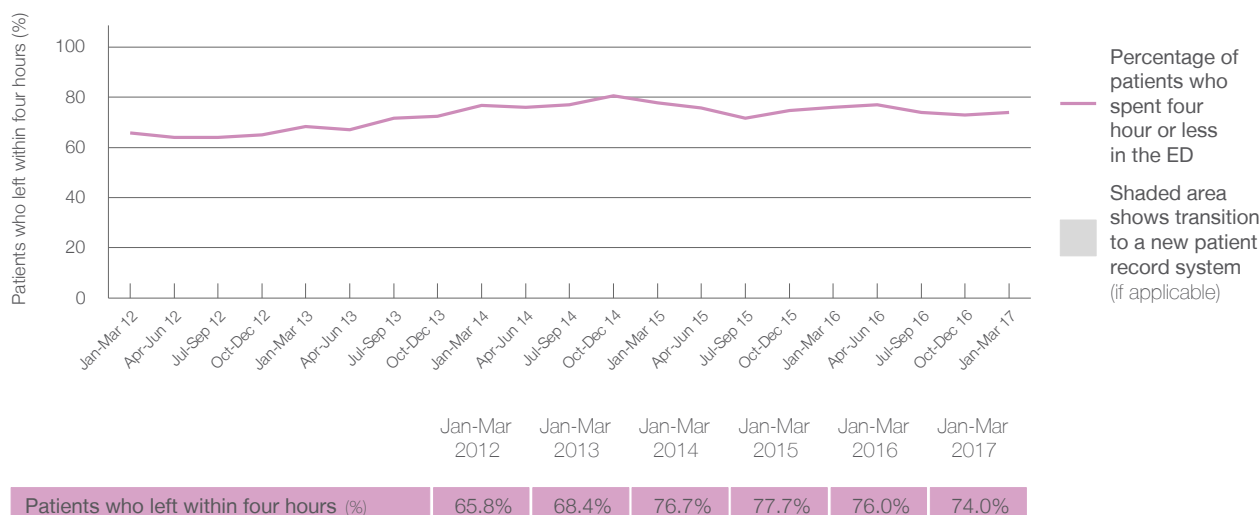
Presentations used to calculate time to leaving the ED:⁶ 7,309 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 7,127 | 2.6% |
| 7,126 | 2.6% |
| 76.0% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 6. All presentations that have a departure time.
 7. 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*.
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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 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.

Port Macquarie Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 8,901 patients
Emergency presentations:² 8,658 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,185 | 8.7% |
| 7,876 | 9.9% |

Port Macquarie Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,181 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,469 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,527 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,206 | |
| 10 minutes | 8 minutes |
| 25 minutes | 26 minutes |
| 3,047 | |
| 18 minutes | 20 minutes |
| 48 minutes | 69 minutes |
| 3,241 | |
| 21 minutes | 26 minutes |
| 71 minutes | 101 minutes |
| 336 | |
| 19 minutes | 23 minutes |
| 86 minutes | 104 minutes |

Port Macquarie Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 8,901 patients

Percentage of patients who spent four hours or less in the ED 76.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,183 | 8.8% |
| 74.7% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

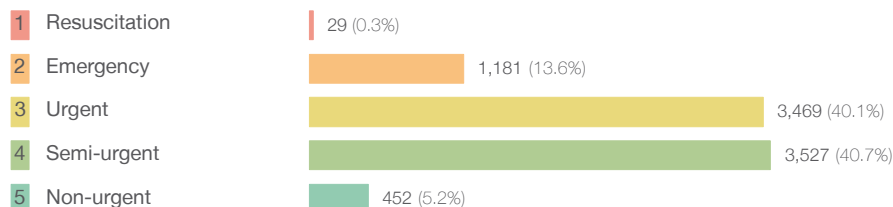
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Patients presenting to the emergency department

January to March 2017

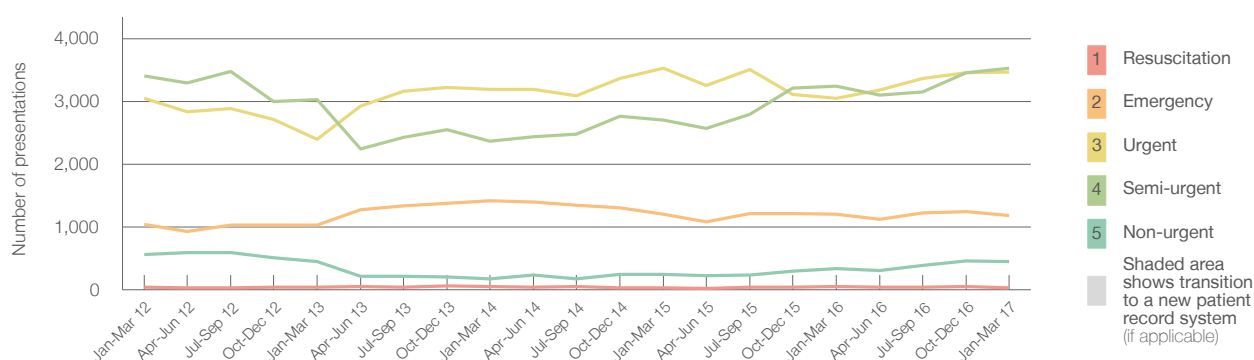
All presentations:¹ 8,901 patients

Emergency presentations² by triage category: 8,658 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,185 | 8.7% |
| 7,876 | 9.9% |
| 46 | -37.0% |
| 1,206 | -2.1% |
| 3,047 | 13.8% |
| 3,241 | 8.8% |
| 336 | 34.5% |

Emergency presentations² 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 | 44 | 39 | 45 | 31 | 46 | 29 |
| Emergency | 1,035 | 1,032 | 1,413 | 1,207 | 1,206 | 1,181 |
| Urgent | 3,046 | 2,392 | 3,190 | 3,527 | 3,047 | 3,469 |
| Semi-urgent | 3,403 | 3,031 | 2,367 | 2,707 | 3,241 | 3,527 |
| Non-urgent | 559 | 449 | 174 | 245 | 336 | 452 |
| All emergency presentations | 8,087 | 6,943 | 7,189 | 7,717 | 7,876 | 8,658 |

Port Macquarie Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,084 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,834 | |
| 11 minutes | 0 minutes |
| 31 minutes | -6 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.

Port Macquarie Base 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: 1,181

Number of triage 2 patients used to calculate waiting time:³ 1,177

Median time to start treatment⁴

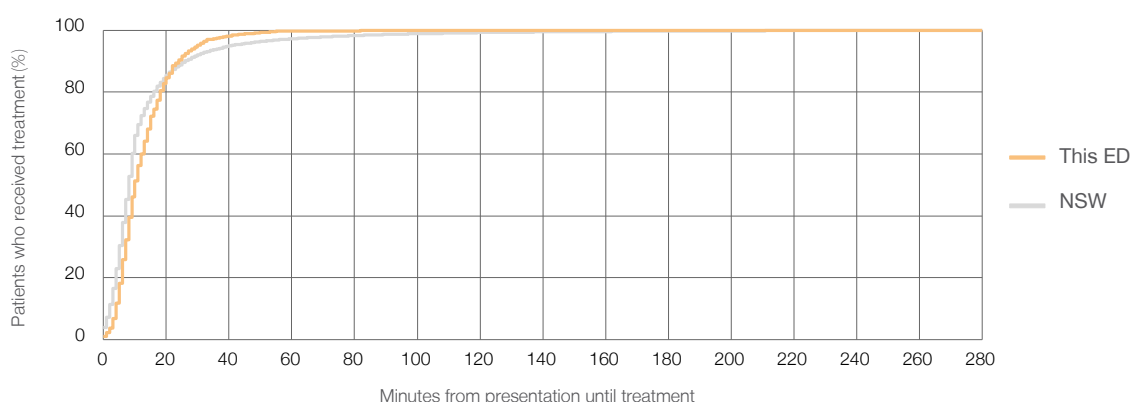
10 minutes

90th percentile time to start treatment⁵

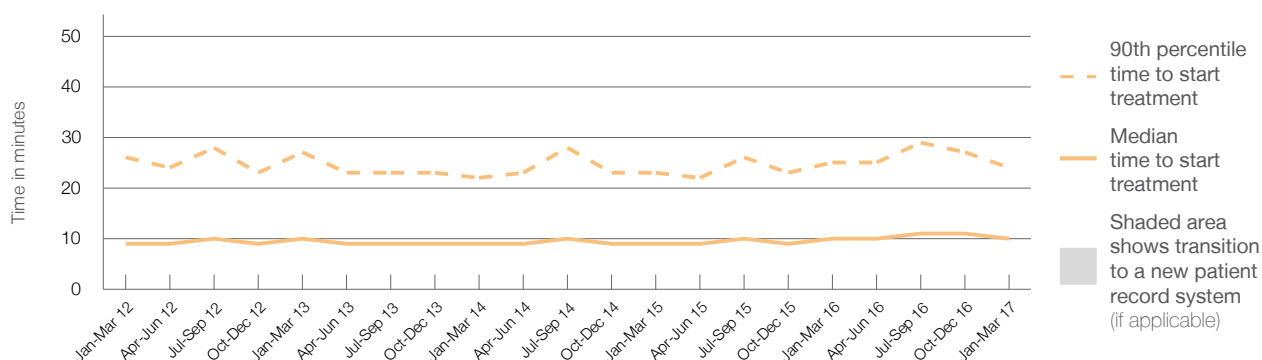
24 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,206 | |
| 1,202 | |
| 10 minutes | 8 minutes |
| 25 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 10 | 9 | 9 | 10 | 10 |
| 90th percentile time to start treatment ⁵ (minutes) | 26 | 27 | 22 | 23 | 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 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.

Port Macquarie Base 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: 3,469

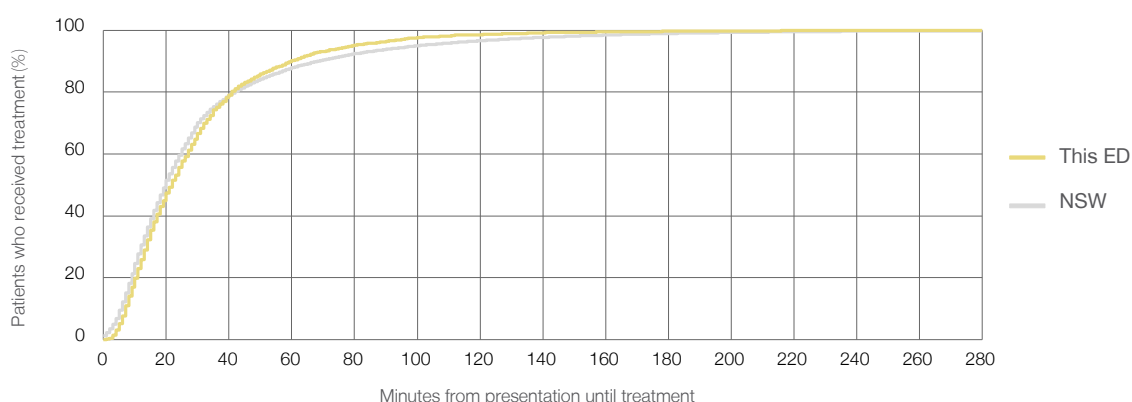
Number of triage 3 patients used to calculate waiting time:³ 3,400

Median time to start treatment⁴ 22 minutes

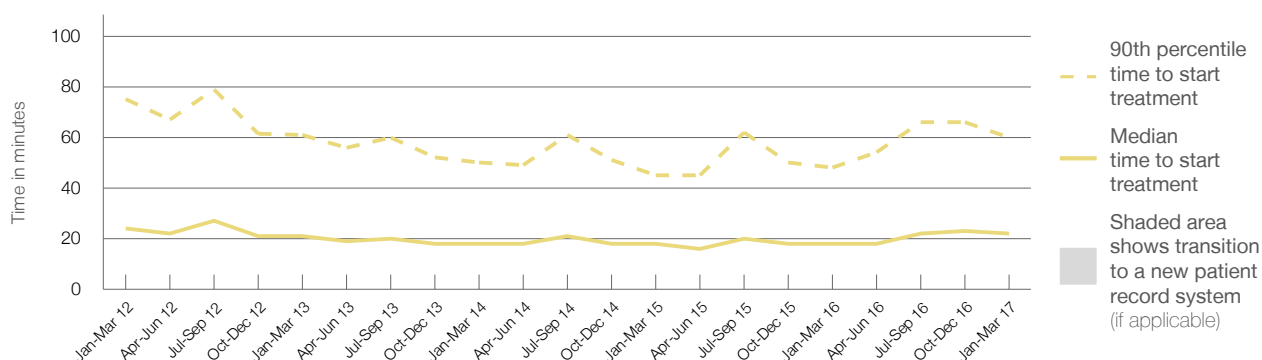
90th percentile time to start treatment⁵ 60 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,047 | |
| 2,980 | |
| 18 minutes | 20 minutes |
| 48 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 21 | 18 | 18 | 18 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 75 | 61 | 50 | 45 | 48 | 60 |

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

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

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

Port Macquarie Base 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: 3,527

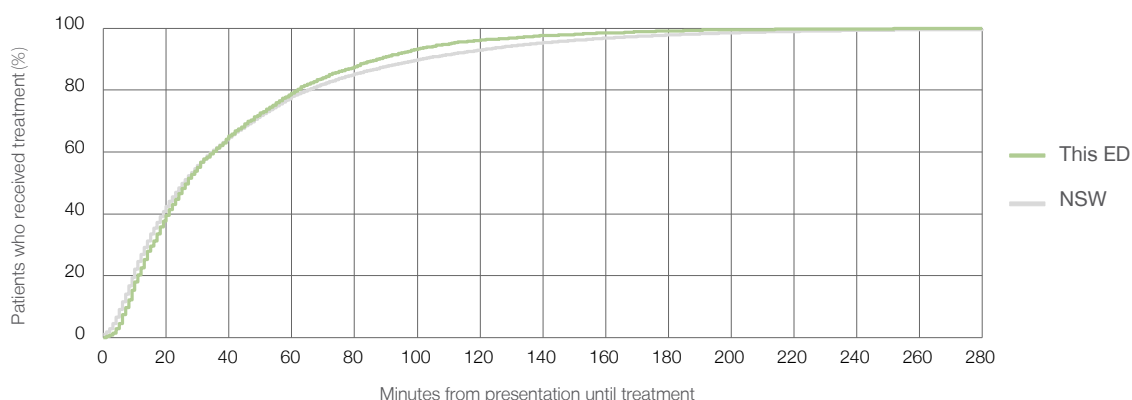
Number of triage 4 patients used to calculate waiting time:³ 2,938

Median time to start treatment⁴ 27 minutes

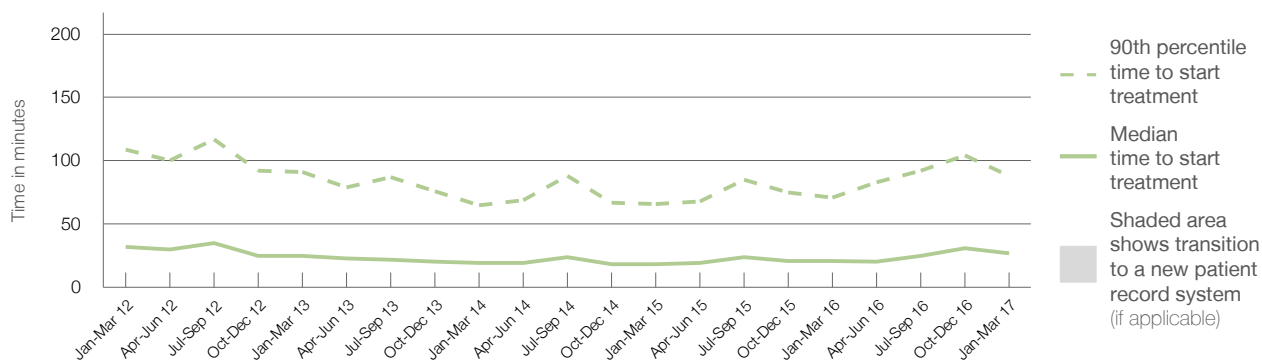
90th percentile time to start treatment⁵ 88 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,241 | |
| 2,766 | |
| 21 minutes | 26 minutes |
| 71 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 32 | 25 | 19 | 18 | 21 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 109 | 91 | 65 | 66 | 71 | 88 |

(†) 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.

Port Macquarie Base 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: 452

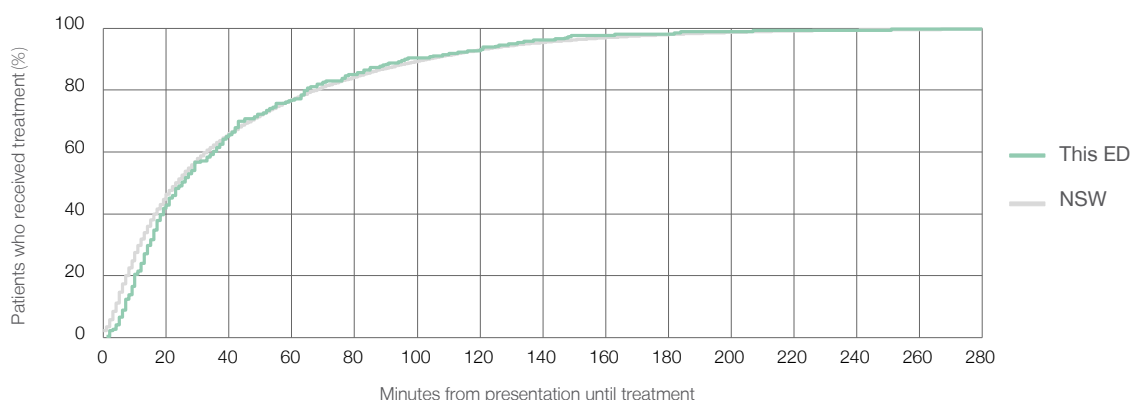
Number of triage 5 patients used to calculate waiting time:³ 259

Median time to start treatment⁴ 25 minutes

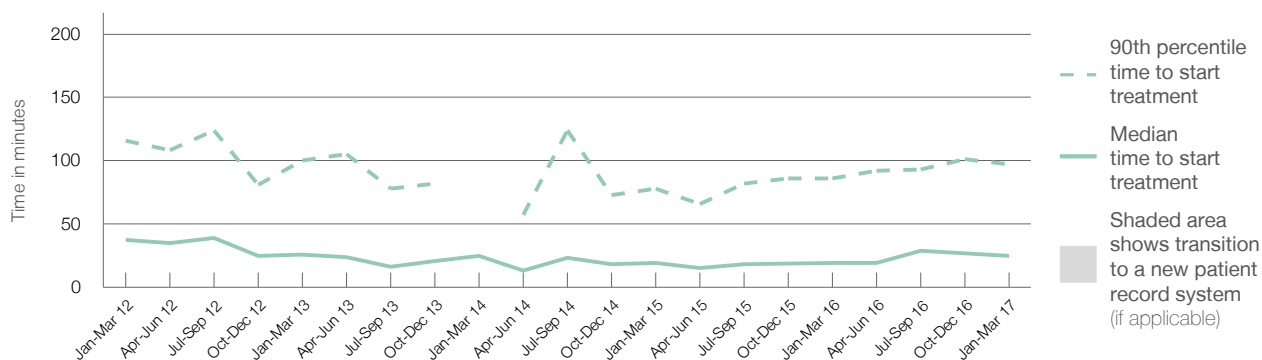
90th percentile time to start treatment⁵ 97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 336 | |
| 220 | |
| 19 minutes | 23 minutes |
| 86 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 38 | 26 | 25 | 19 | 19 | 25 |
| 90th percentile time to start treatment ⁵ (minutes) | 116 | 100 | * | 78 | 86 | 97 |

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 8,901 patients

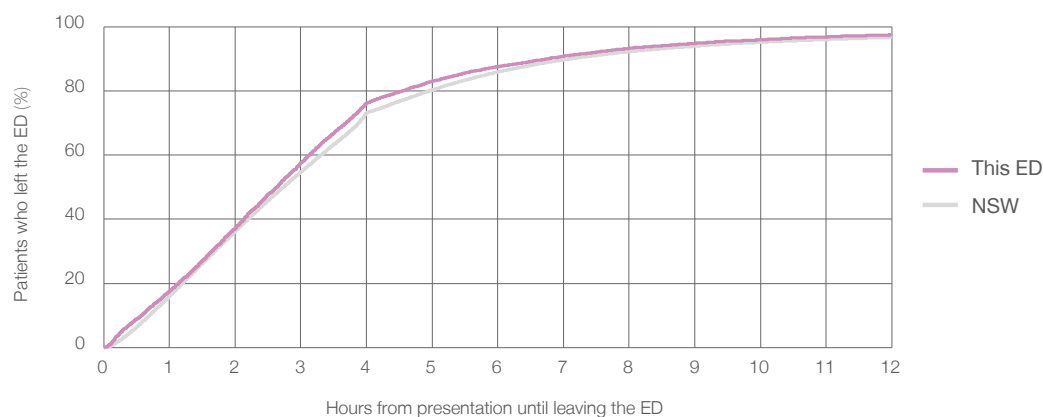
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

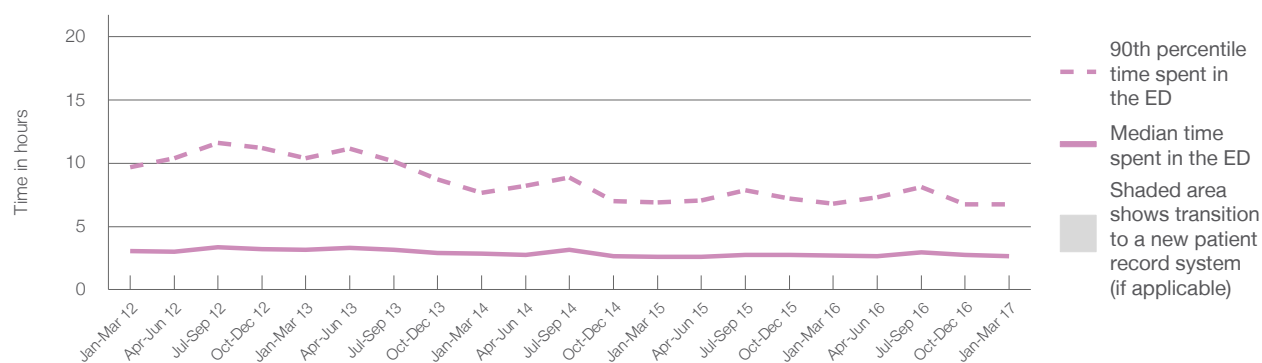
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 8,185 | |
| 8,183 | |
| 2 hours and 42 minutes | 2 hours and 44 minutes |
| 6 hours and 48 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 3m | 3h 9m | 2h 50m | 2h 35m | 2h 42m | 2h 38m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 40m | 10h 23m | 7h 40m | 6h 55m | 6h 48m | 6h 45m |

(†) 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.

