

Healthcare Quarterly

Emergency department

Northern Sydney Local Health District
Performance Profiles

July to September 2018

Hornsby Ku-ring-gai Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 10,164 patients

Emergency presentations:² 10,125 patients

Same period last year	Change since one year ago
10,644	-5%
10,595	-4%

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,482 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,371 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,660 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,568 patients

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

Same period last year	NSW (this period)
1,489	
5 minutes	8 minutes
11 minutes	28 minutes
2,365	
15 minutes	21 minutes
57 minutes	72 minutes
4,975	
18 minutes	26 minutes
89 minutes	105 minutes
1,714	
12 minutes	22 minutes
98 minutes	103 minutes

Hornsby Ku-ring-gai Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 10,164 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
10,644	-5%
71%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

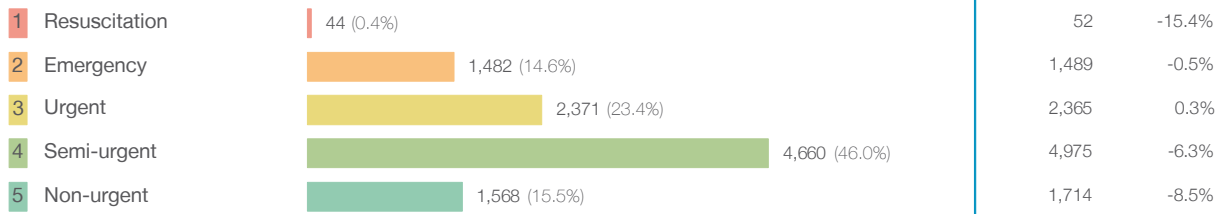
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Hornsby Ku-ring-gai Hospital: Patients presenting to the emergency department

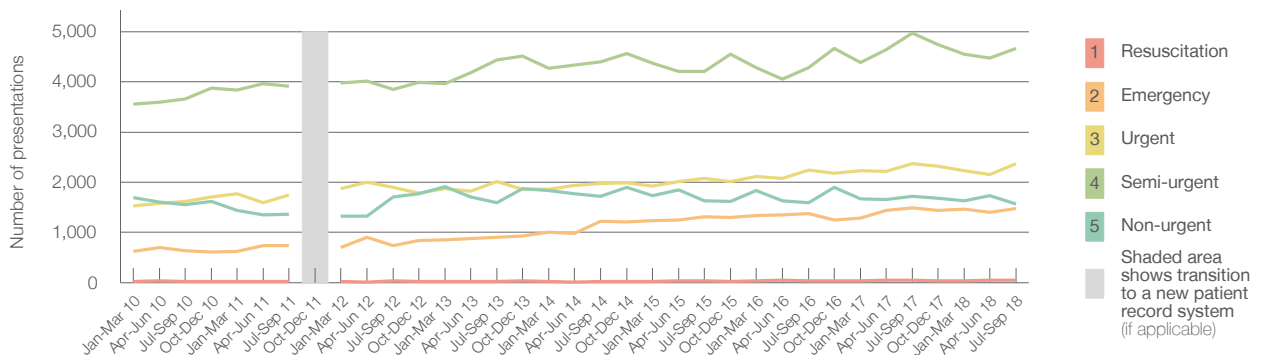
July to September 2018

All presentations:¹ 10,164 patients

Emergency presentations² by triage category: 10,125 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	25	27	31	25	24	34	35	52	44
Emergency	633	742	732	898	1,221	1,311	1,373	1,489	1,482
Urgent	1,624	1,744	1,893	2,007	1,969	2,072	2,239	2,365	2,371
Semi-urgent	3,652	3,907	3,852	4,439	4,397	4,200	4,285	4,975	4,660
Non-urgent	1,559	1,357	1,710	1,589	1,714	1,633	1,588	1,714	1,568
All emergency presentations	7,493	7,777	8,218	8,958	9,325	9,250	9,520	10,595	10,125

Hornsby Ku-ring-gai Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,049 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 Ku-ring-gai Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

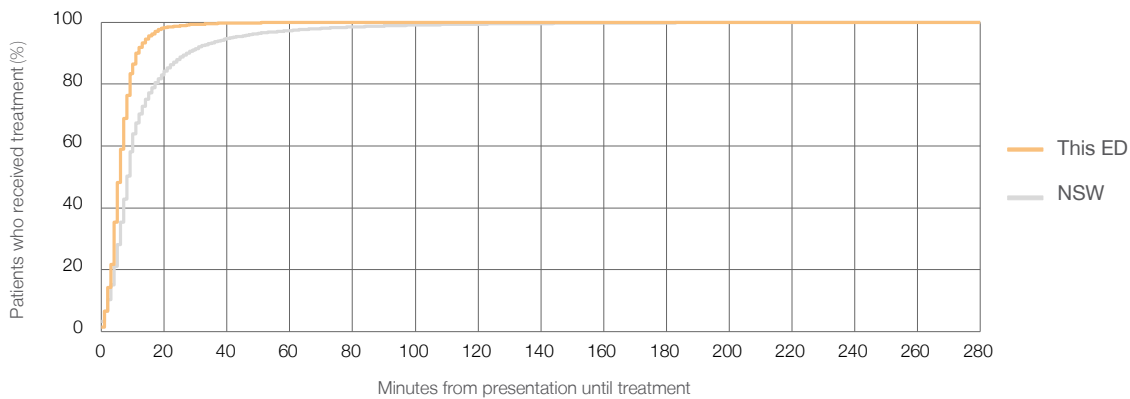
Number of triage 2 patients: 1,482

Number of triage 2 patients used to calculate waiting time:³ 1,481

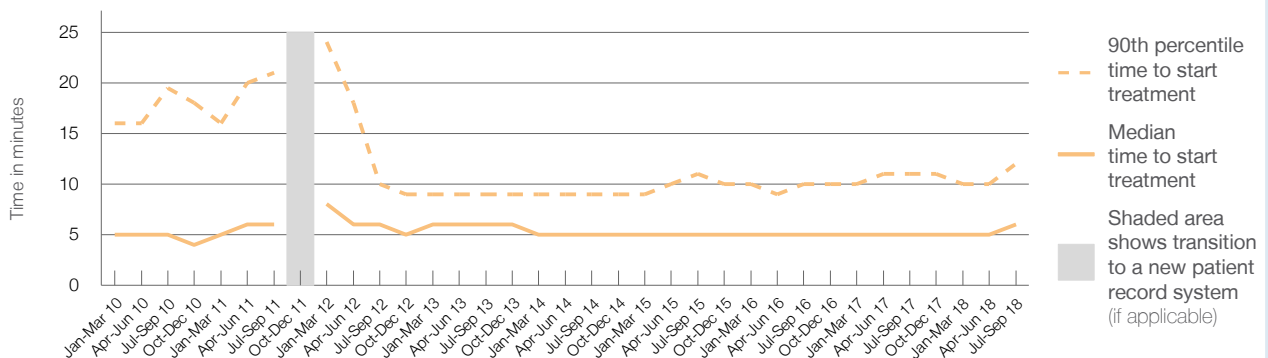
Median time to start treatment⁴ ■ 6 minutes
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
1,489	1,489
5 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	6	6	6	5	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	20	21	10	9	9	11	10	11	12

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

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

Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,371

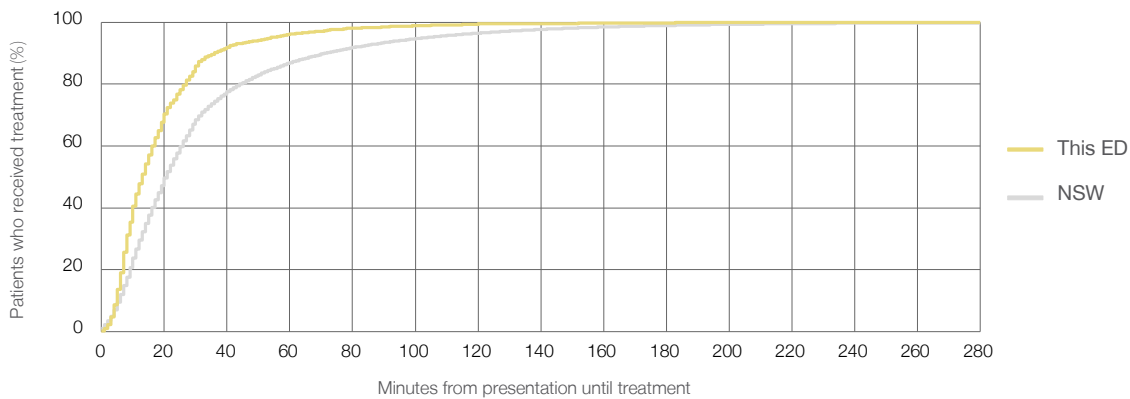
Number of triage 3 patients used to calculate waiting time:³ 2,360

Median time to start treatment⁴ 13 minutes

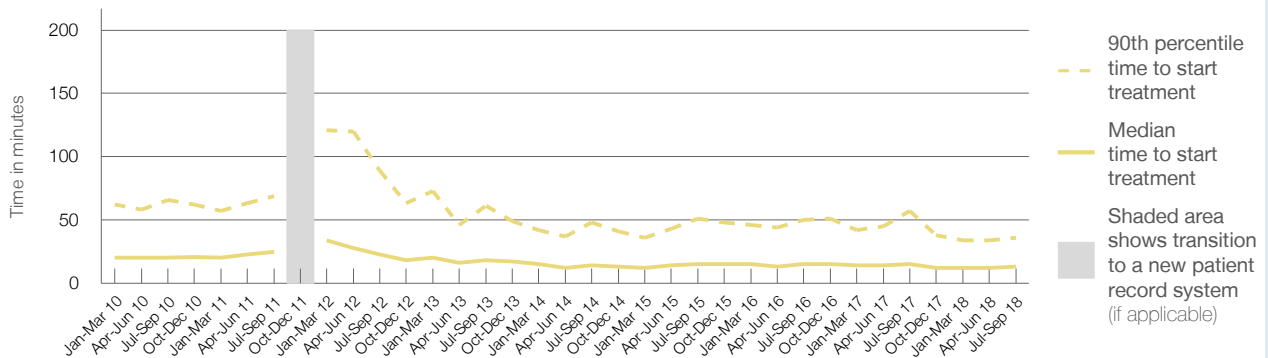
90th percentile time to start treatment⁵ 36 minutes

Same period last year	NSW (this period)
2,365	
2,338	
15 minutes	21 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	25	23	18	14	15	15	15	13
90th percentile time to start treatment ⁵ (minutes)	66	69	89	61	48	51	50	57	36

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,660

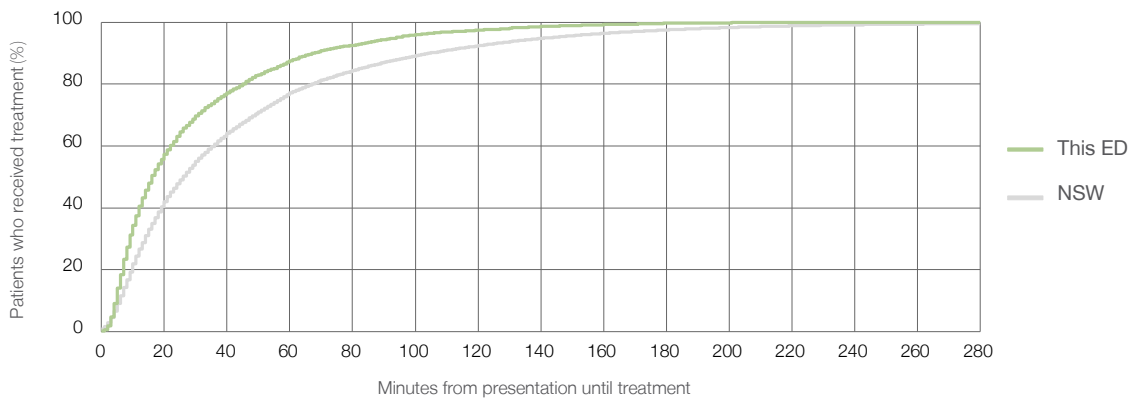
Number of triage 4 patients used to calculate waiting time:³ 4,548

Median time to start treatment⁴ 16 minutes

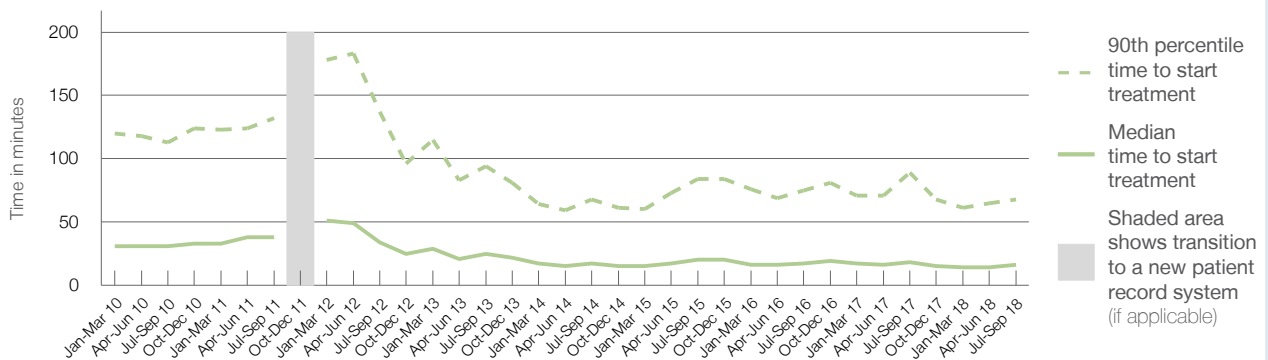
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,975	4,796
18 minutes	26 minutes
89 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	31	38	34	25	17	20	17	18	16
90th percentile time to start treatment ⁵ (minutes)	113	132	137	94	68	84	75	89	68

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Hornsby Ku-ring-gai Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,568

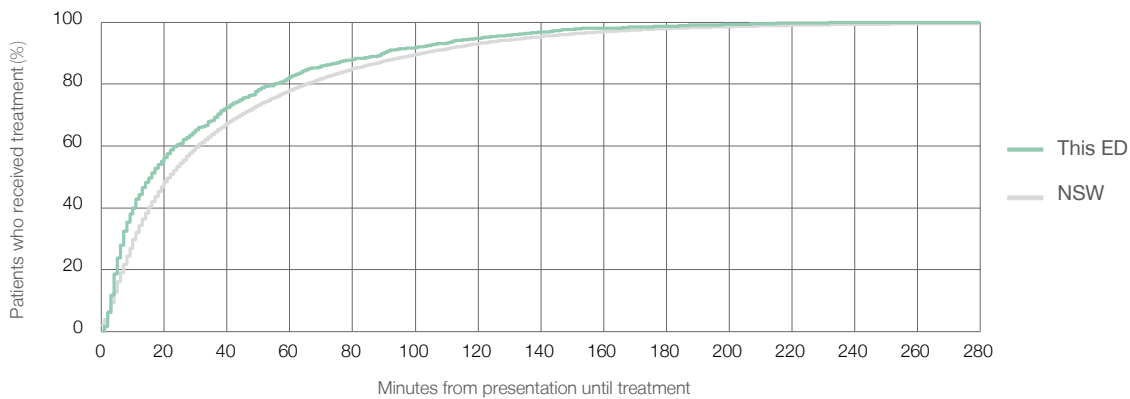
Number of triage 5 patients used to calculate waiting time:³ 1,469

