



Healthcare Quarterly

Performance Profiles

Emergency Department

Northern Sydney Local Health District

April to June 2017

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

April to June 2017

All presentations:¹ 10,058 patients

Emergency presentations:² 10,001 patients

Same period last year	Change since one year ago
9,206	9.3%
9,155	9.2%

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

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,440 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,219 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,636 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,662 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,349	
5 minutes	8 minutes
9 minutes	26 minutes
2,078	
13 minutes	20 minutes
44 minutes	67 minutes
4,049	
16 minutes	25 minutes
69 minutes	99 minutes
1,633	
12 minutes	23 minutes
78 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 10,058 patients

Percentage of patients who spent four hours or less in the ED 78.2%

Same period last year	Change since one year ago
9,206	9.3%
75.2%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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.

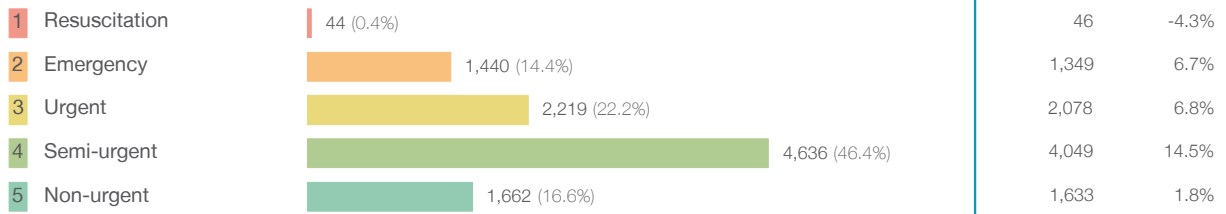
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

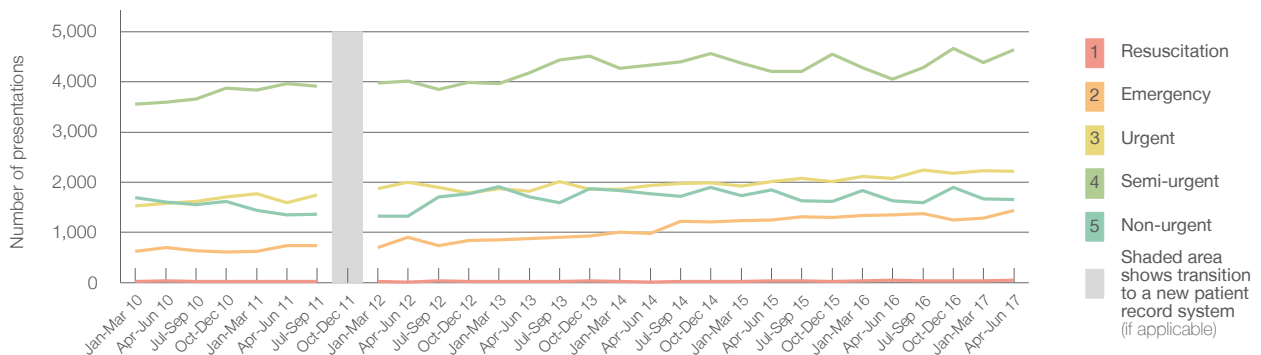
All presentations:¹ 10,058 patients

Emergency presentations² by triage category: 10,001 patients



Same period last year	Change since one year ago
9,206	9.3%
9,155	9.2%
46	-4.3%
1,349	6.7%
2,078	6.8%
4,049	14.5%
1,633	1.8%

Emergency presentations² 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	42	26	17	30	15	34	46	44
Emergency	698	738	902	874	977	1,248	1,349	1,440
Urgent	1,581	1,597	1,995	1,828	1,931	2,019	2,078	2,219
Semi-urgent	3,591	3,962	4,012	4,180	4,335	4,200	4,049	4,636
Non-urgent	1,606	1,356	1,320	1,703	1,771	1,849	1,633	1,662
All emergency presentations	7,518	7,679	8,246	8,615	9,029	9,350	9,155	10,001

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

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,982 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,864	
12 minutes	-1 minute
25 minutes	-3 minutes

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

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

Hornsby and Ku-Ring-Gai 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: 1,440

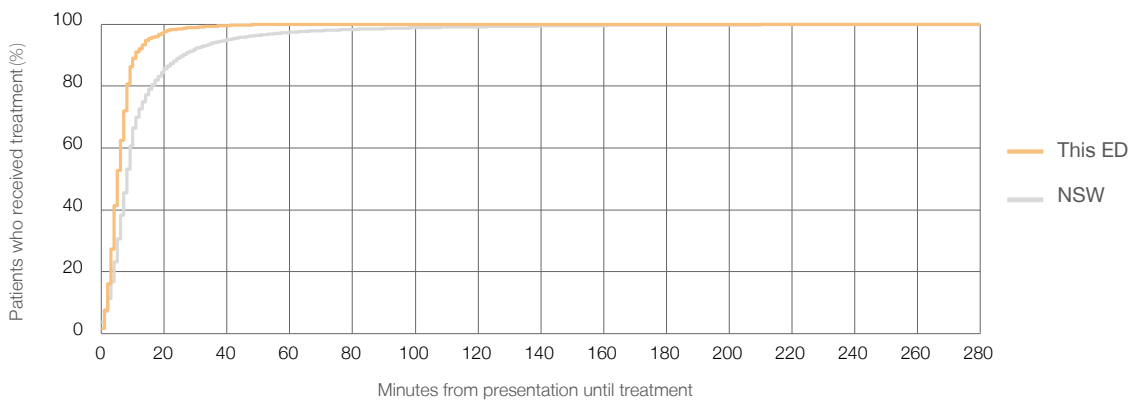
Number of triage 2 patients used to calculate waiting time:³ 1,439

Median time to start treatment⁴ 5 minutes

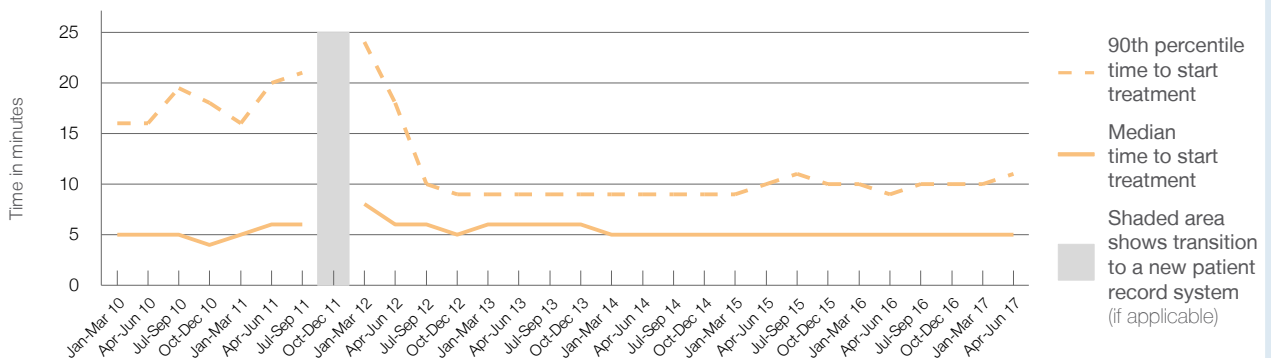
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,349	1,348
5 minutes	8 minutes
9 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^{†‡}



	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 ⁴ (minutes)	5	6	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	16	20	18	9	9	10	9	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.

Hornsby and Ku-Ring-Gai 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: 2,219

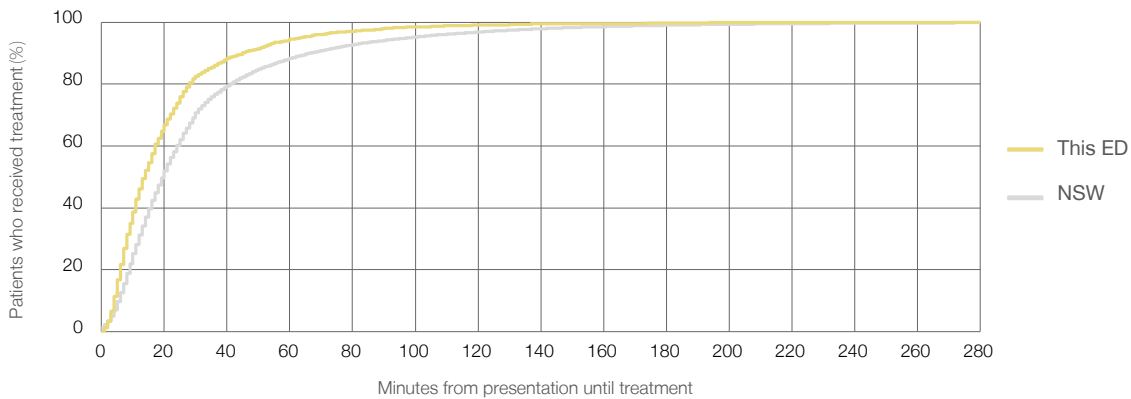
Number of triage 3 patients used to calculate waiting time:³ 2,213

Median time to start treatment⁴ 14 minutes

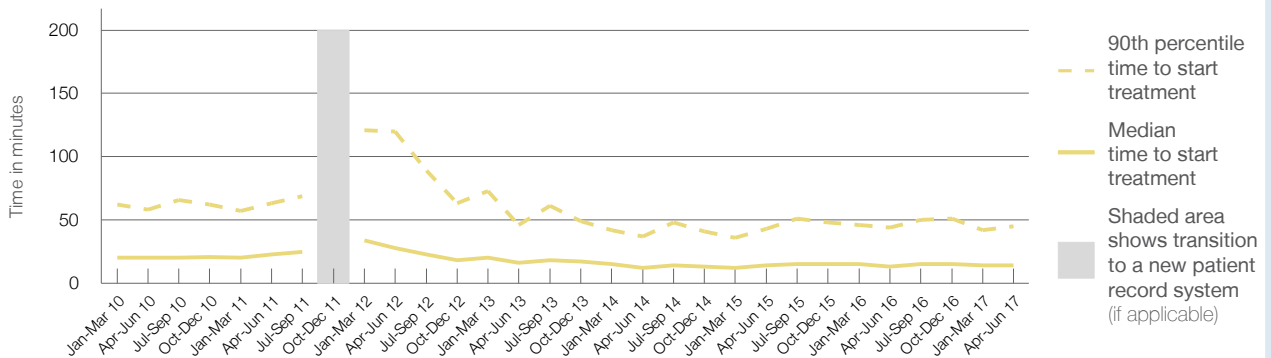
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
2,078	
2,066	
13 minutes	20 minutes
44 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^{†‡}



	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 ⁴ (minutes)	20	23	28	16	12	14	13	14
90th percentile time to start treatment ⁵ (minutes)	58	63	120	46	37	43	44	45

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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.

Hornsby and Ku-Ring-Gai 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: 4,636

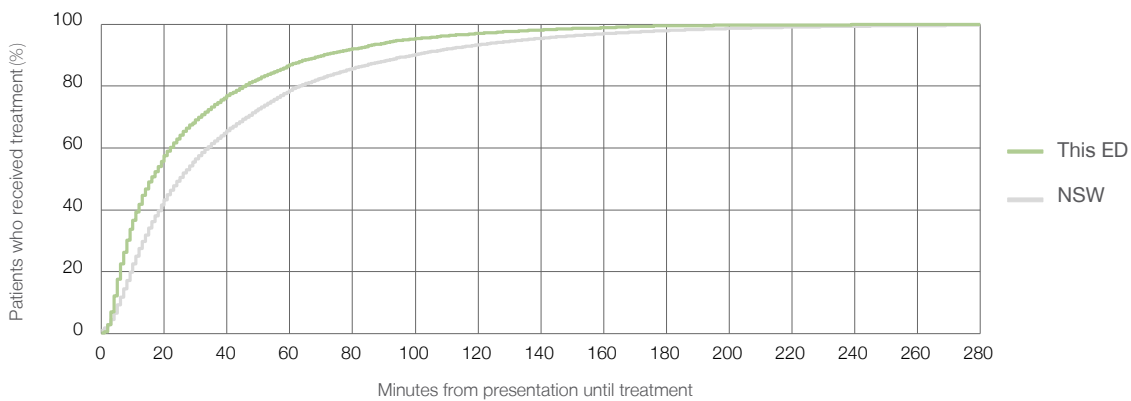
Number of triage 4 patients used to calculate waiting time:³ 4,549

Median time to start treatment⁴ 16 minutes

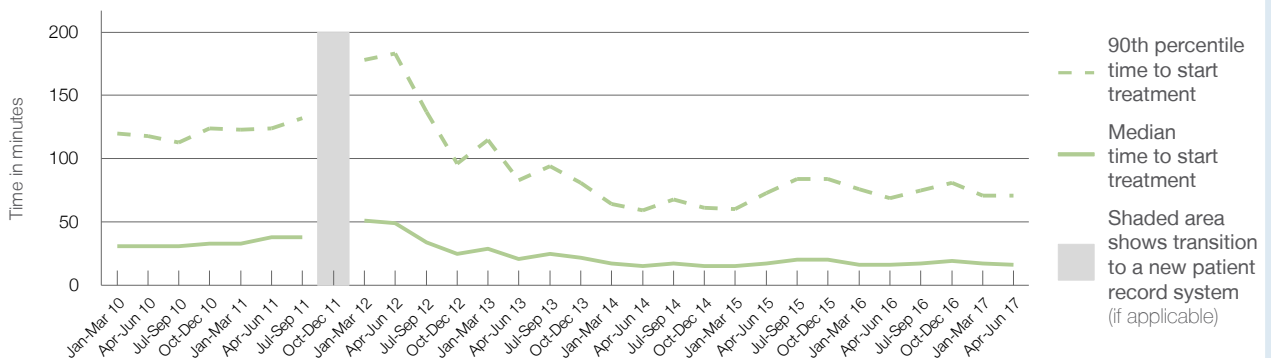
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
4,049	3,945
16 minutes	25 minutes
69 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^{†‡}



	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 ⁴ (minutes)	31	38	49	21	15	17	16	16
90th percentile time to start treatment ⁵ (minutes)	118	124	183	83	59	73	69	71

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Hornsby and Ku-Ring-Gai 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: 1,662

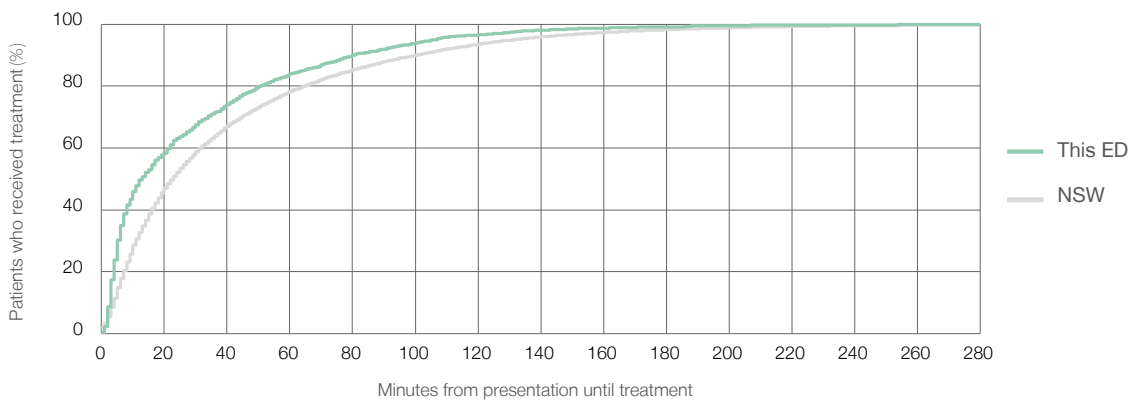
Number of triage 5 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 13 minutes