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

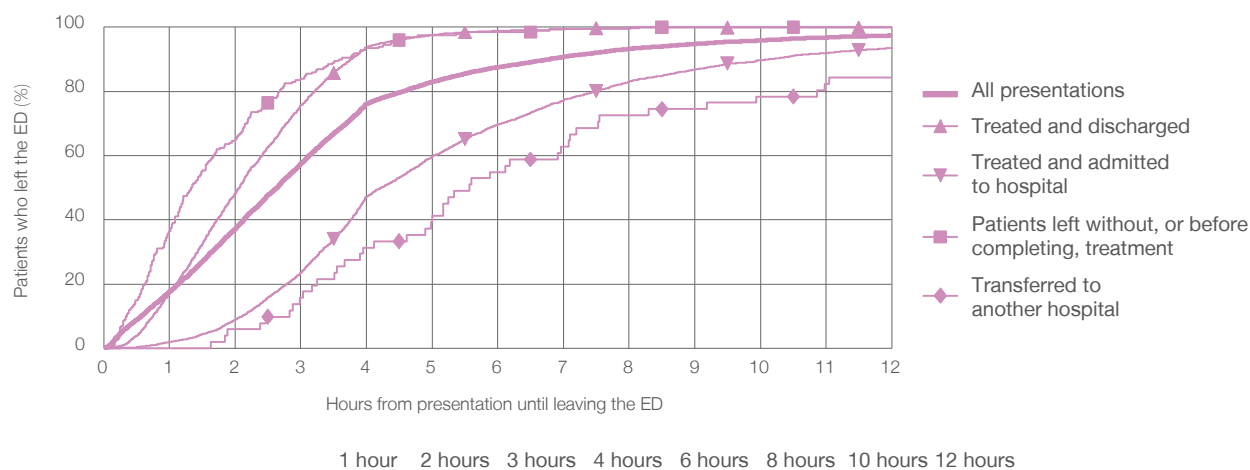
January to March 2017

All presentations:[†] 8,901 patients

Presentations used to calculate time to leaving the ED:[‡] 8,901 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| | | 8,183 | 8.8% |
| Treated and discharged | 4,589 (51.6%) | 4,455 | 3.0% |
| Treated and admitted to hospital | 3,386 (38.0%) | 2,961 | 14.4% |
| Patient left without, or before completing, treatment | 200 (2.2%) | 160 | 25.0% |
| Transferred to another hospital | 51 (0.6%) | 48 | 6.3% |
| Other | 675 (7.6%) | 561 | 20.3% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 17.3% | 48.3% | 75.7% | 93.8% | 98.8% | 99.8% | 100% | 100% |
| Treated and admitted to hospital | 1.9% | 8.9% | 23.6% | 47.2% | 69.7% | 83.1% | 89.8% | 93.7% |
| Patient left without, or before completing, treatment | 36.5% | 65.0% | 84.0% | 93.5% | 98.5% | 99.5% | 100% | 100% |
| Transferred to another hospital | 0% | 5.9% | 15.7% | 31.4% | 54.9% | 72.5% | 78.4% | 84.3% |
| All presentations | 17.7% | 37.2% | 57.5% | 76.2% | 87.6% | 93.3% | 95.9% | 97.5% |

(†) 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 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.

Port Macquarie Base 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:¹ 8,901 patients

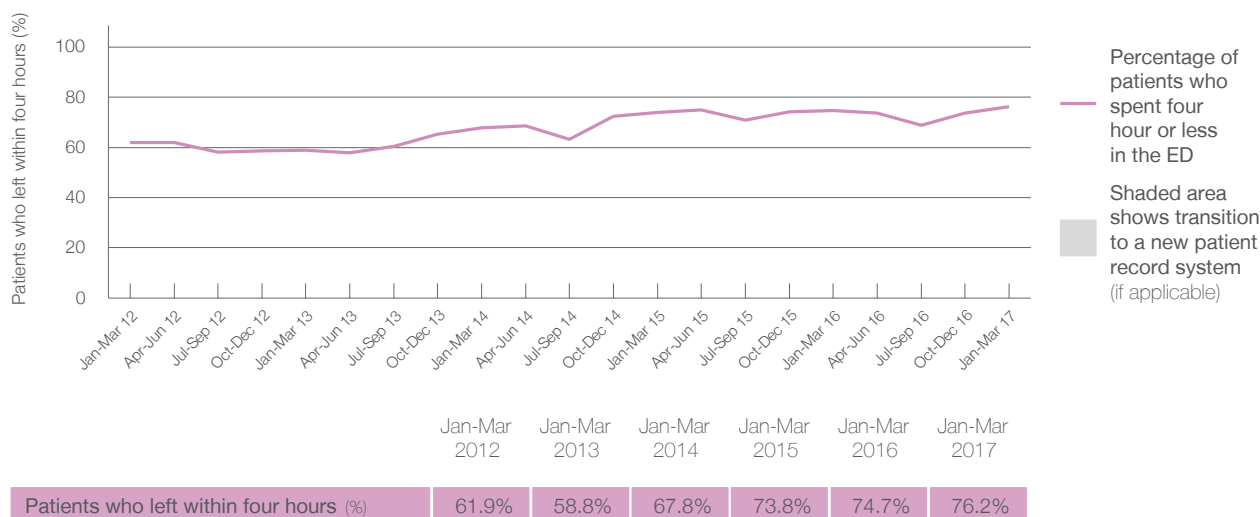
Presentations used to calculate time to leaving the ED:⁶ 8,901 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,185 | 8.7% |
| 8,183 | 8.8% |
| 74.7% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,800 patients

Emergency presentations:² 9,686 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,154 | -3.5% |
| 10,022 | -3.4% |

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 913 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,278 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,465 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 988 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 763 | |
| 11 minutes | 8 minutes |
| 34 minutes | 26 minutes |
| 3,019 | |
| 30 minutes | 20 minutes |
| 116 minutes | 69 minutes |
| 4,898 | |
| 38 minutes | 26 minutes |
| 148 minutes | 101 minutes |
| 1,302 | |
| 28 minutes | 23 minutes |
| 114 minutes | 104 minutes |

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,795 patients

Percentage of patients who spent four hours or less in the ED 68.1%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,152 | -3.5% |
| 66.7% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

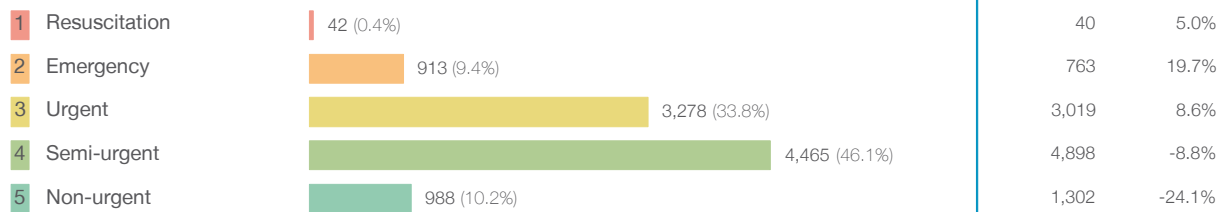
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

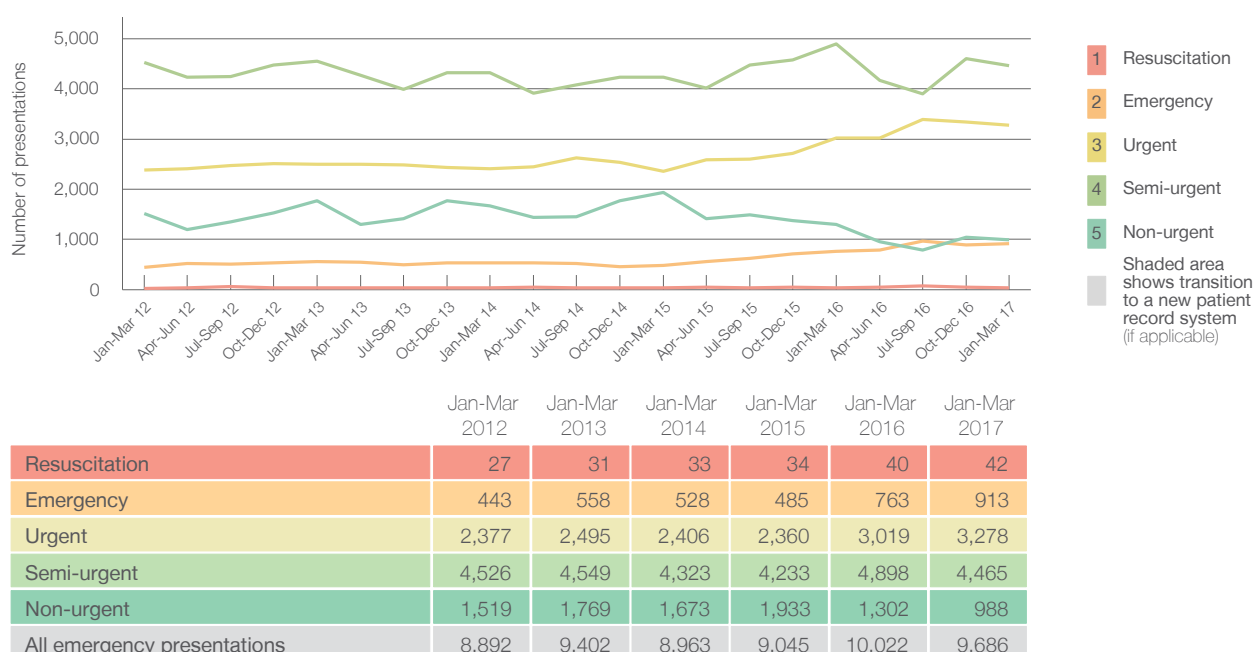
January to March 2017

All presentations:¹ 9,800 patients

Emergency presentations² by triage category: 9,686 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,223 patients

ED Transfer of care time



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

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

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

Shoalhaven District Memorial 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: 913

Number of triage 2 patients used to calculate waiting time:³ 913

Median time to start treatment⁴

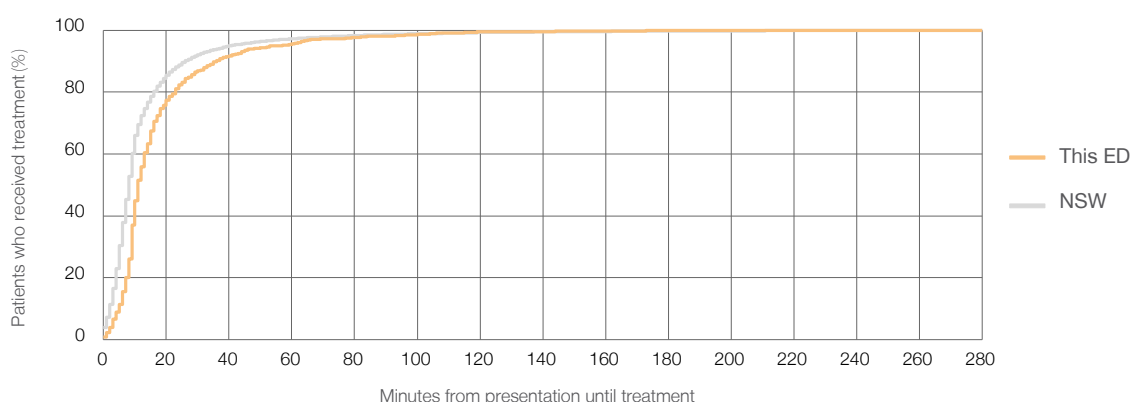
11 minutes

90th percentile time to start treatment⁵

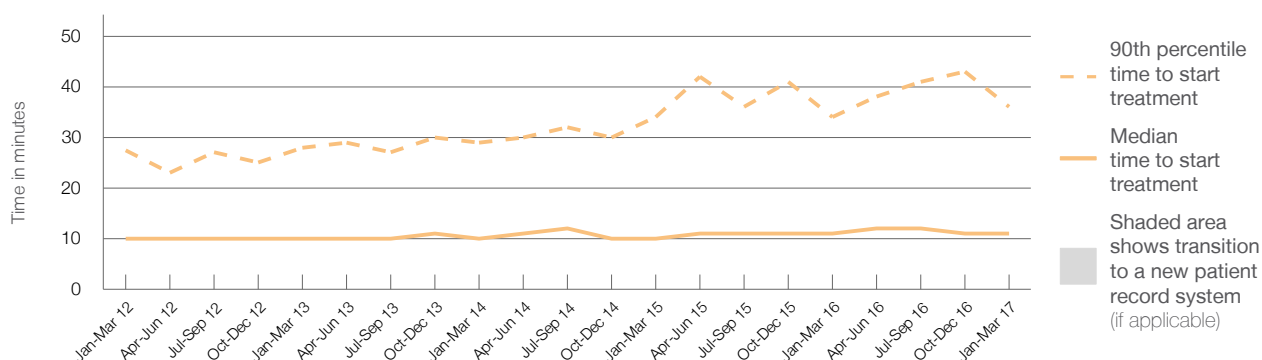
36 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 763 | |
| 763 | |
| 11 minutes | 8 minutes |
| 34 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 10 | 10 | 10 | 10 | 11 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 28 | 29 | 34 | 34 | 36 |

(†) 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.

Shoalhaven District Memorial 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: 3,278

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

Median time to start treatment⁴

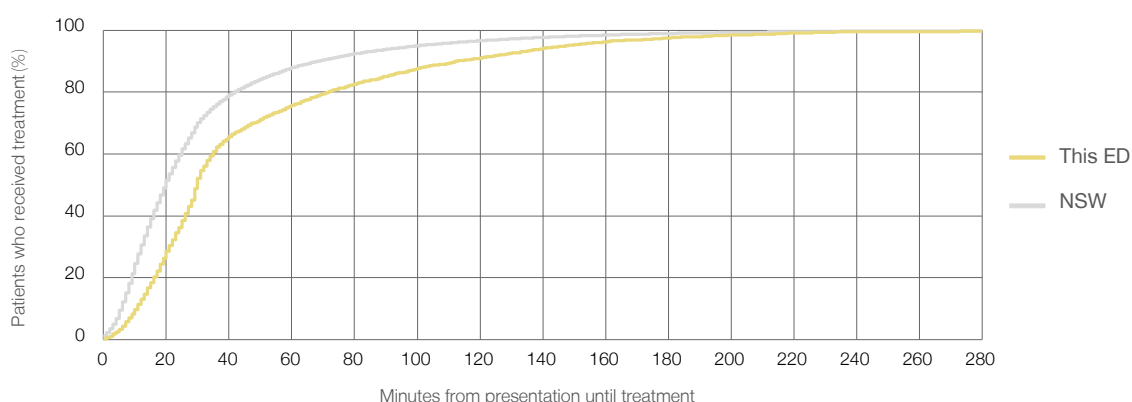
30 minutes

90th percentile time to start treatment⁵

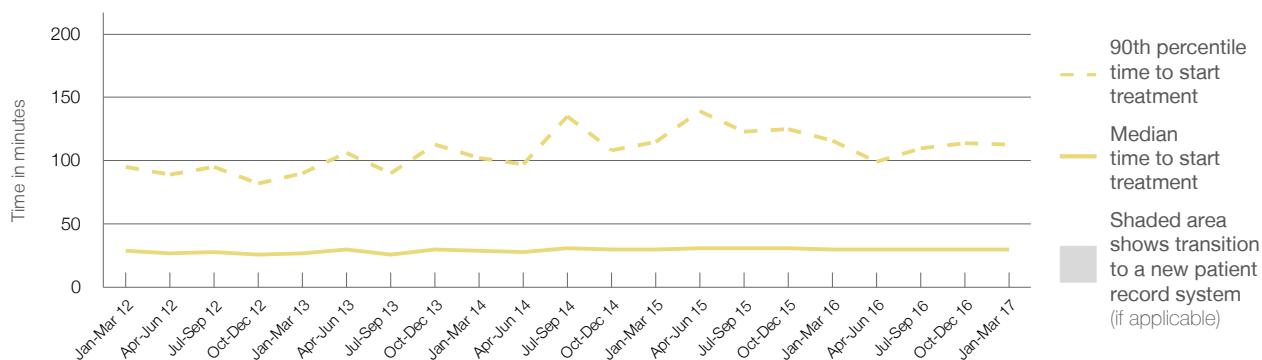
113 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,019 | |
| 2,959 | |
| 30 minutes | 20 minutes |
| 116 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 27 | 29 | 30 | 30 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | 95 | 90 | 102 | 115 | 116 | 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 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.

Shoalhaven District Memorial 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: 4,465

Number of triage 4 patients used to calculate waiting time:³ 4,161

Median time to start treatment⁴

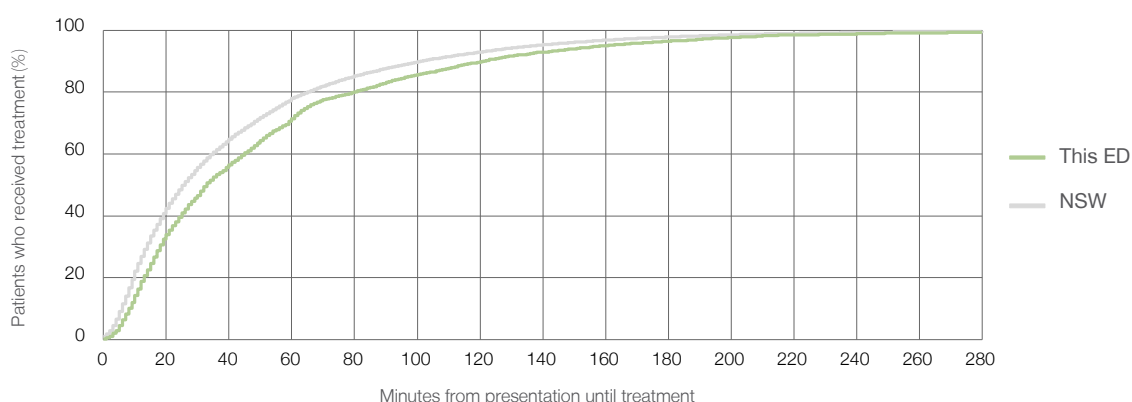
33 minutes

90th percentile time to start treatment⁵

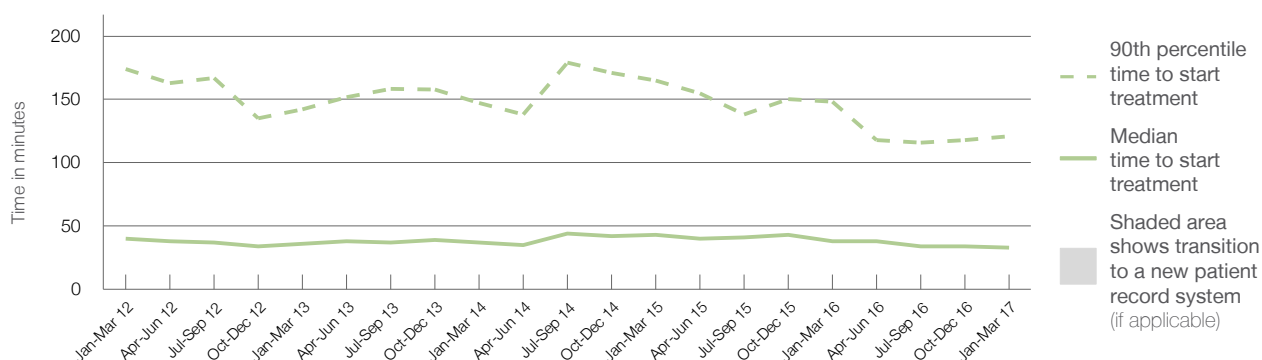
121 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,898 | |
| 4,521 | |
| 38 minutes | 26 minutes |
| 148 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 40 | 36 | 37 | 43 | 38 | 33 |
| 90th percentile time to start treatment ⁵ (minutes) | 174 | 142 | 147 | 165 | 148 | 121 |

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

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

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

Shoalhaven District Memorial 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: 988

Number of triage 5 patients used to calculate waiting time:³ 897

Median time to start treatment⁴

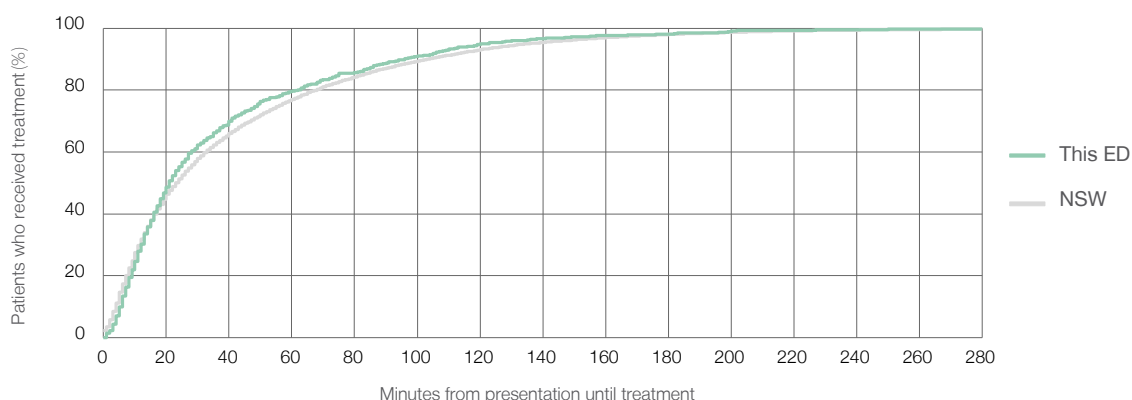
21 minutes

90th percentile time to start treatment⁵

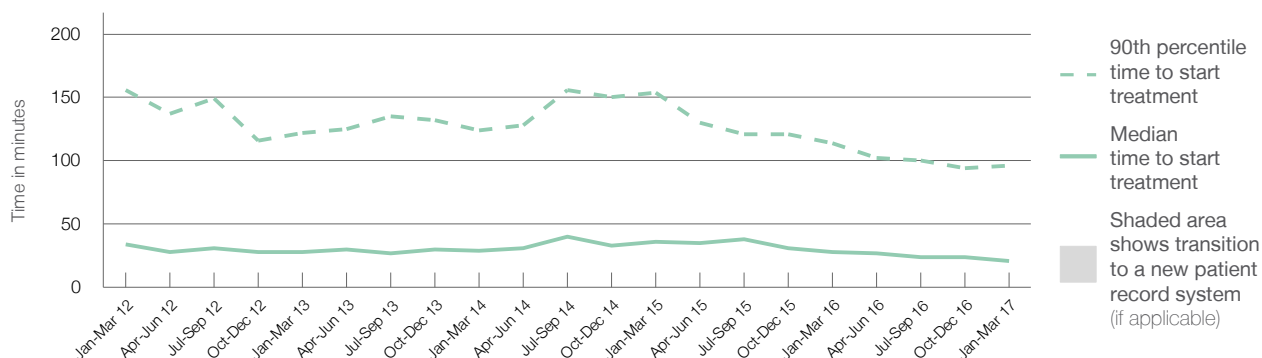
96 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,302 | |
| 1,154 | |
| 28 minutes | 23 minutes |
| 114 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 28 | 29 | 36 | 28 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 156 | 122 | 124 | 154 | 114 | 96 |

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

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,800 patients

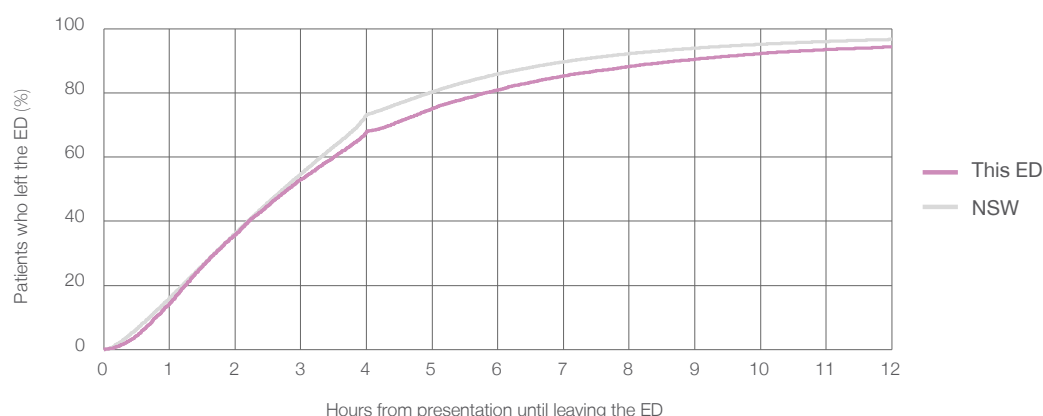
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