Median time to start treatment⁴ 16 minutes

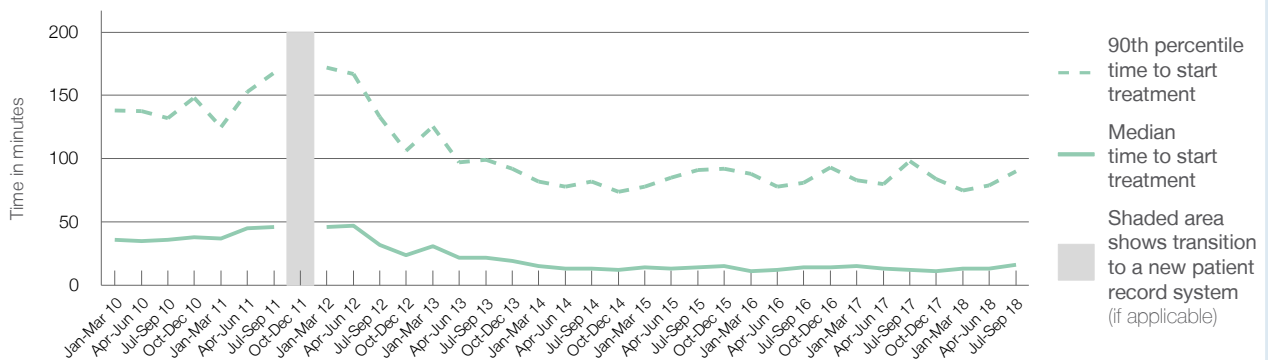
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,714	1,580
12 minutes	22 minutes
98 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	36	46	32	22	13	14	14	12	16
90th percentile time to start treatment ⁵ (minutes)	132	168	133	99	82	91	81	98	90

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

Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 10,164 patients

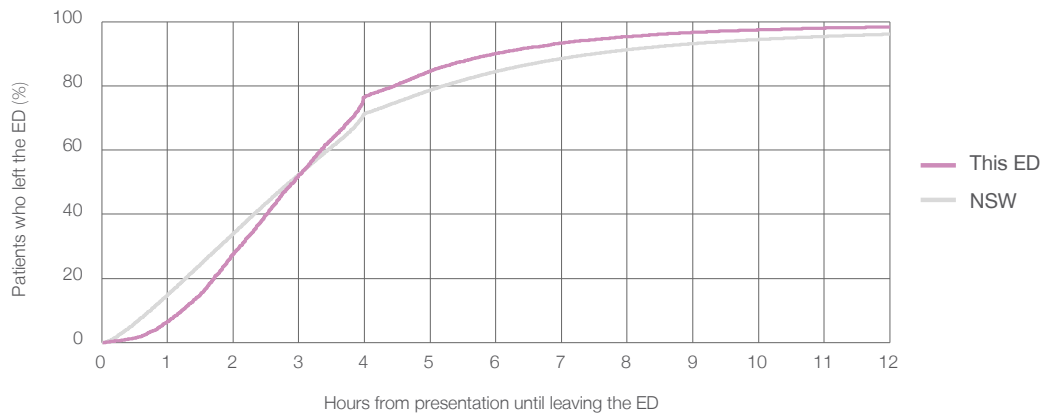
Presentations used to calculate time to leaving the ED:⁶ 10,164 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

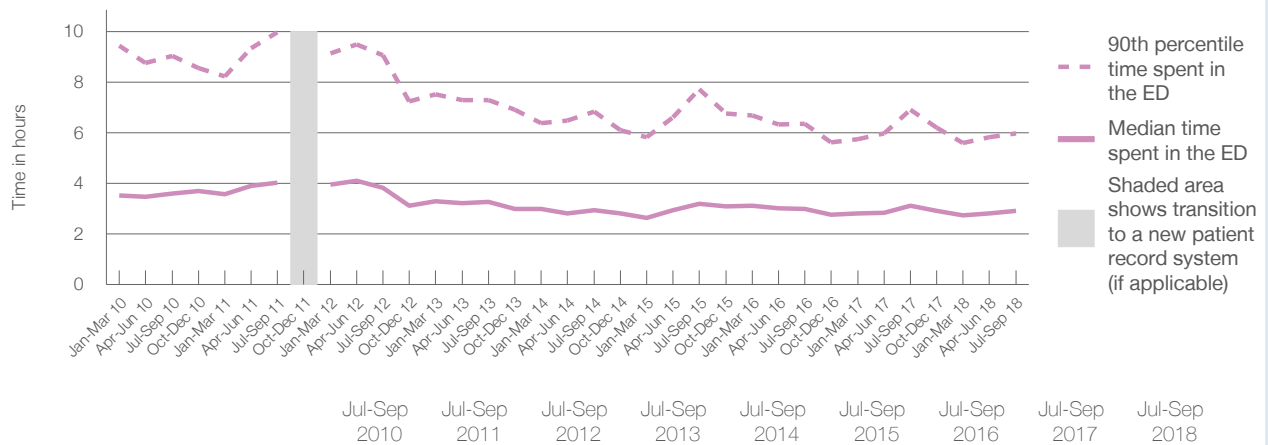
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
10,644	10,644
3 hours and 8 minutes	2 hours and 52 minutes
6 hours and 55 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 36m	4h 2m	3h 49m	3h 16m	2h 56m	3h 12m	3h 0m	3h 8m	2h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 3m	9h 59m	9h 4m	7h 18m	6h 51m	7h 44m	6h 21m	6h 55m	5h 59m

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

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

Hornsby Ku-ring-gai Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

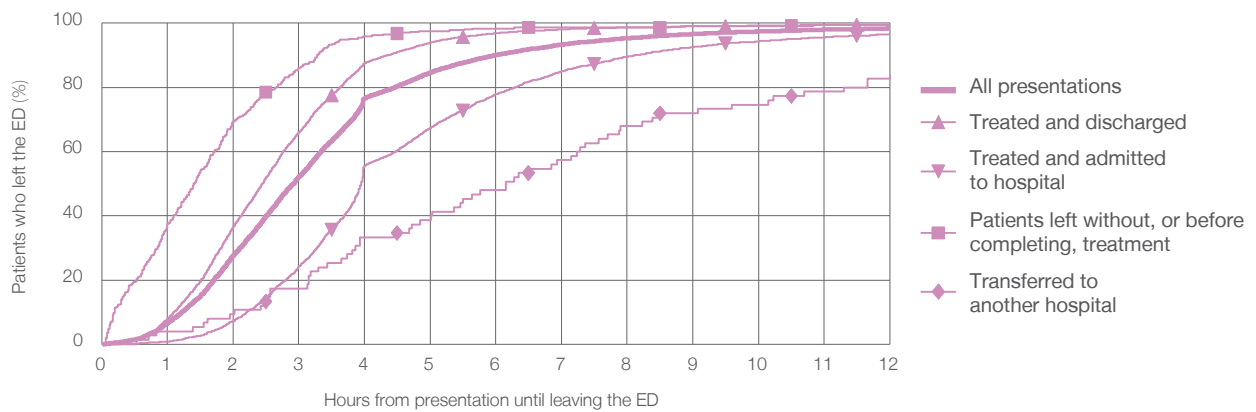
All presentations:¹ 10,164 patients

Presentations used to calculate time to leaving the ED:⁶ 10,164 patients

Treated and discharged	6,248 (61.5%)
Treated and admitted to hospital	3,463 (34.1%)
Patient left without, or before completing, treatment	373 (3.7%)
Transferred to another hospital	75 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
10,644	-5%
6,545	-4.5%
3,316	4.4%
687	-45.7%
93	-19.4%
3	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.0%	36.6%	66.0%	87.6%	96.9%	98.6%	99.3%	99.5%
Treated and admitted to hospital	0.8%	7.2%	24.3%	55.7%	77.9%	89.6%	94.4%	96.6%
Patient left without, or before completing, treatment	37.5%	69.4%	86.1%	96.0%	98.4%	98.7%	99.2%	99.5%
Transferred to another hospital	4.0%	9.3%	17.3%	33.3%	48.0%	68.0%	74.7%	84.0%
All presentations	6.6%	27.6%	52.2%	76.6%	90.1%	95.3%	97.4%	98.4%

(†) 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.

Hornsby Ku-ring-gai Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 10,164 patients

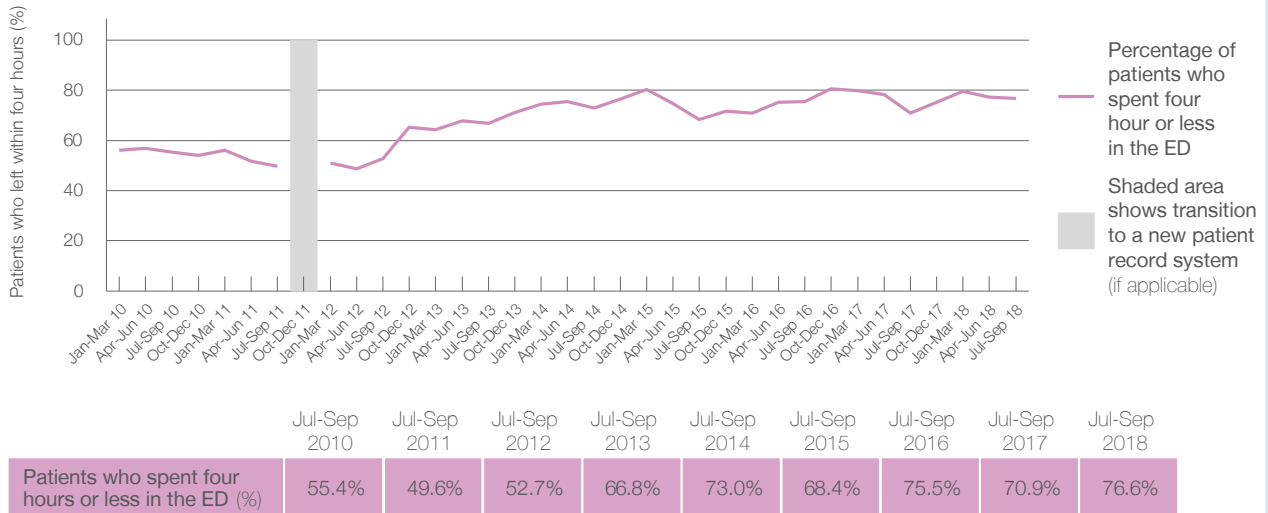
Presentations used to calculate time to leaving the ED: ⁶ 10,164 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	10,644	-5%
Presentations used to calculate time to leaving the ED	10,644	-5%
Percentage of patients who spent four hours or less in the ED	70.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Manly Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 5,959 patients
Emergency presentations:² 5,921 patients

Same period last year	Change since one year ago
6,369	-6%
6,323	-6%



Manly Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 917 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): 2,343 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  29 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,313 patients

Median time to start treatment⁴  11 minutes
90th percentile time to start treatment⁵  55 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 308 patients

Median time to start treatment⁴  12 minutes
90th percentile time to start treatment⁵  69 minutes

Same period last year	NSW (this period)
957	
7 minutes	8 minutes
11 minutes	28 minutes
2,510	
14 minutes	21 minutes
38 minutes	72 minutes
2,503	
14 minutes	26 minutes
71 minutes	105 minutes
309	
13 minutes	22 minutes
87 minutes	103 minutes

Manly Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 5,959 patients

Percentage of patients who spent four hours or less in the ED  85%

Same period last year	Change since one year ago
6,369	-6%
82%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

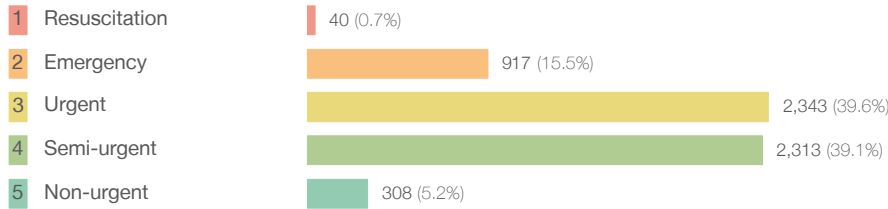
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Manly Hospital: Patients presenting to the emergency department July to September 2018

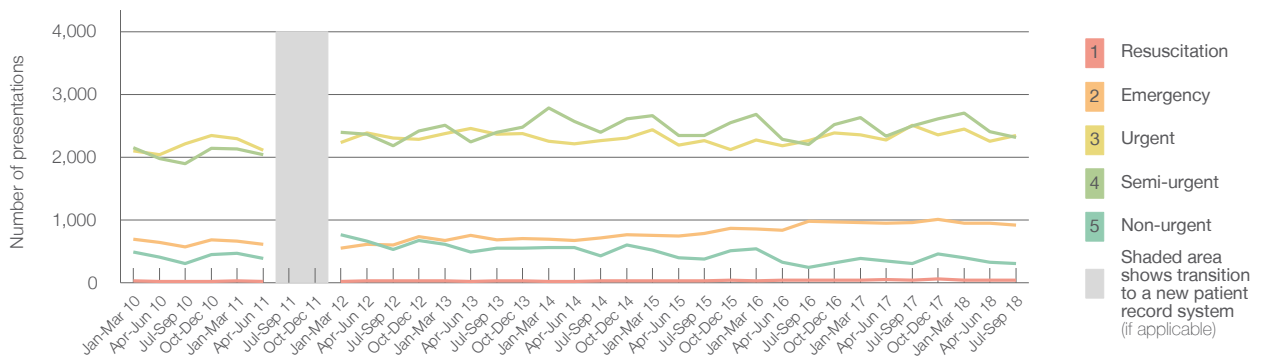
All presentations:¹ 5,959 patients

Emergency presentations² by triage category: 5,921 patients



Same period last year	Change since one year ago
6,369	-6%
6,323	-6%
44	-9.1%
957	-4.2%
2,510	-6.7%
2,503	-7.6%
309	-0.3%

Emergency presentations² by quarter, January 2010 to September 2018 †

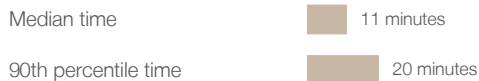


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	23		26	28	28	26	35	44	40
Emergency	568		598	687	712	789	973	957	917
Urgent	2,217		2,300	2,370	2,264	2,259	2,262	2,510	2,343
Semi-urgent	1,898		2,184	2,397	2,394	2,340	2,202	2,503	2,313
Non-urgent	304		526	553	430	379	248	309	308
All emergency presentations	5,010		5,634	6,035	5,828	5,793	5,720	6,323	5,921

Manly Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,450 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,398	
12 minutes	-1 minute
22 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.

Manly Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 917

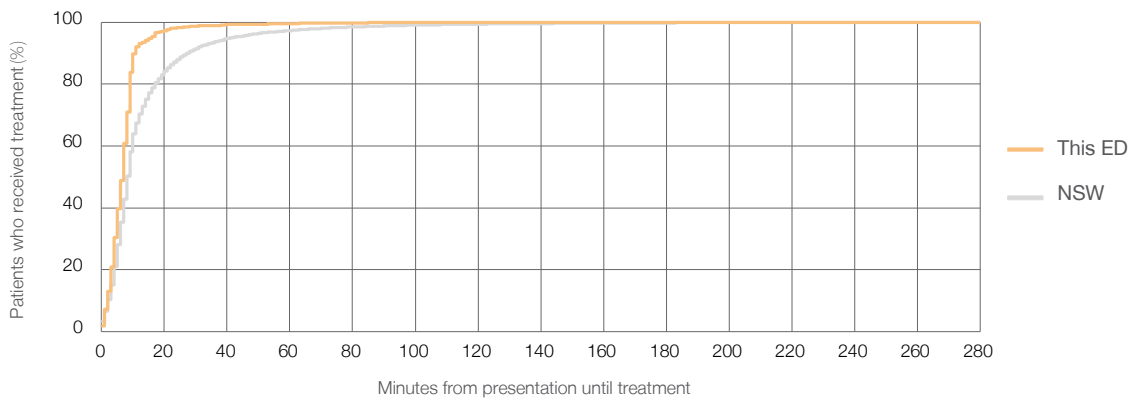
Number of triage 2 patients used to calculate waiting time:³ 916

Median time to start treatment⁴ ■ 7 minutes

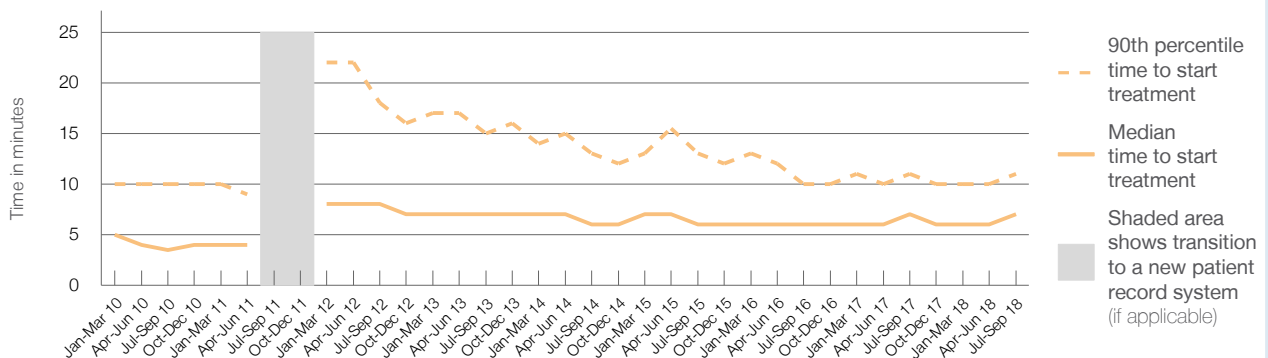
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
957	957
7 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4		8	7	6	6	6	7	7
90th percentile time to start treatment ⁵ (minutes)	10		18	15	13	13	10	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.

