

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Ungrouped acute – tertiary referral hospitals  
(A3) peer group

**April to June 2017**

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

April to June 2017

All presentations:<sup>1</sup> 9,040 patients  
 Emergency presentations:<sup>2</sup> 9,028 patients

Same period last year	Change since one year ago
8,665	4.3%
8,617	4.8%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,315 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,226 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 40 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,263 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 85 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,181 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,099	
9 minutes	8 minutes
25 minutes	26 minutes
2,201	
18 minutes	20 minutes
42 minutes	67 minutes
4,145	
22 minutes	25 minutes
66 minutes	99 minutes
1,121	
22 minutes	23 minutes
82 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Percentage of patients who spent four hours or less in the ED 73.3%

Same period last year	Change since one year ago
8,665	4.3%
75.9%	

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

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

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

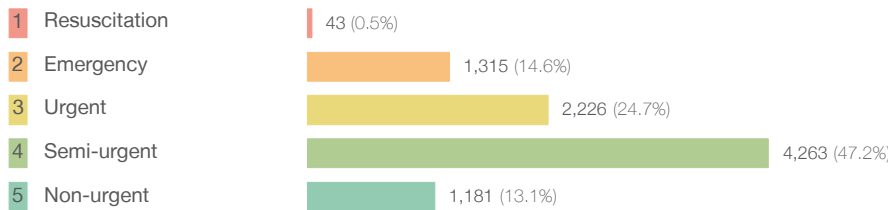
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Calvary Mater Newcastle: Patients presenting to the emergency department

April to June 2017

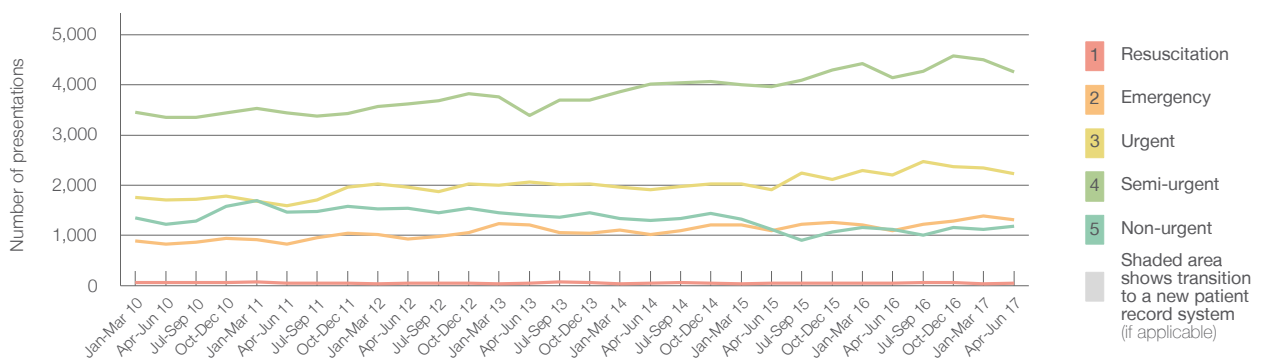
All presentations:<sup>1</sup> 9,040 patients

Emergency presentations<sup>2</sup> by triage category: 9,028 patients



	Same period last year	Change since one year ago
All presentations	8,665	4.3%
Emergency presentations	8,617	4.8%
Resuscitation	51	-15.7%
Emergency	1,099	19.7%
Urgent	2,201	1.1%
Semi-urgent	4,145	2.8%
Non-urgent	1,121	5.4%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	65	46	45	54	45	45	51	43
Emergency	825	823	924	1,210	1,023	1,095	1,099	1,315
Urgent	1,709	1,597	1,967	2,066	1,909	1,911	2,201	2,226
Semi-urgent	3,347	3,446	3,616	3,392	4,010	3,961	4,145	4,263
Non-urgent	1,224	1,465	1,541	1,402	1,303	1,117	1,121	1,181
All emergency presentations	7,170	7,377	8,093	8,124	8,290	8,129	8,617	9,028

## Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,660 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,566	
ED Transfer of care time		
Median time	4 minutes	0 minutes
90th percentile time	18 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.

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

April to June 2017

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

Number of triage 2 patients: 1,315

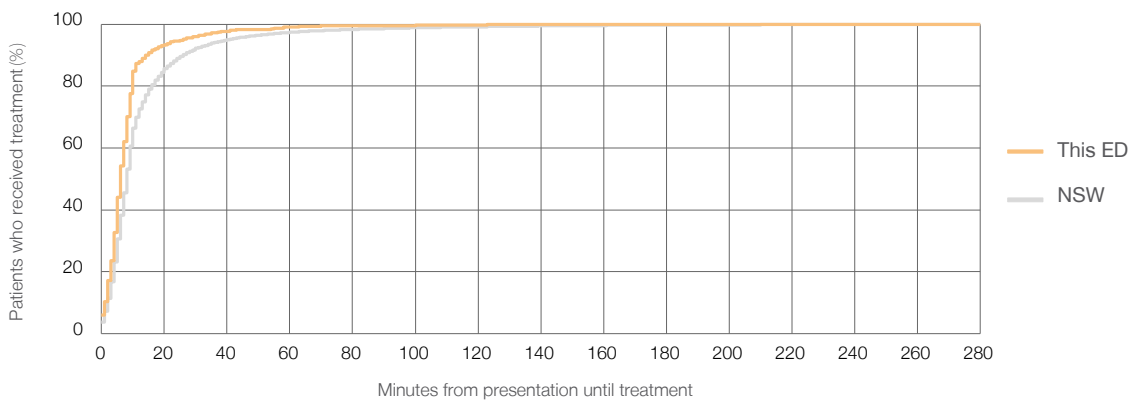
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 994

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

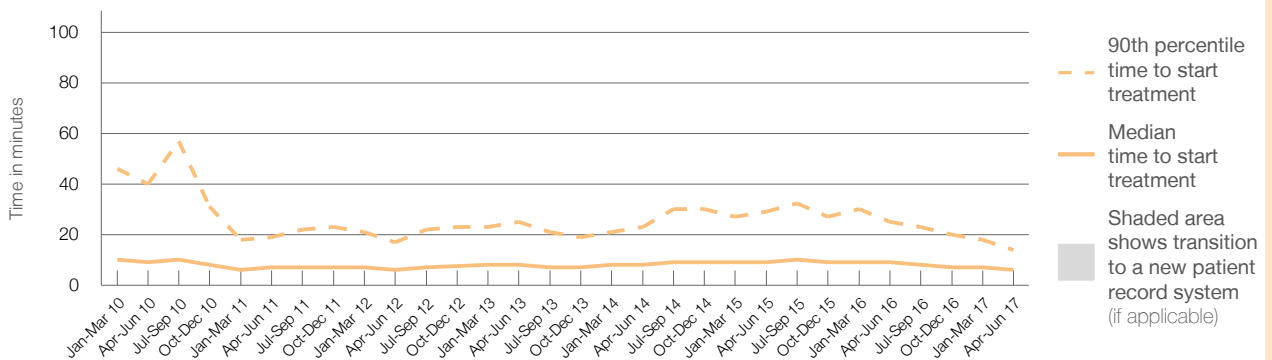
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,099	874
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	8	8	9	9	6
90th percentile time to start treatment <sup>5</sup> (minutes)	40	19	17	25	23	29	25	14