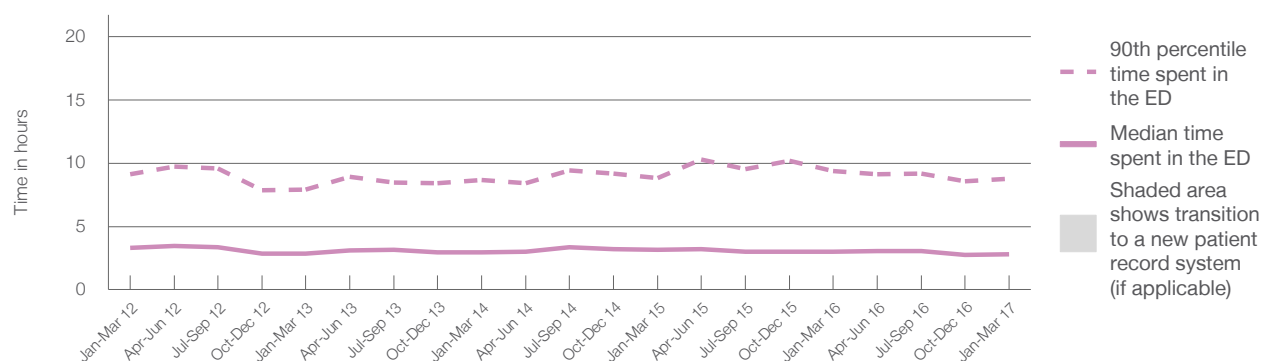
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 10,154 | |
| 10,152 | |
| 3 hours and 0 minutes | 2 hours and 44 minutes |
| 9 hours and 23 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 19m | 2h 50m | 2h 57m | 3h 8m | 3h 0m | 2h 49m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 6m | 7h 54m | 8h 39m | 8h 50m | 9h 23m | 8h 45m |

(†) 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

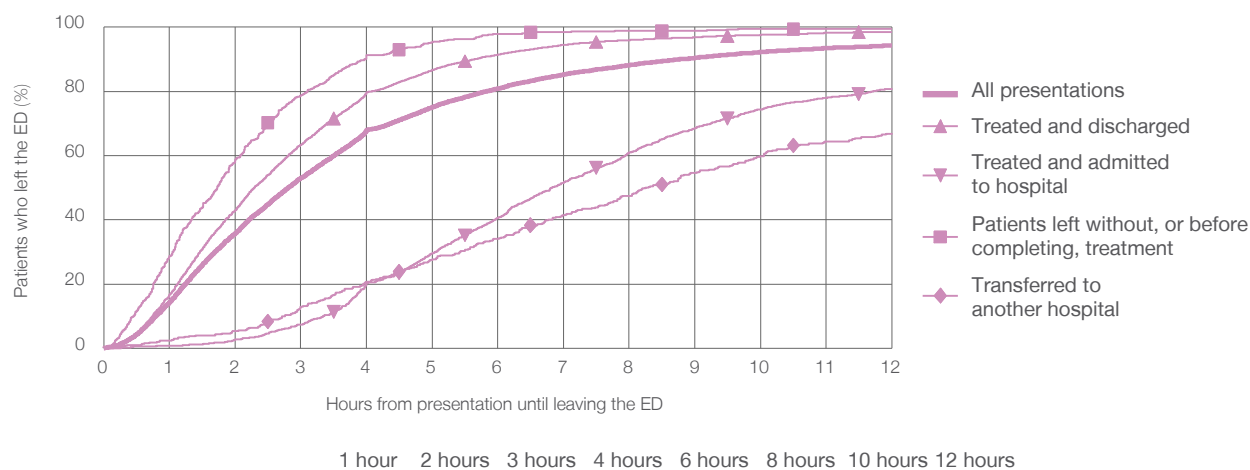
January to March 2017

All presentations:[†] 9,800 patients

Presentations used to calculate time to leaving the ED:[‡] 9,795 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| | | 10,152 | -3.5% |
| Treated and discharged | 7,005 (71.5%) | 7,291 | -3.9% |
| Treated and admitted to hospital | 1,680 (17.1%) | 1,537 | 9.3% |
| Patient left without, or before completing, treatment | 676 (6.9%) | 963 | -29.8% |
| Transferred to another hospital | 394 (4.0%) | 324 | 21.6% |
| Other | 45 (0.5%) | 39 | 15.4% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 16.6% | 43.1% | 63.4% | 79.8% | 91.5% | 96.0% | 97.6% | 98.6% |
| Treated and admitted to hospital | 0.7% | 2.7% | 7.4% | 20.3% | 40.7% | 60.9% | 74.4% | 80.9% |
| Patient left without, or before completing, treatment | 28.7% | 58.7% | 78.8% | 91.3% | 97.9% | 98.8% | 99.4% | 99.6% |
| Transferred to another hospital | 2.3% | 5.3% | 12.9% | 20.8% | 34.0% | 47.5% | 59.9% | 67.0% |
| All presentations | 14.4% | 35.9% | 53.0% | 68.1% | 80.9% | 88.2% | 92.3% | 94.3% |

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

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

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

Shoalhaven District Memorial 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:¹ 9,800 patients

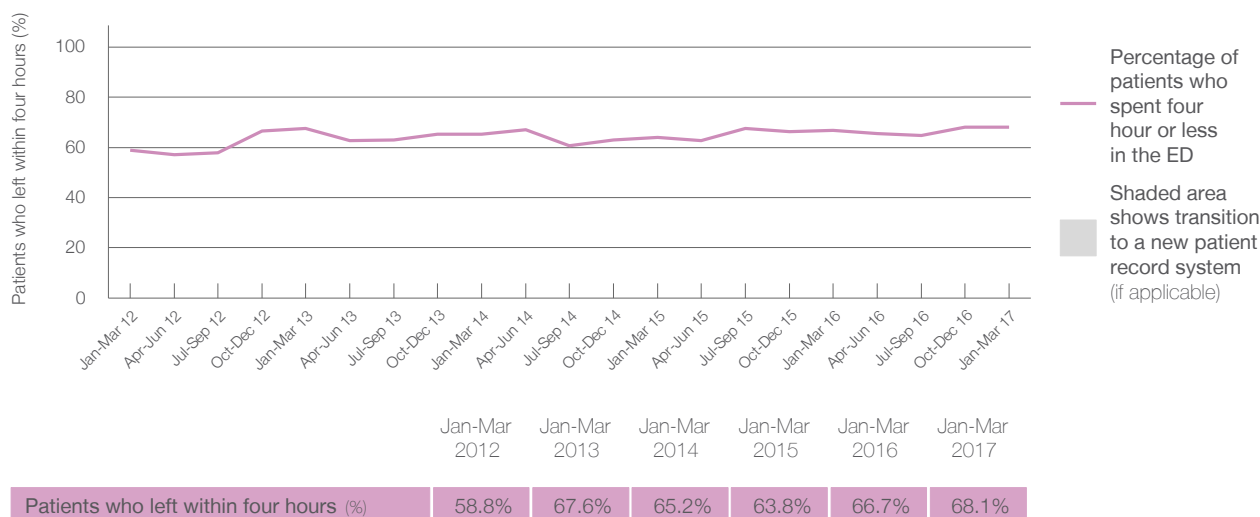
Presentations used to calculate time to leaving the ED:⁶ 9,795 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,154 | -3.5% |
| 10,152 | -3.5% |
| 66.7% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Sutherland Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 12,689 patients

Emergency presentations:² 12,567 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,002 | -2.4% |
| 12,910 | -2.7% |

Sutherland Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,696 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,220 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,706 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 907 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 93 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,587 | |
| 14 minutes | 8 minutes |
| 33 minutes | 26 minutes |
| 5,063 | |
| 28 minutes | 20 minutes |
| 62 minutes | 69 minutes |
| 5,079 | |
| 31 minutes | 26 minutes |
| 73 minutes | 101 minutes |
| 1,140 | |
| 29 minutes | 23 minutes |
| 80 minutes | 104 minutes |

Sutherland Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 12,686 patients

Percentage of patients who spent four hours or less in the ED 68.8%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,002 | -2.4% |
| 74.1% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

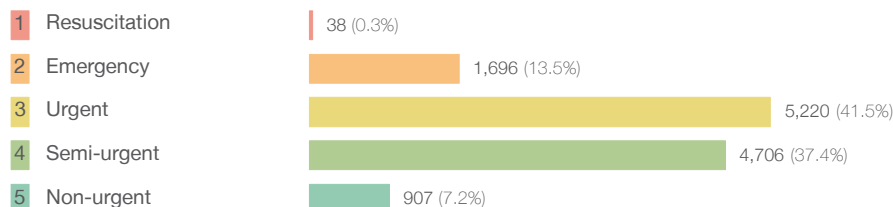
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department

January to March 2017

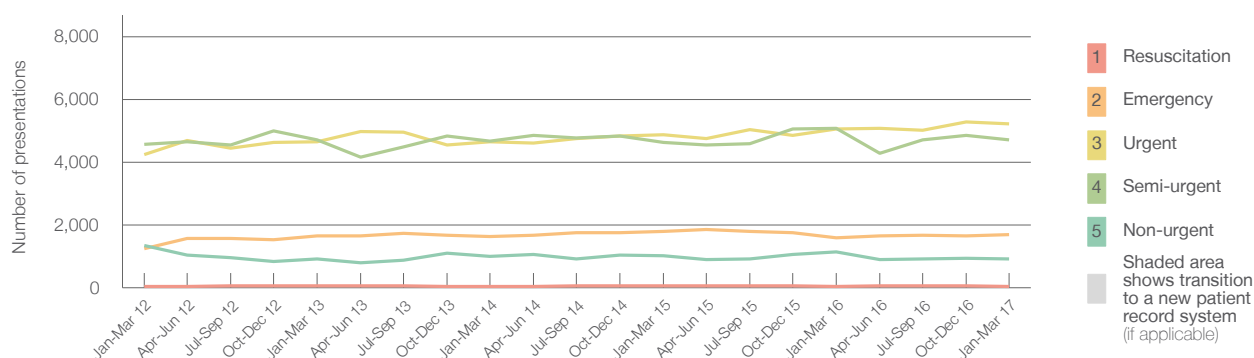
All presentations:¹ 12,689 patients

Emergency presentations² by triage category: 12,567 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,002 | -2.4% |
| 12,910 | -2.7% |
| 41 | -7.3% |
| 1,587 | 6.9% |
| 5,063 | 3.1% |
| 5,079 | -7.3% |
| 1,140 | -20.4% |

Emergency presentations² 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 | 41 | 49 | 36 | 65 | 41 | 38 |
| Emergency | 1,246 | 1,653 | 1,636 | 1,802 | 1,587 | 1,696 |
| Urgent | 4,240 | 4,652 | 4,652 | 4,871 | 5,063 | 5,220 |
| Semi-urgent | 4,561 | 4,717 | 4,663 | 4,629 | 5,079 | 4,706 |
| Non-urgent | 1,337 | 907 | 999 | 1,008 | 1,140 | 907 |
| All emergency presentations | 11,425 | 11,978 | 11,986 | 12,375 | 12,910 | 12,567 |

Sutherland Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,402 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 3,205 | |
| 13 minutes | 0 minutes |
| 27 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.

Sutherland 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: 1,696

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

Median time to start treatment⁴

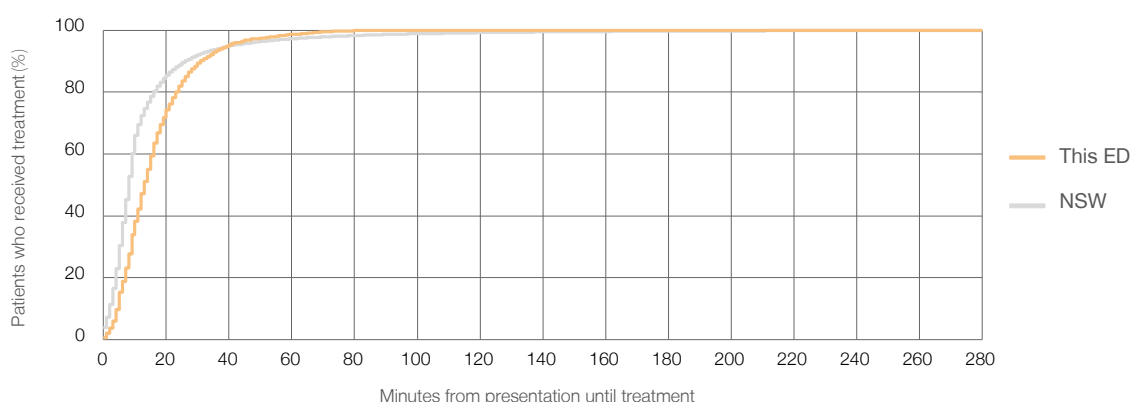
13 minutes

90th percentile time to start treatment⁵

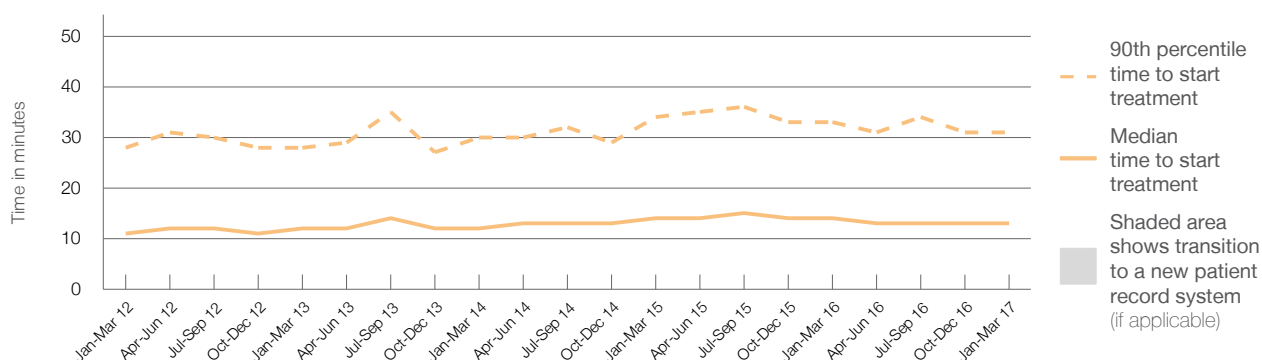
31 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,587 | |
| 1,581 | |
| 14 minutes | 8 minutes |
| 33 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 11 | 12 | 12 | 14 | 14 | 13 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 28 | 30 | 34 | 33 | 31 |

(†) 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.

Sutherland Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,220

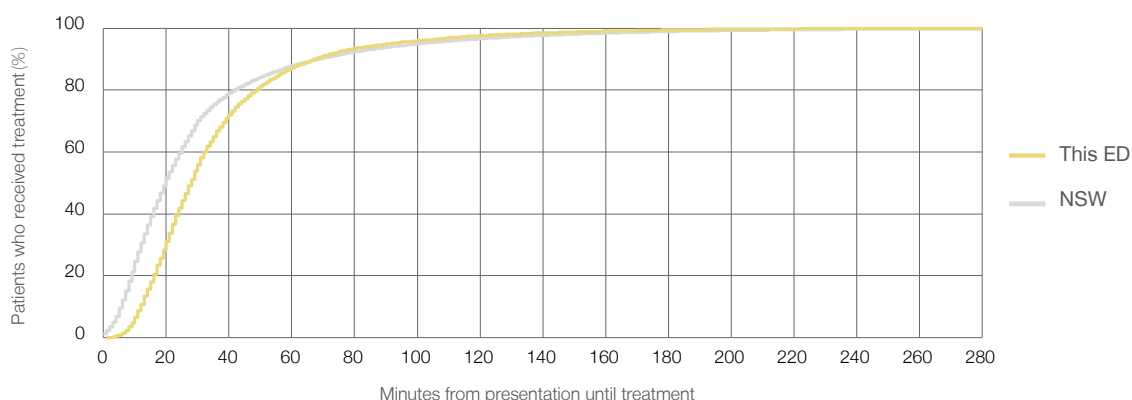
Number of triage 3 patients used to calculate waiting time:³ 5,131

Median time to start treatment⁴ 28 minutes

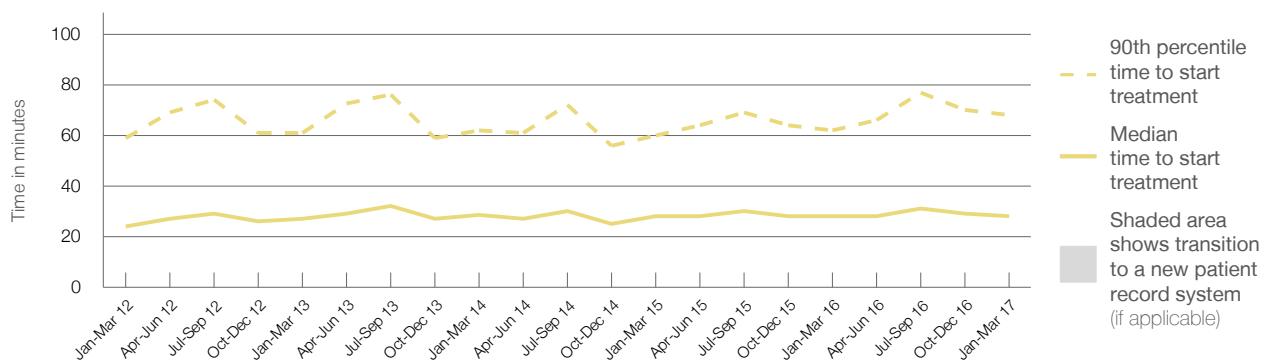
90th percentile time to start treatment⁵ 68 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,063 | |
| 5,004 | |
| 28 minutes | 20 minutes |
| 62 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 24 | 27 | 29 | 28 | 28 | 28 |
| 90th percentile time to start treatment ⁵ (minutes) | 59 | 61 | 62 | 60 | 62 | 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.

Sutherland 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: 4,706

Number of triage 4 patients used to calculate waiting time:³ 4,523

Median time to start treatment⁴

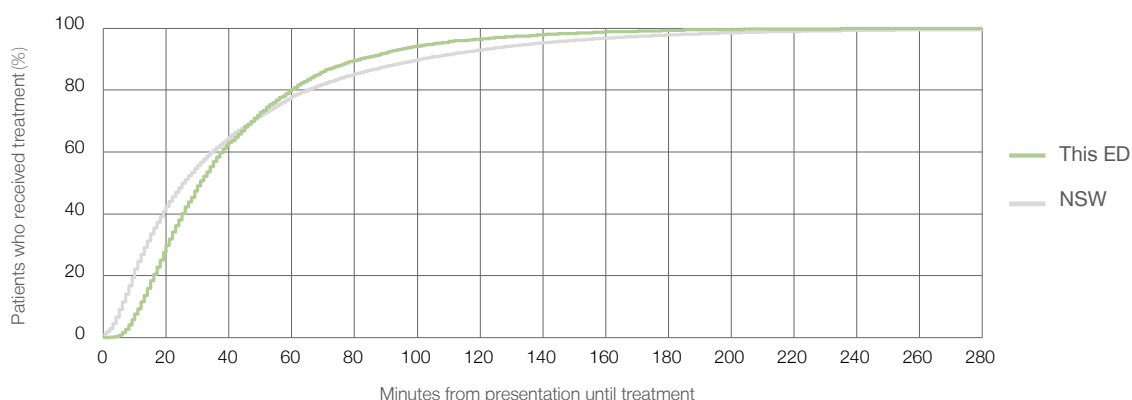
31 minutes

90th percentile time to start treatment⁵

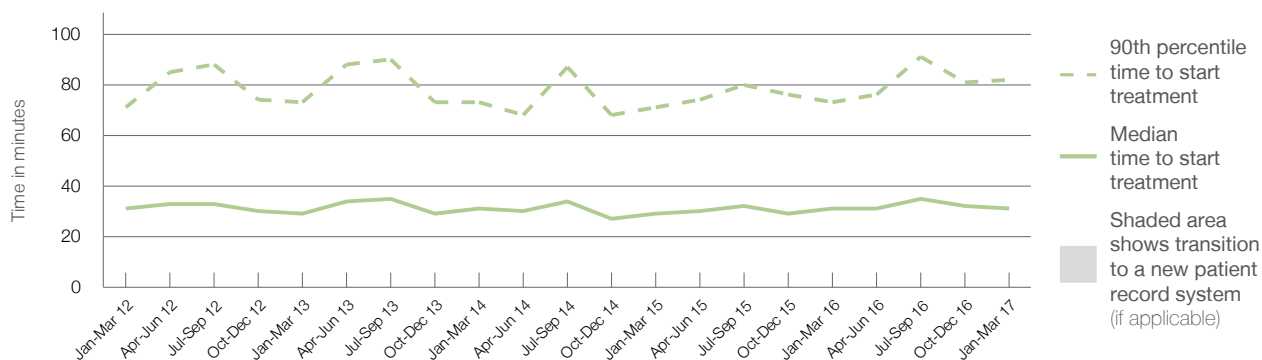
82 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,079 | |
| 4,967 | |
| 31 minutes | 26 minutes |
| 73 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 31 | 29 | 31 | 29 | 31 | 31 |
| 90th percentile time to start treatment ⁵ (minutes) | 71 | 73 | 73 | 71 | 73 | 82 |

(†) 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.