Manly Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,343

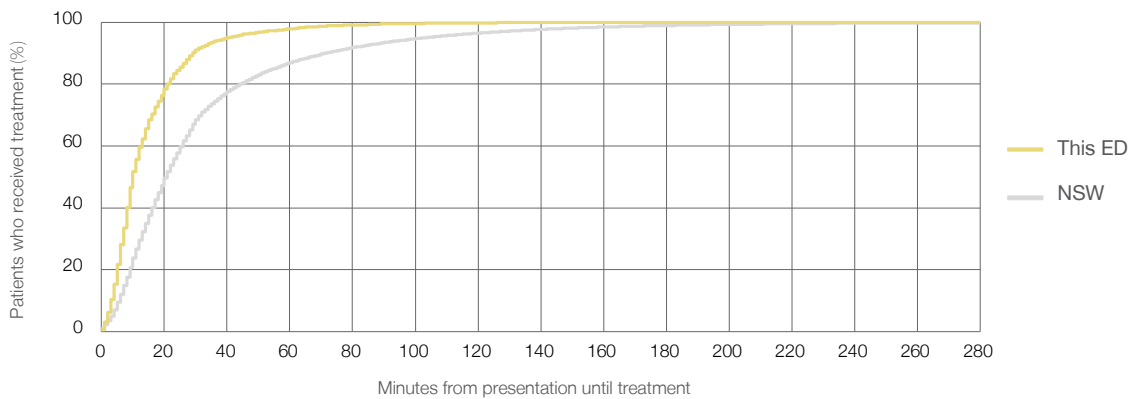
Number of triage 3 patients used to calculate waiting time:³ 2,334

Median time to start treatment⁴ 10 minutes

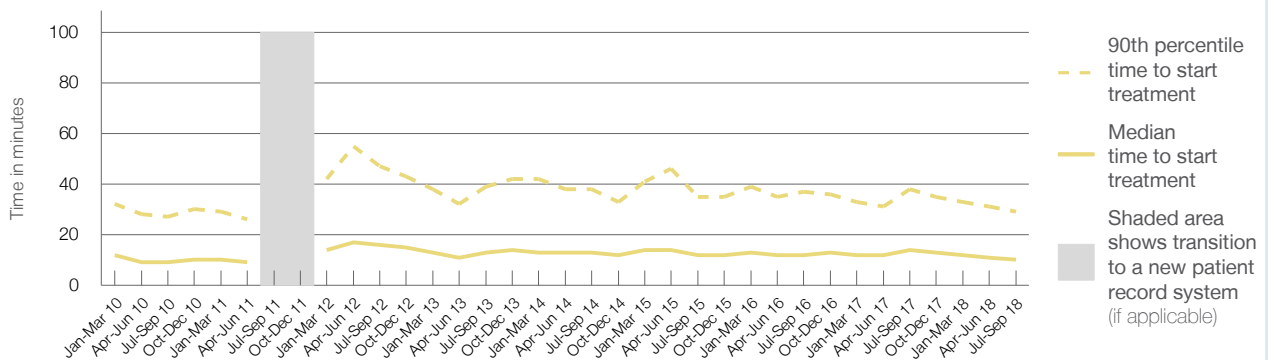
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
2,510	2,490
14 minutes	21 minutes
38 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	9		16	13	13	12	12	14	10
90th percentile time to start treatment ⁵ (minutes)	27		47	39	38	35	37	38	29

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,313

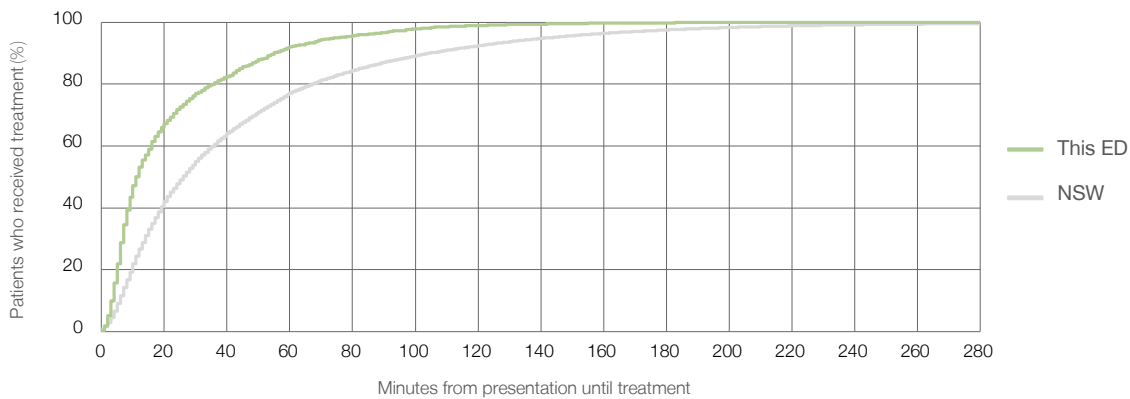
Number of triage 4 patients used to calculate waiting time:³ 2,276

Median time to start treatment⁴ 11 minutes

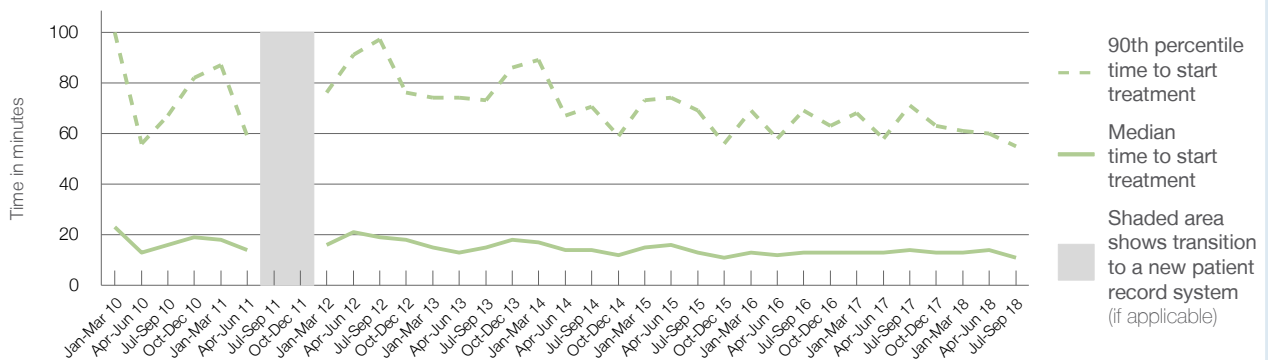
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,503	
2,420	
14 minutes	26 minutes
71 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	16		19	15	14	13	13	14	11
90th percentile time to start treatment ⁵ (minutes)	67		97	73	71	69	69	71	55

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 308

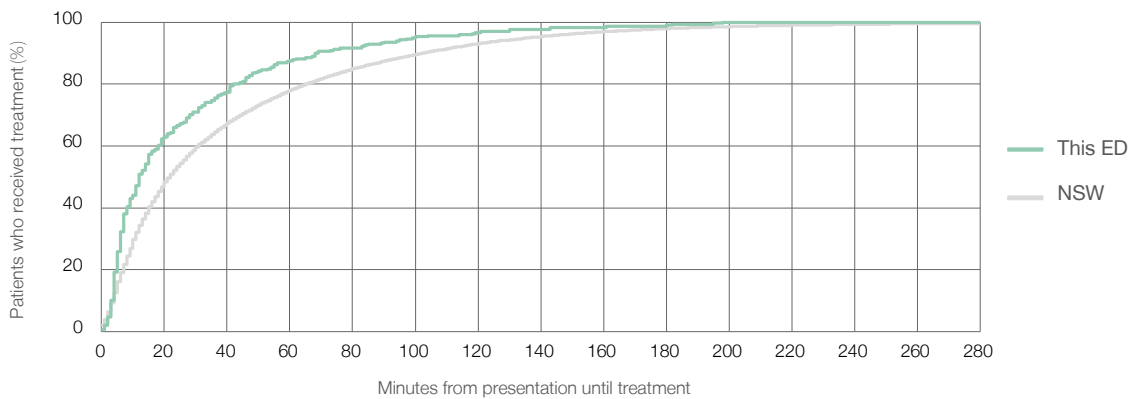
Number of triage 5 patients used to calculate waiting time:³ 297

Median time to start treatment⁴ 12 minutes

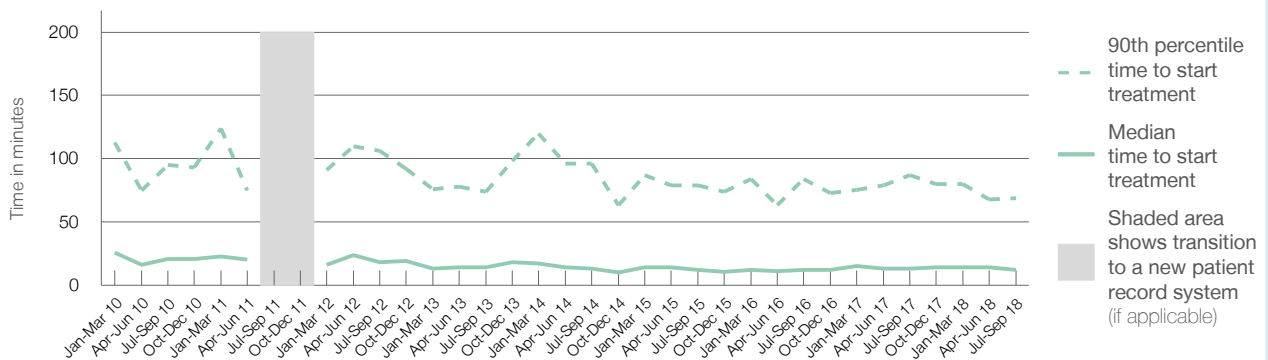
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
309	
284	
13 minutes	22 minutes
87 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21		18	14	13	12	12	13	12
90th percentile time to start treatment ⁵ (minutes)	95		106	74	96	79	84	87	69

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

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

Manly Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 5,959 patients

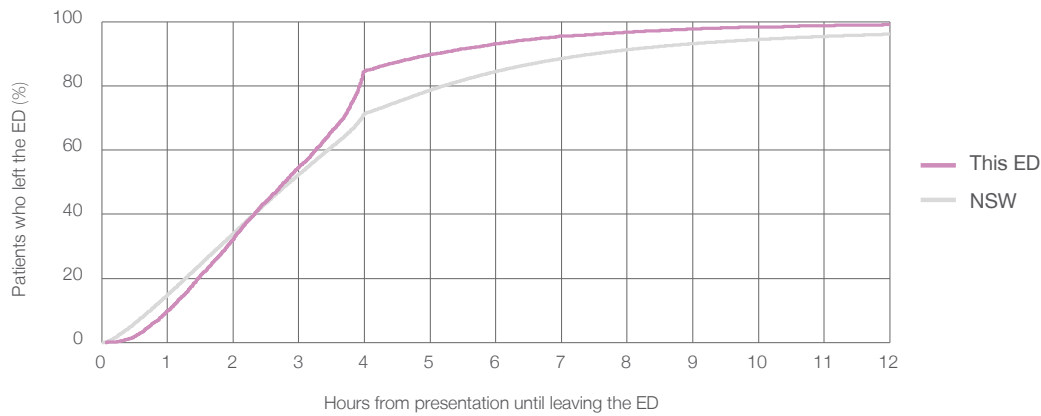
Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Median time spent in the ED⁸ 2 hours and 47 minutes

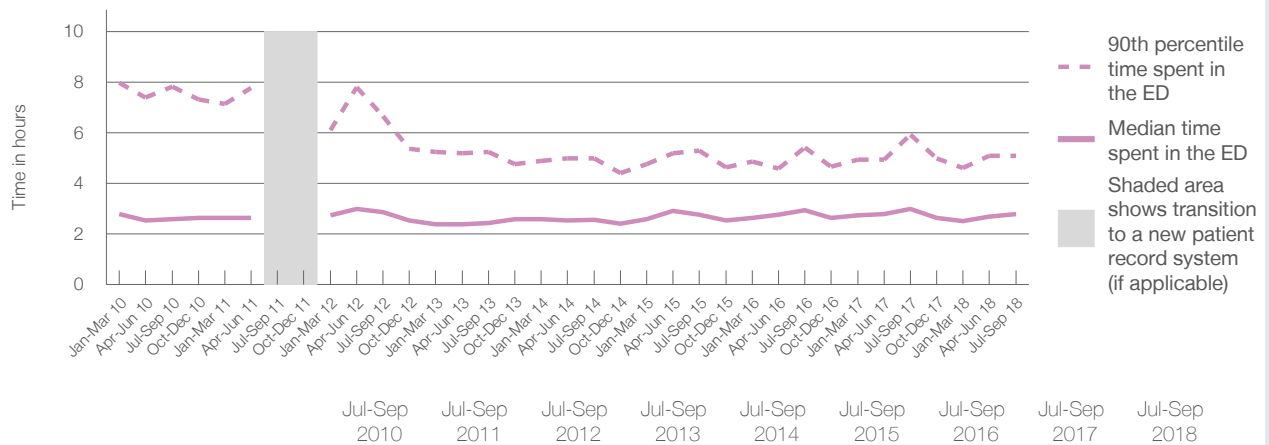
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
6,369	6,369
2 hours and 59 minutes	2 hours and 52 minutes
5 hours and 55 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 36m		2h 52m	2h 26m	2h 34m	2h 46m	2h 57m	2h 59m	2h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 50m		6h 40m	5h 14m	5h 0m	5h 17m	5h 26m	5h 55m	5h 6m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