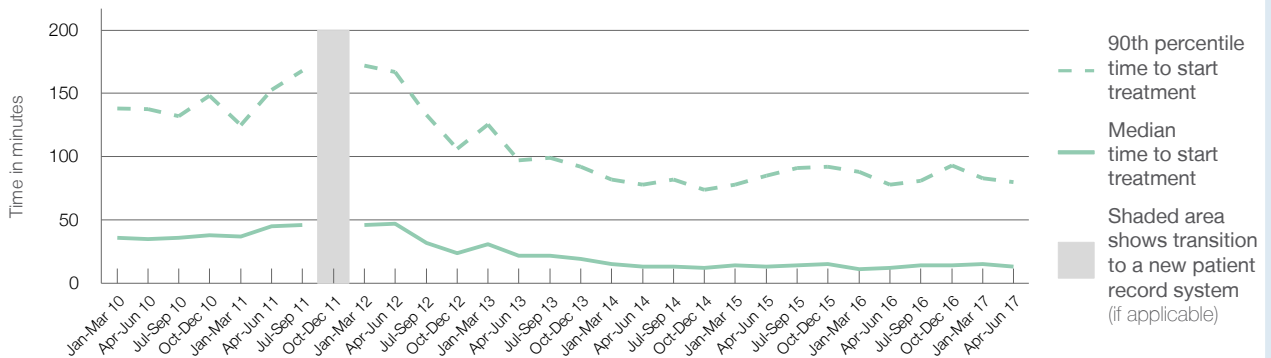
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,633	
1,550	
12 minutes	23 minutes
78 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^{†‡}



	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 ⁴ (minutes)	35	45	47	22	13	13	12	13
90th percentile time to start treatment ⁵ (minutes)	138	153	167	97	78	85	78	80

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

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

April to June 2017

All presentations:¹ 10,058 patients

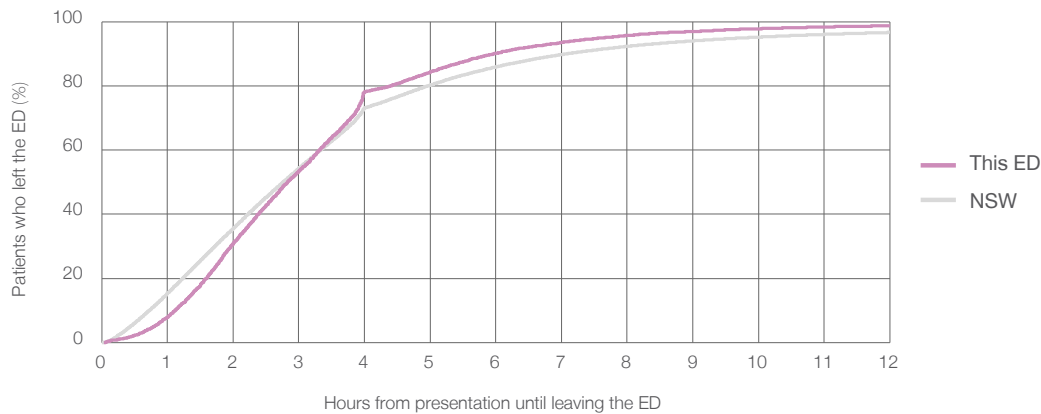
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

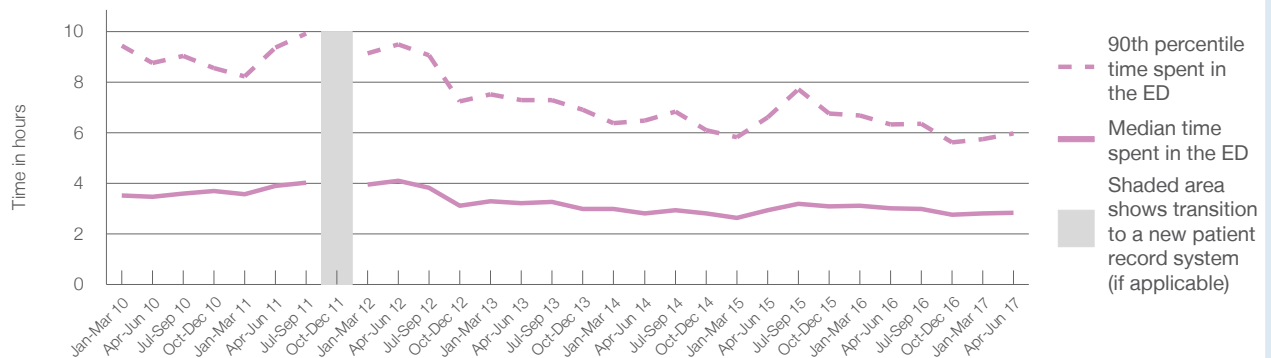
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,206	9,206
3 hours and 1 minutes	2 hours and 46 minutes
6 hours and 20 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^{†‡}



	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 ⁸ (hours, minutes)	3h 28m	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 46m	9h 22m	9h 30m	7h 17m	6h 29m	6h 37m	6h 20m	5h 59m

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

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

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

By mode of separation

April to June 2017

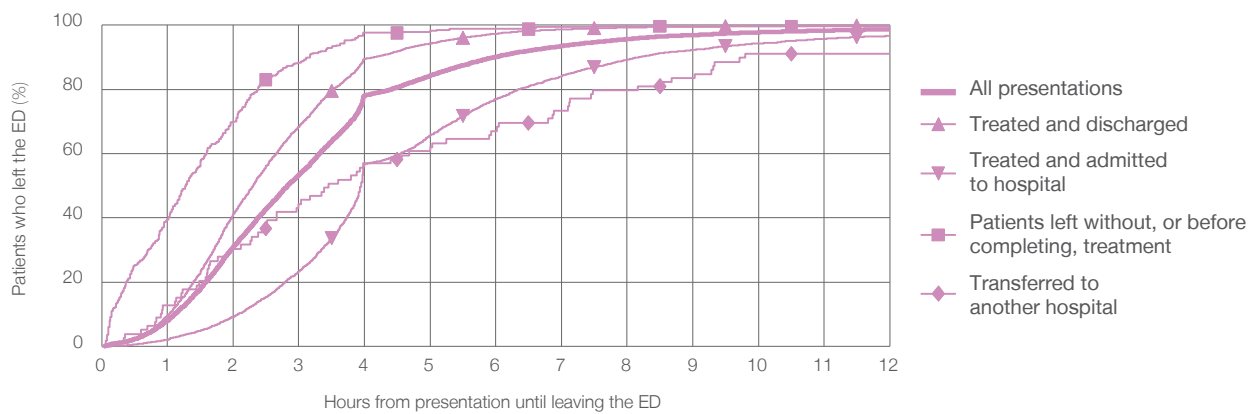
All presentations:¹ 10,058 patients

Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

Treated and discharged	6,171 (61.4%)
Treated and admitted to hospital	3,467 (34.5%)
Patient left without, or before completing, treatment	337 (3.4%)
Transferred to another hospital	79 (0.8%)
Other	4 (0%)

Same period last year	Change since one year ago
9,206	9.3%
5,538	11.4%
3,193	8.6%
392	-14.0%
74	6.8%
9	-55.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	9.6%	41.2%	68.4%	89.4%	97.4%	99.3%	99.7%	99.9%
Treated and admitted to hospital	2.0%	9.2%	23.4%	56.8%	77.0%	89.3%	94.3%	96.7%
Patient left without, or before completing, treatment	39.5%	70.0%	88.4%	97.6%	98.8%	99.7%	99.7%	99.7%
Transferred to another hospital	12.7%	30.4%	44.3%	57.0%	67.1%	79.7%	91.1%	91.1%
All presentations	8.0%	31.1%	53.4%	78.2%	90.2%	95.7%	97.8%	98.7%

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Hornsby and Ku-Ring-Gai 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:¹ 10,058 patients

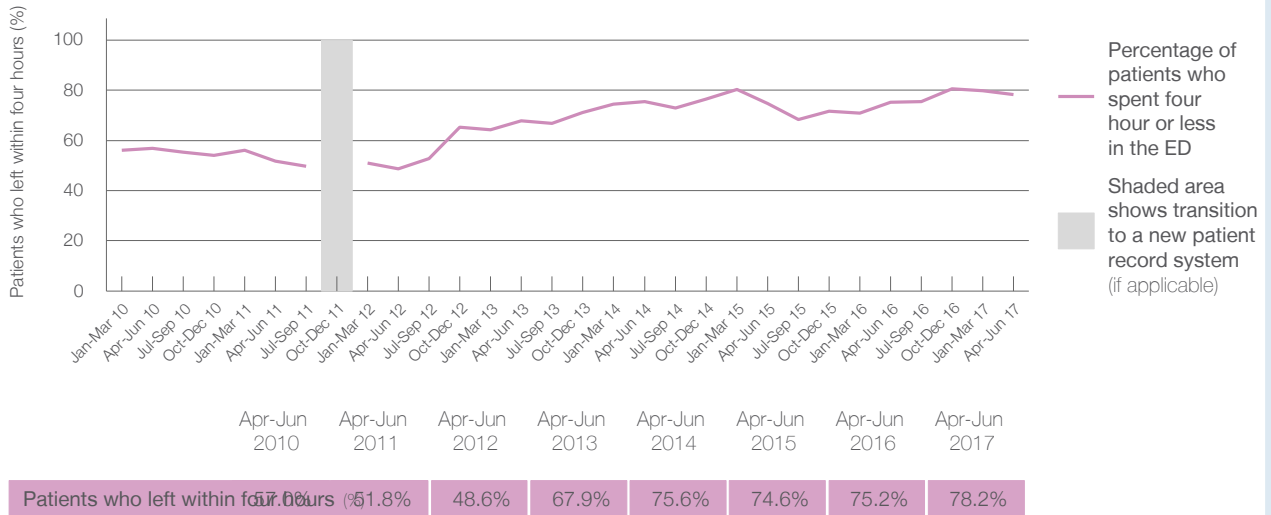
Presentations used to calculate time to leaving the ED:⁶ 10,058 patients

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



Same period last year	Change since one year ago
9,206	9.3%
9,206	9.3%
75.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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).

Manly District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,031 patients
Emergency presentations:² 5,958 patients

Same period last year	Change since one year ago
5,706	5.7%
5,660	5.3%

Manly District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 945 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): 2,278 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,337 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 350 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
834	
6 minutes	8 minutes
12 minutes	26 minutes
2,184	
12 minutes	20 minutes
35 minutes	67 minutes
2,279	
12 minutes	25 minutes
58 minutes	99 minutes
328	
11 minutes	23 minutes
63 minutes	101 minutes

Manly District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,031 patients

Percentage of patients who spent four hours or less in the ED 85.1%

Same period last year	Change since one year ago
5,706	5.7%
87.0%	

* 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.

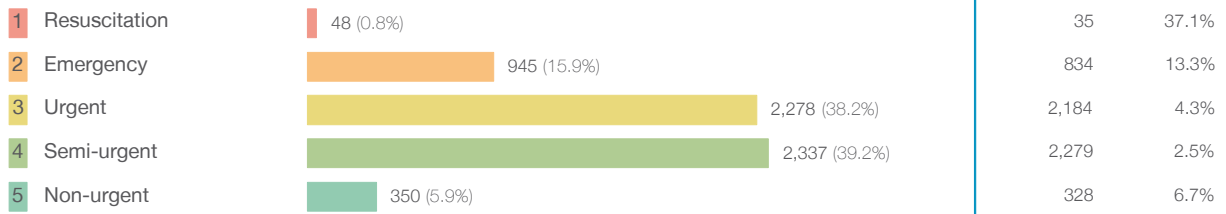
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Manly District Hospital: Patients presenting to the emergency department

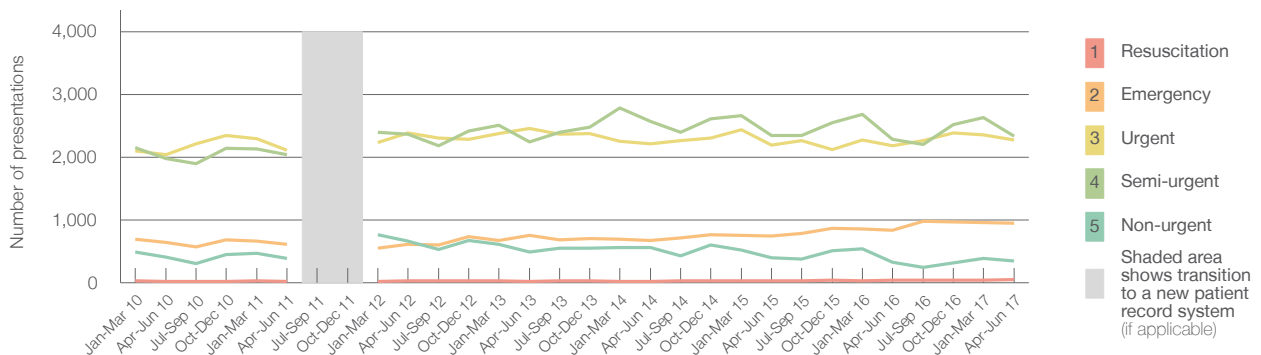
April to June 2017

All presentations:¹ 6,031 patients

Emergency presentations² by triage category: 5,958 patients



Emergency presentations² 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	20	21	32	15	21	28	35	48
Emergency	638	610	609	754	670	742	834	945
Urgent	2,038	2,109	2,390	2,454	2,216	2,196	2,184	2,278
Semi-urgent	1,975	2,041	2,361	2,239	2,571	2,347	2,279	2,337
Non-urgent	411	386	662	489	556	401	328	350
All emergency presentations	5,082	5,167	6,054	5,951	6,034	5,714	5,660	5,958

Manly District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,371 patients

ED Transfer of care time



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Manly District 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: 945

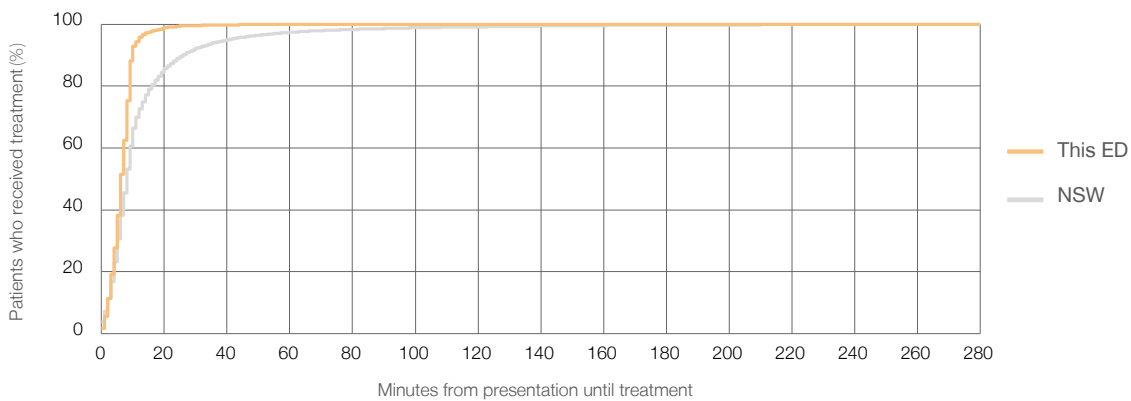
Number of triage 2 patients used to calculate waiting time:³ 945

Median time to start treatment⁴ 6 minutes

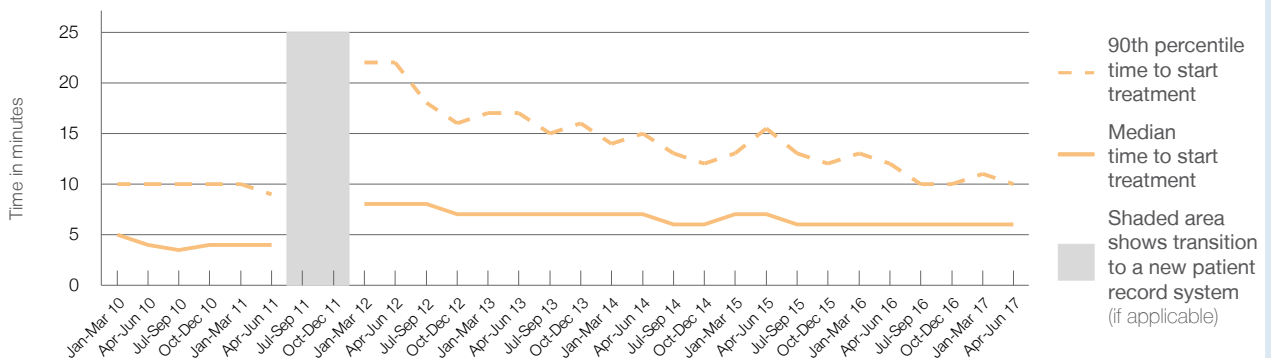
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
834	
833	
6 minutes	8 minutes
12 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^{†‡}