Sutherland 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: 907

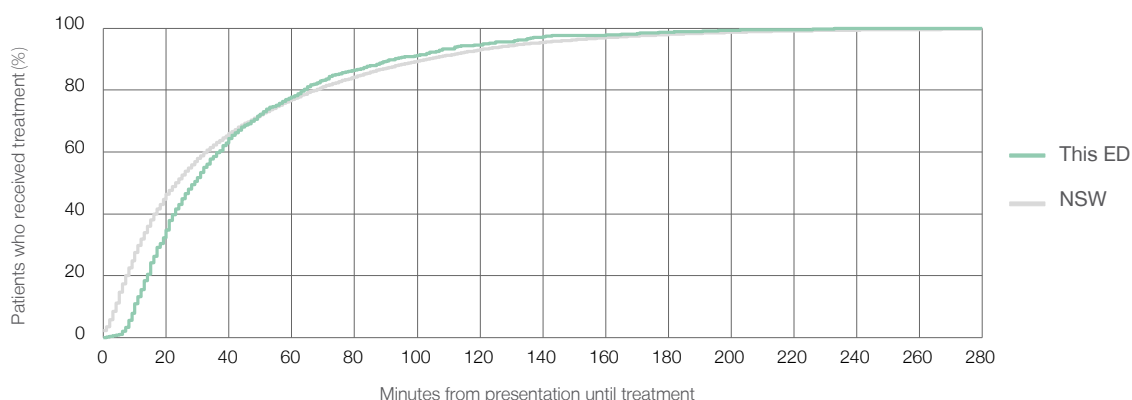
Number of triage 5 patients used to calculate waiting time:³ 797

Median time to start treatment⁴ 29 minutes

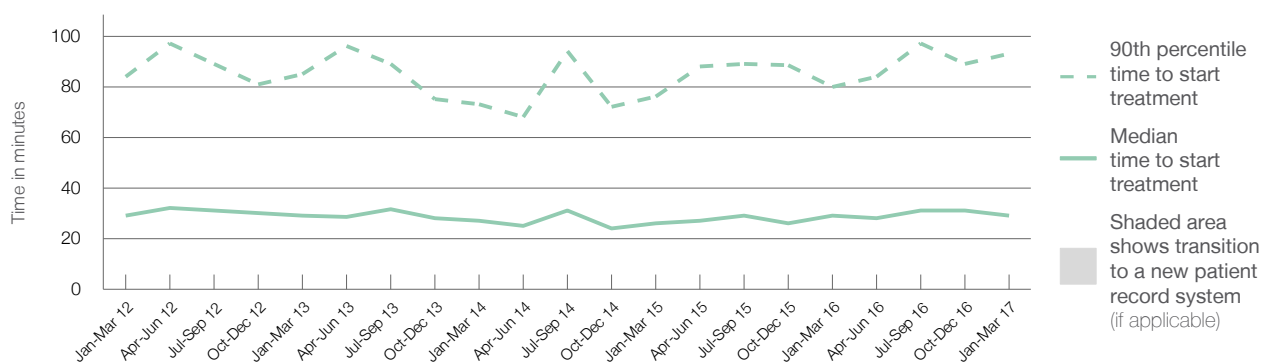
90th percentile time to start treatment⁵ 93 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,140 | |
| 1,070 | |
| 29 minutes | 23 minutes |
| 80 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 29 | 29 | 27 | 26 | 29 | 29 |
| 90th percentile time to start treatment ⁵ (minutes) | 84 | 85 | 73 | 76 | 80 | 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 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.

Sutherland Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 12,689 patients

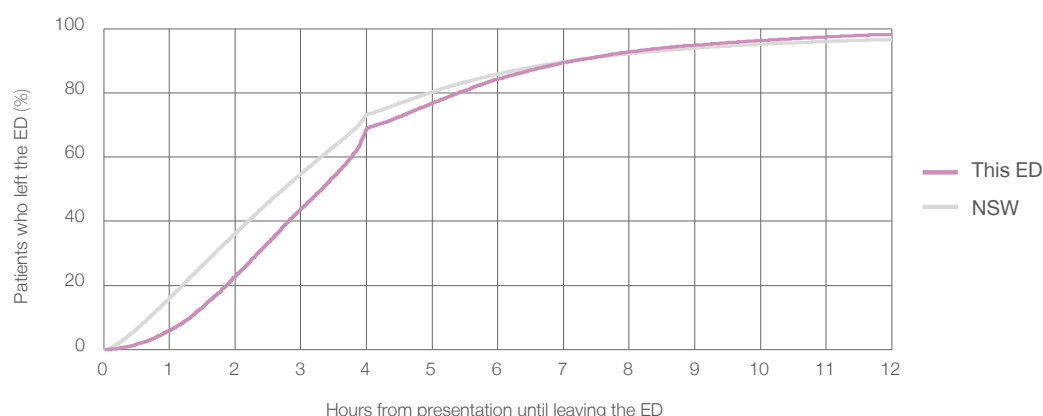
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

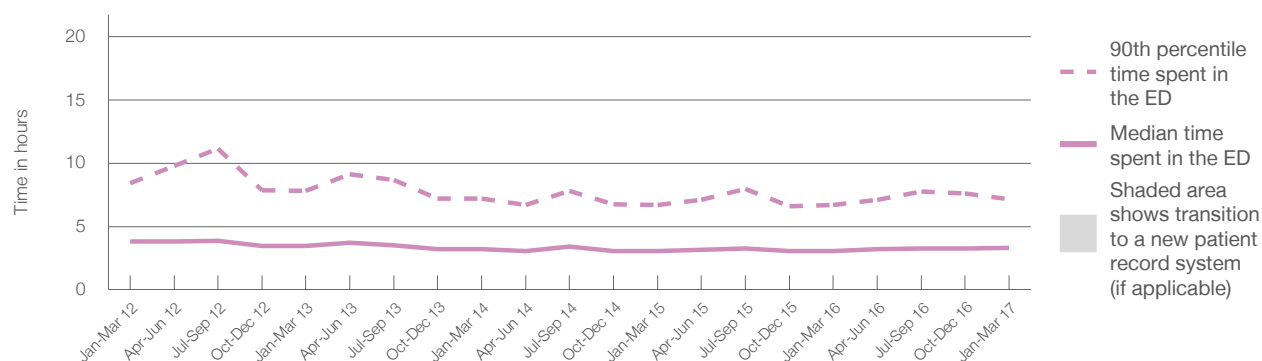
90th percentile time spent in the ED⁹ 7 hours and 9 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 13,002 | 13,002 |
| 3 hours and 3 minutes | 2 hours and 44 minutes |
| 6 hours and 41 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 48m | 3h 27m | 3h 12m | 3h 4m 3h 3m | 3h 3m | 3h 19m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 8h 24m | 7h 49m | 7h 11m | 6h 43m | 6h 41m | 7h 9m |

(†) 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.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

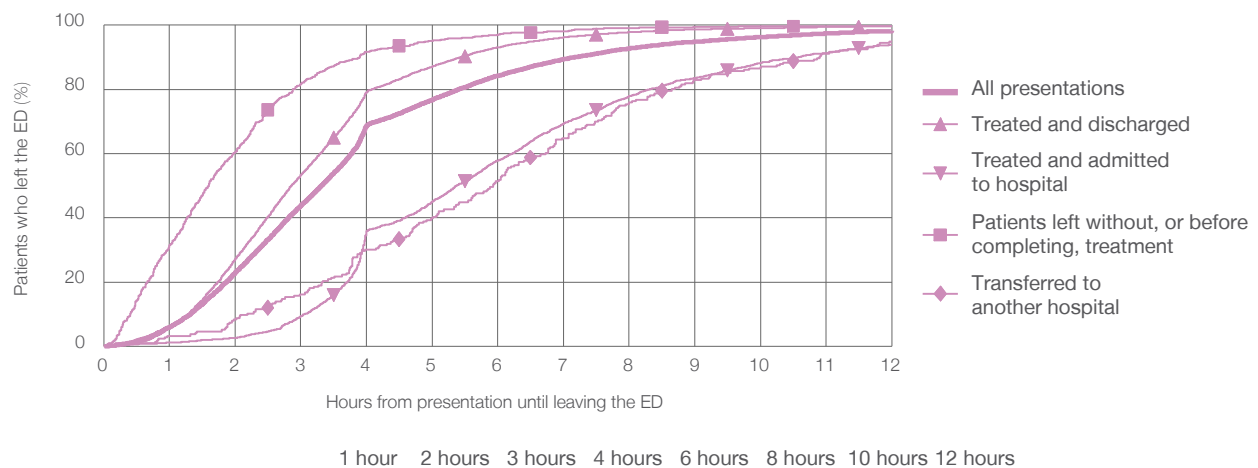
January to March 2017

All presentations:[†] 12,689 patients

Presentations used to calculate time to leaving the ED:[‡] 12,686 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 8,775 (69.2%) | 9,365 | -6.3% |
| Treated and admitted to hospital | 2,995 (23.6%) | 2,892 | 3.6% |
| Patient left without, or before completing, treatment | 657 (5.2%) | 507 | 29.6% |
| Transferred to another hospital | 216 (1.7%) | 189 | 14.3% |
| Other | 46 (0.4%) | 49 | -6.1% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 5.6% | 27.3% | 53.3% | 79.2% | 93.1% | 97.8% | 99.1% | 99.7% |
| Treated and admitted to hospital | 1.1% | 2.6% | 9.4% | 36.0% | 57.8% | 77.9% | 88.3% | 93.9% |
| Patient left without, or before completing, treatment | 31.5% | 60.6% | 81.7% | 91.6% | 97.1% | 99.1% | 99.7% | 99.7% |
| Transferred to another hospital | 3.2% | 8.3% | 16.2% | 30.1% | 51.4% | 75.9% | 87.0% | 94.9% |
| All presentations | 6.0% | 23.0% | 43.9% | 68.8% | 84.3% | 92.8% | 96.3% | 98.2% |

(†) 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 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.

Sutherland 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:¹ 12,689 patients

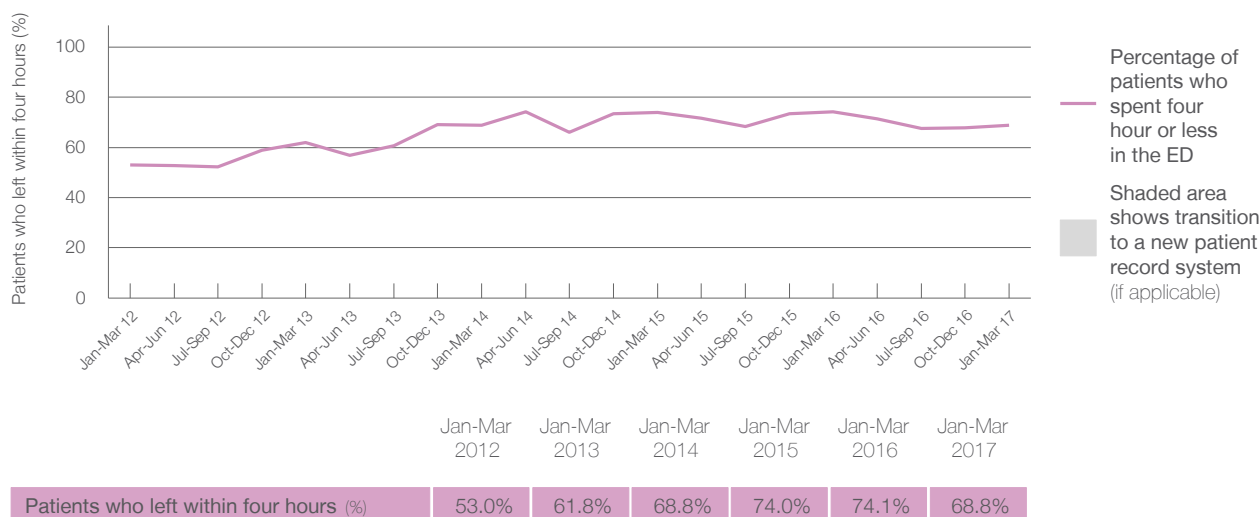
Presentations used to calculate time to leaving the ED:⁶ 12,686 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,002 | -2.4% |
| 13,002 | -2.4% |
| 74.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Tamworth Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 11,787 patients

Emergency presentations:² 11,172 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,756 | 9.6% |
| 9,953 | 12.2% |

Tamworth Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 944 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): 2,818 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,284 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,087 patients

Median time to start treatment⁴ 49 minutes
90th percentile time to start treatment⁵ 135 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 863 | |
| 9 minutes | 8 minutes |
| 33 minutes | 26 minutes |
| 2,486 | |
| 24 minutes | 20 minutes |
| 83 minutes | 69 minutes |
| 4,634 | |
| 39 minutes | 26 minutes |
| 111 minutes | 101 minutes |
| 1,926 | |
| 40 minutes | 23 minutes |
| 107 minutes | 104 minutes |

Tamworth Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 11,787 patients

Percentage of patients who spent four hours or less in the ED 75.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,756 | 9.6% |
| 72.8% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

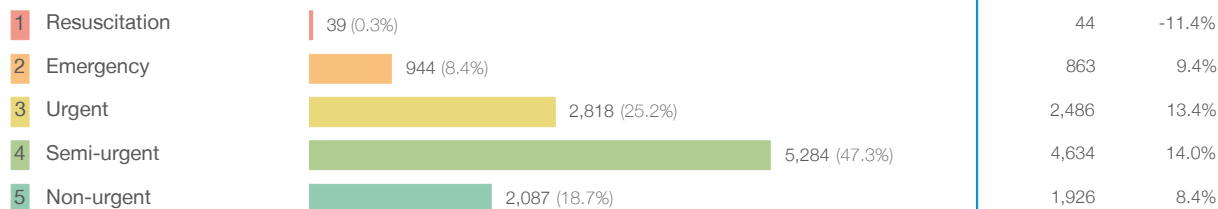
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department

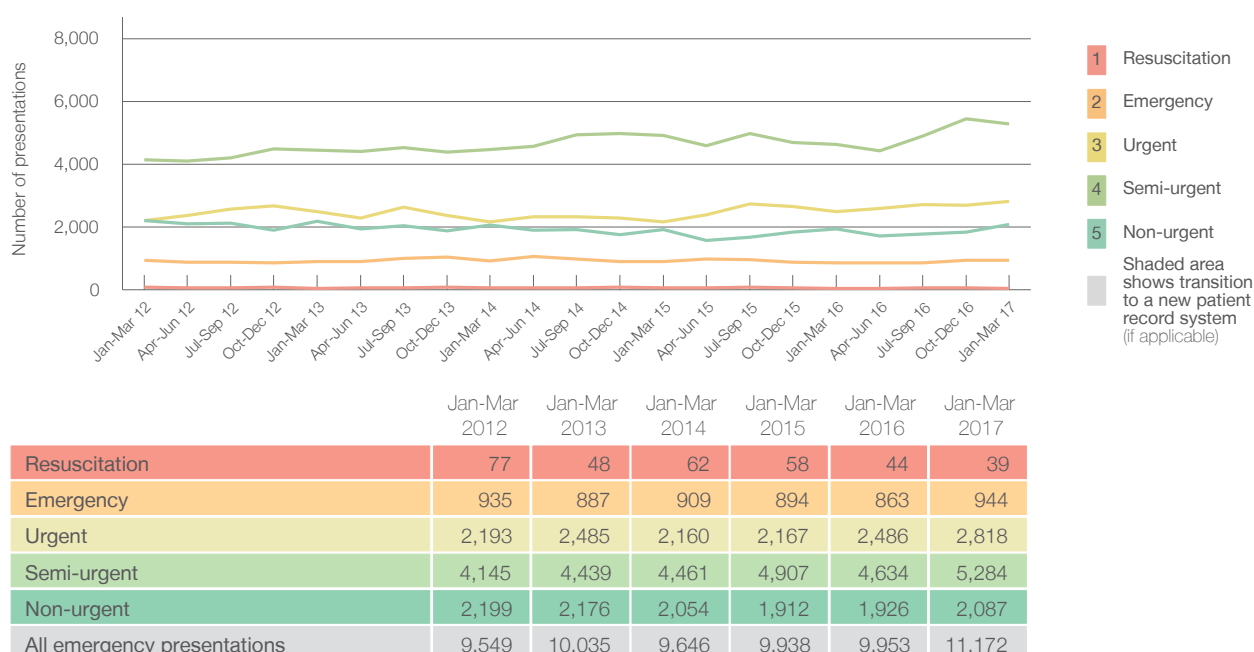
January to March 2017

All presentations:¹ 11,787 patients

Emergency presentations² by triage category: 11,172 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Tamworth Base Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,726 patients

ED Transfer of care time



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

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

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

Tamworth Base 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: 944

Number of triage 2 patients used to calculate waiting time:³ 938

Median time to start treatment⁴

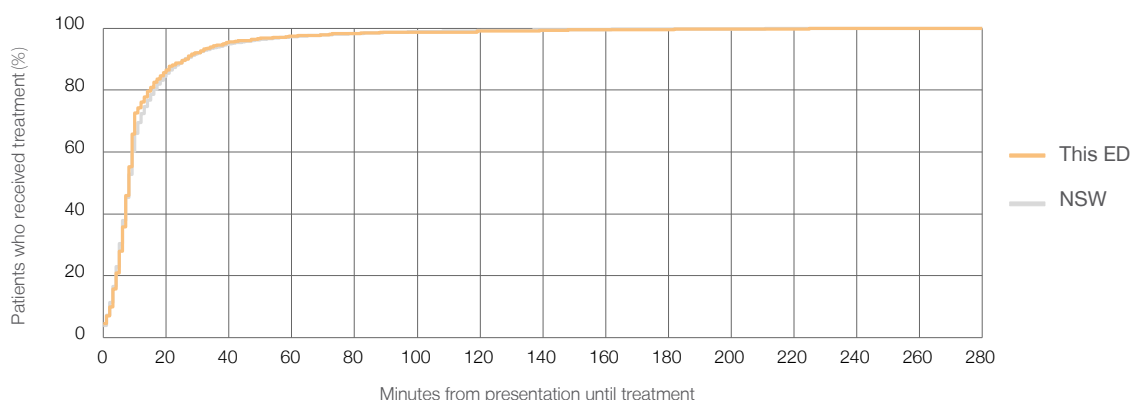
8 minutes

90th percentile time to start treatment⁵

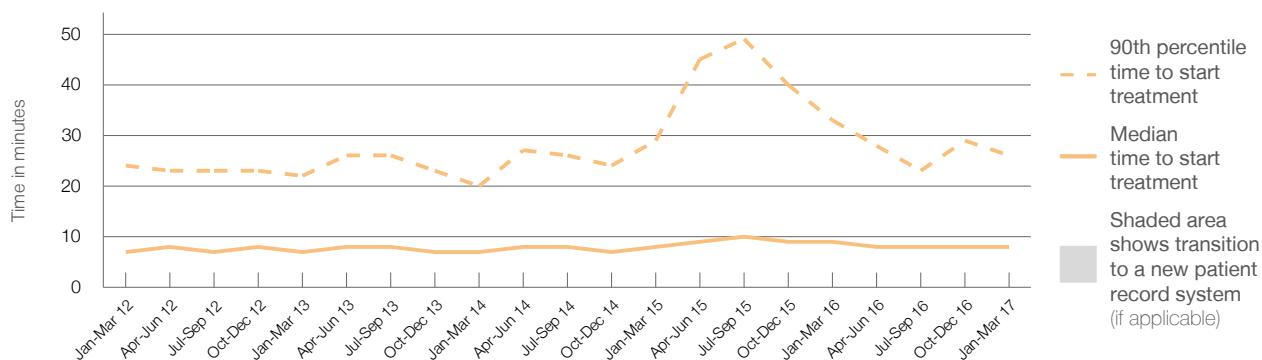
26 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 863 | |
| 854 | |
| 9 minutes | 8 minutes |
| 33 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 7 | 7 | 7 | 8 | 9 | 8 |
| 90th percentile time to start treatment ⁵ (minutes) | 24 | 22 | 20 | 29 | 33 | 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 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.

Tamworth Base 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: 2,818

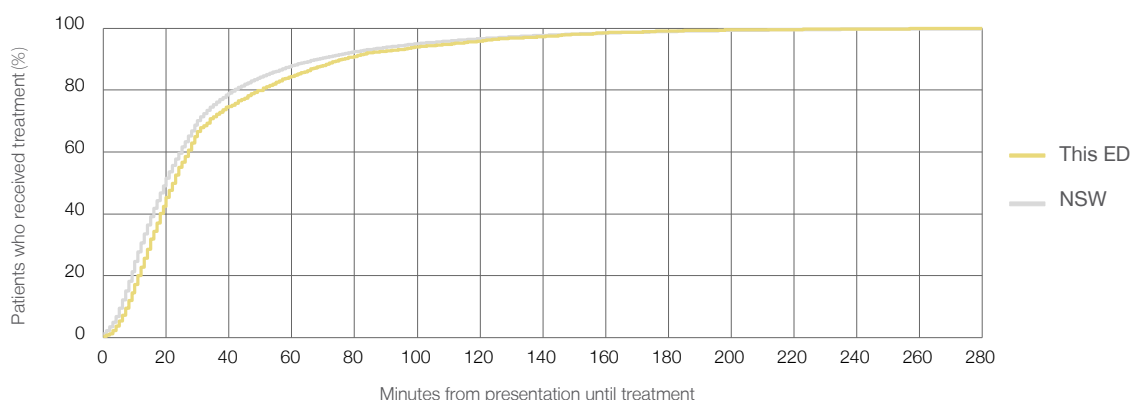
Number of triage 3 patients used to calculate waiting time:³ 2,761

Median time to start treatment⁴ 23 minutes

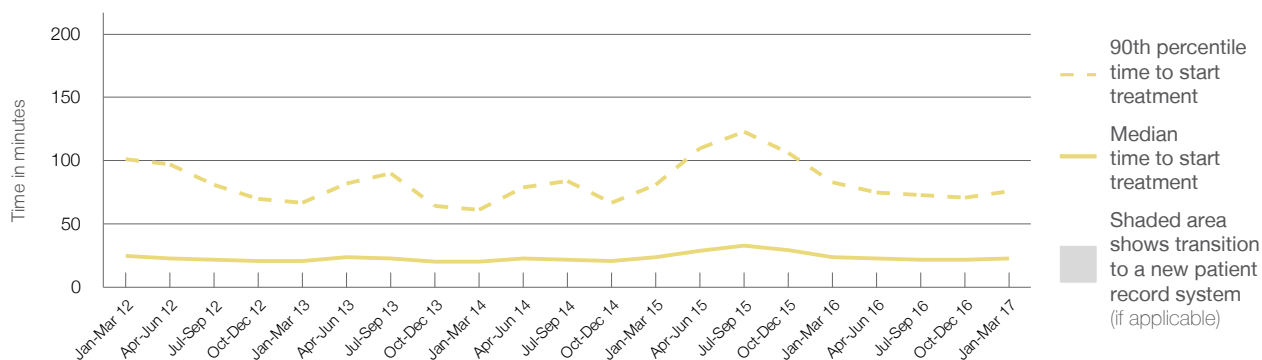
90th percentile time to start treatment⁵ 76 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,486 | |
| 2,437 | |
| 24 minutes | 20 minutes |
| 83 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 25 | 21 | 20 | 24 | 24 | 23 |
| 90th percentile time to start treatment ⁵ (minutes) | 101 | 67 | 61 | 81 | 83 | 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.