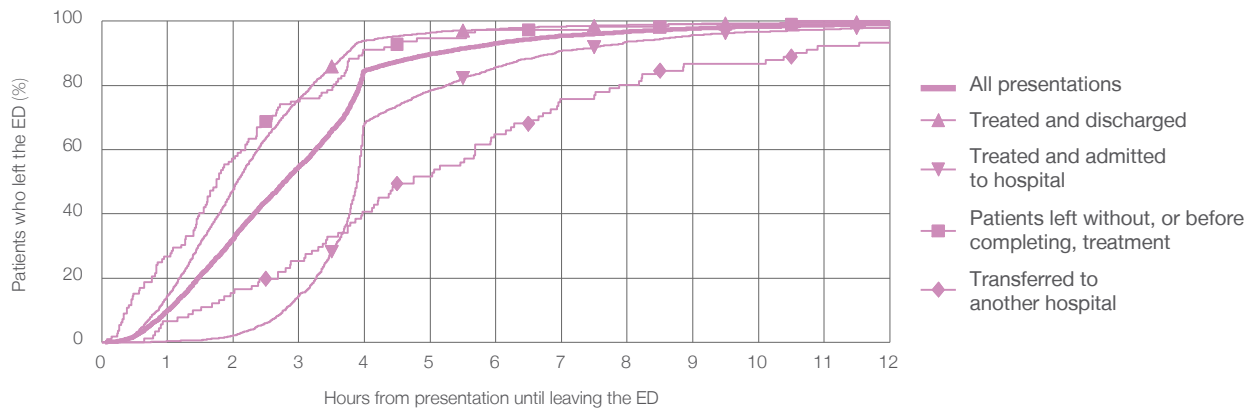
All presentations:¹ 5,959 patients

Presentations used to calculate time to leaving the ED:⁶ 5,959 patients

Treated and discharged	3,780 (63.4%)
Treated and admitted to hospital	1,968 (33.0%)
Patient left without, or before completing, treatment	112 (1.9%)
Transferred to another hospital	91 (1.5%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,369	-6%
4,060	-6.9%
1,989	-1.1%
201	-44.3%
114	-20.2%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	14.5%	47.7%	75.7%	94.0%	97.5%	98.8%	99.4%	99.7%
Treated and admitted to hospital	0.3%	2.1%	14.6%	68.2%	85.7%	93.6%	96.7%	98.1%
Patient left without, or before completing, treatment	26.8%	57.1%	75.0%	91.1%	97.3%	98.2%	99.1%	100%
Transferred to another hospital	6.6%	15.4%	25.3%	40.7%	64.8%	80.2%	86.8%	93.4%
All presentations	10.0%	32.3%	54.7%	84.6%	93.1%	96.8%	98.3%	99.1%

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

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

Manly Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 5,959 patients

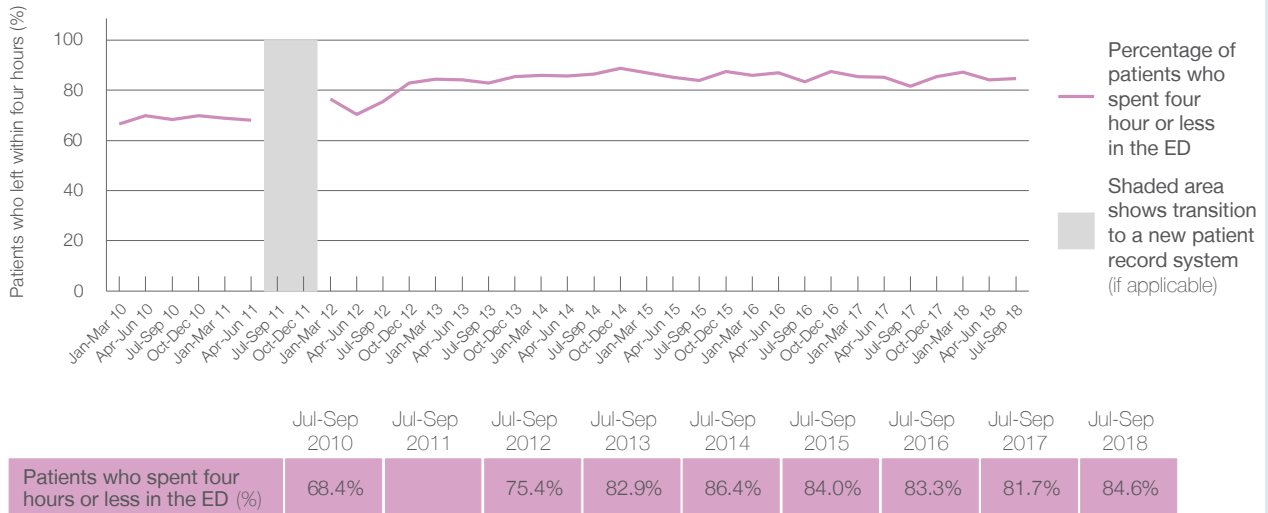
Presentations used to calculate time to leaving the ED: ⁶ 5,959 patients

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



Same period last year	Change since one year ago
6,369	-6%
6,369	-6%
81.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Mona Vale Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 8,565 patients
Emergency presentations:² 8,514 patients

Same period last year	Change since one year ago
8,915	-4%
8,872	-4%

Mona Vale Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,187 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,144 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,215 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 928 patients

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

Same period last year	NSW (this period)
1,270	
7 minutes	8 minutes
11 minutes	28 minutes
3,299	
18 minutes	21 minutes
56 minutes	72 minutes
3,484	
17 minutes	26 minutes
104 minutes	105 minutes
763	
21 minutes	22 minutes
130 minutes	103 minutes

Mona Vale Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 8,565 patients

Percentage of patients who spent four hours or less in the ED 85%

Same period last year	Change since one year ago
8,915	-4%
82%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

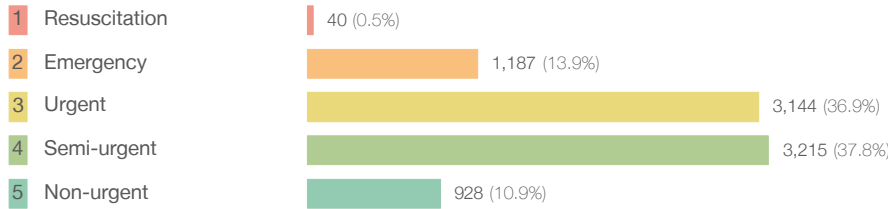
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Mona Vale Hospital: Patients presenting to the emergency department

July to September 2018

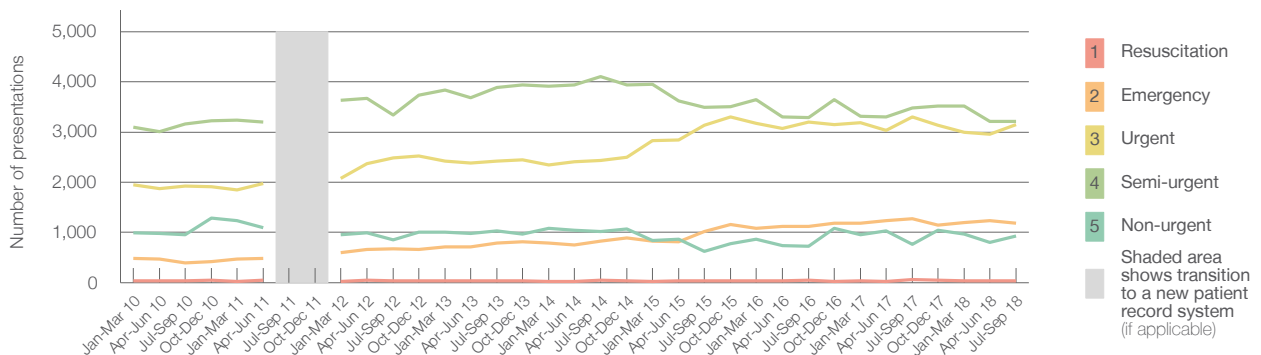
All presentations:¹ 8,565 patients

Emergency presentations² by triage category: 8,514 patients



Same period last year	Change since one year ago
8,915	-4%
8,872	-4%
56	-28.6%
1,270	-6.5%
3,299	-4.7%
3,484	-7.7%
763	21.6%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	31		38	40	43	35	45	56	40
Emergency	389		678	783	822	1,016	1,123	1,270	1,187
Urgent	1,918		2,481	2,422	2,430	3,134	3,202	3,299	3,144
Semi-urgent	3,155		3,334	3,884	4,106	3,494	3,286	3,484	3,215
Non-urgent	960		851	1,036	1,013	618	726	763	928
All emergency presentations	6,453		7,382	8,165	8,414	8,297	8,382	8,872	8,514

Mona Vale Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,792 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,860	
10 minutes	-1 minute
19 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.

Mona Vale Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,187

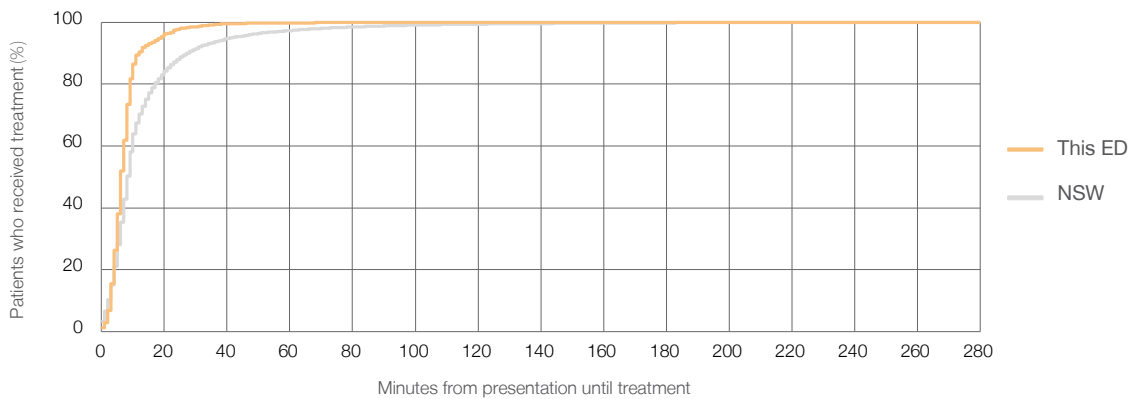
Number of triage 2 patients used to calculate waiting time:³ 1,184

Median time to start treatment⁴ 6 minutes

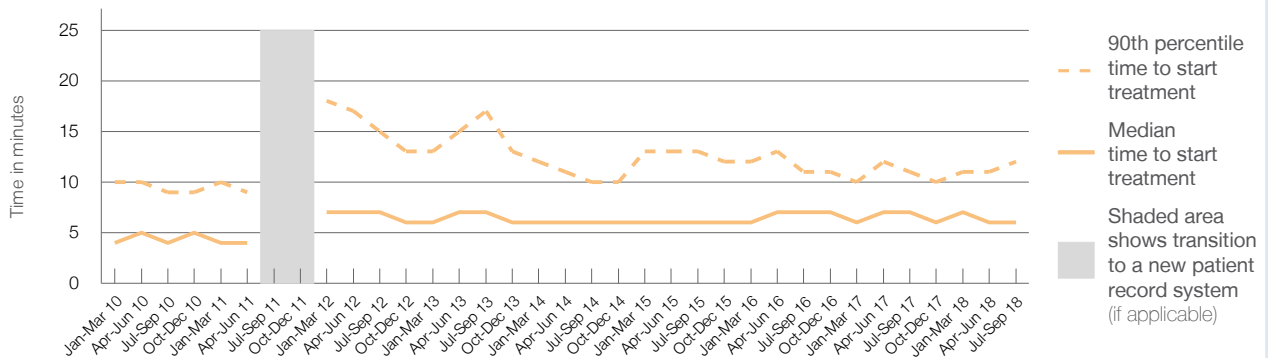
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,270	1,262
7 minutes	8 minutes
11 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4		7	7	6	6	7	7	6
90th percentile time to start treatment ⁵ (minutes)	9		15	17	10	13	11	11	12

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

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

Mona Vale Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 3,144

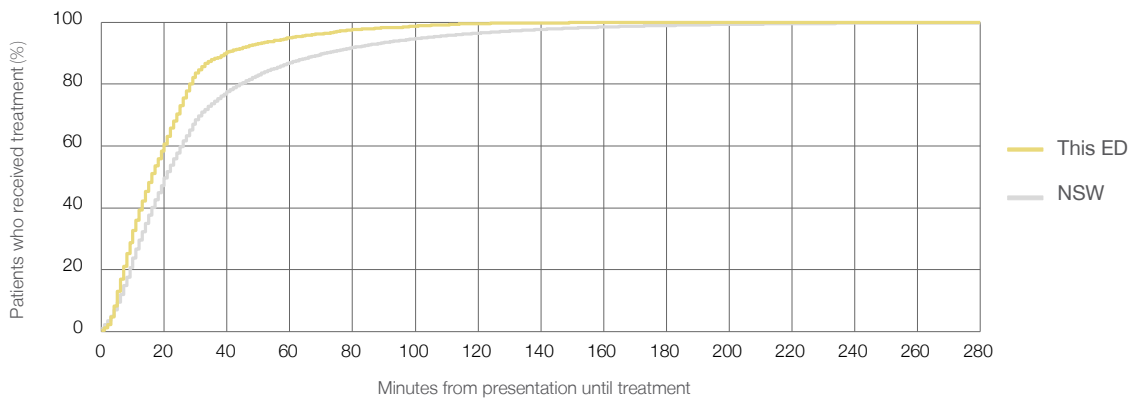
Number of triage 3 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴ 16 minutes

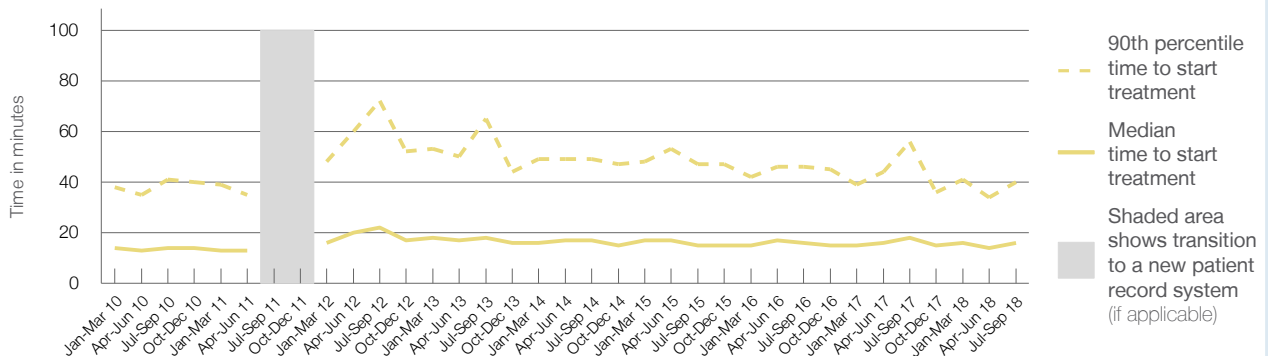
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
3,299	3,252
18 minutes	21 minutes
56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	14		22	18	17	15	16	18	16
90th percentile time to start treatment ⁵ (minutes)	41		72	65	49	47	46	56	40

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,215

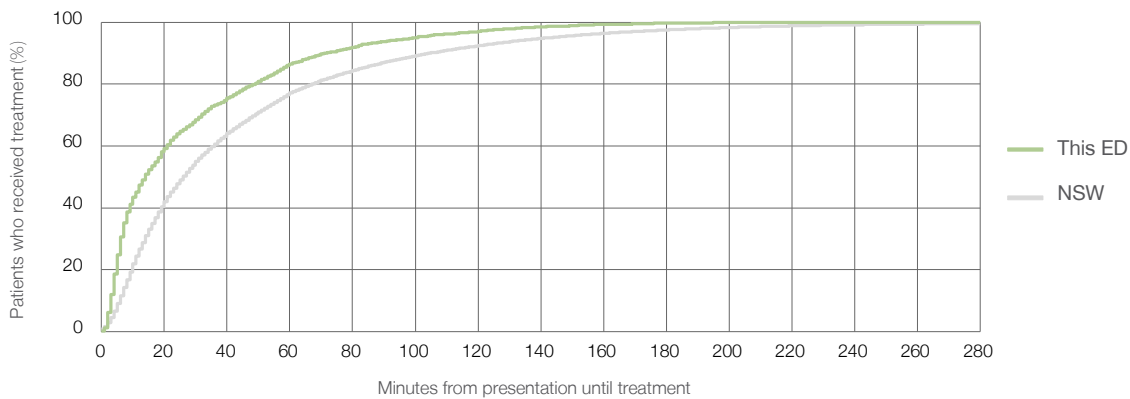
Number of triage 4 patients used to calculate waiting time:³ 3,096