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

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,226

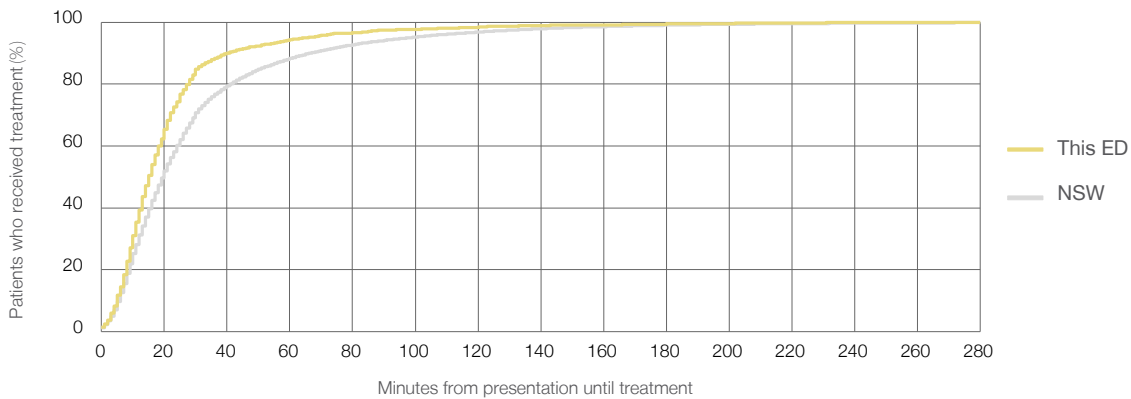
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,975

Median time to start treatment<sup>4</sup> 15 minutes

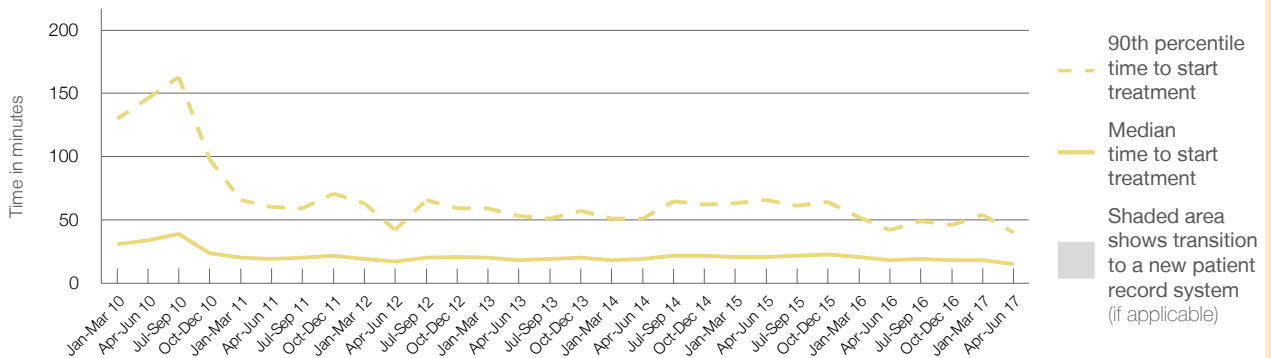
90th percentile time to start treatment<sup>5</sup> 40 minutes

Same period last year	NSW (this period)
2,201	1,916
18 minutes	20 minutes
42 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	34	19	17	18	19	21	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	146	60	42	53	51	66	42	40

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 4,263

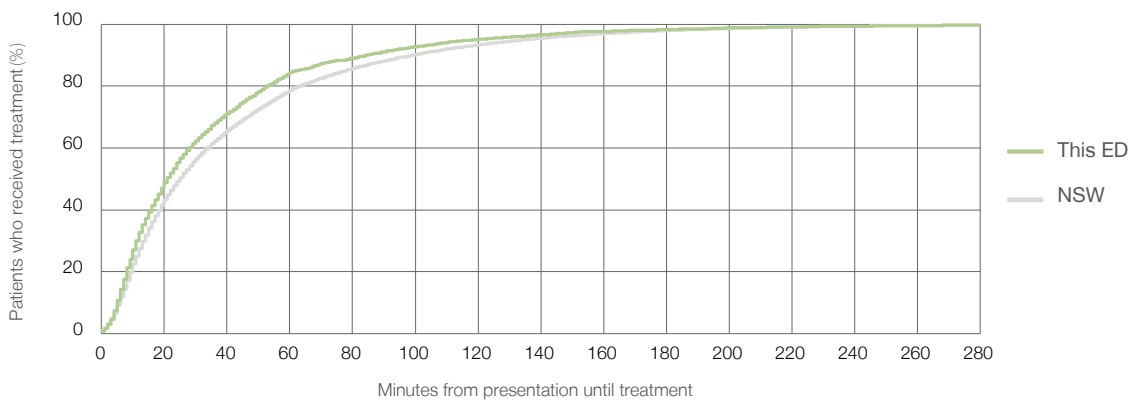
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,890

Median time to start treatment<sup>4</sup> 21 minutes

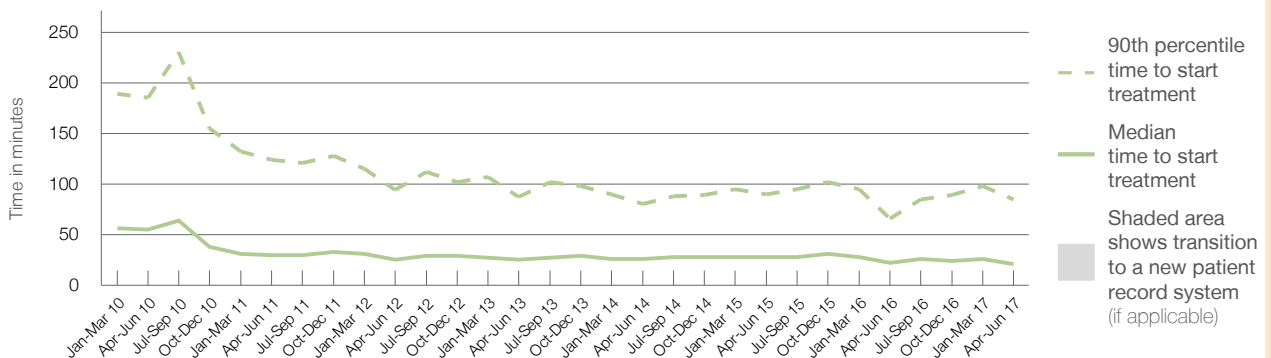
90th percentile time to start treatment<sup>5</sup> 85 minutes

