

Healthcare Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

July to September 2017

Auburn Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,766 patients

Emergency presentations:² 7,453 patients

Same period last year	Change since one year ago
6,654	16.7%
6,502	14.6%

Auburn Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,077 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,555 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,203 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 588 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,020	
9 minutes	9 minutes
27 minutes	29 minutes
2,280	
23 minutes	23 minutes
73 minutes	83 minutes
2,794	
31 minutes	30 minutes
129 minutes	121 minutes
380	
23 minutes	26 minutes
108 minutes	118 minutes

Auburn Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,763 patients

Percentage of patients who spent four hours or less in the ED 71.9%

Same period last year	Change since one year ago
6,651	16.7%
76.8%	

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

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

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

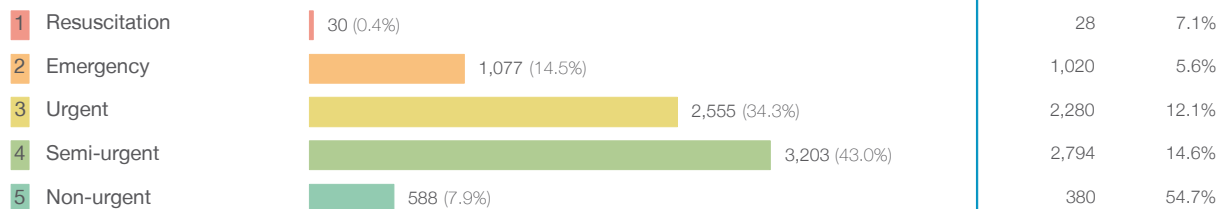
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Auburn Hospital: Patients presenting to the emergency department

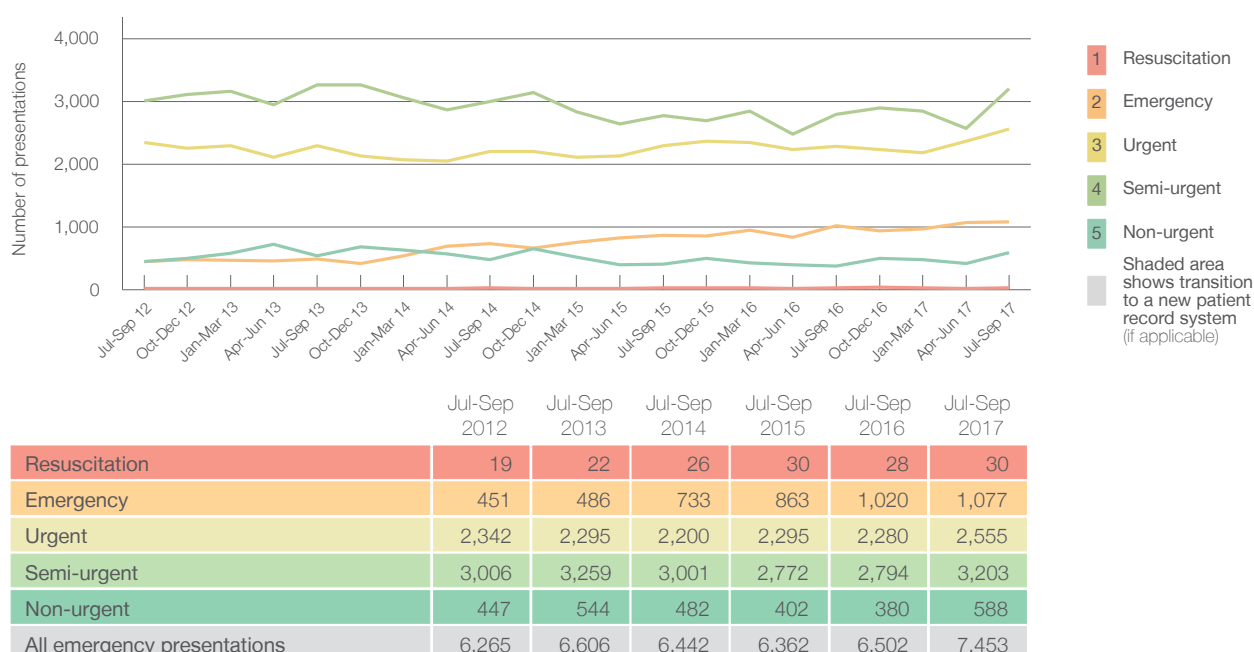
July to September 2017

All presentations:¹ 7,766 patients

Emergency presentations² by triage category: 7,453 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Auburn Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,189 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,077

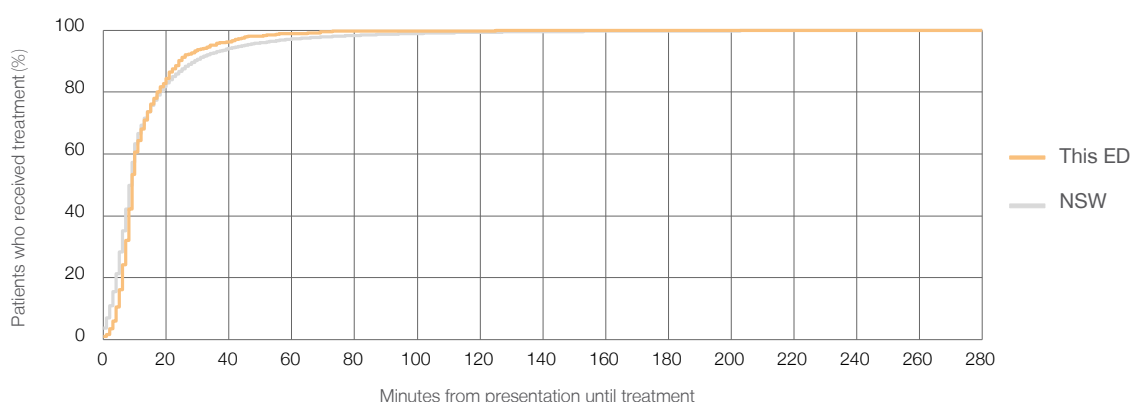
Number of triage 2 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 9 minutes

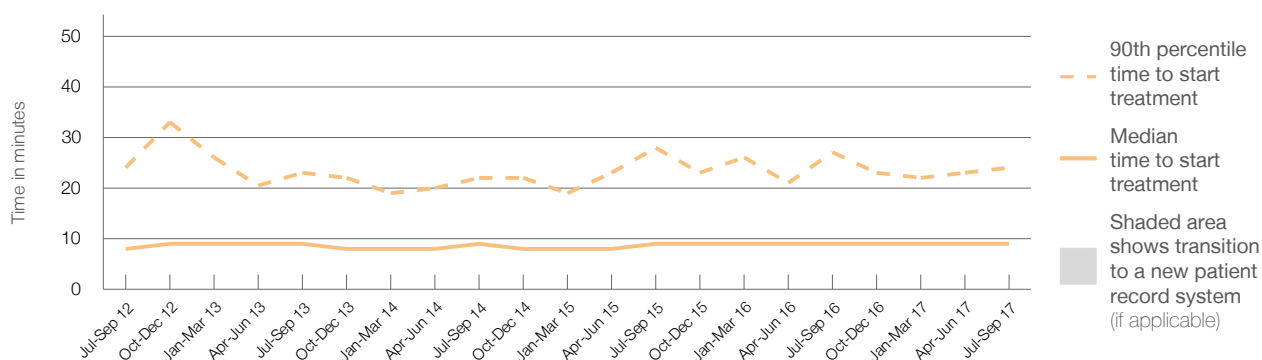
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,020	
1,016	
9 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	24	23	22	28	27	24

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

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

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

July to September 2017

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

Number of triage 3 patients: 2,555

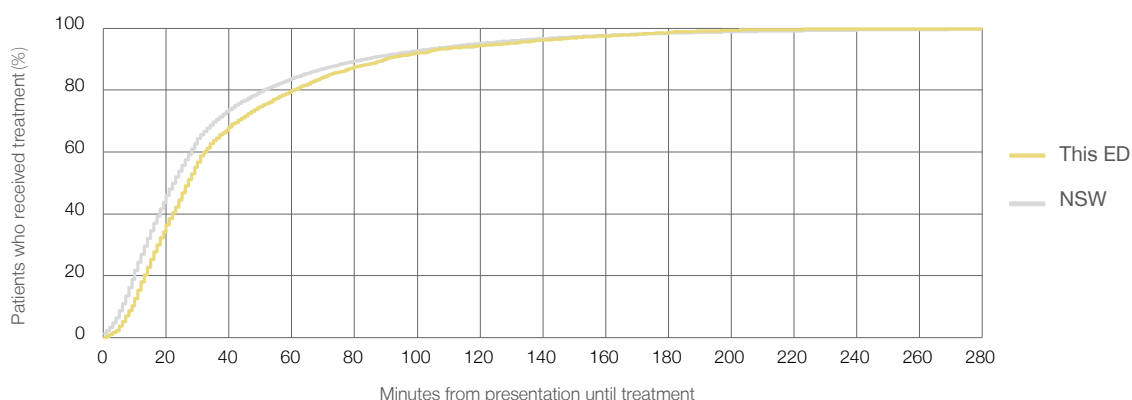
Number of triage 3 patients used to calculate waiting time:³ 2,433

Median time to start treatment⁴ 27 minutes

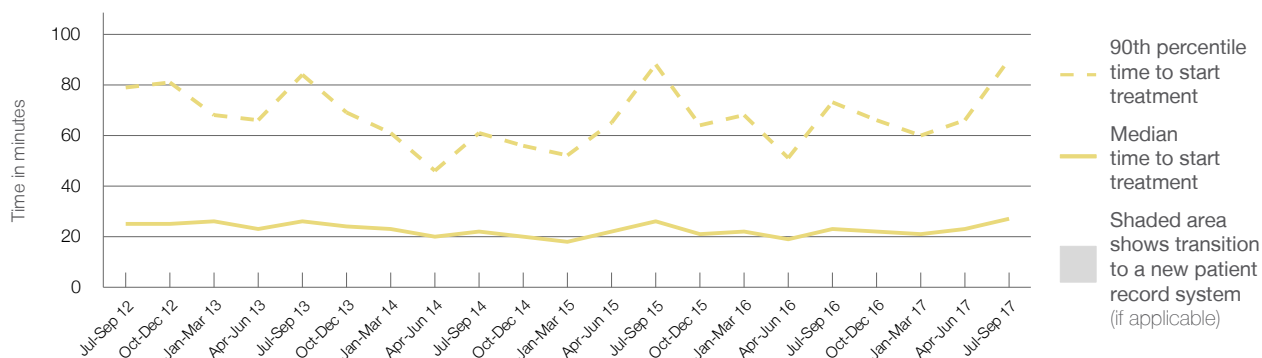
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,280	
2,221	
23 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	26	22	26	23	27
90th percentile time to start treatment ⁵ (minutes)	79	84	61	88	73	90

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

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

July to September 2017

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

Number of triage 4 patients: 3,203

Number of triage 4 patients used to calculate waiting time:³ 2,704

Median time to start treatment⁴

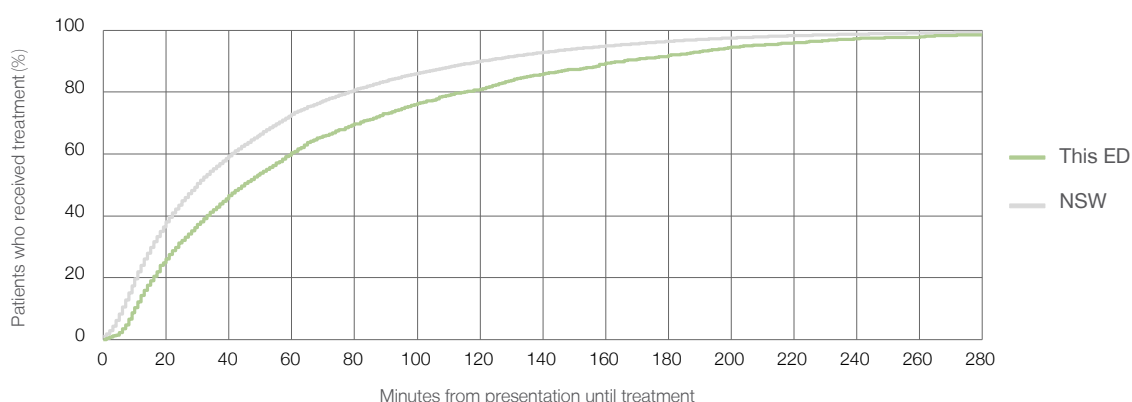
45 minutes

90th percentile time to start treatment⁵

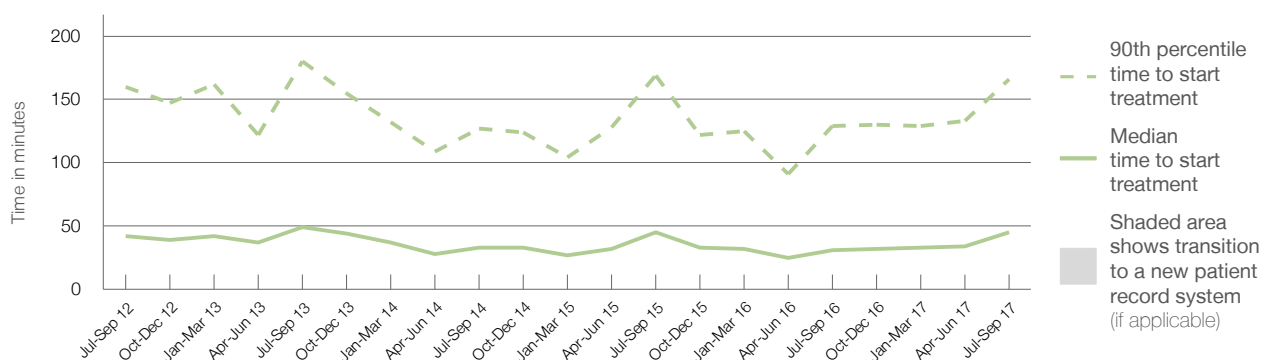
166 minutes

Same period last year	NSW (this period)
2,794	
2,504	
31 minutes	30 minutes
129 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	49	33	45	31	45
90th percentile time to start treatment ⁵ (minutes)	160	180	127	169	129	166

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 588

Number of triage 5 patients used to calculate waiting time:³ 422

Median time to start treatment⁴

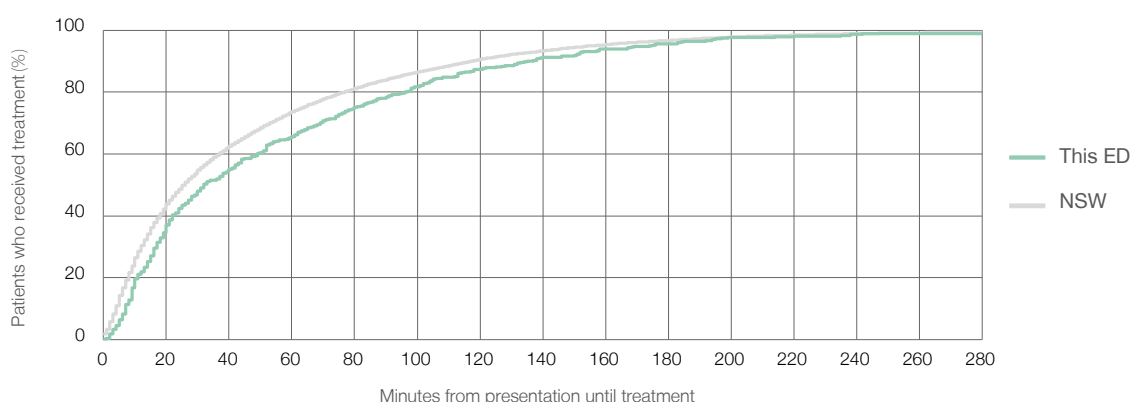
32 minutes

90th percentile time to start treatment⁵

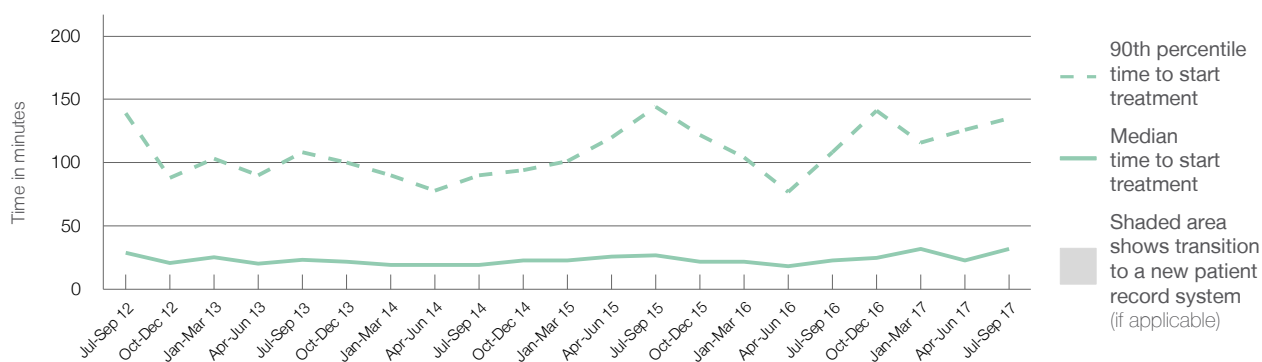
135 minutes

Same period last year	NSW (this period)
380	
295	
23 minutes	26 minutes
108 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	24	19	27	23	32
90th percentile time to start treatment ⁵ (minutes)	139	108	90	144	108	135

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

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Auburn Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,766 patients

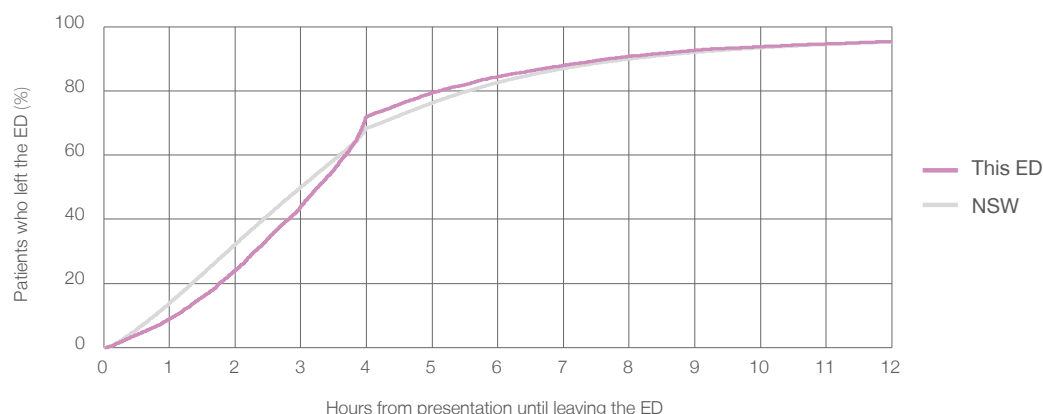
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

Median time spent in the ED⁸ 3 hours and 16 minutes

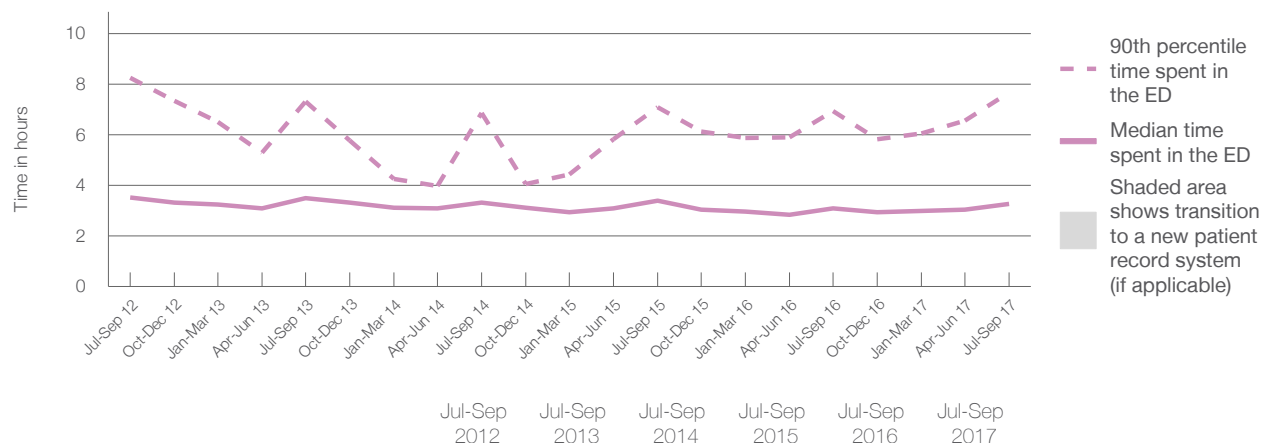
90th percentile time spent in the ED⁹ 7 hours and 41 minutes

Same period last year	NSW (this period)
6,654	
6,651	
3 hours and 5 minutes	3 hours and 0 minutes
6 hours and 57 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 32m	3h 30m	3h 19m	3h 24m	3h 5m	3h 16m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 19m	6h 52m	7h 6m	6h 57m	7h 41m

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

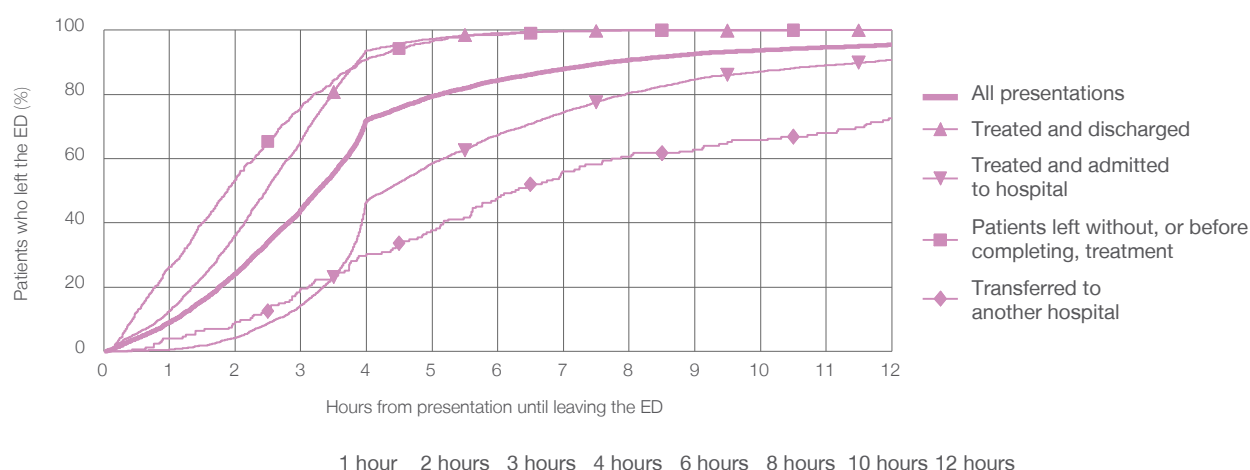
All presentations:[†] 7,766 patients

Presentations used to calculate time to leaving the ED:[‡] 7,763 patients

Treated and discharged	3,379 (43.5%)
Treated and admitted to hospital	3,298 (42.5%)
Patient left without, or before completing, treatment	880 (11.3%)
Transferred to another hospital	175 (2.3%)
Other	34 (0.4%)

Same period last year	Change since one year ago
6,651	16.7%
2,836	19.1%
3,221	2.4%
402	118.9%
159	10.1%
36	-5.6%

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



Treated and discharged	12.5%	36.2%	65.6%	93.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	0.5%	4.2%	14.3%	46.6%	67.4%	80.5%	87.1%	90.7%
Patient left without, or before completing, treatment	26.3%	53.4%	76.0%	91.0%	98.5%	100%	100%	100%
Transferred to another hospital	4.0%	9.1%	19.4%	30.3%	48.0%	60.6%	65.7%	72.6%
All presentations	9.0%	24.2%	44.1%	71.9%	84.4%	90.8%	93.7%	95.4%

(†) 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.

Auburn Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 7,766 patients

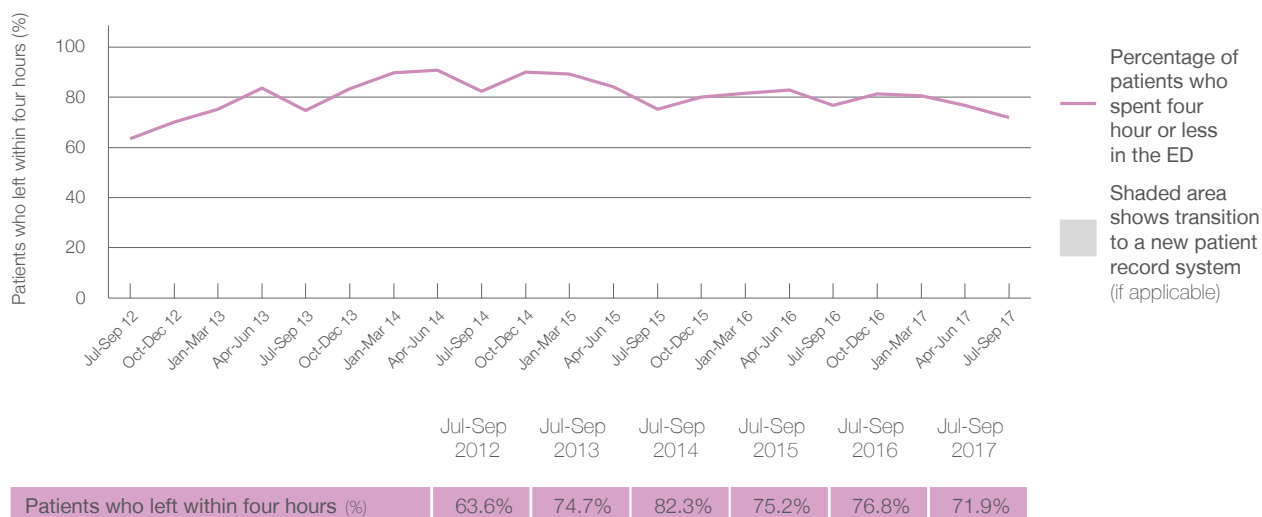
Presentations used to calculate time to leaving the ED:⁶ 7,763 patients

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



Same period last year	Change since one year ago
6,654	16.7%
6,651	16.7%
76.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Blacktown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,900 patients

Emergency presentations:² 12,821 patients

Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%

Blacktown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,819 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 44 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,783 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 143 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,383 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 665 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
3,434	
12 minutes	9 minutes
35 minutes	29 minutes
3,936	
32 minutes	23 minutes
114 minutes	83 minutes
3,042	
42 minutes	30 minutes
120 minutes	121 minutes
610	
36 minutes	26 minutes
116 minutes	118 minutes

Blacktown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,244	14.7%
49.9%	

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

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

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

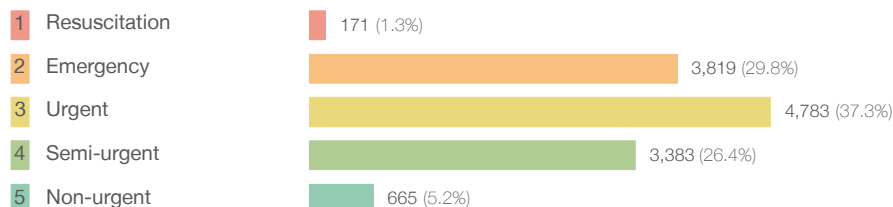
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Blacktown Hospital: Patients presenting to the emergency department

July to September 2017

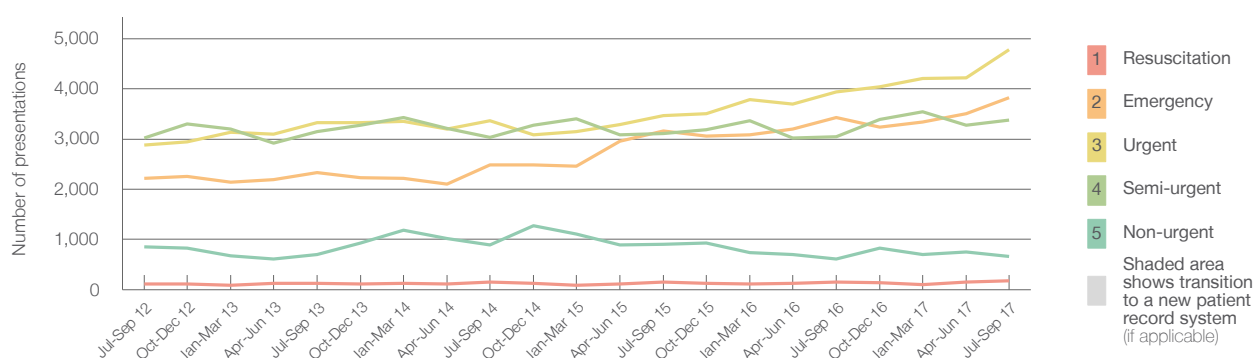
All presentations:¹ 12,900 patients

Emergency presentations² by triage category: 12,821 patients



Same period last year	Change since one year ago
11,261	14.6%
11,169	14.8%
147	16.3%
3,434	11.2%
3,936	21.5%
3,042	11.2%
610	9.0%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	111	131	145	147	147	171
Emergency	2,216	2,327	2,487	3,155	3,434	3,819
Urgent	2,878	3,327	3,365	3,465	3,936	4,783
Semi-urgent	3,024	3,154	3,029	3,108	3,042	3,383
Non-urgent	850	700	896	902	610	665
All emergency presentations	9,079	9,639	9,922	10,777	11,169	12,821

Blacktown Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,064 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,381	
18 minutes	-1 minute
55 minutes	-10 minutes

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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.

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

July to September 2017

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

Number of triage 2 patients: 3,819

Number of triage 2 patients used to calculate waiting time:³ 3,785

Median time to start treatment⁴

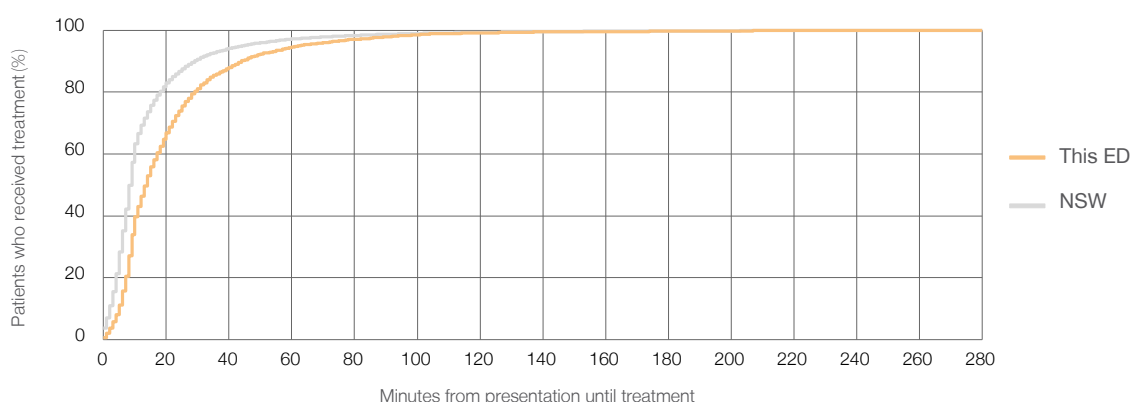
14 minutes

90th percentile time to start treatment⁵

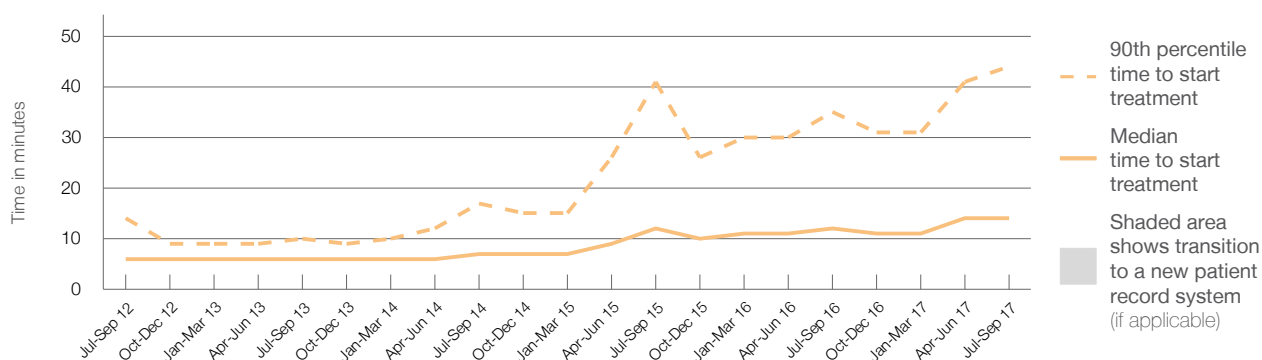
44 minutes

Same period last year	NSW (this period)
3,434	
3,410	
12 minutes	9 minutes
35 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	7	12	12	14
90th percentile time to start treatment ⁵ (minutes)	14	10	17	41	35	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.

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

July to September 2017

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

Number of triage 3 patients: 4,783

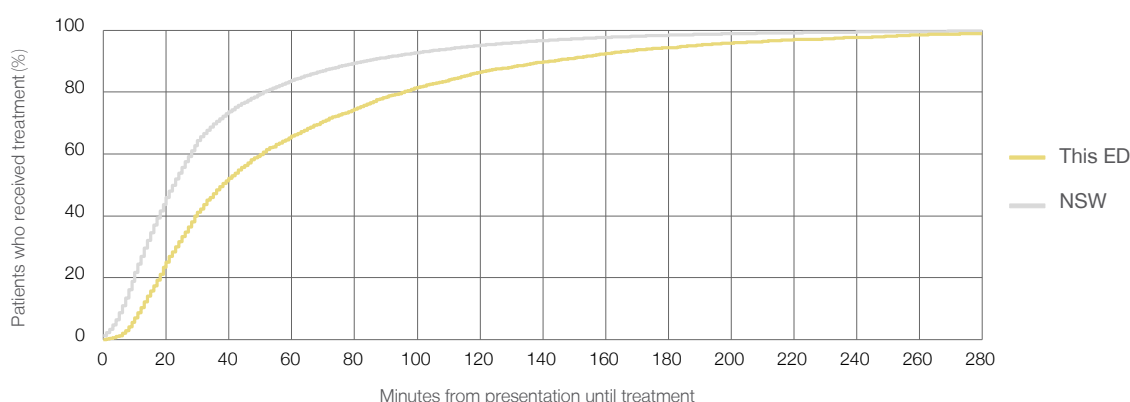
Number of triage 3 patients used to calculate waiting time:³ 4,505

Median time to start treatment⁴ 38 minutes

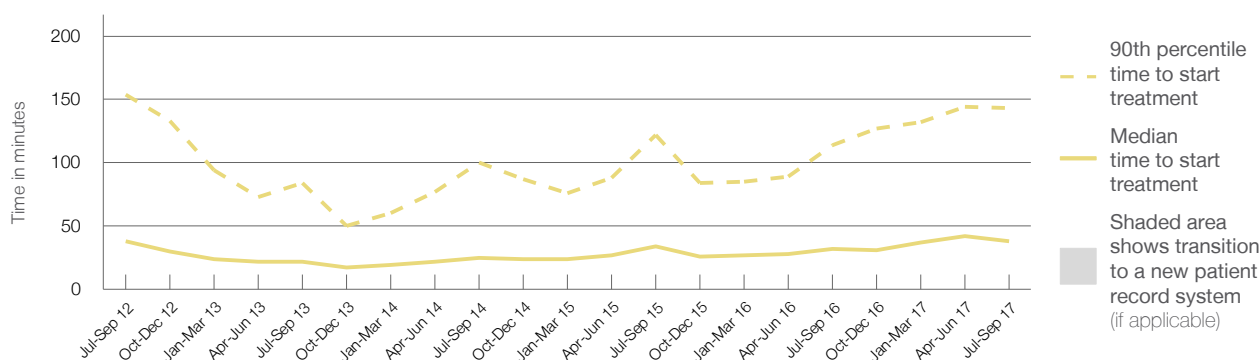
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
3,936	
3,768	
32 minutes	23 minutes
114 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	38	22	25	34	32	38
90th percentile time to start treatment ⁵ (minutes)	154	84	100	122	114	143

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 4 patients: 3,383

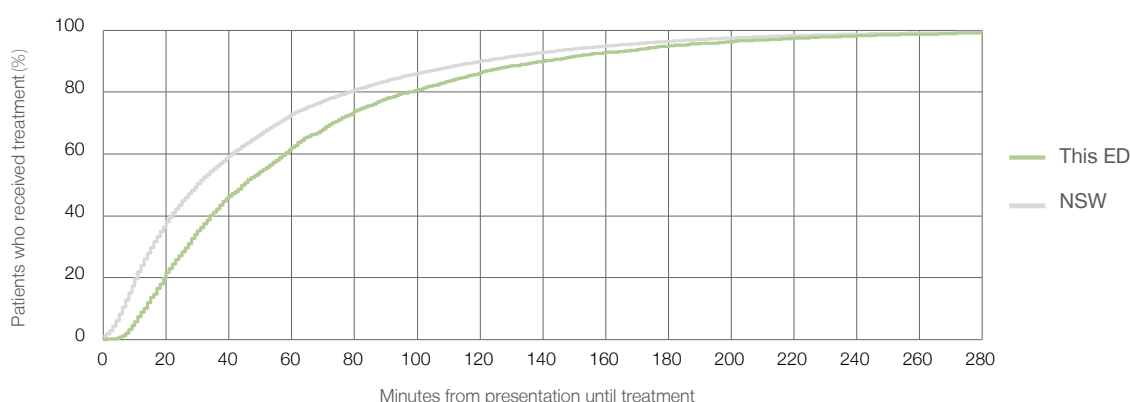
Number of triage 4 patients used to calculate waiting time:³ 3,174

Median time to start treatment⁴ 45 minutes

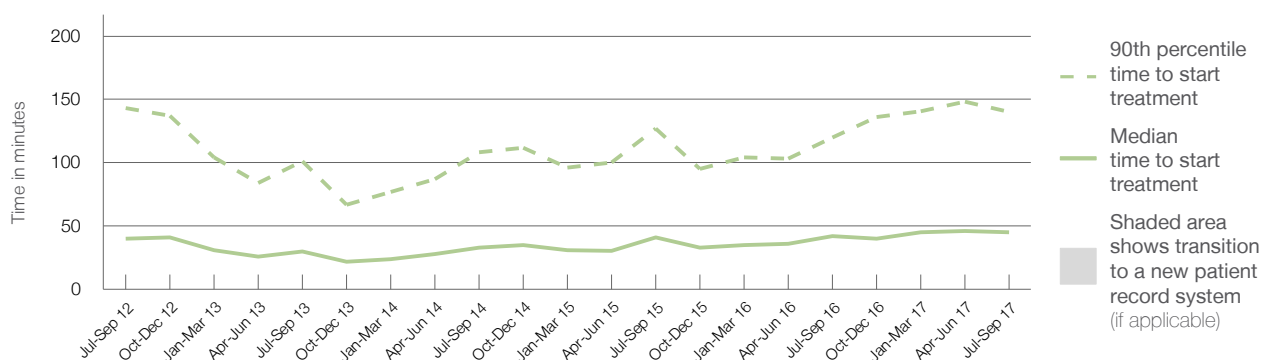
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
3,042	
2,864	
42 minutes	30 minutes
120 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	40	30	33	41	42	45
90th percentile time to start treatment ⁵ (minutes)	143	101	108	127	120	140

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 665

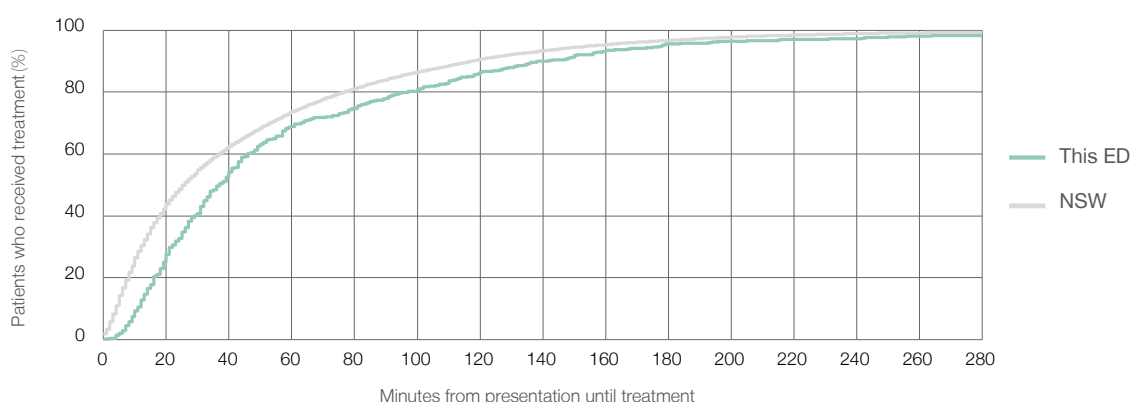
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 37 minutes

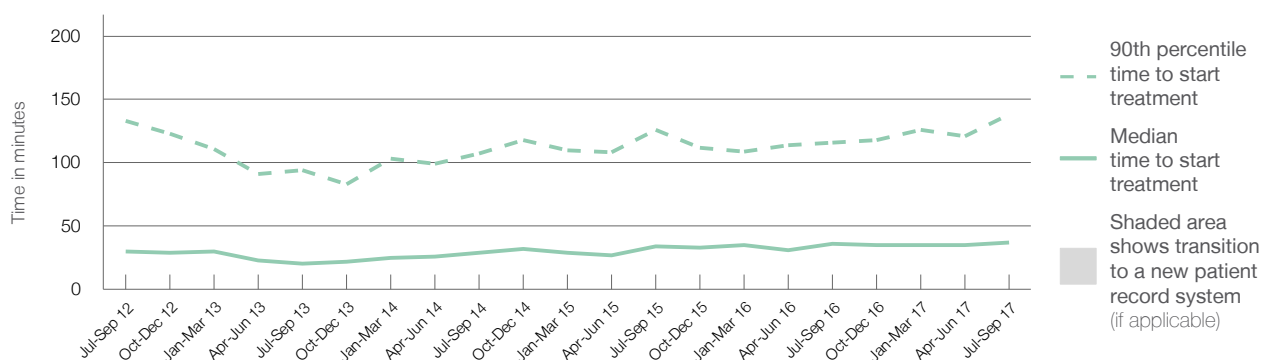
90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
610	
514	
36 minutes	26 minutes
116 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	20	29	34	36	37
90th percentile time to start treatment ⁵ (minutes)	133	94	107	126	116	138

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

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

Blacktown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Median time spent in the ED⁸

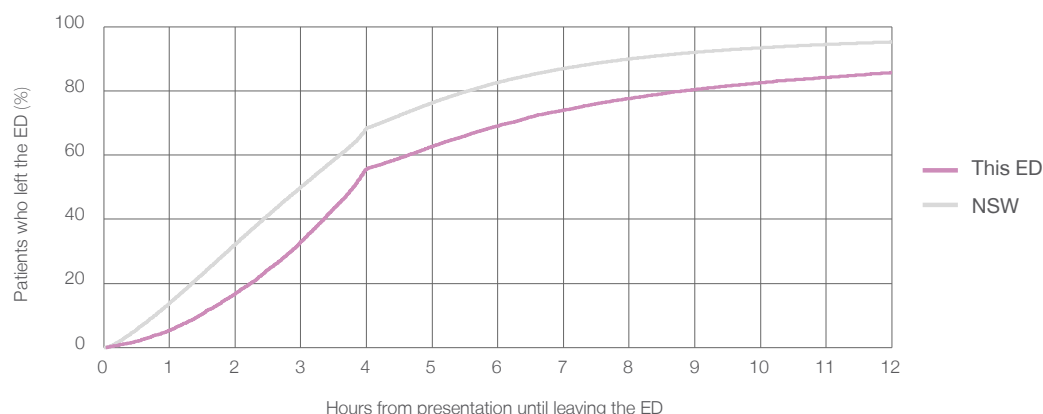
3 hours and 48 minutes

90th percentile time spent in the ED⁹

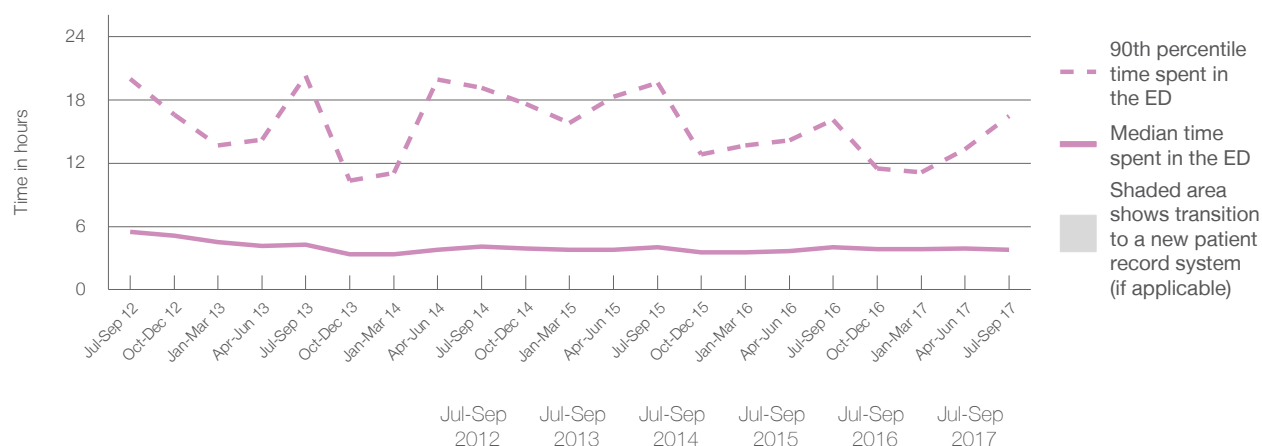
16 hours and 28 minutes

Same period last year	NSW (this period)
11,261	
11,244	
4 hours and 1 minutes	3 hours and 0 minutes
16 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	5h 29m	4h 16m	4h 5m	4h 2m	4h 1m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	20h 1m	20h 18m	19h 10m	19h 38m	16h 6m	16h 28m

(†) Data points are not shown in graphs for quarters when 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.

Blacktown Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

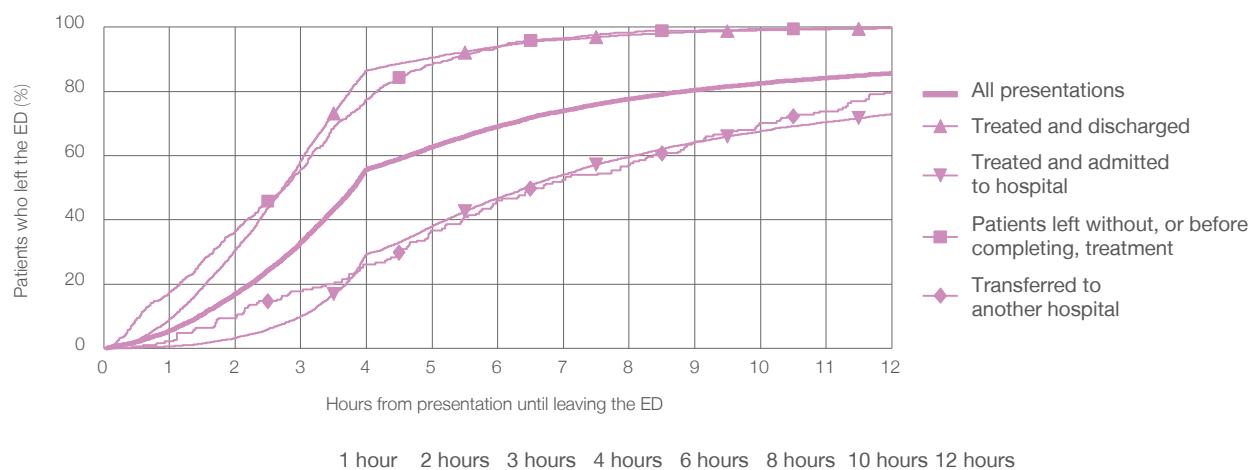
All presentations:[†] 12,900 patients

Presentations used to calculate time to leaving the ED:[‡] 12,894 patients

Treated and discharged	5,170 (40.1%)
Treated and admitted to hospital	6,596 (51.1%)
Patient left without, or before completing, treatment	875 (6.8%)
Transferred to another hospital	192 (1.5%)
Other	67 (0.5%)

Same period last year	Change since one year ago
11,244	14.7%
4,627	11.7%
5,693	15.9%
689	27.0%
202	-5.0%
50	34.0%

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



Treated and discharged	9.1%	30.6%	58.5%	86.5%	94.0%	97.6%	99.0%	99.7%
Treated and admitted to hospital	0.6%	3.2%	10.0%	29.2%	46.7%	59.6%	67.7%	72.9%
Patient left without, or before completing, treatment	17.4%	36.5%	55.7%	77.5%	93.9%	98.4%	99.5%	99.9%
Transferred to another hospital	2.1%	9.4%	17.8%	26.2%	46.1%	57.1%	70.2%	79.6%
All presentations	5.5%	16.9%	33.0%	55.7%	69.1%	77.6%	82.6%	85.7%

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

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

Blacktown Hospital: Time spent in the ED

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

July to September 2017

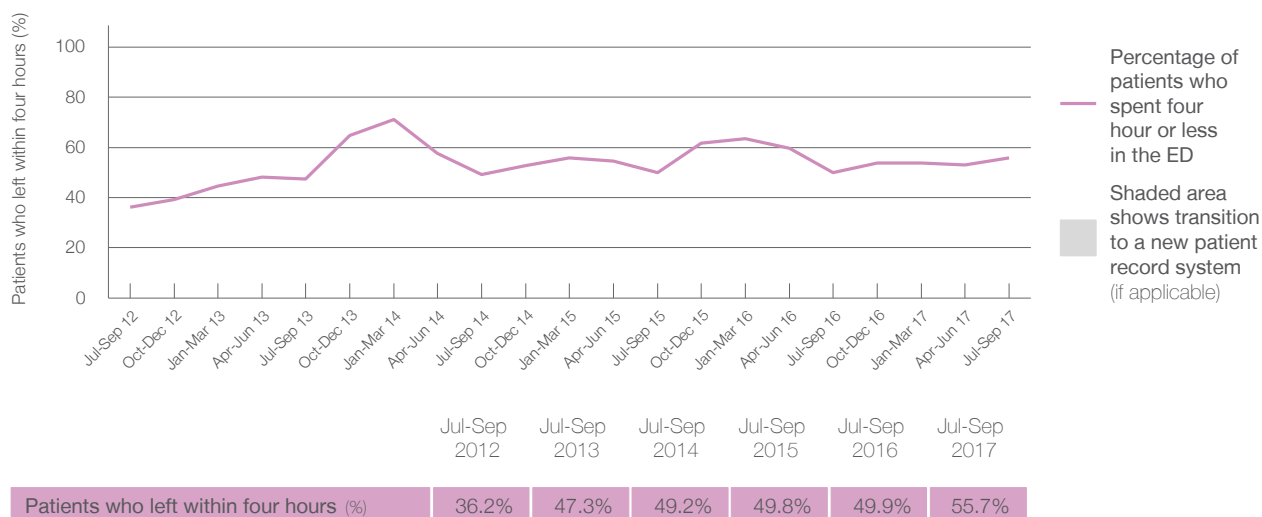
All presentations at the emergency department:¹ 12,900 patients

Presentations used to calculate time to leaving the ED:⁶ 12,894 patients

Percentage of patients who spent four hours or less in the ED 55.7%

Same period last year	Change since one year ago
11,261	14.6%
11,244	14.7%
49.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Campbelltown Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations:² 18,659 patients

Same period last year	Change since one year ago
16,533	13.9%
16,394	13.8%

Campbelltown Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,879 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,090 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,885 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 168 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,690 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
1,765	
7 minutes	9 minutes
23 minutes	29 minutes
7,268	
17 minutes	23 minutes
82 minutes	83 minutes
5,657	
26 minutes	30 minutes
125 minutes	121 minutes
1,590	
32 minutes	26 minutes
126 minutes	118 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 18,828 patients

Percentage of patients who spent four hours or less in the ED 47.1%

Same period last year	Change since one year ago
16,533	13.9%
58.6%	

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

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

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

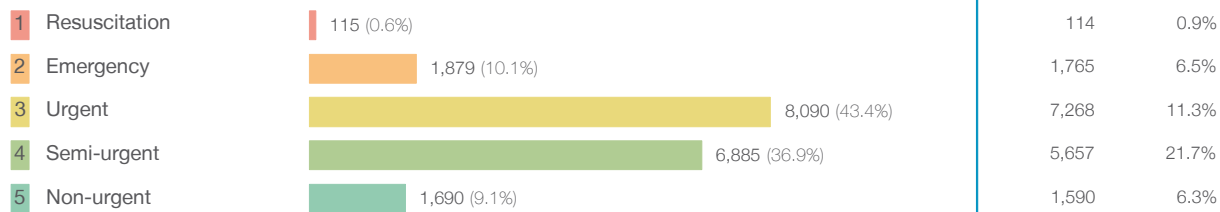
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Campbelltown Hospital: Patients presenting to the emergency department

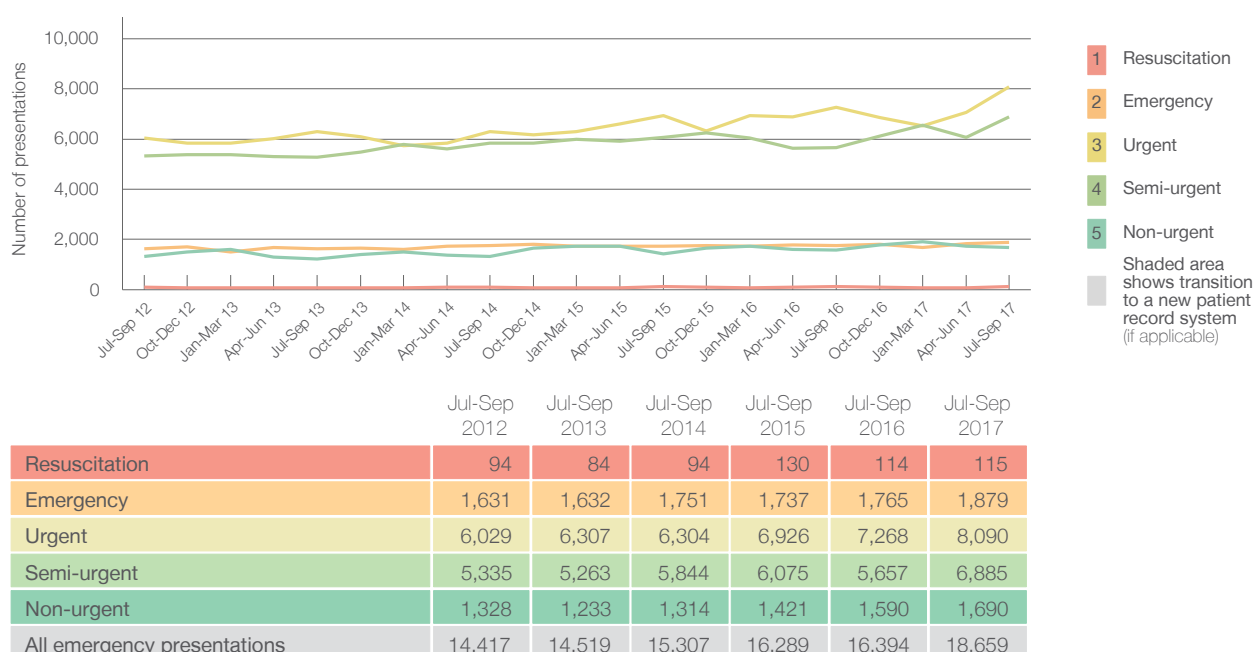
July to September 2017

All presentations:¹ 18,828 patients

Emergency presentations² by triage category: 18,659 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Campbelltown Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,597 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,879

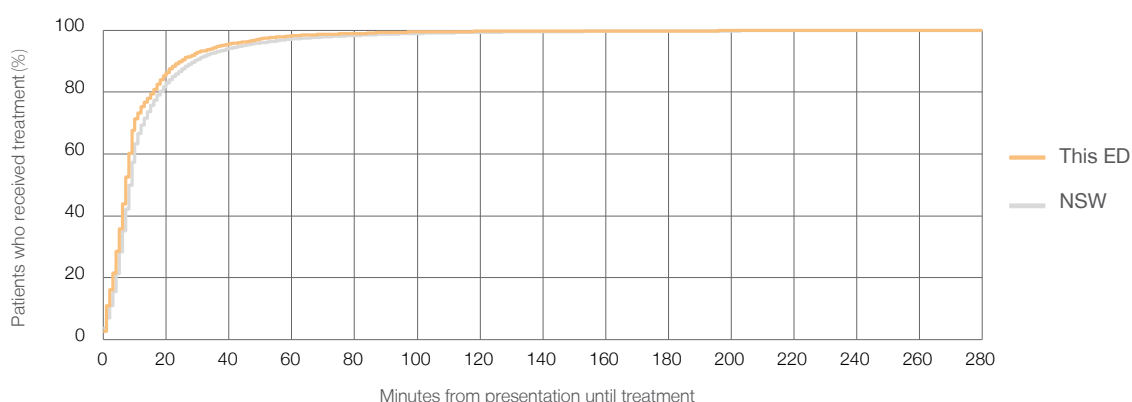
Number of triage 2 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 7 minutes

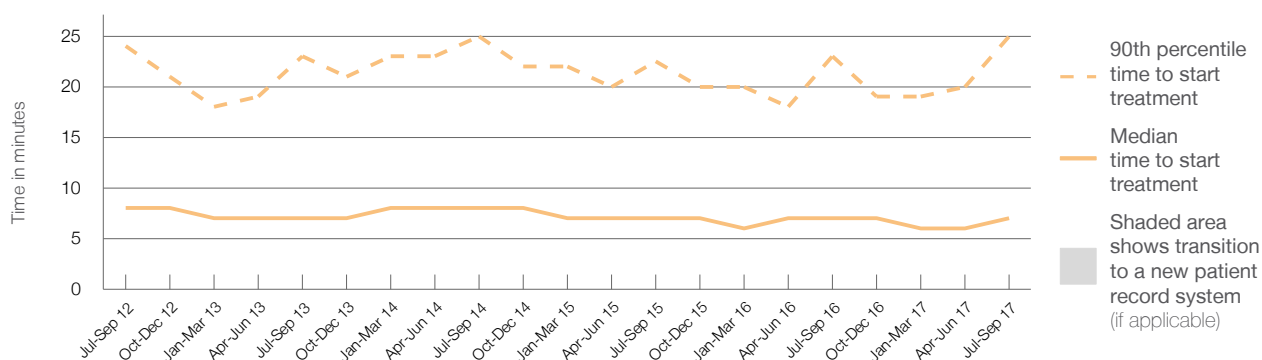
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
1,765	
1,760	
7 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	24	23	25	23	23	25

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

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

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

July to September 2017

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

Number of triage 3 patients: 8,090

Number of triage 3 patients used to calculate waiting time:³ 7,585

Median time to start treatment⁴

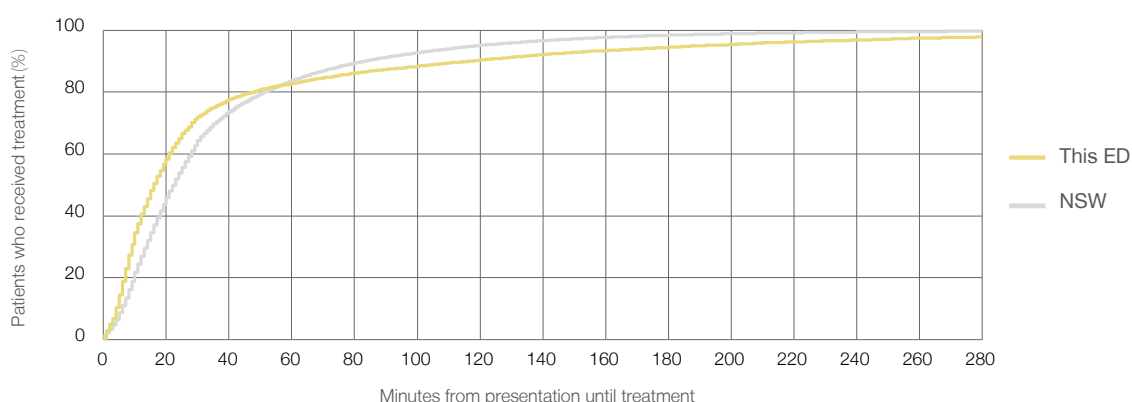
16 minutes

90th percentile time to start treatment⁵

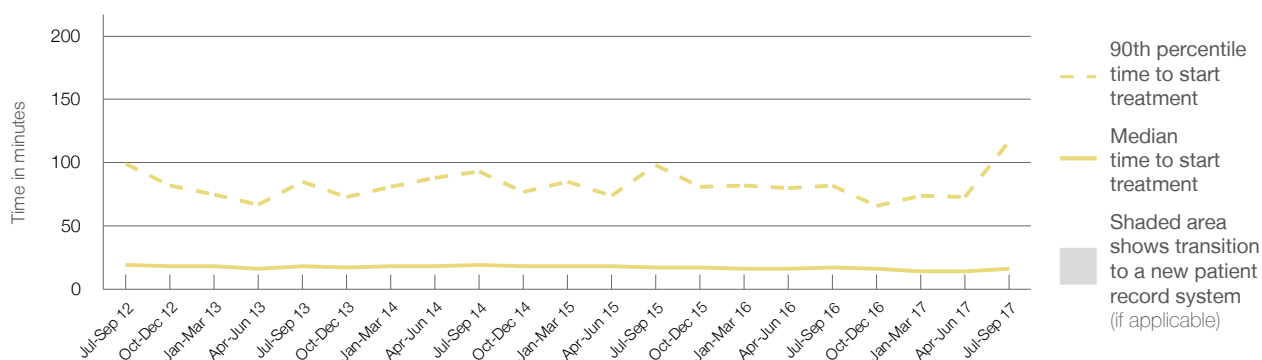
117 minutes

Same period last year	NSW (this period)
7,268	
7,095	
17 minutes	23 minutes
82 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	18	19	17	17	16
90th percentile time to start treatment ⁵ (minutes)	99	85	93	98	82	117

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

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

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

July to September 2017

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

Number of triage 4 patients: 6,885

Number of triage 4 patients used to calculate waiting time:³ 5,931

Median time to start treatment⁴

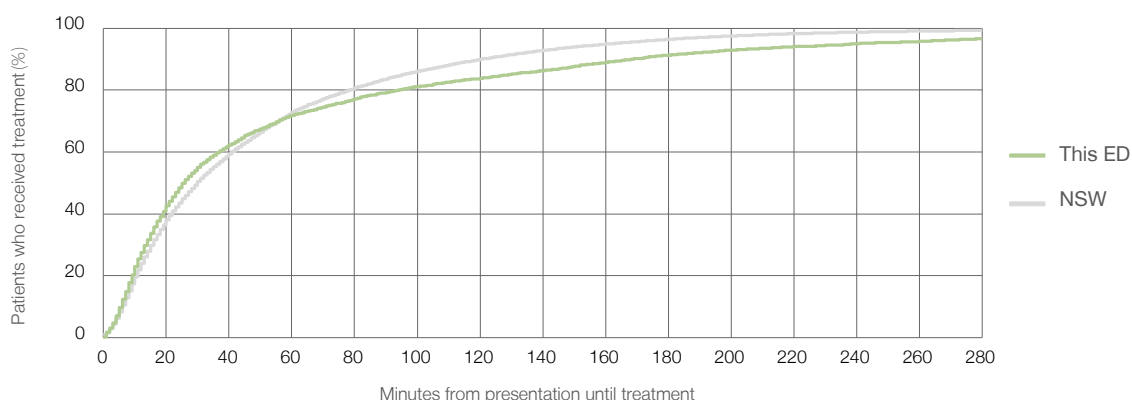
26 minutes

90th percentile time to start treatment⁵

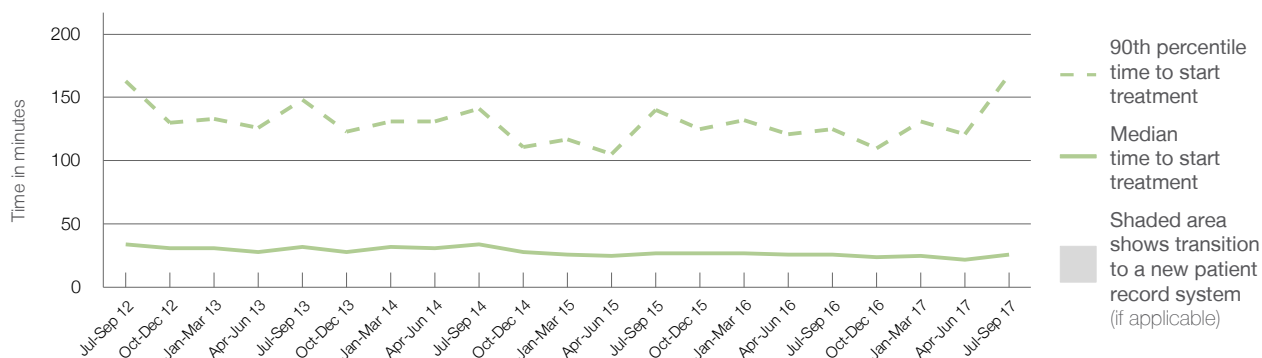
168 minutes

Same period last year	NSW (this period)
5,657	
5,289	
26 minutes	30 minutes
125 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	32	34	27	26	26
90th percentile time to start treatment ⁵ (minutes)	163	148	141	140	125	168

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,690

Number of triage 5 patients used to calculate waiting time:³ 1,293

Median time to start treatment⁴

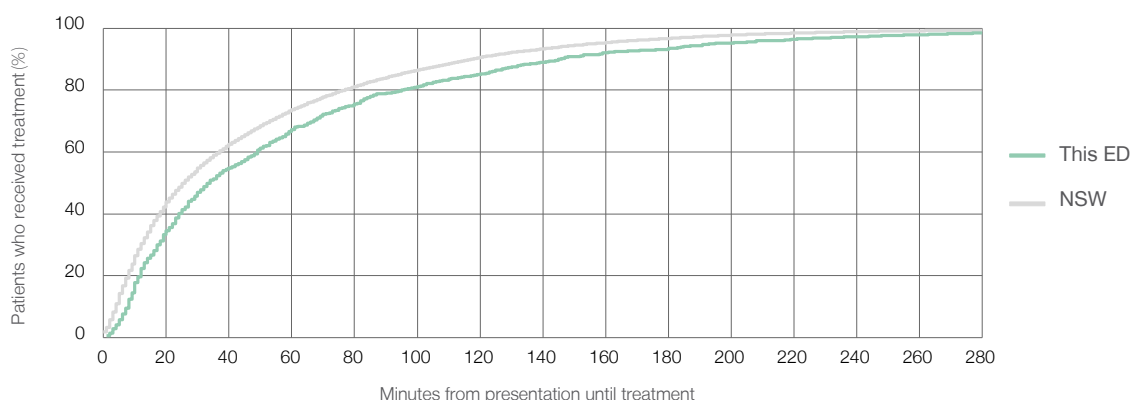
34 minutes

90th percentile time to start treatment⁵

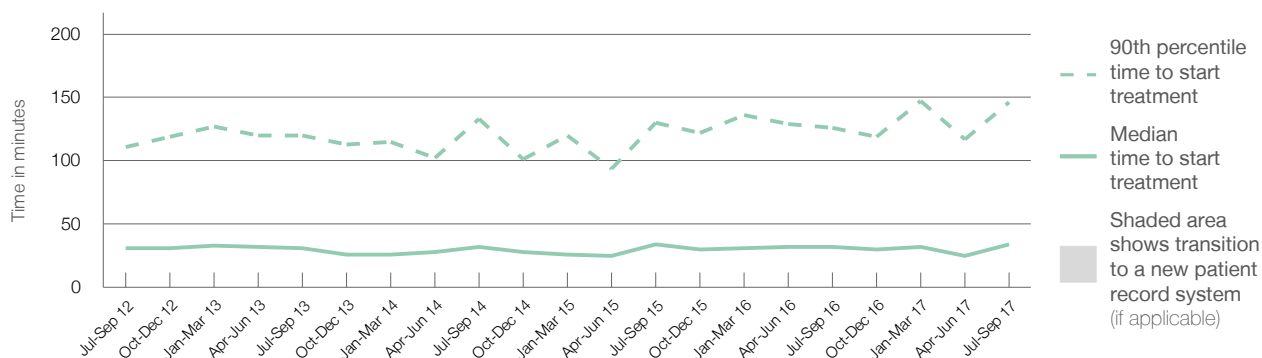
146 minutes

Same period last year	NSW (this period)
1,590	
1,397	
32 minutes	26 minutes
126 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	31	32	34	32	34
90th percentile time to start treatment ⁵ (minutes)	111	120	133	130	126	146

(†) Data points are not shown in graphs for quarters when 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.