	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 ⁴ (minutes)	4	4	8	7	7	7	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	22	17	15	16	12	10

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

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Manly District 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: 2,278

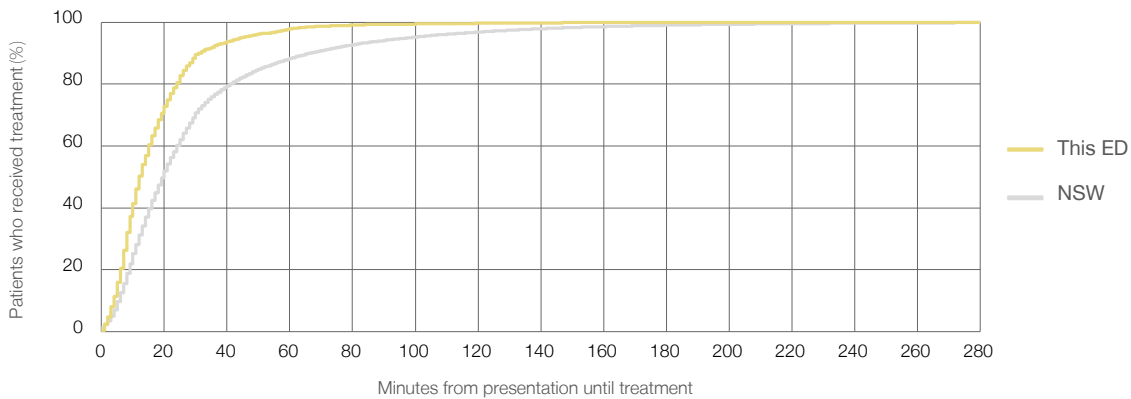
Number of triage 3 patients used to calculate waiting time:³ 2,274

Median time to start treatment⁴ 12 minutes

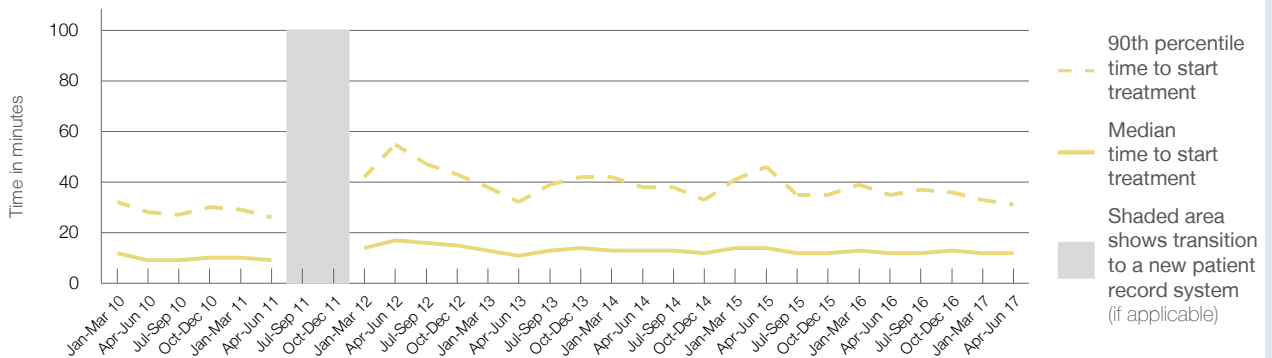
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
2,184	2,171
12 minutes	20 minutes
35 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^{†‡}



	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 ⁴ (minutes)	9	9	17	11	13	14	12	12
90th percentile time to start treatment ⁵ (minutes)	28	26	55	32	38	46	35	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.

Manly District 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: 2,337

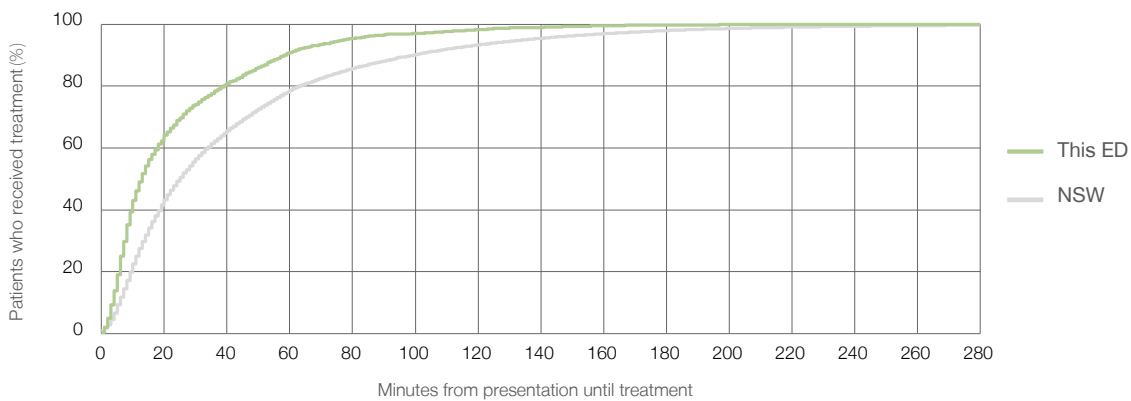
Number of triage 4 patients used to calculate waiting time:³ 2,311

Median time to start treatment⁴ 13 minutes

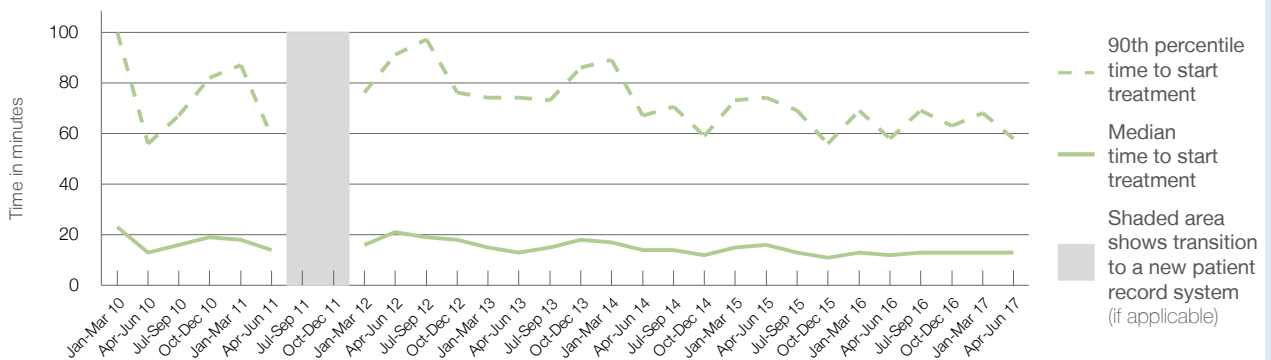
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,279	2,237
12 minutes	25 minutes
58 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^{†‡}



	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 ⁴ (minutes)	13	14	21	13	14	16	12	13
90th percentile time to start treatment ⁵ (minutes)	56	59	91	74	67	74	58	58

(†) 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.

Manly District 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: 350

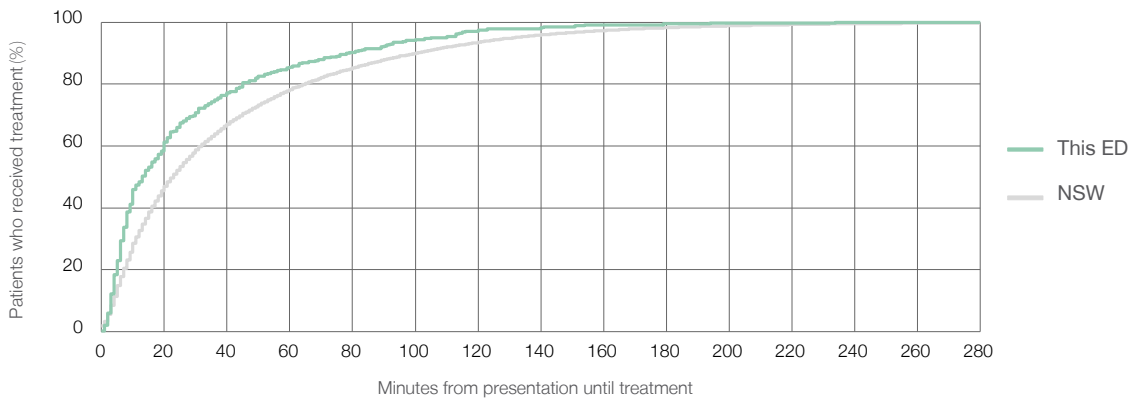
Number of triage 5 patients used to calculate waiting time:³ 338

Median time to start treatment⁴ 13 minutes

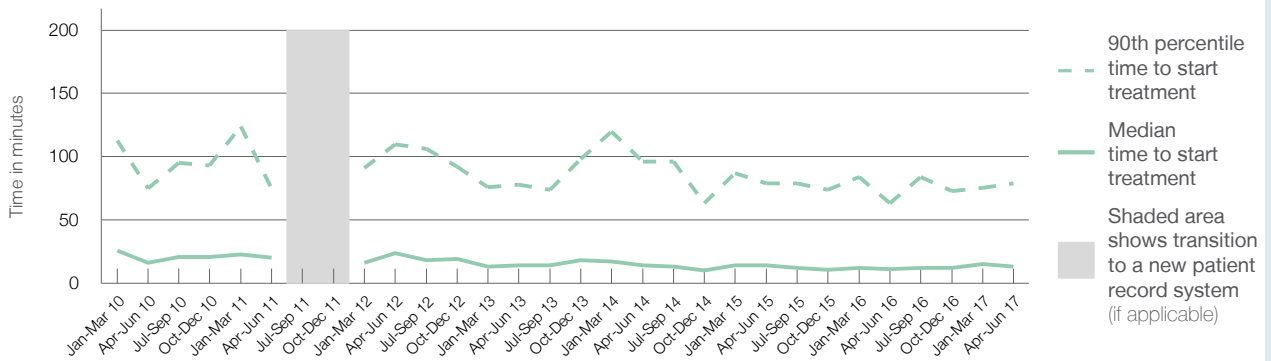
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
328	312
11 minutes	23 minutes
63 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^{†‡}



	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 ⁴ (minutes)	16	20	24	14	14	14	11	13
90th percentile time to start treatment ⁵ (minutes)	75	75	110	78	96	79	63	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.

Manly District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,031 patients

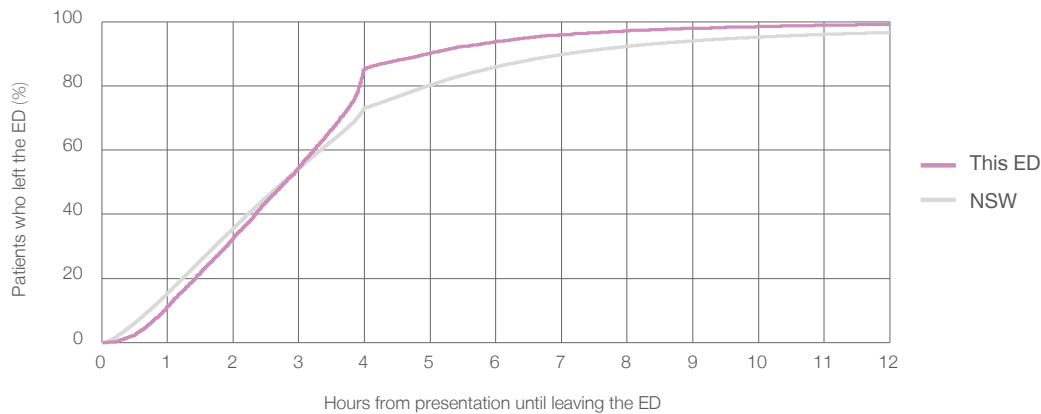
Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

Median time spent in the ED⁸ 2 hours and 48 minutes

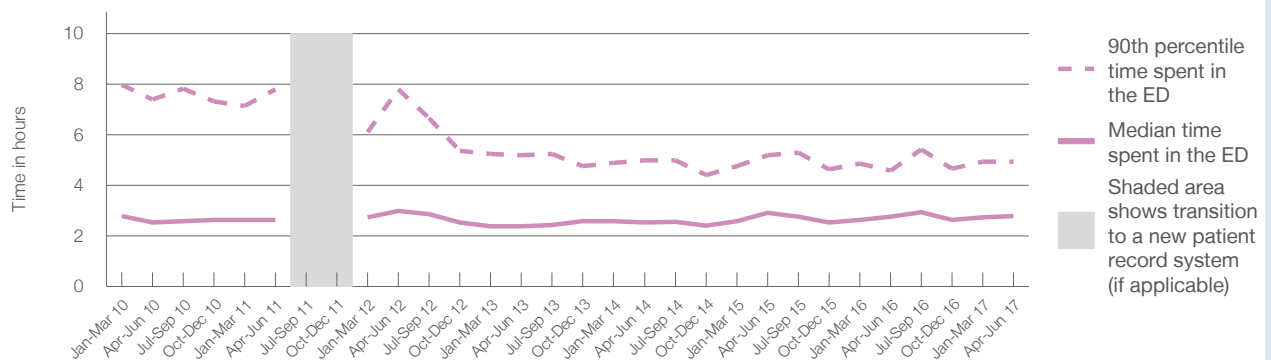
90th percentile time spent in the ED⁹ 4 hours and 57 minutes

Same period last year	NSW (this period)
5,706	5,706
2 hours and 46 minutes	2 hours and 46 minutes
4 hours and 35 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^{†‡}



	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 ⁸ (hours, minutes)	2h 32m	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m	2h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 23m	7h 48m	7h 48m	5h 12m	5h 0m	5h 11m	4h 35m	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.

Manly District Hospital: Time patients spent in the ED By mode of separation April to June 2017

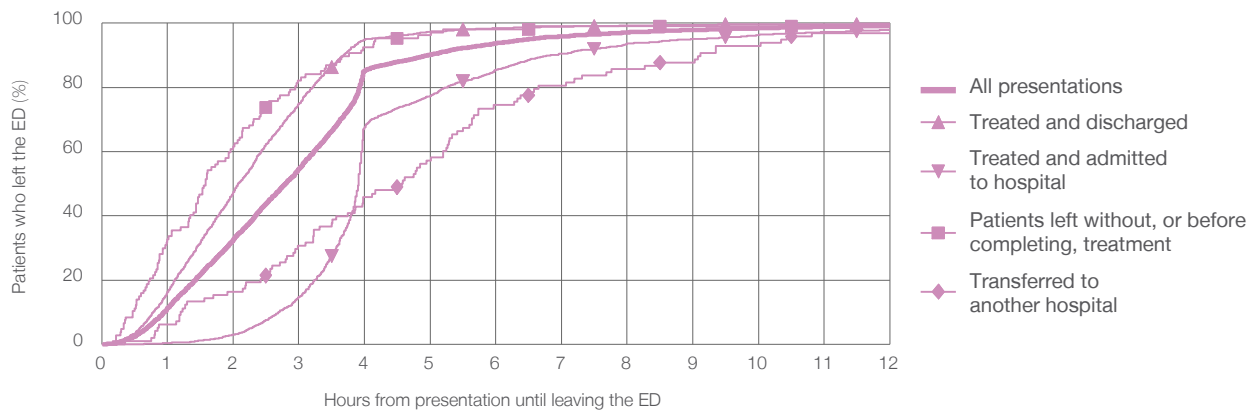
All presentations:¹ 6,031 patients

Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

Treated and discharged	3,854 (63.9%)
Treated and admitted to hospital	1,970 (32.7%)
Patient left without, or before completing, treatment	107 (1.8%)
Transferred to another hospital	98 (1.6%)
Other	2 (0%)

Same period last year	Change since one year ago
5,706	5.7%
3,468	11.1%
2,026	-2.8%
93	15.1%
109	-10.1%
10	-80.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	16.4%	47.5%	74.9%	94.9%	98.4%	99.2%	99.7%	99.8%
Treated and admitted to hospital	0.4%	3.0%	14.7%	67.7%	85.5%	93.7%	96.3%	97.8%
Patient left without, or before completing, treatment	32.7%	61.7%	82.2%	92.5%	98.1%	99.1%	99.1%	99.1%
Transferred to another hospital	6.1%	16.3%	30.6%	45.9%	74.5%	85.7%	92.9%	96.9%
All presentations	11.3%	32.7%	54.6%	85.1%	93.8%	97.2%	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.