Same period last year	NSW (this period)
4,145	3,839
22 minutes	25 minutes
66 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	55	30	25	25	26	28	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	185	124	94	87	80	90	66	85

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## Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,121

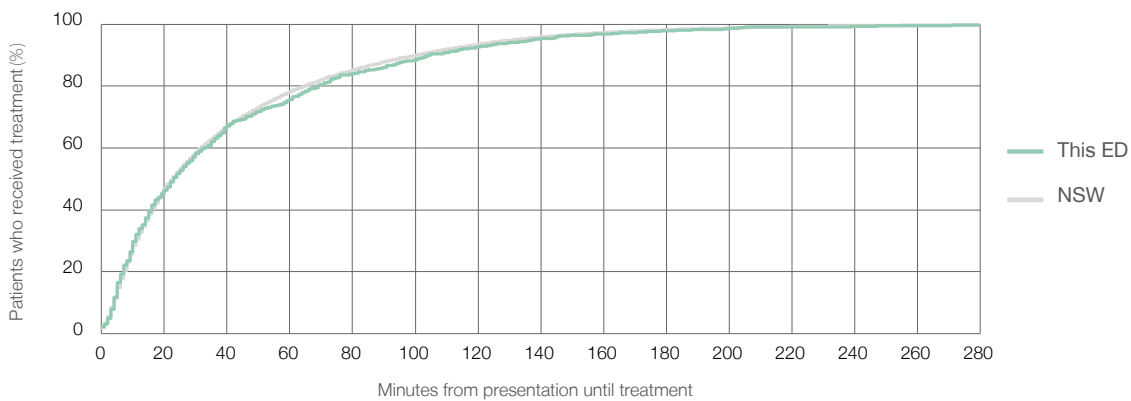
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 970

Median time to start treatment<sup>4</sup> 23 minutes

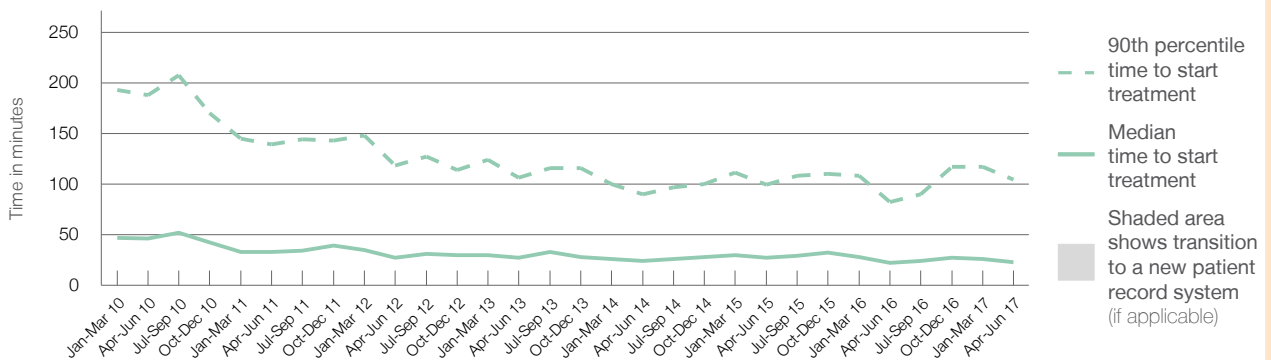
90th percentile time to start treatment<sup>5</sup> 105 minutes

Same period last year	NSW (this period)
1,121	957
22 minutes	23 minutes
82 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	46	33	27	27	24	27	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)	188	139	118	106	90	99	82	105

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

April to June 2017

All presentations:<sup>1</sup> 9,040 patients

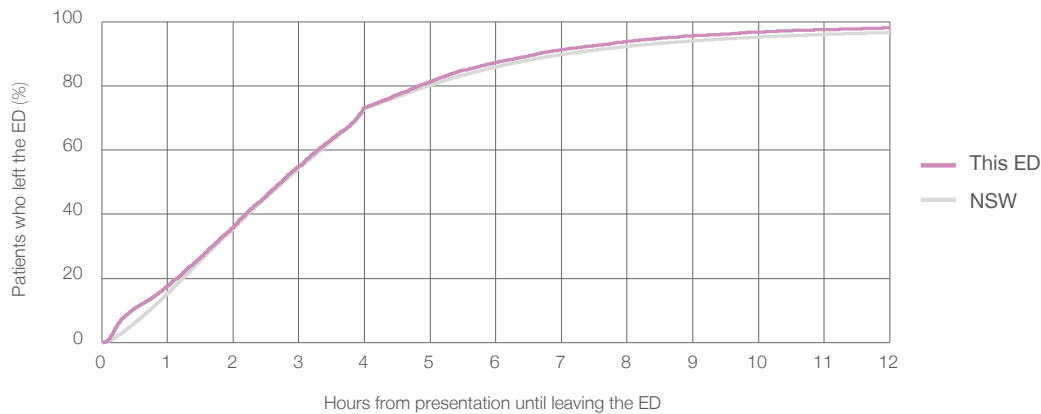
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Median time spent in the ED<sup>8</sup>  2 hours and 44 minutes

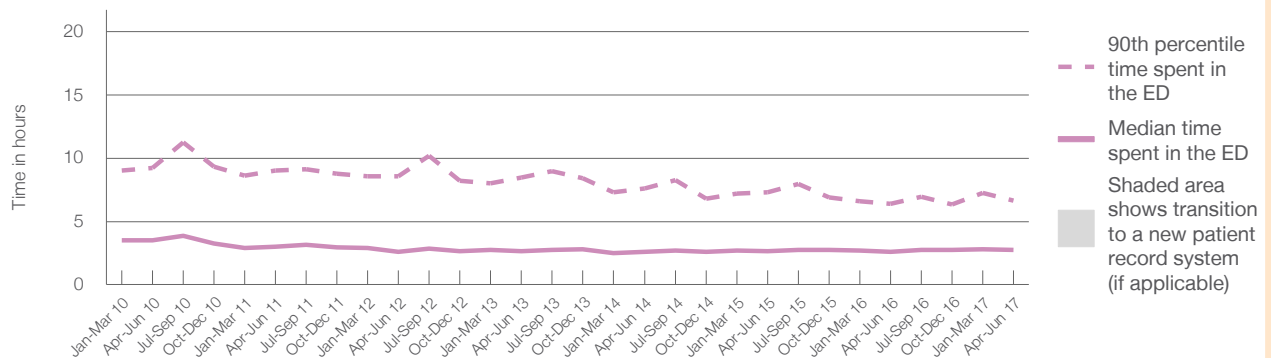
90th percentile time spent in the ED<sup>9</sup>  6 hours and 39 minutes