Campbelltown Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 18,828 patients

Presentations used to calculate time to leaving the ED:⁶ 18,828 patients

Median time spent in the ED⁸

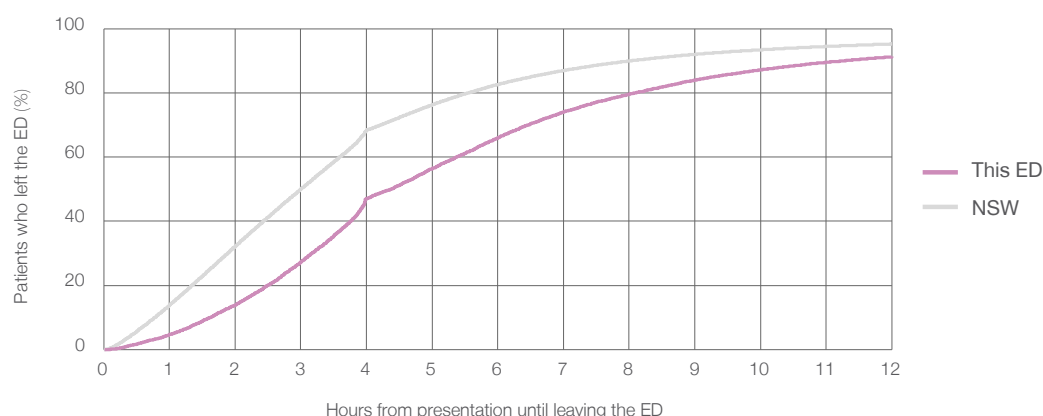
4 hours and 22 minutes

90th percentile time spent in the ED⁹

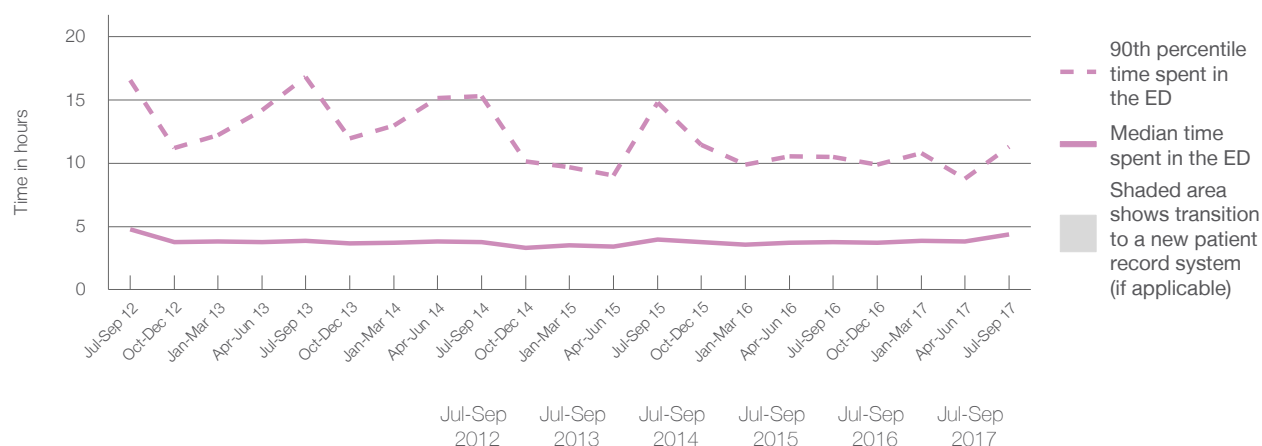
11 hours and 17 minutes

Same period last year	NSW (this period)
16,533	16,533
3 hours and 47 minutes	3 hours and 0 minutes
10 hours and 30 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	4h 46m	3h 51m	3h 47m	3h 57m	3h 47m	4h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	16h 34m	16h 50m	15h 17m	14h 48m	10h 30m	11h 17m

(†) Data points are not shown in graphs for quarters when 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.

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

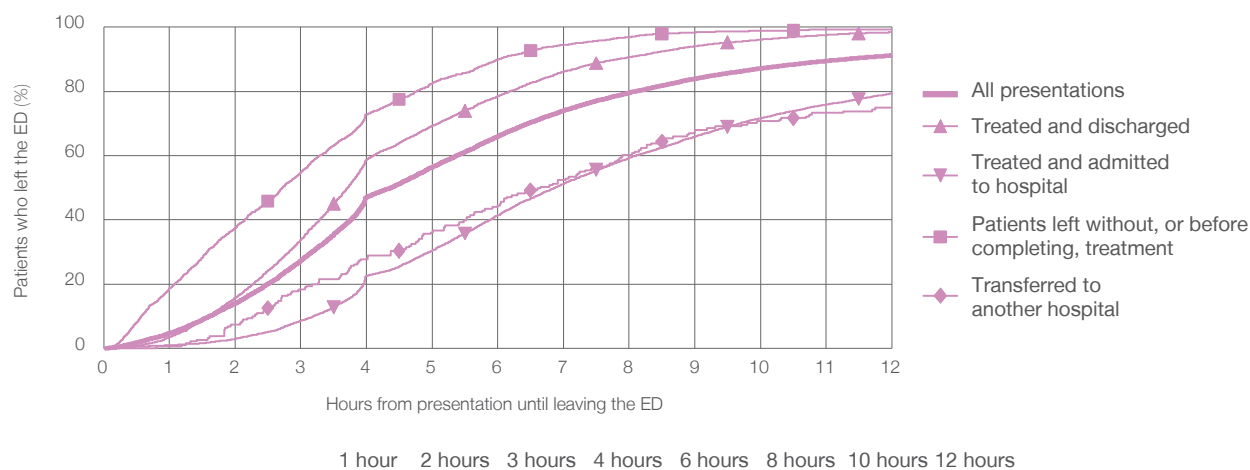
All presentations:[†] 18,828 patients

Presentations used to calculate time to leaving the ED:[‡] 18,828 patients

Treated and discharged	8,964 (47.6%)
Treated and admitted to hospital	6,976 (37.1%)
Patient left without, or before completing, treatment	2,632 (14.0%)
Transferred to another hospital	191 (1.0%)
Other	65 (0.3%)

Same period last year	Change since one year ago
16,533	13.9%
8,001	12.0%
6,921	0.8%
1,367	92.5%
235	-18.7%
9	622.2%

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



Treated and discharged	3.5%	15.7%	33.9%	58.8%	78.5%	90.7%	96.2%	98.4%
Treated and admitted to hospital	0.9%	2.9%	8.6%	22.6%	41.4%	59.3%	71.7%	79.5%
Patient left without, or before completing, treatment	18.7%	37.5%	54.8%	72.9%	90.0%	97.0%	98.9%	99.4%
Transferred to another hospital	0.5%	7.3%	18.3%	27.7%	44.5%	60.2%	70.7%	74.9%
All presentations	4.7%	14.0%	27.3%	47.1%	66.0%	79.6%	87.2%	91.3%

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

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

Campbelltown Hospital: Time spent in the ED

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

July to September 2017

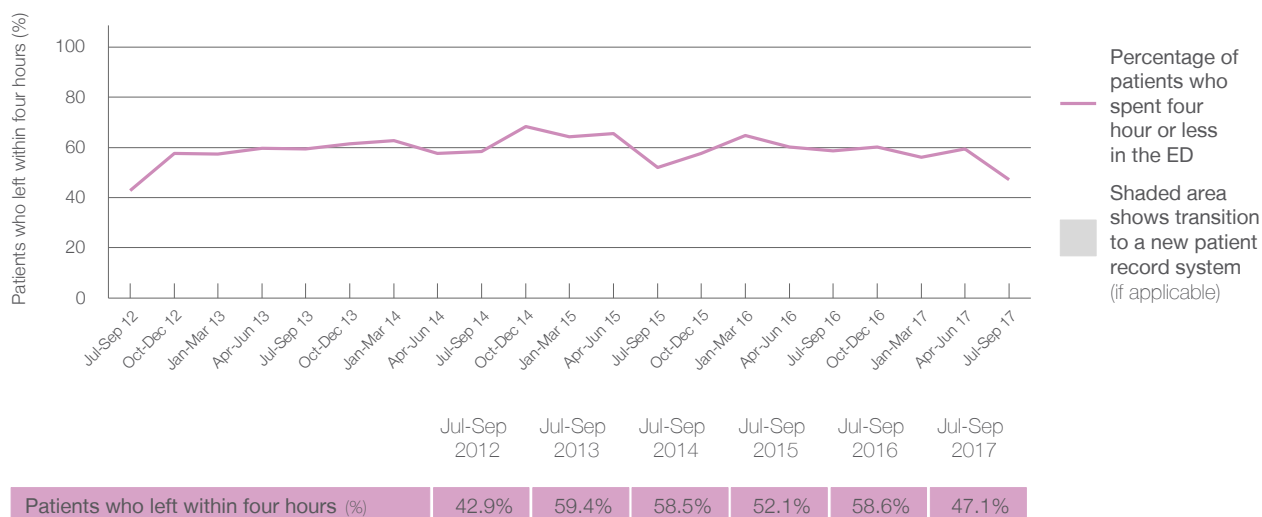
All presentations at the emergency department:¹ 18,828 patients

Presentations used to calculate time to leaving the ED:⁶ 18,828 patients

Percentage of patients who spent four hours or less in the ED 47.1%

Same period last year	Change since one year ago
16,533	13.9%
16,533	13.9%
58.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Canterbury Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,458 patients

Emergency presentations:² 12,427 patients

Same period last year	Change since one year ago
11,230	10.9%
11,186	11.1%

Canterbury Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,214 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,525 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,483 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,061	
8 minutes	9 minutes
17 minutes	29 minutes
4,067	
18 minutes	23 minutes
58 minutes	83 minutes
4,966	
24 minutes	30 minutes
94 minutes	121 minutes
1,050	
21 minutes	26 minutes
103 minutes	118 minutes

Canterbury Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,453 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
11,230	10.9%
79.7%	

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

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

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

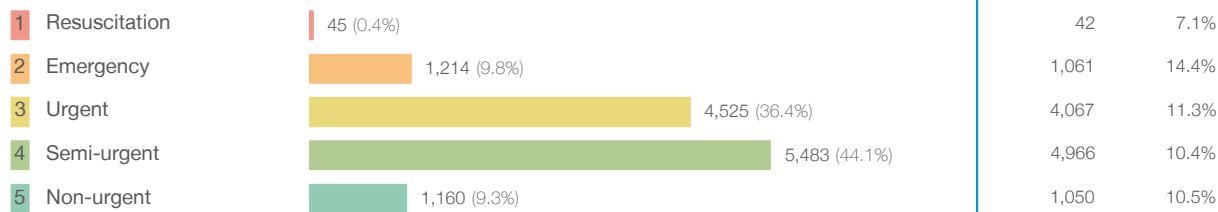
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Canterbury Hospital: Patients presenting to the emergency department

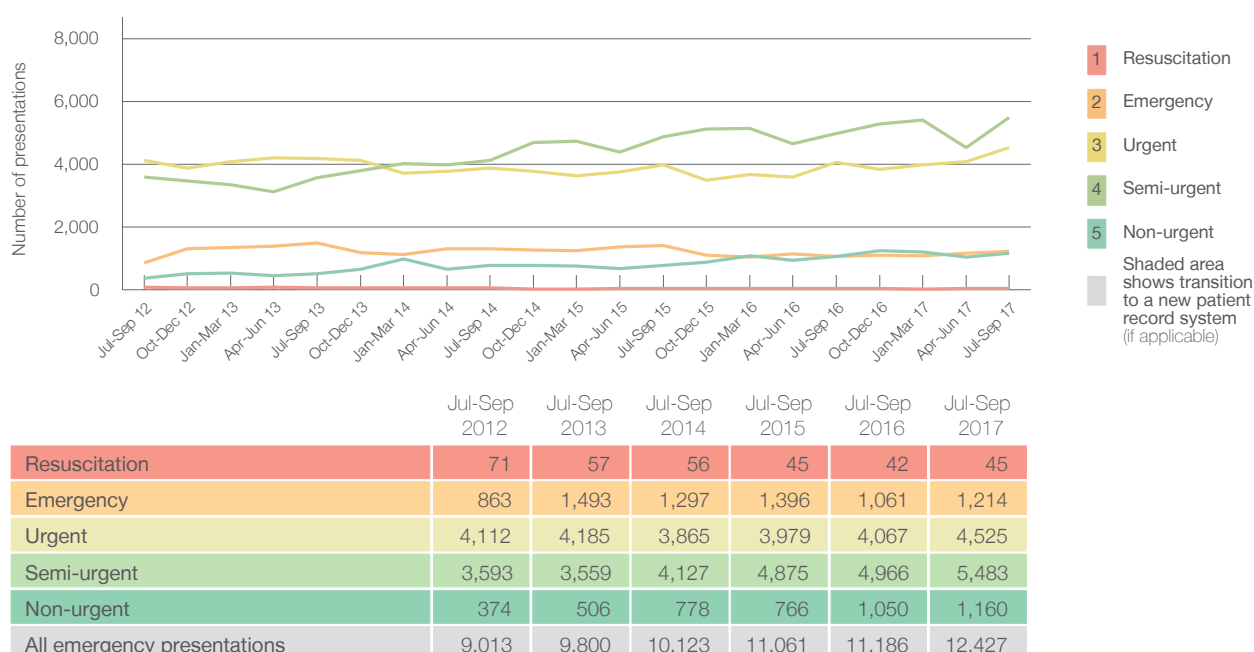
July to September 2017

All presentations:¹ 12,458 patients

Emergency presentations² by triage category: 12,427 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Canterbury Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,231 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,214

Number of triage 2 patients used to calculate waiting time:³ 1,210

Median time to start treatment⁴

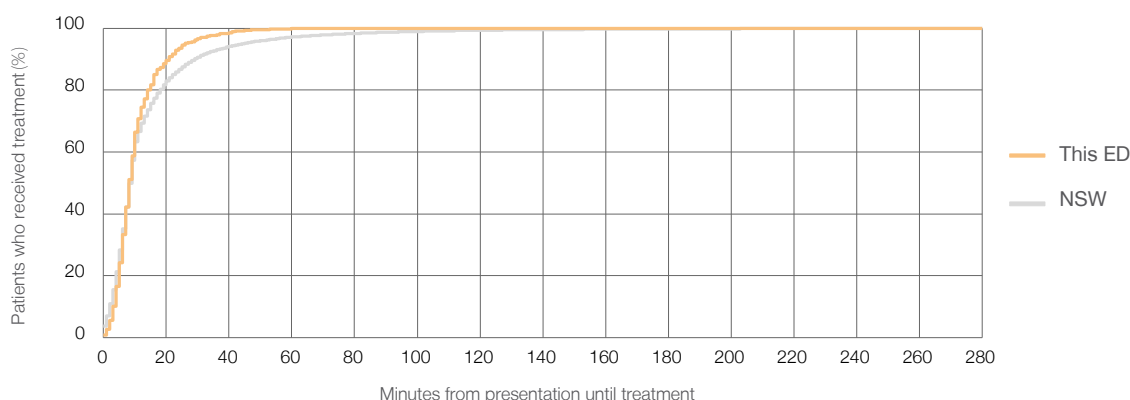
8 minutes

90th percentile time to start treatment⁵

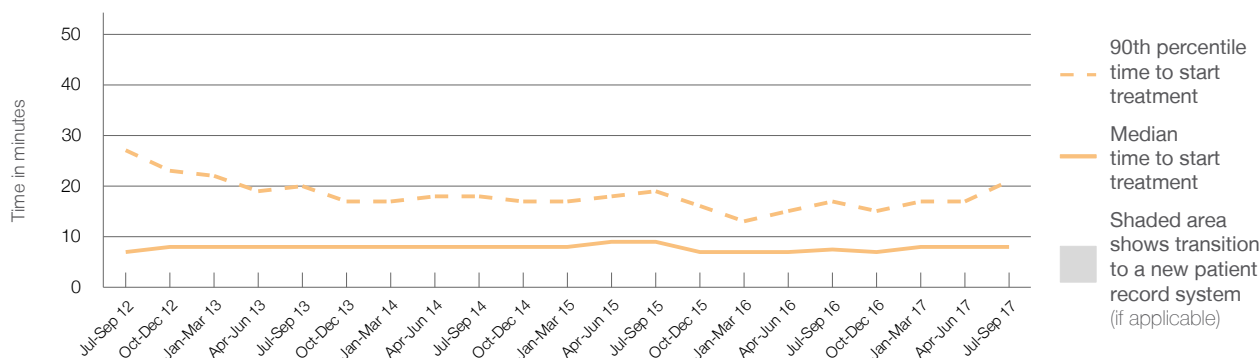
21 minutes

Same period last year	NSW (this period)
1,061	
1,060	
8 minutes	9 minutes
17 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	8	9	8	8
90th percentile time to start treatment ⁵ (minutes)	27	20	18	19	17	21

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

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

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

July to September 2017

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

Number of triage 3 patients: 4,525

Number of triage 3 patients used to calculate waiting time:³ 4,396

Median time to start treatment⁴

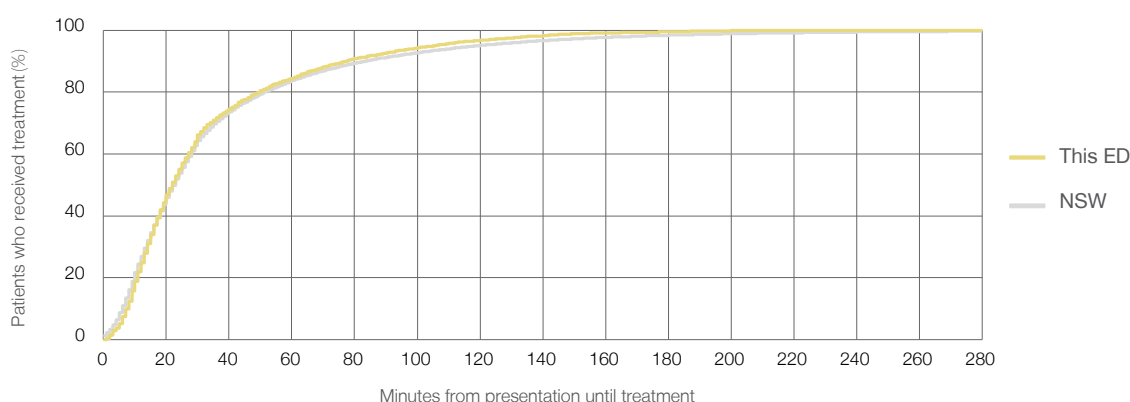
22 minutes

90th percentile time to start treatment⁵

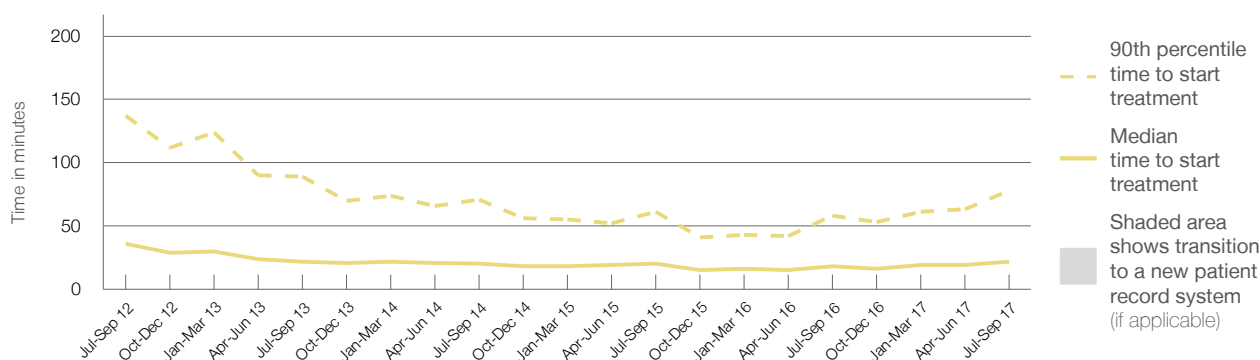
78 minutes

Same period last year	NSW (this period)
4,067	
4,002	
18 minutes	23 minutes
58 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	22	20	20	18	22
90th percentile time to start treatment ⁵ (minutes)	137	89	71	61	58	78

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

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

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

July to September 2017

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

Number of triage 4 patients: 5,483

Number of triage 4 patients used to calculate waiting time:³ 4,987

Median time to start treatment⁴

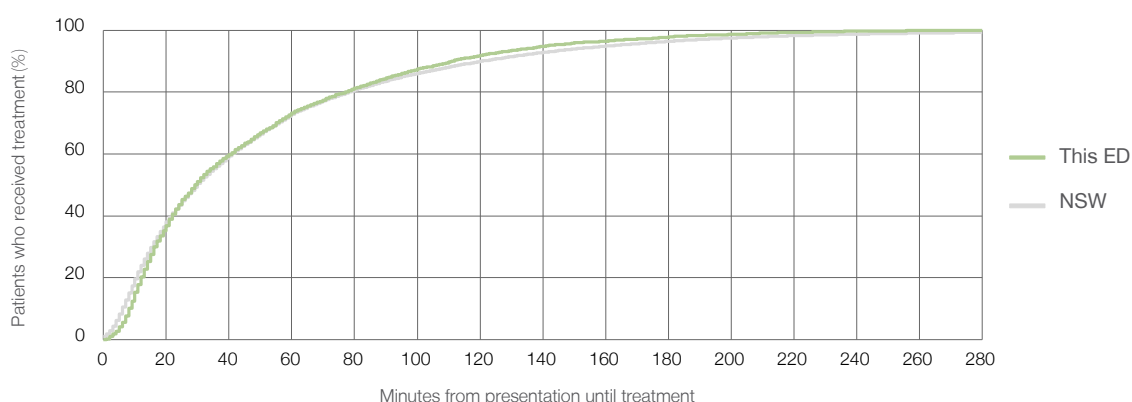
29 minutes

90th percentile time to start treatment⁵

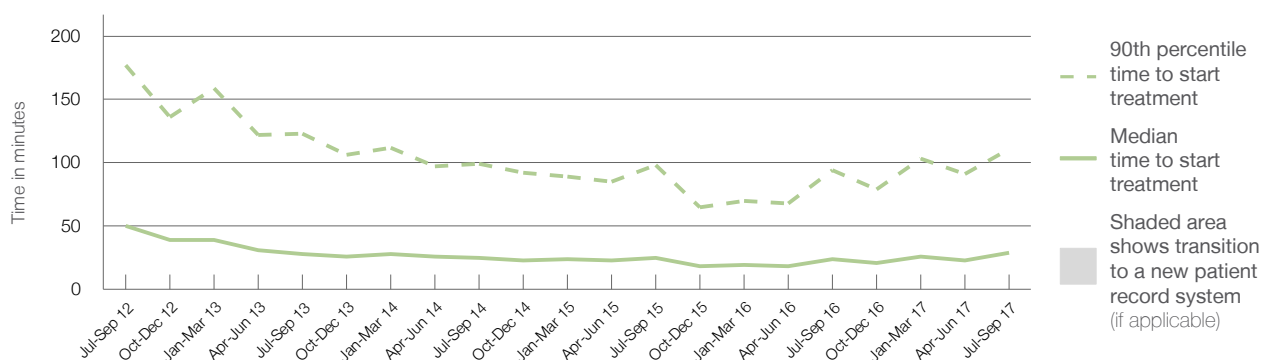
111 minutes

Same period last year	NSW (this period)
4,966	
4,616	
24 minutes	30 minutes
94 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	50	28	25	25	24	29
90th percentile time to start treatment ⁵ (minutes)	177	123	99	98	94	111

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,160

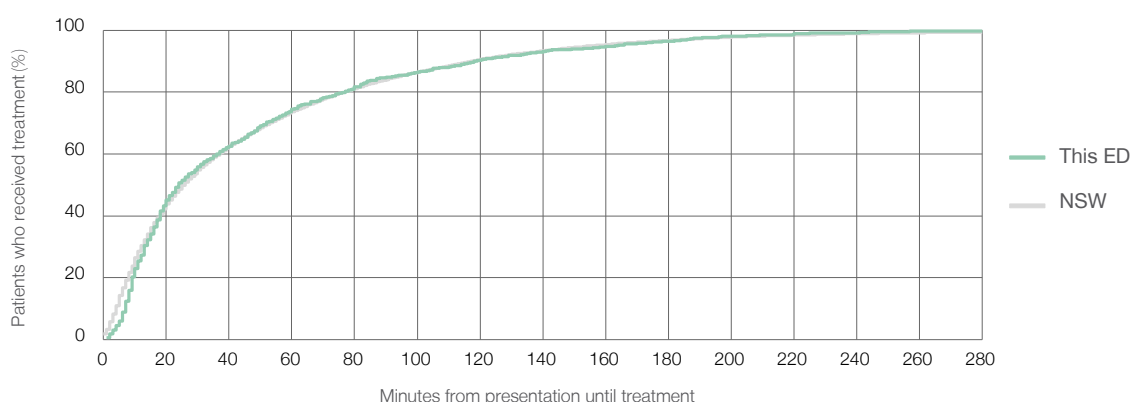
Number of triage 5 patients used to calculate waiting time:³ 906

Median time to start treatment⁴ 24 minutes

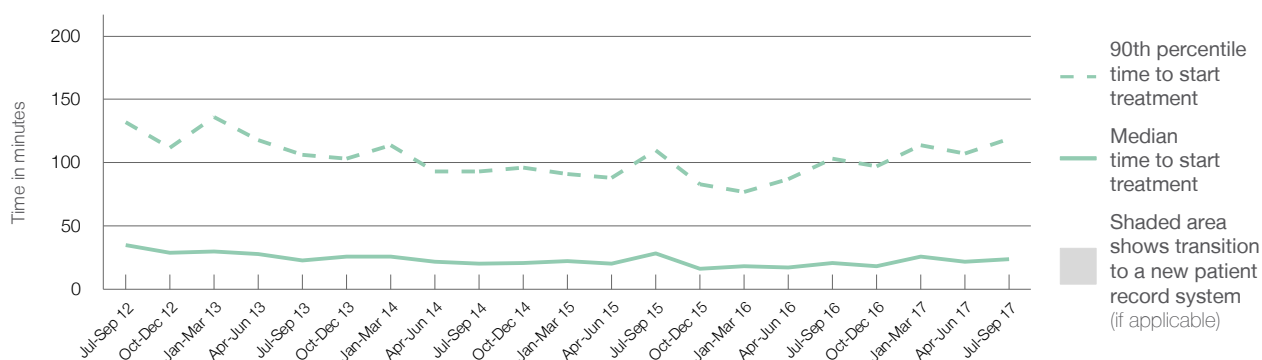
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,050	
810	
21 minutes	26 minutes
103 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	23	20	29	21	24
90th percentile time to start treatment ⁵ (minutes)	132	106	93	110	103	119

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

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

Canterbury Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,458 patients

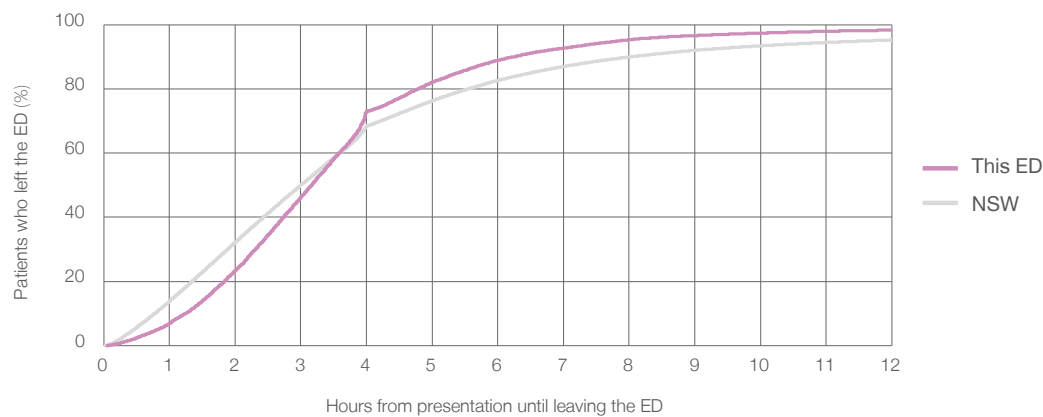
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

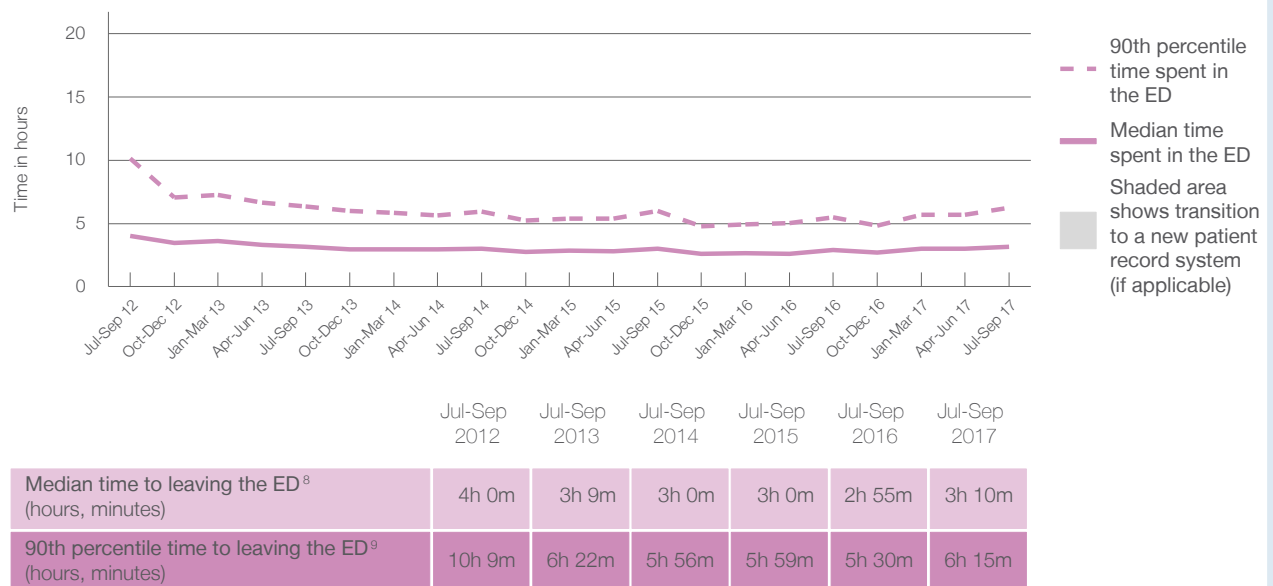
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
11,230	11,230
2 hours and 55 minutes	3 hours and 0 minutes
5 hours and 30 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

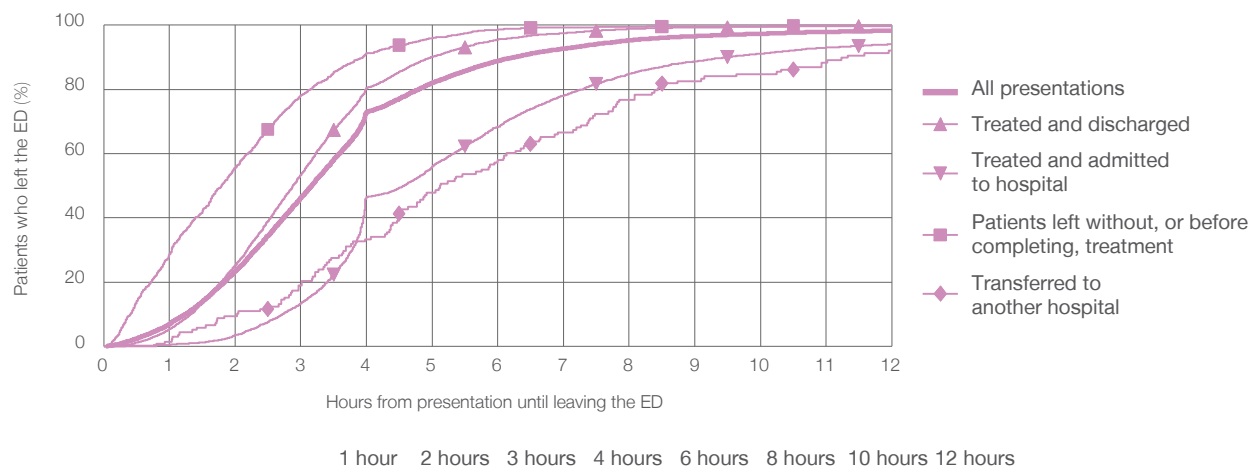
July to September 2017

All presentations:[†] 12,458 patients

Presentations used to calculate time to leaving the ED:[‡] 12,453 patients

		Same period last year	Change since one year ago
Treated and discharged	7,850 (63.0%)	11,230	10.9%
Treated and admitted to hospital	3,014 (24.2%)	7,209	8.9%
Patient left without, or before completing, treatment	1,416 (11.4%)	2,912	3.5%
Transferred to another hospital	138 (1.1%)	984	43.9%
Other	40 (0.3%)	111	24.3%
		14	185.7%

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



Treated and discharged	5.4%	25.4%	53.5%	80.5%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.5%	3.5%	13.3%	46.5%	68.4%	84.9%	91.1%	94.1%
Patient left without, or before completing, treatment	28.7%	55.6%	78.1%	91.2%	98.7%	99.5%	99.8%	99.9%
Transferred to another hospital	1.4%	9.4%	18.8%	33.3%	58.0%	76.8%	84.8%	92.0%
All presentations	7.0%	23.5%	46.3%	73.0%	88.9%	95.3%	97.4%	98.3%

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

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

Canterbury Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,458 patients

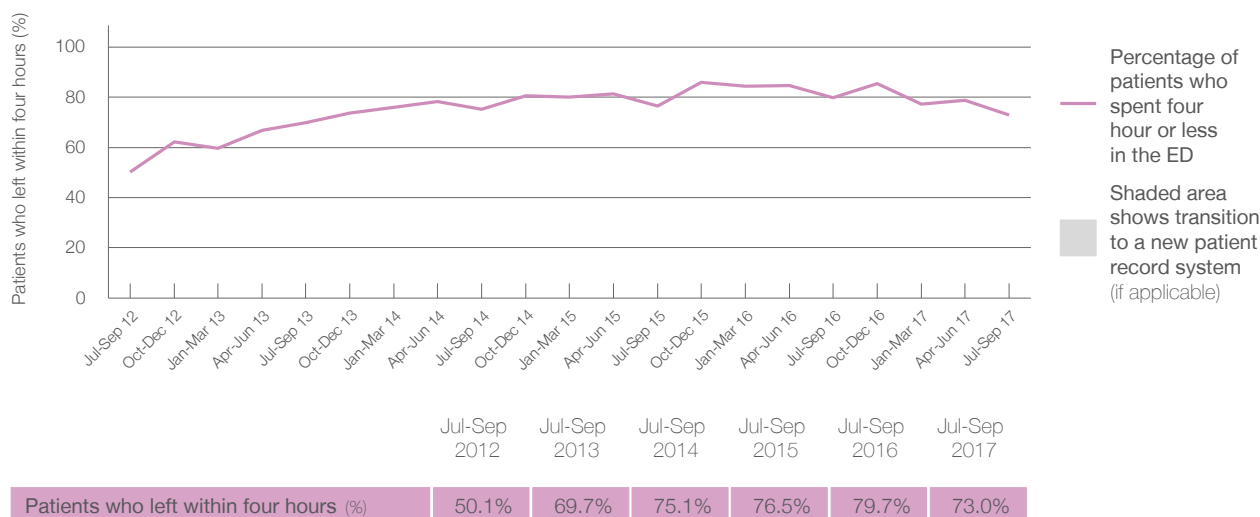
Presentations used to calculate time to leaving the ED:⁶ 12,453 patients

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



Same period last year	Change since one year ago
11,230	10.9%
11,230	10.9%
79.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations:² 10,210 patients

Same period last year	Change since one year ago
9,469	11.1%
9,075	12.5%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,123 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,416 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,137 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,470 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
999	
6 minutes	9 minutes
11 minutes	29 minutes
3,019	
16 minutes	23 minutes
55 minutes	83 minutes
3,537	
28 minutes	30 minutes
121 minutes	121 minutes
1,457	
35 minutes	26 minutes
122 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,515 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
9,468	11.1%
70.8%	

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

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

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

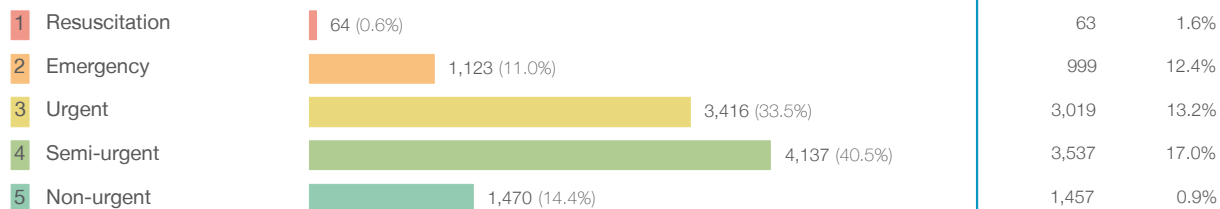
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

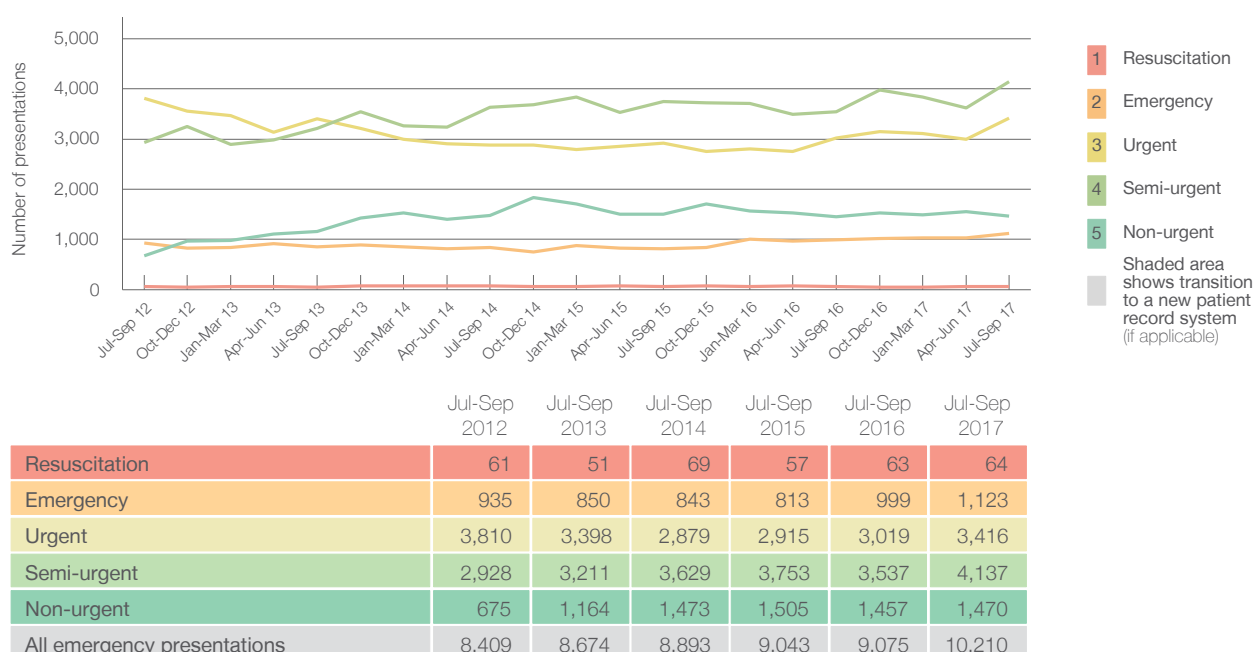
July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations² by triage category: 10,210 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,596 patients

ED Transfer of care time



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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,123

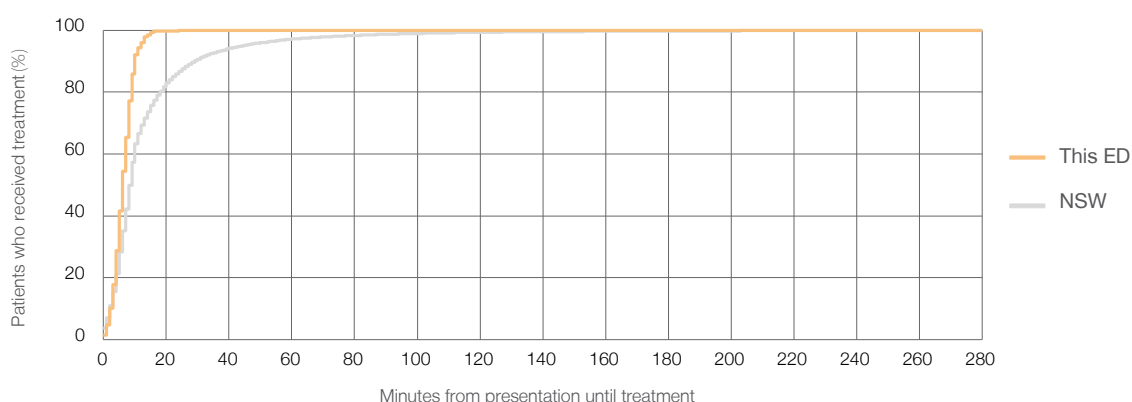
Number of triage 2 patients used to calculate waiting time:³ 1,120

Median time to start treatment⁴ 6 minutes

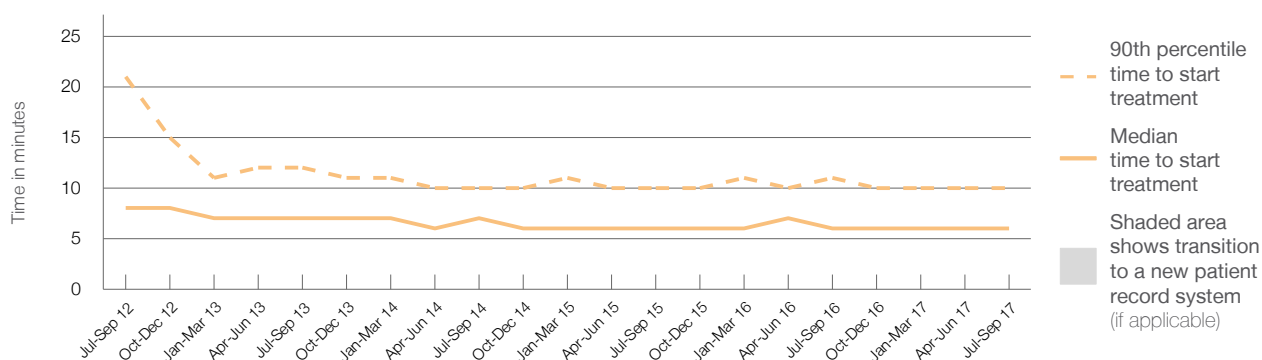
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
999	
998	
6 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	12	10	10	11	10

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,416

Number of triage 3 patients used to calculate waiting time:³ 3,318

Median time to start treatment⁴

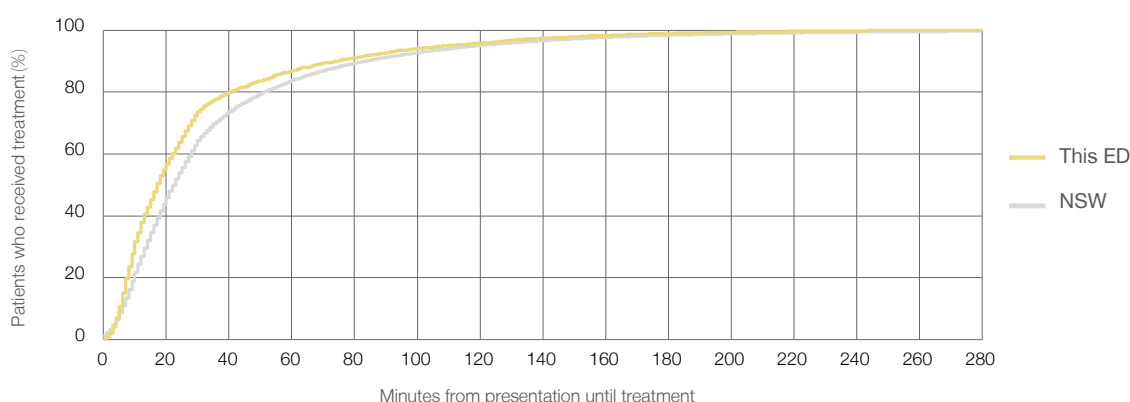
17 minutes

90th percentile time to start treatment⁵

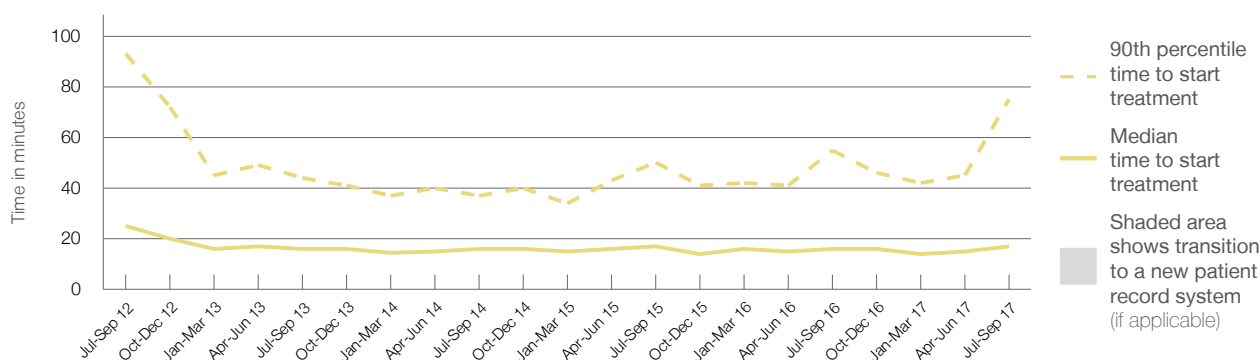
75 minutes

Same period last year	NSW (this period)
3,019	
2,960	
16 minutes	23 minutes
55 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	16	16	17	16	17
90th percentile time to start treatment ⁵ (minutes)	93	44	37	50	55	75

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,137

Number of triage 4 patients used to calculate waiting time:³ 3,571

Median time to start treatment⁴

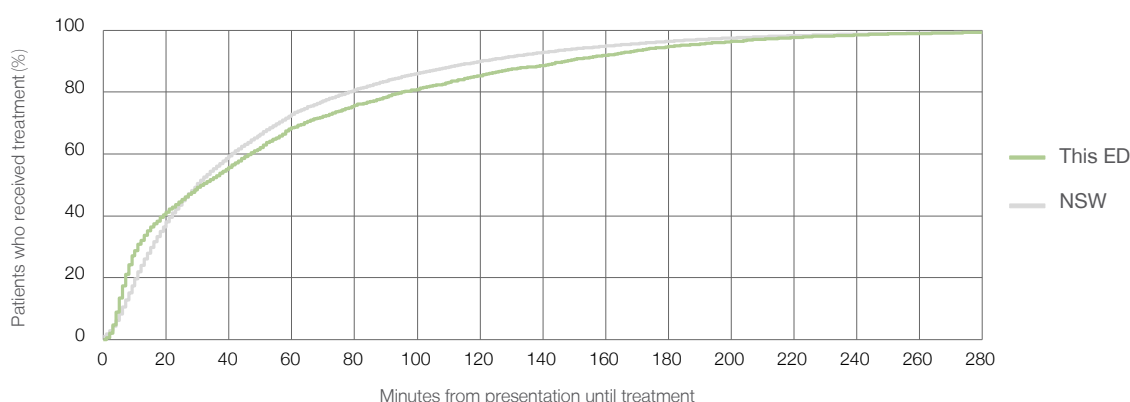
32 minutes

90th percentile time to start treatment⁵

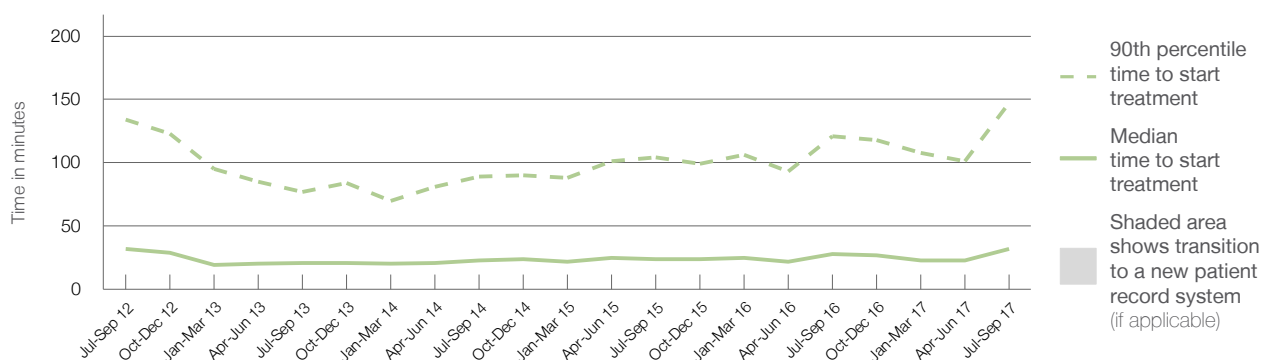
147 minutes

Same period last year	NSW (this period)
3,537	
3,250	
28 minutes	30 minutes
121 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	21	23	24	28	32
90th percentile time to start treatment ⁵ (minutes)	134	77	89	104	121	147

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,470

Number of triage 5 patients used to calculate waiting time:³ 1,296

Median time to start treatment⁴

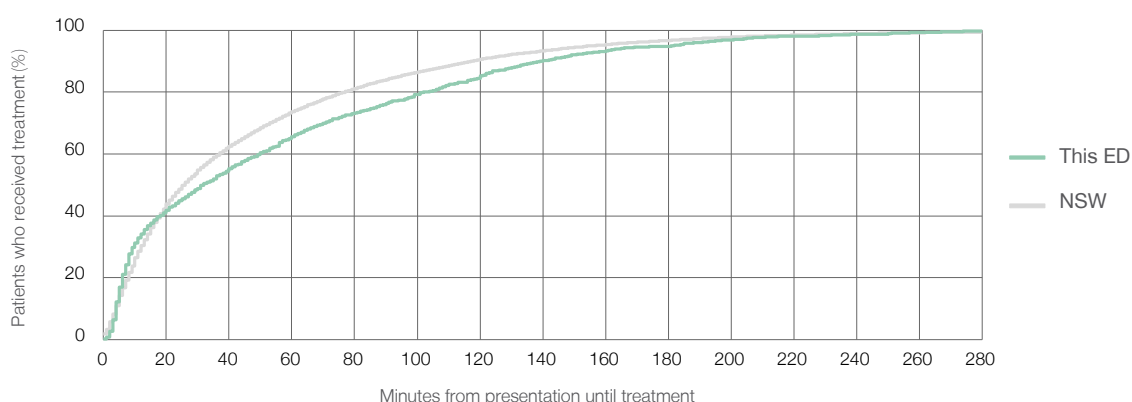
32 minutes

90th percentile time to start treatment⁵

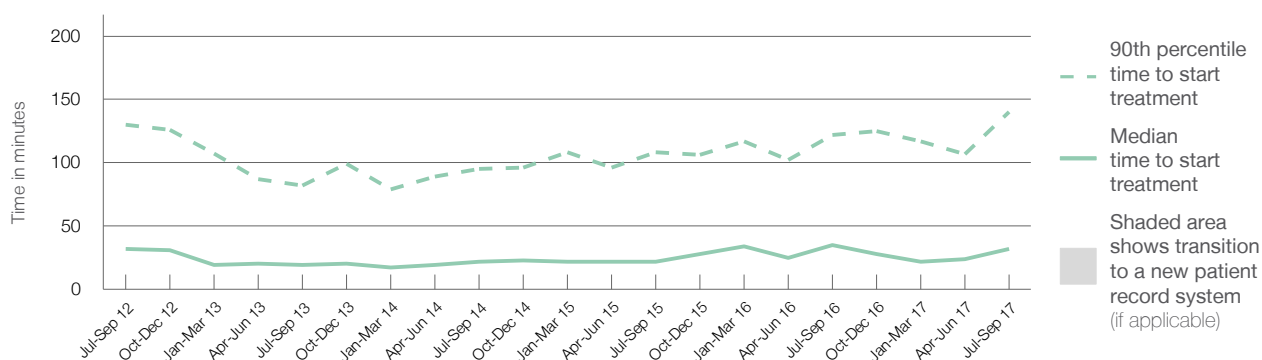
140 minutes

Same period last year	NSW (this period)
1,457	
1,343	
35 minutes	26 minutes
122 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	19	22	22	35	32
90th percentile time to start treatment ⁵ (minutes)	130	82	95	108	122	140

(†) Data points are not shown in graphs for quarters when 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,518 patients

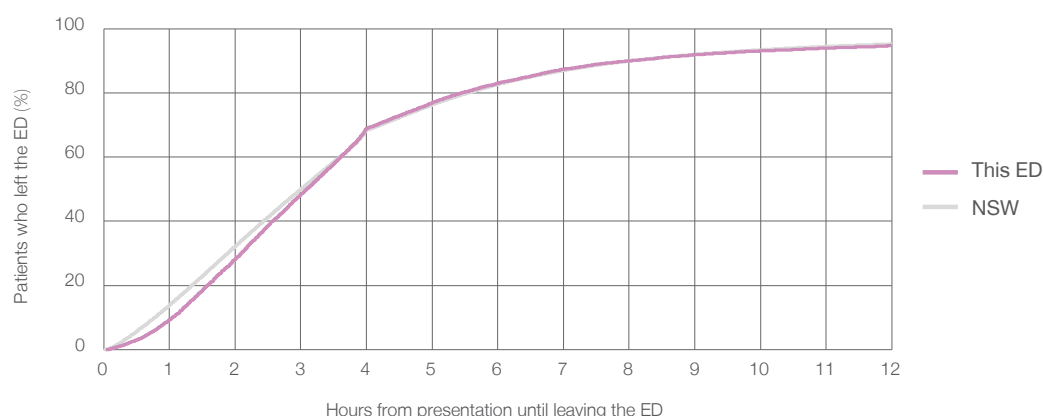
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Median time spent in the ED⁸ 3 hours and 5 minutes

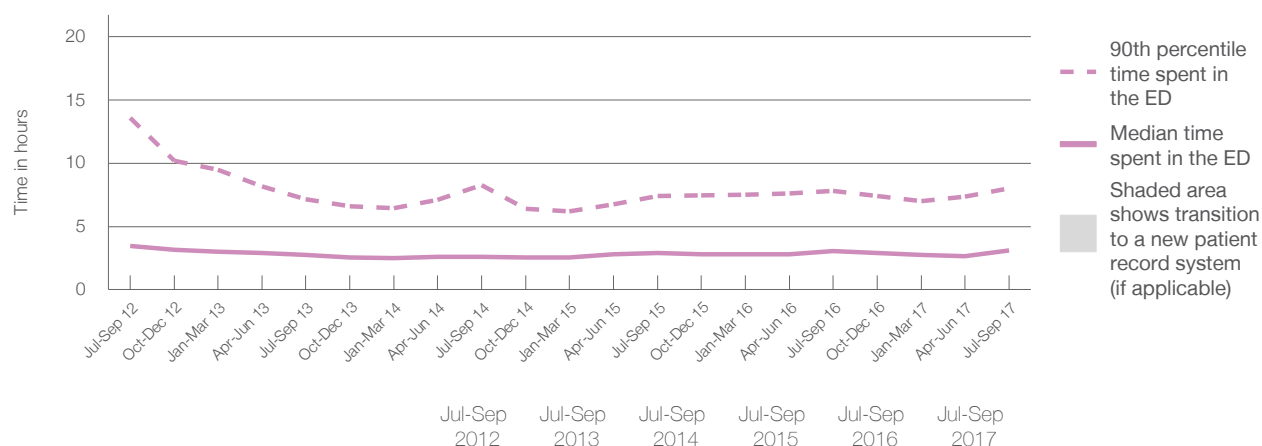
90th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,469	
9,468	
3 hours and 2 minutes	3 hours and 0 minutes
7 hours and 49 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	8h 1m

(†) Data points are not shown in graphs for quarters when 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

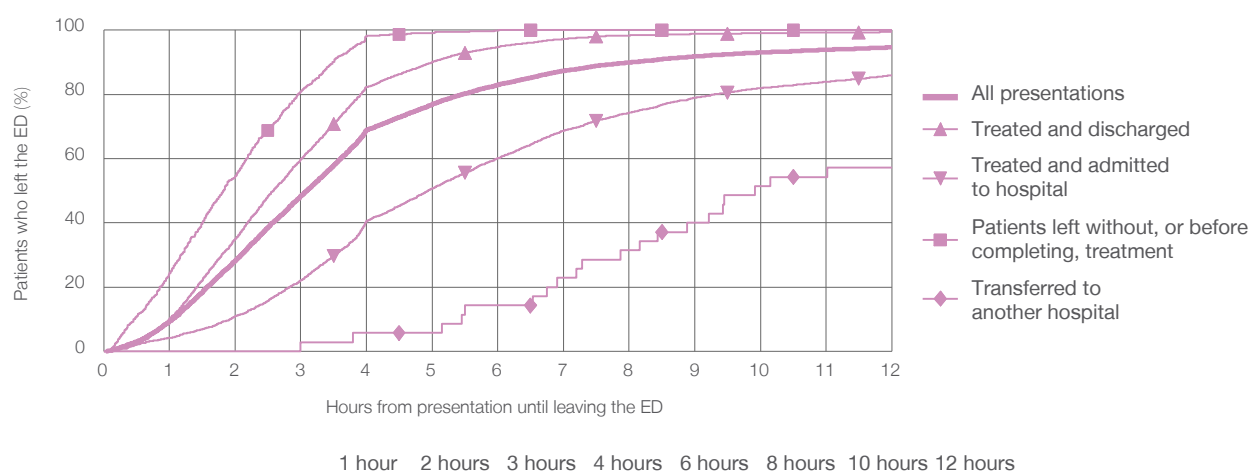
All presentations:[†] 10,518 patients

Presentations used to calculate time to leaving the ED:[‡] 10,515 patients

Treated and discharged	5,957 (56.6%)
Treated and admitted to hospital	3,643 (34.6%)
Patient left without, or before completing, treatment	859 (8.2%)
Transferred to another hospital	35 (0.3%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,468	11.1%
5,541	7.5%
3,374	8.0%
487	76.4%
39	-10.3%
28	-14.3%

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



Treated and discharged	10.1%	35.1%	59.9%	82.3%	94.8%	98.4%	99.1%	99.5%
Treated and admitted to hospital	4.1%	10.9%	22.2%	40.6%	60.1%	74.3%	82.0%	86.0%
Patient left without, or before completing, treatment	24.3%	54.7%	80.9%	98.4%	99.9%	100%	100%	100%
Transferred to another hospital	0%	0%	2.9%	5.7%	14.3%	31.4%	51.4%	57.1%
All presentations	9.3%	28.3%	48.4%	68.9%	83.0%	90.0%	93.1%	94.7%

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

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

Coffs Harbour Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,518 patients

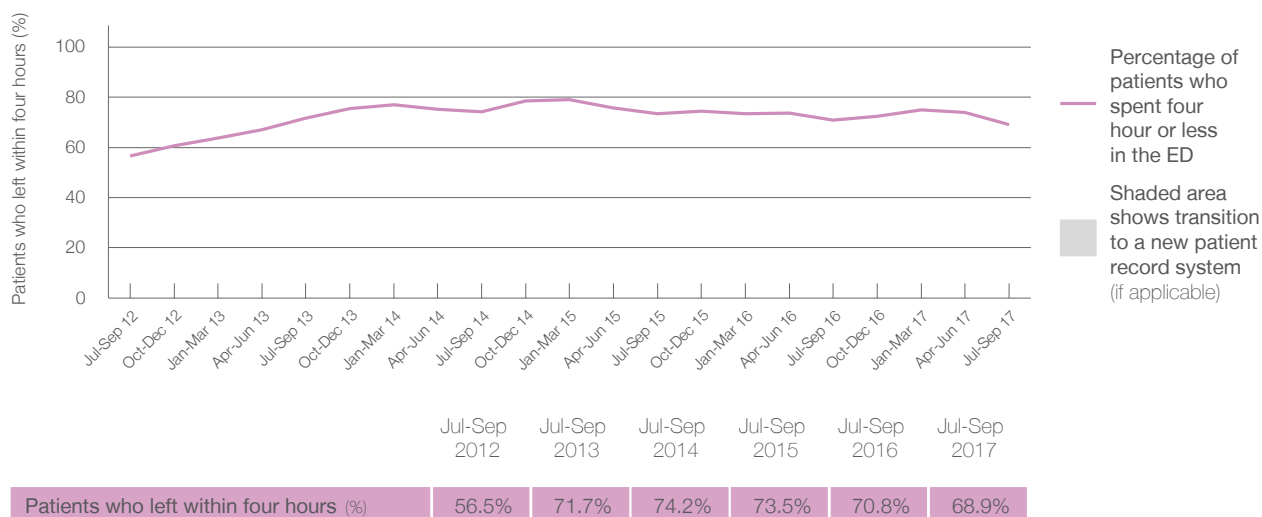
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

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



Same period last year	Change since one year ago
9,469	11.1%
9,468	11.1%
70.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Dubbo Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,026 patients

Emergency presentations:² 8,668 patients

Same period last year	Change since one year ago
8,286	8.9%
8,026	8.0%

Dubbo Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,169 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,163 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,658 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 643 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
913	
9 minutes	9 minutes
21 minutes	29 minutes
2,885	
25 minutes	23 minutes
75 minutes	83 minutes
3,440	
35 minutes	30 minutes
117 minutes	121 minutes
739	
34 minutes	26 minutes
128 minutes	118 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,003 patients

Percentage of patients who spent four hours or less in the ED 72.6%

Same period last year	Change since one year ago
8,285	8.7%
69.8%	

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

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

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

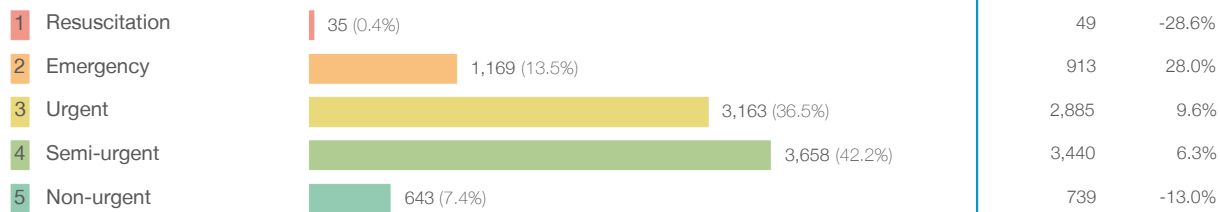
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Dubbo Base Hospital: Patients presenting to the emergency department

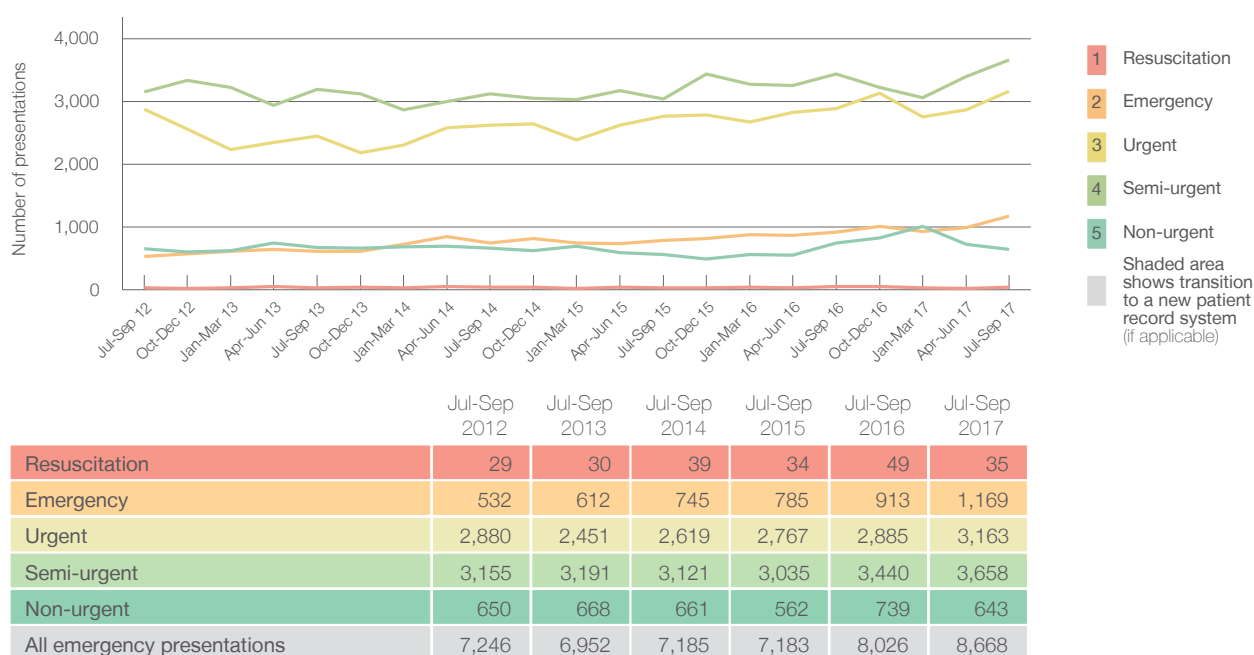
July to September 2017

All presentations:¹ 9,026 patients

Emergency presentations² by triage category: 8,668 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Dubbo Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,930 patients

ED Transfer of care time



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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

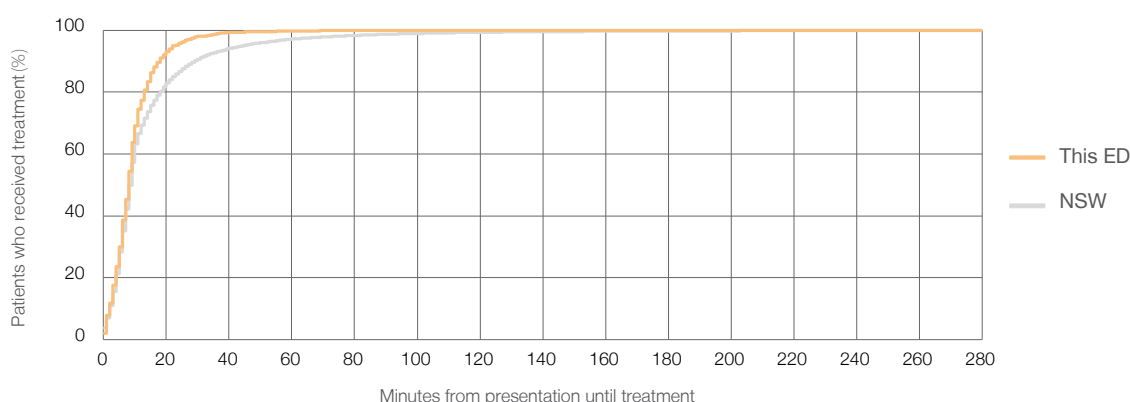
Number of triage 2 patients: 1,169

Number of triage 2 patients used to calculate waiting time:³ 1,159

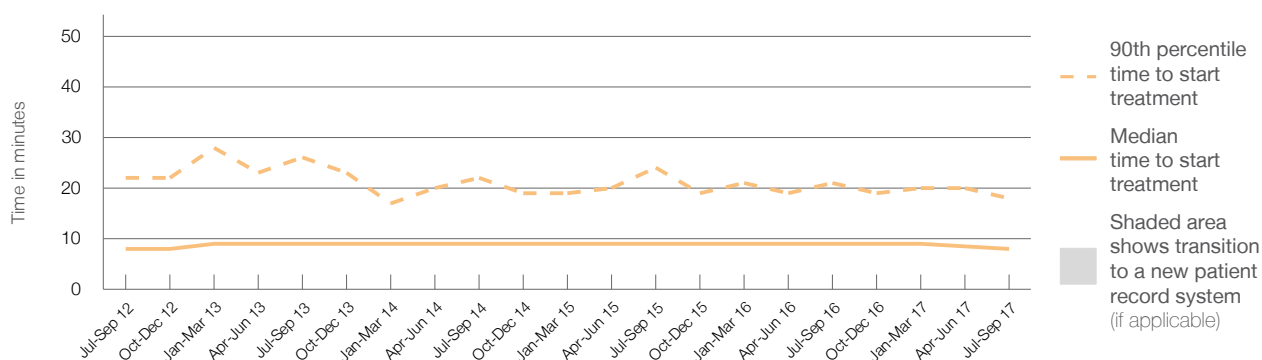
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
913	
907	
9 minutes	9 minutes
21 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	9	9	9	8
90th percentile time to start treatment ⁵ (minutes)	22	26	22	24	21	18

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,163

Number of triage 3 patients used to calculate waiting time:³ 3,097

Median time to start treatment⁴

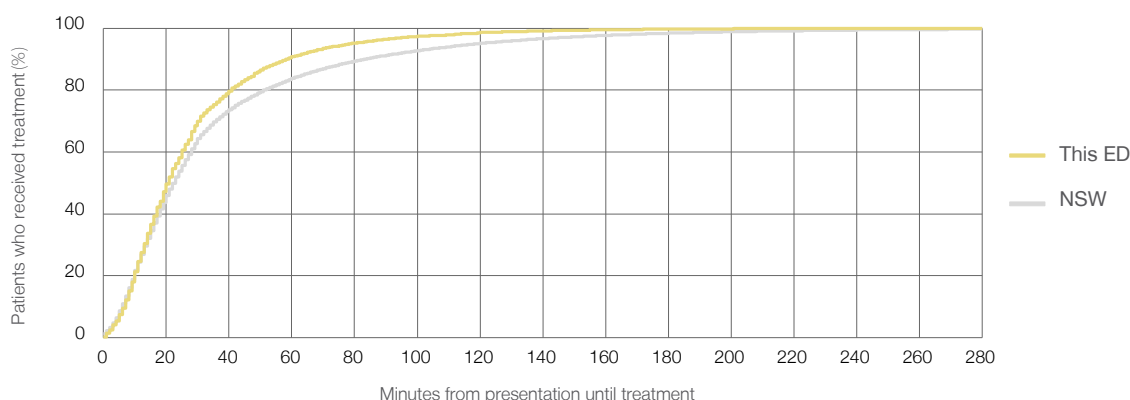
21 minutes

90th percentile time to start treatment⁵

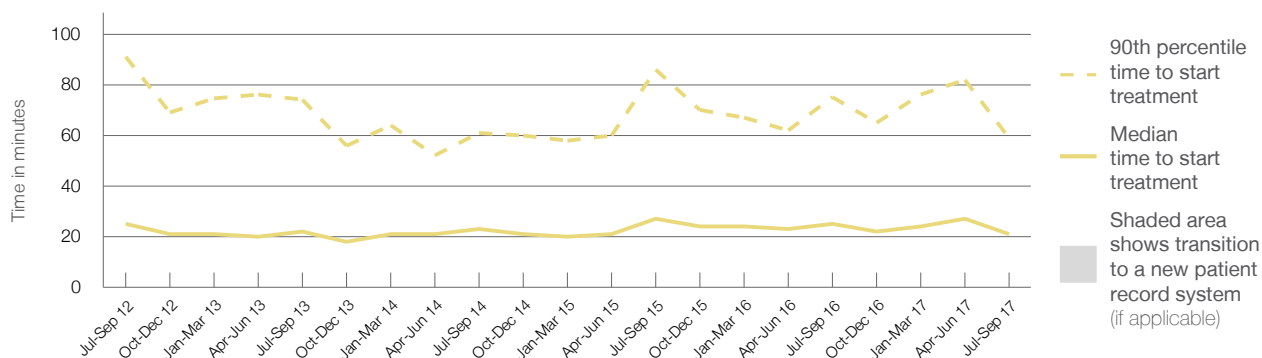
59 minutes

Same period last year	NSW (this period)
2,885	
2,815	
25 minutes	23 minutes
75 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	22	23	27	25	21
90th percentile time to start treatment ⁵ (minutes)	91	74	61	86	75	59

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

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

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

July to September 2017

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

Number of triage 4 patients: 3,658

Number of triage 4 patients used to calculate waiting time:³ 3,452

Median time to start treatment⁴

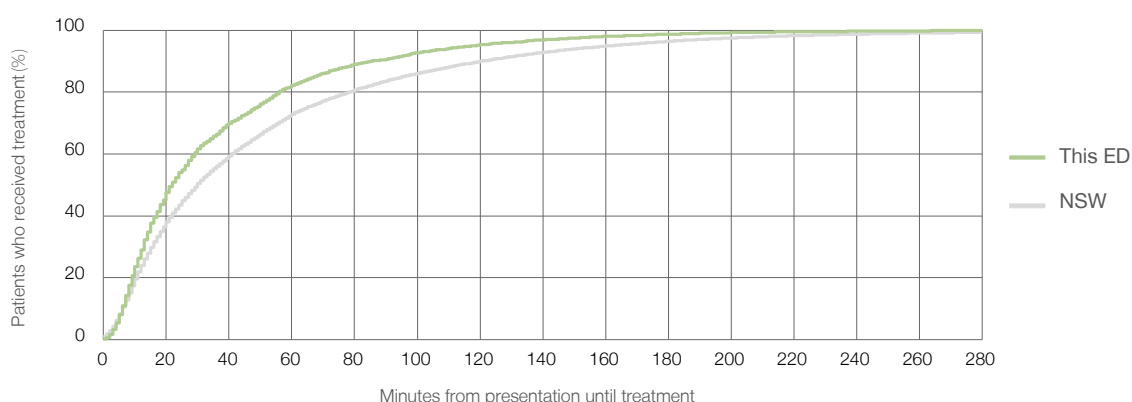
22 minutes

90th percentile time to start treatment⁵

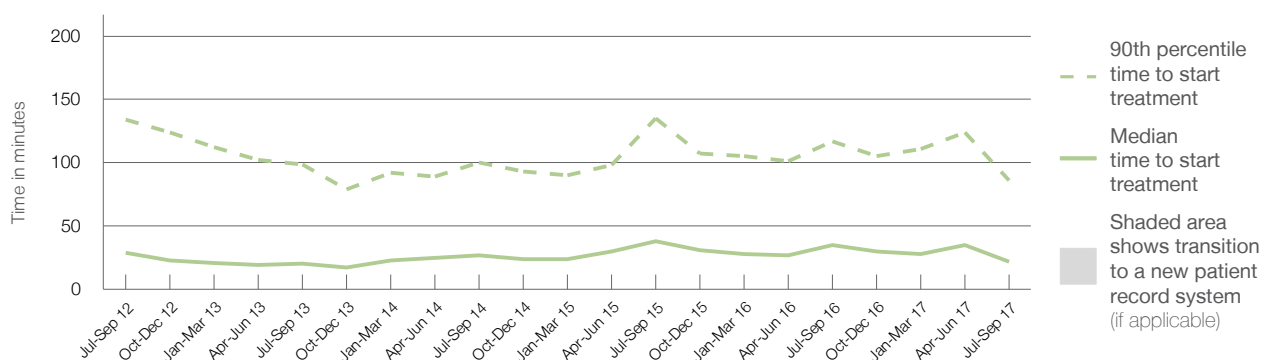
86 minutes

Same period last year	NSW (this period)
3,440	
3,188	
35 minutes	30 minutes
117 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	20	27	38	35	22
90th percentile time to start treatment ⁵ (minutes)	134	99	100	135	117	86

(†) Data points are not shown in graphs for quarters when 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.