Tamworth Base 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: 5,284

Number of triage 4 patients used to calculate waiting time:³ 5,056

Median time to start treatment⁴

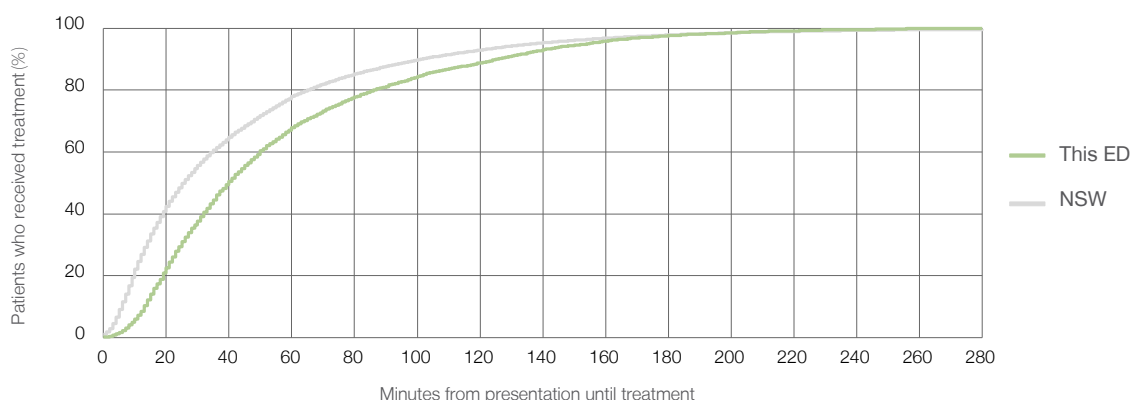
40 minutes

90th percentile time to start treatment⁵

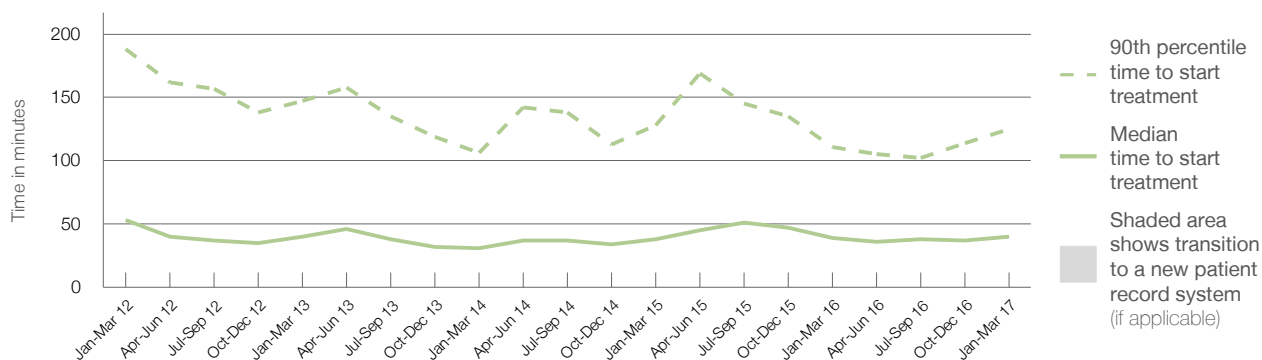
125 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,634 | |
| 4,444 | |
| 39 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 53 | 40 | 31 | 38 | 39 | 40 |
| 90th percentile time to start treatment ⁵ (minutes) | 188 | 147 | 106 | 128 | 111 | 125 |

(†) 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.

Tamworth Base 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: 2,087

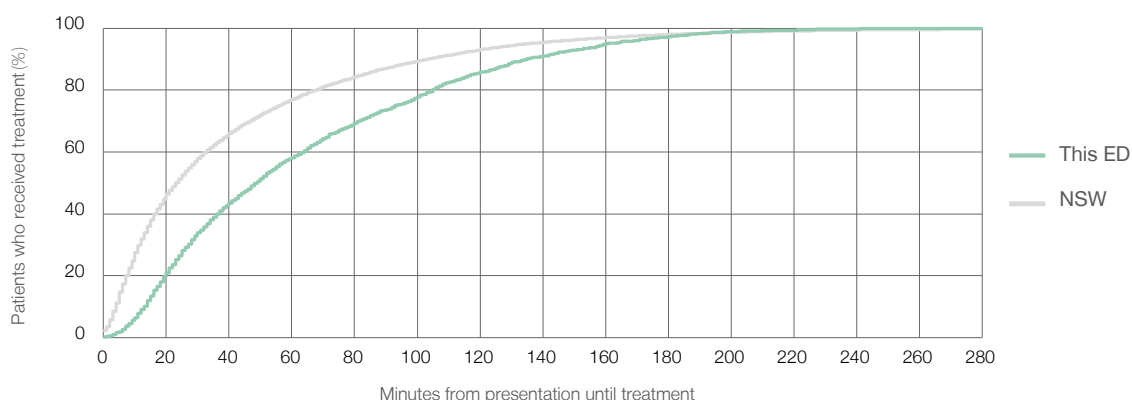
Number of triage 5 patients used to calculate waiting time:³ 1,942

Median time to start treatment⁴ 49 minutes

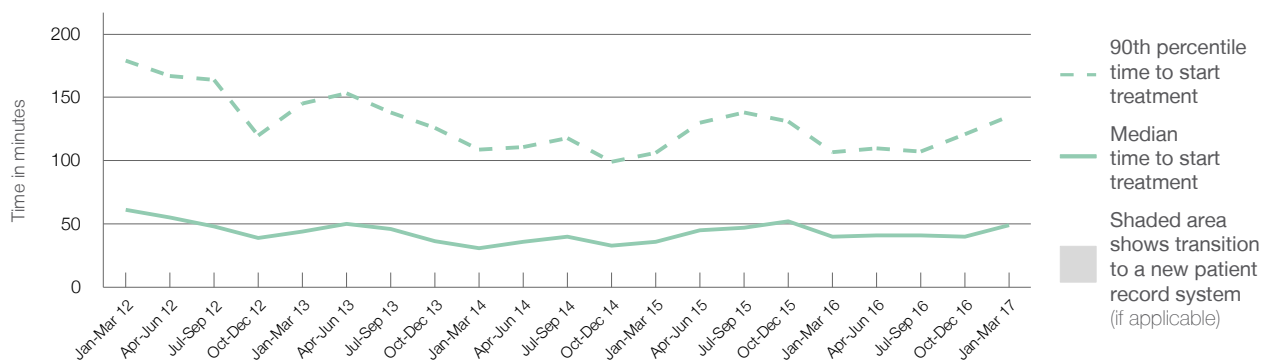
90th percentile time to start treatment⁵ 135 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,926 | |
| 1,820 | |
| 40 minutes | 23 minutes |
| 107 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 61 | 44 | 31 | 36 | 40 | 49 |
| 90th percentile time to start treatment ⁵ (minutes) | 179 | 145 | 109 | 106 | 107 | 135 |

(†) 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.

Tamworth Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 11,787 patients

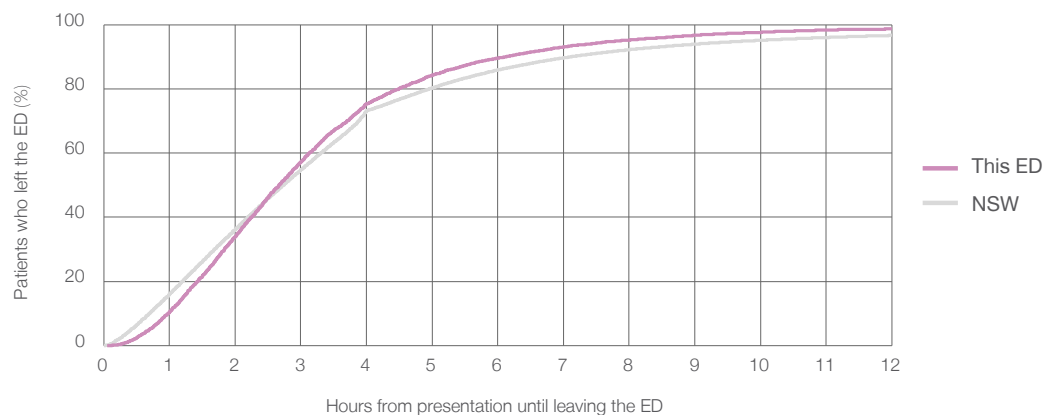
Presentations used to calculate time to leaving the ED:⁶ 11,787 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

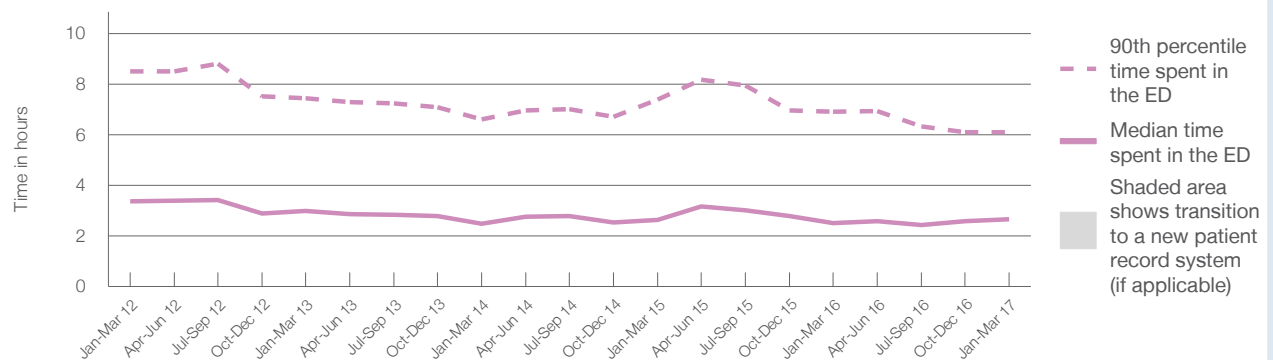
90th percentile time spent in the ED⁹ 6 hours and 7 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 10,756 | |
| 10,756 | |
| 2 hours and 31 minutes | 2 hours and 44 minutes |
| 6 hours and 55 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 23m | 2h 59m | 2h 30m | 2h 38m | 2h 31m | 2h 40m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 8h 30m | 7h 27m | 6h 36m | 7h 23m | 6h 55m | 6h 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 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.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

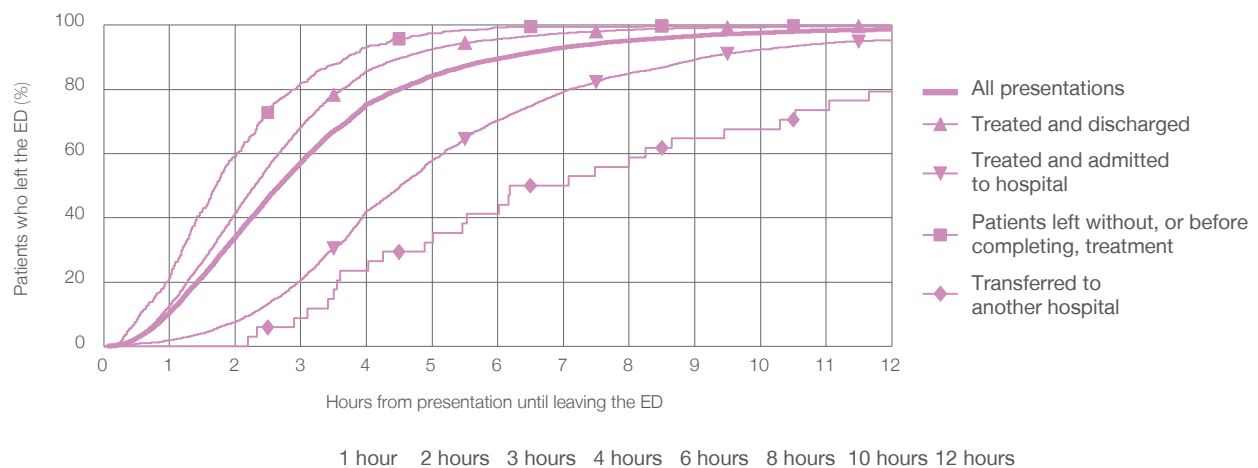
January to March 2017

All presentations:[†] 11,787 patients

Presentations used to calculate time to leaving the ED:[‡] 11,787 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 8,352 (70.9%) | 10,756 | 9.6% |
| Treated and admitted to hospital | 2,842 (24.1%) | 7,874 | 6.1% |
| Patient left without, or before completing, treatment | 474 (4.0%) | 2,464 | 15.3% |
| Transferred to another hospital | 34 (0.3%) | 277 | 71.1% |
| Other | 85 (0.7%) | 49 | -30.6% |
| | | 92 | -7.6% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 12.8% | 41.4% | 68.3% | 85.7% | 95.7% | 98.6% | 99.4% | 99.7% |
| Treated and admitted to hospital | 1.9% | 7.5% | 20.7% | 42.2% | 70.3% | 84.9% | 92.4% | 95.4% |
| Patient left without, or before completing, treatment | 21.3% | 59.3% | 82.1% | 93.0% | 99.4% | 99.6% | 99.8% | 99.8% |
| Transferred to another hospital | 0% | 0% | 8.8% | 23.5% | 41.2% | 58.8% | 67.6% | 79.4% |
| All presentations | 10.6% | 34.0% | 57.3% | 75.3% | 89.6% | 95.2% | 97.6% | 98.6% |

(†) 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.

Tamworth Base 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:¹ 11,787 patients

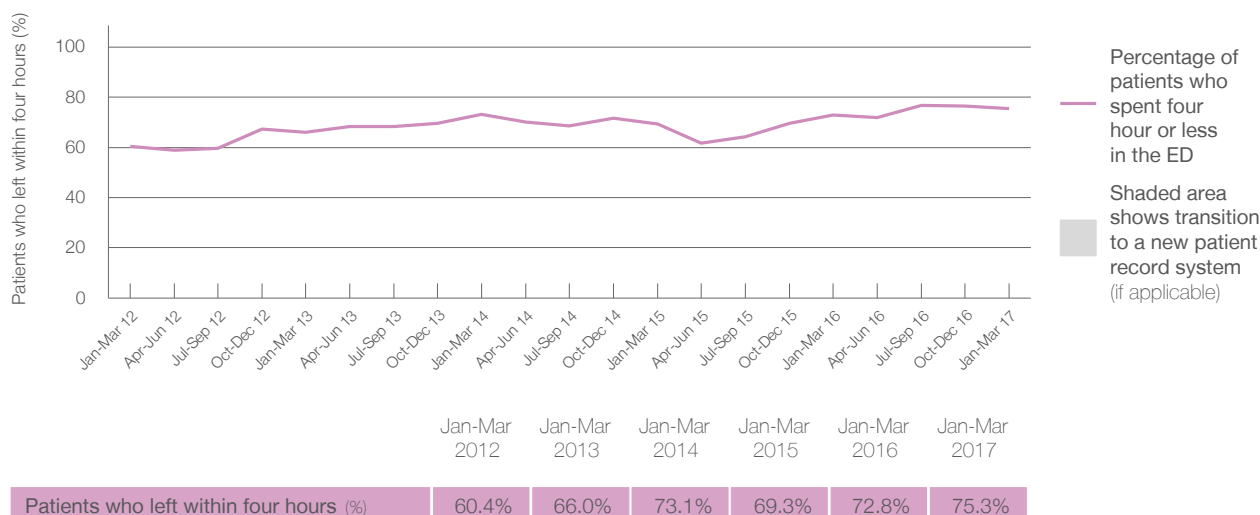
Presentations used to calculate time to leaving the ED:⁶ 11,787 patients

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

75.3%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,756 | 9.6% |
| 10,756 | 9.6% |
| 72.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

The Tweed Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 13,346 patients

Emergency presentations:² 12,906 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,378 | -0.2% |
| 12,944 | -0.3% |

The Tweed Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,496 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,751 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,428 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,172 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 78 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,541 | |
| 5 minutes | 8 minutes |
| 14 minutes | 26 minutes |
| 5,932 | |
| 12 minutes | 20 minutes |
| 36 minutes | 69 minutes |
| 4,347 | |
| 13 minutes | 26 minutes |
| 59 minutes | 101 minutes |
| 1,063 | |
| 10 minutes | 23 minutes |
| 53 minutes | 104 minutes |

The Tweed Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 13,345 patients

Percentage of patients who spent four hours or less in the ED 79.7%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,374 | -0.2% |
| 84.4% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

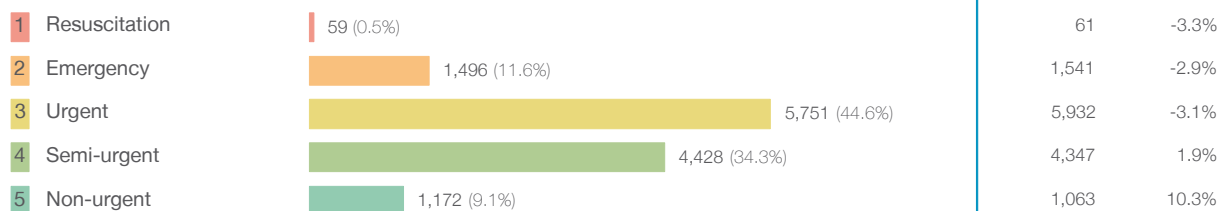
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Patients presenting to the emergency department

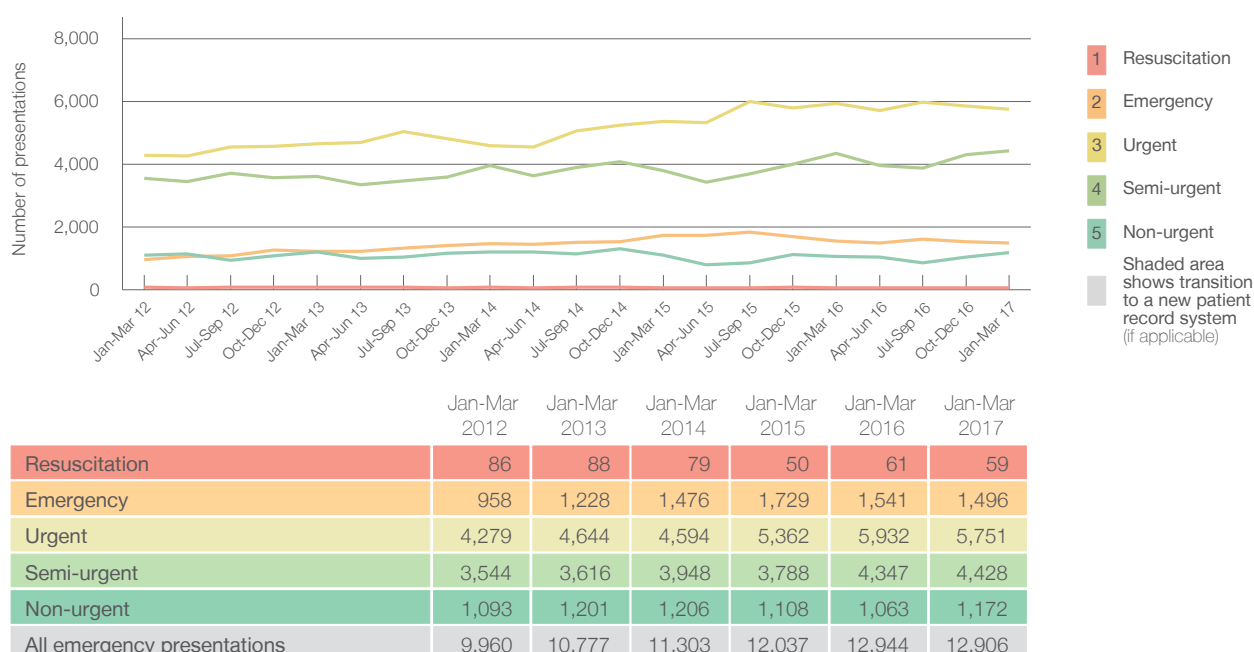
January to March 2017

All presentations:¹ 13,346 patients

Emergency presentations² by triage category: 12,906 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



The Tweed Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,889 patients

ED Transfer of care time



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

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

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

The Tweed 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: 1,496

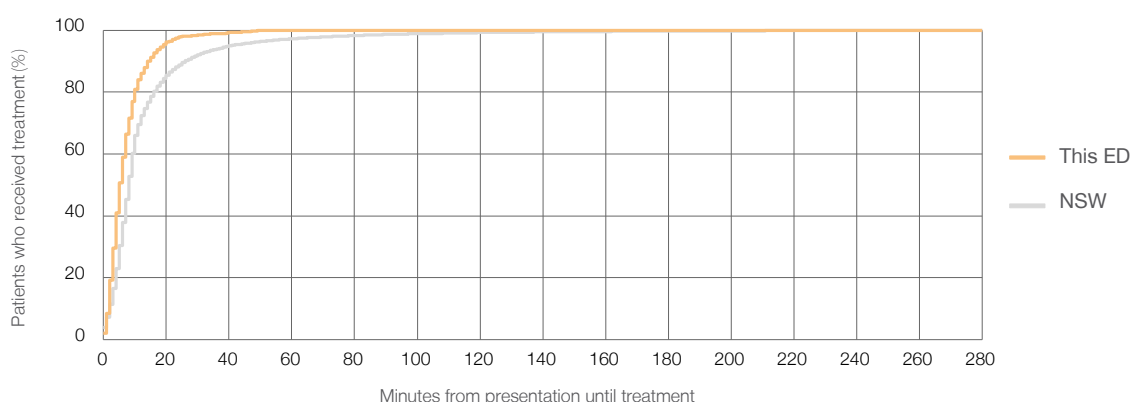
Number of triage 2 patients used to calculate waiting time:³ 1,490

Median time to start treatment⁴ 5 minutes

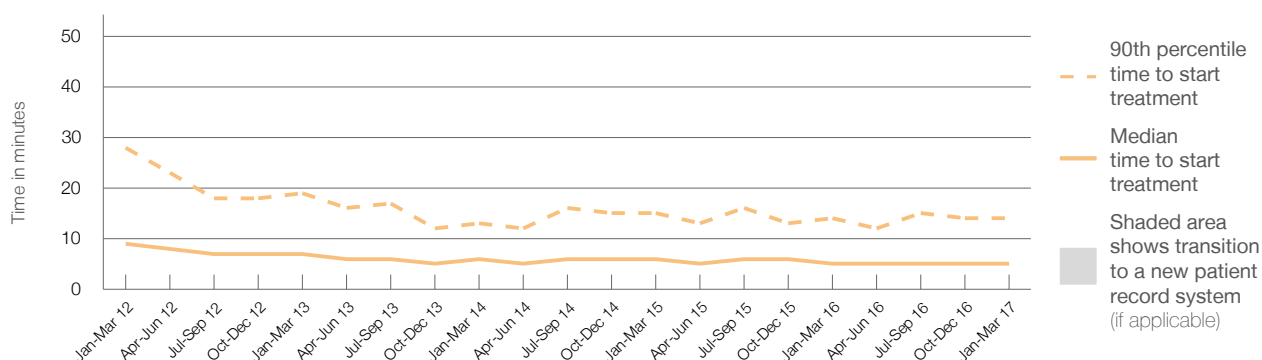
90th percentile time to start treatment⁵ 14 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,541 | |
| 1,539 | |
| 5 minutes | 8 minutes |
| 14 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 7 | 6 | 6 | 5 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | 28 | 19 | 13 | 15 | 14 | 14 |

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

January to March 2017

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

Number of triage 3 patients: 5,751

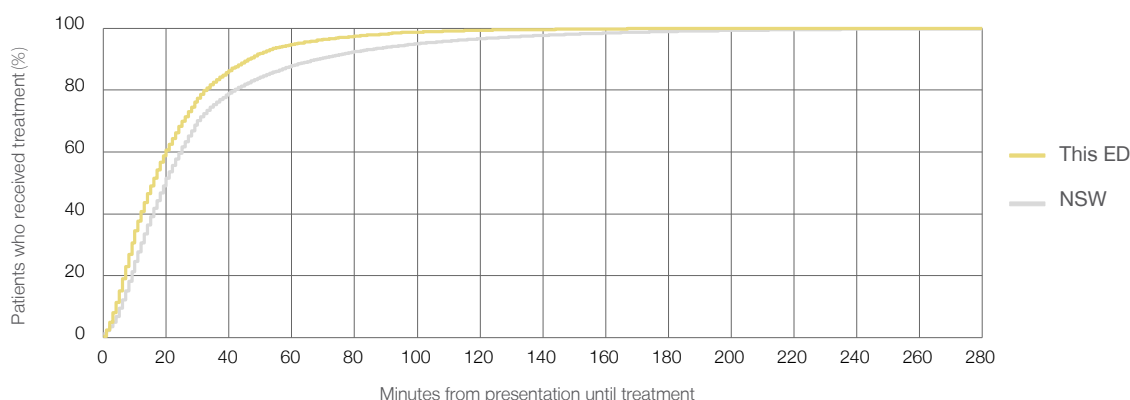
Number of triage 3 patients used to calculate waiting time:³ 5,682

Median time to start treatment⁴ 16 minutes

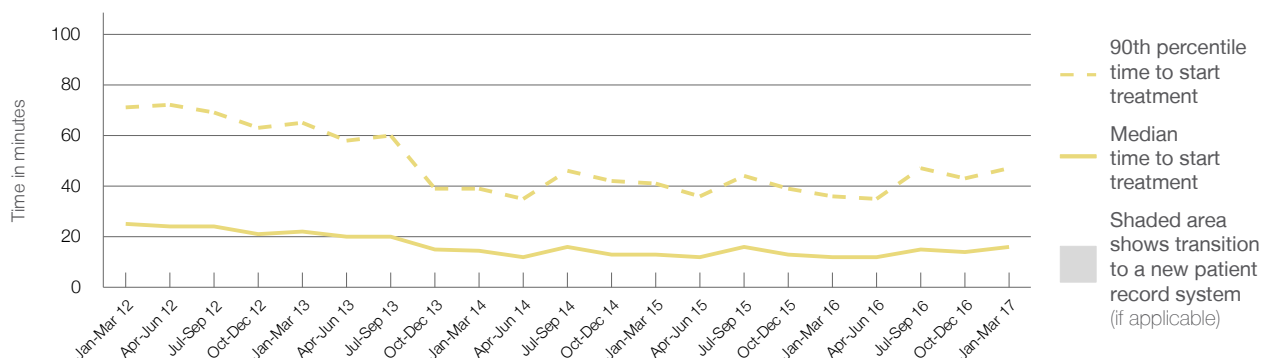
90th percentile time to start treatment⁵ 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,932 | |
| 5,895 | |
| 12 minutes | 20 minutes |
| 36 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 25 | 22 | 15 | 13 | 12 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 71 | 65 | 39 | 41 | 36 | 47 |

(†) 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.