Same period last year	NSW (this period)
8,665	8,665
2 hours and 37 minutes	2 hours and 46 minutes
6 hours and 23 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 31m	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m	2h 44m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 15m	9h 0m	8h 34m	8h 29m	7h 35m	7h 18m	6h 23m	6h 39m

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

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



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

By mode of separation

April to June 2017

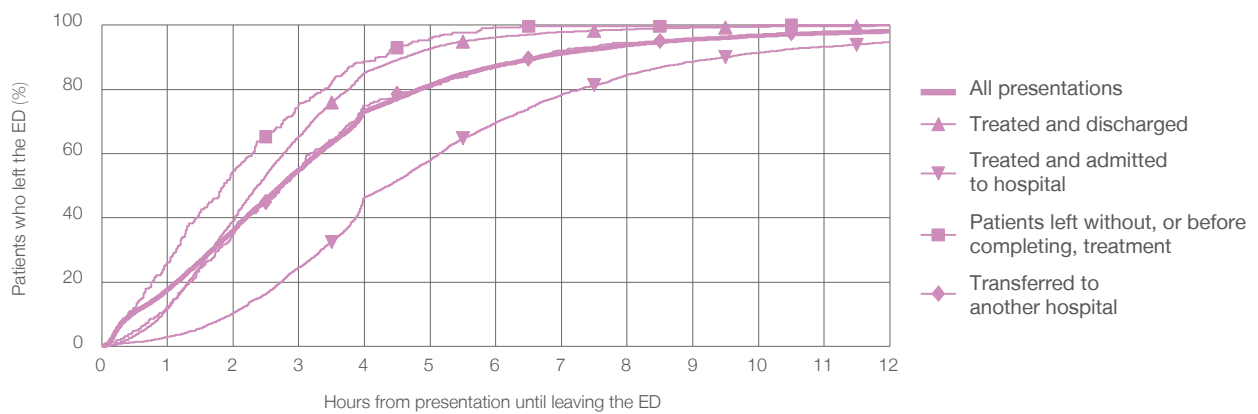
All presentations:<sup>1</sup> 9,040 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

Treated and discharged	4,267 (47.2%)
Treated and admitted to hospital	3,067 (33.9%)
Patient left without, or before completing, treatment	317 (3.5%)
Transferred to another hospital	407 (4.5%)
Other	982 (10.9%)

Same period last year	Change since one year ago
8,665	4.3%
4,197	1.7%
2,976	3.1%
258	22.9%
385	5.7%
849	15.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.8%	39.1%	65.3%	85.2%	96.3%	98.7%	99.5%	99.8%
Treated and admitted to hospital	2.9%	10.4%	24.5%	46.5%	69.7%	84.6%	91.4%	94.8%
Patient left without, or before completing, treatment	26.2%	54.6%	75.4%	88.6%	99.4%	99.7%	100%	100%
Transferred to another hospital	12.5%	35.1%	54.8%	74.9%	87.5%	94.6%	96.8%	98.5%
All presentations	17.7%	36.0%	55.0%	73.3%	87.4%	93.9%	96.7%	98.1%

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## Calvary Mater Newcastle: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 9,040 patients

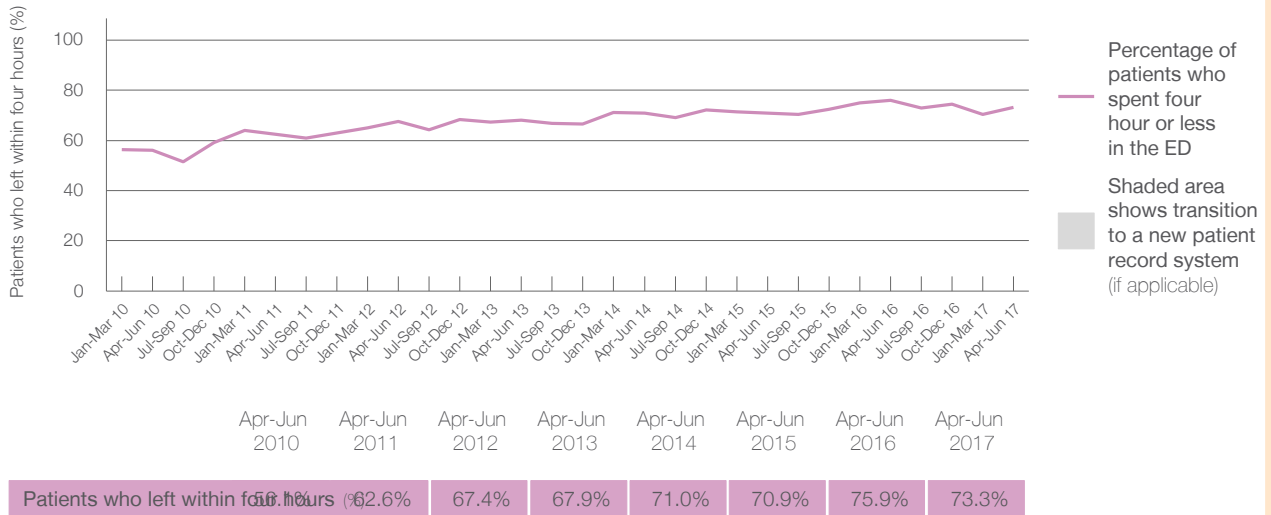
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,040 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,665	4.3%
Presentations used to calculate time to leaving the ED	8,665	4.3%
Percentage of patients who spent four hours or less in the ED	75.9%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	62.6%
Apr-Jun 2011	67.4%
Apr-Jun 2012	67.9%
Apr-Jun 2013	71.0%
Apr-Jun 2014	70.9%
Apr-Jun 2015	75.9%
Apr-Jun 2016	73.3%
Apr-Jun 2017	73.3%

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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

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

April to June 2017


All presentations:<sup>1</sup> 7,188 patients  
Emergency presentations:<sup>2</sup> 6,900 patients