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 643

Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴

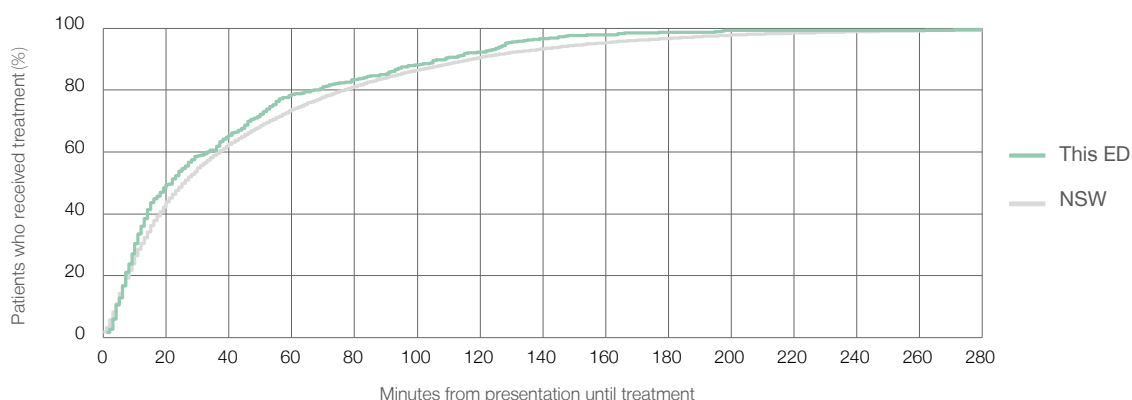
22 minutes

90th percentile time to start treatment⁵

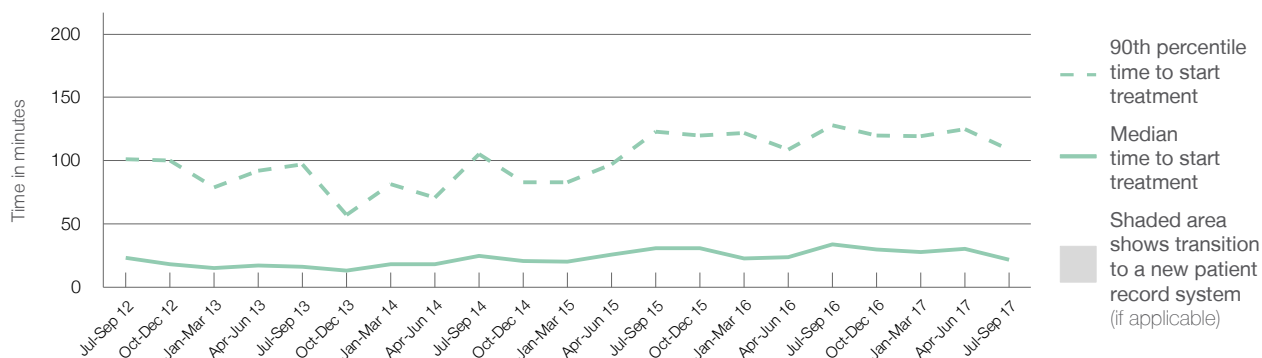
109 minutes

Same period last year	NSW (this period)
739	
595	
34 minutes	26 minutes
128 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	16	25	31	34	22
90th percentile time to start treatment ⁵ (minutes)	101	97	105	123	128	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.

Dubbo Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,026 patients

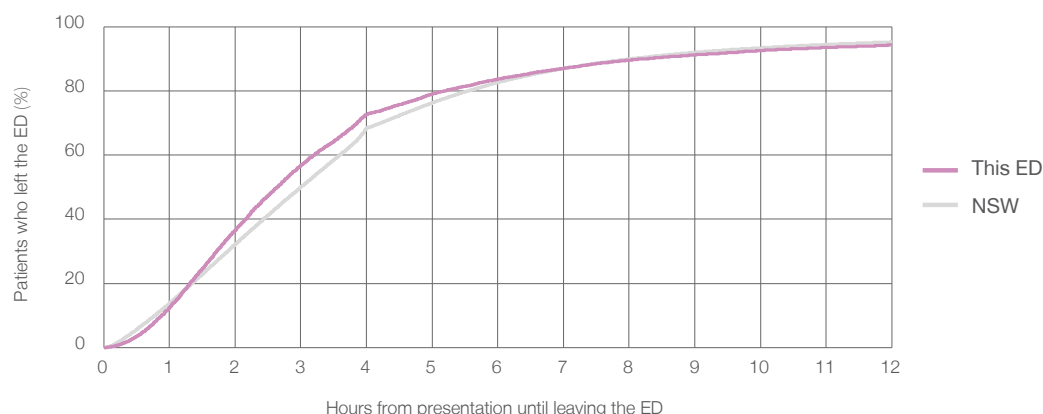
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

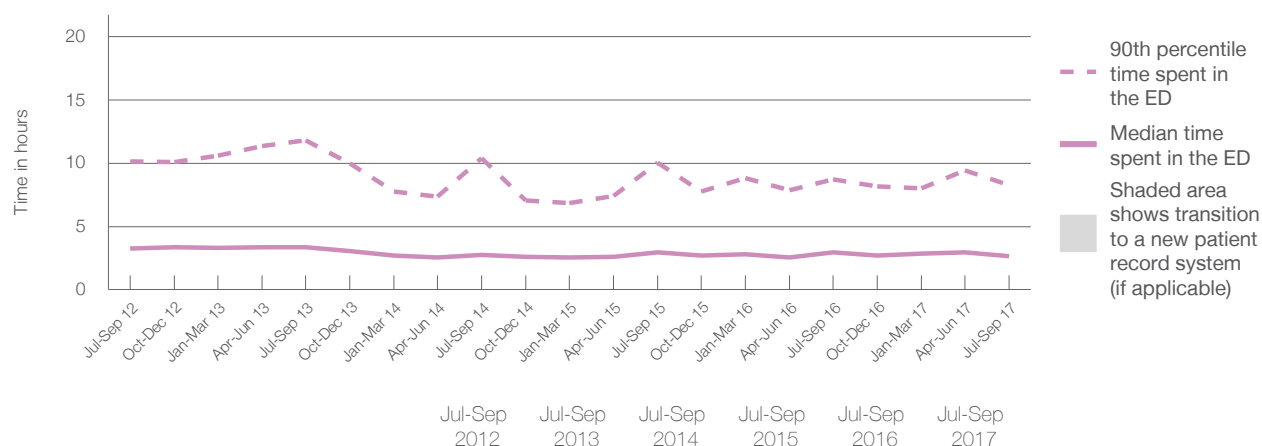
90th percentile time spent in the ED⁹ 8 hours and 15 minutes

Same period last year	NSW (this period)
8,286	
8,285	
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 42 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 16m	3h 23m	2h 45m	2h 56m	2h 56m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 9m	11h 47m	10h 23m	10h 3m	8h 42m	8h 15m

(†) Data points are not shown in graphs for quarters when 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.

Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

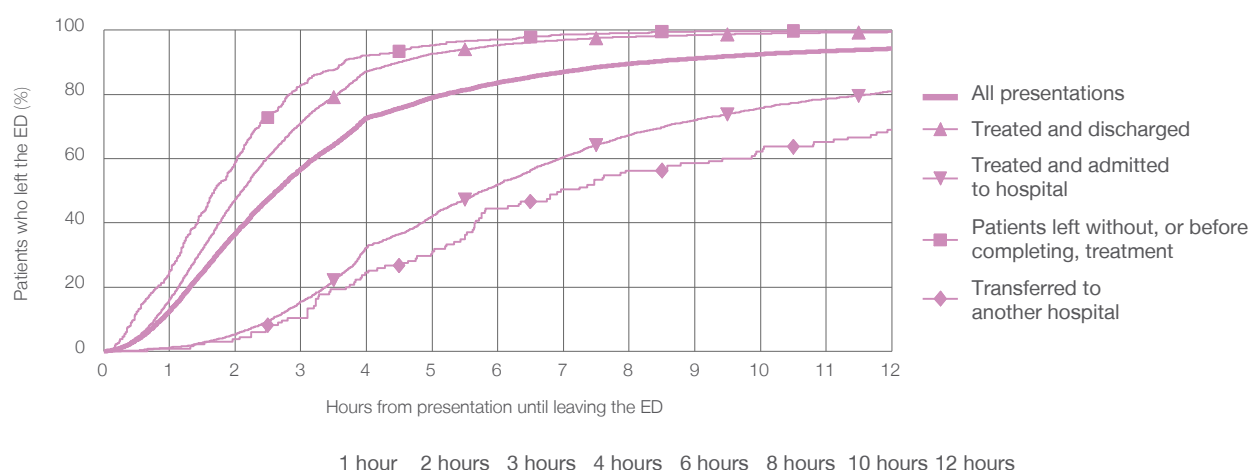
All presentations:[†] 9,026 patients

Presentations used to calculate time to leaving the ED:[‡] 9,003 patients

Treated and discharged	6,086 (67.4%)
Treated and admitted to hospital	2,270 (25.1%)
Patient left without, or before completing, treatment	488 (5.4%)
Transferred to another hospital	135 (1.5%)
Other	47 (0.5%)

Same period last year	Change since one year ago
8,285	8.7%
5,478	11.1%
2,094	8.4%
536	-9.0%
153	-11.8%
25	88.0%

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



Treated and discharged	16.1%	47.5%	71.2%	87.2%	95.3%	98.0%	99.0%	99.5%
Treated and admitted to hospital	1.1%	5.2%	15.5%	32.4%	52.0%	67.4%	75.8%	80.9%
Patient left without, or before completing, treatment	25.0%	59.0%	83.0%	92.2%	97.1%	99.2%	99.8%	99.8%
Transferred to another hospital	0.7%	3.7%	10.4%	24.4%	44.4%	56.3%	62.2%	68.9%
All presentations	12.6%	36.7%	56.8%	72.6%	83.7%	89.6%	92.5%	94.3%

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

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

Dubbo Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 9,026 patients

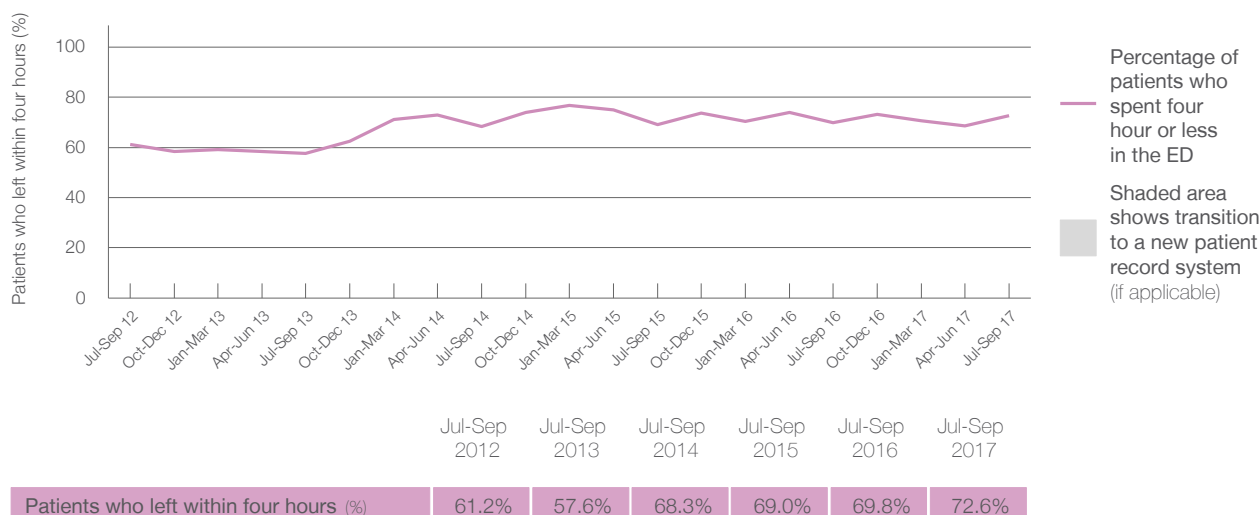
Presentations used to calculate time to leaving the ED:⁶ 9,003 patients

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



Same period last year	Change since one year ago
8,286	8.9%
8,285	8.7%
69.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Fairfield Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,767 patients

Emergency presentations:² 9,748 patients

Same period last year	Change since one year ago
8,764	11.4%
8,743	11.5%

Fairfield Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 935 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,492 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,612 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 187 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 678 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
811	
10 minutes	9 minutes
23 minutes	29 minutes
3,217	
20 minutes	23 minutes
67 minutes	83 minutes
4,004	
21 minutes	30 minutes
112 minutes	121 minutes
694	
20 minutes	26 minutes
115 minutes	118 minutes

Fairfield Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,767 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
8,764	11.4%
76.9%	

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

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

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

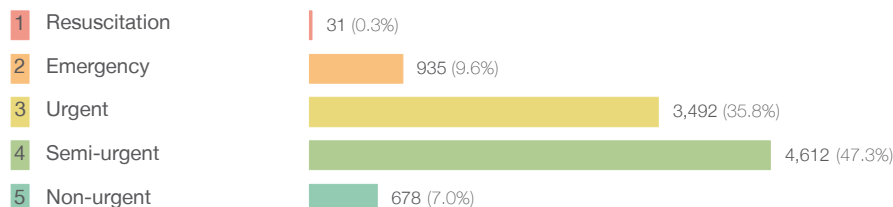
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Fairfield Hospital: Patients presenting to the emergency department

July to September 2017

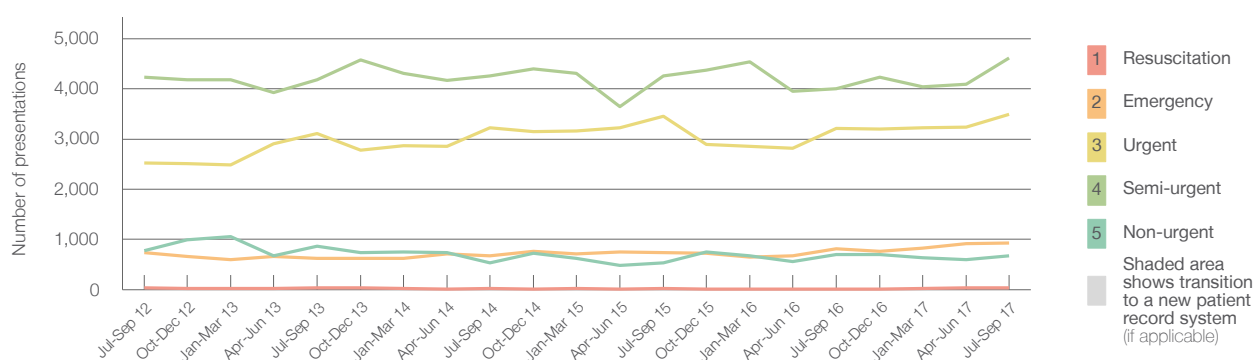
All presentations:¹ 9,767 patients

Emergency presentations² by triage category: 9,748 patients



Same period last year	Change since one year ago
8,764	11.4%
8,743	11.5%
17	82.4%
811	15.3%
3,217	8.5%
4,004	15.2%
694	-2.3%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	32	31	29	22	17	31
Emergency	741	624	669	741	811	935
Urgent	2,527	3,115	3,229	3,449	3,217	3,492
Semi-urgent	4,235	4,180	4,261	4,260	4,004	4,612
Non-urgent	776	863	538	531	694	678
All emergency presentations	8,311	8,813	8,726	9,003	8,743	9,748

Fairfield Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,032 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,350	
11 minutes	6 minutes
26 minutes	32 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.

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

July to September 2017

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

Number of triage 2 patients: 935

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

Median time to start treatment⁴

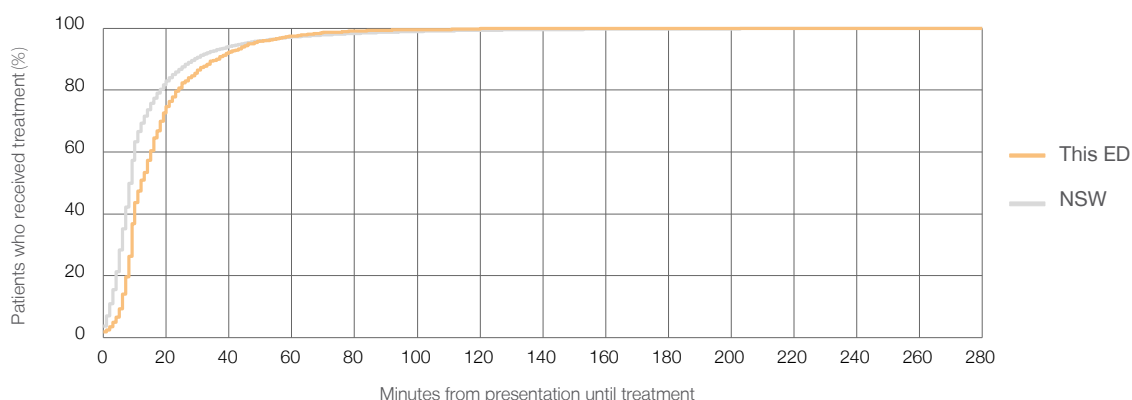
12 minutes

90th percentile time to start treatment⁵

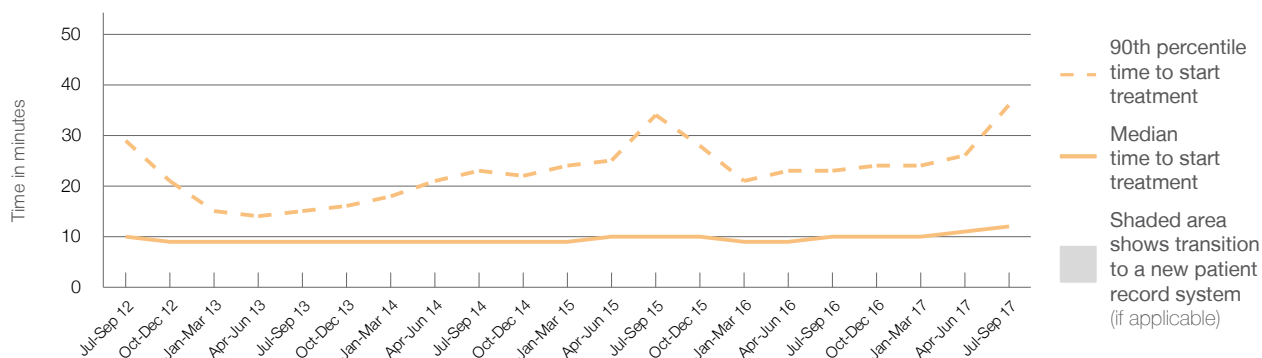
36 minutes

Same period last year	NSW (this period)
811	
808	
10 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	9	10	10	12
90th percentile time to start treatment ⁵ (minutes)	29	15	23	34	23	36

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

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

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

July to September 2017

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

Number of triage 3 patients: 3,492

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

Median time to start treatment⁴

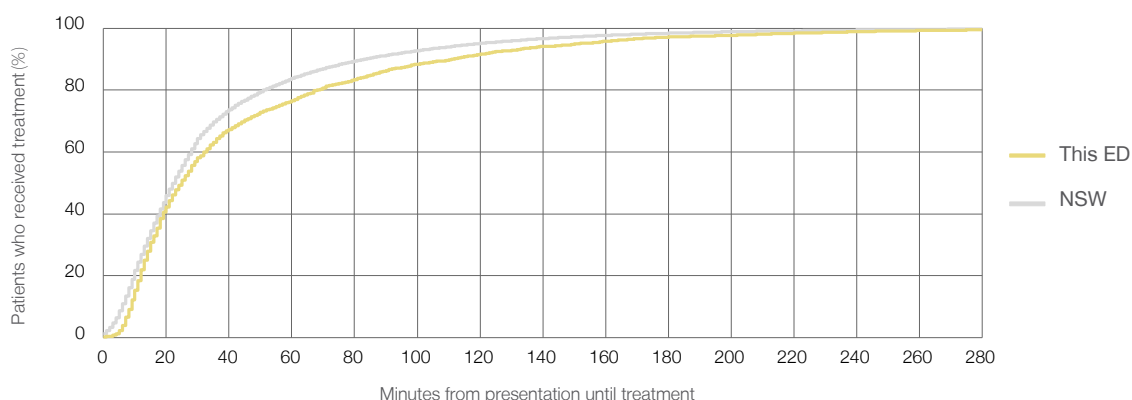
25 minutes

90th percentile time to start treatment⁵

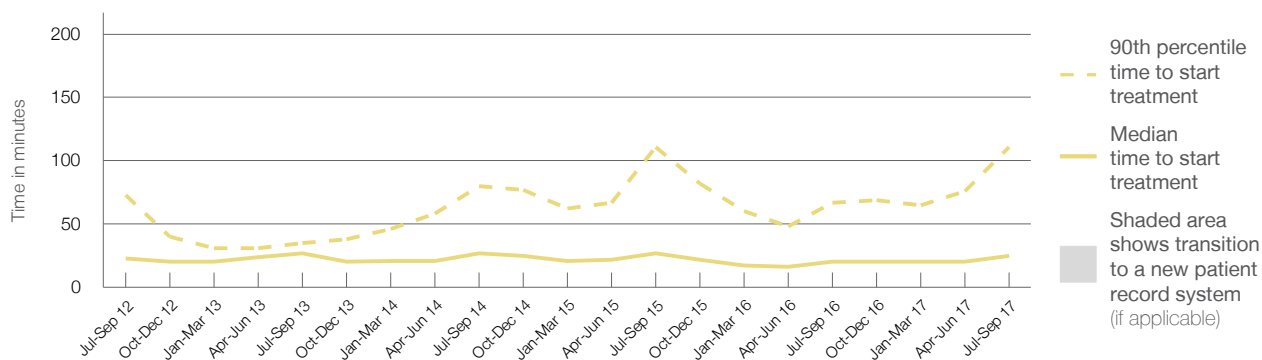
111 minutes

Same period last year	NSW (this period)
3,217	
3,136	
20 minutes	23 minutes
67 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	27	27	27	20	25
90th percentile time to start treatment ⁵ (minutes)	73	35	80	111	67	111

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,612

Number of triage 4 patients used to calculate waiting time:³ 3,676

Median time to start treatment⁴

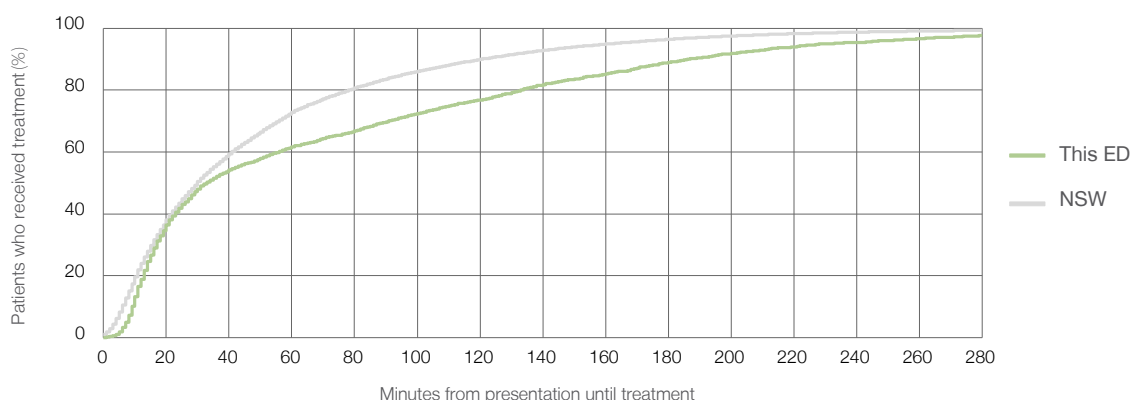
33 minutes

90th percentile time to start treatment⁵

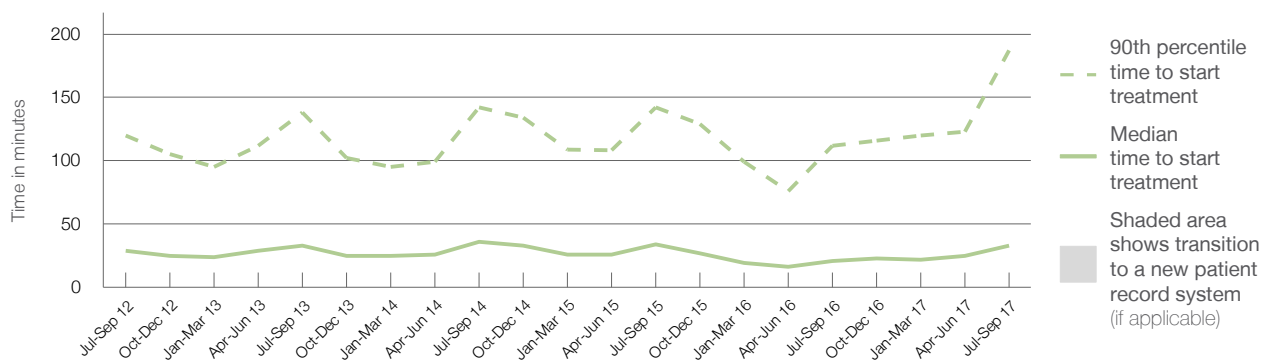
187 minutes

Same period last year	NSW (this period)
4,004	
3,596	
21 minutes	30 minutes
112 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	33	36	34	21	33
90th percentile time to start treatment ⁵ (minutes)	120	138	142	142	112	187

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 678

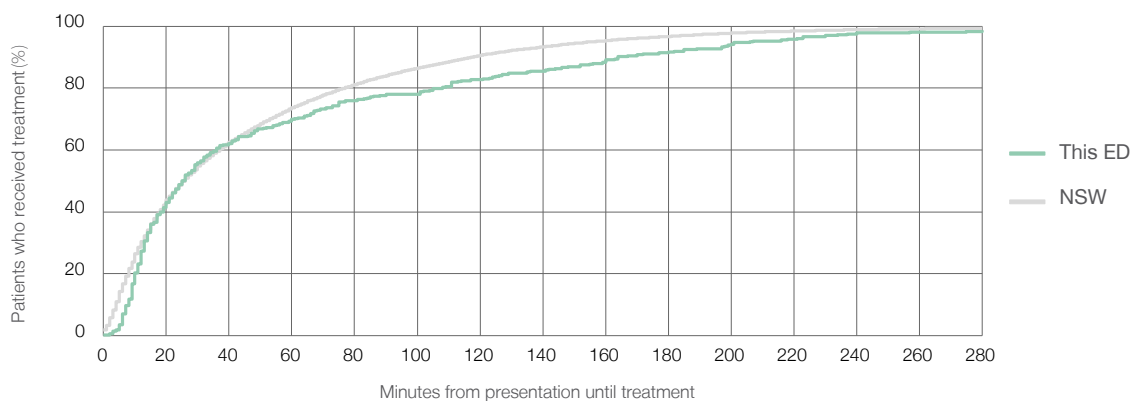
Number of triage 5 patients used to calculate waiting time:³ 358

Median time to start treatment⁴ 26 minutes

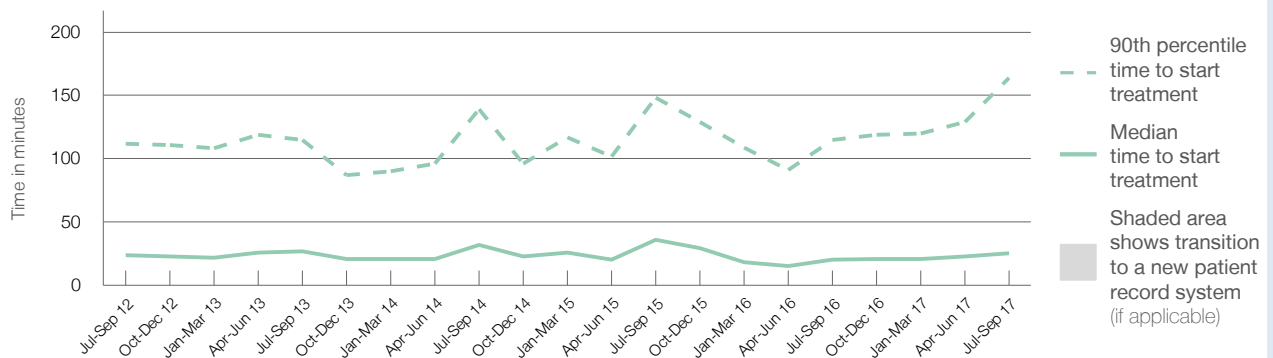
90th percentile time to start treatment⁵ 164 minutes

Same period last year	NSW (this period)
694	
486	
20 minutes	26 minutes
115 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	27	32	36	20	26
90th percentile time to start treatment ⁵ (minutes)	112	115	139	148	115	164

(†) Data points are not shown in graphs for quarters when 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.

Fairfield Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,767 patients

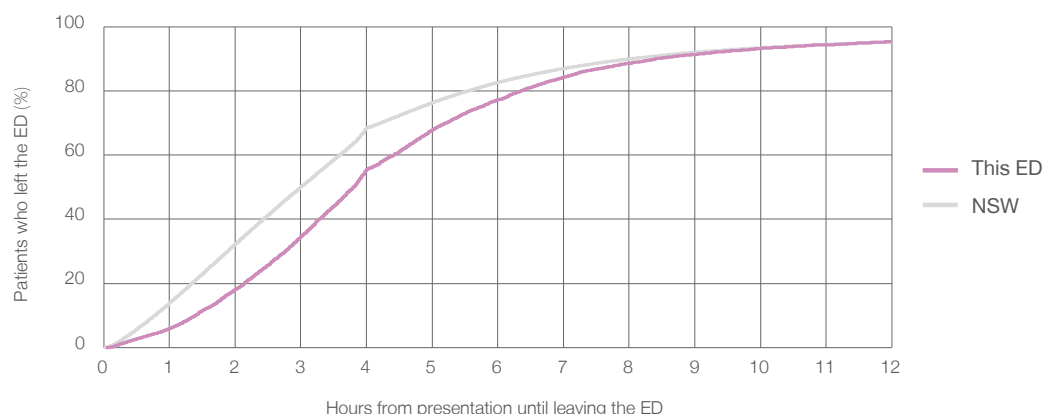
Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

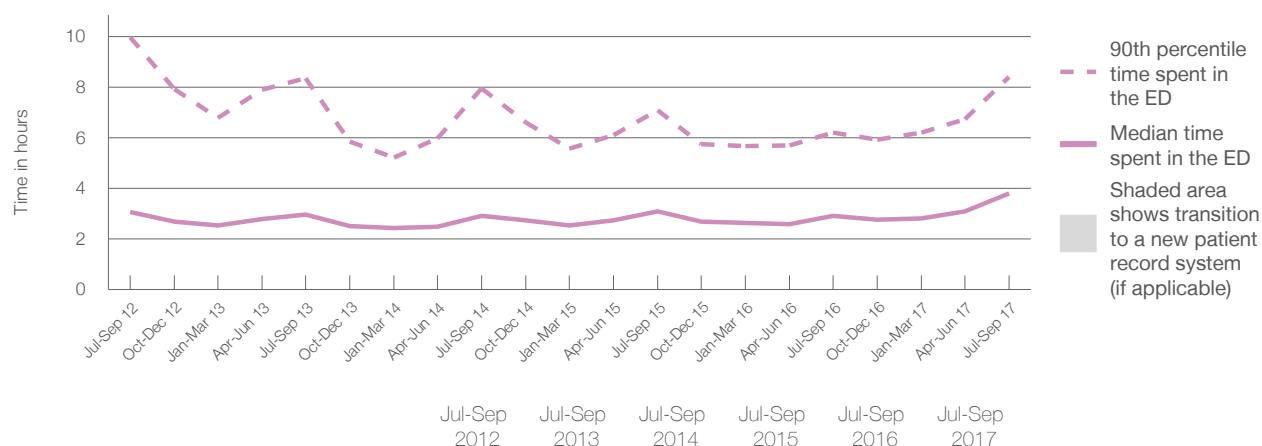
90th percentile time spent in the ED⁹ 8 hours and 25 minutes

Same period last year	NSW (this period)
8,764	
8,764	
2 hours and 55 minutes	3 hours and 0 minutes
6 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 4m	2h 58m	2h 55m	3h 5m	2h 55m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 58m	8h 21m	7h 57m	7h 6m	6h 12m	8h 25m

(†) Data points are not shown in graphs for quarters when 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.

Fairfield Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

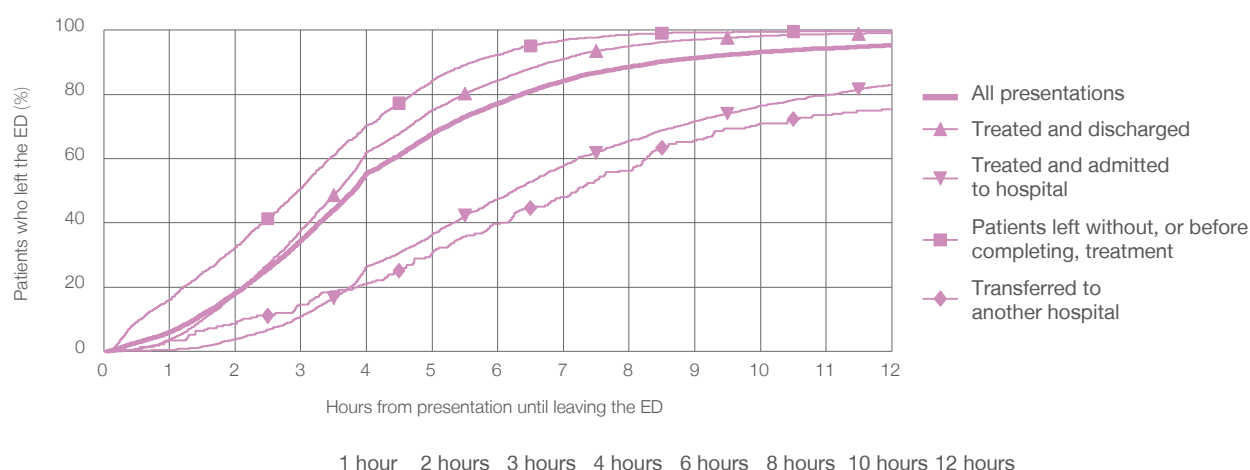
All presentations:[†] 9,767 patients

Presentations used to calculate time to leaving the ED:[‡] 9,767 patients

Treated and discharged	5,449 (55.8%)
Treated and admitted to hospital	2,067 (21.2%)
Patient left without, or before completing, treatment	1,907 (19.5%)
Transferred to another hospital	235 (2.4%)
Other	109 (1.1%)

Same period last year	Change since one year ago
8,764	11.4%
5,259	3.6%
2,365	-12.6%
910	109.6%
162	45.1%
68	60.3%

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



Treated and discharged	3.6%	17.9%	37.7%	61.9%	84.4%	95.0%	98.2%	99.2%
Treated and admitted to hospital	0.4%	3.8%	10.8%	26.3%	47.5%	65.6%	76.5%	83.1%
Patient left without, or before completing, treatment	15.9%	32.3%	50.7%	70.4%	92.4%	98.5%	99.5%	99.7%
Transferred to another hospital	3.4%	8.5%	14.5%	20.9%	39.6%	56.2%	71.1%	75.7%
All presentations	5.9%	18.1%	34.5%	55.4%	77.2%	88.6%	93.2%	95.3%

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

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

Fairfield Hospital: Time spent in the ED

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

July to September 2017

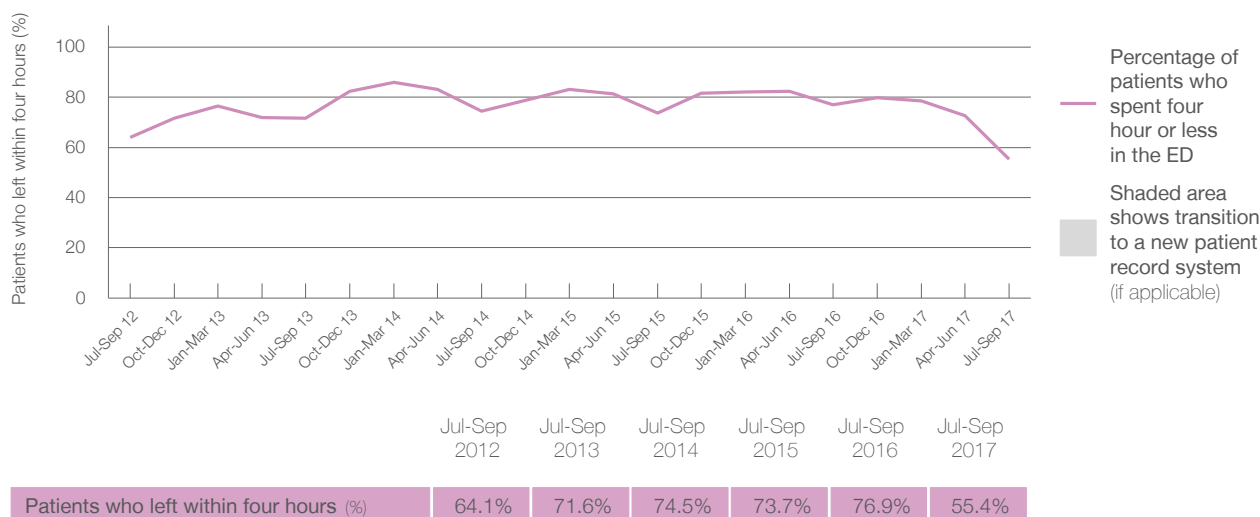
All presentations at the emergency department:¹ 9,767 patients

Presentations used to calculate time to leaving the ED:⁶ 9,767 patients

Percentage of patients who spent four hours or less in the ED 55.4%

Same period last year	Change since one year ago
8,764	11.4%
8,764	11.4%
76.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:¹ 10,645 patients

Emergency presentations:² 10,595 patients

Same period last year	Change since one year ago
9,574	11.2%
9,520	11.3%

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

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,489 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): 2,365 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,975 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,714 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,373	
5 minutes	9 minutes
10 minutes	29 minutes
2,239	
15 minutes	23 minutes
50 minutes	83 minutes
4,285	
17 minutes	30 minutes
75 minutes	121 minutes
1,588	
14 minutes	26 minutes
81 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,645 patients

Percentage of patients who spent four hours or less in the ED 70.9%

Same period last year	Change since one year ago
9,574	11.2%
75.5%	

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

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

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

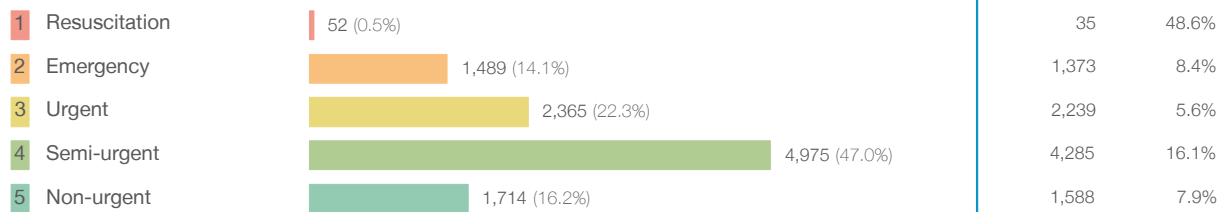
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

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

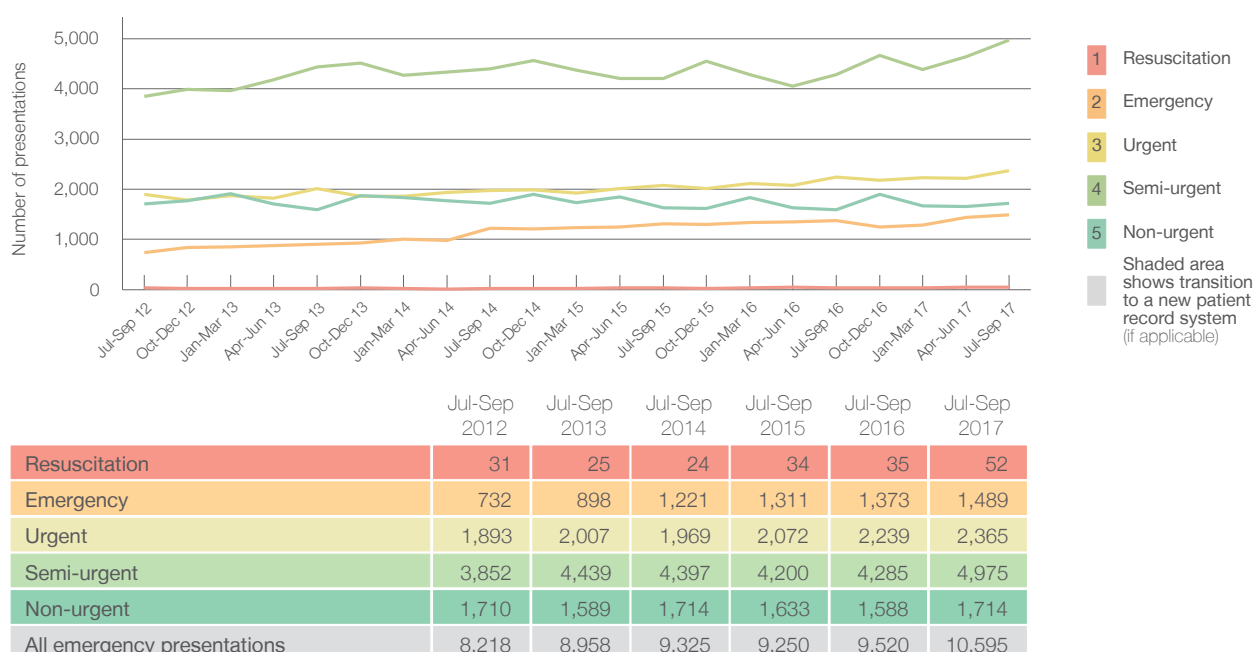
July to September 2017

All presentations:¹ 10,645 patients

Emergency presentations² by triage category: 10,595 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



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

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,253 patients

ED Transfer of care time



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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,489

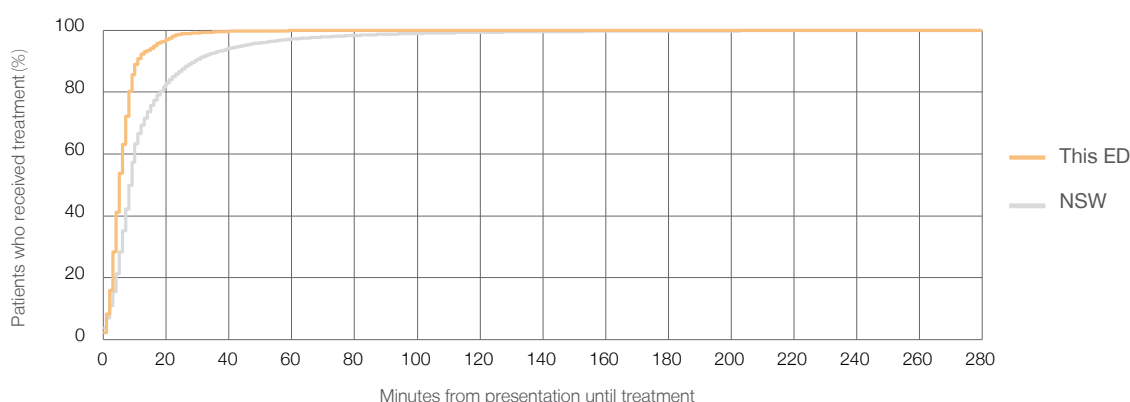
Number of triage 2 patients used to calculate waiting time:³ 1,489

Median time to start treatment⁴ 5 minutes

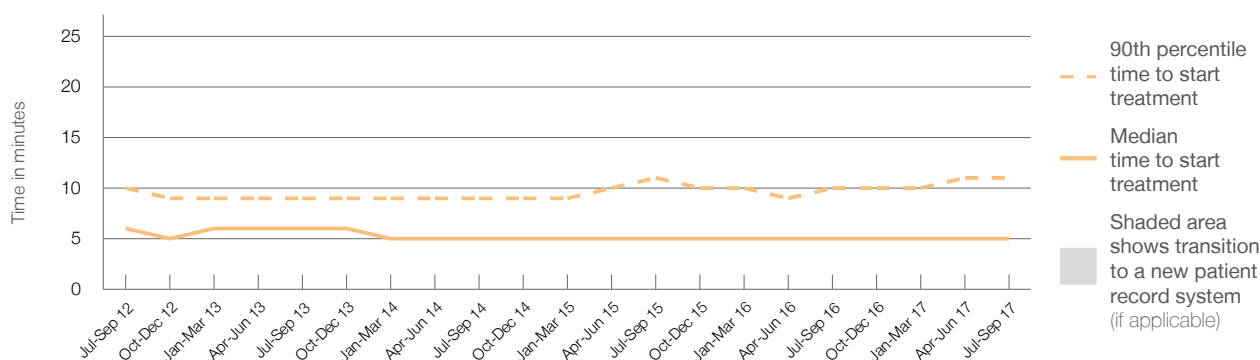
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,373	
1,372	
5 minutes	9 minutes
10 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	10	9	9	11	10	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

July to September 2017

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

Number of triage 3 patients: 2,365

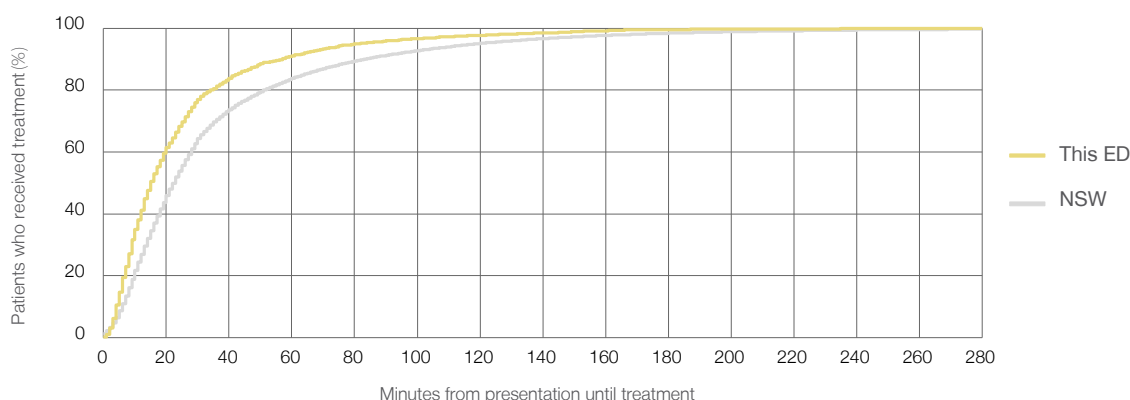
Number of triage 3 patients used to calculate waiting time:³ 2,338

Median time to start treatment⁴ 15 minutes

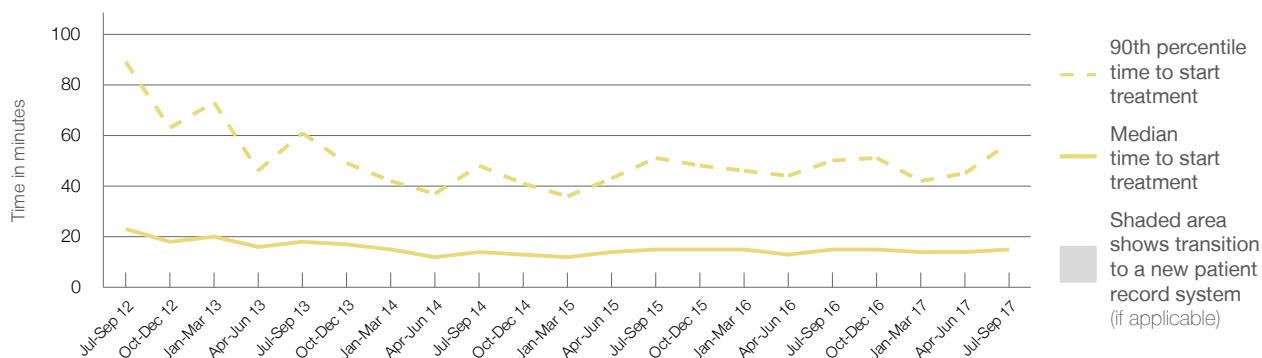
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
2,239	
2,217	
15 minutes	23 minutes
50 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	18	14	15	15	15
90th percentile time to start treatment ⁵ (minutes)	89	61	48	51	50	57

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

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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,975

Number of triage 4 patients used to calculate waiting time:³ 4,796

Median time to start treatment⁴

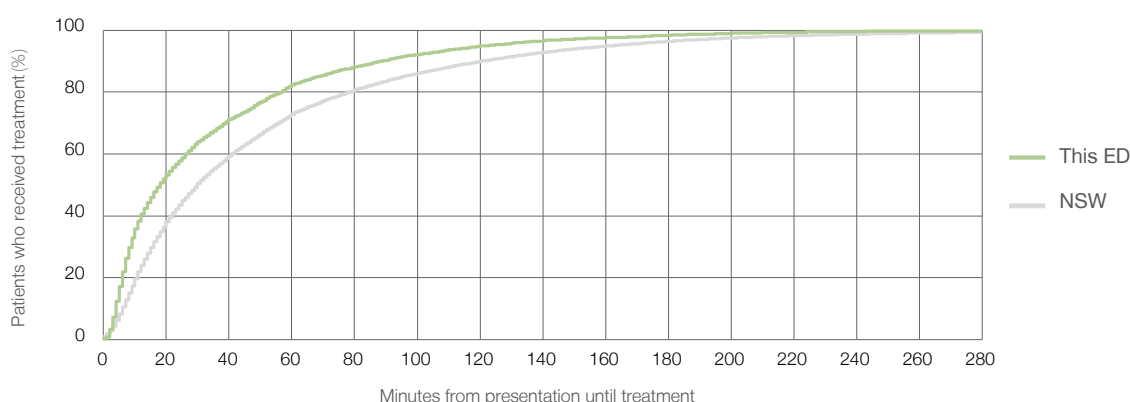
18 minutes

90th percentile time to start treatment⁵

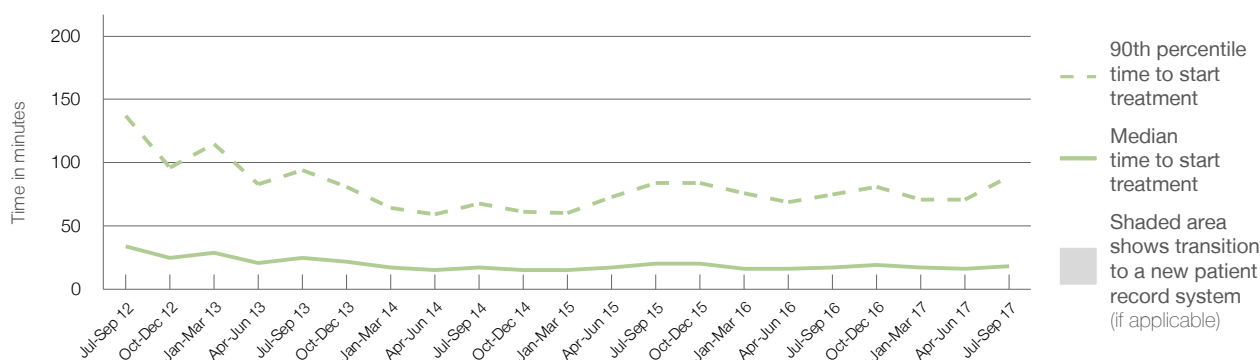
89 minutes

Same period last year	NSW (this period)
4,285	
4,174	
17 minutes	30 minutes
75 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	34	25	17	20	17	18
90th percentile time to start treatment ⁵ (minutes)	137	94	68	84	75	89

(†) Data points are not shown in graphs for quarters when 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 5

July to September 2017

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

Number of triage 5 patients: 1,714

Number of triage 5 patients used to calculate waiting time:³ 1,580

Median time to start treatment⁴

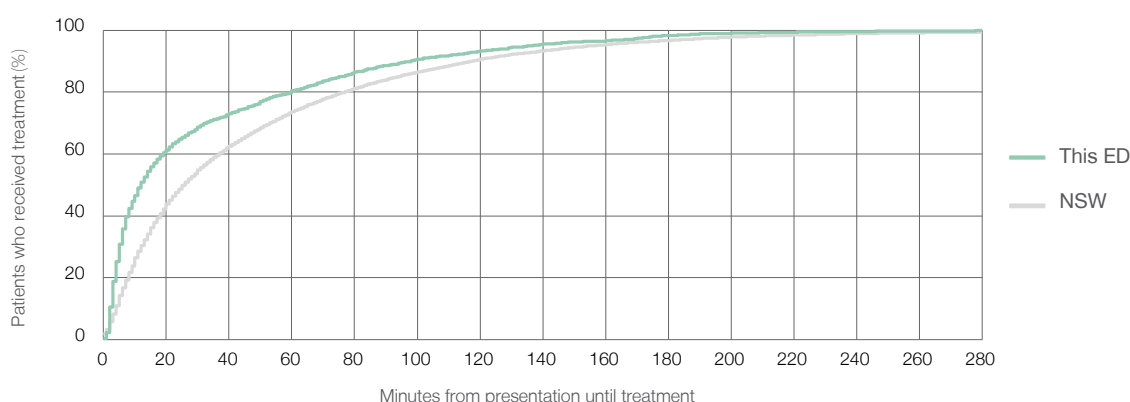
12 minutes

90th percentile time to start treatment⁵

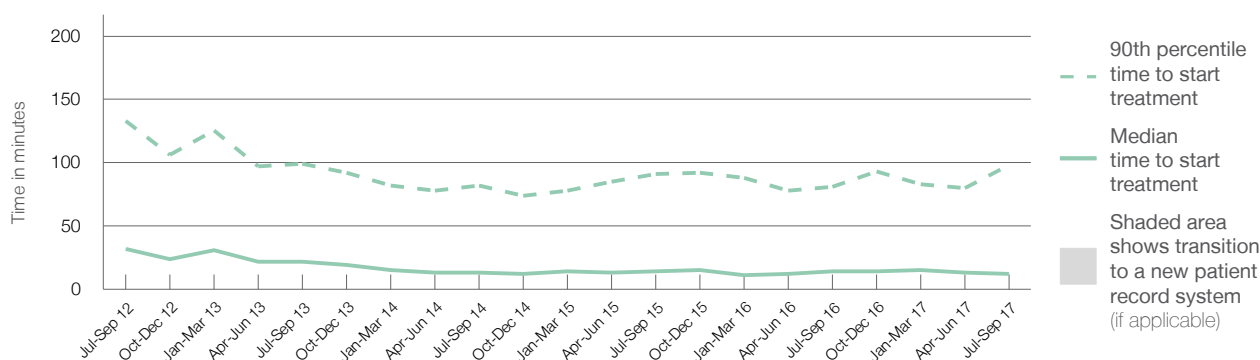
98 minutes

Same period last year	NSW (this period)
1,588	
1,509	
14 minutes	26 minutes
81 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	22	13	14	14	12
90th percentile time to start treatment ⁵ (minutes)	133	99	82	91	81	98

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

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

July to September 2017

All presentations:¹ 10,645 patients

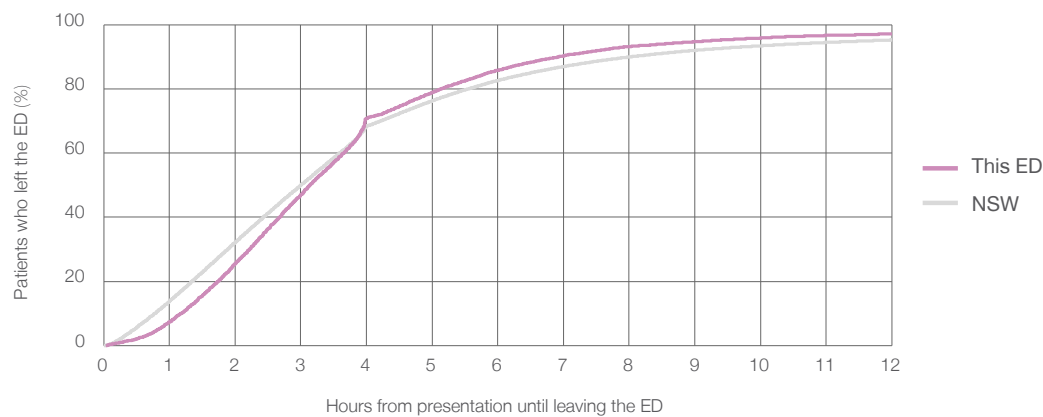
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

Median time spent in the ED⁸ 3 hours and 8 minutes

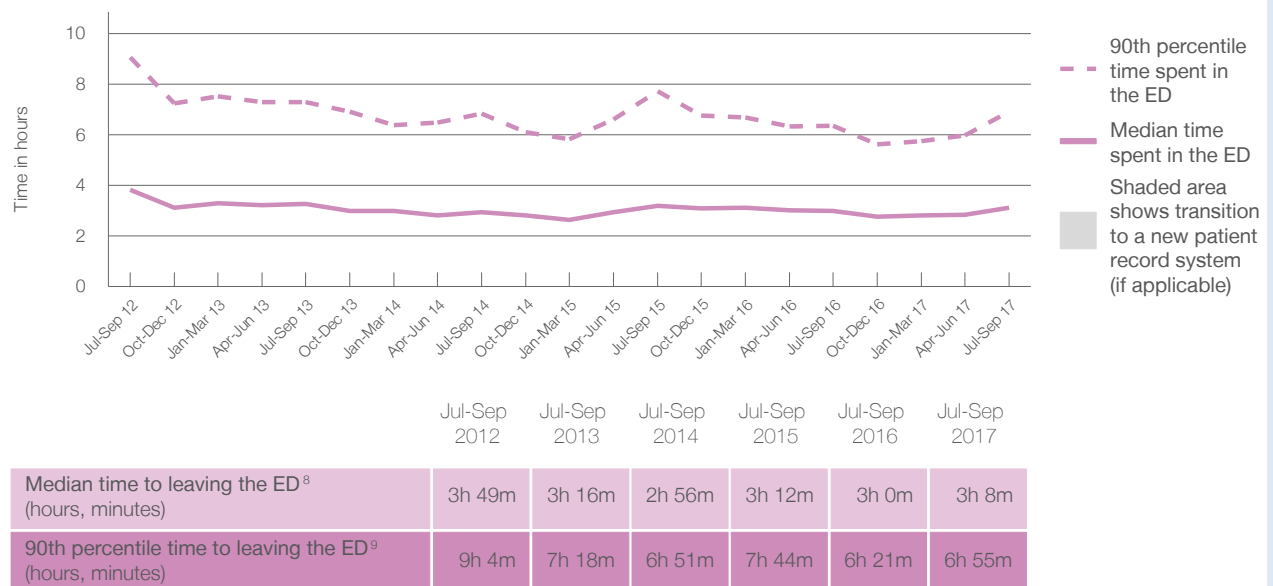
90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year	NSW (this period)
9,574	
9,574	
3 hours and 0 minutes	3 hours and 0 minutes
6 hours and 21 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



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

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

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

By mode of separation

July to September 2017

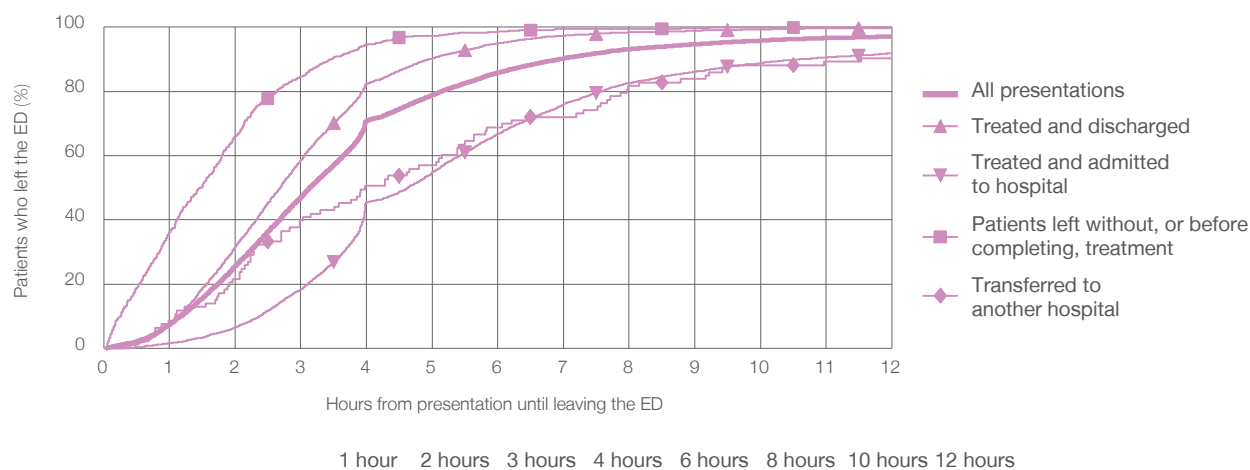
All presentations:[†] 10,645 patients

Presentations used to calculate time to leaving the ED:[‡] 10,645 patients

Treated and discharged	6,397 (60.1%)
Treated and admitted to hospital	3,465 (32.6%)
Patient left without, or before completing, treatment	687 (6.5%)
Transferred to another hospital	93 (0.9%)
Other	3 (0%)