The Tweed 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: 4,428

Number of triage 4 patients used to calculate waiting time:³ 4,269

Median time to start treatment⁴

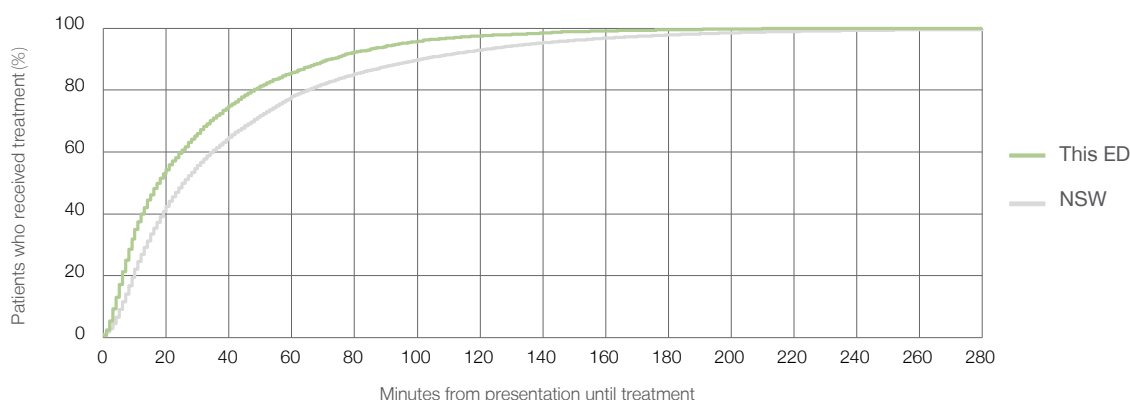
18 minutes

90th percentile time to start treatment⁵

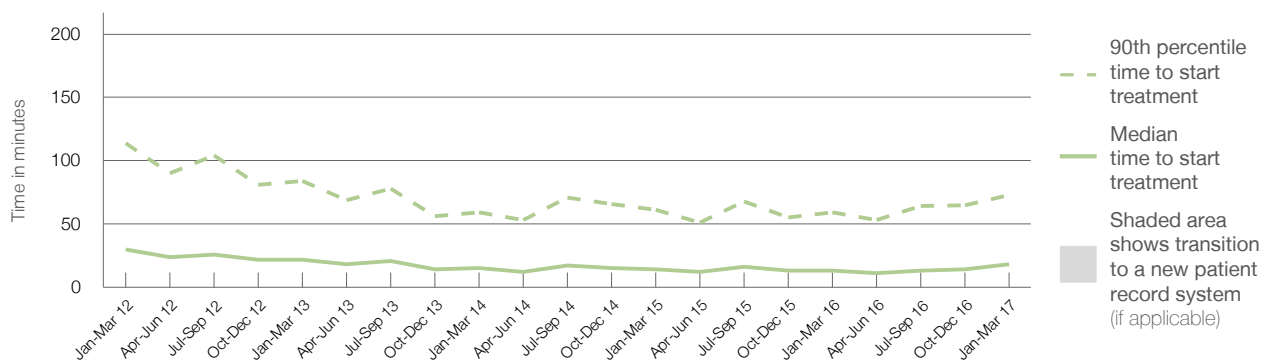
73 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,347 | |
| 4,251 | |
| 13 minutes | 26 minutes |
| 59 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 30 | 22 | 15 | 14 | 13 | 18 |
| 90th percentile time to start treatment ⁵ (minutes) | 114 | 84 | 59 | 61 | 59 | 73 |

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

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

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

The Tweed 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: 1,172

Number of triage 5 patients used to calculate waiting time:³ 1,103

Median time to start treatment⁴

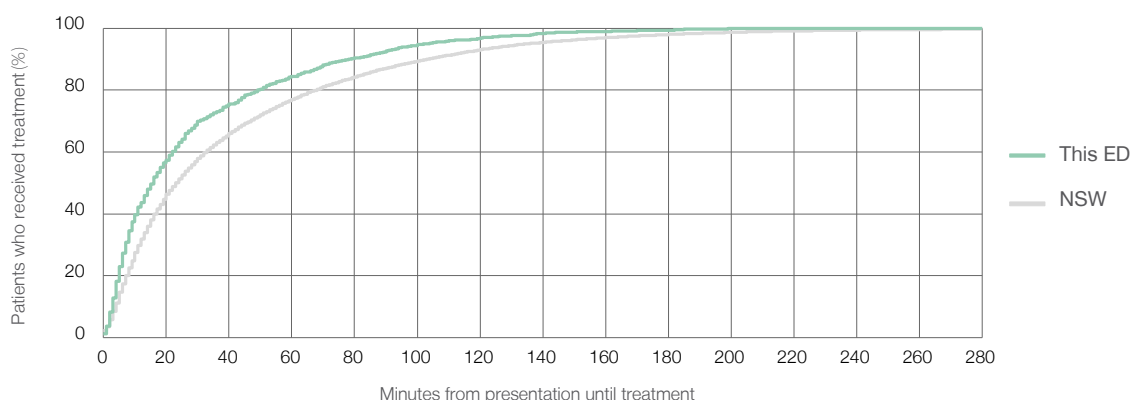
16 minutes

90th percentile time to start treatment⁵

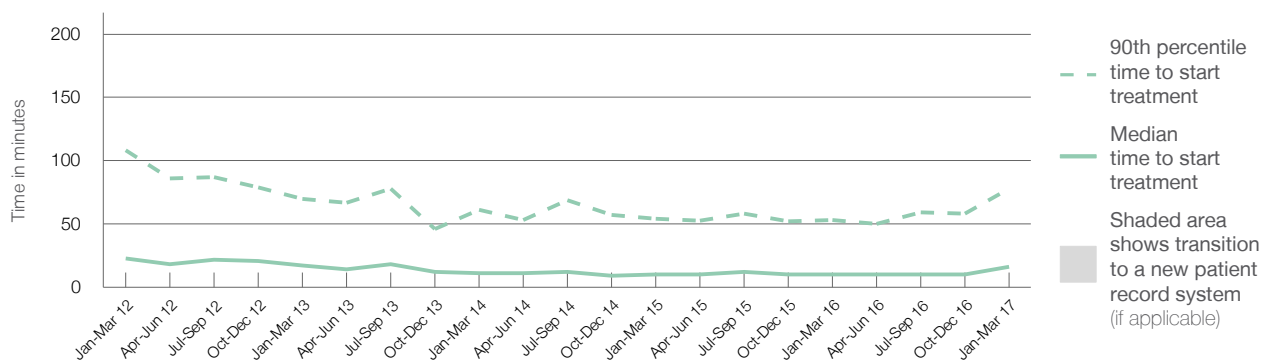
78 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,063 | |
| 1,025 | |
| 10 minutes | 23 minutes |
| 53 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 23 | 17 | 11 | 10 | 10 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 108 | 70 | 61 | 54 | 53 | 78 |

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

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

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

The Tweed Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 13,346 patients

Presentations used to calculate time to leaving the ED:⁶ 13,345 patients

Median time spent in the ED⁸

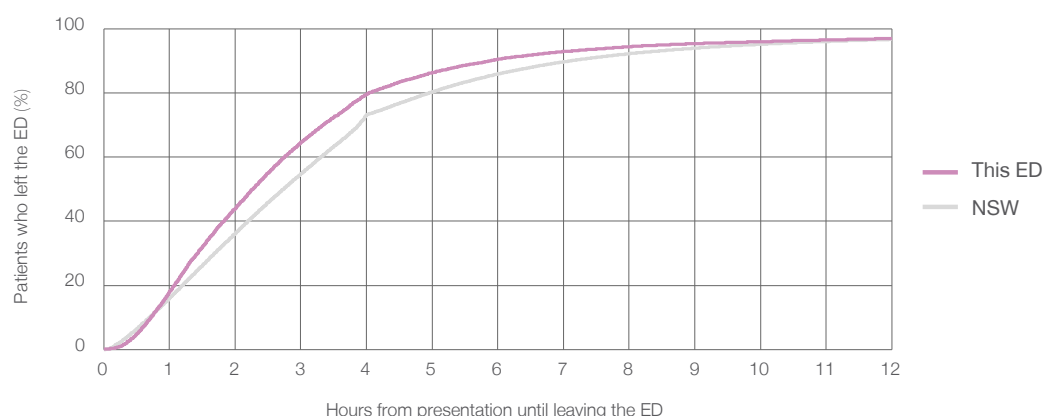
2 hours and 16 minutes

90th percentile time spent in the ED⁹

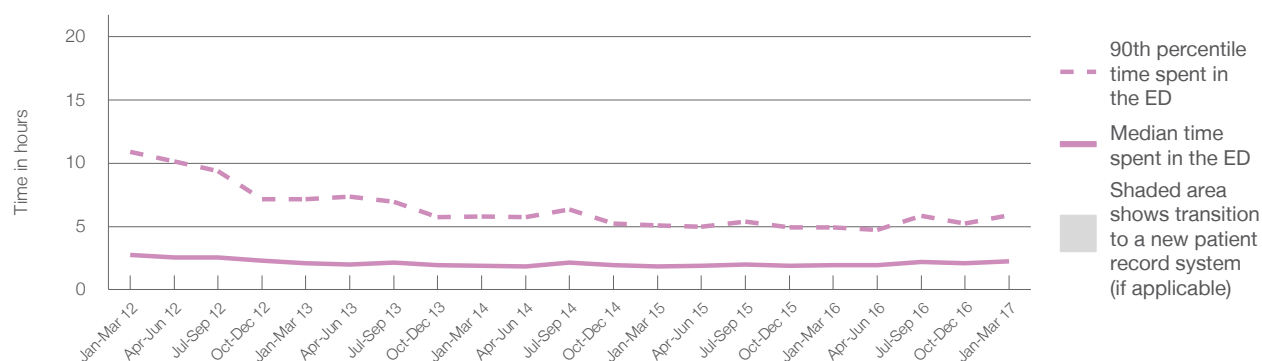
5 hours and 54 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 13,378 | |
| 13,374 | |
| 1 hours and 56 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 2h 46m | 2h 7m | 1h 55m | 1h 51m | 1h 56m | 2h 16m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 54m | 7h 9m | 5h 48m | 5h 5m | 4h 57m | 5h 54m |

(†) 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

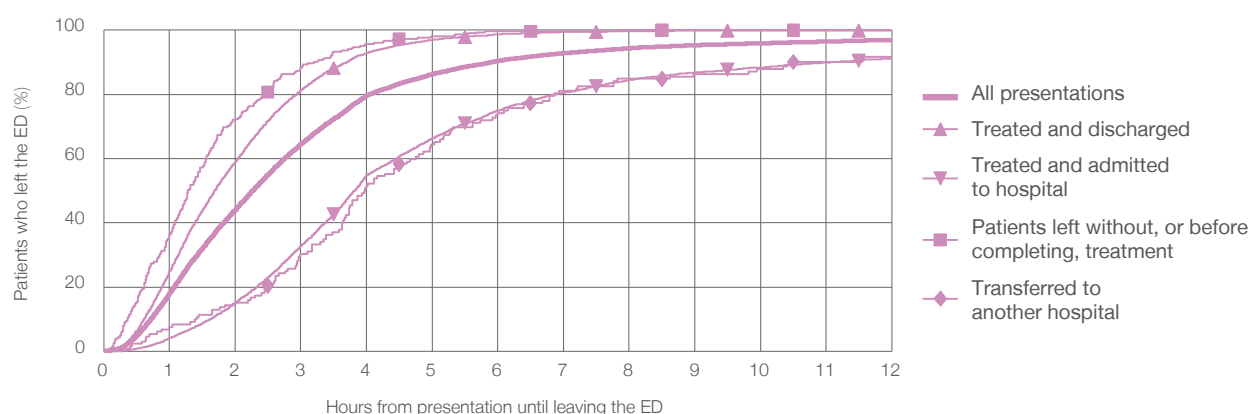
January to March 2017

All presentations:[†] 13,346 patients

Presentations used to calculate time to leaving the ED:[‡] 13,345 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 8,365 (62.7%) | 8,644 | -3.2% |
| Treated and admitted to hospital | 4,519 (33.9%) | 4,386 | 3.0% |
| Patient left without, or before completing, treatment | 301 (2.3%) | 171 | 76.0% |
| Transferred to another hospital | 132 (1.0%) | 142 | -7.0% |
| Other | 29 (0.2%) | 35 | -17.1% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 24.8% | 58.9% | 81.3% | 92.9% | 98.7% | 99.7% | 100% | 100% |
| Treated and admitted to hospital | 4.1% | 15.2% | 32.9% | 54.8% | 75.0% | 84.5% | 88.4% | 91.2% |
| Patient left without, or before completing, treatment | 36.2% | 72.1% | 88.4% | 95.7% | 99.7% | 100% | 100% | 100% |
| Transferred to another hospital | 7.6% | 15.2% | 30.3% | 51.5% | 74.2% | 84.8% | 87.9% | 91.7% |
| All presentations | 18.1% | 44.1% | 64.6% | 79.7% | 90.5% | 94.4% | 95.9% | 96.9% |

(†) 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 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.

The Tweed 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:¹ 13,346 patients

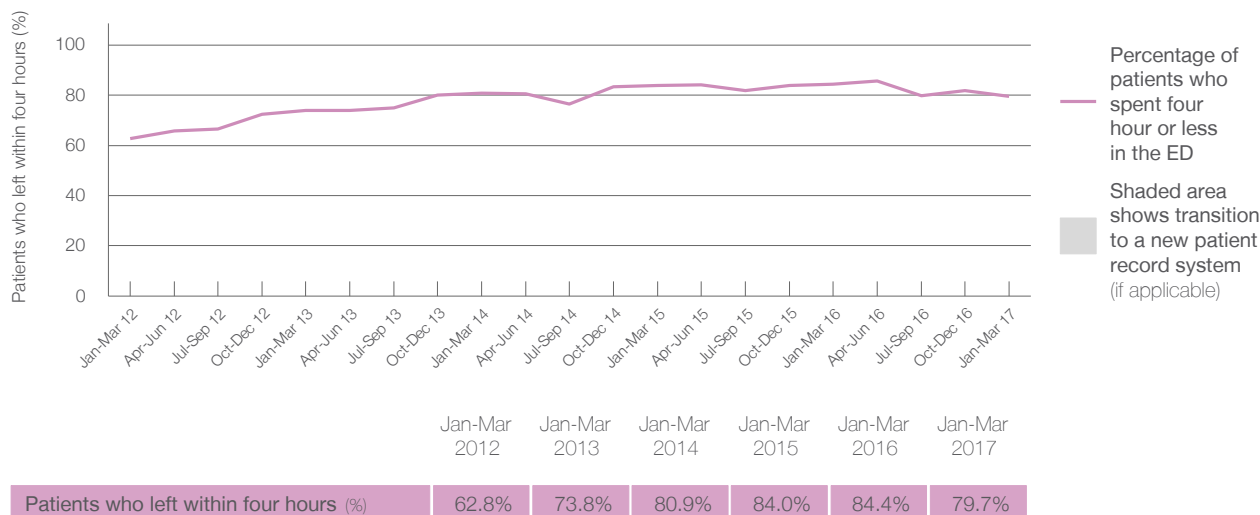
Presentations used to calculate time to leaving the ED:⁶ 13,345 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,378 | -0.2% |
| 13,374 | -0.2% |
| 84.4% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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.

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,682 patients

Emergency presentations:² 9,182 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,795 | -1.2% |
| 9,554 | -3.9% |

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 680 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,843 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,728 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 884 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 799 | |
| 7 minutes | 8 minutes |
| 21 minutes | 26 minutes |
| 3,870 | |
| 21 minutes | 20 minutes |
| 71 minutes | 69 minutes |
| 4,025 | |
| 26 minutes | 26 minutes |
| 92 minutes | 101 minutes |
| 823 | |
| 18 minutes | 23 minutes |
| 83 minutes | 104 minutes |

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,682 patients

Percentage of patients who spent four hours or less in the ED 69.9%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,794 | -1.1% |
| 69.1% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

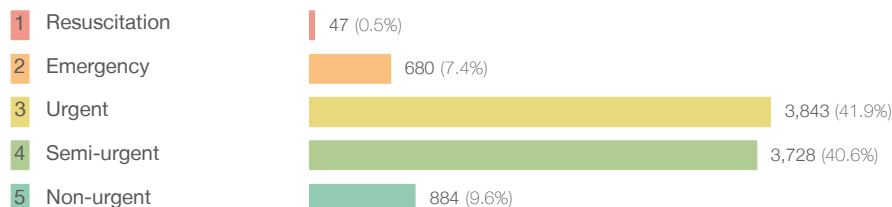
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

January to March 2017

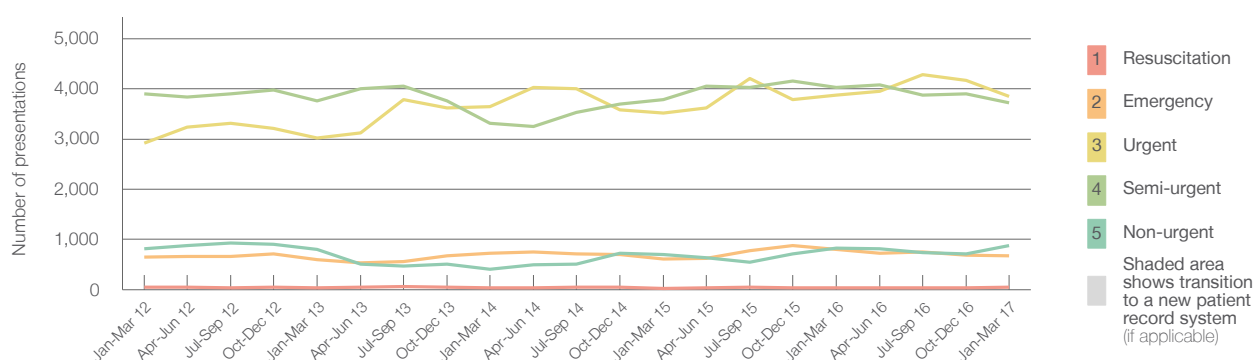
All presentations:¹ 9,682 patients

Emergency presentations² by triage category: 9,182 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,795 | -1.2% |
| 9,554 | -3.9% |
| 37 | 27.0% |
| 799 | -14.9% |
| 3,870 | -0.7% |
| 4,025 | -7.4% |
| 823 | 7.4% |

Emergency presentations² 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 | 50 | 40 | 33 | 23 | 37 | 47 |
| Emergency | 651 | 592 | 724 | 612 | 799 | 680 |
| Urgent | 2,915 | 3,015 | 3,645 | 3,516 | 3,870 | 3,843 |
| Semi-urgent | 3,895 | 3,764 | 3,313 | 3,788 | 4,025 | 3,728 |
| Non-urgent | 820 | 799 | 411 | 703 | 823 | 884 |
| All emergency presentations | 8,331 | 8,210 | 8,126 | 8,642 | 9,554 | 9,182 |

Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,030 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,903 | |
| 16 minutes | -7 minutes |
| 76 minutes | -57 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.

Wagga Wagga Rural Referral 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: 680

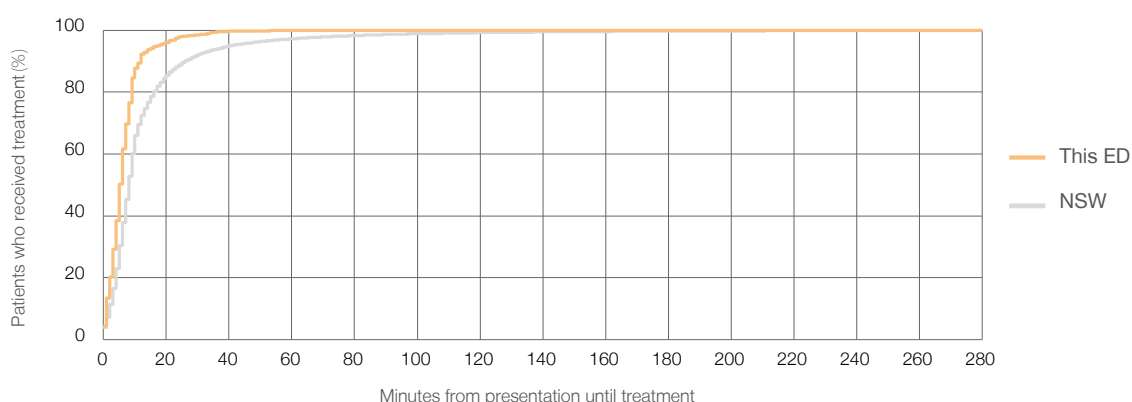
Number of triage 2 patients used to calculate waiting time:³ 679

Median time to start treatment⁴ 5 minutes

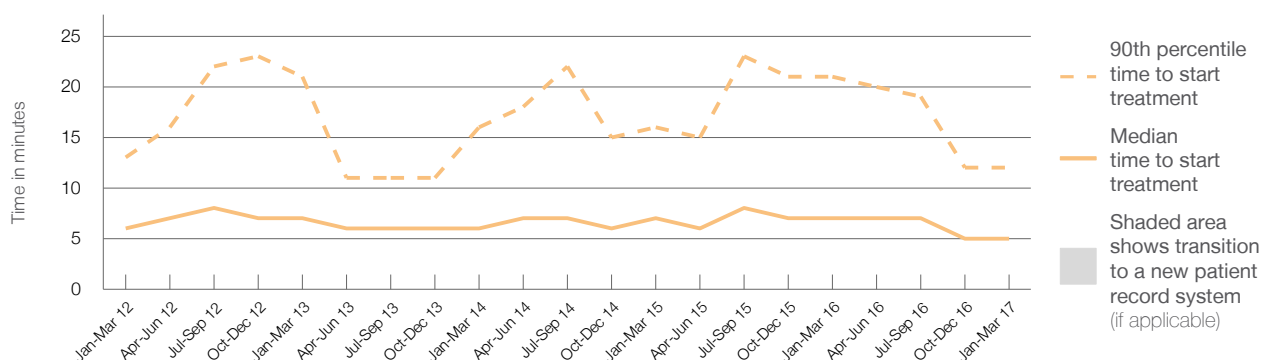
90th percentile time to start treatment⁵ 12 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 799 | |
| 796 | |
| 7 minutes | 8 minutes |
| 21 minutes | 26 minutes |

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 6 | 7 | 6 | 7 | 7 | 5 |
| 90th percentile time to start treatment ⁵ (minutes) | 13 | 21 | 16 | 16 | 21 | 12 |

(†) 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.