Same period last year	Change since one year ago
9,577	-24.9%
7,066	-2.3%



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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 97 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 805 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  43 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,930 patients

Median time to start treatment<sup>4</sup>  25 minutes  
90th percentile time to start treatment<sup>5</sup>  68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,068 patients

Median time to start treatment<sup>4</sup>  30 minutes  
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
116	
7 minutes	8 minutes
15 minutes	26 minutes
1,012	
22 minutes	20 minutes
48 minutes	67 minutes
4,102	
29 minutes	25 minutes
77 minutes	99 minutes
1,836	
33 minutes	23 minutes
95 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,187 patients

Percentage of patients who spent four hours or less in the ED  86.4%

Same period last year	Change since one year ago
9,568	-24.9%
91.4%	

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

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

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

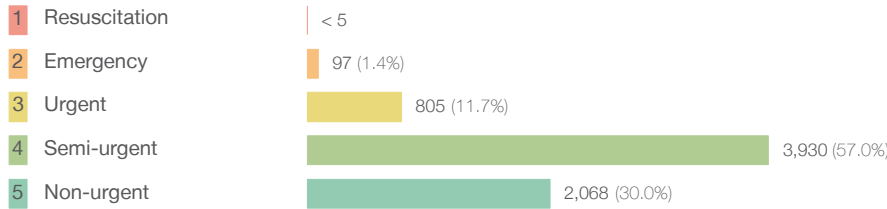
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

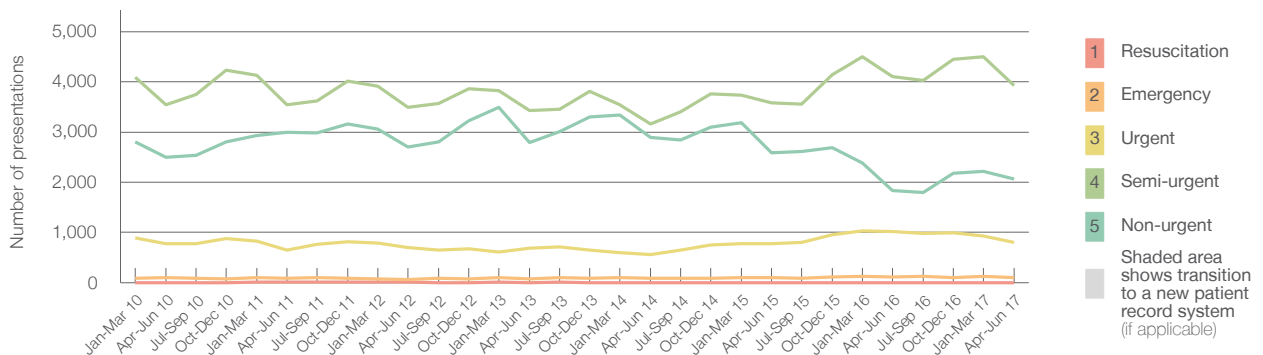
All presentations:<sup>1</sup> 7,188 patients

Emergency presentations<sup>2</sup> by triage category: 6,900 patients



Same period last year	Change since one year ago
9,577	-24.9%
7,066	-2.3%
< 5	*
116	-18.3%
1,012	-20.5%
4,102	-4.2%
1,836	12.6%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	< 5	7	5	< 5	< 5	0	< 5	< 5
Emergency	107	85	68	76	93	105	116	97
Urgent	777	649	696	683	557	770	1,012	805
Semi-urgent	3,546	3,543	3,490	3,433	3,160	3,580	4,102	3,930
Non-urgent	2,503	2,993	2,701	2,789	2,898	2,588	1,836	2,068
All emergency presentations	6,933	7,277	6,960	6,981	6,708	7,043	7,066	6,900

## Sydney/Sydney Eye Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 663 patients

ED Transfer of care time



Same period last year	Change since one year ago
664	
8 minutes	0 minutes
16 minutes	1 minute

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

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

April to June 2017

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

Number of triage 2 patients: 97

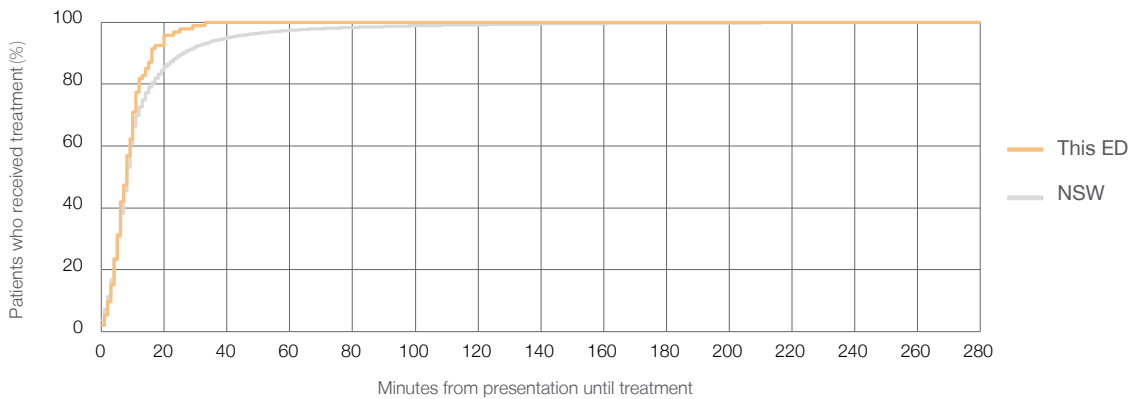
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 93

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

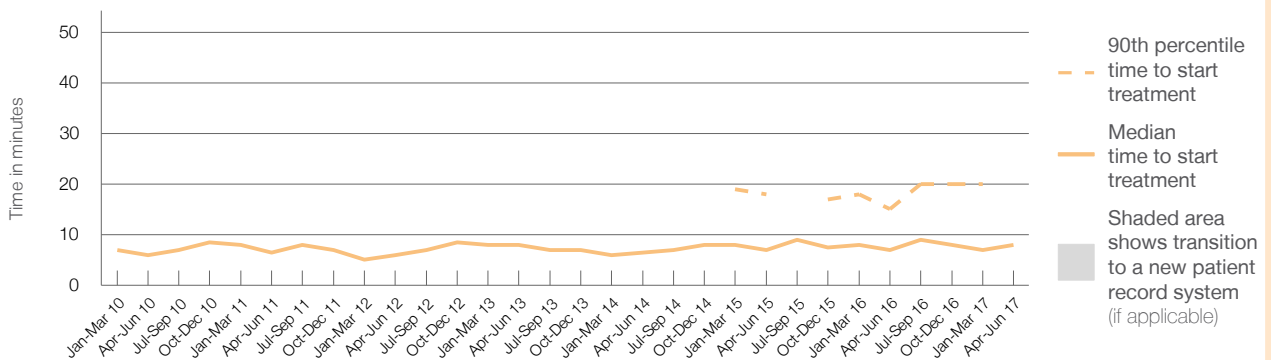
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
116	
114	
7 minutes	8 minutes
15 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	6	7	6	8	7	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	15	*	*	*	*	18	15	*