Same period last year	Change since one year ago
9,574	11.2%
5,637	13.5%
3,428	1.1%
424	62.0%
82	13.4%
3	0.0%

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



Treated and discharged	7.5%	31.7%	58.5%	82.4%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	1.6%	6.5%	18.3%	45.4%	66.8%	82.6%	88.8%	91.9%
Patient left without, or before completing, treatment	36.1%	65.9%	84.6%	94.5%	98.7%	99.6%	99.9%	99.9%
Transferred to another hospital	8.6%	21.5%	39.8%	50.5%	68.8%	81.7%	88.2%	90.3%
All presentations	7.4%	25.6%	47.0%	70.9%	85.8%	93.2%	95.8%	97.2%

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

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

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

July to September 2017

All presentations at the emergency department:¹ 10,645 patients

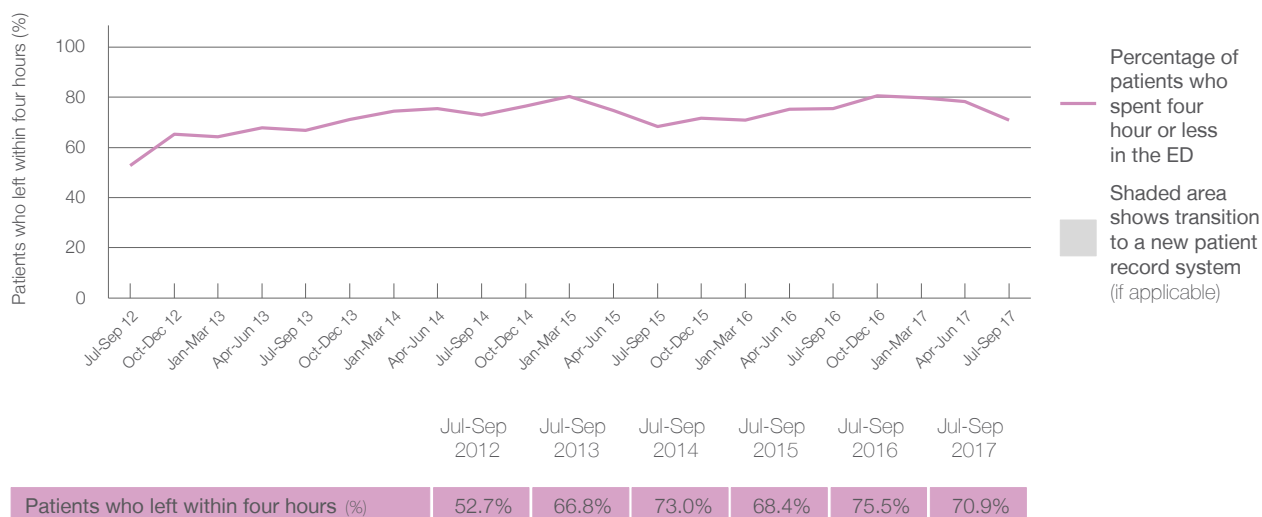
Presentations used to calculate time to leaving the ED:⁶ 10,645 patients

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



Same period last year	Change since one year ago
9,574	11.2%
9,574	11.2%
75.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,039 patients

Emergency presentations:² 8,714 patients

Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,069 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,844 patients

Median time to start treatment⁴ 51 minutes
90th percentile time to start treatment⁵ 161 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 845 patients

Median time to start treatment⁴ 50 minutes
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
877	
6 minutes	9 minutes
15 minutes	29 minutes
2,739	
25 minutes	23 minutes
98 minutes	83 minutes
3,322	
43 minutes	30 minutes
143 minutes	121 minutes
725	
47 minutes	26 minutes
144 minutes	118 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
63.6%	

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

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

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

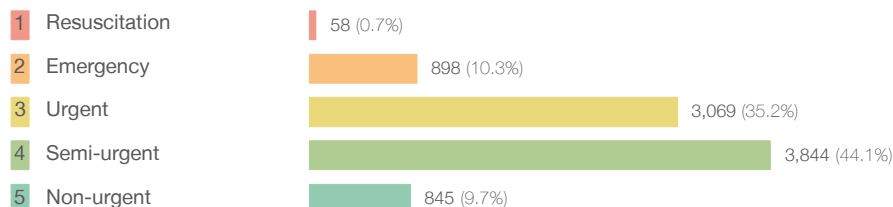
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Lismore Base Hospital: Patients presenting to the emergency department

July to September 2017

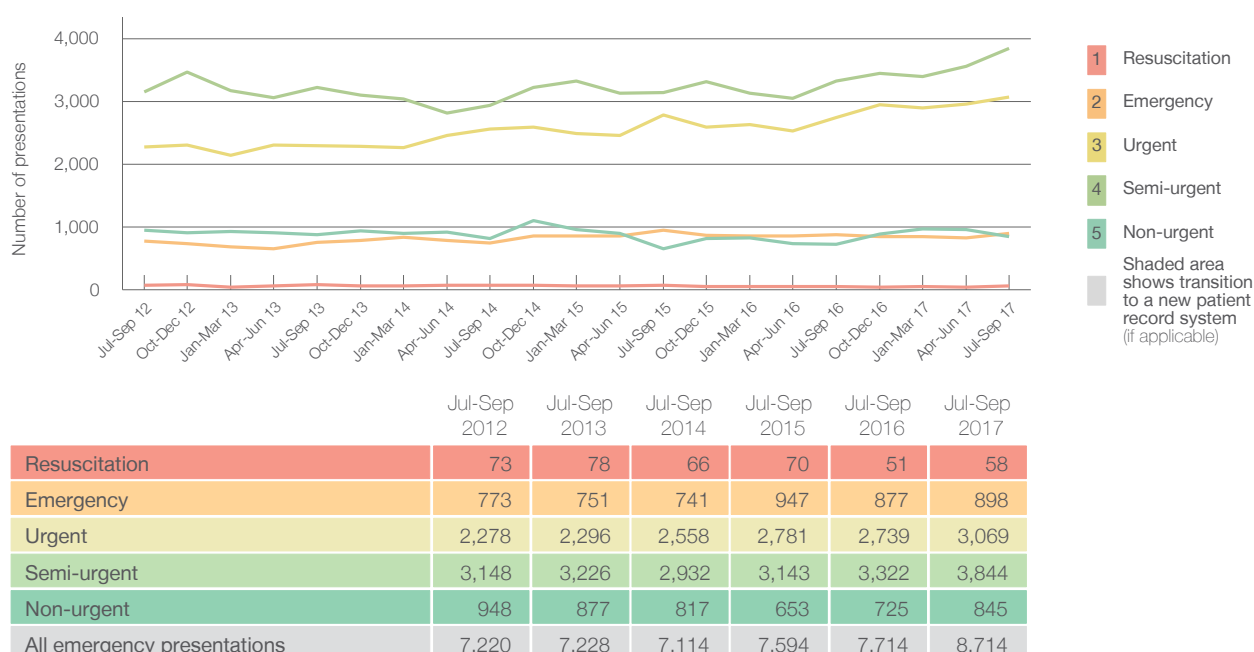
All presentations:¹ 9,039 patients

Emergency presentations² by triage category: 8,714 patients



Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%
51	13.7%
877	2.4%
2,739	12.0%
3,322	15.7%
725	16.6%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Lismore Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,898 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,668	
15 minutes	2 minutes
53 minutes	2 minutes

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 898

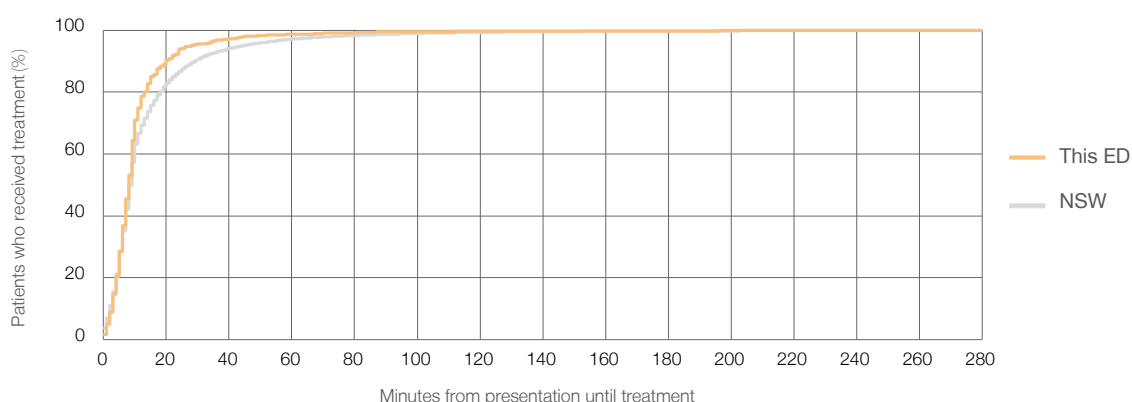
Number of triage 2 patients used to calculate waiting time:³ 890

Median time to start treatment⁴ 8 minutes

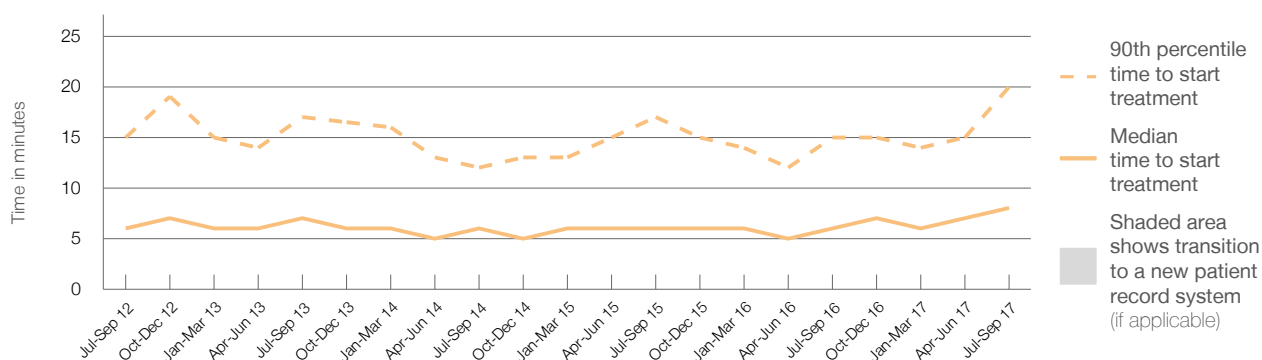
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
877	
873	
6 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	6	6	6	8
90th percentile time to start treatment ⁵ (minutes)	15	17	12	17	15	20

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,069

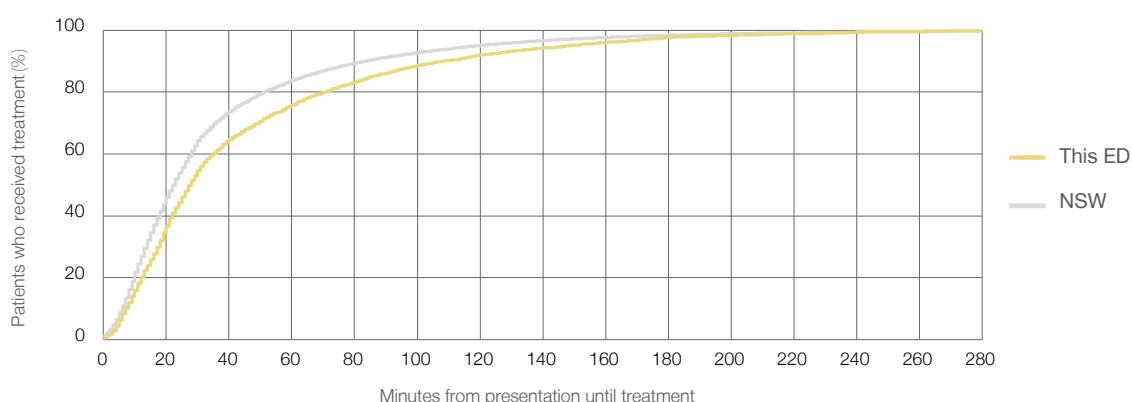
Number of triage 3 patients used to calculate waiting time:³ 2,983

Median time to start treatment⁴ 28 minutes

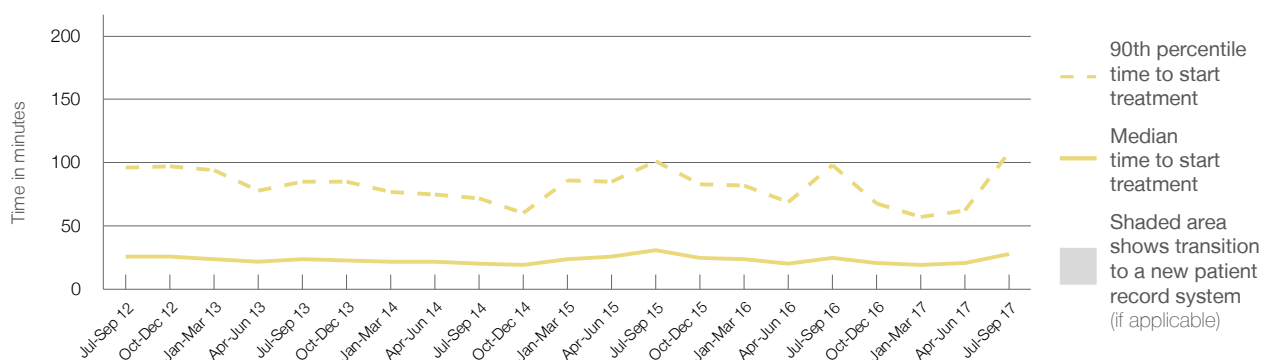
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,739	
2,677	
25 minutes	23 minutes
98 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	24	20	31	25	28
90th percentile time to start treatment ⁵ (minutes)	96	85	72	101	98	108

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

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

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

July to September 2017

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

Number of triage 4 patients: 3,844

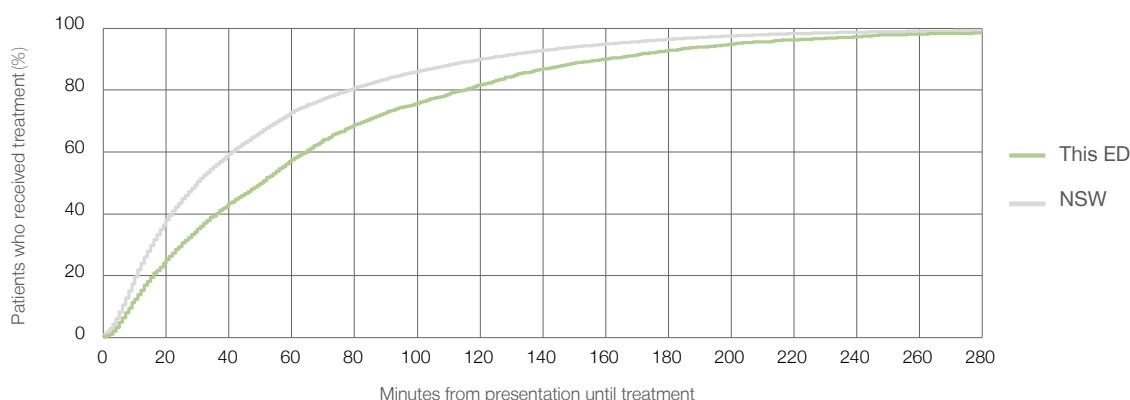
Number of triage 4 patients used to calculate waiting time:³ 3,486

Median time to start treatment⁴ 51 minutes

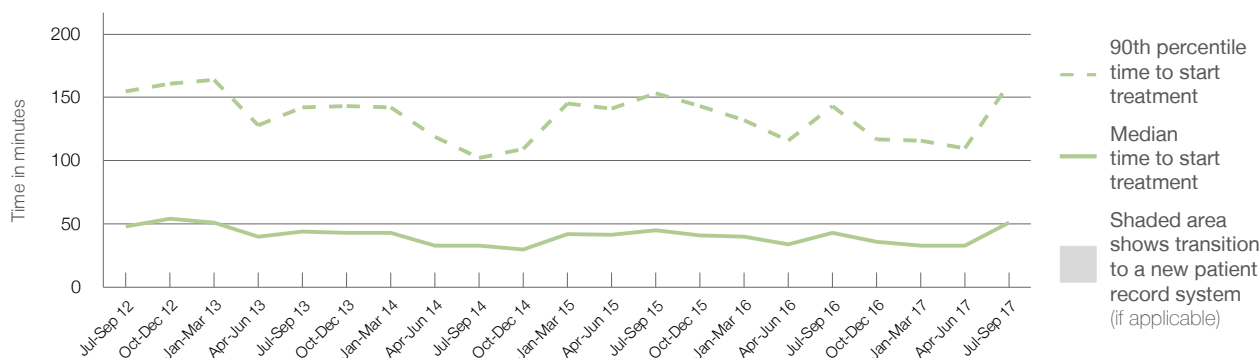
90th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
3,322	
3,038	
43 minutes	30 minutes
143 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	44	33	45	43	51
90th percentile time to start treatment ⁵ (minutes)	155	142	102	153	143	161

(†) Data points are not shown in graphs for quarters when 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 845

Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴

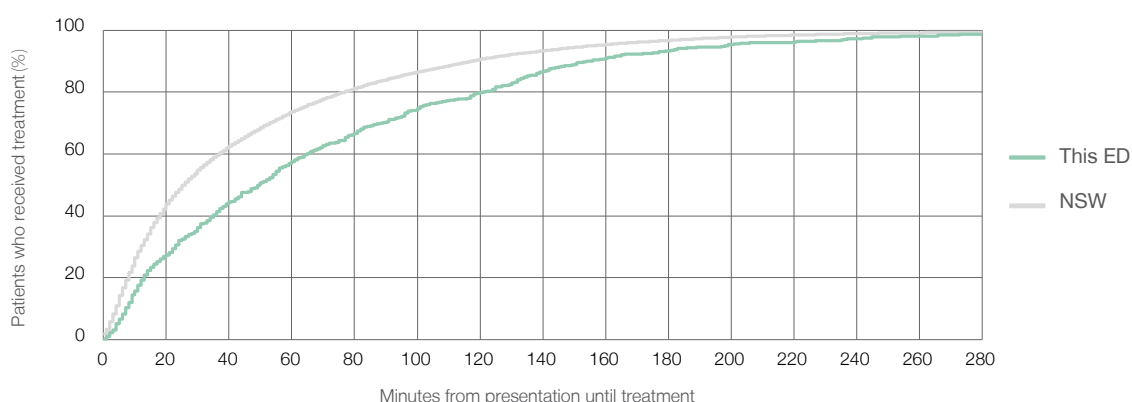
50 minutes

90th percentile time to start treatment⁵

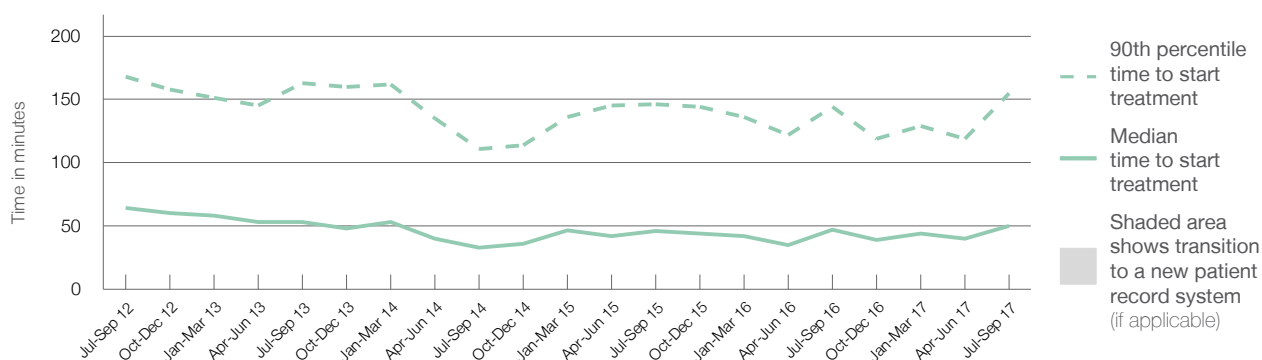
155 minutes

Same period last year	NSW (this period)
725	
614	
47 minutes	26 minutes
144 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	64	53	33	46	47	50
90th percentile time to start treatment ⁵ (minutes)	168	163	111	146	144	155

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

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

Lismore Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,039 patients

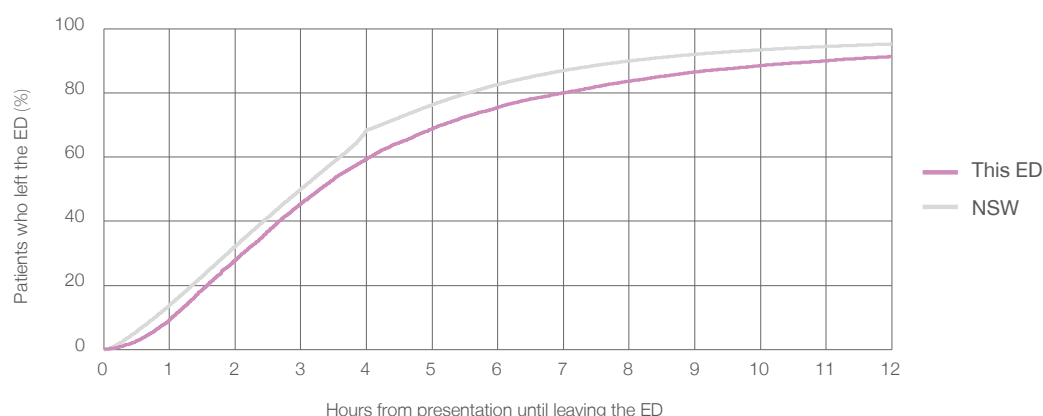
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

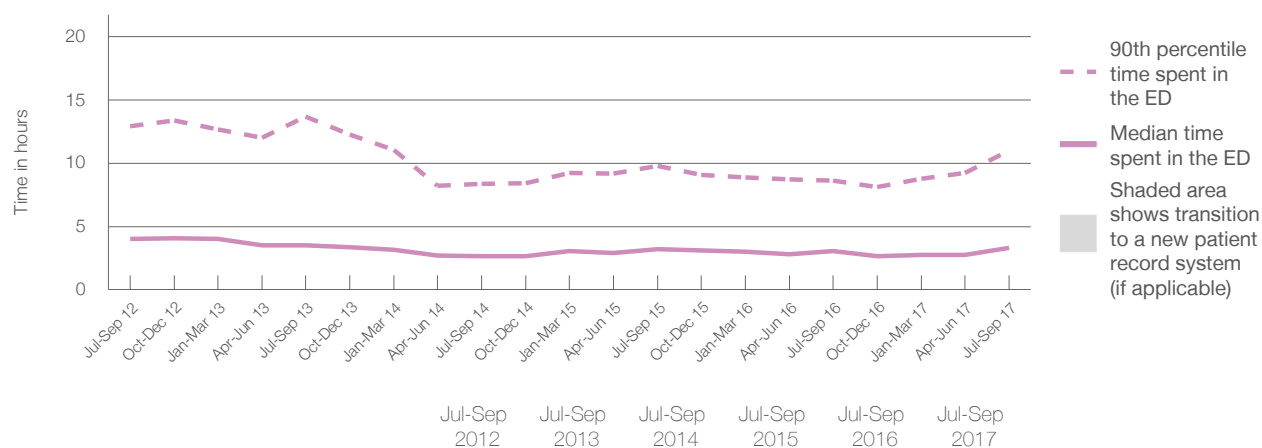
90th percentile time spent in the ED⁹ 11 hours and 0 minutes

Same period last year	NSW (this period)
7,929	
7,929	
3 hours and 4 minutes	3 hours and 0 minutes
8 hours and 37 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m

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

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

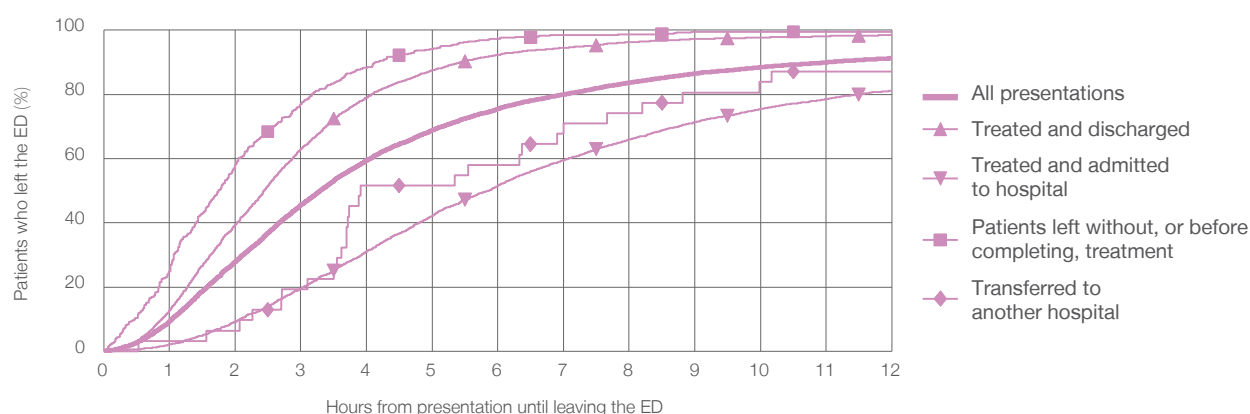
July to September 2017

All presentations:[†] 9,039 patients

Presentations used to calculate time to leaving the ED:[‡] 9,038 patients

		Same period last year	Change since one year ago
		7,929	14.0%
Treated and discharged	4,706 (52.1%)	4,011	17.3%
Treated and admitted to hospital	3,775 (41.8%)	3,457	9.2%
Patient left without, or before completing, treatment	462 (5.1%)	384	20.3%
Transferred to another hospital	31 (0.3%)	20	55.0%
Other	65 (0.7%)	57	14.0%

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



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

Treated and discharged	12.8%	39.5%	63.0%	79.0%	92.4%	96.3%	97.8%	98.5%
Treated and admitted to hospital	2.1%	9.2%	19.6%	31.1%	51.6%	65.9%	75.5%	81.2%
Patient left without, or before completing, treatment	24.9%	58.2%	77.1%	88.3%	97.4%	98.7%	99.6%	99.6%
Transferred to another hospital	3.2%	6.5%	19.4%	51.6%	58.1%	74.2%	83.9%	87.1%
All presentations	9.3%	28.0%	45.6%	59.5%	75.5%	83.7%	88.5%	91.3%

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

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

Lismore Base Hospital: Time spent in the ED

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

July to September 2017

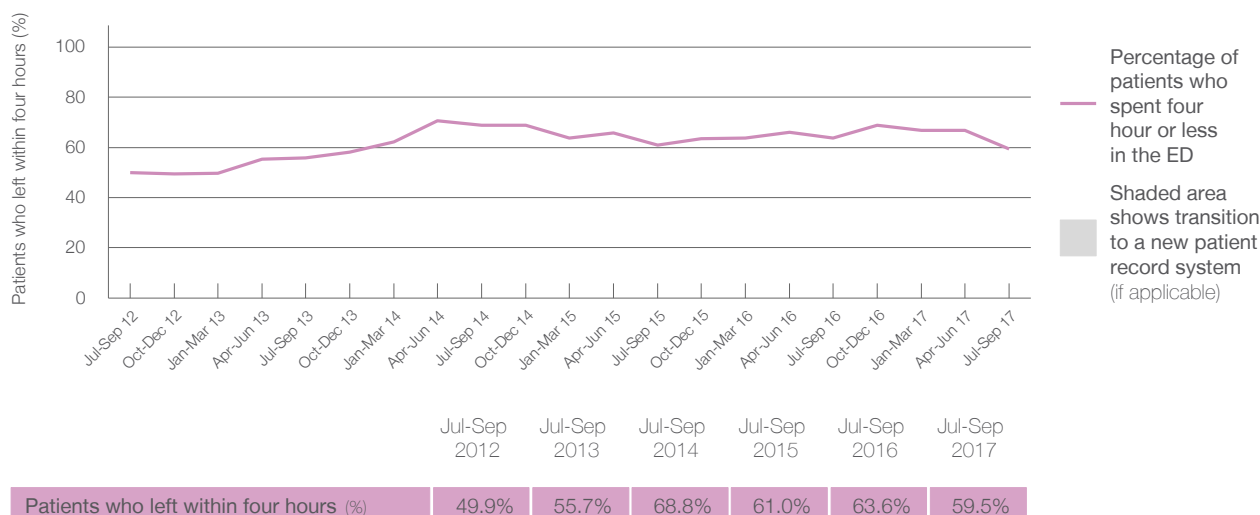
All presentations at the emergency department:¹ 9,039 patients

Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
7,929	14.0%
63.6%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Maitland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,610 patients

Emergency presentations:² 12,538 patients

Same period last year	Change since one year ago
12,232	3.1%
12,165	3.1%

Maitland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,993 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,392 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 131 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,838 patients

Median time to start treatment⁴ 55 minutes
90th percentile time to start treatment⁵ 177 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,279 patients

Median time to start treatment⁴ 62 minutes
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
2,179	
8 minutes	9 minutes
22 minutes	29 minutes
3,285	
22 minutes	23 minutes
76 minutes	83 minutes
5,447	
41 minutes	30 minutes
131 minutes	121 minutes
1,231	
55 minutes	26 minutes
141 minutes	118 minutes

Maitland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,609 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
12,232	3.1%
70.5%	

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

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

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

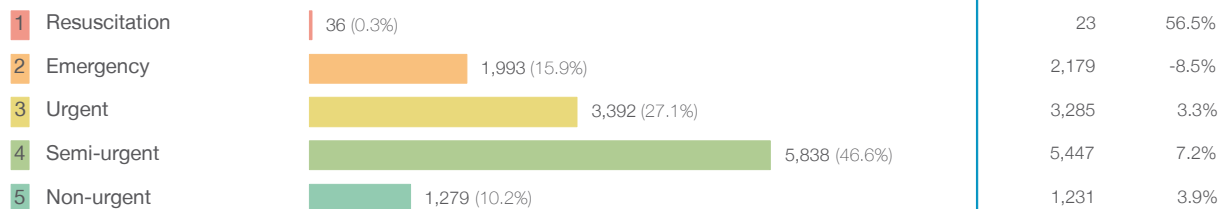
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Maitland Hospital: Patients presenting to the emergency department

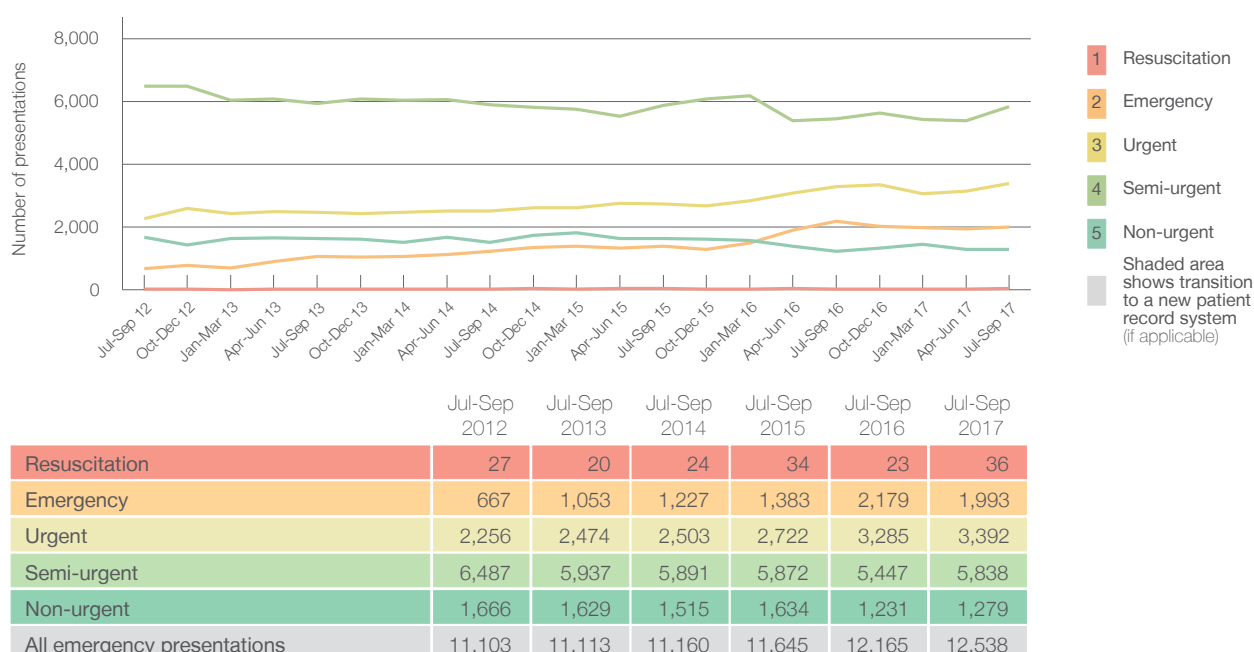
July to September 2017

All presentations:¹ 12,610 patients

Emergency presentations² by triage category: 12,538 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]

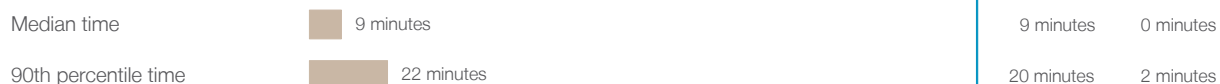


Maitland Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,380 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,993

Number of triage 2 patients used to calculate waiting time:³ 1,938

Median time to start treatment⁴

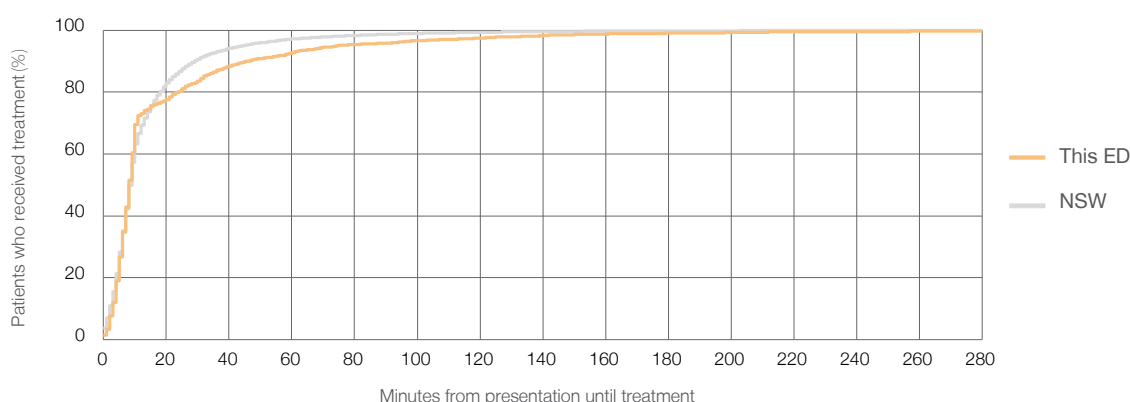
8 minutes

90th percentile time to start treatment⁵

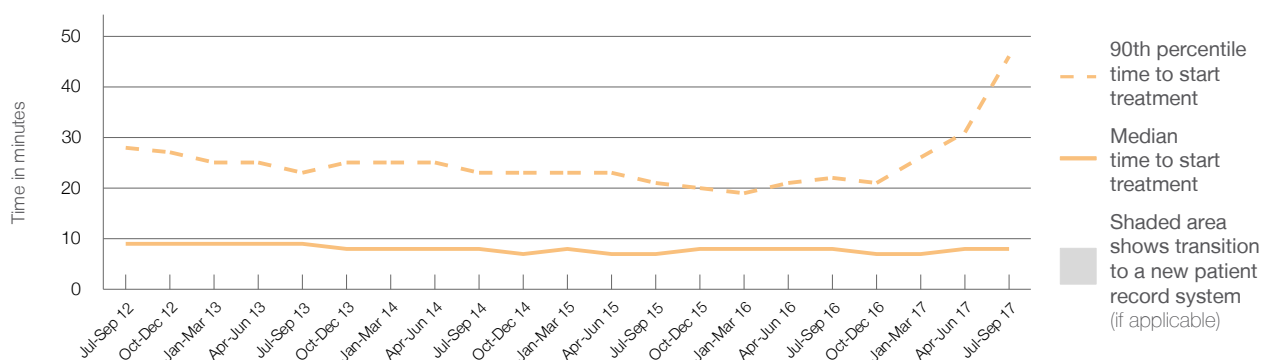
46 minutes

Same period last year	NSW (this period)
2,179	
2,135	
8 minutes	9 minutes
22 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	28	23	23	21	22	46

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 3 patients: 3,392

Number of triage 3 patients used to calculate waiting time:³ 3,155

Median time to start treatment⁴

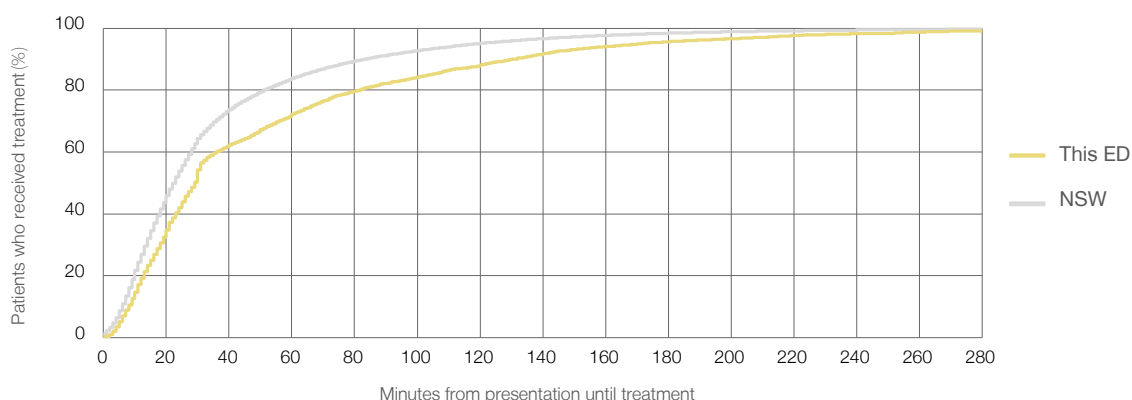
29 minutes

90th percentile time to start treatment⁵

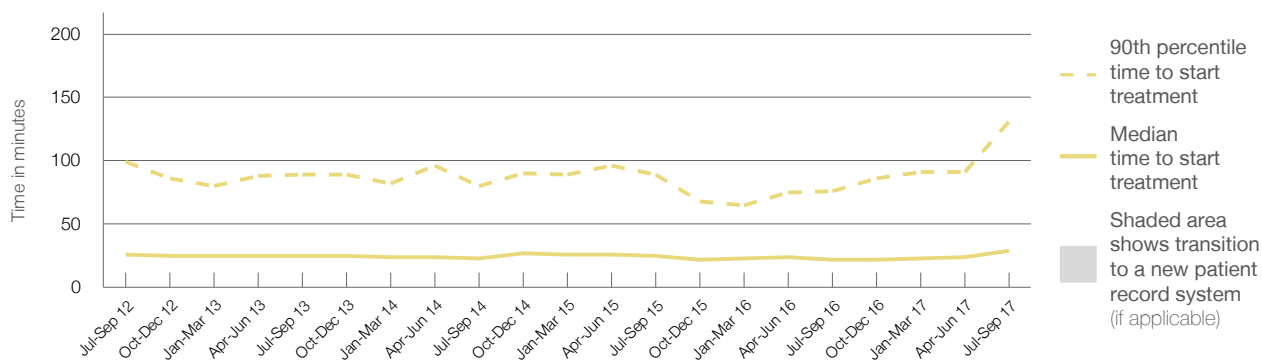
131 minutes

Same period last year	NSW (this period)
3,285	
3,146	
22 minutes	23 minutes
76 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	25	23	25	22	29
90th percentile time to start treatment ⁵ (minutes)	99	89	80	89	76	131

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

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

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

July to September 2017

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

Number of triage 4 patients: 5,838

Number of triage 4 patients used to calculate waiting time:³ 4,598

Median time to start treatment⁴

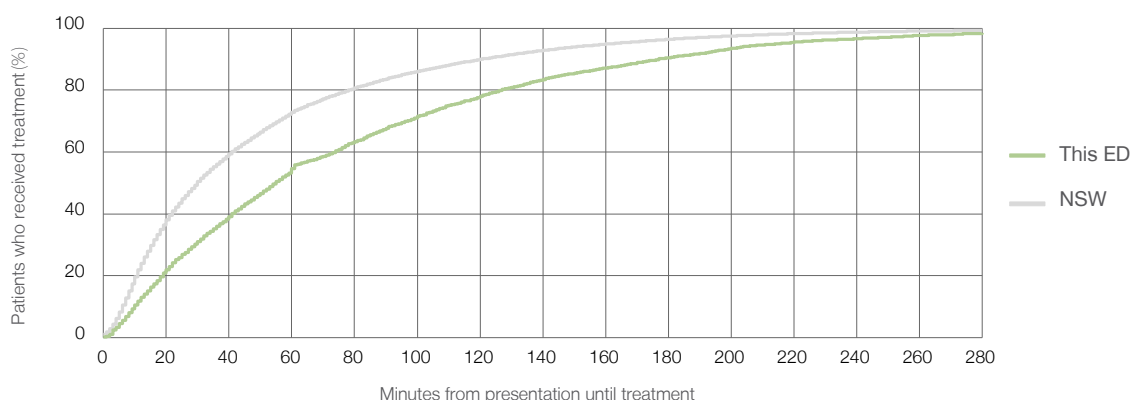
55 minutes

90th percentile time to start treatment⁵

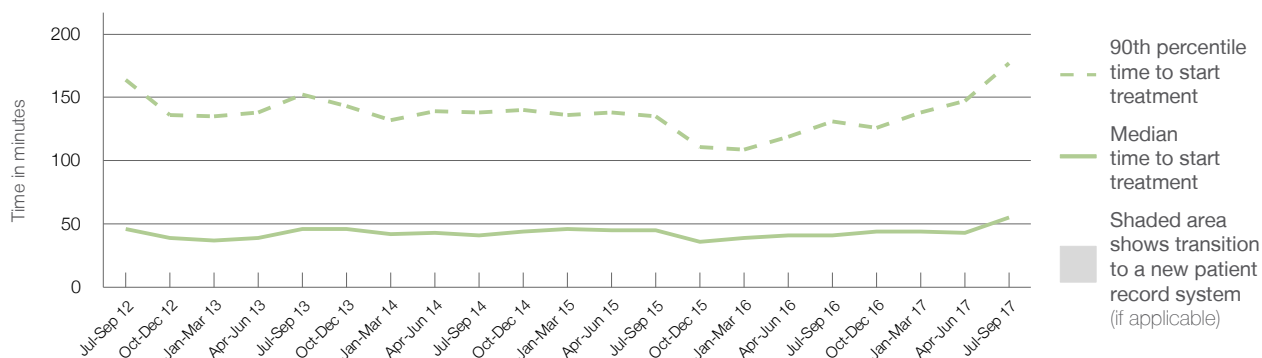
177 minutes

Same period last year	NSW (this period)
5,447	
4,585	
41 minutes	30 minutes
131 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	46	46	41	45	41	55
90th percentile time to start treatment ⁵ (minutes)	164	152	138	135	131	177

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 1,279

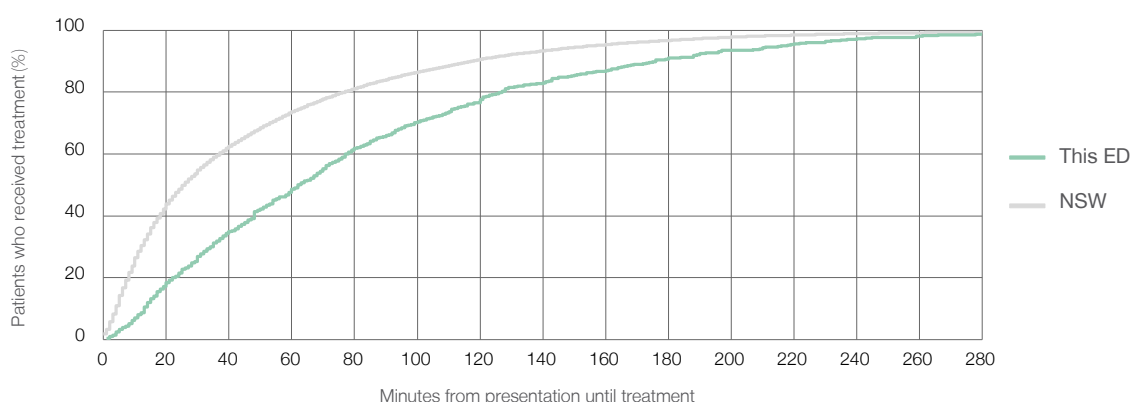
Number of triage 5 patients used to calculate waiting time:³ 839

Median time to start treatment⁴ 62 minutes

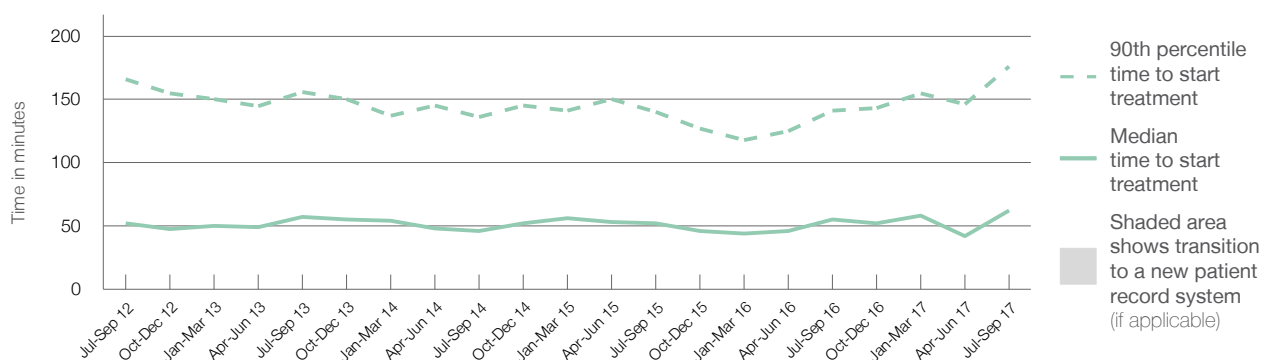
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,231	
904	
55 minutes	26 minutes
141 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	52	57	46	52	55	62
90th percentile time to start treatment ⁵ (minutes)	166	156	136	140	141	176

(†) Data points are not shown in graphs for quarters when 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.

Maitland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,610 patients

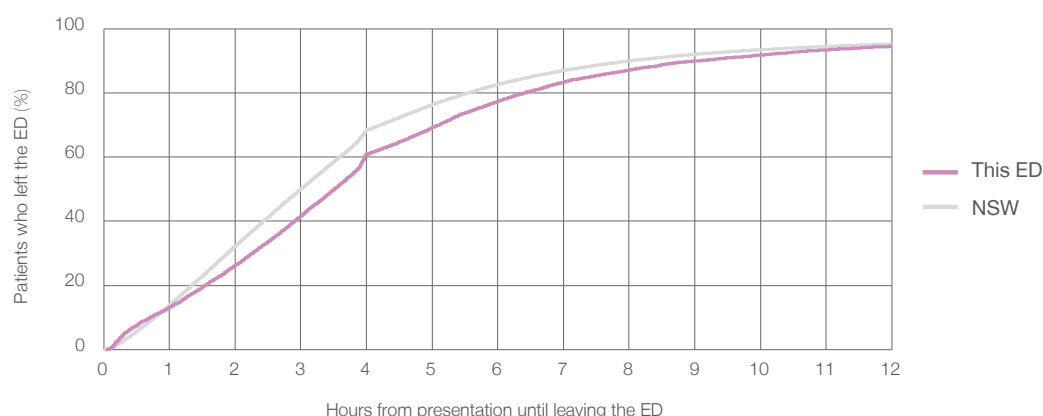
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

Median time spent in the ED⁸ 3 hours and 31 minutes

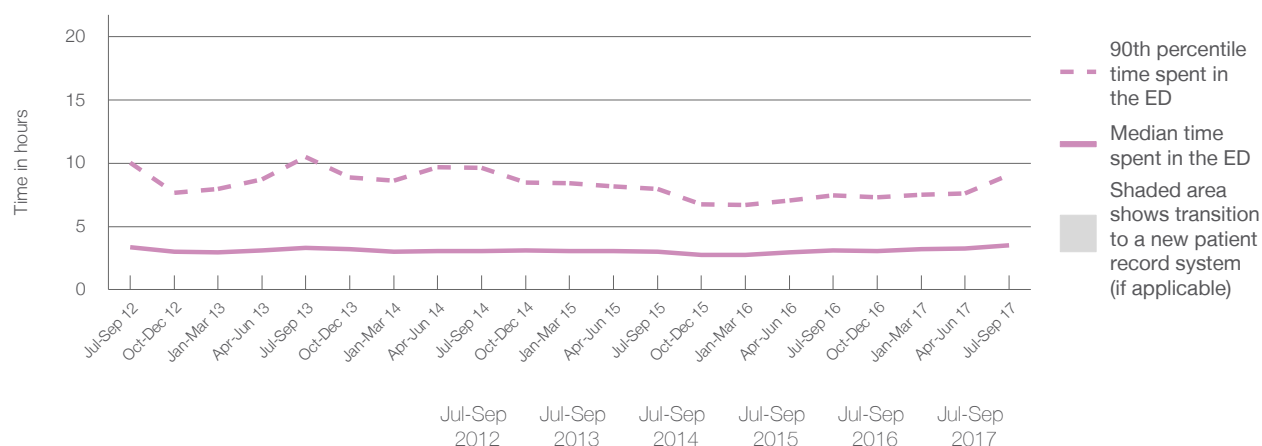
90th percentile time spent in the ED⁹ 9 hours and 4 minutes

Same period last year	NSW (this period)
12,232	12,232
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 22m	3h 19m	3h 3m	3h 1m	3h 7m	3h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 3m	10h 29m	9h 38m	7h 58m	7h 27m	9h 4m

(†) Data points are not shown in graphs for quarters when 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.

Maitland Hospital: Time patients spent in the ED

By mode of separation

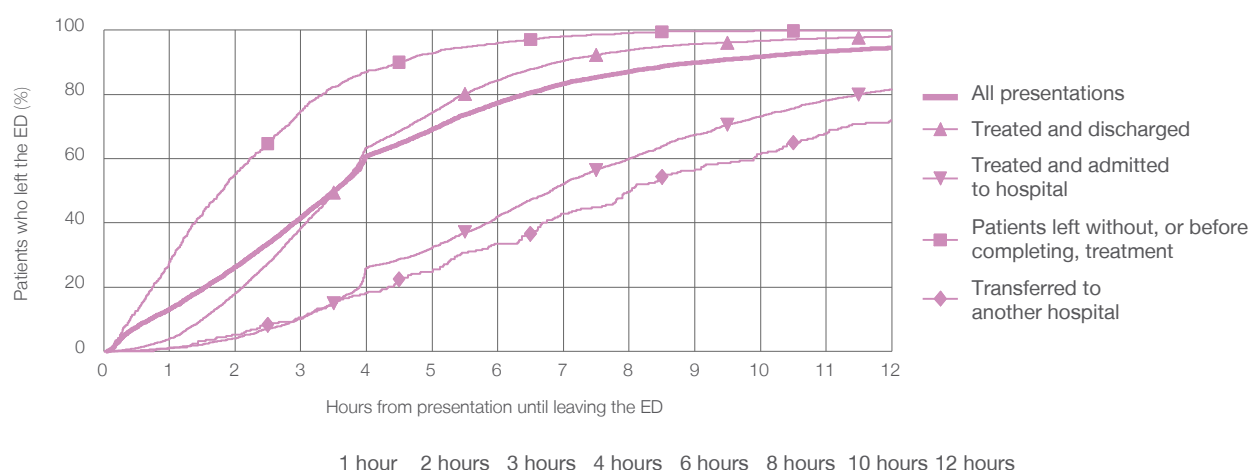
July to September 2017

All presentations:[†] 12,610 patients

Presentations used to calculate time to leaving the ED:[‡] 12,609 patients

		Same period last year	Change since one year ago
		12,232	3.1%
Treated and discharged	7,276 (57.7%)	7,862	-7.5%
Treated and admitted to hospital	2,587 (20.5%)	2,500	3.5%
Patient left without, or before completing, treatment	1,156 (9.2%)	586	97.3%
Transferred to another hospital	254 (2.0%)	214	18.7%
Other	1,337 (10.6%)	1,070	25.0%

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



Treated and discharged	3.9%	18.1%	38.4%	63.3%	84.4%	93.8%	96.7%	98.0%
Treated and admitted to hospital	1.0%	4.0%	10.1%	26.0%	42.1%	59.9%	73.1%	81.7%
Patient left without, or before completing, treatment	27.9%	55.2%	74.9%	87.0%	96.0%	99.1%	99.8%	99.9%
Transferred to another hospital	1.2%	5.1%	10.6%	18.1%	33.5%	49.6%	61.4%	72.0%
All presentations	13.2%	26.3%	41.7%	60.8%	77.4%	87.1%	91.8%	94.5%

(†) 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.

Maitland Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,610 patients

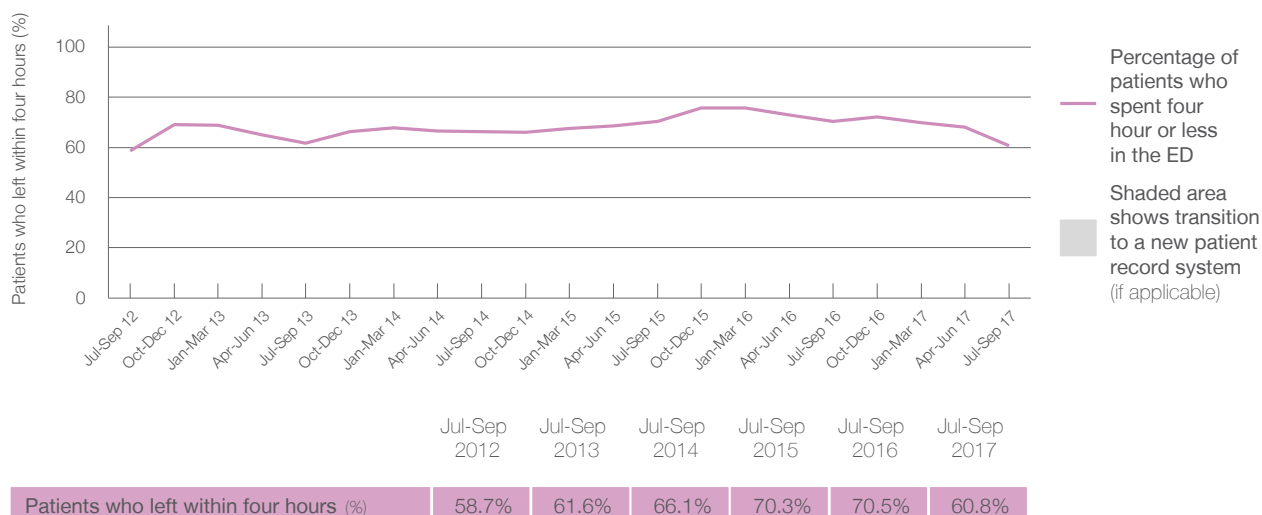
Presentations used to calculate time to leaving the ED:⁶ 12,609 patients

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



Same period last year	Change since one year ago
12,232	3.1%
12,232	3.1%
70.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Manly District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,369 patients

Emergency presentations:² 6,323 patients

Same period last year	Change since one year ago
5,800	9.8%
5,720	10.5%

Manly District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 957 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): 2,510 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,503 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 71 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 309 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
973	
6 minutes	9 minutes
10 minutes	29 minutes
2,262	
12 minutes	23 minutes
37 minutes	83 minutes
2,202	
13 minutes	30 minutes
69 minutes	121 minutes
248	
12 minutes	26 minutes
84 minutes	118 minutes

Manly District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,362 patients

Percentage of patients who spent four hours or less in the ED 81.6%

Same period last year	Change since one year ago
5,800	9.7%
83.3%	

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

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

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

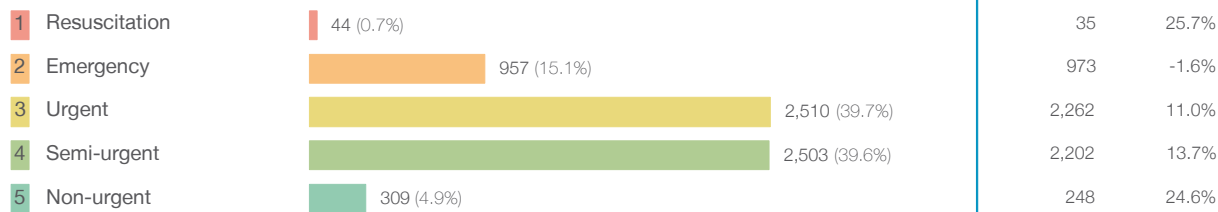
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manly District Hospital: Patients presenting to the emergency department

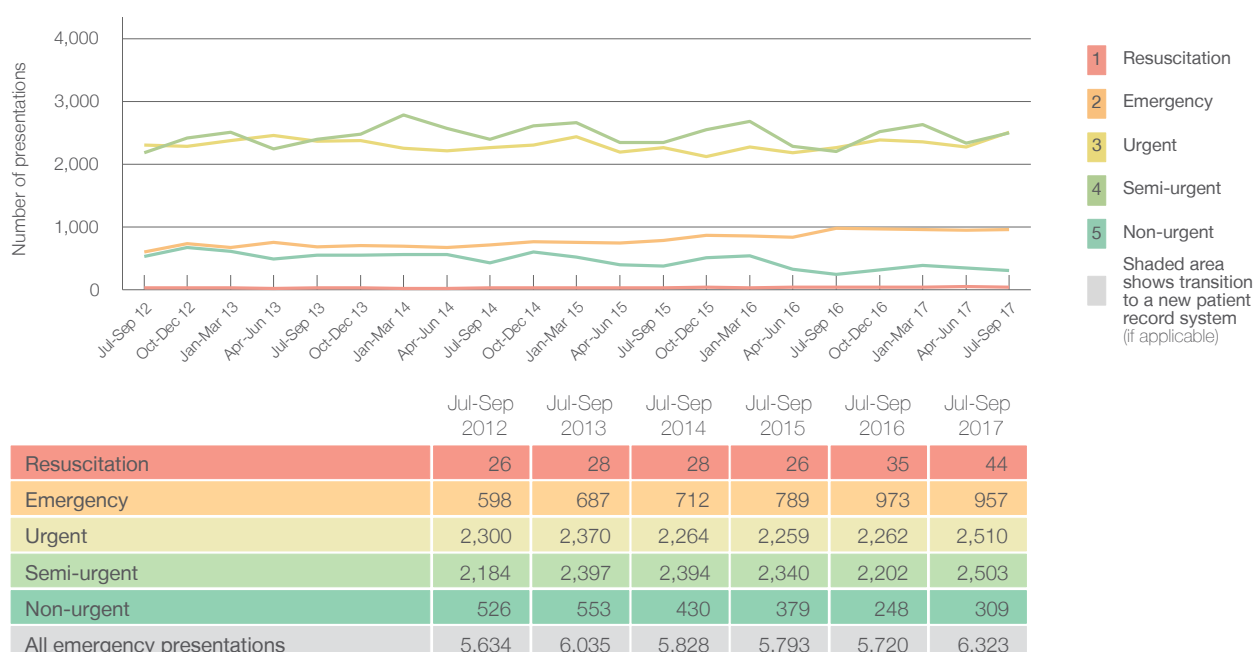
July to September 2017

All presentations:¹ 6,369 patients

Emergency presentations² by triage category: 6,323 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Manly District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,480 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 957

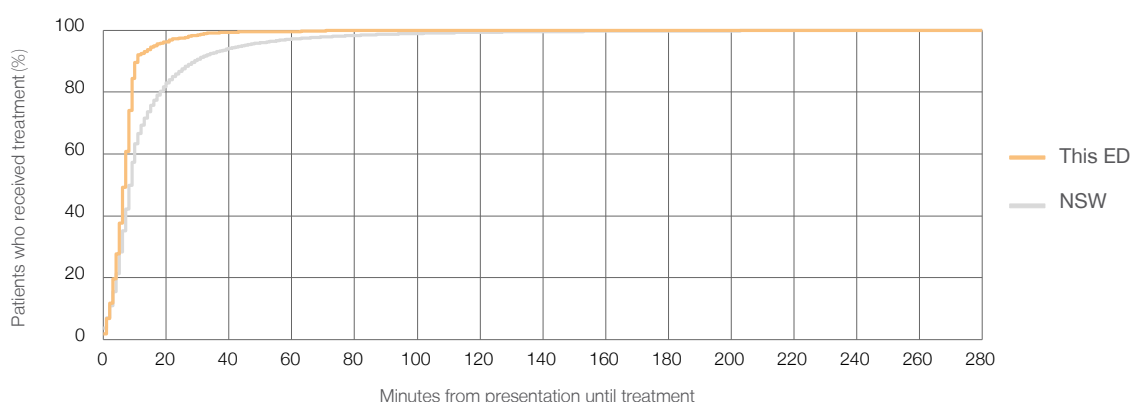
Number of triage 2 patients used to calculate waiting time:³ 957

Median time to start treatment⁴ 7 minutes

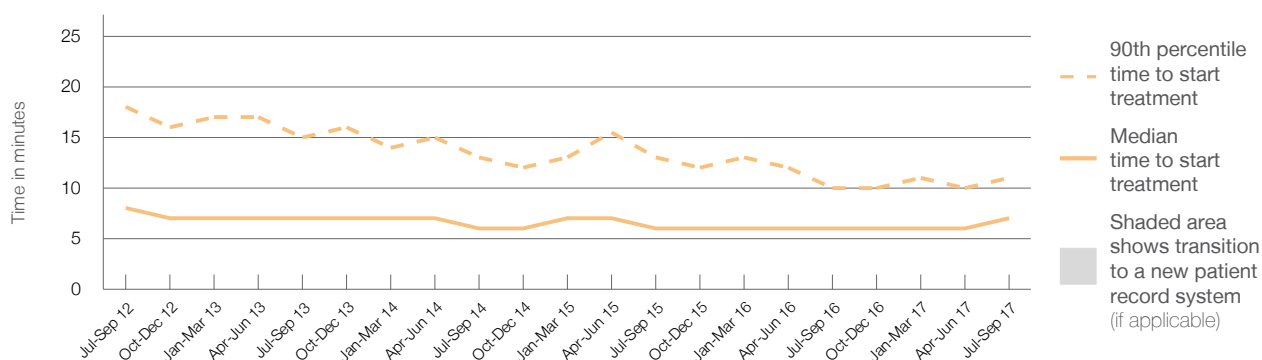
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
973	
972	
6 minutes	9 minutes
10 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	18	15	13	13	10	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.