Median time to start treatment⁴ 14 minutes

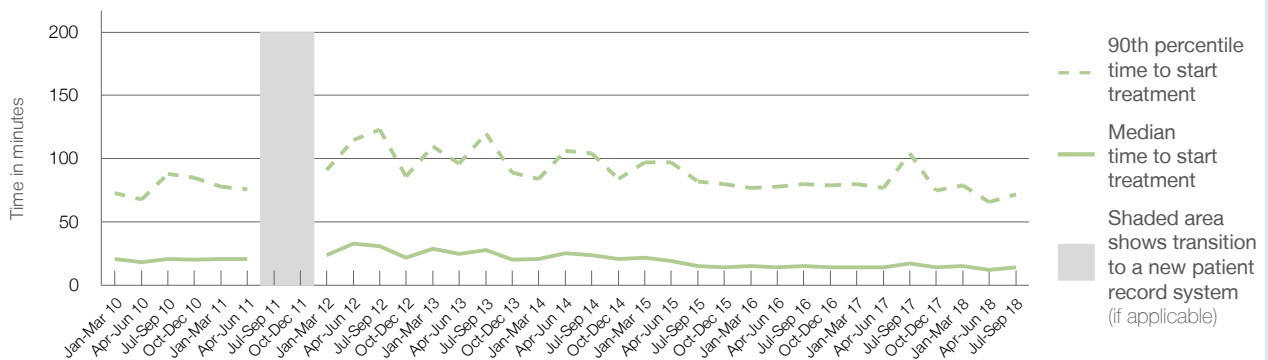
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,484	
3,197	
17 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21		31	28	24	15	15	17	14
90th percentile time to start treatment ⁵ (minutes)	88		123	120	104	82	80	104	72

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 928

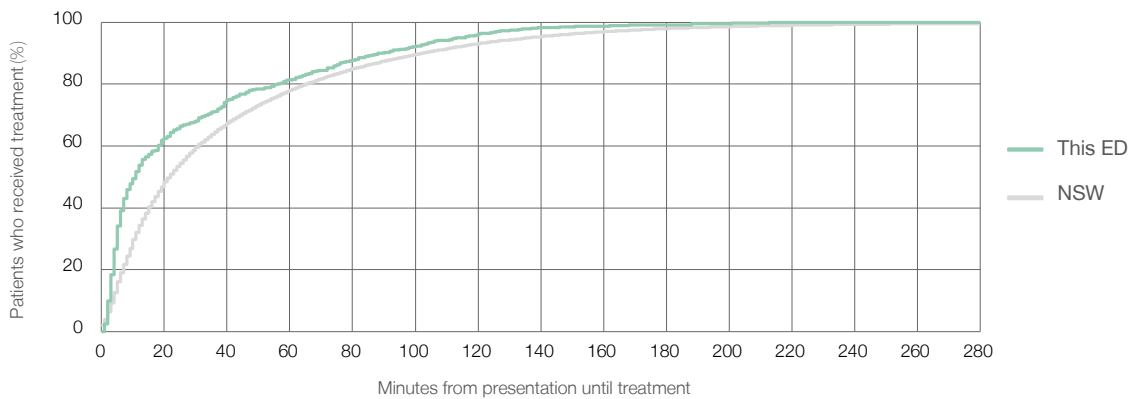
Number of triage 5 patients used to calculate waiting time:³ 849

Median time to start treatment⁴ 11 minutes

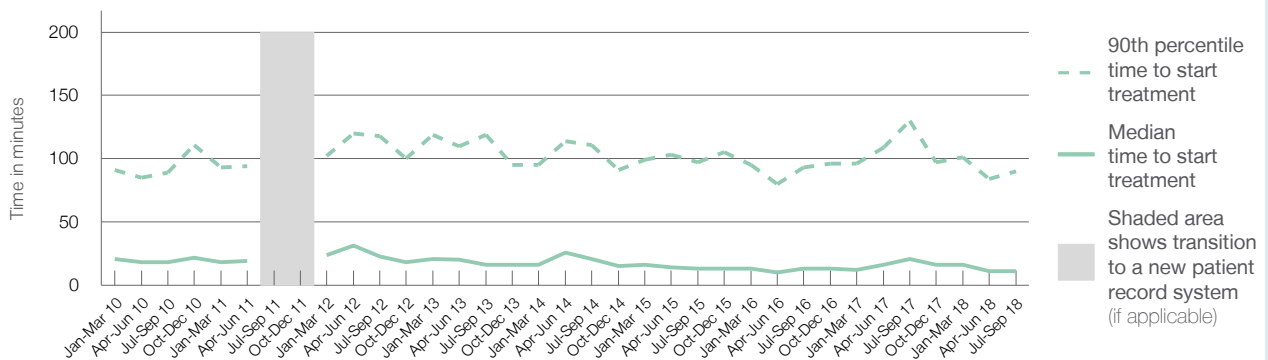
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
763	632
21 minutes	22 minutes
130 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18		23	16	21	13	13	21	11
90th percentile time to start treatment ⁵ (minutes)	89		118	119	111	97	93	130	90

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a 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 Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 8,565 patients

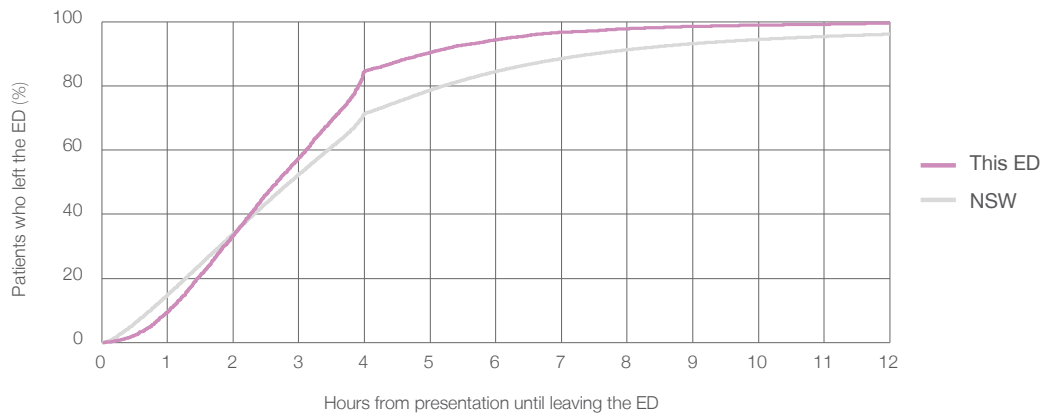
Presentations used to calculate time to leaving the ED:⁶ 8,565 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

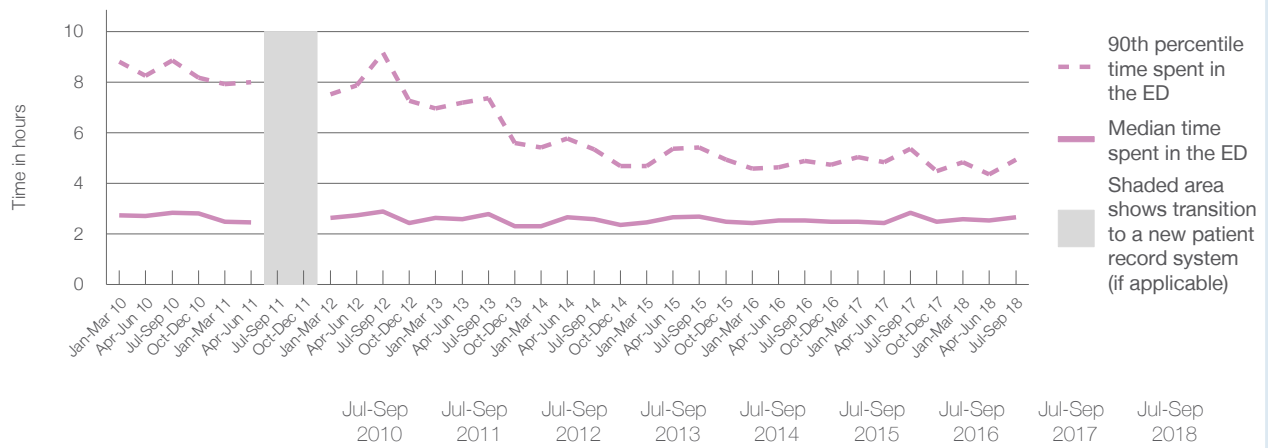
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
8,915	8,915
2 hours and 51 minutes	2 hours and 52 minutes
5 hours and 22 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 51m		2h 54m	2h 47m	2h 36m	2h 41m	2h 32m	2h 51m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 52m		9h 10m	7h 22m	5h 21m	5h 26m	4h 54m	5h 22m	4h 56m

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

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

Mona Vale Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

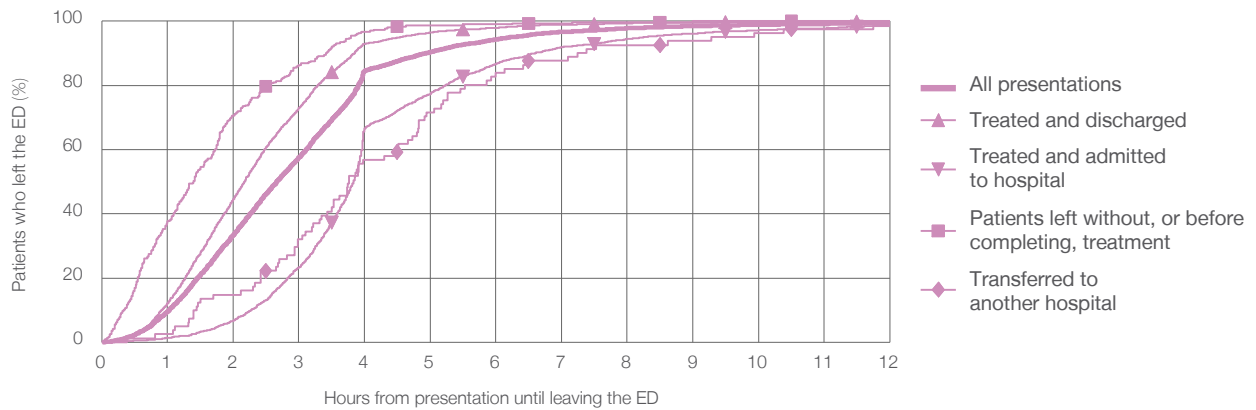
All presentations:¹ 8,565 patients

Presentations used to calculate time to leaving the ED:⁶ 8,565 patients

Treated and discharged	5,498 (64.2%)
Treated and admitted to hospital	2,673 (31.2%)
Patient left without, or before completing, treatment	306 (3.6%)
Transferred to another hospital	81 (0.9%)
Other	7 (0.1%)

Same period last year	Change since one year ago
8,915	-4%
5,591	-1.7%
2,703	-1.1%
539	-43.2%
78	3.8%
4	75.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.2%	44.7%	73.0%	93.0%	98.0%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.3%	6.8%	23.4%	66.6%	86.8%	94.5%	97.2%	98.6%
Patient left without, or before completing, treatment	37.6%	70.6%	86.3%	96.7%	99.0%	99.7%	100%	100%
Transferred to another hospital	2.5%	14.8%	32.1%	56.8%	84.0%	92.6%	96.3%	98.8%
All presentations	9.6%	33.5%	57.6%	84.5%	94.4%	97.8%	98.9%	99.5%

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

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

Mona Vale Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 8,565 patients

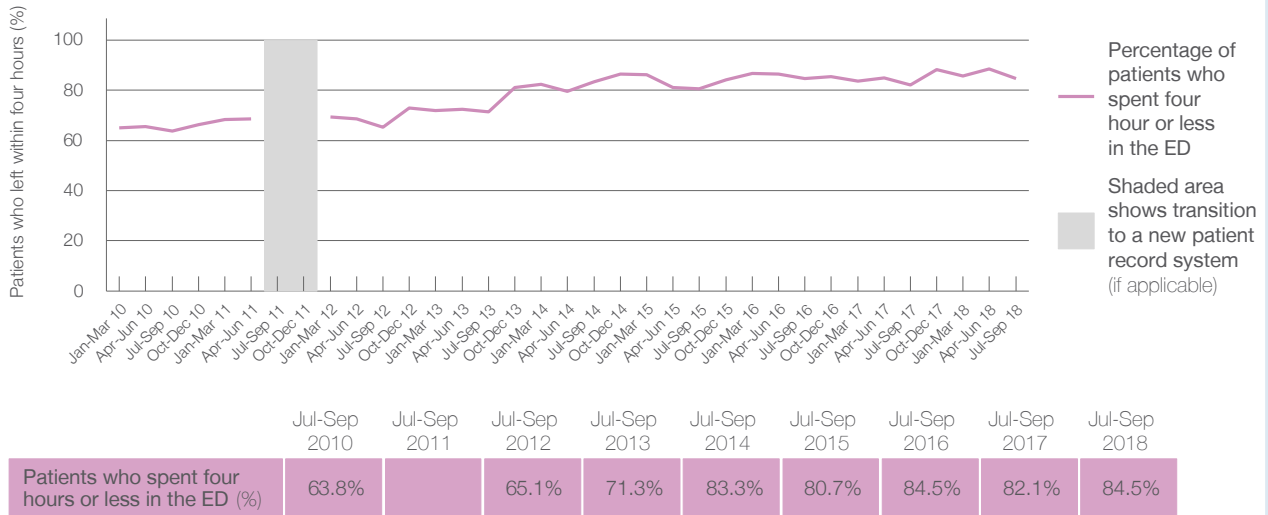
Presentations used to calculate time to leaving the ED: ⁶ 8,565 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,915	-4%
Presentations used to calculate time to leaving the ED	8,915	-4%
Percentage of patients who spent four hours or less in the ED	82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 22,229 patients

Emergency presentations:² 22,183 patients

Same period last year	Change since one year ago
22,435	-1%
22,347	-1%

Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,807 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,463 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,985 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,629 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,547	
8 minutes	8 minutes
20 minutes	28 minutes
6,425	
20 minutes	21 minutes
57 minutes	72 minutes
8,198	
30 minutes	26 minutes
83 minutes	105 minutes
2,700	
32 minutes	22 minutes
106 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 22,229 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
22,435	-1%
60%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

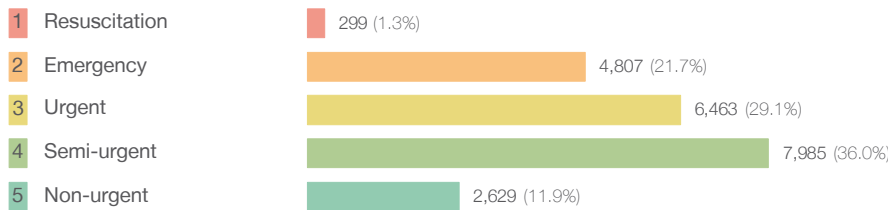
Royal North Shore Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 22,229 patients

Same period last year	Change since one year ago
22,435	-1%

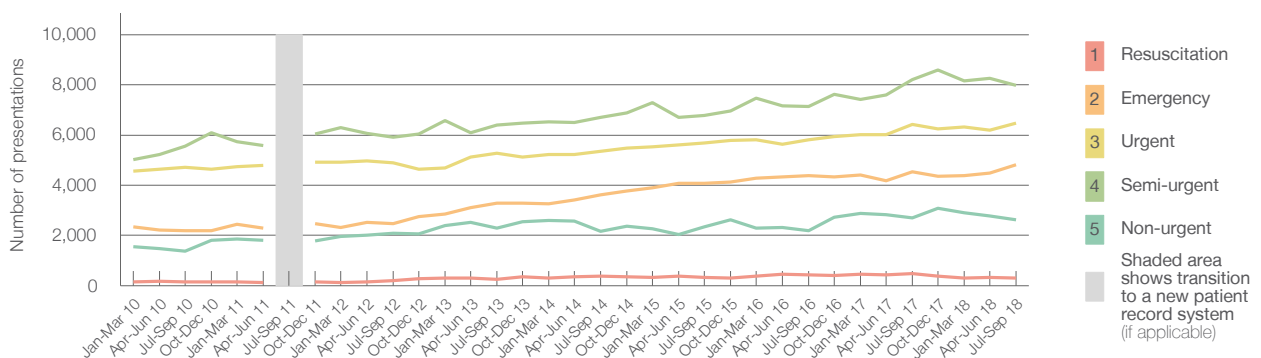
Emergency presentations² by triage category: 22,183 patients