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

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

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

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

Number of triage 3 patients: 805

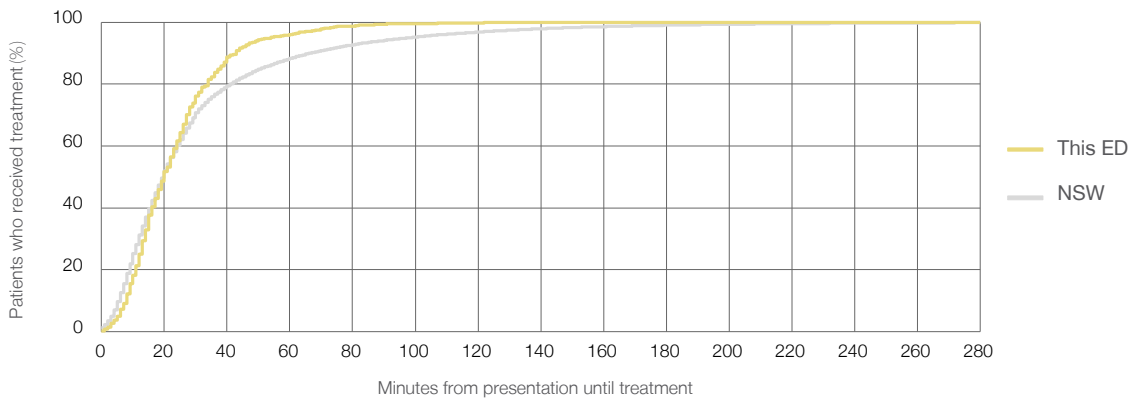
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 794

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

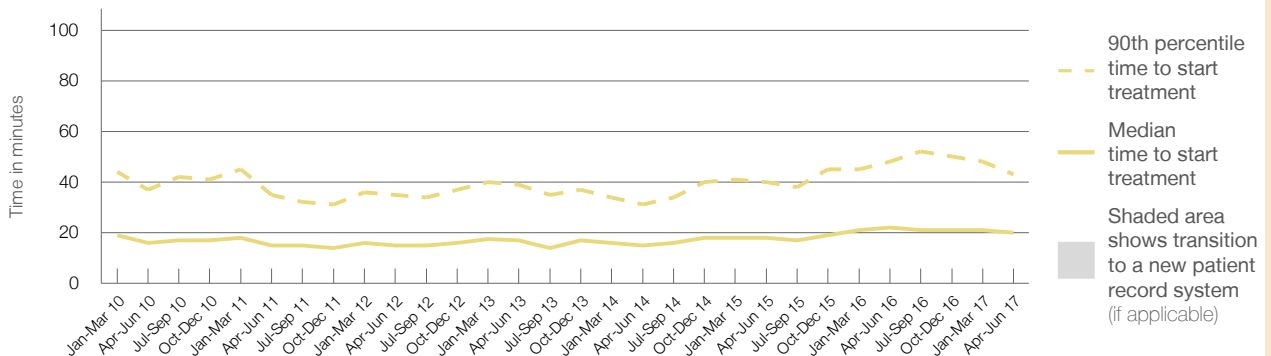
90th percentile time to start treatment<sup>5</sup> 43 minutes

Same period last year	NSW (this period)
1,012	990
22 minutes	20 minutes
48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	16	15	15	17	15	18	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)	37	35	35	39	31	40	48	43

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

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

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

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

Number of triage 4 patients: 3,930

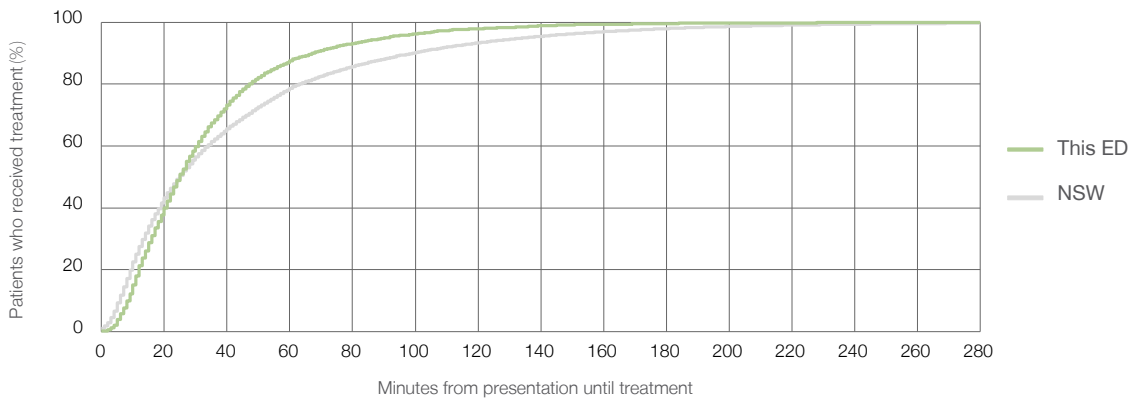
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,856

Median time to start treatment<sup>4</sup> 25 minutes

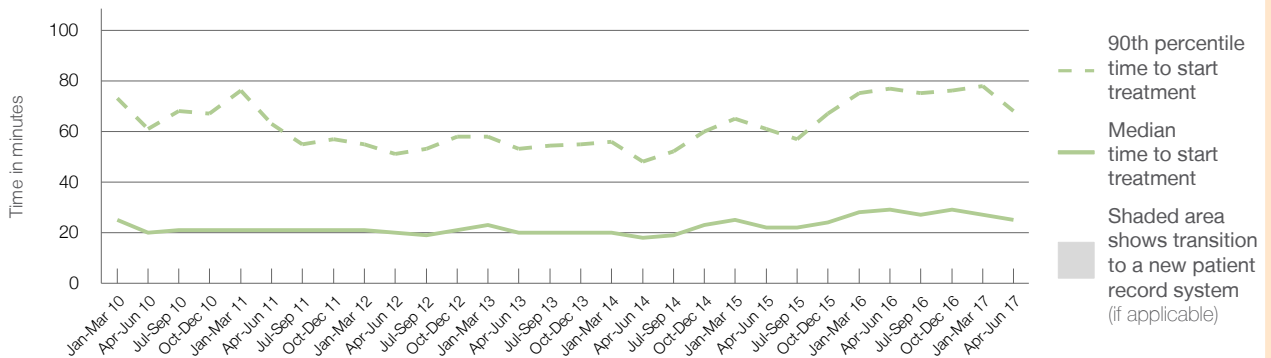
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
4,102	4,028
29 minutes	25 minutes
77 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	20	21	20	20	18	22	29	25
90th percentile time to start treatment <sup>5</sup> (minutes)	61	63	51	53	48	61	77	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.