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

July to September 2017

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

Number of triage 3 patients: 2,510

Number of triage 3 patients used to calculate waiting time:³ 2,483

Median time to start treatment⁴

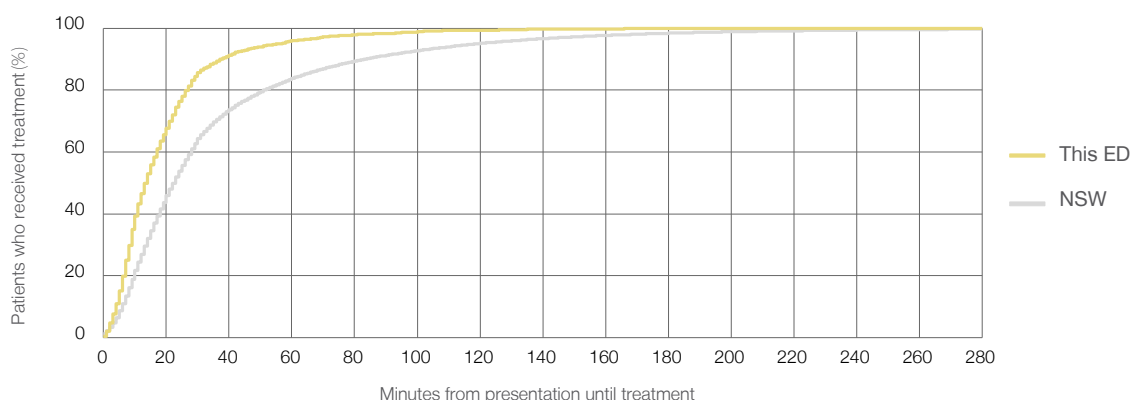
14 minutes

90th percentile time to start treatment⁵

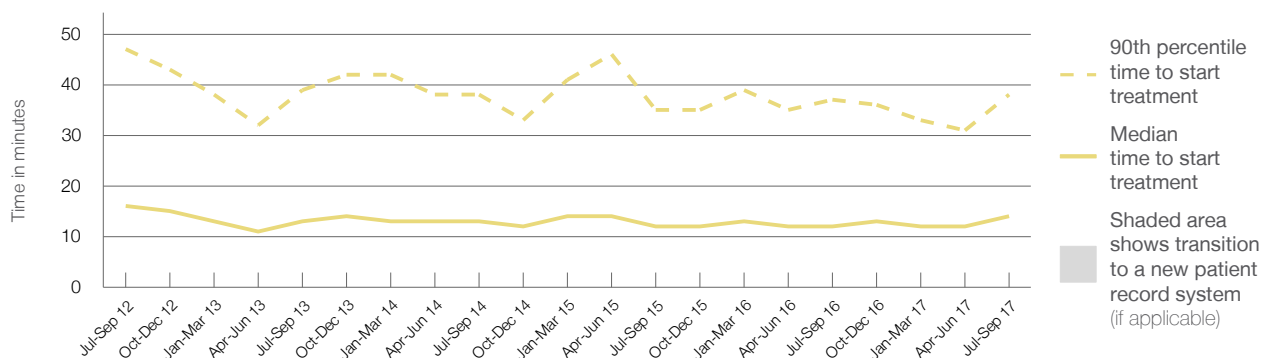
38 minutes

Same period last year	NSW (this period)
2,262	
2,251	
12 minutes	23 minutes
37 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	13	13	12	12	14
90th percentile time to start treatment ⁵ (minutes)	47	39	38	35	37	38

(†) Data points are not shown in graphs for quarters when 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

July to September 2017

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

Number of triage 4 patients: 2,503

Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴

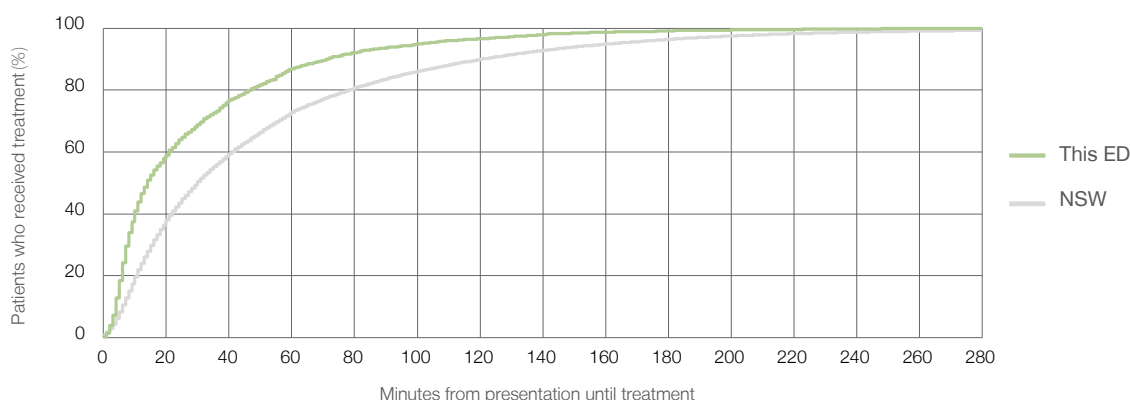
14 minutes

90th percentile time to start treatment⁵

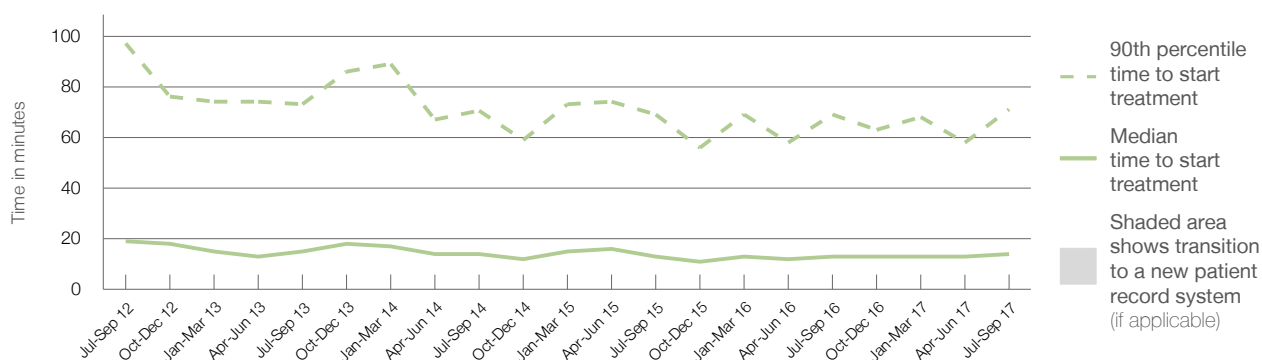
71 minutes

Same period last year	NSW (this period)
2,202	
2,139	
13 minutes	30 minutes
69 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	15	14	13	13	14
90th percentile time to start treatment ⁵ (minutes)	97	73	71	69	69	71

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

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

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

July to September 2017

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

Number of triage 5 patients: 309

Number of triage 5 patients used to calculate waiting time:³ 285

Median time to start treatment⁴

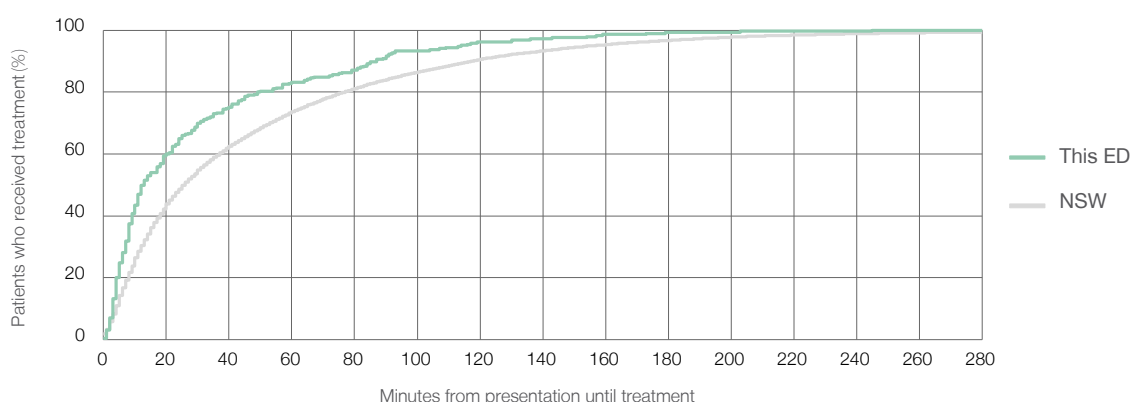
13 minutes

90th percentile time to start treatment⁵

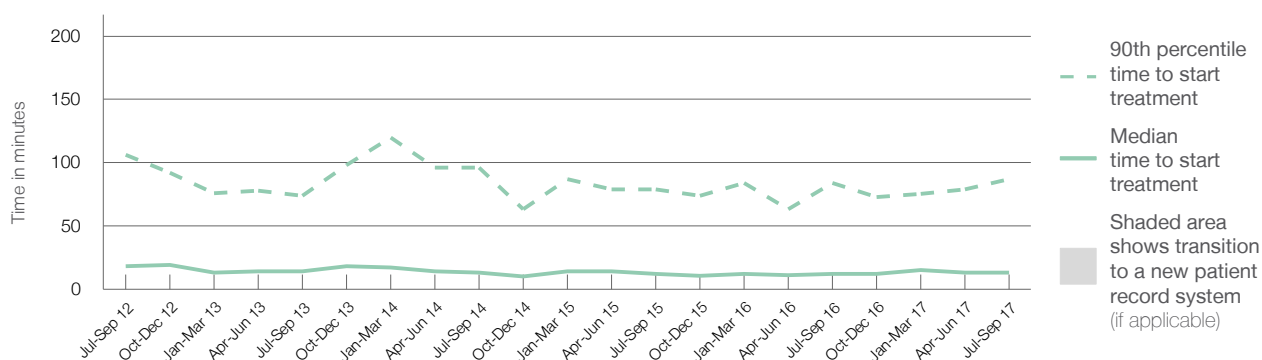
87 minutes

Same period last year	NSW (this period)
248	
229	
12 minutes	26 minutes
84 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	14	13	12	12	13
90th percentile time to start treatment ⁵ (minutes)	106	74	96	79	84	87

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

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

Manly District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,369 patients

Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

Median time spent in the ED⁸

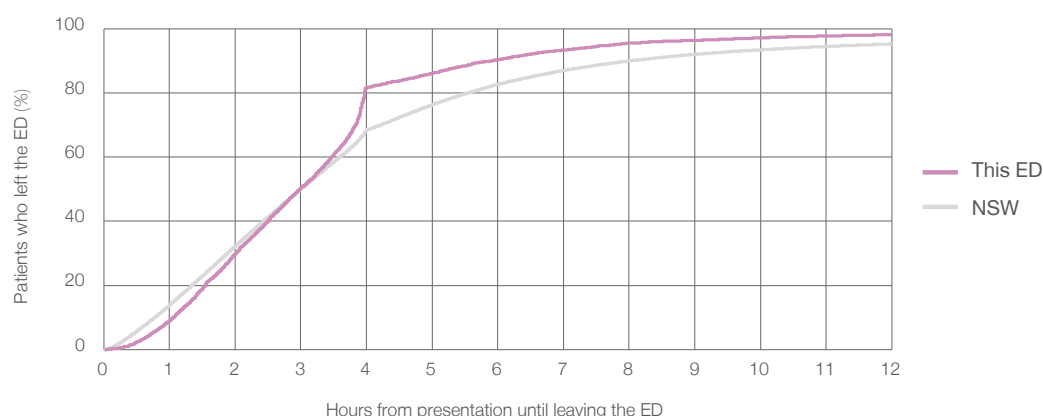
2 hours and 59 minutes

90th percentile time spent in the ED⁹

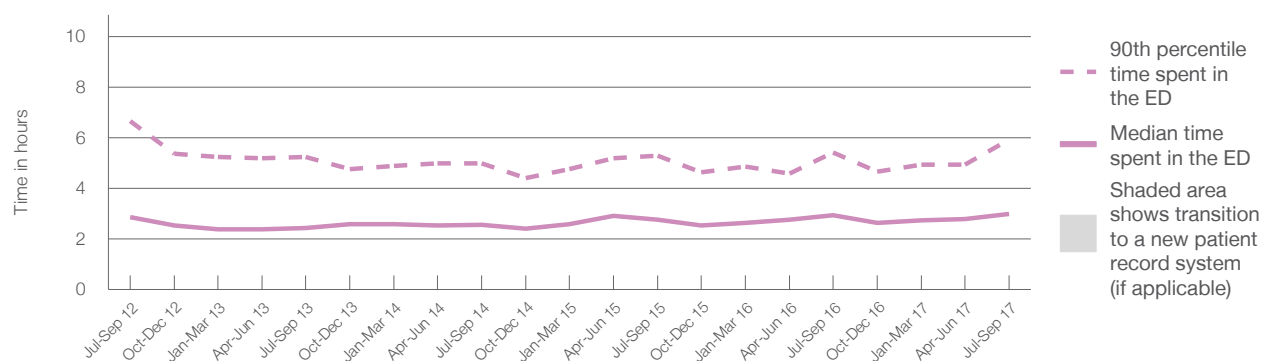
5 hours and 55 minutes

Same period last year	NSW (this period)
5,800	5,800
2 hours and 57 minutes	3 hours and 0 minutes
5 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m

(†) Data points are not shown in graphs for quarters when 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

July to September 2017

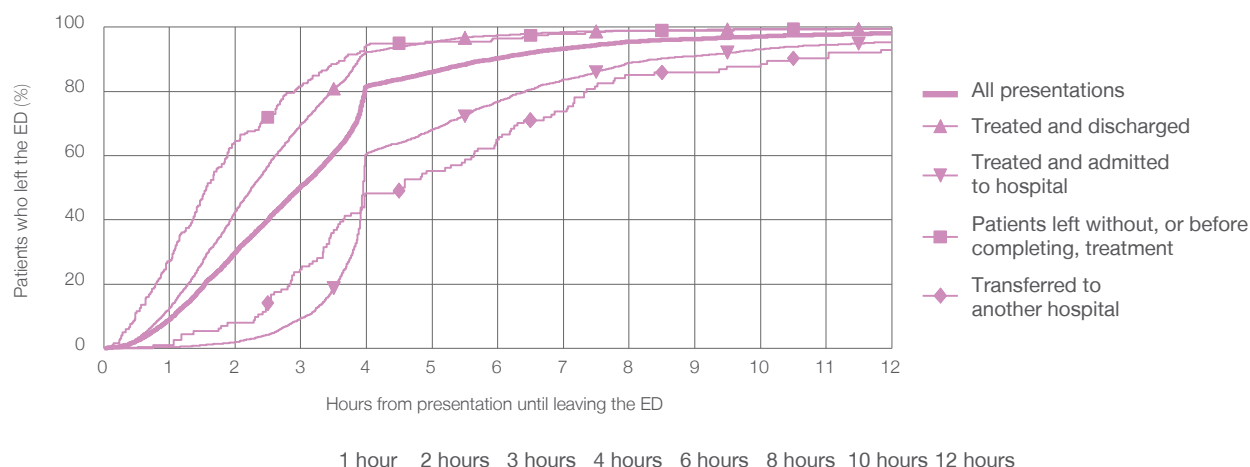
All presentations:[†] 6,369 patients

Presentations used to calculate time to leaving the ED:[‡] 6,362 patients

Treated and discharged	4,047 (63.5%)
Treated and admitted to hospital	1,992 (31.3%)
Patient left without, or before completing, treatment	200 (3.1%)
Transferred to another hospital	114 (1.8%)
Other	16 (0.3%)

Same period last year	Change since one year ago
5,800	9.7%
3,486	16.1%
2,027	-1.7%
161	24.2%
122	-6.6%
4	300.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.5%	42.6%	69.8%	92.2%	97.4%	98.9%	99.3%	99.5%
Treated and admitted to hospital	0.4%	1.9%	9.4%	60.6%	76.8%	88.8%	93.1%	95.3%
Patient left without, or before completing, treatment	27.0%	64.5%	81.5%	94.5%	96.5%	99.0%	99.5%	99.5%
Transferred to another hospital	0.9%	7.9%	24.6%	48.2%	64.9%	85.1%	88.6%	93.0%
All presentations	9.0%	29.9%	50.5%	81.6%	90.4%	95.5%	97.1%	98.1%

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

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

Manly District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,369 patients

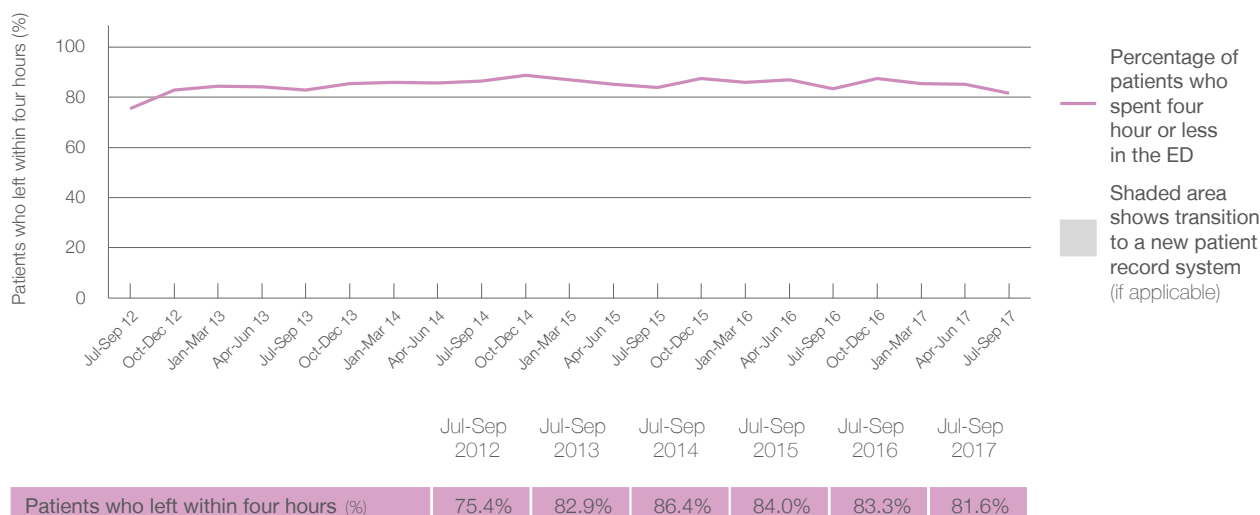
Presentations used to calculate time to leaving the ED:⁶ 6,362 patients

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

81.6%

Same period last year	Change since one year ago
5,800	9.8%
5,800	9.7%
83.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

Manning Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,196 patients

Emergency presentations:² 8,055 patients

Same period last year	Change since one year ago
6,987	17.3%
6,834	17.9%

Manning Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,411 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,266 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,915 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 171 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,404 patients

Median time to start treatment⁴ 43 minutes
90th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
1,308	
7 minutes	9 minutes
11 minutes	29 minutes
2,060	
20 minutes	23 minutes
87 minutes	83 minutes
2,171	
29 minutes	30 minutes
121 minutes	121 minutes
1,255	
29 minutes	26 minutes
118 minutes	118 minutes

Manning Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,196 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year	Change since one year ago
6,987	17.3%
76.8%	

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

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

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

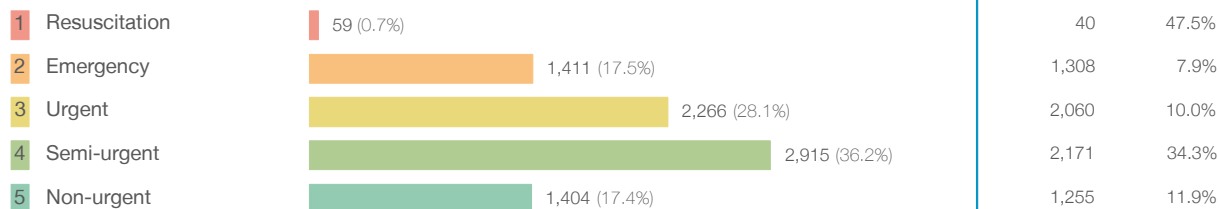
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Manning Base Hospital: Patients presenting to the emergency department

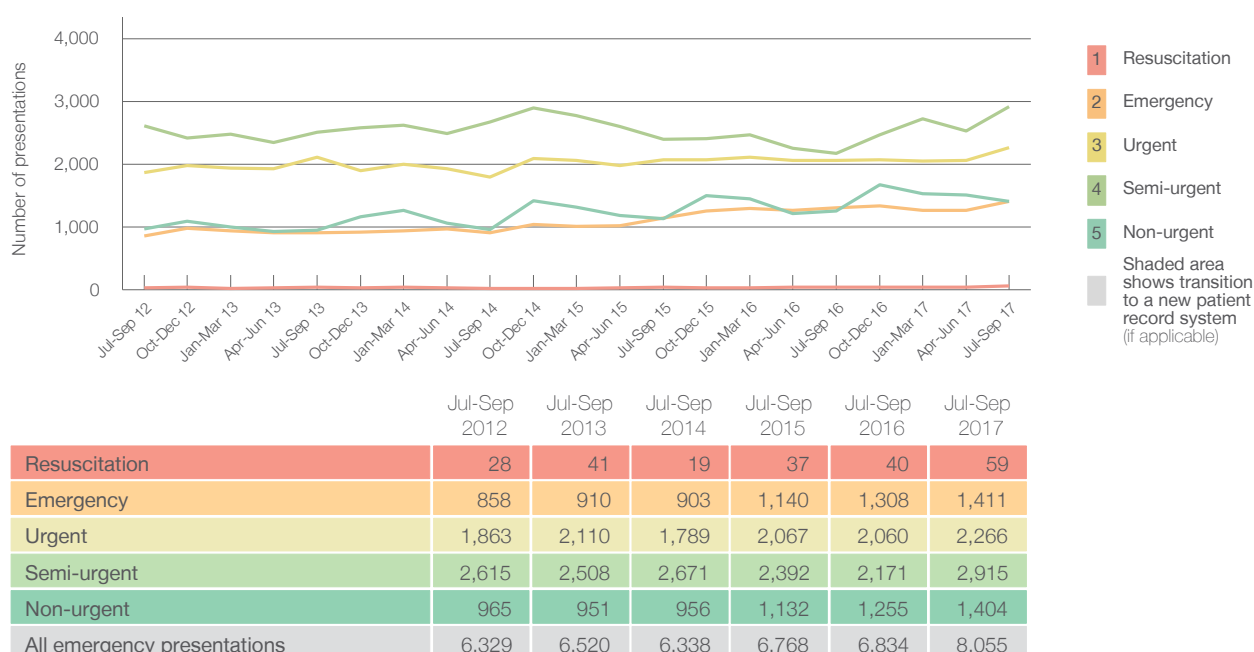
July to September 2017

All presentations:¹ 8,196 patients

Emergency presentations² by triage category: 8,055 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Manning Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,199 patients

ED Transfer of care time



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

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

Manning Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

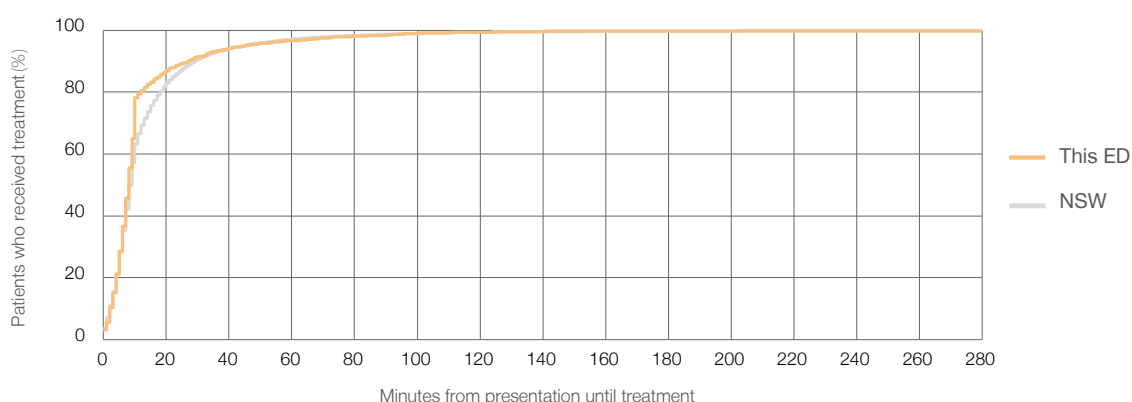
Number of triage 2 patients: 1,411

Number of triage 2 patients used to calculate waiting time:³ 1,403

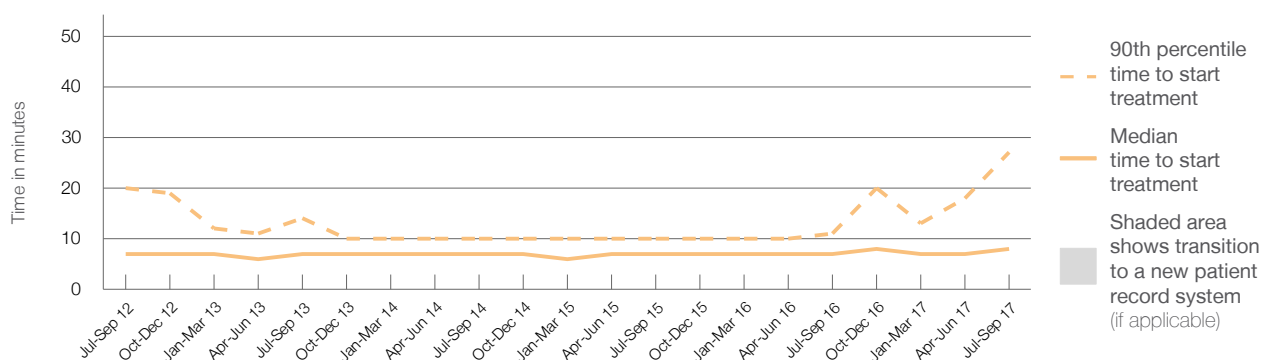
Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,308	
1,298	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	20	14	10	10	11	27

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,266

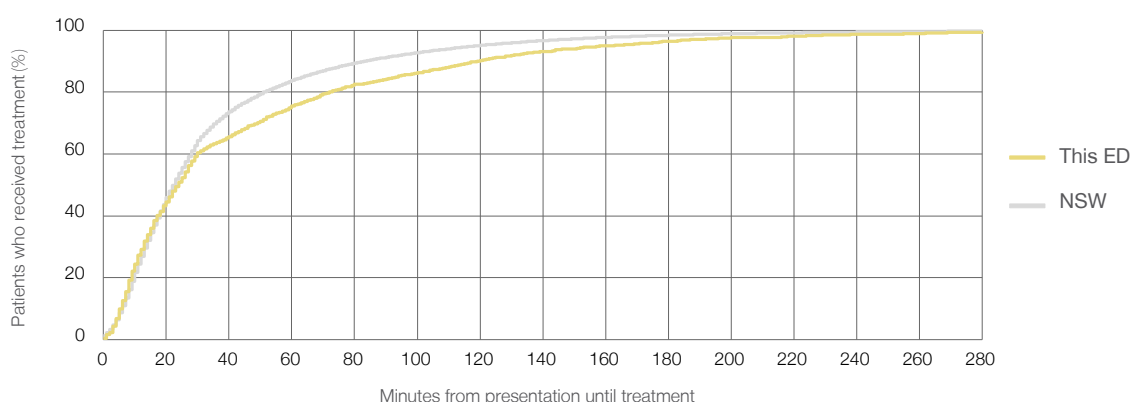
Number of triage 3 patients used to calculate waiting time:³ 2,199

Median time to start treatment⁴ 24 minutes

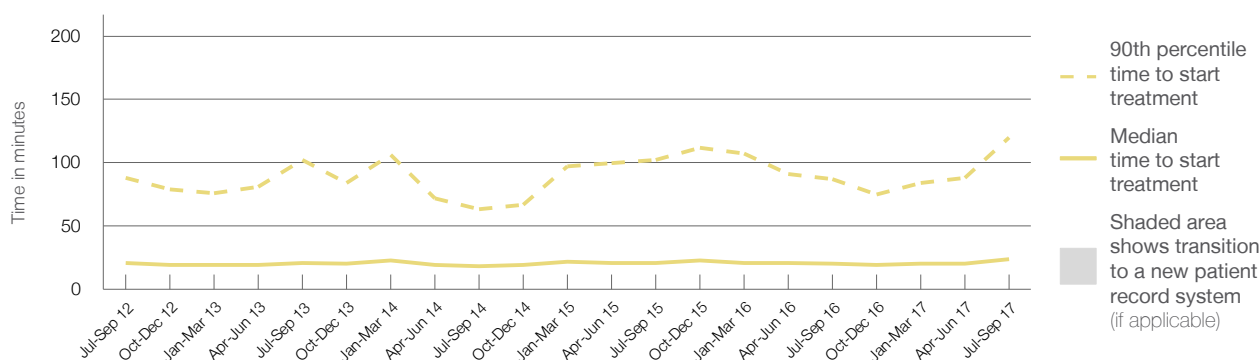
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
2,060	
2,006	
20 minutes	23 minutes
87 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	21	21	18	21	20	24
90th percentile time to start treatment ⁵ (minutes)	88	102	63	102	87	120

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

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

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

July to September 2017

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

Number of triage 4 patients: 2,915

Number of triage 4 patients used to calculate waiting time:³ 2,640

Median time to start treatment⁴

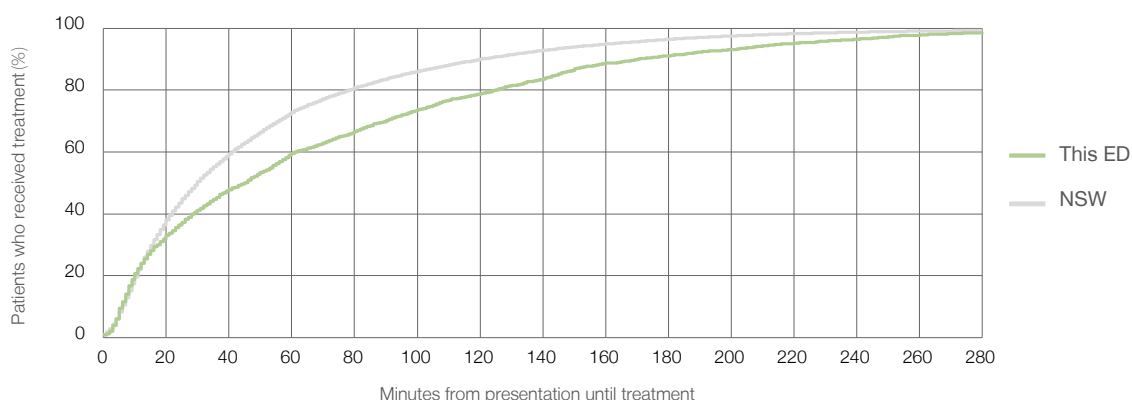
45 minutes

90th percentile time to start treatment⁵

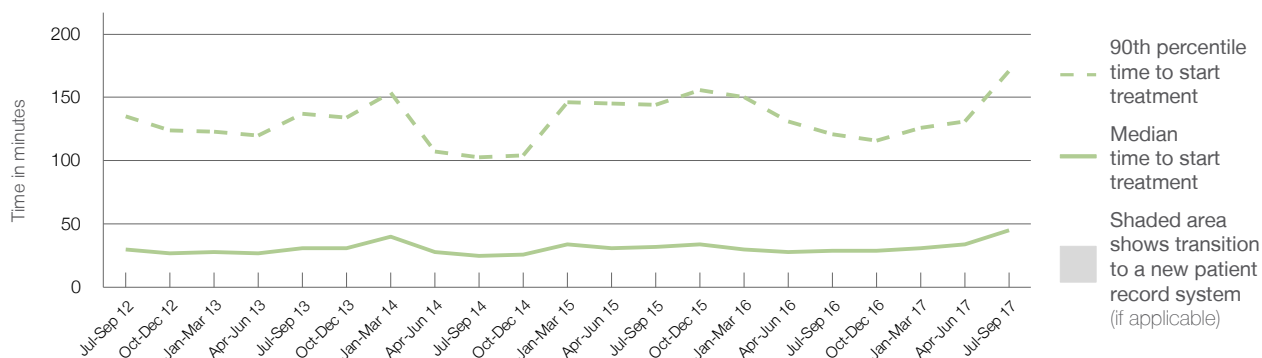
171 minutes

Same period last year	NSW (this period)
2,171	
2,010	
29 minutes	30 minutes
121 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	31	25	32	29	45
90th percentile time to start treatment ⁵ (minutes)	135	137	103	144	121	171

(†) Data points are not shown in graphs for quarters when 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.

Manning Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,404

Number of triage 5 patients used to calculate waiting time:³ 1,226

Median time to start treatment⁴

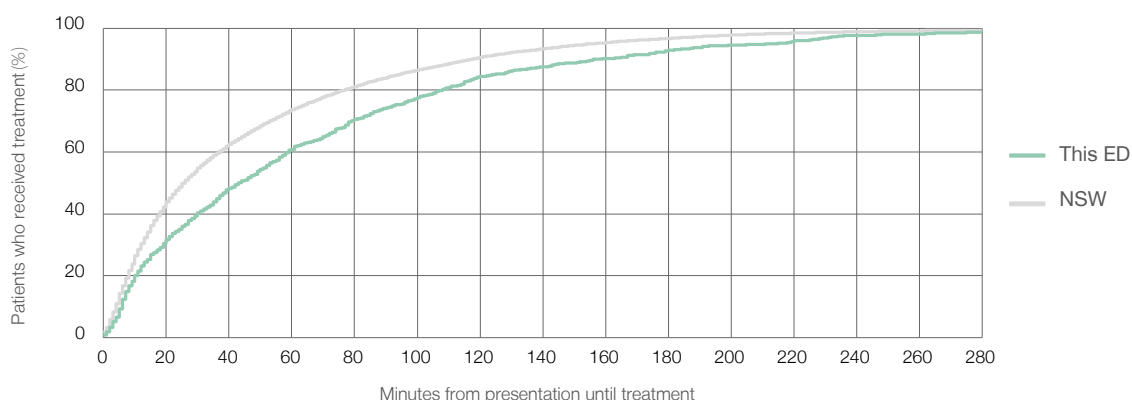
43 minutes

90th percentile time to start treatment⁵

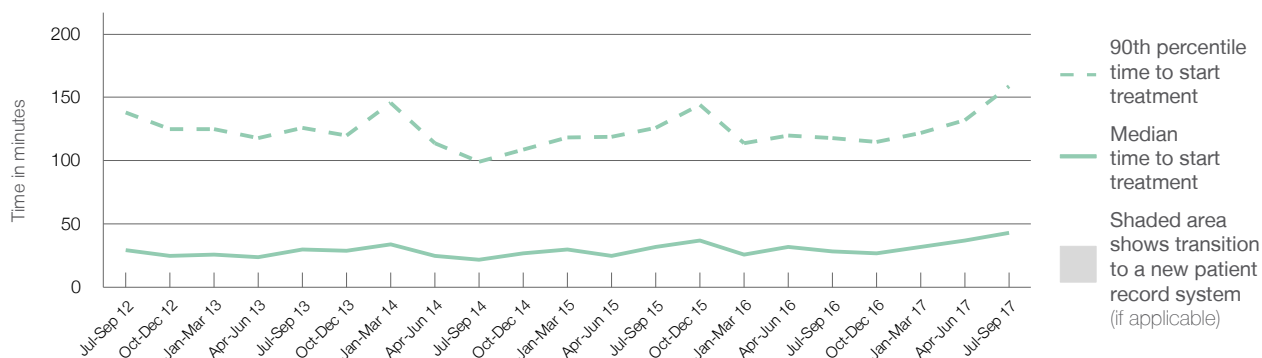
159 minutes

Same period last year	NSW (this period)
1,255	
1,134	
29 minutes	26 minutes
118 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	30	22	32	29	43
90th percentile time to start treatment ⁵ (minutes)	138	126	99	126	118	159

(†) Data points are not shown in graphs for quarters when 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.

Manning Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,196 patients

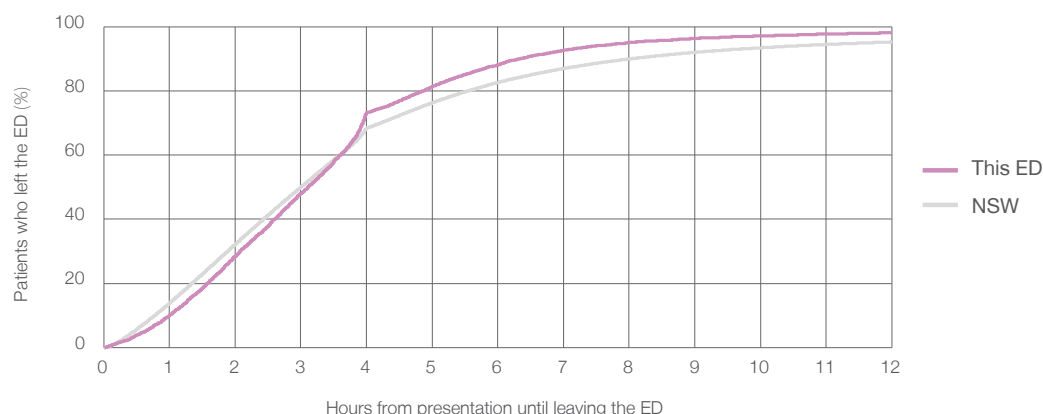
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

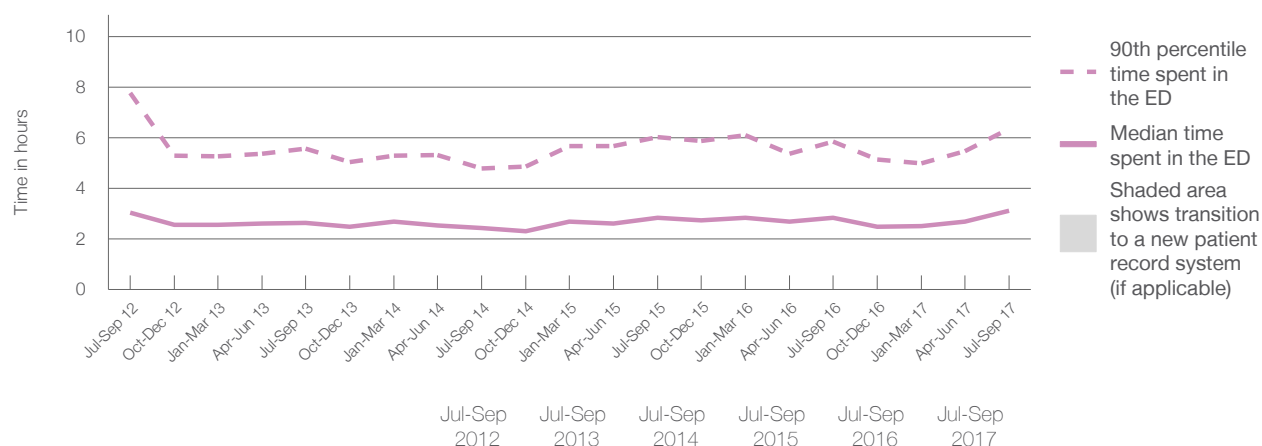
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
6,987	
6,987	
2 hours and 51 minutes	3 hours and 0 minutes
5 hours and 51 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 39m	2h 26m	2h 50m	2h 51m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 46m	5h 35m	4h 47m	6h 1m	5h 51m	6h 21m

(†) Data points are not shown in graphs for quarters when 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.

Manning Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

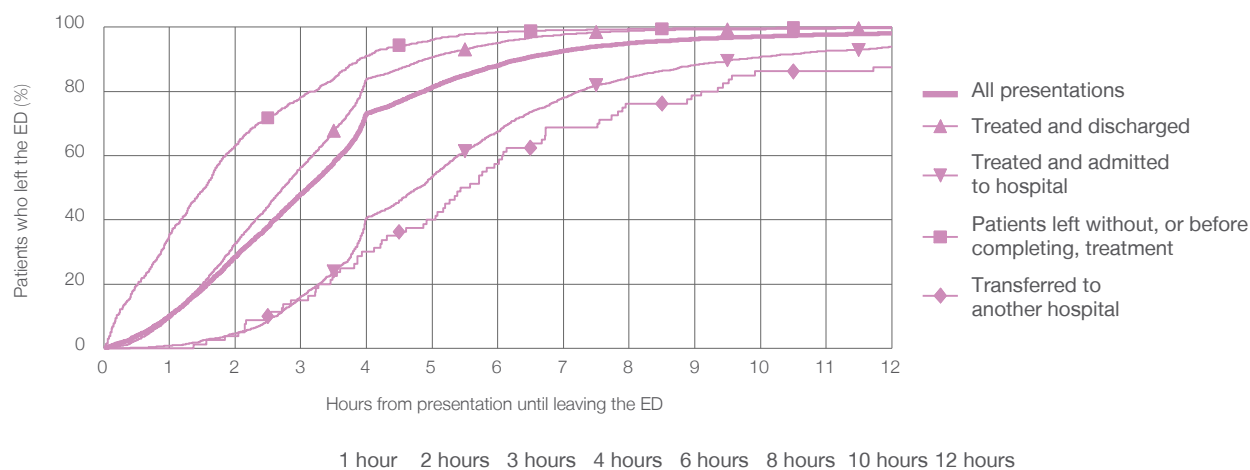
All presentations:[†] 8,196 patients

Presentations used to calculate time to leaving the ED:[‡] 8,196 patients

Treated and discharged	5,162 (63.0%)
Treated and admitted to hospital	2,064 (25.2%)
Patient left without, or before completing, treatment	819 (10.0%)
Transferred to another hospital	80 (1.0%)
Other	71 (0.9%)

Same period last year	Change since one year ago
6,987	17.3%
4,281	20.6%
2,080	-0.8%
478	71.3%
82	-2.4%
66	7.6%

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



Treated and discharged	9.4%	32.6%	56.3%	83.8%	95.1%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.8%	4.6%	16.1%	40.7%	67.5%	84.4%	90.7%	93.9%
Patient left without, or before completing, treatment	35.4%	63.2%	78.3%	91.1%	98.4%	99.5%	99.8%	100%
Transferred to another hospital	0%	3.8%	15.0%	30.0%	57.5%	76.3%	86.3%	87.5%
All presentations	10.1%	28.6%	48.1%	73.2%	88.1%	95.0%	97.1%	98.1%

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

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

Manning Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,196 patients

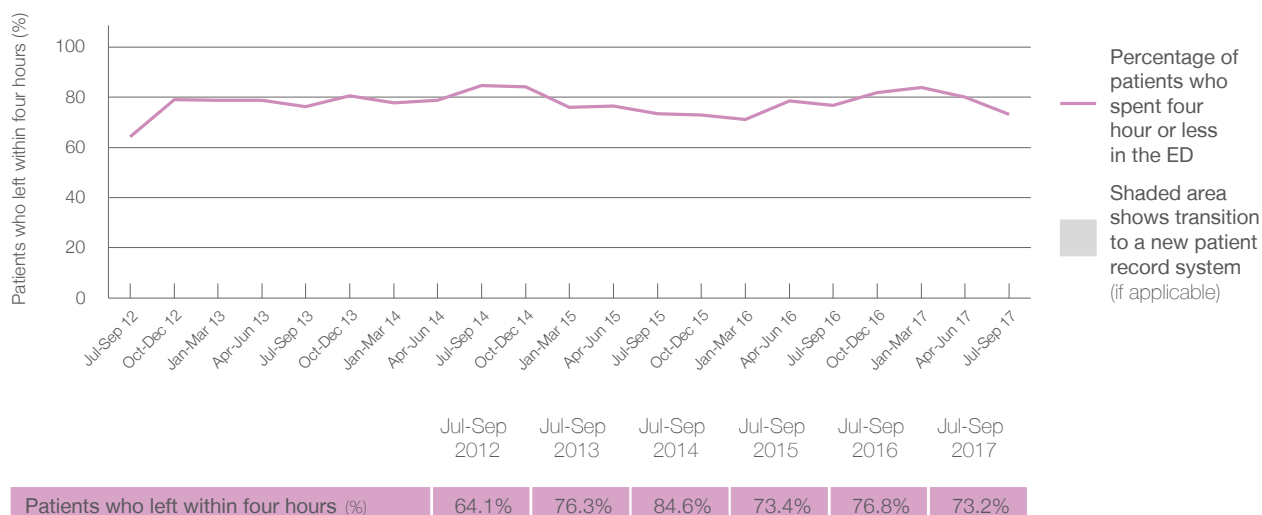
Presentations used to calculate time to leaving the ED:⁶ 8,196 patients

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



Same period last year	Change since one year ago
6,987	17.3%
6,987	17.3%
76.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

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

July to September 2017

All presentations:¹ 8,916 patients

Emergency presentations:² 8,872 patients

Same period last year	Change since one year ago
8,422	5.9%
8,382	5.8%

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

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,270 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): 3,299 patients

Median time to start treatment⁴ 18 minutes

90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,484 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 763 patients

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 130 minutes

Same period last year	NSW (this period)
1,123	
7 minutes	9 minutes
11 minutes	29 minutes
3,202	
16 minutes	23 minutes
46 minutes	83 minutes
3,286	
15 minutes	30 minutes
80 minutes	121 minutes
726	
13 minutes	26 minutes
93 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,904 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
8,422	5.7%
84.5%	

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

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

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

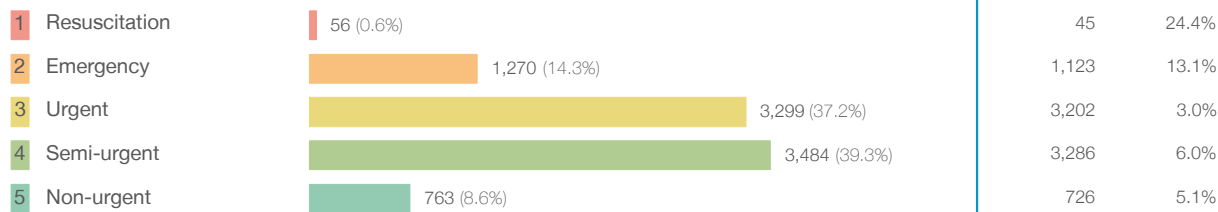
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

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

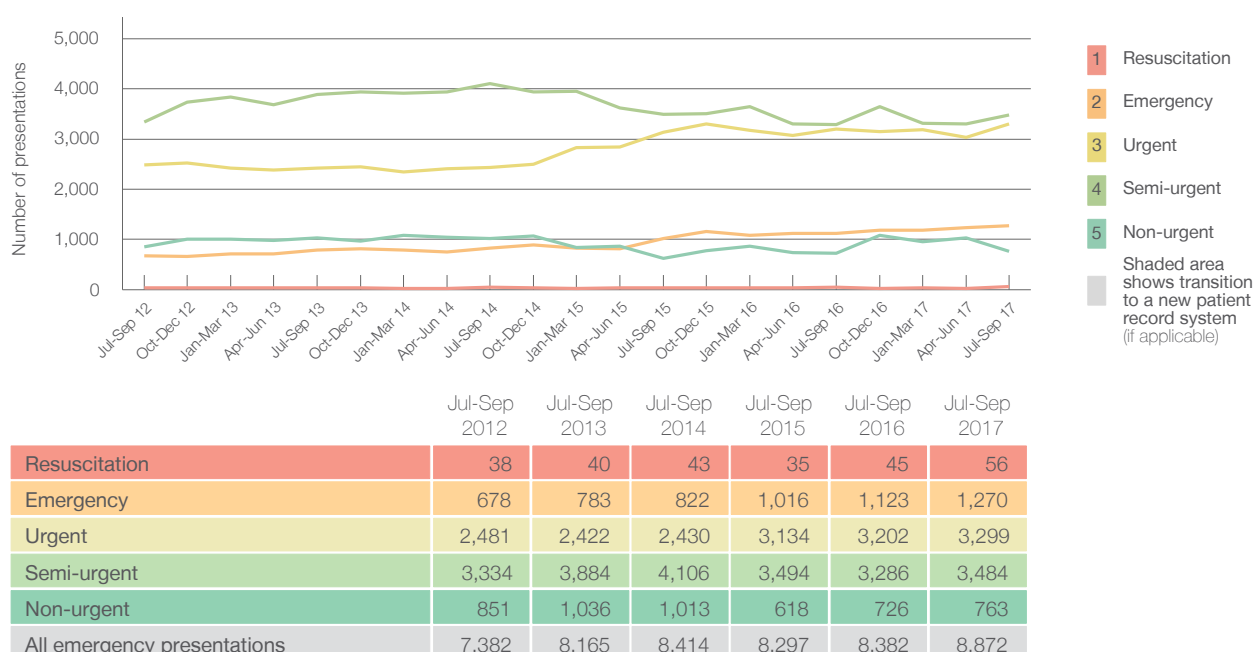
July to September 2017

All presentations:¹ 8,916 patients

Emergency presentations² by triage category: 8,872 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Mona Vale and District Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,955 patients

ED Transfer of care time



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

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

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

July to September 2017

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

Number of triage 2 patients: 1,270

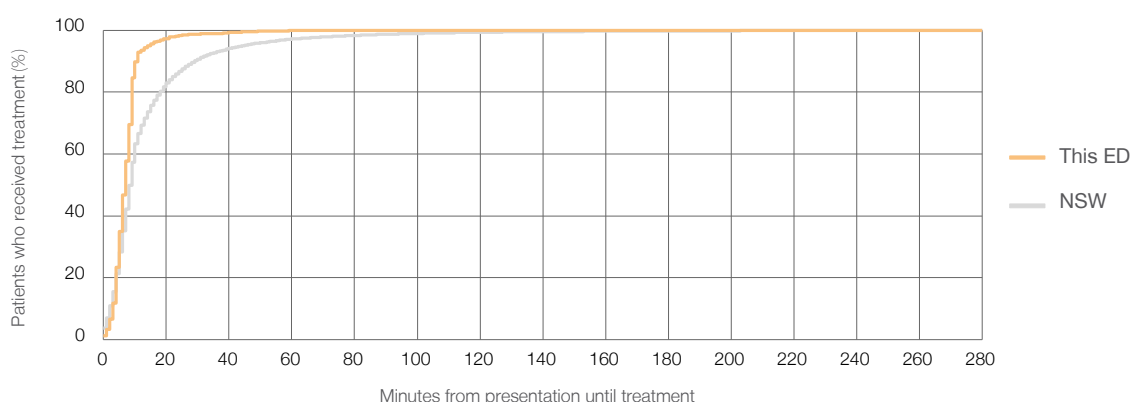
Number of triage 2 patients used to calculate waiting time:³ 1,261

Median time to start treatment⁴ 7 minutes

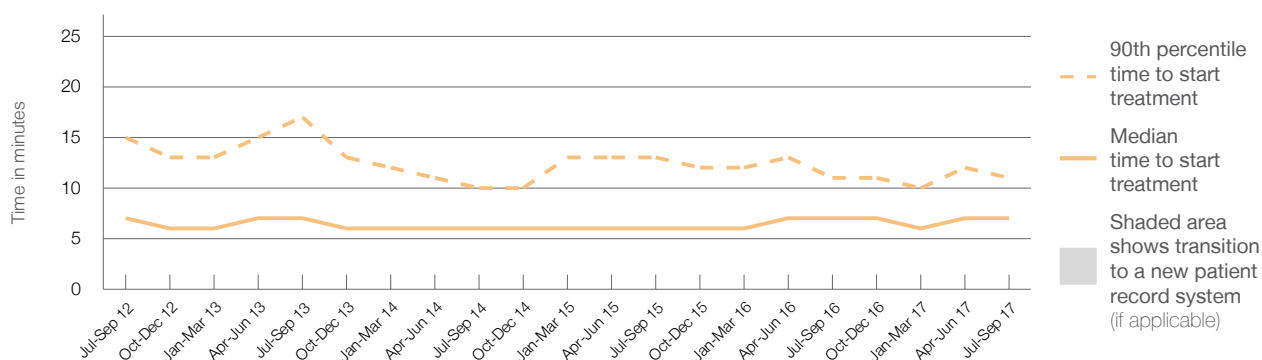
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,123	
1,120	
7 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	7	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	15	17	10	13	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.

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

July to September 2017

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

Number of triage 3 patients: 3,299

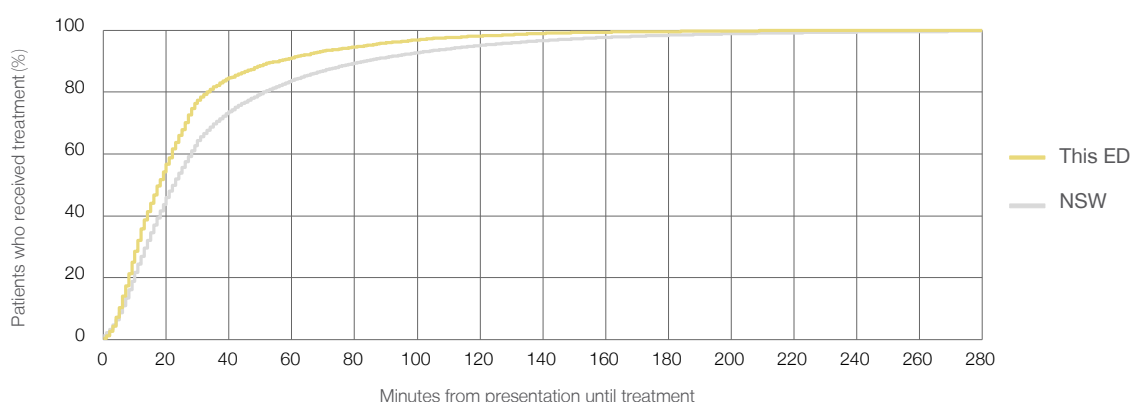
Number of triage 3 patients used to calculate waiting time:³ 3,249

Median time to start treatment⁴ 18 minutes

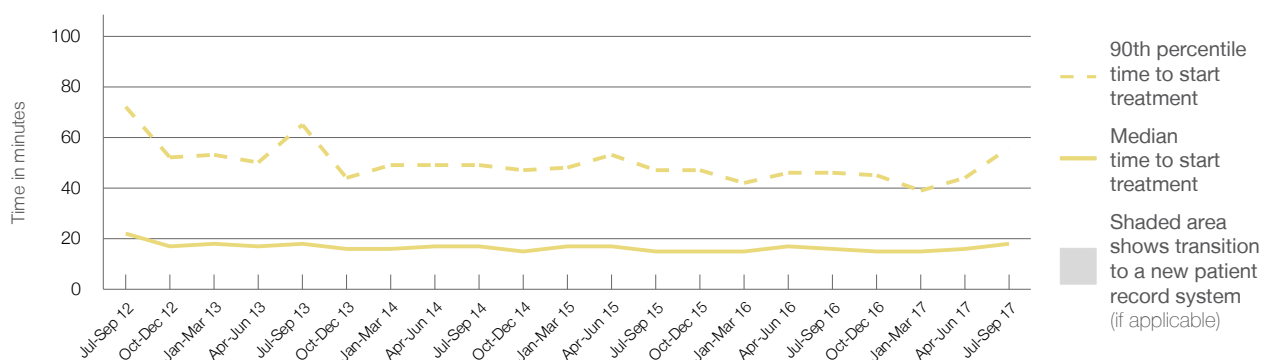
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
3,202	
3,167	
16 minutes	23 minutes
46 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	18	17	15	16	18
90th percentile time to start treatment ⁵ (minutes)	72	65	49	47	46	56

(†) Data points are not shown in graphs for quarters when 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

July to September 2017

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

Number of triage 4 patients: 3,484

Number of triage 4 patients used to calculate waiting time:³ 3,199

Median time to start treatment⁴

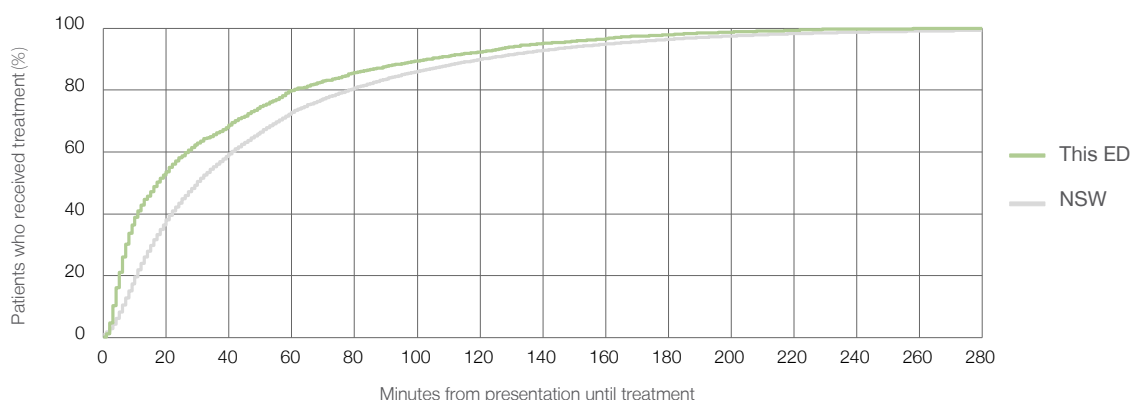
17 minutes

90th percentile time to start treatment⁵

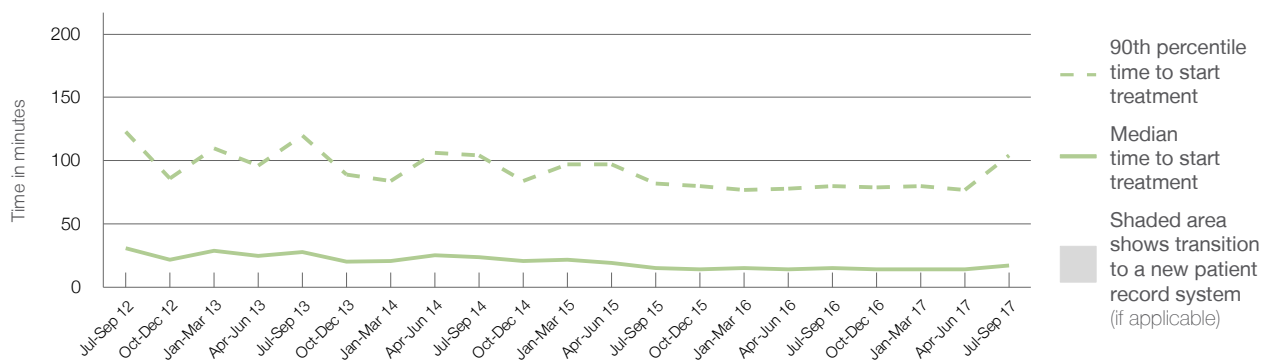
104 minutes

Same period last year	NSW (this period)
3,286	
3,124	
15 minutes	30 minutes
80 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	28	24	15	15	17
90th percentile time to start treatment ⁵ (minutes)	123	120	104	82	80	104

(†) Data points are not shown in graphs for quarters when 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

July to September 2017

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

Number of triage 5 patients: 763

Number of triage 5 patients used to calculate waiting time:³ 633

Median time to start treatment⁴

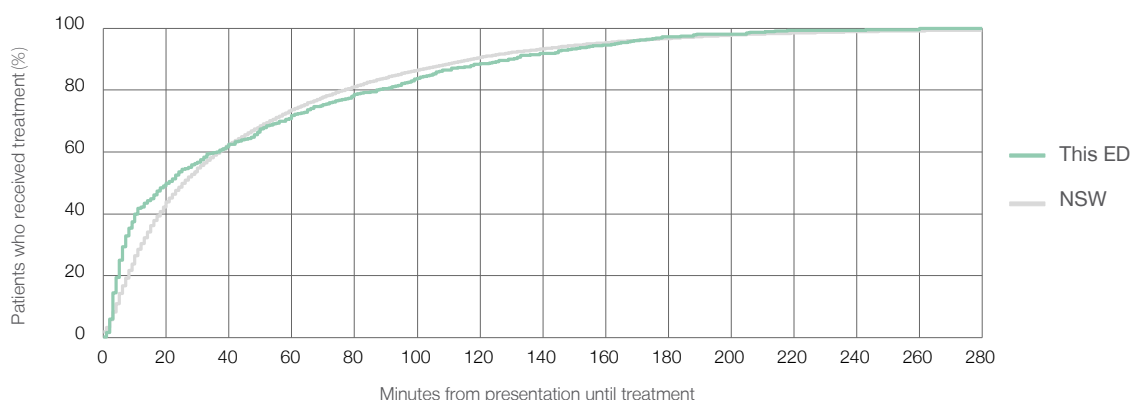
21 minutes

90th percentile time to start treatment⁵

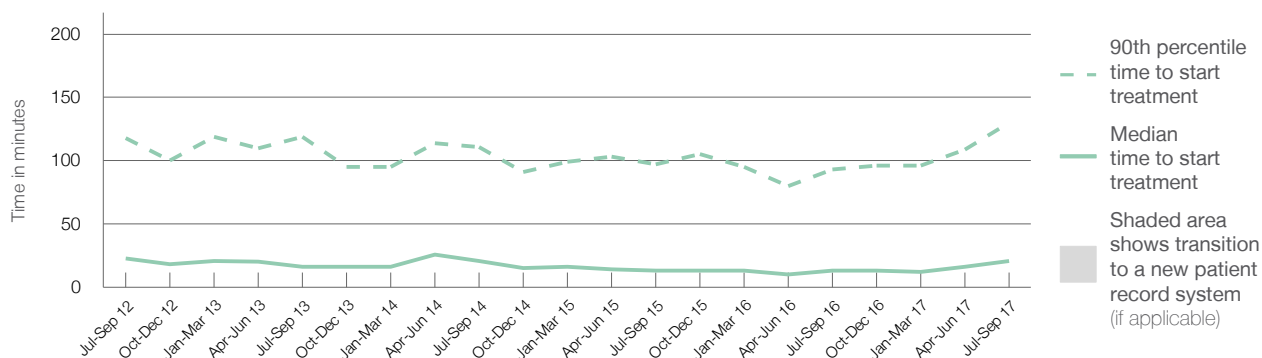
130 minutes

Same period last year	NSW (this period)
726	
676	
13 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	16	21	13	13	21
90th percentile time to start treatment ⁵ (minutes)	118	119	111	97	93	130

(†) Data points are not shown in graphs for quarters when 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

July to September 2017

All presentations:¹ 8,916 patients

Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

Median time spent in the ED⁸

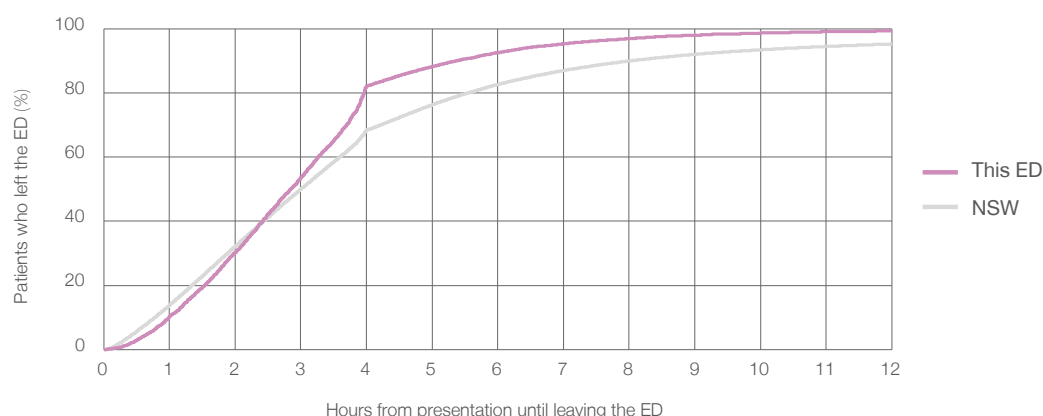
2 hours and 51 minutes

90th percentile time spent in the ED⁹

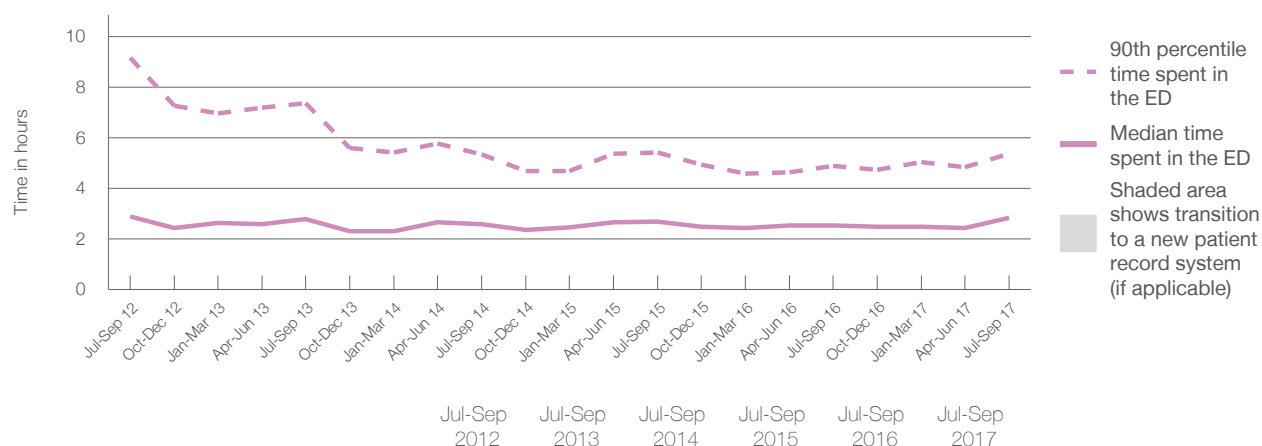
5 hours and 22 minutes

Same period last year	NSW (this period)
8,422	8,422
2 hours and 32 minutes	3 hours and 0 minutes
4 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m

(†) Data points are not shown in graphs for quarters when 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

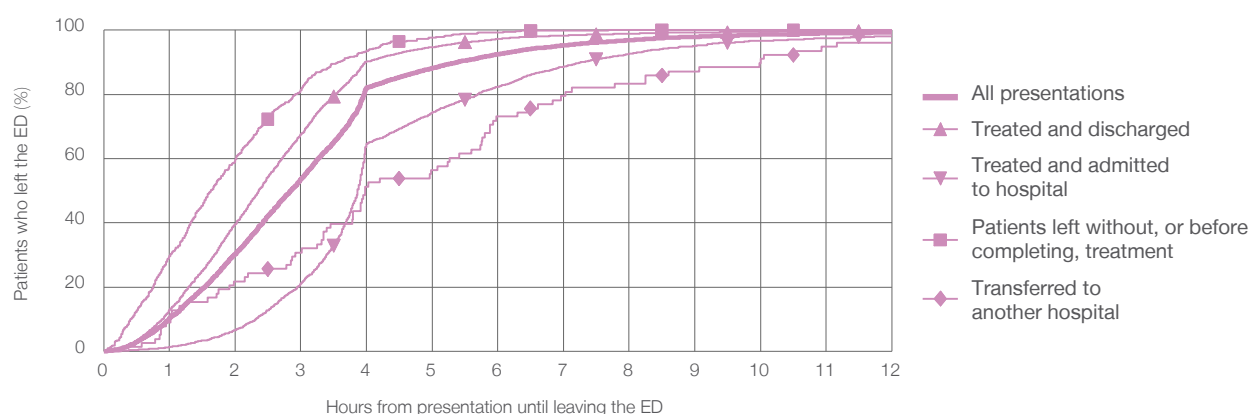
July to September 2017

All presentations:[†] 8,916 patients

Presentations used to calculate time to leaving the ED:[‡] 8,904 patients

		Same period last year	Change since one year ago
Treated and discharged	5,502 (61.7%)	5,428	1.4%
Treated and admitted to hospital	2,783 (31.2%)	2,558	8.8%
Patient left without, or before completing, treatment	537 (6.0%)	337	59.3%
Transferred to another hospital	78 (0.9%)	81	-3.7%
Other	16 (0.2%)	18	-11.1%

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



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

Treated and discharged	12.9%	39.6%	67.6%	90.2%	97.3%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.3%	6.6%	21.1%	64.7%	82.4%	92.7%	96.7%	98.1%
Patient left without, or before completing, treatment	29.6%	59.8%	81.4%	93.5%	99.3%	100%	100%	100%
Transferred to another hospital	9.0%	21.8%	30.8%	51.3%	73.1%	83.3%	91.0%	96.2%
All presentations	10.3%	30.4%	53.6%	82.1%	92.6%	96.9%	98.6%	99.3%

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

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

Mona Vale and District Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,916 patients

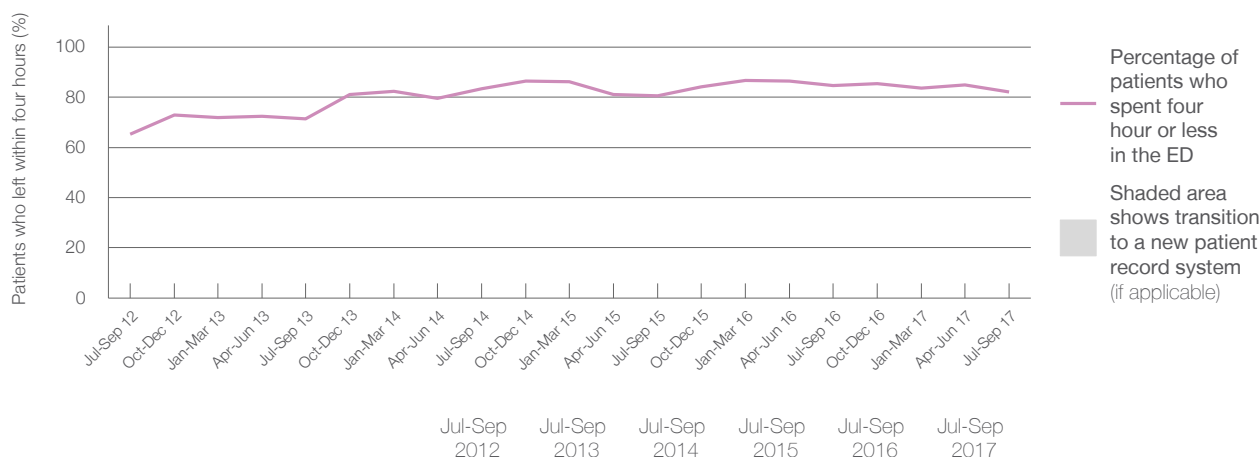
Presentations used to calculate time to leaving the ED:⁶ 8,904 patients

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



Same period last year	Change since one year ago
8,422	5.9%
8,422	5.7%
84.5%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	65.1%	71.3%	83.3%	80.7%	84.5%	82.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Orange Health Service: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,911 patients

Emergency presentations:² 7,829 patients

Same period last year	Change since one year ago
7,136	10.9%
7,057	10.9%

Orange Health Service: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,345 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): 1,724 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,830 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,864 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,035	
5 minutes	9 minutes
11 minutes	29 minutes
1,692	
16 minutes	23 minutes
43 minutes	83 minutes
2,688	
23 minutes	30 minutes
76 minutes	121 minutes
1,592	
20 minutes	26 minutes
92 minutes	118 minutes

Orange Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,887 patients

Percentage of patients who spent four hours or less in the ED 71.3%

Same period last year	Change since one year ago
7,133	10.6%
73.9%	

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

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

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

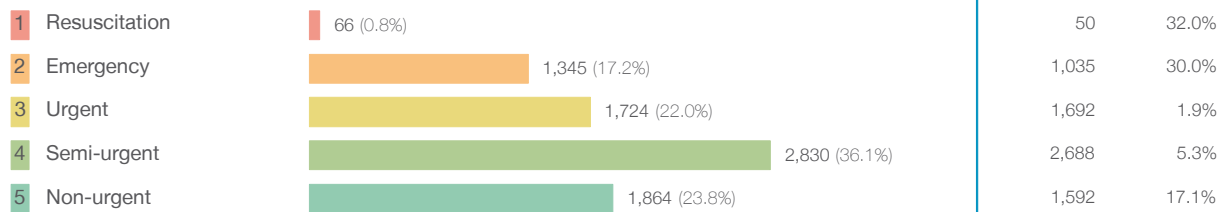
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Orange Health Service: Patients presenting to the emergency department

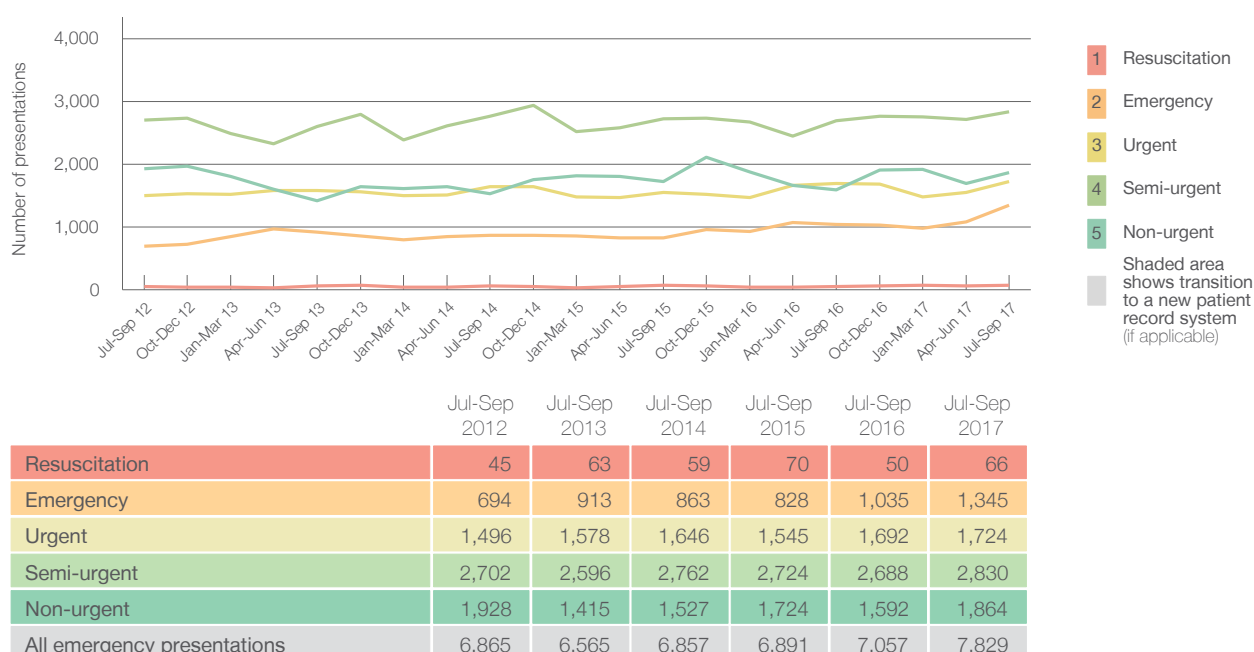
July to September 2017

All presentations:¹ 7,911 patients

Emergency presentations² by triage category: 7,829 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Orange Health Service: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,552 patients

ED Transfer of care time



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

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

Orange Health Service: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,345

Number of triage 2 patients used to calculate waiting time:³ 1,337

Median time to start treatment⁴

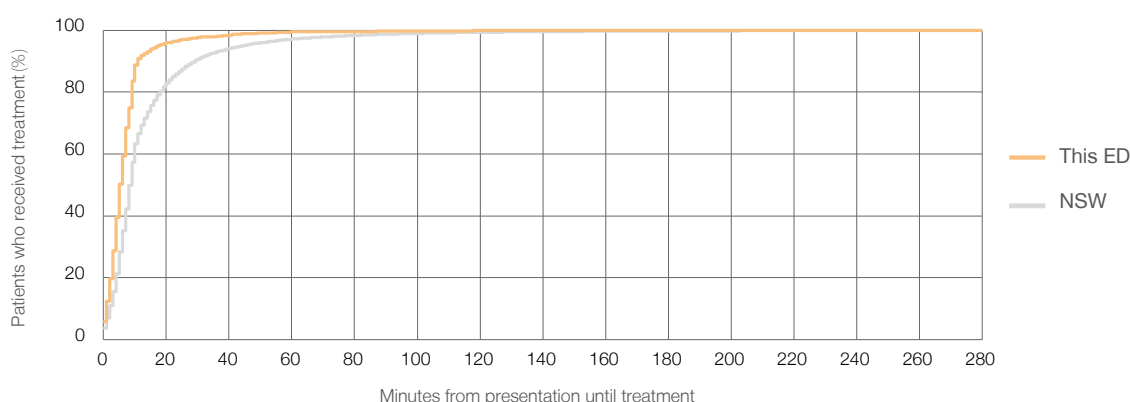
5 minutes

90th percentile time to start treatment⁵

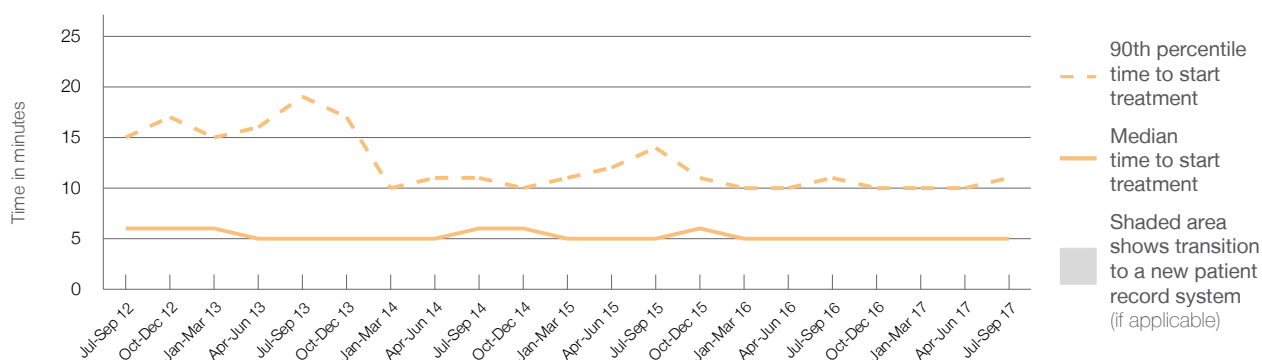
11 minutes

Same period last year	NSW (this period)
1,035	
1,031	
5 minutes	9 minutes
11 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	5	6	5	5	5
90th percentile time to start treatment ⁵ (minutes)	15	19	11	14	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.