Manly District 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:¹ 6,031 patients

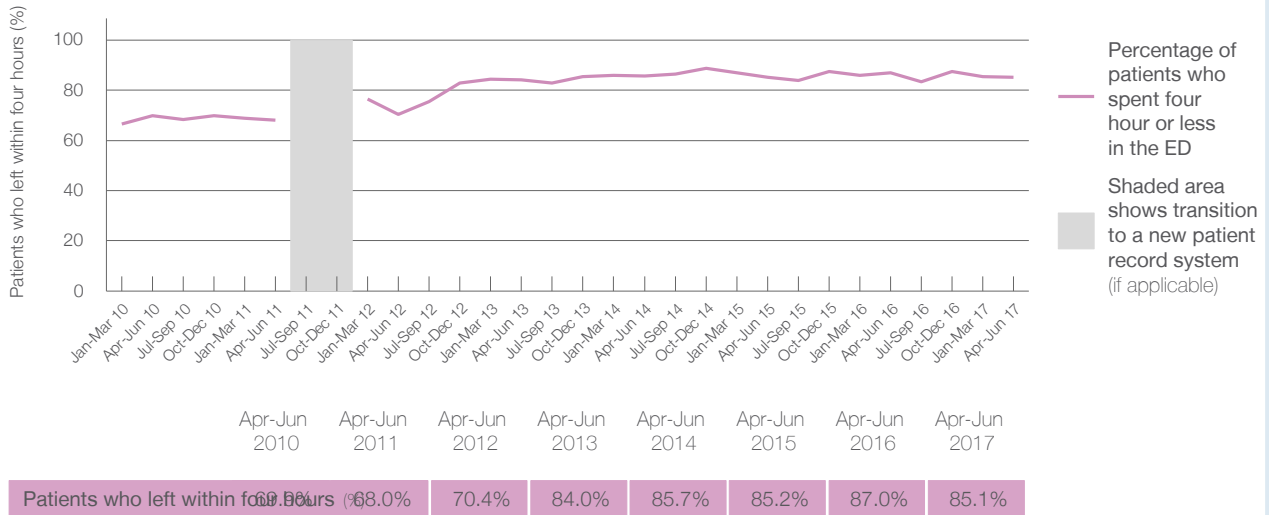
Presentations used to calculate time to leaving the ED:⁶ 6,031 patients

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	5,706	5.7%
Presentations used to calculate time to leaving the ED	5,706	5.7%
Percentage of patients who spent four hours or less in the ED	87.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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).

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

April to June 2017

All presentations:¹ 8,681 patients
 Emergency presentations:² 8,627 patients

Same period last year	Change since one year ago
8,333	4.2%
8,272	4.3%

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

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,232 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,031 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,297 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,037 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
1,125	
7 minutes	8 minutes
13 minutes	26 minutes
3,066	
17 minutes	20 minutes
46 minutes	67 minutes
3,305	
14 minutes	25 minutes
78 minutes	99 minutes
741	
10 minutes	23 minutes
80 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,681 patients

Percentage of patients who spent four hours or less in the ED 84.8%

Same period last year	Change since one year ago
8,333	4.2%
86.4%	

* 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.

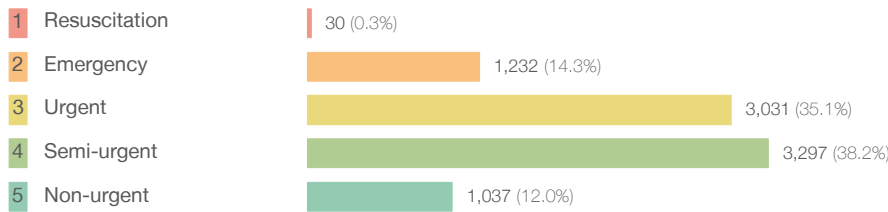
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

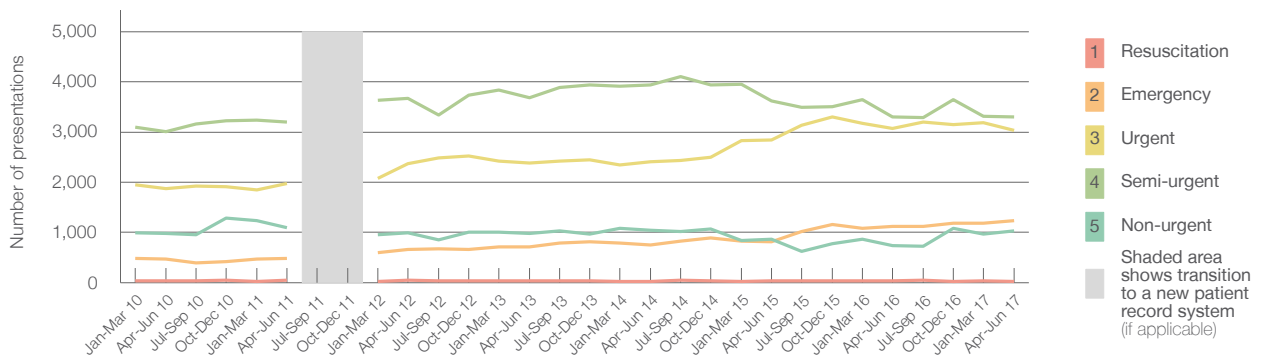
All presentations:¹ 8,681 patients

Emergency presentations² by triage category: 8,627 patients



Same period last year	Change since one year ago
8,333	4.2%
8,272	4.3%
35	-14.3%
1,125	9.5%
3,066	-1.1%
3,305	-0.2%
741	39.9%

Emergency presentations² 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	39	48	43	36	25	32	35	30
Emergency	465	478	661	713	750	814	1,125	1,232
Urgent	1,873	1,975	2,364	2,378	2,404	2,848	3,066	3,031
Semi-urgent	3,009	3,199	3,671	3,688	3,940	3,618	3,305	3,297
Non-urgent	984	1,096	997	985	1,049	863	741	1,037
All emergency presentations	6,370	6,796	7,736	7,800	8,168	8,175	8,272	8,627

Mona Vale and District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,662 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,646	
9 minutes	1 minute
19 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.

Mona Vale and District 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: 1,232

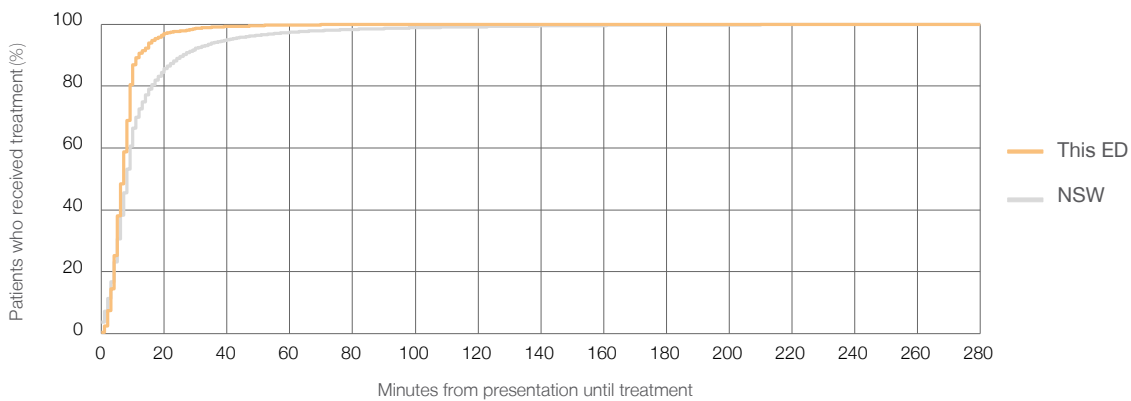
Number of triage 2 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ ■ 7 minutes

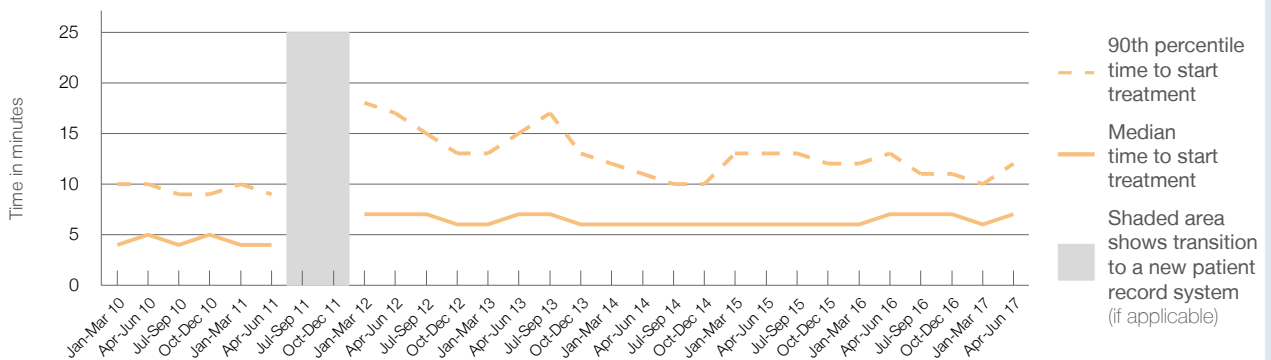
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
1,125	1,123
7 minutes	8 minutes
13 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^{†‡}



	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 ⁴ (minutes)	5	4	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10	9	17	15	11	13	13	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.

Mona Vale and District 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: 3,031

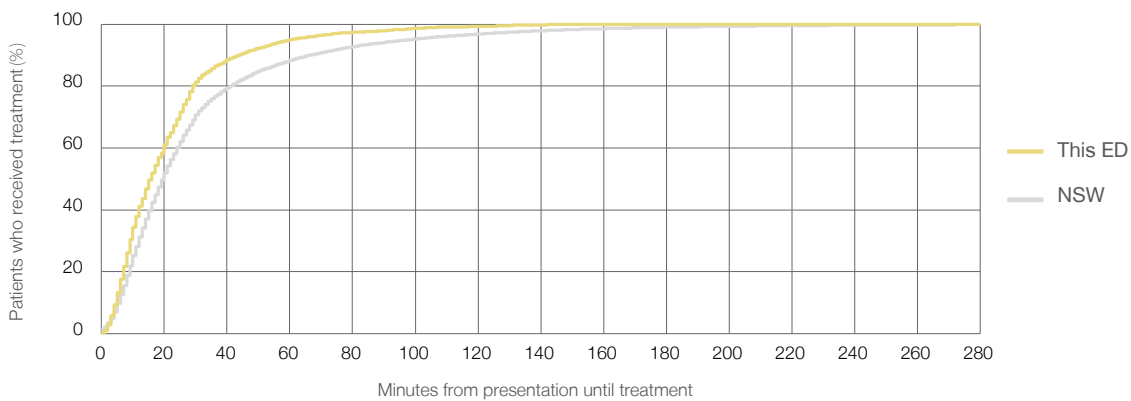
Number of triage 3 patients used to calculate waiting time:³ 2,996

Median time to start treatment⁴ 16 minutes

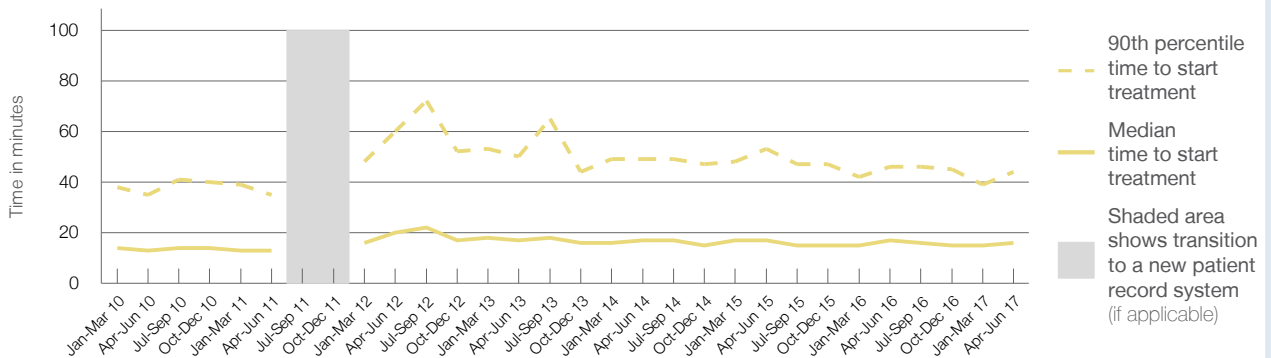
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
3,066	
3,047	
17 minutes	20 minutes
46 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^{†‡}



	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 ⁴ (minutes)	13	13	20	17	17	17	17	16
90th percentile time to start treatment ⁵ (minutes)	35	35	60	50	49	53	46	44

(†) 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.

Mona Vale and District 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: 3,297

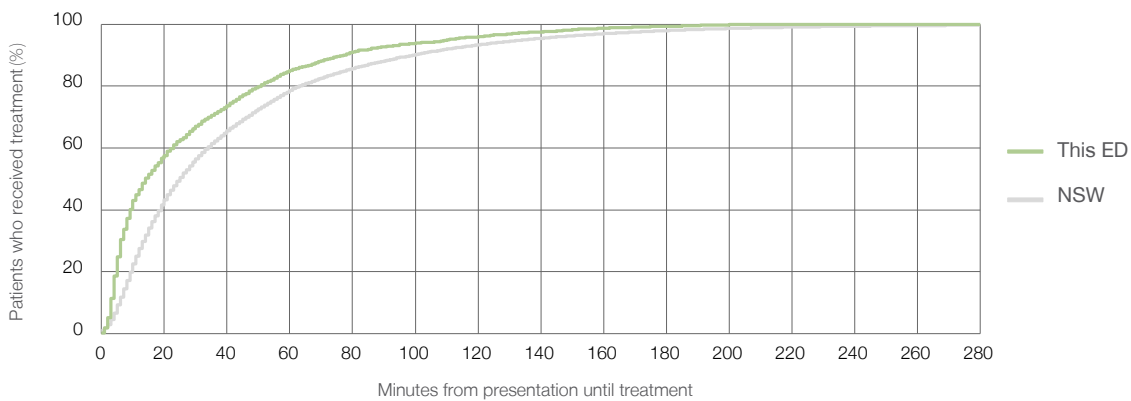
Number of triage 4 patients used to calculate waiting time:³ 3,136

Median time to start treatment⁴ 14 minutes

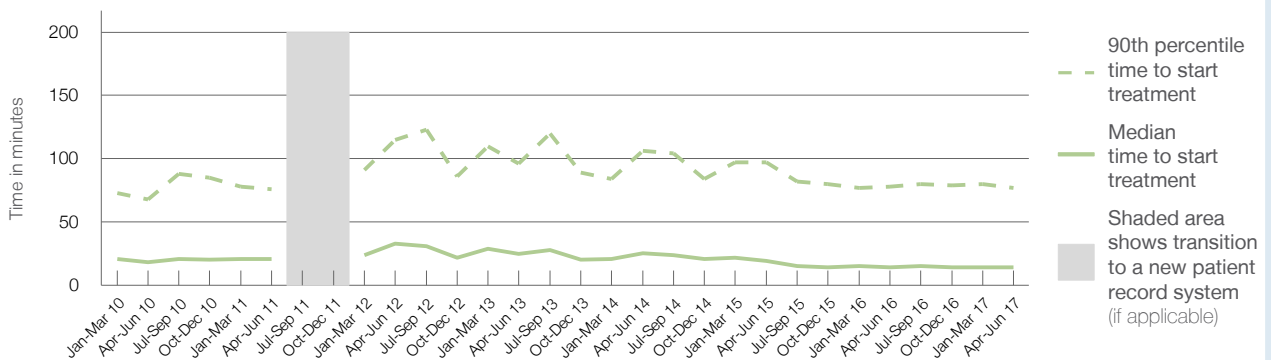
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
3,305	3,189
14 minutes	25 minutes
78 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^{†‡}



	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 ⁴ (minutes)	18	21	33	25	26	19	14	14
90th percentile time to start treatment ⁵ (minutes)	68	76	115	96	106	97	78	77

(†) 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.