Same period last year	Change since one year ago
22,347	-1%



Same period last year	Change since one year ago
477	-37.3%
4,547	5.7%
6,425	0.6%
8,198	-2.6%
2,700	-2.6%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	149		209	253	368	320	438	477	299
Emergency	2,185		2,480	3,287	3,625	4,069	4,377	4,547	4,807
Urgent	4,718		4,897	5,268	5,343	5,689	5,824	6,425	6,463
Semi-urgent	5,559		5,925	6,404	6,700	6,779	7,125	8,198	7,985
Non-urgent	1,366		2,099	2,291	2,168	2,333	2,181	2,700	2,629
All emergency presentations	13,977		15,610	17,503	18,204	19,190	19,945	22,347	22,183

Royal North Shore Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 4,846 patients

Same period last year	Change since one year ago
4,877	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	1 minute
44 minutes	6 minutes

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 4,807

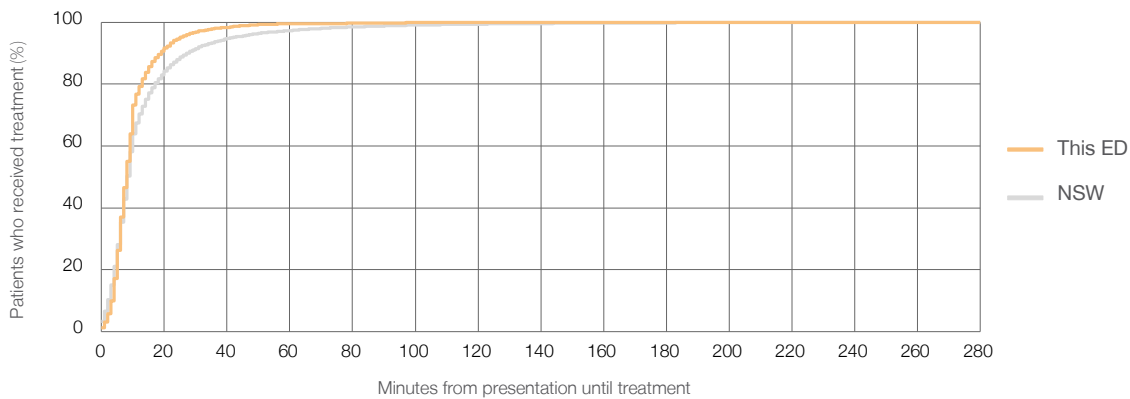
Number of triage 2 patients used to calculate waiting time:³ 4,797

Median time to start treatment⁴ 8 minutes

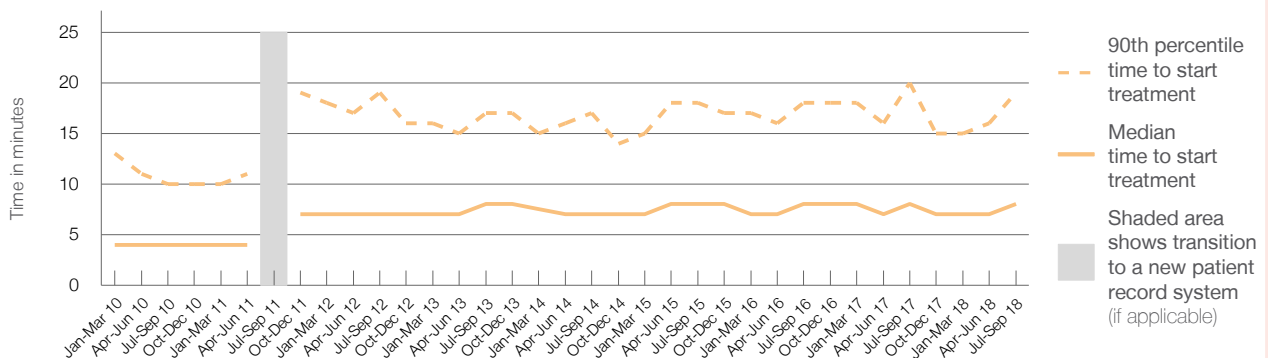
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
4,547	4,528
8 minutes	8 minutes
20 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4		7	8	7	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	10		19	17	17	18	18	20	19

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 6,463

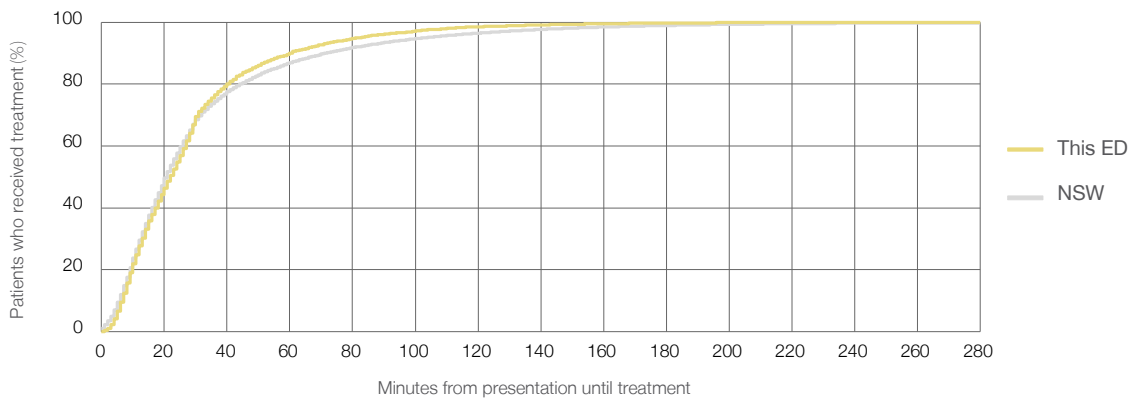
Number of triage 3 patients used to calculate waiting time:³ 6,384

Median time to start treatment⁴ 22 minutes

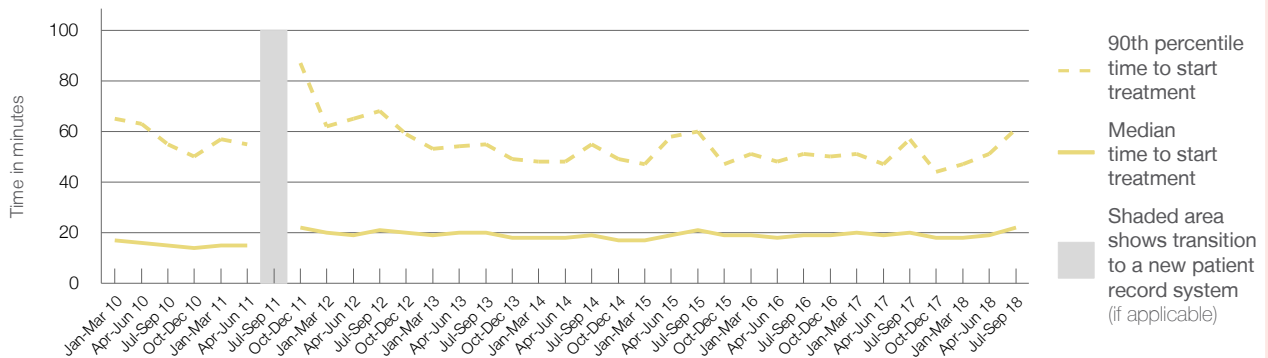
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
6,425	6,331
20 minutes	21 minutes
57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15		21	20	19	21	19	20	22
90th percentile time to start treatment ⁵ (minutes)	55		68	55	55	60	51	57	61

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

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

Royal North Shore Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 7,985

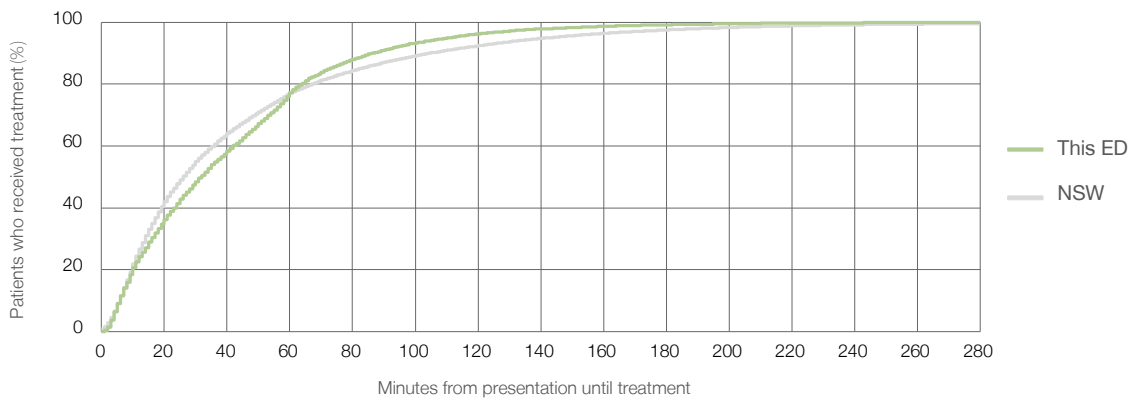
Number of triage 4 patients used to calculate waiting time:³ 7,698

Median time to start treatment⁴ 32 minutes

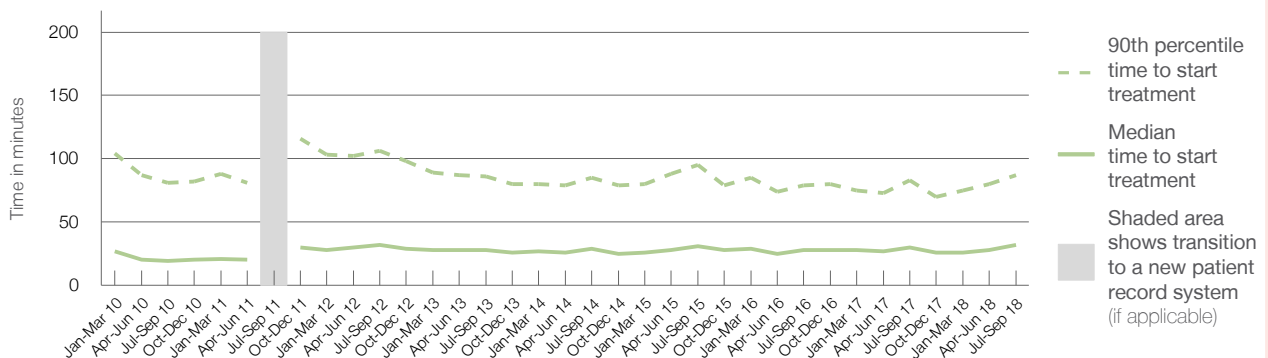
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
8,198	7,926
30 minutes	26 minutes
83 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	19		32	28	29	31	28	30	32
90th percentile time to start treatment ⁵ (minutes)	81		106	86	85	95	79	83	87

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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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 2,629

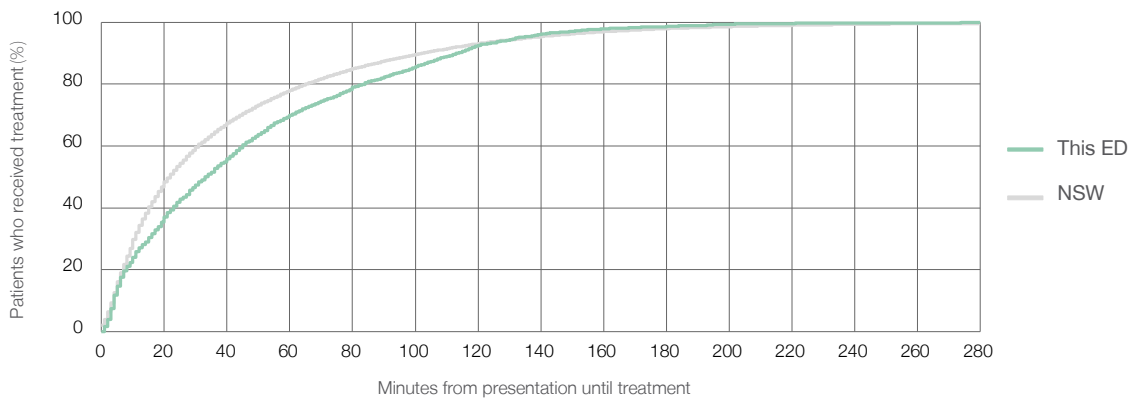
Number of triage 5 patients used to calculate waiting time:³ 2,347

Median time to start treatment⁴ 34 minutes

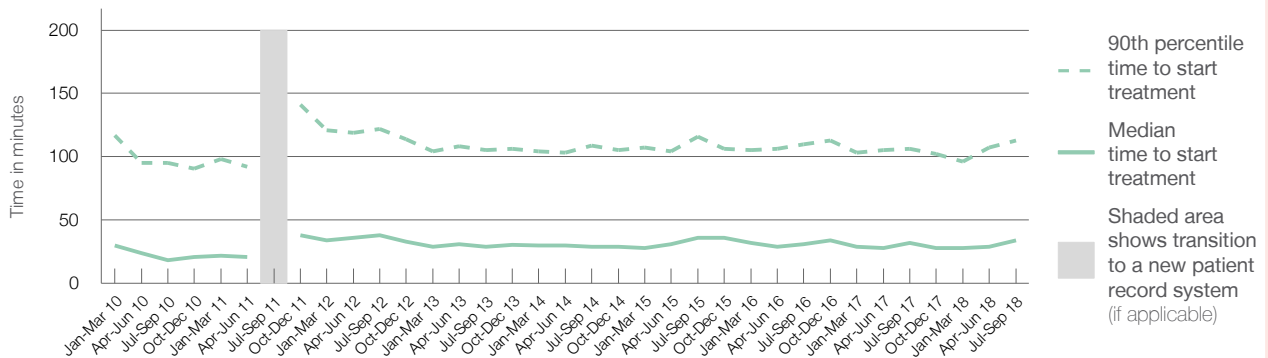
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,700	2,416
32 minutes	22 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18		38	29	29	36	31	32	34
90th percentile time to start treatment ⁵ (minutes)	95		122	105	109	116	110	106	113

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Royal North Shore Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 22,229 patients

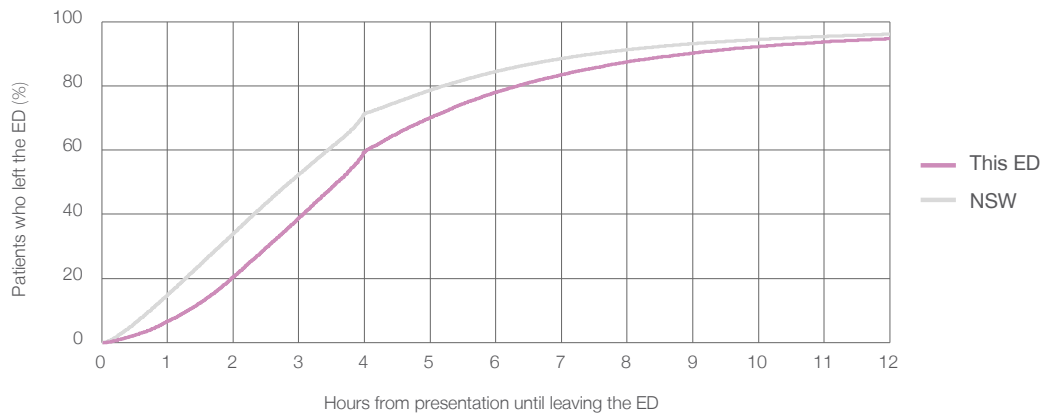
Presentations used to calculate time to leaving the ED:⁶ 22,229 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