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

July to September 2017

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

Number of triage 3 patients: 1,724

Number of triage 3 patients used to calculate waiting time:³ 1,692

Median time to start treatment⁴

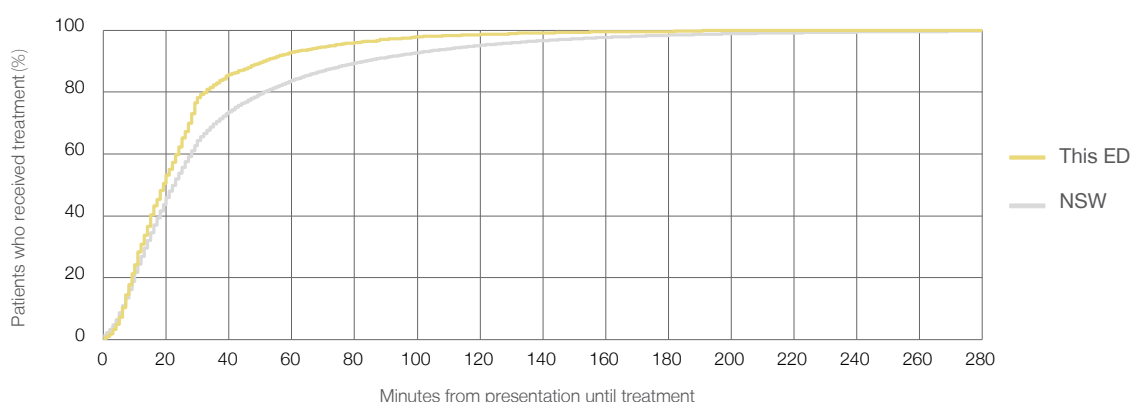
19 minutes

90th percentile time to start treatment⁵

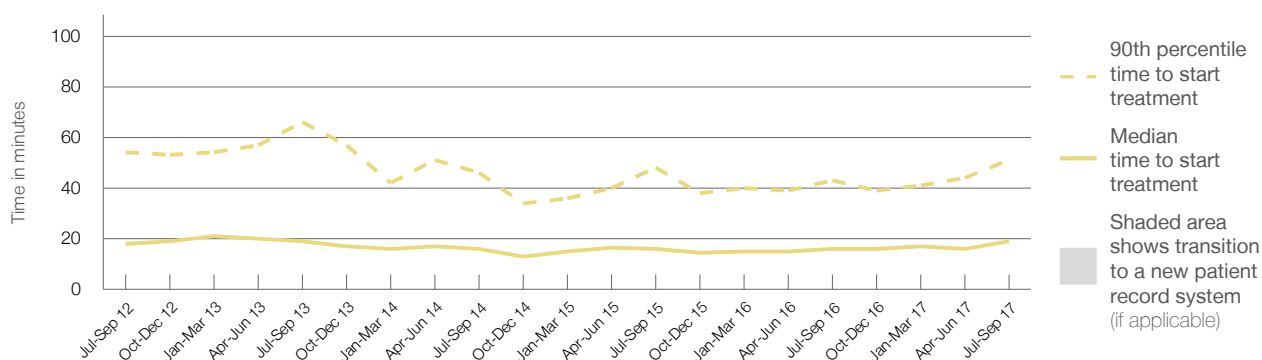
51 minutes

Same period last year	NSW (this period)
1,692	
1,674	
16 minutes	23 minutes
43 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	18	19	16	16	16	19
90th percentile time to start treatment ⁵ (minutes)	54	66	46	48	43	51

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 4 patients: 2,830

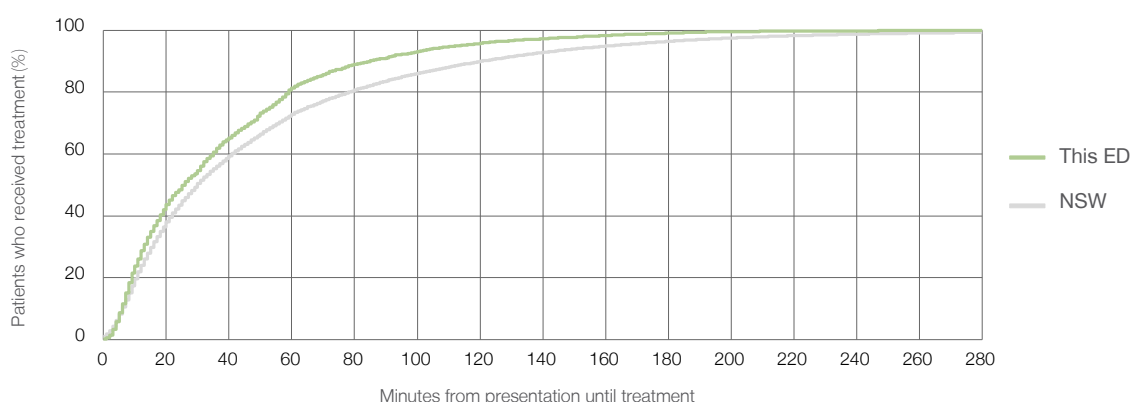
Number of triage 4 patients used to calculate waiting time:³ 2,699

Median time to start treatment⁴ 26 minutes

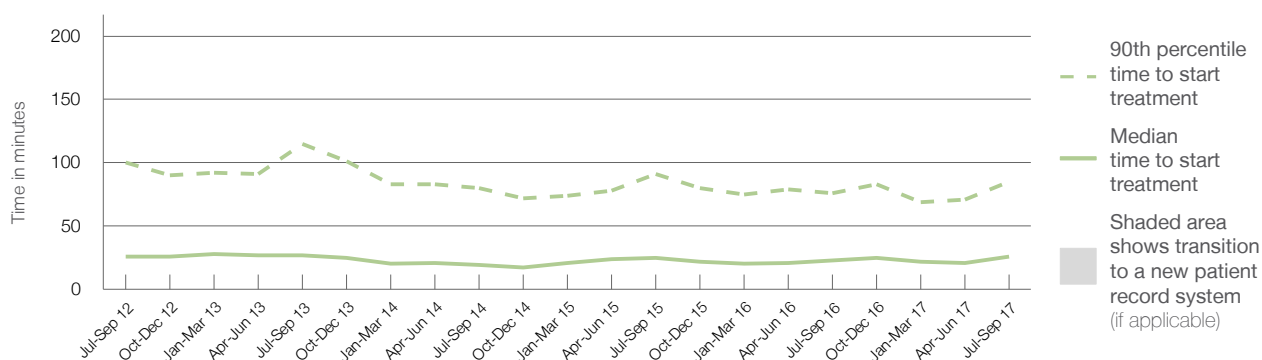
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,688	
2,597	
23 minutes	30 minutes
76 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	27	19	25	23	26
90th percentile time to start treatment ⁵ (minutes)	100	115	80	91	76	85

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

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

Orange Health Service: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,864

Number of triage 5 patients used to calculate waiting time:³ 1,690

Median time to start treatment⁴

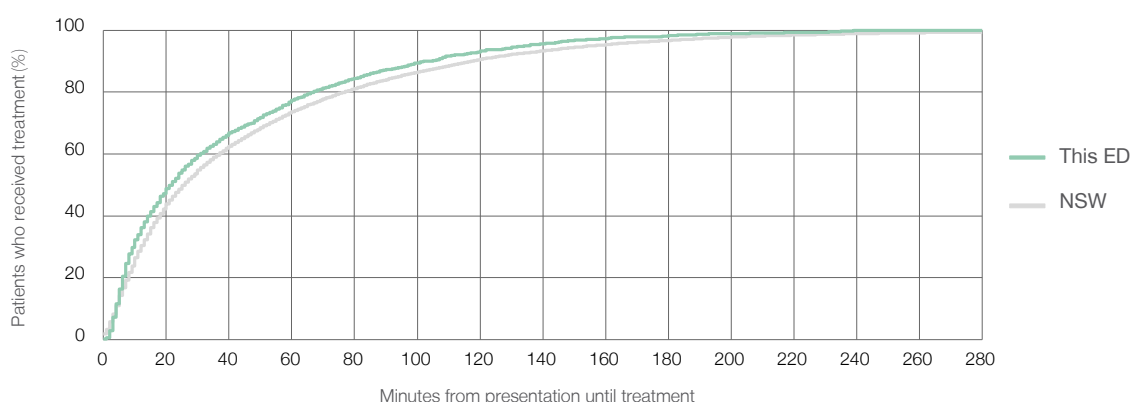
22 minutes

90th percentile time to start treatment⁵

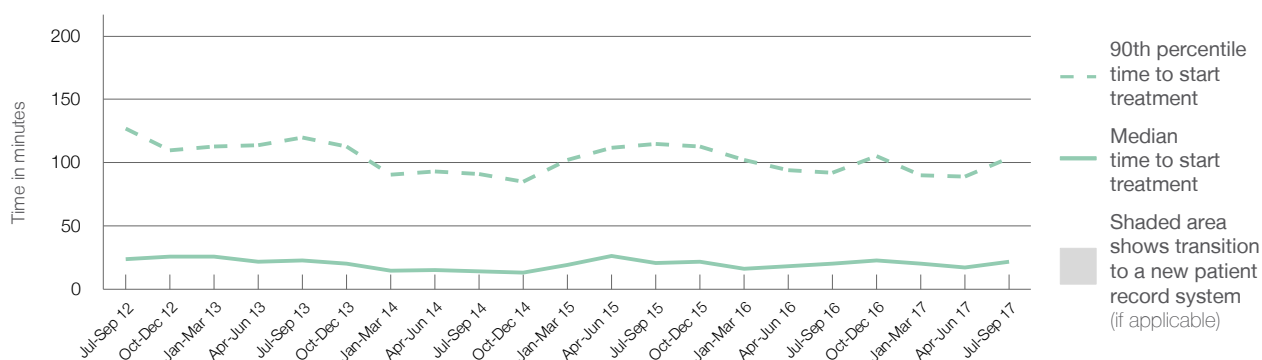
104 minutes

Same period last year	NSW (this period)
1,592	
1,506	
20 minutes	26 minutes
92 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	23	14	21	20	22
90th percentile time to start treatment ⁵ (minutes)	127	120	91	115	92	104

(†) Data points are not shown in graphs for quarters when 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.

Orange Health Service: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,911 patients

Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

Median time spent in the ED⁸

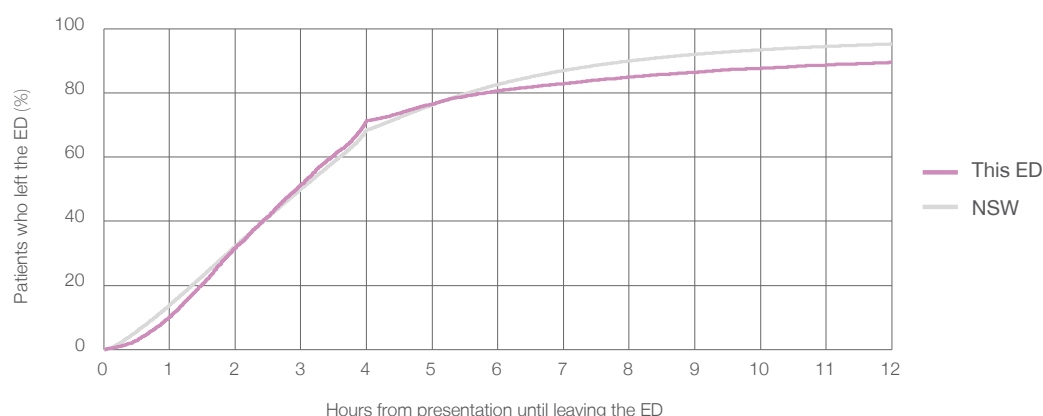
2 hours and 56 minutes

90th percentile time spent in the ED⁹

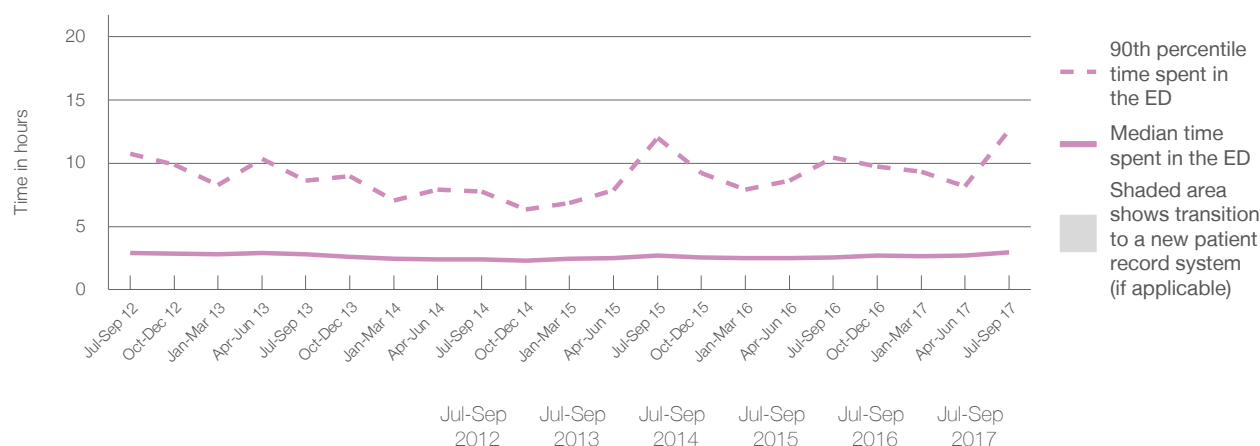
12 hours and 37 minutes

Same period last year	NSW (this period)
7,136	
7,133	
2 hours and 34 minutes	3 hours and 0 minutes
10 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 55m	2h 47m	2h 23m	2h 41m	2h 34m	2h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 44m	8h 38m	7h 47m	12h 1m	10h 26m	12h 37m

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

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

Orange Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

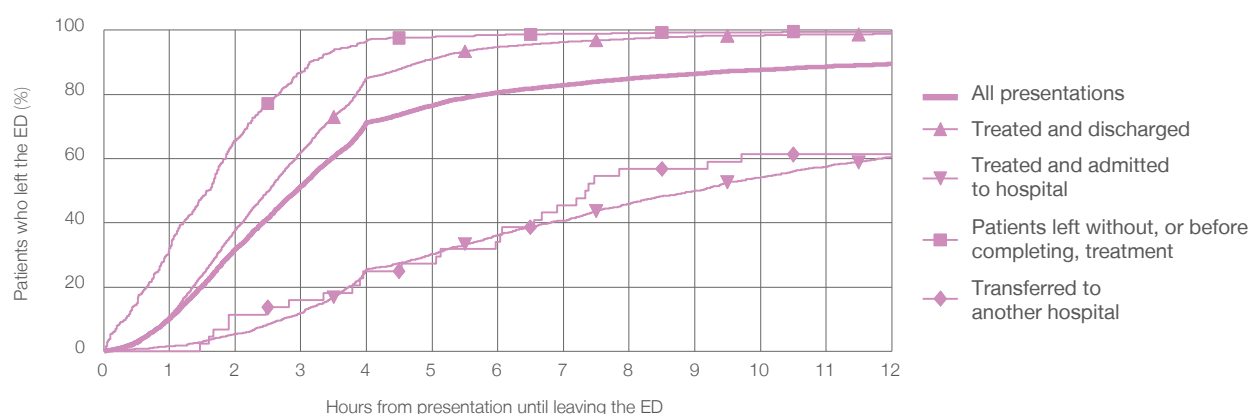
All presentations:[†] 7,911 patients

Presentations used to calculate time to leaving the ED:[‡] 7,887 patients

Treated and discharged	5,441 (68.8%)
Treated and admitted to hospital	1,886 (23.8%)
Patient left without, or before completing, treatment	468 (5.9%)
Transferred to another hospital	44 (0.6%)
Other	72 (0.9%)

Same period last year	Change since one year ago
7,133	10.6%
4,972	9.4%
1,814	4.0%
280	67.1%
29	51.7%
41	75.6%

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



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

Treated and discharged	11.0%	37.8%	62.1%	85.2%	94.8%	97.4%	98.4%	98.9%
Treated and admitted to hospital	1.5%	5.4%	11.9%	25.5%	36.2%	45.8%	54.2%	60.6%
Patient left without, or before completing, treatment	32.1%	65.6%	86.8%	96.8%	98.5%	99.1%	99.4%	99.6%
Transferred to another hospital	0%	11.4%	15.9%	25.0%	34.1%	56.8%	61.4%	61.4%
All presentations	10.2%	31.8%	51.4%	71.3%	80.6%	84.9%	87.6%	89.5%

(†) 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.

Orange Health Service: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 7,911 patients

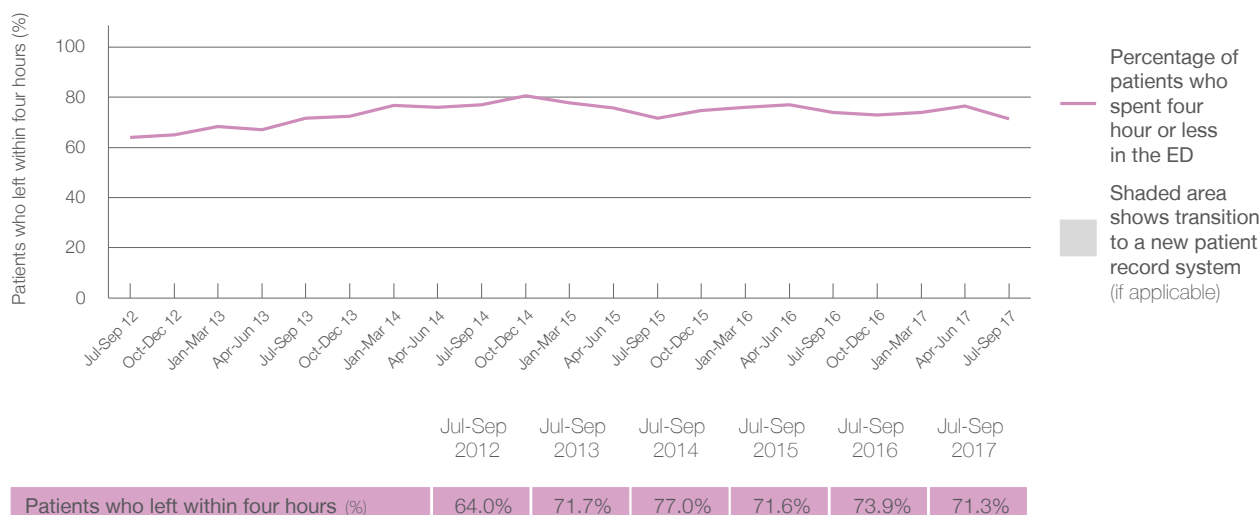
Presentations used to calculate time to leaving the ED:⁶ 7,887 patients

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



Same period last year	Change since one year ago
7,136	10.9%
7,133	10.6%
73.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Port Macquarie Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 8,839 patients

Emergency presentations:² 8,708 patients

Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%

Port Macquarie Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,167 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,525 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,592 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 358 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,224	
11 minutes	9 minutes
29 minutes	29 minutes
3,362	
22 minutes	23 minutes
66 minutes	83 minutes
3,147	
25 minutes	30 minutes
92 minutes	121 minutes
383	
29 minutes	26 minutes
93 minutes	118 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 8,838 patients

Percentage of patients who spent four hours or less in the ED 69.5%

Same period last year	Change since one year ago
8,397	5.3%
68.9%	

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

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

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

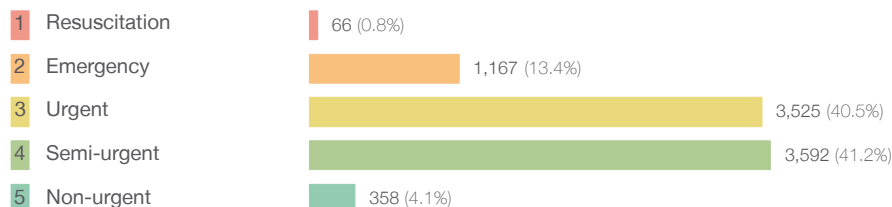
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Port Macquarie Base Hospital: Patients presenting to the emergency department

July to September 2017

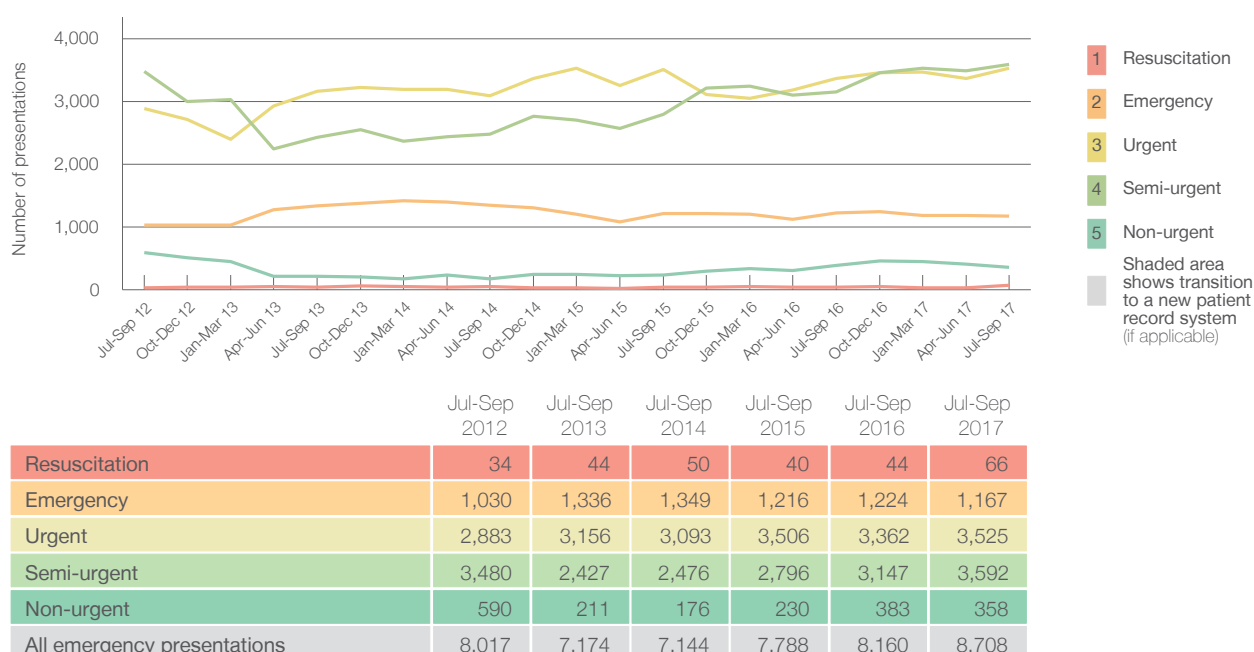
All presentations:¹ 8,839 patients

Emergency presentations² by triage category: 8,708 patients



Same period last year	Change since one year ago
8,397	5.3%
8,160	6.7%
44	50.0%
1,224	-4.7%
3,362	4.8%
3,147	14.1%
383	-6.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Port Macquarie Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,318 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,982	
12 minutes	1 minute
40 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.

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,167

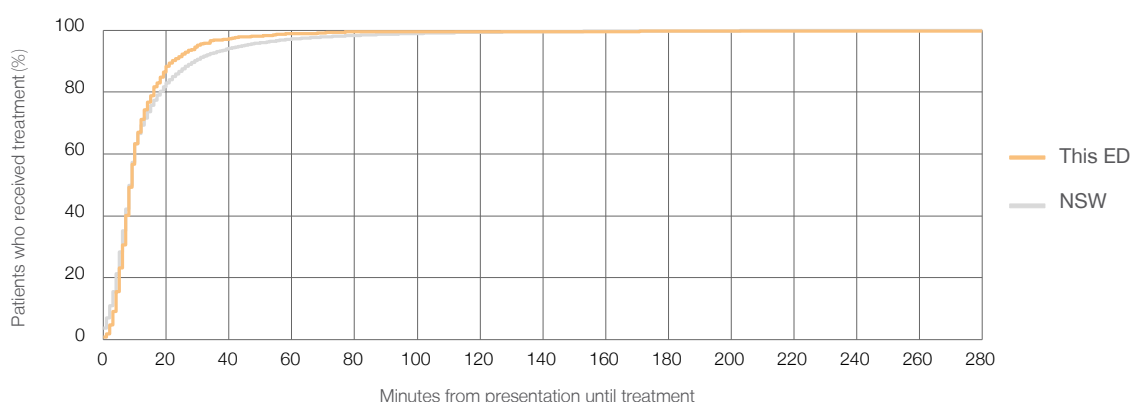
Number of triage 2 patients used to calculate waiting time:³ 1,161

Median time to start treatment⁴ 9 minutes

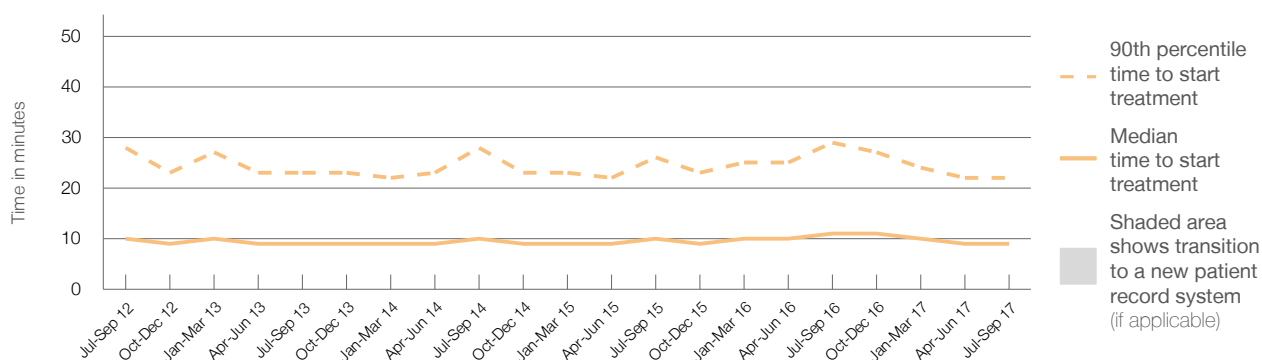
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
1,224	
1,223	
11 minutes	9 minutes
29 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	10	10	11	9
90th percentile time to start treatment ⁵ (minutes)	28	23	28	26	29	22

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 3,525

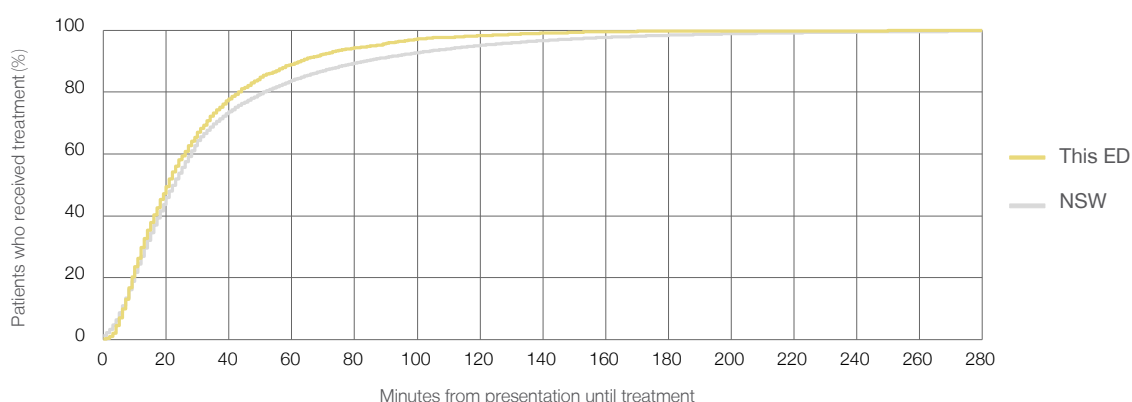
Number of triage 3 patients used to calculate waiting time:³ 3,428

Median time to start treatment⁴ 21 minutes

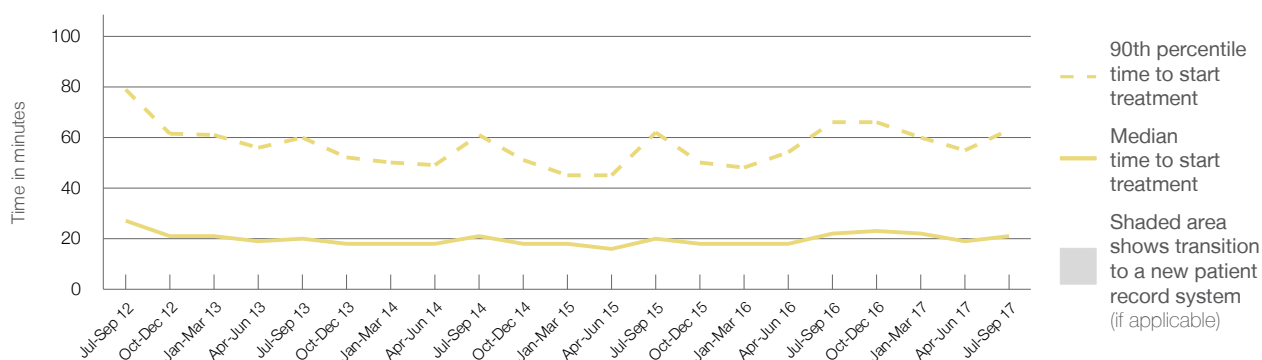
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
3,362	
3,297	
22 minutes	23 minutes
66 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	20	21	20	22	21
90th percentile time to start treatment ⁵ (minutes)	79	60	61	62	66	63

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 4 patients: 3,592

Number of triage 4 patients used to calculate waiting time:³ 3,003

Median time to start treatment⁴

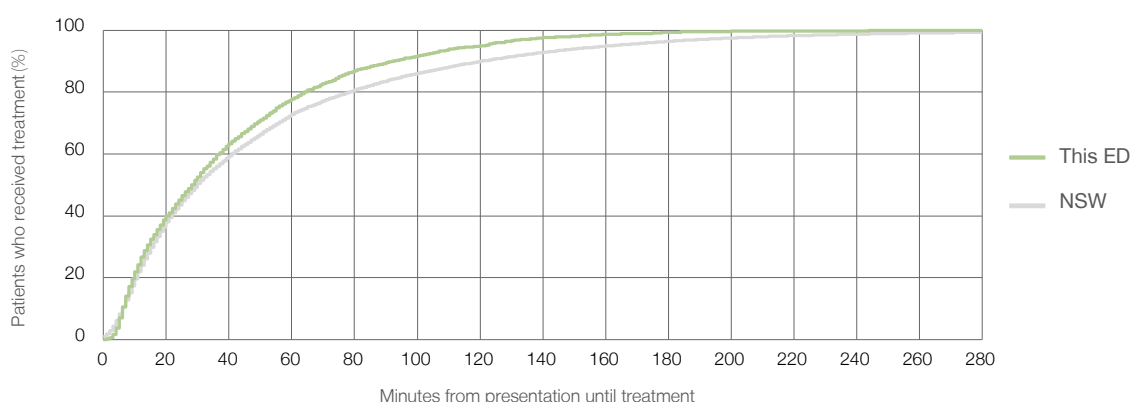
28 minutes

90th percentile time to start treatment⁵

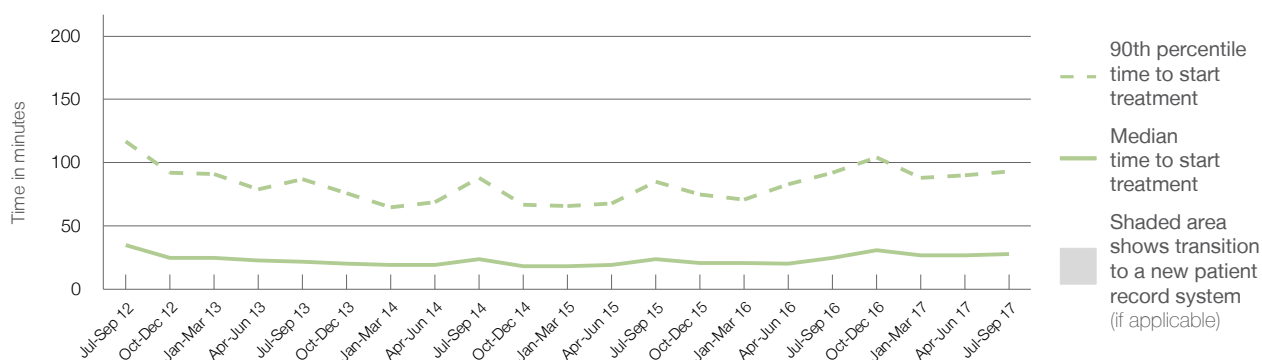
93 minutes

Same period last year	NSW (this period)
3,147	
2,601	
25 minutes	30 minutes
92 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	35	22	24	24	25	28
90th percentile time to start treatment ⁵ (minutes)	117	87	88	85	92	93

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 358

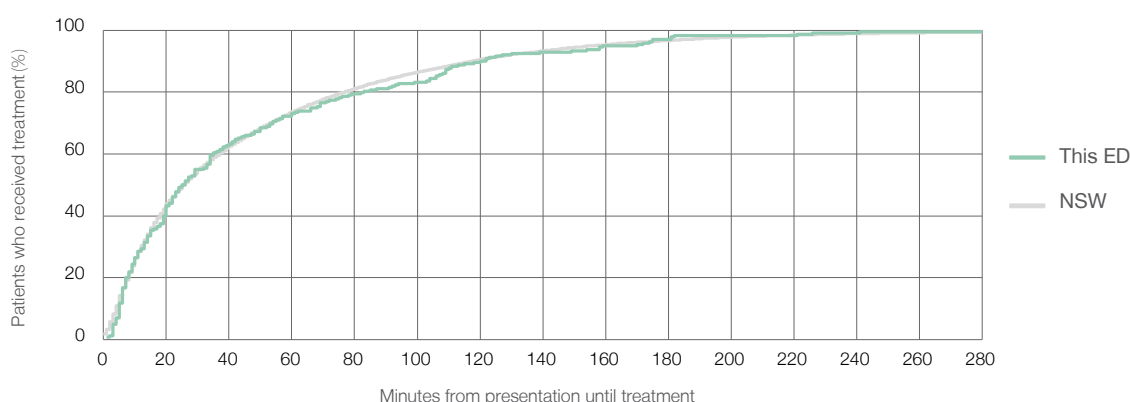
Number of triage 5 patients used to calculate waiting time:³ 238

Median time to start treatment⁴ 26 minutes

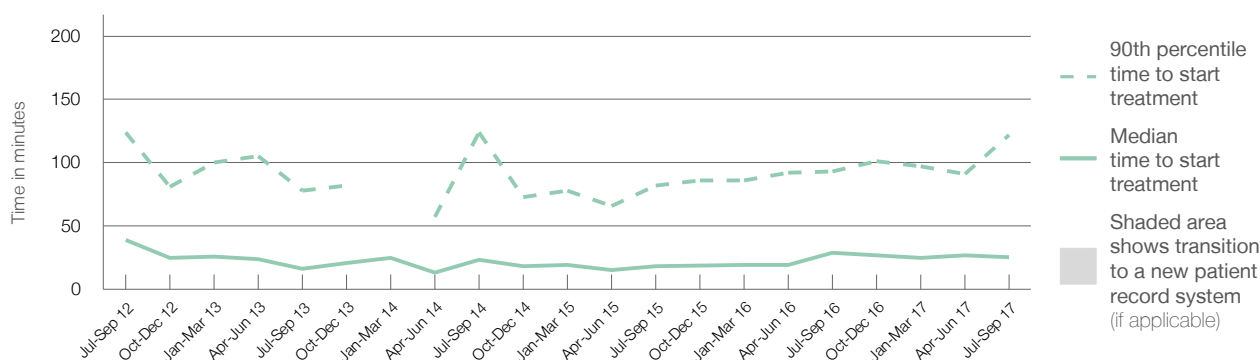
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
383	
215	
29 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	39	16	24	18	29	26
90th percentile time to start treatment ⁵ (minutes)	124	78	124	82	93	122

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 8,839 patients

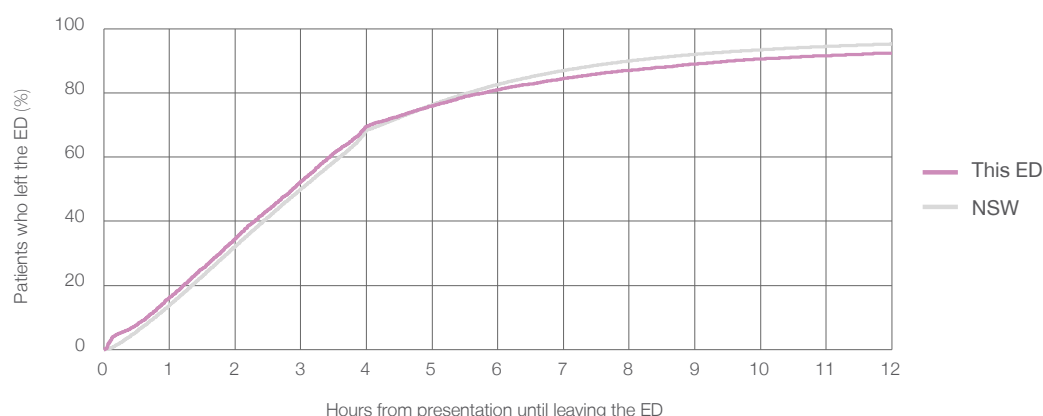
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

Median time spent in the ED⁸ 2 hours and 53 minutes

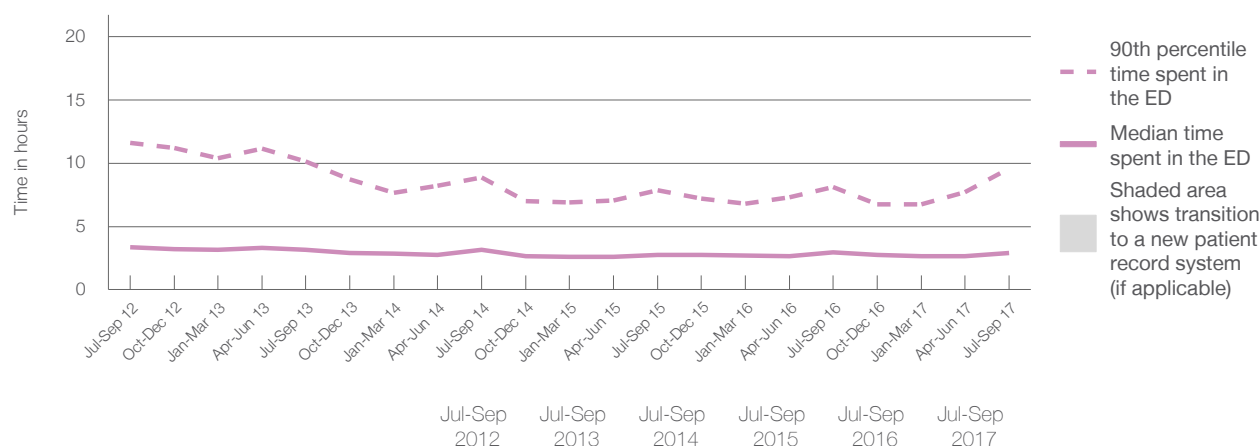
90th percentile time spent in the ED⁹ 9 hours and 35 minutes

Same period last year	NSW (this period)
8,397	8,397
2 hours and 56 minutes	3 hours and 0 minutes
8 hours and 7 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	3h 10m	3h 8m	2h 46m	2h 56m	2h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 35m	10h 8m	8h 53m	7h 53m	8h 7m	9h 35m

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

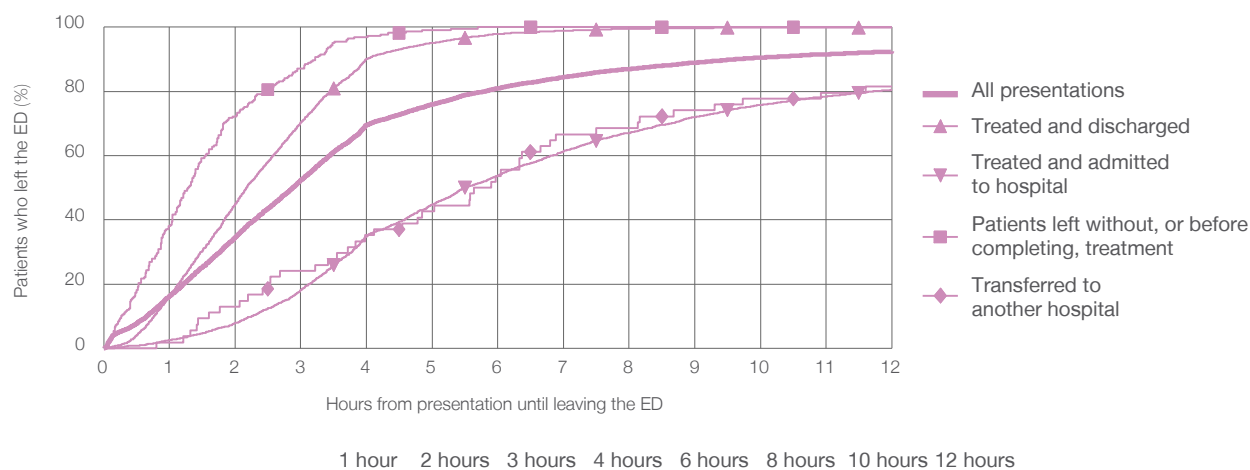
July to September 2017

All presentations:[†] 8,839 patients

Presentations used to calculate time to leaving the ED:[‡] 8,838 patients

		Same period last year	Change since one year ago
		8,397	5.3%
Treated and discharged	4,626 (52.3%)	4,222	9.6%
Treated and admitted to hospital	3,375 (38.2%)	3,324	1.5%
Patient left without, or before completing, treatment	226 (2.6%)	215	5.1%
Transferred to another hospital	54 (0.6%)	51	5.9%
Other	558 (6.3%)	585	-4.6%

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



Treated and discharged	16.5%	45.0%	70.5%	90.1%	97.9%	99.5%	99.9%	99.9%
Treated and admitted to hospital	2.5%	7.9%	18.2%	35.0%	53.8%	67.1%	75.8%	80.6%
Patient left without, or before completing, treatment	38.1%	72.1%	87.2%	96.9%	100%	100%	100%	100%
Transferred to another hospital	1.9%	13.0%	24.1%	35.2%	53.7%	68.5%	77.8%	81.5%
All presentations	16.3%	34.6%	52.4%	69.5%	81.0%	87.0%	90.6%	92.4%

(†) 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.

Port Macquarie Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 8,839 patients

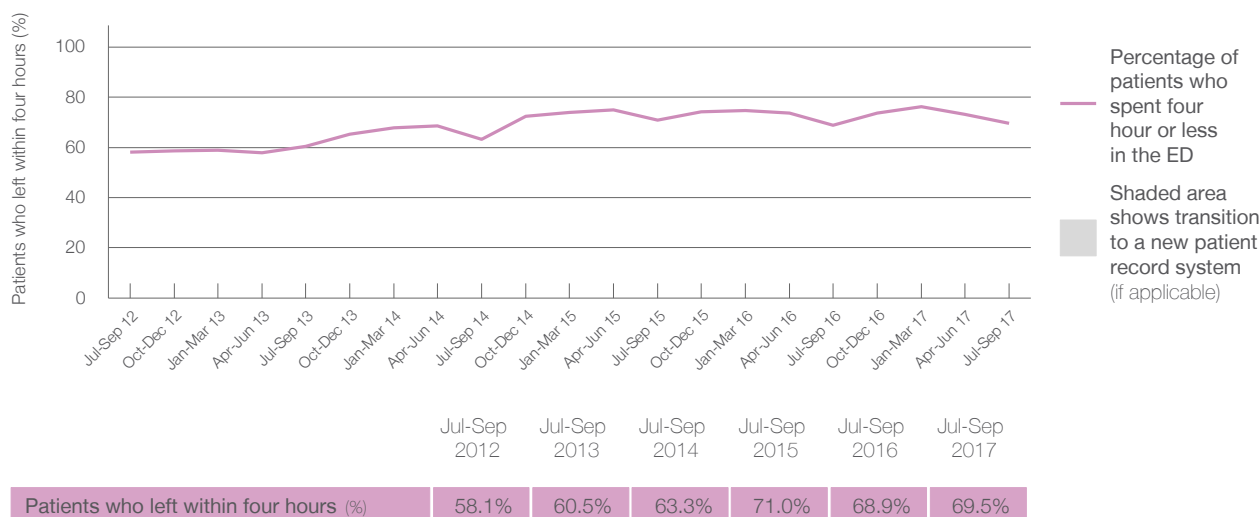
Presentations used to calculate time to leaving the ED:⁶ 8,838 patients

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



Same period last year	Change since one year ago
8,397	5.3%
8,397	5.3%
68.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,037 patients

Emergency presentations:² 9,907 patients

Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,111 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,593 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,319 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
967	
12 minutes	9 minutes
41 minutes	29 minutes
3,389	
30 minutes	23 minutes
110 minutes	83 minutes
3,900	
34 minutes	30 minutes
116 minutes	121 minutes
780	
24 minutes	26 minutes
100 minutes	118 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,036 patients

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

Same period last year	Change since one year ago
9,234	8.7%
64.7%	

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

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

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

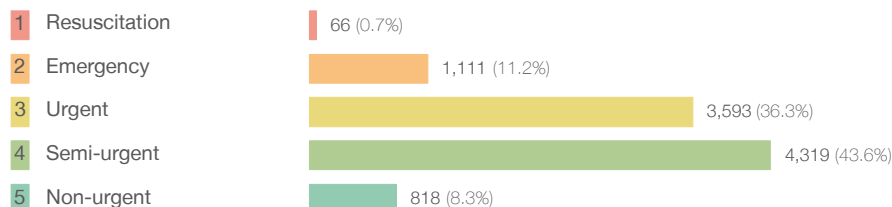
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

July to September 2017

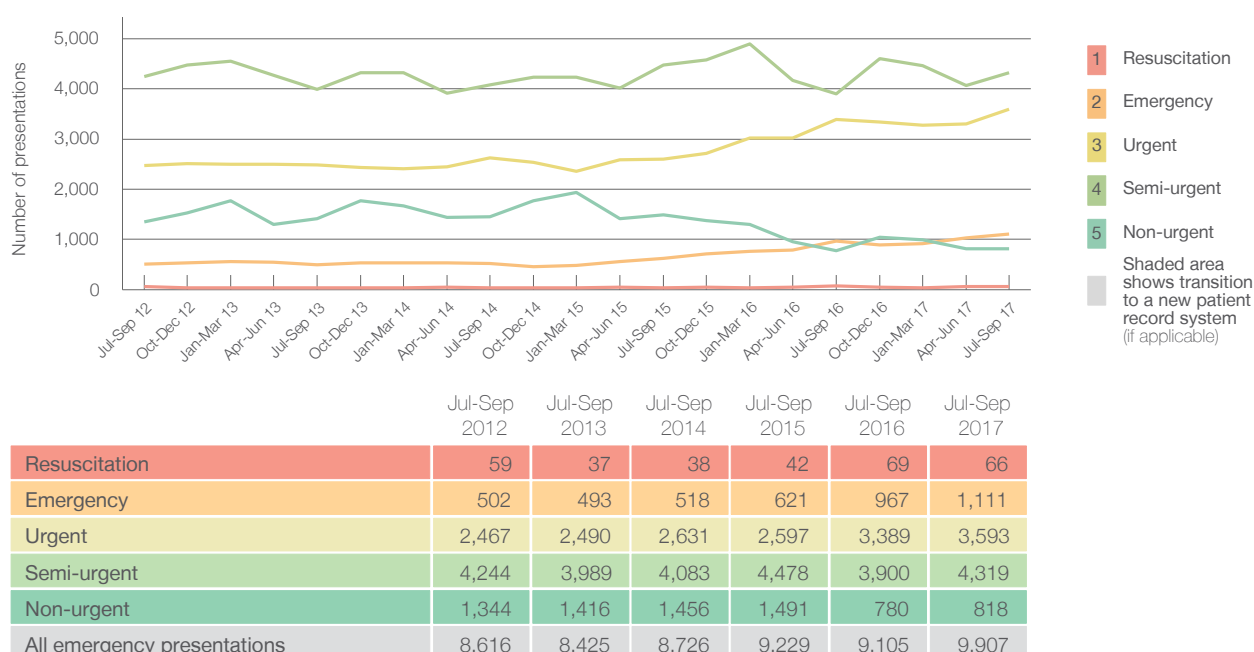
All presentations:¹ 10,037 patients

Emergency presentations² by triage category: 9,907 patients



Same period last year	Change since one year ago
9,234	8.7%
9,105	8.8%
69	-4.3%
967	14.9%
3,389	6.0%
3,900	10.7%
780	4.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,316 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,271	
17 minutes	0 minutes
58 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.

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

July to September 2017

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

Number of triage 2 patients: 1,111

Number of triage 2 patients used to calculate waiting time:³ 1,109

Median time to start treatment⁴

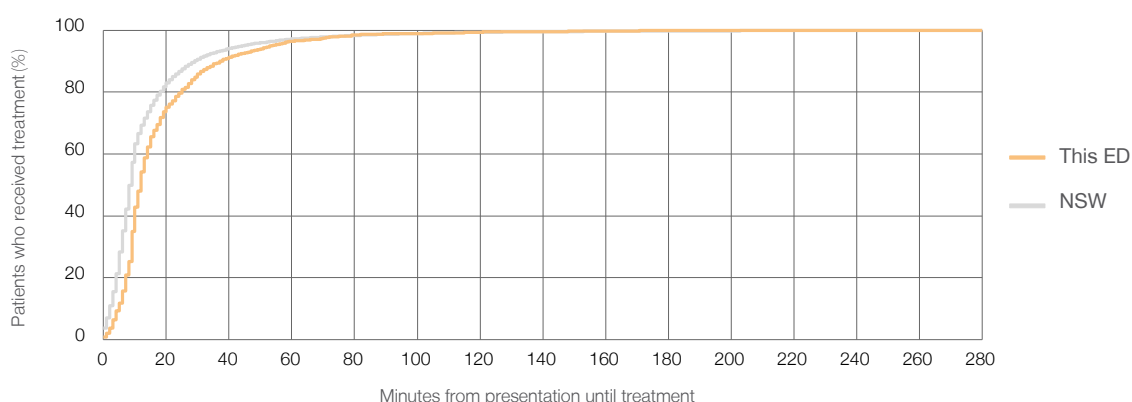
12 minutes

90th percentile time to start treatment⁵

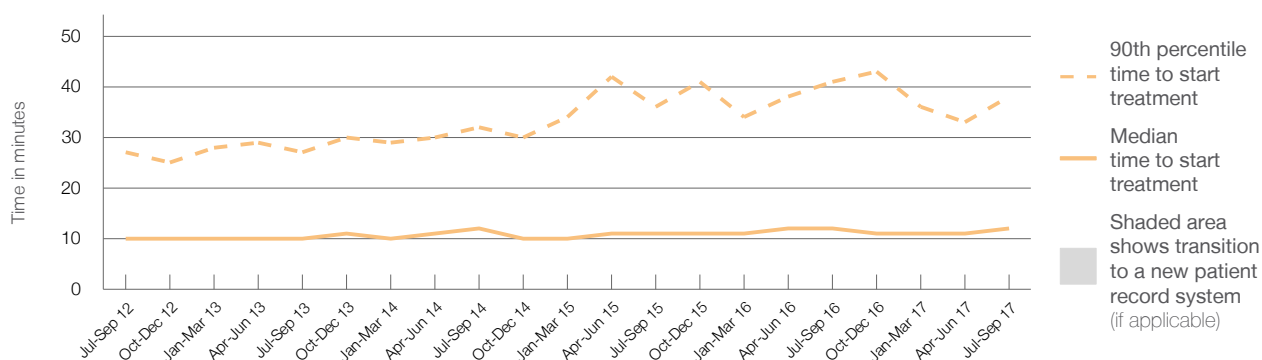
38 minutes

Same period last year	NSW (this period)
967	
967	
12 minutes	9 minutes
41 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	10	12	11	12	12
90th percentile time to start treatment ⁵ (minutes)	27	27	32	36	41	38

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 3 patients: 3,593

Number of triage 3 patients used to calculate waiting time:³ 3,519

Median time to start treatment⁴

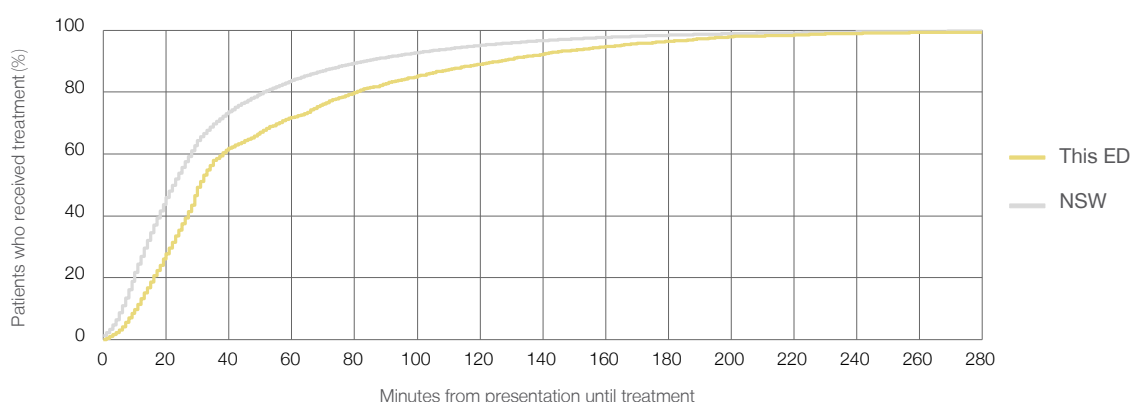
31 minutes

90th percentile time to start treatment⁵

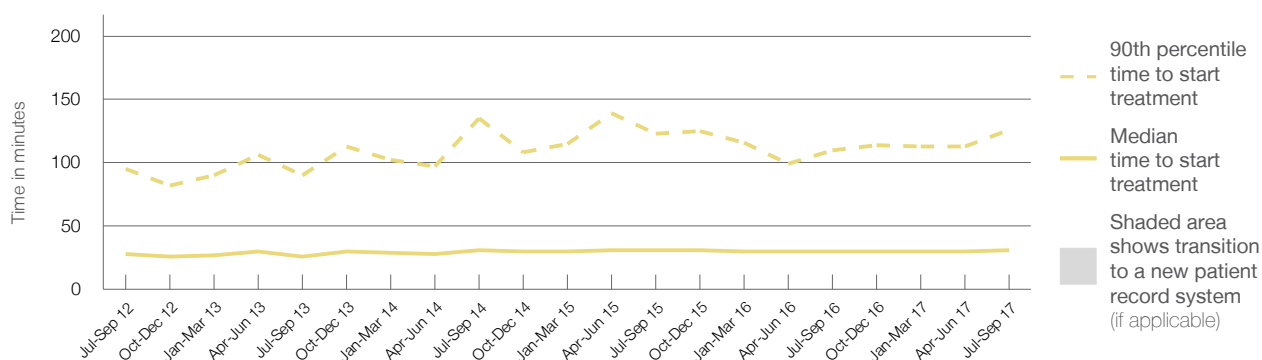
126 minutes

Same period last year	NSW (this period)
3,389	
3,328	
30 minutes	23 minutes
110 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	28	26	31	31	30	31
90th percentile time to start treatment ⁵ (minutes)	95	90	135	123	110	126

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,319

Number of triage 4 patients used to calculate waiting time:³ 4,049

Median time to start treatment⁴

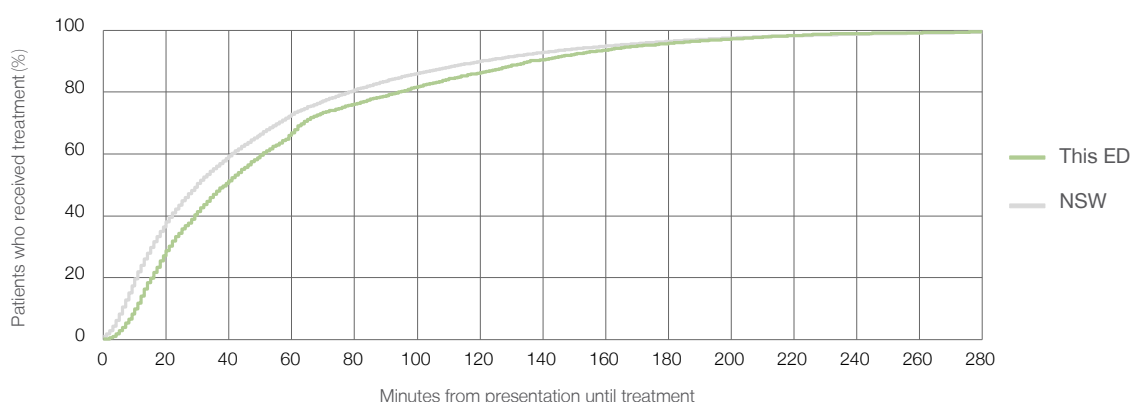
39 minutes

90th percentile time to start treatment⁵

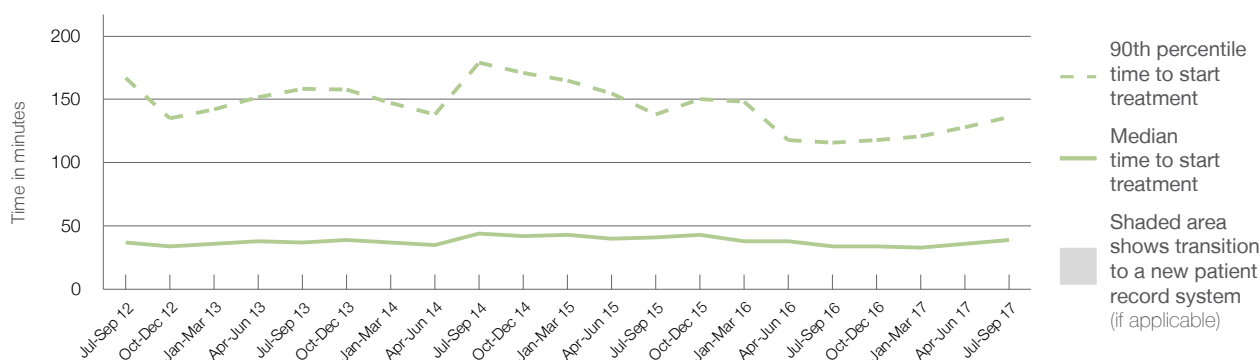
136 minutes

Same period last year	NSW (this period)
3,900	
3,703	
34 minutes	30 minutes
116 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	37	44	41	34	39
90th percentile time to start treatment ⁵ (minutes)	167	159	179	138	116	136

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 818

Number of triage 5 patients used to calculate waiting time:³ 719

Median time to start treatment⁴

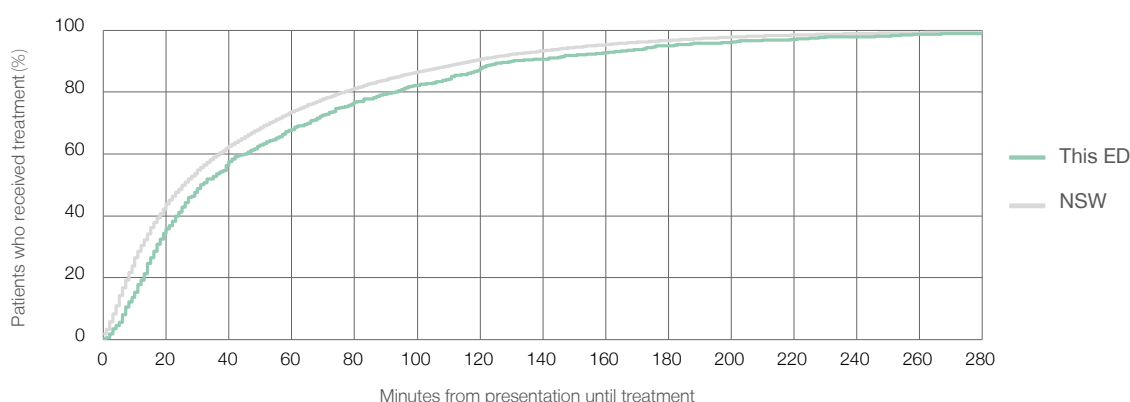
31 minutes

90th percentile time to start treatment⁵

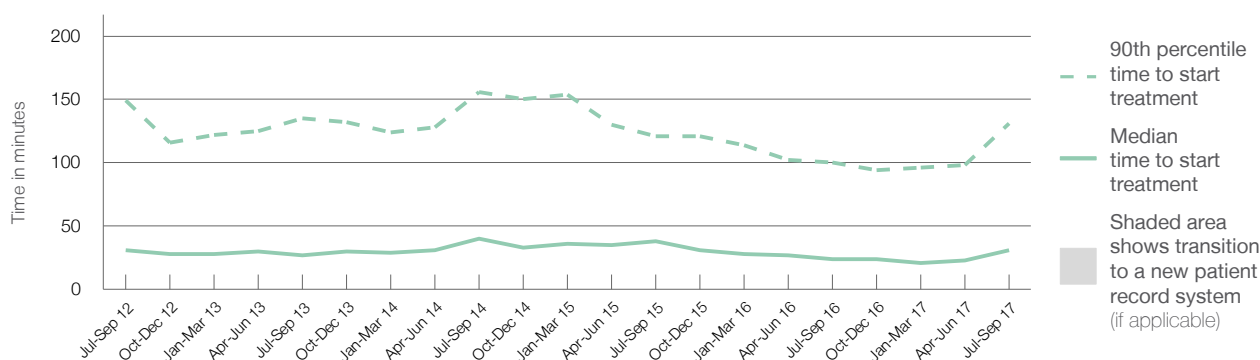
131 minutes

Same period last year	NSW (this period)
780	
729	
24 minutes	26 minutes
100 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	27	40	38	24	31
90th percentile time to start treatment ⁵ (minutes)	149	135	156	121	100	131

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,037 patients

Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

Median time spent in the ED⁸

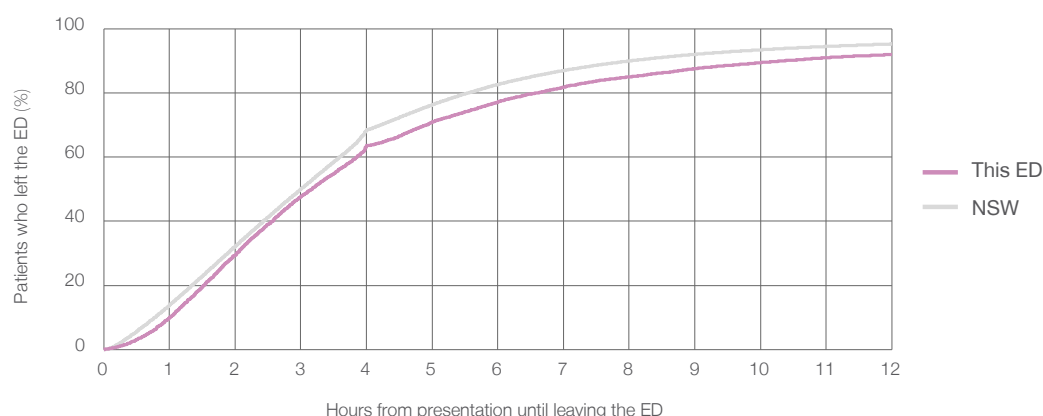
3 hours and 10 minutes

90th percentile time spent in the ED⁹

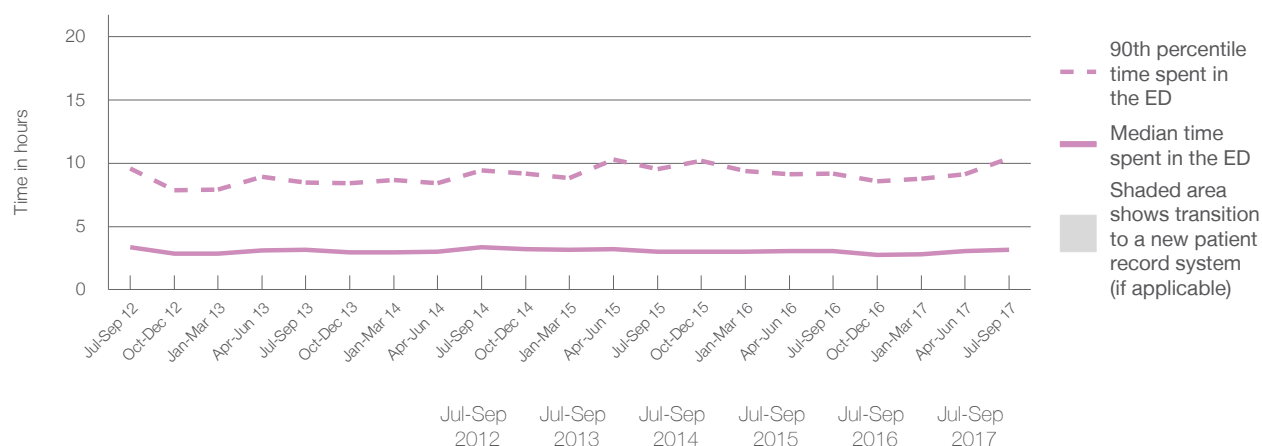
10 hours and 22 minutes

Same period last year	NSW (this period)
9,234	
9,234	
3 hours and 3 minutes	3 hours and 0 minutes
9 hours and 12 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 23m	3h 8m	3h 22m	2h 59m	3h 3m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 35m	8h 29m	9h 26m	9h 32m	9h 12m	10h 22m

(†) Data points are not shown in graphs for quarters when 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.