Mona Vale and District 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: 1,037

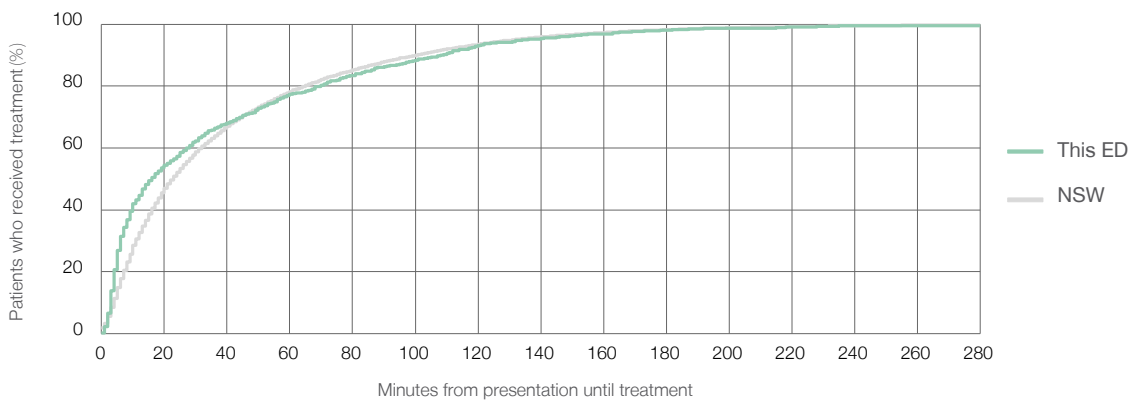
Number of triage 5 patients used to calculate waiting time:³ 934

Median time to start treatment⁴ 16 minutes

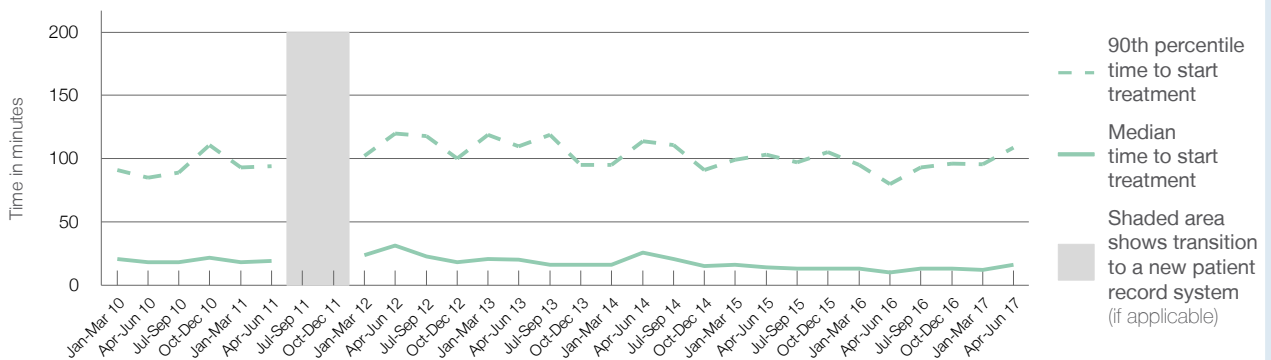
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
741	682
10 minutes	23 minutes
80 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^{†‡}



	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 ⁴ (minutes)	18	19	32	20	26	14	10	16
90th percentile time to start treatment ⁵ (minutes)	85	94	120	110	114	103	80	109

(†) 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.

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

April to June 2017

All presentations:¹ 8,681 patients

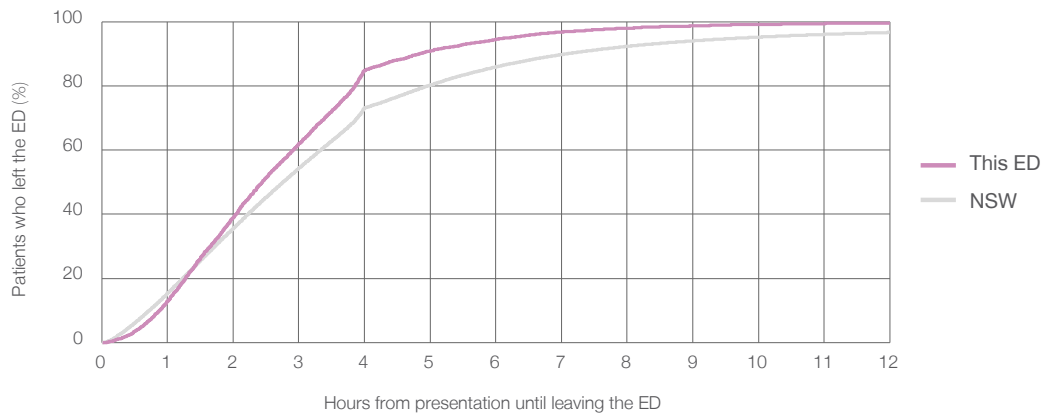
Presentations used to calculate time to leaving the ED:⁶ 8,681 patients

Median time spent in the ED⁸ 2 hours and 27 minutes

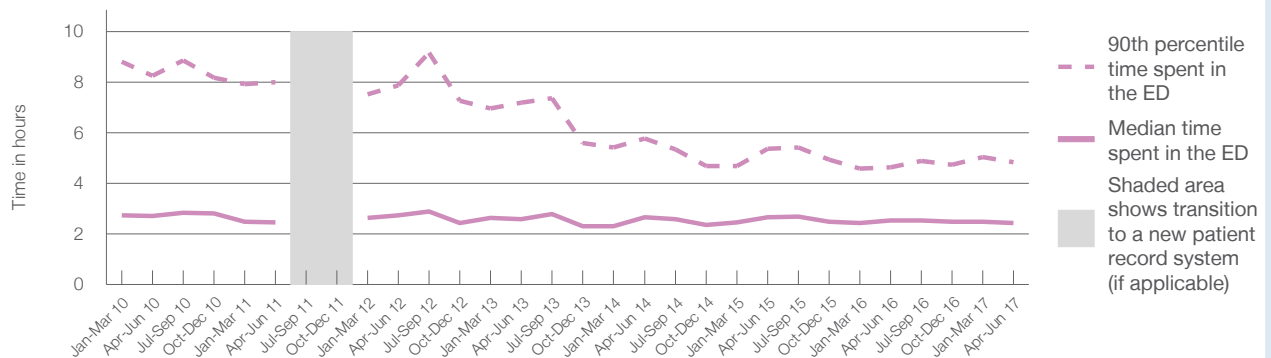
90th percentile time spent in the ED⁹ 4 hours and 51 minutes

Same period last year	NSW (this period)
8,333	8,333
2 hours and 33 minutes	2 hours and 46 minutes
4 hours and 39 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^{†‡}



	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 ⁸ (hours, minutes)	2h 43m	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m	2h 27m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 15m	8h 0m	7h 52m	7h 12m	5h 47m	5h 22m	4h 39m	4h 51m

(†) 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.

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

By mode of separation

April to June 2017

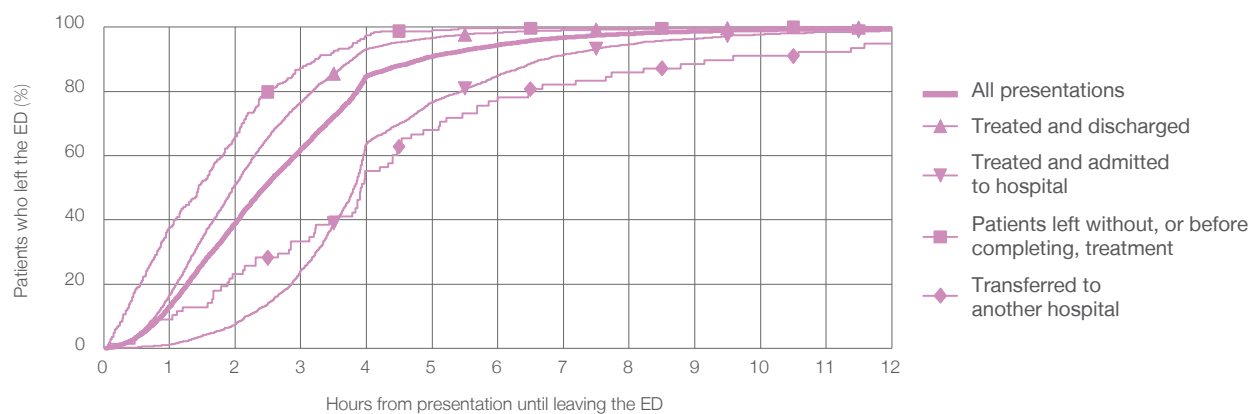
All presentations:¹ 8,681 patients

Presentations used to calculate time to leaving the ED:⁶ 8,681 patients

Treated and discharged	5,832 (67.2%)
Treated and admitted to hospital	2,433 (28.0%)
Patient left without, or before completing, treatment	333 (3.8%)
Transferred to another hospital	78 (0.9%)
Other	5 (0.1%)

Same period last year	Change since one year ago
8,333	4.2%
5,216	11.8%
2,710	-10.2%
288	15.6%
102	-23.5%
17	-70.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	16.6%	51.0%	76.6%	93.2%	98.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.1%	7.5%	24.3%	63.9%	85.0%	94.7%	97.8%	98.8%
Patient left without, or before completing, treatment	37.5%	66.1%	87.4%	97.6%	99.7%	99.7%	99.7%	100%
Transferred to another hospital	9.0%	23.1%	33.3%	55.1%	78.2%	85.9%	91.0%	94.9%
All presentations	13.0%	39.2%	62.0%	84.8%	94.5%	98.0%	99.1%	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.

Mona Vale and District 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:¹ 8,681 patients

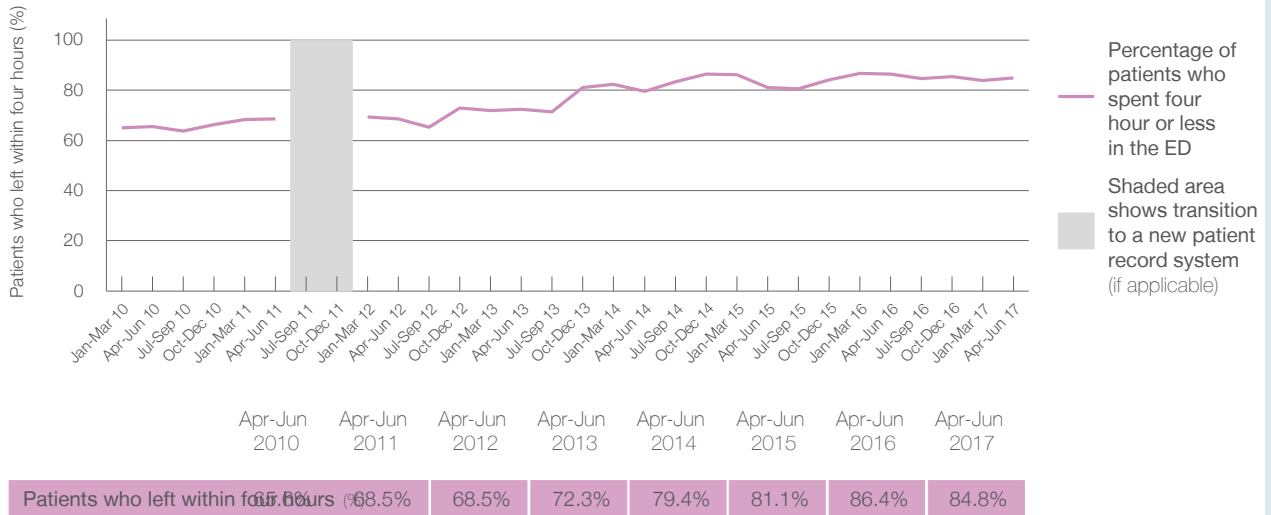
Presentations used to calculate time to leaving the ED:⁶ 8,681 patients

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	8,333	4.2%
Presentations used to calculate time to leaving the ED	8,333	4.2%
Percentage of patients who spent four hours or less in the ED	86.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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).

Royal North Shore Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 21,126 patients

Emergency presentations:² 21,059 patients

Same period last year	Change since one year ago
20,009	5.6%
19,918	5.7%

Royal North Shore Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,175 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,024 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,597 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,832 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
4,341	
7 minutes	8 minutes
16 minutes	26 minutes
5,627	
18 minutes	20 minutes
48 minutes	67 minutes
7,161	
25 minutes	25 minutes
74 minutes	99 minutes
2,327	
29 minutes	23 minutes
106 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 21,125 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
20,009	5.6%
61.1%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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.

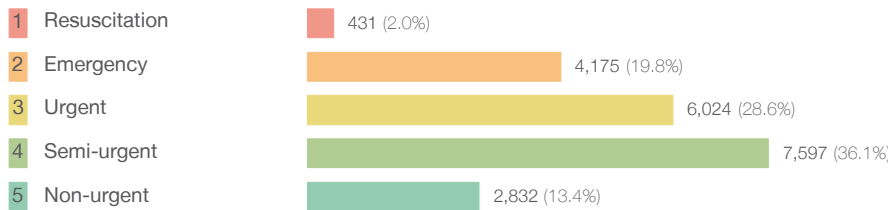
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Royal North Shore Hospital: Patients presenting to the emergency department

April to June 2017

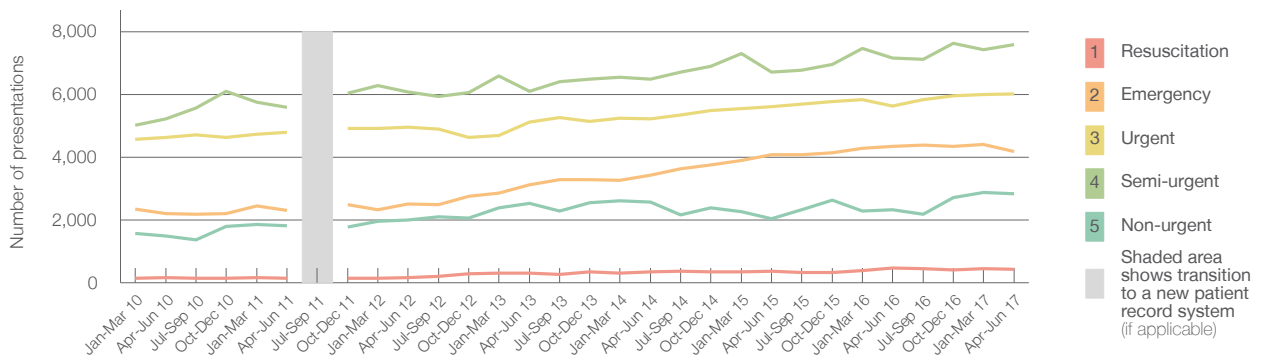
All presentations:¹ 21,126 patients

Emergency presentations² by triage category: 21,059 patients



	Same period last year	Change since one year ago
All presentations	20,009	5.6%
Emergency presentations	19,918	5.7%
1 Resuscitation	462	-6.7%
2 Emergency	4,341	-3.8%
3 Urgent	5,627	7.1%
4 Semi-urgent	7,161	6.1%
5 Non-urgent	2,327	21.7%

Emergency presentations² 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	164	130	157	301	341	369	462	431
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,175
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,024
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,597
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,059

Royal North Shore Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,714 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,386	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	35 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.