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

April to June 2017

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

Number of triage 5 patients: 2,068

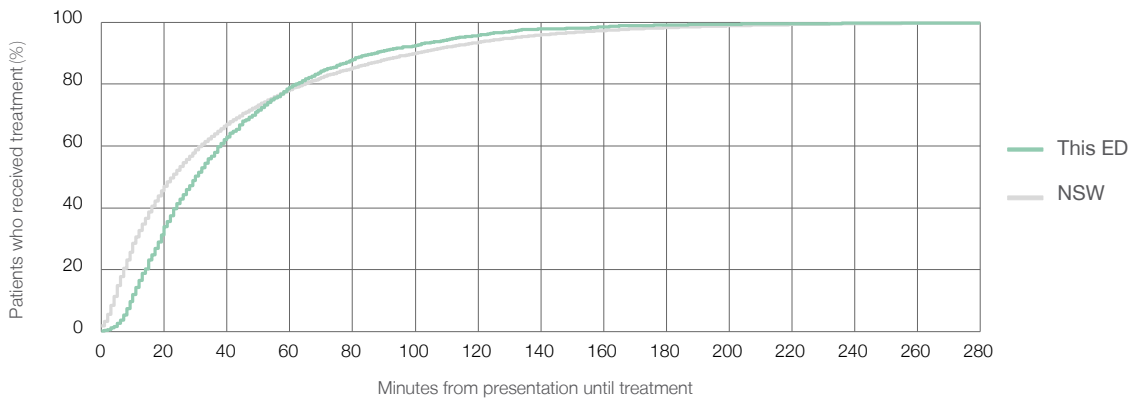
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,923

Median time to start treatment<sup>4</sup>  30 minutes

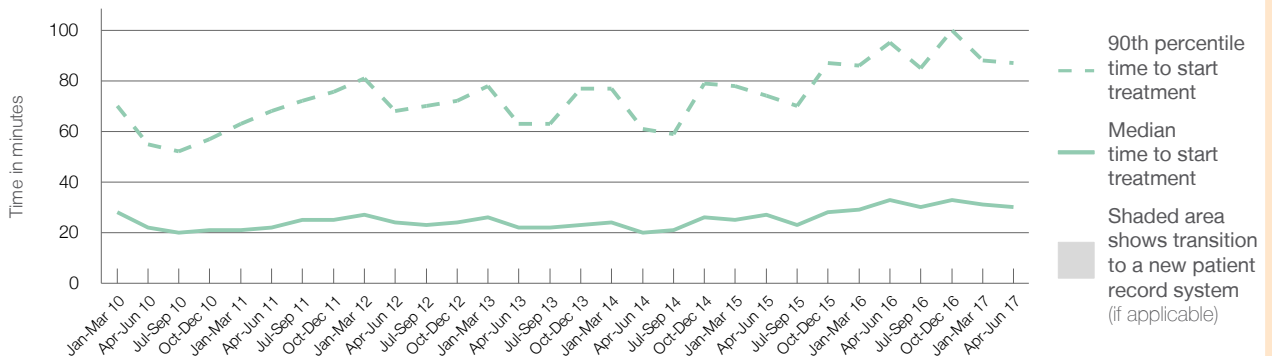
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
1,836	
1,682	
33 minutes	23 minutes
95 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	22	22	24	22	20	27	33	30
90th percentile time to start treatment <sup>5</sup> (minutes)	55	68	68	63	61	74	95	87

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

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



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

April to June 2017

All presentations:<sup>1</sup> 7,188 patients

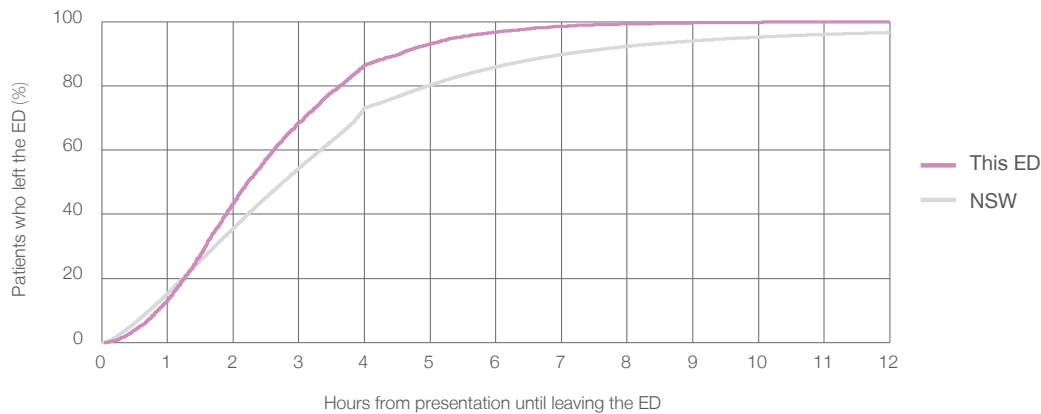
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,187 patients

Median time spent in the ED<sup>8</sup> 2 hours and 14 minutes

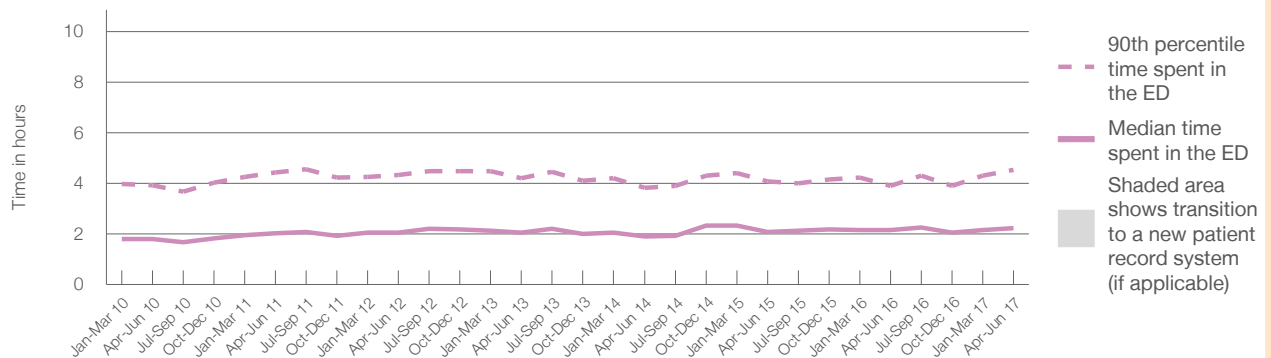
90th percentile time spent in the ED<sup>9</sup> 4 hours and 32 minutes