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

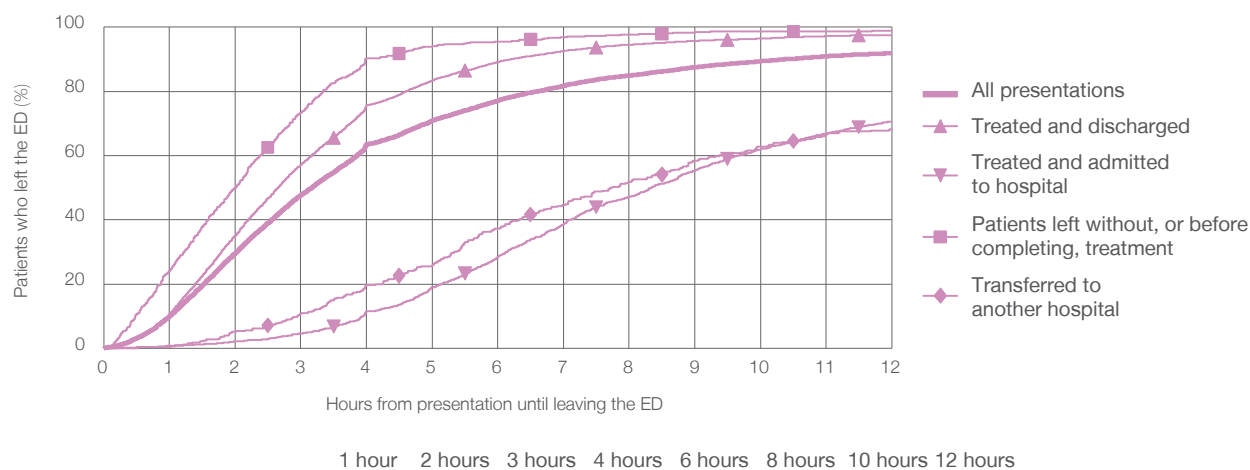
July to September 2017

All presentations:[†] 10,037 patients

Presentations used to calculate time to leaving the ED:[‡] 10,036 patients

		Same period last year	Change since one year ago
Treated and discharged	7,155 (71.3%)	9,234	8.7%
Treated and admitted to hospital	1,782 (17.8%)	6,503	10.0%
Patient left without, or before completing, treatment	707 (7.0%)	1,878	-5.1%
Transferred to another hospital	336 (3.3%)	503	40.6%
Other	57 (0.6%)	317	6.0%
		33	72.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.7%	35.1%	57.3%	75.7%	89.2%	94.5%	96.5%	97.6%
Treated and admitted to hospital	0.7%	2.1%	4.5%	11.5%	28.4%	47.2%	62.1%	70.6%
Patient left without, or before completing, treatment	24.2%	50.1%	73.4%	90.2%	95.5%	97.7%	98.7%	98.9%
Transferred to another hospital	0.3%	5.1%	10.7%	19.6%	37.2%	51.8%	62.8%	68.5%
All presentations	10.0%	29.6%	47.7%	63.5%	77.2%	85.0%	89.4%	91.9%

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,037 patients

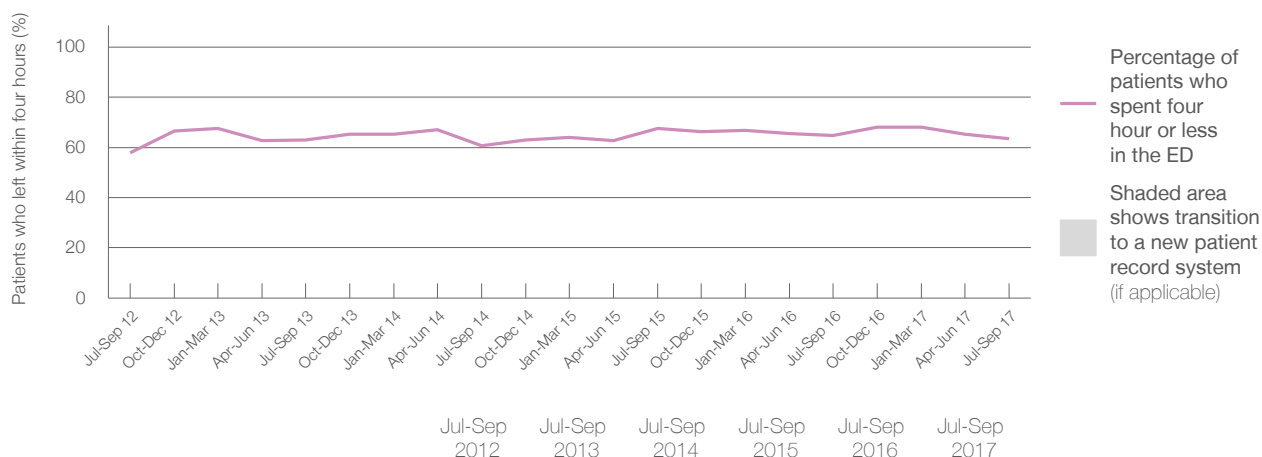
Presentations used to calculate time to leaving the ED:⁶ 10,036 patients

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



Same period last year	Change since one year ago
9,234	8.7%
9,234	8.7%
64.7%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	57.8%	63.0%	60.8%	67.6%	64.7%	63.5%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Sutherland Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,552 patients

Emergency presentations:² 13,441 patients

Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%

Sutherland Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,920 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,990 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,733 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 104 minutes

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

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,669	
13 minutes	9 minutes
34 minutes	29 minutes
5,011	
31 minutes	23 minutes
77 minutes	83 minutes
4,706	
35 minutes	30 minutes
91 minutes	121 minutes
922	
31 minutes	26 minutes
97 minutes	118 minutes

Sutherland Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
67.5%	

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

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

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

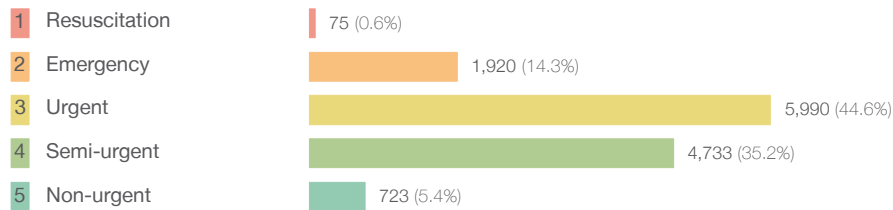
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sutherland Hospital: Patients presenting to the emergency department

July to September 2017

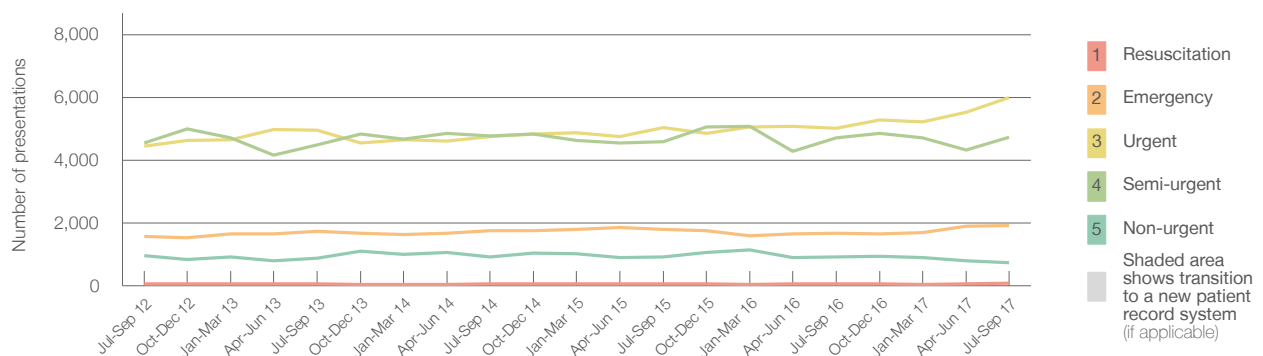
All presentations:¹ 13,552 patients

Emergency presentations² by triage category: 13,441 patients



Same period last year	Change since one year ago
12,463	8.7%
12,365	8.7%
57	31.6%
1,669	15.0%
5,011	19.5%
4,706	0.6%
922	-21.6%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	53	62	58	60	57	75
Emergency	1,569	1,727	1,754	1,783	1,669	1,920
Urgent	4,440	4,945	4,760	5,029	5,011	5,990
Semi-urgent	4,557	4,476	4,776	4,582	4,706	4,733
Non-urgent	964	881	910	919	922	723
All emergency presentations	11,583	12,091	12,258	12,373	12,365	13,441

Sutherland Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,814 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,455	
14 minutes	0 minutes
28 minutes	7 minutes

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

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

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

July to September 2017

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

Number of triage 2 patients: 1,920

Number of triage 2 patients used to calculate waiting time:³ 1,913

Median time to start treatment⁴

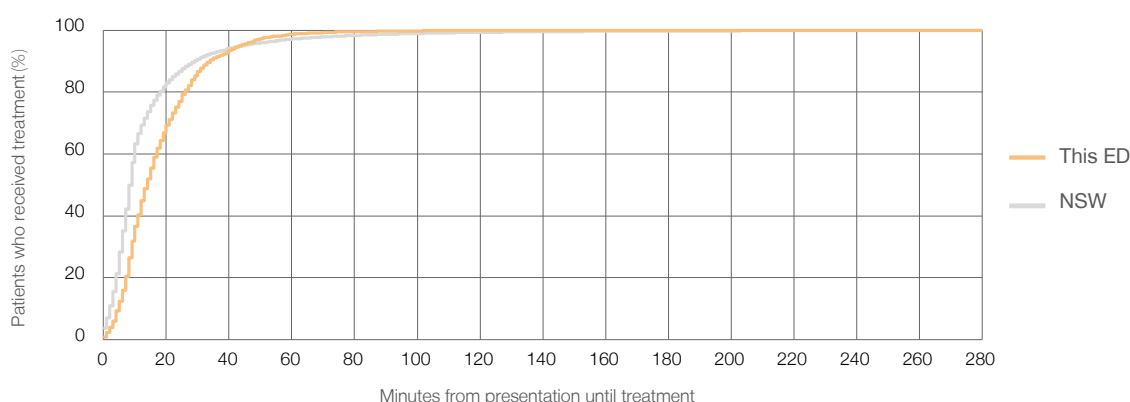
14 minutes

90th percentile time to start treatment⁵

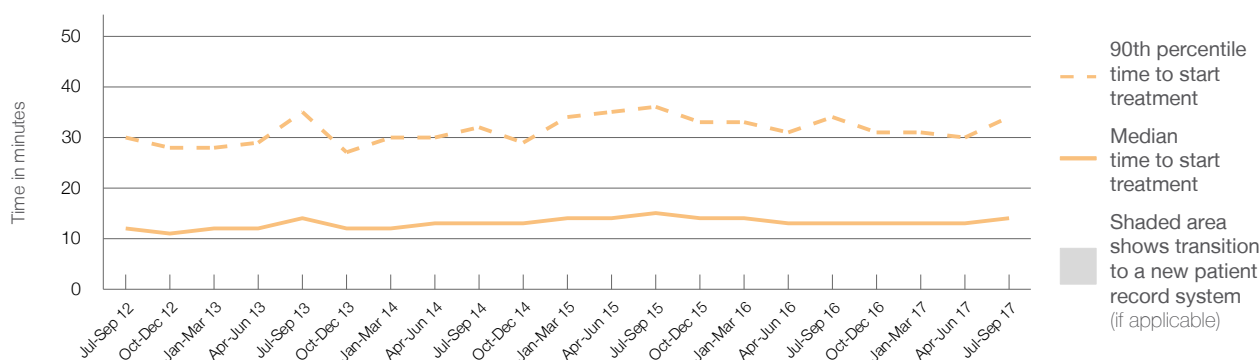
34 minutes

Same period last year	NSW (this period)
1,669	
1,666	
13 minutes	9 minutes
34 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	12	14	13	15	13	14
90th percentile time to start treatment ⁵ (minutes)	30	35	32	36	34	34

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

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

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

July to September 2017

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

Number of triage 3 patients: 5,990

Number of triage 3 patients used to calculate waiting time:³ 5,877

Median time to start treatment⁴

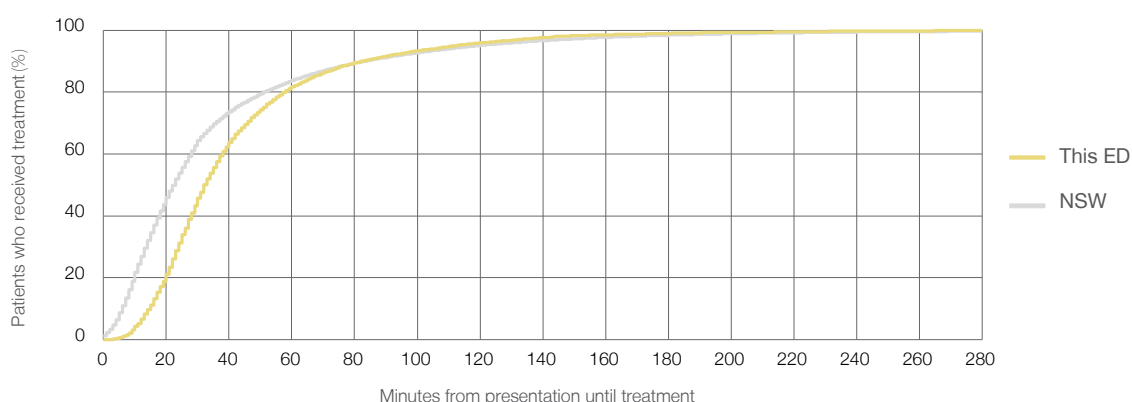
33 minutes

90th percentile time to start treatment⁵

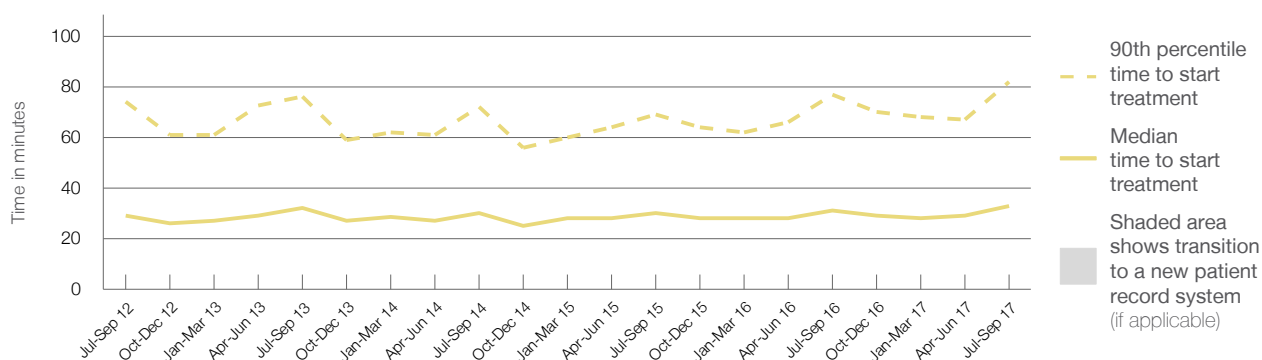
82 minutes

Same period last year	NSW (this period)
5,011	
4,952	
31 minutes	23 minutes
77 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	32	30	30	31	33
90th percentile time to start treatment ⁵ (minutes)	74	76	72	69	77	82

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

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

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

July to September 2017

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

Number of triage 4 patients: 4,733

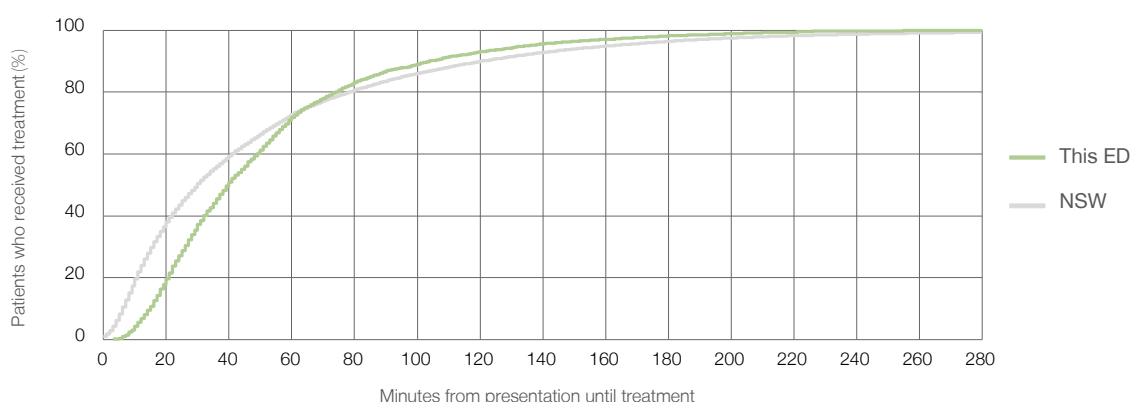
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 40 minutes

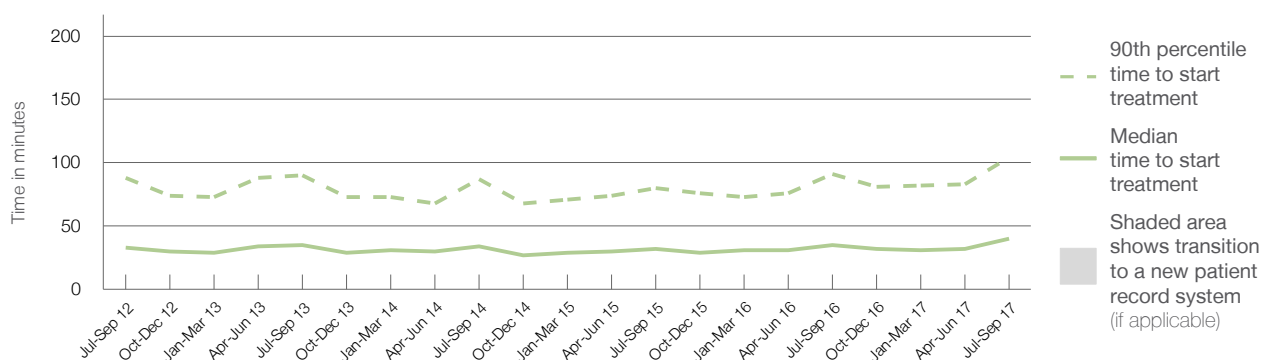
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
4,706	
4,593	
35 minutes	30 minutes
91 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	35	34	32	35	40
90th percentile time to start treatment ⁵ (minutes)	88	90	87	80	91	104

(†) Data points are not shown in graphs for quarters when 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.

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

July to September 2017

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

Number of triage 5 patients: 723

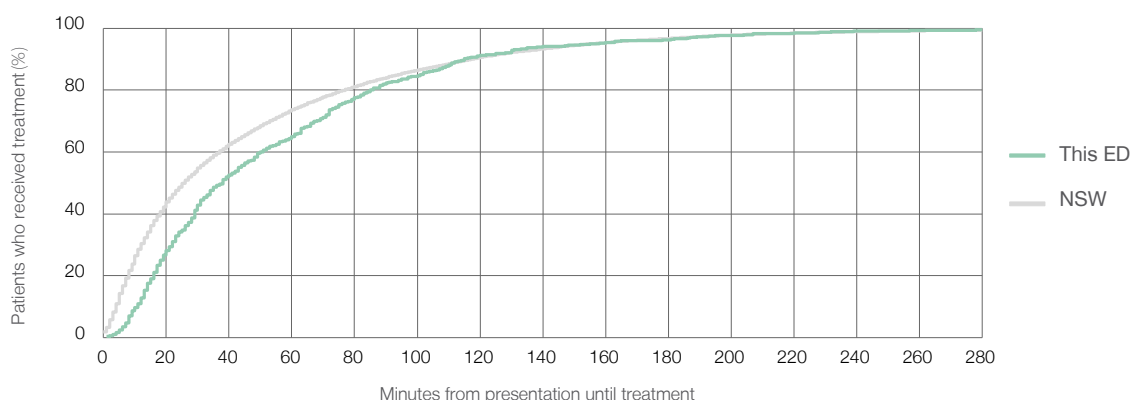
Number of triage 5 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 38 minutes

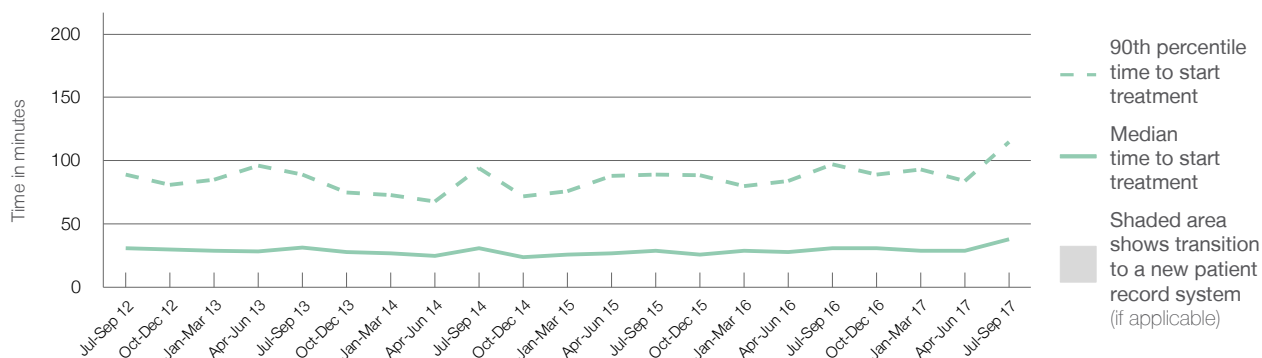
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
922	
828	
31 minutes	26 minutes
97 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	32	31	29	31	38
90th percentile time to start treatment ⁵ (minutes)	89	89	94	89	97	115

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

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

Sutherland Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,552 patients

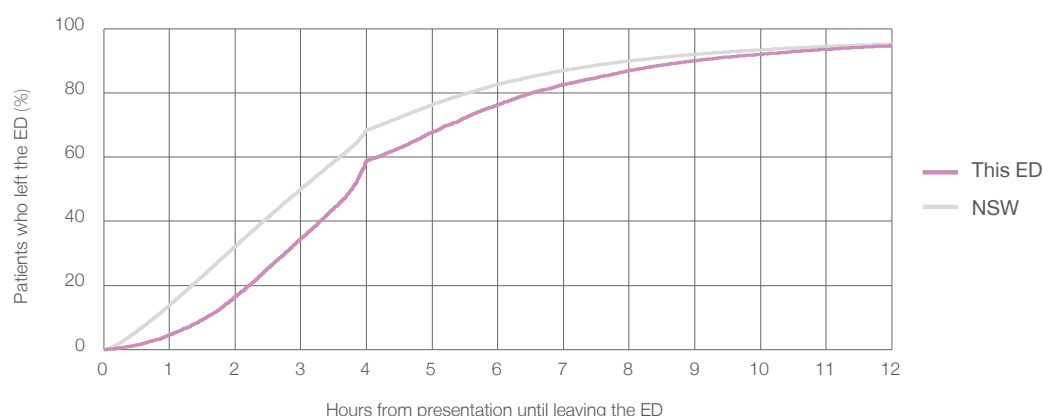
Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Median time spent in the ED⁸ 3 hours and 47 minutes

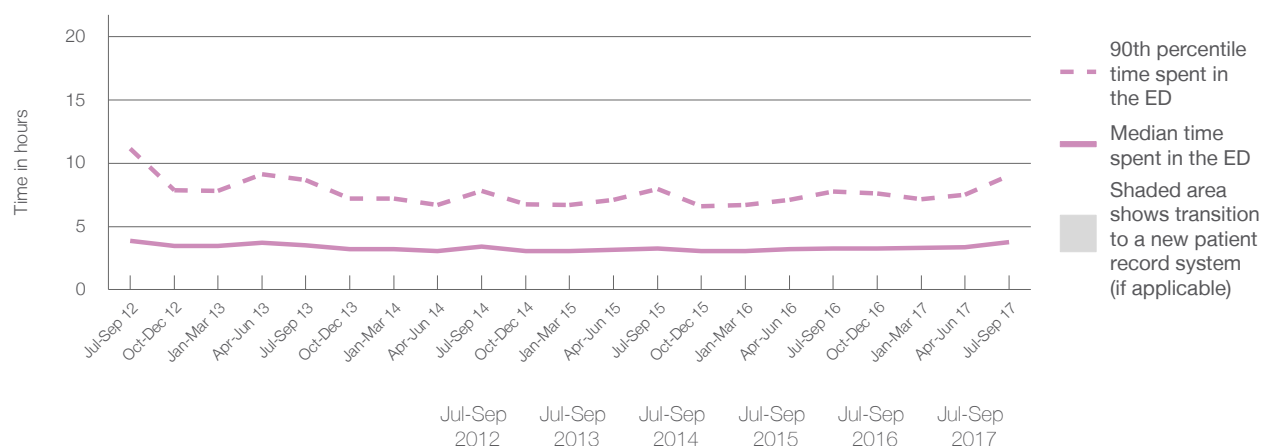
90th percentile time spent in the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
12,463	
12,463	
3 hours and 17 minutes	3 hours and 0 minutes
7 hours and 47 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 52m	3h 32m	3h 26m	3h 16m	3h 17m	3h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 9m	8h 39m	7h 50m	7h 57m	7h 47m	9h 1m

(†) Data points are not shown in graphs for quarters when 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.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

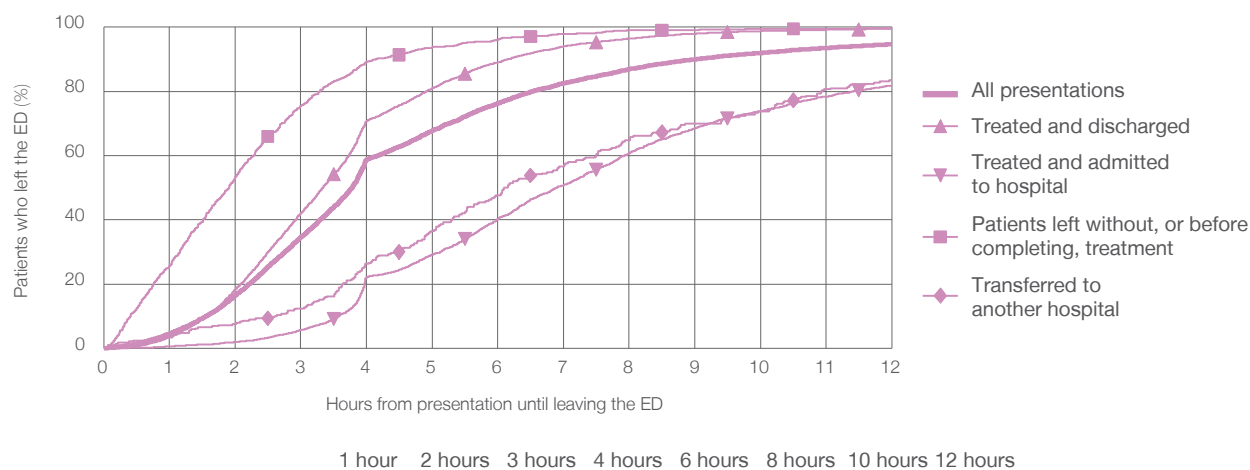
July to September 2017

All presentations:[†] 13,552 patients

Presentations used to calculate time to leaving the ED:[‡] 13,546 patients

		Same period last year	Change since one year ago
		12,463	8.7%
Treated and discharged	8,852 (65.3%)	8,551	3.5%
Treated and admitted to hospital	3,443 (25.4%)	3,145	9.5%
Patient left without, or before completing, treatment	924 (6.8%)	499	85.2%
Transferred to another hospital	290 (2.1%)	217	33.6%
Other	43 (0.3%)	51	-15.7%

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



Treated and discharged	3.6%	18.4%	42.1%	70.7%	89.1%	96.5%	98.8%	99.5%
Treated and admitted to hospital	0.6%	1.9%	5.7%	22.2%	40.4%	60.8%	73.8%	81.8%
Patient left without, or before completing, treatment	25.6%	53.5%	75.5%	89.3%	96.1%	99.0%	99.6%	99.7%
Transferred to another hospital	3.4%	7.6%	12.4%	26.2%	47.6%	64.8%	73.8%	83.4%
All presentations	4.6%	16.6%	34.7%	58.8%	76.3%	86.9%	92.0%	94.7%

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

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Sutherland Hospital: Time spent in the ED

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

July to September 2017

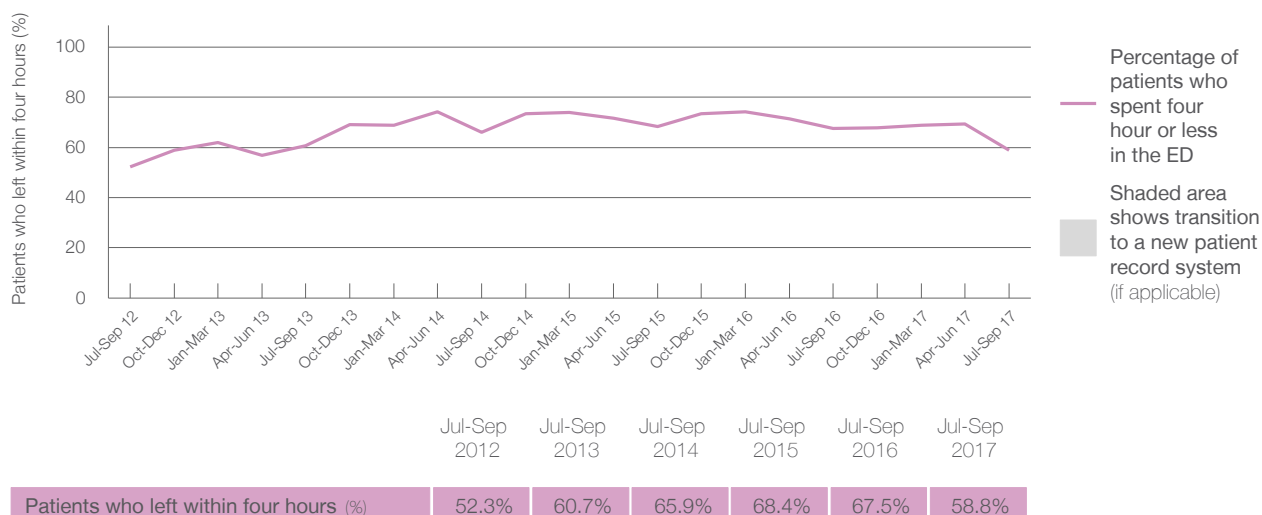
All presentations at the emergency department:¹ 13,552 patients

Presentations used to calculate time to leaving the ED:⁶ 13,546 patients

Percentage of patients who spent four hours or less in the ED 58.8%

Same period last year	Change since one year ago
12,463	8.7%
12,463	8.7%
67.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Tamworth Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations:² 11,874 patients

Same period last year	Change since one year ago
10,881	13.6%
10,303	15.2%

Tamworth Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 917 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,888 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,315 patients

Median time to start treatment⁴ 49 minutes

90th percentile time to start treatment⁵ 166 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,710 patients

Median time to start treatment⁴ 62 minutes

90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
862	
8 minutes	9 minutes
23 minutes	29 minutes
2,715	
22 minutes	23 minutes
73 minutes	83 minutes
4,901	
38 minutes	30 minutes
102 minutes	121 minutes
1,772	
41 minutes	26 minutes
107 minutes	118 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 12,365 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
10,880	13.6%
76.6%	

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

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

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

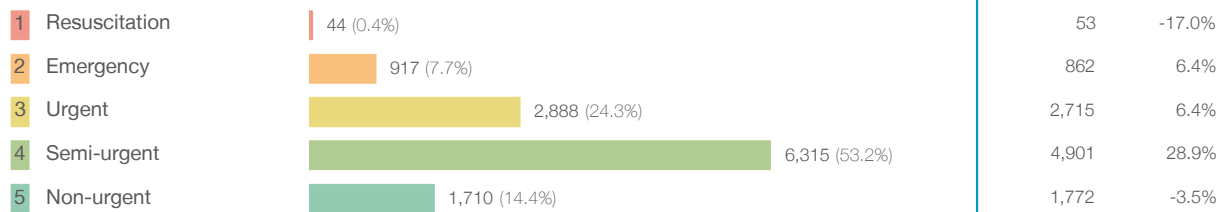
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Tamworth Base Hospital: Patients presenting to the emergency department

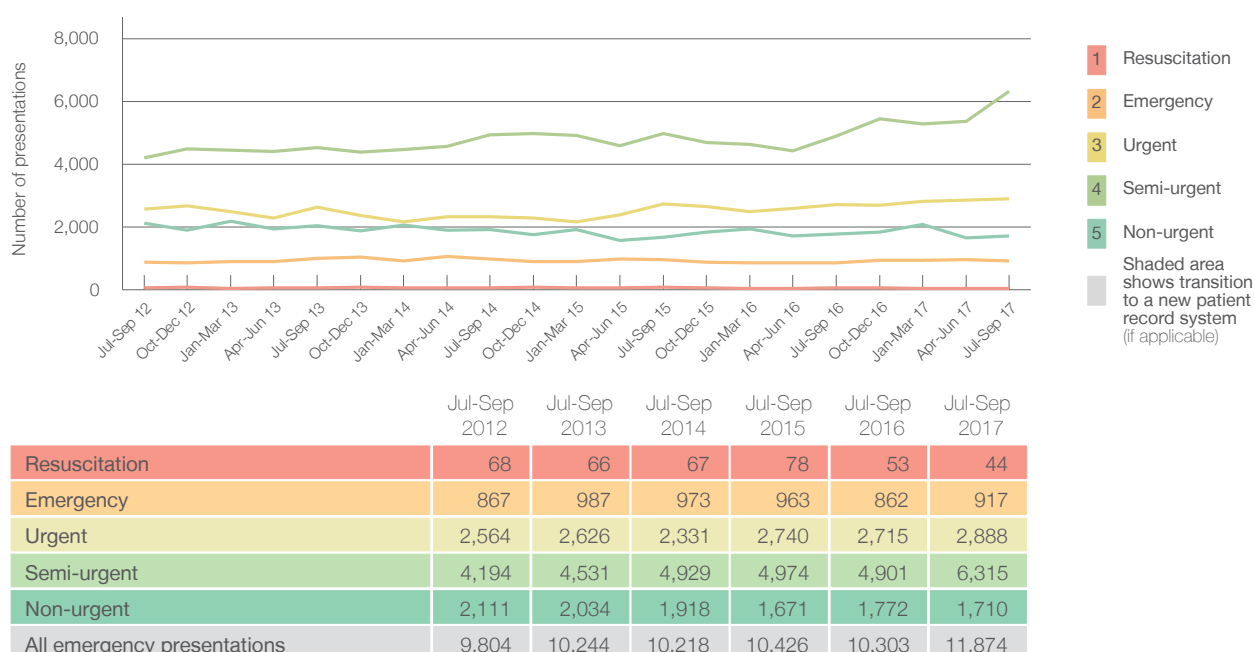
July to September 2017

All presentations:¹ 12,366 patients

Emergency presentations² by triage category: 11,874 patients



Emergency presentations² by quarter, July 2012 to September 2017[‡]



Tamworth Base Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,886 patients

ED Transfer of care time



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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 917

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

Median time to start treatment⁴

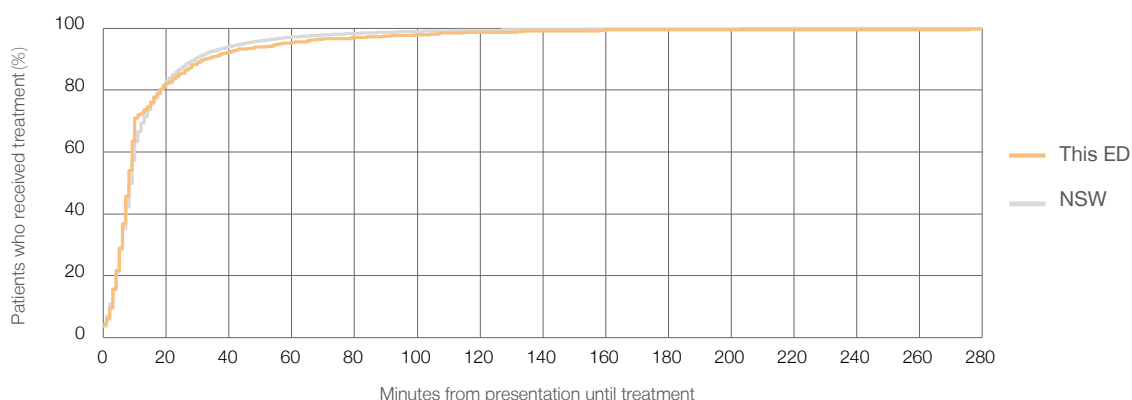
8 minutes

90th percentile time to start treatment⁵

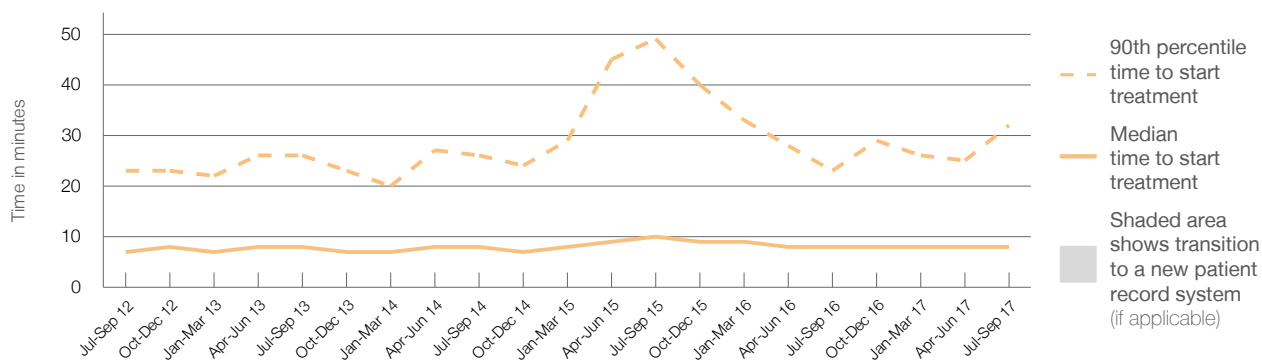
32 minutes

Same period last year	NSW (this period)
862	
859	
8 minutes	9 minutes
23 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	8	10	8	8
90th percentile time to start treatment ⁵ (minutes)	23	26	26	49	23	32

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

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

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 2,888

Number of triage 3 patients used to calculate waiting time:³ 2,804

Median time to start treatment⁴

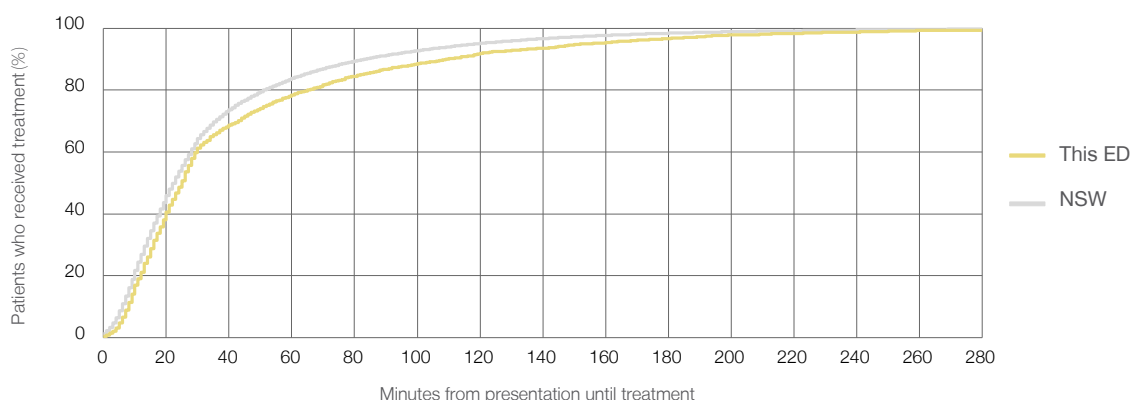
25 minutes

90th percentile time to start treatment⁵

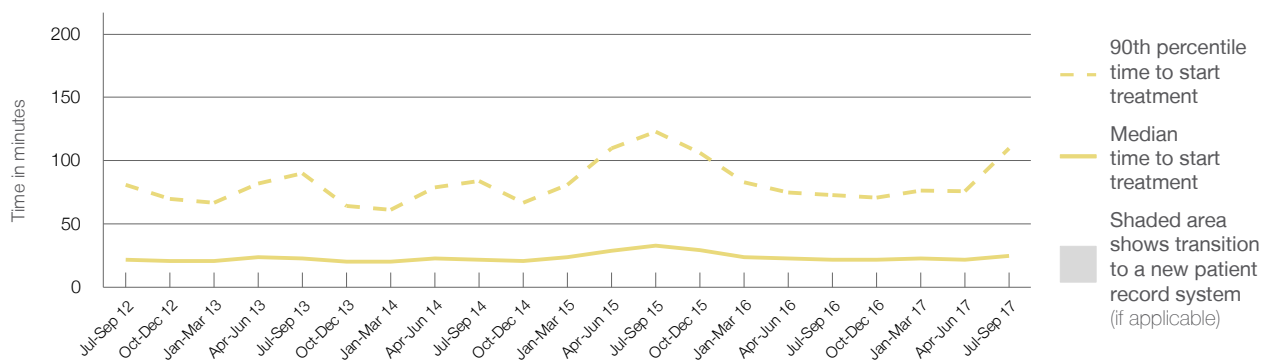
110 minutes

Same period last year	NSW (this period)
2,715	
2,677	
22 minutes	23 minutes
73 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	23	22	33	22	25
90th percentile time to start treatment ⁵ (minutes)	81	90	84	123	73	110

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

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

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

July to September 2017

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

Number of triage 4 patients: 6,315

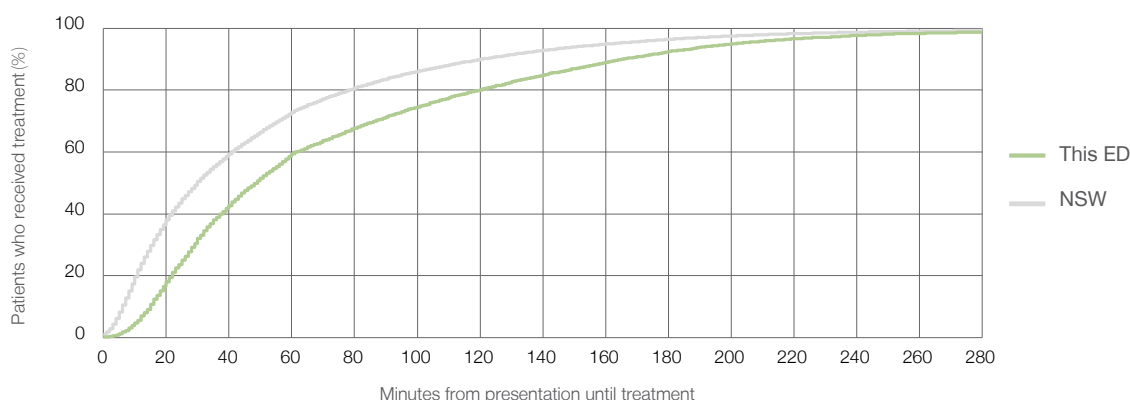
Number of triage 4 patients used to calculate waiting time:³ 5,839

Median time to start treatment⁴ 49 minutes

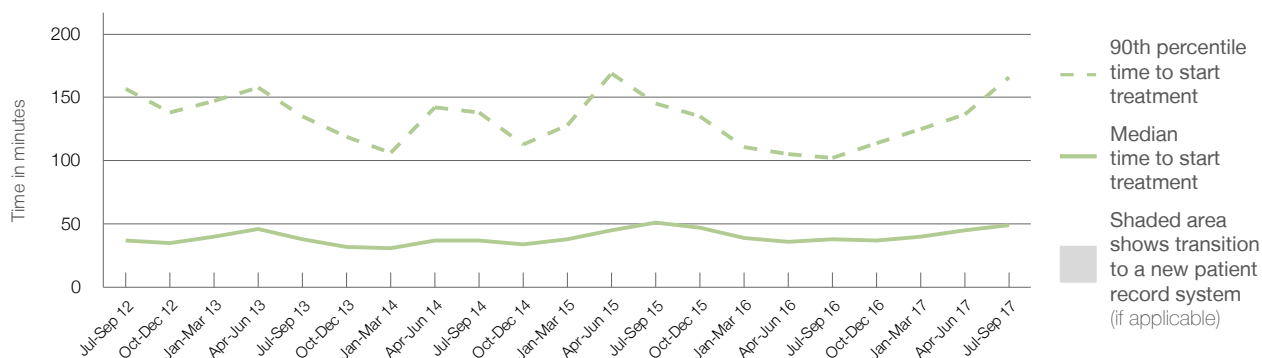
90th percentile time to start treatment⁵ 166 minutes

Same period last year	NSW (this period)
4,901	
4,727	
38 minutes	30 minutes
102 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	37	38	37	51	38	49
90th percentile time to start treatment ⁵ (minutes)	157	135	138	145	102	166

(†) Data points are not shown in graphs for quarters when 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.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,710

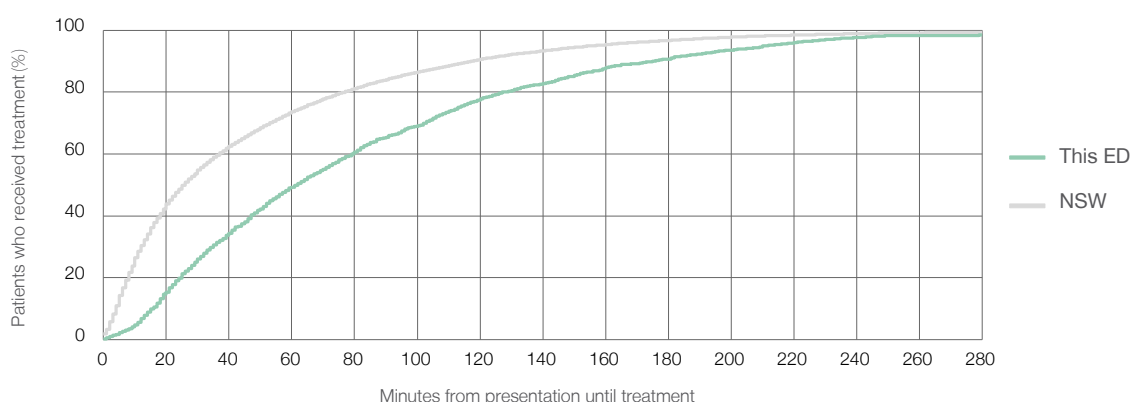
Number of triage 5 patients used to calculate waiting time:³ 1,529

Median time to start treatment⁴ 62 minutes

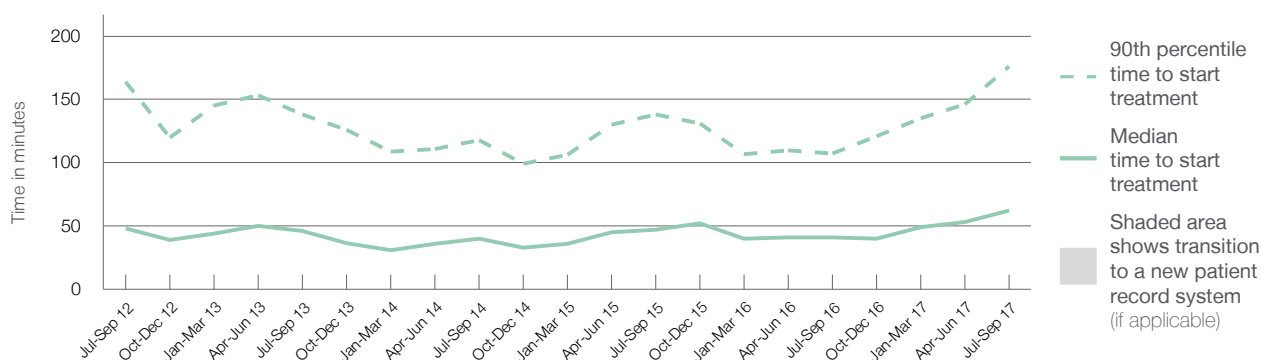
90th percentile time to start treatment⁵ 176 minutes

Same period last year	NSW (this period)
1,772	
1,683	
41 minutes	26 minutes
107 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	48	46	40	47	41	62
90th percentile time to start treatment ⁵ (minutes)	164	138	118	138	107	176

(†) Data points are not shown in graphs for quarters when 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.

Tamworth Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 12,366 patients

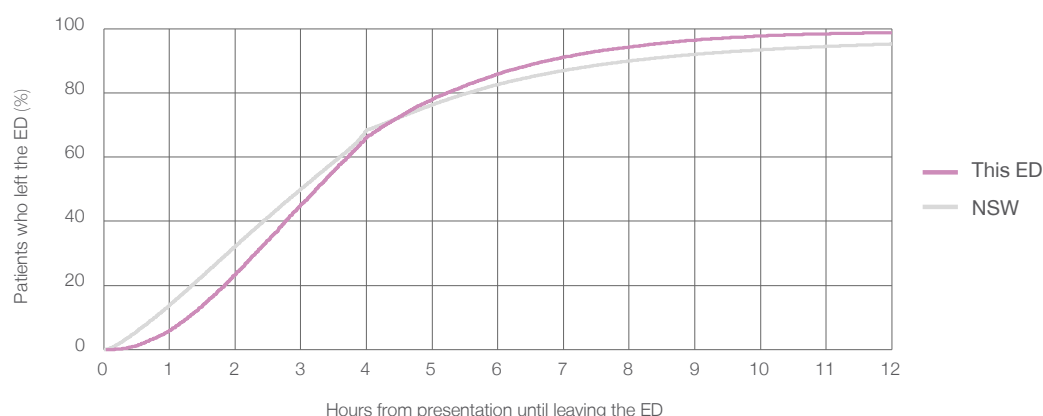
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

Median time spent in the ED⁸ 3 hours and 14 minutes

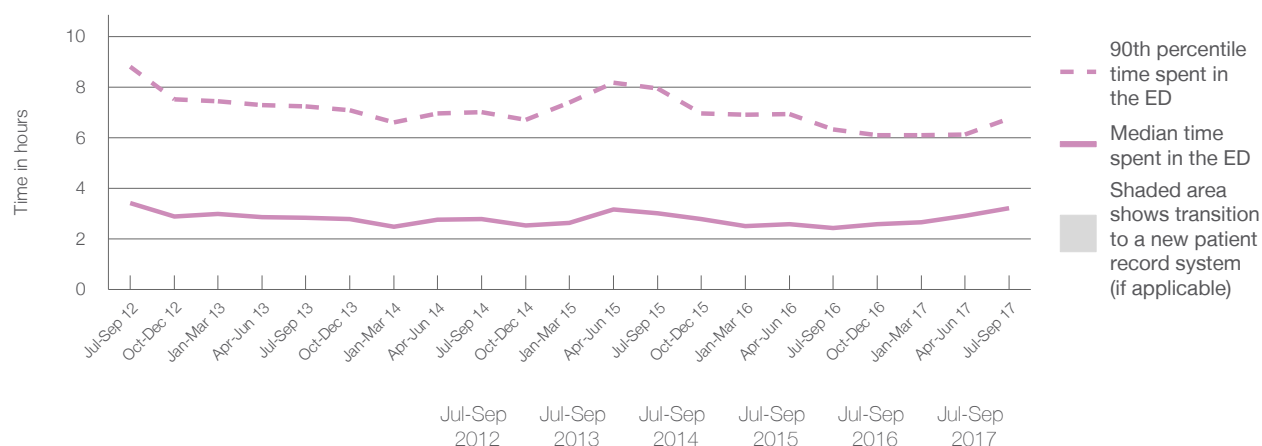
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
10,881	
10,880	
2 hours and 26 minutes	3 hours and 0 minutes
6 hours and 20 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{††}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 26m	2h 51m	2h 48m	3h 1m	2h 26m	3h 14m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 48m	7h 15m	7h 1m	7h 57m	6h 20m	6h 45m

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

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

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

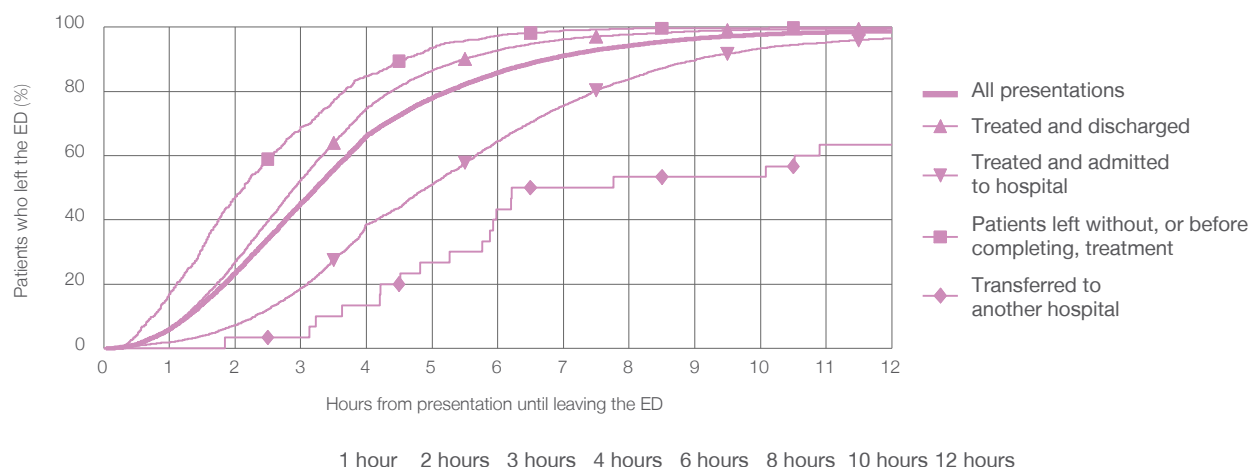
All presentations:[†] 12,366 patients

Presentations used to calculate time to leaving the ED:[‡] 12,365 patients

Treated and discharged	8,351 (67.5%)
Treated and admitted to hospital	3,102 (25.1%)
Patient left without, or before completing, treatment	731 (5.9%)
Transferred to another hospital	30 (0.2%)
Other	152 (1.2%)

Same period last year	Change since one year ago
10,880	13.6%
7,791	7.2%
2,705	14.7%
288	153.8%
35	-14.3%
62	145.2%

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



Treated and discharged	6.2%	27.0%	52.5%	74.7%	92.8%	97.7%	99.3%	99.6%
Treated and admitted to hospital	1.8%	7.2%	18.7%	38.6%	64.5%	83.8%	93.4%	96.6%
Patient left without, or before completing, treatment	16.8%	47.3%	68.9%	84.8%	97.4%	99.6%	99.7%	99.9%
Transferred to another hospital	0%	3.3%	3.3%	13.3%	43.3%	53.3%	53.3%	63.3%
All presentations	6.0%	23.6%	45.2%	66.3%	85.9%	94.2%	97.7%	98.8%

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

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

Tamworth Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 12,366 patients

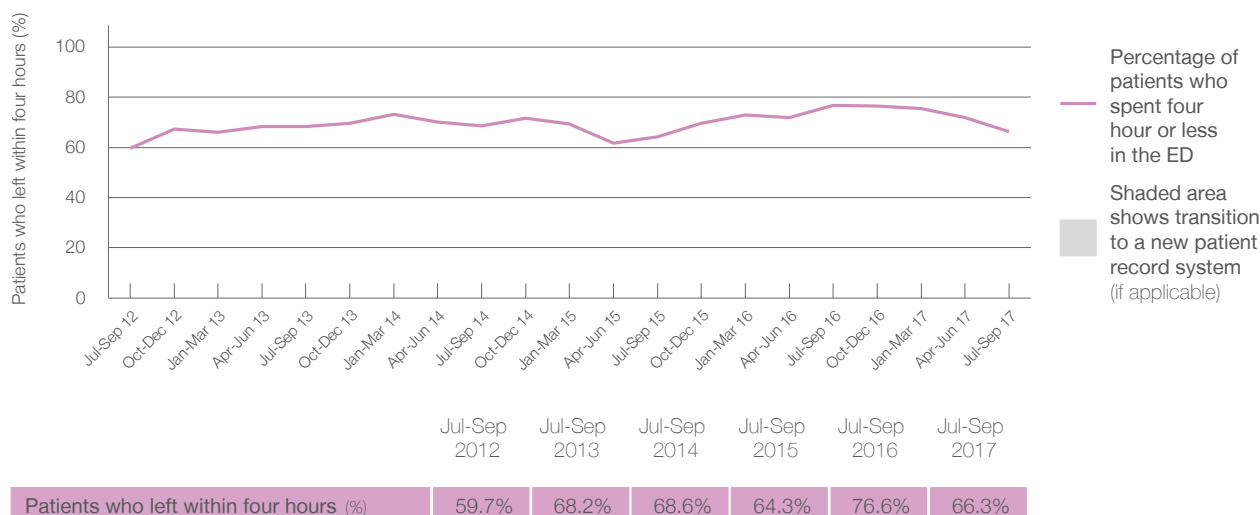
Presentations used to calculate time to leaving the ED:⁶ 12,365 patients

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



Same period last year	Change since one year ago
10,881	13.6%
10,880	13.6%
76.6%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

The Tweed Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,317 patients

Emergency presentations:² 13,009 patients

Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,115 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 913 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,614	
5 minutes	9 minutes
15 minutes	29 minutes
5,974	
15 minutes	23 minutes
47 minutes	83 minutes
3,882	
13 minutes	30 minutes
64 minutes	121 minutes
857	
10 minutes	26 minutes
59 minutes	118 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,317 patients

Percentage of patients who spent four hours or less in the ED 77.9%

Same period last year	Change since one year ago
12,697	4.9%
79.8%	

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

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

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

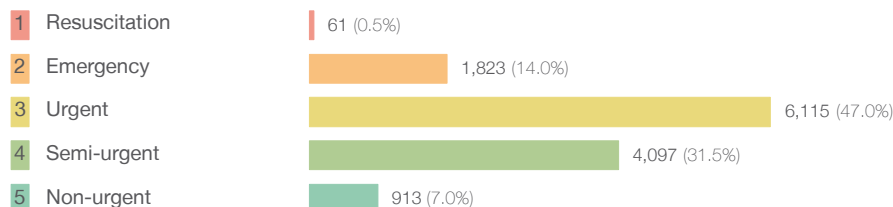
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

The Tweed Hospital: Patients presenting to the emergency department

July to September 2017

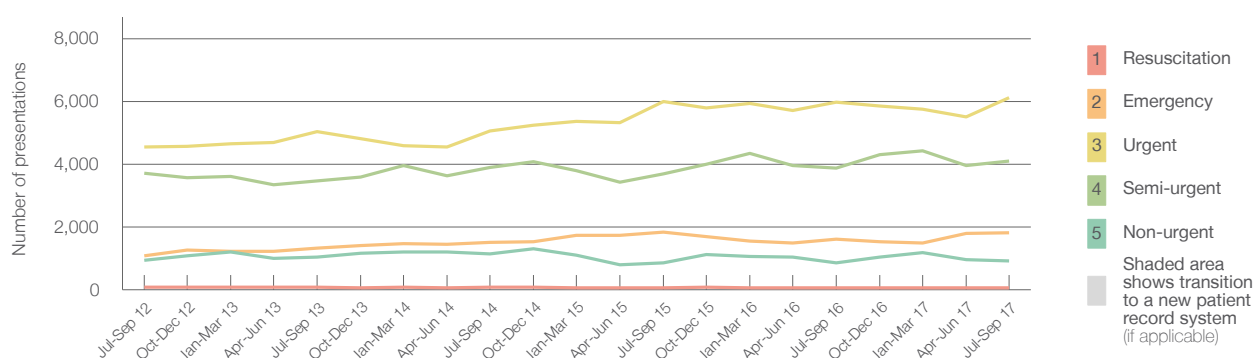
All presentations:¹ 13,317 patients

Emergency presentations² by triage category: 13,009 patients



Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%
55	10.9%
1,614	12.9%
5,974	2.4%
3,882	5.5%
857	6.5%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



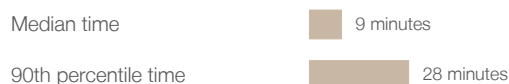
	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	86	78	74	59	55	61
Emergency	1,083	1,322	1,503	1,839	1,614	1,823
Urgent	4,544	5,036	5,061	5,992	5,974	6,115
Semi-urgent	3,709	3,462	3,887	3,689	3,882	4,097
Non-urgent	943	1,036	1,140	855	857	913
All emergency presentations	10,365	10,934	11,665	12,434	12,382	13,009

The Tweed Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,113 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,925	
8 minutes	1 minute
24 minutes	4 minutes

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

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

The Tweed Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 1,823

Number of triage 2 patients used to calculate waiting time:³ 1,821

Median time to start treatment⁴

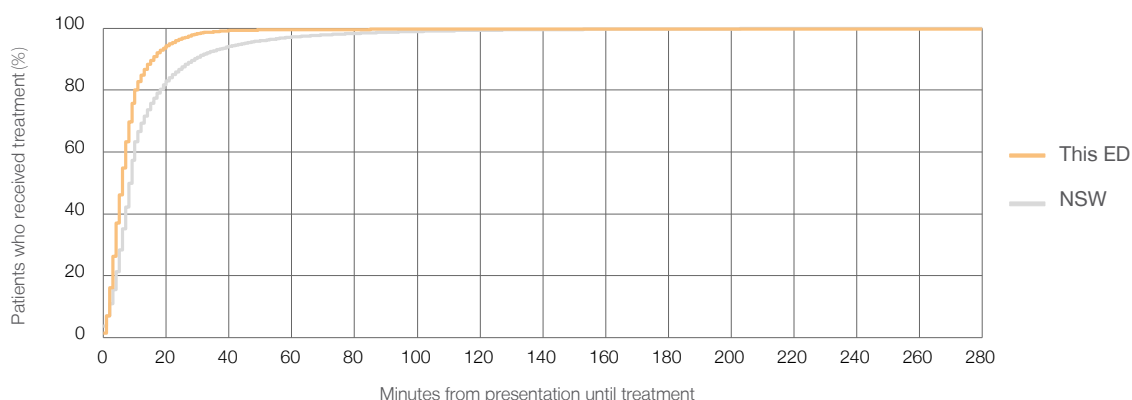
6 minutes

90th percentile time to start treatment⁵

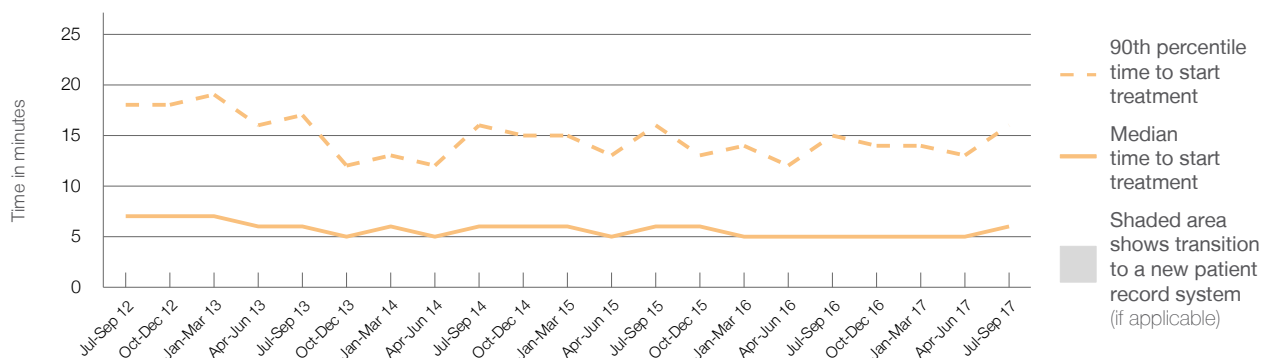
16 minutes

Same period last year	NSW (this period)
1,614	
1,609	
5 minutes	9 minutes
15 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	6	6	6	5	6
90th percentile time to start treatment ⁵ (minutes)	18	17	16	16	15	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.

The Tweed Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 6,115

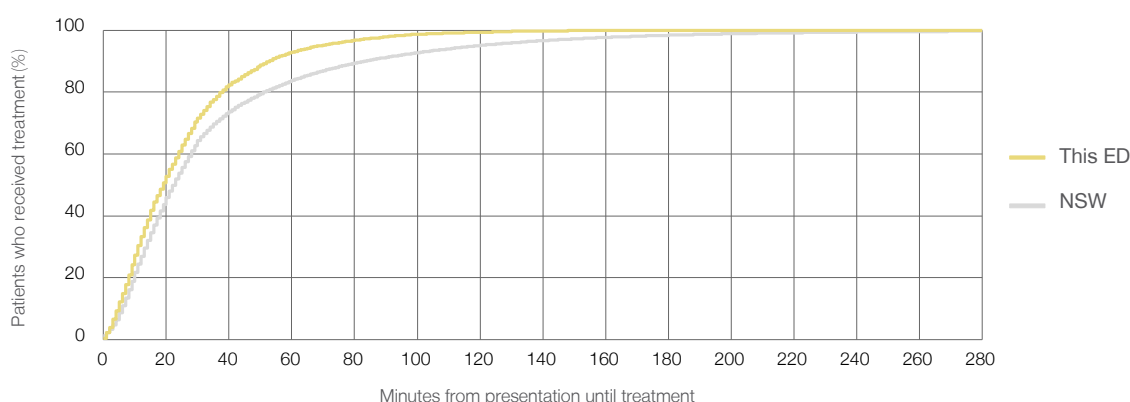
Number of triage 3 patients used to calculate waiting time:³ 6,022

Median time to start treatment⁴ 19 minutes

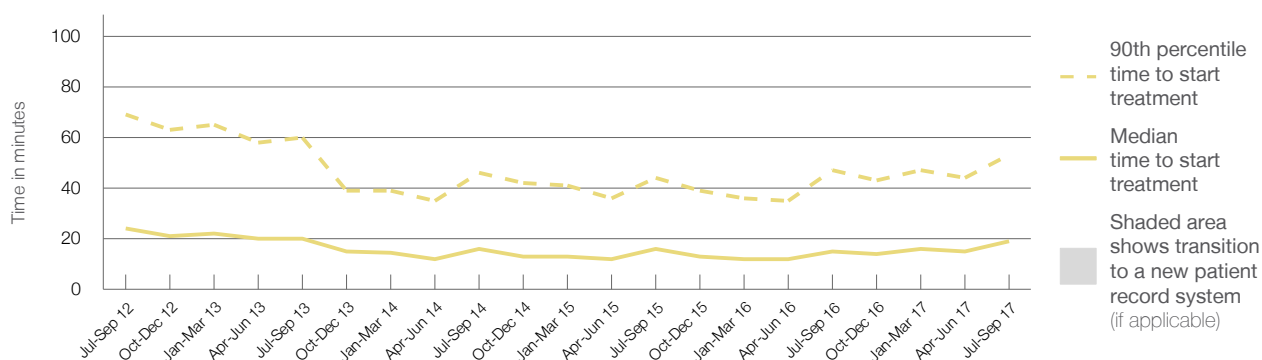
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
5,974	
5,915	
15 minutes	23 minutes
47 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	20	16	16	15	19
90th percentile time to start treatment ⁵ (minutes)	69	60	46	44	47	53

(†) Data points are not shown in graphs for quarters when 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.