Royal North Shore 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: 4,175

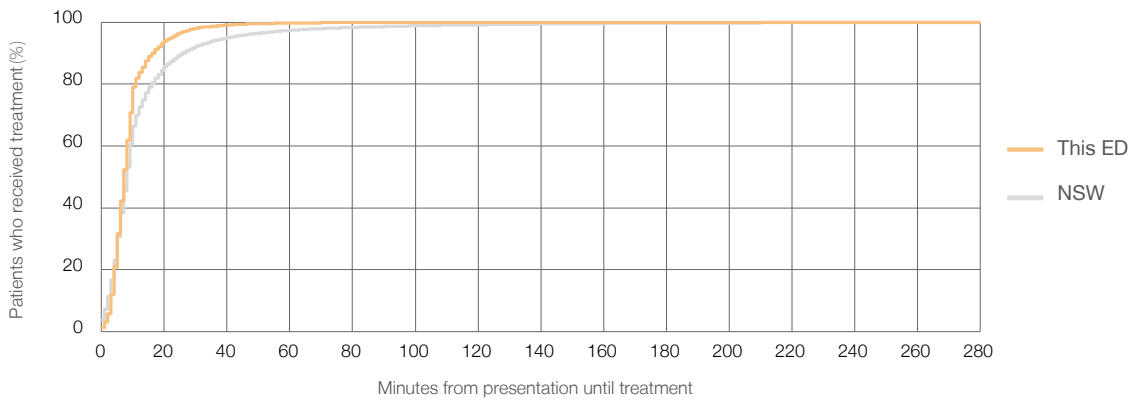
Number of triage 2 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴ 7 minutes

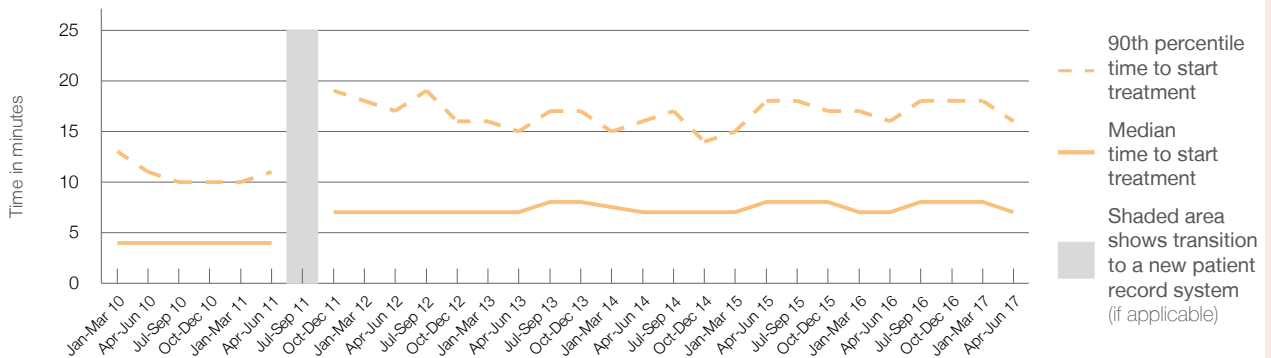
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
4,341	4,330
7 minutes	8 minutes
16 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^{†‡}



	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 ⁴ (minutes)	4	4	7	7	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	11	11	17	15	16	18	16	16

(†) 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.

Royal North Shore 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: 6,024

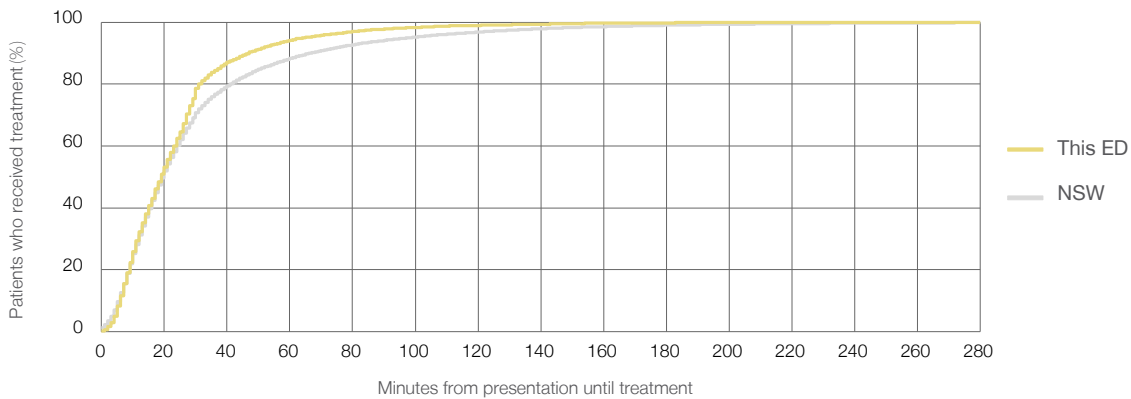
Number of triage 3 patients used to calculate waiting time:³ 5,964

Median time to start treatment⁴ 19 minutes

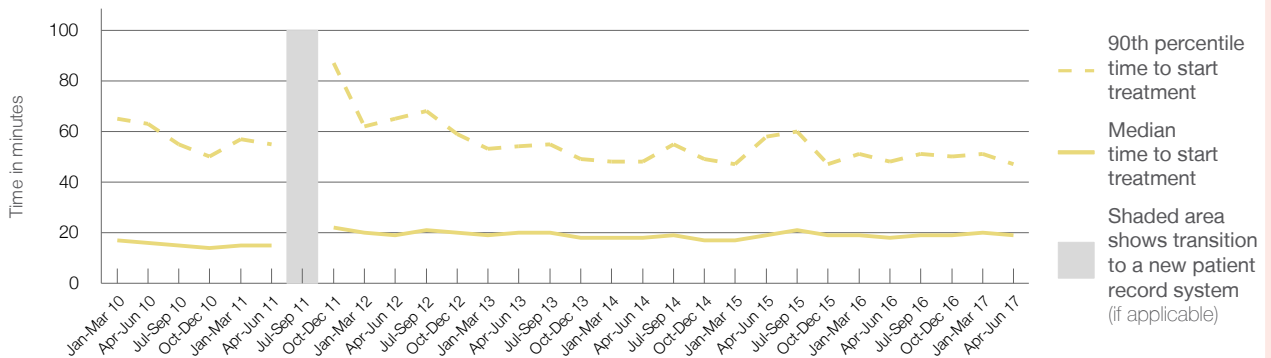
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
5,627	
5,556	
18 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^{†‡}



	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 ⁴ (minutes)	16	15	19	20	18	19	18	19
90th percentile time to start treatment ⁵ (minutes)	63	55	65	54	48	58	48	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.

Royal North Shore 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: 7,597

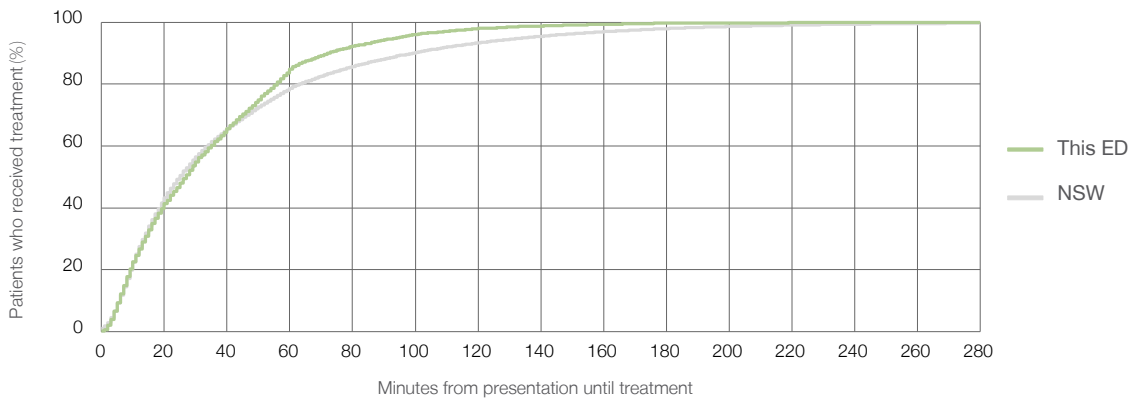
Number of triage 4 patients used to calculate waiting time:³ 7,389

Median time to start treatment⁴ 27 minutes

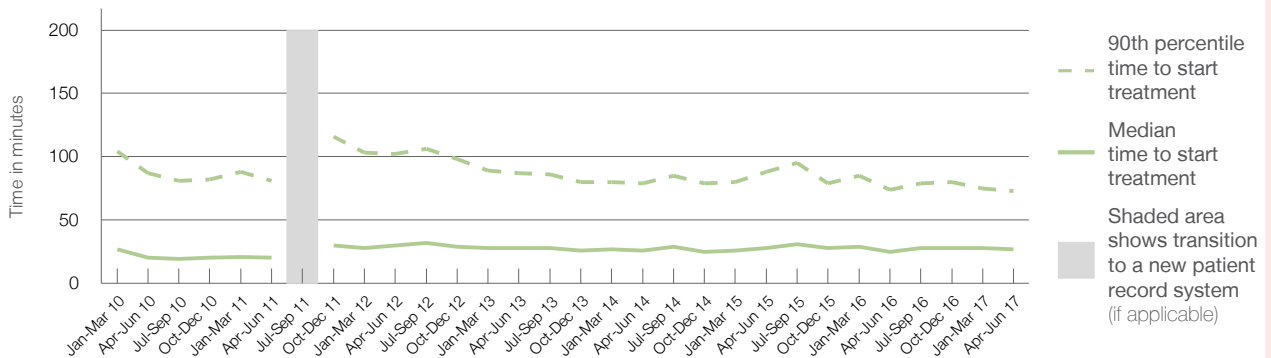
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
7,161	7,597
6,937	7,389
25 minutes	25 minutes
74 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^{†‡}



	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 ⁴ (minutes)	20	20	30	28	26	28	25	27
90th percentile time to start treatment ⁵ (minutes)	87	81	102	87	79	88	74	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.

Royal North Shore 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: 2,832

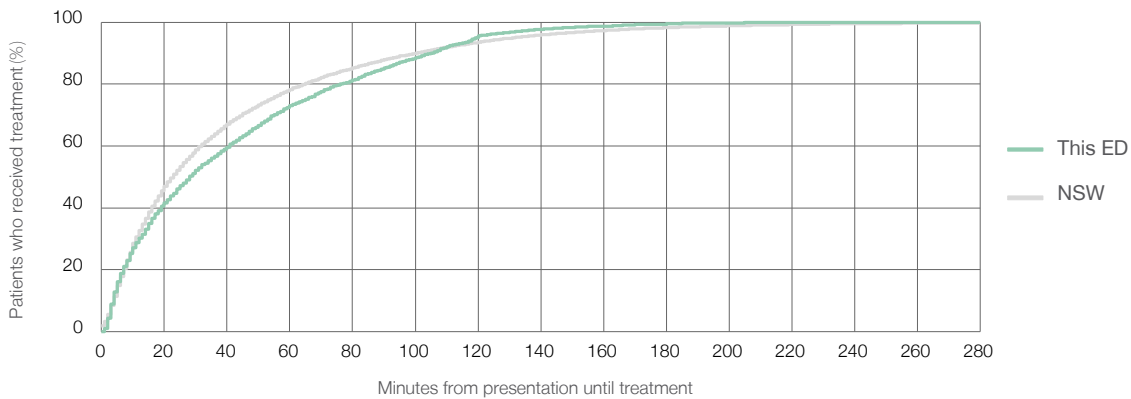
Number of triage 5 patients used to calculate waiting time:³ 2,617

Median time to start treatment⁴ 28 minutes

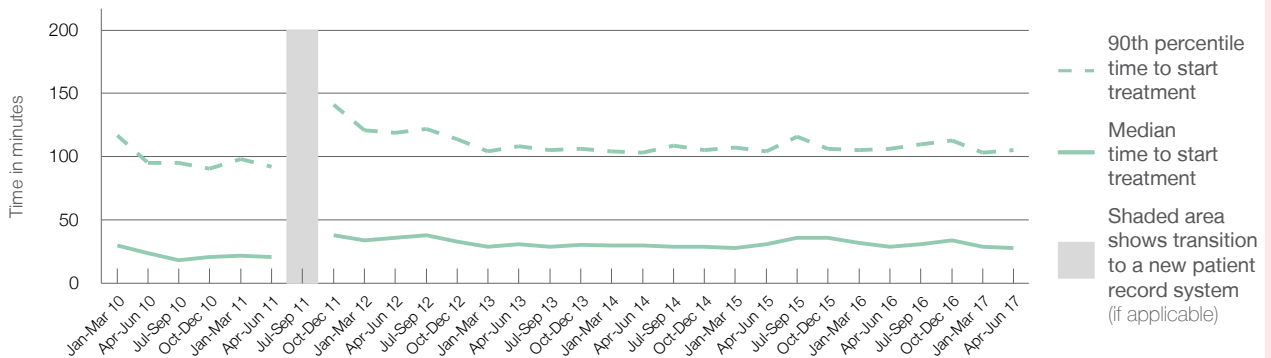
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
2,327	2,111
29 minutes	23 minutes
106 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^{†‡}



	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 ⁴ (minutes)	24	21	36	31	30	31	29	28
90th percentile time to start treatment ⁵ (minutes)	95	92	119	108	103	104	106	105

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

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

Royal North Shore Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 21,126 patients

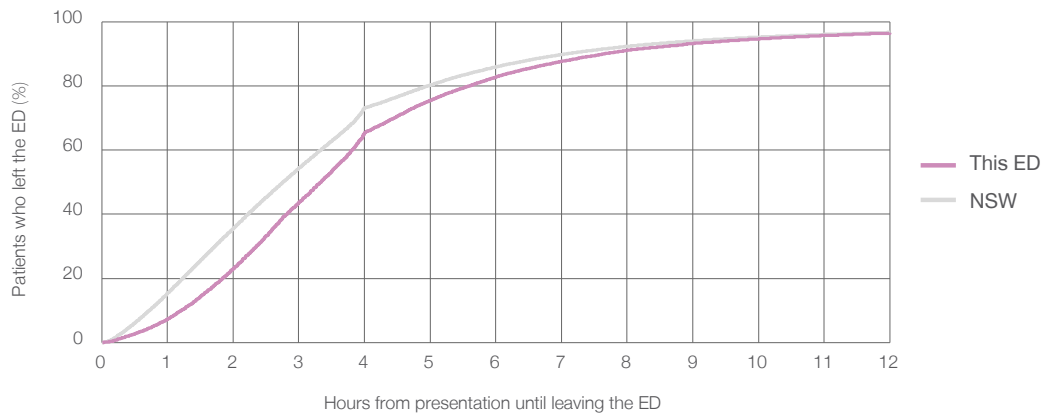
Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

Median time spent in the ED⁸ 3 hours and 20 minutes

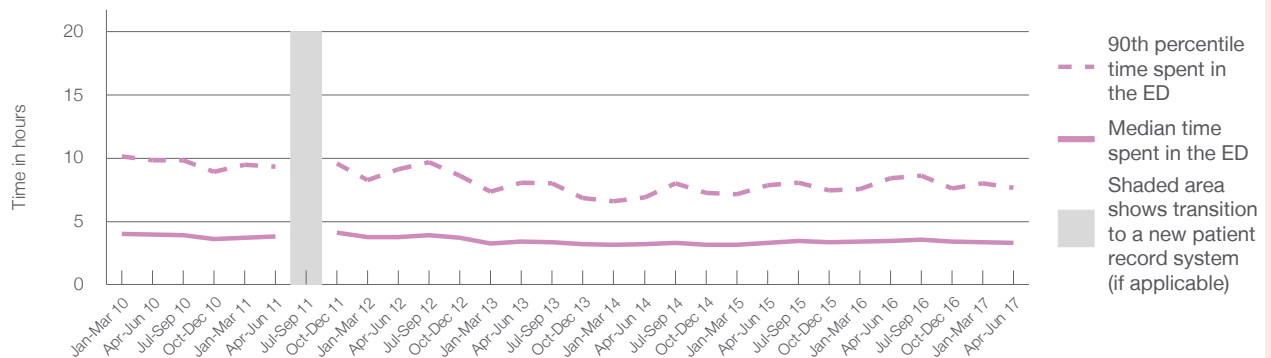
90th percentile time spent in the ED⁹ 7 hours and 40 minutes

Same period last year	NSW (this period)
20,009	20,009
3 hours and 27 minutes	2 hours and 46 minutes
8 hours and 26 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^{†‡}



	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 ⁸ (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m

(†) 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.