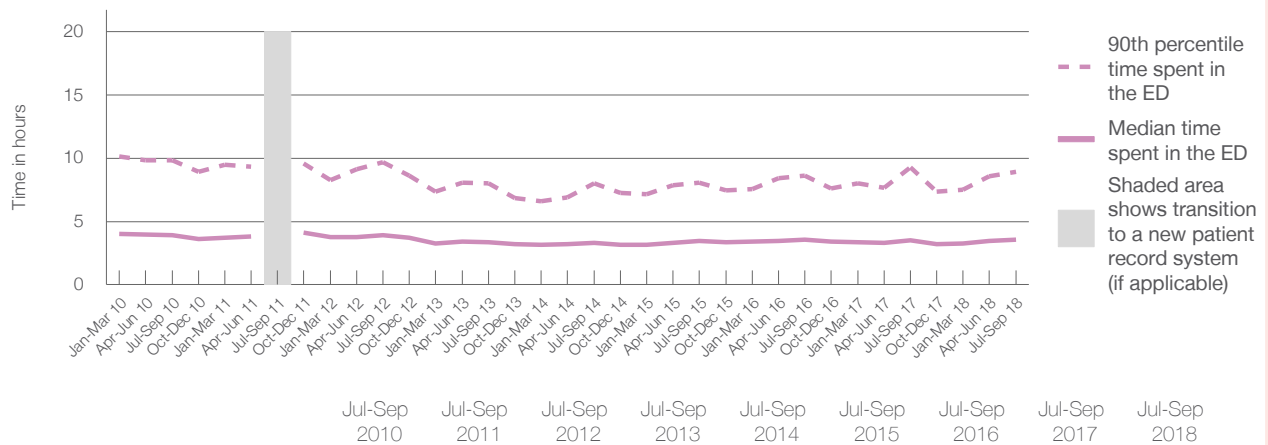
90th percentile time spent in the ED⁹ 8 hours and 56 minutes

Same period last year	NSW (this period)
22,435	22,435
3 hours and 31 minutes	2 hours and 52 minutes
9 hours and 18 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 54m		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 49m		9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m	8h 56m

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

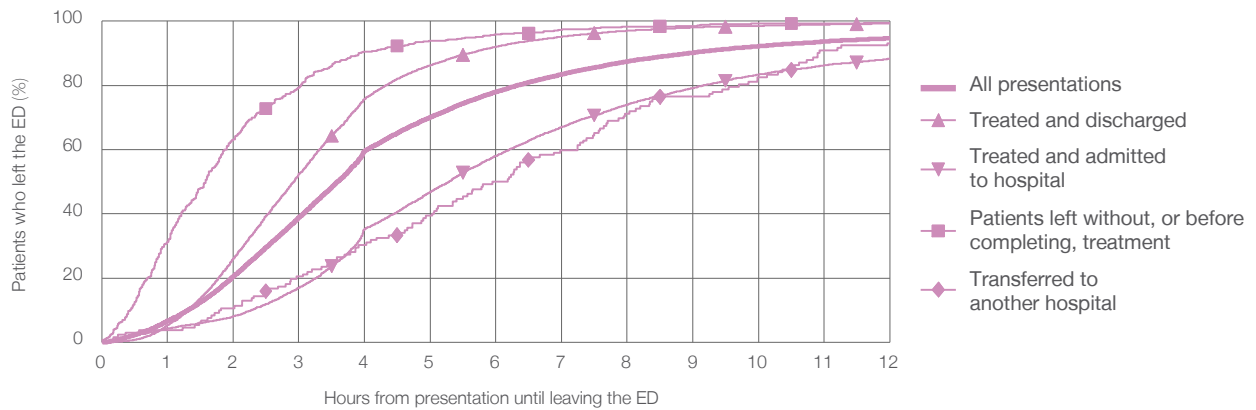
All presentations:¹ 22,229 patients

Presentations used to calculate time to leaving the ED:⁶ 22,229 patients

Treated and discharged	11,999 (54.0%)
Treated and admitted to hospital	9,166 (41.2%)
Patient left without, or before completing, treatment	559 (2.5%)
Transferred to another hospital	132 (0.6%)
Other	373 (1.7%)

Same period last year	Change since one year ago
22,435	-1%
12,655	-5.2%
8,626	6.3%
612	-8.7%
156	-15.4%
386	-3.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	26.2%	52.3%	75.8%	92.1%	97.0%	98.6%	99.3%
Treated and admitted to hospital	4.3%	8.1%	17.0%	35.2%	58.1%	74.0%	83.4%	88.3%
Patient left without, or before completing, treatment	31.3%	63.1%	79.4%	90.5%	95.9%	98.2%	99.3%	99.5%
Transferred to another hospital	3.8%	10.6%	20.5%	30.3%	50.0%	71.2%	82.6%	93.2%
All presentations	6.7%	20.6%	38.9%	59.5%	78.0%	87.5%	92.2%	94.7%

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Royal North Shore Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

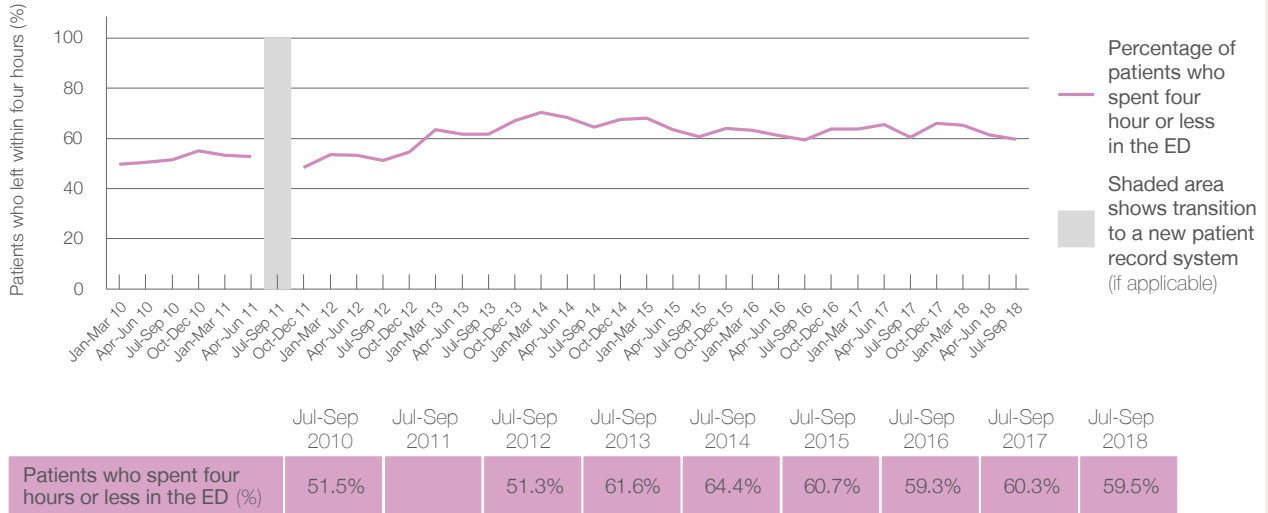
All presentations at the emergency department: ¹ 22,229 patients

Presentations used to calculate time to leaving the ED: ⁶ 22,229 patients

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

Same period last year	Change since one year ago
22,435	-1%
22,435	-1%
60.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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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- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Ryde Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,758 patients
Emergency presentations:² 6,721 patients

Same period last year	Change since one year ago
7,452	-9%
7,362	-9%

Ryde Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,021 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,674 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,578 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 410 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,027	
7 minutes	8 minutes
14 minutes	28 minutes
2,783	
14 minutes	21 minutes
37 minutes	72 minutes
3,177	
16 minutes	26 minutes
73 minutes	105 minutes
330	
18 minutes	22 minutes
81 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED 79%

Same period last year	Change since one year ago
7,452	-9%
80%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

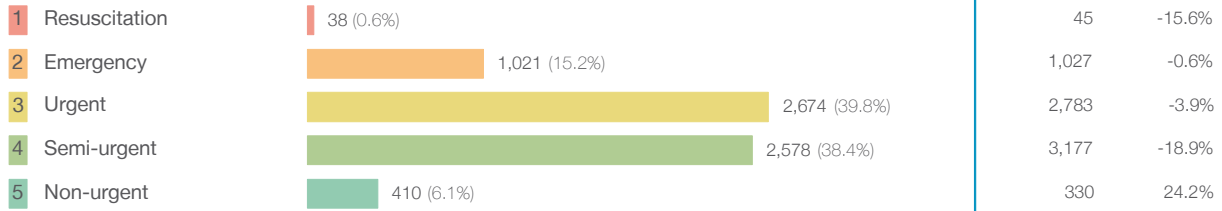
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Ryde Hospital: Patients presenting to the emergency department

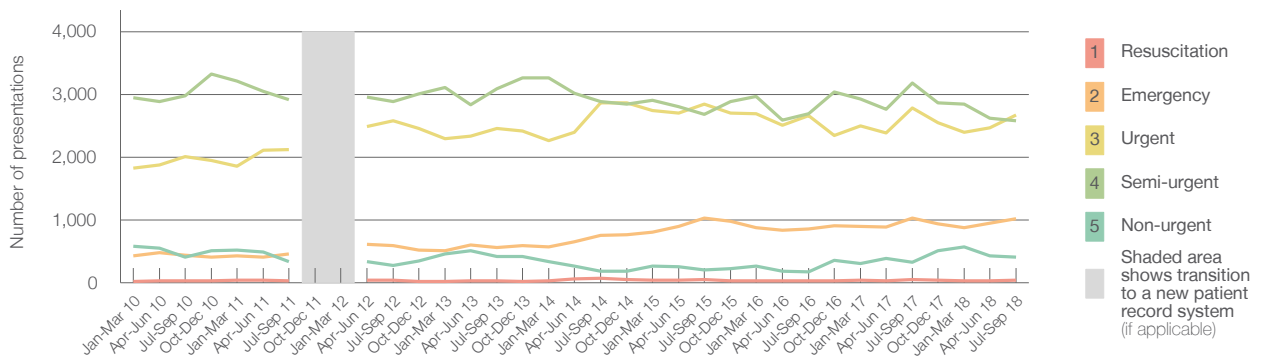
July to September 2018

All presentations:¹ 6,758 patients

Emergency presentations² by triage category: 6,721 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	33	31	43	30	68	48	34	45	38
Emergency	434	455	592	558	750	1,034	857	1,027	1,021
Urgent	2,005	2,125	2,579	2,457	2,868	2,844	2,666	2,783	2,674
Semi-urgent	2,976	2,912	2,889	3,091	2,886	2,686	2,694	3,177	2,578
Non-urgent	407	340	276	417	180	201	172	330	410
All emergency presentations	5,855	5,863	6,379	6,553	6,752	6,813	6,423	7,362	6,721

Ryde Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,592 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.

Ryde Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,021

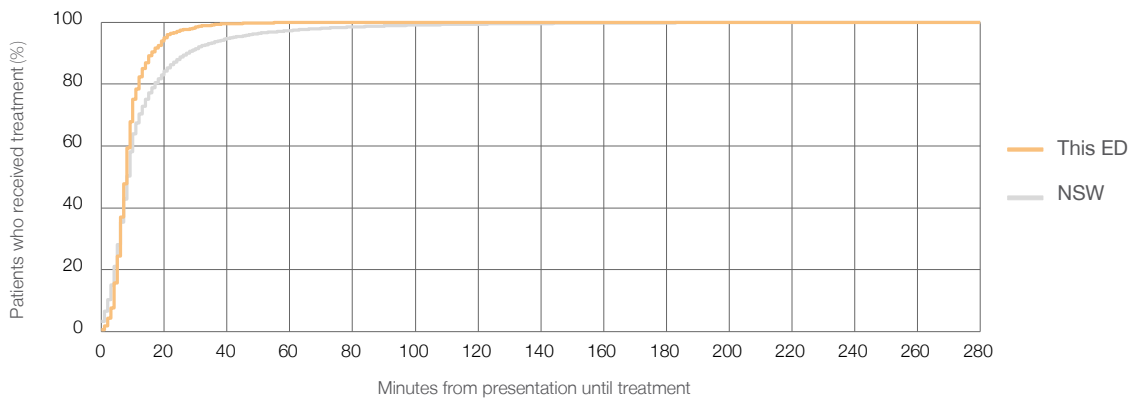
Number of triage 2 patients used to calculate waiting time:³ 1,019

Median time to start treatment⁴ 8 minutes

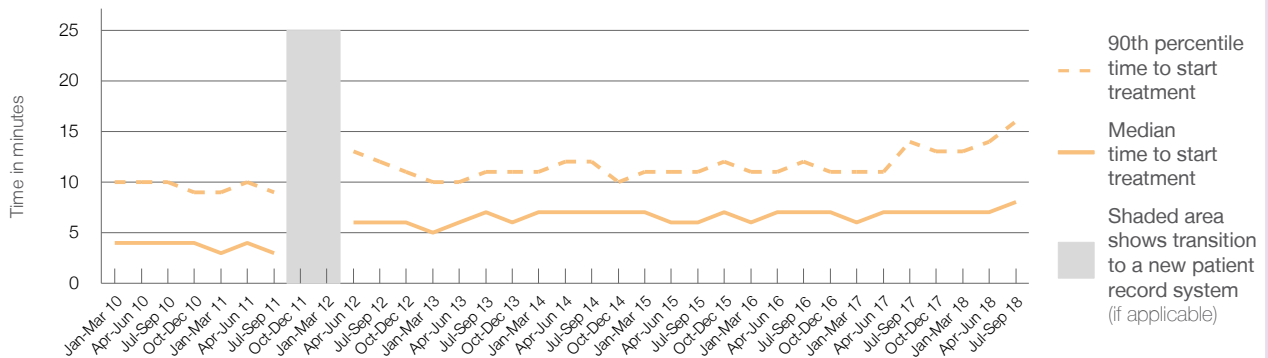
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,027	1,027
7 minutes	8 minutes
14 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	4	3	6	7	7	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)	10	9	12	11	12	11	12	14	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.