The Tweed Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 4,097

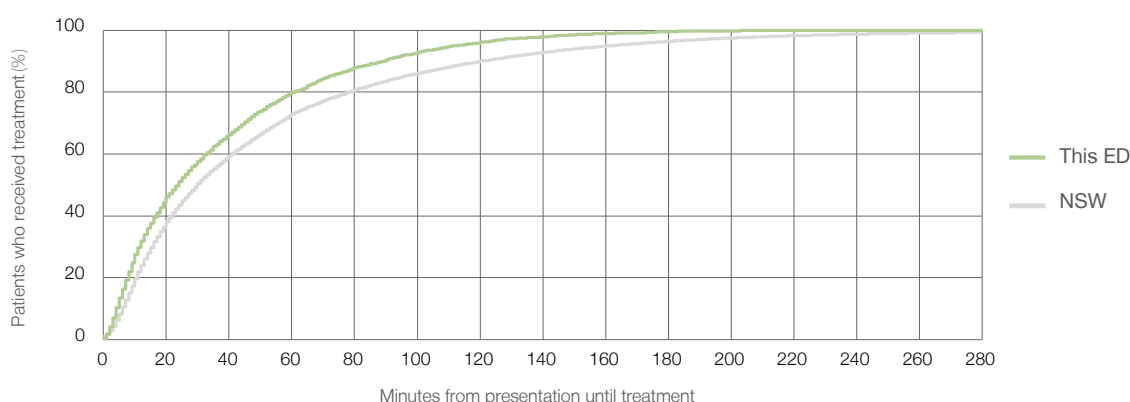
Number of triage 4 patients used to calculate waiting time:³ 3,927

Median time to start treatment⁴ 24 minutes

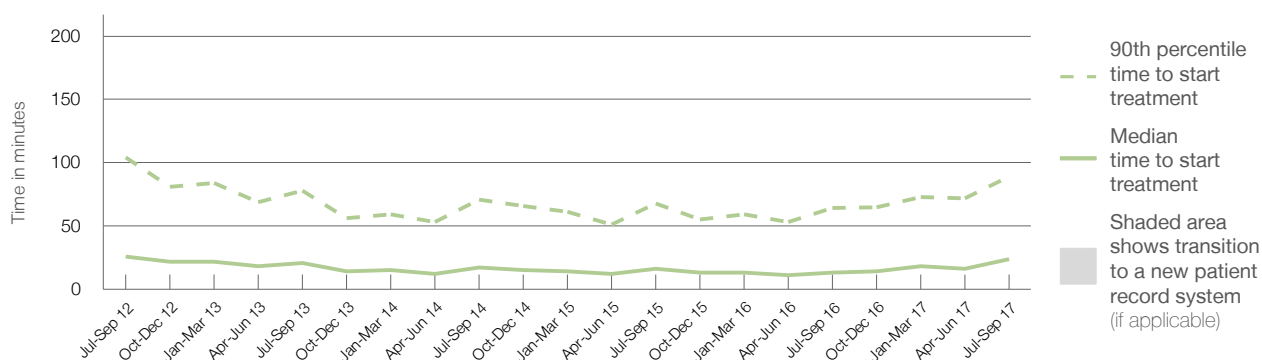
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
3,882	
3,771	
13 minutes	30 minutes
64 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	26	21	17	16	13	24
90th percentile time to start treatment ⁵ (minutes)	104	78	71	68	64	89

(†) Data points are not shown in graphs for quarters when 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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 913

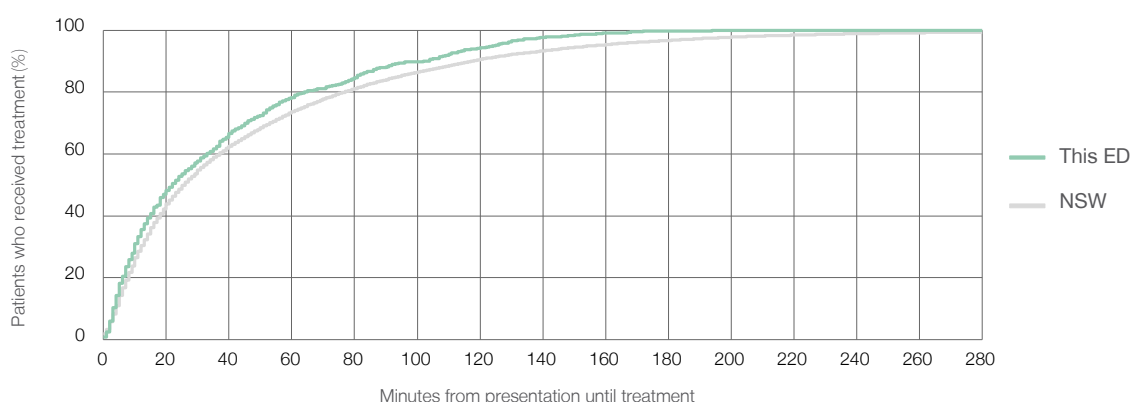
Number of triage 5 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 22 minutes

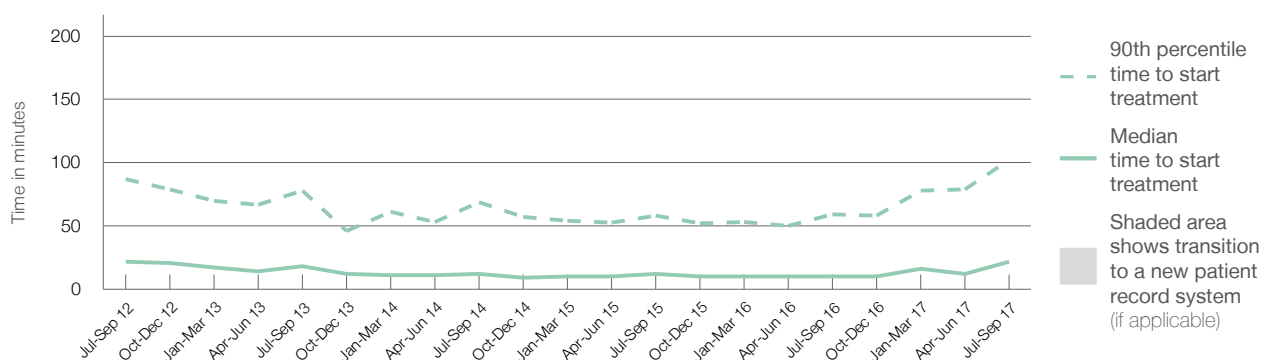
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
857	
815	
10 minutes	26 minutes
59 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	18	12	12	10	22
90th percentile time to start treatment ⁵ (minutes)	87	78	69	58	59	102

(†) Data points are not shown in graphs for quarters when 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.

The Tweed Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 13,317 patients

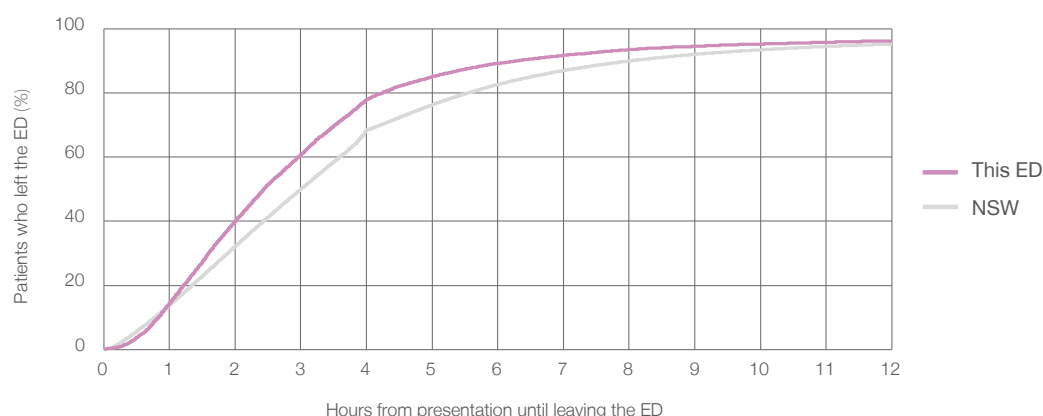
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

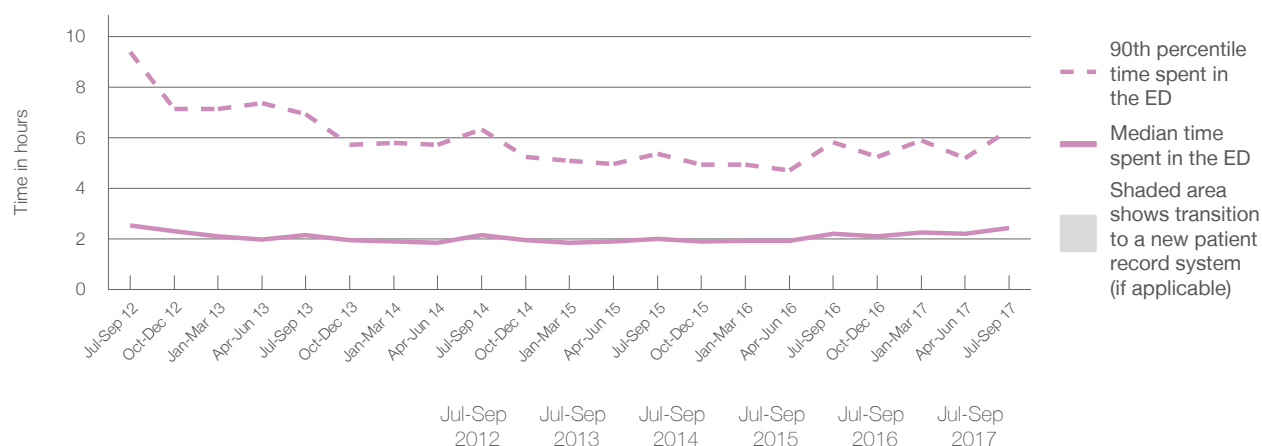
90th percentile time spent in the ED⁹ 6 hours and 18 minutes

Same period last year	NSW (this period)
12,698	
12,697	
2 hours and 12 minutes	3 hours and 0 minutes
5 hours and 49 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	6h 57m	6h 20m	5h 22m	5h 49m	6h 18m

(†) Data points are not shown in graphs for quarters when 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

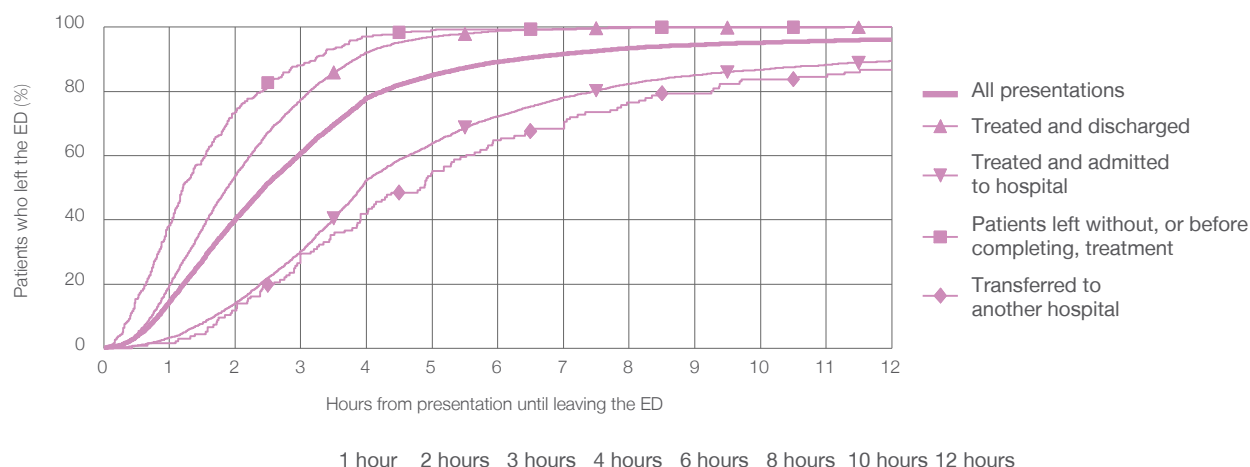
All presentations:[†] 13,317 patients

Presentations used to calculate time to leaving the ED:[‡] 13,317 patients

Treated and discharged	8,159 (61.3%)
Treated and admitted to hospital	4,653 (34.9%)
Patient left without, or before completing, treatment	318 (2.4%)
Transferred to another hospital	136 (1.0%)
Other	51 (0.4%)

Same period last year	Change since one year ago
12,697	4.9%
7,995	2.1%
4,339	7.2%
212	50.0%
119	14.3%
33	54.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.7%	53.8%	77.5%	92.1%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	3.3%	14.1%	30.2%	52.4%	72.2%	82.4%	86.8%	89.5%
Patient left without, or before completing, treatment	38.4%	73.6%	88.1%	97.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	11.8%	29.4%	41.9%	64.7%	76.5%	83.8%	86.8%
All presentations	14.5%	40.2%	60.8%	77.9%	89.2%	93.5%	95.2%	96.2%

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

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

The Tweed Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 13,317 patients

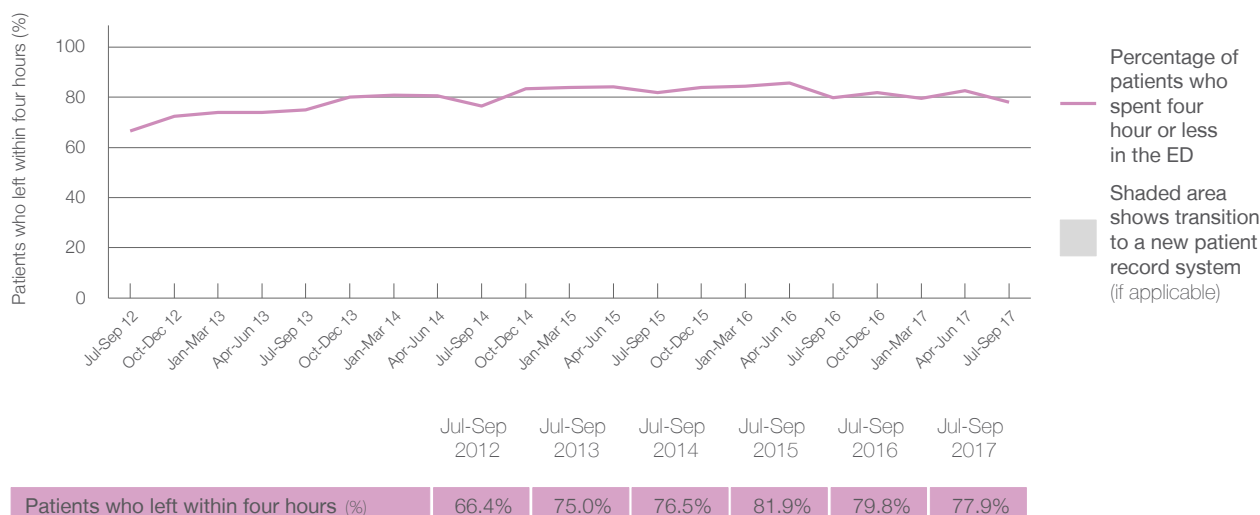
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

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



Same period last year	Change since one year ago
12,698	4.9%
12,697	4.9%
79.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations:² 10,188 patients

Same period last year	Change since one year ago
10,022	6.1%
9,676	5.3%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 788 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,438 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,933 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 992 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
750	
7 minutes	9 minutes
19 minutes	29 minutes
4,285	
19 minutes	23 minutes
65 minutes	83 minutes
3,873	
24 minutes	30 minutes
87 minutes	121 minutes
736	
19 minutes	26 minutes
93 minutes	118 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,634 patients

Percentage of patients who spent four hours or less in the ED 64.5%

Same period last year	Change since one year ago
10,022	6.1%
71.9%	

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

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

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

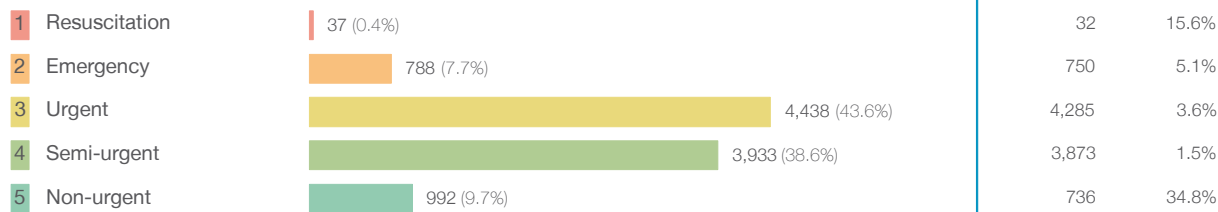
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

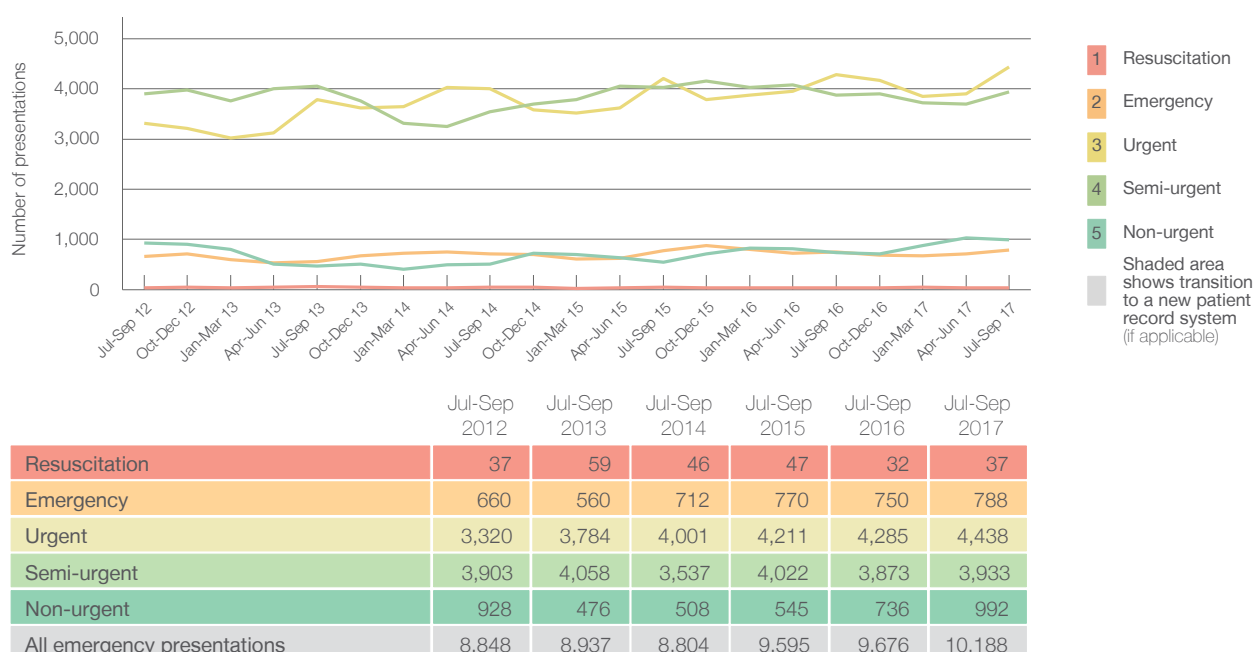
July to September 2017

All presentations:¹ 10,636 patients

Emergency presentations² by triage category: 10,188 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,303 patients

ED Transfer of care time



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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

July to September 2017

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

Number of triage 2 patients: 788

Number of triage 2 patients used to calculate waiting time:³ 785

Median time to start treatment⁴

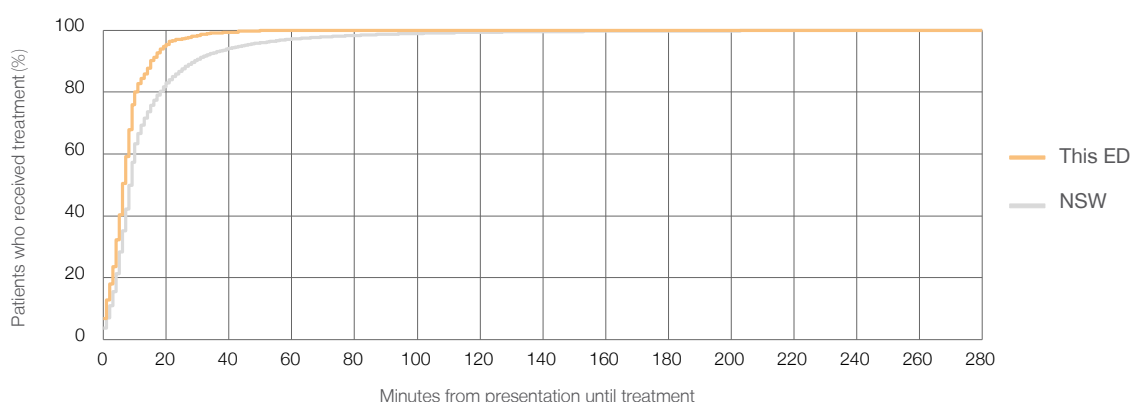
6 minutes

90th percentile time to start treatment⁵

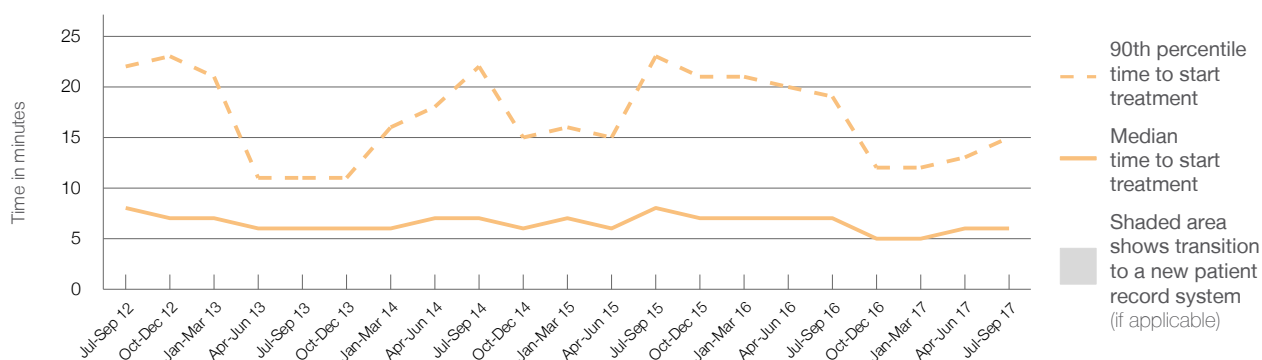
15 minutes

Same period last year	NSW (this period)
750	
750	
7 minutes	9 minutes
19 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	6	7	8	7	6
90th percentile time to start treatment ⁵ (minutes)	22	11	22	23	19	15

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

July to September 2017

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

Number of triage 3 patients: 4,438

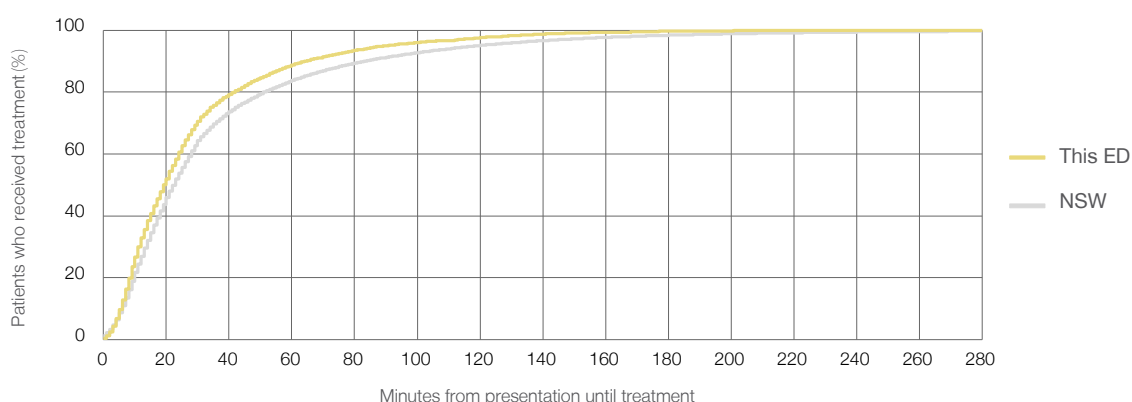
Number of triage 3 patients used to calculate waiting time:³ 4,353

Median time to start treatment⁴ 19 minutes

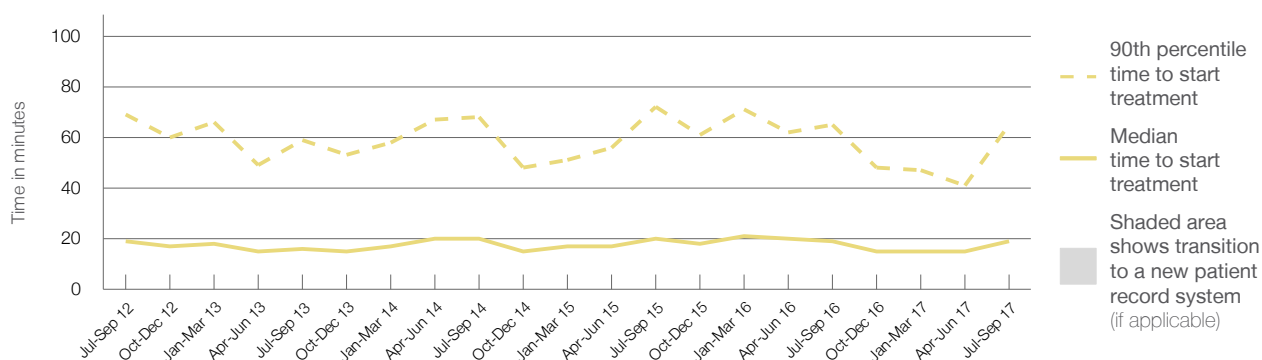
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
4,285	
4,224	
19 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	19	16	20	20	19	19
90th percentile time to start treatment ⁵ (minutes)	69	59	68	72	65	65

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

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

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

July to September 2017

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

Number of triage 4 patients: 3,933

Number of triage 4 patients used to calculate waiting time:³ 3,742

Median time to start treatment⁴

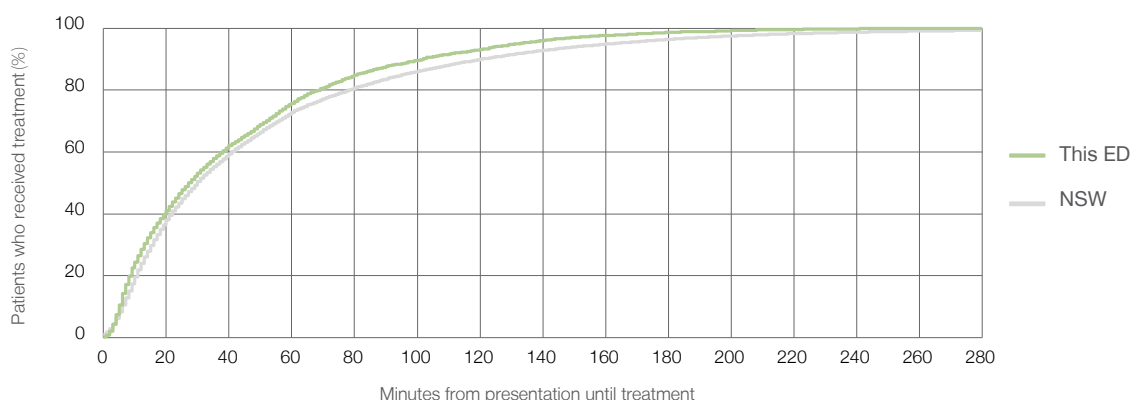
27 minutes

90th percentile time to start treatment⁵

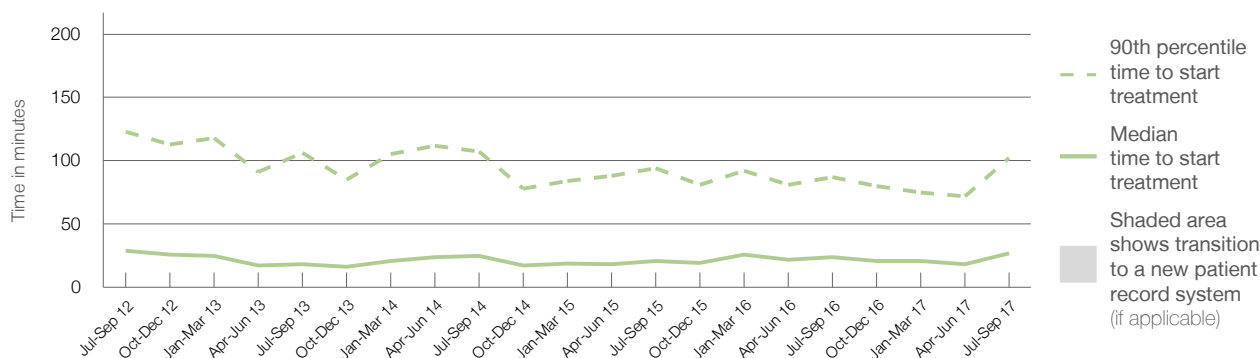
102 minutes

Same period last year	NSW (this period)
3,873	
3,727	
24 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	18	25	21	24	27
90th percentile time to start treatment ⁵ (minutes)	123	106	107	94	87	102

(†) Data points are not shown in graphs for quarters when 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.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 992

Number of triage 5 patients used to calculate waiting time:³ 916

Median time to start treatment⁴

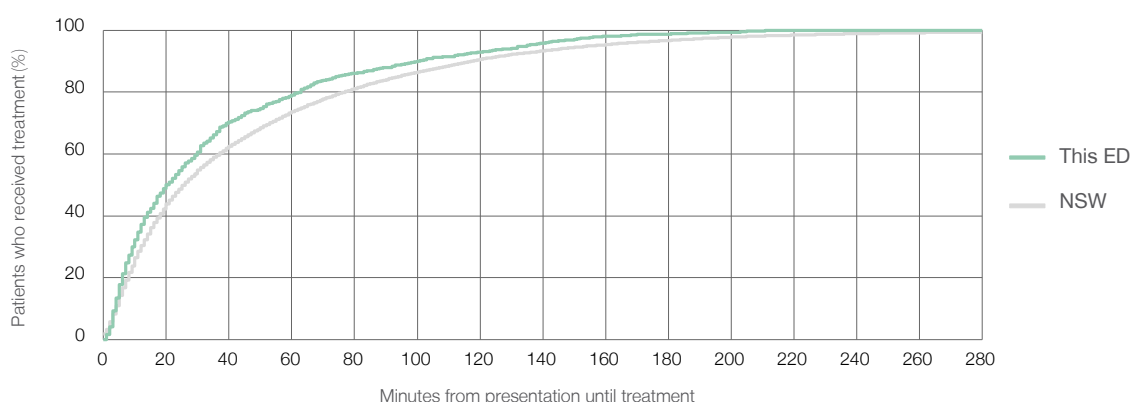
20 minutes

90th percentile time to start treatment⁵

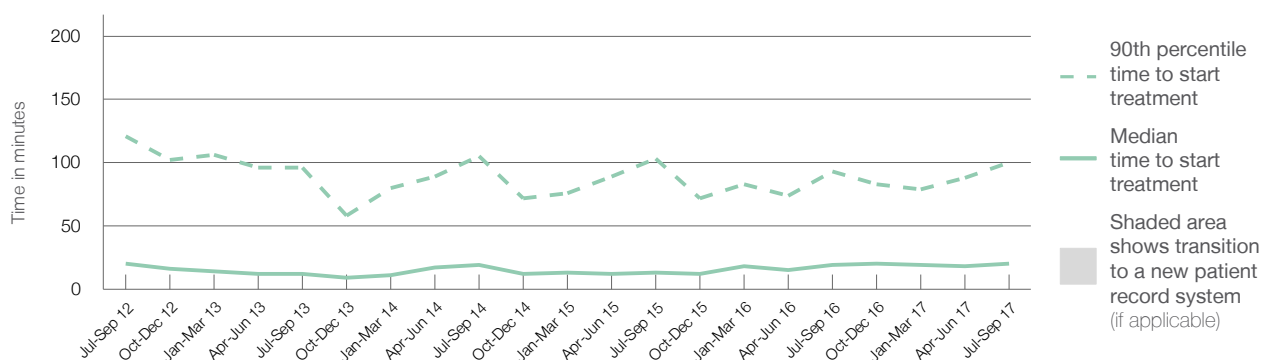
100 minutes

Same period last year	NSW (this period)
736	
691	
19 minutes	26 minutes
93 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	12	19	13	19	20
90th percentile time to start treatment ⁵ (minutes)	121	96	105	103	93	100

(†) Data points are not shown in graphs for quarters when 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,636 patients

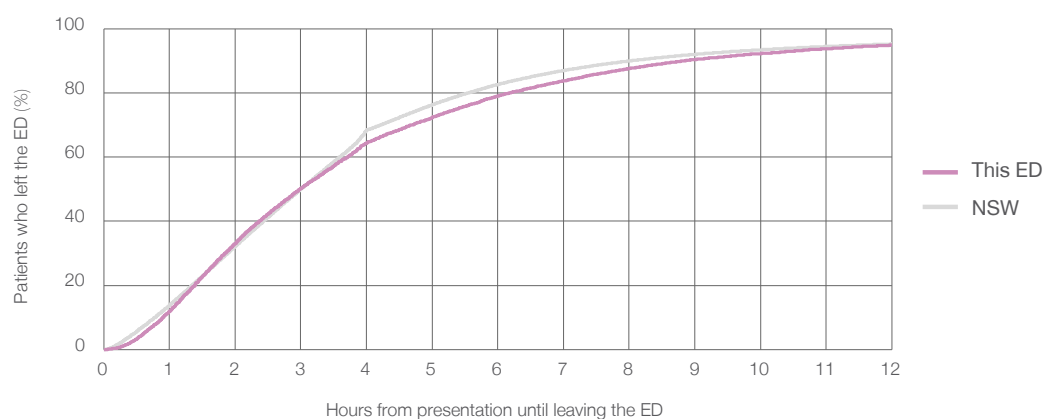
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

Median time spent in the ED⁸ 2 hours and 59 minutes

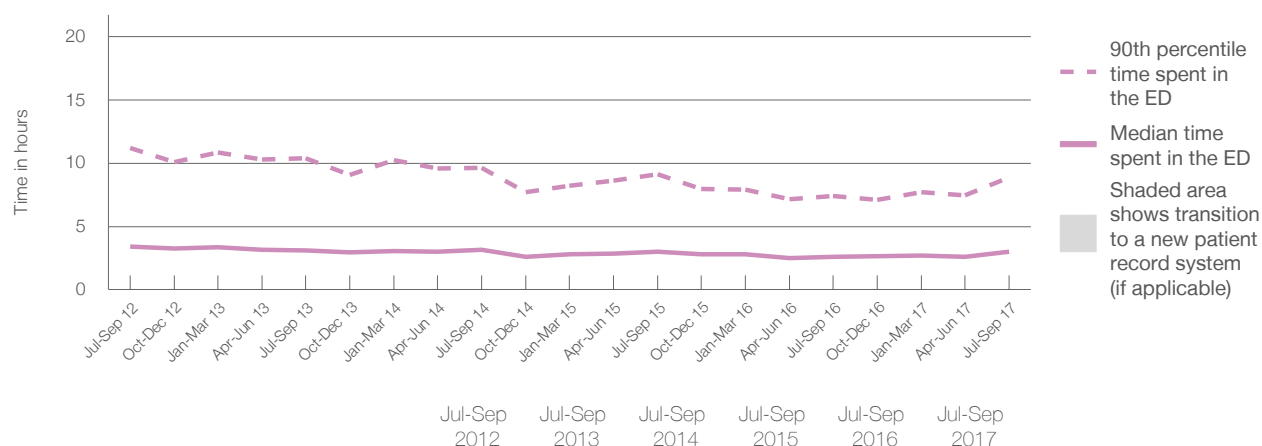
90th percentile time spent in the ED⁹ 8 hours and 51 minutes

Same period last year	NSW (this period)
10,022	10,022
2 hours and 35 minutes	3 hours and 0 minutes
7 hours and 25 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 25m	3h 7m	3h 8m	2h 59m	2h 35m	2h 59m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 11m	10h 22m	9h 37m	9h 9m	7h 25m	8h 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.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

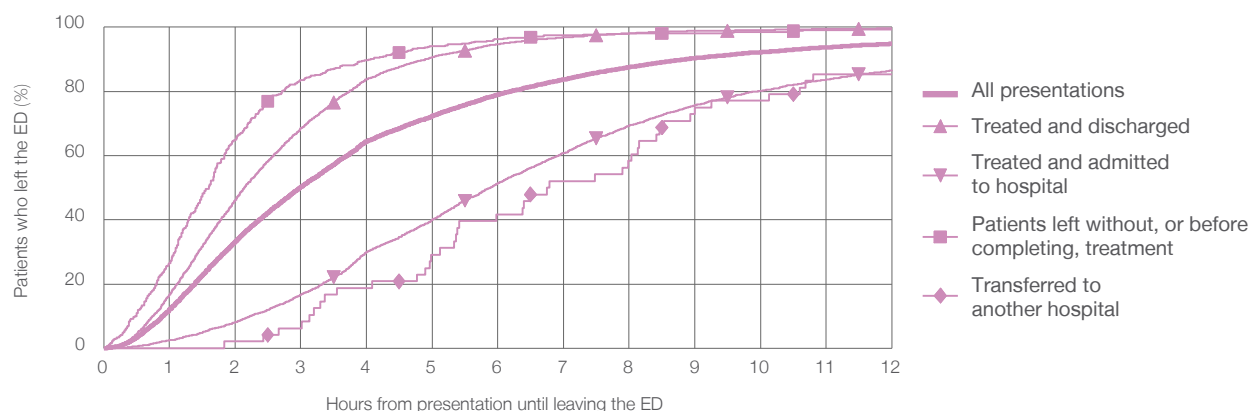
July to September 2017

All presentations:[†] 10,636 patients

Presentations used to calculate time to leaving the ED:[‡] 10,634 patients

		Same period last year	Change since one year ago
Treated and discharged	6,332 (59.5%)	10,022	6.1%
Treated and admitted to hospital	3,810 (35.8%)	5,389	17.5%
Patient left without, or before completing, treatment	429 (4.0%)	4,258	-10.5%
Transferred to another hospital	48 (0.5%)	303	41.6%
Other	17 (0.2%)	54	-11.1%
		18	-5.6%

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



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

Treated and discharged	16.8%	46.3%	68.5%	83.8%	94.7%	98.1%	99.1%	99.6%
Treated and admitted to hospital	2.5%	8.1%	16.8%	30.0%	51.5%	69.4%	80.2%	86.6%
Patient left without, or before completing, treatment	26.6%	65.0%	83.4%	89.7%	96.3%	98.1%	98.6%	99.3%
Transferred to another hospital	0%	2.1%	6.3%	18.8%	41.7%	58.3%	77.1%	85.4%
All presentations	12.0%	33.2%	50.3%	64.5%	79.0%	87.6%	92.2%	94.9%

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

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

Wagga Wagga Rural Referral Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 10,636 patients

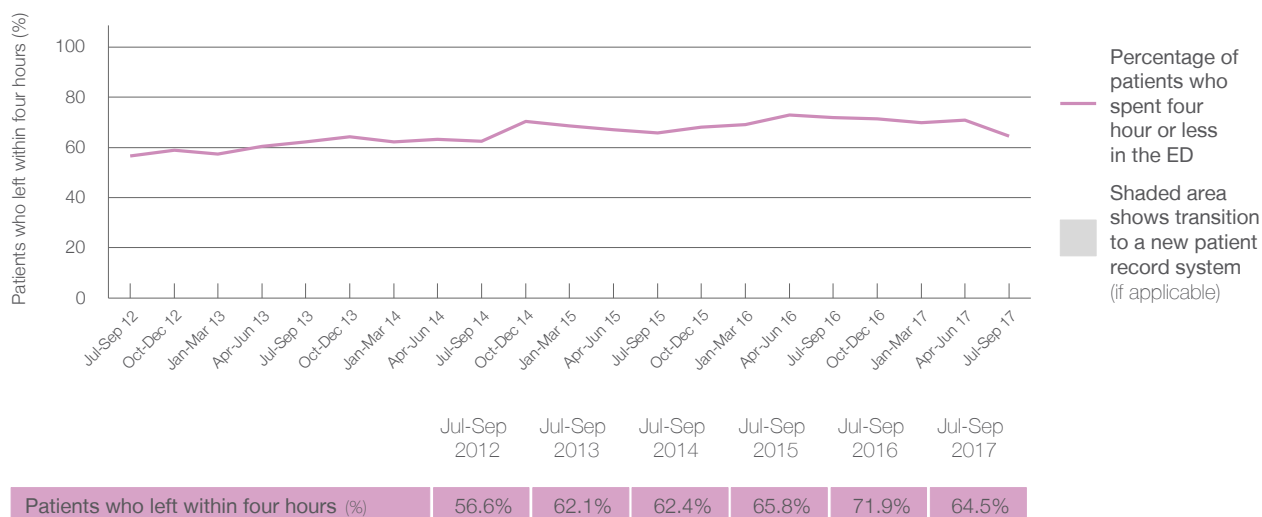
Presentations used to calculate time to leaving the ED:⁶ 10,634 patients

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



Same period last year	Change since one year ago
10,022	6.1%
10,022	6.1%
71.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).

Wyong Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 17,446 patients

Emergency presentations:² 17,359 patients

Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%

Wyong Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,955 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,268 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,201 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
1,661	
7 minutes	9 minutes
27 minutes	29 minutes
4,928	
22 minutes	23 minutes
72 minutes	83 minutes
8,117	
28 minutes	30 minutes
87 minutes	121 minutes
985	
20 minutes	26 minutes
70 minutes	118 minutes

Wyong Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 17,438 patients

Percentage of patients who spent four hours or less in the ED 69.0%

Same period last year	Change since one year ago
15,970	9.2%
69.4%	

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

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

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

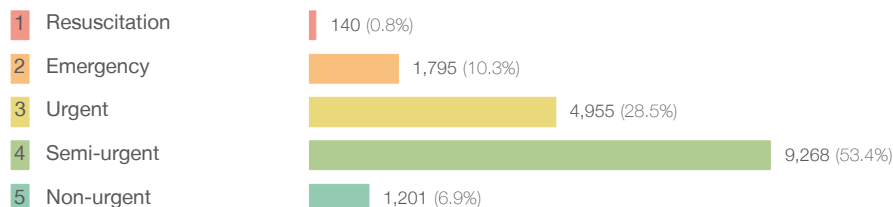
Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Wyong Hospital: Patients presenting to the emergency department

July to September 2017

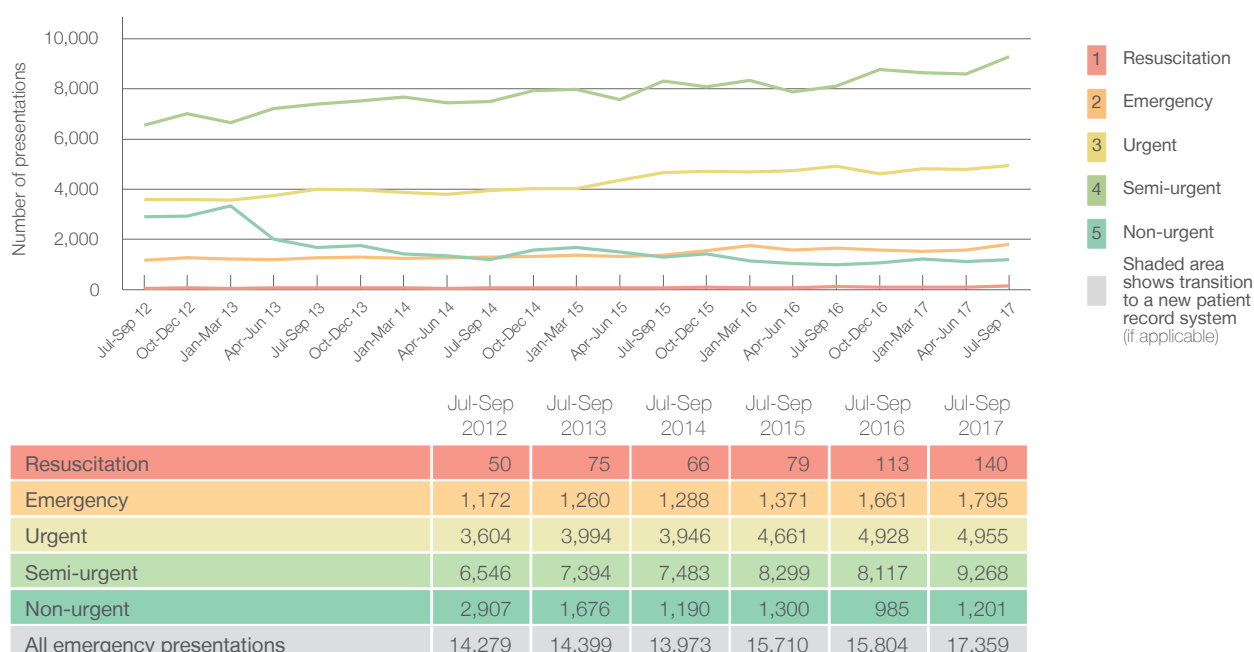
All presentations:¹ 17,446 patients

Emergency presentations² by triage category: 17,359 patients



Same period last year	Change since one year ago
15,971	9.2%
15,804	9.8%
113	23.9%
1,661	8.1%
4,928	0.5%
8,117	14.2%
985	21.9%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



Wyong Hospital: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 4,476 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,078	
10 minutes	2 minutes
30 minutes	18 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.

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

July to September 2017

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

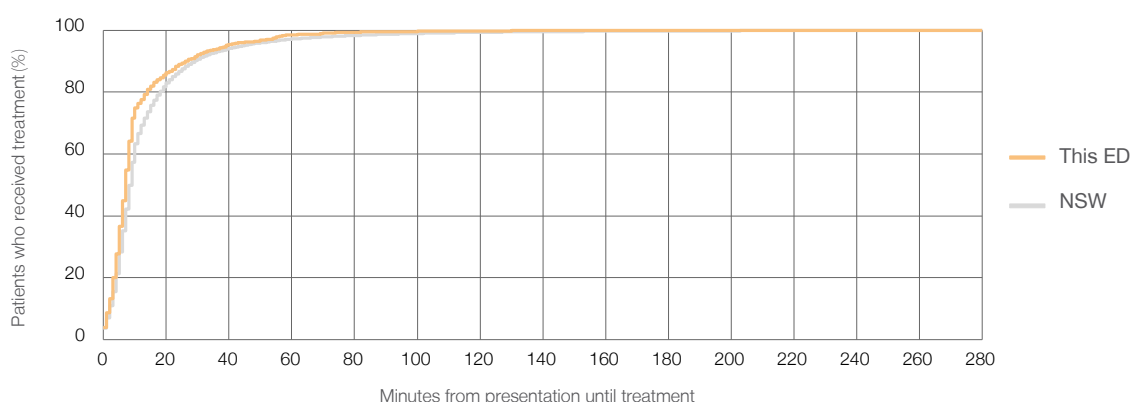
Number of triage 2 patients: 1,795

Number of triage 2 patients used to calculate waiting time:³ 1,785

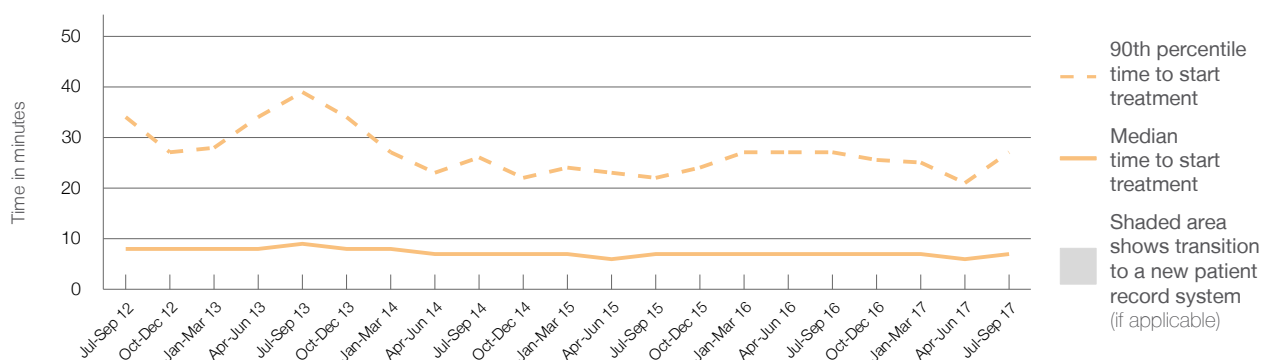
Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,661	
1,656	
7 minutes	9 minutes
27 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	9	7	7	7	7
90th percentile time to start treatment ⁵ (minutes)	34	39	26	22	27	27

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

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

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

July to September 2017

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

Number of triage 3 patients: 4,955

Number of triage 3 patients used to calculate waiting time:³ 4,891

Median time to start treatment⁴

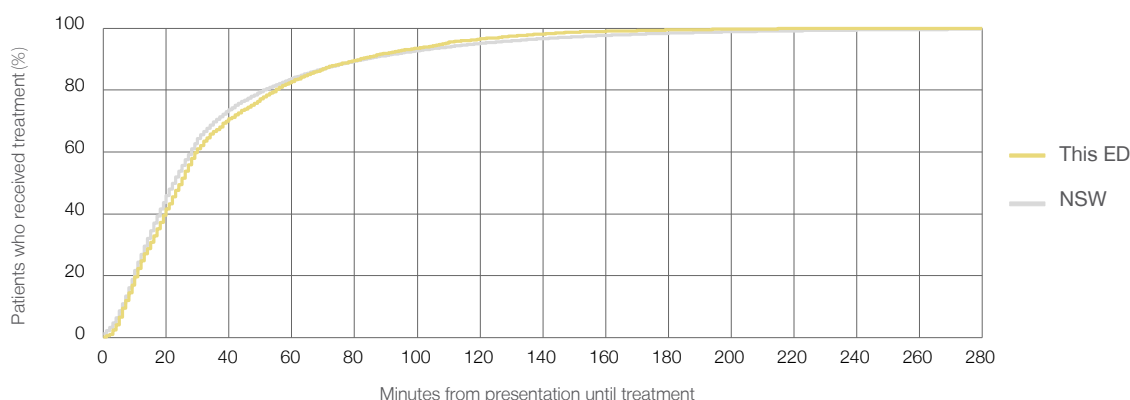
25 minutes

90th percentile time to start treatment⁵

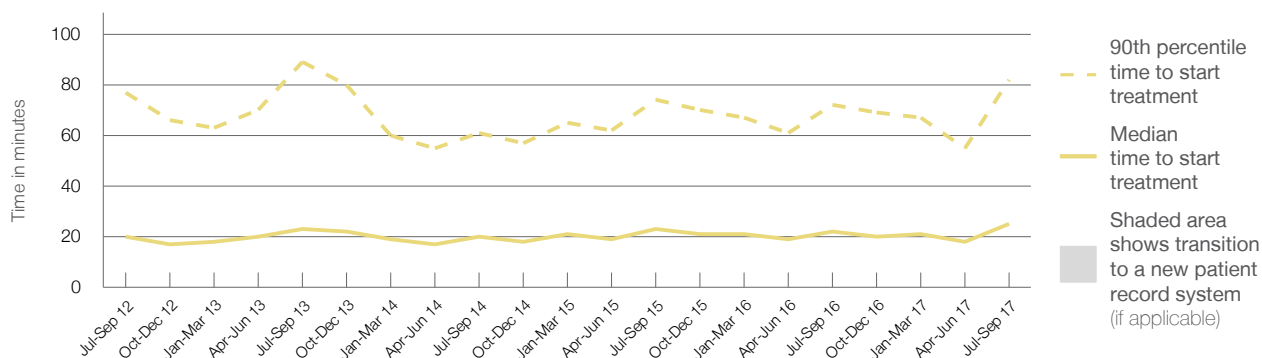
82 minutes

Same period last year	NSW (this period)
4,928	
4,886	
22 minutes	23 minutes
72 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	23	20	23	22	25
90th percentile time to start treatment ⁵ (minutes)	77	89	61	74	72	82

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

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

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

July to September 2017

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

Number of triage 4 patients: 9,268

Number of triage 4 patients used to calculate waiting time:³ 8,961

Median time to start treatment⁴

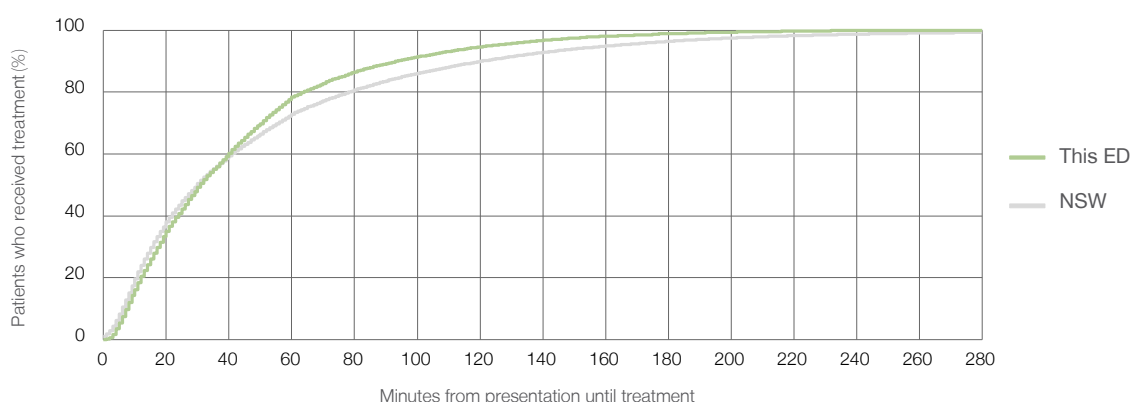
31 minutes

90th percentile time to start treatment⁵

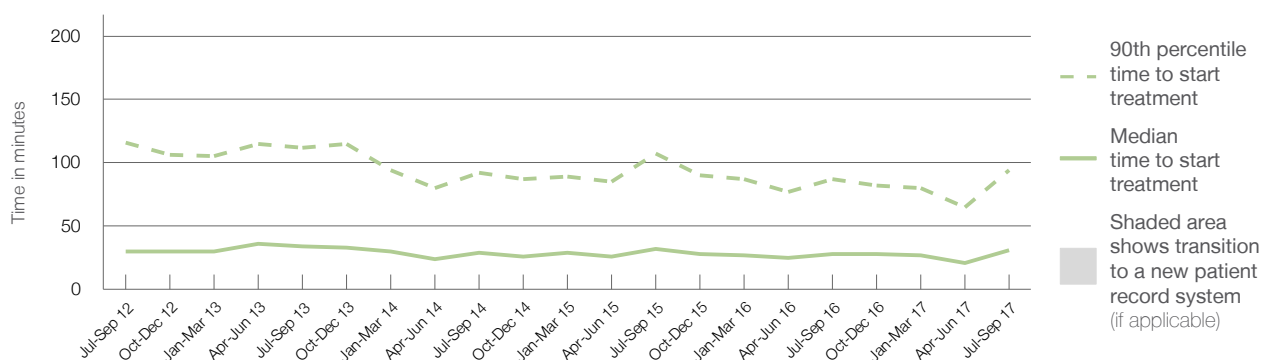
94 minutes

Same period last year	NSW (this period)
8,117	
7,846	
28 minutes	30 minutes
87 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	30	34	29	32	28	31
90th percentile time to start treatment ⁵ (minutes)	116	112	92	107	87	94

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

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

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

July to September 2017

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

Number of triage 5 patients: 1,201

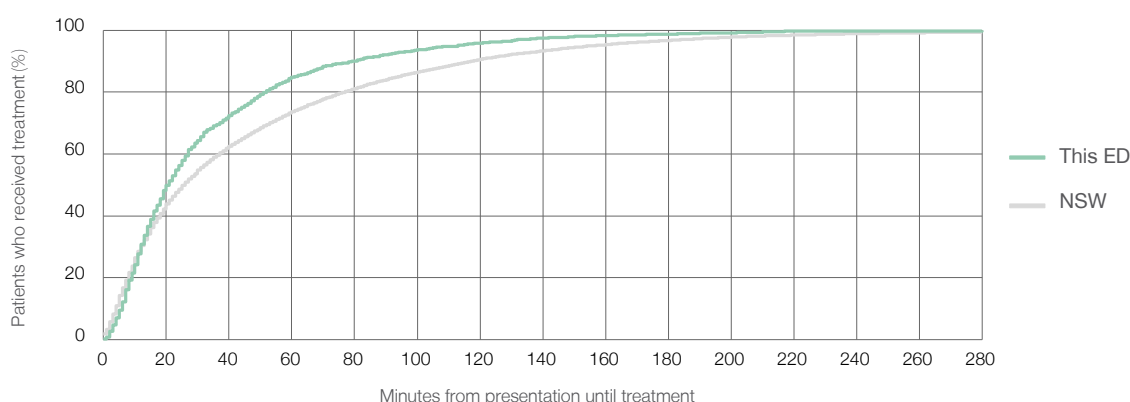
Number of triage 5 patients used to calculate waiting time:³ 1,136

Median time to start treatment⁴ 21 minutes

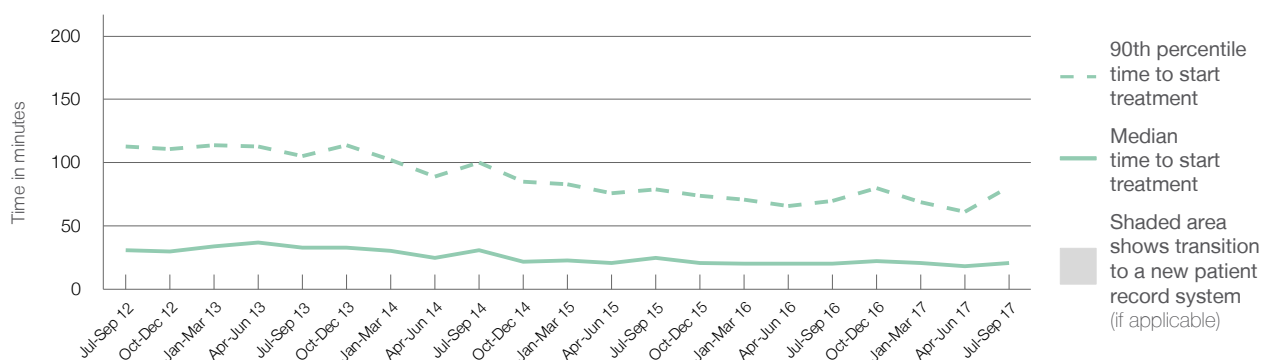
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
985	
926	
20 minutes	26 minutes
70 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	31	33	31	25	20	21
90th percentile time to start treatment ⁵ (minutes)	113	105	100	79	70	81

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

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

Wyong Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 17,446 patients

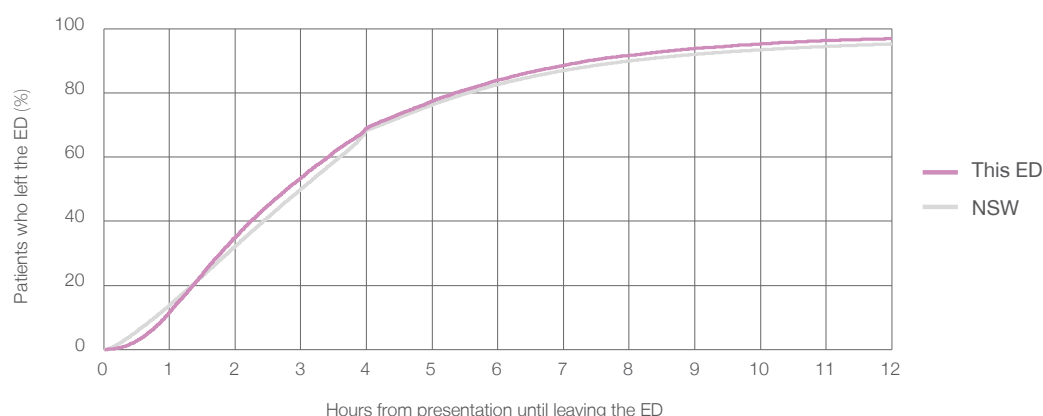
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

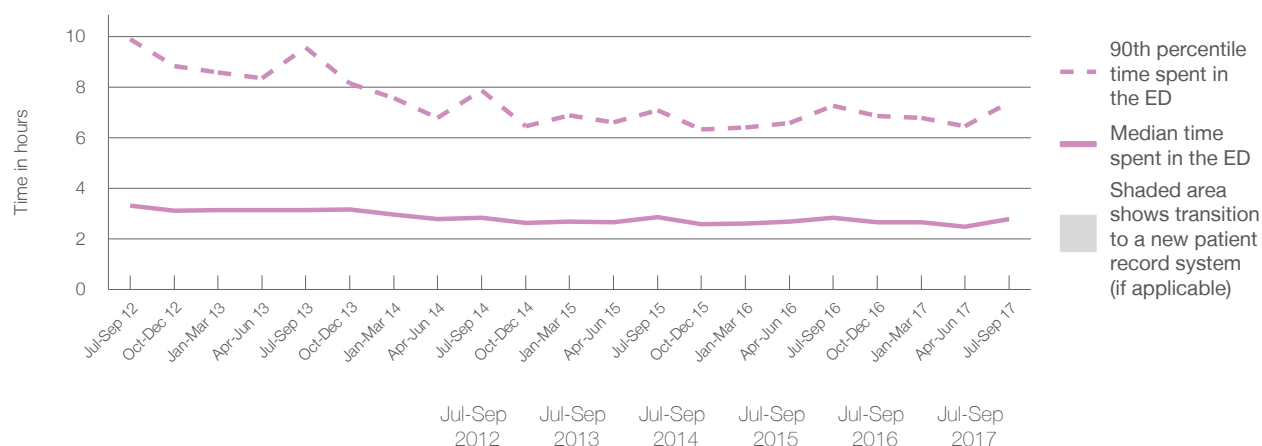
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
15,971	
15,970	
2 hours and 50 minutes	3 hours and 0 minutes
7 hours and 16 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 9m	2h 51m	2h 52m	2h 50m	2h 47m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 54m	9h 34m	7h 52m	7h 6m	7h 16m	7h 23m

(†) Data points are not shown in graphs for quarters when 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.

Wyong Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

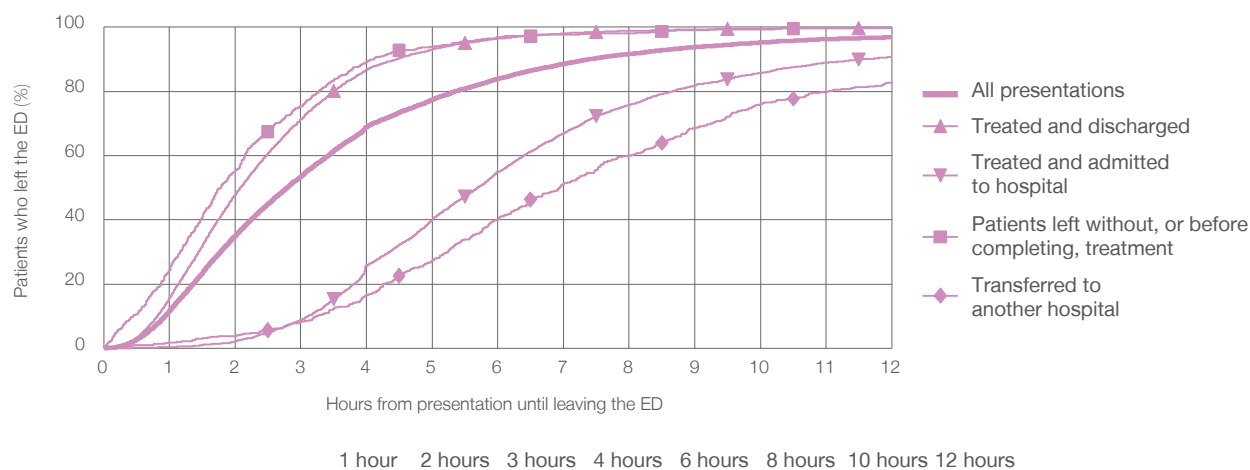
All presentations:[†] 17,446 patients

Presentations used to calculate time to leaving the ED:[‡] 17,438 patients

Treated and discharged	11,871 (68.0%)
Treated and admitted to hospital	4,382 (25.1%)
Patient left without, or before completing, treatment	545 (3.1%)
Transferred to another hospital	626 (3.6%)
Other	22 (0.1%)

Same period last year	Change since one year ago
15,970	9.2%
10,664	11.3%
4,109	6.6%
448	21.7%
709	-11.7%
41	-46.3%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.8%	47.9%	71.3%	86.8%	96.4%	98.9%	99.6%	99.8%
Treated and admitted to hospital	0.4%	2.1%	8.8%	25.7%	54.9%	75.8%	85.7%	90.8%
Patient left without, or before completing, treatment	24.4%	55.4%	75.4%	89.2%	96.9%	98.2%	99.3%	99.8%
Transferred to another hospital	1.8%	3.8%	8.2%	16.5%	40.2%	60.0%	76.0%	83.0%
All presentations	11.8%	35.1%	53.5%	69.0%	84.0%	91.7%	95.2%	96.9%

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

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

Wyong Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 17,446 patients

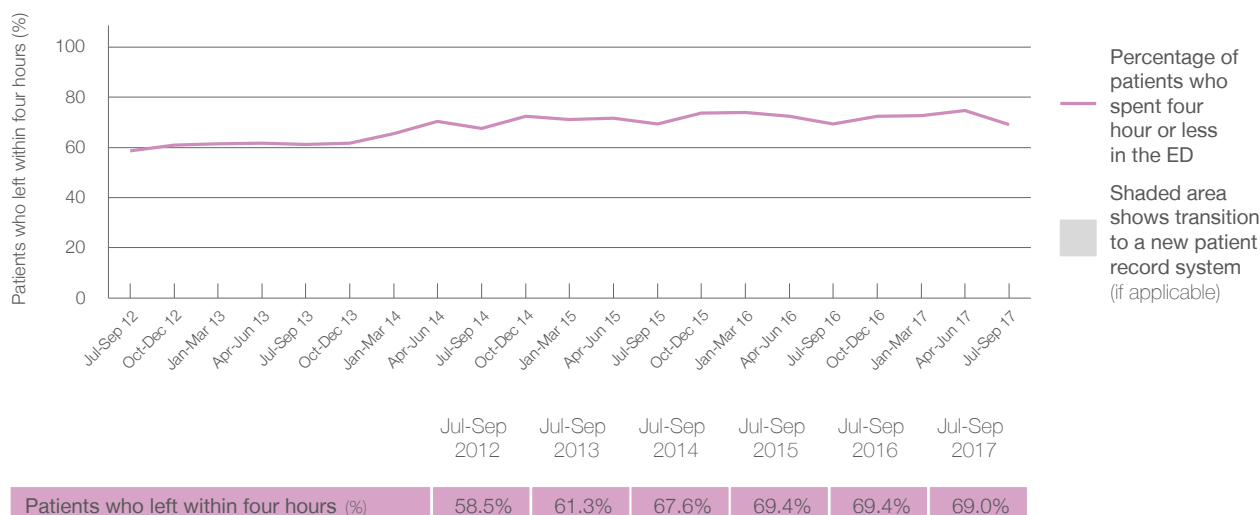
Presentations used to calculate time to leaving the ED:⁶ 17,438 patients

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



Same period last year	Change since one year ago
15,971	9.2%
15,970	9.2%
69.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).