Royal North Shore Hospital: Time patients spent in the ED By mode of separation April to June 2017

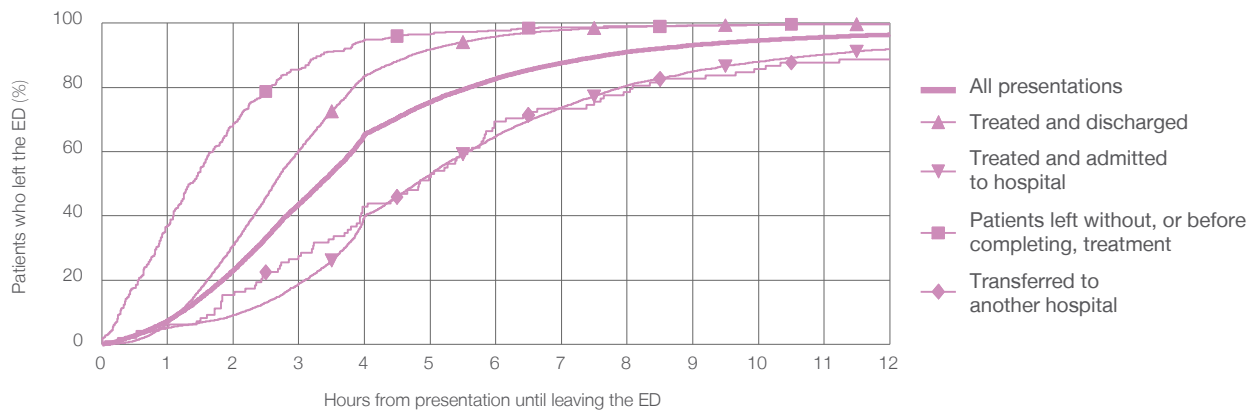
All presentations:¹ 21,126 patients

Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

Treated and discharged	11,427 (54.1%)
Treated and admitted to hospital	8,897 (42.1%)
Patient left without, or before completing, treatment	406 (1.9%)
Transferred to another hospital	98 (0.5%)
Other	298 (1.4%)

Same period last year	Change since one year ago
20,009	5.6%
11,098	3.0%
8,054	10.5%
402	1.0%
139	-29.5%
316	-5.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	60.4%	83.6%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	5.1%	9.0%	18.9%	39.9%	64.9%	80.6%	88.0%	92.0%
Patient left without, or before completing, treatment	36.9%	68.7%	85.5%	94.8%	97.8%	99.0%	99.5%	99.8%
Transferred to another hospital	5.1%	15.3%	27.6%	42.9%	69.4%	78.6%	85.7%	88.8%
All presentations	7.4%	23.1%	43.7%	65.4%	82.8%	91.1%	94.6%	96.4%

(†) 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.

Royal North Shore 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:¹ 21,126 patients

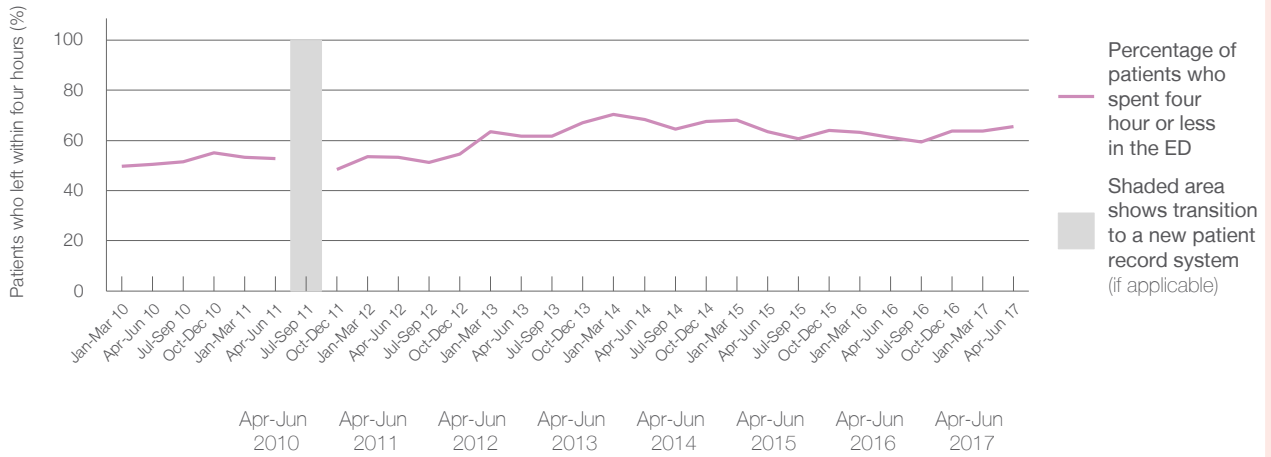
Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	20,009	5.6%
Presentations used to calculate time to leaving the ED: ⁶	20,009	5.6%
Percentage of patients who spent four hours or less in the ED	61.1%	

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



Quarter	Percentage of patients who left within four hours (%)
Jan-Mar 10	50.5%
Apr-Jun 10	50.5%
Jul-Sep 10	50.5%
Oct-Dec 10	50.5%
Jan-Mar 11	50.5%
Apr-Jun 11	50.5%
Jul-Sep 11	50.5%
Oct-Dec 11	50.5%
Jan-Mar 12	52.7%
Apr-Jun 12	52.7%
Jul-Sep 12	52.7%
Oct-Dec 12	52.7%
Jan-Mar 13	53.2%
Apr-Jun 13	53.2%
Jul-Sep 13	53.2%
Oct-Dec 13	53.2%
Jan-Mar 14	61.6%
Apr-Jun 14	61.6%
Jul-Sep 14	61.6%
Oct-Dec 14	61.6%
Jan-Mar 15	68.2%
Apr-Jun 15	68.2%
Jul-Sep 15	68.2%
Oct-Dec 15	68.2%
Jan-Mar 16	63.5%
Apr-Jun 16	63.5%
Jul-Sep 16	63.5%
Oct-Dec 16	63.5%
Jan-Mar 17	61.1%
Apr-Jun 17	61.1%
Jul-Sep 17	61.1%
Oct-Dec 17	61.1%
Jan-Mar 18	65.4%
Apr-Jun 18	65.4%
Jul-Sep 18	65.4%
Oct-Dec 18	65.4%

* 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).

Ryde Hospital: Emergency department (ED) overview

April to June 2017



All presentations:¹ 6,543 patients
 Emergency presentations:² 6,469 patients

Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%



Ryde Hospital: Time patients waited to start treatment³

April to June 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 887 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,767 patients

Median time to start treatment⁴  12 minutes
 90th percentile time to start treatment⁵  49 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  66 minutes

Same period last year	NSW (this period)
835	
7 minutes	8 minutes
11 minutes	26 minutes
2,513	
13 minutes	20 minutes
34 minutes	67 minutes
2,594	
14 minutes	25 minutes
74 minutes	99 minutes
182	
18 minutes	23 minutes
82 minutes	101 minutes

Ryde Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,543 patients

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

Same period last year	Change since one year ago
6,241	4.8%
83.1%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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.

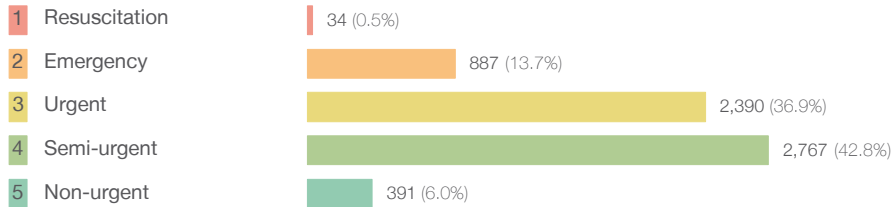
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Ryde Hospital: Patients presenting to the emergency department

April to June 2017

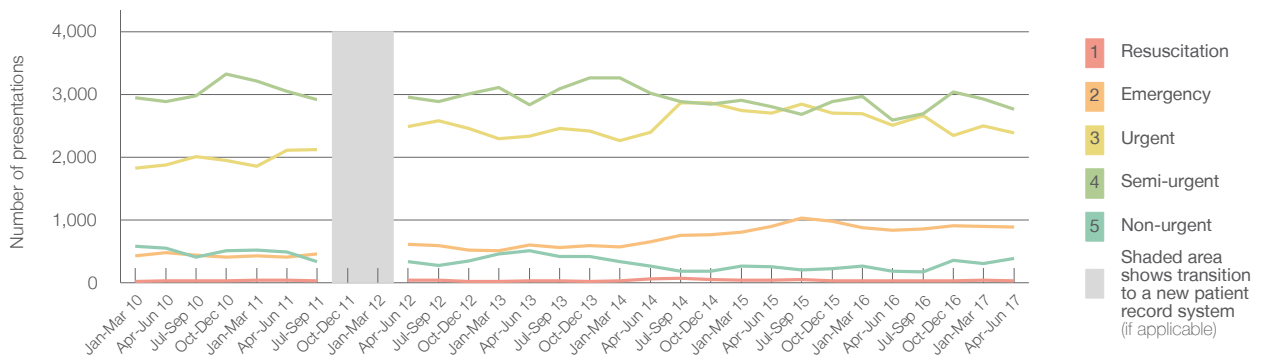
All presentations:¹ 6,543 patients

Emergency presentations² by triage category: 6,469 patients



Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%
28	21.4%
835	6.2%
2,513	-4.9%
2,594	6.7%
182	114.8%

Emergency presentations² 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	30	35	41	34	62	43	28	34
Emergency	483	410	615	601	647	900	835	887
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390
Semi-urgent	2,884	3,048	2,956	2,832	3,021	2,799	2,594	2,767
Non-urgent	545	493	336	513	262	255	182	391
All emergency presentations	5,817	6,097	6,431	6,319	6,388	6,704	6,152	6,469

Ryde Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,507 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,499	
10 minutes	0 minutes
19 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.

Ryde 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: 887

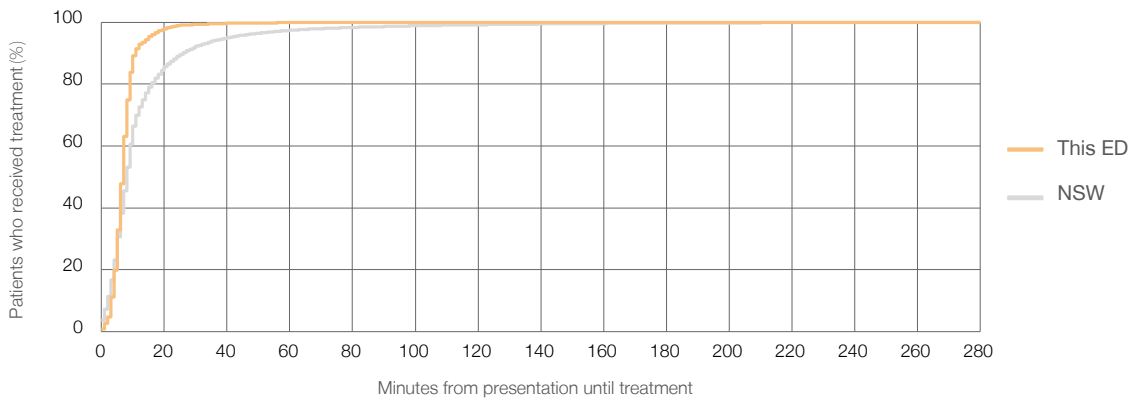
Number of triage 2 patients used to calculate waiting time:³ 887

Median time to start treatment⁴ ■ 7 minutes

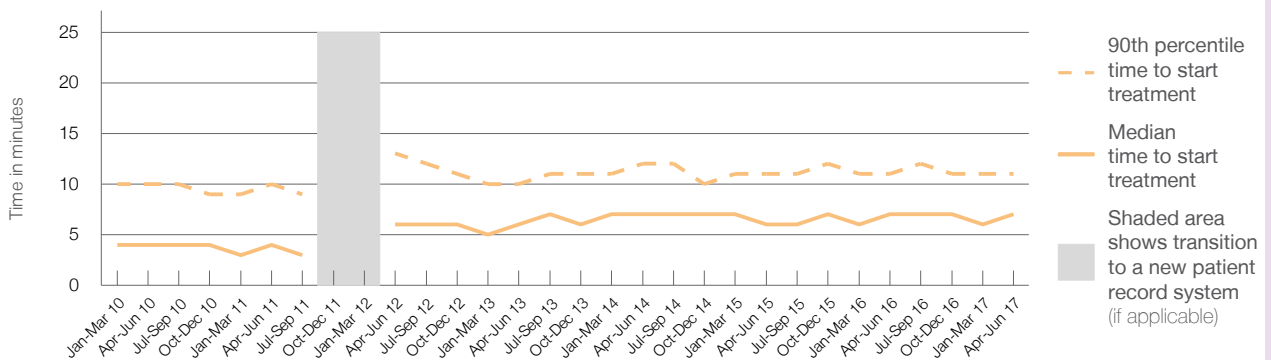
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
835	835
7 minutes	8 minutes
11 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^{†‡}



	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 ⁴ (minutes)	4	4	6	6	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10	10	13	10	12	11	11	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.

Ryde 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: 2,390

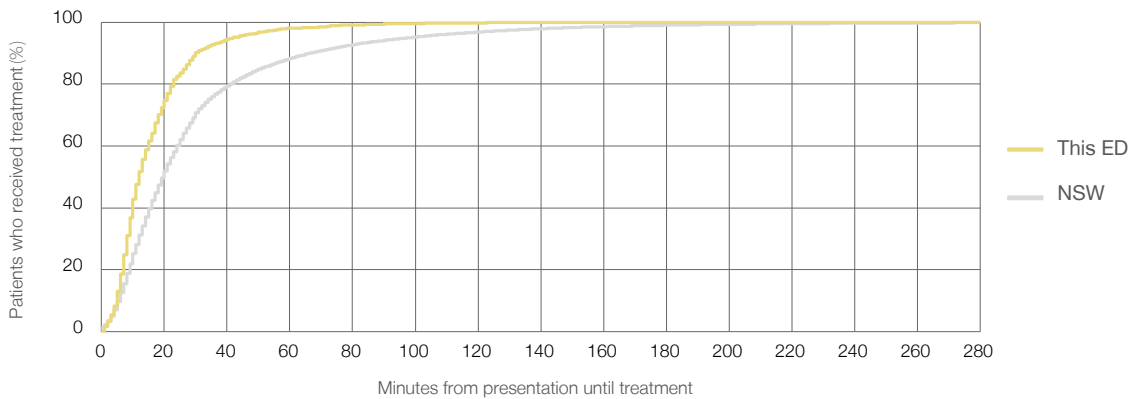
Number of triage 3 patients used to calculate waiting time:³ 2,376

Median time to start treatment⁴ 12 minutes

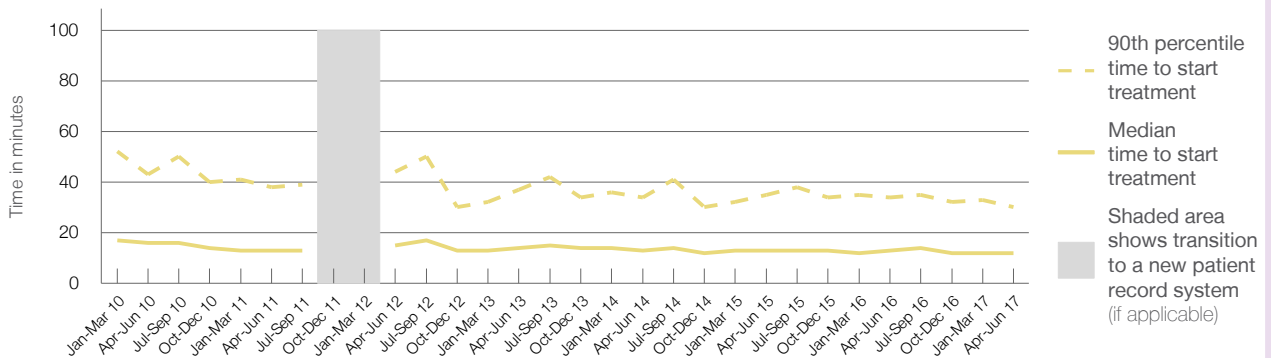
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
2,513	
2,484	
13 minutes	20 minutes
34 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^{†‡}



	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 ⁴ (minutes)	16	13	15	14	13	13	13	12
90th percentile time to start treatment ⁵ (minutes)	43	38	44	37	34	35	34	30

(†) 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.