Wagga Wagga Rural Referral 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: 3,843

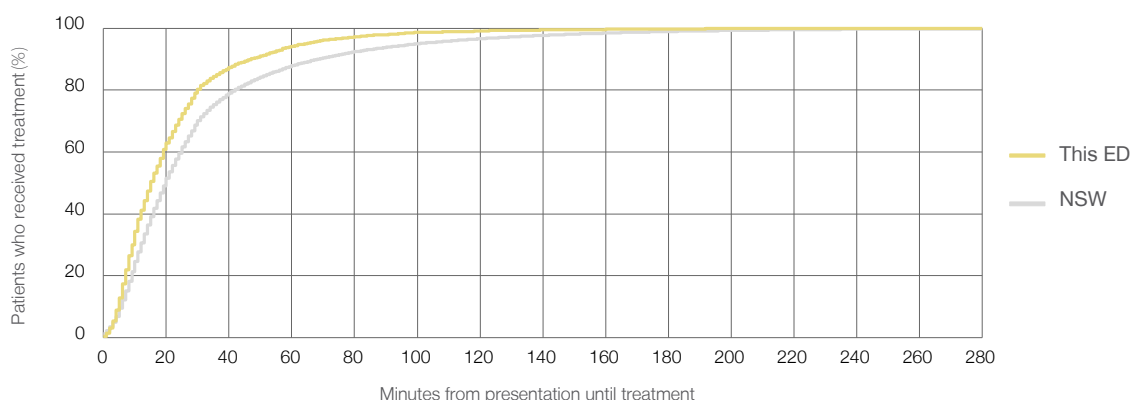
Number of triage 3 patients used to calculate waiting time:³ 3,799

Median time to start treatment⁴ 15 minutes

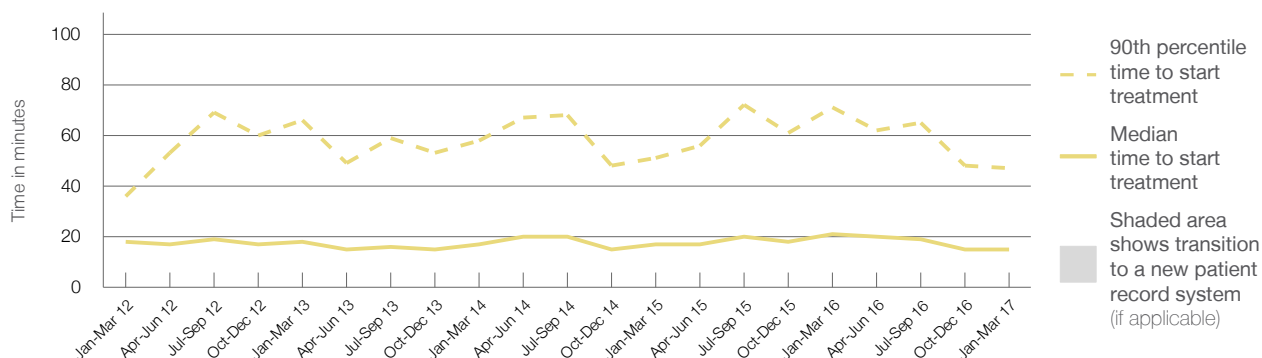
90th percentile time to start treatment⁵ 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,870 | |
| 3,758 | |
| 21 minutes | 20 minutes |
| 71 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 18 | 18 | 17 | 17 | 21 | 15 |
| 90th percentile time to start treatment ⁵ (minutes) | 36 | 66 | 58 | 51 | 71 | 47 |

(†) 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.

Wagga Wagga Rural Referral 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: 3,728

Number of triage 4 patients used to calculate waiting time:³ 3,608

Median time to start treatment⁴

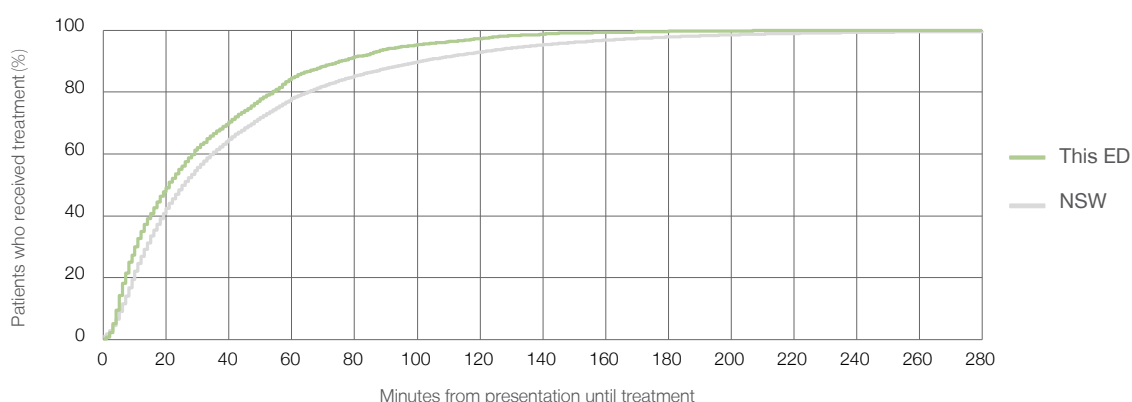
21 minutes

90th percentile time to start treatment⁵

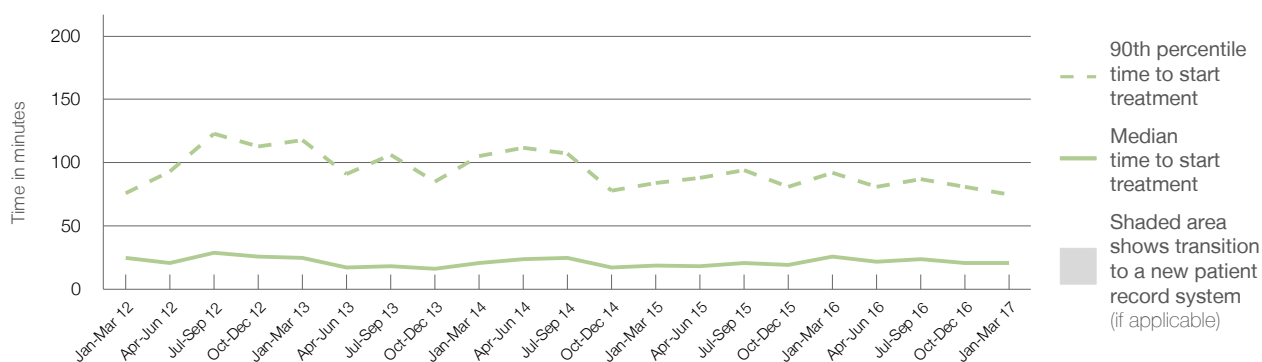
75 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,025 | |
| 3,799 | |
| 26 minutes | 26 minutes |
| 92 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 25 | 25 | 21 | 19 | 26 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 76 | 118 | 105 | 84 | 92 | 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 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.

Wagga Wagga Rural Referral 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: 884

Number of triage 5 patients used to calculate waiting time:³ 823

Median time to start treatment⁴

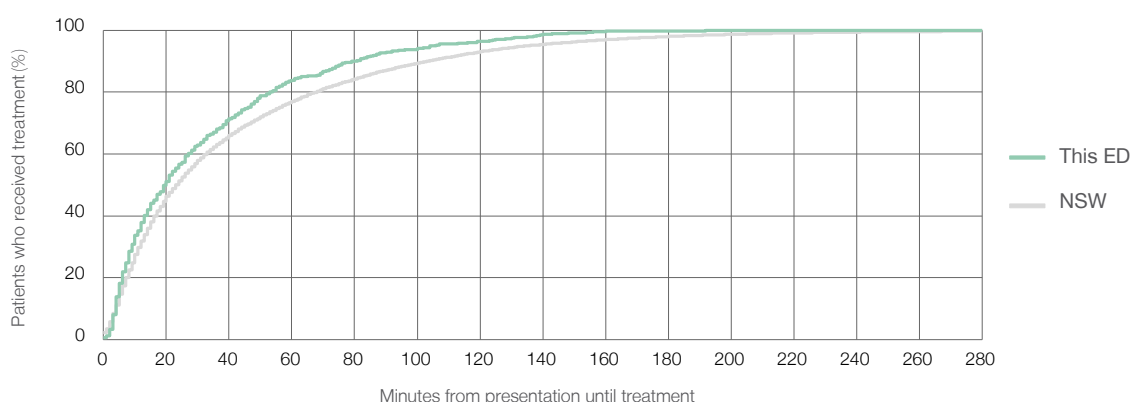
20 minutes

90th percentile time to start treatment⁵

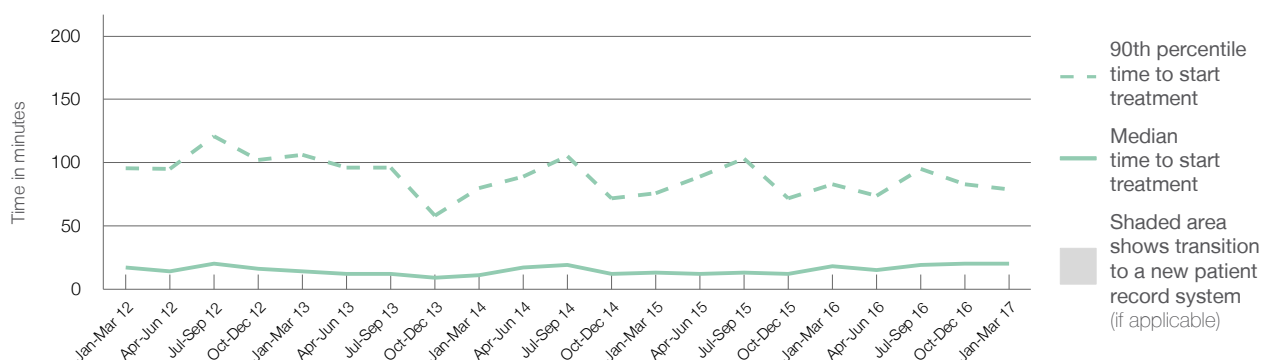
79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 823 | |
| 747 | |
| 18 minutes | 23 minutes |
| 83 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 17 | 14 | 11 | 13 | 18 | 20 |
| 90th percentile time to start treatment ⁵ (minutes) | 96 | 106 | 80 | 76 | 83 | 79 |

(†) 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,682 patients

Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

Median time spent in the ED⁸

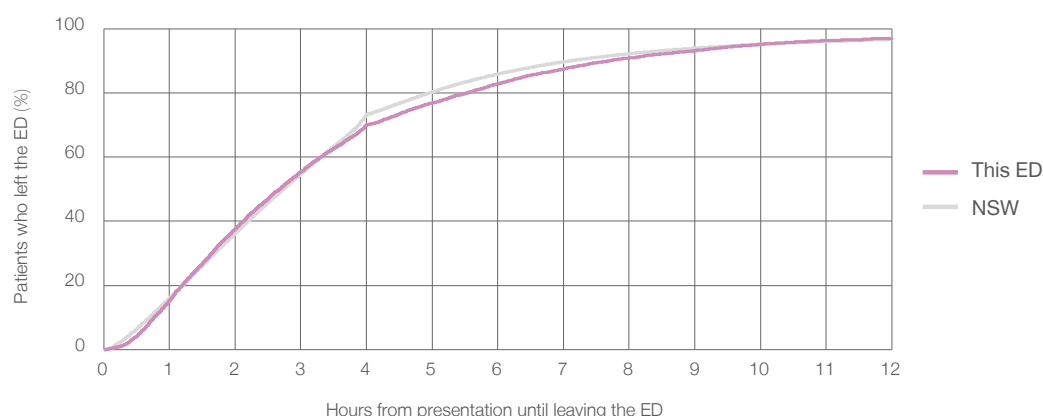
2 hours and 41 minutes

90th percentile time spent in the ED⁹

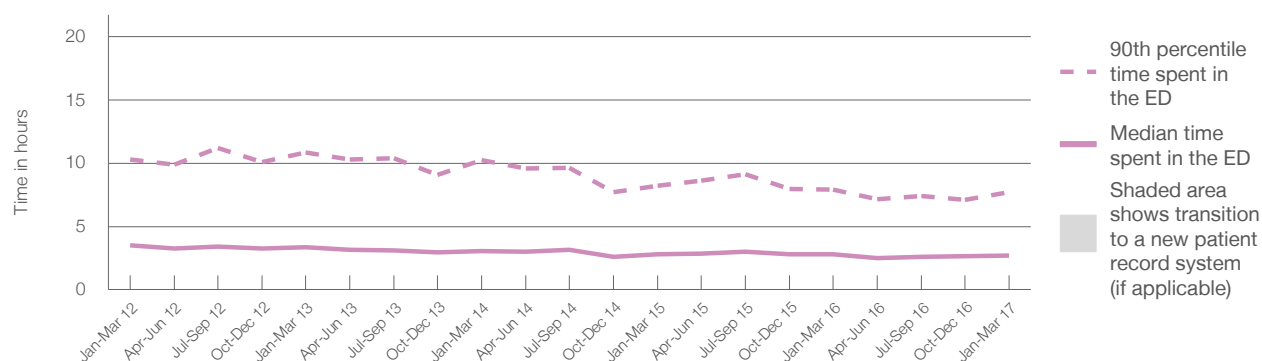
7 hours and 42 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 9,795 | |
| 9,794 | |
| 2 hours and 48 minutes | 2 hours and 44 minutes |
| 7 hours and 56 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 32m | 3h 22m | 3h 2m | 2h 47m | 2h 48m | 2h 41m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 10h 16m | 10h 50m | 10h 14m | 8h 13m | 7h 56m | 7h 42m |

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

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

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

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

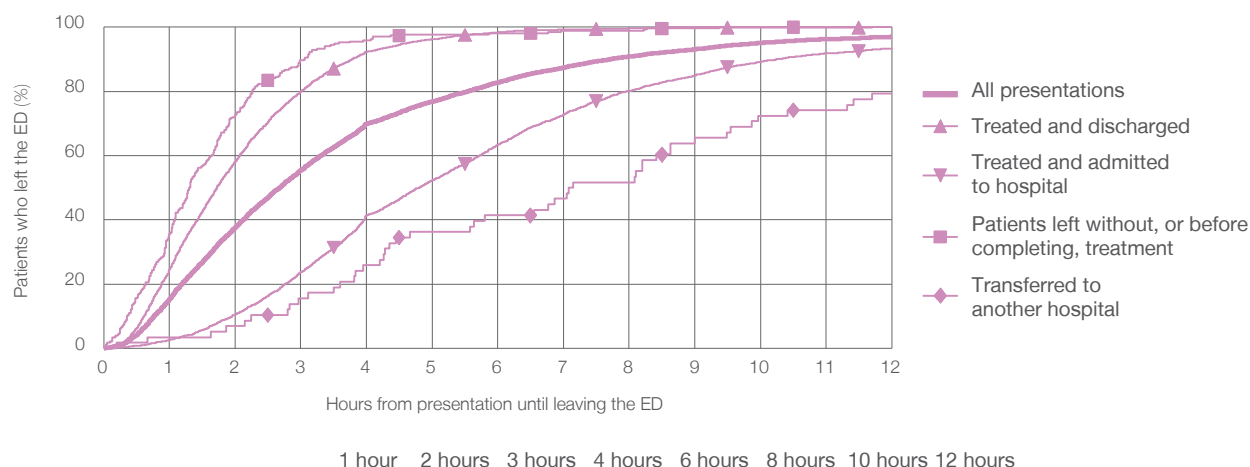
January to March 2017

All presentations:[†] 9,682 patients

Presentations used to calculate time to leaving the ED:[‡] 9,682 patients

| | | Same period last year | Change since one year ago |
|---|---------------|-----------------------|---------------------------|
| Treated and discharged | 5,134 (53.0%) | 9,794 | -1.1% |
| Treated and admitted to hospital | 4,203 (43.4%) | 5,821 | -11.8% |
| Patient left without, or before completing, treatment | 272 (2.8%) | 3,404 | 23.5% |
| Transferred to another hospital | 58 (0.6%) | 416 | -34.6% |
| Other | 15 (0.2%) | 133 | -56.4% |
| | | 21 | -28.6% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 24.7% | 58.2% | 79.9% | 92.4% | 98.4% | 99.6% | 99.9% | 100% |
| Treated and admitted to hospital | 2.5% | 10.6% | 23.7% | 41.4% | 63.3% | 80.2% | 89.3% | 93.4% |
| Patient left without, or before completing, treatment | 35.7% | 72.8% | 89.7% | 96.0% | 98.2% | 98.9% | 100% | 100% |
| Transferred to another hospital | 3.4% | 6.9% | 15.5% | 25.9% | 41.4% | 51.7% | 72.4% | 79.3% |
| All presentations | 15.4% | 37.7% | 55.4% | 69.9% | 82.8% | 90.9% | 95.1% | 97.0% |

(†) 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.

Wagga Wagga Rural Referral 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:¹ 9,682 patients

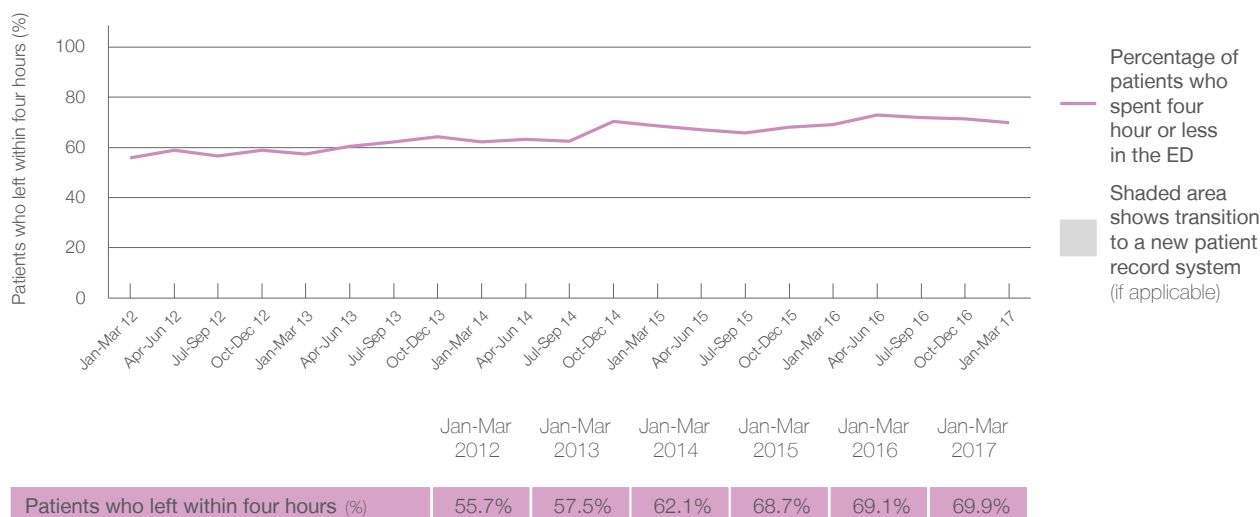
Presentations used to calculate time to leaving the ED:⁶ 9,682 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,795 | -1.2% |
| 9,794 | -1.1% |
| 69.1% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

Wyong Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 16,457 patients

Emergency presentations:² 16,309 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 16,199 | 1.6% |
| 15,986 | 2.0% |

Wyong Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,520 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,823 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,653 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,218 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,748 | |
| 7 minutes | 8 minutes |
| 27 minutes | 26 minutes |
| 4,679 | |
| 21 minutes | 20 minutes |
| 67 minutes | 69 minutes |
| 8,340 | |
| 27 minutes | 26 minutes |
| 87 minutes | 101 minutes |
| 1,151 | |
| 20 minutes | 23 minutes |
| 71 minutes | 104 minutes |

Wyong Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 16,457 patients

Percentage of patients who spent four hours or less in the ED 72.5%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 16,199 | 1.6% |
| 73.8% | |

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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).