Same period last year	NSW (this period)
9,577	
9,568	
2 hours and 9 minutes	2 hours and 46 minutes
3 hours and 55 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 48m	2h 3m	2h 4m	2h 4m	1h 54m	2h 5m	2h 9m	2h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 56m	4h 26m	4h 20m	4h 13m	3h 49m	4h 5m	3h 55m	4h 32m

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

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

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

By mode of separation

April to June 2017

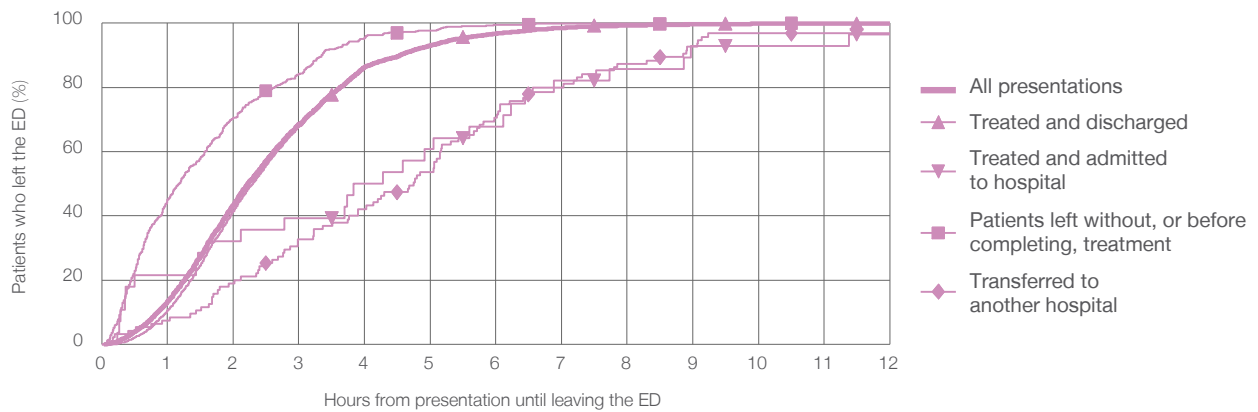
All presentations:<sup>1</sup> 7,188 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,187 patients

Treated and discharged	6,483 (90.2%)
Treated and admitted to hospital	28 (0.4%)
Patient left without, or before completing, treatment	505 (7.0%)
Transferred to another hospital	95 (1.3%)
Other	77 (1.1%)

Same period last year	Change since one year ago
9,568	-24.9%
8,643	-25.0%
82	-65.9%
661	-23.6%
83	14.5%
108	-28.7%

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



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

Treated and discharged	10.5%	41.4%	67.8%	86.4%	97.0%	99.5%	99.9%	99.9%
Treated and admitted to hospital	21.4%	32.1%	39.3%	50.0%	67.9%	85.7%	92.9%	96.4%
Patient left without, or before completing, treatment	45.1%	70.5%	84.2%	95.4%	99.4%	99.8%	100%	100%
Transferred to another hospital	7.4%	18.9%	32.6%	42.1%	70.5%	87.4%	96.8%	96.8%
All presentations	13.3%	43.5%	68.5%	86.4%	96.7%	99.3%	99.8%	99.9%

(†) 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.

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

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

April to June 2017

All presentations at the emergency department:<sup>1</sup> 7,188 patients

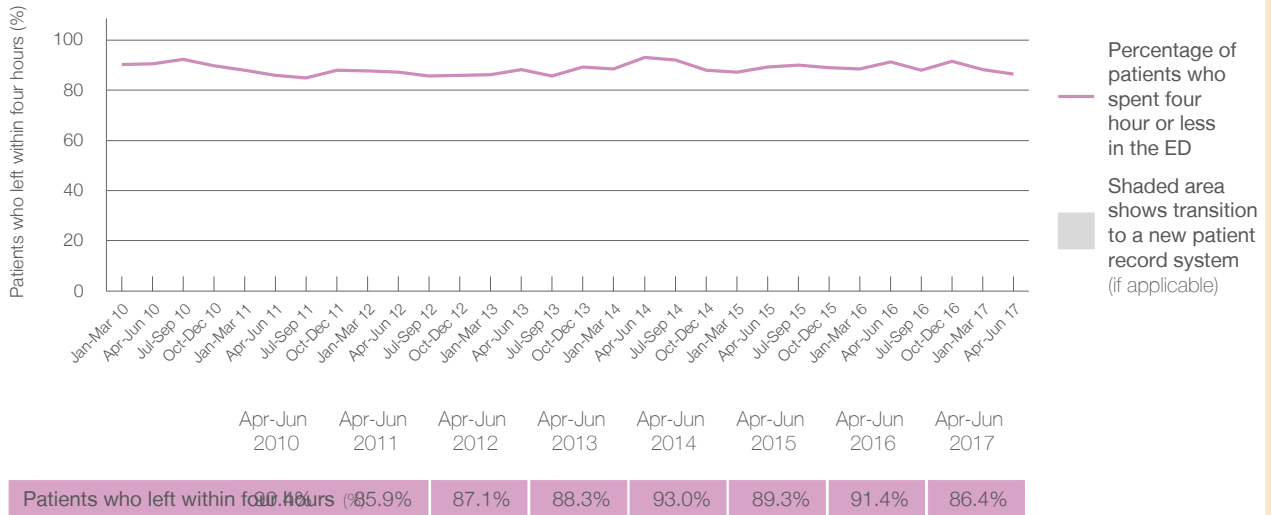
Presentations used to calculate time to leaving the ED:<sup>6</sup> 7,187 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,577	-24.9%
Presentations used to calculate time to leaving the ED	9,568	-24.9%
Percentage of patients who spent four hours or less in the ED	91.4%	

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



Patients who left within four hours	2010	2011	2012	2013	2014	2015	2016	2017
Percentage	90.4%	85.9%	87.1%	88.3%	93.0%	89.3%	91.4%	86.4%

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

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

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

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

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

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

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).