Ryde 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: 2,767

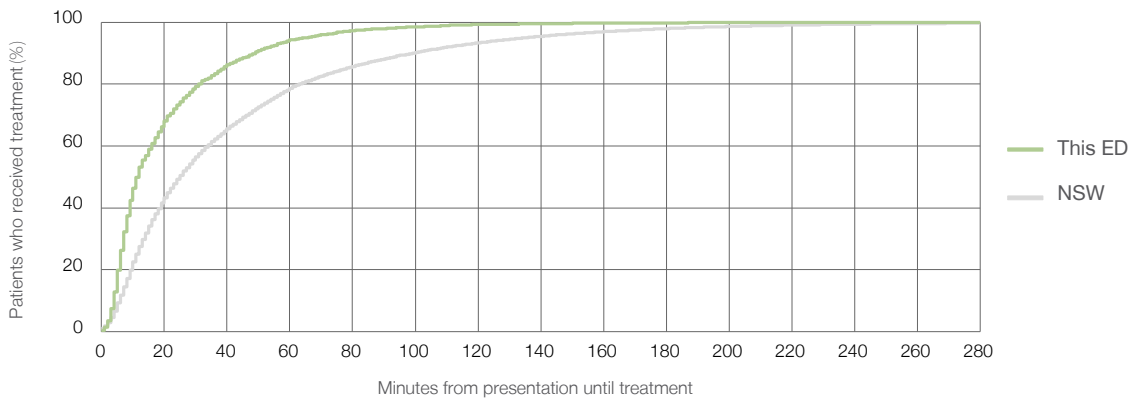
Number of triage 4 patients used to calculate waiting time:³ 2,710

Median time to start treatment⁴ 12 minutes

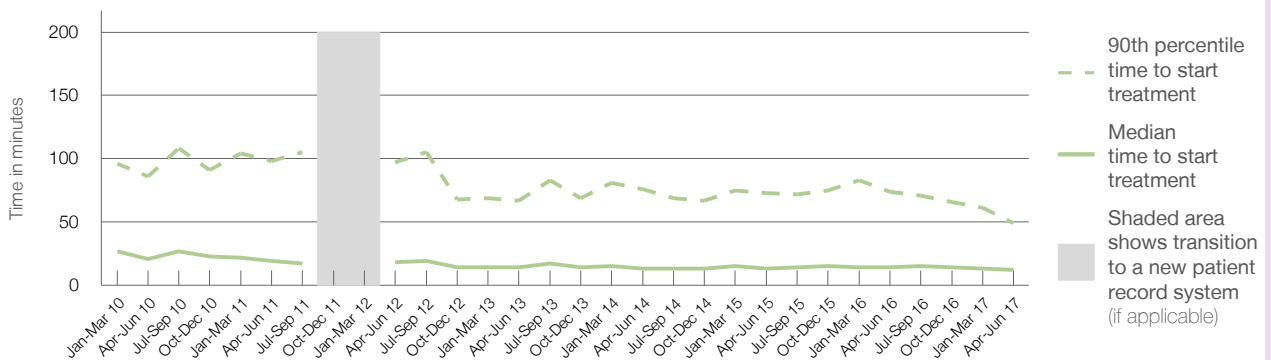
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
2,594	2,513
14 minutes	25 minutes
74 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^{†‡}



	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 ⁴ (minutes)	21	19	18	14	13	13	14	12
90th percentile time to start treatment ⁵ (minutes)	86	98	97	67	76	73	74	49

(†) 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.

Ryde 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: 391

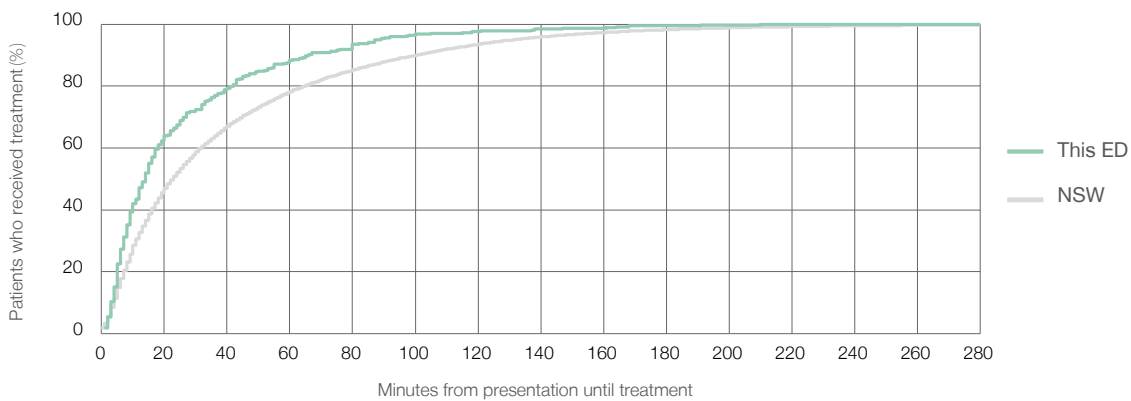
Number of triage 5 patients used to calculate waiting time:³ 369

Median time to start treatment⁴ 14 minutes

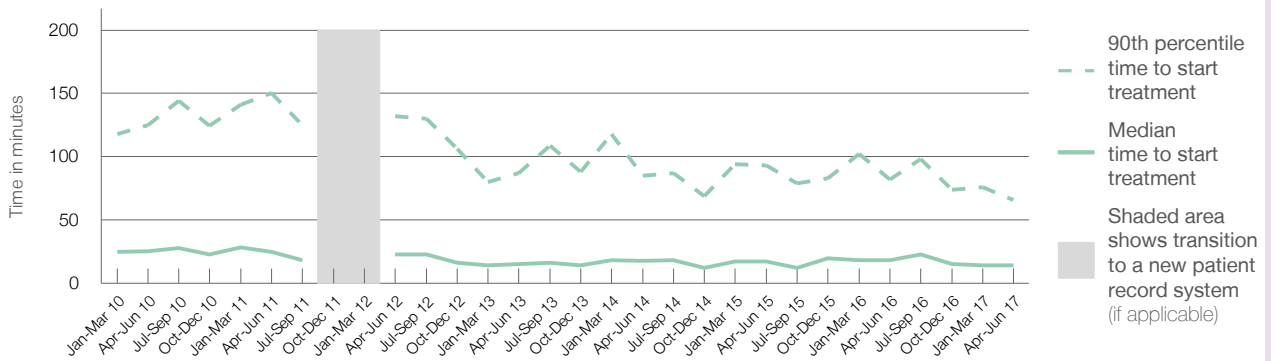
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
182	
157	
18 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^{†‡}



	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 ⁴ (minutes)	26	25	23	15	18	17	18	14
90th percentile time to start treatment ⁵ (minutes)	125	150	132	87	85	93	82	66

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

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

Ryde Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,543 patients

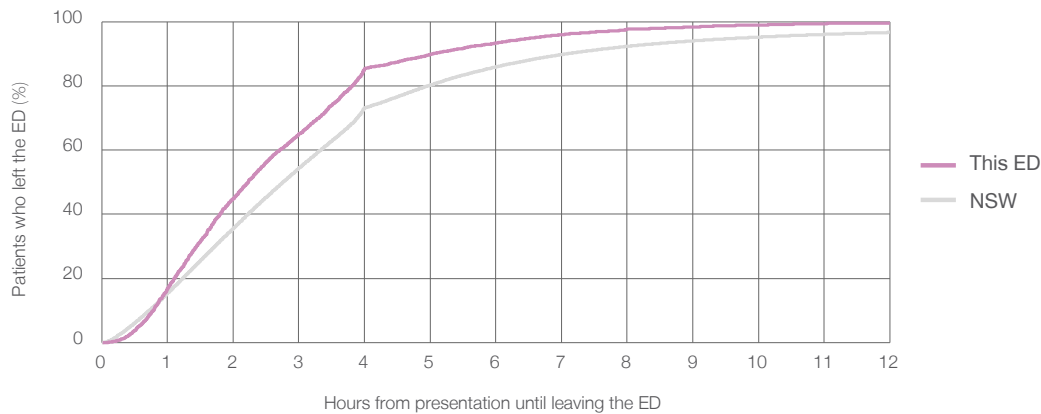
Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

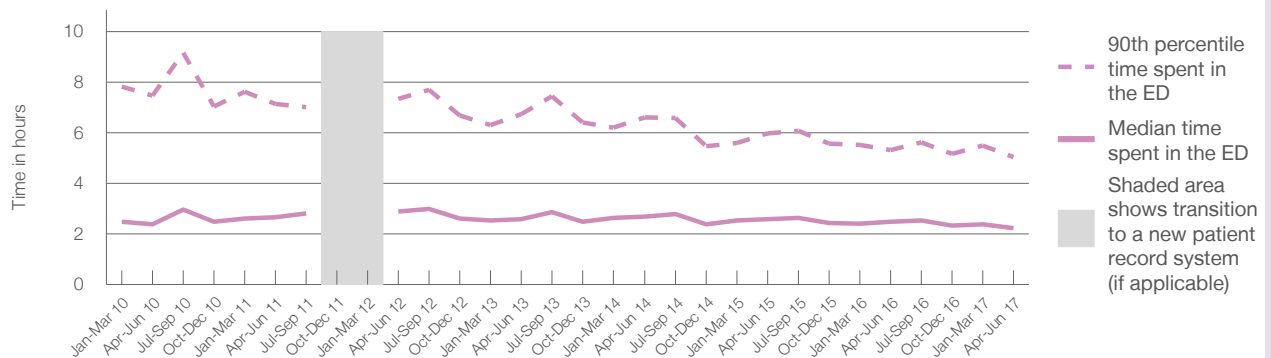
90th percentile time spent in the ED⁹ 5 hours and 2 minutes

Same period last year	NSW (this period)
6,241	6,241
2 hours and 29 minutes	2 hours and 46 minutes
5 hours and 19 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^{†‡}



	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 ⁸ (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 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.

Ryde Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

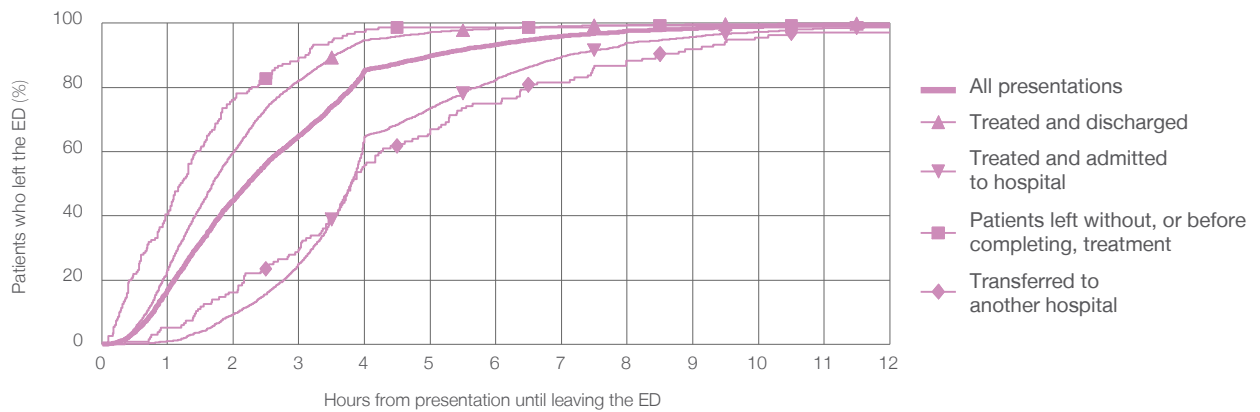
All presentations:¹ 6,543 patients

Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

Treated and discharged	4,382 (67.0%)
Treated and admitted to hospital	1,864 (28.5%)
Patient left without, or before completing, treatment	151 (2.3%)
Transferred to another hospital	136 (2.1%)
Other	10 (0.2%)

Same period last year	Change since one year ago
6,241	4.8%
3,882	12.9%
1,942	-4.0%
234	-35.5%
179	-24.0%
4	150.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††}



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	23.1%	59.8%	82.2%	94.7%	98.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	9.3%	25.2%	64.6%	82.4%	93.9%	97.4%	98.7%
Patient left without, or before completing, treatment	40.4%	76.2%	89.4%	97.4%	98.7%	99.3%	99.3%	99.3%
Transferred to another hospital	5.1%	16.2%	29.4%	55.9%	75.0%	88.2%	95.6%	97.1%
All presentations	16.9%	44.9%	65.0%	85.4%	93.3%	97.6%	99.0%	99.5%

(†) 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.

Ryde Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2017

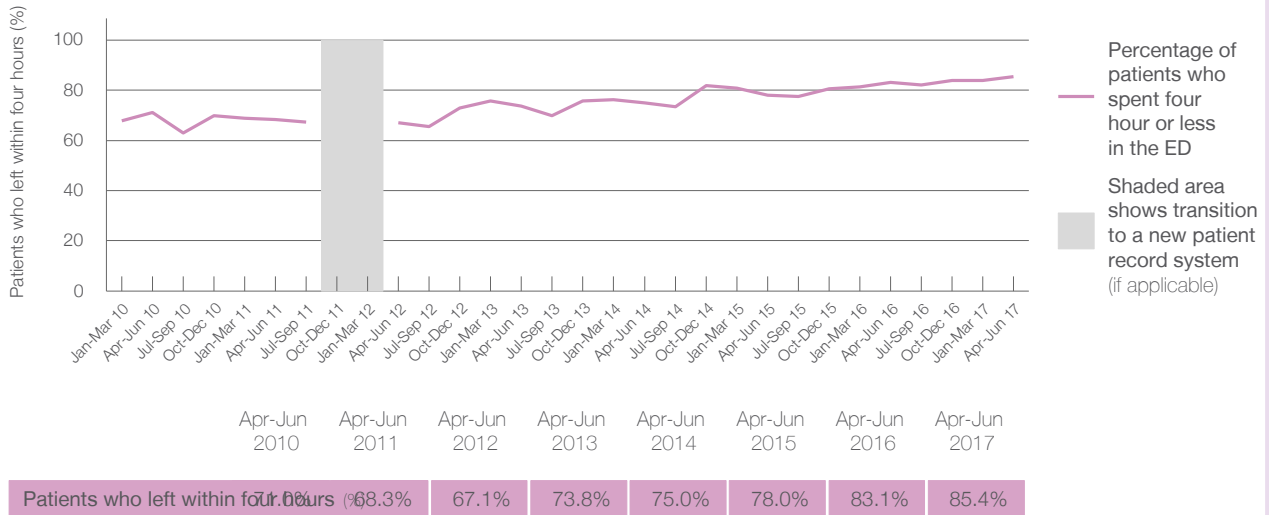
All presentations at the emergency department:¹ 6,543 patients
 Presentations used to calculate time to leaving the ED:⁶ 6,543 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	6,241	4.8%
Presentations used to calculate time to leaving the ED: ⁶	6,241	4.8%
Percentage of patients who spent four hours or less in the ED	83.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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).