Ryde Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 2,674

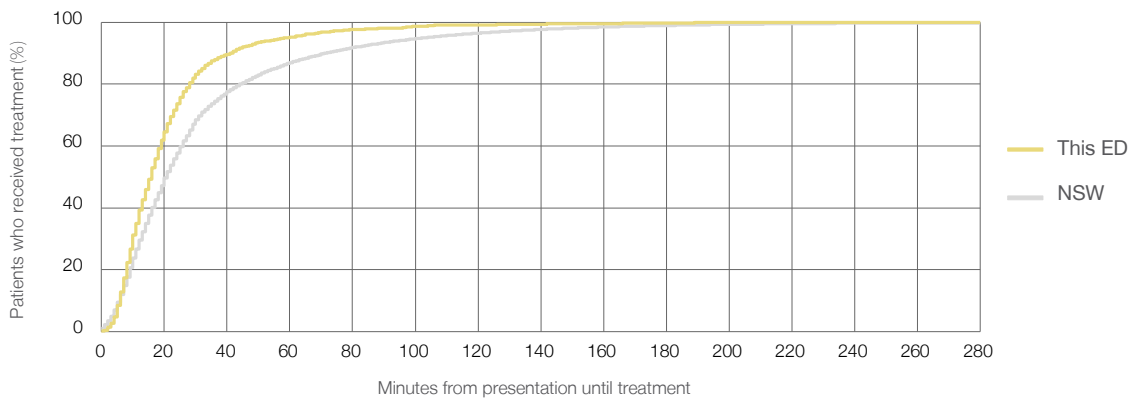
Number of triage 3 patients used to calculate waiting time:³ 2,644

Median time to start treatment⁴ 16 minutes

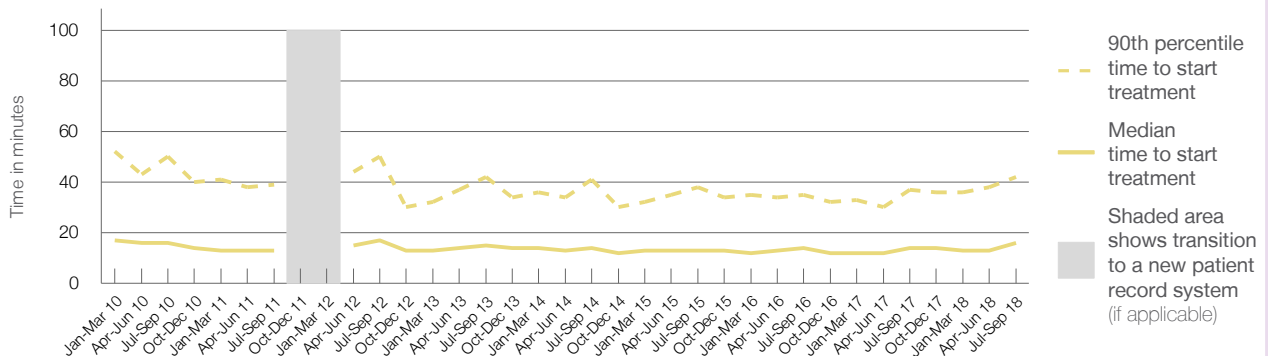
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,783	
2,761	
14 minutes	21 minutes
37 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	16	13	17	15	14	13	14	14	16
90th percentile time to start treatment ⁵ (minutes)	50	39	50	42	41	38	35	37	42

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

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

Ryde Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,578

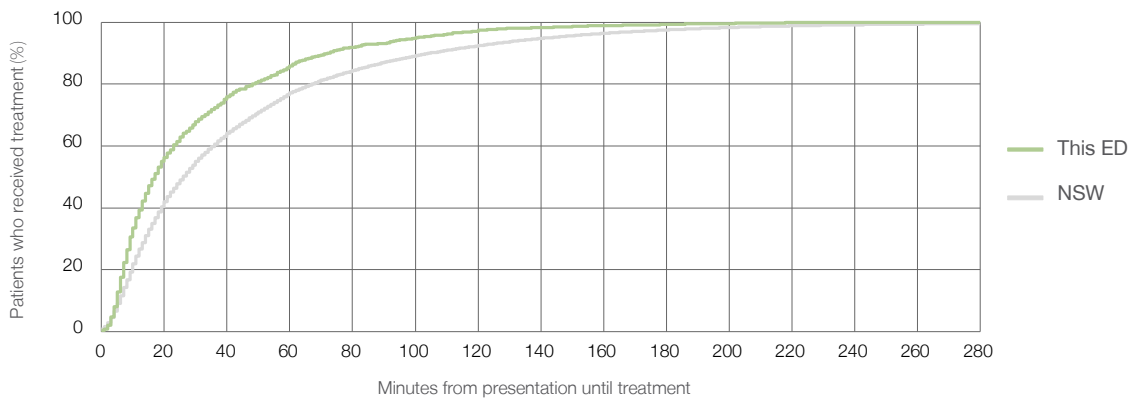
Number of triage 4 patients used to calculate waiting time:³ 2,498

Median time to start treatment⁴ 17 minutes

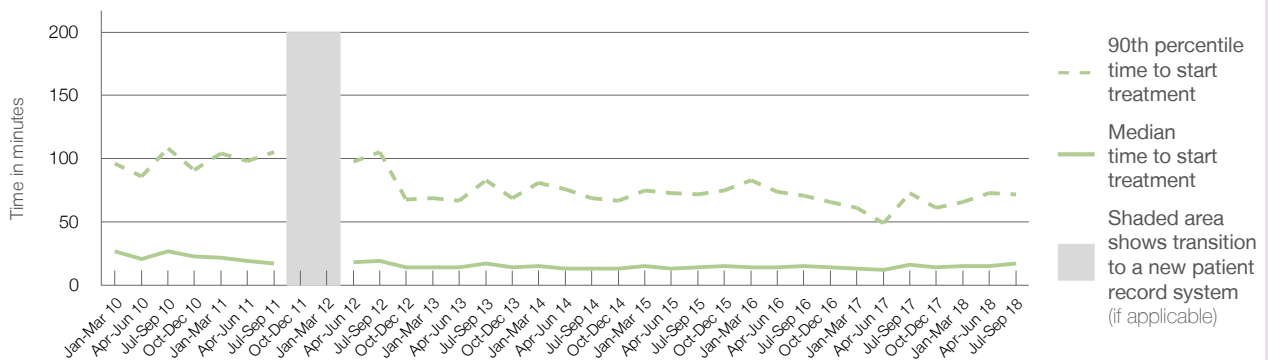
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,177	
3,082	
16 minutes	26 minutes
73 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	27	17	19	17	13	14	15	16	17
90th percentile time to start treatment ⁵ (minutes)	108	105	105	83	69	72	71	73	72

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

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

Ryde Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 410

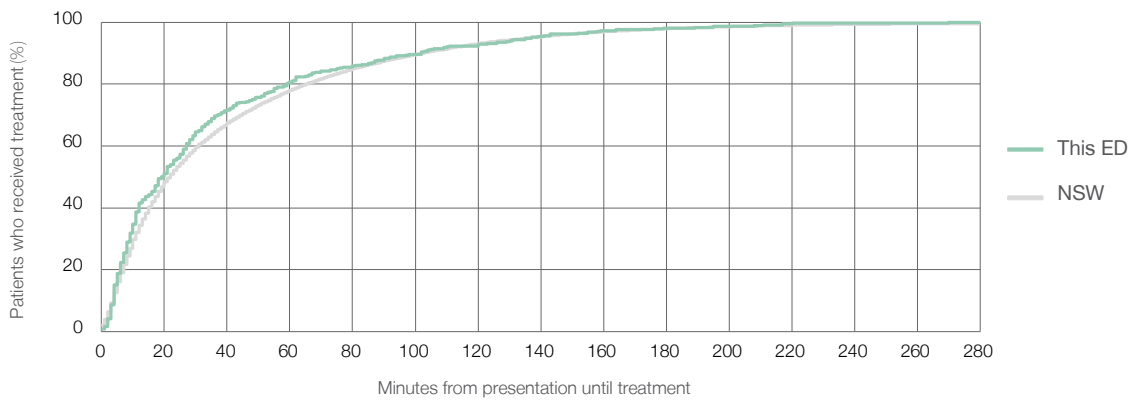
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 20 minutes

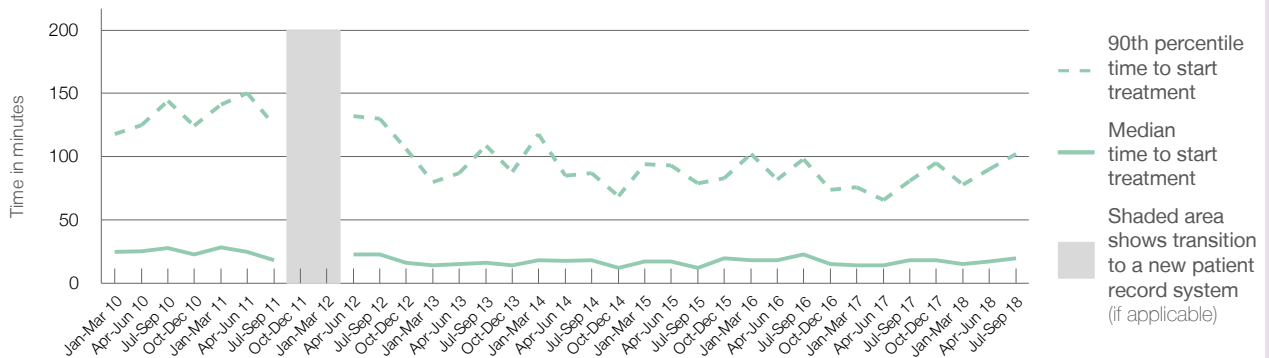
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
330	
293	
18 minutes	22 minutes
81 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	18	23	16	18	12	23	18	20
90th percentile time to start treatment ⁵ (minutes)	144	125	130	109	87	79	98	81	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.

Ryde Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,758 patients

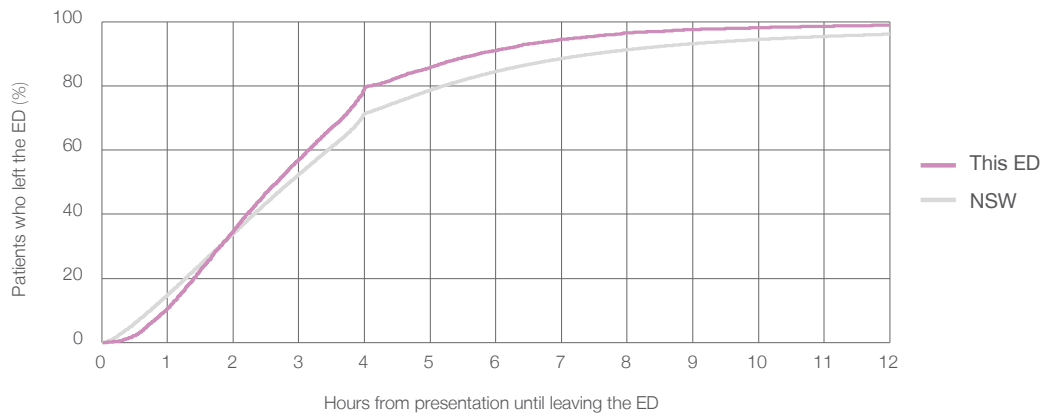
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

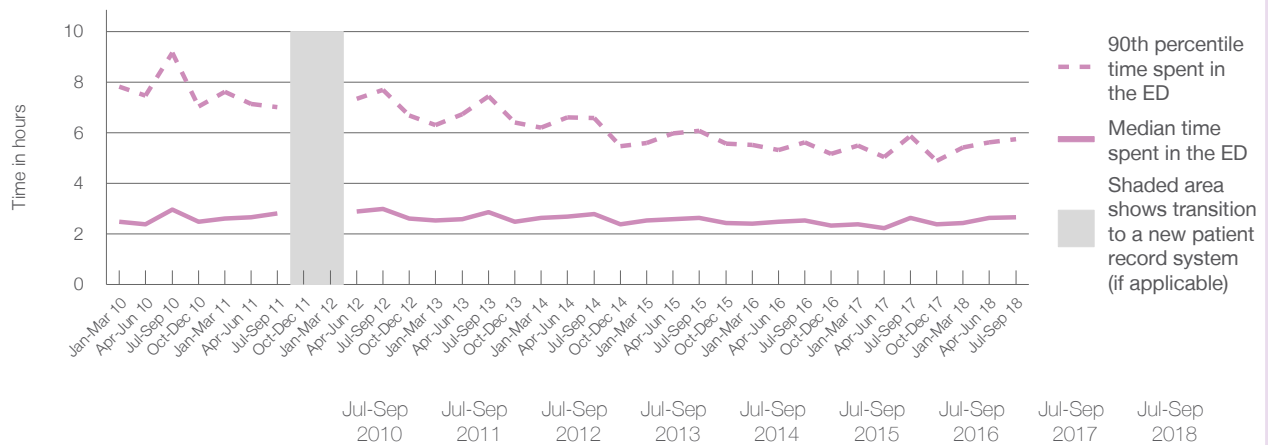
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
7,452	7,452
2 hours and 39 minutes	2 hours and 52 minutes
5 hours and 53 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 58m	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 10m	7h 1m	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m	5h 45m

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

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

Ryde Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

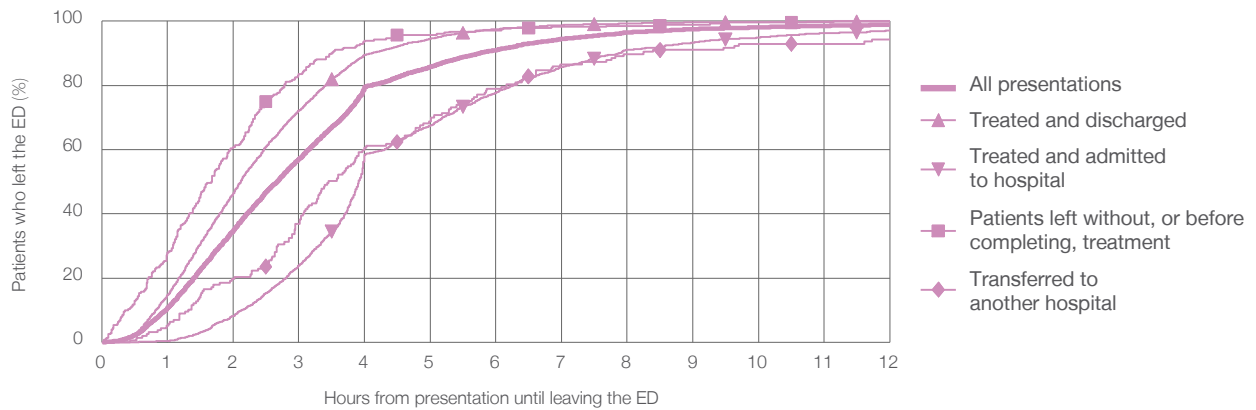
All presentations:¹ 6,758 patients

Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Treated and discharged	4,251 (62.9%)
Treated and admitted to hospital	2,061 (30.5%)
Patient left without, or before completing, treatment	280 (4.1%)
Transferred to another hospital	157 (2.3%)
Other	9 (0.1%)

Same period last year	Change since one year ago
7,452	-9%
4,819	-11.8%
2,187	-5.8%
282	-0.7%
156	0.6%
8	12.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.7%	46.5%	72.1%	89.4%	97.5%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.3%	8.2%	23.9%	58.4%	77.7%	91.2%	95.0%	97.1%
Patient left without, or before completing, treatment	27.9%	60.7%	83.6%	93.9%	97.1%	98.6%	99.6%	100%
Transferred to another hospital	5.1%	19.7%	36.9%	60.5%	79.0%	89.8%	93.0%	94.3%
All presentations	10.7%	34.8%	57.1%	79.5%	91.0%	96.6%	98.1%	98.9%

(†) 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.

Ryde Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 6,758 patients

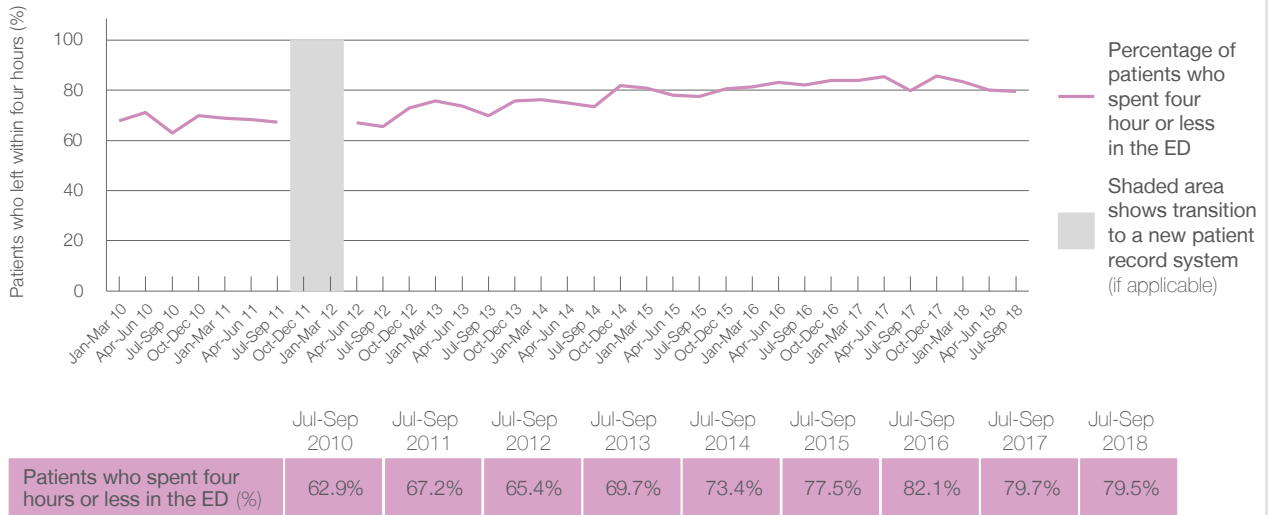
Presentations used to calculate time to leaving the ED: ⁶ 6,758 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	7,452	-9%
Presentations used to calculate time to leaving the ED	7,452	-9%
Percentage of patients who spent four hours or less in the ED	79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



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

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).