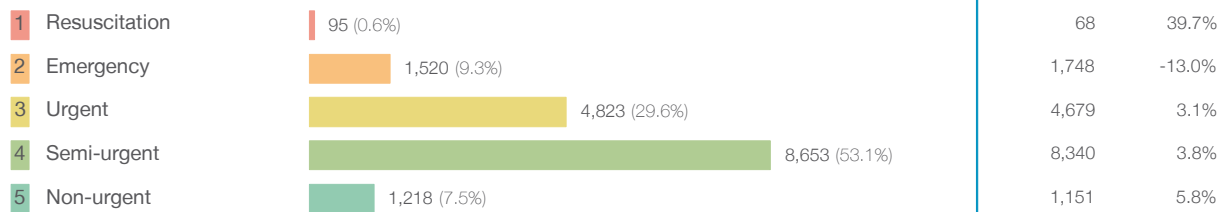
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Patients presenting to the emergency department

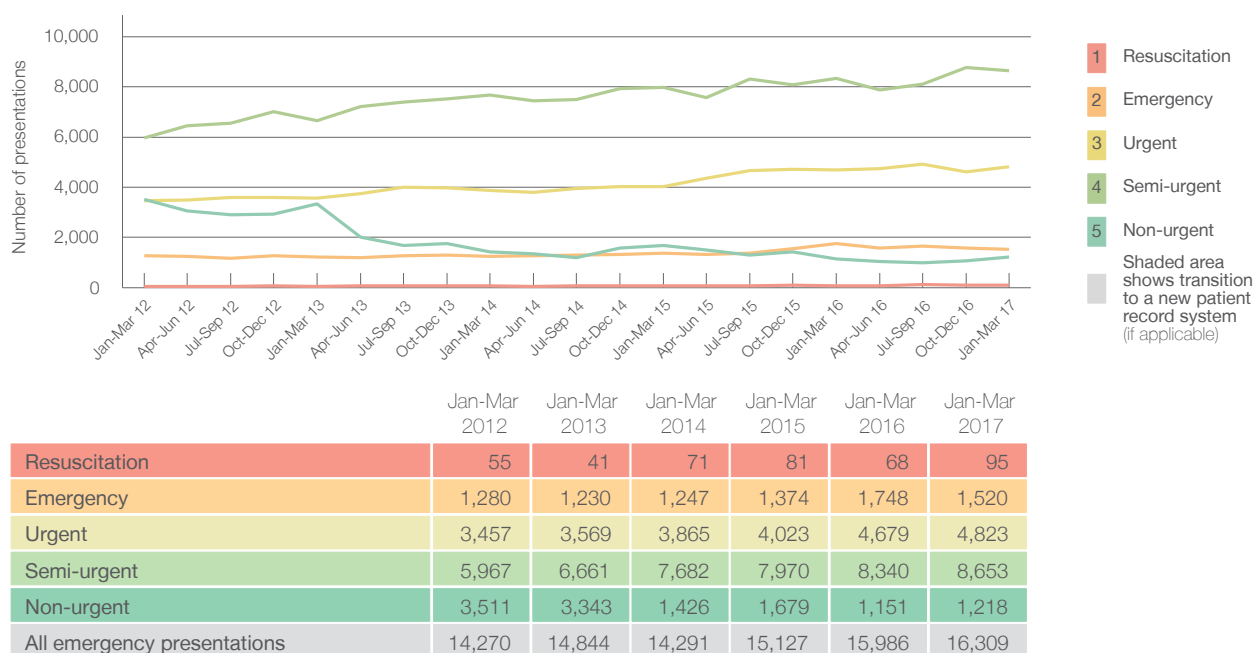
January to March 2017

All presentations:¹ 16,457 patients

Emergency presentations² by triage category: 16,309 patients



Emergency presentations² by quarter, January 2012 to March 2017[‡]



Wyong Hospital: Patients arriving by ambulance

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,912 patients

ED Transfer of care time



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

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

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

Wyong 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: 1,520

Number of triage 2 patients used to calculate waiting time:³ 1,510

Median time to start treatment⁴

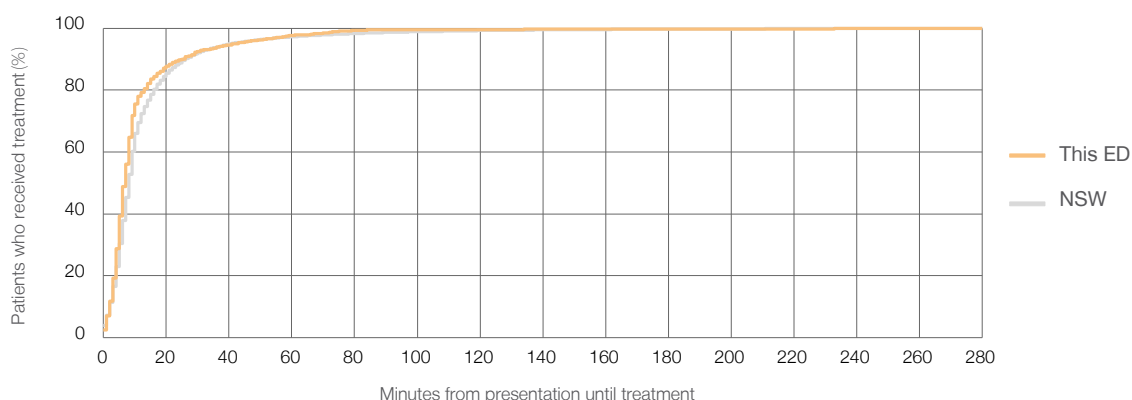
7 minutes

90th percentile time to start treatment⁵

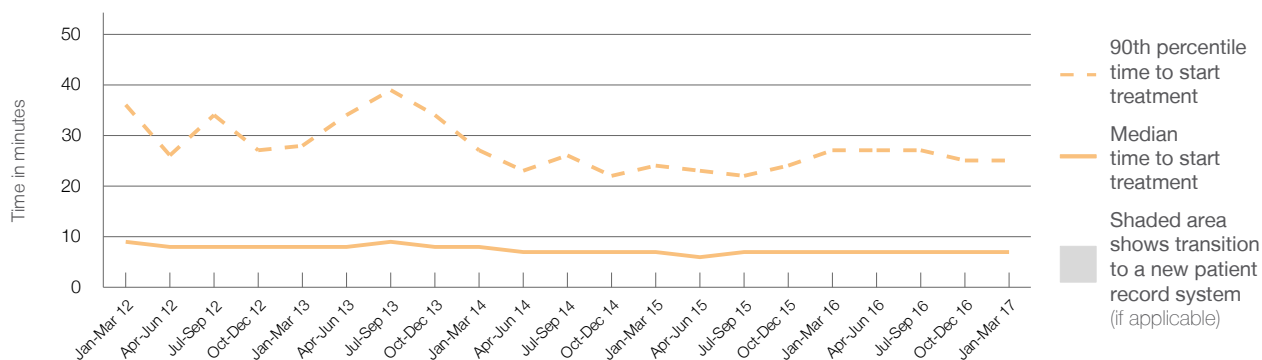
25 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,748 | |
| 1,733 | |
| 7 minutes | 8 minutes |
| 27 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 9 | 8 | 8 | 7 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 36 | 28 | 27 | 24 | 27 | 25 |

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

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

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

Wyong 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: 4,823

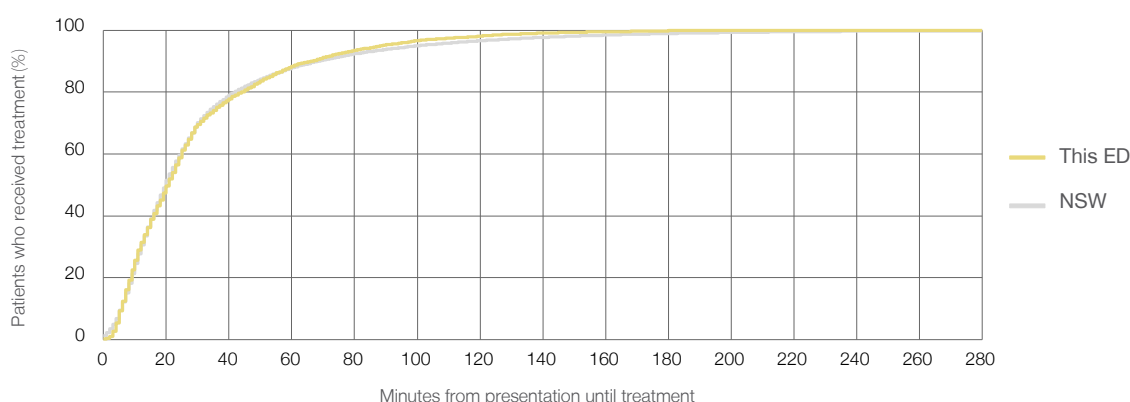
Number of triage 3 patients used to calculate waiting time:³ 4,778

Median time to start treatment⁴ 21 minutes

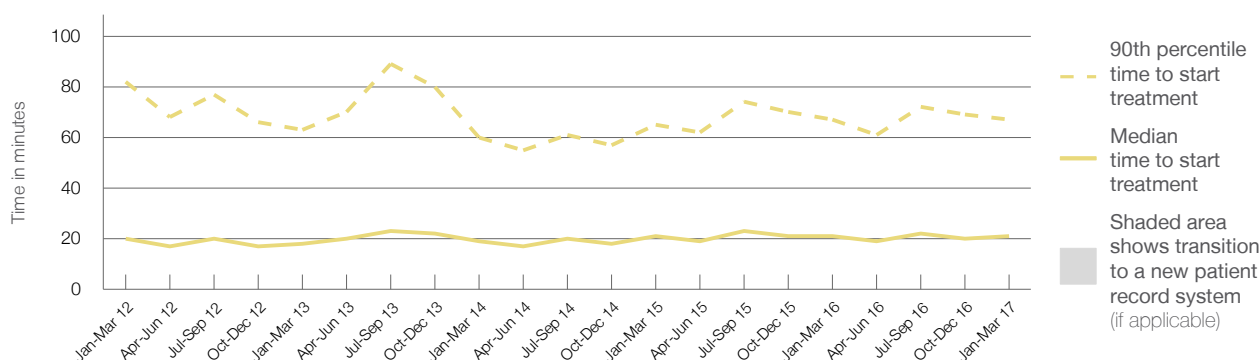
90th percentile time to start treatment⁵ 67 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 4,679 | |
| 4,634 | |
| 21 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 20 | 18 | 19 | 21 | 21 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 82 | 63 | 60 | 65 | 67 | 67 |

(†) 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.

Wyong 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: 8,653

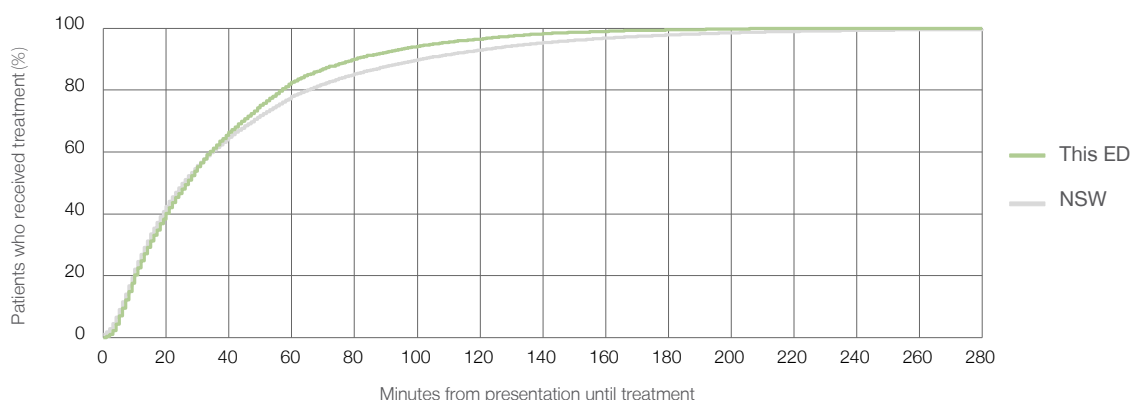
Number of triage 4 patients used to calculate waiting time:³ 8,417

Median time to start treatment⁴ 27 minutes

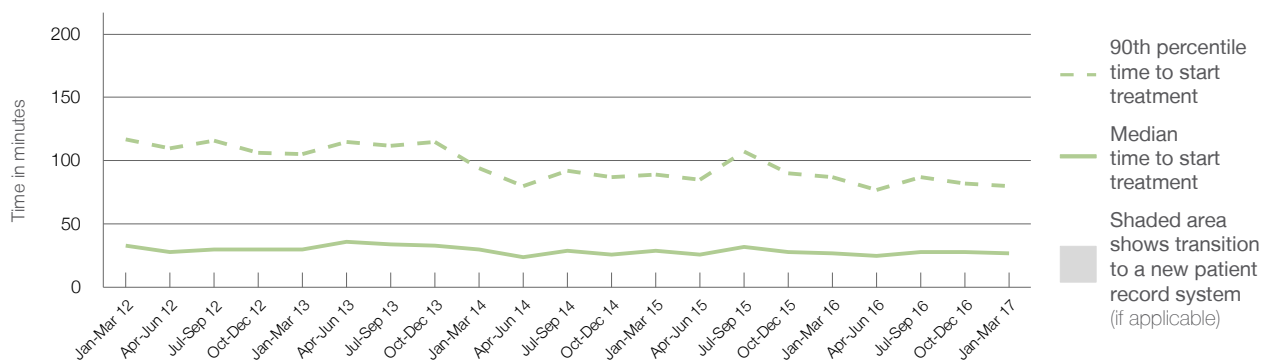
90th percentile time to start treatment⁵ 80 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 8,340 | |
| 8,085 | |
| 27 minutes | 26 minutes |
| 87 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^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 33 | 30 | 30 | 29 | 27 | 27 |
| 90th percentile time to start treatment ⁵ (minutes) | 117 | 105 | 94 | 89 | 87 | 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 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.

Wyong 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: 1,218

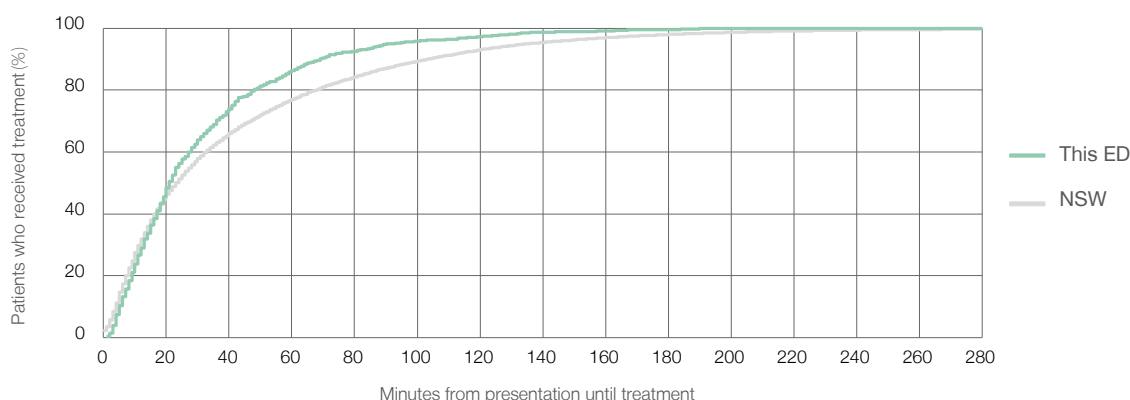
Number of triage 5 patients used to calculate waiting time:³ 1,166

Median time to start treatment⁴ 21 minutes

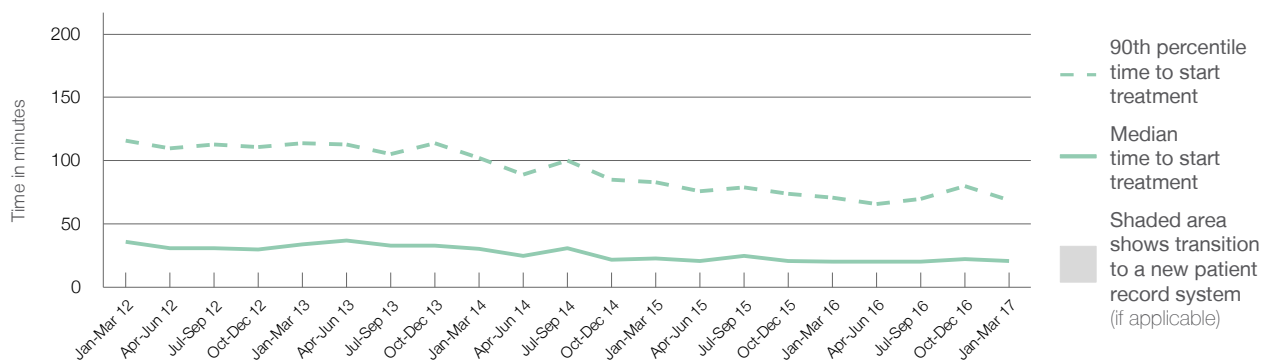
90th percentile time to start treatment⁵ 69 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,151 | |
| 1,113 | |
| 20 minutes | 23 minutes |
| 71 minutes | 104 minutes |

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 36 | 34 | 31 | 23 | 20 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 116 | 114 | 102 | 83 | 71 | 69 |

(†) 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.

Wyong Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 16,457 patients

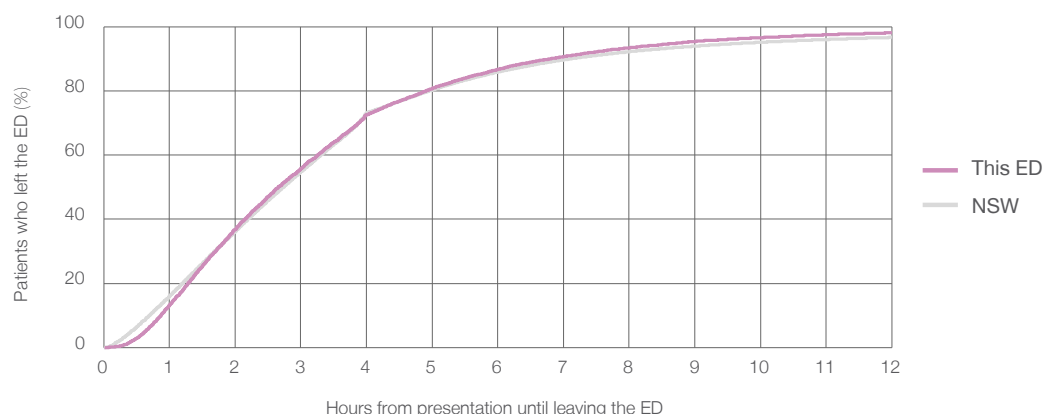
Presentations used to calculate time to leaving the ED:⁶ 16,457 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

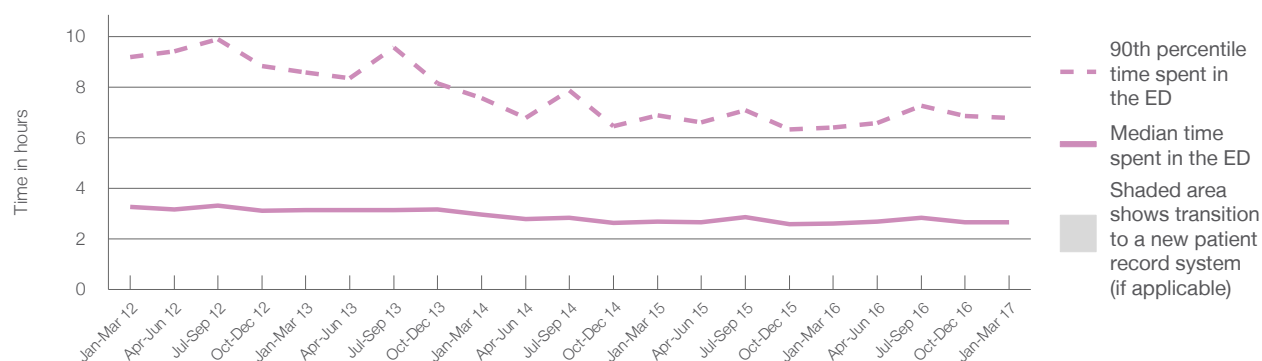
90th percentile time spent in the ED⁹ 6 hours and 48 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 16,199 | 16,199 |
| 2 hours and 37 minutes | 2 hours and 44 minutes |
| 6 hours and 24 minutes | 7 hours and 7 minutes |

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



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 16m | 3h 9m | 2h 58m | 2h 42m | 2h 37m | 2h 40m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 12m | 8h 35m | 7h 35m | 6h 53m | 6h 24m | 6h 48m |

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Wyong Hospital: Time patients spent in the ED

By mode of separation

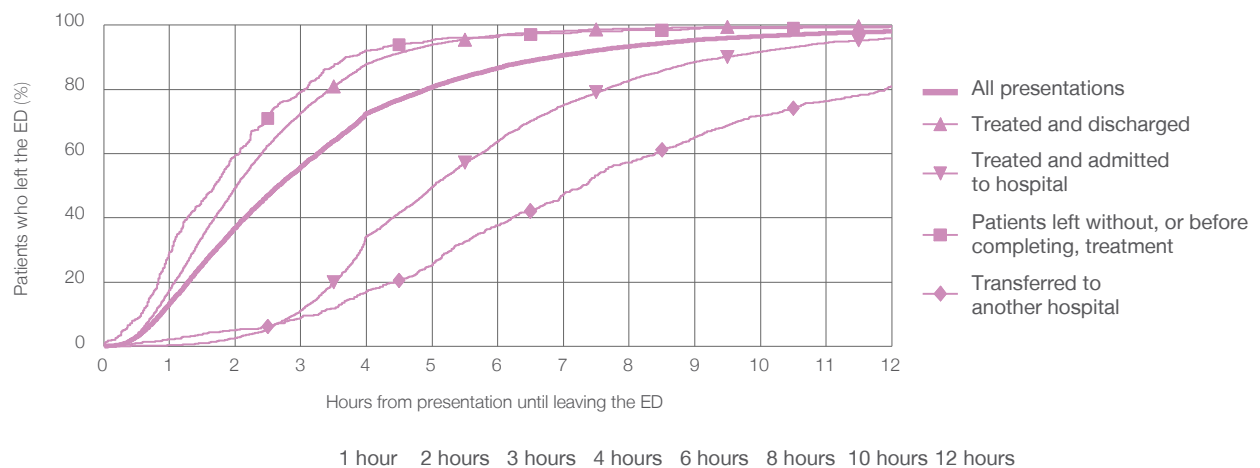
January to March 2017

All presentations:[†] 16,457 patients

Presentations used to calculate time to leaving the ED:[‡] 16,457 patients

| | | Same period last year | Change since one year ago |
|---|----------------|-----------------------|---------------------------|
| Treated and discharged | 11,442 (69.5%) | 16,199 | 1.6% |
| Treated and admitted to hospital | 3,883 (23.6%) | 11,322 | 1.1% |
| Patient left without, or before completing, treatment | 445 (2.7%) | 3,605 | 7.7% |
| Transferred to another hospital | 662 (4.0%) | 430 | 3.5% |
| Other | 25 (0.2%) | 791 | -16.3% |
| | | 51 | -51.0% |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{†‡}



| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 17.6% | 49.5% | 72.7% | 87.9% | 96.9% | 98.9% | 99.5% | 99.8% |
| Treated and admitted to hospital | 0.3% | 2.5% | 11.2% | 34.2% | 63.9% | 82.8% | 91.8% | 95.9% |
| Patient left without, or before completing, treatment | 29.2% | 59.6% | 79.1% | 92.1% | 96.4% | 98.4% | 99.1% | 99.6% |
| Transferred to another hospital | 2.3% | 5.0% | 8.9% | 17.1% | 37.8% | 57.3% | 71.8% | 81.0% |
| All presentations | 13.3% | 37.0% | 55.8% | 72.5% | 86.7% | 93.4% | 96.6% | 98.1% |

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Wyong 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:¹ 16,457 patients

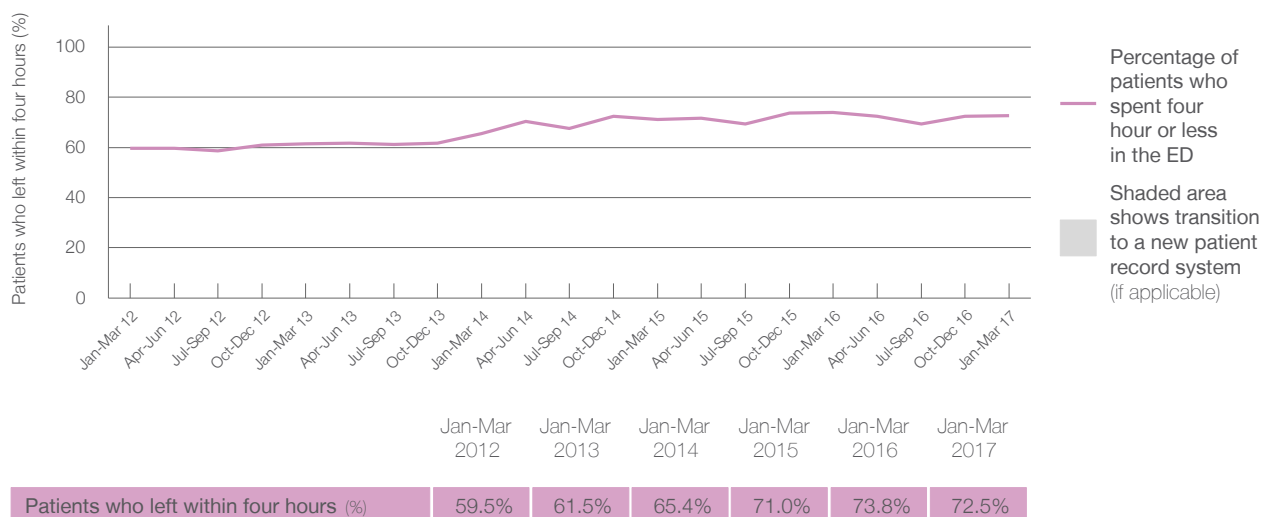
Presentations used to calculate time to leaving the ED:⁶ 16,457 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 16,199 | 1.6% |
| 16,199 | 1.6% |
| 73.8% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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- 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).